

Health Overview and Scrutiny Committee (HOSC) Supplementary Information



Date: Wednesday, 7 February 2024

Time: 4.00 pm

Venue: 1P05: Beira Room - City Hall, College Green,
Bristol, BS1 5TR

10. Local Pharmacy Services

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Date: Wednesday, 31 January 2024



Health Overview & Scrutiny Committee (HOSC)

(Sub-committee of the
People Scrutiny Commission)

7 February 2024



Report of: Bristol City Council Public Health, South West Commissioning Hub, BNSSG ICB and Community Pharmacy Avon

Title: Local Pharmacy services

Ward: All

Presenting Report: Christina Gray, Director of Public Health BCC
Jenny Bowker Deputy Director of Primary Care, BNSSG ICB
Alison Mundell Community Pharmacy Clinical Lead, BNSSG ICB
Richard Brown, Chief Pharmaceutical Officer Community Pharmacy Avon

Recommendations:

Members are recommended to note the contents of this report and take assurance in the processes in place to support access to pharmacy provision and in national and local developments to support pharmacy resilience.

The significant issues in the report are:

- Assessing need for pharmacy provision
- How pharmacy services are changing



1. Summary

The briefing provides an overview of pharmacy services including:

- Assessing need
- Changes in provision
- Managing exits and applications
- National and local developments to support access to community pharmacy services

2. Context

Please see slides

3. Policy

The report sets out the local response to the national launch of NHS Pharmacy First

4. Consultation

The Health and Wellbeing Board is notified of and consulted on changes to pharmacy provision. The Pharmaceutical Needs Assessment is subject to public consultation.

5. Public Sector Equality Duties

Increasing access to pharmacy for a wider range of services in the community can reduce health inequalities and the ICB and Public Health teams will work with Community Pharmacy Avon to promote uptake of services across our population.

The Pharmaceutical Needs Assessment includes an equality impact assessment.

Appendices:

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

None

Pharmaceutical Provision Snapshot

Introduction

- Community Pharmacy plays an important role in communities and prevention
- Commercial providers providing NHS and PH services
- Shifting patterns – eg more online
- HWBB responsible for market analysis (PNA)
- Strict criteria applied to market analysis
- Bristol on cusp of reviewing PNA
- Multiple commissioners of Pharmacy Services



Pharmacy Provision 2022/24

| | Bristol North and West | | Bristol City and East | | Bristol South | |
|---|------------------------|---------|-----------------------|---------|---------------|---------|
| | 2022 | 2024 | 2022 | 2024 | 2022 | 2024 |
| Estimated resident population* | 167,152 | 177,863 | 150,080 | 140,573 | 148,247 | 154,042 |
| Number of contractors | 29 | 28 | 26 | 25 | 24 | 22 |
| Pharmacies per 100,000 population: | 17.3 | 15.7 | 17.3 | 17.8 | 16.2 | 14.3 |
| 100 hour pharmacy | 1 | 1 | 2 | 0 | 2 | 2 |
| Open 7 days a week | 4 | 4 | 5 | 5 | 5 | 4 |
| Open 6 days a week | 10 | 10 | 11 | 11 | 11 | 8 |
| Open 5 ½ days per week | 25 | 24 | 19 | 19 | 21 | 19 |
| Open in the evening Mon – Fri after 18:00 | 9 | 7 | 12 | 8 | 12 | 9 |
| Plus 1 distance selling pharmacy | | | | | | |

*for 2022 PNA the 2020 mid-year population estimates were latest available. For the current calculation (2024) the 2021 census population is the latest available.



Pharmacy closures

- Closures (3):
 - Boots, Southmead Road, Henleaze (North and West)
 - Lloyds, Sainsburys, Ashton (South)
 - Boots, Symes Avenue, Hartcliffe – closing March 2024 (South)
- Consolidations (1):
 - Bhogals, 79 and 103 St Marks Road, Easton (City and East)

Public Health Services delivered by pharmacy

Sexual Health

- 73 of 75 pharmacies deliver this service (77 of 79 in 2022)

Substance use

- 72 of 75 pharmacies deliver supervised consumption services (76 of 79 in 2022)
- Needle exchange – 16 pharmacies participate in this scheme (17 in 2022)

Tariffs and delivery models being reviewed within constraints of no uplifts to PH grant.



