

Health and Wellbeing Board

10 January 2018

Report title	Wolverhampton Pharmaceutical Needs Assessment 2018 - 2021	
Cabinet member with lead responsibility	Councillor Paul Sweet Health and Wellbeing	
Wards affected	All	
Accountable director	John Denley, Director for Public Health	
Originating service	Public Health	
Accountable employee(s)	Seeta Wakefield	Public Health Specialty Registrar
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Report to be/has been considered by	Public Health Senior Management Team	5 December 2017
	Public Health Senior Management Team	12 December 2017
	Councillor Sweet	18 December 2017
	People Leadership Team	18 December 2017
	Strategic Executive Board	19 December 2017

Recommendations for action or decision:

The Health and Wellbeing Board is recommended to:

1. Recognise the approach used to produce the Pharmaceutical Needs Assessment.
2. Ratify the report, and agree for the PNA to be officially published on 1 April 2018 on behalf of the Health and Wellbeing Board.

1.0 Purpose

- 1.1 The Pharmaceutical Needs Assessment (PNA) is a structured process which is used to identify the current pharmaceutical provision from community pharmacies, and any unmet need for services, as required by the local population, now, and in the future.
- 1.2 The PNA for Wolverhampton was undertaken in accordance with the requirements set out in the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013.
- 1.3 The Health and Wellbeing Board (HWBB) has the responsibility to ensure a PNA is produced every three years.

2.0 Background

- 2.1 The responsibility for developing and updating PNAs was transferred from Primary Care Trusts (PCTs) to HWBBs under the Health and Social Care Act (2012). It is the duty of the HWBB to ensure it is published within three years of the last PNA. The updated PNA must be published on, or before 1 April 2018.
- 2.2 The PNA contains the following:
- Rationale and details of the PNA process.
 - Which stakeholders were involved.
 - Wolverhampton demographics and local health and wellbeing priorities.
 - Local pharmaceutical provision: the number, location and opening times of pharmacies; travel time taken to reach an open pharmacy by walking or public transport; facilities and pharmaceutical services available at each pharmacy, including contracted services; and
 - The findings from the pharmacy and public surveys.
- 2.3 Community pharmacies provide a range of services. These are defined as:
- **Essential** – all pharmacies must provide dispensing of medicines and safe disposal of medicines, promotion of healthy lifestyles, participation in health promotion campaigns and support for self-care.
 - **Advanced** – some pharmacies may provide Medicines Use Reviews (MURs), New Medicines Service, Appliance Use Reviews (AURs) and Stoma Customisation Services (SCSs).
 - **Locally commissioned services** – some pharmacies may provide additional services commissioned locally by either NHS England, the Clinical Commissioning Group (CCG) or the Public Health department within the council.
- 2.4 Community pharmacy provision has improved since the last PNA in 2015. There is adequate community pharmacy provision well distributed across the city which is sufficient to meet the needs of residents. There are 26.3 community pharmacies per 100,000 population which is comparable to Wolverhampton's local neighbours. Closing times indicate good evening coverage across the city, and weekend coverage is particularly good on Saturdays. More pharmacies are also open before 9am than in 2015. Most of the respondents to the public survey felt that pharmacies are open when they need them. Travel time mapping show most residents can access a pharmacy within a 30-minute walk or six-minute car journey.
- 2.5 Accessibility: Compared to the 2015 PNA, more pharmacies have staff who can speak another language. These languages reflect the main community languages of the city. More patients are able to benefit from the availability of free home delivery of dispensed medicines, access to a pharmacy with wheelchair access, and with consultation rooms.

3.0 Progress, options, discussion

- 3.1 Whilst the HWBB have the responsibility to ensure a PNA is produced, they have delegated Public Health to lead on the production of the report.

- 3.2 Public Health, along with Wolverhampton City Local Pharmaceutical Committee (LPC), Healthwatch, Wolverhampton CCG and NHS England, formed a steering group in March 2017 to ensure the 2013 Regulations were followed and project managed to ensure a suitable PNA would be ready for publication on 1 April 2018.
- 3.3 As part of the process, members of the above listed organisations ensured that the pharmacy surveys were completed by all 67 community pharmacies in a timely manner, and the data received was sense-checked for accuracy. The public survey was disseminated through as many different networks as possible (see Equalities Implications section below).
- 3.4 Support was also received from the Council's Transportation, IDOX and GIS, and Communications teams, alongside Wolverhampton CCG's and Healthwatch's Communications teams.
- 3.5 Members of the steering group sense-checked the draft PNA before it was released for public consultation, notably the LPC and Public Health. The public consultation period ran from 25 September to 23 November 2017. Where applicable, these amendments will be incorporated. For transparency, all the comments received will be provided as part of the appendices, and rationale given where the comments have not resulted in a change to the PNA.
- 3.6 The PNA requires ratification through the Council processes. It has been discussed with Public Health's Senior Management Team, and Councillor Sweet, prior to being presented to People Leadership Team and the Health and Wellbeing Board.

