



Report of Amanda Healy, Director of Public Health, Adult and Health Services, Durham County Council

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 The purpose of this report is to present the Health and Wellbeing Board with the first annual update of the Pharmaceutical Needs Assessment (PNA) 2018-21 action plan (see Appendix 2).

Executive Summary

- 2 This report describes the annual progress against the actions described in the PNA action plan. Overall, good progress has been made and a number of collaborative workstreams are ongoing (e.g. monitoring changes to pharmaceutical services; supporting access to medicines and appropriate use of pharmacy services; ongoing work with Healthwatch and a local pharmacy awareness raising campaign).

Recommendation(s)

- 3 The Health and Wellbeing Board is recommended to:
 - a) Consider the first annual update of the PNA 2018-21 action plan.
 - b) Note the progress to date, and the ongoing and future workstreams.

Background

- 4 As part of the publication of the PNA in April 2018, an accompanying action plan was developed under the headings of the three key statements in the PNA which are:
 - a) There are sufficient pharmaceutical services in the 6 localities in County Durham.

- b) There is still scope to further develop locally commissioned services from the existing service providers in order to further support targets in the Joint Health and Wellbeing Strategy (JHWS). These services should particularly focus on:
- i. The growing older population, the integration agenda, and incorporating pharmacy services into Teams Around Patients (TAPs).
 - ii. The further expansion of community pharmacy based public health services now that every pharmacy is working towards becoming a Healthy Living Pharmacy (HLP).
 - iii. Continuing to ensure that pharmacy supports key priorities in the Sustainability and Transformation Plans (STPs) around the promotion of self-care, a more appropriate use of health services, and the development of urgent care services.
- c) In order to achieve these developments, the public need to be made aware of what pharmacy can do, by all stakeholders working together to promote the role of pharmacy in County Durham.
- 5 This report describes the annual progress against the actions described in the PNA action plan.

Conclusion

- 6 The Health and Wellbeing Board is recommended to:
- a) Consider the first annual update of the PNA 2018-21 action plan.
 - b) Note the progress to date, and the ongoing and future workstreams.

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Appendix 1: Implications

Legal Implications

The role of the HWB in relation to the publication of a PNA and changes to pharmaceutical services are contained in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

Finance

No significant implications within the current workstreams.

Consultation

No implications.

Equality and Diversity / Public Sector Equality Duty

Community pharmacy can target hard to reach groups and tends to be situated in the heart of deprived communities, thereby reducing inequalities.

Human Rights

Residents have the choice to access pharmaceutical services.

Crime and Disorder

None.

Staffing

No significant implications within the current workstreams.

Accommodation

Pharmaceutical services based within pharmacies and GP practice dispensaries across County Durham.

Risk

The HWB is fully supported in the production of a PNA and ongoing monitoring of changes in pharmaceutical services.

Procurement

No significant implications within the current workstreams.



Pharmaceutical Needs Assessment 2018-21

**First annual update of the
PNA action plan**

April 2019

Introduction

As part of the publication of the PNA in April 2018, an accompanying action plan was developed under the headings of the three key statements in the PNA which are:

1. There are sufficient pharmaceutical services in the 6 localities in County Durham.
2. There is still scope to further develop locally commissioned services from the existing service providers in order to further support targets in the Joint Health and Wellbeing Strategy (JHWS). These services should particularly focus on:
 - The growing older population, the integration agenda, and incorporating pharmacy services into Teams Around Patients (TAPs).
 - The further expansion of community pharmacy based public health services now that every pharmacy is working towards becoming a Healthy Living Pharmacy (HLP).
 - Continuing to ensure that pharmacy supports key priorities in the Sustainability and Transformation Plans (STPs) around the promotion of self-care, a more appropriate use of health services, and the development of urgent care services.
3. In order to achieve these developments, the public need to be made aware of what pharmacy can do, by all stakeholders working together to promote the role of pharmacy in County Durham.

