

Making the Most of Your Local Pharmacy

Wigan Borough

Pharmaceutical Needs Assessment

2018

Report on the Consultation

Purpose of report

This report details the outcome of the consultation on the draft 2018 Wigan Borough Pharmaceutical Needs Assessment. It satisfies the duty placed on Health and Wellbeing Boards to publish what action they have taken in response to feedback from the consultation.

Consultation process

The consultation draft of the Pharmaceutical Needs Assessment (PNA) was published on the Wigan Council website on 17 October 2017 at the start of the consultation period. The consultation period then continued until 31 December 2017, exceeding the minimum consultation period of 60 days required by the legislation.

Consultees were notified of the consultation by email and directed to the link to the consultation on the Wigan Council website. The list of consultees is given in Appendix 1. A copy of the information provided on the consultation web page is given in Appendix 2. Contact details were also given (telephone and email) in order that responders could ask questions and access help, if required. An explanation of what would be published was included and it was stated no names of individuals or organisations would be published with the responses. There was also an option to opt out of having a response published.

What questions were asked?

The key questions asked were:

- Do you feel that the purpose of the PNA has been explained sufficiently?
- Do you feel the information contained within the PNA adequately reflects the current community pharmacy provision within Wigan Borough?
- Do you feel the needs of the population of Wigan Borough have been adequately reflected?
- Are there any pharmaceutical services currently provided that you are aware of that are not currently highlighted within the PNA?
- Pharmacies only - Has the PNA given you adequate information to inform your own future service provision?
- Is there any additional information that you feel should be included?

Responders were given an opportunity to expand on their answers to the above questions. In addition, a catch all question was provided, "Do you have any other comments?", that allowed additional comments to be made. The full questionnaire, implemented as an online electronic form, is given in Appendix 3.

Response to the consultation

Six responses to the consultation were received. No respondent opted out of publication. Responses to the consultation are given in full in the tables below but no names of individuals or organisations are given. A separate column (Response/Action) provides statements to address the consultation responses together with any actions taken.

Wigan Borough Pharmaceutical Needs Assessment 2018 - Consultation Responses– Identifiable references are replaced with “XXX”

Question	Consultation Response (Y/N)	Additional Consultation Response	Action Taken
<p>Do you feel that the purpose of the PNA has been explained sufficiently?</p> <p>If no, please state why not.</p>	<p>Yes – 3 No – 1 No response – 2</p>	<p>It's too long and complicated.</p>	<p>The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 clearly set out the minimum requirements for PNAs. The authors of the PNA have tried to document the required information as succinctly as possible whilst ensuring an explanation of the local needs of the population and pharmacy services as required by the legislation are provided.</p>
<p>Do you feel the information contained within the PNA adequately reflects the current community pharmacy provision within Wigan Borough?</p> <p>If no, please state why not.</p>	<p>Yes – 4 No – 0 No response – 2</p>	<p>None</p>	<p>No action required</p>
<p>Do you feel the needs of the population of Wigan Borough have been adequately reflected?</p> <p>If no, please state why not.</p>	<p>Yes – 3 No – 1 No response – 2</p>	<p>There appears to be a principle of one size fits all and this is clearly not the case. There is very little public opinion in this consultation.</p>	<p>The initial part of the document does explain overall services, however the analysis at SDF level reviews service need and provision for each geographical area within Wigan and within this analysis the distinct needs of the area are discussed.</p> <p>As in previous PNAs, Wigan Council consulted with the public during the development of the draft PNA to obtain their opinion of current pharmacy services across the whole of the Borough. Patient questionnaires were distributed via pharmacies during May and June 2017 and were completed anonymously to ensure responses were captured openly.</p> <p>The patient questionnaire was developed to identify what services patients use, what patients think about the service they receive from their pharmacy, what patients think about the opening hours of pharmacy and if they have ever had problems accessing services from a pharmacy. 451 responses were received (31.3% response rate). This was a higher response rate than the previous PNA consultation.</p>

