

## Executive Summary

### *Introduction*

The purpose of this document is twofold:

- To determine if there are enough community pharmacies to meet the needs of the population of Darlington
- To act as a commissioning guide for those services which could be delivered by community pharmacies to meet the identified health needs of the population

To achieve this dual purpose the Health and Wellbeing Board needs to know what services are currently provided by pharmacies and whether there is sufficient geographical spread to meet identified health need. Mapping these pharmacy providers with the health needs of the population will identify any gaps in current service provision and define areas where a pharmacy service could be commissioned to meet any unmet need.

### *Pharmaceutical needs assessment (PNA) process*

Population health needs across Darlington were identified by the Joint Strategic Needs Assessment (JSNA) and Darlington Borough Council public health team. Health needs that can be addressed by community pharmacies were considered in more detail.

Formal consultation on the draft PNA will take place from 12th July 2022 to 11th September 2022. Feedback from the consultation has been included in the final document, as has the full report from the Healthwatch public engagement exercise. The main themes from the Healthwatch survey are overall satisfaction with the location and services from pharmacies, but with some concerns about opening hours, staff shortages, medicine shortages and reliability.

### *Identified health needs*

Darlington is a historic market town with concentrated pockets of population density and deprivation. The majority of the most deprived communities are situated towards the centre of the borough. Darlington has been analysed for the purpose of this document as one local authority which is served by one primary care network. NHS Tees Valley clinical commissioning group covers the five local authorities across Teesside.

Across a range of diseases and conditions, such as cancer and coronary heart disease, Darlington has above average levels of need. Darlington also has an ageing population which is projected to increase.

### *Current Provision*

There are 21 pharmacies in Darlington, including four 100 hour pharmacies and a distance selling pharmacy. For the purposes of assessing provision of services, the distance selling pharmacy is excluded from the analysis as it would not be providing services in a face to face capacity, for essential services. Access to community pharmacies across Darlington is well provided for Monday to Friday 9am to 5pm. The provision of pharmacies within the town centre provides patient choice. Two pharmacies in the town have closed since the last PNA was produced, one on July 31<sup>st</sup> 2022 was a 100 hour pharmacy.

Services commissioned from pharmacies in Darlington include emergency oral hormonal contraception (EOHC), C-card condom distribution for people under 25, supervised opiate consumption, needle exchange, palliative care medicine and a minor ailments service.

### *Conclusion*

**After considering all the elements of the PNA, Darlington Health and Wellbeing Board concludes that there is adequate provision of pharmaceutical services across Darlington, with the network of extended hours pharmacies and provision of pharmacies in the town centre providing patient choice and the ability to meet the needs of patients even outside normal hours. The network of extended hours pharmacies is essential to providing this service across Darlington outside of business hours. There are sufficient pharmaceutical services in Darlington with good access to these services.**

### *Future Provision*

Darlington Borough Council is keen to promote and support assets within the town and its various communities. Pharmacy teams play a pivotal role in influencing healthy choices which can have a significant contribution to reducing risk of disease and improving health and wellbeing of the communities who use them. As such, Darlington public health team will continue to promote pharmacies as a health asset within the town. This will be done by encouraging potential providers who bid for council contracts to include community pharmacy services where appropriate.

Darlington Primary Care Network continues to have ongoing discussion around plans to use community pharmacies further in future.

Changes to the GP contract mean that PCNs will have to provide services until 8pm in the evenings and between 9am and 5pm on Saturdays. The four 100 hour pharmacies should be able to provide patients with access to medicines if they attend surgeries at these times.

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The Murray Report<sup>1</sup> envisages a future for community pharmacy which is fully integrated into primary care and that better utilise the clinical and prescribing skills of community pharmacists. The community pharmacist would be accountable for decisions they make about the on-going management of patients with long term conditions, but a shift in service provision would put extra capacity into a stretched NHS system. Likewise, community pharmacy has a role in supporting Urgent and Emergency Care by taking referrals for the minor ailment end of the emergency care spectrum.

Public Health England in their report *Pharmacy: A way forward for Public Health*<sup>2</sup> details some of the interventions community pharmacists could make in priority areas to improve health outcomes for the population.

These services would be in addition to the services associated with the dispensing and safe use of medicines and as such, need to be commissioned specifically to meet the health needs of the local population. These services cannot be commissioned in isolation, and therefore form an integral part of the joint strategic needs assessment, the CCG strategic commissioning plan and Integrated Care Systems (the successor body to CCGs), focusing on local and regional priorities.

All HWBs must update their PNA at least every three years<sup>3</sup>, however publication of this document has been delayed due to the COVID pandemic. This document therefore replaces the April 2018 PNA. The PNA is a strategic commissioning document and will also be used to identify where there are gaps in pharmaceutical services which could be filled by market entry.

To achieve this dual purpose the HWB needs to know what services are currently provided by pharmacies and whether there is sufficient geographical spread to meet identified health need. Mapping these pharmacy providers with the health needs of the population will identify any gaps in current service provision and define areas where a pharmacy service could be commissioned to meet any unmet need.

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<sup>1</sup> <https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2016/12/community-pharm-clncl-serv-rev.pdf>

<sup>2</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/643520/Pharmacy\\_a\\_way\\_forward\\_for\\_public\\_health.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/643520/Pharmacy_a_way_forward_for_public_health.pdf)

<sup>3</sup> <http://www.legislation.gov.uk/ukxi/2013/349/regulation/5/made>

### *1.1 What is a Pharmaceutical Needs Assessment?*

A pharmaceutical needs assessment (PNA) is the statement of the needs for pharmaceutical services which each Health and Wellbeing Board is required to publish. The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 (Department of Health, 2013) set out the legislative basis for developing and updating PNAs and can be found at:

<http://www.legislation.gov.uk/ukxi/2010/914/contents/made>

The PNA is a key tool for identifying what is needed at a local level to support the commissioning intentions for pharmaceutical services that could be delivered by community pharmacies and other providers.

The PNA will be used to:

- Inform commissioning plans about pharmaceutical services that could be provided by community pharmacists and other providers to meet local need
- Support commissioning of high-quality pharmaceutical services
- Ensure that pharmaceutical and medicines optimisation services are commissioned to reflect the health needs outlined within the joint strategic needs assessment
- Facilitate opportunity for pharmacists to make a significant contribution to the health of the population of Darlington
- Ensure that decisions about applications for market entry for pharmaceutical services are based on robust and relevant information.

The process of needs assessment is not new. The Joint Strategic Needs Assessment (JSNA) is the means by which local partners including CCGs and local authorities describe the health, care and well-being needs of local populations and the strategic direction of service delivery to meet those needs. The Health and Social Care Act 2012 also amended the Local Government and Public Involvement in Health Act 2007 to introduce duties and powers for HWBs in relation to Joint Strategic Health Assessments (JSNAs). The aim of JSNAs is to improve the health and wellbeing of the local community and reduce inequalities for all ages.

Overall commissioning priorities are driven by the JSNA and the associated priorities for the commissioning of pharmaceutical services should be driven by the PNA. The PNA will therefore become an intrinsic part of the overall strategic needs assessment and commissioning process, though as a separate statutory requirement, PNAs cannot be subsumed as part of these other documents but can be annexed to them (Department of Health, May 2013).

## 1.2 Market entry

If a person (a pharmacist, dispenser of appliances, or in some rural areas, a GP) wants to provide NHS pharmaceutical services they are required to apply to the NHS to be included on a pharmaceutical list. Pharmaceutical lists are compiled and held by NHS England. This is commonly known as the NHS “market entry” system.

Under the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations (the “2013 Regulations”) a person who wishes to provide NHS pharmaceutical services must generally apply to NHS England to be included on the relevant list by proving they are able to meet a pharmaceutical need as set out in the relevant PNA.

The regulations allow an automatic exemption to the regulatory test for distance sellers or internet based pharmacies on the condition they meet the following;

- The uninterrupted provision of essential services, during the opening hours of the premises, to persons anywhere in England who request those services, and
- The safe and effective provision of essential services without face to face contact between any person receiving the services, whether on their own or on someone else’s behalf, and the applicant or the applicant’s staff.

The Health Act 2009 replaced the “control of entry” test with a new test requiring Primary Care Organisations to have statements of pharmaceutical needs. The Health and Social Care Act 2012 transferred the responsibility for producing the PNA to Health and Well Being Boards of local councils. NHS England will use the PNA to determine applications to open new pharmacies in that local council area.

An update to the Pharmacy Regulations in December 2016<sup>4</sup> allows two pharmacies to merge without creating a gap in pharmaceutical services. This provision was introduced to allow two closely located pharmacies to merge and remain a viable business entity and yet produce an enhanced service to the local community. The Health and Wellbeing Board has the responsibility of scrutinising any applications to consolidate (merge) pharmacies and must make a statement or representation back to NHS England within 45 days, stating whether the consolidation would or would not create a gap in pharmaceutical services provision. NHS England will then inform the HWB of its decision and require the HWB to publish a supplementary statement<sup>5</sup> saying that closure of the pharmacy will not create a gap in pharmaceutical services, and to update the map of premises where pharmaceutical services are provided. (Appendix 1).

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<sup>4</sup> <http://www.legislation.gov.uk/uksi/2016/1077/regulation/7/made/data.xht?wrap=true>

<sup>5</sup> A supplementary statement forms part of the Pharmacy Needs Assessment (PNA) and is a statement of relevant changes since the PNA was published, which may affect an application for a new pharmacy;

There has been one consolidation of pharmacy premises since the last PNA was produced in 2018. Since the draft PNA was produced in May 2022, there has been a closure of the 100hour pharmacy in Denmark Street, and subsequent relocation of the pharmacy in North Road to the Denmark Street premises. The nett loss to the community has been the replacement of the 100 hour service at Denmark Street with a 40 hour service, and the loss of a pharmacy premises at 307 North Road.

It is essential that local councils are keenly aware of pharmacy services needed in the community, together with any gaps or opportunities in service provision so that these can be commissioned directly by the council, or by other health partners through the Health and Wellbeing Board, to support more effective patient care.

## Section 2:

### *Pharmaceutical needs assessment process*

Section 2 provides a brief overview of the methodology adopted in bringing together the information contained within the PNA.

#### *2.1 Identification of health need*

Population health needs across the county were identified by the Public Health team. These teams provided an understanding of health needs identified within the joint strategic needs assessment which could be addressed by community pharmacies. Health needs were then compared with the strategic goals of public health commissioners and the Primary Care Network

#### *2.3 Assessment of current pharmaceutical provision*

In March 2022 an online questionnaire (see Appendix 7) was made available to all community pharmacy contractors across Darlington through the Local Pharmaceutical Committee (LPC) Pharm outcomes system. The questionnaire was developed by the PNA project lead with help from the LPC. The LPC were helpful in publicising the questionnaire and as a source of help and guidance to contractors. Unfortunately, due to workload pressures and staff shortages there was less than a 50% response rate. This questionnaire helped to identify the current provision of pharmaceutical services and was combined with data from NHS England and commissioners to give a more complete picture of services across Darlington. As there is only one dispensing GP practice in Darlington they were not included in the survey.

Information was also gathered from a number of other sources e.g. NHS England, Commissioners, Local Pharmaceutical Committee. Data sources used in the development of the PNA are listed in appendix 4.

#### *2.4 Public engagement*

The formal consultation on the draft PNA for Darlington ran from the July 12<sup>th</sup> 2022 to September 11<sup>th</sup> 2022 in line with the guidance on developing PNAs and section 242 of the Health Service Act 2012, which stipulates the need to involve Health and Wellbeing Boards in scrutinising Health Services.

In keeping with the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations (2013) the following stakeholders will be consulted during this time:

- Durham and Darlington Local Pharmaceutical Committee

- Durham Local Medical Committee
- All persons on the pharmaceutical lists and dispensing doctors lists in Darlington
- LPS chemists in Darlington with whom NHS England has made arrangements for the provision of any local pharmaceutical services;
- Tees Clinical Commissioning Group
- Darlington Primary Care Network
- Darlington Healthwatch
- County Durham and Darlington NHS Foundation Trust, and Tees Esk and Wear Valley Mental Health NHS Foundation Trusts
- NHS England
- Neighbouring HWBs in Durham, Stockton, Hartlepool, North Yorkshire, Middlesbrough and Redcar and Cleveland.

Letters or emails were sent to all consultees informing them of the web site address which contains the draft PNA document.

“a person is to be treated as served with a draft if that person is notified by the HWB of the address of a website on which the draft is available and is to remain available (except due to accident or unforeseen circumstances) throughout the minimum 60 day period for making responses to the consultation”.

Following the consultation all inaccuracies were corrected, including the closure of a 100 hour pharmacy and the relocation of a 40 hour pharmacy into the site vacated by the 100 hour pharmacy.

There were four responses to the formal consultation, from NHS England, the LPC, a contractor and a member of the public.

The main theme from the Healthwatch survey was satisfaction with the location of pharmacies and the services they offered. A proportion would have liked more pharmacies to be open on Saturdays, as they felt it made it difficult to access pharmacies on Saturdays. Most could access pharmacies easily either by foot or by car. There was some concern raised at the increase in the number of pharmacies where the prescriptions were dispensed offsite, leading to delays and difficulties sorting out problems. Also, concerns were made about shortage of staff, shortage of medicines and reliability. A full report is given in appendix 6.

The revised document was considered for final approval by the HWB.



## 2.5 *Identification of localities*

As Darlington operates as a single Primary Care network, it was considered inappropriate to subdivide the borough into localities. (Previously the GP surgeries had operated a three locality model and the PNA was therefore similarly structured).

## Section THREE

### Identified Health Needs

This chapter provides a brief overview of the health needs of the residents of Darlington, highlighting in particular those health needs which may be amenable to intervention by services delivered through community pharmacies.

#### 3.1 *Geographical characteristics*

Darlington is a large market town in North East England and part of the Tees Valley. The borough is semi-urban with the town centre the most densely populated area, with suburbs surrounding. Further out there are smaller pockets of communities; in Heighington and Coniscliffe to the North West, Hurworth to the South and Sadberge and Middleton St George to the East.

Due to the relatively compact nature of the borough, services tend to be focussed towards the town centre, with smaller retail areas further out of the town centre. Darlington sits at the crossing of the north-south A1 motorway and the east-west A66 trunk road providing easy access to Newton Aycliffe and the Tees Valley.

