

# **Appendix J**

## **Consultation Feedback**

## Southend on Sea Pharmaceutical Needs Assessment Consultation Feedback

### 1. Accuracy and Post Consultation Changes in Opening hours

No points of accuracy were raised.

One pharmacy changed ownership around the time the consultation started and amended its supplementary hours from mid-September 2017. Specifically:

- West Road Pharmacy (formerly Howells and Chana)
- Change in hours:

	Old Hours	New Hours
<b>Monday - Friday</b>	09:00 – 19:00; lunch 13:00 – 14:00	09:00 – 18:00
<b>Saturday</b>	09:00 – 17:00	09:00 – 12:00
<b>Sunday</b>	Closed	Closed

The Steering Group noted the changes were significant and impacted upon all maps because of the change in name and also the PNA analysis and text relating to extended hour and Saturday opening. Therefore, a revised draft of the PNA was considered and amendments agreed by the Steering Group.

### 2. Feedback and Comments

This section sets out the details of the feedback and comments which were received during the formal consultation and summarises the response of the PNA Steering Group. The section has been organised in accordance with the specific questions asked within the response template which, which can be found in Appendix I of the PNA.

For each question, we summarise the percentage of respondents who either agreed, disagreed or were not sure with respect to the information contained within the PNA. Where relevant we list the specific comments received and set out the PNA Steering Group decision noting whether the PNA has been amended. This included strengthening all the conclusions to make it clear that any gaps could be met by the existing network of pharmacies.

**Has the purpose of the PNA been explained sufficiently within section 1.1 of the draft PNA document?**

Yes = 100% (n=7)      No = 0%      Not sure = 0%

No detailed comments received

**Does Section 2 clearly set out the scope of the PNA?**

Yes = 100% (n=7)      No = 0%      Not sure = 0%

No detailed comments received

**Does Section 2 clearly set out the local context and the implications for the PNA?**

Yes = 100% (n=7)      No = 0%      Not sure = 0%

No detailed comments received

**Do you think the needs of the population, and the impact upon the need for pharmaceutical services, have been accurately reflected throughout the PNA?**

Yes = 85.7% (n=6)      No = 0%      Not sure = 0%      Not answered = 14.3% (n = 1)

**Detailed Comment**

**PNA Steering Group Decision**

**PNA Amended?**

No detailed comments received

**Please indicate if you think the PNA has provided a reasonable description of the service AND if you agree with the conclusions?**

**Section 3.2.1 Essential Services**

Yes = 85.7% (n=6)      No = 0%      Not sure = 0%      Not answered = 14.3% (n = 1)

The Steering Group noted the following amendments in relation to West Road Pharmacy:

- Page 26 & 27: Amendments to map 1 and map 2
- Page 28: Amendments to “current picture text”
- Page 29: Revisions to the opening hours table
- Pages 30 – 34: Amendments to map 3 – 7
- Pages 37 & 38: Amendments to alignment of GP and pharmacy opening hours text and graphs
- Pages 46 & 47: Amendments to conclusions

Please indicate if you think the PNA has provided a reasonable description of the service AND if you agree with the conclusions?

**Section 3.2.3 Advanced Services**

<b>3.2.3.1: Medicines Use Reviews</b>	Yes = 85.7% (n=6)	No = 0%	Not sure = 0%	Not answered = 14.3% (n = 1)
<b>3.2.3.2: New Medicine Service</b>	Yes = 85.7% (n=6)	No = 0%	Not sure = 0%	Not answered = 14.3% (n = 1)
<b>3.2.3.3: Flu Vaccination</b>	Yes = 85.7% (n=6)	No = 0%	Not sure = 0%	Not answered = 14.3% (n = 1)
<b>3.2.3.4: Stoma Appliance Customisation</b>	Yes = 85.7% (n=6)	No = 0%	Not sure = 0%	Not answered = 14.3% (n = 1)
<b>3.2.3.3: Appliance Use Reviews</b>	Yes = 85.7% (n=6)	No = 0%	Not sure = 0%	Not answered = 14.3% (n = 1)

The Steering Group noted the following amendments in relation to West Road Pharmacy:

- Pages 49 – 52: MURs: amendments to: “current picture”, opening hours table, map and conclusions
- Pages 53 – 56: NMS: amendments to: “current picture”, opening hours table, map and conclusions
- Pages 58 – 59: Flu: amendments to the map and the opening hours table

Please indicate if you think the PNA has provided a reasonable description of the service AND if you agree with the conclusions?

