

Health and Wellbeing Board

12 February 2018

Walsall Pharmaceutical Needs Assessment (PNA) 2018

1. Purpose

- 1.1 This is the final report in relation to the Pharmaceutical Needs Assessment (PNA) and accompanying 'Executive Summary' of the key findings. It is now complete and requires HWB member approval to meet the implementation date of 1st April 2018.

2. Recommendations

- 2.1 That the final version of the Pharmaceutical Needs Assessment 2018 be approved,

3.0 Report detail

- 3.1 The PNA is a key tool for identifying commissioning processes in NHS England, the Local Authority and the CCG. This includes pharmaceutical services and other services that may be delivered through community pharmacies. The PNA maps current provision, assesses local need and identifies any gaps in provision.
- 3.2 A reminder of the key elements of the process for reviewing and developing the draft document are outlined in Table 1.

PNA	Process – Key Elements	Timescale
Existing	Review and update (if required)	April to May 2017
New	Establish PNA steering group	April 2017
	Identify local need and map provision	May to June 2017
	Present PNA progress update to HWB	July 2017
	Consultation on draft PNA	December 2017 to Jan/Feb 2018
	PNA revision post consultation	January / early February 2018
	Final PNA to HWB for approval	February 2018
	Publication of PNA	31 st March 2018 (latest)

Table 1 – PNA Process – Key Elements

- 3.2 A PNA working group was set up in April 2017 and meet on a six weekly basis. Membership consisted of representation from the following:
- Public Health - Walsall Council
 - Walsall Clinical Commissioning Group (CCG)
 - Local Pharmacy Committee (LPC)
 - NHS England
 - Healthwatch Walsall

3.3 This PNA was undertaken in accordance with the requirements set out in regulations 3-9 Schedule 1 of the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013. The development of the PNA was divided into steps within a project plan, as set out below:

- Walsall Health Profiles – to understand the health needs of Walsall residents
- HWB and CCG priorities – to be clear on the committed priorities informed by JSNA
- Identify pharmaceutical service provision – map current provision and services offered
- Mapping and synthesising data – combining the data and evaluating its results, including potential gaps
- Patient experience – utilising the results from the patient survey and how they help steer future decisions

The draft PNA is complete and is complimented by an executive summary outlining key findings.

Included within the assessment are the survey results of local pharmacists to confirm all the services currently offered; as well as a survey conducted to seek resident views of pharmacy services.

From an intelligence perspective, the assessment incorporates the use of a market segmentation tool – Mosaic, to distinguish key features of our community populations. It also includes accessibility mapping, to better interpret access to community and 100 hour pharmacies using the walk, drive and public transport modes of travel.

3.4 A 60-day mandatory consultation period took place from 6th December 2017 to 4th February 2018. There were four comments received from the following organisations:

- Walsall CCG
- South Staffordshire LPC
- Birmingham LA
- Well Pharmacy

All feedback has been incorporated / actioned (where applicable) on an ‘as received’ basis and is collated for reference in Appendix X.

HWBs must consult the bodies set out as below at least once during the process of developing the PNA.

- any Local Pharmaceutical Committee for its area;
- any Local Medical Committee for its area;
- any persons on the pharmaceutical lists and any dispensing doctors list for its area;
- any LPS chemist in its area with whom the NHSE has made arrangements for the provision of any local pharmaceutical services;
- any local Healthwatch organisation for its area, and any other patient, consumer or community group in its area which in the opinion of HWB has an interest in the provision of pharmaceutical services in its area;

- any NHS trust or NHS foundation trust in its area;
- the NHSE; and
- any neighbouring HWB.

Any neighbouring HWBs who are consulted should ensure any local representative committee (LRC) in the area which is different from the LRC for the original HWB's area is consulted;

- there is a minimum period of 60 days for consultation responses; and
- those being consulted can be directed to a website address containing the draft PNA but can, if they request, be sent an electronic or hard copy version.

