



# Public Consultation

## Draft Cambridgeshire Pharmaceutical Needs Assessment (PNA) 2017

### 1. Introduction

#### What do you think about local pharmacies and dispensaries in Cambridgeshire?

##### About this consultation

We, the Cambridgeshire Health and Wellbeing Board (HWB), are looking at whether we have enough providers of pharmaceutical services for the population of Cambridgeshire. Pharmaceutical services include filling prescriptions, selling medicines that don't need to be prescribed by a doctor, giving advice about medicines, supporting people to quit smoking, and other services. These services can also supply appliances.

We have spoken to GPs, community pharmacies and patients about what local people need now from pharmaceutical services. We also asked what people might need in the future. We have written a report based on what we have learned so far, called a Pharmaceutical Needs Assessment or PNA for short. This report will be used by NHS England when making decisions on applications to open new pharmacies. We would like to know what you think about the draft PNA.

##### What is the purpose of the consultation?

We want to know your thoughts about what we have written about pharmaceutical services in Cambridgeshire, and if the PNA covers what is important to you regarding the pharmaceutical services you need. We want to know how easy it is for you to get and use medicines or medical equipment safely and access the services you need or want from pharmacies. Your views will be summarised and included in the final report.

Please give us your feedback using the questionnaire below. A 2 page summary below describes the key findings in our draft report. More detail is also available in the 6 page summary or the full draft PNA document which is available online at [www.cambridgeshireinsight.gov.uk/pna](http://www.cambridgeshireinsight.gov.uk/pna)

##### Timeline for the consultation

This consultation will run from 23 January to 27 March 2017. This is the time you have to comment on the draft of the PNA.

We will revise the draft based on the feedback we get, and present a report to the Cambridgeshire Health and Wellbeing Board. We plan to publish the final PNA by July 2017.

Please complete the following survey to let us know your views by 27 March 2017  
Please click "next" below to begin the survey.

If you would like a copy of this document either in paper format, on audio cassette, Braille, large print or in other languages please contact us:  
E-mail: [PNA@cambridgeshire.gov.uk](mailto:PNA@cambridgeshire.gov.uk)  
Tel: 01480 379493

*The information you are providing will assist informing CCC in provision of services and will be held in accordance with the Data Protection Act 1998. On clicking "next" you confirm you are happy for your response to be used in the consultation analysis and results. Your responses may be included as valid answers, even if you do not click "Submit" at the end of the survey.*

## 2. Summary of Key Findings from the draft Cambridgeshire Pharmaceutical Needs Assessment (PNA) for 2017

### Local pharmaceutical services

- Cambridgeshire is well provided for by pharmaceutical service providers. This PNA recommends that no new NHS pharmaceutical service providers are needed across Cambridgeshire at present.
- There are 110 pharmacies across Cambridgeshire and 43 dispensing GP practices. This works out at 23 pharmaceutical service providers per 100,000 people in Cambridgeshire, which is the same as the England average. The East of England average is only slightly higher at 24 per 100,000. There is also adequate access for the dispensing of appliances.
- We recognise that this may change during the next 3 years. The local population is forecast to increase substantially in the coming years. Several large-scale housing developments are in progress and a number of factors may influence the potential need for additional pharmaceutical service providers. The Health and Wellbeing Board partners will monitor the development of major housing sites and produce additional information to this PNA when necessary, to ensure that appropriate information is available to determine whether additional pharmacies might be required.
- 85 % of pharmacies and 79% of dispensing GP surgeries responded to our PNA questionnaire about service provision. Of those responding all considered provision to be either 'excellent' 'good' or 'adequate' across the county.
- There appears to be good coverage in terms of opening hours for most days of the week. The extended opening hours of some community pharmacies are valued and should be maintained. 26 pharmacies are commissioned by NHS England to open for 100 hours a week and the out of hours provider, Urgent Care Herts is required to arrange medications when clinically necessary until a community pharmacy opens.
- Many pharmacies (96%) and dispensing GP practices (62%) reported that they offer some kind of home delivery service which can help to provide medications to those who do not have access to a car or who are unable to use public transport. This was substantially more than in 2014. Many pharmacies and dispensing surgeries also report they have wheelchair access.

### The role of pharmacy in improving the health and wellbeing of the local population

- Providers of pharmaceutical services have an important role to play in improving the health of local people. They are easily accessible and are often the first point of contact, including for those who might otherwise not access health services.
- Community pharmacies can contribute to the health and wellbeing of the local population in a number of ways, including providing information and brief advice, providing on-going support for behaviour change, motivational interviewing, and signposting to other services.
- As part of their national NHS contract, all pharmacies offer services to support individuals to understand their medicine and ensure they take them safely. 78 community pharmacies (84%) reported that they offer flu vaccinations to those at risk under the NHS Seasonal Flu vaccination programme, commissioned by NHS England. The Cambridgeshire & Peterborough

Clinical Commissioning Group also employs some pharmacists too work locally to support the administering of medicine in care homes.

