



Hillingdon Pharmaceutical Needs Assessment 2018

Appendix 3: Community Pharmacy Provision

March 2018

1. Provision within Hillingdon

The skills and expertise of community pharmacy teams should be utilised to alleviate some of the pressures and ever increasing demands on the NHS and social care services. Community pharmacies are well positioned to support independent living, the promotion of self-care and contribute to a reduction in A&E attendances and hospital admissions. Locally, the Minor Ailment Service is provided by community pharmacists, since 2015 a further 4 pharmacies are now offering the Minor Ailment service. There are now 29 pharmacies with a larger proportion of pharmacies offering the service are in the south of the borough. Integration with the NHS 111 service would also be of benefit.

The current level of essential services in Hillingdon is considered necessary and good based on the existing needs and choices of residents. The level of advanced services, eg medicines use reviews (MURs), new medicines services (NMS), appliance use reviews (AURs) and stoma appliance customization services (SACS) are relevant to local needs and the provision of these services has increased in recent years with MURs and NMS being provided by all pharmacies within the borough. The north of the Borough has a higher proportion of those aged 65 years and over, hence utilisation of health services, including community pharmacy is higher, as evidenced through the higher utilization of prescription items in Ruislip & Northwood locality.

The proportion of ethnic minority older people is high and increasing in Hayes & Harlington locality, which is likely, over time, to reflect the pattern of service utilisation which currently typifies the north of the Borough. Community pharmacies have been providing an increasing number of MURs over the years, as well as a growing number of NMS. However, there is potential for the provision of more directed MURs for patients with long term conditions who may benefit from services nearer home, and from the diverse language skills of community pharmacy staff. By developing better understanding of their condition, patients will be able to manage their conditions more effectively, which in turn will reduce the likelihood of escalations and the need for urgent treatment.

There are many examples both locally and nationally where community pharmacies have contributed to meeting priorities and achieving outcomes. Smoking cessation service delivery, influenza immunisations and Chlamydia screening are good examples of such work. Providing health and social care services closer to home is a key local Health and Wellbeing Board priority. Community pharmacies are an ideal setting for the provision of services closer to home, especially given the very good accessibility to pharmaceutical services across Hillingdon.

Hillingdon CCG plans to provide more services in the community with the transition of diabetes and cardiology services from secondary to primary care. The 2018 PNA has seen an increase in the number of pharmacies providing disease specific service. There has been an increase in services for Diabetes Type 1 and Type 2 and Diabetes screening management. There is a sustained service providing CHD support. Community pharmacies can make a useful contribution in the redesign of care pathways during remodelling and decommissioning of services.

The Joint Health and Wellbeing Strategy prioritised maternity and child health, due to the number of births in Hillingdon and the need to enhance the quality of maternal and child

health services. Community pharmacies situated at the heart of local communities where pregnant women, young people and young families shop, play and work, are the most accessible primary care professionals, available without appointment (in some areas for 100+ hours a week). Their skills and experience make them ideally placed to meet the needs of young families and older people alike. Patients with long term conditions such as dementia (an important local priority) can benefit from services accessible near home.

In 2013 NHS England commissioned community pharmacies across London and Hillingdon to provide influenza immunisations, which increased the accessibility of immunisation services especially for the working age population and achieved high immunisation rates. Pharmacy provision of flu vaccine has increased from 35 pharmacies to 53 since 2015, and the intranasal vaccine for children has increased from 10 to 16 pharmacies offering this service, 29 pharmacies provide the pneumococcal immunisation service.

There is growing emphasis on developing the public health role of community pharmacies. The Public Health Professional Standards for community pharmacy is an important step towards strengthening this relationship. Public health teams are responsible for commissioning public health programmes to improve health status of the local population. The delivery of national programmes such as NHS health checks, smoking cessation and tackling obesity contribute to improving the health of residents and tackling inequalities in health outcomes. Community pharmacies experience of providing these services for Hillingdon residents in the past is a key strength upon which future programmes could be based.

2. Current provision of pharmaceutical services

NHS England North West London Area Team commissions 65 community pharmacies in Hillingdon to provide pharmaceutical services.

Table 1: Provision of community pharmacies in Hillingdon by ward and locality

Locality / ward	Population in 2018 (GLA demographic projections, 2015) published 2016	Number of pharmacies
Ruislip & Northwood	Total = 96,200	Total = 23
Cavendish	12,442	
Eastcote & East Ruislip	14,182	
Harefield	7,964	
Manor	12,129	
Northwood	11,231	
Northwood Hills	12,427	
South Ruislip	13,418	
West Ruislip	12,407	
Uxbridge & West Drayton	Total = 103,100	Total = 21
Brunel	14,510	
Hillingdon East	13,648	
Ickenham	10,933	
Uxbridge North	15,303	
Uxbridge South	15,396	
West Drayton	18,390	
Yiewsley	14,945	
Hayes & Harlington	Total = 108,100	Total = 21
Barnhill	14,147	
Botwell	19,672	
Charville	13,131	
Heathrow Villages	13,442	
Pinkwell	16,152	
Townfield	16,859	
Yeading	14,685	
22 wards	307,400 population	65 pharmacies

Benchmarking with England and London

Table 2: Number of pharmacies per 100,000 population (based on 2018 population)

Area	Rate per 100,000 based on GLA Demographic Projections, 2015	Rate per 100,000 based on SNPP, 2014 (released May 2016)
Ruislip & Northwood	23.9 population = 96,200 number of pharmacies = 23	Population not available at ward level from this source
Uxbridge & West Drayton	20.3 population = 103,100 number of pharmacies = 21	Population not available at ward level from this source
Hayes & Harlington	19.4 population = 108,100 number of pharmacies = 21	Population not available at ward level from this source
Hillingdon	21.1 population = 307,400 number of pharmacies = 65	20.7 population = 314,300 number of pharmacies = 65
London	20.6 population = 8,980,071 number of pharmacies = 1,853**	20.4 population = 9,081,300 number of pharmacies = 1,853**
England	Population not available at national level from this source	20.8 population = 56,061,500 number of pharmacies = 11,688**

** source = General Pharmaceutical Services in England 2015/16, NHS Digital

<http://content.digital.nhs.uk/searchcatalogue?productid=23420&q=pharmacy&sort=Relevance&size=10&page=1#top>

Information on the distribution of community pharmacies across Hillingdon shows that the locality of Ruislip & Northwood has a marginally higher provision with 23 pharmacies than either Uxbridge & West Drayton or Hayes & Harlington that have 21 pharmacies each. The proportion of community pharmacies per 100,000 population, is also higher in Ruislip & Northwood (23.9) when compared with Uxbridge & West Drayton (20.3), Hayes & Harlington (19.4), London (20.4) and England (20.8).

Pharmacy provision is good across all three localities in Hillingdon. Pharmaceutical services in Hillingdon are also well resourced. In the pharmacy service survey pharmacists stated their willingness to provide services that may be required in the future. This suggests the number of pharmacies is sufficient to manage the need of the population over the next 3-5 years. However, given population increases predicted for both Hayes & Harlington (Housing

Zone) and Uxbridge & West Drayton (St Andrews Park) localities, there will be a need to monitor provision of pharmaceutical services over the medium to longer term (ie 3-5 years).

While the population size does not vary much between localities; there are differences in factors such as: demographic features, health status and distribution of risk factors which make the overall picture on health status more complex. Based on the narrative regarding age and ethnicity distribution and mortality and morbidity, the health needs of the older population in the north of the Borough are different from the relatively younger and less affluent south. Community pharmacies based at the heart of these communities can play a vital role in meeting some of the specific needs.

The Local Government Association has urged commissioning organisations to recognise and harness the expertise and experience of community pharmacies in optimising medicines use, supporting patients and the public's health and wellbeing, as well as improving patient safety. The potential role of community pharmacy in prevention and early identification of diseases is being evaluated under what has been termed the Healthy Living Pharmacies model.

In Hillingdon, community pharmacies actively contribute to national programmes like NHS health check, influenza immunisation, smoking cessation and Chlamydia screening and treatment. The uptake of such public health programmes could be increased by raising awareness about their availability within the community pharmacy setting through improved communication to patients and residents. The new Local Authority Public Health Primary Care Contract provides an opportunity for more community pharmacists to provide preventative services with better outcomes for all.

There is an even spread of pharmacies across Hillingdon especially in areas of deprivation in the south, and in areas with a higher proportion of older people and people with long term conditions (Ruislip & Northwood). These pharmacies are open early, late and at weekends. The results of the survey of community pharmacists detailed in Appendix 4, highlights that over 80% of pharmacies have disabled car parking nearby and over 70% have free car parking in close proximity to their premises. During certain days and times of the week, community pharmacies are the only healthcare facility available.

Pharmacy opening hours

The national framework for pharmaceutical services requires every pharmacy to open for 40 hours minimum and provide essential services which are necessary services. Maps on the following pages show the distribution of pharmacies that are open less than 100 hours per week and those that are contracted to open 100 hours a week. Pharmacies 64 and 65 (Boots) located in Heathrow terminals might not be as accessible to local residents due to parking charges for airport car parks even though these are open for 100+ hours.

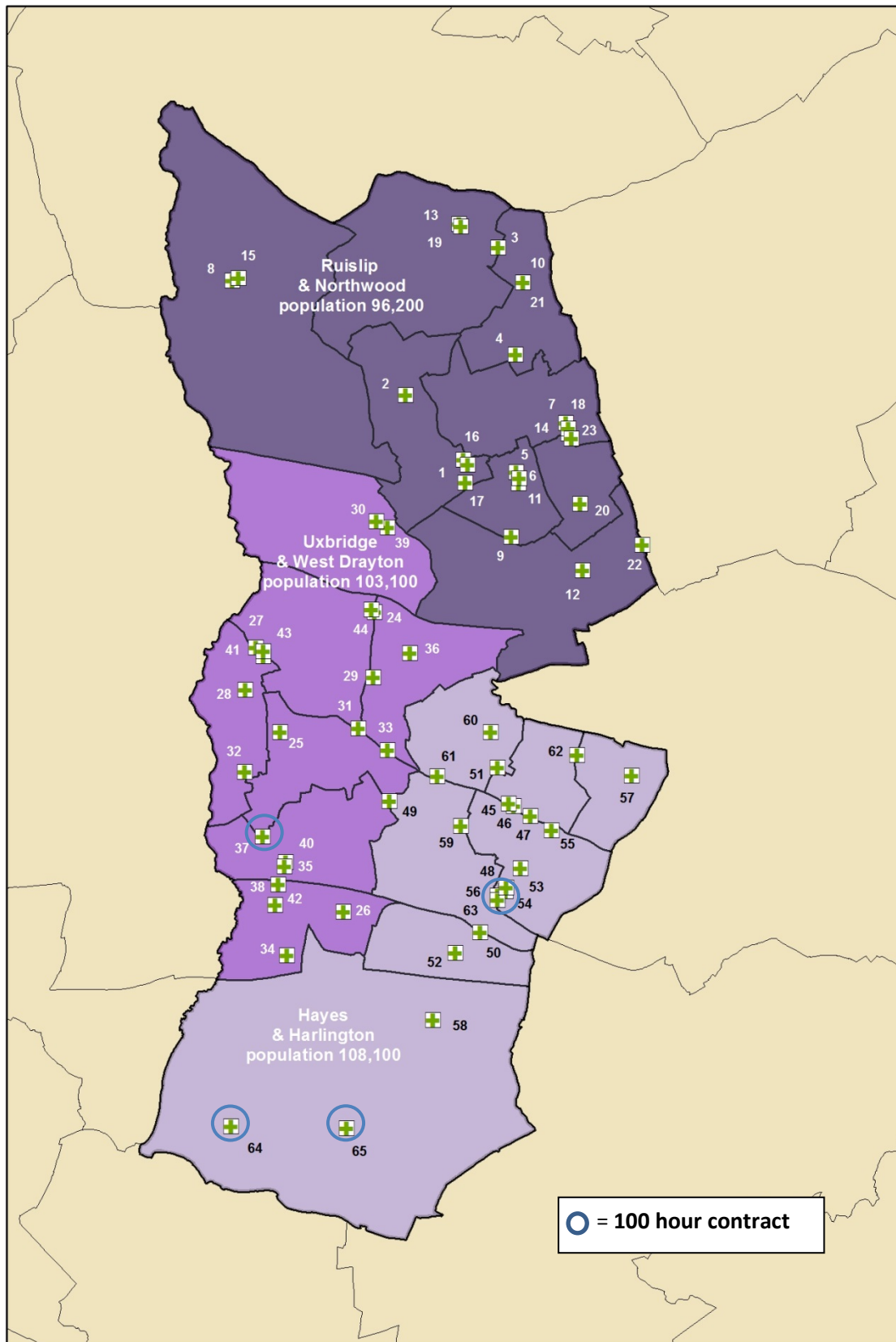
Compliance with the Equalities Act

Community pharmacies must make reasonable provision for access by patients who have disabilities. Out of 65 community pharmacists, 64 stated they had wheelchair access and were compliant with the Equalities Act. In 27 pharmacies (42%) patients have access to

toilet facilities and 52 (80%) had consultations room / area accessible via wheelchair. 26 pharmacies reported that they provide consultations in patients' homes or other suitable sites for greater accessibility.

