# Contents

**4 CURRENT PROVISION OF NHS PHARMACEUTICAL SERVICES . 37**

*Key messages ..... 37*
4.1 Service providers – numbers and geographical distribution ..... 38
*4.1.1 Community pharmacies ..... 38*
*4.1.2 Dispensing GP practices ..... 53*
*4.1.3 Distance selling pharmacies ..... 54*
*4.1.4 Dispensing appliance contractors ..... 54*
*4.1.5 Hospital pharmacies ..... 54*
*4.1.6 Pharmacy services in prisons ..... 55*
*4.1.7 Local pharmaceutical services contracts (LPS) ..... 55*
*4.1.8 Comparison with findings in the 2011 PNA ..... 56*
*4.1.9 Comparison with pharmaceutical service provision elsewhere 56*
*4.1.10 Results of questionnaires sent to pharmacies ..... 57*
*4.1.11 Considerations of service providers available ..... 58*
4.2 Accessibility ..... 58
*4.2.1 Distance, travel times, and access ..... 58*
*4.2.2 Border area ..... 73*
*4.2.3 Opening hours: community pharmacies ..... 74*
*4.2.4 Coverage ..... 76*
*4.2.5 Access for people with disabilities ..... 92*
4.3 Community pharmacy essential services ..... 92
*4.3.1 Public health campaigns ..... 92*
4.4 Advanced services ..... 93
4.5 Enhanced services ..... 95
4.6 Local improvement services ..... 95
*4.6.1 Local authority public health commissioned services .... 95*
*4.6.2 CCG commissioned services ..... 96*
4.7 Pharmacy facilities – new developments ..... 96
*4.7.1 Access to summary care records in community pharmacy 96*
*4.7.2 NHS mail accounts ..... 97*
*4.7.3 Electronic prescription service (EPS) ..... 97*
References ..... 97

# Figures

Figure 4.1: Community pharmacies and GP practices in Blackburn with Darwen and over the border pharmacies within a 2-mile buffer....39
Figure 4.2: Community pharmacies and GP practices in Blackpool and over the border pharmacies within a 2-mile buffer....40
Figure 4.3: Community pharmacies and GP practices in Burnley and over the border pharmacies within a 2-mile buffer....41
Figure 4.4: Community pharmacies and GP practices in Chorley and over the border pharmacies within a 2-mile buffer....42
Figure 4.5: Community pharmacies and GP practices in Fylde and over the border pharmacies within a 2-mile buffer....43
Figure 4.6: Community pharmacies and GP practices in Hyndburn and over the border pharmacies within a 2-mile buffer....44
Figure 4.7: Community pharmacies and GP practices in Lancaster and over the border pharmacies within a 2-mile buffer....45
Figure 4.8: Community pharmacies and GP practices in Pendle and over the border pharmacies within a 2-mile buffer....46
Figure 4.9: Community pharmacies and GP practices in Preston and over the border pharmacies within a 2-mile buffer....47
Figure 4.10: Community pharmacies and GP practices in Ribble Valley and over the border pharmacies within a 2-mile buffer....48
Figure 4.11: Community pharmacies and GP practices in Rossendale and over the border pharmacies within a 2-mile buffer....49
Figure 4.12: Community pharmacies and GP practices in South Ribble and over the border pharmacies within a 2-mile buffer....50
Figure 4.13: Community pharmacies and GP practices in West Lancashire and over the border pharmacies within a 2-mile buffer....51
Figure 4.14: Community pharmacies and GP practices in Wyre and over the border pharmacies within a 2-mile buffer....52
Figure 4.15: Average number of full time equivalent GPs per 100,000 registered population, 2016....53
Figure 4.16: Number of pharmaceutical service providers (based on the postcode of pharmacy location) by locality....56
Figure 4.17: Community pharmacies on the pharmaceutical list, prescription items dispensed per month, population and average items per pharmacy by regions, England 2016/17....57
Figure 4.18: Community pharmacies on the pharmaceutical list, prescription items dispensed per month, population and average items per pharmacy by regions, England 2016/17....57
Figure 4.19: Pharmacies within a 20-minute drive – pan-Lancashire....60
Figure 4.20: Pharmacies within a 20-minute drive – Blackburn with Darwen....61
Figure 4.21: Pharmacies within a 20-minute walk time – Blackpool....62
Figure 4.22: Pharmacies within a 20-minute drive – Burnley....63
Figure 4.23: Pharmacies within a 20-minute drive – Chorley....64
Figure 4.24: Pharmacies within a 20-minute drive – Fylde....64

Figure 4.25: Pharmacies within a 20-minute drive – Hyndburn .....65
Figure 4.26: Pharmacies within a 20-minute drive – Lancaster .....66
Figure 4.27: Pharmacies within a 20-minute drive – Pendle.....67
Figure 4.28: Pharmacies within a 20-minute drive – Preston .....68
Figure 4.29: Pharmacies within a 20-minute drive – Ribble Valley.....69
Figure 4.30: Pharmacies within a 20-minute drive – Rossendale.....69
Figure 4.31: Pharmacies within a 20-minute drive – South Ribble .....69
Figure 4.32: Pharmacies within a 20-minute drive – West Lancashire .....71
Figure 4.33: Pharmacies within a 20-minute drive – Wyre .....72
Figure 4.34: 100 hour pharmacies in Blackburn with Darwen.....74
Figure 4.35: 100 hour pharmacies in Blackpool.....75
Figure 4.36: 100 hour pharmacies in Lancashire localities.....75
Figure 4.37: Pharmacies open Saturday/Sunday – Blackburn with Darwen.....78
Figure 4.38: Pharmacies open Saturday/Sunday – Blackpool.....79
Figure 4.39: Pharmacies open Saturday/Sunday – Burnley .....80
Figure 4.40: Pharmacies open Saturday/Sunday – Chorley.....81
Figure 4.41: Pharmacies open Saturday/Sunday – Fylde .....82
Figure 4.42: Pharmacies open Saturday/Sunday – Hyndburn.....83
Figure 4.43: Pharmacies open Saturday/Sunday – Lancaster .....84
Figure 4.44: Pharmacies open Saturday/Sunday – Pendle .....85
Figure 4.45: Pharmacies open Saturday/Sunday – Preston.....86
Figure 4.46: Pharmacies open Saturday/Sunday – Ribble Valley .....87
Figure 4.47: Pharmacies open Saturday/Sunday – Rossendale .....88
Figure 4.48: Pharmacies open Saturday/Sunday – South Ribble.....89
Figure 4.49: Pharmacies open Saturday/Sunday – West Lancashire.....90
Figure 4.50: Pharmacies open Saturday/Sunday – Wyre.....91
Figure 4.51: Interventions as a result of NMS.....94
Figure 4.52: Number of emergency items dispensed December 2016-July 2017 .....95
Figure 4.53: Pharmacy services commissioned by CCG.....96

# 4 Current provision of NHS pharmaceutical services

## *Key messages*

**There is currently no need for any additional pharmacies as there are sufficient existing community pharmacies across pan-Lancashire. This PNA has not identified a current need for new NHS pharmaceutical service providers across pan-Lancashire. There are 383 pharmacies overall across pan-Lancashire, representing under a 2% reduction in the number of providers, down from 389 since the last publication of the PNA in 2015.**

**The previous PNAs covered separate areas**

- **Lancashire (290 pharmacies currently, from 295)**
- **Blackburn with Darwen (50 pharmacies currently, the same as last time)**
- **Blackpool (43 pharmacies currently, from 44)**

**Pan-Lancashire**

The number of pharmaceutical service providers per population is unchanged during the same period. The last PNA showed that there were 26 pharmacies per 100,000 registered population, when the national figure for England was 22 and the average for the North was 24. There remain 26 pharmaceutical service providers per 100,000 registered population in pan-Lancashire, with the average in England being 21 and the average for the North of England being 24.

