



**DRAFT**

# Pharmaceutical Needs Assessment 2022

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## **Welcome and Introduction**

### **Final Draft Pharmaceutical Needs Assessment 2022**

Community pharmacies have a major role to play in improving health and wellbeing and reducing health inequalities among the population of Hartlepool. They are a key partner in the delivery of plans to address the prevention of ill health and have demonstrated this further during the recent months of the COVID-19 pandemic.

Pharmacies are often placed in the very heart of communities close to where Hartlepool people live, work or shop and provide easy access to medicines and other pharmaceutical services. Beyond providing access to prescribed medicines and advice on how to use them, they increasingly support people in making healthier lifestyle choices alongside advice and options for self-care, whilst also signposting to, and increasingly providing, other available services.

This Pharmaceutical Needs Assessment (PNA) for 2022 provides the basis on which NHS England and NHS Improvement (NHSE&I) make decisions regarding the location and shape of local pharmaceutical services. It outlines the varying needs of our population across Hartlepool both in terms of services currently available and the likely pharmaceutical needs for the near future.

The draft PNA prepared for approval by the Health and Wellbeing Board follows statutory consultation and local engagement processes involving a range of professionals, service users, patients and other stakeholders on behalf of the people of Hartlepool. Based on a clear understanding of current availability and the experience of pharmaceutical services locally, the PNA makes recommendations to inform decision-making.

It is vital that the planning of pharmaceutical services provision should be considered alongside other available health and social services. The Health and Wellbeing Board has oversight of this, based on the Joint Strategic Needs Assessment. This draft PNA is therefore prepared for approval by the HWB in accordance with our statutory duty under the Health and Social Care Act 2012. The PNA will then be prepared for final publication by October 2022. We are pleased to present the PNA 2022; a useful document that will underpin the planning, development and commissioning of pharmaceutical services according to the needs of the people of Hartlepool.



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Leader of Hartlepool Borough Council, Chair of the Health and Wellbeing Board



Craig Blundred  
Director of Public Health, Hartlepool Borough Council  
**22 June 2022**

## **Contents**

1.0	Executive Summary.....	8
1.1	Background.....	8
1.2	Process.....	9
1.3	Conclusions and Recommendations .....	11
2.0	Introduction .....	16
2.1	What is a Pharmaceutical Needs Assessment? .....	16
2.2	What are Pharmaceutical Services? .....	16
2.3	Why has the Health and Wellbeing Board prepared a PNA?.....	18
2.4	Who has produced it? .....	19
2.5	How will it be made available? .....	19
2.6	How often will it be completed? .....	19
2.6.1	Supplementary statements and subsequent Assessments.....	20
2.6.2	HWB related duties with respect to pharmacy consolidation applications ...	21
2.6.3	Process for maintaining Hartlepool Health and Wellbeing Board PNA .....	21
2.7	How will it be used? .....	21
3.0	Background and Policy Context .....	22
3.1	National policy and the Pharmaceutical List .....	22
3.1.1	Regulations- Control of Entry .....	23
3.1.2	Regulations- Market Entry and the use of PNAs .....	23
3.2	Recent national policy drivers .....	24
3.3	Community Pharmacy Contractual Framework .....	25
3.3.1	Functions initiated by the CPCF in 2016.....	26
3.3.2	Core and supplementary hours .....	27
3.3.3	Essential services .....	27
3.3.4	Community Pharmacy Advanced Services.....	28
3.3.5	Enhanced Services.....	31
3.4	Other community pharmacy services commissioned locally .....	32
3.5	Other NHS Services.....	32
3.6	Necessary Services .....	33
3.7	Other Relevant Services .....	33
3.8	Unforeseen Benefit Applications .....	33
3.9	Distance selling pharmacies.....	33
3.10	Terms of Service for Appliance Contractors (DACs) and Dispensing Doctor practices .....	34

3.11	Dispensing Doctors .....	34
4.0	Process .....	35
4.1	Data Sources, Collection and Validation .....	35
4.1.1	Demographic Information and Strategic Health Needs Information .....	35
4.1.2	Defining localities .....	36
4.1.3	Demographic information at locality level.....	37
4.1.4	Data collection for Community Pharmacies .....	38
4.1.5	Dispensing Appliance Contractors (DACs) .....	38
4.1.6	Dispensing practices.....	38
4.1.7	GP practices .....	38
4.1.8	Rurality definition and maps .....	39
4.1.9	Designated neighbourhoods for LPS purposes .....	39
4.2	Consultation and Engagement .....	39
4.2.1	Engagement.....	39
4.2.2	Consultation .....	41
5.0	Approval.....	41
6.0	Localities – definition and description .....	41
6.1	Local context.....	41
6.2	Ward boundary changes and IMD updates in 2019; impact on locality definition for PNA 2022 .....	43
6.3	Localities - population .....	45
6.3.1	Population and age/sex breakdown .....	46
6.3.2	Deprivation Profile: Index of Multiple Deprivation (IMD) 2019.....	49
6.3.3	Ethnicity .....	50
6.3.4	Benefits and Poverty .....	52
6.3.5	Employment.....	52
6.3.6	Car ownership (reflecting need for public transport).....	54
6.3.7	Housing, households and homelessness .....	55
6.3.8	Older people .....	57
6.3.9	Children.....	58
6.3.10	Educational attainment.....	60
6.3.11	Armed Forces Community.....	61
6.3.12	Population density and rurality .....	61
7.0	Local Health Needs .....	64
8.0	Current Pharmaceutical Services Provision.....	73
8.1	Overview of pharmaceutical services providers.....	74
8.1.1	Community pharmacy contractors.....	75

8.1.2	Dispensing Doctors.....	81
8.1.3	Dispensing Appliance Contractors (DACs) .....	81
8.1.4	Other providers .....	81
8.2	Detailed description of existing community pharmacy providers of pharmaceutical services.....	82
8.2.1	Premises location: distribution in localities and wards of localities.....	82
8.2.2	Premises location- external setting .....	91
8.2.3	Premises standards .....	92
8.2.4	Premises facilities .....	92
8.2.5	Workforce training and development .....	93
8.2.6	Digitising community pharmacy.....	94
8.2.7	Pharmacy opening hours; access to pharmaceutical services.....	94
8.2.8	Choice of provider.....	101
8.3	Description of existing pharmaceutical services provided by community pharmacy contractors.....	102
8.3.1	NHS Essential services .....	102
8.3.2	Prescribing and dispensing of appliances.....	104
8.3.3	NHS Advanced services.....	105
8.3.4	NHS Enhanced services.....	109
8.3.5	Locally commissioned services – public health and CCGs .....	111
8.3.6	Non-NHS services .....	119
8.3.7	Pharmaceutical services provided to the population of Hartlepool from pharmacies in neighbouring HWB areas or beyond (cross boundary activity)	120
8.4	Description of existing NHS services or other contracted services in Hartlepool delivered by pharmaceutical or other providers i.e., other than community pharmacy contractors.....	122
8.5	Results of patient survey; feedback on current services.....	125
8.5.1	Overview .....	125
8.5.2	Detailed analysis of results.....	126
8.5.3	Patient surveys summary .....	135
8.5.4	Other patient experience information: NHS Community Pharmacy Patient Questionnaire (CPPQ) and NHS Complaints .....	136
8.6	Results of stakeholder surveys or feedback related to existing provision .....	136
8.6.1	Current providers; engagement response .....	138
8.7	Consultation Response .....	139
9.0	Local Health and Wellbeing Strategy and Future Developments.....	140
9.1	Strategic Themes and Commissioning Intentions.....	140

9.2	Future developments of relevance .....	141
9.2.1	Housing development and changes in social traffic.....	142
9.2.2	Health care and GP practice estate .....	148
10.0	Pharmaceutical Needs .....	150
10.1	Fundamental pharmaceutical needs .....	150
10.2	Pharmaceutical needs for essential services in Hartlepool.....	151
10.3	Pharmaceutical needs particular to Hartlepool .....	151
10.4	Current pharmaceutical needs particular to Hartlepool localities ....	158
10.4.1	Locality H1: Hartlepool West .....	158
10.4.2	Locality H2: Hartlepool South.....	158
10.4.3	Locality H3: Hartlepool Central and Coast.....	158
11.0	Statement of Need for Pharmaceutical Services in Hartlepool .....	159
11.1	Statement of need: essential services provided by dispensing doctors or DACs .....	160
11.2	Statement of need: pharmaceutical need for essential services provided by community pharmacy contractors .....	160
11.2.1	Borough of Hartlepool – all localities.....	160
11.2.2	Locality specific needs including likely future needs.....	162
11.3	Pharmaceutical need for advanced services .....	165
11.3.1	Hartlepool – all localities.....	165
11.4	Statement of need: Pharmaceutical needs for enhanced services .	166
11.4.1	Community pharmacy enhanced services currently commissioned by NHS England and available in Hartlepool.....	166
11.4.2	Common Ailments & Sore Throat Test and Treat.....	167
11.5	Statement of need: other NHS services taken into account when making the assessment .....	167
11.5.1	Other community pharmacy services <i>currently locally commissioned</i> in Hartlepool.....	167
11.6	Necessary services, other relevant services and other NHS services: community pharmacy services not currently commissioned from pharmaceutical services providers in Hartlepool .....	170
11.6.1	Management of low acuity conditions via community pharmacy.....	170
11.6.2	Anticoagulant monitoring service .....	170
11.6.3	Care home service.....	170
11.6.4	Disease specific medicines management service .....	171
11.6.5	Gluten free (GF) food supply service .....	171
11.6.6	Home delivery service .....	171
11.6.7	Alcohol brief intervention service.....	171

11.6.8	Language access service .....	172
11.6.9	Medication review service .....	172
11.6.10	Medicines assessment and compliance support service.....	172
11.6.11	Out of hours services.....	173
11.6.12	Patient Group Direction (PGD) Service (other than EHC).....	173
11.6.13	Prescriber support service.....	173
11.6.14	Schools service.....	173
11.6.15	Healthy Heart Check.....	173
11.6.16	Other screening service(s) .....	174
11.6.17	Supplementary prescribing service .....	174
12.0	Conclusions .....	175
13.0	Acknowledgements.....	178
14.0	Glossary of Terms .....	179
15.0	List of Appendices .....	181
16.0	References and Bibliography .....	182

You will find a list of Tables and Figures at Appendix 8.

# 1.0 Executive Summary

## 1.1 Background

The pharmaceutical needs assessment (PNA) for Hartlepool is the statement of the needs for pharmaceutical services in the Health and Wellbeing Board (HWB) area. It is a statutory document of the HWB which

- identifies what is needed at a local level
- determines if pharmaceutical services are available in Hartlepool to meet the needs of the population and
- guides NHS England and NHS Improvement (NHSE&I) in their application of legislation to the decision-making processes affecting pharmaceutical services.

To meet this dual purpose, the Health and Wellbeing Board needs to understand both the location and services currently provided by pharmacies and others, and the needs of the population. In the context of the legislative framework which describes it, the PNA serves to provide this, reflecting an assessment and consideration of

- localities; geographical subdivision of the population of Hartlepool
- pharmaceutical need for current and potential services in the near future; identifying any gaps in service to meet identified need and options for improvement now, and in the future
- access and choice of pharmaceutical services from pharmacies and others (including dispensing appliance contractors and dispensing doctors if applicable)
- patient, public, professional and wider stakeholder views

Throughout, the assessment considers the needs of anyone who might have need for a pharmaceutical service in the Borough. This is sometimes called the 'reliant population', thinking beyond those people who are resident to also include patients, learners, shoppers and other visitors as users or potential users of pharmaceutical services.

Pharmacies have a key role providing access to medicines and support to use them correctly. They also offer a range of treatment, advice, signposting and other pharmaceutical services towards protecting and improving health and wellbeing and helping patients navigate the healthcare system. They are often situated in the heart of communities, in places where people live, or congregate to work or shop, which helps ensure good access to these services for our population.

National policy developments are changing both the wider context and the local operating environment of pharmacies. The NHS Long Term Plan (NHS, 2019) sets out the overarching targets and areas that will be addressed over a 10-year period across the NHS.



Underpinning this is a range of additional guidance to support its delivery. The Department of Health and Social Care (DHSC), NHS England and NHS Improvement (NHSE&I) and the Pharmaceutical Services Negotiating Committee (PSNC) agreed a new Community Pharmacy Contractual Framework (2019-2024) (DHSC, 2019). This framework describes the vision for how community pharmacy will support delivery of the NHS Long Term Plan.

This framework:

- Builds upon the reforms started with the introduction of the Quality Payments Scheme to move pharmacies towards a much more clinically focused service.
- Confirms the future of community pharmacy as an integral part of the NHS, delivering clinical services as a full partner in local primary care networks (PCNs).
- Describes new services to be offered through community pharmacy as well as a programme to develop evidence-based additions to those services. Foremost amongst the new services is the new national NHS Community Pharmacist Consultation Service, connecting patients who have a minor illness with a community pharmacy which should rightly be their first port of call.
- Underlines the critical role of community pharmacy as an agent of improved public health and prevention, embedded in the local community.

The PNA also has a very specific application. NHS England and NHS Improvement (NHSE&I) must use it when responding to applications either to join the 'Pharmaceutical List' or to amend conditions or characteristics of being included in it, such as location or opening hours or to merge premises under consolidation. These purposes, alongside the legislative framework that covers what must be included in the PNA, and how NHSE&I will use it, greatly influence the content and some of the language used, reflecting that used in the legislation and decision-making processes.

## **1.2 Process**

The Hartlepool PNA has been produced in accordance with the 2013 Regulations as amended (Department of Health, 2013), with reference to Department of Health guidance (Department of Health, May 2013 (updated October 2021)) and information pack (also updated in October 2021) and with the support of our local stakeholders including Tees Valley Clinical Commissioning Group (TVCCG), NHSE&I, local pharmacy contractors and the Local Pharmaceutical Committee (LPC) Tees. The PNA is built on the foundation of robust processes followed in previous years to produce the current needs assessment published in 2018. This was supported by a culture of collaboration with the nearest neighbour HWB in Tees, Stockton-on-Tees and also across the NHSE&I North East, North Cumbria and North Yorkshire areas.

**Consultation and engagement.** Engagement with patients, the public, health and care professionals and other stakeholders, including Healthwatch Hartlepool, during the development of this draft PNA, generated valuable insight into the current and future provision of pharmaceutical services. This included patient/service user surveys returning 236 responses and a stakeholder questionnaire seeking the opinions of clinical and other professionals on behalf of the ‘client group’ they represented. The purpose of these surveys was for people to contribute their views on pharmaceutical services, not necessarily finding a representative sample of the population. Suggestions made by patients and others in the engagement exercise about pharmacy services will be considered and shared appropriately. Following the communication and engagement activity in December 2021/January 2022, the draft PNA was published for consultation from 15<sup>th</sup> March 2022 for the statutory minimum 60-day consultation period.

Following this statutory consultation, the PNA has been updated in response, before seeking outline approval of the HWB in July ahead of final publication before the statutory deadline of 1<sup>st</sup> October 2022. The assessment will be maintained by Supplementary Statements, including new maps, issued in accordance with the Regulations as services change.

**Pharmaceutical services.** For the avoidance of doubt, the “pharmaceutical services” to which this PNA must relate are defined in PART 2 of the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 as amended (hereafter referred to as the 2013 Regulations). A description of what this Regulation means in terms of pharmaceutical services is included in section 2.2 of the PNA but for simplicity, this includes services provided by *pharmacy contractors*<sup>1</sup>, *dispensing appliance contractors* and *dispensing doctors*. This definition of pharmaceutical services does not include any services commissioned directly from pharmaceutical contractors by local authorities, clinical commissioning groups or others, but such services must be included in the assessment as they affect the determination of any gaps in provision in pharmaceutical services as defined.

**Access and choice.** In making this assessment of current and anticipated future pharmaceutical needs, the HWB has had regard to, in so far as it is practicable to do so, all regulatory requirements included in regulation 3-9 of Part 2 of the 2013 Regulations, including the additional matters for consideration in Regulation 9. It has considered the responses to patient, professional and other stakeholder engagement, the statutory consultation and other information available about current pharmaceutical services. It has paid particular regard to the issues of access and choice of both provider and services available, including the times that those services are provided and the contribution made by service providers outside of the HWB area. Factual information regarding existing pharmaceutical services providers, such as

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<sup>1</sup> including any with an LPS contract – see section 2.2

premises information and contracted hours, was obtained from the holder of the Pharmaceutical List, NHS England and NHS Improvement (NHSE&I)<sup>2</sup>.

**Localities.** The PNA Regulations require HWBs to consider, and justify, sub-division of their geographic area into localities for the purposes of this assessment, and then for determining 'market entry' for new pharmacies in the future. The Hartlepool HWB area is sub-divided into three localities based on electoral ward-level mapping of Indices of Multiple Deprivation (IMD 2019). Three of the twelve wards of Hartlepool are therefore grouped together into Locality H1: Hartlepool West, another two wards form Locality H2: Hartlepool South and the remaining 7 wards make up Locality H3: Hartlepool Central and Coast.

**Pharmaceutical need.** Applying a systematic process of identifying needs, and seeking to address them, the PNA describes pharmaceutical services that are currently delivered, options for improvement within existing pharmaceutical services and supports consideration of the need for new pharmacies or services. The PNA considers the full range of pharmaceutical services provided by community pharmacies and dispensing appliance contractors (who deal with dressings, catheter and other appliances but not medicines). It also considers relevant locally contracted services where provision impacts on the need for pharmaceutical services. This includes other locally commissioned services provided by pharmacy contractors, other pharmacy services providers and some services available from other providers such as GP practices<sup>3</sup>, sexual health clinics or substance misuse services.

**Approval.** This draft PNA is submitted for outline approval on 4<sup>th</sup> July 2022 for subsequent publication before 1<sup>st</sup> October 2022.

**Acknowledgements.** We are very grateful to all those who contributed local knowledge, data and information to support the development of the PNA 2022 including colleagues at NHSE&I, Tees Valley CCG and North East Commissioning Support, Tees Local Pharmaceutical Committee, Healthwatch Hartlepool, members and officers of Hartlepool Borough Council and other commissioned service providers.

### 1.3 Conclusions and Recommendations

The pharmaceutical needs assessment has considered the current provision of pharmaceutical services in Hartlepool and specifically the demography and health needs of the population. It has analysed whether current provision meets the needs of the population or whether there are any potential gaps in pharmaceutical service provision either now or within the likely lifetime of the PNA. Pharmaceutical services are currently provided by **20 pharmacies** in the Hartlepool HWB area including two which are open 100 hours each week. One of these 20 pharmacies opened on 1<sup>st</sup> June 2022<sup>4</sup> and is categorized as 'distance selling' (DSP) therefore cannot provide face-to-face essential services

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<sup>2</sup> Correct at June 2022 pending some updates from 1<sup>st</sup> June before final publication

<sup>3</sup> including dispensing doctor services in some rural areas, but not applicable in Hartlepool

<sup>4</sup> NB. This was after the conclusion of both engagement and consultation processes for the PNA

from the premises, but must do so remotely via phone, email or a website. There are no dispensing doctors and no appliance contractors. A map of locations of pharmacies within the Borough is available separate to the main PNA (as Appendix 7) for ease of updating as required by Regulation. A simple map of pharmacy locations in their localities is shown in Figure ES1. Table ES1 shows a list of the 20 pharmacies showing their ward and locality.

At the time of consultation, the number of non-DSP contractors on the Pharmaceutical List for Hartlepool HWB area was the same as for the previous PNA in 2018. A new pharmacy had opened (Middle Warren Pharmacy; 29 January 2019), however, an existing pharmacy also closed later that year (Lloydspharmacy Park Road; 18 December 2019). Notice of the extant grant for the new DSP was included in the PNA draft for consultation as notified by NHSE&I. The full conclusions are those included in the Statement of Need for Pharmaceutical Services at Section 11.

#### Summary conclusions of the assessment are:

- the range of pharmaceutical services provided and access to them is good; there are pharmacies close to where people live, work or shop. Travel times have been mapped, finding that 67% of the population is within a 10 minute walk and 97% are within a 20 minute walk (or a 5 minute car journey) of their nearest pharmacy. There are some differences between localities that reflect the nature of their populations and environment. The whole of the Borough can access at least one pharmacy within 10-15 minutes drive, particularly when the pharmacy at Wynyard is included. This is comfortably within a travel time standard of 20 minutes by car the HWB would consider reasonable. Public transport is also good across the town.
- there are essential pharmaceutical services (from pharmacies) seven days a week offering services before 9 am and late on weekday evenings. A good offer on Saturday mornings is reduced on Saturday afternoons and on Sundays. There are some differences between localities. The health and wellbeing board is mindful that services offering evening and weekend access to primary care appointments may vary their opening times during the lifetime of this pharmaceutical needs assessment. However it would expect that either existing pharmacy contractors will adjust their opening hours to address such changes in the future or NHS England will direct pharmacies to open to meet any differences in opening hours.
- the number of current providers of pharmaceutical services, the general location in which the services are provided, and the range of hours of availability of those services combine to meet the need for the provision of the **necessary** essential services of the community pharmacy contractual framework. These providers and services are considered to meet the current (and likely future) pharmaceutical needs for essential pharmaceutical services in all localities of the Hartlepool HWB area. Taking into account population demographics, projections, and known firm housing

projections and plans, it is anticipated that the current pharmaceutical service providers will also be sufficient to meet local needs.

- the HWB considers that there is sufficient choice of both provider and services available to the resident and visiting population of all localities of Hartlepool including the days on which, and times at which, these services are provided.
- some few providers of pharmaceutical services outside the HWB area provide improvement to and /or better access in terms of choice of services, but these are not necessary services, i.e. there is **no gap** in service that could not be met from pharmacies located within the HWB area.
- having regard to all the relevant factors, there are **no current gaps** in provision of necessary pharmaceutical services or other relevant services, including essential, advanced and enhanced services that could not be addressed through the existing contractors; no likely future needs have been identified that could not also be similarly addressed. There is therefore **no current or known near future need for any new pharmacy contractor or appliance contractor** provider of pharmaceutical services in Hartlepool
- pharmacies in Hartlepool have responded well to the offer of national advanced services such as the Community Pharmacy Consultation Service (CPCS) and Seasonal Influenza Vaccination, supporting increasing integration with other parts of the healthcare system and better access for patients. Provision of these services provide substantial improvement or better access for patients.
- Several locally commissioned services named via legislation as '**other NHS services**' have been assessed as **necessary** for the people of Hartlepool. They are currently commissioned by Public Health such that current population **needs are met**. These services include emergency hormonal contraception, supervised self-administration of medicines for the treatment of drug misusers, needle exchange and Healthy Start vitamins. Elements of a pharmacy stop-smoking service, chlamydia testing service and C-Card condom distribution services also offer, or could offer improvement or better access to such provision.

#### Additional recommendations

There are opportunities to facilitate better access to current services and the range of new pharmaceutical services in a community pharmacy setting by

- promoting services available to the public, including the times and days that they are available
- maximising opportunities for health improvement, brief intervention in pharmacies.

An abbreviated companion document to the PNA may be produced to better enable the content to be used by anyone that may wish to know or understand more about the need and provision of pharmaceutical services to the reliant population of Hartlepool.

It is also noted that

Hartlepool Health and Wellbeing Board recognises the requirement to maintain and review processes to manage the following in respect of the PNA including:

- response to requests from NHSE&I<sup>5</sup> for representation on applications to provide new pharmaceutical services, or amend existing provision, including the potential application for consolidation of pharmacy contractors<sup>6</sup> and
- activity that supports on-going maintenance of the PNA, including the publication of Supplementary Statements and subsequent timely reviews, including, where necessary, in response to identified changes in need.

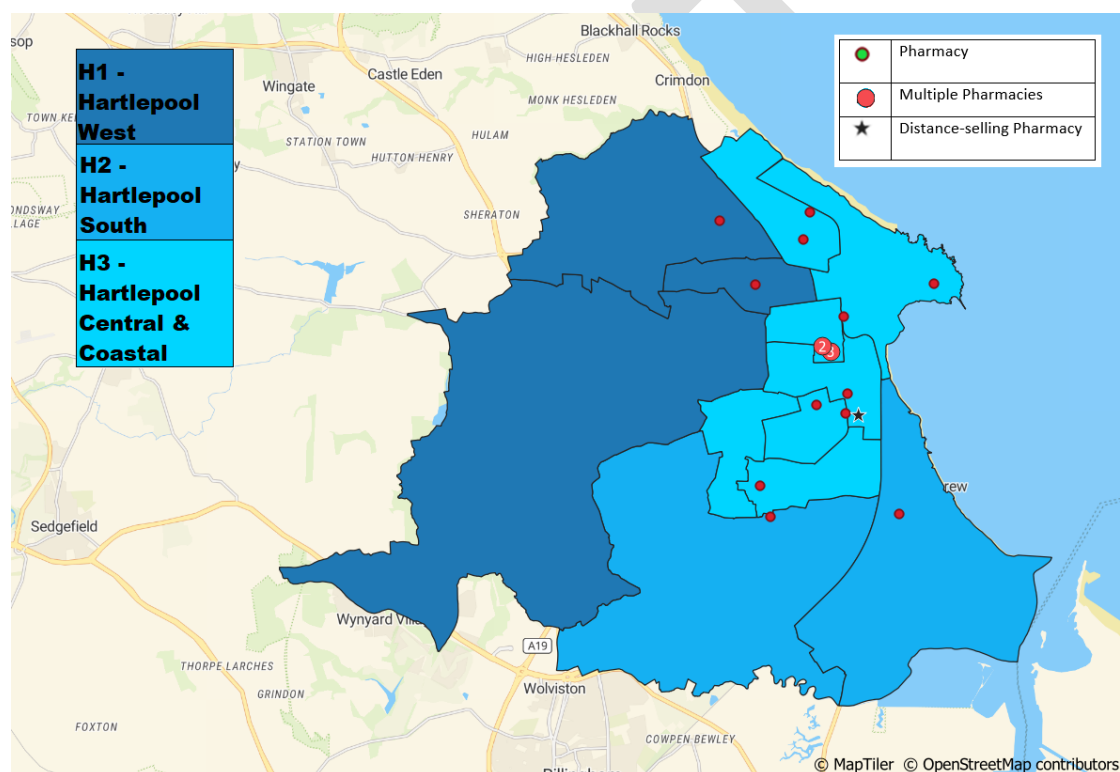


Figure ES1. Map of Hartlepool showing location of community pharmacies including those open 100 hours per week and the distance-selling pharmacy (denoted by a star) at 1<sup>st</sup> June 2022\*. Source: NHSE&I. Note the red dot here means more than one pharmacy at this location, indicated by the number inside the pin.

Table ES1 showing the names, category and location of pharmacies follows on next page.

A copy of the full statutory Pharmaceutical List as provided by NHSE&I is included as Appendix 6. Pending receipt of data, this is being updated to be correct at 1<sup>st</sup> June 2022 (i.e., include the new DSP and minor amendments to opening hours) prior to formal publication of the 2022 PNA.

<sup>5</sup> or incumbent replacement organisation i.e the ICB

<sup>6</sup> See [section 2.7](#)

Pharmacy Trading Name	Full Address	Ward	PNA Locality 2022	Core hours: 40 or 100
Middle Warren Pharmacy	Unit 4, Middle Warren Local Centre, Mulberry Rise, Hartlepool, TS26 0BF	Hart	H1: West	40
Lloyds Pharmacy	84 Wiltshire Way, Hartlepool, TS26 0TB	Throston		40
Well	416 Catcote Road, Fens Shopping Centre, Hartlepool, TS25 2LS	Fens and Greatham	H2: South	40
Seaton Pharmacy	68A Elizabeth Way, Seaton Carew, Hartlepool, TS25 2AX	Seaton		40
Boots UK Limited	Hartlepool Health Centre, Park Road, Hartlepool, TS24 7PW	Burn Valley	H3: Central and Coast	100
Tesco Stores	Belle Vue Way, Hartlepool, TS25 1UP	Burn Valley		40
Westview Pharmacy	7 Brus Corner, Hartlepool, TS24 9LA	De Bruce		40
Winterbottom Pharmacy	Surgery Lane, Winterbottom Avenue, Hartlepool, TS24 9DN	De Bruce		40
Clayfields Pharmacy	76-78 Oxford Road, Hartlepool, TS25 5SA	Foggy Furze		40
Lloyds Pharmacy	15 Kendal Road, Hartlepool TS25 1QU	Foggy Furze		40
Asda Pharmacy	Marina Way, Hartlepool, TS24 0XR	Headland and Harbour		40
Boots UK Limited	Anchor Retail Park, Marina Way, Hartlepool, TS24 0XR	Headland and Harbour		100
Headland Pharmacy	1 Grove Street, Hartlepool, TS24 0NY	Headland and Harbour		40
Lloyds Pharmacy	29 Wynyard Road, Hartlepool, TS25 3LB	Rossmere		40
Boots UK Limited	89 Shopping Centre, Middleton Grange, Hartlepool, TS24 7RW	Victoria		40
Healthways Chemist	38a Middleton Grange, Shopping Centre, Hartlepool, TS24 7RY	Victoria		40
M Whitfields	Birkdale, 30 Victoria Road, Hartlepool, TS26 8DD	Victoria		40
Well	The Health Centre, Victoria Road, Hartlepool, TS26 8DB	Victoria		40
Well	107 York Road, Hartlepool, TS26 9DH	Victoria		40
Longhill Pharmacy	Unit 2c Longhill Ind Est, Ullswater Road, Hartlepool, TS25 1UE	Located in Burn Valley Ward, H3: Central and Coast; but providing pharmaceutical services on a 'Distance-Selling' basis, 40 hours per week (Mon-Fri) from 1 <sup>st</sup> June 2022		

Table ES1. Pharmacies in Hartlepool at 1<sup>st</sup> June 2022.

22<sup>nd</sup> June 2022

## 2.0 Introduction

### 2.1 What is a Pharmaceutical Needs Assessment?

A pharmaceutical needs assessment (PNA) is the statement of the needs for pharmaceutical services which each Health and Wellbeing Board is required to publish. The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 (Department of Health, 2013) set out the legislative basis for developing and updating PNAs and can be found at:

<http://www.legislation.gov.uk/ukxi/2013/349/contents/made>

Throughout the PNA, this legislation will be referred to as 'the Regulations' and implies reference to those Regulations as amended.

The PNA is key document for identifying what is needed at a local level to support the commissioning intentions for pharmaceutical services that could be delivered by community pharmacies and other providers.

### 2.2 What are Pharmaceutical Services?

The term 'pharmaceutical services' refers to a specific set of services commissioned by NHS England and NHS Improvement (NHSE&I). The Regulations define these services for the PNA (see explanation in Box 1).

The PNA will therefore assess the need for pharmaceutical services as defined, to include

- **essential, advanced and enhanced services** provided by community pharmacies
- **essential and advanced services** provided by Dispensing Appliance Contractors (DACs)
- **dispensing** services (only) provided by **dispensing doctors** (if applicable)
- services equivalent to essential, advanced or enhanced services provided under a **local pharmaceutical services (LPS)** contract if applicable).

The Assessment will also have regard to other locally commissioned services (NHS or otherwise) where this may be relevant.



**BOX 1.**

Pharmaceutical services are defined by the Regulations as all the pharmaceutical services that may be provided under arrangements made by the NHSCB for—

- (a) the provision of pharmaceutical services (including directed services) by a person on a pharmaceutical list;
- (b) the provision of local pharmaceutical services under an LPS scheme (but not LP services which are not local pharmaceutical services); or
- (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 ...with a dispensing doctor).

**Explanations or definitions of the above:**

- NHSCB (abbreviates NHS Commissioning Board, now known as NHS England and NHS Improvement (NHSE&I) is that part of the NHS which holds the national contracts for all primary care contractors i.e. dentists, optometrists, general practices, pharmacy contractors, dispensing doctors and dispensing appliance contractors
- NHSE&I hold, and must publish, what is known as the ‘pharmaceutical list’
- ‘persons’ on the pharmaceutical list includes:
  - *pharmacy contractors* (i.e. each community pharmacy) and
  - *dispensing appliance contractors (DACs)* are NHS pharmaceutical contractors who supply, on prescription, appliances such as stoma and incontinence aids, dressings, bandages.). They cannot supply medicines (referred to as ‘drugs’ above).
- ‘pharmaceutical services provided by those on a pharmaceutical list’ means all the ‘core’ contracted services under the national community pharmacy contractual framework (CPCF) known as ‘essential services’ for pharmacy contractors and also the essential services for DACs
- the phrase ‘including directed services’ means this also includes the advanced and enhanced services of CPCF for pharmacy contractors;
- ‘enhanced’ services can ONLY be commissioned by NHSE&I as they hold the national CPCF contract. This definition of pharmaceutical services does not therefore include any services commissioned directly from community pharmacies by local authorities, clinical commissioning groups (CCGs) or others. These must still be included in the Assessment as they affect the determination of any gaps in provision. Such services could be commissioned by NHSE&I on behalf of the other local commissioners should contracting arrangements change
- There are two other types of pharmaceutical contractor (not on the pharmaceutical list)
  - *dispensing doctors*, who are medical practitioners authorised to provide drugs and appliances in designated rural areas known as “controlled localities” (see section 6.3.12.2)
  - *local pharmaceutical services (LPS) contractors* who provide a level of pharmaceutical services in some (few) HWB areas as a result of historical arrangements.

With the statement ‘may be provided by NHSCB’ there is some implication to include in the PNA reference to services that are provided by providers other than those on the pharmaceutical list but that NHSCB ‘may’ i.e. could provide (or commission) if they were minded to do so, or invited to do so on behalf of other local commissioners.

## 2.3 Why has the Health and Wellbeing Board prepared a PNA?

The National Health Service (Pharmaceutical Services and Local Pharmaceutical Services) (Amendment) Regulations 2010 (Department of Health, 2010) introduced a statutory requirement for PCTs to publish a PNA.

The Health and Social Care Act 2012 (Department of Health, 2012) established HWBs. It also transferred responsibility to develop and update PNAs from PCTs to HWBs. Responsibility for using PNAs as the basis for determining market entry to a pharmaceutical list also transferred from PCTs to NHS England from 1 April 2013.

The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 set out the legislative basis for developing and updating PNAs within the new commissioning architecture from April 2013; found at:

<http://www.legislation.gov.uk/ukxi/2013/349/contents/made>.

The Health and Social Care Act 2012 also amended the Local Government and Public Involvement in Health Act 2007 to introduce duties and powers for HWBs in relation to Joint Strategic Health Assessments (JSNAs). The JSNA is the means by which local partners including CCGs and local authorities describe the health, care and well-being needs of local populations and the strategic direction of service delivery to meet those needs. Their aim is improve the health and wellbeing of the local community and reduce inequalities for all ages.

The development of PNAs is a separate duty to that of developing JSNAs; PNAs cannot be subsumed as part of these other documents but can be annexed to them (Department of Health, May 2013 (updated October 2021)).

### **BOX 2 Regulatory Changes and time steps to the PNA 2022**

1. Regulatory changes in 2009 (SI2010/914), introduced the plans by which the Department of Health (DH) would require Primary Care Trusts to develop and publish PNAs and then use PNAs as the basis for determining market entry to NHS pharmaceutical services provision.
2. In May 2010, the timeline was established and PCTs were required to produce their first PNA by 1<sup>st</sup> February 2011; a PNA was produced by NHS Hartlepool (PCT)
3. The regulations implementing the second clause of SI2010/914, the PNA-based 'market entry' test came into force on 1 September 2012.
4. The 2011 PNA was inherited by the Hartlepool Health and Wellbeing Board on 1<sup>st</sup> April 2013 with the reformed structures of the NHS (The Health and Social Care Act 2012), and transfer of some commissioning responsibilities to local authorities.
5. Responsibility for using PNAs as the basis for determining market entry to a pharmaceutical list also transferred from PCTs to NHS England (now NHSE&I) from 1 April 2013 with amended market entry regulations. [Whilst amending the primary legislation of the HASCA 2012, it was recognised that a PNA prepared by a Health and Wellbeing Board, against which NHS England would assess applications, must not inappropriately create an obligation on NHS England to grant all applications (because NHS England would be responsible for funding the pharmacy)].
6. Publication of the first Hartlepool HWB PNA on 25<sup>th</sup> March 2015 replaced the 2011 PCT document within the statutory timescale in place at the time.
7. Publication of the second Hartlepool HWB PNA in March 2018 replaced the 2015 within the 3-year statutory timescale.
8. Regulations require the HWB to publish a new PNA within 3 years, unless otherwise instructed. Regulations postponed the statutory publication date for the 3<sup>rd</sup> HWB PNA due to the Covid-19 pandemic, to October 2022.

## **2.4 Who has produced it?**

The Hartlepool PNA has been produced in accordance with the 2013 Regulations (Department of Health, 2013), as amended, with reference to Department of Health guidance (Department of Health and Social Care, May 2013; updated October 2021) and with the support of NHSE&I and our local stakeholders including Tees Valley CCG, local pharmacy contractors and the Local Pharmaceutical Committee (LPC) Tees. The current PNA builds on the robust processes followed in 2011, 2015 and 2018 to produce the current needs assessment which has remained fit for purpose.

Preparation of the 2022 PNA for Hartlepool was led by a small Working Group and Steering Group drawn together by the public health team of Hartlepool Borough Council under the Director of Public Health reporting at Board level, on behalf of the Health and Wellbeing Board. Working closely alongside the corresponding PNA development process for Stockton-on-Tees and in part, wider co-operation of the public health pharmacists and leads developing PNAs across the north east of England and North Yorkshire. Working collaboratively promotes mutual understanding of pharmaceutical services in neighbouring HWB areas, and their impact on meeting local pharmaceutical needs.

## **2.5 How will it be made available?**

The final PNA, will be published on the Hartlepool Borough Council website. A printed copy of the PNA will be made available on request and for viewing at a location to be confirmed.

## **2.6 How often will it be completed?**

This PNA 2022 is not a 'once and for all' statement of pharmaceutical need since the 2013 Regulations, as amended, require a fundamental review of the PNA at least every three years, including full public consultation.

The HWB is required to keep the PNA up to date by maintaining the map of pharmaceutical services, assessing any on-going changes which might impact pharmaceutical need or require publication of a Supplementary Statement and by publishing a full revised assessment within the required statutory timeframe.

In making an assessment of changes to need in its area, the HWB will have regard in particular to changes to the:

- number of people in its area who require pharmaceutical services;
- demography of its area; and
- risks to the health or well-being of people in its area.

In addition, because the PNA will be used by NHS England in accordance with the Regulations for Market Entry, HWBs will also more regularly need to consider whether they need to make a new assessment of their pharmaceutical needs i.e. after identifying any changes to the availability of pharmaceutical services since publication of a previous PNA, where these changes are relevant to the granting of applications to open new or additional pharmacy premises.

When making a decision as to whether the changes warrant a new assessment, HWBs will need to decide whether the changes are so substantial that the publication of a new assessment would be a proportionate response.

Following publication of the 2018 Hartlepool HWB PNA, the 2013 Regulations required that a full PNA update be published by April 2021. However, in response to the Covid-19 pandemic, Regulations were updated to delay publication date to 1<sup>st</sup> April 2021, latterly extended to require publication by 1<sup>st</sup> October 2022 (DHSC, 2022).

This is separate to the provision for Supplementary Statements, described below. A Supplementary Statement is simply a statement of fact and would not make any assessment of the impact of any change to services on the need for pharmaceutical services within a locality.

### **2.6.1 Supplementary statements and subsequent Assessments**

When changes take place, Supplementary Statements can update the Pharmaceutical Needs Assessment. However, the Statements may only relate to changes to the availability of pharmaceutical services, they cannot be used to provide updates on pharmaceutical need as the latter may only be achieved following full review of the Pharmaceutical Needs Assessment.

Primary Care Support England (PCSA) is responsible for notifying the Health and Wellbeing board when:

- a pharmacy or dispensing appliance contractor opens new premises or relocates to new premises, and
- a change of ownership application takes place.

NHS England and NHS Improvement is responsible for notifying the Health and Wellbeing board when:

- core and/or supplementary opening hours change,
- pharmacy or dispensing appliance contractor premises close permanently, and
- when a dispensing practice ceases to dispense either to a particular area or completely.

Part 2 of the 2013 Regulations make provision for HWBs to issue a supplementary statement. These will be issued when:

- there has been a change to the availability of pharmaceutical services since the publication of the PNA;
- this change is relevant to the granting of applications to open a new pharmacy or to relocate or to provide additional services); and
- the HWB is satisfied that a revised PNA would be a disproportionate response following these changes including conclusion of a successful application to consolidate (merge) pharmacies (see section 2.6.2).

Once issued, and published on the local authority website, any Supplementary Statement would become part of the PNA and so should be taken into consideration when considering any applications submitted to NHS England.

## **2.6.2 HWB related duties with respect to pharmacy consolidation applications**

New duties of the HWB were introduced following amendments to the Regulations in December 2016 (Department of Health, 2016) to allow two pharmacies to make an application to merge and provide services from one of the two current premises.

When NHSE&I notifies the HWB about an application to consolidate two pharmacies, the HWB must respond and make a statement or representation to NHS England within 45 days, stating whether the consolidation would or would not create a gap in pharmaceutical services provision. NHS England will then convene a panel to consider the application to consolidate the two pharmacies, taking into account the representation made by the HWB.

Once NHS England has made a determination on the application to consolidate two pharmacies, it will inform the HWB. The applicant will have six months from the granting of a consolidation application to enact it (with potential to extend to an overall total of 9 months). The HWB must then:

- (a) publish a supplementary statement reporting that removal of the pharmacy which is to close from the Pharmaceutical List will not create a gap in pharmaceutical services that could be met by an application offering to meet a need for, or secure improvements to or better access to, pharmaceutical services, and then
- (b) update the map of premises where pharmaceutical services are provided (Regulation 4(2)).

## **2.6.3 Process for maintaining Hartlepool Health and Wellbeing Board PNA**

Notifications of changes from Primary Care Support England and NHSE&I are received on behalf of the Health and Wellbeing Board by the Statutory Scrutiny Manager and the Director of Public Health.

The HWB has in place a delegation of authority to the Director of Public Health and Chair of the Board to respond to requests for representations from PCSE or NHSE&I in respect of pharmacy applications and make routine initial assessments with respect to the potential for a Supplementary Statement or need for full review of the PNA. Supplementary statements are published on the HWB website pages of HBC. Supplementary statements or decision to undertake a full review are / would be taken to the Board for ratification or approval.

## **2.7 How will it be used?**

Once published, this PNA will be used by NHSE&I in their decision-making process when applying the Regulations to the process of application to, and management of, the Pharmaceutical List. PNAs are the basis for determining

market entry to NHS pharmaceutical services provision. As of **March 2022**, the Cumbria and North East Region of NHSE&I <sup>7</sup>currently undertake these statutory processes therefore the HWB must make the PNA and associated Supplementary Statements available to them.

Primary Care Support England, on behalf of NHSE&I provides a range of pharmacy market management services for pharmacies across England. This includes all market entry applications, including consolidation applications from 31 March 2021.

The PNA may be used by anyone (including LA or NHS officers, any healthcare or other professional, other stakeholders, patients or members of the general public) that may wish to know or understand more about the need and provision of pharmaceutical services to the population of Hartlepool.

### **3.0 Background and Policy Context**

There are several definitions and explanations of policy, practice and services that may need to be understood when using the PNA. These definitions and explanations are included in this section.

#### **3.1 National policy and the Pharmaceutical List**

This section describes the context of the PNA from a Regulatory standpoint with respect to the Pharmaceutical List.

If a person wants to provide pharmaceutical services, they are required to apply to the NHS to be included in a pharmaceutical list. Pharmaceutical lists are compiled and as at **June 2022** are held by NHS England and NHS Improvement. This is commonly known as the NHS “market entry” system.

Under the 2013 regulations, a person who wishes to provide pharmaceutical services must apply to NHSE&I to be included in the relevant pharmaceutical list by proving they are able to meet a need for, or offer improvements or better access to, pharmaceutical services as set out in the relevant pharmaceutical needs assessment. There are exceptions to this, such as applications for benefits not foreseen in the pharmaceutical needs assessment or to provide pharmaceutical services on a distance-selling (internet or mail order only) basis.

The first pharmaceutical needs assessments were published by Primary Care Trusts by 1 February 2011. Health and Wellbeing Boards became responsible for pharmaceutical needs assessments from April 2013.

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<sup>7</sup> Changes are currently taking place to form the ICB; such that these duties of Cumbria and North East Region of NHSE&I will transfer to this new body

### **3.1.1 Regulations- Control of Entry**

The NHS Act 2006 required PCTs to “approve an application from a chemist (for entry onto the Pharmaceutical List) only where it was necessary or expedient in order to secure the adequate provision of NHS pharmaceutical services in the ‘neighbourhood’”. This was known as the ‘Control of Entry test’ which had been a feature of the NHS (Pharmaceutical Services) Regulations since the late 1980s. The Regulations applied to “chemists” which included both pharmacies and appliance contractors.

Four exemptions to this test (listed below) were introduced in 2005. Applications of this type were exempt from the ‘Control of Entry’ requirements, PCTs were required to effectively just admit new pharmacies to the list and there was a corresponding substantial increase in new pharmacies. Exemptions were

- (1) pharmacies in ‘approved retail areas’ of more than 15,000 square metres gross floor space located away from town centres
- (2) pharmacies that intend to open for more than 100 hours per week
- (3) pharmacies located in one-stop primary care centres under the control or management of a consortium (the centre not the pharmacy)
- (4) pharmacies that will operate wholly by internet or mail order.

### **3.1.2 Regulations- Market Entry and the use of PNAs**

A considerable element of the basis for decisions using the above Regulations had become based on case-law arising from the large number of Appeals to the former NHS Litigation Authority (NHSLA) that this process generated. The 2012 Regulations that governed pharmaceutical lists and applications to join the list (Department of Health, 2012) changed the basis of decision-making for entry. Ending the application of the ‘control of entry test’ based on neighbourhoods and the ‘adequacy test’ of the ‘necessary or desirable’ criteria, PNAs were now to form the basis for decision-making under the new Market Entry condition.

The 2012 Regulations also removed three of the four exemptions to Control of Entry introduced in 2005, retaining only the ‘distance selling’ option that is still available today. Nevertheless, the exempt categories had stimulated the market and a substantial number of pharmacies had joined the Pharmaceutical List in this period. This policy context is relevant today, as those pharmacies that opened under the ‘100 hour’ exemption often now secure the core hours required to provide suitable access outside of weekday working hours and weekends, as well as elements of choice of pharmaceutical services described in current PNAs. However, the exemption is no longer available should new needs for a pharmacy with such extended opening times be identified.

Since 1<sup>st</sup> April 2013 and as at **June 2022**, the responsibility for using PNAs as the basis for determining market entry to a pharmaceutical list sits with NHSE&I.

The categories of routine application to join the pharmaceutical list (i.e. to apply open a new pharmacy under existing Regulations) are:

- to meet current needs identified in PNA
- to meet future needs identified in PNA
- to provide for improvements or better access to pharmaceutical services as identified in the pharmaceutical needs assessment
- to provide for future improvements or better access to pharmaceutical services as identified in the pharmaceutical needs assessment  
or
- 'unforeseen benefits' applications; seeking to provide for improvements or better access to pharmaceutical services that were not identified in the pharmaceutical needs assessment.

### 3.2 Recent national policy drivers

In contrast to the stability in the Pharmaceutical List afforded by market entry, there has been a rapidly changing policy environment providing context, and some uncertainty, to the consideration of future needs.

Some key current policy documents of relevance include:

NHS England's publication of the *Five Year Forward View* in October 2014 and the *General Practice Forward View* in April 2016, both of which set out proposals for the future of the NHS based around the new models of care.

*Five Year Forward View (FYFV) Next Steps* included the creation of Sustainability and Transformation Partnerships (STPs) and Integrated Urgent Care. *The General Practice Forward View (GPFV)* included £100m of investment to support an extra 1,500 clinical pharmacists to work in general practice by 2020/21 – this has significant implications for channel shifting of workload within healthcare but also within pharmacy and pharmaceutical services. In support of delivery of the NHS Long Term Plan there continues to be on-going publication of documents to support delivery and of relevance here:

NHS People Plan 2020/21

[We-Are-The-NHS-Action-For-All-Of-Us-FINAL-March-21.pdf \(england.nhs.uk\)](#)

Community Pharmacy Contractual Framework

<https://www.england.nhs.uk/primary-care/pharmacy/community-pharmacy-contractual-framework/>

A five-year framework for GP contract reform to implement The NHS Long Term Plan

[NHS England » A five-year framework for GP contract reform to implement The NHS Long Term Plan](#)

Primary Care Network Directed Enhanced Service DES

<https://www.england.nhs.uk/gp/investment/gp-contract/#network-contract-des>

Integration and innovation. Working together to improve health and social care for all.

<https://www.gov.uk/government/publications/working-together-to-improve-health-and-social-care-for-all/integration-and-innovation-working-together-to-improve-health-and-social-care-for-all-html-version>



### **3.3 Community Pharmacy Contractual Framework**

The Contractual Framework for Community Pharmacy (CPCF) was introduced in April 2005. NHSE&I commissions services from community pharmacies under this national regulatory framework based on Terms of Service set out in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and the Pharmaceutical Services (Advanced and Enhanced Services) (England). Directions 2013 (as amended). Amendments update the Terms of Service.

The CPCF describes three levels of NHS pharmaceutical service; essential, advanced and enhanced. The first two levels have nationally agreed funding, but any enhanced services are funded and commissioned locally by NHSE&I according to local need and priorities. Pharmacies are only able to offer advanced and enhanced services if they are compliant with requirements for essential services and have achieved the relevant accreditation status. Funding and related services are currently in the middle of a five year plan started in 2019 (DHSC, 2022).

The Community Pharmacy Contractual Framework for 2019/20 to 2023/24: supporting delivery for the NHS Long Term Plan, first published in July 2019, set out the changes to the CPCF agreed by the Department of Health and Social Care (DHSC), NHS England and the Pharmaceutical Services Negotiating Committee (PSNC). As a result of these changes to the CPCF, and as part of the response to the COVID-19 pandemic, amendments to the 2013 regulations were required.

The precise contractual requirements are set out in Schedule 4 of the 2013 Regulations and these have been amended to incorporate the nationally agreed changes to the CPCF. The amendments are set out in the NHS (Charges and Pharmaceutical and Local Pharmaceutical Services) (Amendment) Regulations 2020 (the 2020 regulations).

Pharmacies will now be required to:

- reflect the criteria / requirements for a Level 1 Healthy Living Pharmacy
- ensure there is an NHSmail shared mailbox for every community pharmacy with linked personal NHSmail accounts for pharmacy staff
- use NHS Summary Care Records where appropriate
- update as necessary, quarterly as a minimum, the community pharmacy profiles for the NHS 111 Directory of Services, to facilitate referral
- update pharmacy profiles for the NHS website, including opening times, facilities and service information, quarterly as a minimum, to facilitate efficient patient access to services
- have the capability to receive and process electronic prescriptions
- provide an extended notice period to NHS England and NHS Improvement of commencement of the provision of NHS pharmaceutical services
- notify NHSE&I when entering administration
- ensure all pharmacy professionals are trained to safeguarding level 2
- submit specified 'contract' management and monitoring data electronically

- collect additional information and electronically submit data on health campaigns
- ensure the pharmacy is registered to receive CAS alerts directly into the premises' specific NHSmail shared mailbox and ensure a process is in place for implementing these in the required timescales

Accessible details of the requirements for each of the services and associated elements of the contract can be found on the website of the Pharmaceutical Services Negotiating Committee (PSNC): <https://psnc.org.uk/contract-it/the-pharmacy-contract/>. The general public, and some health and social care professionals may not be aware of these substantial NHS contractual standards for services provided by pharmacies nor the fact that compliance with these CPCF specifications are monitored by NHSE&I using the Community Pharmacy Assurance Framework (CPAF).

### **3.3.1 Functions initiated by the CPCF in 2016**

The community pharmacy funding settlement '*Community Pharmacy 2016 and Beyond*' included substantially reduced remuneration for essential services but introduced the Pharmacy Integration Fund (PhiF) within the same funding envelope and with it the Pharmacy Access Scheme (PhAS) and the first community pharmacy Quality Payments Scheme for the Community Pharmacy Contractual Framework.

#### **3.3.1.1 Pharmacy Access Scheme**

The Pharmacy Access Scheme (PhAS) is intended to protect a baseline level of patient access to NHS community pharmaceutical services in England. The scheme is nationally funded from the CPCF and is designed to capture pharmacies that are strategically important for patient access, specifically those pharmacies where patient and public access would be materially affected should they close. The PhAS therefore takes relative 'isolation' and need levels into account.

At the first scheme in 2016, 1356 pharmacies in England were identified as eligible for enhanced financial support. An updated, revised PhAS started in January 2022, to continue to support patient access to eligible pharmacies. Eligibility for national funding for the 2022 scheme varies from the previous 2016 scheme but continues to be based on both the dispensing volume of the pharmacy (lower volume equates to low income) and distance from the next nearest pharmacy, now modified in areas of high deprivation. 1405 Pharmacies are now eligible; an increase of 3.6% from 2016.

#### **3.3.1.2 Pharmacy Quality Scheme**

The first community pharmacy quality incentive scheme was also introduced as part of the CPCF from 2016. (NHS England, 2016). The current Pharmacy Quality Scheme (PQS) will reward community pharmacies for delivering quality criteria in three domains: Clinical Effectiveness, Patient Safety and Patient Experience. Gateway criteria to the payments of the scheme initially promoted

- increased uptake of advanced services MUR, NMS and NUMSAS (pilot)

- increased access and use of secure 'nhsmail' and the electronic prescription service EPS
- improved accuracy of NHS Choices information for pharmacy.

The scheme requirements are updated on an annual basis and an extended range of optional quality criteria support on-going improvements. NHS England and NHS Improvement, in collaboration with internal and external stakeholders, developed the PQS for 2021/22 and have recorded details in Part VIIA of the NHSBSA Drug Tariff. This year's scheme 2022/23 includes domains on Infection Control, Flu vaccination, Patient Safety, Improving Inhaler Use and Weight Management.

### **3.3.1.3 Pharmacy Integration Fund**

To support the transformation outlined in the NHS Five Year Forward View, a new Pharmacy Integration Fund (PhIF) was announced in December 2015. The aim of the PhIF is to support the development of clinical pharmacy practice in a wider range of primary care settings, resulting in a more integrated and effective NHS primary care patient pathway. In particular, the PhIF will drive the greater use of community pharmacy, pharmacists and pharmacy technicians in new, integrated local care models.

### **3.3.2 Core and supplementary hours**

Since the start of the national CPCF contract of 2005, all pharmacies must specify their 'core' and 'supplementary' hours. A standard contract requires a pharmacy to agree 40 core contracted hours per week. Any number of additional hours may be specified as supplementary hours. Pharmacies admitted to the pharmaceutical list by virtue of a previous exemption to the Control of Entry test (often called a '100-hour' contract) must provide a full pharmaceutical service for at least 100 core hours per week.

A new applicant may offer to provide more core hours (than the standard 40) as part of an 'unforeseen benefits' or 'future improvements or better access' application. If approved on this basis, NHSE&I direct the new pharmacy to provide pharmaceutical services during the core hours identified and the contractor must not unreasonably withhold agreement to deliver the directed services within 3 years of the date of the premises being included in the relevant pharmaceutical list (i.e. opening).

It is an important distinction that pharmacies may only change their core hours following a formal application and the subsequent agreement of NHS England. However, supplementary hours may be changed by simply giving notice of a (usual) minimum of 90 days.

Opening hours are important in terms of the PNA because they describe when all essential services are available.

### **3.3.3 Essential services**

All pharmacies are required to comply with the specifications for these services and compliance is part of the CPCF contract monitoring undertaken by NHSE&I, called the Community Pharmacy Assurance Framework (CPAF).

At **October 2021** there are seven essential services:

- dispensing of prescriptions
- dispensing of repeat prescriptions i.e. prescriptions which contain more than one month's supply of medicines. For example, an electronic repeatable prescription may say that the prescription interval is every 28 days and it can be repeated six times. This would give a patient access to approximately six months' supply of medication in total, dispensed in every 28 days by the pharmacy, with the prescriber only needing to authorise them once.
- disposal of unwanted medicines returned to the pharmacy by someone living at home, in a children's home, or in a residential care home.
- promotion of healthy lifestyles, which includes providing advice to people who appear to have diabetes, be at risk of coronary heart disease (especially those with high blood pressure), or smoke, or are overweight, and participating in six health campaigns where requested to do so by NHS NHSE&I.
- signposting people who require advice, treatment or support that the pharmacy cannot provide to another provider of health or social care services, where the pharmacy has that information.
- support for self-care, which may include advising on over the counter medicines or changes to the person's lifestyle.
- discharge medicines service; this service was introduced in 2021 and aims to reduce the risk of medication problems when a person is discharged from hospital. It is estimated that 60 percent of patients have three or more changes made to their medicines during a hospital stay. However, a lack of robust communication about these changes may result in errors being made once the person has left hospital. So under this service a pharmacist will review a person's medicines on discharge and ensure that any changes are actioned accordingly.

Further information on the essential services requirements can be found in Schedule 4 of the 2013 regulations.

### **3.3.4 Community Pharmacy Advanced Services**

Community pharmacy advanced and enhanced services are collectively known as 'directed services' as their specifications are included in 'Directions to the Regulations'. The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2005 (Department of Health, 2005) first established the framework for some advanced services. Contractors<sup>8</sup> may choose to provide them, but can only do so if they meet the standards required for accreditation. Accreditation may include both premises standards (most usually requiring a suitable private consultation area) and personal (provider professional) standards. Following several changes and updates, these services are specified in The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013 (as amended) (Department of Health, March 2013) which can also be found in Part VIC of the Drug Tariff.

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<sup>8</sup> dispensing appliance contractors and / or community pharmacy contractors

The first four advanced services were Medicines Use Reviews (MUR) and the New Medicines Service (NMS) for community pharmacists only and Appliance Use Reviews (AUR) and the Stoma Customisation Service (SCS) which dispensing appliance contractors may also offer. Seasonal flu vaccination was added as a fifth advanced service for the 2015-16 flu season (Department of Health, 2016). A sixth advanced service first operated as a pilot from December 2018. The pilot NHS Urgent Medicine Supply Advanced Service (NUMSAS) has now been incorporated permanently into the Community Pharmacy Consultation Service (CPCS). The community pharmacy hepatitis C antibody testing service ended 31 March 2022.

So as at **June 2022** the following advanced services may be provided by pharmacies:

- new medicine service
- community pharmacy seasonal influenza vaccination
- community pharmacist consultation service
- hypertension case-finding service
- appliance use reviews, and stoma appliance customization
- stop-smoking service for patients who start their stop smoking journey in hospital.

During the pandemic, the advanced services

- community pharmacy Covid-19 lateral flow device distribution service and
- community pharmacy Covid-19 medicines delivery service were commissioned from community pharmacies. However they may no longer be commissioned **when the final pharmaceutical needs assessment is published.**

Further practical information on each of the advanced services can be found on the Pharmaceutical Services Negotiating Committee's website. The pharmaceutical needs assessment will need to look at the provision of each of these services and determine which are necessary, and identify any gaps in their provision. Some information on specific advanced services is reported in the following paragraphs.

#### **3.3.4.1 Medicine Use Review and Prescription Intervention Service**

It may seem strange to start this section with a de-commissioned service. However the Medicines Use Review (MUR) and closely associated Prescription Intervention Service, paved the way for the introduction of non-dispensing clinical services in a community pharmacy setting. The service involved a one-to-one private consultation with a pharmacist to discuss the patient's real understanding, use and experience of their medicines. The intended outcome was to support patients' better understanding of their medicines, improve adherence and decrease waste medicines. MUR consultations were targeted at patients prescribed specific high risk medicines or experiencing a specific clinical condition(s) or circumstance (e.g., recently discharged from hospital). The service was withdrawn as elements were incorporated into other parts of the CPCS including essential services, advanced services and the broader Community Pharmacy Consultation Service.

#### **3.3.4.2 Appliance Use Review (AUR) and Stoma Appliance Customisation (SAC) Service**

These advanced services were added in April 2010 as part of revised arrangements for the supply of appliances. Both pharmacy contractors and dispensing appliance contractors (DACs) may provide these advanced services if they are compliant with the essential service elements of their contract, have appropriate premises and suitably trained, accredited pharmacists or specialist nurses working on behalf of the contractor that dispensed the appliance. AURs may be completed at the patient's home or at the contractor's premises, for certain 'specified appliances' such as stoma or urology appliances. The service is intended to improve the patient's knowledge and use of their appliance(s). A maximum number of AUR services for which a pharmacy contractor or an appliance contractor is eligible for payment in any financial year is set related to their prescriptions for appliances.

Stoma appliance customisation refers to the process of modifying parts for use with a stoma appliance, based on the patient's measurements and, if applicable, a template. This supports proper use and comfortable fitting of the stoma appliance, improved duration of use and thereby reducing waste.

#### **3.3.4.3 New Medicine Service (NMS)**

The New Medicine Service (NMS) was the fourth Advanced Service, added to the NHS community pharmacy contract in October 2011. The underlying purpose of the NMS is to promote the health and well-being of patients who are prescribed new (to them) medicines for a long-term condition in order to:

- reduce symptoms and complications of the long-term condition
- identify any problems with the management of the condition and/or any need for further information or support.

The NMS is intended to help patients with long term conditions:

- make informed choices about their care,
- self-manage their long term conditions,
- adhere to agreed treatment programmes, and
- make appropriate life style changes.

The service is split into three stages of patient engagement, intervention and follow up. The specific conditions/therapies included in the NMS are regularly updated. A patient must be prescribed one of these medicines for one of these conditions for an NMS intervention to be applicable according to the specification. Service evaluation has found NMS to offer both clinical and economic benefits (University of Nottingham, 2014).

#### **3.3.4.4 Seasonal Influenza Vaccination Advanced Service (SIVAS)**

Seasonal flu vaccination was the fifth advanced service.

#### **3.3.4.5 Community Pharmacy Consultation Service (CPCS)**

The planned start of a pilot predecessor to this service was identified in the PNA 2018 as trials took place in the north east area of NHS England following smaller pilot services also initiated here. The main NHS Community Pharmacist

Consultation Service (CPCS) was launched by NHSE&I in October 2019, to progress the integration of community pharmacy into local NHS urgent care services, providing more convenient treatment closer to patients' homes. The first phase of the CPCS offered patients the option of having a face-to-face or remote consultation with a pharmacist following an initial assessment by an NHS 111 call advisor.

The aims of the service are to direct people to community pharmacy via referral from NHS 111, in order to reduce the burden on urgent and emergency care services of handling urgent medication requests, whilst ensuring patients have access to the medicines or appliances they need. There must be an urgent need for the medicine or appliance and it must be impractical for the patient to obtain an NHS prescription for it without undue delay.

Following a period of successful piloting, the service was extended (from November 2020) to include referrals for lower acuity conditions (sometimes called 'minor ailments' from general practice, as well as from NHS 111. This is similar to services often called 'Pharmacy First' schemes that have been locally commissioned in some areas for many years, however CPCS is only available following referral into the service and not by self-referral or walk-in to a pharmacy. The general practice care navigator, or NHS 111 call advisor makes a digital referral to a convenient pharmacy, where the patient will receive pharmacist advice and treatment for a range of minor illnesses, or for an urgent supply of a previously prescribed medicine. Reference to new **ICS Minor ailments service**.

### **3.3.5 Enhanced Services**

As well as the nationally specified and nationally funded essential and advanced services which persons on a pharmaceutical list provide, some services may be developed, commissioned and funded locally.

There is an important distinction made in the terminology of these services. Prior to the changes to NHS architecture in England in April 2013, all of these local services were known as community pharmacy enhanced services. The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2005 (as amended) authorised PCTs to arrange for the provision of several enhanced services, should that PCT elect to commission them.

These Directions are now replaced by the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013 (Department of Health, March 2013) (as amended). Locally contracted services may now only be known as enhanced services if they are commissioned by NHS England, as they hold the national CPCF contract with a pharmacy contractor. The services that may be commissioned in this way are listed in the 2013 Regulations (Part 4, Schedule 14 (as amended)). Should the local authority, CCG or others commission public health services from pharmacies these do not fall within the legal definition of enhanced services and are not to be referenced as such in the PNA. See 'Other NHS services' below.

The following list shows the enhanced services included in Part 4 of these Directions, and it is for this reason that these specific services are referred to again later in the context of local pharmaceutical need.

- Anticoagulant Monitoring Service
- Antiviral collection service
- Care Home Service
- Disease Specific Medicines Management Service
- Gluten Free Food Supply Service
- Independent or Supplementary Prescribing Service
- Home Delivery Service
- Language Access Service
- Medication Review Service
- Medicines Assessment and Compliance Support Service
- Minor Ailment Scheme
- Needle and Syringe Exchange Service
- On Demand Availability of Specialist Drugs Service
- Out of Hours Services
- Patient Group Direction Service
- Prescriber Support Service
- Schools Service
- Screening Service
- Stop Smoking Service
- Supervised Administration Service
- Supplementary Prescribing Service
- Emergency Supply Service

### **3.4 Other community pharmacy services commissioned locally**

Community pharmacy services may also be developed, commissioned and funded by other local commissioners such as CCGs or local authorities. Where they are not contracted by NHS England and thereby not associated with a community pharmacy national CPCF contract they are no longer 'pharmaceutical services' in the scope and context of the PNA. However, the existence of these locally contracted services does have implications for meeting identified needs for pharmaceutical services in a given area and therefore it is essential they are considered and referred to in the PNA, but not as pharmaceutical services' according to the Regulations. These will need to be included under the heading 'Other NHS Services' for clarity.

### **3.5 Other NHS Services**

Other NHS services are those services that are provided as part of the health service. They include services that are provided or arranged by a local authority, a clinical commissioning group, an NHS trust or an NHS foundation trust. It is anticipated that from April 2022 clinical commissioning groups will begin to be replaced by integrated care processes that will be able to take on delegated responsibility for pharmaceutical services, and from April 2023 NHSE&I expects all integrated care boards to have done so. Health and Wellbeing boards should therefore be aware that some services that are



commissioned from pharmacies by CCGs (and are therefore 'other NHS services') will move to the Integrated Care Boards and will fall then within the definition of enhanced services.

### **3.6 Necessary Services**

The 2013 regulations require the HWB to include a statement on those pharmaceutical services that it has identified as being necessary to meet the need for pharmaceutical services within the pharmaceutical needs assessment. There is no definition of necessary services within the regulations and the health and wellbeing board therefore has complete freedom in this matter.

### **3.7 Other Relevant Services**

These are services that the HWB is satisfied are not necessary to meet the need for pharmaceutical services but their provision has secured improvements, or better access, to pharmaceutical services. Once the HWB has determined which of all the pharmaceutical services provided in or to its area are necessary services, the remainder will be other relevant services.

### **3.8 Unforeseen Benefit Applications**

The pharmaceutical needs assessment sets out needs for, or improvements or better access to, a range of pharmaceutical services or one specific service. This then triggers applications to meet those needs or secure those improvements or better access. However, there are two types of application which may lead to the opening of new premises that are not based on the pharmaceutical needs' assessments; those offering unforeseen benefits and those for distance selling premises. In 2020, these two types of applications accounted for approximately 94 percent of the applications submitted to open new premises (approximately 27 percent and 67 percent respectively). Where an applicant submits an unforeseen benefits application, they are offering improvements or better access that were not foreseen when the pharmaceutical needs assessment was written, but would confer significant benefits on people in the area of the health and wellbeing board

### **3.9 Distance selling pharmacies**

Distance selling premises (DSP) are NHS contracted pharmacies, required to provide essential services and participate in the system of clinical governance and promotion of healthy living in the same way as other pharmacies; however, they must provide these services remotely i.e., the Regulations do not permit them to provide essential services to people on a face-to-face basis. They will receive prescriptions either via the electronic prescription service or through the post, dispense them at the pharmacy and then either deliver them to the patient or arrange for them to be delivered using a courier, for example. They must provide essential services to anyone, anywhere in England, when requested to do so. They may choose to provide advanced services, but when doing so must ensure that they do not provide any element of the essential services whilst the patient is at the pharmacy premises. As of 30 June 2021, there were 379 distance selling premises in England, based in 115 health and wellbeing boards. Therefore, not every health and wellbeing board will have one in their area, however it is likely that some of their residents will use one.

