

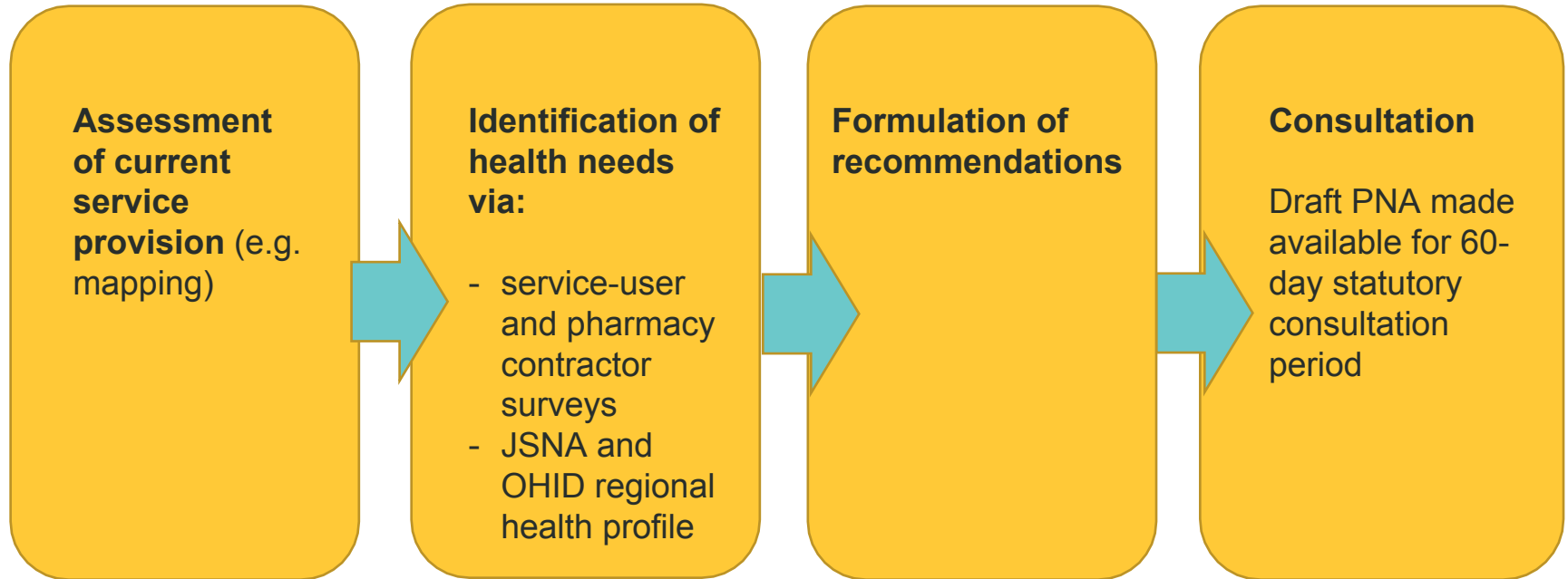
Herefordshire Pharmaceutical Needs Assessment 2022

26th September 2022

What is a PNA?

- The PNA provides an assessment of the current provision of pharmaceutical services across Herefordshire and whether this meets the needs of the population, identifying any potential gaps in service delivery
- The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 state that HWBs must produce PNAs every 3 years
- The HWB has delegated responsibility for the development of the PNA to a working group

What is the PNA process?



