



## Pharmaceutical Needs Assessment, 2018-2021

# Supplementary Statement 04

This supplementary statement has been prepared and issued by the Derby and Derbyshire Joint PNA Steering Group on behalf of the Derby City and Derbyshire County Health & Wellbeing Boards, in accordance with the requirements set out under the National Health Service England (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 (SI 2013 No. 349) and amended in 2014, 2015 and 2016 [“the Regulations”]. The statement has been issued in accordance with Part 2; 6 (3) of the Regulations and updates the [Pharmaceutical Needs Assessment \(PNA\) 2018-2021](#) published by the aforementioned Council’s on 26<sup>th</sup> March 2018. The updated information that follows supersedes some of the original information contained within the PNA and should be read in conjunction with that document and Supplementary Statement 01, 02 and 03. Changes noted reflect those that have occurred between the dates of 1<sup>st</sup> January 2019 and 31<sup>st</sup> March 2019.

**Table 1: Changes to pharmaceutical provision in Derby and Derbyshire since publication of the PNA 2018-21**

Type of Change	Description of Change	Date of Change
<b>Pharmacy Consolidation</b>	None noted	-
<b>Pharmacy Closure</b>	Permanent closure of Lloyds Pharmacy Ltd Trading As (t/a) Lloyds Pharmacy, Sainsbury’s Store, Kingsway Retail Park, Kingsway, Derby, DE22 3FA	5 <sup>th</sup> January 2019
	Permanent closure of Distance Selling Premises pharmacy at B J Wilson Ltd t/a Wilsons Pharmacy, 13-14 Stadium Business Court, Millennium Way, Pride Park, Derby, DE24 8HP	28 <sup>th</sup> February 2019
<b>Pharmacy Addition</b>	None noted	-
<b>Pharmacy Ownership</b>	Change of ownership from W R Evans Healthcare Ltd t/a Manor Pharmacy to PCT Healthcare Ltd t/a Peak Pharmacy, Gresleydale Health Centre, Glamorgan Way, Church Gresley, Derbyshire, DE11 9JT	1 <sup>st</sup> February 2019



Table 2 highlights the change in number and rate of community pharmacies per 100,000 head of total population. In June 2018 the Office for National Statistics (ONS) published the mid-2017 population estimates for UK, England and Wales, Scotland and Northern Ireland<sup>1</sup> which updates the previously published mid-2016 figures used in the PNA 2018-21. Taking into account these and the cumulative changes to provision since publication of supplementary statement 03; Amber Valley, Bolsover, Erewash and South Derbyshire have seen a reduction of one pharmacy per 100,000 population. Amber Valley, Erewash and South Derbyshire have seen a physical reduction of one pharmacy while growth in Bolsover's population has outweighed any change to existing provision. Two pharmacies (including one distance selling premises) permanently closed in Derby City in January and February 2019. Whilst there has been no overall change to the rate of provision across the Derbyshire STP area (21 pharmacies per 100,000 population), it should be noted that during 2018/19 a total of six pharmacies have closed and/or merged. It should also be recognised that there has been a single addition of a new distance selling pharmacy in Derby City over this period.

**Table 2: Registered Community Pharmacies by Derby and Derbyshire District**

	Current number of pharmacies	Change in number from PNA 2018-21 baseline	ONS mid-2017 population	Pharmacies per 100,000 population	Change in rate from PNA 2018-21 baseline
<b>Derbyshire District</b>					
Amber Valley	26	-1	125,898	21	-1
Bolsover	17		79,098	21	-1
Chesterfield	23		104,579	22	
Derbyshire Dales	12		71,849	17	
Erewash	25	-1	115,314	22	-1
High Peak	21		92,063	23	
North East Derbyshire	20		100,780	20	
South Derbyshire	14	-1	102,385	14	-1
Derby City	61	-2	257,034	24	-1
Derbyshire County	158	-3	791,966	20	
Derbyshire STP	219	-5	1,049,000	21	
England				22	

## Pharmacy opening hours

At the end of March 2019 there had been a physical reduction of six pharmacies across the Derby and Derbyshire area, with the addition of a new distance selling pharmacy in Derby. Whilst this is minimal and the three closures and three consolidations approved on the basis that they do not impact upon access, it is important to consider the impact on reduced hours of availability throughout the week. A pharmacy normally has 40 core contractual hours (or 100 for those that have opened under the former exemption from the control of entry test)<sup>2</sup>. Some pharmacies will also open for additional, supplementary hours throughout the week depending on need. Changes to core opening hours cannot be made without approval from NHS England, while changes to

<sup>1</sup>

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland>

<sup>2</sup> <https://psnc.org.uk/contract-it/pharmacy-regulation/opening-hours/>



supplementary hours can be made by the pharmacy at any point subject to giving three months' notice.

