



Draft Pharmaceutical Needs Assessment 2018

Hackney Health and Wellbeing Board

This PNA has been produced by Soar Beyond, contracted by Hackney Council. The production has been overseen by the PNA Steering Group for Hackney Health and Wellbeing Board with authoring support from Soar Beyond Ltd.

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Executive summary

Every Health and Wellbeing Board (HWB) is now required to produce a Pharmaceutical Needs Assessment (PNA).

There is also a requirement to reassess and revise the PNA within three years of its previous publication. However, the HWB must make a revised assessment as soon as it is reasonably practicable after identifying any changes that have occurred since the previous assessment, which may have an effect on the needs of the pharmaceutical services.

This mapping of pharmaceutical services against local health needs provides Hackney HWB with a framework for the strategic development and commissioning of services. It will enable the local pharmacy service providers and commissioners to:

- Understand the pharmaceutical needs of the population
- Gain a clearer picture of pharmaceutical services currently provided
- Make appropriate decisions on applications for NHS pharmacy contracts
- Commission appropriate and accessible services from community pharmacies
- Clearly identify and address any local gaps in pharmaceutical services
- Target services to reduce health inequalities within local health communities

This draft PNA has been produced through the PNA Steering Group for Hackney HWB by the London Borough of Hackney (LBH) with authoring support from Soar Beyond Ltd.

NHS pharmaceutical services in England

NHS pharmaceutical services are provided by contractors on the 'pharmaceutical list' held by NHS England. Types of providers are:

- Community pharmacy contractors, including distance-selling pharmacies (DSPs)
- Dispensing Appliance Contractors (DACs)
- Local Pharmaceutical Service (LPS) providers
- Dispensing doctors

Community pharmacies operate under a contractual framework agreed in 2005 which sets three levels of service:

Essential services: Negotiated nationally. Provided from all pharmacies.

Advanced services: Negotiated nationally. Provided from some pharmacies specifically accredited.

Enhanced services: Negotiated locally to address local health needs. Provided from selected pharmacies specifically commissioned.

The contract enables NHS England Area Teams to commission services to address local needs, while still retaining the traditional dispensing of medicines and access to support for self-care from pharmacies. Since the 2015 PNA there have been a number of contractual changes affecting community pharmacies.

Health in Hackney

The area

The London Borough of Hackney is situated in Inner London. It borders the City of London, and the London boroughs of Islington, Haringey, Waltham Forest, Newham and Tower Hamlets. For the purpose of this PNA Hackney is made up of four localities (see section 1.5): Homerton, Shoreditch, Stoke Newington and North East.

The population

The current estimated resident population is 275,962 (GLA estimate 2017) and is expected to grow by 24.9% over the next 20 years, to 344,713.

The population of Hackney is projected to rise to around:

- 294,164 by 2022
- 311,456 by 2027
- 330,137 by 2032
- 344,713 by 2037

Alongside population growth, the population structure of the area is expected to change over the next 20 years with the younger population decreasing (0 to 19-year-olds) and the working age and older population increasing.

Hackney is one of the most ethnically diverse boroughs in London with a minority 38% describing themselves as white British or Irish, 16% as white other, and the remaining 46% identify themselves as being of Black, Asian or Minority Ethnic (BAME) origin. The large number of residents classified as 'other white' and 'other' reflects the preponderance of Turkish, Kurdish, Eastern European and Charedi Jewish people living in Hackney.

LBH plans to develop approximately 6,955 new homes during 2017-2022 which will help support the growing population and demand for housing.

The HWB is not aware of any plans to increase current capacity or open any new care homes in Hackney over the period covered by the PNA (up to 2021).

The increasing population and its diversity will require significant planning for the delivery of services, in particular to meet its varied health and social care needs.

Health inequalities

IMD 2015 data shows that Hackney was ranked the 11th most deprived local authority in England and the second most deprived in London. Within Hackney there is considerable variation in neighbourhood deprivation. Homerton is the most deprived locality overall and Stoke Newington is the least.

Health and illness

Life expectancy has increased across the country. Over the period 2012-14, life expectancy at birth in Hackney was 82.9 years for females and 78.3 years for males, in both cases slightly below the average for England and London.

Female life expectancy is greatest in the North East locality (83.6 years) and lowest in Homerton (82.2 years). Life expectancy for males is greatest in the Stoke Newington and North East localities at 78.7 years and lowest in Homerton at 77.7 years.

The Hackney Joint Health and Wellbeing Strategy 2015-2018 identifies the main causes of death in Hackney are cardiovascular disease, cancer and respiratory disease.

Lifestyle

The main areas of concern with regards lifestyle relate to smoking, child and adult obesity and sexually transmitted infections (STIs). Hackney has one of the highest rates of smoking in London at 21% in those aged 18 years and over. Child obesity is a significant problem in Hackney and a local priority for health and wellbeing partners. Childhood obesity is higher in the more deprived localities and among black ethnic communities. Childhood obesity rates are lowest in Stoke Newington. Adult obesity is also significantly higher in Hackney compared with the rest of London. Homerton and North East localities have the highest prevalence of obese adults. The diagnosis rate per 100,000 young people for chlamydia is 4,428, which is significantly higher than averages for London and England. However, Hackney does have a ‘high performing testing service’ to help identify those affected.

Pharmacies in Hackney

Hackney has 49 community pharmacies (as of 31 October 2017), which is the same number as in the 2015 PNA. The population of Hackney is currently estimated to be around 275,962.

Using current population estimates, the number of community pharmacies per 100,000 population for Hackney is currently 17.8, which has decreased from 19.3 in 2015. This is due to the population increasing from 254,459 to that shown above, while the total number of pharmacies has remained the same.

Provision of current pharmaceutical services and locally commissioned services is well distributed, serving all the main population centres. There is excellent access to a range of services commissioned and privately provided from pharmaceutical service providers.

Table 1 shows the change in the numbers of community pharmacies since 2014-15 compared with regional and national averages. Hackney is well served with community pharmacies, albeit that the average number per 100,000 population is below the London and national averages.

Table 1 - Number of community pharmacies per 100,000 population

	Community pharmacies per 100,000 population		
	England	London SHA	Hackney
2016-17	21.5	21.7	17.8
2014-15	21.5	21.7	19.3

The majority of community pharmacies in Hackney, forty-three (88%), are open weekday evenings (after 6pm); thirty-seven (75%) are open on Saturdays and eight (16%) are open on Sundays.

There is a much higher than national ratio of independent providers to multiples, providing a good choice of providers for local residents (national average is 38.1% independent providers versus 85.7% in Hackney based on 2015-16 figures).

Feedback on pharmaceutical services

Views of pharmacy service users were gained from a questionnaire circulated for feedback from the general public.

From the 209 responses received from the public questionnaire:

- **82%** have a **regular or preferred pharmacy** that they visit with **57%** visiting their pharmacy **once a month or more**
- **86%** rated as important that the pharmacy is **close to their home**; **45%** that the pharmacy is **close to their GP surgery**
- **90%** had **no difficulties travelling to their pharmacy**; of those who expressed a **difficulty in** travelling to their pharmacy, **29% (7) had parking difficulties**, **25% (6) had difficulties due to wheelchair or other access problems**, **13% (3) had difficulties due to public transport availability**, **8% (2) had problems with the location**. However, it should be noted that respondent numbers are low for this question
- **83%** reported having a **journey time of no more than 15 minutes**
- **76%** **walk** to their community pharmacy, **10%** use a **car/taxi**, **9%** use **public transport**, **3%** use a **bicycle**
- When asked which **additional services** they would **like to see provided** by the local pharmacy, **90%** indicated **minor ailments scheme**; **93%**, **emergency supply of prescription medicines**; **89%**, **flu vaccination**; **85%**, **Stop Smoking Service**; **83%**, **sexual health services**; **61%** wanted **supervised consumption of methadone and buprenorphine** and **63%** wanted **needle exchange service**
- When asked which is the **most convenient day to visit** the pharmacy, **30%** stated **Monday to Friday**, only **12%** of respondents indicated **Saturday or Sunday**, the remaining respondents **did not express a clear preference**
- When asked what **time of day** they prefer to visit the pharmacy, the largest number of respondents, **46%**, indicated that it **varies**, **13%** prefer to visit between **6pm and 8pm** and **2%** **after 8pm**
- **7%** of respondents indicated that they have **used an internet pharmacy**.
- **89%** of respondents rated their last experience of a community pharmacy in the City of London or Hackney as **either good or very good**

Conclusions

Current provision – necessary and other relevant services

The PNA is required to clearly state what is considered to constitute necessary services as required by paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

For the purposes of this PNA, necessary services are defined as essential services and the following advanced services; Medicines Use Review (MUR), New Medicines Service (NMS) and flu vaccination. The other advanced services, Appliance Use Review (AUR), stoma appliance customisation (SAC) and NHS Urgent Medicines Supply Advanced Service (NUMSAS) are however considered relevant as they contribute toward improvement in provision and access to pharmaceutical services.

For the purpose of this PNA, enhanced services are defined as pharmaceutical services which secure improvements or better access to, or which have contributed towards meeting the need for, pharmaceutical services in Hackney and are commissioned by NHS England.

For the purpose of this PNA, locally commissioned services are those which secure improvements or better access to, or which have contributed towards meeting the need for, pharmaceutical services in Hackney and are commissioned by the Clinical Commissioning Group or local authority rather than NHSE.

Hackney HWB recognises that a number of HWBs which border the HWB area contribute toward meeting the pharmaceutical needs of its residents and their contribution has been taken into consideration where appropriate. No other relevant services have been identified from outside the HWB area which have secured improvements or better access in the Hackney HWB area.

Necessary services – gaps in provision

In reference to Section 6 and required by Paragraph 2 of Schedule 1 to the Pharmaceutical Regulations 2013:

Access to essential services

In order to assess the provision of essential services against the needs of the residents of Hackney, HWB considers access and opening hours as the most important factors in determining the extent to which the current provision of essential services meets the needs of the population.

Access to essential services normal working hours

As the public questionnaire did not identify any specific issues with regard to travel and access during normal working hours, Hackney HWB has determined that there is no gap in the provision of essential services during normal working hours and access and opening hours of pharmacies in all four localities across the whole HWB area are reasonable in all the circumstances. For clarity, 'normal working hours' are taken to be from 9am to 6pm on weekdays.

There is no gap in the provision of essential services during normal working hours across the whole HWB area.

Access to essential services outside normal working hours

Although there are no 100-hour contract pharmacies across the HWB, there are forty-three pharmacies (88%) open beyond 6pm Monday-Friday, three of which stay open until 8pm. Thirty-seven (75%) are open on Saturdays, many of them into the late afternoon/early evening, with two until 8pm, and there are eight (16%) open on Sundays. These are geographically spread across the HWB area and the four PNA localities.

The HWB has not been presented with any evidence to suggest that access outside of normal hours is not being met, in any of the four localities.

There is no gap in the overall provision of essential services outside of normal working hours within the whole HWB area.

Access to necessary advanced services

There is no identified gap in the provision of advanced services. Medicines Use Reviews (MURs) are available in 82%-100% of pharmacies, New Medicine Service (NMS) is available in 64%-100% of pharmacies and flu vaccination is available in 36%-86% of pharmacies, depending on the locality. As flu vaccination is also provided from GP practices, provision of this service is considered to be sufficient.

Hackney HWB will monitor the uptake of and need for necessary services and consider the impact of any changes in the future which may provide evidence that a need exists.

No gaps have been identified in the overall provision of necessary advanced services across the whole HWB area.

Access to enhanced services

There are three enhanced services currently commissioned by NHS England from pharmacies in Hackney HWB.

- Minor Ailments Scheme
- Medicines Optimisation Service
- London Vaccination Service

The Minor Ailments Scheme (MAS) is provided from 80%-100% of pharmacies, the Medicines Optimisation Service (MOS) is provided from 64%-100% of pharmacies and the London Vaccination Service is provided from 36%-78% of pharmacies depending on the locality. These are geographically spread throughout the HWB area and access is considered appropriate for all services.

Some of the enhanced services listed in the 2013 Directions (see Section 1.3.1) are now commissioned either by City and Hackney CCG or LBH and therefore fall outside of the definition of both enhanced services and pharmaceutical services.

No gaps have been identified in the overall provision of enhanced services across the whole HWB area.

Future provision of necessary services

Hackney HWB has not identified, nor been presented with any evidence of, any pharmaceutical services that are not currently provided, but that will, in specified future circumstances, need to be provided to meet a need for pharmaceutical services in any of the four localities.

No gaps in the need for pharmaceutical services in specified future circumstances have been identified across the whole HWB area.

Improvements and better access – gaps in provision

As described in Section 6 and as required by Paragraph 4 of Schedule 1 to the Pharmaceutical Regulations 2013:

Current and future access to essential services

Hackney HWB has not identified any services that would, if provided either now or in future specified circumstances, secure improvements or better access to essential services in any of the four localities.

No gaps have been identified in essential services that if provided either now or in the future would secure improvements or better access to essential services across the whole HWB area.

Current and future access to advanced services

In 2016-17 MURs were available in 82%-100% of pharmacies and NMS were available in 64%-100% of pharmacies, depending on locality. The flu vaccination service was available from 36%-86% of pharmacies, depending on locality. As vaccination services are available from providers such as GP practices, the lack of provision from a pharmacy does not equate to a gap in provision.

Demand for the appliance advanced services (Stoma Appliance Customisation (SAC) and Appliance Use Reviews (AUR)) is lower than for the other advanced services (no data available at national level for NUMSAS) due to the much smaller proportion of the population that may require these services. Pharmacies and Dispensing Appliance Contractors (DACs) may choose which appliances they provide and may also choose whether to provide the two related advanced services.

Data relating to the provision of NUMSAS is not currently available and it is not possible to determine if either current or future provision is adequate to meet demand. However, the HWB has not been presented with any data at present to indicate a gap exists.

There are no gaps in the provision of advanced services at present or in the future that would secure improvement or better access to advanced services across the whole HWB area.

Current and future access to enhanced services

NHS England currently commissions three enhanced services from pharmacies in Hackney HWB area.

Some of the enhanced services listed in the 2013 Directions (see Section 1.3.1) are now commissioned by City and Hackney CCG or LBH and therefore fall outside of the definition of both enhanced services and pharmaceutical services.

There are no gaps identified in respect of securing improvements or better access to enhanced services provision on a locality basis as identified either now or in specified future circumstances.

No gaps have been identified that if provided either now or in the future would secure improvements or better access to enhanced services across the whole HWB area.

Other NHS services

As required by Paragraph 5 of Schedule 1 to the Pharmaceutical Regulations 2013, Hackney HWB has had regard for any other NHS services that may affect the need for pharmaceutical services in the area of the HWB.

Based on current information, no gaps have been identified in respect of securing improvements or better access to other NHS services either now or in specified future across the whole HWB area.

Locally commissioned services

With regard to enhanced services and locally commissioned services, Hackney HWB is mindful that only those commissioned by NHS England are regarded as pharmaceutical services.

The absence of a particular service being commissioned by NHS England is in some cases addressed by a service being commissioned through City and Hackney CCG (such as the Increasing Access to End of Life Medicines Service) and LBH (such as smoking cessation, supervised consumption, needle exchange, sexual health services and Healthy Start vitamins).

The HWB notes that all LCS are accessible to the population in all four PNA localities.

The HWB has not been presented with any evidence to date which concludes that any of these enhanced services or LCS should be expanded.

Regular service reviews are recommended in order to establish if currently and in future scenarios locally commissioned services secure improvement or better access across all HWB localities.

Section 1: Introduction

1.1 Background

The Health Act 2009¹ made amendments to the NHS Act 2006 requiring each Primary Care Trust (PCT) to assess the needs for pharmaceutical services in its area and publish a statement of its assessment and any revised assessment. The regulations required the Pharmaceutical Needs Assessment (PNA) to be published by 1 February 2011. There was also a requirement to rewrite the PNA every three years, or earlier if there were significant changes to the pharmaceutical needs of the area.

The responsibility for the development, publishing and updating of PNAs became the responsibility of Health and Wellbeing Boards (HWBs) as a result of the Health and Social Care Act 2012². The Act dramatically reformed the NHS from 1 April 2013. PCTs were abolished and HWBs, Clinical Commissioning Groups (CCGs) and NHS England were formed.

- HWBs, hosted by each 'upper tier' local authority, have their membership drawn from local leaders (including NHS England, CCGs and local government) and are responsible for the continual improvement of the health and wellbeing of the local population
- CCGs are clinically-led NHS bodies responsible for planning, purchasing and monitoring the majority of local health services including hospital, community, emergency and mental health care
- NHS England oversees the operations of the CCGs as well as commissioning primary and specialist services (such as cancer care). Along with CCGs, it has the responsibility of improving health outcomes and reducing health inequalities

The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (SI 2013/349)³, hereafter referred to as the 'Pharmaceutical Regulations 2013', came into force on 1 April 2013. Unless required to be produced earlier, the Pharmaceutical Regulations 2013 permitted HWBs a temporary extension of the PNAs previously produced by the PCT; HWBs were then required to publish their first PNA by 1 April 2015 at the latest. The Pharmaceutical Regulations 2013 require each HWB to publish a statement of its revised assessment within three years of its previous publication and this document fulfils this regulatory requirement.

The Pharmaceutical Regulations 2013 were updated by the National Health Service (Pharmaceutical and Local Pharmaceutical Services) (Amendment and Transitional Provision) Regulations 2014 on 1 April 2014. This PNA has considered these amendments but the Pharmaceutical Regulations 2013 have been referenced throughout.

¹ Health Act 2009 - <http://www.legislation.gov.uk/ukpga/2009/21/part/3/crossheading/pharmaceutical-services-in-england?view=plain>

² Health and Social Care Act 2012 - <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

³ The NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013
<http://www.legislation.gov.uk/uksi/2013/349/contents/made>

Since the 2015 PNA there have been a number of contractual changes affecting community pharmacies. These are considered separately below.

Financial support for the Essential Small Pharmacy Scheme (ESPS) came to an end on 31 March 2015. Arrangements had existed for many years which provided modest financial support for small pharmacies in areas where they were needed for patients, but where the level of business was otherwise too low for a pharmacy to be viable. At the time, it was estimated there were no more than 100 such pharmacies in England.

Those pharmacies that remained low volume and more than 1 km from the next nearest pharmacy had a number of options:

- Cease to provide pharmaceutical services
- Return to the pharmaceutical list and receive standard funding
- Agree a new LPS contract with the local NHS England team

There are no pharmacies within Hackney HWB on ESPS or other LPS contracts.

On 20 July 2015, as part of the 2015-16 community pharmacy funding settlement, NHS England agreed to allow community pharmacies in England to offer a seasonal influenza (flu) vaccination service for patients in at-risk groups. This became the fifth Advanced Service in the English Community Pharmacy Contractual Framework (CPCF) and provision of the service commenced from 16 September 2015. The main aims of the service are:

- To sustain and maximise uptake of flu vaccination in at-risk groups by building on the capacity of community pharmacies as an alternative to GPs
- To provide more opportunities and improve convenience for eligible patients to access flu vaccinations
- To reduce variation and provide consistent levels of population coverage of community pharmacy flu vaccination across England by providing a national framework

The service has continued to be recommissioned for subsequent flu seasons. Those pharmacies which provided the service for the 2015-16 flu season are listed in Appendix A.

On 20 October 2016, the Department of Health (DH) and NHS England announced that as part of the 2016-17 and 2017-18 community pharmacy funding settlement, money from the Pharmacy Integration Fund (PhIF) would be used to fund a national pilot for a community pharmacy NHS Urgent Medicines Supply Advanced Service (NUMSAS). This new service replaced the Pharmacy Urgent Repeat Medication (PURM) service, which was launched on 1 December 2014. The service allowed pharmacies to provide emergency repeat medications, at NHS expense, without the need for a prescription or GP appointment. The service recognised that on occasions patients may mistakenly run out of urgent repeat medication when their GP surgery is closed. PURM prevented the need to access urgent care to obtain a prescription for the medication.

NUMSAS is commissioned to run from 1 December 2016 to 31 March 2018. The service is not directly accessible and can only be accessed via a referral from NHS 111, who hold a list of providers of the service. There is no publicly-available list of providers of the service. The PNA recognises that a funded service which supports the supply of urgent medicines from pharmacies would reduce the burden on urgent care services and GPs and improve patient care. Consideration will be given to the type of commissioned service that would be most beneficial once the NUMSAS service evaluation is complete.

At the same time, the DH confirmed the introduction of a Pharmacy Access Scheme (PhAS), the aim of which is to ensure that a baseline level of patient access to NHS community pharmacy services is protected. The PhAS will protect access in areas where there are fewer pharmacies with higher health needs and ensure no area is left without access to NHS community pharmaceutical services. Qualifying pharmacies receive an additional payment which will protect them from the full effect of reduction in funding which was imposed from December 2016. There are no pharmacies in Hackney which receive funding under the PhAS.

The Government also introduced a 'quality payment scheme'. To qualify for payment, pharmacies have to meet four gateway criteria:

- Provision of at least one advanced service
- NHS Choices entry up to date
- Staff able to send and receive NHS email
- Ongoing utilisation of the Electronic Prescription Service (EPS)

Fulfilling the gateway criteria does not earn the pharmacy the quality payment in itself. Payment depends on how many of the quality criteria the pharmacy meets and the criteria are weighted based on how difficult they are to meet. At each review point, pharmacies need to make a declaration to the NHS Business Services Authority (NHS BSA) and payment will be based on how many criteria are met.

Also in October 2016, Healthy Living Pharmacy (HLP) Level 1 became one of the Quality Payment criteria under the new funding model for the National Pharmacy Contract. At this point, pharmacies moved to the Public Health England Quality Criteria for HLP Level 1 Self-assessment. For full details of HLP, please see section 4.8.

On 5 December 2016, an amendment to the Pharmaceutical Regulations 2013 came into effect affecting pharmacy consolidations. This allowed NHS pharmacy businesses to apply to consolidate the services provided on two or more sites into a single site. Applications to consolidate are dealt with as 'excepted applications' under the Pharmaceutical Regulations 2013, which means in general terms that they will not be assessed against the PNA. Instead, consolidation applications will follow a simpler procedure, the key to which is whether or not a gap in pharmaceutical service provision would be created by the consolidation.

Some provision is also made in respect of continuity of services. For example, if NHS England intends to commission an enhanced service from the applicant that has been provided at or from the closing premises, then the applicant is required to provide undertakings to continue to provide that service following consolidation. If NHS England is satisfied the consolidation would create a gap in service provision, it must refuse the application.

If the HWB does not consider that a gap in service provision is created as a consequence, it must publish a supplementary statement, alongside its PNA, recording its view.

1.2 Purpose of the Pharmaceutical Needs Assessment (PNA)

NHS England is required to publish and maintain 'pharmaceutical lists' for each HWB area. Any person wishing to provide NHS pharmaceutical services is required to be listed on the pharmaceutical list. NHS England must consider any applications for entry onto the pharmaceutical list. The Pharmaceutical Regulations 2013 require NHS England to consider applications to fulfil unmet needs determined within the PNA of that area, or applications for benefits unforeseen within the PNA. Such applications could be for the provision of NHS pharmaceutical services from new premises or to extend the range or duration of current NHS pharmaceutical services offered from existing premises. As the PNA will become the basis for NHS England to make determinations on such applications, it is therefore prudent that the PNA is compiled in line with the Pharmaceutical Regulations 2013 and with due process, and that the PNA is accurately maintained and up to date. Although decisions made by NHS England regarding applications to the pharmaceutical list may be appealed to the NHS Family Health Services Appeals Unit, the final published PNA cannot be appealed. It is likely the only challenge to a published PNA will be through application for a judicial review of the process undertaken to conclude the PNA.

The PNA should also be considered alongside the Local Authority's Joint Strategic Needs Assessment (JSNA)⁴.

The PNA will identify where pharmaceutical services address public health needs identified in the JSNA as a current or future need. Through decisions made by the local authority, NHS England and the CCGs, these documents will jointly aim to improve the health and wellbeing of the local population and reduce inequalities.

1.3 Scope of the PNA

The Pharmaceutical Regulations 2013 detail the information required to be contained within a PNA. A PNA is required to measure the adequacy of pharmaceutical services in the HWB area under five key themes:

- Necessary services: current provision
- Necessary services: gaps in provision
- Other relevant services: current provision

⁴ Joint Strategic Needs Assessment (JSNA): City and Hackney - <https://www.hackney.gov.uk/jsna>

- Improvements and better access: gaps in provision
- Other services

In addition, the PNA details how the assessment was carried out. This includes:

- How the localities were determined
- The different needs of the different localities
- The different needs of people who share a particular characteristic
- A report on the PNA consultation

As already mentioned, the PNA is aligned with the Hackney JSNA.

To appreciate the definition of 'pharmaceutical services' as used in this PNA, it is important to understand the types of NHS pharmaceutical providers comprised in the pharmaceutical list maintained by NHS England. They are:

- Pharmacy contractors
- Dispensing appliance contractors
- Local pharmaceutical service providers
- Dispensing doctors

For the purposes of this PNA, 'pharmaceutical services' has been defined as those which are/may be commissioned under the provider's contract with NHS England. A detailed description of each provider type, and the pharmaceutical services as defined in their contract with NHS England, is set out below.

1.3.1 Pharmacy contractors

Pharmacy contractors operate under the Community Pharmacy Contractual Framework (CPCF) initially agreed in 2005⁵ which has undergone a number of contractual changes and amendments, the most recent of which are for 2017-18. The CPCF sets three levels of service under which pharmacy contractors operate.

Essential services – these are nationally negotiated and must be provided from all pharmacies:

- Dispensing of medicines
- Repeat dispensing
- Safe disposal of unwanted medicines
- Promotion of healthy lifestyles
- Signposting
- Support for self-care
- Clinical governance
- Dispensing appliances (if considered 'normal course of business'. Contractor does have the ability to make a decision not to dispense at all)

⁵ Community Pharmacy Contractual Framework for 2016-18 - <https://www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/>

Advanced services – there are six advanced services within CPCF. They are negotiated nationally and any contractor may provide any of these services if they meet the requirements set out in the Secretary of State Directions (the ‘2013 Directions’)⁶. They are:

- Medicines Use Reviews (MURs)
- New Medicine Service (NMS)
- Appliance Use Reviews (AURs)
- Stoma Appliance Customisation (SAC)
- Flu vaccination service
- NHS Urgent Medicines Supply Advanced Service (NUMSAS)

A full list of those pharmacy contractors who provide the necessary advanced services (MUR, NMS and Flu) in Hackney HWB area (correct as of 10 October 2017) can be found in Appendix A.

Enhanced services – these were published alongside the 2013 Directions. They are negotiated locally by NHS England Area Teams and may only be provided by contractors directly commissioned by NHS England. They are:

- Anticoagulant monitoring service
- Care home service
- Disease-specific management service
- Gluten-free supply service
- Independent prescribing service
- Home delivery service
- Language access service
- Medication review service
- Minor ailments service
- Needle and syringe exchange service*
- On-demand availability of specialist drugs service**
- Out-of-hours service
- Patient group direction service*(For Hackney this is the Sexual Health Service)
- Prescriber support service
- Schools service
- Screening service*
- Stop smoking service*
- Supervised administration service*
- Supplementary prescriber service

The responsibility for public health services transferred from PCTs to local authorities with effect from 1 April 2013.

⁶ The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013.
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/193012/2013-03-12_-_Advanced_and_Enhanced_Directions_2013_e-sig.pdf

In the Hackney HWB area these services* are currently commissioned by the London Borough of Hackney and these services** are currently commissioned by City and Hackney CCG. In both cases these services (marked * and **) are not considered enhanced or pharmaceutical services. The 2013 Directions, however, permit NHS England to commission them from pharmacy contractors if asked to do so by a local authority or CCG, and this is the situation with regards to the Minor Ailments Scheme and the Medicines Optimisation Service.

In this case, if commissioned by NHS England they are enhanced services and fall within the definition of pharmaceutical services. In Hackney HWB area, NHS England currently commissions three enhanced services from pharmacies: Minor Ailments Scheme (MAS), Medicines Optimisation Service (MOS) and the London Vaccination Service ('enhanced flu service').

Pharmacy contractors comprise both those located within the Hackney HWB area as listed in Appendix A, those in neighbouring HWB areas and remote suppliers, such as distance-selling pharmacies. Although distance-selling pharmacies may provide services from all three levels as described above, and must provide all essential services, they may not provide essential services face-to-face on the premises.

Additionally, they must provide services to the whole population of England. There are no distance-selling pharmacies located within the Hackney HWB area (no change from the previous 2015 PNA).

It should be noted that distance-selling pharmacies throughout England (there were 266 (2.3%) in 2015-16⁷, an increase from 211 in 2014), are capable of providing services to Hackney HWB area.

1.3.2 Dispensing Appliance Contractors (DACs)

Dispensing Appliance Contractors (DACs) operate under the Terms of Service for Appliance Contractors as set out in Schedule 5 of the Pharmaceutical Regulations 2013. They can supply appliances against an NHS prescription such as stoma and incontinence aids, dressings, bandages etc.

DACs must provide a range of essential services such as dispensing of appliances, advice on appliances, signposting, clinical governance and home delivery of appliances. In addition, DACs may provide the advanced services of Appliance Use Reviews (AURs) and Stoma Appliance Customisation (SAC).

Pharmacy contractors, dispensing doctors and Local Pharmaceutical Service (LPS) providers may supply appliances but DACs are unable to supply medicines.

⁷ General Pharmaceutical Services in England – 2006/7 to 2015/16: General Pharmaceutical Services in England – 2015-16
<http://www.hscic.gov.uk/searchcatalogue?productid=13373&topics=1%2fPrimary+care+services%2fCommunity+pharmacy+services&sort=Relevance&size=10&page=1#top>

There are currently no DACs in the Hackney HWB area. However, residents can access DACs from elsewhere in the UK if required. There were 112 DACs in England 2015-16⁸.

1.3.3 Local Pharmaceutical Service (LPS) providers

A pharmacy provider may be contracted to perform specified services to their local population or a specific population group.

This contract is locally commissioned by NHS England and provision for such contracts is made in the Pharmaceutical Regulations 2013 in Part 13 and Schedule 7. Such contracts are agreed outside the national framework although may be over and above what is required from the national contract. Payment for service delivery is locally agreed and funded.

There are no LPS pharmacies in the Hackney HWB area.

1.3.4 Dispensing GP practices

The Pharmaceutical Regulations 2013, as set out in Part 8 and Schedule 6, permit GPs in certain areas to dispense NHS prescriptions for defined populations.

These provisions are to allow patients in rural communities, who do not have reasonable access to a community pharmacy, to have access to dispensing services from their GP practice. Dispensing GP practices therefore make a valuable contribution to dispensing services although they do not offer the full range of pharmaceutical services offered at community pharmacies. Dispensing GP practices can provide such services to communities within areas known as 'controlled localities'.

GP premises for dispensing must be listed within the pharmaceutical list held by NHS England and patients retain the right of choice to have their prescription dispensed from a community pharmacy, if they wish.

There are no dispensing GP practices in Hackney HWB area.

1.3.5 Other providers of pharmaceutical services in neighbouring Health and Wellbeing Board (HWB) areas

There are six other HWB areas which border the Hackney HWB area:

- City HWB
- Islington HWB
- Haringey HWB
- Waltham Forest HWB
- Newham HWB
- Tower Hamlets HWB

⁸ General Pharmaceutical Services in England – 2015-16:
<http://www.hscic.gov.uk/searchcatalogue?productid=13373&topics=1%2fPrimary+care+services%2fCommunity+harmacy+services&sort=Relevance&size=10&page=1#top>

In determining the needs of, and pharmaceutical service provision to, the population of the Hackney HWB area, consideration has been made to the pharmaceutical service provision from the neighbouring HWB areas.

1.3.6 Other services and providers in Hackney HWB area

As stated in Section 1.3, for the purpose of this PNA, 'pharmaceutical services' have been defined as those which are, or which may be, commissioned under the provider's contract with NHS England.

The following are providers of pharmacy services in Hackney HWB area but are not defined as pharmaceutical services under the Pharmaceutical Regulations 2013.

NHS Hospital – pharmaceutical services are provided to patients by the hospital

- Homerton University Hospital NHS Foundation Trust (HUH), Homerton Row, London E9 6SR

Mental Health – Trusts in the HWB area are

- East London NHS Foundation Trust (severe and acute secondary mental health)
- Homerton University Hospital NHS Foundation Trust (child and adolescent)

Prisons – in Hackney HWB area there are no prisons or young offender's institutions

Minor injury units, urgent care centres and walk-in centres – residents of Hackney have access to:

- Both the minor injuries unit and the primary urgent care centre, which are based at HUH
- There are no walk-in-centres

The following are services provided by NHS pharmaceutical providers in Hackney HWB area, commissioned by organisations other than NHS England or provided privately, and which are therefore out of scope of the PNA.

Local Authority-commissioned services – LBH commissions the following 'Locally-Commissioned Services' (LCS) from community pharmacies in Hackney HWB area:

- Smoking cessation
- Supervised consumption
- Needle exchange
- Sexual health:
 - emergency hormonal contraception services (EHC)
 - chlamydia and gonorrhoea screening
 - chlamydia treatment
 - condom distribution
- Healthy Start vitamins

In the case of supervised consumption and needle exchange services, these are commissioned by a third-party provider who contract with community pharmacies to provide the service.

City and Hackney CCG-commissioned services – City and Hackney CCG commissions the following LCS from community pharmacies in Hackney HWB area:

- Increasing Access to End of Life Medicines

Privately provided services – most pharmacy contractors and DACs will provide services by private arrangement between the pharmacy/DAC and the customer/patient.

The following are examples of services and may fall within the definition of an enhanced service. However, as the service has not been commissioned by the NHS and is funded and provided privately, it is not a pharmaceutical service:

- Care home service
- Home delivery service, e.g. direct supply of medicines/appliances to the home
- Patient group direction service, e.g. hair loss therapy, travel clinics
- Screening service, e.g. skin cancer

Services will vary between provider and are occasionally provided free of charge, e.g. home delivery.

1.4 Process for developing the PNA

A paper was presented to Hackney HWB in May 2017. The purpose of the paper was to inform Hackney HWB of its statutory responsibilities under the Health and Social Care Act to produce and publicise a revised PNA at least every three years. The last PNA for Hackney was published in March 2015, and is therefore due to be reassessed by March 2018.

The HWB delegated responsibility to produce the PNA to the Director of Public Health. After a competitive tender process, Public Health Hackney commissioned Soar Beyond Ltd to undertake the PNA.

Soar Beyond Ltd was chosen from a selection of potential candidates due to its significant experience of providing services to assist pharmaceutical commissioning, including the production and publication of PNAs.

As part of the PNA process, an Equality Impact Assessment (EIA) was completed, to identify if there had been any impact on any group with protected characteristics. No specific needs or impact on any particular group were identified.

Step 1: Steering Group

On 14 July 2017, Hackney's PNA Steering Group was established. The terms of reference and membership of the group can be found in Appendix B.

Step 2: Project management

At this first meeting, Soar Beyond Ltd and the local authority presented and agreed the project plan and ongoing maintenance of the project plan. Appendix E shows an approved timeline for the project.

Step 3: Review of existing PNA and JSNA

Through the project manager, the PNA Steering Group reviewed the existing PNA⁹ and JSNA. Supplementary statements have not been produced.

Step 4a: Public questionnaire on pharmacy provision

A public questionnaire to establish views about pharmacy services was produced by the Steering Group which was circulated to:

- All pharmacy contractors in Hackney to distribute to the public
- All GP practices in Hackney to distribute to the public
- All public libraries in Hackney to distribute to the public
- Hackney Healthwatch membership
- Hackney Healthwatch website
- Press release to all local media in Hackney
- Published in the Hackney Gazette
- Hackney Council Newsletter – distributed to 108,000 homes and businesses across the borough
- Promoted on internal staff communication channels
- Promoted via Hackney Council's twitter account
- City and Hackney's Health & Social Care Forum

A total of 209 responses were received. A copy of the public questionnaire can be found in Appendix C and the detailed responses can be found in Appendix G.

Step 4b: Pharmacy contractor questionnaire

The Steering Group agreed a questionnaire to be distributed to the local community pharmacies to collate information for the PNA. The Local Pharmaceutical Committees (LPC) supported this questionnaire to gain responses.

A total of 35 responses were received. A copy of the pharmacy contractor questionnaire can be found in Appendix D and the responses can be found in Appendix H.

Step 5: Preparing the draft PNA for consultation

The Steering Group reviewed and revised the content and detail of the existing PNA. The process took into account the JSNA and relevant local strategies, including the Hackney Joint Health and Wellbeing Strategy 2015-2018 and City and Hackney CCG Five Year Strategic Plan 2014-2019, in order to ensure the priorities were identified correctly.

⁹ PNAs for Hackney and the City of London 2015-2018 - <https://www.hackney.gov.uk/Assets/Documents/Pharmaceutical-needs-assessment.pdf>

1.5 Localities for the purpose of the PNA

The PNA regulations require each HWB to determine the relevant localities within its area for the purpose of the needs assessment. In the 2011 PNA, a decision was taken to divide Hackney into electoral wards, however analysis at that level was too small to be able to provide a meaningful assessment in terms of access to pharmaceutical services. Therefore, for the 2015 PNA, four Hackney neighbourhood areas were used, based on pre-2014 council ward boundaries on which most of the population and health service data was available. It was decided to use the same localities for the 2018 PNA as most of the available data still matches these wards (where data from the current council ward boundaries are used in the PNA, this is noted). Note that these localities are not “formal” boundaries.

- Shoreditch
- Homerton
- North East
- Stoke Newington

A list of providers of pharmaceutical services in each locality is found in Appendix A.

The information contained in Appendix A has been provided by NHS England (who is legally responsible for maintaining the pharmaceutical list of providers of pharmaceutical services in each HWB area), LBH and City and Hackney CCG.

Section 2: Context for the PNA

2.1 Joint Strategic Needs Assessment (JSNA)

The PNA is undertaken in the context of the health, care and wellbeing needs of the local population, as defined in the Hackney JSNA.

JSNAs are assessments of the current and future health and social care needs of the local community – these are needs that could be met by the local authority, CCG, or NHS England. JSNAs are produced by HWBs, and are unique to each local area. The policy intention is for HWBs to also consider wider factors that impact on their communities' health and wellbeing, and local assets that can help to improve outcomes and reduce inequalities.

The purpose of JSNAs and related Joint Health and Wellbeing Strategies (see below) is to improve the health and wellbeing of the local community and reduce inequalities for all ages. They are not an end in themselves, but a continuous process of strategic assessment and planning – the core aim is to inform the development of local evidence-based priorities for commissioning which will improve the public's health and reduce inequalities. Their outputs, in the form of evidence and the analysis of needs, and agreed priorities, will be used to help to determine what actions local authorities, the local NHS and other partners need to take to meet health and social care needs, and to address the wider determinants that impact on health and wellbeing.

The PNA should therefore be read alongside the JSNA.

2.2 Joint Health and Wellbeing Strategy (JHWS)

Joint Health and Wellbeing Strategy (JHWSs) are strategies for meeting the needs identified in JSNAs. The current Hackney JHWS 2015-2018¹⁰ is guided by the JSNA and other relevant sources of information, such as the City and Hackney CCG's Five Year Strategic Plan 2014-19. The strategy draws together the work of many key organisations working in partnership to improve the health and wellbeing of people in Hackney.

The commissioning of services to address ill health is informed by these key strategic documents.

The JHWS has four high-level objectives:

- Improving the health of children and young people, in particular childhood obesity and working with pregnant mothers and children under five
- Controlling the use of tobacco with renewed emphasis on stopping people from starting smoking as well as helping them to quit
- Promoting mental health, focussing on relieving depression and anxiety for working age adults
- Caring for people with dementia, ensuring services are meeting their needs

¹⁰ Hackney Joint Health and Wellbeing Strategy 2015-2018: <https://www.hackney.gov.uk/media/3631/joint-health-and-wellbeing-strategy/pdf/joint-Health-and-Wellbeing-Strategy>

2.3 Integrated commissioning

In 2017, the London Borough of Hackney, City of London Corporation and City & Hackney CCG established a formal integrated commissioning partnership, building on a long history of joint working across health and social care in the local area. This is the start of a journey to establish an Accountable Care System, with pooled commissioning budgets. The new system involves a partnership across the local authorities, NHS and voluntary and community sector, as well as patients and residents, all working together to improve the health and wellbeing of local people – with a major focus on prevention, self-care and care closer to home.

2.4 Population demographics and health profile

This chapter summarises the demographic and health characteristics of the local population of Hackney that are relevant to our assessment of need for pharmaceutical services.

Demography

This section describes local population size, composition and anticipated future trends.

2.4.1 Population estimates

According to GLA estimates for 2017, the resident population of Hackney is 275,962. There are 298,454 people registered with a GP who live in Hackney, which is larger than the resident population (NHS Digital, April 2017). This is thought to be largely due to a mobile population, who do not 'de-register' promptly when they move out of the borough. A small number of Hackney residents (approximately 6%) register with GPs outside the borough, particularly in Islington. Estimates of the proportion of the resident population of Hackney who are not registered with a GP range from 4% to 13% (JSNA 2014).

The distribution of the local populations across the Hackney localities is shown in Table 2.

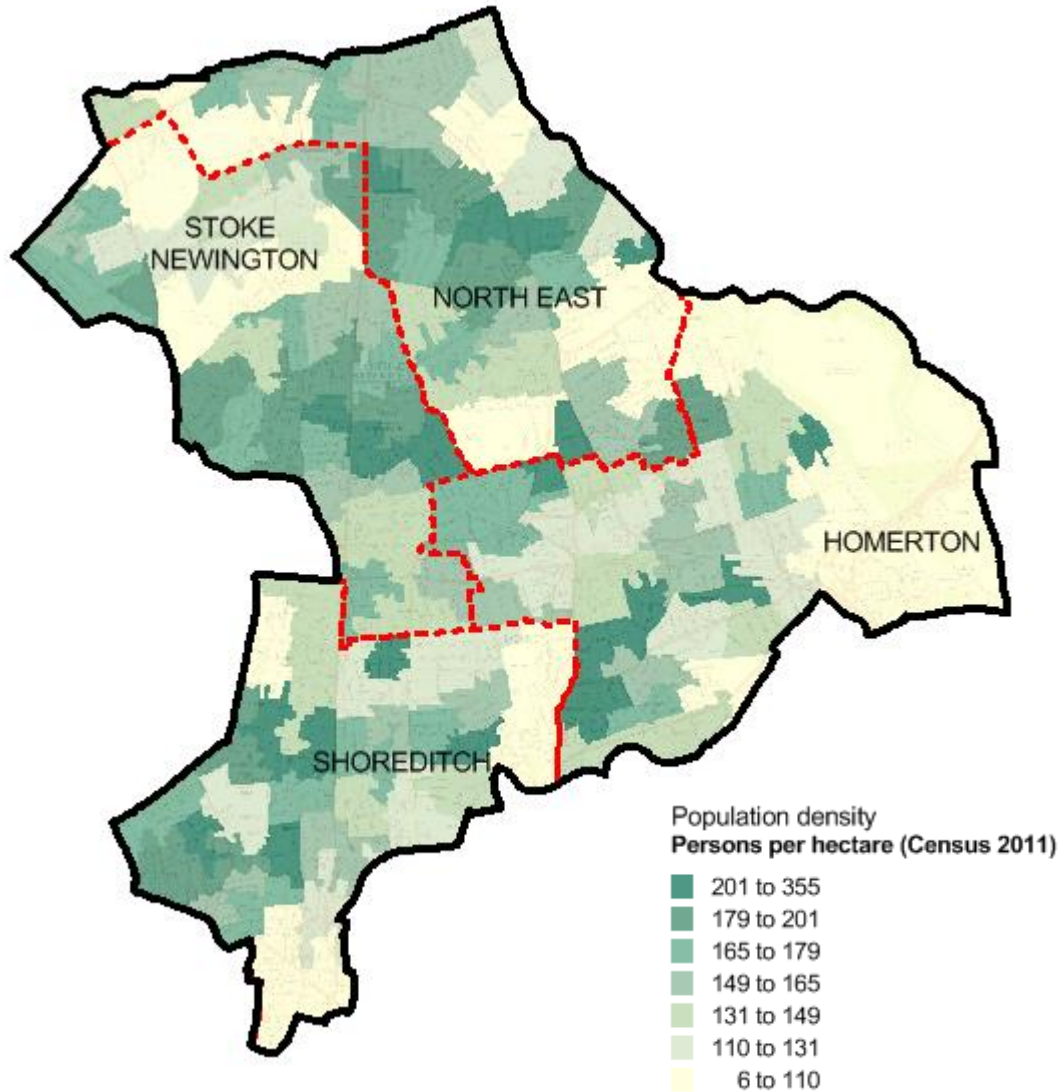
Table 2 - Number of residents and registered patients in the Hackney localities

Locality	Residents ^a		GP-registered ^b	
	Population	% (Hackney)	Count	% (Hackney)
Homerton	69,303	25.1%	75,318	25.2%
North East	72,375	26.2%	79,994	26.8%
Shoreditch	64,993	23.6%	68,507	23.0%
Stoke Newington	69,291	25.1%	74,635	25.0%

^a GLA 2017 ([interim 2015 based population projections](#)); ^b Source: [NHS Digital April 2017](#) (based on 2011 LSOA areas with E01033701 divided between 2 wards)

The population density of each of the localities is shown in Figure 1. The map shows some localised concentrations of residential population in the centre and towards the south of Hackney.

Figure 1 - Population density in Hackney (Census 2011)



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2.4.2 Age profile

Compared with England, London has a younger population profile, with more 20 to 45-year-olds and young children than nationally.

Table 3 and

Table 4 show the numbers in each age band in each Hackney locality, for males and females separately. The local population age profile is summarised in Figure 2, and further detailed in Figure 3 to Figure 6 for each locality.

Table 3 – Number of males by age band in Hackney localities (GLA 2017)

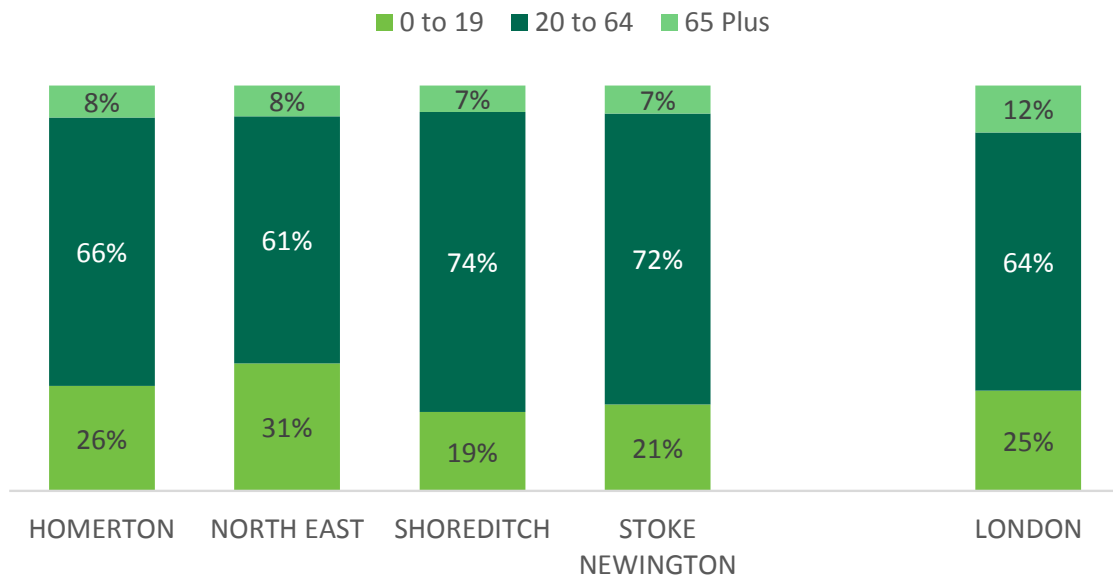
Age band	Homerton	North East	Shoreditch	Stoke Newington
0-4	2,510	3,774	1,878	2,441
5-9	2,482	3,189	1,601	1,949
10-14	2,208	2,548	1,427	1,688
15-19	1,967	2,049	1,477	1,504
20-24	1,910	1,840	2,363	1,932
25-29	3,251	3,000	4,493	4,313
30-34	4,351	4,317	5,435	5,572
35-39	3,632	3,834	4,062	4,274
40-44	2,483	2,409	2,504	2,586
45-49	2,220	1,964	1,943	2,085
50-54	1,943	1,852	1,575	1,686
55-59	1,554	1,503	1,193	1,246
60-64	1,097	1,173	826	988
65-69	839	842	650	731
70-74	646	580	534	486
75-79	450	482	360	390
80-84	329	379	229	308
85-89	160	207	119	173
90+	85	104	52	85

Table 4 - Number of females by age band in Hackney localities (GLA 2017)

Age band	Homerton	North East	Shoreditch	Stoke Newington
0-4	2,416	3,618	1,805	2,343
5-9	2,416	3,126	1,564	1,917
10-14	2,090	2,455	1,343	1,576
15-19	1,889	1,975	1,551	1,385
20-24	2,127	2,080	2,712	2,129
25-29	3,783	3,576	5,046	4,909
30-34	4,240	4,207	4,999	5,401

Age band	Homerton	North East	Shoreditch	Stoke Newington
35-39	3,316	3,327	3,264	3,711
40-44	2,576	2,342	2,202	2,514
45-49	2,314	1,937	1,821	2,054
50-54	2,178	1,904	1,521	1,822
55-59	1,660	1,615	1,232	1,335
60-64	1,202	1,219	916	1,103
65-69	972	936	714	846
70-74	748	689	588	634
75-79	488	519	408	448
80-84	409	390	303	349
85-89	216	248	176	225
90+	146	166	107	153

Figure 2 - Comparison of child, working age and older populations in Hackney localities (GLA 2017)



The Homerton locality has a population profile similar to London as a whole, though with a larger proportion of 25 to 34-year-olds and relatively lower numbers of older people (Figure 3).

The North East locality contains the largest 0 to 19-year-old population in Hackney, and a slightly higher proportion of 25 to 34-year-olds than the London average. There are lower numbers of older people (Figure 4).

The Shoreditch locality has a particularly large 25 to 34-year-old population compared with London and the rest of Hackney (Figure 5). There are smaller than average child and older populations resident here.

Stoke Newington locality contains a population profile with high numbers of 25 to 39-year-olds compared with London (Figure 6). As with other parts of Hackney, there are relatively lower numbers of older people living in this locality.