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Walsall PNA 2018-2020 Executive Summary

PNA Purpose:

The PNA is a key commissioning tool for NHS England, local authority and Clinical Commissioning Group's (CCG). It includes pharmaceutical services and other services that may be delivered through community pharmacy and maps current provision, assesses local need and identifies any gaps in provision.

NHS England has the responsibility for determining market entry to a pharmaceutical list and the PNA forms an important part of the decision process. Robust, up to date evidence is important to ensure that community pharmacy services are provided in the right place and that the pharmaceutical services commissioned by NHS England, Walsall Council and the CCG meet the needs of the communities they serve.

This PNA has been developed in accordance with Schedule 1 of The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and through a process of engagement and collaboration with stakeholders.

PNA Objectives :

- The legislative background.
- Demography of the Walsall population.
- Pharmacies in Walsall and the services they currently provide.
- Maps relating to Walsall and providers of pharmaceutical services
- Conclusions on assessments of pharmaceutical need.
- Potential gaps in provision that could be met by providing more services through our existing provision of pharmacies and likely future pharmaceutical needs.

Types of Services

Pharmaceutical services as defined in the NHS (Pharmaceutical Services) Regulations 2005, as amended in relation to PNAs include:

ESSENTIAL – every community pharmacy has to provide (dispensing of medicines, promotion of healthy lifestyles and support for self care

ADVANCED – services subject to accreditation and are optional (Medicines Use Reviews; New Medicines Service; Flu Vaccination Service; NHS Urgent Medicine Supply Advanced Service; Appliance Use Reviews and Stoma Customisation)

LOCALLY COMMISSIONED SERVICES – can be commissioned by NHS England, Local Authorities and Clinical Commissioning Groups.



Further Information : Link to full PNA [HERE](#)

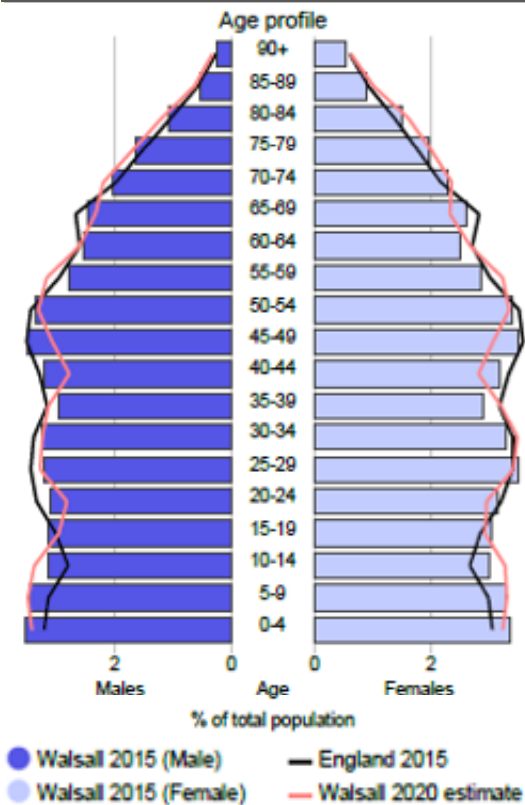
Health in Summary

The health of people in Walsall is varied compared with the England average. Walsall is one of the 20% most deprived districts/unitary authorities in England and about 30% (17,000) of children live in low income families. Life expectancy for both men and women is lower than the England average.



