

Community Pharmacy provision across BOB

Background

1. Community pharmacy makes up one of the four pillars of the primary care system in England, along with general practice, optical services and dentistry. It provides dispensing and selling of medicines as well as other NHS and publicly funded services including hypertension finding, new medicines review and the Pharmacy First service.
2. Community pharmacy operates on a contractor model similar to other primary care providers. This means community pharmacies are usually independent businesses contracted by the NHS to provide certain services for local populations. Community pharmacy is funded through a complex mix of income streams. The Drug Tariff¹ sets out the remuneration and reimbursement that pharmacies can expect from the NHS as part of their contract work under the Community Pharmacy Contractual Framework². On top of this, many pharmacies will receive additional income from both NHS and non-NHS sources.
3. In July 2022, BOB ICB assumed the delegated responsibility for commissioning pharmaceutical services.
4. Across BOB³ there are 248 community pharmacies of which 6 are distance selling pharmacies and 16 pharmacies are offering over 72hrs of opening.
5. Whilst Community Pharmacies are still the core provider of dispensing prescriptions we are now seeing more face to face clinical services delivered by community pharmacy including a hypertension screening service, new medicines service and an oral contraceptive service and Pharmacy First.

Pharmaceutical Needs Assessment (PNAs)

6. Since April 2013, every Health and Wellbeing Board in England has a statutory duty to publish and keep up-to-date a statement of the needs for pharmaceutical services for the population in its area.
7. These PNAs⁴ are used by Integrated Care Boards to make decisions on which NHS-funded services need to be provided by local community pharmacies. They may also be used by bodies involved in commissioning local health services to identify gaps in relation to local priorities.

¹ [Drug Tariff | NHSBSA](#)

² [NHS England » Community Pharmacy Contractual Framework 2019-2024](#)

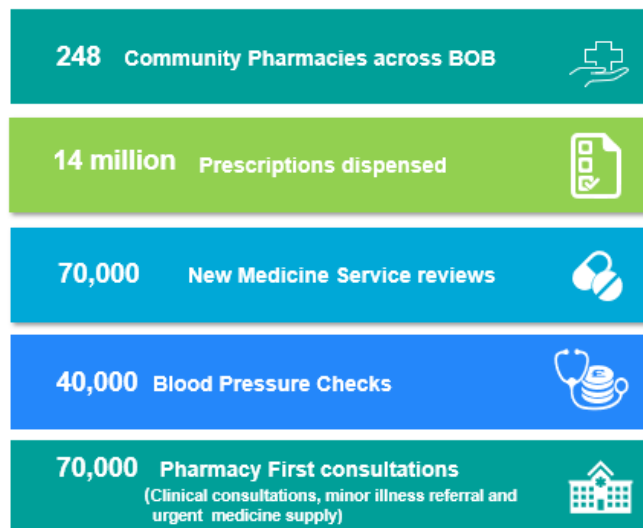
³ As of 1 February 2025

⁴ See Appendix 1

- A BOB wide PNA steering group has been set up and chaired by the ICB Clinical Lead for Medicines Optimisation. Local public health teams are leading on the steps needed to secure new PNAs for later in 2025.

Service Provision across BOB

- BOB Community Pharmacy has delivered the following⁵ activity between April and October 2024



- Across BOB two high street pharmacies opened during this time in Aylesbury and Winnersh and one Distance Selling Pharmacy (DSP) in Carteton, Oxfordshire. A DSP can offer all the services of a high street pharmacy but must not offer services to a person who is present at the pharmacy. A DSP will receive a prescription by post/electronically and post it back once the medicine(s) has been dispensed. The pharmacist can telephone the patient to counsel the patient on the medicine's correct use. This arrangement satisfies the conditions as no face-to-face contact has taken place on the pharmacy's premises.

Date Opened	Health & Wellbeing Board	Pharmacy Trading Name	Address 2	Address 4	Post Code	Contract Type
19/04/2024	Buckinghamshire	Jardines Pharmacy	Berryfields District Centre	Aylesbury	HP18 1AS	Community
14/10/2024	Wokingham	Winnersh Pharmacy and Clinic	Winnersh	Wokingham	RG41 5LT	Community
20/01/2025	Oxfordshire	Oxfordshire Pharmacy	Carterton	Oxon	OX18 3DN	DSP

Table indicating the BOB new Community Pharmacies

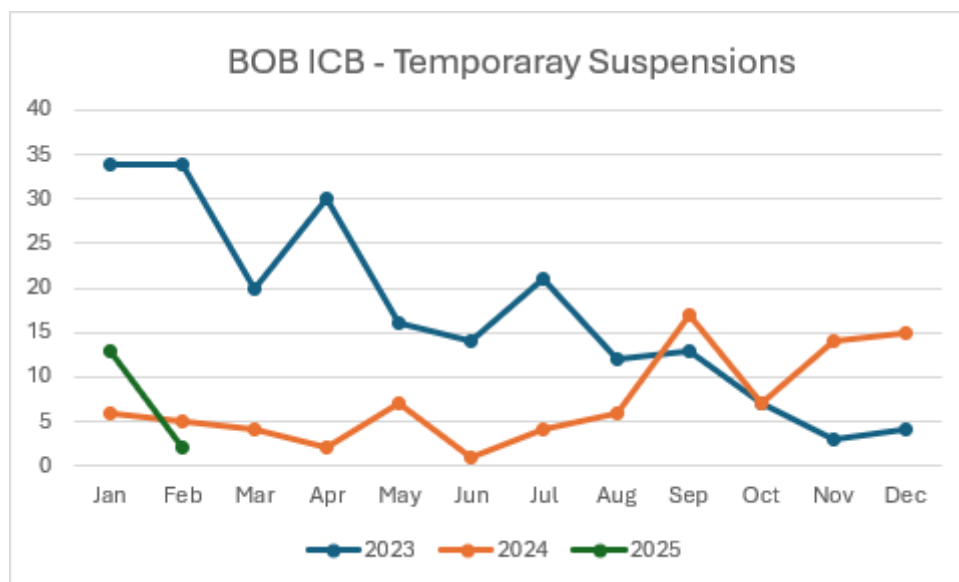
- Across BOB we have seen the closure of 7 pharmacies in 2024. Community Pharmacy does not need to give a reason for closing but must give at least 3 months' notice. We heard that financial pressures associated with delivering services have led to Community Pharmacies reviewing the number of sites they have and provision.

