

Have your say

Draft Pharmaceutical Needs Assessment



PUBLIC CONSULTATION

29 September – 28 November 2014

Introduction

Every few years, pharmaceutical needs assessments (PNAs) are carried out around the country to ensure that local community pharmacies are meeting the health needs of local people. These assessments help the organisations which commission, or buy, pharmacy services on behalf of the community to make sure they are in the right place and provide what local people need.

PNAs are now the responsibility of Health and Wellbeing Boards, which were created following the Health and Social Care Act 2012. These Boards bring together local authorities, the NHS and other key partners to oversee health and wellbeing in their areas.

Leicester City Health and Wellbeing Board has produced a draft PNA for Leicester and we would like your comments on it.

Earlier in the year we asked for people's views on their local pharmacies, and we took into account what we were told then. We'd now like you to take some time to look at what the PNA says about local pharmacies in Leicester, and to tell us if you agree.

The draft PNA is a long document, so we've also created a summary which is available in the next few pages. If you'd like to look at the full document, it's available in local libraries, or online at www.Leicester.gov.uk/pna

After the summary, there are a few questions. Please take a few minutes to complete the questionnaire and to send it back to us by FREEPOST (address at the end of the questionnaire). Alternatively, you can complete it online at <http://consultations.leicester.gov.uk/adult-social-care-health-and-housing/leicestercitypna>.

If you'd like to meet with us and discuss the PNA before you complete the questionnaire, there will be a public meeting at 6pm on 12 November 2014 in the Tea Room (Room 1.12) at Leicester Town Hall, Town Hall Square, Leicester LE1 9BG.

The public consultation runs until 28 November 2014. The Health and Wellbeing Board is aiming to approve the final PNA by the end of March 2015.

Thank you for your help. This will help us make sure that the final document truly reflects the needs of the people of Leicester.

A handwritten signature in black ink that reads "Rory Palmer."

Rory Palmer
Deputy City Mayor
Chair, Leicester Health and Wellbeing Board

Summary

The text below summarises the full draft Leicester Pharmaceutical Needs Assessment (PNA). It contains the key points from the PNA to help you decide answers to the questions in the public consultation.

However, if you would like more detail, it is recommended that you look at the full draft PNA, which is also available at www.leicester.gov.uk/pna. This includes many useful tables which give more detail about different elements of the assessment.

1. Introduction

The purpose of the Pharmaceutical Needs Assessment (PNA) is to:

- identify pharmaceutical services currently available in the community and assess the need for them in future
- provide information which helps with planning and commissioning pharmacy services
- provide information which helps make a decision if someone applies to provide a new pharmacy

The PNA is a legally required document which NHS England will use to make decisions about market entry of new pharmacies in the city. The local authority and local clinical commissioning group will also use the PNA to help identify any changes to the local pharmaceutical services they commission from pharmacies.

This PNA has looked at pharmacies in Leicester in terms of what the needs are of the people of Leicester. It only includes community pharmacies, not hospital or prison pharmacies.

For information about the detail of pharmacy provision, please see the detailed graphs and tables in the full PNA.

2. Health needs of the population of Leicester

Leicester's health needs are detailed in city's Joint Strategic Needs Assessment, which has informed the development of the city's Joint Health and Wellbeing Strategy, developed by the Health and Wellbeing Board.

The strategy's priorities are:

- Improve outcomes for children and young people
- Reduce premature mortality
- Support independence for people with long term conditions, older people, people with dementia and carers

- Improve mental health and emotional resilience
- Focus on the wider determinants of health through effective deployment of resources, partnership and community working

The statistics below provide some key information about the population and their health needs:

- The current population of Leicester is 333,812 people
- Leicester's population is relatively young compared to England
- A third of all households include dependent children
- One fifth (64,500) of Leicester's population are aged 20-29 years
- 12% (38,750) of the population are aged over 65
- The population is predicted to grow to around 356,000 by 2025, an increase of over 22,000 from 2013
- Leicester is the 25th most deprived local authority region (out of 354)
- 40% Leicester's population live in areas classified as the fifth most deprived in the country
- Around 50% (half) of Leicester's residents are from Black, Minority, Ethnic backgrounds
- Over one third of Leicester's population are of South Asian origin, 6% are Black/British, 4% mixed and 3% from other ethnic origins
- A third of Leicester's residents were born outside the UK
- Life expectancy in Leicester is 77.0 years for men and 81.8 years for women. This is significantly lower than the average England life expectancy
- Death rates from heart disease and stroke and from Chronic Obstructive Pulmonary Disease (COPD) are statistically higher in Leicester than in England
- Teenage pregnancy rates are significantly higher than in England
- Diabetes prevalence is higher than nationally, particularly in the east of the city