### **3.10 Terms of Service for Appliance Contractors (DACs) and Dispensing Doctor practices**

Whilst drugs are the most common healthcare intervention and a large proportion of the health and wellbeing board's population will be prescribed them on a regular or occasional basis, a smaller proportion will require access to appliances. Those that are available on the NHS are set out in Part IX of the Drug Tariff and include:

- catheters,
- dressings,
- elastic hosiery,
- hernia support garments,
- trusses,
- colostomy bags
- urostomy bags

The pharmaceutical needs assessment will therefore need to consider access to both drugs and appliances. Whilst pharmacies are required to dispense valid NHS prescriptions for all drugs, both they and dispensing appliance contractors may choose which appliances they provide in their normal course of business. They may choose to provide a certain type of appliance, or types of appliance, or they may choose to provide all appliances. Some pharmacies may choose not to provide any appliances. A large proportion of patients who are regular users of appliances will have them delivered, often by dispensing appliance contractors based in other parts of the country (see 'Dispensing appliance contractors' section below).

Terms of Service for the Essential and Advanced Services for DACs and Dispensing doctors are also described in the Regulations at Schedules 5 and 6 respectively.

Dispensing appliance contractors have a narrower range of services that they must provide:

- dispensing of prescriptions.
- dispensing of repeat prescriptions.
- for certain appliances, an offer to deliver them to the patient (in unbranded packaging), provide a supply of wipes and bags, and provide access to expert clinical advice.
- where the contractor cannot provide a particular appliance, signposting or referring a patient to another provider of appliances who can.

### **3.11 Dispensing Doctors<sup>9</sup>**

Whilst the majority of people living in any HWB area will have their prescriptions dispensed by a pharmacy, some may have them dispensed by their GP practice. However, this only applies in certain non-urban areas which have been pre-determined. In order to be dispensed to by their GP practice, a patient must meet the requirements in the regulations which in summary are:

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<sup>9</sup> NB. Does not apply in Hartlepool

- they must live in a controlled locality,
- they must live more than 1.6km (measured in a straight line) from a pharmacy,
- the practice must have approval for the premises at which they will dispense to them,
- the practice must have the appropriate permission for the area where the patient lives.

## 4.0 Process

The Hartlepool Health and Wellbeing Board commenced development work for the PNA in 2021 under the direction of the Director of Public Health. A small working group and steering group was established led by public health in the local authority on behalf of the HWB and the process launched at the HWB in May 2021. The aim is to produce an assessment in accordance with statutory requirements, taking into account the variation in pharmaceutical needs between and within different localities and different groups, by completing a systematic assessment of

- (a) a broad range of published information, including that provided by the JSNA describing the health and social care status or needs of those localities and groups, and national and local policy documents
- (b) results of engagement activity to obtain the views of stakeholders including commissioners, providers and patients as users of existing pharmaceutical services and influences on future services
- (c) responses to the statutory consultation process on the draft PNA.

Patient/ public/ stakeholder primary engagement surveys were undertaken in December / January 2021-22. The statutory 60-day consultation period on the draft PNA took place between March and May 2022.

### 4.1 Data Sources, Collection and Validation

Having regard to the PNA Regulations, Guidance to the Regulations and the Information Pack from the Department of Health and Social Care published in October 2021, (Department of Health and Social Care, 2021) the following sources of data and collection / validation activities were undertaken.

#### 4.1.1 Demographic Information and Strategic Health Needs Information

An important source of demographic information and strategic health needs information to support any pharmaceutical needs assessment is the Joint Strategic Needs Assessment. The Hartlepool JSNA is available on-line at [https://www.hartlepool.gov.uk/info/20015/social\\_care\\_and\\_health/908/joint\\_strategic\\_needs\\_assessment/1](https://www.hartlepool.gov.uk/info/20015/social_care_and_health/908/joint_strategic_needs_assessment/1) however, it is currently undergoing review and updating. Guidance emphasises that the pharmaceutical needs assessment should present sufficient demographic and strategic health needs information to function as a stand-alone document. JSNA and PNA are nevertheless partner documents to each other.

## 4.1.2 Defining localities

Regulations require that the PNA explains how the localities for the HWB area have been determined. The process used in this assessment is underpinned by those used in the three previous PNAs. These processes are therefore shown for reference in Box 3.

### Box 3. The process of defining localities for Hartlepool PNA from 2011 to 2018.

#### PNA 2011 (PCT)

Three options were first considered for the Hartlepool PNA in 2011:

- (a) **Neighbourhoods.** Under the previous Control of Entry arrangements, PCTs determined applications based on "neighbourhoods". Neighbourhoods were often not defined for the whole of a PCT area and were of variable size and demographic. This term was removed from the NHS Act 2008 by the Health Act 2009. It does not therefore feature in the current Regulations for market entry and is no longer to determine pharmacy applications. It is nevertheless helpful to understand the historical context that might leave behind associations with the use of this word in this context.
- (b) **Electoral wards or super output areas (SOAs).** Electoral wards are the key building block of United Kingdom administrative geography, being the spatial units used to elect local government councillors in England. SOAs are used to collect and publish small area statistics which build on the existing availability of data for census output areas. They are a more consistent size than electoral wards so may sometimes enable better assessment of population needs at the small-area level. They may also be more suitable than electoral wards for comparison over time as SOAs will not be subject to frequent boundary change. The JSNA for Hartlepool may use both electoral wards and super output areas (SOAs) to reflect the particular needs of the local population. Description of need may sometimes be constrained by the availability of data in a given format specific to that geographic location.
- (c) **PCT / local authority area.** Boundaries of the former PCTs (Darlington, Hartlepool, Middlesbrough, Stockton-on-Tees, Redcar & Cleveland) were co-terminus with the unitary authorities in the Tees Valley. These areas are relatively small so commissioning requirements were often determined at PCT level, or aggregated for economy of scale to the NHS Tees cluster.

To understand pharmaceutical needs for commissioning purposes at a local level, and having regard to the (then) probability that the PNA would be used for determining market entry, it was considered that sub-division of geography/demographics below PCT level was required. Mindful of the potential constraints of obtaining all the required information at SOA level, the process below was adopted to define localities for 2011:

- the IMD2007 Overall Score Borough Quintiles were displayed by electoral ward on maps for each of the four Tees PCTs
- maps were reviewed by PCT Senior Pharmacists, the PNA 2011 Working Group, Cleveland LPC.
- wards that would be aggregated to 'localities' for the purposes of the PNAs were agreed.

#### PNA 2015 (the first for Hartlepool HWB)

Starting the development process for the first HWB PNA, NHS England were asked for their experience of using the localities as defined for decision-making regarding market entry and the population data-sets available for potential use at sublocal authority level were again reviewed. Other potential localities in use in the borough were also considered by the steering group.

The process of mapping IMD(now 2010) overall score borough quintiles by electoral ward was repeated. For Hartlepool, this was more complicated as the electoral ward boundaries had been reviewed since both the previous PNA and the IMD 2010 scores were published; 3 May 2012.

Reviewing the outcome of the mapping process and all of the above, the process of using deprivation score at ward level still had value for Hartlepool. Only small adjustments were required such that the broad scope of existing locality areas were fit for purpose and suitable to be retained, updated where necessary for any ward boundary changes.

#### PNA 2018

Reviewing determination and justification for locality definition again in 2017, sub-division of the HWB area was still considered preferable and using the previous methodology was also sound. Given the absence of boundary changes from 2015, major stakeholders, including NHS England, agreed there was no reason to suggest the three localities were any less suited in 2018 for the purposes of understanding pharmaceutical need and any subsequent determination of market entry.

The 2018 PNA identified three localities which followed ward boundaries. In reviewing the localities for the 2022 PNA we have again considered the following questions:

*What is the geographical context of local healthcare commissioning?*

As the PNA was developed, Healthcare commissioning by local Clinical Commissioning Group (CCG) was on a much bigger geographical footprint (NHS Tees Valley) than the Hartlepool Borough; Primary Care Networks (PCNs) are smaller and not well identified on a physical geography<sup>10</sup>.

*Is there a need to sub-divide Hartlepool at all? Could it be reasonable to view the whole town as a 'locality'?*

<sup>10</sup> As the PNA is being prepared for approval and publication by October 2022, transitions are taking place from CCG to ICB. Reference to this may be included at the point of publication.

Elsewhere in England, PNA localities may approach, or even exceed the size of the Borough of Hartlepool in their geography or population. However, whilst there may be considerable similarities in demographics and associated health care needs across Hartlepool, substantial inequalities in health may also be identified across the smaller geography. So for the purposes of better understanding pharmaceutical needs at a more local level, we agreed that some further sub-division of the geography and associated demographics is still required to define localities for the PNA.

*Does the principal of using Index of Multiple Deprivation (IMD) (by electoral ward and Borough Quintiles) remain sound for consideration PNA localities of health needs?*

The difference in deprivation between areas is a major determinant of health inequality and the association of increasingly poor health with increasing deprivation is well established. As needs for pharmaceutical services might also reasonably be related to deprivation, the use of a ward-based deprivation indicator continues to seem suitable, providing it remains sufficiently discerning at the local level.

*Is there any evidence (e.g., from NHSE&I) to justify consideration of a change?*

This approach, with some minor locality boundary changes, has now been in use for more than 10 years without challenge. When asked, NHSE&I did not put forward any comment or complaint.

We recognise that the subdivision used in previous PNA's for Hartlepool is unique to the PNA and is not used in any other strategic documents. *Is there any recent alternative, or established process of sub-division of the Borough, above ward level that might be more suitable, with which the population might identify?*

Reflection and discussion included local hubs and 'estates' in Hartlepool but the former were not considered to have an identity or be suitable in other ways; however, working group members considered the proposed new locality names adopting 'central or coast', 'west' and 'south' may reflect how people might view where they live in Hartlepool.

*Any other influencing factors?*

The 2018 PNA identified three localities which followed ward boundaries. A local government boundary view completed in 2018 created a new ward and amended the boundaries of most of them such that new locality boundaries must be defined

The new Hartlepool HWB localities for 2022 are described in section 6.0.

### **4.1.3 Demographic information at locality level**

The demography of the Hartlepool HWB area is described in reasonable detail, together with relevant data sources which enable the different needs of people in the area who share a protected characteristic to be assessed. This also supports decision-making by NHSE&I, offering an understanding of the demographic detail of the Borough when assessing pharmacy applications.

As indicated previously, describing the population needs of a geographic area may sometimes be constrained by the availability of data specific to that geographic location and time-period. Given the relatively small size of the LA/ HWB area in Hartlepool, understanding the population at LA level may sometimes be considered adequate to review some strategic pharmaceutical

needs. To consider more specific needs on a locality basis, where data is available at ward level that can be aggregated, this has been done. Aggregating ward data to create a locality average is not always possible, reasonable or considered useful. Ward level or SOA data may nevertheless be useful to consider comparative demographics across a given locality area.

#### **4.1.4 Data collection for Community Pharmacies**

Understanding the existing community pharmacy resource is a key requirement of the PNA. The primary source for fundamental information on current pharmaceutical services is the Pharmaceutical List held by NHSE&I. This is a 'live' repository, updated as changes are made by application or notification from contractors. Other data was sourced from published national data from the NHSBSA and on the public health knowledge hub Khub. Additional data was collated from contractors themselves during the engagement period.

PharmOutcomes is an electronic platform and data-entry portal used on a day to day basis for a range of contract management, training support and monitoring activities. For ease of contractor access and data handling, arrangements were made with Tees LPC (as the local host) to use this platform for PNA data collection.

An electronic data collection template, based on a PSNC template and previous surveys was updated for 2020/21. The LPC viewed the template before going live and encouraged contractors to respond. A copy of the current Pharmaceutical List from NHSE&I at November 2021 was provided via hyperlink for contractors to view and validate by declaration. An electronic copy of the data collection document in paper format is included as Appendix 1 and a copy of the Pharmaceutical List<sup>11</sup> used is included at Appendix 6.

#### **4.1.5 Dispensing Appliance Contractors (DACs)**

NHS England provided information on DACs. There are no DACs located in Hartlepool HWB area however there are five in the north east of England. CCG medicines optimization teams in the North East Commissioning Support organisation (NECS) provided appliance prescribing and dispensing information from ePACT, the electronic prescription data produced by the NHS Business Services Authority.

#### **4.1.6 Dispensing practices**

There are no dispensing (doctor) practices in Hartlepool.

#### **4.1.7 GP practices**

General practice information, including addresses, list sizes and an update on the current position regarding 'additional opening hours' and access to primary care was provided by Tees Valley Clinical Commissioning Group (CCG).

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<sup>11</sup> An updated Pharmaceutical List at 1<sup>st</sup> June 2022 will also be included as an Appendix once the final document is approved for publication prior to 1<sup>st</sup> October 2022.

Primary care access before 8am and/or after 6pm would typically be made available under services previously known as Directed Enhanced Services arrangements for an individual practice's own patients or Extended Access arrangements, a population-based service for Hartlepool<sup>12</sup>.

Medicines optimisation teams in the North East Commissioning Support organisation (NECS) supplied, on behalf of the TVCCG, prescribing and dispensing information at local authority level. Examples include total prescribed items for medicines and appliances, out-of-area dispensing including for DACs and e-repeat dispensing (eRD) rates, generated from ePACT, the NHSBSA electronic prescription data.

#### **4.1.8 Rurality definition and maps**

Maps of 'rural areas' and any 'controlled localities' are maintained by NHS England. There are no 'controlled localities' in Hartlepool.

#### **4.1.9 Designated neighbourhoods for LPS purposes**

Some HWB areas may have designated neighbourhoods for LPS purposes, however, the Borough of Hartlepool does not have, or need, any such areas.

### **4.2 Consultation and Engagement**

Pharmaceutical Needs Assessments should have regard to patient experience, such as the views of patients, carers, the public and other local stakeholders on their current expectation and experience of pharmaceutical services and their aspirations for the future. In addition to engagement activity, HWBs are required to consult on a draft of their PNA for a minimum period of 60 days. A summary of communication, engagement and consultation plan(s) for the PNA are included in Appendix 2.

#### **4.2.1 Engagement**

##### **4.2.1.1 Stakeholder engagement**

Many people or organisations may consider themselves to be stakeholders in the provision of pharmaceutical services locally. The HWB recognises that understanding the views of these stakeholders is vital to the PNA process.

As key stakeholders, patients as service users and the general public were targeted separately from organisational stakeholders from health and social care and beyond (see section 4.2.1.2). Specific additional engagement with community pharmacy contractors was also undertaken via PharmOutcomes (see section 4.1.4).

The scope of stakeholder engagement activities was to update or improve understanding of stakeholder views of:

- pharmaceutical services available to the population of Hartlepool now, referencing their own knowledge and experiences
- what might be done to improve quality, access or experience of those existing pharmaceutical services

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<sup>12</sup> These arrangements are currently under review as the transition to ICB is taking place. Full details are expected by 1<sup>st</sup> October 2022

- the need for additional or future pharmaceutical services and therefore any gaps in provision.

All surveys for 2021-22 were co-developed with PNA working group members of both Hartlepool and Stockton-on-Tees, based on previous PNA surveys. The Hartlepool council in-house electronic survey tool was used; blank examples of the paper versions, or printouts of the electronic view of each survey are included at Appendix 3.

During December 2021, links to the electronic stakeholder survey hosted on the council website, and information about the option to access a paper copy, were distributed to those individuals, groups and organisations identified by the working group as suitable representatives of a broad range of professional and/or 'client groups'. It was also distributed to those who would later be required by Regulation to be included in the formal consultation on the draft PNA. All stakeholder organisations were also notified of the option for individual members or employees to complete a patient/ public survey as a user, or potential user of pharmaceutical services themselves. A distribution list is included in Appendix 2.

Engagement discussions were also held face-to-face with members of Healthwatch Hartlepool as representatives of patients/ members of the public and online with NHSE&I, Tees Valley CCG, Tees LPC and members of Stockton-on-Tees PNA steering group, as a neighbouring HWB.

#### **4.2.1.2 Patient / Public engagement**

The same electronic survey platform was used for the patient/public engagement process. The scope of the survey was to evaluate public opinion, personal experiences and feelings about their local pharmacy services and thereby improve our understanding of:

- patient / public views, knowledge and experience of current pharmaceutical services, including views on potential to improve quality, access, choice or experience
- patient / public stakeholder views on the current or future need for additional pharmaceutical services and therefore any potential gaps in provision.

Working again in collaboration with colleagues from Stockton-on-Tees, survey questions were updated and adapted from those used previously. This could enable some comparison in time where helpful.

Three surveys were made available to encourage a wider response. The main survey was closest to previous PNA surveys about community pharmacy use and experience. A shorter labelled 'quick survey' was offered to encourage completion and a 'young people's' survey created as previous engagement with 16 to 24 year olds has been poor, yet there are a range of local services that they might particularly access. All were launched on the same platform and dates as the stakeholder survey, with information in the local press and distribution via existing local authority consultation/ engagement processes to a wide range of partner organizations and other groups. We were keen to include the voice of marginal groups in our population – so notice of online



surveys were shared widely for example to VCS organisations, including those supporting veterans and members of the youth council. Questions were included such that we might better here the voice of those whose first language is not English.

Employees of local authorities and partner organisations were also encouraged to complete the survey via email or internal electronic newsletters. Posters were distributed for display in community pharmacies, general practices and community venues with QR codes to facilitate easy access to the online surveys. The option to access a paper copy was made available via local hubs and the survey closed, following an extension, on January 11<sup>th</sup> 2022.

#### **4.2.1.3 Existing patient experience data**

As part of the Pharmacy Quality Scheme (PQS) funded element of the CPCF, pharmacies are required each year to obtain structured feedback on patients' experience of their NHS services and must also prepare a Patient Safety Report. The potential value of evaluating this feedback was reviewed anew for 2021-22. Contractors were previously contractually required to complete this specific patient experience exercise, however, for PQS purposes they were required only to submit and publish a limited summary to NHSE&I.

In December 2021 in response to ongoing pandemic challenges, PSNC agreed with NHSE&I to remove the requirement to complete the specific CPPQ tool. This limits the value of this patient experience resource for the PNA. <https://www.england.nhs.uk/publication/approved-particulars/>

#### **4.2.2 Consultation**

The 2013 Regulations state that HWBs are required to consult on a draft of their PNA during its development and this consultation must last for a minimum of 60 days. Regulation 8 lists those persons who must receive a copy of the draft PNA and be consulted on it. This list was used to develop the *local* list of stakeholders and organisations to include in the consultation on the draft PNA for 2022 (shown in Appendix 2). Appendix 4 presents the questions used in the consultation survey and the summary response.

### **5.0 Approval**

This draft PNA for Hartlepool HWB 2022 was approved for consultation by the process of delegation previously agreed by the HWB. The final draft PNA will be submitted for approval by the Board on 4<sup>th</sup> July 2022) for publication online before the statutory deadline of 1<sup>st</sup> October 2022.

## **6.0 Localities – definition and description**

### **6.1 Local context**

The five Health and Wellbeing Boards of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees work with the Tees Valley CCG (TVCCG) and other partners such as NHS Trusts, Mental Health Trusts,

Primary Care Networks and Healthwatch Hartlepool in the area. The TVCCG was formed on 1<sup>st</sup> April 2020 from the three CCGs operating at the time of the PNA in 2018 bringing the responsibilities for health services in the Tees Valley area together. CCGs themselves will be replaced in from 1<sup>st</sup> July 2022 by Integrated Care Systems (ICS). The Hartlepool area will be included in an ICS that will work across the whole of the North East and North Cumbria.

Primary care is now being delivered through partnerships of general practices working together in Primary Care Networks (PCNs), alongside other local health and care providers, including community pharmacies. These networks are changing the way the practices interact with each other and the wider health and social care system to deliver co-ordinated care. At 1<sup>st</sup> June 2022, NHS England and NHS Improvement continue to hold the NHS national contracts for the primary care contractor providers; GPs, dentists, optometrists and community pharmacies. A team for North East and North Cumbria support the Hartlepool area within the North East and North Yorkshire regional team.

The Hartlepool HWB area is bordered to the east by the north east coast, and to the south almost entirely by the Borough of Stockton-on-Tees; a small part of the southern boundary is technically with Redcar and Cleveland at the mouth of the river Tees. A significant proportion of the Hartlepool boundary to the west, north-west and joining the east coast, borders County Durham. The position in relation to other authorities is important when considering potential cross-boundary patient flow for pharmaceutical services.

The underlying process for defining localities for this PNA was described in section 4.1.2; detailed explanation, including maps, for previous localities is found in the archived 2018 PNA. The 2013 Regulations require the PNA to have regard to the different needs of the different localities. Using estimated IMD 2010 overall score (borough quintiles) plotted on a map as shown in Figure 1, the population deprivation-related needs of each ward in the localities used for 2015 and 2018 can be shown.

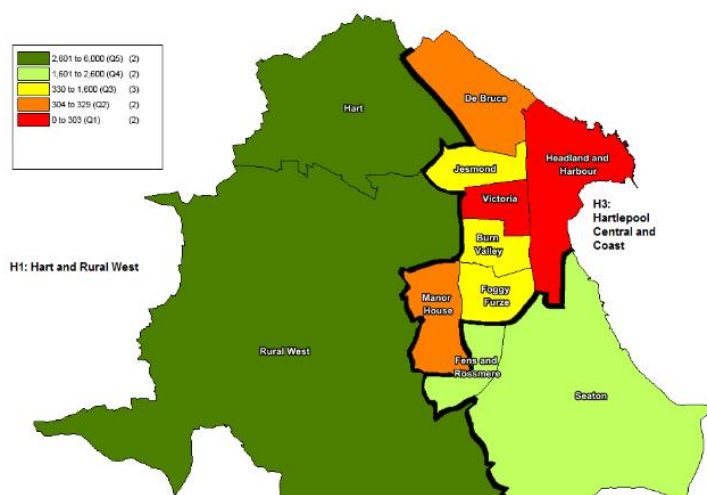


Figure 1. Map showing final defined localities for Hartlepool HWB area for PNA 2015 and 2018 based on ward boundaries at 2012

Hartlepool localities for the PNA 2015 and 2018 were identified with numbers and names for convenience as locality H1: Hart and Rural West (2 wards), locality H2: Wider Seaton (2 wards) and locality H3: Hartlepool Central and Coast (7 wards).

## 6.2 Ward boundary changes and IMD updates in 2019; impact on locality definition for PNA 2022

The electoral commission published new boundaries for each council ward across Hartlepool in February 2019. All but one of the previous wards changed as a result of the review, with some boundary changes more substantive than others. Figure 2 maps the updated national IMD(2019) overall score by ward using the new 2019 names and boundaries.

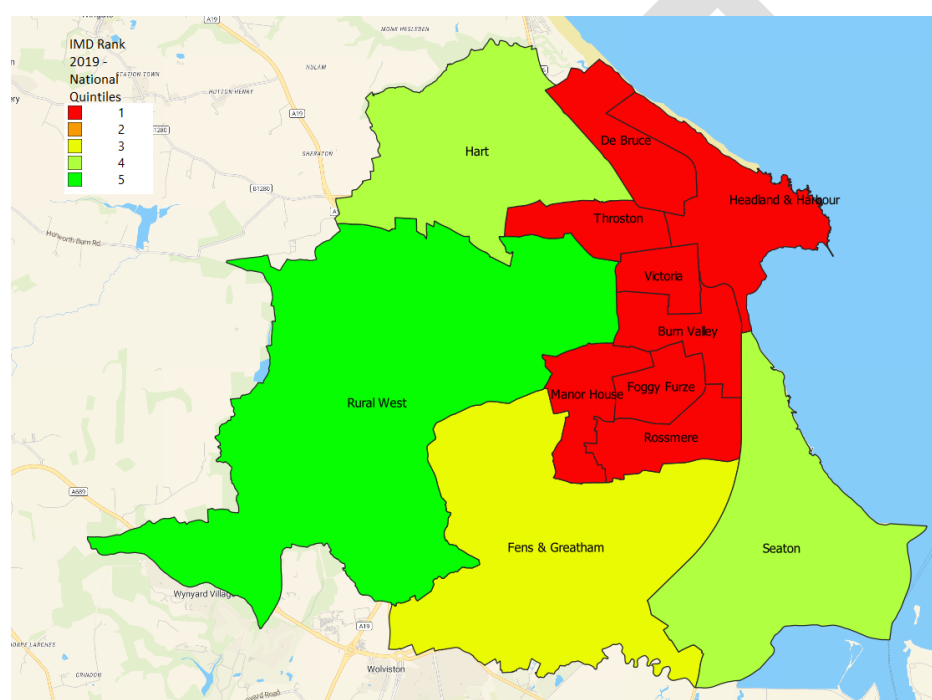


Figure 2. Showing IMD(2019) Overall Domain National Quintiles; estimated ward ranks for the new wards (names and boundaries) in Hartlepool from February 2019.

The nature of the ward boundary changes in both the north and south of the town meant that the boundaries of the PNA locality to the west of Hartlepool needed re-consideration. Though none of the ward boundaries are co-terminus with those of 2015/2018 it is still possible to see how wards in the Borough might be aggregated into three localities, each of similar needs to the previous localities. As Borough quintiles may be more discerning of local needs, a map of this data was also considered (Figure 3).

To the north, debate about the characteristics and geography of the new [Throston] ward reflected the degree of excursion of this ward boundary into the previous H1: Hart and Rural West locality and also the local quintile or relative deprivation of this ward is more similar to the area to the west than to H3: Hartlepool Central and Coast. The new [Throston] ward was therefore included in the newly defined locality named for this PNA as H1: Hartlepool West.

To the south of the Borough it was more immediately clear, based on IMD(2019) overall score, local knowledge and geography that the new [Fens and Greatham] ward might be more readily associated with [Seaton] ward than with the wards in the central area. It is also both relatively distant and sufficiently distinct from [Hart] ward to the north as to not determine one large locality to the West and South that is mostly more rural in nature. A new locality H3: Hartlepool South was therefore agreed.

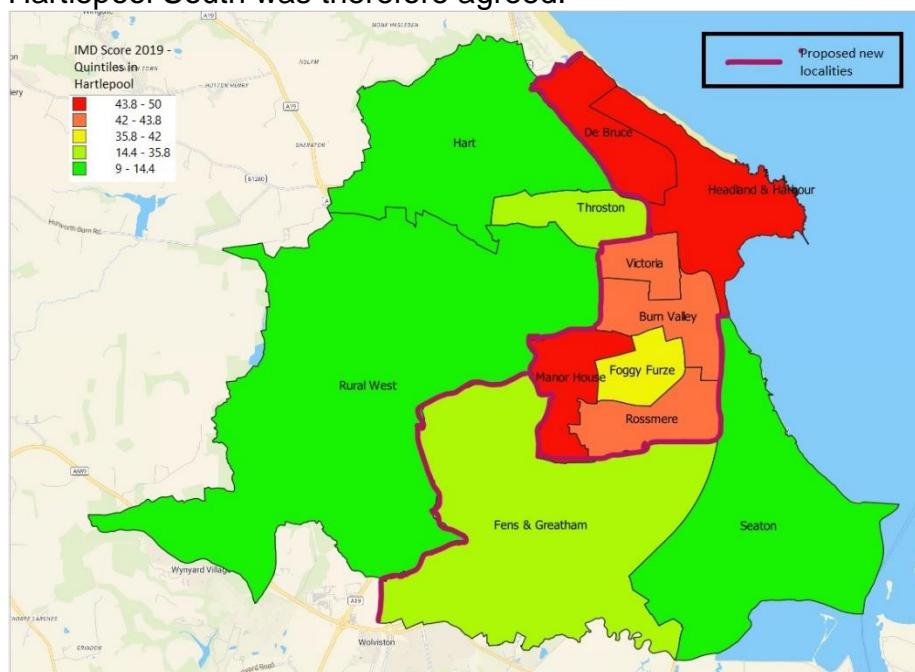


Figure 3. Showing IMD(2019) Overall Domain Score, Borough Quintiles for the new wards (names and boundaries) in Hartlepool from February 2019 and proposed new locality boundaries for PNA 2022.

In summary, the Hartlepool localities for the PNA 2022 are identified by the numbers and new names as follows:

- H1: Hartlepool West (3 wards)
  - H2: Hartlepool South (2 wards)
  - H3: Hartlepool Central and Coast (7 wards). For convenience, these may sometimes be abbreviated to H1:West, H2:South and H3:Central&Coast.
- Table 1 shows how the twelve (2019) wards are aggregated to these localities.

H1: Hartlepool West	H2: Hartlepool South	H3: Hartlepool Central and Coast
Hart	Fens and Greatham	Burn Valley
Rural West	Seaton	De Bruce
Throston		Foggy Furze
		Headland and Harbour
		Manor House
		Rossmere
		Victoria
<b>3 wards</b>	<b>2 wards</b>	<b>7 wards</b>
Locality Colour Code PNA 2022	Locality Colour Code PNA 2022	Locality Colour Code PNA 2022

Table 1. Showing wards in each locality of the Hartlepool HWB area for PNA 2022. Those shaded green indicate a change from 2018.

Figure 4 shows a locality map with wards in each locality.

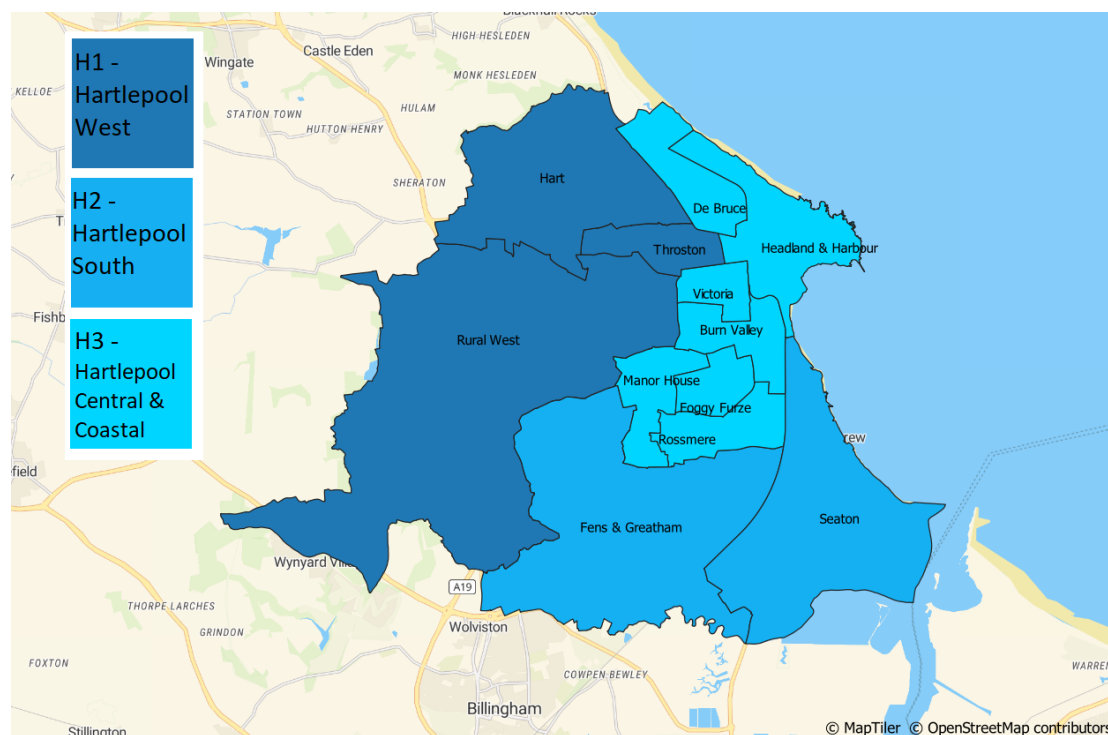


Figure 4. Locality map for PNA 2022

### 6.3 Localities - population

We cannot begin to assess the pharmaceutical needs of our localities without first understanding our population. The demography of Hartlepool is described in the current JSNA however the PNA needs to include sufficient information to function as a stand-alone document.

Understanding the population of a geographic area may sometimes be constrained by the availability of data specific to that location. In certain circumstances, an understanding of the population demographics at HWB level may be considered adequate to review strategic pharmaceutical needs. To consider more specific needs on a locality basis, data available at ward or LSOA level may be aggregated to estimate a locality average. However, it can be more useful in this context to examine localities without aggregating the readily available ward data, as this is not always useful.

The population of each locality will be described using a range of indicators to contribute towards understanding protected characteristics and associated demography, that have implications for the assessment of pharmaceutical needs. The latest data sources will be used as appropriate. Where the data is extracted from the Census, 2011 data will be shown - the first data from the 2021 Census is not due to be published until July 2022.

### 6.3.1 Population and age/sex breakdown

Table 2 shows estimated population breakdown by broad age (ONS mid-year 2020 estimates) for the Hartlepool HWB area, by ward in each locality. The all-age population of the Borough was estimated to be 93,836, an increase of 1,343 (2.3%) on the mid-2015 estimate reported in 2018. One third of this increase is accounted for by children under 16 and there was a net loss of 134 adults of working age.

PNA Locality	Ward	ONS Mid Year Estimates 2020						
		Total Popn	0-15	16-64	65+	0-15	16-64	65+
		Numbers			Percent			
H1	Hart	7830	1582	4968	1280	20.2	63.4	16.3
H1	Rural West	6772	1110	3959	1703	16.4	58.5	25.1
H1	Throston	7593	1505	4772	1316	19.8	62.8	17.3
	<b>Hartlepool West</b>	<b>22,195</b>	<b>4,197</b>	<b>13,699</b>	<b>4,299</b>	<b>18.9</b>	<b>61.7</b>	<b>19.4</b>
H2	Fens & Greatham	6246	864	3446	1936	13.8	55.2	31.0
H2	Seaton	7143	1254	4195	1694	17.6	58.7	23.7
	<b>Hartlepool South</b>	<b>13,389</b>	<b>2,118</b>	<b>7,641</b>	<b>3,630</b>	<b>15.8</b>	<b>57.1</b>	<b>27.1</b>
H3	Burn Valley	8191	1449	5120	1622	17.7	62.5	19.8
H3	De Bruce	8354	1879	4942	1533	22.5	59.2	18.4
H3	Foggy Furze	8476	1484	5245	1747	17.5	61.9	20.6
H3	Headland & Harbour	8415	1494	5383	1538	17.8	64.0	18.3
H3	Manor House	8721	2109	5242	1370	24.2	60.1	15.7
H3	Rossmere	7678	1626	4663	1389	21.2	60.7	18.1
H3	Victoria	8417	1639	5535	1243	19.5	65.8	14.8
	<b>Hartlepool Central and Coast</b>	<b>58,252</b>	<b>11,680</b>	<b>36,130</b>	<b>10,442</b>	<b>20.1</b>	<b>62.0</b>	<b>17.9</b>
	<b>Hartlepool</b>	<b>93,836</b>	<b>17,995</b>	<b>57,470</b>	<b>18,371</b>	<b>19.2</b>	<b>61.2</b>	<b>19.6</b>

Table 2. Population breakdown (mid-year 2020 estimate) in Hartlepool by ward and locality.

People resident in the H1:West and H2:South localities account for 24% and 14% of the total population of Hartlepool whereas locality H3:Central & Coast accounts for nearer two thirds of the population or twice the other two localities put together.

Using the Tees Valley Combined Authority data available up to 2019 (prior to the boundary changes) the population of Hartlepool has increased by 1336 (1.4%) since 2015. Following the 2019 boundary review the total population of each ward is now (purposefully) broadly similar at around 8000 people (range 6246 to 8721). There are fewer than 7000 people resident in two of the newly designated wards; [Fens and Greatham] and [Rural West] wards have 6246 and 6772 persons respectively. Despite a reduction of 14% as consequence of the boundary change, [Manor House] ward still has the highest resident population (8721) of the twelve wards. A modest population increase is projected by 2028.

As the boundary review resulted in twelve wards where there were previously eleven, trends in time by ward are less easy to identify. It may be possible to estimate by suitable data analysis at small area level but this information is not

to be completed. Table 3 shows how re-distribution by the boundary changes of the resident population resulted in a reduction of between 11 and 22% in four of the nine wards whose names were retained. Just one ward [Headland and Harbour] showed a net gain in allocated population of 13%. The table also shows how this substantial average here incorporated a very substantial increase of 27% in the number of children and young people aged 0 to 17 included in that ward.

New wards % change where applicable				
	Population aged 0 to 17	Population aged 18 to 64	Population aged 65 and over	Total
Burn Valley	0%	-2%	5%	-0.3%
De Bruce	0.0%	0.0%	0.0%	0.0%
Foggy Furze	-6%	2%	-2%	-0.3%
Hart	-16%	-18%	-13%	-17%
Headland & Harbour	27%	12%	4%	13%
Manor House	-14%	-13%	-13%	-14%
Rural West	-10%	-10%	-14%	-11.2%
Seaton	-28%	-22%	-14%	-21.8%
Victoria	0.0%	0.0%	0.0%	0.0%

Table 3. Effect of 2019 boundary changes on population allocated to the nine wards with retained names.

- There is wide variability between the wards and localities in the proportion of children, working age adults and older people. Though it is a generalisation, the more rural wards and localities [Rural West] in H1: Hartlepool West locality and both [Fens and Greatham] and [Seaton] wards of the H2: Hartlepool South locality have a generally higher proportion of those aged over 65. This is contributed to by the known pockets of elderly population in the more rural 'villages' of Elwick and Greatham. This age group accounts for more than 27% of the population of the H2:South locality, much higher than the Borough average of 19.6% and almost 10 percentage points higher than the H3: Central and Coast locality (17.9%). Historical poor life expectancy will drive down the proportion of older adults, however in some areas it may also reflect a later-life relocation of living area to managed housing facilities located in some wards, but not others.
- In contrast, there are wards in the H3: Central and Coast locality where children account for approaching a quarter of the population e.g., in [Manor House] (24.2%) and [De Bruce] (22.5%) wards. Pharmaceutical needs to support parents of younger children to have a healthier start in life and to support young people themselves manage their own health in their teen age years will be greater in this locality.
- The proportion of working age adults is highest at almost 66% in [Victoria] ward in the town centre and also in the [Headland and Harbour] ward, both of the H3: Central and Coast locality. Of course 'working age' does not necessarily mean working, however [Hart] ward to the north west also shows a high proportion of working age population. Here this may reflect the nature of new housing that has been dominating the development of this area of the Borough.
- Population information should be considered in conjunction with a consideration of rurality as described in section 6.3.12.2; lower

population density may not necessarily be an indicator of rurality in a heavily industrialised area of town. Population flows such as a daily influx of workers to town centres, out of town retail shopping areas or to industrial areas are also an important consideration in the context of pharmaceutical need.

- Locality H3: Hartlepool Central and Coast has the largest potential daily population influx of workers, learners or other visitors due to the location of the ‘town centre’ area in Victoria ward.

Figure 5 shows that the gender balance across Hartlepool is not sufficiently skewed from the norms of the north east and England to influence pharmaceutical needs. However, it is noted there are proportionally fewer males in the 20-50 age group and more persons aged 50 to 74, than in England. The most notable difference is in 15 to 24 year-olds who represent a substantially smaller proportion of the population in Hartlepool than in either the north east or England.

There is no suitable reliable data at a population level for the Borough on on sexual orientation or gender identity.

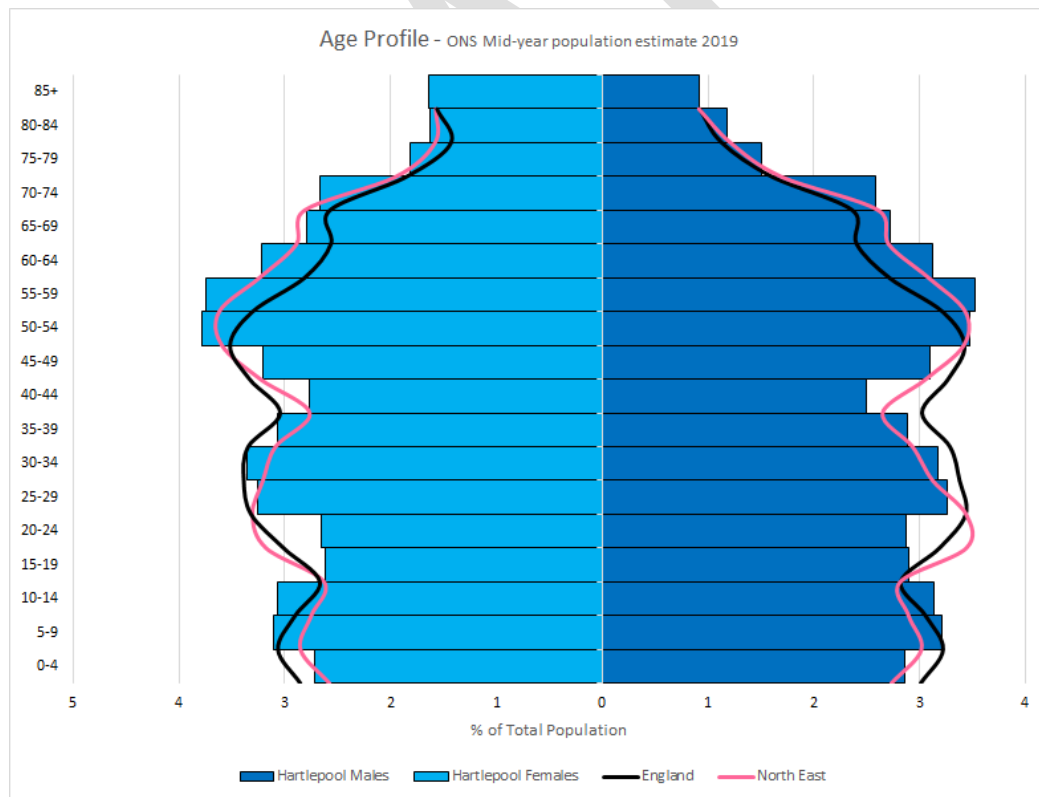


Figure 5. Population pyramid for Hartlepool (mid 2019 estimates) with North East and England comparator. Note scale difference for males/females .



### 6.3.2 Deprivation Profile: Index of Multiple Deprivation (IMD) 2019

The English Indices of Deprivation 2019 (IoD 2019) measure relative levels of deprivation in 32,844 small areas or neighbourhoods, called Lower-layer Super Output Areas (LSOAs), in England (Ministry of Housing Communities and Local Government, 2019). The Index of Multiple Deprivation (IMD) is the official measure of relative deprivation in England. LSOAs have an average population of 1500 people or 650 households. In most cases, they are smaller than wards, thus allowing greater granularity in the identification of small pockets of deprivation.

IoD 2019 updates the IoD 2015 data used in the PNA 2018 and uses the same model of multiple deprivation which underpinned predecessors of the past 22 years. The model is based on the idea of distinct dimensions of deprivation which can be recognised and measured separately and are experienced by individuals living in an area. The Index of Multiple Deprivation (IMD 2019) contains seven domains which relate to deprivation of income, employment, health and disability, education skills and training, barriers to housing and services, living environment deprivation, and crime.

People may be considered to be living in poverty if they lack the financial resources to meet their needs, whereas people can be regarded as deprived if they lack any kind of resources, not just income.

Although the IoD is designed primarily to be a small-area measure of relative deprivation, LSOA level outputs are often aggregated and used to describe relative deprivation for higher-level administrative geographies, such as local authority districts. For IMD (2019), at the Borough level, out of 317 districts nationally, Hartlepool has the 10<sup>th</sup> highest proportion of LSOAs (36%) within most deprived 10% nationally; neighbouring Middlesbrough is ranked 1<sup>st</sup> on this basis with just under half (49%) LSOAs in the most deprived 10% nationally. These positions are the same as in 2015.

Table 4 shows data at ward level; i.e., the national rank for estimated ward scores for IMD (2019) for the 12 Hartlepool wards. The scores are placed in order of rank (where 1 is most deprived) for each ward of the 7201 wards in England. Shown alongside is the England and Borough quintile of ranked score, where quintile 1 is most deprived. A ranking in the top 10% nationally, or locally, is coloured red; the proportion of 'red' (see key) visually indicates the relative degree of deprivation experienced by the Hartlepool population. Though three wards are shown 'green', just one of the wards in Hartlepool is placed in the best (least deprived) quintile nationally.

Clearly the population of the H1: Hartlepool West locality is in the minority for Hartlepool, but this does demonstrate a key recurring theme of striking and substantial health inequality within such a small geographic area as the Borough.

- All seven wards in the H3: Hartlepool Central and Coast locality fall within the most deprived quintile for England and 5 of these (a population of 41,585 or 44% of all Hartlepool residents) are placed within the top 10% of deprived wards nationally.

- With boundary changes it is harder to be clear about movement in rank but it does seem that rank of the poorest wards got worse, whereas the rank of both wards in H1:Hartlepool West locality improved. Inequality in Hartlepool is worsening, along with other areas in the Tees Valley.
- What is clear is this dominance of deprivation will need to be recalled when considering pharmaceutical need, particularly when referencing national initiatives as the needs of the population of Hartlepool are unlikely to reflect national averages.

PNA Locality	Ward Name	England Rank 2019	England Quintile	LA quintile
H3	Manor House	138	1	1
H3	Headland & Harbour	196	1	1
H3	De Bruce	443	1	1
H3	Rossmere	470	1	2
H3	Victoria	499	1	2
H3	Foggy Furze	829	1	3
H3	Burn Valley	948	1	3
H1	Throston	1375	1	4
H2	Fens & Greatham	3596	3	4
H2	Seaton	4211	4	5
H1	Hart	4667	4	5
H1	Rural West	5896	5	5
Rank of 7201 Wards in England. 1 is most Deprived			Quintile 1 is most deprived	

Table 4. National and Borough ranks of estimated overall scores for IMD2019 – Hartlepool (2019) wards

### 6.3.3 Ethnicity

The HWB must have regard to the needs of the population with protected characteristics when making its assessment of pharmaceutical need. To enable consideration of any specific pharmaceutical needs related to ethnicity, the latest data available to review is from the 2011 census. This shows a contrasting picture to nearby neighbouring areas of the Tees Valley, where there are wards with up to 40% non-white population. The people of Hartlepool were mostly of white ethnic origin (97.7%), this is substantially higher than for both England (86%) and the Tees Valley (94.8%). Overall, 3.3% of residents in Hartlepool described themselves as from a non-white UK population (3104 people). This compared with 6.4% in the North East region and 20.3% for England.

Data is not shown here by subset of minority ethnicity, by ward, as in some cases numbers are very small. [Victoria] ward in the town centre had the largest non-white population in Hartlepool totaling 526 people. Those who describe themselves as Asian/Asian British made up the greatest proportion of the non-

white community at 1.5% of the population of Hartlepool. Only in [Victoria] ward did this ethnic group represent more than 3% of residents. Language may present a barrier to accessing health and pharmaceutical services. In 2011, 0.4% of the population of Hartlepool (370 people) reported that they did not speak English very well or at all. This compared with 1.7% for England and 0.6% for the North East Region.

### **6.3.3.1 Migrants, refugees, asylum seekers and travellers**

With ongoing global conflict and persecution, numbers of refugees seeking asylum and refuge in foreign lands are rising. On arrival, refugees may have significant physical, mental and emotional healthcare needs as a consequence of their experiences. Resettling in a new country involves many adjustments, including learning a new language, culture, and way of life. It also requires an ability to perform many practical tasks such as using public transport, and negotiating new and complex education, income support and health systems. Resettled refugees have been shown to exhibit a high prevalence of limited health literacy; health literacy being defined as 'the cognitive and social skills that determine the motivation and ability of individuals to gain access to, understand and use information in ways that promote and maintain good health' (Kanj and Mitic 2009). They are at greater risk of mismanaging their medication, misunderstanding issues relating to their health and not being able to access the healthcare services they need.

In neighbouring Middlesbrough and Stockton on Tees there have been sufficient numbers of migrants including those seeking asylum, for specialist medical practice services to have been offered. Hartlepool has not seen the same level of arrivals into the town, but has more recently offered a welcome to a proportionately small number. This particular population with a protected characteristic may often have very specific health, social and pharmaceutical care needs as described.

Migrants also often work below their qualification levels due to poor language skills or issues with UK working regulations. Health issues remain undetected or untreated without support for understanding UK health systems and GP or dental practice registration. Non-attendance at screening and immunisation, perhaps as a consequence of poor English literacy, may lead to longer term health implications.

The Gypsy and Traveller community both nationally and in Hartlepool is a small group. Transient travelers to the Borough may also have a range of health needs and with failure to seek medical advice, conditions may remain undetected or untreated and life expectancy is reduced. Educational attainment is often poor in this population as children drop out of education aged between 11 and 13 years old. Some demographic data collection for current pharmacy services indicates access by the travelling community.

### 6.3.4 Benefits and Poverty

People may be considered to be living in poverty if they lack the financial resources to meet their needs, whereas people can be regarded as deprived if they lack any kind of resources, not just income.

Table 5 shows recent data for the proportion of working age residents claiming benefits principally for the reason of being unemployed and the rates of households with fuel poverty by ward and locality in Hartlepool. Hartlepool statistics are worse than England or GB average even in the more rural least deprived wards in H1: Hartlepool West locality. The degree of variation in these measures across the wards is notable. The Department for Business, Energy and Industrial Strategy (BEIS) estimate that 6,292 homes in Hartlepool experienced fuel poverty in 2019. The local authority continues to work to tackle fuel poverty by improving energy efficiency but with current trends in fuel prices this is likely to have even bigger impact. Whilst prescriptions are currently still free for children, older people and some eligible people on reduced income or specific exemptions, income deprivation may force people to choose between fuel, food and medicines.

PNA Locality	Ward Name	% Claimants Unemployed Related Benefits Aug 2021	Households with Fuel Poverty (%) 2019
H1	Hart	1.9	6.7
H1	Rural West	2.0	6.1
H1	Throston	8.0	14.9
H2	Fens & Greatham	2.2	10.3
H2	Seaton	2.9	8.6
H3	Burn Valley	10.6	17.1
H3	De Bruce	9.6	17.3
H3	Foggy Furze	8.7	15.3
H3	Headland & Harbour	9.3	16.4
H3	Manor House	9.6	19.2
H3	Rossmere	8.0	17.2
H3	Victoria	7.1	18.5
<b>Hartlepool</b>		<b>7.0</b>	<b>14.8</b>
England		<b>5.3</b>	<b>13.4</b>
GB		5.2	

Table 5. Out of work benefit claimants (2021) and rates of fuel poverty (2019) by ward and locality in Hartlepool. Source ONS

### 6.3.5 Employment

There is strong evidence to suggest that work is generally good for physical and mental health and wellbeing, taking into account the nature and quality of the work and its social context, and that worklessness is associated with poorer

physical and mental health. As well as the direct association between income and health and mental health, employment status at population level may be a useful indicator of the potential pharmaceutical need to access a pharmacy outside of 'working hours'.

Table 6 shows, by locality and ward, the estimated proportion of the working age population in employment (August 2021) and as a sub-set, those 18-24 year olds unemployed.

- The proportion of people in employment in Hartlepool is similar to the North East average but below the national average. All wards in the H3: Central and Coast locality have unemployment rates substantially above the national average.
- Levels of youth unemployment in Hartlepool are twice the national rate. This may be improving however, the numbers of 16-24 year olds in Hartlepool also varies from the England average. In the H1: Hartlepool West or H2: Hartlepool South localities rates are closer to those elsewhere in the North East - but in virtually all wards in the H3: Hartlepool central and Coast locality unemployment rates in this age group are higher than 10% in all but the [Victoria] ward.
- Conversely, demand for access to a pharmacy outside of '9-6' weekday hours may again be higher in the H1: Hartlepool West or H2: Hartlepool South localities, where employment is generally highest. However, given the more rural nature of both these areas, residents here may be more likely to have a car to facilitate access to pharmacy services nearer to where they work or shop. This is examined in the next section.

PNA Locality	Ward	Out of Work Benefits Claimant count aged 16+ (% of population aged 16+)	Out of Work Benefits Claimant count aged 16-24 (% of population aged 16-24)
		Aug-21	Aug-21
H1	Hart	1.9	3.3
H1	Rural West	2	4.5
H1	Throston	8	10.2
H2	Fens & Greatham	2.2	4.6
H2	Seaton	2.9	5.2
H3	Burn Valley	10.6	12.4
H3	De Bruce	9.6	11.9
H3	Foggy Furze	8.7	10.6
H3	Headland & Harbour	9.3	10.6
H3	Manor House	9.6	13.1
H3	Rossmere	8	11.1
H3	Victoria	7.1	7.3
<b>Hartlepool</b>		7	9.2
<b>Tees Valley</b>		6.6	8.1
<b>England</b>		5.3	5.5

Table 6. By ward and locality in Hartlepool at August 2021; unemployment rates for all those of working age and those aged 16-24 yrs.

### 6.3.6 Car ownership (reflecting need for public transport)

Table 7 shows data from the 2011 census recalculated for the 2019 ward boundaries. Understanding of public transport and car ownership in a locality is useful in understanding potential pharmaceutical needs from the point of view of (a) a general indicator of prosperity (or otherwise) and (b) from a consideration of access to transport to attend a wider choice of pharmacies further away from home. We are mindful that this data from the Census is now 10 years old as the new Census 2021 is timetabled to publish first data from later this year.

- Hartlepool on the whole has more households without access to a car than England or the Tees Valley. The variability and pattern of car ownership is consistent with other variables for example employment rates.
- The population of H3: Hartlepool Central and Coast are significantly more likely to be dependent on public transport (or walking) to access a community pharmacy as **all** wards show the proportion of households without a car to be substantially higher than the Tees Valley and England average.

There a lower numbers of households without any car (or van) in H1: Hartlepool West where almost 40% of households have further access, i.e. to two or more cars.

PNA Locality	Ward	No cars or vans in household %	1 car or van in household %	2 or more cars or vans in household %
		2011	2011	2011
H1	Hart	15.75	42.69	41.56
H1	Rural West	7.66	39.57	52.76
H1	Throston	33.02	40.61	26.37
H2	Fens & Greatham	17.07	49.88	33.05
H2	Seaton	17.16	44.86	37.98
H3	Burn Valley	41.52	36.75	21.73
H3	De Bruce	43.13	39.61	17.26
H3	Foggy Furze	40.62	40.98	18.4
H3	Headland & Harbour	41.64	42.88	15.48
H3	Manor House	48.44	38.73	12.83
H3	Rossmere	43.96	41.31	14.73
H3	Victoria	49.99	36.84	13.16
<b>Hartlepool</b>		<b>35.29</b>	<b>40.99</b>	<b>23.73</b>
Tees Valley		30.48	41.8	27.72
<b>England</b>		<b>25.8</b>	<b>42.2</b>	<b>32.1</b>

Table 7. Proportion of households in Hartlepool without a car, with one car and with more than two cars. Source: ONS Census 2011

The availability of public transport across Hartlepool is generally very good. In the villages and beyond across Tees Valley the reliant population have access to Tees Flex in addition to any routine bus service. Tees Flex is an innovative solution to rural transport – a Demand Responsive service <https://www.stagecoachbus.com/promos-and-offers/north-east/tees-flex> (22Mo). The service for Hartlepool covers Dalton Piercy, Elwick, Greatham Village, Hart, Tofts Farm, West Park and Wynyard.

### 6.3.7 Housing, households and homelessness

The population of Hartlepool is now approaching 94 000 people. The data from the 2011 census shows occupation of 40 434 households but there has been some growth since then that will be seen when the 2021 census data is published. In 2011, the largest number of households were living in mortgaged or loaned properties (32%) with 27% owning their home outright. There are fewer owner occupied homes in Hartlepool than nationally, but the difference is relatively small in percentage terms. In [Manor House], 894 households were rented from the council, the highest number in any of the twelve wards. [Headland and Harbour] has the highest number of social renting households (770). Approximately 6 people are sleeping rough in Hartlepool at any given time.

The map in Figure 6 illustrates the predominant tenure in each Hartlepool ward.

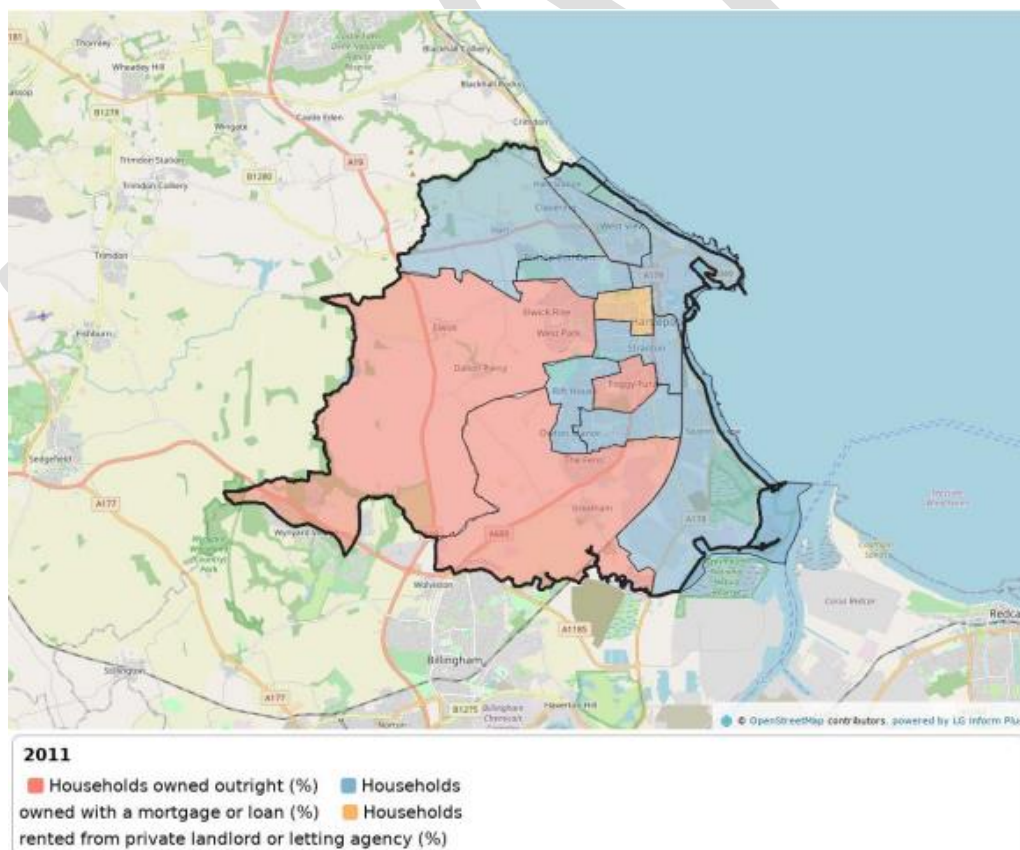


Figure 6. Household tenure by ward in Hartlepool Source Census: 2011 reproduced from Hartlepool Profile 2019.

Locality	Ward	Households owned outright (%)	Households owned with a mortgage or loan (%)	Households rented from council or equivalent (%)	Households rented from private landlord or letting agency (%)	Overcrowded households (%)
H1	Rural West	47.7	42	0.9	6	0.7
H1	Hart	26.7	51.8	2.5	7.3	1.9
H1	Throston	22.7	37.8	14.2	7.5	3.8
H2	Fens & Greatham	49	35.2	2.3	5.7	1.9
H2	Seaton	40.8	41.4	2	7.1	2.2
H3	Foggy Furze	33	30.8	3.2	19.8	2.9
H3	Burn Valley	24	31.1	7	21.8	6.1
H3	De Bruce	22.7	26.3	18.2	7.7	5.7
H3	Victoria	21.6	26.6	3.9	29.6	6.2
H3	Manor House	19.1	25.1	24.3	8.4	6.1
H3	Rossmere	18.3	28.7	21.5	8.3	5.6
H3	Headland & Harbour	17.2	24.1	13.5	22.9	5.6
Tenure		Owner occupied %		LA or HA rented %	Private rented %	Overcrowded %
<b>Hartlepool</b>		<b>60.3</b>		<b>23.5</b>	<b>16.1</b>	<b>4.3</b>
<b>England</b>		<b>64.3</b>		<b>17.6</b>	<b>18</b>	<b>8.5</b>

Table 8. Housing and household information by ward and locality in Hartlepool. Source: Census 2011

Table 8 shows data from the 2011 census. Since 2001, the balance between owner occupancy, LA or housing association tenancy and private rented accommodation has moved with the national trend of a decrease in the former and increase in the latter. There are further striking contrasts in some of the indicators shown here:

- Despite the high proportion of owner-occupier tenure across Hartlepool, in some wards private rented households are now more than 20% and in [Victoria] ward almost 30% of all households. Overall, approximately 23% of households are rented social housing with almost 15% rented from the private rented sector. However these averages mask the degree of variation.
- The proportion of houses that are owner occupied ranges from around one third in [Headland and Harbour] ward to more than three quarters or more in both wards of the H2:Hartlepool South locality and also in the [Rural West] ward that is close by.
- There are high numbers of rental properties in all the wards in H3: Hartlepool Central and Coast. However, there are some wards where local authority / housing association tenure is dominant e.g., [Rossmere]



and [Manor House] and others where private rental tenure dominates; [Victoria] and [Burn Valley].

- Overcrowding is defined as having at least 1 room too few for the size of the household. Within Hartlepool 4.3% of households are overcrowded, or 1,744 households. Rates of overcrowding are lower in Hartlepool than in the North East region (5.1%) or nationally (8.7% in England). Rates are poorest in the two wards where local authority rental tenure dominates. Within Hartlepool, Rural West has the lowest proportion of overcrowded households at 0.7% (17 households) and localities H1 and H2, Hartlepool West and South respectively have substantively lower rates overall than in the H3 Hartlepool Central and Coast locality. Victoria has the highest proportion at 6.2% (256 households) in mostly private rented accommodation.
- Hartlepool has a Rural Neighbourhood Plan (Hartlepool Rural Neighbourhood Plan (2016-31), 2018) which describes plans to develop sustainable communities in the rural parishes of Brierton, Dalton Piercy, Elwick, Greatham, Hart and the Parish Meeting of Newton Bewley.

### 6.3.8 Older people

Table 9 shows the proportion of pensioners living alone by ward and in the PNA localities. This proportion has increased since the 2011 census data shown in Table 10 (recalculated for the new wards).

Locality	Ward	Pensioners living alone - %
H1	Hart	36.5
H1	Rural West	22.1
H1	Throston	37.2
H2	Fens & Greatham	28.5
H2	Seaton	29.5
H3	Burn Valley	34.8
H3	De Bruce	34.2
H3	Foggy Furze	38.2
H3	Headland & Harbour	40.4
H3	Manor House	42.1
H3	Rossmere	43.3
H3	Victoria	44.2

Table 9. Households with pensioners living alone by ward in Hartlepool Source:

Most Hartlepool wards have rates of lone pensioner households higher than the England rate. Collectively, older people have disproportionate pharmaceutical needs in relation to numbers of prescription items and long term conditions. Lone pensioners may have increased need for support in managing both their medicines and their long term conditions and a potentially greater requirement for domiciliary pharmaceutical care and support to manage their medicines alone. Some aspects of the PCN Directed Enhanced service may improve access to this pharmaceutical support as structured medication reviews target frailty.

2021 Ward name	Household Composition - Lone Pensioner (%)	Household Composition - All Pensioners (%)
	2011	2011
Rural West	12.1	21
Victoria	12.3	19
Burn Valley	12.4	19
Headland & Harbour	13.1	20.1
De Bruce	13.1	18.3
Throston	13.7	20.7
Seaton	14.2	25.5
Foggy Furze	14.3	27
Rossmere	15.1	31.5
Manor House	15.8	21.9
Fens & Greatham	16.3	17.1
<b>HARTLEPOOL</b>	<b>13.7</b>	<b>27.3</b>
<b>TEES VALLEY</b>	<b>13.1</b>	<b>25.9</b>
<b>NATIONAL</b>	<b>12.4</b>	<b>26.3</b>

Table 10. Households with pensioners by ward in Hartlepool (Census 2011)

### 6.3.9 Children

Just over 11% of households in the Borough have a child aged under 4 years; 29% of households have dependent children. Figures from 2014 suggest there are 5470 under 16s living in low-income families in Hartlepool. Rates of 29% are well above the national average of 18.6%.

Table 11 shows some measures relating to children in the Borough. The table is sorted by locality then by the proportion of children in poverty within those localities so that trends across the measures are easier to identify. Rates for all measures are substantially poorer than both the Tees Valley and England for all measures in the central and coastal areas.

The proportion of children living in 'out of work benefit claimant' households (2012) ranges from 32 to 48% in all town centre wards. The proportion of single parent households is greater than the national average in all wards in the H3:

Hartlepool Central and Coast locality. Whilst the children of single-parent households will not always experience deprivation or poverty, the rates included here are able to show where this may be the case.

2012 Ward name	Children in Poverty (%)	Children living in Out Of Work Benefit Claimant Households (%)	Children Receiving Free School Meals (%)	Census – Lone parent with dependent children (%)
	2011	2012	2012	2011
Rural West	6.6	7.1	5.4	4.3
Hart	8.0	7.6	6.0	6.7
Fens & Rossmere	14.6	23.1	10.5	6.0
Seaton	14.8	20.9	17.4	7.9
Foggy Furze	24.9	32.0	28.5	9.5
Burn Valley	29.6	31.6	26.6	10.8
Jesmond	34.6	39.2	33.8	10.7
Manor House	36.3	42.1	37.9	15.7
Victoria	37.1	35.0	39.7	11.2
De Bruce	37.5	41.2	40.2	12.2
Headland & Harbour	42.5	48.0	41.1	9.2
<b>HARTLEPOOL</b>	<b>29.1</b>	<b>30.9</b>	<b>27.1</b>	<b>9.7</b>
<b>TEES VALLEY</b>	<b>26.7</b>	<b>27.1</b>	<b>25.5</b>	<b>9.1</b>
<b>NATIONAL</b>	<b>20.1</b>	<b>19.5</b>	<b>-</b>	<b>7.2</b>

Table 11. Selected data showing data measures related to children by ward and locality in Hartlepool. Source: Tees Valley Unlimited Ward data file: 2014 (2012 wards)

Rank	Income Deprivation Affecting Children Index (IDACI)	
	Local Authority District	Score - Proportion of children living in income deprived households
1.	Middlesbrough	32.7%
2.	Blackpool	30.7%
3.	Knowsley	30.3%
4.	Liverpool	29.9%
5.	Kingston upon Hull	29.8%
6.	Nottingham	29.8%
7.	Manchester	29.7%
8.	Hartlepool	28.3%
9.	Birmingham	27.6%
10.	Islington	27.5%
11.	North East Lincolnshire	27.4%
12.	Wolverhampton	27.1%
13.	South Tyneside	26.7%
14.	Tower Hamlets	26.6%
15.	Hastings	26.5%
16.	Sandwell	26.3%
17.	Walsall	26.1%
18.	Stoke-on-Trent	25.7%
19.	Redcar and Cleveland	25.6%
20.	Burnley	25.5%

The Income Deprivation Affecting Children Index (IDACI 2019) measures the proportion of all children aged 0 to 15 living in income deprived families. This is one of two supplementary indices and is a sub-set of the Income Deprivation Domain (Ministry of Housing Communities and Local Government, 2019).

Hartlepool is placed 8<sup>th</sup> in the top 20 local authority districts with the highest proportion of children experiencing income deprivation.

This data, and recent updates reveal a significant challenge to the health, well-being and future attainment of these children and helps consider how pharmaceutical services may support this population whose needs may be related to some of these characteristics.

## 6.3.10 Educational attainment

GCSE attainment in Hartlepool is worse than the England average and latest data shows no change since the 2015/16 rates despite the proportion of children in low income families continuing to be high. Source: Public Health Outcomes Framework via Fingertips.

### Local Authority Health Profiles

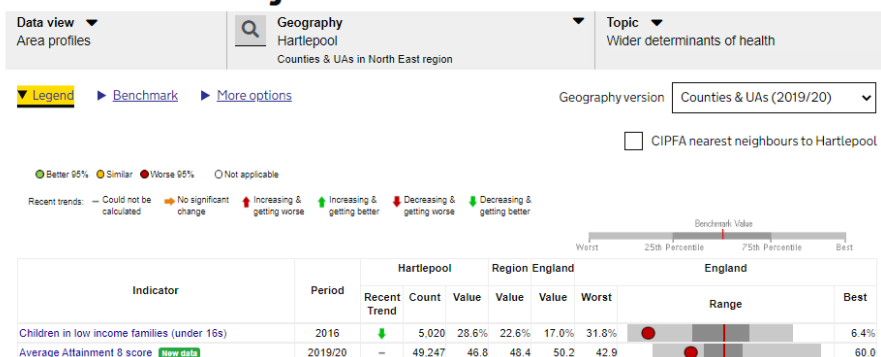


Table 12 shows some indicators of educational attainment for the wards and localities in Hartlepool with North East and national comparators where appropriate. Clear inequalities in educational achievement and prospective life-chances are demonstrated.

