

Community Pharmacy in West Berkshire

Health Scrutiny Committee (HSC) - West Berkshire Council

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Community Pharmacy – contractual context

- [NHS \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#) (as amended) govern pharmacy market entry and exit and set out the terms of service under which Pharmaceutical Services are provided.
- Community pharmacy contractors are included on a Pharmaceutical list and commit to comply with the terms of service as set out in the Regulations. They do not have individual contracts.
- The operating model for community pharmacy commissioning and contracting is set out in detail in the [NHS England Pharmacy Manual and appendices](#). Compliance with the processes set out in the manual helps to ensure adherence with regulations and a consistent national approach.
- Health and Wellbeing Boards are responsible for developing and publishing Pharmaceutical Needs Assessments (PNAs).
- Responsibility for Community Pharmacy Commissioning Functions were delegated from NHS England to the Berkshire, Oxfordshire and Buckinghamshire (BOB) Integrated Care Board (ICB) from 1 July 2022. Currently the South East NHS England pharmacy team delivers the functions on behalf of the ICBs in the South East Region.
- **Contractual Framework (2019 - 2024)**
- **Essential services** – all pharmacies must provide essential services: dispensing, repeat dispensing, self-care, signposting, public health, collection of clinical waste, the discharge medicines service and comply with a clinical governance framework
- **Advanced Services** – all pharmacies may provide advanced services subject to requirements being met: new medicines service, community pharmacist consultation service, flu vaccination service, hepatitis C testing, smoking cessation and hypertension case-finding. An oral contraception service will be rolled out in 2023.
- **Enhanced Services** – services that are locally commissioned. Currently for bank holiday opening hours. The Covid-19 Vaccination service is a national enhanced service.
- **Pharmacy Quality Scheme (PQS)** - supports delivery of the NHS Long Term Plan and rewards community pharmacy contractors that deliver quality criteria in three quality dimensions: clinical effectiveness, patient safety and patient experience.
- There are also **Locally Commissioned Services** which are commissioned by the Local Authority and the ICB

The Community Pharmacy Contractual Framework for 2019/20 to 2023/24: supporting delivery for the NHS Long Term Plan ([Community Pharmacy Contractual Framework: 2019 to 2024 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/community-pharmacy-contractual-framework-2019-to-2024))

- 5-year settlement for the Community Pharmacy Contractual Framework (CPCF) which, from October 2019, expands and transforms the role of community pharmacies and embed them as the first port of call for minor illness and health advice in England;
- To ensure clinical skills of the teams that work in community pharmacies are better utilised; and to make best use of the accessibility of the 11,500 pharmacies throughout England;
- Confirms community pharmacy's future as an integral part of the NHS, delivering clinical services as a full partner in local Primary Care Networks;
- Describes new services which will immediately be offered through community pharmacy as well as a programme to develop evidence-based additions to those services. Foremost amongst the new services is the new national NHS Community Pharmacist Consultation Service, connecting patients who have a minor illness with a community pharmacy which should rightly be their first port of call;
- Underlines the critical role of community pharmacy as an agent of improved public health and prevention, embedded in the local community;
- Continues to prioritise quality in community pharmacy and to promote medicines safety and optimisation; and
- Underlines the necessity of protecting access to local community pharmacies through a Pharmacy Access Scheme

Pharmacy market entry

Each Health and Wellbeing Board is responsible for publishing a Pharmaceutical Needs Assessment (PNA). Decisions relating to community pharmacy Market Entry are made with reference to the relevant PNA.

- Primary Care Services England (PCSE) is responsible for many of the administrative elements of the market entry processes
- Roles and responsibilities are set out in the [Pharmacy Manual](#)
- The Commissioner (ICB) via the Pharmaceutical Services Regulations Committee makes decisions about:
 - New entries to the Pharmaceutical list
 - Consolidations of pharmacy sites
 - Relocations
 - Changes of core opening hours
 - Changes of ownership
 - Fitness to practice associated with applications
- Other related activities:
 - Directing pharmacies to open where needed on bank holidays
 - Dispensing list validation

Community Pharmacy Assurance

- There is an annual process for monitoring compliance with the Community Pharmacy Contractual Framework (CPCF) using the Community Pharmacy Assurance Framework (CPAF):
 - All pharmacies are asked to complete a short screening questionnaire with 10 questions
 - As a result of the outcome of this questionnaire, using a risk-based approach, the commissioner decides which pharmacies should be asked to complete the full questionnaire. The full questionnaire covers every aspect of CPAF.
 - These responses are reviewed and taking into account other intelligence and concerns about a given contractor; a list of contractors are identified who will receive a CPAF visit.
- Assurance is also carried out through management of incidents and responding to concerns raised by patients and other healthcare professionals
- Serious or repeated non-compliance with the terms of service can be dealt with by issuing breach and remedial notices. Decision making is through the Pharmaceutical Services Regulations Committee.

