

Telford & Wrekin PNA 2018/19 – 2020/21

Consultation Responses received during the 60 day consultation period

3rd January – 3rd March 2018**Comments from Steering Group Members**

- Should there be a definition of core hours and supplementary hours in the document? (Local Pharmaceutical Committee)
- The following should be added to section 6.4 Recommendations: Enhanced Services: Local commissioners need to encourage all community pharmacy providers to participate in the Pharmacy First UTI/ Impetigo service, and increase the number of consultations currently undertaken. Local commissioners also need to work alongside providers and patient groups to increase awareness and referral into this service. Consideration should also be given to the further development of clinically focused services that can be delivered through accredited community pharmacies, improving access for patients.
- The following should be added to section 11.2 Aspirational Services: Community pharmacies do and are ideally placed to support patient self-care, diagnosis of minor ailments and monitoring and review of long-term conditions. Pharmacist's clinical training enables them to use their skills to reduce the burden on general practice and out of hours' services, improving accessibility for patients.

Comments from Pharmacies

- Page 48 refers to Madeley Pharmacy this should read Anstice as per the rest of the report.
- Lakeside South states services available 9am – 6pm this is incorrect. Anstice Pharmacy is open until 8pm Monday – Friday. This also impacts on the overview.
- Have just checked the data with respect to our Rowlands branch in Hadley. The number of HLP champions is incorrect. We have 1 FTE HLP champion within the branch.
- Woodside address is given as Wensley Green. It's been Park Lane Centre for 12 years. I also believe that the opening hours for Lawley Pharmacy were incorrect.
- I was just wondering if there was a more accessible version of the Pharmaceutical Needs Assessment that our service users who might be able to access at all, to ensure that they are able to respond during the consultation period?
- Our total hours Monday to Friday are right 9 to 6 with no gaps and then 9 til 1 on a Saturday, sorry to bother you but does it matter that the middle of the day and Saturdays are on in blue as supplementary? (Priorslee Pharmacy)
- I have reviewed the PNA for Telford and Wrekin and have noted that Priorslee Pharmacy is showing as NOT providing NHS Flu in 2017-18 (appendix IX) – which they are. Please can this be amended?
- However – I am also a little confused as to why this is listed as an Enhanced Service; - I thought it was an Advanced Service in England?
- Just a few observations our opening hours are incorrect our core hours are 8am-9pm Monday to Saturday only closing for lunch at 2pm on Saturday. Sunday we are open 10-4pm and we offer all services within these core hours not just 9-5pm. HLP we have one trained champion.

- We are now supplying the Naloxone injection to those patients / clients who we feel may be at risk. All staff have completed training (Lawley Pharmacy)
- I've had a look at the hours that the LA used for contractors but unfortunately it is a little dated. My understanding of the consultation period and the PNA was to update the current provision of services. So our hours should read Monday, Tuesday and Thursday & Friday till 8pm Wednesday till 7.30pm. Can our hours be adjusted accordingly? (Lawley Pharmacy)
- South Lakeside opening hour summary stats pharmacies all close at 6pm on a weekday, when we are actually open until 8pm. On detailed breakdown our hours are listed correctly, but when referencing that we have opened until 8pm weekdays and till 5pm on a Saturday since 2016, they call us Madeley Pharmacy whereas we are known as Anstice Pharmacy throughout the rest of the report. We are down that we will soon be a HLP, which isn't the case, we are a HLP level 1 now. (Anstice Pharmacy)
- I have just looked through the Draft PNA and have noticed an inaccuracy on page 46 in section 10.3.2. Saturday Pharmaceutical Service Provision. This shows our Saturday opening hours as 7am to 9pm which is incorrect, we currently open from 7am to 10pm. The opening hours appear to be correct in the main opening hours section 13.8. Appendix VIII –Community Pharmacy Opening Times. (Asda Donnington)
- As Inclusion is being renamed STARS should this be changed in the document?

Telephone comments from care agency

- "Waiting lists for compliance aids – this is becoming a problem" (Response from carer).

Inclusion

- This is a very thorough and comprehensive document. My only comment from a SMS perspective is the coverage of SC (supervised consumption). As more and more people move to houses of multiple occupancy in South Telford we have less availability for SC. At the moment the pharmacists are full, even Aqueduct. We have no more patients in treatment and it is unlikely numbers will be going up, however the distribution of them due to available accommodation has changed, therefore putting a lot more pressure on the South of Telford. I have arranged for Woodside to increase their numbers but we still do not have enough provision in those areas. Also when reading the specs it talks about the pharmacists being competent. Is that something done via yourselves?

