



Pharmaceutical Needs Assessment

Consultation Report – Central Bedfordshire Council



Central Bedfordshire Council and Bedford
Borough Council and Milton Keynes Council

working together

1. Purpose of consultation

Pharmacies (chemists) provide over-the-counter medicines as well as those that GPs prescribe. They can also offer health advice and information. The views of residents are valuable in helping local authorities plan for the future to ensure high-quality and easily accessible services are provided.

A Pharmaceutical Needs Assessment (PNA) looks at what pharmaceutical services are currently in an area, whether this meets local needs and if there are any gaps.

The PNAs will be used by NHS England when making decisions on applications to open new pharmacies. As these decisions may be appealed and challenged via the courts, it is important that the PNAs are kept up to date to accurately reflect the needs of the population in local authority areas. Every local authority is required to publish and keep an updated PNA document.

2. The consultation process

The consultation was made available both as an online survey and paper questionnaire and was launched on 16th October and concluded on 15th December.

The consultation was supported by a communications campaign which directly targeted residents of Bedford Borough, Central Bedfordshire and Milton Keynes councils. The consultation was promoted widely across the three areas, online and through the media and was open for anyone to respond.

Activities included:

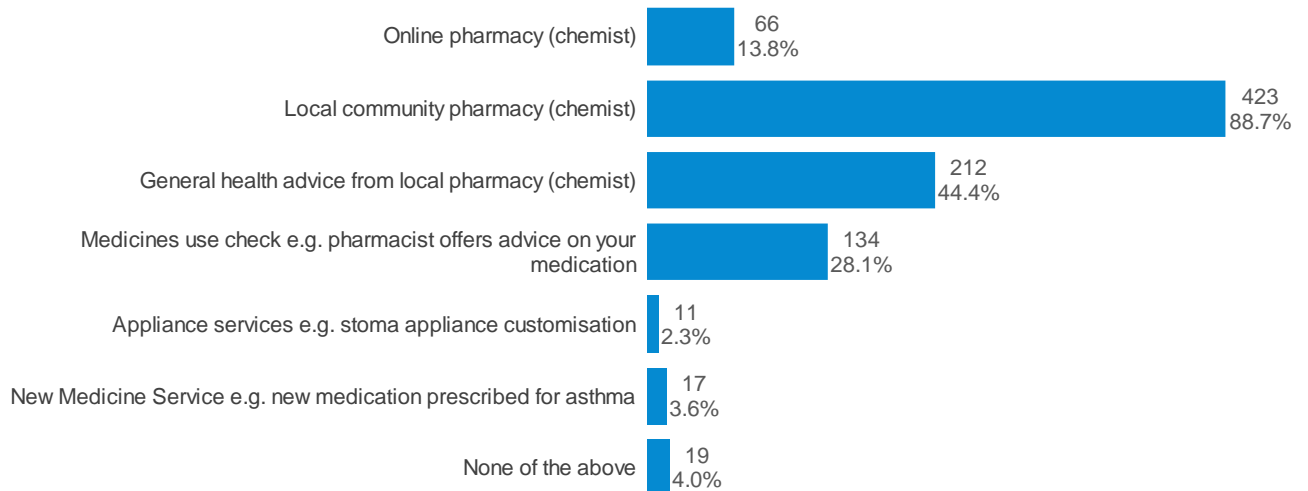
- A news release was issued to all local newspaper groups at the start of the consultation. This led to front page coverage in the local newspaper and interviews on local BBC radio.
- Social media was used to promote the consultation
- Email bulletins were issued encouraging people signed up for Central Bedfordshire news to take part in the consultation.
- It was promoted to staff, members and town and parish councils through council newsletters.
- Paper copies were sent to local libraries and contact centres.
- Partners such as; local voluntary organisations, Bedfordshire/Milton Keynes Clinical Commissioning groups (CCG), Local Pharmaceutical Committees, HealthWatch groups and Hospital Trusts were all notified of the start of the consultation.

The PNA consultation was hosted on Central Bedfordshire Council's webpages. Over the course of the consultation the pages received a total of 5430 pageviews, demonstrating a high level of interest and reach of the campaign. The top method used to find information was via council email bulletins with 3138 visits. Others included; directly from a dedicated URL shortcut (1524 visits) and Facebook with 119 visits.