Pharmacies were sent a questionnaire which included a range of questions about their service provision such as consultation facilities and services (see **appendix 6** for full details). Approximately 55% of pharmacies responded to the PNA questionnaire about service provision. It was important to consult with the pharmacies directly to ensure we had up to date information about what facilities and services they provide to identify coverage across the borough for our residents. Some of the key findings were the high proportion of those who had consultation rooms with wheelchair access and closed rooms for privacy and all provided advanced medicine use reviews.

Review of the locations, opening hours and access for people with disabilities, suggest there is adequate access to NHS Pharmaceutical Services across pan-Lancashire. There appears to be good coverage in terms of opening hours across the area. The extended opening hours of community pharmacies are valued and these extended hours should be maintained. Many pharmacies and dispensing surgeries have wheelchair access and home delivery services can help to provide medications to those who do not have access to a car or who are unable to use public transport. It is important to note that key services such as extended hours, home delivery and monitored dosage systems are not part of the NHS Contract (except 100 hour contracts). If pharmacies withdrew these services there could be a need within certain areas for pharmacy provision.

**Community pharmacies and pharmacists can have an impact on the health of the population by contributing to the safe and appropriate use of medicines.**

This chapter describes the current provision of NHS pharmaceutical services, which were explained in chapter 1: Introduction and are defined in the pharmaceutical regulations. It also includes a description of the number and locations of community pharmacies.

## 4.1 Service providers – numbers and geographical distribution

This PNA identifies and figures the current provision of pharmaceutical services to assess the adequacy of provision of those services. Information was collected up until June 2017. Up-to-date information on community pharmacies (including opening hours) is available on the NHS website: www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx

### 4.1.1 *Community pharmacies*

There were a total of 383 community pharmacies across pan-Lancashire as of 1 June 2017. The names of the community pharmacies across pan-Lancashire are listed in **appendix 4** and their locations shown in Figure 4.1 to Figure 4.14.

**Blackburn with Darwen**

There are 50 pharmacies across Blackburn with Darwen, the same number as in the previous PNA. These are

- 40 hours contract – 36
- 100 hours Contract – 11
- Distance-selling contract – 3

Figure 4.1 shows community pharmacies and GP practices in Blackburn with Darwen and over the border pharmacies within a 2-mile buffer.

**Blackpool**

There are 43 pharmacies across Blackpool, a decrease from 44 in the previous PNA. One of the 43 pharmacies is located just outside Blackpool local authority's boundary. The pharmacies are

- 40 hours contract – 40
- 91 hours contract (LPS) – 1
- 100 hours contract – 2

Figure 4.2 shows community pharmacies and GP practices in Blackpool and over the border pharmacies within a 2-mile buffer

**Lancashire**

There are 290 pharmacies across Lancashire, a decrease from 295 in the previous PNA. These are

- 40 hours contract – 239
- 40 hours contract (LPS) - 1
- 100 hours contract – 40
- Distance-selling contract – 10

Figure 4.3 to Figure 4.14 show community pharmacies and GP practices in Lancashire localities and over the border pharmacies within a 2-mile buffer.

**Figure 4.1: Community pharmacies and GP practices in Blackburn with Darwen and over the border pharmacies within a 2-mile buffer**