Question	Consultation Response (Y/N)	Additional Consultation Response	Action Taken
Are there any pharmaceutical services currently provided that you are aware of that are not currently highlighted within the PNA?	Yes – 0 No – 4 No response – 2	None	No action required.
Pharmacies only - Has the PNA given you adequate information to inform your own future service provision?	Yes – 1 No – 1 No response – 4	None	No action required.
Is there any additional information that you feel should be included? If yes, please state.	Yes – 1 No – 2 No response - 3	A summary sheet	An executive summary of the PNA is provided on page 1 of the published document.
Do you have any other comments?	Six additional comments	Response on behalf of XXX HWB - no issues in the Wigan PNA that would affect XXX residents in the lifespan of the PNA (2018-2021). The recommendations around improving awareness of pharmaceutical services will likely benefit XXX residents too.	No action required.
		I have noticed some errors within the PNA with regards to the information relating to the services some of our branches offer. Please see amendments to be made prior to the final PNA being published: XXX - The branch does offer NMS, XXX - The branch does offer NMS and Flu, XXX - The branch does offer NMS and Supervised Consumption, XXX* – the branch does offer Supervised Consumption, XXX – the branch does offer MURs.	The PNA and appropriate appendices have been updated to reflect these amendments. *This pharmacy was contacted in February 2018 and confirmed that they no longer provide supervised consumption.
		We are happy with the document and we have nothing to add. It follows a similar format to that used before and is, as before, very comprehensive. It comes to the same conclusions as the previous PNAs and therefore seems very well balanced.	No action required.
		Just looking at this pharmacy map. For Tyldesley & Atherton, the provision for both needle exchange and supervised consumption looks good from all the pharmacies in the area.	No action required.

Question	Consultation Response (Y/N)	Additional Consultation Response	Action Taken
		<p>For Area 4 – Lowton & Golborne, there is only one NSP pharmacy available and two pharmacies delivering supervised consumption. If any of the remaining pharmacies could offer either NSP or supervised consumption, that would be useful, especially FA756, FHH13, FLA12, FR006 and FDP26.”</p>	<p>Section 7.7.9 discusses the provision of supervised consumption and needle exchange within SDF 4 (Lowton and Golborne). Supervised consumption is offered by four pharmacies in the SDF. One of these (FR006) is in Golborne. The other 3 pharmacies are in Ashton and Bryn. There is only one pharmacy providing needle exchange and this pharmacy is located in Golborne. The PNA does discuss that although this may reflect a lower need for the service in this SDF, the Local Authority in conjunction with Drug and Alcohol Service for Adults and Young People may wish to review if service provision is adequate in this area.</p>
		<p>There are no pharmacies in Platt Bridge offering supervised consumption. Given the numbers of clients living in Platt Bridge, there is a definite need for a pharmacy offering supervised in this area. Pharmacies in the area would be either Liverpool Road or Platt Bridge Health Centre “</p>	<p>Section 7.5.9 discusses that there is no needle exchange service provision in the Platt Bridge area and that although this may reflect a lower need for the service in this SDF, the Local Authority in conjunction with Drug and Alcohol Service for Adults and Young People may wish to review if service provision is adequate in this area.</p>

Conclusion

Wigan Council on behalf of Wigan Borough Health and Wellbeing Board has coordinated the PNA consultation and production of the final version of the PNA for 2018. It has followed the correct procedure given in the legislation:

www.legislation.gov.uk/uksi/2013/349/part/2/made

All consultation responses have been addressed. Amendments have been made to the PNA document, where appropriate, to reflect the consultation responses received.

The final version of the PNA is published on Wigan Council website:

www.wigan.gov.uk/Council/Strategies-Plans-and-Policies/Health-and-Social-Care/Pharmaceutical-Needs-Assessment.aspx

The PNA will be used by NHS England, Wigan Council and local partners to further develop pharmacy services in Wigan Borough to ensure that they meet the needs of the local population.

Appendix 1 - List of Consultees

Pharmacies

- All Wigan Borough community pharmacies
- Superintendent pharmacists/Area managers for the following pharmacy chains: Rowlands, Lloyds, Boots, Tims and Parker, Manor Pharmacy, Bradshaw Pharmacy, Davina Pharmacy, Hollowood Chemist, Cohens Chemist, Abram Pharmacy, Well Pharmacy.