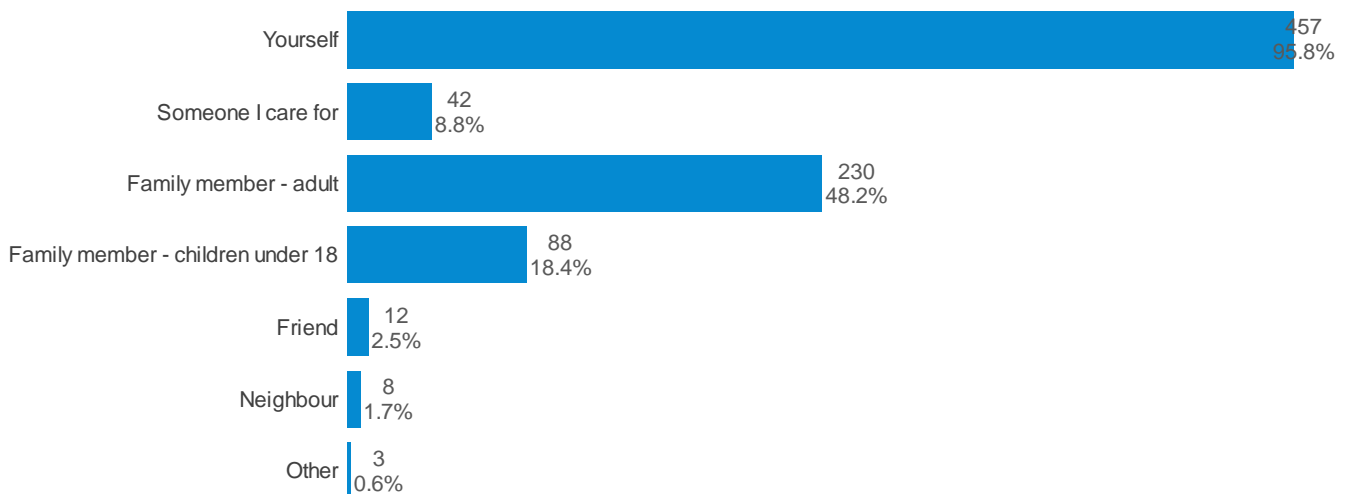
3. Feedback on the proposals

In total 477 respondents participated in the consultation for Central Bedfordshire, this figure does not include those that also took part in the second stakeholder consultation.

Have you used the following services in the past year?



Who do you normally visit the pharmacy (chemist) for?



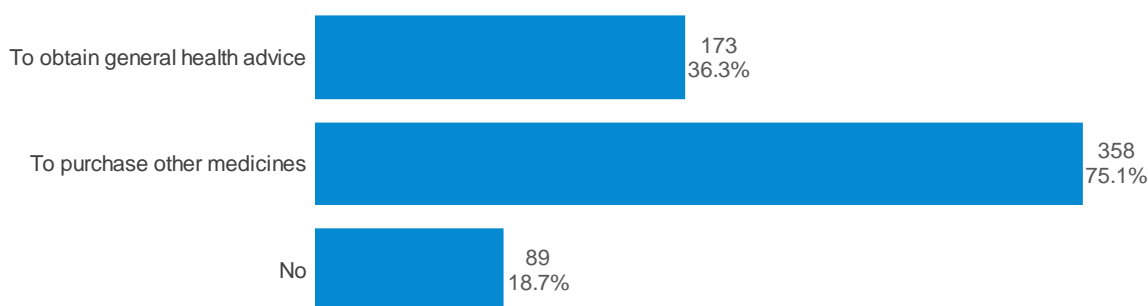
If other, please specify:

Medication is delivered to my home

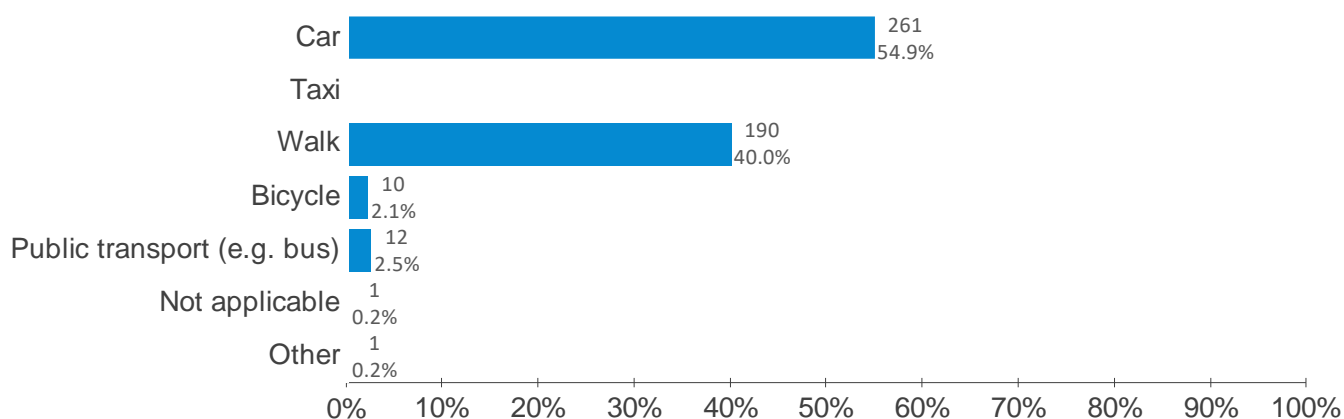
I am a community nurse and occasionally collect scripts for patients

Occasional prescription collection as member of community volunteer group (Sandy Good Neighbours) offering support to local residents.

Pharmacies (chemists) usually supply medicines that your doctor prescribes, do you use a pharmacy for any other reason?



