

Report title: Norfolk Pharmaceutical Needs Assessment 2022

Date of meeting: 09 November 2022

Sponsor

(HWB member): Dr Louise Smith, Director of Public Health

Reason for the Report

Every Health and Wellbeing Board (HWB) is required to produce a Pharmaceutical Needs Assessment (PNA). There is also a legal requirement to reassess and revise the PNA within three years of its previous publication. A new PNA has recently been completed and needs HWB approval before it can be published.

Report summary

The PNA is a document which records the assessment of the need for NHS pharmaceutical services within Norfolk. As such, it sets out:

- A statement of the pharmaceutical services which are currently provided, together with when and where these are available.
- Details of planned or likely changes which may affect the future provision of pharmaceutical services.
- Any current or future gaps in pharmaceutical services, taking into account the pharmaceutical needs of the population.

The PNA has been produced through the PNA Steering Group on behalf of Norfolk HWB by Norfolk County Council (NCC) with authoring support from Soar Beyond Ltd.

The PNA found no gaps in provision either now or in the next three years for pharmaceutical services.

Recommendations

The HWB is asked to:

- a) Approve the PNA for publication as part of the Norfolk Joint Strategic Needs Assessment (JSNA).
- b) Note the concerns about difficulties people in some areas are experiencing, in relation to reliable opening hours of pharmacies and supply of medicines and recommend this is considered by Healthwatch Norfolk and the Health Overview and Scrutiny Committee (HOSC).

1. Background

1.1 Publication of the updated PNA will enable local pharmacy service providers and commissioners to:

- Understand the pharmaceutical needs of the population.
- Gain a clearer picture of pharmaceutical services currently provided.
- Make appropriate decisions on applications for NHS pharmacy contracts.
- Commission appropriate and accessible services from community pharmacies.
- Clearly identify and address any local gaps in pharmaceutical services.
- Target services to reduce health inequalities within local health communities.

- 1.2 NHS pharmaceutical services are provided by contractors on the pharmaceutical list held by NHS England (NHSE). This includes community pharmacists and dispensing doctors. NHSE must consider any applications for entry to the pharmaceutical list. The PNA forms the basis for NHSE to make determinations on such applications and it is therefore essential that the PNA is compiled in line with the regulations and that the PNA is accurately maintained and up to date.
- 1.3 The PNA should be read alongside other JSNA products on the Norfolk Insight website.

2. Norfolk Pharmaceutical Needs Assessment 2022

- 2.1 **Process:** The responsibility for producing the PNA for Norfolk was delegated to the PNA Steering Group (PNASG). The PNASG is made up of representatives from the following organisations:
- Norfolk Local Pharmaceutical Committee,
 - Norfolk Local Medical Committee,
 - Healthwatch Norfolk,
 - Norfolk & Waveney Integrated Care Board (formerly CCG),
 - NHS England,
 - Norfolk County Council, Public Health.
- 2.2 The terms of reference for the PNASG are in appendix B of the PNA.
- 2.3 The funding required to research and produce the PNA was agreed and paid from the Public Health budget. An external company, Soar Beyond Ltd, was commissioned to provide expert guidance in authoring the document and ensuring that the PNA process was legally compliant. Soar Beyond Ltd was chosen due to its significant experience of providing services to assist pharmaceutical commissioning, including the production and publication of PNAs.
- 2.4 **Content:** The PNA uses data from a wide variety of sources to assess current and future needs. In addition to using NHSE, Norfolk & Waveney Integrated Care Board (N&WICB) and NCC databases, the PNA also incorporates the results from surveys undertaken with community pharmacies, dispensing GPs, and the public. A draft document was put out for public consultation for 60 days (20 June – 19 August 2022), a process which has resulted in the final version attached to this report. The PNA is necessarily a lengthy and at times technical document, it contains a wealth of information organised into the following sections:
- *Introduction* – including background, changes since the last PNA, the purpose and scope of the PNA, the development process, and the geographic localities to be used.
 - *Local context for the PNA* – including relevant strategies and an assessment of Norfolk population characteristics and its health needs and behaviours.
 - *Local NHS pharmaceutical services provision* – includes assessment of the location, opening hours and accessibility of pharmacies and dispensing GP practices.
 - *Other services that may affect pharmaceutical services provision* – includes assessment of locally commissioned services, collection & delivery services, language services, services for less-abled people, electronic prescribing, GP extended hours and other providers services.
 - *Findings from the public questionnaire* - includes people's views on visiting a pharmacy, choosing a pharmacy, usual mode of transport to a community pharmacy, time to get to a pharmacy, service provision from community pharmacies, and demographics of the survey respondents.
 - *Analysis of health needs and pharmaceutical service provision* – includes an overview assessment of Norfolk as a whole and by district locality.

- *Conclusions* – assesses whether current and future provision will meet anticipated need.

2.5 Main findings

- Norfolk has 157 community pharmacies (as of 10 March 2022), for a population of around 914,039. In addition to the 157 community pharmacies, Norfolk has 55 dispensing GP practices providing pharmaceutical services. Combining these, Norfolk has an average of 23.2 community pharmacies and dispensing GP practices per 100,000 population, compared with 23.3 per 100,000 in England.
- Provision of current pharmaceutical services and Locally Commissioned Services are well distributed, serving all the main population centres.
- There is access to a range of services commissioned from pharmaceutical service providers.

2.6 **Conclusions:** Based on rigorous analysis of all available data, the PNA concludes that services are well distributed and there is excellent access to a range of services. No gaps have been identified in provision either now or in the next three years for pharmaceutical services in Norfolk.

2.7 While no gaps in pharmaceutical service provision have been identified, the PNA Steering group recognises that the health needs in Norfolk may change as the population increases and ages (Norfolk has an older population with a proportion of residents 65 years or older rising from 25% to 28% over the next 10 years). The PNA Steering group will continue to monitor developments and provide regular supplementary statements to the PNA to ensure that it remains up to date.

2.8 It is important to note that the PNA does not assess or review quality issues with regard to the provision of pharmacy services. However, there has been anecdotal evidence supplied in the public survey and from local health professionals regarding difficulties people in some areas are experiencing, in relation to reliable opening hours of pharmacies and supply of medicines. There may be benefit in undertaking further review of user experience and service delivery. This is an issue that we recommend is considered by Healthwatch Norfolk and the HOSC.

2.9 The full PNA and its appendices (Appendix A-I) are provided with this report.

Officer Contact

If you have any questions about matters contained in this paper, please get in touch with:

Name	Tel	Email
Suzanne Meredith	01603 638456	Suzanne.meredith@norfolk.gov.uk



If you need this report in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.