Figure 3 - Comparison of the resident Homerton population with London by age band and gender (GLA 2017)

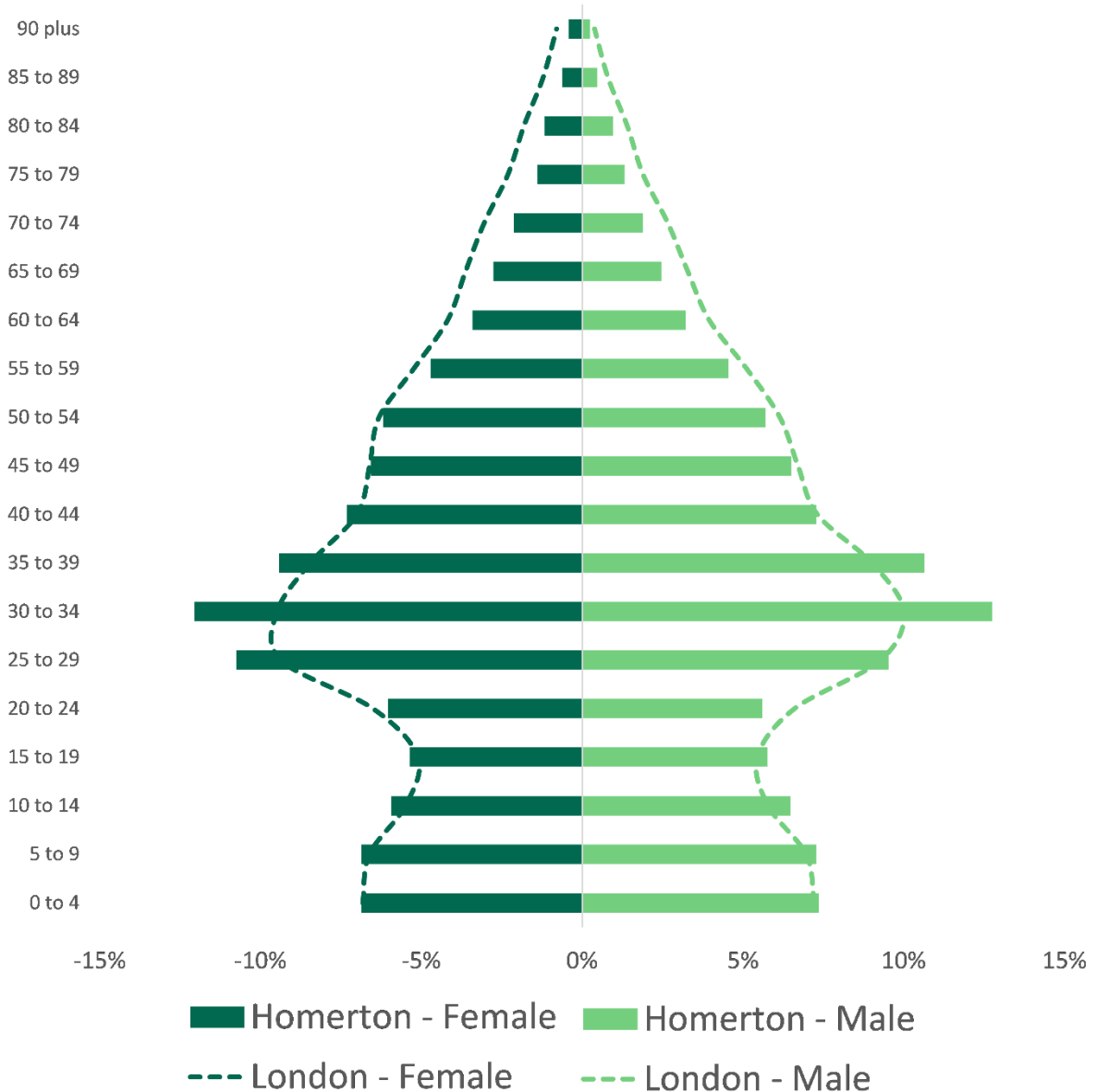


Figure 4 - Comparison of the resident North East population with London by age band and gender (GLA 2017)

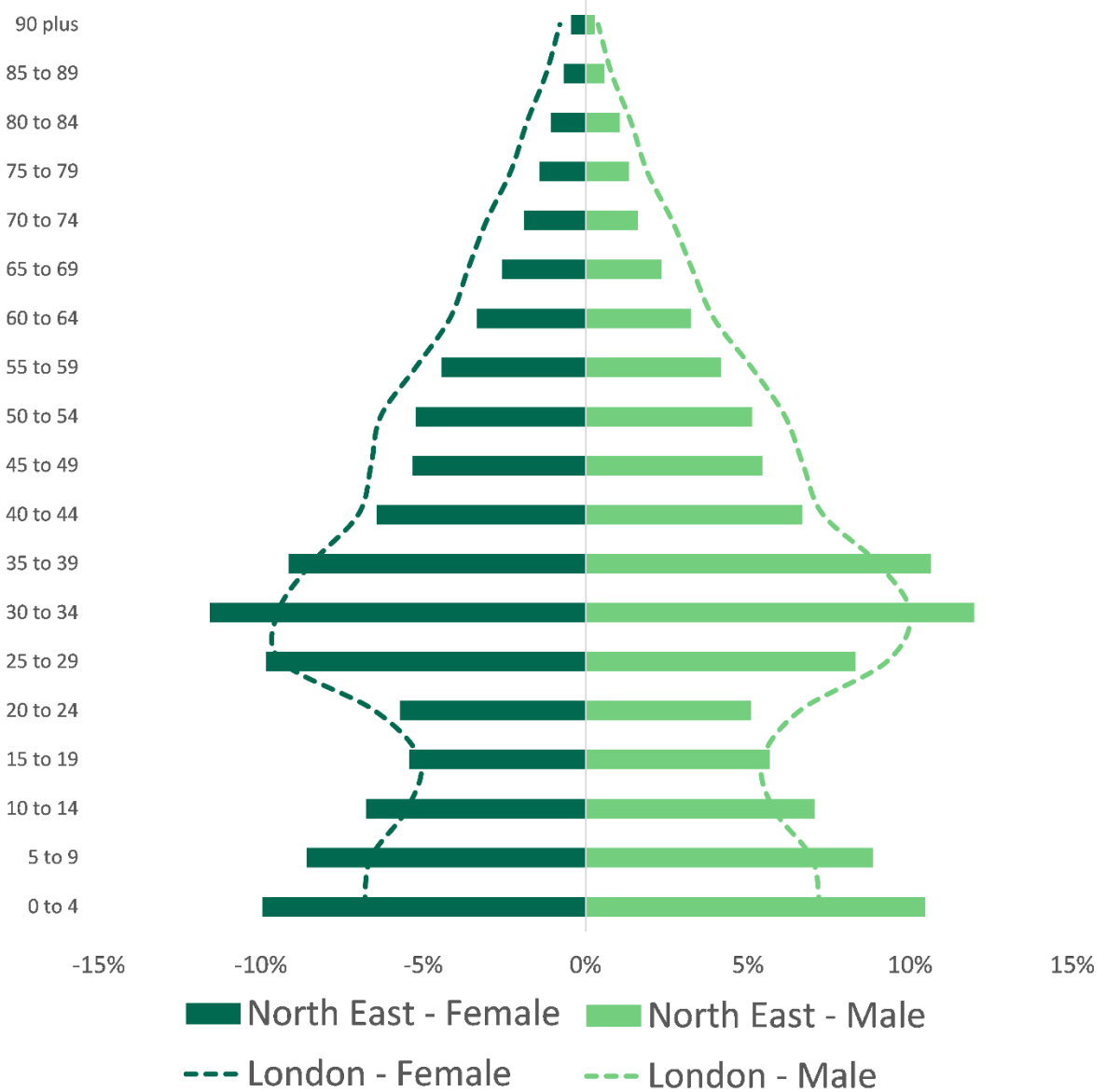


Figure 5 - Comparison of the resident Shoreditch population with London by age band and gender (GLA 2017)

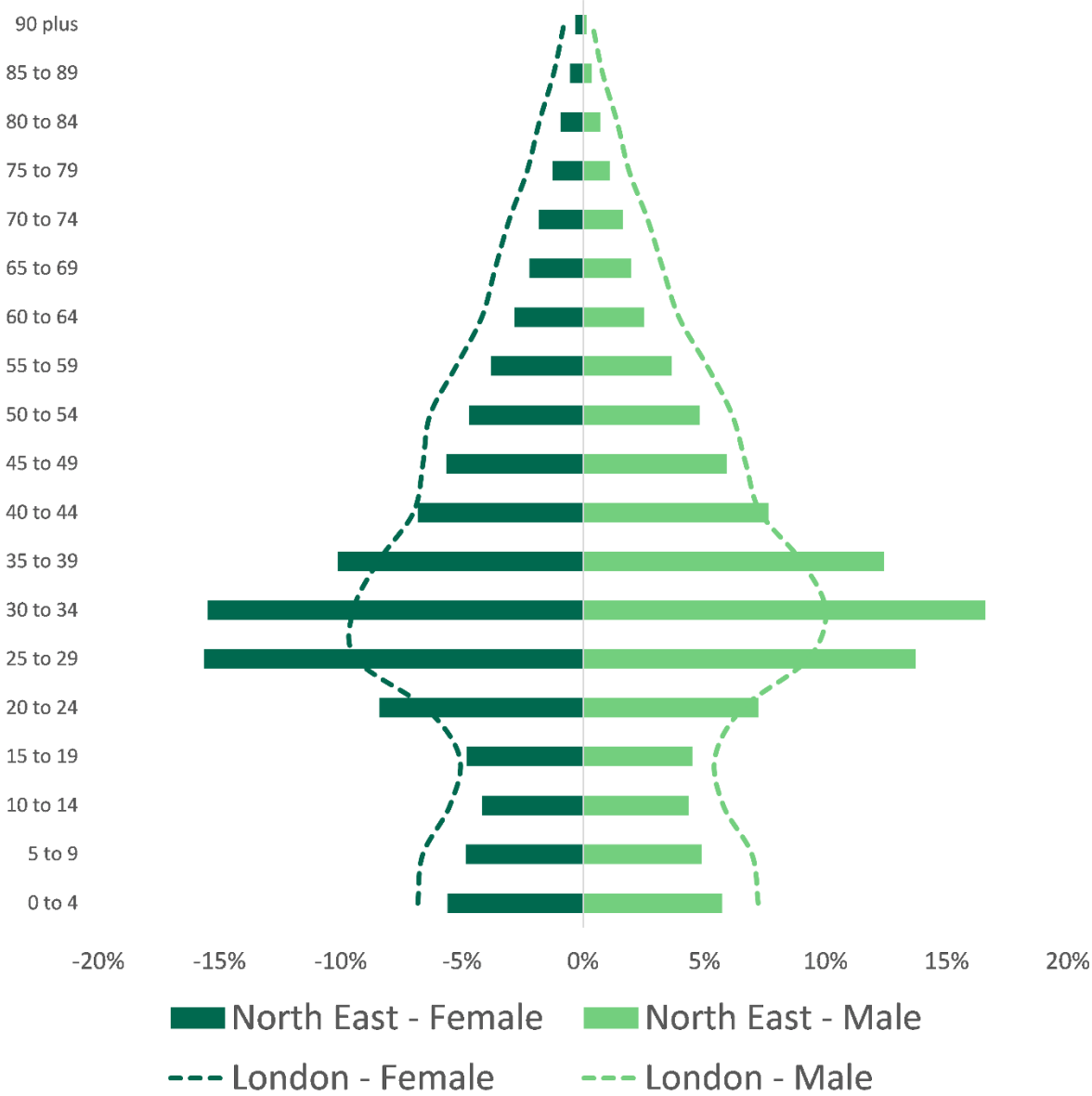
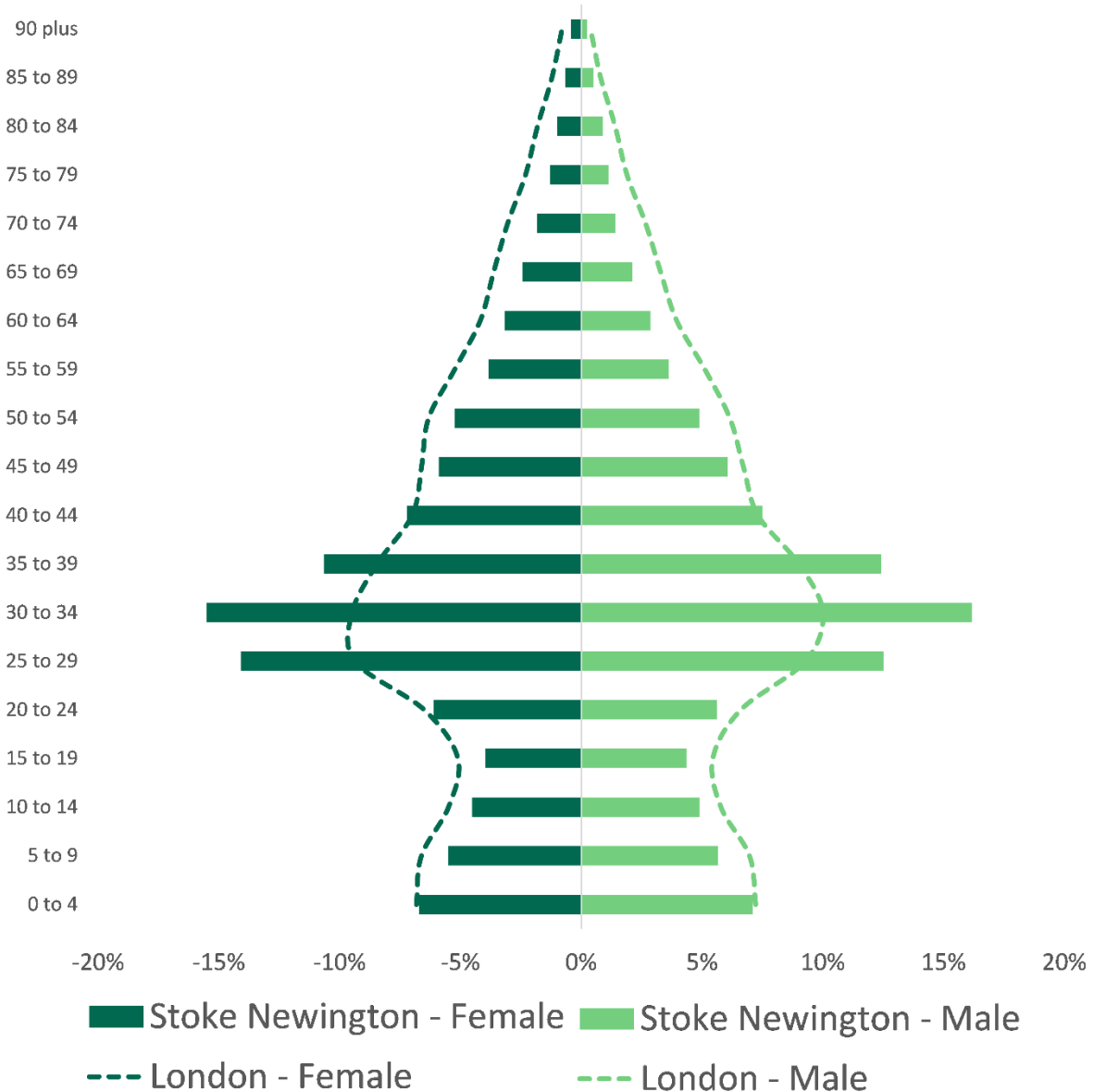


Figure 6 - Comparison of the resident Stoke Newington population with London by age band and gender (GLA 2017)



2.4.3 Population projections

The GLA and the ONS both produce trend-based population projections. In London, an additional key factor in predicting population growth is considered to be housing capacity. The GLA uses information from the 2013 London Strategic Housing Land Availability Assessment (SHLAA)¹¹, which takes into account future housing growth, to produce a set of SHLAA-based population projections. The figures reported here are based on a version of these projections released in February 2017, and were the most up to date available at the time of writing (September 2017). Population estimates take account of residents of care homes.

¹¹ Mayhew population estimate, 2011

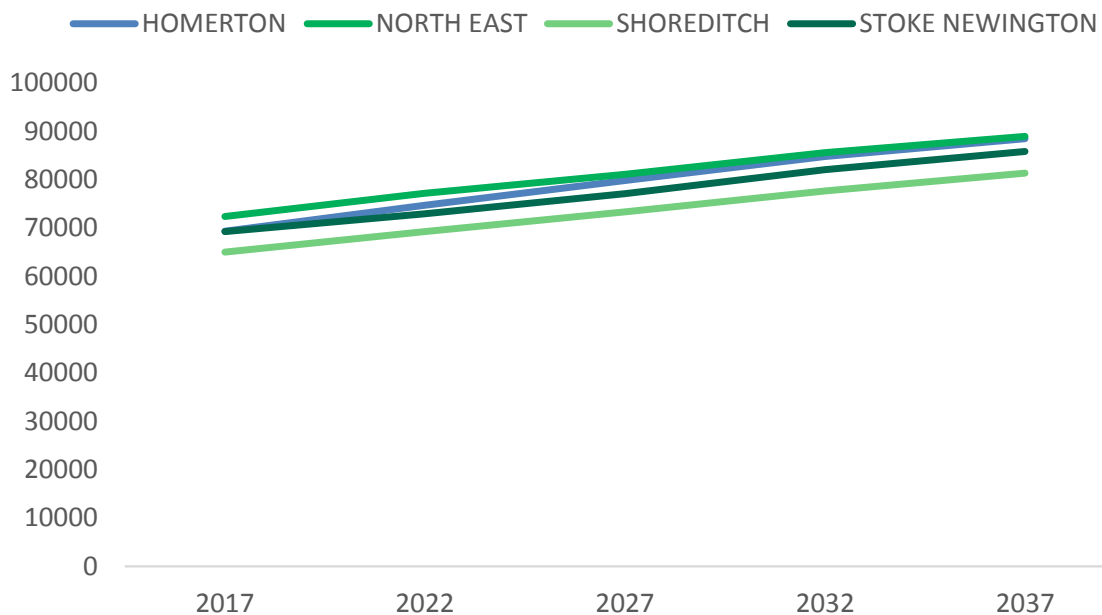
The residential population of Hackney is expected to grow by 24.9% over the next 20 years, from 275,962 to 344,713. Within Hackney, population growth varies for each area, as shown in Table 5 and Figure 7, with the largest growth anticipated in Homerton locality.

Over the three-year period covered by the PNAs (2018-2021), the population of Hackney localities is anticipated to grow between 3.2% (Stoke Newington locality) and 4.6% (Homerton locality).

Table 5 - Projected population growth in the Hackney localities (GLA SHLAA 2013)

	Hackney	Homerton	North East	Shoreditch	Stoke Newington
2017	276,000	69,338	72,361	64,995	69,306
2022	294,164	74,731	77,201	69,269	72,963
2027	311,456	79,885	81,140	73,317	77,114
2032	330,137	84,820	85,584	77,651	82,082
2037	344,713	88,511	89,003	81,348	85,851
% growth	24.9%	27.7%	23.0%	25.2%	23.9%

Figure 7 - Projected population growth in the Hackney localities (GLA 2017)



Alongside population growth, the population structure of the area is expected to change over the next 20 years (Table 6 and Figure 8 to Figure 11).

In each area, a small overall growth in the number of 0 to 19-year-olds is expected, with this group expected to decline as a proportion of the growing population.

In all Hackney localities, the population of working age people (20 to 64-year-olds) is expected to grow, and to decline as a proportion of the growing population.

Populations of older people are also expected to grow, in absolute terms and as a share of the population.

Table 6 - Population projections by age band in the Hackney localities (GLA 2017)

Locality	Year	0-19	20-64	65+	Total
Homerton	2017	17,984 26%	45,856 66%	5,498 8%	69,338
	2022	18,862 25%	49,613 66%	6,256 8%	74,731
	2027	19,683 25%	52,750 66%	7,452 9%	79,885
	2032	20,200 24%	55,616 66%	9,004 11%	84,820
	2037	20,564 23%	57,491 65%	10,456 12%	88,511
North East	2017	22,729 31%	44,100 61%	5,532 8%	72,361
	2022	24,284 31%	46,389 60%	6,528 8%	77,201
	2027	25,434 31%	47,943 59%	7,763 10%	81,140
	2032	26,303 31%	50,114 59%	9,167 11%	85,584
	2037	26,916 30%	51,743 58%	10,344 12%	89,003
Shoreditch	2017	12,647 19%	48,114 74%	4,234 7%	64,995
	2022	13,261 19%	51,319 74%	4,689 7%	69,269
	2027	13,841 19%	54,055 74%	5,421 7%	73,317

Locality	Year	0-19	20-64	65+	Total
Shoreditch	2032	14,320 18%	56,933 73%	6,398 8%	77,651
	2037	14,718 18%	59,255 73%	7,375 9%	81,348
Stoke Newington	2017	14,814 21%	49,664 72%	4,828 7%	69,306
	2022	15,341 21%	52,349 72%	5,273 7%	72,963
	2027	15,903 21%	55,299 72%	5,912 8%	77,114
	2032	16,541 20%	58,720 72%	6,821 8%	82,082
	2037	17,083 20%	61,213 71%	7,555 9%	85,851

Figure 8 - Population projections by age band in Homerton locality (GLA 2017)

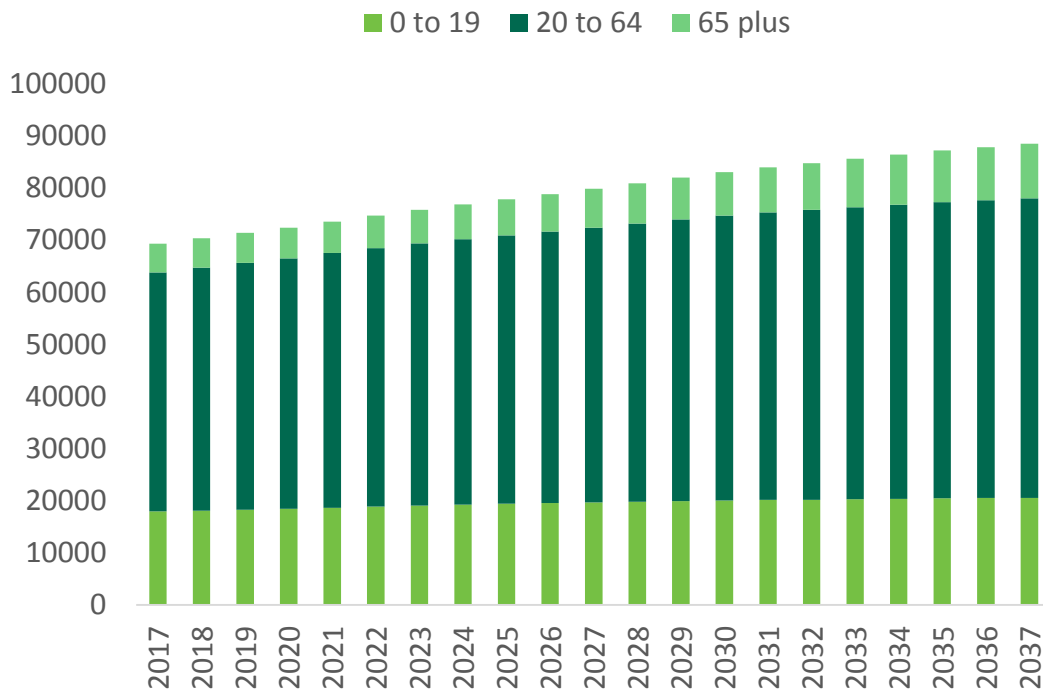


Figure 9 - Population projections by age band in North East locality (GLA 2017)

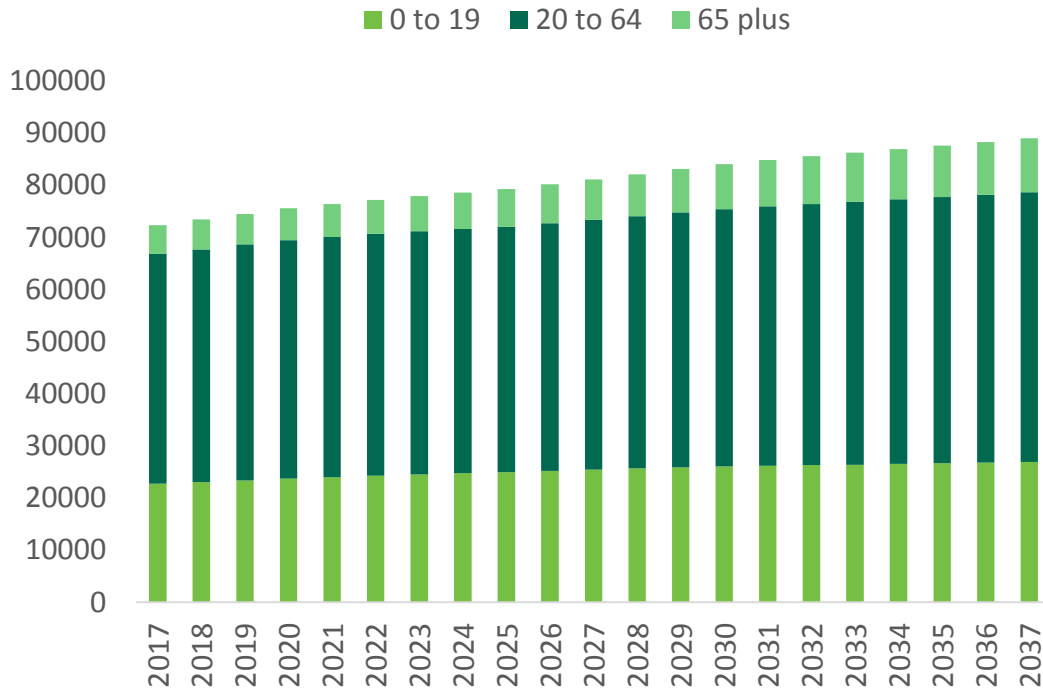


Figure 10 - Population projections by age band in Shoreditch locality (GLA 2017)

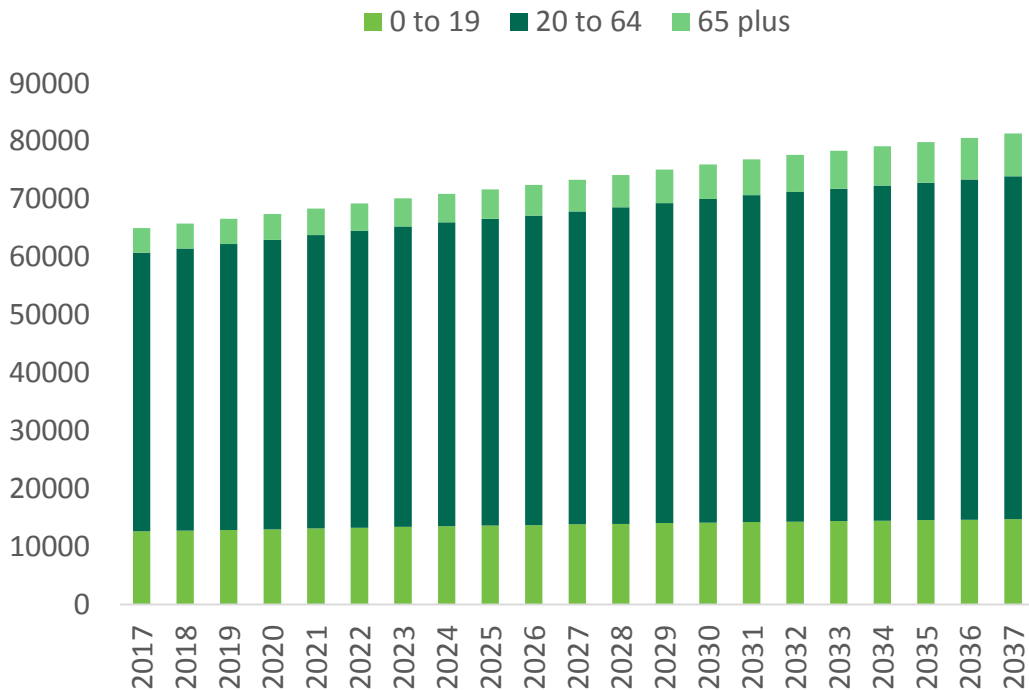
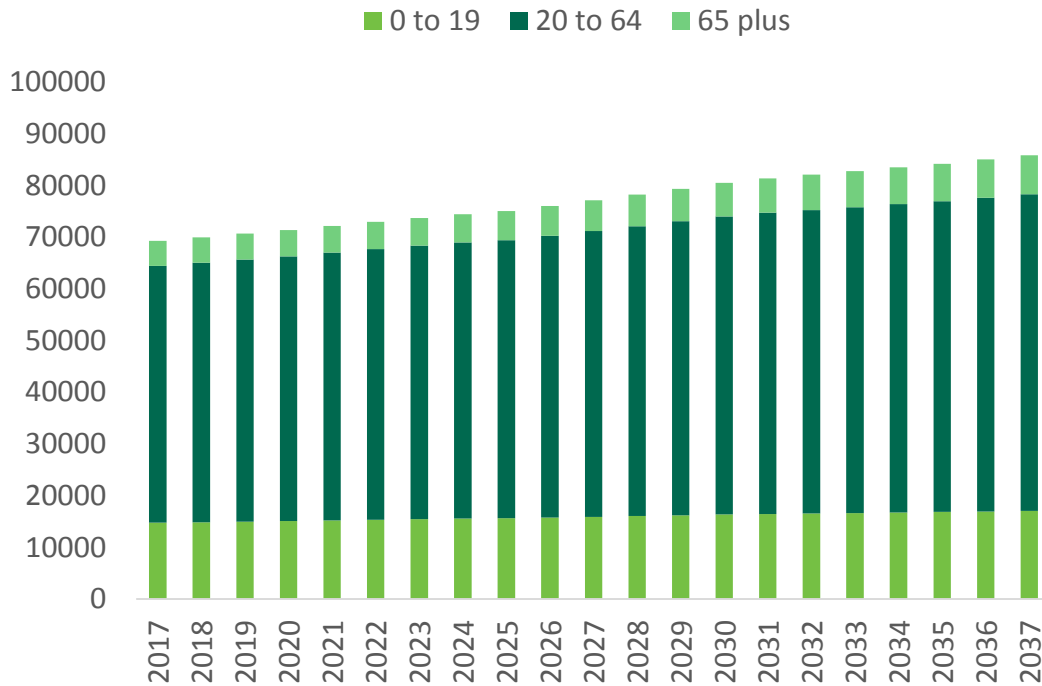


Figure 11 - Population projections by age band in Stoke Newington locality (GLA 2017)



2.4.4 Housing developments

There are 6,955 homes planned for development in Hackney between 2017/18 – 2021/22, with a particular concentration in Shoreditch (see Table 7 for further details).

Table 7 - Planned housing developments in Hackney by locality (LBH 2017)

	2017-18	2018-19	2019-20	2020-21	2021-22	Total
Homerton	421	43	43	69	69	645
North East	438	133	133	256	256	1,216
Shoreditch	819	589	589	796	788	3,581
Stoke Newington	453	196	196	346	322	1,513
Total	2,131	961	961	1,467	1,435	6,955

2.4.5 Ethnicity

The local population of Hackney is very ethnically diverse. Data from the 2011 Census shows that 38% of Hackney’s residents identify themselves as White British or Irish; the average for England and Wales is 81% (Table 8). A further 16% of Hackney residents classify themselves as ‘other’ White. The total ‘White’ population in Hackney is 55%.

The ethnic composition of the community varies across Hackney localities with Homerton and then North East having the largest non-White British or Irish populations. Homerton locality has a particularly large Black African and Caribbean community, while North East contains a significant minority Indian population (Table 8).

The large number of residents classified as 'Other White' and 'Other' reflects the preponderance of Turkish, Kurdish, Eastern European and Charedi Jewish people living locally. None of these groups are clearly identifiable using the Census categorisations of ethnicity.

The largest population of Charedi Jews in the UK lives in the Stamford Hill area, concentrated in the North East and Stoke Newington localities (with a smaller number living across the border in Haringey). The population is thought to amount to around 7.4% of the borough's population. This community contains a particularly large population of younger children.

Table 8 - Percentage of area populations in different ethnic groups (Census 2011)

Ethnic Group (%)	Homerton	North East	Shoreditch	Stoke Newington	London	England /Wales
White						
British	3	33.8	36.3	42.2	44.9	80.5
Irish	2.0	1.6	2.2	2.6	2.2	0.9
Gypsy/Irish Traveller	0.3	0.2	0.1	0.1	0.1	0.1
Other White	12.6	17.8	17.1	17.2	12.6	4.4
Mixed/multiple						
White/Black Caribbean	2.6	1.9	1.8	1.7	1.5	0.8
White/Black African	1.4	1.1	1.2	1.0	0.8	0.6
White/Asian	1.1	1.1	1.3	1.4	1.2	0.3
Other mixed	2.1	1.9	2.1	2.0	1.5	0.5
Asian						
Indian	2.1	5.6	1.8	2.6	6.6	2.5
Pakistani	0.8	1.0	0.5	0.8	2.7	2.0
Bangladeshi	2.9	2.7	2.6	1.9	2.7	0.8
Chinese	1.4	0.9	2.2	1.2	1.5	0.7
Other Asian	2.9	2.0	3.6	2.6	4.9	1.5
Black						
African	15.6	10.1	12.2	7.7	7.0	1.8
Caribbean	10.1	7.8	6.4	6.6	4.2	1.1
Other Black	5.4	3.6	3.6	3.2	2.1	0.5
Other						
Arab	0.7	0.5	0.8	0.8	1.3	0.4
Any other	3.6	6.3	4.1	4.4	2.1	0.6

2.4.6 Marital status and maternity

According to the 2011 Census, 24.4% of Hackney residents were living in a married or civil-partnered couple. This is below the national average.

In 2014, there were around 4,400 live births to Hackney residents (a rate of 60 per 1,000 women aged 15 to 44) – similar to the national and London averages. Within Hackney, there is considerable variation, with particularly high birth rates in the north-east of the borough among the Charedi Jewish community.

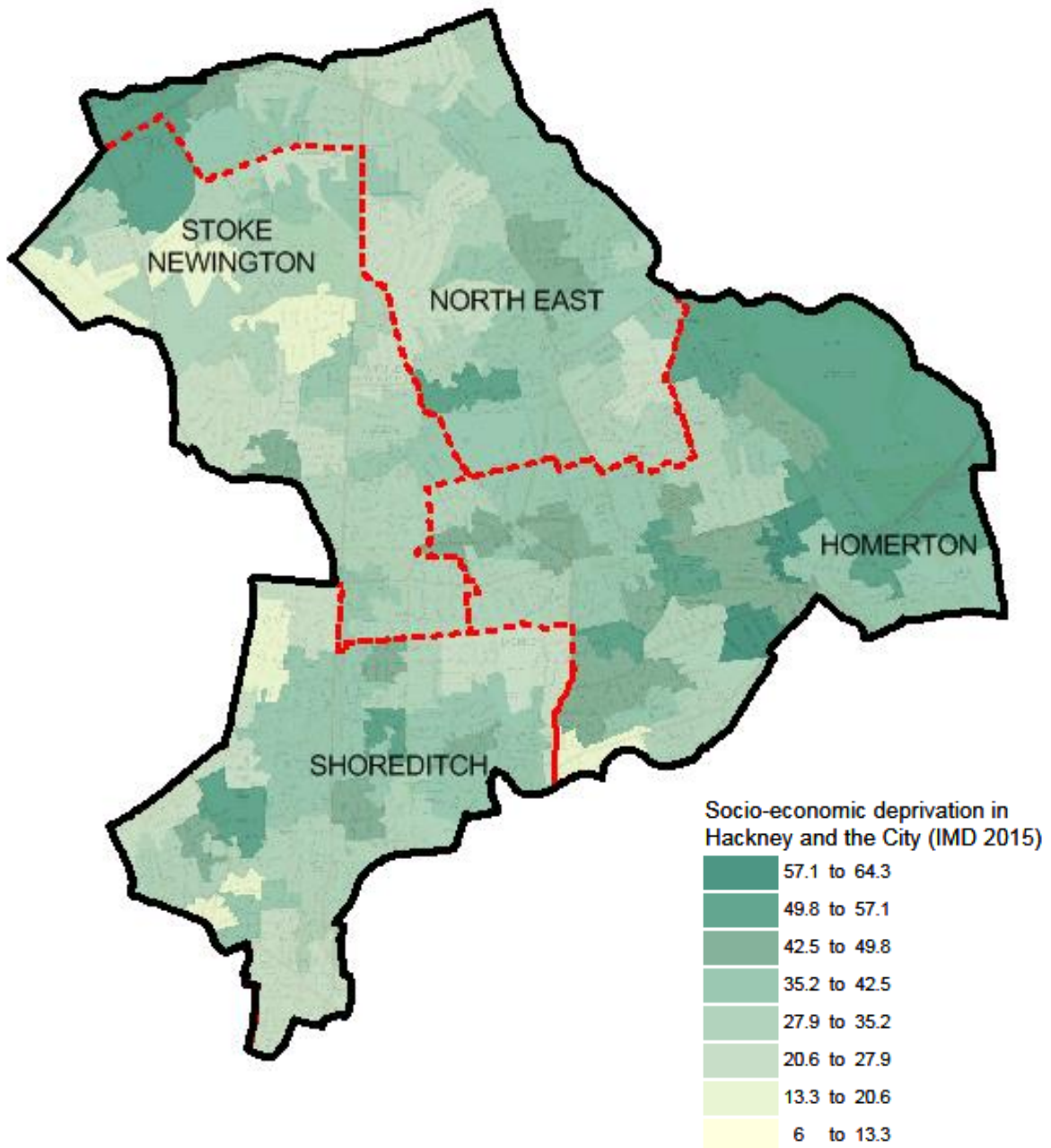
2.4.7 Deprivation

The Index of Multiple Deprivation 2015 (IMD2015) gives a measure of deprivation based on a combined score, incorporating a wide range of indicators across seven domains (income, employment, health/disability, education/skills/training, barriers to housing and services, crime, and living environment). It is calculated at lower super output area (LSOA, a neighbourhood area housing approximately 1,000 to 2,000 people) and is the most widely used measure of deprivation in England.

In the IMD2015, overall Hackney is the 11th most deprived local authority in England, and the second most deprived in London.

Within Hackney, there is increasing variation in neighbourhood deprivation (Figure 12). In 2015, 17% of its LSOAs were in the top 10% most deprived, compared with 42% in 2010. This indicates that Hackney is becoming less deprived relative to other local authority areas in England.

Figure 12 - Neighbourhood deprivation in Hackney and the City of London (IMD2015)



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Table 9 presents the average IMD2015 scores for the four Hackney localities. The larger the number, the higher the level of average deprivation. Stoke Newington has the lowest average IMD2015 score in Hackney. Homerton is the most deprived locality overall, followed by North East.

Table 9 - Average deprivation scores for the Hackney localities (IMD2015)

Locality	Average IMD score
Homerton	41.20
Shoreditch	34.78
North East	35.64
Stoke Newington	31.34
London	23.58
England	21.67

2.5 Health profile

In this section, we describe various aspects of the local population's health relevant to pharmacy service provision, including mortality, morbidity and risk factors for poor health.

2.5.1 Infant mortality

Reducing infant mortality is a national public health priority, and can be an indicator for overall child and maternal health. It is associated with deprivation, and influenced by a range of factors.

In 2013-15, recorded mortality among infants under 1 year old resident in Hackney and the City of London was high compared with England and London (Table 10). Local analysis suggest that this high rate may be partially explained by some incorrect coding during this period. Due to small numbers, more localised data is not available.

Table 10 - Infant mortality in City and Hackney (ONS 2013-15)

Locality	Infant mortality rate (per 1,000 live births)	Neonatal mortality rate (per 1,000 live births)	Perinatal mortality rate (per 1,000 live births and stillbirths)
Hackney & City of London	5.4	3.6	7.6
London	3.4	2.3	6.9
England	3.9	2.7	6.7

Infant mortality is defined as deaths under 1 year; *Neonatal mortality* is deaths under 28 days; *Perinatal mortality* includes stillbirths and deaths under 7 days.

2.5.2 Life expectancy

Over recent decades, life expectancy has increased nationally – though this increase appears to have halted in recent years (Figure 13 and Figure 14)

Nationally, male life expectancy is consistently lower than for females and this pattern is reflected in Hackney. Homerton has slightly lower life expectancy than average, among women and men (Table 11).

Figure 13 - Life expectancy in males – time trends in Hackney, London and England (ONS)

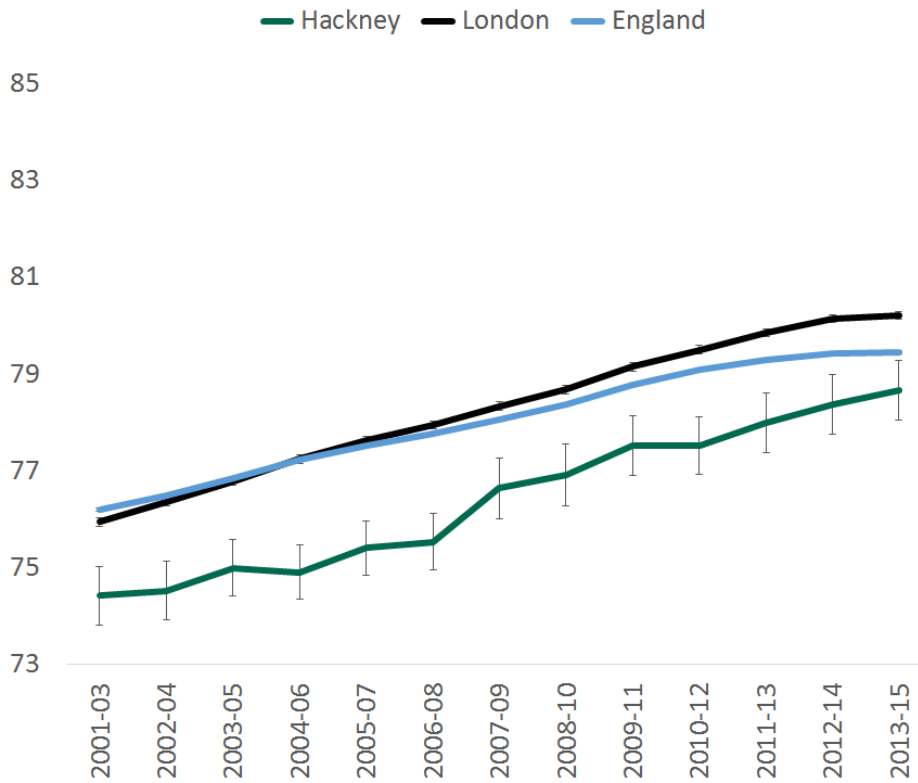


Figure 14 - Life expectancy in females – time trends in Hackney, London and England (ONS)

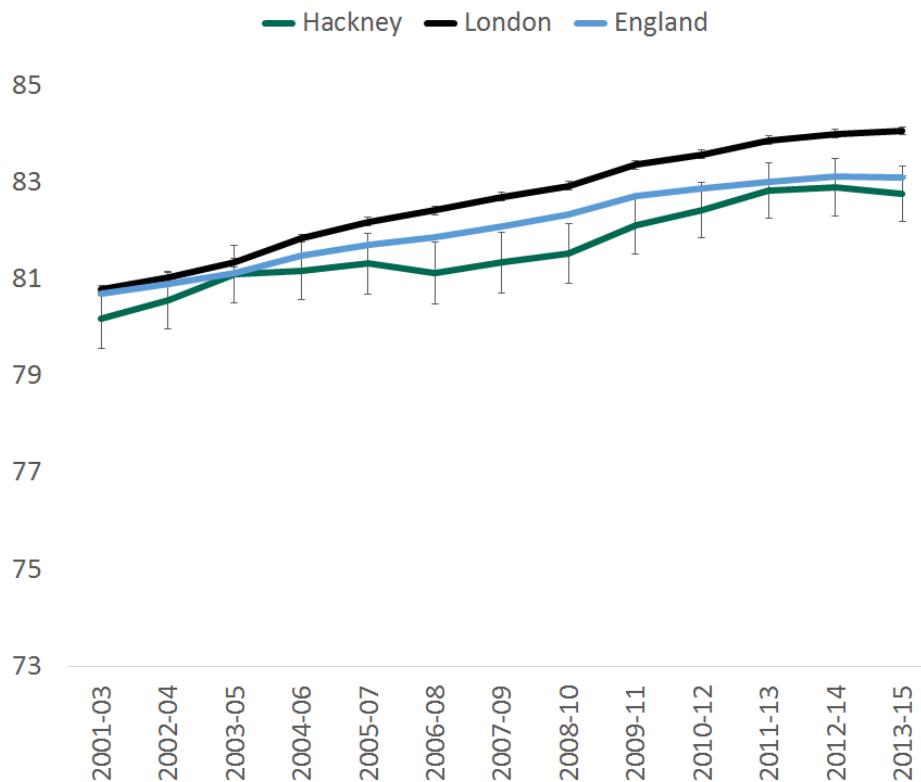


Table 11 - Average life expectancy at birth in the Hackney localities (ONS 2011-15*), London and England (ONS 2012-14)

Locality	Male	Female
Homerton	77.7	82.2
North East	78.7	83.6
Shoreditch	78.2	83.0
Stoke Newington	78.7	82.7
London	80.3	84.2
England	79.6	83.0

* Data based on May 2014 ward boundaries, with Woodberry Down assigned to North East locality and Stamford Hill West assigned to Stoke Newington locality

2.6 Disease prevalence

Data reported here is based on the GP-recorded prevalence of some common diseases.

Table 12 shows numbers registered in some key conditions (coronary heart disease (CHD), chronic obstructive pulmonary disease (COPD), hypertension, and diabetes) in the Hackney localities. Figures 15a-15d show the proportion of patients registered by LSOA in the borough. There are particularly high rates of these conditions in parts of Homerton locality, as well as the top left corner in the North East locality.

