



Bolton Council

**PHARMACEUTICAL
NEEDS ASSESSMENT:
APPENDIX 1**

2018/19

PHARMACY CONTRACTOR SURVEY ANALYSIS

APPENDIX 1: PHARMACY CONTRACTOR SURVEY ANALYSIS

The survey was carried out during July 2017 to gather information from pharmacies regarding the services they currently provide to the people of Bolton and their views on additional services they may be willing to provide in the future. With notable help from Bolton Local Pharmacy Committee the survey received complete responses from all of Bolton's pharmacy contractors.

1. Background

The collation and inclusion of the views of local pharmacy contractors are a requirement of the Pharmaceutical Needs Assessment (PNA) process. This intelligence has been gathered via survey, conducted via PharmOutcomes in collaboration with the Local Pharmacy Committee. We achieved a 100% response rate, with the majority of questions also being completed by all contractors (where relevant). The analysis is here presented and the key findings will be summarised in the main body of the PNA itself.

The survey design began with that used for the previous PNA in Bolton, updated with reference to best practice examples from across the country and valuable input from Bolton's Local Pharmacy Committee.

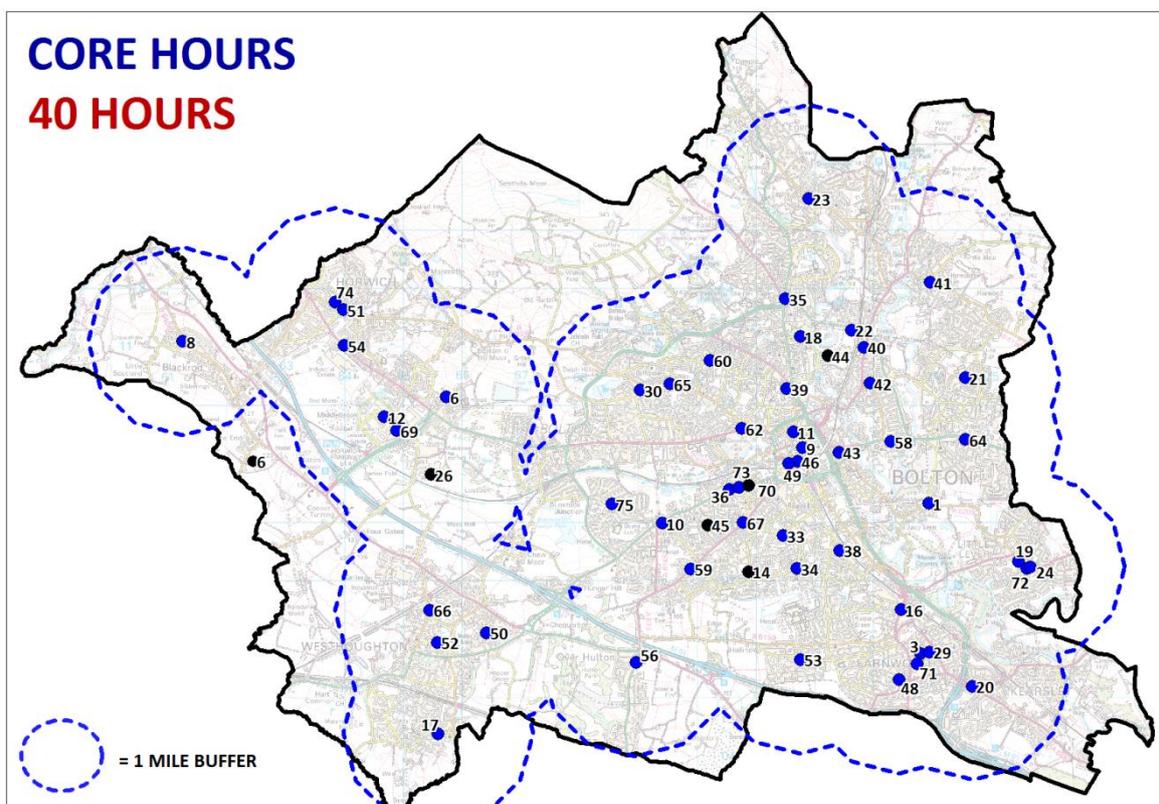
In the following maps the distance-selling pharmacies are coloured black to highlight their difference from the 40/100 hour contract pharmacies as they offer a national rather than a local service.

2. Contractor survey analysis

Core opening times

A pharmacy can have either 40 or 100 core contractual hours; those with 100 hours opened under the former exemption from the control entry test. These cannot be amended without the consent of NHS England.

The following two maps plot Bolton's pharmacy provision according to whether they have 40 or 100 core hours. A one mile buffer has been added to the map to illustrate the service coverage across the borough; this is based on the assumption that adequate access is for the majority of Bolton's residents to live no further than one mile from a pharmacy.

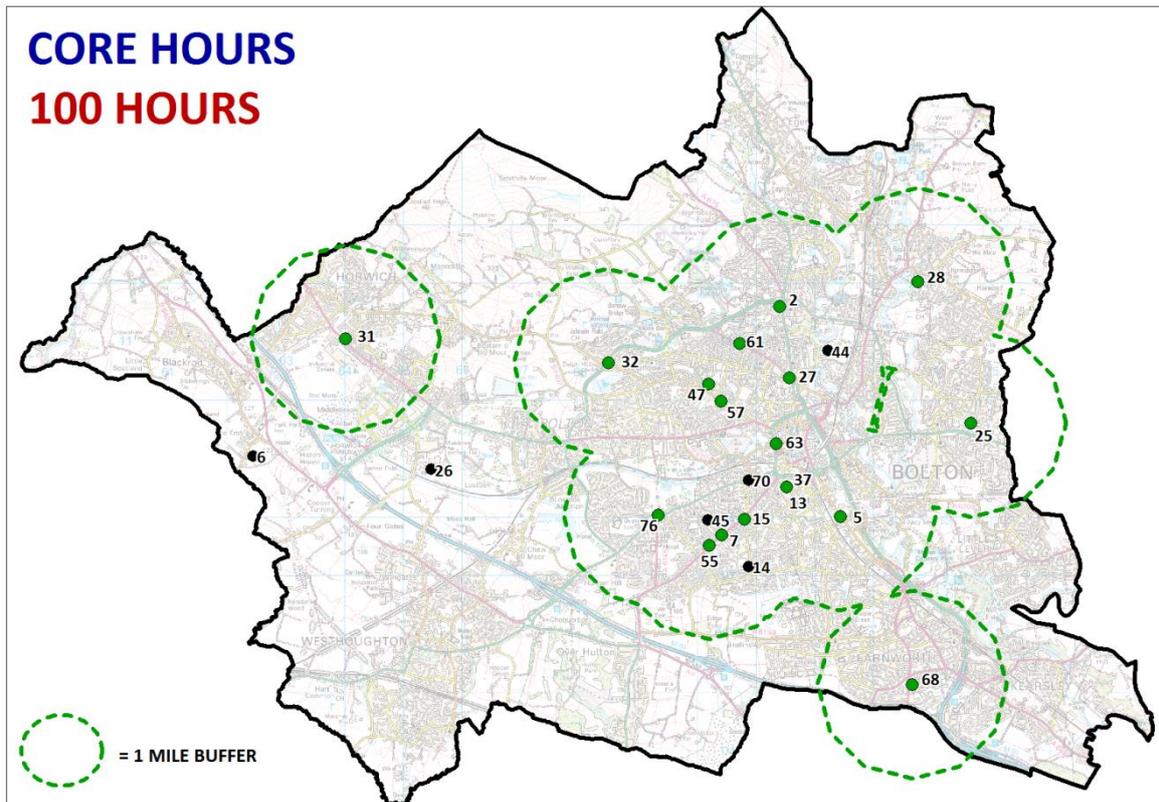


As evident above, the current provision of 40 hour pharmacies more than adequately covers the resident population of Bolton¹ (the only geographical areas of the borough not falling within a one mile radius of a pharmacy are largely unpopulated rural areas).

From the contractor survey, 18 of Bolton's pharmacies have 100 core hours. The majority are located in the densely populated areas around the town centre, with one providing services to Farnworth, and to the West in Horwich. The main locales not covered are Lostock and Westhoughton, but both these areas are adequately provided with 40 hour

¹ The buffer coverage is identical to the pattern seen for all pharmacies – i.e. 40 hour plus 100 hour.

services, Lostock is close to the Horwich pharmacies, and both areas have a more affluent demography that are more likely to drive to pharmacies than those resident around the town centre. Taking all this into account, 100 hour pharmacies largely follow the population density and are satisfactory in their locations, and regarding Westhoughton there is a 100 hour pharmacy based in Leigh (outside Bolton) that is only two miles from Daisy Hill.

