

# **York Pharmaceutical Needs Assessment**

2018 -2021

**Produced by York Health and Wellbeing Board**

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## Executive Summary

Pharmaceutical Needs Assessments are the responsibility of the York Health and Wellbeing Board, and consider whether pharmacies in York are in the right places and delivering the right services to meet the health needs of York residents. The population of York is growing and ageing, which is projected to increase the demand on health services, including community pharmacy services. It is important that the community pharmacy services have sufficient capacity to grow with this demand.

Pharmacy services appear to be well spread across the main population centres of York, although the more central locations are better served than the outer villages. As housing developments change the residential picture of York, the need for community pharmacies should be reviewed. At present all of the York population live within a moderate driving distance of a pharmacy.

Overall, the range of services appears to meet the needs of residents, although public knowledge of some of these services is low. Broadly, the feedback from the public is that the services they used were easy to access and meeting their needs. There are opportunities to build on this, in particular, improvements in the lifestyle advice on offer for people with long term health conditions, and the availability of compliance aids and medicine deliveries for those who require them. There is also scope to improve the opportunities of residents to offer feedback on their experiences through an independent feedback route. Finally, both pharmacists and health and social care providers in York recognise that there are opportunities to build on existing partnerships to make it easier for people to access the services they need.

Community pharmacies are an increasingly important part of the response to non-urgent health needs in the UK. In York, as elsewhere, a large proportion of the population use a pharmacy within the year, but many of these people only use pharmacies for prescription or over-the-counter medications. In York, as elsewhere, there is scope to further encourage people to adopt the 'Pharmacy First' model of health care.

## Section 1: Community Pharmacies

### The role of community pharmacies

Some services that community pharmacies provide are 'essential services'. These are a core part of the pharmacy contract. NHS England is responsible for ensuring that all pharmacies deliver all of the essential services as specified. Others are 'advanced services' which pharmacies may provide only when they meet additional requirements in order to deliver these further services. Finally, there are locally commissioned services which are commissioned in response to local need, and in consideration of the services which are available elsewhere in the local area. Further information about all of the services mentioned in this section may be found at [www.psn.org.uk](http://www.psn.org.uk)

Essential services include:

- Dispensing medicines and appliances
- Repeat dispensing (Repeat prescriptions)
- Disposal of unwanted medicines
- Public health (promotion of healthy lifestyles)
- Signposting
- Support for self-care

Advanced services include:

- Medicines Use Review service
  - It is thought that 25%-50% of medications are not taken as directed, and 15% of people take few if any doses. This can lead to further prescriptions, tests, and poorer health outcomes. The MRU service aims to improve patient understanding and adherence through accredited pharmacists conducting structured adherence-centred reviews with patients on multiple medications.
  - The national evaluation of the NMS<sup>1</sup> found that the service is well received by patients and increases adherence to new medicines at 10 weeks by approximately 10% making it an important intervention.
- New Medicines Service
  - The service is for people with long term health conditions who have been newly prescribed a medication. The aim is to improve medicine adherence and engagement with their condition. In turn this should reduce wastage and improve health outcomes.
- Appliance Use Review Service and Stoma Customisation Service

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<sup>1</sup> [www.nmsevaluation.org.uk](http://www.nmsevaluation.org.uk)

- AURs can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. AURs should improve the patient's knowledge and use of any specified appliance.
- Flu vaccination service
  - Between September and March adults in higher risk groups are able to have a flu vaccination in their pharmacy, this is available without appointment in many locations across York. The aim of this service is to free up GP nurse appointment slots and to make the service more readily accessible.
- New Urgent Medicine Supply Advanced Service
  - Up to 30% of all calls to NHS 111 services on a Saturday are for urgent requests for repeat medication. This can block GP out of hours appointments, disrupt the usual repeat prescribing and dispensing cycle, and increase the potential for medicines waste.
  - The service is commissioned from December 2016 to March 2018, and is intended to reduce demand on out of hours and hospital services.

#### Locally commissioned (enhanced) services

The 2015-2018 pharmaceutical needs assessment report discussed a number of community pharmacy services commissioned by City of York Council in response to the local need at that time. This section offers an updated description of these services.

#### **Drug and Alcohol Services:**

At the time of publishing the previous PNA (March 2015), both the 'needle and syringe exchange program' and the 'supervised consumption program' delivered by community pharmacies were commissioned by City of York Council. As of 1<sup>st</sup> September 2017, these services are no longer commissioned directly by CYC. Instead they are part of a larger drugs and alcohol contract. There have been no changes to the service delivered in community pharmacies as a result of this change to the contract. This is correct at the time of writing, October 2017.

#### **Stop Smoking Service:**

This is now delivered by CYC through the YorWellbeing Service. The YorWellbeing service accepts both self-referrals and referrals from medical professionals. It offers a 6 to 8 week program of group sessions, as well as a small number of individual sessions. Medication is not funded for the majority of people, but they are encouraged to purchase it alongside receiving behavioural change support through the group sessions. There is only one pharmacy in York which provides this prescription medication. However, pregnant women and those eligible for hardship funding are provided with medication; this is available from

six pharmacies in York. Pharmacies are paid a fixed dispensing fee for each of these prescriptions. This is correct at the time of writing, October 2017.

### **Emergency Hormonal Contraception:**

City of York Council commissions an Integrated Sexual health Service from York Hospital NHS Foundation Trust. This is called YorSexualHealth. YorSexualHealth provides a free, confidential, sexual health service to everyone.

Emergency Hormonal Contraception (EHC) is available, free of charge from a variety of outlets across York:

- YorSexualHealth Clinics based at Monkgate Health Centre, Acomb (Front Street Surgery) and Wenlock Terrace Surgery.
- York University and York College (term time only)
- From any GP practice (even if the person is not registered with that practice)
- From the GP Out Of Hours services
- From the Urgent Care Centre at York Hospital.

Additionally, pharmacists in York sell emergency hormonal contraception for £20-£30.

### **National vision for the future of community pharmacy**

With the addition of new enhanced services for pharmacies, the role of pharmacies is expanding and developing. The *Community Pharmacy Forward View*<sup>2</sup> by the Pharmaceutical Services Negotiating Committee describes their view for three key roles for the community pharmacy of the future:

1. *As the facilitator of personalised care for people with long term health conditions* - community pharmacy teams should be integral to supporting and empowering people and their carers to manage their own health. Community pharmacists and their teams should work in partnership across the wider health and care system, within the new care models that are emerging across the country.
2. *As the trusted, convenient first port of call for episodic healthcare advice and treatment* - the habit of using or signposting to 'pharmacy first' for non-emergency episodic care, should be ingrained in patient, public and professional behaviours. To facilitate this, systems that enable seamless triage to and referral from community

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<sup>2</sup> Community Pharmacy Forward View. PSNC, Pharmacy Voice. August 2016.

<http://psnc.org.uk/services-commissioning/community-pharmacy-forward-view/>

pharmacy should be included in all local urgent care pathways and in the NHS 111 service.

3. *As the neighbourhood health and wellbeing hub* - All pharmacies should operate as neighbourhood health and wellbeing centres, providing the 'go-to' location for support, advice and resources on staying well and independent. Building on the HLP model, the safe and efficient supply of medicines managed by pharmacist-led teams will remain at the core of this community pharmacy offer, but will be recognised as one component of a broader set of resources and services available within these health and wellbeing centres. Seen as a local community resource and trusted source of information and advice, pharmacy teams should have great connections with other organisations that support health, wellbeing and independence – ranging across local community groups, charities, places of worship, leisure and library facilities, social care, education, employment, housing and welfare services – and will be able to refer and signpost people to them. Some pharmacies should host outreach or drop in facilities for these partner organisations, and pharmacy team members will be routinely involved in any community-based health and wellbeing activities they organise.



## Section 2: Pharmaceutical Needs Assessment

The Pharmaceutical Needs Assessment (PNA) is a statutory duty of the Health and Wellbeing Board.

The purpose of the PNA is to consider the current and future need for pharmaceutical services in an area, and to describe to what extent the current pharmaceutical services meet that need. To do this it will consider the demography of the area, and the differing needs across different localities or population groups. It will also consider whether the public has sufficient choice in accessing pharmaceutical services, the effect of provision provided by neighbouring areas, the affect of other NHS services, and finally whether the provision of further pharmaceutical services would secure improvements or better access to pharmaceutical services.

In order to achieve this, a PNA is required to include the following statements.

- A statement of the pharmaceutical services provided that are necessary to meet needs in the area.
- A statement of the pharmaceutical services that have been identified by the health and wellbeing board that are needed in the an area, and are not provided (gaps in provision)
- A statement of other services that are provided, which are not needed, but which have secured improvements or better access to pharmaceutical services in the area
- A statement of services that the health and wellbeing board had identified as not being provided, but which would, if they were provided, secure improvements or better assess to pharmaceutical services in the area.
- A statement of other NHS services provided by a local authority, the NHS commissioning board (NHS England), a clinical commissioning group (CCG) or an NHS Trust, which affect the need for pharmaceutical services.
- An explanation of how the pharmaceutical needs assessment, including the consultation, has been carried out
- A map of providers of pharmaceutical services

The PNA is required to consider the following range of pharmaceutical services:

- Essential services – core services which every community pharmacy must provide, as specified in their NHS terms of contract
- Advanced services – further services which accredited pharmacies may provide
- Enhanced services – services which are locally commissioned by NHS England

## Governance

Each Health and Wellbeing Board has a legal responsibility to produce a pharmaceutical needs assessment. To deliver the PNA, City of York Council and North Yorkshire County Council decided to work in collaboration to develop this PNA. This has been done previously and has worked well. This is because North Yorkshire County Council (NYCC) shares a significant geographical boarder and a clinical commissioning group with City of York Council; and the NYCC PNA has the same lifetime expiry as that in York.

Despite this collaboration both local authorities produced separate needs assessment reports for their respective Health and Wellbeing Boards.

## Purpose

The document is used as the framework for commissioning pharmacy services in an area.

When a person, typically a pharmacist, wants to provide a new pharmaceutical service they are require to apply to the NHS, this is commonly known as the NHS market entry system. In that application the individual must demonstrate they are able to meet a pharmaceutical need set out in the local areas PNA.

Additionally, the PNA may identify a health need which is not currently being met through the pharmaceutical services available in that area. NHS England may use this information to commission additional pharmaceutical services in the area, however there is not a specific requirement on NHS England to respond to this need.

## Timeframe

The Health and Wellbeing Board is required to produce a PNA every three years. This is to ensure the content of the report reflects the true state of pharmaceutical services available in the area. In addition, the health and wellbeing board are required to publish any changes to the pharmaceutical services available every quarter. If the health and wellbeing board are made aware of any significant changes to the pharmaceutical services available to residents, they may consider reviewing the document earlier than three years.

This pharmaceutical needs assessment is valid from March 2018 to March 2021.

## Process of conducting the PNA

As discussed earlier in this section the health and wellbeing boards of York and North Yorkshire decided to work collaboratively in the development of their respective PNAs. A

joint multiagency steering group was established to manage the production of the PNA. The membership of the joint PNA steering group and the declarations of interests may be found in appendix 1.

The multiagency steering group met four times between March and September 2017. Additionally, working groups were established by the steering group to produce specific elements of work between the steering group meetings.

The steering group were keen to emphasise the importance of consulting with stakeholders. There were two parts of engagement and consultation in the production of the PNA.

### **Part 1 – Engagement with the public, pharmacists, health and social care providers and strategic partners**

Engagement with the public and key stakeholders was an important part of development this needs assessment. Engagement with the public and stakeholders took place through June and July 2017 (eight weeks) through the form of a survey. Four versions of the survey were produced; one for the public, one for pharmacists, one for health and social care providers, and one for strategic commissioners.

The intention was that the four surveys were adapted to meet the view point of the audience. All the questionnaires aimed to do three things.

- 1) Understand how the pharmaceutical services are being used in York
- 2) Listen to perspectives on the strengths and issues of the way the current pharmaceutical provision is arranged in York
- 3) Learn about plans and opportunities to develop or change the pharmaceutical services available in York.

The questions used in each questionnaire may be found in the appendix 2a-2d.

#### **Public**

The public were invited to share their views about pharmacies over eight weeks. This was promoted on social media, the city of York Council consultation webpages, and sent to the York talk about citizens' panel, posters advertising the survey were also sent to pharmacies and GP practices in York. Additionally, the survey was sent to organisations that represent people who might use pharmacies differently to the general population; university students, carers including young carers, older people, mothers of young children, people in recovery from drug or alcohol addiction, people with physical and sensory disabilities, and people with learning disabilities. This is to encourage people with different perspectives to give their views on pharmacies in York.

Additional information about students views their health and health services in York was taken from the [2017 York Student Health Needs Assessment](#) . The findings from this needs assessment were considered with discussing whether the current community pharmacy services were meeting the needs of the population.

#### Pharmacies

Pharmacies were contacted directly on three occasions both by the public health team at CYC and by the LPC for York and North Yorkshire.

#### Health and Social Care Providers

Health and social care providers were taken to include GPs, service managers and providers for a range of adult social care services, drug and alcohol recovery services, sexual health services, children's centres, departments at York hospital, and a range of voluntary and community sector organisations. These organisations and services were contacted individually, as well as being able to access the survey on the CYC consultations webpage.

#### Strategic partners

Strategic partners were taken to include, bodies, departments, and organisations that are responsible for commissioning health services or providing strategic direction for the city. Again, direct contact was made with these organisations, as well as general access to the survey being available on the CYC consultations webpage.

## **Part 2 – Consultation on the draft report**

Consultation on the draft report is an important and necessary step in developing a pharmaceutical needs assessment. The legislation and best practice guidance specify that this consultation period must last for 60 days in order to allow all interested parties a reasonable opportunity to respond.

In York, the consultation period ran through November and December 2017.

The draft report was made public on the City of York Council consultation website. The organisations represented on the PNA steering group were invited to share this web link and promote the draft report on their own websites also.

The NHS (pharmaceutical and local pharmaceutical services regulation) 2013 specifies that as part of the 60 day consultation, the health and wellbeing board must consult with the following organisations;

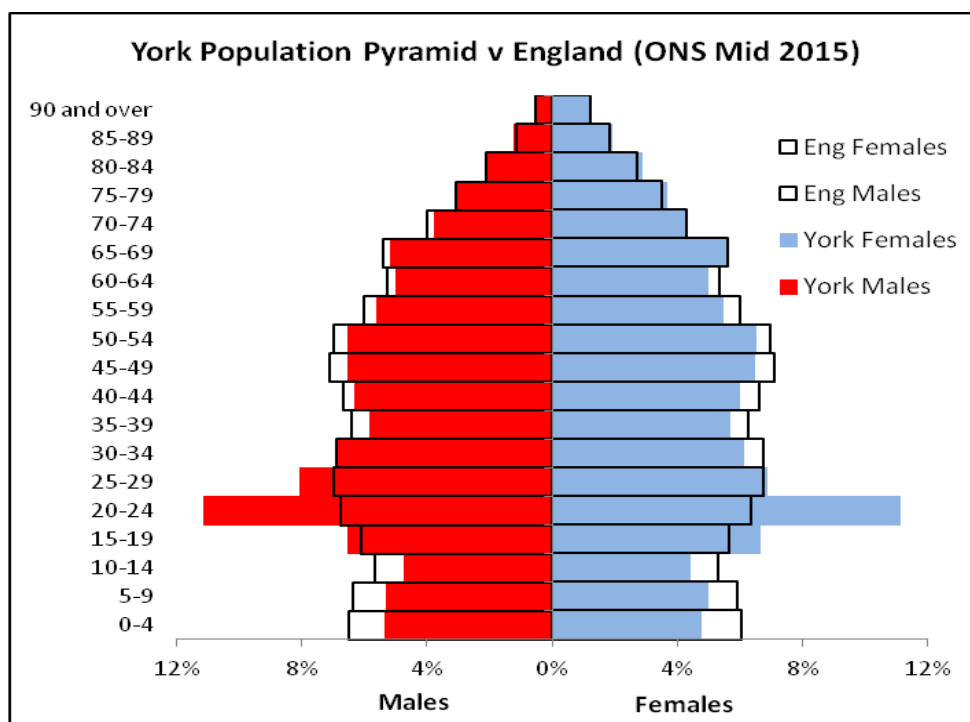
- The local pharmaceutical committee (Community Pharmacy North Yorkshire)
- The local medical committee (YorLMC)
- Registered pharmacists in the area (contacted via CPNY)

- Dispensing doctors in the area (contacted via YorLMC)
- Any local pharmaceutical service chemist whom the NHSCB has arranged to provide local services (contacted via CPNY)
- Local Healthwatch organisations for the area (Healthwatch York)
- Any NHS trusts or NHS foundation trusts for the area (York Teaching Hospital NHS Foundation Trust)
- The NHS commissioning board (Vale of York CCG)
- Any neighbouring health and wellbeing boards (North Yorkshire and East Riding)

Each of these organisations were contacted directly about the consultation on the draft report, and encouraged to respond. Additionally, to allow the public and any wider organisations to respond, the consultation period was promoted through social media. A list of the questions asked as part of this formal consultation period, and the organisations that responded can be found in appendix 5a-5b.

### Section 3: York's population

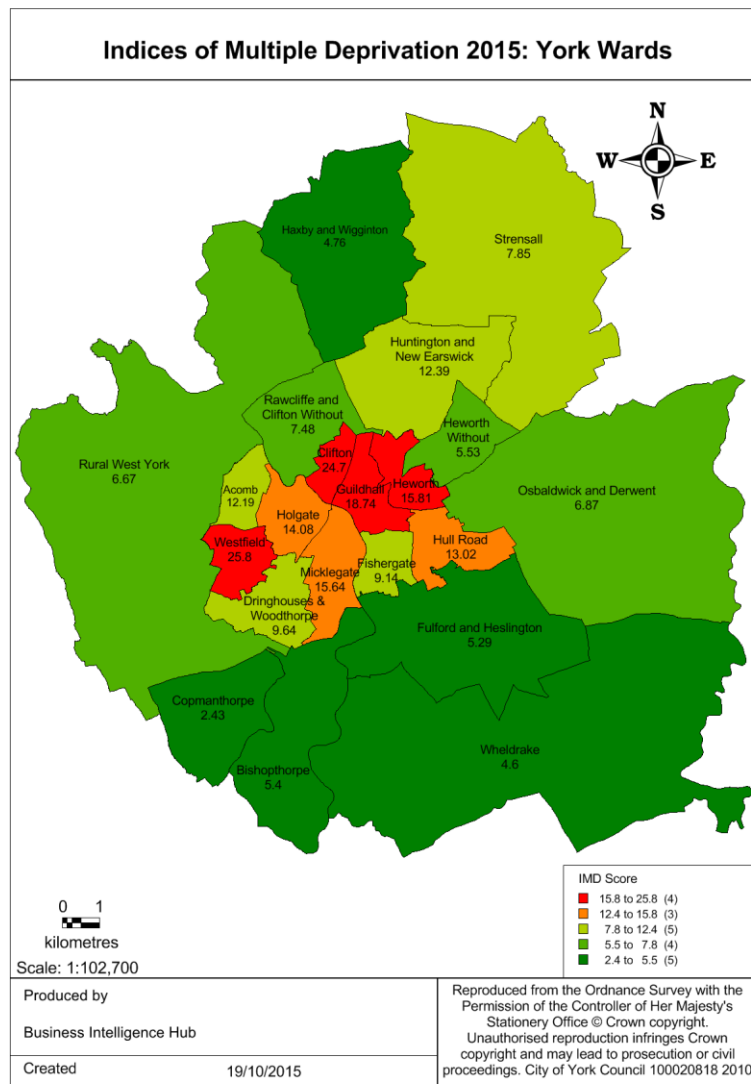
The total population of York is 207,000. The image below shows the population of York in comparison to England. It is possible to see that York has a higher proportion of people aged 18-24 compared with the England average, this is reflective of the two universities in the city. It is also possible to see that York has a smaller proportion of primary and secondary school aged children, and slightly fewer adults of working age than England. The proportion of adults of retirement age, in particular older adults is very similar to the England average.