GP data show that all of these conditions are related to socio-demographic characteristics of the local population. For example:

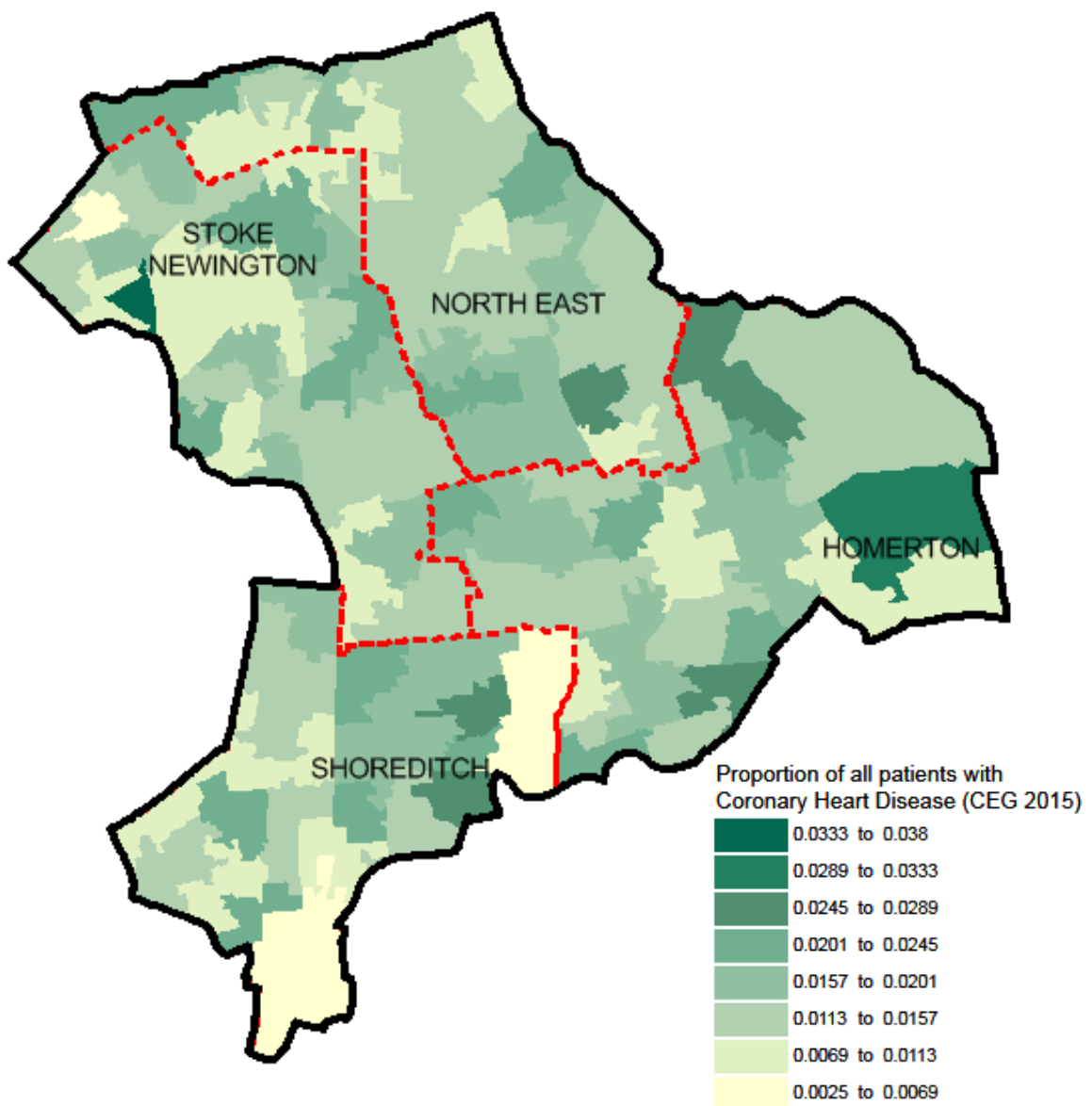
- Age – rates of CHD, COPD, hypertension and diabetes are highest in older age groups
- Ethnicity – CHD is most prevalent in people of South Asian ethnicity and diabetes in South Asian and Black ethnic groups; the highest rates of COPD are in White communities, and highest rates of hypertension in Black communities
- 'Care groups' – CHD, COPD and hypertension are particularly prevalent among deaf people, blind people, and people who are unable to regularly leave the house; diabetes is more prevalent among blind people and those who are unable to regularly leave the house
- Deprivation – the highest rates of COPD, hypertension and diabetes are found in people who live the most deprived areas

Table 12 - GP-recorded numbers with important conditions by locality (CEG 2015)

Locality	CHD	COPD	Hypertension	Diabetes
Homerton ^a	1,104	886	7,233	3,454
North East ^a	1,131	616	6,832	3,373
Shoreditch ^a	808	628	5,034	2,383
Stoke Newington ^a	951	671	5,739	2,589

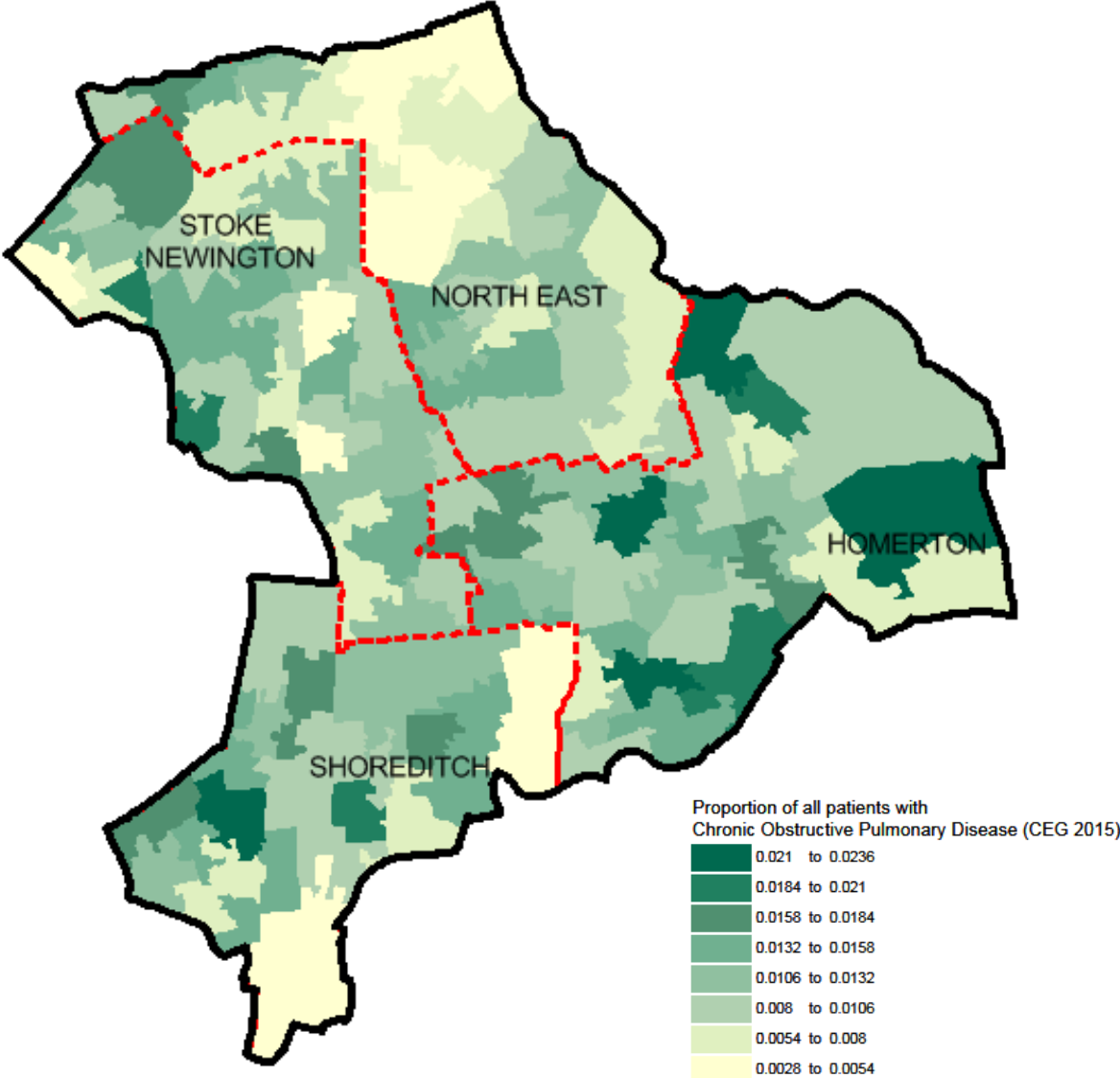
^a Data excludes residents registered in practices outside City and Hackney, Tower Hamlets and Newham

Figure 15a - GP-recorded proportion of the population with CHD (CEG 2015)



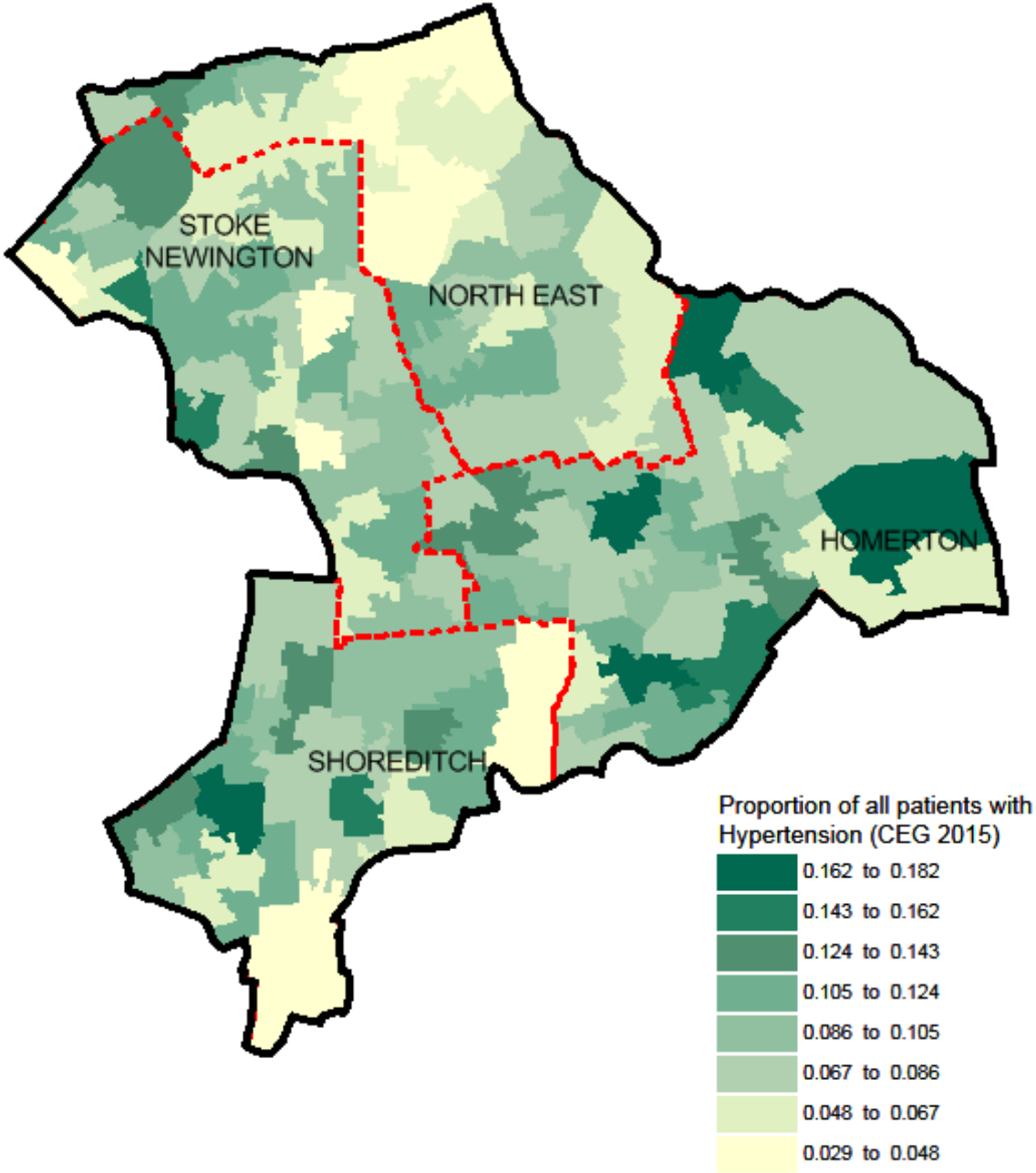
^a Data excludes residents registered in practices outside City and Hackney, Tower Hamlets and Newham

Figure 15b - GP-recorded proportion of the population with COPD (CEG 2015)



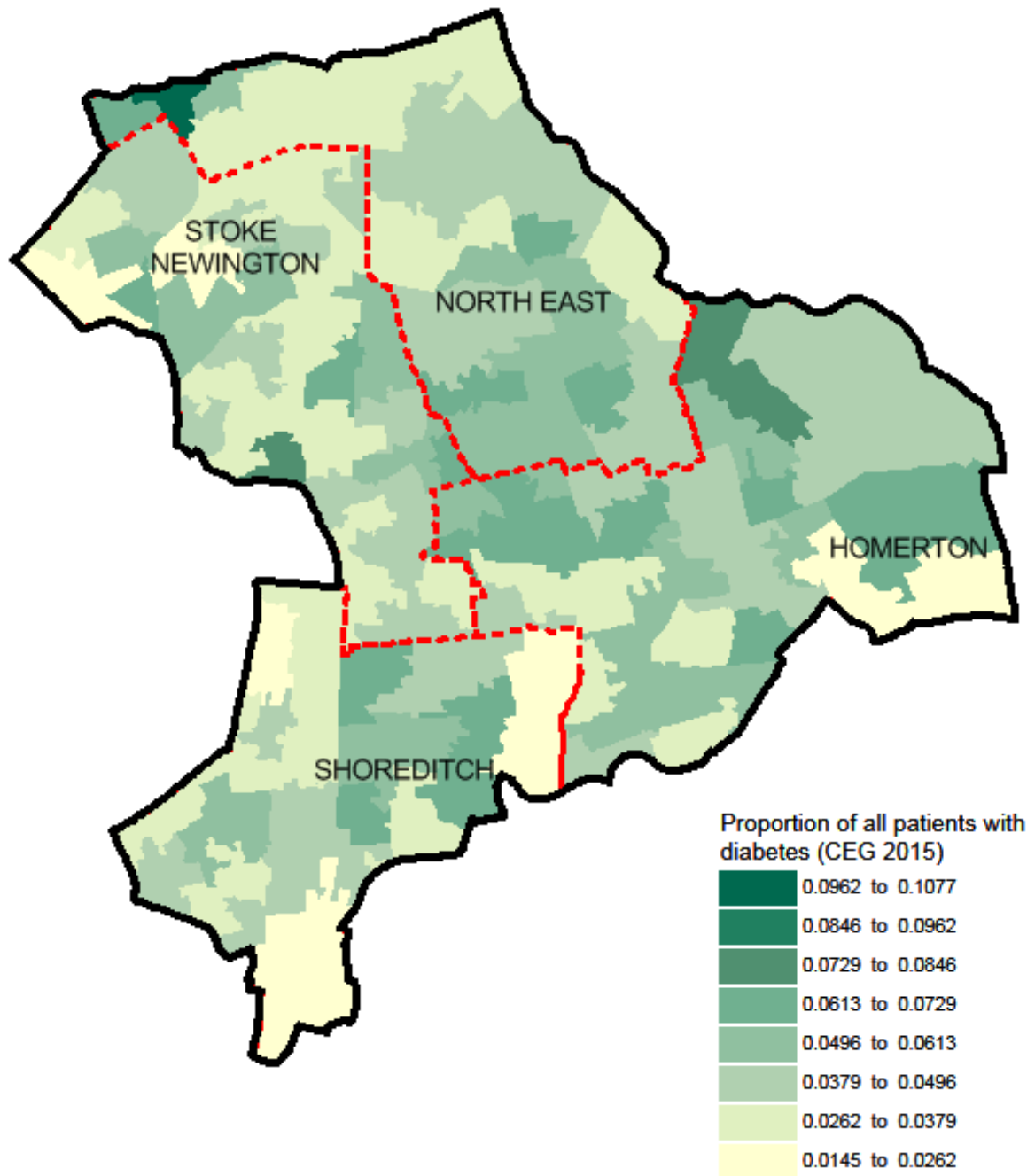
^a Data excludes residents registered in practices outside City and Hackney, Tower Hamlets and Newham

Figure 15c - GP-recorded proportion of the population with hypertension (CEG 2015)



^a Data excludes residents registered in practices outside City and Hackney, Tower Hamlets and Newham

Figure 15d - GP-recorded proportion of the population with diabetes (CEG 2015)



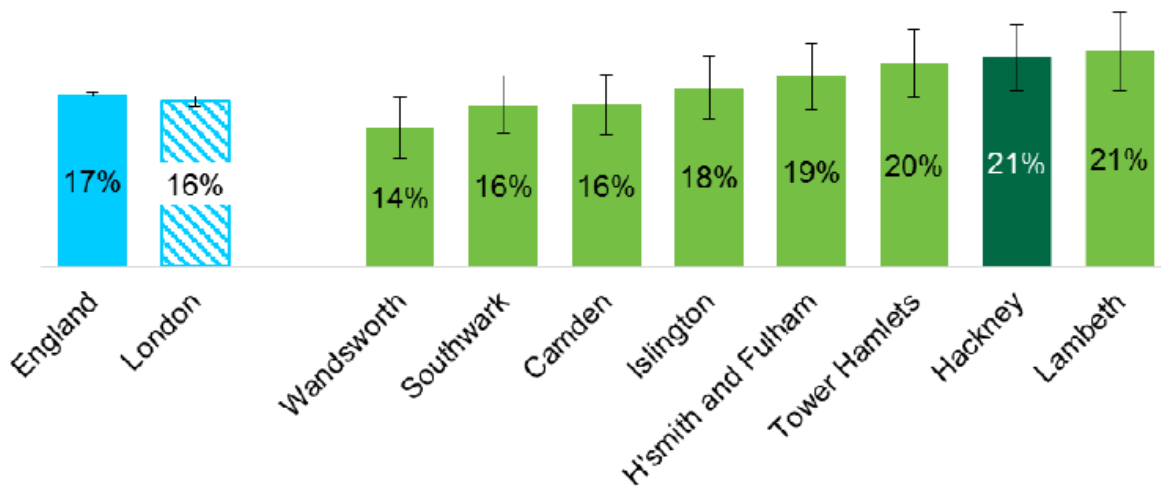
^a Data excludes residents registered in practices outside City and Hackney, Tower Hamlets and Newham

2.7 Causes of ill health

2.7.1 Smoking

One of the most important preventable risk factors for poor health and premature mortality is smoking. Hackney has one of the highest smoking rates in London, at 21% (Figure 16) but prevalence is falling locally as elsewhere.

Figure 16 - Smoking prevalence in selected London boroughs (Age 18+, 2015)



Source: Annual Population Survey, analysis by Public Health England

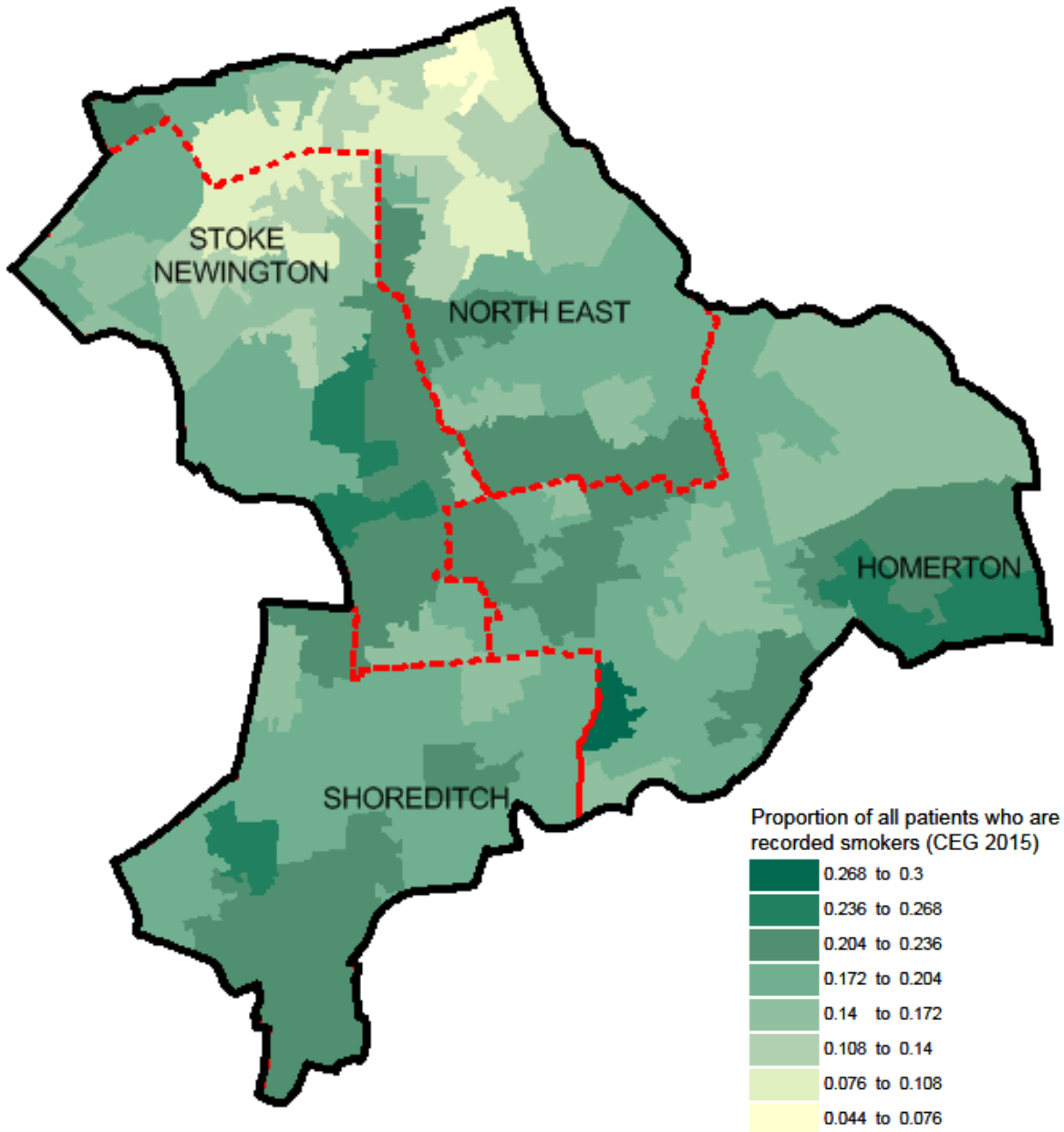
Notes: Value not available for City of London

More local smoking data is available from GP registers – this may overestimate true levels of smoking. On the other hand, it may be that smokers do not always report this to their GP. Nevertheless, GP data does provide a useful source of comparative information on smoking behaviours in different areas and among different groups of the population.

Smoking prevalence varies across different demographic groups in the population. GP data shows that smoking is more common among men, 25 to 49-year-olds, people who live in more deprived areas, White ethnic groups and people with serious mental illness. Local evidence also indicates higher rates of smoking in the Turkish and Polish communities.

GP data shows that the proportion of smokers in the resident population is lowest in the North East locality (Figure 17).

Figure 17 - GP-recorded proportion of the population who are current smokers (CEG 2015)



^a Data excludes residents registered in practices outside City and Hackney, Tower Hamlets and Newham

2.7.2 Alcohol

Estimates of binge drinking prevalence in the population are estimated from the Health Survey for England, and these are used to model estimates at ward and locality level (Table 13).

Estimated levels of binge drinking are relatively low in Hackney, relative to the national average, and a significant minority of residents say that they abstain. Within the borough, binge drinking is least prevalent in North East and Homerton. Data on other drinking behaviours is not easily available at Hackney locality level.

Table 13 - Estimates of prevalence of drinking behaviours in Hackney

Locality	Binge drinking prevalence	Abstainers	Drinkers		
			Lower-risk drinking (% drinkers)	Increasing -risk drinking (% drinkers)	Higher-risk drinking (% drinkers)
Homerton	12.5%	-	-	-	-
North East	12.0%	-	-	-	-
Shoreditch	14.4%	-	-	-	-
Stoke Newington	14.7%	-	-	-	-
Hackney total	13.4%	24.8%	74.2%	18.0%	7.8%
London	14.3%	22.4%	73.4%	19.7%	6.9%
England	20.1%	16.5%	73.3%	20.0%	6.8%

Source: Modelled estimates from Local Alcohol Profiles for England (LAPE). Drinkers and abstainers apply to 2011. Binge drinkers to 2006-8

2.7.3 Substance misuse

It is difficult to estimate the size of populations of illegal drug users. A model has been developed using data sources such as police and drug treatment service statistics. It is estimated that there are 549 injecting drug users in Hackney (Table 14).

Table 14 - Estimated numbers of drug users in Hackney (2010-11)

	Hackney
Opiate and/or crack cocaine use	2,246 (95%CI: 1,907–2,570)
Opiate use	1,792 (95%CI: 1,521–2,067)
Crack cocaine use	1,769 (95%CI: 1,456–2,074)
Injecting drug use	549 (95%CI: 460–677)

Source: University of Glasgow and The University of Manchester. Estimates of the Prevalence of Opiate Use and/or Crack Cocaine Use, 2009/10. [Accessed 1 December 2017] -

<http://www.nta.nhs.uk/uploads/prevalencestats2009-10fullreport.pdf>

2.7.4 Blood-borne viruses (BBVs)

Another model, produced by Public Health England (PHE), estimates that 1,971 Hackney residents are infected with hepatitis C virus, most of whom are current or previous injecting drug users.

Approximately half of those infected with hepatitis C remain undiagnosed and, therefore they are not receiving treatment and are at risk of unknowingly spreading the infection¹².

In 2010-11, 73 cases of hepatitis B were identified in City and Hackney residents via antenatal screening (out of 5,589 women booked at Homerton Hospital).

In 2016, the diagnosed HIV prevalence rate in Hackney was 7.7 per 1,000 population aged 15 to 59 years old. This is much higher than the average rate for London (5.8) and England (2.3).

In the UK as a whole, PHE estimates that one in two injecting drug users has contracted hepatitis C, one in six has hepatitis B and one in 100 has HIV. Other risk factors for these BBVs include having unprotected sex and being born in a high-risk country (e.g. sub-Saharan Africa, parts of the Middle East and South East Asia).

2.7.5 Obesity

The National Child Measurement Programme measures all state school children in England at Reception and Year 6, providing detailed rates of obesity (Table 15). However, it should be noted that significant proportions of children in Hackney do not attend state schools. In particular, this includes Charedi Jewish children in the north of Hackney who usually attend private religious school, as well as children from other families who pay for their children's education. Local research has shown lower prevalence of overweight children in Reception in the Charedi community than in Hackney state schools.

Obesity in children is higher in more deprived localities and among Black ethnic communities, common characteristics of Hackney residents. Child obesity is a significant problem in Hackney and a local priority for health and wellbeing partners. Child obesity rates are lowest in Stoke Newington locality.

¹²Hepatitis C in the UK: 2017 report. <https://www.gov.uk/government/publications/hepatitis-c-in-the-uk> [Accessed 1 December 2017]

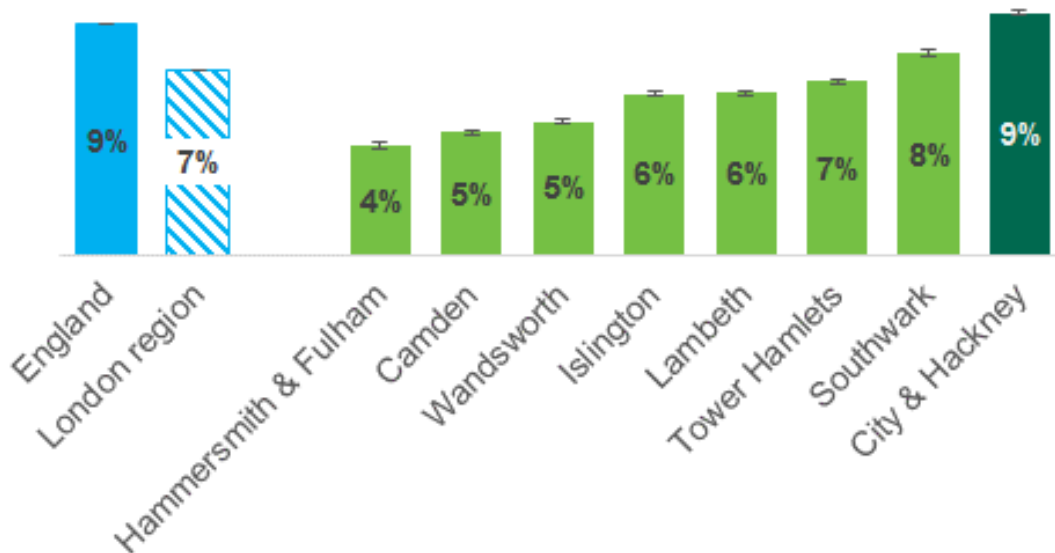
Table 15 - Child obesity in Hackney localities (NCMP 2013-14 – 2015-16)

Locality	Child obesity*	
	Reception	Year 6
Homerton	14.0%	28.1%
North East	12.8%	24.2%
Shoreditch	13.5%	29.6%
Stoke Newington	10.1%	22.0%
London	10.5%	22.8%
England	9.4%	19.4%

* Data based on May 2014 ward boundaries, with Woodberry Down assigned to North East locality and Stamford Hill West assigned to Stoke Newington locality. Children are assigned to postcode of residence, and ward level estimates are based on MSOA level results by PHE to avoid disclosure of small numbers.

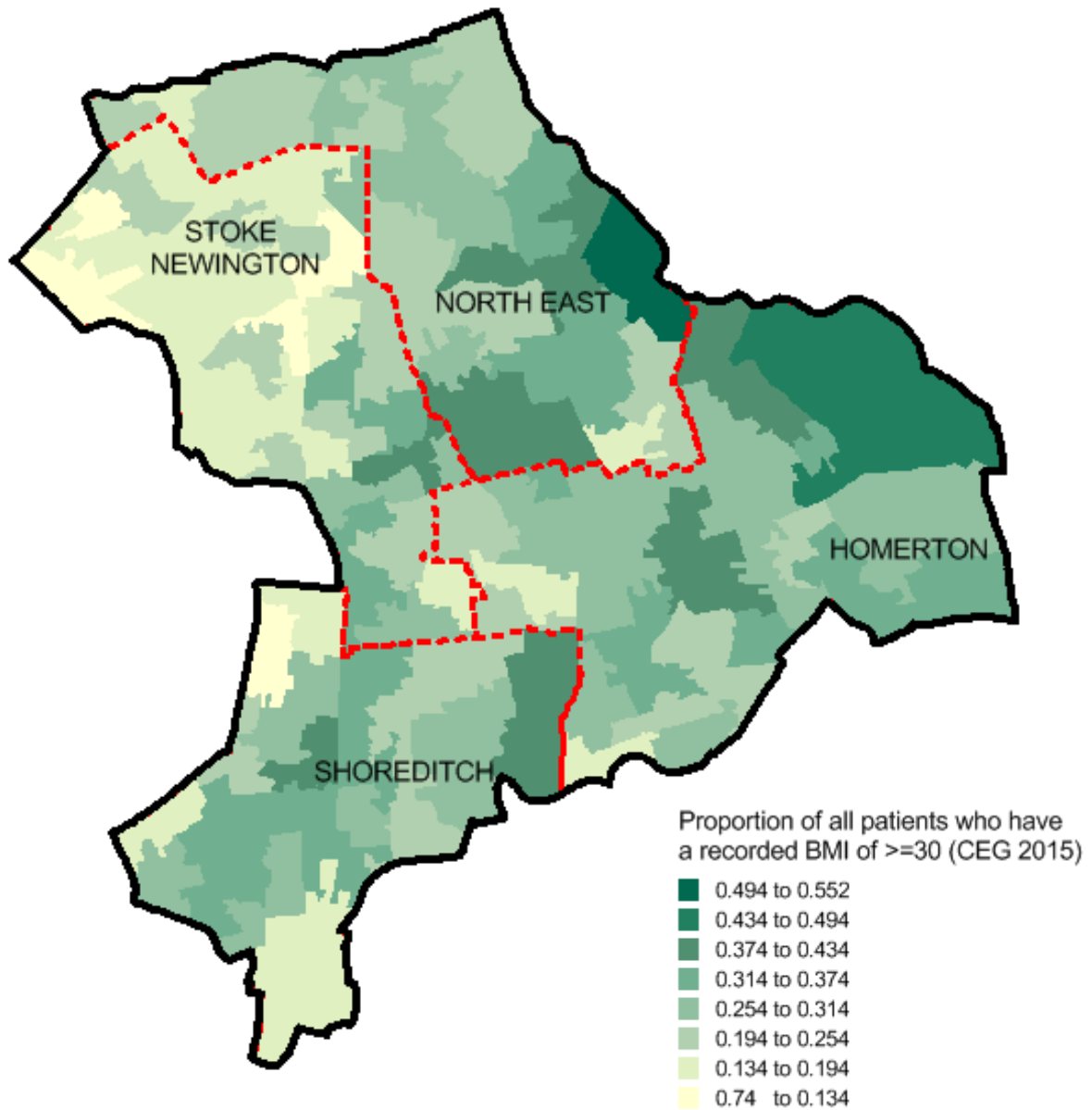
Adult obesity data recorded on GP records is likely to under-estimate true prevalence. However, this data suggests that compared with the rest of London, prevalence of adult obesity is significantly higher in Hackney and the City (Figure 18a).

Figure 18a: GP recorded prevalence of adult obesity in selected London boroughs (QOF definition - Age 16+, 2014/15)



Within Hackney, Homerton and North East localities have the highest prevalence of obese adults (Figure 18b).

Figure 18b - GP-recorded proportion of the population who have a high body mass index (BMI) (CEG 2015)

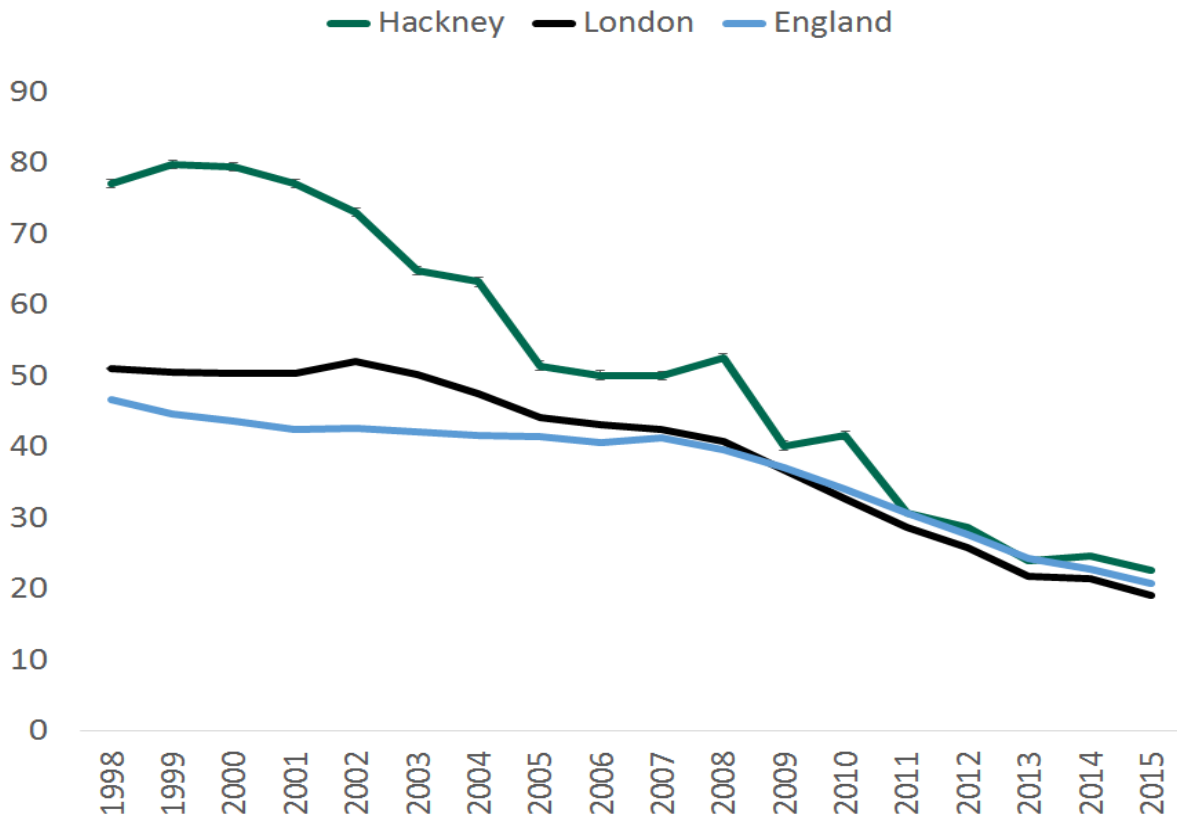


2.7.6 Teenage pregnancy

Data for teenage pregnancy for Hackney localities cannot be published due to small numbers (to prevent identification of individuals). Across Hackney, teenage pregnancy rates have improved significantly in recent years (Figure 19), and are now similar to the rates in London and England.

The limited neighbourhood-level analysis which is available shows that most of Homerton, the southern part of North East locality and the south of Shoreditch have the highest rates of teenage pregnancy.

Figure 19 - Teenage pregnancy rates per 1,000 women aged 15-17 – time trend (PHE)



2.7.7 Sexually transmitted infections (STIs)

The highest rate of STI diagnosis is chlamydia in 15 to 24-year-olds. The rate of diagnosis reflects both the underlying population prevalence and the number of tests performed: a ‘high-performing’ service can be expected to test a significant proportion of the population at risk of infection.

In Hackney, nearly half of all 15 to 24-year-olds were tested for chlamydia in 2016 as part of the National Chlamydia Screening Programme. The diagnosis rate was 4,428 cases per 100,000 young people (Table 16). Data for Hackney localities is not available.

Table 16 - Chlamydia testing data for 15 to 24-year-olds (PHE 2016)

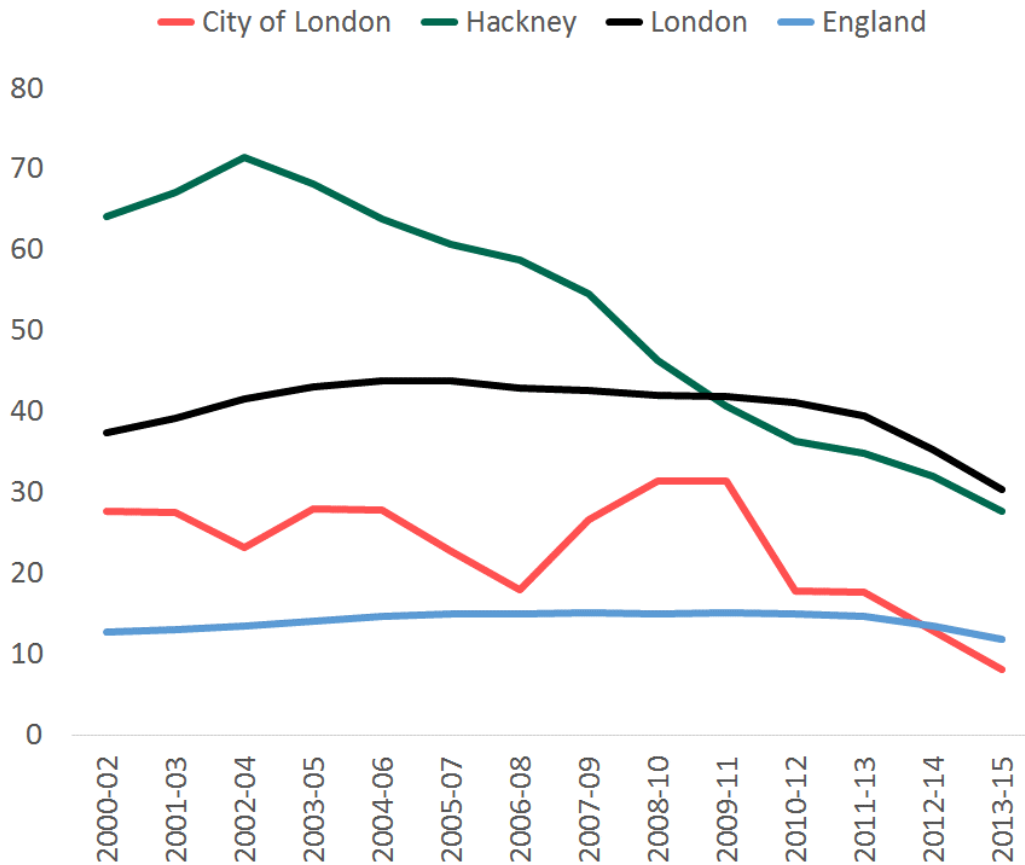
Locality	Percent of population tested	Diagnosis rate per 100,000
City of London	32.3%	1,843
Hackney	41.8%	4,428
London	27.0%	2,309
England	20.7%	1,882

In general, rates of STI diagnoses are higher in males, in particular in men who have sex with men.

2.7.8 Tuberculosis (TB)

According to PHE, in 2013-15 there were 28 new cases of TB recorded among Hackney residents. There has been a marked decline in the rate of new notifications locally in recent years (Figure 20). Data for Hackney localities is not available.

Figure 20 - Three-year average rate of new TB notifications per 100,000 in Hackney over time (PHE – note that figures for the City of London are based on small numbers of cases)



Section 3: NHS pharmaceutical services provision, currently commissioned

3.1 Community pharmacies

There are 49 community pharmacies in Hackney HWB area (as of 10 October 2017), the same number as in the 2015 PNA, serving a population of 275,962. This equates to an average of 17.8 pharmacies per 100,000 population, which has decreased from 19.3 in the 2015 PNA, due to an increase in the resident population. Data for 2015-16 shows the England average is 21.5 community pharmacies per 100,000 population, which has decreased slightly from 2015 when the average number was 21.7. The London average has also decreased to 21.7 from the previous 22.3 community pharmacies per 100,000 population. London has a transient population with generally good transport links. Populations may therefore find community pharmacies in neighbouring HWB areas more accessible and/or more convenient.

The pharmacy user questionnaire undertaken in the summer of 2017 received 209 responses. 82% of respondents reported that they had a preferred or regular pharmacy which they use. When asked what factors they considered when choosing their pharmacy, 86% indicated 'close to home', 62% said 'friendly staff' and 45% 'close to GP surgery' as the important reasons. Almost 76% of respondents walk to their community pharmacy, while only 10% use a car or taxi and 9% use public transport. The full results of the pharmacy user questionnaire are detailed in Section 5.

Table 17 provides a breakdown, by locality, of the average number of community pharmacies per 100,000 population. The number and rate of community pharmacies vary widely by locality. Populations in all localities have access to extensive public transport links and road networks. For some populations, the nearest community pharmacy provision from their home may be in a neighbouring locality or HWB area.

Table 17 - A breakdown of average community pharmacies per 100,000 population

Locality	Number of community pharmacies (as of 1 Oct 2017)	Total population (GLA 2015 projections)	Average number of community pharmacies per 100,000 population (as of 10 Oct 2017)
Shoreditch	9	64,993	13.8
Homerton	14	69,303	20.2
North East	11	72,375	15.2
Stoke Newington	15	69,291	21.6
Hackney HWB area (2015-16)	49	275,962	17.8
London region (2015-16 data)	1,853*	8,539,000	21.7*
England (2015-16 data)	11,688*	-	21.5*

**Data includes distance-selling (internet) pharmacies, which do not provide face-to-face services*

Section 1.3 lists the essential services of the pharmacy contract. It is assumed that provision of all these services is available from all contractors. Further analysis of the pharmaceutical service provision and health needs for each locality is explored in Section 6.

3.1.1 Choice of community pharmacies

Table 18 shows the breakdown of community pharmacy ownership in Hackney. The data shows that Hackney has a much higher percentage of independent pharmacies compared with London and nationally, and no single provider has a monopoly in any locality. People in Hackney therefore have a good choice of pharmacy providers.

Table 18 - Community pharmacy ownership, 2015-16

Area	Multiples (%)	Independent (%)
England	61.9	38.1
London	39.2	60.8
Hackney (2017 data)	14.3	85.7

3.1.2 Weekend and evening provision

It is estimated that, collectively, community pharmacies in England¹³ are open approximately 150,000 hours per week more than ten years ago. This has been mainly driven through the opening of '100-hour' pharmacies. There are 1,161 (9.9%) community pharmacies in England open for 100 hours or more per week. This has increased significantly from 2013-14, when there were 773 (6.7%). Weekend provision is discussed in sections 3.4.3 and 3.4.4.

Table 19 shows that Hackney has no pharmacies open for 100 hours or more.

Table 19 - Numbers of 100-hour pharmacies (and percentage of total)

Area	Number (%) of 100-hour pharmacies
England (2015-16 data)	1,161 (9.9%)
London region	103 (5.5%)
Hackney	0 (0%)

3.2 Dispensing Appliance Contractors (DACs)

There are no Dispensing Appliance Contractors (DACs) in Hackney HWB area, however DAC services are available to the population from elsewhere in the UK. Appliances may also be dispensed from community pharmacies. The community pharmacy contractor questionnaire received 35 responses and 66% of respondents reported that they provide stoma and/or incontinence appliances.

¹³Dispensing Health: Pharmacy Voice. Who do you think we are? Community Pharmacy: Dispensers of Health. 2014. <http://www.dispensinghealth.org/wp-content/uploads/2014/01/DH-Launch-FINA1.pdf>

As part of the essential services of appliance contractors, a free delivery service is available to all patients. It is therefore likely that patients will obtain appliances delivered from DACs outside Hackney HWB area. There were 112 DACs in England in 2015-16.

3.3 Distance-selling pharmacies

A distance-selling pharmacy provides services as per the Pharmaceutical Regulations 2013. It may not provide essential services face-to-face and therefore provision is by mail order and/or wholly internet. As part of the terms of service for distance-selling pharmacies, provision of all essential services offered must be offered throughout England.

It is therefore likely that some patients within Hackney HWB area could be receiving pharmaceutical services from a distance-selling pharmacy outside Hackney HWB area. There are no distance-selling pharmacies in Hackney HWB area. There has been no change since 2015.

Figures in 2015-16 show that in England there were 266 distance-selling pharmacies, accounting for 2.3% of the total number of pharmacies (London: 20 (1.1%)).

This has increased significantly from 2015, when there were 211 distance-selling pharmacies, accounting for 1.8% of all pharmacy contractors. The London figure has increased from 0.8% to 1.1% of all pharmacy contractors.

The public questionnaire identifies that 7% of respondents have used a distance-selling pharmacy (internet pharmacy). Of those who did use an internet pharmacy, 63% found the service to be good or very good.

3.4 Access to community pharmacies

There is good distribution of pharmacies across all localities. The far east of Hackney, in Homerton locality, is less densely populated with pharmacies due to the large area occupied by Hackney Marshes.

A list of community pharmacies in Hackney HWB area and their opening hours can be found in Appendix A.

3.4.1 Routine daytime access to community pharmacies

A previously published article¹⁴ suggests that over 89% of the population of England has a maximum 20-minute walk to a community pharmacy, however this figure falls to as low as 14% in rural areas. The same study found that access is greater in areas of high deprivation. The results of the public questionnaire showed that 90% of respondents in Hackney have 'no travelling difficulties' when accessing their pharmacy. The questionnaire goes on to identify that 76% of respondents walk to their pharmacy, 9% use a car and 9% public transport.

¹⁴ Todd A, Copeland A, Husband A. The positive pharmacy care law: an area-level analysis of the relationship between community pharmacy distribution, urbanity and social deprivation in England. *BMJ Open* 2014, Vol. 4, Issue 8. <http://bmjopen.bmj.com/content/4/8/e005764.full.pdf%20html>

Despite this variation in how residents travel to their pharmacy, it was still reported that 83% are able to access the pharmacy in under 15 minutes and this rises to 96% in under 30 minutes. Of those who did have difficulties travelling to their pharmacy only two respondents identified that as being due to the location of the pharmacy. Taking all the information together it would appear there is no issue for residents travelling to or accessing community pharmacies.

3.4.2 Routine weekday evening access to community pharmacies

The number, location and opening hours of community pharmacy providers open beyond 6pm, Monday to Friday (excluding bank holidays) varies within each locality; they are listed in the table below. 'Average' access, across the HWB, is difficult given the variety of opening hours and locations. Access is therefore considered at locality level and, as can be seen from Table 20, the population of Hackney has reasonable access to community pharmacies in the evening. This is because the majority of providers in Hackney HWB area are open after 6pm. A further analysis of provision in each locality is detailed in Section 6.

Table 20 - Community pharmacy providers open Monday to Friday (excluding bank holidays) beyond 6pm

Locality	Pharmacy name and address	Opening hours (Mon-Fri, excluding bank holidays)
Shoreditch	Unipharm Pharmacy, 253 Kingsland Road, London E2 8AN	09:00-19:00
	Clarks Chemist, 68 Broadway Market, Hackney, London E8 4QJ	09:00-18:30
	Finstead (Hoxton) Ltd, 209 Hoxton Street, London N1 5LX	Mon-Thu 09:00-18:30 Fri 09:00-19:00
	Haggerston Pharmacy, 228 Haggerston Road, London E8 4HT	09:00-18:15
	Judds Chemist, 73 Pitfield Street, London N1 6BT	Mon-Wed, Fri 08:30-18:30
	Kingsland Pharmacy, 406 Kingsland Road, London E8 4AA	09:00-19:00
	Norlington Chemist Ltd, 3 Broadway Market, Dalston, London E8 4PH	09:00-19:00
Homerton	Bee's Pharmacy, 261 Wick Road, Hackney, London E9 5DG	Mon-Wed, Fri 09:00-18:30
	Boots, 386-388 Mare Street, Hackney, London E8 1HR	09:00-19:00
	Clockwork Pharmacy, 239 Well Street, Hackney, London E9 6RG	Mon-Wed, Fri 09:00-18:30

Locality	Pharmacy name and address	Opening hours (Mon-Fri, excluding bank holidays)
Homerton	Clockwork Pharmacy, 398-400 Mare Street, Hackney, London E8 1HP	09:00-19:00
	Victoria Park Pharmacy (Clockwork Pharmacy), 215-217 Victoria Park Road, Hackney, London E9 7HD	Mon-Wed, Fri 09:00-19:00
	Clockwork Pharmacy, 236-238 Well Street, London E9 6QT	Mon-Wed, Fri 09:00-19:00
	Kalpesh Chemist, 199-201 Rushmore Road, Upper Clapton, London E5 0HD	09:00-18:30
	Regal Pharmacy, 48-50 Chatsworth Road, Upper Clapton, London E5 0LP	09:00-19:00
	Safedale Ltd, 59 Lower Clapton Road, Upper Clapton, London E5 0NS	09:00-19:00
	Silverfields Chemists, 141 Homerton High Street, London E9 6AS	09:00-19:30
	Silverfields Chemists, 5 Kingsmead Way, Hackney, London E9 5QG	Mon-Wed, Fri 09:15-18:30
	Sonigra Pharmacy, 44 Well Street, Hackney, London E9 7PX	09:00-19:00
	Tesco Instore Pharmacy, 55 Morning Lane, Hackney, London E9 6ND	08:00-20:00
North East	Abc Pharmacy (Day Lewis), Unit 1&2 Millenium, 14 Kenninghall Road, London E5 8BY	09:00-18:30
	Spivack Chemist, 170-172 Stamford Hill, London N16 6QX	09:00-19:00
	Cohens Chemist, 15A Urban Hive, Theydon Road, Clapton, London E5 9BQ	Mon-Tue, Fri 09:00-13:00 14:00-19:00
	Boots, Craven House Corner, 222-224 Stamford Hill, London N16 6TT	09:00-19:00
	Pyramid Pharmacy, 51 Oldhill Street, Stoke Newington, London N16 6LU	Mon-Tue, Thu-Fri 09:00-19:00
	Dunsmure Pharmacy, 90 Dunsmure Road, Stoke Newington, London N16 5JY	Mon-Thu 09:00-18:15
	F A Strange Chemist, 185 Lower Clapton Road, Upper Clapton, London E5 8EQ	Mon-Wed, Fri 09:00-19:00
	Friends Pharmacy, 46 Lower Clapton Road, London E5 0RN	09:00-18:30

Locality	Pharmacy name and address	Opening hours (Mon-Fri, excluding bank holidays)
North East	Land Chemist, 272 Stamford Hill, London N16 6TY	09:00-18:30
	Safedale Ltd, 97 Upper Clapton Road, London E5 9BU	09:00-19:00
	Safedale Ltd, 142A Upper Clapton Road, London E5 9JZ	09:00-19:00
Stoke Newington	Abc Pharmacy (Day Lewis), 75-77 Stoke Newington Road, Stoke Newington, London N16 8AD	09:00-19:00
	Allen Pharmacy, 150 Albion Road, Stoke Newington, London N16 9PA	09:00-18:30
	Armstrong Dispensing Chemist, 279 Green Lanes, London N4 2EX	09:00-19:00
	Boots, 82-84 Kingsland High Street, London E8 2NS	08:30-20:00
	Devs Chemist, 103A Dalston Lane, Hackney, London E8 1NH	09:00-19:00
	Guardian Pharmacy, 448 Kingsland Road, Dalston, London E8 4AE	09:00-19:00
	Morrisons Pharmacy, 47-49 Stamford Hill, Stoke Newington, London N16 5SR	09:00-20:00
	Rowlands Pharmacy, 274 Green Lanes, Manor House, London N4 2HE	09:00-13:30, 13:50-19:00
	Safedale Ltd, 162 Green Lanes, Stoke Newington, London N16 9DL	Mon-Wed, Fri 09:00-19:00
	Safedale Ltd, 2-3 Kingsway Parade, Albion Road, London N16 0TA	Mon-Tu, Thu-Fri 09:00-18:30
	Safedale Ltd, 100 Stoke Newington Church St, Stoke Newington, London N16 0AP	09:00-19:00
	Superdrug Stores, Unit 10-11, 55 Dalston Cross Shopping Centre, Kingsland High Road, London E8 2LX	Mon-Wed, Fri 09:00-19:00

3.4.3 Routine Saturday daytime access to community pharmacies

The number, location and opening hours of community pharmacy providers open on Saturdays vary within each locality. Of the pharmacies in Hackney HWB area, 75% are open on Saturdays, the majority of which are open into the late afternoon/early evening. 'Average' access, across the HWB, is difficult given the variety of opening hours and locations. Access is therefore considered at locality level – see Section 6.

Table 21 lists all pharmacies in Hackney HWB area which open on Saturdays. A further analysis of provision is detailed in Section 6.