#### 3.2 *Population profile*

The population of Darlington is estimated to be 107,402 (mid 2020 estimate). Table 1 shows population breakdown by age range (mid 2020 estimates: Source Office of National Statistics (ONS)) for the Darlington area, by ward. As older people are high users of pharmacy services the table below shows the percentage of 65+ populations in each ward. The population is projected to be 107,100 by 2025, with population growth of Darlington's 65+ expected to increase from (to the nearest thousand) 24,000 in 2023 to 27,000 in 2030. It should be noted that the further into the future the projections get, the more the uncertainty of the projection. This is because it is

impossible to predict future impacts on population such as changing economic forecasts, policies and other issues that may affect demographics of an area (Source; Projecting Older People Population Information System (POPPI)).

Figure 1: Over 65 population profile

Ward	Total Pop.	0-15 years (number)	16-64 years (number)	65+ years (number)	% 65+ of pop. by ward	% of total Darlington population in ward
Bank Top & Lascelles	7,317	1,399	4,508	1,410	19.3%	6.81%
Brinkburn & Faverdale	6,739	1,387	4,390	962	14.3%	6.27%
Cockerton	6,283	1,387	3,636	1,260	20.1%	5.85%
College	4,270	693	2,598	979	22.9%	3.98%
Eastbourne	6,535	1,496	3,955	1,084	16.6%	6.08%
Harrowgate Hill	6,310	1,191	3,938	1,181	18.7%	5.88%
Haughton & Springfield	6,087	991	3,477	1,619	26.6%	5.67%
Heighington & Coniscliffe	4,587	823	2,680	1,084	23.6%	4.27%
Hummersknott	3,675	474	1,920	1,281	34.9%	3.42%
Hurworth	3,288	568	1,800	920	28.0%	3.06%
Mowden	3,815	608	1,899	1,308	34.3%	3.55%
North Road	6,435	1,102	4,100	1,233	19.2%	5.99%
Northgate	4,332	862	3,022	448	10.3%	4.03%
Park East	8,007	1,634	5,240	1,133	14.2%	7.46%
Park West	4,262	749	2,373	1,140	26.7%	3.97%
Pierremont	6,029	1,024	4,077	928	15.4%	5.61%
Red Hall & Lingfield	4,277	1,025	2,548	704	16.5%	3.98%
Sadberge & Middleton St George	6,614	1,085	3,947	1,582	23.9%	6.16%
Stephenson	4,818	1,056	2,889	873	18.1%	4.49%
Whinfield	3,722	568	2,152	1,002	26.9%	3.47%

Total	107,402
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Figure 1: population breakdown (mid-year ONS) in Darlington by ward. Source: Office for National Statistics

Figure 2 shows Darlington's population segmented by age groups and sex. Darlington's population compared to the England percentages for each age group shows that Darlington has a larger percentage of older age groups and a lower percentage of those aged 20 years to 39 years old.

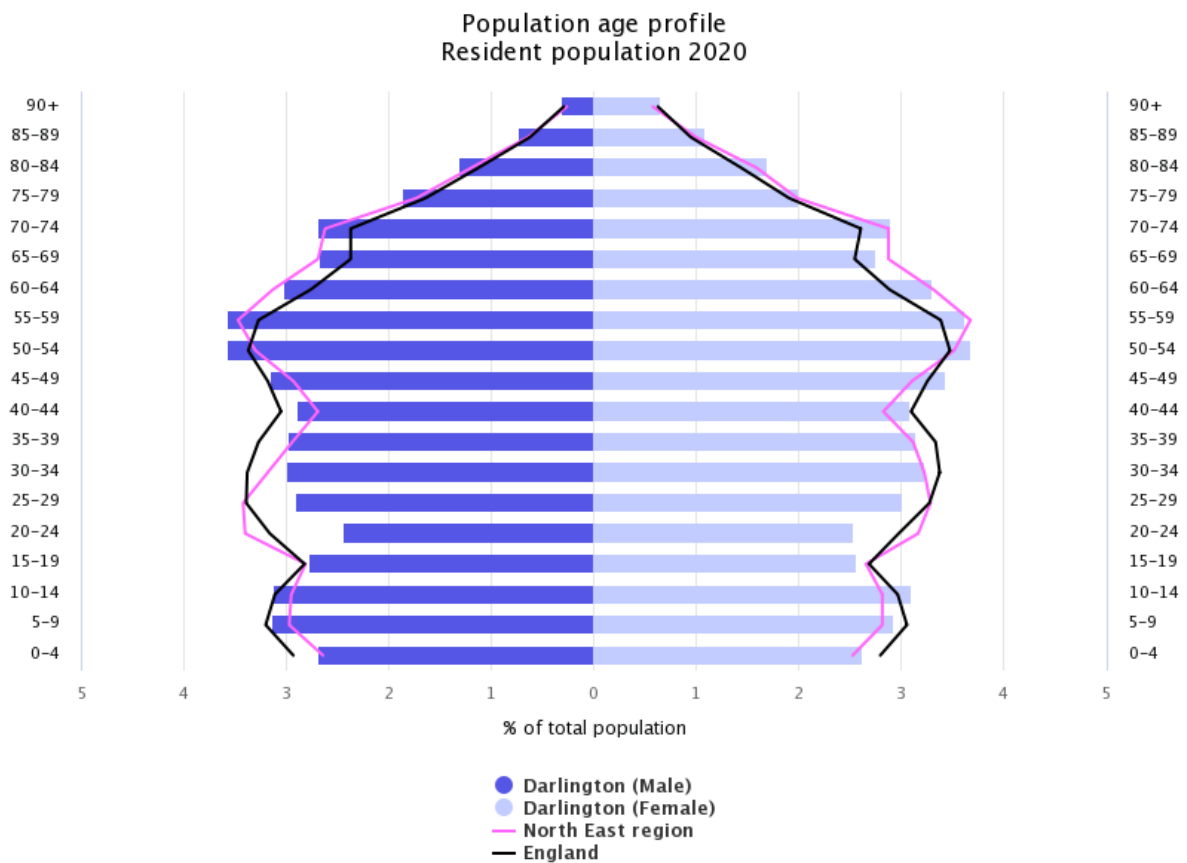


Figure 2: Population pyramid for Darlington (Fingertips.phe.org.uk)

Figure 3 illustrates geographically where there are higher concentrations of over 65s

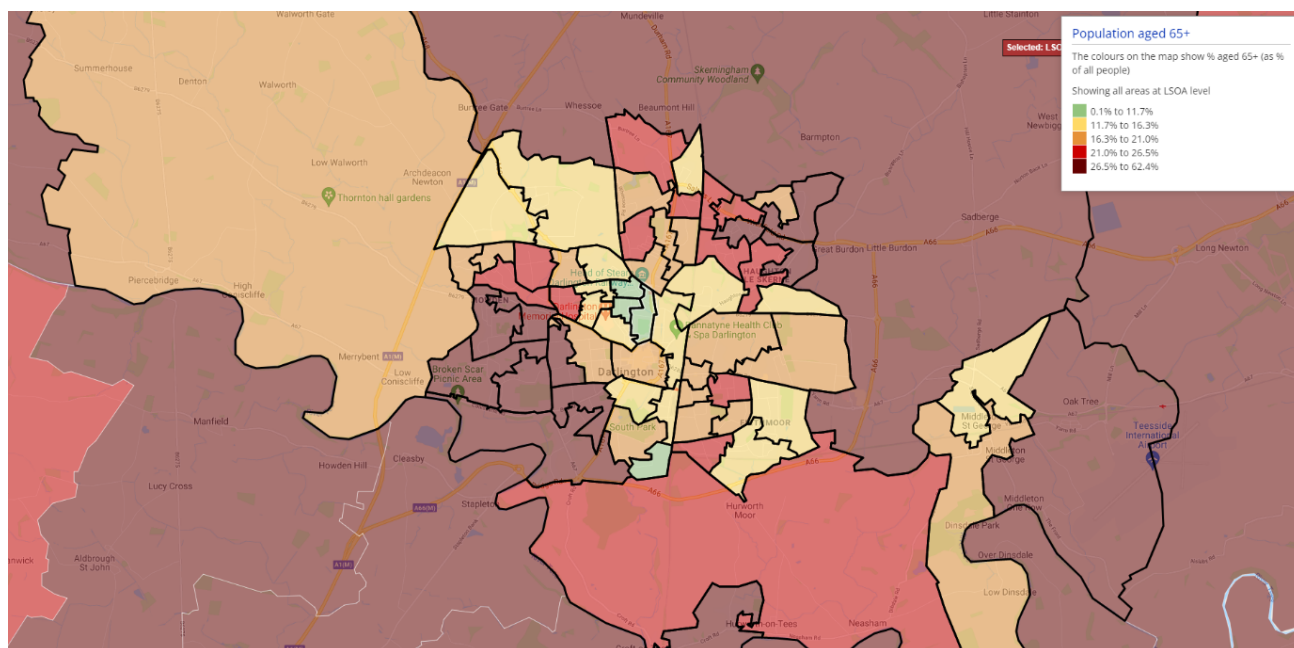


Figure 3 :Over 65 population

To ensure the population’s need for housing, a thriving economy, community facilities and infrastructure are met, Darlington Borough Council has a new Local Plan which extends to 2036. The Local Plan estimates by 2036 there could be an increase of 10,000 new homes<sup>6</sup>.

For the purpose of this PNA, only those residential projects which have planning permission and are scheduled to begin in the next five years have been analysed. Although there are pockets of planned housing developments all around Darlington, sites are mainly concentrated to the East of the town around Red Hall and Lingfield, and Middleton St George (MSG). No social housing will be built in Middleton St George but Red Hall may be a mixture of social housing and owner-occupiers.

#### Housing Completed Since 2016

Year	Completions
2016/17	175
2017/18	495
2018/19	596
2019/20	538
2020/21	546

<sup>6</sup> <https://microsites.darlington.gov.uk/local-plan/>

Total	2,350
Housing planned for next 5 years	
2022/23	555
2023/24	708
2024/25	553
2025/26	655
2026/27	780

Future residents are likely to travel into the town centre or north to Whinfield to access their GP and subsequently pharmacy services. There are no new surgeries planned to service any new house building. The planned sites have access to bus routes and there is a hub within half a mile from the developments in the East of Darlington.

### *Ethnicity*

To enable consideration of any specific pharmaceutical needs related to ethnicity, data from the 2011 census has been reviewed. The population of Darlington are largely of white ethnic origin (96%). This is substantially higher than both the England (86%) and Tees Valley averages (95%). Asian/Asian British individuals make up the greatest proportion of the non- white community of the population of Darlington. 2% of Darlington’s population in the 2011 census identify as Asian/Asian British. (Census data from 2021 will not be available until October 2022)

### *3.3 Transport*

Access to health services can be hampered by transport issues. Regular buses serviced by Arriva travel into the town centre regularly, where the majority of GP surgeries and pharmacies are based.

2011 census data estimated there were 46,670 households in Darlington. Car ownership among households in the area at time of census stood at:

No car	1 car/van	2 cars/vans	3 cars/vans	4 or more cars/vans
13,052	20,682	10,450	1,962	524

*Table 2: 2011 census of households car ownership in Darlington*

This suggests that nearly three quarters (72%) of all households in Darlington have access to at least 1 car/van or more. Census data split by wards (pre 2015 ward boundaries) shows those households situated in the more rural fringes of the area (Sadberge and Middleton St George, Hurworth and Heighington and Coniscliffe) are

more likely to own two or more cars, making them less likely to be reliant on public transport to reach pharmacy services.

### 3.4 Deprivation

People living in areas with higher levels of deprivation (social and economic) tend to exhibit poorer health than those who live in more affluent neighbourhoods. The Index of Multiple Deprivation 2015 measures deprivation at a small area level or Lower Super Output Areas (LSOAs). LSOAs are smaller than wards and therefore show pockets of deprivation better than ward level. Figure 4 below shows deprivation mapped by LSOA, with ward boundaries and names shown for reference.

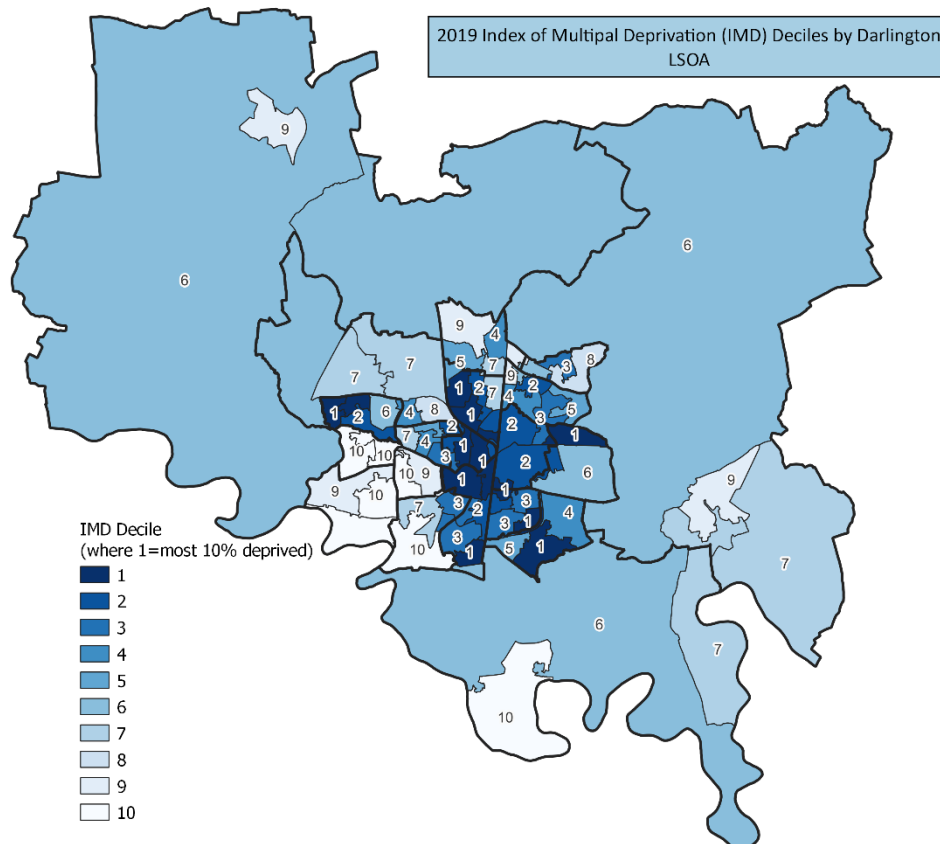


Figure 4: IMD 2015 deprivation deciles (LSOA level)

### *3.5 Lifestyle risk factors*

#### *Smoking*

Smoking continues to be the most significant contributor to preventable disease and early deaths in Darlington. It is a significant risk factor in the development of heart and vascular disease as well as many cancers. The effects of smoking continue to impact on the average life expectancy in Darlington.

