



Lewisham Pharmaceutical Needs Assessment 2018

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- This document provides an assessment of the need for pharmaceutical services within Lewisham; as well as outlining the current provision of such services and considering what may be required in the future
- Currently Lewisham has 55 pharmacies and 1 Dispensing Appliance Contractor (DAC)
- Lewisham is a fast growing diverse borough in the south east of London
- It has particular health needs including high levels of obesity and disparity in life expectancy

- Lewisham's HWB considers pharmacies have a crucial role to play in Lewisham Neighbourhood Care Networks and the development of Integrated Health and Social Care
- The board also supports Public Health England ([Pharmacy: A Way Forward for Public Health](#)) and NHS England ([Five Year Forward Plan](#)) which both recognise the key role pharmacy has in supporting healthy living, support to self care as part of integrating local care models
- Remain committed to the Healthy Living Pharmacy initiative

Services	Current Service Level	Gaps Identified	Potential Improvements 2018-2021
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Essential Services

Minimum requirement of all Community Pharmacies

<ul style="list-style-type: none"> • Dispensing • Repeat dispensing • Disposal of unwanted medicines • Promotion of healthy lifestyles • Signposting • Support for self-care 	<ul style="list-style-type: none"> • Lewisham has 55 community pharmacies, two less than in 2015 • There is one Dispensing Appliance Contractor • 6 pharmacists based in GP Surgeries • No distance selling pharmacies • 54 pharmacies (98%) have the standard 40 hours contract • There is variation in provision of pharmacies between electoral wards • The vast majority (98%) are open on a Saturday for at least part of the day • 10 pharmacies are open on a Sunday for at least part of the day 	<ul style="list-style-type: none"> • The pharmacy to population ratio varies across the borough. • Although there are 10 pharmacies open past 7pm on Weekdays, there is a cluster in the New Cross area, meaning the far south west of the borough, namely Crofton Park Forest Hill, Perry Vale and Sydenham wards do not have a late night pharmacy • Sunday opening is also more concentrated at the north of the borough 	<ul style="list-style-type: none"> • Work towards equity of distribution of pharmacy services which are open on Sunday and weekday evenings • The majority of the population growth is anticipated in the north of the borough. Liaise with relevant pharmacies to understand if greater demand on services can be met
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Services	Current Service Level	Gaps Identified	Potential Improvements 2018-2021
Advanced Services			
Services that pharmacists can choose to provide in addition to essential services			
Medicine Use Review	The vast majority (89%) of pharmacies provide this service. 16,808 were carried out by pharmacies in 2016-17, however there was great variation in the number carried out by individual pharmacies	This service is unevenly used across the borough	Encourage those pharmacies who offer the service but have low uptake/use to expand.
New Medicine Service	The vast majority (89%) of pharmacies provide this service, conducting 4,834 in 2016-17	12 of the pharmacies who stated they provide this service did not undertake any in 2016-17.	Encourage higher uptake from pharmacists that provide this service.
Appliance Reviews	Available in 8 pharmacies, each Neighbourhood has at least one provider, however there is a bias to the north of the borough. Neighbourhoods 3 and 4 only have one pharmacy offering the service.	The south of the borough has less access to this service than the north.	5 more pharmacies are interested in providing this service, this allow further provision of the service.

Executive Summary - Advanced Services

Services	Current Service Level	Gaps Identified	Potential Improvements 2018-2021
Advanced Services Services that pharmacists can choose to provide in addition to essential services			
Seasonal Flu Vaccine	The majority (83%) of pharmacies provide this service. In 2016-17 pharmacists administered 5,189 vaccines. However overall seasonal influenza vaccine uptake falls below the national target of 75%.	This service provides adequate coverage	Better promotion of this service being so widely available in Lewisham pharmacies may boost Lewisham's overall flu vaccine uptake.
Stoma Appliance Customisation	Ten pharmacies provide this service	Only one provider is located in neighbourhood 2	A further five pharmacies have expressed interest in providing this service, which would allow expanded provision. However this is a specialised service.
NHS Urgent Medicine Supply Advanced Service	27 pharmacies, located across the borough provide this service	This service provides adequate coverage	An additional 12 pharmacies have expressed interest in providing this service, which would allow further provision.

Executive Summary - Advanced Services

Services	Current Service Level	Gaps Identified	Potential Improvements 2018-2021
Advanced Services - Locally commissioned by Lewisham Council			
NHS Health Checks	16 pharmacies providing. The overall uptake of NHS Health Checks was 38.6% in 2016-17, (7,766 completed). 21% of Health Checks were undertaken at a pharmacy (1,610). The service is also undertaken by GPs (72%) and Community Outreach (7%)	Only two of the pharmacies are located in neighbourhood 4.	Consider how pharmacies could help improve the overall uptake of Health Checks in Lewisham and relieve pressure on GP Practices
Emergency Hormonal Contraception	Offered in 18 pharmacies. Heavy bias towards the pharmacy in New Cross which is co-located with a sexual health clinic	None	Through the contractor consultation a large number of pharmacies expressed an interest in providing this service
Supervised Consumption of Methadone	28 pharmacies offer this service across the borough. Highest concentration of usage in Rushey Green, New Cross & Lewisham Central	Use of the service varies across providers	Commissioners to review if the use of the service matches where there is known need
Needle Exchange	8 pharmacies provide this service. There is some but not extensive variation of use between pharmacies	Only one of the eight pharmacies is in Neighbourhood 2. This pharmacy had the highest use of all eight pharmacies.	Undertake research to understand if expansion into a 2nd pharmacy in Neighbourhood 2 would be viable.
Vitamin D Distribution	48 pharmacies provide this service across the borough. Use of the service varies.	The highest distributing pharmacy (located in neighbourhood 1), distributes more than double the quantity than the second highest. Some pharmacies are only distributing very low amounts.	Shared learning from high using pharmacies about how they are promoting the service to encourage wider uptake of Vitamin D borough wide

Executive Summary - Advanced Services (Commissioned by Lewisham Council)