Ward Code	PNA Locality	Ward Name	Qualifications - 5+GCSE A-Cs inc English and Maths, 2015/16 (%)	Postgraduate and Undergraduate Passes, 2015/16 (%)
E05008946	H1	Hart	70.1	12.1
E05008950	H1	Rural West	63.4	15.8
E05008944	H2	Fens and Rossmere	57.9	10.6
E05008951	H2	Seaton	45.2	7.0
E05008947	H3	Burn Valley	53.8	6.9
E05008949	H3	De Bruce	44.7	6.9
E05008948	H3	Foggy Furze	50.5	6.0
E05008952	H3	Headland and Harbour	41.8	5.1
E05008943	H3	Jesmond	33.6	6.4
E05008942	H3	Manor House	30.9	4.0
E05008945	H3	Victoria	40.8	4.2
<b>Hartlepool</b>			<b>48.0</b>	<b>6.9</b>
<b>North East</b>			<b>56.5</b>	-
<b>England</b>			<b>57.8</b>	<b>8.5</b>

Table 12. Educational attainment by ward in Hartlepool (2015-16) (2012 wards)

Considering educational attainment based on proportion of school leavers achieving 5 or more GCSEs (including English and Maths) in 2015/6, the overall Hartlepool performance (48%) had dropped by 2 percentage points since the 2013 data and is poorer than both the North East (56.5%) and the national average of 57.8%. These averages mask a wide range of attainment across the

wards of the Borough. The GSCE attainment for those living in the best achieving wards is more than double that of the lowest achieving ward.

- Both of the more rural localities H1:West and H2:South have much better achievement rates.
- In contrast, three wards in the H3: Hartlepool Central and Coast locality have previously been shown to be in the worst 10% quintile for England based on ID Education score.

This is reflected in the postgraduate and undergraduate pass rates which will influence future earning capacity. Individuals from [Manor House] and [Victoria] wards have 50% of the chance of a degree-level qualification than the average in England and only 25 to 30% of the chance of their neighbours in other parts of the Borough less than 5 miles away. Data for the following two years shows the average attainment in this measure dropping in Hartlepool, the Tees Valley and nationally.

Indicator Name	Date	Tees Valley	Hartlepool	England
Undergraduate and Postgraduate Passes (%)	2016/17	3.6	3.6	4.3
Undergraduate and Postgraduate Passes (%)	2017/18	3.8	4	4.4

A sustained poor level of educational attainment will contribute to low levels of adult literacy and numeracy which may translate to poor health literacy. The implication for pharmaceutical needs is substantial and wide ranging. Low levels of literacy and numeracy will create difficulty for individuals using and understanding the 'written word' in relation to general ill-health prevention, healthcare and social needs. More specifically in relation to medicines, poor literacy/numeracy may be a risk to the individual themselves or to those in their care, including children or elderly dependents or others with learning disabilities. Pharmaceutical services provision needs to be responsive to this.

### 6.3.11 Armed Forces Community

Currently, no-one knows how many of the armed forces community live, work or have family members in Hartlepool. There is insufficient robust local data (and therefore intelligence) to understand the needs of the armed forces communities in Hartlepool at a population level. It is understood that GP practices have a Quality welcome standard for this group of residents whose needs may be specific in relation to the previous career.

### 6.3.12 Population density and rurality

Health need and associated pharmaceutical need will vary according to the rurality of a geographical area. In the first instance there is likely to be an effect of population density and the associated volume-related demand for any service. Secondly, the term 'rurality' has a particular meaning with reference to the provision of pharmaceutical services including the dispensing services provided by general practices in defined areas called 'controlled localities'.

### 6.3.12.1 Population density

Population density varies quite markedly across the Tees Valley. Table 13 shows that the population density in Hartlepool and Stockton, both areas north of the river Tees, is quite similar. However, whilst the numbers of people in Middlesbrough and Redcar and Cleveland are similar, Middlesbrough is geographically much smaller than any of the other districts. The population density of Middlesbrough is therefore five times that of both Darlington and Redcar and Cleveland and two and a half times that of either Hartlepool or Stockton-on-Tees.

	Total Population [2020 data]	Area (hectares) [2011 census]	Population Density (persons per hectare)
Darlington	107402	19,748	5.44
Hartlepool	93836	9,386	10.01
Middlesbrough	141285	5,387	26.22
Redcar & Cleveland	137228	24,490	5.6
Stockton-on-Tees	197419	20,393	9.63

Table 13. Population density for Local authorities in Tees Valley. Source ONS 2011 (area); 2020 (population)

Hartlepool is also relatively small at under 9400 hectares, an area equating to just 1% of the area of the whole North East region of England. Divided into 12 wards, population density is varied across them as Figure 7 shows. Although the [Rural West] ward is the largest, representing almost 39% of the total area of Hartlepool, it has the lowest population density of 2 persons per hectare. In contrast, [Victoria] ward is the most densely populated with 53 persons per hectare.

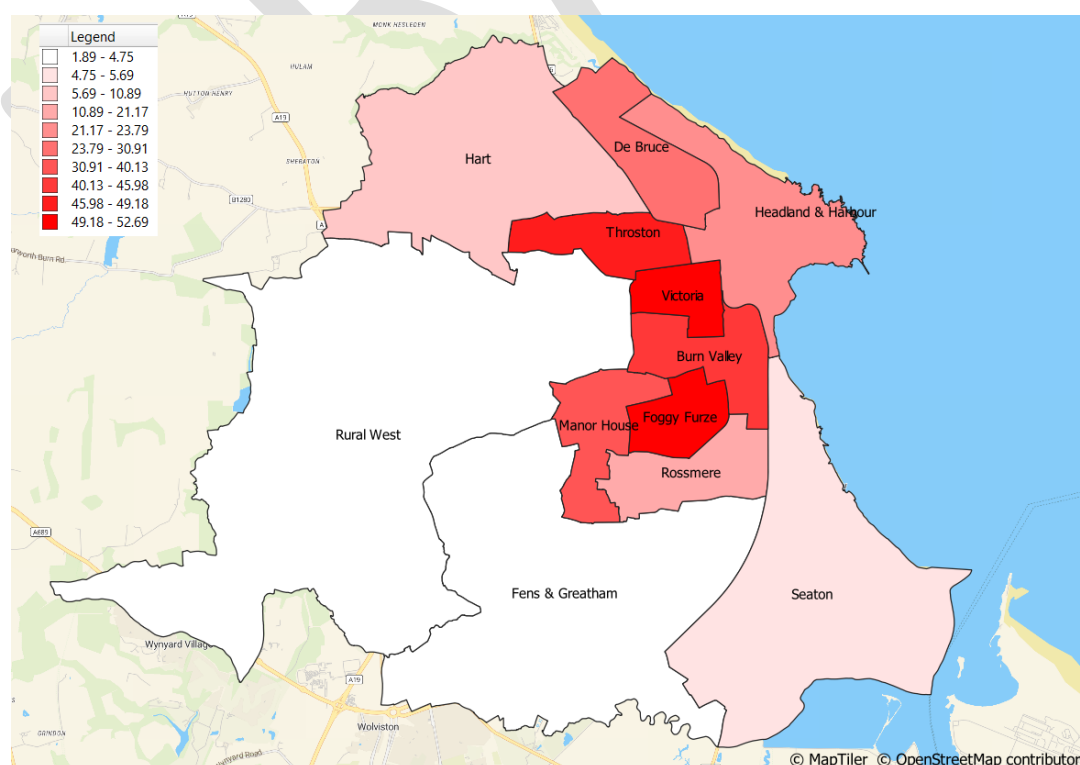


Figure 7. Population density of Hartlepool by ward. Source: ONS 2021

### **6.3.12.2 Rurality**

*Regulations 12 and 31(7)* of the 2005 Regulations, as amended, required PCTs to determine applications according to neighbourhoods. *Regulation 35(9)* also required PCTs to delineate the boundaries of any reserved location it has determined on a map and to publish such a map.

A controlled locality is an area which has been determined, either by NHS England, a primary care trust, a predecessor organisation, or on appeal by the NHS Litigation Authority (whose appeal unit handles appeals for pharmaceutical market entry and performance sanctions matters), to be “rural in character”. It should be noted that areas that have not been formally determined as rural in character and therefore controlled localities, are not controlled localities unless and until NHS England (or predecessors) determine them to be. Some areas may be considered as rural because they consist open fields with few houses but they are not a controlled locality until they have been subject to a formal determination (NHS England, 2013).

Former PCTs with rural areas may have had controlled localities i.e. areas which are rural in character. Since April 2005 there may also have also been determinations of “reserved locations” within some of these controlled localities. A reserved location is a specialist determination, which allows a dispensing doctor to continue to provide dispensing services in such localities even if a pharmacy opens nearby. Since the last determination in 2008, there are no controlled localities in Hartlepool.

## 7.0 Local Health Needs

This section aims to highlight some of the key health needs that will impact on the pharmaceutical needs that will be identified by this document.

As we have seen, Hartlepool has both significant levels and great variation in levels of deprivation and in health and wellbeing outcomes across wards. Hartlepool also has some of the highest inequalities in the country. Residents from the most deprived areas have a life expectancy that is approximately 12.5 years (males) and 10.4 years (females) lower than those from the least deprived areas. Life expectancy for both men and women is lower than the England average.

The health of people in Hartlepool is varied compared with the England average and deprivation is higher than average. About 28.6% (5,020) children live in low income families. The extent of these inequalities in health remain one of the biggest challenges to the health and wellbeing of the Borough and societies with greater inequality have poorer health overall. This presents a great challenge, in ensuring services are available to the whole population, whilst providing additional targeted support for the most vulnerable groups. Some of the key priorities which cause a significant burden of disease and death and increase inequalities in Hartlepool are obesity, smoking, alcohol, mental health including substance misuse and poverty. The data shows that the key causes of early death and significant causes of illness in Hartlepool are cancer, particularly lung cancer and respiratory disease. Rates of heart disease, stroke and liver disease are also higher than the England average. Disease rates are generally higher in areas of greater deprivation (except breast cancer) as are the risk factors for these diseases; smoking, poor diet, lack of physical activity and alcohol. Public Health and NHS colleagues are working together to reduce disease rates through screening and early identification of disease and reducing risk factors.

Table 14 shows data from the 2011 Census for those with 'Limiting Long Term Illness' (LLTI) by ward and in localities in Hartlepool. The rate of people living with a LLTI, which includes those of working age, is higher in Hartlepool (23.2%) than the England (17.6% and Tees Valley (20.8) averages. The averages again mask the degree to which individual ward rates are varied from the local and national comparators. Highest rates are in [Manor House] and [Rossmere] and rates are varied across both wards and localities; rates are high (over 20%) of LLTI in 10 of the 12 wards in the Borough. Only the two more rural wards in the H1: Hartlepool West locality have rates broadly in line with national rates.

There are two wards for which the self-reported 'poor health' status is of the order of 8% which is approaching twice the England average. We know that patients with several long-term conditions have a poorer quality of life, poorer experience of care, poorer clinical outcomes, have longer hospital stays, have more post-operative complications and require significantly more health service resources. People with long-term conditions are users of a large proportion of health care services such as GP appointments, prescribing costs and hospital stays.



	Census data 2011	People reporting:			
		Limiting long term illness or disability (LLTI)	Good health (%)	Fair health (%)	Poor health (%)
	Ward name	%	%	%	%
H1	Hart	16.4	31.4	11.3	3.9
H1	Rural West	18.5	32.6	12.7	3.4
H1	Throston	22.6	30.9	14.8	6.7
H2	Fens & Greatham	24.0	35.1	16.4	5.4
H2	Seaton	22.1	32.8	14.8	4.9
H3	Burn Valley	22.7	33.3	15.8	5.8
H3	De Bruce	25.1	32.6	17.2	7.4
H3	Foggy Furze	23.4	35.3	16.4	6.3
H3	Headland & Harbour	23.7	33.2	17.2	7.1
H3	Manor House	26.7	31.6	17.9	8.3
H3	Rossmere	26.6	31.2	17.4	7.9
H3	Victoria	23.6	32.7	16.8	7.0
	<b>Hartlepool</b>	<b>23.2</b>	<b>32.7</b>	<b>15.9</b>	<b>6.3</b>
	Tees Valley	20.8	33.6	14.7	5.4
	England	17.6	34.2	13.1	4.2

Table 14. Census data 2011 for people with Limiting Long Term Illness or Disability and indication of health status (by ward and locality) in Hartlepool. Source ONS 2011

Pharmaceutical needs are often substantial for those living with a LLTI. Those people of working age who are able to work and have secured employment, may need to access pharmaceutical services outside of routine working hours. However, wards with high rates of LLTI in the working age population do also have high rates of unemployment so the need may not be as great outside working hours as is at first apparent. It is also becoming more common for people to have multiple long-term conditions; which adds additional burden for the individual and their care providers.

It is clear from health data, future projections and strategic planning that the future sustainability of the NHS will be closely allied to how well patients with long-term conditions are managed and how successful we can prevent their development or deterioration. This this will be no less significant a factor for the people of Hartlepool.

The latest Local Authority Health Profile for Hartlepool gives a snapshot of health in the Borough. This includes a summary of the key public health indicators compared with the national average using a spine chart (Figure 8). The spine chart shoes that the health domain reported is generally worse or similar to the national average. The chart provides a simple graphic illustration of our local health and wellbeing status. Of the 34 indicators in the spine chart, Hartlepool is statistically significantly worse than the national average for 17 of

them and only 2 of these indicators are significantly better than England. Whilst the indicators are not all described separately here, we need to have regard for them in relation to pharmaceutical needs.

## Local Authority Health Profiles

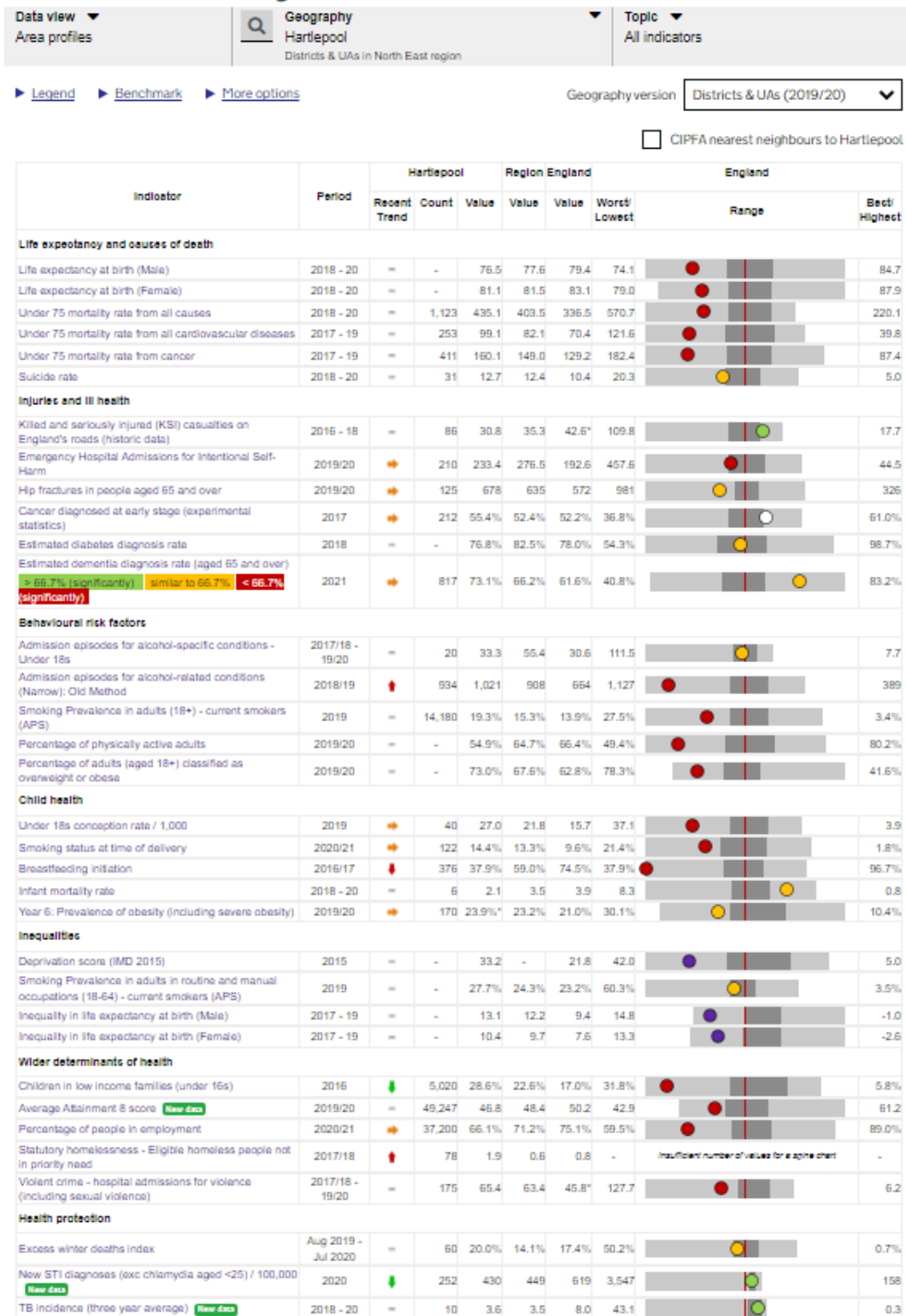


Figure 8: Extract from the Local Authority Health Profile 2022

The data indicates the scope of public health issues for promotion of health and wellbeing as well as the scale of potential interventions required annually e.g., to support the people in Hartlepool living with prevention and treatment of long term conditions. There is scope for evidence-based interventions to improve the management of these conditions with pharmaceutical services.

Other key issues for Hartlepool are highlighted as follows:

#### *Smoking.*

Despite the substantial success of the stop smoking service in Hartlepool over many years, proportionally more adults smoke in Hartlepool (19%) than in England (14%). As an indicator of the impact of deprivation on smoking prevalence, adults in routine and manual occupations who smoke; 27% in Hartlepool versus 25% England average). There are about 13652 adult smokers in Hartlepool (2018 data). The smoking related death rate remains worse than the England average, with 85 deaths a year from lung cancer and

Smoking is a contributory factor in many other cancer-related or cardiovascular diseases this is a heavy burden for the population to carry at 650 deaths a year. Smoking by mothers during pregnancy is a major contributor to low birth weight and smoking rates in pregnancy in Hartlepool are about 18%.

#### *Obesity*

Hartlepool has some of the highest rates of obesity in the UK. More than 70% of adults in Hartlepool are overweight or obese, substantially higher than the national average of 62% and not improving; 27% of 10-11 year olds in Hartlepool are also obese, again higher than the national (20%) and northeast regional (23%) averages.

#### *Sexual health*

Sexual Health is a key Local Authority and Public Health priority area as it can have a significant impact on the population, the communities and individuals across Tees, as there are often a range of complexities associated with sexual health. Cases of sexually transmitted infections (STIs) are increasing in England. In 2018, there were 447,694 new diagnoses of STIs, a 5% increase on the 422,147 in 2017.

A Sexual Health Needs Assessment (SHNA) for Teesside was undertaken in 2013 when the LAs took on responsibility for sexual health services. This SHNA was being reviewed and updated in April 2020. Selected findings are:

Since the previous SHNA for Teesside, there have been changes in the type of acute STI infections diagnosed across the area, with reductions in infections such as gonorrhoea and genital warts and increases in infections such as syphilis. The local system has changed significantly since the previous SHNA in 2014, with a significant reduction in the amount of providers of young people's services across the local area, and the development of local primary care networks. Rates of acute STI in Hartlepool were 668 per 100 000 population of

all ages in 2018 such that Hartlepool's rank was just outside the top 100 of all 317 LAs where 1 is poorest.

Chlamydia testing is measured by the diagnosis rate, which considers both the number of tests and cases found. In Teesside in 2018, only Hartlepool achieved and exceeded the national target of 2,300 chlamydia diagnoses per 100,000 population aged 15-24, with 20.1% of the eligible population tested – the highest in Teesside.

Similar to the previous SHNA, the key groups that have the highest burden of disease from poor sexual health including young people, MSM and those living in deprived areas. Although the rate of under 18 conceptions continues to decrease for the Tees area, the rate remains significantly higher than the national average, and the reduction not continuing at the same pace as the national average. Latest available rates for under 18's conception in Hartlepool is now 27 per 1000 compared with an England average of 16 and England 'best' of under 4 per 1000. Teenage pregnancy rates in Hartlepool vary considerably between wards with higher rates in more deprived wards. However wards with the highest rates of teenage pregnancies do not necessarily have the highest numbers. Teenage pregnancy correlates with deprivation; 75% of the variation of teenage pregnancies in England can be explained by deprivation.

Sexual health prevention and promotion must recognise the increasing role of the internet and social media in the life of most people and in particular for young people. Young people have wide access to websites and social media and use it to find information, advice and also to find local services.

## Children and young people

Figure 9 (on two pages) shows the Child Health Profile 2021 for Hartlepool and gives a snapshot of child health in the Borough; this includes a summary of the key public health indicators compared with the national average using a spine chart.

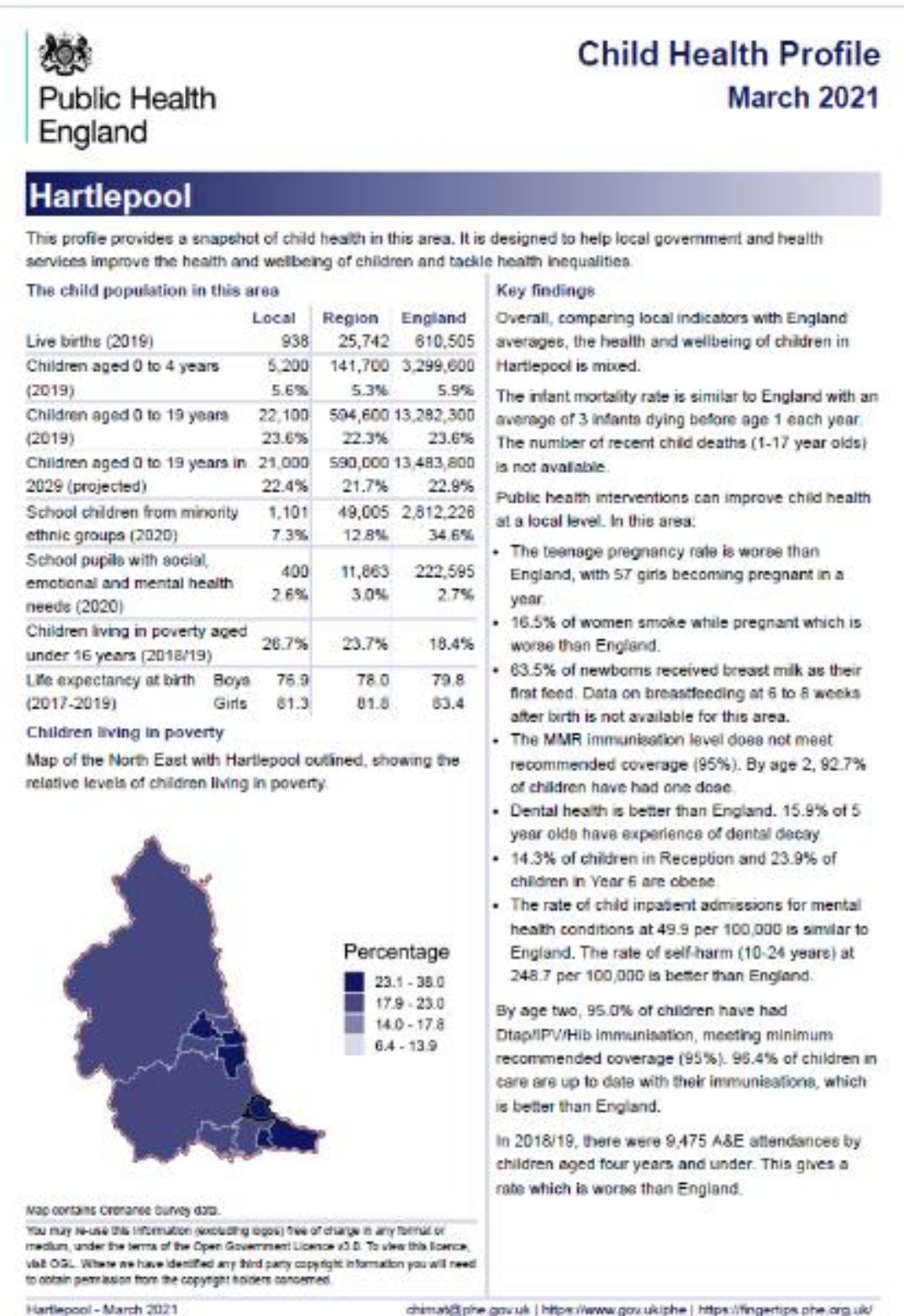
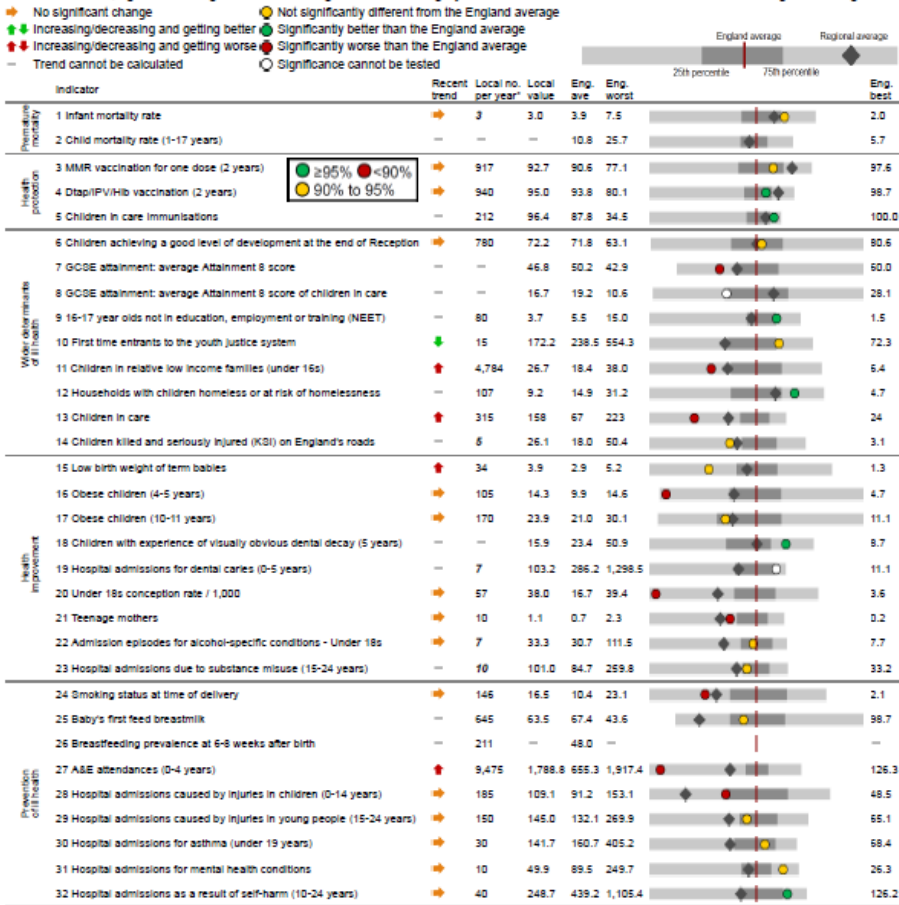


Figure 9. Extract from Local Authority Health Profiles Source: Office for health improvement and disparities: Public Health Profiles, 2022

# Hartlepool Child Health Profile

March 2021

The chart below shows how children's health and wellbeing in this area compares with the rest of England. The local result for each indicator is shown as a circle, against the range of results for England shown as a grey bar. The line at the centre of the chart shows the England average.



**Notes and definitions**

- Mortality rate per 1,000 live births (aged under 1), 2017-2019
- Directly standardised rate per 100,000 children aged 1-17, 2017-2019
- % children immunized against measles, mumps and rubella (first dose by age 2), 2019/20
- % children completing a course of immunisation against diphtheria, tetanus, polio, pertussis and Hib by age 2, 2019/20
- % children in care with up-to-date immunisations, 2020
- % children achieving a good level of development within Early Years Foundation Stage Profile, 2018/19
- GCSE attainment: average attainment 8 score, 2019/20
- GCSE attainment: average attainment 8 score of children looked after, 2019
- % of 16-17 year olds not in education, employment or training (NEET) or whose activity is not known, 2019
- Rate per 100,000 of 10-17 year olds receiving their first reprimand, warning or conviction, 2018
- % of children aged under 16 living in relative low income families, 2018/19
- Crude rate of households including one or more dependent children owed a prevention or relief duty under the Homelessness Reduction Act per 1,000 households, 2019/20
- Rate of children looked after at 31 March per 10,000 population aged under 16, 2020
- Crude rate of children aged 0-15 who were killed or seriously injured in road traffic accidents per 100,000 population, 2017-2019
- Percentage of live-born babies, born at term, weighing less than 2,500 grams, 2019
- % school children in Reception year classified as obese, 2019/20
- % school children in Year 6 classified as obese, 2019/20
- % children aged 5 with visually obvious dental decay, 2018/19
- Crude rate per 100,000 (aged 0-5) for hospital admissions for dental caries, 2017/18-2019/20
- Under 18s conception rate per 1,000 females aged 15-17, 2018
- % of delivery episodes where the mother is aged less than 18, 2019/20
- Hospital admissions for alcohol-specific conditions – under 18, crude rate per 100,000 population, 2017/18-2019/20
- Directly standardised rate per 100,000 (aged 15-24) for hospital admissions for substance misuse, 2017/18-2019/20
- % of mothers smoking at time of delivery, 2019/20
- % of newborns who receive breast milk as first feed, 2018/19
- % of mothers breastfeeding at 6-8 weeks, 2019/20
- Crude rate per 1,000 (aged 0-4) of A&E attendances, 2018/19
- Crude rate per 10,000 (aged 0-14) for emergency hospital admissions following injury, 2019/20
- Crude rate per 10,000 (aged 15-24) for emergency hospital admissions following injury, 2019/20
- Crude rate per 100,000 (aged 0-18) for emergency hospital admissions for asthma, 2019/20
- Crude rate per 100,000 (aged 0-17) for hospital admissions for mental health, 2019/20
- Directly standardised rate per 100,000 (aged 10-24) for hospital admissions for self-harm, 2019/20

The spine chart demonstrates that the health of children in Hartlepool is generally worse or similar to the national average. Of the 32 indicators in the spine chart, Hartlepool is statistically significantly worse than the national average for 14 of them, better in eleven.

### *Substance Misuse*

Substance misuse (Drugs & Alcohol) is the cause of many health and social problems that can devastate individuals, families and communities. It is a significant driver of crime and anti-social behaviour in our local area which adds a significant cost to our local economy. The Local Authority (LA) recognises substance misuse as a major factor in child neglect, domestic violence, acquisitive crime, antisocial behaviour and children being taken into care and is currently updating the Substance Misuse Policy. In December 2021 the Government released it's 'From Harm to Hope Strategy – A 10-year drugs plan to cut crime and saves lives'. Both Hartlepool and Middlesbrough were mentioned; Hartlepool as being ranked 3<sup>rd</sup> in England for opiate and crack cocaine use, with Middlesbrough being ranked 3<sup>rd</sup> for multiple and complex needs. There is a high prevalence of long term health problems, including mental health. Alcohol related hospital admissions in Hartlepool are significantly worse than the regional and national rates. Hartlepool has seen a dramatic rise in DRDs over the last six years – the 2018/20 rate of 16.3 per 100,000 population is more than a 300% increase on the 2012/14 rate. The rate has more than tripled in six years; the 2018/20 rate for Hartlepool is the 3<sup>rd</sup> largest in England. Current treatment levels for both alcohol and opiates are significantly below national comparators.

### *Learning Disabilities and Physical Disabilities*

Hartlepool has a greater prevalence of learning disabilities than nationally. People with learning disabilities are pre-disposed to the development of a number of health-limiting conditions and greater health needs than the rest of the population.

Ensuring the availability of health services that improve access and support for the high numbers of people in Hartlepool with low adult literacy and numeracy levels, and the >500 individuals over the age of 14 years with a learning disability, as well as those with physical disabilities, is important. Pharmacy could be included in the wider work programme involved in service improvement in this area.

### *Mental Health*

It is easy to overlook the burden of poor mental health. Mental ill-health is a condition that can severely impact on the quality of life of those suffering from it and those immediately around them. It may also lead to other forms of deprivation such as unemployment or homelessness; potentially individuals may find themselves in a downward spiral that may be difficult to break out of. The rate of self-harm hospital stays has improved compared with the average for England but still represents over 200 stays per year.

In Hartlepool there is a 40% greater need than the national average in relation mental illness. There is a 14% higher need than the national average in relation to serious mental illness and 1200 people suffer from dementia. This makes it an important component of overall health for Hartlepool as well as the levels of substance misuse and learning disability issues.

Most of the information in this section has not been summarised by locality. However, by reviewing the population demographics of Hartlepool as a whole with the other information for the three localities already, it is possible to consider the health needs of each locality. Even the small amount of data presented here begins to provide a clearer perspective of significant need and the inequality, in the Hartlepool area.

These measures do so starkly indicate that we must avoid worsening this inequality by virtue of our service provision: unless inequalities in provision of care match inequalities of need then inequity will persist. Developing a consistent, evidence-based approach to early intervention across the life course is a focus of health and wellbeing work in Hartlepool, particularly in delivering the strategic priority of 'giving every child the best start'. However, it is not just about the 'best start in life', but the best health and wellbeing through life.

#### *Older People*

Similar to most areas in England, the proportion of older people in Hartlepool is increasing. For instance, the number of people who were aged 85 years or more in 2005 was 1,400; this increased to 2,100 by 2015 and will continue to increase to 3,330 by 2025 and to 4,700 by 2035. Although most people are living longer, the majority of their later years (approximately 20 years for males; and 26 years for females) are lived with poor health and wellbeing.

The impact of the health needs on pharmaceutical needs will be described in section 10.

#### *Covid-19*

At the time of preparation of the draft PNA it is not possible discuss health needs in Hartlepool without making reference to the impact of Covid-19 on both health and pharmaceutical care needs. It is too early to understand the true impact on all those who have experienced loss (of work and income, of schooling, of development, of leisure time, of loved ones) as we have yet to see where the near-end and recovery phase starts.

The pandemic twice caused the statutory timetable for production of this PNA following 2018 to be postponed; firstly by one year to April 2021, then latterly to October 2022. Alongside their health and care partners, the involvement of community pharmacy in the pandemic response has been considerable. Keeping the medicines supply going is a vital role and function that should not be underplayed even as new services and extended clinical contributions come on-stream. Extensive involvement in vaccination programmes and in support for the vulnerable was key. Six pharmacies continued to be engaged in the vaccination response as the draft PNA went out to consultation.



## 8.0 Current Pharmaceutical Services Provision

The PNA is required to describe the current provision of pharmaceutical services and consider this in the context of the current need for the population of Hartlepool to access to these services.

It is helpful to consider what 'access' to 'pharmaceutical services' might mean; the following aspects all need to be considered:

- the range of pharmaceutical services providers and choice thereof
- their premises, including facilities, capacity, quality, location and distribution across the HWB area and
- the specific pharmaceutical services that they provide.

The type of provider partly determines the range of pharmaceutical services available. For example, a community pharmacy contractor will provide, at the very least, a full and prescribed range of essential pharmaceutical services, whereas dispensing doctors and appliance contractors can only provide a restricted range. Other locally commissioned providers may also provide specific services that impact the need for community pharmacy contracted pharmaceutical services to be provided. Examples include any sexual health, stop-smoking support or needle exchange services and PCN/ CCG services (directly-provided or otherwise commissioned) such as full medication review in care homes or prescribing support.

Geographical location of service provider's premises will determine individual access in terms of distance from home or work. The surrounding location context will also affect access via public transport, ability to park and access for those with a disability. Co-location with, or proximity to, other services (perhaps with other primary care medical or other services, perhaps with shopping or leisure) may influence overall access experience by reducing travel for repeated visits. However, access is determined by more than just location, for example, provider opening times are also an important aspect of access and service availability.

Pharmaceutical services will, of course, need to be available during 'normal' day-time hours (e.g. weekdays 9 am to 5 and 6pm) when many other professional services might be expected to be available. However the needs of specific socioeconomic or other groups as service users will also need to be considered, for example

- workers after 6 pm or during lunch times
- those who have accessed general practice in extended hours outside of the 'routine 9-6' times e.g. up to 8 o'clock at night on weekdays
- those with more urgent self-care, unplanned care needs or for care at the end of life, at non-routine times e.g. on weekends.

An evaluation of patient experience, such as undertaken during the development of the PNA, may further help to assess capacity, premises and quality in terms of pharmaceutical service provision. When considering access as part of the overall assessment of pharmaceutical need, the HWB is also required to have regard to choice. Many of the above issues might influence

the choice of pharmaceutical services provider, and service provision, available to patients, carers and others.

Each of these issues will be considered in the following section.

## 8.1 Overview of pharmaceutical services providers

Pharmaceutical services are provided by a range of providers to the resident or visiting population of any given area. As well as community pharmacy contractors, including distance-selling (sometimes called NHS 'internet') pharmacies there are dispensing appliance contractors, dispensing doctor practices and others offering more specific services (including hospital pharmacies).

The national report on General Pharmaceutical Services in England 2015/16 to 2020/21 (NHS Business Services Authority, 2021) shows there were 11,600 active community pharmacies in England during 2020/21 compared to 11,688 in March 2016 as reported in the last PNA, a reduction of 88 (0.8%). This is the lowest number of active contractors in the five years since 2015/16 but retains an increase of 1728 (17.5 per cent) since 2005-06 when there were 9872 pharmacies (NHS Digital, 2016).

At October 2021, **616** of these community pharmacy contractors are located in the north east, excluding Cumbria (Source: NHSE&I). **Nineteen** of these community pharmacies were located in the Hartlepool HWB area, where there are no dispensing doctor practices. One new 'distance selling' pharmacy opened in Hartlepool on 1<sup>st</sup> June 2022. In the neighbouring HWB area of Stockton-on-Tees there are now 40 community pharmacies (one of which is a distance selling pharmacy) and one dispensing doctor practice.

Table 15 shows the number of pharmacies in each of the three PNA localities of Hartlepool and the total in both the Hartlepool and Stockton HWB areas for comparison. Also shown are the pharmacies in these two neighbouring Boroughs contracted to open for 100 (core) hours per week or as 'distance selling'.

Locality	Number of pharmacies	Number open 100 hours per week	Number 'distance selling**'
H1: Hartlepool West	2	0	0
H2: Hartlepool South	2	0	0
H3: Hartlepool Central and Coast	15	2	1
<b>Hartlepool HWB</b>	<b>19 = 1*</b>	<b>2</b>	<b>1</b>
<b>Stockton-on-Tees HWB</b>	<b>39 + 1*</b>	<b>8</b>	<b>1</b>

\* This identifies the 'distance selling' pharmacies separately.

Table 15. Pharmacies in each locality of Hartlepool (June 2022) also showing the number that open for more than 100 hours per week or are 'distance-selling'. Numbers in the nearby Stockton-on-Tees HWB area are also shown for information.

There are no Local Pharmaceutical Services<sup>13</sup> (LPS) area designations and no Local Pharmaceutical Services (LPS) providers in the Hartlepool HWB area.

There are no dispensing appliance contractors located in the Boroughs of either Hartlepool or Stockton, nor any in the wider Tees Valley area, although the nature of services provided by these contractors suggests that this population might sometimes access the services of an appliance contractor located outside the area. There are five appliance contractors in the Cumbria, Northumberland, Tyne and Wear areas of the north east of England.

Until very recently, there were no distance selling (internet) pharmacy providers whose premises are registered in Hartlepool. At the time of consultation of this PNA in spring 2022, there was an extant grant for one such pharmacy with a Hartlepool address approved under this last remaining exemption category. This pharmacy opened 1<sup>st</sup> June 2022 however patients living in the Borough could already, and may continue to access any of the 382 NHS distance selling pharmacies contracted and registered in England<sup>14</sup>, or in any UK location; such is the nature of that pharmacy business. A pharmacy with a 'distance selling' exemption contract is not permitted to provide essential pharmaceutical services face-to-face on the premises. However, any pharmacy with registered premises in Hartlepool may also offer 'distance-selling' or 'remote access' to services to the local population in the Borough and beyond by advertising or otherwise making available their NHS services, including via the internet.

Finally, NHS or other locally contracted services that meet a pharmaceutical need are experienced by the population of Hartlepool, provided by various routes other than those provided by the community pharmacy contractors, appliance contractors and dispensing doctors described above. Some of these services, which may be extended to meet future needs, will be described later.

### **8.1.1 Community pharmacy contractors**

Names and addresses of the **20 community pharmacy contractors** providing pharmaceutical services to the population of the Hartlepool HWB area, by locality, are shown in Table 16. Although the net number of (non DSP) pharmacies offering services is the same as at the last PNA in March 2018, there have been changes to the pharmaceutical list in the intervening time. Changes include one new pharmacy, one pharmacy closure, several changes of ownership and changes in associated pharmaceutical services provision by virtue of the days and times at which services are available. These changes were partly foreseen in the last PNA. Firstly, the extant grant did translate into a new pharmacy, opening at Middle Warren local centre in January 2019<sup>15</sup>. A pharmacy also closed in December that year (Lloydspharmacy, Park Road). The potential for a Lloydspharmacy to close was also identified in the 2018 last PNA as a consequence of the plans announced by Celesio UK to cease trading

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<sup>13</sup> Local Pharmaceutical Services (LPS) Schemes [20] are an alternative to the CCPF national contract arrangements under which the majority of pharmaceutical services are provided. LPS contracts can be made locally by NHS England and must include an element of dispensing, but may include a range of other services not traditionally associated with pharmacy, including training and education.

<sup>14</sup> Source: ePACT2 14 January 2022

<sup>15</sup> The 'extant grant' for this pharmacy was recorded in PNA 2018, in the Hartlepool locality then known as H1: Hart and Rural West, now Hartlepool West.

in approximately 190 of its Lloydspharmacy stores in England. At the time of the 2018 PNA it was still too soon to know where those pharmacies might be located. There were five Lloyds pharmacies in Hartlepool at the time and as well as the pharmacy that closed, another changed ownership.

Pharmacy Trading Name	Full Address	Ward	PNA Locality 2022	Core hours: 40 or 100
Middle Warren Pharmacy	Unit 4, Middle Warren Local Centre, Mulberry Rise, Hartlepool, TS26 0BF	Hart	H1: West	40
Lloyds Pharmacy	84 Wiltshire Way, Hartlepool, TS26 0TB	Throston		40
Well	416 Catcote Road, Fens Shopping Centre, Hartlepool, TS25 2LS	Fens and Greatham	H2: South	40
Seaton Pharmacy	68A Elizabeth Way, Seaton Carew, Hartlepool, TS25 2AX	Seaton		40
Boots UK Limited	Hartlepool Health Centre, Park Road, Hartlepool, TS24 7PW	Burn Valley	H3: Central and Coast	100
Tesco Stores	Belle Vue Way, Hartlepool, TS25 1UP	Burn Valley		40
Westview Pharmacy	7 Brus Corner, Hartlepool, TS24 9LA	De Bruce		40
Winterbottom Pharmacy	Surgery Lane, Winterbottom Avenue, Hartlepool, TS24 9DN	De Bruce		40
Clayfields Pharmacy	76-78 Oxford Road, Hartlepool, TS25 5SA	Foggy Furze		40
Lloyds Pharmacy	15 Kendal Road, Hartlepool, TS25 1QU	Foggy Furze		40
Asda Pharmacy	Marina Way, Hartlepool, TS24 0XR	Headland and Harbour		40
Boots UK Limited	Anchor Retail Park, Marina Way, Hartlepool, TS24 0XR	Headland and Harbour		100
Headland Pharmacy	1 Grove Street, Hartlepool, TS24 0NY	Headland and Harbour		40
Lloyds Pharmacy	29 Wynyard Road, Hartlepool, TS25 3LB	Rossmere		40
Boots UK Limited	89 Shopping Centre, Middleton Grange, Hartlepool, TS24 7RW	Victoria		40
Healthways Chemist	38a Middleton Grange, Shopping Centre, Hartlepool, TS24 7RY	Victoria		40
M Whitfields	Birkdale, 30 Victoria Road, Hartlepool, TS26 8DD	Victoria		40
Well	The Health Centre, Victoria Road, Hartlepool, TS26 8DB	Victoria		40
Well	107 York Road, Hartlepool, TS26 9DH	Victoria		40
Longhill Pharmacy	Unit 2c Longhill Ind Est, Ullswater Road, Hartlepool, TS25 1UE	Located in Burn Valley Ward, H3: Central and Coast; but providing pharmaceutical services on a 'Distance-Selling' basis, 40 hours per week from 1 <sup>st</sup> June 2022		

Table 16. Pharmacies in Hartlepool HWB area at June 2022, by locality

Pharmacies have been included in the description of numbers and locations of pharmacies up to June 2022. All pharmacies were included in patient/public and stakeholder engagement processes. Any changes regarding pharmacies (such as relocations new /extant grants) or other relevant data received during the consultation period (starting in March 2022), or beyond up to the date of final publication before October 2022), will be updated.

The number of pharmacies and GP practices located in each ward of each of the three Hartlepool localities is shown in Table 17. Each locality has at least one general practice and a minimum of two pharmacies. The great majority of wards within localities also have a pharmacy.

Locality	Ward name	Pharmacies	100 hr pharmacies	General practices
H1: Hartlepool West	Hart	1	-	1
	Rural West	-	-	-
	Throston	1	-	1
	<b>H1: 3 wards</b>	<b>2</b>	<b>-</b>	<b>2</b>
H2: Hartlepool South	Fens & Greatham	1	-	-
	Seaton	1	-	1
	<b>H2: 2 wards</b>	<b>2</b>	<b>-</b>	<b>1</b>
H3: Hartlepool Central and Coast	Burn Valley	2 +1*	1	3
	De Bruce	2	-	2
	Foggy Furze	2	-	1
	Headland & Harbour	3	1	1
	Manor House	-	-	1
	Rossmere	1	-	1
	Victoria	5	-	3
	<b>H3: 7 wards</b>	<b>15</b>	<b>2</b>	<b>12</b>
<b>HARTLEPOOL 12 wards in 3 localities</b>		<b>19 +1*</b>	<b>2</b>	<b>15</b>

Table 17. Showing the distribution of pharmacies and general practices (or branch practices) by ward and locality in Hartlepool HWB area, including the location of pharmacies open 100 hours per week and \*DSP

The uneven distribution of pharmacies across the geography of the Borough is also apparent from the following two maps; Figure 10 which shows pharmacies in each ward and locality, indicating those which are open 100 hours per week, and Figure 11 which adds the location of the general practices in each locality. It is not surprising that in a relatively urban area such as Hartlepool you might find more pharmacies located closer to the town centre (i.e., in H3: Central and Coast locality). The town centre itself [Victoria] ward, has the highest number of both pharmacies (5) and general practices (3). The ward with three pharmacies is an unusual shape taking in a large part of the coastline. Here, the one GP practice is located at the Headland which is geographically distinct from other parts of the ward. One of the three pharmacies of this locality is located immediately opposite this practice whilst the other two are found in the re-developed marina area, a destination location for shoppers and visitors. These latter two pharmacies may therefore meet the needs for pharmaceutical services to more than those who might live at a short distance away.

Lower population density and social traffic are important factors to consider in the geographically larger H1: Hartlepool West and to an extent, H2: Hartlepool South localities.

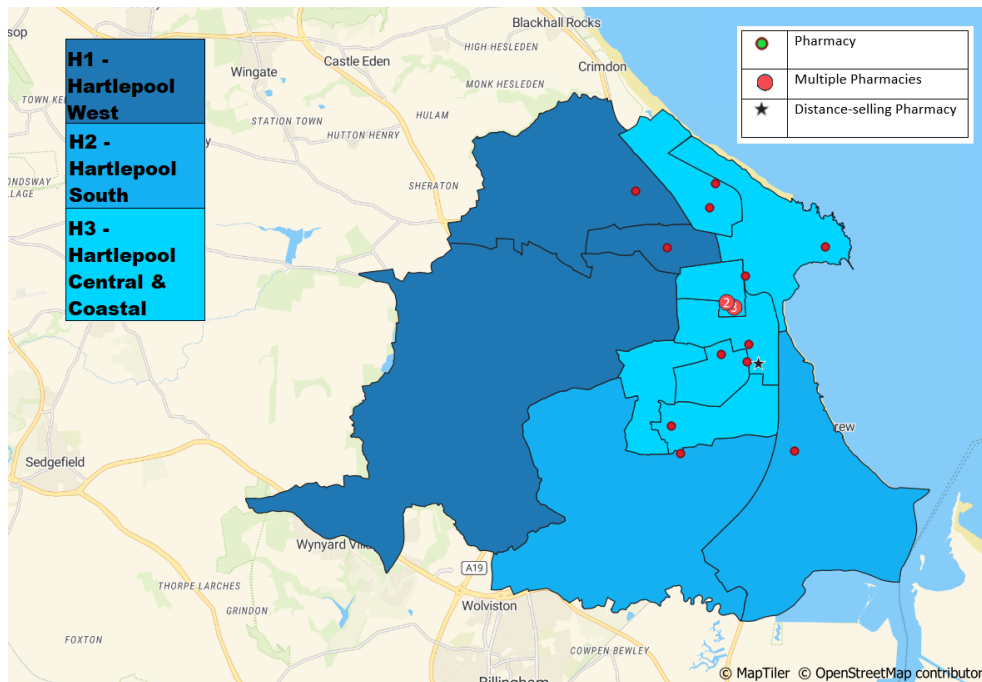


Figure 10. Map of Hartlepool showing location of community pharmacies including those open 100 hours per week and the DSP(\*) at June 2022. Source: NHSE&I (pharmacies). NB Red dot here means more than one pharmacy in close proximity.

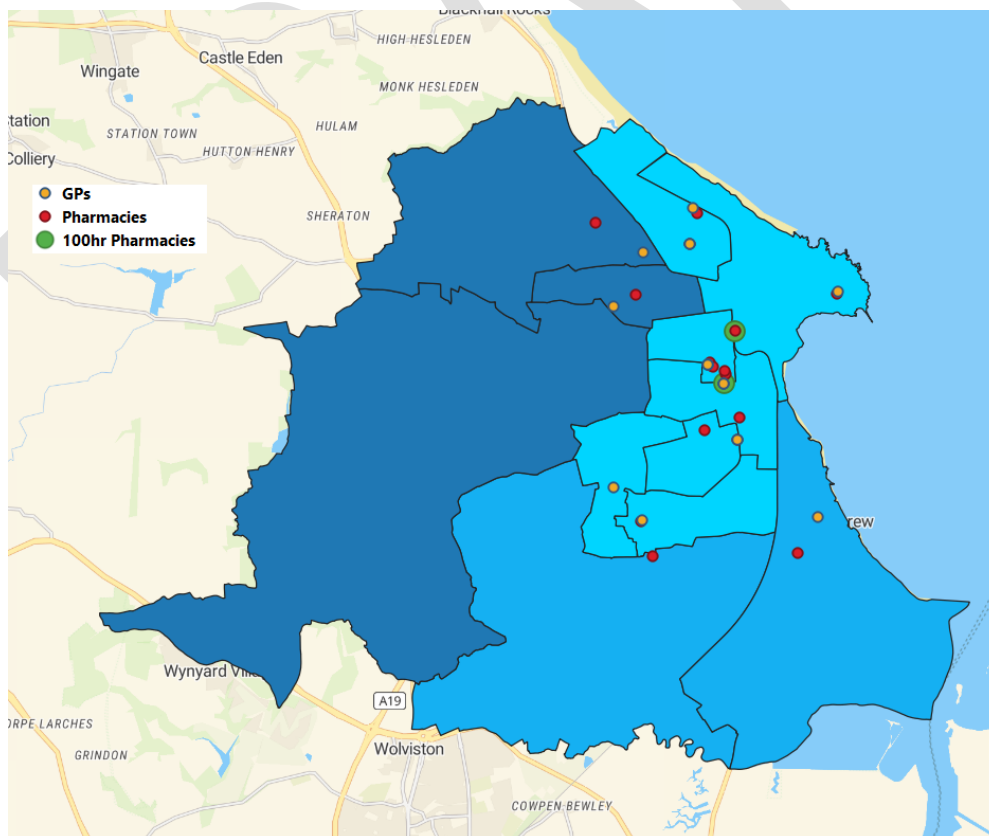


Figure 11. Map of Hartlepool showing location of community pharmacies (excluding DSP) and GP practices (including branch practices) in June 2022. There are no dispensing doctors or DACs in Hartlepool. Source: NHSE&I (pharmacies) and NECS for TVCCG (general practices)

Practice or branch surgery name	Postcode	Ward	PNA Locality 2022	PCN	Practices that are co-located
Hartfields Medical Centre (Branch)	TS26 0US	Hart	H1	Hartlepool Health PCN (Mackenzie Group)	
Throston Medical Centre (Branch)	TS26 0XT	Throston	H1	Hartlepool Health PCN (Mackenzie Group)	
Seaton Surgery	TS25 1AX	Seaton	H2	Hartlepool Network	
Bankhouse Surgery	TS24 7PW	Burn Valley	H3	One Life Hartlepool	Park Road HC
Chadwick Practice	TS24 7PW	Burn Valley	H3	One Life Hartlepool	Park Road HC
Havelock Grange Practice	TS24 7PW	Burn Valley	H3	One Life Hartlepool	Park Road HC
Hart Medical Practice	TS24 9DN	De Bruce	H3	Hartlepool Network	
West View Millennium Surgery	TS24 9LJ	De Bruce	H3	Hartlepool Network	
McKenzie Group Practice (Main Site)	TS25 1QU	Foggy Furze	H3	Hartlepool Health	
The Headland Medical Centre	TS24 0NZ	Headland and Harbour	H3	Hartlepool Health	
Brierton Medical Centre Branch Surgery	TS25 4AZ	Manor House	H3	One Life PCN (part of Havelock)	
Wynyard Road Medical Centre (Part of McKenzie Group)	TS25 3DQ	Rossmere	H3	Hartlepool Health	
Drs Koh and Trory	TS26 8DB	Victoria	H3	Hartlepool Network	Victoria Road HC
Gladstone House Surgery	TS26 8DF	Victoria	H3	Hartlepool Network	Victoria Road HC
Victoria Medical Practice (Branch)	TS26 8DB	Victoria	H3	Hartlepool Health PCN (Mackenzie Group)	Victoria Road HC

Table 18. GP practice premises in Hartlepool area showing locality, ward and PCN (February 2022)

Table 18 shows the GP practice premises (including Branch practice locations correct at February 2022). Also shown is the ward, locality and PCN to which they correspond for ease of reference with other maps.

A fully labelled map of pharmacies and general practices is included as [Appendix 7](#) as this is the map which will be updated in accordance with the Regulations after the PNA has been published.

Hartlepool has 20.25 pharmacies (excluding the DSP) per 100,000 head of population (mid-year 2020 estimates) which is better served than the average of 17.6 per 100,000 for England. Now that the distance selling pharmacy has opened, this increases access to a pharmacy per head still further, increasing competition for income derived from prescriptions without improving the access for face-to-face options for overall essential services. This illustrates well that, as with all averages, this disguises a wide range of pharmacy access across England - there may be geographically large rural areas with no pharmacies, perhaps some services provided by dispensing doctors, then more densely populated central areas which are very well served. This is just one reason why the number of pharmacies per head of population is not generally considered to be a useful indicator of any aspect of adequacy of pharmaceutical services provision.

Following the introduction of the four exemption categories in 2005, the number of pharmacies in England increased by 19%. With some exceptions, such as pharmacies opening in supermarkets or out-of-town shopping centres, new entrants tended to concentrate in localities already served by pharmacies. Of the 215 pharmacies opening in England in 2009-10, 72% were within 1km of the nearest pharmacy. This included co-location with GP surgeries, often in new premises and frequently utilising the 100 hours per week pharmacy exemption.

This is exemplified in Hartlepool where two pharmacies opened under the 2005 100-hr exemption. There are two pharmacies close together at the Marina retailing area, one opened via 100 hours per week exemption, on the same side of the road and so close to another (inside a supermarket) as to have the same postcode. The other 100-hour pharmacy is co-located in the Health Centre already well-served with a choice of pharmacies close by.

Patients often do not understand why these circumstances have arisen, despite the potential benefit of increased access as a result of longer opening hours on weekday evenings and weekends. There was also a suggestion that patients might benefit from existing services responding to the increased competition. In other industries such clustering might lead to consumer benefits through increased price competition. However, the main income generating activity of the majority of pharmacies is dispensing of NHS prescriptions at fixed price NHS fees and reimbursement to the contractor. To patients there is fixed prescription charge for those in the minority as in most cases NHS prescriptions are free at the point of dispensing. The potential benefits of price competition therefore cannot occur with regard to NHS prescriptions. The impact is now starting to be seen in pharmacy closures; more than 400 in England in 20/21 including one in Hartlepool in 2019 whose location was in the centre of town, near to one of the 100 hour pharmacies in the Park Lane Health Centre.

#### **8.1.1.1 Pharmacy Access Scheme**

There were 1356 pharmacies in England eligible for national Pharmacy Access Scheme funding in 2016. Of the 1405 eligible in the updated PhAS from January 2022, three of these are in Hartlepool;

- Middle Warren Pharmacy and (H1:Hartlepool West locality)
- Lloydspharmacy, Wiltshire Way (H1:Hartlepool West locality)
- Seaton Pharmacy (H2:Hartlepool South locality).

#### **8.1.1.2 Extant grants**

At any point in time, there may be potential pharmaceutical services providers that have applied to NHS England for a community pharmacy contract, whose application may be at one of several stages in the current process. Following an application, there will be a formal consultation process during which representations are invited from interested parties,<sup>16</sup> according to the Pharmaceutical Regulations 2013 (as amended), alongside the necessary 'Fitness to Practice' checks, before NHSE&I makes a decision. It may reasonably take up to four months for this process, before the outcome is notified to the applicant. Successful applicants will have 6 -12 months in which to open the pharmacy, or the application will lapse. Where a pharmacy contract has been awarded but the pharmacy has not yet opened, an 'extant grant' must be recorded as this may influence the immediate future requirements for pharmaceutical services in a locality.

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<sup>16</sup> This consultation is different from either a section 244 'formal consultation' (for 13 weeks, with overview and scrutiny) or the 60-day 'consultation' undertaken on the PNA. It is an opportunity for all parties potentially affected by an application to submit comments ahead of the decision.



There are now no extant grants in Hartlepool at 1<sup>st</sup> June 2022. We are not aware of any other decisions recently notified and within the Appeal period or with an Appeal pending. The outcome of future applications will be published as Supplementary Statements to the published 2022 PNA, as and when necessary.

### 8.1.2 Dispensing Doctors

As previously stated there are no dispensing doctor practices in Hartlepool.

### 8.1.3 Dispensing Appliance Contractors (DACs)

There are no DACs located in Hartlepool. Prescriptions for ‘appliances’ written by a prescriber from the Hartlepool area, are dispensed by

- (a) pharmacy contractors within Hartlepool, or outside the area just as with any other prescription or
- (b) by a DAC located outside the area and delivered to the patient

Table 19 lists those DAC in the north east region.

Appliance Contractor Name	Address
Salts Healthcare Ltd	Leazes Park Road, Newcastle upon Tyne
BCA Direct Ltd	Markey Dock, Long Row, South Shields
Amcare Ltd	Pallion Trading Estate, Sunderland
B Braun Medical Ltd	Tunstall Road, Sunderland
Fittleworth Medical Ltd	Glaholm Road, Sunderland

Table 19. Dispensing Appliance Contractors (DAC) in the North East of England (Source: NHSE&I).

### 8.1.4 Other providers

As previously stated, services are also experienced by the population of Hartlepool (and also in the wider CCG or STP area) by various NHS or locally commissioned routes other than those provided by the community pharmacy contractors, appliance contractors and dispensing doctors described above. Services that impact on the need for the pharmaceutical services defined in the PNA are provided in connection with

- secondary care health provision – pharmacy / medicines supply services
- primary care pharmacy professionals
- mental health provision – pharmacy / medicines supply services
- community services provision (e.g., district nurses)
- CCG or local authority public health directly-provided community services or sub-contracted services including through pharmacies

- Lead-provider contracts e.g., Sexual Health Tees contracted to provide sexual health services including emergency hormonal contraception (EHC).

Not all of these providers include directly provided or commissioned dispensing services but do provide other pharmaceutical services (see section 8.4).

## 8.2 Detailed description of existing community pharmacy providers of pharmaceutical services

### 8.2.1 Premises location: distribution in localities and wards of localities

Since the first PNA in 2011, there has been little change in pharmacy location but there have been more substantial changes in ward and locality boundaries. There has also been a small increase in population and some re-distribution of the population within the Borough. The following sections explore in more detail location and access to pharmacy premises and their associated essential services.

There are at least two pharmacies in each of the three PNA localities in Hartlepool. These are distributed across the town to the extent that ten of the twelve wards in Hartlepool also have at least one (non-DSP) pharmacy as follows:

- Wards with no pharmacy = 2
- Wards with a single pharmacy = 5
- Wards with 2 pharmacies = 3
- Wards with 3 pharmacies = 1
- Wards with 4 pharmacies = 0
- Wards with 5 pharmacies = 1

DSP location increases the number of wards with three pharmacies to two. Table 17 identified the two wards without a co-located pharmacy. The [Rural West] ward in the H1: Hartlepool West locality has a population of 6772, the second smallest population of all wards in Hartlepool. The other ward is [Manor House], population 8721, in the more densely populated locality of H3: Hartlepool Central and Coast. However, it is not axiomatic that a ward or neighbourhood or even locality area needs a pharmacy to be located there in order for the population needs for pharmaceutical services in that area to be reasonably met. Pharmacy location must be considered alongside population density, social traffic and choice which may be impacted by other social or environmental factors.

One might suggest pharmacies per head of population as a useful indicator of the number of pharmacies that might be required. However, the number of pharmacies per head of population is very similar in Middlesbrough, Darlington and Stockton-on Tees (around 1 per 5000) despite their quite different geography and population distribution. This simple ratio takes no account of population density, demographic or deprivation affecting the need for pharmaceutical services. Nor does it take account premises size, opening times or number of staff.

To illustrate the importance of location in relation of population density. Refer back to Figure 10 (and below in Figure 12) showing the distribution of pharmacies on a map of Hartlepool. At first look it would seem that large areas of Hartlepool are distant from a pharmacy. However, Figure 12 shows population density for the Hartlepool HWB area at LSOA level. This shows the spread and location of pharmacies are broadly in-line with areas of higher population density. Distance is also important as the geography of the Borough north-south and east-west is small in distance terms.

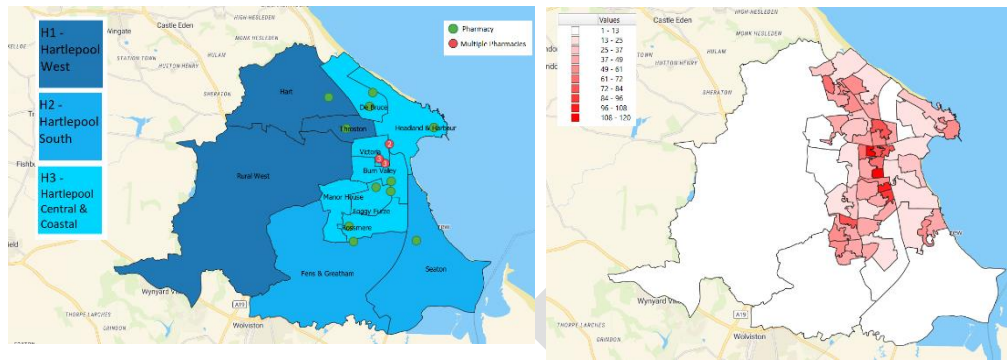


Figure 12. Comparing pharmacy location (re-print of Figure 10) with population density for the Hartlepool HWB area.

### 8.2.1.1 Pharmacy location and travel time

Using the SHAPE© mapping tool we can establish more clearly the accessibility of pharmacies for the resident and otherwise reliant population of the Borough. This may include visitors including college students, tourists, shoppers or workers in the town.

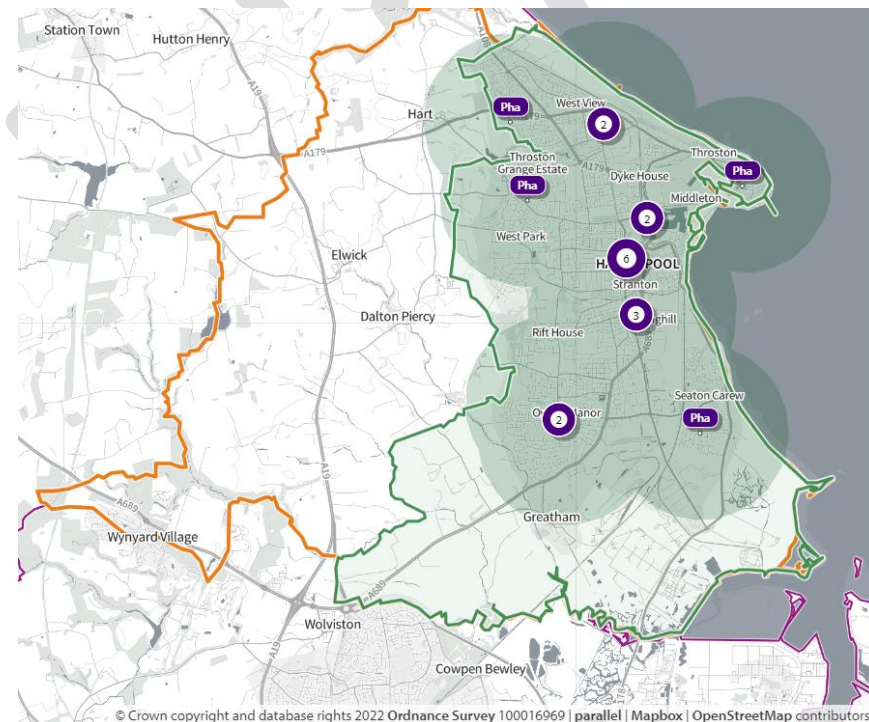


Figure 13. 1 mile distance around each pharmacy in Hartlepool.

Most people in the patient engagement survey used a vehicle to get to their pharmacy. The map in Figure 14 shows that 97% of the population can reach a pharmacy in Hartlepool within a 5 minute drive.

