

Pharmaceutical Needs Assessment (PNA)

Office of Public Health Dudley, 2018

Produced in accordance with the National Health Service (Pharmaceutical Services and Local Pharmaceutical Services) Regulation 2013

60 day Consultation period planned: 14th December 2017 to Tuesday 13th February 2018

Approved by Dudley Health and Wellbeing Board:

Published:

Supplementary statements will be issued in response to changes to pharmaceutical services since the publication of the PNA.

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Executive Summary

From 1st April 2013, every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish and keep up to date a statement of the needs for pharmaceutical services for the population in its area, referred to as a 'Pharmaceutical Needs Assessment' (PNA) (Royal Pharmaceutical Society, 2013).

The PNA will help in the commissioning of pharmaceutical services in the context of local priorities, and will be used by NHS England when making decisions on applications to open new pharmacies (referred to as the market entry test). As these decisions may be appealed and challenged via the courts, it is important that PNAs comply with regulations and that mechanisms are established to keep the PNA up-to-date (Local Government Association, 2013).

This PNA includes information on:

- The legislative background.
- Demography of the Dudley population.
- Pharmacies in Dudley and the services they currently provide.
- Maps relating to Dudley and providers of pharmaceutical services in the area.
- Services in neighbouring Clinical Commissioning Group (CCG) areas that might affect the need for services for our population in Dudley.
- The Healthy Living Pharmacy (HLP) model.
- Conclusions on assessments of pharmaceutical need.
- Potential gaps in provision that could be met by providing more services through our existing provision of pharmacies and likely future pharmaceutical needs.

The pharmaceutical services to which the PNA must relate are all the services that may be provided under arrangements commissioned by NHS England for:

- (a) the provision of pharmaceutical services (including essential, advanced and enhanced services) with a person on the NHS England pharmaceutical list (Contractor);
- (b) The provision of pharmaceutical services under the Local Pharmaceutical Services (LPS) scheme.

Additionally, services (whilst outside of the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013) may be commissioned locally to

community pharmacy by the CCG and/or the local authority, both of which will be identified and reported within the PNA (Department of Health, 2013).

The pharmaceutical services that Dudley community pharmacies provide (under NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013) are made up of three different service levels:

- (a) **Essential services** – provided by all contractors in all community pharmacies.
- (b) **Advanced services** – can be provided by all contractors once accreditation requirements for pharmacists and premises have been met. 67 out of 68 pharmacies (excluding distance selling) are accredited to provide these services at August 2017.
- (c) **Enhanced services** – commissioned directly by NHS England in response to local needs.

Local Context

The Metropolitan Borough of Dudley is located on the edge of the West Midlands conurbation, approximately 9 miles west of the city of Birmingham and 6 miles south of Wolverhampton. Rural Staffordshire and Worcestershire (Bromsgrove) border Dudley to the west and south respectively. Dudley is located in an area colloquially referred to as 'The Black Country'. The Clinical Commissioning Group (CCG) and local authority are co-terminus geographically and together produce the Joint Strategic Assessment (JSA).

The purpose of this PNA is to review the pharmaceutical service provision in Dudley, assess the pharmaceutical needs of the patients and public of the borough and publish a statement as to this assessment by 1st April 2018. Health and wellbeing needs for the local population are described in the Dudley Joint Strategic Assessment (JSA). This PNA does not replicate these detailed descriptions of health needs and it should be read alongside the Dudley JSA.

The website www.allaboutdudley.info is updated regularly. Its maps and data sets give a full picture of the health needs in Dudley. The maps produced for the PNA use the same deprivation and ward based descriptions together with locality and post code descriptors.

In Dudley, as at August 2017, there are 67 community pharmacies, 5 distance selling pharmacies (wholly mail order or internet pharmacies) and 1 Local Pharmaceutical Services (LPS) contract (The Priory Community Pharmacy) giving 73 pharmacies in total which are providing pharmaceutical services under arrangements made with NHS England.

Dudley has seen significant growth in the number of community pharmacies, from 59 in 2005 when legislation regulating pharmacy openings were relaxed, to the present network of 73. This has improved access to pharmaceutical services for our population.

Process

This PNA was undertaken in accordance with the requirements set out in regulations 3-9 Schedule 1 of the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013. Whilst undertaking this PNA, Dudley Health and Wellbeing Board has sought the views of a wide range of key stakeholders to establish issues that affect the commissioning of pharmaceutical services and to ensure local health needs and priorities are met.

