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# Changes to Pharmaceutical Services

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**Report being considered by:** Health and Wellbeing Board

**On:** 22 February 2024

**Report Author:** Gordon Oliver

**Report Sponsor:** John Ashton

**Item for:** Information

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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) To note the changes to pharmaceutical services in West Berkshire;
- (b) To note the decisions made by the Pharmaceutical Needs Assessment Sub-Committee on 23 January 2024;
- (c) In relation to the application for inclusion in a pharmaceutical list at Ground Floor Flat 1, 4 Hambridge Road , RG14 5SS in respect of distance selling premises by Halo Pharmacy Limited, to agree that the Chairman of the Health and Wellbeing Board should be authorised to respond to the consultation to indicate that there are no implications for the West Berkshire Pharmaceutical Needs Assessment and that the Board has no objection to the application.

## 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 27 December 2023 advising of an application for a new pharmacy at the Kingsland Centre in Thatcham, which offered unforeseen benefits. As a statutory consultee, the Health and Wellbeing Board was invited to submit comments on the application within 45 days of the notification date. At the meeting of the Health and Wellbeing Board, on 7 December 2023, it was resolved that the Chairman write to Primary Care Support England (PCSE) on behalf of the Board in support of the unforeseen benefits application for a new pharmacy in Newbury town centre. On 10 January 2024, PCSE wrote to advise the Health and Wellbeing Board of the representations made in response to this application and invited comments on these representations.

- 3.3 On 10 January 2024, notification was received of changes to pharmaceutical services that had taken place in December 2023, which included changes to the opening hours at the Boots Pharmacy at 4-5 Northbrook Street, Newbury.
- 3.4 The above matters were considered by the Pharmaceutical Needs Assessment Sub-Committee on 23 January 2024 and responses were submitted to PCSE on 24 January 2024.
- 3.5 Subsequent to that meeting, on 6 February 2024, notification was received from PCSE of an application for inclusion in a pharmaceutical list at Ground Floor Flat 1, 4 Hambridge Road, Newbury RG14 5SS in respect of distance selling premises by Halo Pharmacy Limited.

## 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 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, 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.

### Unforeseen Benefits Application – Kingsland Centre, Thatcham

- 4.4 A notification was received on 27 December 2023 from Primary Care Support England (which administers applications on behalf of NHS England), advising of an unforeseen benefits application for a new pharmacy in Thatcham town centre by LP SD One Hundred Seven Limited. The proposed location for the pharmacy is Unit 7, Kingsland Centre, The Broadway, Thatcham, RG19 3HN. A copy of the notification and the associated application is provided in Appendix A.
- 4.5 As a statutory consultee, the Health and Wellbeing Board was invited to submit comments on the application within 45 days of the notification date (i.e., by 10 February 2024).
- 4.6 Given that the deadline for comments was before the next meeting of the Health and Wellbeing Board, the matter was referred to the Pharmaceutical Needs Assessment Sub-Committee for consideration on 23 January 2024. The Pharmaceutical Needs Assessment Sub-Committee resolved to write to PCSE in support of the application. A copy of the letter is included in Appendix B.

### **Unforeseen Benefits Application – Newbury Town Centre**

- 4.7 A notification was received on 21 November 2023 from Primary Care Support England (which administers applications on behalf of NHS England), advising of an unforeseen benefits application for a new pharmacy in Newbury town centre by C-A-Health Ltd. The area being considered for the new pharmacy includes: 1-154 Bartholomew Street (Including Kennet Shopping Centre), 5-19 Market Street, 1-29 Market Place, and 1-41 Cheap Street. At the Health and Wellbeing Board meeting on 7 December 2023, it was resolved that the Chairman write to Primary Care Support England on behalf of the Health and Wellbeing Board in support of the application.
- 4.8 On 10 January 2024, PCSE wrote to advise the Board of representations made in relation to the application and invited comments on these representations by 24 January 2024. It was highlighted that any new information submitted at this stage would have little or no weight placed upon it unless it could be demonstrated that it was being presented in response to representations submitted by another party that were believed to be untrue or incorrect.
- 4.9 The representations are provided in Appendix C. In total, four responses were received from:
- Day Lewis Pharmacy;
  - Boots Pharmacy;
  - Community Pharmacy Thames Valley (the Local Pharmaceutical Committee);
  - West Berkshire Health and Wellbeing Board.
- 4.10 Some of the points made in the other responses were reflected in the Board's own response, including:
- failure to mention the Day Lewis Pharmacy at Strawberry Hill, which is located just to the north of the town centre;
  - failure to mention that there are five pharmacies that currently serve Newbury;
  - failure to mention that no gap in provision has been identified in the current PNA and that no supplementary statement has been published.
- 4.11 Of the remaining points raised in the other representations, most were considered to be valid, but there were a number of matters referred to in the response from the Day Lewis Pharmacy that were considered to be incorrect.
- 4.12 Again, because there was not a planned meeting of the Health and Wellbeing Board before the deadline for comments, the matter was referred to the Pharmaceutical Needs Assessment Sub-Committee for consideration on 23 January 2024. The PNA Sub-Committee resolved to write to PCSE to make comments on the Day Lewis representations. A copy of the letter is included in Appendix D.

### Changes to Opening Hours

- 4.13 On 4 January 2024, the South East Pharmacy, Optometry and Dentistry Commissioning Hub sent notification of changes to pharmaceutical services that had occurred across the region in December 2023. These included changes to the supplementary opening hours for **Boots Pharmacy, 4-5 Northbrook Street, Newbury, RG14 1DJ (FJV60)**. The changes are shown below.

