Consultation on the Pharmaceutical Needs Assessment 2015

What is a Pharmaceutical Needs Assessment?
Hounslow Health and Wellbeing Board is hosted by the London Borough of Hounslow. The government requires all Health and Wellbeing Boards to produce an assessment of pharmaceutical services in its area by 1st April 2015 and thereafter at least every three years. This document is called the Pharmaceutical Needs Assessment. We are consulting on this document and would like to hear your views on pharmaceutical services in Hounslow.

What are pharmaceutical services?
Pharmaceutical services are one of the many services currently provided under the NHS by community pharmacies and include:

- dispensing of medicines and appliances on prescription
- sale of medicines to the public
- providing advice to the public on medicines, coping with ill health or general health and well being
- receiving waste medicines for safe destruction

Some pharmaceutical services may be provided by dispensing GP practices or dispensing appliance contractors. There are no dispensing GP practices in Hounslow.

Who are we consulting and why?
We are required to consult with any patient and consumer who lives in the borough, or community group within the borough, who have an interest in the provision of pharmaceutical services. It is assumed that everyone living in Hounslow may require services provided by community pharmacies and appliance contractors. We are therefore consulting with the entire resident population of Hounslow and welcome the views from anyone living in Hounslow, or anyone providing pharmaceutical services in Hounslow.

About Hounslow
Hounslow has a population of 268,900 and is characterised as a densely populated borough. Generally Hounslow has a lower proportion (10.9%) of its population aged 65 and over than England (17.3%).

The London Borough of Hounslow plans to develop 13,000 new homes during 2015-2030 which will help support the growing population and demand for housing.

Hounslow has a predominantly white (54%) and Asian (33%) population.
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Hounslow has areas of relative affluence and areas of deprivation. Deprivation is measured using the following seven indicators: income, employment, health deprivation and disability, education, skills and training, barriers to housing and services, crime and living environment.

Life expectancy at birth for both men and women in Hounslow is not significantly different from the average for England at 79.4 years for males and 83.3 years for females.

Community pharmacies in Hounslow

There are 20.4 community pharmacies per 100,000 population in Hounslow. This figure is lower than the London average of 22.5 and the national average of 21.6.

Community pharmacies in Hounslow dispense fewer prescriptions on average than national averages. The majority of community pharmacies in Hounslow are open weekday evenings (75%) and Saturdays (91%). A number are also open on Sundays (29%), mainly in shopping areas.

There is also a much higher proportion of independently owned pharmacies at 63% compared to the national average of 39%.

All residents in Hounslow have an average travel time to a community pharmacy of not more than 5 minutes, with almost 95% living within up to a 15 minute walk to a community pharmacy.

Feedback on pharmaceutical services

Views of pharmacy service users were gained from a survey circulated for comments from the general public in autumn 2014.

From the 340 responses received from the public survey:

- 95% rated their overall satisfaction on the service received from their local pharmacy as ‘Excellent’ or ‘Good’
- 40% indicated that they used pharmacies up to every month for the purchase of over the counter medicines
- 87% have a regular or preferred pharmacy they use
- 93% rated the ease of obtaining medication as ‘Excellent’ or ‘Good’
- 55% rated as important that the pharmacy is close to their GP surgery
- 77% that the pharmacy is close to their home
- 12% that the pharmacy is close to where they work
- 63% felt the pharmacy has friendly staff
- 59% walk to their community pharmacy; 29% use a car / taxi; 9% use public transport; 2% use a bicycle
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- 79% had no difficulties travelling to their pharmacy
- 17% had parking difficulties; 2% had problems with the location of the pharmacy; and 2% had problems of public transport availability
- The majority of respondents had no most convenient day (58%) or time (56%) to visit their pharmacy
- 64% of respondents report having a journey time of no more than 10 minutes
- Almost 95% rated their confidence in the pharmacist’s knowledge and advice as ‘Excellent’ or ‘Good’

Hounslow is well-served with community pharmacies, although the rate of provision is currently lower than the London average. There is excellent access to a range of services provided by community pharmacies and appliance contractors across the borough.

As a result, we do not believe there are any gaps in provision of necessary pharmaceutical services in Hounslow.

But we would like to know your views as a resident of Hounslow

We are seeking the public’s views on the draft Pharmaceutical Needs Assessment. The consultation runs between 12th December 2014 and 10th February 2015, with a final Pharmaceutical Needs Assessment produced by 1st April 2015.

A full copy of the draft Pharmaceutical Needs Assessment is available at http://www.hounslow.gov.uk/consultations.htm

If you require a written copy, please contact: Laura Maclehose:
   Email: publichealth@hounslow.gov.uk
   Tel. no: 020 8583 3076
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The consultation will be open until 10\textsuperscript{th} February 2015.