This is first annual update of the PNA action plan. It describes the actions and the progress to date under each of the three key statements in the three tables that follow.

Key statement 1: There are sufficient pharmaceutical services in the 6 localities in County Durham

Title	Comments	Action	Annual Update
Access to services		<u>HWB action:</u> HWB to keep this key statement under review as urgent care primary care services develop, and as part of its ongoing responsibility to assess the impact of ongoing changes to pharmaceutical services, e.g. pharmacy closures, in order to determine if these changes are significant and would therefore be relevant to the granting of future pharmaceutical applications.	<p><i>Ongoing changes to pharmaceutical services:</i> The Director of Public Health submits a routine report to HWB members describing pharmaceutical applications and responses submitted by the HWB Chair to NHS England. In 2018-19, responses have been submitted to NHS England for a distance selling application in Sacriston (taking the total number of pharmacies in County Durham to 126), and a no significant change relocation in Chester-le-Street.</p> <p><i>Urgent care provision:</i> See Key Statement 2.</p>
Dispensing GP practices	<i>AWHOSC comments during the public consultation:</i> Following the recent closure of the St John's Chapel dispensary, the Committee has previously expressed its concerns at the way in which this was handled particularly regarding engagement with the local community, the OSC, and the HWB.	<u>CCG action:</u> The CCG has plans to support business planning in GP practices in order to e.g. prevent future closures of GP practice dispensaries.	In April 2019, there are still 16 dispensing GP practices in County Durham. However, the dispensary at the West Rainton GP practice will close on 1 st May and due process is being followed.
Delivery of medication in rural areas¹	<i>Lartington Parish Council comments during the public consultation:</i> On the occasional lack of access to urgent medication following GP home visits,	<u>HWB action:</u> HWB to recommend that options for medicines delivery in the Dales should be explored, taking into account the concerns expressed in Teesdale and Weardale, the contribution of all	This work has now begun. All pharmacies in the Dales locality were contacted in March 2019 to determine the nature of their goodwill delivery service. Practice managers in the Dales GP practices will then be contacted for their views.

¹ Pharmacy delivery services are non-commissioned goodwill services. In the May 2017 community pharmacy survey, there are generally one to two pharmacies in each locality that do not provide a delivery service.

Title	Comments	Action	Annual Update
	<p>consideration should be given to the provision of an emergency delivery service on those occasions when it is clear that a medicine is urgently needed but cannot be easily obtained.</p> <p><i>AWHOSC comments during the public consultation:</i> It is essential that there is a good distribution of pharmaceutical services in the County and for patients to access services including extended opening hours and delivery services for those rural communities.</p>	<p>stakeholders (e.g. dispensing GP practices, community pharmacies), and all the options available to patients to receive their medication.</p>	<p>Healthwatch will also be asked to consult with residents in the Dales area on medicines deliveries as part of a future request from the Council Public Health Team to undertake a patient consultation exercise at the beginning of 2020 in order to inform the PNA for 2021-24.</p>
<p>eRepeats</p>		<p><u>CCG and LPC action:</u> All stakeholders to continue to work together to support the ongoing utilisation of eRepeats in order to support convenience and ease of access to pharmaceutical services for patients across County Durham.</p>	<p>The CCG medicines optimisation team continues to work proactively with GP practices to support this agenda.</p> <p>The CCG and LPC have continued to work collaboratively with NHS Digital on the roll out of eRepeats in 2018, e.g. by hosting events for practitioners across County Durham and Darlington. Following these events, a repeat dispensing eLearning programme was developed by NECS and NHS Digital at https://medicines.necsu.nhs.uk/education-training/erd-elearning/ to promote the benefits of electronic repeat dispensing and the practical aspects of its introduction into practice.</p> <p>As part of the GP contract 2019/20, there is a renewed national focus for electronic ordering of repeat prescriptions and electronic repeat dispensing.</p>