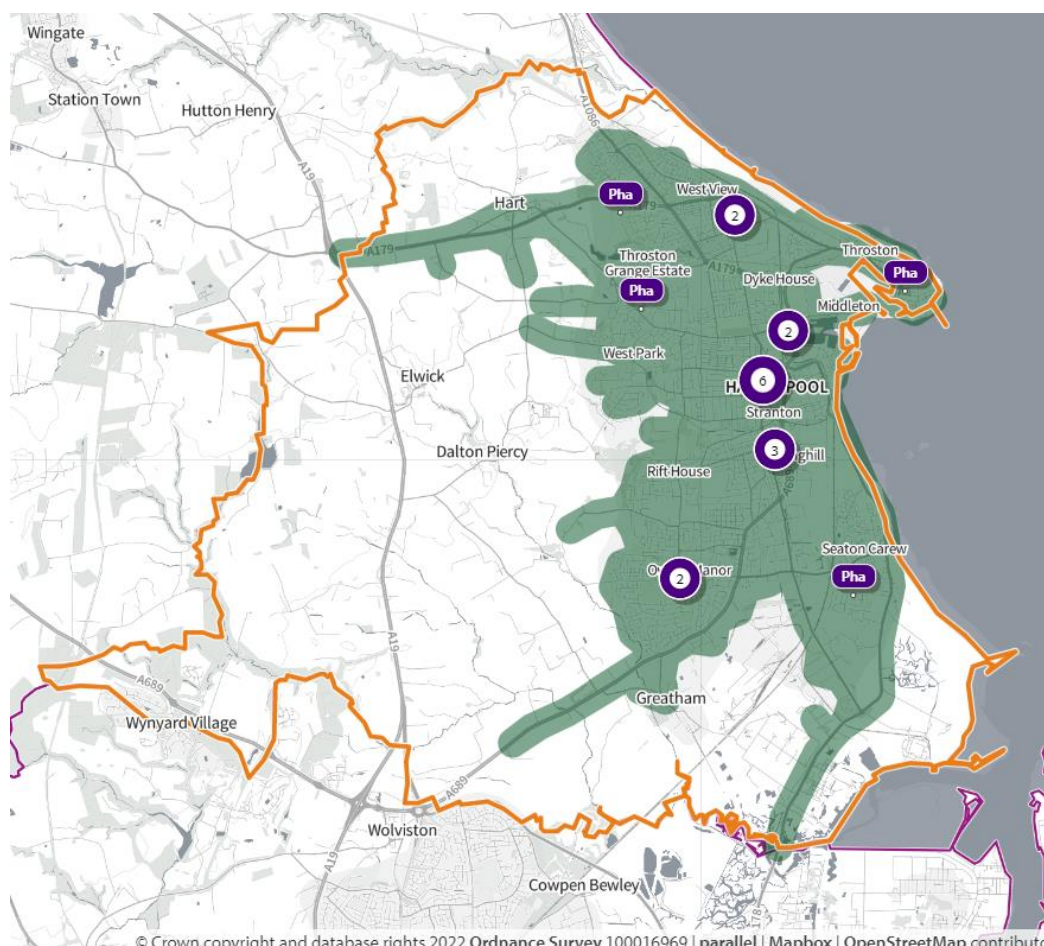


Figure 14. Population within a 5 minute drive of a pharmacy in Hartlepool (n=91189, 97%).

For those who choose to, or need to walk, in the urban environment of Hartlepool, a walk of between 15 and 20 minutes would perhaps be the longest travel time standard you might routinely expect. Using the map tool, 85% of the population can reach a pharmacy within 15 a minute walk, rising again to 97% when allowing 20 minutes; see Figure 15.

In the more rural parts of the town, it might be reasonable to expect to use the car having made the choice to live in a more rural environment with fewer general amenities. Nevertheless, just ten minutes in the car covers 100% of the population of the Borough, including the villages of Elwick, Hart, Greatham and Dalton Piercy. With the Tees Flex request bus, this suggests that a similar journey time (plus allowing for request pick-ups), might get to a location in the town centre with a range of pharmacies offering choice, in a reasonable time frame.

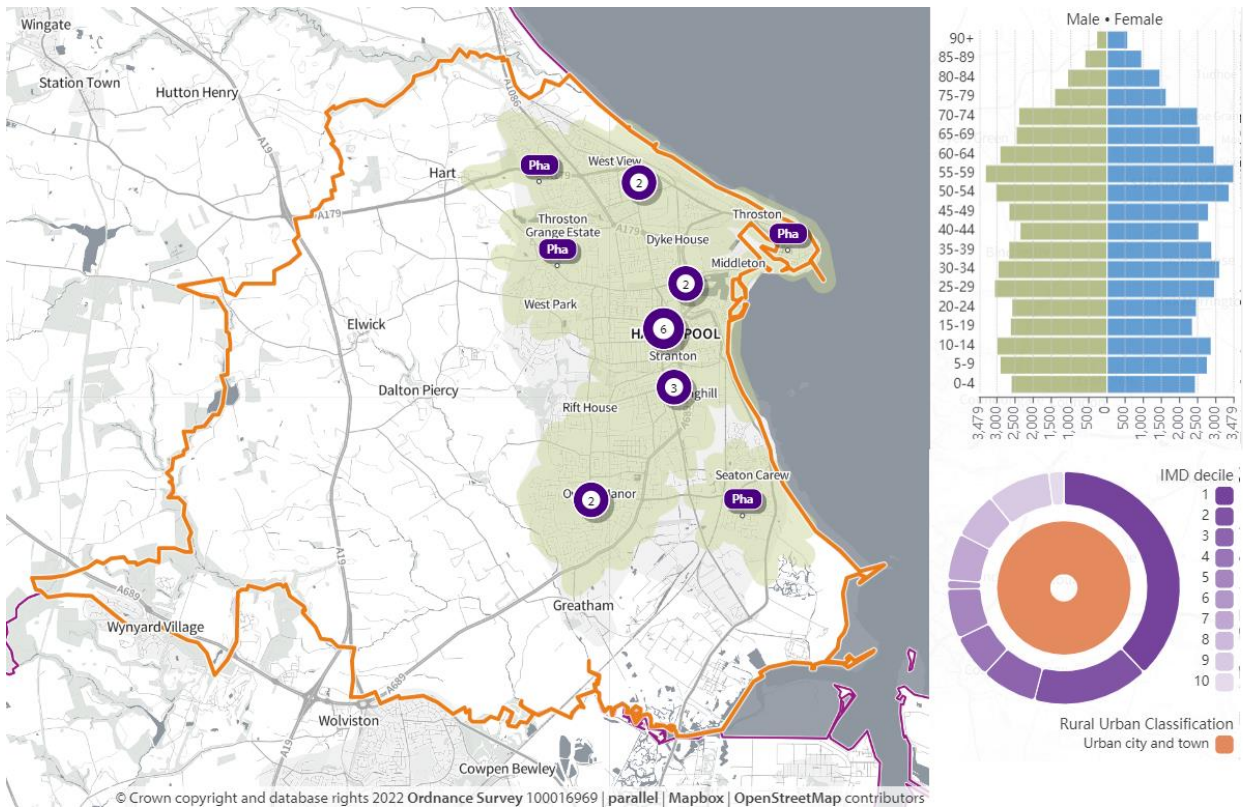


Figure 15. Population in Hartlepool who can reach a pharmacy within 20 minutes walk (n=97%).

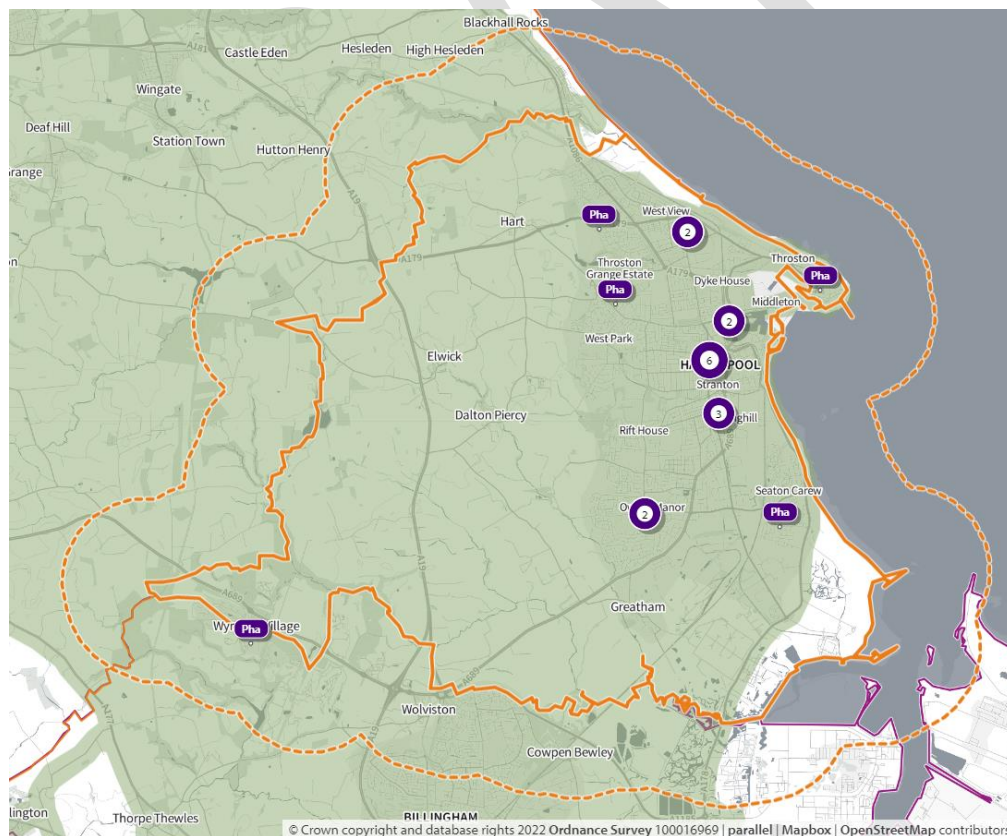


Figure 16. Fifteen minute journey time by car to any pharmacy, for all the population of Hartlepool by car; including the pharmacy at Wynyard (within a 1 mile buffer zone of the Hartlepool boundary)

The pharmacy at Wynyard, in the Stockton HWB area, does provide access to a pharmacy and choice for those people who live on the 'Hartlepool side' at the new Wynyard developments as well as for anyone who already lives in Greatham area should they wish to travel out of town instead of into it.

Figure 16 shows the inclusion of the pharmacy at Wynyard which is located at the boundary of the two Boroughs of Hartlepool and Stockton-on-Tees. The dashed line marks a 1 mile 'buffer' zone around the Hartlepool Borough boundary. The green shaded area shows how including this pharmacy in the neighboring area will mean that the whole of Hartlepool can access the pharmaceutical services of a pharmacy within 15 minutes drive.

As well as the access to a pharmacy located there now, in the longer term, the pharmacy at Wynyard can offer pharmaceutical services to anyone who might move to a new household in that vicinity and potentially to those new households in the early stages of progress with the 'South West Extension'. In reality this is not likely to impact within the lifetime of this PNA.

### **8.2.1.2 H1: Hartlepool West locality**

This locality has seen considerable activity from housing construction in recent years in both [Hart] and [Rural West] wards. The population of [Hart] ward is now 7830 and encompasses the natural communities of Hart village and a proportion of the former Clavering and Middle Warren wards. An area to the north of the coastal boundary of Hartlepool incorporating the 'King Oswy' area is included within the Headland and Harbour ward. The Hart Medical practice is therefore rather anomalously not located in [Hart] ward.

The closest pharmacy for the resident population of this geographically large locality will depend on where they live. Since the new pharmacy opened at Middle Warren in [Hart] ward in 2019, for many this will now be closest with choice offered from pharmacies nearby. The pharmacy they choose for acute prescriptions may be related to which GP practice they are registered with. This is because the three closest pharmacies to the Middle Warren area are all located close to an established GP surgery. The other pharmacy in the H1: Hartlepool West locality is at Wiltshire Way located in the new [Throston] ward beside Throston Medical Centre. The pharmacy at Surgery Lane is located beside Hart Medical Practice and West View Pharmacy is located close to West View Millennium Surgery. Though they are located in the [De Bruce] ward of the H3: Central and Coast locality, these pharmacies could be the first choice for patients following a visit to their respective GP surgery in person.

However, such visits may be less frequent with e-consult or phone consultations in general practice and electronic transfer of prescriptions too. There is a fourth (branch) medical practice, Hartfields, in this (H1) locality, also located in [Hart] Ward, not particularly central to the area but located within a retirement village for approximately 300 people. The pharmacy at Middle Warren is a short walk (albeit uphill) from the Hartfields practice<sup>17</sup>. Wiltshire

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<sup>17</sup> NB The Hartfields practice is currently engaging with a consultation program regarding the possibility of this branch practice closing.

Way is just over a mile by road from this practice in the Bishop Cuthbert area. The pharmacy at West View provides further choice for the residents of [Hart] ward. Another pharmacy at Winterbottom Avenue is also close by. It is only half a mile from the centre of the more populated Clavering area to the pharmacy at Middle Warren and less than a mile further to the pharmacy at West View.

For choice or preference it is just over 3 miles to the town centre from the most distant (Hart Village) area and less than this from the West Park, High Tunstall, Middle Warren or Bishop Cuthbert areas. There are regular public transport services between these locations. For choice of access on late evenings and weekends it is just a few miles (and a short drive) from this area to the pharmacy at the One Life Centre co-located with the Extended Access GP facility. This description does not imply poor access to a pharmacy. The increase of around 400 households so far, plus those from future planned additions, can be accommodated by the several pharmacies accessible just outside the H1: Hartlepool West locality, and the others in the town centre area.

It is recognised that there has been considerable housing growth in the Middle Warren area, as well as a recent permission for 570 new dwellings in the adjacent area of Upper Warren, also in [Hart] Ward. There are also housing developments planned in north east of the [Rural West] locality. As the population in the newer part of the area becomes established, patterns of behavior become more established, a new 'neighbourhood community' will be established, but this is likely to be beyond the lifetime of this PNA.

Indices of health and deprivation are commonly lowest in [Hart] and [Rural West] wards. As the population increases with new households, it is highly unlikely to have the highest levels of pharmaceutical need related to deprivation that are a feature of the Hartlepool wards in locality H3: Hartlepool Central and Coast. Car ownership rates are likely to be high and the likely future pharmaceutical needs could, on a distance-only basis, be easily met by the range of four pharmacies available within the shortest driving distances, or those in the town centre or Marina retail environments. Where necessary, public transport provides the population with additional access and extensive choice; the location being within accessible reach of the town centre pharmacies.

The total population of [Rural West] ward in the southern half of the locality is 7061. This is a large area encompassing the natural communities of the villages of Elwick and Dalton Piercy. It has a much lower population density as the ward is geographically large compared with other wards in Hartlepool. The Hartlepool average population density of almost 10 persons per hectare is still much lower than the Middlesbrough population density of over 25 persons per hectare. The population may therefore be 'pocketed' in these communities whose access to pharmaceutical services may be considered separately in terms of locations, but collectively as their needs are, in many ways, similar.

The population of the (separate) communities of Elwick and Dalton Piercy may be estimated at around 600 and 300 respectively. The village of Elwick is rural in nature, located to the west of Hartlepool centre close to the A19 with good north-south access, less than 4 miles by road to the town centre with all the

pharmacy facilities there. There is also a pharmacy now at Middle Haven or in the [Throston] ward around 3 miles away providing closer access and more choice for the small community in this rural village.

Distances even across Hartlepool are so short, and loyalty to an existing general practice can be great; it is certainly possible that the largest proportion of those newly resident in the H1: Hartlepool West locality would continue to use a general practice (and maybe even pharmacy) that they were registered with before they moved there. There are plans submitted, and some approved, for household construction in this large ward of [Rural West]. Some are at very small scale, e.g., 30 more households at Elwick within the next 3-5 years. However, others are likely to have a greater impact on population, social traffic and potential wider service needs within a medium to longer term timescale (up to 2031), e.g., the 'South West Extension' on land next to the A689 opposite Greatham, and the High Tunstall Farm area. All known plans (submitted and approved or pending) have been considered in making this assessment.

### **8.2.1.3 H2: Hartlepool South**

The rural parish of Greatham is located in the south of the Borough within the new [Fens and Greatham] ward. Seaton is also located in this locality. Pharmaceutical services are provided by two community pharmacy contractors, one located in the [Seaton] ward and one in the new [Fens and Greatham] ward. When these pharmacies are closed after 6pm on a weekday, on a Saturday afternoon (after 2pm) or Sunday, the nearest open pharmacies and the GP Extended Access facility at One Life Health Centre, are under 3 miles away in the H3: Hartlepool Central and Coast locality with regular public transport services between these locations.

Depending where people live, the closest pharmacy may be at Catcote Road near the Fens Medical Centre (1.4 miles by road from the High Street), which may be the area with which Greatham more likely associates. There is also a pharmacy at Seaton just under 3 miles away by car, but for many, in Hartlepool, the option of choice would be to access the pharmacies in the town centre (just 3 miles away (including GP Extended Access facility and pharmacy) or on shopping trips to a supermarket or other retailing centre. Journey times by car are short. There is regular public transport for those without a car, including via the Tees Flex bus service.

### **8.2.1.4 H3: Hartlepool Central and Coast**

Pharmaceutical services are provided by 16 (community pharmacy contractors; one is a distance selling pharmacy. Figure 17 and Figure 18 show a 'zoomed-in' map to show these locations more clearly and indicating the location of the Integrated Urgent Care facility at Holdforth Road. Five of these are in the town centre in [Victoria] ward, the remaining eleven are well distributed throughout the locality. Two of these 11 pharmacies are open 100 hours a week and are located immediately north and south of the central [Victoria] ward in [Headland and Coast] and [Burn Valley] wards respectively. There are also pharmacies in each of two large supermarkets located in the latter two wards to the north (Asda, in [Headland and Coast]) and slightly further south of the locality (Tesco, in [Burn Valley]). All four of these pharmacies are open late evenings and full days at weekends.



Although pharmacy access is extended in these supermarket locations by supplementary hours, the shopping destination of the social traffic and opening times of the wider store are considered to offer some protection.

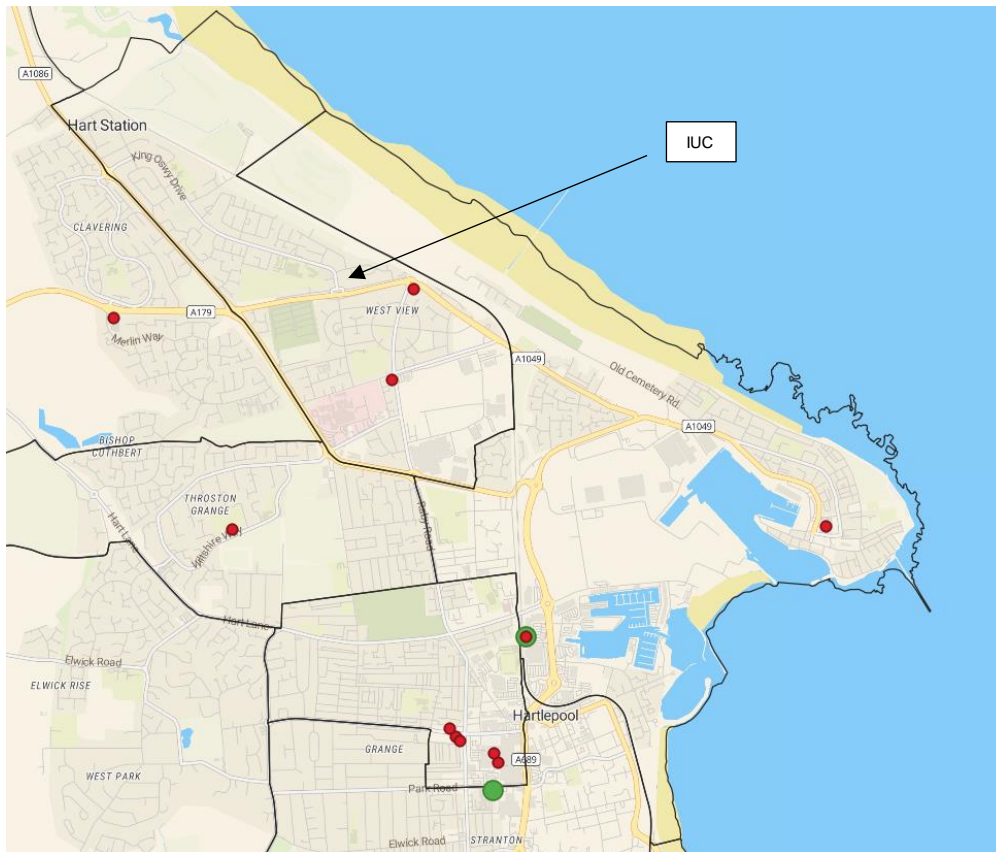


Figure 17. Zoomed map showing pharmacies in the north of the town and the location of the Integrated Urgent Care Facility. The green pins on both maps show pharmacies open 100 hours per week.

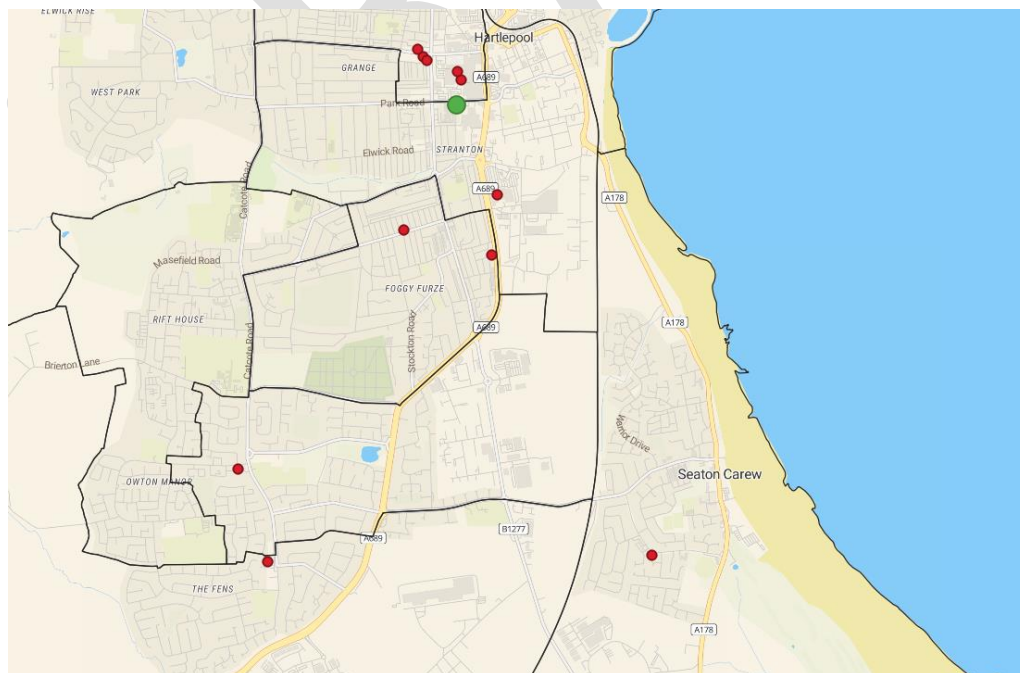


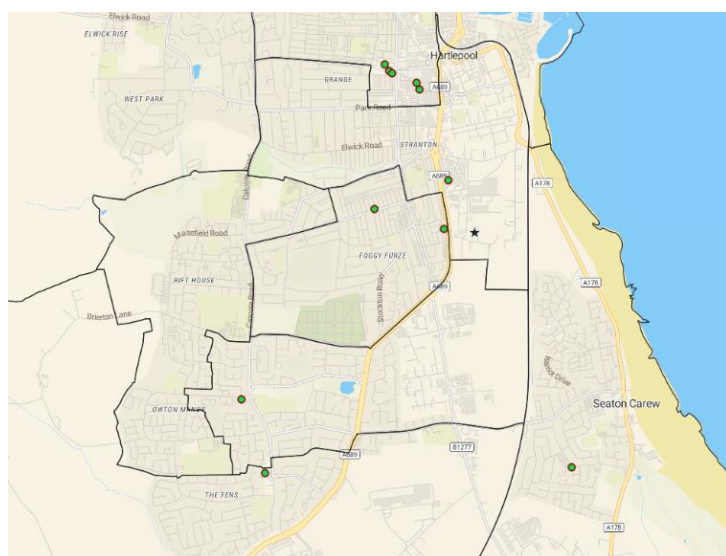
Figure 18. Zoomed map showing pharmacies in the south the town

Although four out of every five of the area's pharmacies are here in this locality, this is mirrored by the location of the majority of population and general amenities for Hartlepool including general practices. Sixty two percent of the population live in this locality, but during the course of a weekday working day, or during town centre shopping times, the transient population of H3: Hartlepool Central and Coast will most likely be even higher.

Provision of pharmaceutical services within H3:Central & Coast locality is maintained by core opening hours Monday to Saturday 7.00am-12.00 midnight and Sunday 10.00am-5.00pm. As well as the GP practices in this locality, primary medical services are provided for the town via the a GP Extended Access service 6.30 pm until 8pm weekdays and 10 am to 1pm on Saturday, 11 am to 1pm on Sunday. One of the pharmacies open 100 hours per week is located within the Health Centre premises that houses the service. There is a choice of other pharmacies also within a reasonable walking distance, a short distance by car.

H3: Hartlepool Central and Coast locality has very good public transport access throughout. Of the 15<sup>18</sup> pharmacies, even those furthest apart, situated at the northern and southern extremes of this locality have less than 5 miles between them, such that from any ward, a pharmacy is never likely to be more than 2 miles away and very often much closer than that; we have already observed the short travel times this generates. This provides access and choice for all varied by residential postcode and the direction people may choose to travel for health, business, or leisure.

A previous Local Plan indicated that more than two thirds of residents in employment live and work in the Borough which has implications for migration/commuting patterns for social traffic in support of access and choice for use of a pharmacy in person.



The location of the new distance selling has been included on map Figure 19 for completeness, though this is not counted in any maps of travel time distance, or access for anything other than increased remote access that this pharmacy provides.

Figure 19. Map of southern area of Hartlepool showing the location (\*) of the distance selling pharmacy.

18 Non DSP

## 8.2.2 Premises location- external setting

Figure 20 illustrates the environment in which pharmacies in Hartlepool are located according to a nominal descriptor of 'health centre', 'supermarket or large retailing environment' (other than town centre), 'high street/ central town' or 'suburb/ community'. Most pharmacies in Hartlepool are located in 'the community' i.e. close to where people live, distributed across the three localities. Although several of these may be in small shopping parades in residential areas, only those in large retail locations are counted with 'supermarkets' or 'town centre' to make the distinction from a 'community' location.

Several more pharmacies are close to GP practices but only two have been considered to be integral to a 'Health Centre' setting. For Hartlepool, the two largest health centre facilities with a co-located pharmacy are also in the 'central town' area but these are not counted twice. Four more pharmacies are in those central 'high street' locations (or just off the high street in central areas). All of these areas will have a high level of social traffic that make it possible for them to meet the pharmaceutical needs of the resident, visiting or other reliant populations in the Borough.

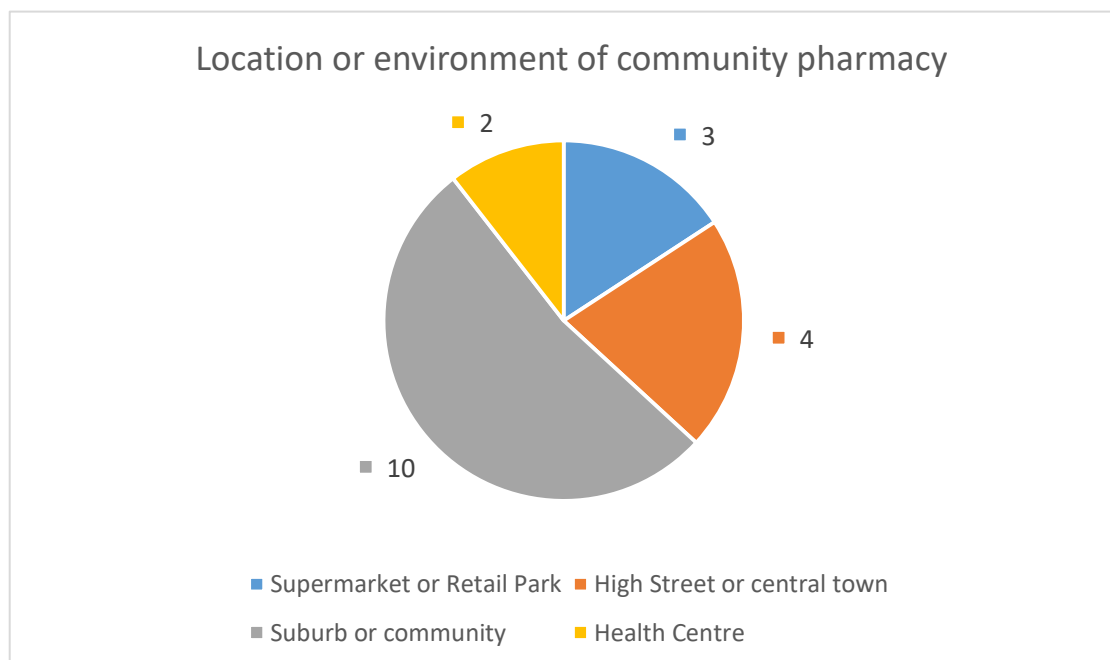


Figure 20. Distribution of (non DSP) pharmacies in Hartlepool (n=19 at 1<sup>st</sup> March 2022) according to 'location or environment'

Two pharmacies in Hartlepool are in a supermarket setting and a third is located on a retail park environment at the Marina. With the removal of the 100-hour exemption to the market entry test, it is unlikely that this sector will grow. Pharmacies located in supermarket, retailing or town centre environments are likely to have reasonable access to public transport and car parking given the co-location with other facilities. All of these areas will have a high level of social traffic that make it possible for them to meet the pharmaceutical needs

It is not always the case that health centre locations have good access for car parking but in Hartlepool overall access to pharmacies by car and by public transport links is good, in addition to those easily accessible on foot.

### **8.2.3 Premises standards**

Although they are part of the 'NHS family', community pharmacists are independent contractors, as are GPs, dentists and opticians, they therefore exercise discretion and freedom in operating a pharmacy within a professional and legislative framework. A community pharmacy contractor is responsible for their own premises, which must be registered with, and inspected by the General Pharmaceutical Council (GPhC) for adherence to legal requirements and professional standards in addition to the NHSE CPCF Terms of Service.

### **8.2.4 Premises facilities<sup>19</sup>**

#### **8.2.4.1 Consultation area(s)**

The availability of a private consultation space that meets NHS contractual standards is the premises determinant of whether a pharmacy can undertake to deliver the advanced services of the CPCF such flu vaccination or the New Medicine Service. Premises also require a suitable private consultation area for enhanced or locally contracted services, such as emergency hormonal contraception (EHC).

**Eighteen of the then 19** pharmacies in Hartlepool replied to the 2021-22 pharmacy contractor survey by an extended closing date. All of those pharmacies reported having at least one private consultation room meeting the standards showing commitment to the current and future provision of services requiring a private consulting environment. Many pharmacies may also have a semi-private area, separate to the consultation room, to maximise flexibility in the services provided and support the provision of Healthy Living Pharmacy. Since 2014, pharmacies in the Borough have used a web-based, secure, patient data capture system (PharmOutcomes®) to record services, interventions and other quality monitoring activity. NHSE&I, local public health teams and others use the system under management of Tees LPC, for the data capture of patient episodes and contracting information, including the data return for the PNA. Most pharmacies would now access this system in the consultation room. Making consultation records for services such as EHC and vaccination electronically in real time provides a better patient experience, efficiency and governance. Significant self-care, lifestyle or other interventions, such as those initiated as part of the Healthy Living Pharmacy (HLP) approach may also be recorded directly in this way. It is an essential pre-condition of participation in the new Community Pharmacy Referral (and similar) services. In line with the rest of England, community pharmacy facilities, secure IT access, services, information sharing and more in Hartlepool have improved further since the introduction of the CPCF contract and the on-going elements of the PQS. The routine existence of suitable private consultation facilities substantially improved the readiness of pharmacies to offer new or improved clinical services such as the CPCS and to dramatically increase

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<sup>19</sup> Cautionary note: information obtained about pharmacy premises facilities at a fixed point in time provides a snap-shot of the position. Specific information should always be up-dated if required for service development or commissioning purposes.

responsiveness and activity in seasonal flu and COVID-19 vaccination. Implementation time and associated establishment costs are substantially reduced with these baseline facilities and staff preparedness.

NHS England has already done this and the increased offer of national advanced services within the last 3 years is testament to that.

If and when the dominance of the COVID response begins to shift into recovery, opportunities should be reviewed for expansion of locally commissioned services to support new pathways of care and the availability and purpose of such facilities could be better promoted to the general public, as well as commissioners and clinical networks. Some of the relationships built during the pandemic may act as enablers to closer working in the future. The PCN Directed Enhanced Service encourages new integrated ways of working.

#### **8.2.4.2 Support for people with disabilities (premises)**

In previous surveys, pharmacies in Hartlepool reported unaided wheelchair access through the main entrance door, adjustments for a low counter and specific (premises) support for those with sensory loss. This data was not collected for this PNA as such reasonable adjustments would now be anticipated under the Equity Act.

### **8.2.5 Workforce training and development**

#### **8.2.5.1 Initial training**

Pharmacists are highly trained professionals. Students graduate from University after four years with a Masters level foundation qualification in pharmacy. They must take a further Foundation year in registered clinical settings as they prepare to sit the GPhC qualifying examination. Passing this exam enables registration and use of the title 'Pharmacist'. Alternatively, pharmacy students may complete a five year programme of combined academic study and pharmacy practice (plus the registration exam) such that they graduate and qualify to enter the GPhC register at the same time. Initial education and training for pharmacists is currently undergoing a process of change such that all courses will be 5 years with integrated foundation training.

As well as pharmacists, other pharmacy professionals train extensively for support roles and with suitable qualifications may also register with the GPhC as Registered Pharmacy Technicians.

#### **8.2.5.2 Foundation training**

Hospitals, community pharmacies and more recently, GP practices, may elect to be a training facility to support the training of pre-registration pharmacy graduates. Trainers must also be committed to maintaining high standards of training practice. Where local pharmacies support foundation training, this may encourage new pharmacist recruitment into community pharmacy posts.

#### **8.2.5.3 Post-qualification training – prescribing and beyond**

Along with other non-medical professionals, pharmacists are increasingly undertaking an additional qualification that enables them to prescribe (legally initiate prescriptions) as an independent prescriber (IP). IP is widely established in the hospital sector and now increasingly at scale in primary care with

substantial investment by NHS England as part of the GP Five Year Forward View. Substantive professional development programmes run alongside this and are directed for all staff as part of Advanced Services specifications, Healthy Living Pharmacy and PQS.

In primary care, clinical pharmacist IPs in general practices and supporting care homes are becoming commonplace. The legislative opportunity for pharmacists to train as a prescriber has not yet been followed up with substantial opportunities to use that training in a community pharmacy setting. However new funding sources from 2021/22 will increase the number of IPs in a community setting which may foster opportunities as part of integrated primary care clinical networks.

### 8.2.6 Digitising community pharmacy

Programmes continue to support the IT infrastructure to facilitate better ways of working through IT. Some of these were facilitated through the requirements of the CPCF directly, others facilitated through PQS. These developments have substantially enhanced digital connectivity and support a range of opportunities to provide improvement and better access to pharmaceutical services for patients.

### 8.2.7 Pharmacy opening hours; access to pharmaceutical services

Section 3.3.2 explained how community pharmacy contractor opening hours are defined and managed.

Although pharmacy opening hours are of course related to **providers** of services, they also describe the times of availability of **pharmaceutical services**. It is the responsibility of NHSE&I to maintain accurate records of the opening, closing, core and supplementary hours of every individual pharmacy, for every day of the week. NHSE&I share this information with the HWB for PNA purposes and with other local commissioners for onward publicity to the resident and reliant population of Hartlepool.

Opening hours for pharmacies are included in the Pharmaceutical List held, and maintained, by NHSE&I<sup>20</sup>. Hartlepool pharmacies were invited to confirm the contractual hours shown on the List provided by NHSE&I were correct as part of the PNA contractor survey. All contractors confirmed this. Any queries on 'hours' are be directed to NHSE&I for due process to be followed in confirming them.

Historically, when considering new applications under the 'necessary and expedient test', or applications to change hours, PCTs were advised to base their decisions largely on the **core hours** offered by the applicant. This is because contractors are permitted to change **supplementary hours** simply by

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<sup>20</sup> Pharmaceutical List for Hartlepool (provided by NHSE&I) included at Appendix 6

notifying (now NHS England), with 90 days notice, of their intention to change. This situation continues for applications under current Regulations i.e., that supplementary hours cannot be relied upon with any (longer term) certainty. For the PNA it is important to understand risks to access or availability of pharmaceutical services associated with times of day or days of the week where a pharmacy being open is reliant on supplementary hours. Some security in extended hours provision has been afforded by pharmacies whose application was approved under the '100 hour' exemption, as all of these 100 hours are 'core' hours. There has been no reduction in the range of core opening hours in Hartlepool since the PNA of 2011. However there have been some changes to supplementary hours.

Access to a community pharmacy that is open, by definition provides access to all the essential services and to any advanced services where these are provided, and in Hartlepool access is generally very good. Mapping of travel time showed that 97% of the population can access a pharmacy within 20 minutes walk or a 5 minute drive. No pharmacies are more than five miles away from each other across Hartlepool with the majority being located within 3 miles of the next nearest pharmacy, often much less, providing choice.

Seventeen of the 20 community pharmacies in Hartlepool hold standard NHS contracts which require them to open for 40 core hours per week. Only two hold 100-hour contracts<sup>21</sup>; one is within the central location of Hartlepool Health Centre co-located with GP practices with a total list size of around 34,500 patients. It is the Chadwick practice at this site that also currently offers a potential source of prescriptions that could generate the need for dispensing the evening Extended access appointments via NHS111 for any patient registered in the Borough s (6.30 to 8pm weekdays; 10 am to 1pm Saturday and 11 am to 1 pm Sunday).

The other pharmacy open 100 hours per week is a 14 minute walk (0.7 miles) or 5 minute car journey away in a popular and accessible retail location (H3: Hartlepool Central and Coast locality). Of the 17 pharmacies with standard 40 hour contracts, two others, both in supermarket locations, currently provide supplementary hours that extend into the late evening on weekdays and Saturdays, and also substantive hours on a Sunday. One of these is in the [Headland and Harbour] ward, to the north and east of Hartlepool on the same retail park as one of the 100-hour pharmacies at the Marina, perhaps more accessible for those in the north-west wards of the H1:West locality. The other supermarket pharmacy is in [Burn Valley ward], perhaps nearer for those in the H2: Hartlepool South locality. Between them alone, the opening hours and location of these four pharmacies provide very good access to community pharmacy pharmaceutical services within the Borough from 7 am to midnight 6 days a week. The distance selling pharmacy offers further choice – it is open 40 hours per week (Monday to Friday) when patients can access services remotely.

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<sup>21</sup> 100-hour contracts were awarded as an exemption, now removed.

Table 20 summarises the location and opening times of these pharmacies. Engagement responses suggest that more people could be more aware of the availability of these services. People seem to know about the Boots at the Marina but are less aware of the others.

Name and location	Ward	Day	Opening time	Closing time
Boots Anchor Retail Park Marina Way TS24 0XR	Headland and Harbour	Monday to Saturday	7.30 am	midnight
		Sunday	10.30 am	4.00 pm
Boots Hartlepool Health Centre, Park Road TS24 7PW	Burn Valley	Monday to Friday	7.00 am	11.00 pm
		Saturday	7.00 am	9.00 pm
		Sunday	10.00 am	5.00 pm
ASDA Pharmacy Marina Way Hartlepool TS24 0XR	Headland and Harbour	Monday to Friday	8.30 am	10.00 pm
		Saturday	8.30 am	8.00 pm
		Sunday	10.00 am	4.00 pm
Tesco Pharmacy Belle View Way TS25 1UP	Burn Valley	Monday to Saturday	8.00 am	9.00 pm
		Sunday	10.00 am	4.00 pm

Table 20. Four pharmacies in Hartlepool with the longest opening times

Routine closures over lunch-times may sometimes be inconvenient to patients, but in Hartlepool, other pharmacies are always available; just one pharmacy in Hartlepool closes in the middle of weekdays. More usually, any break in core hours is covered by supplementary hours. At times during the COVID-19 pandemic from April 2020 some pharmacies were authorised to temporarily reduce their opening hours to keep the overall network of provision.

In assessing whether or not the existing pharmacy opening hours provided for the population of Hartlepool are suitable to meet the needs for access to pharmaceutical services, one important consideration is the facility to access a general practice / primary care appointment. General practice opening times might be used as a notional indicator of potential need for the pharmaceutical service of dispensing. It is recognised that dispensing is not the only consideration regarding suitability of pharmacy opening times; the population may need other services that are also essential; a GP practice as well as NHS111 may refer to CPCS; not every visitor to a primary care service will require a new acute prescription each time they visit.

Table 21 shows the earliest opening time and latest closing time of **any** pharmacy included in the pharmaceutical list in Hartlepool i.e. the range of opening hours and corresponding availability of pharmaceutical services at June 2022. This also indicates where any of these hours of service in each locality are secured by supplementary hours (abbreviated to *supp*) where this is relevant (i.e. longer than the core hours available). Also shown is the current



best estimate of earliest opening and latest closing time of any general practice, including any extended availability beyond 6pm on weekdays, or on weekends. In 2018, it was possible to describe the specific days and times at which an appointment with a primary care professional (usually GP or nurse, now this may include a pharmacist or others) might be available. Current circumstances are in a state of flux which makes the assessment of current and near future pharmaceutical need associated with general practice / primary care access outside of 8am to 6pm difficult to assess. An explanation of the pragmatic solution agreed with the CCG is shown in the box below.

Monday to Friday				
Location	Pharmacy earliest opening	Pharmacy latest closing	GP earliest opening	GP latest closing
H1 core	9 am	5.30 pm	8 am	Most days and practices not later than 6 pm. <b>From April 2022, potential for extended hours up to 8 pm in some practices on varied days of the week</b>
H1 supp	-	6.00 pm		
H2 core	9 am	5.30 pm		
H2 supp	-	6.00 pm		
H3 core	7 am	Midnight	Most days and practices 8am	Most days and practices not later than 6 pm. Potential for extended hours up to 8pm as in H1 & H2. Plus Extended access for all patients via NHS111 up to 8pm from Hartlepool Health Centre (One Life) on Park Road.
Times in red indicate some potential for longer GP opening times compared to pharmacy in that locality				
Times in blue indicate pharmacy supplementary hours only				
*GP* is shorthand for any primary care professional appointment. As some GP access hours remain uncertain as a consequence of the pandemic, these are notional hours that will be described with more certainty once confirmation is available, before the final PNA is published. Unlikely to be longer than the hours shown here.				

Saturday				Sunday				
Location	Pharmacy earliest opening	Pharmacy latest closing	GP earliest opening	GP latest closing	Pharmacy earliest opening	Pharmacy latest closing	GP earliest opening	GP latest closing
H1 core	9 am	1 pm	-	-	-	-	-	-
H1 supp	-	-	-	-	-	-	-	-
H2 core	9 am	2 pm	-	-	-	-	-	-
H2 supp	-	-	-	-	-	-	-	-
H3 core	7 am	Midnight	10 am	1 pm	10 am	5 pm	11 am*	1 pm*
These hours are provided as Extended Access from Hartlepool Health Centre (One Life) on Park Road. These are the best estimate of times to be confirmed before final PNA.								

Table 21. Earliest opening and latest closing times for pharmacies (June 2022) and general practices (March 2022) in Hartlepool localities on weekdays and weekends

**Current best estimate of times and days at which general practice / primary appointments might be available. GP Extended Hours and GP Extended Access in Hartlepool @ March 2022.**

It is understood that currently whilst general practice is still responding to, or recovering from, the impact of the pandemic and the need to support COVID-19 vaccination, some elements of GP extended hours beyond routine 8 am-6 pm provision on weekdays, continue to temporarily operate flexibly. However, when operating as initially contracted, routine primary care access that may result in a prescription needing to be dispensed (i.e. not a visit to Urgent Care or A&E) was not available in Hartlepool earlier than 8 am or later than 8pm on weekdays so these hours may be used as current best estimate. Any changes in availability of extended hours from 1<sup>st</sup> April 2022 will be updated as current hours for the final PNA.

For near future needs, Extended Hours and Extended Access commissioning will transfer from CCG to PCNs from October 2022, when the situation may change. This should be monitored in the usual way to respond to any associated change in pharmaceutical need subsequently identified.

**Considering weekdays first of all:**

Localities H1 and H2 each have two pharmacies providing access to, and choice of, pharmaceutical services between 9am and 5.30 pm on weekdays. Additionally, one pharmacy in each locality offers services between 5.30pm to

6pm as supplementary hours<sup>22</sup>. In both localities, a person may be able to access their own general practice a short time before 9am each weekday and between 6 pm and 8 pm some weekdays, but not every day, once GP extended hours return to full activity, likely sometime after 1<sup>st</sup> April 2022. Consequently, outside of these pharmacy opening times, access to, and choice of pharmaceutical services for prescription dispensing and other services is provided by pharmacies located in wards close by, but within the H3 locality.

For patients in H2 locality for the short time between 6pm and 8pm on one weekday each week (previously Monday) there is a pharmacy with supplementary hours longer than the GP practice Monday to Saturday, just 2.5 miles away (6 minutes by car, bus from the practice every ten minutes) at the Tesco supermarket in the H3 locality. There is also the choice of a late-opening pharmacy (core 100 hours) only half a mile further away (3.1 miles, 8 minutes by car, similar regular bus). This means that even if the supplementary hours at Tesco were to be lost, the alternative remains. With 17 pharmacies in the H3: Hartlepool Central and Coast locality, core pharmacy opening times more than adequately cover all the general practice routine and (best estimate of) Extended Access opening times seven days a week. Access and choice is very good, including Saturdays and Sundays.

Considering the availability of pharmaceutical services on weekdays in the H1: Hartlepool West, or H2: Hartlepool South localities. For the few prescriptions or CPCS referrals required on any given weekday evening beyond 6pm, it is considered reasonable that the choice of four nearby pharmacies in locality H3 offering services later, would meet the necessary population needs. Once firm plans for GP Extended Hours or Extended Access are known after October 2022 the potential for better access to pharmaceutical services in relation to weekday opening times beyond 6pm sits with the existing pharmacies. Should any of the pharmacies choose to respond by offering increased supplementary hours on a weekday evening they can do so on a trial basis at any time, giving 90-days notice of their intention to start and the same notice should they subsequently wish to withdraw these hours having tested activity.

#### Considering the availability of pharmaceutical services on weekends:

The PNA 2018 recorded that on Saturdays, only 4 of the 19 pharmacies in Hartlepool were closed all day. Table 22 shows this has increased to 6, but still leaves thirteen pharmacies whose opening times vary across the Borough. Ten pharmacies continue to provide pharmaceutical services on Saturday as part of their core hours. After 1pm the number of pharmacies contracted to open via core hours drops to six pharmacies. After 5.30 pm core provision drops to the two pharmacies open 100 hours per week, but the two further (supermarket) pharmacies remain open as part of their supplementary hours to extend the choice of Saturday evening access. The current situation is to be monitored; but should the pandemic workload recede, existing contractors may wish to consider the benefit of offering supplementary hours to secure better access to essential services and facilitate the provision of other services, including CPCS or Hypertension Case Finding, particularly on a Saturday between 1pm and 5pm.

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<sup>22</sup> Reminder: Supplementary hours may be withdrawn OR ADDED, by giving NHSE&I three months notice

Community pharmacies in Hartlepool open on a Saturday				
Name and location	Ward	Opening time	Closing time	Core hours
<b>Pharmacies in Locality H1:Hartlepool West</b>				
Middle Warren Pharmacy, Mulberry Rise TS26 0BF	Hart	9 am	1 pm	All
<b>Pharmacies in Locality H2:Hartlepool South</b>				
Seaton Pharmacy, Elizabeth Way, Seaton Carew, TS25 2AX	Seaton	9 am	12.45 pm	All
Well, Catcote Road, Fens Shopping Centre TS25 2LS	Fens and Greatham	9 am	2 pm	All
<b>Pharmacies in Locality H3:Hartlepool Central &amp; Coast</b>				
Boots, Hartlepool Health Centre, Park Road TS24 7PW	Burn Valley	7.00 am	9.00 pm	All except 4.30 to 5pm
Tesco Pharmacy, Belle View Way TS25 1UP	Burn Valley	8.00 am	9.00 pm	09:00-13:30; 14:30-17:00
Asda pharmacy, Marina Way TS24 0XR	Headland and Harbour	8.30 am	8.00 pm	09:00-12:30; 14:30-16:00
Anchor Retail Park, Marina Way TS24 0XR	Headland and Harbour	7.30 am	midnight	All
Westview, 7 Brus Corner TS24 9LA	De Bruce	9 am	1 pm	All except 12 noon to 1 pm
Lloyds, Wynyard Road, TS25 3LB	Rossmere	9 am	12 noon	All except 9am to 9:45am
Boots Middleton Grange Shopping Centre, TS24 7RW	Victoria	10 am	5.30 pm	10:00-13:00; 14:00-17:30
Healthways, Middleton Grange, Shopping Centre, TS24 7RY	Victoria	9 am	4 pm	none
Well York Road, Hartlepool, TS26 9DH	Victoria	9 am	1 pm	none
Clayfields Oxford Road, TS25 5SA	Foggy Furze	9 am	5 pm	none

Table 22. Community pharmacies in Hartlepool open on a Saturday. January 2022

On a Sunday, eleven pharmacies in Hartlepool were offering some opening hours at March 2018 which is exceptionally good choice by many standards, particularly in a geographical area as small as the Borough of Hartlepool. Some of these hours were supplementary hours, previously increased by contractors in response to the GP Extended hours made available on a Sunday and support for 7-day collection or supervision prescribing by substance misuse services. Table 23 shows that number is now reduced to six, which may be impacted by retraction in response to the workforce challenges of the pandemic. All of the pharmacies open on a Sunday are in the H3: Central and Coast area (where the majority of people live). This still offers reasonable choice for the reliant population across the Borough, acknowledging that some people may have to travel further to access pharmaceutical services on a Sunday. It is also noted that only the two '100 hour pharmacies' secure the pharmaceutical services available during these hours on a Sunday as 'core', with the latest opening until 5pm.

All existing pharmaceutical services providers, not only those currently open, should be mindful of the need to support the maintenance of a level of access and choice of pharmacy location offering necessary pharmaceutical services (including substance misuse services) between 9am and at least 4pm on a Sunday.

Community pharmacies in Hartlepool open on a Sunday				
Name and location	Ward	Opening time	Closing time	Core hours
<b>Pharmacies in Locality H3:Hartlepool Central &amp; Coast</b>				
Boots Hartlepool Health Centre, Park Road TS24 7PW	Burn Valley	10.00 am	5.00 pm	All except 2.00 to 2.30
Tesco Pharmacy Belle View Way TS25 1UP	Burn Valley	10.00 am	4.00 pm	none
Asda pharmacy Marina Way TS24 0XR	Headland and Harbour	10.00 am	4.00 pm	none
Boots Marina Way TS24 0XR	Headland and Harbour	10.30 am	4.00 pm	All except 3.30 to 4.00
Boots Middleton Grange Shopping Centre, TS24 7RW	Victoria	10.00 am	3.00 pm	none
Well York Road 107 York Road, Hartlepool, TS26 9DH	Victoria	9 am	1 pm	none

Table 23. Community pharmacies in Hartlepool open on a Sunday. January 2022

Having regard to all of the issues, it is considered that both of the 100 hour pharmacies are necessary to assure core hour provision of pharmaceutical services to the population of Hartlepool. Their central location is particularly valuable towards meeting the pharmaceutical needs for essential and other services. This includes those arising from the current Extended Access general practice provision which is co-located with one of them. The 100-hour pharmacies in Hartlepool are now well established as providers of core hours, particularly at evenings and weekends. The HWB would regard any reduction in the range of their opening hours as creating a gap in the availability of necessary services and would wish to maintain the current level. The range of opening hours meets the needs for necessary pharmaceutical services in the area and the HWB does not wish to see any change in the pattern which would result in reduced availability of core pharmaceutical services.

That is not to overlook the contribution made by the supplementary hours offered by several pharmacies, including those located in supermarkets, but also others open on weekends in particular. For the essential services and also advanced and other NHS (locally commissioned) services, such as CPCS, flu vaccination and EHC, these pharmacies do much to provide improvement and better access, including choice for the population of the Borough. As before, all existing contractors may wish to consider their collective response in support of maintaining or improving access to pharmaceutical services across the Borough, from those existing locations, including via supplementary hours.

## 8.2.8 Choice of provider

In 2003, when the Office of Fair Trading (OFT) recommended that the control of entry regulations for community pharmacies should be abolished, the then government decided instead to initially introduce a more measured response. The criterion of 'reasonable choice' for consumers was added to the 'necessary or desirable' control test for applications from 2005/06 and retained in the 2013 Regulations. As dimensions of consumer choice are subjective, this measure can be difficult to administer in application panels. Nevertheless, it must also be considered in the assessment of pharmaceutical need.

The NHS Litigation Authority Appeals Unit and successor NHS Resolution frequently made decisions indicating that it is not axiomatic that a new pharmacy application should be approved based on lack of choice only. Sufficient choice is one factor among many and even different pharmacies belonging to the same company can often provide choice in that they may offer different services and the ethos, atmosphere and staff make each pharmacy different.

The Health and Wellbeing Board is required to consider the benefits of having sufficient choice with regard to obtaining pharmaceutical services and the DH guidance (Department of Health, May 2013 (updated October 2021)) suggests having regard to the following in making that assessment.

### **Possible factors to be considered in terms of the benefits of sufficient “choice”**

- What is the current level of access within the locality to NHS pharmaceutical services?
- What is the extent to which services in the locality already offer people a choice, which may be improved by the provision of additional facilities?
- What is the extent to which there is sufficient choice of providers in the locality, which may be improved, by additional providers?
- What is the extent to which current service provision in the locality is adequately responding to the changing needs of the community it serves?
- Is there a need for specialist or other services, which would improve the provision of, or access to, services such as for specific populations or vulnerable groups?
- What is the HWB's assessment of the overall impact on the locality in the longer-term?

In more urban areas (such large parts of Hartlepool), there is a wide variety of providers, providing choice i.e. independent pharmacies and practices of both large and small 'multiple' pharmacy providers; pharmacies in the suburbs or in retail centres including supermarkets; those open for 40 hours and also those pharmacies open for 100 hours each week. Patients choosing to use one type of pharmacy or another are able to do so relatively easily in areas such as this. A report published by the OFT in 2010 also provided useful information to support the notion of patient choice for pharmacy goods and services and the HWB has considered this whilst having regard to patient choice in making this needs assessment.

If a patient was able to access one pharmacy it is possible to assess the proximity in terms of distance of their choice of other providers; this also helps to understand distribution throughout the area. Driving distances, or walking

distances (where short or different by virtue of footpath only routes e.g., in town centre locations), between the pharmacies have been determined by Google maps and are shown in Appendix 6 for reference purposes. NHS Choices also provides access to a comprehensive searching facility including maps and distances that is updated by pharmacies themselves when any opening hours information changes. This data maintenance is a contractual requirement.

With 15 pharmacies in H3:Central and Coast locality, and all areas of Hartlepool with relatively easy access to the town centre even by public transport, the nearest pharmacy is often no more than a few miles away and often there several pharmacies within this distance. Specific options for the more rural wards are described in the earlier section. This provides access and satisfactory choice for all depending on residential postcode and the direction people choose to travel.

When considering choice of services, published information and elements of our consumers are not mere 'distance-minimisers' but are responsive to other characteristics of provision such as quality of advice and service, or convenience when shopping. Whilst they will often use the nearest pharmacy to home, they will not necessarily gravitate to a new pharmacy that opens within shorter range unless it provides other factors that they also want. This is partly evidenced by the fact that dispensing volumes of new pharmacies take several years to converge to their long-term volume trajectory.

As pharmacies provide an increasing range of services *other than* dispensing, proximity becomes less important; i.e., sufficient choice for the purposes of non-prescription pharmacy activity, particularly clinical services, is less heavily distance dependent. However, choices can only be made if patients are aware of those choices available to them and our engagement and other evidence suggests that public information on pharmacy hours, services and location could be improved.

The pharmacy contractor survey responses indicates that existing pharmacies are responding to the needs of their patients in many ways and very positively shows that almost all would be willing to take on a wide range of potential services (subject to training) should local commissioners elect to commission them.

## **8.3 Description of existing pharmaceutical services provided by community pharmacy contractors**

### **8.3.1 NHS Essential services**

All pharmacies included in the Pharmaceutical List of NHS England, including those in Hartlepool, are required to provide all of the essential services in accordance with their CPCF (or LPS) contract. Consequently, the presence of

a community pharmacy automatically defines availability of the majority<sup>23</sup> of all essential services provision to the population of any area. .

### **8.3.1.1 NHS Prescriptions**

Dispensing of NHS prescriptions is still the most frequent pharmaceutical service provided by community pharmacies. The number of prescription items dispensed by community pharmacies in England in 2020/21 was 1.02 billion with a further 10 million items dispensed by the 112 appliance contractors (DACs). The number of items dispensed by community pharmacies in England in between 2019/20 and 2020/21 decreased by 1.83% from 1.04 billion to 1.02 billion (NHS Business Services Authority, 2021). Overall the number of items dispensed is still 2.16% higher than the 995 million items dispensed in 2015/16 and follows a historical prescription volume increase of more than 50% since 2004-05.

The number of items dispensed by appliance contractors in 2020/21 increased by 2.38% from 2019/20. In contrast to prescriptions dispensed by community pharmacy, this has increased each year since 2015/16, from 7.91 million to 10.0 million items, a five-year increase of 26.7%.

The average number of items dispensed per pharmacy contractor has decreased by 0.23% from 87,600 in 2019/20 to 87,400 in 2020/21. This is due to a greater reduction in the total number of dispensed items compared to the corresponding decrease in dispensing contractors. There is still an overall increase of 4.91% from the average of 83,300 items per contractor in 2015/16.

There were 84.6 million items dispensed by dispensing (doctor) practices in 2015/16 (NHS Digital, 2016). We did not identify similar data for this assessment, however as there are no dispensing doctors in Hartlepool this was not a factor to have regard to.

In the five years since 2015/16 the proportion of prescription items dispensed by pharmacies and appliance contractors via the Electronic Prescription Service (EPS) has increased significantly, and EPS is now the primary mechanism by which prescriptions are issued and dispensed. By 2020/21 there were 964 million prescription items dispensed via EPS by community pharmacies and appliance contractors, which was 94% of all items in the year. This is an increase of 16.6 percentage points from 2019/20, some of which may reflect the need to reduce face to face patient contact in general practice as a result of the pandemic. However, this followed a pre-existing trend of having increased by 58.6 percentage points between 2015/16 and 2020/21. In 2020/21, 99.8% of all contractors in England dispensed at least one prescription item via EPS. All contractors in Hartlepool use this facility.

Although in England prescription volume decreased from 2019/20 to 2020/21, in the Hartlepool area, prescription volume increased by just under 1% to 2.1

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<sup>23</sup> DACs may also contribute some essential services and in areas with a dispensing doctor, certain specified people may have additional access to the essential service of dispensing only. In Hartlepool, there are no dispensing doctors and any contribution by DACs is provided from outside the HWB area

million items per year. There is no evidence to suggest that the existing pharmacy contractors are unable to manage the current volume of prescriptions in Hartlepool in the longer term, nor are they unable to respond to any predictable growth in volume which is likely to be proportionately small in the lifetime of the PNA given the efforts of primary care clinical professionals to contain it. Pharmacy premises and practices have adapted to the increased volume of work with changes in training and skill mix (including the introduction of accredited checking technicians (ACTs) and latterly the widespread introduction of the electronic prescription service (EPS) and other digitised workload management systems. However, there is no doubt that the additional pressures of new services (e.g., vaccination, COVID-19 lateral flow test supply, CPCS, increased requirements for PQS) on top of the workforce issues experienced by all sectors from self-isolation and illness, have placed a substantial demand on community pharmacy practices to keep ahead of demand.

The Extended Access service operating for 2 hours a day on weekdays and similar each day of the weekend issued between 50 and 60 prescriptions a week between March 2018 and March 2020. There are pharmaceutical services available in Hartlepool at these times and they will have no difficulty managing that prescription volume between them. Uptake of the NHS repeat dispensing service has been variable since 2005. In 2011, figures indicated that use of the contracted repeat dispensing service was lower in Tees than in other parts of the North East, with less than 1% of all prescriptions in the area being dispensed using this facility. Efforts to improve this rate have some success as repeat dispensing in Hartlepool has increased from 7.4% in 2014-15 to 23% in 2020/21.

As repeat prescribed items are generally considered to account for at least 70% of all items, the scope for improvement in the repeat dispensing figures seems substantial. It should nevertheless be acknowledged that repeat dispensing will work best when patients are carefully selected and proceed as fully informed partners in the process; patients whose prescriptions are liable to frequent change are unsuitable. Prescription use is highest among lower income groups, those with long term limiting conditions and the elderly. These groups can least manage or afford unnecessary additional trips to manage their prescriptions but the NHS repeat dispensing service ensures that the patient remains fully in control of the medicines they receive. Those people in areas with fewer pharmacies and those with long term limiting conditions are somewhat more likely than others to rely on a single pharmacy. Here again, the NHS repeat dispensing service can contribute towards fostering clinical confidence and a more personal clinical relationship that patients in our patient experience survey also valued.

### **8.3.2 Prescribing and dispensing of appliances**

Prescriptions for appliances issued for patients in Hartlepool also need to be dispensed. Table 24 shows that for the last three years, virtually all appliances were dispensed by Hartlepool pharmacies, just 15-20% were dispensed by DACs (by definition 'out of area' as there are no DACs in Hartlepool).



The current situation regarding location of DACs has remained the same for at least 10 years and the HWB is not aware of any complaints or circumstances in which the patients of Hartlepool have experienced difficulty in accessing pharmaceutical services to dispense prescriptions for appliances.

Appliances dispensed	Financial year			Prescription share		
	2018/2019	2019/2020	2020/2021	2018/2019	2019/2020	2020/2021
... in area by pharmacies	75,335	72,924	67,808	85%	83%	82%
...by DACs	13,416	15,176	15,295	15%	17%	18%
<b>Total</b>	<b>88,751</b>	<b>88,100</b>	<b>83,103</b>			

Table 24. Appliances dispensed by pharmacies in Hartlepool or by a DAC 2018-2021

The current situation regarding location of DACs has remained the same for at least 10 years and the HWB is not aware of any complaints or circumstances in which the patients of Hartlepool have experienced difficulty in accessing pharmaceutical services to dispense prescriptions for appliances.

### 8.3.3 NHS Advanced services

The presence of a community pharmacy in an area is now almost certain to also indicate the availability of at least one of the national advanced services each pharmacy may elect to provide. This is in contrast to enhanced services (or their non-NHS local equivalent) which will only be available where a local NHS or local government organisation has chosen to commission them.

As these are not essential services of the CPCF, NHSE&I would not consider the overall pharmaceutical service of an individual pharmacy to be inadequate based only on no, or low, provision of any advanced service. However, on a population basis, and outside of the circumstances of a global pandemic, availability of advanced services might indicate responsiveness of pharmacy contractors to meet the pharmaceutical needs of the area. Every indication is that the pharmacies in Hartlepool are actively responding to the opportunities being presented to them to deliver additional services. Hartlepool HWB might consider if it is making best use of its community pharmacy resource. In particular, there are several new advanced services for health improvement/health prevention services that pharmacies are beginning to sign up to provide. Pharmacies offering any of these prevention-related public health advanced services are also well-placed to undertake additional brief interventions during the provision of the primary service in line with the principles of 'Making Every Contact Count'. This can use their essential services offer for signposting and HLP to support the delivery of wider health messages about modifiable risk factors and enhance the reach of public teams into the community

### **8.3.3.1 New Medicines Service (NMS)**

As described in section 3.3.4, the NMS service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence. Since the service started in October 2011, the vast majority of community pharmacies in England have provided it to their patients. Even with the current constraints of the COVID-19 pandemic, by January 2022, 85% of those pharmacies registered in England had delivered at least one NMS in the 2021/22 year to date (Source: Tees LPC).

In 2013-14, 14 of the 19 pharmacies in Hartlepool completed 1371 NMS interventions. All nineteen pharmacies now provide this service and together NHS England data reports their completion of 2563 consultations in the 2021/22 year to date (YTD; December 2021 data). Each pharmacy has completed at least six and all bar one have already achieved the threshold of 20 per year required for PQS. The simple average number of NMS per pharmacy in Hartlepool for the 2021/22 YTD (Dec 2021) is 135, better than both the Tees (117) and England averages (111; where 15% of registered contractors have not yet completed any). As was the case with MURs, the uptake of NMS is not evenly spread across the 19 pharmacy contractors, ranging from 6 to 378 in the same 9 month period of the YTD. Nine pharmacies in HBC have completed less than 100 in 9 months, five have done more than 200. Numbers were flat through the first part of 2021 when COVID restrictions were greatest but are showing an upward trend later in the year.

All localities well provided for NMS consultations with at least one pharmacy in each locality delivering well above the Borough average. The two pharmacies co-located with a Health Centre are undertaking the highest number of NMS in Hartlepool.

### **8.3.3.2 Seasonal Influenza Vaccination Advanced Service (SIVAS)**

Hartlepool pharmacies were some of the first pharmacies in England to deliver an NHS community pharmacy seasonal flu vaccination service when this was first commissioned a small local pilot for the winter 2012 campaign. NHS England extended the pilot for the 2013-14 season when 10 pharmacies were recruited to provide the service in Hartlepool that year. The proportion of all of the NHS eligible population vaccinated by pharmacy in those early days was very small, but this proof of concept has nevertheless paved the way for the substantial expansion of the service, at a local and a national level, improving both access and choice for patients.

In participating pharmacies, the service is available at all times that a trained pharmacist is available on the pharmacy premises, and, other than at peak times, is often provided on a drop-in basis, with no prior appointment necessary. In 2020/21 there were 2.77 million flu vaccines administered by 9,820 community pharmacies in England, an average of 282 vaccines per pharmacy (NHS Business Services Authority, 2021). This was an increase of 61% on 2019/20, and a 365% increase on the 595 thousand vaccines administered by pharmacy in 2015/16.

Of the 18 pharmacies who responded to the pharmacy contractor survey for 2021, 17 (95%) reported having provided the seasonal flu vaccination service. This includes

- at least one pharmacy in H1 and H2 localities as well as the town centre area
- all four pharmacies that open 100 hours or are in a supermarket location providing substantially increased access for patients into the evening on weekdays and at weekends.

Of the residents of Hartlepool eligible for an NHS flu vaccination in the 2021/22 season, 8287 had their jab in a community pharmacy.

Around 100,000 patients responded to the NHS England patient satisfaction survey on the 2016–2017 flu vaccination programme; 99% of them said they would have the vaccination at a community pharmacy again, and recommend the service to their family and friends. Of those questioned, 98% said they were “very satisfied” with the service they received, and importantly, 15% said they might not have had a flu vaccination if the service had not been available at a pharmacy (The Pharmaceutical Journal, 2017). There was evidence from feedback in the patient surveys that having a flu vaccination (or other vaccination) has now become a matter of routine.

#### **8.3.3.3 Community Pharmacy Consultation Service (CPCS)**

All pharmacies in Hartlepool have signed up to deliver the CPCS. Three pharmacies had not yet received a referral from NHS111 to enable delivery of a CPCS episode in the two years for which data was available (from 2019-2021). However, the total number of CPCS consultations completed by the other pharmacies increased from just under 500 in 2019-20 to more than 1600 in 2020-21 i.e. three times as many - and this was in the pilot stage and during a pandemic! As this corresponds to just two consultations per week per pharmacy it seems unlikely the service will still have capacity for further growth. It is unsurprising that the pharmacies open for the longest times on evenings and weekends have the greatest number of CPCS transactions since the service is designed to support people of the Borough needing urgent access to a health care professional or a medicine and this is often outside of routine daytime hours.

Activity data for 2021-22 was not available at the time of publication on the draft PNA in March 2022 but will be accessed to update the PNA before final publication. However, all indications are that pharmacies in Hartlepool are responding to the offer and needs of this new service which is a welcome addition for the town. This is further supported by the description of a successful encounter with the CPCS service accessed via NHS11 reported by a resident during the face to face engagement for the PNA.

#### **8.3.3.4 Hypertension Case Finding Service**

This service has a different patient-facing name: the NHS Community Pharmacy Blood Pressure Check Service which supports risk identification and prevention of cardiovascular disease (CVD). This service was launched on the first October 2021 and will:

- identify people over the age of 40 who have previously not been diagnosed with hypertension (high blood pressure), and to refer those with suspected hypertension for appropriate management.
- promote healthy behaviours to service users.
- refer people identified as likely to have high blood pressure to general practice, for ongoing care to manage their blood pressure.

The Advanced service is intended to support the work that general practices and wider Primary Care Network (PCN) teams will be undertaking on CVD prevention and management, under changes to the PCN Directed Enhanced Service. Five pharmacies in Hartlepool are signed up to provide this service. On the community pharmacy contractor survey a further four pharmacies indicated they were intending to offer it. Data from NHSE&I requested.