Smoking prevalence in Darlington has decreased among adults since 2012 and remains statistically similar to the national and regional trend. The rate of smoking attributable hospital admissions has declined steadily since 2015/16 being statistically worse than the England average but remain statistically better than the regional average. Smoking attributable deaths have also seen a recent increase in 2017-19, after a period of positive decline since 2012/15.

#### *Alcohol*

Alcohol has been identified as a causal factor in more than 60 medical conditions, including circulatory and digestive diseases, liver disease, a number of cancers and depression. Analysis of the Health Survey for England from 2015 to 2018 concluded that 24.9% of adults (those aged 18 years and over) drank 14 or more units of alcohol a week, ranking Darlington eighth out of the twelve local authorities in the North East region. 13.7% of adults surveyed reported binge drinking on their heaviest drinking days, ranking Darlington twelfth out of the twelve local authorities in the North East region. Drinking very large amounts of alcohol on a single occasion increases the likelihood of experiencing acute alcohol-related harms.

#### *Substance Misuse*

Drug misuse is a serious and challenging cause of illness and deprivation in our region. Deaths related to drug misuse are at their highest levels since records began in 1993, and the North-East rate is the worst in the country. Drug addiction leads to significant crime, health and social costs. Evidence-based drug treatment reduces these and delivers real savings, particularly in crime costs, but also in savings to the NHS through health improvements, reduced drug-related deaths and lower levels of blood-borne disease. When engaged in treatment, people use fewer illicit drugs, commit less crime, improve their health and manage their health better.

Treatment outcomes show a mixed picture – In 2020 3.1% of opiate users in Darlington successfully completed drug treatment, against a regional rate of 3.3% and a national rate of 4.7%.

#### *Optimum weight*

Excess weight in adults is identified by government as a major determinant of premature mortality and avoidable ill health. Rates of obesity have increased

significantly in recent decades although rates have seen levels begin to plateau in recent years.

Adults are overweight or obese if their BMI measures greater or equal to 25kg/m<sup>2</sup>. The active people survey conducted by Sport England reported that 63.8% of Darlington's population was classified as overweight or obese. This is similar to the England and regional average with Darlington ranking as second lowest of twelve local authorities in the North East region.

The National Child Measurement Profile (NCMP) weighs children in Reception year (aged 4-5) and in Year 6 (aged 10-11). Darlington's school aged children. Darlington has followed the trend nationally and has shown an increase in percentage of children measured as overweight and obese between Reception and Year 6. The prevalence of those measured as being overweight and obese increases from 25.8% (2019/20) of all pupils in Reception year to 37.8% (2019/20) of all pupils measured in Year6.

### *Sexual Health*

Good sexual health forms a fundamental aspect of an individual's general wellbeing and state of health and is also an important public health issue - poor sexual health imposes significant social, economic, emotional and health costs. The highest burden of sexual ill health is borne by gay and bisexual men, young people and black and minority ethnic groups. Pharmacies can promote good sexual health through availability of contraception.

Chlamydia detection rates in young people aged 15-24yrs in Darlington have been statistically similar to England and the North East but recently reduced and are statistically worse. The rate of HIV late diagnosis in Darlington remains statistically lower than England and the North East region at lower than 25%. The rate of under 18s conceptions in Darlington is statistically similar to England and the North East region. The rate has been reducing since 2012 however the rate of under 18 conceptions leading to abortion has recently increased but still statistically similar to England and the North East.

### *3.6 Cancer*

In line with national and local trends, premature mortality from cancer has decreased significantly in Darlington since 2001. Although recent data demonstrates rates in Darlington that are statistically similar to the North East average, performance remains significantly worse than in England. The under 75 mortality rate from cancer considered preventable is 62.6 per 100,000 population (2020) in Darlington – in



England it is 51.5 per 100,000 population (2020). Cancer is the commonest cause of premature death in this locality, and the most recent data shows an increase in premature cancer deaths. Cancer screening programme uptake in Darlington is better than the average rate for England in bowel, cervical and breast screening.

### *3.7 Long term conditions (LTC)*

#### *Cardiovascular disease (CVD)*

Cardiovascular disease (CVD) is one of the major causes of death in under 75s in England – it is the second commonest cause of premature mortality in Darlington. Lifestyle modification and improved treatments have resulted in significant improvements in outcomes, and local improvements are in line with national figures. The under 75 mortality rate from cardiovascular diseases considered preventable is 32.6 per 100,000 population (2020) in Darlington – this is similar to the North East and England average.

#### *Coronary heart disease (CHD)*

Coronary Heart Disease (CHD) encompasses angina, unstable angina and myocardial infarction (MI, or heart attack.) For an individual who has already had a heart attack or has angina, symptom control and secondary prevention of further cardiovascular events and premature mortality are the cornerstones of management. Heart failure is a significant cause of mortality and morbidity and a common and important complication of CHD. The under 75 mortality rate from heart disease considered preventable is 44.8 per 100,000 population (2020) in Darlington – this is similar to the North East and England average.

Estimated prevalence of Heart Failure (16+) 1.6% of the Darlington population were diagnosed with heart failure, versus 1.4% nationally, in 2015. However, fewer people with CHD were admitted to hospital in Darlington than in England – in NHS Darlington CCG, the hospital admission rate for coronary heart disease in 2015/16 was 484.7 (509) per 100,000 compared to 527.9 for England.

Prompt treatment of an acute myocardial infarction is vital in preventing death and further morbidity. In 2016, 93.4% of patients with an acute MI received primary angioplasty within 150 minutes of first call for help. This is higher than England (86.3%.)

#### *Hypertension*

Hypertension (high blood pressure) is a leading cause of premature death globally. It is common, costly to the NHS, and often goes undiagnosed – on average, each CCG will have 26,000 residents with undiagnosed hypertension. At least half of all heart attacks and strokes are caused by high blood pressure and it is a major risk factor for chronic kidney disease and cognitive decline.

15.2% of the population in Darlington had been diagnosed with hypertension in 2015/16, compared to 13.8% nationally. Local prevalence has increased from 14.8% (2012/13) to 16.0% (2020/21), in keeping with the impression that a significant proportion of patients with hypertension are not known to services – data from 2014 suggested that only 60% of patients in Darlington with high blood pressure had been formally diagnosed. The new hypertension case finding service will therefore be important in finding those with “silent” hypertension.

### *Diabetes*

In Darlington PCN there is an observed to expected prevalence of diabetes of 0.84%, compared to 0.77% nationally, suggesting that up to 16% of those with diabetes in our locality are currently undiagnosed. There is a confirmed prevalence of 7.1% in Darlington PCN, with a further 1.5% prevalence of undiagnosed diabetes and an expected prevalence of non-diabetic hyperglycaemia of 11.5% - 20% of the local population in Darlington either has or is at risk of developing DM. 65.3% of patients with diabetes had the eight care processes as recommended by NICE in 2015/16, comparing favourably with the rate for England of 52.6%, though there is significant variation amongst local practises.

### *3.8 Older persons*

As earlier recognised in section 3.2 (population profile), Darlington has an increasingly ageing population, with this projected to increase further in future. Estimates for population growth of Darlington’s 65+ population will increase (to the nearest thousand) from 22,000 in 2020, to 24,000 by the year 2025. Figure 3 shows distribution of over 65 residents in Darlington wards.

The Tees Valley Combined Authority<sup>7</sup> reports that in Darlington by 2034, over 1 in 4 of the population is projected to be aged 65+. The number of over 85s is projected to more than double by 2034 to reach 5,600.

Older people are more likely to require health services due to onset of long term conditions, illness or disability alongside age-related onset of conditions such as Alzheimer’s disease. A rise in dementia patients is expected as the number of older residents of Darlington increases. Dementia recorded prevalence (aged 65 years and over) 4.26% (2020) in Darlington compared to the North east 4.09% and

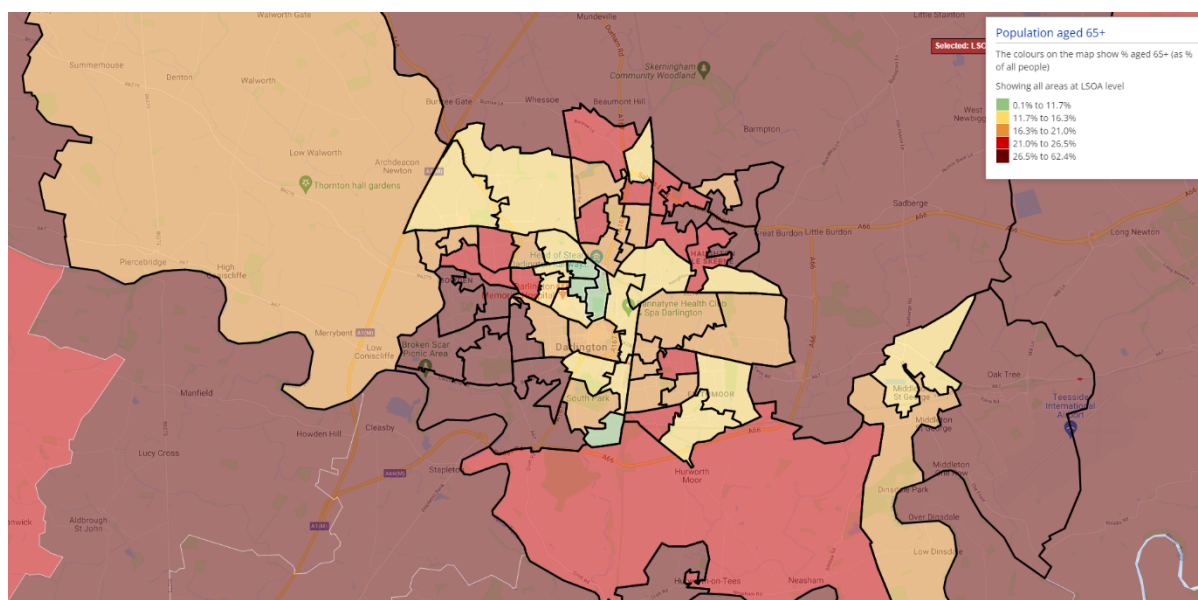
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<sup>7</sup> <https://teesvalley-ca.gov.uk/wp-content/uploads/2016/03/Darlington-2014-SNPP-report.pdf>

England 3.97%. People with dementia require substantial amounts of care, particularly social care. Pharmacists can contribute to the care of those with dementia by reviewing their medication and helping to ensure that patients remember to take the medicines they require by advising on and supplying appropriate support where necessary<sup>8</sup>.

An ageing population will be associated with more harm as a result of falls, in relation to emergency hospital admissions for fractured proximal femur at all ages. Community pharmacists are in an ideal position to review medication which could contribute to dizziness and falls.

Figure 3; Over 65 population



### 3.9 Mental health

1.01% of the Darlington population registered with a GP have a severe mental illness in terms of patients with schizophrenia, bipolar disorder and other psychoses, which is higher than the England average.

Depression affects people in different ways. Symptoms can include physical symptoms, such as tiredness, aches and pains, difficulty sleeping and loss of appetite which a person may consult with a pharmacist about who may recognise the symptoms of depression. Depression recorded prevalence (aged 18+) in Darlington

<sup>8</sup> <https://fingertips.phe.org.uk/profile/general-practice>

14.7% (2020/21) is higher than the England average with 12.3% (2020/21) of those on practice registers diagnosed.<sup>9</sup>

### *3.10 Learning disability*

A learning disability can be mild, moderate or severe. Some people with a mild learning disability can talk easily and look after themselves but take a bit longer than usual to learn new skills. Others may not be able to communicate at all and have more than one disability. A learning disability is not the same as a learning difficulty or mental illness<sup>10</sup>. Life expectancy for people with learning disabilities is lower than for the rest of the population. Evidence shows that people with learning disabilities are 2.5 times more likely to have health problems than other people but are less likely to receive regular health checks or to access screening programmes.

Prevalence of learning disabilities from GP practice registers indicates that from the total population who are registered to a GP practice, 0.55% have a registered learning disability. This equates to 587 residents of Darlington. However, this group are known to have increased health needs and often suffer poorer outcomes from health interventions.

### *3.11 Immunisation*

Darlington performs similarly with both the North East and England with regard to immunisation rates for children.<sup>11</sup> Flu vaccination in those aged 65+ performs poorly in Darlington with vaccination coverage declining in recent years. This has been seen throughout local authorities in the North East region.<sup>12</sup>

### *3.12 Gypsy, Roma and Irish Traveller Communities*

Darlington's Joint Strategic Needs Assessment (JSNA) includes the following information regarding the Gypsy, Roma and Irish Traveller communities in the area. Due to a number of reasons it has historically been difficult to both identify and engage with this community which has resulted in a poor understanding of their health and associated health needs. The proportion of Darlington residents that identify themselves in the 2011 Census as Gypsy and Travellers is three times higher than the national average but equates to only 0.3% of the population. The Census return shows 350 individuals declaring as Gypsy or Irish Traveller locally<sup>13</sup>.

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<sup>9</sup> <https://fingertips.phe.org.uk/profile-group/mental-health>

<sup>10</sup> <http://www.nhs.uk/livewell/childrenwithlearningdisability/pages/whatislearningdisability.aspx>

<sup>11</sup> <https://fingertips.phe.org.uk/profile-group/child-health>

<sup>12</sup> <https://fingertips.phe.org.uk/profile/older-people-health>

<sup>13</sup> <https://www.nomisweb.co.uk/census/2011/KS201EW/view/1946157057?cols=measures>

## Section Four

### 4.1 *Definition of pharmaceutical services*

Pharmaceutical services' is a collective term for the range of services commissioned by NHS England and NHS Improvement. (NHSE&I) In relation to the PNA this includes:

- essential, advanced and enhanced services provided by pharmacies (Directed services is a collective term for advanced and enhanced services)
- essential and advanced services provided by dispensing appliance contractors
- the dispensing service provided by some GP practices in rural areas
- services provided under a local pharmaceutical services (LPS) contract that are the equivalent of essential, advanced and enhanced services (Darlington does not have any LPS contracts).

### 4.2 *Essential services*

The national framework for community pharmacy requires every community pharmacy to open for a minimum of 40 hours per week, and provide a minimum level of 'essential services' which comprise:

- Dispensing
- Repeat dispensing for prescriptions which contain more than one month's supply of medicines
- Disposal of unwanted medicines
- Promotion of healthy lifestyles e.g. public health campaigns
- Signposting patients to other healthcare providers
- Support for self-care
- Discharge medicines service.

The discharge medicines service was introduced in 2021 and aims to reduce the risk of medication problems when a person is discharged from hospital. It is estimated that 60 percent of patients have three or more changes made to their medicines during a hospital stay. However, a lack of robust communication about these changes may result in errors being made once the person has left hospital. In summary, under this service a pharmacist will review a person's medicines on discharge and ensure that any changes are actioned accordingly.