Title	Comments	Action	Annual Update
Disability issues²	<p><i>AWHOSC comments during the public consultation:</i> There are some concerns within the report of some pharmacies being inaccessible to wheelchair users. This must be addressed by pharmacies.</p> <p><i>Healthwatch report comments during the public consultation:</i> Specific issues were raised by blind and partially sighted customers. To address these issues respondents said that brail dots on medication and being made aware of any changes to packaging would support these customers.</p>	<p><u>LPC action:</u> LPC to work with local contractors to highlight the simple practical steps that can be followed for blind and partially sighted customers when dispensing medicines; and to explore the feasibility of improving unaided pharmacy wheelchair access across the County.</p>	<p>In the summer of 2018, the LPC contacted a sample (n=17) of the 24 pharmacies that had indicated that their premises did not have unaided wheelchair access. Pharmacy staff are generally very aware of the needs of their disabled customers. Mechanisms to assist disabled customers onto pharmacy premises without unaided access were found to include patients alerting pharmacy staff that they need assistance (e.g. by ringing a bell at the entrance); provision of a portable ramp by pharmacy staff; or signposting to nearby stores which do have unaided access. This information was then fed back to Healthwatch which found this satisfactory.</p> <p>In the summer of 2018, the LPC also attended a blind and partially sighted patient group meeting in Durham to discuss the general offer from community pharmacy.</p>
Young people	<p><i>Healthwatch report comments during the public consultation:</i> The LPC should lead on developing a strategy that encourages younger users to access pharmacy services. This could increase the uptake of particular services e.g. emergency contraceptive services and sexual health testing.</p>	<p><u>LPC action:</u> LPC to consider this recommendation.</p>	<p>The LPC is currently working with Healthwatch to develop a strategy to encourage younger users to access pharmacy services. This involves Healthwatch-led younger people's engagement activity taking place between January and April 2019. Healthwatch then aims to produce a report and recommendations in the summer of 2019.</p>
Confidentiality	<p><i>Healthwatch report comments during the public consultation:</i> Facilities to enable customers to talk to the pharmacist without being overheard should be clearly advertised. This may mean the</p>	<p><u>LPC action:</u> LPC to pass these recommendations onto pharmacy businesses.</p>	<p>The LPC website now has example posters for pharmacies to use highlighting the availability of pharmacy consultation rooms. This issue will also be one of the main focuses of the local pharmacy publicity campaign in 2019 (see Key Statement 3).</p>

²In the May 2017 community pharmacy survey, 19% of pharmacies do not have unaided wheelchair access.

Title	Comments	Action	Annual Update
	better signage of existing facilities or verbally informing the customer that a private space is available when it becomes clear that the advice being sought is of a personal/confidential nature.		

Key statement 2: There is still scope to further develop locally commissioned services from the existing service providers in order to further support targets in the JHWS

Title	Action	Annual Update
<p>Develop locally commissioned services to particularly focus on the growing older population, the integration agenda, and incorporating pharmacy services into TAP's</p>	<p><u>LPC actions:</u></p> <ul style="list-style-type: none"> • LPC to continue to input into the Integration Steering Group to ensure that community pharmacy is involved in the patient pathways of care. • LPC to continue to work with all stakeholders to support the ongoing utilisation of Post-Discharge Medicines Use Reviews through the Transfer of Care Pathway (TOPC)³. • For advanced pharmacy services, LPC to scope local training packages for the Appliance Use Review (AUR) Service and the Stoma Customisation Service (SCS), the provision of which by community pharmacy is still very minimal in each locality. • If the pharmacy anticoagulation monitoring service is expanded, the LPC will support pharmacies through the 'any qualified provider' process. 	<p>In 2019 and as part of the GP contract for 2019/20, TAPs and Primary Care Homes (PCHs) will become Primary Care Networks (PCNs) serving a population of 30-50,000 people. Each PCN will appoint a clinical director and clinical pharmacist support. The LPC will continue to be involved to promote the ongoing integration of the community pharmacy role.</p> <p>In relation to scoping local training packages for the AUR service and the SCS; and providing support to pharmacies on the anticoagulation monitoring service 'any qualified provider' process, LPC work is ongoing.</p> <p>Collaborative working on the provision of the regional Transfer of Care Around Medicines (TCAM) process takes place in the local pharmacy Joint Working Group which meets on a bimonthly basis with stakeholders from all pharmacy sectors. The LPC continues to support the TCAM process through weekly contact of pharmacies in the LPC area which have received a referral from secondary care and have yet to action it.</p>