Please complete the survey in full. Your answers to this survey are private and will be kept in line with the Data Protection Act.

Your views on the draft PNA

Q1. The Hounslow draft PNA does not identify any gaps in the provision of pharmaceutical services. To what extent do you agree or disagree with this assessment?

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don’t know / can’t say

If you disagree, please explain your reason(s) below:

Q2. To what extent do you agree or disagree with the other conclusions contained within the draft PNA (please see the Executive Summary section of the document)?

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don’t know / can’t say

If you disagree, please explain your reason(s) below:
Q3. In your opinion, how accurately does the draft PNA reflect each of the following?

a. Current provision of pharmaceutical services in Hounslow

- Extremely accurately
- Very accurately
- Moderately accurately
- Slightly accurately
- Not at all accurately
- Don’t know / can’t say

If you ticked ‘not at all accurately’ please explain below

b. Current pharmaceutical needs of Hounslow’s population

- Extremely accurately
- Very accurately
- Moderately accurately
- Slightly accurately
- Not at all accurately
- Don’t know / can’t say

If you ticked ‘not at all accurately’ please explain below

c. Future pharmaceutical needs of Hounslow’s population (over the next 3 years)

- Extremely accurately
- Very accurately
- Moderately accurately
- Slightly accurately
- Not at all accurately
- Don’t know / can’t say

If you ticked ‘not at all accurately’ please explain below
Q4. Please use the space below to make any other comments relevant to the PNA or pharmaceutical services in Hounslow

Q5. Are you responding mainly as?

A member of the public
A pharmacist
A GP
A healthcare or social care professional
A member of London Borough of Hounslow (a councillor)
An employee of London Borough of Hounslow
A voluntary or community sector organisation
A business
Other

If responding on behalf of an organisation, please tell us its name:

Q6. Please tell us your full postcode:
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About you

This section is optional but is really important as it helps us to gain a better understanding of the needs and views of different groups of people, and how they might be impacted by any changes.

This information will remain confidential and will be used for analysis purposes only. Your personal information will not be published and individuals will not be identified.

If you are responding on behalf of an organisation you do not need to complete this section.

Q7. What is your age?

- [ ] 16 - 24
- [ ] 25 - 34
- [ ] 35 - 44
- [ ] 45 - 54
- [ ] 55 - 64
- [ ] 65 - 69
- [ ] 70 - 74
- [ ] 75 - 79
- [ ] 80 - 84
- [ ] 89 - 94
- [ ] 95 - 99
- [ ] over 100

Q8. Do you consider yourself to have a disability?

- [ ] Yes
- [ ] No

If you have answered yes, please indicate the type of impairment which applies to you (by ticking next to it below). People may experience more than one type of impairment, in which case tick all the types that apply. If your disability does not fit any of these types, please mark Other.

- Physical disability
- Sensory impairment
- Mental health condition
- Learning disability
- Long-standing illness or health condition such as cancer, chronic heart disease or epilepsy
- Other (Specify if you wish)
Q9. What is your ethnic group?

- Asian / Asian British - Bangladeshi
- Asian / Asian British - Chinese
- Asian / Asian British - Indian
- Asian / Asian British – Pakistani
- Black / African / Black British - African
- Black / African / Black British – Caribbean
- Any other Black / African / Caribbean background
- Mixed / multiple ethnic groups - White and Black African
- Mixed / multiple ethnic groups - White and Asian
- Mixed / multiple ethnic groups - White and Black Caribbean
- Other ethnic group - Arab
- Other ethnic group – Any other ethnic background (specify if you wish)

- White - Gypsy or Irish Traveller
- White - Irish
- White - Welsh / English / Scottish / Northern Irish / British
- Other, please specify

Q10. Your gender?

- Male
- Female
- Transgender
- Prefer not to say

Q11. Your religion or belief – Which group below do you most identify with?

- No religion
- Hindu
- Muslim
- Buddhist
- Jain
- Sikh
- Christian
- Jewish
- Other (Please specify)
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Q12. Your sexual orientation?

☐ Bisexual  ☐ Gay woman / lesbian
☐ Gay man  ☐ Heterosexual / straight
☐ Other (specify)

Thank you for completing this survey. Please return it by **10th February 2015** in the pre-paid envelope attached.

Any personal information that you have provided will be held by London Borough of Hounslow in accordance with the Data Protection Act. This information will only be used as part of this exercise and personal information will not be published or passed to any other organisation.