The 2015 Indices of Multiple Deprivation (IMD) show that overall York is the 17th least deprived local authority in England out of the 152 areas. This shows that overall York has a low level of deprivation.

Despite this, some residents of York do however live in areas which are relatively deprived. A total of 7,888 people in York live in lower super output areas (LSOAs) which are in the most deprived 20% of LSOAs in England. This represents 3.9% of the population. This is a relatively low proportion compared with the regional and national averages (28.1% and 20.2% respectively).

The map below shows the range of deprivation amongst the wards in York. It is possible to see that the majority of York's deprivation is concentrated in the smaller, more densely populated wards towards the centre of the city. As this is where the majority of community pharmacies are situated, residents in these areas should have good access to pharmacy services.



## Current health needs of people in York

This section offers a summary of the health of residents who live in York. This includes the prevalence of some long term health conditions, and a discussion of the impact of this on community pharmacy services in York. This information is taken from the 2015-2016 data release on 'Fingertips – public health outcomes framework' and represents the most up to date figures currently available for York, at the time of publishing.

Generally, adults in York have fewer long term health conditions than adults elsewhere in the country. This means that the demands for pharmacy services, for example to dispense medication, to offer advice, or to review medication is less than other parts of the country. Among adults of all ages in York, 12% have high blood pressure, 3% have heart disease, 3% have diabetes, and 9% have either anxiety or depression. These are examples of common long term health conditions that might mean a person uses their community pharmacy regularly.

In 2016-2017, an average of 142,500 prescriptions were filled each month by pharmacies in York. This included an average of 276,500 separate items each month. If each prescription within a given month was for a separate person, then this would account 70% of the York population. However, it is estimated that around 10% of prescriptions are given to someone who has already received a prescription that month; therefore a more accurate figure would be between 62% of the York population.

## **Travel to pharmacies**

### **Walking**

Approximately 31,000 people in York live more than a 15 minute walk from their nearest pharmacy. Predominantly, these are people who live in the rural villages on the outskirts of York, where that rural village does not have a pharmacy of its own. In particular, this includes Rufforth, Skelton, Shipton Strensall, and Wheldrake. The people who live in these outlying villages and villages like them tend to have lower levels of deprivation (measured by the areas IMD score, 2015) and tend to include a larger number of older working age adults, and older adults than the general York population. Additionally, a sizeable proportion of students live more than 15 minutes walk from a pharmacy, particularly those on the Heslington West Campus. The nearest pharmacy for many campus students is in the Badger Hill part of York.

### **Public transport**

The majority of York residential areas are covered by a good bus route. A good bus route is particularly important for residents who live more than a 15 minute walk from their nearest pharmacy, such as those identified above. The bus route frequency varies for these villages and outlying areas. For example, Heslington and Strensall are serviced with a regular bus service throughout the week. Whereas, Rufforth, Wheldrake and Skelton have a good bus service during week days but very limited or no services during weekends and evenings. Other areas, such as Shipton and Acater Malbis have very infrequent or no bus services. . This means that residents in these areas, and some of the other small outlying hamlets will



need to rely on cars, family and friends, or community transport options to get to pharmacies and other health services.

#### Driving time

None of York's residents live more than a 10 minute drive from their nearest pharmacy. The data for this section about pharmacy location and walking and driving distances to pharmacies is taken from the SHAPE ATLAS tool, accessed 28/07/2016.

### Needs of a specific ward or population group

#### Seasonal demand

York receives an estimated 6.9 million visitors each year, in particular during school holidays and Christmas. A small number will require medical attention whilst in York some of this will be as a result of forgotten or lost medications. There is a small but noticeable rise in the number of prescriptions dispensed in December (Christmas), March (Easter), and July (Summer); on average there are 8,700 additional prescriptions filled in these three months than in the remaining nine (140,300 vs. 149,000). However, it is not possible to identify what proportion of this rise is accounted for by additional tourism to the city.

Pharmacies which are part of the 'urgent medication supply advanced scheme' can meet this additional demand. This means that pharmacies can alleviate the additional pressure which would otherwise fall to out of hours GP services or to the emergency care services in the hospital. This is an example of how community pharmacies can influence the level of demand for health services. More can be read about the scheme at <http://psnc.org.uk/services-commissioning/urgent-medicine-supply-service/>

#### Ward level disability or illness

Across all of York, 15.3% of residents are recorded as having 'limiting long term illness or disability'. These people are likely to have a greater need for community pharmacy services; for medicine dispensing, for medicines reviews, and for advice on how to manage their conditions. In some wards, there are a noticeably greater proportion of people with a 'limiting long term illness or disability'; this means that these wards are more likely to have a greater and more regular need for pharmacy services. The following wards have at relatively high proportion of people living with a limiting long term illness or disability.

- Osbaldwick and Derwent (17.5%)
- Bishopthorpe (17.6%),
- Heworth Without (18.3%),
- Westfield (18.8%),
- Huntington and New Earswick (21.1%),

The available data can not identify who experience ill health and disability in each ward. However, it is notable that four of the wards contain a significantly higher proportion of older adults than the rest of York, and the remaining ward (Westfield) has a high proportion of people who are receiving employment support allowances. This may give some indication as to the underlying reasons for ill health and disability in these wards.

The data used in this section is taken from the York Open data, specifically the ward profiles for Q4 2016-2017 (January – March 2017) The most recent open data ward profiles may be accessed here; <https://data.yorkopendata.org/dataset/york-ward-profiles-2016-17-q4>

### Employment in York

York has a very low unemployment rate, with the vast majority of adults in employment in York. However, quite a lot of the employment is lower paid and lower skilled work, often people are employed in industries that commonly use shift working patterns; such as hospitality, tourism, and service sectors.

For a population such as this, extended opening hours, including evenings and weekends provides an important degree of flexibility that makes community pharmacies more accessible.

### Projected health needs of people in York

This section offers a summary of the best estimates of changes to the population of York over the life course of the pharmaceutical needs assessment strategy. This includes the projected population size, the projected health of the population, and the impact for community pharmacy services. This information is taken from the three year POPPI and PANSI population predictions, which in turn are modelled using data published by ONS.

York, as elsewhere in the country has both a growing population and an aging population. In the three year duration of this needs assessment it is estimated that the population of York will grow by 3,800 people.

Separated by age, it is expected that there will be 700 more working age adults in York between 2018 and 2021. This is only a modest increase, and in fact some age groups are expected to reduce (18-24 years and 45-54 years) in this time frame. The growth is mainly expected in older working age adults (55-64 year olds). Indeed, the majority of the population growth in York is in older adults; it is expected that there will be 1,800 additional residents in York aged over 65 years; this includes 400 people who will be aged over 85 years. This shift towards significant increases in the older adult population with smaller growth or reduction in younger adults is what defines an 'aging population'.

As well as the numbers of people, it is possible to estimate something of the changing characteristics and health needs of York's population over the next three years.

Among York's working age adults (18-64) it is estimated that there will be a further 136 people with moderate physical disability, 63 additional people with a serious physical disability, 57 additional people with diabetes, 43 more people with a mental health condition, 27 more people with two or more mental health conditions, 20 additional people with drug dependencies, and 40 more people with alcohol dependencies. These figures demonstrate that although the number of working age people in the city is not expected to rise significantly, it is projected that there is a growing number of people with ongoing health conditions, many of whom will use pharmacies on a regular basis for dispensing and advice services.

Among York's older adults (65+) 99% of them are White British; this is not expected to change within the next three years. A good overall measure of health of older people is how much they find their daily activity is limited because of ill health. It is estimated that an additional 495 older adults will find their daily activity is limited 'a little' and that an additional 461 older adults will find their daily activity is limited 'a lot'. This information suggests that as well as there being more older adults in York, there will also be more older adults experiencing some kind of ill health, particularly long term health conditions. Therefore the demand on pharmacy's services may be expected to rise.

The proportion of people in York who find their daily activity is limited a little is currently about 25% and the proportion which find their daily activity is limited a lot is currently about 21%. Because the total number of older adults is increasing the actual number of people experiencing limitations to daily activity is projected to rise; by 495 and 461 people respectively. This makes it reasonable to suggest that York can expect more older people to be using pharmacies regularly to manage their ongoing health conditions.

### Housing Developments in York

The York Local Plan sets out the intention for housing and commercial developments in the city over the next 15 years. This includes a mix of smaller development sites, and larger sites with over 1,000 new homes planned. Some of these developments may result in an increased need for community pharmacy services in that part of York.

At the time of publication, it is not possible to clearly understand the timeframes for each of the building developments outlined in the York local plan. Therefore it is not possible to comment specially on the impact of the planned development on the pharmaceutical requirements of the population. As the local plan develops, additional information may be found at; [https://www.york.gov.uk/info/20051/planning\\_policy/632/the\\_local\\_plan](https://www.york.gov.uk/info/20051/planning_policy/632/the_local_plan) and this may be informative into the future.

## Section 4: Public and Stakeholder Views

This section relates to the views obtained in the public and stakeholder engagement. Full data outputs can be found in appendix 3a-3d

### Response rates

Response rates to this service were low to moderate across all four surveys, details are provided below.

### Public

In total 287 members of the public responded, representing considerably less than 1% of York's population. These figures are slightly higher than the engagement work in 2015, but follow the trend of low engagement despite advertising and promotion work. The people who completed the survey were substantially older than the average for York as a city; as a result, there was also an over representation of people who are retired, have long term health conditions, or who are carers for family or friends. Respondents also had worse self reported health than the general York population. This introduces some bias, which readers should be mindful of when using this study. However, it is also important to recognise that older adults with health complaints are also likely to be using a pharmacy on a frequent basis, and therefore may have a more informed opinion of pharmacy services in York. Additionally, there was an underrepresentation of black and ethnic minority groups, and of men among the survey respondents. Readers should also be mindful of the overall small response size when reading and interpreting the results presented in this study.

### Pharmacy

All pharmacies in York were encouraged to complete the survey. In total, 17 of the 45 pharmacies in the York area responded; this is a moderate level of response. There was a noticeable over-representation of independent pharmacies and smaller pharmacy groups in the survey data. This is thought to reflect that pharmacies which are part of national organisations may need to seek corporate approval before responding to a survey of this type. Because of the moderate response rates, some additional information was shared directly by the LPC to help inform this needs assessment.

### Health and social care providers

This survey was for all organisations that provide a health or social care service to residents of York; this included statutory, voluntary and for-profit organisations. This included various elements of adult social care, including departments that provided residential and domiciliary care and support for people with learning disabilities. Additionally, it included

specialist providers such as addiction recovery providers and sexual health service providers, and community and voluntary organisations which supported groups such as older people, and people with sensory impairment. It also encompassed clinical providers such as GP practices, the hospital, and mental health service providers, as well as allied health professionals including dentists and optometrists. Overall, response rates were better than expected for this group, 26 responses in total. However, it was uneven with some provider types being well represented (in particular GP practices and sexual health service providers) and others not (in particular other clinical and allied health professional organisations).

### Strategic partners

This included any organisations, or teams within organisations, who consider that they commission health, wellbeing, or social care related services in the city. Or offer strategic direction with regard to health, wellbeing, or social care in York. For example, this might include boards which do not have a commissioning budget but which still have a clear strategic role. Unfortunately, none of these partners were able to offer a response to the consultation survey. Whilst this may appear as a gap, a large number of strategic partners must be consulted on the draft as part of the 60 consultation period. Therefore, all of these partners will have a period to consider the draft report and provide considered commentary.

### The services pharmacies deliver:

Pharmacies were asked which of the advanced and enhanced services they offer. This is to better understand the range of available services in York.

Services that are most commonly reported as delivered by pharmacies in York

- Medicines review service (16)
- Medicine packaging (16)
- Delivery of medication (16)
- Electronic prescriptions (16)
- Repeat prescription services (16)
- Medicines disposal (16)
- Flu vaccination (14)
- Substance misuse services (14)

Services that are least commonly reported as delivered by pharmacies in York

- NHS Health Checks (0)
- Fall prevention service (0)
- Alcohol screening and brief advice (0)
- Sharps box disposal (1)

- Needle and syringe exchange (2)
- Chlamydia testing (2)

The number of pharmacies who reported delivering a range of other services may be found in the full data in the appendices at the end of this report.

Additionally, information shared from NHS England primary care contracts management identified the number of pharmacies who are currently delivering the new urgent medicines supply advanced service. As of October 2017 this was nine pharmacies. However, NHS England indicates that they expect take up of this service among pharmacies to rise in the coming years.

### Pharmacy opening hours

Pharmacy opening hours were recorded using data taken from the NHS Choices website (which is populated by pharmacies themselves). There are five '100 hour pharmacies' in York. These pharmacies offer significantly extended opening hours in York, both in the evenings and weekends. Additionally, some pharmacies offer some element of extended opening hours beyond the standard week day opening. In particular; 34 pharmacies open on Saturdays, 12 pharmacies open on Sundays, and 9 pharmacies open in weekday evenings beyond 6pm.

In the survey, pharmacies were also asked about any intention to change their opening hours. One pharmacy is intending to close as part of a merge, one is intending to end its weekend service, and three were intending to increase their evening and weekend opening hours. The remaining 10 were not planning any changes to their opening hours.

Pharmacies also identified that opening hours are important to people, and that the public would like their pharmacy to have extended hours. Of the 17 pharmacies who responded, 5 were '100 hour pharmacies'.

### The services the public use

Some questions were asked in the survey to understand which services are most often used by the public, and how often people tended to use pharmacy services.

According to the public engagement survey, the most commonly used additional or enhanced services in pharmacies in York are:

- Repeat prescriptions (66%)

- Advice on minor conditions (49%)
- Disposal of medicines (48%)
- Electronic prescriptions (40%)
- Advise on or review of medicines (32%)
- Flu vaccination (21%)

When asked about the frequency of pharmacy use; 51% of people used their pharmacies for prescriptions at least monthly, 24% used it less than twice a year.

When asked who they typically use the pharmacy for, 54% said they used the pharmacy for themselves only. 39% used the pharmacy for themselves and others and the remaining 7% used the pharmacy for other people only. Some people used pharmacies on behalf of others because of disability, mobility or health issues, though work commitments and transport were also factors.

### Public opinion on pharmacy location

The public were also asked about accessibility of their pharmacy. Among those who completed the survey overall people reported good travel time. Virtually everyone ( 98%) were able to get to their usual pharmacy within 30 minutes, and 68% were able to get to their usual pharmacy within 10 minutes.

### What the public know about pharmacy services in York

National literature suggests that there is relatively low public awareness of the services pharmacies can offer. In particular there is relatively low public awareness of services beyond medication dispensing. It is important for the pharmaceutical needs assessment to consider 'knowledge gaps' as well as 'service gaps'; if the public is not broadly aware of a service then it will not be used to its fullest extent. To understand the level of public awareness in York, the public were asked if they had used or knew about 21 separate services that pharmacies could offer.

The services with the highest combined usage or public awareness rates were:

- Repeat prescription services (93%);
- Advice on minor conditions (93%);
- Disposal of medicines (86%)
- Stop smoking advice/medication (83%).

In contrast, services with the lowest levels of public awareness were:

- NHS healthy start vitamins/vouchers (59%)

- Falls prevention service (59%)
- Chlamydia testing (45%)
- NHS health checks (44%)

Additionally, a small number of people said they would use the following services if they were available; NHS health checks, advice or screening for long term health conditions, sharps box disposal, and flu vaccinations. Interestingly, some of these services (flu vaccinations, advice on conditions, and sharps box disposal) are already currently available in pharmacies in York; this suggests public perception is relatively low, and may be because of lack of clear and sustained advertising in pharmacies.

These questions included services which are not currently available in York through pharmacies. This was done to understand opportunities for growth of pharmacy services in York. Broadly, the pharmacy services with low levels of public awareness in York are the services which are not routinely offered by York pharmacists. For example, health checks and stop smoking support are offered through City of York Council.

#### Health and social care provider's opinion

Health and social care providers were asked a similar set of questions about the services they knew were available in pharmacies in York, and their perception of the sufficiency of these services.

These services were most commonly rated as 'available and sufficient to meet need'

- Repeat prescriptions (69%)
- Disposal of medications (56%)
- Advice on medications (53%)
- Electronic prescription service (50%)
- Flu vaccinations (47%)

These services were most commonly rated as 'available but not sufficient to meet need'

- Chlamydia testing (25%)
- Packaging of medication (25%)
- Delivery of medications (25%)

These services were most commonly rated as 'not available and not needed'

- Falls prevention service (19%)
- Flu vaccination (20%)

These services were most commonly rated as 'not available, but needed to meet need'



- Emergency hormonal contraception (37%)
- Brief alcohol advice (33%)
- Sharps box disposal (31%)
- Stop smoking advice (23%)
- Falls prevention service (19%)

Finally, these services were most commonly rated as 'don't know'

- NHS healthy start vitamins and vouchers (81%)
- Appliance reviews (70%)
- Needle and syringe exchange (62%)

As well as asking about knowledge and use of services, the public and stakeholder organisations were asked for their opinion of the community pharmacy services in York.

Health and social care providers rated from 1-10 to what extent they felt current pharmaceutical services were meeting the needs of people they work with. The most common score was 8/10, with a weighted average of 6/10. This indicates a reasonable level of satisfaction with pharmacy services in York. This question was only answered by 17 health and social care providers, and so should be interpreted with caution. A small number of health and social care professionals raised issues around access to medications and in particular access to 'medication compliance aids' as stakeholders report they are not provided by all pharmacies.

### Public opinion

When asked to answer 'yes' or 'no', 97% of the public said that overall they were happy with the services their usual pharmacy provided. This suggests that overall there is a high level of satisfaction with pharmacy services in York. Additionally, people were asked to detail the things they particularly liked or disliked about their pharmacy; the most popular answers are listed at the top of the list.

Things the public particularly liked:

- Friendly staff
- Pharmacy is local
- Pharmacy convenient or easy to access
- Opening hours are long or convenient
- Pharmacy provides a personal service and staff know their customers

Things the public particularly disliked:

- Opening times (weekends/ bank holidays / evenings)
- Lack of parking

- The cost of prescriptions

Opening hours were the only item to appear on both lists as a point of satisfaction and dissatisfaction. This indicates that opening hours are important to people, and are an important element of quality of service. Only 1% of people said their pharmacy was not open when they needed it. 99% said their pharmacy was open when they needed it at least 'most of the time'. Additionally, comments from residents living in the rural parts of York indicates that a local pharmacy was important.

#### Opportunities for feedback:

Even though the majority of the public are satisfied with the pharmacy services they receive, it is important that pharmacies have a robust customer feedback route in place. Pharmacies were asked which routes were routinely advertised in their pharmacy;

- Own policy (15)
- Healthwatch York (2)
- Care quality commission (1)
- NHS England (1)
- GP patient participation group (1)
- No response given (3)

#### Opportunities to develop:

To understand how the community pharmacy environment may change in the coming years, pharmacies were asked to report if there were any service which they had plans to begin delivering within the next 12 months. Not all pharmacies responded to this, but the most commonly mentioned planned services were;

- Alcohol brief advice and screening (5)
- Travel related health advice (4)
- Stop smoking advice or medication (4)
- Chlamydia testing (4)
- Sharps box disposal (4)
- Fall prevention service (4)
- NHS health checks (4)

Further information on may be found in the appendices.

