

Telford & Wrekin Pharmacy Needs Assessment 2018/19 – 2020/21

Community Impact Assessment

Overview

- Community pharmacies are a valuable and trusted public health service. The scale of daily contacts with the public means there is real potential to use community pharmacy teams more effectively to improve health and wellbeing and to reduce health inequalities.
- From 1st April 2013, Health and Wellbeing Boards (HWB) in England assumed the responsibility to publish and keep up-to-date a statement of the needs for pharmaceutical services of the population in its area, through Pharmaceutical Needs Assessment (PNA).
- PNAs have been used historically by the NHS to make decisions on which NHS-funded services need to be provided by local community pharmacies. Now following transition of public health services to local authorities, PNAs should also be used to assess the contribution of community pharmacies to local public health programmes.
- In addition, PNAs will be used by NHS England when deciding if new pharmacies are needed, in response to applications by businesses, including independent owners and large pharmacy companies. Applications are keenly contested by applicants and existing NHS contractors and can be open to legal challenge if not handled properly.
- The previous PNA identified EHC provision for under 25s as having a possible negative impact on older women. Provision of EHC to over 25s was considered, however this was deemed not to be financially justifiable given recent changes in NICE guidance. EHC for this age group continues to be provided free of charge through general practice and sexual health services and is available to purchase over the counter.
- The previous PNA also identified language provision as a possible gap. Language line (a phone translation service) was considered but deemed not to be financially justifiable as there is no additional funding for this. Pharmacists were asked to be mindful of their community's needs and to relay information in a clear and understandable way, writing down key messages for the patient and where possible offering leaflets in different languages. Alternative pharmacy resources were also signposted including pharmacy label translation services and emergency multilingual phrasebooks.
- Healthy Living Pharmacies are a new initiative aimed at promoting public health messages through pharmacies. The majority of pharmacies in Telford & Wrekin have registered as level 1 Healthy Living Pharmacies, in which they have to meet quality criteria defined by Public Health England. One of these is the provision of a Health Promotion Zone where education materials and campaign material is displayed and this must appeal "to a wide range of the public including men and women, young people, smokers, people with long term conditions, learning difficulties and older people. Where the community includes a significant ethnic minority group, then their needs must be accommodated."

The PNA affects all residents of Telford and Wrekin, in particular it affects;

- **Customers/service-users** – the general public

APPENDIX C

- **Partners** – Health & Wellbeing Board partners: the Council, NHS Telford & Wrekin, NHS England Shropshire and Staffordshire Area Team, Health Watch Telford & Wrekin
- **Employees** – providers of community pharmacy services and their staff

The PNA is covers the years 2018/19 – 2020/21. After this period the analysis will be reviewed and a new analysis completed.

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Date started	January 2018
Other officers/Stakeholders involved	See below for Telford and Wrekin Pharmaceutical Needs Assessment Steering Group membership

Name	Role/Title	Organisation
Helen Onions	Consultant in Public Health (chair)	Telford & Wrekin Council
Dr Clare Brehmer	Specialist Registrar in Public Health	Telford & Wrekin Council
Hitesh Patel	Pharmaceutical Adviser	NHS Telford & Wrekin CCG
Lynne Deavin	LPC Business Development Officer	Shropshire Local Pharmaceutical Committee
Stacey Norwood	Public Health Commissioner	Telford & Wrekin Council
Jennifer Davies	Public Health Practitioner	Telford & Wrekin Council
Helen Homer	Senior Research & Intelligence Officer	Telford & Wrekin Council
Andy Pickard	Pharmacy Advisor	NHS England North Midlands
Amanda Alamanos	Primary Care Lead	NHS England North Midlands
Aislinn Bergin	Patient Engagement Lead	Healthwatch Telford & Wrekin

Section 2 – Impact Assessment

The positive and negative impact of the elements of the PNA have been considered in relation to protected characteristics relative to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

	Impact (X)		
	Positive	Negative	None
People of different ages	X	X	
People with ill health or people with a disability	X		
People of different gender			X
People who are transgender			X
Different racial groups		X	
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding	X		
People that are married or in a civil partnership			X
People affected by deprivation	X		

It has been assessed that there are no positive or negative impacts of the PNA process or recommendations which have emerged for the following: gender, transgender, religion or beliefs, sexual orientation, marriage or civil partnership.

