



Pharmaceutical Needs Assessment

(PNA)

Produced in accordance with the National Health Service
(Pharmaceutical Services and Local Pharmaceutical Services)
(Amendments) Regulation 2010

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Supplementary statements will be issued in response to changes to pharmaceutical services since the publication of the PNA.

The PNA and supplementary statements to be reviewed annually

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Dudley Pharmaceutical Needs Assessment 2010/11

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1 - Executive Summary

The purpose of this Pharmaceutical Needs Assessment (PNA) is to review the pharmaceutical service provision in Dudley, assess the pharmaceutical needs of the patients and public of the borough and publish a statement as to this assessment by February 1st 2011.

Dudley PCT is located approximately six miles to the west of Birmingham in an area colloquially known as 'The Black Country'. The PCT and local authority are co-terminus geographically and together produce the Joint Strategic Needs Assessment (JSNA).

The website www.dudleypct.org is updated regularly. Its maps and data sets give a full picture of the health needs in Dudley. The maps produced for the Pharmaceutical Needs Assessment use the same deprivation and ward based descriptions together with 'township' and post code descriptors.

The pharmaceutical services to which the PNA must relate are all the services that may be provided under arrangements made by a PCT for:

- a) the provision of pharmaceutical services (including directed service) with a person on the PCT's pharmaceutical list (Contractor);
- b) the provision of local pharmaceutical services under the Local Pharmaceutical Services (LPS) scheme

In Dudley, as at December 2010, there are 66 community pharmacies plus 1 Local Pharmaceutical Services (LPS) contract (The Priory Community Pharmacy) giving 67 pharmacies in total which are providing pharmaceutical services under arrangements made with the PCT.

Dudley has recently seen significant growth in the number of community pharmacies, from 59 in 2005 when rules regulating pharmacy openings were relaxed, to the present network of 67. This has improved access for our population.

The pharmaceutical services that Dudley community pharmacies provide are made up of three different service levels:

- 1 Essential services** - provided by all contractors in all community pharmacies.
- 2 Advanced services** - can be provided by all contractors once accreditation requirements for pharmacists and premises have been met. 58 out of 64 pharmacies provided this service in Sept 2010.
- 3 Enhanced services** - commissioned locally in response to the needs of the local population. For breakdown of provision see Appendix 2

We have considered geographical access to the Community Pharmacies in our area, their opening hours, and the services they provide. See Figure 1, Appendix 1 and Appendix 2. In addition through identification of needs linked to the Joint Strategic Needs Assessment (JSNA) and the PCT strategic plans we have assessed the potential for those needs to be met through pharmaceutical services. Appendix 5 and Appendix 6a & 6b.

We conclude that there are sufficient pharmacies in Dudley to provide essential pharmaceutical services to the residents. Pharmacies are situated both within and very close to GP practices and also in the major shopping centres, supermarkets and locality High Streets. Our pharmacies are open to provide services at the times needed and used by patients and the public.

Provision of the Medicines Use Review service is offered from three quarters of all the pharmacies in each 'township' locality.

We conclude that this may result in reduced provision for some individual patients. We further conclude that within each 'township' sufficient pharmacies provide a Medicines Use Review Service. This gives patients a reasonable choice to access this service. However the PCT has plans in place to continue to work with all pharmacies to improve access for patients to this service.

Community pharmacies in Dudley PCT are commissioned to provide a range of enhanced services through service level agreements (SLA). Pharmacies can choose if they wish to provide PCT commissioned services. Analysis demonstrates that the majority of pharmacies provide PCT commissioned services, with only two providing no enhanced services at all.

Each service is commissioned with a different client group in mind. We conclude that the pharmacies that provide the different enhanced services are in the areas of need and open at times required by users of the service. For example we have community pharmacies open on a Sunday commissioned to provide Emergency Hormonal Contraception.

However more pharmacies in Sedgley will be encouraged to provide sexual health services. See Appendix 2 for breakdown by township and opening hours.

National Deciles

least Deprived

most Deprived

0 1.394
kilometers
Scale: 1:68,450

— LSOA Boundaries
— Ward Boundaries
— Township Boundaries

Sedgley

Coseley East

Coseley West

Castle & Priory

St James

St Thomas

St Andrews

Netherton & Woodside

Brockmoor & Pensnett

Gornal Wood

Kingswinford North & Wall Heath

Kingswinford South

Wordsley

Brierley Hill

Wollaston & Stourbridge West

Amblecote

Quarry Bank & Cradley

Lye & Wollescote

Pedmore & Stourbridge East

Norton

Hayley Green

Belle Vale & Hasbury

Halesowen North

Halesowen South

Dudley & Netherton

Stourbridge

Halesowen

A table relating to the mapped location including post codes, services provided and opening hours is also included in Appendix 2.

2 - Introduction

The Health Act 2009 received Royal Assent in December 2009. Regulations under the Health Act 2009 make it a legal requirement for Primary Care Trusts (PCTs) to:

1. Develop and publish a Pharmaceutical Needs Assessment (PNA);
2. To use the PNA as the basis for market entry to NHS pharmaceutical service provision. (At the time of writing there has been no information issued or consultation as originally planned for this second clause – change of government in May 2010)

The regulations lay down the minimum information that must be contained within the PNA and also outline the process that must be followed in its development and that of any revised assessment.

The production and ongoing update, evaluation and revision of the Dudley PCT PNA is a key part of the commissioning process for Community Pharmacy.

This PNA is the first published by Dudley PCT under its new statutory duty. It supersedes the two previous PNA's produced in 2005 and 2008.

The PNA sets out to:

- Take stock of current community pharmacy service provision;
- To understand the pharmaceutical needs of the Dudley population;
- To consider the potential for community pharmacies in Dudley to meet population and health service needs;
- To support a rational approach to the commissioning of services from Dudley community pharmacies.

The following factors have been considered in the needs assessment:

- Access to and provision of essential pharmacy services;
- Provision of advanced services – Medicines Use Reviews(MURs) and from September 2010 Appliance Use Reviews;
- The potential for advanced services to contribute to PCT priorities and to integrate with other services and care pathways;
- Provision of currently commissioned local directed enhanced services. Evaluation, development of and identification of potential service extensions directed by local and national strategic priorities.
- Identification of needs of the Dudley population linked to the Joint Strategic Needs Assessment and assessment of the potential of those needs to be met through pharmaceutical services.

3 - Context for PNA

3.1 National policy context:

In April 2005 a 'new contract' (or more accurately a new set of regulations) were put in place for NHS community pharmacy services.

Since that time, PCTs have been required to produce a Pharmaceutical Needs Assessment (PNA). This obligation has now been strengthened to a legal requirement with the need for all PCTs to publish a PNA by 1st February 2011.

The pharmaceutical services to which the PNA must relate are all the services that may be provided under arrangements made by a PCT for:

- a) the provision of pharmaceutical services (including directed service) with a person on the PCT's pharmaceutical list (Contractor);
- b) the provision of local pharmaceutical services under the Local Pharmaceutical Services (LPS) scheme;
- c) the dispensing of drugs and appliances with a person on a dispensing doctors list.

Pharmaceutical services are provided from community pharmacies, dispensing doctors and appliance contractors.

In April 2008 the government published a White Paper, *Pharmacy in England: Building on strengths – delivering the future*, which sets out practical, achievable ways in which pharmacists and their teams can contribute to improving patient care through delivering personalised pharmaceutical services and care in the coming years. Whilst recognising that the role of pharmacy in dispensing medicines and ensuring the safe use of medicines will remain an important one, emphasis was placed on recognition of pharmacy's role in contributing to health improvement.

This PNA has been prepared at a time of significant change in the NHS. The 2010 coalition government White Paper *Liberating the NHS*, made the following statement regarding community pharmacy 'The community pharmacy contract, through payment for performance, will incentivise and support high quality and efficient services, including better value in the use of medicines through better informed and more involved patients'.

It is too early to say how this change will affect the PNA or pharmaceutical services. We expect that some aspects of pharmaceutical services will be managed by the NHS Commissioning Board, it is also possible that many of the enhanced services commissioned today will be commissioned through public health departments within local authorities.

At the same time the NHS is being asked to improve quality and productivity following a period of sustained growth in spending. As a result all areas of NHS spending, including pharmaceutical services will be scrutinised to ensure that money is spent to deliver the outcomes expected by patients and the public.

3.2 Local context:

Joint Strategic Needs Assessments (JSNA) are now a statutory duty placed on Local Authorities and PCTs (Local Government and Public Involvement in Health Act 2007). Dudley partners developed their first JSNA in 2007, ahead of national guidance. The analysis was added to in early 2008, by the adoption of the Director of Public Health's 2007 Atlas for Health, as the spatial dimension of the JSNA. 2008 also saw further development of the JSNA for children.

As a *strategic* assessment the JSNA has driven the Borough Partnership's renewal of Dudley Community Plan, Dudley PCT's Strategic Plan and the Borough's Local Area Agreement with Central Government.

In 2009, effort has been focused on the inequalities dimension of the JSNA, examining in more depth the nature and extent of inequalities in the Borough. JSNA predictive modelling has also been extended, looking at the impact of additional investment in smoking cessation and interventions to reduce alcohol misuse, as well as demographic modelling of health service demand.

In addition, led by the PCT, the Dudley Community Partnership has dramatically improved access to the JSNA by all partners, through the development of its JSNA website. This not only provides access to all JSNA documents, but also includes on-line JSNA indicators, all updated as new data is published. The website's community voice area provides access to reports on community consultations and engagement and a link to the consultation database. The website can be accessed at www.dudleypsp.org.

In March 2010 the JSNA's main strategic conclusions were revisited in the light of the most recent data available. The possible commissioning of services from community pharmacy has now been included in plans within the Public Health Department for tackling the PCT priorities in reducing smoking prevalence and smoking related deaths, alcohol misuse and NHS health checks.

The pictorial PCT Strategic Plan can be found at appendix 6a.

A five year Strategic Services Development Plan (SSDP) has been drafted and future developments are in the process of being prioritised. Some developments as part of this and previous plans involving the Dudley LIFT partnership have already been built.

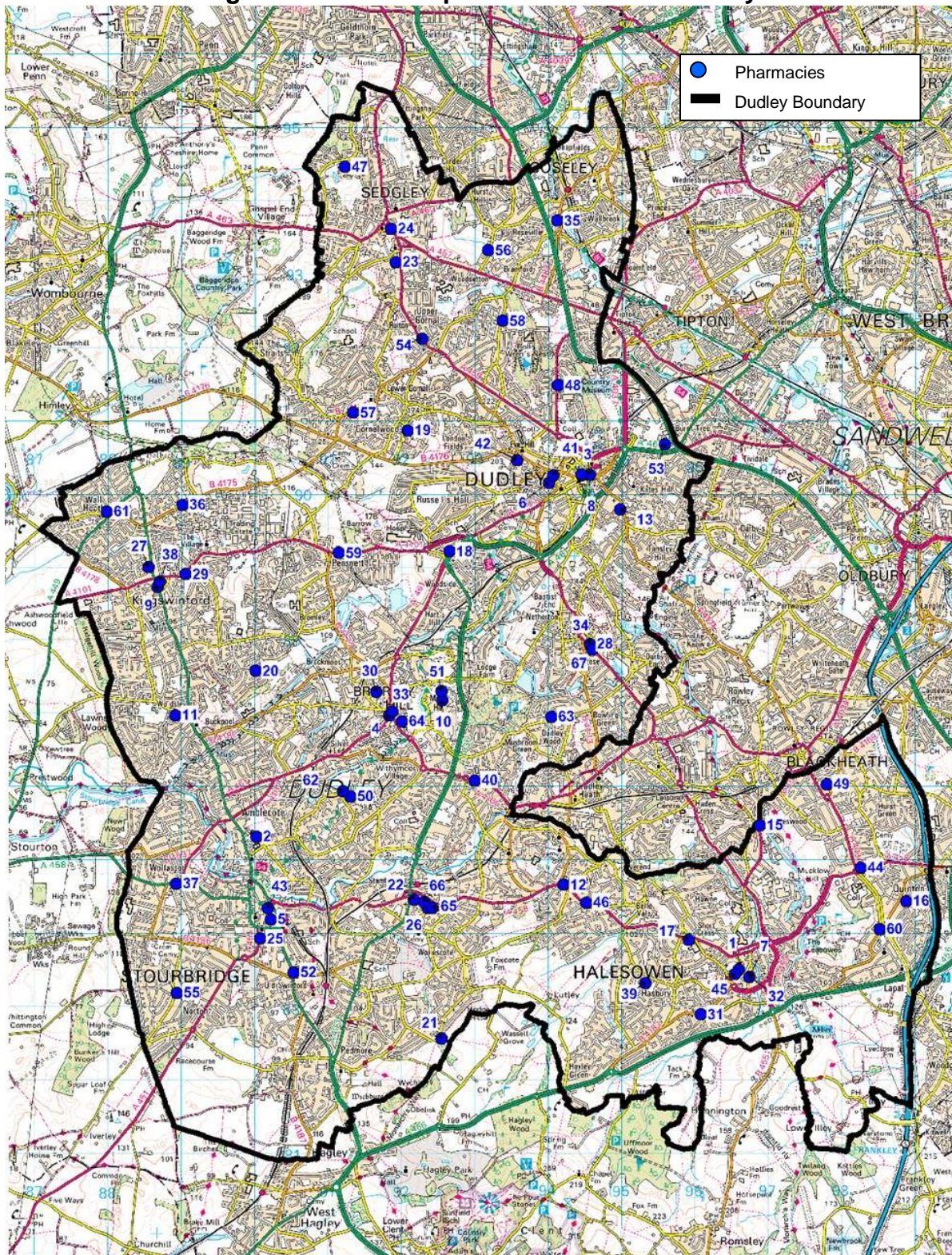
Changes to the local NHS structures and the comprehensive spending review will however impact on the development of these plans.

A pharmacy has been incorporated into the Stourbridge Health and Social Care Centre and a 100 hour pharmacy contract is co-located with the Brierley Hill Health and Social Care Centre.

In Dudley, as at December 2010, there are 66 community pharmacies plus 1 LPS contract (The Priory Community Pharmacy) providing pharmaceutical services under arrangements made with the PCT. See Figures 1 & 2 This network of 67 pharmacies includes five 100 hour pharmacies.

Dudley has recently seen significant growth in the number of community pharmacies from 59 in 2005 when rules regulating pharmacy openings were relaxed to the present network of 67, this has improved access for our population.

Fig. 2 – Location of pharmacies within Dudley



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Pharmacy Key in Appendix 1

This map illustrates ease of access and location of pharmacies in residential areas, on main roads and shopping centres. White areas are green spaces or industrial sites.

The pharmaceutical services that Dudley community pharmacies provide are made up of three different service levels:

Essential services - provided by all contractors in all community pharmacies;

Advanced services - can be provided by all contractors once accreditation requirements for pharmacists and premises have been met;

Enhanced services - commissioned locally in response to the needs of the local population.

The definition of what is within each service level is as follows:

1 Essential services (as set out in the 2005 NHS Regulations):

- Dispensing and actions associated with dispensing (e.g. keeping records);
- Repeatable dispensing;
- Disposal of waste medicines;
- Promotion of healthy lifestyles;
- Prescription linked interventions;
- Public health campaigns;
- Signposting;
- Support for self care.

All pharmacy contractors must provide the full range of essential services.

2 Advanced services (as set out in the Directions made subsequently to the 2005 regulations):

- Medicines Use Review and Prescription Interventions (MURs);
- Appliance Use Reviews (AUR);
- Stoma Appliance Customisation Service (SAC).

Any contractor may choose to provide Advanced Services, though there are requirements which need to be met in relation to premises, training and notification to the PCT.

At this time an accredited pharmacy may undertake up to 400 MUR per annum, a limited number of AUR linked to the dispensing of appliances and as many SAC as required.

3 Enhanced services (as set out in the Directions made subsequently to the 2005 regulations):

- Anticoagulant monitoring service
- Care home service
- Disease specific medicines management service
- Gluten free food supply service
- Home delivery service
- Language access service
- Medication review service
- Medicines assessment and compliance support service
- Minor ailments service
- Needle syringe exchange service

- On demand availability of specialist drugs service
- Out of hours service
- Patient group directions service
- Prescriber support service
- Schools service
- Screening service
- Stop smoking service
- Supervised administration service
- Supplementary prescribing service

N.B. - This list is all Enhanced services as described in the regulations, those actually commissioned by Dudley PCT are contained within Table 1.

The regulations are intended to be permissive and allow PCTs to interpret how many of the above Enhanced Services should be commissioned, its scope and method of delivery.

Each PCT may make its own arrangements for the provision of these services in its area. In the case of Dudley PCT arrangements are in place for the provision of the services listed in table 1 below.

Table 1 – Enhanced Services Commissioned by Dudley PCT

National Enhanced Service Description	PCT Commissioned Service
Care homes service	The PCT commissions a Medicines Management Advice to Care Homes Service.
Needle syringe exchange service	A needle exchange service whereby the pharmacy provides clean injecting equipment to drug users and takes in used injecting equipment for safe disposal. Commissioned by CRI for Dudley's Community Safety Partnership
Out of Hours Service	The PCT commissions a Christmas Day and Easter Sunday Rota opening service
Patient group directions service	The PCT commissions services whereby some pharmacies provide access to emergency hormonal contraception, antibiotic treatment for Chlamydia and smoking cessation medication (varenicline) under patient group directions (PGD).
Screening service	A Chlamydia screening service is provided by some pharmacies. Commissioned by The Black Country Chlamydia screening service.
Stop smoking service	The PCT commissions a service for the supply of nicotine replacement therapy (NRT e.g. patches, gums, inhalers) and an advice and counselling service to support smokers quit.
Supervised administration service	A service whereby patients prescribed drug treatments for addiction can obtain their treatment on a frequent basis, often daily and that this treatment is taken in the presence of the pharmacist, is commissioned by CRI for Dudley's Community Safety Partnership

Community pharmacy contractors also provide services directly to patients that are not commissioned by the PCT, for example some pharmacies provide a prescription collection service, home delivery service and/or medication packed down into monitored dosage systems. These services are **not** commissioned or paid for by the PCT, however it is recognised that the collection and delivery services are welcomed and valued by patients.

In making its assessment the PCT needs to take account of any services provided to its population which may affect the need for pharmaceutical services in its area. This could include services provided to the Dudley population by pharmacy contractors outside Dudley. For example pharmacies in neighbouring PCTs or those providing 'Homecare' services.

4. What is excluded from the scope of the assessment

The PNA has a regulatory purpose which sets the scope of the assessment. However pharmaceutical services and pharmacists are evident in other areas of work in which the PCT has an interest but are excluded from this assessment. These include prisons, secondary and tertiary care sites where patients may be obtaining a type of pharmaceutical service that is not covered by this assessment and advice to clinicians and/or patients via specialist pharmacists.

4.1 Prisons

Dudley PCT has no prisons within its area.

4.2 Hospital Pharmacy Services

Most of our hospital services are provided by Dudley Group of Hospitals Foundation Trust, who operate at the following sites:

- Russell's Hall Hospital, Pensnett Road, Dudley, DY1 2HQ
- Corbett Hospital Outpatients' Centre, Vicarage Road, Stourbridge, DY8 4JB
- Guest Hospital Outpatients' Centre Tipton Rd, Dudley, DY1 4SE

In addition patients are treated by the Dudley and Walsall Mental Health Trust at the Bushey Fields site.

The PCT has service level agreements (SLA) with the pharmacy department at Russell's Hall Hospital to provide medicines for clinics and services and the out of hours (OOH) urgent supply of controlled drugs (CDs).

Although the PNA makes no assessment of the need for pharmaceutical services in secondary or tertiary care, it is concerned to ensure that patients moving in and out of hospital have an integrated pharmaceutical service which ensures the continuity of support around medicines.

4.3 Specialist Pharmacists

A PCT commissioned service funds a practice based clinical pharmacist for a minimum of 4 hours a week in each GP practice.

The PCT also funds two specialist clinical pharmacist roles, Older Persons and Neurology.

5 - Process followed in developing the PNA

- The current pharmaceutical provision in Dudley PCT has been reviewed and the needs of our population assessed from the perspective of pharmaceutical services.
- A survey of Community Pharmacies' current IT, premises and service provision was conducted in Autumn 2009 as part of baseline assessment. See Appendix 7
- Patients and the public have been asked for their views on pharmacy services. See appendices 3 & 4.
- The current commissioning of pharmaceutical services and plans as an organisation for the future as expressed in our strategic plan have been reviewed and assessed.
- Data has been referenced to and with our JSNA.
- Membership of the project group was taken from the PCT Prescribing & Medicines Management Team, Family Health Services (FHS Support Services), Public Health Intelligence Team, Dudley Local Pharmaceutical Committee, Dudley LINK and Community Engagement Team.
- A project action plan was devised and notes from regular meetings were taken and distributed to a wider group of PCT employees.
- The PCT Primary Care Commissioning Committee acted as the stakeholder steering group.
- The formal consultation period for the PNA ran until November 30th 2010.
- The formal consultation plan can be found at Annex 1
- Consultation summary of responses can be found at Annex 3
- Following receipt of comments etc at end of consultation period, these will be recorded and included in the final document set.
- The PNA will be reviewed in light of the results of the consultation and the final version signed off by the PCT board and published by Feb 1st 2011.

6 - Localities definition and description

Dudley PCT is located approximately six miles to the west of Birmingham in an area known as 'The Black Country'. It is an urban area with populated borders to South Birmingham, Sandwell and Wolverhampton. Green belt areas are to the south and west of the borough, in Worcestershire and South Staffordshire. The legacy of heavy industry is still relevant to the health status of much of the population

The borough includes three main towns - Dudley which sits towards the north of the borough and Halesowen and Stourbridge which sit towards the south.

Dudley and Stourbridge have been further divided by Dudley Local Authority (LA) using the post codes that fall within the borough boundary, resulting in the five 'townships' of :

- Brierley Hill (includes Kingswinford) - Post code areas DY5 and DY6;
- Dudley and Netherton - Post code areas DY1 and DY2;
- Sedgley - Post code areas DY3 and WV14;
- Halesowen - Post code areas B62 and B63;
- Stourbridge - Post code areas DY8 & DY9.

Dudley PCT and Dudley LA are co-terminus geographically and work together to produce a Joint Strategic Needs Assessment (JSNA) that identifies local need and a sustainable community strategy to address this need.

This Pharmaceutical Needs Assessment utilises format and definitions as used in the Dudley JSNA together with the township and postcode descriptors as above.

Mapping of the PCT is ward based, with mapping against deprivation utilising lower super output areas (LSOA).