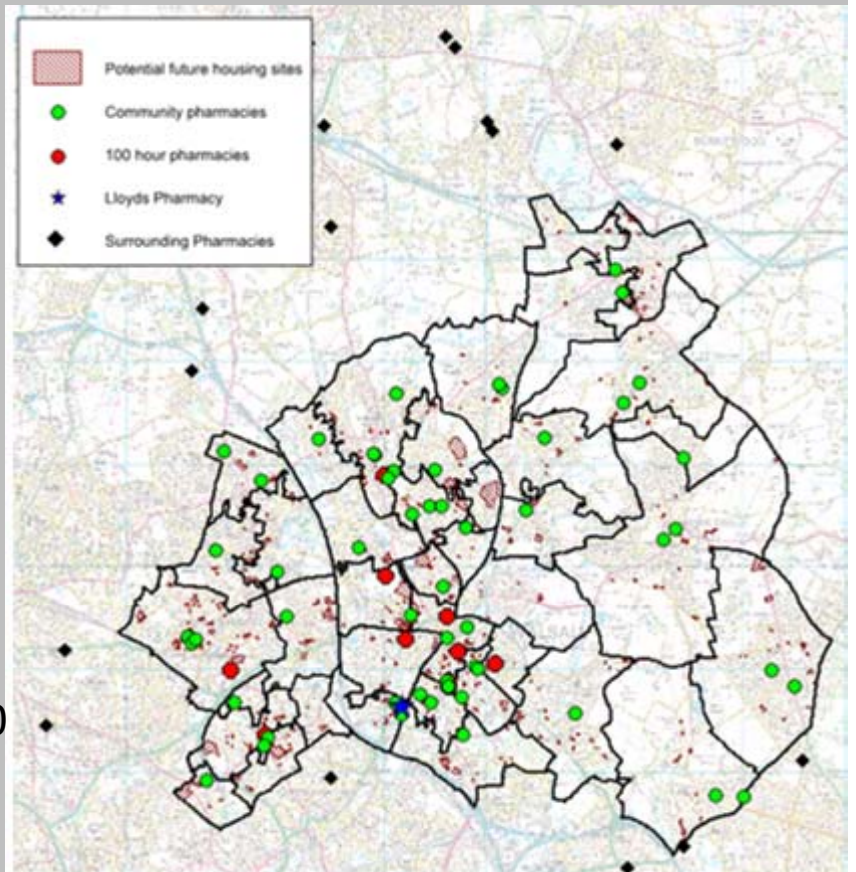
The latest health profile for Walsall can be accessed using the following link - [Walsall Health Profile 2017](#). Detailed community health profiles are available in the PNA on pages 23 to 45.