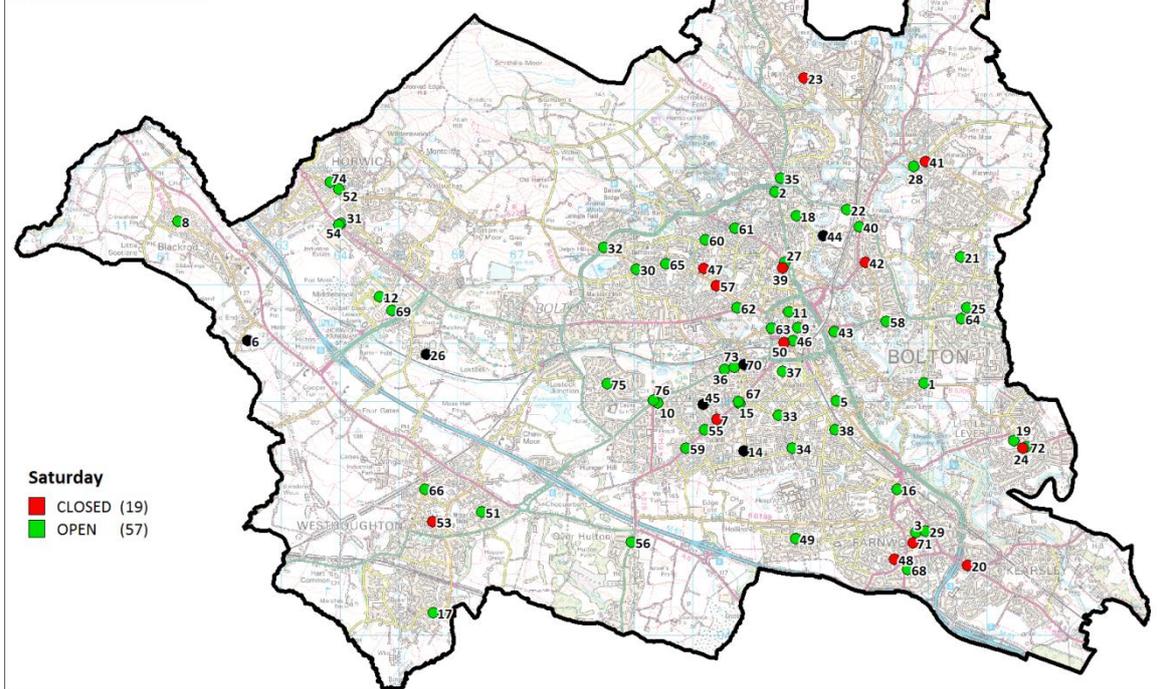


In total, 57 of Bolton’s 76 pharmacies open on Saturdays (75.0%) and 20 are open on Sundays (26.3%). The Saturday opening hours coverage is largely consistent with the normal coverage and so allows access for the majority of Bolton residents. The only exception is to the north of the borough in Egerton and Duns-car.

The Sunday opening hours coverage is far more limited, as is to be expected. The town centre is well served, but the outer areas to the north in Egerton and Duns-car, to the West in Blackrod, and to the East in Little Lever having no local Sunday opening pharmacies. This is also true of Westhoughton, all of whose pharmacies close on Sunday’s, but pharmacies in Leigh (outside Bolton) and Middlebrook currently provide adequate coverage for a Sunday. There is adequate coverage in the other main areas of Bolton – Town Centre, Farnworth, Brightmet, Harwood etc.

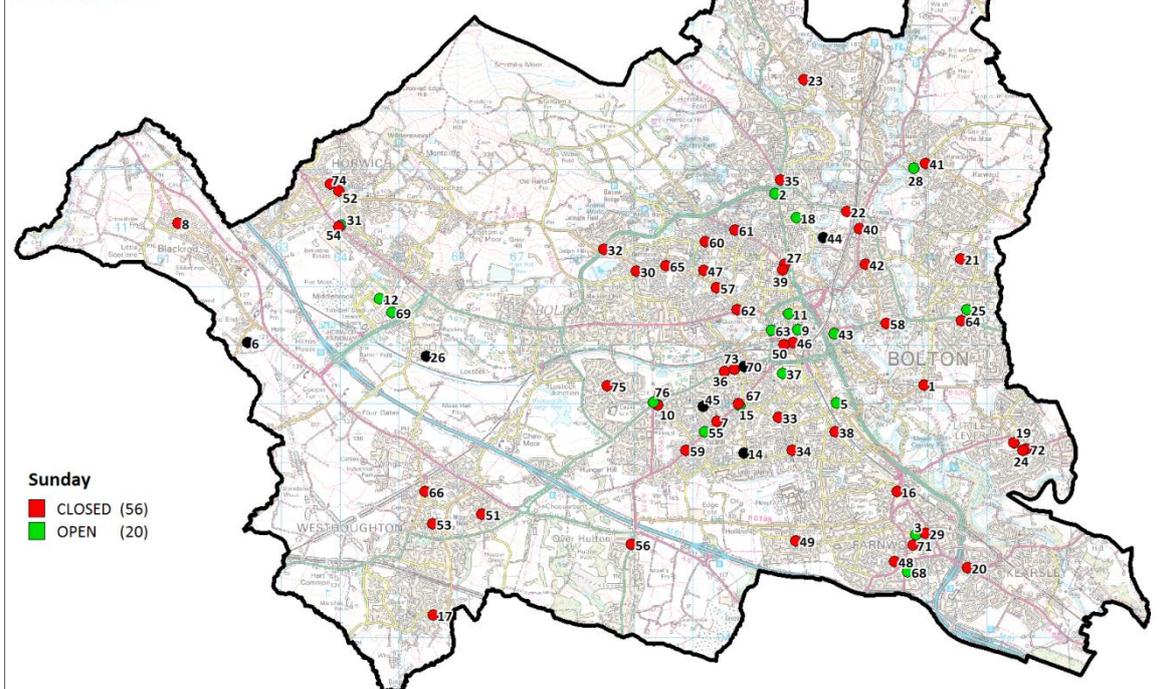
OPENING HOURS

SATURDAY



OPENING HOURS

SUNDAY



Pharmacy consultation areas

Bolton pharmacies on average contain 1.07 consultation rooms, with 93.4% having 1 room and the remaining 6.6% containing 2. All of the respondents answered this question.

How many consultation rooms do you have?			
Answer Options	Response Average	Response Total	Response Count
Rooms:	1.07	76	76
<i>Answered question</i>			76
<i>Skipped question</i>			0

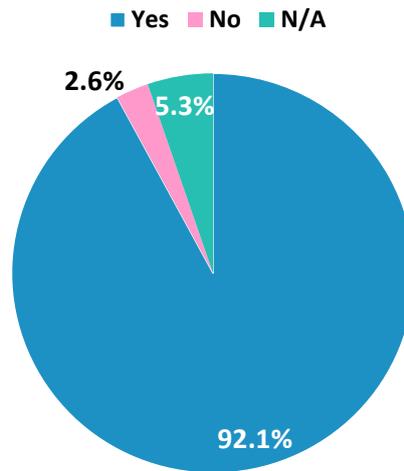
Pharmacy premises must meet national standards regarding consultation areas to ensure that MURs are carried out in a confidential environment. In general, consultation areas must permit:

1. The patient and pharmacist to sit down together;
2. The patient and pharmacist can talk without being overheard by staff or customers;
3. The consultation area is clearly signposted as a private area.

From the survey, the majority of Bolton's pharmacies currently have a separate room that meets the criteria for MURs (76.3%) and also has wheelchair access on the premises; there were 14 (18.4%) pharmacies which contained a consultation area without wheelchair access. The four pharmacies in Bolton with no provision are distance-selling and do not offer advanced services.

Is there a consultation room?		
Answer Options	Response Percent	Response Count
Available (including wheelchair access) on the premises	76.3%	58
Available (without wheelchair access) on premises	18.4%	14
Planned within next 12 months	0.0%	0
No consultation room available	5.3%	4
Other	0.0%	0
<i>Answered question</i>		76
<i>Skipped question</i>		0

Is the consultation area enclosed?



The majority of pharmacies with consultation rooms have handwashing facilities within or near the room (80.3%), with just over a third having access to toilet facilities. One in every five pharmacies in Bolton has no access to any of these facilities.