⁵ Data from NHS BSA [Dispensing contractors' data | NHSBSA](#)

Date	Health & Wellbeing Board	Pharmacy Trading Name	Address 3	Address 4	Post Code	Contract Type
26/01/2024	Buckinghamshire	Lansdales Pharmacy Ltd	High Wycombe	Buckinghamshire	HP11 2RS	Community
17/02/2024	West Berkshire	Boots UK Ltd	Thatcham	Berkshire	RG18 3HD	Community
23/03/2024	Oxfordshire	Boots UK Ltd	Thame	Oxfordshire	OX9 3JZ	Community
01/07/2024	Buckinghamshire	Karepack Buckinghamshire	High Wycombe	Buckinghamshire	HP11 2LT	Distance Selling
28/07/2024	Oxfordshire	Cowley Pharmacy	Oxford	Oxfordshire	OX4 1UH	100 Hours (Amended)
11/08/2024	Buckinghamshire	PharmaCare (Medical)	Loudwater	Bucks	HP10 9QY	Distance Selling
13/12/2024	Oxfordshire	Chipping Norton Healthcare Ltd	Chipping Norton	Oxfordshire	OX7 5FA	100 Hours

Table indicating the BOB Community Pharmacies that have closed in 2024

12. Following notification of closure of a pharmacy, Health and Wellbeing Boards will consider if they need to review their Pharmaceutical Needs Assessment and identify if there is any gap identified. Application to join the pharmaceutical list is controlled through the NHS Pharmaceutical Regulations.
13. Changes in the regulations in July 23 have made it a requirement for NHS community pharmacy owners to have a business continuity plan for the temporary suspension of a service due to illness or other reason beyond their control. Since Winter 2022 the numbers of unplanned closures have dropped considerably with only exceptional circumstances such as sickness of a locum or flooding incidents or loss of IT being the cause of unplanned closures. There are a few pharmacies that we continue to get concerns raised as not being open and we continue to work through their action plans to rectify.



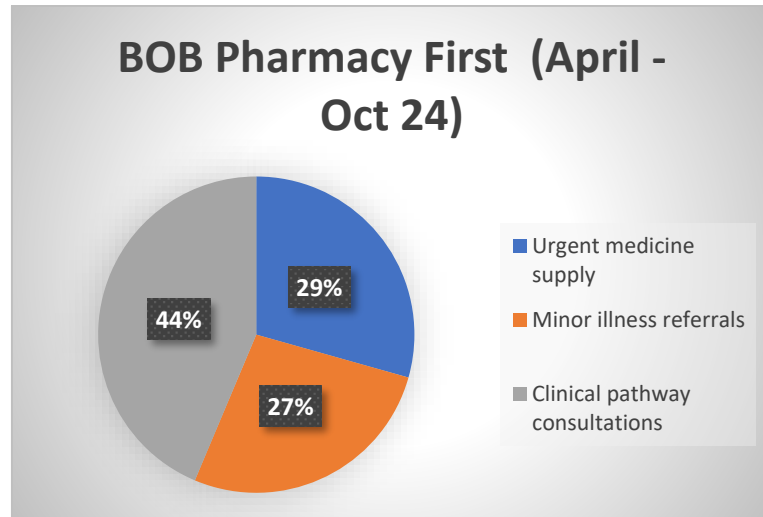
Pharmacy First

14. Pharmacy First was launched on 31 January 2024 and saw the introduction of community pharmacists seeing, and if appropriate, treating 7 common conditions. Pharmacy First also consists of an urgent medicine supply and minor illness service that was already in place.

Clinical pathway	Age range
Acute otitis media	1 – 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women aged 16 – 64 years

Table to show the 7 common conditions that can be treated by Community Pharmacies under Pharmacy First

Clinical consultations now account for over 40% of the claims made.

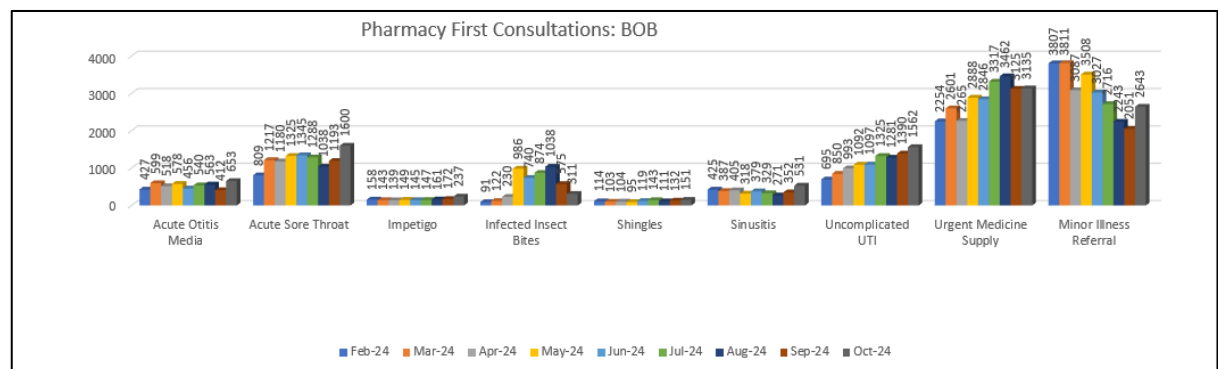


Data from Pharmacy Claims NHS BSA
See Appendix 3 for HWB level data

15. The service is designed to free up GP appointments for patients who need them most and to provide quicker and more convenient access to high quality healthcare.

De-registered to provide Pharmacy First	Registered to provide Pharmacy First	% register to provide Pharmacy First	Total No of Pharmacies in ICB
0	243	98%	247

as at 2nd January 2025

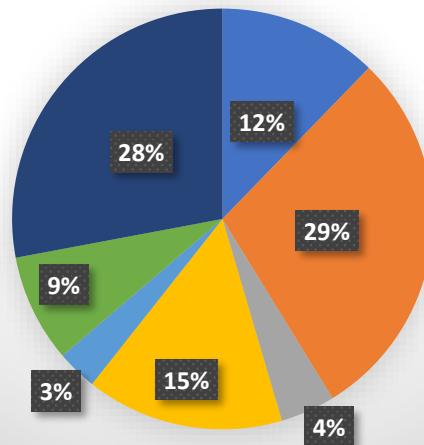


Since the scheme started in February 2024 BOB pharmacies have undertaken about 90,000 consultations (February -October 24).

