



To: Coventry Health and Wellbeing Board

Date: 5th February 2018

From: Jane Fowles, Consultant in Public Health Medicine (Co-Chair of the Pharmaceutical Needs Assessment Steering Group)

Title: Coventry Pharmaceutical Needs Assessment (PNA) update

1 Purpose

- 1.1 The purpose of this paper is to present a progress update on the draft Pharmaceutical Needs Assessment for Coventry. The paper describes key findings from the draft Coventry PNA and statutory consultation. The PNA was undertaken by NHS Midlands & Lancashire Commissioning Support Unit (MLCSU), who were jointly commissioned by Coventry and Warwickshire Councils, and overseen by a Steering Group of partners.

2 Recommendations

Coventry Health and Wellbeing Board is recommended to:

- i. Note the headline findings of the draft PNA
- ii. Note that the draft PNA is under consultation and will be finalised following collation of feedback and discussion by the PNA Steering Group
- iii. Agree for the Chair of the Health and Wellbeing Board and Acting Director of Public Health to sign off the final PNA prior to publication by April 2018
- iv. Support the recommendation that the PNA Steering Group becomes a Community Pharmacy Steering Group:
 - a. supporting delivery of recommendations within the PNA
 - b. and holding delegated responsibility for determining the need for supplementary statements and revisions to the PNA

3 Information/Background

- 3.1 Local Health and Wellbeing Boards have statutory responsibility for the publication of Pharmaceutical Needs Assessments (PNAs) every three years. The next Coventry PNA is due for publication by April 2018. There is a requirement for local HWBs to consider whether local need and provision has changed such that supplementary statements or revised PNAs should be issued prior to the next formal PNA revision.
- 3.2 The Coventry PNA considers current and future provision of services from community pharmacy in relation to local health needs. The PNA aims to assess if there are enough pharmacies throughout the city, located in areas of need and offering a range of suitable

services, tailored to local need and wider service provision. The PNA is used by NHS England when deciding if new pharmacies or dispensing GPs are needed. The PNA also supports local commissioners and partners around the planning of future pharmacy services.

- 3.3 The draft PNA was informed by a range of activities, including; a survey of local pharmacies, a recent Healthwatch report on public views around pharmacy services, a bespoke public consultation survey, and local commissioning intelligence. The PNA was overseen by a formal steering group (jointly with Warwickshire) including; the local Healthwatches, Local Pharmaceutical Councils (LPCs), local CCGs and the Local Medical Councils (LMCs). National and local strategies and plans linked to community pharmacy have informed the document.
- 3.4 There is a statutory requirement for a formal 60 day consultation with key stakeholders on any draft PNA document. The consultation is currently underway and is due to end on the 5th February 2018. Responses from this consultation will be considered by the Steering Group and inform the conclusions and recommendations of the final PNA document, to be published by 1 April 2018. The draft PNA can be accessed using the link below:
<http://democraticservices.coventry.gov.uk/mgConsultationDisplay.aspx?ID=170>

4 Key Findings from the Coventry PNA

- 4.1 Key findings from the draft PNA are outlined below.

4.2 Access to pharmacy services

Overall access is considered adequate. Opening hours indicate good access during usual working hours and sufficient access on evenings and weekends. Pharmacy providers are well distributed by location, population density and areas of deprivation. Responses to the public survey indicate that 80% were in agreement with the statement “I am always able to access the pharmacy services I require, when I need them.”

However, public survey feedback also highlighted the difficulty people find in obtaining information around opening hours and services offered from pharmacies. Pharmacies can do more to advertise their services and opening hours to the public by keeping up to date their NHS choices profile (an online platform available to the public - advertising services and opening times), advertising in local GP Practices and taking part in local and national awareness campaigns

4.3 Essential services

All pharmacies provide a range of essential services (commissioned by NHSE) including: dispensing of prescriptions, repeat dispensing, disposal of unwanted medicines, promotion of healthy lifestyles, signposting and support for self-care. Community pharmacy supports a range of improvements in health and wellbeing, reducing medicines related risks, promoting best use of medicines and acting as a first point of contact and advice for common and minor ailments in our communities.