The health of Leicester's residents varies across the city and it is useful to look at local areas, or wards to highlight some of these differences. In the full draft PNA and below, we have made use of wards. It should be recognised that wards are primarily electoral areas and thus may not be wholly meaningful or confer identity on different parts of the city. Their use here is to provide some way of discussing local need and provision, and this limitation should be taken into account in making judgements about need or provision.

There will be some changes to Leicester's ward boundaries at the council elections in 2015. These will be taken into account in future analyses of the city.



3. Community pharmacies currently in place

Leicester has 87 pharmacies including; 5 internet/distance selling pharmacies and one Essential Small Pharmacies Local Pharmaceutical Services (ESPLPS) and one appliance contractor (providing services such as stoma care aids, trusses, surgical stockings and dressings, but not drugs). There are no dispensing GP practices in Leicester. Overall, Leicester has 2.4 pharmacies per 10,000 of the population. This is higher coverage than the national average.

All the pharmacies in Leicester provide what are nationally classified as 'essential' services. These include: dispensing drugs, repeat dispensing, ensuring professional standards (clinical governance) and checking patient views, promoting healthy lifestyles, getting rid of unwanted medicines, signposting people to other services, supporting people to care for themselves.

Most Leicester pharmacies are open for at least 40 hours and 8 are open for 100 hours per week.

Bank Holiday – Details of bank holiday opening times are sent to GP practices and urgent access to healthcare can be found via the NHS 111 service.

It should be noted that the out of hours GP service has made arrangements for the dispensing of urgently needed prescriptions to its patients on bank holidays, weekends and outside normal working hours.

The biggest concentrations of pharmacies are in Spinney Hills, Castle and Latimer wards. Latimer has the largest number of pharmacies for its ward population (4.5 per 10,000) whilst New Parks has the fewest (0.5 pharmacies per 10,000). Many of the pharmacies are very close to GP practices.

During 2013/14 the total prescribing costs for Leicester City CCG were nearly £46 million, excluding prescribing done in hospitals.

4. Travel time to pharmacies

There are only a few small areas of the city where the nearest pharmacy is further than 1km travel from home. In addition to the pharmacies within the city boundary, there are 9 pharmacies within 0.5 km and a further 15 between 0.5 and 1km from the Leicester boundary.

By car: All residents should be able to access their nearest pharmacy within 5 minutes, based on an average speed of 25mph. However, nearly 40% of the city's population do not own a car.

On foot: In a few areas of Leicester there is a more than a 20 minute walk to the nearest pharmacy. These include a mix of residential and non-residential areas. Non-residential areas include parts of the city used for industry, parks and sports facilities, hospitals and schools.

By public transport: Residents should be able to travel to their nearest pharmacy within 20 minutes using public transport, based on travel times on a weekday morning (8am-10am). Times will be more variable with reduced transport services on an evening, weekend, bank holiday.

5. Advanced services

'Advanced' services are services some pharmacies provide in addition to the essential services. The advanced services that pharmacies can provide are:

- Medicines Use Reviews to help improve the patient's knowledge, understanding and use of their medicines
- New medicines service, to provide support to patients who have been prescribed with a new medicine e.g., for asthma, diabetes, anti-platelet/anti-coagulation therapy or high blood pressure.
- Stoma customisation, to make sure that people's stoma appliance is comfortable based on their measurements
- Reviews of appliance use to improve the patient's knowledge of any appliance (for example a catheter appliance) – this can be carried out in the pharmacy or in a patient's own home

Of the 87 pharmacies in Leicester, 75 offer medicines use reviews (86%, England 92%), 65 offer new medicines services (75%, England 68%), 7 offer stoma customisation and 11 offer appliance use reviews.