Fig. 3 - Dudley – Wards

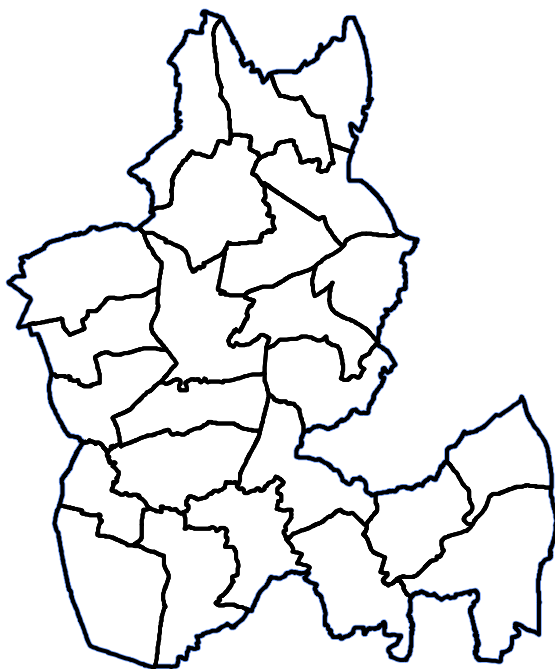
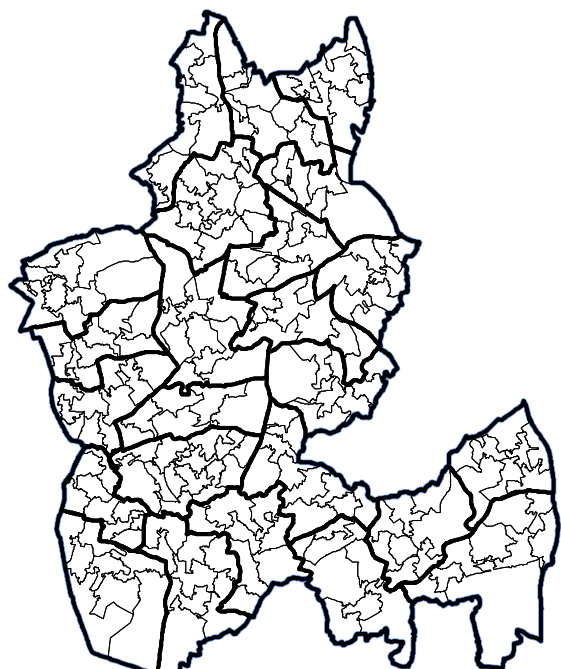
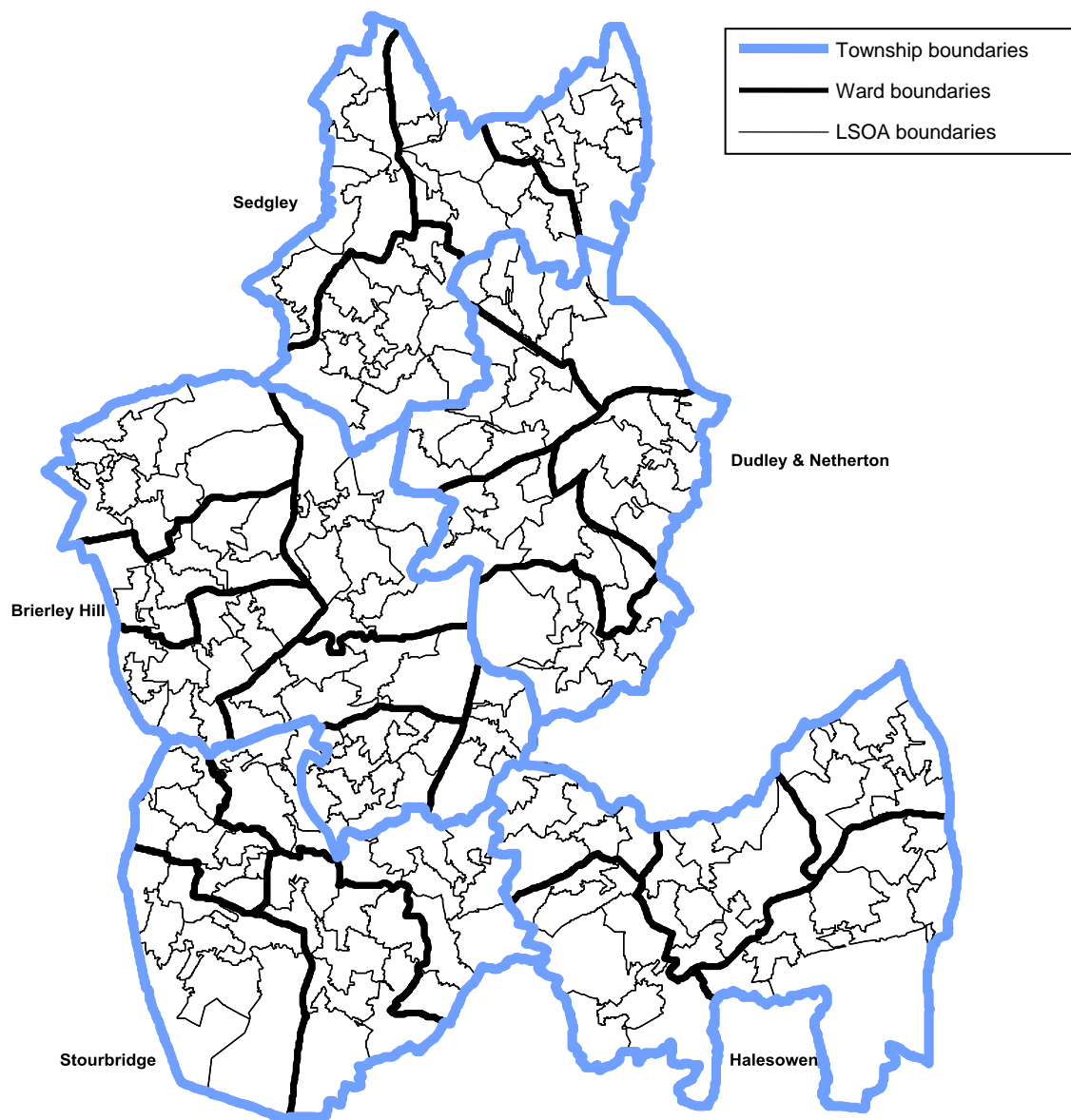


Fig. 4 - Dudley – Ward & LSOA



In addition the five 'township' localities have also been used when appropriate. Further ward statistics can be found at <http://www.dudleylsp.org/data-and-trends/ward-map-dudley-borough>.

Fig. 5 - Dudley – Township, Ward and LSOA



As electoral wards are political units of geography whose boundaries are managed by the electoral commission, ward boundaries are subject to change over time.

Super Output Areas (SOA) are administrative units of geography which have been established by the Office of National Statistics. SOA boundaries are not subject to change and therefore provide a consistent basis for tracking changes in the population over time.

SOAs exist at three levels:

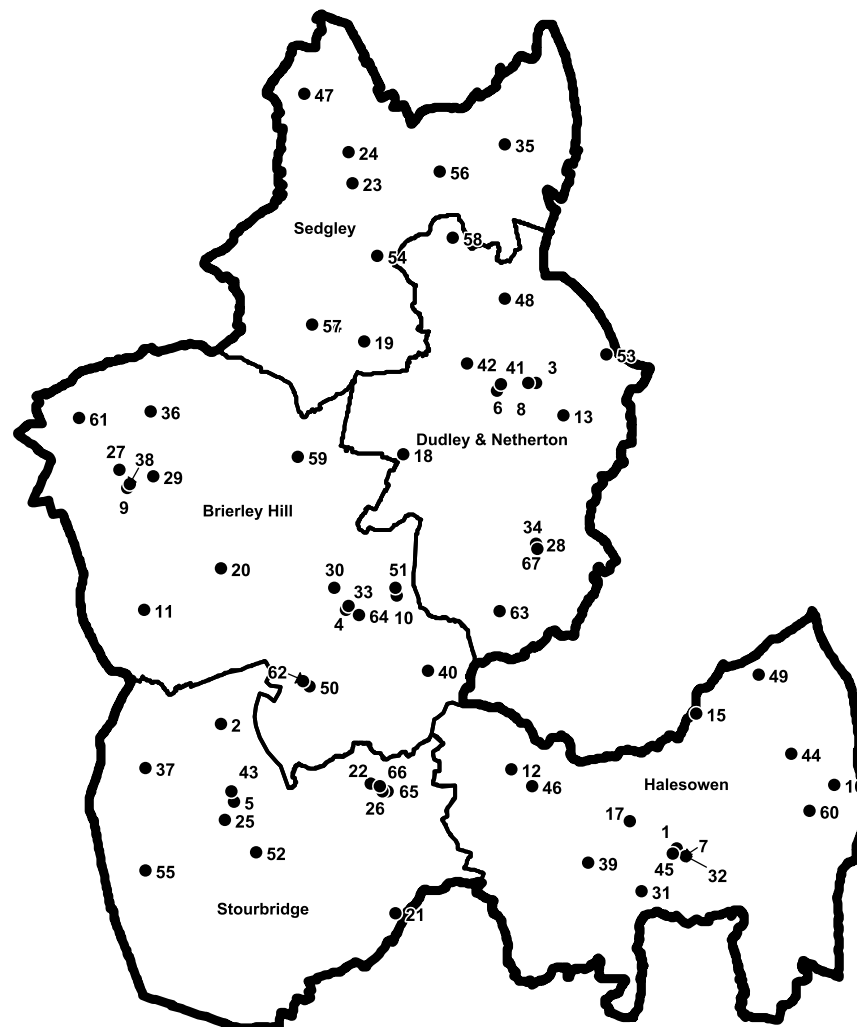
- Lower Layer SOAs – population of approximately 1,500 persons;
- Middle Layer SOAs – population of approximately 7,200 persons;
- Upper Layer SOAs – are not yet developed but are expected to have a population of approx 25,000 persons.

Deprivation data is only available at LSOA level.

The location of Dudley Pharmacies have been mapped against :

- all 24 wards within the borough using ward boundaries which came into existence in June 2001, superimposed with 'index of multiple deprivation' levels as per LSOA; (Figure 1)
- Ward boundaries and the five township areas of Brierley Hill, Dudley and Netherton, Halesowen, Sedgley and Stourbridge. (Figures 3,4 &5)

Figure 6 – Location of Dudley Pharmacies by township



A table containing the key to the pharmacies on the map, including post codes and opening hours. (see Appendix 2).

The JSNA is underpinned by a core dataset, which contains a range of indicators sectioned into the following domains:

- Demography
- Social and Environmental Context
- Lifestyle/risk factors
- Burden of ill-health
- Services

Many of the indicators included in these five domains are updated at least annually, so it is possible to develop trends over time and to produce projections, and to compare the local situation with both the regional and national situation. The updated core data set is available at www.dudleypsp.org and will be developed to include the data at a lower geography.

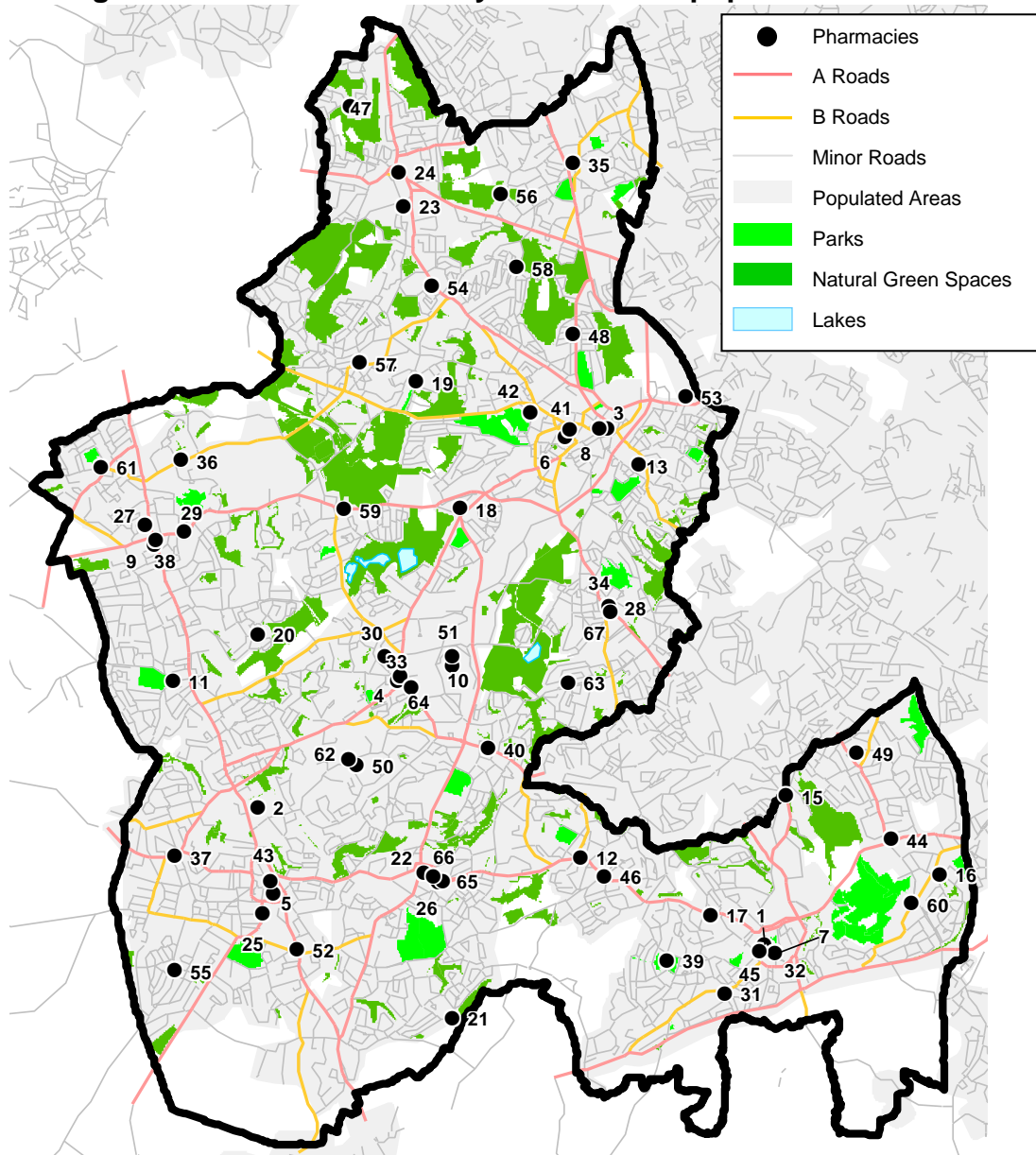
With all this data available electronically only the top level points have been taken and included in this PNA.

7 - Demography of Dudley PCT

7.1 Population

- The latest Office of National Statistics (ONS) mid-year population estimate (2008) for Dudley stands at 306,500. This is approximately 1,000 people higher than the projected population in the baseline JSNA.
- Following a period of fairly stable population, this is now increasing. The small increase in population seen since the baseline in 2005 has included a disproportionate increase in the people aged 65+ and hence a further increase in the projected population in this age group.

Fig. 7 – Pharmacies in Dudley in relation to populated areas



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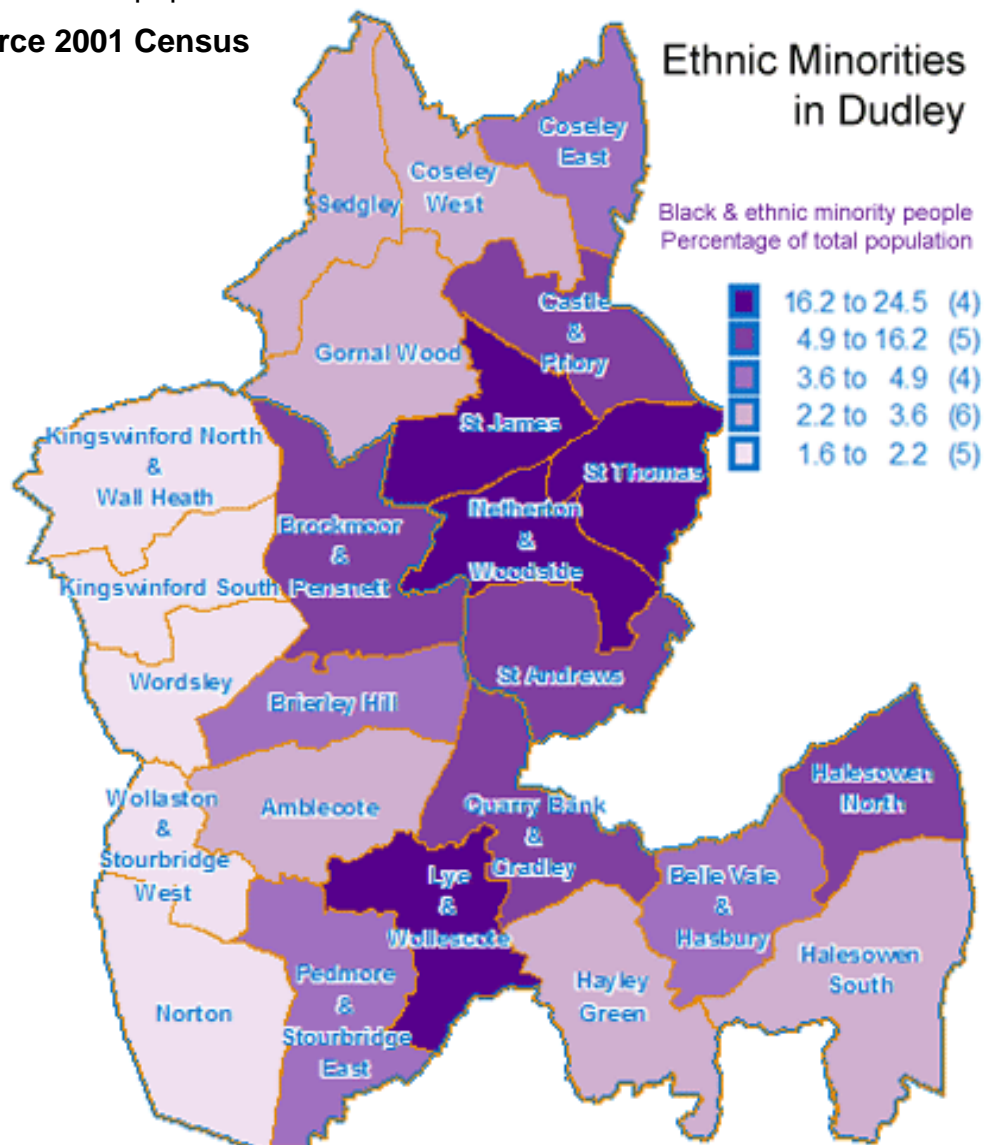
Pharmacy Key in Appendix 1

- Birth rate in the borough has been rising steadily since 2000, probably as a result of the 1983-1993 cohort. The birth projections have been revised using the mid-year population estimates for 2006 and estimate births to remain at this new higher level of 3,700 until 2020.

7.2 Ethnicity

- In the Census of 2001 the black minority ethnic (BME) population accounted for 6.3% of the population in Dudley, and had a much younger population profile than the white population. (Figure 8).
The largest minority ethnic group is South Asian, at 4% of the population. They speak a range of languages in addition to English.
- In 2001 only 8% of the BME population was over 65 (compared to 17.5% in the population as a whole in 2005). This suggests that over the next 15-20 years there will be an increasing demand for services generally applicable to older people in the BME population.

Fig. 8 - Source 2001 Census

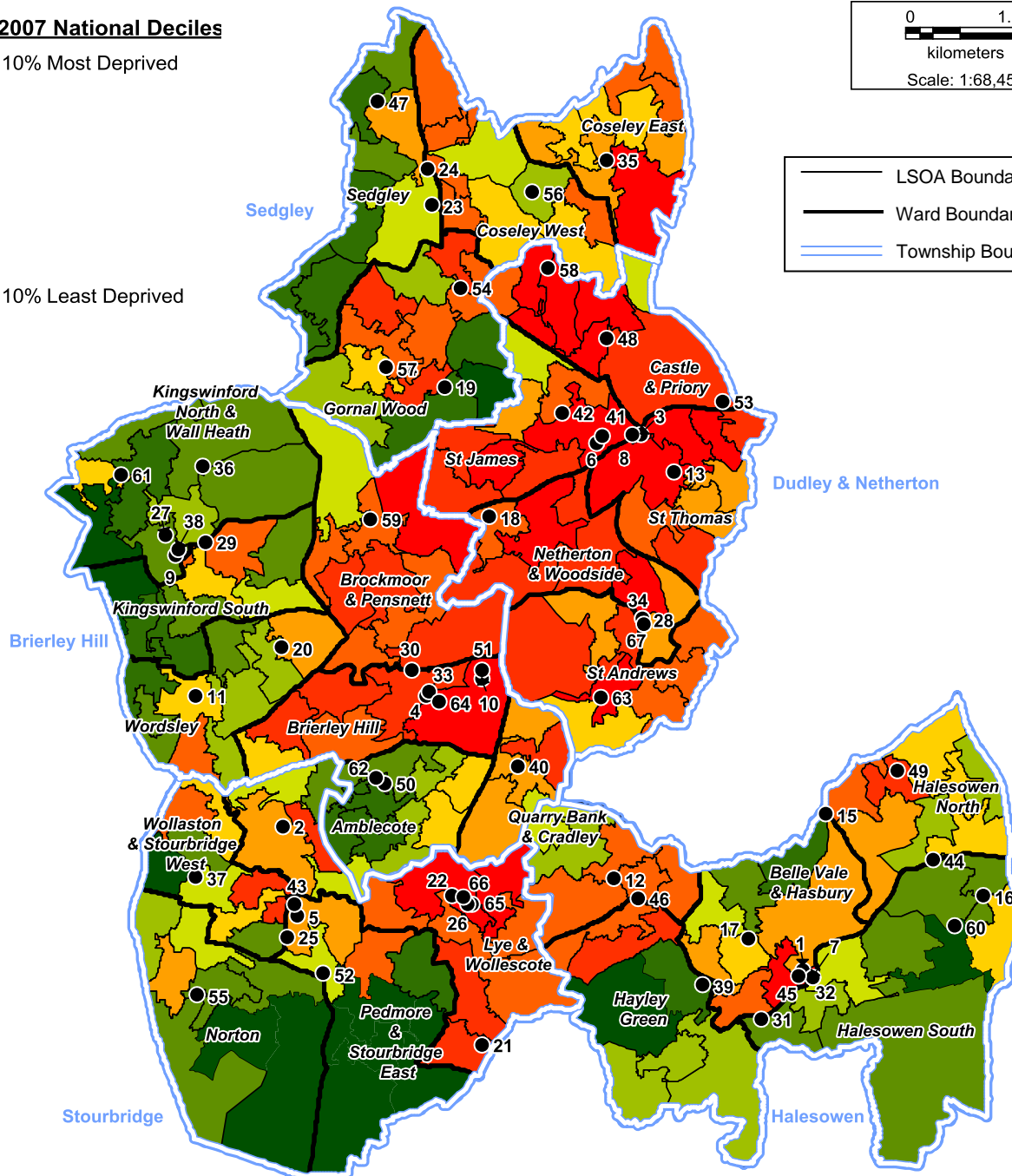
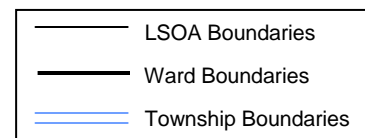
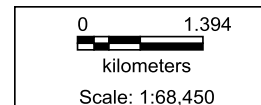
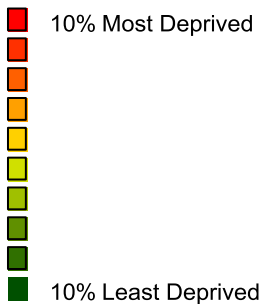


7.3 Deprivation

- Dudley's overall deprivation status differs little from the national average, but is concentrated in an inner urban 'core'. The deprived areas are in the area from Brierley Hill, through Netherton & Woodside to Castle and Priory with some also in Lye and Wollescote and small pockets elsewhere. (Figure 9).

Fig. 9 - Pharmacies within Dudley (Sep 2010)

ID 2007 National Deciles



For Pharmacy Key please see Appendix 1

7.4 Longevity

- Life expectancy in Dudley had risen in the last twenty years but at a slower rate than the national trend in more recent years.
- There has been some narrowing of differences between wards within the Borough, but the gap still stood at 6.6 years (2003-2005) between the wards with the highest and lowest life expectancy.

7.5 Health Risks

- Coronary Heart Disease (CHD) is still the biggest cause of premature death of any single disease, although rates have fallen rapidly and are less than 40% of what they were 20 years ago. Inequalities are greatest for circulatory disease, some areas of Dudley lag ten years behind the district average. Reducing smoking rates is likely to have the biggest impact.
- Obesity is recognized as a problem nationally and locally.
- Alcohol related disease has increased dramatically over the last decade and the rate of alcohol related deaths is going up.
- There is probably under diagnosis of a range of major diseases in Dudley such as Coronary Heart Disease, Strokes, Diabetes, Chronic Obstructive Pulmonary Disease (COPD), Mental Illness and Asthma

7.6 Morbidity and Mortality.

- Data available from Dudley Public Health Compendium 2007 at <http://www.dudleylsp.org/needs-assessments--data-and-trends/health-jsna/copy-of-copy-of-jsna-documents-for-dudley/copy-of-copy-of-directors-of-public-health-annual-report>.
- The Dudley Strategic Plan 2009-2014
<http://www.nhsdudley.nhs.uk/sites/documents/cms/937-2010-5-4-8298028.pdf>
- A Sense of Place – An Atlas for Health in Dudley – Annual Report of Director of Public Health 2007 is an atlas presented as a contribution to the JSNA. Maps as a representation of reality are a feature of public health resources in Dudley, the maps in this PNA can all be related to those in this atlas as a resource to support any proposed future service development.

