

Dudley Pharmaceutical Needs Assessment

Supplementary Statement 2 (March 2024)

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Introduction

Dudley Health and Wellbeing Board's Pharmaceutical Needs Assessment (PNA) was originally published 26th September 2022. The first Supplementary Statement was issued on 1st September 2023. Since then, the following items have been identified as needing updating for correction, clarification or amendment. The principal source of information used to compile this Supplementary Statement has been the Pharmacy Market Administration Services, which are delivered through Primary Care Support England on behalf of NHS England by Capita. This updated information should be read in conjunction with the 2022 PNA and the first Supplementary Statement and reflects the position as of 31st January 2024.

Overview of recent NHS changes to pharmacy contracts

Since publishing the PNA, two new Advanced Services have been commissioned by NHS England/Improvement – **Lateral Flow Device Service** and **Pharmacy Contraception Service**. A third Advanced Service called **Pharmacy First** (not to be confused with the Minor Ailments Service commissioned by Black Country Integrated Care Board (ICB)) is being commissioned nationwide from 31st January 2024.

(1) Lateral Flow Device (LFD) Service

The Lateral flow device tests supply service for patients potentially eligible for COVID-19 treatments (LFD service) was commissioned as an Advanced Service from November 2023.

The NHS offers COVID-19 antiviral treatment to people with COVID-19 whose pre-existing medical condition places them at increased risk of becoming seriously ill. Prior to the introduction of this service, rapid lateral flow device (LFD) tests were available to order by these patients on GOV.UK or by calling NHS 119. These kits were then delivered directly to the patient's home.

From 6th November 2023, LFD tests have no longer been available via GOV.UK or via NHS 119. LFD tests still need to be available and easily accessible to people who are potentially eligible for COVID-19 treatments through routine NHS access routes. Although access to LFD tests may be supplemented by other pathways (e.g. through anticipatory or specialist care), community pharmacy is well placed within the local community to provide local and rapid access for patients.

The objective of this service is to offer eligible at-risk patients access to LFD tests to enable testing at home for COVID-19, following symptoms of infection. In line with some of the recommended treatments' product licences, a positive LFD test result informs a clinical assessment to determine whether the patient is suitable for and will benefit from NICE recommended COVID-19 community-based treatments.

Further information about this service is available online¹.

At the time of writing, activity data for this service is unavailable at place level for individual pharmacy contractors (latest available data is October 2023 and the service was commissioned in November 2023), so we cannot make any assessment on the impact of this change on our PCNs and our local population. It is recognised that access to this service is desirable to support health protection and we conclude that all community pharmacies support access to this service across Dudley. Once at least six months' worth of data becomes available, the impact of this service and access for our population can be considered within a future supplementary statement.

(2) Pharmacy Contraception Service (PCS)

The Pharmacy Contraception Service (PCS) was initially commissioned in April 23 for the ongoing supply of the oral progestogen only pill (POP), Desogestrel 75micrograms daily. From December 2023, this has been extended to initiation of POP as well. Supply of the POP via this service is legally made possible through use of a patient group direction (PGD) to implement supply.

Strategically, this service supports the primary care access and recovery plan for general practice as well as the Women's Health Strategy for England² which identified that community pharmacy can provide increased access to contraception choice for females.

The objectives of the service are to:

- Provide a model for community pharmacy teams to initiate provision of oral contraception (OC), and to continue the provision of OC supplies initiated in primary care (including general practice and pharmacies) or sexual health clinics and equivalent. Both initiation and ongoing supply will be undertaken using PGDs to support the review and supply process; and
- Establish an integrated pathway between existing services and community pharmacies that provides people with greater choice and access when considering continuing their current form of OC.

¹ <https://cpe.org.uk/national-pharmacy-services/advanced-services/lfd-service/>

² <https://www.gov.uk/government/publications/womens-health-strategy-for-england>

The service aims to provide:

- People with greater choice from where they can access contraception services;
- Extra capacity in primary care and sexual health clinics (or equivalent) to support meeting the demand for more complex assessments.

Further information about this service is available online³.

At the time of writing, being a relatively new service, both the details of pharmacies in Dudley that are accredited to deliver and service activity levels are not known. It is recognised that women have access to contraception through other local providers (e.g. sexual health clinics, GP practices, private online services and purchase direct through community pharmacy as “Pharmacy only” medicines), we conclude that this service is desirable for our population as it creates additional access and choice and helps to create capacity for general practice to manage more complex clinical care.