4.0 Financial implications

- 4.1 There are no direct financial implications arising from the production and publication of the Pharmaceutical Needs Assessment.
[NM/11122017/A]

5.0 Legal implications

- 5.1 The PNA is open to legal challenge if the Regulations (NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013) have not been followed correctly, and a party believes they have been disadvantaged following a refusal of their application to open a new pharmacy business.
- 5.2 The working group has ensured that the recommendations in the Regulations have been followed.
[RB/08122017/L]

6.0 Equalities implications

- 6.1 An initial Equality Impact Assessment has not identified any adverse equality impacts.

- 6.2 As part of the PNA process, surveys were undertaken to understand the pharmaceutical services provided by pharmacies, and the public's perception, use, and experience of the services offered to them.
- 6.3 As part of the pharmacy survey, pharmacies were asked to provide information on several areas which have equality implications. Pharmacies were asked:
- If their premises were wheelchair accessible.
 - Which languages the pharmacy staff could speak.
 - If they offered free delivery of dispensed drugs, and if yes, which groups and areas within Wolverhampton were eligible for this.
 - Availability of toilet facilities for customers; and
 - The availability of consultation areas to undertake Medicines Use Reviews when a patient is prescribed several drugs.
- 6.4 As part of the public survey, members of the public were given the opportunity to specify if they had difficulties accessing their local pharmacy, for example, if it was wheelchair accessible, or if it had too many steps. Data was collected on the following protected characteristics: gender, age, disability, ethnicity, and sexual orientation.
- 6.5 From an equalities perspective, it is important to understand if particular groups of Wolverhampton are disadvantaged through the provision or non-provision of pharmaceutical services. The public survey was distributed through many channels, to ensure there was a diverse representation of Wolverhampton residents and employees. To enable this, the survey link and an appropriate message requesting support was sent through the following teams/organisations:
- City of Wolverhampton Council teams (*Public Health, Commissioning, Anti-Social Behaviour, Adult Social Care, Children and Young People, Safeguarding, Homelessness, Young Persons Homeless Service, Wolverhampton Domestic Violence Forum, Youth Offending Team, Equality and Diversity Forum, Headstart, Voice4Parents, Hospital Youth Service, Community Safety*).
 - Wolverhampton CCG (*Communications, Health Visiting, School Nursing, Primary Care*).
 - Royal Wolverhampton Trust.
 - West Midlands Ambulance Service.
 - National Probation Service.
 - West Midlands Fire Service.
 - Wolverhampton Voluntary Sector Council.
 - P3charity.
 - Church Shelter.
 - Relate Wolverhampton.
 - Citizens Advice Bureau.
 - Interfaith Wolverhampton.
 - AgeUK.
 - St Georges Hub.
 - LGBT network.

- Refugee and Migrant Centre.
- The Way.
- Base25.
- Service User Involvement Team.
- NACRO/Recovery Near You.
- W360.
- Changing Lives.
- Hope Centre.
- Pupil Referral Units.
- Roma Women's Group.
- LAC Leavers Forum.
- Connexions.

6.6 Data regarding the protected characteristics of respondents have been collected as part of the public survey. These have been reported in the full PNA report.

7.0 Environmental implications

7.1 There are no environmental implications expected from this report.

8.0 Human resources implications

8.1 Public Health must remain aware of any changes to the pharmaceutical provision during the period this PNA applies to (2018-2021). If there are any major changes, a supplementary statement must be produced on behalf of the Health and Wellbeing Board, and disseminated to relevant stakeholders.

9.0 Corporate landlord implications

9.1 There are no corporate landlord implications expected.

10.0 Schedule of background papers

10.1 Wolverhampton Pharmaceutical Needs Assessment (PNA) 2018 – 2021. Available at:
<http://www.wolverhampton.gov.uk/CHttpHandler.ashx?id=13739&p=0>

10.2 HWB Briefing Pharmaceutical Needs Assessment. Presented to HWBB on 5 November 2014.