³ This pathway is essentially a communication template operating between local hospital Trusts and County Durham pharmacies. The name of this scheme has now changed to the Transfer of Care Around Medicines (TCAM).

Title	Action	Annual Update
	<p><u>NHS England and CCG action:</u> Commissioning of services to further support medicines optimisation should be considered, particularly with the growing elderly population in County Durham. This should include commissioning of enhanced services by NHS England, and take into consideration other medicines optimisation services e.g. clinical pharmacists working in GP practices and in care homes.</p>	
<p>Develop locally commissioned services to particularly focus on the further expansion of community pharmacy based public health services</p>	<p><u>LPC action:</u> For advanced pharmacy services, LPC to continue its work to encourage all contractors to provide the annual flu vaccination service.</p> <p><u>Public Health actions:</u></p> <ul style="list-style-type: none"> • Commissioners to increase the provision of the community pharmacy needle exchange service. • Commissioners to continue to promote community pharmacy signposting to the Wellbeing for Life Service, and the Macmillan Joining the Dots Service. • HLPs to continue to be supported now that attainment of the Level 1 Award is part of the quality criteria in the national pharmacy contract, and as part of the local drive to expand community pharmacy based public health services particularly in the deprived areas across the county. 	<p>The LPC continues to support the national pharmacy advanced service flu immunisation scheme, with e.g. the organisation of pharmacist training sessions with the National Pharmacy Association in 2018. In the 2018-19 flu season, immunisation figures from across the Region have shown that the pharmacy service has been responsible for approximately 8% of the immunisations of older people, and approximately 10% of the immunisations of those patients with chronic diseases.</p> <p>The pharmacy needle exchange scheme was extended in 2018 and now operates alongside the Drug and Alcohol Recovery Service at 10 sites across the County.</p> <p>At the beginning of 2019, all pharmacies received updated briefings on the Wellbeing for Life Service, and the Macmillan Joining the Dots Service. Signposting to these services by community pharmacy continues to be highlighted in the local HLP Award.</p> <p>As part of the national pharmacy contract quality payment scheme, the majority of pharmacies in County Durham have now self-assessed for the national Level 1 HLP Award. The annual local HLP framework and ongoing supporting materials are now</p>