We further conclude that the commissioner (Black Country ICB, through delegated function from NHS England/Improvement) should work with PCNs, DIHC pharmacy team and Community Pharmacy Dudley (formerly Dudley Local Pharmaceutical Committee) to ensure mobilisation of these services is delivered in a consistent and harmonised manner that supports seamless care for the service user. Clear pathways of communication will be required by community pharmacy and general practices to ensure it is a sustainable service for our population and delivers the proposed outcomes. We further conclude to support integration and efficient patient referral from General practice to community pharmacy (and *vice versa*), the commissioner should commit financial resource to developing a digital platform that ensures safeguards and appropriate referrals by non-clinical members of the general practice team (in today’s general practice these are referred to as “care navigators”).

Once data is available for a minimum of six months, this can be analysed and access for our population considered within a future supplementary statement.

(3) Pharmacy First Service

The Pharmacy First service commenced on 31st January 2024 where the required IT systems were in place. It recognises the vast amount of healthcare advice that community pharmacies provide to the public every day and establishes pharmacy as the first port of call for healthcare advice.

This new service involves pharmacists providing advice and NHS-funded treatment, where clinically appropriate, for seven common conditions:

- sinusitis
- sore throat
- acute otitis media
- infected insect bite
- impetigo
- shingles
- uncomplicated urinary tract infections in women

³ <https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-contraception-service/>

Consultations for these seven clinical pathways can be provided to patients presenting to the pharmacy as well as those referred by NHS 111, general practices and others. The service also incorporates the existing elements of the Community Pharmacist Consultation Service, *i.e.* minor illness consultations with a pharmacist and the supply of urgent medicines and appliances, following a referral from NHS 111, general practices and other authorised healthcare providers (*i.e.* patients are not able to present to the pharmacy without a referral).

During a consultation with a pharmacist, people with symptoms suggestive of the seven conditions will be provided with advice and will be supplied, where clinically necessary, with a prescription-only treatment under a PGD or an over-the-counter medicine (supplied under a clinical protocol) at NHS expense.

Further information about this service is available online⁴.

Although this is a new national advanced service, several of the common conditions were described in our 2022 PNA under the heading of Tier 1 and Tier 2 Extended Care Services which from a contractual viewpoint was considered a local enhanced service. Through development of this new service nationally, it secures much needed commitment to funding long term for community pharmacy which is commendable.

As this is also a new service at the time of writing, we cannot offer any conclusions about access for our population. However, this service supplements existing providers (especially GP practices) and we conclude that this is a desirable service which all community pharmacies should sign up to support across Dudley to release capacity in over-stretched general practices. This service is aligned to support the Black Country Primary Care Access and Recovery Plan.

We further conclude that the commissioner (Black Country ICB, through delegated function from NHS England/Improvement) should work with PCNs, the DIHC pharmacy team and Community Pharmacy Dudley (formerly Dudley Local Pharmaceutical Committee) to ensure mobilisation of these services is delivered in a consistent and harmonised manner that supports seamless care for our population. Similar to PCS as discussed above, clear pathways of communication will be required by community pharmacy and general practices to ensure it is a sustainable service for our population. We further conclude that to support integration and efficient patient referral from general practice to community pharmacy (and *vice versa*), the commissioner should commit financial resource to developing a digital platform that ensures safeguards and appropriate referrals by non-clinical members of the general practice team (in today's general practice these are referred to as "*care navigators*"). Local evidence from implementation of CPCS service within Dudley has demonstrated that an IT solution that refers patients from general practice (via the clinical system EMIS Web) to community pharmacy has greatly supported uptake of this service.

Once sufficient data for activity by Dudley pharmacy contractors is available, we will review local access and comment further in a future supplementary statement.

⁴<https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-first-service/>

Pharmacy openings

No new pharmacies in Dudley have opened since the cut-off date for the previous supplementary statement.

Pharmacy closures

No existing pharmacies in Dudley have closed since the cut-off date for the previous supplementary statement.

Pharmacy relocations

No pharmacies in Dudley have relocated since the cut-off date for the previous supplementary statement.

Changes in opening hours

No pharmacies in Dudley have changed their total opening hours since the cut-off date for the previous supplementary statement.

Ownership and/or trading change

Lloyds Pharmacy at Wychbury Medical Centre, 121 Oakfield Road, Wollescote DY9 9DS (reference 35 in table and map). This pharmacy is now operated by LP SD Thirty Eight Limited. The pharmaceutical service provision and operating hours remain unchanged.

Lloyds Pharmacy Ltd at St Margaret's Well Surgery, 2 Quarry Lane, Halesowen B63 4WD (reference 36 in table and map). This pharmacy has changed ownership and is now operated by Opal Pharmacy Limited, trading as Hasbury Pharmacy. The pharmaceutical service provision and operating hours remain unchanged.

