

# Pharmaceutical Needs Assessment 2018

## What is a Pharmaceutical Needs Assessment (PNA)?

A statutory document used by NHS England to agree changes to local pharmaceutical services such as local need for medicines or other health services including prevention



Leicester  
City Council

# What does the PNA consider?

## Local population:

Size of the population, age profile, ethnic diversity, levels of deprivation, long term health conditions



## Services provided:

Essential services (all pharmacies)

Advanced services (optional)

Community based services (optional)

## Access to pharmacies:

Number and location of pharmacies, travel times to the nearest pharmacy by walking, public transport and drive-times, opening hours

## Future provision:

Population growth, estimated

Increase in long term health conditions, growth in housing

# What does the PNA consider? 2

## Policy:

Pharmaceutical policy development  
Community pharmacy in 2016/17 and beyond

## Update from last PNA:

- Use made of the PNA by NHS England
- Applications made for mergers of community pharmacies
- Information regarding regulations
- Follow up to the 2015 PNA



## Consultation:

Statutory requirement for each Health & Wellbeing Board (HWB) to consult a number of bodies about the contents of the PNA for a minimum of 60 days

- Consultation period ran from Oct – Dec 2017 as a questionnaire on Citizen Space
- 13 responses: 77% agreed the purpose of the PNA was adequately explained, an accurate account residents' needs and community pharmacy services in Leicester had been reflected

## Gap Analysis and recommendations:

- ❖ In relation to number of pharmacies, uptake of services, promotion of healthcare management and pharmacy policy

# What services does the PNA cover?

## Essential services –

carried out by all pharmacies:

- Dispensing and repeat dispensing
- Clinical governance
- Promotion of healthy lifestyles
- Disposal of unwanted medicines
- Signposting
- Support for self-care



## Advanced services – optional, nationally commissioned services

- Medicines Use Reviews
- New Medicines Service
- Appliance Use Reviews
- Stoma Appliance Customisation
- Seasonal Influenza Vaccination



## Community based services – optional, locally commissioned services

- Emergency hormonal contraception
- H-Pylori screening
- Minor ailments
- Needle exchange



- Palliative care
- Smoking cessation
- Supervised methadone consumption



Note: Pharmaceutical services are described as at March 2017

# What are the needs of Leicester's population?

## Young population:

Leicester's population is approximately 343,000 with relatively more young people and fewer older people than nationally



**Ethnic diversity:** Leicester's residents come from over 50 countries, around a third were born outside the UK and almost half belong to a non-white ethnic group. Asian communities make up 37% of the population



## Deprivation:

Leicester has a high level of deprivation (21<sup>st</sup> most deprived local authority)

44% of the population live in the fifth most deprived areas nationally



Only 1% live in the fifth least deprived areas

## Local health needs:

Lower than average life expectancy

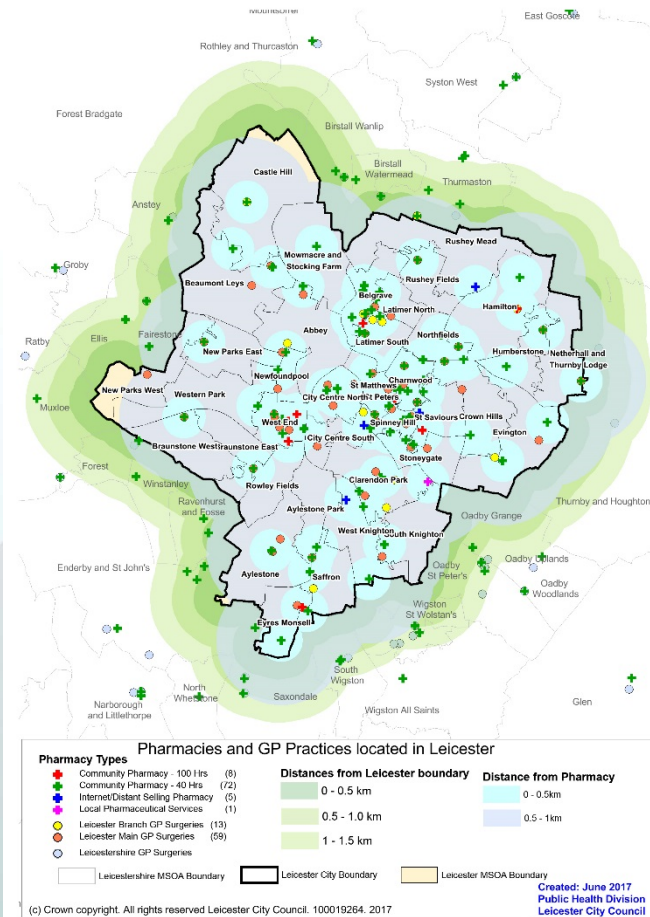
Prevalence of long term health conditions including heart disease and strokes, diabetes

Poor lifestyles in terms of smoking, alcohol consumption, low levels of physical activity, high levels of teenage pregnancy

# How accessible are Leicester pharmacies?

**86**  
pharmacies:  
Including 5 internet  
pharmacies and 1  
local pharmaceutical  
service (LPS)

**2.5**  
pharmacies  
per 10,000  
population:  
Higher than England  
(2.1 per 10,000)



Pharmacy  
within 1km  
distance  
for most  
residents

Travel times  
within 20  
mins  
Walking, public  
transport and car

Opening  
hours  
Majority open 40+  
hours  
8 open for 100  
hours per week

## Medicines Use Reviews (MURs)

- ❖ Appointment with the local pharmacist in a private consultation room to discuss the patient's knowledge and use of their medicines