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Map 1: Pharmacies by locality and type



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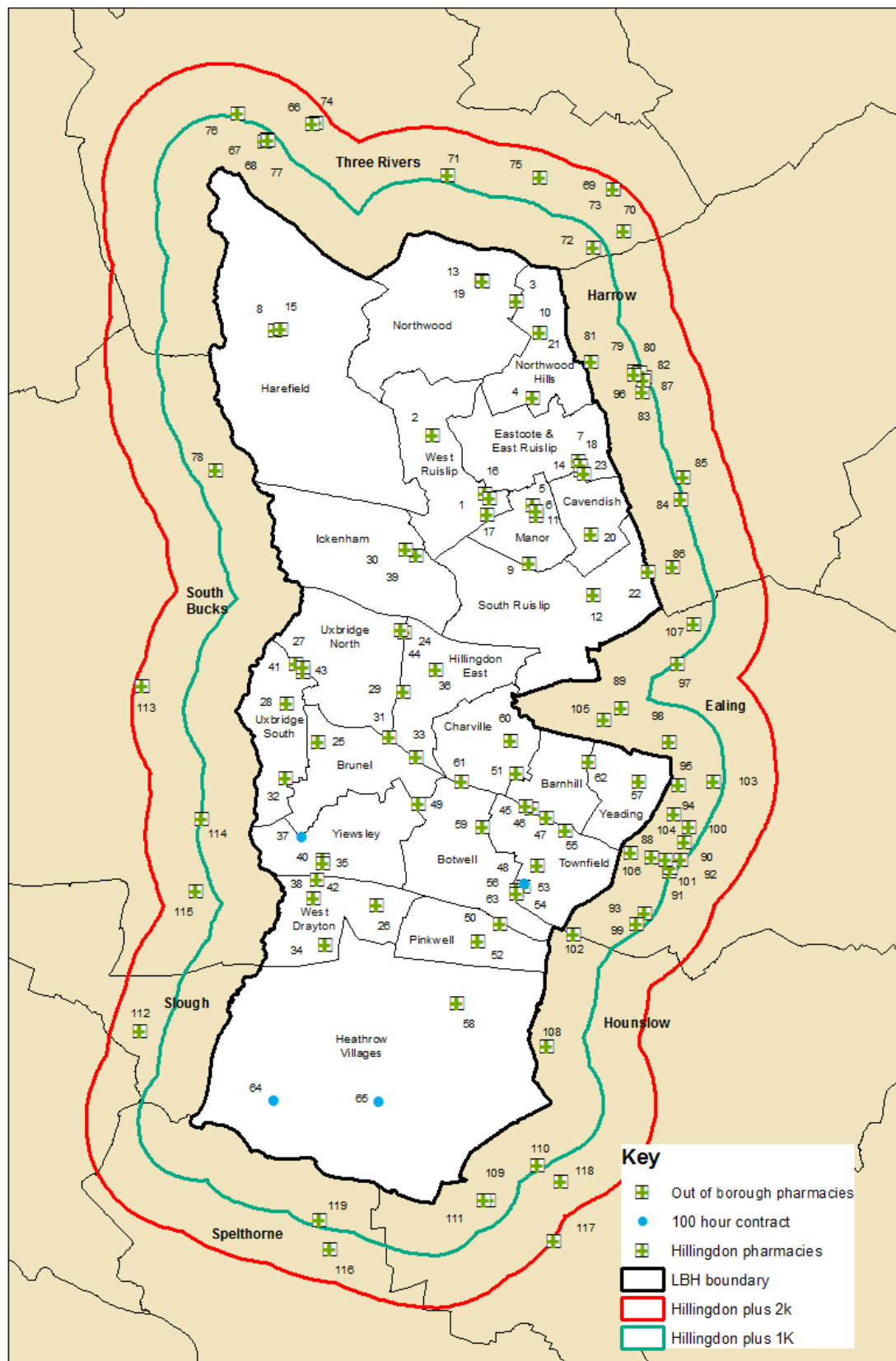
Key	Pharmacy name	Location
1	Ashworths Pharmacy	Ruislip
2	Howletts Pharmacy	Ruislip
3	Carter Chemist & Ability	Northwood
4	Carters Pharmacy	Eastcote
5	Chimsons Ltd	Ruislip Manor
6	Dana Pharmacy	Ruislip Manor
7	Eastcote Pharmacy	Eastcote
8	Harefield Pharmacy	Harefield
9	Nu-Ways Pharmacy	Ruislip
10	Ross Pharmacy	Northwood
11	Ruislip Manor Pharmacy	Ruislip Manor
12	Lloyds Pharmacy in Sainsbury's	South Ruislip
13	Sharman's Chemist	Northwood
14	Superdrug	Eastcote
15	The Malthouse Pharmacy	Harefield
16	Boots, 67 High Street	Ruislip
17	Boots, Wood Lane Medical Centre	Ruislip
18	Boots	Eastcote
19	Boots	Northwood
20	Boots, Whitby Road	Ruislip
21	Boots	Northwood Hills
22	Boots, 716 Field End Road	South Ruislip
23	Boots, 171 Field End Road	Eastcote
24	Adell Pharmacy	Hillingdon
25	Brunel Pharmacy	Uxbridge
26	Carewell Chemists	West Drayton
27	Flora Fountain Ltd	Uxbridge
28	H A McParland Ltd	Uxbridge
29	Hillingdon Pharmacy	Hillingdon
30	Anglebond Pharmacy	Ickenham
31	Lawtons Pharmacy	Hillingdon
32	Mango Pharmacy	Cowley
33	Oakleigh Pharmacy	Hillingdon
34	Orchards Pharmacy	West Drayton

Key	Pharmacy name	Location
35	Phillips Pharmacy	Yiewsley
36	Puri Pharmacy	Hillingdon
37	Tesco In-Store Pharmacy ●	West Drayton
38	Winchester Pharmacy	West Drayton
39	Winchester Pharmacy	Ickenham
40	Yiewsley Pharmacy	Yiewsley
41	Boots, High Street	Uxbridge
42	Boots	West Drayton
43	Boots, Intu Shopping Centre	Uxbridge
44	Boots, 380 Long Lane	Hillingdon
45	Daya Ltd	Hayes
46	Grosvenor Pharmacy	Hayes
47	H.A. McParland Ltd	Hayes
48	Hayes Town Pharmacy ●	Hayes
49	Joshi Pharmacy	Hayes
50	Kasmani Pharmacy	Hayes
51	Lansbury Pharmacy	Hayes
52	Medics Pharmacy	Hayes
53	Nuchem Pharmacy	Hayes
54	Pickups Chemist	Hayes
55	Lloyds Pharmacy in Sainsburys	Hayes
56	Superdrug	Hayes
57	Tesco In-Store Pharmacy	Yeading
58	The Village Pharmacy	Harlington
59	Vantage Chemists	Hayes
60	Vantage Pharmacy	Hayes
61	Boots, 1266 Uxbridge Road	Hayes
62	Boots, 236 Yeading Lane	Hayes
63	Boots, 28-30 Station Road	Hayes
64	Boots, Terminal 5 ●	Heathrow Airport
65	Boots, Terminal 3 ●	Heathrow Airport

● = 100 hour contract

Access to pharmaceutical services: in Borough and out of Borough

Map 2: Pharmacies in Hillingdon, and those within 2km of the boundary (Three Rivers, South Bucks, Slough and Spelthorne) and 1km of the boundary (London Boroughs of Harrow, Ealing and Hounslow):

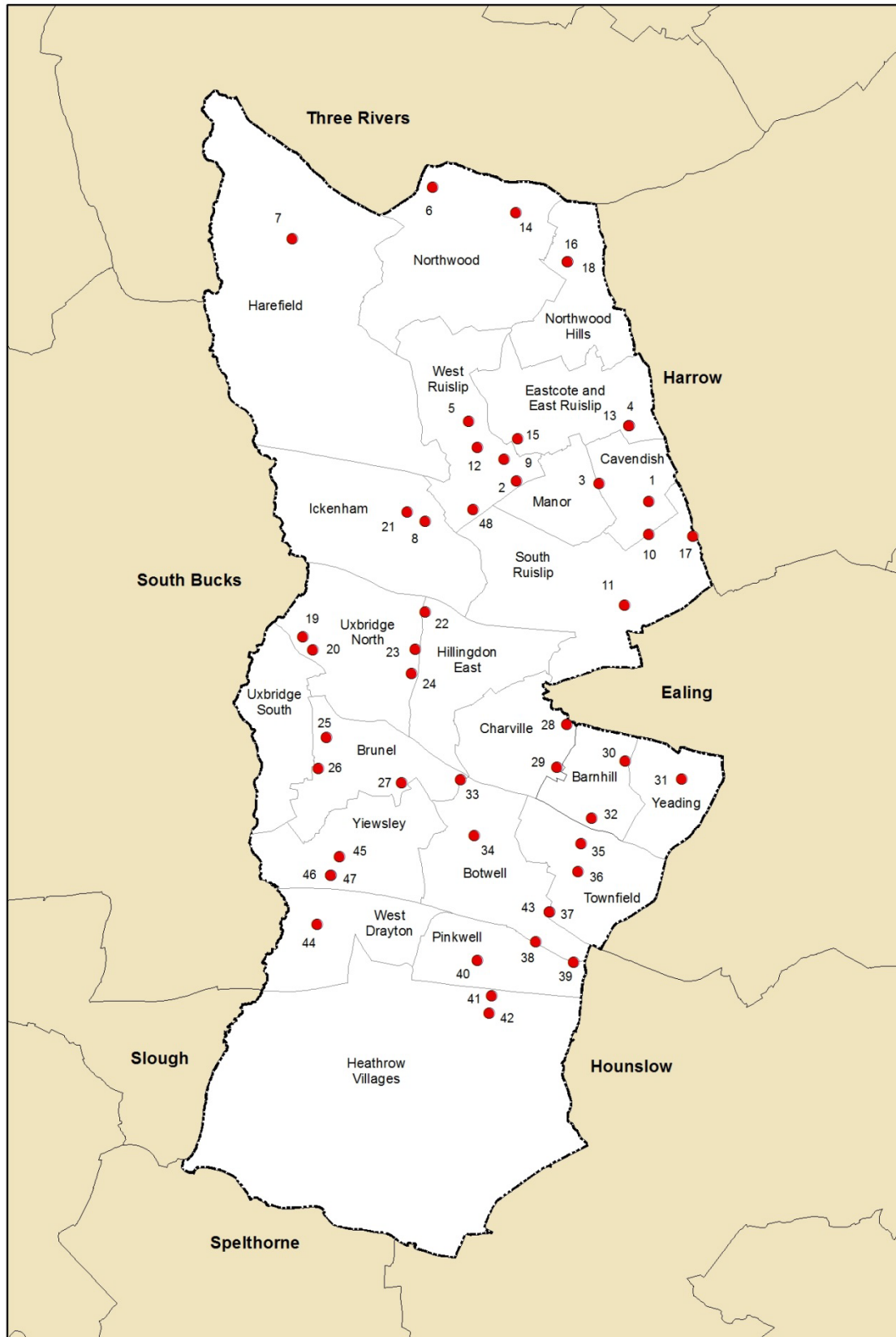


Out of Borough pharmacies:

Key	Pharmacy name	Location
66	Boots, 78 High Street	Rickmansworth
67	Dave Pharmacy	Rickmansworth
68	Delite Chemist	Rickmansworth
69	Esom Chemist	South Oxhey
70	Lex Pharmacy	South Oxhey
71	Loomrose Pharmacy	Moor Park
72	Prestwick Pharmacy	South Oxhey
73	Viks Pharmacy	South Oxhey
74	Riverside Pharmacy	Rickmansworth
75	Medco Pharmacy	South Oxhey
76	Tudor Pharmacy	Rickmansworth
77	The Chief Cornerstone	Rickmansworth
78	Boots	Denham
79	Angie's Chemist	Pinner
80	Carters Chemist	Pinner
81	Tesco In-Store Pharmacy	Pinner
82	Gor Pharmacy, Pinn Medical Centre	Pinner
83	Gor Pharmacy	Pinner
84	Jade Pharmacy	Harrow
85	Jade Pharmacy	Harrow
86	Kings Pharmacy	South Harrow
87	Lloyds Pharmacy in Sainsburys	Pinner
88	Alchem Pharmacy	Southall
89	Alpha Chemist	Northolt
90	Anmol Pharmacy	Southall
91	Chana Chemist	Southall
92	Chana Chemist	Southall
93	Fountain Pharmacy	Southall
94	H.J. Dixon Chemist	Southall
95	Lady Margaret Pharmacy	Southall
96	Boots	Pinner
97	M Gokani Chemist	Northolt

Key	Pharmacy name	Location
98	Northolt Pharmacy	Northolt
99	Puri Pharmacy	Southall
100	Shah Pharmacy	Southall
101	Sherrys Chemist	Southall
102	Tesco In-Store Pharmacy, Bulls Bridge	Southall
103	Chana Chemist	Southall
104	Boots	Southall
105	Touchwood Pharmacy	Northolt
106	Woodland Pharmacy	Southall
107	Boots	Northolt
108	Dunns Chemist	Cranford
109	Edwards & Taylor	Bedfont
110	Tesco In-Store Pharmacy	Feltham
111	Boots	Bedfont
112	Colnbrook Pharmacy	Colnbrook
113	Jeeves Pharmacy	Iver Heath
114	Lloyds Pharmacy	Iver
115	Saleys Chemist	Iver
116	Tesco	Stanwell
117	Boots	Feltham
118	Boots	Feltham
119	Hermans	Stanwell

Map 3: GP practices in Hillingdon



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List of GP practices in Hillingdon

Key	Practice name
1	Oxford Drive Medical Centre
2	Wood Lane Medical Centre
3	Cedars Medical Centre
4	The Abbotsbury Practice
5	Dr Karim's Practice, Ladygate Lane
6	The Mountwood Surgery
7	The Harefield Practice
8	Swakeleys Medical Centre
9	King Edwards Medical Centre
10	Medical Centre, Queenswalk
11	Dr Siddiqui's, Walnut Way
12	Southcote Clinic
13	Devonshire Lodge
14	Eastbury Surgery
15	St Martin's Medical Centre
16	Acre Surgery
17	Acrefield Surgery
18	Carepoint Practice
19	Belmont Medical Centre
20	Uxbridge Health Centre
21	Wallasey Medical Centre
22	Hillingdon Health Centre
23	Oakland Medical Centre
24	Acorn Medical Centre

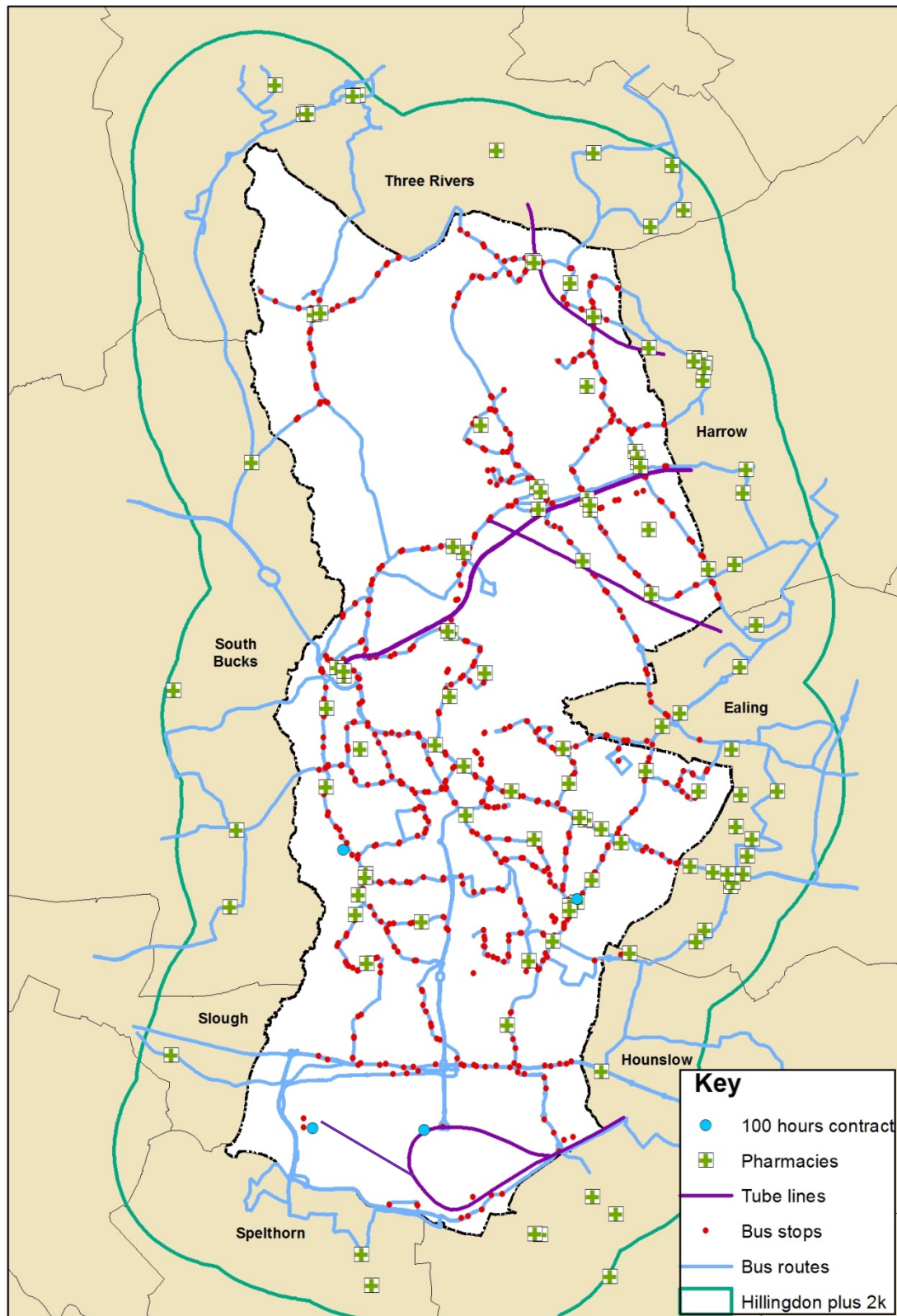
Key	Practice name
25	Brunel Medical Centre
26	Church Road Surgery
27	West London Medical Centre
28	Cedar Brook Practice
29	Pine Medical Centre
30	Yeading Court Surgery
31	Willow Tree Surgery
32	The Warren Practice
33	Parkview Surgery
34	Kingsway Surgery
35	Townfield Doctors Surgery
36	Kincora Doctor's Surgery
37	Hayes Town Medical Centre
38	Hayes Medical Centre
39	North Hyde Practice
40	Shakespeare Surgery
41	Heathrow Medical Centre
42	Glendale House Surgery
43	Orchard Practice
44	Medical Centre, The Green
45	Otterfield Medical Centre
46	Yiewsley Family Practice
47	The High Street Practice
48	St Martin's Medical Centre

Hospital services

NHS hospital trusts and private hospitals do not provide pharmaceutical services as defined for the purposes of the PNA however, as part of the integrated services for patients being discharged from acute and secondary care into community, liaison between hospital pharmacy and community pharmacies is important for providing seamless discharge of patients.

Map 4: Accessibility via public transport

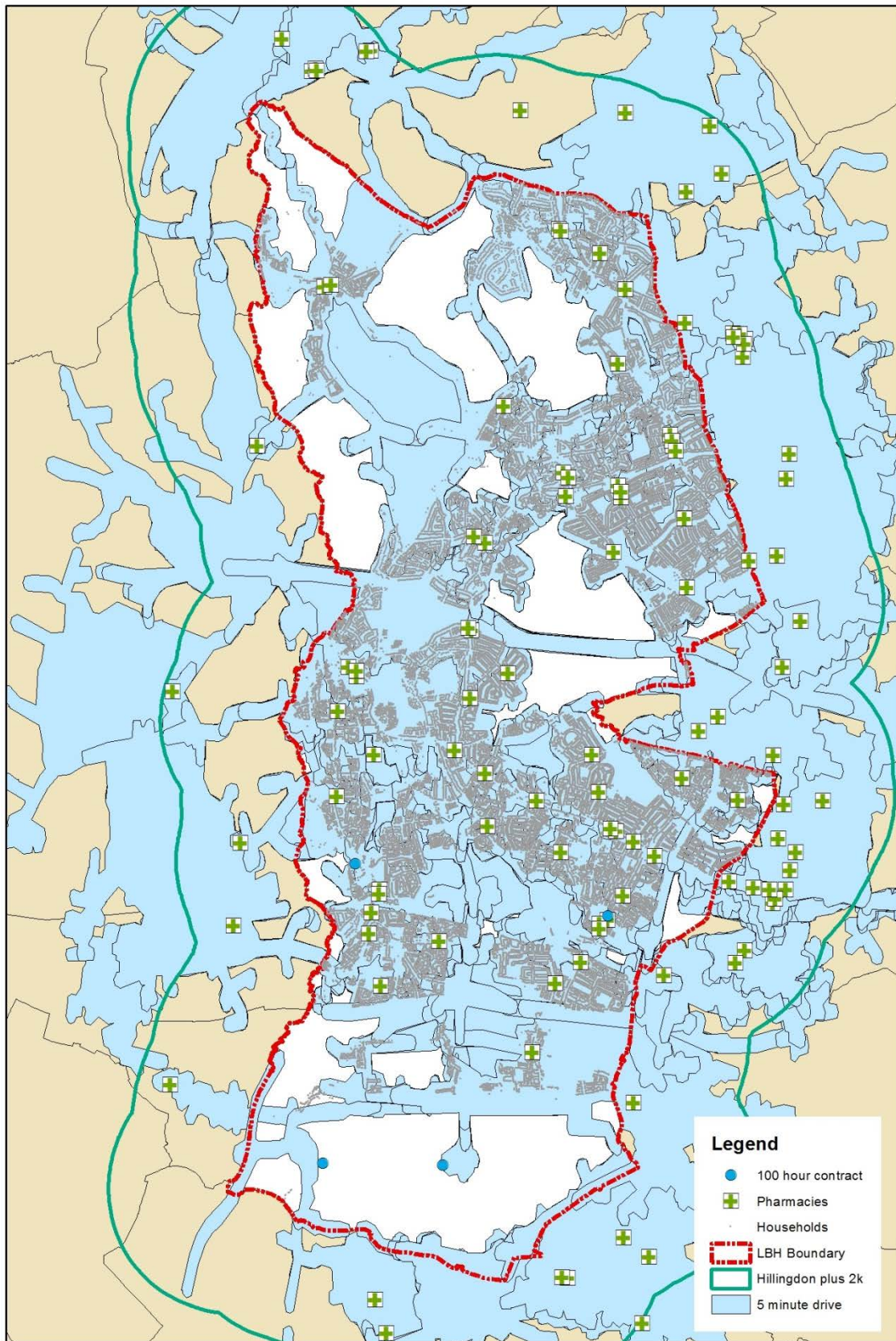
Bus routes and bus stops in relation to Hillingdon and out of Borough pharmacies