Table 21 - Community pharmacy providers open Saturdays

Locality	Pharmacy name and address	Saturday opening hours
Shoreditch	Clarks Chemist, 68 Broadway Market, Hackney, London E8 4QJ	10:00-17:00
	Finstead (Hoxton) Ltd, 209 Hoxton Street, London N1 5LX	09:00-18:00
	Judds Chemist, 73 Pitfield Street, London N1 6BT	09:00-13:00
	Kingsland Pharmacy, 406 Kingsland Road, London E8 4AA	09:00-18:00
	Murray's Chemist, 96-98 Murray Grove, Hackney, London N1 7QP	09:00-17:30
	Norlington Chemist Ltd, 3 Broadway Market, Dalston, London E8 4PH	09:00-17:30
	Spring Pharmacy, 233 Hoxton Street, Hoxton, London N1 5LG	09:00-17:30
Homerton	Bee's Pharmacy, 261 Wick Road, Hackney, London E9 5DG	09:00-13:00
	Boots, 386-388 Mare Street, Hackney, London E8 1HR	09:00-19:00
	Carsil (Marijak Ltd), 317-319 Mare Street, Hackney, London E8 1EJ	09:00-17:30
	Clockwork Pharmacy, 398-400 Mare Street, Hackney, London E8 1HP	09:00-18:00
	Victoria Park Pharmacy (Clockwork Pharmacy), 215-217 Victoria Park Road, Hackney, London E9 7HD	09:00-18:00
	Clockwork Pharmacy, 236-238 Well Street, London E9 6QT	09:00-18:00
	Kalpesh Chemist, 199-201 Rushmore Road, Upper Clapton, London E5 0HD	09:00-13:00
	Regal Pharmacy, 48-50 Chatsworth Road, Upper Clapton, London E5 0LP	09:00-18:00
	Safedale Ltd, 59 Lower Clapton Road, Upper Clapton, London E5 0NS	09:00-18:00
	Silverfields Chemists, 141 Homerton High Street, London E9 6AS	09:00-18:00
	Sonigra Pharmacy, 44 Well Street, Hackney, London E9 7PX	09:00-18:00
	Tesco Instore Pharmacy, 55 Morning Lane, Hackney, London E9 6ND	08:00-20:00

Locality	Pharmacy name and address	Saturday opening hours
North East	Spivack Chemist, 170-172 Stamford Hill, London N16 6QX	10:00-14:00
	Boots, Craven House Corner, 222-224 Stamford Hill, London N16 6TT	09:00-17:30
	F A Strange Chemist, 185 Lower Clapton Road, Upper Clapton, London E5 8EQ	09:00-18:00
	Friends Pharmacy, 46 Lower Clapton Road, London E5 0RN	09:00-14:00
	Safedale Ltd, 97 Upper Clapton Road, London E5 9BU	09:00-13:00
Stoke Newington	Abc Pharmacy (Day Lewis), 75-77 Stoke Newington Road, Stoke Newington, London N16 8AD	09:00-18:00
	Allen Pharmacy, 150 Albion Road, Stoke Newington, London N16 9PA	09:30-18:30
	Armstrong Dispensing Chemist, 279 Green Lanes, London N4 2EX	09:00-18:00
	Benjamin Chemist, 190 Stoke Newington High Street, Stoke Newington, London N16 7JD	09:00-18:00
	Boots, 82-84 Kingsland High Street, London E8 2NS	08:30-20:00
	Devs Chemist, 103A Dalston Lane, Hackney, London E8 1NH	09:00-18:00
	J Edmunds Chemists, 47 Kingsland High Street, London E8 2JS	09:00-18:00
	Guardian Pharmacy, 448 Kingsland Road, Dalston, London E8 4AE	09:00-14:00
	Morrisons Pharmacy, 47-49 Stamford Hill, Stoke Newington, London N16 5SR	09:00-19:00
	Park Chemist, 286 Seven Sisters Road, London N4 2AA	09:00-18:00
	Rowlands Pharmacy, 274 Green Lanes, Manor House, London N4 2HE	09:00-13:30, 13:50-18:00
	Safedale Ltd, 100 Stoke Newington Church St, Stoke Newington, London N16 0AP	09:00-17:30
	Superdrug Stores, Unit 10-11, 55 Dalston Cross Shopping Centre, Kingsland High Road, London E8 2LX	09:00-17:30

3.4.4 Routine Sunday daytime access to community pharmacies

The number, location and opening hours of community pharmacy providers open on Sundays vary within each locality. Fewer pharmacies are open on Sundays than any other day in Hackney HWB area. Shoreditch does not have any community pharmacy open on Sundays.

Table 22 - Community pharmacy providers open Sundays

Locality	Pharmacy name and address	Sunday opening hours
Shoreditch	No pharmacies open on Sunday	
Homerton	Boots, 386-388 Mare Street, Hackney, London E8 1HR	10:00-18:00
	Tesco Instore Pharmacy, 55 Morning Lane, Hackney, London E9 6ND	11:00-17:00
North East	Spivack Chemist, 170-172 Stamford Hill, London N16 6QX	12:00-18:00
	Boots, Craven House Corner, 222-224 Stamford Hill, London N16 6TT	11:00-18:00
	Dunsmure Pharmacy, 90 Dunsmure Road, Stoke Newington, London N16 5JY	09:30-13:00
	Safedale Ltd, 142A Upper Clapton Road, London E5 9JZ	09:30-13:00
Stoke Newington	Boots, 82-84 Kingsland High Street, London E8 2NS	10:00-18:00
	Morrisons Pharmacy, 47-49 Stamford Hill, Stoke Newington, London N16 5SR	11:00-17:00

3.4.5 Routine bank holiday access to community pharmacies

Community pharmacies are not obliged to open on nominated bank holidays. While many opt to close, a number of pharmacies (often those in regional shopping centres, retail parks, supermarkets and major high streets) opt to open – often for limited hours.

The number, location and opening hours of community pharmacy providers open on a bank holiday vary within each locality and on different bank holidays.

On a national basis annually, NHS England requests feedback from community pharmacies on their bank holiday intentions. For most bank holidays, a number of providers have planned to open and NHS England has deemed provision as satisfactory and not commissioned any further provision. NHS England may often need to commission a bank holiday rota service from a small number of pharmacies, particularly in some areas, for Easter Sunday and Christmas Day.

3.5 Advanced service provision from community pharmacies

Section 1.3 lists all advanced services which may be provided under the pharmacy contract. As these services are discretionary, not all providers will provide them all of the time. Data supplied from NHS England has been used to demonstrate provision of MURs, NMSs and flu vaccination. Table 23 lists a summary of the latest available data (2016-17) on provision of advanced services.

The data relating to flu vaccination relates to the 2015-16 season and only details information for those contractors who provided the service within that period. Once data for the 2016-17 season is made available, Appendix A will be updated.

Table 23 - Advanced service provision

Advanced Service	Percentage of providers currently providing		
	England	London	Hackney
Medicines Use Reviews (MURs)	94.4%	94.2%	93.9%
New Medicine Service (NMS)	80.8%	76.9%	79.6%
Flu vaccination	61.6%	60.2%	69.4%
NUMSAS*	-	-	18.4%
Appliance Use Review (AUR)**	1.2%	0.5%	2%
Stoma Appliance Customisation (SAC)**	14.7%	4.0%	2%

*NUMSAS: No data available for England and London

**AUR and SAC data includes provision from Dispensing Appliance Contractors

The percentage of providers of the MUR service is very similar to the regional and national averages, whereas the NMS services in Hackney HWB area is slightly higher than the regional level but slightly lower than the national level.

Appendix A lists those community pharmacies who have provided these services in 2016-17. Ten community pharmacies in Hackney HWB area (20.4% of providers) had not provided the NMS service and three community pharmacies (6.1% of providers) had not provided the MUR service. This represents a small decrease in the number of community pharmacies providing the NMS and MUR service, compared with the 2015 PNA.

All respondents to the community pharmacy contractor questionnaire indicated that they do have a consultation room which complies with the requirements to perform NMS/MUR services. Respondents indicated that hand-washing facilities are located either within or close to the consultation area in 86% of their premises and all identified that the consultation room is in a closed area.

Provision of the SAC service is low compared with national and regional provision, with only one (2%) contractor making a claim for providing this service.

There has been only one contractor recorded that has provided the AUR service from the list of community pharmacy providers in Hackney HWB area up until 28 April 2017. However, as a percentage this is slightly higher than the national or regional average. There were only 140 community pharmacy or DAC providers nationally (1.2%) and ten community pharmacy or DAC providers (0.5%) in the whole of London in 2015-16.

3.6 Enhanced service provision

Under the pharmacy contract, enhanced services are those directly commissioned by NHS England (Section 1.3). Therefore, any locally commissioned services commissioned by CCGs or the local authority are not considered here. They are outside the scope of the PNA but are considered in Section 4.

The following are enhanced services, commissioned by NHS England, from pharmacies in City and Hackney area

- Minor Ailments Scheme
- Medicines Optimisation Service
- London Vaccination Service

There are 45 (92%) pharmacies providing the Minor Ailments Scheme, 39 (80%) providing the Medicines Optimisation Service and 30 (61%) providing the London Vaccination Service in Hackney HWB. Details of which pharmacies are commissioned to provide enhanced services are found in Appendix A.

Minor ailments are self-limiting conditions that require little or no medical intervention. Often patients with minor ailments choose to self-treat or purchase medicines 'over the counter'. The minor ailments service is designed to provide easy access to medicines for minor ailments, free of charge on the NHS, without the need for a GP appointment.

There have been few published evaluations of the effectiveness of minor ailments services. However, research suggests that up to 18% of GP appointments and 8% of A&E attendances are for minor ailments. Providing a service through community pharmacies for the management of minor ailments has the opportunity to reduce primary and urgent care appointments, freeing capacity for management of more complex patients.

The Medicines Optimisation Service is for patients of all ages who experience difficulties taking their medicines as prescribed and helps to improve compliance and reduce waste. The service aims to improve patient compliance by:

- Improving their understanding of their medicines
- Simplifying the medicines regimen and ordering process, where possible and appropriate
- Identifying practical problems in taking their medicines and, where appropriate, providing compliance aids
- Providing advice and support to the patient and/or carer, including referral to other health and social care professionals where appropriate

The service aims to support independent living and assist patients for whom failure to comply with their prescribed medicines could have serious implications for their health. As such, it is expected that this service will be used most by older, more vulnerable patients. It is intended that all patients receiving assistance through the service have their needs reviewed on a regular basis.

The London Vaccination Service is in addition to the National Advanced Flu Vaccination Service and includes a 'top-up' element for seasonal flu as well as pneumococcal vaccinations for certain cohorts and MenACWY for 18-24 year olds living in London permanently or temporarily.

Whereas the National Advanced Service delivers a flu vaccination provision for those aged 18 years and over, the London Vaccination Service covers additional groups of patients, e.g. carers and the homeless, and a lower age bracket (2 to 18 years), as well as providing pneumococcal vaccine for eligible cohorts.

Under the pharmacy contract, enhanced services are those directly commissioned by NHS England (Section 1.3). Therefore, any locally commissioned services commissioned by CCGs or the local authority are not considered here. They are outside the scope of the PNA but are considered in Section 4.

3.7 Pharmaceutical service provision provided from outside Hackney HWB area

Hackney HWB area is bordered by six other HWB areas: the City, Islington, Haringey, Waltham Forest, Newham and Tower Hamlets. As previously mentioned, like most London boroughs, Hackney has a comprehensive transport system. As a result, it is anticipated that many residents in Hackney HWB area will have reasonable access to pharmaceutical service providers in neighbouring HWB areas and beyond.

It is not practical to list here all those pharmacies outside Hackney HWB area which may be used by Hackney residents to access pharmaceutical services. Analysis and activity of neighbouring pharmacies was captured in the previous 2015 PNA and this has been taken into account as well as the location of cross border pharmacies identified in map C.

Section 4: Other services which may impact on pharmaceutical services provision

Community pharmacies and GP practices provide a range of other services. These are not considered 'pharmaceutical services' under the Pharmaceutical Regulations 2013 and may be either free of charge, privately funded or commissioned by the local authority or CCG.

Examples of such services include delivery services, allergy testing, care home services and sexual health services, although this is not an exhaustive list.

4.1 Local authority-commissioned services provided by community pharmacies in Hackney

LBH commissions four services from community pharmacies:

- Smoking cessation
- Supervised consumption
- Needle exchange
- Sexual health services which include:
 - emergency hormonal contraception services (EHC)
 - chlamydia and gonorrhoea screening
 - chlamydia treatment
 - condom distribution
- Healthy Start vitamins

In the case of supervised consumption and needle exchange services, these are commissioned by a third-party provider who contract with community pharmacies to provide the service.

4.1.1 Stop smoking services

Smoking is the UK's single greatest cause of preventable illness and early death. Adults who smoke lose on average 13 to 14 years of their lives and more than 86,000 people in the UK die from smoking each year. It is a key priority health issue highlighted in Hackney JSNA and Joint Health and Wellbeing Strategy.

Stop smoking services provide support for individuals who wish to quit smoking and are resident and/or working in the borough boundaries, therefore reducing the overall smoking prevalence across the borough.

Pharmacists offer support through the provision of a range of advice and support services, together with the provision of relevant medication.

Services provided include;

- Delivery of an initial assessment
- Provision of information about endorsed smoking cessation medication
- Provision of face-to-face support (if wanted) for up to six sessions
- Establishment of a date for quitting and cooperation to achieve CO readings
- A commitment to support a minimum of 20 smokers to year per pharmacy

4.1.2 Supervised consumption

Community pharmacies have been utilised for a number of years by drug and alcohol service providers in the provision of supervised consumption and needle exchange services.

Supervised consumption involves the client consuming methadone or buprenorphine under the direct supervision of a pharmacist in a community pharmacy. It is a medicines adherence service which aims to:

- Reduce the risk of harm to the client by over- or under-usage of drug treatment
- Reduce the risk of harm to the local community by the inappropriate use of prescribed medicines via the illicit drug market
- Reduce the risk of harm to the community by accidental exposure to prescribed medicines

4.1.3 Needle exchange

This service is an integral part of the harm reduction strategy for drug users. It aims to reduce the spread of blood-borne pathogens, e.g. hepatitis B, hepatitis C, HIV, and to act as a referral point for service users to other health and social care services.

4.1.4 Sexual health pharmacy service

London Borough of Hackney (LBH) commissions pharmacies to provide sexual health services and contribute towards an improvement in the sexual and reproductive health and wellbeing of people in the borough, especially young people.

The key services provided include;

- Registering young people on 'Come Correct', the London C Card Scheme
- Supplying condoms to registered members
- Supplying chlamydia and gonorrhoea postal testing kits to sexually active young people between 15 and 24 years old
- Supplying antibiotic treatment for chlamydia for young people who have a diagnosis (as well as their sexual contacts)
- Supplying EHC to all women who need it
- Increasing awareness of the risks of contacting STIs
- Signposting clients to available services
- Referring vulnerable and young people to sexual health and reproductive services

4.1.5 Healthy Start vitamins

The commissioning of this service is led by the LBH Public Health Team. The service provides all pregnant women, new mothers and children with free Healthy Start vitamins as well as advice on broad public health issues such as early booking, immunisations, breastfeeding, diet and exercise.

Due to high levels of Vitamin D deficiency in Hackney and the City of London, Healthy Start vitamins shall be provided free to:

- All pregnant women or women who have a child up to one-year-old
- All children from birth to their fourth birthday

The Public Health Team advertises and promotes the Healthy Start vitamin scheme to professionals and the public, and advises people to register at their local participating pharmacy to collect their vitamins. The service is provided free to all those who meet the eligibility criteria (see above).

Some of the above services may also be provided from other providers, e.g. GP practices, community health services. A full list of services and community pharmacy providers can be found in Appendix A.

4.2 Clinical Commissioning Group-commissioned services

City and Hackney CCG currently commissions one service, the Increasing Access to End of Life Medicines service. This is provided by ten contractors in Hackney and there is at least one contractor providing this service in each locality.

Good End of Life Care (EoLC) ensures that all residents have a dignified, controlled and peaceful end to their life, regardless of age and cause of death. In order to achieve a good outcome, the needs of the patient, carer and family should be identified, and services provided to meet these needs.

The aim of the EoLC/palliative care pharmacy rota service is to improve access to the supply of specialist palliative care drugs within the community in a timely manner for patients, carers and health professionals. National guidance recommends that palliative care formularies should be agreed as part of EoLC pathways. There should be adequate provision to these drugs for both in-hours and out-of-hours settings, supporting home death scenarios.

A full list of community pharmacy providers is listed in Appendix A.

4.3 Other services provided from community pharmacies

As part of the community pharmacy contractor questionnaire, found in Appendix D, respondents were asked to indicate which from a range of other services, including disease-specific, vaccination and screening services, they currently provide, would be willing to provide or would not be willing to provide. The majority of pharmacies indicated that they either currently provide these services or would be willing to provide if commissioned.

A summary of the community pharmacy contractor questionnaire responses is detailed in Appendix H.

4.4 Domiciliary services

Table 24 - GP-recorded numbers of housebound patients by locality (CEG 2015)

Locality	Housebound patients
Homerton ^a	553
North East ^a	450
Shoreditch ^a	345
Stoke Newington ^a	469

^a Data excludes residents registered in practices outside City and Hackney, Tower Hamlets, and Newham

It is estimated that 1,817 Hackney residents are considered housebound. It is unclear if this translates into a need for home prescription delivery services and if current provision fulfils this need. All pharmacies which responded to the pharmacy contractor questionnaire offer prescription collection from GP surgeries and results of the questionnaire also indicate that 85% of respondents offer a free home delivery service of medication on request.

Contractors providing MURs may provide them at patients' homes, upon agreement with NHS England. No data is available on numbers of domiciliary MURs provided in Hackney HWB area.

4.5 Language services

Of the pharmacies who responded to the community pharmacy contractor questionnaire, all (35) reported that they offer at least one additional language in addition to English. The most common spoken additional languages were Gujarati (71%), Hindi (66%), Turkish (57%), Urdu (49%) and Bengali (40%).

4.6 Services for people with a disability

As a requirement of the Equality Act 2010¹⁵, community pharmacies are required to make 'reasonable adjustments' to their services to ensure they are accessible by all groups, including those with a disability. From the community pharmacy contractor questionnaire, 97% indicated they have wide door access, 80% have ramped access and 71% have an electric door. The questionnaire identifies that 94% have a consultation room which is accessible to wheelchair users.

4.7 Electronic prescription service

Many GP practices are now able to transmit prescriptions electronically to a pharmaceutical service provider (community pharmacy or DAC). This system is known as EPS Release 2 and means that the patient no longer needs to obtain a paper prescription and present it at their pharmacy for dispensing.

¹⁵ The Equality Act 2010 - <http://www.legislation.gov.uk/ukpga/2010/15/contents>

National figures indicate that 91.6% of GP practices provide this service, whereas 100% of GP practices in Hackney provide this service.

Electronic prescriptions are sent directly to the pharmacy nominated by the patient. GP practices which provide this service may transmit electronic prescriptions to a pharmacy who has a dispensing system enabled to receive electronic ('Release 2') prescriptions. All of the respondents (100%) to the community pharmacy contractor questionnaire report that they have a system which is compliant to receive electronic prescriptions.

4.8 Healthy Living Pharmacy

The political intention and context for Healthy Living Pharmacies (HLPs) was set out in the 2008 pharmacy white paper, 'Pharmacy in England: Building on Strengths, Delivering the Future'¹⁶. This called for community pharmacies to have a greater role and participation in public health provision as healthy living hubs.

HLPs put their local community's health and wellbeing at the core of everything they do.

They consistently deliver a range of services to a high quality and are recognised with an HLP Quality Mark. The HLP framework involves a system-wide approach to support change across the profession and within the workplace, an organisational development tool and a brand that unites community pharmacies while changing public perceptions about what community pharmacies can offer in supporting their health.

Important HLP enablers to support delivery include:

- workforce development
- engagement with the community and other providers
- premises that are fit for purpose and support health promotion

To date, significant benefits have been realised from HLP by commissioners, contractors and employees and, imperatively, the public have fully welcomed the concept. Analysis of the National Pathfinder reports indicated the value of HLPs for:

- commissioners showing that community pharmacies are able to deliver health and wellbeing services to meet local health needs
- public health teams who understood the potential for HLPs to deliver these types of health services effectively
- pharmacy contractors – the results of the quantitative survey to assess the benefits of HLP status on contractors was positive for all contractor types. Implementation of the HLP concept was seen as worthwhile for the business by over 70% of contractors.

¹⁶Pharmacy in England: Building on Strengths, Delivering the Future. Department of Health. 2008 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/228858/7341.pdf

Figure 21 - The Healthy Living Pharmacy Framework

LOCAL HEALTH NEED				
HEALTHY LIVING PHARMACY FRAMEWORK				
PUBLIC HEALTH MODEL				
NEED	CORE	LEVEL 1 Promotion	LEVEL 2 Prevention	LEVEL 3 Protection
Smoking	Health promotion, self care, signposting, OTC supply	Pro-active health promotion. Brief advice, assess willingness, signpost to services	NHS stop smoking service, cancer awareness, Health Check	COPD and cancer risk assessment with referral. Prescriber for stop smoking service.
Obesity	Health promotion, self care, signposting, OTC supply	Pro-active health promotion. Brief advice, assess willingness, signpost to services	NHS weight management service, cancer awareness, Health Check	Prescriber e.g. obesity, CVD, diabetes. Cancer risk assessment
Alcohol	Health promotion, self care, signposting	Pro-active health promotion. Brief advice, assess willingness, signpost to services	NHS alcohol intervention service, cancer awareness, Health Check	Structured care planned alcohol service. Cancer risk assessment
Physical Activity	Health promotion, self care, signposting	Pro-active health promotion. Brief advice, assess willingness, signpost to services	NHS Health Checks, healthy lifestyle consultation service	Structured physical activity plans, activity prescriptions
Sexual Health	Health promotion, self care, signposting, OTC supply	Pro-active health promotion. Brief advice, signpost to services	NHS EHC & chlamydia screen and treat PGD service	Assessment, support, contraception & vaccination
Men's Health	Health promotion, self care, signposting	Pro-active health promotion. Brief advice, signpost to services	NHS Health Check. PGD Treatment. Cancer awareness.	PwSI/Prescriber in men's health
Substance Misuse	Health promotion, self care, signposting	Supervised consumption, needle & syringe exchange	Harm reduction Hep B & C screening	Client assessment, support and prescribing. Hep B vaccination
Other	Health promotion, self care, signposting	Oral health, travel health, sun & mental health awareness	Cancer early detection and treatment adherence support, vaccination	Prescriber for travel health and immunisation and vaccination
Minor Ailments	Health promotion, self care, OTC supply, signposting	NHS service (advice and treatment with P & GSL medicines)	NHS service (PGD treatment)	NHS service (prescribed POMs)
Long-term Conditions	Health promotion, self care, signposting, dispensing supply, risk management	Medicines optimisation (New Medicine Service and Medicine Use Reviews)	Parameter monitoring, clinical review and management	Prescriber/PwSI for LTCs
ENABLERS - QUALITY CRITERIA				
Workforce Development	Core capabilities	Health Champion Leadership skills	Behavioural change skills Leadership skills	PwSI/Prescriber Leadership skills
Environment	GPHC standards	Advanced IT and premises	Enhanced IT and premises	Enhanced IT and premises
Engagement	Operational	Primary Care	Community	Public Health & Clinical leadership
PHARMACY CAPABILITY				

In October 2016, HLP Level 1 became one of the Quality Payment criteria under the new funding model for the National Pharmacy Contract. At this point, pharmacies moved to the Public Health England Quality Criteria for HLP Level 1 Self-assessment¹⁷.

The HLP Quality Mark is a useful and important platform by which existing and new public health pharmaceutical services can be developed to target areas of local need, as well as services that can be made available for everyone. This includes services that can assist with earlier identification, screening and management of risk factors for life shortening diseases, reducing premature deaths and major morbidity, and targeting pharmaceutical support for patients with long-term conditions to enhanced quality of life, reducing health inequity and health inequalities. This will be increasingly important as the NHS seeks to develop new models of care that are patient-centred and focus care in the community in a way that frees up GP time and reduces the burden on 'out of hours' services and secondary care.

A full list of HLP within Hackney, will be available in early 2018.

¹⁷ www.gov.uk/government/publications/healthy-living-pharmacy-level-1-quality-criteria

4.9 GP practices providing extended hours

There are a number of GP practices in Hackney HWB area that provide extended hours. Identifying these allows the HWB to determine if there is a need for additional pharmaceutical services to ensure adequate service provision for those who might access these services.

Table 25 provide details of the GP hubs who provide extended hours and the pharmacies which are nearest to those GP practices and open during the hours the GP practice is open.

Table 25 - GP providing extended hours services and corresponding community pharmacies open during these hours

Locality	GP practice name and address	Extended opening hours	Name of nearest community pharmacy open during extended hours	Distance of community pharmacy to GP Practice
Shoreditch	Richmond Road Practice 136 Richmond Road, London E8 3HN	Tue 18:30-20:00 Wed 18:30-19:30	Boots, 82-84 Kingsland High St, London E8 2NS	0.6 miles
	Beechwood Medical Centre 86A Dalston Lane, London E8 3AH	Tue 18:30-20:00 Sat 08:00-10:00	Tesco Instore Pharmacy, 55 Morning Lane, London E9 6ND	0.8 miles
	Southgate Road Surgery 101-103 Southgate Road, London N1 3JS	Wed 18:30-20:00	Boots, 82-84 Kingsland High St, London E8 2NS	0.7 miles
	Dalston Practice 1B Madinah Road, London E8 1PG	Sat 09:15-13:00	Devs Chemist, 103A Dalston Ln, London E8 1NH	0.1 miles
	The Lawson Practice St Leonards, 85 Nuttall Street, London N1 5HZ	Mon, Wed 18:30-20:00 Thu 18:30-19:00	Boots, 82-84 Kingsland High St, London E8 2NS	1.1 miles
	Queensbridge Group Practice 24 Holly Street, London E8 3XP	Mon, Tue, Fri 18:30-19:00 Wed 07:00-08:00 18:30-20:00 Thu 07:00-08:00 18:30-19:00	Lloyds Pharmacy Inside Sainsbury's, Cambridge Heath Road, Whitechapel E1 5SD	1.5 miles
	Sandringham Practice 1A Madinah Road, London E8 1PG	Mon, Tues 18:30-20:00 Sat 09:00-13:00	Boots, 82-84 Kingsland High Street, London E8 2NS	0.4 miles

Locality	GP practice name and address	Extended opening hours	Name of nearest community pharmacy open during extended hours	Distance of community pharmacy to GP Practice
Shoreditch	Hoxton Surgery 12 Rushton Street, London N1 5DR	Mon-Wed 18:30-20:00	Boots, 35-37 Islington High Street, London N1 9LH	0.9 miles
Homerton	Lower Clapton Group Practice 36 Lower Clapton Road, London E5 0PQ	Mon-Thurs 18:30-20:00	Tesco Instore Pharmacy, 55 Morning Lane, London E9 6ND	0.3 miles
	Kingsmead Healthcare 4 Kingsmead Way, Homerton, London E9 5QG	Mon, Tue 18:30-20:00 Wed, Fri 18:30-19:30	Tesco Instore Pharmacy, 55 Morning Lane, London E9 6ND	0.8 miles
	The Sorsby Health Centre 3 Mandeville Street, London E5 0DH	Mon 18:30-20:00 Tues 07:00-08:00	Lloyds Pharmacy Inside Sainsbury's, Cambridge Heath Rd, Whitechapel, E1 5SD	2.6 miles
	Athena Medical Centre 21 Atherden Road, London E5 0QP	Mon 18:30-20:00	Tesco Instore Pharmacy, 55 Morning Lane, London E9 6ND	0.6 miles
	Well Street Surgery 28 Shore Road, London E9 7TA	Tues 18:30-20:30	Lloyds Pharmacy inside Sainsbury's, Cambridge Heath Rd, Whitechapel E1 5SD	1.3 miles
	The Lea Surgery Ground Floor, Alfred Heath Centre, 186 Homerton High Street, London E9 6AG	Mon-Fri 18:30-20:00 Sat 09:00-17:00 Sun 10:00-17:00	Tesco Instore Pharmacy, 55 Morning Lane, London E9 6ND	0.4 miles
	Elsdale Street Clinic 28 Elsdale Street, London E9 6QY	Mon, Wed 18:30-20:30 Tue 18:30-19:30 Sat 09:30-13:00	Lloyds Pharmacy Inside Sainsbury's, Cambridge Heath Road, Whitechapel E1 5SD	1.6 miles
	Latimer Health Centre 4 Homerton Terrace, London E9 6RT	Sat 09:00-11:00	Tesco Instore Pharmacy, 55 Morning Lane, London E9 6ND	0.1 miles

Locality	GP practice name and address	Extended opening hours	Name of nearest community pharmacy open during extended hours	Distance of community pharmacy to GP Practice
Homerton	Trowbridge Surgery 18 Merriam Avenue, London E9 5NE	Sat 08:45-12:00	Tesco Instore Pharmacy, 55 Morning Lane, London E9 6ND	1.0 miles
North East	Nightingale Practice 10 Kenninghall Road, London E5 8BY	Mon, Tue, Thu, Fri 07:00-20:00 Sat 09:30-12:00	Lloyds Pharmacy Inside Sainsbury's, Williamson Road, London N4 1UJ	1.9 miles
	Springfield Health Centre 19-21 Oldhill Street, Cazenove, London N16 6LD	Mon-Fri 18:30-20:00 Sat, Sun 10:00-13:00, 14:00-18:00	Boots, 82-84 Kingsland High St, London E8 2NS	1.3 miles
	The Riverside Practice 14 Theydon Road, London E5 9BQ	Mon, Wed 18:30-19:30	Morrisons Pharmacy, 47-49 Stamford Hill, London N16 5SR	1.0 miles
	Elm Practice 1A Fountayne Road, London N16 7EA	Mon 18:30-20:00	Morrisons Pharmacy, 47-49 Stamford Hill, London N16 5SR	0.4 miles
	Cranwich Rd Surgery 62-64 Cranwich Road, London N16 5JF	Mon, Tue 18:30-20:00 Wed 18:30-19:20	Morrisons Pharmacy, 47-49 Stamford Hill, London N16 5SR	0.6 miles
	Healy Medical Centre 200 Upper Clapton Road, London E5 9DH	Tue 18:30-20:15	Lloyds Pharmacy inside Sainsbury's, Williamson Road, London N4 1UJ	1.7 miles
	Tollgate Lodge Practice 57 Stamford Hill, London N16 6XP	Sat 10:00-14:00 Sun 10:00-18:00	Med-Chem UK Ltd, 73 Grand Parade, Green Ln, London N4 1DU	1.3 miles
	Stoke Newington	Barton House Group Practice 233 Albion Road, Stoke Newington, London N16 9JT	Mon 18:30- 20:00 Tue, Thu 18:30-19:30 Wed 07:00-08:00	Lloyds Pharmacy Inside Sainsbury's, Williamson Road, London N4 1UJ

Locality	GP practice name and address	Extended opening hours	Name of nearest community pharmacy open during extended hours	Distance of community pharmacy to GP Practice
Stoke Newington	Cedar Practice 220 Green Lanes, Woodberry Down, London N4 2NU	Tue, Wed, Fri 07:00- 08:00	Lloyds Pharmacy Inside Sainsbury's, Williamson Road, London N4 1UJ	0.6 miles
	The Statham Grove Surgery Statham Grove, London N16 9DP	Mon, Tue 18:30-19:30 Thu 07:00-08:00	Lloyds Pharmacy Inside Sainsbury's, Williamson Road, London N4 1UJ	1.4 miles
	The Heron Practice John Scott Health Centre, Green Lanes, Woodberry Down, London N4 2NU	Tue, Wed, Thu 18:30-20:00	Lloyds Pharmacy Inside Sainsbury's, Williamson Road, London N4 1UJ	0.6 miles
	Abney House Medical Centre 2 Defoe Road, London N16 0EF	Tue 18:30-20:00 Thu 18:30-19:00	Morrisons Pharmacy, 47-49 Stamford Hill, London N16 5SR	0.4 miles
	Barretts Grove Surgery 6 Barrett's Grove, London N16 8AR	Tue 18:30-19:30	Boots, 82-84 Kingsland High St, London E8 2NS	0.3 miles
	Brooke Road Surgery 40-42 Brooke Road, London N16 7LR	Mon 18:30-20:00	Morrisons Pharmacy, 47-49 Stamford Hill, London N16 5SR	0.4 miles
	Allerton Road Medical Centre 34A Allerton Road, London N16 5UF	Mon, Tue, Wed, Fri 07:30-08:00 Wed, Thu 18:30-19:00	Lloyds Pharmacy inside Sainsbury's, Williamson Road, London N4 1UJ	0.8 miles

Table 25 shows that for each GP practice providing extended hours, there are a number of community pharmacies open within close proximity for the duration of the time that the practice is open. This should allow patients and residents sufficient access to pharmaceutical services during these periods.

Although not considered a gap, the Sorsby Practice in Homerton, only has one pharmacy open during the extended hours provision. This is located 2.6 miles away and there may be an opportunity to secure better access for patients attending the surgery during these hours.

4.10 NHS Dental Contractors

There are a number of NHS dental contractors in Hackney HWB area. Identifying these allows the HWB to determine if there is a need for additional pharmaceutical services to ensure adequate service provision for those who might access these services.

Table 26 - List of providers of dental services

Dental practice name	Address
Mr R Patel	319A Mare Street, London E8 1EJ
Manor Orthodontics	48 Woodberry Grove, London N4 1SN
E8 Dental Care	380A Mare Street, London E8 1HR
Bradbury Dental Surgery	18 Bradbury Street, London N16 8JN
Davidoff Dental Practice	103 Stamford Hill, London N16 5TR
Stoke Newington Dental Practice	121 Stoke Newington High Street, London N16 8EL
Well Street Dental Practice	220 Well Street, London E9 6QT
Donnelly Dental Practice	139 Well Street, London E9 7LJ
Vital Dental Care	169 Stoke Newington Road, London N16 0UL
Cosmo Clinic Ltd	210 Kingsland Road, London E2 8EB
F Mian Dental Surgery	257C Mare Street, London E8 3NS
Dental Care	177 Homerton High Street, London E9 6BB
Woodberry Downs Dental Practice	307 Seven Sisters Road, London N4 1QR
Hackney Dental Practice	319A Mare Street, London E8 1EJ
Dental Surgery	33 Kingsland High Street, London E8 2JS
Orchid Dental Care	1 Balls Pond Road, London N1 4AX
Nile Street Dental Practice	77 Nile Street, London N1 7RD
Upper Clapton Dental Surgery	83 Chatsworth Road, London E5 0LH
Clapton Dental Surgery	77 Upper Clapton Road, Upper Clapton, London E5 9BU
Dental Surgery	84 Lower Clapton Road, London E5 0RN
Dental Surgery	535-537 Kingsland Road, London E8 4AR
Trinity Dental Care	167 Clarence Road, London E5 8EE
Smile and Shine Dental Practice	288 Seven Sisters Road, London N4 2AA
Stoke Newington Dental Practice	83 Stoke Newington High Street, London N16 8EL
Abney Dental	Unit 4, 230 Stoke Newington High Street, London N16 7HU

Dental practice name	Address
Community Dental Service	Sommerfield Grove Health Centre, Sommerfield Grove, London N16 7TX
Community Dental Service	St Leonards Family Dental Practice, St Leonards Hospital, Nuttall Street, London N1 5LZ
Community Dental Service	Mile End Hospital Block 9 ME67, Bancroft Road, London E1 4DG
City Smile Dental Practice	37-39 Mare Street, London E8 4RP

Section 5: Findings from the public questionnaire

A public questionnaire about pharmacy provision was developed (Appendix C) and compiled by Hackney PNA Steering Group. This was circulated by the local authority to a range of stakeholders listed below:

- All pharmacy contractors in Hackney to distribute to the public
- All GP practices in Hackney to distribute to the public
- All public libraries in Hackney to distribute to the public
- Hackney Healthwatch membership
- Hackney Healthwatch website
- Press release to all local media in Hackney
- Published in the Hackney Gazette
- Hackney Council Newsletter – distributed to 108,000 homes and businesses across the borough
- Promoted on internal staff communication channels
- Promoted via Hackney Council’s twitter account
- City and Hackney’s Health & Social Care Forum

From the 209 responses received from the public questionnaire:

- **82%** have a **regular** or **preferred pharmacy** that they visit
- **57%** visit their pharmacy **once a month or more**
- **86%** rated as important that that the pharmacy is **close to their home**; **45%** the pharmacy is **close to their GP surgery**; **15%** that the pharmacy is close to where they **work** and **62%** that the pharmacy has **friendly staff**. **Expertise** (40%), **trust** (38%) and **prompt service** (35%) were also reasons for choice
- **90%** had **no difficulties travelling** to their **pharmacy**
- Of those who expressed a difficulty in travelling to their pharmacy, **29%** (7) had **parking difficulties**; **25%** (6) had difficulties due to **wheelchair or other access problems**. However, it should be noted that respondent numbers are low for this particular question
- **83%** reported having a **journey time of no more than 15 minutes**
- **76%** **walk** to their community pharmacy, **11%** **use a car/taxi**, **9%** use public transport; **3%** use a bicycle
- When asked which additional services they would like to see provided by the local pharmacy, **90%** indicated **minor ailments scheme**; **93%**, emergency supply of prescription medicines; **89%**, **flu vaccination**; **85%**, **Stop Smoking Service**; **83%**, **sexual health services**. **61%** wanted supervised consumption of methadone and buprenorphine and **63%** wanted needle exchange service
- When asked which is the most convenient day to visit the pharmacy, **30%** stated **Monday to Friday**, only **12%** of respondents indicate **Saturday or Sunday**, the remaining respondents did not express a clear preference.

- When asked what time of day they prefer to visit the pharmacy, the largest number of respondents, 46%, indicated that it varies and only 13% prefer to visit between 6pm and 8pm and **2% after 8pm**
- Only **7%** of respondents indicated that they have used an **internet pharmacy**, of **these 63% rated the service good or excellent**
- **89%** of respondents rated their **last experience** of a community pharmacy in the City of London or Hackney as **either good or very good**

A full copy of the results can be found in Appendix G.

Table 27 provides the demographic analysis of respondents.

Table 27 - Demographic analysis of the community pharmacy user questionnaire respondents

Total number of responses		Sex (%)					
		Male			Female		
209		27%			73%		
Age (%)							
Under 16	16-24	25-34	35-44	45-54	55-64	65-84	85+
0%	8%	16%	19%	21%	17%	17%	2%
Illness or disability (%)?							
Yes	No	If yes, do you have any access needs eg. sign language interpreter, information in large print					
18%	78%	4%					
Ethnic origin (%)				Questionnaire		2011 Census	
White – British				50%		36.2%	
White – Welsh				1%			
White – Scottish				0%			
White – Northern Irish				0%			
White – Irish				4%		2.1%	
White – Gypsy or Irish Traveller				0%		0.2%	
White – Australian/New Zealander				2%		*	
White – European mixed				1%		*	
White – Italian				1%		*	
White – Kurdish				1%		*	
White – North American				1%		*	
White – other Eastern European				1%		*	
White – other Western European				0%		*	
White – Polish				1%		*	
White – Turkish Cypriot				2%		*	
White – other				2%		16.2%	

Ethnic origin (%)	Questionnaire	2011 Census
White and Black Caribbean	3%	2.0%
White and Black African	2%	1.2%
White and Asian	2%	1.2%
Any other mixed background	2%	2.0%
Indian	5%	3.1%
Pakistani	2%	0.8%
Bangladeshi	3%	2.5%
Chinese	0%	1.4%
Sri Lankan	1%	*
Any other Asian	1%	2.7%
Black – any black ethnic origin	0%	23.1%
Arab	1%	0.7%
Moroccan	2%	*
Turkish	5%	*
Jewish	2%	*
Charedi Jew	1%	*
Prefer not to say	1%	*
Other ethnic group	4%	4.6%

*Data not available

Section 6: Analysis of health needs and pharmaceutical service provision

6.1 Pharmaceutical services and health needs

Sections 2.1 and 2.2 discuss the JSNA and the Joint Health and Wellbeing Strategy for Hackney. The main priorities are summarised below and are supported by the provision of pharmaceutical services within Hackney HWB area:

The JHWS has four high-level objectives:

- Improving the health of children and young people, in particular childhood obesity and working with pregnant mothers and children under five
- Controlling the use of tobacco with renewed emphasis on stopping people from starting smoking as well as helping them to quit
- Promoting mental health, focussing on relieving depression and anxiety for working age adults
- Caring for people with dementia, ensuring services are meeting their needs

The pharmaceutical services which are commissioned in Hackney HWB, either by NHS England, London Borough of Hackney (LBH) or City and Hackney CCG, help to support the first two objectives.

Medicines optimisation is also helpful in helping to control many long-term conditions, e.g. circulatory diseases, mental health, diabetes, therefore having a positive impact on morbidity and mortality. Disease-specific guidance, e.g. from the National Institute for Health and Care Excellence (NICE), regularly emphasises the importance of medicine optimisation and adherence in control of conditions such as hypertension, asthma and stroke.

6.2 Essential Services (ES)

The Essential Services (ES) of the community pharmacy contract must be provided by all contractors:

- ES 1: Dispensing of medicines
- ES 2: Repeat dispensing
- ES 3: Disposal of unwanted medicines
- ES 4: Promotion of healthy lifestyles
- ES 5: Signposting patients to other healthcare providers
- ES 6: Support for self-care
- ES 7: Clinical governance

ES1 and ES2 support patients living with long-term conditions by providing timely supply of medicines and advice to patients. ES2 may be of particular benefit to patients on lifelong medicines as part of their treatment, e.g. statins or insulin.

Using ES3, pharmacies can direct patients in the safe disposal of medicines and reduce the risk of hoarding medicines at home, which may increase the risk of error in taking medicines or the taking of out-of-date medicines.

ES4 can support local and national campaigns informing people of managing risk factors associated with many long-term conditions, such as smoking (a key priority of the Hackney Joint Health and Wellbeing Strategy 2015-2018) healthy diet, physical activity and alcohol consumption.

ES4 provides the ability to:

- Improve awareness of the signs and symptoms of conditions such as stroke, e.g. FAST campaign
- Promote validated information resources for patients and carers
- Collect data from the local population on their awareness and understanding of different types of disease and their associated risk factors
- Target 'at-risk' groups within the local population to promote understanding and access to screening programmes, e.g. men in their 40s for NHS Health Checks

Community pharmacy also plays a vital role in the management of minor ailments and self-care. Community pharmacists are potentially the most-accessed healthcare professionals in any health economy and are an important resource in supporting people in managing their own self-care and in directing people to the most appropriate points of care for their symptoms. Although the evidence base is currently very small in measuring the effectiveness and value of community pharmacies' contribution to urgent care, emergency care and unplanned care, there is a growing recognition of the importance of this role and the need for further research. This has been highlighted as a key area for improving health outcomes in the Hackney JHWS, in particular in increasing out-of-hospital care and treating people closer to home and in their own communities.

Using ES5, pharmacies can signpost patients and carers to local and national sources of information and reinforce those sources already promoted. Appropriate signposting has a significant role in supporting the numerous outcomes highlighted as priorities in the Hackney Joint Health and Wellbeing Strategy.

Through ES6, pharmacy staff can advise patients and carers on the most appropriate choices for self-care (in relation to medicines) and also direct queries to the pharmacist for further advice when purchasing over-the-counter medicines or general sales lists products. Some over-the-counter medicines are contraindicated, e.g. decongestant use in circulatory disease, and inappropriate use could increase the risk of an unplanned hospital admission. Equally, some symptoms can be much more significant in certain long-term conditions, e.g. foot conditions in diabetes, and the attempted purchase of an over-the-counter medicine by a patient or carer could alert a pharmacist and lead to an appropriate referral.

ES7 provides the governance structure for the delivery of pharmacy services. This structure is set out within the Pharmaceutical Regulations 2013 and includes:

- A patient and public involvement programme
- A clinical audit programme
- A risk management programme
- A clinical effectiveness programme
- A staffing and staff programme
- An information governance programme

It provides an opportunity to audit pharmacy services and to influence the evidence base for best practice in pharmacy services.

6.3 Advanced services

Advanced services are not mandatory for providers to provide. In many cases, there are restrictions within the provision and/or availability of these services. For example, in the case of MURs, the pharmacy providing these services must meet the following requirements for consultation areas:

- The consultation area should be where both the patient and the pharmacist can sit down together
- The patient and pharmacist should be able to talk at normal speaking volumes without being overheard by any other person (including pharmacy staff)
- The consultation area should be clearly designated as an area for confidential consultations, distinct from the general public areas of the pharmacy

Although the HWB has determined some of the advanced services as necessary services, for the purpose of the PNA, the HWB contends that a lack of provision or access to an advanced service from a particular pharmacy may not automatically translate into a gap (see section 7 for detailed rationale). Hackney HWB would wish to support all existing pharmaceutical service providers to make available all advanced services where a need exists.

Evidence shows that up to half of medicines may not be taken as prescribed or simply not taken at all. Advanced services have a role in highlighting issues with medicines or appliance adherence and also in reducing waste through inappropriate or unnecessary use of medicines or appliances. Polypharmacy is highly prevalent in long-term conditions management. Advanced services provide an opportunity to identify issues with side effects, identify changes in dosage, obtain confirmation that the patient understands the role of the medicine or appliance in their care and opportunities for medicine optimisation. Appropriate referrals can be made to GPs or other care settings resulting in patients receiving a better outcome from their medicines and, in some cases, cost saving for the CCG. Advanced services may also identify other issues such as with regard to general mental health and wellbeing, providing an opportunity to signpost to other local services or services within the pharmacy e.g. repeat dispensing.

The inclusion of flu vaccination as one of the advanced services contributes to improved access and opportunity for the public to receive their seasonal vaccine, thus reducing demand on GP practices.

Information from the PSNC website¹⁸, indicates that a total of 950,765 vaccinations were administered for the 2016-17 influenza season.

Vaccination is a key intervention to protect at-risk groups, such as older people, people living with diabetes, COPD or CVD, or carers, against diseases such as seasonal flu or shingles. These can cause additional health complications that can be associated with unplanned hospital admissions. Therefore, there is a vital need for this service which supports all three priorities but in particular one and three.

Promotion of self-care is an important aspect to the management of many long-term conditions and a key element to support priority three. Advanced services provide a key opportunity for the pharmacist help support patients in reaching their goals.

6.4 Enhanced services

There are currently three pharmaceutical enhanced services commissioned through community pharmacies from NHS England in Hackney HWB (see section 3.6).

- London Vaccination Service
- Minor Ailments Scheme
- Medicines Optimisation Service

6.5 Locally Commissioned Services

Appendix A provides a summary of Locally Commissioned Services (LCS) within Hackney pharmacies and Section 4.1 and 4.2 provides a description of those services. It is important to note the commissioning status of each service as this defines whether or not it is a locally commissioned service.

LCS are included within this assessment where they affect the need for pharmaceutical services or where the further provision of these services would secure improvements or better access to pharmaceutical services.

6.5.1 Increasing Access to End of Life Medicines

City and Hackney CCG currently commissions ten pharmacies (20%), to provide this service and there are pharmacies providing the service in each of the four localities. Pharmacies are required to keep medicines contained within a palliative care formulary in stock for both 'in-hours' and 'out -of-hours' access by local clinicians, patients and carers.

6.5.2 Stop smoking services

Smoking is the UK's single greatest cause of preventable illness and early death. Adults who smoke lose on average 13 to 14 years of their lives and more than 86,000 people in the UK die from smoking each year. It is a key priority health issue highlighted in Hackney JSNA and Joint Health and Wellbeing Strategy.

¹⁸ Pharmaceutical Services Negotiating Committee. [Accessed 1 June 2017]. <http://www.psn.org.uk/>

Stop smoking services provide support for individuals who wish to quit smoking and are resident and/or working in the borough boundaries, therefore reducing the overall smoking prevalence across the borough.

Pharmacists offer support through the provision of a range of advice and support services, together with the provision of relevant medication.

Services provided include;

- Delivery of an initial assessment
- Provision of information about endorsed smoking cessation medication
- Provision of face-to-face support (if wanted) for up to six sessions
- Establishment of a date for quitting and cooperation to achieve CO readings
- A commitment to support a minimum of 20 smokers to year per pharmacy

Hackney has one of the highest smoking rates in London at 21% (Figure 16) but smoking prevalence is falling.

London Borough of Hackney currently (2016-17) commission 29 pharmacies (59%) to provide smoking cessation services and there are pharmacies located in each of the four localities. Access to this service is considered adequate.

Stop smoking services are referred to as an enhanced service within the 2013 Directions. In theory, they may be commissioned by NHS England as a pharmaceutical enhanced service, but currently they are not in Hackney.

6.5.3 Sexual health pharmacy service

LBH currently (2016-17) commissions 25 pharmacies (51%) to provide sexual health services and there are pharmacies located in each of the four localities. Access to this service is considered adequate.

Sexual health services are referred to as an enhanced service within the 2013 Directions. In theory, they may be commissioned by NHS England as a pharmaceutical enhanced service, but currently they are not in Hackney.

6.5.4 Supervised consumption

LBH currently (2016-17) commissions 27 pharmacies (55%) to provide supervised consumption services and there are several pharmacies located in each of the four localities. Access to this service is considered adequate.

Supervised administration services are referred to as an enhanced service within the 2013 Directions. In theory, they may be commissioned by NHS England as a pharmaceutical enhanced service but currently they are commissioned by LBH.

6.5.5 Needle exchange

Details of which pharmacies provide the needle exchange service will be updated in Appendix A and analysis done once information is received.

6.5.6 Healthy Start vitamins

In Hackney HWB all 49 pharmacies are commissioned to provide this service. Access and service provision is therefore considered adequate.

6.6 PNA localities

There are 49 pharmacies within Hackney HWB area. Pharmacy opening times are listed in Sections 3.4.2, 3.4.3, 3.4.4 and Appendix A. Map A shows the location of Hackney pharmacies within each locality.

As described within Section 1.5, the PNA Steering Group decided that the Hackney HWB PNA should be divided into four localities – Shoreditch, Homerton, North East and Stoke Newington. This is the same as the 2015 PNA localities.

Taking the health needs highlighted in each locality into consideration, this section considers the pharmaceutical service provision within each locality.

6.6.1 Shoreditch

Shoreditch is made up of five council wards – Hoxton West, De Beauvoir, Hoxton East and Shoreditch, Haggerston and London Fields. It has a population of 64,993, making it the least populated locality within the HWB area. Average life expectancy at birth for females born in the locality is 83 years and for males is 78.2 years (ONS 2011-15). Shoreditch has a much higher proportion of 25 to 35-year-olds compared with the London average, but a lower than average child and elderly population.

There are nine community pharmacies in this locality and the estimated average number of community pharmacies per 100,000 population is 13.8, which is lower than the Hackney HWB area (17.8), London (21.7) and England (21.5) averages. All nine pharmacies hold a standard 40-core hour contract.

Of the nine pharmacies:

- 7 pharmacies (78%) are open after 6pm on weekdays
- 7 pharmacies (78%) are open on Saturdays
- 0 pharmacies (0%) are open on Sundays
- 9 pharmacies (100%) provide MURs
- 9 pharmacies (100%) provide NMS
- 7 pharmacies (78%) provide flu vaccination services

Regarding access to locally commissioned services within the nine pharmacies:

- 4 pharmacies (44%) provide the Increasing Access to End of Life Medicines Service
- 7 pharmacies (78%) provide smoking cessation
- 6 pharmacies (67%) provide supervised consumption
- 6 pharmacies (67%) provide sexual health services
- 9 pharmacies (100%) provide Healthy Start vitamins

These pharmacies are geographically spread across the locality and there is good service provision and access for all residents.

Regarding access to enhanced services:

- 7 pharmacies (78%) provide the London Vaccination Service
- 9 pharmacies (100%) provide the Minor Ailments Service
- 9 pharmacies (100%) provide the Medicines Optimisation Service

These pharmacies are geographically spread across the locality and have varying opening hours. Service provision and access is considered adequate for residents.

Although there is no pharmacy open on Sunday, there are a number of pharmacies open on Sundays in neighbouring localities or HWB areas and provision is considered adequate for residents of this locality. There have been no issues raised or identified with regard to lack of Sunday opening from the public questionnaire results.