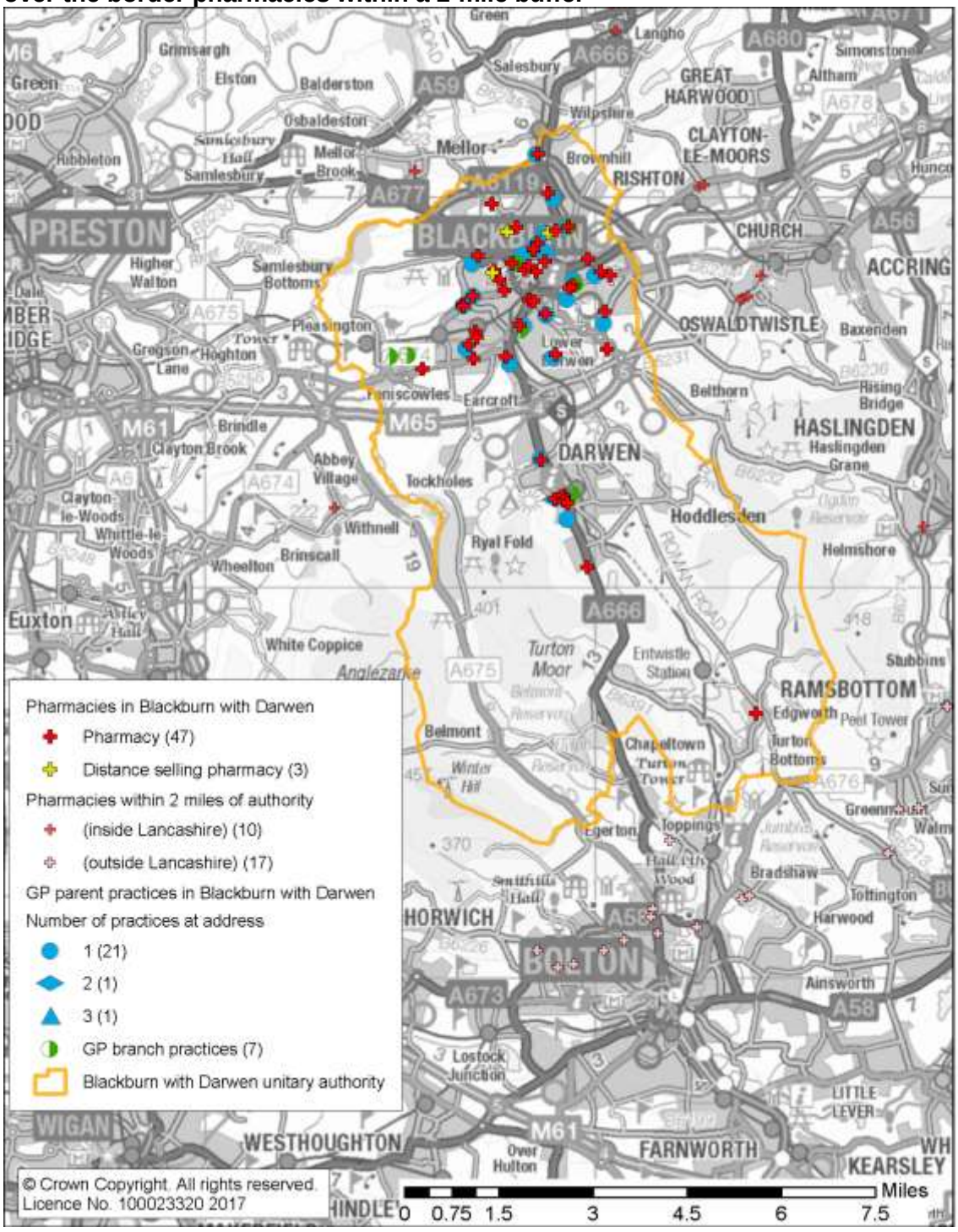


**Figure 4.2: Community pharmacies and GP practices in Blackpool and over the border pharmacies within a 2-mile buffer**

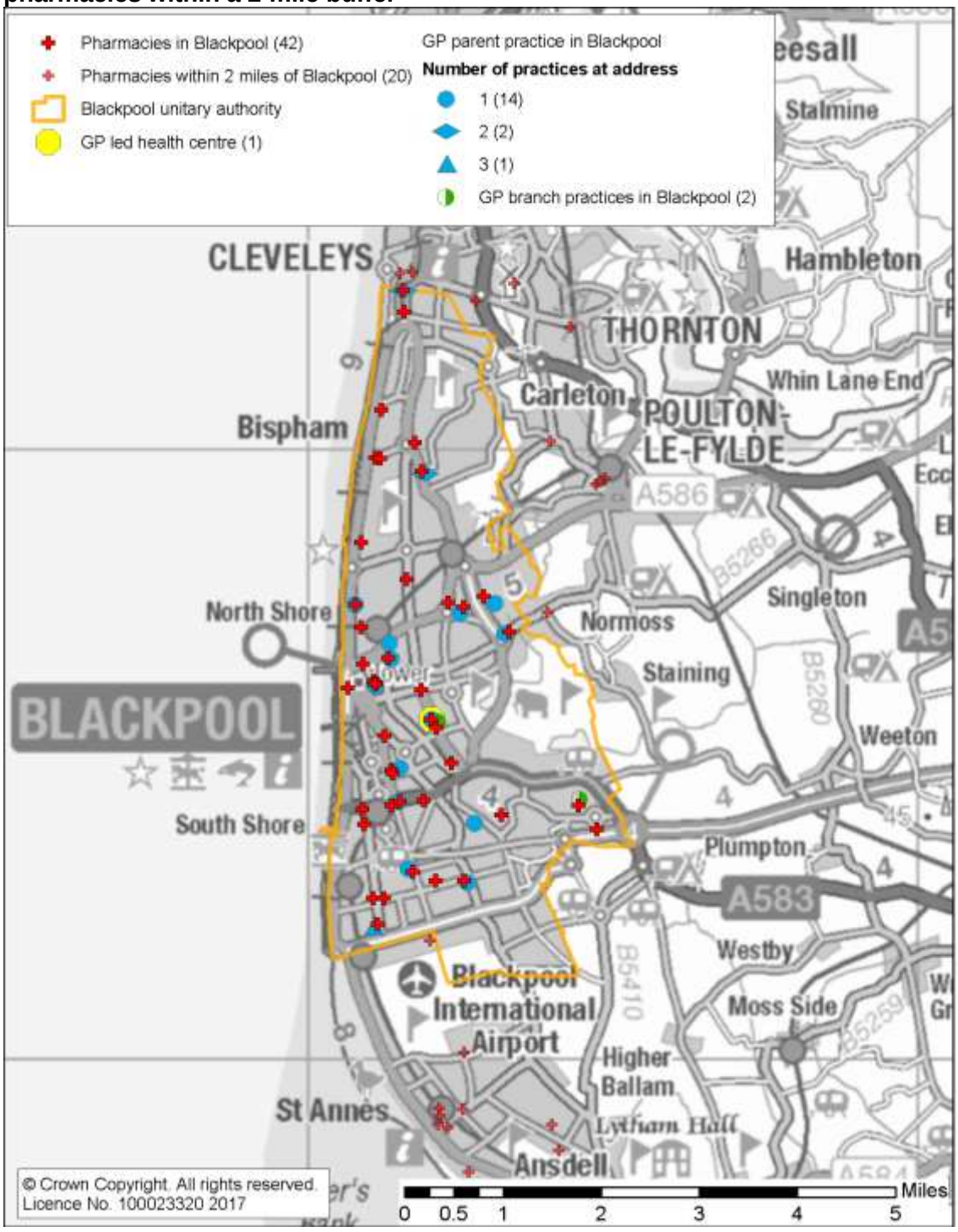


**Figure 4.3: Community pharmacies and GP practices in Burnley and over the border pharmacies within a 2-mile buffer**

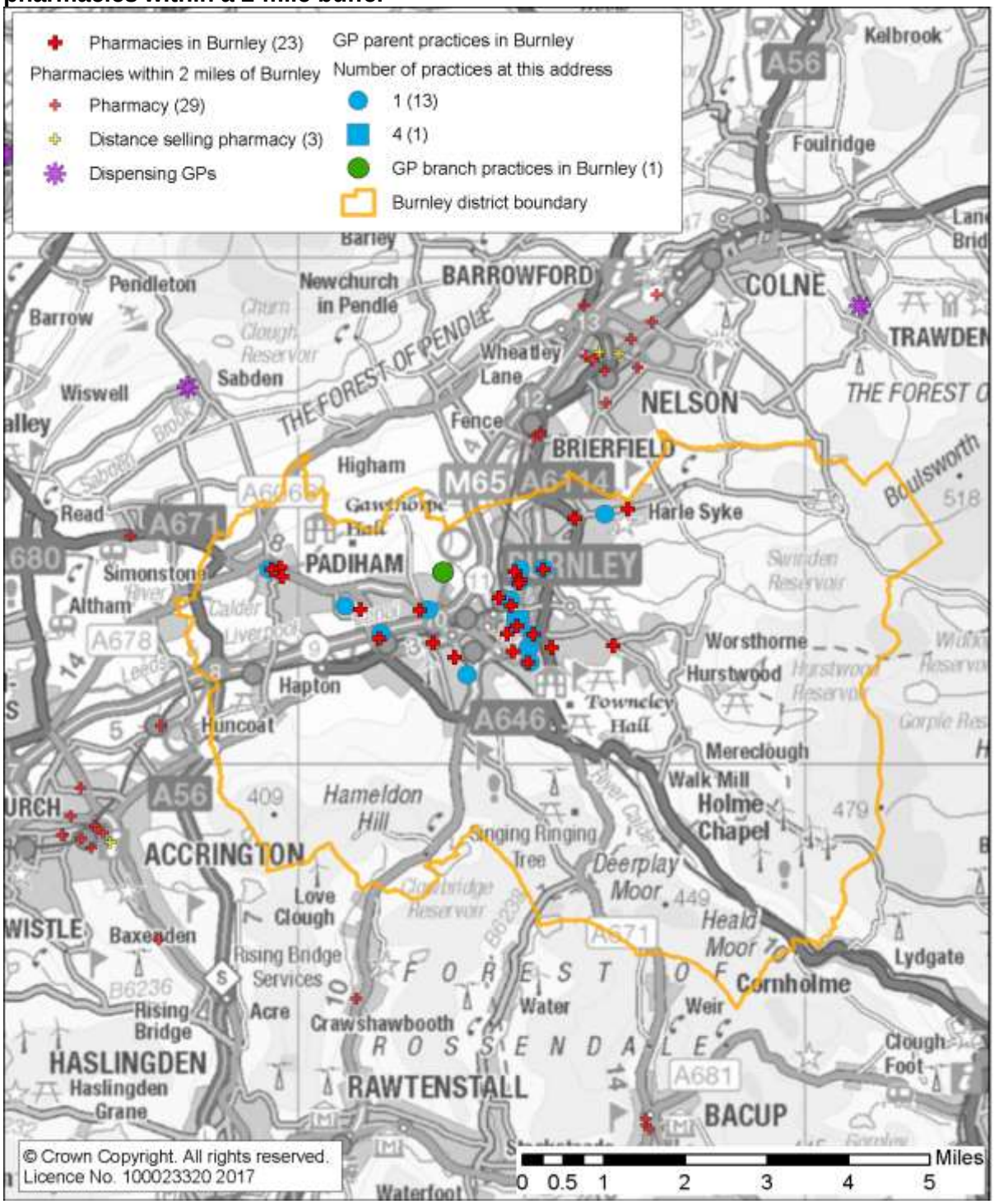