Health and Wellbeing Boards

- Wigan Borough Health and Wellbeing Board
- Bolton Health and Wellbeing Board
- Salford Health and Wellbeing Board
- Warrington Health and Wellbeing Board
- St Helens Health and Wellbeing Board
- Lancashire Health and Wellbeing Board

Healthwatch

- Healthwatch Wigan
- Healthwatch Bolton
- Healthwatch Salford
- Healthwatch Warrington
- Healthwatch St Helens
- Healthwatch Lancashire

NHS Commissioner of pharmacy services

- Greater Manchester Area Team (NHS England)

Clinical Commissioning Groups

- Wigan Borough Clinical Commissioning Group (involved in producing the PNA)
- Bolton Clinical Commissioning Group
- Salford Clinical Commissioning Group
- Warrington Clinical Commissioning Group
- St Helens Clinical Commissioning Group
- West Lancashire Clinical Commissioning Group

NHS Trusts

- Wrightington, Wigan and Leigh NHS Foundation Trust
- Bridgewater Community Healthcare NHS Foundation Trust
- North West Boroughs Healthcare NHS Foundation Trust
- Greater Manchester Mental Health NHS Foundation Trust

Local Pharmaceutical Committees

- Greater Manchester Local Pharmaceutical Committee (includes Wigan locality)
- Bolton Local Pharmaceutical Committee
- Halton, St Helens and Knowsley Local Pharmaceutical Committee
- Lancashire Local Pharmaceutical Committee
- Warrington Local Pharmaceutical Committee

Other local professional committees

- Wigan Borough Local Medical Committee
- Wigan Borough Local Dental Committee
- Wigan Borough Local Optical Committee

Other organisations

- Wigan and Leigh Hospice
- Addaction (drugs and alcohol addiction and recovery support)

In addition, the draft Pharmaceutical Needs Assessment for consultation was publicised within the local press together with the web link to the consultation.

Appendix 2 – Copy of information provided on the PNA consultation webpage

PNA 2018 Consultation

This Pharmaceutical Needs Assessment (PNA) considers the pharmaceutical needs of Wigan Borough residents.

It will be used to make decisions when applications are received to open new pharmacies or move existing pharmacies and will also form the basis of commissioning plans for services that will be provided by community pharmacies.

Why are we publishing a PNA?

The PNA will provide the basis of planning, developing, and commissioning pharmaceutical services in Wigan Borough.

Health and wellbeing boards have a statutory duty to develop and publish a PNA every three years - we last published a PNA in March 2015.

Why are we consulting?

To ensure we make an informed decision about present local pharmacy services and their future development, it is important that we consult with key stakeholders such as the Local Pharmaceutical Committee, the Local Medical Committee, commissioners, local pharmacies, Healthwatch Wigan and Leigh, and other interested parties in order to give them the opportunity to have their say.

Consultation on the draft PNA 2018

The consultation will take place from 17th October 2017 to 31st December 2017 and the final version of the PNA will be published by 1st April 2018.

Links to the draft 2018 Pharmaceutical Needs Assessment and to the consultation survey were provided here.

A summary of the responses to the consultation will be published with the final PNA - this will not include names of individuals or organisations. If you do not wish your response to be included within the summary, you will be able to indicate this when filling in the form.

Although we're not asking for names of individuals, if you're responding on behalf of an organisation then providing your contact details allows us to contact you.

If you have any questions, email: xxx or contact the medicines management team on xxx.