Appendix A contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

6.6.2 Homerton

The Homerton locality is made up of five council wards – King's Park, Hackney Wick, Homerton, Victoria and Hackney Central. The locality has a population of 69,303, making it the second most populated locality. Homerton has a relatively large black African and Caribbean population.

Homerton is the most deprived locality within the HWB. There is a strong relationship between deprivation and health. People living in poverty are more likely to be in poor health, experience low levels of wellbeing and engage in health harming behaviours (e.g. smoking). Figures 15a-15c show that Homerton has areas of high prevalence of CVD, COPD and hypertension. The average life expectancy at birth for females born in the locality is 82.2 years and for males is 77.7 years (ONS 2011-15). These are the lowest life expectancy figures for any locality.

There are 14 community pharmacies in this locality which is the second largest number for any single locality. The estimated average number of community pharmacies per 100,000 population is 20.2, which is higher than Hackney HWB average (17.8) and slightly below the London average (21.7) and England average (21.5). All 14 pharmacies hold a standard 40-core hour contract.

Of the 14 pharmacies:

- 13 pharmacies (93%) are open after 6pm on weekdays
- 12 pharmacies (86%) are open on Saturdays
- 2 pharmacies (14%) are open on Sundays
- 14 pharmacies (100%) provide MURs
- 12 pharmacies (86%) provide NMS
- 12 pharmacies (86%) provide flu vaccination services

Regarding access to locally commissioned services within the 14 pharmacies:

- 2 pharmacies (14%) provide the Increasing Access to End of Life Medicines Service
- 10 pharmacies (71%) provide smoking cessation
- 8 pharmacies (57%) provide supervised consumption
- 8 pharmacies (57%) provide sexual health services
- 14 pharmacies (100%) provide Healthy Start vitamins

These pharmacies are geographically spread across the locality and there is good service provision and access for all residents.

Regarding access to enhanced services:

- 9 pharmacies (64%) provide the London Vaccination Service
- 14 pharmacies (100%) provide the Minor Ailments Service
- 13 pharmacies (93%) provide the Medicines Optimisation Service

These pharmacies are geographically spread across the locality and have varying opening hours. Service provision and access is considered adequate for residents.

Appendix A contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

6.6.3 North East

The North East locality is made up of five council wards – Springfield, Stamford Hill West, Cazenove, Hackney Downs and Lea Bridge. The locality has a population of 72,375, making it the highest populated locality. Average life expectancy at birth for females born in the locality is 83.6 years, which is the highest for any locality, and for males is 78.7 years (ONS 2011-15). North East has a higher proportion of 30 to 39-year-olds and 0 to 14-year-olds when compared with the London average.

The Stamford Hill ward has a high Cheridi population who don't usually work on Saturdays and need access to pharmacy services on Sunday. Pharmaceutical provision for this particular population has been reviewed and it is considered sufficient to meet the particular needs of this community.

There are 11 community pharmacies in this locality. The estimated average number of community pharmacies per 100,000 population is 15.2. This is lower than Hackney HWB (17.8), London (21.7) and England (21.5) averages. All 11 pharmacies hold a standard 40-core hour contract.

Of the 11 pharmacies:

- 11 pharmacies (100%) are open after 6pm on weekdays
- 5 pharmacies (45%) are open on Saturdays
- 4 pharmacies (36%) are open on Sundays
- 9 pharmacies (82%) provide MURs

- 7 pharmacies (64%) provide NMS
- 4 pharmacies (36%) provide flu vaccination services

Regarding access to locally commissioned services within the 11 pharmacies:

- 1 pharmacy (9%) provides the Increasing Access to End of Life Medicines Service
- 2 pharmacies (18%) provide smoking cessation
- 4 pharmacies (36%) provide supervised consumption
- 5 pharmacies (45%) provide sexual health services
- 11 pharmacies (100%) provide Healthy Start vitamins

These pharmacies are geographically spread across the locality and there is good service provision and access for residents.

Regarding access to enhanced services:

- 4 pharmacies (36%) provide the London Vaccination Service
- 10 pharmacies (91%) provide the Minor Ailments Service
- 7 pharmacies (64%) provide the Medicines Optimisation Service.

These pharmacies are geographically spread across the locality and have varying opening hours. Service provision and access is considered adequate for residents.

Appendix A contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

6.6.4 Stoke Newington

Stoke Newington locality is made up of six council wards – Woodberry Down, Brownswood, Clissold, Stoke Newington, Shacklewell and Dalston – and has a population of 69,291, making it the third most populated locality. Average life expectancy at birth for females born in the locality is 82.7 years and for males is 78.7 years (ONS 2011-15). Stoke Newington has a higher proportion of 25 to 39-year-olds when compared with the London average.

There are 15 community pharmacies in this locality, which is the highest number for any one locality. The estimated average number of community pharmacies per 100,000 population is 21.6, which again is the highest average for any locality within the HWB. This figure is higher than the Hackney HWB average (17.8) and very similar to the London average (21.7) and England average (21.5). All 15 pharmacies hold a standard 40-core hour contract.

Of the 15 pharmacies:

- 12 pharmacies (80%) are open after 6pm on weekdays
- 13 pharmacies (87%) are open on Saturdays
- 2 pharmacies (13%) are open on Sundays
- 14 pharmacies (93%) provide MURs

- 11 pharmacies (73%) provide NMS
- 11 pharmacies (73%) provide flu vaccination services

Regarding access to locally commissioned services within the 15 pharmacies:

- 3 pharmacies (20%) provide the Increasing Access to End of Life Medicines Service
- 10 pharmacies (67%) provide smoking cessation
- 9 pharmacies (60%) provide supervised consumption
- 6 pharmacies (40%) provide sexual health services
- 15 pharmacies (100%) provide Healthy Start vitamins

These pharmacies are geographically spread across the locality and there is good service provision and access for residents.

Regarding access to enhanced services:

- 10 pharmacies (67%) provide the London Vaccination Service
- 12 pharmacies (80%) provide the Minor Ailments Service
- 10 pharmacies (67%) provide the Medicines Optimisation Service

These pharmacies are geographically spread across the locality and have varying opening hours. Service provision and access is considered adequate for residents.

Appendix A contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

Considering the Hackney HWB area as a whole, there are 3389 new homes planned for the HWB area during the period of this PNA (2018-2021) – see Table 7. The HWB has concluded that there is an adequate number of community pharmacy contractors to ensure continuity of pharmaceutical service provision. Hackney HWB will continue to monitor pharmaceutical service provision in specific areas within the locality where housing developments are planned and take place, to ensure there is capacity to meet potential increases in service demand.

6.7 Necessary services – gaps in service provision

For the purposes of this PNA, necessary services are defined as all essential services and the following advanced services; Medicines Use Review (MUR), New Medicines Service (NMS) and flu vaccination.

When assessing the provision of necessary services in Hackney HWB area and each of the four PNA localities, Hackney HWB has considered the following:

- The location of pharmacies within Hackney and the Index of Multiple Deprivation (Maps A and B)
- Location of pharmacies in the bordering HWB areas (Map C)
- The percentage populations from different ethnic groups in each locality (Table 8)

- The number, distribution and opening times of pharmacies within each of the four PNA localities and across the whole Hackney HWB area (Appendix A)
- The choice of pharmacies covering each of the four PNA localities and the whole Hackney HWB area (Appendix A)
- Location and opening hours of GP practices providing extended opening hours (Section 4.9)
- Location and opening hours of NHS Dental contractors (Section 4.10)
- Results of the public questionnaire (Section 5)
- Proposed new housing developments (Table 7)
- Projected population growth (Table 5)

In the Hackney HWB area, there are pharmacies open beyond what may be regarded as normal hours in that they provide pharmaceutical services during supplementary hours in the evening, on Saturdays and on Sundays. For the purpose of clarity 'normal hours' is taken to be from 9am to 6pm on Monday to Friday.

Each locality within Hackney HWB area has high levels of access to pharmacies.

6.8 Improvements and better access – gaps in service provision

The public questionnaire did not record any specific themes relating to pharmacy opening times or services provided (Section 5). Hackney HWB therefore concludes there is no significant information to indicate there is a gap in current provision with regards to access.

The same conclusion is reached in considering whether there is any future specified circumstance that would result in creating a gap in pharmaceutical provision at certain times, based upon the current information and evidence available.

With regard to enhanced services, Hackney HWB is mindful that only those services commissioned by NHS England are regarded as pharmaceutical services.

However, since 1 April 2013, there has been a shift in commissioning arrangements for some services that would otherwise be defined as enhanced services (Section 1.3.1).

Therefore, the absence of a particular service being commissioned by NHS England is, in some cases, addressed by a service being commissioned through City and Hackney CCG (such as Increasing Access to End of Life Medicines) and through LBH (as in the case of supervised consumption, needle exchange, smoking cessation, sexual health services and Healthy Start vitamins). This PNA identifies these as Locally Commissioned Services (LCS).

Hackney HWB notes that all LCS are provided in each locality. In some cases, where only one or two pharmacies provide particular services within a locality, there is adequate access to other community pharmacies in a neighbouring locality.

Hackney HWB has not been presented with any evidence to date which concludes that any of these LCS need to be expanded.

Section 7: Conclusions

7.1 Current provision – necessary and other relevant services

The PNA is required to clearly state what is considered to constitute necessary services as required by paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

For the purposes of this PNA, necessary services are defined as essential services and the following advanced services; Medicines Use Review (MUR), New Medicines Service (NMS) and flu vaccination. The other advanced services, Appliance Use Review (AUR), stoma appliance customisation (SAC) and NHS Urgent Medicines Supply Advanced Service (NUMSAS) are however considered relevant as they contribute toward improvement in provision and access to pharmaceutical services.

For the purpose of this PNA, enhanced services are defined as pharmaceutical services which secure improvements or better access to, or which have contributed towards meeting the need for, pharmaceutical services in Hackney and are commissioned by NHS England.

For the purpose of this PNA, locally commissioned services are those which secure improvements or better access to, or which have contributed towards meeting the need for, pharmaceutical services in Hackney and are commissioned by the Clinical Commissioning Group or local authority rather than NHSE.

Hackney HWB recognises that a number of HWBs which border Hackney HWB contribute toward meeting the pharmaceutical needs of its residents and their contribution has been taken into consideration where appropriate. No other relevant services have been identified from outside the HWB area which have secured improvements or better access in the Hackney HWB.

7.2 Necessary services – gaps in provision

In reference to Section 6, and required by Paragraph 2 of Schedule 1 to the Pharmaceutical Regulations 2013:

7.2.1 Access to essential services

In order to assess the provision of essential services against the needs of the residents of Hackney, HWB considers access and opening hours as the most important factors in determining the extent to which the current provision of essential services meets the needs of the population.

7.2.1.1 Access to essential services normal working hours

As the public questionnaire did not identify any specific issues with travel and access during normal working hours, Hackney HWB has determined that there is no gap in the provision of essential services during normal working hours and access and opening hours of pharmacies in all four localities across the whole HWB area are adequate to meet the needs of their residents. For the purpose of clarity, 'normal working hours' refers to the hours of 9am to 6pm on weekdays.

There are no gaps in the provision of essential services during normal working hours across the whole HWB area.

7.2.1.2 Access to essential services outside normal working hours

Although there are no 100-hour contract pharmacies across the HWB, there are forty-three pharmacies (88%) open beyond 6pm Monday-Friday, three of which stay open until 8pm. Thirty-seven (75%) are open on Saturdays, many of them into the late afternoon/early evening, and two until 8pm.

There are eight (16%) open on Sundays. These are geographically spread across the HWB area and the four PNA localities. The HWB has not been presented with any evidence to suggest that access outside of normal hours is not being met, in any of the four localities. For the purpose of clarity, 'normal working hours' are taken to be 9am to 6pm on weekdays.

There are no gaps in the provision of essential services outside of normal working hours across the whole HWB area.

7.2.2 Access to necessary advanced services

Section 6.3 defines the level of access to advanced services. There is no identified gap in the provision of necessary advanced services as MURs are available in 82%-100%, NMS is available in 64%-100% and flu vaccination is available in 36%-86% of pharmacies depending on the locality. As flu vaccination is also provided from GP practices, provision of this service is considered to be sufficient.

Hackney HWB will monitor the uptake of and need for necessary services and consider the impact of any changes in this locality in the future which may provide evidence that a need exists.

There are no gaps in the provision of necessary advanced services across the whole HWB area.

7.2.3 Access to enhanced services

Section 6.4 defines the level of access to enhanced services. There are three enhanced services currently commissioned by NHS England from pharmacies in Hackney HWB.

- Minor Ailments Scheme
- Medicines Optimisation Service
- London Vaccination Service

The Minor Ailments Scheme (MAS) is provided from 80%-100% of pharmacies, the Medicines Optimisation Service (MOS) is provided from 64%-100% of pharmacies and the London Vaccination Service is provided from 36%-78% of pharmacies depending on the locality. These are geographically spread throughout the HWB area and access is considered appropriate for all services.

There are no gaps in the provision of enhanced services across the whole HWB area.

7.3 Future provision of necessary services

Hackney HWB has not identified, nor been presented with any evidence of, any pharmaceutical services that are not currently provided, but that will, in specified future circumstances, need to be provided to meet a need for pharmaceutical services in any of the four localities.

No gaps have been identified in the need for pharmaceutical services in specified future circumstances across the whole HWB area.

7.4 Improvements and better access – gaps in provision

As described in Section 6 and required by Paragraph 4 of Schedule 1 to the Pharmaceutical Regulations 2013:

7.4.1 Current and future access to essential services

Hackney HWB has not identified services that would, if provided either now or in future specified circumstances, secure improvements or better access to essential services in any of the four localities.

No gaps have been identified in essential services that if provided either now or in the future would secure improvements or better access to essential services across the whole HWB area.

7.4.2 Current and future access to necessary advanced services

In 2016-17, MURs were available in 82%-100% of pharmacies and NMS were available in 64%-100% of pharmacies depending on locality.

Figures also indicate that, based on 2015-16, 36%-86% of pharmacies, depending on the locality, provided access to the flu vaccination service.

There are no gaps in the provision of necessary advanced services at present or in the future that would secure improvement or better access to advanced services across the whole HWB area.

7.4.3 Current and future access to enhanced services

NHS England currently commission three enhanced services from pharmacies in the Hackney HWB area.

- Minor Ailments Scheme
- Medicines Optimisation Service
- London Vaccination Service

Some of the enhanced services listed in the 2013 Directions (Section 1.3.1) are now commissioned by City and Hackney CCG (e.g. Increasing Access to End of Life Medicines) and through LBH (such as supervised consumption, needle exchange smoking cessation and sexual health services) and therefore fall outside of the definition of both enhanced services and pharmaceutical services.

There are no gaps identified in respect of securing improvements or better access to enhanced services provision as identified in Section 6.4 either now or in specified future circumstances.

No gaps have been identified that if provided either now or in the future would secure improvements or better access to enhanced services across the whole HWB area.

Comprehensive service reviews are required in order to establish if currently and in future scenarios improvement of or better access to enhanced services across the whole HWB area would be appropriate.

7.5 Other NHS services

As required by Paragraph 5 of Schedule 1 to the Pharmaceutical Regulations 2013, Hackney HWB has had regard for any other NHS Services that may affect the need for pharmaceutical services in the area of Hackney HWB.

Based on current information no gaps have been identified in respect of securing improvements or better access to other NHS services either now or in specified future circumstances across the whole HWB area.

7.6 Locally commissioned services

With regard to enhanced services and locally commissioned services, Hackney HWB is mindful that only those commissioned by NHS England are regarded as pharmaceutical services.

The absence of a particular service being commissioned by NHS England is in some cases addressed by a service being commissioned through City and Hackney CCG (such as the Increasing Access to End of Life Medicines Service) and through LBH (in the case of smoking cessation, supervised consumption, needle exchange, sexual health services and Healthy Start vitamins). This PNA identifies those as Locally Commissioned Services (LCS).

HWB has not been presented with any evidence to date which concludes that any of these enhanced services or LCS should be expanded.

Based on current information no gaps have been identified in respect of securing improvement or better access to LCS either now or in specified future circumstances in the whole of the HWB area.

Appendix A: List of pharmaceutical service providers in Hackney HWB area

Shoreditch locality

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services			
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS	MAS
FN141	413	Community 40 hrs	Unipharm Pharmacy	253 Kingsland Road, London E2 8AN	09:00-19:00	Closed	Closed	N	Y	Y	N	N	Y	Y	Y	Y	N	N	Y	N	Y	Y	Y
FAK32	414	Community 40 hrs	Clarks Chemist	68 Broadway Market, Hackney, London E8 4QJ	09:00-18:30	10:00-17:00	Closed	N	N	N	N	Y	Y	N	Y	Y	N	N	N	N	Y	Y	N
FNH97	423	Community 40 hrs	Finstead (Hoxton) Ltd	209 Hoxton Street, London N1 5LX	Mon-Thu 09:00-18:30 Fri 09:00-19:00	09:00-18:00	Closed	N	Y	Y	N	Y	Y	N	Y	Y	N	N	Y	N	Y	Y	Y
FQT86	425	Community 40 hrs	Haggerston Pharmacy	228 Haggerston Road, London E8 4HT	09:00-18:15	Closed	Closed	N	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	N	Y	Y	Y
FKE26	427	Community 40 hrs	Judds Chemist	73 Pitfield Street, London N1 6BT	Mon-Wed, Fri 08:30-18:30 Thu 08:30-18:00	09:00-13:00	Closed	N	Y	N	N	Y	Y	N	Y	Y	N	N	Y	N	Y	Y	Y

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services				
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS	MAS	Enhanced flu service
FH739	429	Community 40 hrs	Kingsland Pharmacy	406 Kingsland Road, London E8 4AA	09:00-19:00	09:00-18:00	Closed	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y
FD750	433	Community 40 hrs	Murray's Chemist	96-98 Murray Grove, Hackney, London N1 7QP	09:00-18:00	09:00-17:30	Closed	N	Y	Y	N	Y	Y	N	Y	Y	N	N	Y	Y	Y	Y	Y	Y
FJ119	434	Community 40 hrs	Norlington Chemist Ltd	3 Broadway Market, Dalston, London E8 4PH	09:00-19:00	09:00-17:30	Closed	N	N	Y	N	N	Y	N	Y	Y	N	N	N	N	Y	Y	Y	N
FE438	447	Community 40 hrs	Spring Pharmacy	233 Hoxton Street, Hoxton, London N1 5LG	09:00-18:00	09:00-17:30	Closed	N	Y	N	N	N	Y	Y	Y	Y	N	N	Y	N	Y	Y	Y	Y

* Sexual health services include: Sexual health EHC, Sexual health chlamydia and gonorrhoea screening, Sexual health chlamydia treatment, Sexual health condom distribution

Homerton locality

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services			
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS	MAS
FV223	407	Community 40 hrs	Bee's Pharmacy	261 Wick Road, Hackney, London E9 5DG	Mon-Wed, Fri 09:00-18:30 Thu 09:00-14:00	09:00-13:00	Closed	N	Y	Y	N	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y
FPQ52	410	Community 40 hrs	Boots	386-388 Mare Street, Hackney, London E8 1HR	09:00-19:00	09:00-19:00	10:00-18:00	N	Y	Y	Y	N	Y	N	Y	Y	N	N	Y	N	N	Y	Y
FMH45	412	Community 40 hrs	Carsil (Marijak Ltd)	317-319 Mare Street, Hackney, London E8 1EJ	Mon-Wed, Fri 09:00-18:00 Thu 09:00-17:30	09:00-17:30	Closed	N	N	N	N	Y	Y	N	Y	Y	N	N	Y	N	Y	Y	N
FXG01	415	Community 40 hrs	Clockwork Pharmacy	239 Well Street, Hackney, London E9 6RG	Mon-Wed, Fri 09:00-18:30 Thu 09:00-16:00	Closed	Closed	N	Y	Y	N	N	Y	N	Y	Y	N	N	Y	N	Y	Y	Y

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services			
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS	MAS
FM050	416	Community 40 hrs	Clockwork Pharmacy	398-400 Mare Street, Hackney, London E8 1HP	09:00-19:00	09:00-18:00	Closed	N	Y	Y	N	Y	Y	N	Y	Y	N	N	Y	N	Y	Y	Y
FNX01	417	Community 40 hrs	Victoria Park Pharmacy (Clockwork Pharmacy)	215-217 Victoria Park Road, Hackney, London E9 7HD	Mon-Wed, Fri 09:00-19:00 Thu 09:00-13:00	09:00-18:00	Closed	N	Y	Y	N	Y	Y	N	Y	Y	N	N	Y	N	Y	Y	Y
FR127	418	Community 40 hrs	Clockwork Pharmacy	236-238 Well Street, London E9 6QT	Mon-Wed, Fri 09:00-19:00 Thu 09:00-18:00	09:00-18:00	Closed	N	Y	Y	N	N	Y	N	Y	N	N	N	Y	N	Y	Y	Y
FR228	428	Community 40 hrs	Kalpesh Chemist	199-201 Rushmore Road, Upper Clapton, London E5 0HD	09:00-18:30	09:00-13:00	Closed	N	Y	N	N	Y	Y	N	Y	Y	N	N	Y	Y	Y	Y	Y
FVG39	436	Community 40 hrs	Regal Pharmacy	48-50 Chatsworth Rd, Upper Clapton, London E5 0LP	09:00-19:00	09:00-18:00	Closed	N	Y	Y	N	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services			
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS	MAS
FJL58	438	Community 40 hrs	Safedale Ltd	59 Lower Clapton Road, Upper Clapton, London E5 0NS	09:00-19:00	09:00-18:00	Closed	N	Y	N	N	Y	Y	N	Y	Y	N	N	Y	N	Y	Y	N
FDL21	444	Community 40 hrs	Silverfields Chemists	141 Homerton High Street, London E9 6AS	09:00-19:30	09:00-18:00	Closed	N	N	N		N	Y	N	Y	Y	N	N	Y	N	Y	Y	N
FVX01	445	Community 40 hrs	Silverfields Chemists	5 Kingsmead Way, Hackney, London E9 5QG	Mon-Wed, Fri 09:15-18:30 Thu 09:15-13:00	Closed	Closed	N	N	N		N	Y	N	Y	Y	N	N	N	N	Y	Y	N
FG591	446	Community 40 hrs	Sonigra Pharmacy	44 Well Street, Hackney, London E9 7PX	09:00-19:00	09:00-18:00	Closed	N	Y	Y	N	Y	Y	N	Y	N	N	N	N	N	Y	Y	N
FQV62	449	Community 40 hrs	Tesco Instore Pharmacy	55 Morning Lane, Hackney, London E9 6ND	08:00-20:00	08:00-20:00	11:00-17:00	N	N	N	N	N	Y	N	Y	Y	N	N	Y	N	Y	Y	Y

* Sexual health services include: Sexual health EHC, Sexual health chlamydia and gonorrhoea screening, Sexual health chlamydia treatment, Sexual health condom distribution

North East locality

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services			
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS	MAS
FW281	401	Community 40 hrs	Abc Pharmacy (Day Lewis)	14 Kenninghall Road, London E5 8BY	09:00-18:30	Closed	Closed	N	N	Y	N	N	Y	N	Y	Y	N	N	Y	N	N	Y	Y
FTW75	402	Community 40 hrs	Spivack Chemist	170-172 Stamford Hill, London N16 6QX	09:00-19:00	10:00-14:00	12:00-18:00	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N
FL456	406	Community 40 hrs	Cohens Chemist	15A Urban Hive, Theydon Road, Clapton, London E5 9BQ	Mon, Tu, Fri 09:00-13:00 14:00-19:00 Wed, Thu 09:00-13:00 14:00-17:30	Closed	Closed	N	N	N	N	N	Y	N	Y	Y	N	N	N	N	N	Y	N
FVX51	411	Community 40 hrs	Boots	Craven House Corner, 222-224 Stamford Hill, London N16 6TT	09:00-19:00	09:00-17:30	11:00-18:00	N	N	Y	Y	N	Y	N	Y	Y	N	N	Y	N	N	Y	Y

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services		
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS
FAJ72	420	Community 40 hrs	Pyramid Pharmacy	51 Oldhill Street, Stoke Newington, London N16 6LU	M, Tu, Th, F 09:00-19:00 W 09:00-17:00	Closed	Closed	N	N	N	N	Y	Y	N	Y	Y	N	N	Y	Y	N	
FG700	421	Community 40 hrs	Dunsmure Pharmacy	90 Dunsmure Road, Stoke Newington, London N16 5JY	Mon-Thu 09:00-18:15 Fri 09:00-17:00	Closed	09:30-13:00	N	N	N	N	Y	Y	N	N	N	N	N	Y	Y	Y	N
FA049	422	Community 40 hrs	F A Strange Chemist	185 Lower Clapton Road, Upper Clapton, London E5 8EQ	Mon-Wed, Fri 09:00-19:00 Thu 09:00-18:00	09:00-18:00	Closed	N	Y	Y	N	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N
FEJ54	424	Community 40 hrs	Friends Pharmacy	46 Lower Clapton Road, London E5 0RN	09:00-18:30	09:00-14:00	Closed	N	N	Y	N	Y	Y	N	Y	Y	N	N	N	Y	Y	N
FGK75	430	Community 40 hrs	Land Chemist	272 Stamford Hill, London N16 6TY	09:00-18:30	Closed	Closed	N	N	N	N	N	Y	N	Y	N	N	N	N	Y	Y	N

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services			
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS	MAS
FJM18	441	Community 40 hrs	Safedale Ltd	97 Upper Clapton Road, London E5 9BU	09:00-19:00	09:00-13:00	Closed	N	N	N	N	N	Y	N	Y	Y	N	N	Y	N	Y	Y	Y
FJT15	442	Community 40 hrs	Safedale Ltd	142A Upper Clapton Road, London E5 9JZ	09:00-19:00	Closed	09:30-13:00	N	Y	N	N	Y	Y	N	Y	N	N	N	N	N	Y	Y	Y

* Sexual health service includes: Sexual health EHC, Sexual health chlamydia and gonorrhoea screening, Sexual health chlamydia treatment, Sexual health condom distribution

Stoke Newington locality

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services			
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS	MAS
FCW59	403	Community 40 hrs	Abc Pharmacy (Day Lewis)	75-77 Stoke Newington Road, Stoke Newington, London N16 8AD	09:00-19:00	09:00-18:00	Closed	N	Y	Y	Y	N	Y	N	Y	Y	N	N	Y	N	Y	N	Y
FXW48	404	Community 40 hrs	Allen Pharmacy	150 Albion Road, Stoke Newington, London N16 9PA	09:30-18:30	09:30-18:30	Closed	N	Y	Y	Y	Y	Y	N	Y	N	N	N	Y	N	Y	Y	Y
FLK24	405	Community 40 hrs	Armstrong Dispensing Chemist	279 Green Lanes, London N4 2EX	09:00-19:00	09:00-18:00	Closed	N	Y	Y	Y	N	Y	Y	Y	Y	N	N	Y	Y	N	Y	Y
FRD47	408	Community 40 hrs	Benjamin Chemist	190 Stoke Newington High Street, Stoke Newington, London N16 7JD	09:00-18:00	09:00-18:00	Closed	N	Y	Y	Y	Y	Y	N	Y	Y	N	N	Y	N	Y	Y	Y

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services			
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS	MAS
FJ798	409	Community 40 hrs	Boots	82-84 Kingsland High Street, London E8 2NS	08:30-20:00	08:30-20:00	10:00-18:00	N	Y	Y	Y	N	Y	N	Y	Y	N	N	Y	N	N	Y	Y
FR817	419	Community 40 hrs	Devs Chemist	103A Dalston Lane, London E8 1NH	09:00-19:00	09:00-18:00	Closed	N	N	Y	Y	Y	Y	Y	Y	Y	N	N	Y	N	Y	Y	N
FR966	426	Community 40 hrs	J Edmunds Chemists	47 Kingsland High St, London E8 2JS	09:00-18:00	09:00-18:00	Closed	N	Y	N	N	N	Y	N	Y	N	N	N	N	N	N	N	N
FMW48	431	Community 40 hrs	Guardian Pharmacy	448 Kingsland Road, Dalston, London E8 4AE	09:00-19:00	09:00-14:00	Closed	N	Y	Y	N	N	Y	N	N	N	N	N	N	N	N	N	N
FQP06	432	Community 40 hrs	Morrisons Pharmacy	47-49 Stamford Hill, Stoke Newington, London N16 5SR	09:00-20:00	09:00-19:00	11:00-17:00	N	N	N	N	N	Y	N	Y	Y	N	N	Y	N	N	Y	N
FRN23	435	Community 40 hrs	Park Chemist	286 Seven Sisters Road, London N4 2AA	09:00-18:00	09:00-18:00	Closed	N	N	N	N	N	Y	Y	Y	N	N	N	N	Y	Y	Y	Y
FTE02	437	Community 40 hrs	Rowlands Pharmacy	274 Green Lanes, Manor House, London N4 2HE	09:00-13:30 13:50-19:00	09:00-13:30 13:50-18:00	Closed	N	N	Y	N	N	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y

ODS	Map ref	Provider type	Pharmacy name	Address	Opening hours			PhAS	LBH commissioned services					City and Hackney CCG commissioned services	NHS England advanced services					NHS England enhanced services			
					Mon-Fri	Saturday	Sunday		Smoking cessation service	Supervised consumption	Needle exchange	Sexual health services*	Healthy Start vitamins		Increasing Access to End of Life Medicines	MUR	NMS	AUR	SAC	Flu vaccination	NUMSAS	MOS	MAS
FE884	439	Community 40 hrs	Safedale Ltd	162 Green Lanes, Stoke Newington, London N16 9DL	Mon-Wed, Fri 09:00-19:00 Thu 09:00-17:00	Closed	Closed	N	Y	N	N	Y	Y	N	Y	Y	N	N	Y	Y	Y	N	
FGL56	440	Community 40 hrs	Safedale Ltd	2-3 Kingsway Parade, Albion Rd, London N16 0TA	M, Tu, Th, F 09:00-18:30 Wed 09:00-17:30	Closed	Closed	N	N	N	N	N	Y	N	Y	Y	N	N	Y	N	Y	Y	Y
FEG25	443	Community 40 hrs	Safedale Ltd	100 Stoke Newington Church Street, Stoke Newington, London N16 0AP	09:00-19:00	09:00-17:30	Closed	N	Y	N	N	Y	Y	N	Y	Y	N	N	Y	N	Y	Y	Y
FLP16	448	Community 40 hrs	Superdrug Stores	Unit 10/11, 55 Dalston Cross Shopping Centre, Kingsland High Rd, London E8 2LX	Mon-Wed, Fri 09:00-19:00 Thu 09:00-18:00	09:00-17:30	Closed	N	Y	Y	N	Y	Y	N	Y	Y	N	N	Y	N	Y	Y	Y

* Sexual health services include: Sexual health EHC, Sexual health chlamydia and gonorrhoea screening, Sexual health chlamydia treatment, Sexual health condom distribution

Appendix B: PNA Steering Group Terms of Reference V2

Purpose

Ensure the development of City and Hackney's 2018 Pharmaceutical Needs Assessments (PNAs) so that City and Hackney Health and Wellbeing Boards (HWBs) meet their statutory responsibility for publishing their PNAs in line with the National Health Service England (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 (the Pharmaceutical Regulations 2013).

Objectives

- To oversee the development of the PNAs in accordance with, and ensure both the City and Hackney PNAs comply with, with the Pharmaceutical Regulations 2013
- Ensure the PNAs take into account the local demography within City and Hackney boroughs and ascertain whether there is sufficient choice and accessibility (e.g. physical access, language etc.) with regard to obtaining pharmaceutical services
- Promote integration of the PNAs with other strategies and plans including the Joint Strategic Needs Assessment, the Joint Health and Wellbeing Strategy, the CCGs' Commissioning Strategy Plans and other relevant strategies
- Ensure the consultations on the PNAs meet the requirements of Regulation 8 of the Pharmaceutical Regulations 2013. In particular, ensure that both patients and the public are involved in the development of the PNAs
- Ensure all appropriate stakeholders in both City and Hackney boroughs are aware, engaged and involved in the development of the PNAs
- Present the PNAs' first and final drafts to the HWBs
- Publish the PNAs on the Councils' websites by April 2018

Governance

- The Health and Social Care Act 2012 transferred the statutory responsibility for PNAs from NHS Primary Care Trusts (PCTs) to HWBs, from 1 April 2013, with a requirement to publish a revised assessment at least every three years
- This Steering Group has been established to oversee the production of the 2018 PNAs for both the City of London Corporation and the London Borough of Hackney, reporting progress and presenting the final reports to each HWBs on or before their March 2018 meetings
- The HWBs will be informed of progress towards the production of the PNAs and relevant milestones through the HWBs' Programme Manager's quarterly updates
- If a statement or decision from the HWB is needed in relation to the production of the draft PNA, the Chair of the Steering Group is welcome to draft a formal report for consideration

- The Steering Group will report directly to the Directors of Public Health and is accountable to the City of London Corporation and the London Borough of Hackney HWBs

Frequency of meetings

Meetings will be arranged at key stages of the project plan. The Steering Group will meet in late 2017 or early 2018 to sign off the 2018 PNAs for submission to the HWBs.

Responsibilities

- Provide a clear and concise PNA process
- Review and validate information and data on population, demographics, pharmaceutical provision and health needs
- To consult with the bodies stated in Regulation 8 of the Pharmaceutical Regulations 2013:
 - any Local Pharmaceutical Committee for its area
 - any Local Medical Committee for its area
 - any persons on the pharmaceutical lists and any dispensing doctors list for its area
 - any LPS chemist in its area
 - any Local Healthwatch organisation for its area
 - any NHS trust or NHS foundation trust in its area
 - the NHSCB
 - any neighbouring HWB
- Ensure that due process is followed
- Report to each HWB on both a draft and final PNA
- Publish a final PNA for each HWB by end 1 April 2018

Membership:

Delegate	Job title	Organisation
Shailen Rao	Managing Director	Soar Beyond Ltd
Anjna Sharma	Associate Director	Soar Beyond Ltd
Rozalia Enti	Head of Medicines Management	City and Hackney CCG
Alexander (Sandy) Miller	Public Health Intelligence Team Leader	LB Hackney
Hitesh Patel	Chief Executive	City and Hackney LPC
Dr Fiona Sanders	Chair	City and Hackney LMC
Tara Piasetski	Senior Public Health Intelligence	LB Hackney
Gurvinder Sidhu	Strategic Comms Advisor	LB Hackney
Jayne Taylor	Consultant in Public Health	LB Hackney
Sarah Thomas	Health and Wellbeing Lead	City of London Corporation
Lynn Strother	Manager	City of London Healthwatch
Jon Williams	Director	Healthwatch Hackney
Sally-Anne Kayes	Senior Commissioning Manager	NHS England

Soar Beyond is not to be a core member, although the meeting will be chaired by Soar Beyond. Each core member has one vote. The Director of Public Health (or Public Health representative) of the London Borough of Hackney will have the casting vote, if required. Core members may provide a deputy to meetings in their absence. The Steering Group shall be quorate with five core members in attendance, one of which must be an LPC member. Non-attending members are unable to cast a vote – that vote may otherwise sway the casting decision. To be included in decision-making, members' (or their nominated deputies') attendance is essential.

In attendance at meetings will be representatives of Soar Beyond Ltd who has been commissioned by City of London Corporation and the London Boroughs of Hackney to support the development of the PNAs. Other additional members may be co-opted if required.

Appendix C: Public questionnaire



Tell us what you think of pharmacy services in Hackney

We want to hear what you think of pharmacy services in Hackney to help us develop services in the future. Your views will help us to develop our Pharmaceutical Needs Assessment (PNA) which will look at health needs in Hackney, the level and accessibility of pharmacy services and how these will be maintained and developed in the future.

We would be grateful if you could answer some questions about your own experience and views. The questionnaire should take no longer than five minutes to complete. **The information in the questionnaire you provide is confidential.** Please be honest with your answers so we can accurately assess areas where pharmacies are already performing well and areas that need improvement. Information returned in the Equalities Monitoring section will be recorded separately from your questionnaire response.

If you would like to complete this online, please go to:

<https://www.surveymonkey.co.uk/r/HACKNEY-Public>

Or scan the QR code below:



Closing date for this questionnaire is 1 September 2017

**Please return the questionnaire to your pharmacist or GP / pharmacy / library
or post back to:**

Darren Hagan
Soar Beyond
1 Marchmont Gate
Maxted Road
Hemel Hempstead
HP2 7BE

Please provide your full postcode:

.....

Should you require this questionnaire in any other format or language, please email or call:

Alexander.Miller@Hackney.gov.uk or 0208 356 8131

N.B. All information supplied will be kept strictly confidential, held securely and used for the purpose of planning appropriate services for all communities. It will not be passed on to any third party.

1) How often have you visited the pharmacy in the last six months?			
For yourself:		For someone else:	
Once a week or more		Once a week or more	
Once a month		Once a month	
Once every few months		Once every few months	
Once in six months		Once in six months	
Less than once in six months		Less than once in six months	

2) Do you have a regular or preferred pharmacy that you visit in the City of London or Hackney?			
Yes		No	
If yes, and you are happy to do so, please provide the name and address:			
.....			
.....			

3) When considering a choice of pharmacy, which of the following helps you choose? (Please select all that apply)			
Close to home		Close to GP surgery	
Close to work		Prompt service	
They offer a specific service		Expertise/quality of advice	
Choice of the person I am representing		Languages spoken by pharmacy staff	
Friendly staff		Trust	
Opening times			
Other, please specify:			
.....			

4) Who would you normally visit the pharmacy for? (Please select all that apply)			
Yourself	<input type="checkbox"/>	A family member	<input type="checkbox"/>
Neighbour/friend	<input type="checkbox"/>	Someone you are a carer for	<input type="checkbox"/>
Other, please specify:			

5) If you visit the pharmacy on behalf of someone else, please give a reason why. (You may select more than one answer)			
Opening hours of the pharmacy not suitable for them	<input type="checkbox"/>	Access (for example disability/transport)	<input type="checkbox"/>
Person I am representing does not speak English	<input type="checkbox"/>	More convenient	<input type="checkbox"/>
Housebound person	<input type="checkbox"/>	All of the above	<input type="checkbox"/>
Other, please specify:			

6) How would you usually travel to the pharmacy? (Please select one answer)			
Car	<input type="checkbox"/>	Taxi	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	Walk	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>		<input type="checkbox"/>
Other, please specify:			

7) On average, how long does it take you to travel to a pharmacy? (Please select one answer)			
0 to 15 minutes	<input type="checkbox"/>	16 to 30 minutes	<input type="checkbox"/>
Over 30 minutes	<input type="checkbox"/>	Varies	<input type="checkbox"/>
Don't know	<input type="checkbox"/>		<input type="checkbox"/>

8) Do you have any difficulties when travelling to a pharmacy?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, please select one of the following reasons:			
Location of pharmacy	<input type="checkbox"/>	Parking difficulties	<input type="checkbox"/>
Wheelchair or other access problems	<input type="checkbox"/>	Public transport availability	<input type="checkbox"/>
Other, please specify:			

9) What is the most convenient day for you to visit a pharmacy? (Please select one answer)			
Monday to Friday		Saturday	
Sunday		Varies	
Don't know			

10) When do you prefer to visit a pharmacy? (Please select one answer)			
Early morning (before 9am)		Morning (9am-12pm)	
Lunchtime (12pm-2pm)		Afternoon (2pm-6pm)	
Early evening (6pm-8pm)		Late evening (after 8pm)	
Varies		Don't know	

11) How regularly do you typically buy over-the-counter (i.e. non-prescription) medicine from a pharmacy? (Please select one answer)			
Daily		Weekly	
Every two weeks		Monthly	
Yearly		Never	

12) Which of the following pharmacy services (http://www.nhs.uk/nhsengland/aboutnhservices/pharmacists/pages/pharmacistsandchemists.aspx) are you aware that a pharmacy may provide? (Please select all that apply)			
Obtaining prescription medicines		Repeat dispensing services (batch prescriptions)	
Buying over-the-counter medicines		Emergency supply of prescription medicines	
New Medicine Service / Medicines Use Reviews (a detailed discussion with your pharmacist – how you take your existing and newly prescribed medicines)		Immediate access to specialist drugs e.g. palliative care medicines	
Home delivery and prescription collection services		Disposal of unwanted medicines	
Needle exchange		Flu vaccination services	
Minor Ailments Service/Minor Illness Service		Stopping smoking/nicotine replacement therapy	
Sexual health services (chlamydia testing/treating, condom distribution, emergency contraception)		Supervised consumption of methadone and buprenorphine	
Advice from your pharmacist			
Other, please specify:			

13) What services would you like to see provided by your local pharmacy?			
	Yes	No	Don't know
Obtaining prescription medicines			
Repeat dispensing services			
Buying over-the-counter medicines			
Advice from your pharmacist			
Emergency supply of prescription medicines			
New Medicine Service/Medicines Use Reviews			
Immediate access to specialist drugs e.g. palliative care medicines			
Home delivery and prescription collection services			
Disposal of unwanted medicines			
Needle exchange			
Flu vaccination services			
Minor Ailments Service			
Stopping smoking/nicotine replacement therapy			
Sexual health services (chlamydia testing/treating, condom distribution, emergency contraception)			
Supervised consumption of methadone and buprenorphine			
Other, please specify:			

14) Is there a consultation room available where you cannot be overheard in the pharmacy you normally visit?			
Yes		No	
Don't know			

15) How do you rate your last experience of a community pharmacy in City of London or Hackney?			
Very good		Good	
Neither good nor poor		Poor	
Very poor		Never	
Not applicable (I have not used a pharmacy in City or Hackney)			

16) Have you ever used an internet pharmacy to obtain prescription medicines?			
Yes		No – go to question 19	

17) If yes, how would you rate your overall satisfaction with the internet pharmacy?			
Very good		Good	
Neither good nor poor		Poor	
Very poor		Varies	
Other, please specify:			

18) Are you aware that a service is available whereby your GP practice can send your prescription electronically to your chosen City of London or Hackney pharmacy?			
Yes		No	

19) If you use your City of London or Hackney pharmacy to collect regular prescriptions, how do you order your prescriptions? (Please select all that apply)			
Paper request form to my GP practice		Paper request form through my pharmacy	
By email to my GP practice		Online request to my GP practice	
My pharmacy orders on my behalf		A mobile app	
Varies		Not applicable	
Other, please specify:			

Any other comments you would like to make about your pharmacy in the City of London or Hackney?			
.....			
.....			
.....			
.....			
.....			
.....			
.....			

Thank you for completing this questionnaire

Your answers to this survey are private and will be kept in line with the Data Protection Act. If you wish to be kept informed about the Pharmaceutical Needs Assessment and the consultation we will be running, you can give us your contact details here:

Names	
Address	
Telephone number	
Email	

Preferred method of communication					
Telephone		Email		Post	

Hackney Equalities Monitoring Form

Why do we monitor?

Hackney has a legal responsibility to promote and advance equality. To help us to do this, it is important we have a good understanding of how our services are being accessed and who is using or would like to use our services. With up-to-date and accurate information we are able to:

- Better understand our service users/residents and shape our services to meet their specific needs.
- Identify and tackle any issues different people may have when accessing our services (or information about our services).
- Ensure that people who need our services the most are able to access them.

It is your choice whether you answer these questions. Your replies will not be used in a way that identifies you however they will help us to understand how community needs may vary; and helps us make informed decisions on how we develop services

Age - what is your age group?									
Under 16		16-17		18-24		25-34		35-44	
45-54		55-64		65-84		85+			

Caring responsibilities			
A carer is someone who spends a significant proportion of their time providing unpaid support to a family member, partner or friend who is ill, frail disabled or has mental health or substance misuse problems.			
Do you regularly provide unpaid support caring for someone?			
Yes		No	

If yes, how many hours do you spend providing unpaid care in a typical week?					
0 to 4 hours		5 to 9 hours		10 to 19 hours	
20 to 34 hours		35 to 49 hours		Over 50 hours	

Do you consider yourself to be disabled?			
Yes		No	
If yes, do you have any access needs e.g. sign language interpreter, information in large print. Please specify if you wish:			
.....			
Under the Equality Act you are disabled if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.			

Ethnicity - are you....			
White - British		White - Welsh	
White - Scottish		White - Northern Irish	
White - Irish		Gypsy or Irish Traveller	
White - Australian/New Zealander		White - European mixed	
White - Italian		White - Kurdish	
White - North American		White - other Eastern European	
White - other Western European		White - Polish	
White - Turkish		White - Turkish Cypriot	
White other - please describe			
White and Black Caribbean		White and Black African	
White and Asian			
Any other mixed background - please describe			
Indian		Pakistani	
Bangladeshi		Chinese	
Nepali		Sri Lankan Sinhalese	
Sri Lankan Tamil		Sri Lankan other	
Vietnamese			
Any other Asian - please describe			
Black Caribbean		Black - British	
Black - Angolan		Black - Congolese	
Black - Ghanaian		Black - Nigerian	
Black - Sierra Leonean		Black - Somali	
Black - Sudanese			
Other Black African - please describe			
Arab		Afghan	
Egyptian		Filipino	
Iranian		Iraqi	
Japanese		Korean	
Kurdish		Latin/South/Central American	
Lebanese		Libyan	
Malay		Moroccan	
Polynesian		Thai	
Turkish		Vietnamese	
Yemeni		Jewish	
Charedi Jew		Prefer not to say	
Information not yet obtained			
Other ethnic group - please describe			

Gender - are you....			
Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
If you prefer to use your own term, please provide this here:			
Is your gender identity different to the sex you were assumed to be at birth?			
Yes, it's different	<input type="checkbox"/>	No, it's the same	<input type="checkbox"/>

Marriage or civil partnership			
Are you married?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are you in a civil partnership?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Pregnancy or maternity			
Have you been pregnant and/or on maternity leave during the past 2 years?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Religion - are you....			
Atheist/no religious belief	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>
Charedi	<input type="checkbox"/>	Christian	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	Secular beliefs	<input type="checkbox"/>
Sikh	<input type="checkbox"/>		<input type="checkbox"/>
Other, please specify:			

Sexual orientation - are you....			
Bisexual	<input type="checkbox"/>	Gay man	<input type="checkbox"/>
Lesbian or Gay woman	<input type="checkbox"/>		<input type="checkbox"/>
Other, please specify:			

Thank you for completing this questionnaire

Appendix D: Pharmacy contractor questionnaire



PNA Pharmacy Questionnaire **Hackney Health and Wellbeing Board**

Soar Beyond are supporting the London Borough of Hackney to produce their 2018 Pharmaceutical Needs Assessment. We are undertaking a survey of all pharmacy contractors in Hackney

We would therefore be grateful if you could spend a few minutes to complete the questions below. If you prefer, you may complete the survey online at:

<https://www.surveymonkey.co.uk/r/HACKNEY-Pharmacy-Contractor>

Please complete the questionnaire by **1 September 2017**, and return any completed paper copies of the survey to:

Darren Hagan,
Soar Beyond,
1 Marchmont Gate,
Maxted Road,
Hemel Hempstead
HP2 7BE

Premises Details

Contractor Code (ODS Code)	
Name of contractor (i.e. name of individual, partnership or company owning the pharmacy business)	
Trading Name	
Address of contractor pharmacy	
Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Possibly
Is this pharmacy a 100-hour pharmacy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? (i.e. it is not the 'standard' Pharmaceutical Services contract)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is this pharmacy a Distance-Selling Pharmacy? (i.e. it cannot provide Essential Services to persons present at or in the vicinity of the pharmacy)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Pharmacy email address	
Pharmacy telephone	
Pharmacy fax (if applicable)	
Pharmacy website address (if applicable)	
Can the LPC store the above information and use it to contact you?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Core Hours of Opening

Day	Open from	To	Lunchtime (from - to)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Total Hours of Opening

Day	Open from	To	Lunchtime (from - to)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Consultation Facilities

There is a consultation area (meeting the criteria for the Medicines Use Review service) (tick as appropriate)

On premises	None	<input type="checkbox"/>
	Available (including wheelchair access)	<input type="checkbox"/>
	Available (without wheelchair access)	<input type="checkbox"/>
	Planned within the next 12 months	<input type="checkbox"/>
	Other (please specify)	
Where there is a consultation area, is it a closed room?		<input type="checkbox"/> Yes <input type="checkbox"/> No

During consultations are there hand-washing facilities	In the consultation area	<input type="checkbox"/>
	Close to the consultation area	<input type="checkbox"/>
	None	<input type="checkbox"/>

Patients attending for consultations have access to toilet facilities	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

Off-site	The pharmacy has access to an off-site consultation area (i.e. one which the former PCT or NHS England local team has given consent for use)	<input type="checkbox"/> Yes <input type="checkbox"/> No
	The pharmacy is willing to undertake consultations in patient's home/other suitable site	<input type="checkbox"/> Yes <input type="checkbox"/> No

Access to the Pharmacy

The pharmacy is accessible for wheelchair users	Ramped access	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Wide door	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Electric door	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Languages spoken (in addition to English) – please list	
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IT Facilities in the Pharmacy

Electronic Prescription Service Release 2 enabled	<input type="checkbox"/> Yes	<input type="checkbox"/> No
NHSmil being used	<input type="checkbox"/> Yes	<input type="checkbox"/> No
NHS Summary Care Record enabled	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Up to date NHS Choices entry	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Healthy Living Pharmacies (HLP)

Select the one that applies.

The pharmacy has achieved HLP status	<input type="checkbox"/>
The pharmacy is working toward HLP status	<input type="checkbox"/>
The pharmacy is not currently working toward HLP status	<input type="checkbox"/>

Services

Does the pharmacy dispense appliances?

Yes, all types	<input type="checkbox"/>
Yes, excluding stoma appliances	<input type="checkbox"/>
Yes, excluding incontinence appliances	<input type="checkbox"/>
Yes, excluding stoma and incontinence appliances	<input type="checkbox"/>
Yes, just dressings	<input type="checkbox"/>
Other (please identify)	
None	<input type="checkbox"/>

Advanced Services

Does the pharmacy provide the following services?

	Yes	Intending to begin within next 12 months	No - not intending to provide
Medicines Use Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicine Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appliance Use Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoma Appliance Customisation Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flu Vaccination Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Urgent Medicine Supply Advanced Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Enhanced¹⁹ and Other Locally Commissioned Services

Which of the following services does the pharmacy provide, or would be willing to provide?