Additionally, about 11 pharmacies left a comment about the additional services they would be willing to deliver, but did not at present have plans to deliver. Most frequently mentioned were:

- a minor ailments scheme (5 pharmacies)
- sharps box disposal (4)
- emergency contraception (3)
- smoking cessation services (2)

Additionally, both resident and health professionals spoke about the value of pharmacies more readily promoting lifestyle and behaviour change advice. It was highlighted that this would be particularly helpful for people managing, or wanting to prevent, long term conditions such as type two diabetes, Alzheimer's disease, or mental health conditions. This is in keeping with the principles of Healthy Living Pharmacies.

Pharmacies perceived that the main barrier to delivering these services was the lack of commissioned opportunities by the Vale of York CCG and City of York Council, including the withdrawal of previously commissioned services. One pharmacy also cited reluctance for the public to pay for some services such as smoking cessation products and emergency contraception. There was also a concern raised about housebound patients who can not access pharmacy services.

Health and social care providers were asked to think about opportunities for pharmacy development, and any development plans their services had that might impact on pharmacies in York. The majority of the comments indicated that they would welcome more general partnership working, including better communication and more referrals from pharmacists. Specifically, stakeholders spoke about engineering closer links and referral pathways between the YorWellbeing health checks service, the falls prevention service, and community mental health teams. There were also comments indicating they would welcome pharmacists to change specific elements of their service; most commonly this was emergency hormonal contraception, but also, more screening for conditions, improvements to dosset boxes and other compliance aids, and more frequent delivery intervals.

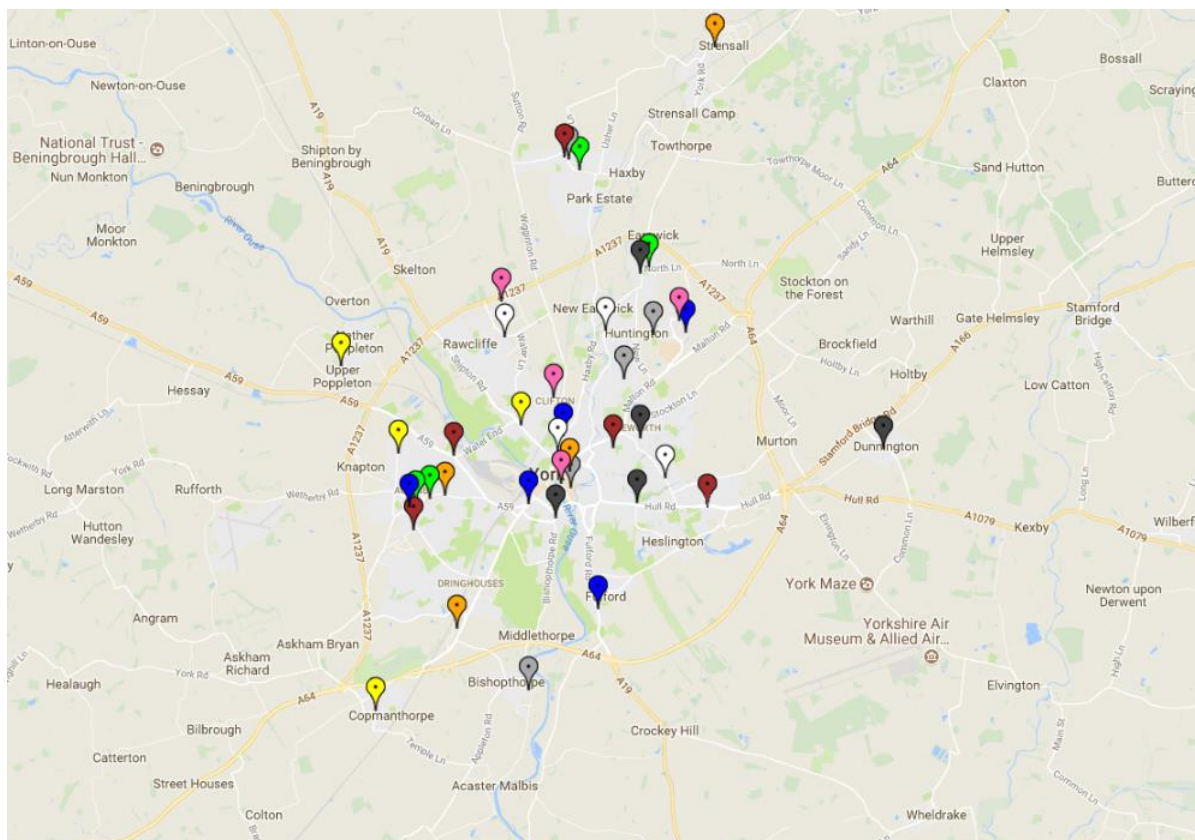
When asked about concerns about current or future pharmacy provision, health and social care providers offered a range of comments. This include; the role of small pharmacies, the particular needs of pharmacies in rural areas, increasing demand, pharmacies wanting to offer more services; location, space, and emergency contraception availability.

When asked about national and local plans that might impact on the need for pharmacy services in York, the majority of the comments identified that pharmacies are expecting to see funding cuts and a reduction in finances. Additionally, a perceived rise of internet pharmacies was mentioned in a small number of comments.

## Section 5: Assessment of need for Pharmaceutical Services in York

### Map of pharmaceutical service providers

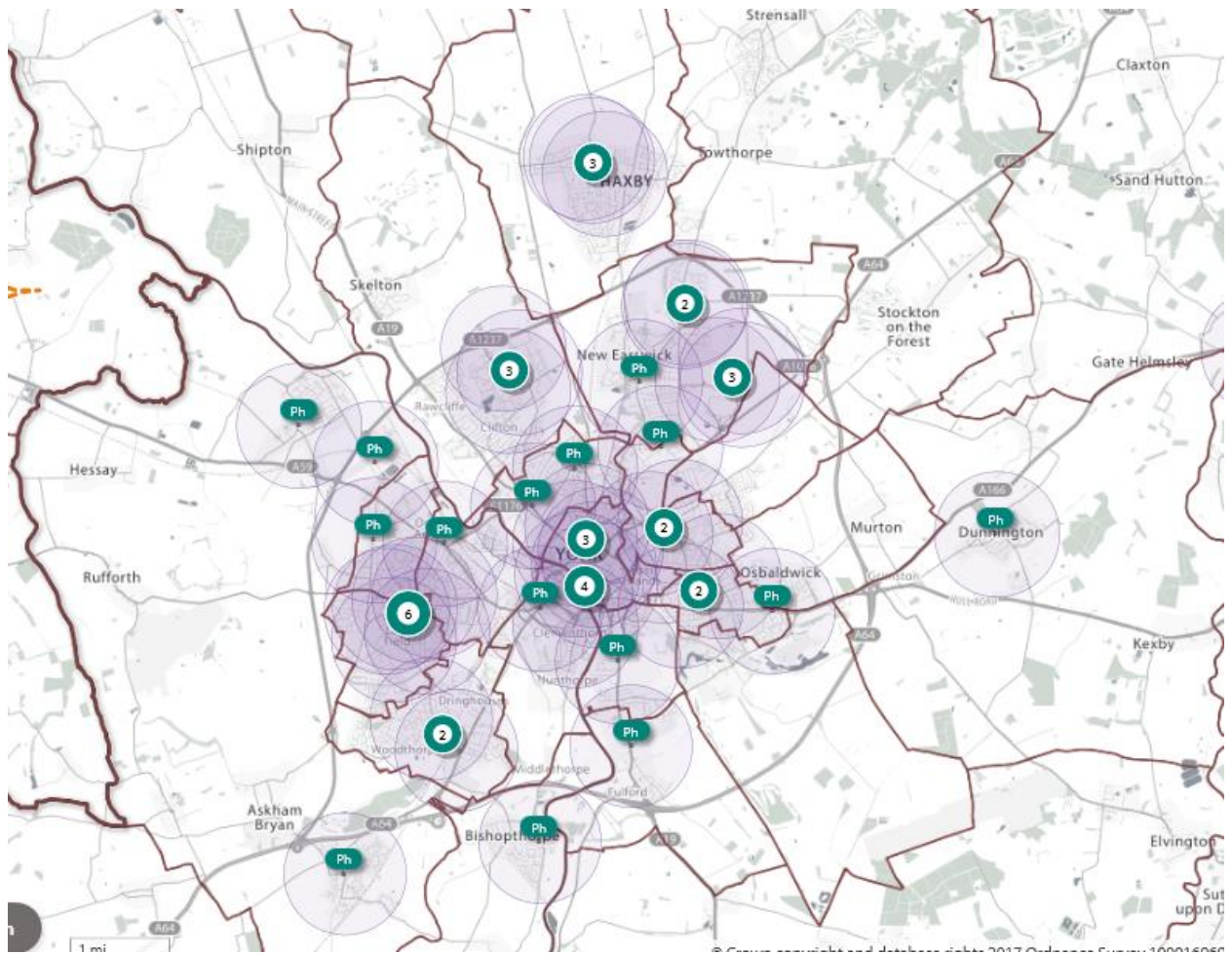
This section describes the location of current pharmaceutical service providers in York. This includes three maps; one with the location of the pharmacy, one with an indication of the population within 1km walking distance of the pharmacy, and finally one map showing the controlled and non-controlled areas of York.



**Figure 1** A map showing the location of community pharmacies in York.

The street addresses and opening times of the pharmacies may be found in appendix 4. Not all pharmacies are open all the time, but although the coverage of pharmacy services in York on a Sunday is reduced, there coverage appears to be well placed. Of the 12 pharmacies with Sunday opening hours, four are in the town centre, three are at Monks Cross, one at Clifton, one at Askham Bar, one in Huntington, one in Haxby and Wiggington, and one in Acomb. This represents a reasonable spread across the main residential and retail locations in the city.

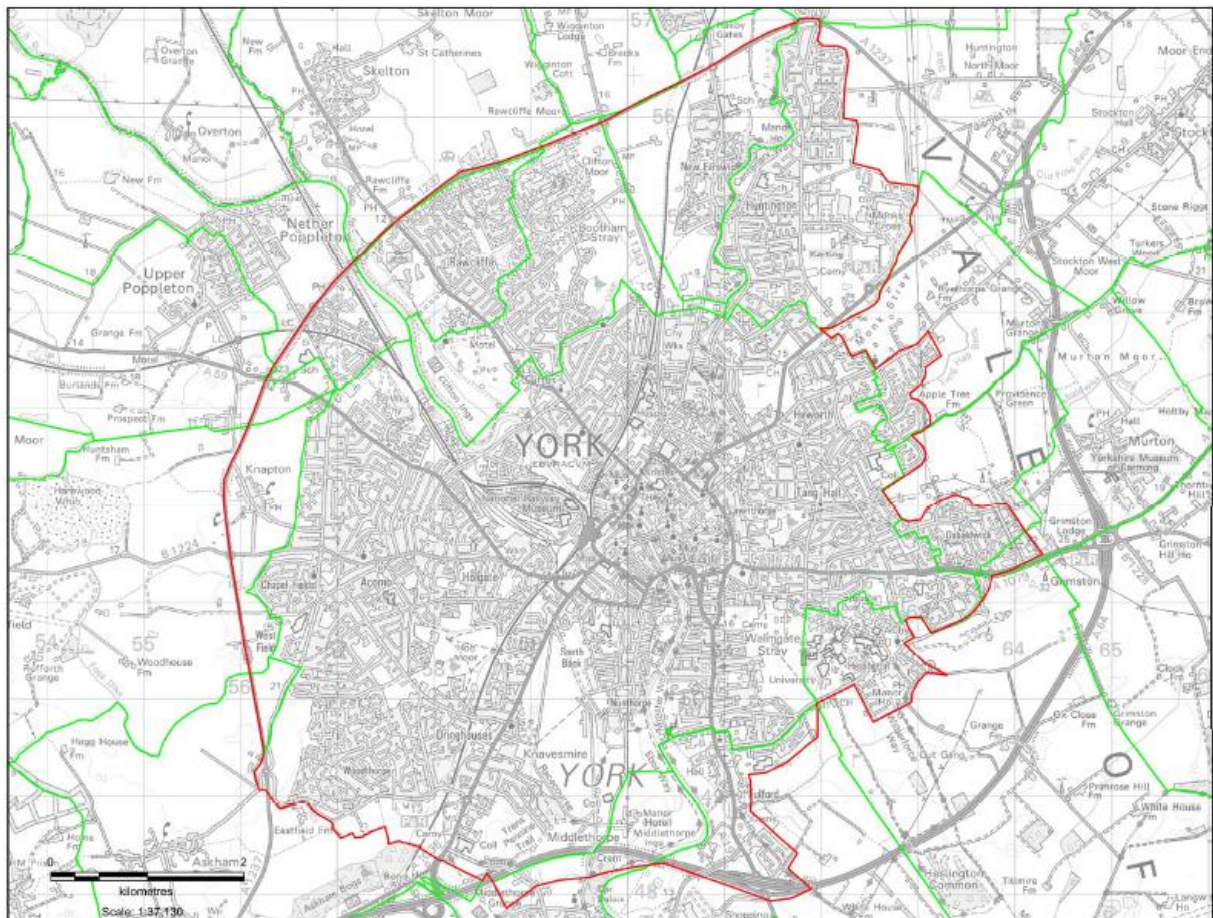
Indicative walking distance



**Figure 2:** A map showing the community pharmacies in York with an indication of the population living within 1km of that pharmacy.



## Controlled locality



**Figure 3** A map indicating the boundary of the non-controlled area of York (red line).

Patients who live in a controlled locality more than 1.6 km (1 mile) from any pharmacy have the choice of receiving dispensing from a pharmacy or from a dispensing GP, if one is available within their practice. As with many urban areas, none of the City of York is a controlled locality.

## Necessary pharmaceutical services

This section describes the pharmaceutical services provided which are necessary to meet needs of people living in York.

There is a clear and undisputed need for community pharmaceutical services in York. Some locally commissioned services may be considered necessary because the lack of alternative provision in York; for example the supervised consumption services offered as part of the drug and alcohol recovery service contract or the pharmacy which accepts private prescriptions for prescriptions-only smoking cessation aids.

Additionally, population projections for York identify the growing proportion of people with long term health conditions. It is anticipated this will produce a growing need for pharmaceutical services such as medicine use reviews and flu vaccinations to support people to manage these long term health conditions.

Overall, York is a fairly compact city and the majority of residents live within a good distance of at least one community pharmacy. However, some residents in York are dependent on the pharmacies in the more rural areas at the edge of the city. If these services were not maintained, it may significantly increase the travel times to pharmacies for some residents. This may particularly impact on older adults, as many of these more rural wards have an older age profile than York as a whole.

## Gaps in provision of pharmaceutical services

This section describes the pharmaceutical services that have been identified by the health and wellbeing board that are needed in York, and are not provided.

Overall there is a good level of pharmacy services in York. This includes good geographical coverage and an overall good level of public satisfaction.

The data collected as part of the public engagement for this report found that people are broadly satisfied with their pharmacies. However, it is still important that there are robust and independent processes for individuals to report complaints or concerns about the services they receive in pharmacies. The survey identified that only a small number of pharmacies in York report having an external comments and complaints procedure. In particular, no pharmacy reported promoting the Healthwatch York comments and complaints mechanism. The ultimate responsibility for monitoring issues and incidence falls with NHS England, although this is done slightly differently across the country. An agreed, standardised, and well advertised independent complaint procedure would add additional security to those using pharmacy services in York and across the region.

The survey identified that there are some potential gaps in public and stakeholder knowledge of the services offered by community pharmacies in York. In particular, there were knowledge gaps in the services offered beyond a pharmacies core contractual duties. This suggests that pharmaceutical services may still require regular promotion both for the public and for stakeholders. This is important to ensure that the available services are used to improve and protect health in primary care.

Student access to pharmacy services was identified as a potential gap in the 2015-2018 York PNA. Since this time, the University of York campus has expanded into the 'Heslington East' site. This has increased the number of students who live more than 15 minute walk from a community pharmacy, however there is a pharmacy in Badger Hill that is within a moderate walking distance for many students, and many of the student accommodation areas are well served by bus routes. Any pharmacy intendeding to primarally meet the needs of students should expect that the need for services will fluctuate throughout the year. Additionally, it was noted in the York Student Health Needs Assessment 2017, that student demands on the local GP practice for appointments were high. It is possible that a community pharmacy service in the area would alleviate some of this resource pressure. At this time, the students on this campus are supported by a regular bus route which allows them to access a choice of pharmacies nearer the centre of York.

#### Additional pharmaceutical services

This section describes the services that are provided, which are not needed, but which secure improvements or better access to pharmaceutical services in York.

Community pharmacy opening hours in York are sufficient to meet need, and several are open into the evening and weekends. This is reflected in the survey results which identified that most people can find a pharmacy open in the evening or at weekends. However, the survey also identified that people in York value extended opening hours, and value the better access that this provides. Therefore, any applications to reduce pharmacy opening hours in York should be considered carefully, with appreciation of the importance to the public in this matter.

In York there are a number of community pharmacies in short walking distance of each other, particularly in the city centre. This provides significant choice to people who visit the town centre, not only those who live nearby, but those who travel into the centre for work.



### Services which would secure improvement and better access

This section describes the services that are not currently being provided, but which would, if they were provided, secure improvements or better access to pharmaceutical services York.

There were a notable number of comments from pharmacies and health and social care providers that the provision of free emergency hormonal contraception through community pharmacies would secure a better quality of service for people living in York. It is important to note that this is freely available through general practice or specialist sexual health services in York without appointment.

There were a notable number of comments that pharmacies are well placed to promote other health and social care services in York. There was a willingness from pharmacists and health and social care providers to engage in more joint working and information sharing where this would protect or improve the health of residents.

### Affect of other NHS services

This section describes the other NHS services provided by a local authority, the NHS commissioning board (NHS England), a clinical commissioning group (CCG) or an NHS Trust, which affect the need for pharmaceutical services in York. This section talks about services or developments which are still in the early stages and are not always fully formed. As a result, it is not always possible to clearly describe exactly how such developments will impact on the need for community pharmacy provision.

#### City of York Council building development

The York local plan, developed by City of York Council, sets out the plan for new housing and commercial spaces in the city. This plan is expected to run for 15 years, more about the size and locations of these building projects can be found here<sup>3</sup>. Some projects, such as the significant housing development on the Terry's factory site are due to be finished within the lifecycle of this PNA. Additionally, the University of York 'Heslington East Campus is due to expand significantly within the life course of this PNA. The impact of these new residential sites may need to be taken into account as part of the emerging health needs of York residents.

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<sup>3</sup> York local plan, (2017) our city leaflet summary  
[https://www.york.gov.uk/downloads/file/14284/our\\_city\\_leaflet\\_2017](https://www.york.gov.uk/downloads/file/14284/our_city_leaflet_2017)

## NHS England commissioned services

NHS England is responsible for the direct commissioning of services outside the remit of clinical commissioning groups, namely primary care (medical, dental, eye health and pharmacy), public health, offender health, military and veteran health and specialised services. In addition some CCGs have fully delegated responsibility for the commissioning and contract management of primary medical care. The provision of pharmaceutical services would need to be considered when commissioning primary care services. In particular, there are plans from NHS England to deploy clinical pharmacists into GP practices to alleviate pressures within these practices.

## New GP surgeries

Within the life course of this needs assessment, a new GP practice is expected to be opened very close to the 'Heslington East Campus' of the University of York.

## Extended Access to General Practice

The NHS England General Practice Forward View published in April 2016 set out plans to enable CCGs to commission and fund additional capacity across England to ensure that, by 2020 everyone has improved access to GP services including sufficient routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out of hours and urgent care services. NHS England has committed to achieving 50% national coverage by March 2018 and 100% of the population by March 2019. Access can be made available at strategically placed hubs rather than at every GP Practice. As extended access models are developed commissioners will need to consider the availability of pharmaceutical services to support the service.