The identification of impacts relates to the introduction or change of services incorporated in the PNA.

This decision has been made on the basis that the PNA is a fully inclusive process and as part of the wider Joint Strategic Needs Assessment, adopts the principles of the Health and Wellbeing Strategy vision “*To improve the health & wellbeing of our communities and address health inequalities*”. As such the community pharmacy services commissioned by Health & Wellbeing partner organisations are expected to be delivered irrespective of the protected characteristics of service users and taking account of the individual needs of people.

Expected impacts

People of different ages

The public survey on views on community pharmacy was a key component of the PNA process. People aged 45-64 years accounted for 39.9% of all survey respondents therefore this middle aged group were over represented in the survey given that the proportion of this age group in the general population is circa 26%. However, this age group are key users of community pharmacy services along with people aged 65 years and over. *(Positive impact)*

Younger people under 25 years were under represented in the public views survey.

Teenage pregnancy is a health issue which has been prioritised by the Telford & Wrekin Health and Wellbeing Board. At present Emergency Hormonal Contraception is on offer free of charge to women under age 25 years, promoting equal opportunities of access to this emergency medicine for younger women *(positive impact)*. Telford Town Centre pharmacies delivered a third of all EHC activity in 2016/17 which indicates that this service is easily accessible for young people and provides anonymity. *(Positive impact)*

However, there are concerns that the cut off at age 25 for this service produces a negative impact for women above 25 years *(Negative impact)*

Chlamydia testing is offered to young people under 25 in community pharmacies, in line with the National Chlamydia Screening Programme requirements. *(Positive impact)*

A map identifying the distribution of pharmacies across areas with high proportions of older people has been produced.

People with ill health or people with a disability

54.3% of the PNA public survey respondents reported suffering from a long standing limiting illness, disability or infirmity, compared to 18.2% of people in the general population as a whole. Therefore people with a long standing illness or disability were over represented in the survey.

All community pharmacies have a responsibility to meet Equality Act 2010 requirements and pharmacies are actively expected to ensure patients/public are able to access their services. Contractors work to resolve any associated issues where these arise. Specific examples of this would include prescription collection and delivery services, medication adherence support services *(positive impact)*

A map identifying the distribution of pharmacies across areas with high proportions of people reporting long term limiting illness has been produced.

Women who are pregnant or breast-feeding

The Health Start Vitamins programme has operated in community pharmacies throughout Telford & Wrekin for a number of years. Under the national scheme the programme offers vitamins for pregnant women and their infants. This scheme has a positive impact on the health pregnant (positive impact)

People affected by deprivation

There are clear inequalities in health in Telford & Wrekin related to reduced life expectancy and socio-economic deprivation in our communities. As such improving life expectancy and reducing the associated health inequalities are included within the Health & Wellbeing Board's priorities. There are also inequalities in health identified within the other priorities, including the following which are relevant to community pharmacy service provision: smoking, teenage pregnancy and sexual health and substance misuse. There are clear recommendations in the PNA made to continue the provision of Chlamydia testing and treatment, Emergency Hormonal Contraception, supervised consumption for opiate addiction, needle exchange and smoking cessation services across the Borough. (Positive impact)

Section 3 - Consultation

The national guidance for PNAs is explicit regarding the statutory consultees which must be considered as part of the 60 day consultation process. These consultees include the following:

- any Local Pharmaceutical Committee for its area (including any Local Pharmaceutical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs) – **Shropshire and Telford Local Pharmaceutical Committee**
- any Local Medical Committee for its area (including any Local Medical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs) – **Shropshire Local Medical Committee**
- any persons on the pharmaceutical lists and any dispensing doctors list for its area – **all community pharmacies and the one dispensing GP practice in Telford & Wrekin**
- any LPS chemist in its area with whom the NHS England has made arrangements for the provision of any local pharmaceutical services;
- any Local Healthwatch organisation for its area, and any other patient, consumer or community group in its area which in the opinion of HWB has an interest in the provision of pharmaceutical services in its area – **Health Watch Telford & Wrekin**
- any NHS trust or NHS foundation trust in its area – **Shrewsbury & Telford Hospitals NHS Trust, Shropshire Community Health Service Trust, Shropshire & Staffordshire Mental Health Services Foundation Trust**
- NHS England – **Shropshire and Staffordshire Area Team**
- Any neighbouring Health and Wellbeing Board – **Shropshire Health & Wellbeing Board**

The 60 day consultation period for these statutory consultees ran from Wednesday 3rd January 2018 until Sunday 4th March 2018. The draft PNA was published for consultation on the NHS Telford & Wrekin website. The consultees were all contacted regarding the publication and the launch was well publicised. Although there is not an expectation that PNAs are subject to public consultation the consultation was publically available and comments invited from all those who wished to contribute.

