



Hillingdon Pharmaceutical Needs Assessment 2018

Appendix 4: Pharmacy Survey Results

March 2018

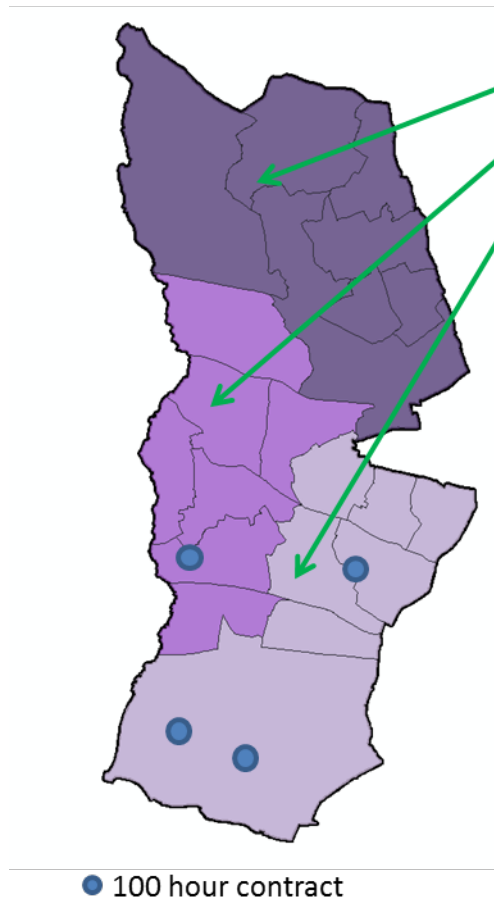
Pharmacy Survey

An electronic survey was agreed by the LPC and sent out via email to all 65 borough pharmacies and 54 pharmacies around Hillingdon's boundary. The survey contained questions on services offered to the community (ie advanced, enhanced and essential, disease specific, screening and vaccinations) along with questions about staffing, access, parking, opening hours and consultation rooms. The survey was sent out on the 9th June for 2 weeks, and was completed by 100% of borough pharmacies and 20% of out of borough pharmacies. A copy of the survey be found in Appendix 5.

Not all of the answers to the survey questions are reproduced in full here as much of this data is reported in the main body of the PNA. Full survey results are available on request.

DRAFT

Hillingdon's Pharmacies, 2017



65 pharmacies in total:

- 23 in Ruislip & Northwood
- 21 in Uxbridge & West Drayton
- 21 in Hayes & Harlington

Healthy Living Pharmacy Status

- 14 have achieved HLP status
- 44 working towards

In 2015, 58 pharmacies indicated an interest in becoming HLP accredited

28 are part of large chains (Boots, Lloyds etc)

7 are in groups containing 2-10 pharmacies

30 are independent

0 distance selling pharmacies or private pharmacies

Opening times:

56 open between the core hours of 9.30am–5pm (Mon-Fri),

8 close at lunch times

1 closes at 1pm on Wednesday

61 are open on Saturdays

15 are open on Sundays

* see Appendix 4 for full opening times

Pharmacy Staffing, 2017

62 pharmacies have a **Dementia Friend** working onsite



58 pharmacies have staff who **speak languages** other than English

29 have a **Health Champion** working onsite

14 have a **Health Trainer** working onsite

10 have a **Pharmacist with Special Interest**

74% totally agree their clinical skills are well utilised, and **26% partly agree**

Pharmacy IT, 2017



Have release 2 enabled



Have summary of care records enabled



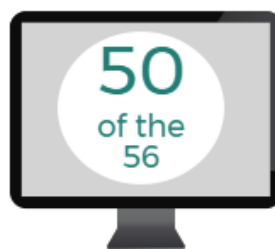
Have an up to date NHS choice entry



Have access to IT in the consultation room/area



Intend to do so within 12 months



Have access to patient records

44
Have access to NHS.net email



35
Actively use it

Hillingdon's pharmacy consultation areas / rooms, 2018

Pharmacies were asked about their consultation areas / rooms. Out of the 65 pharmacies in Hillingdon:

All said their consultation areas / rooms are signposted as private



All say conversations cannot be overheard



All are compliant with MURs / NMS



26 say consultations can be carried out in patients homes, 32 said at another site

Facilities available within the consultation areas / rooms:

64 have seating



60 have hand washing close by; 2 more have this planned



27 have access to a toilet



Wheelchair access:



49
access with wide door, 3 have this planned



41
ramped access, 2 have this planned



5
access with electric door, 1 has this planned

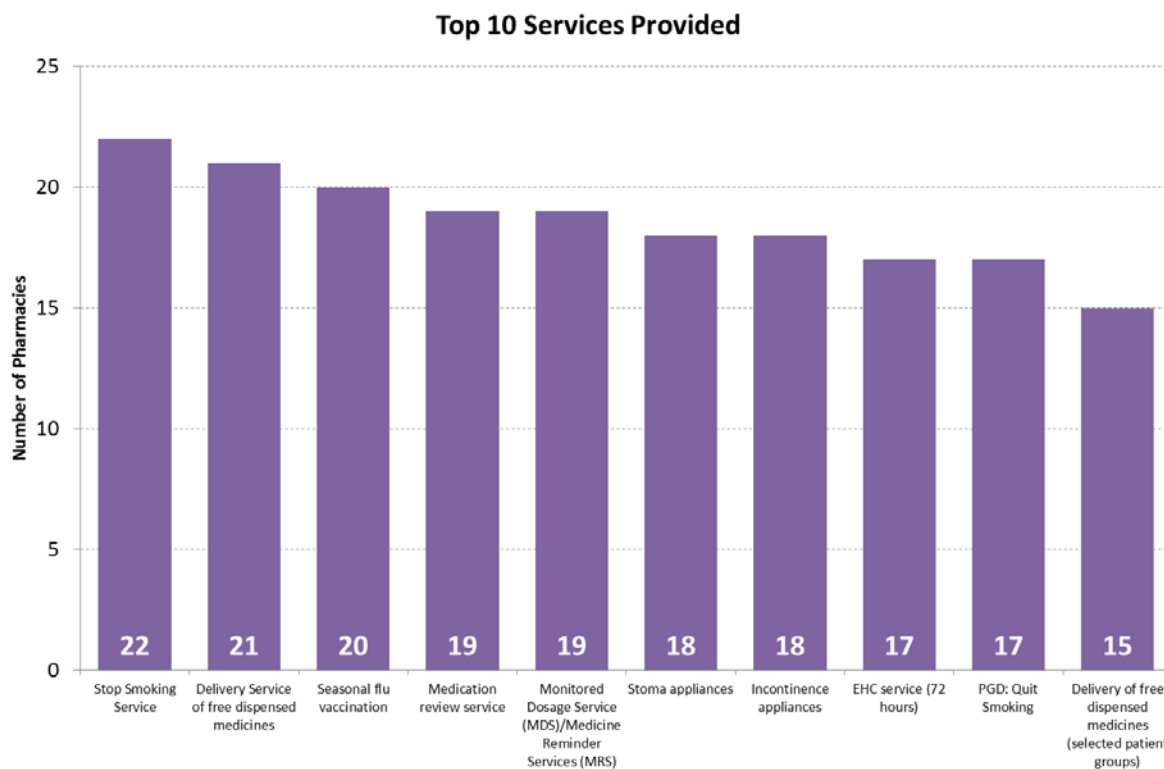
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Services by locality