4.4 Advanced services

Advanced services are commissioned by NHSE from some community pharmacies and include:

- Medicines Use Reviews (MUR) where patients can discuss their current medication – available in most pharmacies
- New Medicine Service (NMS) where patients can receive help and advice on any new medicines started – available in most pharmacies

- Seasonal Influenza (Flu) Vaccination where patients can receive flu vaccinations from their local pharmacy – available across the majority of pharmacies (and other healthcare providers)
- Pilot NHS Urgent Medicines Supply Advanced Service (NUMSAS) where patients can obtain urgent medicines from a community pharmacy without the need for a GP apt – relatively new service
- Appliance Use Reviews (AUR) and Stoma Application Customisation (SAC) services are also available from a limited range of contractors

Although widely available in pharmacies across Coventry these services could be more effectively embedded into key care pathways to support better outcomes for patients.

4.5 **Locally commissioned services**

Wider community pharmacy services may be locally commissioned by Local Authorities, CCGs, or acute trusts and are referred to as locally commissioned services. Across Coventry there are a range of local services provided in community pharmacies, such as sexual health services, substance misuse, phlebotomy and smoking cessation. These services have been commissioned based on local need and are usually complemented by similar services offered in other settings. These locally commissioned services are well located across areas of deprivation in the city. Overall service provision is considered adequate to good.

4.6 **Healthy Living Pharmacies**

The Healthy Living Pharmacy (HLP) framework is a tiered framework aimed at achieving consistent delivery of a broad range of high quality services through community pharmacies to meet local need, improving the health and wellbeing of the local population and helping to reduce health inequalities. The HLP framework covers three levels of increasing complexity, expertise and service standards:

- Level 1 Promotion
- Level 2 Prevention
- Level 3 Protection.

A range of activity has been undertaken over the past year to promote the HLP framework. There are currently 70 community pharmacies accredited as HLP Level 1 in Coventry.

HLPs raise awareness of local health issues and are required to demonstrate they are promoting healthy lifestyles by tackling the health problems their populations face. Evidence demonstrates that HLP accredited pharmacies show better uptake and delivery of wider commissioned services compared to non-HLPs.

Evaluations of Healthy Living Pharmacies (HLP) have demonstrated an increase in successful smoking quits, extensive delivery of alcohol brief interventions and advice, emergency contraception, targeted seasonal flu vaccinations, common ailments, NHS Health Checks, healthy diet, physical activity, healthy weight and pharmaceutical care services. The HLP framework is a significant platform through which pharmacy's role in delivering health and wellbeing services can be maximised.

4.7 **Summary**

- There is currently adequate pharmaceutical service provision (locations, opening hours and wider access) across Coventry and no need for additional providers was identified in the PNA.
- Awareness of pharmacy opening hours and services offered could be improved.

- Public survey results show that there is high satisfaction with pharmacy access and an appetite for more services to be provided from community pharmacy.
- Advanced services offered from community pharmacy could be more actively embedded into local pathways to support better outcomes for patients and best use of commissioned services
- The HLP framework offers a platform for Coventry to more effectively embed community pharmacy into local pathways and enhance the role of community pharmacies to support prevention and better outcomes for patients
- Statutory consultation on the draft PNA is underway and will be considered by the PNA Steering Group prior to publication of the final PNA by 1 April 2018

5 Options Considered and Recommended Proposal

5.1 Coventry Health and Wellbeing Board is recommended to:

- i. Note the headline findings of the draft PNA
- ii. Note that the draft PNA is under consultation and will be finalised following collation of feedback and discussion by the PNA Steering Group
- iii. Agree for the Chair of the Health and Wellbeing Board and Acting Director of Public Health to sign off the final PNA prior to publication in April 2018
- iv. Support the recommendation that the PNA Steering Group becomes a Community Pharmacy Steering Group:
 - a. supporting delivery of recommendations within the PNA
 - b. and holding delegated responsibility for determining the need for supplementary statements and revisions to the PNA

Report Author(s): Produced by Midlands and Lancashire Commissioning Support Unit on behalf of Coventry City Council Public Health

Name and Job Title: Jane Fowles, Consultant in Public Health Medicine

Directorate: People Directorate

Telephone and E-mail Contact: jane.fowles@coventry.gov.uk

Enquiries should be directed to the above person.

Appendices

Coventry PNA - <http://democraticservices.coventry.gov.uk/mgConsultationDisplay.aspx?ID=170>