Appendix 3

Wigan Borough Pharmaceutical Needs Assessment (PNA) Consultation Questionnaire (Implemented as an online electronic form)	
1. I am responding to the PNA consultation as:	
<input type="checkbox"/> Health or Social Professional	<input type="checkbox"/> Member of the Public (Go to Question 8)*
<input type="checkbox"/> Pharmacist/Appliance Contractor	<input type="checkbox"/> On behalf of an organisation
<input type="checkbox"/> Dispensing Doctor	<input type="checkbox"/> Prefer not to say
2. Area of work or type of organisation you represent: (please tick one box only)	
<input type="checkbox"/> NHS	<input type="checkbox"/> Community Pharmacy Contractor
<input type="checkbox"/> Dispensing Doctor Contractor	<input type="checkbox"/> Dispensing appliance contractor
<input type="checkbox"/> Representative body	<input type="checkbox"/> Social Care
<input type="checkbox"/> Private Health	<input type="checkbox"/> Third Sector
<input type="checkbox"/> Regulatory Body	<input type="checkbox"/> Professional Body
<input type="checkbox"/> Education	<input type="checkbox"/> Trade Union
<input type="checkbox"/> Local Authority	<input type="checkbox"/> Trade Body
<input type="checkbox"/> Independent Contractor to NHS	<input type="checkbox"/> Manufacturer
<input type="checkbox"/> Supplier	<input type="checkbox"/> Wholesaler
<input type="checkbox"/> Other	
If other, please give details:	
3. Name of organisation you represent (if applicable):	
4. Contact Address	
5. Postcode:	
6. Email address	
7. Which of the following areas do you represent? (please tick all that apply)	
<input type="checkbox"/> Ashton Bryn	<input type="checkbox"/> Atherton
<input type="checkbox"/> Golborne Lowton	<input type="checkbox"/> Hindley Abram
<input type="checkbox"/> Leigh	<input type="checkbox"/> Orrell Billinge Winstanley
<input type="checkbox"/> Standish Aspull Shevington	<input type="checkbox"/> Tyldesley Astley
<input type="checkbox"/> Wigan North	<input type="checkbox"/> Wigan South
<input type="checkbox"/> Other	<input type="checkbox"/> No specific area
If other, please give details:	

8. Do you feel that the purpose of the PNA has been explained sufficiently?

<input type="checkbox"/> Yes	<input type="checkbox"/> No (Please state why not)
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9. Do you feel the information contained within the PNA adequately reflects the current community pharmacy provision within Wigan Borough?

<input type="checkbox"/> Yes	<input type="checkbox"/> No (please state why not)
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10. Do you feel the needs of the population of Wigan Borough have been adequately reflected?

<input type="checkbox"/> Yes	<input type="checkbox"/> No (please state why not)
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11. Are there any pharmaceutical services currently provided that you are aware of that are not currently highlighted within the PNA?

<input type="checkbox"/> No	<input type="checkbox"/> Yes (please tell us which services)
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12. Pharmacies only - Has the PNA given you adequate information to inform your own future service provision?

<input type="checkbox"/> Yes	<input type="checkbox"/> No (please state why not)
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13. Is there any additional information that you feel should be included?

<input type="checkbox"/> No	<input type="checkbox"/> Yes (Please state what)
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14. Do you have any other comments?

If you are happy to provide your postcode this will help us assess the geographical coverage of responses to this consultation. It will not be used for any other purpose.	<input type="checkbox"/> Prefer not to say
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Demographic Information

15. Are you:

<input type="checkbox"/> Male	<input type="checkbox"/> Female
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16. Age:

<input type="checkbox"/> Under 16	<input type="checkbox"/> 16-24	<input type="checkbox"/> 25-44
<input type="checkbox"/> 45-59	<input type="checkbox"/> 60 or over	<input type="checkbox"/> Prefer not to say

17. Ethnicity:

<input type="checkbox"/> White	<input type="checkbox"/> Asian or Asian British	<input type="checkbox"/> Black or Black British
<input type="checkbox"/> Chinese	<input type="checkbox"/> Mixed	<input type="checkbox"/> Other
<input type="checkbox"/> Prefer not to say		

18. Religion or Belief		
<input type="checkbox"/> None	<input type="checkbox"/> Christian	<input type="checkbox"/> Buddhist
<input type="checkbox"/> Hindu	<input type="checkbox"/> Jewish	<input type="checkbox"/> Muslim
<input type="checkbox"/> Sikh	<input type="checkbox"/> Prefer not to say	<input type="checkbox"/> Other
19. Sexual Orientation		
<input type="checkbox"/> Heterosexual/Straight	<input type="checkbox"/> Lesbian/Gay Woman	<input type="checkbox"/> Gay Man
<input type="checkbox"/> Bisexual	<input type="checkbox"/> None	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Other		

*As this was implemented as an online electronic form moving to the next appropriate question was automated.