**Figure 4.4: Community pharmacies and GP practices in Chorley and over the border pharmacies within a 2-mile buffer**

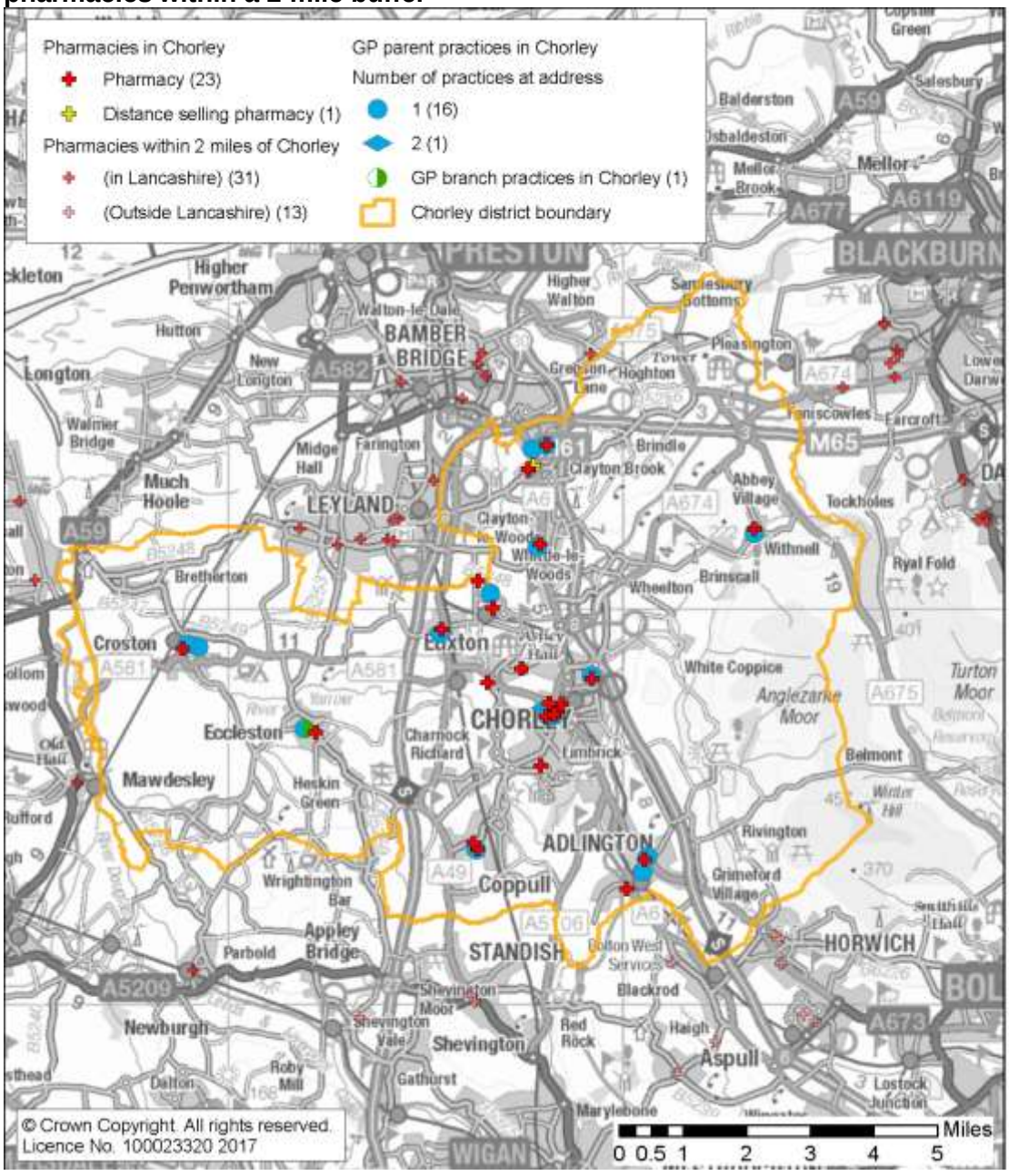


**Figure 4.5: Community pharmacies and GP practices in Fylde and over the border pharmacies within a 2-mile buffer**

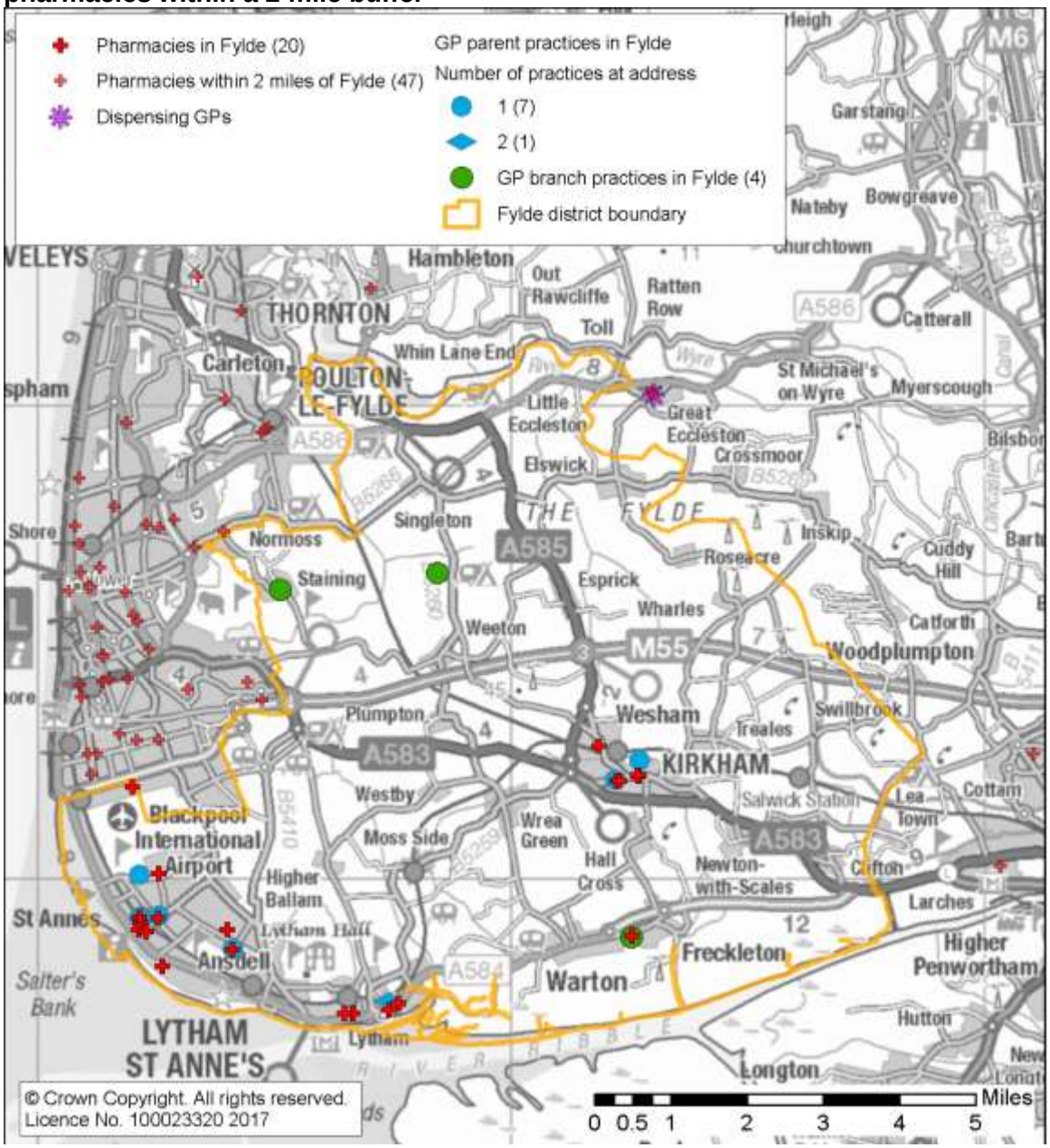