## Urgent and Emergency Care

NHS England wants to improve the urgent and emergency care (UEC) system so patients get the right care in the right place, whenever they need it. One element of the UEC system is the roll-out of standardised new Urgent Treatment Centres. By December 2019 patients and the public will be able to access urgent treatment centres that are open at least 12 hours a day, GP-led, staffed by GPs, nurses and other clinicians, with access to simple diagnostics, e.g. urinalysis, ECG and in some cases X-ray and be able to give a prescription when needed.

## Section 6: Overview of the pharmaceutical needs in York

This section gives consideration to the information detailed above, and it intended to summarise the views of the Health and Wellbeing Board in relation to the need for pharmaceutical services in York.

- 1) Overall, the quantity of community pharmacies in York is good and appears sufficient to broadly meet the health needs of residents in York. Overall, public satisfaction in community pharmacy services in York appears good. The data suggests that a large proportion of the adult population of York use a pharmacy at least once a month.
- 2) The population in York is growing and is getting older. Within the next three years it is that the population of York will include a greater number of people with long term health conditions, this will rise faster than the total number of people. Overall, this means that the population need for community pharmacies in York may be expected to increase.
- 3) There is a good geographic spread of pharmacies in York, with the majority of people being within reasonable travel distance of a pharmacy. There is good pharmacy coverage in the more deprived wards in York. This is partly because the more deprived wards of York tend to be the more urban wards nearer the city centre, where the majority of pharmacies are situated.
- 4) Some population groups have more limited access to pharmacies. This includes residents living in the rural areas on the edge of the city boundaries. If community pharmacy services were not maintained then travel time to the next available pharmacy would be significantly increased for some residents. Additionally, students living in the Heslington campuses were mentioned as a population with lower access to pharmacies in the 2015 PNA, since this time the number of students accommodated on these campuses has increased substantially. The health needs of students are discussed at length in the Student Health Needs Assessment 2017; including a discussion of the high use of primary care services, some of which may be alleviated through improved access to pharmacy services.
- 5) Opening times are important to people and are an important element of the overall accessibility of that pharmacy, at present there appear to be a sufficient number of pharmacies open during evenings and weekends, most people report they can find a pharmacy when they need one. York has a high rate of employment and an overrepresentation of employment sectors that use shift work rotas. This means reduced flexibility to access pharmacy services during the working day. Therefore, any applications to reduce pharmacy opening hours in York should be considered carefully, with appreciation of the importance to the public in this matter.

- 6) The residents of York currently have better health than their peers nationally, and are a well skilled and well educated group. This means that there will be opportunities greater self-care and self-monitoring of conditions, some of which may be facilitated by community pharmacies.
- 7) Pharmacy services providing advice on minor conditions and long term health conditions appears fairly well used in York (based on survey data). However, there also appeared to be some knowledge gaps among the public of these types of services. Pharmacies report some willingness to expand this element of this work further.
- 8) Health and social care professionals perceive some gaps in community pharmacy services, such as better provision of medicines packaging and delivery, emergency hormonal contraception, and targeted lifestyle advice. Pharmacies in York report some willingness to work more closely with health and social care professionals on several of these areas; and many are working towards healthy living pharmacy status. This may represent an opportunity for pharmacies to work in a targeted fashion to reduce pressures on primary care in York and to improve the health and wellbeing of residents in York.
- 9) There was little reported evidence that pharmacies routinely advertised an independent comments and complaints procedure to the public.

## Section 7: Reflections on conducting this Pharmaceutical Needs Assessment

Although pharmaceutical needs assessments must cover the same core elements, they are conducted differently by each local authority in the country. This final section includes some reflections on the approach of the steering group in producing this report. It is intended to be helpful to future steering groups, both in York and elsewhere in the country.

- Physical posters in GP practices and pharmacies were not effective at encouraging the public to engage in a long survey; social media posts and direct contact with interested groups was found to be significantly more effective in engaging the public.
- Pharmacies that are part of national groups were found to be less likely to respond to the survey. This should be taken into account in the engagement activities; potentially through direct contact with the national organisations.
- The LPC holds a substantial amount of information about the services currently being delivered in pharmacies. It may be easier to ask for this information directly from the LPC, and only ask pharmacies for opinion on the service and development opportunities.
- NHS Choices contains detailed information about opening times; this information is provided by the pharmacies themselves. This source would reduce the number of questions pharmacies are required to answer.
- The questions with 'yes' / 'no' answers did not produce results which were easy to interpret, as it was not detailed enough for people to give their full opinion. For example, most people reported 'yes' they were satisfied with the pharmacy services in York, but also many identified one or more issues with the pharmacy services.
- Organisations which commission services or provide strategic direction for the city did not respond to the engagement survey'. It is not immediately clear why this is. It may be better to focus on engaging with 'strategic partners' through the consultation on the draft PNA report only.

## Appendices

### Appendix 1: Steering group membership and declared interests

The steering group comprised of the following members. All members were given the opportunity to declare any conflicting interests at the beginning of each steering group meeting.

No interests were declared.

- City of York Council representation – both public health and business intelligence support
- North Yorkshire County Council – both public health and business intelligence support
- Local Medical Committee
- Local pharmaceutical committee
- Healthwatch York
- NHS England representation, primary care commissioning and medicines management

## Appendix 2a: Public Engagement Survey Questions

Where you live:

Postcode (text box)

Your Age - are you:

- Under 16
- 16-19
- 20-29
- 30-39
- 40-49
- 50-49
- 60-69
- 70-79
- 80-89
- 90 or over

Your Ethnicity – are you

- White British
- White Irish
- White Romany, Gypsy, Traveller
- White European
- Black or Black British (including African or Caribbean)
- Asian or Asian British
- Chinese or Chinese British
- Any other background
- Prefer not to say

Your Occupation – are you: (tick all that apply)

- School or college student
- University student
- Stay at home parent / homemaker
- Unable to work
- Employed
- Unemployed
- Serving in the military
- Retired

Your Gender – are you:

- Male
- Female
- Transgender
- Other
- I'd prefer not to say

Your Sexuality - are you

- Heterosexual/straight
- Gay or lesbian
- Bisexual
- Other
- I'd prefer not to say

### **Your Health**

Over the last 12 months, how would you say your health has been?

- Very good
- Good
- Fair
- Bad
- Very bad

Do you consider yourself to have a disability or have a long term health condition?

- Yes
- No
- Prefer not to say

Do you consider yourself to be a carer? (contributing to the care needs of a friend or relative)

- Yes
- No
- Prefer not to say



**Please tell us about pharmacies and pharmacy services where you live**

I have a choice about which pharmacy I use.

- Yes
- No

I can find a pharmacy open in the evening

- Yes
- No

I can find a pharmacy open on a Sunday or a Bank Holiday

- Yes
- No

Overall, the availability of pharmacies in my area is

- Very good
- Good
- Adequate
- Poor
- Very poor

Overall, the quality of pharmacies in my area is

- Very good
- Good
- Adequate
- Poor
- Very poor

Thinking about the services you use or might want to use at a pharmacy please answer the following questions. (tick all that apply)

- Advice on minor conditions (e.g. cough/colds, hayfever etc)
- Travel related health advice
- Advice/screening on long term conditions (e.g. diabetes, high blood pressure etc)
- Advice on or review of medicines (either new medicines, or medicines you use regularly)
- Advice on or review of appliances you use e.g. stoma bag

- Stop smoking advice or medication
- Alcohol screening and advice
- Disposal of medicines
- Repeat prescription ordering/collection
- Electronic prescription service
- Delivery of medication
- Medication packaging (e.g. weekly boxes)
- Needle and syringe exchange
- Sharps box disposal
- Flu vaccination
- Chlamydia testing
- Emergency contraception (morning after pill)
- NHS Health Checks
- NHS healthy start vitamins/vouchers
- Falls prevention service
- Substance-misuse services e.g. supervised consumption

Answer options:

1. I have used this service and I am satisfied with it
2. I have used this service and I am not satisfied with it
3. I know about this service but I don't use it
4. I didn't know a pharmacy could offer this service
5. I would like to use this service if it were available

Overall, are you happy with the services your usual pharmacy provides?

- Yes
- No

### **Thinking more specifically about the pharmacy you normally use**

What type of pharmacy is it? (please tick)

- One on the high street
- One in a supermarket
- One in a doctors surgery
- One on the internet
- Other

How long does it take you to get there?

- Up to 10 minutes
- 10 to 20 minutes
- 20 to 30 minutes

- Over 30 minutes

How often do you use it for medicines or prescriptions? (please tick)

- Every week
- Every month
- Every couple of months
- Once or twice a year
- Less often

Is the pharmacy open when you need it? (please tick)

- Yes
- Most of the time
- No

Who do you use the pharmacy on behalf of? (please tick all that apply)

- Myself
- My children
- An older relative
- Another family member
- A friend or neighbour
- Someone else

If you selected 'someone else' please give details here. (text box)

If you use the pharmacy on behalf of someone other than yourself, is there a reason why they're unable to use the pharmacy on their own? Please explain.

(text box)

Is there anything you particularly like about your pharmacy?

(text box)

If you are unhappy with your pharmacy please indicate why. *(please tick all that apply)*

Lack of parking	
Lack of public transport	
Lack of access to a pharmacist I trust	
Lack of access to a consultation in private	
Not in a convenient location	
Don't know what services they provide	
The pharmacist does not have the things that I need	
I'm a young carer and the pharmacist doesn't understand my role	
Difficult to get into the building/shop	
Opening times – daytime	
Opening times – evening	
Opening times – weekends/bank holidays	
Cost of prescriptions	
Pharmacist is difficult to understand	
Poor quality advice received	
Other	

Is there anything else you'd like to tell us about pharmacies in York?

(text box)

## Appendix 2b: Pharmacy Engagement Survey Questions

1. Pharmacy trading name (text box)

2. Pharmacy address

- Address 1
- Address 2
- Town/City
- Post Code

3. What is your pharmacy's ODS code?  
(text box)

4. Which local authority area is this pharmacy in?

- City of York Council
- North Yorkshire County Council

5. How many hours a week are you open for?  
(text box)

6. Are your opening hours likely to change in the next 12 months? Please briefly describe  
(text box)

7. Is this pharmacy entitled to Pharmacy Access Scheme payments?

- ☐ Yes
- ☐ No

8. Please describe the pharmacy's Healthy Living Pharmacies (HLP) status. (tick each one that applies)

- ☐ The pharmacy has achieved HLP status
- ☐ The pharmacy is currently working toward HLP status
- ☐ The pharmacy is not working toward HLP status
- ☐ The pharmacy is intending to work toward HLP in next 12 months

9. There is a consultation area that meets the criteria for the Medicines Use Review service?  
(please tick)

- ☐ No
  - ☐ Yes, with wheelchair access
  - ☐ Yes, without wheelchair access
  - ☐ Planned within the next 12 months
- Other (please specify)

(text box)

10. Is the consultation area in a closed room? (please tick)

- ☐ Yes
- ☐ No
- ☐ Does not apply

11. Are there hand-washing facilities? (please tick)

- ☐ Yes, in the consultation area
- ☐ Yes, close to the consultation area
- ☐ No

12. Are there toilet facilities in the pharmacy for the public to use?

- ☐ Yes
- ☐ No

13. Does your pharmacy have: (option responses: yes / no)

- Electronic Prescription Service Release 2 enabled
- NHSmail being used
- NHS summary Care Record enabled
- Up to date NHS Choice entry

15. Does the pharmacy offer the following advanced or enhanced services? (Please tick all that apply)

- Advice on minor conditions (e.g. cough/colds, hayfever etc)
- Travel related health advice
- Advice/screening on long term conditions (e.g. diabetes, high blood pressure etc)
- Advice on or review of medicines (either new medicines, or medicines you use regularly)
- Advice on or review of appliances you use e.g. stoma bag

- Stop smoking advice or medication
- Alcohol screening and advice
- Disposal of medicines
- Repeat prescription ordering/collection
- Electronic prescription service
- Delivery of medication
- Medication packaging (e.g. weekly boxes)
- Needle and syringe exchange
- Sharps box disposal
- Flu vaccination
- Chlamydia testing
- Emergency contraception (morning after pill)
- NHS Health Checks
- NHS healthy start vitamins/vouchers
- Falls prevention service
- Substance-misuse services e.g. supervised consumption

Answer options available (pharmacies were able to offer more than one answer)

- 1) Currently providing
- 2) Currently not providing
- 3) Planning to start providing in the next 12 months
- 4) Planning to stop providing in the next 12 months

16 Please provide brief details of any other service offered in your pharmacy which are not included on the above list

(text box)

17. Are you aware of any barriers which prevent some of your patients from accessing the services you currently deliver?

- ☐ Yes
- ☐ No

If yes, please explain

(text box)

18. Are there any other services or locally commissioned services which could be delivered in your pharmacy, which you believe would benefit the health of your patients?

- ☐ Yes
- ☐ No

If yes, please explain

(text box)

19. Are you aware of anything which prevents such services from being delivered in your pharmacy?

- ☐ Yes
- ☐ No

If yes, please explain

(text box)

20. Are you aware of any future national or local plans that may impact on the need for pharmacy services over the next four years?

- ☐ Yes
- ☐ No

If yes, please explain

(text box)

21. Is there anything else you'd like to tell us about pharmacy provision?

(text box)

22. Which of the following ways of providing feedback do you routinely advertise in your pharmacy?

- ☐ Own compliments, comments, and complaints policy (or similar)
- ☐ NHS England
- ☐ Care Quality Commission
- ☐ Local Healthwatch group
- ☐ GP practice patient participation groups



## Appendix 2c: Strategic Partners and Commissioners Survey Questions

1. Name of organisation

(text box)

2. Please briefly describe the role of your organisation

(text box)

3. In which area(s) do you operate?

- North Yorkshire only
- City of York only
- City of York and North Yorkshire

4. Are you aware of any instances of good practice in the local provision of pharmaceutical services that you would like to share?

(text box)

5. 6. 7. What is your organisation's perspective on the services being offered by pharmacies for the people your organisation supports? (tick all that apply)

- Advice on minor conditions (e.g. cough/colds, hayfever etc)
- Travel related health advice
- Advice/screening on long term conditions (e.g. diabetes, high blood pressure etc)
- Advice on or review of medicines (either new medicines, or medicines you use regularly)
- Advice on or review of appliances you use e.g. stoma bag
- Stop smoking advice or medication
- Alcohol screening and advice
- Disposal of medicines
- Repeat prescription ordering/collection
- Electronic prescription service
- Delivery of medication
- Medication packaging (e.g. weekly boxes)
- Needle and syringe exchange
- Sharps box disposal
- Flu vaccination
- Chlamydia testing
- Emergency contraception (morning after pill)
- NHS Health Checks
- NHS healthy start vitamins/vouchers
- Falls prevention service
- Substance-misuse services e.g. supervised consumption

Answer options for questions 5-7

- 1) Service is available and meeting need
- 2) Service is available but not sufficient to meet need
- 3) Service is not available not required
- 4) Service is not available but not required at this time
- 5) Don't know

8. Is there anything else you would like to say about your organisations perspective on the range of services being offered by pharmacies?  
(text box)

9. Are you aware that the public perceive any barriers in accessing pharmacy services (tick all that apply)

- ☐ Perceived lack of parking
  - ☐ Perception that poor quality advice received
  - ☐ Perceived lack of confidence in the pharmacist
  - ☐ Perceived lack of access to a private consultation
  - ☐ Perceived as inconvenient location
  - ☐ Clients don't know what services pharmacists provide
  - ☐ Clients perceive that the pharmacist does not have the things they need
  - ☐ Perception from young carers that the pharmacist doesn't understand their role
  - ☐ Perceived difficult to get into the building/shop
  - ☐ Perceived limited opening times - daytime
  - ☐ Perceived limited opening times - evening
  - ☐ Perceived limited opening times - weekends/bank holidays
  - ☐ Client concern about cost of prescriptions
  - ☐ Perception that the pharmacist is difficult to understand
  - ☐ Perceived lack of public transport links
- Other (please specify) (text box)

10. Are you aware of any barriers you face as a professional or organisation that prevents effective working or prevents you referring clients to pharmacies? Please explain  
(text box)

11. Are there any ways in which the role of pharmacies can be developed over the next four years to support your organisation/group and the communities you serve?

- Yes
- No
- Don't know

Please explain (text box)

12. Is your organisation/group developing plans that could impact on the need for pharmacy services over the next four years?

- Yes
- No
- Not applicable
- If yes, please give examples (text box)

13. Is your organisation/group planning to commission new services in pharmacies over the next four years?

- Yes
- No
- Not applicable
- If yes, please give examples (text box)

14. Do you have concerns about current and/or future pharmacy provision?

- Yes
- No
- If yes, please explain (text box)

15. To what extent do you think that the provision of pharmacy services currently meets the needs of the communities you work with? (10 = completely, 1 = not at all)

☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5   ☐ 6   ☐ 7   ☐ 8   ☐ 9   ☐ 10

16. Is there anything else you'd like to tell us about pharmacies?  
(text box)

## Appendix 2d: Health and Social Care Providers Survey Questions

1. Organisation Name (text box)

2. Type of organisation

- ☐ Sexual health service provider
- ☐ General practice
- ☐ Dental provider
- ☐ Adult social care provider
- ☐ Children's social care provider
- ☐ Domiciliary care
- ☐ Stop smoking service provider
- ☐ Optician
- ☐ Mental health provider
- ☐ Drug and alcohol service provider
- ☐ Residential/nursing care home
- ☐ Hospice

Other (please state)

(text box)

3. In which area(s) do you operate? (please tick all that apply)

- ☐ North Yorkshire only
- ☐ City of York only
- ☐ City and York and North Yorkshire

Other (please give details)

(text box)

4. Are you aware of any instances of good practice in the local provision of pharmaceutical services that you would like to share?

(text box)

5. Are you aware that your clients perceive any barriers in accessing pharmacy services (tick all that apply)

- ☐ Perceived lack of parking
- ☐ Perception that poor quality advice received

- ☐ perceived lack of confidence in the pharmacist
  - ☐ Perceived lack of access to a private consultation
  - ☐ Perceived as inconvenient location
  - ☐ Clients don't know what services pharmacists provide
  - ☐ Clients perceive that the pharmacist does not have the things they need
  - ☐ Perception from young carers that the pharmacist doesn't understand their role
  - ☐ Perceived difficult to get into the building/shop
  - ☐ Perceived limited opening times - daytime
  - ☐ Perceived limited opening times - evening
  - ☐ Perceived limited opening times - weekends/bank holidays
  - ☐ Client concern about cost of prescriptions
  - ☐ Perception that the pharmacist is difficult to understand
  - ☐ Perceived lack of public transport links
- Other (please specify)

(text box)

6. Are you aware of any barriers you face as a professional or organisation that prevent effective working or prevent you recommending pharmacy service to clients?

Please explain

(text box)

7. 8. 9. What is your organisation's perspective on the services being offered by pharmacies for the majority of the people your organisation supports? (tick all that apply)

Advice on minor conditions (e.g. cough/colds, hayfever etc)

Travel related health advice

Advice/screening on long term conditions (e.g. diabetes, high blood pressure etc)

Advice on or review of medicines (either new medicines, or medicines you use regularly)

Advice on or review of appliances you use e.g. stoma bag

Stop smoking advice or medication

Alcohol screening and advice

Disposal of medicines

Repeat prescription ordering/collection

Electronic prescription service

Delivery of medication

Medication packaging (e.g. weekly boxes)

Needle and syringe exchange

Sharps box disposal

Flu vaccination

Chlamydia testing  
Emergency contraception (morning after pill)  
NHS Health Checks  
NHS healthy start vitamins/vouchers  
Falls prevention service  
Substance-misuse services e.g. supervised consumption

The following answer options were available for question 7- 9:

- 1) Service is available and meeting need
- 2) Service is available but not sufficient to meet need
- 3) Service is not available but required
- 4) Service is not available and not required at this time
- 5) Don't know

10. Is there anything else you would like to say about your organisations perspective on the range of services being offered by pharmacies?  
(text box)

11. Are there any ways in which the role of pharmacies can be developed over the next four years to support your organisation/group and the communities you serve?

