

# Walsall Pharmaceutical Needs Assessment (PNA) 2022-2025

Assisted by the PNA Working Group

A PNA is defined as the statement of need for pharmaceutical services in a given area



Walsall Council



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outcomes and  
customer experience



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employee satisfaction  
and engagement



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service efficiency  
and performance

# Background

- From 1 April 2013, every Health and Wellbeing Board (HWB) in England has a statutory responsibility, under the Health and Social Care Act 2012, to publish and keep up to date, a statement of the needs for pharmaceutical services for the population in its area, referred to as a 'pharmaceutical needs assessment' (PNA)
- Pharmaceutical and Local Pharmaceutical Regulations 2013 set out the requirements for PNAs
- Walsall's last PNA was produced in 2018

# Purpose

The PNA enables NHS England/Improvement, Walsall Council, Walsall ICB, Local Pharmaceutical Committees (LPC), pharmacy contractors and other key stakeholders to:

- Understand the current and future pharmaceutical needs of the local population
- Gain a clear picture of pharmaceutical services currently provided
- Clearly identify and address any local gaps in pharmaceutical services
- Make appropriate decisions regarding applications for NHS pharmacy contracts
- Commission appropriate and accessible services from community pharmacy as the PNA can identify areas for future investment or development or areas where decommissioning is required.

