



Hillingdon Pharmaceutical Needs Assessment 2022

Appendix 3: Community Pharmacy Provision

October 2022

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.

They are a key partner in the delivery of plans to address the prevention of ill health and have demonstrated this during the COVID-19 pandemic.

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, e.g. new medicines services (NMS), appliance use reviews (AURs) and stoma appliance customization services (SACs) are relevant to local needs, with the 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, for instance, the 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.

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.

The NHS plans to provide more services in the community with the transition of diabetes and cardiology services from secondary to primary care. Community pharmacies can make a useful contribution in the redesign of care pathways during remodelling and decommissioning of services.

The Hillingdon Joint Health & Wellbeing Strategy identifies enabling families to get the best start in life through enhanced maternal and child health services. Community pharmacies situated at the heart of local communities where pregnant women, young people and young family's 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 53 to 57 since 2018, 13 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.

2021/2022 Pharmacy Quality Scheme (2022/23 is still under negotiations)

The Pharmacy Quality Scheme (PQS) forms part of the 5-year, 2019– 24 Community Pharmacy Contractual Framework (CPCF). PQS is designed to support delivery of the NHS Long Term Plan and reward community pharmacies that deliver quality criteria in three quality dimensions:

- Clinical effectiveness
- Patient safety
- Patient experience

On 12th August 2021, a new PQS was announced for the remainder of 2021/22. This scheme focuses on NHS priorities supporting recovery from COVID-19.

To participate, pharmacy contractors will need to have completed at least 20 New Medicine Service (NMS) provisions and met requirements related to patient safety and managing risks related to transmission of COVID-19, missing red flag symptoms in over-the-counter consultations and missing sepsis.

The Quality Criteria to be included in the scheme:

- Identifying people who would benefit from weight management advice and onward referral, including to the recently introduced NHS Digital Weight Management Programme
- Training regarding health inequalities and producing an action plan to actively promote Covid-19 vaccinations, particularly in BAME and low uptake communities
- Training to improve skills on the provision of remote consultations
- Enhancing antimicrobial stewardship using the Target antibiotic checklist
- An anticoagulant audit to enhance patient safety
- Engagement with PCNs to increase uptake within their population of flu vaccinations
- Checking inhaler technique, as part of catch-up NMS, ensuring patients have personalised asthma action plans and use of spacers in children, and encouraging return of unwanted and used inhalers for disposal to protect the environment.

Current provision of pharmaceutical services

There are 64 community pharmacies in Hillingdon who provide pharmaceutical services. Since the 2018 PNA one pharmacy has closed in Eastcote (Ruislip & Northwood locality).

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

Locality / ward	Population in 2022	Number of pharmacies
Ruislip & Northwood	Total = 92,566	Total = 22
Cavendish	11,804	Total hours 1,220.25
Eastcote & East Ruislip	12,626	
Harefield	7,558	
Manor	11,618	
Northwood	11,263	
Northwood Hills	12,112	
South Ruislip	13,363	
West Ruislip	12,222	
Uxbridge & West Drayton	Total = 105,193	Total = 21
Brunel	15,507	Total hours 1,172.25
Hillingdon East	13,651	
Ickenham	10,402	
Uxbridge North	16,477	
Uxbridge South	15,304	
West Drayton	19,068	
Yiewsley	14,784	
Hayes & Harlington	Total = 111,255	Total = 21
Barnhill	14,761	Total hours 1,389
Botwell	19,237	
Charville	13,582	
Heathrow Villages	15,211	
Pinkwell	16,433	
Townfield	16,846	
Yeading	15,185	
22 wards	309,014 population	64 pharmacies

Source: ONS Small Area Population Estimates, mid-2020

Benchmarking with England and London

Table 2: Number of pharmacies per 100,000 population (based on 2020 population)

Area	Rate per 100,000 (current wards)
Ruislip & Northwood	23.8 population = 92,566 number of pharmacies = 22
Uxbridge & West Drayton	19.9 population = 105,193 number of pharmacies = 21
Hayes & Harlington	18.9 population = 111,255 number of pharmacies = 21
Hillingdon	20.7 population = 309,014 number of pharmacies = 64 <i>Population growth to 2027</i> 20.1 Population = 317,706 Assume no change in number of pharmacies = 64
London	20.1 population = 9,000,000 number of pharmacies = 1,808
England	19.8 population = 56,550,000 Number of pharmacies = 11,219

Source = pharmacy list provided by the PNA Group on the Knowledge Hub, 2021

Hillingdon's rate of community pharmacy provision per 100,000 of the population is higher than both London and England. At locality level Ruislip & Northwood has higher provision with 22 pharmacies, whereas Uxbridge & West Drayton and Hayes & Harlington have 21 pharmacies each. The proportion of community pharmacies per 100,000 population, is also higher in Ruislip & Northwood (23.8) when compared with Uxbridge & West Drayton (19.9), Hayes & Harlington (18.9), London (20.1) and England (19.8).

Although the south of the borough has less pharmacies, they are open longer hours and have four 100-hour contracts within southern wards.

In Hayes & Harlington provision is below the England average rate per head of population; however, there is adequate pharmacy provision within 2km, but sited in neighbouring boroughs.

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, all with good accessibility. During certain days and times of the week, community pharmacies are often the only healthcare facility available.

Pharmacy provision is good across all three localities in Hillingdon. In the pharmacy 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 the housing development increases and predicted rise in population for Hayes Town and St Andrews Park in Uxbridge, there will be a need to monitor provision of pharmaceutical services in those localities over the course of this PNA ***and a supplementary statement will be issued as necessary.***

While the population size does vary between localities, there are also 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 (HLP) model which is aimed at achieving consistent provision of a broad range of health promotion interventions through community pharmacies to meet local need, improving the health and wellbeing of the local population and helping to reduce health inequalities.

Community pharmacy contractors will be required to become an HLP in 2020/21 as agreed in the CPCF; this reflects the priority attached to public health and prevention work.

In August 2021, DHSC, NHS England and NHS Improvement and the PSNC reached an agreement for Year 3 of the Community Pharmacy Contractual Framework which commits to the vision in the 5-year deal for pharmacy to be more integrated in the NHS, provide more clinical services, be the first port of call for healthy living support as well as minor illnesses and to support managing demand in general practice and urgent care settings.

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.

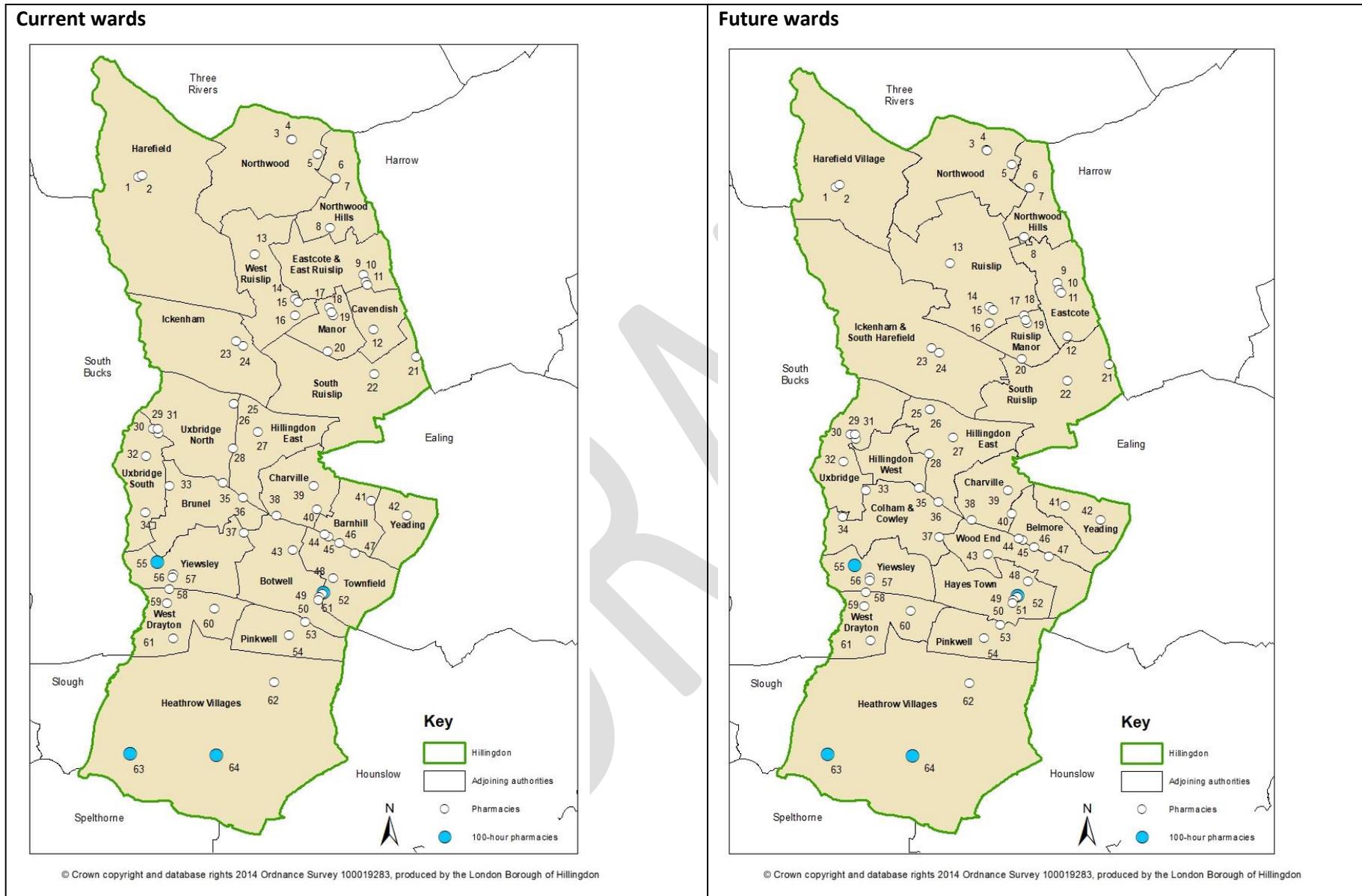
Pharmacy opening hours

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 63 and 64 (both Boots, see map 1) 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. Eight pharmacies within the 2km boundary of Hillingdon have 100-hour contracts.

Compliance with the Equalities Act

Community pharmacies must make reasonable provision for access by patients who have disabilities. All borough pharmacies are accessible and compliant with the Equalities Act. In 26 pharmacies (40%) patients have access to toilet facilities and 50 (78%) had consultations room / area accessible via wheelchair. 19 pharmacies reported they are willing to provide consultations in patients' homes or other suitable sites.

Map 1 – Hillingdon pharmacies by locality and type

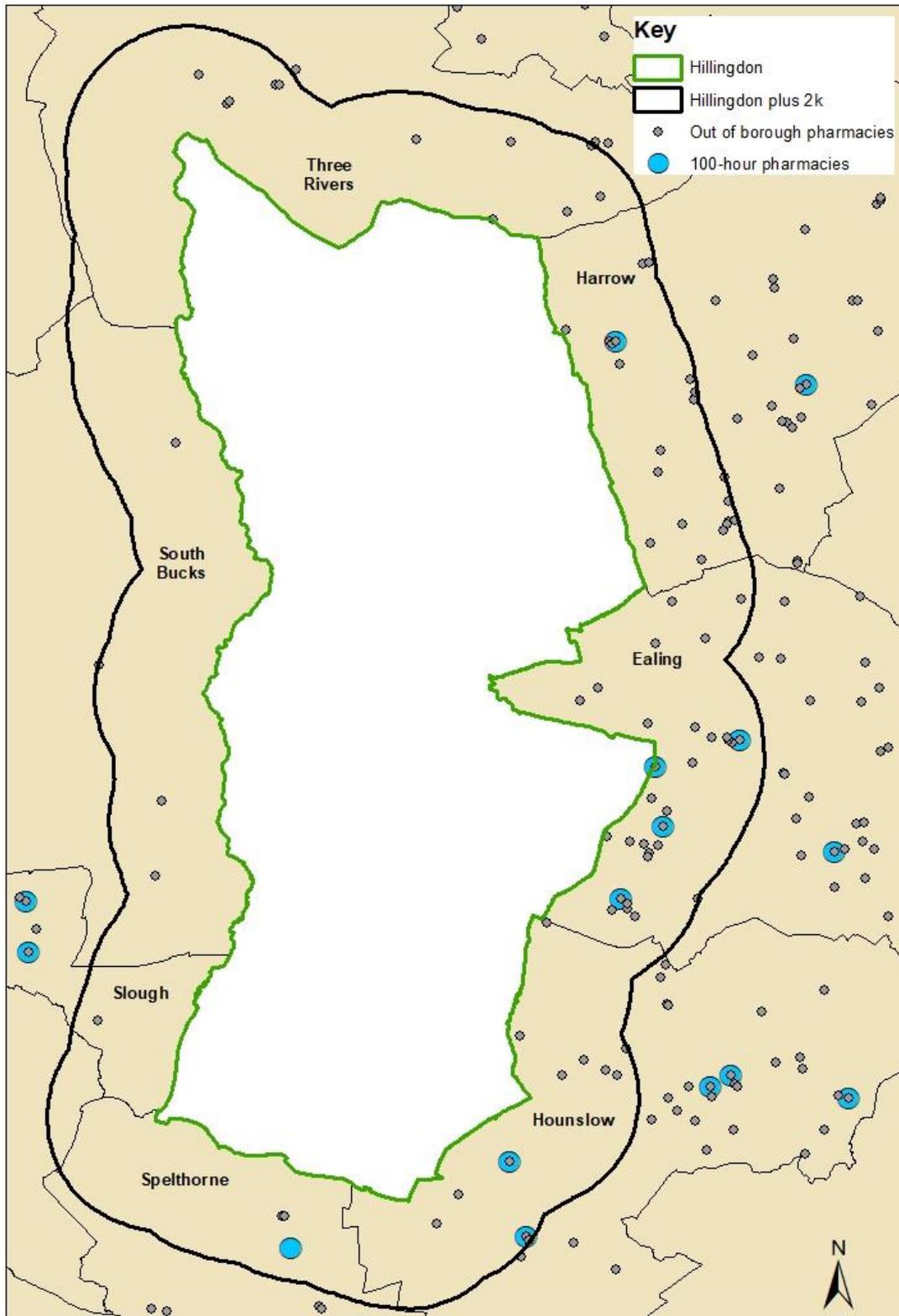


Key	Pharmacy Name	Location
1	The Malthouse Pharmacy	Harefield
2	Harefield Pharmacy	Harefield
3	Boots	Northwood
4	Sharmans, Maxwell Road	Northwood
5	Carter Chemist	Northwood
6	Boots, Joel Street	Northwood Hills
7	Ross Pharmacy	Northwood Hills
8	Carters Pharmacy	Northwood Hills
9	Eastcote Pharmacy	Eastcote
10	Superdrug	Eastcote
11	Boots	Eastcote
12	Boots, Whitby Road	Ruislip
13	Howletts Pharmacy	Ruislip
14	Ashworths Pharmacy	Ruislip
15	Boots, High Street	Ruislip
16	Boots, Wood Lane Medical Centre	Ruislip
17	Ruislip Manor Pharmacy	Ruislip Manor
18	Dana Pharmacy	Ruislip Manor
19	Chimsons	Ruislip Manor
20	Nu-Ways, West End Road	Ruislip Gardens
21	Boots	South Ruislip
22	Lloyds, Sainsbury's	South Ruislip
23	Garners	Ickenham
24	Winchester Pharmacy	Ickenham
25	Adell Pharmacy	Hillingdon
26	Boots	Hillingdon
27	Puri Pharmacy	Hillingdon
28	Hillingdon Pharmacy	Hillingdon
29	Boots, High Street	Uxbridge
30	Boots, The Chimes	Uxbridge
31	Flora Fountain	Uxbridge
32	H A McParland	Cowley
33	Brunel Pharmacy	Brunel
34	Mango Pharmacy	Cowley
35	Lawtons	Hillingdon

Key	Pharmacy	Location
36	Oakleigh	Hillingdon
37	Joshi Pharmacy	Hayes
38	Hayes End Pharmacy	Hayes
39	Vantage Pharmacy	Hayes
40	TS Mundae	Hayes
41	Boots	Yeading
42	Tesco pharmacy	Yeading
43	Vantage Chemist	Hayes
44	Grosvenor	Hayes
45	Daya	Hayes
46	H A McParland	Hayes
47	Lloyds Pharmacy, Sainsbury's	Hayes
48	Pickups	Hayes
49	Hayes Town Pharmacy	Hayes (100 hour)
50	NuChem	Hayes
51	Superdrug	Hayes
52	Boots	Hayes
53	Kasmani	Hayes
54	Medics Pharmacy	Hayes
55	Tesco pharmacy	Yiewsley (100 hour)
56	Yiewsley Pharmacy	Yiewsley
57	Phillips Pharmacy	Yiewsley
58	Boots	West Drayton
59	Winchester Pharmacy	West Drayton
60	Carewell Chemist	West Drayton
61	Orchard Pharmacy	West Drayton
62	The Village Pharmacy	Harlington
63	Boots, Heathrow Airport T5	Heathrow (100 hour)
64	Boots, Heathrow Airport T3	Heathrow (100 hour)

Map 2 – Pharmacies out of borough

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



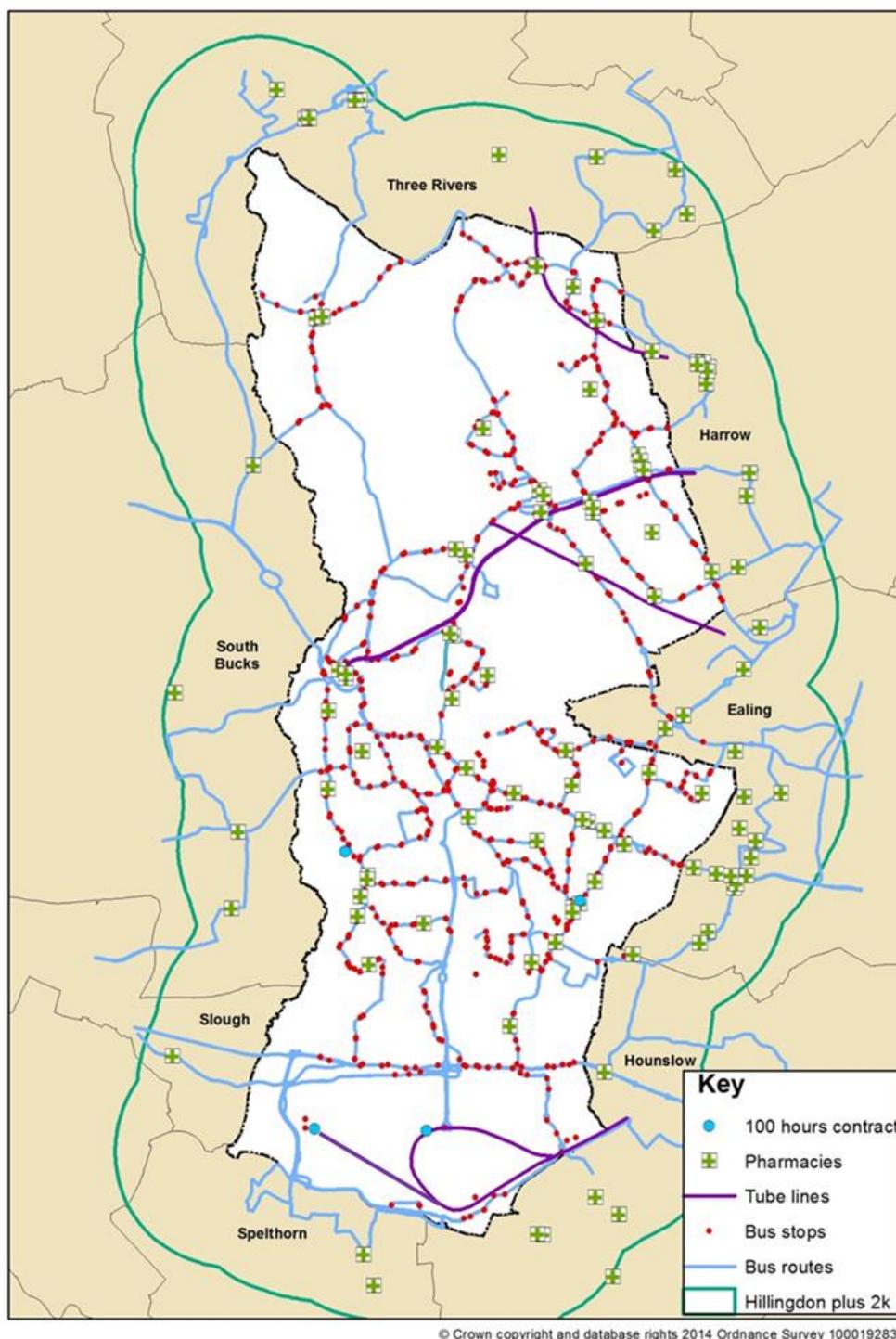
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There are at least 75 pharmacies located within the 2km boundary of Hillingdon, plus eight 100-hour pharmacies; the 100-hour pharmacies are:

Pharmacy details	Local Authority
Gor Pharmacy at Pinn Medical Centre, Pinner, HA5 3EE	Harrow
Ariana Pharmacy, 472 Greenford Road, Greenford, UB6 8SQ	Ealing
Fountain Pharmacy, 43 Featherstone Road, Southall, UB2 5AB	Ealing
Anmol Pharmacy, 97 North Road, Southall, UB1 2JW	Ealing
Lady Margaret Road Pharmacy, 223 Lady Margaret Road, Southall, UB1 2NH	Ealing
Tesco Pharmacy, Dukes Green Avenue, Feltham, TW14 0LT	Hounslow
Asda Pharmacy, Tilley Road, Feltham, TW13 4BH	Hounslow
Tesco Pharmacy, Town Lane, Stanwell, TW19 7PZ	Spelthorne

Map 3: Pharmacy accessibility via public transport

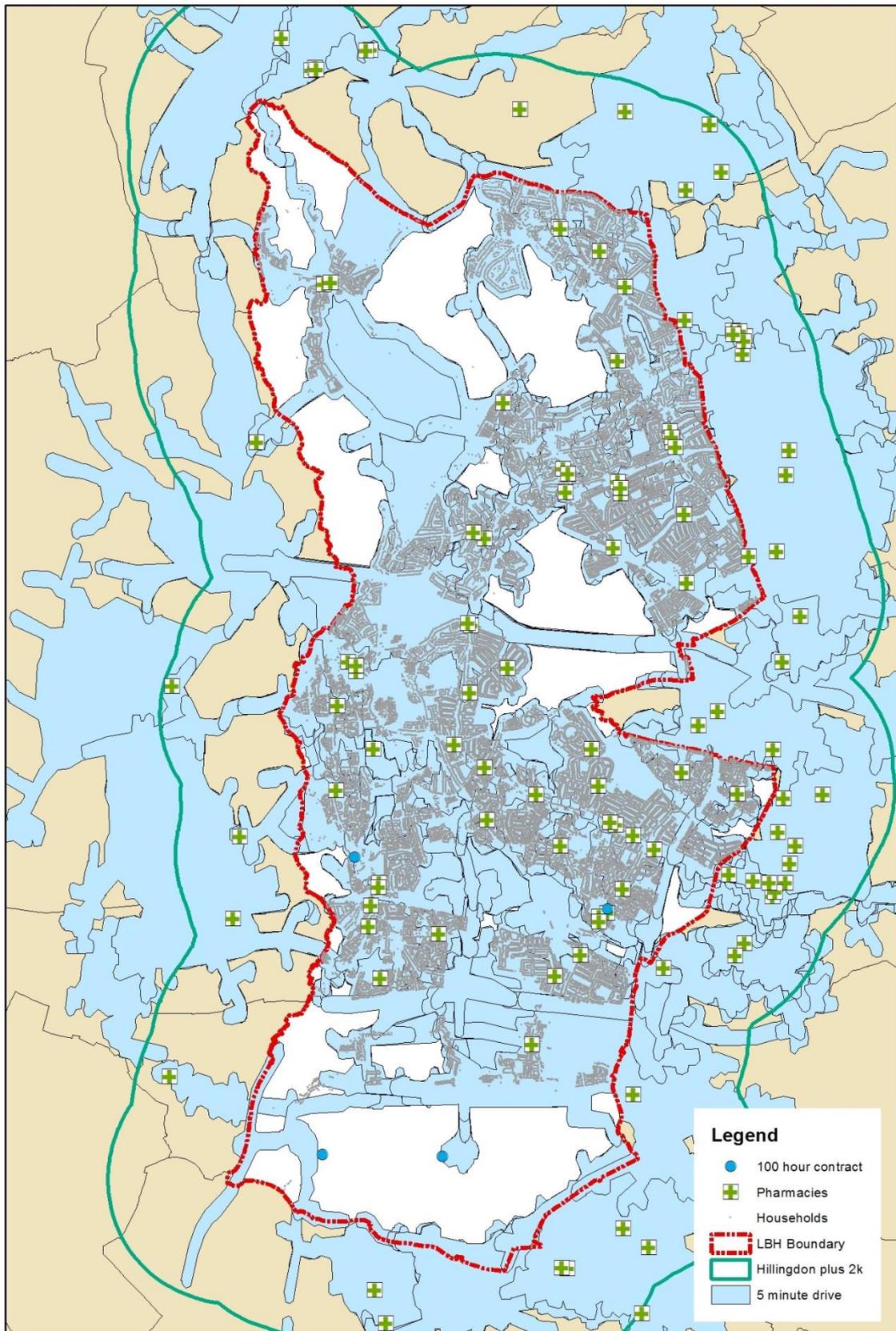
Bus routes and bus stops in relation to Hillingdon and out of Borough pharmacies:



Since 2018 a new bus route has been introduced – the 278 – from Ruislip town centre to Heathrow Airport; this bus route has now filled a gap along a portion of Long Lane in Hillingdon.

Map 4: Pharmacy access by car

Pharmacies within a 5-minute drive time, by residential postcodes



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Access to a pharmacy

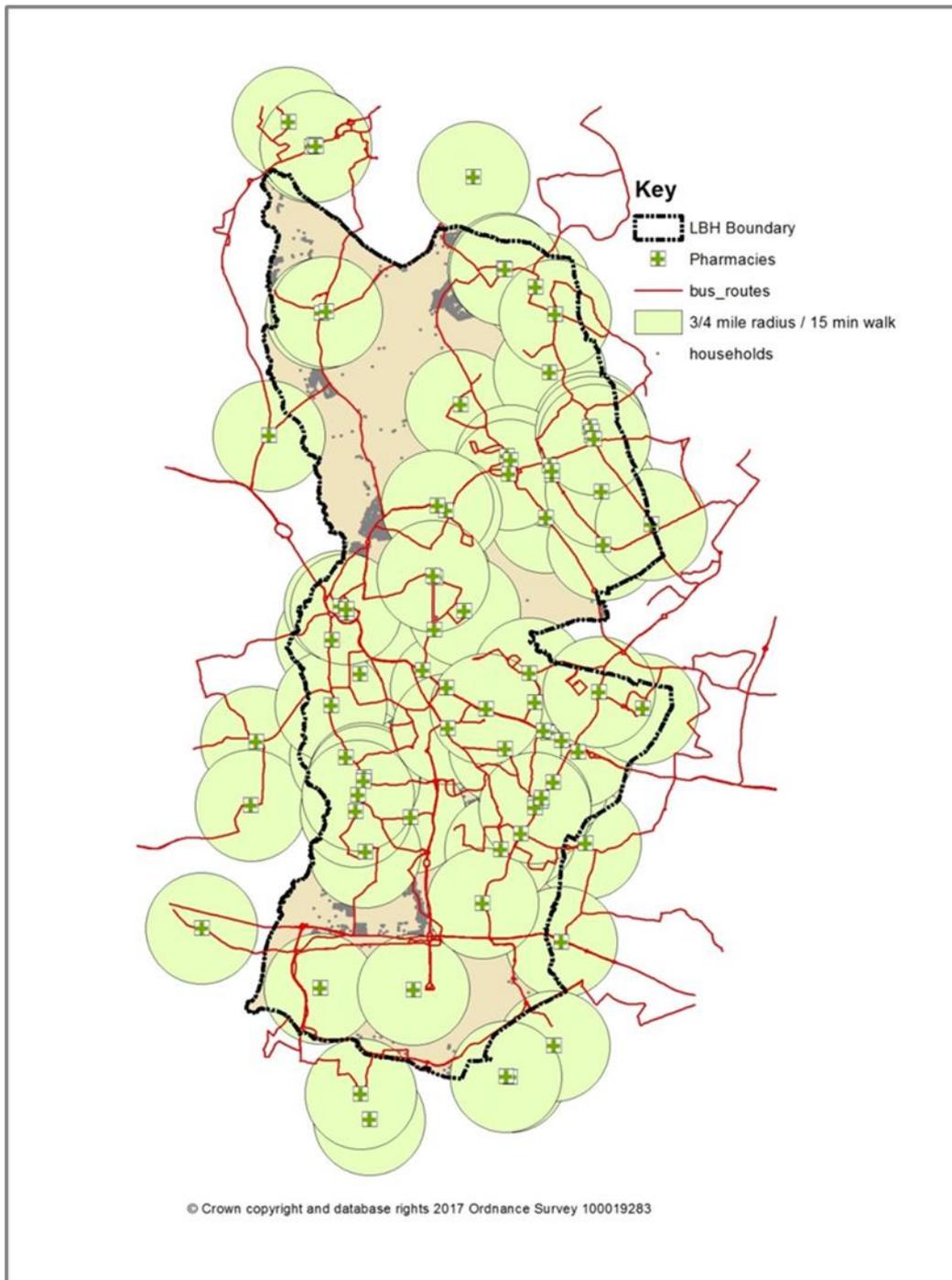
Research from Pharmacy2U (2017) shows that by region Londoners were nearest to their local pharmacy, travelling only 2.6 miles on average; this compares to 6.6 miles in the South-West of England. There will be variations at London borough level, but for Hillingdon 99.7% of households are within a 5-minute drive to a 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.

Drive time	Within drive time:		Outside drive time:	
	Number of households	Percentage	Number of households	Percentage
1 minute	47,824	42.7%	64,176	57.3%
2 minutes	94,304	84.2%	17,696	15.8%
3 minutes	108,416	96.8%	3,584	3.2%
4 minutes	111,552	99.6%	448	0.4%
5 minutes	111,664	99.7%	336	0.3%
6 minutes	111,888	99.9%	112	<0.1%

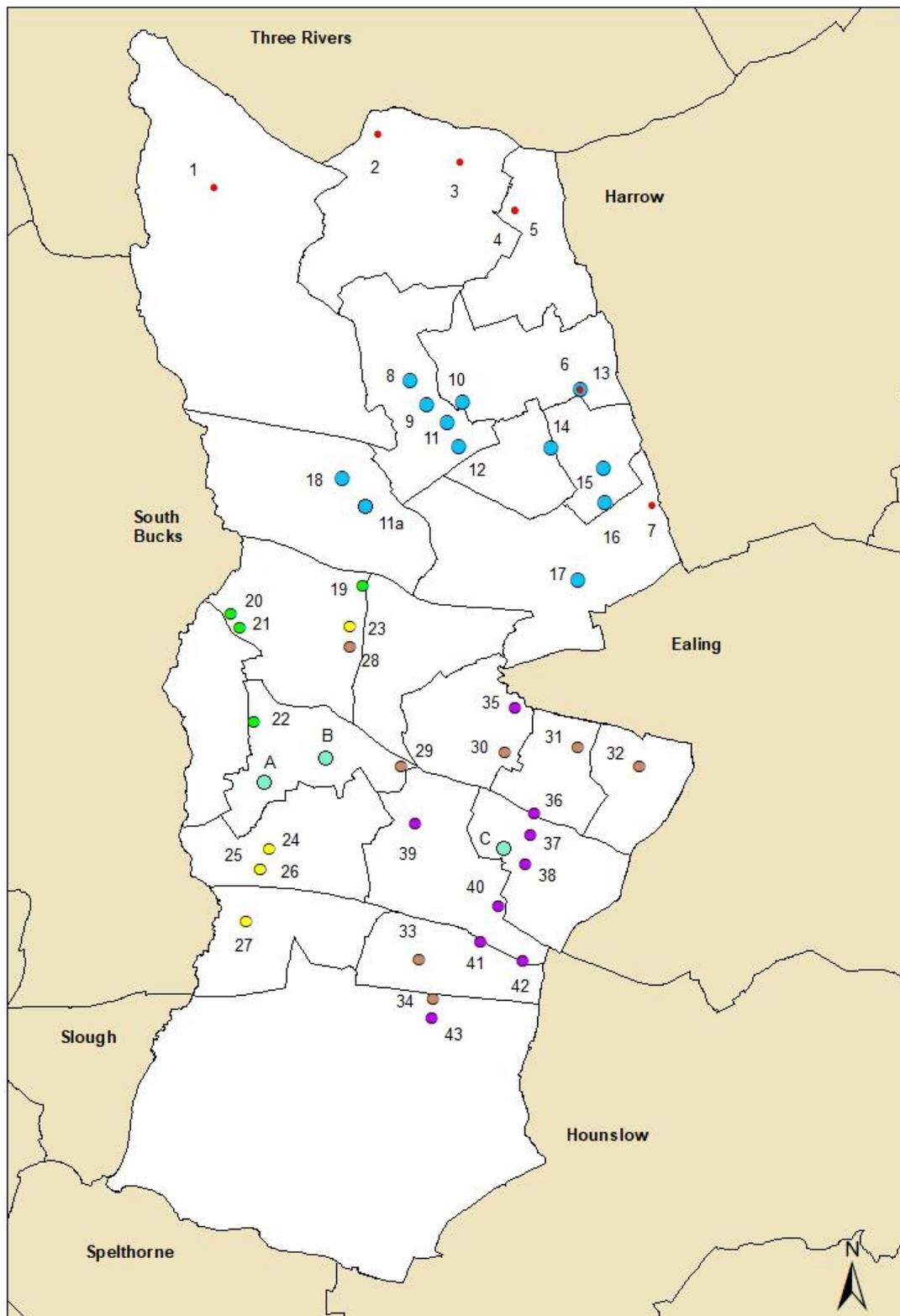
based on 112,000 households

Map 5: Access to a pharmacy within ¾ miles from home



2. Access to healthcare within Hillingdon

Map 6 - GP practices in Hillingdon



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List of GP practices by Primary Care Network

Key	North Connect	Key	Colne Union
1	The Harefield Practice	23	Oakland Medical Centre
2	Mountwood Surgery	24	Otterfield Medical Centre
3	Eastbury Road Surgery	25	Yiewsley Family Practice
4	Acre Surgery	26	The High Street Practice
5	Carepoint Practice	27	Medical Centre, The Green
6	Devonshire Lodge Practice		
7	Acrefield Surgery		Long Lane First Care Group
		28	Acorn Medical Centre
	Celadine Health & Metrocare	29	Parkview Surgery
8	Ladygate Lane Medical Practice	30	Pine Medical Centre
9	Southcote Clinic	31	Yeading Court Surgery
10	St Martin's Medical Centre	32	Willow Tree Surgery
11	King Edwards Medical Centre	33	Shakespeare Health Centre
11a	Swakeleys (branch of King Edwards)	34	Heathrow Medical Centre
12	Wood Lane Medical Centre		
13	The Abbotsbury Practice		HH Collaborative
14	Cedars Medical Centre	35	Cedar Brook Practice
15	Oxford Drive Medical Centre	36	The Warren Practice
16	Queenswalk Medical Centre	37	Townfield Doctors Surgery
17	Dr Siddiqui's, Walnut Way	38	Kincora Doctor's Surgery
18	Wallasey Medical Centre	39	Kingsway Surgery
		40	HESA Medical Centre
	Synergy	41	Hayes Medical Centre
19	Hillingdon Health Centre	42	North Hyde Road Surgery
20	Belmont Medical Centre	43	Glendale House Surgery
21	Central Uxbridge Surgery		
22	Brunel Medical Centre		Others
		A	Church Road Surgery
		B	West London Medical Centre
		C	Botwell Medical Centre, branch of Guru Nanak Medical Centre (Southall)

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.

Hillingdon out-of-hours

The Hillingdon out-of-hours service provides advice, information and treatment for NHS patients who become unwell during the out-of-hours period when their own GP surgery is closed. The service is based at Hillingdon Hospital and does not offer walk-in appointments, so access is via the national NHS 111 call line, and can be accessed 24 hours day, 365 days a year.

The NHS 111 team will assess the condition over the phone and if it is clinically appropriate, they will refer the patient to the out-of-hours service. This will then result in either:

- Further clinical assessment over the telephone
- A face-to-face appointment to attend a primary care center to see a doctor

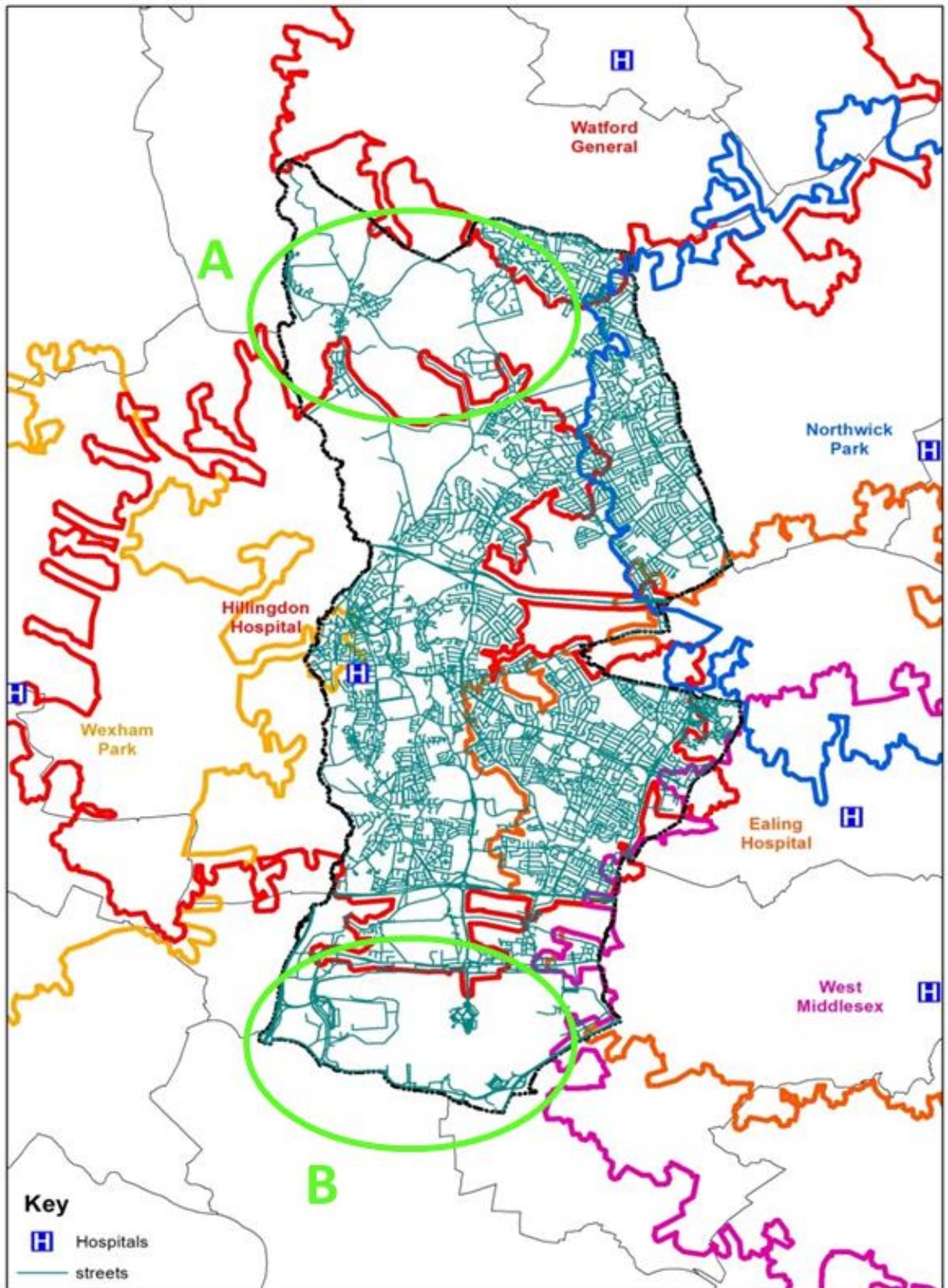
or

- A home visit from one of our doctors

They provide GP out-of-hours services Monday to Friday from 6.30pm to 8.00am, and for 24 hours at weekends and during bank holidays.