#### **8.3.3.5 Smoking Cessation Advance Service - Referral from Secondary Care into Community Pharmacy**

This service is just beginning to get under way in the spring of 2022 and relies on professionals in the hospital identifying patients who would like to quit smoking and supporting them with a referral to the community pharmacy service. It follows on from the Smoking Cessation Transfer of Care pilots which commenced in November 2020. Four pharmacies indicated in the contractor survey that they intend to sign up to offer this service. Pharmacy professionals will, as usual, be required to undertake additional training (such as NCSCT and CPPE training) as a minimum before signing up to the service. Local commissioners could make use of the arrangements for the training for this service to consider how pharmacy staff can enhance their offer into a commissioned pharmacological support service for people who wish to quit.

#### **8.3.3.6 The Community Pharmacy Hepatitis C Antibody Testing Service**

The Community Pharmacy Hepatitis C Antibody Testing Service was added to the Community Pharmacy Contractual Framework (CPCF) in 2020, commencing on 1st September 2020 and is timetabled to end 31<sup>st</sup> March 2022.

The service is focused on provision of point of care testing (POCT) for Hepatitis C (Hep C) antibodies to people who inject drugs (PWIDs), i.e. individuals who inject illicit drugs, e.g. steroids or heroin, but who haven't yet moved to the point of accepting treatment for their substance use. Where people test positive for Hep C antibodies, they will be referred for a confirmatory test and treatment, where appropriate. Data from NHSE&I requested.

#### **8.3.3.7 Appliance Use Review (AUR) or Stoma Appliance Customisation (SAC) Service**

Provision of this service is more limited as there is not a universal demand. Just one pharmacy contractor in Hartlepool completed any AURs /SACs in 2013-14 but recent data from NHS England indicates five pharmacies in the Borough have now reported completion of AUR/ SAC reviews. This is supported by data from the 2021 pharmacy contractor survey for the PNA in which 3 of the 18 who responded) pharmacies indicated their provision of AURs, with one further planning to offer the service soon (and one not replied). Similarly one pharmacy

indicated their provision of SAC reviews, with two further planning to offer the service soon. This activity shows an increase from previous PNAs.

### **8.3.4 NHS Enhanced services**

#### **8.3.4.1 Bank holiday and 'special day' opening hours**

NHSE&I in the north east, currently working to a North East and North Cumbria (NENC) footprint has routinely but intermittently commissioned an enhanced service from community pharmacy contractors in Hartlepool to ensure suitable pharmacy access / opening hours on special holiday dates. Additional hours are directed on the basis of need for each of the English Bank Holidays and other named days such as Christmas Day and Easter Sunday when all pharmacies are permitted to close their usual 'core' opening hours without penalty. Suitable coverage for urgent access is facilitated by carefully supplementing any opening hours with directed hours, then rotating opening times / pharmacy location in neighbouring Boroughs throughout the (geographically compact) Tees Valley area. A directed (enhanced) service commissioned as far in advance as possible provides a suitable process for ensuring that pharmaceutical services will be available.

#### **8.3.4.2 Emergency planning: supply of anti-viral medicines and vaccination**

NHSE&I at all levels has key roles and responsibilities in the planning for, and response to pandemic and other scenarios. Before the start of the Covid-19 pandemic in early 2020, pandemic influenza was a recognised disruptive event and still remains high on the UK government national Risk Register. NHSE&I is responsible for leading the mobilisation of the NHS in the event of an emergency or incident and for ensuring it has the capability for NHS command, control, communication and coordination and leadership of all providers of NHS funded care. Examples of NHSE&I actions in pandemic planning / management include identifying relevant local partners, systems and processes to provide antiviral collection points (ACPs)/ distribution systems, personal protective equipment (PPE), distribution routes, nightingale services and vaccine delivery processes.

NHSE&I worked closely with Public Health England initially and from 2021 with successor organisations including the new UK Health Security Agency (UKHSA) and other partners, to lead the on-going response to the current (at March 2022) Covid-19 pandemic. Post-pandemic, the organisations will continue to work together to ensure plans are aligned to facilitate a resilient response to coronavirus, pandemic influenza or other emerging infections and emergencies.

In situations where NHSE&I elect to use community pharmacies as ACPs or vaccination centres then a local enhanced service commissioning mechanism may be used to meet the pharmaceutical needs of the population in this highly specialist situation. This was enacted in 2009/10 during the pandemic influenza outbreak for distribution of anti-viral medicines to certain sectors of the population. This commissioning mechanism has been enacted again during the current COVID-19 pandemic response with pharmacies providing vaccination services, anti-viral supply and some home delivery services as well as the lateral flow test distribution advanced service.

It is still relatively early for reliable numerical data on just how great a contribution community pharmacy (including Hartlepool pharmacies) has made during the pandemic. However, we do know that

- community pharmacy continued to provide face to face 'routine' pharmaceutical services to maintain the medicines supply function even during lockdown periods when other primary care services closed their doors
- community pharmacy substantially enhanced their delivery rate of seasonal influenza vaccination in the 2020-21 and 2021-22 seasons to contribute significantly to this parallel vaccination effort alongside COVID-19 vaccination phases.
- pharmacies were recruited to contribute to the Covid-19 mass public vaccination campaign in several phases.

Pharmacies in Hartlepool responded and contributed to the response across all of the demands or opportunities required.

#### **8.3.4.3 Covid-19 vaccination**

NHS England commissions a COVID-19 vaccination service directly from community pharmacy where there is a local population need, where Pharmacy Contractors can meet the key designation requirements and where NHS England considers the contractor best placed to meet that need. The service is provided as the first national enhanced service, commissioned by NHSE&I in consultation with the relevant Local Pharmaceutical Committees.

One of the 100-hour pharmacies in Hartlepool became a Covid-19 vaccine provider in the first phase of the vaccine roll-out to community pharmacy. In the most-recent phase extension, six pharmacies are now contracted to provide this enhanced service. Detailed data on their contribution was received from NHSE&I at the point of concluding this draft PNA, further detail may be analysed for inclusion in the final assessment. Initial review shows the combined numbers of the six pharmacies matching the three PCN-led sites in the Town Hall, One Life and Victoria Road Health Centres.

As a further illustration of the magnitude of contribution made by community pharmacy, data for the last 3-months of 2021 during the booster campaign, showed over half a million individuals in the Tees Valley CCG area were vaccinated against Covid-19. Community pharmacies in the area delivered **35%** of this number, between them 184,270 jabs, almost 86,000 of these in December. This was particularly remarkable as December is always a busy time for all primary care services; 2021 was particularly challenging with the urgency of the booster campaign and high circulation rates of Covid-19 affecting sickness absence / self-isolation of service providers as well as patients. Community pharmacy in Hartlepool can claim to have played a critical role in the success of the vaccination programme and related seasonal flu jabs service in 2021-22. Through their strong relationships in local places and neighbourhoods, community pharmacies have helped to tackle vaccine inequalities and improve vaccination take-up.

### 8.3.5 Locally commissioned services – public health and CCGs

Services locally commissioned services from pharmacies impact on the need for NHS pharmaceutical services as enhanced services to be commissioned by NHSE&I. Hartlepool Borough Council and TVCCG commission a small number of services. The number of these services has diminished since transferred from PCT in 2013 and no novel services have been developed.

Hartlepool Borough Council now commissions a small number of locally contracted services, some directly and others via sub-contract under a contract with a preferred provider. Sexual health services are still commissioned and largely managed on a Tees-wide basis, and the associated pharmacy-based service specifications still operate across Tees under a sub-contracting arrangement with the service provider of Sexual Health Tees (SHT). Similarly, Hartlepool and Stockton CCG inherited three services from the PCT in April 2013, one of which one continues to be commissioned and was updated by the Tees Valley CCG as part of the pandemic response. The current community pharmacy locally contracted services for Hartlepool are shown in Table 25.

Service	Commissioner
Supervised Self-Administration	Hartlepool Borough Council. Via sub-contracted arrangements under the HBC contract with Clinical Service provider for substance misuse
Community Pharmacy Needle and Syringe Supply	
Healthy Start Vitamins	Hartlepool Borough Council
EHC (via PGD) Chlamydia testing service C-Card service	Hartlepool Borough Council. Via sub-contracted arrangements with lead provider of the Tees-wide Sexual Health Service (SHT)
On demand availability of specialist medicines e.g., for palliative care access	Tees Valley CCG; change of commissioner required by 1 <sup>st</sup> April 2023; if NHSE&I lead then will become an Enhanced Service

*Table 25. Community pharmacy locally commissioned services in Hartlepool 2022*

Supervised self-administration and emergency hormonal contraception (EHC) are the longest established services, provided for over 20 years. The pharmacies currently identified locally commissioned to provide each services, in each locality in Hartlepool, at January 2022 are shown in Table 26.

Pharmacy Name	PNA Locality 2022	Supervised Self Administration	Needle Ex	Healthy Start Vitamins	EOL Specialist Drugs	EHC	Chlamydia Screening	C Card	100 hour	
Middle Warren Pharmacy	H1: West	Yes				Yes	Yes	Yes		
Lloyds, Wiltshire Way		Yes				Yes	Yes	Yes		
Well, Catcote Road	H2: South	Yes		Yes	Yes	Yes	Yes	Yes		
Seaton Pharmacy		Yes		Yes						
<b>Boots, Park Road</b>	H3: Central and Coast				Yes	Yes	Yes	Yes	Yes	
Tesco Pharmacy		Yes			Yes					
Westview Pharmacy		Yes		Yes	Yes					
Winterbottom Pharmacy		Yes				Yes	Yes	Yes		
Clayfields Pharmacy		Yes		Yes						
Lloyds, Kendal Road						Yes	Yes	Yes		
Asda Pharmacy		Yes		Yes	Yes	Yes	Yes	Yes		
<b>Boots, Marina way</b>		<b>Yes</b>	<b>Yes</b>				<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Headland Pharmacy		Yes	Yes	Yes						
Lloyds, Wynyard Road		Yes				Yes	Yes	Yes		
Boots, Middleton Grange		Yes				Yes	Yes	Yes		
Healthways										
Well, Victoria HC					Yes					
Well, York Road		Yes			Yes		Yes	Yes	Yes	
Whitfields		Yes								
		<b>Providers:</b>	<b>15</b>	<b>2</b>	<b>11</b>	<b>5</b>	<b>11</b>	<b>11</b>	<b>11</b>	

Table 26. Accreditation or provision of locally commissioned services by pharmacy in each locality in Hartlepool at February 2022.

Pharmacies seeking to become accredited to provide any service are required to be operating to contractual standards for provision of all essential services before they are eligible to provide both advanced and NHS England enhanced services. Other locally commissioned services will develop their own standards, specification and entry requirements. However, when reviewing services available in a locality, it must not be assumed that if a pharmacy does not offer a particular service, it is because either they have declined to do so or the premises or services do not meet the required standards.

Other reasons for non-provision of an enhanced or locally commissioned service include:

- the pharmacy has not been open long enough for the assessment of premises, governance or services provision to have been completed and/or suitable arrangements made for local training or accreditation of pharmacy staff
- recent change of pharmacist manager means that a service has been withdrawn pending re-accreditation or training
- the commissioner has determined not to commission that service in that pharmacy location by virtue of existing adequate choice of provider and service in that locality, or service prioritisation on the basis of need or affordability.

Table 26 and interpretation of service need, should be viewed in this context.



### **8.3.5.1 Supervised self-administration**

Supervising the daily self-administration of methadone and buprenorphine in a pharmacy is an important component of any harm reduction and recovery service for people in treatment for substance misuse. Pharmacies with accredited pharmacists and premises are sub-contracted to provide this service by the lead clinical service provider, currently Foundations in Hartlepool. The treatment provider works closely with pharmacies, clients and the LA to ensure a suitable quality locally commissioned service. Given the nature of treatment, it should be possible to offer clients a choice of pharmacy to attend for their supervision and on-going collection of opioid substitute medication, the majority of which continues to be methadone though other treatments are available.

Records indicate that more community pharmacies are accredited to provide this service than are currently active; accreditations are shown in and as services begin to return to conditions more similar to those before the pandemic, reasons for inactivity may be explored. To maintain service resilience, this service should be commissioned from any pharmacy trained, and accredited to provide it in accordance with the service specification which usually requires the pharmacy to be open at least six days a week.

In 2020/21, nine pharmacies have recorded interactions with at least ten clients for supervised self-administration of either methadone or sublingual buprenorphine. Neither of the last two years have been typical for this service, so distribution of annual activity by pharmacy is not shown. However, it is noted that for the operational time of September to March in 2021, 8191 interactions with 721 individual registered clients were recorded. For the year to date up to February 2022, 9472 interactions with 759 individual registered service users were recorded.

Two pharmacies are currently providing more than 60% of all supervised interactions with a third pharmacy providing a further 20%. Though some pharmacies do provide a large proportion of all the supervised dose activity in Hartlepool, it is good to see that clients are having some choice regarding where they access this service. However the reasons why other pharmacies are not being used should be explored. Some pharmacies have opening hours into the evening on weekdays and also both days of the weekend, so treatment providers have the option of prescribing for a 7 day service (activity records show this is used). Clients may also attend a pharmacy outside of the usual 9 to 5 hours giving clients the opportunity to work. Supervision is a daily activity so it is important that clients can access a pharmacy of their choice easily.

All active pharmacies are located in the locality of greatest deprivation, H3: Hartlepool Central and Coast. It is important to acknowledge that the remaining pharmacies could improve access and choice to those other clients requiring the service and to retain pharmacies commissioned in each of the other localities for that purpose. The range of options in potential pharmacy locations across the town seems to demonstrate that these needs are being met. Activity, and the absence of feedback to the contrary, also seems to indicate appropriate levels of supervision, adequate capacity of the pharmacies to accommodate clients' needs and suitable location of the pharmacies offering supervised self-administration in Hartlepool. Aside from the particular circumstances of national

lockdowns during the pandemic, activity remains stable. Responses to the pharmacy contractor survey support the conclusion that there is no indication that community pharmacy will not be able to continue to accommodate current and future needs for this service.

#### **8.3.5.2 Needle exchange (Nx)**

People who inject drugs (PWID) require sterile injecting equipment, information, advice and support to minimise the complications associated with injecting drug misuse. Hartlepool introduced a community pharmacy service in June 2016, though it had been available elsewhere in the Tees Valley for many years. Pharmacies responded to requests to take up this enhanced service and completed up to 12000 transactions per year from four or five locations. As well as geographical location and opening times, pharmacies were selected on the basis of service need in the context of current alternative arrangements of the lead substance misuse provider.

At March 2022, two pharmacies continue to provide the needle exchange service and these are both located in the north of the town in the [Headland and Harbour] ward. One of them is open 7 days a week and has continued to provide the service with a substantial level of engagement prior to, and throughout the last two years that have been affected by the pandemic. There was previously an active community pharmacy provider in the H2: Hartlepool South locality that was also open 6 days a week. The possibility of re-establishing this option could be explored.

The pharmacy needle exchange service is integral to the overall harm minimisation approach and service style is based on client selection of items rather than pre-filled packs. This supports regular and frequent attendance at the service and reduced waste. Records show transactions are meeting a need in Hartlepool on weekdays and weekends, including Sundays. Approximately half of the interactions were with clients reporting to have accessed treatment services and return rates were similarly around 50%. These figures could be higher, and have been in the past. In the context of the update to the substance misuse strategy currently being prepared for Hartlepool, a full evaluation of the needle exchange provision would be timely to assess future pharmacy capacity, client satisfaction and consider how community pharmacy might continue to offer improvement or better access over the lifetime of this PNA. The possibility of re-establishing a pharmacy offer in the H2: South locality could be explored.

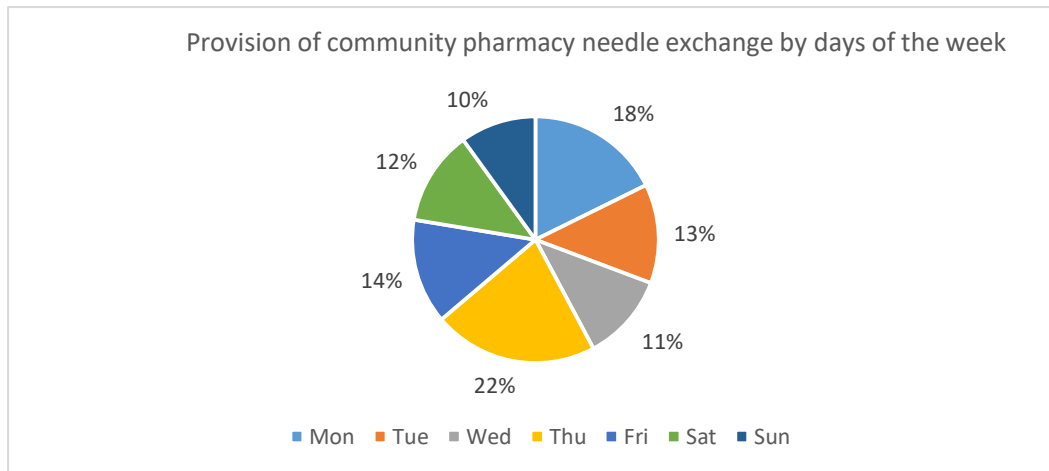


Figure 21. Pharmacy needle exchange transactions in Hartlepool by day of the week (2020-21 data)

### 8.3.5.3 Emergency Hormonal Contraception (EHC)

Community pharmacies in the Borough provide three sexual health services under the management of the local sexual health lead-provider (SHT) that is itself directly commissioned by local authorities to provide a Tees-wide sexual health service. The longest established of these services is emergency oral hormonal contraception (EHC). Pharmacy chlamydia testing and C-Card (condom distribution) services were re-launched by the service in 2016 and are effectively associated with the EHC service, i.e., those signed up to provide EHC are also contracted to deliver the other two.

The service is available (under a Patient Group Direction) to women and girls aged 13 years and over. SHT report that twelve pharmacies currently provide the service(s). The pharmacy contractor survey shows that four more were also willing to provide EHC. There are providers in all three localities including both pharmacies in the Borough that open 100 hours a week, as well as the Asda pharmacy (but not the Tesco) that open longer hours on weekdays and weekends.

Activity data provided by the SHT identifies that in 20/21 just over 800 supplies were made by these pharmacies. This is almost exactly the number provided in 2016/17 in the first year of the service but fewer than were made in the nine months for which data is available before the pandemic. Supplies are already showing up to 800 for the first 10 months of 2021 (up to October 2021) for which data was available. Covid-19 has impacted how sexual health services have been delivered, with a telephone/online single point of access and this may have resulted in changes to how patients' needs have been managed.

However, despite the impact of the pandemic community pharmacy has continued being able to support the delivery of this important service. Even in the absence of 'market share' data evaluation (i.e GP prescription data and SHT direct supply) this data shows that community pharmacy is an established provider of this necessary service. Pharmacy historically completed a substantial proportion of all EHC activity in the Borough (e.g., more than 60%) year on year.

It is not uncommon for women to seek a different pharmacy to that which they usually use, or that is not close by to where they live, or is in a large retailing or supermarket environment, to maintain anonymity in a consultation such as this. Analysis of the supply data for 2019-21 shows a strong client preference, with one pharmacy providing almost half of all the pharmacy EHC consultations each year. The pharmacies that deliver most EHC consultations are all open 7 days a week and located in Hartlepool where they are accessible by public transport, or in supermarkets or other pharmacies that are open the longest hours, including weekends. Data on client postcode/ ward/ age at attendance has not been analysed by the service but this might provide useful cross-boundary activity data across Tees to support further promotional activity with young people.

#### **8.3.5.4 Chlamydia testing and C-Card service**

These two services that support sexual health are also sub-contracted and managed by SHT in association with the provision of consultations for EHC, however, the services may also be offered to persons who do not access the EHC service. Pharmacies offering this service hold a supply of chlamydia testing postal kits and condoms to be distributed to people under 25. Pharmacies are paid for those kits that are returned for testing and are asked to encourage young people to carry out and return the tests. The C-Card service involves registering young people under 25 for the C-Card scheme, providing sexual health advice and free condoms according to the conditions of the service. All clients who access a pharmacy for EHC are assessed for their requirements and eligibility for chlamydia testing and condom supply.

Pharmacies in Hartlepool are just one outlet or opportunity to access both services this as a wide range of providers is part of a strategy to make the testing kits easily available to young people.

There are providers in all three localities including both pharmacies in the Borough that open 100 hours a week, as well as one supermarket pharmacy open longer hours on weekdays and weekends. Given the constraints imposed by Covid-19 both in pharmacies and in social arenas, it is not easily possible to evaluate the activity / efficacy of these services over the last few years. However, supplies beyond those associated with EHC are very small numbers. However, data shows the wider team of community pharmacy professionals (i.e. not only pharmacists) are engaging with the provision of this service.

Good potential access to the service does require all providers to promote the service if they are to be successful in meeting the needs of the population. It is not possible to judge the scope or value of this service further in the current circumstances of continued response to the pandemic. However, with renewed support, resources, and publicity, community pharmacy and other providers might be able to renew efforts to have greater impact going forward.

### **8.3.5.5 Stop smoking service**

For several years prior to the 2018 PNA, five pharmacies in Hartlepool were directly contracted by the local authority using a tiered system that had been in operation since at least 2010. Pathways enabled support for clients including those with more complex needs such as pregnant women and young people aged 13+. Voucher pathways interventions initiated by midwives and work with young people through school nurses and youth workers.

The local authority de-commissioned the service in 2019 as part of their wider review of the stop smoking offer so there is no longer any 'free at the point of supply' function for NRT in the Borough other than to access via a prescription from general practice<sup>24</sup>. Other models in Hartlepool offer behaviour change and signpost to over-the counter purchase or GP. Hartlepool is out of step with other areas in the Tees Valley and beyond. However, the Covid pandemic has significantly altered how all smoking cessation services have been delivered over the last 2 years.

The current offer is undergoing review - client pathways need to be revised post-pandemic to create the best chance of success. As the most effective quit rates with NRT are achieved with both behavioural and pharmacological support supply, ideally with two products, a model without NRT access at all may benefit from consideration. There are co-facilitators and incentives should pharmacies also sign up to the new national stop smoking advanced service launching spring 2022. Pharmacies may support the wider model with the offer of dispensing voucher-led options to increase access to NRT free at the point of supply for quit attempts supported in other settings. They may alternatively offer a so-called 'one-stop' pharmacy service which offers a full service from pre-quit, quit and for up to 12 weeks after, including NRT support. Pharmacies could offer services six or seven days a week across the Borough. Twelve of the 18 pharmacies who responded to the contractor survey are willing and able to respond to any request to provide.

### **8.3.5.6 On demand availability of specialist medicines**

Medicines which are out of stock in a pharmacy on presentation of a prescription can usually be obtained from a pharmaceutical wholesaler within 24 hours and often less, unless there is a national problem with medicines supply beyond the control of community pharmacy. This is usually adequate to supply the medicine with 'reasonable promptness', a specification of the CCPF. At the end of life, a patient's condition may deteriorate rapidly and demands for medicines may change in a way which is less easily planned. Modern pathways for care at the end of life should reduce the requirement for unplanned, urgent access to those medicines frequently used at this time; however not all eventualities can be planned for. A similarly urgent need may arise for patients requiring antibiotic prophylaxis as contacts of others with meningitis or tuberculosis for example.

Improvement or better access to the availability of specific medicines is achieved by commissioning selected community pharmacies to maintain a

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<sup>24</sup> Subject to prescription charges for those who pay

suitable stock list of medicines. This service was first commissioned in 2011 and was updated by the TVCCG during the pandemic. Three pharmacies provide the service, all in the H3: Central and Coast locality. One of these is open 100 hours per week and conveniently centrally located next to Extended Access primary care services providing reasonable access at a wide range of days and times.

#### **8.3.5.7 Antiviral Stock Supply Service**

Improvement or better access to the availability of these specific medicines is achieved by commissioning selected community pharmacies to maintain a suitable stock list of medicines. This service is currently commissioned by NHS Tees Valley CCG. It is understood that one pharmacy is currently providing this service in Hartlepool (data update requested).

#### **8.3.5.8 Healthy Start Vitamins**

*Healthy Start* is a statutory UK-wide government scheme which aims to improve the health of pregnant women and families on benefits or low incomes. One element of this scheme is the availability of vitamin supplements for those eligible. *Healthy Start* supports low-income families in eating healthily, by providing them with vouchers to spend on cow's milk, plain fresh or frozen fruit and vegetables, and infant formula milk. Women and children getting *Healthy Start* food vouchers also get vitamin coupons to exchange for free *Healthy Start* vitamins. *Healthy Start* vitamins are specifically designed for pregnant and breastfeeding women and growing children. Pregnant women, women with a child under 12 months and children aged from six months to four years who are receiving *Healthy Start* vouchers are entitled to free *Healthy Start* vitamins.

*Healthy Start* vitamins contain the appropriate amount of recommended vitamins A, C and D for children aged from six months<sup>25</sup> to four years, and folic acid and vitamins C and D for pregnant and breastfeeding women. It is the responsibility of NHS England, Local Authorities and Clinical Commissioning groups in England to make both of these vitamin products available locally to *Healthy Start* beneficiaries. Arrangements for access to the vitamins were poor at the time of the changes to the NHS architecture in 2013. Uptake of the *Healthy Start* Vitamins in eligible groups was similarly poor, despite good use of the vouchers for other parts of the scheme.

In 2014, Public Health teams in Tees area collaborated to develop a pharmacy service which substantially improved universal access to the vitamins (i.e. not just to those eligible for national *Healthy Start* vitamins. In Hartlepool, there were 12 pharmacies across all localities who were supplying vitamins to eligible pregnant women or mothers/ carers of children. In June 2020 the delivery model for HSV changed from universal access to targeted provision which meant that only pregnant women, new mothers with a child under 1 year old, and children aged 0-4 in receipt of *Healthy Start* Vouchers would be eligible for free vitamins from a community pharmacy. At this point in time, the new model

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<sup>25</sup> NICE guidance update August 2017 in response to Scientific Advisory Committee on Nutrition (SACN) report Vitamin D and Health 2016

struggled to gain traction due to the pressures on community pharmacies from the COVID-19 pandemic, which still remain. This coincided with a supply chain issue with the HSV product. Access to the service has fallen away dramatically. The most recent previous providers are shown in the Table 26 and a total of 14 of the 18 community pharmacies who responded to the contractor survey would be willing to provide it. There is a need to improve the delivery of HSV and a thorough review of the current service is required to ensure a suitable delivery model is in place to meet current and future needs for this service. In Stockton-on-Tees the scheme is moving from a paper based to a digital system from April 2022 which Hartlepool may be able to benefit from adopting.

### **8.3.6 Non-NHS services**

Most pharmacies provide non-NHS pharmaceutical services to their patients, or to other professionals or organizations. For example, the sale of medicines over the counter is a private or patient-funded service (being fully paid for by the consumer) even though the advice that is provided alongside that sale is an NHS activity (i.e., advice under the nationally contracted essential services 'Self Care' or 'Healthy Lifestyle' advice).

Some non-NHS services are offered free to the patient or organization (e.g. medicines delivery) or at a small charge (e.g., blood pressure measurement prior to the new advanced service, cholesterol testing, private screening or private vaccinations such as flu for those not eligible under the NHS service specification). Many individuals, both patients and professionals, are not aware that the prescription collection and/ or medicines delivery services that are available from a large number of pharmacies are not directly funded by the NHS. This can be confusing for patients who might be charged if they are requesting delivery only for convenience, and not for any other disability support for vulnerability.

The availability of the majority of such non-NHS services is largely beyond the scope of this PNA other than to acknowledge that they exist and to similarly acknowledge the impact that the 'free' availability of such services might have on the demand, or need, for similar such services to be provided by NHS or other local commissioners currently. However, it should also be acknowledged that if the provision of some of these non-NHS services changed substantially, or were removed from the 'market place' all together, then this might create a gap in the provision of such pharmaceutical services, which may need to be considered by the NHS and/ or social care. As these services are not contractual there is no collated local assessment or evaluation of their supply or demand. The PNA pharmacy contractor survey of 2021 (n=18 replies) showed that 15 of the pharmacies offered collection and delivery services (three do not offer delivery). Most offered the service free to eligible patients though some larger organisations did request a charge for everyone.

Other private or patient-funded services reported in the survey from the 18 who responded included:

**Screening or testing:**

- All pharmacies offered at least one privately funded screening service (some suspended in the pandemic)

- Examples include diabetes screening, cholesterol testing alongside this, chlamydia test and treat (which is not available free through pharmacy locally)

**Vaccination:**

- 17 of the 18 pharmacies offered at least one patient-funded vaccination service; all of these offered patient-funded flu jab (to those not eligible for NHS vaccination)

- offered travel vaccinations, Hep B vaccination, pneumococcal vaccination, HPV vaccination

**Multi-compartment compliance aids (sometimes called NOMAD or dosette boxes)**

- reasonable adjustment following an assessment may be offered free. Trays for convenience may be charged

Further analysis of patient-funded services may provide evidence of any demand (or otherwise) and any services not provided by the NHS or other commissioner.

### **8.3.7 Pharmaceutical services provided to the population of Hartlepool from pharmacies in neighbouring HWB areas or beyond (cross boundary activity)**

The population of Hartlepool may access pharmaceutical services outside of the HWB area if they wish. This may involve access in person or remotely e.g., via the internet, telephone or electronic transfer of prescriptions.

Examples of how this might arise include:

- convenience when people travel in connection with their leisure or occupation/ place of work
- the nearest pharmacy for a small number of some areas of Hartlepool is situated in another HWB area (e.g., Wynyard perhaps)
- non-pharmaceutical retail-driven movement (e.g. visiting a supermarket or out of town shopping facility)
- a need to access pharmacy services at times of the most limited service provision – very early mornings on weekdays, later on Sundays or on Bank holiday (or equivalent) days, though for Hartlepool this would only rarely be necessary
- preference or choice to use a remote or distance selling service
- choice to access pharmaceutical services elsewhere e.g., for dispensing of appliances, for any other reason.

As previously described in section 6.1, Hartlepool has a large border to the north and west with County Durham, and is bordered to the south by Stockton on Tees. The eastern/ north-eastern boundary of Hartlepool is entirely coast or river bank; this limits the influx of users of pharmaceutical services and the



ability of the Hartlepool population to travel outside of the HWB area for pharmaceutical services along the length of this boundary.

The closest pharmacies across the north/north west boundary of Hartlepool into neighbouring County Durham are just under three miles away in Blackhall Colliery. At the southern boundary into Stockton-on-Tees, the closest pharmacy is situated in Wynyard; the Borough boundary goes through the Wynyard area. Slightly further but just under three miles away in Billingham there are at least five pharmacies.

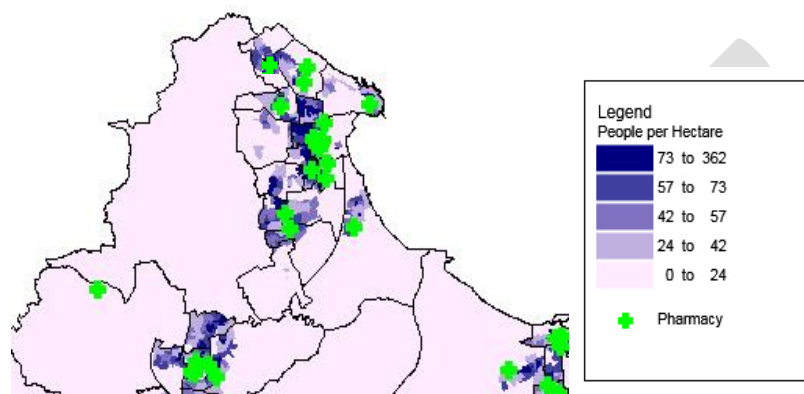


Figure 22. Showing population density across Hartlepool and approximate pharmacy locations (green crosses) to illustrate the potential for cross-boundary dispensing activity 'locally'.

The location of Hartlepool in relation to these neighbouring HWB areas indicates that opportunity exists for patients to travel either to, or from, a neighbouring County (Durham) to the north/west, or to another Borough authority to the south, in order to access pharmaceutical services.

Figure 22 shows pharmacy location overlaid on a population density map for Hartlepool showing boundaries between Hartlepool and Stockton-on-Tees to the south and Redcar and Cleveland to the south east corner. The proximity of pharmacies in the Borough of Hartlepool to each other, local knowledge of the area including the 'rurality' at the borders of the external wards boundaries, lifestyle movement of the population and transport links, suggests that residents of Hartlepool, and the associated reliant population, are most likely to access pharmaceutical services within Hartlepool.

This is confirmed with cross boundary prescription analysis. In 2010, 99% of all prescriptions initiated in Hartlepool were also dispensed in Hartlepool. By 2018/19 the proportion of prescriptions dispensed 'out of area' had increased only slightly to 2% (41,384 items), then again to 2.8% (60,472 items) in 2020/21.

Table 27 shows data for the last three years showing that between a quarter and a third of this out of area dispensing is accounted for by appliances dispensed by DACs.

Financial year	Prescriptions dispensed OUT OF AREA (Items)			Appliances % of all out of area
	All prescriptions	Appliances	Medicines	
2018/2019	41,384	13,416	27,968	32%
2019/2020	47,927	15,176	32,751	32%
2020/2021	60,472	15,295	45,177	25%
<b>Grand Total</b>	<b>149,783</b>	<b>43,887</b>	<b>105,896</b>	
% increase from 2018/19 to 2020/2021	26%	1%	38%	

Table 27. Prescriptions for medicines and appliances dispensed 'out of area' for Hartlepool 2018-2021. Source: NECS for TVCCG (ePACT)

The pandemic may have driven some of this 26% average increase in 'out of area' dispensing (2019/20 to 2020/21) as more people elected for remote access to pharmaceutical services during extended periods of national lockdown, vulnerability or social distancing. This increase was mostly accounted for by out of area dispensing of medicines, and is likely to include some use of distance selling pharmacies.

Importantly, patients' needs for dispensing are still almost always (more than 97% of all items and 82% of appliances) met by a pharmacy contractor located in Hartlepool. It is not therefore considered that out of area pharmacies provide a 'necessary' pharmaceutical service for Hartlepool, this level is more likely to represent choice or convenience. The pharmacy at Wynyard in the Stockton-on-Tees HWB area is very close to the Hartlepool Borough, but still 'out of area' in terms of dispensing data.

In analysis of data for advanced services such as flu vaccination and other locally contracted services service such as EHC, it is also clear that patients do sometimes choose to travel to access services. The limited data did not identify a pattern that would be suggestive of any failure to meet the need in Hartlepool. However, it was useful to see our view confirmed that persons in H1: Hartlepool West locality, particularly in the [Rural West] ward, might for choice or convenience visit the pharmacy in Wynyard, a very short distance into the Stockton HWB area.

#### **8.4 Description of existing NHS services or other contracted services in Hartlepool delivered by pharmaceutical or other providers i.e., other than community pharmacy contractors**

As previously stated, services are also experienced by the population of the Hartlepool HWB area (and also in the wider Tees Valley) by various routes other than those provided by the community pharmacy contractors, appliance contractors and dispensing doctors described above. Services are currently provided in connection with

- secondary care provision
- mental health provision
- clinical pharmacists and pharmacy professionals in primary care
- prison services (Stockton-on-Tees) and also via
- CCG directly-provided or CCG commissioned pharmaceutical services and
- local authority commissioned services (e.g., for public health).

The majority of these services do not come under the definition of 'pharmaceutical services' as applies to the PNA. However the work that they do may have implications for pharmaceutical services. For example, demand for the discharge medication service that is now part of essential services of the CPCF will be generated by the activity of the NHS Trusts in the operation of their secondary care provision. Similarly the Integrated Urgent Care service operating on the University Hospital Hartlepool site could generate activity for CPCS via triage of patients who could be directed to NHS111, or direct to a community pharmacy. It is understood that the IUC service does not generate acute prescriptions as it operates in the 'Out of Hours' period between 6pm and 8am. This element of pharmaceutical service provision is more intangible, but examples that may be of significance have been included here.

There are three NHS Foundation Trust providers of secondary and community services within the Tees Valley. The University Hospital of Hartlepool is part of the North Tees and Hartlepool NHS Foundation Trust and is situated on Holdforth Road in the De Bruce ward of locality H3:Hartlepool Central and Coast. Each NHS trust will provide or commission a pharmaceutical service needed for in-patients, out-patients and some community services where commissioned. The local mental health trust (Tees, Esk and Wear Valley) similarly provides pharmaceutical services in connection with the range in-patient and out-patient services it delivers.

The NHS, local authorities, private and voluntary sectors and social enterprises also provide a range of community health services. It is important that healthcare and other professionals delivering these services have access to professional support from pharmacists with specialist community health services expertise. This includes:

services generally provided outside GP practices and secondary care by community nurses, allied health professionals, care homes and home carers, psychological therapists and healthcare scientists for example, working from/in community hospitals, community clinics and other and other healthcare sites

services that reach across the area population, such as district nursing, school health, childhood immunisation, podiatry and sexual health services

services that help people back into their own homes from hospital, support carers and prevent unnecessary admissions, such as intermediate care, respite, rehabilitation, admission avoidance schemes, end of life care etc., for care groups such as older people and those with a learning disability

specialist services and practitioners, such as community dental services, tissue viability specialist nurses and services that interface with social care.

Pharmacist-led prescribing support to primary care is a long established need.

Examples of medicines management and prescribing support include

- regular and systematic review of prescribing activity with interventions to increase the clinical and cost-effectiveness of prescribing
- managing the entry of new drugs to the NHS and supporting commissioning of sophisticated treatments
- patient medication reviews with referrals from practices, care homes and other teams, for example district nurses, learning disability team
- medicines management in domiciliary and care home settings
- pharmacist-led patient clinics within practices (such as benzodiazepine reduction)
- Patient Group Direction development
- professional development on prescribing and medicines issues to healthcare professionals, practices and care homes, including GPs, nurses and receptionists and pharmacy staff
- independent and supplementary prescribing
- strategic advice and operational activity to support the controlled drugs and patient safety agendas and
- strategic input into the development of community pharmacy, including the PNA itself.

Some of these services are retained in the medicines optimization function commissioned by local CCGs, some have transferred to NHS England and others are now the responsibility of local authorities.

Specific examples of services currently delivered to the reliant population of the Hartlepool HWB area, by a provider other than a community pharmacy, dispensing doctor or appliance contractor that have been commissioned elsewhere in England to be delivered by a provider on the Pharmaceutical List, include

- a pharmaceutical pre-admission assessment service or post-discharge reconciliation service
- INR monitoring and dose adjustment in anticoagulation
- dispensing services for mental health patients on weekend leave
- independent prescribing services for drug users, or stop smoking clients or diabetes patients etc.
- extended sexual health services such as chlamydia treatment
- services such as strategic work with social care in local authorities, advice to care homes, pharmaceutical advice to intermediate care, full medication reviews, sessional medicines management advice to prescribers.

This list is not intended to be complete. Many of these services are 'necessary services' but as gaps in service provision (from alternative providers, or from community pharmacy) have not been highlighted, there is no commissioning priority for community pharmacy providers to deliver at this time.

Additionally, the PNA has already highlighted situations where 'other NHS' services are provided in a mixed-provider model alongside other providers (e.g.

needle exchange, EHC, CVD screening, Stop smoking). These are services that could potentially be a pharmaceutical service in terms of the PNA but are provided more or less by either community pharmacies or the alternative providers at any time depending on commissioners' preference and their view on the needs of the population at that time. It is the overall population need and the overall balance of provision that determines whether or not there is a gap in pharmaceutical service provision.

## 8.5 Results of patient survey; feedback on current services

### 8.5.1 Overview

There were 236 responses to the PNA patient / service user surveys completed January 2022 compared with 273 in 2014 and 338 in 2017 (though these were not during a pandemic or close to Christmas). There were almost 300 visitors to the electronic survey pages and 35 people completed a survey on paper. Every household in Hartlepool was notified about the engagement process via the 'Hartbeat' free publication, prepared and distributed by Hartlepool Borough Council at the start of the process.

When reporting results as percentages in this section, this will be as a fraction of those who responded to that question not the overall number who responded to any question, unless otherwise stated. Some questions were skipped in design by survey logic (e.g., where follow-up questions do not apply to that individual using a simple 'if ..then..' based on a previous question). Skipping questions may also be in response to offered choice (e.g. skipping the demographic questions) or it may be a sign of 'survey fatigue'. The other reason for clarity on denominator in percentages is that there were two patient/public surveys, one of which was shorter to encourage completion and avoid attrition during the process. The data suggests that most eligible visitors who started one of these surveys also completed it. Figure 23 shows the age bands of respondents to the main survey who answered the question...

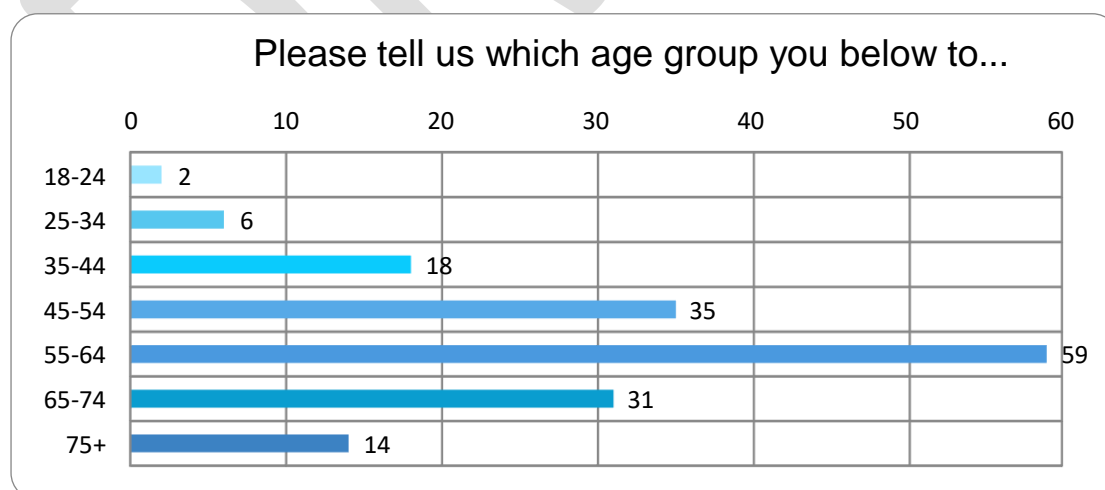


Figure 23. Please tell us which age-group you belong to? (n=166)

Completion rates were;

- 55 people completed the short survey, ten of these (18%) on paper
- 176 completed the main survey (25 on paper)
- 5 young people aged 16-24 years old completed the separate survey plus nine more answered the segmented 'under 25' questions on the main survey.

Although numbers are small for the young people's survey, engagement with people in this age group has been notable by its absence in previous years. There is a gender bias with 65% (of n=162 who gave a response to this question) identifying as female. This compares more favourably to 77% in 2017, close to the 60% in 2014 and a much better balance than in 2010 when only 10% of the respondents were male. Evidence suggests that women use a pharmacy more than men (including collecting prescriptions and seeking advice on the behalf of their partners and dependents) so this response bias does reflect usual pharmacy attendance.

This year, the survey asked the question to understand informal caring better; **"You can answer this survey based on your own personal experiences or on behalf of someone you care for, support, or represent. Are you answering the survey..."** and found that 85% (n=166) were answering for themselves with 4% relating their answers on behalf of someone else and the remaining 10% for both.

### 8.5.2 Detailed analysis of results

Of the 166 replies to the request for the first part of their postcode, 153 (92%) were attributable to Hartlepool postcodes TS24, TS25 and TS26. Table 28 shows the distribution of respondents alongside the number of pharmacies located in each of these postcode areas.

Postcode	Number of pharmacies in the postcode area	Descriptive illustration of postcode area in Hartlepool	Survey respondents % of n=166
TS24	8	Hartlepool Town Centre, Headland, Stranton, Belle View, Marina	13%
TS25	6	Seaton Carew, Fens, Rift House, Owton Manor	37%
TS26	5	Middle Warren, Upper Warren, Bishop Cuthbert, Throston, West Park, Rural West	42%
<b>TS27 or 'other' or postcode not known account for the remaining 8%</b>			

Table 28. Distribution of patient survey respondents by postcode with the number of pharmacies located in each of these postcode areas.

The quick survey did not request postcode but excluded people from participating if they did not live, work or shop in Hartlepool and had not visited a pharmacy in Hartlepool in the last three years. This ensures that the 55

responses are referencing recent and relevant experiences. For the main survey, 95% (n=177) responded that they used, or were likely to use a pharmacy in Hartlepool in the future. The remainder were excluded from the rest of the survey.

Table 29 shows that

- more than three quarters of all responders (74%) in the main survey indicated that they usually use a pharmacy in the area in which they live; an increase from 69% in 2014 and 2017.
- there was a similar increase to 83% (from 74% in 2017) of people reporting that there are pharmacies near to where they live or work that they could get to by walking for less than 15 minutes.
- although more than 80% of people identified pharmacies available within a short bus ride of where they live or work, only around 10% thought that this was not the case as a similar number (17; 10%) did not know. This may result from either unfamiliarity with bus transport or with pharmacy locations; free text suggests both
- an addition for this year, given the number of pharmacies in Hartlepool located in shopping locations including supermarkets/retail areas as well as the town centre, 91% (n=160) reported that there was a pharmacy near where they might shop.

	Yes	No	Don't Know	Total	% Yes
Do you usually use a pharmacy in the area in which you live? [2017]	203	89	1	293	69%
<b>Do you usually use a pharmacy in the area in which you live? [2021]</b>	121	42	1	164	<b>74%</b>
Are there pharmacies near where you live (or work) that you could get to by walking for less than 15 mins? [2017]	217	73	2	292	74%
<b>Are there pharmacies near where you live (or work) that you could get to by walking for less than 15 mins? [2021]</b>	132	26	2	160	<b>83%</b>
Are there pharmacies near where you live (or work) that you could get to by a short bus ride? [2017]	232	27	28	287	81%
<b>Are there pharmacies near where you live (or work) that you could get to by a short bus ride? [2021]</b>	130	17	13	160	<b>81%</b>

Table 29. Pharmacy user survey results 2017 and 2021; pharmacy use and access on foot or by bus

These results are positive for being able to access to pharmaceutical services by virtue of where they are located.

As surveys were shared for completion some 20 months into the Covid-19 pandemic and at a time of renewed concern about the Omicron variant, it was helpful to know how people were accessing services. In the short survey, people were asked about their last visit “**Did you visit the pharmacy in person?** One person used the phone or a delivery service and for two other people someone else went on their behalf, but 95% (n=55) of people did visit in person even in these challenging times.

Just over 76% (n=55) described these pharmacies they had used before as 'good or very good' with just over 10% rating them as 'poor or very poor' and others ambivalent. All these ratings were made by those who mostly used the same (65%), or one or two (87% in total) pharmacies.

Figure 24 shows the responses to the question 'If or when you go to a pharmacy in person, how do you usually get there?' This shows the current survey response (n=222) alongside the response from the 2017 survey (n=290). Responses are remarkably similar given the circumstances and small numbers, which adds greater confidence to use of the data. The proportion who travelled by car was about the same (59%, in 2014). Around a quarter of people usually walk, down from just over one third (35%) in 2014. Those using public transport or taxi accounted for around 6% of the total.

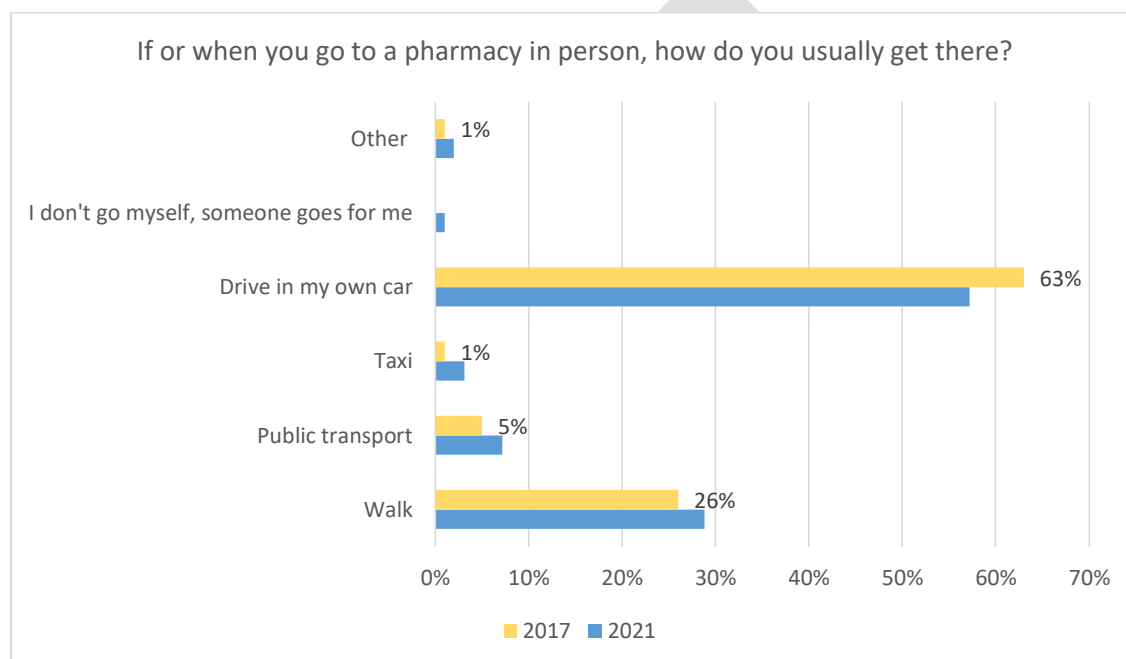


Figure 24. Responses to patient survey about travel to pharmacies (2017 and 2021)

It is good to note that 77% of those who replied (166) reported that it was extremely easy (41%) or quite easy (further 36%) for them to visit a pharmacy when they needed to. Overall 94% expressed no difficulty in access. That is not to ignore the 10 individuals who found it difficult. These are small numbers but reasons were a combination of issues, mostly related to their disability or long standing illness, for some it was their working hours or transport problems.

The quick survey explored how long it took the people to get to their pharmacy; for two thirds this was less than ten minutes and the remainder it was 10-20 minutes. This gives an indication of what reasonable travel times might be in Hartlepool for those services assessed as necessary (including being able to access a pharmacy). It also determines the measures we used to assess this.

This correlates well with a study published by University of Durham (Todd, 2014), which found that overall, 89% of the population of England was found to have access to a community pharmacy within a 20 minute walk; in urban areas like much of Hartlepool this increased to 98%. Perhaps even more important



was that access in areas of highest deprivation was even greater with almost 100 per cent of households living within walking distance. It is the authors' claim that this makes pharmacies ideally placed to play a vital role in tackling major public health concerns such as obesity and smoking. These findings show that the often-quoted inverse care law, where good medical care is most available to those who need it least, does not apply to pharmacies.

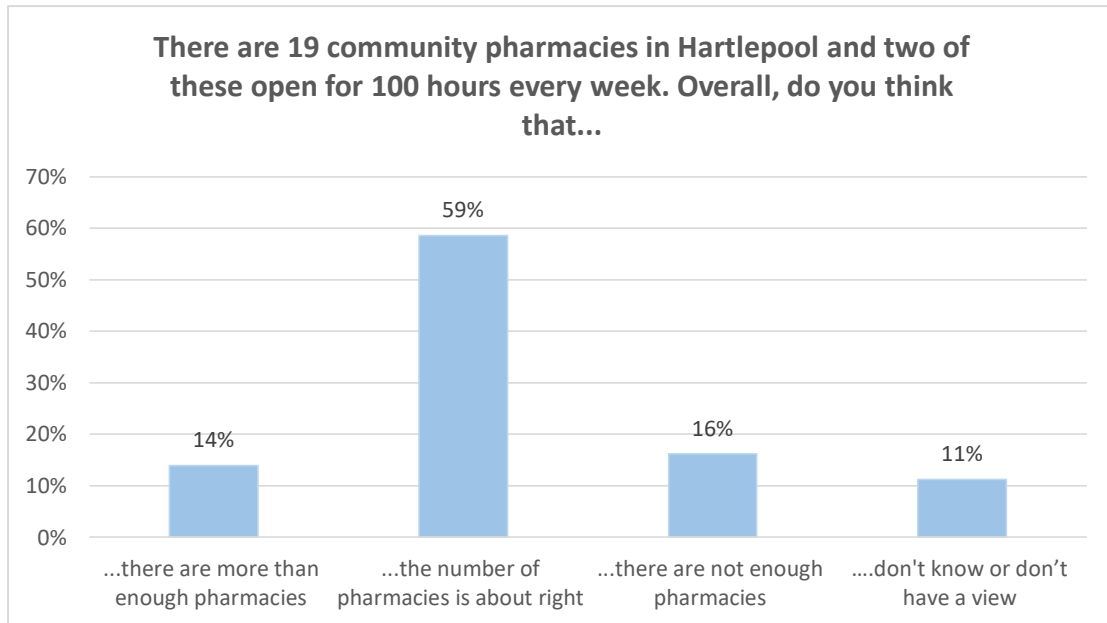


Figure 25. Survey views on the number of pharmacies in the Borough (n=222)

To gain a view on whether people think the number of pharmacies in Hartlepool is about right, we asked the question directly as shown in

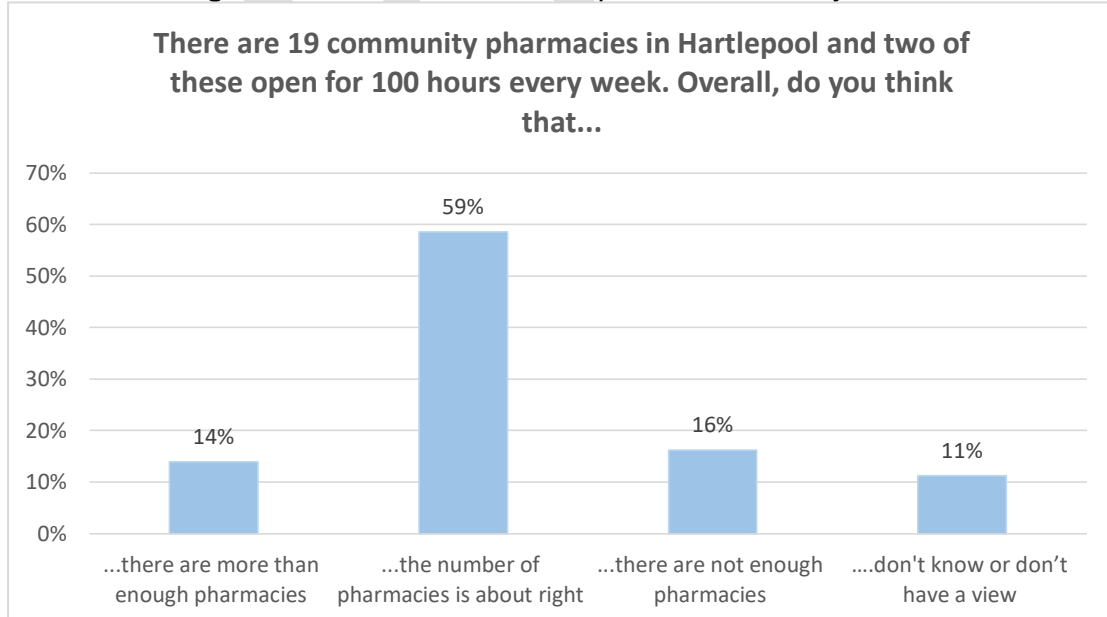


Figure 25.

Excluding those who don't know or don't have a view, 82% of those who responded (n=197) though there were more than enough or the number was about right. There are some quotes below in support of their answer:

*There seem to be plenty of pharmacies in the town within a small bus ride.*

*I think there's enough*

*I can only speak for the centre of town but there are a number of pharmacies within walking distance of each other. I do think that the pharmacies outside of Middleton Grange Shopping Centre are more convenient and accessible.*

*NEVER HAVE A PROBLEM FINDING THE SUPPORT I NEED WITHIN A SHORT DISTANCE FORM MY HOME*

*it appears there are plenty available throughout town and in different neighbourhoods*

*Half the time there is no customers in the shop*

*Pharmacy at ....send a text when prescription in ready for collection and its a quick pick up*

Looking at reasons why people felt there were not enough, there were themes in the responses reflecting

- concern for level of service, out of stocks, waiting times, workload and capacity of pharmacy (though mitigated by experiences of choice “*I would rather take a bus ride to Oxford road for a better pharmacy*”.
- awareness of the amount of construction going on in the town
- views similar to “*there should be a pharmacy on every estate*”
- a sense that new services (e.g., vaccination, advice) would mean there was not enough time for the dispensing function
- some comments about opening times, though these were mitigated by some incorrect knowledge about pharmacies open late and at weekends across the town

There was an expressed concern at how busy pharmacies were. There was also frustration that even when calling in advance, items were not available meaning they had to wait.

*I see the pharmacist under pressure with all the prescriptions and normal systems. I don't think there is enough pharmacists in each chemist.*

*Overall I have good access to a number of pharmacies within the town. At times some pharmacies have quite a lengthy waiting time when collecting medication, probably due to how busy they are these days.*

It does seem that that the perception is that pharmacies are very busy, and indeed that is likely to have been true, particularly in the last two years. It has indeed been an extremely busy time for pharmacies in the pandemic and workforce pressures have been significant. One response suggested

*“if that needs more staff or more hours then so be it”.*

It is difficult to separate the planned from unplanned regarding staffing issues i.e., do pharmacies choose to operate the pharmacy with fewer staff than would make workload more manageable, or is this a reflection of these demanding times, with workforce issues due to an expansion in primary care roles as well as with COVID sickness/ self-isolation? It is certainly true that as pharmacies take on more roles, this does need to be balanced with the capacity to deliver on necessary essential services. This can be managed with staff and skill mix, not just another pharmacy, especially if people want to use the pharmacy they already do.

Three quarters of people were happy with current opening times and 94% of people indicate that they could find a pharmacy open when they needed to. Where there were comments around opening times, for some there was a reflection of choice i.e. wanting their own pharmacy to be open longer, but not that there wasn't any option available.

*Would be nice if local pharmacy was open after 6pm - as have to travel a further distance after 6pm or on a Sunday.*

*Spaced too far apart. Not enough 24 hour pharmacies available*

*I would have to look it up to find the open one.*

This may reflect a real need as well as the need for patients to have more information about pharmacy opening times or, it may reflect that as consumers we have come to expect (but not necessarily need) greater access to all services, not just pharmaceutical.

More than 90% knew a pharmacy that was open on Saturdays. There is a clear indication that people are only aware of the 'one' pharmacy that opens late evenings or on Sundays. There are two pharmacies open 100 hours a week, another two open until 9 or 10pm weekdays and Saturdays and more than these four on Sundays. There needs to be a concerted campaign to raise awareness of opening times as well as location for choice as well as convenience.

In response to the question "What do you usually go to the pharmacy for?" 96% of the 166 individuals who responded would usually visit to get a prescription dispensed for themselves and 92% would do this on behalf of someone else.

In 2014, 21% reported visiting for advice whereas in 2021 42% reported this which does seem to indicate some positive behavior change in relation to pharmacy use for advice.

With no access to free medicines for low acuity conditions at the point of care in a pharmacy, and general practice being discouraged from prescribing these items, there has been a recurring question regarding the impact of the cost of OTC medicines. **Have you ever needed to go to A&E, a walk-in centre or your GP with a minor complaint just because the pharmacy medicines were too expensive for you to buy?**

Table 30 shows that in 2014 10% reported that it had, in 2017 this number had increased almost 3-fold and this time it was in between. The CPCS referral service does facilitate access to consultations and the ICS has piloted a medicines supply addition for those who do not pay for their prescriptions.

If you have a minor complaint:				
Answer Options	Yes	No	Response Count	% Yes
Have you ever needed to go to A&E, a walk-in centre or your GP with a minor complaint just because the pharmacy medicines were too expensive for you to buy?				
Response to 2021 survey:	18	149	166	18%
Response to 2017 survey:	68	176	244	28%
Response to 2014 survey:	27	231	258	10%

Table 30. Looking at patient experience of not being able to pay for self-care medicines from pharmacy for minor complaints

Around 60% of the 222 respondents usually use the same pharmacy and when added to those who usually use the same one or two pharmacies (indicating choice) this rises to 87% who use the same pharmacy regularly. So virtually 9 out every 10 people surveyed, know the pharmacy service that they usually use and will have the opportunity to build a mutual clinical and community relationship with the pharmacy staff there. This use of a 'usual' pharmacy may also be related to the increased use of prescriptions being sent electronically to their pharmacy (now at about 94%). There was an impression that this may be constraining given opening times. Patients may need to understand that they can change their nomination, in just the same way as they used to be able to walk to any pharmacy with a prescription, if that is convenient to them at the time, or if the service experience is not what they would wish.

Once more usual day to day behaviour resumes, the data supports the potential for opportunistic public health interventions as around two thirds of the 222 responses already visit a pharmacy in person monthly and the remainder at least as often as four times a year. That creates a significant number of opportunities for intervention especially as the vast majority in Hartlepool still prefer to visit their pharmacy in person.

Almost 70% of respondents (n=161) were aware that pharmacies can offer free advice on healthy lifestyle choices. Less than 10% had used their pharmacy for healthy lifestyle advice, lower than previously, which may reflect recent months. However, far more people than previously (85%) were aware of the availability of a consultation room (perhaps because of using them for vaccination services). Given one choice, Figure 26 shows the options people thought that they might ask their pharmacy about.

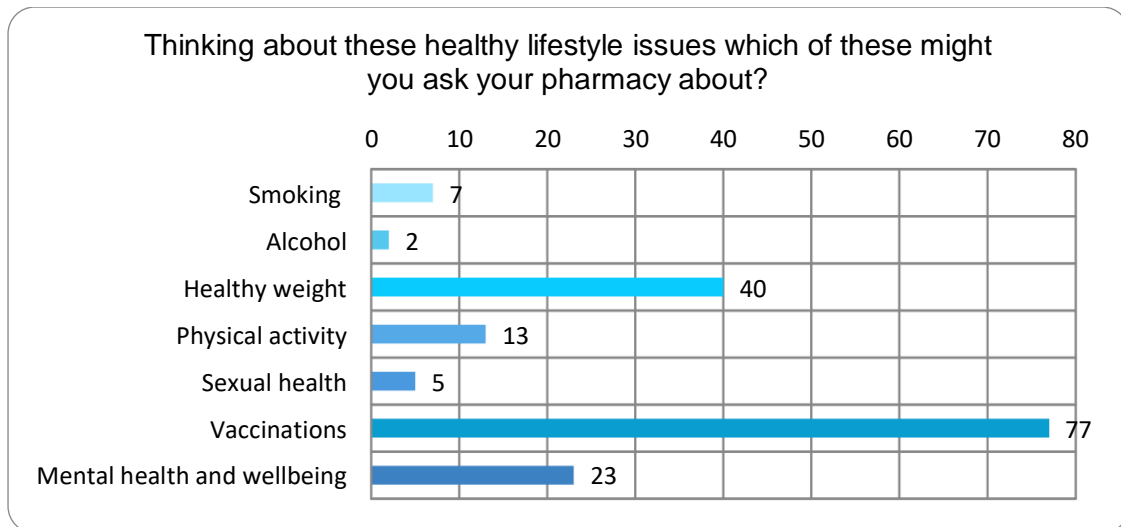


Figure 26. Lifestyle options people indicated that they might ask their pharmacy about.

A question asked ‘Why do you choose the pharmacy you usually use?’ Possible reasons were offered by the question, with respondents able to select all that applied responses were many and varied (166 respondents gave 431 responses) reflecting similar trends in previous years (Figure 27). The most frequent response clearly indicates that in 2021 the people of Hartlepool prioritise being near to where they live as a reason for choosing a pharmacy. Knowledge of the population behavior in Hartlepool suggests that people also commonly travel to the town centre for many of their needs, even by public transport, and so may use a pharmacy there rather than nearer to home. (This reflects dispensing volume by pharmacy). Of those who reported using a pharmacy that was easy to access on foot or by public transport, this may not necessarily mean from home as others also reported being ‘near to where they work’ or shop as being an influence. This behavior change does mean that it is not always important for pharmacies to be closely co-located with where people live, or their GP practice. As new areas of housing are developed at the outskirts of the Borough, it is important to acknowledge that the behavior of people in relation to their choice of pharmacy is more complex than only the distance from home.

Good customer care was the second highest option selected.

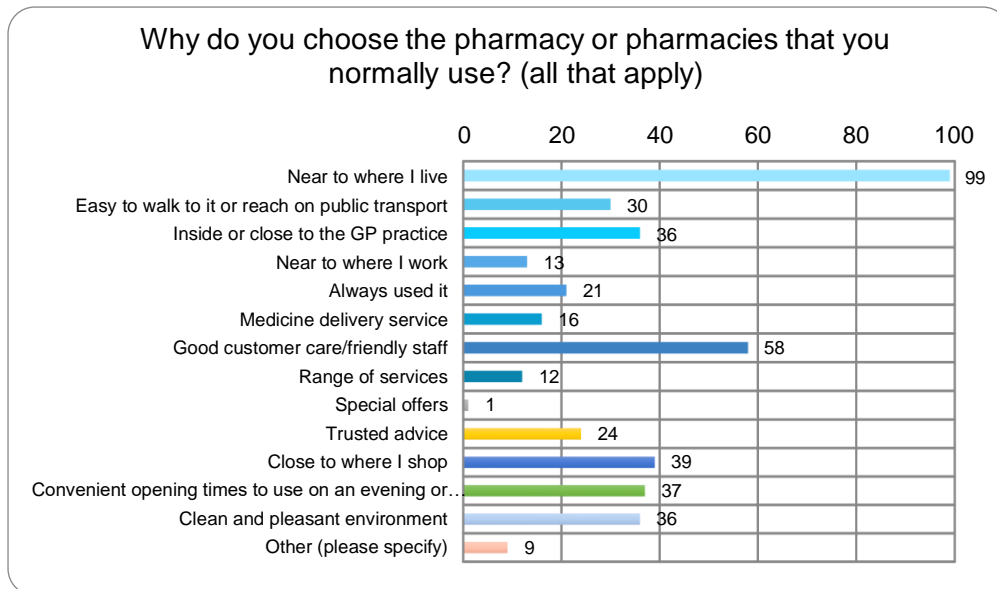


Figure 27. Reasons for choosing the pharmacy normally used by patients/ carers

In the main survey, 85% (n=164) get medicines regularly on prescription.

With a slight reduction since 2017, the great majority (75% of n=167, compared with 85% previously) had their medicines delivered; 10% always had, and 5% got them delivered sometimes. The change may be accounted for by new options; 5% said someone else collected for them and a surprisingly low 7% had only started getting them delivered during the pandemic. Of those giving a reason for having them delivered, 17% noted that it was because they would find it difficult to collect themselves; for 40% it was convenience, 10% because of the pandemic and for another 10% the reason was because it was free.

Although 15% of those completing the main survey did so on paper, 98% of whole 167 survey who answered this question had access to the internet – availability on paper in the hubs may have made it more accessible.

### 8.5.3 Patient surveys summary

- Most of the respondents described visiting the pharmacy in person, despite the circumstances and influences of the pandemic in the 20 months prior to the surveys.
- The great majority of people in Hartlepool (based on the response to this survey) do not get their prescriptions delivered.
- Many respondents rated the pharmacies in their area as good or very good, find staff polite and helpful when they visit and also find it easy to visit a pharmacy when they need to. However, there were examples of long waiting times and poor service seemingly because of being too busy
- People are most likely to choose the pharmacy they usually use because it is near to something to do with their daily life but not JUST about where they live (though this is the most important), but also perhaps where they work, or shop, or can get the bus to or if it is inside or close to a GP.
- Good customer care and a clean and pleasant environment are equally as important for influencing a patient's choice of pharmacy.
- The majority of responders visit a pharmacy by car but there are those who walk or use public transport.
- People are mostly happy with the current opening times of the pharmacies that they use. There was some desire for more 'late evening' and weekend opening in the Borough, though the choice of pharmacies open at these times is good in Hartlepool, especially related to access times for to GP services. Insight by free comments suggested that people do not know what is available and when
- Respondents did use pharmacies for information and advice offered by pharmacies, and knew about the privacy of a consultation space
- Free text comments and suggestions made by patients/ public in the engagement exercise will be shared (anonymously) in the relevant places to consider and respond to day to day service improvements
- It is important to note that one in five of respondents had experienced a situation in which the medicines they were offered following self-care advice from a pharmacy were too expensive to buy
- Numbers too small for young people's survey but indicated usually access a pharmacy they know or one convenient, their prior experience was good and they would like to be able to have remote access to pharmacy services. Good to note had accessed via NHS111 for CPCS service.
- Some questions targeted individuals whose first language was not English and in answer to the question "How has it been for you to get the help you need or understand the services available from a pharmacy?" six of eight reported it was easy or very easy.

