

## **Section 7: Conclusions**

Community pharmacies provide a significant number of services across North Tyneside. Feedback from the Healthwatch North Tyneside public engagement exercise identified that community pharmacies are well thought of by residents and provide valued services to the population of North Tyneside.

### **7.1 Access to services**

The current provision of community pharmacies per 100,000 head of population in North Tyneside is 25.7, which exceeds the England and North East average. Provision of community pharmacies in North Tyneside ranges from 22.4 to 37.4 per 100,000 population.

Taking into account the variation in the provision of the number of pharmacies per 100,000 head of population between the four localities (North West, Coast, Central and South West) of the borough, there appears to be adequate provision of essential, advanced and locally commissioned pharmaceutical services, with no significant gaps.

Access to community pharmacies across North Tyneside is very good during the 40 core hours they are contracted to open and many community pharmacies in the town centres, are open on Saturday afternoons, providing extended access for residents who work Monday to Friday. These hours are additional to the core contracted hours (referred to as supplementary hours); appear to meet the needs of patients.

Community pharmacies are only open between 10.00am and 5.00pm on Sundays due to opening hour restrictions. There are no community pharmacy services available in the South West locality on a Sunday; however access is available nearby at Silverlink Retail Park and Tesco Norham Road, Chirton. Sunday services are also available at three community pharmacies in Newcastle, less than 1.8 miles from Wallsend.

The majority of community pharmacies in North Tyneside are either self-accredited as Healthy Living Pharmacy as part of the Community Pharmacy Quality Payments Scheme or are working towards accreditation. The Healthy Living Pharmacies help to improve the health of the local population and reduce health inequalities, by promoting health and wellbeing and contributing to the management of long term conditions.

## 7.2 Use of services

Many of the additional services are commissioned to divert people away from inappropriate use of general practice and hospital services. HWNT reported that awareness and uptake of commissioned services is variable. Commissioners of additional services should consider how to promote awareness and uptake in order to maximise the role and contribution of community pharmacy within the health care system and deliver better outcomes for residents.

In particular this should focus on improving awareness of and access to:

- Adult flu vaccination
- Promotion of healthy lifestyles
- Information about self-care
- Signposting
- Think Pharmacy First
- Private consultation
- Asthma management
- Sexual health testing
- Telephone advice

Community pharmacies are commissioned by NHSE to provide flu vaccines and there has been a 10% increase in community pharmacies delivering the service in the borough. However more community pharmacists are willing to provide the flu vaccine service in the future should NHSE choose to increase provision.

There are no gaps in provision of the Think Pharmacy First scheme as all community pharmacies in North Tyneside provide this service.

There are no gaps in the provision of specialist drug access services. However when surveyed an additional number of community pharmacies reported that they are willing to provide the service.

Services for drug users i.e. needle exchange and supervised consumption of methadone have adequate coverage in the areas of greatest need. There may be some opportunities to widen the needle exchange component to further promote harm reduction should funding become available. An additional number of community pharmacies when surveyed reported that they are willing to provide this service.

Stop smoking services are available from more than half of community pharmacies across North Tyneside which appears to provide adequate access. Community pharmacies with longer opening hours have the opportunity to provide the service to the working age population who may not be able to access services during normal working hours.

The provision of Emergency Hormonal Contraception (EHC) forms an integral part of the local sexual health pathway and is available from all community pharmacies with the exception of one in the South West locality. The provision of EHC in each locality is considered to be sufficient.

### **7.3 Quality of services**

Overall, community pharmacies in the borough appear to perform well in terms of patient experience and deliver services to a high standard.

The HWNT report suggests that the PNA should address how the quality of service provided by community pharmacies is monitored and improved across North Tyneside, including indicators relating to patient experience and how local people will be engaged in this process on an ongoing basis. In particular it suggested that this should focus on stock levels and waiting times; aspects of the essential part of the Community Pharmacy Contractual Framework.

However, these elements are outside the remit of the PNA as the quality of essential service delivery is the responsibility of NHSE as the contractor and contract holder. The HWNT report and the PNA have been shared with NHSE.

### **7.4 Medicine shortages**

HWNT reported there could be an overall impact on the health of residents unable to get their prescription filled within reasonable timescales. The health consequences of any delay in accessing medicines on their health could push them into needing input from other health services. It should be noted what is considered reasonable was not defined within the report and may vary according to patient demographics, health condition and the critical requirement for a given medicine. This issue is outside the remit of the PNA; however the HWNT report has been shared with NHSE.

### **7.5 Housing developments**

Major strategic housing developments are planned at Killingworth Moor and Murton Gap over the next fifteen years with 16,593 additional homes being built. Despite these major developments there is currently no need to increase community pharmacy provision above the current level, as the development timetable means significant increases in demand are unlikely to occur within the timescales of this PNA.

**The overall conclusion of this PNA is that given the relative surfeit of community pharmacies and the range of services on offer it is anticipated that the pharmaceutical needs of residents of North Tyneside can be met within existing services provision for the period 2018- 2021..**