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Map 5: Access by car

Pharmacies within a 5 minute drive time, by residential postcodes



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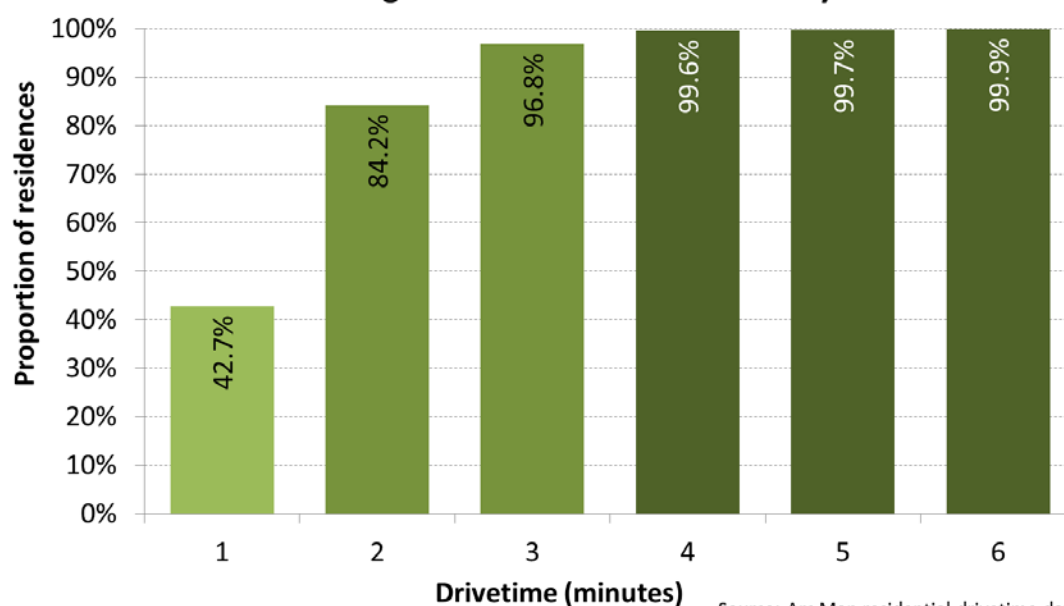
Geographic Information System (GIS) drive time layers at 1 minute intervals were analysed; the number of Borough households found to be within and not within the following drive times to pharmacies are:

Drive time	Within drive time:		Outside drive time:	
	Number of households	Percentage	Number of households	Percentage
1 minute	46,404	42.7%	62,203	57.3%
2 minutes	91,485	84.2%	17,122	15.8%
3 minutes	105,142	96.8%	3,465	3.2%
4 minutes	108,171	99.6%	436	0.4%
5 minutes	108,335	99.7%	272	0.3%
6 minutes	108,592	99.9%	15	<0.1%

*based on 108,607 households

Driving in light urban traffic and keeping within the posted speed limits, 97% of households are within a 3 minute drive or within a 30 minute walk away from a community pharmacy.

Proportion of the 108,600 residential address points within a given drivetime to a Pharmacy

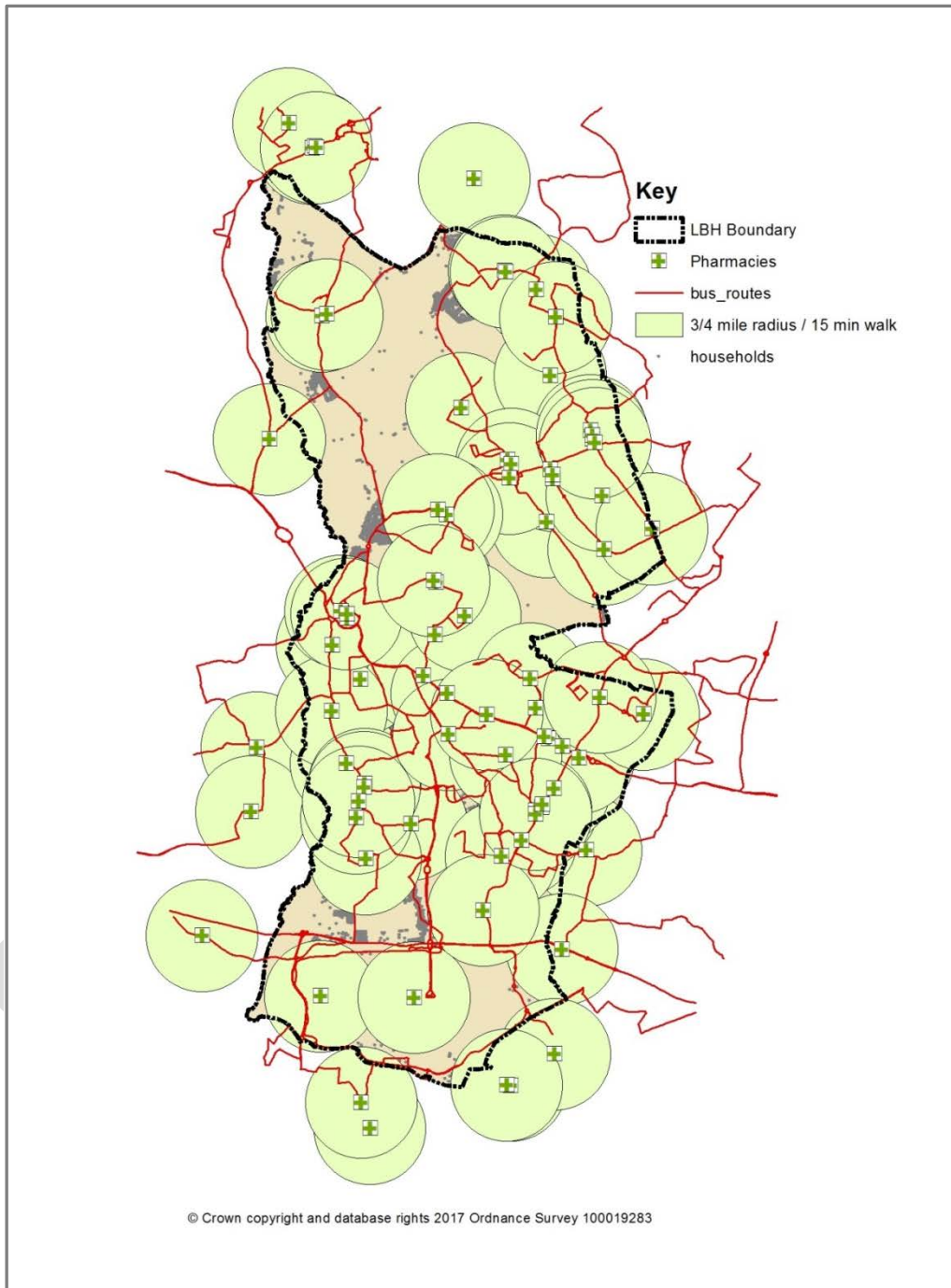


Types of pharmacies

Out of the 65 pharmacies in Hillingdon, 28 are provided by large multiples like Boots, Superdrug, Lloyds (within Sainsbury's), Vantage Pharmacy and Tesco, and 30 are independent. The other 7 belong to small groups with 2-10 pharmacies.

Map 6: ¾ mile radius around the pharmacies

Pharmacies with a ¾ mile radius (15 minute walk), by residential postcodes (with bus routes):

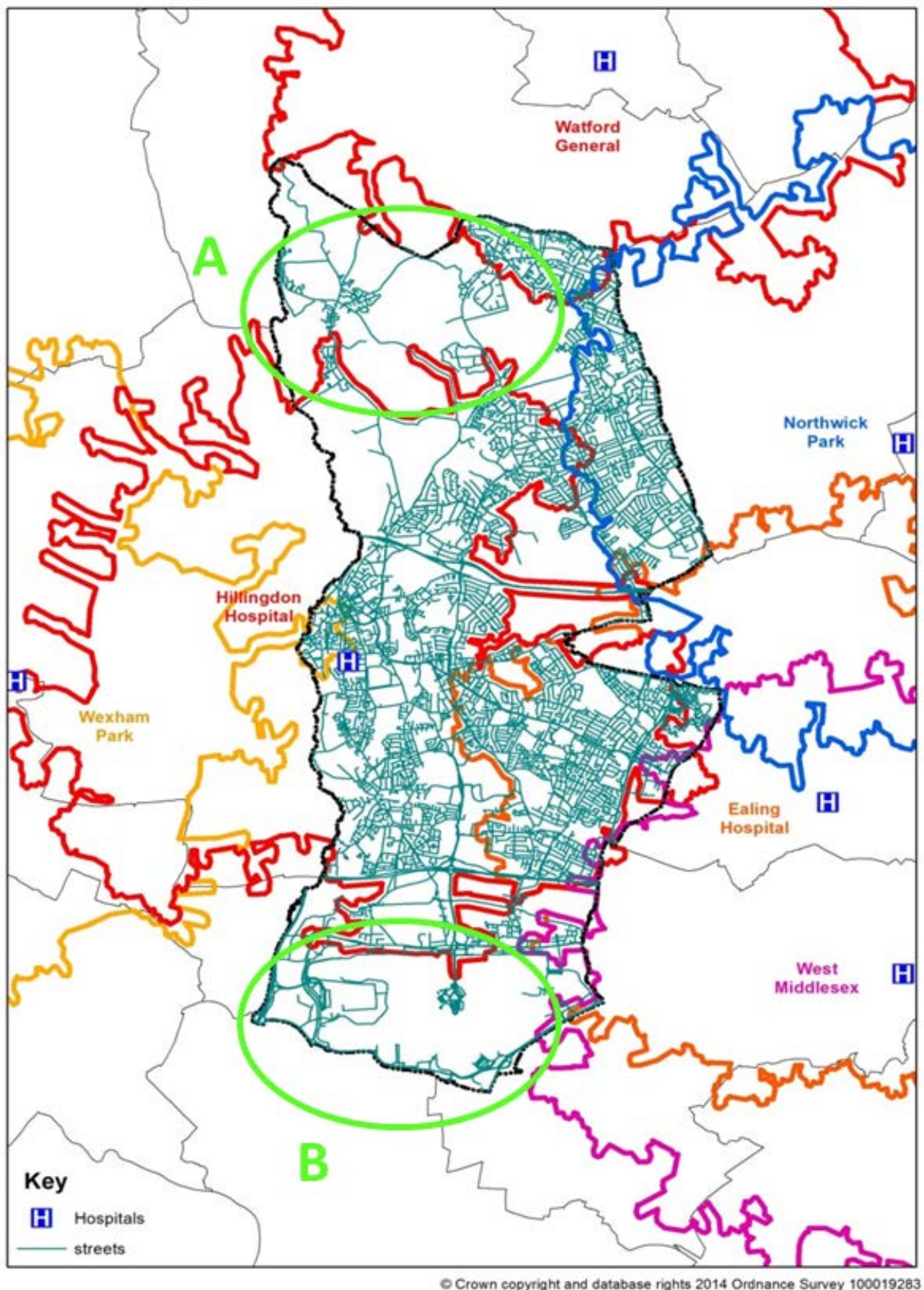


The map shows (from the overlapping ¾ mile circles), a 15 minute walking distance around each pharmacy.

It is acknowledged that there are some areas of the community where a pharmacy is more than 15 minute walk away. Where this is the case pharmacies are readily accessible by bus and road with parking close to the premises. The majority of borough pharmacies are within a 15 minute walk of another pharmacy which is currently serving their geographical location.

Map 7: Access to acute and emergency care - hospitals with a 5 mile radius

The coloured lines show the extent of 5 miles road travel from each hospital.