Planning pharmacy services for populations is a fledgling field with limited data to support PCTs to compare and benchmark their services.

The maps in the JSNA data set and those in the PNA illustrate that the geographical location of Dudley community pharmacies is well spread across the populated areas, covering deprived areas and those with higher numbers of BME groups. Our pharmacy survey indicated that staff and pharmacists often speak a range of community languages.

Patients are not registered with individual pharmacies and have the choice where to have their prescriptions dispensed and where to access advanced and enhanced services. This makes matching targeted services to older people, specific disease states, deprivation or ethnicity difficult.

The PCT will work to involve all pharmacies in the borough to provide high quality and cost effective patient centred and patient specific medicines related services.

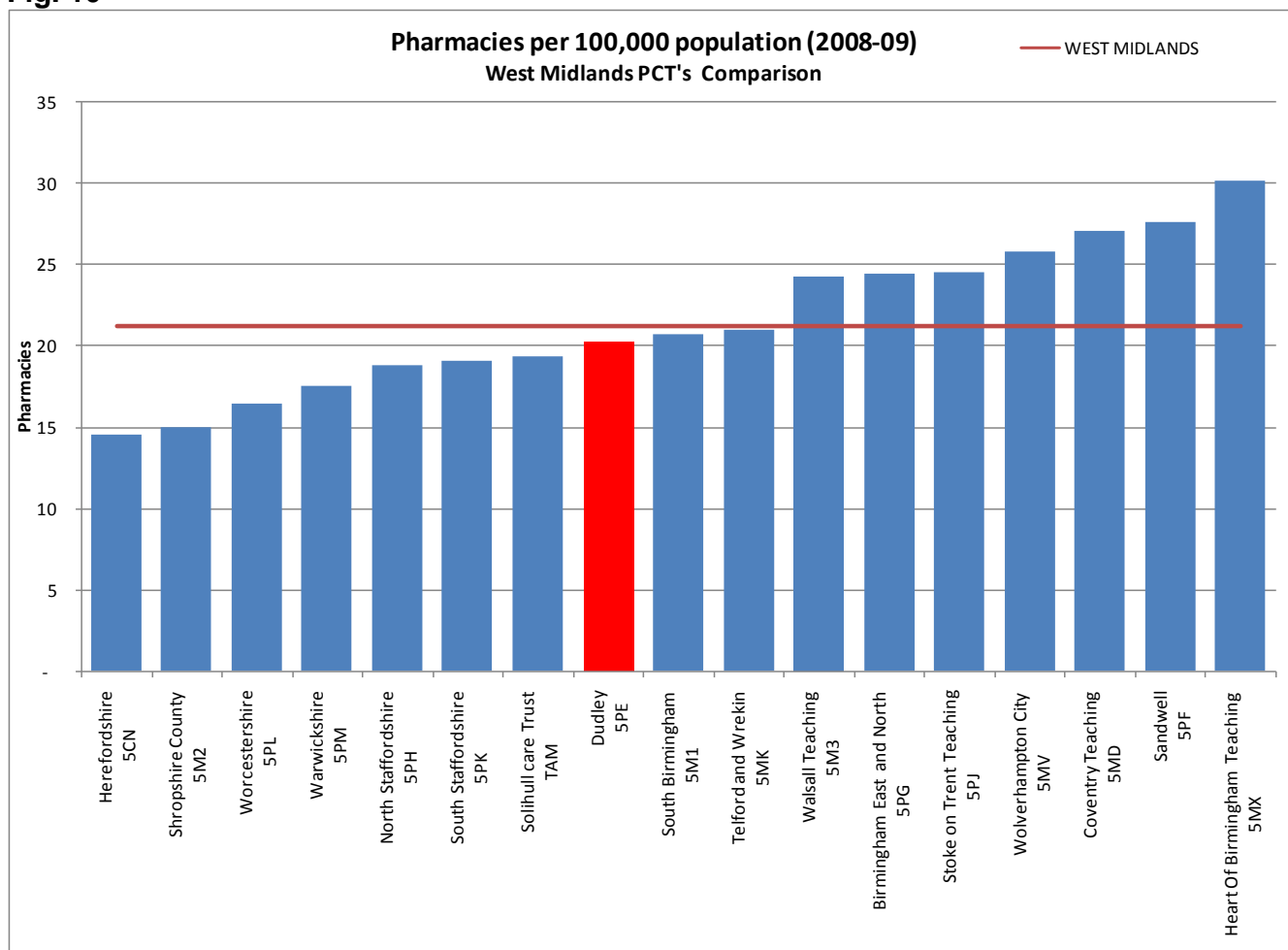
8 - Access to Community Pharmacies and Pharmaceutical Services

Pharmacy numbers, walking times and geographical and physical location

The most recent mid-year estimate of the population of Dudley (2008) is 306,500. With 67 pharmacies this equates to 1 pharmacy to 4,574 people.

Using the Office for National Statistics information Dudley PCT falls in the centre for provision both within the West Midlands and its 'peer group' equating to pharmaceutical service provision of around 5,000 residents per pharmacy.

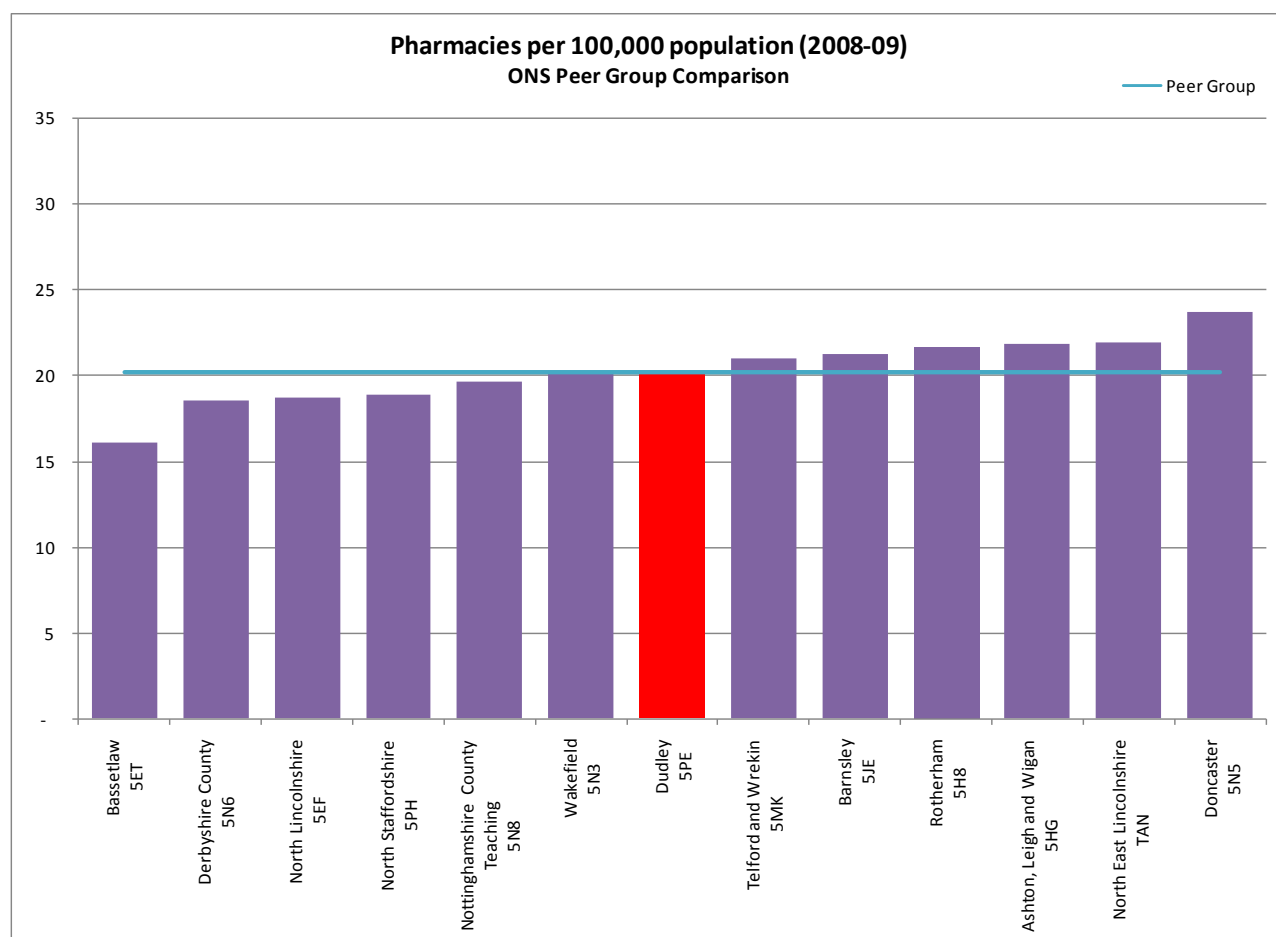
Fig. 10



Source: General Pharmaceutical Services in England 1999 2000 to 2008 09, published Nov 24, 2009. Available on www.ic.nhs.uk

The ratio of pharmacies to patients is good and now above the average provision per head of population.

Fig. 11



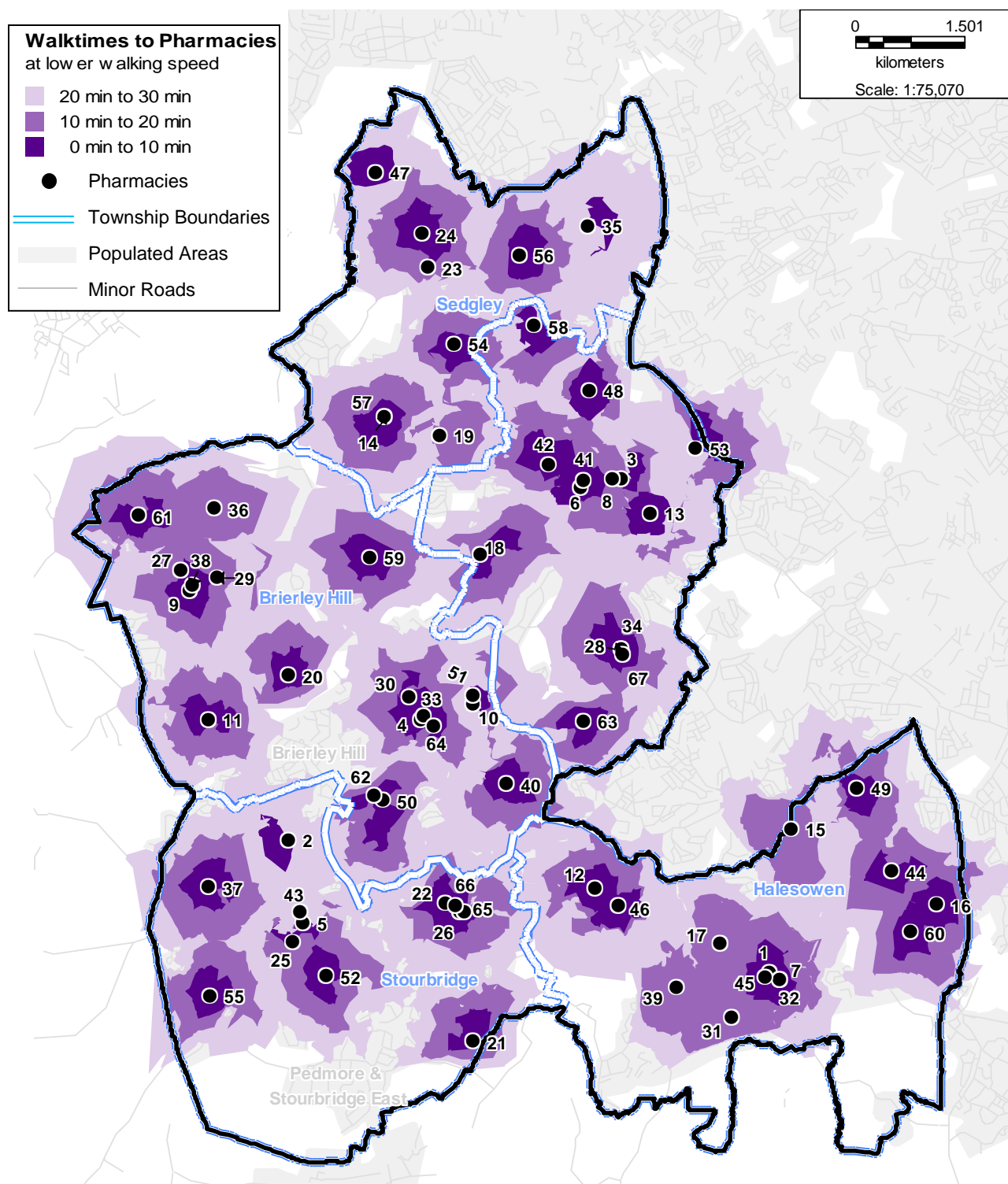
Source: General Pharmaceutical Services in England 1999 2000 to 2008 09, published Nov 24, 2009. Available on www.ic.nhs.uk

Walk time zones (taking account of the terrain) have been mapped against location of community pharmacies (see Fig. 12). This clearly shows that the very large majority of people live within reasonable walking distance (10-20 minutes) of a pharmacy. We do acknowledge that greater distances may need to be travelled to access pharmacies late in the evening and at weekends.

Better access to pharmaceutical services for people living in the deprived areas of Castle and Priory was identified as a gap in provision following the 2005 PNA. This gap was filled when the LPS pharmacy (Priory Community Pharmacy (48)) opened in 2008. In addition a new pharmaceutical contract was awarded to a pharmacy in Dudley Wood to fill a gap in service provision shared jointly with neighbouring Sandwell PCT.

The opening of three additional 100 hour pharmacies in Autumn 2010, two in Lye and one in Netherton further strengthens pharmaceutical provision in these identified areas of deprivation and minority ethnic populations.

Fig. 12 - Walk-time zones for Community Pharmacies in Dudley - Purple key

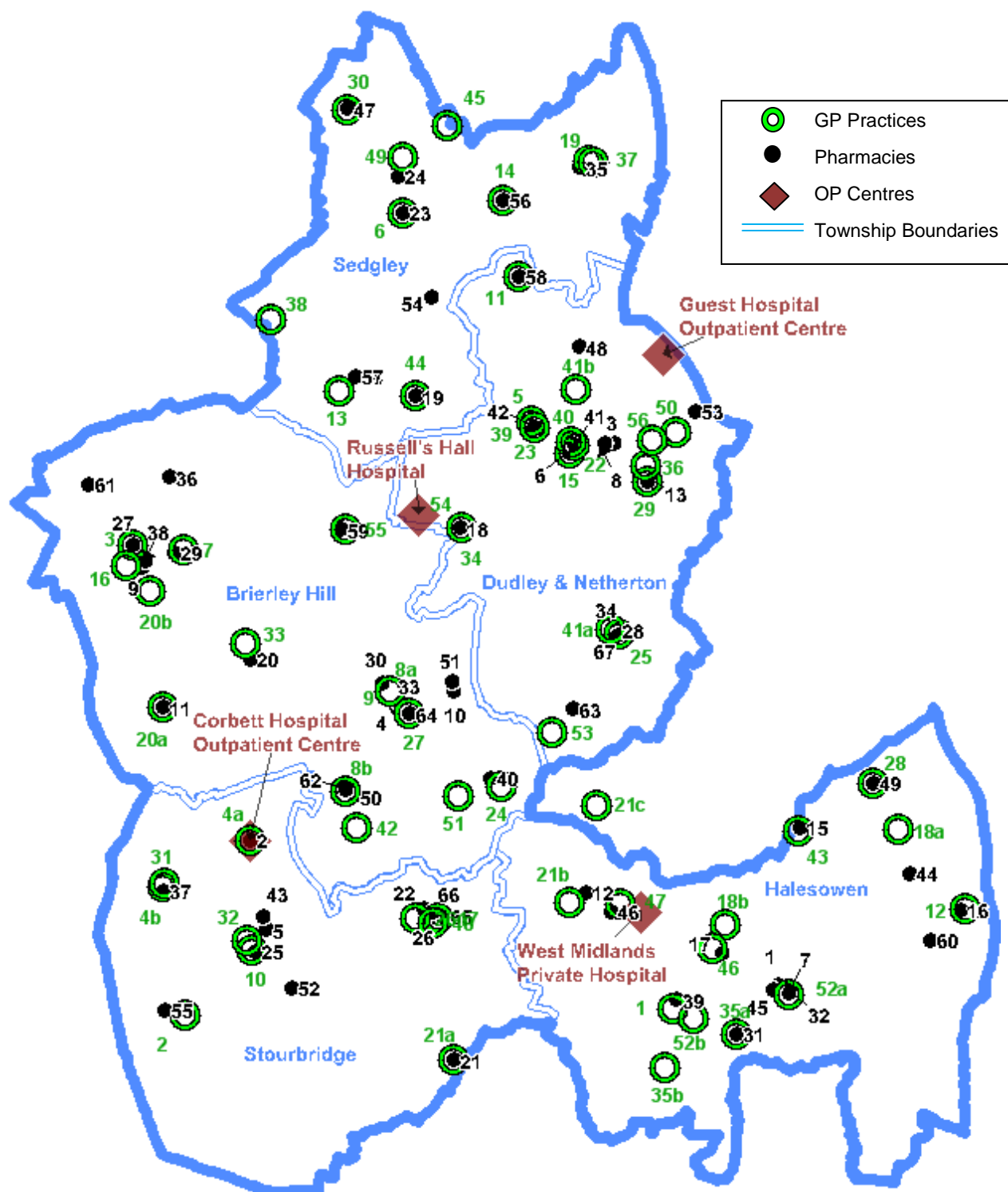


©Crown copyright 2006. All rights reserved. Ordnance survey licence number 100019918
Isochrone data supplied by West Midlands Cancer Intelligence Unit (2010) on behalf of Department of Health

Lower walking speed is used as it equates to the walking speed of a mother with 2 young children.

For Pharmacy Key please see Appendix 1

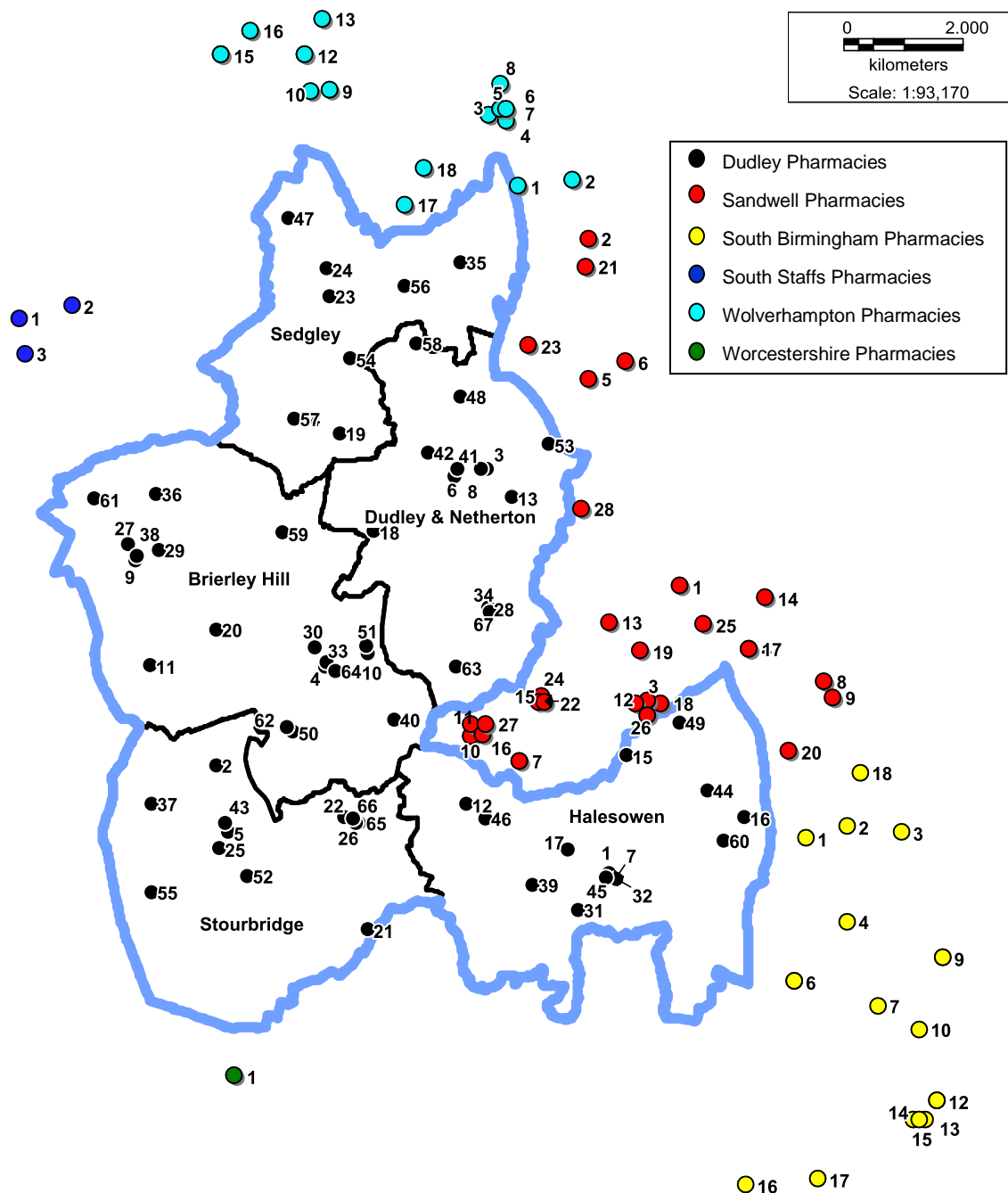
Figure 13 - Pharmacies in relation to location of GP Practices and Acute OP Centres



Pharmacy Key in Appendix 1, GP Practice Key in Appendix 1A

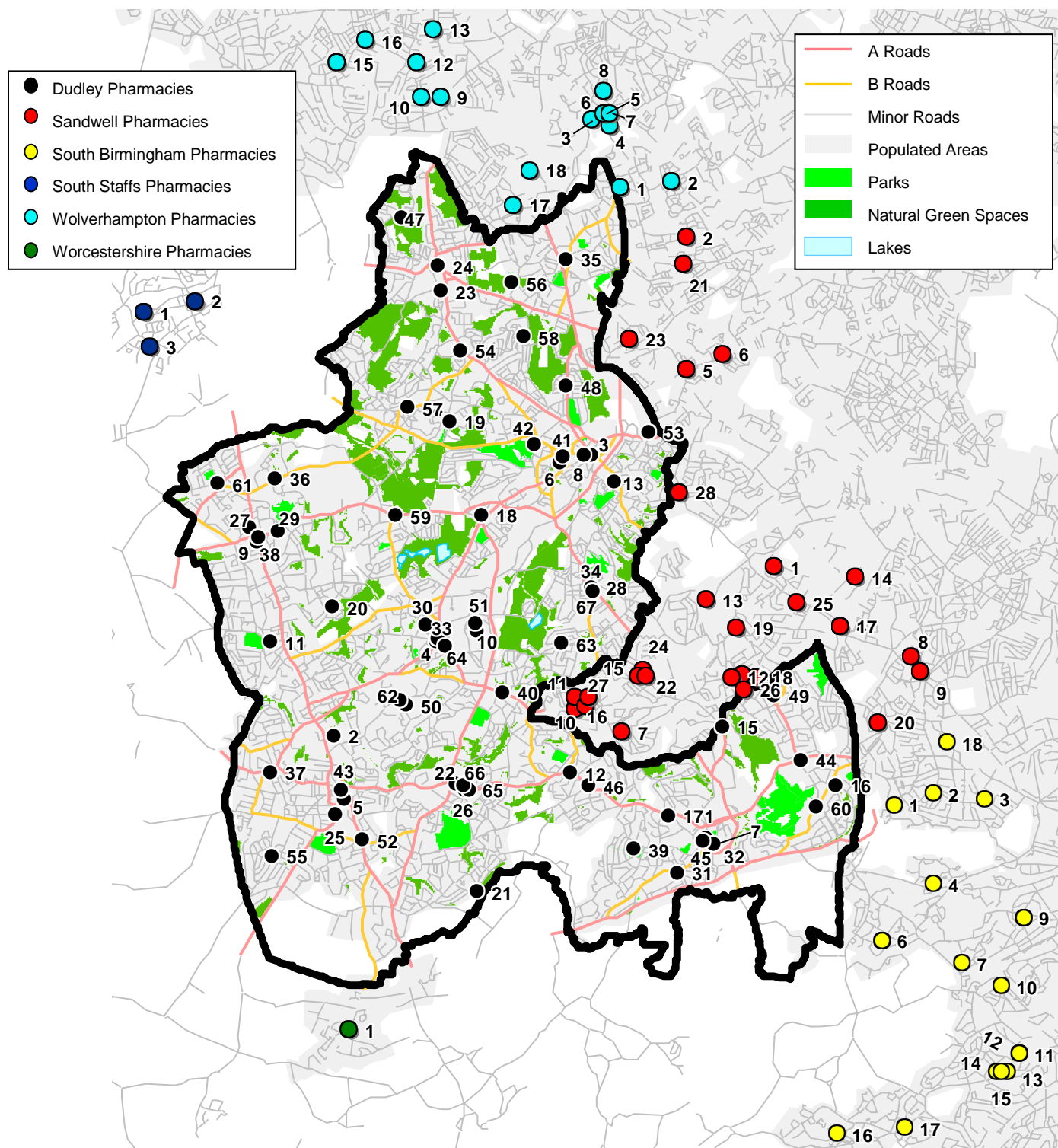
Dudley PCT has borders with Sandwell PCT, Wolverhampton PCT, South Birmingham PCT South Staffs PCT and Worcester PCT. Pharmacies operating from these PCTs and within 2 kilometres of Dudley PCT contribute to the community pharmacy provision of Dudley residents (Fig 14).