**Figure 4.6: Community pharmacies and GP practices in Hyndburn and over the border pharmacies within a 2-mile buffer**

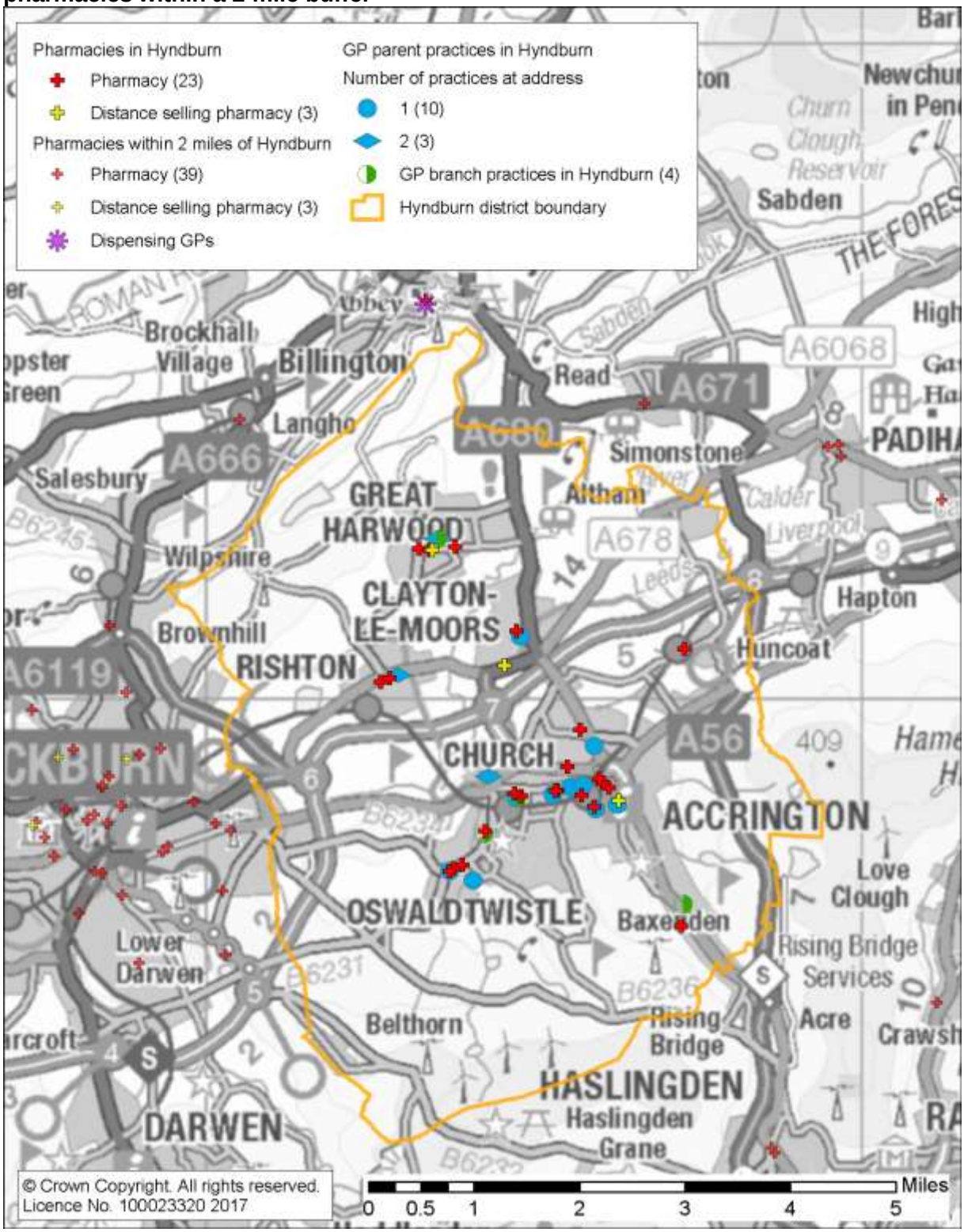


**Figure 4.7: Community pharmacies and GP practices in Lancaster and over the border pharmacies within a 2-mile buffer**

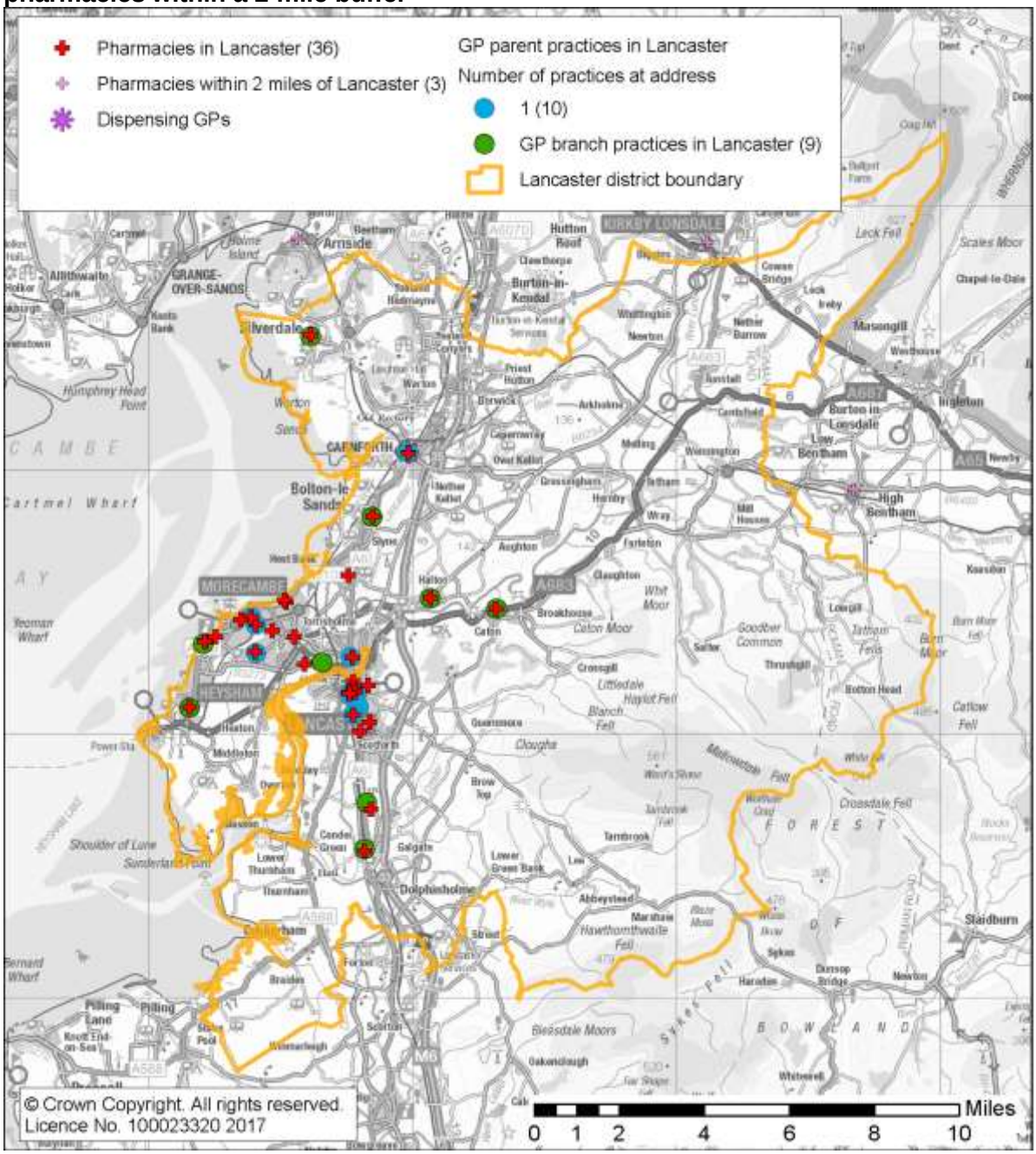


**Figure 4.8: Community pharmacies and GP practices in Pendle and over the border