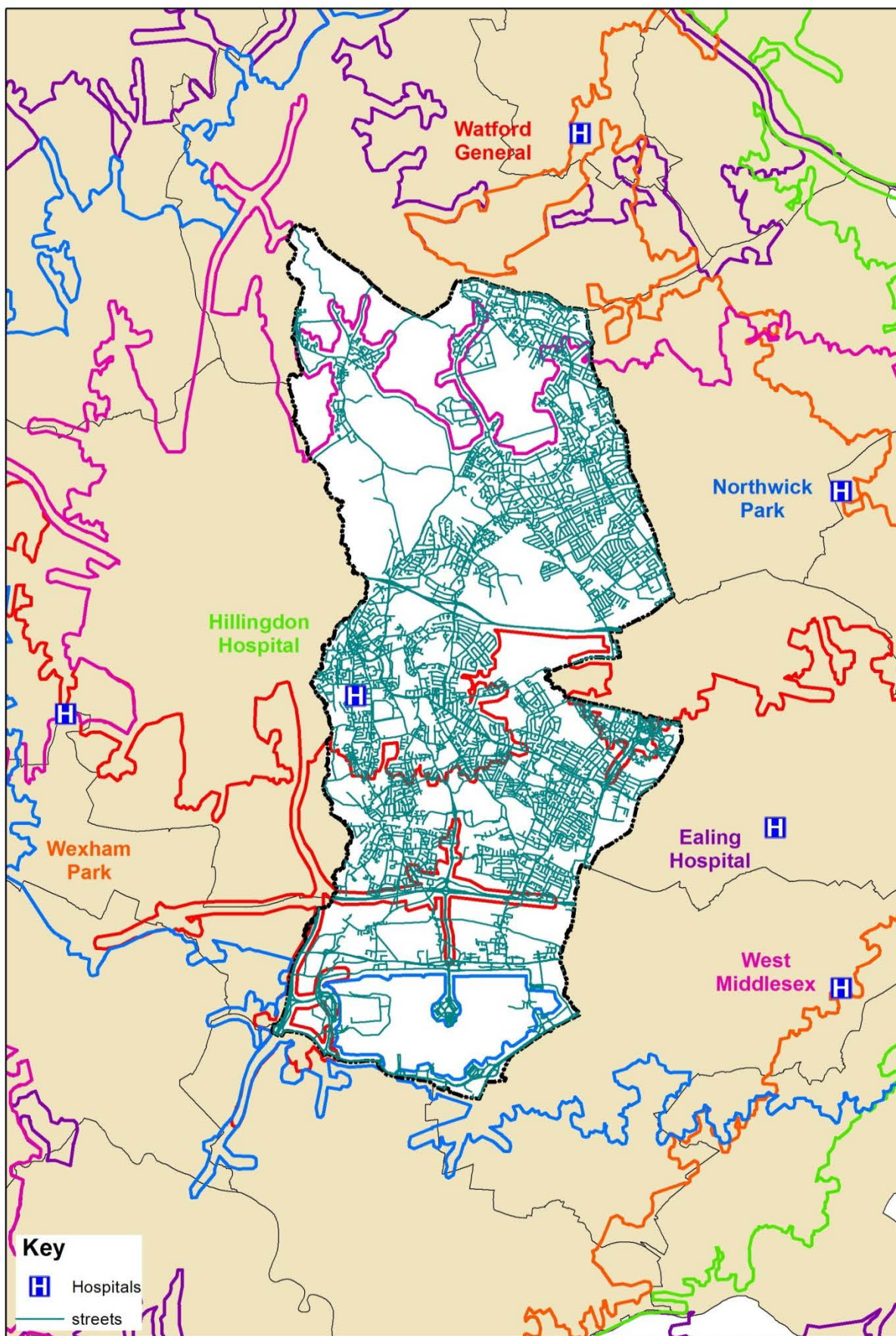
Note - there are areas of low population density in Harefield and Northwood in the north of the borough ('A'), and in Heathrow Villages in the south ('B'). Whilst there are very few residential roads within 'B', Ashford Hospital is approximately 1.5k from the Borough boundary, and has a GP/nurse walk-in centre operating 8am – 8pm 365 days a year; their A&E sister hospital is St Peter's in Chertsey, approximately 15k outside Hillingdon's Borough boundary.

In the north of the Borough at 'A', Mount Vernon Minor Injuries Unit operates from 9am to 8pm seven days a week, offering the following services:

- Minor wounds (including those that may need stitches)
- Minor burns and scalds
- Minor head injury where there has been no loss of consciousness or vomiting, and there are no residual symptoms (ie headache, nausea, dizziness or any other symptoms of concussion)
- Minor injuries to legs below the knee and arms below the shoulder
- Minor nose bleeds
- Emergency contraception

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Map: A&E hospitals within a 30 minute drive time



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3. Services provided by community pharmacies

Community pharmacies provide three tiers of pharmaceutical services:

- Essential services: These services are required from all community pharmacies
- Advanced services: To support patients with safe use of medicines
- Enhanced services: These services can be commissioned locally by NHS England

Hillingdon community pharmacies listed here are known to be compliant with their contracts at the time of this report.

Essential services

Every community pharmacy providing NHS pharmaceutical services dispenses medicines & appliances and does repeat dispensing, disposal of unwanted medicines, promotion of healthy lifestyles and support for self-care. Based on the previous PNA and the current analysis, the current level of provision of essential services is considered necessary.

Prescriptions by volume and cost

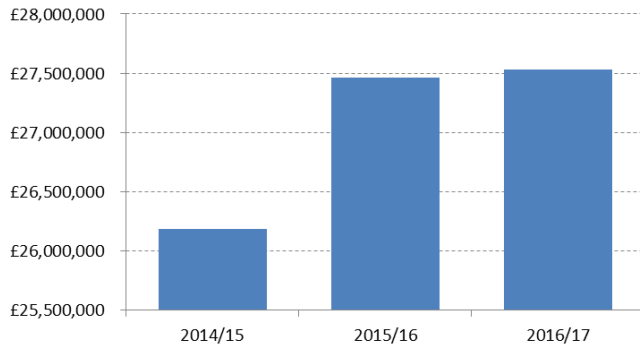
Statistics on prescriptions dispensed in the community by community pharmacists, appliance contractors, and dispensing doctors in England comes from Prescription Cost Analysis (PCA) data. NHS Digital publishes the Prescription Cost Analysis National Statistics annually in April. Data for the most recent calendar year (2016) shows that nationally:

- 1.10 billion prescription items were dispensed in the community. An increase of 1.89% from 1.08 billion in 2015
- £9.20 billion was the cost of prescriptions dispensed in the community.
- The leading BNF (British National Formulary) Section in terms of NIC (Net Ingredient Cost), is BNF 6.1 drugs used in diabetes at £984m
- The BNF Section with the largest number of items is 2.5, Hypertension & Heart Failure with 71.4 million items
- 89.7% of all prescription items are dispensed free of charge (2015, published 6/7/16).

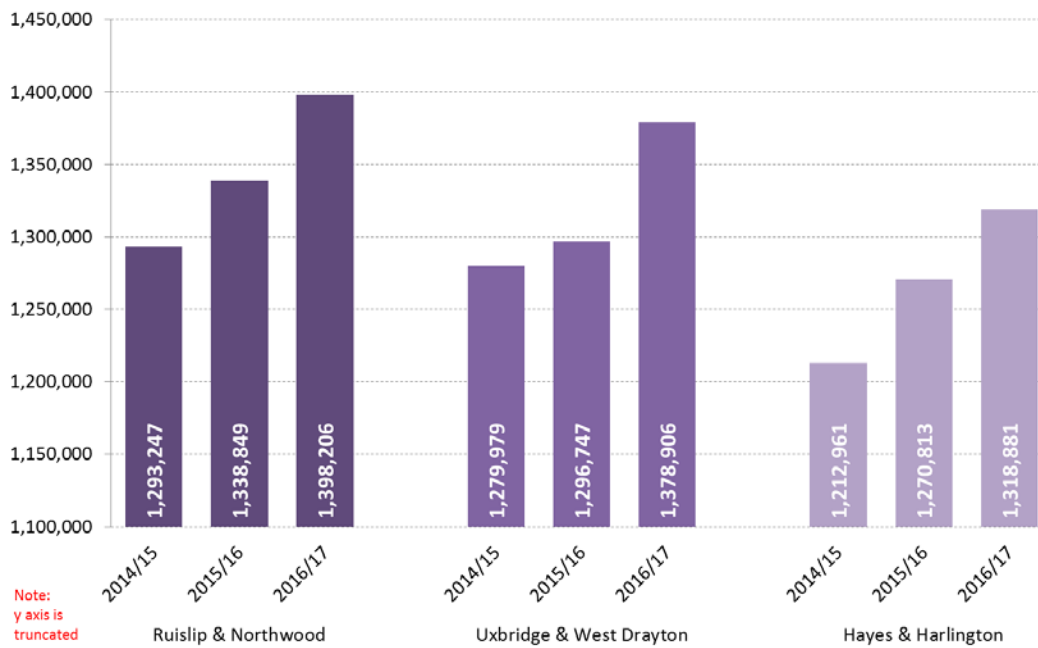
Within Hillingdon, the volume of prescriptions has increased across all localities since 2014/15. The overall cost of dispensed prescriptions in Hillingdon has increased year on year; the costs in each locality has increased, apart from a small drop in Hayes & Harlington between 2015/16 and 2016/17. Although the overall costs of prescriptions has increased, the average cost of a prescription has fallen in each locality, and is now (on average) under £7.00; this may be due to the type of generic medicines prescribed.

The charts on the following pages show that the volume and cost of prescriptions is higher for Ruislip & Northwood in comparison with Uxbridge & West Drayton and Hayes & Harlington. This is consistent with the higher observed prevalence of various chronic illnesses and an older age profile of Ruislip & Northwood locality, based on current need. In future, an ageing ethnic population in wards within Hayes & Harlington locality is likely to balance some of the demand.