Demographics



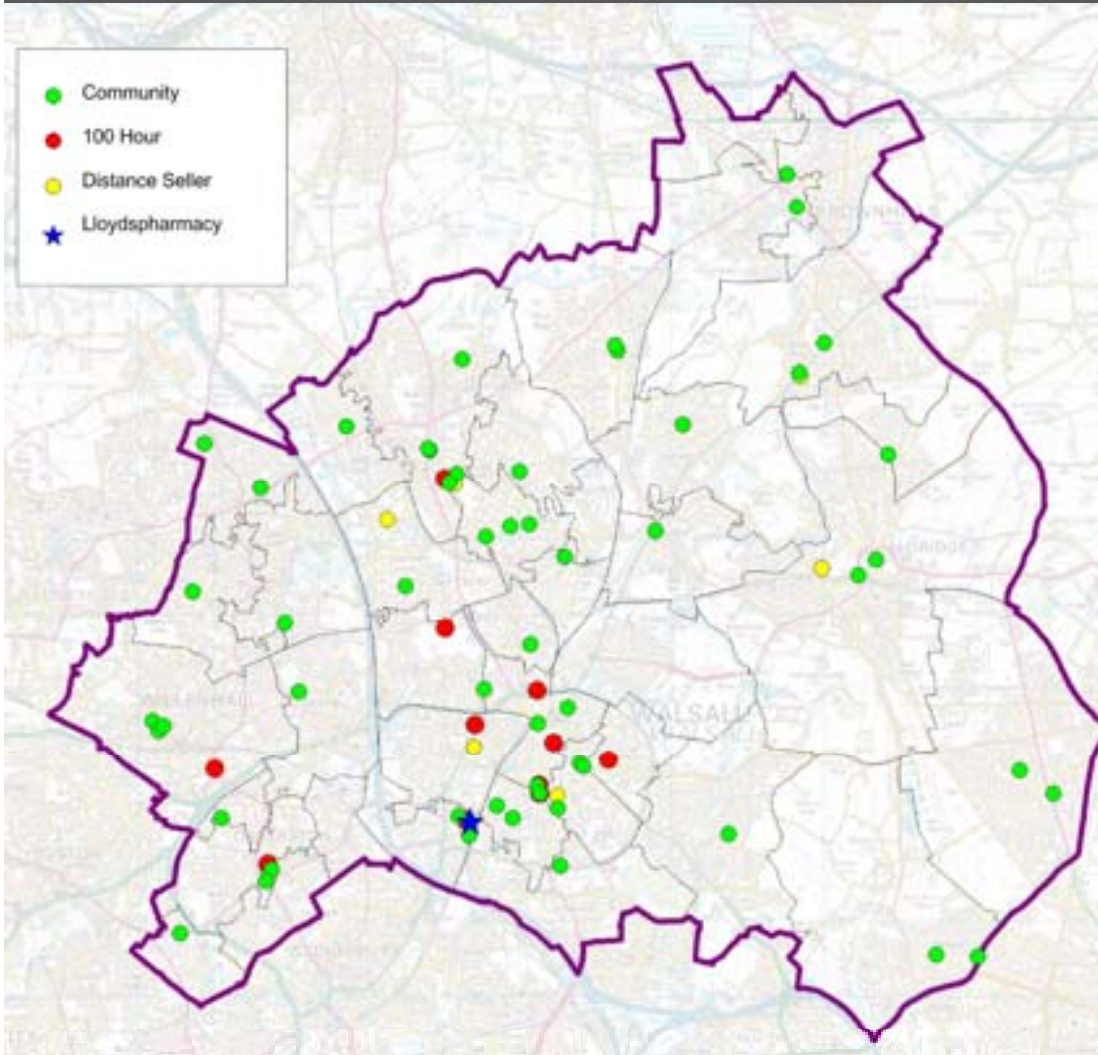
Walsall's population of 276,000 is predicted to project to 284,000 over a 5 year time span.

Walsall has an ageing population, with increasing proportions of very old (over 85 years) particularly women.



As at April 2017, there were 456 sites for housing across Walsall. 72% of sites have either full or outline planning permission for just over 3,500 homes, with 17% currently under construction.

Pharmacy Map



77 pharmacies

58 community

8 distance
seller

11 100-hour

The pharmacy
service
provision to
patient ratio is
sufficient
within Walsall

Note – information received from NHS England

Pharmacy Services Offered - ESSENTIAL

Conclusions:

- Sufficient pharmacies in Walsall & surrounding area
 - Pharmacies open when needed
 - No access issues
- No need for further pharmaceutical applications
 - Good alignment with GPs
- Sufficient access for extended GP opening & Urgent Care Centre

Pharmacy Services Offered – Health Living Pharmacy (HLP)

There are 55 HLP in Walsall. A HLP is not mandatory, but is encouraged by Public Health & Walsall CCG to maximise the role of pharmacy in the prevention of ill health through provision of a trained 'Health Champion' to engage with communities and promote health prevention.

Pharmacy Services Offered - ADVANCED

Commissioned by NHS England, there are SIX Advanced Services within the NHS community contractual framework. Pharmacies can choose to provide any of the 6, providing they meet the requirements set out in the Secretary of State Directions. Services are:

1. Medicine Use Review (MUR)
2. New Medicines Service (NMS)
3. Stoma Appliance Customisation (SAC)
4. Appliance Use Reviews (AUR)
5. Flu Vaccination Service
6. NHS Urgent Medicine Supply Advanced Service (NUMSAS)

As these services are nationally commissioned, the HWB has limited control and has no levers to improve the quality or targeting of services.

