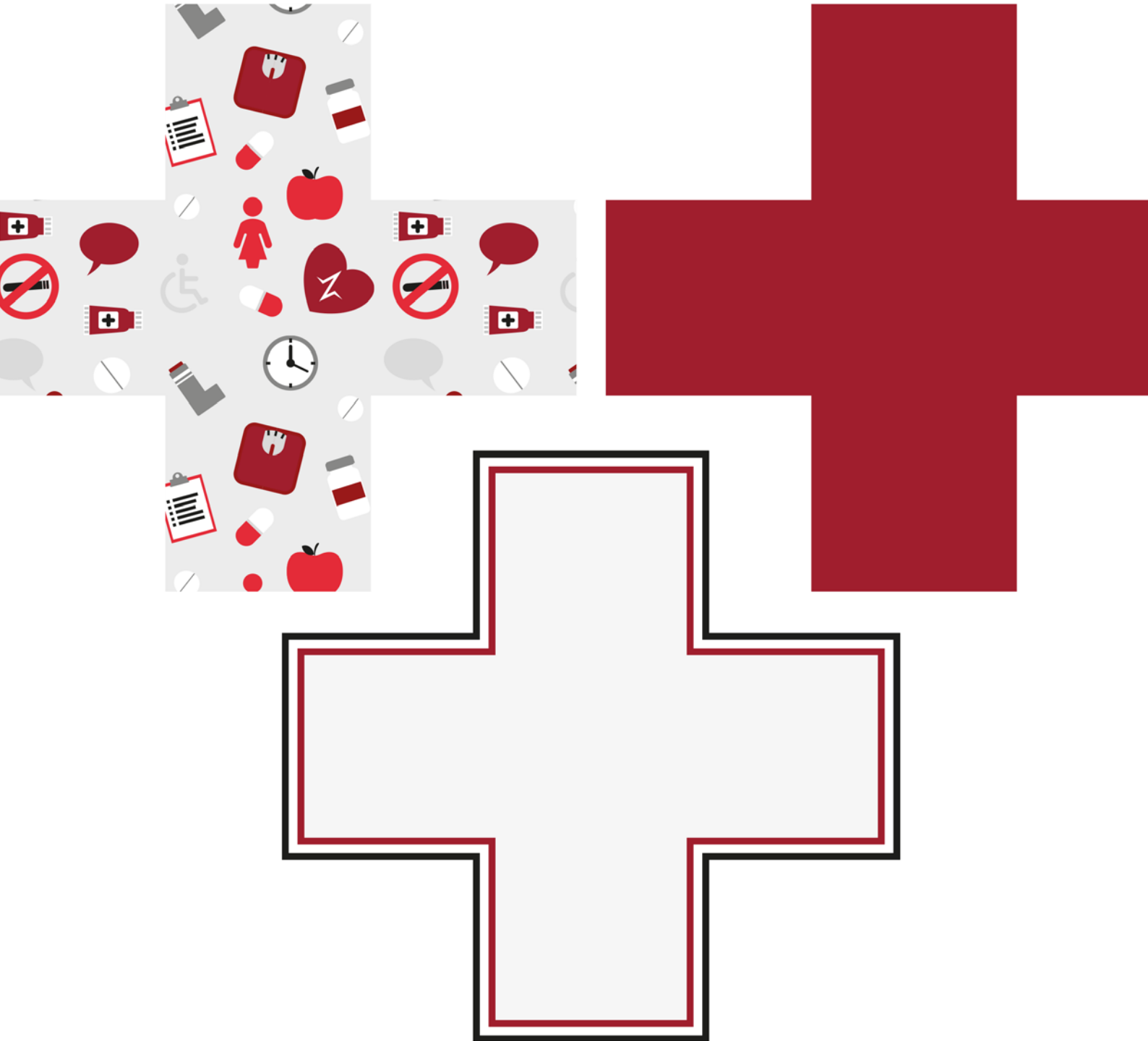


Barking & Dagenham  
Health and Wellbeing Board

# Pharmaceutical Needs Assessment 2018



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## 4 Pharmaceutical service provision within Barking & Dagenham

### 4.1 NHS England pharmaceutical services currently commissioned from community pharmacies

#### 4.1.1 Introduction

Community pharmacies provide three tiers of pharmaceutical services commissioned by NHS England:

- Essential services – all pharmacies are required to provide
- Advanced services – to support patients with safe use of medicines
- Enhanced services and locally commissioned services

Pharmacy owners (contractors) must provide essential services, but they can choose whether they wish to provide advanced and enhanced services.

#### 4.1.2 Essential service provision currently commissioned from community pharmacies

The **necessary services** (essential services) offered by all pharmacy contractors are specified by a national contractual framework that was agreed in 2005. For the purposes of this PNA, necessary services are defined as all essential services.

The following description of these services is an excerpt from a briefing summary on NHS community pharmacy services by the Pharmaceutical Services Negotiating Committee:

The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. Available at:

[http://www.legislation.gov.uk/ukxi/2013/349/pdfs/ukxi\\_20130349\\_en.pdf](http://www.legislation.gov.uk/ukxi/2013/349/pdfs/ukxi_20130349_en.pdf)

Pharmaceutical Services Negotiating Committee Summary of NHS Community Pharmacy services. Available at: <http://psnc.org.uk/wp-content/uploads/2015/06/CPCF-summary-June-2015.pdf>

- **Dispensing** – the safe supply of medicines or appliances. Advice is given to the patient about the medicines being dispensed and how to use them. Records are kept of all medicines dispensed and significant advice provided, referrals and interventions made.
- **Repeat dispensing** – the management of repeat medication for up to one year, in partnership with the patient and prescriber. The patient will return to the pharmacy for repeat supplies, without first having to visit the GP surgery. Before each supply the pharmacy will ascertain the patient's need for a repeat supply of a particular medicine.
- **Disposal of unwanted medicines** – pharmacies accept unwanted medicines from individuals. The medicines are then safely disposed of.