Engagement

The PNA process included a survey of public views on community pharmacy which was undertaken between 1st September and 30th September 2017. The survey consisted of 12 questions covering themes such as awareness of and access to services and levels of satisfaction. Standard socio-demographic questions were also included. The survey was publicised on the NHS Telford & Wrekin website and to Council staff through the intranet. A number of visits to community support groups were undertaken to obtain survey responses. There were 282 respondents in the survey (See Pharmacy User Survey Report for further details)

A professional stakeholder survey was carried out as part of the PNA with all community pharmacies. The survey asked contractors to consider the needs of their local population and which additional services they were willing to provide if commissioned.

Ongoing engagement

As part of our ongoing commitment to promote the use of our community pharmacies we will be actively seeking the views of our contractors about what they feel is required in their local communities.

We will continue to engage with our local Healthwatch colleagues to ensure we are continuously addressing local health needs.

Section 3 – Mitigating Actions

Emergency Hormonal Contraception – lack of access to free contraception for women aged over 25 years. The commissioner of sexual health services has considered expanding the service to women aged over 25 years old. Currently, there is insufficient justification to implement such a change. However, the need for EHC provision for those over 25 will continue to be monitored to inform the future commissioning of services.

Supporting people with language barriers – This was noted in the previous PNA and in the 2017 Pharmacy survey, several pharmacists stated languages (particularly Polish) that were spoken in the community but not by a pharmacist. This was not brought up as a specific problem by pharmacists or community members, however this will continue to be assessed. Pharmacies are encouraged to write down information, offer leaflets in different languages, use label translation services and the emergency multilingual phrasebooks where required. Using local community based support groups may also be considered. A number of our pharmacies are well positioned in local communities encouraging them to make links with community groups will raise the profile of pharmacy and potentially help to resolve communication difficulties.

It should be noted that the Community Language Information Standard is in development and will encourage a more consistent approach across the health economy.

A map identifying the distribution of pharmacies across areas of the borough with high proportions of community members who have limited ability to comprehend or speak English has been produced.

Conclusion

In summary, the expansion of services provided by pharmacies more widely across the Borough will improve access to services for those who have traditionally the least opportunity to access preventative services. The changing nature and increased reliance on prevention information, advice and guidance provided by pharmacies will offer a more comprehensive response to the local needs identified in the PNA. This approach which is designed to reduce inequalities will advance the equality of opportunity for people living in Telford & Wrekin.

The PNA sets out recommendations to further develop the relationship with community pharmacy, the commissioners of these services in the Council and the NHS and more widely across the health economy. This helps develop good relations between different communities and across Health & Wellbeing Board partners.

Section 4 – Review and Monitoring

The PNA is due to be considered by the Health & Wellbeing Board on 8th March 2018 and will be published by 1st April 2018 in line with the statutory duties of the Board.

Actions

Health Equity Audits (HEAs) will be undertaken for public health services provided in community pharmacies to assess the provision, uptake and outcome of public health services in relation to age, gender, ethnicity and socio-economic deprivation.

Actions:

Agree set of HEAs to be undertaken from September 2018.

First review of HEA cycle to be completed by September 2019.

Emergency Hormonal Contraception

Actions:

Continue to monitor the demand/need for EHC prescribing in women aged over 25 (June 2019)

Enhanced PNA Mapping to support evidence based decision making related to PNA objectives

Actions:

Develop granular maps indicating levels of older people, people reporting long term limiting illness and non/limited English speaking communities alongside community pharmacy provision into the PNA review process to support future informed decision making.

Supporting people with language barriers

Action:

Ensure that the campaign and awareness raising programme recommended to publicise community pharmacy services uses resources and materials in different languages and that local community based support groups are used, where relevant to develop local publicity materials.