**Section 3.3 Locally Commissioned Services**

<b>3.3.2: Stop Smoking</b>	Yes = 85.7% (n=6)	No = 0%	Not sure = 0%	Not answered = 14.3% (n=1)
<b>3.3.3: Needle &amp; Syringe Programme</b>	Yes = 71.4% (n=5)	No = 14.3% (n=1)	Not sure = 0%	Not answered = 14.3% (n=1)
<b>3.3.4: Supervised consumption</b>	Yes = 85.7% (n=6)	No = 0%	Not sure = 0%	Not answered = 14.3% (n=1)
<b>3.3.5: Sexual Health</b>	Yes = 85.7% (n=6)	No = 0%	Not sure = 0%	Not answered = 14.3% (n=1)

The PNA steering group noted that one pharmacy didn’t agree with the conclusions for the needle and syringe programme; no reasons as to why this was the case were provided.

The Steering Group noted the following amendments in relation to West Road Pharmacy:

- Pages 68 – 71: Stop smoking: amendments to: “current picture”, opening hours table, map and conclusions
- Pages 72 – 75: Needle and syringe programme: amendments to: “current picture”, opening hours table, map and conclusions
- Pages 76 – 79: Supervised consumption: amendments to “current picture”, opening hours table, map and conclusions

**Do you agree with the “Looking to the Future” section as set out in section 3.4?**

Yes = 85.7% (n=6)      No = 0%      Not sure = 0%      Not answered = 14.3% (n=1)

No detailed comments received

**Community Pharmacies & Dispensing Appliance Contractors Only**

Has the PNA provided you with enough information to help your own future service provision and plans

Yes = 75% (n=3)      No = 0%      Not sure = 0%      Not answered = 25% (n=1)

No detailed comments received

**NHS England Only:**

Has the PNA provided adequate information to inform market entry decisions?

- NHS England confirmed the PNA includes adequate information to make market entry decisions

**Services Commissioners & Potential Services Commissioners only:**

Has the PNA provided you with enough information to inform how you may commission services from pharmacy in the future?

- This question was not applicable to any of the respondents

Do you any further comments?

Organisation	Detailed Comment	PNA Steering Group Decision	PNA Amended?
<p>NHS England - Essex Area Team</p>	<p>Please remove all references to the NUMSAS pilot (pages 5, 6, 16, 19, 21, 37 and Appendix F and G)</p> <p>This service is not to be advertised or actively promoted to patients</p>	<p>The Steering Group considered the NHSE request and noted the following:</p> <p>Regulation 2 requires that the PNA document all pharmaceutical services:</p> <p>“The pharmaceutical services to which each pharmaceutical needs assessment must relate are <b>all the pharmaceutical services</b> that may be provided under arrangements made by the NHSCB for—</p> <ul style="list-style-type: none"> <li>(a) the provision of pharmaceutical services (including directed services) by a person on a pharmaceutical list;</li> <li>(b) the provision of local pharmaceutical services under an LPS scheme (but not LP services which are not local pharmaceutical services); or</li> <li>(c) the dispensing of drugs and appliances by a person on a dispensing doctors list (but not other NHS services that may be provided under arrangements made by the NHSCB with a dispensing doctor).” <p>The primary purpose of the PNA is to inform market entry decisions; the secondary purpose is to support local commissioners with commissioning decisions; thirdly, the document is a reference source for existing NHS pharmaceutical services contractors who may wish to change the services they provide and/or by potential new entrants to the market. It was felt that it was highly unlikely that the document would be read by patients.</p> <p>There is already information in the public domain about the service.</p> <p>The final agreement was to retain the references to the NHS Urgent Medicine Supply Advanced Service (NUMSAS) within the PNA, but to remove the pharmacies which offer the service from Appendix H. This would minimise the risk of publicising specific pharmacy providers to patients and the public.</p> </li></ul>	<p>Yes Appendix H updated</p>