For each of the following statements, please indicate which facilities are available in the consultation area?		
Answer Options	Response Percentage	Response Count
Handwashing in consultation area	55.3%	42
Handwashing facilities close to consultation area	25.0%	19
Have access to toilet facilities	36.8%	28
None	19.7%	15
<i>Answered question</i>		76
<i>Skipped question</i>		0

Access for non-English speakers

For customers whose first language was not English, 52 pharmacies were able to offer support; of those, 64% offered the service of an interpreter or language line. The most common languages spoken by staff at Bolton pharmacies are Urdu, Gujarati, Punjabi and Hindi. This is consistent with the demography of Bolton’s Black and Minority Ethnic (BME) community, which is predominantly South Asian. As is to be expected, these languages are accessed in pharmacies located in areas with significant BME/non-English speaking populations. Finally, a few tend to use Google and/or apps to assist them in dealing with customers, which though practical is not perhaps ideal.

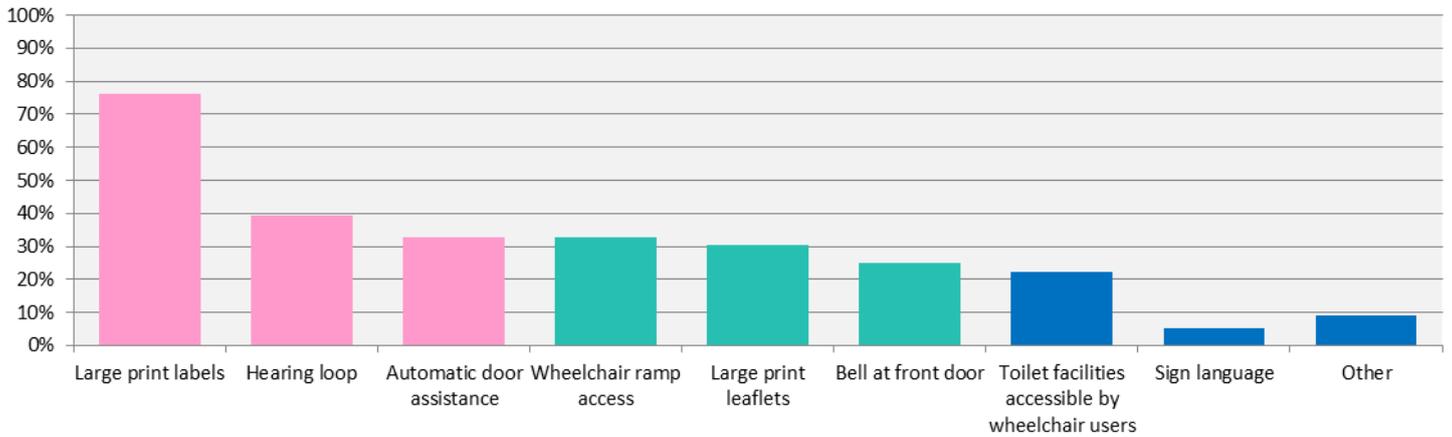
Which languages other than English can staff at pharmacy speak?		
Answer Options	Response Percent	Response Count
Urdu	30.1%	44
Gujarati	29.5%	43
Punjabi	11.6%	17
Hindi	10.3%	15
Arabic	3.4%	5
Spanish	2.1%	3
French	1.4%	2
German	1.4%	2
Bosnian	0.7%	1
Dutch	0.7%	1
Kashmiri	0.7%	1
Mandarin	0.7%	1
Zulu	0.7%	1
Patois	0.7%	1
Polish	0.7%	1
Portuguese	0.7%	1
Shona	0.7%	1
Somali	0.7%	1
Persian	0.7%	1
Ndebele	0.7%	1
Mirpuri	0.7%	1
Russian	0.7%	1

Access for disabled patients

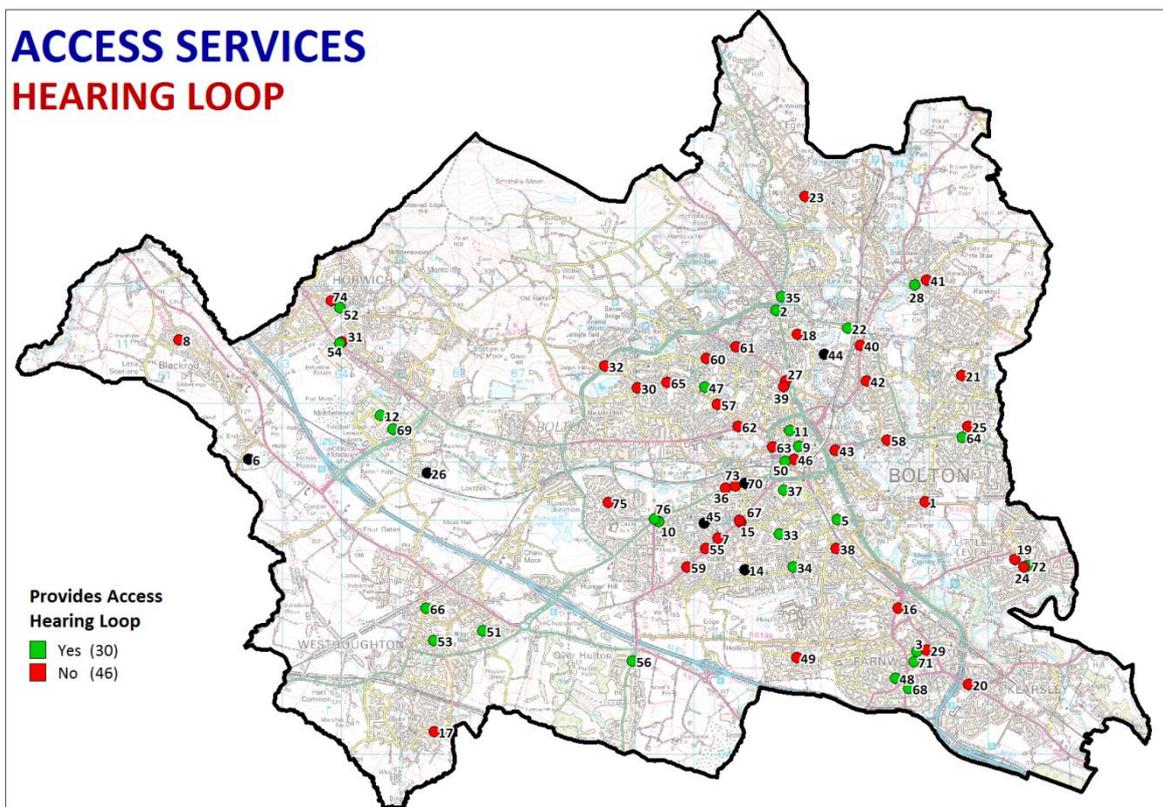
All pharmacies must ensure that there is no discrimination against people with disabilities. If the consultation area is not accessible by people with a disability, the pharmacy should make suitable alternative arrangements. All Bolton pharmacies provide wheelchair access with just over two-thirds (67.1%) allowing people to access the pharmacy independently with level access.

Just over half of all pharmacies in Bolton have disabled parking available and 96.1% have parking situated within 50m. As previously mentioned, all pharmacies provide wheelchair access - however, just over a quarter of Bolton pharmacies do not have suitable facilities at the entrance for wheelchair access unaided. More than 85% of pharmacies have all areas of the floor wheelchair accessible. The three most common facilities within Bolton pharmacies aimed to aid people with disabilities are large print labels, hearing loops, and automatic door assistance. The table below shows the breakdown of disabled facilities available in Bolton pharmacies.