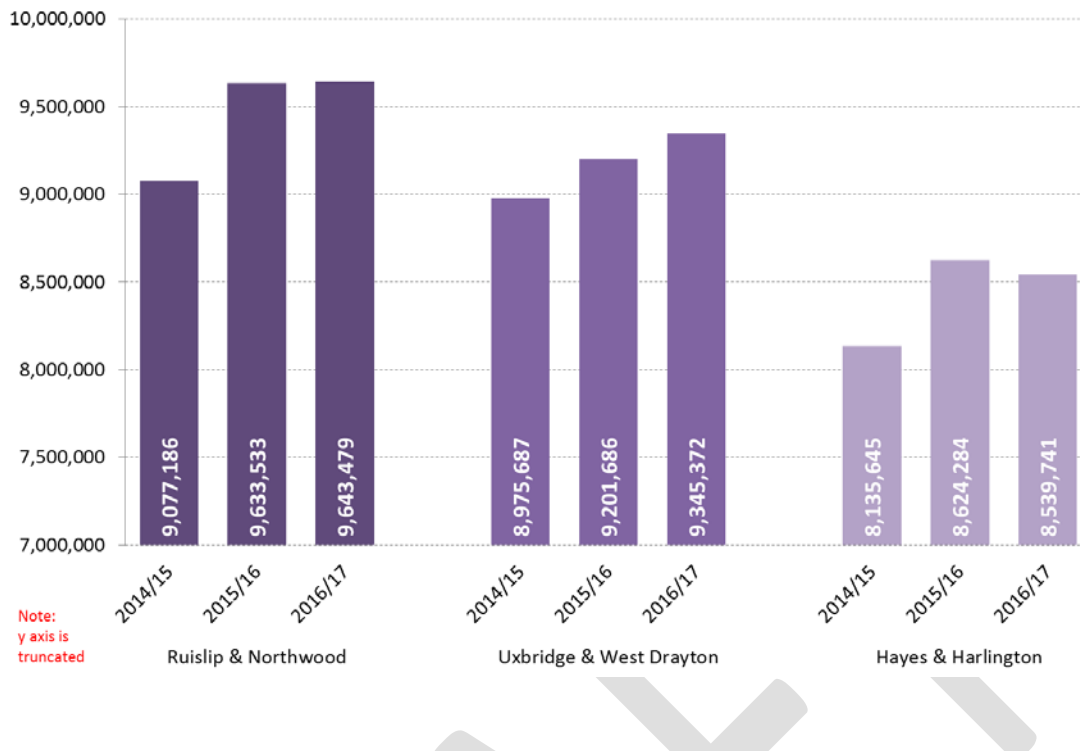
Hillingdon cost of prescriptions



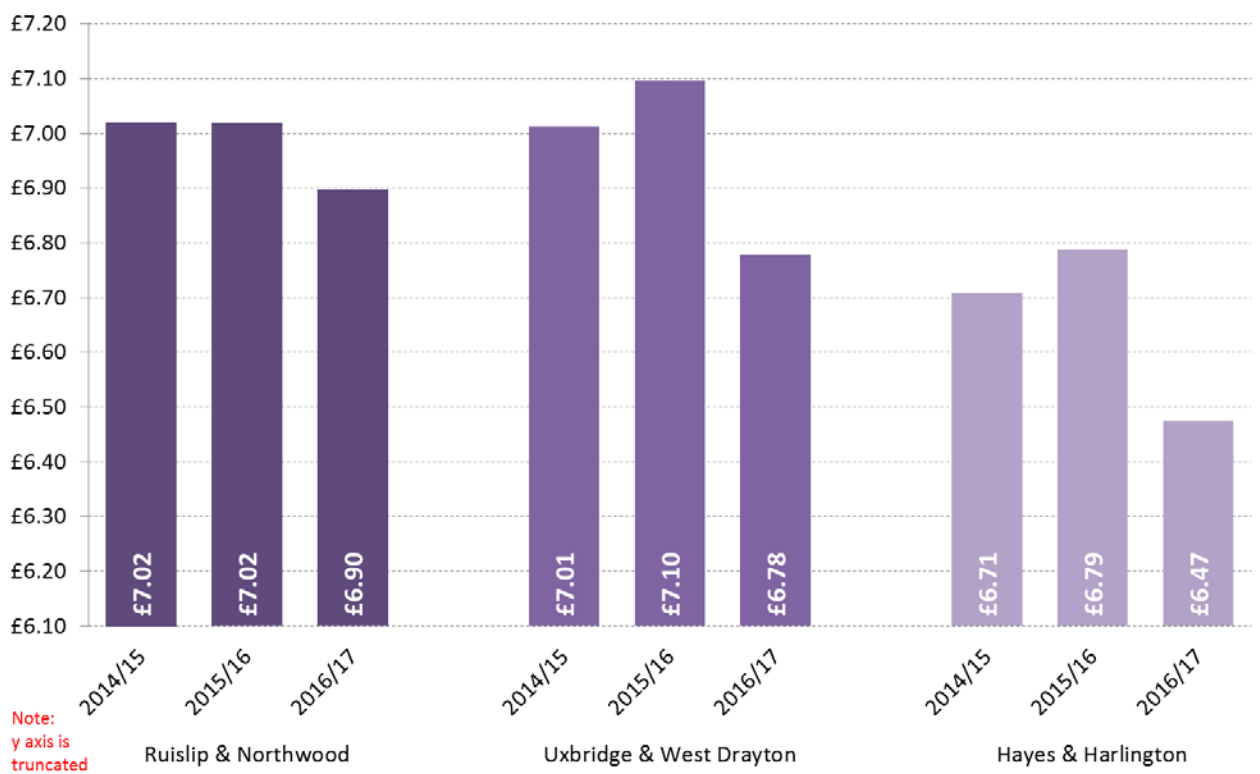
Number of prescriptions dispensed by locality, by financial year



Value of prescriptions dispensed by locality, by financial year

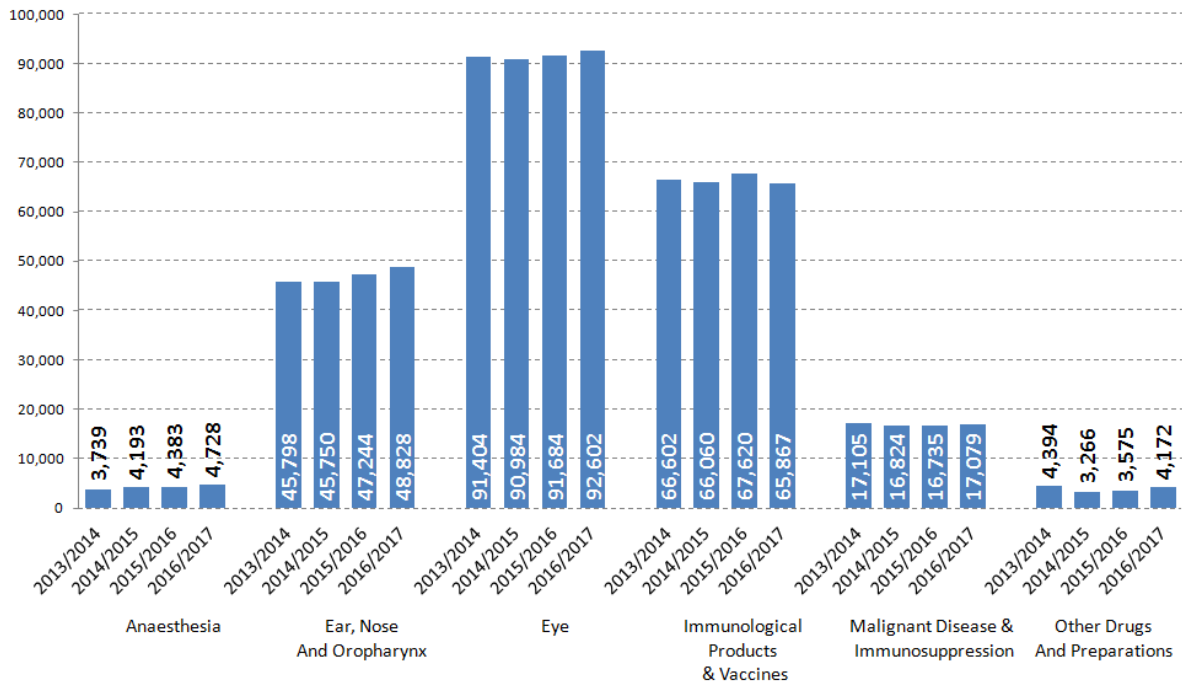


Average cost of each prescription dispensed by locality, by financial year

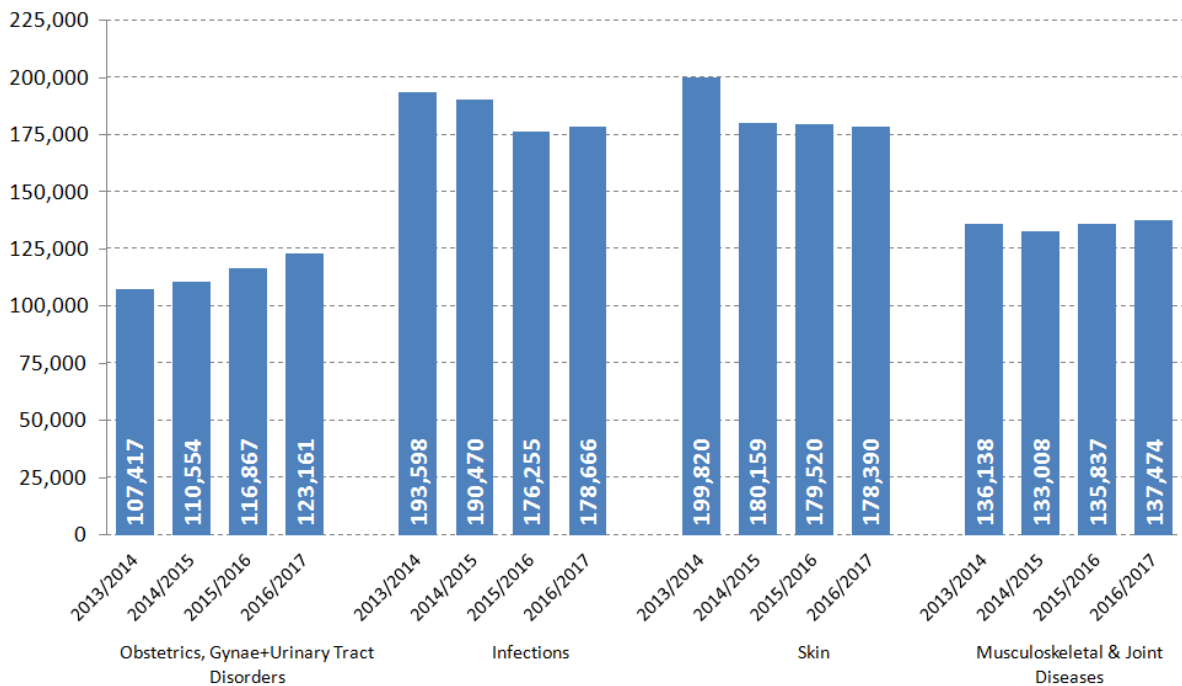


The following charts show low, medium and high BNF sub category volume of prescriptions; the highest volume is prescriptions for the cardiovascular group of illnesses, which is consistent with the increasing prevalence and mortality reductions.

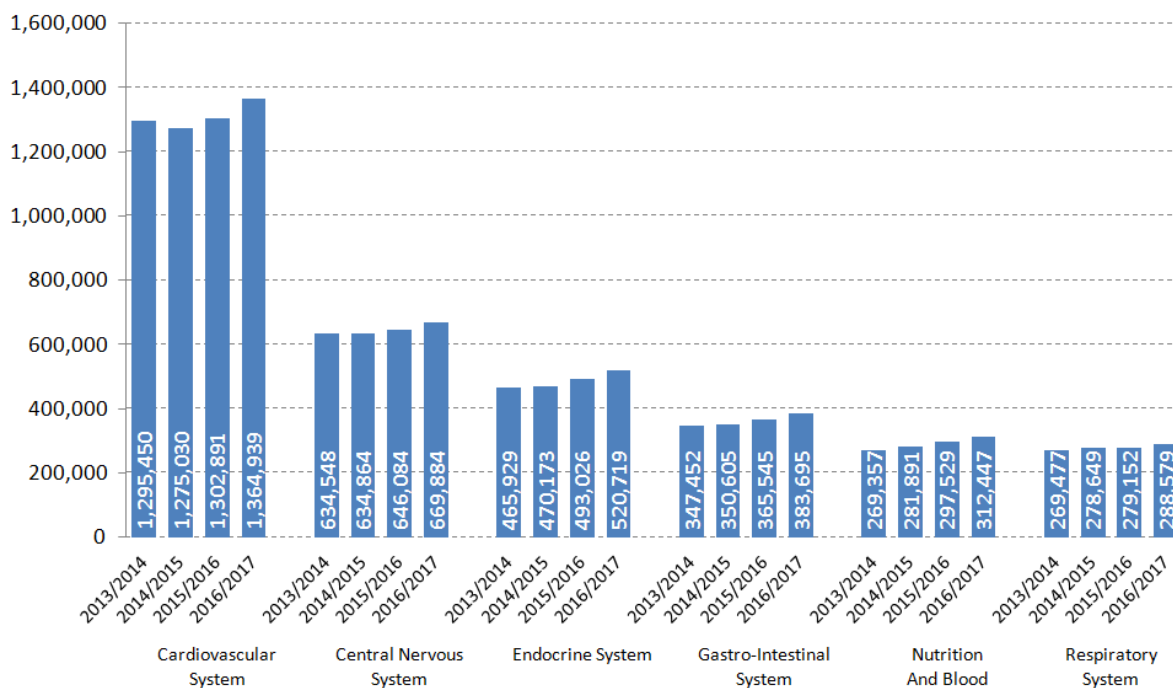
Volume of generic prescriptions by BNF subcategory, by financial year - low volume categories



Volume of generic prescriptions by BNF subcategory, by financial year - medium volume categories



Volume of generic prescriptions by BNF subcategory, by financial year - high volume categories



Locality	Financial Year	Items dispensed	Total Cost	Cost per item	population	rates per 1,000 of the population	cost per head
Ruislip & Northwood	2014/15	1,293,247	£9,077,186	£7.02	93,200	72.1	£97.39
Ruislip & Northwood	2015/16	1,338,849	£9,633,533	£7.20	94,600	70.7	£101.83
Ruislip & Northwood	2016/17	1,398,206	£9,643,479	£6.90	95,500	68.3	£100.98
Uxbridge & West Drayton	2014/15	1,279,979	£8,975,687	£7.01	96,000	75.0	£93.50
Uxbridge & West Drayton	2015/16	1,296,747	£9,201,686	£7.10	98,000	75.6	£93.89
Uxbridge & West Drayton	2016/17	1,378,906	£9,345,372	£6.78	99,500	72.2	£93.92
Hayes & Harlington	2014/15	1,212,961	£8,135,645	£6.71	104,200	85.9	£78.08
Hayes & Harlington	2015/16	1,270,813	£8,624,284	£6.79	105,700	83.2	£81.59
Hayes & Harlington	2016/17	1,318,881	£8,539,741	£6.47	107,000	81.1	£79.81

4. Public health campaigns (Promotion of Healthy Lifestyles)

NHS Pharmacists are required to participate in up to six campaigns each year to promote public health messages to their users as part of their NHS contract. When requested to do so by NHS England the NHS pharmacist records the number of people to whom they have provided information as part of those campaigns.