16. The most common conditions seen by a community pharmacist are acute sore throat and acute otitis media (earache).

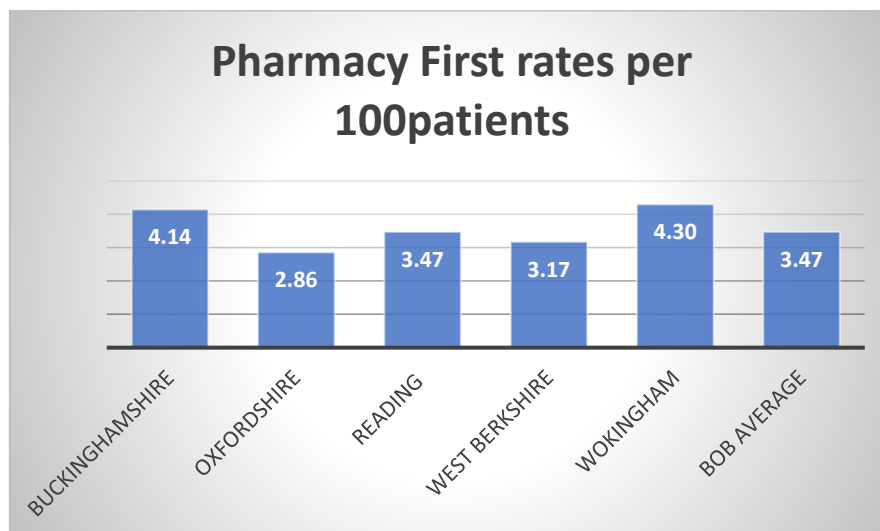
BOB split of Pharmacy First (PF) clinical consultations (April - Oct 24)

■ PF - Acute Otitis Media ■ PF-Acute sore throat ■ PF-impetigo
■ PF-insect bites ■ PF-shingles ■ PF -Sinusitis
■ PF-Urinary Tract



Data from Pharmacy Claims NHS BSA
See Appendix 3 for HWB level data

17. There is some variation in the delivery of Pharmacy First across the five Health and Wellbeing Board areas which may be due to the patient demographics or the number of referrals from GPs. Patients can access Pharmacy First through GP referrals, walk ins to community pharmacies or via 111.



Data from Pharmacy Claims NHS BSA for Clinical Consultations, Urgent Medicine Supply and Minor illness referrals – April – October 24
Patient numbers from GP registered lists Jan 25

18. The ICB has recruited PCN Community Pharmacy Leads to promote Pharmacy First and other community pharmacy services with PCN practices. They will be an important link between GP practices and Community Pharmacies in a PCN footprint.

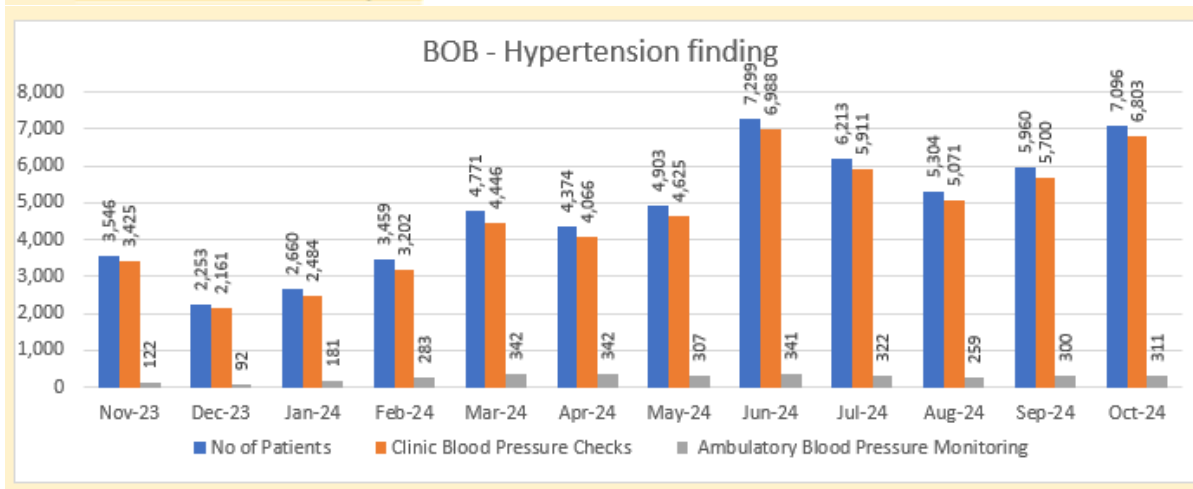
Hypertension case finding service

19. The NHS Community Pharmacy Blood Pressure Check Service supports risk identification and prevention of cardiovascular disease (CVD). This service :

- identifies people over the age of 40 who have previously not been diagnosed with hypertension (high blood pressure), and refers those with suspected hypertension for appropriate management.
- promotes healthy behaviours to service users.
- undertakes ad hoc clinic and ambulatory blood pressure measurements at the request of general practice.

No of Pharmacies	Providing Hypertension	% Signed Up
247	201	81%

as at 2nd January 2025



Data from Pharmacy Claims NHS BSA

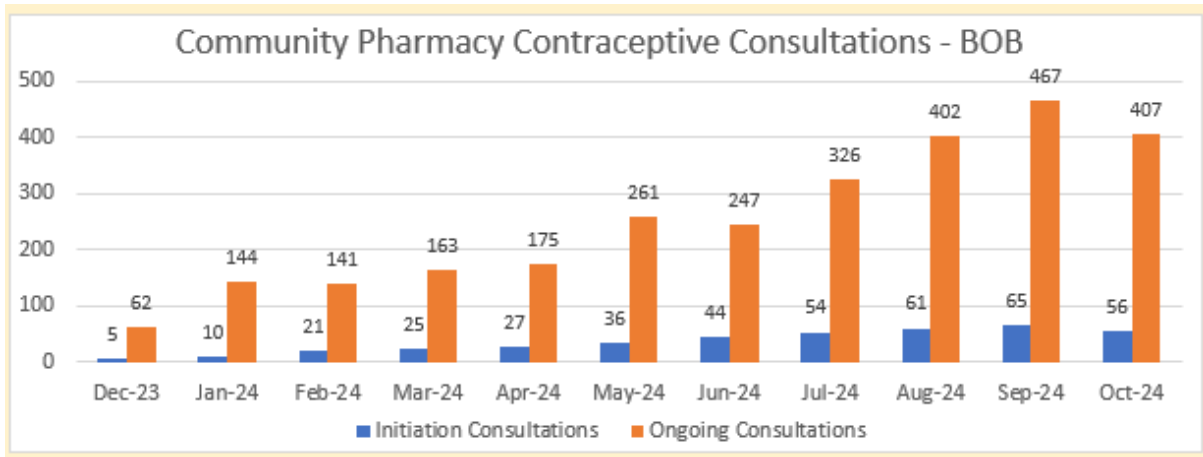
20. At the start of January 2025 as part of a national pilot 15 dental practices have started to undertake a blood pressure monitoring service. In line with a protocol, if the dental practice identifies an individual with raised blood pressure then they can refer them to the community pharmacy for ambulatory blood pressure monitoring.