- The statutory 60-day consultation period for this PNA ends on 29th September 2022 (Thursday)
- The publication deadline is 1st October 2022

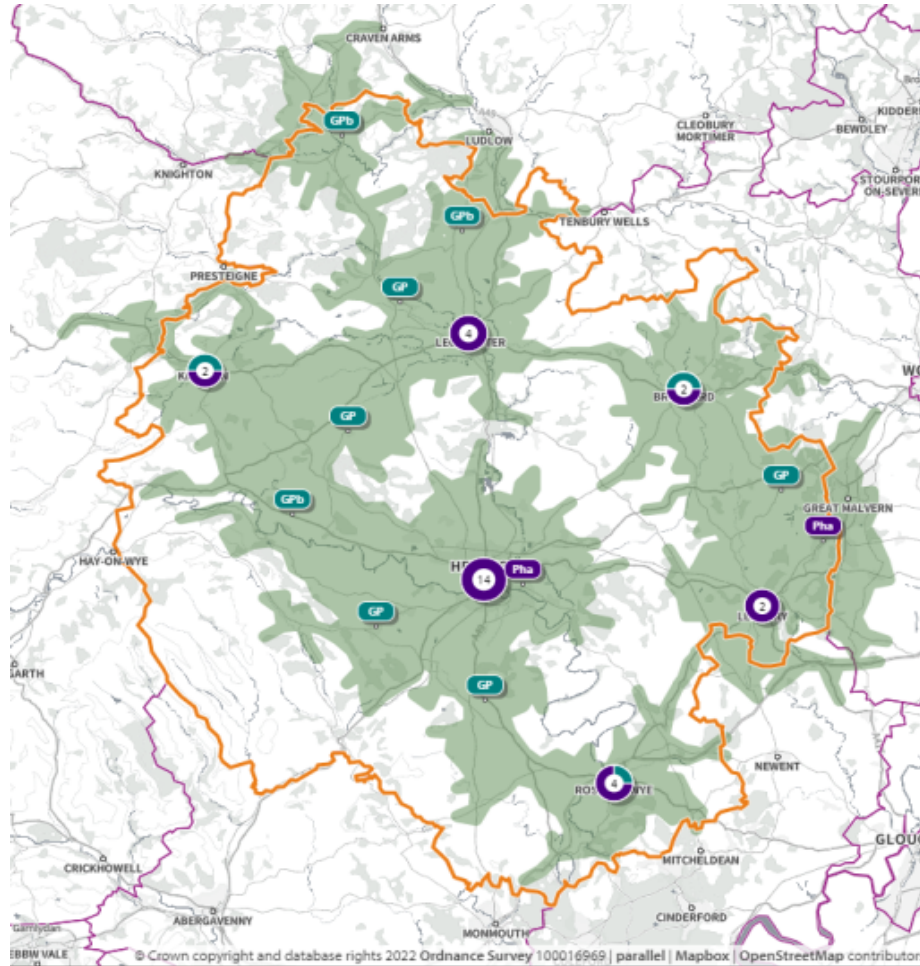
Assessment of current service provision

- The locations of pharmacies and contractors were mapped, along with the services provided by pharmacies in each PCN area

Primary Care Network	Pharmacies	Dispensing Practices	Total Contractors	2020 Mid-Year Estimates	
				Population per pharmacy (England=5056)	Population per contractor (England=4605)
East	4	2	6	7,461	4,974
Hereford City	15		15	5,438	5,438
North and West	5	4	9	8,391	4,662
South and West	3	4	7	13,413	5,748
Total	27	10	37	7,171	5,233

- Travel time analysis indicates good access to services by car (**the entire population lives within a 20-minute car journey to a pharmacy or GP dispensing practice**)
- Around 64% of the total population of Herefordshire live within a 30 minute walking distance of a pharmacy or GP dispensing practice
- 64% of the population can access a community pharmacy or dispensing practice within 30 minutes by public transport on a weekday morning
- On Sundays 7 of the 27 pharmacies in the county are open

10 minute travel time (car) to pharmacies/dispensing practices within Herefordshire (91% of population)