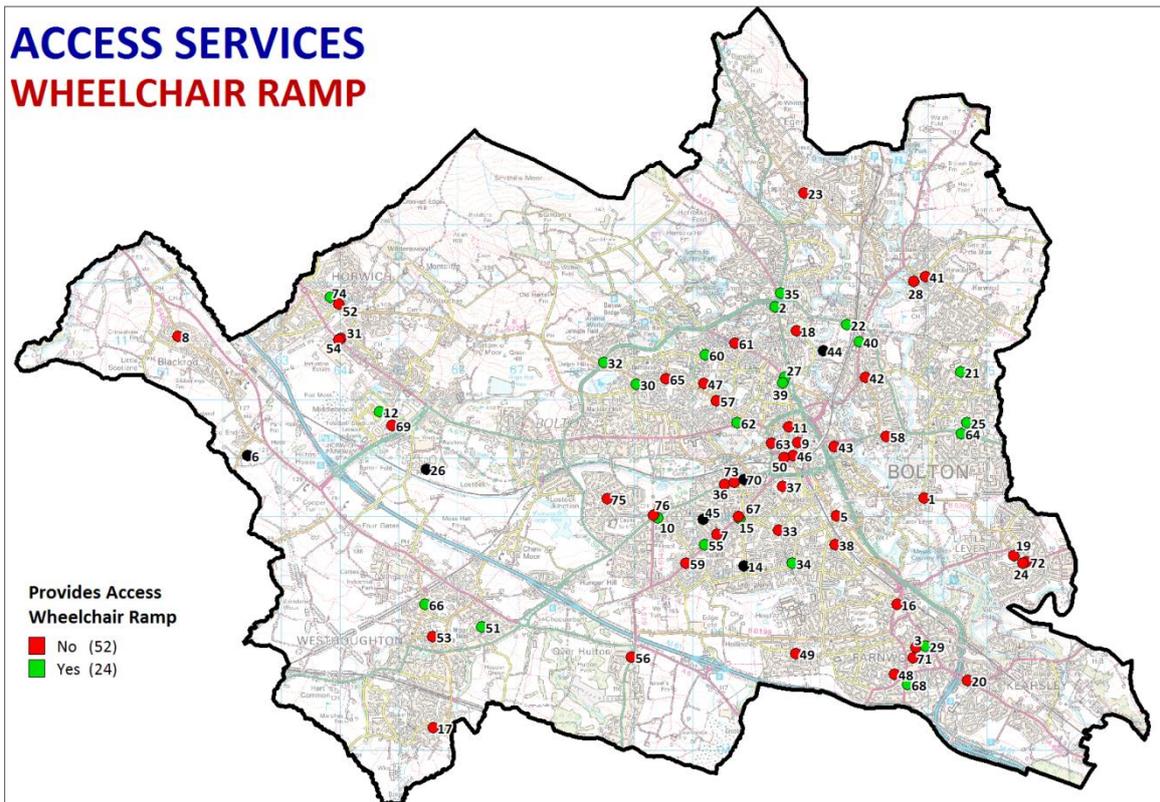
Do you have any other facilities in the pharmacy aimed at supporting disabled people access your service?



At present, only 32.9% of Bolton pharmacies have automatic door assistance available, while 76.3% offer assistance for customers with visual impairment (large print labels, braille on packaging etc.).



ACCESS SERVICES WHEELCHAIR RAMP



Pharmacy services

Virtually all Bolton’s pharmacies provide prescription collection from GP practices, while most (89.5%) also provide a medicines delivery service free of charge. In most cases this is available to all patients.

Does your pharmacy provide prescription collection from GP practices?		
Answer Options	Response Percent	Response Count
Yes	98.7%	75
No	1.3%	1
<i>Answered question</i>		76
<i>Skipped question</i>		0

Does your pharmacy provide a medicines delivery service free of charge on request?		
Answer Options	Response Percent	Response Count
Yes	89.5%	68
No	10.5%	8
<i>Answered question</i>		76
<i>Skipped question</i>		0

Is the medicines delivery service available just for a specific patient group?		
Answer Options	Response Percent	Response Count
No - available to all patients	95.3%	61
Yes	4.7%	3
<i>Answered question</i>		64
<i>Skipped question</i>		9

All of Bolton's pharmacies have Electronic Prescription Service Release 2 (EPS R2) available to patients.

Does your pharmacy provide Medicines Use Reviews?		
Answer Options	Response Percent	Response Count
Yes, EPS R2 enabled	100.0%	76
No current plans to provide EPS R2	0.0%	0
Planning to become EPS R2 enabled in the next 12 months	0.0%	0
<i>Answered question</i>		76
<i>Skipped question</i>		0

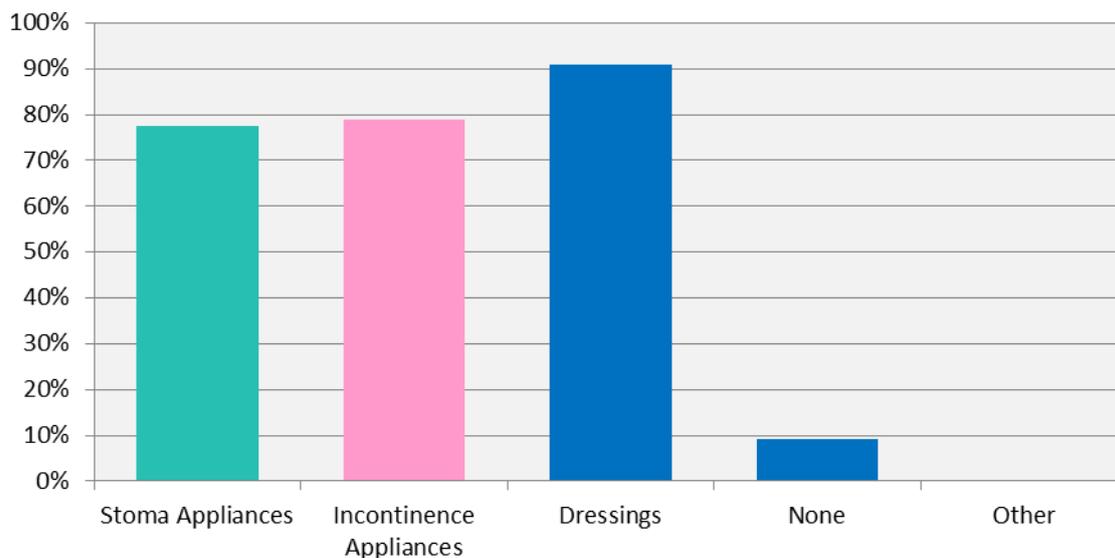
MUR and NMS have extensive coverage across Bolton with one pharmacy soon to be added.

Does your pharmacy provide Medicines Use Reviews?		
Answer Options	Response Percent	Response Count
Yes	94.7%	72
Soon	1.3%	1
No	3.9%	3
<i>Answered question</i>		76
<i>Skipped question</i>		0

Does your pharmacy provide New Medicines Service?		
Answer Options	Response Percent	Response Count
Yes	94.7%	72
Soon	1.3%	1
No	3.9%	3
<i>Answered question</i>		76
<i>Skipped question</i>		0

Across Bolton, 90.8% of pharmacies dispense dressing appliances, with 79.0% providing incontinence appliances and 77.6% stoma appliances. Just fewer than 10% of pharmacies do not provide any essential service appliances.

Does your pharmacy dispense any of the following appliances?



Currently, 9 of Bolton pharmacies provide Appliance Use Reviews (AURs), with 6 more planning to provide this service in the near future. Of the pharmacies which dispense stoma appliances, just over 15% provide a customisation service, with 5 pharmacies (6.6%) planning on providing this service going forward.

Does your pharmacy provide Appliance Use Reviews?		
Answer Options	Response Percent	Response Count
Yes	11.8%	9
Soon	7.9%	6
No	80.3%	61
<i>Answered question</i>		76
<i>Skipped question</i>		0

Does your Pharmacy provide a Stoma Appliance Customisation Service		
Answer Options	Response Percent	Response Count
Yes	15.8%	12
Soon	6.6%	5
No	77.6%	59
<i>Answered question</i>		76
<i>Skipped question</i>		0

There are 50 community pharmacies providing an NHS Flu Vaccination Service, which will be expanded to 61 sites in the near future.

Does your Pharmacy provide an NHS Flu Vaccination Service		
Answer Options	Response Percent	Response Count
Yes	65.8%	50
Soon	14.5%	11
No	19.7%	15

<i>Answered question</i>	76
<i>Skipped question</i>	0

To manage appropriately NHS 111 requests for urgent medicine supply and reduce demand on the rest of the urgent care system, pharmacies have agreed to provide an urgent medicine supply advanced service (NUMSAS). Currently, almost a fifth of Bolton pharmacies provide this service and 35.5% have agreed to offer this service in the future.