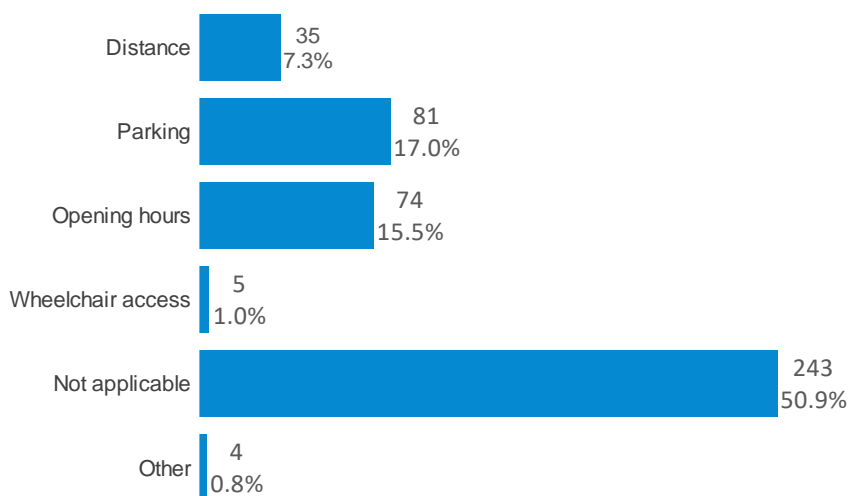
How do you usually travel to the pharmacy (chemist) you use most often?



If other, please specify:

motorbility scooter

Do you have any access issues?



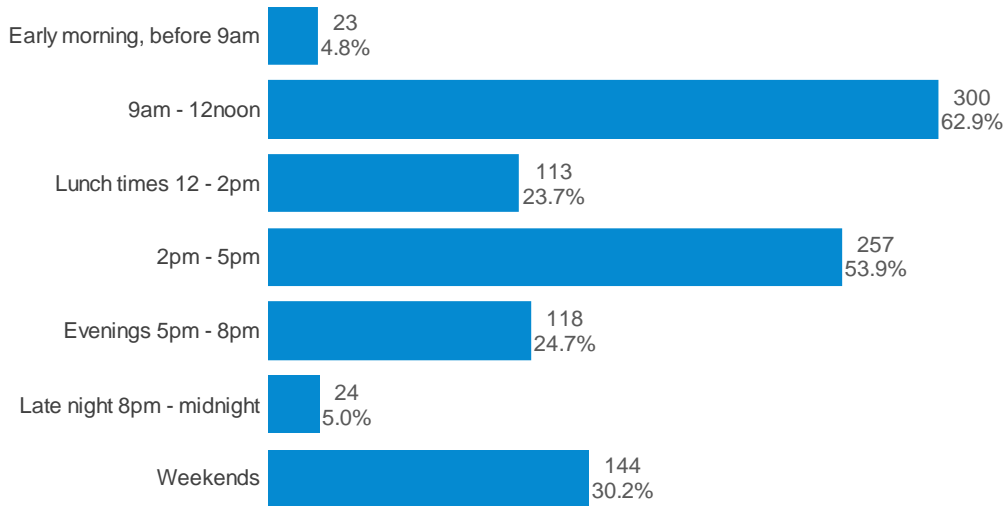
If other, please specify:

I am a blue badge owner and there is no disability parking. I usually have to park on the road which is a walk as there is only 2 parking spaces outside the pharmacy and these are normally taken.