- Many pharmacies are commissioned (paid) by Cambridgeshire County Council Public Health department to play a role in supporting particular healthy behaviours. These include helping people to give up smoking, sexual health testing and advice and specialist drug and alcohol treatment and support:
  - Stop smoking activities in community pharmacies in Cambridgeshire have decreased since 2014, and there are still many community pharmacies that do not provide a smoking cessation service. There is potential for further development in this area.
  - All pharmacies in Cambridgeshire have been offered the opportunity to deliver the Community Pharmacy Chlamydia Screening and Treatment service. Only 26 pharmacies are signed up to the chlamydia screening programme so there is also opportunity to expand this across Cambridgeshire. Chlamydia screening is offered when Emergency Hormonal Contraception (EHC) is provided, since those requiring such contraception may also be at risk of infection.
  - Pharmacies in Cambridgeshire have the opportunity to receive training and provide emergency hormonal contraception – 28 pharmacies are currently commissioned to do this.
  - 34 pharmacies have also been sub-contracted by the Cambridgeshire Drug and Alcohol Action Team provider *Inclusion* to provide specialist drug and alcohol treatment and support. This includes access to sterile needs and syringes and supervising the administration of some drugs to reduce drug dependence and misuse.
  - All pharmacies support six Public Health campaigns every year which involves putting up posters and offering information, as part of their NHS contract. Opportunistic alcohol screening and providing brief advice on reducing alcohol consumption is another area where pharmacies could potentially contribute to improving the health of the local population in future. Also, many pharmacies currently offer weight management advice and advice on physical activity.
- Cambridgeshire Health and Wellbeing Board consider community pharmacies a key public health resource and recognise that they offer potential opportunities to commission health improvement initiatives and work closely with partners to promote health and wellbeing. Pharmacies are encouraged to bid for local health improvement contracts to provide services. Commissioners are recommended to commission service initiatives in pharmacies around the best possible evidence and to evaluate any locally implemented services, ideally using an evaluation framework that is planned before implementation.
- The Royal Pharmaceutical Society (RPS) recommends that pharmacists collaborate with each other and with other healthcare professions, to develop models of care which enable commissioners to deliver joined-up, patient-centred health and social care. This could be particularly important for frail older people and those with multiple or long-term conditions. At a local level, the Health and Wellbeing Board should encourage the involvement of pharmacies and pharmacy teams in developing local plans and systems of integrated working.

### 3. Questions

1. How did you find out about the survey (eg in a Pharmacy, a GP surgery, CCC website)? Please specify below:

2. Are you responding as:

- A member of the public
- A health or social care professional
- A pharmacist or appliance contractor
- On behalf of an organisation

### 4. Questions (Members of the Public only)

Only members of the public to complete Q3 - Q7

3. Do you regularly use a community pharmacy? \*

- Yes
- No

4. Do you regularly use a dispensary at a GP surgery? \*

- Yes
- No

5. How often do you use community pharmacies or dispensaries in Cambridgeshire? \*

- Never
- Less than 3 times a year
- 3 to 12 times a year
- More than 12 times a year

6. How often do you use each of the following services? \*

	Never	Less than 3 times a year	3 to 12 times a year	More than 12 times a year
Fill a prescription	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buy non-prescription medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Get a repeat prescription	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Give the pharmacist your old or unwanted medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask a pharmacist for advice (eg medicines advice, how to improve your health, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use a Dispensing Appliance Contractor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other service - please specify:

**7. Do you feel that the purpose of the pharmaceutical needs assessment (PNA) has been explained sufficiently? \***

Yes

No

If no, please let us know why:

## 5. Questions (for all)

**8. Do you think that pharmacy services are available at convenient locations and opening times? \***

Yes

No

If no, please let us know why:

**9. Do you agree with our conclusion that we have enough pharmacies across Cambridgeshire and do not currently need any more? \***

Yes

No

If no, please let us know why:

**10. Do you agree with the key findings about pharmaceutical services in Cambridgeshire? \***

Yes

No

If no, please let us know why:

**11. Do you think the draft PNA adequately describes current pharmaceutical services in Cambridgeshire? \***

Yes

No

If no, please let us know why:

**12. Do you know of any pharmaceutical services that are not described in the PNA? \***

Yes

No

If yes, please let us know which services:

**13. Do you think that the needs for pharmacy services for the population in Cambridgeshire have been adequately identified? \***

Yes

No

If no, tell us what you think they are:

**14. Do you have any other comments? \***

Yes

No

Please explain:

## 6. About You

**15. What is your gender? \***

Male

Female

Other

Prefer not to say

**16. What is your age? \***

Under 18

18-24

25-34

35-44

45-54

55-64

65-74

75 or over

**17. Are you.. \***

In education (full or part time)

- In employment (full or part time)
- Self-employed (full or part time)
- Retired
- Stay at home parent / carer or similar
- Other (please specify):

**18. What is your postcode? (This will be used to identify common concerns by location, not to identify you personally) \***

**19. Do you have a disability that impacts on the way you travel? \***

- Yes
- No
- Prefer not to say

**20. How would you describe your ethnic background? \***