- **Promotion of Healthy Lifestyles** (Public Health) – opportunistic one to one advice is given on healthy lifestyle topics, such as stopping smoking, to certain patient groups who present prescriptions for dispensing. Pharmacies will also get involved in six local campaigns a year, organised by NHS England. Campaign examples may include promotion of flu vaccination uptake or advice on increasing physical activity.
- **Signposting patients to other healthcare providers** – pharmacists and staff will refer patients to other healthcare professionals or care providers when appropriate. The service also includes referral on to other sources of help such as local or national patient support groups.
- **Support for self-care** – the provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families. The main focus is on self-limiting illness, but support for people with long-term conditions is also a feature of the service.
- **Clinical governance** – pharmacies must have a system of clinical governance to support the provision of excellent care, requirements include:
  - provision of a practice leaflet for patients
  - use of standard operating procedures
  - patient safety incident reporting to the National Reporting and Learning Service (NRLS)
  - conducting clinical audits and patient satisfaction surveys
  - having complaints and whistle-blowing policies
  - acting upon drug alerts and product recalls in order to minimise patient harm
  - having cleanliness and infection control measures in place.

NHS England is responsible for ensuring that all pharmacies deliver all of the essential services as specified. Each pharmacy has to demonstrate compliance with the community pharmacy contractual framework by providing sufficient evidence for delivery of every service. Any pharmacy unable to provide the evidence will be asked to provide an action plan, outlining with timescales, how it will then achieve compliance. These self-assessments are supported by contract monitoring visits.

#### **4.1.3 Advanced service provision currently commissioned from community pharmacies**

In addition to essential services, the community pharmacy contractual framework allows pharmacies to opt to provide any of four advanced services to support patients with the safe use of medicine, which currently include:

- Appliance Use Review (AUR)
- Medicines Use Review (MUR)
- New Medicine Service (NMS)



- NHS Urgent Medicine Supply Advanced Service (NUMSAS)
- Stoma Appliance Customisation (SAC)
- Flu Vaccination Service

The NHS seasonal flu vaccination programme is also currently commissioned as an advanced service. From 2015-16, NHS England commissioned a new advanced service from all community pharmacies who can vaccinate patients in at-risk groups against flu. In May 2016, NHS England announced the Community Pharmacy Seasonal Influenza Vaccination programme would be re-commissioned for the 2016-17 flu season. This service sits alongside the nationally commissioned GP vaccination service, giving patients another choice of venue for their vaccination and helping commissioners to meet their local NHS vaccination targets

In addition, NHS England London Region commissions PPV and Meningitis for 19-24 year olds and influenza vaccinations for people who work in care homes.

NHS England works with all pharmacies and other agencies to ensure that they are contributing to the system-wide implementation of safety alerts e.g. National Patient Safety Agency (NPSA) alerts on: anticoagulant monitoring, methotrexate, lithium safety, cold chain integrity etc. In the community, pharmacists should work with GPs and nurse prescribers to ensure safe and rational prescribing of medication.

Through the provision of MURs, DRUMs, clinical screening of prescriptions and identification of adverse drug events dispensing staff work with patients to help them understand their medicines. This also ensures that medicines are not omitted unnecessarily and that medication allergies and dose changes are clearly documented and communicated.

NHS Urgent Medicine Supply Advanced Service (NUMSAS) pilot is commissioned as an advanced service and runs from 1 December 2016- 31 March 2018.

This pilot is a replacement for the previous PURM (Pharmacy Urgent Repeat Medicines) pilot. For more details on the background of the service (i.e. funding, announcement) please see the introduction from PSNC.

<http://psnc.org.uk/services-commissioning/urgent-medicine-supply-service/>

At present, see Appendix E – Pharmacy opening hours and services for the advanced services that are currently commissioned in Barking & Dagenham.

#### **4.1.4 Enhanced services**

The third tier of pharmaceutical service that may be provided from pharmacies are the enhanced services. These are services that can be commissioned locally from pharmacies by NHS England. Examples of enhanced services include:

- Anticoagulation monitoring
- Care home service
- Disease specific medicines management service
- Gluten free food supply service



- Independent prescribing service
- Home delivery service
- Language access service
- Medication review service
- Medicines assessment and compliance support
- Minor ailment service
- On demand availability of specialist drugs
- Out of hours service
- Patient group direction service (not related to public health services)
- Prescriber support service
- Schools service
- Supplementary prescribing service

These services can only be referred to as enhanced services if they are commissioned by NHS England. If local services are commissioned by CCGs or local authorities, they are referred to as locally commissioned services.

For the purposes of this PNA, relevant services are defined as all advanced, enhanced and locally commissioned services.

## **4.2 Locally commissioned services**

Pharmacies are commissioned to provide a number of services by the LA, the CCG and NHS England and the pharmacies providing these services are shown in the table in Appendix E – Pharmacy opening hours. The local authority commissions pharmacies to provide NHS Health Checks, Emergency Contraception (EHC), C-card and Stop Smoking Services. Table 24 Pharmacy services provided by locality and ward sets out which pharmacies are commissioned to provide each of these services.

## **4.3 Dispensing appliance contractor**

Appliance suppliers are a sub-set of NHS pharmaceutical contractors that supply, on prescription, appliances such as stoma and incontinence aids, dressings, bandages etc. They cannot supply medicines.

## **4.4 Distance-selling pharmacies**

A distance-selling pharmacy provides services as per the Pharmaceutical Regulations, 2013. It may not provide essential services face-to-face at the pharmacy premises and therefore provision may only be by mail order and/or the internet. As part of the terms of service for distance-selling pharmacies, provision of all their services must be offered throughout England. It is therefore likely that patients within will be receiving pharmaceutical services from a distance-selling pharmacy from outside the borough. Currently, there are no distance-selling pharmacy in the HWB area.