Fig. 14 – All Pharmacies within Dudley and a 2km boundary



Pharmacy Key in Appendix 1

Fig. 15 – All Pharmacies within Dudley and a 2km boundary in relation to populated areas



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Pharmacy Key in Appendix 1

Good geographical spread of pharmaceutical services in populated areas

Community pharmacy service provision

Provision of Essential Services

1. Dispensing - All pharmacies provide a dispensing service.
2. Repeat dispensing - All pharmacists and pharmacies are accredited to provide this service, however it is dependant on GP practices participating in the scheme and issuing batch prescriptions.
3. Disposal of Unwanted Medicines - The PCT provides suitable arrangements for the collection and disposal of waste medicines from pharmacies.
4. Promotion of Healthy Lifestyles - Provision of opportunistic healthy lifestyle advice to patients with long term conditions is difficult to monitor. However the PCT continues to work with pharmacies to encourage this aspect of their role. Pharmacies proactive participation in the designated public health campaigns is improving. This is an area where much work is taking place.
5. Signposting - PCT provides sign posting information and pharmacies are making use of that provided.
6. Support for self care - This element is an integral part of community pharmacy services but difficult to measure. The PCT has plans to develop pharmacies role in this area.
7. Clinical governance

Sixty seven (67) community pharmacies currently provide the essential pharmaceutical services to the people of Dudley. Contract monitoring has found no major deficiencies in this service.

The location, type and service provision of these pharmacies is outlined in the table at Appendix 2.

Assessment 1 – Geographical and physical location

From our evaluation of the geographical location and number of pharmacies per head of population we conclude that there are sufficient pharmacies in Dudley and the surrounding area to provide essential pharmaceutical services to its residents. Pharmacies are situated both within and very close to GP practices and also in the major shopping centres and locality High Streets.

Opening hours

The requirements for pharmacy 'core' contracted opening hours are 40 hours per week. These 'core' hours must be notified to the PCT along with any 'supplementary' hours that a contractor wishes to include over and above their core hours. Together they make up the total hours during which the pharmacy will provide pharmaceutical services. It is these notified core and supplementary hours, plus the distribution of the 100hours over the week, that the PCT has used in its assessments. The full details of opening hours of Dudley pharmacies on weekdays, Saturdays and Sundays are shown in Annex 2. The headline information is included in appendix 2.

- On weekdays, coverage is good.
- After 8pm on weekdays 5 pharmacies in DY5 (Brierley Hill), 1 in DY1 (Dudley), 1 in DY2, 2 in DY9 (Lye) and 1 in B63 (Halesowen) remain open.

- On Saturdays a number of pharmacies in or close to GP practices mirror the surgery opening hours, meaning they may be closed at the same time as the surgery.
- 8 pharmacies are open after 8pm on Saturdays, with 1 in DY2 until midnight.
- On Sunday 12 pharmacies are open, 5 of these are in DY5 or DY6 (Brierley Hill/Kingswinford), 3 in DY1/DY2 (Dudley/Netherton), 1 in DY8 (Stourbridge), 2 in DY9 (Lye) and 1 in B63 (Halesowen).
- The 100 hour pharmacy at the Brierley Hill Health and Social Care Centre is open from 9.30am until 10.30pm on Sundays.
- There are no pharmacies open in DY3, WV14 (Sedgley) on Sundays. This could be construed as a gap in provision. However any consideration of a full pharmaceutical contract to fill this gap would be disproportionate to the need. We feel that because The Phoenix Pharmacy (100 hour contract) in Wolverhampton (Fig 14 - key number 9, and Appendix 1) provides extended opening hours and that Sedgley patients accessing Out of Hours (OOH) medical services also have equal access to the late Sunday opening pharmacy in Brierley Hill and other Sunday opening pharmacies in the larger shopping centres.
- The Dudley Walk in Centre is currently based at Holly Hall (DY1) and is open from 8am to 8pm for 365 days per year.
- The nearest late opening pharmacies to the Walk In Centre are located in DY1, DY2 and DY5.
- There are additional late opening pharmacies in neighbouring PCTs, 1 in Wolverhampton (The Phoenix as above), 1 in Oldbury, Sandwell PCT and 1 in Quinton, South Birmingham PCT.

Assessment 2 – Opening hours

Using our evaluation of pharmacy opening hours (Core, Supplemental and 100hour) together with number and location (including those in the surrounding area, we conclude that pharmacies are open to provide services at the times needed and used by the population. This assessment is supported by the results from the patient and public questionnaire (Appendix 4)

Within the current contract regulations, the PCT will discuss with those existing pharmacies co located with GP surgeries, a review of their core and supplementary hours to bring them into line with the opening hours of neighbouring GP surgeries.

The opening of additional 100 hour pharmacies now means that sufficient Pharmacies will be available to provide late opening and most bank holiday opening cover.

Dispensing

All pharmacies in Dudley provide a full dispensing service.

Patients also make use of pharmacies in other areas, appliance contractors, internet pharmacies and homecare providers.

The table below illustrates pharmacies out of Dudley who annually dispensed between 9000 and 63,000 prescription items written by Dudley General Practitioners.

NCAS Code	Map No	Pharmacy Name	Post Code	PCT	Comment
FPX56	10	MEJ Hingley,	B64 6AG	Sandwell	Next to Cradley Rd Surgery, a branch of Wychbury Medical Practice.
FXE74	27	Tesco, Fox Oak St,	B64 5HJ	Sandwell	100 hour pharmacy, close to above. Supermarket pharmacy.
FWR48	18	Central Pharmacy Raylane Ltd	WV14 9XW	Wolverhampton	Close to Dudley GP practice.
FCK91		8PM Chemist Ltd	WV13 2NF	Wolverhampton	Majority of dispensing is for Care home patients
FMK28	16	Lloyds, Cradley Heath	B64 5HH	Sandwell	Close to Dudley GP practice, see top.
FL253	26	Sainsbury's Rowley Regis	B65 0HF	Sandwell	Close to Dudley GP practices in B 63. Supermarket pharmacy
FKY89		Boots, 40-41 Dudley Street	WV1 3ER	Wolverhampton	Wolverhampton town centre
FDH98	17	Murray's, 128 Childs Ave	WV14 9XB	Wolverhampton	Close to Dudley GP practice
FGO71		Lloyds, William St, Redditch	B97 4AJ	Worcestershire	Care home patients
FAO86	18	Lloyds, Long Lane	B65 0JE	Sandwell	Close to Dudley GP practices in B63
FLV51		Coloplast	PE2 6BJ	Preston, Lancashire	Appliance contractor. Mail order supply of colostomy bags etc.

Repeat dispensing/batch prescribing

All pharmacies can provide this service when presented with the appropriate prescription forms from GP surgeries.

Provision of Advanced Services

Advanced services (as set out in the Directions made subsequently to the 2005 regulations):

- Medicines Use Review and Prescription Interventions (MUR);
- Appliance Use Reviews (AUR);
- Stoma Appliance Customisation Service (SAC).

Any contractor may choose to provide Advanced Services, though there are requirements which need to be met in relation to premises, training or notification to the PCT.

At this time a pharmacy may undertake up to 400 MUR per annum, a limited number of AUR linked to the dispensing of appliances and as many SACs as required.

Medicines Use Review and Prescription Interventions (MUR);

- 58 out of 64 pharmacies are accredited to provide advanced services under the 2005 pharmacy contract regulations. We are awaiting accreditation of the 3 new 100 hour pharmacies.
- Four of the six who are not, have no consultation area that fits the criteria. This is because they have insufficient space on their pharmacy premises to accommodate one.
- Each accredited pharmacy, using accredited pharmacists, can conduct Medicines Use Reviews in person with qualifying patients up to a maximum of 400 per year. The purpose is to assist patients in the correct use and administration of their medicines, to improve adherence to the prescriber's wishes and achieve better clinical outcomes for the patient in the long term. Each patient needs to have been using the services of a particular pharmacy for a minimum of three months before they are eligible for the service.

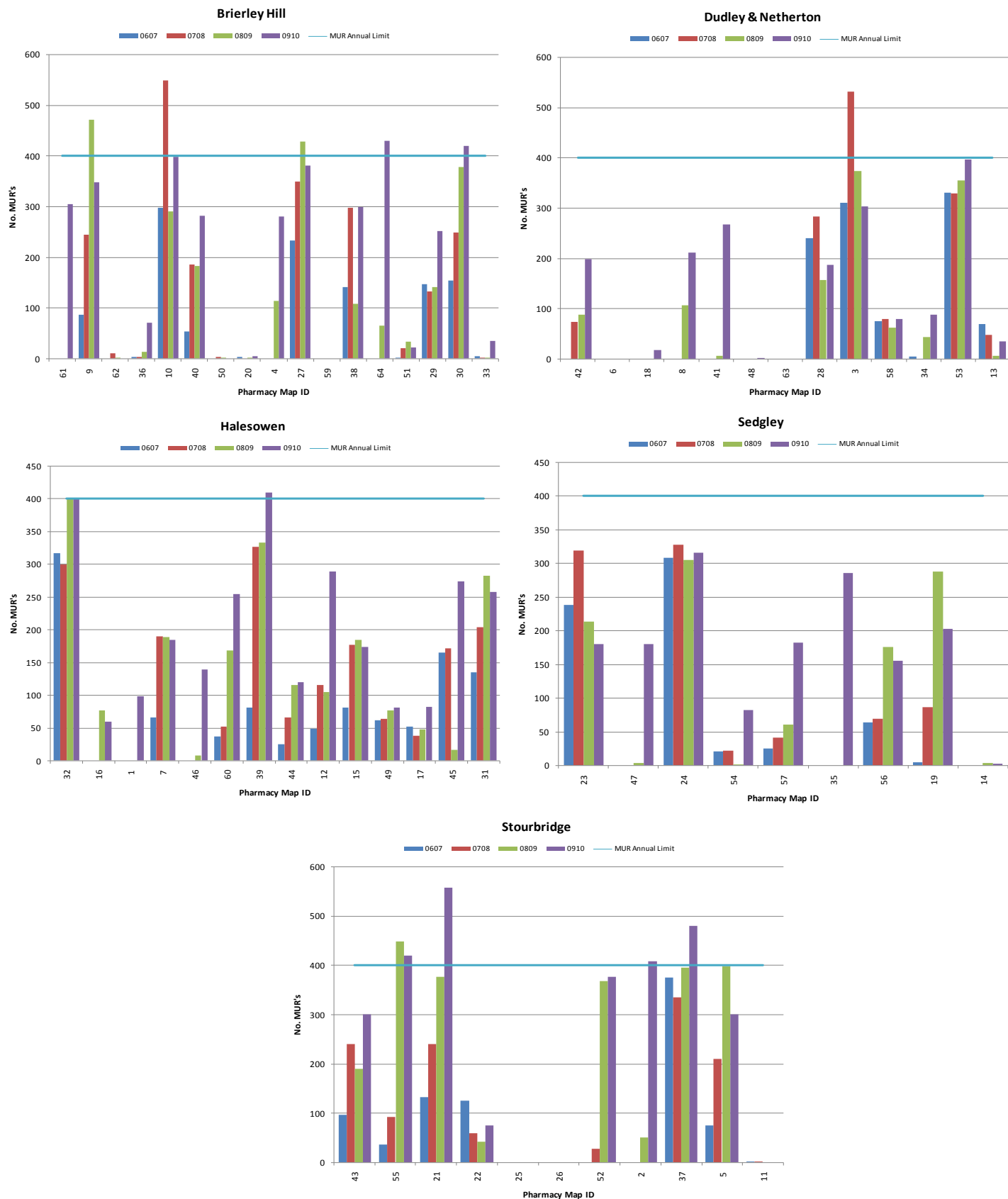
The charts (Fig. 15) show the level of activity in this advanced service during the past four years.

The level of engagement is patchy across the whole of Dudley with some pharmacies doing their full quota of 400 per annum and some doing very few. This is a similar picture across England.

Analysis has shown that there are varying factors contributing to this. For some pharmacies the high volumes of prescriptions dispensed and therefore lack of time is a barrier, whilst for others it is confidence to provide the service.

Pharmacies in Sandwell and Wolverhampton also provide MURs for Dudley patients.

**Fig. 16 – MUR's in Dudley Pharmacies by Township Area
(Apr 06 – Mar 10)**



Appliance Use Reviews (AUR);
Stoma Appliance Customisation Service (SAC).

No data available.

We are unaware of any unmet need re dispensing by appliance contractors.

Assessment 3 – Medicine Use Reviews

Provision of the Medicines Use Review service is offered from three quarters of all the pharmacies in each 'township' locality. We conclude that there are some gaps in provision. However, we further conclude that within each 'township' sufficient pharmacies provide a Medicines Use Review Service. This gives patients a reasonable choice to access this service.

We conclude that the PCT will need to work with existing contractors in order to overcome these barriers to provide an equitable service for all patients no matter which community pharmacy they use regularly.

The further development of the MUR service must focus on integration with disease management as detailed from the JSNA and PCT strategic goals. See page 32 and Appendices 6a and 6b

Advanced and Enhanced Services offered in Dudley Pharmacies by Township

	Locality				
	Brierley Hill (17)	Dudley & Netherton (14)	Halesowen (14)	Sedgley (9)	Stourbridge (13)
Advanced Services (MUR)	15	11	14	9	9
EHC Using PGD	4	5	6	3	4
Chlamydia screening packs (level 1)	5	8	6	1	5
Chlamydia treatment using PGD (level 2)	3	1	4	1	2
Smoking Cessation (NRT) Voucher service	15	11	14	9	11
Smoking Cessation Service	13	9	10	6	9
Smoking Cessation Service + varenicline using PGD	3	5	7	0	5
Substance misuse service	12	7	11	5	9
Needle exchange service	4	2	3	0	2

Key:

	Offered by 0 - ¼ of pharmacies in area
	Offered by ¼ - ¾ pharmacies in area
	Offered by ¾ - all of pharmacies in area

Local Enhanced Services (LES)

Enhanced services

(as set out in the Directions made subsequently to the 2005 regulations):

Table 1 outlines current position re Dudley PCT. (See page 12)

Community pharmacies in Dudley PCT are commissioned to provide a range of enhanced services through service level agreements (SLA).

Some of these services are only provided by Community Pharmacies, while some are also available from other providers.

All existing pharmacies under contract to Dudley PCT can apply to provide a current enhanced service. See Appendix 2 for current provision.

Acceptance for training and accreditation is dependant on the funding available and current service level in the locality. (Service levels can vary due to pharmacy staff leaving and not being replaced by trained and accredited staff).

Results from pharmacy questionnaires provide evidence that sufficient existing contractors are willing to fill any gaps that may arise or undertake any new services that the PCT may contemplate commissioning in the future. Full details at Annex 3.

Therefore we conclude that there are no gaps in enhanced service provision that could not be filled by the existing pharmacy contractors. Considering a full pharmaceutical contract or an LPS contract to fill a gap in provision of an enhanced service would be a disproportionate response to the identified need.

Any exempted applications (e.g. 100 hour pharmacies) must provide evidence, verified by the PCT community pharmacy development officer and community pharmacy clinical governance facilitator that they fulfil the premises criteria and have trained and accredited staff available to provide the enhanced services for 80% of their weekday opening hours and all day Saturday and Sunday. If local monitoring reveals that these criteria are not met action to withdraw the enhanced service contract will be taken. The original contract application will also be reviewed and appropriate action/sanctions taken. Sufficient provision of the Emergency Hormonal Contraception service on Bank Holiday's will be collated and monitored by the PCT.

Dudley Pharmacy Local Enhanced Services as commissioned at December 2010

Sexual Health Services

Their position within the community and extended opening time evenings and weekends, particularly on Sundays has led to the development of a tiered commissioning plan for provision of sexual health services from Dudley pharmacies.

The current service provision has only have been achieved through co-operative working with the Local Pharmaceutical Committee (LPC), community pharmacy development officer and PCT Public Health Department together with the enthusiasm and commitment of individual community pharmacists.

Sexual Health Service Level	Description	Current Provision
Level 0	Pharmacy displays a set of PCT approved leaflets re sexual health as part of public health campaigns, and sign posts to appropriate services as NHS contract – essential service level	All pharmacies have reached this level
Level 1	As above plus Pharmacy Enhanced Service for Chlamydia Screening	28 pharmacies have reached this level
Level 2	As level 1 plus Pharmacy Enhanced Service for provision of Emergency Hormonal Contraception via Patient Group Direction(PGD) to include women aged 13 upwards	20 pharmacies have reached this level
Level 3	As level 2 plus Pharmacy Enhanced Service for provision of azithromycin under PGD as treatment for Chlamydia	11 pharmacies have reached this level

Provision of emergency hormonal contraception (EHC) (the morning after pill) under a patient group direction (PGD)

This service is commissioned by public health manager (sexual health).

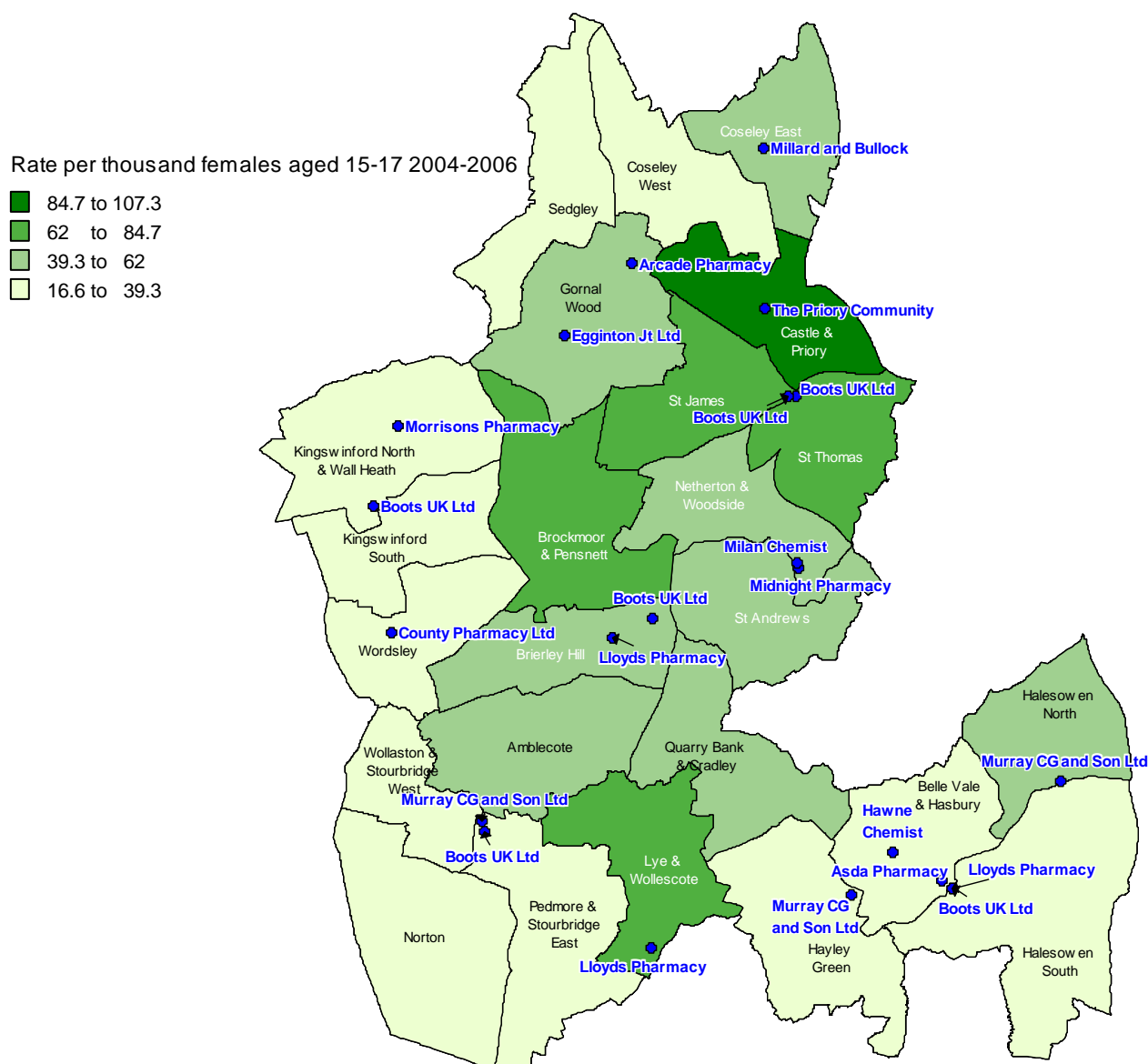
The standard criteria are:

- accredited premises (a consultation area to the standard required for provision of advanced services);
- pharmacists trained and accredited to 'Harmonisation of Accreditation' (HAG) standards.

Access:

- Twenty (20) pharmacies provide a comprehensive service across Dudley;
- Pharmacies are located in areas of known higher rates of teenage conception rates (see Fig. 17) and higher abortion rates.

Fig. 17 – Location of EHC Pharmacies against 15-17 yr old conception rates



Source: ONS Conceptions Statistics

- Pharmacies range from that in the large shopping mall, to high streets, to the local small community pharmacies and the PCT LPS pharmacy on The Priory Estate.
- Groups of pharmacies have been accredited in the Dudley, Halesowen and Stourbridge areas to ensure comprehensive service cover is available in areas where large numbers of aged 16 to 19 girls attend tertiary college.
- A gap in service provision on Sundays other than at Merry Hill and Mondays across the borough as identified in the 2008 PNA has now been filled. Accredited pharmacies are now open in 4 out of 5 townships on a Sunday. Neither of the two accredited pharmacies in Sedgley are open on a Sunday. Post code analysis of supply of EHC to females from DY3 and WV 14 shows that women from these areas use the more anonymous location of a big shopping mall to access the service.