A statutory 60-day public consultation is planned from the 14th December 2017 to 13th February 2018 to seek the views of members of the public and other stakeholders, on whether they agree with the contents of this PNA and whether it addresses issues that they consider relevant to the provision of pharmaceutical services. Feedback gathered will be presented in the final report.

Conclusion

We have considered geographical access to the Community Pharmacies in our area, the services they provide and their opening hours (Figure 1 and Appendices 1, 5 and 6). In addition through identification of needs linked to the JSA, the publication of the Dudley Joint Health and Wellbeing Strategy and the CCG strategic plans, we have assessed the potential for those needs to be met through pharmaceutical services (Appendices 7, 8 and 9).

We conclude that there are sufficient pharmacies in Dudley to provide essential pharmaceutical services to the residents. No gaps in geographical provision across the borough have been identified. Pharmacies are situated both within and very close to GP practices and also in the major shopping centres, supermarkets and locality High Streets. Our pharmacies are open to provide services at the times needed and used by patients and the public. From our assessment of access to pharmacies for those people with disabilities (appendix 4B), it is evident that access to some pharmacies within Dudley may be restricted. We conclude that access to pharmacies and their services must comply with the relevant legislation (The Equality Act 2010) to ensure equal access for all across the borough.

This PNA has concluded that there is no need for further pharmaceutical contract applications whether using the exemption from control of entry regulations or not.

Dudley pharmacies provide three advanced services. Provision of the Medicines Use Review service is offered from 67 of the 68 pharmacies within Dudley (excluding distance selling pharmacies). Provision of the New Medicine Service and the Seasonal Flu Vaccination service is offered from greater than 80% and 60% respectively, of all pharmacies in each locality. We conclude that this may result in reduced provision for some individual patients. However, we further conclude that within each locality sufficient pharmacies provide a Medicines Use Review, a New

Medicines Service and seasonal flu vaccination, providing patients a reasonable choice to access these services.

Dudley pharmacies provide the local enhanced service (NHS England commissioned), Pharmacy First (Minor Ailments Service). Access to this service is good around the borough, particularly in areas of higher health need (three greatest deciles of deprivation).

Dudley CCG commissions a specialist palliative care drugs supply service to four pharmacies around the borough to ensure key end of life medication is always available (for patients) when required without delay. Each Dudley Township has one pharmacy to provide this service apart from Sedgley, where access is available from a nearby pharmacy within Wolverhampton during extended opening hours. All other community pharmacies remain able to dispense end of life care medicines in line with the essential services component of the community pharmacy contractual framework.

Community pharmacies in Dudley are commissioned to provide a range of public health services through direct contract with the Office of Public Health, Dudley MBC or through a sub-contracting arrangement with one of the commissioned providers (e.g. Change, Grow and Live (Substance Misuse Specialist) and Solutions 4 Health Ltd (Adult Lifestyle Wellbeing Service)). Pharmacies can choose if they wish to provide public health services. Analysis demonstrates that all pharmacies provide at least one public health commissioned service (excluding distance selling pharmacies) see Appendix 5a and 5b for full details of service provision.

Each public health service is commissioned with a different client group in mind. For example we have community pharmacies open on a Sunday commissioned to provide Emergency Hormonal Contraception. We conclude that there are gaps in service provision in localities with some public health services namely, alcohol screening and brief intervention, NHS health checks and smoking cessation. However, we further conclude that results from the pharmacy contractor survey provide evidence that sufficient existing contractors are willing to fill any gaps that may arise or undertake any new services that the Office of Public Health (or its providers) may contemplate commissioning in the future.