- ☐ Yes  
☐ No  
☐ Don't know

Please explain

(text box)

12. Are you aware of any future plans that may impact on the need for pharmacy services over the next four years?

- ☐ Yes  
☐ No  
☐ Don't know

If yes, please give examples

(text box)

13. Do you have concerns about current and/or future pharmacy provision?

- ☐ Yes

☐ No

Please explain

(text box)

14. Overall do you think the provision of services currently meets the needs of the communities you work with? (10 = completely, 1 = not at all)

☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5   ☐ 6   ☐ 7   ☐ 8   ☐ 9   ☐ 10

15. Is there anything else you'd like to tell us about pharmacy provision?

(text box)

### Appendix 3a: Data collected via public engagement survey

#### Summary of Key Points

- 1) There were 287 responses to the questionnaire, 166 of which were from members of the York Talkabout citizens' panel. Three quarters of the respondents were over 50 and half were retired. Males and members of the BME community were under-represented in the survey
- 2) 92% said they had a choice about which pharmacy they used and 81% said the availability of pharmacies was good or very good
- 3) The main pharmacy services used were: repeat prescription services; advice on minor ailments; medicine disposal; electronic prescription services; advice/review of medicines and flu vaccination.
- 4) Awareness of services such as NHS healthy start vitamins, falls prevention, chlamydia testing and NHS health checks was low amongst the respondents.
- 5) 63% of respondents used a pharmacy on their local high street: others used a GP based pharmacy or one in a supermarket.
- 6) 98% were able to travel to their usual pharmacy within 30 minutes. 68% could get there within 10 minutes. 8% (22 residents), however, indicated there was an issue with parking.
- 7) 51% used their pharmacy for medicines or prescriptions at least monthly. 5% use it every week whilst 24% used it less than once or twice per year.
- 8) 46% said they used the pharmacy on behalf of someone else. Disability / health issues, mobility problems and work / time commitments were the main reasons provided.
- 9) 99% said their pharmacy was open when they needed it at least 'most of the time'. However when asked if there was anything they were unhappy about, 9% (26 people) flagged up an issue with opening times.
- 10) Overall satisfaction with pharmacy services was high. When asked a yes/no question, 97% said that overall they were happy with the services their usual pharmacy provided. The average satisfaction rates for individual pharmacy services, was 91%.
- 11) Respondents were asked if there was anything they particularly liked about their pharmacy or if there was anything they were unhappy about. 152 people (53% of



the sample) stated something they liked about their pharmacy and 92 people (32% of the sample) stated that they were unhappy with some aspect of the pharmacy service.

- 12) The main reasons people liked their pharmacies were: the staff are friendly, helpful or knowledgeable; the pharmacy is local, convenient or easy to access; the opening hours are long or convenient and the pharmacy provides a personal service where the staff know the respondents.
- 13) The main reasons why people were not happy with their pharmacy included: opening times (weekends / bank holidays and evenings); lack of parking and the cost of prescriptions.
- 14) When asked for general comments about pharmacy services a number of people made suggestions for improving services and others emphasised the importance of keeping accessible high street pharmacies open or expressed concern that some factors could lead to the closure of small local pharmacies.

#### **Details of the service user respondents**

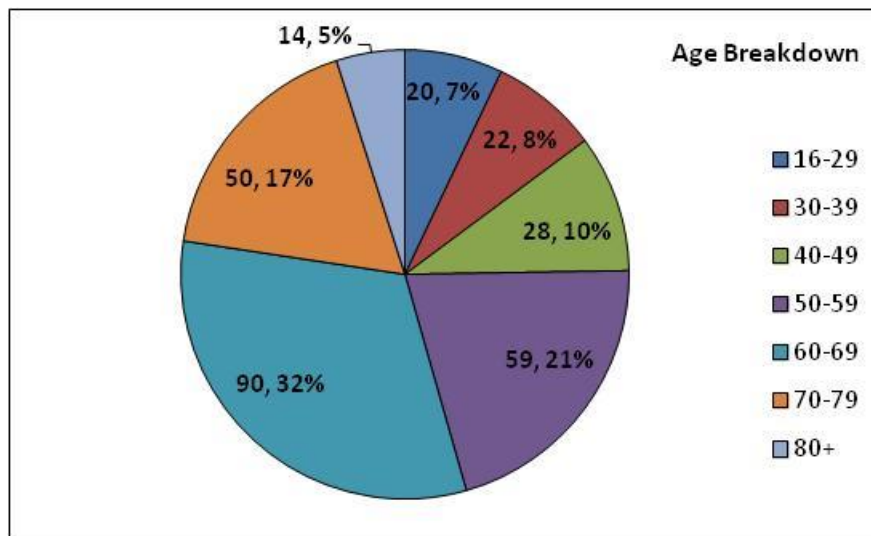
There were 287 responses to the questionnaire. This represents 0.16% of the 16+ population in York.

261 out of 287 (91%) respondents provided a full or partial postcode or stated where they lived. 3 out of the 261 respondents provided full postcodes which indicated that they were definitely not York residents (2 lived in North Yorkshire and 1 in East Riding). 10 people provided partial postcodes so it was not possible to say definitively where they lived, however using the PHE postcode checker on the balance of probability these were York residents. The remaining 248 people were York residents. All the responses were analysed together, as even those who lived outside York could still be accessing a York pharmacy.

166 out of 287 respondents (58%) were Talkabout panel members. Talkabout is York's citizens' panel. It is one of the ways people can influence what happens in York, and aims to give a representation of York's residents' views.

75% of the respondents were over 50. 32% were aged between 60 and 69. (As some respondents use pharmacies on behalf of someone else, the age breakdown of those responding may not reflect the age breakdown of those receiving medication from the pharmacy).

Figure 4: Age breakdown of respondents.



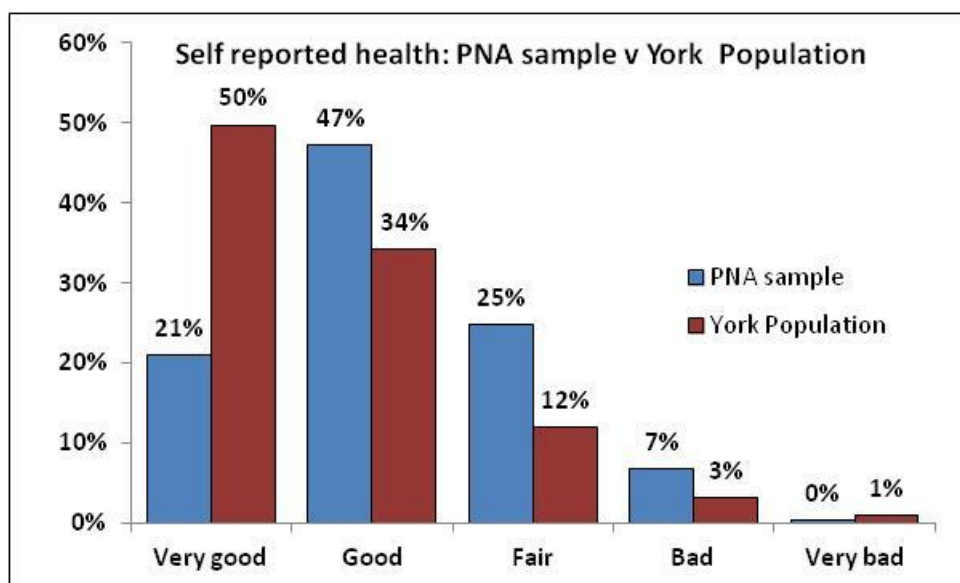
96.42% of the respondents were White and 3.58% were from Black and Minority Ethnic (BME) communities. The BME percentage for the whole of York (based on the 2011 census) is 5.7% so the BME community is under represented in this survey.

Half of the respondents were retired (49.5%) and 43% were employed.

The self reported health profile of the respondents is different from the profile reported by the general population of York. There are fewer people who declare that they are in very good health and more people who declare that their health is good, fair or bad.

The difference in profiles may be due to the fact that the respondents are an older population who are more frequent users of pharmacy services for health reasons.

Figure 5: Self reported health: PNA sample v York Population



30% of respondents said they had a disability or a long term health condition. 20% described themselves as carers. 44% were male (the percentage of males in the general population in York is 49% so males are underrepresented in this survey). 95% of those who stated their sexuality were heterosexual/straight.

### Service User feedback on pharmacy services

#### Choice and availability of pharmacies

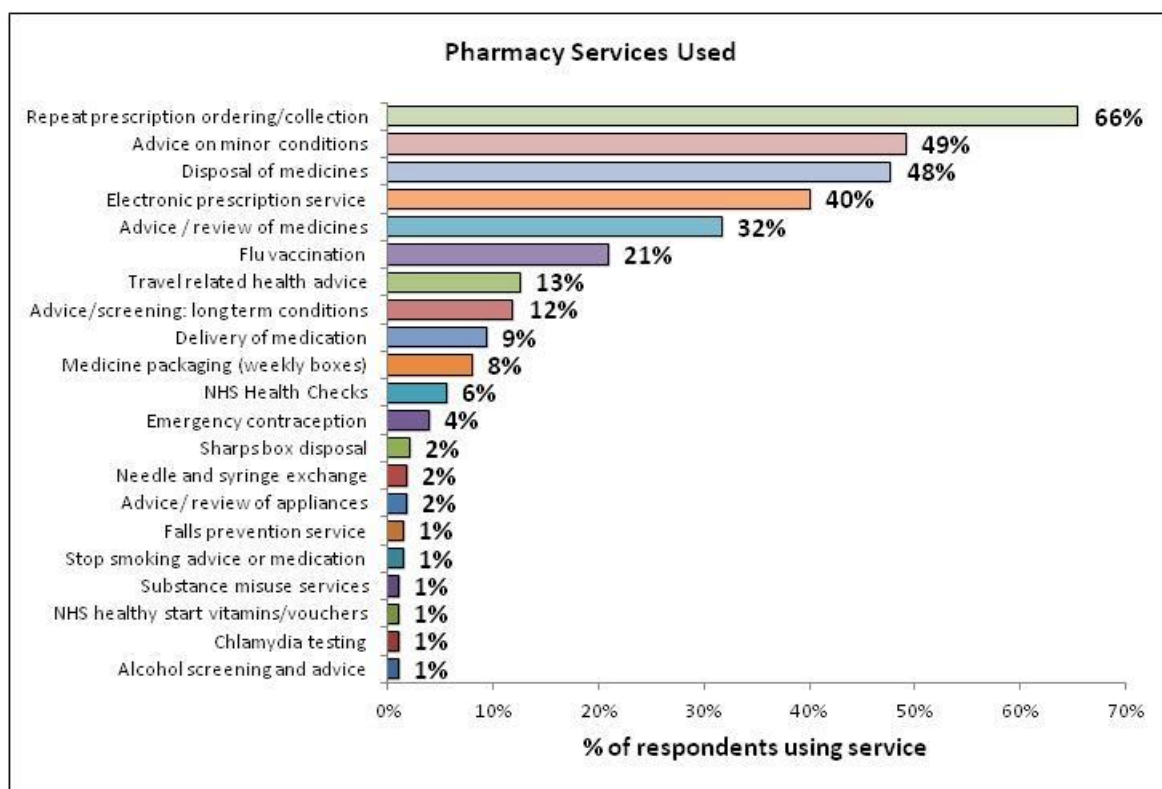
92% had a choice about which pharmacy they used, 75% could find a pharmacy open in the evening and 69% could find a pharmacy open on a Sunday or Bank Holiday.

81% said the availability of pharmacies was good or very good and 85% said the quality of pharmacies was good or very good.

#### Pharmacy services used

The main pharmacy services used by the respondents were: repeat prescription services (188 people, 66% of all respondents); advice on minor ailments (141, 49%); disposal of medicines (137, 48%); electronic prescription service (115, 40%); advice/review of medicines (91, 32%) and flu vaccination (60, 21%).

Figure 6: Pharmacy services used



The average satisfaction level across all services was 91%. Satisfaction levels for individual services range from 0% to 100% but there are only small numbers using particular services. The full list of satisfaction levels for individual services is shown as an appendix.

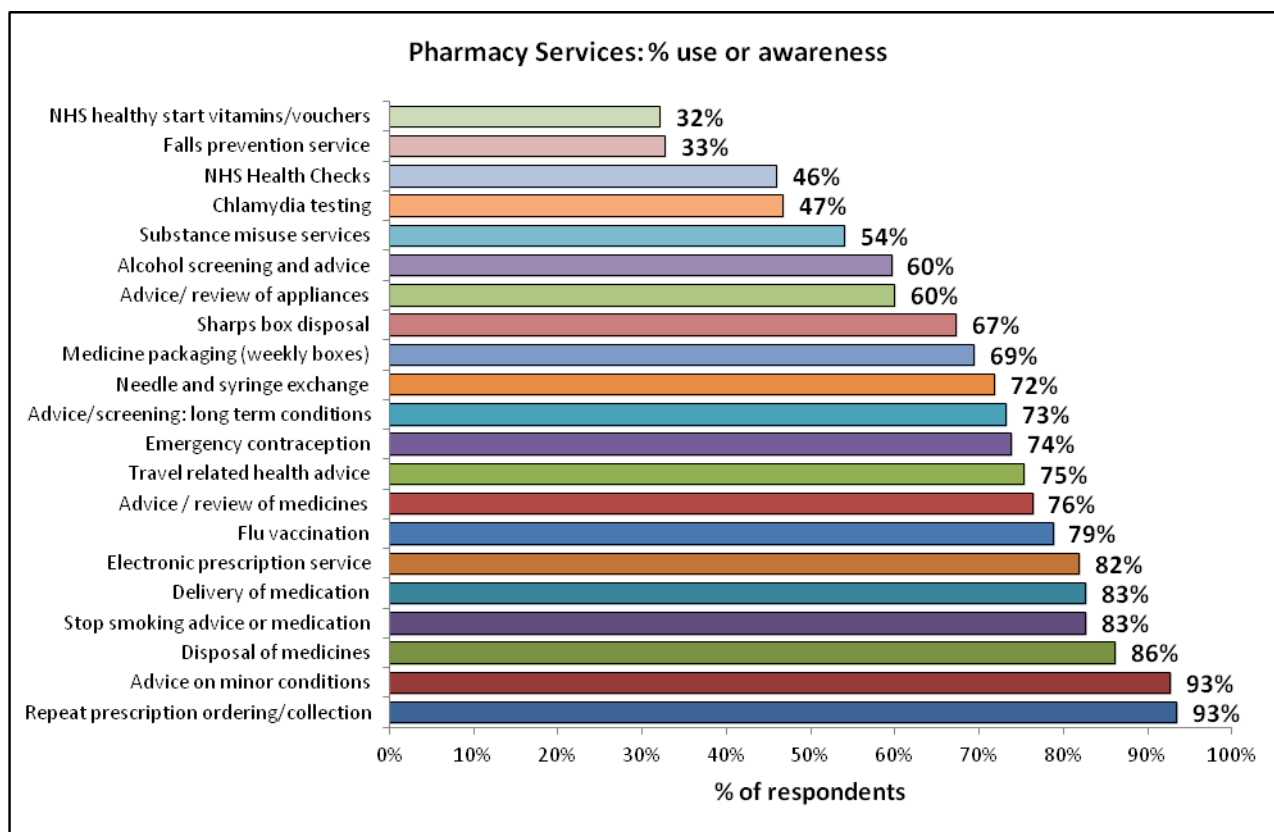
#### Awareness of pharmacy services

Respondents indicated whether they were aware of a service even if they did not use it. The chart below shows the percentage of respondents who either used or were at least aware of each pharmacy service.

The services with the highest combined usage or awareness rates were: repeat prescription services (93%); advice on minor conditions (93%); disposal of medicines (86%) and stop smoking advice/medication (83%).

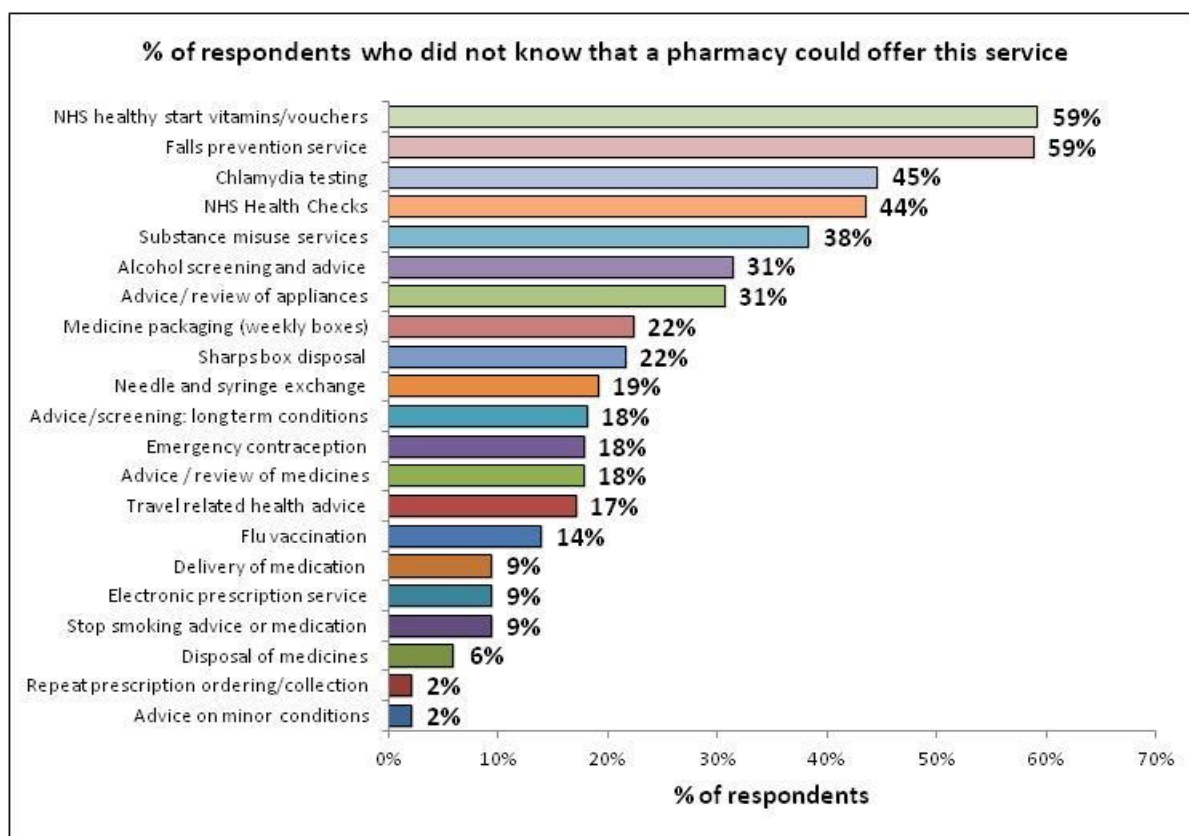
The services with the lowest combined usage / awareness rates were: NHS healthy start vitamins/vouchers (32%); falls prevention services (33%); NHS health checks (46%) and Chlamydia testing (47%).