#### **8.5.4 Other patient experience information: NHS Community Pharmacy Patient Questionnaire (CPPQ) and NHS Complaints**

NHSE&I receive and manage patient reports on complaints. This data has not been accessed however NHSE&I did not identify anything of note for consideration as part of the PNA engagement and data collation process.

### **8.6 Results of stakeholder surveys or feedback related to existing provision**

The stakeholder survey process is described in Section 4.3.1.1.

There were 26 visitors to the site but just 14 completed responses, however six of these were on behalf of an organisation. Given the small numbers, most question responses are not presented as charts or percentages.

All either worked for an organisation that involves working with community pharmacy providers of pharmaceutical services, or their own role involved this. Additionally, the work of all 14 responders involved direct provision, or experience of, other providers of pharmaceutical services (in the lay sense i.e., hospitals or general practice). The work of 8 of 17 responses involved experience of either clinical pharmacy in general practice or pharmaceutical services to support organisations (e.g., LA/ CCGs) and five of these involved experience of mental health or prison/ offender pharmaceutical services. It is good that responses include such a diverse set of experiences, but all the more disappointing that total numbers were not greater to be able to add more weight to some of the collective views and experiences presented.

It is useful to note that half of the individuals worked in social care services and also that a good range of wider settings was represented including general practice, local authority, acute sector, nursing, substance misuse service, commissioning organisation.

To the question: **In your experience, is there a ward, neighbourhood area or locality in the local authority area where a new pharmacy might be considered to offer benefit?** – the great majority (70% of n=14) did not know enough to say. Just one person thought that there might be an area which might benefit, but in free text mentioned this was for more Sunday opening for 7-day access for supervised consumption rather than the need for additional premises.

Regarding the nationally contracted essential services, the majority of respondents were aware of the essential services that pharmacies provide, fewer aware of 'promotion of healthy lifestyles' and Discharge Medicine service. remote access as shown in Figure 28. There was no strong response suggesting a specific ward or locality might need a new pharmacy or services. The majority of stakeholders who responded did not know enough or did not have a view about several of the questions which makes some aspects of interpretation more difficult – except to suggest that community pharmacy could be more visible in what is being provided.



The following free services are now provided by all community pharmacies. Please tick those you are aware of:

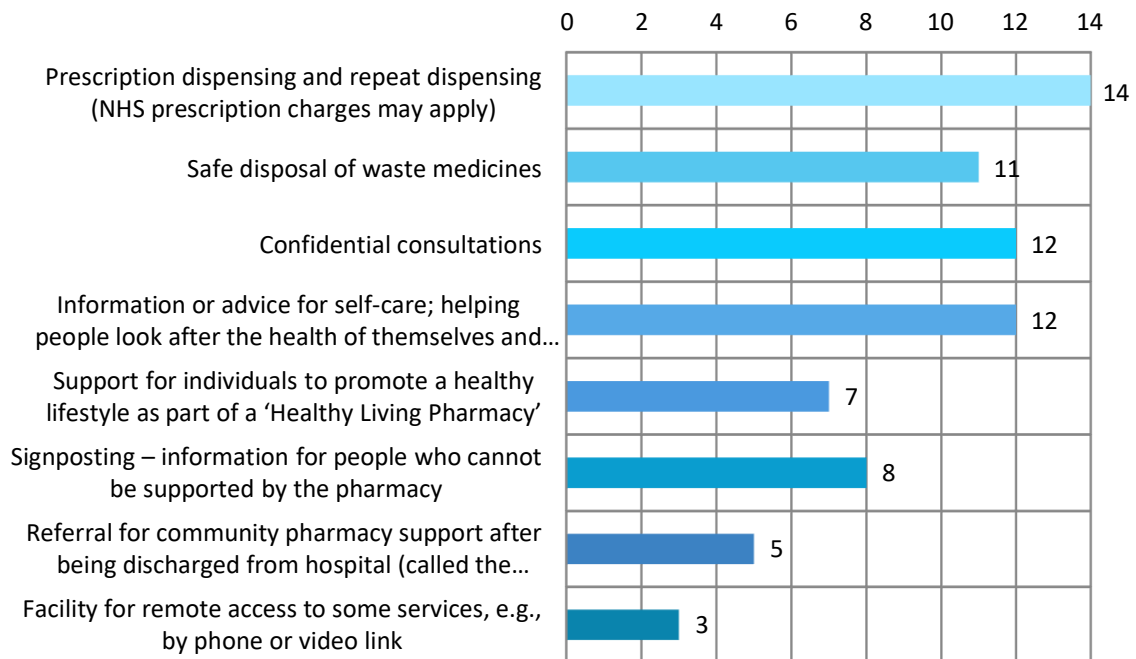


Figure 28. Stakeholder awareness of some essential services (n=14)

There was variation in the advanced services, they considered to be needed in Hartlepool – perhaps hypertension can be identified elsewhere?

The following services are sometimes provided by community pharmacies, if they are commissioned locally. Please tick any or all you think are needed or might offer improvement in Hartlepool:...

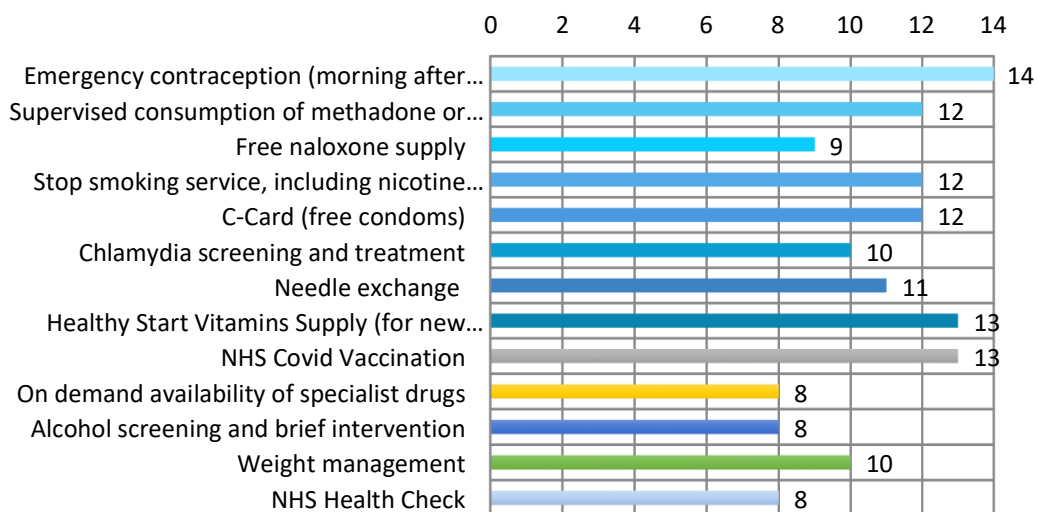


Figure 29. Locally commissioned services – which are needed or might offer improvement in Hartlepool?

Consensus was stronger for the locally commissioned services Figure 29.

- When asked “**Do you think that the existing community pharmacies could be better used to contribute to meeting the health and wellbeing needs of the local population?**” Nine of the ten who expressed a view thought that they could; free text suggestions were given.
- Free text comments regarding support for the deaf community might also apply to others with sensory loss, who are more vulnerable, are digitally excluded or require interpreters. Comments were well made and as a critical friend were constructive. They will be shared with those who can respond with action.

It is important to acknowledge positive comments as well as ones where improvement is required:

**Selected freetext positive feedback:**

*“Community pharmacies offer a fantastic service once a hearing person has made contact on behalf of someone with sensory loss. Pharmacies tend to be much more approachable and helpful than GP surgeries”*

*“Support for the new substance misuse service was excellent”.*

*“Community pharmacy tend to have good relationships with ....when discharge discrepancies etc. majority are really helpful and work with us”*

**Room for improvement:**

*“Currently all NHS services in Hartlepool including community pharmacies rely on telephone contact. Text messaging service would help Deaf and Hard of Hearing people to make contact”*

*“..services have not been offered with BSL interpreter support to offer equitable access. Interpreters are available from NHSE”*

*We experience significant difficulty contacting some Pharmacies.*

*“Better support with practicalities and physical management options - for older people or LD support in managing meds”*

### **8.6.1 Current providers; engagement response**

Current providers were encouraged to respond to the PharmOutcomes survey for the pharmacy and submit views as a patient or stakeholder where relevant. A response rate of 95% (n=18) was achieved for the PharmOutcomes contractor survey after extended deadlines. Efforts to secure a 100% return will continue prior to the final PNA. Some questions are used for factual data checking where answers are reported elsewhere and others for views of current and future provision, including the ability to the respond to any identified need to provide current or new services. Recognising that the demand for services is increasing, just one of the 18 who completed the survey, considered that it would be difficult to respond. The other 16, reported that they had the capacity to respond either with or without adjustment. This is an important factor in understanding how contractors might consider their response to invitation for new services, either from NHS England or other local commissioners. The evidence of their responsiveness has already been shown with their activity

rates in vaccination and other services. Similarly, there were only isolated cases of individual pharmacies noting that they would not elect to offer one of the services on the large list included on the survey. Responses were overwhelmingly 'willing and able' to provide.

There was also substantive evidence of adjustment to support older people or disabilities from their survey responses.

Several pharmacies were mentioned by name in the patient surveys. Many (but not all) positive.

As part of the community pharmacy data collection survey, existing community pharmacy providers were asked about a range of themes from their experiences providing pharmaceutical services in the area on a day to day basis. For example, experience of languages spoken; Hartlepool does not have as great a level of diversity as Middlesbrough or Stockton, however there have been new languages experienced by the pharmacists, and also offered by them.

## **8.7 Consultation Response**

Notification of commencement of the consultation period for the Hartlepool HWB draft PNA on May 16<sup>th</sup> 2022 was sent by email to statutory consultees and others as shown in the Consultation plan included in Appendix 2. The documents was attached or links were provided to the Borough council website where the consultation framework was hosted. A wide range of promotional activity was undertaken in support including (on paper) to every household via Hartbeat and via social media. A closing date was set to ensure that all statutory consultees and others had at least 60 days to be able to respond.

The framework of specific questions for consultees to provide their feedback in response to the consultation is included as Appendix 4. It shows these questions with a tabulated summary of the restricted choice 'Yes/No' answers and verbatim accounts of the few free-text comments. The engagement from patients / the public is generally very good in Hartlepool as illustrated by the engagement response earlier in the year. However; the number of responses to the PNA consultation (n=14) was low, reflecting that achieved in the previous years; n=14 (2015); n=6 (2011).

The working group discussed all consultation responses. It is understood that other health-related consultations took place at a similar time and received a much greater response. It is therefore suggested that there was adequate opportunity, but fewer individuals or organisations felt the need to contribute in this context; generally regarded as positive. It is important to acknowledge that some of these are responses on behalf or organisations (e.g., NHSE&I), as well as individuals and the weight placed on any response is for the HWB to decide. Appendix 4 gives detail on the distribution of respondents and all responses are summarised in detail in Appendix 4. Key points are

- the purpose of the (draft) PNA was explained (92%)
- the (draft) PNA accurately described the range of pharmaceutical services available in Hartlepool (83%)
- the PNA reflects local pharmaceutical needs (92%; increased from 64% in 2017 and 56% in 2015)

- Most respondents were not aware of any services provided in Hartlepool that were not included in the PNA. The information regarding an extended Minor Ailments Scheme being commissioned by the ICS is acknowledged.
- Similar to previous years, 75% thought that the process followed in developing the PNA was appropriate; more were unsure than did not agree. Comments were noted that the technical or specialist nature of the PNA makes it more difficult for a lay-person to judge.
- The great majority (83%) agreed with the conclusions of the PNA. A view was expressed regarding the conclusion of 'no gap' in provision referring to pharmacy workload, staffing medicines availability that does not necessarily equate to the meaning in this context. Nevertheless, reviews received in consultation are acknowledged and will be shared locally in other fora.

## **9.0 Local Health and Wellbeing Strategy and Future Developments**

The health status of the people in Hartlepool, some of whom live in the most deprived local authority wards in the country, provides ample evidence of the need for investment in health and wellbeing services of the quality and sufficient quantity in order to improve health of the local population. Historically, Hartlepool was highly dependent on heavy industry for employment which left a legacy of industrial illness and long term illness. This, coupled with a more recent history of higher unemployment as the traditional industries retracted, led to significant levels of health deprivation and inequalities that rank amongst the highest in the country. Hartlepool and the wider Tees Valley face on-going challenges around the major causes of death and the gap in life expectancy, with statistics worse than England for several indicators of health and wellbeing including obesity, smoking, mental health and more.

Strong partnerships exist across organisations and sectors in Hartlepool – a significant benefit in addressing the area's health and wellbeing challenges and inequalities. Integrated working, focusing on outcomes and improving efficiency is key in the Hartlepool Health and Wellbeing Strategy, which is currently being updated, to improve health and wellbeing and reduce health inequalities among the population of Hartlepool.

### **9.1 Strategic Themes and Commissioning Intentions**

The Health and Social Care Act (2012) established Health and Wellbeing Boards as statutory bodies responsible for encouraging integrated working and developing a Joint Strategic Needs Assessment (JSNA) and Joint Health and Wellbeing Strategy (JHWS) and this, the Pharmaceutical Needs Assessment (PNA) for their area. Hartlepool HWB is a committee of the Council with the mandate to address the health and wellbeing needs of Hartlepool and help reduce health inequalities. The Board brings together leaders from local

organisations as strong influencers of health and wellbeing, including the commissioning and provision of health, social care and public health services. The JSNA identifies strategic themes towards meeting the identified health and wellbeing needs of Hartlepool and a range of existing plans are already in place. The work of the Board is guided by the Hartlepool Health and Wellbeing Strategy 2018-2025, published just after the previous PNA in 2018, with priorities the HWB feel are most important for local people, based on the JSNA and other relevant sources of information.

The ambition of the current Hartlepool Joint Health and Wellbeing Strategy is to improve health and wellbeing outcomes and reduce inequalities for our population. It is based on the Strategic strands of Starting, Working, Ageing, Living and Dying Well with a joint ambition to support people to make healthier choices, maximise opportunities for wellbeing and ensure a healthy standard of living for all. The last two years have required a different focus in response to the pandemic, which is not yet over. Nevertheless, new strategic plans may need to be developed for many aspects of the work of the HWB to reflect on the impact of COVID-19 and work into recovery. Additionally, the role of the TVCCG is being dissolved as the new ICS takes shape and the role of Primary Networks evolve further.

With the structure of the CPCF as part of the enactment of the NHS Long Term plan, pharmaceutical services providers can continue to play an important role in that recovery and the wider system to address health and wellbeing challenges and inherent inequality.

## **9.2 Future developments of relevance**

In seeking to identify known future needs for pharmaceutical services, guidance from the Department of Health and Social Care suggests having regard to examples such as:

- known firm plans for the development/expansion of new centres of population i.e. housing estates, or for other changes in the pattern of population
- known firm plans in and arising from local joint strategic needs assessments or joint health and wellbeing strategies
- known firm plans for changes in the number and/or sources of prescriptions i.e. changes in providers of primary medical services, or the appointment of additional providers of primary medical services in the area
- known firm plans for developments which would change the pattern of local social traffic and therefore access to services, i.e. shopping centres or significant shopping developments whether these are in town, on the edge of town or out of town developments
- plans for the development of NHS services
- plans for changing the commissioning of public health services by community pharmacists
- introduction of special services commissioned by clinical commissioning groups or their successor organisations.

As the PNA will be fully reviewed and published within a 3 year timeframe, 'firm plans' within this context will be taken to be those which are likely to be achieved

within this timeframe or realistically, sooner. This is sensible as any identified pharmaceutical need for a new pharmacy could only be addressed by application. Timescale for opening is limited by the application process itself (approximately 18 months to two years maximum from commencing the application). However, the addition of supplementary hours can be introduced with just 90 days notice.

### 9.2.1 Housing development and changes in social traffic

The National Planning Policy Framework (NPPF), updated in 2021, sets out the Government's planning policies for England and how these should be applied. It provides a framework within which locally-prepared plans for housing and other development can be produced. The purpose of the planning system is to contribute to the achievement of sustainable development. The Hartlepool Local Plan (2018), which was developed in conformity with national guidance in terms of the NPPF and National Planning Practice Guidance (NPPG), sets out a strategic vision for how the Borough will develop over a 15 year period to 2031. The Local Plan includes a number of large scale housing developments along with some smaller scale housing allocations within the urban area and within some of the villages. All known plans (submitted and approved or pending) have been considered in making this assessment. Local plans also take into account the potential for demolitions and other losses to the existing housing stock of the Borough and development of affordable housing at an indicative level of 18%. The PNA may therefore have regard to all these factors.

At any point in time, plans for development may be at various stages in the process from submission to completion. The PNA will have regard to 'firm plans' in this context, with full planning permission granted and deliverable sites identified, likely within three years. The PNA in 2018 referenced the "Five year supply of deliverable housing sites: 1st April 2017 to 31st March 2022" for Hartlepool and a summary of major development potential in the Borough at the time was reported. Developments have been reviewed afresh for this 2022 PNA in the context of current local plans with expertise from members of the working group from the relevant local authority teams.

Figure 30 **Error! Reference source not found.** shows the location and numbers of new-build dwellings completed in the three years from publication of the PNA in 2018 using the ward boundaries in place at the time. There is often uncertainty in the housing / construction market which means that planned developments may not come to completion. Recent years have been particularly affected by the pandemic however, the pace of activity is now returning.

With the substantial boundary changes towards the south and south west of the town affecting the boundary between the PNA localities now named H1: Hartlepool West and H2: Hartlepool South, this may make it more difficult to compare locations from 2018 to 2022 and going forward. A 'blank' map of the new ward boundaries has been included here (Figure 31) for ease. The 'completions' map will be extended to include data up to the end of year in March 2022, plus location and projections of 'firm plans' to 2025 (using the new ward boundaries) for better visual review in the final PNA.

However, it remains true that where completions (as shown on Figure 30), or firm plans include small numbers of households in any one location this would have little impact in the context of the PNA.

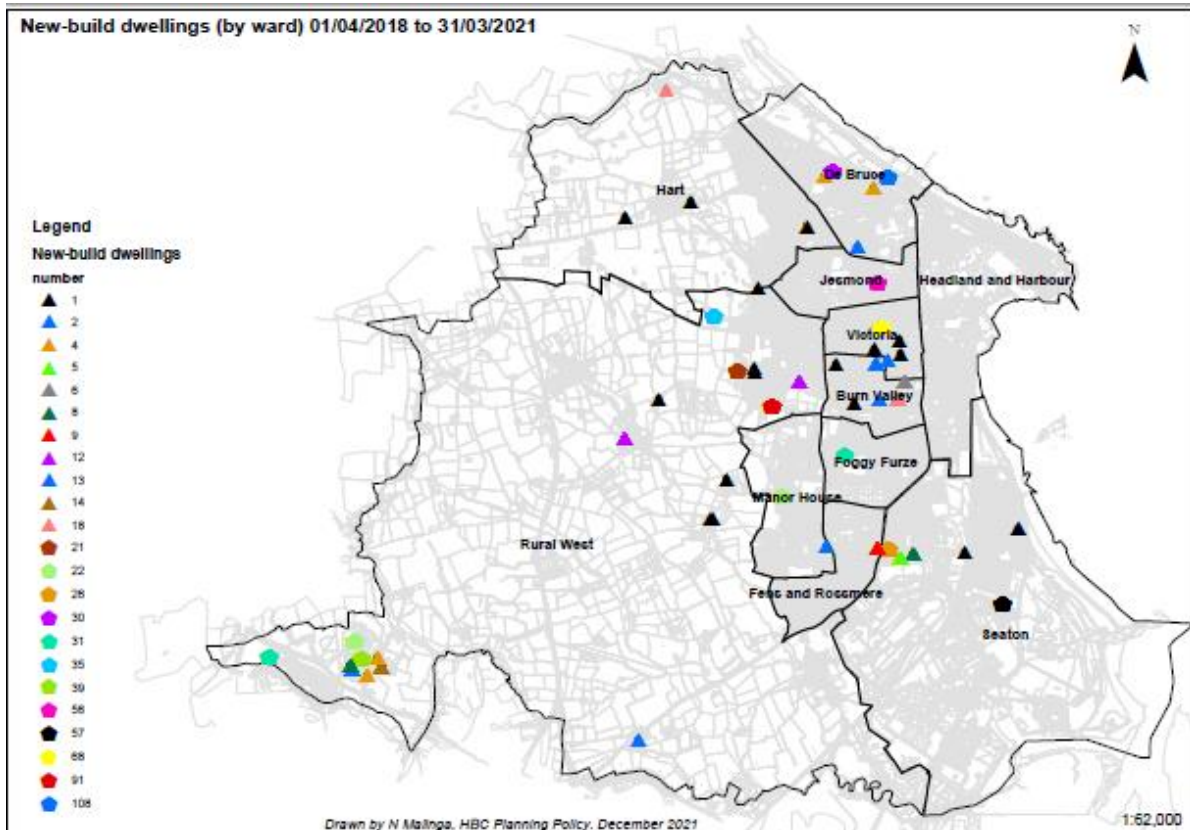


Figure 30. Location and numbers of completed new-build dwellings 2018 -2021

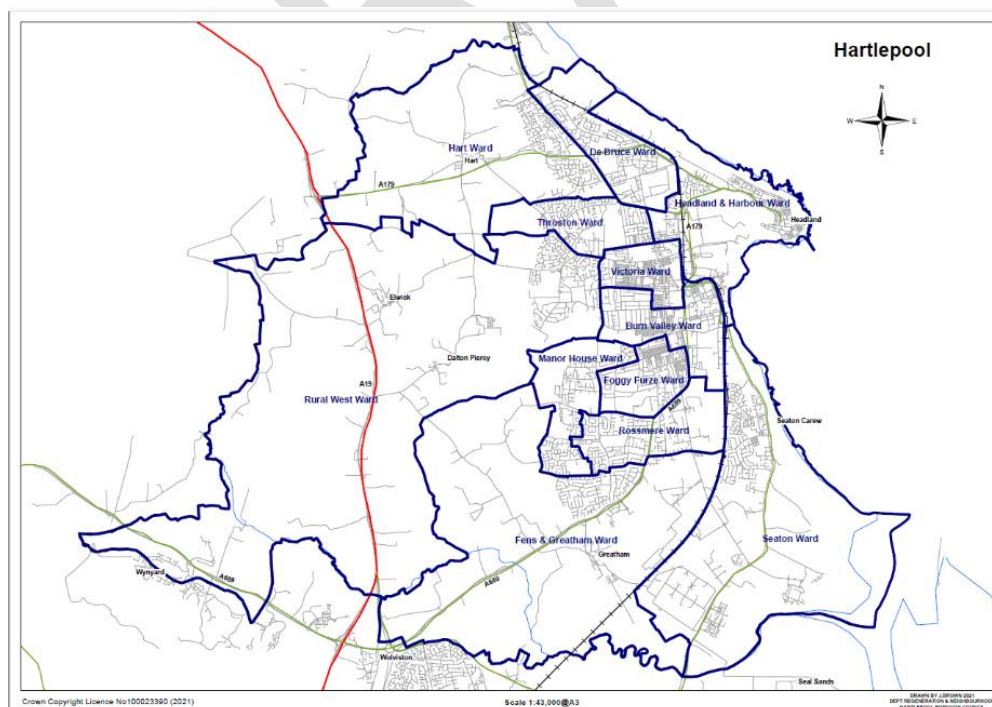


Figure 31. Outlines of new 2019 wards to support recognition of location of household completions and future development

Access to GP or pharmacy is not a daily function<sup>26</sup>. The number and location of completions are not sufficiently large to have changed population or social traffic in such a way as to generate a substantive new need for pharmaceutical services. Data from the TV Combined Authority showed that despite all the construction work that residents might see, the population increased by just 1300 from 2015 to 2020. This is not close to a number which would see existing pharmacies struggle to accommodate their associated pharmaceutical needs. The population of the [Hart] and Rural West ward increased by about 800 over the same time period and may still be increasing as the data lag will ultimately show. However, the population in all the new-build areas of H1:West locality are likely to be generally younger and more mobile by virtue of where they have chosen to live.

New households in the [Hart] ward now have the benefit of a pharmacy at Middle Warren. New households already completed, and still planned, in the north east of the [Rural West] ward may make a choice to use this new pharmacy in this locality too, or the pharmacy in the [Throston ward] of this locality. However, in that part of the [Rural West] ward, residents are also located to the immediate west of the town central wards of [Victoria] and [Burn Valley] with a total of seven pharmacies, including one open 100 hours per week where the GP Extended Access service (weekday evenings and some hours weekend mornings) is also located. New households to the north in [De Bruce]/ [Headland and Harbour] areas of H3: Hartlepool Central and Coast including those on the former Britmag site are well serviced by existing pharmacies to respond to any additional pharmaceutical needs.

### **H1: Hartlepool West:**

The more substantial active and future developments in the context of the 2021 PNA are in locality H1: Hartlepool West, particularly in the south west corner of the [Rural West] ward in the area of Wynyard on the Hartlepool side of Wynyard village. This is addressed separately in Section 9.2.1.1.

Updates for 2021 on the other largest developments:

- High Tunstall Farm: numbers reduced, up to 1200 homes to be developed up until 2033, includes plans for 'public amenity' development. It is envisaged that works will **commence** on site within the next two years but no substantial completion within the life of this PNA.
- Quarry Farm 2; up to 220 dwellings, not all within the next 3 years
- Upper Warren: application for 570 households approved; commenced but completed numbers timetable will not approach one third of this within the life of the PNA.

### **In H2: Hartlepool South**

South West Extension; permission for 1260 households (reduced numbers) but over the course of ten years. This is a large area of land between Brierton and the A689 behind the Fens estate. See map in section Work may start small sometime soon (information at March 2022) and within three years but no impact considered on pharmaceutical needs within the life of this PNA. Development on this site will be closely monitored for progress.

### **In H3: Hartlepool Central and Coast:**

- Former Britmag site at Old Cemetery Road in Headland and Harbour Ward continues up to 483; completed dwellings up to 2021 shown on Figure 28.

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<sup>26</sup> apart from substance misuse services



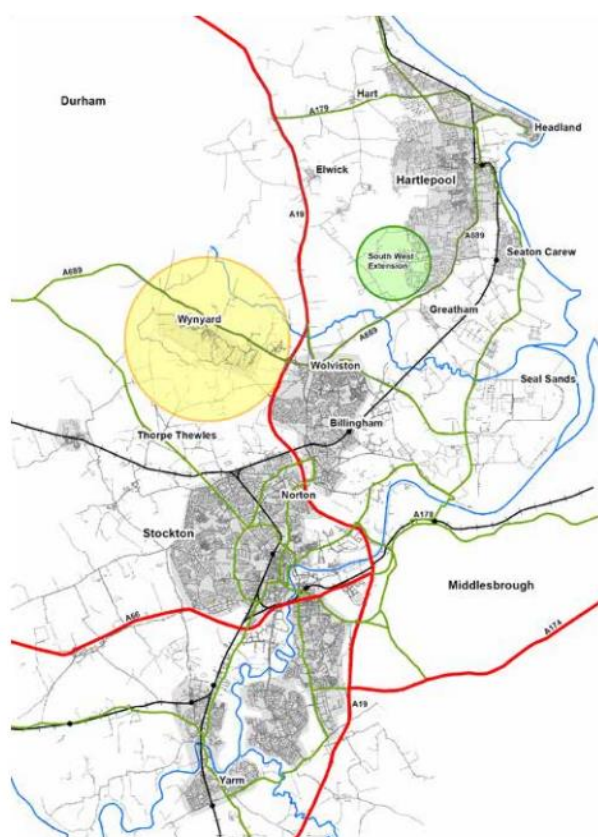
Aside from completion rates, new builds may not always create new households but rather re-distribute social traffic and demand. It may no longer be the case that Hartlepool continues to be a self-contained area in the context of the housing market. Nevertheless, given the geography and demography of Hartlepool, the current status of firm future plans and the existing community pharmacy provision both within the Borough and that close to the Borough boundary (such as at Wynyard in Stockton-on Tees, it is not considered that any identified redistribution of the population or small net influx, will create a new need for pharmaceutical services that will require a new pharmacy to accommodate any change within the lifetime of this PNA.

As new areas of housing develop towards the outskirts of the Borough, it is important to acknowledge again that the behavior of people in relation to their choice of pharmacy is more complex than just the distance from home. Hartlepool is geographically small, even as its populated area expands. For any individual 'contained' home relocation, particularly one that does not necessitate a change of employment, school, or other social mobility, people may similarly maintain some of their previous patterns of movement to access healthcare or pharmaceutical needs.

Where identified, appropriate relocation of existing pharmacies to provide improvement (such as in premises or facilities) or better access for the population already served by that pharmacy may be considered.

### 9.2.1.1 Wynyard development

The development area known as Wynyard Park is located within the Borough Council areas of Stockton-on-Tees and Hartlepool and has been the subject of a significant amount of planning history.



Development at Wynyard Park began a number of years ago following the grant of the original outline planning consent in the late 1990's, and the site continues to grow, providing a significant number of new dwellings, employment opportunities and presenting the need for local facilities and services. The Wynyard Park area has been identified as a major location for housing and employment growth over the next 15 years.

Figure 32 shows the location on a map as illustrated in the future plans that can be explored in Stockton-on-Tees Borough Councils 'Wynyard Masterplan – Strategic Framework and Delivery' document (November 2019) and permits assessment of any associated potential for pharmaceutical need foreseeable at this point in time.

Figure 32. Map included in the Wynyard Master Plan to show location of development in relation to Hartlepool (and the planned South West Extension)

In addition to the significant housing delivery in the area, (latest estimates 700 – 900 households on the Hartlepool side), the Framework also includes the provision of additional employment land growth, as both Councils recognise that the Wynyard area will continue to provide an important location for future inward investment.

Of key importance is the delivery of primary arterial routes that link separate developments into a single community, in particular the link connecting existing development at the west of Wynyard Park (Hartlepool Borough) to new homes to the east (Stockton-on-Tees Borough).

A primary School opened on the Stockton side of the development in January 2019. Development of a second primary school and initially a 4-form secondary school may come forward towards the end of the PNA lifetime, but more likely after. The Hartlepool Local Plan identifies a need for sports pitches, changing facilities and parking at Wynyard Park; planning permissions will secure the delivery of these to ensure timely delivery of these elements. There may also be an opportunity in the future, when education facilities are provided, to secure other associated sports and leisure facilities for the area. This can be achieved by a community use agreement and may include use of a school hall for

community usage on an evening or weekend. Development such as this may contribute to the longer term sustainability of the existing pharmacy and should it look likely that facilities may bring sufficient social traffic in the longer term, could prompt the current provider to respond with the offer of additional supplementary opening hours.

In 2019 Councils liaised with the Hartlepool and Stockton Clinical Commissioning Group (CCG), a predecessor to the TVCCG who provided information about GP practice access for the current residents of the Wynyard site. This indicated that almost 50% of the population attended GP health facilities in Sedgefield, with the majority of the remainder accessing facilities in Billingham, just 5% also at Stillington.

The CCG also offered information to support understanding of the strategic approach to commissioning of health services in the area. This identified that in the future primary care will be delivered through practices working together through Primary Care Networks at a scale that ensures the sustainability of primary care and manages workforce gaps in the sector. This is a significant change in the way practices interact not only with each other, but the wider health and social care system. Practices will move away from delivering services at individual practice level and will work together and with other local health and care providers around natural local communities that make sense geographically, to provide coordinated care through integrated teams. Therefore while the settlement could be of a size to theoretically support new provision of health facility, the change in the primary care model results in future uncertainty.

The impact of the pandemic and imminent change in strategic health infrastructure as the CCG makes way for Integrated Care Boards from April 2022-23 will impact this. The Wynyard masterplan will safeguard the site within the Local Centre site at Wynyard Park for health facilities. There is no essential requirement for a pharmacy to be co-located with a general practice to support the pharmaceutical needs of the community. Community pharmacy is also an NHS contractor in primary care, whose income streams are also significantly dominated by NHS sources. With the current national funding model for community pharmacy, it should not be anticipated or that expected that community pharmacy provision would contribute substantially to supporting the funding of the healthcare facility.

Subsequently, any additional social traffic for health purposes is likely to support the viability of the existing pharmacy, which is currently recognised as eligible for national PhAS funding to support its sustainability. Given that patients currently access health care largely out of the area into the Durham side and /or into Billingham, service users may already have established patterns of behaviour with respect to pharmacy services.

It is acknowledged that existing plans will be significantly exceeded in light of the government approving the Garden Village site at Wynyard which will see the settlement develop further north into the North Burn area, and result in Wynyard having over 6000 homes across Hartlepool and Stockton when it is all built out. However, needless to say this will not be for at least 20 years and does not fall into the assessment for this PNA.

Current firm plans do not indicate that the future need for pharmaceutical services in the Wynyard area would require a second pharmacy for those needs to be met. As the community grows towards completion of the Wynyard Park scheme, also likely beyond the lifetime of this PNA, particularly given the delays of the pandemic, the option for the current provider to respond with the offer of additional supplementary opening hours on a weekend may be evaluated. However this would be for convenience as an element of improvement or better access, carrying much less weight than other influences in other areas of substantially greater deprivation in the HWB area. There is considerable access to pharmaceutical services just a short distance away by car into Billingham, with the option of Hartlepool within 15 minutes drive, plus elsewhere in Stockton and in Sedgfield. Several pharmacies in Billingham alone offer a choice of core opening hours including into the late evening on weekdays and longer hours on weekends.

In summary, at June 2022; current firm plans do not indicate that the future need for pharmaceutical services in the Wynyard area would require a second pharmacy for those needs to be met. It is foreseeable that firm future plans in the Wynyard area within the lifetime of this PNA will support the important longer term sustainability of the existing pharmacy rather than trigger the need for access to a second. Should near future plans come to fruition towards the end of the lifetime of this PNA, but more likely beyond, the existing contractor may respond with the offer of some supplementary hours to support choice of improvement or better access on a weekend.

### **9.2.2 Health care and GP practice estate**

Tees Valley CCG indicated that there are no known plans to commission additional general practice facility in Hartlepool.

There is an on-going process of consultation taking place on potential closure of a branch medical practice at Hartfields. Should that progress to close, patients will still be living where they are and need to access pharmaceutical services from home in the same way wherever their GP registration is. Given current patterns of in-person use of pharmaceutical services, this may not impact on needs for related pharmaceutical services in the area. This should be kept under review by the HWB in respect of any subsequent change or re-distribution of pharmaceutical need arising from any changes, but this is considered unlikely at this stage.

There was a historical trend towards the assumption of incorporation of a pharmacy into any new general practice estate. However, in current and near future times, it should not be considered essential that a pharmacy is co-located with a general practice when the population of the area in which that primary care facility is located is already adequately served with pharmaceutical services. A new community pharmacy provider of pharmaceutical services might be considered of value in those unlikely circumstances that an existing pharmaceutical service provider would be lost by virtue of the re-development of premises in which they are located, or when existing providers would be unable to respond to any significant need for extended opening hours.

Acute prescriptions - issued during a face to face consultation - account for an increasingly small proportion of all prescribing. Repeat prescriptions are not usually issued following an face-to-face consultation with a prescriber, but remotely. This is particularly true now with widespread implementation of the Electronic Prescription Service (EPS); 94% of prescription items dispensed in 2020/21 were dispensed in this way. On this basis, just 6% of patients leave a consultation with their prescription in their hand. It is unlikely that these are routine daily consultations. An e-prescription can be sent to a pharmacy anywhere, including one close to where the patient lives or works, for convenient collection (or delivery) at any time.

Subsequent to the change in primary healthcare behavior following the pandemic, far fewer will originate as a result of a visit to the GP surgery at all. The 2018 PNA reported research that showed 65% of all visits to a pharmacy to dispense a prescription did already originate from home and only 27% from the GP surgery – and visits to a pharmacy for prescriptions are now not the sole reason people may want to visit pharmacies.

Where it is possible to influence this, planning and commissioning should consider whether existing local community pharmacy networks may be put at risk if there is not the same opportunity for these networks to deliver new services as estate develops. Without careful planning, the introduction of an additional pharmacy with the associated long-term cost to NHSE&I as commissioner, may provoke a loss of service in the longer term, and thereby generate a new need to be commissioned elsewhere. The loss of social capital arising from the potential removal of a pharmacy (and/or a doctor's surgery) from a high street or community setting may also be considered important issues in certain geodemographic areas, depending on if, or where, those facilities relocate.

In summary, we are not aware of any other near future developments of note in relation to healthcare estate in Hartlepool. Other than the Hartfields consultation, we were not advised of any firm plans for changes in the overall number and/or sources of prescriptions e.g., changes in providers of primary medical services in the area. Should there be any new consideration as the Integrated Commissioning Boards become established (by April 2023), any change or re-distribution of pharmaceutical need arising from any changes is unlikely to impact within the near future lifetime of this PNA.

## 10.0 Pharmaceutical Needs

It is the purpose of the pharmaceutical needs assessment to systematically describe the pharmaceutical needs of the population of Hartlepool HWB area, and any specific requirements in the three localities. This section will describe the scope of pharmaceutical needs identified from a consideration of local health needs and local health strategy including future developments and the results of the recent patient, professional and stakeholder engagement.

### 10.1 Fundamental pharmaceutical needs

The population of Hartlepool will have some pharmaceutical needs that are consistent with the needs of the general public and health consumers throughout England.

Whilst community pharmacies are increasingly providing NHS and other services above and beyond dispensing we must not forget the important role that they play in providing a safe and secure medicines supply chain. Conversely, we must ensure that commissioners of primary care services understand that the supply function i.e. the need to have a prescription, dispensed is just one of the fundamental pharmaceutical services that are required.

As well as dispensing, it is considered that these additional fundamental needs for pharmaceutical services have been determined by the Department of Health for England and the services required to meet them incorporated into the essential services of the NHS pharmaceutical services contract. These fundamental pharmaceutical needs for pharmaceutical services that are **necessary** to be available therefore include

- the requirement to access Prescription Only Medicines (POMs) via NHS prescription (dispensing services), including NHS repeat dispensing and any reasonable adjustment required to provide support for patients under the Equality Act 2010;
- the need for self-care advice and the signposting needs of patients, carers and other professionals;
- public health needs in relation to advice and support for health improvement and protection, and ill-health prevention, especially in relation to medicines;
- the requirement to safely dispose of waste medicines in the community and finally
- the public and professional expectation of reasonable standards and quality of pharmaceutical care and service
- discharge medicines service.

The requirement to have pharmaceutical services available to meet these **necessary** needs of the people of Hartlepool is therefore without question, the more subjective part of the determination is related to access to that provision. What constitutes sufficient access, including choice within the context of the Regulations, to these fundamental services and to any other pharmaceutical services provision considered necessary to meet the current and future pharmaceutical needs for the population? Does fundamental pharmaceutical

need extend to the availability of those services on every street corner and 24 hours a day?

An assessment of access to any pharmaceutical service will require consideration of the number of pharmacies offering that service, their location, the hours that those services are available and the personal circumstances of the individuals, or groups that make up the population served by that pharmacy. Personal circumstances may variously include transport, income, mobility or disability, morbidity / poor health, mental capacity, language barriers, time, and knowledge of service availability. As the Regulations also require the PNA to have regard to choice, the choice of provider as well as the choice of services should be taken into account.

The Assessment reported in Section 11 will have regard to choice, reflecting on possible factors to be considered in terms of “sufficient choice” as follows:

- *What is the current level of access within the locality to NHS pharmaceutical services?*
- *What is the extent to which services in the locality already offer people a choice, which may be improved by the provision of additional facilities?*
- *What is the extent to which there is sufficient choice of providers in the locality, which may be improved, by additional providers?*
- *What is the extent to which current service provision in the locality is adequately responding to the changing needs of the community it serves?*
- *Is there a need for specialist or other services, which would improve the provision of, or access to, services such as for specific populations or vulnerable groups?*
- *What is the HWB’s assessment of the overall impact on the locality in the longer-term?*

## **10.2 Pharmaceutical needs for essential services in Hartlepool**

### **10.3 Pharmaceutical needs particular to Hartlepool**

#### **Necessary services**

There is a pharmaceutical need for a service to dispense day to day prescriptions with reasonable promptness and for all of the other aspects of services that are essential under the CPCF.

*How do the identified inequalities in health in Hartlepool impact on pharmaceutical needs?*

**Long term conditions:** people who manage their own health, wellbeing and care have both a better experience of care and a reduced demand for high-intensity acute services (NHS England, 2016). People with poorer health and more long term conditions are likely to have to take more medicines. They might have to start taking them earlier in their lives. They may need support to manage their medicines properly and to ensure they understand and engage with their medicines taking (compliance/ concordance).

Many people have lower levels of knowledge, skills and confidence to manage their health and wellbeing and most patients benefit from understanding more about their illness in relation to their medicines. Good pharmaceutical advice and support can help them become their own 'expert' and encourage them to be a positive and assertive partner in the management of their own health and the medicines-related aspects of it. Patients will better self-manage with improved information and advice to better support supporting **health literacy**.

Any health need, ailment, or condition that involves the use of a pharmacy only (P) or prescription only (POM) medicine will require contact with a community pharmacy (or dispensing doctor in certain rural areas) to fulfil the supply function. Repeat prescribed medication (at least 80% of all prescriptions) does not require contact with a prescriber (medical, pharmaceutical, nursing or non-medical healthcare professional) at every issue. However, regular contact with a pharmacy provider (and in long-term conditions this is often the same provider) cannot be avoided unless that patient chooses not to have the prescription dispensed. The opportunity for regular face to face contact with a pharmacy team is invaluable. The **NHS repeat dispensing** service can increase health contacts via a pharmacy and help to better monitor a patient's medicine-taking<sup>27</sup>. A similar benefit of repeated contact for pharmaceutical care has operated for many years via installment dispensing for patients receiving substitute medicines for substance misuse.

There is an ideal opportunity to piggy-back selected interventions on these frequent health contacts and to 'make every contact count' for health improvement and ill-health prevention. Routine shared decision-making, and feedback two/from a patient about their medicines-use, shared (with consent) with a prescriber who recognises the value of that feedback, and has processes to respond to it, is likely to improve the overall management of that patient's condition and potentially **reduce unnecessary hospital admission**.

Many long-term conditions have substantial medicines-related pharmaceutical needs, over and above supply. Evidence supports the value of structured interventions, pharmaceutical advice and information to **support the correct use of medication** used to treat conditions such as hypertension, asthma, cardiovascular disease and diabetes. As well as clinical monitoring of outcomes of medicines-taking such as blood pressure, blood glucose, BMI, INR, respiratory function, all of which can be done in a pharmacy, this begins with basic interventions fundamental to dispensing. At the point of completion of that standard process and transfer of the medicines to the patient, this aspect should not be lost just because there is a higher level intervention also available in the form of an MUR or NMS. In Hartlepool, the numbers of patients to be supported in their condition mean that there is a pharmaceutical need to provide choice and enhanced support from the wider integrated primary care team outside of general practice.

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<sup>27</sup> This is because pharmacy is required to complete a series of checks with the patient before each (often monthly) supply is made to the patient.



As the population ages, and the number of ill-health conditions they experience increases, the potential need for **domiciliary clinical services** (not just non-NHS delivery services) will need to be considered, as this may be better use of commissioning resource where proximity to a pharmacy is a potential impediment. The enhanced access to clinical pharmacists (including prescribing) in general practices and the future scale shift in pharmacist teams supporting better management of medicines in care homes will support this.

There are examples of valuable patient-facing services already provided by the current CCG commissioned medicines management services and more recently at scale by clinical professional in PCNs as part of the PCN DES. Examples include:

- full patient medication reviews after referrals from practices, care homes and other teams, for example district nurses, learning disability team
- comprehensive Structured Medication Reviews targeting people using high-risk medicines, or at risk of frailty
- pharmacist-led patient clinics within practices (such as prescription opiate reduction or benzodiazepine reduction, as practice prescribing rates in Hartlepool were high)
- medicines management in domiciliary and care home settings
- medicines reconciliation at the point of transfer of care
- support for Enhanced Health in Care Homes.

In other parts of the north east, community pharmacies have been successfully providing high quality, clinical pharmacist-led anti-coagulant monitoring clinics, including domiciliary visits, for many years.

With both elective and urgent hospital admissions, smooth transition related to medicines is vital in relation to outcomes. Opportunities to work closely with secondary care pharmacist colleagues to promote communication across the interface and provide high quality interventions around medicines, particularly at discharge, can make a real difference to outcomes. The new essential service supporting safe use of medicines on discharge from hospital should support improvements here.

To **promote health and well-being**, the people of Hartlepool may need more support to understand the choices they have, and make, and the impact on their short and long term health. It may be difficult to make better choices in the absence of knowledge but also if the future is bleak - much wider improvement in opportunity is of course already recognised that is beyond the scope of pharmaceutical services. However, pharmaceutical services can play a valuable role in providing additional opportunities for lifestyle interventions including signposting to services and support available outside the NHS system provided adequate information and skills training for pharmacy staff is available as an enabler.

For Hartlepool, the population still need most help to stop smoking, lose weight and improve dietary choices, reduce alcohol consumption and substance misuse and reduce sexual activity that risks pregnancy and sexually transmitted

infections. Uptake of **screening services** and early awareness of cancer could be improved with high quality and targeted support in a wider range of areas. Healthy Living Pharmacies are ideally placed to support this and other initiatives as the workload of the pandemic recedes. As well as support directly provided in pharmacies people may need pro-active (as well as reactive) **signposting into other services**, such as drug/ alcohol treatment or sexual health services, or those wider services that may be available to them. They may need innovative as well as traditional public health campaigns based on the principles of social marketing to improve engagement with **self-help or self-care** activity.

There are markedly more children in parts of the H3: Hartlepool Central and Coast locality. In areas where there are more children there will be a greater demand for childhood medicines both on prescription (POMs) and from pharmacy or other sources (P/General sales list (GSL)). Parents with poor educational attainment may need more support to understand how they can best support the self-care of their children. This may include public **health protection advice** and support to encourage them to complete their childhood immunization programme. Low income may impact on their access to medicines without having to obtain a prescription. The Healthy Start Vitamins service will increase accessibility for these products in pregnancy and early years.

Pharmacy access to supportive professional advice in managing low acuity conditions could help provide the added value of repeatedly re-educating the population and **changing behaviours in respect of 'choosing well'** for their health care support. Access to GP services and, in particular, the ease of making an appointment, is a key measure of patient experience. It affects the wider healthcare system because patients who find it difficult to access GP services may seek care through emergency services inappropriately (Primary Care Commissioning, NHS England, 2017). If patients don't need an appointment with a GP or nurse, patients should choose self-care, with the support of a pharmacy if needed. It is important to avoid the potential for a two-tier pathway for self-care; one for those who can pay for any necessary medicines and another for those who can't.

The effects of high deprivation in a significant proportion of all wards in locality H3: Hartlepool Central and Coast locality will impact on the pharmaceutical needs of children and young people. Poorer choices with regard to the determinants of ill-health (poorer diet, parental smoking (including in pregnancy), and other risk-taking behavior) will also affect child health. Brief interventions during contacts with a pharmacy, (such as the free supply of Healthy Start Vitamins or support for self-care of **children's low acuity conditions**) may be used to enhance the opportunity for public health messages related to children such as encouragement to breast feed and family management of diet and exercise to address childhood obesity. Promotion of better oral health would also be of value where the dental caries rates in children are high.

There is a need for support to keep children safe and maintain awareness amongst pharmacy professionals on the appropriate action to take in the best interests of children and young people. Actions to promote **medicines safety** may be particularly important in areas where there is low adult literacy to ensure adequate understanding of the need to keep medicines out of reach of children (especially methadone etc.), to use them properly and to be able to give correct doses.

Ill-health and self-care for older people generate pharmaceutical needs related to the increased numbers of medicines that are often involved, and the increased number of people that are involved in managing them. The idea that it is a pharmaceutical necessity for all older people to have their original bottles or boxes of medicines removed and replaced with a 'dosette box' or compliance aid should be challenged at a strategic level. Routine use without good cause or requirement under the Equality Act (formerly Disability Discrimination Act (DDA)) should be discouraged. Improved understanding, at all levels, of the Act and how it applies to these pharmaceutical needs, goods and services for older people, and other vulnerable groups, would be very helpful. Responses received to the engagement survey suggest that pharmacies could make better adjustments to support the needs of the deaf community with small changes to services. An understanding of the need to offer BSL translation services, for bookable services in particular, and how to access that pragmatically through NHS England commissioned service is highlighted.

Commissioners and providers of pharmacy services need to consider the impact of the identified low levels of adult literacy and numeracy in Hartlepool on day to day pharmaceutical needs. Do we take enough care to ensure that people can understand their medicines? Can they calculate the time schedule for '4 times a day?' Can they read the labels on the bottles or do they just remember? Do they get the right information from Patient Information Leaflets supplied with medicines or other written advice? Do they understand the terms we use like 'relative risk?' The national pharmacy post-graduate training provider offers support for pharmacy professionals to learn more about how to support people with a learning disability, or other disability and understand their duty in respect of the Equality Act and Mental Capacity Act.

Uptake of screening services could be improved with high quality and targeted support in a wider range of areas.

There is a pharmaceutical need for access to EHC, ideally free at the point of access and for ages below the limit for sale-only supplies. This clinical service is well established in community pharmacy and is well used. Contractual issues should not impact on the ability of pharmacy to offer the best advice and support for services i.e., timely re-stocking of chlamydia test kits in pharmacy is an important commissioner-led responsibility. The differential between rates of EHC consultations and rates of chlamydia test / registration for the C-Card scheme, suggest that better use could be made of opportunities to close an EHC consultation with the offer of a chlamydia test and registration for the C-Card scheme, where eligible. Age eligibility for some services may restrict use and testing rates might improve via pharmacies if there was a treatment option

to return to that same pharmacy, where a relationship has been established, after a positive test.

Pharmacy is a safe and secure supplier of medicines. A PGD for chlamydia treatment would broaden the inclusion criteria and an enhanced service would facilitate supply to patients who do not have to pay for their prescriptions without the inconvenience to the patient and NHS expense of a second professional consultation to obtain a prescription. The needs of young people needs for wider **sexual health support** services such as free pregnancy testing, counseling and contraception advice could also be provided through pharmacies as a stand-alone pharmaceutical enhanced service. Opportunities to improve rates of use of these services delivered through community pharmacies have been identified.

There are a range of pharmaceutical needs in relation to the support and management of patients with mental health problems including those related to dementia, dual diagnosis, harm minimization and substance misuse. Part of the 2017-18 national pharmacy Quality Payments Scheme, and HLP development, is for staff to become 'dementia friends'. Supervision and compliance support can be extended to mental health issues other than addiction and opportunities for early identification (mental health first aid) and signposting into talking therapies, or even provision, could be explored. People living with long-term health conditions will be at an increased risk of developing depression.

As well as the needs for routine **safe and secure supply of medicines** to support drug treatment, often in line with controlled drugs legislation, the need for supervised self-administration is now common-place and almost routine. This client-group also has further pharmaceutical needs related to the management of blood-borne viruses, including provision of safer injecting equipment, potential for naloxone supply, good quality information, screening and vaccination services. The pharmacy-based needle exchange service in Hartlepool provides some opportunity for this advice to be made available. Evaluation of the service will need to consider threshold capacity issues and resilience with the small number of pharmacies offering the service. Pharmacies see these clients regularly and can become a valued professional support.

Apart from health prevention activity in relation to cancers there are pharmaceutical needs arising from the treatment of these conditions. Again, the safe and secure supply function here is not to be underestimated. Quality and safety in relation to routine controlled drugs supply is fundamental, however there are often issues in relation to the timeliness of access to the range of drugs used at the **end of life**. The continued availability of local arrangements to improve the patient/ carer experience in accessing dispensed medicines at the end of life is key.

There are great opportunities to improve the involvement of clinical pharmaceutical services at various stages of **urgent care** that currently absorb the time of these services unnecessarily, e.g., pharmacist telephone support for 111 services, direct referral to a pharmacy for advice and support for low acuity

conditions and an NHS commissioned service to permit the 'Emergency Supply' of medicines under existing legislation, but made free at the expense of the NHS (or covered by prescription equivalent charge) at the point of supply. Some of these improvements are now introduced as part of CPRS but aspects regarding costs of any OTC need exploring.

Pharmaceutical needs of in-patients in the acute hospitals are provided for by the acute trust. Processes should take place in the trust to facilitate timely discharge medication to allow the proper transfer of communication between hospital and primary care to take place before there is an urgent need to supply more medicines. Where inadequate discharge processes exist in relation to medicines, a heightened pharmaceutical need is generated that may affect patient safety. The Discharge Medicine Service can help this process run smoothly.

Clinical pharmacy professionals in general practice and also working in care homes can help support medicines reconciliation at transfer of care and wider patient safety processes. Future pharmaceutical need arising from adjustments to care pathways, opening times or buildings/facilities will need to be taken into account to be sure that suitable pharmaceutical services are available.

Other strategic pharmaceutical needs of the population include:

- prescribing support to primary care involving regular and systematic review of prescribing activity with interventions to increase the clinical and cost-effectiveness of prescribing
- clinical pharmacy professionals in primary care developing new ARRS funded roles alongside other healthcare professionals including physicians associates and social prescribers as well as GPs, nurses and others
- pharmaceutical advice to support the patient safety and CPCF contract management process and 'market entry' processes at NHS England
- managing the entry of new drugs to the NHS and supporting commissioning of sophisticated treatments
- Patient Group Direction development
- professional development on prescribing and medicines issues to healthcare professionals, practices and care homes, including GPs, nurses and receptionists and pharmacy staff
- support for independent and supplementary prescribing by pharmacists and others which is continuing at pace in general practice and the hospital sectors
- strategic advice to support the controlled drugs agenda and
- strategic input into the development of public health and community pharmacy, including the PNA itself.

People who manage their own health, wellbeing and care both have a better experience of care and a reduced demand for high-intensity acute services. However, 40% of people have low levels of knowledge, skills and confidence to manage their health and wellbeing. The health and care system can do much more to support people to make better informed choices and to be more active in managing their own health, wellbeing and care. The new medicines service

and adoption of an approach to 'Shared decision making' across all sectors will help that.

Finally there is increasing evidence again from this PNA engagement exercise that patient access to a pharmacy in Hartlepool may be constrained by a lack of knowledge of services, how they may help, service availability and their own empowerment to act (e.g., how to change nomination on ePS). This is an issue that should be much easier to address than many of the others, but has historically proven difficult, not just locally, but nationally.

## **10.4 Current pharmaceutical needs particular to Hartlepool localities**

### **10.4.1 Locality H1: Hartlepool West**

The wards of [Hart] and [Rural West] are characterised by their relative rurality and measures of greater affluence; most of the properties are owner occupied and there is a high level of access to a car. It is recognised that the degree of rurality and expectations of access to pharmaceutical services and the population demographics may be also changing with the considerable housing development activity on-going in the northern part of this locality. The emphasis on pharmaceutical needs based on demographics is mixed, particularly with the inclusion of the [Throston] ward in this locality which has closer associations with the H3: Central and Coast locality in parts but extends into the space which is for this locality. However, taking demographics into account, including 'pockets' of aging population and usual village issues, the fundamental pharmaceutical needs of this area are largely already identified in the general description for Hartlepool.

### **10.4.2 Locality H2: Hartlepool South**

A characteristic of this locality is a generally lower level of children and higher proportion of older people and it is important that the needs of these ward populations are not overlooked. Service provision often focuses on the needs and demands in the H3: Central and Coast locality.

### **10.4.3 Locality H3: Hartlepool Central and Coast**

All of the pharmaceutical needs identified for Hartlepool are most prominent in this locality since it contains the majority of the resident population. The pharmaceutical needs of the transient daily population and visitors attending the town centre facilities or leisure activities must also be accommodated. The pharmaceutical needs of patients attending the Integrated Urgent Care Service located at the NTFT site in Holdforth Road and GP Extended Access service located at the One Life Health Centre in this locality here are also to be met.

## 11.0 Statement of Need for Pharmaceutical Services in Hartlepool

How can pharmaceutical services contribute to shaping the future of health and wellbeing in our Borough as well as responding to current pharmaceutical needs?

This section will have regard to all the information collated and considered to produce an assessment that will identify

- necessary services: current provision
- necessary services: gaps in provision
- other relevant services: current provision
- improvement or better access: gaps in provision
- other NHS services taken into account when making the assessment.

What is required from the Statement of Need? The NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 require that the PNA includes a statement of the pharmaceutical services that the Health and Wellbeing Board has identified as services that are **necessary** to meet the need for pharmaceutical services in its area. Regulations do not include a definition of what is a necessary service and what is not, so the HWB has discretion and may or may not give weight to certain factors as it chooses.

The statement should further identify if these necessary services are

- **currently provided** or not and
- if they are provided **in the area of the HWB** and
- if there are any services currently provided **outside the area** that nevertheless contribute towards meeting the need for pharmaceutical services in its area.

The Regulations further require that the PNA includes a statement of the pharmaceutical services that the Health and Wellbeing Board has identified as **other relevant services** that although they are not necessary to meet the need for pharmaceutical services in its area, nevertheless have secured **improvement or better access** to, pharmaceutical services in its area. We may call these 'added value services' for simplicity of further description, although that term is not described in regulation.

The Regulations further require that the PNA includes a statement that indicates any **gaps in the provision** of pharmaceutical services that the Health and Wellbeing Board has identified. These may be gaps in the provision of either necessary services or 'other relevant services' ('added value' services as described above). Furthermore, any identified gaps in provision may require services to be provided to meet a **current need** or an anticipated **future need** for pharmaceutical services. The gaps in 'added value services' may also be those that are currently identified or are identified in relation to an anticipated **future benefit from improvement or access**.

Finally, a statement describing any **other NHS services** that the HWB has had regard to when assessing the needs for current or future provision of pharmaceutical services must also be included, and follows in this section.

### **11.1 Statement of need: essential services provided by dispensing doctors or DACs**

In this assessment, the HWB has had regard to the services of dispensing doctors and Dispensing Appliance Contractors which could affect the need for pharmaceutical services in the Hartlepool area. There are no (doctor provided) dispensing services in Hartlepool.

The pharmaceutical service of dispensing of appliances is a **necessary** service. There are no DACs located in the HWB area however, DACs located out of the area continue to contribute to meeting some of the need for this service. Based on the data available for dispensing of appliances in the HWB area these 'out-of-area' DACs provide **improvement or better access** to that service. This is described further in section 11.2.1.

### **11.2 Statement of need: pharmaceutical need for essential services provided by community pharmacy contractors**

#### **11.2.1 Borough of Hartlepool – all localities**

The essential services of the CPCF are **necessary services** in all localities of Hartlepool. They are available face to face from the 19 **current** community pharmacy providers of pharmaceutical services from locations described in section 8.0; A distance selling pharmacy located within Hartlepool now offers additional access and choice. Gaps in essential services could arise from poor access to a pharmacy or an appliance contractor (including insufficient choice) or poor service delivery, or might be identified from a consideration of likely future needs.

In making this assessment the HWB has had regard, in so far as it is practicable to do so, to all the matters included in Part 2 Regulation 9 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. It has considered the responses to patient, professional and other stakeholder engagement and the views or information available about current pharmaceutical services, having particular regard to the issues of access and sufficient choice of both provider and services available (particularly the days and times that those services are provided being one of the few variables with respect to Essential services) and the small contribution made by service providers outside of the Hartlepool area.

Following this assessment, the HWB has considered that the **current providers** of pharmaceutical services, the general location in which the services are provided, and the range of hours of availability of those services are able to meet the current and likely future pharmaceutical needs for Essential services in all three localities of the Hartlepool HWB area. The dimensions of



the existing service provision described above are also considered to meet the need in all localities.

Responses to the patient survey contribute in part to the evidence for this i.e. that the majority of respondents stated that it was easy to visit a pharmacy and that they could find a pharmacy open when they needed one. For the pharmaceutical needs for the **necessary** essential services to continue to be met, the range of core hours currently provided before 9 am and after 6pm on week days and all core hours on Saturday and Sunday must be maintained.

The two 100-hour pharmacies in Hartlepool are **necessary providers** of pharmaceutical essential services during their core opening hours, particularly at evenings and weekends, to the whole of the Hartlepool area. The HWB would regard any reduction in their services by virtue of reduced core opening hours as creating **a gap** in availability of **necessary services** and would wish to maintain the current level.

The HWB considers that there is sufficient choice of both provider and services available to the resident and visiting population of all localities of Hartlepool. For H1: Hartlepool West some of the need is met by providers of pharmaceutical services just outside the locality. Some providers of pharmaceutical services outside the HWB area provide better access in terms of choice of services, but these are not necessary services i.e. there is no gap in service that cannot be met from pharmacies located within the HWB area.

This includes having had regard to provision of population based (not practice based) GP Extended Access from Chadwick Practice located in H3: Hartlepool Central and Coast locality at One Life Centre, Hartlepool and provided between 6.30 pm and 8.00 pm Monday to Friday, and 10.00 am to 1.00 pm Saturday, 11.00 pm to 1.00 pm on Sunday. Patients book via NHS111. The HWB has also had regard to the GP Extended hours that are likely to be available in all three localities on weekdays at similar times. Current providers in the H3: Central and Coast locality are available to meet any pharmaceutical need for Essential services at these times, e.g., to dispense a prescription. Existing providers in the other localities may consider the opportunity to offer improvement or better access to pharmaceutical services between 6pm and 8pm on (some) weekdays, via supplementary hours, once the dimensions of the new Extended hours service is known.

Taking all into account, based on current needs and near future needs, there are **no gaps in pharmaceutical services provision of essential services** that could not be addressed through the existing contractors and commissioned directed services. There is therefore no current need for any new provider of community pharmacy essential services in Hartlepool.

The local health needs of the Borough of Hartlepool indicate that programmes to encourage behaviour change in terms of attitudes towards smoking, breast feeding, diet, alcohol and sexual health (as examples) should be an important feature of public health plans in the immediate and short term future. The current essential pharmaceutical services that can be employed to support these activities are **necessary** to meet the pharmaceutical needs of the population.

Commissioners might take steps to gain **improvement or better access** to these services by ensuring that opportunities afforded by the essential services of the community pharmacy contract are used to their fullest extent to achieve maximum impact as part of an integrated programme of public health activity in these areas. Brief intervention and case-finding, accurate signposting and strong public health campaigns can all be initiated with limited financial resource, particularly with the existing foundation both premises and staff; there is a greater opportunity cost of not maximizing the potential of these services.

There is a need for appliances as well as medicines to be dispensed as part of the essential pharmaceutical services available. The HWB assessed the annual number of prescription items for appliances from all practices in the area and the year on year increase in items. The HWB had regard to the fact that there are no Dispensing Appliance Contractors in Hartlepool which is a long established situation. The HWB also had regard to the information that 85% of prescriptions for appliances issued for the people of Hartlepool are dispensed by pharmacies located within the area and recognises the contribution made to provide **improvement or better access** to this essential service from DACs out of the area. The HWB considered that patients also have a choice of where to access the service of dispensing for appliances, given the number of pharmacies shown to be dispensing appliances and the five DACs out-of-area that provide remote access.

The HWB is not aware of any complaints or circumstances in which the patients of Hartlepool have experienced difficulty in accessing pharmaceutical services to dispense prescriptions for appliances. Having regard to the all of the above, the HWB considers there is currently **no gap** in the provision of this pharmaceutical service for dispensing of appliances. Given the growth in dispensed items and numbers of providers there is no need or near future need for this service that cannot be met by existing providers, the HWB does not consider that an appliance contractor is required to be located in the Hartlepool HWB area to meet the current or future need for this pharmaceutical service.

## **11.2.2 Locality specific needs including likely future needs**

### **11.2.2.1 Locality H3: Hartlepool Central and Coast**

There is the greatest need for health, public health and wellbeing intervention within the H3: Hartlepool Central and Coast locality. All pharmacies should be recruited to actively pursue all opportunities through the **necessary** essential services. Clear strategies for intervention and reporting could be developed and supported.

Since the last PNA in 2018 a pharmacy in this locality has closed. There are six other pharmacies in the immediate vicinity and existing contractors have been able to respond. The opening of a new pharmacy in the H1:Hartlepool West locality maintained the same number of contractors overall, with improved distribution of access to **necessary** essential services.

Having regard to all of the issues presented throughout, no additional pharmaceutical needs for essential services are identified over and above those

general needs identified for Hartlepool HWB described above. Having regard to all of the information presented throughout and potential future needs, there is **no gap** i.e. no identified need for any additional provider in this locality.

#### **11.2.2.2 Locality H2: Hartlepool South**

Having regard to all of the issues presented throughout, no additional pharmaceutical needs for essential services are identified over and above those general needs identified for the HWB area described above. Some providers outside the HWB area, including Wynyard pharmacy in Stockton on Tees, may offer improvement or better access in terms of choice of services for the population of this locality. Taking into account all of the information presented throughout and potential future needs, there is **no gap** i.e. no identified need for any additional provider in this locality. More than satisfactory choice is available short distances away. Some limited housing development is underway in this locality currently, but having regard to all the relevant factors it is considered that no additional provider is required to meet the necessary current pharmaceutical needs, or likely future needs of this population.

There are two pharmacies in the H2: Hartlepool South locality. These pharmacies do provide important and necessary access to pharmaceutical services to the resident and visiting population of that locality. The continuation of national Pharmacy Access Service (PhAS) funding for Seaton pharmacy acknowledges this necessary pharmacy in this locality. The current support package began in January 2022 and will run until the next PhAS review, which will be no earlier than April 2023.

Existing contractors may be mindful of the opportunity to offer improvement or better access to essential services with supplementary hours should any GP Extended Hours be offered in this locality.

**Improvement or better access** to these services might be afforded by better supporting the needs of the population for accurate and timely information about those pharmaceutical services, particularly when and where they are available.

Considering the future needs of the population of this locality, there are plans for new housing provision as part of the South West Extension in this locality. However, best estimates of firm plans suggest that this will not impact on the need for essential services in this locality within the lifetime of this PNA. All known plans (submitted and approved or pending) have been considered in making this assessment.

#### **11.2.2.3 Locality H1: Hartlepool West**

Section 8.2.1 describes the availability of existing services in some detail. This locality has had the benefit of a new provider of pharmaceutical services opening here since the last PNA. This now secures the **necessary** essential services in this locality. This pharmacy is eligible for the pharmacy access payment which may support as it becomes established.

It is acknowledged that some of the population of Rural West require transport to be able to access the essential pharmaceutical services that are provided

only short distances away outside of their ward. However, car ownership is high and the choice of pharmacies within a few miles is great.

Considering the future needs of the population of the Rural West ward, there are plans submitted, and some approved, for further household construction in this ward. All known plans (submitted and approved or pending) have been considered in making this assessment. There has been, and continues to be visible housing development on-going in the Bishop Cuthbert/ Middle Warren area of the Hart and Rural West wards. However, the net gain in persons is smaller than construction activity might suggest. There is no substantial new need for pharmaceutical services that cannot be met by existing providers, particularly with a new provider of pharmaceutical service in the locality. The transferred or in-coming population will not have the higher levels of pharmaceutical need related to deprivation that are a feature of the other Hartlepool wards in the locality H3:Central& Coast and car ownership rates are likely to be high; the current and likely near future pharmaceutical needs could easily be met by the large range of pharmacies available, within a very short driving distance. Where necessary, public transport provides the population with additional access and extensive choice being within accessible reach of the town centre pharmacies.

