

## **Peterborough**

# **Pharmaceutical Needs Assessment 2018**

## **DRAFT EXECUTIVE SUMMARY**

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## Executive Summary

### 1. Introduction

Since 1 April 2013, every Health & Wellbeing Board (HWB) in England has had 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). This PNA updates the 2015 Peterborough PNA and describes the pharmaceutical needs for the population of Peterborough. A separate PNA is produced by the Cambridgeshire Health & Wellbeing Board to cover the pharmaceutical needs of Cambridgeshire, including Cambridge City, East Cambridgeshire, Fenland, Huntingdonshire and South Cambridgeshire.

The PNA will be used by NHS England when making decisions on applications to open new pharmacies and dispensing appliance contractor premises, or applications from current pharmaceutical providers to change their existing regulatory requirements. Of note, decisions on whether to open new pharmacies are made by NHS England, not by the HWB. 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.

The PNA will also inform decisions by local commissioning bodies including local authorities (public health services from community pharmacies), NHS England and Clinical Commissioning Groups (CCGs) on which NHS funded services are provided locally and where pharmacies may be able to deliver commissioned services (such as Stop Smoking and Sexual Health Services).

### 2. Process

As in 2014/15, the specific legislative requirements in relation to development of PNAs were duly considered and adhered to. The development of the revised PNA for 2017/18 was overseen by a multi-agency steering group including members from key health and pharmacy-specific agencies working in Peterborough.

Information from the JSNA and Public Health sources were used to describe pharmaceutical provision throughout Peterborough and local health needs that may be addressed through pharmaceutical services.

All pharmacies and dispensing GP practices in Peterborough were asked to complete a questionnaire describing their service provision. 37 of 41 (90.2%) community pharmacies and one of three (33.3%) dispensing GP practices in Peterborough responded to the questionnaire. In the process of undertaking the PNA, views are being sought from a wide range of key stakeholders to identify issues that affect the commissioning of pharmaceutical services and to meet local health needs and priorities. A public consultation will be undertaken from 23 October to 23 December 2017 to seek the views of members of the public and other stakeholders, on whether they agree with the contents of this draft PNA and whether the document addresses issues that they consider relevant to the provision of pharmaceutical services.

The PNA will continue to be updated every three years and supplementary statements may be published before this if deemed necessary by the HWB. Given the significant planned growth of new developments across Peterborough, the Senior Public Health Manager for Environment and Planning (Peterborough & Cambridgeshire) will continue to monitor and assess pharmaceutical need in these areas.

### **3. Understanding local health needs**

Peterborough is one of the most relatively deprived areas in the East of England and has relatively poor health outcomes in comparison to national averages, with statistically significantly low life expectancy at birth for both males and females and significantly high rates of mortality from a number of causes considered preventable. Deprivation and poor health outcomes are most prominent in Peterborough's densely-populated, urban centre, with less deprivation and better health outcomes observed in rural areas towards the outer areas of Peterborough.

The PNA should be viewed in conjunction with Peterborough's Joint Strategic Needs Assessments, which describe the health and wellbeing needs of the local population, and with national and local health data sources available through <https://www.peterborough.gov.uk/healthcare/public-health/JSNA/>. The PNA and the role of pharmacies should also be considered alongside the Peterborough Health and Wellbeing Strategy, the Peterborough & Cambridgeshire Sustainability and Transformation Plan and the Health System Prevention Strategy for Peterborough & Cambridgeshire.

The local population is forecast to increase substantially in the coming years, with the biggest increases seen in residents aged 65 and older. The impact of this population growth on pharmaceutical needs is discussed in Section 6 of the PNA.

### **4. Current provision of local pharmaceutical services**

**Key finding: There is currently sufficient pharmaceutical service provision across Peterborough. No need for additional pharmaceutical service providers was identified in this PNA.**

Peterborough has one pharmaceutical service provider per 4,409 people, equivalent to 23 pharmaceutical service providers per 100,000 resident population in Peterborough. This is similar to the national average of 23 per 100,000 resident population and the East of England average of 24 pharmaceutical providers per 100,000 resident population. Estimates of the average number of people per pharmaceutical service provider across Peterborough have remained relatively stable since 2011.