Telford Patients First

- Looked through the draft and it seems ok apart from page 96 It's got the numbers mixed up as per Malinslee (25)

Shropshire Local Pharmaceutical Committee

- Firstly, we should like to deal with any minor inaccuracies to ensure proper representation of contractors and services within the PNA. There are three corrections required:
- Rowlands Pharmacy, Hadley has HLP status with 1 FTE health champion
- Woodside Pharmacy is at the address of Park Land Centre, Woodside and not as stated;

- Lawley Pharmacy's opening hours are reported incorrectly and are as follows - 8.45am-8pm Monday, Tuesday, Friday; 8.45am-7.30pm Wednesday, Thursday and 9am – 12noon Saturday; Lakeside South states services available 9am – 6pm this is incorrect it is open until 8pm. Anstice Pharmacy is open until 8pm Monday-Friday, it is called Madeley Pharmacy also in the report but should be known as Anstice throughout. Please also note that Anstice is now a HLP now and not working towards this anymore.
- 11.1 Recommendations: We agree that there is adequate provision of pharmaceutical services in Telford and Wrekin, New contract applications can only be considered under the Regulations if there are significant changes in the health needs and therefore pharmaceutical needs of a population. Despite the development of Sustainability and Transformation Plans and those of Future Fit, contractors cannot be granted due to only anticipated future needs which may not transpire.
- 11.2 Aspirational Services: Community pharmacies do and are ideally placed to support patient self-care, diagnosis of minor ailments and monitoring and review of long term conditions. Pharmacists' clinical training enables them to use their skills to reduce the burden on general practice and out of ours' services. The Local Pharmaceutical Committee supports the utilisation of NHS resources to increase access to pharmaceutical services, and throughout workforce training, to widen the access and range on offer. The LPC has instigated meetings between SaTH

Comments from Healthwatch

Healthwatch Telford and Wrekin regret that we were not more closely involved in the original consultation and hope that in future we can work together to engage more people in the Pharmaceutical Needs Assessment at these early stages. However, we summarised the PNA documents for the final consultation and posted these on our website. They were also shared through social media and across our network – we asked people to share their feedback directly with Hitesh.

We also receive feedback continuously and have the opportunity to discuss various issues or insights with groups that we engage with. Our Feedback Centre, available through our website, provides the public with a place to provide feedback about their local services and see what others have to say. With regards pharmacies this feedback is generally very positive. Our comments here reflect not only this feedback but also those collected through direct discussions with local people in Telford and Wrekin.

Medicines Use Reviews

Feedback appears to indicate that many patients are unaware of this option, particularly those with mental health or long term conditions. Some patients waiting to access GP appointments might be better served by their pharmacist, who can offer them advice about the medicines that they are on. Both pharmacists and GP surgery receptionists should encourage those who are unsure about their medication to access this advice via their local pharmacy rather than their GP – it is advisable to consider why they might want to discuss it with their GP, however.

Awareness of Services

We would like to better understand how Telford & Wrekin are working towards increasing the local population's awareness of the types of services available through their pharmacies.

Prescription Ordering Department Service Feedback

The population of Telford & Wrekin have shared a significant number of negative stories about this service. Understanding that it is new and may be experiencing teething problems it is still important to recognise that many of its users are unhappy with the way the service is being delivered. The two most common comments are:

- Unanswered phones.
- Problems with staff attitude including the way they are asked about medication use and feeling they are insensitive to their needs.

We understand that the phone lines are being upgraded and that this should solve the former issue. We would also ask that the service is explained in more detail to users along with alternatives such as electronic prescriptions. Each user should feel that they are being questioned about their medication use to ensure that it best suits them rather than feeling that it is a cost-cutting exercise.

Newport Provision

We feel that as Newport is the location of a university that sexual health services should be better accessible, especially during out of hours and weekends. Whilst the university does have some limited services such as access to condoms we do not feel that this is sufficient as they may not be easily accessible during holidays.

Unmet Needs

There are some unmet needs that we feel must be made clearer within the PNA. The absence of health services in certain rural areas suggests that for some of the population it is much more difficult to access these. The inclusion of 'aspirational' services also indicates that there are services that could potentially be available. In particular we would draw attention to the high number of respondents within the survey (57% or 155/272) who indicated that they would be interested in pharmacies providing blood pressure monitoring. We have received feedback previously from people who are unhappy with being placed on a waiting list for a blood pressure monitor from their doctors and do not want to pay to purchase one. This seems less aspirational and more rational.

Needle Exchange

We would like to draw attention to the fact that although supervised consumption is available in Newport there is no needle exchange programme. As harm reduction is a key objective of the Telford & Wrekin Drug and Alcohol Strategy we feel that there should be a pharmacy where this is available that can serve the local community in Newport.

Impact of STP and Future Fit

Local services at community, primary and secondary care level will potentially face an overhaul of provision before the next PNA. We feel that this is an opportunity to see how the 'aspirational services' listed can be considered as part of the new delivery model. It is also important to continue to monitor and improve people's awareness of the services provided at pharmacy level. This might involve more targeted campaigns at certain times of the year or linking directly to local GP services. We suggest that going forward services at every level endeavour to work together to better serve the local population.

Digital/Online/Internet Pharmacies

More and more services are available through online means. The local population of Telford and Wrekin are able to access certain of these services via internet pharmacies including sexual health services, diabetes, migraine, asthma, travel, and more. They can also get via

online pharmacies, with some even offering consultation and treatment. These types of services are convenient for patients but are not included in the PNA.

Accessibility of the PNA

The report totalled 135 pages and dealt with complex datasets. We would advise that the PNA is made more accessible through easy read versions and different formats so as to reach a wider proportion of the population.

What Next?

Healthwatch Telford and Wrekin plan to engage with pharmacies within the period 2018/19 to increase feedback from users. We also aim to engage with those who live in more rural areas to ensure that their health and social care needs are being met. This will involve working with local parish councils and businesses. We hope that our comments are well received and that we can work together to ensure that pharmacy provision in Telford & Wrekin is not just acceptable but best for all areas of the community.