

Section 4:

Current Provision of Baseline Pharmacy Services

4.1 Current Provision of Essential Pharmaceutical Services

The national framework for community pharmacy requires every community pharmacy to open for a minimum of 40 hours per week, and provide a minimum level of “essential services” which comprise (Source; PSNC 2014):

- Dispensing of medicines and appliances
- Repeat dispensing of medicines and appliances
- Disposal of unwanted medicines
- Public health (promotion of healthy lifestyles)
- Signposting patients to other healthcare providers
- Support for self-care
- Clinical governance including clinical effectiveness programmes

It is important to note that community pharmacies are expected to promote self-care by giving advice and through the sale of “over the counter” medicines. Support for “self-care” is an NHS essential service and the population is encouraged to use community pharmacies to treat minor illness, reserving GP appointments for more serious conditions. Community pharmacies are able to sell a wide range of medicines which are not available through other retail outlets (P-Medicines), and give advice on when and how to use them.

Map 4 identifies the current provision of essential pharmaceutical services. This map is duplicated in appendix 1 with a key identifying all pharmacies and GP Practices. The copy in appendix 1 is continually updated and will be used in the determination of pharmacy applications.

Table 3: Number of community pharmacies per 100,000 population by locality

Locality	No. of pharmacies	Population (mid-2012 resident population) *	Pharmacies per 100,000 population
Newcastle East	20	85,630	23
Newcastle North	16	84,971	19
Newcastle West	29	111,841	26
Newcastle TOTAL	65	282,442	23
NORTH EAST (2012/13) **	606	2,596,000	23
ENGLAND (2012/13) **	11,495	53,107,000	22

SOURCE: * Office for National Statistics (ONS) © Crown copyright.
SOURCE: **The Health and Social Care Information Centre © Crown copyright.
<http://www.ic.nhs.uk/statistics-and-data-collections/primary-care/pharmacies>

Table 4 shows the number of items dispensed by pharmacies for the overall locality. These figures do not take into account prescriptions issued by dentists.

Table 4: Average number of prescription items dispensed

Locality	No. of community pharmacies	Prescription items dispensed per month (000's)	Average per annum items dispensed per pharmacy
Newcastle	65	533	8,200
North East	606	5,095	8,407
England	11,495	76,191	6,628

SOURCE: Community Pharmaceutical Services in England 2003/04 to 2012/13, Health and Social Care Information Centre © Crown copyright.
<http://www.ic.nhs.uk/statistics-and-data-collections/primary-care/pharmacies>

Map 6 and 7 in Appendix 1 show public transport and pedestrian access to pharmacy services in Newcastle.

4.2 Current Advanced Services:

Pharmacy Advanced Services:

Almost all pharmacies in Newcastle have consultation areas where patients can discuss health related issues in private. These areas are used to conduct national pharmacy services – 1) Medicines Use Reviews (MURs) and 2) New Medicines Service Reviews (NMS).

Each pharmacy can provide a maximum of 400 medicine use reviews per year and is currently paid £28 for each review. The fee of £28 is payable (or £54 if the review is carried out at the patient's home) for an appliance use review, and between £20 and £28 for each completed new medicine service depending on the total number of patients who receive the service in the month.

4.2.1 Medicines Use Review

A Medicines Use Review (MUR) is a consultation between the pharmacist and a patient that lasts approximately 10-20 minutes. It provides an opportunity for the patient to discuss how they use their medicines and to find out more about them and the service is designed to supplement clinical reviews conducted at GP practices.

In 2013/14 approximately 3 million MURs were provided in England (PSNC 2014).

Table 5: Pharmacies providing a medicines use review service, August 2014

Locality	Total Pharmacies	No. and % providing Medicines Use Review Service	
		No.	%
Newcastle East	20	19	95
Newcastle North	16	16	100
Newcastle West	29	28	97
Newcastle TOTAL	65	63	97

SOURCE: Pharmaceutical needs assessment questionnaire, August 2014. Valid responses: 65/65

Table 6: Average number of clients provided with a medicines use review service per month

Locality	Average number of clients per month					Total
	1 - 10	11 - 20	21 - 30	31 - 40	More than 40	
Newcastle East	2	8	3	5	1	19
Newcastle North	4	2	4	4	2	16
Newcastle West	5	5	5	11	2	28
Newcastle TOTAL	11	15	12	20	5	63

SOURCE: Pharmaceutical needs assessment questionnaire, August 2014. Valid responses 63/63

4.2.2 New Medicines Service

A New Medicines Service (NMS) - is for people who have received their first prescription for a medicine to treat any of the following conditions:

- asthma
- lung conditions such as chronic bronchitis and emphysema
- type 2 diabetes
- high blood pressure
- conditions where you take a medicine to control the way your blood clots.

