

Chapter 15

Annex 1

Application Form

Application offering unforeseen benefits

Application for inclusion in the pharmaceutical list for the area of

West Berkshire Health & Well-Being Board

This is an application offering unforeseen benefits and as such is a routine application under regulation 18 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

Please complete this form as legibly as possible.

Applicants should note that information provided in this form may be disclosed where this application is required to be notified to other parties or in response to a request made under the Freedom of Information Act 2000. Applicants are referred to paragraph 21 of Schedule 2 of the Regulations which sets out NHS England's responsibilities in relation to information provided in this application form which an applicant advises is confidential.

1 Information regarding the applicant

1.1 Full name and correspondence address of the applicant

CA-Health Limited
70 Sir Frank Williams Avenue
Didcot
Oxfordshire
OX11 6DR

1.2 Applicant's legal entity

I/we am/are applying as a:

(Please tick relevant box. Only one box may be selected. GPhC registration numbers only need to be provided for pharmacy applications.)

Sole trader My GPhC registration number is

Partnership

Please list each partner and their GPhC registration number:

Please continue on a separate sheet if necessary.

Corporate Body

Superintendent's name and GPhC registration number is	Chaudhry Khawar Abbas 2063578
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1.3 Provision of fitness information required by Part 1, Schedule 2 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, as amended

(Please tick relevant box)

I/We have provided the required fitness information on a previous occasion to NHS England or, before 1 April 2013, to a home primary care trust, and there is no missing information. I confirm that the previously provided information remains up-to-date and accurate.

Please set out below when and to whom the information was provided. If NHS England cannot locate the information previously supplied after using reasonable efforts to locate it, you will be asked to provide it again.

I/We have already provided the fitness information on a previous occasion to NHS England or, before 1 April 2013, to a home primary care trust, but there is missing information. I confirm that the remainder of the previously provided information remains up-to-date and accurate

Please indicate what information NHS England already has and when and to whom it was provided, and confirm the missing information that is being provided. If NHS England cannot locate the information previously supplied after using reasonable efforts to locate it, you will be asked to provide it again.

I/We have provided the required fitness information with this application.

1.4 Relevant fee

I/we include the relevant fee for this application.

2 Proposed premises

(Please tick relevant box. Only one box may be selected.)

I/we know the address of the proposed premises

I/we provide a best estimate of the location of the proposed premises

Please provide the address or best estimate¹ of the proposed premises

1 – 154 Bartholomew Street (including Kennet shopping centre), 5 -19 Market Street, 1 - 29 Market Place, 1 - 41 Cheap street,

Please continue on a separate sheet if necessary.

(Only complete the question below if you know the address of the proposed premises)

The premises above are currently in my/our possession* Yes No

* by rental, leasehold or freehold

3 Opening hours

3.1 Proposed core opening hours²³

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
9am to 1pm 2pm to 6pm	9am to 1pm 2pm to 6pm	9am to 1pm 2pm to 6pm	9am to 1pm 2pm to 6pm	9am to 1pm 2pm to 6pm			40

3.2 Total proposed opening hours⁷⁰

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
9am to 1pm 2pm to 6pm	9am to 1pm 2pm to 6pm	9am to 1pm 2pm to 6pm	9am to 1pm 2pm to 6pm	9am to 1pm 2pm to 6pm	9am to 1pm		44

4 Pharmaceutical services to be provided at these premises

Essential services (paragraphs 3 to 22, Schedule 4 – pharmacies)

Or

Terms of service (paragraphs 3 to 12, Schedule 5 – DACs)

¹ Best estimates are to be precise as possible. Phrases such as “in the vicinity of” and “within 100m of the junction of the High Street and Church Lane” are unlikely to be considered acceptable.

² Core opening hours must total 40 hours per week for pharmacies or not less than 30 hours for DACs, unless the applicant is proposing more core opening hours to secure unforeseen benefits.

³ The total opening hours includes the core hours and any supplementary opening hours.

If you are undertaking to provide appliances, specify the appliances that you undertake to provide (or write 'none' if it is intended that the pharmacy will not provide appliances).

None

Please give details of any advanced and enhanced services⁴ you intend to provide. These details should include:

- confirmation that you are accredited to provide the services where that accreditation is a prerequisite for the provision of the services;
- confirmation that the premises are accredited in respect of the provision of the services where that accreditation is a prerequisite for the provision of the services; and
- a floor plan showing the consultation area where you propose to offer the services, where relevant. Where a floor plan cannot be provided please set out the reasons for this.