Dispensing appliance contractors have a narrower range of services that they must provide:

- Dispensing of prescriptions.
- Dispensing of repeat prescriptions.

- Delivery of appliances – delivery of certain appliances to the patient (in unbranded packaging), provide a supply of wipes and bags, and provide access to expert clinical advice.
- where the contractor cannot provide a particular appliance, signposting or referring a patient to another provider of appliances who can.

#### 4.3 *Advanced services*

In addition to the essential services, the community pharmacy contract allows for 'advanced services. Advanced services are those services that require accreditation of the pharmacist providing the service and/or specific requirements to be met in regard to the premises. They are commissioned by NHS England and NHS Improvement. The specification and payment are agreed nationally.

As of January 2022 Advanced services include:

- new medicines service
- community pharmacy seasonal influenza immunisation
- community pharmacist consultation service
- hypertension case finding service
- community pharmacy hepatitis C antibody testing (until 31<sup>st</sup> March 2023)
- stop smoking service for patients who started their stop smoking journey in hospital.
- community pharmacy Covid-19 lateral flow device distribution service
- Covid-19 medicines (pandemic) delivery service

The New Medicines Service aims to help patients who have long term conditions get the best out of any new medicines which have been started particularly for those with the following conditions<sup>14</sup>:

- Asthma or Chronic Obstructive Pulmonary Disease
- Type 2 diabetes
- Hypertension
- Hypercholesterolaemia
- Osteoporosis
- Gout
- Glaucoma
- Epilepsy
- Parkinson's Disease
- Urinary incontinence/retention
- Heart failure
- Acute coronary syndromes (ACS)

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<sup>14</sup> List correct as at September 2021

- Atrial fibrillation (AF)
- Long term risk of venous thromboembolism/embolism
- Stroke/ transient ischaemic attack (TIA)
- Coronary Heart disease (CHD)

The seasonal influenza vaccination service is commissioned by NHS England to help meet national targets to immunise the over 65s and the clinically vulnerable at risk from influenza. Pharmacists undergo extra training to deliver this service and can also provide the service privately to those clients who do not qualify for NHS vaccines. Pharmacists have access to influenza vaccine over and above the vaccines ordered by GPs at the beginning of the seasonal campaign.

This is an area which could provide an alternative to GP run clinics, at times which are of the patients' choosing. It could also reduce demand for GP or nurse appointments, while still ensuring national targets for coverage are reached.

NHS England have also commissioned additional services during the COVID 19 pandemic. These services have included COVID vaccinations, medicines delivery services for those isolating due to COVID, and lateral flow test distribution. All pharmacies in Darlington stepped up to provide some or all of these additional services at a time of national need.

There are two appliance advanced services that pharmacies and dispensing appliance contractors may choose to provide:

- appliance use reviews, and
- stoma appliance customisation

Stoma Appliance Customisation service ensures that stoma products are individually tailored to a patient's needs ensuring that a close fitting product is supplied. Extra training and specialisation is required to provide this service, and therefore it tends to be provided by specialist appliance companies.

The Appliance Review Service is intended to help patients make best use of their appliances. Training for pharmacists to perform this service is difficult to access, and therefore when provided in a pharmacy it tends to be done by trained appliance specialists.

#### *4.4 Locally commissioned (other NHS) services*

Whilst a clinical commissioning group (CCG) or a local authority may commission 'locally commissioned services' from pharmacies, these do not fall within the legal definition of pharmaceutical services. HWBs are asked to make reference to them in

their PNAs as 'other NHS services'. It is anticipated that from July 2022 CCGs will be replaced by integrated care boards (ICBs) that will be able to take on delegated responsibility for pharmaceutical services, and from April 2023 NHSE&I expects all ICBs to have done so. Therefore, from April 2023, some locally commissioned services that are commissioned from pharmacies by CCGs will move to the ICBs and will fall then within the definition of enhanced services (i.e. can be taken into account as a pharmaceutical service for the purposes of the PNA). Steps have already been taken to equalise the myriad of minor ailments schemes across the ICS footprint, ensuring that patients can access the same service whichever CCG they once belonged to.

Pharmacy services are currently commissioned locally by Public Health Teams, Clinical Commissioning Groups, and secondary care providers, through public health contracts.

Darlington needs to ensure that it has enough pharmacies providing the services it commissions to meet local health needs.

Aspects of the sexual health service contract provided by community pharmacies in the past are now commissioned by the providers of the overall sexual health contract.

The stop smoking service is now split into two elements; the universal aspect is accessible by anyone and is in the form of a website offering general advice on quitting, the other is the specialist service which can only be accessed by those who meet specific criteria via a referral. The aim of this is to target those in the community most at risk from smoking by providing specialist support. The stop smoking services are no longer based in pharmacies, but as most pharmacies sell stop smoking medication it can still be accessed at retail price by all in Darlington.

We are with you (WAWY) is a registered charity that provide the recovery and wellbeing service in Darlington which aims to treat those with substance addiction and support them in their recovery. As part of this contract, WAWY commission supervised opiate consumption and needle exchange services in the borough.

Primary Healthcare Darlington was established in 2014 as the local GP federation consisting of 11 GP Practices, 57 GP's covering 107,000 registered patients in Darlington. Primary Healthcare Darlington Ltd currently provides Darlington's community contraception and sexual health service and as part of the contract commission services from local pharmacies.

NHS Tees Valley Clinical Commissioning Group (CCG) which was formed on 1<sup>st</sup> April 2020, inherited some services from Darlington CCG. Currently, the CCG commissions these through North of England Commissioning Support (NECS). Note that the CCG has been superseded by the Integrated Care Board (ICB) which already commissions some services from pharmacies.



Table 5 shows locally commissioned services including those that the CCG commission.

*Table 5: Locally Commissioned Services*

Service	Commissioner
Minor Ailments Service	Tees Valley CCG via NECS
Stocking of Palliative Care drugs	Tees Valley CCG via NECS
Supervised Consumption	We Are With You (WAWY)
Needle Exchange	We Are With You (WAWY)
EOHC Provision	Primary Healthcare Darlington Limited
C-card scheme (C-card)	Primary Healthcare Darlington Limited
C-card scheme (Condoms only)	Primary Healthcare Darlington Limited

Current provision of locally commissioned services is explored further in Section Five.

#### *4.5 Self-care*

Even more emphasis is now being placed on the self care agenda as a vital element of the pyramid of care, to reduce reliance on surgery appointments, walk in centres and A&E departments.

Community pharmacies are expected to promote self-care through the sale of “over the counter” medicines and by giving advice. Support for “self-care” is an NHS essential service, and the population is encouraged to use community pharmacies to treat minor illness, reserving GP appointments for more serious conditions. Community pharmacies are able to sell a wide range of medicines which are not available through other retail outlets and give advice on when and how to use them.

NHS 111 services can now refer patients to community pharmacies through the Community Pharmacy Referral System (CPRS) This should make urgent services for low acuity patients more accessible and promote the self-care message.

#### *4.6 Dispensing doctors*

The 2018 PNA detailed two dispensing doctors located within the Darlington area and a third located in the Darlington HWB area. Currently there are no maps which define the rural areas surrounding Darlington. NHS England may wish to address this at some time in the future.

There is currently one dispensing doctor practice within Darlington; the Rockcliffe Court Surgery which is located in Hurworth. St George’s Medical Practice in Middleton St George stopped dispensing services in 2020.

Dispensing also takes place at a third location in Darlington council area, a branch surgery of a practice based in Newton Aycliffe (outside of Darlington borough but within the Health and Wellbeing Board area).

#### *4.7 Dispensing appliance contractors*

Some patients may choose to have appliances supplied by appliance contractors. Although there are no dispensing appliance contractors located within Darlington, these products are usually delivered to the patient's home, so distance to the dispenser is not an impediment to service. However, this may limit the ability of residents to access Appliance Use Review services to ensure that they get the most out of the appliances supplied.

#### *4.8 Hospital Services*

NHS hospital trusts and private hospitals do not provide the type of pharmaceutical services which are in the scope of a PNA.

#### *4.9 Current provision of essential pharmaceutical services*

All pharmacies on the Pharmaceutical List provide essential services listed in 4.1.

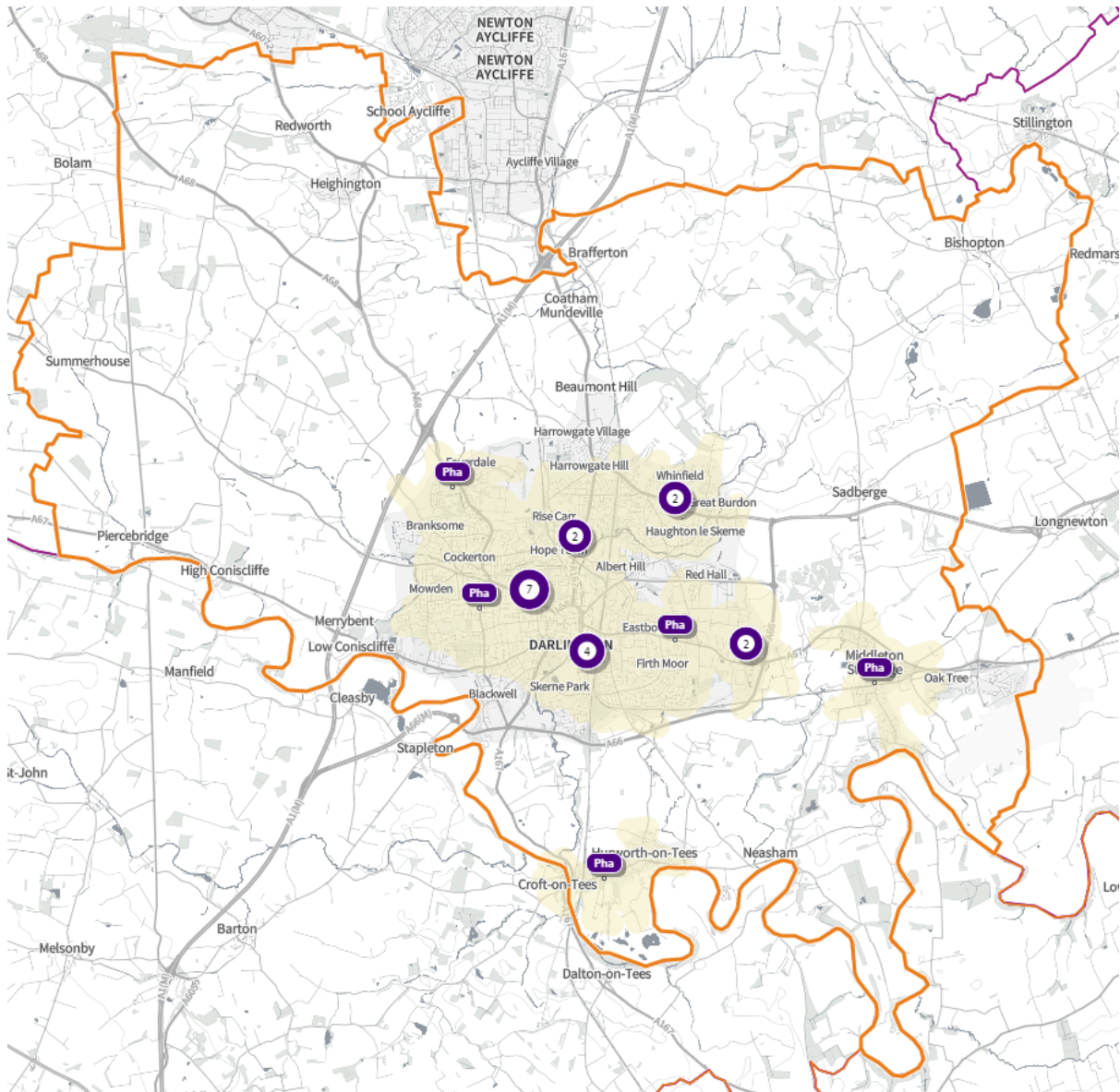
Pharmacy information that has been included in the following analysis was accurate up to the date 1<sup>st</sup> January 2022 with the 21 pharmacies that offer face to face essential services and the one distance selling pharmacy. However, since that date one 100 hour pharmacy in Denmark street has been replaced by the relocation of a 40 hour pharmacy previously providing services in North Road. There has therefore been a net loss of one 100 hour pharmacy. Any new pharmacies that open, or other changes (such as relocations, closures or mergers) or additional data received after this date of publication of the 2022 PNA (1<sup>st</sup> October 2022) will be reported as a formal Supplementary Statement.

For the purposes of assessing provision of certain patient facing services, the distance selling pharmacy is excluded from the analysis as it would not be providing these services. Distance selling pharmacies cannot provide face to face essential services, but can provide face to face services for commissioned services.

Darlington is well served with community pharmacies with 21 for its population of 107,402. This compares well with the England average of 22 per 100,000. Most pharmacies are in the town centre or established suburban estates. 97% of the population are within one mile of a pharmacy and 97% can access a pharmacy within a 20 minute bus journey. Hurworth has a pharmacy which serves the wider rural communities which surround it. Approximately 25% of the prescriptions generated by the surgery are dispensed by the practice. Hurworth is also served by a community pharmacy next door to the surgery.