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.



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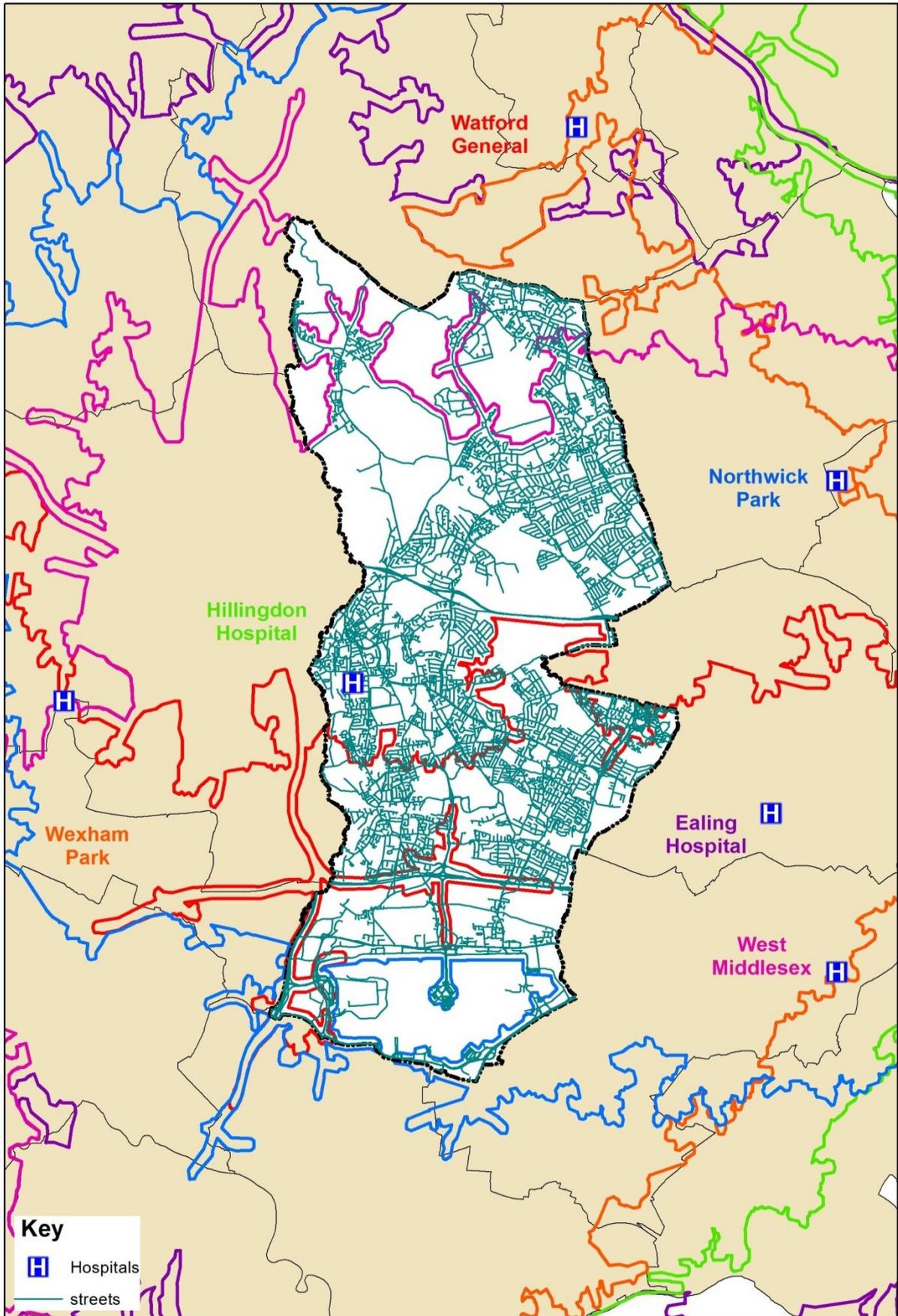
Note - there are areas of low population density in Harefield and Northwood in the north of the borough ('A'), and in Heathrow Villages in the south ('B'). Whilst there are very few residential roads within 'B', Ashford Hospital is approximately 1.5k from the Borough boundary and is currently transforming their Urgent & Emergency Care Centre; 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 Urgent Care Nurse Practitioner Service for minor injuries and appointments can be booked 8am to 8pm seven days a week, offering the following services:

- Minor illnesses, scalds and burns
- Cuts and grazes, strains and sprains, bites and stings
- Minor head injuries
- Ear and throat infections
- Minor skin infections / rashes
- Minor eye conditions / infections
- Suspected fractures

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Map 8: 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 offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework (the Pharmacy Contract)
- **Advanced services:** there are Several Advanced Services within the NHS Community Pharmacy Contractual Framework (CPCF). Community Pharmacies can choose to provide any of these services as long as they meet the requirements set out in the Secretary of State Directions
- **Enhanced services:** these services can be commissioned at a local level e.g. the Local Authority, CCG or by NHS England teams

Pharmaceutical Services are those services set out in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013.

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

3.1 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.

- **Dispensing Medicines:** Pharmacies are required to maintain a record of all medicines dispensed and also keep records of any interventions made which they judge to be significant. The Electronic Prescription Service (EPS) is also being implemented as part of the dispensing service
- **Dispensing Appliances:** Pharmacists may regularly dispense appliances in the course of their business, or they may dispense such prescriptions infrequently, or they may have taken a decision not to dispense them at all. Whilst the Terms of Service requires a pharmacist to dispense any (non-Part XVIII A listed) medicine “with reasonable promptness”, for appliances the obligation to dispense arises only if the pharmacist supplies such products “in the normal course of business”
- **Repeat Dispensing/electronic Repeat Dispensing (eRD):** At least two thirds of all prescriptions generated in primary care are for patients needing repeat supplies of regular medicines, and since 2005 repeat dispensing has been an Essential Service within the Community Pharmacy Contractual Framework (CPCF). Under the repeat dispensing service pharmacy teams will:
 - dispense repeat dispensing prescriptions issued by a GP
 - ensure that each repeat supply is required

- seek to ascertain that there is no reason why the patient should be referred back to their GP
- **Clinical Governance:** Schedule 4 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 set out the 'Terms of Service of NHS pharmacists' in four parts. Part 2 are the Essential services, Part 3 are the Hours of opening provisions, and Part 4 set out the other terms of service, which includes Clinical Governance. Adherence with the clinical governance requirements is thus a part of the terms of service.
The clinical governance requirements of the community pharmacy contractual framework (CPCF) cover a range of quality related issues.
- **Discharge Medicines Service:** The Discharge Medicines Service (DMS) became a new Essential service within the Community Pharmacy Contractual Framework (CPCF) on 15th February 2021.
This service, which all pharmacy contractors have to provide, was originally trailed in the 5-year CPCF agreement. From 15th February 2021, NHS Trusts were able to refer patients who would benefit from extra guidance around new prescribed medicines for provision of the DMS at their community pharmacy. The service has been identified by NHS England & NHS Improvement's (NHSE&I) Medicines Safety Improvement Programme to be a significant contributor to the safety of patients at transitions of care, by reducing readmissions to hospital.
- **Public Health (Promotion of Healthy Lifestyles):** Each financial year, pharmacies are required to participate in up to six health campaigns at the request of NHS England and NHS Improvement (NHSE&I). This generally involves the display and distribution of leaflets provided by NHSE&I; in addition, pharmacies are required to undertake prescription-linked interventions on major areas of public health concern, such as encouraging smoking cessation. 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.
- **Signposting:** NHS England will provide pharmacies with lists of sources of care and support in the area. Pharmacies will be expected to help people who ask for assistance by directing them to the most appropriate source of help.
- **Support for Self-Care:** Pharmacies will help manage minor ailments and common conditions, by the provision of advice and where appropriate, the sale of medicines, including dealing with referrals from NHS 111. Records will be kept where the pharmacist considers it relevant to the care of the patient.
- **Disposal of unwanted medicines:** Pharmacies are obliged to accept back unwanted medicines from patients. The local NHS England & NHS Improvement team will make arrangements for a waste contractor to collect the medicines from pharmacies at regular intervals.

3.2 Advanced services

There are several Advanced Services within the NHS Community Pharmacy Contractual Framework (CPCF). Community pharmacies can choose to provide any of these services as long as they meet the requirements set out in the Secretary of State Directions.

- **Appliance Use Review (AUR):** the second Advanced Service to be introduced into the NHS Community Pharmacy Contractual Framework (CPCF). AURs can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. Alternatively, where clinically appropriate and with the agreement of the patient, AURs can be provided by telephone or video consultation, in circumstances where the conversation cannot be overheard by others (except by someone whom the patient wants to hear the conversation, for example a carer). AURs should improve the patient's knowledge and use of any specified appliance by:
 - establishing the way the patient uses the appliance and the patient's experience of such use
 - identifying, discussing and assisting in the resolution of poor or ineffective use of the appliance by the patient
 - advising the patient on the safe and appropriate storage of the appliance
 - advising the patient on the safe and proper disposal of the appliances that are used or unwanted
- **Community Pharmacist Consultation Service (CPCS):** launched on 29th October 2019 as an Advanced Service. Since 1st November 2020, general practices have been able to refer patients for a minor illness consultation via CPCS, once a local referral pathway has been agreed. The service, which replaced the NUMSAS and DMIRS pilots, connects patients who have a minor illness or need an urgent supply of a medicine with a community pharmacy. As well as referrals from general practices, the service takes referrals to community pharmacy from NHS 111 (and NHS 111 online for requests for urgent supply), Integrated Urgent Care Clinical Assessment Services and in some cases patients referred via the 999 service. The CPCS aims to relieve pressure on the wider NHS by connecting patients with community pharmacy, which should be their first port of call and can deliver a swift, convenient and effective service to meet their needs. Since the CPCS was launched, an average of 10,500 patients per week being referred for a consultation with a pharmacist following a call to NHS 111; these are patients who might otherwise have gone to see a GP. The CPCS provides the opportunity for community pharmacy to play a bigger role than ever within the urgent care system.
- **COVID-19 lateral flow device distribution service:** At the end of March 2021, a new Advanced service – the NHS community pharmacy COVID-19 lateral flow device distribution service (or 'Pharmacy Collect' as it is described in communications to the public) – was added to the NHS Community Pharmacy Contractual Framework.
- **Flu Vaccination Service:** Community pharmacy has been providing flu vaccinations under a nationally commissioned service since September 2015.

Each year from September through to March the NHS runs a seasonal flu vaccination campaign aiming to vaccinate all patients who are at risk of developing more serious complications from the virus. The accessibility of pharmacies, their extended opening hours and the option to walk in without an appointment have proved popular with patients seeking vaccinations.

- **Hepatitis C testing service:** The Community Pharmacy Hepatitis C Antibody Testing Service was added to the Community Pharmacy Contractual Framework (CPCF) in 2020, commencing on 1st September. The introduction of this new Advanced Service was originally trailed in the 5-year CPCF agreement, but its planned introduction in April 2020 was delayed by five months because of the COVID-19 pandemic.
The service is focused on provision of point of care testing (POCT) for Hepatitis C (Hep C) antibodies to people who inject drugs (PWIDs), ie individuals who inject illicit drugs, e.g. steroids or heroin, but who haven't yet moved to the point of accepting treatment for their substance use. Where people test positive for Hep C antibodies, they will be referred for a confirmatory test and treatment, where appropriate.
- **Hypertension case-finding service:** This Hypertension case-finding service was commissioned as an Advanced service from 1st October 2021.
In public-facing communications, the service is described as the NHS Blood Pressure Check Service.
- **New Medicine Service (NMS):** The New Medicine Service (NMS) was the fourth Advanced Service to be added to the Community Pharmacy Contractual Framework (CPCF); it commenced on 1st October 2011.
The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is focused on specific patient groups and conditions.
- **Stoma Appliance Customisation (SAC):** Stoma Appliance Customisation (SAC) is the third Advanced Service to be introduced into the English Community Pharmacy Contractual Framework (CPCF). The service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste. The stoma appliances that can be customised are listed in Part IXC of the Drug Tariff.
- **Smoking Cessation Service (SCS):** The Smoking Cessation Service (SCS) which was commissioned as an Advanced service from 10th March 2022.

The level of provision of Advanced, Enhanced and other locally commissioned services within Hillingdon was assessed via a local survey. 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 administration	Necessary
Needle and syringe programme	Necessary
NHS Health Check	Relevant
EHC and contraceptive services	Necessary
Stop smoking	Relevant
COPD Screening (as part of stop smoking service)	Relevant
Asthma Support Service	Relevant
Chlamydia testing and treatment	Relevant
Out of Hours Palliative Care Medicines Service	Necessary
Advanced services e.g. NMS, Flu Vaccination Service	Relevant
Essential Services e.g. dispensing medications, Discharge Medicines Service	Necessary

3.3 Enhanced services

Locally commissioned community pharmacy services can be contracted via a number of different routes and by different commissioners, including local authorities, Clinical Commissioning Groups (CCG's) and Local NHS England teams.

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

- A) **Anticoagulant monitoring service** – where 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** - pharmacist 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** – where 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**
- E) **Independent prescribing service** – 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** – delivery of drugs, and appliances other than specified appliances to the patient's home
- G) **Language access service** - 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) **Medicines assessment and compliance support service** - 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
- I) **Minor Ailments Service** – provision of 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
- J) **Needle and syringe exchange service** - 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
- K) **On demand availability of specialist drugs service** - pharmacist to ensure that patients or health care professionals have prompt access to specialist drugs
- L) **Out of hours services** – dispensing of drugs and appliances in the out of hours period (whether or not for the whole of the out of hours period)

- M) **Patient group direction service** - the supply or administration of prescription only medicines to patients under patient group directions
- N) **Prescriber support service** - 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
- O) **Schools service** - 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
- P) **Screening service** - 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
- Q) **Supervised administration service** - 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.

3.4 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. There are a small number of circumstances where a public health service is commissioned by another organisation, e.g. 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:

- Stop smoking services (including COPD screening)
- Supervised administration
- Needle and syringe programme
- EHC and contraceptive services
- Sexual health screening services and Chlamydia testing & treatment

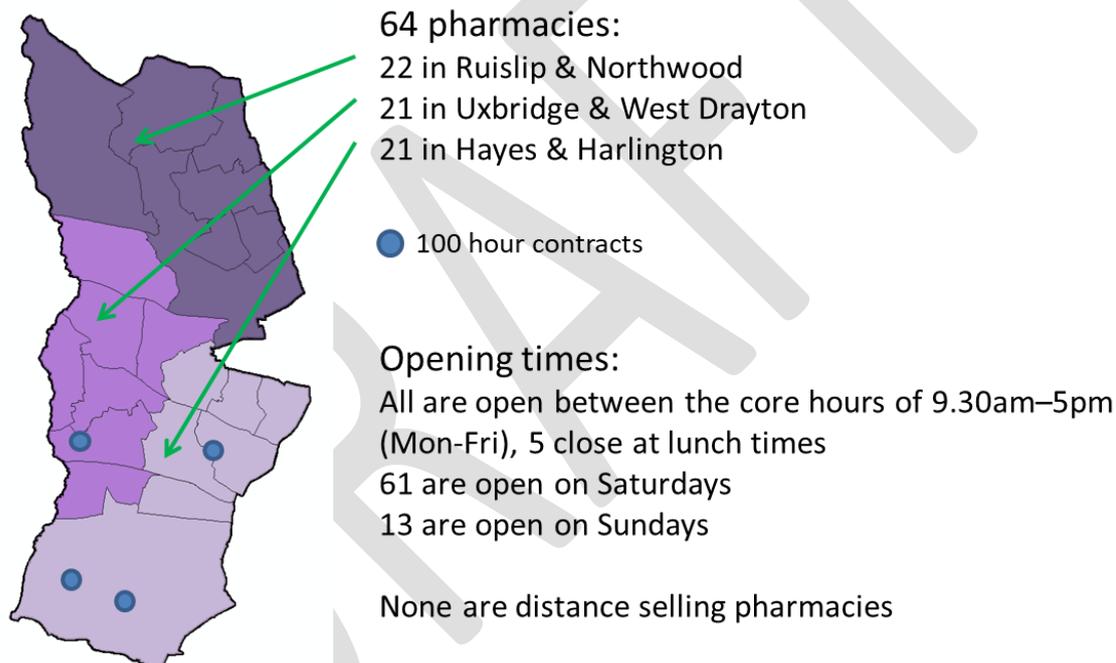
4. Analysis of the Pharmaceutical Needs Assessment Questionnaire

All community pharmacists in Hillingdon (64 in total) 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 in Appendix 4a. Analysis of the survey was undertaken and combined with prescription and dispensing data, and uptake of advanced services, along with pharmacy opening hours.

The survey was sent out at the end of January and was completed by 100% of borough pharmacies.

Hillingdon's Pharmacies, 2022



All are **closed rooms**

49 are **accessible**



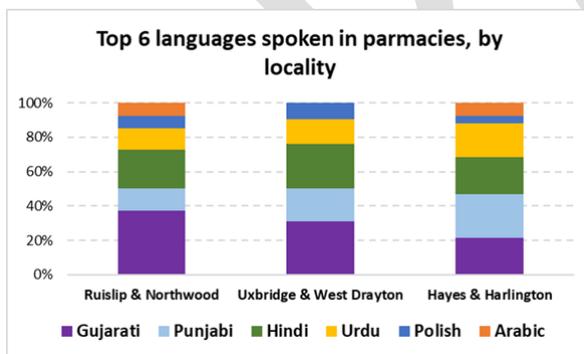
56 have **hand washing facilities** in the room or close by

19 pharmacies are willing to undertake consultations in a patient's home or other suitable site

35 have **access to toilet facilities** for patients

51 pharmacies speak other languages apart from English

Results from the Pharmacy Survey show there are 37 languages (other than English) spoken at pharmacy level, with a good distribution of the top 6 languages across the localities:



Types of pharmacies

Out of the 64 pharmacies in Hillingdon, 24 are provided by large multiples like Boots, Superdrug, Lloyds (within Sainsbury's), Vantage and Tesco. The remaining 40 are independent or belong to small groups with 2-10 pharmacies.

4.1 Essential Services

Essential Services are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework (the 'pharmacy contract').

Service	Currently offer
Dispensing medicines	Pharmacies are required to maintain a record of all medicines dispensed, and also keep records of any interventions made which they judge to be significant.
Repeat Dispensing	At least two thirds of all prescriptions generated in primary care are for patients needing repeat supplies of regular medicines, and since 2005 repeat dispensing has been an Essential Service within the Community Pharmacy Contractual Framework (CPCF).
Disposal of unwanted medicines	Pharmacies are obliged to accept back unwanted medicines from patients.
Discharge medicines Service	<p>37 pharmacies have claimed for this service since its introduction:</p> <p>Total claims = 531 (454 complete, 77 incomplete)</p> <p>The Discharge Medicines Service (DMS) became a new Essential service within the Community Pharmacy Contractual Framework (CPCF) on 15th February 2021.</p>
Clinical Governance	Adherence with the clinical governance requirements is thus a part of the terms of service.
Support for Self-Care	Pharmacies will help manage minor ailments and common conditions, by the provision of advice and where appropriate, the sale of medicines, including dealing with referrals from NHS 111. Records will be kept where the pharmacist considers it relevant to the care of the patient.
Public health (promotion of Healthy lifestyles)	<p>Each financial year, pharmacies are required to participate in up to six health campaigns at the request of NHS England and NHS Improvement (NHSE&I). This generally involves the display and distribution of leaflets provided by NHSE&I; see further details below.</p> <p>In addition, pharmacies are required to undertake prescription-linked interventions on major areas of public health concern, such as encouraging smoking cessation.</p>
Signposting	NHS England will provide pharmacies with lists of sources of care and support in the area. Pharmacies will be expected to help people who ask for assistance by directing them to the most appropriate source of help.
Dispense Appliances – All Types	<p>Total 39</p> <p>R&N 14 U&WD 10 H&H 15</p> <p>8 pharmacies do not dispense any appliances Pharmacists may regularly dispense appliances during their business, or they may dispense such prescriptions infrequently, or they may have taken a decision not to dispense them at all.</p>

Service	Currently offer
Dispense Appliances – Just Dressings	Total 13 R&N 2 U&WD 8 H&H 3
Dispense Appliances – all, excluding stoma and incontinence appliances	Total 3 R&N 2 U&WD 1
Dispense Appliances – incontinence appliances	Total 1 R&N 1

Provision of essential services is good. These services are necessary.