Public transport links are good from Sedgley and all areas of the borough to the Merry Hill Shopping Centre and women can travel there with no questions asked.

We conclude that women in this area have access to the service.

Chlamydia screening service

This service is commissioned by the Black Country Chlamydia Screening Service.

There are two levels of service:

Level 1 – distribution of screening kits by trained pharmacy staff

Level 2 - distribution of kits by trained pharmacy staff plus antibiotic treatment with azithromycin by the pharmacist via a PGD

- 28 Pharmacies fulfil all the accreditation criteria to provide level 1 service.
- 11 pharmacists in 11 pharmacies have been accredited to the required high (HAG) standard and provide service at level 2

Dudley PCT faces a challenging target of 35% screens and treatment and all existing pharmacies are encouraged to provide this service as long as funding remains available.

Smoking Cessation Services

The Dudley Stop Smoking Service (DSSS) is funded by Dudley PCT to develop, deliver, monitor and evaluate stop smoking services across the Borough.

Community Pharmacies are recognised as accessible to people who may not access other NHS services. The community pharmacy services are commissioned in addition to those offered from GP practices and by the PCT DSSS.

There are three levels of smoking cessation pharmacy enhanced services:

1. Provision of Nicotine Replacement Therapy (NRT) against a voucher from qualified smoking cessation advisers,
2. Level 1 as above plus full intensive 1 to 1 support to smokers who want to quit and set a quit date, over a four to six week period (approx 1 to 1.5 min hours) plus follow up as outlined in SLA)
3. Level 2 as above plus enable supply of varenicline (Champix) by appropriately trained pharmacists via a PGD.

A medicines use review compliant consultation area is a prerequisite for levels 2 and 3 of this service.

Comprehensive and ongoing training is provided by the DSSS. The smoking cessation service can be provided by trained healthcare assistants.

Substance Misuse Services

- Instalment dispensing and supervised administration of methadone and buprenorphine (Subutex)
- Needle exchange service

The community pharmacy substance misuse enhanced services are commissioned by Crime Reduction Initiatives (CRI), on behalf of Dudley's Community Safety Partnership. CRI is a registered charity which provides a range of community services including drug and alcohol services across the UK. It gained the contract in July 2009 for Dudley Substance Misuse Services from the Dudley Community Safety Partnership, following the tender process. Previously to that the contract had been held by The Warehouse (Dudley Drugs Project), itself a registered charity.

Instalment dispensing and supervised administration of methadone and buprenorphine (Subutex)

Participating pharmacists provide dispensing and/or supervised consumption of controlled substances prescribed to individuals in the course of their drug treatment.

Clear channels of communication with the key worker, care co-ordinator, prescriber and pharmacist, are part of the shared care arrangements.

Clients of community pharmacy dispensing programmes are dependent drug users including the under 18's or others assessed as requiring symptomatic treatment for drug related problems.

The provision of supervised administration of medication for drug users in the Dudley Borough is an essential element of a client's treatment journey. As set out in NICE guidelines all new clients, for safe clinical governance reasons, should receive supervised administration of medication in order to establish a level of stability that will contribute to the client's recovery. Supervised administration of medication ensures that the client is in contact on a daily basis with a healthcare professional, at a time when they are possibly most at risk.

The dispensing pharmacy staff must be able to demonstrate the accreditations and high level of competence required as detailed in the SLA with CRI.

The local Drug and Alcohol Action Team (DAAT) Adult Needs Assessment identified clients by postcode district in 2008-09. This indicates that clients are most likely to originate from the postcode districts DY9 and DY5. This covers Brierley Hill, Gornal, Pensnett, Quarry Bank, Lye and Wollescote.

There are also a relatively high number of clients from B63 (Cradley and Halesowen) and DY2 (Netherton, Saltwells and Kate's Hill).

There is a much lower demand for treatment services in the north of the borough, around Coseley and Sedgley, in the north west around Kingswinford, and in the far south east along the borders with Birmingham.

45 community pharmacies currently provide instalment dispensing and supervised consumption service. The pharmacy will have appropriate facilities for supervised consumption/self-administration, to take account of the dignity of the patient/client.

Interpretation of the facilities standard above enables five of the six pharmacies not currently providing the advanced MUR service because of lack of consultation area to provide this service. Pharmacy ID numbers 50, 59, 6, 25, 26 Figs 1 & 6.

The higher concentration of pharmacy provision in townships of Stourbridge (Lye DY9) and Brierley Hill (DY5) reflects fulfilment of the need identified through the client distribution and demand for treatment above.

There is no current minimum or maximum number of clients per pharmacy, and the placement of clients will be based on client preference and pharmacy availability. The maximum number of patients the pharmacy will offer to dispense for is to be agreed with the Commissioning Manager.

Patients may be unable to have their prescription dispensed at the pharmacy of their choice and pharmacists will suggest alternative pharmacies in the local area. No gaps have been identified.

CRI state that the number of pharmacies commissioned to provide this service reflects local need and resources. Extending community pharmacy service provision was not identified as a need in the DAAT 2009 Adult Needs Assessment.

We conclude that current community pharmacy contractors provide good service provision and coverage across all five townships.

Needle Exchange Service

Needle Exchange Services (NES) are an important aspect of harm reduction services in Dudley. 11 pharmacies and 2 satellite services provide NES, in addition to the service provided from Atlantic House.

From the DAAT Adult Needs Assessment (ANA) '64% of needles dispensed in 2008-09 were returned. This is well below initial figures from 2007-08 of 88%. This rate is highest amongst the pharmacies (78%). This is expected as pharmacies offer a 'true' exchange dispensing needles only on return of others. This rate drops to 45% in the Satellite services and 35% at Atlantic House. We would expect it to be lower at Atlantic House as this service provides first time clients with needles'.

Sharps finds against the location of needle exchange services have been mapped by the LA. The top wards for needle finds are Brierley Hill, St James and St Thomas.

The DAAT ANA concludes that 'whilst NES are well used in Dudley, used needles are not always safely disposed of throughout the Borough. This could indicate a need for additional or more appropriate services in certain areas'.

Community Needle Exchange Services are a necessity in Dudley as part of the Harm Reduction Strategy but also as a contribution to reducing and preventing Blood Borne Viruses (BBV) associated with injecting drug use.

We conclude that those community Pharmacy contractors already providing instalment dispensing and supervised administration services are well placed to provide this service if CRI wish to commission it within their resource envelope.

Christmas Day and Easter Sunday Enhanced Service

This service provides for a full pharmaceutical service between 10am and 6pm on Christmas Day and Easter Sunday. One pharmacy is open for the full 8 hours to cover Dudley, Netherton and Sedgley. An additional pharmacy is open for 4 hours from 10am

to 2pm in Halesowen and 4 hours from 2pm to 6pm in Stourbridge to cover remaining areas of Dudley.

A rota of voluntary contractors was agreed for three years in 2008. This rota ends after Easter Sunday 2011. This Enhanced service will be reviewed fully in May 2011. Any decisions on recommissioning will be made with regard to the PNA. Only existing contractors in the areas of the PNA will be eligible.

Advice on Medicines Management in Care Homes Enhanced Service.

The service specification for this service changed in October 2010.

Background to change:

Prior to the new Community Pharmacy contract regulations 2005 some community pharmacists had been providing an advisory service to care homes under Directions to Health Authorities concerning arrangements for providing additional pharmaceutical services, which came into force on 1st April 1999.

Within Dudley PCT, a scheme, similar to the old service arrangements, has been in place for several years under which community pharmacists are paid quarterly for the provision of ongoing advice and the completion on a six-monthly basis of a brief medicines management audit document within care homes. However, not all Dudley care homes had the benefit of this service, the service is no longer fit for purpose and several recent incidents in local care homes have shown that the scope of the current service is not sufficient to identify shortcomings in medicines management systems.

This Enhanced Service outlines a scheme where accredited community pharmacies will provide ongoing advice and undertake quarterly audits determined by Dudley PCT.

The service covers both the clinical aspects of the residents' pharmaceutical care and the practical aspects of medicines handling, storage, disposal and waste reduction. This is expected to help reduce both the incidence of hospital admissions caused by the adverse effects of medicines and the number of complaints received by the PCT regarding the treatment of service users in care homes.

This specialist service is to be provided in partnership with care home staff. The pharmacy will have an agreement with the care home to provide this service.

This service can be provided by an accredited pharmacist or an accredited registered pharmacy technician who has attended the annual PCT Care Home Advice and Support Workshop and completed the CPPE Supporting Care Homes online programme.

All current pharmacy contractors will be eligible to provide this service to care Homes within Dudley within the envelope of available funding. Initially Pharmacies who supply medicines to Care Homes will be expected to provide the service. We appreciate that this could cause a conflict of interest. If conflict of interest becomes apparent the service will be withdrawn and offered to another pharmacy contractor.

Pilot Project - Alcohol Brief Interventions Service - Commissioned by Public Health Consultant

– Included for completeness. There is no guarantee that this Local Enhanced Service (LES) will continue beyond the pilot stage which ends before April 2011

Community pharmacy enhanced services are not commissioned in isolation.

Assessment of need of provision is not made against the total availability of service by all providers but on the basis of need within the population of the PCT, increased access for the patient/customer/client and increased choice of service provider.

All pharmacy provision of local enhanced services is closely monitored and the service will be decommissioned if the conditions of the SLAs are not met.

A chart linking the PCT strategic plan to current and possible enhanced services is at appendix 6b.

9 - Patient & Public Involvement

The PCT has, as a formal part of the development of this PNA, consulted patients and the public on their views and requirements for community pharmacies services in the following ways:

- Individual questionnaires to pharmacy customers. 'Dudley Chemists – have your say' Community Pharmacy Survey.
(770 sent out and 393 returned and analysed. = 51%)
Replies were received from all five 'township' areas with 7% out of borough.
 - 60% female and 30% male responders.
 - 65% responders under 60.
- Questionnaire sent to wide range of groups and individuals around the borough, and on new website – www.yournhsdudley.nhs.uk
- In addition previous information from patient and public views gathered at events since 1998 have been taken into account.

Analysis has revealed recurring themes. (Full information is available in appendices 3 & 4.)

- Overall patients and the public of Dudley are happy with the pharmaceutical services available to them locally.
- Dispensing services are valued, promptly delivered by friendly staff and advice provided.
- Majority visit pharmacies (78%) between 9am & 5pm.
- Majority use pharmacies near their home (55%) or near GP surgery (32%)
- Pharmacies are open at times people want to use them and in places convenient to their needs i.e. close to home, in shopping areas or at or near GP surgeries.
- There is no public demand for additional services however when prompted with a range of additional services, the public agreed that stop smoking advice, minor ailments advice, medicines use checks, health checks and long term conditions advice should be provided from their usual pharmacy.
- 90% agreed they could speak to their pharmacist without being overheard.

We conclude that the patients and public of Dudley have not highlighted any additional pharmaceutical services needs. Pharmacies are serving the needs of patients in Dudley. However areas for service improvement within the current provision were highlighted:

- Patients and the public of Dudley would like better publicity of pharmacy opening times;
- Opening hours to be better aligned with local GP surgeries if they are not already;
- Some pharmacies attached to GP surgeries to consider opening on a Saturday morning even if the surgery is closed;
- Better communication between pharmacies and GP surgeries;
- Greater awareness of 'special needs' and better service provision for those groups e.g. large print labels, translation services, community language speakers, space for wheel chair turning;

- Young people (ages 14 -25) are unaware of the range of services pharmacies provide. They view smaller, local pharmacies as places for old people to use.

In January 2010 Dudley PCT won a DH sponsored bid for a communication project to investigate the views and usage of community pharmacy services, particularly the local enhanced services in sexual health and smoking cessation in the 14 to 25 age group, and then promote community pharmacy services to this sector.

A number of pharmacies are working to gain the 'Your Welcome' DH accreditation standards for services to young people. All current pharmacies are expected to be involved. The findings will be shared nationally.

During the formal consultation period for the PNA (September 28th – November 30th 2010) the document was available to patients and the public on website – www.yournhsdudley.nhs.uk

10 - Future developments

As stated on page 8 the development of the PNA was begun in the 2008 White Paper, 'Pharmacy in England: Building on strengths – delivering the future', and legislation through regulation in May 2010, (SI 2010 No 914) defining its contents and scope. The expected life of the PNA was three years with supplementary statements to be published to cover changes to services in the interim. The 2010 White Paper 'Equity and Excellence: liberating the NHS' set out the disbanding of PCTs as statutory organisations and the introduction of GP Commissioning consortia. The proposed phasing out period for PCTs coincides with the life of this PNA.

The publication of the 2010 White Paper 'Healthy lives, healthy people; our strategy for public health in England', paragraph 4.52 page 62, specifies that local authorities, through health and wellbeing boards, will have responsibility for producing pharmaceutical needs assessments, which will inform the commissioning of community pharmacy services by the NHS commissioning board and local public health commissioning decisions. The health and wellbeing boards will work with GP consortia. Therefore the Dudley PNA will be published as planned and the responsibility for issuing supplementary statements undertaken initially by the Functions Committee. Dudley PCT is looking to be an early implementer of a GP Commissioning Consortium with the consortium covering the same area as Dudley local authority. The PCT Public health department will also be working throughout 2011 in the transition phase. The development of Pharmaceutical services and the Dudley community pharmacy strategy must be captured within the changes to PCT and public health and mapped across to new structures within the NHS.

Priorities for service development from the Dudley PCT five year Strategic Services Development Plan are focussing on changes to GP practices. Our understanding is that these changes will not create a need for further provision of pharmaceutical services that can not be met from pharmacy contractors already in the locality of the GP practices.

The Priory Estate is being redeveloped by Dudley Council and new housing will be available in the future. The Dudley PCT LPS Pharmacy on the Priory estate has plenty of capacity to provide all the pharmaceutical services needs from the extended population when houses are occupied.

With regard to asylum seekers, Dudley pharmacies have capacity to provide services for the group although information to help with language and understanding of allowable NHS services would be appreciated.

11 - Shaping the future

As discussed above the future is now a little clearer with the expected management of Community Pharmacy service provision to move to the NHS Commissioning Board and Local authorities given responsibility for PNA development.

Our evaluation of the pharmaceutical service provision to the patients and public in Dudley is that there are no gaps in position or opening hours for provision of essential services.

Six pharmacies are not accredited to provide advanced services, four of which do not have the required space.

Numbers of Medicines Use Reviews performed by each pharmacy has improved overall but provision is patchy. Within the 'townships' there are sufficient accredited pharmacies for patients to have the choice of changing their dispensing pharmacy in order to make use of the MUR service.

The PCT has requested that MURs are directed to patients taking bisphosphonates for the prevention of osteoporosis and those using inhalers for prevention and treatment of respiratory disease in order to improve treatment outcomes. However although it can direct the PCT has no means of monitoring the response and pharmacies are not bound by any directions. We propose that the PCT work more closely with the LPC, Pharmacy area managers and individual contractors to link the conduct of and outcomes from MURs into treatment pathways e.g. COPD pathway.

A proposal approved by the PCT Diabetes LIT to support the development and inclusion of community pharmacy in the detection, treatment and monitoring of medicines adherence in patients with diabetes will commence in 2011. Training for pharmacists and their staff in the Dudley PCT Diabetes Guidelines will lead to consistent information and support from the range of healthcare professionals a diabetic patient has contact with. Support from the pharmacies in Lye through use of community links with the minority ethnic population will be beneficial for those communities with a higher prevalence of diabetes.

Appendix 5 sets out in table form the pharmacy enhanced services which are or could be commissioned as set out in the directions and Dudley PCT's current commissioning intentions. The information gathered in the 2009 pharmacy survey (Annex 3) provides information from current providers on their capability for providing these services if the PCT were to reconsider its position as priorities changed and funding became available. The inclusion of Community Pharmacies as providers of NHS Health Checks is currently under negotiation and should begin in 2011. Management of Long Term conditions and immunisation services – seasonal flu, childhood immunisations and Hepatitis B&C testing and vaccination are potential service aspirations that could be explored in the future

Appendix 6b sets out in table form 'Mapping the Strategic Plan Framework to Pharmaceutical Services Commissioning'. Community Pharmacy currently makes a contribution against all the key delivery programmes, whether as signposting through the essential services delivery, through MURs as advanced service delivery or as a current, pilot or proposed enhanced service.

Community pharmacy in other areas have run successful weight management services, this could be an area for exploration in conjunction with the current PCT Obesity strategy. Continuation of the pilot Alcohol –Brief Intervention Service would fit with PCT Alcohol action plan.

All proposed commissioning intentions and aspirational commissioning intentions of additional enhanced services are all subject to availability of funding and changes in public health plans. Any extension of enhanced service provision from Community pharmacies will be from existing contractors. The awarding of a full contract to provide an enhanced service is a disproportionate response to the assessed need.

The PCT will continue to work with the Local Pharmaceutical Committee, Pharmacy Contractors and Dudley Community Pharmacists to improve the quality of the services provided from the 67 pharmacy premises in the Dudley Borough to the people of Dudley.

Advanced and Enhanced Services offered in Dudley Pharmacies by Township

	Locality				
	Brierley Hill (17)	Dudley & Netherton (13)	Halesowen (14)	Sedgley (9)	Stourbridge (11)
Advanced Services (MUR)	15	11	14	9	9
EHC Using PGD	3	4	7	2	4
Chlamydia screening packs (level 1)	5	8	6	1	5
Chlamydia treatment using PGD (level 2)	3	1	4	1	2
Smoking Cessation (NRT) Voucher service	15	11	14	9	11
Smoking Cessation Service	13	9	10	6	9
Smoking Cessation Service + varenicline using PGD	3	5	7	0	5
Substance misuse service	12	7	11	5	9
Needle exchange service	4	2	3	0	2

Key:

	Offered by 0 - ¼ of pharmacies in area
	Offered by ¼ - ¾ pharmacies in area
	Offered by ¾ - all of pharmacies in area

Dudley PCT and Department of Health Communication Pilot

Promoting Pharmacy services to young people 16-25 years

Research and development of the programme is well underway. Pharmacies are working towards 'Your welcome standards'. The Consultation replies fully support this initiative as these young people have many years to make use of pharmaceutical services. 'Think Pharmacy' is the 'strap line' being used to promote Pharmacy services to young people.

12 - Exempt Applications

Four categories of pharmacy applications are exempted from the control of entry test. They are:

- Pharmacies based in approved retail areas over 15,000 square metres gross floor space away from town centres;
- Pharmacies that intend to open for at least 100 hours per week;
- Consortia establishing new One Stop Primary Care Centres;
- Wholly mail-order or internet based pharmacy services.

All exempt applications must provide a full and prescribed range of services appropriate to local needs and determined by the PCT.

All exempted pharmacies must provide the full range of essential services under the contractual framework.

The PCT may specify additional directed services for the first three categories as above.

It is a condition of this second exemption that the total contractual hours during which pharmaceutical services will be available are not less than 100 hours each week. The usual 40 hours minimum does not apply. Patients who are unable to access services during normal shopping hours benefit particularly from these pharmacies.

The PCT may remove from the list if the pharmacy repeatedly fails to meet the terms of the exemption without good cause.

The PCT specifies the following additional directed services for the first three categories above.

Where exemption from control of entry regulations occurs

Applicants using one of the first three categories of exemptions from the control of entry test are required to:

- Support improving access to out of hours services, pharmacies should be prepared to open at the PCT's request. The PCT's requests can include opening on designated bank holidays in order to provide the full range of pharmaceutical services including any enhanced services commissioned from the pharmacy on other days of the year;
- Comply with the directive that a 100hr operates must be agreed by the PCT to ensure that they are provided at times relevant to the needs of Dudley residents;
- Ensure that opening hours include Saturday, Sunday and Bank Holiday service provision. (All designated Bank Holidays including Christmas Day, Easter Sunday and Good Friday.)

Applicants are also required to provide the advanced services (the pharmacy will have an approved consulting room and will carry out Medicines Use Review/Appliance Use Review).

Provide the following enhanced services (if requested by the PCT) if or when funds are available to commission them and to meet a demonstrated need within the locality of the pharmacy.

- Provision of EHC through patient group direction;
- Chlamydia screening service;
- Chlamydia treatment service through patient group direction;
- The full range of Smoking Cessation services;
- Provision of substance misuse support services.

Applicants must be willing to ensure that there will be a pharmacist present at all times when pharmaceutical services are to be provided, who has undergone the PCT's required training for all of the services mentioned above ensuring that the services specified above are provided for the entire opening hours of the pharmacy.

Applicants should be willing to fully comply with all the requirements of the PCT Procedure for Monitoring Pharmacies that open for 100-hours document including the process and paperwork for informing the PCT of the planned and actual pharmacist cover.

In Dudley the pharmacies approved under the exempt category are the following 100 hour pharmacies:

Township	Post code	Map ID	Address	Location type
Brierley Hill	DY5	50	Sainsburys Instore Pharmacy, Withymoor Village, Brierley Hill	Supermarket
Brierley Hill	DY5	64	Lloyds Pharmacy, Brierley Hill HSCC	Health Centre
Halesowen	B63	1	Asda Stores Ltd, Cornbow Shopping Centre, Halesowen	Supermarket
Stourbridge	DY9	65	Day Night, Lye	High Street
Stourbridge	DY9	66	Lye Pharmacy, Lye	High Street
Dudley & Netherton	DY2	67	Netherton Midnite Pharmacy, Netherton	High Street

Dudley patients also use 100 hour pharmacies in neighbouring PCTs of Sandwell and Wolverhampton:

PCT	Post code	Map ID	Address	Location type
Wolverhampton	WV4	W - 9	Phoenix Pharmacy, Phoenix Health Centre, Parkfield Rd	GP practice (Walk in Centre)
Sandwell	B64	S - 27	Tesco Extra	Supermarket

Dudley has no pharmacies in the other 3 exempt categories.

Dudley patients do make use of mail order and internet pharmacies on the pharmaceutical list of other PCTs in England.

We have concluded that extended access to pharmacies out of normal office and GP surgery hours fulfils the pharmaceutical service needs of Dudley patients.

Brierley Hill is well served by extended opening hour pharmacies as are Halesowen and Dudley. A former gap in provision in Netherton and Stourbridge (Lye) was filled by new 100 hour pharmacies opened in November and December 2010. The Phoenix Pharmacy in Wolverhampton PCT provides extended opening hours to Sedgley. The Dudley Walk In centre and GP OOHs service are both located in Holly Hall, Central Dudley to serve patients from across the borough. Sedgley patients accessing OOH medical services also have access to late opening pharmacies within Dudley and Brierley Hill

We have concluded that there is a need for the provision of pharmaceutical services during extended hours. The 100 hour pharmacies in Dudley and neighbouring PCTs form an essential part of meeting this need therefore any amendments to their existing opening hours would be detrimental.

As the start of a week is not defined in the regulations, the Family Health Services (FHS) Functions committee was asked to define it. This was determined to be midnight between Sunday & Monday. This is included in the PNA for reference. This determination is necessary to enable the PCT to better control the opening hours by 100 hour pharmacies relating to bank holidays.

13 - Conclusions

Patients are not registered with individual pharmacies and have the choice where to have their prescriptions dispensed and where to access advanced and enhanced services. The differing needs of patients and the public as members of different groups with common attributes as detailed in the regulation (3G(b)) have been taken into consideration as far as possible. The patient questionnaire covered many different groups, support for pharmacies to tackle language barriers, disability access and promote confidentiality and better communication skills will be part of development plans.

The PCT has concluded in its PNA that it has no gaps in geographical access to pharmaceutical service provision. Extension to opening hours will be achieved using the current contracted pharmacies in the PCT. Total coverage for the MUR service will be achieved using current contracted pharmacies.