There is some variation in the numbers of pharmacies offering additional services across Leicester

- There is only one pharmacy in Freeman Ward and one in New Parks ward
- No additional services are offered in the pharmacy in Freeman Ward (ie only essential services)



- Fewer additional services are offered in New Parks and Eyres Monsell (5 additional services)
- Most services are offered in Stoneygate (33 services across 10 pharmacists)

More than 16,000 medicines use reviews were carried out in Leicester in 2013/14, an average of 215 per accredited pharmacy. Only 3 pharmacies carried out the maximum 400 reviews permitted each year and 4 pharmacies carried out 3 reviews.

The average number of New Medicines Reviews was 88 for accredited pharmacies, within a range from 2 to 443. The lowest rates were in Abbey and Rushey Mead and the highest rates in Aylestone.

With regard to stoma appliance customisation, Leicester is below the national average for providing this service.

The number of pharmacies providing appliance Use Reviews is similar to the national rate.

6. Community based services

Community based services is the name given to services that pharmacies can offer locally to meet the needs of the population.

As at 31 March 2014 the following services are commissioned from local pharmacies either by Leicester City Council or Leicester City Clinical Commissioning Group (CCG):

- 55 pharmacists offer Emergency Hormonal Contraception (morning after pill), but the uptake of this service is mainly in city centre pharmacies

and it is probable that young women prefer to use this service in an anonymous setting

- 38 pharmacies in Leicester offer chlamydia screening. A limited scheme started in Leicester to screen young people aged 15-24 but this has had limited success, with 112 young people screened during 2013/14. Most of these screenings were through Boots in Highcross followed by Patel's Chemist on Narborough Road
- 36 pharmacies in Leicester can carry out H-pylori breath testing. This is a test to help with treatment of indigestion and its causes
- Minor ailments services are offered at 44 of Leicester's pharmacies providing advice and medicines and/or appliances without the need to visit a GP. Fewer pharmacies in the west of the city provide this service. It is not provided at all in Eyres Monsell, Fosse, Freeman, Humberstone and Hamilton; there is low provision in New Parks, and there is high provision in Belgrave
- A palliative (end of life) care service is provided by 9 pharmacies. The pharmacists are trained in the use of end of life care medicines and can provide advice to carers and other healthcare workers
- Smoking cessation – giving up smoking. Across Leicester 50 pharmacies provide stop smoking services. Generally, smoking levels are higher in the west of the city and lower in the east of the city
- Substance (drug) misuse services. There are two services for substance misuse, the needle exchange service and the supervised methadone consumption service. Overall, 12 pharmacies provide needle exchange and 49 pharmacies provide supervised consumption of methadone. In 2013 the highest uptake for needle exchange was provided by pharmacies in Stoneygate and Western Park

7. Patient Views

75 people from Leicester responded to a questionnaire about pharmaceutical services in Leicester which provided information to help develop the PNA. More information about their responses is available in the full draft PNA. The information they provided helped with the overall conclusions of the PNA.

85% of respondents reported that they had not had any problems accessing a pharmacist in the last 12 months.

The main issues people commented on were waiting times, opening hours and access.

People would also like to use further pharmaceutical services such as travel vaccinations/flu vaccinations, cholesterol checks/NHS checks/blood pressure checks and weight management advice if not already provided.



Communication with people from 'seldom heard groups' needs to be improved, e.g. with deaf people and people who need an interpreter.

8. Professionals' views

A questionnaire was also sent to health and social care professionals who use, or work with people who use, pharmacies and also to pharmacists. 36 responses came from within Leicester, and all 36 felt that the community pharmacy provision in the area they work in was adequate. There was one comment about the minor ailments scheme not being provided in the local pharmacy but in one some 25 minutes walk away.

9. Future needs

It is predicted that the Leicester population will grow from 337,700 in 2015 to be 378,200 by 2037. There will be increases in numbers of people aged between 10 and 15 years, and those aged over 55. It is thought that numbers of 15-34 year olds will fall.

10. Long term conditions

The biggest increases in numbers of people with long term conditions will be for over 65s with moderate or severe hearing problems (around 1,500 over the next 5 years). Those with a long term illness limiting their day to day activities, those suffering falls and numbers who are obese could each increase by nearly 1,200 by 2020. The number of diabetics could increase by around 600 over the next 5 years.



11. Future housing

It is predicted that Leicester will need 27,200 to 31,700 new homes to be built between 2011 and 2036.