Gaps in provision – Essential Services

There are essential services seven days a week offering services before 9am and late on weekday evenings. There is a good offer on Saturday mornings and a reduced offering on Saturday afternoons, with 13 pharmacies open on Sundays. There are no gaps in provision of essential services or access of opening hours.

Overview of opening hours by locality

Opening times	Ruislip & Northwood 22 pharmacies Total hours 1,220.25	Uxbridge & West Drayton 21 pharmacies one 100-hour contract Total hours 1,172.25	Hayes & Harlington 21 pharmacies three 100-hour contract Total hours 1,389
Weekday, open before 9am	2	4	5 Two pharmacies at Heathrow open from 5.30am
Weekday, open past 5pm	All are open to 6pm or beyond; one is open to 10pm	All are open to 5.30pm or beyond; three are open to 8pm or beyond	All are open to 6pm or beyond; five are open past 8pm
Saturday	All are open; eight are open half day	Three are closed; eight are open half day or reduced hours	All are open; seven are open half day or reduced hours
Sunday	Most are closed, three have Sunday opening hours	Most are closed, three have Sunday opening hours and one is open a full day	Most are closed, six have Sunday opening hours with three open a full day

4.1.1 Pharmacy Dispensing

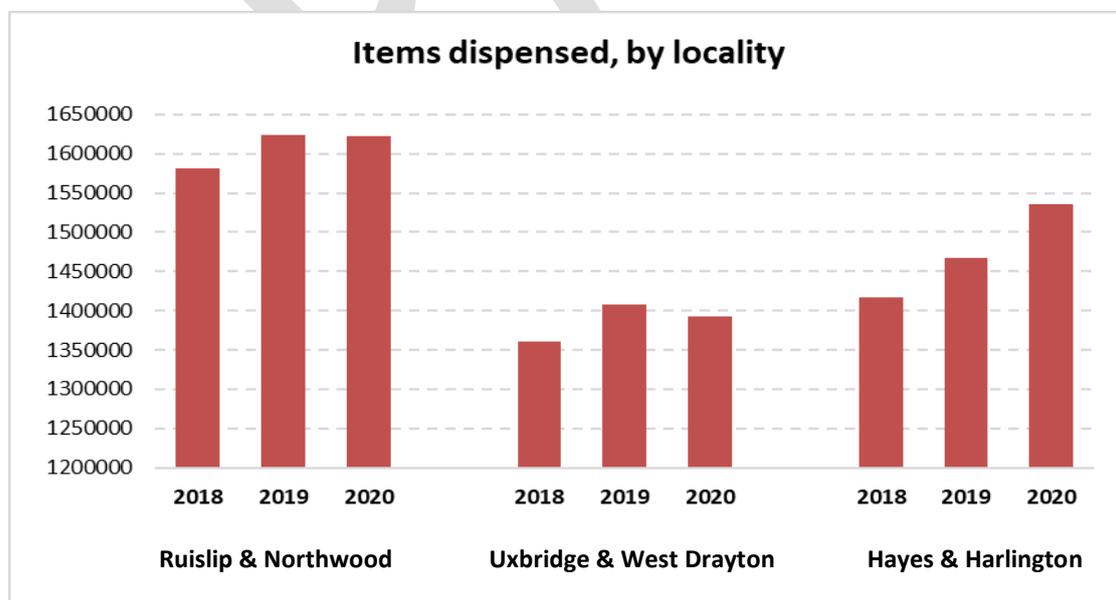
Prescriptions by volume and cost

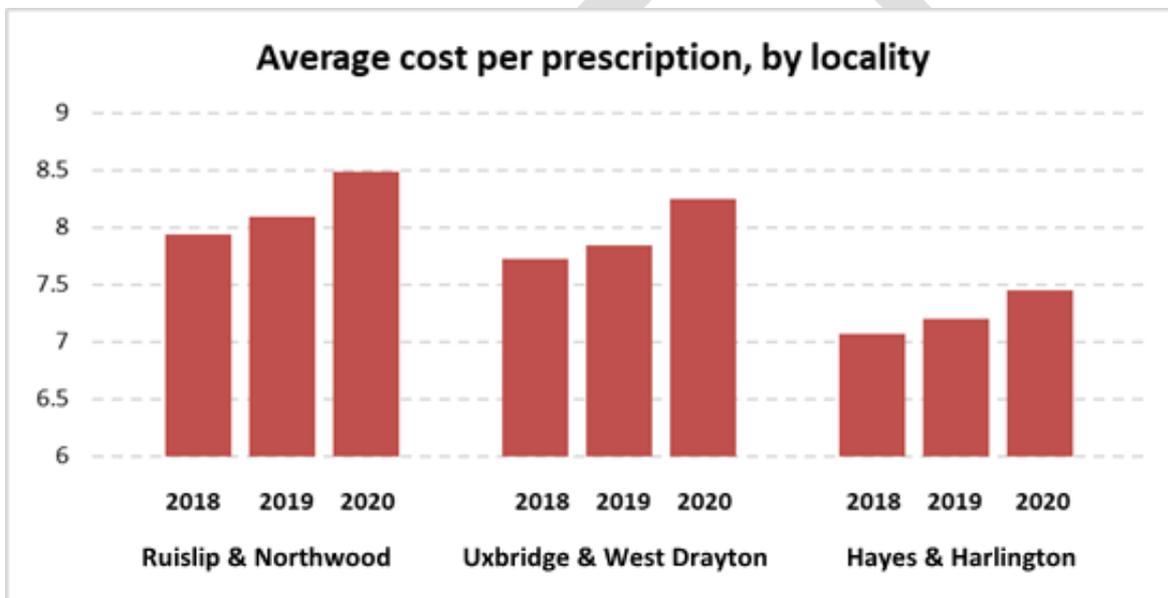
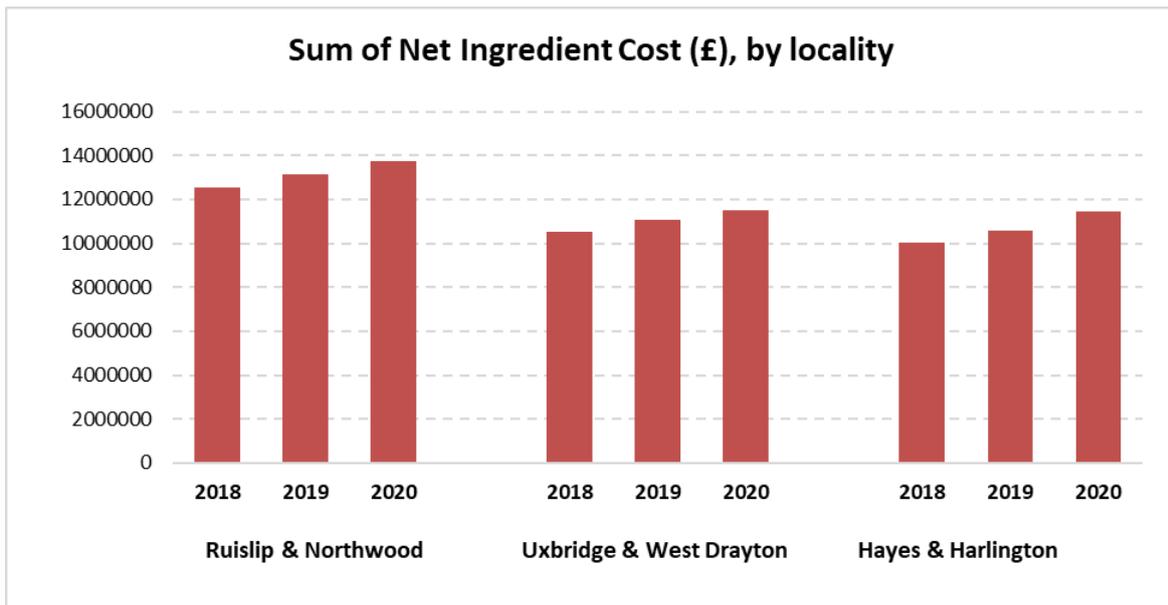
Monthly statistics on prescriptions dispensed by community pharmacists, appliance contractors, and dispensing doctors in England is published by the NHS Business Services Authority. Data for 2020/21 shows that nationally:

- The cost of a prescription is £9.35 (April 2021); 90% of prescription items are dispensed free of charge
- 1.11 billion prescription items were dispensed in the community, a decrease of 1.9% from 2019/20 (1.13 billion items)
- this was at a cost of £9.61 billion, an increase of 3.49% from 2019/20
- by volume, the highest category of prescriptions dispensed were for cardiovascular diseases
- by cost, the highest category of prescriptions dispensed were for central nervous system diseases

Within Hillingdon, the volume of prescriptions and overall costs of dispensed prescriptions has increased since the 2018 Pharmaceutical Needs Assessment. The average cost of a prescription has also increased year on year.

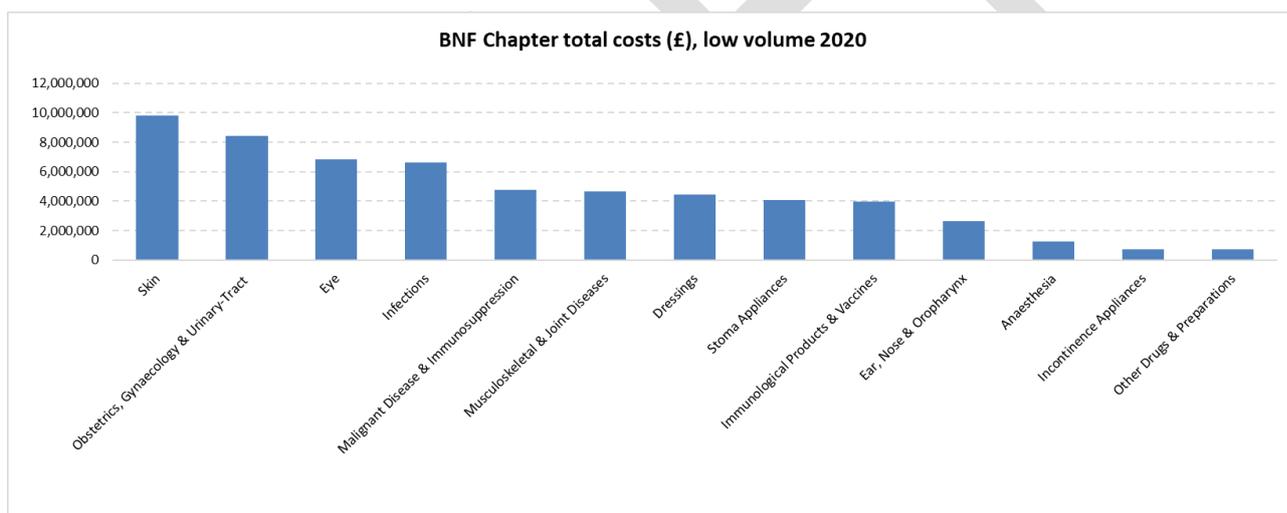
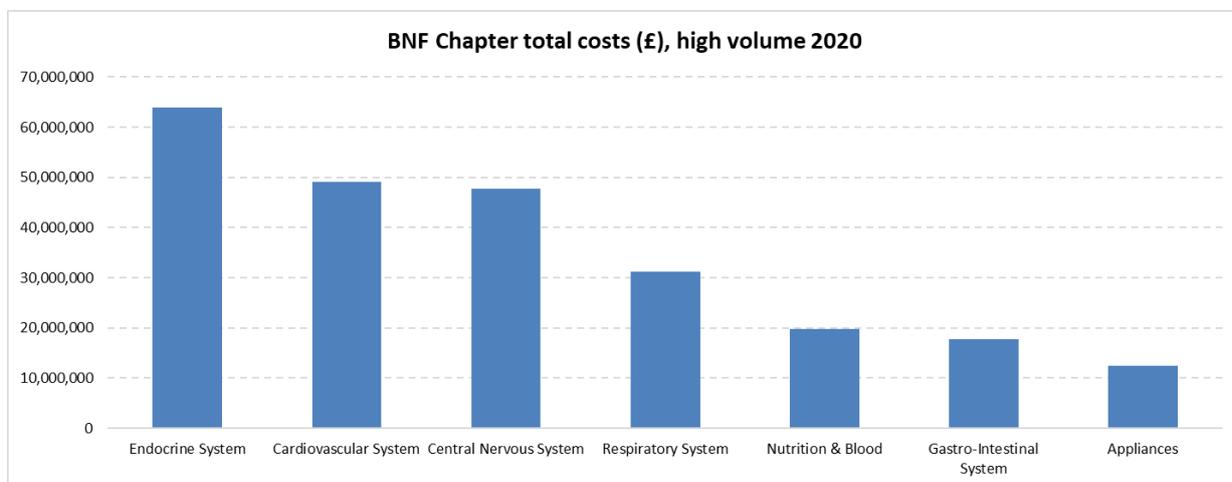
These charts show that the volume and cost of prescriptions is higher in Ruislip & Northwood in comparison with Uxbridge & West Drayton and Hayes & Harlington. This is consistent with the higher observed prevalence of various chronic illnesses and an older age profile of Ruislip & Northwood locality, based on current need.

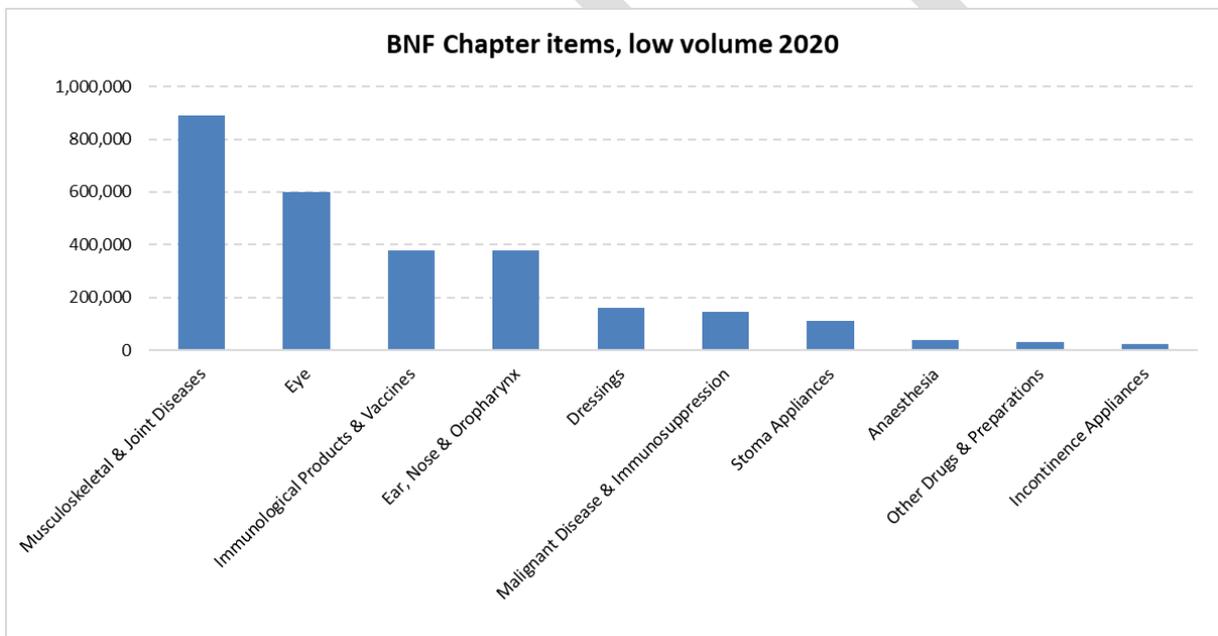
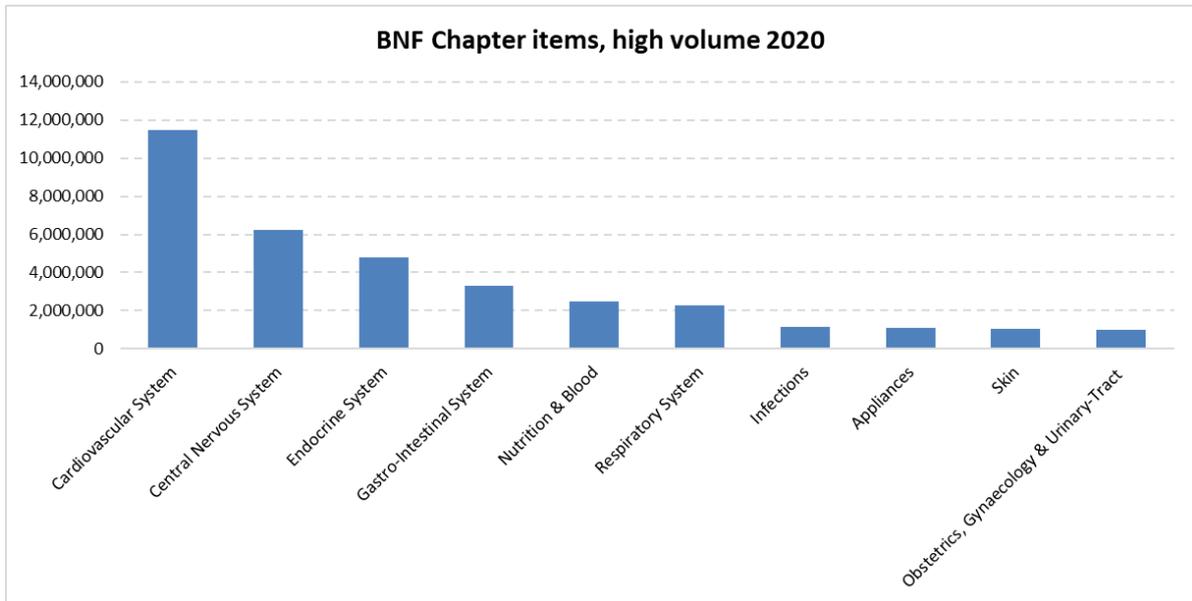