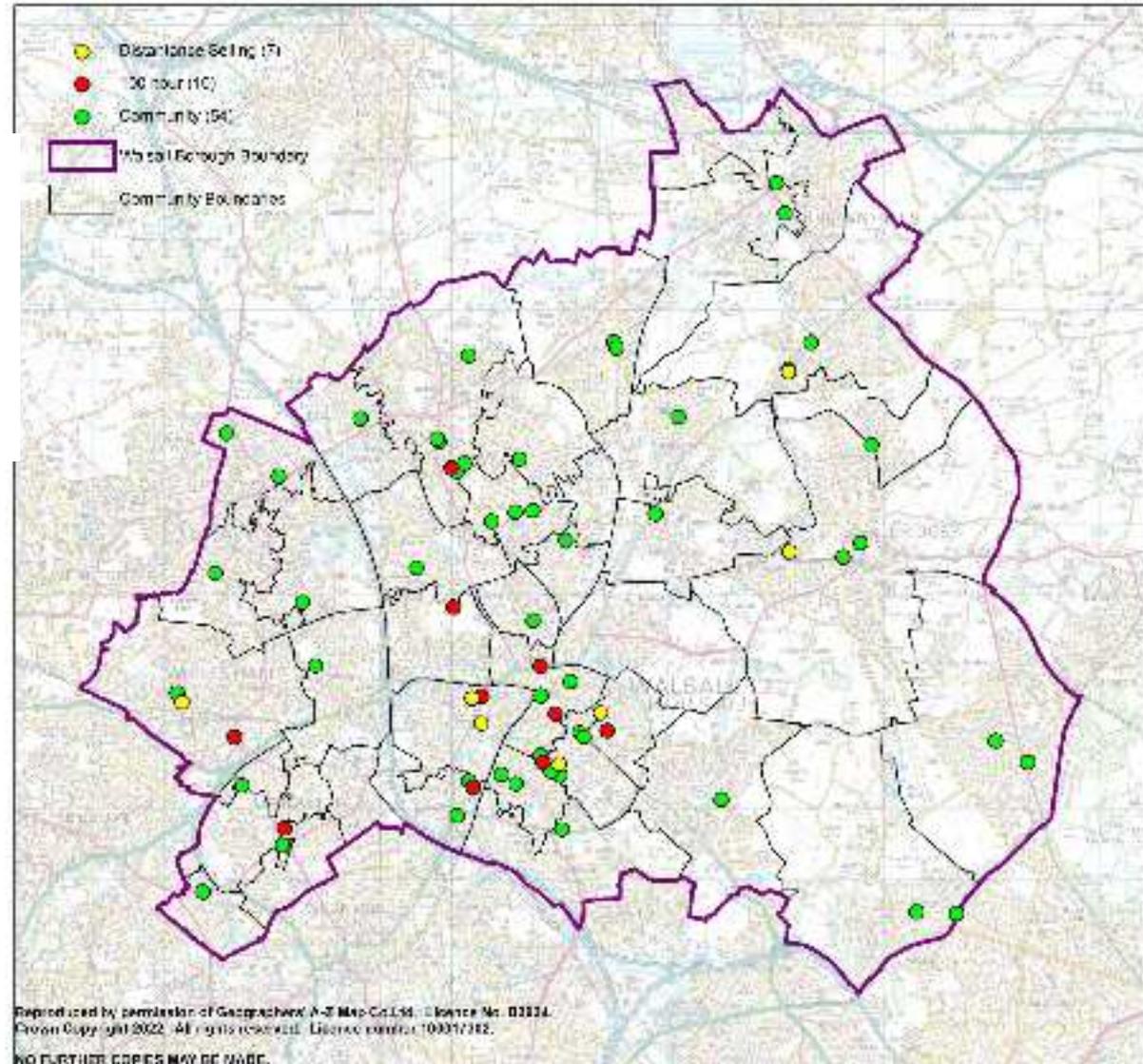
# PNA Development

- Formed PNA working group  
(Primary care contracting (NHS England/Improvement), Public Health, Black Country Integrated Care Board, Medicines Management, Local Pharmaceutical Committee , Community pharmacy contractors, Healthwatch Walsall)
- Identified local health needs, HWB priorities
- Identified local pharmaceutical service provision
- Sought patient experience via Healthwatch Walsall
- Mapped and synthesised data
- Undertook consultation
- Revised PNA where appropriate, following consultation

# Map of Pharmacies by Type

71 pharmacies in total;

- 7 – distance selling / internet
- 10 – 100 hour
- 54 – community



# Services offered

There are **four** different levels of Pharmaceutical Service provision:

1. Essential Services (all pharmacies must provide)
2. Advanced Services (pharmacies choose to provide)
3. Enhanced Services (commissioned locally by NHS England & Improvement, pharmacies choose to provide)
4. Locally Commissioned Services (LCS)  
(commissioned locally by LA / ICB pharmacies choose to provide)

# 1. Essential – all pharmacies

## Part of the NHS community pharmacy contractual framework

- Dispensing medicines / appliances
- Repeat dispensing
- Medicines waste – out of date drugs etc.
- Public Health – promotion of healthy messages, lifestyle advice
- Signposting to other services
- Support for self care
- Clinical Governance – adhering to regulations / guidance
- Discharge Medicines Service (DMS)
- Healthy Living Pharmacy (HLP)

# Access to Essential Services / Conclusions

- Walsall has 24.76 pharmacies per 100,000 population, when compared to Dudley (21.09); Wolverhampton (23.07) and Sandwell & West Birmingham (25.62)
- Dispensing demands are lower compared to WM and England

**Conclusion – all Walsall pharmacies provide essential services, there are no deficiencies in these services.**

## 2. Advanced Services – some pharmacies

### **Negotiated and funded nationally**

- Community Pharmacy Consultation Service
- Flu Vaccination Service
- Hepatitis C Testing Service
- Hypertension Case Finding Service
- New Medicine Service (NMS)
- Smoking Cessation Service
- Appliance Usage Review (AUR)
- Stoma Appliance Customisation (SAC)

# Access to Advanced Services / Conclusions

- Community Pharmacy Consultation Service - 64/71 pharmacies provide
- Flu Vaccination Service - 51/71 currently providing
- Hepatitis C Testing Service - limited service, also available through CGL
- Hypertension Case Finding Service - 44/71 pharmacies provide
- New Medicine Service (NMS) - 60/71 pharmacies provide
- Smoking Cessation Service – 23/71 providers provide
- Appliance Usage Review (AUR) - 0 provision at present
- Stoma Appliance Customisation (SAC) - low uptake, but a specialist service and in line with national

**Conclusion – Good coverage of most services generally, with additional pharmacies looking to provide some of the services over the next 12 months. Where there is low uptake, these are deemed specialist services with current provision in the most appropriate areas**

### 3. Enhanced Services – some pharmacies / Conclusions

#### **Commissioned locally by NHSE&I in response to the local population**

- Bank Holiday Rota Service – ensure there is adequate access to pharmaceutical services during bank holidays
- Community Pharmacy Extended Care Service - 20/71 provide service