The largest housing developments over the next 3 years are planned in Abbey, Castle, Westcotes, Beaumont Leys and Humberstone and Hamilton. Currently in these wards, Abbey has 1.2 pharmacies per 10,000, Beaumont Leys has 1.7, Castle has 3.0, Humberstone and Hamilton 1.5 and Westcotes has 4.3.

Leicester City Council will be changing the city's ward boundaries at the council elections in 2015, and these ward boundaries will be taken into account in future analyses of the city.

12. Are there any gaps in pharmacy services?

Essential services

All Leicester residents have similar or better levels of access to essential pharmacy services to the England average. There are more pharmacies in the east of the city, with several close together in Belgrave and Latimer wards (around Belgrave Road) and another cluster around Spinney Hills/Charnwood and Stoneygate wards. In the west of the city the pharmacies are more widely spread, although there are a number along the Narborough Road area in Westcotes ward.

The rate of pharmacies per 10,000 people living in each ward ranges from 0.5 in New Parks to 4.5 in Latimer. Opening hours per week per 10,000 ward population range from 27.4 in New Parks to 287.7 in Westcotes.

Most pharmacies are open for at least 40 hours per week; 8 pharmacies



are open for less than 40 hours, over half (44) are open between 40 and 50 hours per week, 19 between 50 and 60 hours, 10 between 60 and 100 hours and 4 are open more than 100 hours per week. The 100 hour pharmacies are in Westcotes, Eyres Monsell, Spinney Hills, Stoneygate, Latimer and Humberstone. There is lower provision for extended opening hours on the west of Leicester, however there are a couple of 100 hours pharmacies within 1km of the city border.

Leicester people should be able to reach their nearest pharmacy within a few minutes by car. Most should be able to walk to their nearest pharmacy within 20 minutes, however there are a few areas of the city where it takes longer. Based on a weekday morning, it should not take longer than 20 minutes to reach the nearest pharmacy by public transport.

A review of pharmacies providing a collection and delivery service could show whether this is used in the areas where local pharmacy provision is lower.

Advanced services

Across Leicester, the two key advanced services Medicines Use Reviews (MURs) and New Medicines Service (NMS) are provided by most pharmacies. Most pharmacies do not carry out their full allowance of MURs. It is recommended that pharmacies are encouraged to carry out more MURs and that better communication between GPs and pharmacists is encouraged to gain a greater benefit from this service.

Very few pharmacies provide stoma appliance customisation and appliance use reviews. There are providers who deliver direct to patients and order on their behalf. There is concern that because of this direct delivery there has been a de-skilling of those able to provide this service in pharmacies.

Often the companies who order on behalf of patients are also wholesalers or manufacturers of products in this field.

Community Based Services

Across Leicester a good range of community based services is offered by pharmacies. Pharmacies can be particularly effective in providing services to more hard-to-reach groups as they offer a walk-in service and do not need an appointment. They also offer valuable advice for better self-care.

The following points are made about community based services:

- Although the morning after pill is offered by 55 pharmacies, most of the uptake is through city centre and Narborough Road pharmacies. It is likely that this is because they may offer greater anonymity than the users' most local pharmacy
- At the moment not many people take up chlamydia screening. A review of why this is may help to improve screening levels in young people
- H-Pylori breath testing is available at 36 pharmacies. GPs can refer people to these pharmacies, but they are not the only providers of this service
- The minor ailment service in 44 pharmacies provides an alternative to attending A and E or seeing a GP. A review is taking place to see how effective the service is
- Leicester Recovery Partnership is the main provider of needle exchange services and they are also provided by 11 pharmacies. Supervised methadone consumption is offered by 47 pharmacies. These services are part of a wider approach to help people who misuse drugs
- An Alcohol Brief Intervention is currently being reviewed for pilot in Leicester pharmacies.
- More than 1,400 people were helped to stop smoking through 50 pharmacies in Leicester in 2013-14. The service is constantly looking for new ways to improve effectiveness
- 11 pharmacies currently offer end of life care. A review of the uptake of this service would provide information about how well it is being used and the potential for further demand in future as the population ages
- At the moment Healthy Living Pharmacies is not commissioned in Leicester. This service offers people healthy living advice
- Communication – at the moment there is not an effective method for electronic transfer of patient information between the pharmacist and the GP practice. A shared electronic patient record would allow the pharmacy to input information on matters such as vaccinations or other health checks which the GP could then see



13. Conclusions and draft recommendations

The PNA looks at pharmacy cover across Leicester in relation to the health needs of the people who live there. It includes existing services, where they are, the breadth of services they are providing and the views of people using them.