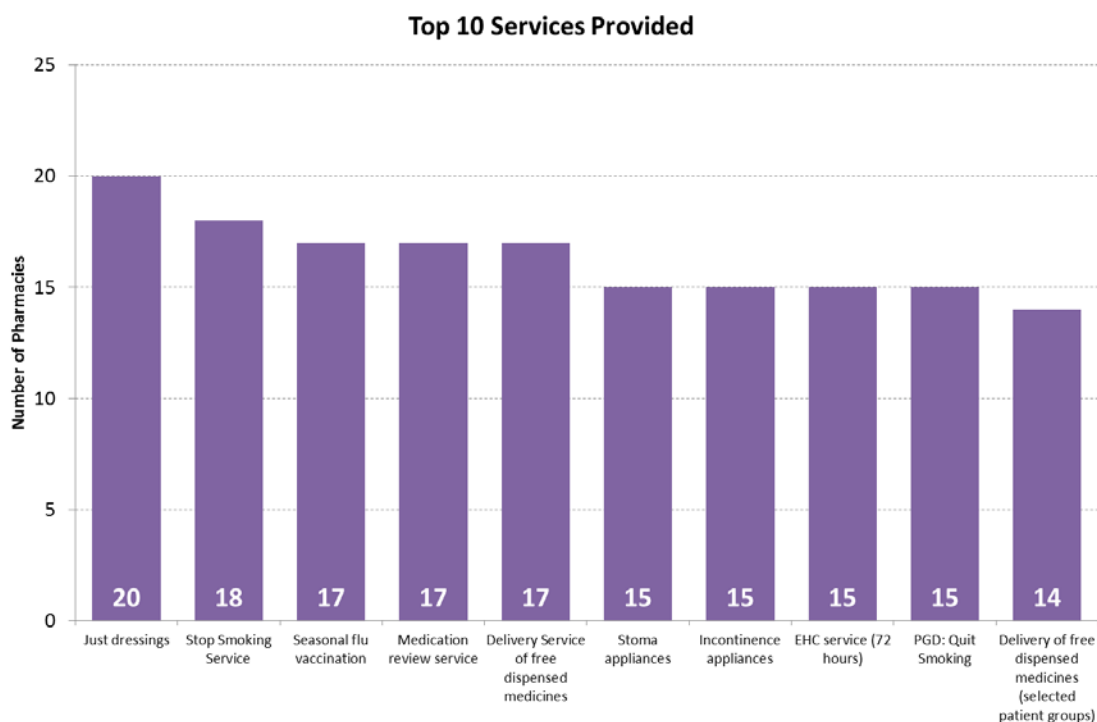
Ruislip & Northwood – 23 pharmacies

All of the pharmacies within R&N provide Just Dressing (Appliances), Medicines Use Review, New Medicines Service, collection of prescriptions from GP surgeries and a repeat prescription service. Of the remaining services, the top 10 are:



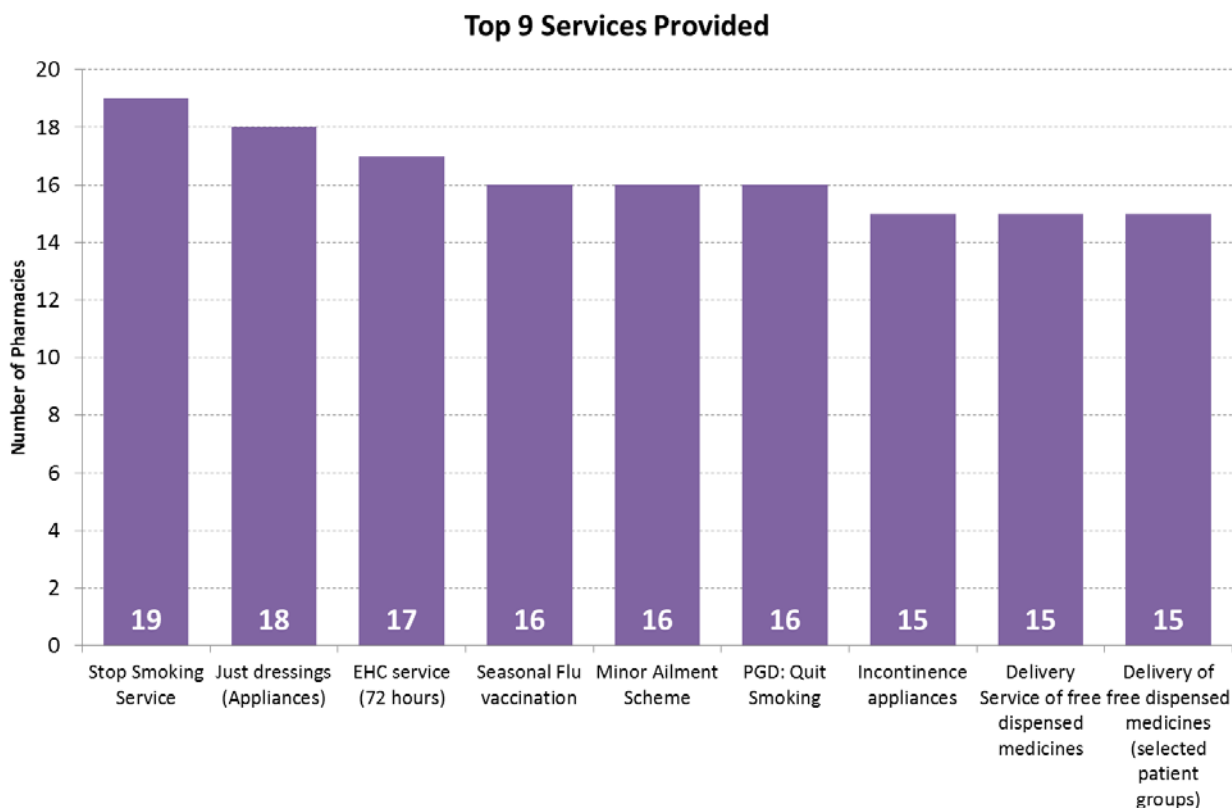
Uxbridge & West Drayton – 21 pharmacies

All of the pharmacies within U&WD provide Medicine Use Reviews, New Medicines Service, collection of prescriptions from GP surgeries and a repeat prescription service. Of the remaining services, the top 10 are:



Hayes & Harlington – 21 pharmacies

All of the pharmacies within H&H provide Medicine Use Reviews, New Medicines Service, collection of prescriptions from GP surgeries and a repeat prescription service. Of the remaining services, the top 9 are:



Borough Provision

All pharmacies now offer Medicines Use Review (MURs) and New Medicines Services (NMS) – an increase in service provision since 2015.

Disease specific services are available at a small number of pharmacies across the Borough, with the exception of COPD services which are provided more widely. Most pharmacies would be willing to provide these services if they were commissioned to do so. Provision has **increased** since the 2015 PNA in the following areas:

- Diabetes Type 1
- Diabetes Type 2
- Depression and Parkinson's
- Asthma
- Hypertension

Screening and monitoring services are available at a small number of pharmacies across the Borough, with the exception of Chlamydia screening and cholesterol services which are provided more widely. Almost all pharmacies have indicated their willingness to provide these services if they were commissioned to do so. Provision has increased since the 2015 PNA in the following areas:

- Asthma management
- Cholesterol
- Diabetes management

Gonorrhoea

However, provision of Chlamydia screen has reduced since 2015. One pharmacy is a pilot for Atrial Fibrillation with Harefield Hospital.

Vaccination services are available at a range of pharmacies across the Borough, with the flu vaccination provided widely (and has seen an increase in provision from 35 pharmacies in 2015 to 53 in 2018). Another large increase since 2015 is the provision of the PCV jab (4 pharmacies in 2015, now 29); travel vaccinations have also seen an increase in provision (mainly provided privately), and MMR provision has increased from 2 to 10 pharmacies. Most pharmacies would be willing to provide vaccinations if they were commissioned to do so.

Pharmacies offer a wide range of other services. Those that have seen a large increase since 2015 are:

- PGD: Quit Smoking (an increase of 13 pharmacies)
- PGD: Malaria (an increase of 12 pharmacies)
- Substance Misuse Service (an increase of 6 pharmacies)
- Emergency Hormone Contraception

Conclusion

Since 2015, although there is one less pharmacy (in Ruislip & Northwood) and the population has increased, provision of overall services has increased.

Pharmacy opening hours

Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday
Ruislip & Northwood					
Ashworths Pharmacy	64 High Street, Ruislip	HA4 7AA	09:00 - 18:00	09:00 - 13:00	Closed
Howletts Pharmacy	81 Howletts Lane, Ruislip	HA4 7YG	09:00 - 18:00	09:00 - 13:00	Closed
Carter Chemist & Ability	112-114 High Street, Northwood	HA6 1BJ	09:00 - 19:00	09:00 - 13:00	Closed
Carters Pharmacy	41 Salisbury Road, Eastcote	HA5 2NJ	09:00 - 17:00	Closed	Closed
Chimsons Ltd	29 Victoria Road, Ruislip Manor	HA4 9AB	09:00 - 18:30	09:00 - 17:30	Closed
Dana Pharmacy	100 Victoria Road, Ruislip Manor	HA4 0AL	09:00 - 18:00	09:00 - 13:00	Closed
Eastcote Pharmacy	111 Field End Road, Eastcote	HA5 1QG	09:00 - 18:30	09:00 - 17:00	Closed
Harefield Pharmacy	12e High Street, Harefield	UB9 6BU	09:00 - 18:30	09:00 - 14:00	Closed
Nu-Ways Pharmacy	292 West End Road, Ruislip Gardens	HA4 6LS	09:00 - 18:00	09:00 - 14:00	Closed
Ross Pharmacy	28 Joel Street, Northwood	HA6 1PF	09:00 - 18:30	09:00 - 17:30	Closed
Ruislip Manor Pharmacy	53 Victoria Road, Ruislip Manor	HA4 9BH	09:00 - 18:00	09:00 - 17:00	Closed
Lloyds Pharmacy in Sainsburys	Sainsburys, 11 Long Drive, South Ruislip	HA4 0HQ	08:00 - 22:00	08:00 - 22:00	10:00 - 16:00
Sharman's	3 Clive Parade, Maxwell Road, Northwood	HA6 2QF	09:00 - 19:00	09:00 - 17:30	10:00 - 14:00

Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday
Ruislip & Northwood					
Superdrug	143 Field End Road, Eastcote	HA5 1QL	09:00 - 18:30	09:00 - 17:30	Closed
The Malthouse Pharmacy	The Malthouse, Breakspear Road North Harefield	UB9 6NF	09:00 - 18:30	09:00 - 13:00	Closed
Boots	67 High Street, Ruislip	HA4 8LS	09:00 - 18:00	09:00 - 18:00	11:00 - 17:00
Boots	Wood Lane Medical Centre, 2A Wood Lane, Ruislip	HA4 6ER	M, F 08:30 - 19:00 Tu, W 08:30-20:00 Th 08:30 - 16:00	08:30 - 13:30	Closed
Boots	123 Field End Road, Eastcote	HA5 1QH	09:00 - 19:00	09:00 - 17:30	Closed
Boots	11 Maxwell Road, Northwood	HA6 2XY	09:00 - 18:00	09:00 - 18:00	10:15 - 16:00
Boots	212 Whitby Road, Ruislip	HA4 9DY	09:00 - 18:00	09:00 - 17:30	Closed
Boots	32 Joel Street, Northwood Hills	HA6 1PF	09:00 - 18:30	09:00 - 17:30	Closed
Boots	716 Field End Road, South Ruislip	HA4 0QP	09:00 - 19:00	09:00 - 17:00	Closed
Boots	169-171 Field End Road, Eastcote	HA5 1QR	09:00 - 18:00	09:00 - 18:00	Closed

Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday
Uxbridge & West Drayton					
Adell Pharmacy	392 Long Lane, Hillingdon	UB10 9PG	09:00 - 19:00	09:00 - 17:00	Closed
Brunel Pharmacy	Kingston Lane, Uxbridge	UB8 3PH	09:00 - 17:30	Closed	Closed
Carewell Chemists	10 Mulberry Parade, West Drayton	UB7 9AE	09:00 - 18:00	09:00 - 13:00	Closed
Flora Fountain Ltd	283 High Street, Uxbridge	UB8 1LQ	09:00 - 17:30	09:00 - 16:00	Closed
H A McParland Ltd	118/120 Cowley Road, Uxbridge	UB8 2LX	08:45 - 18:00	09:00 - 17:30	Closed
Hillingdon Pharmacy	4 Sutton Court Road, Hillingdon	UB10 9HP	09:00 - 18:00	Closed	Closed
Anglebond Pharmacy	1 Swakeleys Road, Ickenham	UB10 8DF	09:00 - 18:30	09:00 - 14:00	Closed
Lawtons Pharmacy	8-9 Crescent Parade, Uxbridge Road Hillingdon	UB10 0LG	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00
Mango Pharmacy	3 The Parade, High Street, Cowley	UB8 2EP	09:00 - 18:00	09:00 - 13:00	Closed
Oakleigh Pharmacy	Uxbridge Road, Hillingdon	UB10 0LU	09:00 - 18:00	09:00 - 13:00	Closed
Orchards Pharmacy	6 Laurel Lane, West Drayton	UB7 7TU	09:00 - 13:00 14:00 – 18:00	09:00 - 13:00	Closed
Phillips Pharmacy	84 High Street, Yiewsley	UB7 7DS	09:00 - 18:30	09:00 - 18:00	10:00 - 16:00
Puri Pharmacy	165 Ryefield Avenue, Hillingdon	UB10 9DA	M, Tu, Th, F 08:30 - 17:30 W 09:00 – 13:00	Closed	Closed

Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday
Uxbridge & West Drayton					
Tesco Pharmacy	Yiewsley High Street, West Drayton	UB7 7GN	M 08: - 23:00 Tu, W, Th, F 07:00 - 23:00	07:00 - 22:00	11:00 - 17:00
Winchester Pharmacy	64 Swan Road, West Drayton	UB7 7JZ	M, Tu, Th, F 09:00 - 18:15 W 09:00 – 17:30	09:00 - 13:00	Closed
Winchester Pharmacy	79 Swakeleys Road, Ickenham	UB10 8DQ	09:00 - 18:00	09:00 - 17:00	Closed
Yiewsley Pharmacy	28 High Street, Yiewsley	UB7 7DP	Tu, W, Th, F 08:30 - 18:30 M 08:30 – 21:00	09:00 - 13:00	Closed
Boots	163 High Street, Uxbridge	UB8 1JZ	08:00 - 18:30	09:00 - 18:00	10:30 - 17:30
Boots	14/16 Station Road, West Drayton	UB7 7BY	M, Tu, Th, F 09:00 - 18:30 W 09:00 - 17:30	09:00 - 17:30	Closed
Boots	128 Intu Shopping Centre, Uxbridge	UB8 1GA	M, Tu, W, F 09:00 - 19:00 Th 09:00 - 20:00	09:00 - 19:00	11:00 - 17:00
Boots	380 Long Lane, Hillingdon	UB10 9PG	08:30 - 18:30	09:00 - 17:30	Closed

Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday
Hayes & Harlington					
Daya Ltd	750 Uxbridge Road, Hayes	UB4 0RU	09:00 - 19:30	09:00 - 18:00	Closed
Grosvenor Pharmacy	788 Uxbridge Road, Hayes	UB4 0RS	09:30 - 19:00	09:30 - 18:00	Closed
H A McParland Ltd	522 Uxbridge Road, Hayes	UB4 0SA	M, Tu, Th, F 08:45 - 18:30 W 08:45 – 17:30	09:00 - 14:30	Closed
Hayes Town Pharmacy	11 Coldharbour Lane, Hayes	UB3 3EA	08:00 - 23:00	08:00 - 23:00	08:00 - 23:00
Joshi Pharmacy	315 Harlington Road, Hillingdon	UB8 3JD	09:00 - 19:00	09:00 - 13:00	Closed
Kasmani Pharmacy	6 Northfield Parade, Station Road, Hayes	UB3 4JA	09:00 - 19:00	09:00 - 13:00	Closed
Lansbury Pharmacy	102 Lansbury Drive, Hayes	UB4 8SE	09:00 - 19:00	09:00 - 18:00	Closed
Medics Pharmacy	11 Dawley Road, Harlington	UB3 1LS	09:00 - 18:30	09:00 - 13:00	Closed
NuChem Pharmacy	24 Coldharbour Lane, Hayes	UB3 3EW	09:00 - 19:00	09:00 - 18:00	Closed
Pickups Chemist	20-21 Broadway Parade, Coldharbour Lane, Hayes	UB3 3HF	08:30 - 21:00	09:00 - 20:00	10:00 - 16:00
Lloyds Pharmacy in Sainsburys	Lombardy Retail Park, Coldharbour Road Hayes	UB3 3EX	08:00 - 22:00	08:00 - 22:00	11:00 - 17:00
Superdrug	2-8 Station Road, Hayes	UB3 4DA	09:00 - 18:00	09:00 - 17:30	Closed
Tesco Pharmacy	Glencoe Road, Hayes	UB4 9SQ	08:00 - 21:00	08:00 - 20:00	10:00 - 16:00

Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday
Hayes & Harlington					
The Village Pharmacy	218 High Street, Harlington	UB3 5DS	09:00 - 18:30	09:00 - 14:00	Closed
Vantage Chemists	1 Park Parade, Barra Hall Circus, Hayes	UB3 2NU	M, Tu, Th, F 09:00 - 18:30 W 09:00 - 18:00	09:00 - 14:00	Closed
Vantage Pharmacy	252 Kingshill Avenue, Hayes	UB4 8BZ	09:00 - 18:00	09:00 - 14:00	Closed Except when on duty
Boots	1266 Uxbridge Road, Hayes	UB4 8JF	M, Tu, Th, F 09:00 - 18:00 W 09:00 - 17:30	09:00 - 17:30	Closed
Boots	236 Yeading Lane, Hayes	UB4 9AX	09:00 - 19:00	09:00 - 17:30	Closed
Boots	28-30 Station Road, Hayes	UB3 4DD	09:00 - 18:30	09:00 - 17:30	Closed
Boots	T5, Unit 3044 Departures Level (check in), Heathrow Airport	TW6 2RQ	05:30 - 21:30	05:30 - 21:30	05:30 - 21:30
Boots	T3 Landside Departures, Heathrow Airport	TW6 1QG	05:30 - 21:30	05:30 - 21:30	05:30 - 21:30