British National Formulary (BNF) data

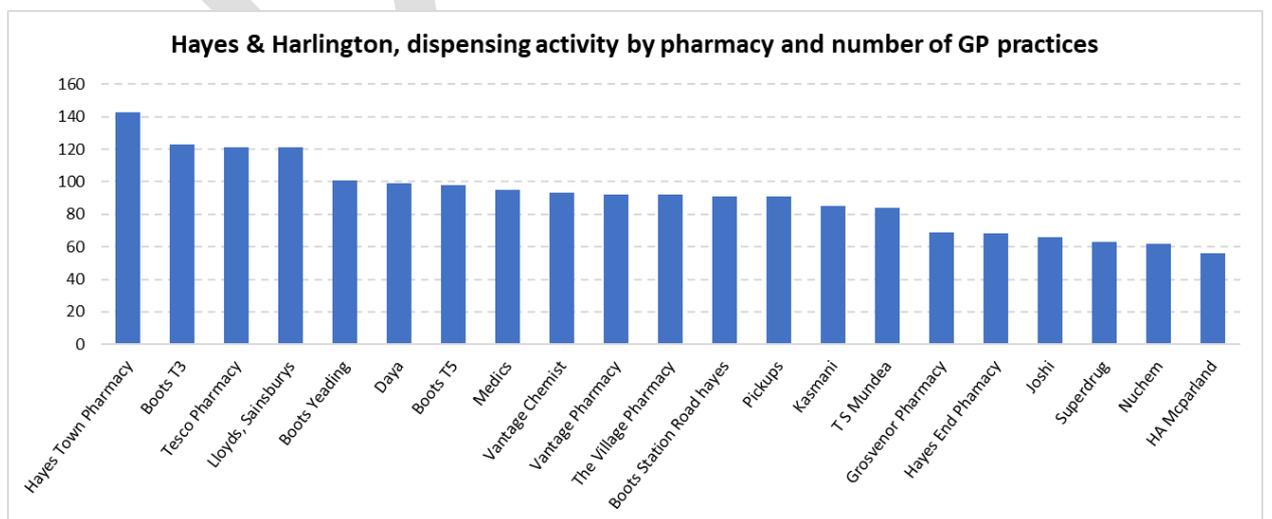
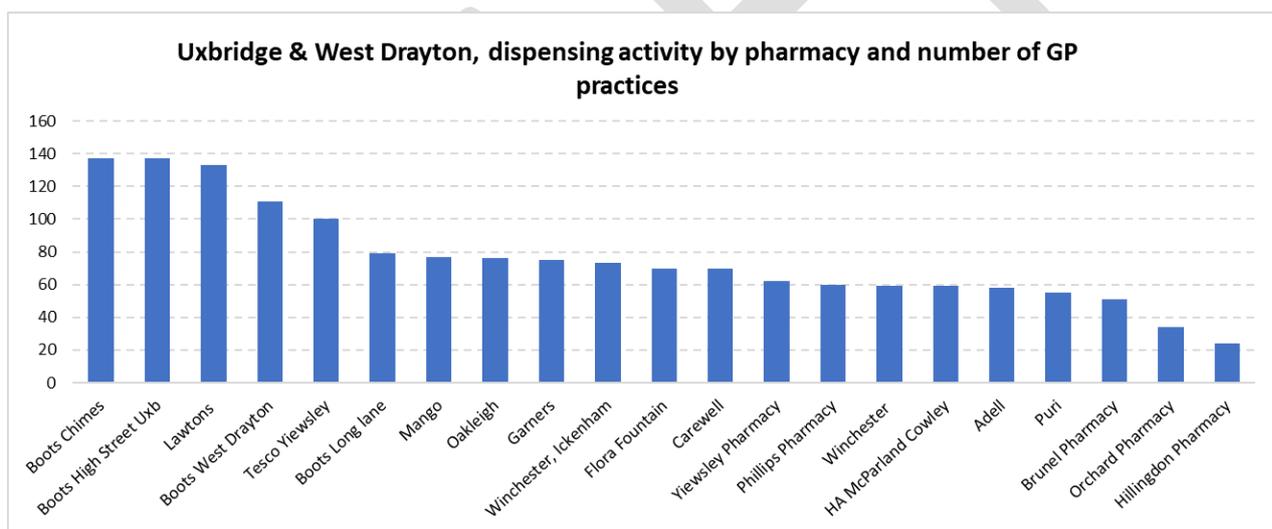
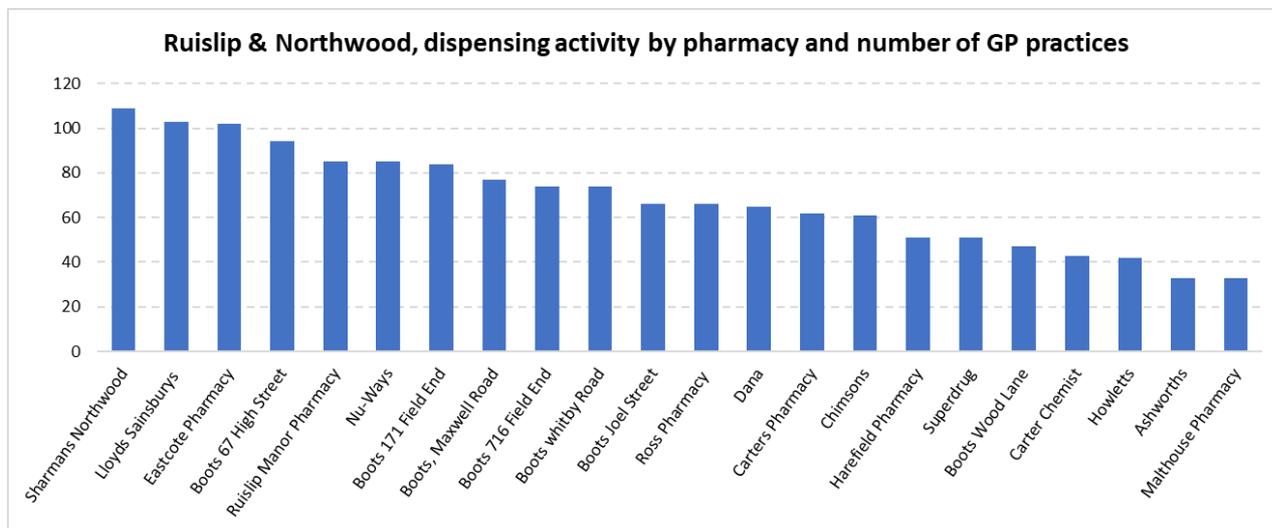
The following charts show high and low BNF chapter category volume of prescriptions and costs of sustainability and transformation plan area of North-West London Health & Care Partnership in 2020; the top three areas by items and costs are cardiovascular (ie lipid-regulating drugs), endocrine (ie diabetes medication) and central nervous system (ie antidepressants), which is consistent with the prevalence of disease:



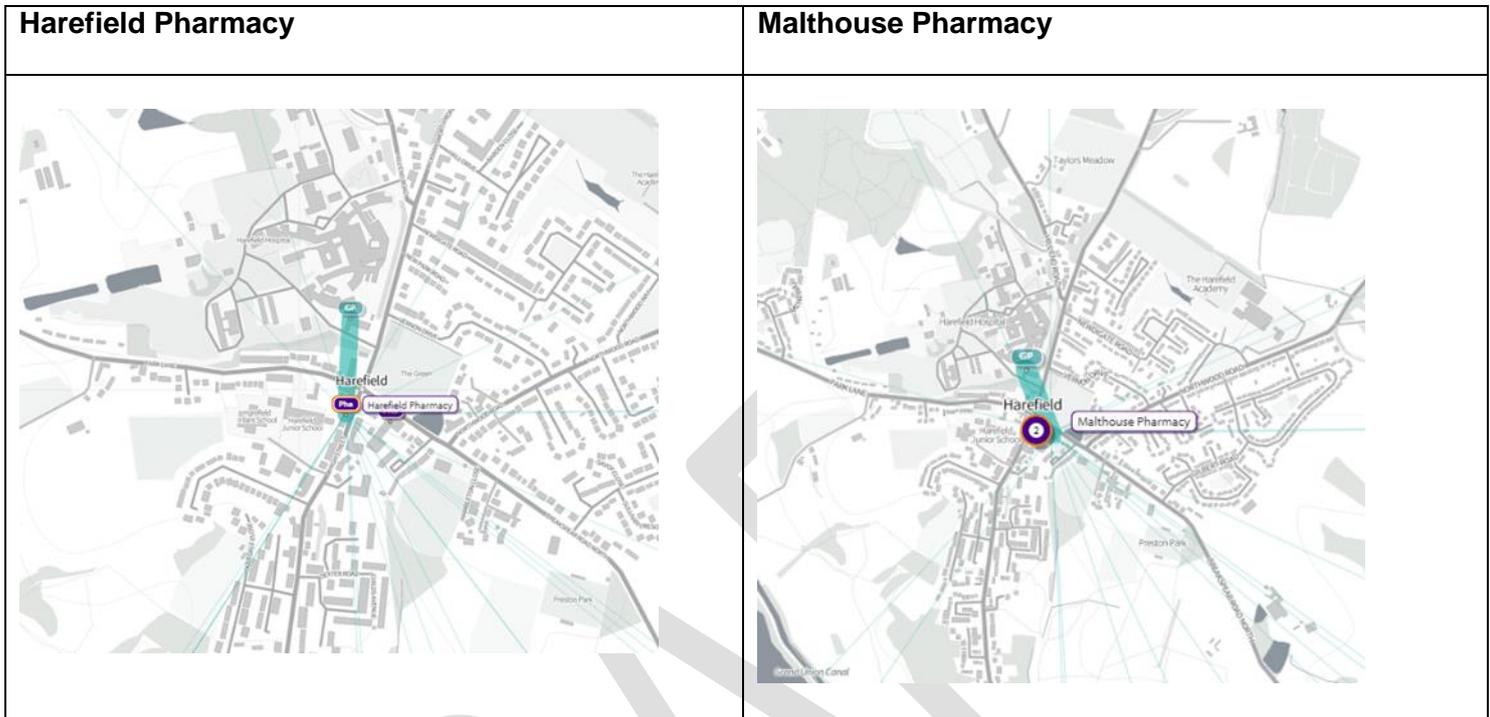


Pharmacy Dispensing Flows

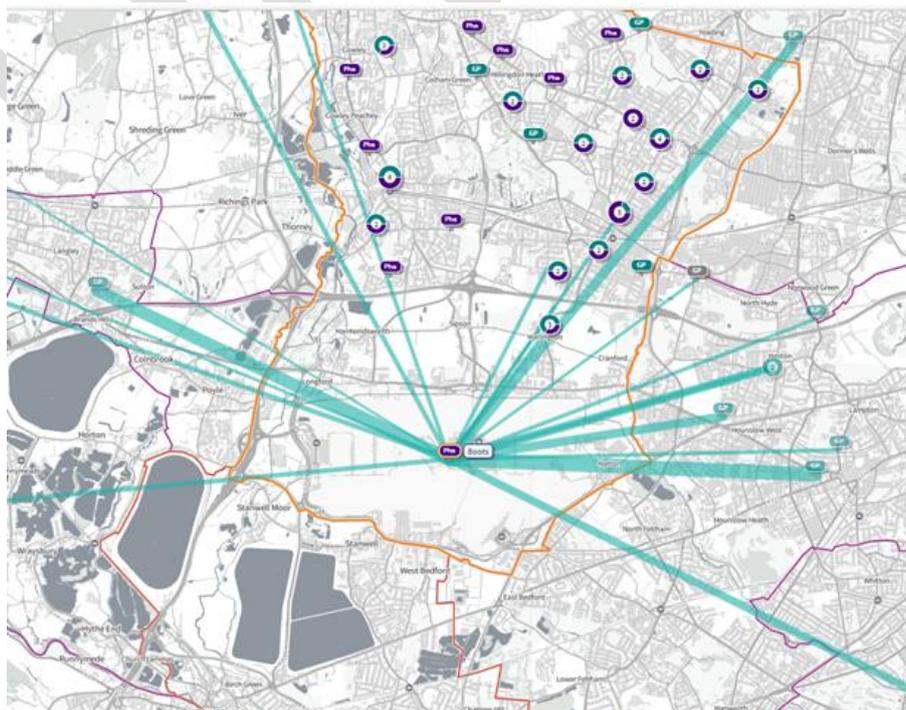
A snapshot of data from NHS Business Services Authority (taken from the Strategic Health Asset Planning & Evaluation tool (SHAPE)) shows that in November 2021, pharmacies across the borough dispensed prescriptions from multiple GPs – ranging from 24 to 143 individual practices:



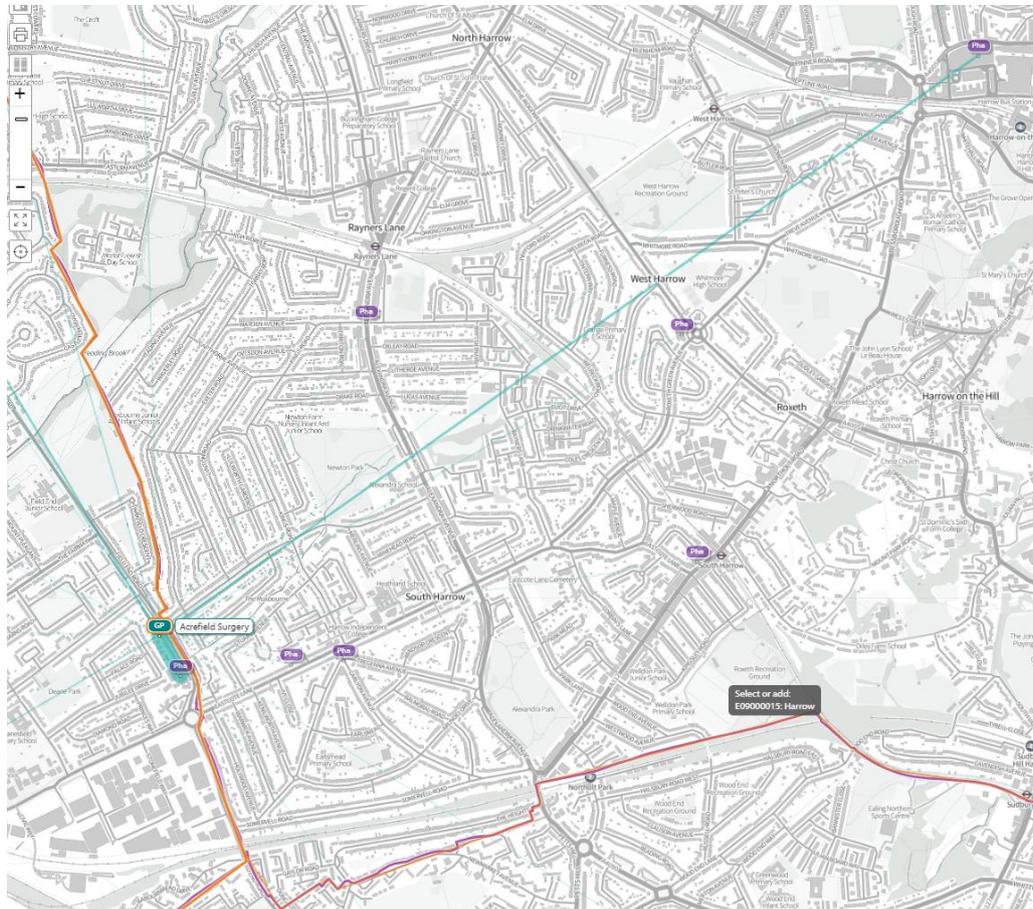
The dispensing flows also show that the majority of prescriptions from each pharmacy seem to be written at the nearest GP (for example Harefield Pharmacy dispensed 88.1% of prescriptions in November 2021 from Harefield Practice, the same with Malthouse Pharmacy (also in Harefield) with 92.7% of November prescriptions from Harefield Practice). The thicker the line, the higher the percentage dispensing flow between GP and pharmacy:



There are exceptions, notable Boots in Terminal 3 at Heathrow, where we can see thicker dispensing lines (ie a higher percentage) from Hounslow, Langley and further afield. The pharmacies based at Heathrow are well placed to serve the needs of staff who work at the airport:



Further choice is demonstrated on the boundary of Harrow borough; as the GP registered population is larger than the usual resident population, patients may not be registered with their nearest GP and will have choice over where they get their medicines dispensed. An example can be seen from Acrefield Surgery, where 47.9% of prescriptions were dispensed at the nearest Boots (within Hillingdon), but 7.1% were dispensed at Boots in Harrow, bypassing 5 nearer pharmacies over the boundary in Harrow:



Therefore, it can be assumed that as some people will have their prescription dispensed out of area, they will also access other services out of area; ie other essential services, and also advanced and enhanced services, from an out of area provider.

4.2 Advanced Services

There are several Advanced Services within the NHS Community Pharmacy Contractual Framework (CPCF). Community pharmacies can choose to provide any of these services as long as they meet the requirements set out in the Secretary of State Directions.

Service	Currently offer	Not intending to provide	Intending to offer in the next 12 months
New Medicine Service	Total 63	1	
COVID-19 Lateral Flow Device distribution	Total 62	2	0
Community Pharmacist Consultation Service (CPCS)	Total 60	2	2
Flu vaccination	Total 59	2	3
Hypertension case-finding service new service 2021	Total 29 R&N 9 U&WD 9 H&H 11	10	25
Stop Smoking	Total 16 R&N 6 U&WD 7 H&H 3	7	39 are willing to provide if commissioned 1 willing to provide privately
Stoma Appliance Customisation (SAC)	Total 11 R&N 5 U&WD 3 H&H 3	46	7
Appliance Use Reviews	Total 10 R&N 1 U&WD 3 H&H 6	41	13
Hepatitis C testing new service from 1/9/2020	No question asked in the survey – no tests carried out in 2020 or 2021		

Provision of advanced services is good both across the borough and at locality level; there is less provision of SACs and AURs than other services, but overall provision of these services has increased since 2018. Many pharmacies said they are intending to start offering advanced services in the next 12 months or will provide if commissioned. These services are relevant.

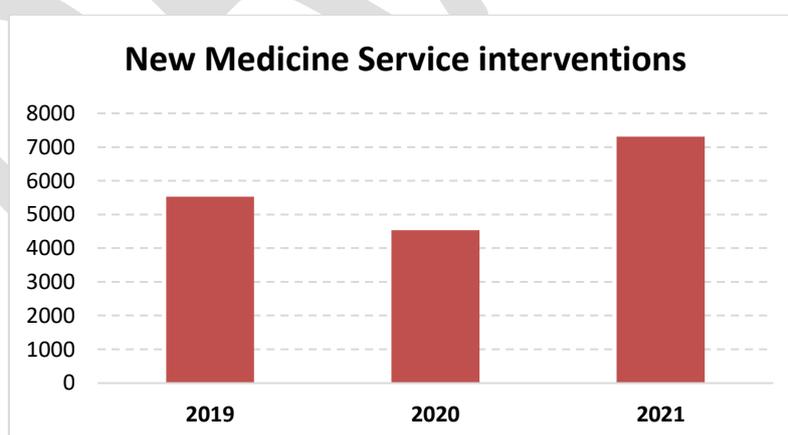
4.2.1 New Medicine Service (NMS)

New Medicine Service is offered by 63 out of 64 community pharmacies within Hillingdon, though not have made claims for the service. The table below shows the numbers of pharmacies claiming the New Medicines Service in Hillingdon in 2021:

	Number of NMS	Total number of pharmacies	Number claiming NMS
January	386	64	45
February	302	64	42
March	333	64	39
April	291	64	36
May	367	64	39
June	309	64	40
July	342	64	39
August	317	64	41
September	278	64	40
October	347	64	46
November	379	64	45
December	314	64	36

Source: NHS Business Services Authority

The number of claims dropped in 2020, most likely due to restrictions from the COVID-19 pandemic; numbers have increased in 2021:



4.2.2 Appliance Use Reviews (AURs)

There are 10 pharmacies in total which provide Appliance Use Review (AUR) service, and these are spread across the three localities: 1 in Ruislip & Northwood, 3 in Uxbridge & West Drayton and 6 in Hayes & Harlington. This is an increase in provision since 2018. *Data from NHS Business Services Authority shows that no AURs have taken place since 2019.*

4.2.3 Stoma Appliance Customisation Service (SACS)

Stoma Appliance Customisation (SACS) Service is also provided by 11 pharmacies in total across the 3 localities (5 in Ruislip & Northwood, 3 in Uxbridge & West Drayton, 3 in Hayes & Harlington). This is an increase in provision since 2018. Data from NHS Business Services Authority shows that 43 SACS have taken place since 2019.

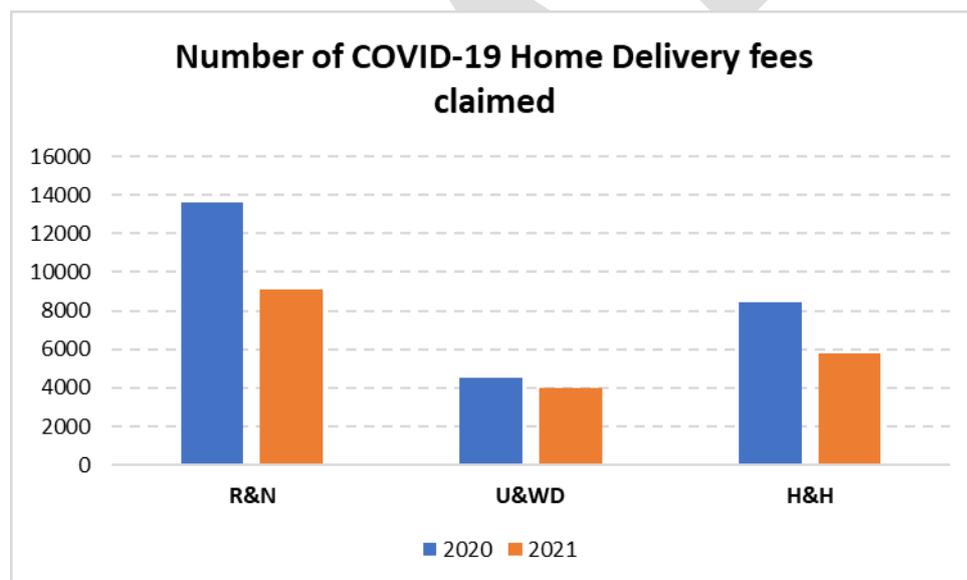
4.2.4 Stop Smoking Service

The smoking cessation service is provided by 16 pharmacies in total across the 3 localities (6 in Ruislip & Northwood, 7 in Uxbridge & West Drayton, 3 in Hayes & Harlington).