## 4.5 Pharmacy Access Scheme

The borough has one pharmacy receiving payments under the Pharmacy Access Scheme (see section 2.2.6.5).

## 4.6 Self-care pharmacy initiative

The self-care pharmacy initiative aims to bring together health and social care, and self-care (including self-management) with health improvement for those with long-term conditions. The aim is to facilitate better and more effective use of pharmaceutical services and capacities with a focus on empowering patients to take better control of their own health and live independently in their local communities.

## 4.7 Community pharmaceutical services for people from special groups

- Collection and delivery services – home delivery services can help to provide medications to those who do not have access to a car or who are unable to use public transport
- Language services

## 4.8 Community pharmacies in Barking & Dagenham

There are 40 community pharmacies in Barking & Dagenham (at September 2017). This is an average of 19.8 pharmacies per 100,000, slightly lower than the London and England averages of 21. The analysis of access further on in this PNA shows that 98% of the population are within a mile of their nearest pharmacy.

**Table 1 Breakdown of average community pharmacies per 100,000 population**

Source: London and England Data from Health and Social Care Information Centre (2015/16)

Area	Number of community pharmacies	Total population (mid 2015 estimates)	Average number of community pharmacies per 100,000 population
East	9	57010	15.8
North	16	79314	20.17
West	15	65655	22.85
Barking and Dagenham	40	201979	19.80
London	1853	8673713	21.36
England	11688	54786327	21.33

## 4.9 Choice of community pharmacies

Table 17 shows a breakdown of community pharmacy ownership. At 45%, the borough has a lower percentage of pharmacies that are multiple chains than the England average but is still higher than London at 39%. However, there is still a good selection of pharmacy providers across all localities.

**Table 2 Community pharmacy ownership 2015-16**

Sources: Data from NHS England; London and England data from Health and Social Care Information Centre (2015/16)

Area	Multiples	Independent	Multiple %
East	4	5	44%
North	5	11	31%
West	9	6	60%
Barking and Dagenham	18	22	45%
London	726	1127	39%
England	7240	4448	62%

## 4.10 Intensity of current community pharmacy providers

For most pharmacy providers, dispensing provides the majority of their activity.

Table 18 shows the monthly dispensing activity to be higher than both the London and England averages. This may reflect the average age of the residents.

**Table 3 Average number of monthly dispensed item per community pharmacy**

Sources: data (first quarter 2017/18) from: [https://data.gov.uk/dataset/ccg\\_prescribing\\_data](https://data.gov.uk/dataset/ccg_prescribing_data); London and England Data from Health and Social Care Information Centre (2015/16)

Barking and Dagenham	7612
London	5642
England	7096

## 4.11 Access to community pharmacies

Opening hours for pharmacies are shown Appendix E – Pharmacy opening hours and Appendix G – Maps shows the numbers and locations of pharmacies open in the evenings and at weekends.

There are three 100-hour pharmacies in the borough (7.5% of the total). This compares with 5.6% across London and 9.9% for England.

**Table 4 Number of 100-hour pharmacies – September 2017**

Sources: data from NHS England; London and England Data from Health and Social Care Information Centre (2015/16)

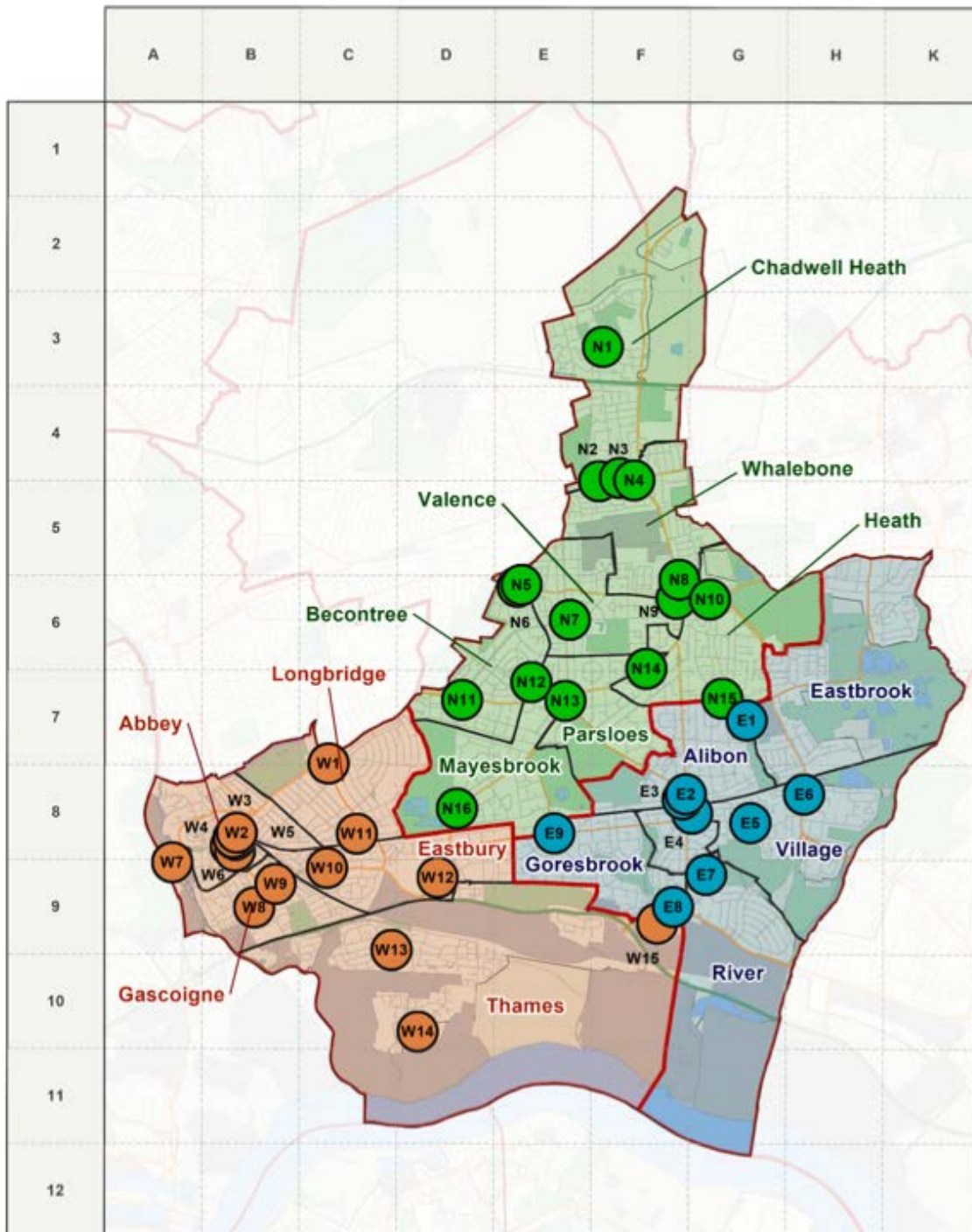
Area	Number of community pharmacies	Number of 100 hour pharmacies	Percentage of 100 hour pharmacies
East	9	0	0.0%
North	16	1	6.3%
West	15	2	13.3%
Barking and Dagenham	40	3	7.5%
London	1853	103	5.6%
England	11688	1161	9.9%