Pharmacy market exit

There are 3 circumstances under which a pharmacy may close:

1. **Voluntary closures** - depending on the type of contract , either 3 or 6 months' notice must be given. (6 months in the case of pharmacies that open for a minimum of 100 hours per week)
2. **Consolidations** - in December 2016, an amendment was made to the Market Entry regulations in England to facilitate the merger of pharmacies by allowing two pharmacies to merge, even if they are located some distance apart, provided the closure of one pharmacy does not leave a gap which would reduce patient access to services. The closure does not leave a gap that can be filled by a new applicant to the market.
3. **Removals from pharmaceutical list** - for serious or repeated breaches of the terms of service set out in the pharmacy regulations or fitness to practise matters.

Pharmaceutical Needs Assessment (PNA)

The latest **Pharmaceutical Needs Assessment for West Berkshire** was undertaken and published by Health and Wellbeing Board - [Pharmaceutical Needs Assessment - West Berkshire Council](#) (October 2022)

The following statement is included in the executive summary:

There are 21 community pharmacies located within West Berkshire. There are a further 11 community pharmacies located within a mile of West Berkshire's border. This PNA has assessed whether the current and future pharmacy provision meets the health and wellbeing needs of the West Berkshire population. It has also determined whether there are any gaps, or need for improvements or better access, in the provision of pharmaceutical service either now or within the lifetime of this document, 1st October 2022 to 30th September 2025. Pharmacies are located across rural areas and areas of high density. There is good provision of community pharmacies in West Berkshire during normal working hours and adequate provision outside normal working hours. This PNA has concluded that there is good access to essential, advanced and other NHS pharmaceutical services for the residents of West Berkshire with no gaps in the current and future provision of these services identified. Additionally, no services were identified that would secure improvements or better access to pharmaceutical services if provided, either now or in the future.

Chapter 6 reports on the Patient and public engagement survey

Chapter 7 describes the available Pharmaceutical Services – including dispensing doctor services

Appendix B of the PNA includes the list of pharmacies within West Berkshire and 1 mile of its border

A summary of the PNA produced by the Pharmacy Commissioning Team can be found on the next 2 slides for easy reference.

Please note that there are now 20 pharmacies in West Berkshire following the closure of the 3rd Lloyds Pharmacy in Thatcham (7 Kingsland Centre) on 12 August 2022.

PNA summary

PNA Consultation	60-days from the 10 June to 9 August 22
Pharmacy services	21 community pharmacies and 9 GP dispensing practices in West Berkshire.
Survey	<p>Pharmacists - sent to 21 community pharmacies, 19 responses (90%).</p> <p>Patients and public (256 responses)</p> <ul style="list-style-type: none"> Overall, participants were happy with the services their pharmacy provided. A weekday visit between the times of 9am- 12pm, and 2pm-5pm was preferred by respondents.
Accessibility	<p>The survey results showed that respondents chose their pharmacy based on location, proximity to work/home and parking. 98% of respondents said they could reach their pharmacy in under 20 minutes, 40.3% walked and 57.7% use their car.</p> <p>PNA data shows 43,192 (27%) of residents are not within one mile of a West Berkshire pharmacy. Those not within 1 mile are within controlled localities and are served by dispensing GP practices or are within areas where it is not viable for a new pharmacy to open due to low population density. All residents can reach a pharmacy within 20 minutes if using a car.</p>
Change of service	PNA steering group are not aware of any firm plans for changes in the provision of Health and Social Care services within the lifetime of this PNA.
100 hrs per week Pharmacies	There are two in West Berkshire and one other outside the district, within 1 mile of its border.
Early opening/late opening/weekends	<ul style="list-style-type: none"> no pharmacies open before 8am on weekdays. 10 stay open after 6pm on weekdays. 19 are open on Saturdays. 6 open on a Sunday <p>All but 5,632 of residents live within 20-minute reach of an early opening and late closing pharmacy. Those not within 20-minute reach by car, are within reach of a GP dispensing practice.</p> <p>All residents live within 20-minute reach of a Saturday opening pharmacy if travelling by car. On Sunday all bar 9,047 residents can reach a pharmacy in 20 minutes if travelling by car.</p>
Accessibility of pharmacy services and of essential services	There is good coverage inside normal working hours and adequate provision of pharmacy services outside normal working hours.