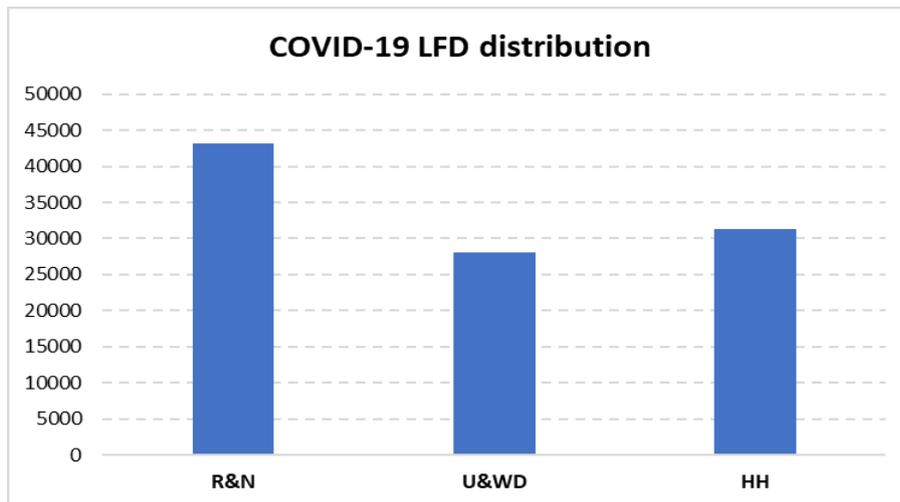
4.2.5. COVID-19 Service Delivery and Lateral Flow Device (LFD) distribution

Pharmacists played a vital role as a community-based, front-line health service during the COVID-19 pandemic. The Pandemic Delivery Service (an Advanced service) finished on 5th March 2022 and the whole service was decommissioned on 31st March 2022.

One element of this was the delivery of prescriptions to eligible patients, which contractors could provide if they wish to. Within Hillingdon, pharmacies in Ruislip & Northwood provided most of this service in both 2020 and 2021:



In terms of LFD distribution, responses from the pharmacy survey show that 61 pharmacies are currently providing this service and in 2021 over 100,000 packs of devices were handed out, the majority in Ruislip & Northwood:



Nine pharmacies provide COVID-19 vaccinations.

4.2.6 Hypertension Case Finding Service

This is a new advanced service in two stages – the first is identifying people at risk of hypertension and offering them blood pressure measurement (a ‘clinic check’). The second stage, where clinically indicated, is offering 24-hour ambulatory blood pressure monitoring (ABPM). The blood pressure test results will then be shared with the patient’s GP to inform a potential diagnosis of hypertension. *In 2021 pharmacies in Hillingdon had completed 69 stage-1 and 10 stage-2.*

4.2.7 Community Pharmacy Consultation Service (CPCS)

The CPCS aims to relieve pressure on the wider NHS by connecting patients with community pharmacy, which should be their first port of call and can deliver a swift, convenient and effective service to meet their needs. Since the CPCS was launched, nationally an average of 10,500 patients per week being referred for a consultation with a pharmacist following a call to NHS 111; these are patients who might otherwise have gone to see a GP. The CPCS provides the opportunity for community pharmacy to play a bigger role than ever within the urgent care system.

Within Hillingdon 1,900 consultations took place in 2021; the majority of these (47%) were in the locality of Hayes & Harlington.

4.2.8 Hep-C testing

This is a new advanced service and no tests have taken place as yet.

Advanced Services by Locality – Ruislip & Northwood

Pharmacy name	Ruislip & Northwood	C-19 LFD distribution	New Medicine Service	Community Pharmacy Consultation Service	Flu Vaccination Service	Hypertension Case Finding	Stop Smoking Service	Stoma Appliance Customisation service	AURs
Carters Pharmacy	Eastcote & East Ruislip	o	o	o	o	o	o	o	*
Malthouse Pharmacy	Harefield	o	o	o	o	o	o	*	*
Harefield Pharmacy	Harefield	o	o	o	o	o	o	*	*
Dana Pharmacy	Manor	o	o	o	o	o	**	o	*
Superdrug	Eastcote & East Ruislip	o	o	o	o	o	**	x	x
Boots, High Street Ruislip	West Ruislip	o	o	o	o	o	x	x	x
Ross Pharmacy	Northwood	o	o	o	o	o	x	o	*
Sharmans Pharmacy	Northwood	o	o	o	o	o	**	o	o
Howletts Pharmacy	West Ruislip	o	o	o	o	*	o	o	x
Boots, 32 Joel Street	Northwood Hills	o	o	o	o	x	**	x	x
Ashworths Pharmacy	West Ruislip	o	o	o	o	*	**	x	*
Ruislip Manor Pharmacy	Manor	o	o	o	o	*	o	x	*
Boots, Wood Lane	West Ruislip	o	o	o	o	x	**	x	x
Boots, 716 Field End	South Ruislip	o	o	o	o	x	x	x	x
Nu-Ways Pharmacy	Manor	o	o	o	o	*	**	x	x
Boots, 212 Whitby	Cavendish	o	o	o	o	*	**	x	x
Carter Chemist	Northwood	o	o	o	o	*	**	x	x
Boots, 171 Field End	Eastcote & East Ruislip	o	o	o	o	*	**	x	x
Lloyds, Sainsburys	South Ruislip	o	o	o	o	*	**	x	x
Boots, Maxwell Road	Northwood	o	o	o	o	x	x	x	x
Chimsons	Manor	o	o	*	*	x	o	x	x
Eastcote Pharmacy	Eastcote & East Ruislip	o	x	o	o	o	x	x	x
Provision, number of pharmacies		22	21	21	21	9	6	5	1

Key – o provides, * intending to provide in the next 12 months, ** willing to provide if commissioned, x not intending to or able to provide
Hepatitis-C testing – new service since 1/9/20, data from NHSBSA shows that no tests have been completed since introduction of service

Advanced Services by Locality – Uxbridge & West Drayton

Pharmacy name	Uxbridge & West Drayton	New Medicine Service	C-19 LFD distribution	Community Pharmacy Consultation Service	Flu Vaccination Service	Hypertension Case Finding	Stop Smoking Service	Stoma Appliance Customisation service	AURs
Lawtons Pharmacy	Hillingdon East	o	o	o	o	o	o	x	x
Mango Pharmacy	Uxbridge South	o	o	o	o	o	o	x	x
Phillips Chemist	Yiewsley	o	o	o	o	o	o	*	*
Yiewsley Pharmacy	Yiewsley	o	o	o	o	o	o	*	*
HA McParland	Uxbridge South	o	o	o	o	o	**	x	o
Orchards Pharmacy	West Drayton	o	o	o	o	o	**	x	x
Brunel Pharmacy	Brunel	o	o	o	o	o	**	x	x
Boots, Long Lane	Hillingdon East	o	o	o	o	*	**	x	x
Boots, High Street Uxbridge	Uxbridge South	o	o	o	o	x	o	x	o
Garners Ickenham	Ickenham	o	o	o	o	x	x	x	x
Boots, Chimes	Uxbridge South	o	o	o	o	*	x	x	x
Oakleigh Pharmacy	Hillingdon East	o	o	o	o	*	**	o	o
Flora Fountain	Uxbridge South	o	x	o	o	o	**	o	*
Carewell Chemist	West Drayton	o	o	o	o	*	**	x	x
Tesco Pharmacy	Yiewsley	o	o	o	o	x	**	x	x
Boots, West Drayton	West Drayton	o	o	o	o	*	**	x	x
Winchester, West Drayton	West Drayton	o	o	o	o	*	o	x	x
Puri Pharmacy	Hillingdon East	o	o	o	o	*	o	o	x
Adell Pharmacy	Hillingdon East	o	o	o	o	x	**	x	x
Hillingdon Pharmacy	Hillingdon East	o	o	o	*	o	**	*	*
Winchester, Ickenham	Ickenham	o	o	*	x	*	x	x	x
Provision, number of pharmacies		21	21	20	19	9	7	3	3

Key – o provides, * intending to provide in the next 12 months, ** willing to provide if commissioned, x not intending to or able to provide
Hepatitis-C testing – new service since 1/9/20, data from NHSBSA shows that no tests have been completed since introduction of service

Advanced Services by Locality – Hayes & Harlington

Pharmacy name	Hayes & Harlington	New Medicine Service	C-19 LFD distribution	Community Pharmacy Consultation Service	Flu Vaccination Service	Hypertension Case Finding	Stop Smoking Service	Stoma Appliance Customisation service	AURs
Vantage Pharmacy	Charville	0	0	0	0	0	0	0	0
Grosvenor Pharmacy	Barnhill	0	0	0	0	0	0	*	*
Pickup Pharmacy	Townfield	0	0	0	0	0	0	*	*
HA McParland	Barnhill	0	0	0	0	0	**	X	0
TS Mundaie Pharmacy	Chaville	0	0	0	0	0	**	X	0
The Village Pharmacy	Heathrow Villages	0	0	0	0	0	**	X	X
Daya Pharmacy	Barnhill	0	0	0	0	0	**	0	0
Kasmani Pharmacy	Pinkwell	0	0	0	0	0	X	X	X
Vantage Chemist	Botwell	0	0	0	0	*	**	X	X
Boots - Terminal 5	Heathrow Villages	0	0	0	0	*	**	X	X
Boots - Terminal 3	Heathrow Villages	0	0	0	0	*	**	X	X
Medics Pharmacy	Pinkwell	0	0	0	0	*	**	0	X
Tesco Pharmacy	Yeading	0	0	0	0	*	**	X	0
Boots, Yeading Lane	Yeading	0	0	0	0	X	**	X	X
Lloyd's Pharmacy	Townfield	0	0	0	0	*	**	X	X
Joshi Pharmacy	Botwell	0	0	0	*	*	**	X	X
Boots, Station Road Hayes	Botwell	0	0	0	X	*	**	X	0
NuChem Pharmacy	Townfield	0	0	X	0	*	**	X	X
Hayes Town Pharmacy	Townfield	0	0	X	0	0	**	X	X
Superdrug	Botwell	0	X	0	0	0	X	X	X
Hayes End Pharmacy	Charville	0	0	0	0	0	X	X	X
Provision, number of pharmacies		21	20	19	19	11	3	3	6

Key – 0 provides, * intending to provide in the next 12 months, ** willing to provide if commissioned, x not intending to or able to provide
Hepatitis-C testing – new service since 1/9/20, data from NHSBSA shows that no tests have been completed since introduction of service

Gaps in provision – Advanced Services

Provision of advanced services is good both across the borough and at locality level; although there is less provision of SACs and AURs than other services, the provision of these services has increased since 2018. Further provision of all services is planned within the next 12 months, with many pharmacies planning to increase their offering of advanced services which will secure improvement or better access over the life of this PNA. There are no gaps in provision of advanced services.

Pharmacies open on Sunday - appliance services and advanced services offered

Thirteen pharmacies within Hillingdon are open on Sunday offering the following appliance dispensing and Advanced Services:

Pharmacy	Opening Hours			Weekly Opening Hours	100-hour Pharmacy	Dispenses Appliances	Advanced Services								
	M-F	Saturday	Sunday				COVID-19 LFT	New Medicine Service	Community Pharmacy Consultation Service	Flu Vaccination	Hypertension Case Finding	Stop Smoking Service	Stoma Appliance Customisation Service	Appliance Use Review	
Ruislip & Northwood	Boots, Maxwell Road	9am-6pm	9am-6pm	10.15am-4pm	59.75	No	yes, all types	o	o	o	o	x	x	x	x
	Sharmans	9am-7pm	9am-5.30pm	10am-2pm	62.5	No	yes, all types	o	o	o	o	o	x	o	o
	Lloyds, Sainsburys	8am-10pm	8am-10pm	10am-4pm	90	No	no	o	o	o	o	x	x	x	x
Uxbridge & West Drayton	Lawtons	9am-9pm	9am-9pm	9am-9pm	84	No	no	o	o	o	o	o	o	x	x
	Boots, High St, Uxbridge	8am-6.30pm	9am-6pm	10.30am-5.30pm	68.5	No	yes, all types	o	o	o	o	x	o	x	x
	Boots, the Chimes	9am-7pm	9am-7pm	11am-5pm	67	No	just dressings	o	o	o	o	x	x	x	x
	Tesco Pharmacy	7or8am-11pm	7am-10pm	11am-5pm	100	Yes	no	o	o	o	o	x	x	x	x
Hayes & Harlington	Boots, T5 Heathrow	5.30am-9.30pm	6am-9.30pm	5.30am-9pm	111	Yes	yes, all types	o	o	o	o	x	x	x	x
	Boots, T3 Heathrow	5.30am-9.30pm	5.30am-9.30pm	5.30am-9.30pm	112	Yes	yes, all types	o	o	o	o	x	x	x	x
	Pickups	8.30-9pm	9am-8pm	10am-4pm	79.5	No	yes, all types	o	o	o	o	o	o	x	x
	Hayes Town Pharmacy	8am-11pm	8am-11pm	10am-8pm	100	Yes	yes, all types	o	o	x	o	o	x	x	x
	Lloyds, Sainsburys	8am-10pm	8am-10pm	10am-4pm	90	No	no	o	o	o	o	x	x	x	x
	Tesco Pharmacy	8am-9pm	8am-8pm	10am-4pm	83	No	yes, all types	o	o	o	o	x	x	x	o

4.3 Enhanced services

Locally commissioned community pharmacy services can be contracted via a number of different routes and by different commissioners, including local authorities, Clinical Commissioning Groups (CCG's) and Local NHS England teams. The NHSE is authorised to arrange for the provision of the following additional pharmaceutical services with a pharmacy contractor.

Service	Currently offer	Not willing or able to provide	Willing to provide if commissioned	Willing to provide privately
Supervised Administration <i>NECESSARY SERVICE</i>	Total 27 R&N 7 U&WD 13 H&H 7	18	19	0
Minor Ailment Service	Total 11 U&WD 6 H&H 5	8	45	0
Needle & Syringe Exchange <i>NECESSARY SERVICE</i>	Total 8 R&N 3 U&WD 4 H&H 1	27	28	1
Out of hours services	Total 5 R&N 2 U&WD 1 H&H 2	30	27	0
Home Delivery (not appliances)	Total 4 R&N 2 U&WD 2	8	34	18
Medicines assessment and compliance support service	Total 3 R&N 2 H&H 1	12	43	2
On demand availability of specialist drugs service	Total 2 R&N 1 U&WD 1	22	35	0
Anticoagulant monitoring service	R&N 1	11	53	1
Gluten Free Food Supply Service (i.e. not via FP10)	R&N 1	18	42	2
Schools Service	U&WD 1	21	40	1
Care home service	Not offered	22	37	4

Independent prescribing service	Not offered	17	40	7
Language access service	Not offered	19	43	1
Prescriber support service	Not offered	23	41	0

Screening services

The only screening service currently offered is HIV screening, at Brunel Pharmacy in Uxbridge & West Drayton locality; 29 pharmacies say they would offer this service if commissioned. The following screening services are not offered, but many pharmacies say they would offer the services if commissioned:

Service	Not willing or able to provide	Willing to provide if commissioned	Willing to provide privately
Alcohol	23	41	0
Cholesterol	9	51	4
Diabetes	8	51	5
Gonorrhoea	28	35	1
H.pylori	15	47	1
HbA1C	16	46	1
Hepatitis	28	31	2

Vaccination services

Pneumococcal and COVID-19 vaccinations are widely provided across the borough, with meningococcal and travel vaccinations available at 1 pharmacy; childhood vaccinations, hepatitis and HPV is currently not provided. The majority of pharmacies would offer additional vaccination provision if commissioned:

Service	Currently offer	Not willing or able to provide	Willing to provide if commissioned	Willing to provide privately
Pneumococcal vaccination	Total 13 R&N 5 U&WD 5 H&H 3	8	38	4
COVID-19 vaccination	Total 9 R&N 4 U&WD 1 H&H 4	14	40	1
Meningococcal vaccination	U&WD 1	13	41	7
Travel vaccinations	R&N 1	15	34	14
Childhood vaccinations	Not provided	26	35	3
Hepatitis vaccination (at risk workers or patients)	Not provided	20	41	2
HPV vaccination	Not provided	19	39	4

Disease specific medicines management services

There are several services offered across the borough; for services that are currently not offered many pharmacists have said they would provide if commissioned:

Service	Currently offer	Not willing or able to provide	Willing to provide if commissioned	Willing to provide privately
Emergency Supply Service	Total 13 R&N 3 U&WD 5 H&H 5	2	41	8
Medication Review	Total 5 R&N 1 U&WD 1 H&H 3	4	53	0
Hypertension	Total 4 R&N 1 U&WD 2 H&H 1	5	54	1
Asthma	Total 3 U&WD 2 H&H 1	7	54	0
COPD	Total 3 U&WD 2 H&H 1	8	53	0
Allergies	Total 2 U&WD 1 H&H 1	10	51	1
Alzheimer's/Dementia	Total 2 U&WD 1 H&H 1	15	45	1
Depression	Total 2 U&WD 1 H&H 1	14	47	0
Epilepsy	Total 2 U&WD 1 H&H 1	4	14	45
Obesity Management	H&H 1	9	51	2
CHD	Not provided	11	51	0
Diabetes Type I	Not provided	12	52	0
Diabetes Type II	Not provided	10	53	1
Heart Failure disease	Not provided	15	47	0
Parkinson's disease	Not provided	17	47	0

Patient group direction service (PGD)

Only three pharmacists provide PGD – one provides emergency hormonal contraception and two provide Champix for smoking cessation.

Other services

Service	Currently offer	Not willing or able to provide	Willing to provide if commissioned	Willing to provide privately
Emergency Contraception Service <i>NECESSARY SERVICE</i>	Total 6 R&N 1 U&WD 3 H&H 2	4	48	6
Chlamydia treatment	H&H 1	15	45	3
Medicines Optimisation Scheme	H&H 1	10	51	1

Delivery services & non-commissioned services

The following services are widely provided across the borough:

Service	Currently offer	Not willing or able to provide	Willing to provide if commissioned	Willing to provide privately
Collection of prescriptions from GP practices	Total 51 R&N 17 U&WD 17 H&H 17	13	0	0
Delivery of dispensed medicines – selected patients	Total 50 R&N 17 U&WD 17 H&H 16	13	0	0
Delivery of dispensed medicines – free of charge	Total 44 R&N 17 U&WD 13 H&H 14	20	0	0
Delivery of dispensed medicines – with charge	Total 26 R&N 10 U&WD 9 H&H 7	37	0	0
Monitored Dosage Systems – free of charge on request	Total 48 R&N 17 U&WD 15 H&H 16	16	0	0
Monitored Dosage Systems – with charge	Total 21 R&N 5 U&WD 8 H&H 8	40	0	0

4.4.1 Stop Smoking Service

Results from the pharmacy survey show that the Stop Smoking Service is offered by 16 pharmacies, with 38 willing to provide the service if commissioned.

The Hillingdon Local Authority has commissioned CNWL-ARCH (Addictions Recovery Community Hillingdon) to provide a high quality, targeted and evidenced based approach to smoking cessation. The provider delivers a service that adheres to guidance from Public Health England, the Department of Health, the National Institute of Health and Care Excellence (NICE) as well as recommendations provided by the National Centre for Smoking Cessation & Training (NCSCT) and Action on Smoking and Health (ASH).