Pharmacy Contraception Services

21. The aim of the Pharmacy Contraception Service (PCS) is to offer people greater choice and access when considering starting or continuing their current form of oral contraception. The service supports the important role community pharmacy teams can play to help address health inequalities by providing wider healthcare access in their communities and signposting service users to local sexual health services. It also aims to create additional capacity in primary care and sexual health clinics (or equivalent) to support meeting the demand for more complex assessments.

Providing PCS Service	% opted in since 1 Dec 2023	Total No of Pharmacies in ICB
184	74%	247

as at 2nd January 2025



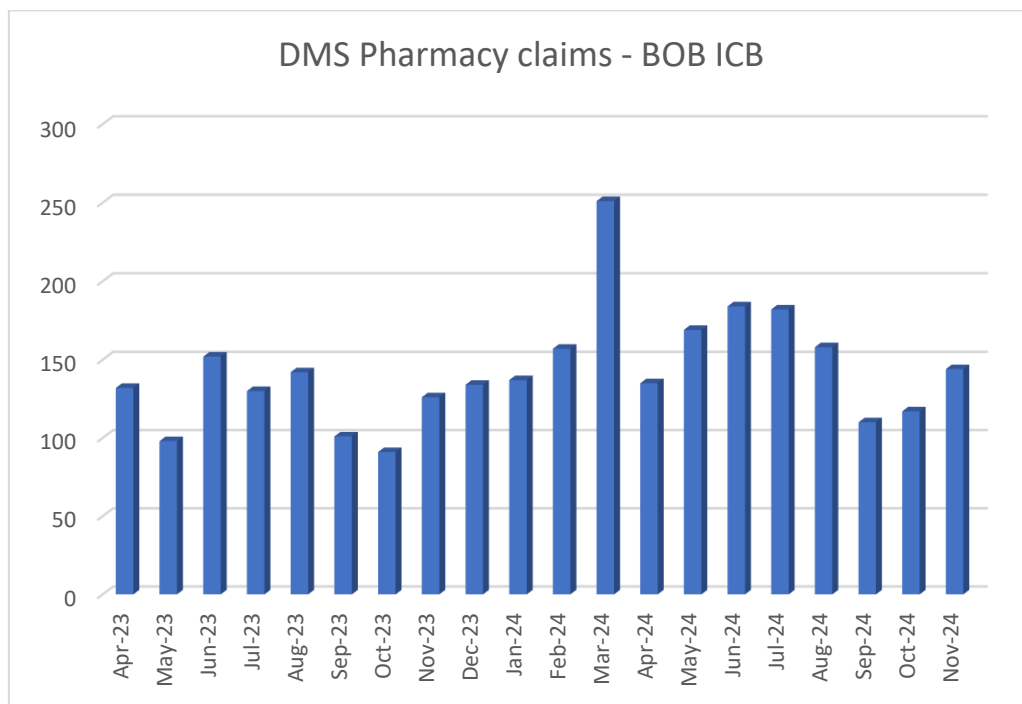
NHS Discharge Medicine Scheme(DMS)

22. The NHS Discharge Medicines Service is an essential service for community pharmacy contractors, commencing on the 15 February 2021. As an essential service, it must be provided by all community pharmacy contractors.

23. The service has been established to ensure better communication of changes to a patient’s medication when they leave hospital and to reduce incidences of avoidable harm caused by medicines. By referring patients to community pharmacy on discharge with information about medication changes made in hospital, community pharmacy can support patients to improve outcomes, prevent harm and reduce readmissions.

24. The ICB has established a joint Trust and Pharmacy Group DMS to review referrals made by the hospitals with the aim of optimising the number of referrals being made and followed up by the Pharmacists.

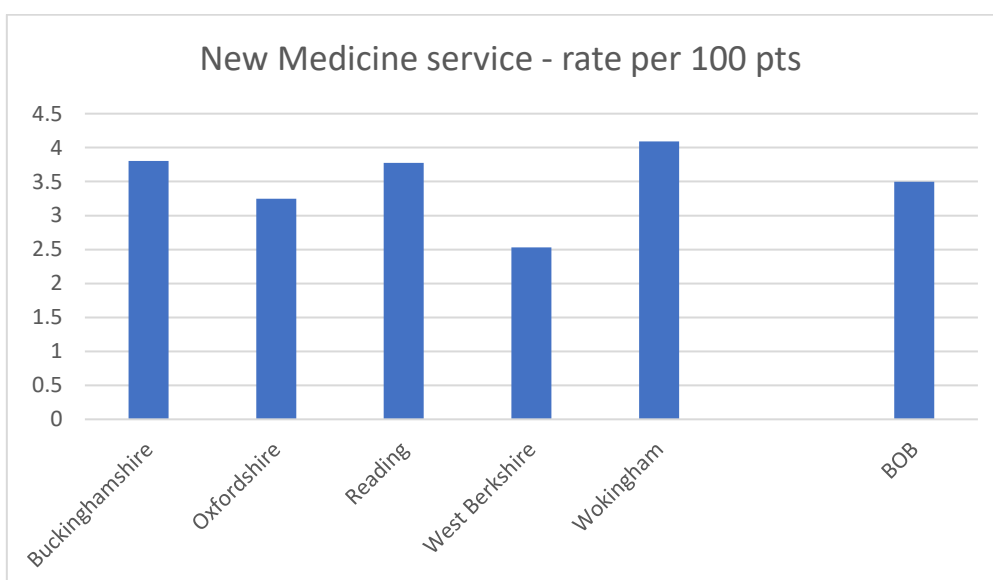
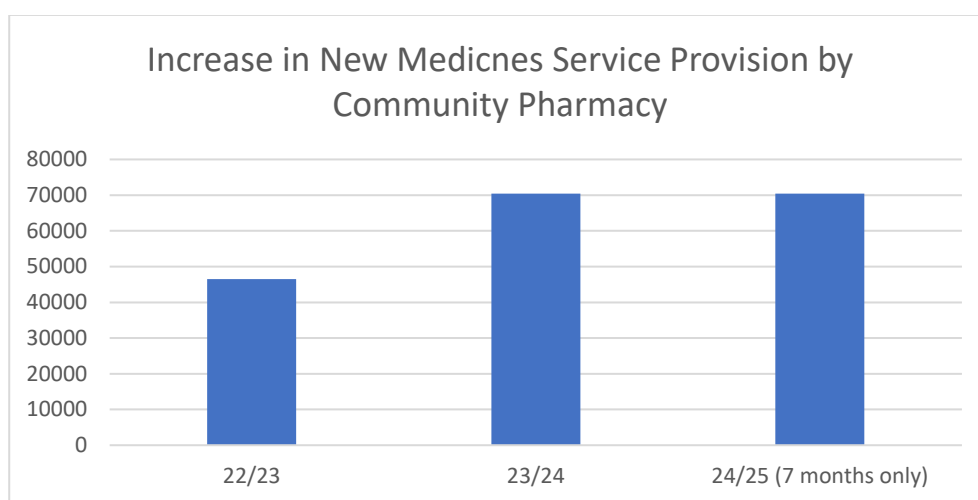
25. The chart below details the number of claims made; a total of 2,850 in the period April 2023 to November 2024:



- 26. Research has shown that pharmacists can successfully intervene when a medicine is newly prescribed, with repeated follow up in the short term, to increase effective medicine taking for the treatment of a long-term condition.
- 27. Work is underway with Local Trusts to increase the number of patients that they refer to this service.

NHS New Medicine scheme

- 28. The New Medicine Service demonstrates increased patient medicine adherence compared with no Community Pharmacy intervention, which translates into increased health gain at reduced overall cost.
- 29. Through the New Medicine Service, community pharmacists provide support to patients and carers, helping them manage newly prescribed medicines for a long-term condition, and supporting patients to make shared decisions about their care.



Other service offered by community pharmacy

30. Community Pharmacy has also played an important role in both the flu and the COVID vaccination programme offering additional access locally to these services. Alongside this some pharmacies also offer at risk patients eligible for COVID-19 treatments, access to Lateral Flow Device (LFD) tests to enable testing at home for COVID-19 if they develop symptoms
31. Since October 24, BOB Community Pharmacies have offered 144,546 COVID19 vaccinations (43.3% of all given in primary care) and 131,384 flu vaccinations (29.2% of all given in primary care).
32. The public can find out which pharmacies are providing what services by using the NHS service finder. [Find services near you - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Patient experience

33. NHSE are now publishing health insight data⁶ on adults experiences of NHS Healthcare services including pharmacy services. The most recent data relates to 10 December 2024 to 1 January 2025 noting that this will have been over the Christmas period.

	Number who have used a pharmacy in the last 28 days	Satisfied (%)	Neither satisfied nor dissatisfied (%)	Dissatisfied (%)
ENGLAND	58,698	88.9	7.7	3.5
BOB ICB	1,686	87.2	9.6	3.2

Next Steps

34. The BOB Primary Care Strategy presents unique opportunities for community pharmacy to embeds community pharmacy as a core pillar in primary care. The ICB will continue to support all four pillars to work together and support **Neighbourhood Health Services** including the involvement in **integrated neighbourhood teams (INTs)**.
35. We will focus on strengthening and embedding the **Pharmacy First** Service to provide better access to the public for the seven common conditions either through walk ins or referrals from 111 or the local GP.
36. More people could access **oral contraceptive services** through a Community Pharmacy. We will work with our Community Pharmacy Leads to promote this at local level across PCNs especially in populations where there is a high proportion of eligible individuals (eg: those at university)

⁶ [Experiences of NHS healthcare services in England - Office for National Statistics](https://www.ons.gov.uk)

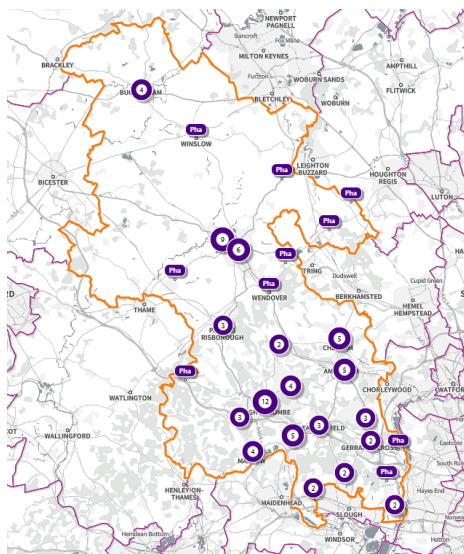
37. The **NHS app** is an important tool for ordering repeat prescriptions. New functionality will also allow people to track their request through the process from GP practice to community pharmacy. We will encourage more people to use the NHS app for this purpose.
38. A **Minor Ailment Scheme** has been commissioned by BOB ICB for registered patients or their dependents (e.g., children) who are on low income to enable them to access Over the Counter medicines free of charge for some minor ailments from some community pharmacies. The aim of the scheme is to reduce inequalities by making it easier for patients on low income to get free treatments for minor ailments, reducing the workload of general practice by directing these patients to a community pharmacy instead of making an appointment to see their GP for a prescription. We will continue to promote this scheme in areas of need.

Julie Dandridge
Associate Director - Pharmacy Optometry and Dentistry
Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board
25 February 2024
V1

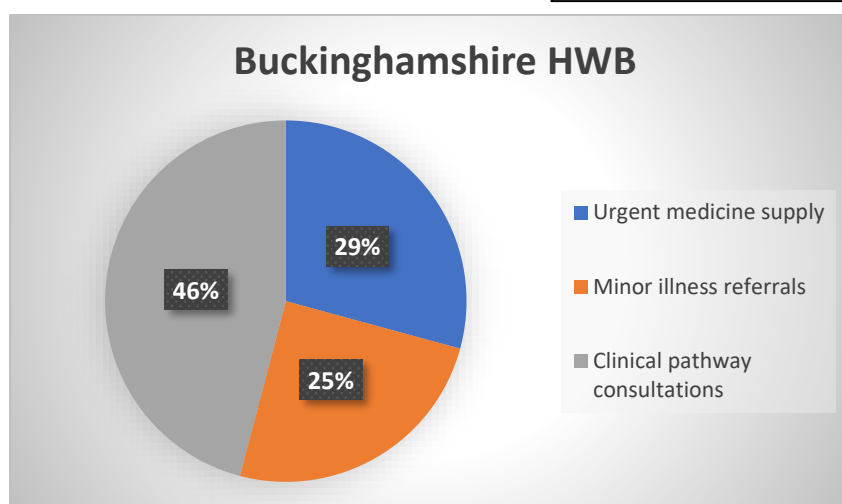
Appendix 1

Pharmaceutical Needs Assessment		
PNA	Published on	Link to Published PNA
Buckinghamshire	1st October 2022	Buckinghamshire PNA 2022-2025
Oxfordshire	1st April 2022	Oxfordshire PNA 2022-2025
Reading	1st October 2022	Reading PNA 2022-2025
West Berkshire	1st October 2022	West Berkshire PNA 2022-2025
Wokingham	1st October 2022	Wokingham PNA 2022-2025