Figure 7: Pharmacy services: % use or awareness



Respondents were asked to indicate if they did not know that a pharmacy could offer a particular service. The services which most people were unaware that pharmacies could offer were: NHS healthy start vitamins/vouchers (59%); falls prevention services (59%); chlamydia testing (45%) and NHS health checks (44%).

Figure 8: % of respondents who did not know that a pharmacy could offer this service.



The main services respondents said they would use if they were available were: NHS health checks (12 people); advice or screening for long term health conditions (10); sharps box disposal (10) and flu vaccination (9).

Figure 9: Pharmacy services people would like to use if they were available

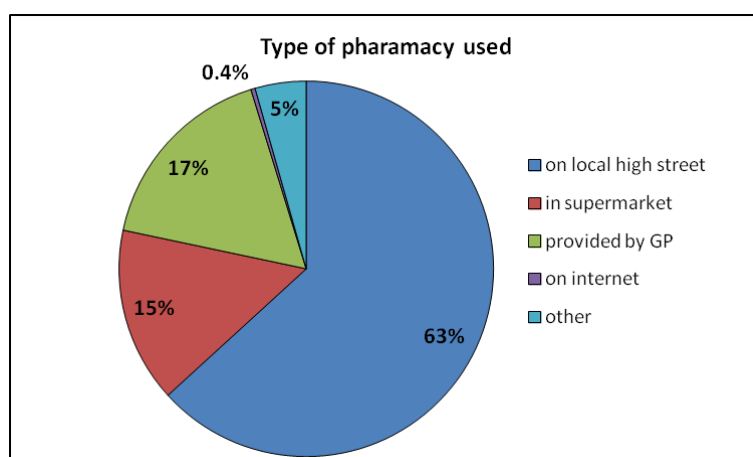
Pharmacy Service	No. who would like to use this service if it was available
NHS Health Checks	12
Advice/screening: long term conditions	10
Sharps box disposal	10
Flu vaccination	9
Travel related health advice	6
Advice / review of medicines	6
Disposal of medicines	6
Electronic prescription service	6
Advice on minor conditions	5

NHS healthy start vitamins/vouchers	5
Alcohol screening and advice	4
Emergency contraception	4
Stop smoking advice or medication	3
Repeat prescription ordering/collection	3
Medicine packaging (weekly boxes)	3
Chlamydia testing	3
Falls prevention service	3
Advice/ review of appliances	2
Delivery of medication	2
Needle and syringe exchange	2
Substance misuse services	2

### Details of pharmacy use

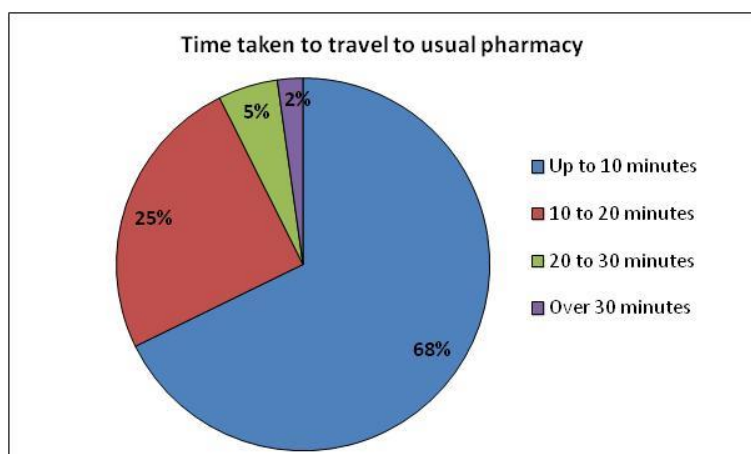
The main types of pharmacy used were: on local high street (63%); provided by the GP (17%) and in a supermarket (15%)

Figure 10: Type of Pharmacy Used



98% were able to travel to their usual pharmacy within 30 minutes. 68% could get there within 10 minutes.

Figure 11: Time taken to travel to usual pharmacy

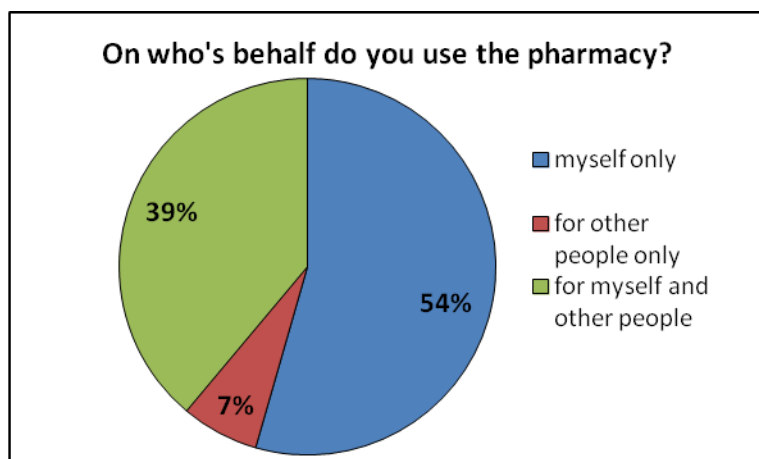


51% used their pharmacy for medicines or prescriptions at least monthly. 5% used it every week whilst 24% used it less than once or twice per year.

Only 1% said their pharmacy was not open when they needed it. 99% said their pharmacy was open when they needed it at least 'most of the time'.

54% said they used the pharmacy for themselves only. 39% used the pharmacy for themselves and others and the remaining 7% used the pharmacy for other people only.

Figure 12: On who's behalf do you use the pharmacy?



123 out of 270 people said they used the pharmacy on behalf of others, mainly family members. The breakdown was: 'another family member' (94 people); 'children' (36) and 'older relative' (16). A small number of people indicated that they used the pharmacy for a friend or neighbour (2) or someone else (3).

Respondents were asked why they went to a pharmacy on behalf of someone else. 16 people said it was just easier or more convenient for them to go rather than the person they went on behalf of.



Specific reasons were provided by 39 respondents as to why the person they attended for could not go themselves. The breakdown of responses is as follows:

- disability / health issues (11 people)
- mobility issues (11)
- work / time commitments (11)
- transport issues (5)
- safeguarding issues (1).

#### Satisfaction with pharmacy services

97% said that overall they were happy with the services their usual pharmacy provided.

Respondents were asked if there was anything they particularly liked about their pharmacy. 152 people (53% of all respondents) explained why they liked their pharmacy. A summary of the reasons is provided in the table below. The main reasons why respondents liked their pharmacies were: the staff are friendly, helpful or knowledgeable (86 respondents); the pharmacy is local, convenient or easy to access (43); the opening hours are long or convenient (21) and the pharmacy provides a personal service where the staff know the respondents (11).

Table 1: Reasons why respondents like their pharmacy

Theme	No.	% (out of 152)
Staff are friendly, helpful or knowledgeable	86	56.6%
Pharmacy is local, convenient, handy, easy to access	43	28.3%
Long or convenient opening hours	21	13.8%
Personal service, familiar, staff know me, continuity	11	7.2%
Service is efficient, professional or thorough	10	6.6%
Quick service	4	2.6%
Independent Pharmacy	3	2.0%
Have an online service	3	2.0%
Liaise well with GP	3	2.0%
Supportive to me as a carer	2	1.3%

Delivery service	2	1.3%
Good repeat prescription service	2	1.3%
Good service / happy with service	2	1.3%
Pharmacy is well stocked	1	0.7%
Has a consultation room	1	0.7%
Text reminders are good.	1	0.7%
Good displays on health issues	1	0.7%
Modern	1	0.7%
Pharmacy is part of the community	1	0.7%
Helpful if run out of medication	1	0.7%

A selection of respondent's comments relating to satisfaction with pharmacy services is shown in the Box below.

Box 1: Reasons why respondents like their pharmacy

**Is there anything you particularly like about your pharmacy?**

"They are so efficient! They always get my prescription right and on time, and are friendly as well. I am so impressed, after the pharmacies I went to in the last place I lived!"

"The opening hours are very convenient for full-time workers."

"It is close at hand and I have confidence the person is serving me is qualified and familiar."

"I like the connection between my doctor and the pharmacy. I can order a repeat prescription and collect it directly from pharmacy."

"It's local (and so are the staff), and friendly. Community feel"

"Friendly efficient and helpful; they appear very patient in dealing with customers who are less able"

"I have a choice, usually use my GP pharmacy, but there is a very good high street pharmacy just across the road, couldn't be better.

"The pharmacy in...is exceptional. They are a real part of the community, and are very proactive in offering help and advice. They are discreet, kind and professional and I have sought advice and guidance on many matters concerning my mother."

"The people are very nice. It's kind of independent: a local business and not part of a big chain. The service is pretty pronto. It's on the way home from my GP."

"Knowledge of my wife's complex problems and the support I receive in my role as carer"

"Yes fully staffed and open on extended hours. We [are] regularly asked if we require any other service"

"It's accessible on foot, don't have to drive or catch a bus."

"I use the pharmacy regularly and they know me. They can and are willing to help if I have an issue with my repeat prescriptions and go out of the way to help"

"Friendly, helpful people I can see at my convenience and don't have to wait to make an appointment"

"I like my Pharmacy because I telephone them for repeat prescriptions and they DELIVER it, therefore I have no need to visit the surgery"

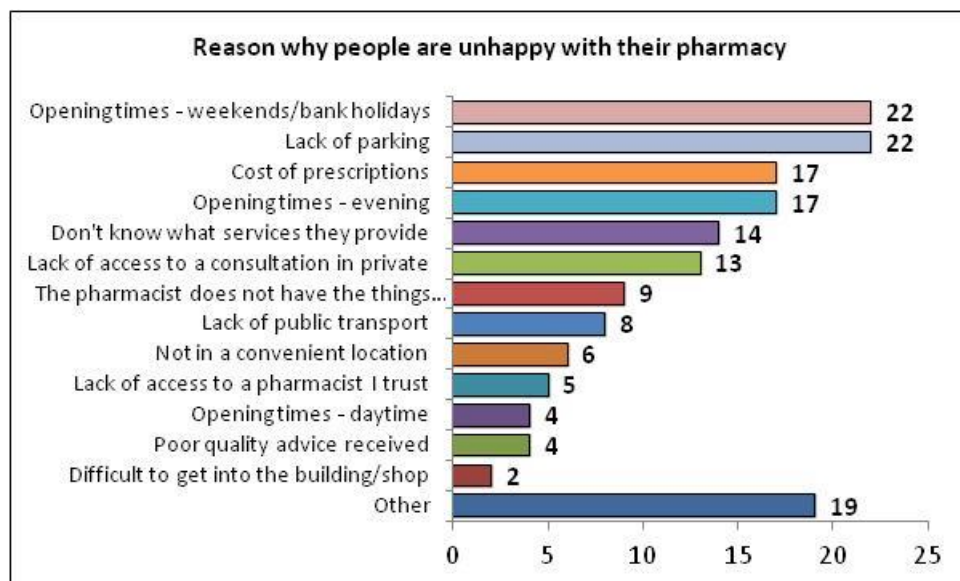
"They put up lively displays about different issues such as mental health or weight loss"

"Prescription electronically sent from my doctors to Pharmacy and ready to pick up in 2 days while doing food shopping."

Respondents were asked to indicate if they were unhappy with their pharmacy. Respondents could choose from a drop down list of reasons why they were unhappy and these are summarised in the chart below. Respondents could also add a free text comment about why they were unhappy and these are counted as 'other' and are summarised in the table below.

92 people out 287 people (32%) people provided a reason why they were unhappy with their pharmacy. The main reasons why people were unhappy were: opening times (weekends / bank holidays and evenings); lack of parking and the cost of prescriptions. In total 26 people indicated they had an issue with opening times.

Figure 13: Reasons why people are unhappy with their pharmacy



The 'other' reasons for dissatisfaction included: the pharmacy not always being able to complete their order and issues with the speed and quality of the service.

Table 2: Other reasons why people are unhappy with their pharmacy

Other reasons why people are unhappy with their pharmacy	No. of people mentioning this
Pharmacy can't always complete their order	3
Issues with the quality of service	3
The service is slow	2
The service is poor	2
Spouses can easily obtain each other's medication. ID not always requested. Potentially this could be a breach of confidentiality	2
The premises are small	1
Problems with weekly medication packaging	1
Contradictory advice from GP and pharmacy	1
Pharmacist difficult to engage with	1
Pharmacy can only offer basic advice	1
Pharmacy does not offer blood taking	1

Pharmacy won't take sharps or unused medication	1
Can't obtain medication during pharmacist's lunch break	1

A selection of respondent's comments relating to issues with pharmacy services is shown in the Box below. Box 2: Reasons why respondents are unhappy with their pharmacy

**If you are unhappy with your pharmacy please indicate why.**

"They were unable to take either a sharps box or unused medicines from me to dispose of. I had to dispose of the sharps privately and still not sure what to do with the excess/outdated medication"

"Due to being only employed part time I can't always afford to pay for the prescriptions which I need. And due to suffering from depression and anxiety I find it extremely frustrating."

"The pharmacist is a very difficult individual to engage with, and that's putting it mildly."

"The local one is very small so have to go further afield for some general pharmacy goods and services."

"Pharmacy has recently changed hands and the quality and service are not as good as previously offered."

"The recent change to weekly medication packaging. The new boxes are cheap, nasty and not fit-for-purpose."

"I have been issued medication in the past which would have expired before needing to be used (contraceptive pills) leaving me with concerns over the quality of the checking. They then didn't have the item in stock with a suitable date so I had to return again."

"The primary care health advice you are supposed to be able to access instead of speaking to your GP is quite patchy in terms of consistency and helpfulness and often involves just being told 'you need to see a GP!' which seems to defeat the purpose of using a pharmacy in the first place."

"Bi-Monthly repeat prescription for 5 items. Almost every time they get something wrong."

"Can be a bit slow to serve and there is no privacy."

"I am offered my husband's repeat prescriptions and vice versa. This is OK in our situation but could constitute a breach of confidentiality if I didn't know that my husband was taking medication or what for."

"Pharmacy only open until 1pm on a Saturday."

"The GP service does not always have readily available items."

"Quite often is unable to complete the order at the time due to lack of stock."

“I have to make more than one visit as drugs cannot be dispensed when the pharmacist is on her lunch, even though the pharmacy is open. A notice on the shop saying the times that drugs can be dispensed would be helpful”

### **Other comments on pharmacy services**

Respondents were asked if there was anything else they would like to say about pharmacies in York.

- 74 people provided a comment and the breakdown by theme is shown in the table below.
- Just under half of the comments were positive with praise for specific pharmacy staff and services or general pharmacy coverage in York.
- 8 people provided suggestions on improving pharmacy services including:
  - providing seating near queues
  - having continuity of pharmacists rather than moving them around branches
  - making elderly people more aware that pharmacies can deliver medication
  - having a 24 hour pharmacy service for York at a central location in York
  - having a service where you could type your postcode in to find which pharmacies are available out of hours
  - prescribing new medication for a week only initially so that if patient has a reaction and stops taking it there is less waste
  - having a way to check if medication is available before handing prescription over
  - making York Hospital Pharmacy available out of hours
- 11 people emphasised the importance of keeping accessible high street pharmacies open or expressed concern that some factors (e.g. large pharmacy chains, pharmacies in GP surgeries or the result of this survey) could lead to the closure of small local pharmacies.
- 6 people were unhappy with pharmacy services for the following reasons: the attitude of the pharmacy staff (2 people); the small/cramped facilities (1); the fall in quality of service since a change of provider and the fact that a prescription at the hospital pharmacy can't always be fulfilled.
- 6 said that longer opening hours were needed.

Table 3: Other comments on pharmacy services.

Theme	No.
Praise for the local pharmacy staff/services	19
Pharmacy coverage is good in locality	12
Suggestions for improvement to pharmacy services	8
Important to keep pharmacies on the high street and other accessible locations	6
Longer opening hours needed	6
Unhappy with pharmacy service	6
Concerns that small pharmacies are being pushed out by large chains	3
Need more information on out of hours pharmacies	3
Public transport is not readily available	3
Use different pharmacies for different purposes	3
Concern that pharmacies in GP surgeries may drive out high street pharmacies	2
Concern that EHCs are not now available to under 25s	2
Feedback on the survey questions	2
Won't accept sharps / unused medicines	2
Concern that this survey may be used to close pharmacies	1
Pharmacy is expensive compared to supermarket	1
GP run pharmacy is a waste of resources	1
Prefer getting medication from dispensing GP	1
Access issues for elderly / disabled	1
It's positive that the pharmacy is connected to the surgery	1
Think pharmacies should be independent of GPs	1
Electronic prescription service and text reminders are useful	1
Would only use supermarket pharmacies	1

A selection of respondent's comments relating to general views on pharmacy services is shown in the Box below. Box 3: Other comments on pharmacy services

**Is there anything else you'd like to tell us about the pharmacies in York?**

"Although the pharmacy staff are generally good the services and service received since it was taken over by a different pharmacist has fallen drastically i.e. on-line repeat prescriptions no longer available and prescriptions take longer before ready for pick up"

"I have used pharmacies in the super markets for minor medication and have never had a problem.

"I like continuity of pharmacists so they can see me when I'm well and not always when ill. I think this humanises the service."

"There is a GP run pharmacy opposite which is a waste of NHS resources and should not be allowed to operate."

"I hope that local pharmacies remain open as they are vital for the elderly and disabled and those without a car."

"They no longer offer Free EHC (Emergency Hormonal Contraception) to under 25's: this may have a huge impact on teenage pregnancies and unwanted pregnancies."

"The local pharmacy is a key element in the community and its importance should not be underestimated."

"In terms of pharmacies, for a modestly sized city there's a lot of choice in York."

"Be good to have a service where you could put your postcode in and it tells you which ones are open late/weekends."

"I do not use the one at ....surgery as the pharmacist can be unpleasant and the hours are not convenient."

"Do not use these surveys as an excuse to reduce the number of pharmacies."

"Having the pharmacy in the village is very important. Bus services are not readily available and older people don't drive."

"The large ones might provide a seat by the queue."

"..... chemist is a wonderful pharmacy and for many years has and still does care for the community. There are many that are like this one and unfortunately are being pushed out by big firms. .... should be protected and encouraged not thrown to the wall."

"It would be useful if when closed they displayed information on where a pharmacy is available out-of-hours, as under the old rota system."



Table 4: Pharmacy services used and satisfaction levels.

