

Consultation on the Pharmaceutical Needs Assessment 2018

What is a Pharmaceutical Needs Assessment (PNA)?

Suffolk Health and Wellbeing Board is hosted by Suffolk County Council. The government requires all Health and Wellbeing Boards to produce an assessment of pharmaceutical services in its area at least every three years. The next assessment for Suffolk is due by the end of March 2018. 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 Suffolk.

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 43 dispensing GP practices in Suffolk.

Who are we consulting and why?

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

About Suffolk

Suffolk has a population of 741,895* and is made up of seven districts and boroughs; Ipswich is the local authority with the highest population with 135,600 residents, Forest Heath has the lowest population (63,691 residents).

*These are mid 2015 population estimates, and will be updated in the final document to reflect the latest data available.

Suffolk has a higher percentage of adults in the older age groups (65+) compared to national figures. In the younger age bands, up to the age of 29, men outnumber women, however for the older age bands this is reversed.

There are plans to develop over 26,000 new homes until 2021/22, which could impact on the need for pharmaceutical services in the Suffolk.

At the time of the last Census in 2011, 95.2% of the resident population in Suffolk identified themselves as White, around 5% above the rate for England and 10% higher than for the East of England. Consequently, Suffolk has lower percentages of the other ethnic groups compared to national figures.

Suffolk has areas of relative affluence and areas of deprivation. 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. Ipswich remains the most deprived local authority in Suffolk, being ranked 71st out of 326 local authorities in England (a ranking of 1 represents the most deprived area). Suffolk, on average, has lower rates of multiple deprivation than England but it includes some of the country's most deprived neighbourhoods.

Life expectancy at birth in Suffolk for both males and females is significantly better compared to England. Females have a life expectancy of 84.1 years compared to the England average of 83.1 years, whereas males have a life expectancy at birth of 80.7 years compared to the England average of 79.5 years.

Community pharmacies in Suffolk

There are 146 community pharmacies in the Suffolk which equates to 19.7 community pharmacies per 100,000 population. This figure is lower than the national average of 21.5, but above the East of England average (18.8). However, the average rises to 25.4 per 100,000 if dispensing GP practices are included.

There are 34 community pharmacies (23%) and 11 GP dispensing practices, open weekday evenings beyond 6.30pm. The majority, 127 (87%), of community pharmacy providers are open on Saturday and 13 (28%) of dispensing GP practices also provide services for some hours on a Saturday. There are 39 pharmacies open on Sundays (27%) but no GP dispensing practices.

There is also a higher proportion of independently owned pharmacies at 51% compared to the national average of 38%.

Residents in Suffolk have an average peak drive time to a community pharmacy, or GP dispensing practice, of not more than 25 minutes. Around 86% have access within a 20 minute public transport journey, while just over 69% have a maximum 20 minute walk.

Feedback on pharmaceutical services

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

From the 500 responses received from the public questionnaire:

- **77%** have a **regular or preferred pharmacy** that they visit.
- **62%** visit their pharmacy **once a month or more**.
- **55%** rated as important that the pharmacy is **close to their GP surgery**; **69%** that the pharmacy is **close to their home**.
- **92%** of respondents reported **no difficulties travelling** to their pharmacy.
- **80%** indicated a **travel time** of no more than **15 minutes**.
- **31%** **walk** to their community pharmacy and **62%** use a **car**.
- **59%** indicated that they **used pharmacies up to every month** for the **purchase of over-the-counter medicines**.
- The questionnaire identified **Monday to Friday** as being the most **convenient day** to visit, with only **10%** preferring **Saturday** and **1%** **Sunday**.
- When asked what **time of day they prefer to visit** the pharmacy, the largest number of respondents, **50%**, indicated that it **“varies”**, **42%** prefer to visit between **9am and 6pm**, **7%** prefer **early evening** and **1%** after **8pm**.
- **10%** of respondents indicated that they have used an **internet pharmacy**. Of those who did, **85%** rated the service **good or excellent**.

Suffolk is reasonably well-served with community pharmacies, but the rate of provision is lower than the national average. However, when dispensing GP practices are included then the rate is well above the national average. There is reasonable access to a range of services provided by community pharmacies and appliance contractors across the HWB area.

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

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

We are seeking the public's views on the draft Pharmaceutical Needs Assessment. The consultation runs between 9th October 2017 to 10th December 2017. 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.healthysuffolk.org.uk/JSNA

Printed copies are available on request. Please contact Natacha Bines by calling 01473 260091 or by email at natacha.bines@suffolk.gov.uk

The final copy will be available on the Suffolk County Council website

Kind regards

Natacha Bines

Joint Strategic Needs Assessment (JSNA) Programme Manager

Health Wellbeing and Children's Services

Suffolk County Council

Thank you for participating in the consultation on the Suffolk Health and Wellbeing Board Pharmaceutical Needs Assessment (PNA) 2018.