pharmacies within a 2-mile buffer**

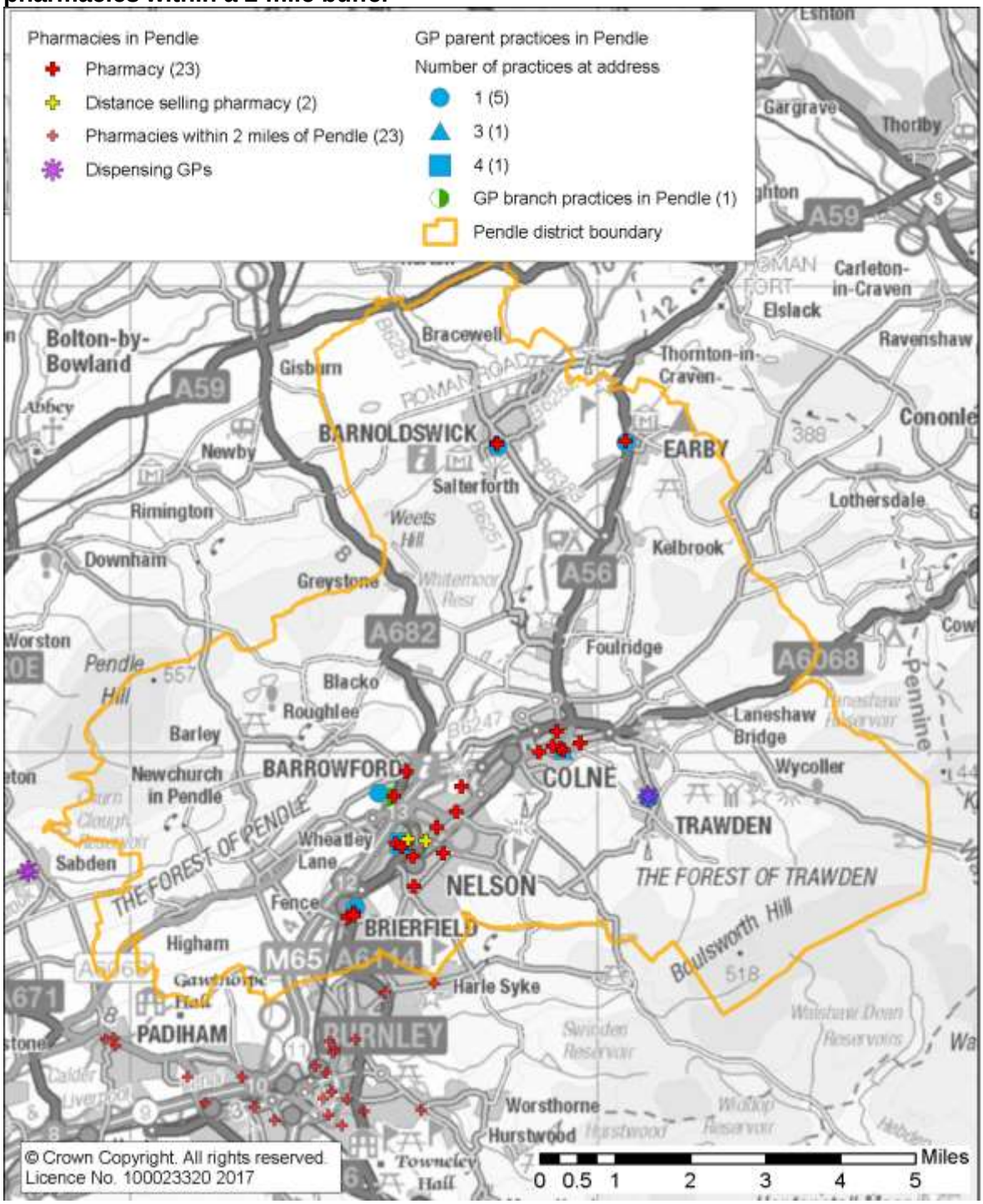


**Figure 4.9: Community pharmacies and GP practices in Preston and over the border pharmacies within a 2-mile buffer**

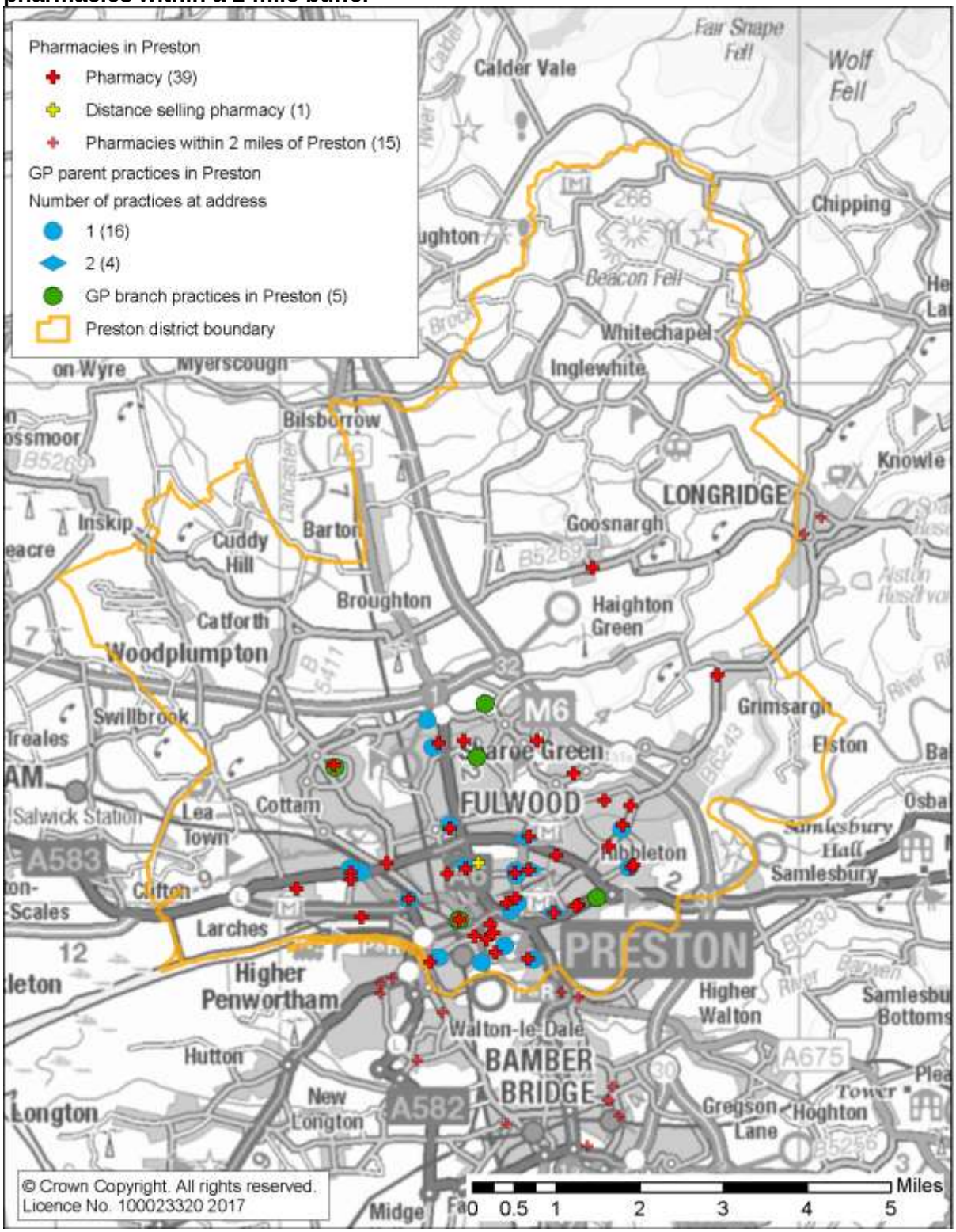


**Figure 4.10: Community pharmacies and GP practices in Ribble Valley and over the border pharmacies within a 2-mile buffer**