#### **Conclusion – Good coverage of these services**

## 4. Locally Commissioned Services (LCS) – some pharmacies

### Commissioned by Walsall Council (Public Health) & Black Country ICB

#### **Walsall Council Public Health:**

- Emergency Hormonal Contraception (EHC)
- Supervised consumption of prescribed medicines
- Needle exchange
- Supply of Naloxone
- Smoking cessation (Varenicline supply)
- Healthy Start Vitamins

#### **Black Country ICB:**

- Minor Ailments (Pharmacy First)
- Palliative care service
- COVID Urgent Eye Care Service (CUEs)

# Conclusions to Locally Commissioned Services (LCS)

## Commissioned by Walsall Council (Public Health) & Black Country ICB

### Walsall Council Public Health:

- Emergency Hormonal Contraception (EHC) – good accessibility with other pharmacies interested in providing
  - Supervised consumption of prescribed medicines
  - Needle exchange
  - Supply of Naloxone – little coverage but also available via CGL
  - Smoking cessation (Varenicline supply) – can access directly from smoking provider but pharmacies are interested in offering alternative services should they be commissioned
  - Healthy Start Vitamins – low uptake but also available through other providers, with further work promoting planned
- } – pharmacies offering deemed to be in the correct localities

# Conclusions to Locally Commissioned Services (LCS)

## Commissioned by Walsall Council (Public Health) & Black Country ICB

### Black Country ICB:

- Minor Ailments (Pharmacy First) – good coverage across the borough
- Palliative care service – on call pharmacist covers borough as a whole, therefore no geographical gaps
- COVID Urgent Eye Care Service (CUEs) – good spread of provision and aligned with ophthalmic optometrists

# Patient Experience – Healthwatch Walsall

- Survey distributed via multiple avenues during 4<sup>th</sup> to 25<sup>th</sup> February 2022
- 142 responses (61 received in 2018 survey) – 60% females / 40% males, majority aged between 45 and 64 years
- Overall satisfaction of pharmacy and GP performance in process for receiving medication is very high – 99% report average / happy / very happy

## Recommendations include:

- Continue patient choice in terms of location & services offered
- Pharmacies to ensure sufficient supply of medication
- Dossett / blister boxes available where possible
- Pharmacy promotion

**Conclusion – some suggested additional services already offered, better communication of what is provided needed**

# 60 day Consultation Feedback / Comments

- Took place between 08/08/2022 - 05/09/2022
- Accessed electronically via Walsall Council website ([Walsall PNA Consultation 2022](#)) or could request a hard copy
- Typo corrections
- Some additional content updates
- Absorbing the Supplementary Statement changes into the revised PNA i.e. opening hour changes

With ongoing input from Walsall LPC and Healthwatch Walsall, as part of the working group.

# 60 day Consultation Feedback / Comments

Following the consultation, two responses were returned:

- On behalf of an organisation

It was interesting to see (as an example of patients accessing a pharmaceutical service in adjacent local authorities) the distribution of dispensing in chart 13 across pharmacies throughout the wider Black Country and much of Birmingham. Access to local commissioned services by Black Country ICB should be better given our Dudley population should now be able to access services such as pharmacy first or CUES within all pharmacies in the Black Country (as opposed to Dudley previously).

**Response** – BC ICB currently commission the above services across the entire BC ICB geography

# 60 day Consultation Feedback / Comments

Following the consultation, two responses were returned:

- On behalf of a community pharmacy business

There have been minor changes to opening hours for the Boots stores in the appendices. Localities specified in the PNA allow for a good level of local detail but the 'potential gap' label on the map on page 59 might lead potential applicants to believe a gap may exist. Map 24, map 25 and map 26 are not consistent with the other service maps that identify the providing pharmacies. We would suggest that all maps are consistent stating pharmacy provision only and not highlighting specific drug user areas.

**Response** – all pharmacy opening hours have been checked / emended; 'gap' reference on P59 has been removed; comments on maps 24, 25 & 26 acknowledged.

# Final Next steps

- Final PNA for approval by HWB
- Publication of PNA by 1<sup>st</sup> October 2022 on Walsall Council website
- Ensure maintain webpage, upload 'Supplementary Statements' with pharmacy changes (as and when notified) and ensure a map is available