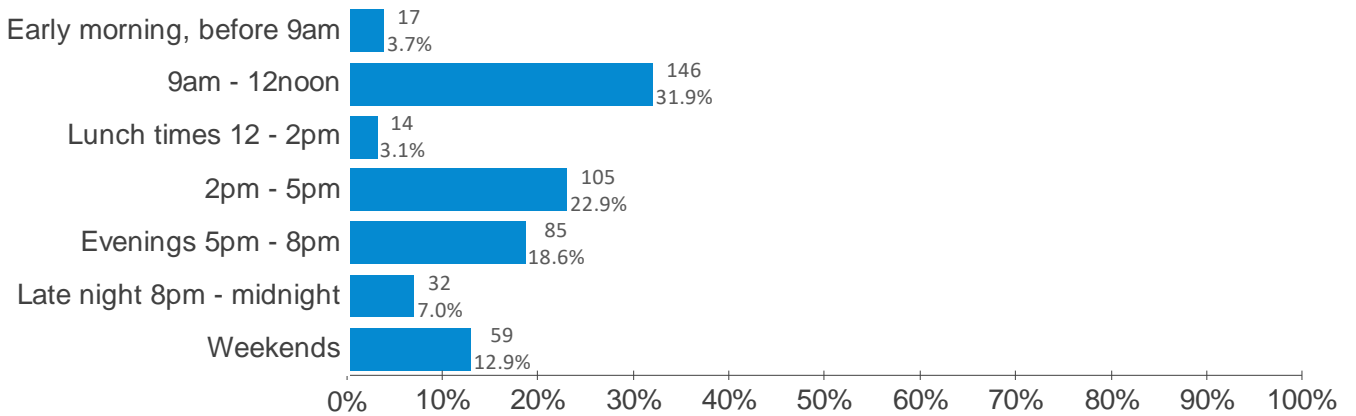
No issues

I don't drive

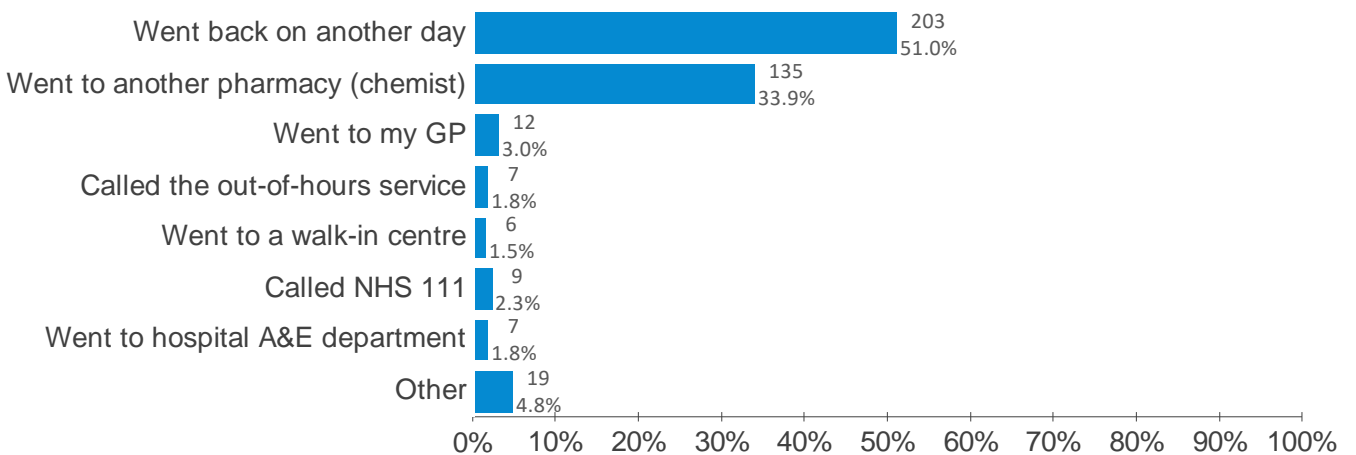
When do you usually use pharmacy services?



When would you prefer to use your pharmacy?



If in the past year you could not access your usual pharmacy (chemist) or dispensing doctor, what did you do?



If other, please specify:

- N/A (x10)
- Visited doctor at surgery where I was on holiday
- Always been able to access chemist when needed to
- not applicable - have been able to access when I want

Called 111, attended A&E.