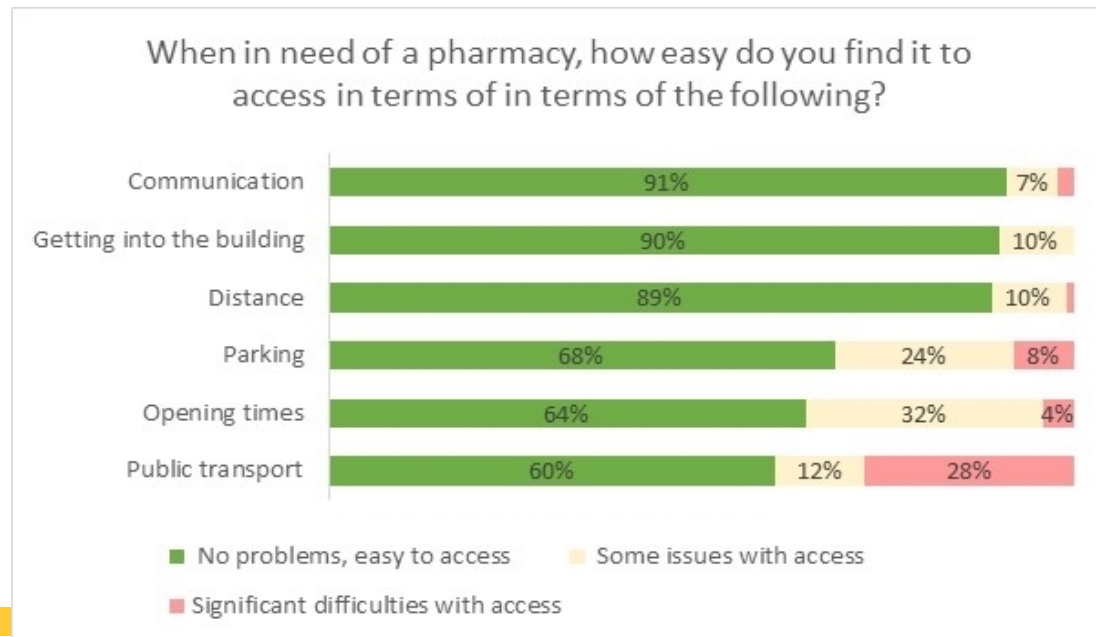
Assessment of services continued...

- Community pharmacies provide pharmaceutical services under the NHS Community Pharmacy Contractual Framework in three categories:
 - Essential Services
 - Advanced Services
 - Locally Commissioned and Enhanced Services
- Pharmacies must provide all Essential Services, but they can choose whether or not they wish to provide Advanced and Enhanced services
- Where possible the provision of services offered was assessed at a PCN level
- **Analysis indicates adequate provision of most services across the county**
- There are some areas currently under development or consideration, including:
 - hypertension case-finding (currently not available in North and West PCN)
 - needle and syringe exchange (only one pharmacy is providing this in Hereford City)
 - sharps disposal (not currently commissioned in Herefordshire)

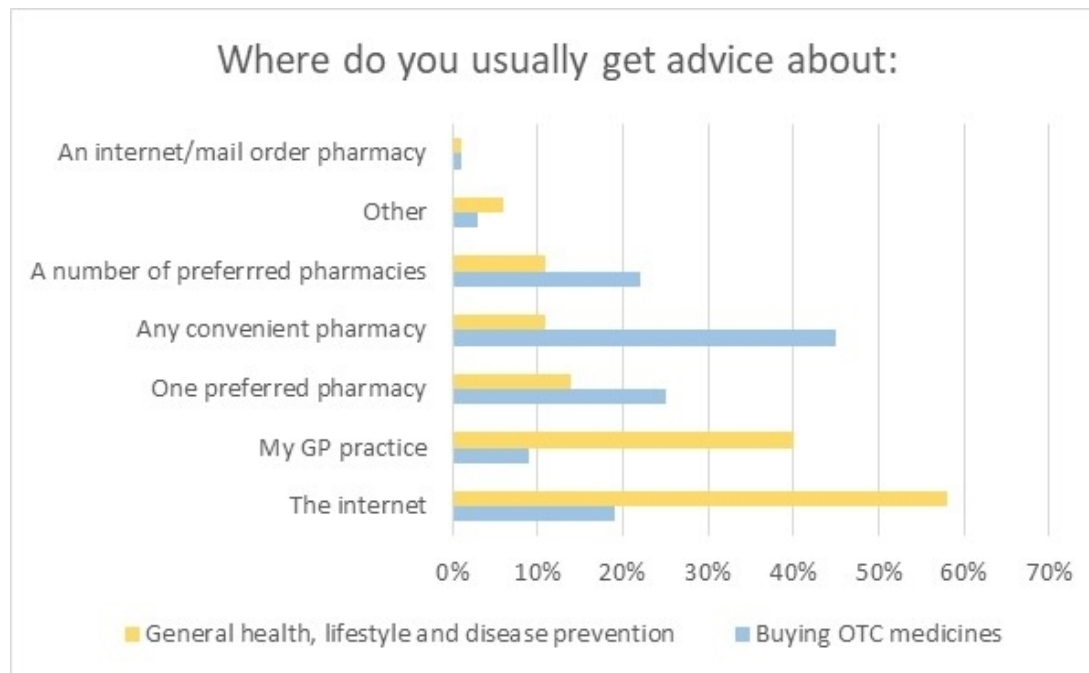
Identification of health needs - Public Survey