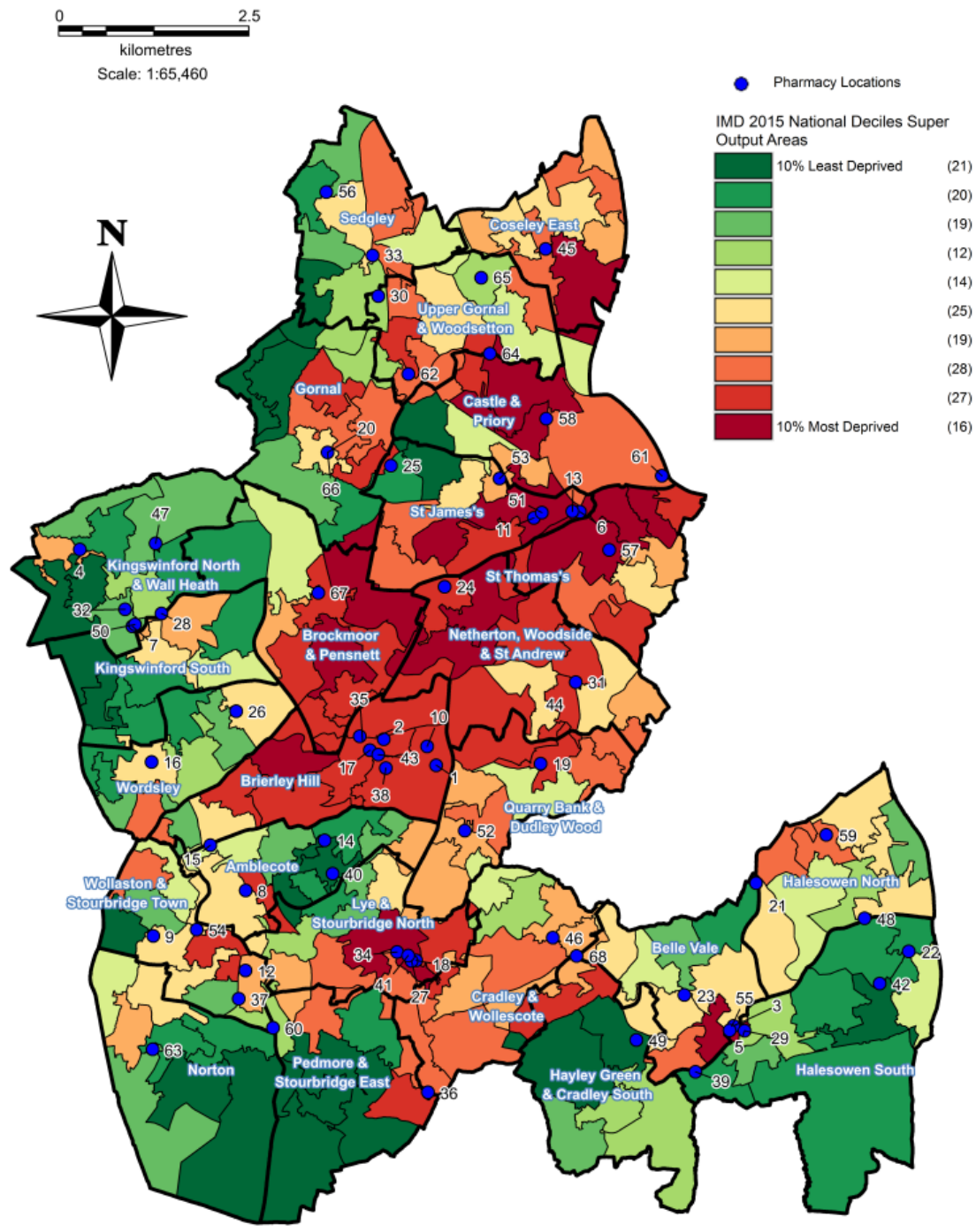
Therefore we conclude that there are no gaps in public health services provision that could not be filled by the existing pharmacy contractors. The Office of Public Health (working with the Dudley Local Pharmaceutical Committee (LPC)) remains committed to continue to encourage and support all our pharmacies to improve access for patients for all public health services.

With respect to provision of Healthy Living Pharmacies (HLPs), we conclude that there are gaps in the provision across the borough particularly in some wards with greater deprivation where access (to HLPs) is more important in supporting a reduction in health inequality. Dudley LPC (working in collaboration with NHS England, and individual community pharmacies) will continue to commit support in

developing the existing network of community pharmacies (to achieve and maintain HLP accreditation) with particular emphasis on targeting community pharmacies within the most deprived areas within the borough. Through recent financial incentivisation within the national Community Pharmacy Contractual Framework, the number of accredited HLPs is expected to rise within Dudley.

This PNA has identified an unmet need of advice for care homes staff with respect to medicines management for residents within care homes (nursing and non-nursing) for all age groups as well as considering pharmaceutical need of Dudley's looked after children. We conclude that NHS England West Midlands and Dudley CCG should consider addressing this unmet need through commissioning of a local service (subject to funding) through community pharmacy that provides advice and support to care homes with respect to medicines management of all age groups in corporate care. Moving forward with the changing health care landscape, once STPs are established, there may be access to monies from the pharmacy integration fund to support commissioning of such a service. Such a service should be aligned to existing services, teams and pathways already commissioned by Dudley CCG to support these older vulnerable patients within care homes (i.e. Older Persons Specialist Pharmacist, Virtual Ward and Community Rapid Response Teams).

