



Bristol Health & Wellbeing Board

Bristol Pharmaceutical Needs Assessment 2018

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Report for Approval of PNA for Publication	

1. Purpose of this Paper

This paper is to ask the Bristol Health & Wellbeing Board (HWB) to approve the attached Bristol Pharmaceutical Needs Assessment 2018 for publication.

2. Context

The Health & Wellbeing Board has a legal obligation to produce a Pharmaceutical Needs Assessment (PNA) at intervals of no less than every 3 years. It must produce a revised assessment or supplementary statement after notification of significant changes to the availability of pharmaceutical services since the publication of its PNA. The PNA must be published no later than 1st April 2018

3. Development of the PNA

The HWB has previously received reports on the need to produce this PNA, a progress report and a copy of the draft PNA which went out for consultation between September and November last year. This paper now presents the final PNA and provides a summary of the key points arising from the consultation, following approval by the Bristol PNA Steering Group.

4. Summary of key points arising from the consultation

There were 66 respondents to the online public consultation. Of these:-

- 53% agreed, 10% disagreed and 37% answered “don’t know” when asked if they agreed that the draft PNA provided an accurate assessment of local pharmacy services

- 39.5% agreed, 25.5% disagreed and 35% answered “don’t know” when asked if they agreed with the assessment of “no gaps in essential services”
- There were a number of respondents who praised their local pharmacies
- There were concerns about opening hours, particularly in the north where the 100 hour pharmacy recently closed
- There were some concerns about the potential “gaps” in areas where there are new housing developments planned, particularly where the walking distance to the nearest pharmacy is already more than 1 mile

A number of suggestions and requests for improvements were received, including adjustments needed for people from groups with protective characteristics:-

- Greater support to meet the needs of the elderly, those with long term conditions and people with hearing impairments
- More electronic prescribing and better management of dispensing arrangements (less queues)
- Consideration of the staffing levels and skills mix of teams to enable them to take on a more holistic role in supporting general practices

The full report of public consultation and analysis can be found in Appendix J of the PNA.

The Bristol PNA Steering Group did not perceive there were any gaps in services, however they did come up with a number of recommendations to address some of the concerns raised. These were:-

- **Increase awareness of how to find out about opening hours.** All local healthcare commissioners and providers are asked to help publicise and use sources of information on ‘where to find information on your nearest pharmacy and opening hours’ e.g. through NHS Choices and the 111 service. This includes asking frontline healthcare staff to advise patients needing immediate access to a dispensing service out of hours.

- **Make reasonable adjustments to address specific needs.** Avon Local Pharmaceutical Committee is asked to publicise the findings of this PNA to local pharmacists, specifically the need for information to be provided in formats that are useful for people with hearing impairments and people with language barriers. The use of hearing loops for example might be appropriate.

NHS England is asked to emphasise to contractors the importance of compliance with the 2010 Equalities Act including making reasonable adjustments to meet the needs of people with protected characteristics. Staff training on meeting information needs, providing aids and guiding people with sight impairment should be strongly encouraged to support compliance.

5. Key risks and Opportunities

The key risks in producing a PNA are:-

- Failure to follow the process required by legislation
- Failure to publish the PNA by the due date

The production of the PNA has been to the agreed remit and project plan. These included mitigations of the risks identified relating to the above.

As a needs assessment, this PNA does not present new policy or plans for implementation. It is advisory to decision making by NHS England. No new risks are identified in the final recommendations of the PNA, in particular it does not commit new financial resources.

6. Implications (Financial and Legal if appropriate)

None

7. Evidence informing this report.

What evidence have you used to inform:

- JSNA
- patient feedback
- national directive

8. Conclusions

The enclosed final PNA is ready to receive approval of the HWB. Following HWB approval, the PNA will be published on the Bristol HWB website.

9. Recommendations

It is recommended that the HWB approves the 2018 Bristol PNA for publication.

10. Appendices

Bristol PNA 2018