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Testing Service ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EHC) ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disease-Specific Medicines Management Service:					
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

¹⁹ 'Enhanced Services' are those commissioned by the local NHS England Team. CCGs and Local Authorities can commission Other Locally Commissioned Services that are equivalent to the Enhanced Services, but for the purpose of developing the PNA are called 'Other Locally Commissioned Services' not 'Enhanced Services'

²⁰ These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the local NHS England Team. The local NHS England Team may commission them on behalf of the CCG or Local Authority, but when identified in the PNA they will be described as 'Other Locally Commissioned Services' or 'Other NHS Services'

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Emergency Contraception Service ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Supply Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten Free Food Supply Service (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances) ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an Independent Prescribing Service, what therapeutic areas are covered?					
Language Access Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailments Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MUR Plus/Medicines Optimisation Service ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an MUR Plus/Medicines Optimisation Service, what therapeutic areas are covered?					
Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity Management – adults ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity Management – children	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not-Dispensed Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-Demand Availability of Specialist Drugs Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Out-of-Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Group Direction Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name the medicines covered by the Patient Group Direction					
Phlebotomy Service ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescriber Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening Service					
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Seasonal Influenza Vaccination Service ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other vaccinations⁽²⁰⁾					
Childhood vaccinations	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at-risk workers or patients)	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccines	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Sharps Disposal Service ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplementary Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If so, what therapeutic areas are covered?					
Vascular Risk Assessment Service (NHS Health Check) ⁽²⁰⁾	<input type="checkbox"/> ⁽²⁰⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Non-commissioned Services

Does the pharmacy provide any of the following?

Collection of prescriptions from GP practices	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Delivery of dispensed medicines – free of charge on request	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Delivery of dispensed medicines – selected patient groups - list criteria:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Delivery of dispensed medicines – selected areas – list areas:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Delivery of dispensed medicines – chargeable	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Monitored Dosage Systems – free of charge on request	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Monitored Dosage Systems – chargeable	<input type="checkbox"/> Yes	<input type="checkbox"/> No

<p>Is there a particular need for a locally commissioned service in your area? If yes, what is the service requirement and why?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Details of the Person Completing this Questionnaire - if questions arise

Contact name	Contact telephone number

Appendix E: PNA Project Plan

Project Plan for City and Hackney PNAs

One Steering Group will oversee all actions. Unless notes, actions will be same for each HWB.

	Jun 2017	Jul 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Contract commencement date (15 June 2017)										
Kick-off meeting with local authority Authorised Officer (AO) <ul style="list-style-type: none"> Detailed project plan shared and agreed with AO (by 30 June 2017) Agree accountabilities Identify and approach potential members for PNA Steering Group Draft Terms of Reference shared Communications Plans agreed, including frequency and mechanism for local authority checkpoint meetings Contacts list developed for key stakeholders RAG rated Risk and Issues Logs set up Assurance reports for July HWB meetings to share project plan and governance update 										
Steering Group Meeting Number 1 <ul style="list-style-type: none"> Steering Group and Project Governance established Project plan shared and agreed Communications Plan and Terms of Reference agreed PNA localities agreed Questionnaire templates shared and agreed 		12								
Stakeholders identified <ul style="list-style-type: none"> For dissemination of information Contact details obtained and initial contact made Share project plan and brief on what the Pharmaceutical Needs Assessment is 										
Checkpoint meeting with local authority AO (web or face-to-face)										
Data collection and stakeholder engagement <ul style="list-style-type: none"> Distribution of pharmacy user questionnaires (advertising posters also sent to all pharmacies and GP practices in the HWB areas) Distribution of pharmacy contractor questionnaires 										

	Jun 2017	Jul 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Information collection <ul style="list-style-type: none"> • Receipt and review of planning and strategy documents e.g. JSNAs, Housing Strategies, Commissioning Intentions, STP etc. • List of all providers of pharmaceutical services from NHS England • List of any commissioned services by CCGs e.g. minor ailment services, out of hours, local hospitals • Information from local authorities e.g. demographics, specific health needs and any commissioned services 										
Checkpoint meeting with local authority AO (web or face-to-face)										
Deadline for questionnaires to be completed										
Steering Group Meeting Number 2 – agree and finalise data for draft PNAs				28						
Current and future service provision detailing and analysis <ul style="list-style-type: none"> • Pharmacies categorised by type (40hr/100hr/internet) – maps provided as per Pharmaceutical Regulations 2013, to include cross-border pharmacies. The following maps will also be provided if commissioned by the local authorities: <ul style="list-style-type: none"> ○ Opening times maps produced ○ Travel access maps: drive times (average, peak, off-peak), walking, public transport – plus population numbers by travel time ○ Demographics analysis (supported by local authority) ○ Health and lifestyle analysis (supported by local authority) • Planning – housing developments and new care home developments listed and analysed for prospective impact on future pharmaceutical needs (supported by local authorities) • Pharmacies who provide advanced services • Pharmacies who provide enhanced/locally commissioned services 										
Checkpoint meeting with local authority AO (web or face-to-face)										
Collation and analysis of all information collected <ul style="list-style-type: none"> • Triangulate information received from duplicate sources, identifying and resolving any discrepancies and gaps • Comparison with information and recommendations from 2015 PNAs 										
Review and identify gaps in service, current and future <ul style="list-style-type: none"> • Identification of any changes (service provision, current and future needs etc.) • Identify potential gaps • Make recommendations 										

	Jun 2017	Jul 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Draft PNAs completed										
<ul style="list-style-type: none"> Complete the draft assessments, clearly articulating any gaps identified and propose recommendations Compile specific consultation questions Highlight any specific communities and/or providers identified as affected by the analysis of gaps 										
Steering Group Meeting Number 3 – agree draft PNAs						30				
<ul style="list-style-type: none"> Briefing paper for Dec/Jan HWB meetings to share draft PNA and consultation plan 										
Checkpoint meeting with local authority AO (web or face-to-face)										
Consultation period (11 December 2017-9 February 2018)										
<ul style="list-style-type: none"> Host PNA on councils' websites (supported by local authorities) Advertise consultations through existing consultation channels (e.g. communications and engagements leads with CCGs, Healthwatch, Patient Participation Groups etc.) Send links of draft PNAs to consultees as required by the Pharmaceutical Regulations (listed within the Communications Plan), and any specific individuals, populations and stakeholder groups identified within the stakeholder engagements undertaken in the summer If required, hold direct stakeholder engagement events (face-to-face meetings, webinars, online surveys etc.) with specific populations/providers identified as potentially affected by the analysis of gaps 										
Checkpoint meetings with local authority AO to update on consultation feedback										
Consultation findings reports										
<ul style="list-style-type: none"> Collate, analyse and make recommendations on the consultation responses 										
Steering group Meeting Number 4 – make changes to the draft PNAs and agree final PNAs										8
Final PNA										
<ul style="list-style-type: none"> Produce final documents in pdf format for uploading to councils' websites Consultation findings report and final PNAs to HWB meetings in February 2018 for approval Send links of final PNAs to consultees as required by the Pharmaceutical Regulations (listed within the Communications Plan), and any specific individuals, populations and stakeholder groups identified within the stakeholder engagement undertaken in the summer										
Checkpoint meeting with local authority AO (web or face-to-face)										
PNAs published (ahead of City and Hackney deadline of 1 April 2018)										

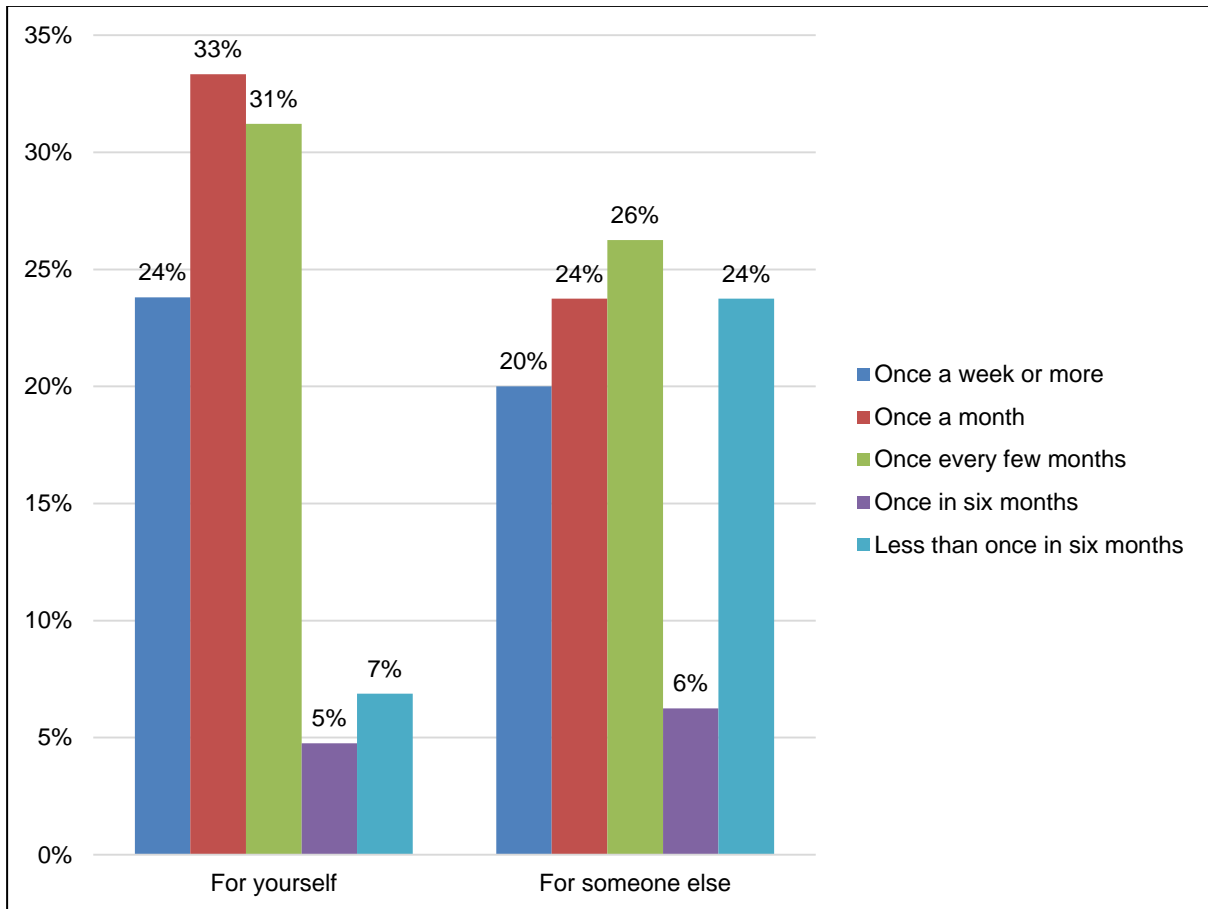
Appendix F: Consultation plan and list of stakeholders

Stakeholder		Engagement during PNA production		
	Role	PNA briefing letter sent (Y/N)	Steering Group representation (Y/N)	Questionnaire (pharmacy contractor/public)
Consultee as required by Pharmaceutical Regulations, 2013 Part 2 (8)	Director of Public Health	N	N	N
	Senior Public Health Analyst	Y	Y	Y
	Public Health Consultant	Y	Y	All
	Health Watch	Y	Y	All
	LPC	Y	Y	All
	Pharmacy Contractors	Y	Y	All
	LMC	Y	Y	All
	Chief Pharmacist	N	N	None
	Neighbouring HWB	N	N	None
	Neighbouring LMC	N	N	None
	Neighbouring LPC	N	N	None
	Libraries	N	N	Public

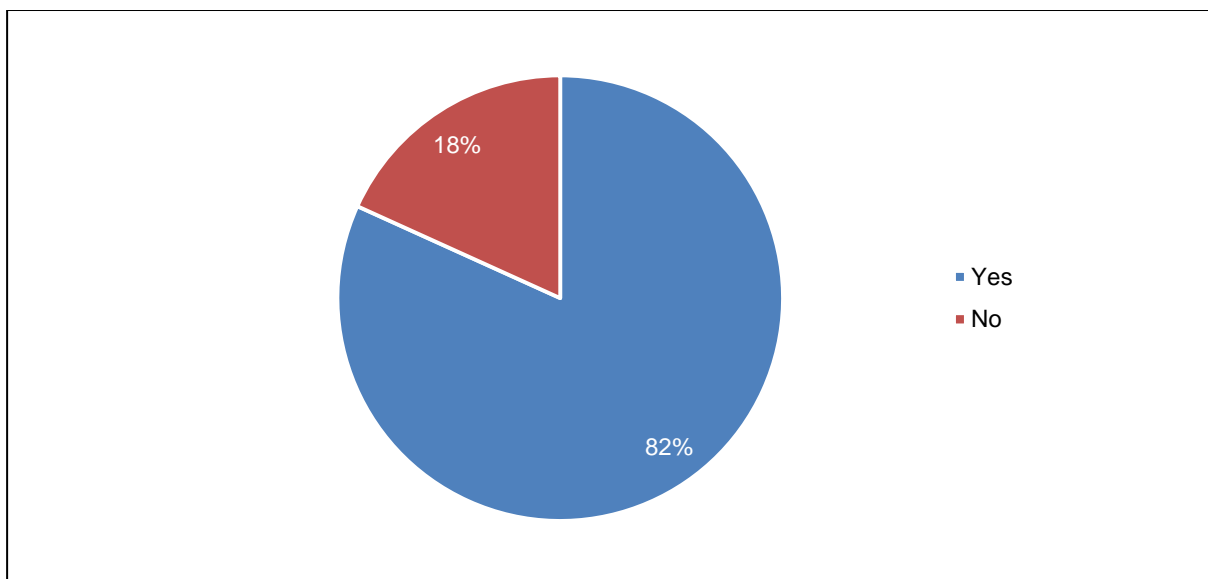
Stakeholder		Engagement during PNA production		
	Role	PNA briefing letter sent (Y/N)	Steering Group representation (Y/N)	Questionnaire (pharmacy contractor/public)
Other Consultees	Public Health Manager	N	N	None
	Head of Medicines of Medicines Management	Y	Y	All
	Communications and Engagement Manager	Y	Y	All
	Strategic Communications Advisor	Y	Y	All
	Senior Public Health Intelligence	Y	Y	All
	Head of Commissioning	N	N	None
	Head of Community Neighbourhoods	N	N	None
	Head of Equality	N	N	None
	Communications Lead	N	N	None
	CCG Primary Care team	N	N	None
	Adult Services Commissioner	N	N	None

Appendix G: Results of the public questionnaire

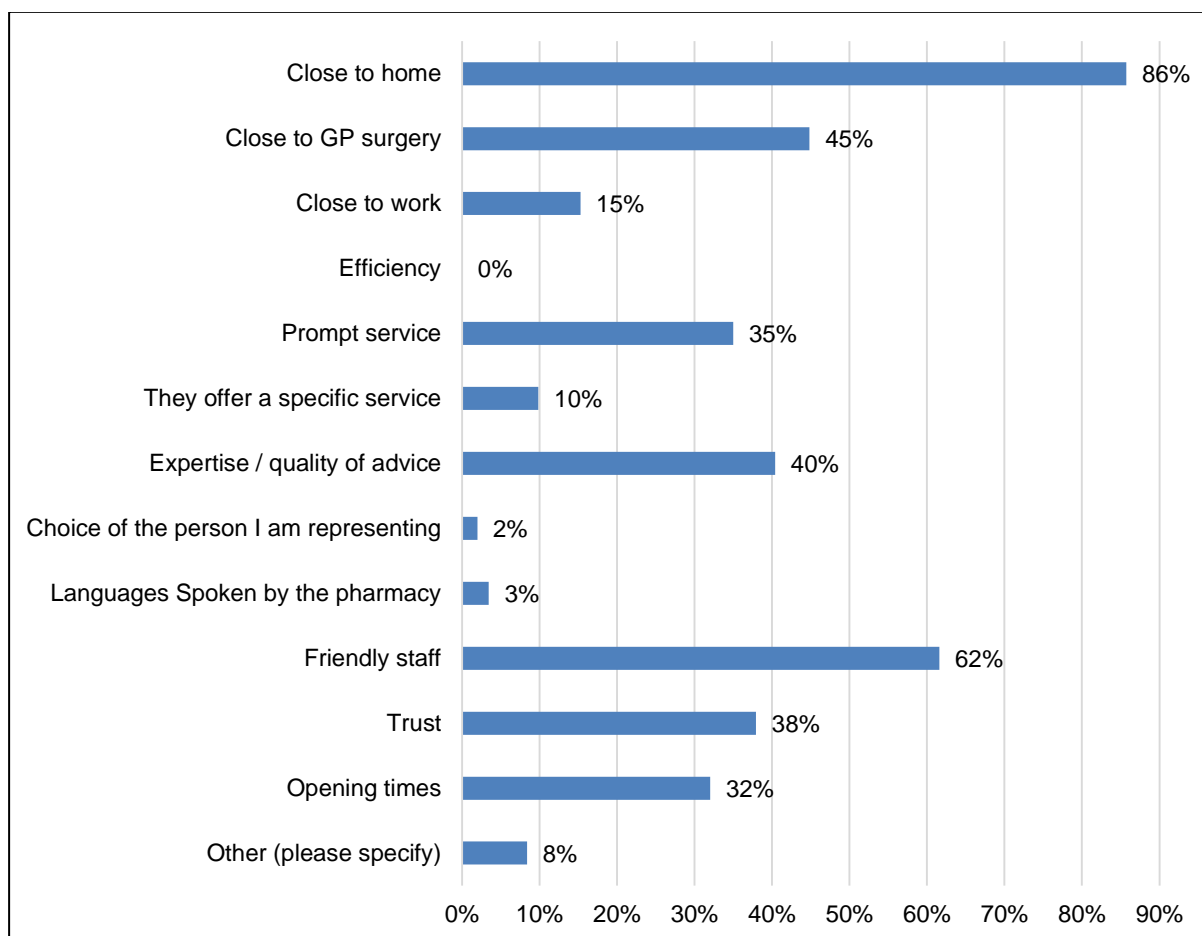
Q1. How often have you visited the pharmacy in the last six months?



Q2. Do you have a regular or preferred pharmacy that you visit in the City of London or Hackney?

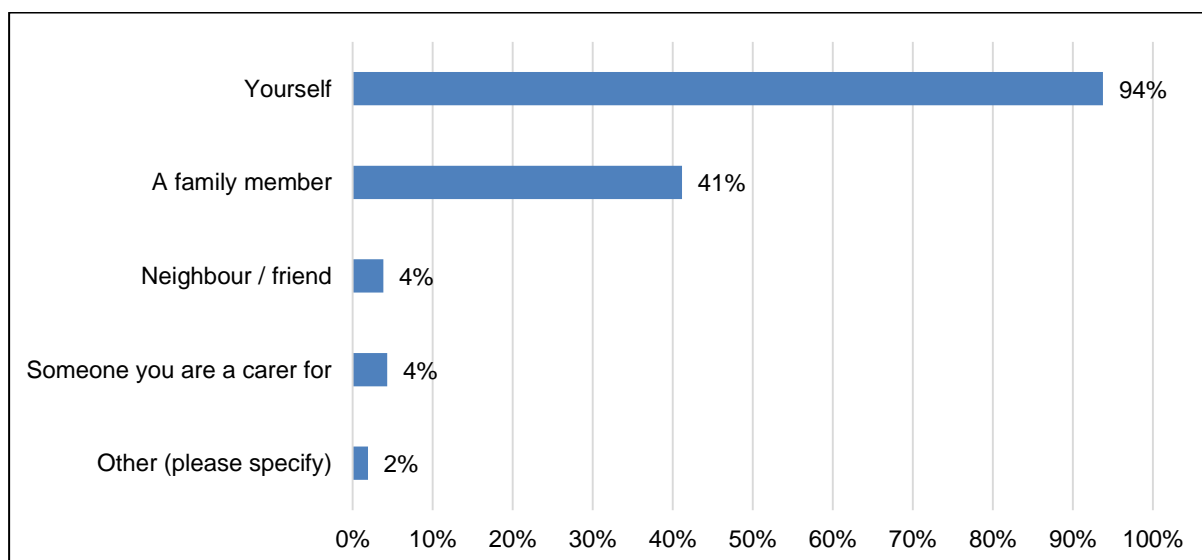


Q3. When considering a choice of pharmacy, which of the following helps you choose?



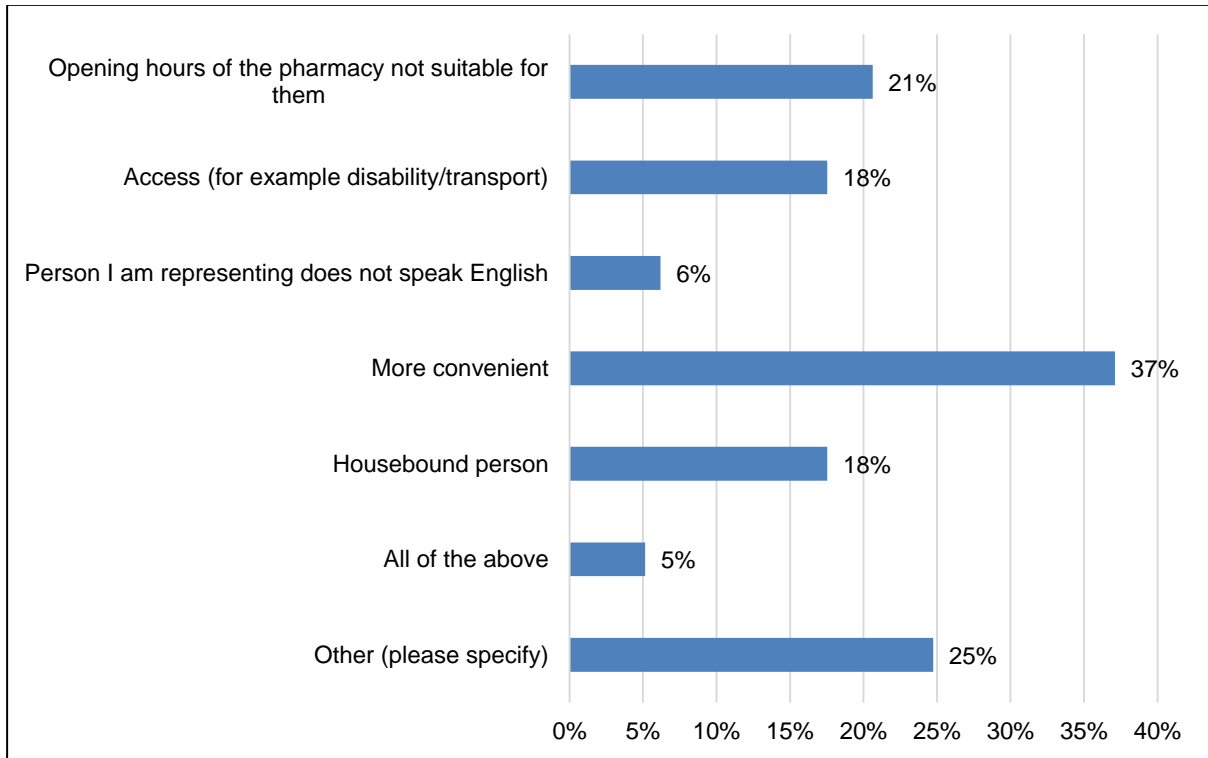
Friendly staff (1)	Informative staff (2)
Location (4)	Opening times (1)

Q4. Who would you normally visit the pharmacy for?



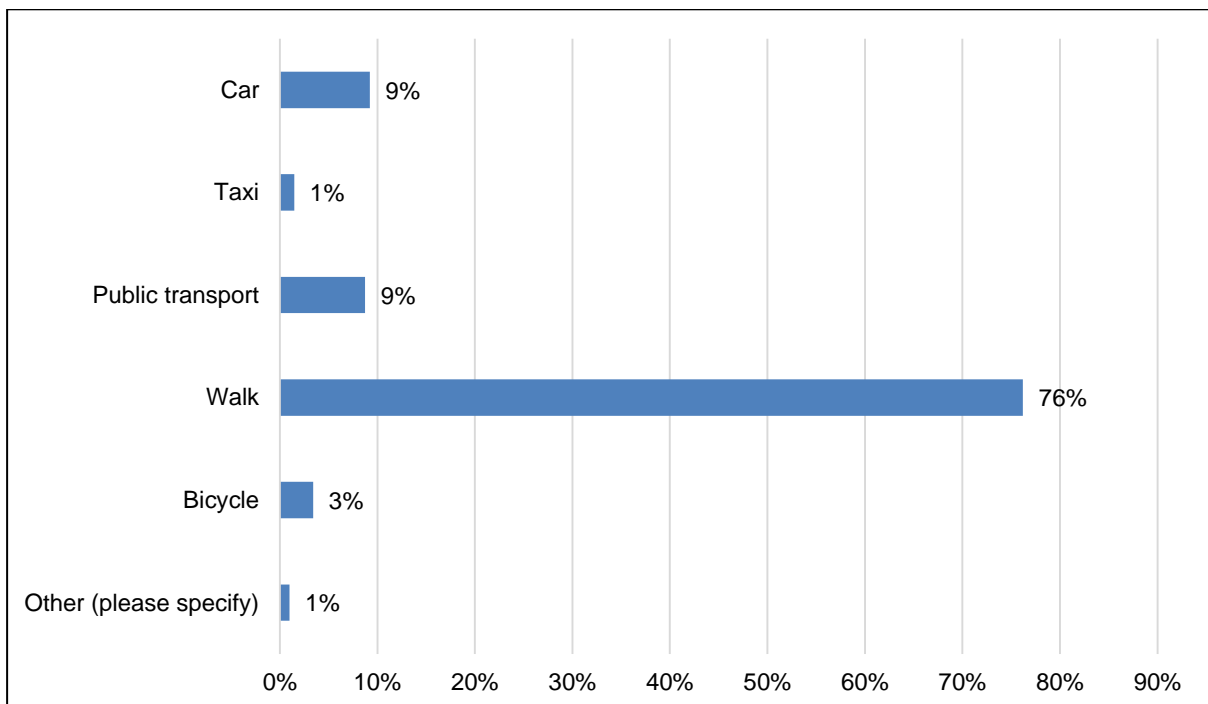
Spouse (2)	Child (2)
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Q5. If you visit the pharmacy on behalf of someone else, please give a reason why



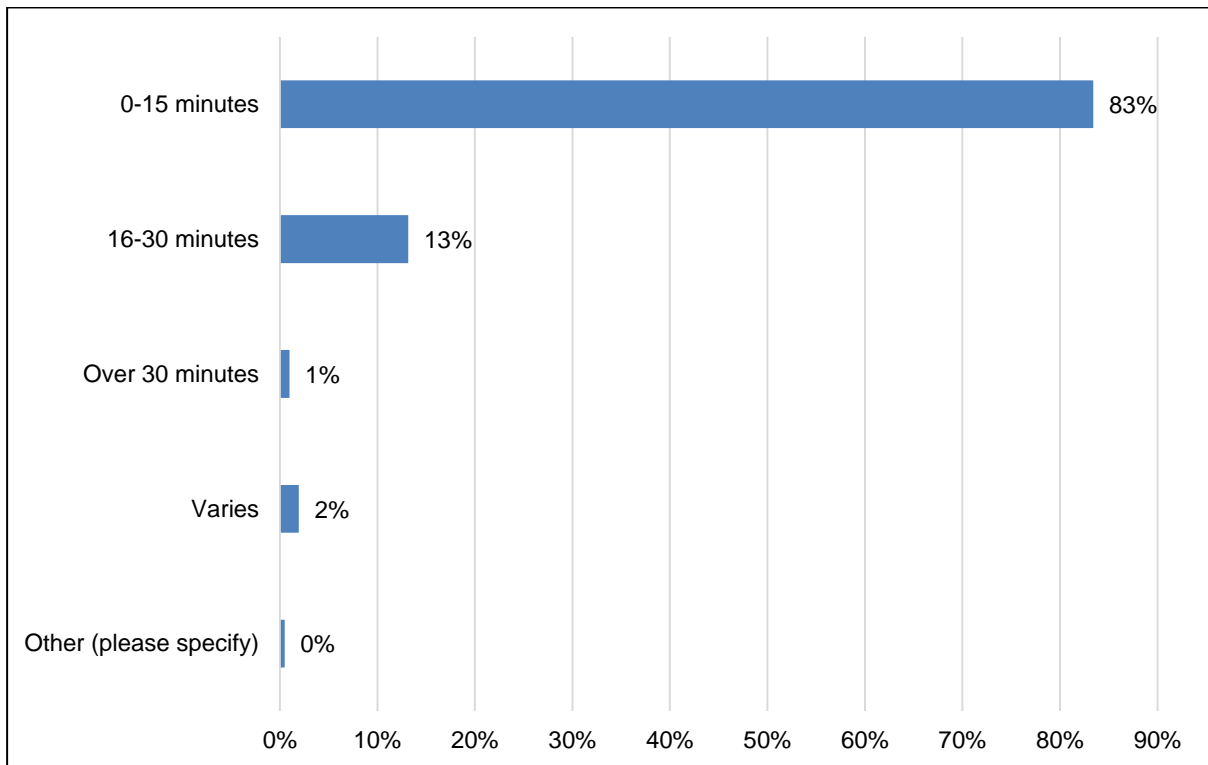
Child (20)	Efficiency (3)
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Q6. How would you usually travel to the pharmacy?

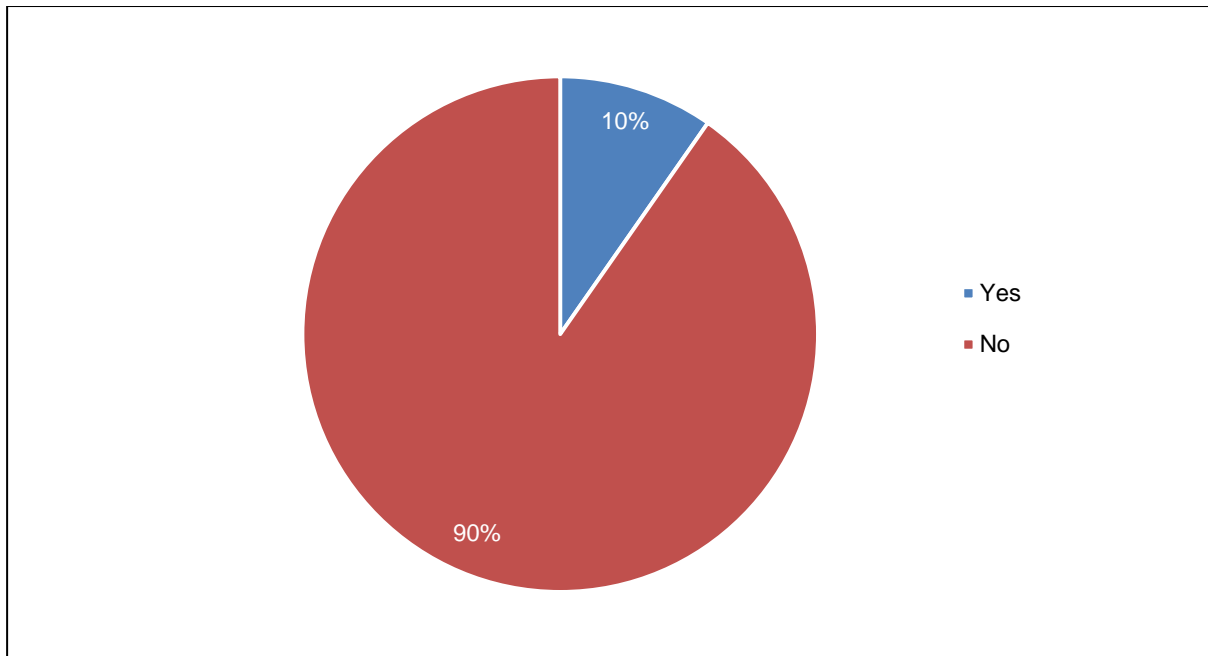


Wheelchair (1)

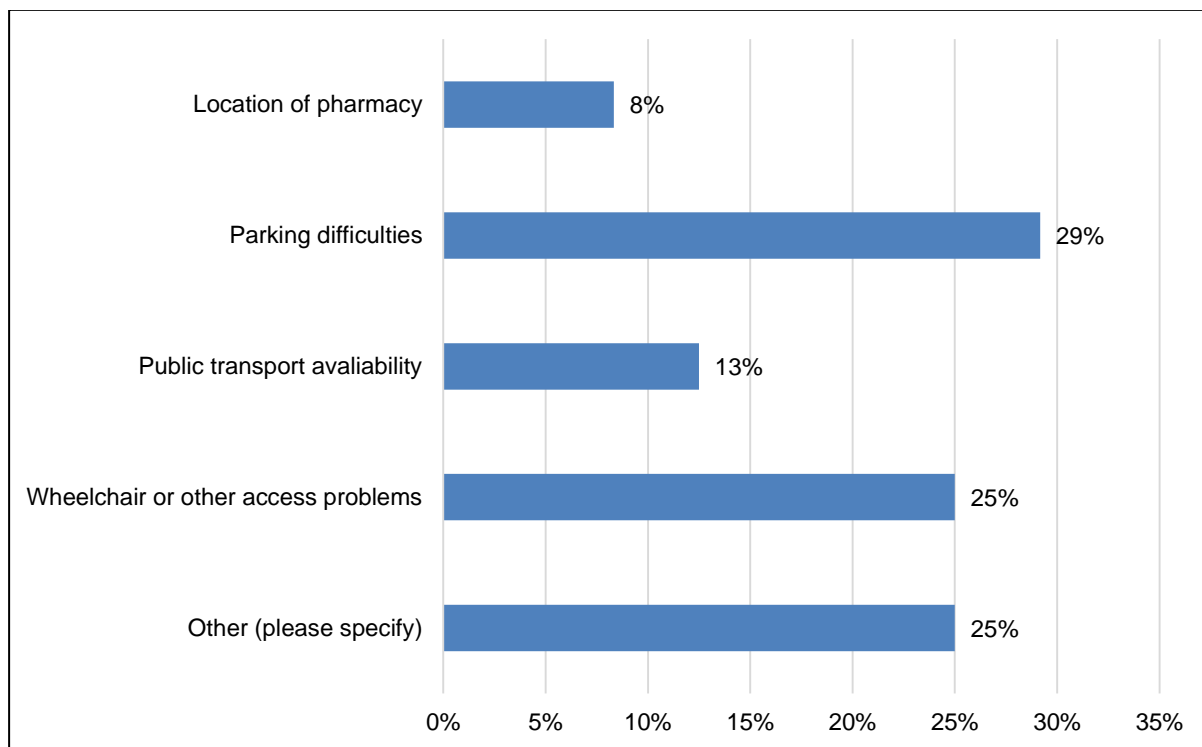
Q7. On average, how long does it take you to travel to a pharmacy?



Q8. Do you have any difficulties when travelling to a pharmacy?

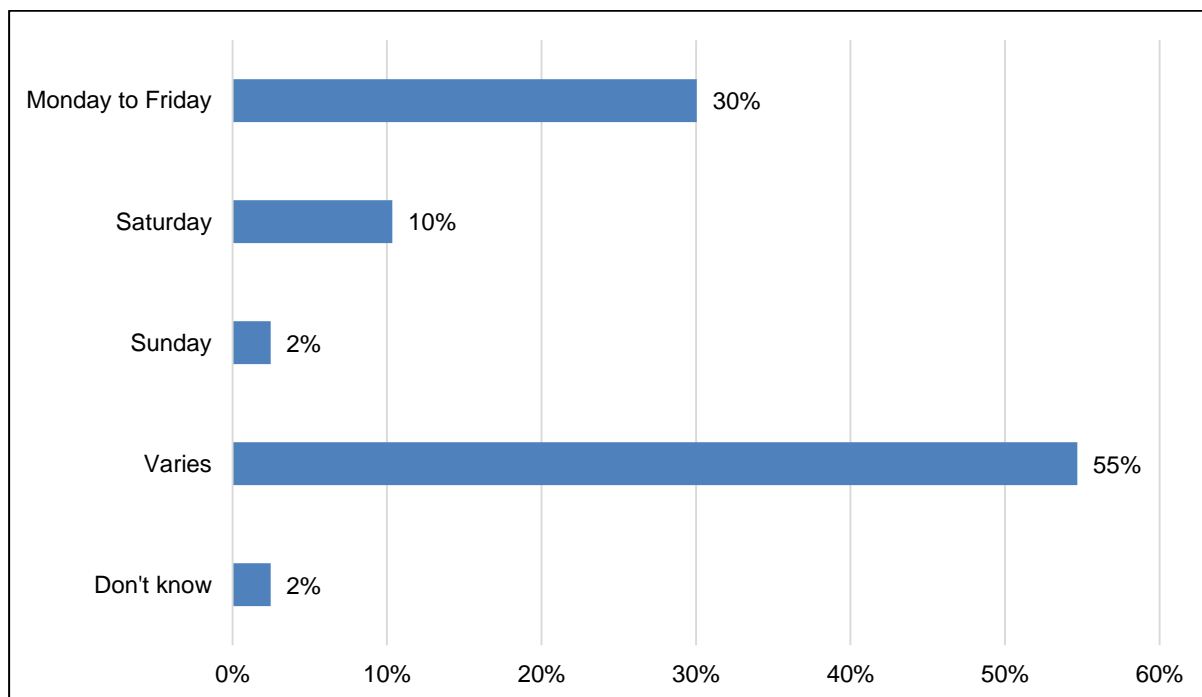


Q9. If you answered yes to the previous question, please select one of the following reasons

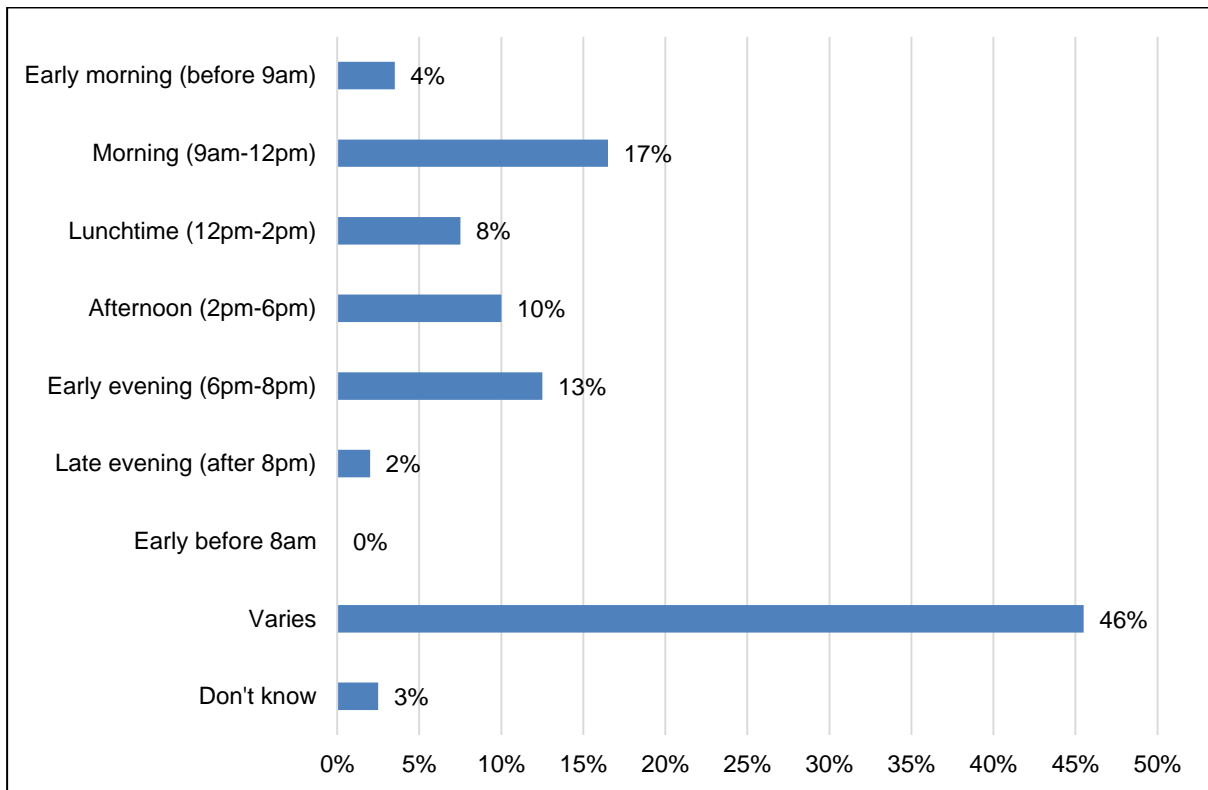


Mobility (4)	Traffic (1)
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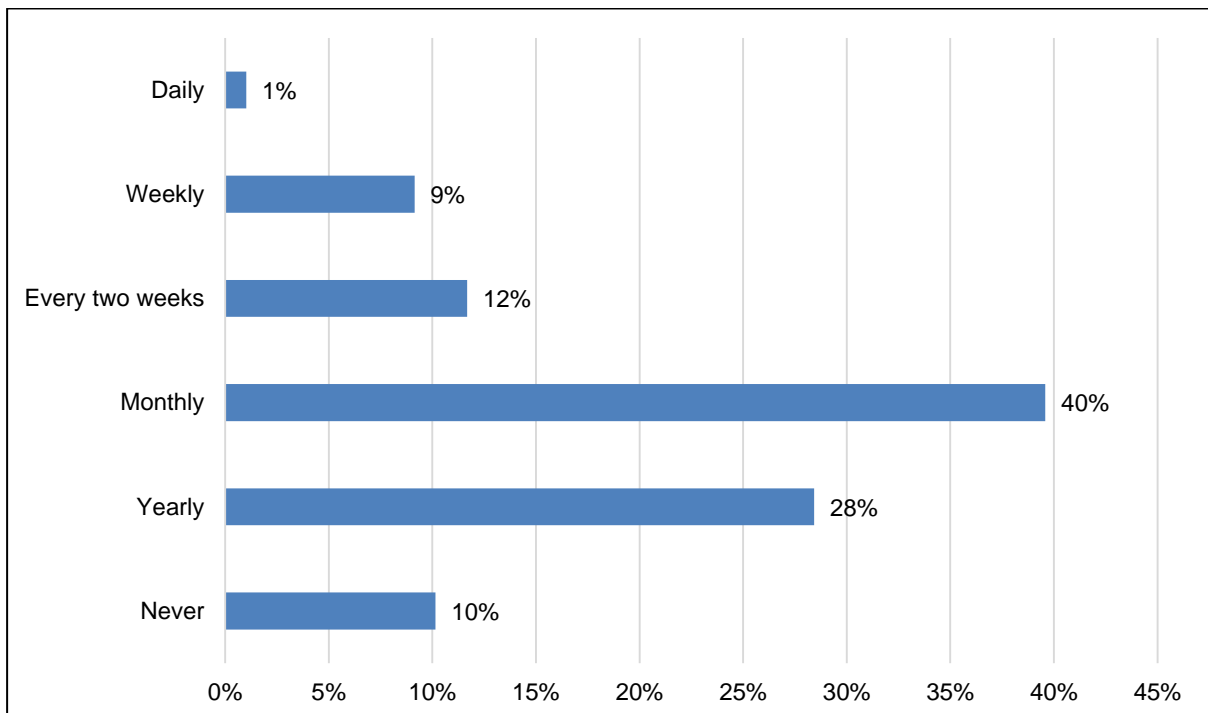
Q10. What is the most convenient day for you to visit a pharmacy?



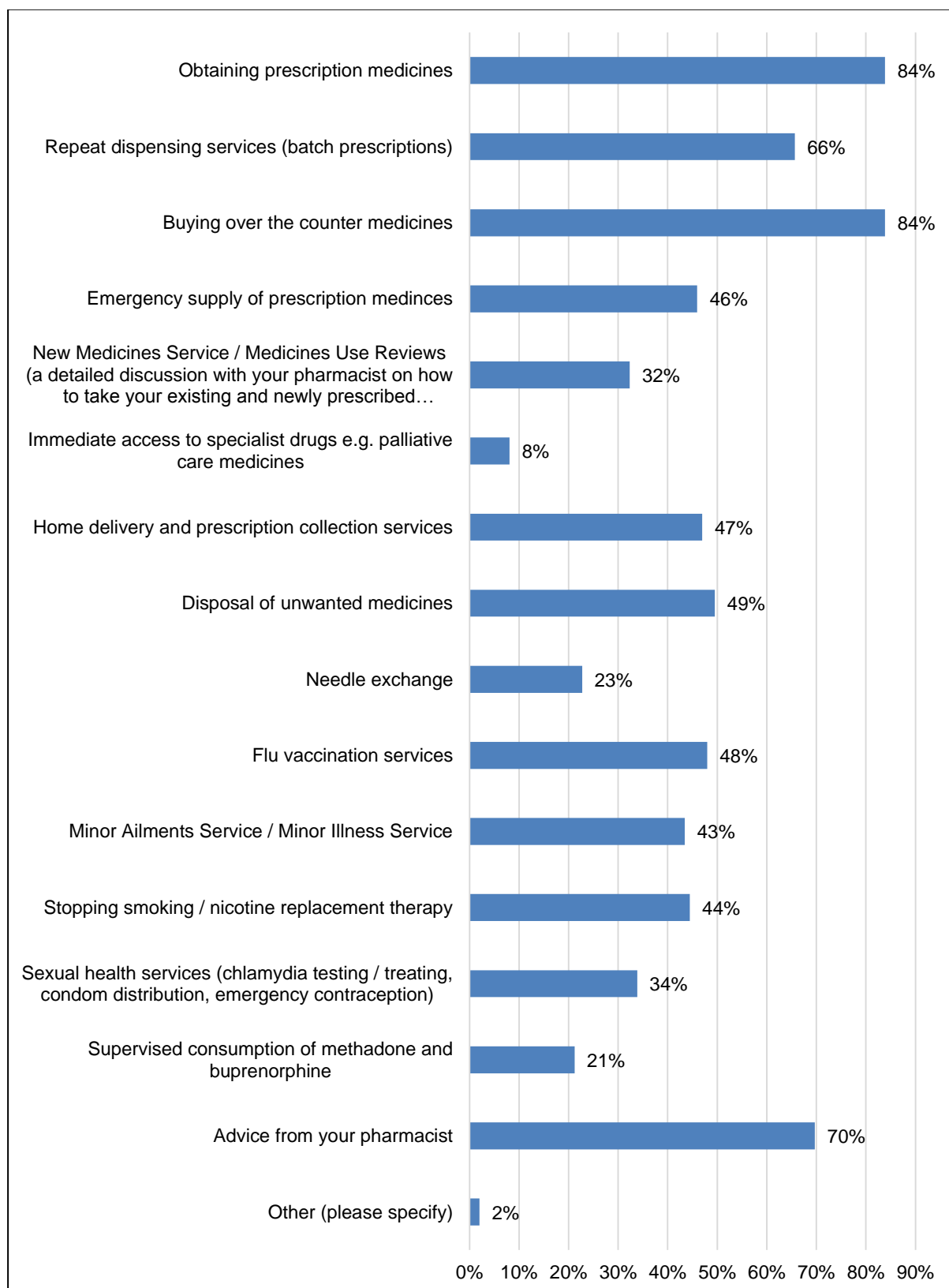
Q11. When do you prefer to visit a pharmacy?



Q12. How regularly do you typically buy an over-the-counter (i.e. non-prescription) medicine from a pharmacy?

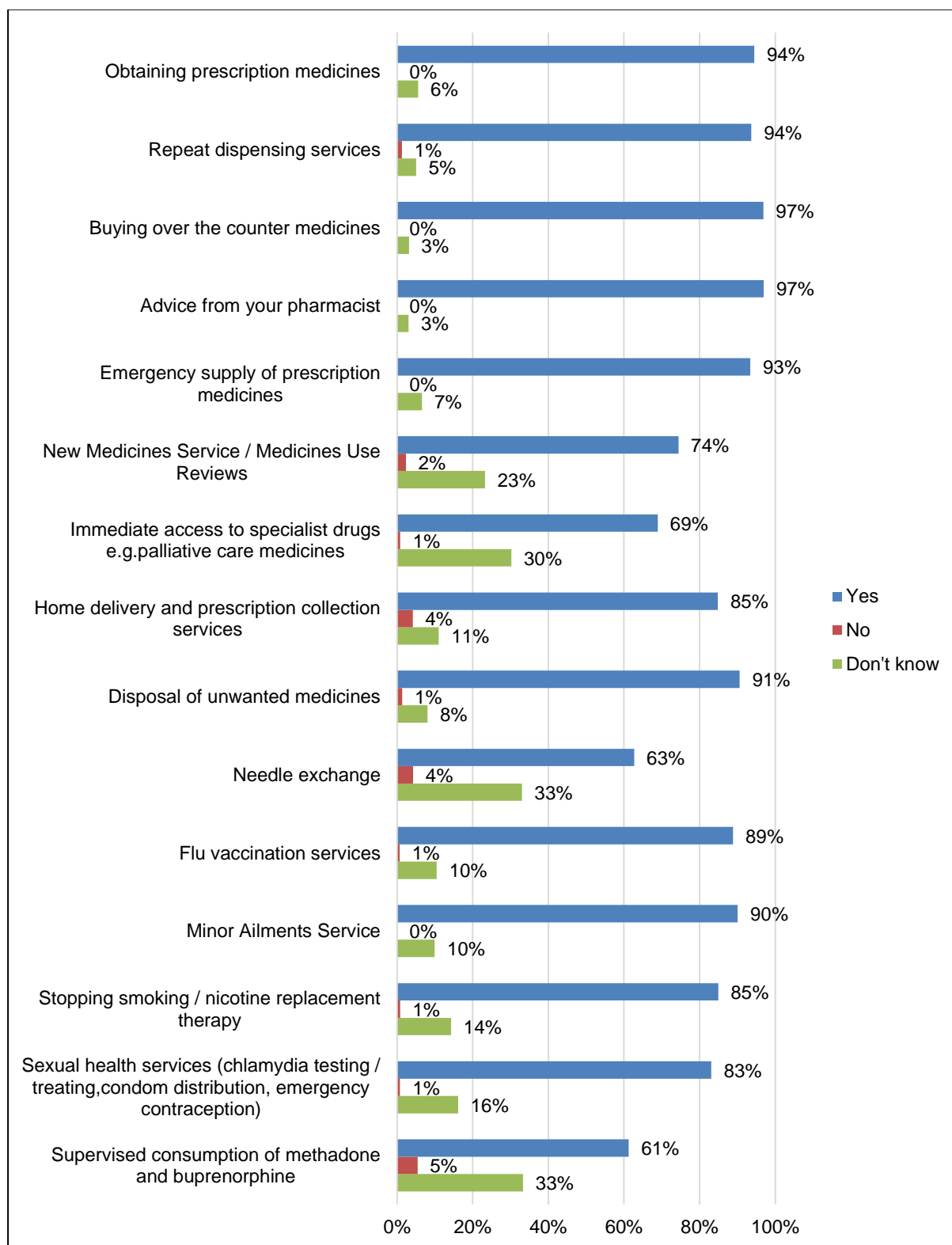


Q13. Which of the following pharmacy services are you aware that a pharmacy may provide?



