

ITEM 7c

Pharmaceutical Needs Assessment Consultation

Closing Date Monday 6 December 2010

Introduction

We are consulting widely on the Pharmaceutical Needs Assessment for Derby city. To share your views, please fill in this questionnaire and return it using our freepost address – no stamp needed. Your views should reach us by **Monday 6 December**.

Background

In 2008 a White Paper called '*Pharmacy in England: Building on strengths - delivering the future*' was published by the Department of Health. It set out practical ways that pharmacists could help improve patient care by delivering personalised pharmaceutical services. When the Health Act became law in November 2009, it said that all primary care trusts must develop and publish a Pharmaceutical Needs Assessment (PNA). The assessment will help primary care trusts decide what pharmacy services are needed for local people.

NHS Derby City is responsible for making sure that people living in Derby city have access to high quality pharmacy services. These services include the supply of drugs, medicines and appliances that are prescribed by the NHS, for example by your GP. Local pharmacies may also provide a range of other services including health information/ advice, tests and treatment for minor ailments.

Profile of Derby City

Derby has a population of around 239,000 and is made up of seventeen areas called wards. Around 290,000 people are registered with a GP practice in the city because 17% of people who are registered live in the surrounding area. This is probably because two of NHS Derby City's main GP surgeries are located over the border in Southern Derbyshire and Erewash, and other GP practices have branch surgeries in the county.

Derby is an ethnically diverse city with a particularly large Asian population. It has a greater percentage of Indian and Pakistani people, as well as Black Caribbean people, compared to the ethnic makeup of England. The largest concentration of Derby's Asian population can be found in the Arboretum and Normanton Wards.

Developing the Assessment

The Pharmaceutical Needs Assessment (PNA) looks at whether pharmacies in Derby meet the needs of the local population. It considers the location of pharmacies, opening times /access and the quality /range of services provided. To help develop our PNA, NHS Derby City asked local people to tell us how they felt about the location of pharmacies in the city and the types of services they offered. We also looked at other evidence such as:

- calls to our Patient Advice and Liaison Service (PALS)
- comments about pharmacies in our Primary Care Consultation and
- results of community pharmacy satisfaction surveys.

Number of Pharmaceutical Services

Derby has a higher than average number of pharmacies per 10,000 people. There are currently 65 pharmacies spread around the city with the largest number located in the centre. This means that someone living in the city centre can reach a pharmacy within a twenty minute walk. Anyone living in other areas of Derby can access a pharmacy by public transport or walking within 20 minutes. All pharmacies have varied opening times with provision from 7am to midnight Monday to Friday, 7am to 11pm on Saturday and 8am to 9pm on Sunday.

Question 1

In general, do you think there are enough pharmacies in the area where you live to meet your needs?

Yes No Don't know

If you answered 'no' please say why.

Question 2

Is the pharmacy you use most often ...?

Near to home Near to work I don't use one in particular

Other, please say _____

Question 3

Please tell us the first part of your postcode, for example DE23 _____

Question 4

How do you feel about the opening times at the pharmacy you use most often?

Excellent Good Acceptable Unsatisfactory

Types of Pharmaceutical Services

Pharmacies in Derby offer a range of services for managing and preventing illness as well as promoting healthier lifestyles. All pharmacies offer essential services including dispensing of medication, signposting to appropriate services and repeat dispensing which are funded nationally. Many deliver advanced services such as medication use reviews (MURS) for which they are accredited. NHS Derby City also commission pharmacies to provide enhanced services, such as:

- needle supply programme
- supervising and administering methadone
- support and advice for people who want to quit smoking
- provision and advice to people requiring emergency contraception.

Although the pharmacies across the city currently provide many of these services there remains scope for change in the level and range of services provided.

Question 5

How do you feel about the range of services provided at the pharmacy you use most often?

Excellent Good Acceptable Unsatisfactory

Question 6

Have you ever had to go to another pharmacy because the service you wanted was not offered at the pharmacy you use most often?

Yes No Don't know

If yes, please say which service.

The Key Findings

The Pharmaceutical Needs Assessment (PNA) for Derby city showed us that:

- the city has adequate provision of essential pharmaceutical services for the current population and future planned developments
- there do not appear to be any gaps in the provision of enhanced services
- the city is reliant on the current 100 hour pharmacies to provide a network of 'out of hours' provision.

Question 7

Do you agree with the key findings in the assessment?

Yes No Partly

If 'no' or 'partly' please say why.

Question 8

Do you think there are needs around pharmacies/ pharmacy services in the city which have not been identified by the assessment?

Yes No Don't know

If 'yes' please say why and identify the areas of need

The Key Actions

As a result of the Pharmaceutical Needs Assessment (PNA) NHS Derby City has identified that it will:

- continue to monitor the locations of pharmacies and number of hours they are open, to make sure local needs are met
- regularly review the need for further capacity in existing services or the need for new services
- continue to involve local people in planning services and choosing service providers
- review the range of services commissioned and how they are delivered to fit local needs.

Question 9

Do you think the actions NHS Derby City plans to take will address the issues raised in the PNA?

Yes No Partly

If 'no' or 'partly' please say why.

Question 10

Please use this space if you would like to share your experiences of pharmacies and pharmacy services in Derby city.

A full copy of the PNA for NHS Derby City can be obtained from our website at www.derbycitypct.nhs.uk

Responses - your views should reach us by Monday 6 December 2010

Return to: Freepost RRBZ-XRHY-GXGC
Derby City PCT
Patient and Public Involvement – PNA Consultation
Derwent Court, Stuart Street
DERBY DE1 2FZ

Equality Monitoring – this section is optional

We ask these questions to make sure we get the views of a wide range of people. Please answer as many questions as you feel comfortable with, or leave blank. Thank you.

Are you: (please tick box) Male Female Transgender

Which age group are you? 16 -24 25 -34 35 - 44

45-54 55 -64 65 & over

Do you consider yourself to be disabled? Yes No

How would you define your sexuality?
for example gay, lesbian, heterosexual ...

How would you define your religious or spiritual beliefs?
for example Christian, Buddhist, Atheist ...

Would you describe your ethnic group as: (please tick)

White

British
Irish

Other White background, please say

Asian or Asian British

Indian
Pakistani
Bangladeshi

Other Asian background, please say

Chinese or other ethnic group

Chinese

Other, please say

Mixed

White & Black Caribbean
White & Black African
White & Asian

Other Mixed background, please say

Black or Black British

Caribbean
African

Other Black background, please say

Prefer not to say