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# Changes to Pharmaceutical Services

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<b>Report being considered by:</b>	Health and Wellbeing Board
<b>On:</b>	3 October 2023
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<b>Report Sponsor:</b>	April Peberdy
<b>Item for:</b>	Decision

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## 1. Purpose of the Report

This report provides details of recent and planned changes to pharmaceutical services in West Berkshire and advises the Health and Wellbeing Board on the implications for the West Berkshire Pharmaceutical Needs Assessment.

## 2. Recommendation(s)

The Health and Wellbeing Board is asked to:

- (a) note the changes to pharmaceutical services in West Berkshire;
- (b) note that the changes have been assessed as not having a significant impact on provision of pharmaceutical services, and agree that there is no requirement to update the Pharmaceutical Needs Assessment or publish a supplementary statement.
- (c) agree that the Integrated Care Board (ICB) be requested to prepare a report on the resilience of pharmacies across West Berkshire; and
- (d) agree that Healthwatch be approached to see if they would perform a survey of waiting times at pharmacies across West Berkshire.

## 3. Executive Summary

- 3.1 The West Berkshire Health and Wellbeing Board has a duty to keep its Pharmaceutical Needs Assessment (PNA) under review in the light of any notifications of changes in provision of pharmaceutical services within the district.
- 3.2 A notification was received on 25 July 2023 from NHS England advising of a change of ownership for the community pharmacy at 3 The Square, Pangbourne, RG8 7AQ.
- 3.3 A further notification was received on 10 August 2023 from the South East Pharmacy, Optometry and Dentistry Commissioning Hub advising of the permanent closure of the Superdrug Pharmacy at 81-82 Northbrook Street, Newbury, RG14 1AE. This is the fourth closure of a pharmacy listed within the West Berkshire PNA.
- 3.4 The implications of the above changes have been assessed in accordance with national guidance and legislative requirements.

## 4. Supporting Information

### Background

- 4.1 The Health and Social Care Act 2012 established health and wellbeing boards and made them responsible for developing and updating PNAs with effect from 1 April 2013. The NHS Act 2006, amended by the Health and Social Care Act 2012, sets out the requirement for health and wellbeing boards to develop and update PNAs. The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 (the 2013 regulations), as amended, set out the minimum information that must be contained within a PNA and outline the process that must be followed in its development.
- 4.2 PNAs are used and referred to by those wishing to open a new pharmacy or dispensing appliance contractor premises. They are used by NHS England and NHS Improvement to determine applications, and NHS Resolution refers to them when applications go to appeal.
- 4.3 Following publication of a PNA, health and wellbeing boards must assess the impacts of any changes in provision of pharmaceutical services in their area and determine whether the changes warrant refreshing the PNA or publishing a supplementary statement to the existing PNA in accordance with national guidance and legislation, or if no action is required because the changes do not create a gap in provision.

### Change of Ownership

- 4.4 NHS England sent notification on 25 July 2023 advising that the pharmacy previously operated by Lloyds Pharmacy at 3 The Square Pangbourne, RG8 7AQ (FQF63) would be operated by Click Solutions Ltd, with immediate effect.
- 4.5 There has been no change to the services provided or the opening hours. Opening hours are as follows:

	<b>Core opening hours</b>	<b>Total opening hours</b>
Monday	09:00-13:00 15:00-18:00	08:30-18:30
Tuesday	09:00-13:00 15:00-18:00	09:00-18:00
Wednesday	09:00-13:00 14:30-18:00	09:00-18:00
Thursday	09:00-13:00 14:30-18:00	09:00-18:00
Friday	09:00-13:00 15:00-18:00	09:00-18:00
Saturday	09:00-13:00	09:00-13:00
Sunday	Closed	Closed

### Pharmacy Closure

- 4.6 A notification was received on 10 August 2023 from the South East Pharmacy, Optometry and Dentistry Commissioning Hub advising of the permanent closure of the Superdrug Pharmacy at 81-82 Northbrook Street, Newbury, RG14 1AE (FN512) from 16 September 2023.
- 4.7 The impacts of the closure have been assessed in terms of services offered, access and opening hours.

### Essential Pharmaceutical Services

4.8 Essential services are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework. These are:

- Dispensing Medicines
- Dispensing Appliances
- Repeat Dispensing
- Clinical governance
- Discharge Medicines Service
- Promotion of Healthy Lifestyles
- Signposting
- Support for self-care
- Disposal of Unwanted Medicines

4.9 The closure of Superdrug has resulted in a small reduction in the overall availability of essential pharmaceutical services provision in the district.

### Advanced Pharmaceutical Services

4.10 Advanced services are NHS England commissioned services that community pharmacy and contractors and dispensing appliance contractors can provide subject to accreditation as necessary. These include:

- New medicines service
- Seasonal influenza vaccination
- Pharmacy consultation service
- Hypertension case-finding service
- Pharmacy contraception service
- Smoking cessation (for patients who started their stop-smoking journey in hospital)

4.11 In addition, there are two appliance advanced services that pharmacies and dispensing appliance contractors may choose to provide:

- Appliance use reviews; and
- Stoma appliance customisation.