Services	Current Service Level	Gaps Identified	Potential Improvements 2018-2021
<i>Advanced Services - Locally Commissioned by Lewisham Clinical Commissioning Group</i>			
Pharmacy First (Minor Ailments)	Provided by 50 pharmacies	No gaps identified	-
Monitored Dosage System	Provided by all 55 pharmacies	No gaps identified	-

Executive Summary - Advanced Services (Commissioned by Lewisham Clinical Commissioning Group)

- The PNA is an assessment of current and future pharmaceutical need
- It is developed through consultation with the population and with those who provide services
- Each Health & Wellbeing Board (HWB) in England is responsible for producing a PNA every three years
- It supports decisions on applications to open a new pharmacy or to adjust the opening hours of an existing pharmacy
- It also informs local plans for the commissioning of specific and specialised pharmaceutical services
- For more information please see Appendix A

The below process was followed to produce this PNA:

- Information and data gathering
- Mapping of pharmaceutical services
- Consultation with the public and service providers
- Multi-agency steering group of relevant stakeholders and partners
- Statutory 60 day consultation on the draft report

How the assessment was carried out



Lewisham - Place, Health and Strategy

Lewisham is a fast growing, diverse inner London borough

- Resident Population of 306,000
- GP Patient Register of 324,000
- 13th largest London borough
- Population estimated to continue to increase by 4,000-5,000 residents per year
- Younger than average population
- 14th most ethnically diverse area of England
- Over 160 languages spoken
- 48th most deprived local authority in England
- 15,700 children live in low income families

Lewisham - the Place

(for further information please see Appendix B)



Key health issues in Lewisham include:

- High smoking rate
- High levels of obesity
- Higher rates of serious mental illness
- Low cancer screening uptake
- Lower than average uptake of certain vaccines
- Disparity in life expectancy between the most and least deprived areas of the borough

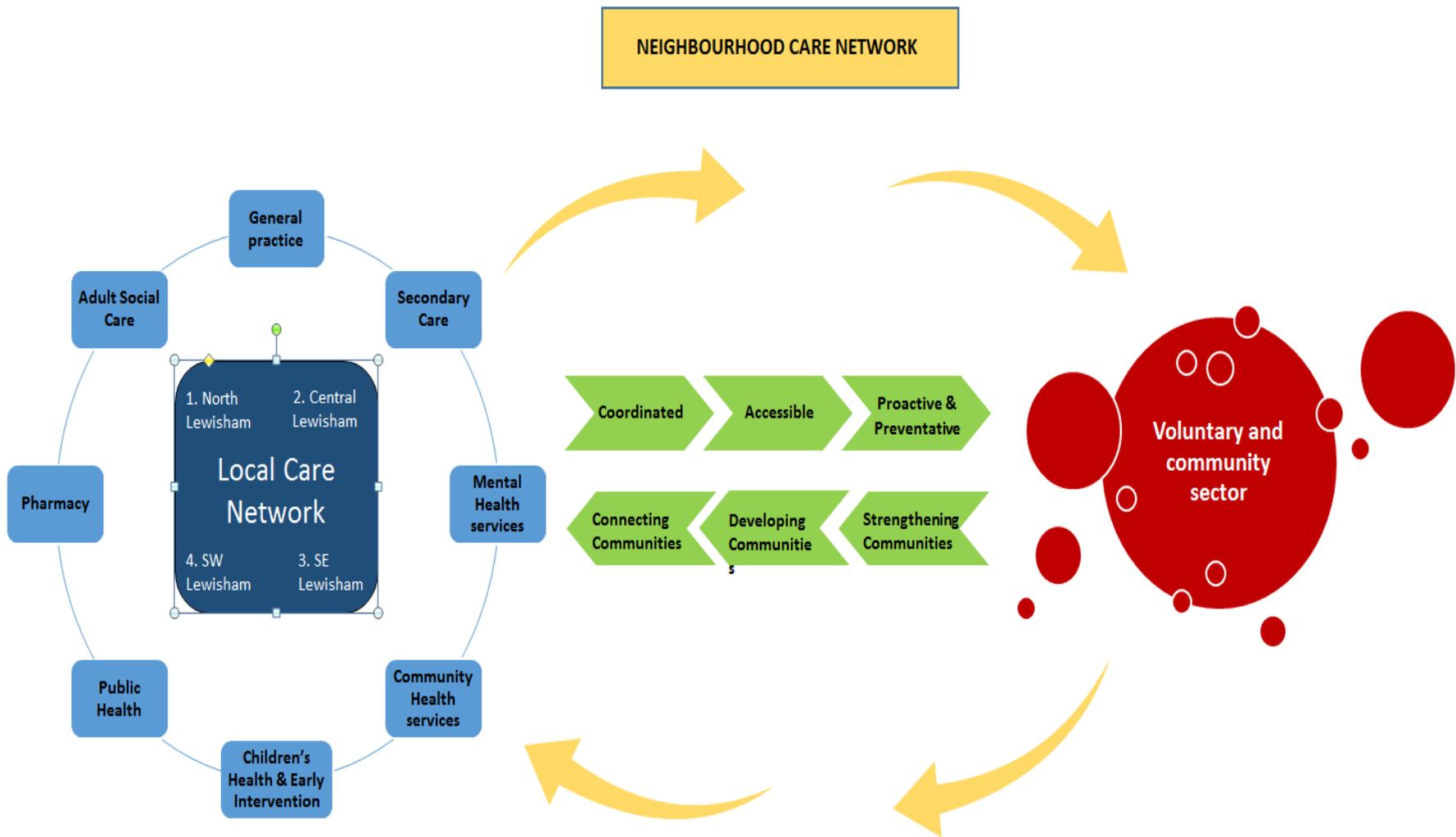
Lewisham - Health (for more detailed information please refer to Appendix C)

- The [Lewisham Health and Wellbeing Strategy](#) was produced in 2013, jointly between the council and the Clinical Commissioning Group
- The strategy outlines the key health and wellbeing challenges Lewisham faces, as well as the assets, skills and services that are available locally to support people to stay healthy and be happier
- Nine priorities were identified
- The strategy was then refreshed in [2015](#)