The PCT has concluded that there are sufficient current contracted pharmacies to act as willing providers in the areas of deprivation, higher disease prevalence and for the rising population of older people if the PCT ever wished to commission medicines management or other enhanced services from existing community pharmacies.

The PCT has concluded that there is no need for further contract applications whether using the exemption from control of entry regulations or not.

Having taken note of the public's preference for a range of pharmacy locations, e.g. next to or close to GP practices, within high streets and shopping areas, the PCT has concluded that if GP practices move premises within a 'township' area a similar level of patient access to all pharmaceutical services in that area should be maintained. No increase to be made in the number of contracts in that area, however improvements in quality of premises, provision of full range of advanced and locally commissioned enhanced services would be required.

We conclude that there are sufficient pharmacies in Dudley and the surrounding area to provide essential pharmaceutical services to its residents.

We conclude (and our assessment is supported by results from the patient and public questionnaire (see section 7, appendices 3&4)) that our pharmacies are open and provide services at the times needed and used by the population.

We are unaware of any unmet need re dispensing by appliance contractors.

Assessment 1 - Access

From our evaluation of the geographical location, number of pharmacies per head of population, walk times to pharmacies in more deprived areas and different types of premises, we conclude that there are sufficient pharmacies in Dudley and the surrounding area to provide essential pharmaceutical services to its residents. Pharmacies are situated both within and very close to GP practices and also in the major shopping centres and locality High Streets.

Assessment 2 - Opening Hours

Using our evaluation of pharmacy opening hours (Core, Supplemental and 100hour) together with number and location (including those in the surrounding area, we conclude that pharmacies are open to provide services at the times needed and used by the population. This assessment is supported by the results from the patient and public questionnaire (Appendix 4).

Within the current contract regulations, the PCT will discuss with those existing pharmacies co located with GP surgeries, a review of their core and supplementary hours to bring them into line with the opening hours of neighbouring GP surgeries.

Depending on the allocation of official bank holiday dates, gaps in provision can arise. Commissioning pharmaceutical services from an existing provider close (up to 2 kilometres or 20 mins walking distance) to the Walk-in Centre at Holly Hall on Bank Holidays not covered by the regulations should be considered. However the opening of three additional 100 hour pharmacies should mean that sufficient Pharmacies will be available to provide Bank holiday opening cover.

Assessment 3 – Advanced Services.

Advanced service – Medicines Use Review (MUR).

Analysis has shown that there are varying factors contributing to the difference in numbers of Medicines Use Reviews (MURs) conducted in each pharmacy with some pharmacies doing their full quota of 400 per annum and others doing very few. For some pharmacies the high volumes of prescriptions dispensed and therefore lack of time is a barrier, whilst for others it is confidence to provide the service. Pharmacies in Sandwell and Wolverhampton also provide MURs for Dudley patients.

We conclude that the PCT will need to work with existing contractors in order to overcome these barriers to provide an equitable service for all patients no matter which community pharmacy they use regularly. However we further conclude that within each 'township' sufficient pharmacies provide a Medicines Use Review Service. This gives patients a reasonable choice to access this service.

The further development of the MUR service must focus on integration with disease management as detailed from the JSNA and PCT strategic goals. See page 32 and Appendices 6a and 6b

However within the current contract regulations, existing pharmacies should review their core and supplementary hours and bring them into line with the extended opening hours of neighbouring GP surgeries.

In addition consideration should be given to negotiating/commissioning pharmaceutical services from an existing provider close (up to 2 kilometres or 20 mins walking distance) to the Walk-in Centre on Bank Holidays.

Assessment 4 – Enhanced Services.

Sexual Health Services – EHC via PGD

A gap in service provision on Sundays (other than at the Merry Hill Shopping Centre) and Mondays across the borough as identified in the 2008 PNA has now been filled.

Accredited pharmacies are now open in 4 out of 5 townships on a Sunday. Neither of the two accredited pharmacies in Sedgley are open on a Sunday. Post code analysis of supply to females from DY3 and WV14 shows that women from these areas use the more anonymous location of the big shopping mall to access the service. Public transport links are good from Sedgley and all areas of the borough to Merry Hill and women can travel there with no questions asked. We conclude that women from Sedgley have access to this service.

Glossary :

Life Expectancy	Life Expectancy at birth is defined as the age to which the average newborn would live if they were to experience the current average mortality rates.
Output Area	Smallest area at which 2001 Census data published
Lower Super Output Area	Minimum population 1,000, mean 1,500. Built from groups of OAs (typically 4-6) and constrained by the ward boundaries used for the 2001 Census outputs.
PCT	Primary Care Trust, has responsibility for publishing the Pharmaceutical Needs assessment
Demography	Make up of a particular human population
Deprivation	Deficit/lack of
Longevity	Long life
Ethnicity	Background

Appendix 1 – Key to pharmacy locations in maps

Dudley Pharmacies

Map ID	NCAS Code	Name of Pharmacy	Address of Pharmacy	Postcode
1	FE723	Asda Pharmacy	Asda Stores Ltd., Cornbow Shopping Centre, Queensway, Halesowen	B63 4AB
2	FX129	Amblecote Pharmacy (Boots)	Stourbridge Hth & SCC, John Corbett Drive, Amblecote, Stourbridge	DY8 4JB
3	FV096	Boots UK Ltd.	25-26 Market Place, Dudley	DY1 1PJ
4	FRK98	Boots UK Ltd.	Unit 1, Moor Centre, Brierley Hill	DY5 3AH
5	FY822	Boots UK Ltd.	5 Ryemarket, Stourbridge	DY8 1HJ
6	FAC22	Boots UK Ltd.	Stepping Stones Med Ctre, Stafford Street, Dudley	DY1 1RT
7	FGC71	Boots UK Ltd.	7 Peckingham Street, Halesowen	B63 3AW
8	FH955	Boots UK Ltd.	218 High Street, Dudley	DY1 1PD
9	FHF80	Boots UK Ltd.	16-18 Market Street, Kingswinford	DY6 9JR
10	FL922	Boots UK Ltd.	Unit 3, Merry Hill Centre, Brierley Hill	DY5 1QT
11	FYX33	County Pharmacy Ltd.	15 Wordsley Green Health Centre, Wordsley, Stourbridge	DY8 5PD
12	FMA55	Modi Pharmacy	118 Colley Gate, Halesowen	B63 2BU
13	FYE66	Dispharma Ltd.	5 Bean Road, Dudley	DY2 8TH
14	FVN87	Egginton Jt Ltd.	Abbey Road, Lower Gornal	DY3 2PG
15	FPE03	Gibbs Chemist	161 Coombs Road, Halesowen	B62 8AF
16	FDJ18	Grange Pharmacy	8 Howley Grange Road, Halesowen	B62 0HN
17	FQK55	Hawne Chemist	177 Stourbridge Road, Halesowen	B63 3UD
18	FDA27	Holly Hall Pharmacy	178 Stourbridge Road, Holly Hall	DY1 2ER
19	FQH75	Jhoots Pharmacy	100a Milking Bank, Dudley	DY1 2TY
20	FQ210	Lad Chemist	30 Madeley Road, High Acres, Kingswinford	DY6 8PF
21	FD921	Lloyds Pharmacy	Wychbury Medical Centre, 121 Oakfield Road, Wollescote, Stourbridge	DY9 9DS
22	FEH12	Lloyds Pharmacy	209 High Street, Lye, Stourbridge	DY9 8JX
23	FCN64	Lloyds Pharmacy	175 The Ridgeway, Sedgley	DY3 3UH
24	FHV63	Lloyds Pharmacy	24-28 Dudley Street, Sedgley	DY3 1SB
25	FFP50	Lloyds Pharmacy	35 Worcester Street, Stourbridge	DY8 1AT
26	FGA86	Lloyds Pharmacy	173a High Street, Lye, Stourbridge	DY9 8LN
27	FRN52	Lloyds Pharmacy	Moss Grove Surgery, 15 Moss Grove, Kingswinford	DY6 9HS
28	FTD05	Lloyds Pharmacy	145 Halesowen Road, Netherton	DY2 9PY
29	FX009	Lloyds Pharmacy	468 High Street, Kingswinford	DY6 8AW
30	FXC45	Lloyds Pharmacy	204 Talbot Street, Brierley Hill	DY5 3DS
31	FYA99	Lloyds Pharmacy	St. Margarets Well Surgery, 2 Quarry Lane, Halesowen	B63 4WD
32	FCE32	Lloyds Pharmacy	11 Peckingham Street, Halesowen	B63 3AW
33	FY464	Mcardle I Ltd.	92 High Street, Brierley Hill	DY5 3AP
34	FVT75	Milan Chemist	137 Halesowen Road, Netherton	DY2 9PY
35	FK461	Millard and Bullard	Unit 2, Josiah House, Castle Street, Coseley	WV14 9DD
36	FKD53	Morrisons Pharmacy	Charterfield Shopping Centre, Stallings Lane, Kingswinford	DY6 7SH
37	FY754	Moss Chemists (Boots)	141 Bridgnorth Road, Wollaston, Stourbridge	DY8 3NX

Map ID	NCAS Code	Name of Pharmacy	Address of Pharmacy	Postcode
38	FT213	Murray CG and Son Ltd.	9-11 Market Street, Kingswinford	DY6 9JS
39	FJ733	Murray CG and Son Ltd.	33 Thornhill Road, Halesowen	B63 1AU
40	FMN39	Murray CG and Son Ltd.	37-38 High Street, Quarry Bank, Brierley Hill	DY5 2AA
41	FM680	Murray CG and Son Ltd.	Cross Street Health Centre, Dudley	DY1 1RN
42	FA761	Murray CG and Son Ltd.	St James Medical Practice, Malthouse Drive, Dudley	DY1 2BY
43	FAH03	Murray CG and Son Ltd.	50-51 High Street, Stourbridge	DY8 1DE
44	FKH40	Murray CG and Son Ltd.	5&6 Halesowen Road, Halesowen	B62 9AA
45	FV619	Murray CG and Son Ltd.	57 Queensway, The Cornbow Shopping Centre, Halesowen	B63 4AG
46	FHD39	The Co-operative Pharmacy	18 Windmill Hill, Halesowen	B63 2DB
47	FEK60	Northway Pharmacy	6 Alderwood Precinct, The Northway, Sedgley	DY3 3QY
48	FMN71	Priory Community Pharmacy	95-97 Priory Road, Dudley	DY1 4EH
49	FPG61	Rajja Chemist	5 Clement Road, Halesowen	B62 9LR
50	FP794	Sainsbury's Supermarkets Ltd.	J Sainsbury Store, Withymoor Village, Brierley Hill	DY5 3JR
51	FTV16	Sainsbury's Supermarkets Ltd.	J Sainsbury Store, Merry Hill Centre, Brierley Hill	DY5 1QY
52	FTH82	Swinford Pharmacy	90 Hagley Road, Stourbridge	DY8 1QU
53	FXL08	Tesco Stores Ltd.	Tesco Superstore, Birmingham New Road, Dudley	DY1 4RP
54	FJ704	The Arcade Pharmacy	4 The Arcade, Upper Gornal	DY3 2DA
55	FAK03	The Broadway Pharmacy	95 The Broadway, Norton, Stourbridge	DY8 3HX
56	FK596	The Co-Operative Pharmacy	The Health Centre, Brook Street, Woodsetton	DY3 1AF
57	FK309	The Co-Operative Pharmacy	18 Abbey Road, Gornal Wood	DY3 2PG
58	FVR15	The Co-Operative Pharmacy	100 Maple Green, Dudley	DY1 3QZ
59	FT045	The Pharmacy Galleria	96 High Street, Pensnett, Brierley Hill	DY5 4ED
60	FHF07	Turner's Pharmacy	12 Manor Lane, Halesowen	B62 8PY
61	FF141	Wall Heath Pharmacy	14 Albion Parade, Wall Heath	DY6 0NP
62	FT306	Withymoor Pharmacy	Off Squires Court, Withymoor Village, Brierley Hill	DY5 3RJ
63	FRA84	Dudley Wood Pharmacy	2 Bush Road, Dudley (opened 5 th Nov 2009)	DY2 0BH
64	FTP07	Lloyds Pharmacy	Health & Social Care Centre, Venture Way, Brierley Hill	DY5 1RG
65	FQH08	Day Night Pharmacy	45 High Street, Lye	DY9 8LQ
66	FWW51	Lye Pharmacy	37 High Street, Lye	DY9 8LF
67	FH541	Netherton Midnite	86 Halesowen Road, Netherton	DY2 9PS

Sandwell Pharmacies within 2km of Dudley

Map ID	Name of Pharmacy	Address of Pharmacy	Postcode
1	Alliance Pharmacy (Boots)	1 Hartlebury Road, Oldbury	B69 1DF
2	Asda Pharmacy	Asda Superstore, Wednesbury Oak Road, Tipton	DY4 0BP
3	Boots UK Ltd.	24, High St., Rowley Regis	B65 0DR
4	Chemist Direct	206-208 Causeway, Green Road, Oldbury	B68 8LS
5	Duggals Chemist	75 Park Lane East, Tipton	DY4 8RP
6	Duggals Chemist	Unit 8, Mostyn Buildings, Lower Church Lane, Tipton	DY4 7PE
7	Haden Vale Pharmacy	50 Barrs Road, Cradley Heath	B64 7HG
8	Hills Pharmacy	15 Hill Top Road, Oldbury	B68 9DU
9	Hill Top Pharmacy Ltd.	1 Pottery Road, Oldbury	B68 9EX
10	Hingley Mej and Co. Ltd.	59 Cradley Road, Cradley Heath	B64 6AG
11	Hingley Mej and Co. Ltd.	95 High Street, Cradley Heath	B64 5HE
12	Hingley Mej and Co. Ltd.	Regis Medical Centre, Darby Street, Rowley Regis	B65 0BA
13	Jhoots Pharmacy	51 Dudley Road, Rowley Regis	B65 8JH
14	Langley Pharmacy	21 Langley High Street, Langley, Oldbury	B69 4SN
15	Lloyds (Fergusons)	Mace Street Health Centre, Cradley Heath	B64 6HP
16	Lloyds Pharmacy	20 Market Square, High Street, Cradley Heath	B64 5HH
17	Manichem	Oldbury	B68 8LS
18	Lloyds Pharmacy	396 Long Lane, Rowley Regis	B65 0JE
19	Jhoots Pharmacy	Rowley Village, Rowley Regis	B65 9EN
20	Lloyds Pharmacy	Warley Medical Centre, Ambrose House, Kingsway, Oldbury	B68 0RT
21	Murray CG and Son Ltd.	221 St Marks Road, Tipton	DY4 0SZ
22	Murray CG and Son Ltd.	232 Halesowen Road, Cradley Heath	B64 6HN
23	Murray CG and Son Ltd.	Neptune Health Park, Sedgley Road West, Tipton	DY4 8PX
24	Peaches Pharmacy	185 Halesowen Road, Old Hill, Cradley Heath	B64 6HF
25	Rowlands Pharmacy	352 Oldbury Road, Rowley Regis	B65 0QH
26	Sainsbury's Supermarkets Ltd.	J Sainsbury Superstore, Halesowen St, Rowley Regis	B65 0HF
27	Tesco Extra	Fox Oak Street, Cradley Heath	B64 5HJ
28	Tividale Pharmacy	213 Regent Road, Tividale	B69 1RZ

South Birmingham Pharmacies within 2km of Dudley

Map ID	Name of Pharmacy	Address of Pharmacy	Postcode
1	Rajja Chemists	5 Dwellings Lane, Quinton	B32 1RJ
2	Lloyds Pharmacy Ltd	17 Faraday Avenue, Quinton	B32 1JP
3	Selcroft Pharmacy	Selcroft Avenue, Quinton	B32 2BX
4	Boots UK Ltd	Woodgate Valley, One Stop Primary Care Centre, 61 Stevens Avenue, Bartley Green	B32 3SD
5	Jiggins Lane Pharmacy	17 Jiggins Lane, Bartley Green	B32 4HD
6	Bartley Green Pharmacy	1 Curdale Road, Bartley Green	B32 4HD
7	G R Pharmacy	44-46 Hillwood Road, Northfield	B31 1DJ
8	Castle Pharmacy	118-120 Weoley Castle Square, Weoley Castle	B29 5PT
9	Your Local Boots Pharmacy	104 Weoley Castle Road, Selly Oak	B29 5PT
10	Aston Chemist Ltd.	4 Shenley Green, Shenley Lane, Selly Oak	B29 4HH
11	Superdrug Stores PLC, T/A Superdrug Pharmacy	24-28 Grosvenor Shopping Centre, Northfield	B31 2NN
12	Boots UK Ltd	750-752 Bristol Road South, Northfield	B31 2NN
13	Knights Chemists	891 Bristol Road South, Northfield	B31 2PA
14	Royston Hall Ltd.	15 St Heliers Road, Northfield	B31 1QT
15	Sainsbury's Pharmacy	J Sainsbury Road, Frankley Beeches Road, Northfield	B31 5AA
16	Lloyds Pharmacy	18 Arden Road, Hollyhill Centre, Rubery, Rednal	B45 0JA
17	Hingley Chemists	Hollymoor Medical Centre, Manor Park Grove, Northfield	B31 5ER
18	Hagley Pharmacy	429 Hagley Road West, Quinton, Birmingham	B32 2AD

South Staffordshire Pharmacies within 2km of Dudley

Map ID	Name of Pharmacy	Address of Pharmacy	Postcode
1	Wombourne Pharmacy	45a Planks Lane, Wombourne	WV5 8DX
2	Your Local Boots Pharmacy	High Street, Wombourne	WV5 9DP
3	Your Local Boots Pharmacy	5 & 6 Giggetty Lane, Wombourne	WV5 0AW

Wolverhampton Pharmacies within 2km of Dudley

Map ID	Name of Pharmacy	Address of Pharmacy	Postcode
1	Bradley Chemist	83 Hall Green Street, Bradley, Bilston	WV14 8TH
2	Brutons Pharmacy (Bradley)	1 Mervyn Place, Bradley, Bilston	WV14 8DD
3	The Co-Operative Pharmacy	Within Superstore, High Street, Bilston, Wolverhampton	WV14 0EP
4	Morrisons Pharmacy	Morrison Supermarket, Black Country Route, Bilston	WV14 0DZ
5	Boots UK Ltd	100a Church Street, Bilston	WV14 0DR
6	Superdrug Pharmacy	1 Market Way, Bilston	WV14 0DR
7	Lloyds Pharmacy	45 Church Street Bilston	WV14 0AX
8	Boots UK Ltd	The Health Centre, Prouds Lane, Bilston	WV14 6PW
9	Phoenix Pharmacy	Phoenix Health Centre, Parkfield Road, Wolverhampton	WV4 6ED
10	Anderson Chemist	311 Dudley Road, Wolverhampton	WV2 3JY
11	Supercare Pharmacy	135 Dudley Road, Wolverhampton	WV2 3DH
12	The Co-Operative Pharmacy	425 Dudley Road, Wolverhampton	WV2 3AH
13	All Saints Pharmacy	91-93 Vicarage Road, All Saints, Wolverhampton	WV2 1DR
14	Rexall Chemist	204 Penn Road, Pennfields, Wolverhampton	WV3 7AH
15	The Co-Operative Pharmacy	248 Jeffcock Road, Pennfields , Wolverhampton	WV3 7AH
16	Hingley Mej and Co Ltd	179 Lea Road, Pennfields, Wolverhampton	WV3 0LG
17	CG Murray and Son Ltd	128 Childs Avenue, Coseley	WV14 9XB
18	Central Pharmacy	Unit 6, Park Parade, Overfield Drive, Sedgmoor Park,	WV14 9XW

Worcestershire Pharmacies within 2km of Dudley

Map ID	Name of Pharmacy	Address of Pharmacy	Postcode
1	Co-Operative Pharmacy	96 Worcester Road, West Hagley, Stourbridge	DY9 0NJ

Appendix 1A – Key to GP Practices

Map ID	Practice Number	Name of GP Practice	Practice Address	Postcode
1	M87001	Meadowbrook Road Surgery	4 Meadowbrook Road, Halesowen	
2	M87002	Norton Medical Practice	9 Whittington Rd, Stourbridge	
3	M87003	Moss Grove Surgery	15 Moss Grove, Kingswinford	
4a	M87005	Three Villages Medical Practice	John Corbett Drive, Stourbridge	
4b	M87005	Three Villages Medical Practice	80 Bridgnorth Road, Wollaston, Stourbridge	
5	M87006	Eve Hill Medical Practice	29 Himley Road, Dudley	
6	M87007	The Ridgeway Surgery	175 The Ridgeway, Sedgley	
7	M87008	Kingswinford Health Centre	Standhills Rd, Kingswinford	
8a	M87009	AW Surgeries - Albion Street Surgery	Albion St, Brierley Hill	
8b	M87009	AW Surgeries - Withymoor Surgery	Squires Court, Brierley Hill	
9	M87010	The Waterfront Surgery	Brierley Hill Health & Social Care Centre, Albion St, Brierley Hill	
10	M87011	Worcester St Surgery	24 Worcester St Stourbridge	
11	M87012	The Greens Health Centre	100 Maple Green, Dudley	
12	M87014	Lapal Medical Practice	95 Goodrest Avenue, Halesowen	
13	M87015	Lower Gornal Medical Practice	The Health Centre, Bull St, Gornal Wood, Dudley	
14	M87016	Woodsetton Medical Centre	40 Bourne Street, Woodsetton	
15	M87017	Steppingstones Medical Practice	Stafford Street, Dudley	
16	M87018	The Surgery	Summerhill, Kingswinford	
17	M87019	The Limes Surgery	172 High St, Lye, Stourbridge	
18a	M87020	Feldon Lane Surgery	Feldon Lane, Halesowen	
18b	M87021	Feldon Lane Surgery	6 Hawne Lane, Halesowen	
19	M87021	Coseley Medical Centre	32/34 Avenue Rd, Coseley	
20a	M87023	Wordsley Green Health Centre	Wordsley Green, Wordsley	
20b	M87023	Wordsley Green Health Centre	84 Market Street, Kingswinford	
21a	M87024	Wychbury Medical Group	121 Oakfield Road, Wollescote, Stourbridge	
21b	M87024	Wychbury Medical Group	Chapel House Surgery, Chapel House Lane, Halesowen	
21c	M87024	Wychbury Medical Group	62 Cradley Road, Cradley Heath	
22	M87025	Cross Street Health Centre	Cross St, Dudley	
23	M87026	Dr White - St James Medical Practice	Malthouse Drive, Dudley	
24	M87027	Quarry Bank Surgery	165 High St, Quarry Bank	
25	M87028	Netherton Health Centre	Halesowen Road, Dudley	
26	M87030	Pedmore Medical Practice	22 Pedmore Rd, Lye, Stourbridge	
27	M87032	Brierley Hill Health & Social Care Centre	Venture Way, Brierley Hill	
28	M87034	Clement Road Medical Practice	4A Clement Road, Halesowen	
29	M87036	The Surgery	5 Bean Road, Dudley	
30	M87037	Northway Medical Centre	8 Alderwood Precinct, Northway, Sedgley	
31	M87039	Meridien Avenue Surgery	1 Meridien Avenue, Wollaston, Stourbridge	