4.12 A Hepatitis C service was previously offered at the time the PNA was prepared, but this was decommissioned from April 2023.

4.13 The current PNA findings indicated that there was strong coverage of these services within West Berkshire and in pharmacies just beyond the local authority boundary. Superdrug (FN512) was identified in the PNA as offering the following services:

- Seasonal influenza vaccination (1 of 19 in West Berkshire)
- Pharmacy consultation service (1 of 21 in West Berkshire)

### Other Pharmaceutical Services

4.14 These are services commissioned by the West Berkshire Council and Frimley Health and Care to fulfil a local population health and wellbeing need. They are listed below:

- Substance misuse service:
  - needle exchange
  - supervised consumption
- Emergency hormonal contraception service
- Access to palliative care medicine
- Provision of antiviral medication

4.15 The current PNA showed that there was good coverage of these services within West Berkshire. Superdrug (FN512) was identified in the PNA as offering the following services:

- Needle exchange (1 of 18 in West Berkshire)
- Supervised consumption (1 of 19 in West Berkshire)
- Emergency hormonal contraception service (1 of 20 in West Berkshire)

4.16 There is still a good level of provision of the above services following the closure.

### Access

4.17 Within the current PNA, accessibility of services was determined by whether residents lived within a 1-mile radius of a pharmacy for urban areas, or within 20 minutes' drive to a pharmacy for rural areas.

4.18 Superdrug (FN512) is located within Newbury town centre. There are two other pharmacies within 400m walking distance - Day Lewis in Strawberry Hill to the north of the site, and Boots in Northbrook Street to the south of the site, The analysis indicates that no additional residents will be excluded from being within a one mile radius or 20 minutes travel time of a pharmacy. These alternative pharmacies are within Newbury town centre or on its fringe and are therefore well-served by public transport, cycling and walking networks. While the Day Lewis pharmacy is up a short hill, Boots is on the same level as Superdrug.

4.19 There were 21 community pharmacies in West Berkshire when the PNA was prepared in 2021/22. Following the closure of Superdrug (FN512), 17 community

pharmacies remain within the district. This equates to just under 1.1 community pharmacies per 10,000 residents in West Berkshire. The national average for England is just over 1.9 per 10,000 residents.

- 4.20 The latest dispensing contractor data<sup>1</sup> for April 2023 shows that Superdrug fulfilled around 5,000 prescriptions per month, which is just under 10% of the total number handled by all pharmacies across Newbury. The PNA found that existing contractors had spare capacity. Local analysis and discussion with Community Pharmacy Thames Valley confirms that this remains the position.
- 4.21 Opening hours for Superdrug (FN512) were 8.30am to 5.30pm Monday to Friday, and 9am to 5.30pm on Saturdays, totalling 53.5 hours per week. There are five other pharmacies within a two-mile radius of this site, including four that open on Saturdays, three that open on Sundays, and two that have late evening opening. This suggests that there is no gap in provision at particular times of day or days of the week.

## 5. Options Considered

The options available to the Health and Wellbeing Board are:

- (a) to refresh the PNA;
- (b) to issue a supplementary statement;
- (c) to do nothing

## 6. Proposal(s)

Public Health officers consider that the changes to pharmaceutical services described above will not create a significant gap in provision of pharmaceutical services, and so no further action is required. However, it is acknowledged that there are some concerns about the operation of pharmacies across West Berkshire and the impact of recent closures, and there have been episodes where patients have experienced long queues and delays. Therefore, it is proposed that the ICB be asked to do some further investigation regarding the resilience of pharmacies across West Berkshire. It is also proposed that Healthwatch be approached to see if they could perform a survey of waiting times at local pharmacies.

## 7. Conclusion(s)

The changes in pharmaceutical services have been assessed in accordance with national guidance and relevant legislation.

## 8. Consultation and Engagement

Local ward councillors have been informed of the changes to pharmaceutical services outlined in this report.

## 9. Appendices

Appendix A – Supporting Analysis

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<sup>1</sup> <https://www.nhsbsa.nhs.uk/prescription-data/dispensing-data/dispensing-contractors-data>

## Background Papers:

[West Berkshire Pharmaceutical Needs Assessment 2022-2025](#)

[Pharmaceutical Needs Assessments: Information pack for local authority health and wellbeing boards, DHSC, October 2021](#)

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## Health and Wellbeing Priorities Supported:

The proposals will support the following Health and Wellbeing Strategy priorities:

- Reduce the differences in health between different groups of people
- Support individuals at high risk of bad health outcomes to live healthy lives
- Help families and young children in early years
- Promote good mental health and wellbeing for all children and young people
- Promote good mental health and wellbeing for all adults

The proposals contained in this report will support the above Health and Wellbeing Strategy priorities by ensuring that there are sufficient pharmaceutical services in the District to meet the needs of the local population.

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