**South West Collaborative
Commissioning Hub**

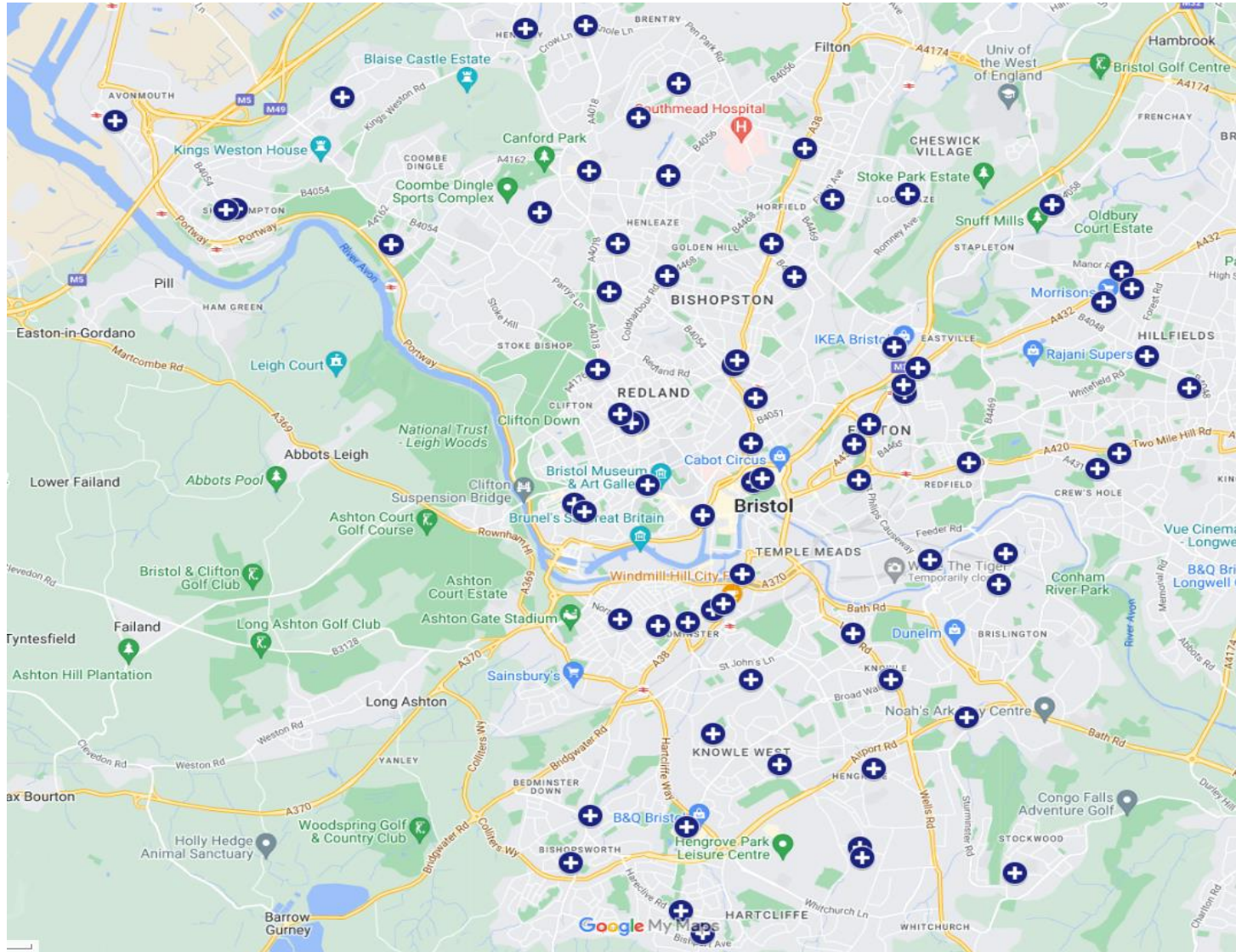
Information for Bristol Health Scrutiny Meeting February 2024

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Current Community Pharmacy Network

South West Collaborative
Commissioning Hub



Managing Community Pharmacy Closures

On receipt of a notice to close:

- Ensure the correct notice is being given: 3 or 6 months, depending on the type of contract.
- Communicate with local pharmacies, general practices, HWB, HealthWatch and Local Authority Public Health Teams to gain feedback on provision locally in light of the closure.
- Work with the closing pharmacy to support patients in transferring to a new pharmacy and follow the close down procedure.
- Sharing patient information with local practices, about how to change their pharmacy using the online service.
- Regular review meetings with the closing pharmacy contractor, including high level review of patients transferring to a new pharmacy.
- Boots Pharmacy closures January-March 2024. All sites have an alternative community pharmacy within 1 mile
- General feedback from remaining contractors is that they have taken a variety of steps to be able to support patients – such as reviewing and increasing staffing, refits or concluding that they have sufficient resource to manage any expected increase in demand.
- Contact local pharmacies 4-6 weeks after closure, to gain insight on how the teams are managing any increased demand.