- The Pharmacy Services Public Questionnaire was published online (10th November 2021-31st January 2022) and asked about service-user experience – promoted widely
- 181 responses received – a small self-selected sample - not representative
- Survey asked questions about access, opening times and levels of satisfaction with the advice and information they receive
- A large majority found accessing pharmacy services was easy in terms of communication, accessibility of building and distance. Some respondents noted ‘some issues’ or ‘significant difficulties’ with access in terms of:

- Parking (32%)
- Opening times (36%)
- Public transport (40%)



- 72% were very satisfied or fairly satisfied with the amount of information that they normally received about medication from their community pharmacy or dispensing practice
- Most respondents used pharmacies to obtain advice on buying OTC medicines. However, they reported that they usually get advice about health, lifestyle and disease prevention from the internet or GP practice, despite 83% being aware that pharmacists can provide this.



Pharmacy Contractor Survey

- Community pharmacies and dispensing practices also completed questionnaires about accessibility, the services they provide and those they would be willing to provide if commissioned
- Responses were received from 17 out of 27 community pharmacies and 6 out of 10 dispensing practices within Herefordshire
- Gaps in data on services provided were filled manually using data held by NHSE
- All responding contractors said that the door to the pharmacy is accessible to all customers, including those who use pushchairs, wheelchairs and walking frames. There is disabled parking available outside most pharmacies and all dispensing practices
- Almost all community pharmacies reported willingness to provide a wide range of additional services if they were to be commissioned

Identification of health needs - JSNA & OHID regional health profile

- Health and well-being needs of the Herefordshire population were identified using the JSNA and OHID regional health profile, focussing on issues where there is opportunity for community pharmacies to meet needs
- Over half of the population live in areas defined as 'rural'
- The county has a relatively older age structure compared with nationally with a quarter of the population aged 65 or over
- Herefordshire has on average, relatively low levels of overall multiple deprivation. The most deprived IMD domains are the indoor living environment and geographical barriers to services

JSNA Level	Indicator	Issue
Protecting the vulnerable	Multiple Complex Vulnerabilities	150 individuals with MCVs identified at the start of the pandemic - increased risk of chaotic lifestyles and dying prematurely
	Domestic Abuse	An estimated 4,900 women and 2,400 men were victims of domestic abuse 2019-2020
Housing	Fuel Poverty	In 2019, 17% (14,000) households suffered fuel poverty. 27.7% more deaths occurring in the winter months than the non-winter months
Getting a good start	Smoking in pregnancy	11.5% of mothers are smokers at the time of delivery
	Child overweight & obesity	In 2019/20 26% of Reception children and 34% of Year 6 were overweight. Obesity twice as likely in most deprived compared to least deprived
	Child oral health	Child oral health is significantly worse than across England - a third of 5 year-olds showed visible signs of decay in 2018/19
Healthy Lifestyles	Adult overweight & obesity	67% adults overweight/obese
	Adult smoking	Smoking prevalence in routine and manual occupations is 28.6%. Higher than the regional and national rates (23.3% and 24.5% respectively)
	Diabetes diagnosis	The diabetes diagnosis rate in Herefordshire is 70.1%. Lower than the regional and national rates (86.3% and 78.0% respectively)
	Dementia diagnosis	The estimated dementia diagnosis rate in Herefordshire is 51.0%. This is lower than the regional and national rates (58.1% and 61.6% respectively)