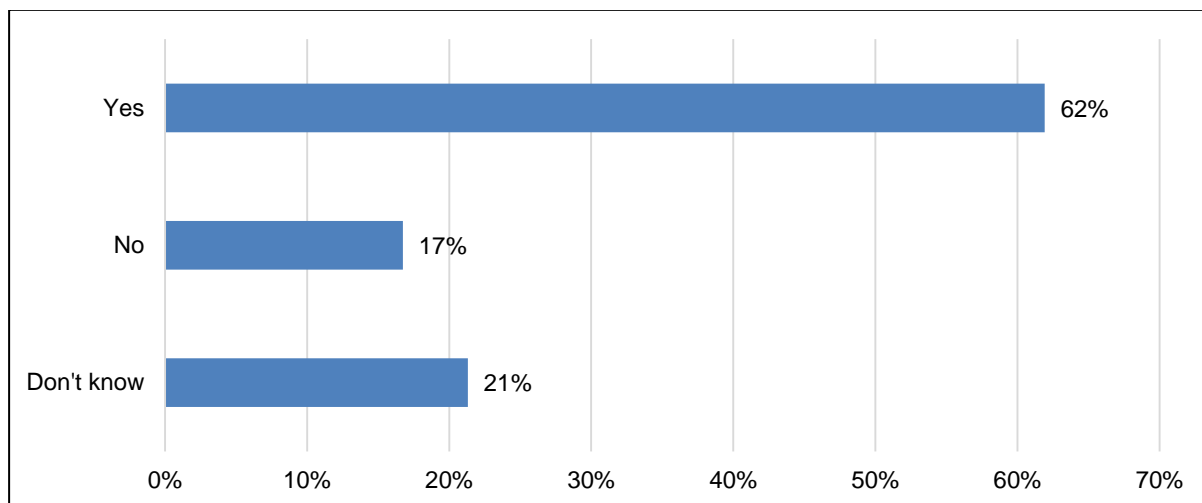
Specialist advice (1)	Dosage checking (1)
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Q14. What services would you like to see provided by your local pharmacy?

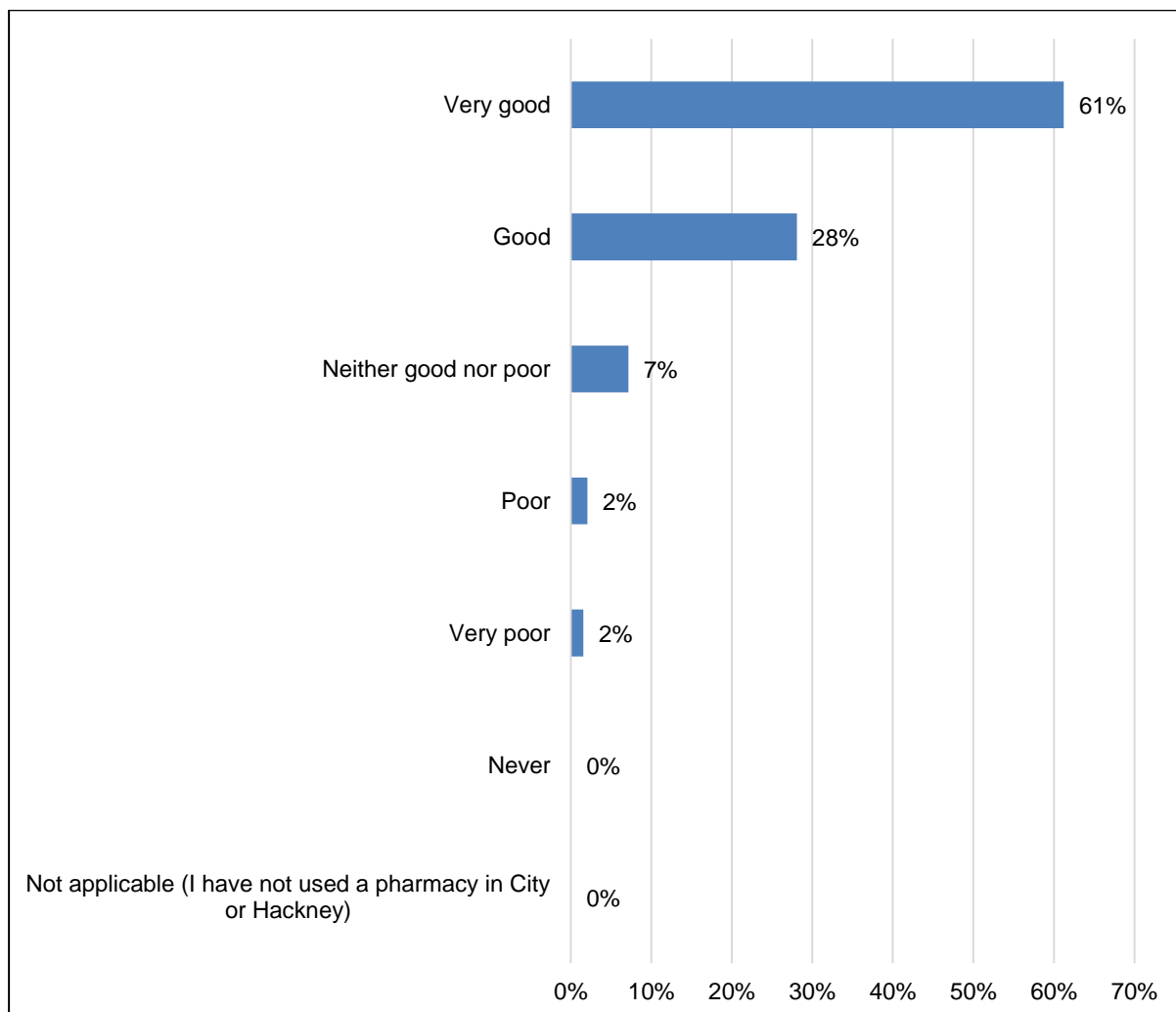


Blood pressure tests (2)	Contraceptive pill (1)
Supply of minor equipment (1)	Travel vaccinations (1)

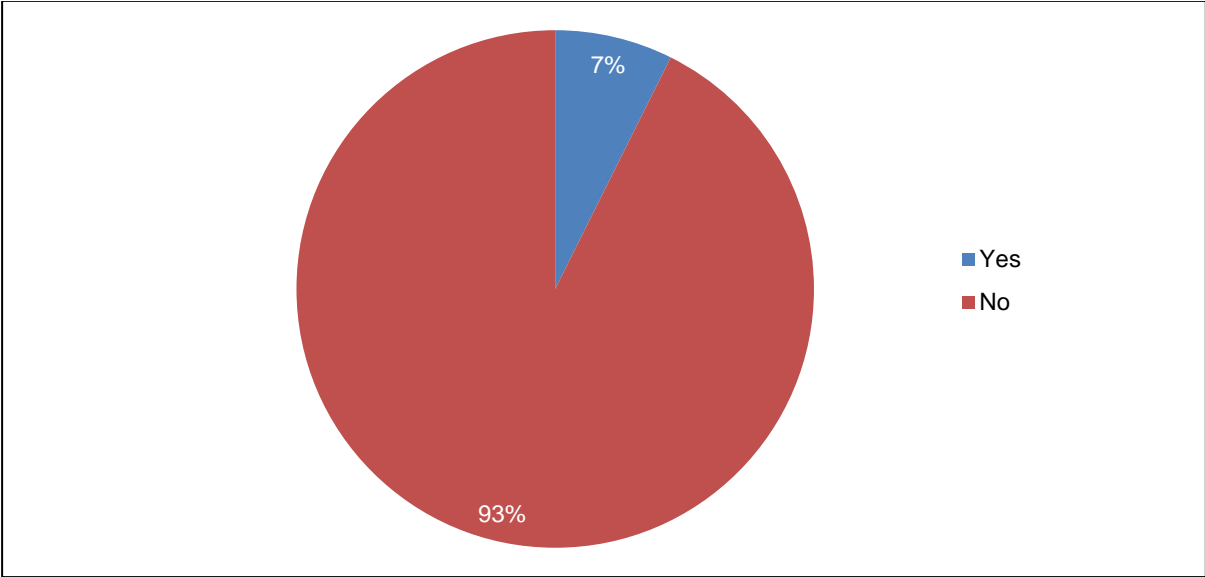
Q15. Is there a consultation room available where you cannot be overheard in the pharmacy you normally visit?



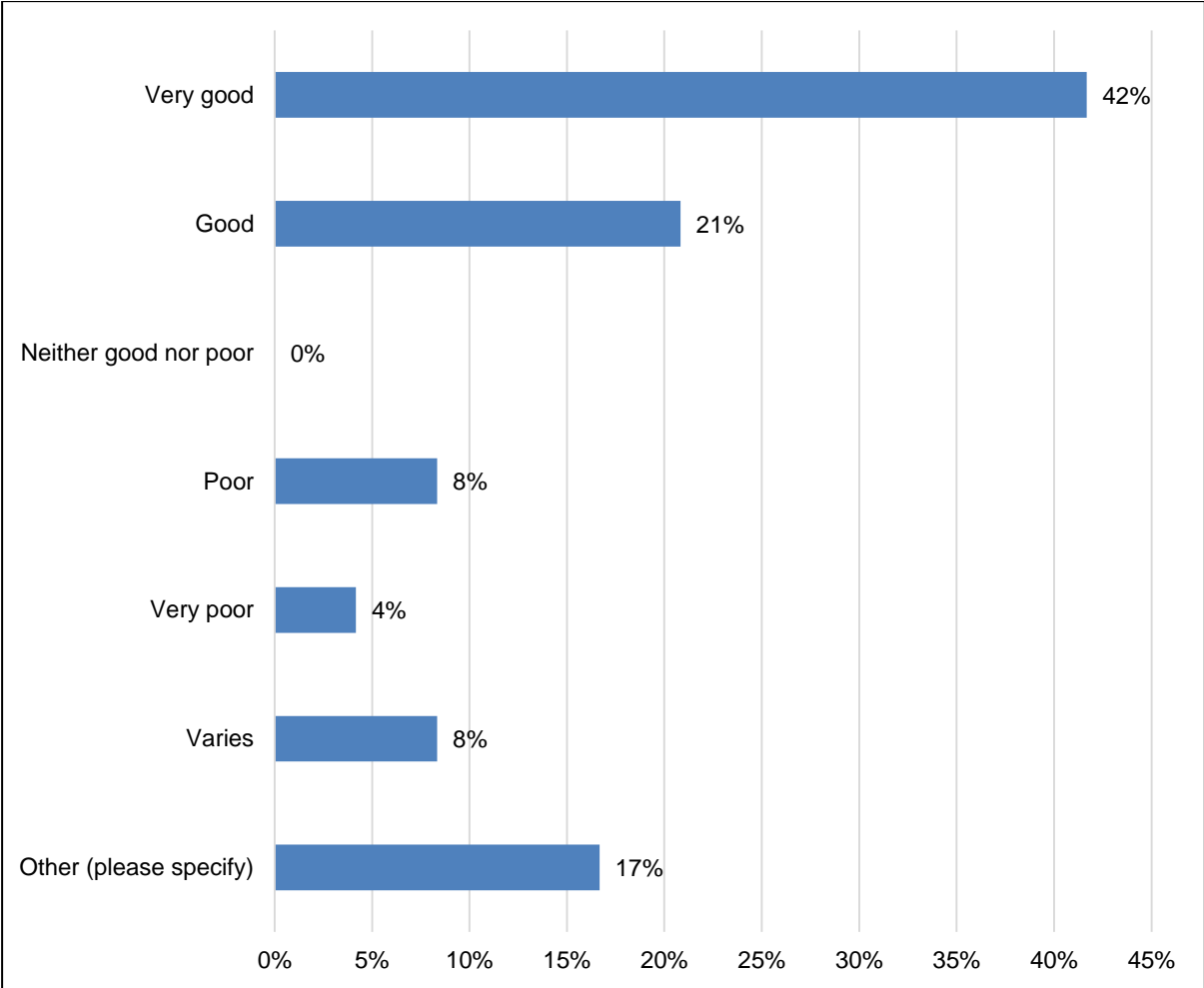
Q16. How do you rate your last experience of a community pharmacy in City of London or Hackney?



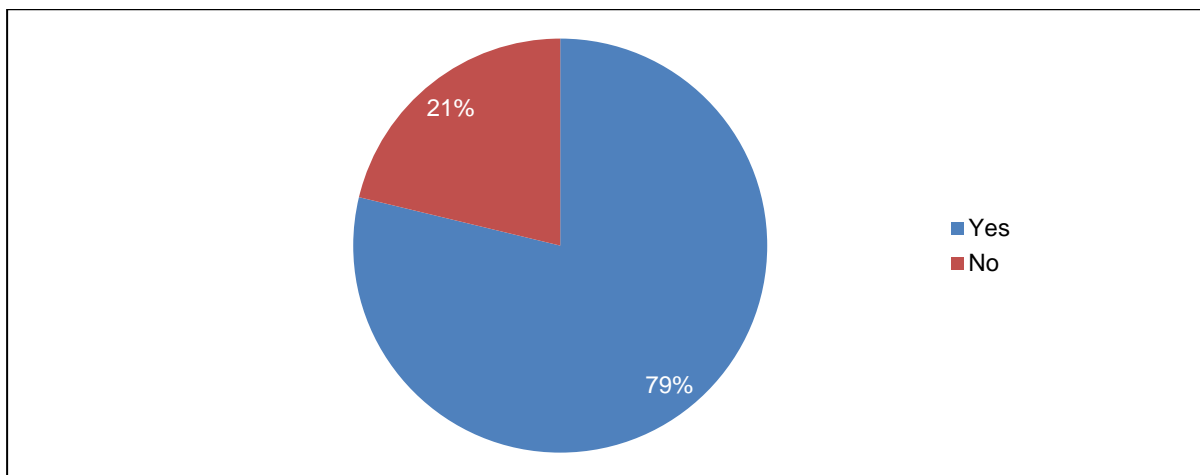
Q17. Have you ever used an internet pharmacy to obtain prescription medicines?



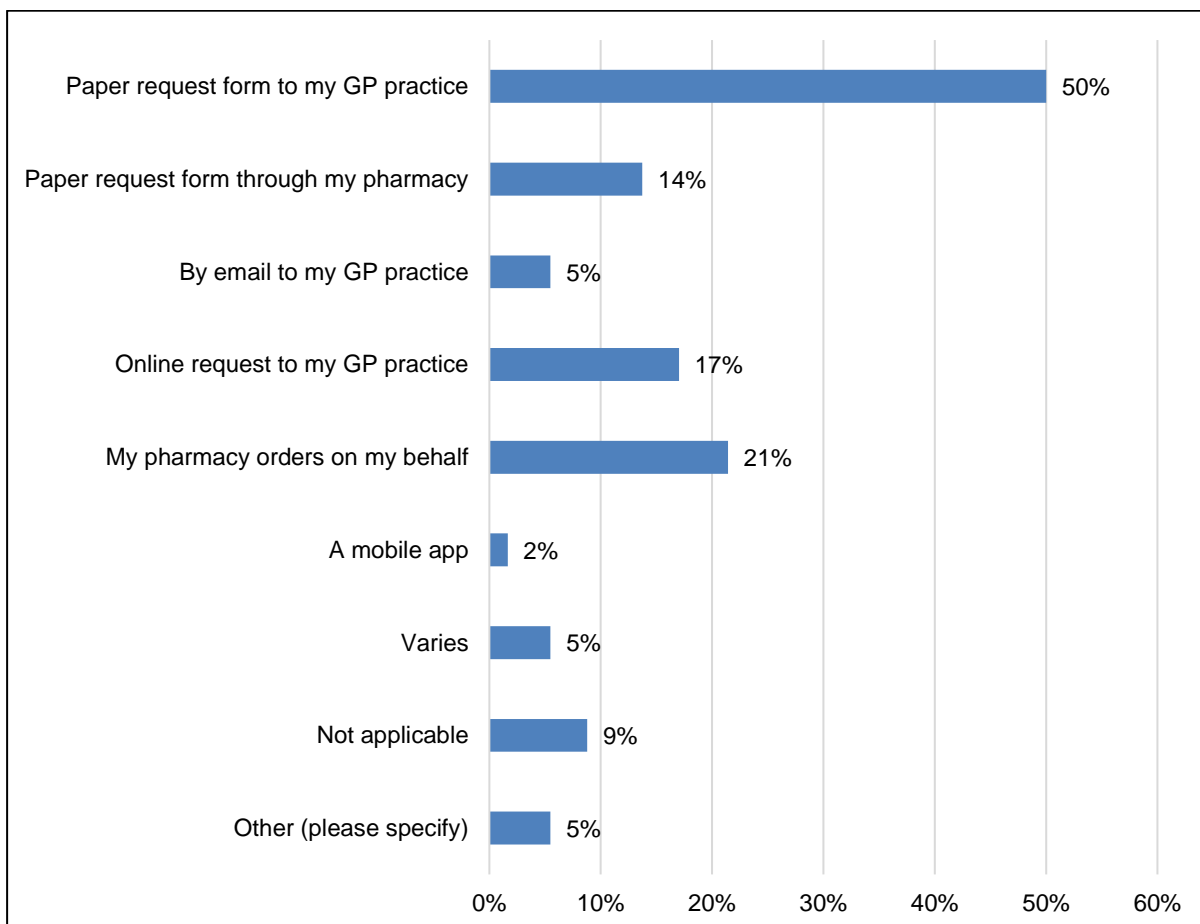
Q18. If you answered yes to the previous question, how would you rate your overall satisfaction with the internet pharmacy?



Q19. Are you aware that a service is available whereby your GP practice can send your prescription electronically to your chosen City of London or Hackney pharmacy?



Q20. If you use your pharmacy to collect regular prescriptions, how do you order your prescriptions?



Phone (5)

Q21. Any other comments you would like to make about your pharmacy in the City of London or Hackney?

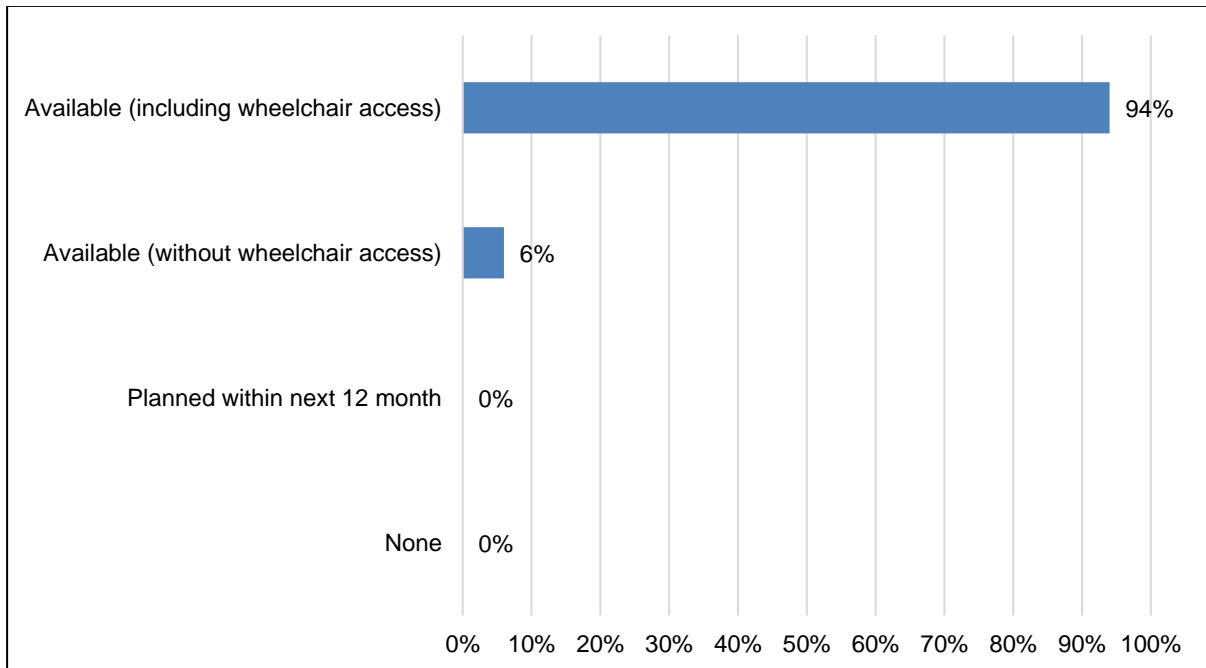
Bad experience (4)	Excellent service (20)
Friendly staff (10)	Good service (3)
Helpful staff (2)	Long waiting times (2)
Longer opening times (1)	Trusted (1)
Very clean (1)	

Please note that some figures will add up to more than 100%. This is either due to respondents being able to give more than one response to a question or figures have been rounded up to the nearest whole percent.

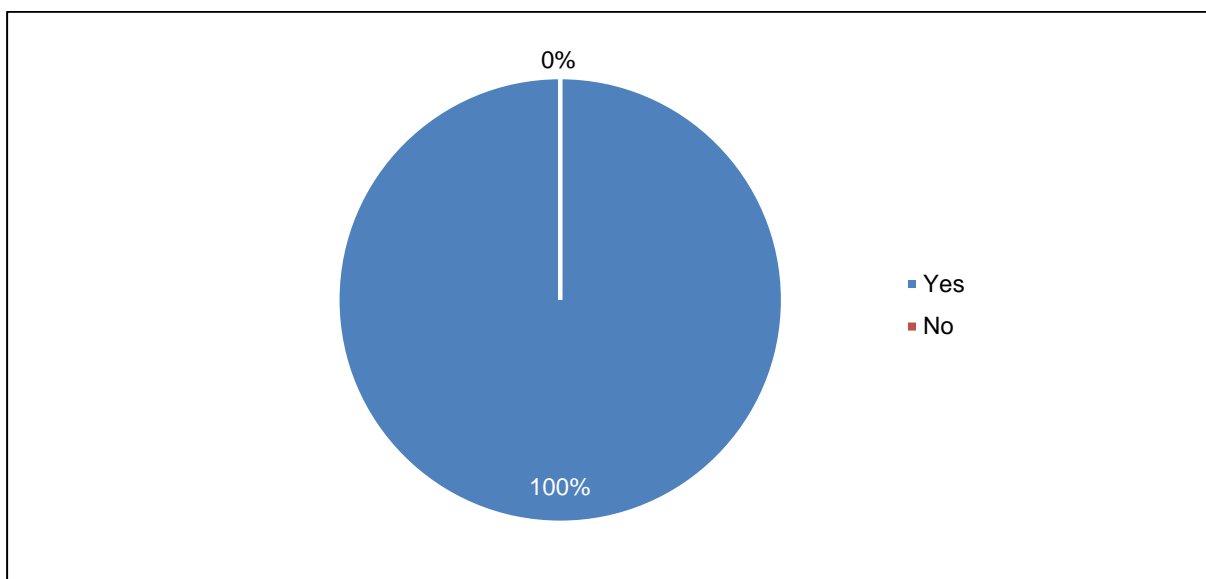
Appendix H: Results of the pharmacy contractor questionnaire

Q1 to Q3 were pharmacy-specific questions

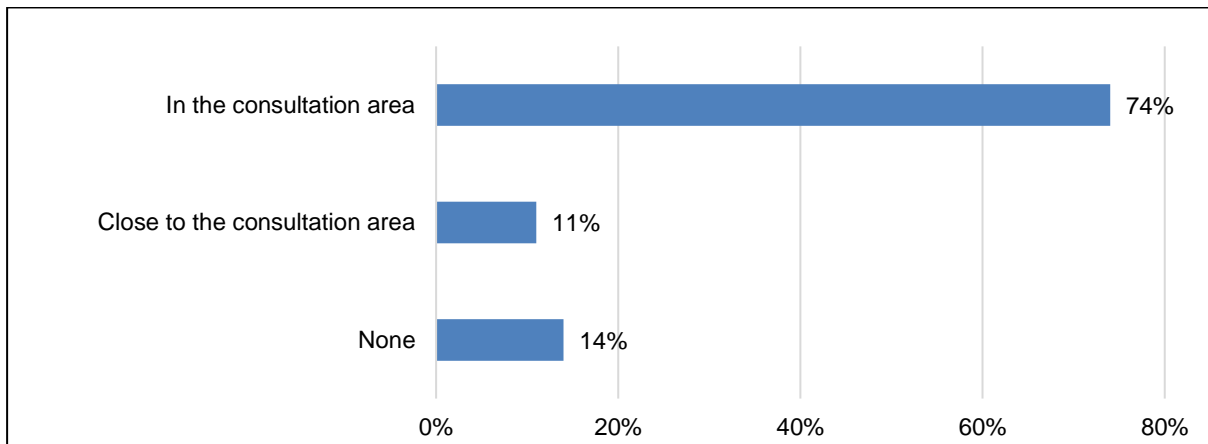
Q4. Is there a consultation area (meeting the criteria for the Medicines Use Review service)?



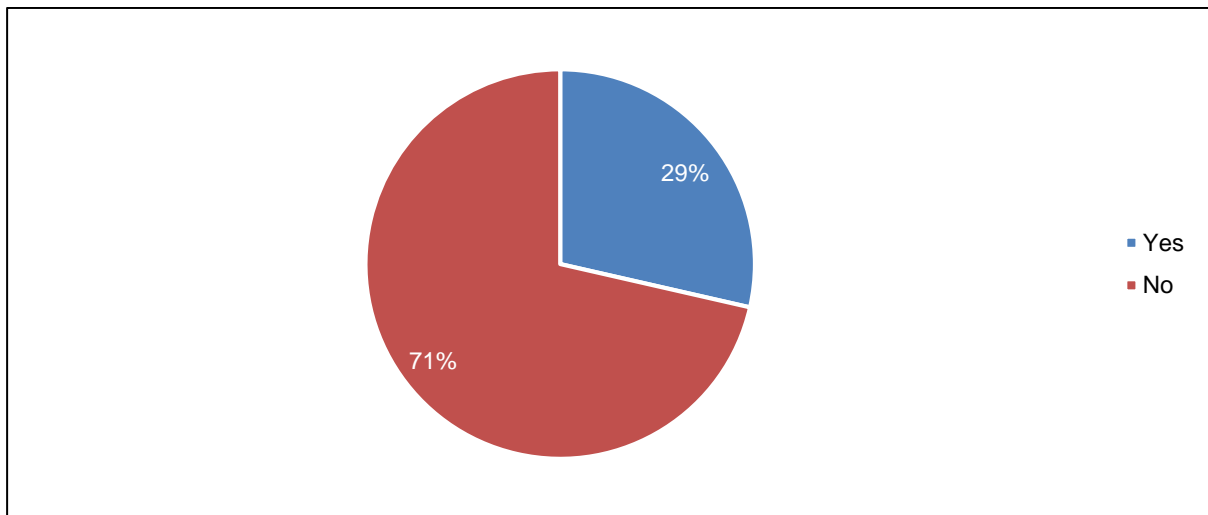
Q5. Where there is a consultation area, is it a closed room?



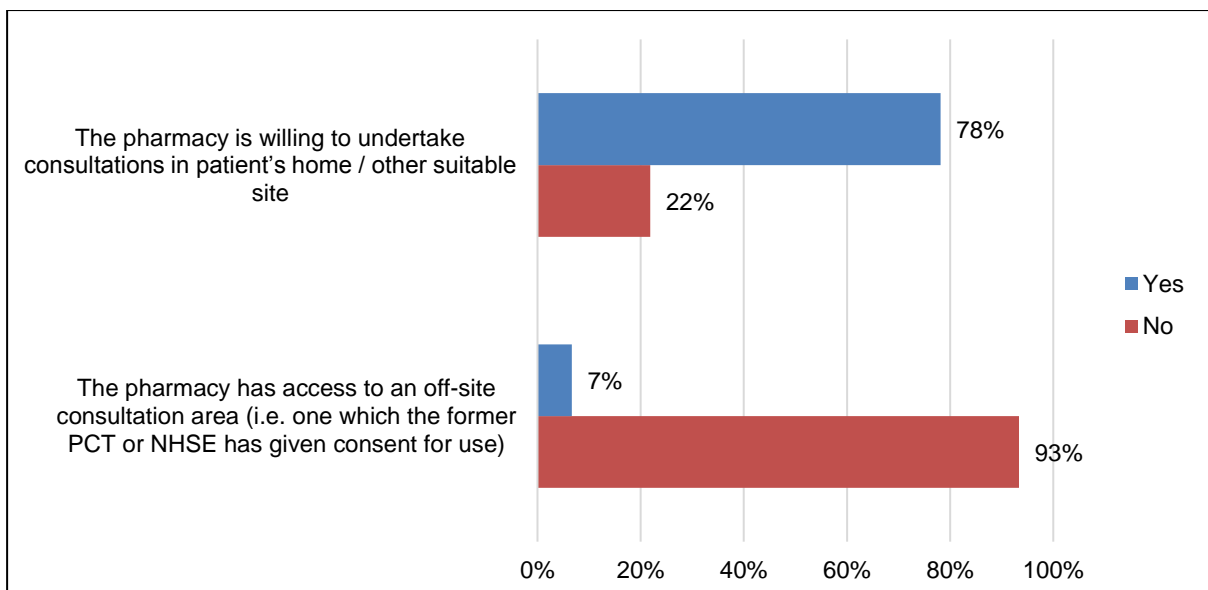
Q6. During consultations are there hand-washing facilities?



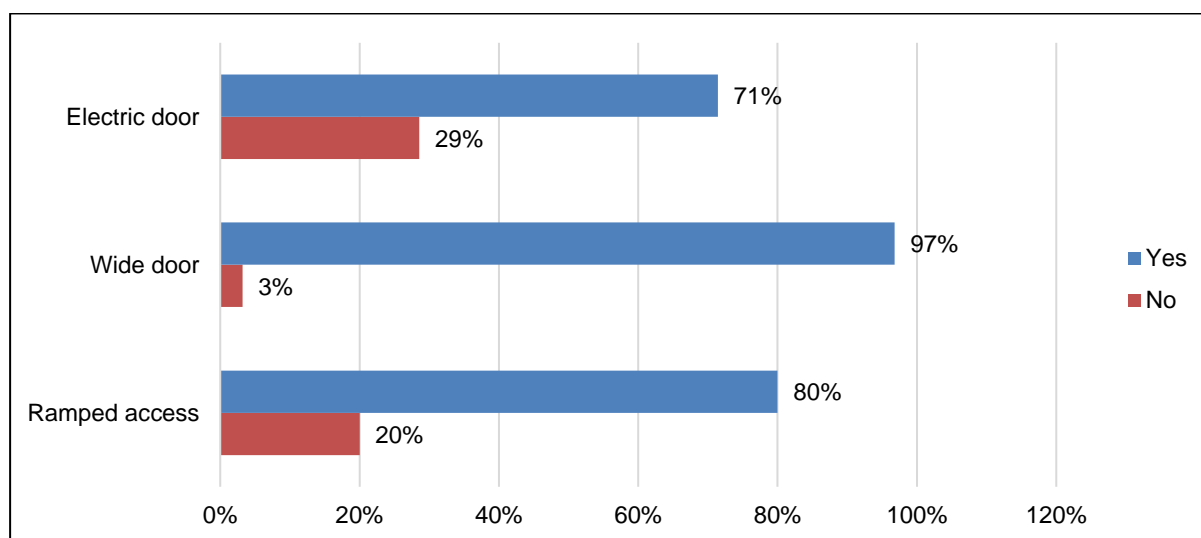
Q7. Do patients attending for consultations have access to toilet facilities?



Q8. Off-site consultation areas



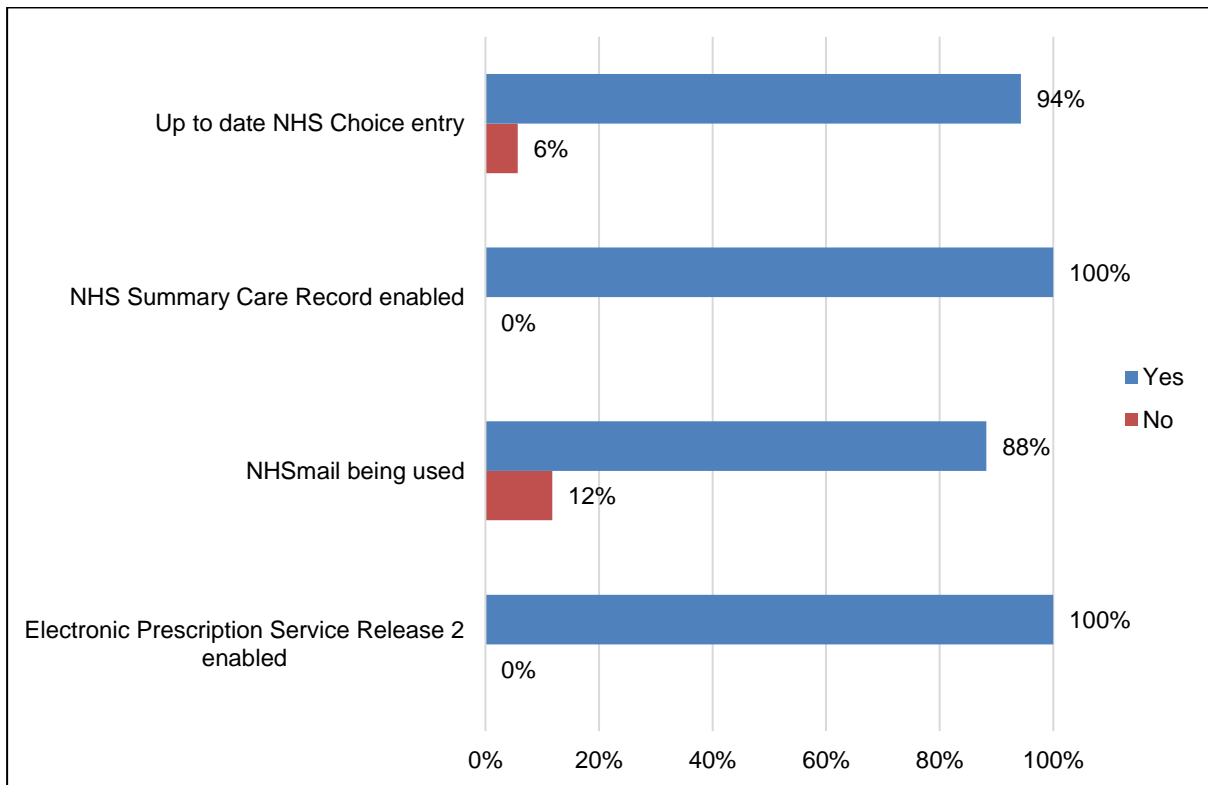
Q9. The pharmacy is accessible for wheelchair users



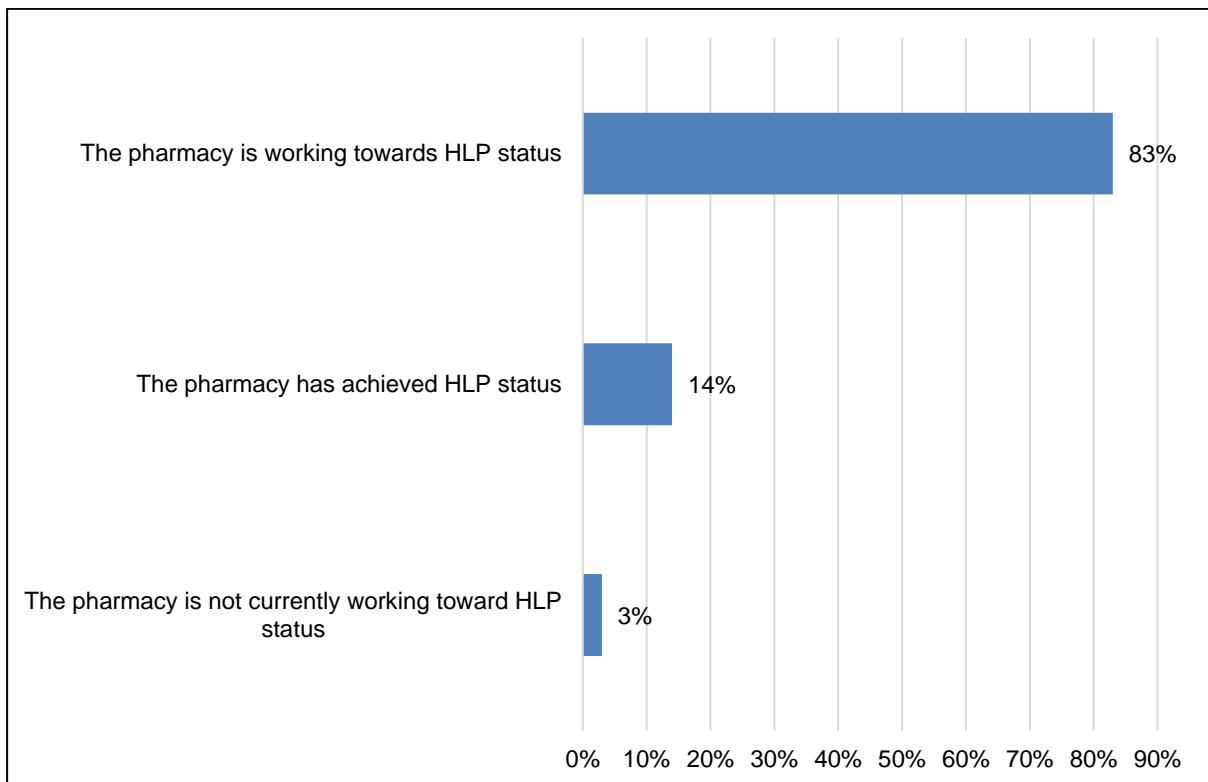
Q10. Languages spoken in the community (in addition to English)

Turkish (20)	Ghanaian (1)
Afghan (1)	Tamil (2)
Gujarati (25)	Swahili (8)
Singhalese (1)	Hindi (21)
Polish (6)	Urdu (17)
French (7)	Punjabi (6)
Bulgarian (1)	Romanian (6)
Bengali (13)	Spanish (5)
German (2)	Italian (1)
Albanian (1)	Yoruba (1)
Igbo (3)	Mandarin (1)
Hebrew (1)	Yiddish (2)
Indian (2)	African (2)
Bangladeshi (1)	Nigerian (1)
Finnish (1)	Twi (1)
Arabic (1)	Russian (1)

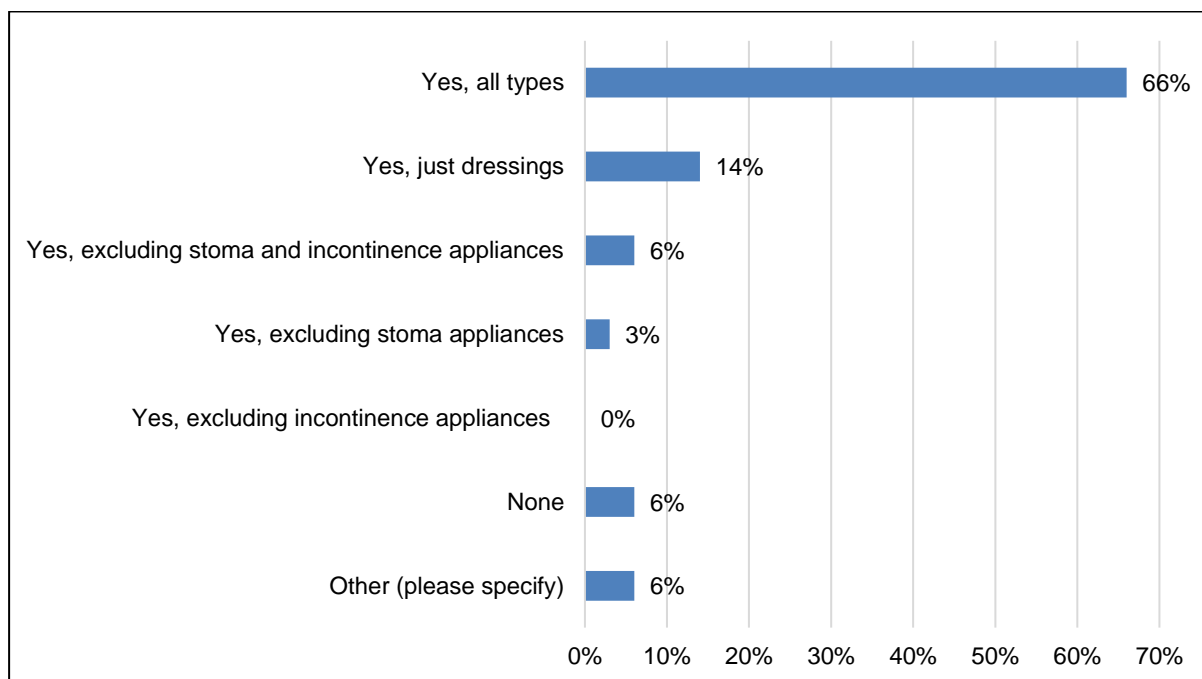
Q11. IT facilities in the pharmacy



Q12. Please read the following statements and select the one that applies



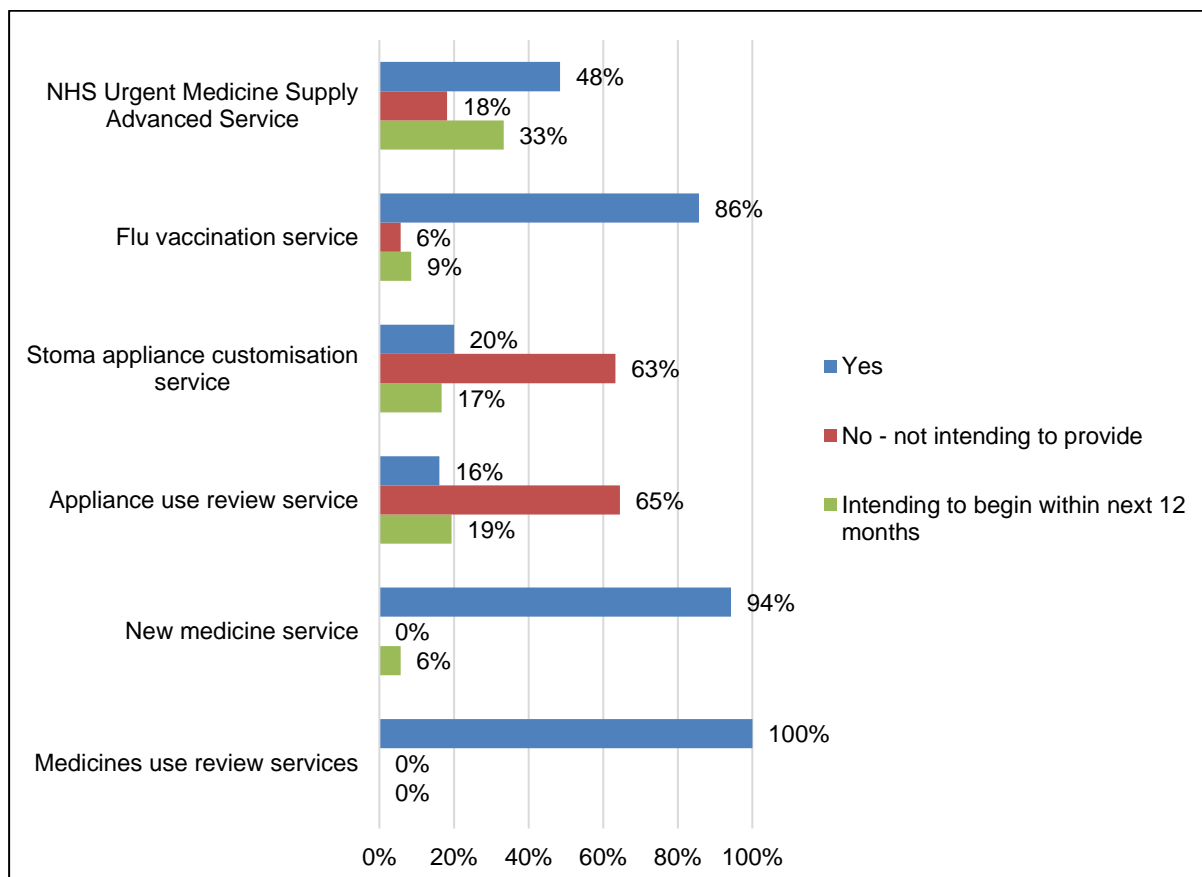
Q13. Does the pharmacy dispense appliances?



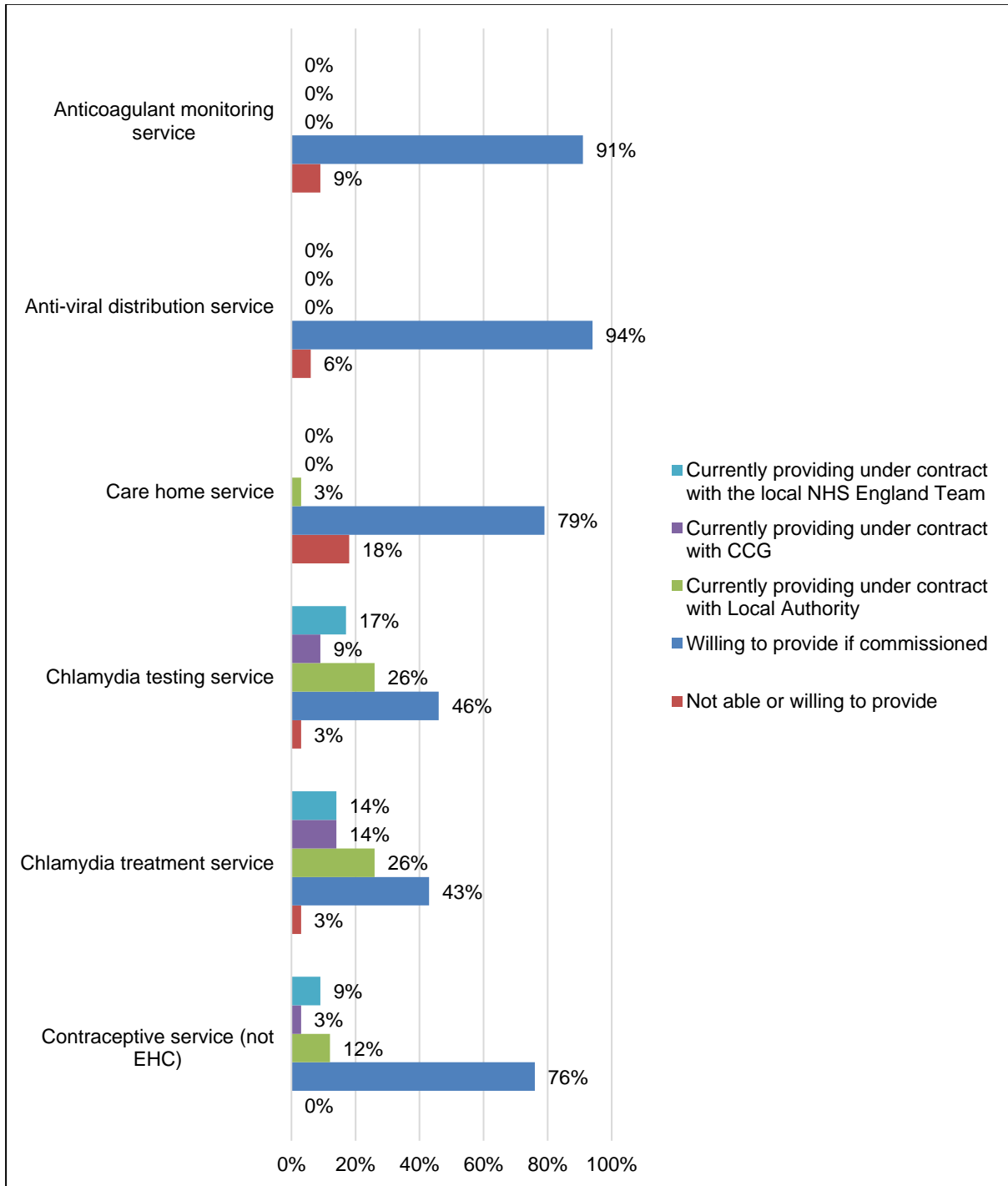
Blister packs (1)

Subject to alliance healthcare willingness to supply to independents (1)

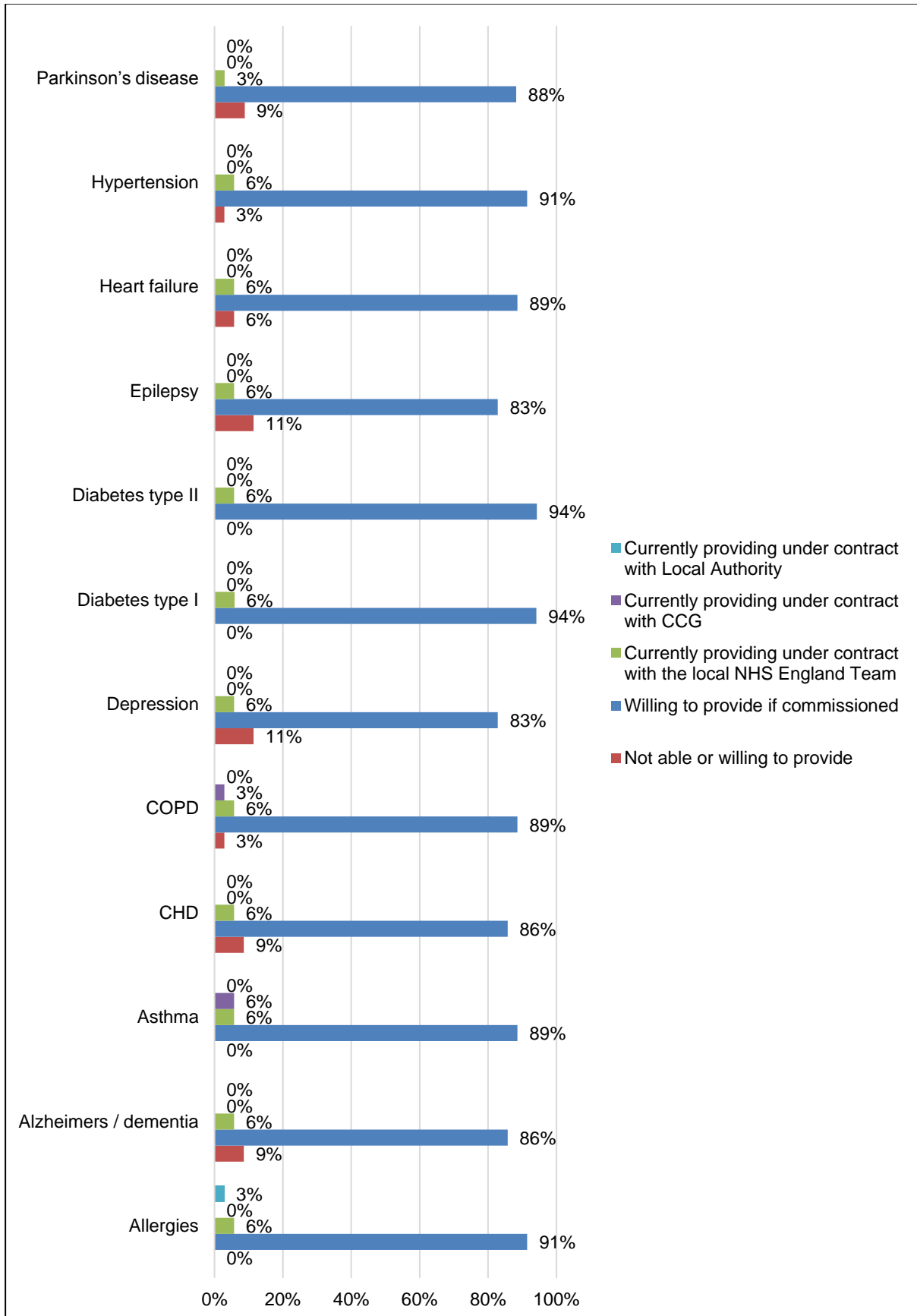
Q14. Does the pharmacy provide the following services?