Community Pharmacy Update

Richard Brown Chief Pharmaceutical Officer Community Pharmacy Avon

Alison Mundell Community Pharmacy Clinical Lead BNSSG

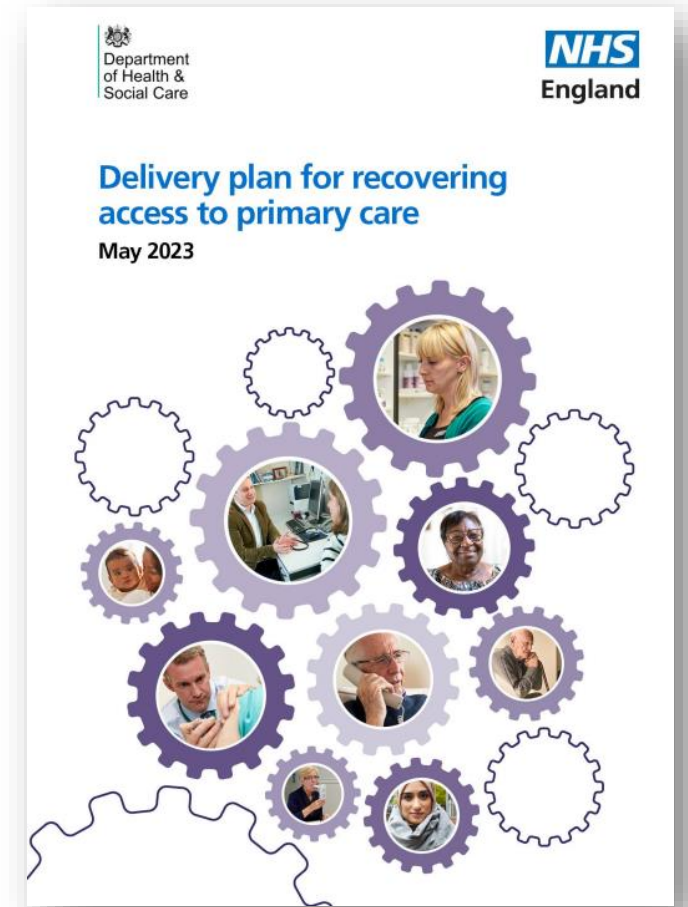
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Delivery Plan for Recovering Access to Primary Care

Community Pharmacy has been seen as an **essential part of primary care** offering patients easy access to health services in the heart of their communities. **Over 80% of patients live within a 20-minute walk of their pharmacy** who give expert clinical advice.

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Building on the success of the existing services outlined in the CPCF delivered by Community Pharmacy - this plan wants to **expand the range of services** offered making **better use of the clinical skills** in community pharmacy, making them the **first port of call** for patients for many **minor illnesses**.