Overall, the community based pharmacies are adequate for the people of Leicester. There are local differences however which mean that some people may have to travel a little further to access a particular service or pharmacy out of normal working hours.

The number of Medicines Use Reviews and New Medicines Services vary across the city, and pharmacies could be encouraged to carry out more of these reviews, which are very beneficial to patients.

A review of community based services, including consideration of cultural needs, could help to understand their effectiveness. Hard-to-reach groups may find pharmacies more convenient or appealing to use because they can be a drop-in service and are less formal than a GP surgery.

In 2015 electronic prescribing will be introduced that this will have implications for pharmacies because drugs may be delivered to people's homes and there may be fewer face-to-face contacts at local pharmacies.

In light of the fact the Leicester's pharmacies are not evenly distributed throughout the city it is recommended that commissioners should:

- Keep reviewing where pharmacies are and what their opening times are to understand whether all Leicester people have equal access to pharmacies
- Find out why some pharmacies provide fewer community based services than others – is this in response to lower need in the local community?

- Think about whether there are too many community based services in pharmacies close to one another and whether these could be replaced by other services
- Explore how to encourage more pharmacies in areas of the city where there are relatively few currently

In addition, in order to make sure that the best use is made of pharmacy services, commissioners should:

- Consider greater monitoring and quality visits to promote service improvement and ensure effectiveness
- Examine how to promote healthy lifestyles through pharmacies
- Consider including pharmacies in commissioning strategies and in plans for healthcare across Leicester as a whole
- Consider feedback received from the public so far which says they would like pharmacies to offer services including flu and holiday vaccinations, blood pressure and cholesterol checks
- Consider introducing visits to assess the quality of premises and services at individual pharmacies and work with them to improve where this is necessary
- Assess uptake of services and share best practice between pharmacies

With regard to communication, commissioners should:

- Consider ways to promote sharing of patient information electronically between pharmacists and GPs
- Ensure effective communication about patients' drugs between GPs, pharmacists and healthcare or social workers



Now you have read the summary, please take a few minutes to complete the questionnaire.



Questionnaire

1. Do you think the purpose of the PNA has been adequately explained?

Yes No

If no, please explain

2. Do you think the PNA provides an adequate assessment of pharmaceutical services in Leicester?

Yes No

If no, please explain

3. Do you think the PNA provides a satisfactory overview of the current and future pharmaceutical needs of the Leicester population?

Yes No

If no, please explain

4. Do you agree that the current pharmacy provision and services in Leicester are adequate? (Please refer to section 4 of the PNA or section 3 to section 8 of the summary)

Yes No

If no, please explain

5. Do you agree with the PNA conclusions and draft recommendations? (Please refer to section 10 of the PNA or section 13 of the summary)

Yes No

If no, please explain

6. Do you have any other comments? Please specify below with reference to page and section number in either the full PNA or the PNA summary



7. Are you responding:

On behalf of an organisation?

- Yes No

If yes, please state the name of the organisation

If no, and you are responding as an individual, please complete the rest of the questionnaire to help our equalities monitoring

Equalities monitoring

So that we can ensure that our survey is representative of the population we would like you to complete the information below. This will only be used for the purposes of monitoring and will not be passed on for use by third parties.

8. Which Part of Leicester do you live in? Please state the name of your ward or area.

.....

9. Please state the first 4 letters and numbers of your postcode eg LE2 8 etc.

.....

10. What is your gender?

- Male Female

Are you transgender? Yes No Prefer not to say

11. What is your age?

- Under 16 16-24 25-34 35-59
 60-74 75+ Prefer not to say

12. What is your ethnic group?

- Asian or Asian British Black or Black British
 Chinese Mixed dual heritage
 White or White British Gypsy/Romany/Irish traveller

Other (please specify)

- Prefer not to say

13. Do you consider yourself to have a disability?

- Yes No Prefer not to say

14. What is your sexual orientation

- Bisexual Heterosexual Gay
 Lesbian Prefer not to say

15. What is your religion and belief?

- No religion Baha'i Buddhist
 Christian Hindu Jain
 Jewish Muslim Sikh

Other (please specify)

- Prefer not to say

Thank you for taking the time to complete this questionnaire. Please send it to: Leicester PNA, FREEPOST NAT 18685, Public Health, Leicestershire County Council, County Hall, Glenfield, Leicester, LE3 8TB.