Service	Accredited to provide (Y/N/NA)	Premises accredited (Y/N/NA)	Consultation area (Y/N/NA)
Appliance User Reviews	Y	Y	Y
Flu Vaccination Service	Y	Y	Y
New Medicine Service	Y	Y	Y
Supervised consumption and needle exchange service	Y	Y	Y
Pharmacy Contraception service	Y	Y	Y
Community Pharmacy Consultation Service	Y	Y	Y
Smoking Cessation Service	Y	Y	Y
Hypertension case-finding service	Y	Y	Y
Weight Management service	Y	Y	Y
Gluten Free Food Supply	Y	Y	Y
Independent Prescribing by Pharmacists	Y	Y	Y

⁴ Please note that enhanced services are those commissioned by NHS England. Do not include services which are commissioned by the local authority/council or the clinical commissioning group (CCG).

Pharmacist Supervised Consumption of Prescribed Opiate Substitution Therapy	Y	Y	Y
Guaranteed Provision of Palliative Care Drugs in the Community	Y	Y	Y
Treatment of Uncomplicated Urinary Tract Infections (UTI) in Women by Community Pharmacists	Y	Y	Y

Please continue on a separate sheet if necessary.

Floor plan showing consultation area

A floor plan will be provided in due course when premises have been secured.

Please continue on a separate sheet if necessary.

5 Applications in relation to premises that are in close proximity to other listed chemist premises

This section should only be completed if the premises included in section 2 above are adjacent to, or in close proximity to, another pharmacy or dispensing appliance contractor premises.

In my/our view this application should not be refused pursuant to Regulation 31 for the following reasons:

Not applicable.

Please continue on a separate sheet if necessary.

6 Information in support of the application

In making this application I/we am/are offering to secure improvements or better access that were not included in the HWB's pharmaceutical needs assessment.

Please describe the unforeseen benefit(s) that you are offering to secure and how it will secure improvements or better access to pharmaceutical services, or pharmaceutical services of a specified type in the HWB's area.

Location:

Newbury is an urban market town with a population of 113,400 according to the 2021 census (<https://www.ons.gov.uk/visualisations/customprofiles/build/>). The current resident population is likely to be higher than this figure as it continues to grow with remarkable ongoing housing developments, namely Willow Grange (200 new homes), The Chase (1500 new homes), Donnington heights (222 new homes) and Shaw Valley (179 new homes), New Warren Farm (1089 new homes) & Sandleford Park West (500 new homes), Knights Grove homes, Larkfield homes, totalling in the region of 4000 new homes. The older established residential area has also seen multiple smaller scale new developments.

The town is divided vertically due to main carriage way (A339) and horizontally via river Kennet. Majority of the Northeast region is an industrial estate whilst the Southeast is concentrated with supermarkets and retail parks.

The Northeast, Southeast and East houses the Newbury town centre. The high street consists of express supermarket, newsagents, banks, charity and stationary shops, hairdresser, takeaways, restaurants, post office, several patisserie and coffee shops, in simple terms: a hub of activity frequented by the local population on a daily basis, naturally becoming a centre for all the commercial, economic and social activities.

There is absolute lack of availability and choice of pharmaceutical service on the high street especially exacerbated by planned closure of nearby "Lloyds pharmacy" in Sainsbury and also unexpected closure of "Superdrug pharmacy", leaving the "Boots Chemist" as the sole provider of pharmaceutical services.

There has been an increase of 33.8% in people aged >65 years in West Berkshire between 2011 till 2021 and the area contains a large number of residents who share a relevant protected characteristic. In particular:

113,400 people (47,100 households) living in Newbury. Of those:
17.9% are aged 15 and under (0.6% above than national average)
19.3% are aged 65 and above (1% above the national average)

This would have resulted in an increase in demand for pharmaceutical services but the recent closures have resulted in greater pressure on the only locally available Boots Pharmacy with customers often complaining about long wait times, lack of product availability, not having the capacity to respond to phone call queries to name a few.

The report shows that 44.2% of the population is deprived in one or more dimension, 14.8% of the population are considered disabled, 12.8% households do not have a car or van and 38.5% households have only one car. These individuals in particular rely on the local healthcare service, including pharmacies, for the fulfilment of their healthcare needs. Thus,

town centre location is most convenient for this population as it is well served by train and bus links. Due to recent closure of 2 community pharmacies within this area, the local population is reliant on the only pharmacy (Boots) on the high street for the provision of their pharmaceutical needs which has placed Boots under immense pressure.