WENT TO WALK IN CENTRE, CALLED NHS 111, WENT TO HOSPITAL A & E

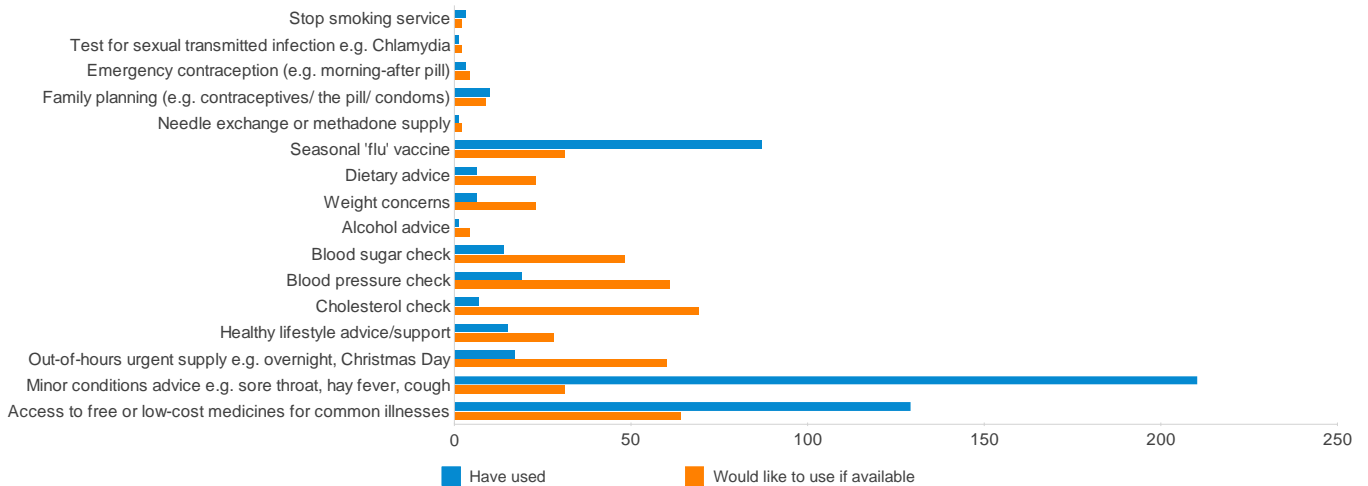
Waited

Have not needed to use another chemist

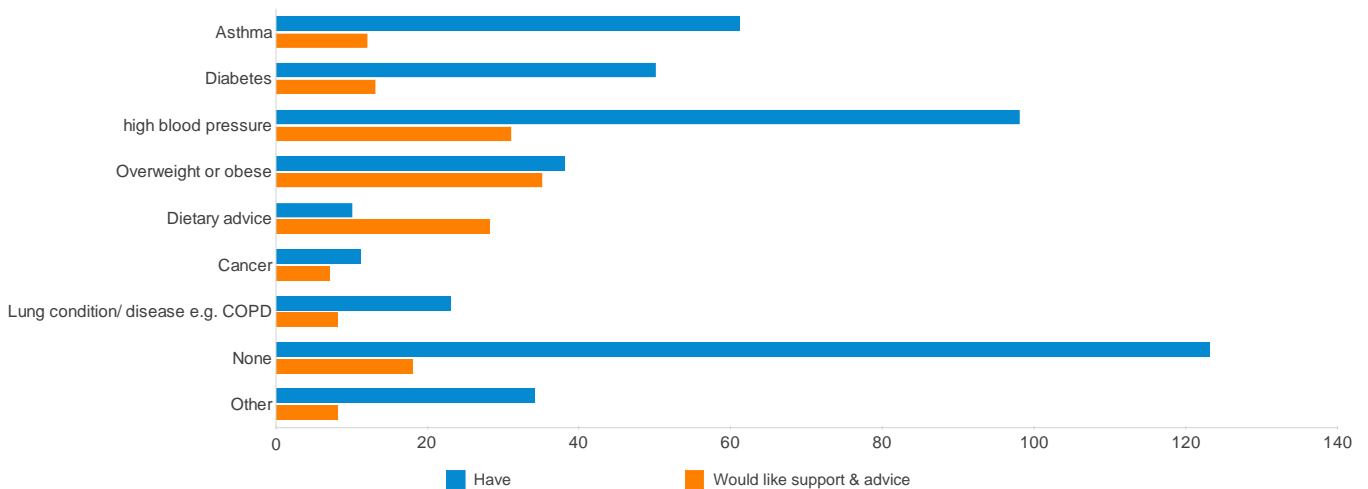
Went back later the same day

Always been able to access

Have you used any of the following services at a pharmacy (chemist) in the past year, or would you like to?



Do you have any of the following conditions and would you like to obtain advice and support from your usual pharmacy?



If other, please specify:

Rheumatoid arthritis (x6)

Heart conditions (x5)

Thyroid problems (x4)

Would prefer to talk to a doctor (x3)

Crohn's Disease (x3)

Anxiety/ Stress (x2)

Migraines (x2)

Angina (x2)

Allergies (x2)

Epilepsy (x2)

Atrial fibrillation (x2)

Aortic stenosis

slimming world

Cholesterol checks and general well woman checks

childrens illness advice

vasculitis in remission

SLE (Lupus)
Hishimotos
renal failure and transplant care
Pre cancer condition
Would like more knowledge of rarer conditions.
Pacemaker fitted and discussions taking place for a replacement aortic valve
graves disease
Stoma / Ileostomy
Glaucoma. Diverticulitis.
Erectile Dysfunctia
PE and Pneumonia recovery

Contraindications between Proton Pump Inhibitors (PPIs) and other medication offered by healthcare professionals
Chronic kidney condition
Lupus
Rhinitis, GORD
I always check i can take medication with my prescribed tablets
Advice regarding remedies that can be used alongside prescribed medication (for myself, my husband and my elderly mother)
Arthritis
CLL
Coeliac disease

Please describe below any other services you would like pharmacies to offer:

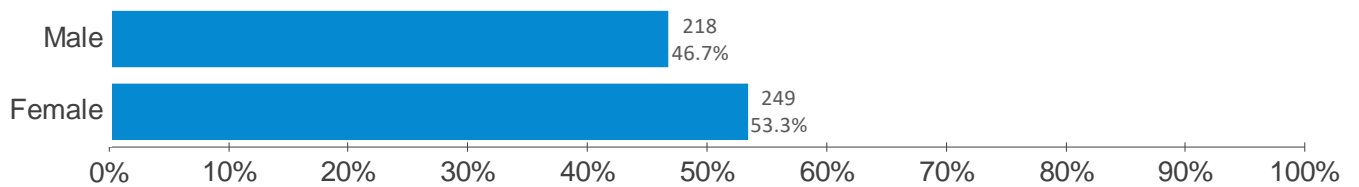
Analysis of repeat themes		No. of responses	% of all survey participants	% of those that commented
Valid	Flexible/extended opening hours	25	5.2	18.1
	Support for current service provision	24	5.0	17.4
	Minor illness Doctor or nurse	8	1.7	5.8
	Offer more general advice	7	1.5	5.1
	More ability to prescribe certain medicines	7	1.5	5.1
	Faster dispensing of medicines	6	1.3	4.3
	Larger/ wider range of stock	6	1.3	4.3
	Medicine delivery	6	1.3	4.3
	Simple medical and health checks	5	1.0	3.6
	Selection of manufacturers for same medicine	5	1.0	3.6
	Privacy when discussing medication/ personal information	4	0.8	2.9
	Blood tests	3	0.6	2.2
	Flu jabs	3	0.6	2.2
	Dispense greater quantities of medicine	3	0.6	2.2
	Larger range of first aid items	3	0.6	2.2
	Offer more consultations	3	0.6	2.2
	More sexual health services	2	0.4	1.4
	Better parking facilities	2	0.4	1.4
Annual prescription advice/ reviews	2	0.4	1.4	