As of June 2017, numbers of pharmacies in Peterborough are the same as at the time of the 2015 PNA:

- 41 Pharmacies
- 3 Dispensing General Practices
- 2 Dispensing Appliance Contractors

Peterborough also has two distance selling pharmacies.

Taking into account current information from stakeholders including community pharmacies and dispensing General Practices, the number and distribution of pharmaceutical service provision in Peterborough appears to be adequate. The distribution of pharmacies and dispensing General Practices appears to cover Peterborough sufficiently, with the majority of pharmacies located within Peterborough's most densely populated, central areas. The majority of areas in Peterborough are accessible within 20 minutes by car, with a small number of exceptions towards the outer areas of the city, particular in the east.

Review of the locations, opening hours and access for people with disabilities, suggest there is adequate access to NHS pharmaceutical services in Peterborough.

- Overall, out of 41 community pharmacies, 23 (56%) are open after 18:00 and 12 (29%) are open after 19:00 on weekdays; 28 (68%) open on Saturdays and 10 (24%) open on Sundays. These findings are similar to those in the 2015 PNA.
- Home delivery services can help to provide medication to those who do not have access to a car or who are unable to use public transport. Of the pharmaceutical providers who completed the questionnaire in 2017, 35 out of 37 pharmacies (95%) and one of one dispensing GP practices (100%) reported that they provide free delivery services to their patients.
- 34 of 37 community pharmacies (92%) and one of one (100%) dispensing GP practices who completed the questionnaire report they have consultation areas with wheelchair access.

34 of 37 (92%) community pharmacies and also the one dispensing GP practice that responded to the questionnaire stated that they considered current pharmaceutical provision in Peterborough to be adequate and for there to be no need for additional pharmacies in Peterborough.

## **5. The role of pharmacy in addressing health needs**

Section 5 describes the services provided by local pharmaceutical providers: 'Essential Services' which all pharmacies are required to provide; 'Advanced Services' commissioned by NHS England to support patients with safe use of medicines and the NHS national seasonal flu vaccination programme; and health improvement services locally commissioned by Peterborough City Council.

### **Medicines advice & support:**

Through the provision of advanced services including Medicine Use Reviews (MURs), Dispensing Review of Use of Medicines (DRUMs), clinical screening of prescriptions and identification of adverse drug events, dispensing staff work with patients to help them understand their medicines. This also ensures that medicines are not omitted unnecessarily and that medication allergies and dose changes are clearly documented and communicated. In the community, pharmacists should continue to work with GPs and nurse prescribers to ensure safe and rational prescribing of medication.

Medication errors in care homes for older people can also be reduced by reviewing the safety of local prescribing, dispensing, administration and monitoring arrangements in the provision of medication to older people in care homes. Cambridgeshire & Peterborough Clinical

Commissioning Group (C&P CCG) employ a small team of CCG pharmacists and pharmacy technicians to work collaboratively with General Practices and care homes to rationalise prescribing, optimise medicines usage and reduce medicines waste. As part of the pharmacy integration fund, NHS England is looking to support community pharmacists working in care homes to ensure that medication is used in the most appropriate way. It is expected that there will be 150 community pharmacists supported to deliver this workstream nationally. It is not yet known how many pharmacists will be involved locally in Peterborough.

### **Services & support to encourage healthy lifestyle behaviours:**

Providers of pharmaceutical services also have an important role to play in improving the health and wellbeing of local people beyond providing and supporting the safe use of medicines. The NHS Community Pharmacy Contractual Framework requires community pharmacies to contribute to the health needs of the population they serve and the recent changes to the 2017/18 pharmacy contract have included quality payments to pharmacies who are accredited as 'Healthy Living Pharmacies'.

In Peterborough, all of the community pharmacies that responded to the PNA questionnaire have either achieved Healthy Living Pharmacy status or are working towards it. Five pharmacies (14% of respondents) have achieved Healthy Living Pharmacy status and 32 (86% of respondents) are working towards achieving Healthy Living Pharmacy status. In Peterborough, all of the community pharmacies that responded to the PNA questionnaire have either achieved Healthy Living Pharmacy status or are working towards it. Five pharmacies (14% of respondents) have achieved Healthy Living Pharmacy status and 32 (86% of respondents) are working towards achieving Healthy Living Pharmacy status. Achieving level 1 Healthy Living Pharmacy status requires pharmacies to adopt a pro-active health promoting culture and environment within the pharmacy, with all the requirements of the quality criteria satisfied. These include understanding local public health needs, creating a health and wellbeing ethos, team leadership, communication, community engagement and having a health promoting environment.

