

**Healthwatch Worcestershire
Board Meeting in Public 26 November 2014**

**Healthwatch Worcestershire Response to Draft Worcestershire
Pharmaceutical Needs Assessment (PNA)**

1. What is the PNA

There is a requirement for Health and Well Being Boards to produce a Pharmaceutical Needs Assessment by 1st April 2015

The main aim of the PNA is to establish and review the current NHS pharmaceutical services provided to the local population ensuring that current and future services are of good quality, are easily accessible, meet local health and pharmaceutical needs and provide good use of NHS financial resources.

PNAs are used to guide decisions concerning which NHS funded services need to be provided by local community pharmacies and other providers. The PNA is also an essential tool for deciding if new pharmacies are needed when dealing with applications for entry onto the pharmaceutical list.

2. How has Healthwatch Worcestershire been involved in the PNA?

Healthwatch Worcestershire has a particular interest in community pharmacists because of the wider role that pharmacies can play in improving public health and reaching so called “hard to reach” groups.

Healthwatch Worcestershire has been involved in the Working Group that produced the PNA. Our role was as a “participant observer”, to make sure that the process included the views of people who use pharmaceutical services.

HWW, alongside other members of the Working Group, made detailed comments about the public/patient engagement questionnaire, to try and make sure that it asked the right questions to inform the PNA. We also distributed the questionnaire through our networks.

The responses from the Survey were combined with a lot of other detailed analysis to produce the DRAFT PNA.

The Working Group then asked for comments on the Draft PNA from the public and other key bodies. HWW distributed the draft PNA through our networks.

3. What is HWW response to the Draft PNA?

3.1 Summary

- HWW think that the PNA is an adequate picture of pharmacy provision in Worcestershire; we are not aware of any information that has not been included that could affect the statements or conclusions in the document or of gaps in services.
- HWW believe that it should be made clearer what is a conclusion from the PNA, and what is a recommendation.
- The wording of the recommendations should be strengthened
- HWW suggests the following two specific amendments. More information about the reasons for this are given below:

- “The PNA Working Group recommend that the Health and Well Being Board asks all contractors to provide an action plan setting out how they will respond to the points raised in the Draft PNA “Strategy to Reduce Barriers to Access Highlighted in Public and Service User Engagement”
- The PNA Working Group recommend that the Health and Well Being Board (HWBB) asks service commissioners to explore with representatives of community pharmacy how the development of “*pharmaceutical services*” can help to deliver the priorities of the HWBB in Worcestershire

- The PNA should make explicit reference to the role that pharmacies could play in supporting the implementation of Worcestershire’s Urgent Care Strategy and developments in primary care

3.2 Strengthening the recommendations raised in respect of responding to points raised through public engagement on the PNA

Access

- The recommendations in the Draft PNA currently state that: “improvements in health can be achieved by all pharmacies continuing to develop their range of services and skills and by utilising to the full, the current service profile to maximise the contribution they can make to improving health and well-being services”.
- One of the three examples given is: “The public engagement programme highlighted a number of areas where further service improvement can be made. Whilst some of these are individual opinions, many were made independently by significant numbers of patients. All contractors are encouraged to consider and reflect on the range of comments made as part of the process”

- The PNA contains within it a summary of the points raised through public and service user engagement. In excess of 1,400 completed forms were received and collated for analysis. HWW view is that this is a good level of public interest and participation. The PNA describes the positive feedback received and some of the concerns that were raised by people through the process
- The draft PNA contains on page 123 a “Strategy to Reduce Barriers to Access Highlighted in Public and Service User Engagement”
- HWW support the points set out in the Strategy for improvement or resolution of the points raised through the engagement
- We would however like to see some of the points drawn out from the public engagement widened and strengthened within the “Strategy to Reduce Barriers to Access Highlighted in Public and Service User Engagement”
- The Draft PNA describes access arrangements, in particular physical access to community pharmacies, and the pharmacy / GP dispensing environment. The responses to the public consultation highlight that “access” is a wider concept. The access needs of consumers with hearing difficulties and of people with learning difficulties were reported through the community engagement process. The JSNA also highlights the growing numbers of people in Worcestershire with visual impairment
- We would like to see “access” in this wider sense highlighted in the “Strategy to Reduce Barriers to Access Highlighted in Public and Service User Engagement” as an issue for contractors to assess their service against
- Public bodies could assist with this by drawing on good practice resources to produce an “access checklist”