Figure 1: Dudley Index of Multiple Deprivation 2015 National Deciles, Dudley LSOAs 2011 with Pharmacy Locations



Map created by Intelligence, Dudley MBC,
 Topographic Data © Crown copyright and database rights (2017)
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 Source: Index of Multiple Deprivation 2015

Key to Pharmacies see appendix 1. Please note that there are five distance selling pharmacies (appendix 1, Table 16) which are **not** included on the map as patients cannot visit.

Appendix 1: Key to pharmacy locations in maps

| ID | Pharmacy | Address | Postcode |
|----|------------------------|--------------------------------------------|----------|
| 1 | Asda Stores Ltd | MERRY HILL CENTRE, BRIERLEY HILL | DY51QL |
| 2 | Asda Stores Ltd | PEARSON STREET, BRIERLEY HILL | DY53BJ |
| 3 | Asda Stores Ltd | THE CORNBOW SHOPPING CTR, QUEENSWAY MALL | B634AB |
| 4 | Boots | 14 ALBION PARADE, WALL HEATH | DY60NP |
| 5 | Boots | 7 PECKINGHAM STREET, HALESOWEN | B633AW |
| 6 | Boots | 25-26 MARKET PLACE, DUDLEY | DY11PJ |
| 7 | Boots | 16-18 MARKET STREET, KINGSWINFORD | DY69JR |
| 8 | Boots | STOURBRIDGE HTH & SCC, JOHN CORBETT DRIVE | DY84JB |
| 9 | Boots | 141 BRIDGNORTH ROAD, WOLLASTON | DY83NX |
| 10 | Boots | UNIT3, MERRY HILL CENTRE, BRIERLEY HILL | DY51QT |
| 11 | Boots | STEPPING STONES MED CTRE, STAFFORD STREET | DY11RT |
| 12 | Boots | 5 RYEMARKET, STOURBRIDGE | DY81HJ |
| 13 | Boots | 218 HIGH STREET, DUDLEY | DY11PD |
| 14 | Boots | OFF SQUIRES COURT, WITHYMOOR VILLAGE | DY53RJ |
| 15 | Brettell Lane Pharmacy | 108B BRETTELL LANE, | DY84BS |
| 16 | County Pharmacy Ltd | 15 WORDSLEY GREEN CENTRE, WORDSLEY | DY85PD |
| 17 | Daynight Pharmacy | 20 ALBION STREET, | DY53EE |
| 18 | DayNight Pharmacy | 45 HIGH STREET, LYE | DY98LQ |
| 19 | Dudley Wood Pharmacy | 2 BUSH ROAD, DUDLEY | DY20BH |
| 20 | Eggington Jt Ltd | ABBAY ROAD, LOWER GORNAL | DY32PG |
| 21 | Evergreen Pharmacy | 161 COOMBS ROAD, HALESOWEN | B628AF |
| 22 | Grange Pharmacy | 8 HOWLEY GRANGE ROAD, HALESOWEN | B620HN |
| 23 | Hawne Chemist | 177 STOURBRIDGE ROAD, HALESOWEN | B633UD |
| 24 | Holly Hall Pharmacy | 178 STOURBRIDGE ROAD, HOLLY HALL | DY12ER |
| 25 | Jhoots Pharmacy | 100A MILKING BANK, DUDLEY | DY12TY |
| 26 | Lad Chemist | 30 MADELEY ROAD, HIGH ACRES | DY68PF |
| 27 | Lloyds Pharmacy | 173A HIGH STREET, LYE | DY98LN |
| 28 | Lloyds Pharmacy | 468 HIGH STREET, KINGSWINFORD | DY68AW |
| 29 | Lloyds Pharmacy | 11 PECKINGHAM STREET, HALESOWEN | B633AW |
| 30 | Lloyds Pharmacy | 175 THE RIDGEWAY, SEDGLEY | DY33UH |
| 31 | Lloyds Pharmacy | 145 HALESOWEN ROAD, NETHERTON | DY29PY |
| 32 | Lloyds Pharmacy | MOSS GROVE SURGERY, 15 MOSS GROVE | DY69HS |
| 33 | Lloyds Pharmacy | 24-28 DUDLEY STREET, SEDGLEY | DY31SB |
| 34 | Lloyds Pharmacy | 209 HIGH STREET, LYE | DY98JX |
| 35 | Lloyds Pharmacy | 204 TALBOT STREET, BRIERLEY HILL | DY53DS |
| 36 | Lloyds Pharmacy | WYCHBURY MEDICAL CENTRE, 121 OAKFIELD ROAD | DY99DS |
| 37 | Lloyds Pharmacy | 35 WORCESTER STREET, STOURBRIDGE | DY81AT |
| 38 | Lloyds Pharmacy | BRIERLEY HILL H & S C C, VENTURE WAY | DY51RG |
| 39 | Lloyds Pharmacy | ST MARGARETS WELL SURGERY, 2 QUARRY LANE | B634WD |
| 40 | Lloyds Pharmacy | WYTHYMOOR VILLAGE, SANDRINGHAM WAY | DY53JR |
| 41 | Lye Pharmacy | 37 HIGH STREET, LYE | DY98LF |

