



Pharmaceutical Needs Assessment (PNA) Summary 2018 Coventry

Background

The NHS Regulations 2013 impose a legal requirement on all Health and Wellbeing Boards (HWBs) to publish an updated statement around the needs for local pharmacies (or chemists) services for their populations. These statements are referred to as Pharmaceutical Needs Assessments (PNAs).

The PNA is used by NHS England to assess applications for opening new pharmacies and make decisions on the commissioning of NHS funded services provided from local community pharmacies. Each PNA published by the HWB will have a maximum lifetime of three years.

What is a Pharmaceutical Needs Assessment (PNA)?

The Coventry PNA looks at which services are available from pharmacies; whether they meet local needs and if there are any gaps. The PNA allows HWBs to recognize any unmet local needs and helps to identify any current and future services that may need to be commissioned. HWBs bring together the NHS and other partners to plan how best to meet the needs of their local population.

How has the PNA been produced?

The PNA was guided by representatives from Public Health, Clinical Commissioning Groups (CCGs) from Coventry, Warwickshire and Rugby, NHS England, Local Pharmaceutical Committees (LPC) and Local Medical Committee (LMC) for Coventry and Warwickshire and Healthwatch Coventry and Warwickshire. Coventry City Council and Warwickshire County Council HWBs approached the development of the 2018 PNAs as a collaborative project.

Local pharmacies were surveyed to better understand services they provide and could provide. The public were also surveyed and we received responses from almost 600 members of the public across Coventry and Warwickshire. We have recognised the views of the public when developing this PNA and taken into account key local strategies.

As part of the PNA process there is a legal requirement that requires a formal consultation with the public on the PNA draft document for at least 60 days. The consultation will take place from the 1st December 2017 to 5th February 2018. Responses from this consultation will inform the final conclusions and recommendations of the final PNA document to be published March 2018.

Access to Pharmaceutical services in Coventry

Pharmaceutical services are those services available in Coventry from pharmacies/chemists and dispensing appliance contractors. Community pharmacies contribute to the health and wellbeing of the local population in a number of ways, including: dispensing prescriptions, providing ongoing support for lifestyle behaviour change through motivational interviewing, providing information and brief advice and signposting to other services. Community pharmacies can also support self-care where appropriate and refer back to the GP service or signposting clients to other appropriate services.

Coventry has 2.8 community pharmacies per 10,000 population; higher than the average for the West Midlands which is 2.3 pharmacies per 10,000. The number of pharmacies within

the city has increased by 6, compared with the number last reported number in the previous PNA for 2015, where 91 pharmacies were identified.

Public survey (260 responses in Coventry)	Pharmacy Survey (72/91 responses)
More than 80% of respondents agreed or strongly agreed with the statement <i>"I am always able to access pharmacy services I require, when I need them."</i>	96% of patients can legally park within 50 metres of the pharmacy and 82% within 10 metres of the pharmacy. Results also showed there is a bus stop within walking distance of 99% of pharmacies
39% of respondents drove to access their pharmacy and 50% (128/257) walked to their pharmacy.	86% pharmacies do not have any steps to climb to enter the premises. 89% of the pharmacies that responded stated that the pharmacy floor is accessible by wheelchair
84% of Coventry's population could reach a pharmacy within 10 minutes. 7% of respondents stated it took 20 mins or longer to access their pharmacy.	51% had automatic door assistance 49% have wheelchair ramp access 67% provided large print labels/leaflets

Pharmacy Opening Hours and Access

The majority of pharmacies are required to open for 40 hours per week, and these are referred to as core opening hours. Core hours can be distributed throughout the week discretionally; however it is most common for the vast majority to operate within or near regular working office hours, that is to say, between 08:00 and 19:00, Monday to Friday. If a pharmacy contractor wants to change their opening times, they must inform the NHS England Area Team with a 90 day notice period.