Information

- Provision of information is a theme that recurs consistently in the feedback from public engagement - covering areas such as:
 - Opening hours
 - Lunchtime closure
 - Nearest “out of hours”, week end, bank holiday and Sunday services
 - Availability of consultation rooms
 - Awareness of the range of pharmaceutical services - including those on the essential services list as well as “advanced” and “enhanced” services
- HWW wants to see the issue of information provision addressed more specifically in the “Strategy to Reduce Barriers to Access Highlighted

in Public and Service User Engagement”. This is critical - if people are not aware of the service on offer and how they can access it then the ability of pharmacies to contribute to the wider health agenda is undermined

- We support the points in the Strategy about contractors updating NHS choices website regularly and running local publicity campaigns
- Contractors are required to provide a practice leaflet for the public as part of the clinical governance arrangements; the Draft PNA could recommend that this is reviewed in the light of the comments about information / access above
- Following on from the points above we would like to see the wording of the recommendation changed to:
“The PNA Working Group recommend that the Health and Well Being Board asks all contractors to provide an action plan setting out how they will respond to the points raised in the Draft PNA “Strategy to Reduce Barriers to Access Highlighted in Public and Service User Engagement”

3.3. Strengthening the recommendations about the range of services pharmacies could deliver

- The draft PNA recognises the role that pharmacies can play in relation to prevention, early intervention and early help. HWW think that it is right that the PNA should be put in the context of the challenges and changes facing health and social care in Worcestershire.
- The PNA identifies a range of services where there is an emerging evidence base that providing these services in a pharmacy setting can have a positive impact on Health and Well Being Board priorities and the wider public health agenda. It also describes innovative ideas that are being trialled elsewhere that could be applicable to Worcestershire.
- Currently the recommendations say: “The term “*pharmaceutical services*” however incorporates a range of services that can be commissioned from community pharmacy and it is acknowledged that the PNA presents an opportunity for representatives of community pharmacy and service commissioners to further explore how the development of “*pharmaceutical services*” can further help to deliver the priorities of the HWBB in Worcestershire”
- Following on from the points above we would like to see the wording of the recommendation changed to:
“The PNA Working Group recommend that the Health and Well Being Board (HWBB) asks service commissioners to explore with representatives of community pharmacy how the development of

“*pharmaceutical services*” can help to deliver the priorities of the HWBB”

4. Link to Worcestershire’s Urgent Care Strategy and developments in primary care

- HWW would like to see the draft PNA identify more explicitly the contribution that pharmacies can make to Worcestershire’s Urgent Care Strategy and developments in primary care
- The PNA already describes pharmacies role as a “first point of contact” for many consumers. However the NHS Evidence Resource Pack (page 36) states : “only 1% (*of respondents*) using a pharmacy for urgent advice”
- HWW would like to see more explicit reference to the potential role of pharmacies in relieving pressure on other primary care and emergency services, and what can be done to support the culture shift that will be required of consumers and the wider health economy to make this happen in practice.

5. Format of the draft PNA

- HWW received a few comments that the length of the Draft PNA was off putting, and this format did not encourage people to respond
- The Draft PNA is lengthy, however it is clearly structured.
- For the future it would be helpful to extract the Executive Summary and present this as a separate document, so that those with an interest in the provision of pharmaceutical services can more easily access the information
- The Draft PNA to be checked to make sure that where abbreviations are used that these have previously been explained in close proximity

HWW response to draft of Worcestershire PNA discussed at HWW Board Meeting in Public held on Wednesday 26th November 2014