Does your Pharmacy provide an NHS Urgent Medicine Supply Advanced Service		
Answer Options	Response Percent	Response Count
Yes	18.4%	14
Soon	35.5%	27
No	46.1%	35
<i>Answered question</i>		76
<i>Skipped question</i>		0

Locally commissioned services

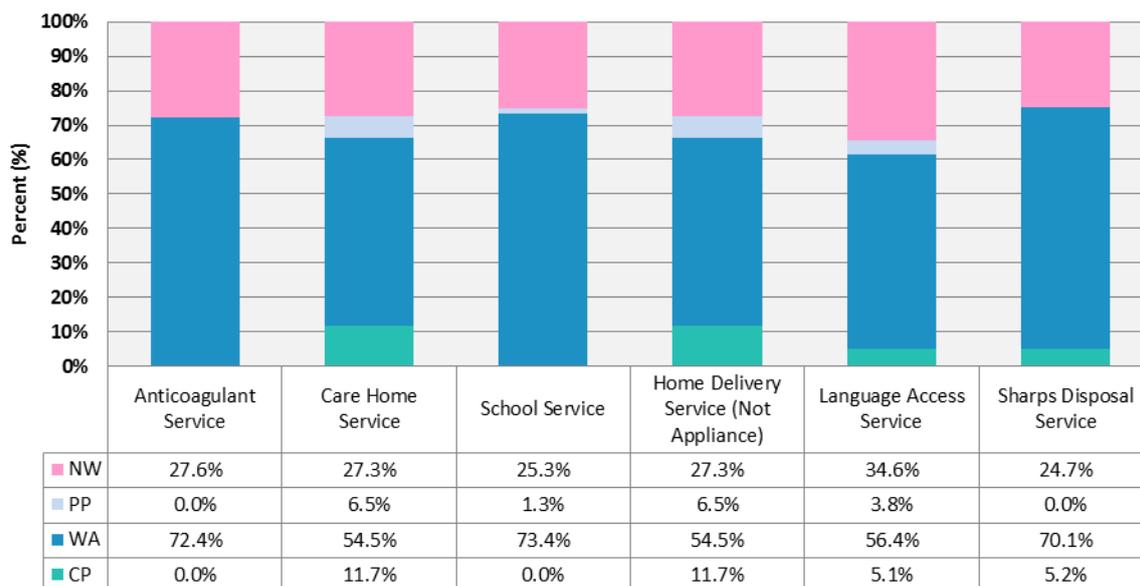
The following shows commissioned services available from pharmacies and whether these are offered across Bolton. Locally commissioned community pharmacy services can be contracted via a number of different routes and by different commissioners, including Local Authorities, Clinical Commissioning Groups (CCGs), and local NHS England teams².

From the contractor survey it is clear that the majority of Bolton's pharmacies would be willing and able to provide the service if it were to be commissioned; however a lot of these services are not currently being commissioned locally.

Regarding the additional services in the below table, pharmacies are willing and would be able to provide (WA) the majority of services if commissioned in the future. The most common commissioned services already provided are care home and non-appliance home delivery services.

² <http://psnc.org.uk/services-commissioning/locally-commissioned-services/>

Does your pharmacy provide any of the following services?



CP - Currently providing service

WA - Willing and able to provide if commissioned

PP - Currently providing company led/private service

NW - Not willing or able to provide service

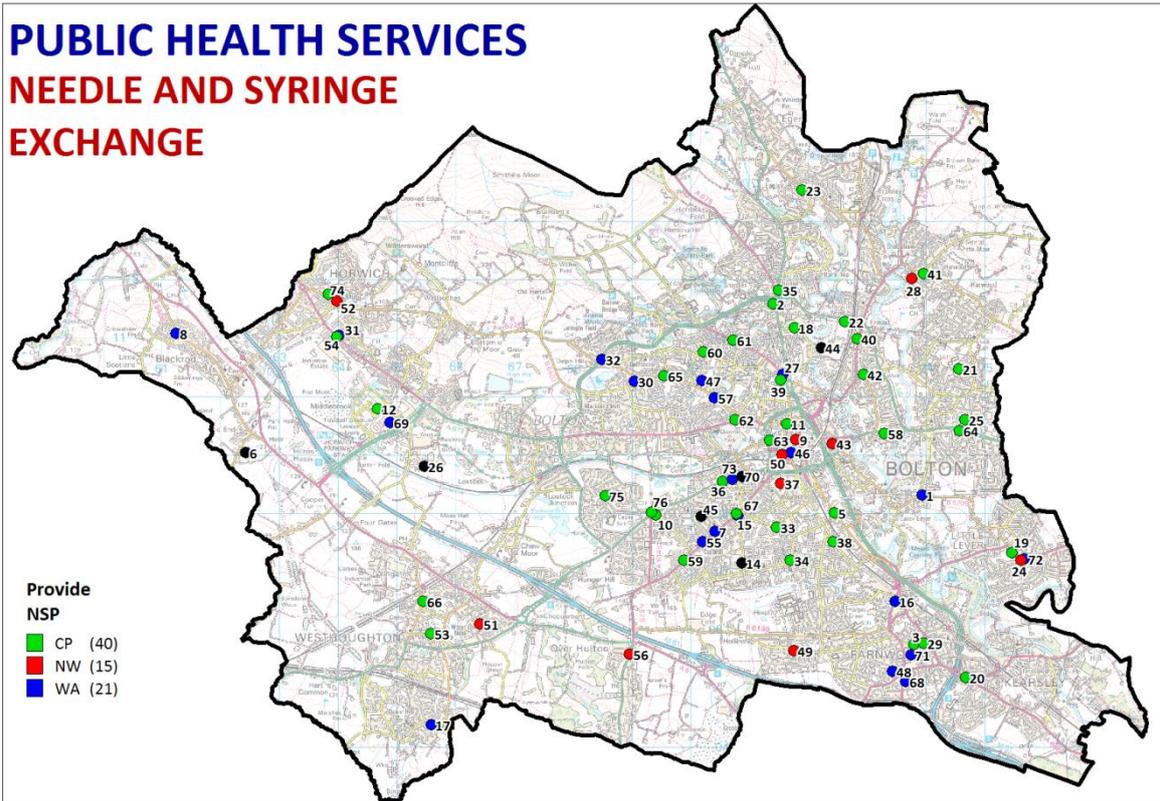
Public Health services

All community pharmacies provide healthy living advice to patients as part of the Public Health element of the Community Pharmacy Contractual Framework (CPCF) and provision of relevant healthy living advice is also a component of the Medicines Use Review (MUR) service and the New Medicine Service (NMS). The majority of community pharmacies also provide at least one locally commissioned Public Health service³.

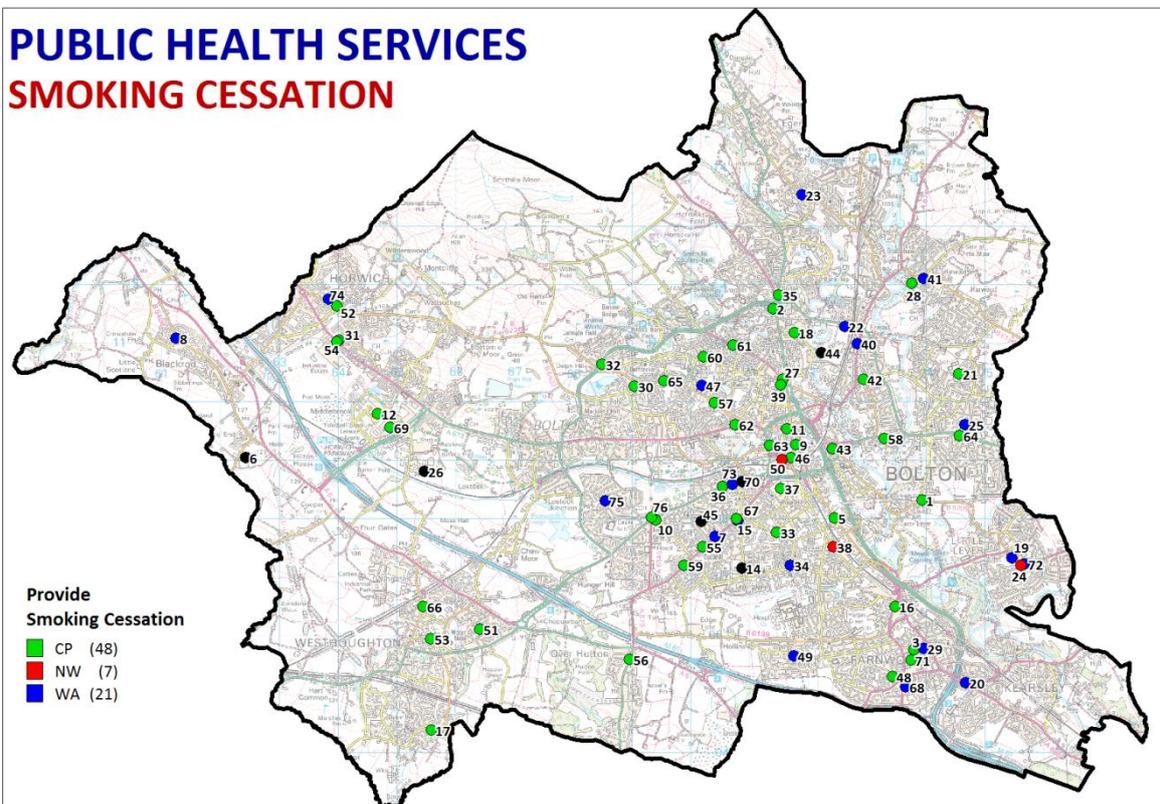
The most commonly provided Public Health service by pharmacies in Bolton is NRT voucher dispensing, with 65 (85.5%) pharmacies across the borough currently providing this service. However, this service is under review at time of writing and this may no longer be the case following publication of the PNA. Presently however, just over a fifth provide a smoking cessation and emergency hormonal contraception service (EHC), with over half of pharmacies providing chlamydia treatment, NSE, supervised administration, and the Varenicline PGD service.