Striving to Improve Health and Wellbeing
in Lewisham



- Lewisham Health and Care Partners (LHCP) are Lewisham Council, Lewisham Clinical Commissioning Group, Lewisham and Greenwich NHS Trust, South London and Maudsley NHS Foundation Trust and One Health Lewisham (GP Federation)
- LHCP are working to deliver a sustainable health and care system that will better support people:
 - to maintain and improve their physical and mental wellbeing
 - to live independent and fulfilled lives
 - to access high quality care when needed
- Lewisham's Neighbourhood Care Networks bring together local care networks (delivered by LHCP) and the networks of voluntary and community sector organisations within the same model
- Pharmacies have a crucial role to play in this



Neighbourhood Care Networks -

The development of Neighbourhood Care Networks is a key strand of the work taking place to build a viable and sustainable health and care system for Lewisham



Pharmacies in Lewisham

- The borough is home to 55 Pharmacies plus 1 Dispensing Appliance Contractor (DAC)
- This equates to 18.3 pharmacies per 100,000 population, which is similar to neighbouring boroughs and slightly above the national average of 18 per 100,000 population
- 3 pharmacies are open for 100 hours a week
- 6 Pharmacists working within GP Practices, providing clinical advice and support, with more planned. This role will be reviewed and developed for future needs
- 5 pharmacies are co located with GP Practices
- Three core levels of services are offered: Essential and commissioned Advanced and Enhanced
- There is a further tier of 'Other Services' which are specifically commissioned

At a Glance: Pharmacies in Lewisham



As a minimum all community pharmacies are required to provide Essential Services:

- dispensing
- repeat dispensing
- disposal of unwanted medicines
- promotion of healthy lifestyles
- signposting
- support for self-care

Advanced Services are services that pharmacists can choose to provide in addition to Essential Services and include:

- medicines-use reviews and prescription intervention service
- new medicine service
- appliance-use review service
- stoma appliance customization service
- seasonal flu vaccination service
- NHS Urgent Medicine Supply Advanced Service

Advanced Services can also be those services commissioned, developed and negotiated locally based on the needs of the local population.

Advanced services commissioned by Lewisham Clinical Commissioning Group (CCG) are:

- Monitored Dosage System
- Minor Ailments (Pharmacy First)

Lewisham Council commissions pharmacies to provide the additional advanced services:

- Free Vitamin D to Pregnant and Breastfeeding Women, and children under four
- Needle Exchange
- Substance Misuse Service
- Sexual Health Service
- NHS Health Checks

Lewisham Council Commissioned
Advanced Services

- The Lewisham Integrated Medicines Optimisation Service (LIMOS) is provided by Lewisham and Greenwich NHS Trust. It operates outside of community pharmacy but is closely linked
- The service adopts a joined up approach which enables medication support needs for housebound patients to be assessed and onward referrals to community pharmacy as they are key to ongoing provision of medicines support needs once patients have been reviewed
- The service integrates across primary and secondary care and also health and social care
- Support is provided for those unable to access community pharmacy in the usual way to undertake either Medicine Use Reviews or New Medicine Service
- Transfer of care: In 2018 a support pathway will start, allowing electronic referral of patients who require ongoing medicines support to community pharmacy following discharge from hospital
- There is also an Anticoagulation Service - this is a privately run service by six pharmacies

Other Commissioned Services

Pharmacies in Lewisham

Neighbourhood 1

1. Cheltenham Chemist
2. Krisons Chemist
3. Lloyds Pharmacy (Sainsburys)
4. Lloyds Pharmacy (Queen's Rd)
5. Lockyers Pharmacy
6. New Cross
7. Nightingale
8. Osbon
9. Pepys
10. Queens Rd
11. Station

Neighbourhood 2

12. ABC
13. Amin
14. Baum
15. Beechcroft
16. Boots (Lewisham High St)
17. Ladywell
18. Lee
19. Lewis Grove
20. Lewisham (Leegate)
21. Lloyds (Sainsburys)
22. Lords Pharmacy
23. Rains Chemist
24. Sheel Pharmacy Ladywell
25. Sheel Pharmacy Lewisham
26. Widdicombe
27. Woodlands

Neighbourhood 3

28. Boots (Rushey Green)
29. Brook Pharmacy
30. Brownes
31. BAA Trading Ltd
32. Day Lewis (Downham Way)
33. Day Lewis (Bromley Road)
34. Duncans
35. Gokul
36. Grove Park
37. Harris
38. Lloyds (Torridon Rd)
39. Rushey Green
40. Superdrug
41. Vantage

Neighbourhood 4

42. Bentley
43. Boots (Dartmouth Rd)
44. Boots (Sydenham Rd)
45. Crofton Park
46. Lloyds (Randlesdown Rd)
47. Lloyds (Southend Lane)
48. Perfucare
49. Perry Vale
50. Rickman Chemists
51. Superdrug
52. Touchwood
53. Touchwood
54. Touchwood
55. Touchwood

- 56. Integrated Pharmacy Services (DAC)



Map of Pharmacies - the 55 pharmacies are distributed across the four neighbourhoods

Lewisham is comprised of 18 Electoral Wards, which have been grouped for the provision of health services into four neighbourhoods

Neighbourhood	Ward	Pharmacies/ ward	Ratio per 10,000 population	Pharmacies/ neighbourhood
1	Brockley	1	0.5	11
	Evelyn	3	1.6	
	New Cross	4	2.3	
	Telegraph Hill	3	1.7	
2	Blackheath	1	0.7	16
	Ladywell	3	2.0	
	Lee Green	6	3.7	
	Lewisham Central	6	2.9	
3	Catford South	2	1.2	14
	Downham	5	3.1	
	Grove Park	3	1.9	
	Rushey Green	2	1.5	
	Whitefoot	2	1.3	
4	Bellingham	3	1.9	13
	Crofton Park	3	1.9	
	Forest Hill	2	1.2	
	Perry Vale	1	0.7	
	Sydenham	4	2.3	

Distribution of Pharmacies - There is a slight bias of pharmacies to the East of the borough

GP Practices in Lewisham

● Neighbourhood 1

1. Amersham Vale
2. Clifton Rise
3. Deptford M.C.
4. Deptford Surgery
5. Grove M.C.
6. Kingfisher M.C.
7. Lewisham GP Led
8. Mornington Surgery
9. New Cross H.C.
10. QRP Surgery
11. Vesta Road
12. Waldron H.C.