Alternatively you can complete the questionnaire online by going to <http://consultations.leicester.gov.uk/adult-social-care-health-and-housing/leicestercitypna>

If you wish to email us in connection to any PNA response or to get in touch please email us at pna@leic.gov.uk and specify in the subject title if your response is on behalf of Leicester City, Leicestershire or Rutland.

The closing date is 28 November 2014.



About this consultation

Cabinet Office Code of Practice on Consultation

This consultation is being carried out in accordance with the guidelines published by the Cabinet Office on 17 July 2012, and available at www.gov.uk/government/publications/consultation-principles-guidance.

Making sure we consider equalities

A 'due regard' assessment in line with the Equality Act 2010, is being completed, to ensure that the PNA is unlikely to have a negative impact on people from the groups protected by this legislation. This means that the assessment covers issues such as age, race, gender, maternity, disability, marital or civil partnership status, sexual orientation, religion or belief.

Would you like to talk to someone about how this consultation has been run?

Would you like to talk to someone about how this consultation has been run please contact Jay Hardman, Research and Intelligence Manager, Leicester City Council, jay.hardman@leicester.gov.uk.

Thank you...

Thank you for taking the time to read this and tell us what you think.

Other languages and formats

We can provide versions of this leaflet in other languages and formats such as Braille and large print on request. Please contact the Engagement and Involvement department, telephone 0116 295 1486.

Somali

Waxaan ku siin karnaa bug-yarahaan oo ku qoran luqado iyo habab kale sida farta indhoolaha Braille iyo daabacad far waa-wayn markii aad soo codsato. Fadlan la soo xiriir qaybta Ka-qaybgalka iyo Dhex-gelidda, lambarka telefoonka waa 0116 295 1486.

Polish

Jeżeli chcieliby Państwo otrzymać kopię niniejszej ulotki w tłumaczeniu na język obcy lub w innym formacie, np. w alfabecie Braille'a lub w powiększonym druku, prosimy skontaktować się telefonicznie z zespołem ds. zaangażowania (Engagement and Involvement) pod numerem telefonu 0116 295 1486.

Cantonese

如有要求，我們可以將本宣傳手冊用其他語言或格式顯示，如盲文或大號字體。請致電我們的“參與部門”(Engagement and Involvement Department)0116 295 1486。

Gujarati

અમે આ ચોપાનિયાનું ભાષાંતરો બીજી ભાષાઓમાં અને શૈલીઓમાં જેમ કે બ્રેઇમાં અને વિનંતી કરવાથી મોટા અક્ષરોમાં છાપેલા પૂરાં પાડી શકીએ છીએ. ઇંગેજ્મન્ટ અને ઇન્વોલ્વમન્ટ વિભાગનો ટેલિફોન 0116 295 1486 દ્વારા સંપર્ક કરો.

Hindi

हम आपको यह परचा दूसरी भाषाएँ में और ब्रेल एवं बड़े अक्षरों जैसी रूपरेखा में निवेदन करने पर प्राप्य कर सकते हैं। कृपया कर के इनगेज्मन्ट और इन्वाल्वमन्ट विभाग में टेलिफॉन द्वारा 0116 295 1486 पर संपर्क कीजिए।

Urdu

ہم درخواست کرنے پر ایفیلیٹ کے اس ترجمے کو دیگر زبانوں اور صورتوں مثالی کے طور پر بریل اور بڑے حروف میں بھی فراہم کر سکتے ہیں۔ براہ کرم اس ٹیلی فون نمبر 14862950116 پر اینگیجمنٹ اینڈ اینوالومنٹ ڈیپارٹمنٹ کے ساتھ رابطہ قائم کریں۔

Arabic

يمكننا تقديم نسخ من هذه النشرة بلغات أخرى وصيغ مثل برايل والطباعة الكبيرة في الطلب. يرجى الاتصال 1486 295 0116 والهاتف، وإشراك وزارة، والهاتف