³Pharmaceutical Services Negotiating Committee <http://psnc.org.uk/services-commissioning/4-service-domains/public-health-services/>

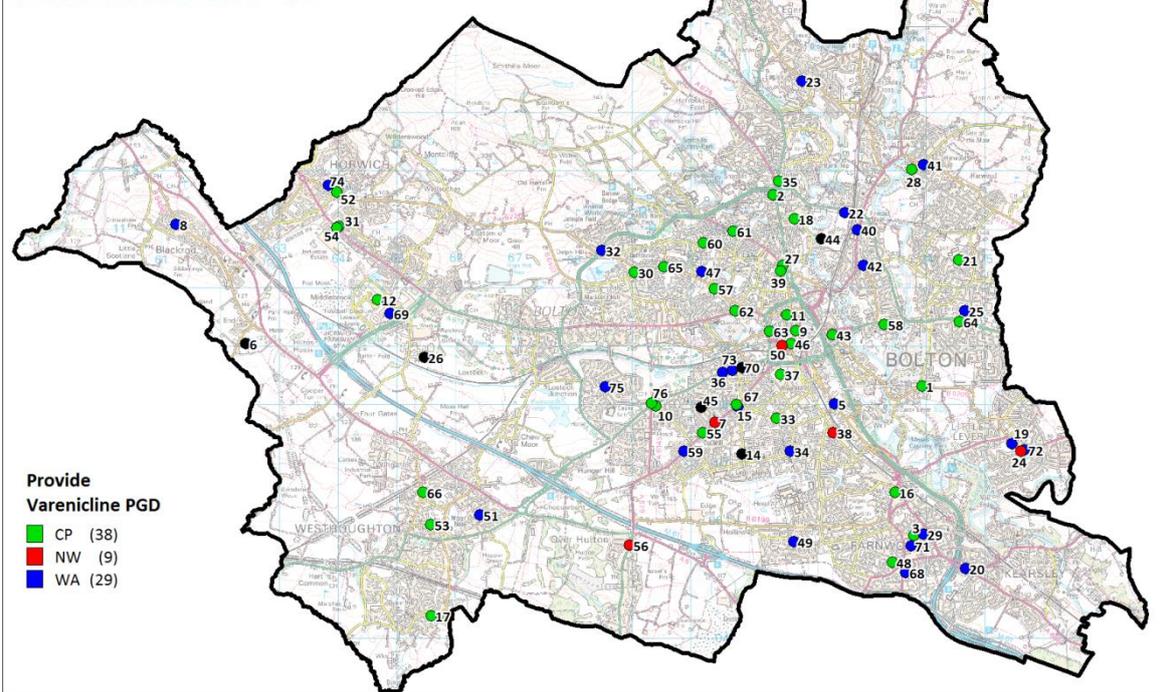
PUBLIC HEALTH SERVICES NEEDLE AND SYRINGE EXCHANGE



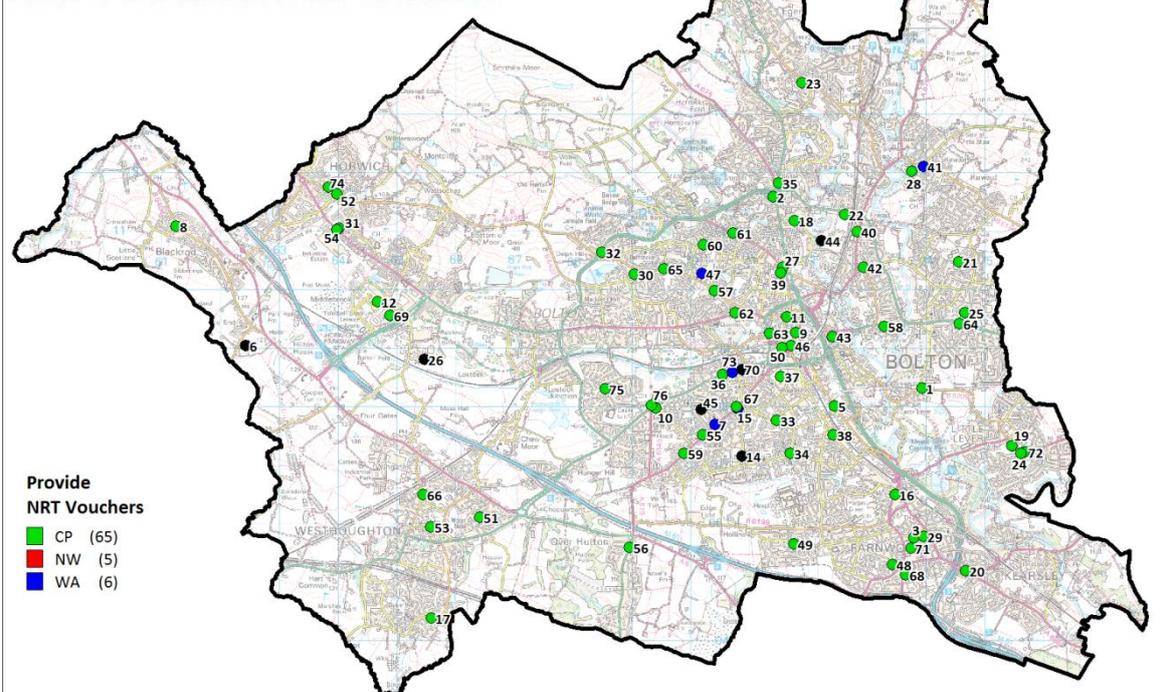
PUBLIC HEALTH SERVICES SMOKING CESSATION



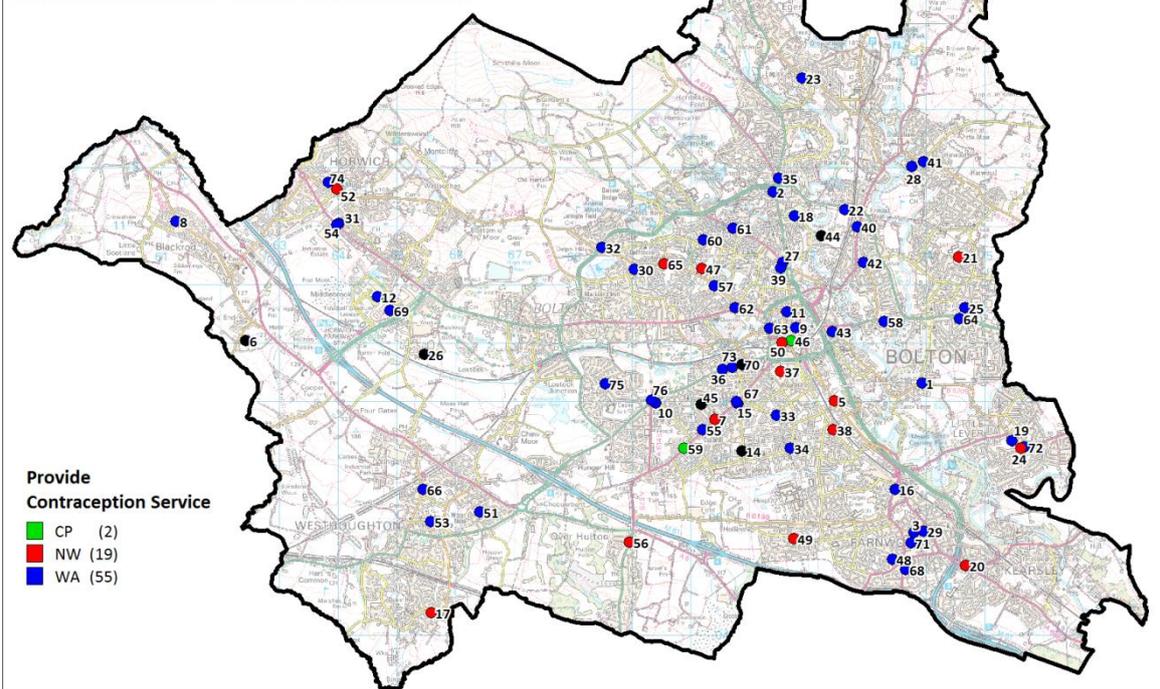
PUBLIC HEALTH SERVICES VERENICLINE PGD



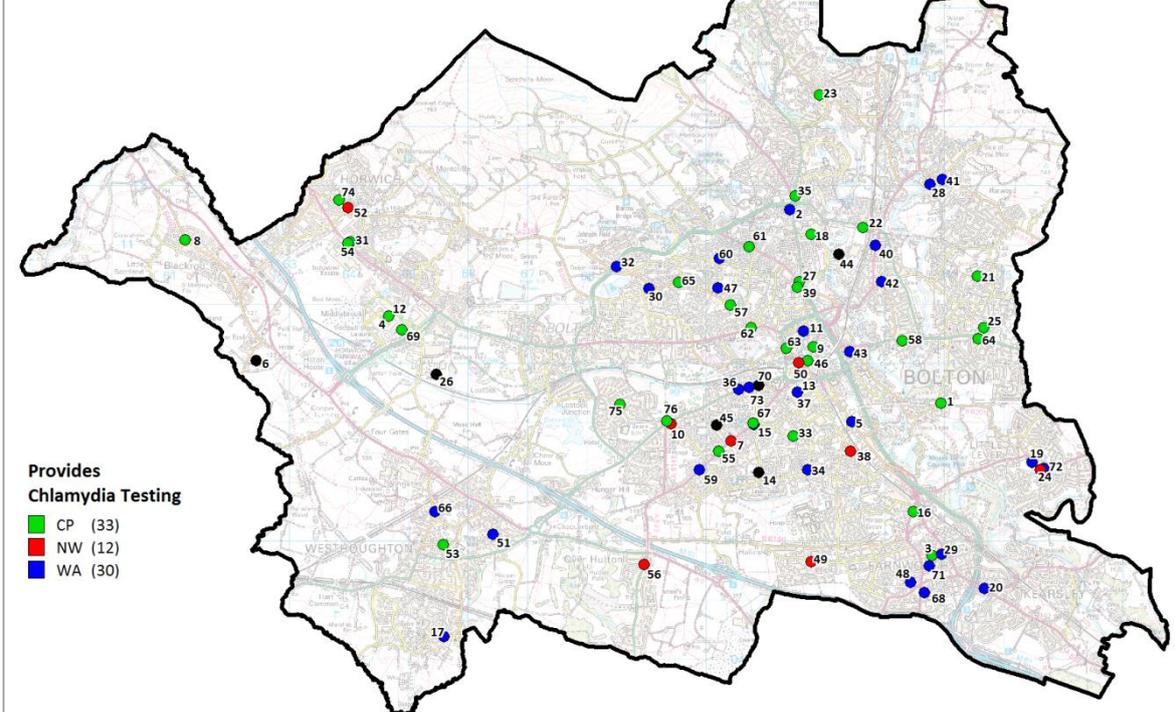
PUBLIC HEALTH SERVICES NRT VOUCHER DISPENSING



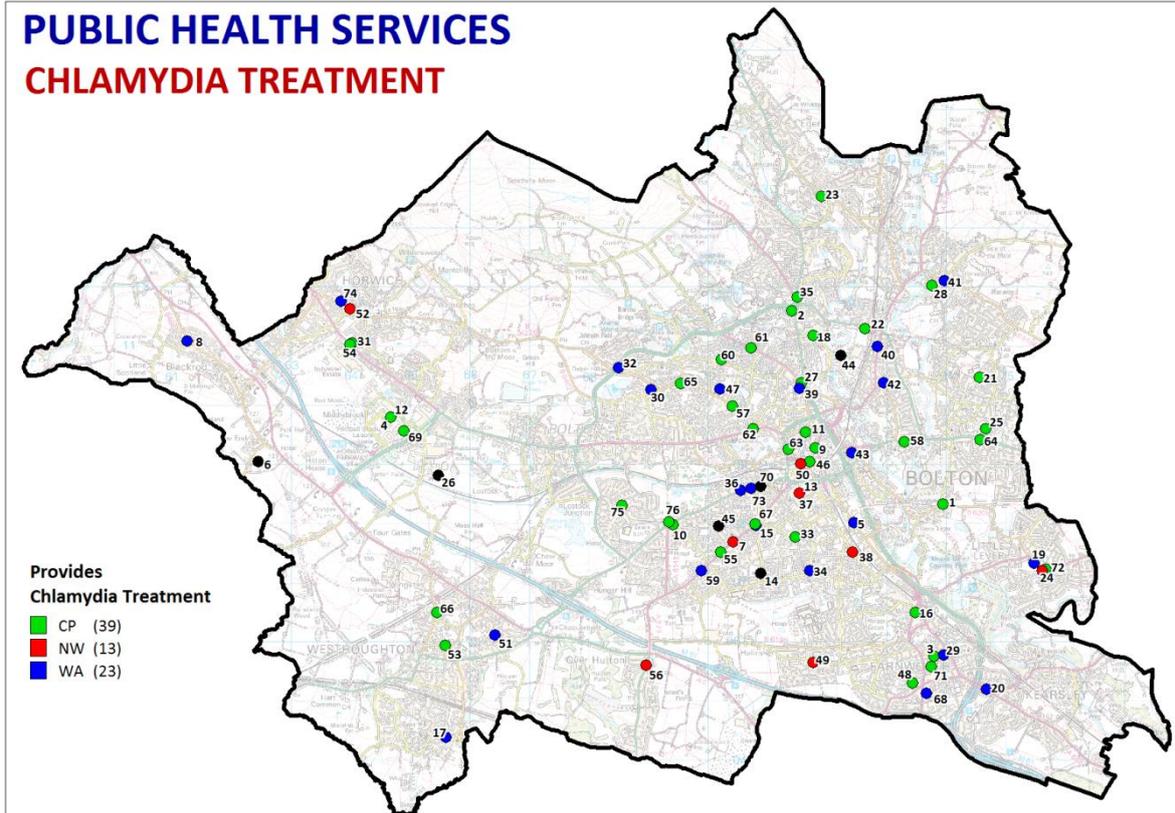