Community pharmacies are easily accessible and can offer a valuable opportunity for reaching people who may not otherwise access health services. Pharmacy support for the public health and prevention agenda could therefore be especially valuable in more deprived communities or for vulnerable groups who have a variety of poorer health outcomes (e.g. migrant workers; traveller communities; ethnic minorities; older people). Community pharmacies can be involved in addressing health inequalities and targeting initiatives and resources to improve the health of the poorest, fastest.

Preventative approaches are important to ensure people remain healthy and independent in the community for longer and to reduce the unsustainable cost of health and social care services for this growing population. Support for people to ensure that they remain healthy for as long as possible through the provision of healthy lifestyle advice is important. Community pharmacies can also support self-care where appropriate, as well as referring back to the GP service or signposting clients to other appropriate services. This could be particularly important for frail older people and those with multiple conditions.

Community pharmacies all participate in six public health promotion campaigns each year, as part of their national contract. Further opportunities exist to encourage healthy behaviours including maintaining a healthy weight and taking part in physical activity such as providing advice, signposting services and providing on-going support towards achieving behaviour change, for example, through monitoring of weight and other related measures. Opportunistic alcohol screening and provision of brief advice is another area where pharmacies could contribute to improving the health of the local population. This could, for example, potentially be integrated into agreements around medication checks.

Pharmacy staff can play a role in promoting awareness of good mental health, for example by signposting to information about local support networks, mental health help lines etc.

Pharmacy providers are also involved in part of the public advice and campaign network to increase public awareness of antibiotic resistance and the rational approach to infection control matters regarding, for example, MRSA and C Difficile.

**The following local services are currently commissioned from community pharmacies:**

**a) Stop smoking services:**

Pharmacies in Peterborough are offered the opportunity to deliver specialist stop smoking services under a Local Incentivised Scheme (LIS) contract, commissioned by the Public Health Joint Commissioning Unit that works across Peterborough City Council and Cambridgeshire County Council. Pharmacies are ideally placed to provide easy access to people who wish to stop smoking. Specialist Smokefree Advisors are National Centre for Smoking Cessation Training (NCSCT) trained to deliver up to a 12 week programme which clients attend on a weekly basis. They are also able to directly supply nicotine replacement therapy from the pharmacy which, combined with behavioural support, can greatly increase the chances of a quit outcome. 15 pharmacies in Peterborough are currently commissioned to provide this service.

**b) Contraception and sexual health services:**

• ***Emergency hormonal contraception***

Pharmacies in Peterborough are offered the opportunity to receive training and contracts to provide Emergency Hormonal Contraception (EHC) which is available as a locally commissioned service in some community pharmacies. The EHC service in Peterborough pharmacies commenced in late 2016/17. Currently, 12 pharmacies in Peterborough have signed a contract to deliver the EHC service across Peterborough, as part of the overall contraception service offered by sexual health, contraception clinics and GP practices across Peterborough, with further opportunities to expand.

- ***Chlamydia screening***

As part of the public health commissioned EHC service a Chlamydia screening kit is offered to the service user. iCaSH Peterborough, the integrated contraception and sexual health service provided by Cambridgeshire Community Services NHS Trust, provides chlamydia kits and staff training. The pharmacy needs to provide a suitable consultation room to be eligible for this scheme. Chlamydia screening is not provided by pharmacies outside of the EHC service. Pharmacies can signpost those requesting chlamydia screening to iCaSH Peterborough.

c) **Alcohol and substance misuse services:**

The Public Health Joint Commissioning Unit commission services to provide specialist drug and alcohol treatment across Peterborough. Currently adult drug and alcohol services are provided by CGL Aspire who sub-contract pharmacies to provide the following specific services:

- ***Needle & syringe exchange service***

23 pharmacies in Peterborough are contracted via CGL Aspire to provide needle exchange services. People who use illicit drugs are often not in contact with health care services and their only contact with the NHS may be through a needle exchange service within a community pharmacy. At a minimum, the pharmacy can provide advice on safer injecting and harm reduction measures. In addition, community pharmacies can provide information and signposting to treatment services, together with information and support on health issues other than those that are specifically related to the client's addiction.