| ID | Pharmacy | Address | Postcode |
|----|------------------------------|-----------------------------------------------|----------|
| 42 | Manor Pharmacy | 12 MANOR LANE, HALESOWEN | B628PY |
| 43 | Mcardle lLtd | 92 HIGH STREET, BRIERLEY HILL | DY53AP |
| 44 | Milan Chemist | 137 HALESOWEN ROAD, NETHERTON | DY29PY |
| 45 | Millard & Bullock | UNIT 2, JOSIAH HOUSE, CASTLE STREET | WV149DD |
| 46 | Modi Pharmacy | 118 COLLEY GATE, HALESOWEN | B632BU |
| 47 | Morrisons Pharmacy | CHARTERFIELD SHOPPING CTR, STALLINGS LANE | DY67SH |
| 48 | Murrays Pharmacy | 5&6 HALESOWEN ROAD, HALESOWEN | B629AA |
| 49 | Murrays Pharmacy | 33 THORNHILL ROAD, HALESOWEN | B631AU |
| 50 | Murrays Pharmacy | 9-11 MARKET STREET, KINGSWINFORD | DY69JS |
| 51 | Murrays Pharmacy | CROSS STREET HEALTH CTR, CROSS STREET | DY11RN |
| 52 | Murrays Pharmacy | 37-38 HIGH STREET, QUARRY BANK, BRIERLEY HILL | DY52AA |
| 53 | Murrays Pharmacy | ST JAMES MEDICAL PRACTICE, MALTHOUSE DRIVE | DY12BY |
| 54 | Murrays Pharmacy | LION MEDICAL CENTRE, 2 LOWNDES ROAD | DY83SS |
| 55 | Murrays Pharmacy | 57 QUEENSWAY, THE CORNBOW SHOPPING CTR. | B634AG |
| 56 | Northway Pharmacy | 6 ALDERWOOD PRECINCT, THE NORTHWAY | DY33QY |
| 57 | Pharmaco Dudley Limited | 5 BEAN ROAD, | DY28TH |
| 58 | Priory Community Pharmacy | 95-97 PRIORY ROAD, | DY14EH |
| 59 | Rajja Chemist | 5 CLEMENT ROAD, HALESOWEN | B629LR |
| 60 | Swinford Pharmacy | 90 HAGLEY ROAD, STOURBRIDGE | DY81QU |
| 61 | Tesco Stores Limited | TESCO SUPERSTORE, BIRMINGHAM NEW ROAD | DY14RP |
| 62 | The Arcade Pharmacy | 4 THE ARCADE, UPPER GORNAL | DY32DA |
| 63 | The Broadway Pharmacy | 95 THE BROADWAY, NORTON | DY83HX |
| 64 | The Co-Operative Pharmacy | 100 MAPLE GREEN, DUDLEY | DY13QZ |
| 65 | The Co-Operative Pharmacy | THE HEALTH CENTRE, BROOK STREET | DY31AF |
| 66 | The Co-Operative Pharmacy | 18 ABBEY ROAD, GORNAL WOOD | DY32PG |
| 67 | The Pharmacy Galleria | 96 HIGH STREET, PENSNETT | DY54ED |
| 68 | Well Cradley - Windmill Hill | 18 WINDMILL HILL, HALESOWEN | B632DB |

Name and Addresses of Distance Selling Pharmacies within Dudley

| ID | Pharmacy | Address | Postcode |
|----|---------------------------|------------------------------------------------------|----------|
| 69 | DISPENSING CENTRE LIMITED | UNIT 2, TWO WOODS TRADING EST | DY52YX |
| 70 | DUDLEY HEALTHCARE LTD | 94A HIGH STREET, | DY11QP |
| 71 | MEDISINA PHARMA LTD | UNIT 21, LYE BUSINESS CTR, ENTERPRISE DR, HAYES LANE | DY98QH |
| 72 | MEDS AT HOME LIMITED | UNIT26, DELPH RD IND EST, DELPH ROAD | DY52UA |
| 73 | MURRAY'S HEALTHCARE | GLOVE HOUSE, BRADLEY ROAD | DY81UX |