At time of publication of the PNA 2018-21 there were over **10,000** core hours of pharmacy provision and more than **16,000** core and supplementary (total) hours available to the population of Derby and Derbyshire each week. The recent changes to pharmacy provision and ongoing notifications by individual pharmacies to modify their supplementary hours of availability, have removed a total of **220** core hours and **90** supplementary hours (**310** hours in total) per week. This represents a reduction of **2%** in total available hours to the public.

### Pharmacy opening hours

Pharmacies are able to apply to NHS England for changes to core opening hours, or notify them of changes to additional supplementary opening hours, throughout the year. Since publication of the PNA in March 2018 there have been a number of changes to individual pharmacy opening times. Pharmacies are required to keep their NHS UK entries up to date. For details of individual opening times that may have changed since PNA publication, please review the relevant entry on the [NHS UK website](#).

## Facilities and Access

The Pharmaceutical Needs Assessment is a statement of current pharmaceutical services provided in the local area. It assesses whether or not provision is satisfactory to meet the health, wellbeing and care needs of the local population, and makes recommendations where gaps are identified. Whilst access in respect of distance travelled to reach a pharmacy was well assessed in the PNA 2018/21, it was considered important to make use of this year-end supplementary statement to determine how accessible pharmacies are to disabled people, Deaf people and hearing impaired people, as well as other groups who may require additional support services while visiting a pharmacy.

As with opening hours, pharmacies are required to keep their NHS UK entries up-to-date concerning facilities available on site. These fall into three categories: accessibility (covering services such as Braille translation, Signing services, Wheelchair access and Text Relay); parking (including disabled parking); other facilities (including baby changing and toilet facilities). Tables 3 and 4 highlight the number and percentage of pharmacies in Derby City and each Derbyshire District that offer these facilities under each category. For the purposes of this analysis the distance selling pharmacies and pharmacy department within Chesterfield Royal Hospital have been excluded as these types of facility do not apply.

There is disparity in accessibility to pharmacies for disabled groups across our local area. For example in respect of on-site disabled parking, some 58% of pharmacies in Erewash provide this facility compared with 8% in the Derbyshire Dales which is one of the more rural and remote areas in Derbyshire. Whilst these figures do not account for disabled parking that may be off-site but still in close proximity to the premises, it is worth noting that 8% of households (approximately 2,800) in the Derbyshire Dales were regarded as having a limited access to pharmacies i.e. they are outside of 1 mile distance from a pharmacy, not dispensed to by a GP practice nor in close proximity to a pharmacy in a neighbouring county area.



Table 3: Availability of facilities in pharmacies in Derby and Derbyshire (number of pharmacies providing facility)

Facilities		Derbyshire									Derby			
		Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East Derbyshire	South Derbyshire	Derby City	Derbyshire County	Derbyshire STP		
Accessibility	Braille translation service	Yes	1				2				2	3	5	
		No	23	16	21	11	21	19	19	14	48	144	192	
		Not stated	2	1	1	1	1	2	1		8	9	17	
	Disabled parking	Yes	12	9	9	1	14	6	8	7	22	66	88	
		No	13	7	12	10	9	13	11	6	28	81	109	
		Not stated	1	1	1	1	1	2	1	1	8	9	17	
	Disabled WC	Yes	5	3	5	2	3	3	3	2	12	26	38	
		No	20	13	16	9	20	17	16	12	38	123	161	
		Not stated	1	1	1	1	1	1	1		8	7	15	
	Induction loop	Yes	15	7	8	5	9	9	6	4	23	63	86	
		No	10	9	13	6	14	10	13	10	27	85	112	
		Not stated	1	1	1	1	1	2	1		8	8	16	
	Text Relay	Yes										0	0	
		No	24	16	21	11	23	19	19	14	50	147	197	
		Not stated	2	1	1	1	1	2	1		8	9	17	
	Signing service available	Yes					1	1				2	2	
		No	24	16	21	11	22	19	19	14	50	146	196	
		Not stated	2	1	1	1	1	1	1		8	8	16	
	Wheelchair access	Yes	21	14	14	9	20	14	16	14	50	122	172	
		No	4	2	7	2	3	6	3		1	27	28	
		Not stated	1	1	1	1	1	1	1		7	7	14	
	Step free access	Yes	23	11	14	9	18	14	12	13	41	114	155	
		No	2	4	7	2	5	6	7	1	9	34	43	
		Not stated	1	2	1	1	1	1	1		8	8	16	
	Parking	Car parking	Yes	14	9	11	2	19	13	15	11	40	94	134
			No	11	3	11	8	4	7	5	3	14	52	66
			Not stated	1	5		2	1	1			4	10	14
Cycle parking		Yes	8	2	8	2	7	5	7	6	26	45	71	
		No	16	10	14	8	14	14	13	7	25	96	121	
		Not stated	2	5		2	3	2		1	7	15	22	
Disabled parking	Yes	13	7	10	2	14	8	10	8	30	72	102		
	No	12	5	12	8	9	11	10	5	22	72	94		
	Not stated	1	5		2	1	2		1	6	12	18		
Other facilities	Toilet available	Yes	2	1	1	1	2	1	2		6	10	16	
		No	9	7	2	4	6	10	6	7	19	51	70	
		Not stated	15	9	19	7	16	10	12	7	33	95	128	
	Baby changing facility	Yes	1				1				6	2	8	
		No	9	7	2	5	6	11	7	7	17	54	71	
		Not stated	16	10	20	7	17	10	13	7	35	100	135	
Consultation room available	Yes	11	8	3	5	8	11	8	6	24	60	84		
	No					1	1		1	1	3	4		
	Not stated	15	9	19	7	15	9	12	7	33	93	126		