PNA summary continued

Advanced services	Sufficient provision for advanced services listed below to meet the likely needs of residents. No data available on smoking cessation services in pharmacies for patients who started their stop smoking journey in hospital (service not yet commenced in the acute trusts). Pharmacies willing to provide these services, so no gap is evident.
New medicines services (NMS) provision	20 pharmacies provide NMS, there is sufficient NMS provision to meet the needs of this borough.
Community pharmacist consultation service (CPCS)	All 21 pharmacies provide CPCS, there is sufficient CPCS provision to meet the needs of this borough.
Flu vaccine*	19 pharmacies provide this service, 27 pharmacies provide this service, strong coverage. High uptake in over 65's and eligible age 6-64yrs higher than England average (64.3% in 20/21).
Hypertension case-finding service*	No service provision currently at the time of publication (a relatively new service): 12 pharmacies indicated a willingness to provide the service.
Hepatitis C antibody testing service*	No service provision currently at the time of publication: 10 pharmacies indicated a willingness to provide the service.
Appliance Use Reviews (AUR)	There is sufficient provision of the AUR service to meet the current needs of this borough.
Stoma Appliance Customisation service (SAC)	Four pharmacies provide this service, there is sufficient provision of the AUR service to meet the current needs of this borough
Other NHS pharmacy services	There is sufficient provision to meet the current needs of this borough.
Housing Developments	A number of major housing developments are underway. It is anticipated that 3,925 dwellings will be completed by 2025. The wards with the highest number of proposed dwellings are in Newbury Speen, Newbury Central and Newbury Greenham wards.
Conclusion	<p>There are 1.3 community pharmacies per 10,000 residents in West Berkshire. The national England average is 2.2, however the existing pharmacies have capacity to offer more services.</p> <p>The results of the PNA conclude that there are no current gaps in the provision of essential services during or outside normal working hours in the lifetime of this PNA.</p> <p>The results of the PNA conclude that there are no current gaps in the provision of advanced services or other NHS services for the lifetime of this PNA.</p> <p>No services were identified that would secure improvements or better access to pharmaceutical services if provided, either now or in the lifetime of this PNA.</p>

Recent challenges

Thatcham

- During the second half of 2022, there were significant issues with the pharmacies in Thatcham. This was because of
 - workforce issues with the two Lloyds Pharmacies in Thatcham and
 - problems with queuing for the Boots pharmacy
- The issues in Thatcham had a knock on effect to the pharmacies in Newbury adding pressure there as well
- By the end of 2022, Lloyds had stabilised the workforce and the pharmacies in Thatcham were recovering. Boots had agreement with the Thatcham GP practice to re-open a door that had previously been closed because of Covid measures which helps with the flow into and out of this small pharmacy
- Both Lloyds pharmacies in Thatcham are now changing ownership (process underway)

Pangbourne

- There were also significant issues with the Lloyds Pharmacy in 2022 – again because of workforce challenges and associated high numbers of unplanned closures. The pharmacy is now in a much better position. In January 2023 Lloyds reported that they had a full team in place, were up to date with workloads and no recent closures had been reported. The pharmacy will also be changing ownership.

More generally

- There are workforce challenges across the community pharmacy sector with apparent shortages of pharmacies because many pharmacists have moved to roles on GP practices as part of the Primary Care Network arrangements.
- The workforce challenges have led to an increase in pharmacy temporary unplanned closures. However the number of such closures reported have decreased since 2022 with only 2 short closures reported in January and none for February at the time of writing this briefing.
- There are significant issues associated with supply of certain medicines. The Department of Health and Social Care have overall responsibility for medicine supply problems arising both in the community and in hospitals. It has well-established procedures to deal with medicine shortages, whatever the cause, and works closely with the Medicines and Healthcare products Regulatory Agency, the pharmaceutical industry, NHS England and others operating in the supply chain to help prevent shortages and to ensure that the risks to patients are minimised when shortages do arise. The supply problems are a huge challenge for community pharmacies because of additional workload and managing public expectations.

Lloyds Pharmacies in Sainsbury's



Lloyds has taken a corporate decision to close its pharmacies located in Sainsbury's supermarkets.

There are two Lloyds Pharmacies in Sainsbury's supermarkets in West Berkshire and Lloyds have given the required 3 months notice to close these pharmacies:

Trading Name	Address	Date Notified of Closure	Closure date
Lloyds Pharmacy (in Sainsbury)	Savacentre, Bath Road, Calcot, Reading, Berkshire, RG31 7SA	20/01/2023	22/04/2023
Lloyds Pharmacy (in Sainsbury)	Hectors Way, Newbury, Berkshire, RG14 5AB	20/01/2023	22/04/2023

Where it is impracticable to give the required notice period, they must notify the commissioner as soon as possible and the commissioner can agree to a shorter notice period. There may be requests to close earlier than planned if, despite all efforts, the staff leave and the pharmacy cannot operate safely.