## 4.12 Location of pharmacies in Barking & Dagenham

The information on community pharmacies, opening hours and core /supplementary hours correlates with the data provided by NHS England in their data pack issued in July 2017. This information is updated from time to time.

**Figure 1 Location of pharmacies in Barking & Dagenham by locality and ward**

The pharmacies shown below are also the pharmacies open on weekdays (where symbols overlap the pharmacy code is written by the side).



*(The pharmacy SS Kalsi (W8 on the maps) has been closed since summer 2017.)*

**Table 5 Pharmacy look-up list (sorted by map ID and pharmacy name)**

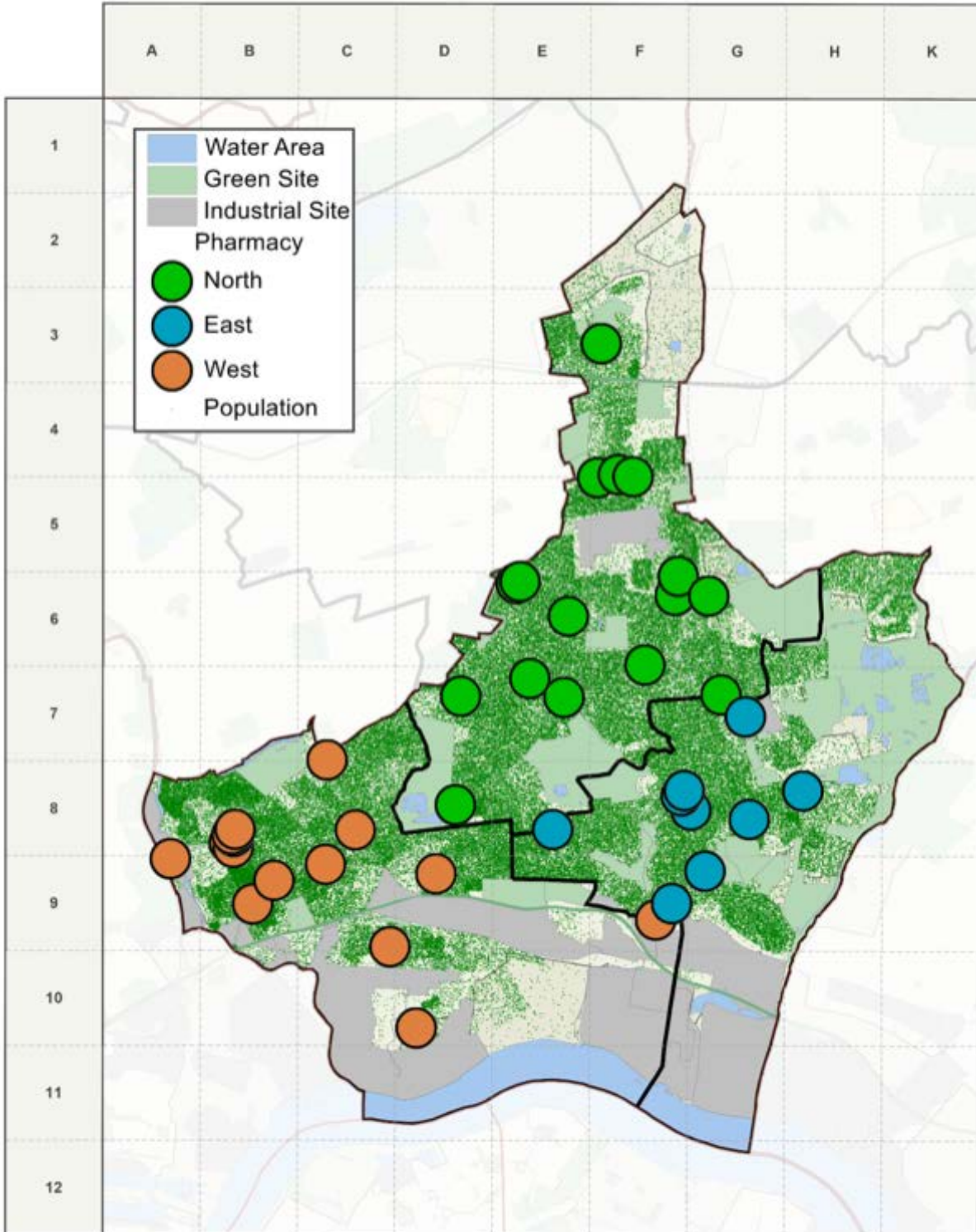
MAP ID	Name	ODS Code	Postcode	Ward Name	Locality	Alphabetical Lookup	MAP ID
E1	FITTLEWORTH MEDICAL	FCE87	RM10 8PS	Eastbrook	East	ALVIN ROSE CHEMIST	N11
E2	TALATI CHEMISTS	FNA96	RM10 8QS	Alibon	East	ANDREW BASS PHARMACY	N9
E3	WALLER PHARMACY	FQF47	RM9 5AQ	Alibon	East	ASDA PHARMACY	W15
E4	BOOTS THE CHEMIST	FE360	RM10 8RD	Village	East	BOOTS THE CHEMIST	E4
E5	DAY LEWIS PHARMACY	FAP61	RM10 9XB	Village	East	BOOTS THE CHEMIST	W5
E6	DAY LEWIS PHARMACY	FRA86	RM10 8YL	Village	East	BRITANNIA PHARMACY	N10
E7	DAY LEWIS PHARMACY	FKX93	RM10 9HX	River	East	BRITANNIA PHARMACY	N16
E8	KRY-BA PHARMACY	FE678	RM9 6XA	Goresbrook	East	BRITANNIA PHARMACY	W1
E9	HEDGEMANS PHARMACY	FA366	RM9 6BU	Goresbrook	East	BRITANNIA PHARMACY	W11
N1	CO-OPERATIVE PHARMACY	FML56	RM6 5NR	Chadwell Heath	North	BRITANNIA PHARMACY	W13
N2	LLOYDS PHARMACY	FRH15	RM6 6PA	Chadwell Heath	North	BRITANNIA PHARMACY	W14
N3	LLOYDS PHARMACY	FTX13	RM6 6NL	Chadwell Heath	North	CO-OPERATIVE PHARMACY	N1
N4	SUPER.CARE PHARMACY+	FJT17	RM6 6LU	Whalebone	North	DAVID LEWIS CHEMIST	N13
N5	SANDBERN PHARMACY	FAV09	RM8 1UU	Becontree	North	DAY LEWIS PHARMACY	E5
N6	NUCHEM PHARMACY	FTK70	RM8 1YT	Becontree	North	DAY LEWIS PHARMACY	E6
N7	VALENCE PHARMACY	FFX94	RM8 3UL	Valence	North	DAY LEWIS PHARMACY	E7
N8	MASTAA-CARE PHARMACY	FAR43	RM8 1BJ	Whalebone	North	DAYNIGHT PHARMACY	W3
N9	ANDREW BASS PHARMACY	FF717	RM8 1BP	Valence	North	FITTLEWORTH MEDICAL	E1