The service is designed to help patients:

1. Understand their medicines
2. Address problems they are having with new medicines

3. Improve the effectiveness of new medicines by providing simple advice
4. Facilitate a patient's own decisions about managing their condition
5. Reduce wastage of new and existing medicines

The majority of pharmacies provide a new medicines service, with a further 2 pharmacies indicating they will shortly be providing this service. The average number provided each month varies, however the majority of pharmacies complete between 1-10 services a month.

The NMS was implemented as a time-limited service, however agreement has been made to continue in 2014/15, subject to the outcome of the Department of Health funded academic evaluation of the service expected to report in 2014.

Table 7: Pharmacies providing a new medicines service, August 2014

Locality	Total Pharmacies	No. and % providing New Medicines Service	
		No.	%
Newcastle East	20	19	95
Newcastle North	16	15	94
Newcastle West	29	27	93
Newcastle TOTAL	65	61	94
SOURCE: Pharmaceutical needs assessment questionnaire, August 2014. Valid responses: 65/65			

Table 8: Average number of clients provided with a new medicines service per month

Locality	Average number of clients per month					Total
	1 - 10	11 - 20	21 - 30	31 - 40	More than 40	
Newcastle East	16	3	0	0	0	19
Newcastle North	15	0	0	0	0	15
Newcastle West	21	4	1	0	1	27
Newcastle TOTAL	52	7	1	0	1	61
SOURCE: Pharmaceutical needs assessment questionnaire, August 2014. Valid responses 61/61						

4.2.3 Appliance Use Reviews

There are no reports of patients being unable to gain access to appliance dispensing however data on review provision is currently not available. A full list of dispensing appliance contractors can be found on the NHS Choices website.

There are now 2 pharmacies in Newcastle indicating they are providing an appliance use review service, with a further 5 pharmacies indicating they may shortly be delivering this service. One pharmacy indicates they provide a stoma appliance customisation service, with a further 6 indicating their planned intention to provide the service.

4.2.4 Targeted Advanced Services in Newcastle

In Newcastle, with the Transfer of Care project, both Community Pharmacy and Newcastle upon Tyne Hospitals (NUTH) are working together to smooth the transfer of care of patients as they leave hospital on discharge and as they enter the community. Services at the interface of care settings are important for the NHS as significant numbers of patients experience medication related problems after being discharged after hospital.

The project uses an IT platform (PharmOutcomes) for referrals. There is dedicated resource within both Hospitals to support the discharges.

'Transfer of Care' commenced on the 1st July and within the first 2 months pharmacies throughout Newcastle and surrounding areas received 212 electronic referrals of patients from the Royal Victoria Infirmary (RVI) and Freeman hospitals. The number of monthly referrals is planned to increase to over 100 per month. Key to the success was the use an innovative IT platform (PharmOutcomes) to communicate the referrals as well as a dedicated staffing resource within both hospitals to issue the referrals.

Future innovations may start to open up new patient groups such as domiciliary housebound patients and patients being discharged from Mental Health Trusts and patients from a wider geographical area. NUTH, North of Tyne LPC and the Academic Health Science Networks (AHSN) are currently looking at the data captured so far to investigate anticipated benefits to patients.

4.3 Dispensing doctors

Some 'rural' general practices provide medicine dispensing services to some of their patients in addition to prescribing these medicines. Dispensing doctors can only provide dispensing services to patients who live more than 1.6 kilometres (1 mile) away from a community pharmacy. There are two dispensing practices situated in the Newcastle CCG areas. Both are situated in Dinnington.

Map 5 in appendix 1 indicates areas designated as rural areas in Newcastle.

4.4 Dispensing appliance contractors

Some patients may choose to have appliances supplied by appliance contractors. These products are usually delivered to the patient's home, so distance to the dispenser is not an impediment to service. There is currently one dispensing appliance contractor in Newcastle.

4.5 Hospital Pharmacy Services in Newcastle

It is not within the remit of the PNA to assess NHS or private hospital pharmacy services.