Table 4: Availability of facilities in pharmacies in Derby and Derbyshire (percentage of pharmacies providing facility)

Facilities		Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East Derbyshire	South Derbyshire	Derby City	Derbyshire County	Derbyshire STP	
Accessibility	Braille translation service	Yes	4%	0%	0%	0%	8%	0%	0%	0%	3%	2%	2%
		No	88%	94%	95%	92%	88%	90%	95%	100%	83%	92%	90%
		Not stated	8%	6%	5%	8%	4%	10%	5%	0%	14%	6%	8%
	Disabled parking	Yes	46%	53%	41%	8%	58%	29%	40%	50%	38%	42%	41%
		No	50%	41%	55%	83%	38%	62%	55%	43%	48%	52%	51%
		Not stated	4%	6%	5%	8%	4%	10%	5%	7%	14%	6%	8%
	Disabled WC	Yes	19%	18%	23%	17%	13%	14%	15%	14%	21%	17%	18%
		No	77%	76%	73%	75%	83%	81%	80%	86%	66%	79%	75%
		Not stated	4%	6%	5%	8%	4%	5%	5%	0%	14%	4%	7%
	Induction loop	Yes	58%	41%	36%	42%	38%	43%	30%	29%	40%	40%	40%
		No	38%	53%	59%	50%	58%	48%	65%	71%	47%	54%	52%
		Not stated	4%	6%	5%	8%	4%	10%	5%	0%	14%	5%	7%
Text Relay	Yes	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	No	92%	94%	95%	92%	96%	90%	95%	100%	86%	94%	92%	
	Not stated	8%	6%	5%	8%	4%	10%	5%	0%	14%	6%	8%	
Signing service available	Yes	0%	0%	0%	0%	4%	5%	0%	0%	0%	1%	1%	
	No	92%	94%	95%	92%	92%	90%	95%	100%	86%	94%	92%	
	Not stated	8%	6%	5%	8%	4%	5%	5%	0%	14%	5%	7%	
Wheelchair access	Yes	81%	82%	64%	75%	83%	67%	80%	100%	86%	78%	80%	
	No	15%	12%	32%	17%	13%	29%	15%	0%	2%	17%	13%	
	Not stated	4%	6%	5%	8%	4%	5%	5%	0%	12%	4%	7%	
Step free access	Yes	88%	65%	64%	75%	75%	67%	60%	93%	71%	73%	72%	
	No	8%	24%	32%	17%	21%	29%	35%	7%	16%	22%	20%	
	Not stated	4%	12%	5%	8%	4%	5%	5%	0%	14%	5%	7%	
Parking	Car parking	Yes	54%	53%	50%	17%	79%	62%	75%	79%	69%	60%	63%
		No	42%	18%	50%	67%	17%	33%	25%	21%	24%	33%	31%
		Not stated	4%	29%	0%	17%	4%	5%	0%	0%	7%	6%	7%
	Cycle parking	Yes	31%	12%	36%	17%	29%	24%	35%	43%	45%	29%	33%
		No	62%	59%	64%	67%	58%	67%	65%	50%	43%	62%	57%
		Not stated	8%	29%	0%	17%	13%	10%	0%	7%	12%	10%	10%
Disabled parking	Yes	50%	41%	45%	17%	58%	38%	50%	57%	52%	46%	48%	
	No	46%	29%	55%	67%	38%	52%	50%	36%	38%	46%	44%	
	Not stated	4%	29%	0%	17%	4%	10%	0%	7%	10%	8%	8%	
Other facilities	Toilet available	Yes	8%	6%	5%	8%	8%	5%	10%	0%	10%	6%	7%
		No	35%	41%	9%	33%	25%	48%	30%	50%	33%	33%	33%
		Not stated	58%	53%	86%	58%	67%	48%	60%	50%	57%	61%	60%
	Baby changing facility	Yes	4%	0%	0%	0%	4%	0%	0%	0%	10%	1%	4%
		No	35%	41%	9%	42%	25%	52%	35%	50%	29%	35%	33%
		Not stated	62%	59%	91%	58%	71%	48%	65%	50%	60%	64%	63%
	Consultation room available	Yes	42%	47%	14%	42%	33%	52%	40%	43%	41%	38%	39%
		No	0%	0%	0%	0%	4%	5%	0%	7%	2%	2%	2%
Not stated		58%	53%	86%	58%	63%	43%	60%	50%	57%	60%	59%	