With the primary aim to reduce the smoking prevalence within priority groups, specialist core advisors based in ARCH provide support to residents through a variety of mechanisms including and where possible (in the light of the COVID-19 pandemic), face to face and telephonic consultations. Within Primary care, 16 borough wide Community Pharmacies are also available to provide behavioural support and pharmacotherapy through appropriately trained and registered smoking cessation advisors. GP practices are equipped to direct their patients to the core service or a suitable pharmacy to engage in an intervention.

Eligibility Criteria: To facilitate a quit attempt, a combination of behavioural support with appropriate licensed smoking cessation pharmacotherapy is provided to eligible residents of Hillingdon who fit into the following agreed priority groups:

- Children and young people under 18 years
- Pregnancy and after childbirth - including partners
- Those with mental health issues including substance misuse
- People with disabilities and long-term conditions
- Routine and manual occupations

In 2021/21, The Hillingdon Stop Smoking Service (HSSS) helped 434 residents to set a quit date out of which 182 quit smoking. Hillingdon's pharmacy providers saw the majority of the residents and helped 351 (80%) persons to set a quit date out of which 127 quit.

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, numerous Hillingdon pharmacists are trained to deliver the stop smoking medication Varenicline directly to patients via a Patient Group Direction (PGD).

4.4.2 COPD screening for smokers accessing community pharmacy

For good practice and an extension to the stop smoking service, Innovations in the pharmacy service also include a COPD tool to screen the population for early detection of COPD and a referral pathway to the patients GP's once COPD has been detected. The prevalence of COPD in Hillingdon (2021) is 1.2% of the GP register population, compared with 1.9% in England. Within the Borough there is a higher prevalence in Ruislip & Northwood (1.4%) and Uxbridge & West Drayton (1.3%) than in Hayes & Harlington (1.0%).

4.4.3 Supervised administration

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 diversionary 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.

27 pharmacies provide this scheme, 7 in Ruislip & Northwood, 13 in Uxbridge & West Drayton and 7 in Hayes and Harlington; a further 18 pharmacies said they are willing to provide the service if commissioned. Pharmacists play a key role in providing treatment to opiate dependent patients.

4.4.4 Needle and syringe programme

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.

The services help to improve the health of local communities and aid in the prevention of drug related deaths and blood-borne viruses by:

- reducing the rate of sharing and other high risk injecting behaviours
- providing sterile injecting equipment and 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).
- 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.

Eight pharmacies provide this service, with 26 saying they are willing to provide the service if commissioned.

4.4.4 Emergency hormonal contraception (EHC) and contraception service

Six pharmacies provide EHC with 53 saying they would provide if commissioned. Sexual health services at pharmacy level have reduced since 2018 for a number of reasons:

- The sexual health service was recommissioned five years ago with London NW Health Trust, who implemented an integrated sexual health model, with one clinic doing sexual health with EHC available in the community (ie via a pharmacy). LNWHHT started to transform the service, moving it online (ie order a HIV test online, but if the patient has symptoms, they are offered an appointment); chlamydia testing and treatment also moved online.
- Many pharmacies opted out of this model; then the pandemic happened, which meant even more services were offered online.
- HESA in Hayes closed, so the sexual health offering needed to be picked up elsewhere; a lot the service provision has been picked up at the Wakley Centre in Hayes (the offer includes help and advice, and a wide range of contraception) . In addition, Brunel Pharmacy offer click and collect of tests / treatment options.

4.4.5 Sexual health screening services and Chlamydia screening & 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). *One pharmacy provides Chlamydia testing, and one provides treatment; 48 pharmacies said they would be willing to provide the service is commissioned.*

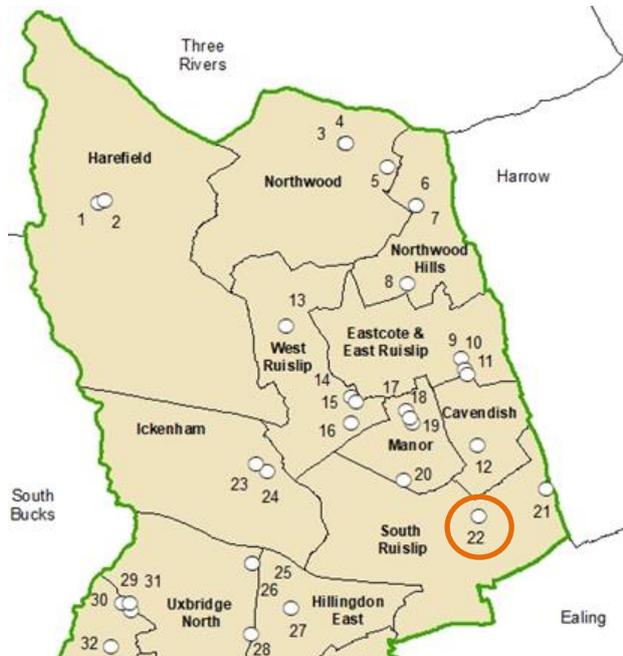
Gaps in provision – Enhanced Services

Provision of enhanced services is good, with supervised administration and needle and syringe programme (both necessary services) the most widely provided services.

There are services that pharmacies have said they are willing to provide either if commissioned or provide privately, which would secure improvement or better access over the life of this PNA

5.0 Pharmacies by locality

Ruislip & Northwood



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○ = later opening hours:

Lloyds in Sainsburys, open until 10pm Mon-Sat

** dispenses appliances (all types)

** dispenses dressings

** dispenses appliances (excluding stoma and incontinence)

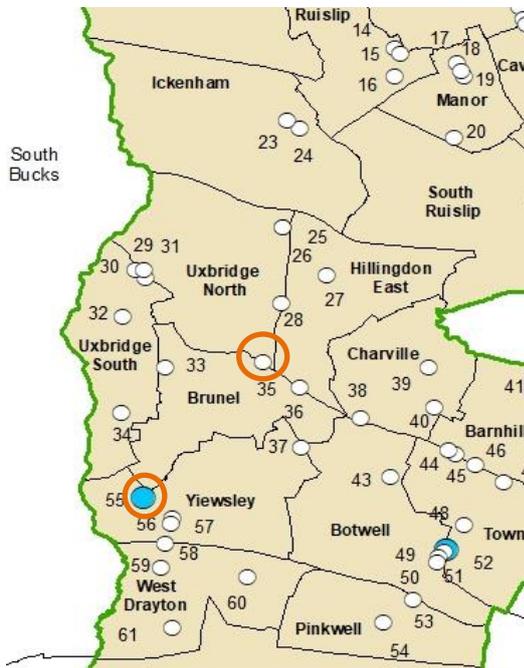
* dispenses appliances (incontinence pads)

● Emergency supply service

Key Pharmacy

- 1 The Malthouse Pharmacy **
- 2 Harefield Pharmacy **
- 3 Boots, Maxwell Road **
- 4 Sharmans **
- 5 Carter Chemist *
- 6 Boots, Joel Street **
- 7 Ross Pharmacy ** ●
- 8 Carters Pharmacy ** ●
- 9 Eastcote Pharmacy
- 10 Superdrug **
- 11 Boots, Eastcote **
- 12 Boots, Whitby Road **
- 13 Howletts **
- 14 Ashworths **
- 15 Boots, High Street Ruislip **
- 16 Boots, Wood Lane Medical Centre
- 17 Ruislip Manor Pharmacy **
- 18 Dana Pharmacy **
- 19 Chimsons **
- 20 Nu-Ways **
- 21 Boots, 716 Field End Road **
- 22 Lloyds, Sainsburys

Uxbridge & West Drayton



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● = 100-hour contract

○ = later opening hours:

Lawtons, open until 9pm daily

Tesco, open until 11pm Mon–Fri and 10pm Sat

** dispenses appliances (all types)

** dispenses dressings

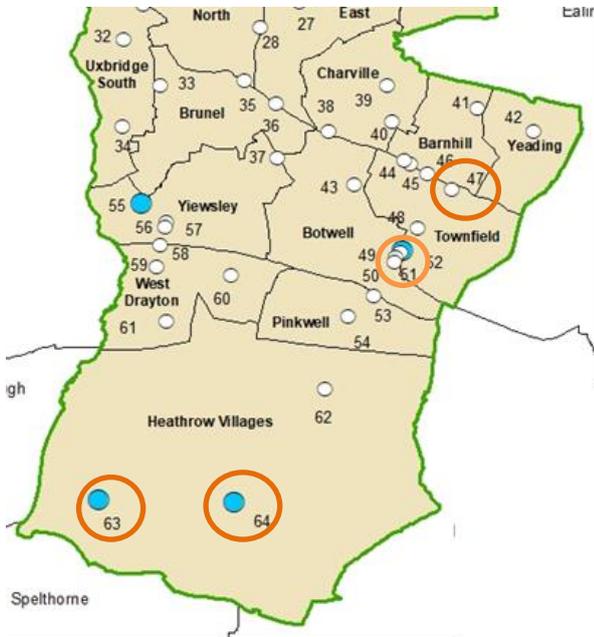
** dispenses appliances (excluding stoma and incontinence)

● Emergency supply service

Key Pharmacy

- 23 Garners **
- 24 Winchester Pharmacy **
- 25 Adell Pharmacy ** ●
- 26 Boots, Long Lane **
- 27 Puri Pharmacy **
- 28 Hillingdon Pharmacy **
- 29 Boots, High Street Uxbridge **
- 30 Boots, The Chimes **
- 31 Flora Fountain **
- 32 HA McParland **
- 33 Brunel Pharmacy ** ●
- 34 Mango Pharmacy **
- 35 Lawtons
- 36 Oakleigh Pharmacy ** ●
- 55 Tesco Pharmacy
- 56 Yiewsley Pharmacy **
- 57 Phillips Pharmacy **
- 58 Boots, West Drayton **
- 59 Winchester Pharmacy **
- 60 Carewell ** ●
- 61 Orchards Pharmacy **

Hayes & Harlington



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● = 100 hour contract

○ = later opening hours:

Hayes Town Pharmacy, open until 11pm daily (8pm Sunday)

Lloyds in Sainsburys, open until 10pm Mon-Sat

Boots T5, open until 9.30pm daily (9pm Sunday)

Boots T3, open until 9.30pm daily

** dispenses appliances (all types)

** dispenses dressings

● Emergency supply service

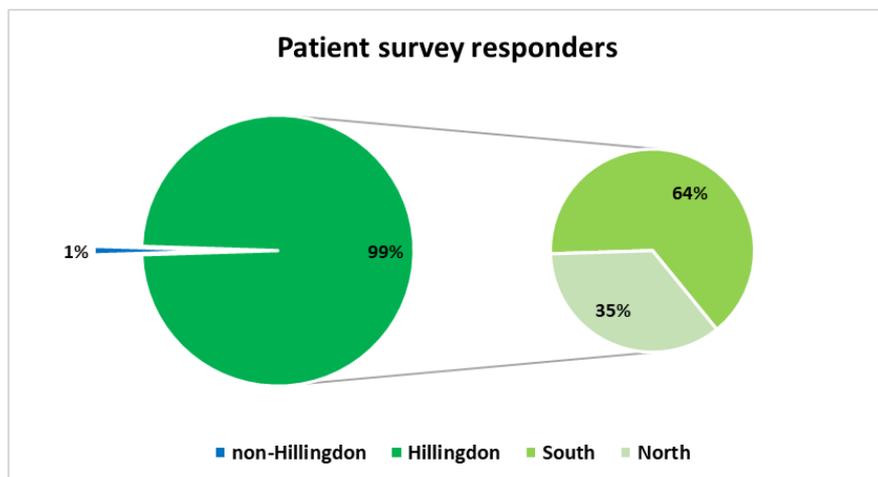
Key Pharmacy

- 37 Joshi Pharmacy
- 38 Hayes End Pharmacy
- 39 Vantage Pharmacy ** ●
- 40 T S Mundae **
- 41 Boots, Yeading Lane ** ●
- 42 Tesco Pharmacy **
- 43 Vantage Chemist **
- 44 Grosvenor **
- 45 Daya **
- 46 H A McParland **
- 47 Lloyds, Sainsburys
- 48 Pickups **
- 49 Hayes Town Pharmacy ** ●
- 50 NuChem **
- 51 Superdrug **
- 52 Boots, Hayes Town ** ●
- 53 Kasmani ** ●
- 54 Medics Pharmacy ** ●
- 62 Village Pharmacy **
- 63 Boots, Terminal 5 **
- 64 Boots, Terminal 3 ** ●

6.0 Access to pharmacies – patient survey

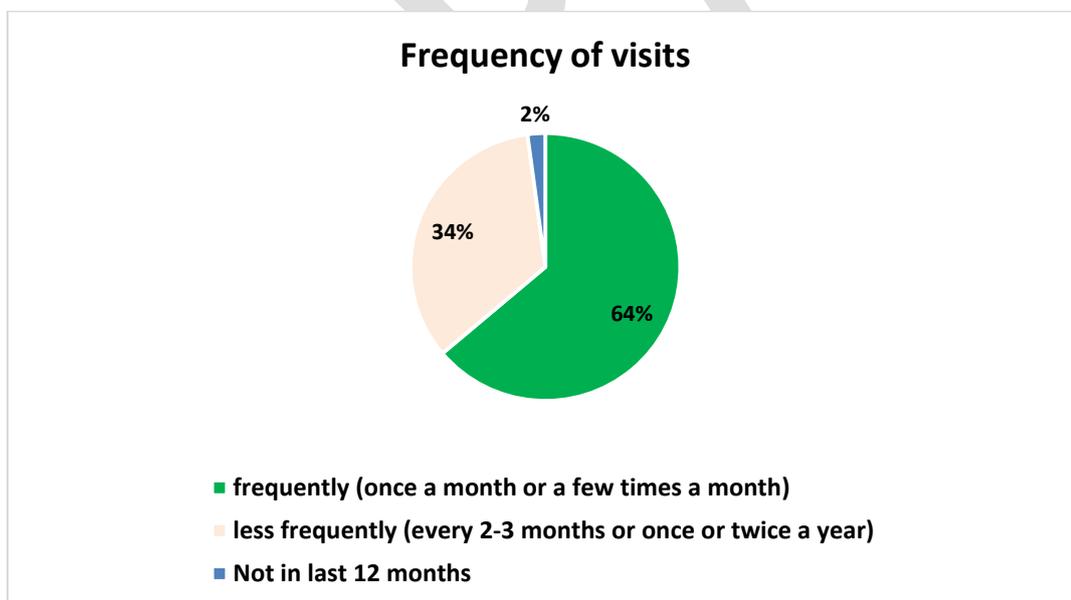
A patient survey was created and hosted on the Council website, promoted across social media channels and shared with the voluntary sector. The survey contained questions on the use and access of pharmacies and whether services offered by pharmacies met the need of the patient. 95 responses were received. A copy of the survey be found in Appendix 5b.

Of the 95 responders, 94 lived within Hillingdon, and two thirds live in the south of the borough:



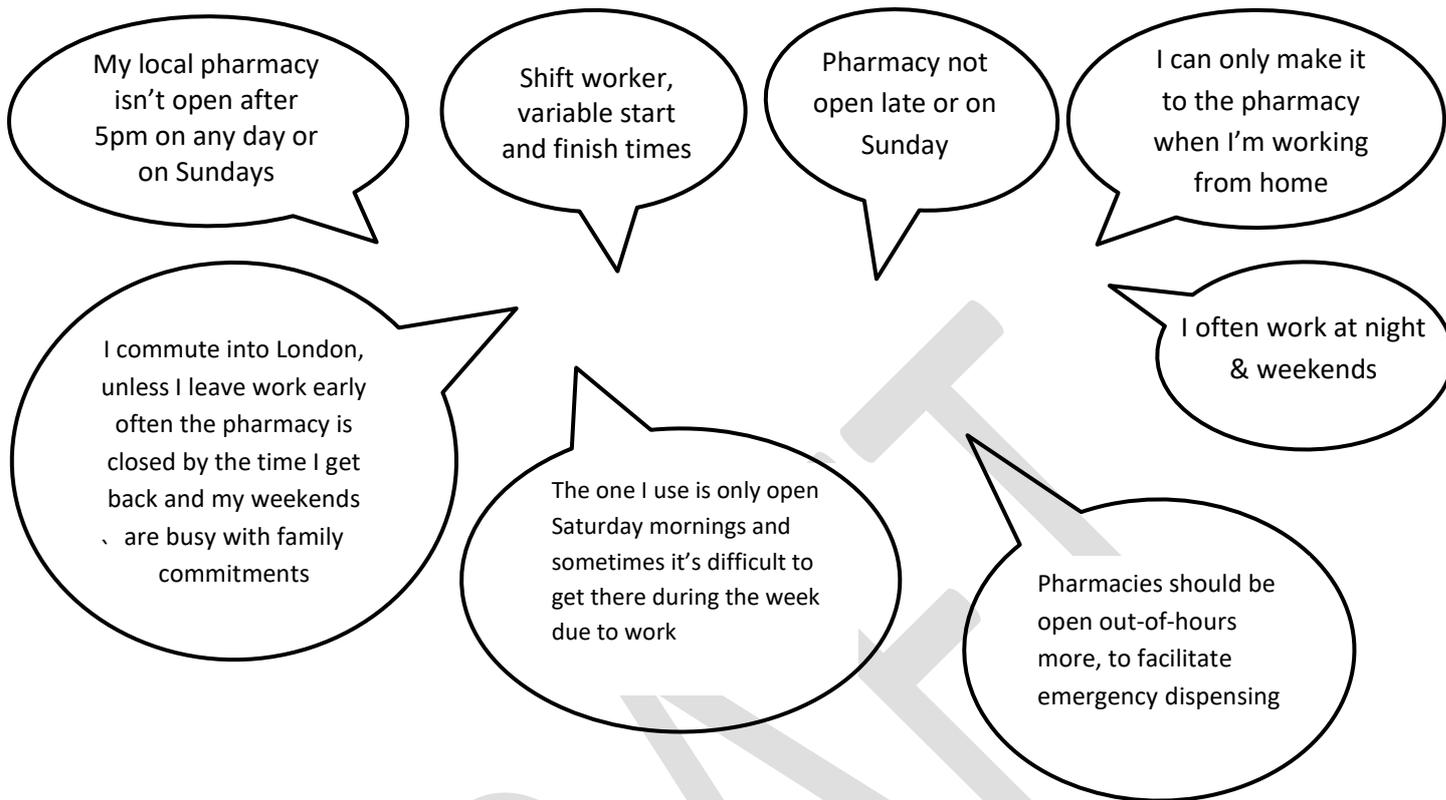
86 responders collect their prescription medication from a pharmacy or chemist, with 7 getting theirs delivered free of charge – the reasons for delivery are convenience or accessibility.

64% of responders access their local pharmacy at least once a month for health reasons (advice, prescriptions and over-the-counter medication); 34% visit less frequently and 2% had not used a pharmacy in the last 12 months:



When asked how they would rate the advice received from the pharmacy about taking medicines 71.6% rated the advice as good, 21.6% as fair and 6.8% as poor.

73.4% of responders most commonly access a pharmacy between 9am-6pm, 7.4% after 6pm and 19.1% at weekends. When asked if the opening hours met their needs 85.1% said yes and 14.9% said no. For those who answered no, reasons focussed on personal working patterns and include:



When asked about awareness of services offered locally, 72.6% were aware they could get the flu vaccination from a pharmacy, 33% were aware of smoking cessation advice and 34% were aware of the urgent supply service. Other services they were aware of include:

- Vaccinations (travel and COVID)
- Blood pressure / health checks
- Help with common ailments
- Leaflets about other services
- Medicine checks
- Other services (ie hearing, optician, podiatry, osteopath)

When asked if they have stopped using a pharmacy in the past 12 months due to concerns or issues with their service, only 7% had; reasons include wrong medication dispensed or other medication not available or not available on time, cleanliness, finding a pharmacist who listens or customer service issues.

