

Appendix D

Results of the Medway Pharmaceutical Needs Consultation

Each Health and Wellbeing Board has a duty to consult with key stakeholders as defined in Regulation 8 of the above regulations. These include

- (a) any Local Pharmaceutical Committee for its area (including any Local Pharmaceutical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs);
- (b) any Local Medical Committee for its area (including any Local Medical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs);
- (c) any persons on the pharmaceutical lists and any dispensing doctors list for its area;
- (d) any LPS chemist in its area with whom the NHS England has made arrangements for the provision of any local pharmaceutical services;
- (e) any Local Healthwatch organisation for its area, and any other patient, consumer or community group in its area which in the opinion of HWB has an interest in the provision of pharmaceutical services in its area; and
- (f) any NHS trust or NHS foundation trust in its area;
- (g) the NHSCB (now known as NHS England); and
- (h) any neighbouring HWB.

The Health and Wellbeing Board consulted with key stakeholders, as defined above, for 60 days from 25th November 2014 until 23rd Jan 2015 using the Medway Council website <http://www.medway.gov.uk/carehealthandsupport/pharmaceuticalneedsassessment.aspx>

All key stakeholders were sent a letter by email from the Chair of the Health & Wellbeing Board with an invitation to respond to the consultation and a link to the website for the draft PNA but could, if they request, be sent an electronic or hard copy version. All consultees were reminded in January of the consultation due to the low number of responses.

The public were notified of the consultation through Healthwatch Medway, the Council website, the CCG Patient participation groups and the consultation was also promoted through social media by the Council.

Responses from the general public

There were 33 responses from the general public. The ages of the respondents ranged from 35 to 84 with just over 50% over 60. The majority of respondents were White British with one Asian and there was a female majority of 60%.

Q1. Thirty two used a pharmacy to access medicines

Q2. One person used a dispensing doctor's practice to access medicines.

One person used both

Q3. Over 51% visited the pharmacy at least once a month with over 18% visiting every couple of months, over 21% every couple of weeks and over 9% every week

Q4. 88% said they used the same pharmacy regularly.

Q5. 49% used the pharmacy near home, 18% used the pharmacy near the doctors' practice, 9% near work, 15% whilst shopping and the rest either had it delivered or picked up by a relative.

Q6. When asked what they would do if the pharmacy did not have the medicine in stock or were closed, over 54% said that they would wait.

Q7. 51% of respondents drove themselves to the pharmacy, with 41% walking, the rest either had their medicine delivered or did not use a regular pharmacy.

Q8. When asked to make comments about accessing either a pharmacy or dispensing doctor's practice to obtain medicines the following were recorded.

Comment	Resident of	
I live in Gillingham. If I need medicine urgently, I travel to Chatham by bus and purchase the medicine from Boots Pharmacy	Gillingham	There are three 100 hour pharmacies in Gillingham open from 7.00 to 23.00
There is a pharmacy near me which never can completely fulfil the prescription even though it is a regular monthly one.	Wigmore	Passed onto NHS England who manage performance
The advice given by pharmacist is always first-class and relevant	Wigmore	Passed onto LPC to share with their contractors.
My pharmacist gives lots of help and support	Wainscott	Passed onto LPC to share with their contractors.
My local pharmacy is second to none and advice can be obtained 16 hours a day including week-ends and I would not swap to another one at any cost. Being a diabetic patient, I need the medication when I need it and this is the case every time with my local one in Gillingham Kent. I cannot fault then in any way, they are part of the Paydens Group throughout the UK and provide a fantastic service.	Chatham	Passed onto LPC to share with their contractors
I am happy to receive advice about medicines from pharmacies but would be unlikely to ask for actual medical or health advice.	Rochester	Passed onto LPC to share with their contractors
I was pleased to be asked questions in a quiet room recently about my annual usage.	Rainham	Passed onto LPC to share with their contractors
My local pharmacist is most helpful and gives excellent advice and information.	Rochester	Passed onto LPC to share with their contractors

Responses from key stakeholders

There were nine responses from key stakeholders of which six were via the survey

Q1 All reported that they understood the purpose of the PNA

Q2 Five said that the information was a good reflection of current pharmaceutical provision. One didn't know

Q3 Five said that the information was a good reflection of the pharmaceutical needs of Medway population provision. One didn't know

Q4 All felt that the Diversity Impact assessment was correct

Q5 Two had other comments to make

Comments	From	
The Medway Minor Ailment service managed by NHS England Kent & Medway is very specific to Medway and therefore should be mapped as a service provided to Medway by community pharmacies as part of the needs of the population give the support it provides to reducing the pressures on GP appointments and A&E attendances.	A community Pharmacy	This is an old PCT scheme. The NHS England area team stipulated that only essential, advanced and enhanced services should be considered for the PNA. This comment had been referred to NHS England Area Team who are currently reviewing this scheme
You haven't listed services or opening hours per pharmacy. Without these it's not possible to confirm that you have the correct picture of pharmacy provision in Medway. It's not clear that you've fully explored pharmacy provision within the identified localities (bar mapping the pharmacies). Apart from a brief overall conclusion there were no statements around services or access to pharmacy provision within each locality.	Bestway Head Office (new owners of Co-op)	It was agreed by the PNA steering group that providing a list of opening times and services was only accurate for that point in time. All services and opening hours are available on the NHS Choices website and this was used to make the assessment. See above for which services are included in the PNA. The locality was considered to be co-terminus with the Medway Council/CCG area and therefore we looked at services across the whole area.

Q6 Type of responders

Three were local Community Pharmacies

One was a local Community Health provider

One was a neighbouring Health & Wellbeing Board

One was community pharmacy head Office.

Two letters were received via email, one from Kent LPC and one from Boots Ltd. The letters mainly drew attention to some of the wording in the draft document. The letters were discussed at the PNA steering group meeting of the 11th February 2015 and the wording amended where necessary/agreed.

Replies to these letters have been made individually

A comment was also received from Medway Council planning department updating the information housing given to the PNA Steering Group earlier in the year.

All of these comments have been incorporated in the revised document V6