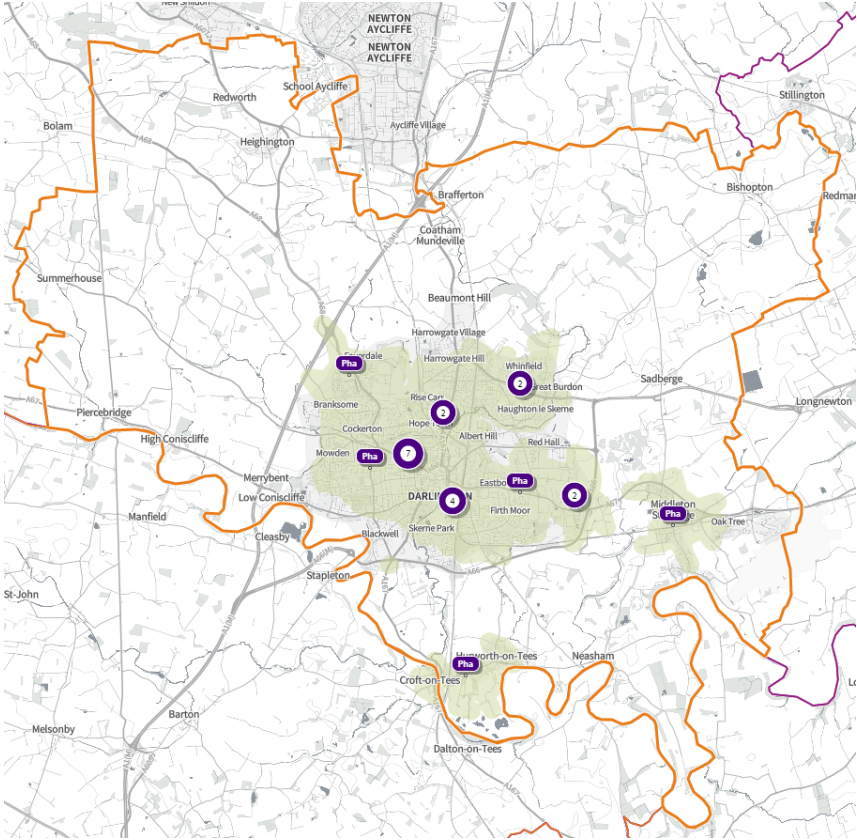
Map 1 shows the area of Darlington borough that can walk to a community pharmacy within 20minutes

Map 1; 21 Pharmacies – Highlight walk by time: 20 mins

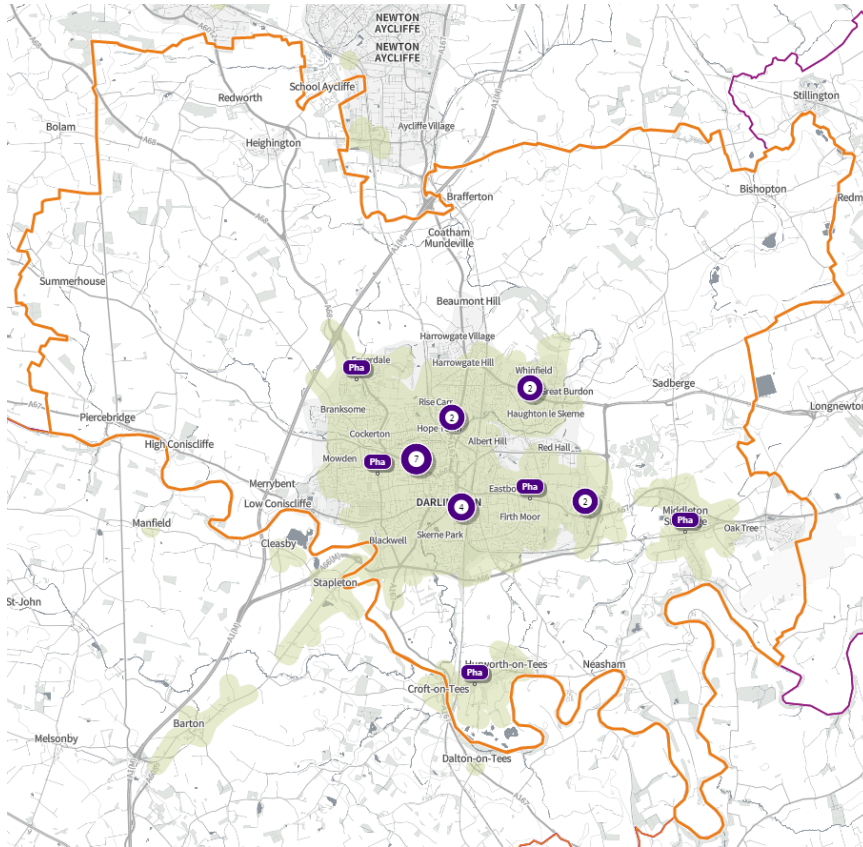


The following three maps show the area covered by a 20 minute bus journey at different times of day.

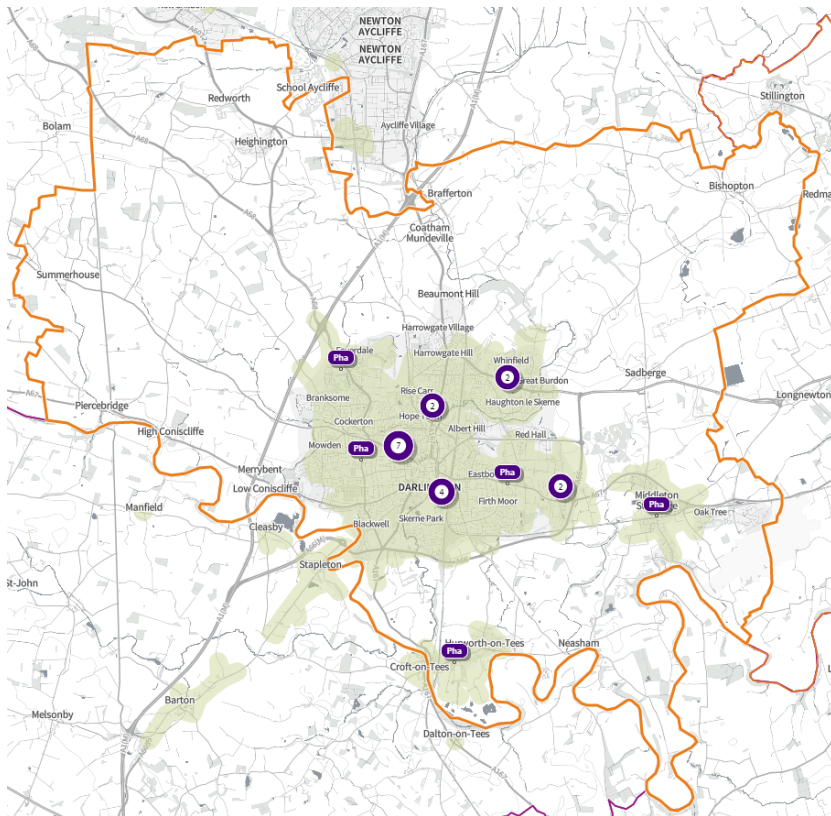
Map2: 21 Pharmacies – Highlight public transport (weekday mornings): 20 mins



Map3: 21 Pharmacies – Highlight public transport (weekday afternoons): 20 mins



Map 4: 21 Pharmacies – Highlight public transport (weekday evening):20 mins



The locations of pharmacies and GP practices can be seen using the interactive Shape Tool, hosted by Public Health England. This can be accessed (after signing up for an account) via the following website: [www.shape.phe.org.uk](http://www.shape.phe.org.uk). This tool allows the user to “zoom in” on areas and see locations in detail. They are also detailed below and in Appendix 1.

#### *4.10 Pharmacy Access Scheme*

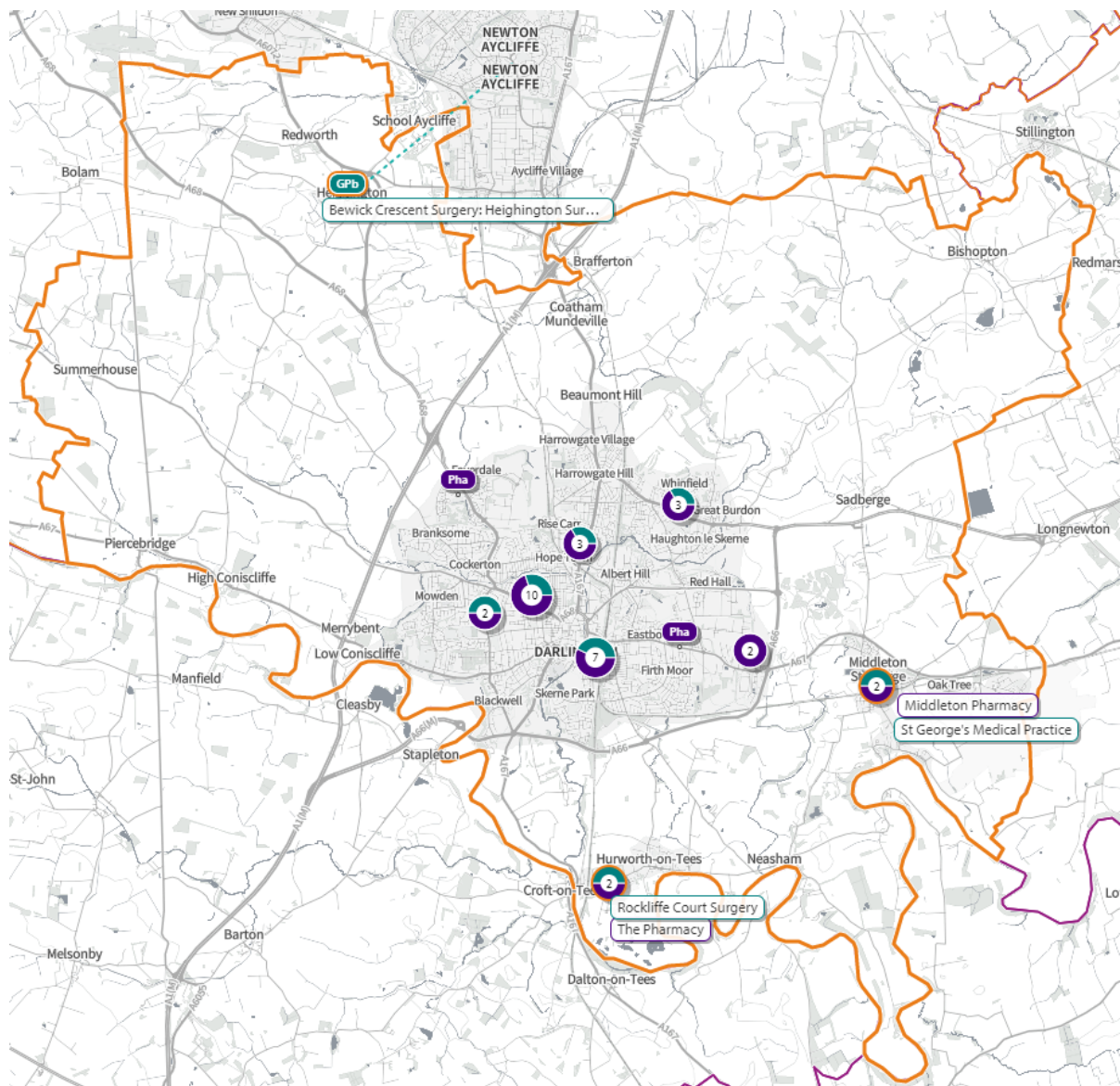
The aim of the Pharmacy Access Scheme (PhAS) is to ensure that a baseline level of patient access to NHS community pharmaceutical services in England is protected. It has been designed to protect the pharmacy network in those areas where patient and public access would be affected if they should close, for example if a population depends on a single pharmacy. The scheme takes isolation and levels of need into account; dispensing doctors and distance selling pharmacies are excluded from the scheme. To qualify for a payment, the pharmacy must,

- be more than a mile from the next nearest pharmacy (0.8miles in areas of high deprivation)
- have an annual dispensing volume between 1,200 and 104,789 scripts
- be directly accessible to the public (not have restricted access e.g. beyond airport security).

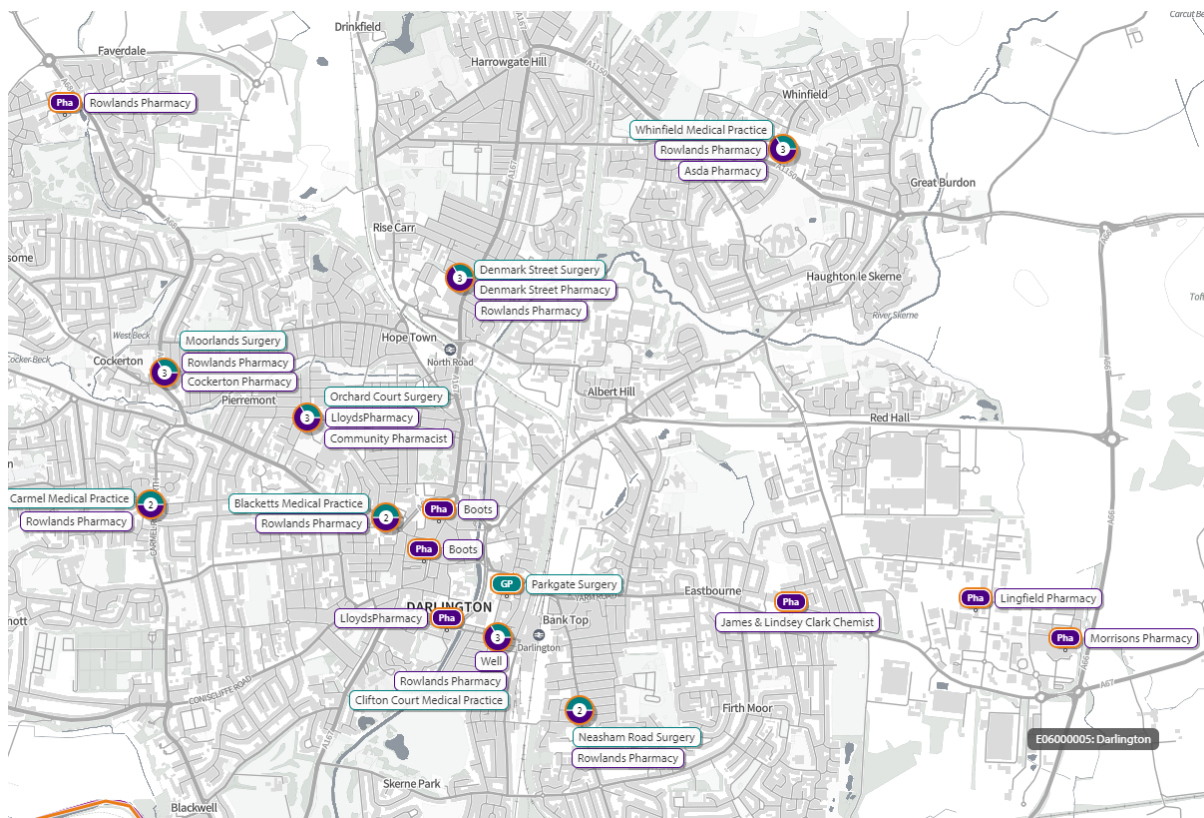
Currently 3 pharmacies in Darlington are eligible for this payment.

The maps below identify the current provision of essential pharmaceutical services and will be used to determine any applications for new pharmacy contracts. Copies of these maps are duplicated in Appendix 1 with a key identifying all pharmacies, GP surgeries, and “dispensing doctor” premises. The maps in Appendix 1 are continually updated and will be used in the determination of pharmacy applications.

*Map 5: Location of GP surgeries and community pharmacies*



Map 6: Town centre map



#### 4.11 Pharmacy opening hours

Opening hours for pharmacies are included in the Pharmaceutical List held and maintained by NHS England.