Offered by  
88% pharmacies  
in Leicester (76)

Up to a  
maximum of  
400 MURs  
per year

Over  
19,000  
MURs in  
2016/17

400 MURs  
carried out by  
10 pharmacies,  
only 9 MURs in  
4 pharmacies

## New Medicines Service (NMS)

Offered by  
76% pharmacies  
in Leicester (62)

- ❖ Support and advice for patients prescribed new medicines for asthma and COPD, diabetes, antiplatelet/anticoagulant therapy or hypertension

6,500  
NMS in  
2016/17

Less than 25  
NMS in 24  
pharmacies,  
400 NMS in 1  
pharmacy only



## Stoma Appliance Customisation (SAC)

- ❖ Comfortable fitting of stoma appliance and advice on proper use

SACs provided by 8 pharmacies – lower rate than nationally

## Appliance Use Reviews (AURs)

- ❖ Review with pharmacist or specialist nurse to improve patient's knowledge of their appliance

AURs not available in any Leicester pharmacies

## Flu vaccination service

- ❖ Flu vaccinations available Sept to Jan each year including over 65s and those at risk

Flu vaccinations available in 45 pharmacies, over 5,000 in 2016/17

# Community based services

## Emergency Hormonal Contraception (EHC):

Free service to under 25s providing coil or pill following unprotected sex  
Offered by 24 pharmacies in 2016/17 providing nearly 3,000 EHC consultations

## H-Pylori screening:

Service to improve care of patients with dyspepsia  
Offered by 22 pharmacies in Leicester  
Lower provision in west of city

**Minor ailments:** service available in 41 pharmacies to improve access for people with minor ailments by providing advice, promoting self-care, provision of appropriate medicines and devices

## Palliative care

10 Accredited pharmacies hold a stock of an agreed range of drugs used in palliative care, and provide information, advice and referral to specialist groups where appropriate

# Community based services

## Smoking cessation:

1-2-1 support, advice and access to treatment for people wanting to give up smoking

Taken up by nearly 800 people through 38 pharmacies in 2016/17

## Substance Misuse:

### Needle exchange:

Service aiming to reduce rate of needle sharing and high-risk injecting by providing sterile injecting equipment and responsible needle disposal. Offered at 10 Leicester pharmacies

### Supervised consumption:

Pharmacy service providing registered drug addicts with regular monitored doses of an opiate substitute to support them becoming progressively drug free

## Services in Pharmacies 2014 and 2017

|                                  | March 2014 | March 2017 |
|----------------------------------|------------|------------|
| <b>Pharmacy types</b>            |            |            |
| 100 hour                         | 8          | 8          |
| Community                        | 72         | 72         |
| Internet /distance selling       | 5          | 5          |
| Local Pharmaceutical Services    | 1          | 1          |
| Opening hours per week           | 4624       | 4670       |
| <b>Services offered</b>          |            |            |
| Medicines Use Reviews            | 75         | 76         |
| New Medicines Service            | 65         | 61         |
| Appliance Use Reviews            | 10         | 0          |
| Stoma Appliance Customisation    | 7          | 9          |
| Flu vaccinations                 | 0          | 45         |
| Chlamydia Screening              | 38         | 0          |
| Emergency Hormonal Contraception | 55         | 24         |
| H-Pylori                         | 36         | 22         |
| Minor Ailments                   | 44         | 41         |
| Palliative Care                  | 11         | 10         |
| Needle exchange                  | 12         | 10         |
| Stop Smoking                     | 50         | 39         |
| Supervised consumption           | 49         | 41         |

Overall in 2017, fewer pharmacies are providing community based services than in 2014

# Gap Analysis and Recommendations

## Number of pharmacies:

- Overall pharmaceutical provision is adequate for Leicester's population
- Pharmacies are not evenly distributed across Leicester, with higher numbers in the east and lower in the west
- All patients should be able to access a pharmacy within 20 minutes of their home

### Recommendation:

To review locations and opening times to assess equity of access and uniformity of services cross city and county border

## Uptake of Services:

### Advanced services:

Although there has been an increase in the rate of MURs and NMS, only 10 pharmacies reached the maximum 400 MURs per year

### Community based services:

7 community services currently offered

### Recommendations:

Review uptake of advanced and community services and follow-up low or high performers to share best practice

Review appropriateness of monitoring and quality visits to pharmacies in addition to pharmacy self-assessment to provide assurance of effectiveness and to promote service improvement

# Recommendations 2

## Promote health and healthcare management:

- Healthy living pharmacies (HLP) have a health and wellbeing ethos to engage customers in health promotion activities.
- 46 pharmacies in Leicester are accredited to HLP level 1 and many working towards level 2

### Recommendations:

To support implementation of HLP to help individuals adopt more healthy lifestyles

Ensure promotion of health lifestyles requirements of the essential services contract is fulfilled

Consider the opportunity to include and develop the role of pharmacies in commissioning strategies and through the wider Sustainability and Transformation Plans

## Community Pharmacy 2016/17 and beyond:

New policy regarding funding came into effect in December 2016

### Recommendation:

To provide the HWB with detailed guidance on new responsibilities given to it in connection with regulations on mergers

Review evidence of impact on services annually and report to HWB