N10	BRITANNIA PHARMACY	FQN03	RM10 7FP	Heath	North	HANNIGAN PHARMACY	N12
N11	ALVIN ROSE CHEMIST	FYG11	RM8 2AJ	Becontree	North	HEDGEMANS PHARMACY	E9
N12	HANNIGAN PHARMACY	FGH11	RM8 3UU	Becontree	North	KRY-BA PHARMACY	E8
N13	DAVID LEWIS CHEMIST	FH855	RM8 2AQ	Mayesbrook	North	LLOYDS PHARMACY	N2
N14	LLOYDS PHARMACY	FWG54	RM8 3NL	Parsloes	North	LLOYDS PHARMACY	N3
N15	OXLOW CHEMIST	FY843	RM10 7YA	Heath	North	LLOYDS PHARMACY	N14
N16	BRITANNIA PHARMACY	FPW40	RM9 4ND	Mayesbrook	North	LORDS CHEMIST	W2
W1	BRITANNIA PHARMACY	FTY66	IG11 8UW	Longbridge	West	MASTAA-CARE PHARMACY	N8
W2	LORDS CHEMIST	FYX52	IG11 8EB	Abbey	West	MAYORS CHEMIST	W9
W3	DAYNIGHT PHARMACY	FMP00	IG11 8ED	Abbey	West	NEWLANDS PHARMACY	W10
W4	SUPERDRUG PHARMACY	FPE92	IG11 8DN	Abbey	West	NUCHEM PHARMACY	N6
W5	BOOTS THE CHEMIST	FV010	IG11 8EQ	Abbey	West	OXLOW CHEMIST	N15
W6	THOMAS CHEMIST	FNW81	IG11 7NN	Abbey	West	S S KALSI	W8
W7	TESCO INSTORE PHARMACY	FA207	IG11 7BS	Gascoigne	West	SANDBERN PHARMACY	N5
W8	S S KALSI	FPK13	IG11 7TF	Gascoigne	West	SUPER.CARE PHARMACY+	N4
W9	MAYORS CHEMIST	FTH55	IG11 7PR	Gascoigne	West	SUPERDRUG PHARMACY	W4
W10	NEWLANDS PHARMACY	FVG95	IG11 9PN	Eastbury	West	TALATI CHEMISTS	E2
W11	BRITANNIA PHARMACY	FL779	IG11 9LX	Longbridge	West	TESCO INSTORE PHARMACY	W7
W12	Your Local Boots Pharmacy	FX839	RM9 4QS	Eastbury	West	THOMAS CHEMIST	W6
W13	BRITANNIA PHARMACY	FX308	IG11 0LG	Thames	West	VALENCE PHARMACY	N7
W14	BRITANNIA PHARMACY	FPR28	IG11 0FJ	Thames	West	WALLER PHARMACY	E3
W15	ASDA PHARMACY	FGR47	RM9 6SJ	Thames	West	Your Local Boots Pharmacy	W12

*(The pharmacy SS Kalsi (W8 on the maps) has been closed since summer 2017.)*



**Figure 2 Location of pharmacies in Barking & Dagenham with mid-2015 population estimates for LSOA (dot density)**

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/lowersuperoutputareamidyearpopulationestimates>





**Figure 3 Location of pharmacies in Barking & Dagenham with LSOA Deprivation Decile**  
All community pharmacies are displayed on this map and can individually be identified from Figure 9 and Table 20.