● Neighbourhood 2

13. Belmont Hill
14. Burnt Ash
15. Hillyfields M.C.
16. Honor Oak
17. Lewisham M.C.
18. Lee Road Surgery
19. Morden Hill
20. Nightingale
21. Rushey Green
22. St John's M.C.
23. The Brockley
24. Triangle Group
25. Woodlands H.C.

● Neighbourhood 3

26. Baring Road M.C.
27. Downham Clinic
28. ICO Health Group
29. Oakview
30. Parkview
31. South Lewisham
32. Torridon Road

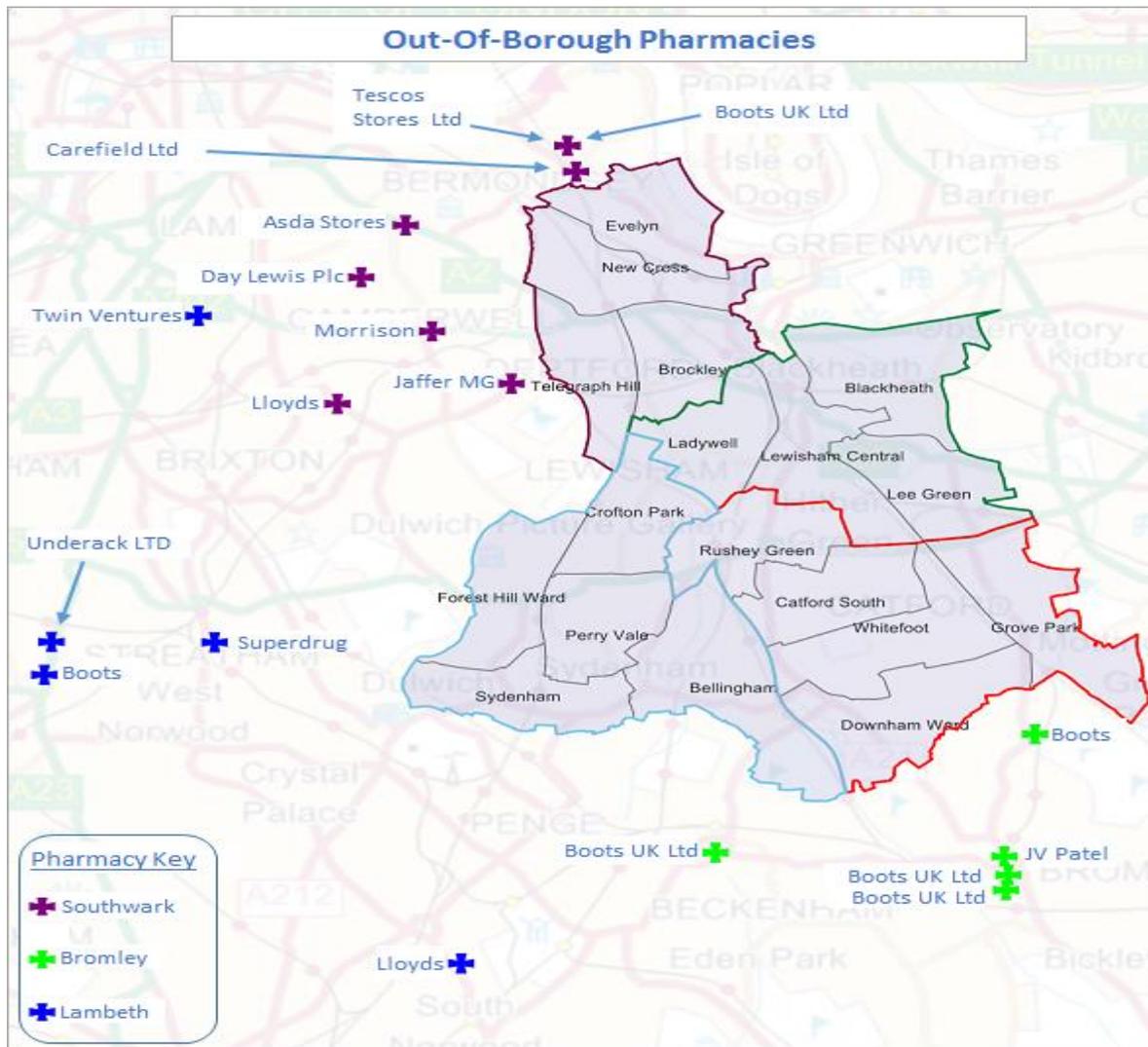
● Neighbourhood 4

33. Bellingham Green
34. Sydenham Green
35. Sydenham Surgery
36. The Jenner
37. Vale M.C.
38. Wells Park
39. Woolstone M.C.



GP Practices in Lewisham - Forest Hill Ward is the only ward which does not have a GP Practice

- In 2016-2017 a total of 3,593,880 prescriptions originated from Lewisham primary care
- Of these 3,593,880 prescriptions 3,065,672 (85%) were dispensed by pharmacies within the borough
- Around 70,920 (2%) of the prescriptions were for items, mainly injections which were supplied and administered by a practitioner
- The remaining 457,288 (13%) items were dispensed from pharmacies outside the borough
- In total these items were dispensed in 3,149 pharmacies
- Almost half of the prescriptions dispensed outside of the borough occurred within 26 pharmacies/ DAC's in neighbouring boroughs