Pharmacy Service	No. of people using the service	% of all respondents using the service	No. of people satisfied with the service	% of people using the service who are satisfied with it
Advice on minor conditions	141	49.1%	135	96%
Travel related health advice	36	12.5%	35	97%
Advice/screening: long term conditions	34	11.8%	33	97%
Advice / review of medicines	91	31.7%	84	92%
Advice/ review of appliances	5	1.7%	4	80%
Stop smoking advice or medication	4	1.4%	2	50%
Alcohol screening and advice	3	1.0%	0	0%
Disposal of medicines	137	47.7%	125	91%
Repeat prescription ordering/collection	188	65.5%	175	93%
Electronic prescription service	115	40.1%	100	87%
Delivery of medication	27	9.4%	27	100%
Medicine packaging (weekly boxes)	23	8.0%	21	91%
Needle and syringe exchange	5	1.7%	3	60%
Sharps box disposal	6	2.1%	3	50%
Flu vaccination	60	20.9%	57	95%
Chlamydia testing	3	1.0%	0	0%
Emergency contraception	11	3.8%	9	82%
NHS Health Checks	16	5.6%	14	88%
Falls prevention service	4	1.4%	2	50%
NHS healthy start vitamins/vouchers	3	1.0%	2	67%
Substance misuse services	3	1.0%	1	33%

Total / Average	915	832	91%
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Table 5: Usage / awareness of Pharmacy Services

Pharmacy Service	No. of people using the service	No. who know about the service but don't use it	No. who use the service or at least know about it	Total No. of respondents	% who use the service or at least know about it
Advice on minor conditions	141	125	266	287	93%
Travel related health advice	36	180	216	287	75%
Advice/screening: long term conditions	34	176	210	287	73%
Advice / review of medicines	91	128	219	287	76%
Advice/ review of appliances	5	167	172	287	60%
Stop smoking advice or medication	4	233	237	287	83%
Alcohol screening and advice	3	168	171	287	60%
Disposal of medicines	137	110	247	287	86%
Repeat prescription ordering/collection	188	80	268	287	93%
Electronic prescription service	115	120	235	287	82%
Delivery of medication	27	210	237	287	83%
Medicine packaging (weekly boxes)	23	176	199	287	69%
Needle and syringe exchange	5	201	206	287	72%
Sharps box disposal	6	187	193	287	67%
Flu vaccination	60	166	226	287	79%
Chlamydia testing	3	131	134	287	47%
Emergency contraception	11	201	212	287	74%
NHS Health Checks	16	116	132	287	46%
Falls prevention service	4	90	94	287	33%

NHS healthy start vitamins/vouchers	3	89	92	287	32%
Substance misuse services	3	152	155	287	54%

## Appendix 3b: Data collected via pharmacy engagement survey

### Details of the Pharmacy respondents

17 Pharmacies in the City of York Council responded to the questionnaire. In the case of three of the pharmacies, the questionnaire was completed by two different people. One Pharmacy completed some of the demographic information but did not answer the reminder of the questions.

The total number of hours per week each pharmacy opened for ranged from 40 to 100 with an average of 59.

10 pharmacies (59%) indicated that they had no plans to change their opening hours in the next 12 months. Three pharmacies (18%) said they had plans to increase their opening hours.

Two pharmacies (12%) are entitled to Pharmacy Access Scheme Payments.

Three pharmacies have achieved Healthy Living Pharmacies (HLP) status, 9 are currently working towards it and 2 are intending to work towards it in the next 12 months. Only 1 pharmacy out of the 17 said it was not intending to work towards HLP status.

### Pharmacy Services

16 pharmacies answered questions relating to the availability of facilities. All 16 had a consultation area that met the criteria for the Medicines Use Review service, 11 of which were wheelchair accessible. All 16 had a consultation area in a closed room. All 16 had hand-washing facilities, 11 of which were in the consultation area and 5 of which were close by. 3 of the pharmacies had toilet facilities for the public to use.

All 16 pharmacies used the Electronic Prescription Service (Release 2 enabled), had the NHS summary Care Record enabled and had an up to date NHS choices entry. 14 pharmacies used NHS mail.

The enhanced or advanced services which pharmacies provide or plan to provide are summarised in the charts below.

Figure 14: Enhanced or advanced services currently provided by Pharmacies

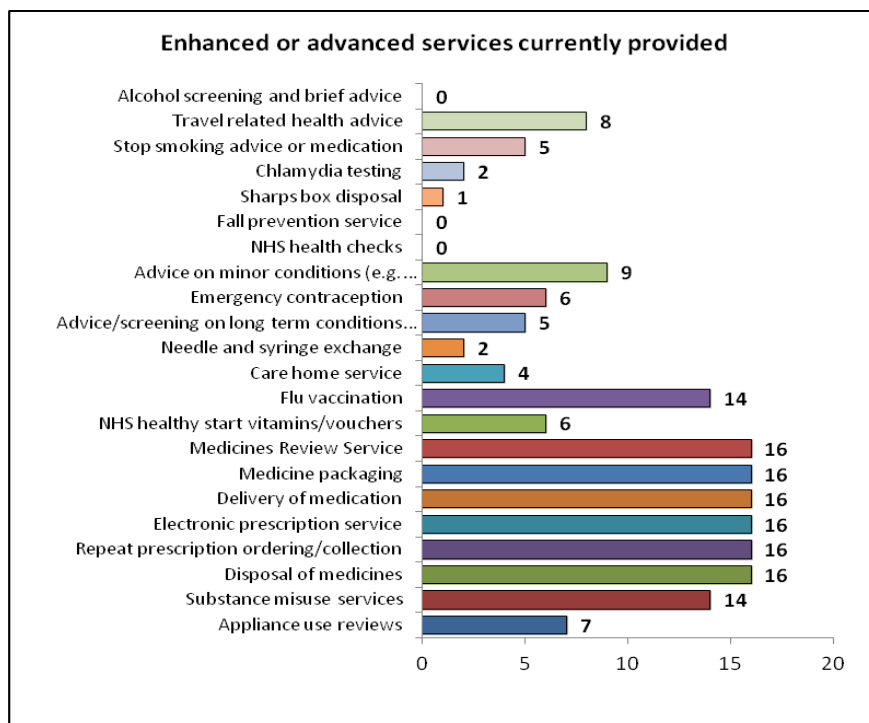


Figure 15: Enhanced or advanced services pharmacy is planning to provide in the next 12 months

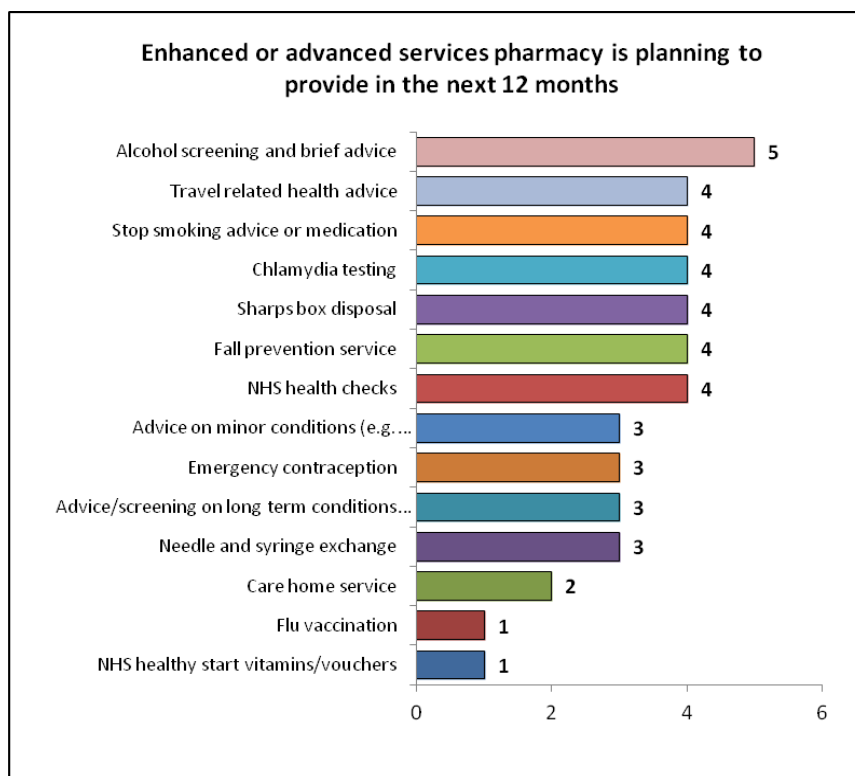
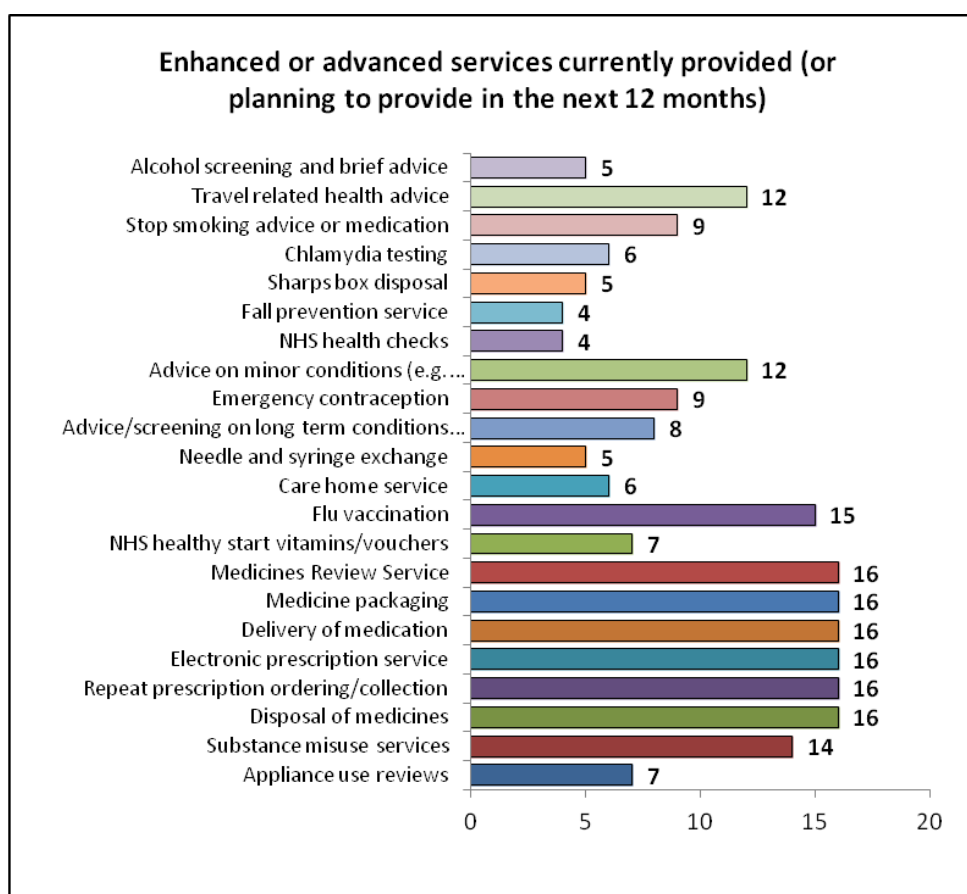


Figure 16: Enhanced or advanced services currently provided (or planning to provide in the next 12 months)



Pharmacies indicated if there were other services they provided which were not on the list (or provided more specific examples relating to generic service provision). The services reported were:

- supervised consumption of methadone (3 pharmacies)
- new medicine service (2)
- Champix on a private patient group direction as part of a stop smoking service (1)
- erectile dysfunction service (1)
- weight loss management service (1)
- travel vaccinations and ant-malarial tablets(1)
- diabetes screening(1)
- independent prescriber service (1)
- a 'know your numbers' week twice per year offering blood pressure, sugar and obesity checks (1)

5 pharmacies answered yes when asked if there were barriers which prevented patients from accessing the services they currently delivered. 3 of the pharmacies said that the issue was that some services were not commissioned. One pharmacy highlighted the issue of patients who were housebound and could not access the pharmacy or needed their medication delivered. One pharmacy highlighted the withdrawal of the emergency contraception service.

11 pharmacies indicated that there were other services which could be delivered in their pharmacy, which they believed would benefit the health of patients. The services reported were:

- Minor ailments scheme (5)
- Sharps box disposal (4)
- Emergency contraception (3)
- Cholesterol testing service (1)
- Smoking Cessation (2)
- Inhaler training (1)
- Head lice scheme (1)

- Needle Exchange (1)
- Care home services (1)
- Sexual health services (1)
- A private PGD for prescribing antibiotics for urine infections (1)
- NHS Urgent Medicine Supply Advanced Service Pilot – NUMSAS (1)
- Better use of EPS to reduce the burden on GPs (1)
- Scheme to remunerate pharmacies for saving NHS money on prescriptions (1)
- Chronic Disease Management (1)
- International normalised ratio (INR) testing time taken for blood to clot (1)
- Joint work with local surgeries around generic switches to support budgetary control (1)

One pharmacy stated that it would be happy to provide any of the services that are not currently commissioned.

Pharmacies were asked if there was anything which prevented them from delivering these additional services. 9 pharmacies provided a reason and these are summarised below.

- Lack of investment / finance (4 pharmacies)
- The services are not locally commissioned (3)
- People not willing to pay for services / products e.g. smoking cessation or emergency contraception (1)
- Not having a private Patient Group Direction (1)

Pharmacies were asked if they were aware of any future national or local plans that may impact on the need for pharmacy services over the next four years. 6 pharmacies provided a response. All six pharmacies referred to funding cuts and two of them referred to internet pharmacies.

Pharmacies were asked if there was anything else they would like to say about pharmacy provision. 8 Pharmacies responded and the themes are summarised below.

- Issues with funding for pharmacy services (5 pharmacies)

- Challenges provided by internet pharmacies (2)
- Skills of pharmacies not being fully used (1)
- The policy of prescribing branded generics is causing issues (1)
- Pharmacies have capacity to deliver more services subject to availability of funding (1).

Pharmacies were asked which of the following ways of providing feedback were routinely advertised. The responses are summarised below:

- Own compliments, comments, and complaints policy (or similar) (12 pharmacies)
- NHS England (1)
- Local Healthwatch group (1)
- GP practice patient participation groups (1)
- Care Quality Commission (1)

A selection of comments made by pharmacies is presented in the box below.

"If services are not commissioned by the City of York Council we are unable to provide them".

"People not willing pay for smoking cessation products or emergency contraception and when referred to appropriate places they don't usually go as [they are] far away and [there is] no transport... in [the] long term means more hospital admissions, respiratory conditions, unplanned pregnancies etc".

"In York it appears funding for additional pharmacy services has been cut so that although new services are being commissioned in North Yorkshire, York is missing out on these".

"Reduction in finances, no real investment in community pharmacy services. We can provide more support to GP practices to help with better medicines management but this seems to bypass community pharmacy".

"Pharmacies cutting costs such, so cutting services as a result of the community pharmacy funding cuts".

"We have so many skills that are not being used".

"Patients expect extended opening hours and free Prescription Delivery Services. We are keen to provide this but the funding changes as well as internet pharmacy is making this difficult".

"The misguided policy of prescribing branded generics is threatening the viability of our



business. It also costs the NHS more overall”.

“It requires investment not disinvestment as the knock on affect to primary care GP services and A&E attendances will increase”.

“We would like to provide MORE services but we are prevented by lack of funding”.

“Pharmacy provision is more than adequate in the area but obviously any new services are welcome and we have ample capacity to take them on especially if funded correctly”.

### **Appendix 3c: Data collected via strategic partners and commissioners engagement survey**

Note: No responses were received from strategic partners and commissioners as part of the engagement survey.

## Appendix 3d: Data collected via health and social care providers engagement survey

### Responses

21 providers responded to the survey. Five were excluded due to operating in North Yorkshire only, the rest operated between North Yorkshire and York, or in York only. The information provided in questions two, and three are incorporated into the analysis of question one. Therefore question two and three do not have sub headings.

Five of the organisations represented the City of York Council (CYC), five represented Sexual Health Service Providers, five represented General Practices and one represented a residential care home.

Of the CYC organisations, three provided Adult Social Care, one residential/nursing care and the last was a 'Local Area Coordinator'.

Organisation Name	Type of organisation
City of York Council	Local Area Coordinator
City of york Council	Adult Social Care Provider
City of York Council	Adult Social Care Provider
York city council	Adult Social Care Provider Domiciliary Care
CYC Windsor House OPH	Residential/Nursing Care Home
Wool	Residential/Nursing Care Home
Escrick Surgery	General Practice
Monkgate surgery	General Practice
Priory Medical Group	General Practice
Tadcaster Medical Centre	General Practice
York Medical Group	General Practice
YorSeXual Health	Sexual Health Service Provider
yorsexualhealth	Sexual Health Service Provider
Yorsexualhealth	Sexual Health Service Provider
Yorsexualhealth	Sexual Health Service Provider
YSH	Sexual Health Service Provider

As a proportion of the responses, Sexual Health Services and GP's were the greatest contributors, followed by Adult Social Care and Residential and Nursing Homes. Domiciliary Care and Local Area Coordinators had low representation.

Several organisation types are not represented in this assessment (see Table 2). These included, Mental Health, Optician, Smoking (stop), Dental, Hospice, Drug and Alcohol, and Children's Social Care providers.

Answer Choices	Responses	Count
Sexual Health Service Provider	29.41%	5
General Practice	29.41%	5
Adult Social Care provider	17.65%	3
Residential/Nursing Care Home	11.76%	2
Domiciliary Care	5.88%	1
Other (please state)	5.88%	1
Drug and Alcohol Service Provider	0.00%	0
Mental Health Provider	0.00%	0
Optician	0.00%	0
Stop Smoking Service Provider	0.00%	0
Children's Social Care Provider	0.00%	0
Dental Provider	0.00%	0
Hospice	0.00%	0

**Are you aware of any instances of good practice in the local provision of pharmaceutical services that you would like to share?**

Two GPs and a CYC (Adult Social Care/Domiciliary) service highlighted Monk Bar pharmacy specifically. They commented positively on the helpful staff and extended opening hours. Provision of medication delivery was mentioned as a marker of good practice in several comments. Provision of emergency contraceptives was mentioned as an instance of good practice offered in North Yorkshire but absent in York.

**Are you aware that your clients perceive any barriers in accessing pharmacy services?**

12 of the 16 providers answered this question.

Answer Choices	Responses	Count
Clients don't know what services pharmacists provide	58.33%	7
Client concern about cost of prescriptions	33.33%	4
Perceived lack of access to a private consultation	25.00%	3
Perceived limited opening times - evening	16.67%	2
Perceived limited opening times - weekends/bank holidays	16.67%	2
Other (please specify)	16.67%	2
Perceived lack of parking	8.33%	1
Clients perceive that the pharmacist does not have the things they need	8.33%	1
Perceived difficult to get into the building/shop	8.33%	1
Perceived limited opening times - daytime	8.33%	1
Perception that poor quality advice received	0.00%	0
perceived lack of confidence in the pharmacist	0.00%	0
Perceived as inconvenient location	0.00%	0
Perception from young carers that the pharmacist doesn't understand their role	0.00%	0
Perception that the pharmacist is difficult to understand	0.00%	0
Perceived lack of public transport links	0.00%	0

- 58% considered 'clients lack of knowledge toward services they offer' as a barrier.
- 33% thought 'client concern about the cost of prescriptions' was a barrier
- 25% thought a 'perceived lack of access to a private consultation' was a barrier.
- 17% considered (both) evening and weekend/bank holiday opening times as perceived barriers.
- Lack of parking; perception the pharmacy does not have required medicine; difficulty getting to the building/shop; and limited daytime opening hours, were each considered as barriers by 8% of respondents respectively.
- Poor quality advice, lack of confidence in pharmacist, inconvenient location, lack of understanding toward young careers, difficulty understanding pharmacist and lack of public transport links were all not thought to provide any barriers.

**Are you aware of any barriers you face as a professional or organisation that prevent effective working or prevent you recommending pharmacy service to clients?**

Thirteen organisations responded to this question.

Four of the Sexual Health Providers stated the lack of emergency contraception (EC) as a barrier for prevention. Two Sexual Health Providers mentioned the increased cost associated with the lack of free provision.

*"The cost implication now the council have ceased to fund emergency contraception for under 25's will have a bit impact on our young service users"*

For the Adult Social Care providers, one cites getting information from GPs as a barrier/prevention, while the other two responded as not having any barriers. One of the care homes cited occasional long waiting times in interim prescriptions as a barrier/prevention.

The GP responses highlighted that multiple pharmacies operate different service specifications, and that some pharmacies are not good at being "EPS". In addition, one GP respondent was unsure if they were allowed to recommend particular pharmacies and another raised the issue of "sending patients to walk-ins at the weekend" (interpreted as pharmacies sending patients to walk-in clinics).