[www.gov.uk/government/statistics/english-indices-of-deprivation-2015](http://www.gov.uk/government/statistics/english-indices-of-deprivation-2015)

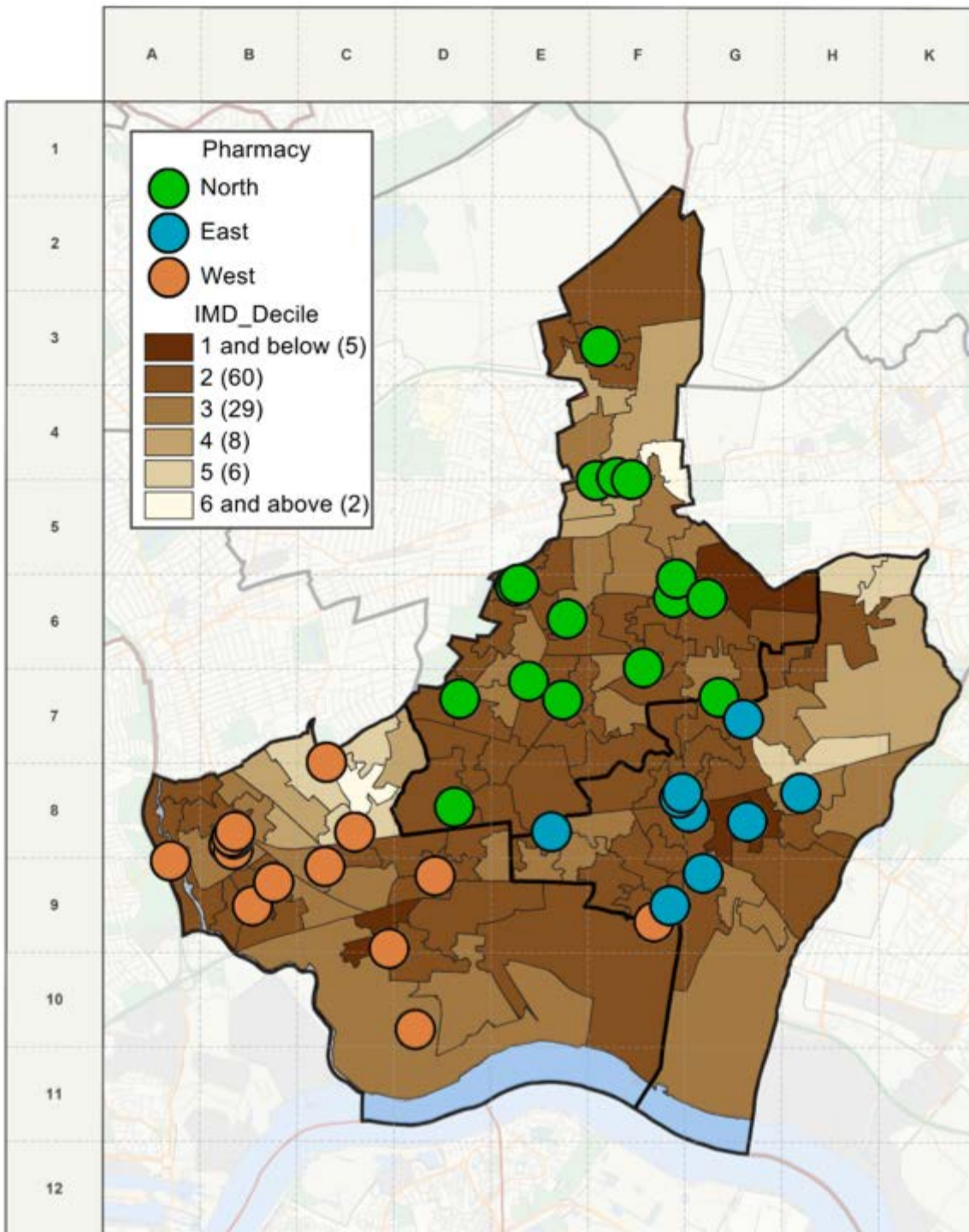
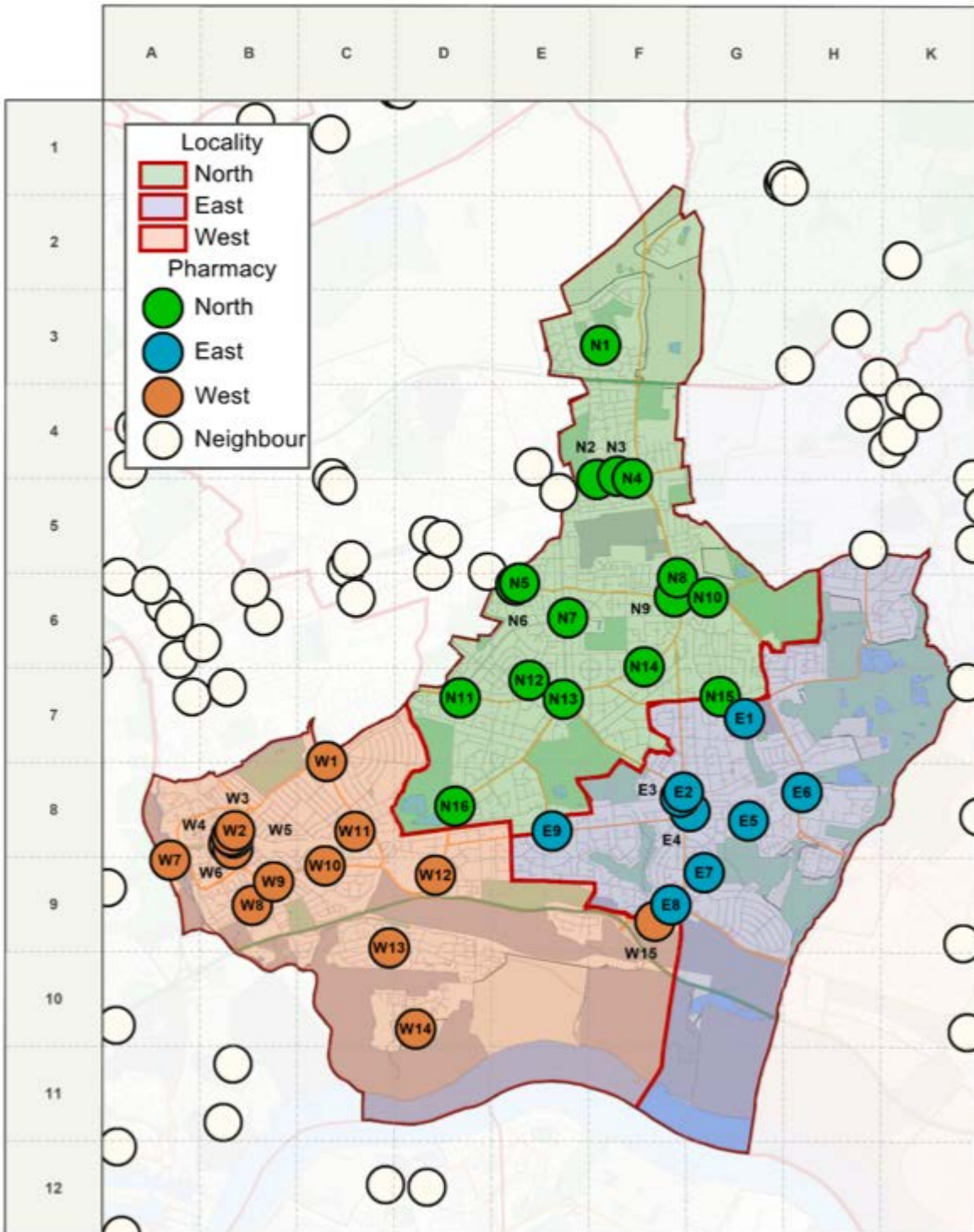