However in 2013-14 Newcastle Hospitals commissioned a community pharmacy provider to undertake the dispensing of all outpatient prescriptions on both main hospital sites – The Royal Victoria Infirmary Hospital and The Freeman Hospital. A

positive by-product of this arrangement is that closer proximity to community pharmacy providers has also facilitated the development of new working relationships with community pharmacy, most notably on the Transfer of Care project as described above.

4.6 Pharmacy opening hours

NHS England is responsible for administering opening hours for all 65 pharmacies in Newcastle via the Area Team (NHS England).

A pharmacy may also have more than 40 core hours where it has made an application based on that higher number, and where NHS England has agreed that application, and in this case, the pharmacy cannot amend these hours without the consent of NHS England.

Core hours: All pharmacies have 40 core contractual hours (or 100 for those that have opened under the former exemption from the control of entry test) which cannot be amended without the consent of NHS England. Each pharmacy is therefore required to be open for a minimum of 40 hours a week, unless a reduction is agreed by the Area Team on behalf of NHS England. Of the 65 Newcastle pharmacies there are two 100 hour pharmacies in Newcastle (Locations - Benwell and Kingston Park), and these pharmacies must be open for at least 100 hours per week, as core hours.

Supplementary hours: In addition to core hours, pharmacies may have supplementary opening hours which can be amended upwards or downwards by the pharmacy subject to giving 90 days notice to the Area Team (or less if NHS England consents). These are provided on a voluntary basis by the pharmacy contractor, often based on patient need and business viability.

In Newcastle 86% of pharmacies are open for more than the core contract hours. Table 9 illustrates how important supplementary hours are to the provision of good access to pharmaceutical services.

Table 9: Number of hours of pharmaceutical services available per week

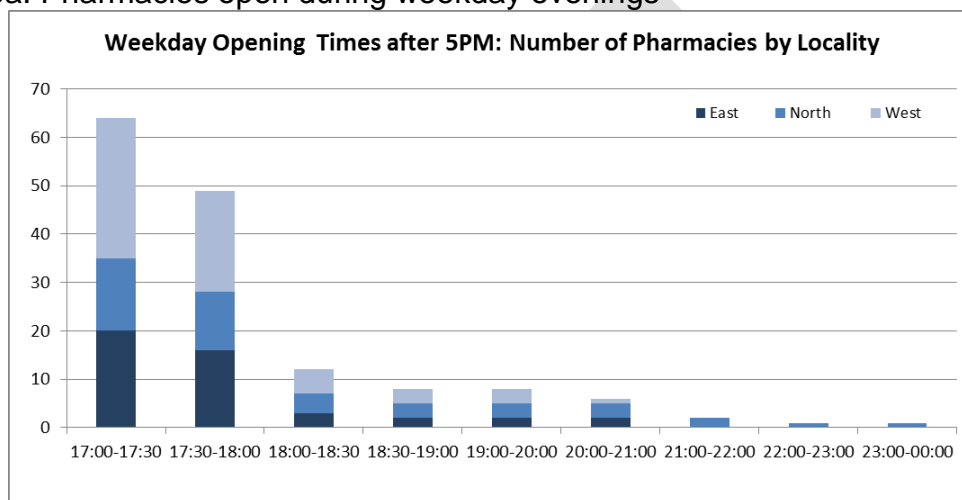
Number of hours	Pharmacies	
	Number	%
Less than 40 hrs	0	0
Exactly 40 hrs	9	14
More than 40 and up to 45 hrs	11	17
More than 45 and up to 50 hrs	18	28
More than 50 and up to 55 hrs	14	21
More than 55 and up to 60 hrs	3	5
More than 60 but less than 100 hrs	8	12
100 hrs or more	2	3
TOTAL	65	100.0
SOURCE: NHS England		

Newcastle pharmacy availability

Figures 3a to 3b show, by locality, the numbers of pharmacies open outside Monday to Friday, and 9am to 5pm trading hours (a full table of opening hours per pharmacy can be found in the appendix 3). Figure 3a shows pharmacies open during weekday evenings, Figure 3b shows pharmacies open on Saturdays. These figures have been produced using total hours, i.e. including both core and supplementary hours.