Murrays Healthcare at 5-6 Halesowen Road, Halesowen B62 9AA (reference 45 in table and map). This pharmacy has changed ownership and is now operated by Chestnut Healthcare Ltd, trading as Peak Pharmacy. The pharmaceutical service provision and operating hours remain unchanged.

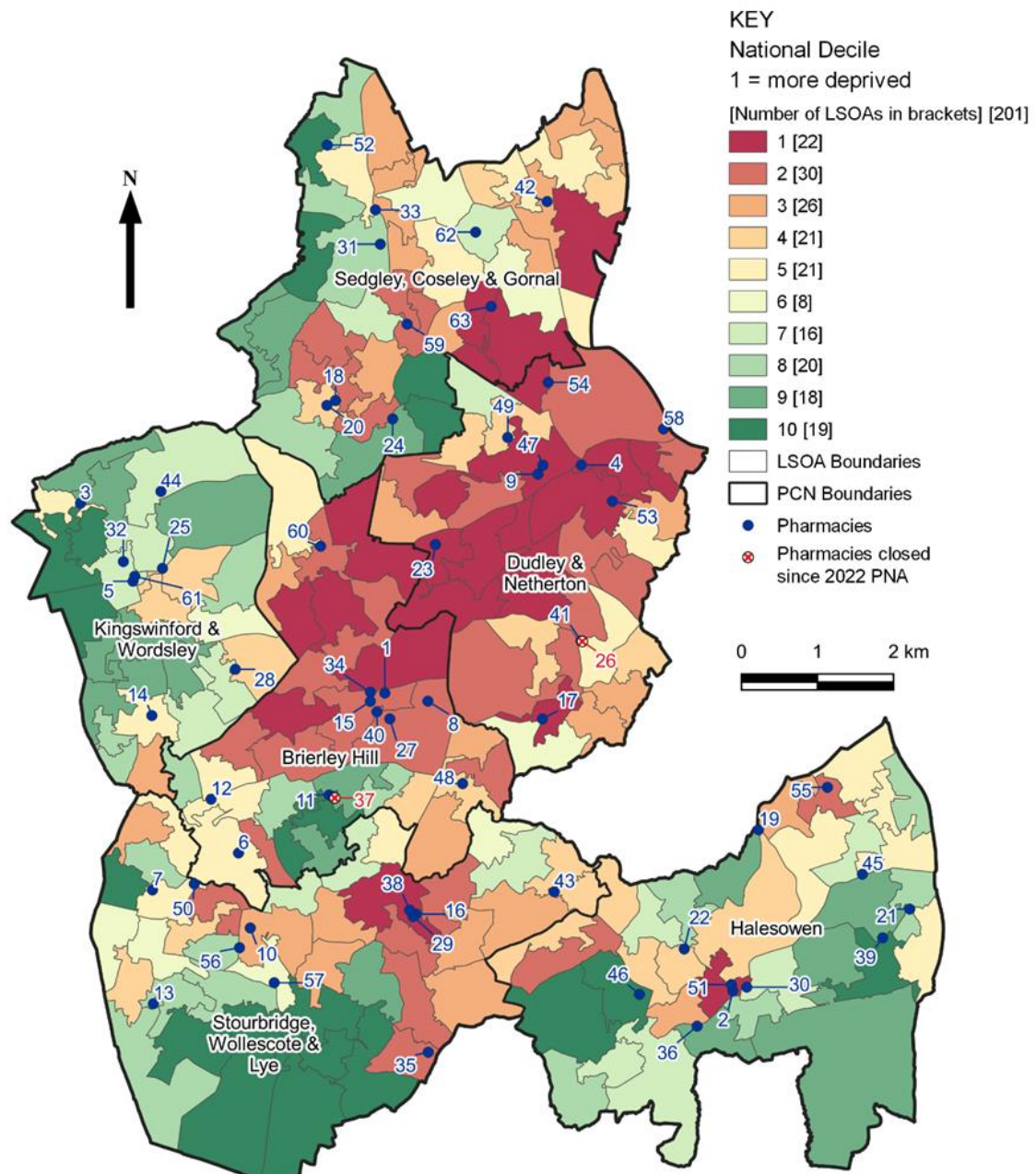
Northway Pharmacy, 6 Alderwood Precinct, The Northway, Sedgley, Dudley DY3 3QY (reference 52 in table and map). This pharmacy has changed ownership and is now operated by Bestway National Chemists Ltd, trading as Well. The pharmaceutical service provision and operating hours remain unchanged.