PUBLIC HEALTH SERVICES CONTRACEPTION SERVICE



PUBLIC HEALTH SERVICES CHLAMYDIA TESTING



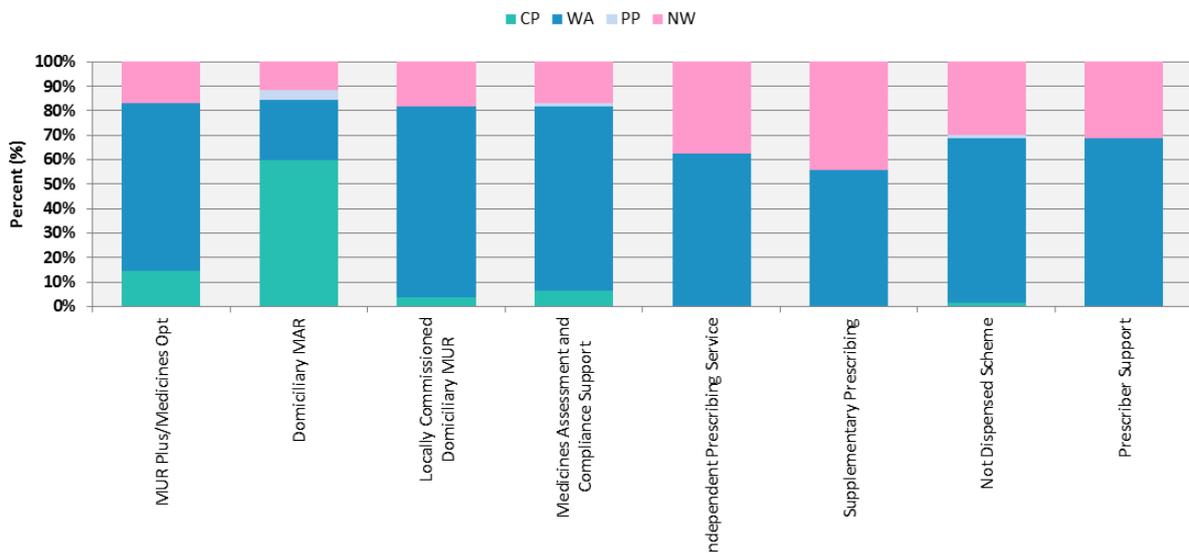
PUBLIC HEALTH SERVICES CHLAMYDIA TREATMENT



Medicines optimisation

Almost 60% of all pharmacies currently provide (CP) domiciliary MAR, and this is the most common medicines optimisation service provided in Bolton. The majority of pharmacies were willing and able to provide all of these services if they were to be commissioned. However, around 45% of pharmacies are not willing or able to provide a supplementary prescribing service.