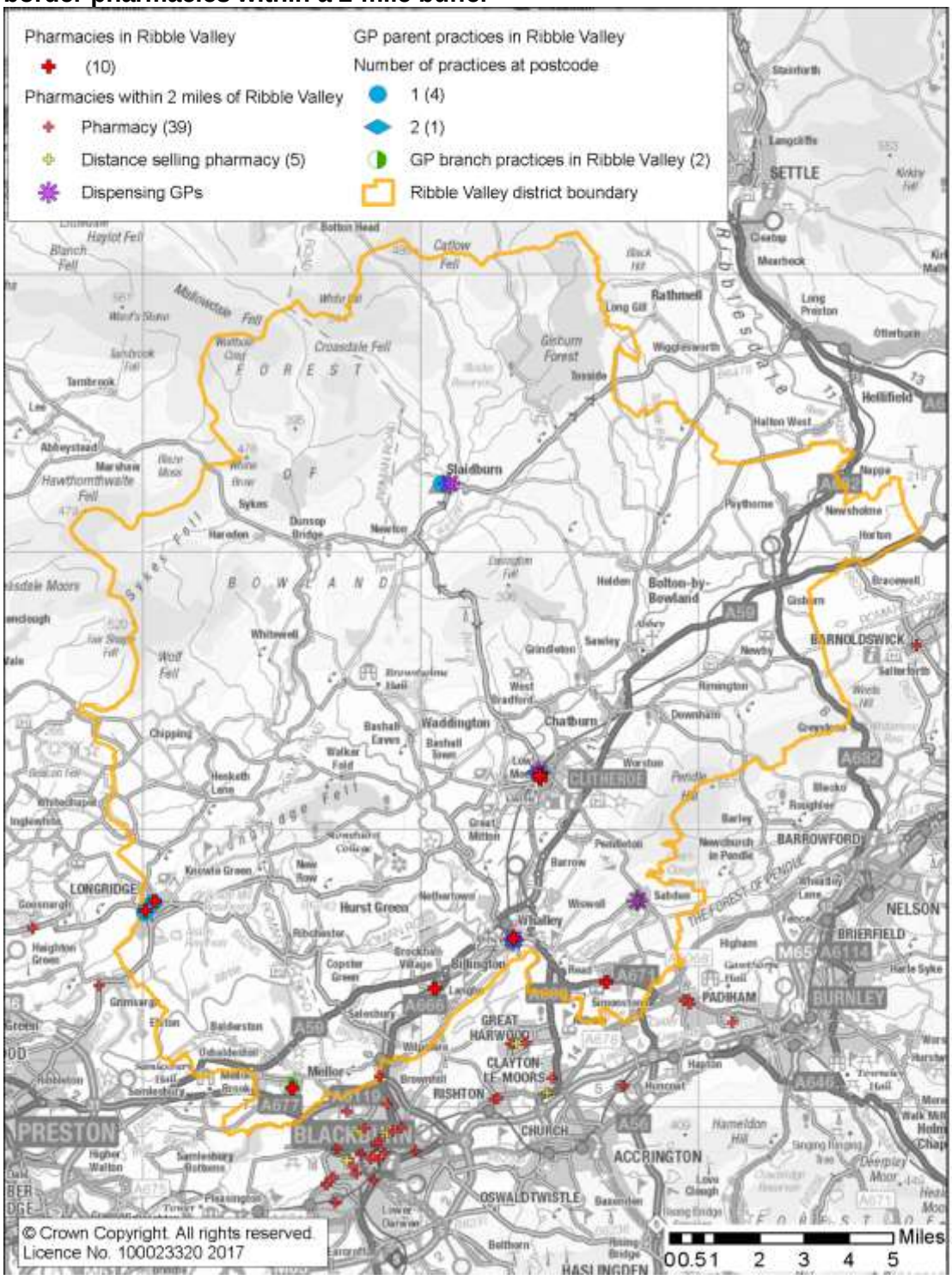


**Figure 4.11: Community pharmacies and GP practices in Rossendale and over the border pharmacies within a 2-mile buffer**

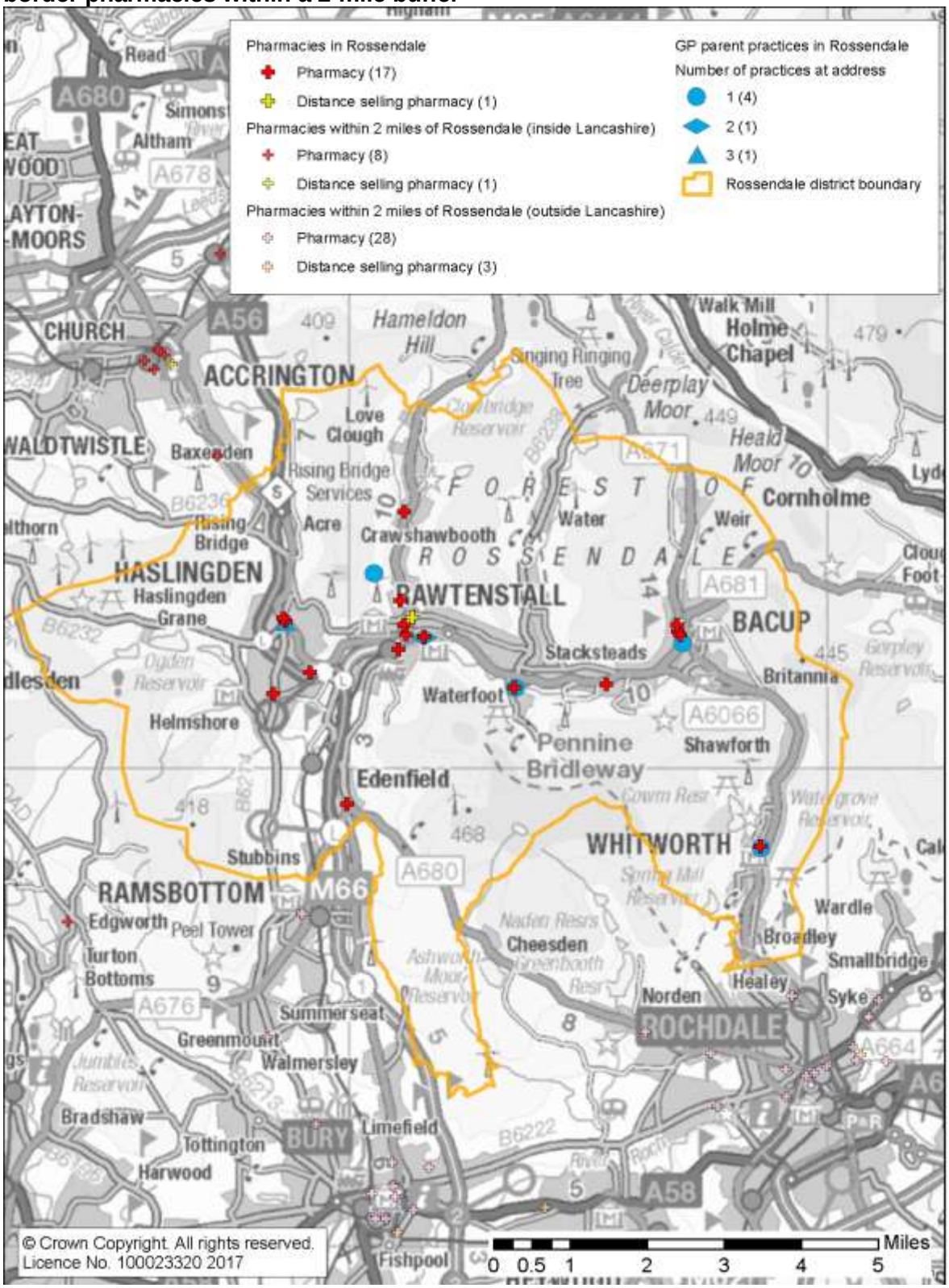


**Figure 4.12: Community pharmacies and GP practices in South Ribble and over the border pharmacies within a 2-mile buffer**