- Urinary tract infections
- Influenza
- COPD

5. Advanced services

The level of provision of Advanced, Enhanced and other locally commissioned services within Hillingdon and in neighbouring areas was assessed via a local survey, which was validated with further commissioner information for Hillingdon community pharmacies. Advanced services are services which are *relevant*, but do not constitute as *necessary*.

Necessary and Relevant Services

SCHEDULE 1 Regulation 4(1)

Information to be contained in pharmaceutical needs assessments

Necessary services are services that

- (a) need to be provided (whether or not they are located in the area of the HWB) in order to meet a current need for pharmaceutical services, or pharmaceutical services of a specified type, in its area;
- (b) will, in specified future circumstances, need to be provided (whether or not they are located in the area of the HWB) in order to meet a future need for pharmaceutical services, or pharmaceutical services of a specified type, in its area.

Other relevant services:

A **relevant service** is a service that is provided:

- (a) in the area of the HWB and which, although they are not necessary to meet the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access, to pharmaceutical services in its area;
- (b) outside the area of the HWB and which, although they do not contribute towards meeting the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access, to pharmaceutical services in its area.

Services categorised as necessary or relevant:

Services	Necessary or Relevant
Supervised consumption	Necessary
Needle and syringe programme	Necessary
NHS Health Check	Relevant
EHC and contraceptive services	Necessary
Stop smoking	Relevant

Services	Necessary or Relevant
COPD Screening (as part of stop smoking service)	Relevant
Asthma Support Service	Relevant
Chlamydia testing and treatment	Relevant
Minor Ailments Service	Relevant but necessary at certain times, e.g. Sunday and Public Holidays
Out of Hours Palliative Care Medicines Service	Necessary
Advanced services e.g. MUR, NMS	Relevant
Essential Services e.g. dispensing	Necessary

6. The Pharmaceutical Needs Assessment Questionnaire

All community pharmacists in Hillingdon (65 in total) and a total of 54 community pharmacies outside Hillingdon (within 2 kilometre geographic boundary) were requested to outline information about services provided in each pharmacy, from essential services around dispensing, advanced, enhanced and other locally relevant services like minor ailment scheme, disease specific services, vaccinations, screening and monitoring and a range of other commissioned and non-commissioned services.

The full text of the Pharmacy Questionnaire can be seen under Appendix 5. Based on responses received and the local commissioning knowledge, analysis was undertaken to show opening hours and the range of essential services.

In addition to the essential services, there are four Advanced Services within the NHS community pharmacy contractual framework (the *pharmacy contract*), which community pharmacies can choose to provide; as long as they meet the requirements set out in the Secretary of State Directions. Each one of these services is intended to support and empower patients to manage their medicines and appliances better and reduce wastage. These are:

A. Medicines Use Reviews (MURs)

Currently 100% of Hillingdon's community pharmacies are able to provide MURs. During 2016/17, 21,500 MURs were conducted in Hillingdon by an average of 59 pharmacies (90%) each month. Nationally, the number of Medicine Use Reviews provided by pharmacies has increased; between 2006/07 to 2016/17 the volume grew from around half a million to just over 3 million (March 2017).

The table below shows the Medicine Use Reviews conducted and claimed by Hillingdon pharmacies from April 2016 – March 2017.

Medicines Use Reviews					
Date	Items dispensed	Total no. of pharmacies	MURs conducted	No. claiming MURs	% claiming MURs
Apr-16	392,095	64	1,662	61	95%
May-16	387,069	64	1,610	58	91%
Jun-16	391,500	64	1,436	61	95%
Jul-16	392,721	64	1,556	59	92%
Aug-16	382,673	64	1,525	60	94%
Sep-16	394,140	64	1,513	60	94%
Oct-16	381,957	64	1,739	61	95%
Nov-16	401,357	64	1,812	59	92%
Dec-16	400,261	65	1,628	57	88%
Jan-17	381,697	65	1,977	59	91%
Feb-17	361,670	64	2,784	56	88%
Mar-17	404,937*	64	2,272	52	81%

B. New Medicine Service (NMS)

New Medicine Service is offered by all of the community pharmacies within Hillingdon. During 2016/17, 64 out of Hillingdon's 65 pharmacies claimed NMS with an average of 46 (71%) pharmacies claiming each month.

The table below shows the numbers of pharmacies claiming the New Medicines Service in Hillingdon from April 2016 – March 2017.

New Medicines Service (NMS)				
Date	Items dispensed	Total number of pharmacies	Number claiming NMS	% claiming NMS (higher is better)
Apr-16	329,095	64	46	72%
May-16	387,069	64	45	70%
Jun-16	391,500	64	43	67%
Jul-16	392,721	64	46	72%
Aug-16	382,673	64	46	72%
Sep-16	394,140	64	43	67%
Oct-16	381,957	64	45	70%
Nov-16	401,357	64	48	75%
Dec-16	400,261	64	47	72%
Jan-17	381,697	64	45	69%
Feb-17	361,670	64	51	80%
Mar-17	404,937	64	49	77%

Source: Pharmaceutical Services Negotiating Committee (PSNC) Website

<http://psnc.org.uk/funding-and-statistics/nhs-statistics/mur-statistics>

<http://psnc.org.uk/funding-and-statistics/nhs-statistics/nms-statistics/>

C. Appliance Use Reviews (AURs)

There are 7 pharmacies in total which provide Appliance Use Review (AUR) service, and these are spread across the three localities: 1 in Ruislip & Northwood, 4 in Uxbridge & West Drayton and 2 in Hayes & Harlington.

D. Stoma Appliance Customisation Service (SACS)

Stoma Appliance Customisation (SACS) Service is also provided by 6 pharmacies in total across the 3 localities (2 in each).

7. Enhanced services

The NHSE is authorised to arrange for the provision of the following additional pharmaceutical services with a pharmacy contractor:

- A) **Anticoagulant monitoring service**, the underlying purpose of which is for pharmacist to test the patient's blood clotting time, review the results and adjust (or recommend adjustment to) the anticoagulant dose accordingly
- B) **Care home service**, the underlying purpose of which is for pharmacist to provide advice and support to residents and staff in a care home relating to the proper and effective ordering of drugs and appliances for the benefit of residents in the care home the clinical and cost effective use of drugs, the proper and effective administration of drugs and appliances in the care home, the safe and appropriate storage and handling of drugs and appliances, and the recording of drugs and appliances ordered, handled, administered, stored or disposed of
- C) **Disease specific medicines management service**, the underlying purpose of which is for a registered pharmacist to advise on, support and monitor the treatment of patients with specified conditions, and where appropriate to refer the patient to another health care professional
- D) **Gluten free food supply service**, the underlying purpose of which is for pharmacist to supply gluten free foods to patients
- E) **Independent prescribing service**, the underlying purpose of which is to provide a framework within which pharmacist independent prescribers may act as such under arrangements to provide additional pharmaceutical services with the NHSCB
- F) **Home delivery service**, the underlying purpose of which is for pharmacist to deliver to the patient's home—drugs, and appliances other than specified appliances
- G) **Language access service**, the underlying purpose of which is for a registered pharmacist to provide, either orally or in writing, advice and support to patients in a language understood by them relating to—drugs which they are using, their health, and general health matters relevant to them
- H) **Medication review service**, the underlying purpose of which is for a registered pharmacist to conduct a review of the drugs used by a patient, including on the basis of information and test results included in the patient's care record held by the provider of primary medical services that holds the registered patient list on which the patient is a registered patient, with the objective of considering the continued appropriateness and effectiveness of the drugs for the patient, to advise and support the patient regarding their use of drugs, including encouraging the active participation of the patient in decision making relating to their use of drugs, and where appropriate, to refer the patient to another health care professional
- I) **Medicines assessment and compliance support service**, the underlying purpose of which is for pharmacist to assess the knowledge of drugs, the use of drugs by and the compliance with drug regimens of vulnerable patients and patients with special needs, and to offer advice, support and assistance to vulnerable patients and patients with special needs regarding the use of drugs, with a view to improving their knowledge and use of the drugs, and their compliance with drug regimens
- J) **Minor ailment scheme**, the underlying purpose of which is for pharmacist to provide advice and support to eligible patients presenting with a minor ailment, and where appropriate to supply drugs to the patient for the treatment of the minor ailment
- K) **Needle and syringe exchange service**, the underlying purpose of which is for a registered pharmacist to provide sterile needles, syringes and associated materials to

drug misusers, to receive from drug misusers used needles, syringes and associated materials, and to offer advice to drug misusers and where appropriate refer them to another health care professional or a specialist drug treatment centre

- L) **On demand availability of specialist drugs service**, the underlying purpose of which is for pharmacist to ensure that patients or health care professionals have prompt access to specialist drugs
- M) **Out of hours services**, the underlying purpose of which is for pharmacist to dispense drugs and appliances in the out of hours period (whether or not for the whole of the out of hours period)
- N) **Patient group direction service**, the underlying purpose of which is for pharmacist to supply or administer prescription only medicines to patients under patient group directions
- O) **Prescriber support service**, the underlying purpose of which is for pharmacist to support health care professionals who prescribe drugs, and in particular to offer advice on the clinical and cost effective use of drugs, prescribing policies and guidelines, and repeat prescribing
- P) **Schools service**, the underlying purpose of which is for pharmacist to provide advice and support to children and staff in schools relating to the clinical and cost effective use of drugs in the school, the proper and effective administration and use of drugs and appliances in the school, the safe and appropriate storage and handling of drugs and appliances, and the recording of drugs and appliances ordered, handled, administered, stored or disposed of
- Q) **Screening service**, the underlying purpose of which is for a registered pharmacist to identify patients at risk of developing a specified disease or condition, to offer advice regarding testing for a specified disease or condition, to carry out such a test with the patient's consent, and to offer advice following a test and refer to another health care professional as appropriate
- R) **Stop smoking service**, the underlying purpose of which is for pharmacist to advise and support patients wishing to give up smoking, and where appropriate, to supply appropriate drugs and aids
- S) **Supervised administration service**, the underlying purpose of which is for a registered pharmacist to supervise the administration of prescribed medicines at Pharmacists premises, and a Supplementary Prescribing Service, the underlying purpose of which is for a registered pharmacist who is a supplementary prescriber, and with a doctor or a dentist is party to a clinical management plan, to implement that plan, with the patient's agreement.

8. Locally commissioned services

Community pharmacists sit right at the heart of our communities and are trusted, professional and competent partners in supporting individual and community health. They have a significant and increasingly important role to play in improving the health of local people. In Hillingdon, we have a strong history of successful partnership work exemplified by Hillingdon Stop Smoking Service, Emergency Hormonal Contraception Scheme and other such work which the local authority commissions via community pharmacists.

Local authorities have responsibility for commissioning a wide range of services, including most public health services and social care services. The following public health services provided by community pharmacies can be commissioned by local authorities:

- Supervised consumption

- Needle and syringe programme
- NHS Health Check (including Atrial Fibrillation Screening in 9 pharmacies)
- EHC and contraceptive services
- Sexual health screening services
- Stop smoking
- Chlamydia testing and treatment
- Weight management
- Alcohol screening and brief interventions
- COPD screening

There are a small number of circumstances where a public health service is commissioned by another organisation, egg NHS England commission vaccination services from GPs, community pharmacies and other providers. There may also be circumstances where Clinical Commissioning Groups may wish to be involved in commissioning a public health service, due to the impact the service may have on the development or management of long-term conditions. Hillingdon Council commissions the following services:

A. NHS Health Check

Launched in April 2009, the NHS Health Check is a national prevention programme which aims to identify people at risk of developing heart disease, stroke, diabetes, kidney disease or vascular dementia. Everyone between the ages of 40 and 74 in England who has not been diagnosed with vascular disease or already being managed for certain risk factors should be offered an NHS Health Check once every five years to assess their risk.