Title	Action	Annual Update
		written in such a way as to support pharmacies undertaking a local Award or the national self-assessment Award. In 2018/19, 17 pharmacies achieved the local Level 2 or Continuing Excellence Awards.
<p>Develop locally commissioned services to particularly focus on continuing to ensure that pharmacy supports key priorities in the STPs around the promotion of self-care, a more appropriate use of health services, and the development of urgent care services</p>	<p><u>All stakeholder action for urgent care:</u> CCGs to continue to monitor the nature of the prescribed medication (i.e. whether the prescribed medication is urgent or could be dispensed at that person's usual pharmacy the following day) and the distances that people travel to receive any urgent medication in order to make a judgement as to whether there continues to be an adequate provision of pharmaceutical services across all localities. LPC is then work with the HWB, the CCGs, and existing local pharmacies to look at the feasibility of increasing the opening hours of existing providers should a demand for this be identified; whether this arises as a consequence of extended GP access or any other reason.</p>	<p><i>Medicines access:</i> Patients continue to access medicines prescribed from urgent care services from the 100-hour pharmacies⁴ or as a direct supply from the Dales service.</p> <p><i>North Durham CCG annual update:</i> North Durham CCG commissions GP extended primary care services which are delivered from hubs in Chester-le-Street, Derwentside (Stanley), and Meadowfield in Durham. The number of hubs change between the winter and summer months. These services are available until 9.00pm Monday to Friday, 6pm on Saturday, 1.30pm on Sunday and all Public Holidays. Appointments can be pre-booked by a patient's own GP or via NHS 111 on the day. Urgent care and out of hours GP services are also provided from Urgent Treatment Centres at the University Hospital of North Durham, and at Shotley Bridge Community Hospital (the CCG is undertaking an eight week engagement programme ending on 22nd May 2019 focusing on services provided at Shotley Bridge Community Hospital⁵).</p> <p><i>DDES CCG annual update:</i> At the end of 2018, DDES CCG consulted on a proposed change to urgent care services involving a move to 'GP hubs' which are GP practices or groups of practices working together to offer additional appointments after 6pm on weekdays and additional appointments at weekends. This will replace the existing 9 'extended primary care hubs' which were</p>

⁴ There are 13 100-hour pharmacies across 5 County Durham localities.

⁵ See www.northdurhamccg.nhs.uk/involve-me/currentprojects/shotley-bridge-community-hospital-services/

Title	Action	Annual Update
	<p><u>CCG and LPC actions for appropriate use of NHS services:</u></p> <ul style="list-style-type: none"> • For advanced pharmacy services, LPC to consider the potential of improving and extending the national pilot, the NHS Urgent Medicine Supply Advanced Service (NUMSAS), to also include a walk-in service. • A consistent approach to a minor ailment scheme across the North-East region would deliver greater benefits in terms of a consistent formulary of product choices and promotion of the scheme to patients. This is particularly important with the national drive to better utilise community pharmacy to more widely support self-care and to become the first port of call for minor ailments, hence moving appropriate patient consultations away from GP practices. 	<p>introduced across the area in April 2017. A review of these hubs has found that they are significantly underused, with the appointments being made available being double the national requirement. The proposal therefore is to reduce the number of 'GP hubs' to be located in:</p> <ul style="list-style-type: none"> • Bishop Auckland (Dales area) • Spennymoor/Newton Aycliffe and Sedgfield (Sedgfield area) • Peterlee/Seaham (Easington area) <p>There are now a number of national (and hence local) initiatives to encourage people to 'self-care' when safe and appropriate, with medicines that can be bought over-the-counter (OTC) for the treatment of minor ailments such as headaches, upset stomachs, coughs and colds, and indigestion. Such national initiatives include the Stay Well Pharmacy campaign (see www.england.nhs.uk/commissioning/primary-care/pharmacy/stay-well-campaign/), which encourages people to visit their local pharmacy first for clinical advice for minor ailments; and guidance from NHS England to CCGs and GP practices to reduce the prescribing of OTC medicines for minor ailments (see www.england.nhs.uk/medicines/conditions-for-which-over-the-counter-items-should-not-routinely-be-prescribed/).</p> <p>NECS is currently leading on the regional approach to self-care which includes making recommendations on minor ailment schemes. The Regional LPC Group is supporting this work with the nomination of a local LPC representative.</p> <p>At a national level, the NUMSAS is currently being commissioned as a national advanced service by NHS England until September 2019.</p>

