

# Consultation Report for Slough Pharmaceutical Needs Assessment (2018 to 2021)

## Introduction

This report outlines the formal consultation that took place, as part of the development of Slough's Pharmaceutical Needs Assessment (PNA) for 2018-2021. This process meets the statutory requirements set out in [NHS \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#), which state that Health and Wellbeing Boards must formally consult specific organisations and local stakeholders about any draft PNAs for a minimum of 60 days.

This report:

- details how the consultation of Slough's draft PNA was undertaken
- summarises the responses received
- Identifies actions taken to amend the final PNA, as a result of the consultation responses.

## Consultation Process

Slough's draft PNA report and supporting appendices were made publically available on Slough Borough Council's website from 1<sup>st</sup> November 2017 to 31<sup>st</sup> December 2017. Details about how to request paper copies of the report were also included on the website page. People were encouraged to take part in the consultation by responding to a short online survey, which was hosted by Bracknell Forest Council's Objective software. In addition, respondents could also contact Public Health Services for Berkshire (Berkshire Shared Public Health Team) directly by email or phone to make any comments.

The online survey included 11 questions with the opportunity to provide further comments and suggestions. The full survey can be seen in Appendix F.

In line with the [NHS \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#), the following local organisations and key stakeholders were also specifically invited to respond to the consultation for Slough Borough:

- Neighbouring local authorities – Buckinghamshire County Council, London Borough of Hillingdon, Oxfordshire County Council, Royal Borough of Windsor and Maidenhead Council
- Three Berkshire East Clinical Commissioning Groups (CCG) – Windsor, Ascot and Maidenhead CCG; Slough CCG and Bracknell and Ascot CCG
- The Local Pharmaceutical Committee (LPC) – Pharmacy Thames Valley
- The Local Medical Committee (LMC) – Berkshire, Buckinghamshire & Oxfordshire LMC
- Local pharmacy contractors and dispensing doctors
- Healthwatch Slough
- Local NHS Trusts – Royal Berkshire NHS Foundation Trust, Berkshire Healthcare NHS Foundation Trust, Frimley Health NHS Foundation Trust

## Appendix E: PNA Consultation Process and Feedback Report

Responses to the consultation were collated and analysed by Public Health Services for Berkshire, on behalf of the Health and Wellbeing Board. All responses were considered, reviewed and the PNA was amended as appropriate. A summary of the consultation responses, specific comments and actions taken are included below.

### Results

A total of 6 responses were received as part of the formal consultation for Slough's PNA. 5 of these were via the online survey and an additional one was by email. There was one response from a member of the public and one from a member of Healthwatch. Organisation responses were also received from NHS England, the Local Pharmaceutical Committee and Berkshire East Clinical Commissioning Group. It is important to note that the consultation for Slough's PNA was undertaken at the same time as the other 5 PNAs across Berkshire, so some of the responses received from organisations referred to the provision of pharmaceutical services across more than one HBW area.

### Online response summary

This section provides a summary of the responses received through the online survey. Participants in the survey were not required to complete every question, so these do not always equal the total number of respondents. The survey also provided the opportunity to write specific comments. These have been considered later on in the report, as the comments often referred to several questions or provided general feedback about the PNA report or pharmaceutical service provision within Slough (see Table of Specific Comments on page 4).

Question	Responses		
	Yes	No	Not sure
Did you take part in the August 2017 survey?	1	4	0

1 of the respondents to the formal consultation had taken part in the earlier public survey, which was used to gain patient feedback to inform the development of the PNA.

Question	Responses			
	Yes	No	Not sure	
1	Is the purpose of the PNA explained sufficiently within the draft PNA document (Section A)?	5	0	0
2	Does the document clearly set out the scope of the PNA (Section B)?	5	0	0
3	Does the document clearly set out the local context and the implications for the PNA (Section C)?	5	0	0
4	Does the information provide a reasonable description of the services which are provided by pharmacies and dispensaries in the local authority (Section D)?	4	0	0
5	Are you aware of any pharmaceutical services currently provided which have not been included within the PNA?	1	3	1

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All respondents stated that they thought the purpose of the PNA was explained sufficiently in the draft report and that the scope, local context and implications for the PNA were clearly set out.

Question		Responses		
		Yes	No	Not sure
6	Do you think the pharmaceutical needs of the population have been accurately reflected throughout the PNA?	4	0	1
7	Please indicate below if you agree with the conclusions for the services described (Section G):			
	Current necessary provision of pharmaceutical services	4	1	0
	Current gaps in pharmaceutical services	3	1	1
	Future gaps in pharmaceutical services	1	2	2
	Current additional provision of pharmaceutical services	3	1	1
	Opportunities for improvements and/ or better access to pharmaceutical services	2	1	2
	Impact of other services which affect the need for pharmaceutical service	2	1	2
8	Is there any additional information which you think should be included in the PNA?	2	2	0

The majority of respondents (4 out of 5) thought that the pharmaceutical needs of the population had been accurately reflected throughout the PNA. Between 2 and 4 respondents stated that they agreed with the conclusions for the different services described in Section G of the PNA Report. The remaining respondents did not agree with all the conclusions and comments were provided for these reasons, such as the potential impact of changes to other NHS services on local pharmacy provision, pressure of future housing developments and queries around specific pharmacy services. These have all been addressed in the overall comments at the end of this report.