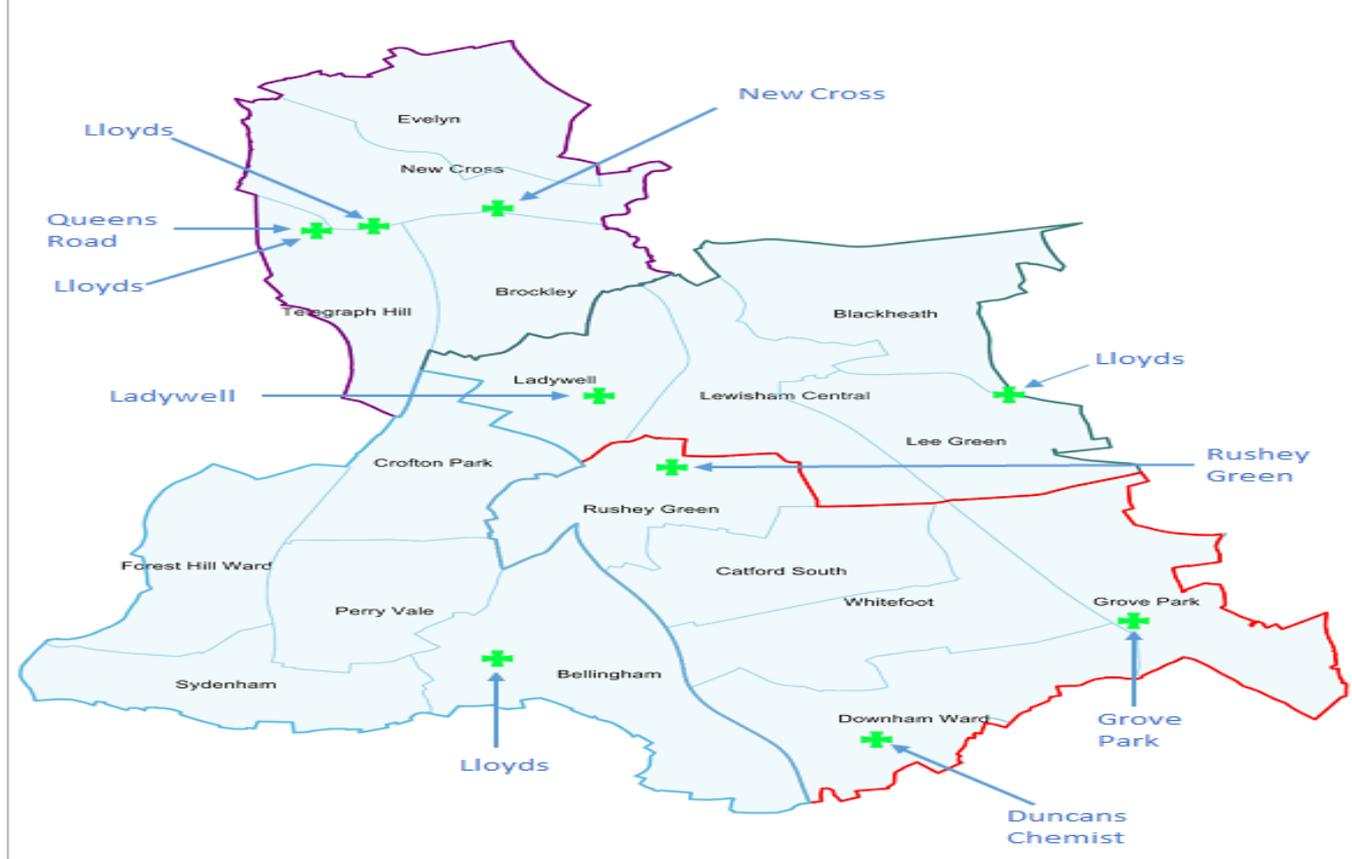


The core external dispensing activity occurred in these 18 pharmacies located across neighbouring boroughs

Neighbouring Borough Dispensing

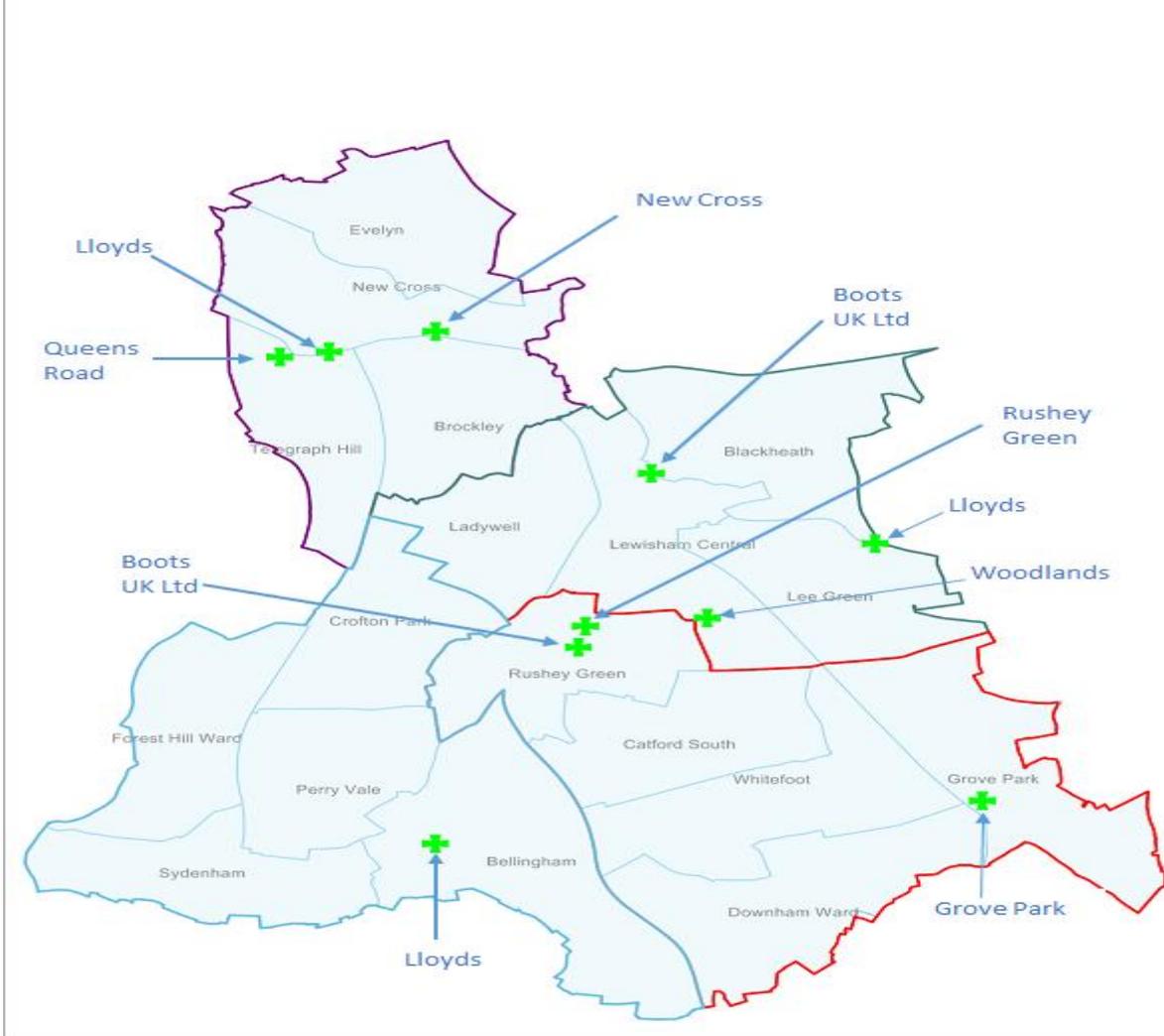
- As [Slide 25](#) shows, the 55 pharmacies are distributed across the borough
- The public consultation indicated that access to pharmacies was good
- The '100 hour pharmacies' are located in Catford South, Lee Green and Telegraph Hill wards. There is not a pharmacy with this contract type in Neighbourhood 4
- 10 pharmacies are open past 7pm on week days. The majority of the ten are in the north of the borough
- 10 Pharmacies are currently open on Sundays. Again, the majority of the ten are in the north of the borough
- All pharmacies either currently have or are planning wheelchair access
- Almost three quarters (73%) of respondents to the providers survey stated that disabled parking is available near to their premises. This was deemed to be within 10 metres of the pharmacy
- Language - There was some overlap between languages spoken by customers and those spoken by staff. However this is an area that could be improved. Ten pharmacies stated they needed access to an interpreter