Lloyds will provide patients with information about how to find alternative pharmacy services.

A dedicated search facility on the NHS website ([NHS.UK](https://www.nhs.uk)) or NHS App helps people find a pharmacy that is convenient to them.

Most prescriptions are now signed, sent and processed electronically. Further information about electronic prescriptions can be found on the NHS Website here: [Electronic prescriptions - NHS \(www.nhs.uk\)](https://www.nhs.uk)

People can choose any pharmacy to have their prescriptions dispensed and can change their nominated pharmacy via the NHS App or by talking to pharmacy staff see [Nominating a pharmacy - NHS account help and support - NHS \(www.nhs.uk\)](https://www.nhs.uk).

Health and Wellbeing Boards are being kept informed of the changes and will consider whether gaps in provision result from the closures. If they consider that a closure results in a gap, they will publish a statement (called a supplementary statement) to reflect the closure, and this becomes part of the Pharmaceutical Needs Assessment. As mentioned earlier, applications for new pharmacies are considered in the context of the PNA.

Provision of nationally commissioned advanced services (February 2023)

Pharmacy name	Address 1	Address 2	Address 3	Postcode	New Medicines Service	Community Pharmacist Consultation Service	Hypertension case finding	Flu Vaccination Service	Covid Vaccination Site as on 06.02.2023
Boots the Chemists	125 High Street		Hungerford	RG17 0DL	Yes	Yes	Yes	Yes	
Lloyds Pharmacy	3 The Square		Pangbourne	RG8 7AQ	Yes	Yes	Yes	Yes	
Downland Pharmacy	East Lane	Chieveley	Newbury	RG20 8UY	Yes	Yes	Yes	Yes	
Boots the Chemists	Thatcham Health Centre	Bath Road	Thatcham	RG18 3HD	Yes	Yes	Yes	Yes	
Lloyds Pharmacy (in Sainsbury)	Savacentre, Bath Road	Calcot	Reading	RG31 7SA	Yes	Yes	Yes	Yes	
Burghfield Pharmacy	Reading Road	Burghfield Common	Reading	RG7 3YJ	Yes		Yes	Yes	
Jhoots Pharmacy	24 West End Road	Mortimer	Reading	RG7 3TF	Yes	Yes	Yes	Yes	
Boots the Chemists	4-5 Northbrook Street		Newbury	RG14 1DJ	Yes	Yes	Yes	Yes	Active
Tesco Pharmacy	Tesco Extra	Pinchington Lane	Newbury	RG14 7HB	Yes	Yes	Yes	Yes	
Wash Common Pharmacy	Monks Lane		Newbury	RG14 7RW	Yes	Yes	Yes	Yes	Paused
Mortimer Pharmacy	72 Victoria Road	Mortimer	Reading	RG7 3SQ	Yes	Yes			
Overdown Pharmacy	5 The Colonnade, Overdown Rd	Tilehurst	Reading	RG31 6PR	Yes	Yes	Yes	Yes	
Kamsons Pharmacy	27 High Street	Theale	Reading	RG7 5AH	Yes	Yes	Yes	Yes	
Superdrug Pharmacy	81-82 Northbrook Street		Newbury	RG14 1AE	Yes	Yes		Yes	
Boots the Chemists	Unit 13 Newbury Retail Pk	Pinchington Lane	Newbury	RG14 7HU	Yes	Yes	Yes	Yes	
Lloyds Pharmacy	Unit 2 Burdwood Centre	Station Road	Thatcham	RG19 4YA	Yes		Yes	Yes	
Lambourn Pharmacy	The Broadway		Lambourn	RG17 8XY	Yes	Yes		Yes	Active
Lloyds Pharmacy	3-5 Crown Mead	Bath Road	Thatcham	RG18 3JW	Yes	Yes	Yes	Yes	
Lloyds Pharmacy (in Sainsbury)	Hectors Way		Newbury	RG14 5AB	Yes	No	Yes	Yes	
Day Lewis Pharmacy	G Floor Unit, Access Hse	Strawberry Hill Rd	Newbury	RG14 1GE	Yes	Yes	Yes	Yes	

Questions

Community Pharmacy Commissioning Team contact: England.southeastcommunitypharmacy@nhs.net