Figure 4 Location of pharmacies by locality in Barking & Dagenham and surrounding areas

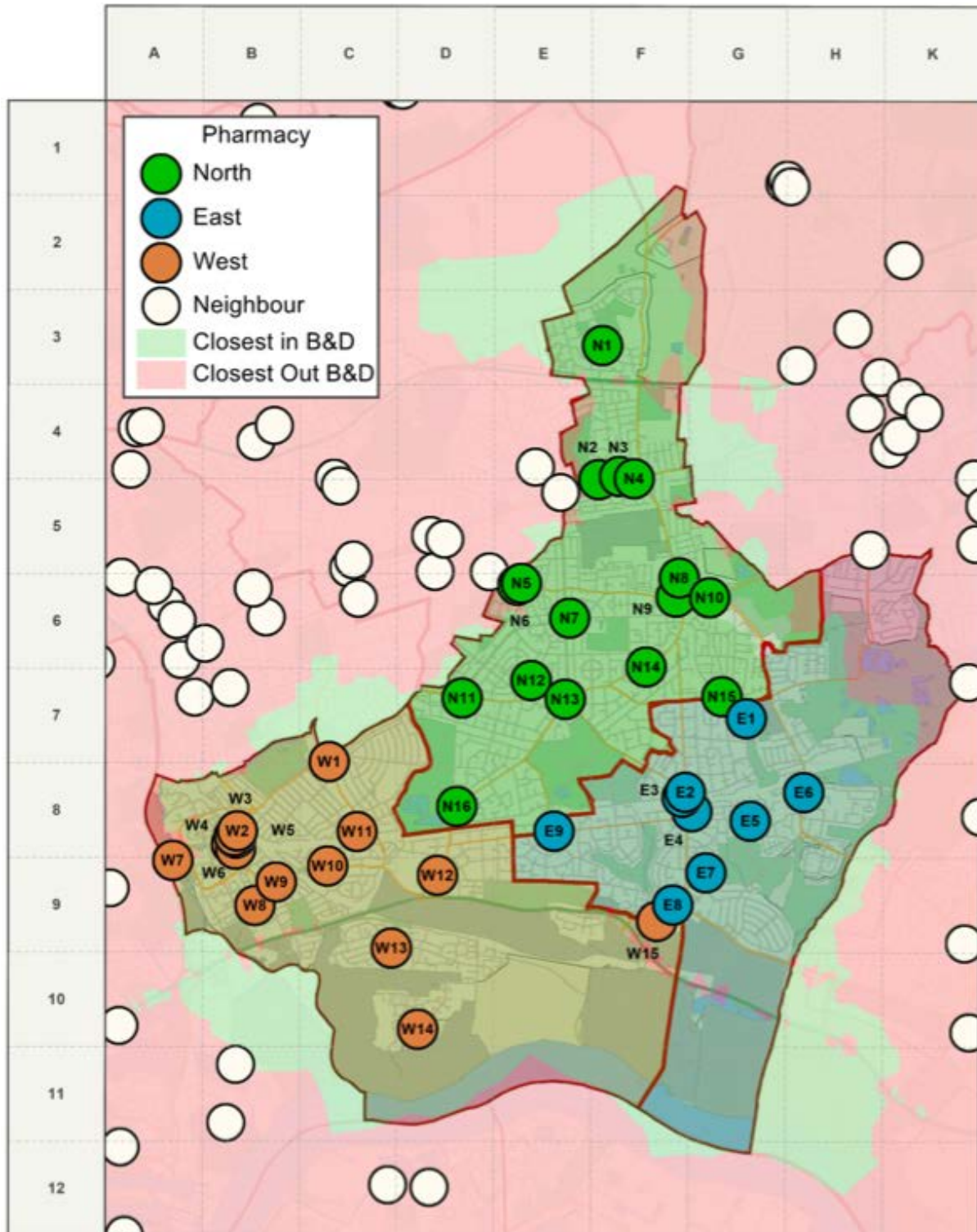


(The pharmacy SS Kalsi (W8 on the maps) has been closed since summer 2017.)