Newbury has a community hospital as well as a large GP medical centre and multiple private doctors and several care homes / nursing homes in the vicinity of the proposed location. There are 13 schools (primary and secondary) with a student population of around 8000. In addition to the resident population, it is anticipated that several hundred people visit Newbury from the industrial estate on a daily basis. Having another pharmacy in this area will offer the local and visiting population more freedom of choice and possibly greater range of services to meet their needs.

Please see attached satellite imagery of Newbury.

Another Pharmacy would confer significant benefits in terms of:

1. Access

The reliant population has difficulties accessing pharmaceutical service provision as both the Lloyds pharmacy on Hectors Way, RG14 5AB and Superdrug on 81-82 Northbrook Street, RG14 1AE recently closed therefore customers / patients had no choice but to transfer to Boots pharmacy – the only pharmacy on the 0.8mile long high street now.

Consequently, Boots pharmacy has been overwhelmed with demand for pharmaceutical services and patients are suffering long waiting times, inability to have alternative choice of supplier/wholesaler when Boots haven't been able to fulfil prescription for items out of stock (OOS). On occasions, there has been a total absence of pharmaceutical service when Boots pharmacy has been unable to open their doors due to shortage of staff (either no locum pharmacist or no support staff). Social media reviews and customer complaint log validate above issues.

Since Boots is the only pharmacy in the town centre, if they are not able to fulfil the prescription within a timely manner, the patients have no choice but to travel to Newbury retail park, 2 miles away, accessible only via car or otherwise a 35 minute walk. This can prove difficult given the number of patients with no access to car (51.3% of the population either have no car or only one car which may be in use by another member of the household e.g. commute to work). Needless to say, a large proportion of residents will take objection to use of car even if available as its perhaps counterintuitive to the environmentally greener conscious. Also, there is a high number of elderly residents in the area who may have issues with mobility and long term debilitating illnesses, affecting their ability to drive. Granting the application would secure better access to pharmaceutical service provision. In particular, it would confer significant benefits on the reliant population in terms of easy access to pharmacy in a timely manner.

2. Reasonable choice

Boots Chemist being the only pharmacy serving the Newbury city centre population, potentially in excess of 113000, with long waiting times, restricted choice of medicine supply due to contractual obligations to particular wholesaler and significant barriers to access pharmacies in other locations means that there are not enough reasonable choices for patients. The clear and obvious pressure on Boots pharmacy is best evidenced by the fact

that patients are forced to wait for a very long time in order to receive their prescribed medication. Some patients wait even before the pharmacy doors open at 9:30am in bad weather in order to be seen the same day and long queues building towards the end of the day due the fact that Boots pharmacy closes at 5.30pm. Noteworthy there 2 large schools for special needs children in nearby vicinity which may require urgent and specialist services that Boots may not be able to respond to.

The lack of reasonable choice is particularly relevant to this application given the size and nature of the reliant population (both resident and visiting). Similarly, as mentioned above, existing pharmacies in surrounding locations do not secure a reasonable choice of pharmaceutical service provision for reason of access difficulties.

Granting the application would secure improvements in the provision of pharmaceutical services. It would confer significant benefits on the reliant population since it would give patients a reasonable choice.

Please find attached the Google reviews of the current one and only Pharmacy (Boots). From the reviews, it is apparent that since the closure of Lloyds Pharmacy and Superdrug, standards have dropped and customer dissatisfaction heightened at Boots Pharmacy (note: Future health is separate department to pharmacy)

3. Innovation in service delivery

As mentioned previously, patients cannot access essential pharmaceutical services due the pressure of demand on the only exiting pharmacy (which are not limited to the dispensing of medicines on prescription but also include, for example, support for self-care and healthy lifestyle advice). Pharmacy at proposed site will undertake all essential and advanced pharmaceutical services together with such public health and enhanced services.

As per NHS long term plan and RPS published principle 12 where all patient facing pharmacist should be independent prescribing pharmacists (IP). Therefore, the responsible pharmacist at the new pharmacy will be an IP providing all services listed above in addition to the ability to amend/correct prescriptions, prescribe alternatives for OOS, enact the seriously short protocols (SSP) and take off the burden from local GP surgeries.