When asked to agree or disagree with the following statements:

- 56.8% agree that they prefer to see their regular pharmacist rather than someone they don't know
- 46.3% agree that they want to speak to a pharmacist without being overheard
- 66.3% agree that their pharmacist gives them clear advice on how medicines should be taken
- 65.2% agree their pharmacist provides a good service

When asked for suggestions how their usual pharmacy could improve their medicine and health services, responses include:

- The Pharmacy Technicians are not pharmacists; the techs should be in the back filling prescriptions (be to checked by a qualified and registered pharmacist) and the pharmacist should be out front talking to patients. Pharmacists are not trained for many years to put labels on boxes; they need to use their professional qualifications on advising patients, talking to them and put unqualified techs in the backroom. Otherwise they are wasting their careers.
- More privacy, quicker service
- Have a dedicated separate Pharmacist to answer patients questions or if that is too costly a Healthcare assistant trained to a level where they can triage on behalf of the Pharmacist and give necessary advice and refer to Pharmacist when necessary. All the above needs to be done under the supervision of an onsite Pharmacist.
- The local NHS doesn't always use them to best advantage.
- A private area for medical conversations
- I think it can be really difficult to offer a private space as I know it may not be feasible given the space of the pharmacy. But discretion when discussing medication is always something I appreciate. Especially if it's for something I am embarrassed about other people knowing.
- Longer opening hours
- Better notification when medicine is ready to collect

In terms of access needs relating to a physical disability, 7.4% of responders had access needs. For these responders, most of the pharmacies were always able to meet their physical access needs; where the responders replied their needs were met sometimes issues of parking and seating were mentioned.

For responders with caring responsibilities (26%), the majority said their needs were always met by the pharmacy.

Finally, in terms of equalities monitoring - 69% of responders were female, 74% were aged under 65, the majority of responders were White (74%) and 16% considered themselves to be disabled.

There is the chance to promote choice of provision across the borough and outside Hillingdon's boundary, including services offered and details of extended opening hours.

7.0 Conclusion

The number of current providers of pharmaceutical services, the location where the services are provided, and the range of hours of availability of those services combine to meet the need for the provision of the necessary essential services of the community pharmacy contractual framework. These providers and services are considered as able to meet the current and likely future needs for pharmaceutical services in all localities of Hillingdon HWB area. The number of pharmacies is sufficient to manage the need of the population over the next 3-5 years.

The range of pharmaceutical services provided and access to them is good; there are pharmacies close to where people live, work or shop. Travel times have been mapped, finding that 97% of the population is within a 20-minute walk or a 5-minute car journey of their nearest pharmacy. There are some differences between localities that reflect the nature of their populations and environment. Public transport across the borough is good, and there are good travel links over the boundary into neighbouring local authorities.

There is sufficient choice of both provider and services available to residents and visiting population of all localities of Hillingdon including the days on which, and times at which, these services are provided. There is sufficient choice of pharmacies and services outside the boundary of Hillingdon.

Pharmacies in Hillingdon have responded well to the offer of advanced services, supporting increasing integration with other parts of the healthcare system and better access for patients. Many of Hillingdon's pharmacies have indicated they would be willing to provide other services if commissioned.

There are opportunities for improvement or better access to current and the range of new pharmaceutical services in a community pharmacy by:

- promoting services available to the public, including the times and days that they are available
- maximising opportunities for health improvement and intervention in pharmacies.

The provision of Essential Services is deemed as good and necessary, with no gaps.

There are essential services seven days a week offering services before 9am and late on weekday evenings. There is a good offer on Saturday mornings and a reduced offering on Saturday afternoons, with 13 pharmacies open on Sundays. There are no gaps in provision of essential services or access of opening hours.

The provision of Advanced Services is deemed as good and relevant, with no gaps.

There are no gaps in provision of advanced services. Provision of advanced services is good both across the borough and at locality level; although there is less provision of SACs and AURs than other services, the provision of these services has increased since 2018. Further provision of all services is planned within the next 12 months which will secure improvement or better access, with many pharmacies planning to increase their offering of advanced services.

The provision of Enhanced Services

Provision of enhanced services is good, with supervised administration and needle and syringe programme (both necessary services) the most widely provided services. There are services that pharmacies have said they are willing to provide either if commissioned or provide privately, which would secure improvement or better access over the life of this PNA.

Improvement or better access to these services might be afforded by better supporting the needs of the population for accurate and timely information about those pharmaceutical services, particularly when and where they are available.

8.0 Pharmacy opening hours - Ruislip & Northwood

Note, open hours valid as of February 2022 and taken from a national file provided for analysis; guidance on the PNA survey suggested not to ask pharmacies for their opening hours due to current work pressure within the pharmacy setting

Ward	Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday	Weekly hours
Cavendish	Boots	212 Whitby Road, Ruislip	HA4 9DY	09:00-18:00	09:00-17:30	Closed	53.5
Eastcote & East Ruislip	Carters Pharmacy	41 Salisbury Road	HA5 2NJ	09:00-18:00	09:00-12:00	Closed	48.5
	Eastcote Pharmacy	111 Field End Road	HA5 1QG	09:00-18:30	09:00-17:00	Closed	55.5
	Superdrug	143 Field End Road	HA5 1QZ	09:00-14:00, 14:30-18:30	09:00-14:00, 14:30-17:30	Closed	53
	Boots	171 Field End Road	HA5 1QR	09:00-18:00	09:00-18:00	Closed	54
Harefield	Harefield Pharmacy	12E High Street, Harefield	UB9 6BU	09:00-18:30	09:00-13:00	Closed	51.5
	Malthouse Pharmacy	Breakspear Road North, Harefield	UB9 6NF	09:00-18:30	09:00-13:00	Closed	51.5
Manor	Ruislip Manor Pharmacy	53 Victoria Road	HA4 9BH	09:00-18:00	09:00-17:00	Closed	53
	Chimsons	29 Victoria Road	HA4 9AB	09:00-18:30	09:00-17:00	Closed	56
	Nu-Ways Pharmacy	292 West End Road	HA4 6LS	09:00-18:00	09:00-14:00	Closed	50
	Dana Pharmacy	100 Victoria Road	HA4 0AL	09:00-18:00	09:00-13:00	Closed	49
Northwood	Ross Pharmacy	28 Joel Street	HA6 1PF	09:00-18:30	09:00-17:30	Closed	56

Ward	Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday	Weekly hours
Northwood	Boots	11 Maxwell Road	HA6 2XY	09:00-18:00	09:00-18:00	10:15-16:00	59.75
	Carter Chemist	114 High Street	HA6 1BJ	09:00-18:00	09:00-13:00	Closed	54
	Sharman's Pharmacy	3 Clive Parade, Maxwell Road	HA6 2QF	09:00-19:00	09:00-17:30	10:00-14:00	62.5
Northwood Hills	Boots	32 Joel Street	HA6 1PF	09:00-18:30	09:00-17:30	Closed	56
South Ruislip	Boots	716 Field End Road	HA4 0QP	09:00-19:00	09:00-17:00	Closed	58
	Lloyds	Sainsbury's, 11 Long Drive	HA4 0HQ	08:00-22:00	08:00-22:00	10:00-16:00	90
West Ruislip	Ashworths Pharmacy	64 High Street, Ruislip	HA4 7AA	09:00-18:00	09:00-13:00	Closed	49
	Boots	67 High Street, Ruislip	HA4 8JB	09:00-18:00	09:00-18:00	Closed	54
	Boots	Wood Lane Medical Centre, Wood Lane	HA4 6ER	Mon/Fri 08:30-19:00 Tu/Wed 08:30-20:00 Thur 08:30-16:00	08:30-13:30	Closed	56.5
	Howletts	81 Howletts Lane	HA4 7YG	09:00-18:00	09:00-13:00	Closed	49
					TOTAL HOURS		1,220.25

Pharmacy opening hours – Uxbridge & West Drayton

Note, open hours valid as of February 2022 and taken from a national file provided for analysis; guidance on the PNA survey suggested not to ask pharmacies for their opening hours due to current work pressure within the pharmacy setting

Ward	Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday	Weekly hours
Brunel	Brunel Pharmacy	Brunel Medical Centre, Kingston Lane	UB8 3PH	09:00-17:30	Closed	Closed	42.5
Hillingdon East	Adell Pharmacy	392 Long Lane	UB10 9PG	09:00-18:00	09:00-15:00	Closed	53.5
	Puri Pharmacy	165 Ryefield Avenue	UB10 9DA	09:00-18:00	Closed	Closed	45
	Hillingdon Pharmacy	4 Sutton Court Road	UB10 9HP	09:00-18:00	Closed	Closed	45
	Oakleigh Pharmacy	Oakleigh House, Uxbridge Road	UB10 0LU	09:00-18:00	09:00-13:00	Closed	49
	Boots	380 Long Lane	UB10 9PG	08:30-18:30	09:00-17:30	Closed	58.5
Ickenham	Winchester Pharmacy	79 Swakeleys Road	UB10 8DQ	09:00-18:00	09:00-17:00	Closed	53
	Garners Ickenham	1 Swakeleys Road	UB10 8DF	09:00-18:00	09:00-13:00	Closed	49
Uxbridge North	Lawtons Pharmacy	8-9 Crescent Parade	UB10 0LG	09:00-21:00	09:00-21:00	09:00-21:00	84
Uxbridge South	Mango Pharmacy	3 The Parade, High Street Cowley	UB8 2EP	09:00-18:00	09:00-13:00	Closed	49
	Boots	163 High Street	UB8 1JZ	09:00-18:30	09:00-18:00	10:30-17:30	68.5
	H A McParland	118/120 Cowley Road	UB8 1JZ	08:45-18:00	09:00-17:30	Closed	54.75

Ward	Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday	Weekly hours
Uxbridge South	Flora Fountain	283 High Street	UB8 1LQ	09:00-17:30	09:00-16:00	Closed	49.5
	Boots	128 the Chimes	UB8 1GA	M/Tu/Wed/Fri 09:00-19:00 Thur 09:00-20:00	09:00-19:00	11:00-17:00	67
West Drayton	Carewell Chemist	10 Mulberry Parade	UB7 9AE	09:00-18:00	09:00-13:00	Closed	49
	Winchester Pharmacy	64 Swan Road	UB7 7JZ	M/Tu/Thur/Fri 09:00-18:15 Weds 09:00-17:30	09:00-13:00	Closed	49.5
	Orchard Pharmacy	6 Laurel Lane	UB7 7TU	09:00-13:00,14:00-18:00	09:00-13:00	Closed	44
	Boots	14/16 Station Road	UB7 7BY	09:00-13:00,14:00-18:00	09:00-17:30	Closed	48.5
Yiewsley	Tesco instore Pharmacy	Trout Road	UB7 7FP	07:00-23:00	07:00-22:00	11:00-17:00	100-hour pharmacy
	Phillips Pharmacy	84 High Street	UB7 7DS	09:00-18:30	09:00-18:00	Closed	56.5
	Yiewsley Pharmacy	28 High Street	UB7 7DP	Mon 08:30-21:00 Tu-Fri 08:30-18:30	09:00-13:00	Closed	56.5
					TOTAL HOURS		1,172.25

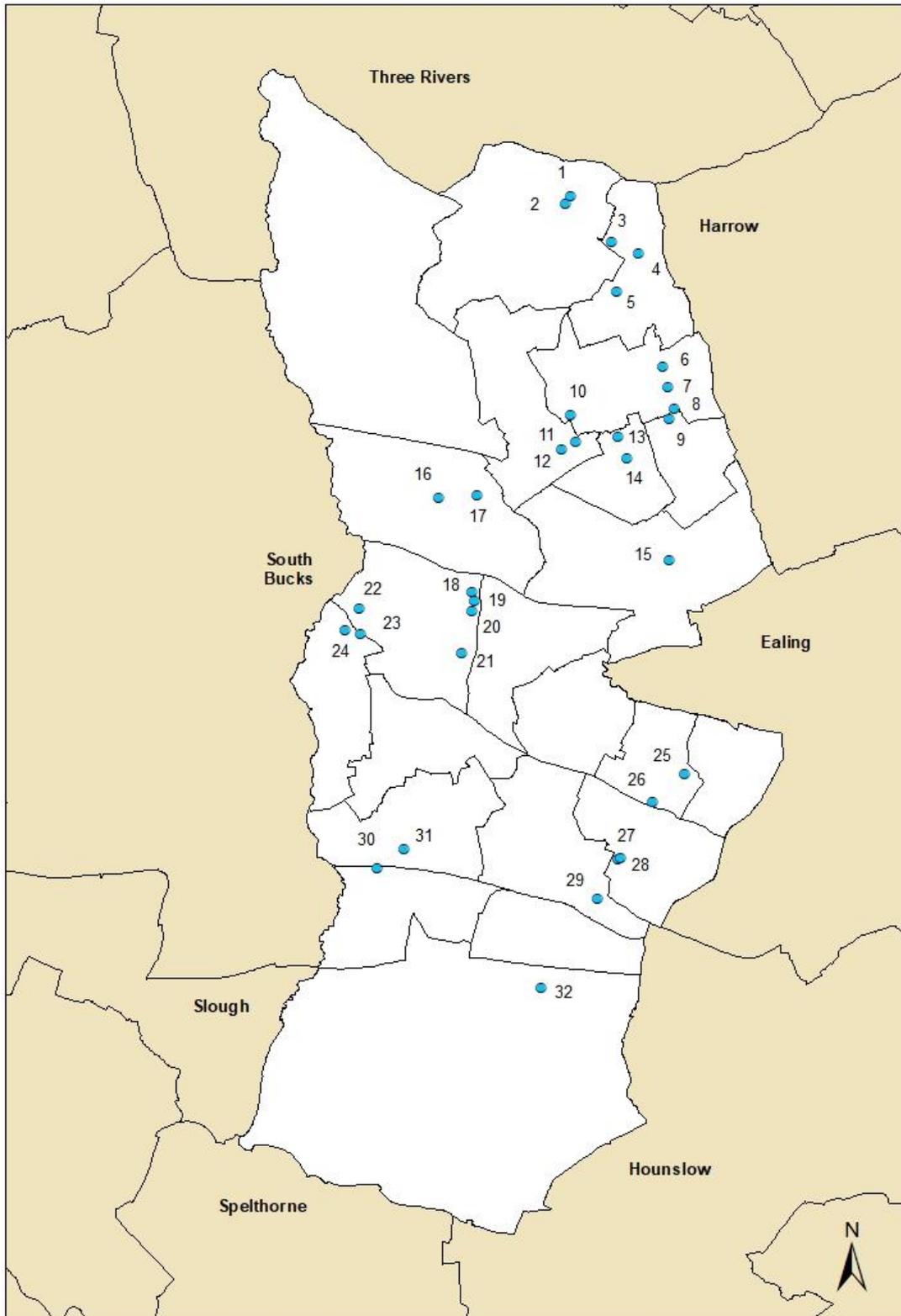
Pharmacy opening hours – Hayes & Harlington

Note, open hours valid as of February 2022 and taken from a national file provided for analysis; guidance on the PNA survey suggested not to ask pharmacies for their opening hours due to current work pressure within the pharmacy setting

Ward	Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday	Weekly Hours
Barnhill	H A McParland	522 Uxbridge Road	UB4 0SA	M/Tu/Thur/Fri 08:45-18:30 Wed 08:45-17:30	09:00-14:00	Closed	52.75
	Daya Ltd	750 Uxbridge Road	UB4 0RU	09:00-19:30	09:00-18:00	Closed	61.5
	Grosvenor Pharmacy	788 Uxbridge Road	UB4 0RS	09:30-19:00	09:30-18:00	Closed	56
Botwell	Superdrug	2-8 Station Road	UB3 4DA	09:00-14:00,14:30-18:00	09:00-14:00,14:30-17:30	Closed	50.5
	Boots	28-30 Station Road	UB3 4DD	09:00-18:30	09:00-17:30	Closed	56
	Vantage	1 Park Parade, Barra Hall Circus	UB3 2NU	M/Tu/Thur/Fri 09:00-18:30 Wed 09:00-18:00	09:00-14:00	Closed	52
	Joshi	315 Harlington Road	UB8 3JD	09:00-13:00,14:00-19:00	09:00-13:00	Closed	49
Charville	Vantage	252 Kingshill Avenue	UB4 8BZ	09:00-18:00	09:00-14:00	Closed	50
	T E Mundaie	102 Lansbury Drive	UB4 8SE	09:00-19:00	09:00-13:30,14:30-18:00	Closed	58

Ward	Pharmacy Name	Address	Postcode	Monday - Friday	Saturday	Sunday	Weekly Hours
	Hayes End Pharmacy	1266 Uxbridge Road	UB4 8JF	09:00-18:00	09:00-17:30	Closed	53.25
Heathrow Villages	Boots T5	T5 Landside Departures	TW6 2RQ	05:30-21:30	06:00-21:30	05:30-21:00	100-hour pharmacy
	Boots T3	T3 Landside Departures	TW6 1QG	05:30-21:30	05:30-21:30	05:30-21:30	100-hour pharmacy
	The Village Pharmacy	218 High Street	UB3 5DS	09:00-18:30	09:00-14:00	Closed	52.5
Pinkwell	Medics Pharmacy	11 Dawley Road	UB3 1LS	09:00-18:30	09:00-13:00	Closed	51.5
	Kasmani Pharmacy	6 Northfield Parade, Station Road	UB3 4JA	09:00-19:00	09:00-13:00	Closed	54
Townfield	Nu-Chem	24 Coldharbour Lane	UB3 3EW	09:00-19:00	09:00-13:00,14:00-18:00	Closed	58
	Pickups	20-21 Broadway Parade	UB3 3HF	08:30-21:00	09:00-20:00	10:00-16:00	79.5
	Hayes Town Pharmacy	11 Coldharbour Lane	UB3 3EA	08:00-23:00	08:00-23:00	10:00-20:00	100-hour pharmacy
	Lloyds Pharmacy	Sainsbury's, Lombardy Retail Park	UB3 3EX	08:00-22:00	08:00-22:00	10:00-16:00	90
Yeading	Boots	236 Yeading Lane	UB4 9AX	09:00-19:00	09:00-17:30	Closed	58.5
	Tesco instore Pharmacy	Glencoe Road	UB4 9SQ	08:00-21:00	08:00-20:00	10:00-16:00	93
					TOTAL HOURS		1,389

Dental practices in Hillingdon



Key	Dental Practice	Address	Location
1	Northwood Dental Practice	7 Station Approach	Northwood
2	Dental Design Studio	1 Murray Road	Northwood
3	Northwood Hills Dental Practice	141 Pinner Road	Northwood Hills
4	Oakdale Dental Practice	103 Pinner Road	Northwood Hills
5	Northwood Hills Dental Clinic	35 Norwich Road	Northwood Hills
6	Hillside Dental Care	27 Field End Road	Eastcote
7	Field End Dental Clinic	70 Field End Road	Eastcote
8	Eastcote Dental Practice	154A Field End Road	Eastcote
9	Orchard Dental Care	6 Elm Avenue	Eastcote
10	Dental Surgery	33 Eastcote Road	Ruislip
11	Dental Surgery	117 High Street	Ruislip
12	Kingsend Dental Health Clinic	34 Kingsend	Ruislip
13	Parkway Dental Practice	58A Park Way	Ruislip Manor
14	Victoria Road Dental Clinic	105 Victoria Road	Ruislip Manor
15	Ivory Dental Practice	40 Station Approach	South Ruislip
16	Swakeleys Dental Practice	116 Swakeleys Road	Ickenham
17	Denpure Dental Care	77 Swakeleys Road	Ickenham
18	Escentics Dental & Implant Centre	299 Long Lane	Hillingdon
19	Campbell House Dental Practice	330 Long Lane	Hillingdon
20	Sweetcroft Dental Practice	267 Long Lane	Hillingdon
21	Court Drive Dental Practice	1A Court Drive	Hillingdon
22	Feel Good Dental Practice	77 Belmont Road	Uxbridge
23	Dental Surgery	15A Windsor Street	Uxbridge
24	I D H Ltd	278B High Street	Uxbridge
25	Yeading Dental Care	1A Carlyon Road	Yeading
26	Yeading Lane Dental Practice	9 Yeading Lane	Yeading
27	Dental Surgery	87A Coldharbour Lane	Hayes
28	130 Dental Centre	130 Coldharbour Lane	Hayes
29	Hayes Dental Practice	115 Station Road	Hayes
30	I D H Ltd	11 Station Road	West Drayton
31	West Drayton & Yiewsley Dental Practice	2 Providence Road	West Drayton
32	Village Dental Practice	159 High Street	Harlington