- ***Supervised administration service***

Once clients are being treated within the NHS, community pharmacies can provide supervised administration of drug therapies and instalment dispensing. Clients often need support to prevent them stopping treatment. 37 community pharmacies in Peterborough are contracted to provide a supervised administration service via CGL Aspire, which requires the pharmacist to supervise the consumption of prescribed medicines at the point of dispensing in the pharmacy, ensuring that the dose has been administered to the patient.

- ***Naloxone kits***

Naloxone is the emergency antidote for overdoses caused by heroin and other opiates/opioids (such as methadone, morphine and fentanyl). 16 pharmacies in Peterborough are contracted via CGL Aspire to issue naloxone kits with training to all substance misuse clients (those accessing supervised administration or needle exchange services). The pharmacies can issue the naloxone kits to clients' friends and relatives, and others who may require one, such as a hostel manager. Pharmacies are also able to refer clients into treatment services provided by CGL Aspire.

- ***Blood borne viruses screening***

Nine pharmacies are contracted via CGL Aspire to provide screening for hepatitis B virus and hepatitis C virus to clients at risk, identified by CGL Aspire. Screening involves a finger prick blood sample being taken and aims to ensure timely diagnosis and access to treatment.

- ***Alcohol brief interventions***

Similarly to the substance misuse services, 16 pharmacies in Peterborough are contracted via CGL Aspire to provide alcohol brief intervention services. Pharmacies offer this service to all customers; customers are asked three screening questions and, depending on their score, may be asked additional questions about their alcohol consumption and have a brief intervention carried out. They may also be referred to CGL Aspire specialist services if appropriate.

d) **Directly observed therapy service for tuberculosis**

The Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) will be commissioning a limited number of pharmacies across Peterborough and Cambridgeshire to provide a directly observed therapy service specifically for patients with tuberculosis. Pharmacies will ensure that appropriate drugs are given at specified intervals and the patient is observed taking them. The hospital tuberculosis nurse specialist will provide training and supervision for this service.

In addition to commissioned services, our questionnaire found that community pharmacies provide a number of additional services, including Monitored Dosage System, delivery of dispensed medicines at no charge and collection of prescriptions from GP practices.

In conclusion, community pharmacies offer a range of services that can make them a key public health resource, offering potential opportunities to provide health improvement initiatives and work closely with partners to promote health and wellbeing. There are opportunities to develop the contribution of community pharmacies to all of the currently commissioned services. Pharmacies are able to and should be encouraged to bid for locally commissioned health improvement programmes, along with other non-pharmacy providers. Local commissioning organisations should continue to consider pharmacies among potential providers when they are looking at the unmet pharmaceutical needs and health needs of the local population, including when considering options for delivering integrated care. 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 King's Fund report 'Community Pharmacy Clinical Services Review' (December 2016) commissioned by the Chief Pharmaceutical Officer recommended that there is a need in the medium-term to 'ensure that community pharmacy is integrated into the evolving new models of care alongside primary care professionals. This will include enhancing the support they provide to people with long-term conditions and public health, but should not be limited to these'. At a local level, the Health & Wellbeing Board should encourage the involvement of pharmacies and pharmacy teams in developing local plans and systems of integrated working.



## **6. Future Population Changes and Housing Growth**

Over the coming years the population in Peterborough is expected to both age and grow substantially in numbers. An increase in population size is likely to generate an increased need for pharmaceutical services, but on a local level changes in population size may not necessarily be directly proportionate to changes in the number of pharmaceutical service providers required, due to the range of other factors influencing local pharmaceutical needs. Several large-scale housing developments are in progress and considerations, when assessing needs for local pharmaceutical service providers, should be based on a range of local factors specific to each development site.

To facilitate commissioning of pharmaceutical services responsive to population needs, the Health and Wellbeing Board partners will, in accordance with regulations, monitor the development of major housing sites and produce supplementary statements to the PNA if deemed necessary, to ensure that appropriate information is available to determine whether additional pharmaceutical services provision might be required.

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