Map ID	Practice Number	Name of GP Practice	Practice Address	Postcode
32	M87040	Greenfield Avenue Surgery	11 Greenfield Avenue, Stourbridge	
33	M87041	Rangeways Road Surgery	33 Rangeways Road, Kingswinford	
34	M87601	Keeling House Surgery	176 Stourbridge Road, Dudley	
35a	M87602	Halesowen Medical Practice	St Margaret's Well, 2 Quarry Lane, Halesowen	
35b	M87602	Halesowen Medical Practice	30 Hagley Road, Hayley Green, Halesowen	
36	M87605	Central Clinic	Hall Street, Dudley	
37	M87606	Coseley Health & Family Centre	Bayer Street, Coseley	
38	M87610	Masefield Road Surgery	Masefield Rd, Lower Gornal	
39	M87612	Dr Porter - St James Medical Practice	Malthouse Drive, Dudley	
40	M87614	Tinchbourne Street Surgery	Tinchbourne St, Dudley	
41a	M87617	Nertherton Surgery	,84 Halesowen Road, Netherton	
41b	M87617	Nertherton Surgery	7 Hazel Road, Dudley	
42	M87618	Quincey Rise Surgery	30 Sandringham Way, Brierley Hill	
43	M87619	Coombs Road Surgery	146-148 Coombs Road, Halesowen	
44	M87620	Castle Meadow Surgery	100 Milking Bank, Dudley	
45	M87621	Bath Street Surgery	73 Bath St, Sedgley	
46	M87623	Alexandra Medical Centre	1 Short St, Halesowen	
47	M87625	Crest Field Surgery	39 Highfield Rd, Halesowen	
48	M87628	Chapel Street Surgery	87 Chapel St, Lye,Stourbridge	
49	M87629	Bilston Street Surgery	25 Bilston St, Sedgley	
50	M87634	St Thomas's Medical Centre	Beechwood Road, Dudley	
51	M87638	Thorns Road Surgery	43 Thorns Rd, Quarry Bank, Brierley Hill	
52a	Y01756	Halesowen Health Centre	14 Birmingham St, Halesowen	
52b	Y01756	Halesowen Health Centre	3 Tenlands Road, Halesowen	
53	Y02212	Dudley Partnership for Health	10 Quarry Road, Dudley	
54	Y02737	Dudley Walk in Centre	Holly Hall Clinic, Stourbridge Road	
55	Y02653	High Oak Sugery	120 High Street, Pensnett, Brierley Hill	
56	Y02955	Kates Hill Surgery	Wolverton House 14 Wolverton Road dudley	

Appendix 2 – Opening times and Enhanced Services

Township	Postcode Area	Map ID	Pharmacy	Location Type	100 Hr	Closing Times			PCT Enhanced Services								Dudley MBC Enhanced Services	
						Late Opening	Sat	Sun	Essential Services	Advanced Services (MUR)	EHC using PGD	Chlamydia screening packs (level 1)	Chlamydia treatment using PGD (level 2)	Smoking Cessation (NRT) Voucher service	Smoking Cessation Service	Smoking Cessation Service + varenicline using PGD	Substance misuse service	Needle exchange service
Brierley Hill	DY6	9	Boots UK Ltd	High Street		No	5.30pm	Closed										
		20	Lad Chemist	Shopping Centre		No	1.00pm	Closed										
		27	Lloyds, Moss Grove Surgery	Within GP Practice		No	1.00pm	Closed										
		29	Lloyds, 468 High Street	High Street		No	1.00pm	Closed										
		36	Morrisons Pharmacy	Supermarket		9.00pm	8.00pm	4.00pm										
		38	Murrays	High Street		No	5.00pm	Closed										
		61	Wall Heath Pharmacy (Boots)	Shopping Centre		No	5.00pm	Closed										
	DY5	4	Boots UK Ltd, Moor Centre	Shopping Centre		No	5.00pm	Closed										
		10	Boots Merry Hill	Shopping Centre		9.00pm	7.00pm	5.00pm										
		64	Lloyds BH H&S Care Centre	Within GP Practice		10.30pm	10.30pm	10.30pm										
		30	Lloyds 204 Talbot Street Brierley Hill	Close to GP Practice		No	7.00pm	Closed										
		33	Mcardie	High Street		No	5.00pm	Closed										
		40	Murrays	High Street		No	1.00pm	Closed										
		50	Sainsburys, Withymoor Village	Supermarket		11.00pm	10.00pm	4.00pm										
Dudley & Netherton	DY1	51	Sainsbury's Merry Hill Centre	Supermarket		8.00pm	7.30pm	5.00pm										
		59	Pharmacy Galleria	High Street		No	Closed	Closed										
		62	Withymoor Pharmacy (Boots)	Within GP Practice		No	Closed	Closed										
		3	Boots UK Ltd, Market Place	High Street		No	5.30pm	4.00pm										
		6	Boots UK Ltd, Stepping Stones	Within GP Practice		No	Closed	Closed										
		8	Boots UK, High Street	High Street		No	5.00pm	Closed										
		18	Holly Hall Pharmacy	Close to GP Practice		No	12noon	Closed										
		41	Murrays, Cross Street	Close to GP Practice		No	Closed	Closed										
	DY2	48	Priory Community Pharmacy	Local Pharmacy Scheme		No	Closed	Closed										
		42	Murrays, Himley Road	Close to GP Practice		No	1.00pm	Closed										
		53	Tesco Stores Ltd	Supermarket		9.00pm	9.00pm	4.00pm										
		58	Co-Operative Pharmacy	Close to GP Practice		No	Closed	Closed										
		13	Dispharma	Close to GP Practice		No	Closed	Closed										
		28	Lloyds	High Street		No	4.30pm	Closed										
Stourbridge	DY8	63	Matrix Primary Healthcare Ltd	Close to GP Practice		No	Closed	Closed										
		34	Milan Chemist	High Street		No	2.00pm	Closed										
		67	Netherton Midnite			Midnight	Midnight	5.00pm										
		2	Amblecote Pharmacy (Boots)	Close to GP Practice		No	5.30pm	Closed										
		5	Boots UK Ltd	Shopping Centre		No	5.00pm	4.00pm										
		11	County Pharmacy	Close to GP Practice		No	1.00pm	Closed										
		25	Lloyds, Worcester Street	Close to GP Practice		No	12noon	Closed										
		37	Moss Chemists (Boots)	Shopping Centre		No	5.30pm	Closed										
	DY9	43	Stourbridge Pharmacy	High Street		No	5.30pm	Closed										
		52	Swinford Pharmacy	High Street		No	1.00pm	Closed										
		55	Broadway Pharmacy	Shopping Centre		No	1.00pm	Closed										
		65	Day Nite Pharmacy	High Street		10.30pm	10.30pm	7.00pm										
		22	Lloyds, 209 High St, Lye	High Street		No	5.00pm	Closed										
		21	Lloyds, Oakfield Road	Close to GP Practice		No	12.30pm	Closed										
Halesowen	B63	26	Lloyds, 173 High St, Lye	High Street		No	1.00pm	Closed										
		66	Lye Pharmacy	High Street		11.00pm	9.00pm	9.00pm										
		7	Boots UK Ltd	Close to GP Practice		No	5.00pm	Closed										
		1	Asda	Supermarket		11.00pm	8.30pm	4.00pm										
		12	Modi Pharmacy	Close to GP Practice		No	1.00pm	Closed										
		17	Hawne Chemist	Close to GP Practice		No	1.00pm	Closed										
		31	Lloyds, Quarry Lane	Close to GP Practice		No	Closed	Closed										
		32	Lloyds, Peckingham St	Close to GP Practice		No	1.00pm	Closed										
	B62	39	Murrays, Thornhill Road	Close to GP Practice		No	1.00pm	Closed										
		45	Murrays, The Cornbow Shopping Ctr.	Shopping Centre		No	5.00pm	Closed										
		46	Co-Operative Pharmacy	Close to GP Practice		No	1.00pm	Closed										
		15	Gibbs Chemist	Close to GP Practice		No	12.30pm	Closed										
		16	Grange Pharmacy	Close to GP Practice		No	1.00pm	Closed										
		44	Murrays	Shopping Centre		No	5.00pm	Closed										
Sedgley	DY3	49	Rajia Chemist	Close to GP Practice		No	Closed	Closed										
		60	Turners Pharmacy	High Street		No	5.30pm	Closed										
		14	Egginton	Shopping Centre		No	5.00pm	Closed										
		19	Jhoots Pharmacy	Close to GP Practice		No	Closed	Closed										
		23	Lloyds, The Ridgeway	Close to GP Practice		No	Closed	Closed										
		24	Lloyds, Dudley St	High Street		No	5.00pm	Closed										
		47	Northway Pharmacy	Close to GP Practice		No	Closed	Closed										
	WV14	54	Arcade Pharmacy	Shopping Centre		No	12.30pm	Closed										
		56	Co-Operative Pharmacy, Brook Street	Close to GP Practice		No	Closed	Closed										
		57	Co-Operative Pharmacy, Abbey Road	Shopping Centre		No	5.00pm	Closed										

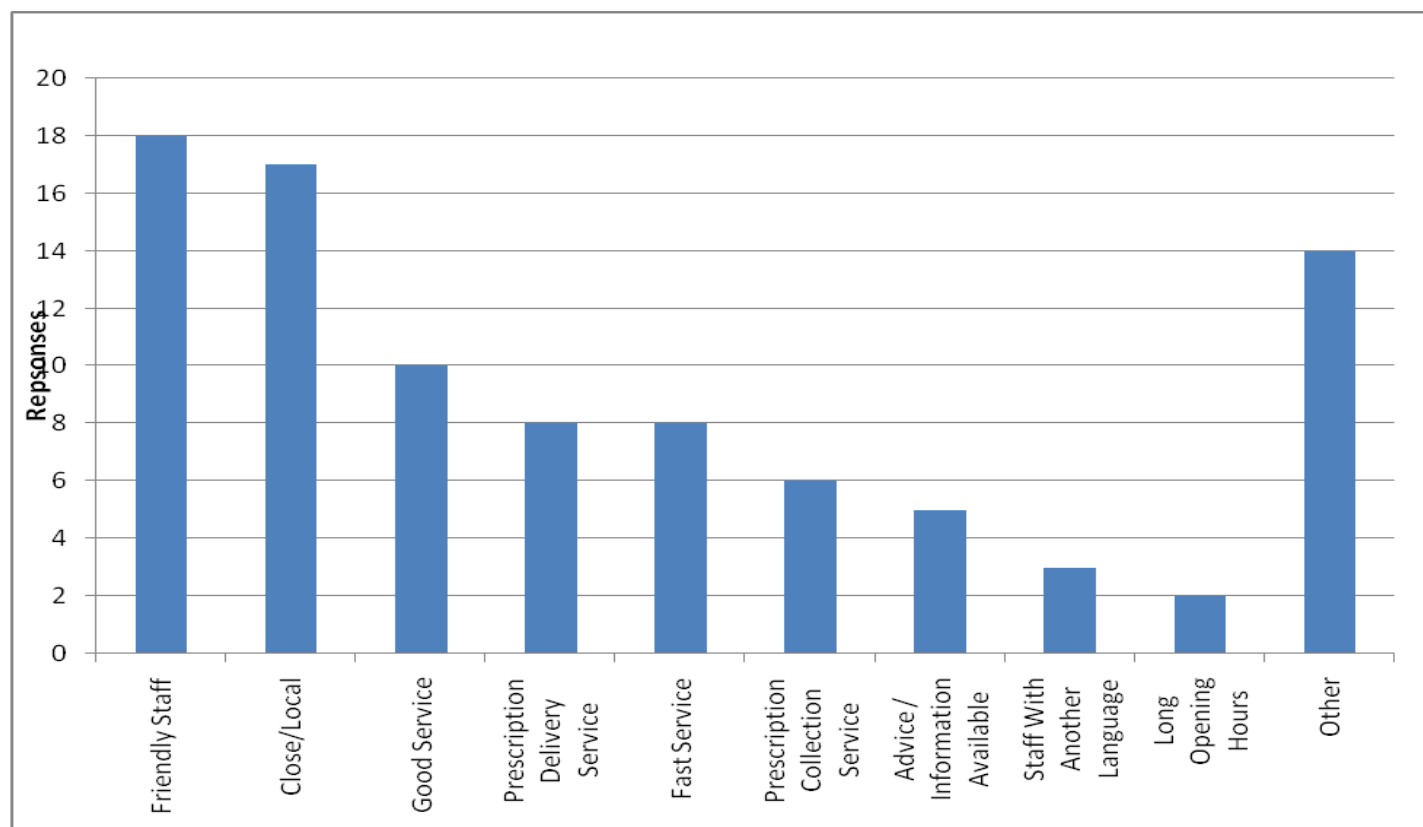
Appendix 3 – Analysis of Questionnaire sent to Local Groups

The questionnaire consisted of 5 questions around the perception of services currently provided by community pharmacies and what services would also be of use that are not currently available.

47 replies were received representing the views of a wide-range of groups and individuals across the Dudley Borough

Question 1 –

What do you think is good about your local Chemist (Community Pharmacy) ?



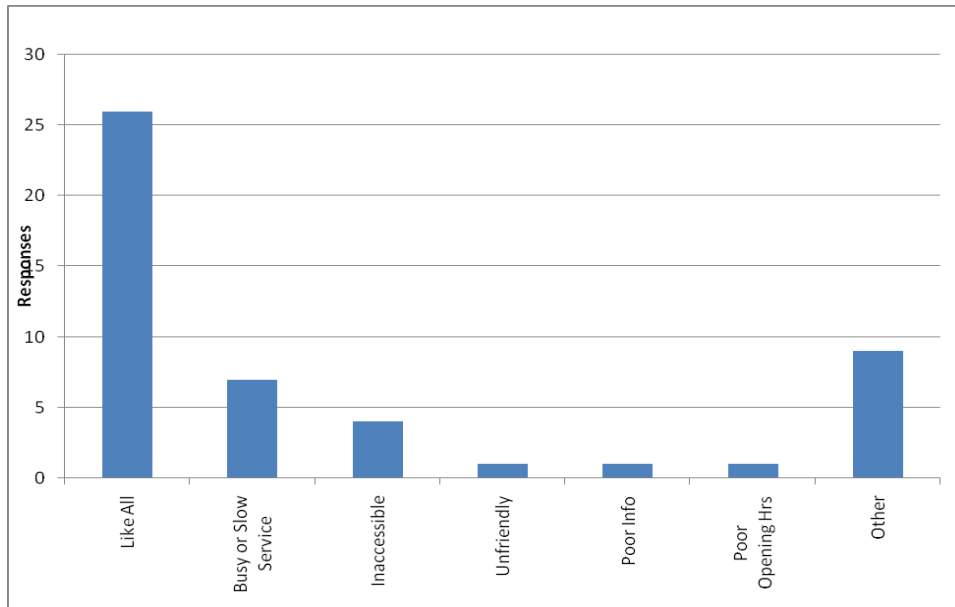
Responses (out of 47)

- respondents could answer more than one

	No.	% (out of 47)
Friendly Staff	18	38%
Close/Local	17	36%
Good Service	10	21%
Prescription Delivery	8	17%
Fast Service	8	17%
Prescription Collection	6	13%
Advice / Information Available	5	11%
Staff With Another Language	3	6%
Long Opening Hours	2	4%
Other	14	30%

Question 2 –

Is there anything you do not like about your local Chemist (Community Pharmacy)?



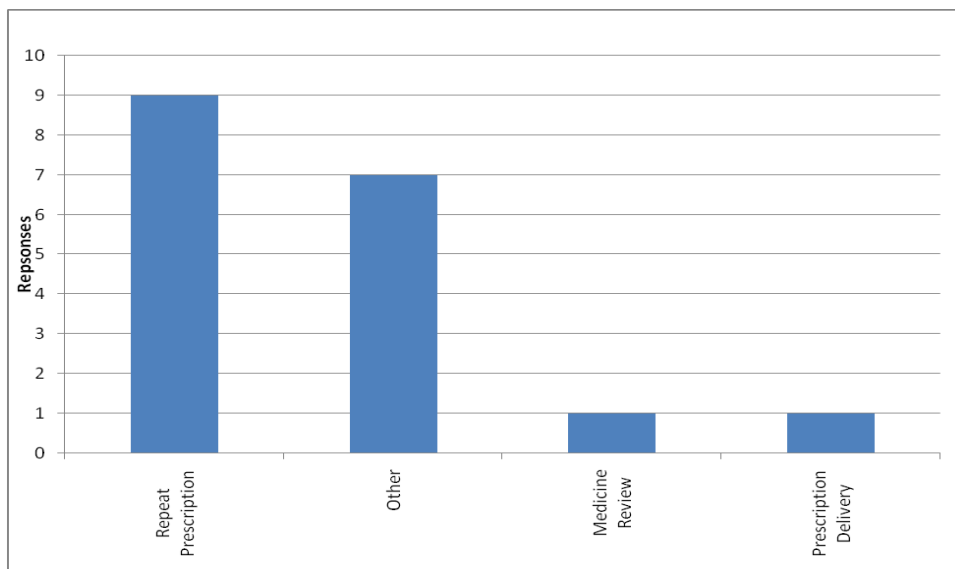
Responses (out of 47)

- respondents could answer more than one

	No.	% (out of 47)
Like All	26	55%
Busy or Slow Service	7	15%
Inaccessible	4	9%
Unfriendly	1	2%
Poor Info	1	2%
Poor Opening Hrs	1	2%
Other	9	19%

Question 3 –

Do you have any specific needs regarding medicines?



Responses (out of 47)

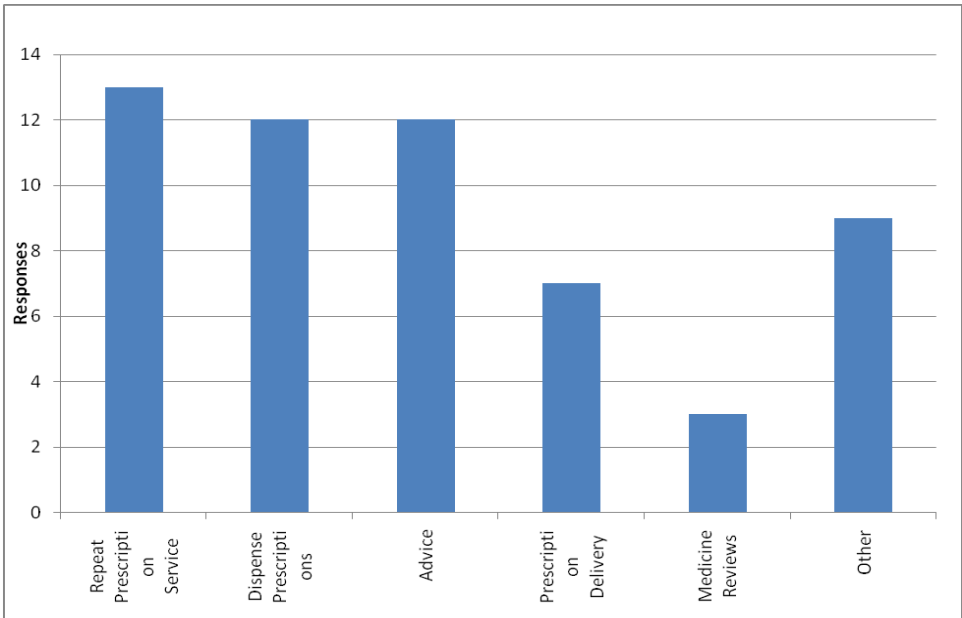
- respondents could answer more than one

	No.	% (out of 47)
Repeat Prescription	9	19%
Medicine Review	1	2%
Prescription Delivery	1	2%
Other	7	15%

Are these needs met by your local Chemist (Community Pharmacy)?

	No.	% Responded	% (out of 47)
Yes	20	87%	43%
No	3	13%	6%
(no response)	24		51%

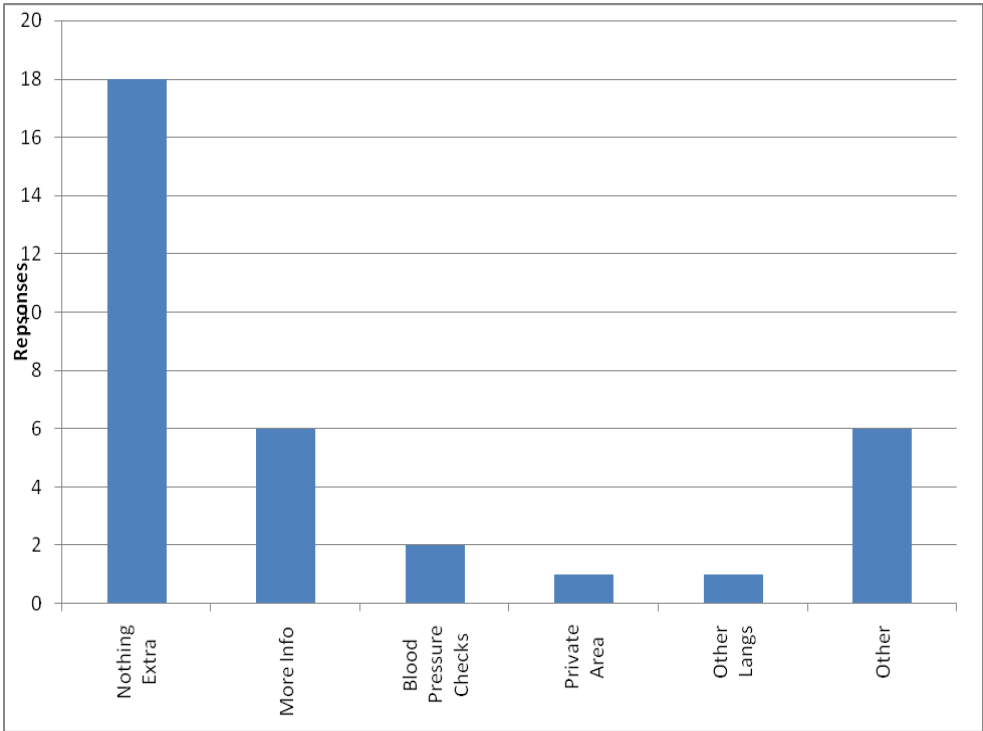
**Question 4 –
What services do you use or have used in the past in you local Chemist (Community Pharmacy)?**



Responses (out of 47)
- respondents could answer more than one

	No.	% (out of 47)
Repeat Prescription Service	13	28%
Dispense Prescriptions	12	26%
Advice	12	26%
Prescription Delivery	7	15%
Medicine Reviews	3	6%
Other	9	19%

**Question 5 –
What services would you like to see provided from Communtiy Pharmacy?**



Responses (out of 47) -
respondents could answer more than one

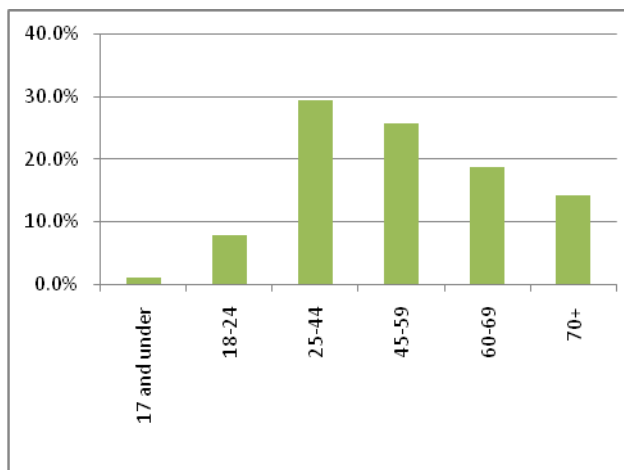
	No.	% (out of 47)
Nothing Extra	18	38%
More Info	6	13%
Blood Pressure Checks	2	4%
Private Area	1	2%
Other Langs	1	2%
Other	6	13%

Appendix 4 – Responses to ‘Dudley Chemists – Have your Say’ Community Pharmacy Survey

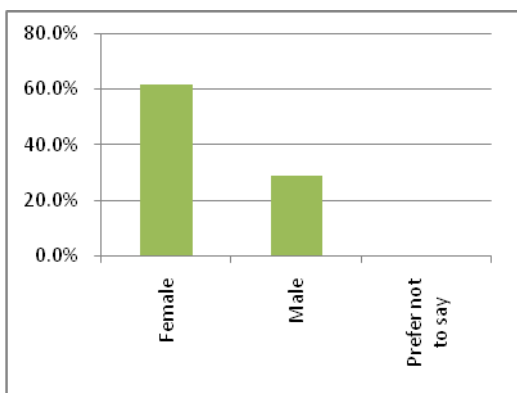
393 questionnaires were returned.

