Consultation on the Pharmaceutical Needs Assessment 2018

What is a Pharmaceutical Needs Assessment (PNA)?

Newham Health and Wellbeing Board is hosted by the London Borough of Newham. The government requires all Health and Wellbeing Boards to assess pharmaceutical services in their area at least every three years. This document is called the Pharmaceutical Needs Assessment. We are consulting on this document and would like to hear your views on pharmaceutical services in Newham. The assessment needs to be completed by the end of March 2018. We have produced a draft assessment from our initial findings. We would welcome your views and these will be used to inform the final assessment.

What are pharmaceutical services?

Pharmaceutical services are one of the many services currently provided under the NHS by community pharmacies and include:

- dispensing of medicines and appliances on prescription
- sale of medicines to the public
- providing advice to the public on medicines, coping with ill health or general health and well being
- receiving waste medicines for safe destruction

Some pharmaceutical services may be provided by dispensing GP practices or dispensing appliance contractors. There are no dispensing GP practices in Newham.

Who are we consulting and why?

We are required to consult with residents who live in the borough, or community group within the borough, who have an interest in the provision of pharmaceutical services. It is assumed that everyone living in Newham may require services provided by community pharmacies and appliance contractors. We are therefore consulting with the entire resident population of Newham and welcome the views from anyone living in Newham or anyone providing pharmaceutical services in Newham.

About Newham

Newham has a population of 340,700 and is projected to rise by around 8% between 2015 and 2020. Newham Council plans to develop 17,562 homes during the period 2017-2022 which will help support the growing population and demand for housing.

Newham is an ethnically diverse borough which is young, with around 74% of the population coming from black, Asian or minority ethnic communities (BAME).
Newham is ranked as being the 21st most deprived borough in England in 2015. Deprivation is measured using the following seven indicators: income, employment, health deprivation and disability, education, skills and training, barriers to housing and services, crime and living environment. The higher levels of deprivation are associated with poorer lifestyle and health behaviours resulting in ill-health at a younger age.

Life expectancy at birth for both men and women in Newham is slightly lower than the England average at 79.2 years for males and 83.1 years for females.

**Community pharmacies in Newham**

There are 20.4 community pharmacies per 100,000 population in Newham which has decreased slightly from 20.8 in 2013-14. Newham is well-served with community pharmacies, although the rate of provision is currently less than the London and England averages.

The majority of community pharmacies in Newham are open weekday evenings (84%) and Saturdays (86%). A number are also open on Sundays (23%), mainly in shopping areas.

There is also a much higher proportion of independently owed pharmacies at 85% compared to the national average of 38%.

All residents in Newham have an average travel time to a community pharmacy of not more than ten minutes, with 100% living within up to a 20-minute walk to a community pharmacy.

**Feedback on pharmaceutical services**

Views of pharmacy service users were gained from a survey circulated for comments from the general public in summer 2017.

From the 360 responses received from the public questionnaire:

- 73% have a **regular or preferred pharmacy** that they visit.
- 63% visit their pharmacy **once a month or more**.
- 45% rated as important that the pharmacy is **close to their GP surgery**; 78% that the pharmacy is **close to their home**; 13% that the pharmacy is **close to where they work** and 48% that the pharmacy has **friendly staff**.
- 92% had **no difficulties travelling** to their pharmacy.
- Of those who expressed a **difficulty in travelling** to their pharmacy; 36% had **parking difficulties** and 33% had **problems with the location** (it should be noted that respondent numbers are low for this particular question, with only 13 respondents having parking difficulties and 12 the location of the pharmacy).
- 80% report having a journey time of **no more than 15 minutes**.
- 66% **walk** to their community pharmacy, the most popular means of travel to their chosen pharmacy; 15% use a **car**; 10% use **public transport**; and 1% use a **bicycle**.
• 46% indicated that they used pharmacies up to every month for the purchase of over-the-counter medicines.

• When asked which additional services they would like to see provided by the local pharmacy, 83% indicated Minor Ailments Scheme; 89% emergency supply of prescription medicines; 87% flu vaccination; 76% Stop Smoking Service and 86% a home delivery and prescription collection service.

• 78% of respondents indicated they would be very likely (50%) or likely (28%) to utilise their pharmacist regarding advice for minor ailments in the future.

• Monday to Friday (45%) are the most popular days to visit the pharmacy with only 6% of respondents indicating that the most convenient day to visit the pharmacy is Saturday or Sunday; 44% of respondents indicate that it ‘varies’.

• When asked what time of day they prefer to visit the pharmacy, the largest number of respondents, 39%, indicated that it varies; only 7% prefer to visit between 6pm and 8pm and 4% after 8pm.

• Only 13% (43) respondents indicated that they have used an internet pharmacy.

• 85% of respondents were aware that their GP practice can send their prescription electronically to their chosen pharmacy.

From the initial findings it appears that Newham is well-served with community pharmacies, with the rate of provision only slightly lower to both the London and national average. There is excellent access to a range of services provided by community pharmacies and appliance contractors across the borough.

As a result, we do not believe there are any gaps in provision of necessary pharmaceutical services in Newham.

But we would like to know your views as a resident of Newham.

We are seeking the public’s views on the draft Pharmaceutical Needs Assessment. The consultation runs between 27th November 2017 and 28th January 2018. Your comments will inform the final Pharmaceutical Needs Assessment which will be produced by 1st April 2018.

The draft Pharmaceutical Needs Assessment is available at www.newham.gov.uk/consultations. If you require a printed copy, please contact Shamoly Aaron on:

Tel no: 020 3373 4739
Email: Shamoly.Aaron@newham.gov.uk

The final copy will be available on the London Borough of Newham website.