The Public survey shows:

- A generally high level of satisfaction with opening hours.
- 42% of respondents' state that they are very happy with opening hours
- 41% of respondents' state that they are happy with opening hours
- 6% of respondents were neither happy or unhappy with opening hours
- 95.4% of patients are aware that some pharmacies are open outside 9-5, Monday to Friday
- 37% of patients do not know which pharmacies are open at these times.

The Pharmacy survey shows:

- 48 pharmacies in Coventry are open on a Saturday, 15 of them are closed by 1pm. After 1pm the other 33 remain open with gradual closures over the remainder of the day.
- There are 15 community pharmacies open on a Sunday, most open for 6 hours to comply with Sunday trading regulations. Pharmacies based within large stores (over 280 square meters) are legally bound by Sunday trading regulations and can only open between 10:00 and 18:00, for a maximum of 6 consecutive hours

Services offered in community pharmacy

Community pharmacies offer many services beyond the dispensing of medicines and are key contributors to health and wellbeing in the city. They are a gateway to the city's diverse population, some of whom may not be in contact with other health services.

Essential & Advanced services

All pharmacies provide core services including dispensing and disposal of medicines, promotion of healthy lifestyles and health promotion campaigns and support for self-care. This PNA shows:

- There are no gaps in the provision of essential services for the city's population.
- Essential services are accessible for the majority of Coventry's population both geographically and at different times of day.
- Results from the public survey showed that there is a low level of awareness around the repeat dispensing service

Some pharmacies provide additional services to support the use of medical appliances such as stoma care, incontinence and wound drainage products. Many pharmacies offer services to support patients prescribed new medicines or higher risk medicines to improve understanding and learning to take medicines safely and effectively.

Advanced Service - Medicines Use Reviews (MURs)

Most community pharmacies in Coventry provide medicines review services. They are targeted at patients with certain health conditions and taking higher risk medicines. This PNA shows:

- The vast majority of community pharmacies within Coventry provide MUR services. There were 25,026 MURs conducted in Coventry 2015/16 by 91 providers.
- The average number of MURs conducted per pharmacy in Coventry in 2015/2016 was 275. Each pharmacy can provide a maximum of 400 MURs a year.
- From the results of the public survey it shows that many Coventry residents are aware and satisfied with this service.

Advanced Service - New Medicines Service (NMS)

- Almost all contractors in Coventry offer the NMS service.
- When comparing the mean number of NMS reviews locally and nationally, Coventry is performing well below the West Midlands and national average.
- The results from the public survey demonstrated 72% patients are aware of this service and 53% were very satisfied and 19% satisfied with the delivery of this service.

Advanced Service - Appliance Use Reviews (AURs) & Stomas Appliance Customisation (SACs)

- Demand for the appliance advanced services (SAC and AUR) is lower than for the other advanced services due to the much smaller proportion of the population that may be targeted.
- It is optional for pharmacies to offer the AUR and SAC service.
- NHS Business Service Authority data shows community pharmacy contractors in Coventry completed very few AURs in 2015/16 relative to the national average. All of these AURs took place in the pharmacy premises and none were conducted in a patient's home.
- NHS BSA data shows that in 2015/16 there were 12 community pharmacies engaged in providing stoma appliance customisation reviews in Coventry.
- Public survey results showed over half of patients were not aware they could receive advice from their local pharmacy around appliance use.

Advanced Service - Flu Vaccination

- 82% of pharmacy contractors responding to the pharmacy survey stated they provide seasonal flu vaccinations in Coventry.
- The public survey showed that 80% of respondents were aware of the NHS funded flu service provided from community pharmacy. A high level of satisfaction was expressed with the service.
- This service sits alongside the nationally commissioned GP vaccination service, giving patients another choice of venue for their vaccination.

New National Urgent Medicines Supply Advanced Service (NUMAS) Pilot

- The NUMSAS pilot service commenced on 1st December 2016 and will run until 31st March 2018.
- NUMSAS allows access to medicines or appliances Out-of-Hours (OOH) via community pharmacy, relieving pressure on urgent and emergency care services by shifting demand from GP OOH providers to community pharmacy
- Current data shows 27 pharmacy contractors in Coventry are registered to provide the NUMSAS service.
- 62% of the public were aware they could get an emergency supply of medication from the pharmacy. In contrast, Emergency supply of medication was also the second most requested service the public would like to see from Coventry pharmacies.