Pharmacies in Lewisham that are open past 7pm during the week



Pharmacies Open after 7pm on Weekdays

Pharmacies in Lewisham that are open on Sunday



The south east and far south west of the borough have less choice of a Lewisham pharmacy which is open on a Sunday

Bank holiday opening hours sit with NHS England who assess for each Bank Holiday and arrange cover where required

Pharmacies Open on Sunday

- The Providers survey found that the vast majority of pharmacies had private and fully accessible consultation areas. This is crucial for pharmacies to play a developing role in provision of health services
- Ten pharmacies have access to a hearing loop, and a further 16 plan to install this within the next 12 months
- The vast majority of pharmacies have access to NHS IT facilities such as the NHS Summary Care Record, which is an electronic patient record which provides a summary of patient data and NHS Mail, which allows the secure sharing of sensitive information

- The vast majority of pharmacies are providing the Advanced Services of Medicines Reviews Service and the New Medicines Service
- The public survey showed that almost a quarter of respondents used their pharmacist for vaccinations. The flu vaccine was also offered in over 80% of pharmacies, indicating good provision of this service
- Further services which respondents to the public consultation mentioned they used were 'Managing a health condition' and 'NHS Health Checks'
- Encouragingly where services were not currently offered, there was an appetite to provide these in the future. This is crucial for pharmacies to play a developing role in the provision of health services, however is reliant on funding being available

Providers Survey

Q. Which Advanced Services does your pharmacy offer?

Name of Advanced Service	Number of Pharmacies Providing	Number of Pharmacies Willing or Planning to Provide
Medicines Use Reviews*	51	0
New Medicine Service	51	0
Appliance Review Service	8	5
Stoma Appliance Customisation Service	10	5
Flu Vaccine	47	2
NHS Urgent Medicine Supply Advanced Service	27	12

The majority of pharmacies are offering most Advanced Services, Appliance Service Reviews is a potential area for expansion

Advanced Services Provision

(Data relates to survey respondents)

* Off site consultation for MURs can only be approved with NHS England permission



Providers Survey: Q. Which Advanced Services does your Pharmacy provide or would be willing to provide?

Name of Enhanced Service	Number of Pharmacies Providing	Number of Pharmacies Willing to Provide
Anti-viral distribution service	-	48
Emergency Contraception	26	26
Needle Exchange	10	27
Supervised Administration Service	35	11
NHS Health Checks	16	33
Free Vitamin D Scheme	42	8
Condom demonstration and supply (Voluntary Service - not commissioned)	6	43
Chlamydia and Gonorrhoea Screening	2	44
Progesterone Only Pill	11	38

Advanced Service Provision - Local Authority Commissioned



(Data relates to survey respondents)

Providers Survey: Q. Which Advanced Services does your Pharmacy provide or would be willing to provide?

Name of Enhanced Service	Number of Pharmacies Providing	Number of Pharmacies Willing to Provide
Pharmacy First (Minor Ailment Scheme)	39	12
Monitored Dosage System	55	-
Lewisham Integrated Medicines Optimisation Service (LIMOS)	10	32
Community anticoagulation service*	6	34

37 Pharmacies are also providing the Enhanced Flu Vaccine Service commissioned by NHS England

*privately run

Advanced Service Provision -
NHS Commissioned



(Data relates to survey respondents)

The HWB has concluded that essential services are necessary to meet the pharmaceutical needs of our population for the following reasons:

- Dispensing is a fundamental service which ensures that patients can access prescribed medicines in a safe, reliable and timely manner
- Through supporting health promotion campaigns; and a proactive approach to delivering health promotion and sign posting advice, community pharmacy plays a valuable role in addressing the health needs and tackling the health inequalities of Lewisham's population

The HWB has concluded that the current level of provision is sufficient for supplying a necessary pharmaceutical service in the borough.

