

HEALTH AND WELLBEING BOARD

27 SEPTEMBER 2022

PHARMACEUTICAL NEEDS ASSESSMENT 2022

Board Sponsor

Liz Altay, Interim Director of Public Health

Author

Matthew Fung, Public Health Consultant

Priorities

Mental health & wellbeing	Yes
Being Active	No
Reducing harm from Alcohol	No
Other (specify below)	

Safeguarding

Impact on Safeguarding Children	No
If yes please give details	

Impact on Safeguarding Adults	No
If yes please give details	

Item for Decision, Consideration or Information

Decision

Recommendation

1. **The Health and Wellbeing Board (HWB) is asked to approve:**
 - a) **the 2022 pharmaceutical needs assessment (PNA) for publication; and**
 - b) **recommendations as noted in the PNA, including convening a Herefordshire and Worcestershire working group to focus on pharmacy services.**

Background

2. The HWB has responsibility for developing and updating PNAs (mandated in the Health and Social Care Act 2012). The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 set out the legislative basis for developing and updating PNAs.
3. Due to COVID-19 pressures, the Department of Health and Social Care (DHSC) announced that the requirement to publish renewed PNAs in April 2021 would be suspended until October 2022.

Process taken to develop the PNA

4. A PNA working group was convened on 10 September 2021, and subsequently met on a regular basis to ensure the production of a robust PNA by October 2022. Members of the working group included representatives of:
 - Worcestershire County Council
 - NHS England West Midlands Region: NHS England is responsible for commissioning services under the national community pharmacy contract, for determining applications for pharmacy contracts,
 - Worcestershire Local Pharmaceutical Committee (LPC): This is the local statutory representative committee (LRC) for community pharmacies in Worcestershire.
 - Worcestershire Local Medical Committee (LMC): LMCs are statutory representative committees of general practitioners (GPs) who plan and provide health care in the community.
 - H&W Integrated Care Board (ICB, formally known as H&W Clinical Commissioning Group (CCG)): ICBs have responsibility for planning and commissioning health services.
 - Local Professional Networks (LPNs): The LPNs are intended to provide clinical input into the operation of NHS England West Midlands Region and local commissioning decisions.
 - Healthwatch Worcestershire: Healthwatch Worcestershire is the independent consumer champion for the public, patients and users of health and social care services in Worcestershire.
5. A draft PNA was developed and published for consultation for the statutory 60 day period from 13 June 2022 until 12 August 2022. Consultation was undertaken fully according to requirements, including Worcestershire residents, pharmacy and GP representatives, NHS representatives and neighbouring Health and Wellbeing Boards.
6. The consultation comments were thoroughly considered and incorporated into the document as appropriate.
7. The PNA working group approved this draft on 9 September 2022.

Methodology

8. The report was compiled from a variety of sources, including:
 - information on current provision of Pharmaceutical Services from commissioners and providers;
 - findings from a public survey gathering information about views on current provision of pharmaceutical services;
 - surveys of pharmacies and dispensing practices; and
 - focus groups of under-represented populations.
9. The focus groups were a new innovation aimed at gaining insights and data from populations who tend to be under-represented in traditional surveys, including

people with experience of substance misuse; people with long term health conditions; older people over the age of 75 years living independently; refugees and asylum seekers; carers; people with sensory impairments; people with mental health conditions and young people aged between 18-25 years.

10. The main findings and illustrative quotes from the focus groups were presented in relation to some areas of exploration: Access to pharmacy services, Impact of the COVID-19 pandemic: Advice and information: experiences of medication dispensing: access to and experience of other pharmacy services and experiences of these.
11. A variety of insights were obtained from the focus groups, for example: increased use of online and delivery services may be a positive legacy of the Covid-19 pandemic; pharmacists are well regarded, and participants valued their expertise in relation to advice on prescribed and over the counter medications; some lack of awareness of what services are available from pharmacies; (in some cases) a need to address barriers to accessing pharmaceutical services.
12. These quotes are not intended to be representative but give a flavour of the kind of comments received: **“I think they've come a long way in the last few years and then if you want to talk to a pharmacist, I think they all have private rooms now. So, you don't have to have those conversations in the middle of, you know a big queue of people”, “I think you've got to be prepared to be a little bit creative...It's not one size fits all for any of us...there are places that can just use a little bit of a brain and it doesn't take them any longer [to make their service accessible] once they've twigged.”, “Thankfully my local Pharmacy handled the crisis very efficiently, but it could definitely have been worse”**