The consultation will be open until 10th December 2017.

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

(Please tick one box only)

Strongly agree	<input type="checkbox"/>	Strongly disagree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>	Tend to disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	Don't know / can't say	<input type="checkbox"/>

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? (See the Executive Summary section of the document)

(Please tick one box only)

Strongly agree	<input type="checkbox"/>	Strongly disagree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>	Tend to disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	Don't know / can't say	<input type="checkbox"/>

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

Q3. In your opinion, how accurately does the draft PNA reflect the following?

- **Current provision of pharmaceutical services in Suffolk** (See Sections 3.5 to 3.9; Sections 4.1 to 4.5 and Section 6)

(Please tick one box only)

Very accurately	<input type="checkbox"/>	Not at all accurately	<input type="checkbox"/>
Moderately accurately	<input type="checkbox"/>	Don't know / can't say	<input type="checkbox"/>

If you ticked 'Not at all accurately' please explain why below

Q4. In your opinion, how accurately does the draft PNA reflect the following?

- **Current pharmaceutical needs of Suffolk's population** (See Section 6)

(Please tick one box only)

Very accurately	<input type="checkbox"/>	Not at all accurately	<input type="checkbox"/>
Moderately accurately	<input type="checkbox"/>	Don't know / can't say	<input type="checkbox"/>

If you ticked 'Not at all accurately' please explain below:

Q5. In your opinion, how accurately does the draft PNA reflect the following?

- **Future pharmaceutical needs of Suffolk's population (over the next 3 years)**

Very accurately	<input type="checkbox"/>	Not at all accurately	<input type="checkbox"/>
Moderately accurately	<input type="checkbox"/>	Don't know / can't say	<input type="checkbox"/>

(Please tick one box only)

If you ticked 'Not at all accurately' please explain below:

Q6. Please use the space below to identify any equality impact and make any other comments relevant to the PNA or pharmaceutical services in Suffolk

Your interest in the PNA

Q7. 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 Suffolk Council (a councillor).....
- An employee of Suffolk Council.....
- A voluntary or community sector organisation.....
- A business.....
- Other.....

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

Q8. Please tell us your full postcode:

Equality and Demographic Questions

Please note that this section is optional and you don't have to complete these questions if you don't want to.

If you choose not to answer these questions, please tick the 'Prefer Not to Disclose' option so that we are aware of your choice.

By providing this information it allows us to see which groups of people are responding to our consultations and which groups are underrepresented. We can then make extra efforts to reach underrepresented groups so that we can consider the views of all groups who may be affected by our plans. It also helps us ensure that everyone is treated fairly and equitably in everything we do. Without your information, we can't always spot trends and issues which enable us to make appropriate changes or improvements.

All responses to these questions are anonymous; responses are added together and no individuals are identified. Any information provided is governed by the Data Protection Act 1998 which will be treated as strictly confidential.

Q9. If you choose not to answer any of these questions, please tick the 'Prefer not to disclose' option so that we are aware of your choice.

Prefer not to disclose

Q10. Are you:

Female Male

Prefer to self-describe (please specify)

Prefer not to say

Q11. What is your age?

Under 16

16-24

25-34

35-44

45-54

55-64

65-74

75+

Do not want to say

Q12. The provision for disability within Equalities legislation defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal day-to-day activities. Do you consider yourself to have a disability according to the terms given in the Equality legislation?

Yes

No

Q13. To which of these groups do you consider you belong?

Asian or Asian British - Indian

Asian or Asian British - Pakistani

Asian or Asian British - Bangladeshi

Any other Asian background - please specify in the box below

Black or Black British - Caribbean

Black or Black British - African

Any other Black background - please specify in the box below

Chinese

- Mixed - White and Black Caribbean
 - Mixed - White and Black African
 - Mixed - White and Asian
 - Any other Mixed background - please specify in the box below
-

- White - English
 - White - Irish
 - White - Scottish
 - White - Welsh
 - White - British
 - Gypsy or Irish Traveller
 - Any other White background - please specify in the box below
-

- Do not want to say
 - Other – please specify in the box below
-

Thank you for completing this survey. For paper copies please return to:

Natacha Bines
Joint Strategic Needs Assessment (JSNA) Programme Manager
Health Wellbeing and Children’s Services
Suffolk County Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX

Any personal information that you have provided will be held by Suffolk County Council in accordance with the Data Protection Act. This information will only be used as part of this exercise and personal information will not be published or passed to any other organisation.