Demography of responses

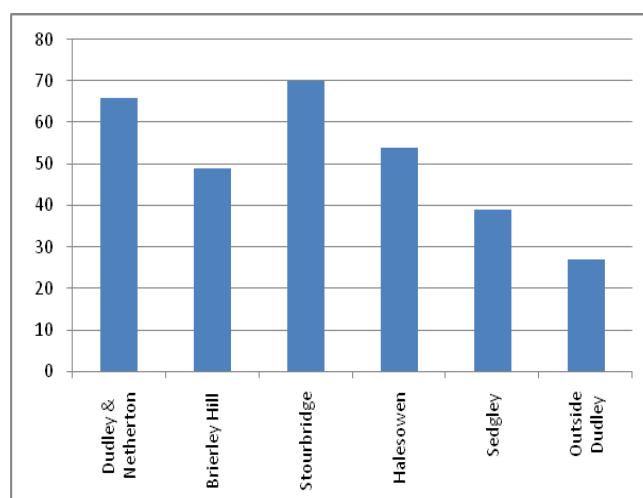
Age	Number	%
17 and under	4	1.0%
18-24	31	7.9%
25-44	116	29.5%
45-59	101	25.7%
60-69	74	18.8%
70+	56	14.2%
(no answer given)	11	2.8%
	393	100.0%



Gender	Number	%
Female	242	61.6%
Male	114	29.0%
Transgender	0	0.0%
Transsexual	0	0.0%
Prefer not to say	1	0.3%
(no answer given)	36	9.2%
	393	100.0%



Township	Postcode Sector	Number	%
Dudley & Netherton	DY1	37	9.4%
	DY2	29	7.4%
Brierley Hill	DY6	27	6.9%
	DY5	22	5.6%
Stourbridge	DY8	46	11.7%
	DY9	24	6.1%
Halesowen	B62	13	3.3%
	B63	41	10.4%
Sedgley	DY3	32	8.1%
	WV14	7	1.8%
Outside Dudley		27	6.9%
(no answer given)		88	22.4%
		393	100.0%



Question 1 - Using Pharmacy Services (can give more than one answer to each question)

Where do you use pharmacy services?

	Number	%
Near my home	217	55.2%
Near my work	51	13.0%
Near or at my local GP surgery	124	31.6%
On the high street	18	4.6%
At the supermarket	28	7.1%
Wherever's convenient at the time	30	7.6%

When are you most likely to use pharmacy services?

	Number	%
Before 9am	24	6.1%
Between 9am - 5pm	305	77.6%
Evenings 5pm - 8pm	64	16.3%
Late night 8pm - 12am	12	3.1%
Saturday	30	7.6%
Sunday	11	2.8%

Are there other times you would like to use a pharmacy if you could?

	Number	%
Before 9am	53	13.5%
Between 9am - 5pm	21	5.3%
Evenings 5pm - 8pm	41	10.4%
Late night 8pm - 12am	64	16.3%
Saturday	60	15.3%
Sunday	68	17.3%

What currently prevents you from using a pharmacy at these times?

	Number	%
Opening times clash with working hours	21	5.3%
Pharmacy not open	50	12.7%
Unable to get to open pharmacy	8	2.0%
Nothing	15	3.8%

How often do you visit a pharmacy for a **HEALTH** reason?

	Number	%
Once a day	7	1.8%
2/3 times a week	15	3.8%
Once a week	23	5.9%
Once a fortnight	33	8.4%
Monthly	176	44.8%
6 Monthly	62	15.8%
Yearly	27	6.9%
Never	30	7.6%

How often do you visit a pharmacy for a **ANY** reason?

	Number	%
Once a day	9	2.3%
2/3 times a week	25	6.4%
Once a week	45	11.5%
Once a fortnight	59	15.0%
Monthly	156	39.7%
6 Monthly	49	12.5%
Yearly	12	3.1%
Never	12	3.1%

Do you use a pharmacy to pick up your prescription for you?

	Number	%
Yes	155	39.4%
No	180	45.8%
Sometimes	37	9.4%
Did not know it was an option	6	1.5%
Not sure	0	0.0%

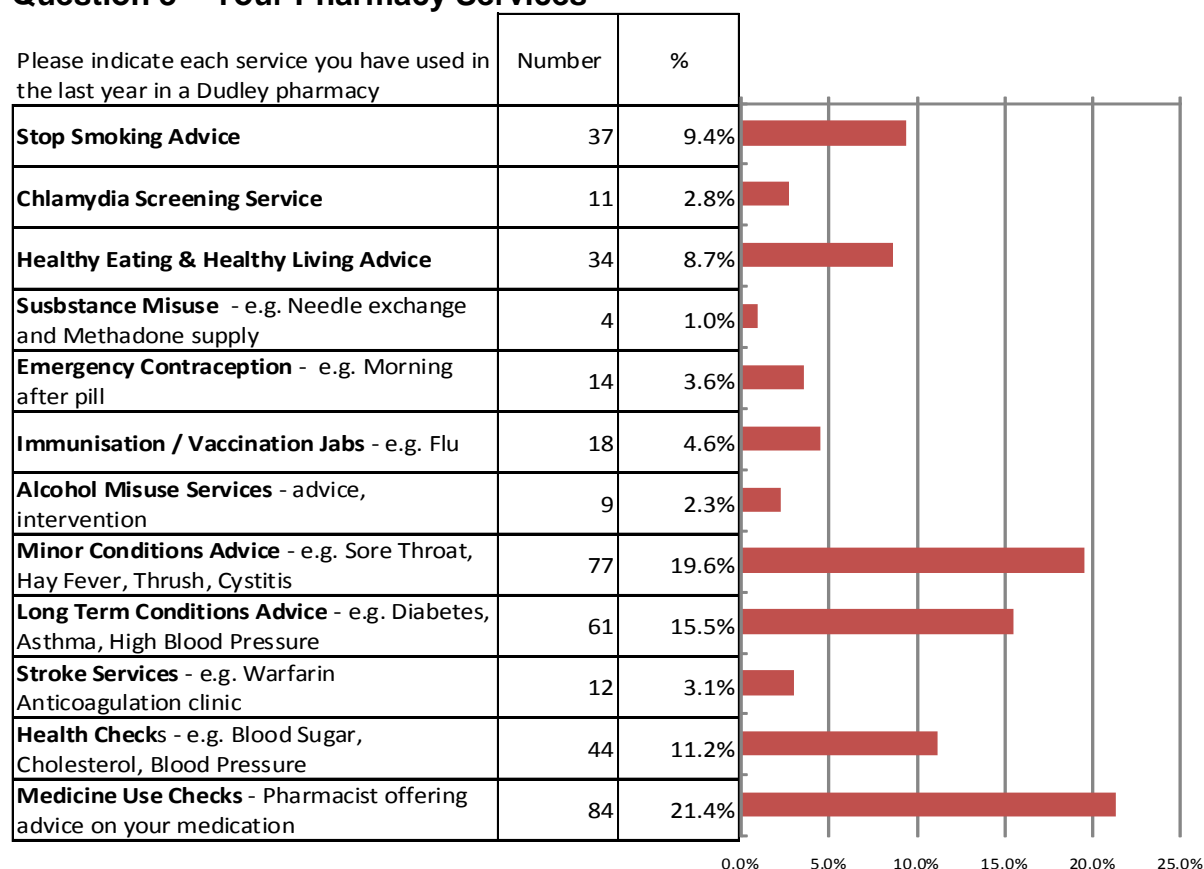
Question 2 - Using Pharmacy Services (1 answer to each question)

Please rate how strongly you agree with the following:

	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(no answer given)
I can usually find an open pharmacy when needed	148	201	18	14	1	4
I find it easy to find a pharmacy near where I want it	155	190	22	11	0	8
I find it easy to find a pharmacy open in the evening (i.e. after 6pm)	80	123	93	67	3	20
I find it easy to find a pharmacy open at the weekends	91	159	61	46	7	22
I find my usual pharmacy helpful and friendly	226	145	7	1	0	7
My pharmacy offers helpful advice on other NHS services	166	164	43	1	1	11
There is a range of useful health services at my usual pharmacy	150	175	48	2	0	11

Question 3 – Your Pharmacy Services

Please indicate each service you have used in the last year in a Dudley pharmacy



Please indicate how strongly you agree that these services **should** be provided by your usual pharmacy

	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(no answer given)
Stop Smoking Advice	120	108	0	11	6	81
Chlamydia Screening Service	79	110	0	27	14	96
Healthy Eating & Healthy Living Advice	100	123	0	10	7	86
Substance Misuse - e.g. Needle exchange and Methadone supply	79	79	0	43	26	99
Emergency Contraception - e.g. Morning after pill	101	96	0	22	15	92
Immunisation / Vaccination Jabs - e.g. Flu	79	96	0	36	15	100
Alcohol Misuse Services - advice, intervention	58	95	0	50	15	108
Minor Conditions Advice - e.g. Sore Throat, Hay Fever, Thrush, Cystitis	129	112	0	5	7	73
Long Term Conditions Advice - e.g. Diabetes, Asthma, High Blood Pressure	121	99	0	12	10	84
Stroke Services - e.g. Warfarin Anticoagulation clinic	84	101	0	24	14	103
Health Checks - e.g. Blood Sugar, Cholesterol, Blood Pressure	120	102	0	9	11	84
Medicine Use Checks - Pharmacist offering advice on your medication	130	106	0	7	6	77

Question 4 – Your Pharmacist

Please rate how strongly you agree with the following statements

	Strongly agree	Agree	Disagree	Strongly Disagree	Don't Know	(no answer given)
It is important staff know me	110	173	61	6	18	7
I prefer to see a regular pharmacist on duty	118	178	42	1	23	13
I would expect my pharmacist to give advice on my prescriptions	156	181	19	0	14	5
I trust my pharmacists' advice on medicine usage	178	187	4	0	3	3
I can speak to my pharmacist without being overheard	150	177	25	1	14	8

Please describe any areas in which you would like pharmacists to improve their service

	Number
Clearer packaging / labelling	1
Clearly displayed opening hours and nearest alternative	3
Delivery Service	1
Faster Service	1
Happy with current service	26
Long Term Conditions check-ups	1
Longer Opening Hours	10
More discrete staff	1
More pharmacies	1
More Private Areas	2
More Staff	2
Spec Saver Service	1

Appendix 5 - Enhanced services for PCT's to commission from Community Pharmacy Contractors (as set out in directions) and Dudley PCT's Commissioning intentions

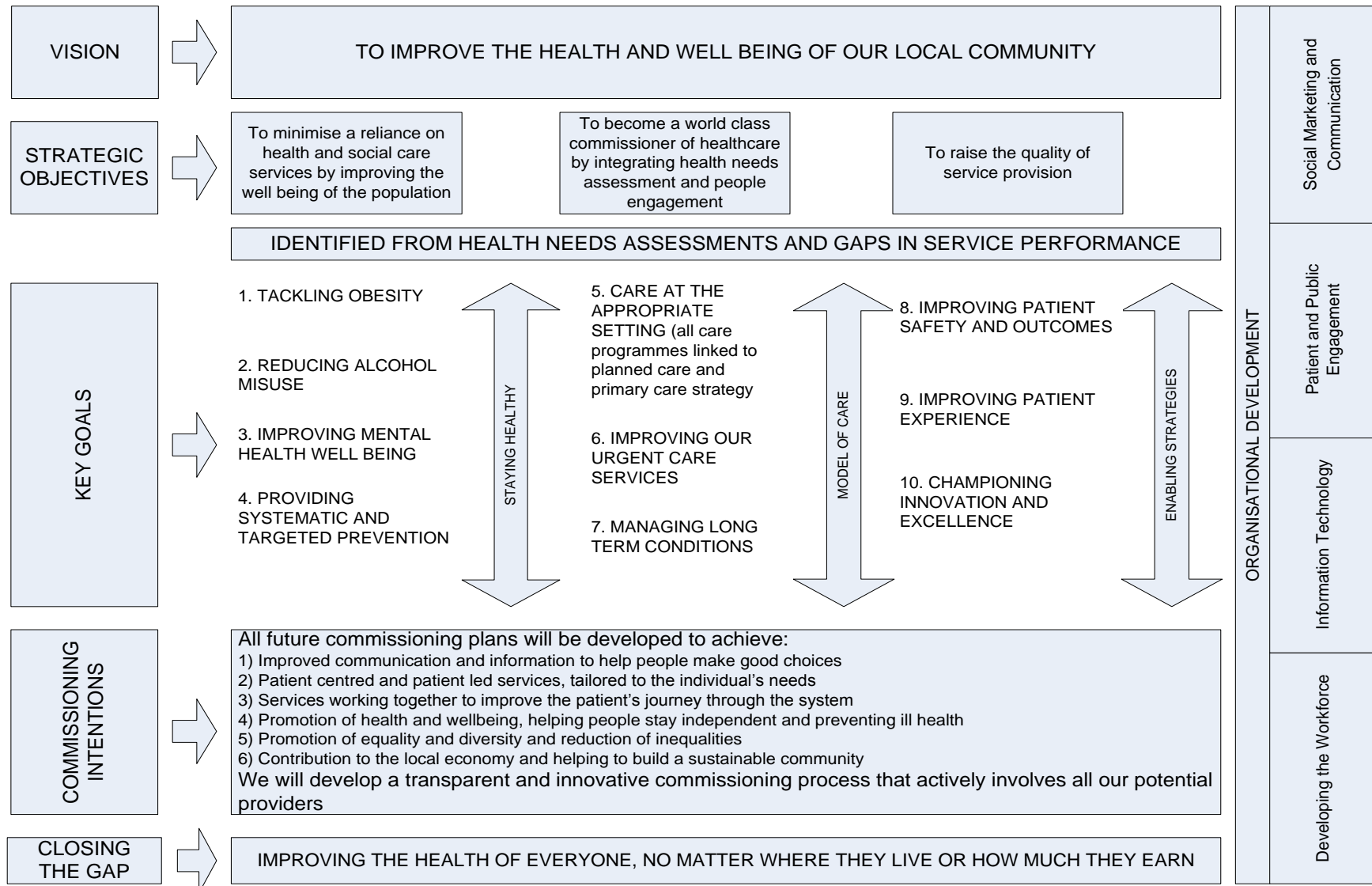
'National' Enhanced Service Description	Dudley PCT position	Assessment of need	Dudley PCT Commissioning Intention from Community Pharmacy
Anticoagulant monitoring service	Commissioned from other providers	No unmet need	NONE
Care Home Service	Commissioned service	Needs covered	Service providers taken from existing contractors within available funding
Disease specific Medicines management service	None commissioned	No data available	NONE
Gluten free food supply service	None commissioned	No evidence of need	NONE
Language access service	Commissioned for all healthcare providers	Some unmet need re Yemeni Community (Arabic)	Publicise availability of service from community pharmacies
Medication review service	Practice based pharmacist service in each GP practice	No unmet need	NONE
Medicines assessment and compliance support service	Expected through the MUR service	No data available	NONE
Minor ailments service	Pilot decommissioned in March 2010. No saving to GP time	Some evidence of need in areas of deprivation	Available from LPS Pharmacy

'National' Enhanced Service Description	Dudley PCT position	Assessment of need	Dudley PCT Commissioning Intention from Community Pharmacy
Needle syringe exchange service	Commissioned through CRI	Need to expand geographical area	Service providers taken from existing contractors if funds available
On demand availability of specialist drugs service	Covered by Homecare providers	No evidence of need	NONE
Out of Hours Service	Christmas Day & Easter Sunday Rota service	Other bank holiday cover near to the Walk in Centre	Reviewed on an annual basis. 100 hour contracts planned to cover. Any further gaps to be covered by existing contractors
Patient Group Direction Service	Commissioned from Dudley Public Health provision of Emergency Hormonal Contraception, Dudley Public Health Smoking Cessation Service (Varenicline) and Black Country Chlamydia Screening Service (Azithromycin)	Service provision fulfils the need.	Extending service provision as funds allow to existing contractors.
Prescriber support service	Practice based pharmacist service	No evidence of need	NONE
Schools Service	No data available	No evidence of need	NONE

'National' Enhanced Service Description	Dudley PCT position	Assessment of need	Dudley PCT Commissioning Intention from Community Pharmacy
Screening Service (1)	Chlamydia screening service commissioned by Black Country Chlamydia Screening service	Service provision fulfils the need.	Extending service provision as funds allow to existing contractors.
Screening Service (2)	Updated JSNA includes community pharmacy as service provider for NHS Health Checks (Vascular Screening Programme)	Patients who do not attend for screening at GP practices.	Initial preference to existing contractors in areas of deprivation. Then other existing contractors only
Stop smoking service	Commissioned service	Service provision fulfils the need.	Extending service provision as funds allow to existing contractors.
Supervised administration service	Commissioned service from Dudley's Community Safety Partnership via CRI.	Service provision fulfils the need.	Maintain contractor service level.
Supplementary prescribing service	None commissioned	No evidence of need	NONE

Appendix 6a

TABLE 1 – STRATEGIC PLAN FRAMEWORK



Appendix 6b - Mapping the Strategic Plan Framework to Pharmaceutical Services Commissioning

Strategic goals	Key delivery programme	Current pharmacy inclusion/contribution	Proposed inclusion	Aspirational commissioning
Obesity	Tackling obesity – a framework for action in Dudley	Sign posting to weight management and exercise referral programmes (Essential Service.)		
Alcohol misuse	Alcohol Action Plan	Pilot Alcohol 'brief intervention' programme in selected pharmacies aligned to need. (Pharmacy LES)	Continue after pilot scheme evaluation shows value for money	Continue in current selected pharmacies only if effective and funds are available
Mental Health & Wellbeing	Joint Mental Health Strategy	Sign posting Public health campaigns (Essential service)	Community pharmacies potential contribution discussed at review of strategy	Medicines assessment and compliance support service
Systematic & targeted prevention	Primary Care Strategy	Sign posting (Essential services) Public health campaigns	Extend sexual health enhanced services to more pharmacies. LES to be implemented 2011	Extend PGD service to include provision of oral contraceptives in selected current contracted and accredited pharmacies when funding becomes available.
	Improving sexual health NHS Health Checks	Current Sexual Health Pharmacy LES Include in programme to complement GP service		Screening service LES

Strategic goals	Key delivery programme	Current pharmacy inclusion/contribution	Proposed inclusion	Aspirational commissioning
Care at the appropriate setting	Planned Care strategy	Self Care advice Sign posting Public health campaigns (Essential services)	Publicity of pharmacy services re self care. Publicity re pharmacy services around self care and counter prescribing and opening hours	Minor ailments service
Improve urgent care services	Urgent care strategy	Sign posting Public health campaigns (Essential services)		
Manage long term conditions	Primary Care Strategy, LTC pathways	Sign posting Public health campaigns Medicines Use Reviews Directed Medicines Use Reviews in diabetes, osteoporosis, respiratory conditions Appliance use reviews	Integration of pharmacy services into care pathways. Medicines use review plus training	Disease specific medicines management services. In areas of need in line with care pathways and in current pharmacies only
Patient safety & outcomes	Closing the gap – tackling health inequalities in Dudley. Raise the quality of services	Dispensing Repeat dispensing Clinical governance		
Patient experience	As above	Annual survey as part of essential services		
Innovation & excellence	As above	DoH Communications Bid re pharmacy and young people		

Appendix 7

Pharmaceutical Needs Assessment

Consultation Responses

Dudley PCT received 13 formal responses to the consultation on its 2010 Pharmaceutical Needs Assessment.

Of these:

- 6 were from pharmacies,
- 4 were from within the NHS,
- 1 was from the Local Pharmaceutical Committee,
- 1 was from a Community Group and
- 1 was from within the Local Authority.

Eight specific questions were asked as part of the consultation process, with the opportunity to comment freely about any aspect of the document as well.

The responses received to the questions were as below:
(n.b. not all respondents answered every question)

	Question	Response	No.	%
1	The PCT has concluded that there are sufficient community pharmacies in the right variety of locations providing services in Dudley. Do you agree with the PCT's assessment?	Yes	11	85%
		No	2	15%
2	The PCT had concluded that its Community Pharmacies are open at the times needed and used by patients and the public. Do you agree with the PCT's assessment?	Yes	12	92%
		No	1	8%
3	The PCT has concluded that although there are gaps in the PCT overall in provision of Medicine Use Review service, within each 'post coded township area' sufficient pharmacies provide a Medicine Use Review Service. This gives patients a reasonable choice to access this service. Do you agree with the PCT's assessment ?	Yes	12	86%
		No	2	14%
4	The PCT commissions a range of Enhanced Services from Community Pharmacies, mainly sexual health services, smoking cessation services, substance misuse services. Pharmacies can choose to provide these services but require accredited premises and trained personnel. The PCT will continue to pay for these services if funding permits. Are you happy with the range of services?	Yes	8	62%
		No	5	38%
5	Has the PNA given you adequate information to inform your own future service provision? (Pharmacies only)	Yes	8	89%
		No	1	11%
6	Is there any additional information that you feel should be included?	Yes	3	38%
		No	5	63%
7	Do you have any other comments?	Yes	6	50%
		No	6	50%
Young People	Developing and promoting Pharmacy services to young people is a focus of current work at the PCT. Do you feel this is worthwhile?	Yes	11	100%
		No	0	0%

As can be seen in the above table the majority of respondents agreed with the PCT's conclusions (Questions 1 – 3), are happy with the range of services currently available (Question 4) and feel that the PNA gave pharmacies adequate information to inform their own service provision (Question 5).

When asked about the focus on Young People, all those who answered this question agreed it was worthwhile.

Suggestions of additional information to be included (Questions 6 and 7) were:

- Private hospitals available in the area should be included with secondary and tertiary care;
- Care homes should state whether they are nursing or residential;
- GP referral leading to QOF points would be helpful in gaining maximum benefit and performance from pharmacies;
- Page 50 – from the final paragraph until Assessment 4 on page 51 needs to be moved and revised as it fits better in Assessments 1 & 2 ;
- More walking distance maps to be included to cover opening times and specific services;
- A section on prisons and hospital dispensing to close any potential gaps in the PNA should be included;
- Page 45 on future developments should mention the ongoing work /discussions with the LPC for services that support or provide services for Diabetes; Health Checks; Management of LTCs; Hep B & C testing as desirable aspirations for the future and which link to the key areas identified in the JSNA;
- Appendix 6a identifies Alcohol and Obesity as major health needs but there is no mention of how this is being addressed or would be in the future in the body of the document;
- Put in section on Collection and delivery services that although not commissioned may be filling a gap in provision and providing pharmaceutical services to clients;
- Glossary – needs more items adding as there are acronyms in the document that are not clearly explained;
- Page 20 Ethnicity –need to identify the special needs of this group e.g. Higher incidence of diabetes in Asian population. Hard to reach groups are not mentioned at all in the document;
- 100 hr pharmacies – add wording to resist change of hours which would affect service provision to patients;
- Add section on ETP and potential changes to service provision;
- As per NHS employers.org guidance further information on availability of parking, toilets for patients, hand washing facilities, constraints to buildings and pharmacy, pharmacy IT info i.e. smart card, ETP 1 compliant or not, ETP compliant or not, workforce information, workforce skill mix, non commissioned services being provided at present other than collection and delivery is required;
- Deprivation maps are shown but information on the type of illnesses affecting the area is not shown to conclude whether the right services are being provided to target the high prevailing illnesses alongside information where health needs have been met and a decline in certain conditions is seen or management of health condition;

- No mention on cancer illness or other life threatening conditions is mentioned so that observance of how pharmacy could help in light of the new NHS Pharmacy board and GP Commissioning in the near future.

As a result of these comments the following changes were made to the PNA:

- The results of a questionnaire sent out to all pharmacies at the start of the PNA process detailing facilities such as parking and hand washing facilities has been added to the PNA as an appendix;
- Section on Shaping the Future strengthened
- Links added to PCT 'A Sense of Place' Atlas of Health Needs in Dudley
- Minor changes
- Added comments re some harder to reach groups
- Glossary updated
- Other small changes made following additional feedback at final PCCC meeting.

2 responses were received after the end of consultation period.