Appendix 2 Buckinghamshire HWB

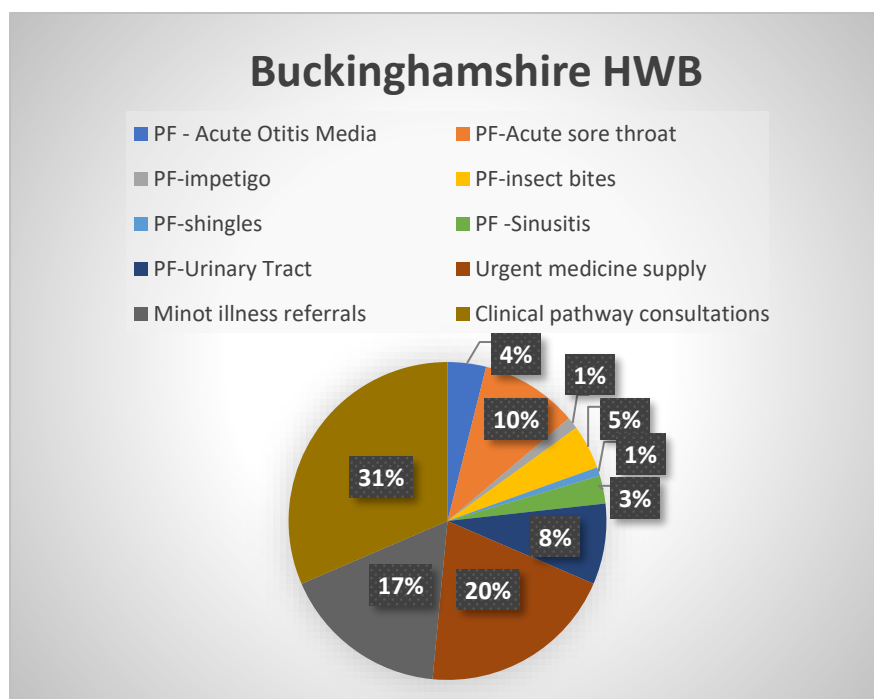


	Buckinghamshire
No of Pharmacies	85
Activity	
PF - Acute Otitis Media	1408
PF-Acute sore throat	3574
PF-impetigo	430
PF-insect bites	1621
PF-shingles	317
PF -Sinusitis	1022
PF-Urinary Tract	2961
Urgent medicine supply	7217
Minor illness referrals	6134
Clinical pathway consultations	11333
Total April-Oct 24	36017



This chart shows the proportion of services delivered between urgent medicines supply, minor illness referrals and clinical pathway consultation for the HWB Community Pharmacies

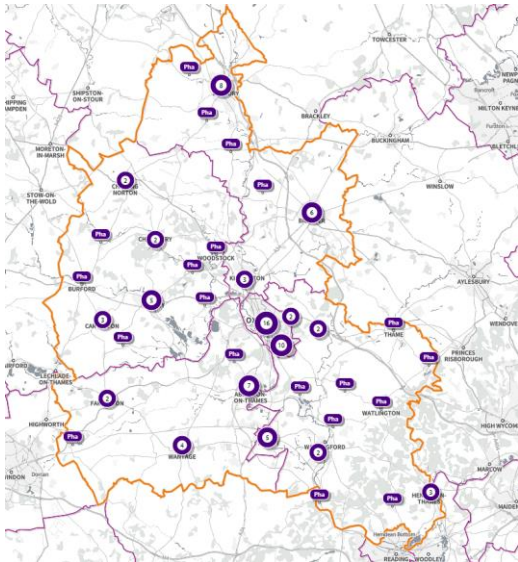
Data April to October 25 from NHS BSA data



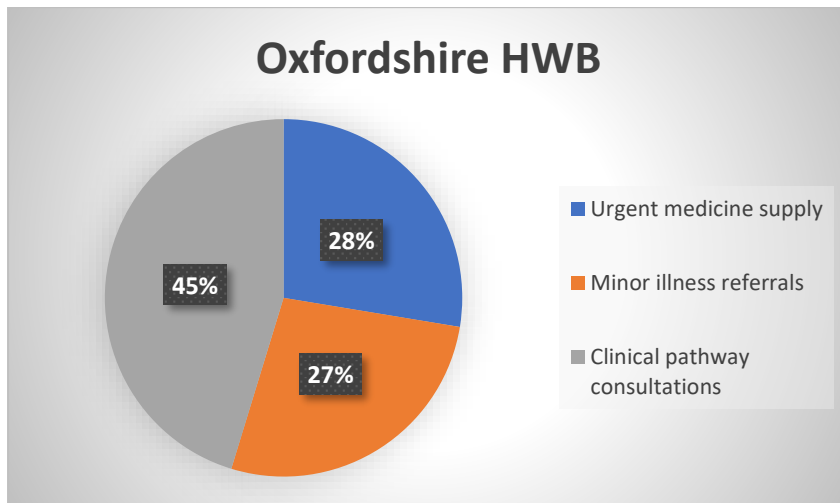
This chart demonstrates the type of activity relating to Pharmacy First services that is seen by the HWB Community Pharmacies