Both H1 and H2 Localities. Considering the availability of pharmaceutical services on weekdays in the H1: Hartlepool West, or H2: Hartlepool South localities. For the few prescriptions, or other essential services, or CPCS referrals required on any given weekday evening beyond 6pm it is considered that the choice of four nearby pharmacies in locality H3 offering services later, would meet the necessary population needs. Once firm plans for GP Extended Hours or Extended Access are known after October 2022 the potential for better access to pharmaceutical services in relation to weekday opening times beyond 6pm sits with the existing pharmacies. Should any of the pharmacies choose to respond by offering increased supplementary hours on a weekday evening they can do so on a trial basis at any time, giving three months notice of their intention to start and the same notice should they subsequently wish to withdraw these hours having tested activity.

Taking into account all of the information presented throughout and having regard to current and potential future needs within the time-frame of this PNA, and the benefit of sufficient choice, there is no identified need for any new provider of pharmaceutical services located in this locality to meet the needs for **necessary** pharmaceutical services in the locality.

The need for essential services may change beyond the lifetime of this PNA. The HWB would wish to note that any potential new provider of pharmaceutical essential services that would be located in Locality H1:Hartlepool West or H2:Hartlepool South and within two miles of any existing provider (including that at Wynyard in the Stockton-on-Tees HWB area), that did not offer any regular core hours on each weekday evening after 6pm and until at least 8.30 pm, nor any substantial core provision at weekends (particularly on Saturday and Sunday afternoons until at least up to 5pm, would not offer any unforeseen benefits. Any potential new provider of essential services in any locality could

must offer substantial improvement or better access to the days on which and times at which core pharmaceutical services are available now, on weekday evenings and on weekends, including Sunday.

Current firm plans do not indicate that the future need for pharmaceutical services in the Wynyard area would require a second pharmacy for those needs to be met. It is foreseeable that firm future plans in the Wynyard area within the lifetime of this PNA will support the important longer term sustainability of the existing pharmacy rather than trigger the need for access to a second. Should near future plans come to fruition towards the end of the lifetime of this PNA, but much more likely beyond, the existing contractor may respond with the offer of some supplementary hours to support choice or improvement or better access on a weekend.

## **11.3 Pharmaceutical need for advanced services**

### **11.3.1 Hartlepool – all localities**

#### **11.3.1.1 New Medicines Service (NMS)**

Services to support people managing their medicines are pharmaceutical services which provide **improvement or better access** towards meeting the pharmaceutical needs of the population. Uptake of the NMS service seems to indicate that existing pharmacy contractors are engaged with the service and seeking opportunities to provide the service to meet the pharmaceutical needs of patients starting a new medicine. No gap in provision has been identified and there is no reason to suggest that any likely future needs cannot be met by existing contractors. Further **improvement or better access** to these NMS services might be afforded by

- Improving patients' knowledge about NMS
- Improving the selection of patients for NMSs
- Involving secondary care colleagues, CCGs/ GPs in the plans to improve pathways, particularly on discharge from hospital, and increase the opportunities use/ target NMS

#### **11.3.1.2 Community pharmacy NHS seasonal flu vaccination service**

Year on year the provision of this service through community pharmacy is increasing, and recently substantially. The majority of service provision for seasonal flu vaccination remains with general practices and as such, the pharmacy service is not yet considered a necessary pharmaceutical service. However, provision of this service commissioned by NHS England provides **improvement or better access** for patients. The availability of the service on a drop-in basis, at times that include weekday evenings, Saturdays and Sundays in some premises, will contribute to the 'convenience and choice' that patient feedback reports.

#### **11.3.1.3 Community Pharmacy Consultation Service**

It is too early to understand the impact of this service but preliminary indications suggest that patients will experience **improvement or better access** to medicines via the service and in time this may become a necessary service. All

providers in Hartlepool have signed up to provide the service and volume is increasing. This supports additional interventions with patients to support integration into urgent care, support self and better management of repeat medication.

#### **11.3.1.4 Appliance use reviews (AURs)**

AURs may provide **improvement or better access** for patients managing appliances. Data suggests that pharmacy contractors have engaged with this service as appliance dispensing has increased.

#### **11.3.1.5 Hypertension Case Finding Service**

It is too early to understand the impact of this service but it is envisaged that provision of this service commissioned by NHS England provides **improvement or better access** for patients.

#### **11.3.1.6 Community Pharmacy Hepatitis C Antibody Testing Service**

It is too early to understand the impact of this service but it is envisaged that provision of this service commissioned by NHS England provides **improvement or better access** for patients.

#### **11.3.1.7 Stop smoking on discharge from hospital service**

It is too early to understand the impact of this service but it is envisaged that provision of this service commissioned by NHS England provides **improvement or better access** for patients.

### **11.4 Statement of need: Pharmaceutical needs for enhanced services**

#### **11.4.1 Community pharmacy enhanced services currently commissioned by NHS England and available in Hartlepool**

##### **11.4.1.1 Covid vaccination service**

This service is only temporarily commissioned it remains to be seen what the on-going need for this service will be.

##### **11.4.1.2 Extended hours (Bank Holiday) directed service**

There is a pharmaceutical need for essential services to be available on days when all normal pharmacy provision could be closed (e.g. Bank Holidays). The service is of increasing value where more general medical services facilities become available in these extended hours or out of hours periods. In the absence of any other provider, a minimum service is considered **necessary** to meet the needs of the population of Hartlepool. In order to meet the needs of Hartlepool HWB population, pharmacies are also commissioned outside of the HWB area, but within the Tees area, and contribute to provision of this necessary service. Provided at least the current level of direction of pharmacies on these days is maintained, there is considered to be **no gap** in the current provision of, or likely future needs for, this pharmaceutical service; the pharmaceutical needs of the population are met. Arrangements must be agreed well in advance so that patients are able to make best use of the services by being able to be fully aware of them.

### **11.4.1.3 Emergency planning: supply of anti-viral medicines**

NHS England is responsible for leading the mobilisation of the NHS in the event of an emergency or incident and for ensuring it has the capability for NHS command, control, communication and coordination and leadership of all providers of NHS funded care. NHS England at all levels has key roles and responsibilities in the planning for and response to pandemic influenza.

There is a pharmaceutical need for antiviral distribution systems to be available in the event of a Pandemic. Depending on the stage of the response, NHS England may choose to use pharmacy or non-pharmacy providers but some planned service availability is **necessary** to meet the needs of the population of Hartlepool. In the absence of another provider NHS England may plan, and ultimately commission, an enhanced service from community pharmacy providers. It is not considered that existing contractors in Hartlepool will be unable to meet the likely future need for this service as they have done so recently.

### **11.4.2 Common Ailments & Sore Throat Test and Treat**

Although still listed in the enhanced services that may be commissioned by NHSE&I this service has largely been superseded by the Community Pharmacy Consultation Service and ICS MA service

## **11.5 Statement of need: other NHS services taken into account when making the assessment**

### **11.5.1 Other community pharmacy services *currently locally commissioned* in Hartlepool**

#### **11.5.1.1 Supervised self-administration of medicines for the treatment of drug- misusers.**

There is a pharmaceutical need for this service which is considered to be **necessary** to meet the needs of the population of Hartlepool. As there is no alternative provider, the community pharmacy locally commissioned service provision is also considered to be **necessary**. With the current level of need as assessed by the specialist commissioner and the current level of accreditation of pharmacies and pharmacists across the Hartlepool localities there is considered to be **no gap** in the provision of this pharmaceutical service; the pharmaceutical needs of the population are met by the service commissioned by the local authority.

For this need to continue to be met, including likely future needs, at least the same number of supervised places and broad location of community pharmacy providers in Hartlepool, would need to be maintained.

**Improvement or better access** to this service could be afforded by maintaining the capacity of community pharmacy provision around that currently provided, whilst monitoring trends to establish future needs as periodically identified.

Maintaining numbers of suitable pharmacy providers builds capacity to support periodic breaks in service provision during the transition between pharmacist managers. More flexible accreditation processes could also support this. The commissioning resource to support this level of accreditation and contract management must be maintained to facilitate this level of access

#### **11.5.1.2 Emergency hormonal contraception (EHC)**

There is a pharmaceutical need for women (including young women) to be able to access EHC and given the particular health needs of Hartlepool this is considered a **necessary** pharmaceutical service.

The needs assessment takes into account the volume of provision of this **other NHS service** and determines that the EHC locally commissioned service is **necessary** provision by community pharmacies in all localities of Hartlepool that it is available. With the current level of accreditation of pharmacies and pharmacists across the Hartlepool localities there is considered to be **no gap** in the provision of this pharmaceutical service; the pharmaceutical needs of the population, including access and choice, are met by the service commissioned (indirectly) by the local authority.

Based on likely future needs, at least the same number of pharmacies, pharmacists, and broad location of community pharmacy providers in the Hartlepool area would need to be maintained in order to continue to meet this need - unless there was a substantial change in the alternative NHS provision, which would require the need for community pharmacy provision to be re-assessed. The commissioner has already made good use of the opportunity to commission EHC from a large number of pharmacies, including the 100 hour pharmacy providers. The aim should be for almost all pharmacies to be in a position to offer EHC most of the time; monitoring the availability of EHC provision, by exception reporting, may be useful. The commissioning resource to support this level of accreditation and contract management must be maintained to facilitate this.

#### **11.5.1.3 Stop smoking Service**

Smoking prevalence in Hartlepool suggests that there is a substantial public health need for this service. Having regard to the current level of provision available from other local authority-commissioned providers in a clinic, or workplace setting, a contribution from community pharmacy to this service would offer **improvement or better access** to meet the needs of the population of Hartlepool.

Pharmacies are particularly necessary where access to prescribed pharmacological support is limited (i.e. where specialist stop smoking advisers are not able to prescribe NRT but instead use a 'voucher' system for patients to access a pharmacy for dispensing or where GP practices have little capacity. Additionally, considering the accessibility in terms of opening hours on evenings and weekends, and the overall patient experience including supply of any medicine used, only a pharmacy can provide a true 'one-stop' facility. Having regard to the current level of need as assessed by the specialist commissioner and the current level of accreditation of pharmacies and pharmacists across both localities there is considered to be **a gap** in the provision of this



pharmaceutical service that an 'other NHS service' might have the opportunity to meet.

#### **11.5.1.4 Healthy Start Vitamins**

There is a public health need for statutory provision of Healthy Start Vitamins (HSV) to eligible women and children in Hartlepool. The absence of any other service provider means that the **current** community pharmacy locally commissioned service is **necessary** to meet the pharmaceutical needs for this service in all localities in Hartlepool. Commissioners are currently re-starting this service post pandemic. **No gap** is identified providing contractual responsiveness is maintained.

#### **11.5.1.5 C-card service (free condom supply)**

Teenage pregnancy rates are high in Hartlepool and the other HWB areas on Teesside. There is a public health need for support services beyond EHC for young sexually active women who are at risk of pregnancy and for prevention of STIs. Having regard to the current level of provision available from pharmacy there is **not** considered to be a **gap** in provision. However, activity is low and should be improved if this '**other relevant service**' is to provide **improvement or better access** in accordance with current and likely future needs.

#### **11.5.1.6 Chlamydia testing**

There is a public health need for a chlamydia screening service which is **necessary** to meet the needs of the population of Hartlepool. Having regard to the current low level of provision available from other commissioned providers (SHT and general practices and non-healthcare settings for 'issue-only) the **current** locally commissioned pharmacy-based chlamydia screening service is considered to provide a **necessary** service in Hartlepool.

However, it is understood that further **improvement or better access** to this service could be afforded by investing in an improved service pathway for this service. There is scope to achieve this with the existing pharmaceutical services providers should they be responsive to that identified need for improvement. It is considered that the service to the patient would benefit from a 'consultation' based approach, a stronger association with EHC provision and in the longer term, the potential to provide treatment to those whose returned test is positive..

#### **11.5.1.7 On demand availability of specialist medicines (palliative care) service**

There is a pharmaceutical need for patients to be able to access medicines with 'reasonable promptness'. This **necessary service** is part of the service specification of the routine dispensing essential service. Medicines which are out of stock in a pharmacy on presentation of a prescription can usually be obtained from a pharmaceutical wholesaler within 24 hours and often less.

Additionally, **improvement or better access** to the availability of those medicines is afforded by commissioning selected community pharmacies to maintain a suitable stock list of medicines, including the potential for **improvement or better urgent access** to medicines required for prophylaxis of meningitis or similar. It is considered that the need for this pharmaceutical

service in Hartlepool is met by **current** provision, and there is **no gap** in meeting current needs or likely future needs whilst this service remains commissioned by the CCG. Adequate resource to maintain the accuracy and availability of the information element of this pharmaceutical need, which would include signposting by other community pharmacies, is essential.

#### **11.5.1.8 Needle exchange**

PWID require sterile injecting equipment, information, advice and support to minimise the complications associated with drug misuse and accessing injecting equipment elsewhere. A pharmacy needle exchange service is commissioned by Public Health. Given the volume of activity, and availability on a Sunday, this service is considered to be **necessary** to meet the needs of the population of Hartlepool. A review of capacity at the small number of pharmacy sites might identify any scope for **improvement or better access** in line with the specific needs assessment regularly undertaken by the specialist commissioner. Several pharmacies in Hartlepool offer seven-day opening for good potential access to harm minimization services.

### **11.6 Necessary services, other relevant services and other NHS services: community pharmacy services not currently commissioned from pharmaceutical services providers in Hartlepool**

#### **11.6.1 Management of low acuity conditions via community pharmacy**

The CPCS service is offering some opportunity to manage low acuity conditions. As this service develops there may be opportunity to review the place of supportive services. There is **no gap** in provision in this '**other relevant service**' is identified. New information published as a consequence of the CPCS pilot service will be evaluated for consideration of future need.

Add ICS service

#### **11.6.2 Anticoagulant monitoring service**

International normalised ratio (INR) monitoring for patients undergoing anticoagulation is a necessary service. Having regard to the current level of provision available from other NHS providers (general practice or the acute sector) there is **not** considered to be a **gap** in provision. It is not considered that a community pharmacy service is required to meet the current necessary pharmaceutical needs of the population of Hartlepool.

#### **11.6.3 Care home service**

The provision of advice to care homes on safe and secure management of medicines is a **necessary** pharmaceutical service. Some NHS provision of this service is currently delivered Primary Care Networks. There is **no identified gap** in local provision via community pharmacy subject to consideration by NHS England of likely future needs. It is noted that NHS provision is supplemented

to various degrees by the private or commercial (non-NHS funded services) offered by many community pharmacies.

#### **11.6.4 Disease specific medicines management service**

Having regard to current NHS provision to support patients with long term conditions in PCNs, there is **no identified gap** in local provision via community pharmacy

Initially, better use should be made of opportunities to support these groups of patients through advanced services. Patient and professional engagement highlighted some support for pharmacists' involvement in long term conditions, for example in routine monitoring for diabetes or hypertension. Several evidence-based reviews of the potential contribution pharmaceutical services can and do make to the management of long term conditions, may support future commissioning strategies.

#### **11.6.5 Gluten free (GF) food supply service**

Where national guidance is followed locally, it not considered that a locally commissioned community pharmacy service is required. The enhanced service specification remains in legislation should an alternative supply pathway be considered in the future.

#### **11.6.6 Home delivery service**

Other than for the pandemic response, there is no NHS service for home delivery of medicines other than highly specialist products (such as certain dialysis fluids). The substantial provision of privately operated (non-NHS funded) prescription delivery services by virtually all community pharmacies is acknowledged. Patients regard these services highly but they are not without issue. An NHS-funded home delivery service is not currently required in Hartlepool to meet the pharmaceutical needs of patients or carers. However, as more patients use non-NHS home delivery services, this highlights the absence of routine and widespread arrangements to support domiciliary delivery of both medicines supply itself, but also some pharmaceutical services.

#### **11.6.7 Alcohol brief intervention service**

Whilst the essential services of the CPCF provide for brief interventions to be made on public health issues, there is no requirement to target particular groups of patients, provide a specific intervention or action, or to record or provide feedback to commissioners or patients on these interventions. Given the rates of hospitalization due to alcohol in the Hartlepool area and culture of binge drinking, particularly amongst young people, an alcohol brief intervention service delivered in a community pharmacy setting could be considered to provide **improvement or better** access to such an intervention for the population of Hartlepool. This is a common intervention made by HLPs but quantification of provision is not fully available.

### **11.6.8 Language access service**

NHS England commissions a language access service offering face to face and telephone translation and interpreting services to support primary care patients. However, a patients' need for language support does not end when a medical consultation is over and there would appear to be evidence of a need to improve signposting information available for the commissioned language access service to improve support for patients accessing community pharmacy services.

### **11.6.9 Medication review service**

The provision of a Medication Review service, with access to full patient records, is a **necessary** pharmaceutical service. NHS provision of this service is currently delivered by a combination routes; general practices themselves; NHS commissioned clinical pharmacist in general practice arrangements and some CCG-provided or CCG-commissioned pharmaceutical services in general practice, domiciliary or care home settings. Having regard to the current level of provision available from other NHS providers there is no evidence of any gap in provision of this service based on current or likely future needs, whilst these services remain in place.

### **11.6.10 Medicines assessment and compliance support service**

The requirement to assess the needs of patients and to provide (with reasonable adjustment) support for them to be able manage their dispensed medicines is covered by the Equality Act (previously DDA) and incorporated into the dispensing essential service for community pharmacy. All professionals have a duty to meet their obligations under the Act but difficulties in interpretation and understanding of these obligations do exist.

Particular problems arise when services are inadequately provided for patients discharged from hospital into the care of the general practice and community pharmacy. Poor communication around patients provided with compliance support in association with home care is also a recognised difficulty. It is important to recognise the limitations of provision made under the essential services of the pharmacy contract and to support hospital, community pharmacy and general practice to make best use of this service and the information flows related to it. This is a very complicated issue but it is recognised that there are many agencies involved in the management of patients who may (or may not) have a specific need for compliance support. Having regard to all the NHS and associated other relevant services, it is considered that **improvement or better access** to such pharmaceutical services could be realised to meet current or likely future needs, should the any agencies elect to commission for service improvement.

### 11.6.11 Out of hours services

Access to medicines in the 'out of hours' period is the responsibility of the NHS commissioned Out of Hours provider. Having regard to this responsibility, **no gaps** are identified with regard to this necessary pharmaceutical service.<sup>28</sup>

### 11.6.12 Patient Group Direction (PGD) Service (other than EHC)

PGDs are already used to facilitate access to EHC in community pharmacy and for the NHS flu vaccination service. The use of a patient group direction service is dependent on the legal classification of medicines which might usefully be supplied from a pharmacy without the need for a prescription. This pharmaceutical need is therefore specific to a given drug or drugs that might be identified in future as suitable for supply in this way. The PNA identifies the potential for **improvement or better access** for vaccinations other than seasonal flu, such as hepatitis B for example.

### 11.6.13 Prescriber support service

The provision of a Prescriber Support Service is a **necessary** pharmaceutical service. NHS provision of this service is currently either a directly provided service of CCGs or provided by a commissioning support organisation. Significantly increased availability of support to and within general practices is being made available by NHS England through the GP Forward View programme of clinical pharmacists in practice. Having regard to the current level of provision available there is considered to be **no gap** in provision of this service based on current or likely future needs whilst the level of these provided services remain in place.

### 11.6.14 Schools service

Schools have certain responsibilities in relation to medicines that would benefit from pharmaceutical advice. Having regard to the current level of provision available there is considered to be **no gap** in provision based on current needs.

### 11.6.15 Healthy Heart Check

High levels of Cardiovascular Disease (CVD) in Hartlepool suggest that there is a substantial potential public health benefit to be gained from operating a successful CVD screening programme. Having regard to the current level of provision available from other NHS providers (general practice and local authority commissioned services in workplace settings) a community pharmacy service provision is considered to offer the potential for **improvement or better access** towards meeting the needs of the population of Hartlepool. Public Health nationally have at times been supportive of reviewing the potential for this service to be made available from community pharmacy and the infrastructure is now more readily available than it was when previous pilot schemes were first attempted locally.

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<sup>28</sup> For completeness, it is noted that the commissioned 'Extended hours – Bank Holiday (directed) enhanced service for community pharmacy may sometimes be referred to as an 'out of hours' service as this by necessity operates at hours (or on days) where a standard 'in-hours' service is not routinely available.

### **11.6.16 Other screening service(s)**

The opportunities for health screening in community pharmacy are many and varied. NHS screening services already exist, and current community pharmacy providers may be well placed to provide **improvement or better access** to several screening opportunities should the commissioner elect to explore those opportunities. For example, a successful pharmacy- based service for Hepatitis C and B screening has been promoted by the Hepatitis Trust. The patient and professional Cost-effectiveness and ability to target areas of current poorest uptake might influence likely future needs.

### **11.6.17 Supplementary prescribing service**

Opportunities for pharmacies, or pharmacists in other locations such as general practice settings, to prescribe for minor ailments and conditions and also to operate specialist clinic services such as for INR monitoring, stop smoking, long term condition management or services for drug users are being explored via national policy and strategy with respect to pharmacists training as supplementary or independent prescribers may provide improvement or better access to such pharmaceutical services in the future.

## 12.0 Conclusions

The Statement of Pharmaceutical Need (section 11) presents the conclusions of the Assessment. In Summary

The pharmaceutical needs assessment has considered the current provision of pharmaceutical services in Hartlepool and specifically the demography and health needs of the population. It has analysed whether current provision meets the needs of the population or whether there are any potential gaps in pharmaceutical service provision either now or within the likely lifetime of the PNA.

Pharmaceutical services are provided by **20 pharmacies** in the Hartlepool HWB area, including two which are open for 100 hours per week and one which is distance selling. (See Appendix 6 for the Pharmaceutical List; **update to June 2022**). There are no dispensing doctors and no appliance contractors. A map of locations of pharmacies within the Borough will continue to be available separate from the main PNA, but an integral part of it (Appendix 7) for ease of updating as required in Regulation. Many pharmacies provide advanced and enhanced services as commissioned by NHSE&I and some provide services commissioned by Hartlepool Council or (currently) the CCG. Contractors demonstrate their ability and willingness to respond to provide commissioned services.

Although the number of non-distance selling contractors on the Pharmaceutical List for Hartlepool HWB area is the same as for the previous PNA in 2018, a new pharmacy has opened in the intervening time (Middle Warren Pharmacy; 29 January 2019). However, an existing pharmacy also closed later that year (Lloydspharmacy Park Road; 18 December 2019). A new 'distance selling pharmacy' opened 1<sup>st</sup> June 2022, after the consultation period for the PNA.

Taking into account all the data provided, presented and considered on the health, wellbeing and associated pharmaceutical needs of the Hartlepool area and the availability and variety of pharmaceutical services, the Needs Assessment has identified essential services provided by community pharmacies as **necessary pharmaceutical services**. Given current provision including the spread across the area, and their opening times, the HWB has found there to be **no gap** in availability of pharmacy contractor or appliance contractor premises or outlets or their general location, to meet local needs. Taking into account population demographics, projections, and known firm housing projections and plans, it is anticipated that the current pharmaceutical service providers will also be sufficient to meet local needs.

Additionally

- the range of pharmaceutical services provided and access to them is good; there are pharmacies close to where people live, work or shop. Travel times have been mapped, finding that 67% of the population is within a 10 minute

walk and 97% are within a 20 minute walk (or a 5 minute car journey) of their nearest pharmacy. There are some differences between localities that reflect the nature of their populations and environment. The whole of the Borough can access at least one pharmacy within a 10-15 minute drive, surpassing the travel standard the HWB considers reasonable. Public transport is good across the town.

- there are essential pharmaceutical services (from pharmacies) seven days a week offering services before 9 am and late on weekday evenings. A good offer on Saturday mornings is reduced on Saturday afternoons and in Sundays, but meets current needs. There are some differences between localities.
- the health and wellbeing board is mindful that the service offering evening and weekend appointments with GPs may vary its opening times during the lifetime of this pharmaceutical needs assessment. However it would expect that either existing pharmacy contractors will adjust their opening hours to address such changes in the future or NHS England will direct pharmacies to open to meet any differences in opening hours.
- the number of current providers of pharmaceutical services, the general location in which the services are provided, and the range of hours of availability of those services combine to meet the need for the provision of the **necessary** essential services of the community pharmacy contractual framework. These providers and services are considered to meet the current and likely future pharmaceutical needs for essential pharmaceutical services in all localities of the Hartlepool HWB area.
- the HWB considers that there is sufficient choice of both provider and services available to the resident and reliant population of all localities of Hartlepool including the days on which, and times at which, these services are provided to meet current needs and likely future needs for these necessary pharmaceutical services.
- some few providers of pharmaceutical services outside the HWB area provide improvement to and /or better access in terms of choice of services, but these are not necessary services, i.e. there is **no gap** in service that could not be met from pharmacies located within the HWB area.
- having regard to all the relevant factors, there are **no current gaps** in provision of necessary pharmaceutical services or other relevant services, including essential, advanced and enhanced services that could not be addressed through the existing contractors; no likely future needs have been identified that could not also be similarly addressed. There is therefore **no current or known future need for any new pharmacy contractor or appliance contractor** provider of pharmaceutical services in Hartlepool
- pharmacies in Hartlepool have responded well to the offer of national advanced services such as the Community Pharmacy Consultation Service and Seasonal Influenza Vaccination supporting increasing integration with other parts of the healthcare system and better access for patients.



- Several locally commissioned ‘**other NHS services**’ have been assessed as **necessary** for the people of Hartlepool. They are currently commissioned by Public Health such that current population **needs are met**. These services include emergency hormonal contraception, supervised self-administration of medicines for the treatment of drug misusers, needle exchange and Healthy Start vitamins. Elements of a pharmacy stop-smoking service, chlamydia testing service and C-Card condom distribution services also offer, or could offer improvement or better access to such provision.

Some of the current and likely future needs for these necessary pharmaceutical services (other than the essential services) are partly met by providers other than pharmacy or appliance contractors, which the HWB have had regard to in completing this assessment.

Some of the current and likely future needs for these necessary pharmaceutical services (other than the essential services) are met by services which are commissioned locally by NHS, or other commissioners, other than NHS England, which the HWB have had regard to in completing this assessment.

The HWB also notes the requirements that NHS England must have regard to when considering any relocation or consolidation application.

A considerable range of other relevant services have also been identified. These are services which are not necessary to meet the need for pharmaceutical services in the Hartlepool area but nevertheless secure improvement to, or better access to, pharmaceutical services in the area. Some of these other relevant services are provided currently and for others, improvements can be made to support better access to pharmaceutical services now, others might be commissioned in the future.

There are some additional broad conclusions or recommendations that are acknowledged arising from this assessment.

There are opportunities for improvement or better access to current and the range of new pharmaceutical services in a community pharmacy setting by

- promoting services available to the public, including the times and days that they are available
- maximising opportunities for health improvement, brief intervention in pharmacies.

An easy read abbreviated guide and companion document to the PNA or infographic material, might be produced, to better enable the content to be used by anyone that may wish to know or understand more about the need and provision of pharmaceutical services to the population of Hartlepool.

There is evidence from the PNA engagement exercise that patient access to a pharmacy in Hartlepool may be constrained by a lack of knowledge of services,

how they may help, service availability and their own empowerment to act (e.g., how to change nomination on ePS). A sustained effort of information and communication, involving service users and service providers may be one way to address this.

Maintenance of the PNA could become more integrated into the strategic work undertaken for the JSNA and associated local strategies to help to ensure that pharmaceutical needs are more closely identified as an integral part of overall health needs and the strategic plans for healthcare, public health and social care that follow.

As part of the above, opportunities may be sought to increase understanding of patient experience of local pharmaceutical services and obtain further qualitative information. Activity to seek more detailed understanding of the views and experiences of patients, carers and their representatives, including those with protected characteristics, may continue after the PNA is published as part of on-going maintenance and wider quality management and enhancement of pharmaceutical and related services

Suggestions from the patient survey and consultation for the PNA should be further evaluated and shared with those who can act upon it.

### **13.0 Acknowledgements**

Members of the PNA Working and Steering groups wish to acknowledge the contribution made by all of those who have been involved with the development of this PNA including those patients and members of the public who responded to the engagement processes.

## 14.0 Glossary of Terms

<b>Abbreviation</b>	<b>Explanation</b>
ACT	Accredited Checking Technician
AUR	Appliance Use Review
CASH	Contraception and Sexual Health (Clinic)
CCA	Company Chemists Association
CCG	Clinical Commissioning Group
CHD	Coronary Heart Disease
CNTW	Cumbria Northumberland Tyne and Wear
CPCF	Community Pharmacy Contractual Framework
CPNx	Needle Exchange
CPPQ	Community Pharmacy Patient Questionnaire
CPRS	Community Pharmacy Referral Service
CVD	Cardiovascular Disease
DAC	Dispensing Appliance Contractor
DH	Department of Health
DDA	Disability Discrimination Act
DDT	Durham Darlington Tees
DRUMs	Dispensing Reviews of Use of Medicines
EHC	Emergency Hormonal Contraception
EoLC	End of Life Care
ePACT	Electronic Prescribing Analysis and Cost
EPS	Electronic Prescription Service
FP10	Prescriptions to be dispensed in community pharmacies or by dispensing doctors for medicine available under the NHS
FP10 MDA	Prescriptions used for installment dispensing of certain controlled drugs.
FSM	Free School Meals
FYFV	Five Year Forward View
HLP	Healthy Living Pharmacy
HWB	Health and Wellbeing Board
GP	General Practitioner
GSL	General Sales List medicine
ID	Indices of Deprivation
IMD	Index of Multiple Deprivation
JSNA	Joint Strategic Needs Assessment
LA	Local Authority
LLTI	Limiting Long Term Illness
LMC	Local Medical Committee
LPC	Local Pharmaceutical Committee
LDC	Local Dental Committee
LOC	Local Ophthalmic Committee
LPS	Local Pharmaceutical Service
LSOA	Lower Super Output Areas
MAS	Minor Ailment Scheme
MUR	Medicines Use Review
NHS	National Health Service

NHSCB	NHS Commissioning Board (NHS England)
NMS	New Medicine Service
NRT	Nicotine Replacement Therapy
NUMSAS	NHS Urgent Medicine Supply Advanced Service
OFT	Office of Fair Trading
ONS	Office of National Statistics
OOH	Out of Hours
OTC	Over the counter
P	Pharmacy only medicine
PCT	Primary Care Trust
POM	Prescription Only Medicine
PERMSS	Pharmacy Emergency Medicines Supply Service
PharmOutcomes	Community Pharmacy Contractor Platform
PGD	Patient Group Direction
PhAS	Pharmacy Access Scheme
(PhwSI)	Pharmacist with a Special Interest
PNA	Pharmaceutical Needs Assessment
PQS	Pharmacy Quality Scheme
PSNC	Pharmaceutical Services Negotiating Committee
SOAs	Super Output Areas
SSS	Stop Smoking Service
SSSS	Specialist Stop Smoking Service
STI	Sexually Transmitted Infection
STP	Sustainability and Transformation Partnership
TVPHSS	Tees Valley Public Health Shared Service

## 15.0 List of Appendices

- Appendix 1. Transcript of PharmOutcomes® Community Pharmacy Survey Questions
- Appendix 2. Engagement and Consultation Plans
- Appendix 3. Engagement Surveys. Paper versions of the two patient surveys and a 'blank' of the Stakeholder and Young Persons surveys.
- Appendix 4. Summary of Consultation, including the Consultation framework questions used.
- Appendix 5. Distances between pharmacies in the Hartlepool HWB area.
- Appendix 6. The full Pharmaceutical List of community pharmacies contracted to the NHS in the Hartlepool HWB area, showing Core, Supplementary and Opening Hours. pending update to 1<sup>st</sup> June
- Appendix 7. Map of pharmacies and general practices with key to the map showing practice names and locations
- Appendix 8. List of Tables and List of Figures. To be included at final publication.

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# PharmOutcomes<sup>®</sup> Delivering Evidence

Home Services Assessments Reports Claims Admin Help

## Service Design

- Browse Service Library
- View service accreditations
- Edit Service Design

## Provision Reports Preview

Basic Provision Record (Sample)

## Service Support

**Pharmacy Questionnaire-PNA**  
 Please complete this questionnaire **ONCE ONLY** to report the facilities and services offered by your

# 2021 PNA PHARMACY CONTRACTOR Questionnaire Stockton/ Hartlepool (Preview)

Date of completion 14-Mar-2022

### Basic Premises Information

Name of Contractor  
 i.e. name of individual, partnership or company owning the pharmacy business

See explanation box to the right. 'Name of Contractor' is shown as 'Pharmacy Name' on the pdf Pharmaceutical List provided by NHS England, available here, that you will check as part of this PNA process. You must USE THIS NAME when completing the box above.

Trading Name of   
 Pharmacy

**Address of Contractor**

**Post Code**

**ODS code {also known as F code or 'PPA code'}**

IMPORTANT: Any information entered on this questionnaire must match the information on the Pharmaceutical List held by NHSE&I - a copy of the list is provided for you to check. Any discrepancies should be raised

pharmacy.

If you have any questions about how to fill out this questionnaire using PharmOutcomes, contact your local LPC - Sandie Keall via sandie.keall@nhs.net

**Entitled to Pharmacy Access Scheme payments?**

Yes

No

directly with NHSE&I. The information must also match the information on both the NHS Website and Directory of Services.

**Is this a Distance Selling Pharmacy?** Yes • No  
(i.e. it cannot provide Essential Services to persons present at the pharmacy)

**Premises specific NHS email account**

**Pharmacy telephone**

**Pharmacy website address**   
If no website write no website

Please renew permission to hold the data you provide and use this to contact you if necessary. Consent is given for LPC, Health and Wellbeing Board and Local Authority to access the data for purposes of updating the Pharmaceutical Needs Assessment and other related documents.

**Consent to store this data on Pharmoutcomes & use for PNA** Yes • No

## Change to Terms of Service

---

REMINDER ONLY: Terms of Service Changes From November 2020, changes were made to the Terms of Service for all pharmacies providing NHS pharmaceutical services, by revising the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and the approvals under them. (The Community Pharmacy Contractual Framework for 2019/20 to 2023/24: supporting delivery for the NHS Long Term Plan). See PSNC for details

## Opening Hours

---

Your CORE Opening Hours are either 40 or 100 per week. Please tick one box as applicable.

**Pharmacy Opening•** 40• 100  
**Hours per Week**

**Is the information held•** Yes• No  
**by NHSE&I, about your**  
**current opening hours,**  
**correct?**

If you think your opening (core or supplementary) hours on the Pharmaceutical List provided here may be incorrect, select the No option, then YOU, the PHARMACY CONTRACTOR MUST contact NHS England to apply or notify any changes to hours required. Email contact is ENGLAND.Pharmacyandoptometry@nhs.net If you are a multiple pharmacy then contact your line manager in the first instance.

## Consultation Facilities

---

The NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2020 set out requirements for consultation rooms and timescales for compliance. Please tick the statement below that reflects the current position for your pharmacy.

**Availability of consultation room:**

Room available as per current Regulations

Room not available (Exemption)  
Exemption approved due to pharmacy size

Room not available (Exemption pending)  
Exemption applied for

Room not available (Planned)  
Room planned before 1st April 2023

Distance Selling Pharmacy - exempt  
Consultation room exemption for DSP

## Remote Consultation

---

From 8 November 2020 Terms of Service changes included facilitation of remote access to pharmacy services with requirement for phone/video link location to avoid being overheard. Please tick the statement below that reflects the current position for your pharmacy

### Facilities for remote consultation

Phone in consultation room

Video-link facilities in consultation room

Suitable phone elsewhere  
location avoids being overheard

Video-link elsewhere  
location avoids being overheard

Other  
indicate any plans if you wish

## Essential Services (appliances)

---

In this section, please tick the option which best describes the dispensing of appliances in your pharmacy.

### Appliance dispensing:

Yes- All types, or

Yes, excluding stoma appliances , or

Yes, excluding incontinence appliances , or

Yes, excluding stoma and incontinence appliances, or

Yes, just dressings, or

None

Other

## Essential Services (dispensing adjustments)

---

Does the pharmacy have the facility to apply any of the following reasonable adjustments when dispensing?

<b>Large print labels</b>	Yes	No
<b>Easy-open containers</b>	Yes	No
<b>Provision of medication in Multi-Compartment Compliance Aid (MCCA)</b>	Yes	No
<b>Reminder charts</b>	Yes	No

## Advanced Services

---

Please tick which of these Advanced Services your pharmacy provides

<b>New Medicine Service</b>	Yes	No
<b>Appliance Use Review</b>	Yes	No
<b>Stoma Appliance Customisation Service</b>	Yes	No
<b>Flu Vaccination Service</b>	Yes - provided before this year 2021	Yes - starting No
	Hover over the options for more description	
<b>Lateral flow test distribution</b>	Yes	No
	Hover over the options for more description	
<b>Community Pharmacy Consultation Service</b>	Yes	No

(CPCS)

**Pandemic delivery**    Yes    No  
**Service {when in** Hover over the options for more description

operation)

**Hypertension Case Finding Advanced service (started 1.10.21)** Yes Yes - intend to provide No  
Hover over the options for more description

**Planning to provide** Yes No

**Smoking Cessation Adv Service starting 1.1.22** Hover over the options for more description

Note the above service is a NEW Advanced Service for patients referred from a hospital setting. DO NOT CONFUSE with any Local Commissioned Service

## Enhanced Service - COVID Vaccination

---

This service has been commissioned in phases. Please tick which applies to your pharmacy

### COVID Vaccination NHSE Enhanced Service

- Yes - provided from Phase 1/2 provided 2021 and intend to continue
- Yes- from Phase 3 Started from Phase 3 and intend to continue!
- Yes - plan start Phase 3 Have not provided as yet but intend to start
- Provided before but now stopped
- No no plans to provide this service

## Locally Commissioned Services

---

These are services commissioned by Local Authorities or the CCG (for now). They may also be commissioned by other providers who have been commissioned by the Local authority or CCG, for example Sexual Health or Substance Misuse Services. Important: If you provide any of these as a private service please record this in the later section headed 'PRIVATE SERVICES', not here. This is a long list and we know many

are not commissioned locally, but the PNA considers possible services as well as existing ones. So for each service please tick the statement that best applies to your pharmacy. CP - currently providing this commissioned service WA - not providing now but 'willing and able' to do so if commissioned and trained X - not providing and not willing to provide this service

**Emergency Hormonal Contraception (via PGD)** CP• WA• X  
Hover over the options for more description

**C-Card (registration or supply)** CP• WA• X  
Hover over the options for more description

**Chlamydia (test only)** CP• WA• X  
Hover over the options for more description

**Chlamydia (test and treat)** CP• WA• X  
Hover over the options for more description

**Healthy Start Vitamin Supply \_ free to those with voucher** CP• WA• X  
Hover over the options for more description

**On demand availability of specialist drugs** CP• WA• X  
Hover over the options for more description

**Supervised Self-Administration** CP• WA• X  
Hover over the options for more description

**Methadone and Buprenorphine**

**Needle and Syringe Exchange** CP• WA• X  
Hover over the options for more description

**Hepatitis B vaccination (at risk workers or patients)** CP• WA• X  
Hover over the options for more description



The service above is an optional service for pharmacies delivering needle exchange service in Stockton

**BBV testing Kit Supply** • CP • WA • X

Hover over the options for more description

The service above is an optional service for pharmacies delivering needle exchange service in Stockton

**Naloxone Supply** • CP • WA • X

Hover over the options for more description

The service above is an optional service for pharmacies delivering needle exchange service in Stockton

Smoking Cessation Services

**Smoking Cessation (full** • CP • WA • X

**'One Stop')** Hover over the options for more description

**Stop Smoking Service -** • CP • WA • X

**NRT Dispensing Only** Hover over the options for more description

**Service**

**Varenicline via PGD** • CP • WA • X

Hover over the options for more description

## Other Services

---

**Care Home Service** • CP • WA • X

Hover over the options for more description

**Contraception Supply -** • CP • WA • X

**new service being** (not an EHC service)

**piloted NHSE** Hover over the options for more description

**Out of hours call-out** • CP • WA • X

**services**

**Anti-viral Distribution** • CP • WA • X

Hover over the options for more description

**Gluten Free Food Supply**• CP• WA• X  
(not via FP10) i.e not supply on FP10 prescription  
Hover over the options for more description

**Adherence support for  
Long Term Conditions** Hover over the options for more description  
e.g., hypertension,  
diabetes etc

**Anticoagulant  
monitoring** Hover over the options for more description

**NHS Health Check**• CP• WA• X  
Hover over the options for more description

**Sharps Disposal eg  
diabetic not needle ex** Hover over the options for more description

**Independent Prescribing**• CP• WA **e**X  
Hover over the options for more description

**Directly Observed  
Therapy eg., drugs for  
TB or HIV** Hover over the options for more description

### Screening Services

**Alcohol Brief  
Interventions** Hover over the options for more description

**HIV Screening**• CP• WA• X  
Hover over the options for more description

**Gonorrhoea Screening**• CP• WA **e**X  
Hover over the options for more description

**Hepatitis B screening**• CP• WA **e**X  
Hover over the options for more description

**Cholesterol Testing** • CP • WA • X

Hover over the options for more description

**Diabetes Screening** • CP • WA • X

Hover over the options for more description

**COPD screening** • CP • WA • X

Hover over the options for more description

Other Screening (please state)

**Other vaccinations are not currently commissioned locally. Please indicate of you are**

**[B]WA** - willing to provide if commissioned

**X** - not willing to provide

**Childhood vaccinations** • WA • X

Hover over the options for more description

**HPV Vaccination** • WA • X

Hover over the options for more description

**Travel vaccines** • WA • X

Hover over the options for more description

Other (please state)

## Providing Private Services

---

Indicate with a tick each and ALL the services your pharmacy offers as a private service.

First, screening services or tests:

**Private services the pharmacy offers**

- Cholesterol Testing
- Diabetes Screening
- COPD Screening
- HIV Screening
- Hepatitis B Screening
- Gonorrhoea Screening
- Chlamydia (test only)
- Chlamydia (test & treat)
- Full sexual health screen
- H. pylori Testing
- Alcohol Brief Intervention
- Medication Review Service
- Medicines Assessment and Compliance Service
- Medicines Optimisation Service
- Emergency Supply Service
- Other

Next, vaccination services

**Private services provided vaccination**

- HPV Vaccination
- Hepatitis B Vaccination
- Travel vaccine(s)
- Childhood vaccine(s)
- Varicella Vaccination
- Pneumococcal pneumonia vaccination
- Flu vaccination to those not eligible for NHS service
- Other

Other services

**Private services provided, continued**

Medicines sales for self care

Cardiovascular risk

EHC Supply

LARC Supply and Administration

Weight management

Care home service

Phlebotomy

Needles/syringes supply

Sharps disposal

Gluten free food supply

Smoking cessation

behavioural support

Varenicline private PGD

Prescriber support

Independent prescribing

Schools service

Adherence support (long term conditions)

Blood pressure check

Medicines delivery (see later)

Other

## Collection and Delivery services

---

Collection and delivery services are not part of the NHS Terms of service for dispensing , however, we know some pharmacies offer these so we need to understand what the local population may have access to currently

**e Yes e No**

**'Collection' of** Hover over the options for more description  
**prescriptions from**  
**surgeries**

**Delivery of dispensed medicines - Free of charge on request** Yes • No

Delivery of dispensed medicines - free for selected patient groups

List criteria or groups eligible

Delivery of dispensed medicines - free to selected areas

List geographical areas eligible

**Delivery of dispensed medicines - chargeable** Yes • No

**MDS - compliance aid delivery** Yes - all charged • Yes - charge based on assessment **e** Yes - free of charge **e** No

## Languages

---

One potential barrier to accessing services at a pharmacy can be language. To help the local authority better understand any access issues caused by language please answer the following questions:

What languages other than English are spoken in the pharmacy?

What languages other than English are spoken by the community your pharmacy serves?

**Do you use a Translation Service?**

**e Yes**

**e No - not needed**  
don't have language issues

**e No-don't know how?**  
needed but don't know how to access translation services

**e No-not timely**  
when needed, service not available in timely way

---

## Additional Information

If currently providing an Independent Prescribing Service, what therapeutic areas are covered?

Any other private services offered?

Are there any services you consider would be particularly valuable to the population who visit your pharmacy? If so, describe here

We understand that all pharmacies have been directly impacted by COVID and appreciate it has been a very challenging and difficult 18 months. To understand how this has affected pharmaceutical services in this period it would be helpful to know:

**e Yes e No**

**Has your pharmacy applied for and been granted adjustment to opening hours at any point during the pandemic?**

**Has your pharmacy stopped providing any advanced or locally commissioned/enhanced services during the course of the pandemic?**    Yes •    No

## Looking to the Future

---

The PNA looks forward to the next three to four years. Putting current issues of the pandemic to one side, this question is asking you to consider the capacity of your pharmacy to respond and adapt as future demand for services increases. Consider carefully and please tick one best answer.

### Capacity to respond to demand

Have capacity to respond

have capacity to manage increased demand within existing premises and staffing levels

Capacity to respond - with adjustments

could make adjustments in premises or staffing to manage increased demand

Would be difficult to respond to increased demand

don't have sufficient premises or staffing capacity to adjust

## CONTACT IN CASE OF QUERY

---

Please tell us who has completed this form in case we need to contact you. In completing this form you are declaring that basic premises



information and opening hours is correct. In the case of opening hours if not correct I have notified NHSE&I .

**Contact name**  **Job title or role**

Contact email address

Contact telephone

For person completing the form, if different to pharmacy number given above

Thank you for completing this PNA questionnaire.

---

Test Values

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**Engagement Plan (29<sup>th</sup> November 2021 to 24<sup>th</sup> December 2021) – extended to 11<sup>th</sup> January 2022**

**Working Document**

**1. Direct circulation of surveys to public or stakeholder organisation by email to:-**

- All HBC Councillors
- All HBC Staff
- All members of the Health and Wellbeing Board
- All stakeholder organisations that will be statutory consultees on the draft PNA:
  - LPC
  - LMC
  - All Pharmacies in Hartlepool
  - Healthwatch and Youthwatch
  - Any other patient, consumer, or community group in the area which the Health and Wellbeing Board believes has an interest in the provision of pharmaceutical services:
    - The Youth Council
    - Post-16 education and training organisations (colleges)
    - Existing adult forums (e.g. the Learning Disability partnership Board, Mental Health Forum, 50+ Forum Armed Forces Liaison Group) and community groups (Inc. minority groups)
    - Hartlepool Voluntary and Community Sector Organisations
  - Any NHS trust or NHS foundation trust in the Health and Wellbeing Board's area":
    - North Tees and Hartlepool NHS FT (HWB member)
    - Tees Esk and Wear Valley NHS FT (HWB member)
  - NHSE&I (HWB member)
  - Parish Councils
  - Housing provider
  - Covid Community Champions
- PNA Working Group members (in addition to those already included in above lists e.g. CCG)
- Other stakeholders not otherwise included:
  - Integrated Care Board / Integrated Care Partnership representative
  - GP Federation
  - Local Dental Committee
  - Local Optometry Committee
  - NECS as provider of primary care medicines optimisation
  - Hartlepool residential/nursing care homes
  - Providers (other than residential homes) e.g. adult social care provider, children's social care provider, domiciliary care provider
  - Providers identified via public health teams contacts e.g. Drug and alcohol service provider(s), Sexual health service provider, Stop smoking service provider, 0-19 service provider
  - Alice House Hospice
  - Hartlepool Businesses (including those involved in the Better Health at Work Scheme)

**2. By snowball cascade from above e.g.:**

- All HWB partners asked to publicise with their staff
- LPC share with community pharmacies and promote via their Social media pages.
- GP federation to cascade to general practices and Primary Care Network leads if possible
- Lead HBC officer and Hartlepool to cascade across the VSC
- Staff to share with their suitable contacts
- Covid Community Champions to cascade to contacts

**3. Via focus group/ meeting attendance with representatives of:**

- NHSE/I
- LPC
- Healthwatch
- CCG
- Public health pharmacists group (north east)

**4. Paper copies available via:**

- Community Hubs and satellite centres (x5)
- Civic Centre
- Upon request via post – email to request further information / postal copy included on the website where surveys are held / promoted and on promotional material e.g. posters / Hartbeat etc.

**5. Other promotion of opportunities to get involved:-**

**i) Posters encouraging completion of public/ service user surveys displayed in:**

- All Local Authority buildings (Inc. sports facilities, community centres and HUBS)
- The University Hospital of Hartlepool and the One Life Centre
- All GP surgeries (through the GP Federation)
- Hartlepool Care homes
- All Hartlepool pharmacies
- Hartlepool Police Station
- Colleges

**ii) Web sites (HBC / Hartlepool Now)**

**iii) Press releases**

**iv) Hartbeat**

**v) Social media promotion:**

- Facebook
- Twitter



## PNA Consultation Plan – 60 days from 16<sup>th</sup> May 2022

1. **Durham and Stockton Health and Wellbeing Boards**
  
2. **Public or stakeholder organisation (Direct circulation of surveys / links to surveys via email:-**
  - All HBC Councillors
  - All HBC Staff
  - All members of the Health and Wellbeing Board
  - All stakeholder organisations that will be statutory consultees on the draft PNA:
    - o LPC
    - o LMC
    - o All Pharmacies in Hartlepool
    - o Healthwatch and Youthwatch
    - o Any other patient, consumer, or community group in the area which the Health and Wellbeing Board believes has an interest in the provision of pharmaceutical services:
      - The Youth Council
      - Post-16 education and training organisations (colleges)
      - Existing adult forums (e.g. the Learning Disability partnership Board, Mental Health Forum, 50+ Forum Armed Forces Liaison Group) and community groups (Inc. minority groups)
      - Hartlepool Voluntary and Community Sector Organisations
    - o Any NHS trust or NHS foundation trust in the Health and Wellbeing Board's area":
      - North Tees and Hartlepool NHS FT (HWB member)
      - Tees Esk and Wear Valley NHS FT (HWB member)
    - o NHSE&I (HWB member)
    - o Parish Councils
    - o Housing provider
    - o Covid Community Champions
  - PNA Working Group members (in addition to those already included in above lists e.g. CCG)
  
  - **Other stakeholders** not otherwise included:
    - o Integrated Care Board / Integrated Care Partnership representative
    - o GP Federation
    - o Local Dental Committee
    - o Local Optometry Committee
    - o NECS as provider of primary care medicines optimisation
    - o Hartlepool residential/nursing care homes
    - o Providers (other than residential homes) e.g. adult social care provider, children's social care provider, domiciliary care provider
    - o Providers identified via public health teams contacts e.g. Drug and alcohol service provider(s), Sexual health service provider, Stop smoking service provider, 0-19 service provider
    - o Alice House Hospice
    - o Hartlepool Businesses (including those involved in the Better Health at Work Scheme)

- 3. By snowball cascade** from above e.g.:
  - All HWB partners asked to publicise with their staff
  - LPC share with community pharmacies and promote via their Social media pages.
  - GP federation to cascade to general practices and Primary Care Network leads if possible
  - Lead HBC officer and Hartlepower to cascade across the VSC
  - Staff to share with their suitable contacts
  - Covid Community Champions to cascade to contacts
  
- 4. Paper copies available via:**
  - Community Hubs and west View Advice and Resources Centre (x3)
  - Civic Centre
  - Upon request via post – email to request further information / postal copy included on the website where surveys are held / promoted and on promotional material e.g. posters / Hartbeat etc.
  
- 5. Other promotion of opportunities to get involved:-**
  - i) Posters encouraging completion of public/ service user surveys displayed in:**
    - All Local Authority buildings (Inc. sports facilities, community centres and HUBS)
    - The University Hospital of Hartlepool and the One Life Centre
    - All GP surgeries (through the GP Federation)
    - Hartlepool Care homes
    - All Hartlepool pharmacies
    - Hartlepool Police Station
    - Colleges
  
  - ii) Web sites** (HBC / Hartlepool Now)
  - iii) Press releases**
  - iv) Hartbeat** (every household in Hartlepool)
  - v) Social media promotion:**
    - Facebook
    - Twitter

# Pharmacy Users Survey



We are inviting you to tell us about pharmaceutical services in your area. This is to help understand what local people might need from pharmacies and their services using a process called a 'Pharmaceutical Needs Assessment' or PNA. The PNA will look at what is already available and identify any gaps or improvements that might be made to meet your needs, and those of your family or neighbours. For example, whether a pharmacy is needed in a particular area, or more pharmacies need to offer a particular service, now or in the future.

There are 19 NHS community pharmacies (sometimes called chemists) in your council area. Pharmacies can be found in shopping centres, local high streets, inside supermarkets or based within local health centres, but they are all NHS pharmacies offering 'pharmacy services'.

The local Health and Wellbeing Board in Hartlepool is preparing a new report on pharmacies and their services called a 'Pharmaceutical Needs Assessment.' This looks at what local people might need from these services, what is already available and suggests improvements that might be made now or in the near future

## **We need your views**

It is very important for us to understand patient experience and public views of pharmacy services. Completing this survey will help us to do that. In the new year there will also be a full consultation on the draft PNA report when patients and the public will be able to contribute again.

Please complete this survey if you can. It will only take about 10 minutes to help us to understand how you might use pharmacy services, where services are good and if there are any areas that could be improved. No need to give us your name; all your answers will be confidential and combined with others so the information will not be linked to you.

If you have any questions or help completing the survey please contact Joan Stevens on 01429 284142

**Closing date: 17<sup>th</sup> December 2021**

### **1. Do you live, work or study in Hartlepool?**

Yes	<input type="checkbox"/>	1
No – Thank you for your time but we only require views from people from Hartlepool	<input type="checkbox"/>	2

2. You can answer this survey based on your own personal experiences or on behalf of someone you care for, support, or represent. Are you answering the survey...

...based on my own experience	<input type="checkbox"/>	1
...on behalf of someone else that I care for , support or represent	<input type="checkbox"/>	2
...both	<input type="checkbox"/>	3

3. Do you currently use a pharmacy service in Hartlepool or think you might need to use one in the future?

Yes, I use or will use pharmacy services in Hartlepool	<input type="checkbox"/>	1
No, I do not use pharmacy services in Hartlepool	<input type="checkbox"/>	2

### PHARMACY ACCESS AND CHOICE

4. Please look at the following questions and tick one box on each line:

	Yes	No
Do you usually use a pharmacy in the area in which you live	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Are there pharmacies near where you live, or work, that you could get to by walking for less than 15 mins	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Are there pharmacies near where you live, or work, that you could get to by a short bus ride?	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Is there a pharmacy near where you might shop	<input type="checkbox"/> 1	<input type="checkbox"/> 2

5. There are 19 community pharmacies in Hartlepool and two of them are open for 100 hours every week. Overall do you think that...?

...there are more than enough pharmacies	<input type="checkbox"/>	1
...the number of pharmacies is about right	<input type="checkbox"/>	2
...there are not enough pharmacies	<input type="checkbox"/>	3
...don't know or don't have a view	<input type="checkbox"/>	4

6. If you think there are too many or not enough pharmacies, please tell us why?



**7. In general, which of the following statements would you agree with about pharmacies in Hartlepool? (Please tick all that apply)**

I am happy with the current opening times of pharmacies that I use or in my area	<input type="checkbox"/>	1
I can usually find a pharmacy that is open when I need to	<input type="checkbox"/>	2
I know a pharmacy that is open after 6pm on a week day	<input type="checkbox"/>	3
I know a pharmacy that is open on a Saturday	<input type="checkbox"/>	4
I know a pharmacy that is open on a Sunday	<input type="checkbox"/>	5

**8. Some pharmacies have changed their opening times recently. Have you noticed any changes in the opening times of the pharmacies you usually use?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

**9. If there has been a change has this change affected you?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

**10. If applicable please explain how the changes have affected you...**

**11. Thinking about the last two years and from now on. Why might you usually use a pharmacy for yourself? Please tick all that apply.**

Prescription	<input type="checkbox"/>	1
Advice	<input type="checkbox"/>	2
To buy a medicine that a doctor, pharmacist or NHS111 recommends to you	<input type="checkbox"/>	3
Something else	<input type="checkbox"/>	4

**12. Why might you usually use a pharmacy on behalf of someone you care for, support, or represent?**

Prescription	<input type="checkbox"/>	1
Advice	<input type="checkbox"/>	2
To buy a medicine that a doctor, pharmacist or NHS111 recommends to you	<input type="checkbox"/>	3
Something else	<input type="checkbox"/>	4
I don't use a pharmacy on behalf of someone else	<input type="checkbox"/>	5

**13. If you, or someone you care for, had a MINOR health problem or concern would you visit, or contact, a pharmacy for advice?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2
Maybe	<input type="checkbox"/>	3

**14. In the last 3 years, have you needed to go to A&E, the urgent care service or your GP with a minor health problem because pharmacy medicines were too expensive for you to buy?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

**15. Do you have access to the internet?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

**16. If your pharmacy, or other pharmacies in Hartlepool offered more services via the internet, do you think you would use them?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2
Don't know	<input type="checkbox"/>	3

## PHARMACY USE

17. When was the last time you used a pharmacy?

In the last week	<input type="checkbox"/>	1
In the last month or so	<input type="checkbox"/>	2
More than 3 months ago	<input type="checkbox"/>	3

18. Please tell us which statement matches you best?

I always use the same pharmacy	<input type="checkbox"/>	1
I usually use one or two pharmacies	<input type="checkbox"/>	2
I use any pharmacy, whichever I choose or is convenient when I need one	<input type="checkbox"/>	3

19. How often do you go to a pharmacy in person?

More than once a week	<input type="checkbox"/>	1
Weekly	<input type="checkbox"/>	2
Monthly	<input type="checkbox"/>	3
4 times a year	<input type="checkbox"/>	4
Less than 4 times a year	<input type="checkbox"/>	5

20. How often do you use a pharmacy service but do not visit in person (e.g. by delivery, or on the phone?)

More than once a week	<input type="checkbox"/>	1
Weekly	<input type="checkbox"/>	2
Monthly	<input type="checkbox"/>	3
4 times a year	<input type="checkbox"/>	4
Less than 4 times a year	<input type="checkbox"/>	5

21. If, or when, you go to a pharmacy in person, how do you usually get there?

Walk	<input type="checkbox"/>	1
Public transport	<input type="checkbox"/>	2
Taxi	<input type="checkbox"/>	3
Drive in my own car	<input type="checkbox"/>	4
I don't go myself, someone goes for me	<input type="checkbox"/>	5
Other (please specify)	<input type="checkbox"/>	6

**22. How easy is it for you to visit a pharmacy when you need to?**

Extremely easy	<input type="checkbox"/>	1
Easy	<input type="checkbox"/>	2
Neither easy nor hard	<input type="checkbox"/>	3
Hard	<input type="checkbox"/>	4
Extremely hard	<input type="checkbox"/>	5

**23. If you think it is quite hard or extremely hard for you to visit the pharmacy , please tell us why... (please tick all that apply)**

My disability	<input type="checkbox"/>	1
No transport	<input type="checkbox"/>	2
Caring responsibilities	<input type="checkbox"/>	3
My working hours	<input type="checkbox"/>	4
Long-standing illness	<input type="checkbox"/>	5
I don't know where they are	<input type="checkbox"/>	6
Other (please specify)	<input type="checkbox"/>	7

**24. Do you get medicines regularly on prescription?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

**25. Do you have your prescription medicines delivered by a pharmacy?**

Yes, always, for at least the last 3 years	<input type="checkbox"/>	1
Yes, starting during the COVID-19 pandemic	<input type="checkbox"/>	2
Yes, sometimes	<input type="checkbox"/>	3
No, but someone else collects them for me	<input type="checkbox"/>	4
No, I don't have them delivered	<input type="checkbox"/>	5

**26. If you do, why do you have the medicines delivered?**

For convenience	<input type="checkbox"/>	1
Because I find it difficult to collect them myself	<input type="checkbox"/>	2
Mostly because I am eligible for it and it's free	<input type="checkbox"/>	3
Because of the COVID-19 pandemic	<input type="checkbox"/>	4
Other	<input type="checkbox"/>	5

**27. If you do have your medication delivered, do you pay for this service? (Please note prescription delivery is not required to be offered free on the NHS)?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2
Prefer not to say	<input type="checkbox"/>	3

**28. Do you usually pay for your prescriptions?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2
Don't know	<input type="checkbox"/>	3
Prefer not to say	<input type="checkbox"/>	4

**29. How would you describe the pharmacy or pharmacies that you have used or usually use?**

Very good	<input type="checkbox"/>	1
Good	<input type="checkbox"/>	2
Neither good nor poor	<input type="checkbox"/>	3
Poor	<input type="checkbox"/>	4
Very poor	<input type="checkbox"/>	5

**30. Why do you choose the pharmacy or pharmacies that you normally use? Please tick all that apply**

Near to where I live	<input type="checkbox"/>	1
Easy to walk to it or reach on public transport	<input type="checkbox"/>	2
Inside or close to the GP practice	<input type="checkbox"/>	3
Near to where I work	<input type="checkbox"/>	4
Always use it	<input type="checkbox"/>	5
Medicine delivery service	<input type="checkbox"/>	6
Good customer service/friendly staff	<input type="checkbox"/>	7
Near to my children's or grandchildren's school	<input type="checkbox"/>	8
Range of services	<input type="checkbox"/>	9
Special offers	<input type="checkbox"/>	10
Trusted advice	<input type="checkbox"/>	11
Close to where I shop	<input type="checkbox"/>	12
Convenient opening times to use on evening or weekend	<input type="checkbox"/>	13
Clean and pleasant environment	<input type="checkbox"/>	14
Other (please specify)	<input type="checkbox"/>	15

## HEALTHY LIFESTYLE AND PHARMACY SERVICES

**31. As well as advice on medicines and minor ailments, all pharmacies are able to offer advice on a range of Healthy Lifestyle issues (such as diet and nutrition, alcohol awareness, sexual health and physical activity). Members of the public are encouraged by the NHS to use a pharmacy for this type of advice:**

	Yes	No
Do you know that pharmacies could offer free advice on healthy lifestyle	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>
Have you ever used your pharmacy for healthy lifestyle advice	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>
Do you know that all pharmacies have a private consultation room that you can ask to use at any time when seeking advice?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>

**32. Thinking about these healthy lifestyle issues which of these might you ask your pharmacy about? Please tick all that apply.**

Smoking	<input type="checkbox"/> <sub>1</sub>
Alcohol	<input type="checkbox"/> <sub>2</sub>
Health weight	<input type="checkbox"/> <sub>3</sub>
Physical activity	<input type="checkbox"/> <sub>4</sub>
Sexual health	<input type="checkbox"/> <sub>5</sub>
Substance misuse	<input type="checkbox"/> <sub>6</sub>
Vaccinations	<input type="checkbox"/> <sub>7</sub>
Mental health and wellbeing	<input type="checkbox"/> <sub>8</sub>

**33. Have you used any of these pharmacy services in Hartlepool? Please tick all that apply.**

Disposal of unwanted medicines	<input type="checkbox"/> <sub>1</sub>
Stop smoking service	<input type="checkbox"/> <sub>2</sub>
Free emergency contraception (morning after pill)	<input type="checkbox"/> <sub>3</sub>
C- Card (free supply of condoms)	<input type="checkbox"/> <sub>4</sub>
Chlamydia screening	<input type="checkbox"/> <sub>5</sub>
NHS Flu vaccination	<input type="checkbox"/> <sub>6</sub>
NHS Covid vaccination	<input type="checkbox"/> <sub>7</sub>
COVID 19 Lateral Flow Test collection	<input type="checkbox"/> <sub>8</sub>
Hepatitis C testing	<input type="checkbox"/> <sub>9</sub>
Substance misuse service (e.g. methadone)	<input type="checkbox"/> <sub>10</sub>
NHS 111 urgent medicine service (when you run out of prescription medicines)	<input type="checkbox"/> <sub>11</sub>
NHS 111 Community Pharmacy Consultation Service	<input type="checkbox"/> <sub>12</sub>
Discharged medicine service (advice after hospital discharge)	<input type="checkbox"/> <sub>13</sub>

**34. Would you use any of these services from a pharmacy in Hartlepool in the future?  
Please tick all that apply.**

Disposal of unwanted medicines	<input type="checkbox"/>	1
Stop smoking service	<input type="checkbox"/>	2
Free emergency contraception (morning after pill)	<input type="checkbox"/>	3
C- Card (free supply of condoms)	<input type="checkbox"/>	4
Chlamydia screening	<input type="checkbox"/>	5
Health heart check	<input type="checkbox"/>	6
Needle exchange	<input type="checkbox"/>	7
Health start vitamins (for new mums and children)	<input type="checkbox"/>	8
NHS flu vaccination	<input type="checkbox"/>	9
NHS COVID vaccination	<input type="checkbox"/>	10
COVID 19 lateral flow test collection	<input type="checkbox"/>	11
Hepatitis C testing	<input type="checkbox"/>	12
Substance misuse service (e.g. methadone)	<input type="checkbox"/>	13
NHS111 urgent medicines service (when you run out of prescription medicine)	<input type="checkbox"/>	14
Discharge medicines service (advice a hospital discharge)	<input type="checkbox"/>	15
Blood pressure measurement	<input type="checkbox"/>	16
NHS 11 Community pharmacy consultation service	<input type="checkbox"/>	17

**35. Please tell us of any other services you would like to be able to use at a pharmacy in Hartlepool...**

**36. How long would it take you to get to any pharmacy from where you live, where you work or where you shop?**

10 mins	<input type="checkbox"/>	1
10 to 20 mins	<input type="checkbox"/>	2
More than 20 mins	<input type="checkbox"/>	3

**37. There are 19 community pharmacies in Hartlepool and two of them are open for 100 hours every week. Overall do you think that...?**

...there are more than enough pharmacies	<input type="checkbox"/>	1
...the number of pharmacies is about right	<input type="checkbox"/>	2
...there are not enough pharmacies	<input type="checkbox"/>	3
...don't know or don't have a view	<input type="checkbox"/>	4

**38. If you think there are too many nor not enough pharmacies, please tell us why?**

**16-24 YEAR OLDS**

**39. The next questions are only for people aged 16 -24 years old. Are you 16 to 24 years old?**

Yes	<input type="checkbox"/>	1
No – If no please go to Q44	<input type="checkbox"/>	2

**40. Have you already completed the shorter online survey for young people?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

**41. If you needed advice on physical health, mental health, domestic abuse, contraception / sexual health or anything else, would you feel comfortable and welcome in a pharmacy you can get to in Hartlepool?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2



**42. If no, please explain why. What you would need to feel comfortable or welcome?**

**43. Where would you normally go to a pharmacy?**

Pharmacy you know already	<input type="checkbox"/> 1
Pharmacy in a supermarket or on a retail park	<input type="checkbox"/> 2
Any pharmacy close by or convenient	<input type="checkbox"/> 3
Online pharmacy	<input type="checkbox"/> 4
Other (please specify)	<input type="checkbox"/> 5

**RESPONDENTS WHERE ENGLISH IS NOT THEIR FIRST LANGUAGE**

**44. The questions are for people, or their representatives, whose first language is not English and who sometimes struggle with the language. Does this apply to you?**

Yes, myself	<input type="checkbox"/> 1
Yes , I represent someone whose first language is not English	<input type="checkbox"/> 2
No – If no please go to Q48	<input type="checkbox"/> 3

**45. Do you use a local community pharmacy?**

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2

**46. How has it been for you to get the help you need or understand the services available from a pharmacy?**

Very easy	<input type="checkbox"/> 1
Easy	<input type="checkbox"/> 2
Neither easy nor hard	<input type="checkbox"/> 3
Hard	<input type="checkbox"/> 4
Very hard	<input type="checkbox"/> 5

**47. If no, please explain why. What you would need to feel comfortable or welcome?**

## PHARMACIES AND THE COVID PANDEMIC

48. You can skip these questions on the pandemic if you wish?

Yes skip please go to Q52	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

The COVID pandemic has affected everyone in the last 18+ months. It has affected pharmacies, GP practices and other health and social care services as well as patients and members of the public

49. Have you used, or do you use your pharmacy differently since the start of the pandemic?

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

50. If yes please tell us how or why below...

51. We would be interested to hear about your experiences of pharmacy services before and during the pandemic. If you would like to tell us about an experience in the last two years, you can do that here...

52. Finally is there anything else you think might be important to take into account when looking at pharmacy services in Hartlepool as part of the PNA?

## ABOUT YOU...

You do not need to answer the next questions, but it would be very helpful if you could tell us a bit about yourself so that we can see how different groups of people experience pharmacy services and also know a bit more about who has responded to this survey.