Quality Payments Scheme and Healthy Living Pharmacies (HLP)

- Information provided by Coventry LPC in November 2017 shows that there are now 58 pharmacies accredited with HLP Level 1 status.
- 96% of pharmacies in Coventry meet the gateway criteria for the Quality Payments Scheme (QPS).

Enhanced and Locally Commissioned Services

There are a range of locally determined services provided through pharmacies in Coventry.

Sexual Health (Public Health)

- There are 24 community pharmacies offering chlamydia screening in Coventry.
- The public survey showed that over 50% of respondents were aware of sexual health services from community pharmacy.
- The Sexual Health service has adequate levels of provision; pharmacies are generally well located across areas of deprivation and where the population of 13-25 year olds is relatively high in the city. There are however areas of Coventry where provision of chlamydia screening is reduced.

Substance Misuse Services (Public Health)

- There are currently 12 pharmacies commissioned to provide alcohol screening provision in Coventry.
- Service providers are well located in areas of deprivation; however there are other deprived areas in the city with no provision of alcohol screening from pharmacy.
- There are currently 10 pharmacies commissioned to provide the new naloxone service and are located mainly in the city centre.
- There are 26 pharmacies in Coventry commissioned to provide the needle exchange service. Pharmacies are located well in areas of deprivation in Coventry
- All community pharmacies in Coventry are currently commissioned to provide the supervised consumption service

New Alcohol Screening & Intervention service aims to reduce the rate of hospital admissions for alcohol related harm in the city which is currently higher than the national average. These new services are in early stages of development. Uptake and awareness of these new substance misuse services needs to be increased amongst partners and service users themselves. Pharmacies can provide advice on safer injecting and harm reduction measures and provide information and signposting to treatment services, together with information and support on health issues other than those that are specifically related to the client's addiction.

Smoking Cessation service (Public Health)

The smoking cessation service helps reduce levels of smoking-related illness, disability, premature death, and health inequality. Smoking, COPD and cancer are key priorities in the Coventry JSNA.

- Across Coventry there are 57 pharmacies that have been commissioned to provide the stop smoking cessation.
- The stop smoking service was one of the most recognised services amongst public survey respondents. No respondents echoed views showing dissatisfaction to the service.

- The new integrated adult lifestyles service will begin in April 2018. The new service will focus on delivering lifestyle interventions including smoking cessation and smoking harm reduction for people with mental health conditions.

Phlebotomy service

There are currently 23 pharmacies provide this service, in addition 12 more sites including University Hospitals Coventry and Warwickshire NHS Trust and various medical practices offer the phlebotomy service ensuring there is good access across the city of Coventry.

The recent Healthwatch report and patient survey showed that some patients were not aware of blood taking (Phlebotomy) services at local pharmacies, even though these services have been provided in this way for a considerable number of years.

Other commissioned services in the future

The public surveys shows patients would like to see a service that provides blood tests and health tests (cholesterol, blood pressure, diabetes, weight).

Shared learning and good practice from other HWB areas indicate there is capacity for more services to be provided from community pharmacy including:

- Testing for Hepatitis B and Hepatitis C and vaccination against Hepatitis B in community pharmacies
- Outreach NHS Health Checks
- Promoting awareness of good mental health
- Pharmacies could under a Patient Group Directions (PGDs) provide advice and immunisation to protect patients from diseases or blood-borne viruses

What are the Conclusions of this PNA?

The PNA concludes that there is adequate provision of pharmacies and pharmaceutical services in Coventry to serve the needs of the population. There are no gaps in pharmacy provision that would require a new pharmacy premises. There is however variations in pharmaceutical services available across the city which may need to be considered by local commissioners – especially with any new future housing developments as this will mean residents may need to travel further to access a particular service or pharmacy when required.