Improvements to access could be made by increasing evening (post 7pm) and Sunday opening hours in the wards in the south of the borough which do not currently have a pharmacy open in either their own or a neighbouring ward (including wards of neighbouring boroughs).

The following advanced services are classed as 'Other Relevant Services':

- Medicine Use Review service (MURs)
- New Medicine Service (NMS)
- National NHS England Flu Service
- NHS Urgent Medicines Supply Advanced Service

The majority of Lewisham pharmacies are providing MURs, NMSs and The Flu Service, with almost half providing NHS Urgent Medicines Supply Advanced Service. The provision of these services is therefore adequate, however uptake needs to be encouraged in certain areas

For all additional services provided comments have been made in the executive summary

[Pharmacy: A Way Forward for Public Health](#) was published by Public Health England in September 2017. It acknowledges the pivotal role community pharmacists have as a community and health asset and identifies opportunities for action under the following areas:

- NHS Health Checks
- Blood Pressure & Atrial Fibrillation
- Sexual & Reproductive Health & HIV
- Diet & Obesity
- Smoking
- Physical Activity
- Dementia
- Falls
- Alcohol
- Substance Misuse
- Mental Health
- Health & Work
- Maternity & Early Years
- Oral Health

Key suggested actions include pharmacies and their teams:

- Delivering more NHS Health Checks
- Providing services to tackle high blood pressure, such as providing opportunistic blood pressure checks and pulse rhythm checks for their patients and clients
- Making pharmacies a key component of the local sexual health economy and encouraging pharmacies to participate in national and local sexual health and HIV prevention campaigns
- Promotion of healthy eating using the Eatwell Guide and promote weight management services
- Routinely discussing stopping smoking with people presenting prescriptions related to respiratory and cardiovascular illnesses
- Asking about physical activity and giving brief advice routinely into consultations
- Becoming upskilled so that they feel able to support people with their work aspirations
- Improving preconception health for women of child bearing age, by embedding opportunistic enquiries to encourage healthy choices before pregnancy to improve wellbeing and resilience and reduce risk factors related to pregnancy and infant health

Pharmacy: A Way Forward for Public Health



- In addition the [NHS Five Year Forward View](#) has recognised the key role of pharmacy, highlighting that there should be far greater use of pharmacists in prevention of ill health, support for healthy living, support to self-care for minor ailments and long term conditions, medication review in care homes, and as part of more integrated local care models.
- In addition to their medicines optimisation function examples of pharmacist's potential future role include:
 - promoting prevention and identifying patients who are at risk of developing long term conditions
 - managing people with long term conditions such as hypertension and diabetes
 - ensuring medicines are being used safely and appropriately
 - advice on healthy living and lifestyle
 - advising people who are eligible for NHS Health Checks and informing them of what it involves
 - signposting to public health services e.g. NHS Health Checks, Healthy Living Pharmacies
 - providing specialist knowledge on all public health programmes available to general public e.g. flu vaccines, child immunisations and smoking cessation

- The Healthy Living Pharmacies (HLP) initiative encourages pharmacies to support health and wellbeing of residents.
- In January 2013, all community pharmacies in Lewisham were invited to apply to become a Quality Marked Healthy Living Pharmacy, which requires the following services to be delivered:
 - wellbeing and self-care including
 - active health promotion campaigns,
 - optimising medicines
 - other enhanced services
- There are now 46 designated HLPs in Lewisham
- Successful Free Vitamin D provision through pharmacies is an example of HLP work in action and dramatically increased uptake

What is a Healthy Living Pharmacy?



- In July 2015 NHS England launched a pilot scheme to support pharmacists working in general practice with the aims of:
 - providing leadership to ensure all people get the best use out of their medicines
 - helping support the further integration of general practice with the wider healthcare teams
 - help improve patient care and safety
- Lewisham succeeded with its collaborative bid (LGT and CCG) to NHS England for wave 2 of clinical pharmacists in GP practices
- This work further extends the pathway for medicines support both within and across the local care organisations
- There are now 6 pharmacists in GP Practices, with more planned



Consultation

- A consultation was undertaken with both pharmacies and the public as part of this Needs Assessment
- Response from the public was predominantly positive, with the majority of respondents stating good proximity and ease of access, as well as obtaining advice on current or longer term health conditions
- Opening hours (weekends and evenings) were an area for potential improvement
- In terms of advice given by pharmacists sexual health was very low, which is an area for expansion
- The most commonly identified additional services that the public would like to use were blood tests and vaccinations
- There was very good awareness of the Electronic Prescription Service

Consultation (For a full details of the Public Consultation, please see Appendix D, for the Providers Consultation see Appendix E. Please note there were 57 pharmacies in Lewisham when this survey was undertaken in 2017)



- The providers survey was completed by 52 of the 57 pharmacies (two have subsequently closed)
- It found good provision of wheelchair access, both to pharmacies and to a consultation area
- The majority of pharmacies are already providing both Advanced Services, with interest to provide more if commissioned to do so
- The majority of pharmacies stated they had appropriate training to deliver services
- Dementia Friends and Stoptober were the most commonly promoted Public Health Campaigns

Providers Consultation

(For a further details please see Appendix E)



- Visited 10 sample pharmacies distributed across four different localities in Lewisham
- Research took place from February to June 2016
- An online survey was available to encourage wider participation
- In total the consultation involved 128 respondents whose demographic profile was seen to be representative of the Lewisham population
- The aim of the research was to identify which areas of the service provision are successful and highlight services that are not fully used
- Overall the findings suggest that people who use pharmacies in the borough receive high quality service with overall satisfaction ranging from good to excellent rated by 94% of the respondents surveyed
- Prescription advice, relatively short waiting times for dispensing and efficient service were amongst the highest scored responses

Healthwatch Consultation - this additional

consultation was undertaken in 2016 and has helped inform this PNA



Findings

- Many people (67%) have sought advice on a current or a long term condition issue at the pharmacy
- A quarter (25%) of respondents used additional services provided by the pharmacy with the highest number accessing smoking cessation advice and a lower proportion using their pharmacy to obtain nutritional and physical exercise advice
- Almost a third of the respondents were collecting prescription for someone else which suggest a large number of carers including parents and people caring for someone frail, with a long standing illness or disability