Please describe below any other services you would like pharmacies to offer:

	Educational classes	1	0.2	0.7
	Podiatry	1	0.2	0.7
	Passport photos	1	0.2	0.7
	Sharpe box collection	1	0.2	0.7
	Other/ unspecified	18	3.8	13.0
	Total no. of respondents	138	28.9	100.0
Missing		339	71.1	
Total		477	100.0	

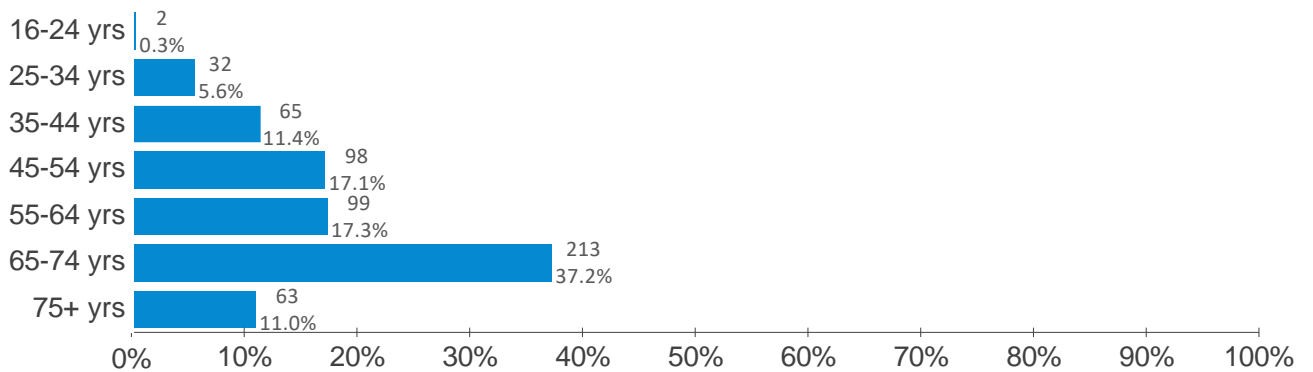
About you

Are you:

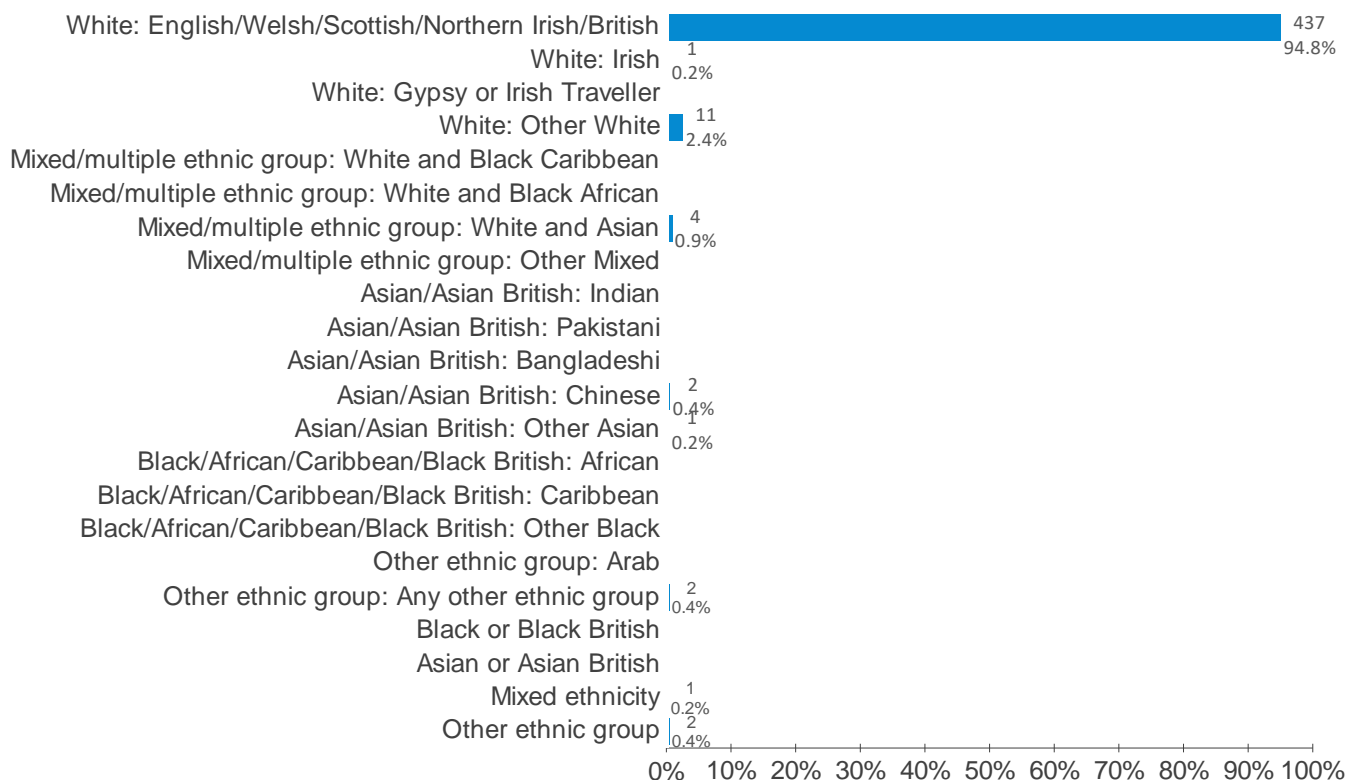


What is your age?

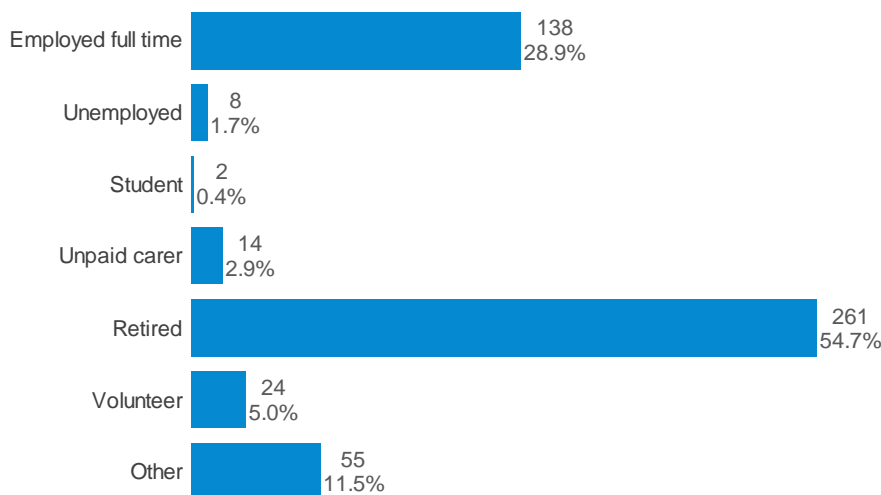
Under 16 yrs



To which of these groups do you consider you belong?



Are you:



If other, please specify:

Employed part time (x35)

Self-employed (x7)

Housewife (x7)

Disabled (x3)

Long term sick (x3)

Unpaid carer for 4 people and working part time

Not working, but not unemployed (ie not receiving job seeker allowance)

Currently on a small retainer

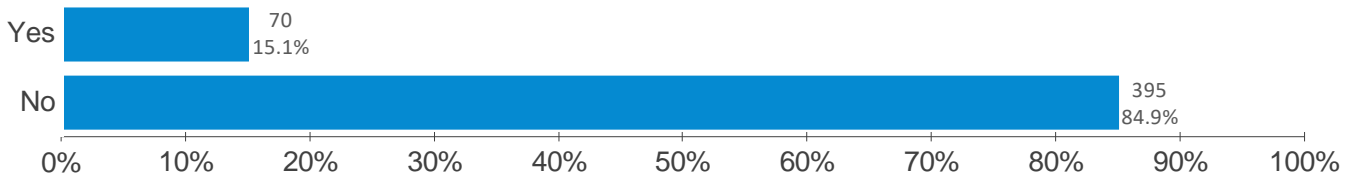
Receiving Employment Support Allowance.

stay at home mum

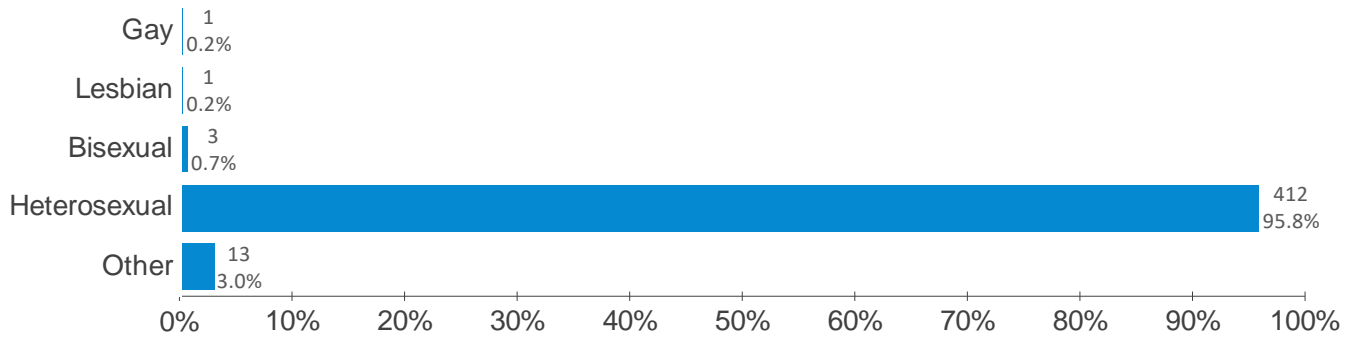
Business owner, part time worker

Retired but pt lecturer

Do you consider yourself disabled?