Data April to October 25 from NHS BSA data

Oxfordshire HWB

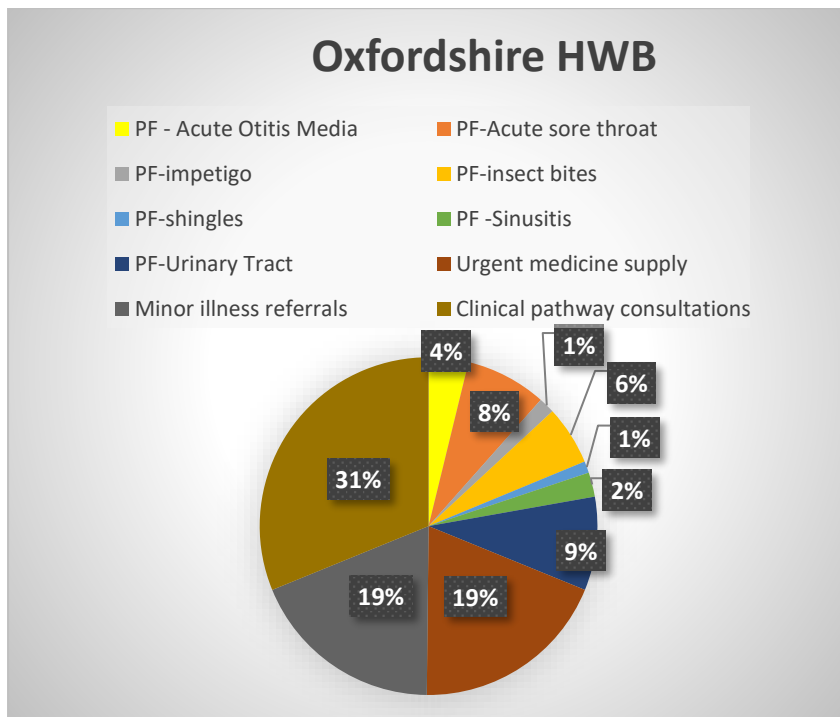


	Oxfordshire
No of Pharmacies	97
	Activity
PF - Acute Otitis Media	1310
PF-Acute sore throat	2664
PF-impetigo	528
PF-insect bites	1946
PF-shingles	382
PF -Sinusitis	801
PF-Urinary Tract	3080
Urgent medicine supply	6531
Minor illness referrals	6416
Clinical pathway consultations	10711
Total April-Oct 24	34,369



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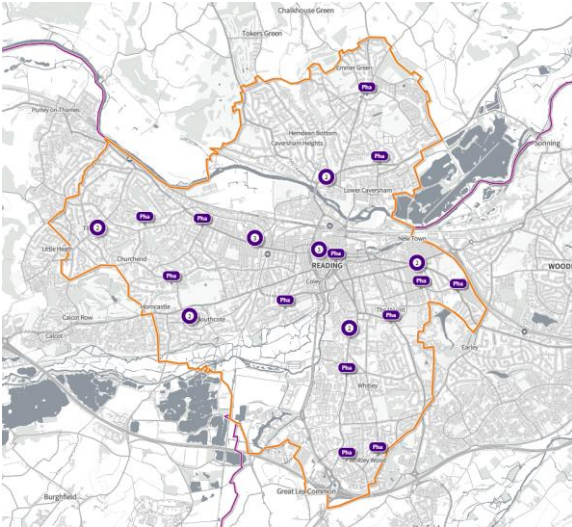
Data April to October 25 from NHS BSA data



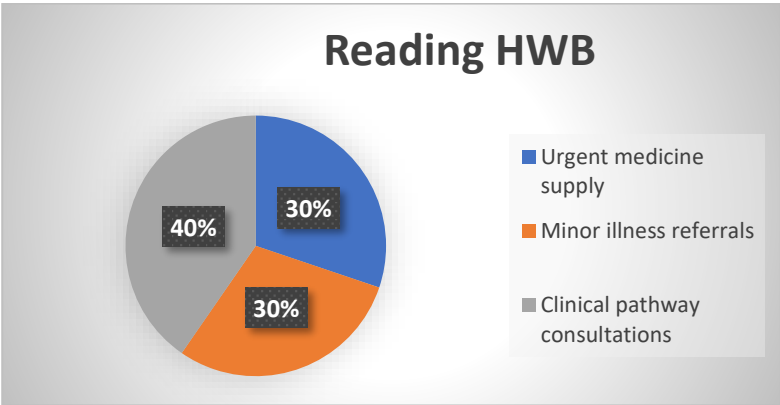
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Data April to October 25 from NHS BSA data

Reading HWB

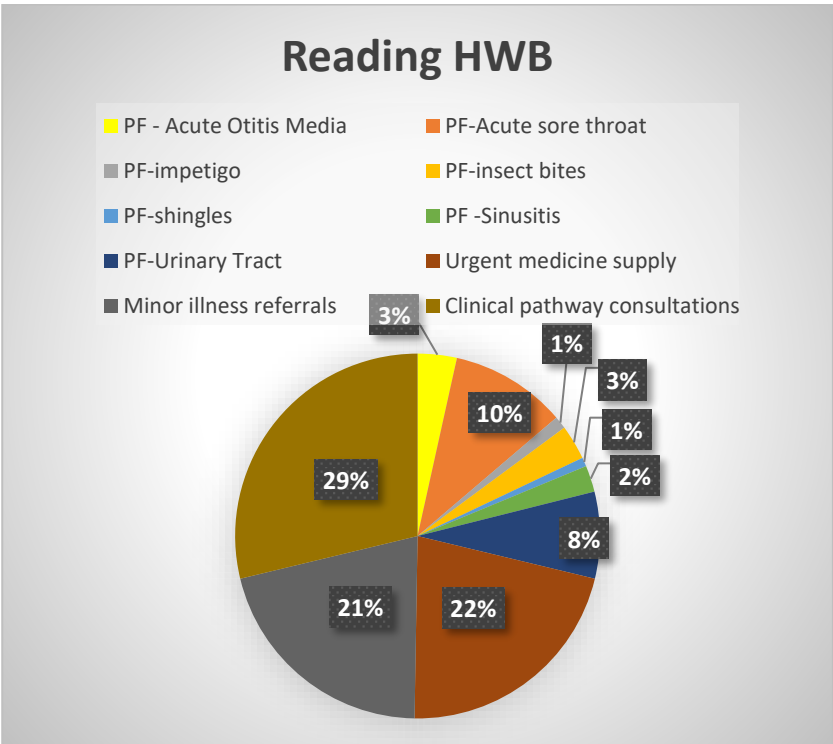


	Reading
No of Pharmacies	28
	Activity
PF - Acute Otitis Media	415
PF-Acute sore throat	1232
PF-impetigo	133
PF-insect bites	369
PF-shingles	94
PF -Sinusitis	280
PF-Urinary Tract	919
Urgent medicine supply	2573
Minor illness referrals	2510
Clinical pathway consultations	3442
Total April-Oct 24	11,967



This chart shows the proportion of services delivered between urgent medicines supply, minor illness referrals and clinical pathway consultation for the HWB Community Pharmacies