**Core hours:** Each pharmacy is required to be open for at least 40 hours a week unless a reduction is agreed by NHS England. These core hours are provided as an 'essential' pharmacy service. There are four 100 hour pharmacies in Darlington, and these pharmacies must be open for at least 100 hours per week as core hours.

**Supplementary hours:** These are provided on a voluntary basis by the pharmacy contractor often based on patient need and business viability, i.e., they are additional to the core hours provided. Supplementary hours can be amended by giving NHS England 90 days' notice of the intended change.

The distance selling pharmacy has not been included in the following three figures, because it cannot provide face to face services to patients. 13 of the remaining 20 pharmacies (65%) work supplementary hours in addition to their core hours. Figure 6 shows number of pharmacies open later than 5pm weekdays, figure 7 shows number of pharmacies open Saturday by time, and figure 8 shows the same for Sundays.



Figure 6: Number of pharmacies open later than 5pm on weekdays

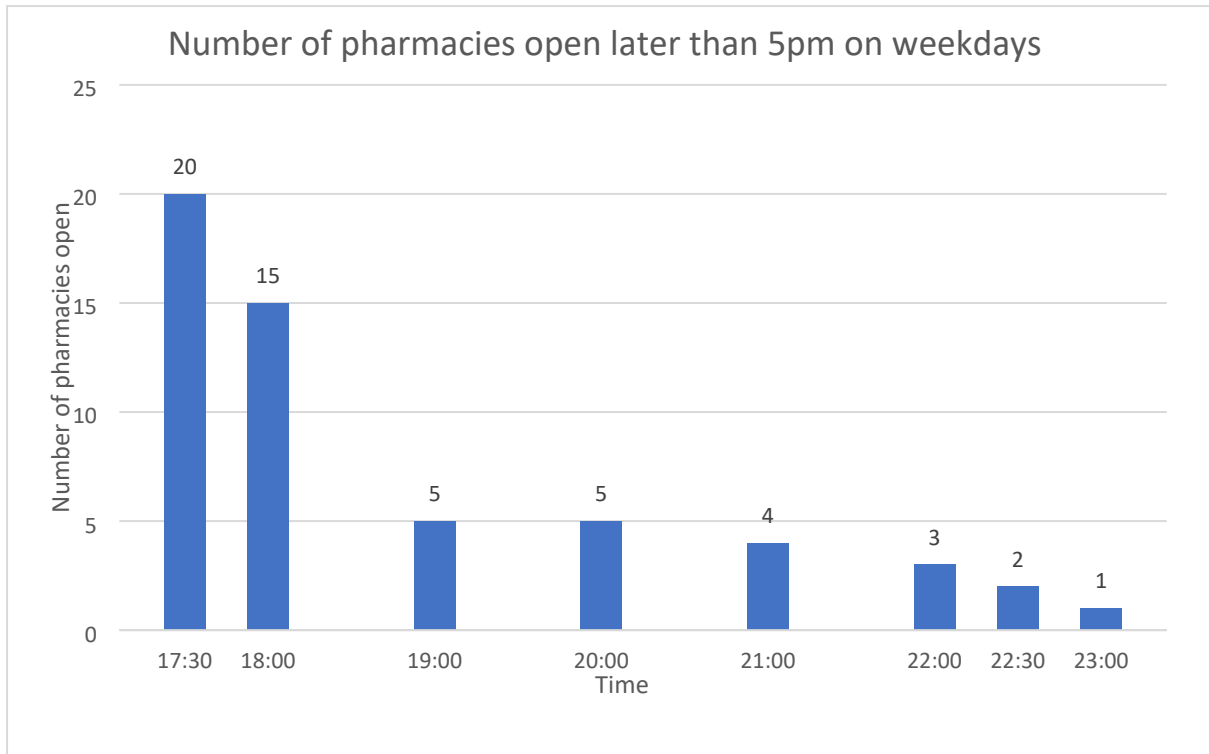


Figure 7: Number of pharmacies open on Saturdays

16 pharmacies are open on Saturdays.

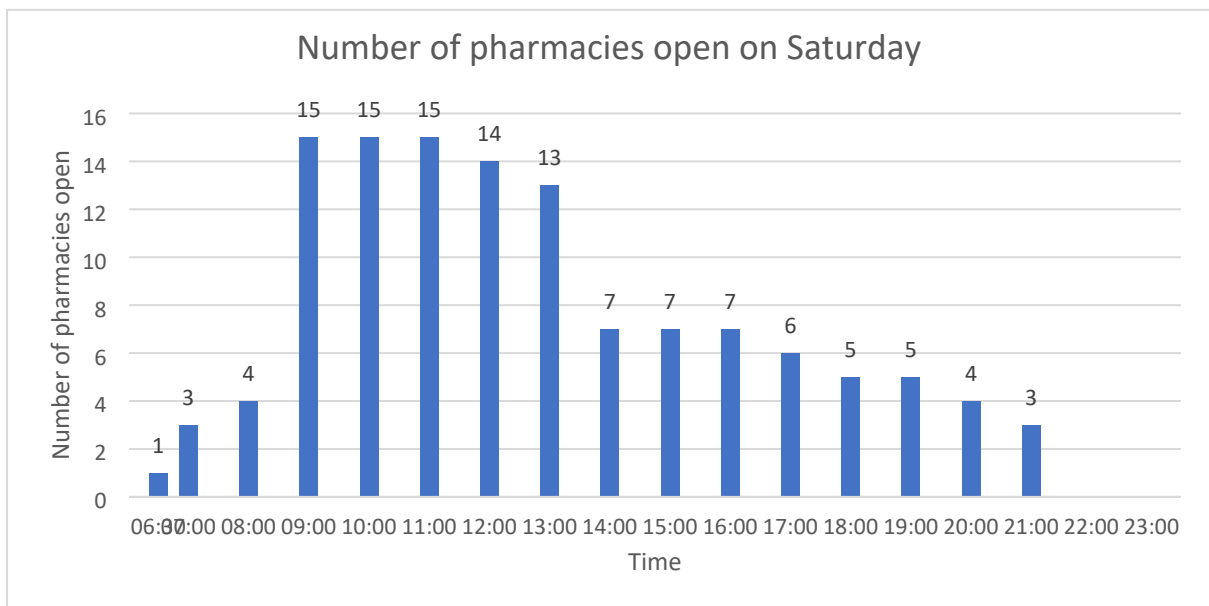
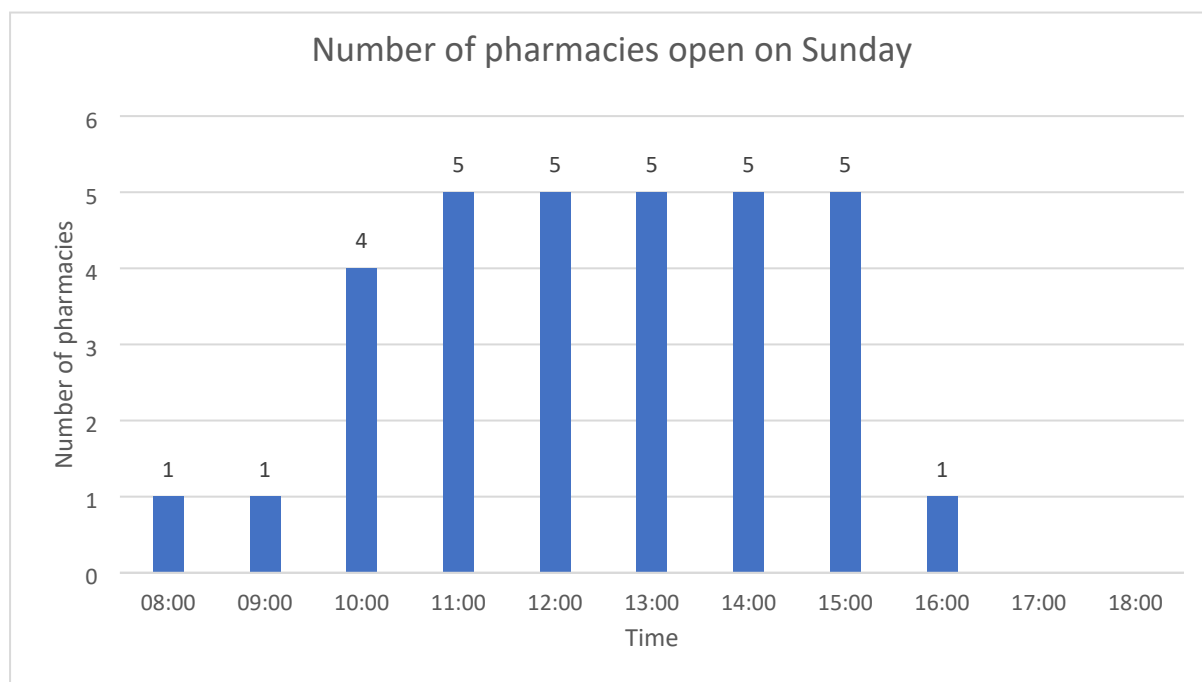


Figure 8: Number of pharmacies open on Sundays

5 pharmacies are open on Sundays.



As can be seen from the above tables, all pharmacies are open until at least 5.30pm, a few open until 6pm and then the 100 hour pharmacies are open in the evening until sometime between 9.30pm and 11.00pm. There is therefore adequate provision of pharmacy services during the working week until late in the evening.

Fifteen pharmacies are open on Saturday morning, seven in the afternoon and four into the evening. There is adequate provision of pharmacy services on a Saturday.

Five pharmacies are open on a Sunday. (One town centre pharmacy has recently dropped its supplementary hours on a Sunday.) One pharmacy is open from 8 in the morning until 6 in the evening, with the others open between 10 and 4pm, There is adequate pharmacy provision on a Sunday.

**There is adequate provision of pharmacy services across Darlington borough both on weekdays and at weekends.**

Most scripts issued by Darlington GPs are dispensed by pharmacies within the borough. The percentage of prescriptions dispensed within the borough has dropped by almost 1.5% over the last 3 years. This may be due to an increase in use of internet pharmacies during the COVID pandemic.

Table 9: Scripts Issued and dispensed within Darlington

Financial year	Scripts dispensed in Darlington	% scripts dispensed in Darlington
2018/2019	2,567,929	96.3%
2019/2020	2,581,963	95.9%
2020/2021	2,505,466	94.9%

**Having considered the availability of pharmacy services throughout the week and at the weekend, the Health and Wellbeing Board considers the provision of pharmacy services to be adequate across the borough.**

#### 4.12 Provision of medical services

The basic GP contract requires GPs to offer appointments between 8.00am and 6.30pm Monday to Friday. To improve access, GPs have been required to provide more, routine appointments outside of these core hours. Pharmacy opening hours are not always required to mirror these extended surgery hours, as most appointments are pre-booked and the need for immediate provision of medicines is rare. The new enhanced access service requires that PCNs will provide appointments until 8.00pm on weekdays and between 9am and 5pm on Saturdays.

Primary Health Care Darlington has indicated that an extended access to GP services is operational at Forsyth House. These opening hours will accommodate the new enhanced access DES/

#### **Clinic Times** (including Bank Hols)

Monday 6.30pm – 9.00pm  
 Tuesday 6.30pm – 9.00pm  
 Wednesday 6.30pm – 9.00pm  
 Thursday 6.30pm – 9.00pm  
 Friday 6.30pm – 8.30pm  
 Saturday 8.00am – 1.30pm  
 Sunday 9.00am – 1.00pm

Forsyth House located near the town centre with two 100 hour pharmacies within walking distance (1 mile travel distance)<sup>15</sup> that are open within the times indicated

<sup>15</sup> <https://shape.phe.org.uk/app/index.asp#RXP83>

above therefore these extended hours should not be affected by access to pharmacies.

Analysis of pharmacy core hours against GP opening hours shows that pharmacy core hours cover GP opening hours at all times in Darlington. 100 hour pharmacies provide longer opening hours to the borough and are spread across the town.

Additionally, the Urgent Care (walk-in) Centre is based in Darlington Memorial Hospital, located next to the Accident and Emergency Department. The urgent care centre will be open 24 hours a day, seven days a week.

#### *4.13 Current provision of advanced services*

##### *Consultation rooms*

A consultation room is essential to provide advanced services, and many locally commissioned services. Standards for consultation rooms are specified in the regulations and include:

- Clear designation as an area for confidential consultations
- Distinct from the general public areas of the pharmacy premises
- An area where both the person receiving MUR services and the registered pharmacist providing those services are able to sit down together and talk at normal speaking volumes without being overheard by any other person.

In Darlington all 20 pharmacies offering additional services have consultation rooms.

#### *4.14 Appliance services*

Regulations which came into force in 2010 defined the essential and advanced services, which apply to pharmacies and appliance contractors who supply appliances on NHS prescriptions. Further details of the services and the payments applicable to each service can be found in the Drug Tariff<sup>16</sup>.

##### Essential services

- Home delivery service and supply of wipes and disposal bags
- Provide appropriate advice
- Dispensing referral
- Repeat dispensing service
- Urgent supply without a prescription

##### Advanced services

- Stoma Appliance Customisation

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<sup>16</sup> The Drug Tariff is a monthly publication produced by the NHS Business Authority (prescription pricing division). It is used as a reference for the payment and repayment of NHS prescription costs by pharmacists or doctors dispensing in primary care.

- Appliance Use Reviews

Training to provide the advanced appliance services has been difficult to access as there are few training providers. There are few pharmacies which provide this service and those that do tend to employ specialist nurses to provide the service.

In Darlington, no pharmacies currently provide the advance appliance use reviews.

#### *4.15 Distance selling pharmacies*

Currently there is one distance selling pharmacy registered in Darlington. Some pharmacies offer dispensing services which are available over the internet or by telephone. Delivery is then made by post, carrier or through a branch network. It is not known how many Darlington residents currently use these services.

#### *4.16 Electronic Transfer of Prescriptions (EPS)*

All GP practices and pharmacies in Darlington are Release 2 enabled and can therefore process electronic prescriptions. All pharmacies can access the NHS Summary Care Record.

Electronic prescriptions can aid services in the out of hours period by enabling the issue of a single electronic prescription which could be sent to a pharmacy which is still open.

## Section Five

### Current Provision of Locally Commissioned Services

Services are commissioned from community pharmacies by several commissioners; these include Public Health departments of local councils, Clinical Commissioning Groups and NHS England. Some of these services are provided only through community pharmacies, some are part of a locality wide network of services which use multiple providers to improve patient accessibility.