Dispharma Chemist at 5 Bean Road, Dudley DY2 8TH (reference 53 in table and map). This pharmacy has changed ownership and is now operated by Jeevan Pharma Ltd. The pharmaceutical service provision and operating hours remain unchanged.

Norchem Healthcare Limited, 4 The Arcade, Upper Gornal, Dudley, West Midlands, DY3 2DA (reference 59 in table and map). This pharmacy has changed ownership and is now operated by Bestway National Chemists Ltd, trading as Well. The pharmaceutical service provision and operating hours remain unchanged.

Conclusion

Overall, it is concluded these changes will not impact pharmaceutical services access for our population in Dudley. The new Advanced Services are welcomed and will provide additional access for our population as well as supporting our general practices to liberate capacity aligned to the primary care access and recovery plan.



Source: ODS DataPoint, NHS Digital / LLPG, Dudley MBC / Indices of Deprivation 2019, MHCLG
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Appendix 1: Key to pharmacy locations, summary of changes and map

ID	Pharmacy	Address	Postcode	PCN
1	Asda Pharmacy	PEARSON STREET, BRIERLEY HILL	DY5 3BJ	BH
2	Asda Pharmacy	THE CORNBOW SHOPPING CTR, QUEENSWAY MALL, HALESOWEN	B63 4AB	H
3	Boots	14 ALBION PARADE, WALL HEATH	DY6 0NP	KW
4	Boots	25-26 MARKET PLACE, DUDLEY	DY1 1PJ	DN
5	Boots	16-18 MARKET STREET, KINGSWINFORD	DY6 9JR	KW
6	Boots	STOURBRIDGE HTH & SCC, JOHN CORBETT DRIVE, AMBLECOTE	DY8 4HZ	BH
7	Boots	141 BRIDGNORTH ROAD, WOLLASTON	DY8 3NX	SWL
8	Boots	UNIT3, MERRY HILL CENTRE, BRIERLEY HILL	DY5 1QT	BH
9	Steppingstone Pharmacy	STEPPING STONES MED CTR, STAFFORD STREET, DUDLEY	DY1 1RT	DN
10	Boots	5 RYEMARKET, STOURBRIDGE	DY8 1HJ	SWL
11	Withymoor Pharmacy	OFF SQUIRES COURT, WITHYMOOR VILLAGE, BRIERLEY HILL	DY5 3RJ	BH
12	Brettell Lane Pharmacy	108B BRETTELL LANE, STOURBRIDGE	DY8 4BS	BH
13	Broadway Pharmacy	95 THE BROADWAY, NORTON, STOURBRIDGE	DY8 3HX	SWL
14	County Pharmacy Ltd	15 WORDSLEY GREEN CENTRE, WORDSLEY	DY8 5PD	KW
15	Day Night Pharmacy	20 ALBION STREET, BRIERLEY HILL	DY5 3EE	BH
16	Day Night Pharmacy	45 HIGH STREET, LYE	DY9 8LQ	SWL
17	Dudley Wood Pharmacy	2 BUSH ROAD, DUDLEY	DY2 0BH	DN
18	Eggington JT Ltd	ABBEY ROAD, LOWER GORNAL	DY3 2PG	SCG
19	Evergreen Pharmacy	161 COOMBS ROAD, HALESOWEN	B62 8AF	H
20	Gornal Wood Pharmacy	18 ABBEY ROAD, GORNAL WOOD	DY3 2PG	SCG
21	Grange Pharmacy	8 HOWLEY GRANGE ROAD, HALESOWEN	B62 0HN	H
22	Hawne Chemist	177 STOURBRIDGE ROAD, HALESOWEN	B63 3UD	H
23	Holly Hall Pharmacy	178 STOURBRIDGE ROAD, HOLLY HALL, DUDLEY	DY1 2ER	DN
24	Jhoots Pharmacy	100A MILKING BANK, DUDLEY	DY1 2TY	SCG
25	Jhoots Pharmacy	468 HIGH STREET, KINGSWINFORD	DY6 8AW	KW
26	[now closed]			
27	Jhoots Pharmacy	BRIERLEY HILL H & S C C, VENTURE WAY, BRIERLEY HILL	DY5 1RG	BH
28	Lad Chemist	30 MADELEY ROAD, HIGH ACRES, KINGSWINFORD	DY6 8PF	KW
29	Lymes Pharmacy	173A HIGH STREET, LYE	DY9 8LN	SWL
30	Halesowen Pharmacy	11 PECKINGHAM STREET, HALESOWEN	B63 3AW	H
31	Lloyds Pharmacy	175 THE RIDGEWAY, SEDGLEY	DY3 3UH	SCG
32	Lloyds Pharmacy	MOSS GROVE SURGERY, 15 MOSS GROVE, KINGSWINFORD	DY6 9HS	KW
33	Sedgley Pharmacy	24-28 DUDLEY STREET, SEDGLEY	DY3 1SB	SCG
34	Lloyds Pharmacy	204 TALBOT STREET, BRIERLEY HILL	DY5 3DS	BH
35	Lloyds Pharmacy (Change in operator)	WYCHBURY MEDICAL CTR, 121 OAKFIELD ROAD, STOURBRIDGE	DY9 9DS	SWL