**Figure 5 The territories of pharmacies inside and outside Barking & Dagenham that give the shortest journey time by car**

The green area shows where in the borough it is quicker to drive to a pharmacy inside the borough rather than outside. This is based on average travel speeds by car.



*(The pharmacy SS Kalsi (W8 on the maps) has been closed since summer 2017.)*

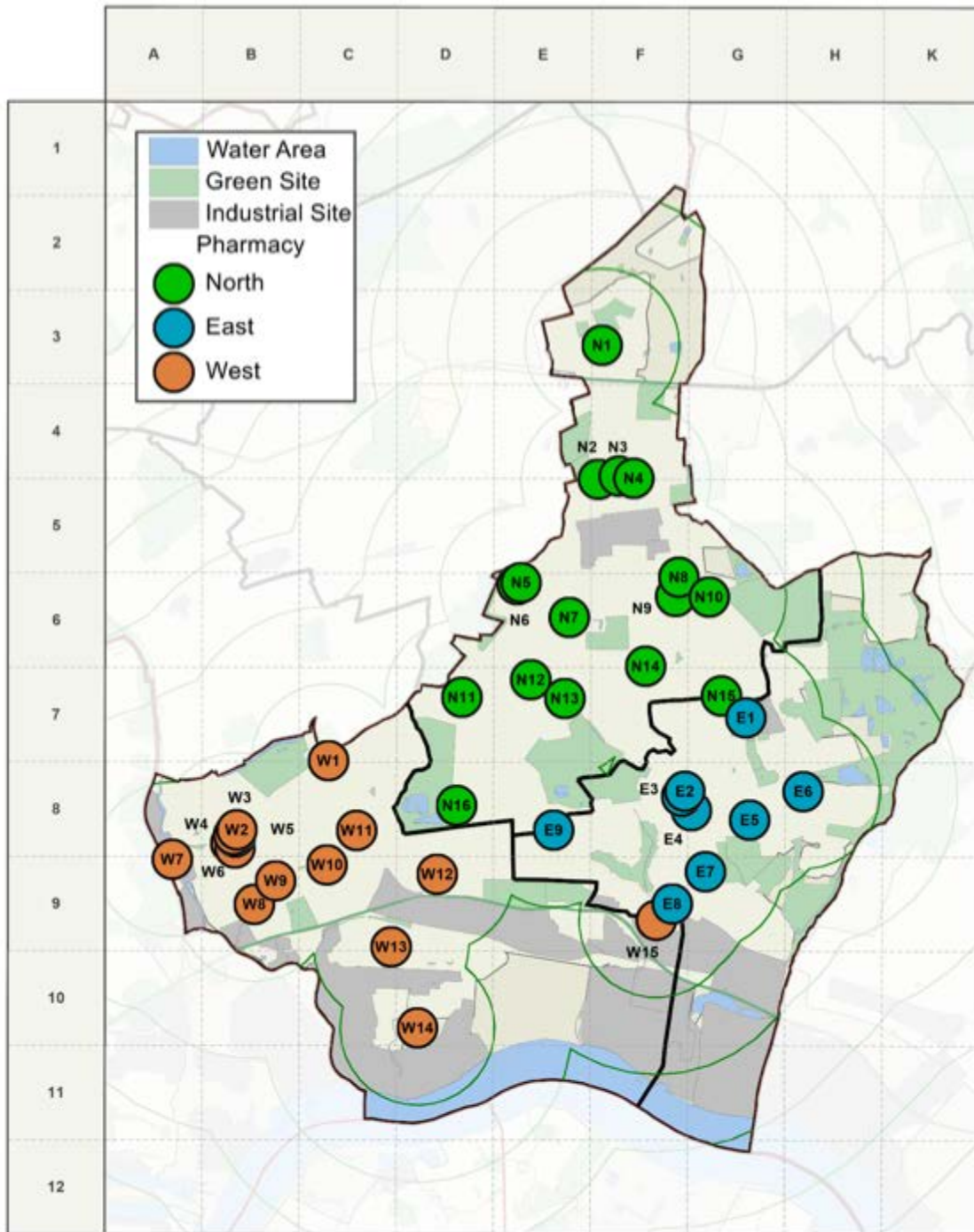
204,400 people have their nearest pharmacy (travel time by road) in Barking & Dagenham (green area of Figure 13).

Of the 201,979 Barking & Dagenham residents, 10,500 (5.2%) have their nearest pharmacy outside 's boundary (red area of Figure 13).

Of those living in neighbouring areas, 14,100 have their nearest pharmacy in Barking & Dagenham (green area outside Barking & Dagenham of Figure 13).

The neighbouring populations account for 6.9% of the total population that have their nearest pharmacy in Barking & Dagenham.

Figure 6 Radiant travel distance to nearest pharmacy in Barking & Dagenham (0.5 mile increments)



Distance Miles	Population	
	Number	Percent
0.5	188600	93.4%
1	9600	4.7%
1.5	3800	1.9%

(The pharmacy SS Kalsi (W8 on the maps) has been closed since summer 2017.)