The LPC stated that they thought additional information should be included in the PNA around the types of services that the Health & Wellbeing Board would like to see commissioned from local pharmacies. These comments have also been addressed in the overall comments at the end of the report and incorporated into the final PNA.

Question		Responses		
		Yes	No	Not sure
9	Has the PNA provided adequate information to inform:			
	Market Entry Decisions (NHS England only)	0	1	(1)
	How you may commission services from pharmacies in the future (All commissioners)	1	(1)	(1)
10	Does the PNA give enough information to help your own future service provision and plans? (Pharmacies and dispensing appliance contractors only)	0	1	0

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Questions 9 and 10 in the online survey focussed on whether the PNA had provided adequate information to inform the commissioning of services from pharmacies, as well as if it gives pharmacies enough information to help them plan their future service provision. These questions were only relevant to certain organisations; however numbers in brackets in the table above show where questions were answered by other respondents.

NHS England stated that the draft PNAs across the 6 Berkshire HWB areas did not all provide adequate information to inform market entry decisions or how pharmacies may be commissioned in the future, however no specific concerns were received for Slough Borough in response to Question 9.

Some amendments were suggested and those relevant to Slough's PNA have been addressed in the overall comments at the end of the report and incorporated into the final PNA, where appropriate.

### Specific comments received

A total of 11 free text comments were completed from the 5 online respondents for Slough Borough's PNA. These have been summarised and grouped below, with the response and actions taken. For clarity, some comments have been separated where there were multiple topics addressed within each comment.

Summary of Comments	Relevant survey questions	Response and actions taken
A comment from the CCGs highlighted a locally commissioned pharmaceutical service not included in the PNA.	Q5	We were grateful to be informed of this additional service not included in the draft PNA.  The palliative care emergency drugs service was added to information concerning locally commissioned services.
The document is too long and not easily accessible to the public	Q6, Q10	A summary of key findings is available at the start of the document.
Healthwatch highlighted the support pharmacists used to provide to care homes in medication management and how this service could be funded in the future.	Q7	This service is not in scope for the PNA and has therefore not been included in the report. However, this service could be funded by other commissioners locally if it was agreed as a local priority.
The LPC commented that the needs of future housing developments are at present likely to be accommodated by current provision in this area.	Q7	We were grateful to receive a comment in support of the PNA's conclusions.

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Summary of Comments	Relevant survey questions	Response and actions taken
The CCGs highlighted a number of developing NHS consultations and their potential impact on pharmaceutical services.	Q7	We were grateful to receive information about potential developments that may affect pharmaceutical services. However, these changes are continuing to develop in the lifetime of this PNA and their impact cannot be assessed at this time.
Suggested revision to describe the Flu service commissioning more clearly.	Q8	Final PNA was revised to clarify that the Flu service is commissioned annually.
A comment highlighting the extension of the pilot NUMSAS service.	Q8	Grateful to receive feedback about currently provided services.  The final PNA was amended to include this extension.
A respondent noted that data for a neighbouring authority had been included in the Slough PNA.	Q8	This error was recognised soon after the draft PNA went out for public consultation and was amended in early November. This was therefore correct for the majority of the consultation period and will be reflected in the final PNA. Apologies for any confusion this caused.
The CCGs suggested a number of areas for improvement and more integrated working with pharmacies, primary care and Public Health. These included services for patients with Long Term Conditions, blood pressure/ physical health testing and a more co-ordinated approach to Flu vaccination.	Q8, Q10	These suggestions were all gratefully received and have been included into the PNA as possible areas for local development.
The LPC commented that they would benefit from an indication of what services the Health & Wellbeing Board would like to commission from pharmacies to guide future developments.	Q8, Q10	Suggestions identified by the CCGs (above) have been incorporated into the PNA for possible local development.

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### Responses received by other methods

An additional response was received by email from a healthcare professional who did not disclose their role in the local pharmaceutical services.

Summary of Comments	Response and actions taken
Query concerning the conclusion suggesting potential improvement to access on Sundays for residents of Chalvey Ward	We were grateful to receive scrutiny of the PNA. The final PNA was reviewed and the conclusion clarified to state that access could be improved on Sunday in the Chalvey ward.

Following the Equality Impact Assessment Screening, the PNA Steering Group also decided to add some additional information into Section C of the final PNA, which highlighted the different health outcomes observed by certain groups of people. While this had been included in the draft report, it was felt that the different prevalence and mortality rates for people of different protected characteristics needed to be more explicit in the final report. The full Equality Impact Assessment Screening report is attached at Appendix D.

### Conclusion

The consultation process was effective in receiving scrutiny for the PNA from the healthcare workforce. We were disappointed to not receive feedback from members of the public, but are confident that the stakeholders who replied represented concerns of local residents. All comments were gratefully received and were used to improve the accuracy and quality of the PNA.