Title	Action	Annual Update
		<p>In March 2019, NHS England announced an extension of a Digital Minor Illness Referral Service (DMIRS) pilot until June 2019. There are 4 pilot sites including the North East and ongoing funding is being provided through the NHS England Pharmacy Integration Fund. The interim evaluation report has shown the service is working safely and achieving the aim of moving patients from GP appointments referred from NHS 111 to a booked consultation about symptoms of minor illness with a community pharmacist.</p> <p>And finally, signposting to community pharmacy is one of the options for the Care Navigation Programme in GP practices.</p>
Asthma patients	<p><u>CCG action:</u> The appropriate links between the quality criteria in the new pharmacy contract and the ongoing CCG medicines optimisation respiratory work stream to continue.</p>	<p>Pharmacies continue to ensure that patients can use their inhaler devices via the New Medicines Service (NMS); and continue to flag patients with their GP practice who receive more than 6 short acting bronchodilator inhalers without any corticosteroid inhaler within a 6-month period as part of the national pharmacy contract quality payment scheme 2018-19.</p> <p>County wide asthma guidelines have recently been updated. This information has been circulated to all practitioners.</p>
Advanced pharmacy services	<p><u>CCG and LPC action:</u> The advanced pharmacy services, the Medicines Use Reviews (MURs), and the New Medicines Service (NMS), to be further developed to enhance feedback mechanisms to GP practices in order to improve patient care and free up GP time. The LPC and CCGs to continue to work together to facilitate this.</p>	<p>Collaborative working on the provision of MURs and the NMS takes place in the local pharmacy Joint Working Group which meets on a bimonthly basis with stakeholders from all pharmacy sectors. For example, ongoing work on the regional TCAM process and exploring the potential of a forthcoming NHS Digital Electronic Referral System (ERS).</p>

Key statement 3: The public need to be made aware of what pharmacy can do by all stakeholders working together to promote the role of pharmacy in County Durham

Title	Comments	Action	Annual Update
<p>The public need to be made aware of what pharmacy can do by all stakeholders working together to promote the role of pharmacy in County Durham</p>	<p><i>Healthwatch report comments during the public consultation:</i> Although the public are very aware of some services pharmacies offer, others with a lower profile should be more clearly displayed as this could reduce pressure on other parts of the health care system. Similarly, consideration should be given to increase the uptake of certain services specifically medicine reviews, minor ailments scheme, adult flu vaccination, dispensing appliances, smoking cessation, emergency contraceptive service, alcohol consumption and sexual health testing. These services are used by less than 30% of the respondents.</p>	<p><u>LPC action:</u> LPC to work with all stakeholders to consider a local publicity campaign to raise the awareness of pharmacy services alongside the current national campaigns.</p>	<p>The LPC began to work collaboratively over the summer 2018 with Durham County Council, the CCGs, and Healthwatch in order to plan a local publicity campaign for pharmacy in 2019. The first campaign provided extra local publicity to the national NHS England Help Us Help You Pharmacy Advice campaign which launched in February 2019 and which positioned pharmacies as the first place to go to for advice on minor health concerns (since research shows that 27% of GP appointments in England could potentially be treated elsewhere and approximately 18 million of these could be treated through self-care and community pharmacies). The second local campaign in the Autumn of 2019 will focus on three key themes of:</p> <ol style="list-style-type: none"> 1. The training and expertise in the pharmacy team. 2. The accessibility of the community pharmacy service. 3. The nature of pharmacy consultations and the services provided.

And finally: Celebrating local success

At a national Chemist and Druggist Award ceremony in 2018 John Low Pharmacy in Shotley Bridge was the winner of the Independent Pharmacy of the Year Award (see www.chemistanddruggist.co.uk/awards/winners-2018).

The judging panel acknowledged the innovative practices adopted by the pharmacy, its enthusiasm for providing services, and attention to detail in customer service.

Now, arising from that, John Low Pharmacy has been nominated to represent England under the category for Excellence in Service Delivery at the Alphega Pharmacy European Convention in 2019. This category focuses on service provision and engagement with patients.

Services that the pharmacy provides includes, for example, the alcohol brief intervention service, stop smoking services, flu immunisation, anticoagulant monitoring, blood pressure screening, and atrial fibrillation detection.

This pharmacy also currently holds a local HLP Continuing Excellence Award.