53. Please tell us which age group you belong to...

	Under 18	<input type="checkbox"/>	1
	18-24	<input type="checkbox"/>	2
	25-34	<input type="checkbox"/>	3
	35-44	<input type="checkbox"/>	4
	45-54	<input type="checkbox"/>	5
	55-64	<input type="checkbox"/>	6
	65-74	<input type="checkbox"/>	7
	75+	<input type="checkbox"/>	8

54. Do you have a limiting long-term condition? For example this might include arthritis, diabetes, high blood pressure or other heart conditions like angina, asthma, COPD, epilepsy, Parkinson's disease, depression or other physical or mental health conditions?

	Yes	<input type="checkbox"/>	1
	No	<input type="checkbox"/>	2
	Prefer not to say	<input type="checkbox"/>	3

55. Please tell us of any impairments listed below which affects you (Please tick all that apply)

	Physical impairment	<input type="checkbox"/>	1
	Mental health impairment	<input type="checkbox"/>	2
	Longstanding illness	<input type="checkbox"/>	3
	Sensory impairment	<input type="checkbox"/>	4
	Learning disability/difficulty	<input type="checkbox"/>	5
	Prefer not to say	<input type="checkbox"/>	6
	Other (please specify)	<input type="checkbox"/>	7

**56. Tell us the first part of your postcode...**

	TS22	<input type="checkbox"/>	1
	TS24	<input type="checkbox"/>	2
	TS25	<input type="checkbox"/>	3
	TS26	<input type="checkbox"/>	4
	TS27	<input type="checkbox"/>	5
	My postcode isn't shown here	<input type="checkbox"/>	6
	I do not know my postcode	<input type="checkbox"/>	7

**57. What sex are you?**

	Male	<input type="checkbox"/>	1
	Female	<input type="checkbox"/>	2
	Prefer not to say	<input type="checkbox"/>	3
	Other (please specify)	<input type="checkbox"/>	4

**58. Is the gender you identify with the same as your sex registered at birth?**

	Yes	<input type="checkbox"/>	1
	No	<input type="checkbox"/>	2
	Prefer not to say	<input type="checkbox"/>	3

**59. If you answered 'No' to the previous question, please use this space to write in your gender identity.**

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**60. How would you best describe yourself?**

Employed or self-employed (full-time)	<input type="checkbox"/>	1
Employed or self-employed (part time)	<input type="checkbox"/>	2
Unemployed/unavailable for work	<input type="checkbox"/>	3
Permanently sick or disabled	<input type="checkbox"/>	4
In further education/government supported scheme	<input type="checkbox"/>	5
Full time student	<input type="checkbox"/>	6
Retired	<input type="checkbox"/>	7
Looking after the home	<input type="checkbox"/>	8
Full time parent	<input type="checkbox"/>	9
Full time carer	<input type="checkbox"/>	10
Other (please specify)	<input type="checkbox"/>	11

**61. How would you describe your ethnic origin?**

White British	<input type="checkbox"/>	1
Mixed/multiple ethnic group	<input type="checkbox"/>	2
Asian or Asian British	<input type="checkbox"/>	3
Black African, Caribbean or Black British	<input type="checkbox"/>	4
Other ethnic group (please specify)	<input type="checkbox"/>	5

**Thank you for taking the time to complete the survey. Please return paper surveys to either to your local hub and post in the return boxes provided or use the return envelope provided.**



# Pharmacy Users – Quick Survey.

We are preparing a new report about pharmacies and services they offer now or could provide in the future. Tell us your views or experiences of pharmacy services in Hartlepool – take our quick **anonymous** survey here.

If you have any questions please contact Joan Stevens through [joan.stevens@hartlepool.gov.uk](mailto:joan.stevens@hartlepool.gov.uk) with 'PNA Survey' in the subject line.

**Closing date: 17th December 2021**

## 1. Do you live, work or study in Hartlepool

Yes	<input type="checkbox"/>	1
No – Thank you for your time but we only require views from people from Hartlepool	<input type="checkbox"/>	2

## 2. Have you used a pharmacy service in Hartlepool in the last three years?

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

## 3. Do you visit the pharmacy in person?

Yes	<input type="checkbox"/>	1
No, I use a delivery service, the phone or the internet	<input type="checkbox"/>	2
No, someone else went on my behalf	<input type="checkbox"/>	3

## 4. Overall, how would you describe the pharmacy or pharmacies you have used before?

Very good	<input type="checkbox"/>	1
Good	<input type="checkbox"/>	2
Neither good nor poor	<input type="checkbox"/>	3
Poor	<input type="checkbox"/>	4
Very poor	<input type="checkbox"/>	5
I don't have a view	<input type="checkbox"/>	6

**5. Please tell us which statement matches you best?**

I always use the same pharmacy	<input type="checkbox"/>	1
I usually use one or two pharmacies	<input type="checkbox"/>	2
I use any pharmacy, whichever I choose or is convenient when I need one	<input type="checkbox"/>	3

**6. To visit a pharmacy how would you usually get there?**

Walk from where I live, work, or shop	<input type="checkbox"/>	1
By car, either by myself or someone else would take me	<input type="checkbox"/>	2
By bus or train	<input type="checkbox"/>	3
By taxi	<input type="checkbox"/>	4
I have a choice of pharmacies I can use, so it depends which one	<input type="checkbox"/>	5
I would not visit a pharmacy in person myself	<input type="checkbox"/>	6

**7. How long would it take you to get to any pharmacy from where you live, where you work or where you shop?**

10 mins	<input type="checkbox"/>	1
10 to 20 mins	<input type="checkbox"/>	2
More than 20 mins	<input type="checkbox"/>	3

**8. There are 19 community pharmacies in Hartlepool and two of them are open for 100 hours every week. Overall do you think that...?**

...there are more than enough pharmacies	<input type="checkbox"/>	1
...the number of pharmacies is about right	<input type="checkbox"/>	2
...there are not enough pharmacies	<input type="checkbox"/>	3
...don't know or don't have a view	<input type="checkbox"/>	4

**9. If you think there are too many nor not enough pharmacies, please tell us why?**

**10. Which of the following statements would you agree with about pharmacies in Hartlepool?**

	Yes	No
I can usually find a pharmacy that is open when I need to	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>
I know a pharmacy that is open after 6pm on a weekday	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>
I know a pharmacy that is open on a Saturday	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>
I know a pharmacy that is open on a Sunday	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>
I am satisfied with the current opening times of pharmacies	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>

**11. If you answered no to any of the statement above please state why, where and when you are not satisfied with the current opening times**

**12. Local pharmacies offer some of their services remotely (e.g. by telephone or online), and they may do this more in future. Tell us which of these answer best applies to you:**

I prefer to use a pharmacy in person	<input type="checkbox"/> <sub>1</sub>
I would like to have the option to access some pharmacy services remotely	<input type="checkbox"/> <sub>2</sub>
I would prefer to access pharmacy service by phone or online	<input type="checkbox"/> <sub>3</sub>

**13. Do you have additional needs that make it more difficult for you to use a pharmacy service?**

Yes	<input type="checkbox"/> <sub>1</sub>
No	<input type="checkbox"/> <sub>2</sub>

**14. If yes what would make using a pharmacy service easier for you?**



**15. Have you used any of the pharmacy services below? Please tick all that apply**

Prescription dispensed	<input type="checkbox"/>	1
Information or advice	<input type="checkbox"/>	2
Getting rid of unwanted medicines	<input type="checkbox"/>	3
Emergency contraception (morning after pill)	<input type="checkbox"/>	4
Supervised consumption of methadone or buprenorphine	<input type="checkbox"/>	5
NHS Flu vaccination	<input type="checkbox"/>	6
NHS Covid vaccination	<input type="checkbox"/>	7
Hepatitis C testing	<input type="checkbox"/>	8
Sent by your doctor or NHS111 (called the Community Pharmacy Consultation Service)	<input type="checkbox"/>	9
Sent after being discharged from hospital (called Discharge Medicines Service)	<input type="checkbox"/>	10
Collecting free Covid 19 Lateral Flow tests	<input type="checkbox"/>	11
Covid 19 medicine Delivery Service (when in operation)	<input type="checkbox"/>	12

**16. Do you think you might use any of these pharmacy services in the next three years? Please tick all that apply.**

Information about medicine	<input type="checkbox"/>	1
Information about how to keep healthy (mental, physical or sexual health)	<input type="checkbox"/>	2
Getting rid of unwanted medicines	<input type="checkbox"/>	3
Collecting free Covid 19 Lateral Flow tests	<input type="checkbox"/>	4
Free emergency contraception (morning after pill)	<input type="checkbox"/>	5
Supervised consumption of methadone or buprenorphine	<input type="checkbox"/>	6
Free naloxone supply	<input type="checkbox"/>	7
Hepatitis C testing	<input type="checkbox"/>	8
Stop smoking service, including nicotine replacement	<input type="checkbox"/>	9
C-Card (free condoms)	<input type="checkbox"/>	10
Chlamydia screening	<input type="checkbox"/>	11
Needle exchange	<input type="checkbox"/>	12
Healthy Start Vitamins Supply (for new mums and their babies)	<input type="checkbox"/>	13
NHS Flu vaccination	<input type="checkbox"/>	14
NHS Covid vaccination	<input type="checkbox"/>	15
Referral from your doctor or NHS111 (called the Community Pharmacy Consultation Service)	<input type="checkbox"/>	16
Referral after being discharged from hospital (called Discharge Medicines Service)	<input type="checkbox"/>	17

**17. Are there any other services you would like to be able to get from a pharmacy in Hartlepool?**

**18. If you would like to share with us something you like about a pharmacy you have used in Hartlepool, please do that here**

**Thank you for taking the time to complete the survey. Please return paper surveys to your local hub and post in the return boxes provided.**

#### Stakeholders Pharmaceutical Needs Assessment Survey

We are inviting you to tell us about the pharmaceutical services in your area.

The Health and Wellbeing Board in Hartlepool is required to update the statutory Pharmaceutical Needs Assessment (PNA), last published in 2018. This process looks at what local people might need from pharmacy services, what is already available and possible improvements that might be made now or in the near future.

We need your views

It is important for us to understand stakeholder views of pharmaceutical services as we complete the process of this PNA, so please complete one of our surveys if you can. It should take less than 10 minutes.

We are seeking responses on behalf of any interested organisation or group, as well as individual employees or volunteers or whose work (paid or unpaid) might provide them with a view or experience of pharmaceutical services. You do not need to give your name, so answers will not be identifiable to you, but will be collated with other responses. However, it is helpful if you provide information about the sector you work in or type of work you do.

Patients and members of the public are also key to our understanding of the community pharmacy user experience. There are separate surveys for patients or members of the public who live, work or access pharmaceutical services in Hartlepool. You will find a link at the end of this stakeholder survey and also [HERE](#).

In early 2022, we will also consult patients, the public and wide range of other stakeholders on the draft PNA report.

If you have any questions or need help to complete the survey, please contact Joan Stevens by email to [joan.stevens@hartlepool.gov.uk](mailto:joan.stevens@hartlepool.gov.uk) with 'PNA stakeholder survey' in the subject line.

Who you are....

Please tick which of these options applies to you

(Choose any one option)

- I am completing this survey as a representative of, or on behalf of, my organisation
- I am completing this survey as an individual who works (paid or unpaid) in a role which involves experience of pharmaceutical services .

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

This section of the survey is for those completing the survey on behalf of an organisation

**Are you a community pharmacy contractor in Hartlepool?**

(Choose any one option)

Yes

No

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

Does the work of your organisation involve working with community pharmacy providers of pharmaceutical services or related services?

(Choose any one option)

- Yes  
 No

Does your organisation provide health or social care services, or represent contractor organisations that do (e.g., LDC, LOC, LPC, and LMC)?

(Choose any one option)

- Yes  
 No

Which of these best describes the organisation you represent, or best describes the work you do?

(Choose any one option)

- NHS hospital/ foundation trust  
 NHSE/I  
 General practice or GP Federation  
 Primary Care Network  
 NECS  
 Local authority – public health  
 Local authority – other  
 Care home  
 Community nursing or school nursing  
 Optometrist  
 Dental practice  
 Mental health trust  
 CCG or ICB  
 Healthwatch  
 Sexual health services provider  
 Home care provider  
 Third sector organisation - please specify in the next question  
 Substance misuse services provider  
 Criminal justice system  
 Other - please specify in the next question

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

If you ticked third sector organisation OR OTHER please specify your organisation here

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

Now thinking about pharmaceutical services OTHER THAN community pharmacy services

Does the work of your organisation involve direct provision, experience of, or work with, any of the following providers of pharmaceutical services?

(Please tick all that apply)

(Choose all that apply)

- Hospital pharmaceutical services
- Mental health pharmaceutical services
- Prison/offender pharmaceutical services
- Pharmaceutical service to support commissioners e.g. in NHS England, for CCG's, local authority or similar
- General practice based pharmacy professional support
- Dispensing doctors in rural areas
- Services provided by Appliance Contractors (DACs)

If you have any brief comments about how any of the above services (i.e., excluding community pharmacy services) meet the pharmaceutical needs of the population of Hartlepool, please write them here.....

Select this box below to continue on behalf of your organisation

(Choose any one option)

- To continue select this box

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

This section of the survey is for responders to answer the questions as INDIVIDUALS whose work (paid or unpaid) gives experience of community pharmacy services.

**Do you work in a community pharmacy in Hartlepool?**

(Choose any one option)

Yes

No



# Pharmaceutical Needs Assessment

## Your Say Our Future

---

Does your role, or the work you do, involve working with community pharmacy providers of pharmaceutical services or related services?

(Choose any one option)

- Yes, often, day to day
- Yes, sometimes
- No, not usually

How would you rate your own knowledge of community pharmacy providers of pharmaceutical services or related services in Hartlepool?

(Choose any one option)

- Good
- Average
- Limited

Do you work in health or social care services?

(Choose any one option)

- Health care
- Social care
- Neither

Which of these best describes the organisation you represent, or best describes the work you do?

(Choose any one option)

- NHS hospital/ foundation trust
- NHSE/I
- General practice or GP Federation
- Primary Care Network
- NECS
- Local authority – public health
- Local authority – other
- Care home
- Community nursing or school nursing
- Optometrist
- Dental practice
- Mental health trust
- CCG or ICB
- Healthwatch
- Sexual health services provider
- Home care provider
- Third sector organisation - please specify in the next question
- Substance misuse services provider
- Criminal justice system
- Other - please specify in the next question

# Pharmaceutical Needs Assessment

Your Say Our Future

---

If you ticked Third sector organisation or other please specify your organisation here

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

Now thinking about pharmaceutical services OTHER THAN community pharmacy services

Does the work of your organisation involve direct provision, experience of, or work with, any of the following providers of pharmaceutical services?

(Please tick all that apply)

(Choose all that apply)

- Hospital pharmaceutical services
- Mental health pharmaceutical services
- Prison/offender pharmaceutical services
- Pharmaceutical service to support commissioners e.g. in NHS England, for CCG's, local authority or similar
- General practice based pharmacy professional support
- Dispensing doctors in rural areas
- Services provided by Appliance Contractors (DACs)

If you have any brief comments about how any of the above services (i.e., excluding community pharmacy services) meet the pharmaceutical needs of the population of Hartlepool, please write them here.....

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

### About Community Pharmacy Services

The following questions are about community pharmacies in Hartlepool and the services they provide.

**There are 19 community pharmacies in Hartlepool. To meet pharmaceutical needs of the population, do you think that overall...**

(Choose any one option)

- ...there are more than enough pharmacies
- ...the number of pharmacies is about right
- ...there are not enough pharmacies
- ...Don't know or don't have a view

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

Is there a ward, neighbourhood area or locality in the local authority area where you think there are more pharmacies than are necessary?

(Choose any one option)

- Yes
- No
- Don't know enough to say

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

If yes, please state the ward or area below where you think there are more pharmacies than needed and explain why

Please tick below to skip to questions with regards to pharmacy service

(Choose any one option)

Skip to next question

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

Is there a ward, neighbourhood area or locality in the Hartlepool local authority area where you think a new pharmacy might be needed, or could offer benefit?

(Choose any one option)

- Yes
- No
- Don't know enough to say

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

If yes, where do you think a new pharmacy might be needed, or could offer benefit? Please state the ward or area below

Now please tick the reason(s) why you think that

(Choose all that apply)

- There is no pharmacy in that area
- No reasonable choice of pharmacy in that area
- Poor or costly public transport to existing pharmacy or other service
- Other (please specify)



# Pharmaceutical Needs Assessment

## Your Say Our Future

---

Is there a ward, neighbourhood area or locality in the Hartlepool local authority area where you think that more pharmacy services from the existing pharmacies are needed, or could be of benefit?

(Choose any one option)

- Yes
- No
- Don't know enough to say

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

If you answered yes, please tick the reason(s) why you think that

(Choose all that apply)

- Existing services would be improved in this area if there were better access resulting from longer opening hours, especially on weekdays
- Existing services would be improved in this area if there were better access resulting from longer opening hours, especially on Saturdays
- Existing services would be improved in this area if there were better access resulting from longer opening hours, especially on Sundays
- Existing services would be improved in this area if there were better access resulting from longer opening hours, especially on bank holidays
- More pharmaceutical services are needed, or would offer improvement, where they are not available from existing pharmacies.

If you wish to further explain your reasons (eg what area, day, times of day, name specific pharmaceutical services) the please do that below

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

Based on the last two years, and the pharmacy services you are aware of, how would you rate the community pharmacy services in Hartlepool local authority area overall?

(Choose any one option)

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know enough to say

The following free services are now provided by all community pharmacies. Please tick those you are aware of:

(Choose all that apply)

- Prescription dispensing and repeat dispensing (NHS prescription charges may apply)
- Safe disposal of waste medicines
- Confidential consultations
- Information or advice for self-care; helping people look after the health of themselves and their families
- Support for individuals to promote a healthy lifestyle as part of a 'Healthy Living Pharmacy'
- Signposting – information for people who cannot be supported by the pharmacy
- Referral for community pharmacy support after being discharged from hospital (called the Discharge Medicines Service)
- Facility for remote access to some services, e.g., by phone or video link

The following national 'advanced' services are often provided by community pharmacies. Please tick any you think are needed in Hartlepool:

(Choose all that apply)

- NHS Flu vaccination
- Community Pharmacy Consultation Service (referral from doctor or NHS111 (e.g., for low acuity conditions or urgent supply of prescription medicines))
- Providing Covid 19 Lateral Flow tests
- Covid 19 Medicines Delivery Service (when in operation)
- Hypertension Case finding service
- New medicine service; additional support when patients start new medicines,
- Stoma appliance / customisation service
- Hepatitis C testing (until March 2022)
- Stop smoking service for patients recently discharged from hospital (from January 2022)

The following services are sometimes provided by community pharmacies, if they are commissioned locally. Please tick any or all you think are needed or might offer improvement in Hartlepool:

(Choose all that apply)

- Emergency contraception (morning after pill)
- Supervised consumption of methadone or buprenorphine
- Free naloxone supply
- Stop smoking service, including nicotine replacement
- C-Card (free condoms)
- Chlamydia screening and treatment
- Needle exchange

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

- Healthy Start Vitamins Supply (for new mums and their babies)
- NHS Covid Vaccination
- On demand availability of specialist drugs
- Alcohol screening and brief intervention
- Weight management
- NHS Health Check

**Do you think that the existing community pharmacies could be better used to contribute to meeting the health and wellbeing needs of the local population?**

(Choose any one option)

- Yes
- No
- Don't know

Use the space below if you want to give reason for your answer.

**Do you work with any users of pharmacy services or members of the public that have protected characteristics or additional needs?**

(Choose any one option)

- Yes
- No

**Please explain the protected characteristics or additional needs and describe anything you aware of that would make using a pharmacy service easier for you and/or them?**

# Pharmaceutical Needs Assessment

## Your Say Our Future

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And finally..

Please add anything else you would like to highlight for consideration in this PNA. Reflecting on the last two years, tell us about positive experiences of community pharmacy services, or identify services for improvement.

#### Pharmacy Users Survey for 16 to 24 Year olds

Are you 16-24 years old?

We are preparing a new report about pharmacies and services they offer now or could provide in the future. Tell us your views or experiences of pharmacy services in Hartlepool – take our quick anonymous survey [here](#).

Are you 16 to 24 years old?

(Choose any one option)

Yes

No

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

**Do you live, work or study in Hartlepool?**

(Choose any one option)

Yes

No

**Have you used a pharmacy in Hartlepool before?**

(Choose any one option)

Yes

No

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

### What have you used a pharmacy for? (Please tick all that apply)

(Choose all that apply)

- Prescription dispensed
- Information or advice
- Getting rid of unwanted medicines
- Emergency contraception (morning after pill)
- Supervised consumption of methadone or buprenorphine
- NHS Flu vaccination
- NHS Covid Vaccination
- Hepatitis C testing
- Sent by your doctor or NHS111 (called the Community Pharmacy Consultation Service)
- Sent after being discharged from hospital (called Discharge Medicines Service)
- Collecting free Covid 19 Lateral Flow tests
- Covid 19 Medicines Delivery Service (when in operation)

### Overall, how would you describe the pharmacy or pharmacies you have used before?

(Choose any one option)

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor



# Pharmaceutical Needs Assessment

## Your Say Our Future

---

If you needed a pharmacy in Hartlepool, where would you choose to go?

(Choose any one option)

- a pharmacy I've been to before
- a pharmacy in a supermarket or on a retail park where they don't know me
- any pharmacy close by or convenient
- none of these
- Don't know

How easy is it for you to use a pharmacy when you need to?

(Choose any one option)

- Very easy
- Quite easy
- Neither easy nor hard
- Quite hard
- Very hard

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

Please tell us why it is not easy for you to use a pharmacy when you need to

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

To use a pharmacy in Hartlepool in person, how would you get there?

(Choose any one option)

- Walk
- Bus or train
- Taxi
- Drive or be driven
- I don't go myself, someone goes for me

There are 19 pharmacies in Hartlepool. Overall, do you think that...

(Choose any one option)

- ...there are more than enough pharmacies
- ...the number of pharmacies is about right
- ...there are not enough pharmacies
- ....don't know or don't have a view

If you think there are too many, or not enough pharmacies, please tell us why.

Did you know that all pharmacies have a private consultation room that you can ask to use at any time if you need advice?

(Choose any one option)

- Yes
- No

If you needed advice on physical health, mental health, domestic abuse, drugs/ alcohol or smoking, contraception / sexual health or anything else about your health and wellbeing, would you feel comfortable and welcome in a pharmacy in Hartlepool?

(Choose any one option)

- Yes
- No
- Don't know

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

What would you need to feel comfortable and welcome in a pharmacy?

# Pharmaceutical Needs Assessment

## Your Say Our Future

---

Local pharmacies sometimes offer some of their services remotely (e.g., by telephone or online), and they may do this more in future. Tell us which of these answers best applies to you

(Choose any one option)

- I prefer to use a pharmacy in person
- I would like to have the option to access some pharmacy services remotely
- I would prefer to access pharmacy services by phone or online

Look at the following list of pharmacy services. Do you think that you, or someone else you know aged 16-24, might need or want to use any of these pharmacy services in Hartlepool within the next 3 years? Please tick all that apply.

(Choose all that apply)

- Information about medicines
- Information about how to keep healthy (mental, physical or sexual health)
- Getting rid of unwanted medicines
- Collecting Covid 19 Lateral Flow
- Free emergency contraception (morning after pill)
- Advice about drugs and alcohol
- Supervised consumption of methadone or buprenorphine
- Free naloxone supply
- Free hepatitis C testing
- Stop smoking service, including nicotine replacement
- C-Card (free condoms)
- Chlamydia screening
- Needle exchange
- Healthy Start Vitamins Supply (for new mums and their babies)
- NHS Flu vaccination
- NHS Covid Vaccination
- Referral from your doctor or NHS111 (called the Community Pharmacy Consultation Service)
- Referral after being discharged from hospital (called Discharge Medicines Service)

Are there any other services you would like to be able to get from a pharmacy in Hartlepool?



## Hartlepool HWB Pharmaceutical Needs Assessment

### 60-day Formal Consultation from 16<sup>th</sup> March 2022 Summary and Feedback

#### Key outcomes of the consultation:

There were 63 visitors to the consultation response framework hosted on the Hartlepool Council website. There were 14 responses received; 12 were submitted electronically using the survey tool, two further responses received by separate communication. No responses were completed via paper copies available in community hubs across the town.

Despite the extensive direct notification (see Appendix 2) and wide sharing of the consultation information, this is a disappointing response when compared to consultation for the previous PNA in 2017 when 121 responses were received. However, the response rate is comparable to both previous iterations in 2015 (14 responses) and 2011 (6 responses).

Analysis of the 14 respondents based on their answer to the question “...option that best represents you. I am answering these questions as...” is shown in Table 1.

Hartlepool 'pharmacy user'	Hartlepool GP	Hartlepool pharmacy or LPC	Individual pharmacist	Other health/ social care	CCG	Outside of e-submission	HWB	NHS E&I	Total responses
4	1	2	1	2	2		1	1	14

Hartlepool 'pharmacy user'	A 'pharmacy user' – a patient, carer, or member of the public living or using pharmaceutical services in this (Hartlepool) area
Hartlepool GP	An individual general practitioner or other primary care professional ie not a representative of a General Practice in Hartlepool
Hartlepool pharmacy or LPC	A pharmacy contractor or representative of a pharmacy contractor in Hartlepool
Individual pharmacist	An individual pharmacist or other pharmacy professional (but not a representative of a pharmacy contractor in Hartlepool)
Other health/social care	Any other health or social care professional
CCG	CCG representative
HWB	Nearby HWB representative
NHS England	NHS England and NHS Improvement (North East and North Cumbria)

**Table 1. Self-assigned designation of responders to PNA consultation (2022)**

A summary of respondent feedback to each consultation framework question is shown below.

- Where respondents skipped questions, this will be identifiable from the count reported for questions answered.
- Percentages are reported for ease and convenience but should be viewed with caution given the small numbers. It is important to acknowledge all feedback received, but also consider the weight that might be assigned to any individual view in the context of the whole process of data collection, engagement and development of the PNA.
- Consultation feedback was discussed by the PNA Working Group for reflection/ action for the draft PNA. Response, on behalf of Hartlepool HWB, is shown *in italics*.
- NHS England E&I submitted their response in the form of a letter, included at the end of this report. Their feedback is also acknowledged.

## Appendix 4. Summary of Consultation and HWB Response

- Written comments received are quoted verbatim, however, other than the separate response from NHS England, only two of the remaining 13 respondents gave a written response to any part of the consultation where this opportunity was invited. One of these was a pharmacy contractor in Hartlepool and the other was one 'pharmacy user' – a patient, carer, or member of the public living or using pharmaceutical services in this (Hartlepool) area.

### 1. Do you think that the purpose of the PNA has been explained?

Answer	Count	% of answered
Yes	11	92%
No	1	
Not sure	0	
Answered	12	
Skipped	2	

*HWB response: The great majority think that the purpose of the PNA has been explained and this feedback is positively acknowledged.*

### 2. If you wish to provide a comment on your understanding of the purpose of the PNA please do that here...

**Response from one pharmacy user; question 1 = no:**

*This document is very technical and not easy to read for the lay person. Even the Exec Sum is technical. Is it not possible to add a key point section for easy reading (Plain English)*

*HWB response: The single comment on the technical nature of document is noted and understood. The required content and purpose of the PNA is set out in legislation and may not be compromised, nevertheless, the inclusion of 'key point' sections will be considered before final publication. Alternatively, a companion guide to the PNA (short and more accessible), might be a valuable addition.*

### 3. Do you think that the draft PNA accurately describes the current pharmaceutical services available in Hartlepool?

Answer	Count	% of answered
Yes	10	83%
No	0	
Not sure	2	
Answered	12	
Skipped	1	

*HWB response: The majority think that current pharmaceutical services available in Hartlepool are accurately described in the PNA and this feedback is positively acknowledged.*

### 4. If no or not sure, please use this space to tell us of any discrepancies or inaccuracies (providing evidence where possible)

**Response from one pharmacy user; question 3 = not sure:**

*Sorry question 3 doesn't make sense. How do you know what you don't know if you don't know?*

*HWB response: noted that no known discrepancies or inaccuracies have been identified.*



## Appendix 4. Summary of Consultation and HWB Response

### 5. Do you think that the draft PNA reflects local pharmaceutical needs?

Answer	Count	% of answered
Yes	11	92%
No	0	
Not sure	1	
Answered	12	
Skipped	1	

### 6. If not, please explain why you think that...

No answers = 'no'; no free text comments

*HWB response:* The great majority think that the draft PNA reflects local pharmaceutical needs and this feedback is positively acknowledged.

### 7. Are you aware of any pharmaceutical services provided in Hartlepool that are not currently included in the PNA?

Answer	Count	% of answered
Yes	1	
No	8	67%
Not sure	3	25%
Answered	12	
Skipped	1	

### 8. If yes can you please tell us what they are?

**Response from neighbour HWB; question 7 = yes:**

*Minor Ailments Scheme now in operation*

*HWB response:* Most respondents were not aware of any services provided in Hartlepool that are not included in the PNA. The information regarding an extended Minor Ailments Scheme is acknowledged; a pilot service commissioned at ICS level for parts of the north east, was referred to in the assessment. This will be updated for Hartlepool prior to final publication.

### 9. Does the PNA include information to inform decisions on applications for new pharmacies that may be submitted?

Answer	Count	% of answered
Yes	6	50%
No		
Not sure	6	50%
Answered	12	
Skipped	1	

*HWB response:* The uncertainty in responses is understandable. It is acknowledged that this question would require specific expertise to answer with confidence, but response is nevertheless positively acknowledged.

**10. Is there any other information which you think should be included in the PNA?**

Answer	Count	% of answered
Yes	0	
No	8	73%
Not sure	3	33%
Answered	11	
Skipped	2	

**11. If yes please tell us what information you think should be included and why.**

No 'yes' answers and no free text comments

*HWB response: the majority of respondents did not think there was any other information that should be included in the PNA; no other information was offered and this feedback is positively acknowledged.*

**12. Do you think that the process followed in developing the PNA was appropriate?**

Answer	Count	% of answered
Yes	9	75%
No	1	
Not sure	2	17%
Answered	12	
Skipped	1	

**13. If you have any comments on the process please add them here...**

**Response from one pharmacy user**

*This survey appears to be for pharmacists and other technical people, not the general public as the Tweet stated. I doubt anyone not 100% dedicated to pharmacy will read the 259 page document to be able to answer these questions. This is not a public consultation, but a consultation for professionals.*

*HWB response: the majority of respondents did think that an appropriate process had been followed in developing the PNA.*

**14. Do you agree with the conclusions of the pharmaceutical needs assessment?**

Answer	Count	% of answered
Yes	10	83%
No	1	
Don't have a view	1	
Answered	12	
Skipped	1	

*HWB response: the majority of respondents agreed with the conclusions of the PNA.*

## Appendix 4. Summary of Consultation and HWB Response

### 15. If you have any comments on the conclusions please add them here...

#### Response from one pharmacy user; question 14 = no:

*Whilst the document concludes that there is no gaps in provision, we have personal experience where the pharmacy was open at night for emergency medicine, however it did not have the medication urgently needed, so needed to go to Stockton to get the medication. This is not an option for many residents who may not have access to personal transport. There is also a question about speed and efficiency of service. This is especially true when the pharmacy only has one dispensing chemist and he/she are also engaged in wider public health (needed) services such as vaccinations, smoking cessation consultations, etc. Our experiences are that pharmacies are understaffed and over worked.*

HWB response: the majority of respondents agreed with the conclusions of the PNA. The use of the phrase 'no gap' in the context of the PNA may differ from a lay-interpretation and does not infer that pharmacies will always have all medicines in stock. Access to accurate information on the nearest open pharmacy, particularly outside of weekday working hours, is acknowledged in the PNA. The assessment has regard to pharmacy access for those without personal transport and feedback on staff, skill mix and workload is also acknowledged.

### 16. Are there any current needs for pharmaceutical services that you consider to be unmet?

Answer	Count	% of answered
Yes	2	
No	8	67%
Not sure	2	
Answered	12	
Skipped	1	

### 17. Are these current unmet needs for pharmaceutical services identified in the PNA?

Of the two respondents who answered yes to question 16, one indicated that the unmet needs were identified in the PNA, the other disagreed and included a comment below.

### 18. Please add any comments you may have on current unmet pharmaceutical needs.

#### Response from one pharmacy user; question 14 = no:

*See previous expanded answer re- understaffing, lack of availability of medication at emergency pharmacies*

HWB response: feedback is acknowledged at question 15.

### 19. Has the pharmaceutical needs assessment provided enough information to inform 'near future' pharmaceutical services provision and plans for pharmacies?

Answer	Count	% of answered
Yes	8	67%
No	1	
Not sure	3	25%
Answered	12	
Skipped	1	

HWB response: feedback is acknowledged.

**20. Has the pharmaceutical needs assessment provided information to inform how pharmaceutical services may be commissioned in the future?**

Answer	Count	% of answered
Yes	7	64%
No	2	18%
Not sure	2	18%
Answered	11	
Skipped	2	

*HWB response: feedback is acknowledged.*

**21. Please add any comments you may have on future services or plans here...**

*The HWB have quite clearly expressed that there is no current or known future need for any new pharmacy contractor or appliance contractor provider of pharmaceutical services in Hartlepool and that there is no gap in service that could not be met from pharmacies located within the HWB area. Therefore, when articulating needs, particularly with regards to those identified in the PNA as offering or providing improvements or better access, we strongly urge the HWB to make sure that the intention of any such statement is clear to ensure that it does not lead to unnecessary applications being submitted or new contracts being granted as an unintended consequence*

*We haven't read the whole document as it is too long and complicated. Please have a version for lay people without specialist knowledge. We have 5 degrees between us but not in medical field so very hard to understand the PNA. We almost abandoned this survey when we saw the draft PNA. We commend you for carrying out a consultation, but this is not very consultative if intention is to consult the general public, but not make it easy to read.*

*HWB response: feedback is acknowledged; a (non-statutory) companion to the PNA (short and more accessible), might be a valuable addition.*

**22. Are there any pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted?**

Answer	Count	% of answered
Yes	1	
No	8	67%
Not sure	3	25%
Answered	12	
Skipped	1	

**23. Please add any comments you may have on services that could be provided that have not been highlighted.**

**Response from one pharmacy user**

*You keep adding services to pharmacies, but they are overworked and understaffed. Waiting to get medication becomes such a lengthy process of waiting and waiting for a prescription to be filled. We have seen people just walk out giving up with the length of wait. Pharmacies are intended to dispense medicine and checking medication is correct, not as a substitution for GP services that are also overworked and understaffed. Please consider adding more to GP practices than just focusing on adding more to pharmacies. They should not be considered a cheap/easy replacement.*

#### Appendix 4. Summary of Consultation and HWB Response

HWB response: feedback is acknowledged; as for question 15. Waiting times and other feedback is also acknowledged. National policy directs clinical services/skill mix in primary care (in both general practice and community pharmacy).

#### 24. Are there any 'near future' needs for pharmaceutical services you consider to be unmet?

Answer	Count	% of answered
Yes	1	
No	9	75%
Not sure	2	17%
Answered	12	
Skipped	1	

HWB response: the majority of respondents have not identified any 'near future' needs for pharmaceutical services they consider to be met.

#### 25. Please add any comments you may have on 'near future' unmet pharmaceutical needs here.

##### Response from one pharmacy user

Dispensing medicine in the near future will be less about physical space/buildings as companies such as Amazon and others will be posting medicine to your home.

What considerations are being made for people who are tech poor who cannot access computers or skills to order prescriptions online? This is an issue for our elderly parents who still insist on going to GP to hand in prescription?

HWB response: feedback and individual views are acknowledged.

#### 26. Do you have any other comments about the Hartlepool Health and Wellbeing Board draft PNA 2022?

##### Two responses:

As stated in previous questions, the PNA is not easy to read for the lay person! We are educated, but not medically trained, and have still found this doc impenetrable as is this survey asking about a doc which we couldn't read or have the extended amount of time to do so. The PNA is a technical doc for pharmacy professionals, not the general public, so couldn't answer many of the questions. Please create a lay version and consult again.

It appears that possibly due to the timing of production of this draft, the recent changes to the opening hours of the of Boots pharmacies at Middleton Grange Shopping Centre and Anchor Retail Park have not been reflected in the draft PNA. The current opening hours of these pharmacies are:

Boots, Middleton Grange – 9am – 5.30pm Monday to Friday, 10am – 5.30pm Saturday and 10am – 3pm Sunday.

Boots, Anchor Retail Park - 7.30am until Midnight Monday to Saturday and 10.30am – 4pm on Sunday.

It is our understanding that these changes to our opening hours will not affect overall access in the localities in which they serve as other pharmacies that located only a short distance away are open over and above the opening hours of the Boots pharmacies affected.

Boots withdrew from the Healthy Vitamin Service 1st April 2022. This will affect the information presented within table 26 on page 113.

HWB response: factual information on service changes had been identified and are now included in the updated PNA. Feedback on the challenges of presenting the PNA as statutory document for wide consultation are acknowledged.

#### Appendix 4. Summary of Consultation and HWB Response

For the avoidance of doubt, it is not the main focus of the PNA to assess the quality of pharmaceutical services provided; professional standards of pharmaceutical services are established and monitored by the General Pharmaceutical Council and national contractual service specifications for essential services such as dispensing are monitored by NHS England. However, some aspects of service delivery could be considered to affect whether or not pharmaceutical needs continue to be met in the longer term.

After publication, the HWB continues to seek and evaluate updated information by which it may identify and re-assess the impact of any potential changes to need, or the meeting of those needs. On-going work may seek a more detailed understanding of the views and experiences of patients, carers and their representatives as part of wider quality management and enhancement of local pharmaceutical and other services. Feedback from engagement and consultation (e.g., on perceived levels of staffing and waiting times) may be considered by the profession locally.

The PNA is concerned with NHS services and local government contracted services considered to be equivalent for the purposes of the PNA. Financial viability and the impact of national policy and the pandemic may understandably influence service uptake of locally contracted services and may influence nationally contracted NHS services in all areas of primary care.

What must be assessed by the PNA is whether or not pharmaceutical needs are met in a given area, taking into account (where applicable) those factors included in Regulations i.e.,

- the different needs of different localities in its area
  - the different needs of people in its area who share a protected characteristic and having regard to
  - any other NHS services provided or arranged by a local authority, NHS England, a CCG, an NHS trust or an NHS foundation trust which affect
- a) the need for pharmaceutical services, or pharmaceutical services of a specified type, in its area; or
  - b) whether further provision of pharmaceutical services in its area would secure improvements, or better access, to pharmaceutical services, or pharmaceutical services of a specified type, in its area.

NHS E&I response in the form of a letter, is copied on the next page, and their feedback on the planned opening of a new pharmacy shortly after the conclusion of the formal consultation, is acknowledged.

## Appendix 4. Summary of Consultation and HWB Response



North East and North Cumbria  
Waterfront 4,  
Goldcrest Way,  
Newburn,  
Newcastle Upon Tyne  
NE15 8NY

15 May 2022

**Private and Confidential**

FAO: Joan Stevens, Statutory Scrutiny Officer  
Statutory Scrutiny Officer  
Hartlepool Borough Council,  
Civic Centre,  
Victoria Road,  
Hartlepool  
TS24 8AY

Dear Joan

**Ref: Feedback on Hartlepool Health and Wellbeing Board's PNA**

Thank you for inviting NHS England (North East and North Cumbria) to comment on Hartlepool's Pharmaceutical Needs Assessment (PNA), we recognise the work undertaken by Hartlepool's Health and Wellbeing Board in producing the draft PNA.

We note the information used by the Health and Wellbeing Board in producing the report, and the conclusions and recommendations of the Board. Whilst NHS England has no further comments to make on the draft report we would like to advise that in respect of the reference to the extant grant for a distance selling pharmacy (Table 15 on page 75), a Notice of Commencement has been received for the pharmacy to open as of 1 June 2022.

NHS England (North East and North Cumbria) looks forward to working closely with all other commissioners of local services in Hartlepool to ensure that community pharmacies continue to play their part in delivering high quality services and advice to all patients.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Denise Dodgson'.

pp

**Ms Denise Dodgson**  
Head of Primary Care

## Distances between pharmacies in Hartlepool. Wynyard pharmacy (Stockton Health and Wellbeing Board) is also shown.

Hartlepool community pharmacies shown in postcode order	Locality	POSTCODES	Headland Pharmacy, Grove Street	Asda Pharmacy, Marina Way	Boots, Marina Way	Boots, One Life	Boots, Middleton Grange	Healthways, Middleton Grange	Winterbottom Pharmacy, Winterbottom Ave	West View Pharmacy, Brus Corner	Lloydspharmacy, Kendal Road	Tesco Instore Pharmacy, Belle Vue Way	Seaton Pharmacy, Seaton Carew	Well, Catcote Road	Lloydspharmacy, Wynyard Road	Clayfields Pharmacy, Oxford Road	Lloydspharmacy, Wiltshire Way	Middle Warren Pharmacy	Victoria Pharmacy Ltd, Victoria Road	M Whitfield Ltd, Victoria Road	Well, York Road
			TS24 0NY	TS24 0XR	TS24 0XR	TS24 7PW	TS24 7RW	TS24 7RY	TS24 9DN	TS24 9LA	TS25 1QU	TS25 1UP	TS25 2AX	TS25 2LS	TS25 3LB	TS25 5SA	TS26 0TB	TS26 0BF	TS26 8DB	TS26 8DD	TS26 9DA
Headland Pharmacy, Grove Street	H3	TS24 0NY		2.0	2.0	2.7	2.7	2.7	2.0	1.9	3.3	3.0	5.0	5.1	4.8	3.3	2.7	3.1	2.6	2.6	2.7
Asda Pharmacy, Marina Way	H3	TS24 0XR	2.0		metres	0.7	0.7	0.8	1.5	1.7	1.4	1.0	3.0	3.1	2.8	1.4	1.8	2.5	0.7	0.7	0.8
Boots, Marina Way	H3	TS24 0XR	2.0	metres		0.7	0.7	0.8	1.5	1.7	1.4	1.0	3.0	3.1	2.8	1.4	1.8	2.5	0.7	0.7	0.8
Boots, One Life	H3	TS24 7PW	2.7	0.7	0.7		0.3	0.2	1.7	2.0	0.8	0.5	2.5	2.5	2.2	0.7	1.9	2.7	0.3	0.4	0.1
Boots, Middleton Grange	H3	TS24 7RW	2.7	0.7	0.7	0.3		0.3	1.6	1.9	1.1	0.8	2.7	2.7	2.4	0.9	1.8	2.6	0.2	0.3	0.3
Healthways, Middleton Grange	H3	TS24 7RY	2.7	0.8	0.8	0.2	0.3		1.7	2.0	0.9	0.7	2.6	2.7	2.3	0.9	1.9	2.7	0.3	0.4	0.2
Winterbottom Pharmacy, Winterbottom Ave	H3	TS24 9DN	2.0	1.5	1.5	1.7	1.6	1.7		0.5	2.5	2.1	4.0	3.8	3.5	2.3	1.0	1.3	1.4	1.5	1.6
West View Pharmacy, Brus Corner	H3	TS24 9LA	1.9	1.7	1.7	2.0	1.9	2.0	0.5		2.7	2.4	4.3	4.2	3.9	2.6	1.4	1.2	1.7	1.7	1.9
Lloydspharmacy, Kendal Road	H3	TS25 1QU	3.3	1.4	1.4	0.8	1.1	0.9	2.5	2.7		0.4	1.7	1.8	1.6	0.6	2.7	3.5	1.1	1.1	0.9
Tesco Instore Pharmacy, Belle Vue Way	H3	TS25 1UP	3.0	1.0	1.0	0.5	0.8	0.7	2.1	2.4	0.4		2.1	2.2	2.0	0.5	2.4	3.2	0.9	0.9	0.6
Seaton Pharmacy, Seaton Carew	H2	TS25 2AX	5.0	3.0	3.0	2.5	2.7	2.6	4.0	4.3	1.7	2.1		1.9	2.0	2.1	4.2	5.1	2.7	2.7	2.5
Well, Catcote Road	H2	TS25 2LS	5.1	3.1	3.1	2.5	2.7	2.7	3.8	4.2	1.8	2.2	1.9		0.5	1.9	3.2	4.4	2.7	2.7	2.5
Lloydspharmacy, Wynyard Road	H3	TS25 3LB	4.8	2.8	2.8	2.2	2.4	2.3	3.5	3.9	1.6	2.0	2.0	0.5		1.6	2.9	4.0	2.3	2.4	2.2
Clayfields Pharmacy, Oxford Road	H3	TS25 5SA	3.3	1.4	1.4	0.7	0.9	0.9	2.3	2.6	0.6	0.5	2.1	1.9	1.6		2.3	3.3	0.9	0.9	0.7
Lloydspharmacy, Wiltshire Way	H1	TS26 0TB	2.7	1.8	1.8	1.9	1.8	1.9	1.0	1.4	2.7	2.4	4.2	3.2	2.9	2.3		1.4	1.6	1.6	1.8
Middle Warren Pharmacy	H1	TS26 0BF	3.1	2.5	2.5	2.7	2.6	2.7	1.3	1.2	3.5	3.2	5.1	4.4	4.0	3.3	1.4		2.5	2.5	2.6
Victoria Pharmacy Ltd, Victoria Road	H3	TS26 8DB	2.6	0.7	0.7	0.3	0.2	0.3	1.4	1.7	1.1	0.9	2.7	2.7	2.3	0.9	1.6	2.5		0.1	0.2
M Whitfield Ltd, Victoria Road	H3	TS26 8DD	2.6	0.7	0.7	0.4	0.3	0.4	1.5	1.7	1.1	0.9	2.7	2.7	2.4	0.9	1.6	2.5	0.1		0.3
Well, York Road	H3	TS26 9DA	2.7	0.8	0.8	0.1	0.3	0.2	1.6	1.9	0.9	0.6	2.5	2.5	2.2	0.7	1.8	2.6	0.2	0.3	
Wynyard pharmacy		TS22 5QQ											8.2	7.0							
<b>*Source Google maps March 2022</b>																					
<b>Blue = 100 hour pharmacy</b>																					
There is also a 'Distance Selling' pharmacy in Hartlepool (from 1st June 2022)																					
Longhill Pharmacy		TS25 1UE	(not available for face to face provision of essential pharmaceutical services)																		



Pharmacy Name	Trading Name	Full Address	Phone No.	Core hours: 40 or 100	Core Hours	Supplementary Hours	Opening Hours
Alrahi & Singh Limited	Healthways Chemist	38a Middleton Grange, Shopping Centre, Hartlepool, TS24 7RY	01429 863 504	40	Mon: 09:00-17:00, Tue: 09:00-17:00, Wed: 09:00-17:00, Thu: 09:00-17:00, Fri: 09:00-17:00, Sat: None Sun: None	Mon: None Tue: None Wed: None Thu: None Fri: None Sat: 09:00-16:00 Sun: None	Monday: 09:00-17:00 Tuesday: 09:00-17:00 Wednesday: 09:00-17:00 Thursday: 09:00-17:00 Friday: 09:00-17:00 Saturday: 09:00-16:00 Sunday: Closed
Ascent Healthcare Limited	Middle Warren Pharmacy	Unit 4, Middle Warren Local Centre, Mulberry Rise, Hartlepool TS26 0BF	01429 222 136	40	Monday: 09:00-13:00; 14:30-17:30 Tuesday: 09:00-13:00; 14:00-17:30 Wednesday: 09:00-13:00; 14:30-17:30 Thursday: 09:00-13:00; 14:00-17:30 Friday: 09:00-13:00; 14:30-17:30 Saturday: 09:00-13:00 Sunday: Closed	Monday: 13:00-14:30; 17:30-18:00 Tuesday: 13:00-14:00; 17:30-18:00 Wednesday: 13:00-14:30; 17:30-18:00 Thursday: 13:00-14:00; 17:30-18:00 Friday: 13:00-14:30; 17:30-18:00 Saturday: None Sunday: Closed	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: 09:00-13:00 Sunday: Closed
Ascent Healthcare Limited	Winterbottom Pharmacy	Surgery Lane, Winterbottom Avenue, Hartlepool, TS24 9DN	01429 866 032	40	Mon: 09:00-12:30; 13:00-17:30, Tue: 09:00-12:30; 13:00-17:30, Wed: 09:00-12:30; 13:00-17:30, Thu: 09:00-12:30; 13:00-17:30, Fri: 09:00-12:30; 13:00-17:30, Sat: None Sun: None	Mon: 08:30-09:00; 12:30-13:00, Tue: 08:30-09:00; 12:30-13:00, Wed: 08:30-09:00; 12:30-13:00, Thu: 08:30-09:00; 12:30-13:00, Fri: 08:30-09:00; 12:30-13:00, Sat: None, Sun: None,	Monday: 08:30-17:30 Tuesday: 08:30-17:30 Wednesday: 08:30-17:30 Thursday: 08:30-17:30 Friday: 08:30-17:30 Saturday: Closed Sunday: Closed
Asda Stores Limited	Asda Pharmacy	Marina Way, Hartlepool, TS24 0XR	01429 239 010	40	Mon: 09:00-12:30; 14:30-18:00, Tue: 09:00-12:30; 14:30-18:00, Wed: 09:00-12:30; 14:30-18:00, Thu: 09:00-12:30; 14:30-18:00, Fri: 09:00-12:30; 14:30-18:00, Sat: 09:00-12:30; 14:30-16:00, Sun: None	Mon: 08:30-09:00; 12:30-14:30; 18:00-22:00, Tue: 08:30-09:00; 12:30-14:30; 18:00-22:00, Wed: 08:30-09:00; 12:30-14:30; 18:00-22:00, Thu: 08:30-09:00; 12:30-14:30; 18:00-22:00, Fri: 08:30-09:00; 12:30-14:30; 18:00-22:00, Sat: 08:30-09:00; 12:30-14:30; 16:00-20:00, Sun: 10:00-16:00,	Monday: 08:30-22:00 Tuesday: 08:30-22:00 Wednesday: 08:30-22:00 Thursday: 08:30-22:00 Friday: 08:30-22:00 Saturday: 08:30-20:00 Sunday: 10:00-16:00

Pharmacy Name	Trading Name	Full Address	Phone No.	Core hours: 40 or 100	Core Hours	Supplementary Hours	Opening Hours
Bestway National Chemists Limited	Well	416 Catcote Road, Fens Shopping Centre, Hartlepool, TS25 2LS	01429 274 548	40	Mon: 09:00-12:30; 14:00-17:30, Tue: 09:00-12:30; 14:00-17:30, Wed: 09:00-12:30; 14:00-17:30, Thu: 09:00-12:30; 14:00-17:30, Fri: 09:00-12:30; 14:00-17:30, Sat: 09:00-14:00, Sun: None	Mon: 12:30-14:00; 17:30-18:00, Tue: 12:30-14:00; 17:30-18:00, Wed: 12:30-14:00; 17:30-18:00, Thu: 12:30-14:00; 17:30-18:00, Fri: 12:30-14:00; 17:30-18:00, Sat: None Sun: None	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: 09:00-14:00 Sunday: Closed
Bestway National Chemists Limited	Well	The Health Centre, Victoria Road, Hartlepool, TS26 8DB	01429 270 168	40	Mon: 09:00-13:00; 14:00-18:00, Tue: 09:00-13:00; 14:00-18:00, Wed: 09:00-13:00; 14:00-18:00, Thu: 09:00-13:00; 14:00-18:00, Fri: 09:00-13:00; 14:00-18:00, Sat: None Sun: None	Mon: 08:30-09:00; 13:00-14:00 Tue: 08:30-09:00; 13:00-14:00 Wed: 08:30-09:00; 13:00-14:00 Thu: 08:30-09:00; 13:00-14:00 Fri: 08:30-09:00; 13:00-14:00 Sat: None Sun: None	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: Closed Sunday: Closed
Bestway National Chemists Limited	Well	107 York Road, Hartlepool, TS26 9DH	01429 274 036	40	Mon: 08:45-12:45; 13:30-17:30, Tue: 08:45-12:45; 13:30-17:30, Wed: 08:45-12:45; 13:30-17:30, Thu: 08:45-12:45; 13:30-17:30, Fri: 08:45-12:45; 13:30-17:30, Sat: None Sun: None	Mon: 08:30-08:45; 12:45-13:30; Tue: 08:30-08:45; 12:45-13:30; Wed: 08:30-08:45; 12:45-13:30; Thu: 08:30-08:45; 12:45-13:30; Fri: 08:30-08:45; 12:45-13:30; Sat: 09:00-13:00, Sun: 9:00-13:00,	Monday: 08:30-17:30 Tuesday: 08:30-17:30 Wednesday: 08:30-17:30 Thursday: 08:30-17:30 Friday: 08:30-17:30 Saturday: 09:00-13:00 Sunday: 09:00-13:00
Boots UK Limited	Boots UK Limited	Hartlepool Community Health Centre, Park Road, Hartlepool, TS24 7PW	01429 860 871	100	Mon: 07:00-23:00, Tue: 07:00-23:00, Wed: 07:00-23:00, Thu: 07:00-23:00, Fri: 07:00-23:00, Sat: 07:00-16:30; 17:00-21:00, Sun: 10:00-14:00; 14:30-17:00	Mon: None Tue: None Wed: None Thu: None Fri: None Sat: 16:30-17:00 Sun: 14:00-14:30	Monday: 07:00-23:00 Tuesday: 07:00-23:00 Wednesday: 07:00-23:00 Thursday: 07:00-23:00 Friday: 07:00-23:00 Saturday: 07:00-21:00 Sunday: 10:00-17:00
Boots UK Limited	Boots UK Limited	89 Shopping Centre, Middleton Grange, Hartlepool, TS24 7RW	01429 272 718	40	Mon: 09:00-13:00; 14:00-17:30, Tue: 10:00-13:00; 14:00-17:30, Wed: 10:00-13:00; 14:00-17:30, Thu: 10:00-13:00; 14:00-17:30, Fri: 10:00-13:00; 14:00-17:30, Sat: 10:00-13:00; 14:00-17:30, Sun:	Mon: 13:00-14:00, Tue: 09:00-10:00; 13:00-14:00, Wed: 09:00-10:00; 13:00-14:00, Thu: 09:00-10:00; 13:00-14:00, Fri: 09:00-10:00; 13:00-14:00, Sat: 09:00-10:00; 13:00-14:00, Sun: 10:00-16:00	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-17:30 Sunday: 10:00-16:00

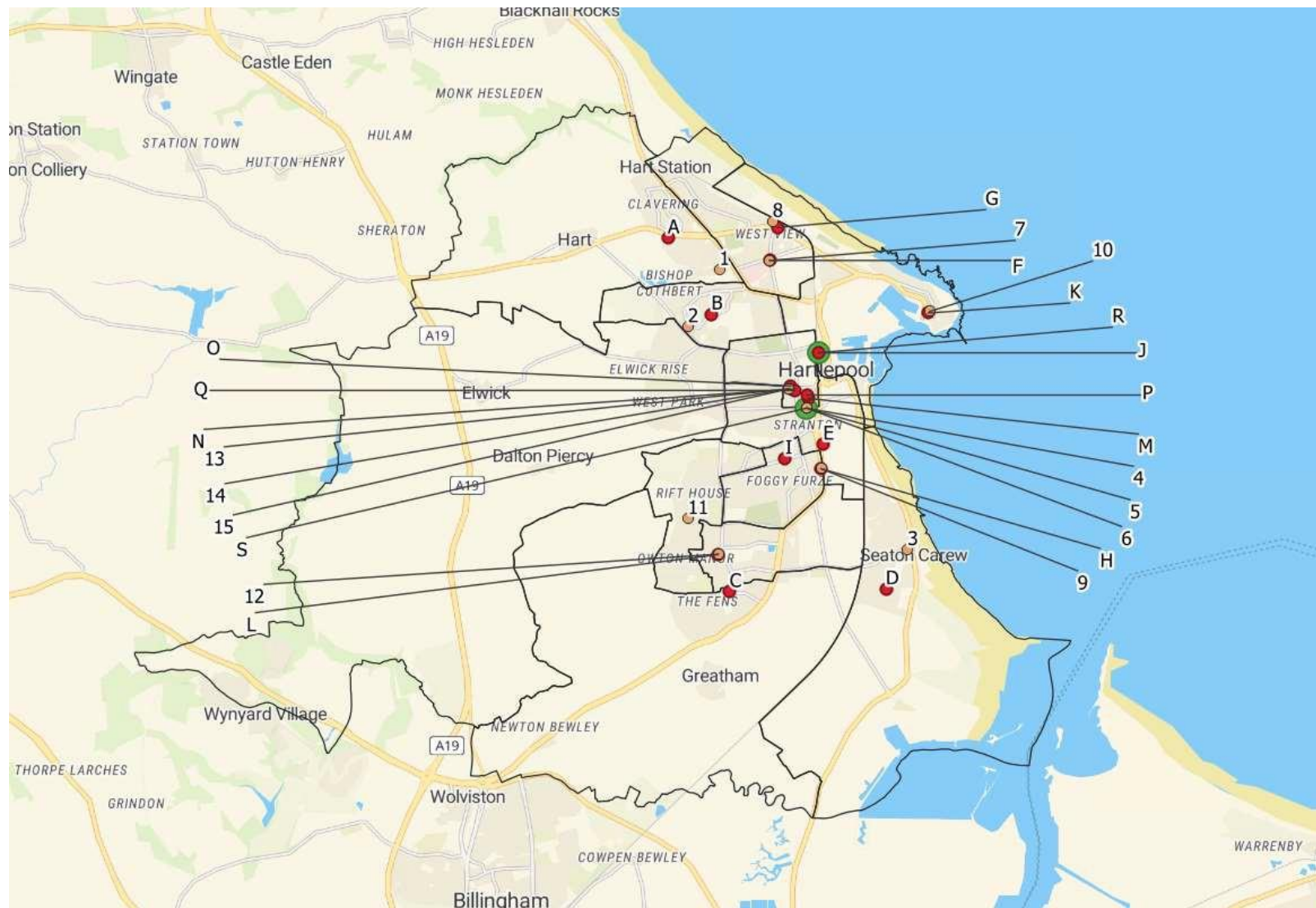
Pharmacy Name	Trading Name	Full Address	Phone No.	Core hours: 40 or 100	Core Hours	Supplementary Hours	Opening Hours
Boots UK Limited	Boots UK Limited	Anchor Retail Park, Marina Way, Hartlepool, TS24 0XR	01429 224 068	100	Mon: 07:30-11:40; 12:00-20:30; 20:50-00:00, Tue: 07:30-11:40; 12:00-20:30; 20:50-00:00, Wed: 07:30-11:40; 12:00-20:30; 20:50-00:00, Thu: 07:30-11:40; 12:00-20:30; 20:50-00:00, Fri: 07:30-11:40; 12:00-20:30; 20:50-00:00, Sat: 07:30-11:40; 12:00-20:30; 20:50-00:00, Sun: 10:30-15:30	Mon: None Tue: None Wed: None Thu: None Fri: None Sat: None Sun: 15:30-16:30	Monday: 07:30-11:40; 12:00-20:30; 20:50-00:00 Tuesday: 07:30-11:40; 12:00-20:30; 20:50-00:00 Wednesday: 07:30-11:40; 12:00-20:30; 20:50-00:00 Thursday: 07:30-11:40; 12:00-20:30; 20:50-00:00 Friday: 07:30-11:40; 12:00-20:30; 20:50-00:00 Saturday: 07:30-11:40; 12:00-20:30; 20:50-00:00 Sunday: 10:30-16:30
Fursewood Limited	Westview Pharmacy	7 Brus Corner, Hartlepool, TS24 9LA	01429 263 868	40	Mon: 09:00-17:00, Tue: 09:00-17:00, Wed: 09:00-16:00, Thu: 09:00-16:00, Fri: 09:00-16:00, Sat: 09:00-12:00, Sun: None	Mon: 17:00-18:00, Tue: 17:00-18:00, Wed: 16:00-18:00, Thu: 16:00-18:00, Fri: 16:00-18:00, Sat: 12:00 - 13:00 Sun: None	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: 09:00-13:00 Sunday: Closed
Gill & Schofield Pharmaceutical Chemists Limited	Headland Pharmacy	1 Grove Street, Hartlepool, Cleveland, TS24 0NY	01429 266 152	40	Mon: 09:00-17:00, Tue: 09:00-17:00, Wed: 09:00-17:00, Thu: 09:00-17:00, Fri: 09:00-17:00, Sat: None Sun: None	Mon: 17:00-18:00, Tue: 17:00-18:00, Wed: 17:00-18:00, Thu: 17:00-18:00, Fri: None Sat: None Sun: None	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-17:00 Saturday: Closed Sunday: Closed
Lloyds Pharmacy Limited	Lloyds Pharmacy	15 Kendal Road, Hartlepool, Cleveland, TS25 1QU	01429 273 461	40	Mon: 09:00-12:30; 13:30-18:00, Tue: 09:00-12:30; 13:30-18:00, Wed: 09:00-12:30; 13:30-18:00, Thu: 09:00-12:30; 13:30-18:00, Fri: 09:00-12:30; 13:30-18:00, Sat: None Sun: None	Mon: 12:30-13:30 Tue: 12:30-13:30 Wed: 12:30-13:30 Thu: 12:30-13:30 Fri: 12:30-13:30 Sat: None Sun: None	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed

Pharmacy Name	Trading Name	Full Address	Phone No.	Core hours: 40 or 100	Core Hours	Supplementary Hours	Opening Hours
Lloyds Pharmacy Limited	Lloyds Pharmacy	84 Wiltshire Way, Hartlepool, Cleveland, TS26 0TB	01429 863 651	40	Mon: 09:00-12:30; 13:30-18:00, Tue: 09:00-12:30; 13:30-18:00, Wed: 09:00-12:30; 13:30-18:00, Thu: 09:00-12:30; 13:30-18:00, Fri: 09:00-12:30; 13:30-18:00, Sat: None Sun: None	Mon: 12:30-13:30, Tue: 12:30-13:30, Wed: 12:30-13:30, Thu: 12:30-13:30, Fri: 12:30-13:30, Sat: None Sun: None	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
Lloyds Pharmacy Limited	Lloyds Pharmacy	29 Wynyard Road, Hartlepool, Cleveland, TS25 3LB	01429 273 641	40	Mon: 09:00-13:00; 14:15-18:00, Tue: 09:00-13:00; 14:15-18:00, Wed: 09:00-13:00; 14:15-17:30, Thu: 09:00-13:00; 14:15-17:30, Fri: 09:00-13:00; 14:15-18:00, Sat: 09:45-12:00, Sun: None	Mon: 13:00-14:15, Tue: 13:00-14:15, Wed: 13:00-14:15, Thu: 13:00-14:15, Fri: 13:00-14:15, Sat: 09:00-09:45, Sun: None	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-18:00 Saturday: 09:00-12:00 Sunday: Closed
M.Whitfield Limited		Birkdale, 30 Victoria Road, Hartlepool, Cleveland, TS26 8DD	01429 275 211	40	Mon: 09:00-13:00; 14:00-18:00, Tue: 09:00-13:00; 14:00-18:00, Wed: 09:00-13:00; 14:00-18:00, Thu: 09:00-13:00; 14:00-18:00, Fri: 09:00-13:00; 14:00-18:00, Sat: None Sun: None	Mon: None Tue: None Wed: None Thu: None Fri: None Sat: None Sun: None	Monday: 09:00-13:00; 14:00-18:00 Tuesday: 09:00-13:00; 14:00-18:00 Wednesday: 09:00-13:00; 14:00-18:00 Thursday: 09:00-13:00; 14:00-18:00 Friday: 09:00-13:00; 14:00-18:00 Saturday: Closed Sunday: Closed
Norchem Healthcare Limited	Seaton Pharmacy	68A Elizabeth Way, Seaton Carew, Hartlepool, TS25 2AX	01429 268 540	40	Mon: 09:00-13:00; 14:15-17:30, Tue: 09:00-13:00; 14:15-17:30, Wed: 09:00-13:00; 14:15-17:30, Thu: 09:00-13:00; 14:15-17:30, Fri: 09:00-13:00; 14:15-17:30, Sat: 09:00-12:45, Sun: None	Mon: 13:00-14:15, Tue: 13:00-14:15, Wed: 13:00-14:15, Thu: 13:00-14:15, Fri: 13:00-14:15, Sat: None Sun: None	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-12:45 Sunday: Closed

Pharmacy Name	Trading Name	Full Address	Phone No.	Core hours: 40 or 100	Core Hours	Supplementary Hours	Opening Hours
P.S. Pendergood Limited	Clayfields Pharmacy	76-78 Oxford Road, Hartlepool, Cleveland, TS25 5SA	01429 274 279	40	Mon: 09:00-17:00, Tue: 09:00-17:00, Wed: 09:00-17:00, Thu: 09:00-17:00, Fri: 09:00-17:00, Sat: None Sun: None	Mon: 17:00-17:30, Tue: 17:00-17:30, Wed: 17:00-17:30, Thu: 17:00-17:30, Fri: 17:00-17:30, Sat: 09:00-17:00, Sun: None	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-17:00, Sunday: Closed
Tesco Stores Limited	Tesco Stores	Belle Vue Way, Hartlepool, TS25 1UP	0191 6933245	40	Mon: 09:00-13:30; 14:30-17:00, Tue: 09:00-13:30; 14:30-17:00, Wed: 09:00-13:30; 14:30-17:00, Thu: 09:00-13:30; 14:30-17:00, Fri: 09:00-13:30; 14:30-17:00, Sat: 09:00-12:00; 15:00-17:00, Sun: None	Mon: 08:00-09:00; 13:30-14:30; 17:00-21:00, Tue: 08:00-09:00; 13:30-14:30; 17:00-21:00, Wed: 08:00-09:00; 13:30-14:30; 17:00-21:00, Thu: 08:00-09:00; 13:30-14:30; 17:00-21:00, Fri: 08:00-09:00; 13:30-14:30; 17:00-21:00, Sat: 08:00-09:00;13:30-14:30; 17:00-21:00, Sun: 10:00-16:00,	Monday: 08:00-21:00 Tuesday: 08:00-21:00 Wednesday: 08:00-21:00 Thursday: 08:00-21:00 Friday: 08:00-21:00 Saturday: 08:00-21:00 Sunday: 10:00-16:00

To be updated as of 1<sup>st</sup> June before final version is published. Awaiting update from NHS E&I.

**Hartlepool Pharmaceutical Needs Assessment. Map: location of pharmacies and general practices. January 2022.**



**Updated map pending. New distance selling pharmacy opened 1<sup>st</sup> June 2022. Longhill Pharmacy. Located in Burn Valley ward.**

**Key to map on next page**

Letter	Name	Ward	PNA Locality 2022	Health Centres	Number	GP Practice	
A	Middle Warren Pharmacy	Hart	H1: West		1	Hartfields Medical Centre (Branch)	
B	Lloyds, Wiltshire Way	Throston			2	Throston Medical Centre (Branch)	
C	Well, Catcote Road	Fens and Greatham	H2: South				
D	Seaton Pharmacy	Seaton			3	Seaton Surgery	
S	Boots, Park Road (100 Hours)	Burn Valley	H3: Central and Coast		Hartlepool Health Centre, Park Road	4	Bankhouse Surgery
						5	Chadwick Practice
					6	Havelock Grange Practice	
E	Tesco Pharmacy	Burn Valley					
F	Winterbottom Pharmacy	De Bruce		7	Hart Medical Practice		
G	Westview Pharmacy	De Bruce		8	West View Millennium Surgery		
H	Lloyds, Kendal Road	Foggy Furze		9	McKenzie Group Practice (Main Site)		
I	Clayfields Pharmacy	Foggy Furze					
R	Boots, Marina Way (100 Hours)	Headland and Harbour					
J	Asda Pharmacy	Headland and Harbour					
K	Headland Pharmacy	Headland and Harbour					
L	Lloyds, Wynyard Road	Rossmere					
M	Boots, Middleton Grange	Victoria					
P	Healthways	Victoria					
N	Well, Victoria HC	Victoria					
O	Well, York Road	Victoria					
Q	Whitfields	Victoria					
			Victoria Road Health Centre	13	Drs Koh and Trory		
				14	Gladstone House Surgery		
				15	Victoria Medical Practice (Branch)		

Key to map: location of pharmacies and general practices. January 2022

Updated map pending. New distance selling pharmacy opened 1<sup>st</sup> June 2022. Longhill Pharmacy. Located in Burn Valley ward.

**HOLDING PAGE**