#### *5.1 Minor Ailments Service (MAS)*

This is a scheme targeted at those patients who would not normally consider purchasing self-care medicines from their local pharmacy. These patients, and their families, are in receipt of a means tested benefit and would probably visit their surgery to have a medicine prescribed for a minor ailment because a prescription would be exempt from prescription charges. The intention of the scheme is to reduce pressure on appointments within general practices and provide a service for patients, by providing a consultation with a pharmacist, who would supply a simple remedy if appropriate.

Work is ongoing to bring together and standardise the various schemes operated by CCGs across the region as the Integrated Care Service takes over responsibility for pharmacy services. This service will be standardised and expanded by the ICS and will dovetail with regional campaigns to encourage resilience and self-care.

**All pharmacies minus the distance selling pharmacy provide the Minor Ailments service within Darlington therefore there are no gaps in the provision of this service.**

#### *5.2 Stocking of palliative care drugs*

This service is aimed at the supply of palliative care medicines, for patients who are terminally ill or in end of life care. Pharmacy contractors stock a list of locally agreed range of palliative medicines, ensure prompt access to these medicines (the demand for which may be urgent/unpredictable) and provide information and advice to the user/carer/clinician.

Four pharmacies provide this service they are

Asda Pharmacy, Whinbush Way

Cockerton pharmacy, West Auckland Road

Denmark Street Pharmacy (under review due to closure of 100hour pharmacy)

Well Pharmacy, Victoria Rd

### *5.3 Stocking of anti-viral drugs*

Asda, Whinbush Way and Cockerton pharmacy have also agreed to stock the antiviral drugs oseltamivir which may be needed if there was an influenza outbreak.

### *5.4 Supervised consumption*

As part of the Recovery and Wellbeing service, the service provider We Are With You (WAWY) has contracts with community pharmacies to provide a supervised methadone consumption scheme for those clients who have made the decision to reduce their illegal opiate use. This is prescribed by the service, including the dosage, with the community pharmacy distributing the methadone and supervising the consumption within the pharmacy. The aim of this service is to reduce the use of illegal opiates and by supervising the consumption within the pharmacy, reduce the chances of the methadone being traded on the street.

16 pharmacies in Darlington provide supervised consumption service, and the map in SHAPE shows that whilst there is a concentration of pharmacies providing this service in the town centre, there is adequate coverage across the borough.

### *5.5 Needle Exchange*

The aim of the needle exchange service is to encourage those who still use illegal drugs, and those who are steroid users, to use them as safely as possible by providing access to clean needles and syringes. This should reduce the transmission of blood borne viruses and other infections caused by sharing injecting equipment. Clients are also able to return used needles for pharmacies to dispose of, with the aim to reduce needle finds in the community.

As part of the Recovery and Wellbeing service, needle exchange services are commissioned by providers to take place in three pharmacies in the town centre as well as a needle exchange service in the recovery and wellbeing centre located just outside the town centre. Needle exchange rates provided by the service do not show that this affects the service.

### *5.6 Emergency Oral Hormonal Contraception (EOHC)*

Although EOHC is available without prescription, retail cost can often be high meaning certain more disadvantaged groups may be unable to afford to access it. As part of the community contraception and sexual health service, Darlington commissions local pharmacies to provide EOHC free of charge through the sexual health services provider, Primary Healthcare Darlington Ltd. Currently thirteen pharmacies offer this service. See appendix 3.

There is adequate provision across Darlington

### *5.7 C-card Scheme (registration and distribution)*

Pharmacies are commissioned to distribute condoms to holders of a “c-card”. By registering for the “C card” the young person gets access to condoms and the health professional has the opportunity to educate and counsel the young person about sexual health and contraception. The card may be used in a number of outlets in the town, including community pharmacies.

Currently, one pharmacy is contracted to register people to the c-card scheme, and five pharmacies distribute with contracts with Primary Healthcare Darlington Ltd. In addition, two GP practices register people for c-card and six practices distribute. Other pharmacies have indicated that they also distribute condoms but are not formally contracted with the service.

### *5.8 Stop smoking services*

As outlined in Section 4, Darlington does not commission stop smoking services from community pharmacies and has not done so since a review in 2015. The new advanced pharmacy service which started in March 2022 for patients who start their quit attempt in hospital, will be starting from a low baseline in Darlington. Darlington will have few pharmacy professionals who have had the training to provide this service unless they have moved from other areas. The training required is available online and must be completed before a pharmacy can offer the service. We would prefer that our current community pharmacies provide this new service, but appreciate it may take some time to complete the training and install the required IT systems. This may produce a temporary gap in pharmacy services while the work is undertaken.

### *5.9 New Services*

Currently 53% of pharmacies have signed up to provide the new blood pressure monitoring service, commissioned to find “hidden” cases of hypertension. There is also good sign up to provide the ICS commissioned urinary tract service through community pharmacies. Talks are ongoing with a regard to a new naloxone service to be provided through community pharmacy for opiate users. Nationally there is an oral contraceptive pilot taking place on three areas.

**There is adequate provision for all commissioned services across Darlington.**



## Section Six

### Non-Commissioned Services

#### 6.1 Non-commissioned services

Community pharmacies provide a range of services which are neither part of the core contract with the NHS, nor commissioned by Darlington Borough Council, the Clinical Commissioning Group (CCG) or NHS England. These services are provided at the discretion of the pharmacy owner.

Table 10 details non-commissioned services identified in the pharmaceutical needs assessment questionnaire<sup>17</sup>.

Table 10: Non-commissioned services

Non-commissioned service	Number of pharmacies offering service
Blood pressure monitoring	2
Cholesterol testing	1
Hair loss/Hair retention	2
Malaria medication	2
Malaria prevention /travel vaccine	3
Period delay	1
Private flu vaccination	2
Weight Management	1

As these services are not reimbursed by the NHS, the decision to provide the service is often a commercial one, especially when the service increases the pharmacy's overhead costs. From this table it can be seen that pharmacies offer a small range of non NHS services and this may be guided by customer generated demand.

#### 6.2 Collection and Delivery Services

Two of the services which customers find useful are the prescription collection from the surgery and home delivery services. These are not NHS services.

<sup>17</sup> Only 10 of the 21 pharmacies across Darlington completed the online questionnaire and therefore this table cannot give a complete picture of the services offered by community pharmacies.

The pharmaceutical needs assessment questionnaire asked community pharmacies whether they provided both these services; all pharmacies provide a prescription collection service; however, this service has been largely superseded by the electronic prescription spine. When prescriptions are issued by the patient's surgery, they are either directed to the pharmacy chosen by the patient directly or sit on the spine until requested at a pharmacy by the patient. This removes the need for anyone to physically collect a prescription.

In terms of delivery of dispensed medicines, most pharmacies offer this service, or arrange for prescription delivery through another branch. There are also many online pharmacies which will deliver to a patient's home either directly or through a trusted delivery company.

From the results of the survey, some pharmacies will deliver to any patient, some stipulate a delivery radius (usually between 5 to 10 miles which would cover all of Darlington) and some will only deliver to housebound patients. Some pharmacies have introduced a fee structure of approximately £5.00 per delivery or £50 - £60 as an annual fee for unlimited deliveries to the same address. During the pandemic most pharmacies in Darlington signed up to provide deliveries to those isolating due to COVID.

**Most patients will have access to these non-NHS services. There is still flexibility in the system to ensure that those in most need will not have to pay for delivery. Patients can ensure that they do not pay for this service by using internet pharmacies if their local pharmacy or dispensing doctor cannot deliver. There are no gaps in this service across Darlington.**

### *6.3 Monitored Dosage Systems*

Some patients who have complex medication regimens may need help to ensure that they take the correct medicine at the right time of the day. To help those who do have difficulty remembering which medications to take regularly can be helped by memory aids and/or medication boxes which are pre-filled with the medications to be taken at specific times of the day. Carers can then ensure that all the medications for that time slot have been taken by the patient.

The filling and checking of these monitored dosage containers is time consuming for the pharmacy team. No extra payment is provided to cover the labour costs involved. As most of these boxes contain one week's supply, weekly prescriptions are requested from the patient's surgery. All pharmacies are expected to provide whatever aid a patient requires, and the remuneration is built into the flat rate dispensing fee.

Analysis showed that the respondents who answered no to the question "Do you provide monitored dosage systems?" were all pharmacies which are part of retail chains. Retail chains often move labour intensive work out of busy branches into

pharmacy hubs which specialise in this work. Therefore, all pharmacies will provide patients with monitored dosage systems, albeit some will come from service centres away from the local pharmacy.

No pharmacies charged for this service, although many will only provide the service if requested by a GP or hospital discharge process. Some use their own assessment criteria to make sure that a monitored dosage system is the appropriate intervention for someone having difficulties with their medication.

## SECTION 7

### Conclusions and Recommendations

Nationally, community pharmacy is being recognised as source of extra capacity as the NHS struggles to keep up with demand. New community pharmacy services are being piloted e.g. oral contraception, antibiotic treatment of urinary tract infections, then rolled out nationally.

The discharge medicines service has quickly moved from being an additional service to an essential service as the benefits to patients have been realised. The new stop smoking service for patients who start their journey in hospital and need to continue their treatment outside hospital will build on some arrangements that have been established over many years and will formalise the role of the community pharmacy in delivering this service.

The new hypertension case finding service is based in community pharmacies. This may lead to community pharmacies delivering health checks in future.

The Community pharmacy consultation service (CPCS) provides 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 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 are 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.

COVID has forced a rethink about how we best deliver health services to patients remotely, which reduces the need for patient journeys and makes best use of scarce resources and reduces the carbon footprint. This will rely on the electronic transfer of prescriptions from hospitals to the national electronic prescription spine, (a project

which is being developed by NHSX,) for local community pharmacies to dispense the required medicines. Once developed this could also be used to support patient flow at discharge if the hospital pharmacy is under significant pressure.

It will, therefore, continue to be important to have readily accessible, community pharmacy buildings within the community offering traditional and new services to their local populations.

As community pharmacists develop their clinical role, it will become increasingly important that community pharmacists are prescribers. This has been recognised in Schools of Pharmacy and future graduates will be prescribers. Plans are also needed to ensure the legacy workforce is not left behind, or the potential of community pharmacists will not be realised. New models may be needed to streamline the dispensing service to free up pharmacists to deliver the clinical roles. Many have already moved to Primary Care Networks where their role is valued as key professionals in managing long term medication issues for patients. Community pharmacies are also suffering from extra pressures of staff absences and vacancies following covid. Many do not feel able to take on extra services at the present time.<sup>18</sup>

## Recommendations

1. Public Health Commissioners should consider the role community pharmacy as one option for delivery of NHS Health Checks, as community pharmacy becomes more integrated into the Long-Term Condition agenda.
2. Public Health commissioners should strengthen their links with community pharmacy to deliver behaviour change in those who exhibit risky behaviours e.g smoking, unhealthy weight, sexual health, alcohol and drug misuse.
3. Closer links should be developed between the UK Health Security Agency and Community Pharmacy to cement the work community pharmacy has done during the COVID pandemic to deliver surge capacity when needed e.g. COVID services and the flu immunisation service.
4. Develop closer integration between services delivered at the interface between hospital and community pharmacy to ensure patients get the best from their medicines.
5. Health and Wellbeing Board should monitor access to pharmacy services and identify gaps in service when services do not meet public needs.

## Conclusions

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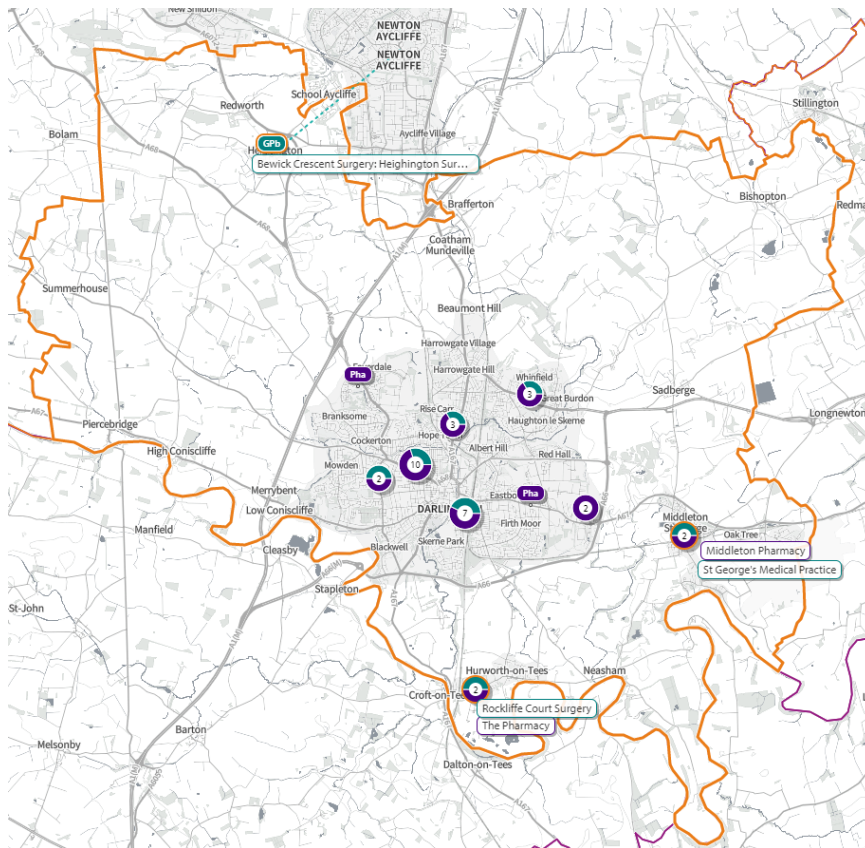
<sup>18</sup> PSNC Survey of pharmacy owners and pharmacy staff January 2022.