<b>Boots Pharmacy</b>	<b>Previous Opening Hours</b>	<b>New Opening Hours</b>
Monday	09:30 – 17:30	09:00 – 17:30
Tuesday	09:30 – 17:30	09:00 – 17:30
Wednesday	09:30 – 17:30	09:00 – 17:30
Thursday	09:30 – 17:30	09:00 – 17:30
Friday	09:30 – 17:30	09:00 – 17:30
Saturday	09:00 – 15:30	09:00 – 15:30
Sunday	10:30 – 16:30	10:30 – 16:30

- 4.14 In summary, the change is that the pharmacy will open at 09:00 instead of 09.30 Monday to Friday. For the purposes of the PNA, 8am to 6pm is considered to be normal working hours. Any pharmacy that opens before 8am is deemed to have early morning opening and those open after 6pm are deemed to have late evening opening. Boots will continue to operate within normal working hours following the change. Therefore, there are no implications for the PNA.

### Application in Respect of Distance Selling Premises

- 4.15 On 6 February 2024, notification was received from PCSE of an application for inclusion in a pharmaceutical list at Ground Floor Flat 1, 4 Hambridge Road, Newbury RG14 5SS in respect of distance selling premises by Halo Pharmacy Limited. A copy of the notification and associated application is provided in Appendix E.
- 4.16 As a statutory consultee, the Health and Wellbeing Board is invited to submit comments on the application within 45 days of the notification date (i.e., by 22 March 2024).
- 4.17 Proposed opening hours are set out below:

	<b>Core Hours</b>	<b>Total Hours</b>
Monday	10:00-18:00	10:00-18:00
Tuesday	10:00-18:00	10:00-18:00
Wednesday	10:00-18:00	10:00-18:00
Thursday	10:00-18:00	10:00-18:00
Friday	10:00-18:00	10:00-18:00
Saturday	-	-
Sunday	-	-
<b>Total</b>	<b>40 hours</b>	<b>40 hours</b>

- 4.18 Distance selling pharmacies provide the same services as any other pharmacies, but patients either have to post their prescription to the pharmacy or ask their GP to send it electronically. The pharmacy then dispenses it and sends it to the patient via the post or a courier. There are many such distance-selling pharmacies currently operating across the country. These must provide essential services to anyone, anywhere in England, where requested to do so.

- 4.19 Essential Services will be provided remotely through the deployment of an approved website and patient app to enable any patient anywhere in England to request NHS Essential services without a face-to-face contact. The website, app and all other digital platforms for communication will be available uninterrupted at least during the opening hours of the premises. Full details of how essential services will be provided are set out in the Dispensary Standard Operating Procedures (included in Appendix E).
- 4.20 In addition to Essential Services, the application indicates that the new pharmacy will be accredited to provide the following Advanced and Enhanced Services:
- New medicines service
  - Community pharmacy seasonal influenza vaccination
  - Community pharmacist consultation service
  - Care home service
  - Home delivery service
  - On demand availability of specialist drugs service
- 4.21 Only advanced services that can be provided remotely will be provided. The pharmacy does not intend to provide services that could require service users to come to the premises. If members of staff receive requests from a member of the public for provision of face-to-face services, the NHS Choices website will be used to find suitable service providers near to the patient and contact details will be provided.

## 5. Options Considered

In respect of the application for distance selling premises, the Board may choose to: respond to the consultation to indicate that it supports the application; that it does not object to the application; or that it opposes the application. Alternatively, the Board may choose not to respond.

## 6. Proposal(s)

- 6.1 It is proposed to note the changes to pharmaceutical services in West Berkshire and to note the decisions made by the Pharmaceutical Needs Assessment Sub-Committee on 23 January 2024.
- 6.2 Given that distance selling premises are required to serve patients anywhere in England, it is not considered that the application by Halo Pharmacy Limited for distance selling premises to be established at Hambridge Road, Newbury will have a material impact on existing pharmacies in West Berkshire. Therefore, it is recommended that the Health and Wellbeing Board Chairman be authorised to respond to the consultation to confirm that there are no implications for the West Berkshire Pharmaceutical Needs Assessment and that the Board does not have any objections to the application.

## 7. Conclusion(s)

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

## 8. Consultation and Engagement

- 8.1 Healthwatch West Berkshire was consulted on the proposals for the two new pharmacies.
- 8.2 Local ward councillors have been informed of the changes to pharmaceutical services outlined in this report.

## 9. Appendices

Appendix A – Notification re Unforeseen Benefits Application for Kingsland Centre, Thatcham

Appendix B – Letter to PCSE regarding the Unforeseen Benefits Application for Kingsland Centre, Thatcham

Appendix C – Representations made in response to the Unforeseen Benefits Application for Newbury Town Centre

Appendix D – Letter to PCSE regarding responses made in response to the Unforeseen Benefits Application for Newbury Town Centre

Appendix E – Application for inclusion in a pharmaceutical list at Ground Floor Flat 1, 4 Hambridge Road , RG14 5SS in respect of distance selling premises by Halo Pharmacy Limited

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### Background Papers:

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

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

[West Berkshire Health and Wellbeing Board Agenda and Minutes \(7 December 2023\)](#)

[West Berkshire PNA Sub-Committee Agenda and Minutes \(23 January 2024\)](#)

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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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