An NHS Health Check assessment involves a 20-30 minute appointment with a healthcare professional (usually a practice nurse or community pharmacist) where height, weight, waist circumference and blood pressure measurements are taken. Personal details, including age, ethnicity, postcode, smoking, drinking, dietary and exercise habits are recorded alongside any family history of vascular disease. In community pharmacies, a finger-prick blood test for cholesterol and glucose is also carried out. The assessor will then calculate the person's risk of developing a vascular disease over the next 10 years. This risk will be explained to the person and they will be given healthy lifestyle advice to help them reduce/maintain their risk level and signposted to local services such as leisure centres and health walks. If necessary, the person will be referred to their GP for further investigations.

Currently, 18 Hillingdon pharmacies are contracted to provide an NHS Health Check service to cover three localities (commissioning information). However, based on the Pharmacy Survey, 20 pharmacies (31% of Borough pharmacies) actively offer this service – 8 of these are located in Uxbridge & West Drayton with 6 pharmacies each in Ruislip & Northwood and Hayes & Harlington.

B. NHS stop smoking service

The Stop Smoking Service is the most widely offered service with 91% of pharmacies offering it across the three localities in Hillingdon (59 out of 65); 48 pharmacies also offer smoking cessation as part of PGD. Community pharmacy remains the main provider of this service for smokers in Hillingdon.

In 2016/17, the Hillingdon Stop Smoking Service (HSSS) helped 1,001 people to set a quit date and 463 to quit smoking. Hillingdon's pharmacy providers saw the majority of these, and helped 587 (59%) persons to set a quit date and 202 to quit. HSSS offers the

opportunity for pharmacy staff to attend an approved Level 2 advisor training program free of charge, which pharmacies in Hillingdon take up to provide stop smoking services for Hillingdon residents, through a contract with Hillingdon Council. Pharmacy staff are responsible for marketing their individual services and generating referrals.

The Level 2 service consists of supporting patients to a 4 week quit as defined by DH and NICE guidance. This involves counselling patients, helping them to set a quit date and offering weekly 1-1 support for a maximum of 6-8 sessions. Level 2 advisors offer behavioural therapy delivered to a high standard, as outlined in the NCSCT Standard Treatment Programme and provide pharmacological support to aid cessation. All the different stop smoking treatment options (NRT and stop smoking medication), unless there are any contra-indications, are offered equally as first line of treatment to patients. Furthermore, 47 Hillingdon pharmacists are trained to deliver the stop smoking medication Champed® directly to patients via a Patient Group Direction (PGD).

Stop Smoking advisors are required to record client information using specified monitoring forms and return completed monitoring forms by the 10th of each month or at least quarterly to ensure regular and timely performance reporting and remuneration. All accredited advisers are encouraged to attend a refresher course twice a year.

Innovations in the service also include pharmacy providers being trained by the HSSS in a COPD screening tool to screen the population for early detection of COPD and a referral pathway to the GP's once COPD has been detected. The majority of the activity is focused in Hayes & Harlington and Uxbridge & West Drayton localities which show higher levels of deprivation and higher estimated prevalence of chronic conditions like circulatory diseases, cancers.

C. COPD screening for smokers accessing community pharmacy

This locally enhanced service is aimed at providing help and support for dependant smokers in Hillingdon, who wish to give up through provision of a Level 2 Stop Smoking Service by primary care professionals.

Level 2 Stop Smoking Advisors can screen smokers for COPD as part of their assessment routine. This is via a brief questionnaire and a lung age monitor. A COPD-6 screening monitor is provided on loan to the participants free of charge for the duration of their participation in the Local Enhanced Service. Key aspects of the service include:

- Smokers accessing the service will be offered a brief screening questionnaire
- If score over 3 then the smoker offered a lung age function screen
- If abnormal results are identified, this will trigger a referral to the patients GP
- All staff should be aware of the service and be able to advise patients how to access it

Hillingdon has 60 pharmacies accredited to use the Vital graph COPD-6 screening tools. However, based on the Pharmacy Survey, 20 pharmacies actively provide COPD specific services, split equally across all three localities: Ruislip & Northwood (9), Uxbridge & West Drayton (11), Hayes & Harlington (10). The prevalence of COPD in Hillingdon is 1.2% of the GP register population, compared with 1.7% in England. Within the Borough there is a higher prevalence in Ruislip & Northwood (1.2%) and Uxbridge & West Drayton (1.3%) than in Hayes & Harlington (1%).

D. Supervised consumption of methadone via community pharmacies

This service has the following elements:

- Stabilise and maintain engagement in prescribing regime - as part of a comprehensive treatment package, the daily supervision of diversional opioids can ensure that therapeutic plasma levels are maintained and help ensure that the service user's opiate dependency is stabilised, which reduces the need for illicit opiates. The successful stabilisation of illicit drug use can reduce the risk of blood-borne virus transmission and overdose and positively impact on public and individual health.
- Reduce diversion of medication (leakage) - supervised consumption also assists in ensuring that diversional opioids are taken in accordance with prescribers' instructions therefore reducing medication misuse. This also limits the likelihood of medication being diverted onto illicit drug markets, termed *leakage*. Supervised consumption may have a significant effect in reducing overdose deaths attributed to illicit consumption.
- Support effective communications whilst a person becomes established in their treatment regime - community pharmacy staff have daily contact with individuals receiving treatment via supervised consumption. As such, community pharmacies play a valuable role, both in supporting individuals and monitoring their day to day progress in drug treatment. The supervised consumption scheme also enables the community pharmacy, prescriber and/or the treatment provider's keyworker to effectively communicate any relevant comments or concerns regarding the individual's progress or wellbeing.
- Opioid supervised consumption scheme - 47 pharmacies provide this scheme. Coverage across the Borough optimises patient choice. Pharmacists play a key role in providing treatment to opiate dependent patients. Pharm Outcomes is now the platform used to record supervised consumption activity.
- Needle exchange provided by community pharmacies - this scheme provides a harm reduction intervention which aims to reduce drug related morbidity/mortality and positively impact upon anti-social behaviour and drug-related crime. All needle and syringe provision pharmacies participating in the scheme must develop operating procedures which underpin health and safety of both staff and clients. Operating procedures should reflect available national advice and locally produced needle exchange service guidelines.

The community pharmacy must:

- offer a user-friendly, non-judgmental, client-centred and confidential service at all times
- provide access to approved injection materials and paraphernalia, together with sharps containers for return of used equipment and appropriate health promotion materials
- provide safe disposal for used equipment returned by service users
- offer support and advice to service users, including referral to other health and social care professionals and specialist drug and alcohol treatment services where appropriate
- assist service users to remain healthy until they are ready to cease injecting and ultimately achieve a drug-free life with appropriate support.

The following are not *pharmacy musts*:

- Low commissioning priority with government policy shift away from harm minimisation and financial constraints
- HDAS continues to operate a large *pick and mix* needle exchange, supported by community pharmacies
- Daniels provides equipment to the scheme but sharps collection from pharmacy sites is from PHS.

Prevention of drug related deaths and blood-borne viruses

The scheme aims to protect health and reduce the rate of blood-borne infections and drug related deaths among service users by:

- promoting safe practice to service users, including advice on sexual health and sexually transmitted infections, HIV and Hepatitis C transmission and Hepatitis B immunisation
- reducing the rate of sharing and other high risk injecting behaviours
- providing sterile injecting equipment and other support
- promoting safer injecting practices
- providing and reinforcing harm reduction messages including safe sex advice and advice on overdose prevention (e.g. risks of poly-drug use and alcohol use).

Improve the health of local communities by preventing the spread of blood-borne infections

The scheme aims to improve the health of local communities by preventing the spread of blood-borne infections by:

- ensuring the safe disposal of used injecting equipment
- referral to specialist drug and alcohol treatment centres and health and social care professionals where appropriate.

Improve access to services

- The scheme aims to maximise the access and retention of all injectors, especially the highly socially excluded
- The scheme will help service users access other health and social care and act as a gateway/signpost to other services such as treatment planning/recovery, prescribing, hepatitis B immunisation, hepatitis and HIV screening and primary care services.

E. Minor ailments service

A minor ailment service is available in 29 pharmacies across Hillingdon (R&N =3, U&WD = 10, H&H =16). In brief, it aims to provide greater choice for parents, carers of older people and patients to utilise the expertise of community pharmacists as NHS professionals. They can become the first port of call for conditions such as cough, cold, temperature, infant gripes, and nappy rash, though no treatment is provided for babies under the age of 3 months.

Pharmacies have a crucial role in supporting young families through advice and support before, during and after pregnancy, and promoting programmes like healthy start, smoking cessation and contraception. The following conditions are included:

- Constipation
- Diarrhoea
- Headache, sore throat, earache
- Hay fever, conjunctivitis, indigestion and infant gripes, thread worms
- Cough, temperature, nasal congestion
- Fungal skin infections
- Thrush, cold sores, nappy rash, headache

The uptake of this service has been low in the past but is improving. This service has the potential for reducing the pressure of the traditional urgent care and needs to be an integral part of the local NHS and social care capacity planning. Closure of the Urgent Care Centre in Hayes is being balanced to some degree with developing the role of community pharmacy in that area, which is a great example of how pharmacy services can be effectively used to their full potential. A larger proportion of pharmacies that provide the service are based in the Hayes & Harlington locality.

F. Emergency hormonal contraception (EHC)

Almost all (49, 75%) of the Hillingdon Pharmacies provide EHC over the counter at a cost, and the remainder have said they would provide if commissioned. In addition, 29 Hillingdon pharmacies, as well as providing over the counter EHC, also supply it free of charge to clients up to the age of 25 through a Patient Group Direction (which means they are trained, assessed and directed to provide the medicine to the specified client group). Residents below the age of 25 are specifically targeted under this scheme due to the high rate of terminations of pregnancy, and to prevent unwanted conceptions, especially amongst younger age groups.

G. Chlamydia screening and treatment

Due to the informal nature of community pharmacy premises, they can provide ideal non-threatening environment for targeting young people, and hence can play an important role in helping to control the spread of sexually transmitted infections (STIs). 28 pharmacies provide Chlamydia screening and 15 pharmacies are trained to provide Chlamydia treatment via a Patient Group Direction (PGD).

H. Identification and management of various diseases

In addition to their important existing role of supplying medicines to patients and optimising medicine use, community pharmacies provide further services to the local population where they may screen people for various conditions, train to provide services under patient group direction or support patients in managing their condition. Some examples are:

- 12 pharmacies offer asthma support services. 4 of these are in Ruislip & Northwood which has a higher prevalence of asthma patients than the other Hillingdon localities

- 16 pharmacies in the Borough offer hypertension support. 4 of these are in Ruislip & Northwood which has the highest prevalence of the condition among the Hillingdon localities
- 11 pharmacies (17% of pharmacies in the Borough) offer services for Diabetes Type I. 16 pharmacies offer services for Diabetes Type II (4 in Hayes & Harlington). 16 pharmacies (6 in Hayes & Harlington) offer diabetes management services (screening and monitoring)
- 6 pharmacies (4 pharmacies in Uxbridge & West Drayton and 2 in Hayes & Harlington, 9% of the pharmacies in the Borough) offer obesity management services for adults, and 2 offer this for children
- 55 pharmacies (85% of pharmacies in the Borough) provide some form of home delivery service to residents. 21 of these are in Ruislip & Northwood which has a slightly older population.

Utilisation of health services is higher by older populations. Therefore the higher proportion of older residents in Ruislip & Northwood matches well with the high prescription items and costs. The higher proportion of younger university age population in Uxbridge & West Drayton is consistent with utilisation of young people's services eg immunisations, Chlamydia screening and treatment.

The younger ethnic mix in Hayes & Harlington reflects a need for similar services for young people but also due to a maturing ethnic population, a higher need for services like NHS Health Check to identify vascular conditions early to prevent exacerbations. The majority of the growth predicted for the ethnic population could be in Hayes & Harlington locality, and some across the other two localities.