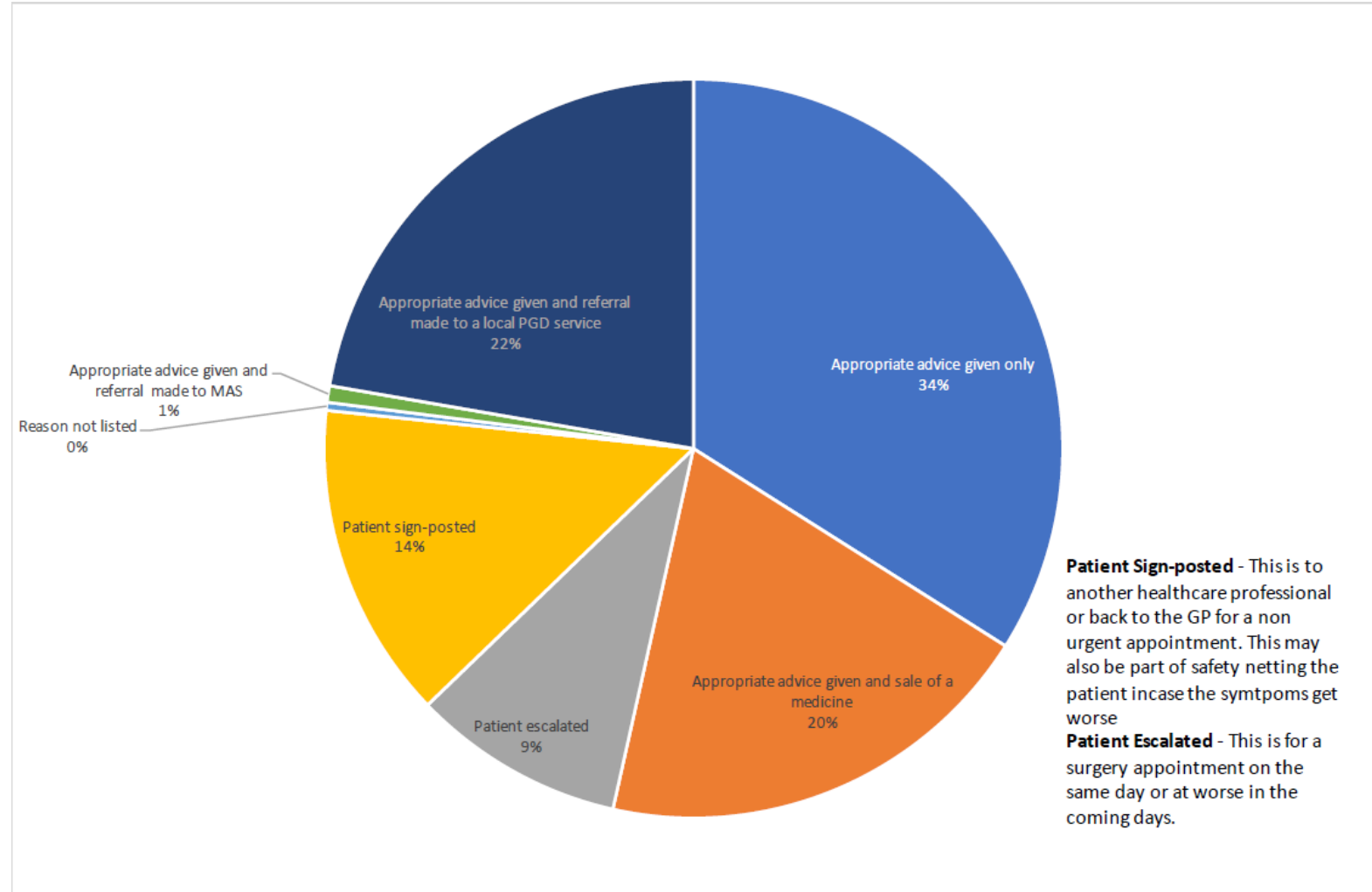


Shaping better health

GP Community Pharmacist Consultation Service

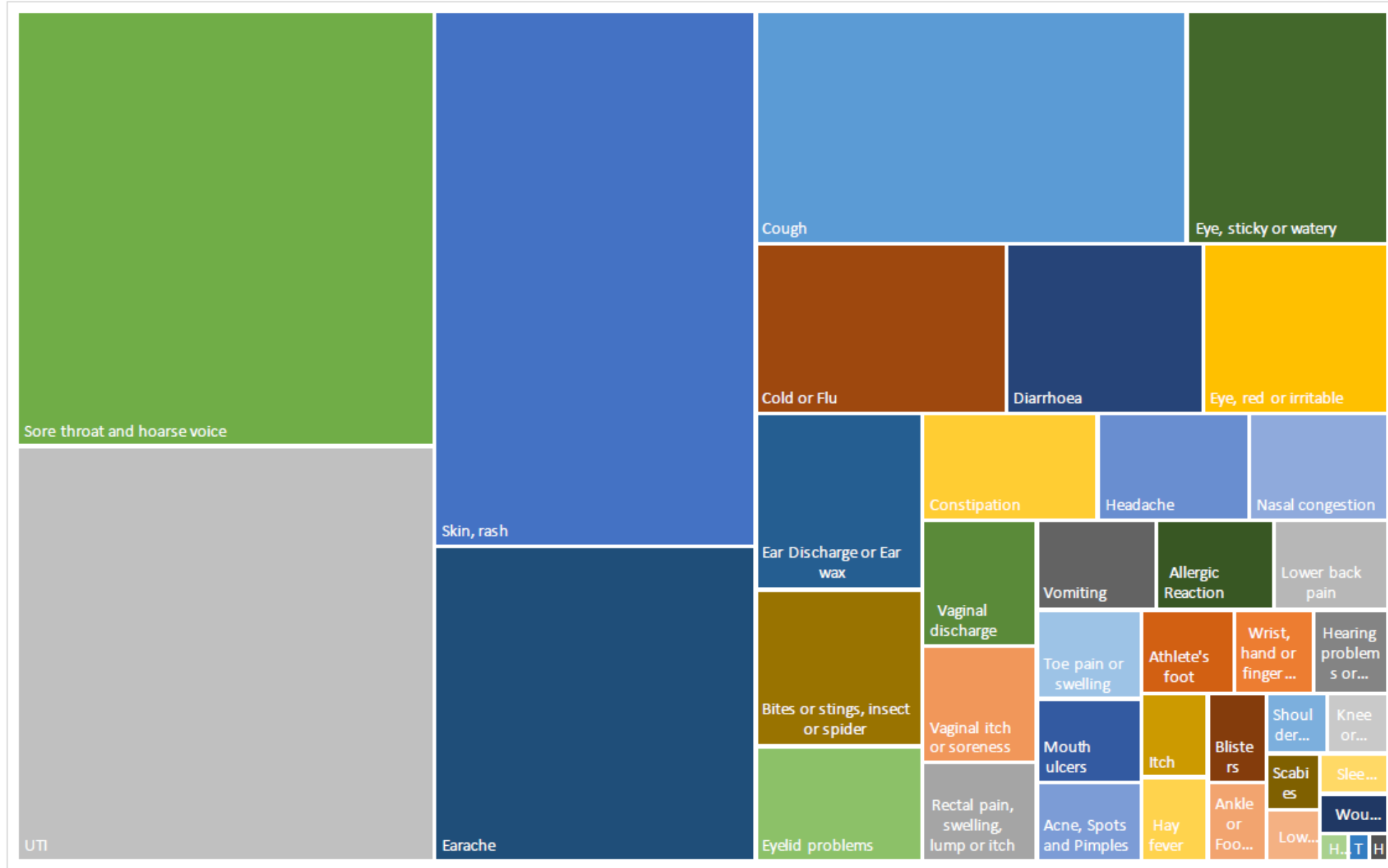
- >5000 referrals/month from GP Practices to Community Pharmacist for minor ailments
- BNSSG delivering 49% total referrals for South West
- 54% advice only or sale of a medicine
- 14% sign posted
- 9% escalated

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Conditions Referred:

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Pharmacy First

Pharmacy First will be a new advanced service that will include 7 new clinical pathways and will enhance the Community Pharmacist Consultation Service (CPCS).

This means the full service will consist of **three elements**:



➤ **Hypertension Case Finding Service** - Further funding for Community Pharmacies to support the ongoing monitoring in partnership with GP Surgeries has been agreed

➤ **Oral Contraception Service** - Further funding for Community Pharmacies to support the initiation and continuation in partnership with GP Surgeries has been agreed

Currently 96% Community Pharmacies signed up within BNSSG

Infections to be managed via National Clinical Pathways

PGDs (Patient Group Directions) enable a prescription medicine to be supplied

| Clinical Pathway | Age Range |
|-----------------------|-------------------|
| Uncomplicated UTI* | Women 16-64 |
| Shingles | 18 years and over |
| Impetigo* | 1 year and over |
| Infected Insect Bites | 1 year and over |
| Sinusitis | 12 years and over |
| Sore Throat* | 5 years and over |
| Acute Otitis Media | 1 to 17 years |

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Within BNSSG delivering approximately 2000 PGDs/month

| BNSSG PGDs | Average/month |
|-----------------|---------------|
| UTI | 745 |
| Sore Throat | 510 |
| Impetigo | 150 |
| Chloramphenicol | 68 |
| Hydrocortisone | 65 |

Ear Pilot for Otitis Externa 30 pilot sites delivering approx. 300/month

Plan to expand Otitis Externa and keep Hydrocortisone and Chloramphenicol PGDs

*Already delivering through local enhanced services

Any Questions