**What is your organisation's perspective on advice/screening services being offered by pharmacies for the majority of the people your organisation supports?**

- 14 out of 16 providers answered this question.
- The 'Don't know' option received the greatest proportion of ratings with the exception of 'Advice on or review of medicines' (Table 4). The average proportion of ratings for 'Don't know' was 49%.
- 'Service is not available and not required at this time' received the fewest ratings across all options (average of 4% of all ratings). Most providers didn't think that necessary services were missing.
- 'Advice on minor conditions' was generally considered to be available and meeting needs (43%), the same proportion didn't know (43%).
- 29% of providers thought that 'travel related health advice' was available, where 43% didn't know.
- 'Advice/screening on long term conditions' was not considered to be available or sufficient to meet needs. 14% considered it to be available and meeting needs, available but not sufficient, and not available but required; 50% did not know.
- 'Advice on or review of medicines' was considered to be the most available service (meeting needs 43%) but in some instances not sufficient (21%). 35% did not know.
- 'Advice on or review of appliances' was the least known service with 64% of respondents not knowing. 7% thought the service was not available or required, not available but required, and available plus meeting needs. 14% thought it was available but not meeting needs.
- 'Stop smoking advice or medication' was considered to be available and meeting needs (14%) but in some cases available but not sufficient (14%). 21% believed the service was not available but required, and 50% didn't know.
- For 'alcohol screening and advice', only 7% thought the service was available and sufficient. 36% of providers believed that alcohol screening was required but not available. 57% didn't know.

	Service is available and meeting need		Service is available but not sufficient to meet need		Service is not available but required		Service is not available and not required at this time		Don't know	
Advice on minor conditions (e.g. cough/colds, hayfever etc)	42.86%	6	0.00%	0	7.14%	1	7.14%	1	42.86%	6
Travel related health advice	28.57%	4	7.14%	1	14.29%	2	7.14%	1	42.86%	6
Advice/screening on long term conditions (e.g. diabetes, high blood pressure etc)	14.29%	2	14.29%	2	14.29%	2	7.14%	1	50.00%	7
Advice on or review of medicines (either new medicines, or medicines you use regularly)	42.86%	6	21.43%	3	0.00%	0	0.00%	0	35.71%	5
Advice on or review of appliances you use e.g. stoma bag	7.14%	1	14.29%	2	7.14%	1	7.14%	1	64.29%	9
Stop smoking advice or medication	14.29%	2	14.29%	2	21.43%	3	0.00%	0	50.00%	7
Alcohol screening and advice	7.14%	1	0.00%	0	35.71%	5	0.00%	0	57.14%	8
Flu vaccination	33.33%	4	8.33%	1	8.33%	1	25.00%	3	25.00%	3
Chlamydia testing	7.69%	1	23.08%	3	7.69%	1	15.38%	2	46.15%	6
Emergency contraception (morning after pill)	12.50%	2	12.50%	2	43.75%	7	6.25%	1	25.00%	4
NHS Health Checks	7.69%	1	7.69%	1	15.38%	2	15.38%	2	53.85%	7
Falls prevention service	0.00%	0	0.00%	0	23.08%	3	23.08%	3	53.85%	7
NHS healthy start vitamins/vouchers	0.00%	0	0.00%	0	7.69%	1	15.38%	2	76.92%	10
Substance-misuse services e.g. supervised consumption	30.77%	4	7.69%	1	0.00%	0	7.69%	1	53.85%	7

### **What is your organisation's perspective on health services being offered by pharmacies for the people your organisation supports?**

There were a varying amount of responses for each question with one option receiving 16 responses and another 12.

- The majority of responses for the organisation's perspective of 'services being offered' were 'don't know' (Average 47%). The other categories received a similar average rate between 8-15%.
- For 'flu vaccination' 25% thought that the service wasn't available but also not necessary, and 25% didn't know. 33% thought the service was available and adequate.
- 46% didn't know about 'pharmacy services for Chlamydia testing'. 8% thought the services were adequate while 23% thought they were insufficient. 15% thought they were not offered and weren't needed, and 8% thought they weren't offered but needed.
- 44% thought that 'emergency contraception' was not available but necessary. 13% thought the service was adequate and 13% thought it was insufficient. 6% thought the service unnecessary and the rest didn't know.
- For 'health checks' 8% thought the services were sufficient. 8% thought them available but insufficient. 15% considered them not available but necessary and 15% thought them to be unavailable and unnecessary.
- 'Falls prevention services' were not considered to be available from pharmacies by any organisation. 23% thought them not available but required and 23% thought them unnecessary.
- 77% of organisations didn't know about NHS 'healthy start vitamins/vouchers'. 15% thought them unavailable and unnecessary and 8% thought them unavailable but required.

### **Is there anything else you would like to say about your organisations perspective on the range of services being offered by pharmacies?**

There were two responses to this question:

*"They offer a range of services and seem interested in linking patients in with social prescribing services and more holistic approaches."*

The other was from Priory Medical Group:



*“Key role to play in health promotion and medicines rationalisation (although this is somewhat contrary to business financial model, so a system for rewarding rationalisation decisions/ discussions needed).”*

**Are there any ways in which the role of pharmacies can be developed over the next four years to support your organisation/group and the communities you serve?**

- Four sexual health providers suggest free EC provision, with one further suggesting free condom provision.
- A closer relationship between pharmacies and the providers was suggested by two GPs and a care home.
- The GPs had a mixture of recommendations including help with medicine management (also suggested by a local area coordinator), health promotion and screening for TLCs, and more capacity for dosett boxes.
- The local area coordinator and an Adult Social Care provider suggested that pharmacies should be capable of identifying patient needs through screening, and providing advice or referral to other services.
- One Adult Social Care provider suggested more frequent delivery of medicines.

**Are you aware of any future plans that may impact on the need for pharmacy services over the next four years?**

13 providers responded to this question. One responded yes and left further comment, eight responded ‘No’ and 4 responded ‘Don’t know’.

The respondent was a CYC local area coordinator:

*“I know Priory medical Group are keen to maximise the resource that pharmacies could be. This fits with a wider health strategy to encourage more joined up working across health services and other services such as social care, emergency services and voluntary sector services. Pharmacists can also play a role in identifying carers and talking to them about support which may be available for them.”*

**Do you have concerns about current and/or future pharmacy provision?**

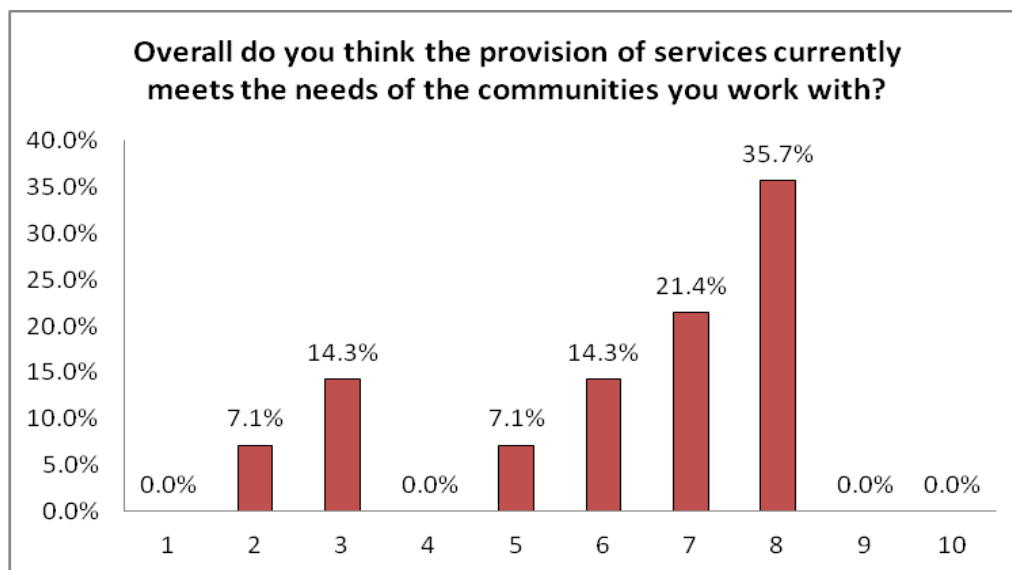
- 13 providers responded to this question, 8 of which said ‘No’.
- Of the five who answered ‘Yes’ the responses were varied. The first respondent was concerned about the inability of pharmacies to exchange used needles for the safety of drug abusers.
- The second concern was toward the ability of small pharmacies to survive.

- The third expressed concern over the difficulty in getting blister packs organised and how this will only become more of an issue with an aging population.
- The forth related to the location of two pharmacies, although there is not enough detail to determine which specific pharmacies that are being referred to.
- The final concern is toward the lack of access to emergency contraceptives. #

**Overall do you think the provision of services currently meets the needs of the communities you work with? (10 = completely, 1 = not at all)**

14 respondents answered this question

No providers considered the available provision of services as completely meeting the needs of their communities. Despite this 5 respondents (35.7%) considered the services to be close to complete. One respondent considered the provisions to be neither complete nor completely lacking (7.1%). Three respondents considered the services to be poor (7.1% & 14.3%).



**Is there anything else you'd like to tell us about pharmacy provision?**

There were no responses to this question.

## Appendix 4: Street Addresses and Opening Times of Pharmacies in York

The street addresses and opening times of the community pharmacies in York. This information is taken from the pharmacy index on NHS Choices, which is populated by the pharmacies themselves. Accessed: October 2017

Parkers Pharmacy 61 North Moor Road Huntington YO32 9QN	Monday08:30 - 17:30 Tuesday08:30 - 17:30 Wednesday08:30 - 17:30 Thursday08:30 - 17:30 Friday08:30 - 17:30 Saturday Closed Sunday Closed	Day Lewis Pharmacy 35 Yarburgh Way Badger Hill YO10 5HD	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 12:30 Sunday Closed
Living Care Pharmacy 57 Blossom Street YO24 1AZ	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday09:00 - 13:00 Sunday Closed	Boots 2 The Old School Pharmacy Front Street YO24 3BN	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday09:00 - 17:30 Sunday Closed
The Priory Pharmacy Priory Medical Centre Cornlands Road YO24 3WX  (100 hour pharmacy)	Monday08:00 - 23:00 Tuesday08:00 - 23:00 Wednesday08:00 - 23:00 Thursday08:00 - 23:00 Friday08:00 - 23:00 Saturday08:00 - 23:00 Sunday10:00 - 20:00	Boots Pharmacy 5 St Mary's Square The Coppergate Centre YO1 9NY	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday09:00 - 17:30 Sunday10:30 - 16:30
Day Lewis Pharmacy 67 Front Street Acomb YO24 3BR	Monday08:30 - 17:30 Tuesday08:30 - 17:30 Wednesday08:30 - 17:30 Thursday08:30 - 17:30 Friday08:30 - 17:30 Saturday08:30 - 13:00 Sunday Closed	Boots Pharmacy 1 Kings Square YO1 8BH	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday08:30 - 18:00 Sunday11:00 - 17:00
Lloyds Pharmacy (Sainsburys) Monks Cross Shopping Park Jockey Lane YO32 9LG	Monday08:00 - 21:00 Tuesday08:00 - 21:00 Wednesday08:00 - 21:00 Thursday08:00 - 21:00 Friday08:00 - 21:00 Saturday08:00 - 21:00 Sunday10:00 - 16:00	Boots Pharmacy 2 Spurriergate AKA 43 Coney Street YO1 9QR	Monday08:30 - 18:00 Tuesday08:30 - 18:00 Wednesday08:30 - 18:00 Thursday08:30 - 18:00 Friday08:30 - 18:00 Saturday08:30 - 18:00 Sunday11:00 - 17:00

Lloyds Pharmacy 210 Fulford Road Fishergate YO10 4DX	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 13:00 Sunday Closed	Boots Pharmacy 153a Tang Hall Lane YO10 3SD	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 13:00 Sunday Closed
Lloyds Pharmacy 3 Wains Grove Dringhouses YO24 2TU	Monday08:30 - 17:30 Tuesday08:30 - 17:30 Wednesday08:30 - 17:30 Thursday08:30 - 17:30 Friday08:30 - 17:30 Saturday Closed Sunday Closed	Boots Pharmacy 86 Clifton YO30 6BA	Monday08:30 - 17:30 Tuesday08:30 - 17:30 Wednesday08:30 - 17:30 Thursday08:30 - 17:30 Friday08:30 - 17:30 Saturday09:00 - 17:00 Sunday Closed
Living Care Pharmacy 101 - 103 Green Lane Acomb YO24 4PS	Monday08:45 - 17:30 Tuesday08:45 - 17:30 Wednesday08:45 - 17:30 Thursday08:45 - 17:30 Friday08:45 - 17:30 Saturday Closed Sunday Closed	Boots Pharmacy 5 Heworth Village YO31 1AE	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday09:00 - 17:00 Sunday Closed
Lloyds Pharmacy 3 Intake Avenue YO30 6HB	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday09:00 - 13:00 Sunday Closed	Boots Pharmacy 66 Clarence Street YO31 7EW	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday09:00 - 17:00 Sunday Closed
Lloyds Pharmacy 412 Huntington Road YO31 9HU	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 14:00 Sunday Closed	Boots Pharmacy 10 East Parade YO31 7YJ	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday09:00 - 13:00 Sunday Closed
SKF Lo (Chemist) Ltd 151 Beckfield Lane YO26 5PJ	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 13:00 Sunday Closed	Boots Pharmacy 68 The Village Haxby YO32 2HX	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday09:00 - 17:00 Sunday Closed

Bishopthorpe Road Pharmacy 18 Bishopthorpe Road YO23 1JJ	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 13:00 Sunday Closed	Boots Pharmacy 6 Wyre Court Haxby YO32 2ZB	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 13:00 Sunday Closed
Fulford Pharmacy 101 Main Street Fulford YO10 4PN	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 13:00 Sunday Closed	Boots Pharmacy 25b The Village Strensall YO32 5XR	Monday08:45 - 18:00 Tuesday08:45 - 18:00 Wednesday08:45 - 18:00 Thursday08:45 - 18:00 Friday08:45 - 18:00 Saturday09:00 - 13:00 Sunday Closed
M J Roberts Chemists Ltd 8 Boroughbridge Road YO26 5RU	Monday08:30 - 18:00 Tuesday08:30 - 18:00 Wednesday08:30 - 17:30 Thursday08:30 - 17:30 Friday08:30 - 17:30 Saturday09:00 - 12:30 Sunday Closed	Boots Pharmacy Unit 7 Monks Cross Shopping Park YO32 9GX	Monday09:00 - 20:00 Tuesday09:00 - 20:00 Wednesday09:00 - 20:00 Thursday09:00 - 20:00 Friday09:00 - 20:00 Saturday09:00 - 19:00 Sunday11:00 - 17:00
Monkbar Pharmacy 3 Goodramgate YO1 7LJ  (100 hour pharmacy)	Monday07:30 - 22:30 Tuesday07:30 - 22:30 Wednesday07:30 - 22:30 Thursday07:30 - 22:30 Friday07:30 - 22:30 Saturday07:30 - 22:30 Sunday08:30 - 18:30	Cohens Chemist 22 Gillygate YO31 7EQ	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday Closed Sunday Closed
Living Care Pharmacy 71 Monkton Road YO31 9AL	Monday09:00 - 17:30 Tuesday09:00 - 17:30 Wednesday09:00 - 17:30 Thursday09:00 - 17:30 Friday09:00 - 17:30 Saturday Closed Sunday Closed	Copmanthorpe Pharmacy 8 Copmanthorpe Shopping Centre YO23 3GG	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday Closed Sunday Closed
Tesco Pharmacy Askham Bar Tadcaster Road YO24 1LW  (100 hour pharmacy)	Monday08:00 - 22:30 Tuesday06:30 - 22:30 Wednesday06:30 - 22:30 Thursday06:30 - 22:30 Friday06:30 - 22:30 Saturday06:30 - 22:00 Sunday10:00 - 16:00	Day Lewis Pharmacy 5 York Street Dunnington YO19 5PN	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 12:30 Sunday Closed

Tesco Pharmacy 9 Stirling Road Clifton Moor YO30 4XZ	Monday08:00 - 21:00 Tuesday08:00 - 21:00 Wednesday08:00 - 21:00 Thursday08:00 - 21:00 Friday08:00 - 21:00 Saturday08:00 - 21:00 Sunday10:00 - 16:00	Gale Farm Pharmacy Gale Farm Surgery 109-119 Front Street YO24 3BU	Monday08:30 - 18:00 Tuesday08:30 - 18:00 Wednesday08:30 - 18:00 Thursday08:30 - 18:00 Friday08:30 - 18:00 Saturday08:30 - 12:00 Sunday Closed
Tower Court Pharmacy Ltd Unit 1 Tower Court Oakdale Road YO30 4WL	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday Closed Sunday Closed	Haxby Group Pharmacy Haxby & Wigginton Health Centre YO32 2LL  (100 hour pharmacy)	Monday07:30 - 22:30 Tuesday07:30 - 22:30 Wednesday07:30 - 22:30 Thursday07:30 - 22:30 Friday07:30 - 22:30 Saturday07:30 - 22:30 Sunday09:00 - 19:00
Upper Poppleton Pharmacy The Green Upper Poppleton YO26 6DF	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 12:45 Friday09:00 - 18:00 Saturday Closed Sunday Closed	Huntington Pharmacy Huntington Surgery 1-3 North Lane 1-4 YO32 9RU  (100 hour pharmacy)	Monday07:00 - 23:00 Tuesday07:00 - 23:00 Wednesday07:00 - 23:00 Thursday07:00 - 23:00 Friday07:00 - 23:00 Saturday07:00 - 19:00 Sunday09:00 - 17:00
Whitworth Chemists Ltd 275 Melrosegate YO10 3SN	Monday09:00 - 18:00 Tuesday09:00 - 18:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 16:00 Sunday Closed	Bishopthorpe Pharmacy 22-24 Acaster Lane Bishopthorpe YO23 2SJ	Monday09:00 - 18:00 Tuesday09:00 - 17:00 Wednesday09:00 - 18:00 Thursday09:00 - 18:00 Friday09:00 - 18:00 Saturday09:00 - 13:00 Sunday Closed
Asda Stores Ltd Monks Cross Shopping Park Jockey Lane YO32 9LF	Monday09:00 - 21:00 Tuesday09:00 - 21:00 Wednesday09:00 - 21:00 Thursday09:00 - 21:00 Friday09:00 - 21:00 Saturday09:00 - 21:00 Sunday10:00 - 16:00	York Medical Pharmacy 199 Acomb Road Acomb YO24 4HD	Monday08:30 - 17:45 Tuesday08:30 - 17:45 Wednesday08:30 - 17:45 Thursday08:30 - 17:45 Friday08:30 - 17:45 Saturday Closed Sunday Closed

## **Appendix 5a: Questions used to consult on the draft PNA report**

1. Do you think that the draft PNA captures all of the relevant information needed to identify gaps in pharmaceutical provision in North Yorkshire/York?
2. Do you think that the draft PNA captures all of the relevant information needed to enable commissioning decisions about pharmaceutical service provision over the next 3 years?
3. Do you agree with the conclusions identified in section 5 and section 6 of the draft PNA?
4. Is there anything that you think is missing from the PNA that should be included or taken into account when reaching conclusions about services and need?
5. Any other comments
6. In what capacity are you responding?

## **Appendix 5b: Responses to the consultation on PNA draft report**

As part of the formal consultation, responses were received from:

- York Healthwatch
- East Riding Health and Wellbeing Board
- North Yorkshire Public Health (in place of North Yorkshire Health and Wellbeing Board)
- Vale of York CCG
- A GP practice group
- Community Pharmacy North Yorkshire
- The Local Medical Committee
- Lead Pharmacist in the region
- Two residents

Several organisations responded to confirm they were satisfied with the draft. Any comments with requests for amendments were reviewed by the York PNA project group.