Kind regards

Newham Council PNA Steering Group

The consultation will be open until 28th January 2018.

Please complete the survey in full. It should take you no longer than five minutes. Your answers to this survey are private and will be kept in line with the Data Protection Act.

**Your views on the draft PNA**

**Q1. The draft PNA does not identify any gaps in the provision of pharmaceutical services. To what extent do you agree or disagree with this assessment?**

- Strongly agree  
- Tend to agree  
- Neither agree nor disagree  
- Tend to disagree  
- Strongly disagree  
- Don’t know / can’t say

If you disagree, please explain your reason(s) below:


**Q2. To what extent do you agree or disagree with the other conclusions contained within the draft PNA (please see the Executive Summary section of the document)?**

- Strongly agree  
- Tend to agree  
- Neither agree nor disagree  
- Tend to disagree  
- Strongly disagree  
- Don’t know / can’t say

If you disagree, please explain your reason(s) below:


Q3. In your opinion, how accurately does the draft PNA reflect the current provision of pharmaceutical services in Newham (see Section 3; Sections 4.1, 4.2 and 4.3 and Sections 7.1 to 7.6 of the draft PNA)

Very accurately □  Moderately accurately □  Not at all accurately □

Don’t know / can’t say □

If you ticked ‘not at all accurately’ please explain below

Q4. In your opinion, how accurately does the draft PNA reflect the current pharmaceutical needs of Newham’s population (See Sections 7.1 to 7.6 of the draft PNA)

Very accurately □  Moderately accurately □  Not at all accurately □

Don’t know / can’t say □

If you ticked ‘not at all accurately’ please explain below

Q5. In your opinion, how accurately does the draft PNA reflect the future pharmaceutical needs of Newham’s population (over the next three years)

Very accurately □  Moderately accurately □  Not at all accurately □

Don’t know / can’t say □

If you ticked ‘not at all accurately’ please explain below
Q6. Please use the space below to identify any groups in the community that could be affected by the PNA or pharmaceutical services in Newham


Q7. Please use the space below to make any other comments relevant to the PNA or pharmaceutical services in Newham


Your interest in the PNA

Q8. Are you responding mainly as? (please tick one)
- A member of the public
- A carer
- A pharmacist
- A GP
- A healthcare or social care professional
- A member of Newham Council (a councillor)
- An employee of Newham Council
- A voluntary or community sector organisation
- A business
- Other

If responding on behalf of an organisation, please tell us its name:


Q9. Please tell us which area you are from:
- Becton and Royal Docks
- Custom House and Canning Town
- East Ham
- Forest Gate
- Green Street
- Manor Park
- Plaistow
- Stratford and West Ham
About you

Help us to improve access to Council services by filling in the data below. Your answers will not be used to identify you. You do not have to answer the questions if you prefer not to but the data will help us to highlight trends and patterns in access to services.

Confidentiality and Data Protection Act 1998

We recognise that the information you provide may be sensitive and we will respect your confidentiality. We keep information about you confidential. This means we store it securely and control who has access to it. We will not share any information where we are not legally required to do so. We will only share such information as necessary and where we are satisfied that the other organisation is entitled to receive it and will keep your information secure. We will publish the results of the data collected but individuals will not be identified. The council will take into account the implication of collecting, storing, analysing data under the Data Protection Act 1998 when publishing the data.

Please help us by answering the questions below and by ticking the boxes that apply.

1) What is your age?

☐ Under 15  ☐ 15-24
☐ 25-34  ☐ 35-44
☐ 45-54  ☐ 55-64
☐ 65-74  ☐ 75+

2) Do you have a disability?

☐ Yes  ☐ No

If you have answered ‘yes’, please tick the boxes below that best describe your disability.

☐ Physical disability
☐ Learning disability
☐ Sensory disability- blind/sight impairment
☐ Sensory disability- deaf/hearing impairment
☐ Mental health condition
☐ Long-term illness or health condition, e.g. cancer, HIV, diabetes, chronic heart disease, rheumatoid arthritis, chronic asthma
☐ Other (Please specify) _____________________________________________
3) What is your religion / belief?
- Atheist / none
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other (please specify) ________________

4) What is your sexual orientation?
- Heterosexual
- Lesbian
- Gay
- Bisexual
- Other (please specify) ______________________________________

5) What is your relationship status?
- Married
- Single
- Co-habiting
- Civil partnership
- Other (please specify) _____________________________________________

6) What is your sex / gender?
- Male
- Female
- Transgender / Transsexual
- Other (please specify) ______________________________

7) What is your ethnicity?
Asian or Asian British:
- Indian
- Pakistani
- Bangladeshi
- Sri Lankan
- Other (please specify) ____________________________________________

Black, African or Caribbean:
- Caribbean
- Nigerian
- Ghanaian
- Somali
- Other (please specify) _____________________________________________________________________
White:
☐ British ☐ English
☐ Scottish ☐ Welsh
☐ Irish ☐ Polish
☐ Travellers ☐ Others (please specify) ________________

Chinese or other ethnic group:
☐ Chinese ☐ Afghan
☐ Filipino ☐ Kurdish
☐ Other (please specify) ______________________________________________________________________

Mixed heritage:
☐ White and Black Caribbean ☐ White and African
☐ White and Asian ☐ Other (please specify) ________________

8) What is the first part of your postcode?
______________________________________________

Thank you for completing this survey.
Please return it by 28th January 2018.