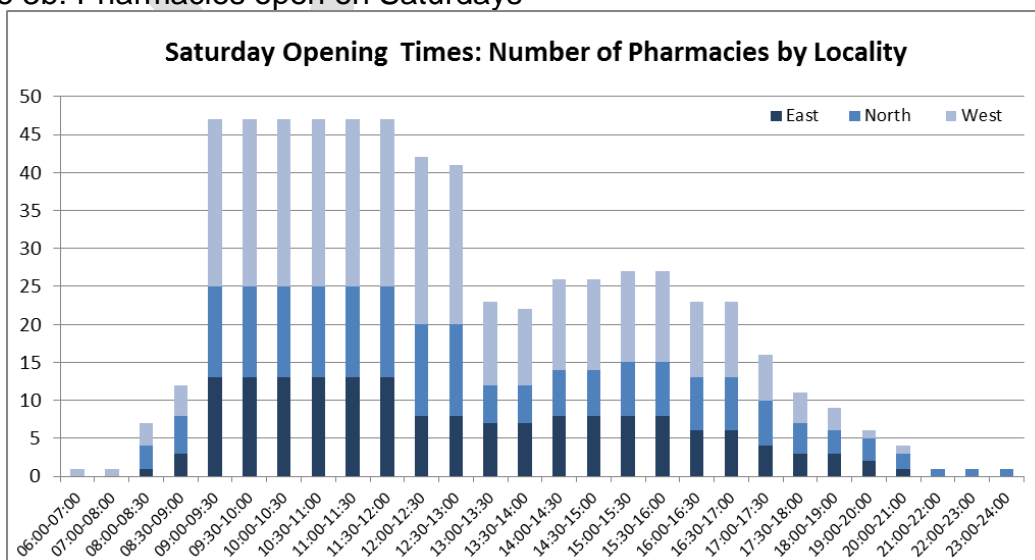
Whilst Newcastle has excellent weekday coverage between 9am and 5pm, evening provide much reduced access. For example there are 2 evening pharmacies in the east, 3 in the North and 3 in the West locality, shown in figure 3a. There is also limited availability for pharmacies open before 8.30am. This provides challenges in access for those working 9-5 hours.

Figure 3a: Pharmacies open during weekday evenings



There are 47 pharmacies in Newcastle open on a Saturday, shown in figure 3b. The main availability is between 9-12 midday, thereafter availability declines. In the East and North there is 1 pharmacy open until 8pm and 1 until 9pm in each locality. The North also has 1 pharmacy open until 12 midnight. In the west there are 2 pharmacies open until 7 pm and 1 to 9pm. Some Saturday afternoon coverage does rely on the supplementary hours provided by pharmacies

Figure 3b: Pharmacies open on Saturdays



Pharmacies open on a Sunday

Newcastle has 10 pharmacies that are open on a Sunday, 3 in the East locality, 3 in the North locality and 4 in the West Locality. All but one pharmacy is open at 10am (1 pharmacy opens at 8am) and the majority close between 4 and 5pm. There is one pharmacy in the East and 1 pharmacy in the West open until 6pm. The latest opening time in the North locality is 5 pm. The limited opening times on a Sunday may be due to restrictions on Sunday opening hours.

Newcastle has two 100 hour pharmacies, this helps improve access to pharmaceutical services especially in the evenings and at weekends. There are 100 hour pharmacies in Northumberland and North Tyneside which patients in outer Newcastle can also access if required and able. City centre, Gosforth and Kingston Park pharmacies provide extended opening hours, and are accessible by public transport.

4.7 Disability access

Under the Equality Act 2010, Pharmacy as with other businesses has a duty to promote equality to ensure that, regardless of age, disability, race, sexuality, religion or other protected characteristics, all patients have equal access to pharmacy services. Table 10 shows Wheelchair access in pharmacies in 2010.

Table 10: Do Pharmacies have wheelchair access? May 2010

Due to concerns around disabled access during the consultation for the last PNA a pharmacy was asked to submit an action plan for provision of reasonable adjustments.

Feedback from the last PNA consultation highlighted issues with access once inside some pharmacies where aisles are narrow making access to the medicines counter difficult. There is additional work required to update the 2010 picture and profile so we can further understand the level of need.

Locality	Total Pharmacies	Does pharmacy have wheelchair access?					
		Yes		No		Planned	
		No.	%	No.	%	No.	%
Newcastle East	17	14	82.4	1	5.9	2	11.8
Newcastle North	16	15	93.8			1	6.3
Newcastle West	28	25	89.3	1	3.6	2	7.1
Newcastle TOTAL	61	54	88.5	2	3.3	5	8.2

SOURCE: Pharmaceutical needs assessment questionnaire, May 2010

North of Tyne LPC has agreed to encourage pharmacies within Newcastle to become accredited as 'Safe Places'. Once staff have completed online training, so they understand the requirements of being a 'Safe Place' they will receive a sticker which they will display in their window or on their door, so they are easily identified as a 'Safe Place'.