Does your pharmacy provide any of the following medicine optimisation services?



Screening services

The top priorities chosen by local pharmacies that they would be most likely provide in the future are cholesterol screening, alcohol, and vascular risk assessment service. Screening services which are already provided are hypertension and diabetes, with 6.4% of pharmacies providing hypertension screening and 1.3% having a diabetes screening service available. The majority of pharmacies are willing and able to consider providing all screening services if they were to be commissioned. This is a positive finding as these largely tie in with Bolton's key areas of need as summarised in the main body of the PNA, and that there is acknowledgement and engagement amongst the pharmacies for these areas of work is promising for the future of preventative work in Bolton. As growing concerns however, both alcohol-related services and dementia-related services are likely to become more prominent in the future.

Which of the following screening services are you willing or able to provide?			
Answer Options	Willing and able to provide if commissioned	Currently providing company led/private service	Not willing or able to provide service
Alcohol	72.7%	0.0%	27.3%
Atrial Fibrillation	69.7%	0.0%	30.3%
Cholesterol	75.0%	3.9%	21.1%
Diabetes	71.4%	6.5%	20.8%
Gonorrhoea	71.1%	0.0%	28.9%
H. pylori	71.1%	0.0%	28.9%
HbA1C	71.1%	0.0%	28.9%
Hepatitis	61.4%	1.4%	37.1%
HIV	65.8%	0.0%	34.2%
Hypertension	65.4%	7.7%	20.5%
Phlebotomy Service	64.9%	0.0%	35.1%
Vascular Risk Assessment Service	72.4%	0.0%	27.6%

In addition to the above, 48 pharmacies have been signed up by their management companies to provide the chlamydia screening service but the claims that come into the Local Authority as commissioner are extremely low, suggesting pharmacies are not participating fully in this service at time of writing.

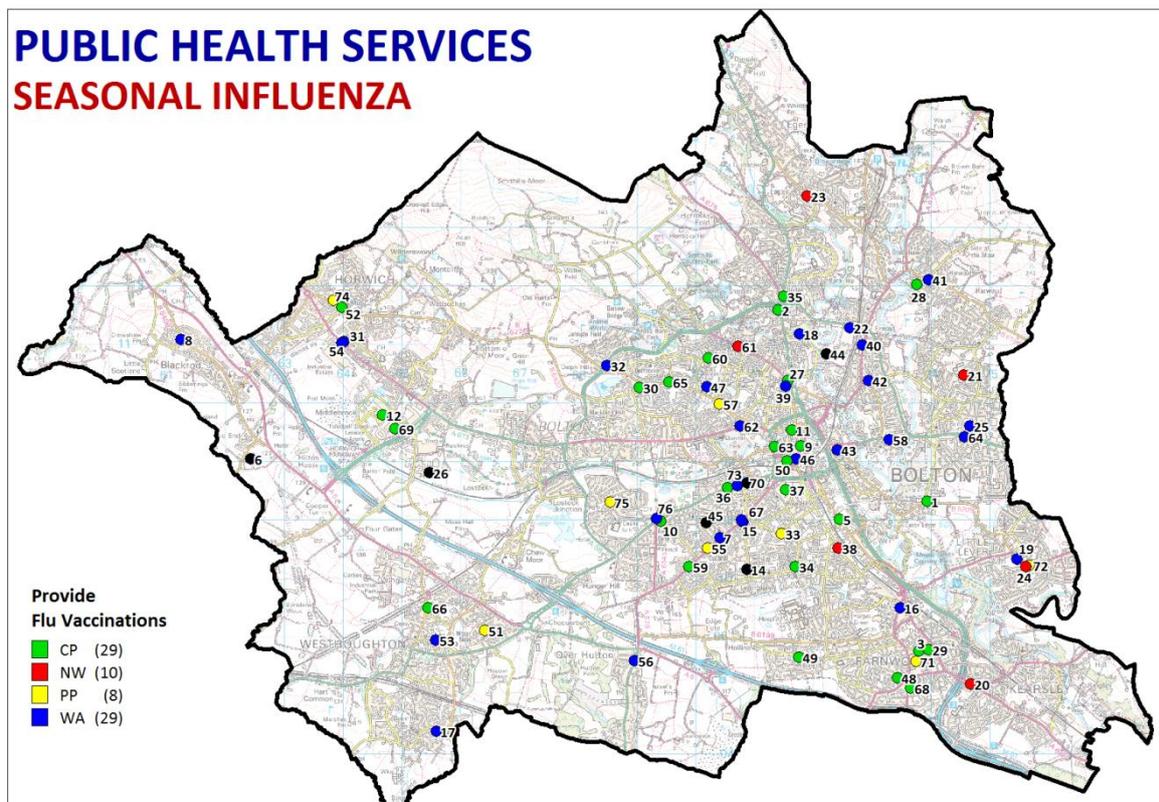
Vaccinations

Community pharmacists in England administered 950,765 flu vaccinations to patients under the national NHS Flu Vaccination Service in 2016/17. The average number of vaccinations carried out by each participating pharmacy was 113, although three contractors greatly

exceeded this by completing over 1,000 vaccinations each⁴. In Bolton 29 pharmacies state they are currently providing a seasonal influenza vaccination, 13.2% would not be willing or are not able to provide this service. However, other data sources suggest the actual figure providing this service is 32, not 29.

At present, 52 out of the 76 pharmacies state they would be willing and able to provide childhood vaccinations in the future. Just over a third however (34.2%) are not willing or able to provide this service. Only 1 local pharmacy states that they currently provide travel vaccines; however, anecdotally we believe at least three Bolton pharmacies provide this service and one does so especially for the Hajj.

Vaccinations			
Answer Options	Willing and able to provide if commissioned	Currently providing company led/private service	Not willing or able to provide service
HPV	67.9%	0.0%	32.1%
Hepatitis B	65.4%	5.1%	29.5%
Travel Vaccines	67.5%	10.0%	21.3%



⁴ Pharmaceutical Services Negotiating Committee <http://psnc.org.uk/services-commissioning/4-service-domains/public-health-services/>

Gaps in access or pharmaceutical need

When asked if the pharmacy had any gaps in access or pharmaceutical need they were aware of around 8% thought that their customers struggled to gain access to services or medicinal needs due to age and/or disability.

Are you aware of any gaps in access or pharmaceutical need for any of the following groups, relating to the following:		
Answer Options	Yes	No
Age	6	70
Disability	6	70
Gender	4	72
People with/about to have gender reassignment	4	72
Marriage and civil partnership	2	74
Pregnancy and maternity	2	74
Race	2	74
Religion or belief	2	74
Sexual orientation	2	74

3. Conclusion

Bolton's current pharmaceutical provision satisfactorily covers the resident population of the Borough, with the vast majority of people living within one mile of a pharmacy. There is a potential gap in 100 hour pharmaceutical provision regarding Westhoughton, but in reality many are open much longer when supplementary hours are taken into account and when demographical factors and Wigan's pharmaceutical provision are taken into account the needs of Westhoughton are adequately met by the full 40 hour/100 hour coverage currently on offer.

A quarter of Bolton pharmacies have no access for wheelchair users at the entrance, and almost half do not have disabled parking. However, this figure should be much lower which warrants further investigation as it may simply be due to the way in which the question was understood. The figure should be lower because pharmacies are required to comply with DDA requirements and make reasonable adjustments where necessary to facilitate this.

Virtually all of Bolton's pharmacies now provide prescription collection from GP practices, MDS, the management of repeat prescription requests for patients, MURs, NMS, and are set up to receive EPS2 prescriptions. Currently, 9 pharmacies also provide AURs with 6 more planning to provide this service in the future.

The provision of emergency hormonal contraception through over-the-counter sales, NRT voucher dispensing, and smoking cessation counselling service are the most commonly provided Public Health services across Bolton pharmacies. The provision of screening

services (with the exception of chlamydia) across Bolton pharmacies are currently rarely provided, however the majority confirm they are willing and able to provide these services if they were to be commissioned in the future.

From the last contractor survey, Bolton pharmacies have acted on key priorities which were set, most notably seasonal flu vaccinations. Going forward, Bolton's contractors have identified locally commissioned domiciliary MUR, MUR Plus/Medicines Opt, cholesterol screening, and alcohol screening as the services they have greatest interest in providing.