ID	Pharmacy	Address	Postcode	PCN
36	Hasbury Pharmacy (Change in ownership)	ST MARGARETS WELL SURGERY, 2 QUARRY LANE, HALESOWEN	B63 4WD	H
37	[now closed]			
38	Lye Pharmacy	37 HIGH STREET, LYE	DY9 8LF	SWL
39	Manor Pharmacy	12 MANOR LANE, HALESOWEN	B62 8PY	H
40	McArdle I Ltd	92 HIGH STREET, BRIERLEY HILL	DY5 3AP	BH
41	Milan Chemist	137 HALESOWEN ROAD, NETHERTON	DY2 9PY	DN
42	Millard & Bullock	UNIT 2, JOSIAH HOUSE, CASTLE STREET, COSELEY	WV14 9DD	SCG
43	Modi Pharmacy	118 COLLEY GATE, HALESOWEN	B63 2BU	SWL
44	Morrisons Pharmacy	CHARTERFIELD SHOPPING CTR, STALLINGS LANE, KINGSWINFORD	DY6 7SH	KW
45	Murrays Pharmacy (Change in ownership)	5&6 HALESOWEN ROAD, HALESOWEN	B62 9AA	H
46	Murrays Pharmacy	33 THORNHILL ROAD, HALESOWEN	B63 1AU	H
47	Murrays Pharmacy	CROSS STREET HEALTH CTR, CROSS STREET, DUDLEY	DY1 1RN	DN
48	Murrays Pharmacy	37-38 HIGH STREET, QUARRY BANK, BRIERLEY HILL	DY5 2AA	BH
49	Murrays Pharmacy	ST JAMES MEDICAL PRACTICE, MALTHOUSE DRIVE, DUDLEY	DY1 2BY	DN
50	Murrays Pharmacy	LION MEDICAL CTR, 2 LOWNDES ROAD, STOURBRIDGE	DY8 3SS	SWL
51	Murrays Pharmacy	57 QUEENSWAY, THE CORNBOW SHOPPING CTR, HALESOWEN	B63 4AG	H
52	Well (Change in ownership)	6 ALDERWOOD PRECINCT, THE NORTHWAY, SEDGLEY	DY3 3QY	SCG
53	Pharmaco Dudley Limited (Change in ownership)	5 BEAN ROAD, DUDLEY	DY2 8TH	DN
54	Priory Community Pharmacy	95-97 PRIORY ROAD, DUDLEY	DY1 4EH	DN
55	Rajja Chemist	5 CLEMENT ROAD, HALESOWEN	B62 9LR	H
56	Stourbridge Pharmacy	35 WORCESTER STREET, STOURBRIDGE	DY8 1AT	SWL
57	Swinford Pharmacy	90 HAGLEY ROAD, STOURBRIDGE	DY8 1QU	SWL
58	Tesco Pharmacy	TESCO SUPERSTORE, BIRMINGHAM NEW ROAD, DUDLEY	DY1 4RP	DN
59	Well (Change in ownership)	4 THE ARCADE, UPPER GORNAL	DY3 2DA	SCG
60	The Pharmacy Galleria	96 HIGH STREET, PENSNETT	DY5 4ED	BH
61	Village Pharmacy	9-11 MARKET STREET, KINGSWINFORD	DY6 9JS	KW
62	Woodsetton Pharmacy	41 BOURNE STREET, DUDLEY	DY3 1AF	SCG
63	Wrens Nest Pharmacy	100 MAPLE GREEN, DUDLEY	DY1 3QZ	SCG

Primary Care Network (PCN) key

BH = Brierley Hill

DN = Dudley and Netherton

H = Halesowen

KW = Kingswinford and Wordsley

SCG = Sedgley, Coseley and Gornal

SWL = Stourbridge, Wollescote and Lye