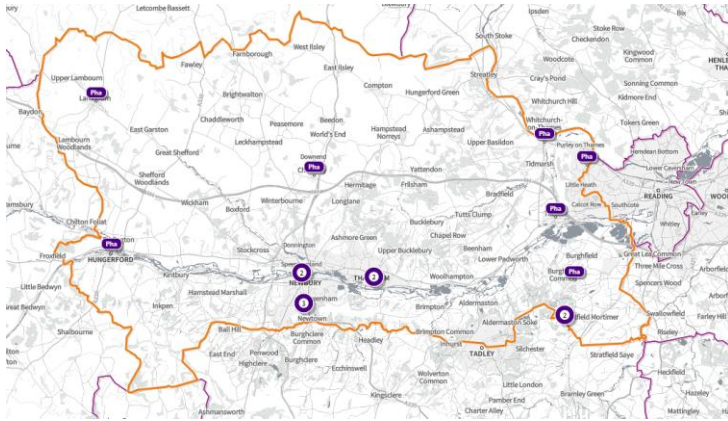
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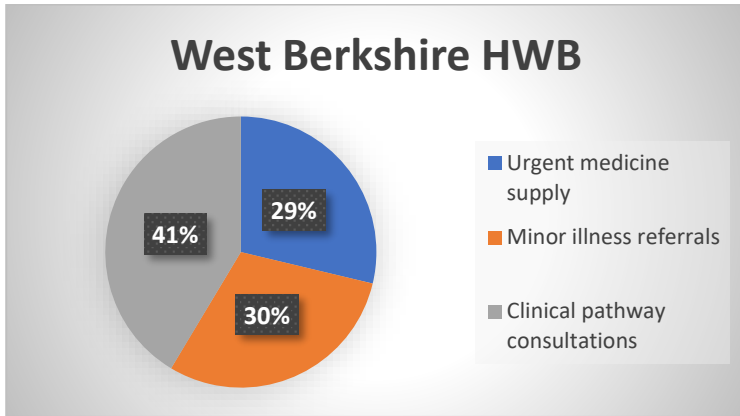
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Data April to October 25 from NHS BSA data

West Berkshire HWB

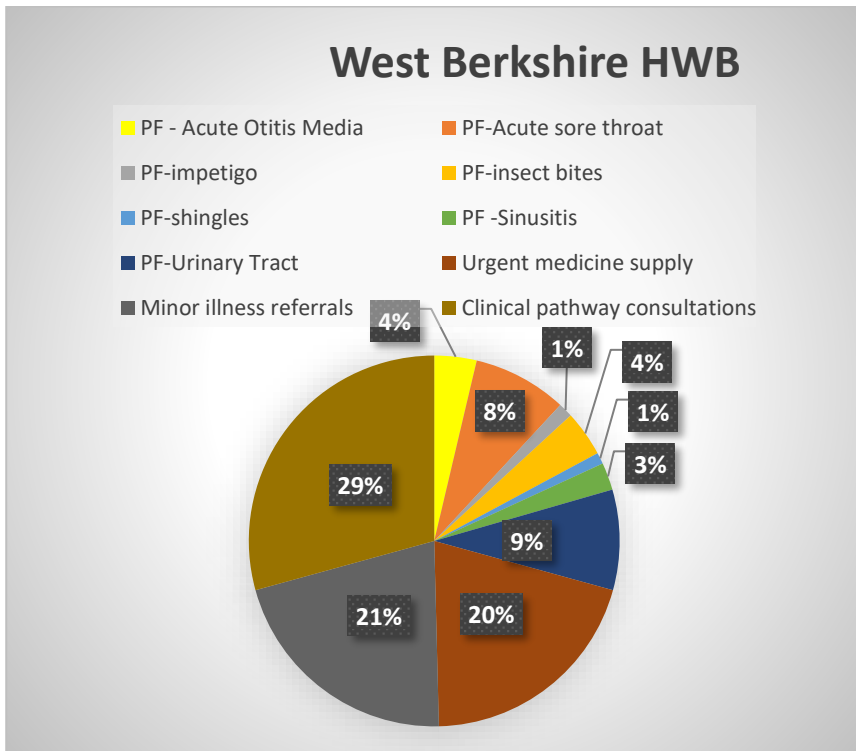


West Berkshire	
No of Pharmacies	16
Activity	
PF - Acute Otitis Media	262
PF-Acute sore throat	584
PF-impetigo	90
PF-insect bites	284
PF-shingles	70
PF -Sinusitis	170
PF-Urinary Tract	622
Urgent medicine supply	1445
Minor illness referrals	1502
Clinical pathway consultations	2082
Total April-Oct 24	7,111



This chart shows the proportion of services delivered between urgent medicines supply, minor illness referrals and clinical pathway consultation for the HWB Community Pharmacies

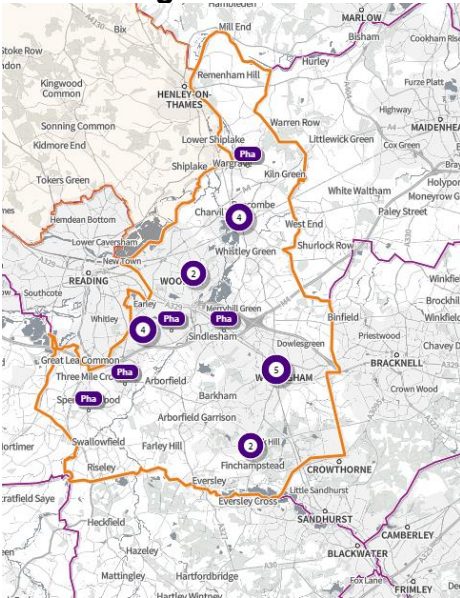
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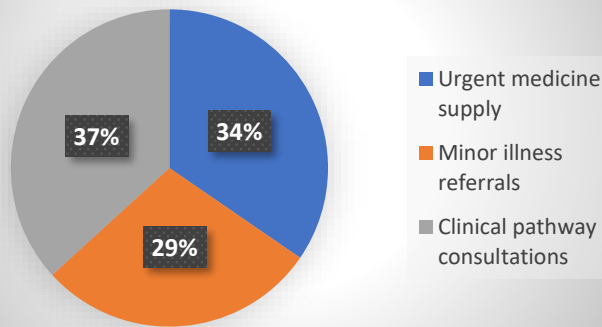
Data April to October 25 from NHS BSA data

Wokingham HWB



	Wokingham
No of Pharmacies	20
	Activity
PF - Acute Otitis Media	345
PF-Acute sore throat	782
PF-impetigo	103
PF-insect bites	417
PF-shingles	84
PF -Sinusitis	259
PF-Urinary Tract	945
Urgent medicine supply	2760
Minor illness referrals	2286
Clinical pathway consultations	2935
Total April-Oct 24	10,916

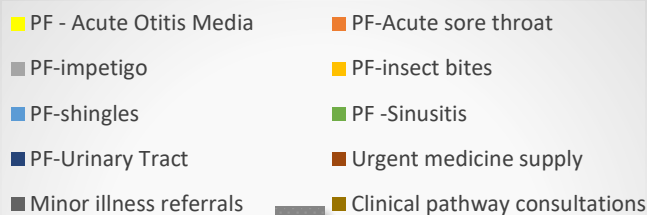
Wokingham HWB



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