Key Findings

13. Selected key findings from the report include:
 - This PNA concludes that currently there are sufficient numbers of pharmacies and that they are geographically accessible to the majority of the population of Worcestershire. However, the review does highlight potential reductions in access for rural locations, those reliant on public transport particularly during the weekends and those in full time employment and younger residents who were more likely to report using the pharmacy after 18:00pm.
 - The review highlights the importance of offering a range of access including online or telephone ordering and also the non-commissioned delivery service provided by some pharmacies.
 - Service users regarded pharmacists as knowledgeable and approachable professionals and experts in prescribed and over the counter medicines. Pharmacy services were praised for their continued professional service during the Covid-19 pandemic. Many of the pharmacies reported that they would provide additional services (advanced, additional, disease specific, screening and vaccination services) if they were to be commissioned.
 - Awareness of additional services offered by pharmacies was highlighted as a potential limiting factor to make better use of existing services offered. Effective communication with the public when advertising services and providing information should be considered with awareness of potential barriers within the local population served. These may include language / literacy barriers, digital exclusion and visual or hearing impairments.

- Health and wellbeing priorities proposed by the HWB and the NHS long term plan for integrated care are highlighted alongside current and future health and wellbeing needs of the Worcestershire population. Greater emphasis is put on topics where there is an opportunity for community pharmacies to meet the need including smoking cessation, screening, vaccination, management and assessment services, and further utilising the pharmacy service to address health needs of the population.

Recommendations of the PNA

14. The recommendations of the PNA are as follows:

- Commissioners to continue considering how pharmaceutical service providers can address and respond to patient need as identified through the focus groups, engagement survey, paying particular consideration to access issues and accessibility of information about pharmacy services.
- Commissioners and pharmaceutical service providers should consider how best to communicate with the public about services provided by community pharmacies. The formation of Herefordshire and Worcestershire Integrated Care System (ICS) provides an opportunity to consolidate and simplify provision of pharmacy information to the public.
- Commissioners to encourage the integration of pharmacy with the wider healthcare economy to create coherent, system-wide services and pathways.
- All providers of pharmaceutical services should consider language accessibility, including translation and interpreting services for people whose first language is not English, and staff training to increase awareness of the needs of different people using the service
- The role of pharmacies in the prevention and management of CVD risk factors could be strengthened through commissioning related services.
- Pharmacies should be aware of how to signpost to other service providers (including, where relevant, voluntary/community sector organisations, other pharmacies providing advanced/enhanced services).
- Pharmacy workforce strategy should be considered by the local system to ensure current and future pharmaceutical service demand can be met.
- A working group to be convened to monitor and implement these recommendations.

Legal, Financial and HR Implications

15. There are no legal, financial or HR implications arising from this report. Any future financial implications with regard to procurement of a new self-service data system will be considered by Worcestershire County Council as required.

Privacy Impact Assessment

16. There is no required privacy impact assessment at this stage.

Equality and Diversity Implications

17. An Equality Relevance Screening has been completed in respect of these recommendations. The screening did not identify any potential Equality considerations requiring further consideration during implementation.

Contact Points

County Council Contact Points

County Council: 01905 763763

Worcestershire Hub: 01905 765765

Specific Contact Points for this report

Name: Matthew Fung, Public Health Consultant

Tel: 01905 845040

Email: mfung@worcestershire.gov.uk

Supporting Information

1. PNA 2022 main document
2. PNA 2022 appendices – available online