Recommendation	Who?
Pharmacies should work with partners in the system to reduce vaccine inequalities, promoting the flu vaccine offer, particularly in deprived communities. Pharmacies should also contribute to other vaccination programmes.	Pharmacies PCNs Taurus Healthcare Local Authority Public Health Team
Flexibility around opening hours should be considered, including the option of extending existing contractors' opening hours on a locally commissioned rota basis.	Pharmacies Pharmacy Commissioning Lead
Encourage secondary care based pharmacy colleagues to begin to incorporate DMS into their discharge processes. The focus should be on discharges for frail patients, those on high risk medicines and those whose primary diagnosis is shown to be a frequent cause of readmission before 30 days.	ICB/ICS and system partners
Pharmacies in areas of deprivation should be particularly encouraged to implement and promote blood pressure checks.	Pharmacies
Formation of a network of pharmacy Health Champions should be explored, in partnership with the local public health team. This could be utilised to achieve improved and consistent practice to maximise the health promoting role of community pharmacies.	Local Authority Public Health Team Integrated Care System (ICS) Pharmacy Lead for Herefordshire Local Pharmaceutical Committee
Clear pathways need to be established for the disposal of all sharps and waste medicines as part of a redefined service.	Pharmacy Commissioning Lead

Recommendation	Who?
Volunteer efforts initiated during COVID-19 lockdowns, to facilitate pharmacy access for those living in rural communities should continue where possible under the responsibility and discretion of the pharmacist/pharmacy.	Talk Community Local Authority Public Health Team
Ensure that pharmacies have access to up-to-date information about non-medical service directories, for example, social prescribing. Pharmacies should also be aware of key local issues such as fuel poverty, domestic violence and mental health.	Local Authority Public Health Team Health Champions Network
If child oral health is not identified as a national priority, local resource should be provided to enable pharmacies to give this support and advice on a voluntary basis.	Local Authority Public Health Team Health Champions Network
Consider increasing the availability of commissioned services such as: <ul style="list-style-type: none"> • weight management • pharmacotherapy and behavioural support for smoking cessation • NHS Health checks • Diabetes Prevention 	Commissioners across the system
Consider and further explore the availability and use of translation services in pharmacies. NHSE do not currently commission translation services for pharmacies to access.	PNA Working Group

Consultation

- The statutory 60-day consultation period for this PNA ends on 29th September 2022 (Thursday)
- 12 responses have been received from 3 contributors (LPC, practice manager and an NHS contracts manager)
- All comments have been worked through, all except one were actioned and changes can be seen in the most recent version
- Amendments are broadly in the following categories:
 - Clarification of data, e.g. rurality classifications and no. of PCN dispensing practices (2)
 - Updated opening hours (1)
 - Clarity of wording (7)
 - Formatting (1)

Conclusions

- This PNA has found that the level of access to pharmaceutical services currently commissioned across Herefordshire generally meets the needs of the population
- the role of community pharmacies in preventing ill-health and supporting self-care could be strengthened through the existing pharmacy contractor base
- Recommendations were made using data from public and contractor surveys, the JSNA, OHID regional health profile and the 2018 PNA
- We suggest that the Health and Wellbeing Board review progress annually, and that a Herefordshire PNA Working Group is set up to progress the recommendations. This working group will work closely with a proposed Worcestershire PNA Working Group