'Safe Places' are places of refuge for people with learning difficulties who need some support whilst they are out. This may be due to losing their telephone, becoming lost or disorientated, being subjected to a hate crime, for example. On seeking refuge,

the staff in the ‘Safe Place’ pharmacy, will contact the person identified on a card carried by the person with learning difficulties. They will provide reassurance and a quiet place for that person to wait, whilst their identified support person comes to them.

To help disabled people to assess whether they can access their local pharmacy we have started to include access information on Disabled-Go-Newcastle web guide. This website provides free on-line access information for disabled people, carers and families. The guide is kept up to date through an annual review where all changes to a venue’s physical access is checked by a DisabledGo surveyor to ensure the information stays as up to date, useful and reliable as it possibly can. As yet the site has not yet been populated with Newcastle Pharmacy information. We plan to include more pharmacies on this website in the coming year. For more information visit: www.disabledgo.com.

NHS England’s Area Teams (ATs) currently use the Community Pharmacy Assurance Framework (CPAF) to monitor pharmacy contractors’ compliance with the terms of the community pharmacy contractual framework (CPCF) (Source; PSNC Website, 2014). It is anticipated that the results of this survey will be made available to pharmacies/commissioners/public and will support the identification and resolution of any disability access problems in the future.

4.8 Consultation rooms

A consultation room is essential to provide the ongoing provision of advanced services (e.g. medicine use reviews) and the development of new services that will require private space .Table 11 illustrates an up to date picture of the number of pharmacies with a consultation room in Newcastle.

Table 11: Pharmacies with consultation areas by locality, August 2014

Locality	Total Pharmacies	Does Pharmacy have a consultation area?			
		Yes		Planned	
		No.	%	No.	%
Newcastle East	20	19	95%	1	5%
Newcastle North	16	16	100%	0	0%
Newcastle West	29	28	97%	0	0%
Newcastle TOTAL	65	63	97%	1	2%

SOURCE: Pharmaceutical needs assessment questionnaire, August 2014. Valid responses: 65/65

All but one pharmacy in Newcastle have reported having a private consultation area. This pharmacy will be unable to provide Advanced National Services and some Locally Commissioned Services, with one pharmacy not answering the question. Of the 63 pharmacies which had a consultation room, all were enclosed which offers a basic level of privacy during the consultation. Of the 63, 56% (35) were fitted with a panic alarm and 56% (35) contained hand washing facilities. A further 11 (17%) pharmacies reported hand washing facilities in the vicinity of the consultation area and 9 pharmacies also provided toilet facilities for the public.

No assessment has been made to determine wheelchair access to the consulting rooms or alternative private space. This work needs to be undertaken as soon as possible and may help provide important information in relation to the commissioning of additional services.

Most pharmacies have IT access within the consultation rooms so that services can be provided and web based systems accessed for the recording of results and provision of information to patients.

4.9 Distance Selling Pharmacies

Currently there are no distance selling pharmacies registered in Newcastle. Some pharmacies offer dispensing services which are available over the internet or by telephone. Delivery is then made by post, carrier or through a branch network. It is not known how many Newcastle residents currently use these services.

4.10 Electronic Transfer of Prescriptions

Electronic Prescription Service (EPS) enables prescriptions to be sent electronically from the GP surgery to the pharmacy and then on to NHS Prescription Services for payment. EPS is being deployed through two key releases both in Pharmacies and GP practices:

Release 1 – Electronic Scripts are used however the paper prescription form remains the legal prescription.

Release 2 - Supports the transmission of electronic prescriptions, e-repeat dispensing, patient nomination of their selected pharmacy, cancellation of e-prescriptions and the electronic submission of reimbursement claims to NHS Prescription Services. Currently, prescribers can only issue an electronic NHS prescription where it is being sent electronically to a patient's nominated pharmacy. Implementation of Release 2 began in late 2009 and continues to this date.

Table 12: Pharmacies processing electronic prescriptions

Locality	Total Pharmacies	No. processing electronic prescriptions		
		EPS R2 Enabled	Processing electronic prescriptions	Total
Newcastle East	20	5	15	20
Newcastle North	16	2	14	16
Newcastle West	29	8	21	29
Newcastle TOTAL	65	15	50	65

SOURCE: Pharmaceutical needs assessment questionnaire, August 2014. Valid responses: 65/65