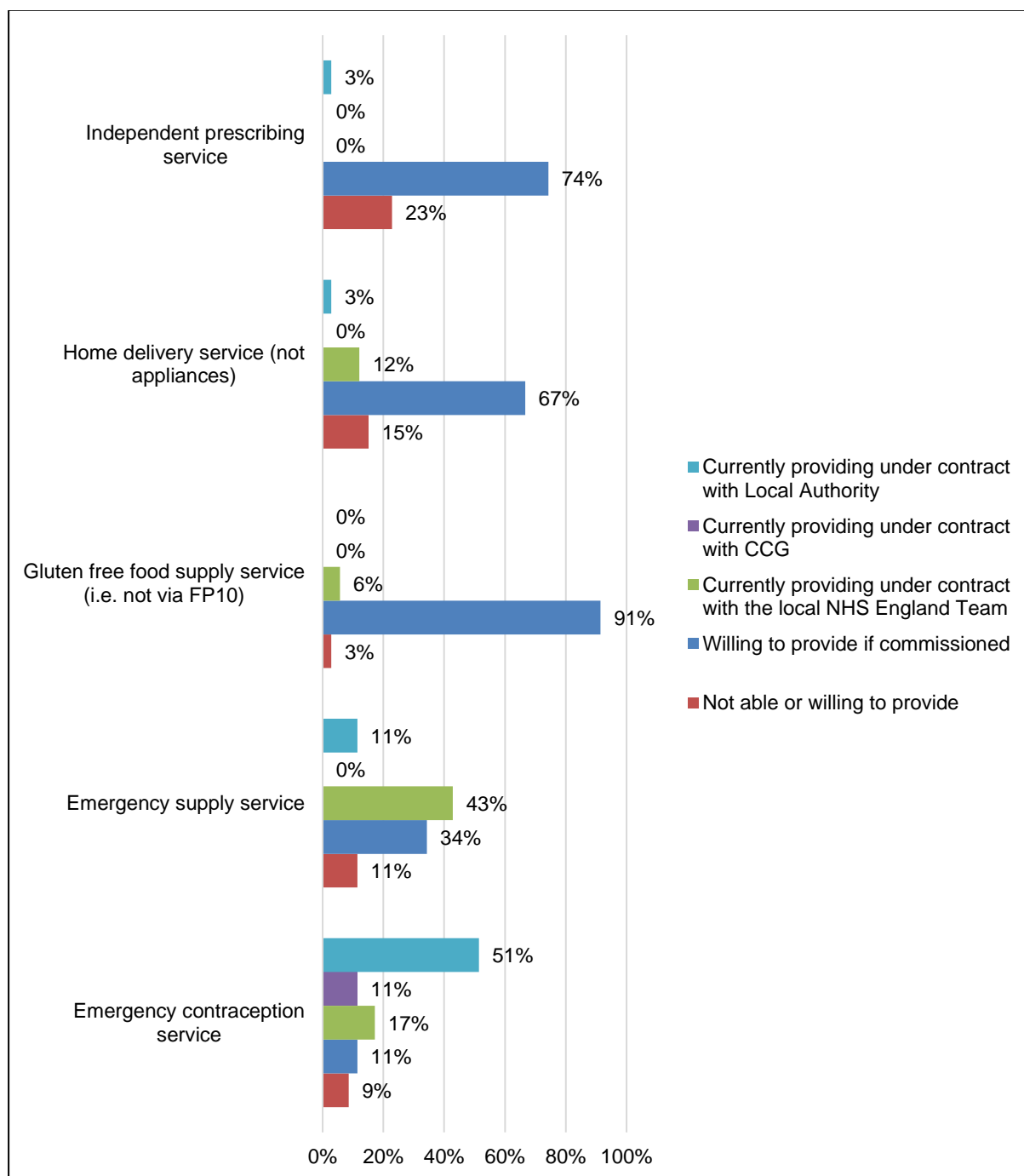
Q15. Which of the following services does the pharmacy provide, or would be willing to provide?



Q16. Which of the following services does the pharmacy provide, or would be willing to provide?

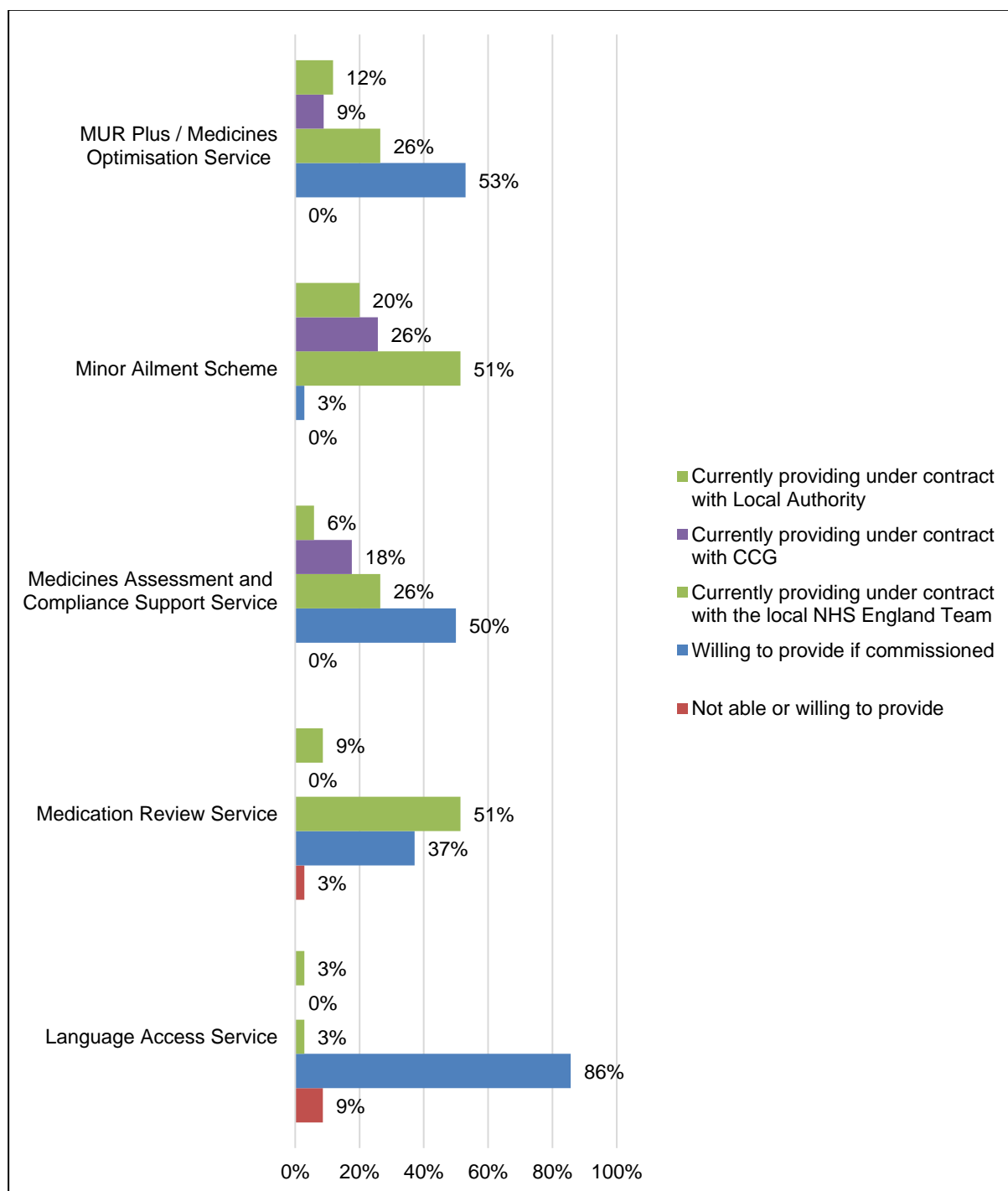


Q17. Which of the following services does the pharmacy provide, or would be willing to provide?



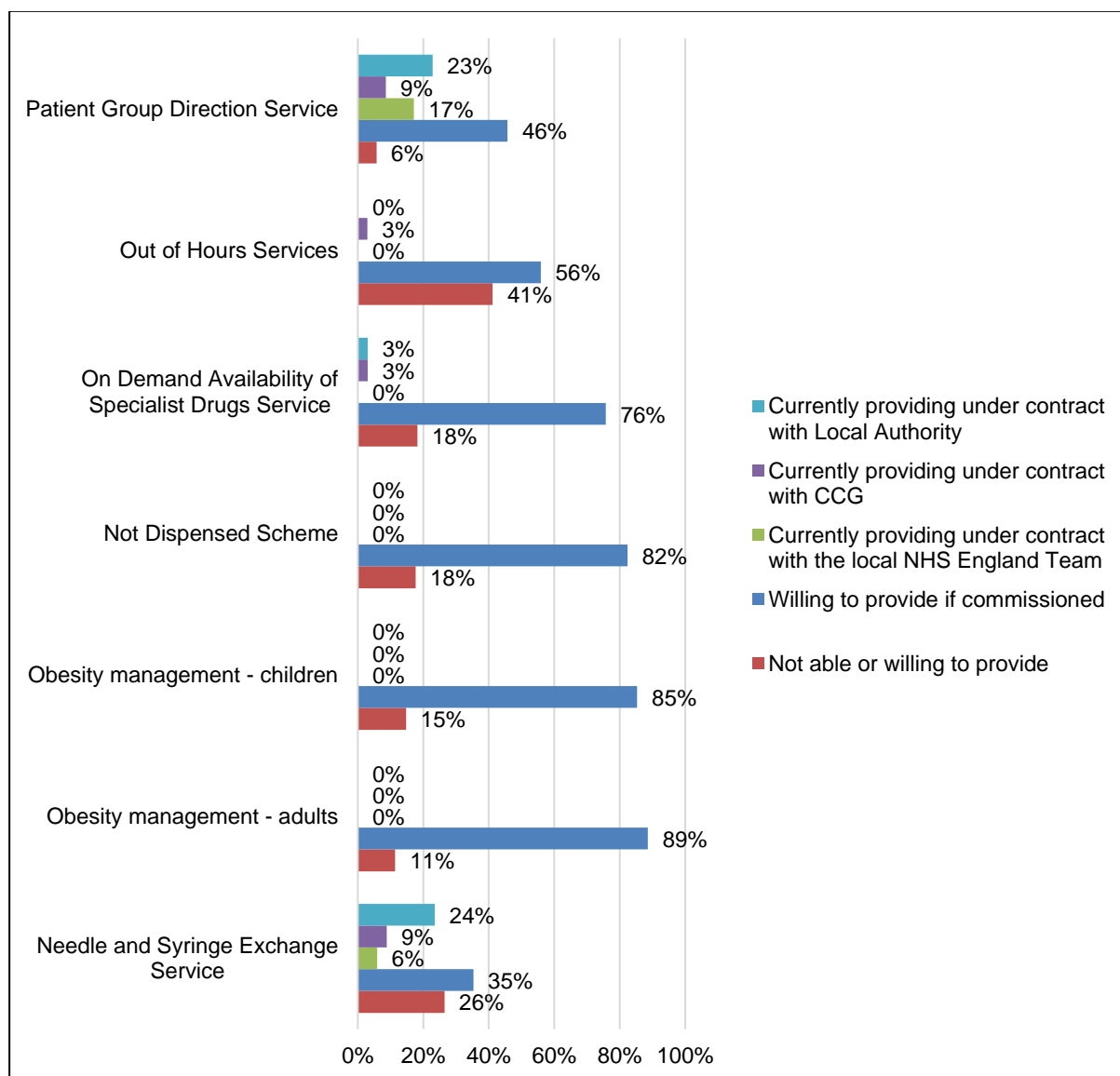
Home delivery service (2)	Cardiovascular disease, respiratory disease, controlled drugs 2/3 (1)
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Q18. Which of the following services does the pharmacy provide, or would be willing to provide?



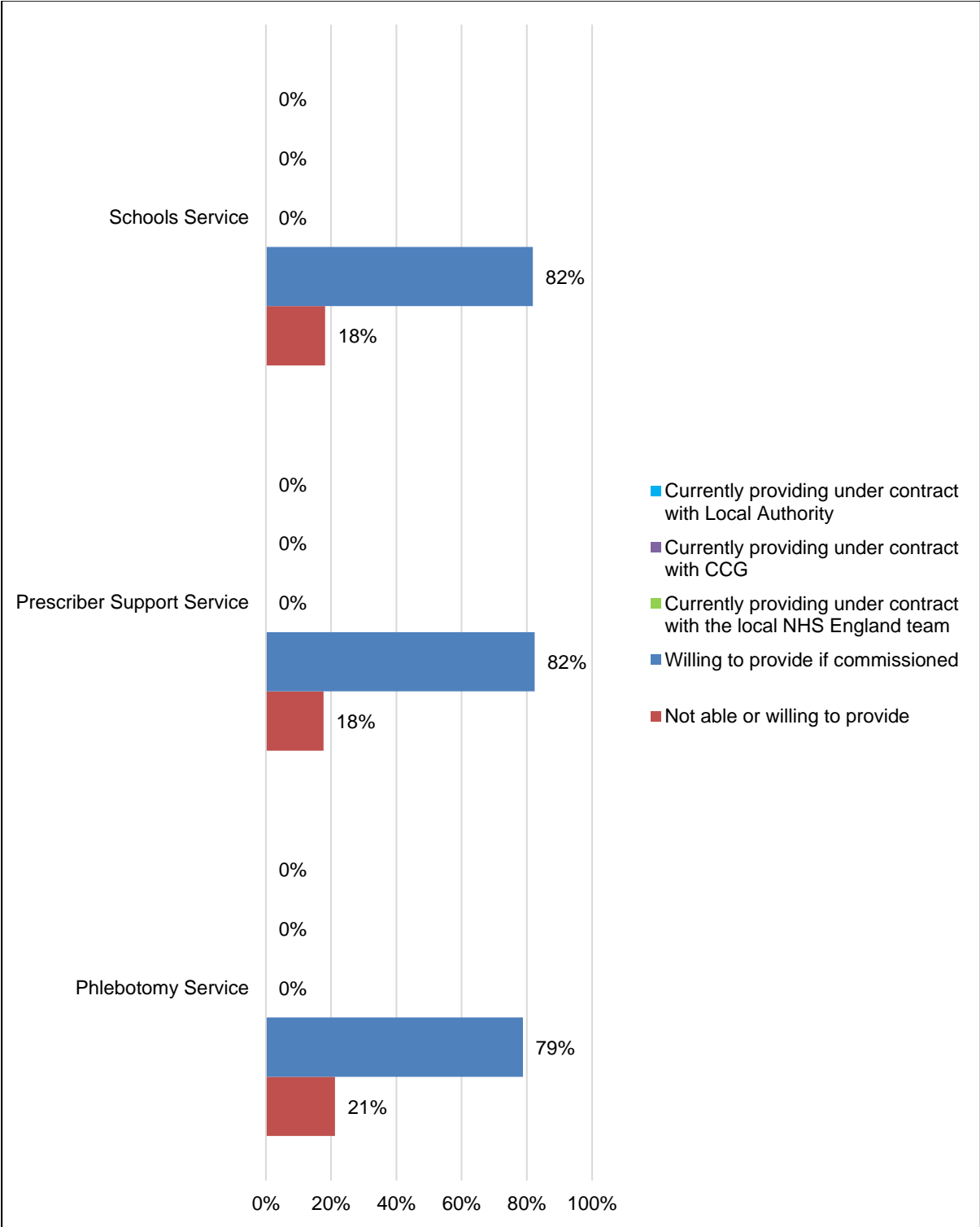
Asthma (1)	Diabetes (1)
Hypertension (1)	Anticoagulants (1)
All (4)	High risk (1)
Post discharge MURs (1)	Respiratory (1)
Cardiovascular (1)	As specified by the CCG (1)

Q19. Which of the following services does the pharmacy provide, or would be willing to provide?

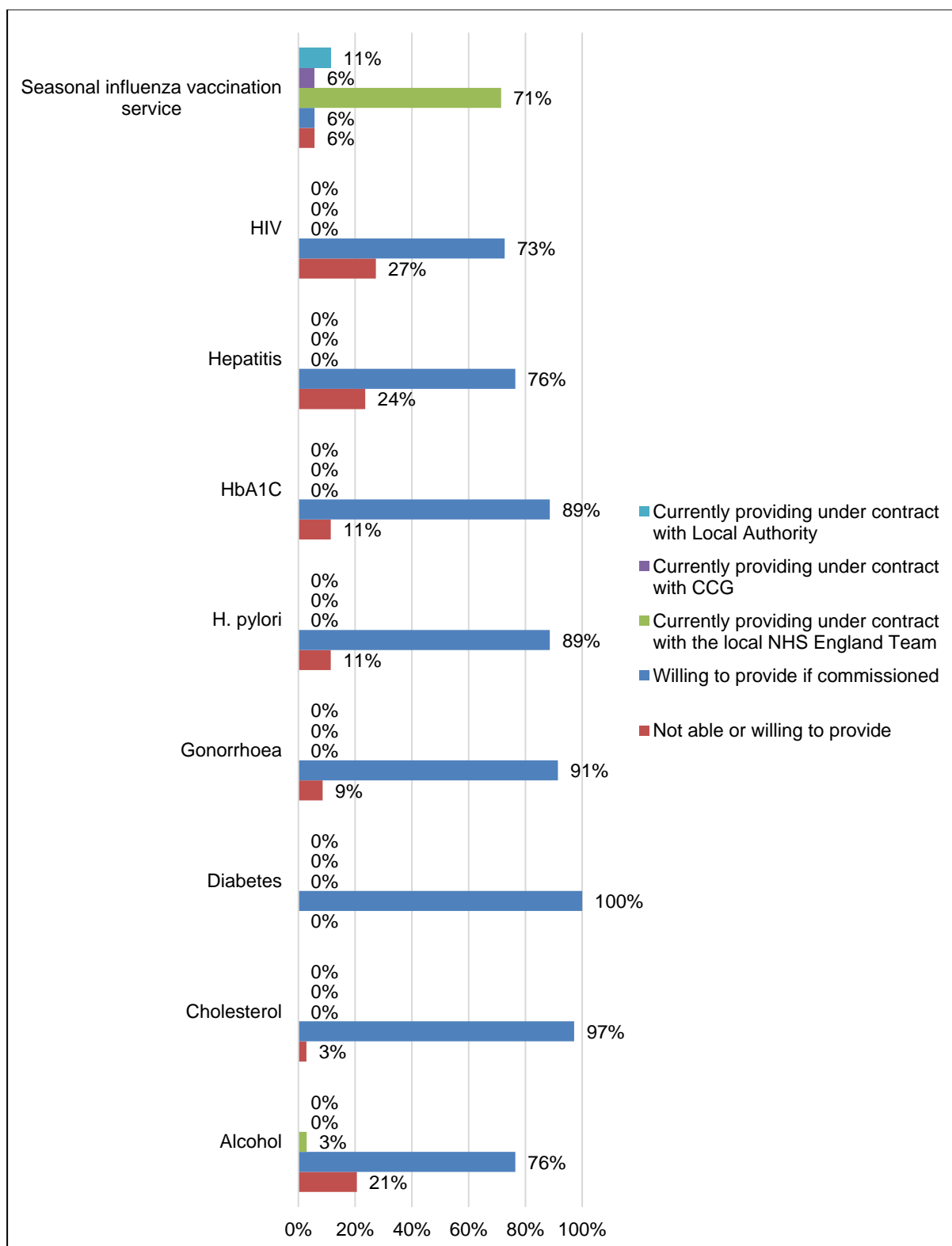


Varenicline (3)	Azithromycin (3)
Malaria (3)	Nitrofurantoin (1)
EHC (4)	Erectile dysfunction (2)
Cialis / sildenafil (1)	Minor ailments (2)
Champix (2)	Levonorgestrel (1)
Flu vaccination (8)	Pneumonia vaccination (1)
Meningitis vaccination (4)	PPV (4)
ACWY (4)	Travel vaccination (1)
Penicillin (1)	Levonelle (1)
NRT (1)	Salbutamol (1)
Chlamydia treatment (1)	Stop smoking (1)

Q20. Which of the following services does the pharmacy provide, or would be willing to provide?

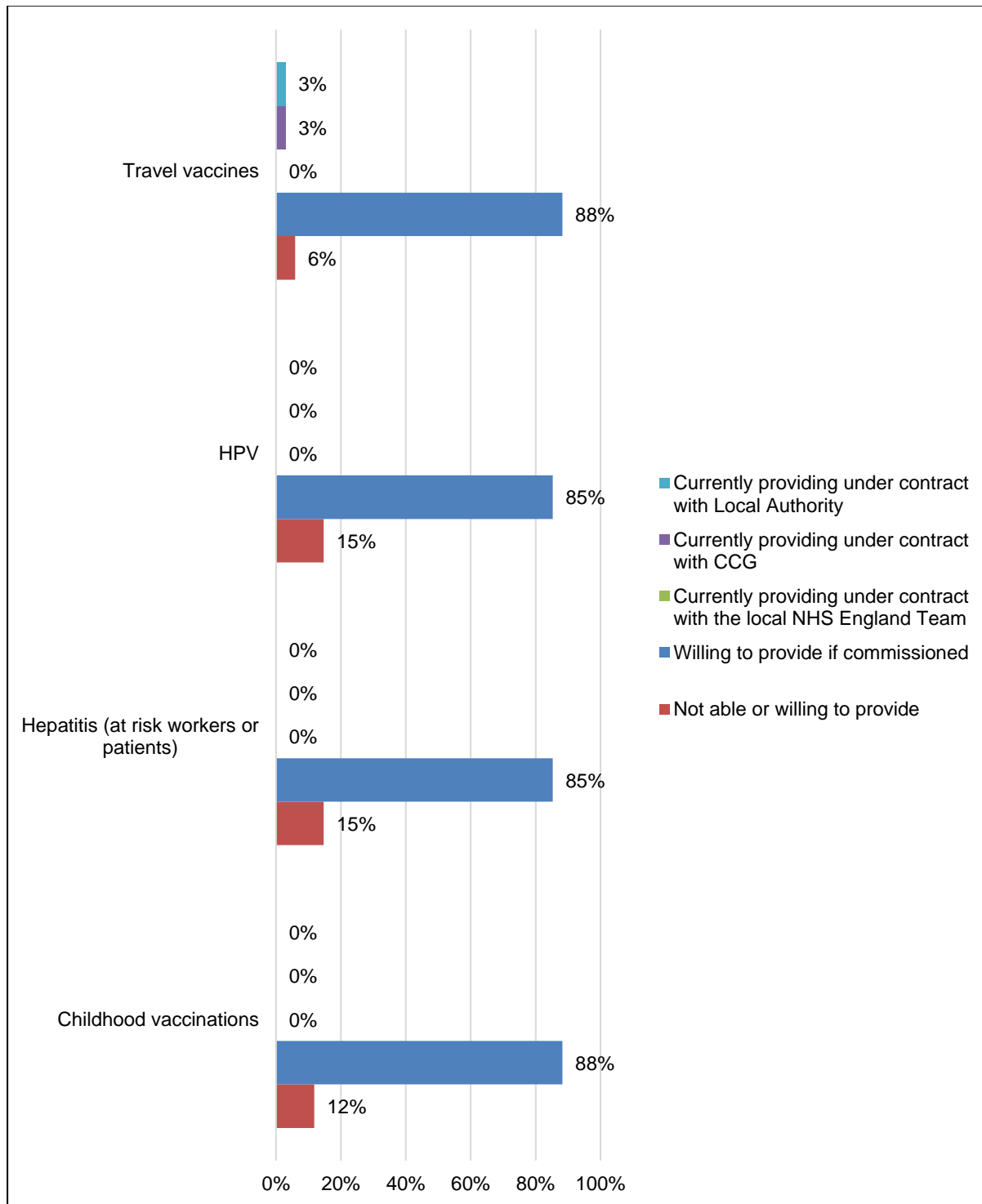


Q21. Which of the following services does the pharmacy provide, or would be willing to provide?



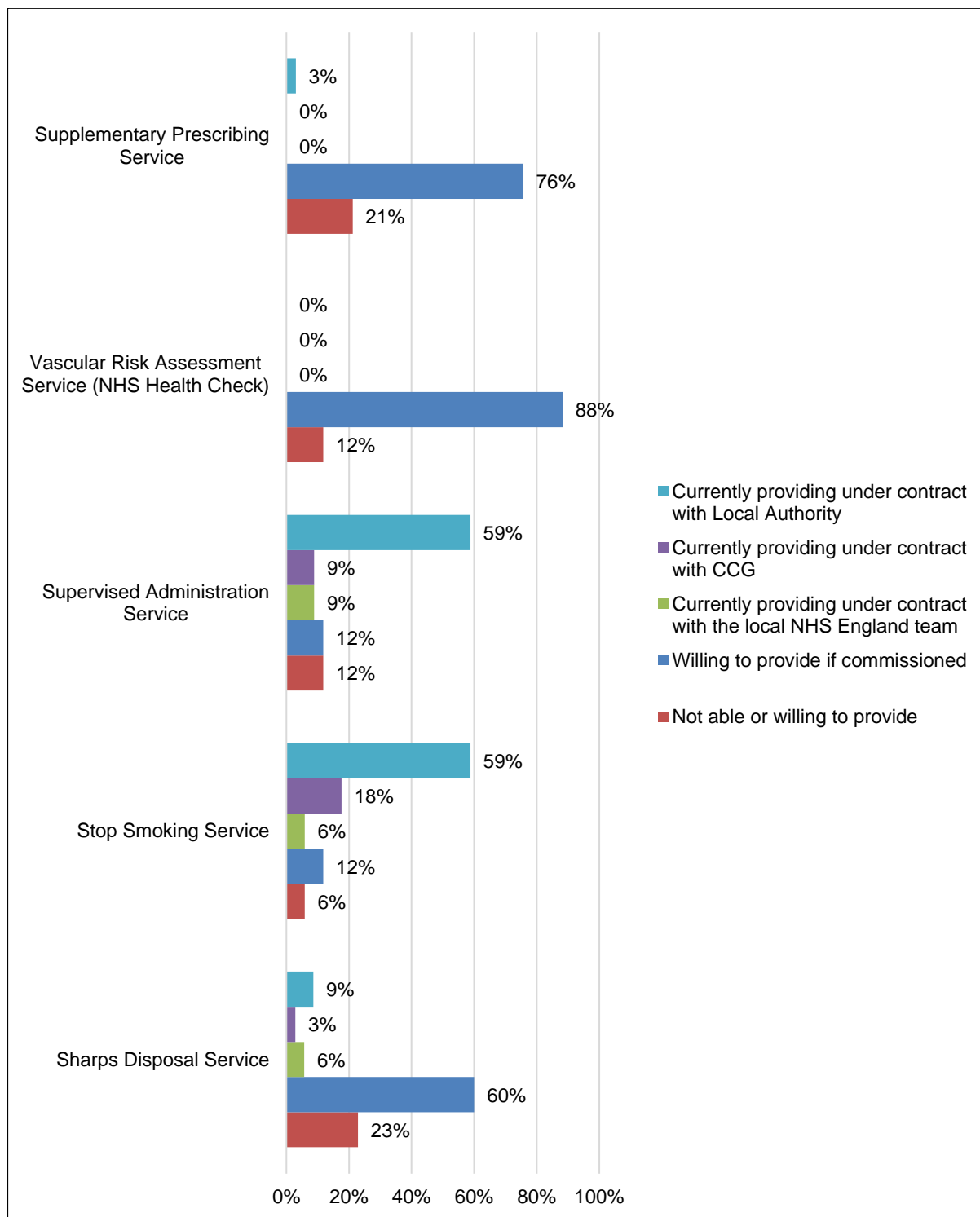
Meningitis – ACWY (1)

Q22. What other vaccination services does the pharmacy provide, or would be willing to provide?



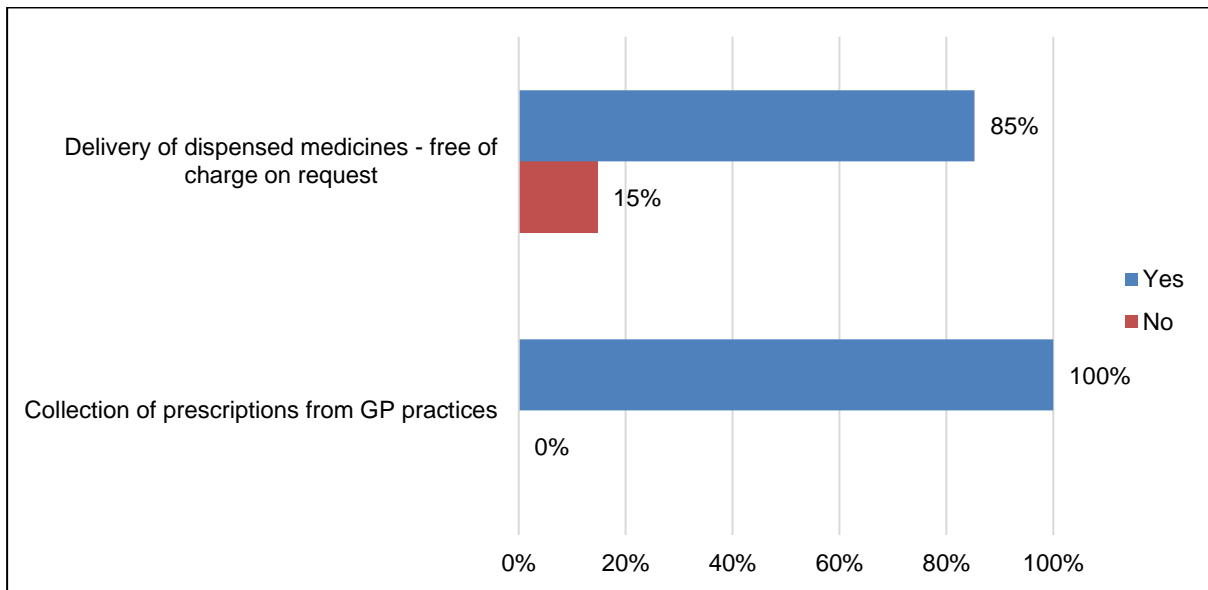
Providing travel vaccination privately (2)	Going to provide travel vaccination in the next 3 months (1)
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Q23. Which of the following services does the pharmacy provide, or would be willing to provide?

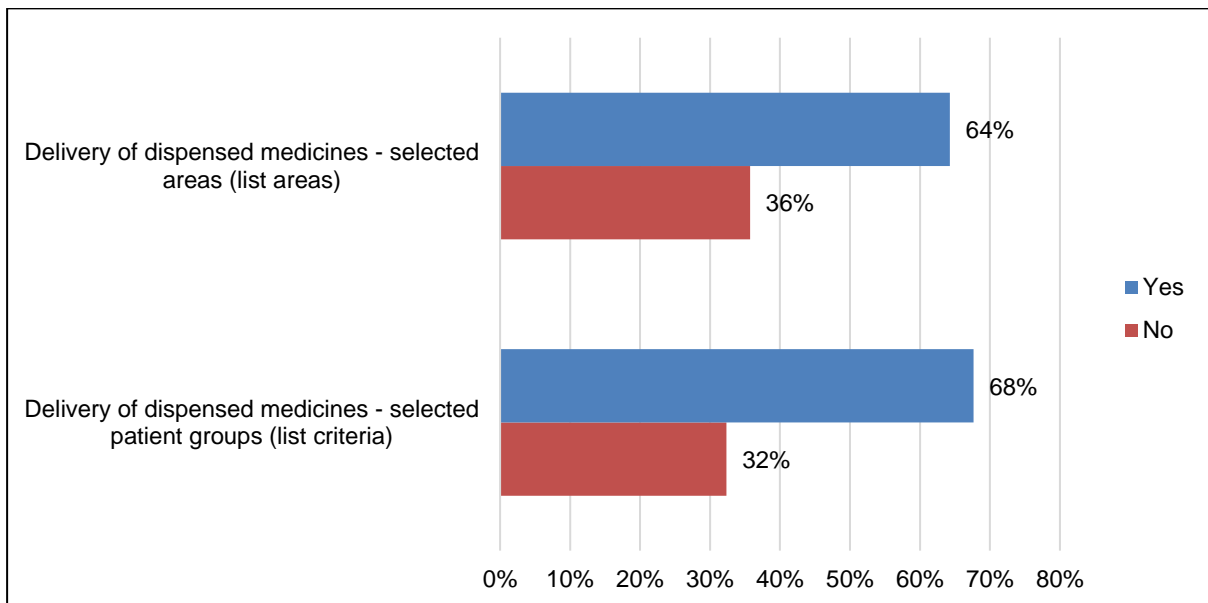


Cardiovascular, respiratory and CD (1)

Q24. Does the pharmacy provide any of the following?



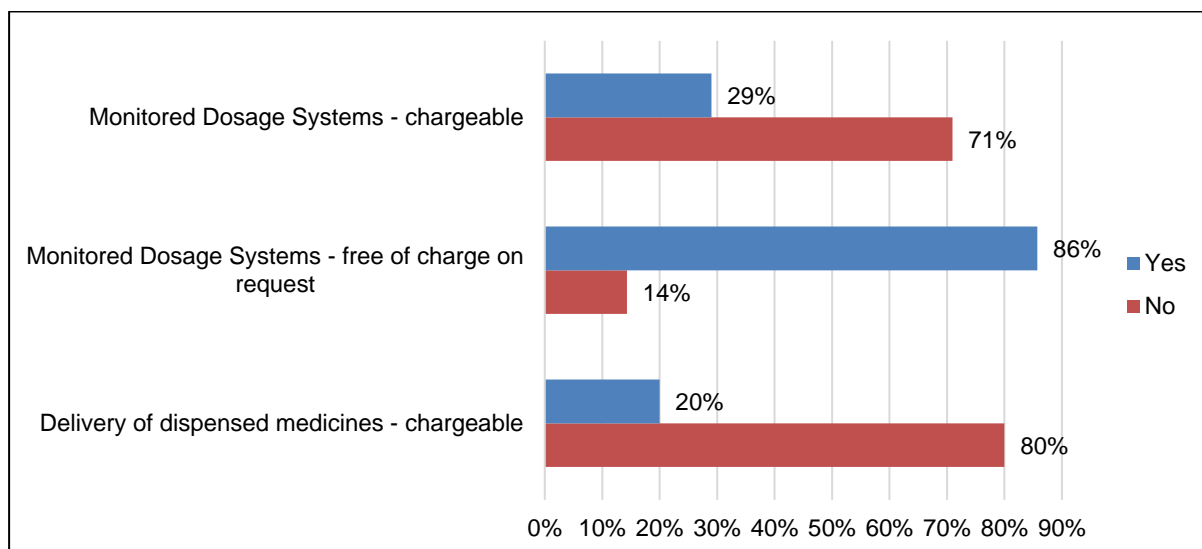
Q25. Does the pharmacy provide any of the following?



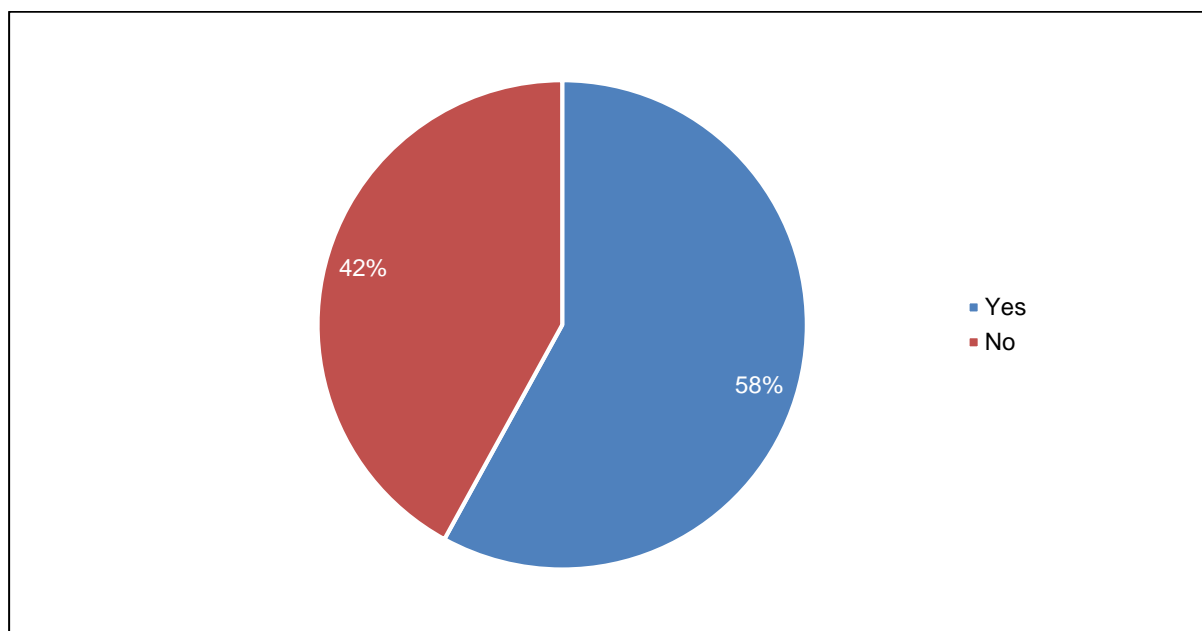
Patient groups:

Elderly (8)	Immobile (1)
Housebound (12)	Disabled (6)
As requested (4)	Children (1)
Nursing mothers (1)	Frail (1)
Seriously ill (1)	Special needs (1)
Urgent supply (1)	

Q26. Does the pharmacy provide any of the following?



Q27. Is there a particular need for a locally commissioned service in your area? If so, what is the service requirement and why?



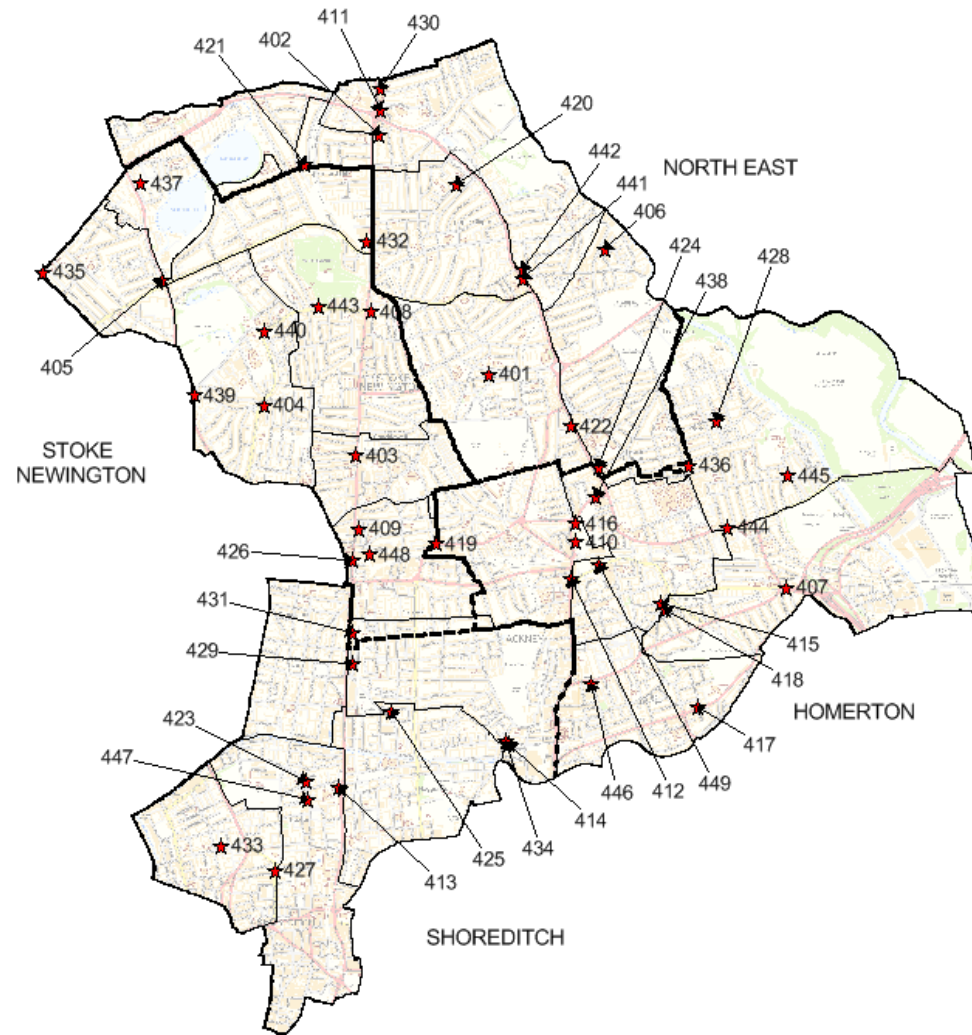
Diabetes screening (2)	Alcohol management (2)
Home delivery service (2)	Travel vaccinations (3)
Weight management (4)	Needle exchange (1)
Sharps disposal (2)	Anti-malaria (1)
Cardiovascular, respiratory and diabetes travel clinic (1)	Health check-up (1)
Minor ailment (1)	Warfarin (1)

Abbreviations

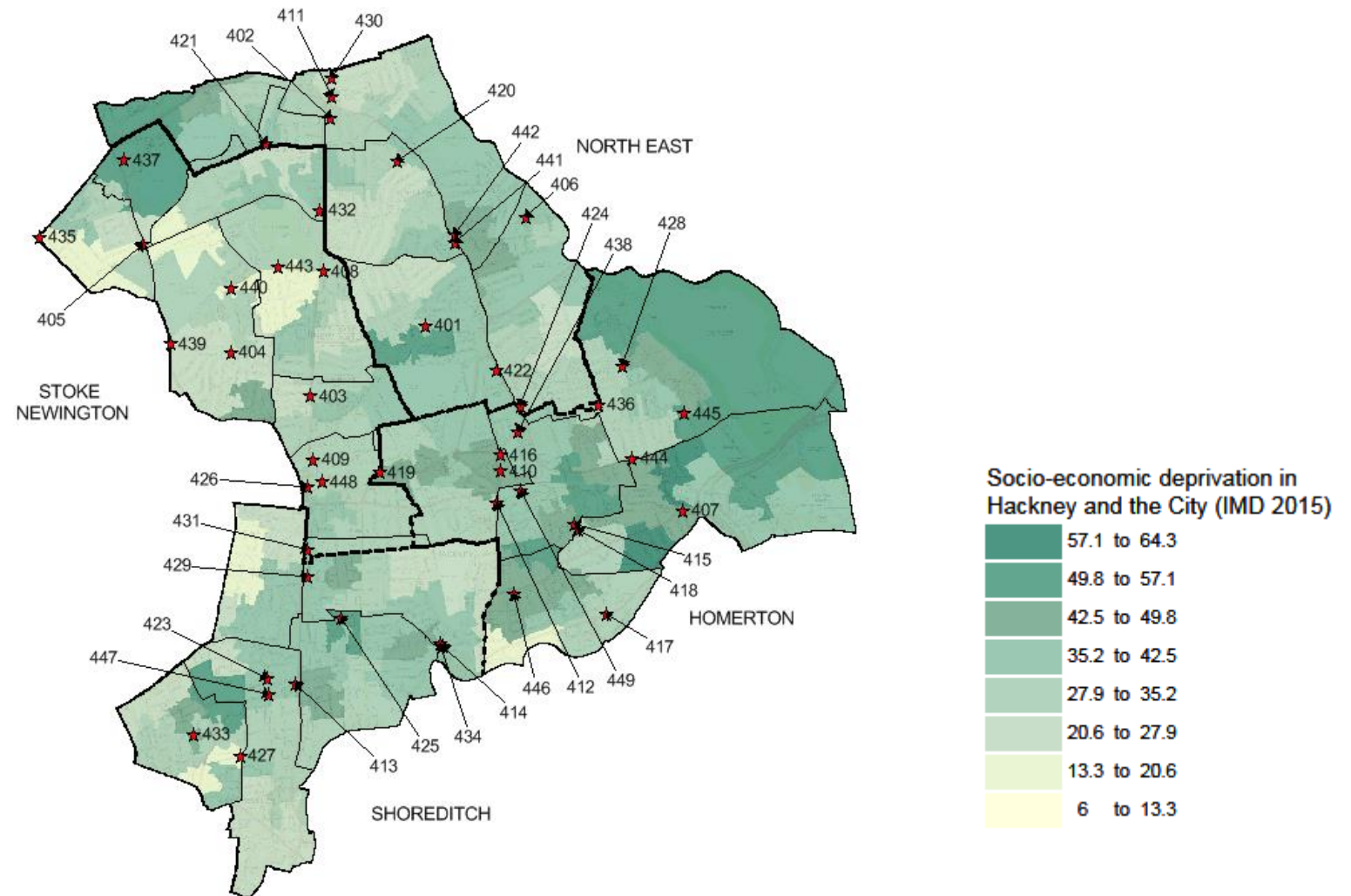
AURs – Appliance Use Reviews
BBV – Blood-Borne Virus
BAME – Black, Asian Minority Ethnic
BMI – Body Mass Index
BSA – Business Services Authority
CB – Commissioning Board
CCGs – Clinical Commissioning Groups
CEG – Clinical Effectiveness Group
CHD – Coronary Heart Disease
COPD – Chronic Obstructive Pulmonary Disease
CP – Community pharmacy
CPCF – Community Pharmacy Contractual Framework
CVD – Cardiovascular Disease
DACs – Dispensing Appliance Contractors
DH – Department of Health
DSP – Distance-Selling Pharmacy
EHC – Emergency Hormonal Contraception
EoLC – End of Life Care
EPS – Electronic Prescription Service
ES – Essential services
ESPS – Essential Small Pharmacy Scheme
GLA – Greater London Authority
GP – General Practitioner
HIV – Human Immunodeficiency Virus
HLP – Healthy Living Pharmacy
HSE – Health and Safety Executive
HWB – Health and Wellbeing Board
IMD – Index of Multiple Deprivation
JHWS – Joint Health and Wellbeing Strategy
JSNA – Joint Strategic Needs Assessment
LAPE – Local Alcohol Profiles for England

LBH – London Borough of Hackney
LCS – Locally Commissioned Services
LPC – Local Pharmaceutical Committee
LPS – Local Pharmaceutical Service
LSOA – Lower Super Output Areas
MAS – Minor Ailment Scheme
MOS – Medicines Optimisation Service
MURs – Medicines Use Reviews
NHS – National Health Service
NHSE – NHS England
NICE – National Institute for Health and Care Excellence
NMS – New Medicine Service
NUMSAS – NHS Urgent Medicine Supply Advanced Service
ONS – Office for National Statistics
PGD – Patient Group Direction
PhAS – Pharmacy Access Scheme
PhIF – Pharmacy Integration Fund
PCT – Primary Care Trust
PHE – Public Health England
PNA – Pharmaceutical Needs Assessment
PSNC – Pharmaceutical Services Negotiating Committee
PURM – Pharmacy Urgent Repeat Medication
SAC – Stoma Appliance Customisation
SHA – Strategic Health Authority
SHLAA – Strategic Housing Land Availability Assessment
STI – Sexually Transmitted Infection
TB – Tuberculosis

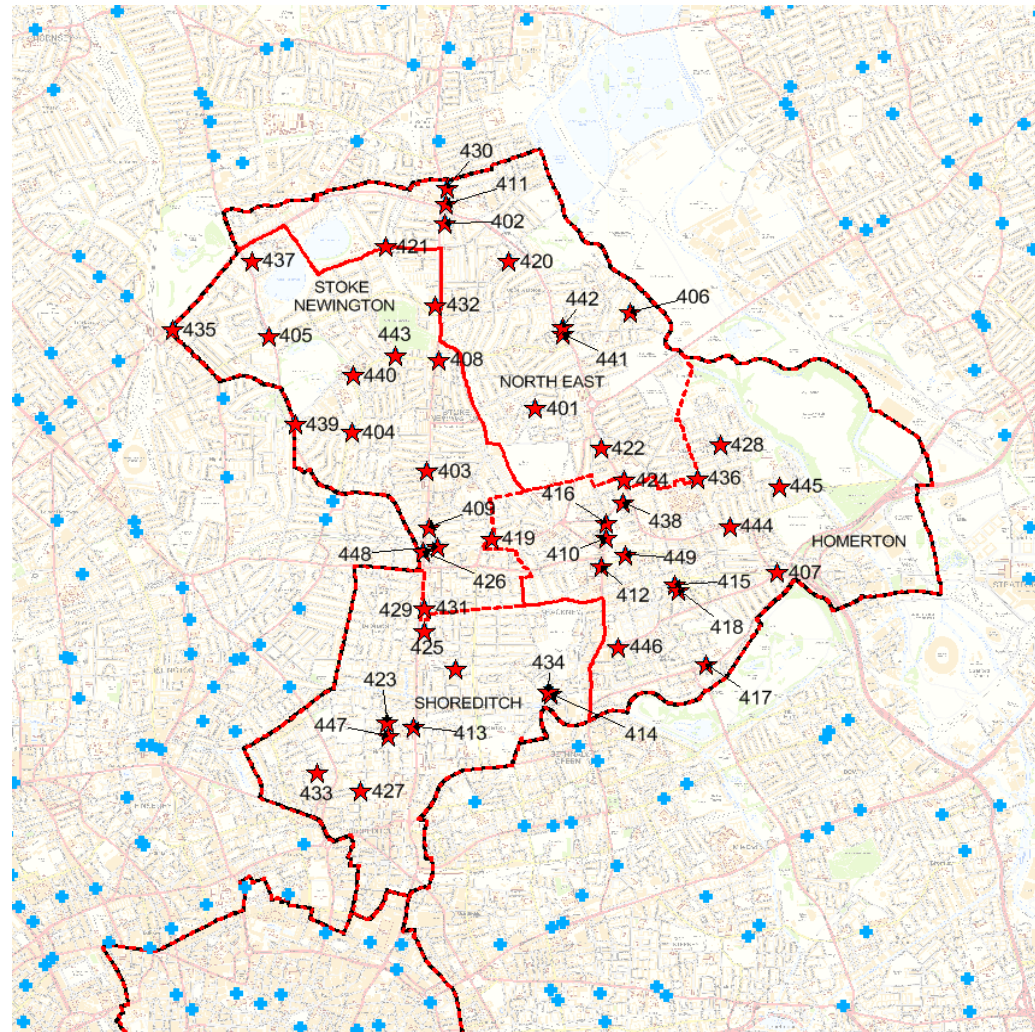
Map A: Location of the London Borough of Hackney pharmacies



Map B: Location of the London Borough of Hackney pharmacies with the Index of Multiple Deprivation 2015



Map C: Location of Cross Border pharmacies



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