Recommendations

- A higher profile given to the role of pharmacies in treating health problems and managing long term conditions
- Further promotion of the additional wellbeing services offered by pharmacies
- Increase display spaces for signposting services
- Increase awareness and understanding of safe medicine disposal

The PNA Stakeholder Group had the following representation:

- Local Medical Committee
- Public Health
- Clinical Commissioning Group
- Local Pharmacy Committee
- Lewisham Integrated Medicines Optimisation Service
- Healthwatch Lewisham



Results on Statutory Consultation on Draft PNA

- The statutory consultation period on the draft PNA ran over a 60 day period, finishing on the 20th February 2018
- 11 responses were received
- Responses ranged from pharmacy professionals, to medics, to members of the public

- As set out in the legal requirements the following organisations/groups were consulted:
- Lambeth, Southwark and Lewisham Pharmaceutical Committee (LPC)
- Lewisham Medical Committee
- All Lewisham Pharmacies
- All Lewisham GP practices (only dispensing practices were legally required)
- Lewisham Clinical Commissioning Group
- Lewisham HealthWatch
- Lewisham and Greenwich NHS Trust
- South London and Maudsley NHS Trust (SLaM)
- NHS England
- The neighbouring Health & Wellbeing Boards of Greenwich, Southwark & Bromley
- Local Dental Committee
- Local Optical Committee

The consultation link was also publicised on the Lewisham Council consultation portal and the Lewisham JSNA Website

Who was consulted

Received From	Issue Raised	Action
Individual	There are no success criteria for all the activity.	To be considered going forward
Individual	Issues to be elaborated on: Greater involvement in sexual health - STI testing, pregnancy testing, condom provision, emergency contraception Specific role for minor illnesses Travel medicine Long term conditions - diabetes and hypertension, with ability to prescribe. Enhanced role in cardiovascular risk prevention More engagement in atrial fibrillation management - (almost) all anticoag should be community pharmacy led No mention of digital interface with other parts of healthcare system - this is essential - should be part of Connect Care Should be commissioned locally by CCG as GP's are Should align to neighbourhood care networks and to GP practices/ federation	To be considered going forward
Individual	Area of pre-conception strengthened, particularly in women with long-term conditions (physical and mental health) that may be regularly visiting pharmacists as well as lifestyle issues e.g. reaching a healthy weight prior to pregnancy/ smoking etc.	To be considered going forward

Summary of Responses to Statutory Consultation

Received From	Issue Raised	Action
Local Pharmacy Committee	Please mention that local Pharmacy services are not commissioned at scale and only in areas of need. If Commissioners identify a need to expand services in certain areas, the current network of pharmacies will be considered to provide the service. Also as the pharmacy landscape is changing rapidly supplementary statements for PNA will need to be issued as required.	To be considered going forward
Sheel Pharmacy Ladywell	Inaccuracies in services offered	Corrected
Local Integrated Pharmacy Services	No issues raised	-
Perfucare Pharmacy LTD	We are a community pharmacy serving our community for the last 35 plus years. We are open 6 days a week Monday to Saturday but would like to increase our supplementary hours to open on Sundays and increase our weekday opening hours, as well as take up any opportunity to provide services not currently offered or commissioned to us.	-
X-Pharm Ltd TA Touchwood Pharmacy	No issues raised	-

Summary of Responses to Statutory Consultation

Received From	Issue Raised	Action
NHS England	Various comments on formatting and clarification needed on the PNAs statements on necessary and other services	Formatting issues corrected and addition of specific slides with required statements (slide 38-39) added
Honor Oak Group Practice	<p>The key thing I want to comment on is the provision of pharmacy services around Honor Oak HC. The most local pharmacist appears to provide a "bare minimum" service - only open in short slots morning and afternoon. There is reliance on proximity and no intention to provide a comprehensive service.</p> <p>The result is poor provision of services to the patients. In an age when all prescriptions are being encouraged to be electronic the local patients very often don't wish this because they never know if the local chemist is going to be open or not.</p>	To be considered going forward
NHS Lewisham Clinical Commissioning Group	We feel that there should be better integration of community pharmacy with Lewisham Health and Care Partners and also agree with the statement that pharmacies have to play in the Accountable Care System and across the STP footprint	Executive Summary – Future Direction slide amended to reflect HWB work on Integrated Care and commitment to the Healthy Living Pharmacy initiative

Summary of Responses to Statutory Consultation



Future Provision of Pharmacy Services in Lewisham

- Along with many London boroughs, Lewisham is continuing to see its population rapidly grow and continue to diversify (see Appendix B)
- Pharmacy provision must ensure that this growing population can be served
- Different parts of the care system, particularly Primary Care need to work together to achieve this
- Transfer of care is also key, work needs to continue to ensure that patients receive the support of pharmacists as a workforce across care boundaries
- One Health Lewisham is the federation of all 40 General Practices within the London Borough of Lewisham, working collaboratively to ensure high quality, equitable, and sustainable primary care across Lewisham
- Pharmacies have a role to play in the Integrated Care System. Further provision of Advanced and Enhanced services could be crucial in supporting this

Avenues to achieve better outcomes:

- Planning data shows the majority of population growth is expected in the north of the borough, communication with relevant pharmacies will help understand if greater demand on services can be met
- Language facilities, as the borough continues to diversify (see Appendix B) further consideration regarding languages spoken by pharmacy staff and access to translation services would be beneficial
- The public consultation undertaken as part of this PNA concurs with the findings of the 2016 Lewisham HealthWatch Consultation that a higher profile should be given to the role of pharmacies in treating health problems and managing long term conditions

- Jayesh Patel, Lambeth, Southwark and Lewisham Pharmaceutical Committee
- Brian Coutinho, Lewisham Council
- Katherine Howes, LGT NHS Trust
- Mike Hellier, Lewisham CCG
- Simon Parton, Lewisham Medical Committee
- Eileen White , Lewisham CCG
- Paul Aladenika - Lewisham Council
- James Bravin - Lewisham Council

Acknowledgements