The proposed pharmacy will provide services during extended hours from 9am to 6pm Monday to Friday. The provision of pharmaceutical services during these hours would confer significant benefits on the reliant population, e.g. Boots on high street closes at 5:30pm Monday to Friday. This significantly impairs access to pharmaceutical service provision, particularly for those who are in work during the week.

Newbury's neighbourhood development plan steering group meeting attended by various members of the council and public (20.4.22) has highlighted the need for increased access for NHS healthcare services as a means to improve community facilities.

More recently, the lack of choice of available pharmacies and therefore, medication is so severe in Newbury that it has been televised by ITV Meridian on 18/08/23. It reported that patients are typically waiting in long queues both inside and outside of the reduced number of pharmacies available in Newbury. They interviewed a patient suffering from cancer who spoke about how his wife waited 1.5hours only to find out that his pain relief medication was out of stock. As a result, he suffered from 'excruciating pain over a weekend' due to lack of availability of the drugs needed to manage his symptoms. Another patient in need of regular

medicines also complained about the unreasonably long wait times and how the recent closures of pharmacies in Newbury area has made the situation 'go from bad to worse'.
<https://www.itv.com/news/meridian/2023-08-18/cancer-patient-left-in-excruciating-pain-as-chemists-run-out-of-medication>

Please continue on a separate sheet if necessary.

Please explain how you intend to secure the unforeseen benefit(s).

Having regard to the reliant population, including the population with a protected characteristic, granting this application would bring improvements in, and better access to, the reliant population.

1) Access to pharmaceutical services. Currently the existing access to pharmaceutical service is very restricted and overwhelmed with demand. The only pharmacy, Boots pharmacy, in the area is serving a population size that will typically be served by numerous high street pharmacies in any other town.

2) Choice. The unexpected closure of Lloyds pharmacy and Superdrug in the area has resulted in a lack of reasonable choice for local population. This application would secure better access to service provision by enabling the reliant population to restore choice on the high street.

3) Innovation in service delivery. A replacement pharmacy for Superdrug & Lloyds pharmacy will provide a range of enhanced, advanced and public health services at times that would meet the needs of those in Newbury. Pharmacist prescribing services will safely expedite the clinical services and reduce the burden on local GP surgeries or 111 services resulting in more comprehensive pharmaceutical service to patients.

Please continue on a separate sheet if necessary.

7 Undertakings

By virtue of submitting this application I/we undertake to notify NHS England within 7 days of any material changes to the information provided in this application (including any fitness information provided under paragraph 3 or 4, Schedule 1) before:

- the application is withdrawn,
- while the application remains the subject of proceedings, the proceedings relating to the application reach their final outcome and any appeal through the courts has been disposed of, or
- if the application is granted, I/we commence the provision of the services to which this application relates,

whichever is the latest of these events to take place.

I/We also undertake to notify NHS England if I/we am/are included, or apply to be included, in any other relevant list before:

- the application is withdrawn,
- while the application remains the subject of proceedings, the proceedings relating to the application reach their final outcome and any appeal through the courts has been disposed of, or
- if the application is granted, I/we commence the provision of the services to which this application relates,

whichever is the latest of these events to take place.

I/We also undertake:

- to comply with all the obligations that are to be my/our terms of service under Regulation 11 if the application is granted, and
- in particular to provide all the services and perform all the activities at the premises listed above that are required under the terms of service to be provided or performed as or in connection with essential services.

The following only applies where the applicant is seeking to provide directed services. I/We:

- undertake to provide the directed services mentioned in this application if they are commissioned within 3 years of the date of grant of this application or, if later, the listing of the premises to which this application relates,
- undertake, if the services are commissioned, to provide the services in accordance with an agreed service specification, and
- agree not to unreasonably withhold my/our agreement to the service specification for each directed service I/we are seeking to provide.

I confirm that to the best of my knowledge the information contained in my/our application is correct.

Signature 

Name Sadia Ahmad.....

Position Director.....

Date 7/10/23.....

On behalf of the company/partnership CA-Health LTD.....

Contact phone number in case of queries.....

Contact email number in case of queries.....

Registered office

CA-Health Limited
Arena Business Centre - Berkeley St. 100 Berkshire Drive Wharfdale Road,
Winnersh, Wokingham, England, RG41 5RD

Please send the completed form to:

Email: PCSE.marketentry@nhs.net

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