How would you define your sexual orientation?



If other, please specify:

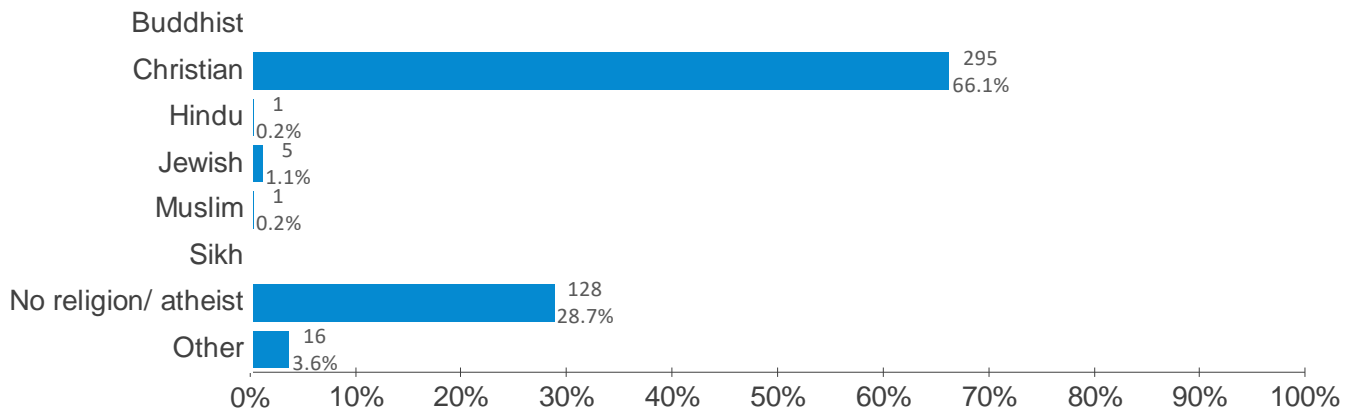
Not applicable (x6)

Celibate (x2)

Single male without interest in "sexual" relationships

Straight

Which of the following faith and belief groups do you identify with?



If other, please specify:

Agnostic (x4)

Religious Humanist (x2)

none of your business

PASTAFARIANISM (CHURCH OF THE FLYING SPAGHETTI MONSTER)

Catholic

Church of England

Roman Catholic

Ward	No. of responses
Ampthill	17
Arlesey	32
Aspley and Woburn	3
Barton-le-Clay	16
Biggleswade North	6
Biggleswade South	22
Caddington	16
Cranfield and Marston Moretaine	23
Dunstable-Central	3
Dunstable-Icknield	11
Dunstable-Manshead	5
Dunstable-Northfields	15
Dunstable-Watling	8
Eaton Bray	12
Flitwick	30
Heath and Reach	5
Houghton Conquest and Haynes	7
Houghton Hall	5

Ward	No. of responses
Leighton Buzzard North	11
Leighton Buzzard South	11
Linslade	26
Northill	3
Parkside	2
Potton	19
Sandy	26
Shefford	14
Silsoe and Shillington	11
Stotfold and Langford	25
Tithe Farm	4
Toddington	18
Westoning, Flitton and Greenfield	9
Central Bedfordshire Total	415
Bedford	1
Luton	2
North Hertfordshire	1
Undefined	45
Grand Total	460

4. Conclusions

Respondents from Central Bedfordshire indicated that attending their local pharmacy was still the most popular method of accessing pharmaceutical provision (89%), with only 14% of respondents saying they had used the online pharmacy in the past year.

The most popular reasons given for visiting their pharmacy was to access general health advice (44%) and for advice on medicine use (28%). This would suggest that personal interaction with a pharmacist is still a valued service for residents.

55% of respondents indicated their usual mode of travel to their pharmacy is by car, with 40% by walking. This is not unusual given the geographical makeup of Central Bedfordshire. 17% of respondents indicated that parking was an issue for them at their nearest pharmacy. Although 50% suggested they did not have any access issues at their local pharmacy.

The most popular services being accessed in pharmacies currently are medications for minor conditions such as; sore throats, coughs and hay fever, access to low-cost medicines and the seasonal 'flu vaccine'. Over the counter checks such as blood sugar, blood pressure and cholesterol were popular choices of services respondents would like to access if available, suggesting either more needs to be made available or these products need further promotion.

Comments have highlighted a desire to see more flexible/ extended opening hours that would allow working residents to access the service later in the evening. Comments also suggested that residents are generally very satisfied with the service as it currently is.

An analysis of individual demographic groups such as the elderly or disabled did not highlight any variance of opinions from those in the majority. Overall the findings of the survey did not uncover any pressing issues or widespread dissatisfaction with pharmacy services in Central Bedfordshire, and there was a desire to see the service maintained at its current level.