There are very limited Braille translation services available in pharmacies in our area, the most being 8% (2 pharmacies) in Erewash. Fifty-eight percent (15 pharmacies) in Amber Valley have an induction loop available to support hearing aid wearers, compared with 29% (4 pharmacies) in South Derbyshire. No pharmacies offer a Text Relay facility and only two pharmacies in our entire local area offer a signing service (one in Erewash and one in High Peak). With regards wheelchair access, 100% of pharmacies in South Derbyshire provide this facility for disabled individuals reliant on a wheelchair for mobility. However approximately one in every three pharmacies in Chesterfield and High Peak do not offer wheelchair friendly premises. Similar disparity is seen in respect of step-free access to pharmacies, with 88% and 93% of pharmacies in Amber Valley and South Derbyshire having step-free access compared to 60%, 64%, 65% and 67% in North East Derbyshire, Chesterfield, Bolsover and High Peak respectively. Whilst these figures suggest that accessibility to pharmacies in the north of Derbyshire is reduced, they do not, for example, take into account the growth in provision of delivery services by community pharmacies to housebound patients and those with mobility issues.

## Changes to service provision

Since publication of the PNA 2018/21 there have been a number of changes to locally commissioned services in the Derby and Derbyshire area. Following consultation, the following services are now no longer commissioned in the local area:

- Gluten Free Food Scheme that was available from pharmacies in the Amber Valley area;
- Pharmacy First (Minor Ailment Scheme) that was available in Southern Derbyshire and Erewash CCG areas.

As reported in Supplementary Statement 03 of 2018/19, a **Self-Care Policy** was introduced across Derbyshire in December 2017 which has been promoted locally through a self-care campaign that was launched in August 2018. The 'Be Self-Care Aware' campaign promotes how self-care is quick, easy, simple and considerate and encourages people to self-treat minor conditions by purchasing over the counter medicines instead of visiting their GP. It is anticipated that this approach will improve health literacy, provide appropriate signposting as well as offer support on how to self-care, and counter the de-commissioning of the Pharmacy First scheme.

The **Digital Minor Illness Referral Service** (DMIRS) pilot in the East Midlands that was highlighted in Supplementary Statement 03 has been extended until 30<sup>th</sup> September 2019. The other three pilot areas in the North East, Devon and London have also been extended while the national Community Pharmacy Contractual Framework is under discussion. Under the scheme, telephone calls to the NHS 111 service for a range of low acuity conditions are digitally referred to the participating community pharmacy of the patient's choice. The patient attends the pharmacy and has a consultation in the consultation room. Outcomes will include:

- Advice only;
- Advice and the pharmacist recommending the patient buys an over-the-counter product (this is in-line with the aforementioned Self-Care Policy);
- Advice and access to another NHS service;
- Advice and signposting to another health professional (non-urgent);



- Advice and escalation (urgent). Depending on the time of day and urgency of the case, this could be to the patient's own GP, back to NHS 111 for an out of hours GP or in extreme cases to 999 emergency services.

Presently, NHS Derby & Derbyshire CCG have given notice of withdrawal of community pharmacy funding for pharmacy labels for **Medicines Administration Record** (MAR) sheets to be used by social care, provided by community pharmacy services. The locally commissioned MAR service was first commissioned in 2005 and has remained largely unchanged since. Through this CCG-commissioned arrangement, community pharmacy supports domiciliary care staff by preparing administration sheets when a prescription is presented for an eligible patient. The service is expected to cease at end of May 2019. The situation will be monitored and any immediate impact will be reported further in the first PNA Supplementary Statement of 2019/10.

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