Conclusions:

- Good provision across Walsall (MUR & NMS) – help deal with adherence to medicines & management of people with LTC
- Coverage of AUR & SAC low across Walsall, similar to nationally
This is due to many patients receiving support needed from a clinic or hospital or from a dispensing appliance contractor in another area
 - 46 pharmacies offering flu vaccination – good coverage & working with GPs to deliver service
 - Patients can access medicines urgently if required with OR without NUMSAS

Pharmacy Services Offered – Locally Commissioned

Locally commissioned community pharmacy services can be contracted via a number of different routes and by different commissioners, including Local Authorities, Clinical Commissioning Groups (CCGs) and local NHS England teams.

Pharmacy Services Offered – Locally Commissioned by NHS England

Rota Service – ensure there is access to pharmaceutical services on e.g. Bank Holidays.

Pharmacy First – service for under 16s to obtain a consultation with a pharmacist, over the counter medicines free of charge for certain minor ailments.

Most communities within deprived areas have a pharmacy(s) signed up to provide services. Communities that do not have a pharmacy signed up in their community, can access nearby

Pharmacy Services Offered – Locally Commissioned by Public Health

EHC & Chlamydia Screening – convenient & rapid access to EHC, advice & signposting to mainstream contraception services

- Majority of communities in need of EHC service have a pharmacy signed up nearby.
- Chlamydia screening poor, pharmacists need to encourage clients to take the test

Supervised Consumption – requires pharmacist to note & report any signs of over sedation or intoxication & seek clinician advice

Needle Exchange – access to sterile needles & syringes and a sharps container for returns.

Access to the services is available to communities or in nearby pharmacies

Smoking Cessation – 1 to 1 behavioural support & advice over 3 months & appropriate form of NRT.

NHS Health Checks – offers 40-74 year olds without a pre-existing CVD condition, a free review of their CVD risk

Smoking cessation service is offered in a wide range of settings e.g. library, community centre & therefore no current gaps.
NHS Health Checks – pharmacies offer an enhancement to support GPs

Pharmacy Services Offered – Locally Commissioned by Walsall CCG

Pharmacy First – over 16s with minor ailments, can be seen by a pharmacist for advice & support in managing minor ailments.

Majority of communities have access to a nearby pharmacy providing the service.

Minor Eye Conditions – advice & treatment for self care minor eye conditions.

Pharmacy distribution evenly spread & aligned with the ophthalmic optometrist providing the service.

Palliative Care – allows on call pharmacist to dispense a prescription for palliative care drugs.

On call pharmacists covers Borough wide, no issues known.

Medicines Management in Care Homes – advice & support to residents & staff in care homes for medicines management.

Pharmacies do not need to be close to care homes, which they audit, therefore no geographical gaps.

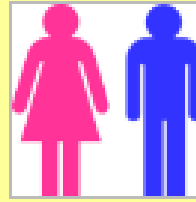
Anti-coagulant Service – meet the demand for anti-coagulation monitoring near to patients & is accessible & flexible.

2 pharmacies providing service & also support other providers – GPs & Acute Trust. No provision via pharmacy to date.



61 responses

70%



30%

Average Age of respondent = 47 years

Respondents visit a pharmacy:
39% = once a month
38% = once every few months

They purchase non-prescription medicines either 'for themselves' or 'for a family member'



67% of respondents travel to a pharmacy by car



26% walk to a pharmacy

Over 80% of responders visit a particular pharmacy most often, this being because:

- Close to home (74%)
- Close to GP surgery (66%)
- Car parking close by (46%)
- Quick service (41%)
- Friendly / familiar staff (38%)
- Open late in the evening (36%)
- Close to work (28%)
- Expertise / quality of advice (26%)

Respondent travel times are either 'less than 5 mins' or '6 to 10 mins'

Use of pharmacies on certain days 'varies' – 30% users during Mon to Fri with the 'afternoon (2pm to 6pm) the most common time to visit.

Conclusions:

- Based on the responses from the resident survey, further efforts are needed to ensure Walsall residents are fully aware of what services pharmacies offer.
- Pharmacies need to ensure they continue to provide good services to Walsall residents.



Slide 7

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Emma Thomas, 02/02/2018