**Darlington Health and Wellbeing Board concludes that there is adequate provision of NHS pharmaceutical services across Darlington**

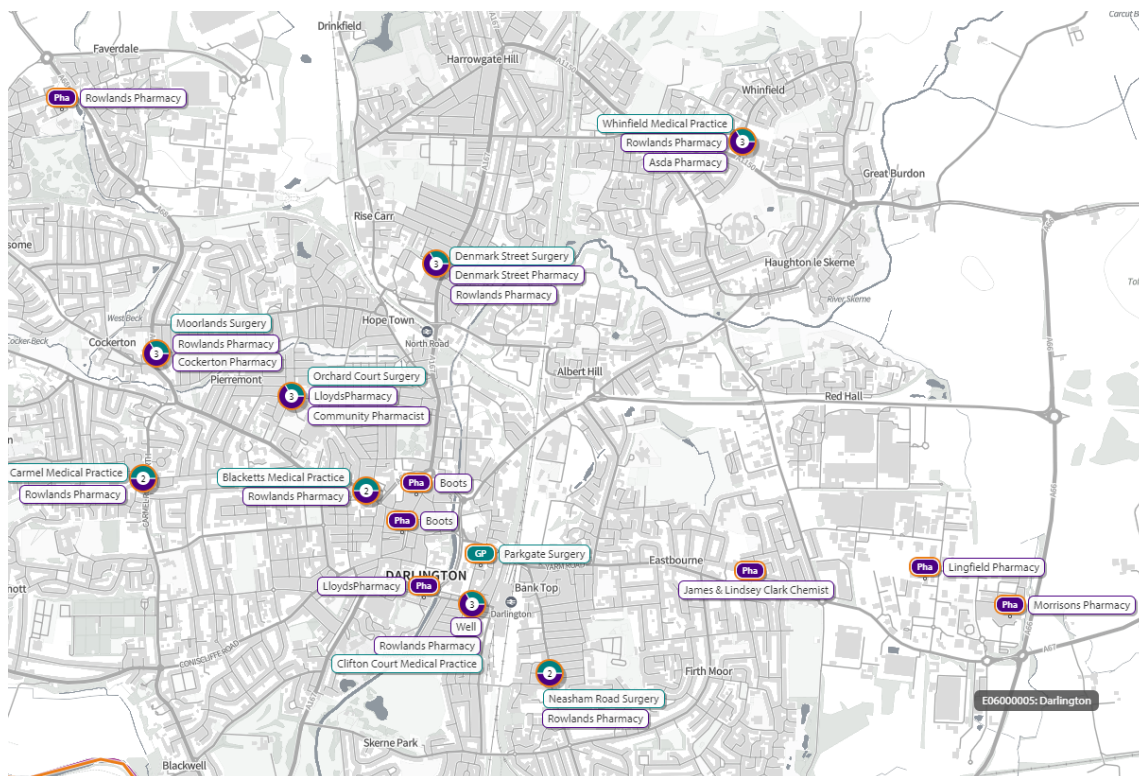
**Darlington Health and Wellbeing Board considers that extended hour pharmacies are essential to meet the needs of patients by extending access to pharmaceutical services outside core hours when other pharmacies are closed.**

## Appendix 1

### *Location of GP surgeries and community pharmacies*



Town centre map



List of addresses of GP surgeries and community pharmacies

List of pharmacies in Darlington

Trading Name	Address 1	Postcode	
Cockerton Pharmacy	5 West Auckland Road,	DL3 9EL	100 Hour Pharmacy
Asda Pharmacy	Whinbush Way	DL1 3RB	100 Hour Pharmacy
Well	87 Victoria Road	DL1 5JQ	100 Hour Pharmacy
Boots UK Limited	47-53 Northgate	DL1 1TT	
Boots UK Limited	23 High Row	DL3 7QW	
Rowlands Pharmacy	Denmark Street Surgery	DL3 0PD	
James & Lindsey Clark Chemists	297 Yarm Road	DL1 1BA	
Rowlands Pharmacy	Cardinal Gardens	DL3 8SD	
Rowlands Pharmacy	Whinbush Way	DL1 3RT	

Rowlands Pharmacy	67 Bondgate	DL3 7JR	
Rowlands Pharmacy	155 Neasham Road	DL1 4BN	
Rowlands Pharmacy	Victoria Road	DL1 5JN	
Rowlands Pharmacy	99 North Road	DL1 2PS	
Rowlands Pharmacy	19 West Auckland Road	DL3 9EL	
Rowlands Pharmacy	John Fowler Way, Tillage Green	DL2 2GL	
Lloyds Pharmacy	9 Damson Court, Orchard Rd	DL3 6JA	
Lloydspharmacy	150 Victoria Road	DL1 5JG	100 Hour Pharmacy
Middleton Pharmacy	1 Belle Vue Terrace, Middleton St George	DL2 1BN	
The Pharmacy	Rockcliffe Court, Hurworth	DL2 2BJ	
Morrisons Pharmacy	Morton Park Way	DL1 4PJ	
Lingfield Pharmacy	Lingfield Way	DL1 4QZ	

*List of GP practices in Darlington*

<b>Name</b>	<b>Address</b>	<b>Postcode</b>	<b>Core Opening Hours</b>
Blacketts Medical Practice	63-65 Bondgate	DL3 7JR	<b>Mon-Fri: 8.15-18.00</b>
Carmel Medical Practice	Nunnery Lane	DL3 8SQ	<b>Mon-Fri: 8.00-18.00 (closed Tuesdays 12.30-13.30)</b>
Clifton Court Medical Practice	Victoria Road	DL1 5JN	<b>Mon: 8.00-14.00 15.00-19.15 Tues: 7.30-18.00 Wed: 8.00-18.00 Thurs: 7.30-18.00 Fri: 8.00-18.00</b>
The Surgery Denmark Street	Denmark Street	DL3 0PD	<b>Mon-Fri: 7.30-18.00</b>
St George's Medical Practice	Yarm Road	DL2 1BY	<b>Mon: 8.30-20.00 Tues-Fri: 8.30-18.00</b>
Parkgate Medical Practice	Park Place	DL1 5LW	<b>Mon: 8.00-18.00 Tues: 8.00-13.00 14.00-20.00 Wed-Fri: 8.00-18.00</b>
Moorlands Surgery	139a Willow Road	DL3 9JP	<b>Mon: 8.00-20.00 Tues-Thurs: 8.00-18.00 Fri: 7.30-18.00</b>

Neasham Road Surgery	186 Neasham Road	DL1 4YL	<b>Mon:</b> 7.30-18.00 <b>Tues:</b> 7.30-12.45 13.45-18.00 <b>Wed-Fri:</b> 7.30-18.00
Orchard Court Surgery	Orchard Road	DL3 6HZ	<b>Mon:</b> 8.00-18.00 <b>Tues-Fri:</b> 7.30-18.00
The Surgery Rockcliffe Court	Hurworth Place	DL2 2DS	<b>Mon, Wed, Fri:</b> 8.30-18.00 <b>Tues, Thurs:</b> 7.30-18.00
Whinfield Surgery	Whinbush Way	DL1 3RT	<b>Mon, Tues, Fri:</b> 8.00-18.00 <b>Wed:</b> 7.00-12.30 14.00-18.00 <b>Thurs:</b> 7.00-18.00
Berwick Crescent Branch Surgery	30/31 West Green Heighington	DL5 6PE	<b>Branch surgery of a GP Practice in Newton Aycliffe.</b>

## Appendix 2

Palliative Care Drugs stocked by specialist pharmacies

<https://medicines.necsu.nhs.uk/download/tees-valley-ccg-on-demand-access-to-specialist-medicines-during-the-covid-19-pandemic-period/>

## Appendix 3



## Pharmacies providing Emergency Hormonal Oral Contraceptive Service

Trading Name	Address 1	Postcode
Cockerton Pharmacy	5 West Auckland Road,	DL3 9EL
Well	87 Victoria Road	DL1 5JQ
Boots UK Limited	47-53 Northgate	DL1 1TT
Denmark Street Pharmacy	Denmark Street Surgery	DL3 0PD
Rowlands Pharmacy	Cardinal Gardens	DL3 8SD
Rowlands Pharmacy	19 West Auckland Road	DL3 9EL
Lloyds Pharmacy	9 Damson Court, Orchard Rd	DL3 6JA
Lloyds pharmacy (In Sainsburys)	150 Victoria Road	DL1 5JG
Morrisons Pharmacy	Morton Park Way	DL1 4PJ

*Note: These pharmacies have made claims for supplying EOHC in the last 12 months, but all pharmacies can sign up to provide the service.*

## Appendix 4

Data source used in production of PNA

### Data Sources

Source	Information
Darlington Borough Council	<ul style="list-style-type: none"> <li>Deprivation mapping</li> <li>Housing projections</li> <li>JSNA</li> </ul>
Commissioners of services	<ul style="list-style-type: none"> <li>Recovery and wellbeing service</li> <li>Community contraception service</li> <li>NHS Tees Valley Clinical Commissioning Group</li> </ul>
Public Health England (PHE)	<ul style="list-style-type: none"> <li>Public Health Outcomes Framework</li> <li>PHE Health Profiles</li> <li>PHE Local Health mapping</li> </ul>
NHS	<ul style="list-style-type: none"> <li>NHS England-Pharmacy opening hours, Pharmacy Services</li> <li>NHS Business Authority-prescription data</li> </ul>
Other national data sources	<ul style="list-style-type: none"> <li>Office for National Statistics-population estimates and density</li> </ul>

	<ul style="list-style-type: none"><li>• Census 2011</li><li>• National Drug Treatment Monitoring System-drug prevalence</li><li>• Projecting Older People Population (POPPI)-population projections</li></ul>
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## Appendix 5

### **Report on the formal consultation of Darlington PNA**

Four responses to the formal consultation were received. One from NHS England, one from the LPC, one from a contractor and one from a member of the public.

All errors pointed out by the consultees were corrected in the final document. This included the closure of a 100 hour pharmacy in Denmark street, and the relocation of a 40 hour contract pharmacy from North Road to the Denmark street site. There was a subsequent closure of the North Road pharmacy.

All respondents felt that the purpose of the PNA had been explained and that an appropriate process had been followed to develop the PNA.

Overall, it was felt that the document fairly reflected the provision of services across Darlington. The LPC pointed to several new services which had been commissioned from community pharmacies, namely

- Community blood pressure monitoring
- Urinary tract infection treatment protocol
- Oral contraception pilot
- Local ICS Stop smoking services.
- Potential new naloxone service for opiate users.

These have now been included in the final document.

All suggestions from NHS England have been incorporated into the final document.

Overall the feedback was that there were sufficient pharmacy services in Darlington at this time and that the four remaining 100 hour pharmacies gave patients access and choice of pharmacies within the town centre and the main suburbs.

## Appendix 6

### Report of Healthwatch Pharmacy User Survey

Healthwatch conducted a pharmacy user survey for members of the public between April and July 2022. The questions asked in the survey are given at the end of this report. The survey had an excellent response rate with 310 responses received from members of the public via a survey on the council website

Most patients who participated in the survey visited a pharmacy at least once every three months.

Option	Total	Percent
At least once a week	34	10.97%
At least once a month	158	50.97%
At least once every three months	75	24.19%
At least once every six months	17	5.48%
Others	16	4.39%

We asked if COVID had changed the way they used pharmacies with the majority (80%) saying they used the pharmacy about the same amount. A further 6% said they now relied on home deliveries and 1.5% had moved to internet pharmacies. 6% of participants said that they used pharmacies more frequently.

When asked if they used the same pharmacy almost 80% of respondents said they always or usually used the same pharmacy.

Option	Total	Percent
Always	143	46.13%
Usually	122	39.35%
No	45	14.52%

When asked how they got to their usual pharmacy the majority walked or went by car.

Option	Total	Percent
On foot	132	42.58%
Public transport	14	4.52%
Car or taxi	181	58.39%
Other (please specify)	8	2.26%

When asked how easy it was to get to their usual pharmacy on foot

<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>Very Easy</b>	125	40.9%
<b>Easy</b>	90	29.4%
<b>Difficult</b>	48	15.7%
<b>Very Difficult</b>	38	12.4%
<b>Don't Know</b>	5	1.6%

38% of respondents said that it was easy to get to their usual pharmacy by public transport, 36% said it would be difficult or very difficult.

When asked to describe their usual pharmacy the majority described it as a High Street pharmacy. There may have been some confusion with regard to the definition of a High Street pharmacy, as the explanations in the "other" section included village pharmacy, and independent pharmacy. Likewise, some pharmacies are co-located with doctors surgeries but are separate businesses, and not dispensing doctor establishments.

<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>High street pharmacy</b>	158	51.0%
<b>Pharmacy in supermarket</b>	60	19.4%
<b>Pharmacy in doctors surgery</b>	84	27.1%
<b>Internet pharmacy</b>	5	1.7%
<b>Other (please specify)</b>	27	8.71%

One fifth of respondents (20%) considered themselves to have a disability. Of the 61 people who answered the question about wheelchair access, 30 said that there was adequate wheelchair access and 9 said that access was not adequate. 18 respondents also said that parking for those with disabilities was inadequate.

When asked about provisions made for those with sensory impairments, 8 respondents considered that their needs were catered for, and 4 considered that their needs were not addressed by pharmacies. Similar response rates were given for those suffering mental health issues and those with learning difficulties.

When asked about the availability of interpretation services, most respondents did not know if these were available. All pharmacies have access to interpretation services through an NHS England contract.

<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>Yes</b>	11	3.8%
<b>No</b>	31	10.7%
<b>Don't know</b>	248	85.2%
<b>Not Answered</b>	20	

When asked if there was a pharmacy nearer to them that they did not use, 40% of respondents did

not use their nearest pharmacy. There were 97 responses to this question detailing why the respondent did not use the nearest pharmacy. These included

Option	Total	Percent
<b>Rudeness of staff</b>	20	
<b>Shop too busy/lack staff</b>	17	
<b>Opening hours</b>	20	
<b>Reliability</b>	14	
<b>More convenient to use other pharmacy</b>	13	
<b>Lack of stock</b>	13	
<b>Parking</b>	3	

When asked which day of the week they usually visited a pharmacy, more respondents favoured Thursday and Friday, but footfall was similar on each day of the week except Sunday.

Option	Total	Percent
<b>Monday</b>	42	14.5
<b>Tuesday</b>	33	11.4%
<b>Wednesday</b>	49	16.9%
<b>Thursday</b>	54	18.6%
<b>Friday</b>	55	18.9%
<b>Saturday</b>	50	17.2%
<b>Sunday</b>	7	2.41%

Most respondents were happy with the opening hours of their usual pharmacy, although 11% were dissatisfied or very dissatisfied. Some did make the point that although were happy with the opening hours, that was because they were retired. They could see that opening hours might be an issue for people who worked during the day. Several people commented that it was an issue if the pharmacist was not available at lunchtime, although they did value the longer opening hours in supermarket pharmacies.

Although 42% of respondents had needed something when their usual pharmacy was closed, one third waited until the pharmacy was open and two thirds went to another pharmacy. Seven people went to a walk in centre, and two said they went to a hospital. Several used NHS 111 to get advice in what to do.

Also within the feedback there is a rising number of concerns raised by patients using pharmacies that do not process the prescription on site, with complaints of an increasing number of errors and very long times needed to get their prescriptions from the base pharmacy.

About 80% of respondents were under 65 and therefore of working age, with only 20% being “elderly”. The respondents were 80% female, and 94% identified as white.

## Appendix 7

Community Pharmacy questionnaire.