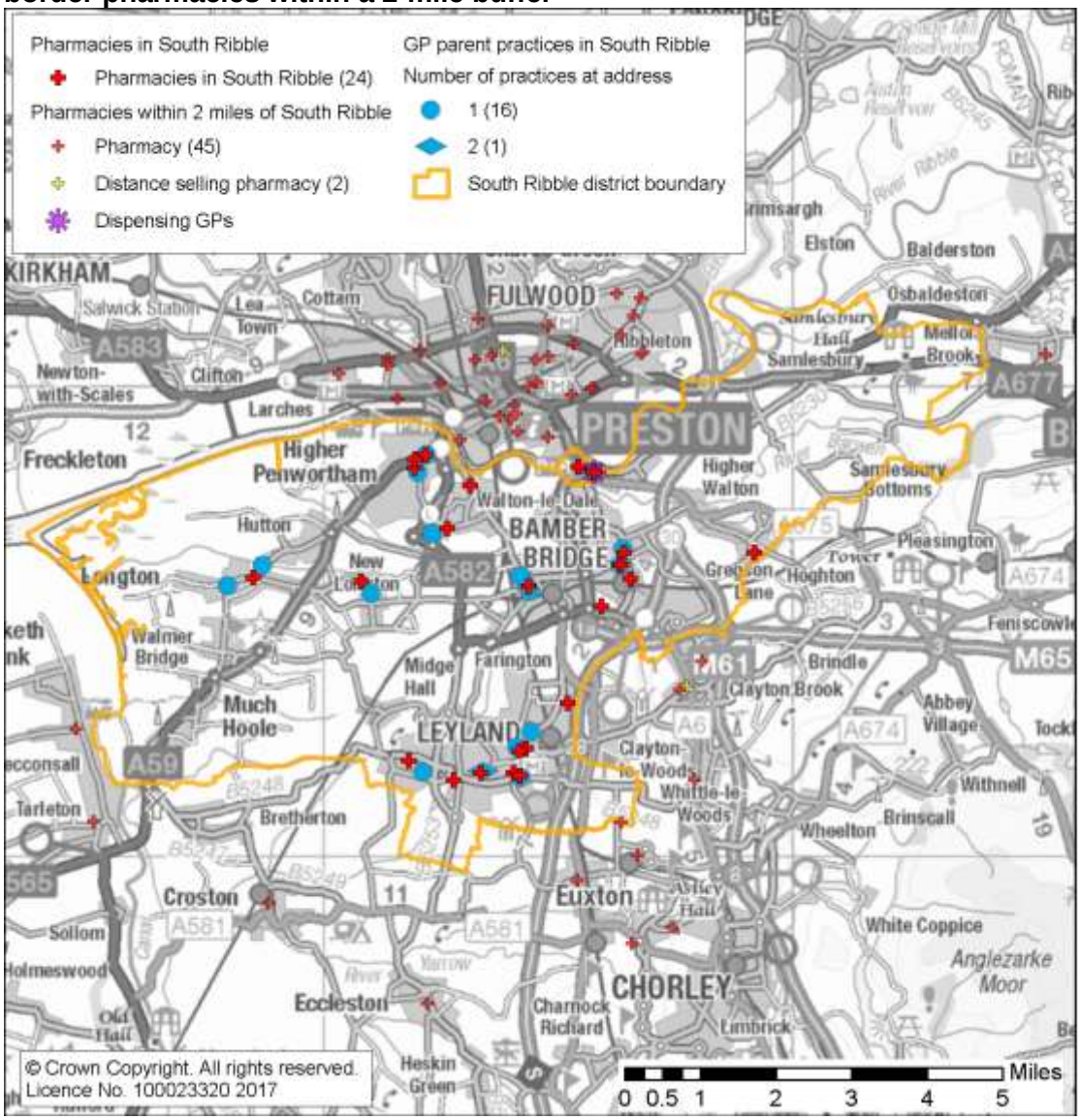


**Figure 4.13: Community pharmacies and GP practices in West Lancashire and over the border pharmacies within a 2-mile buffer**

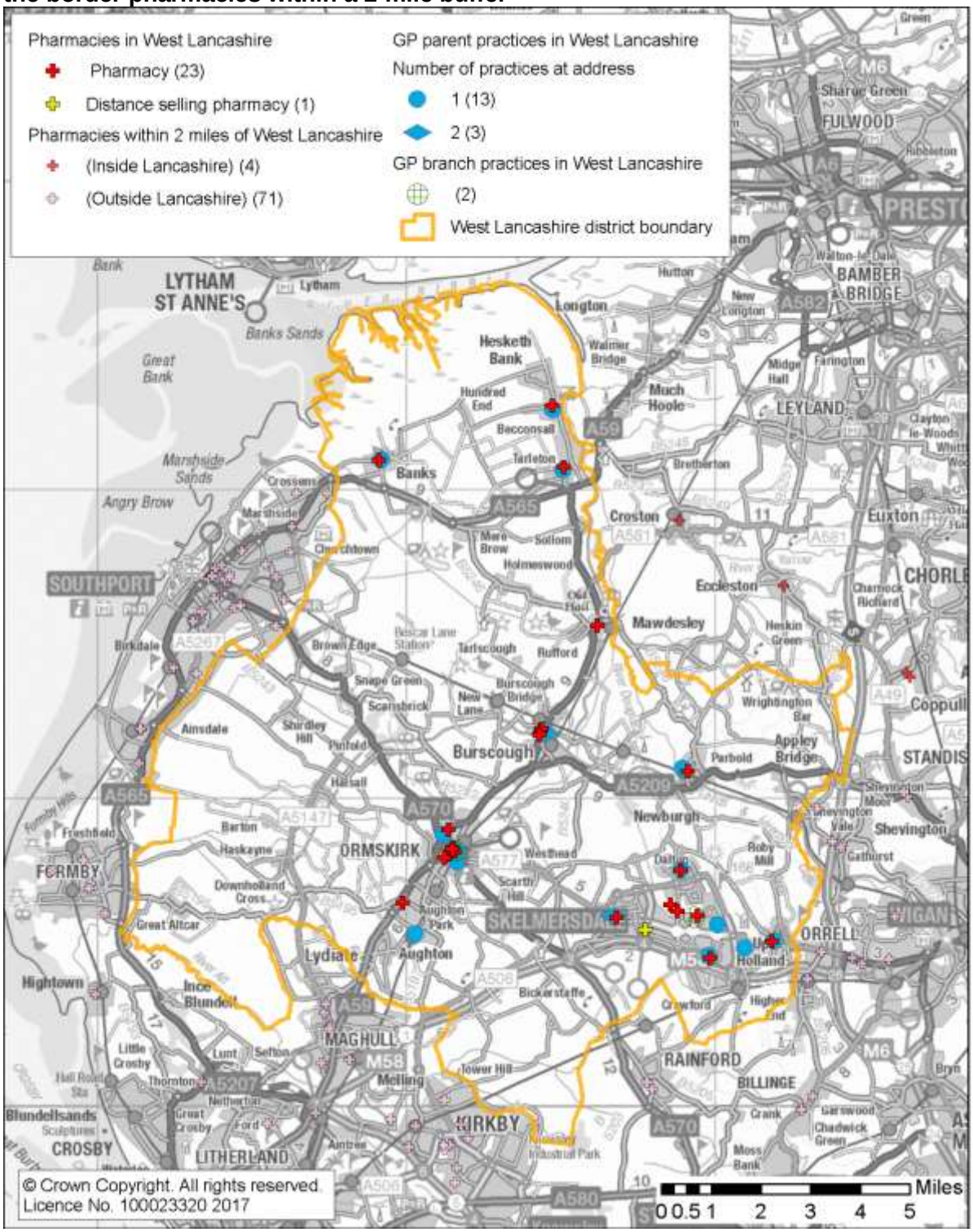
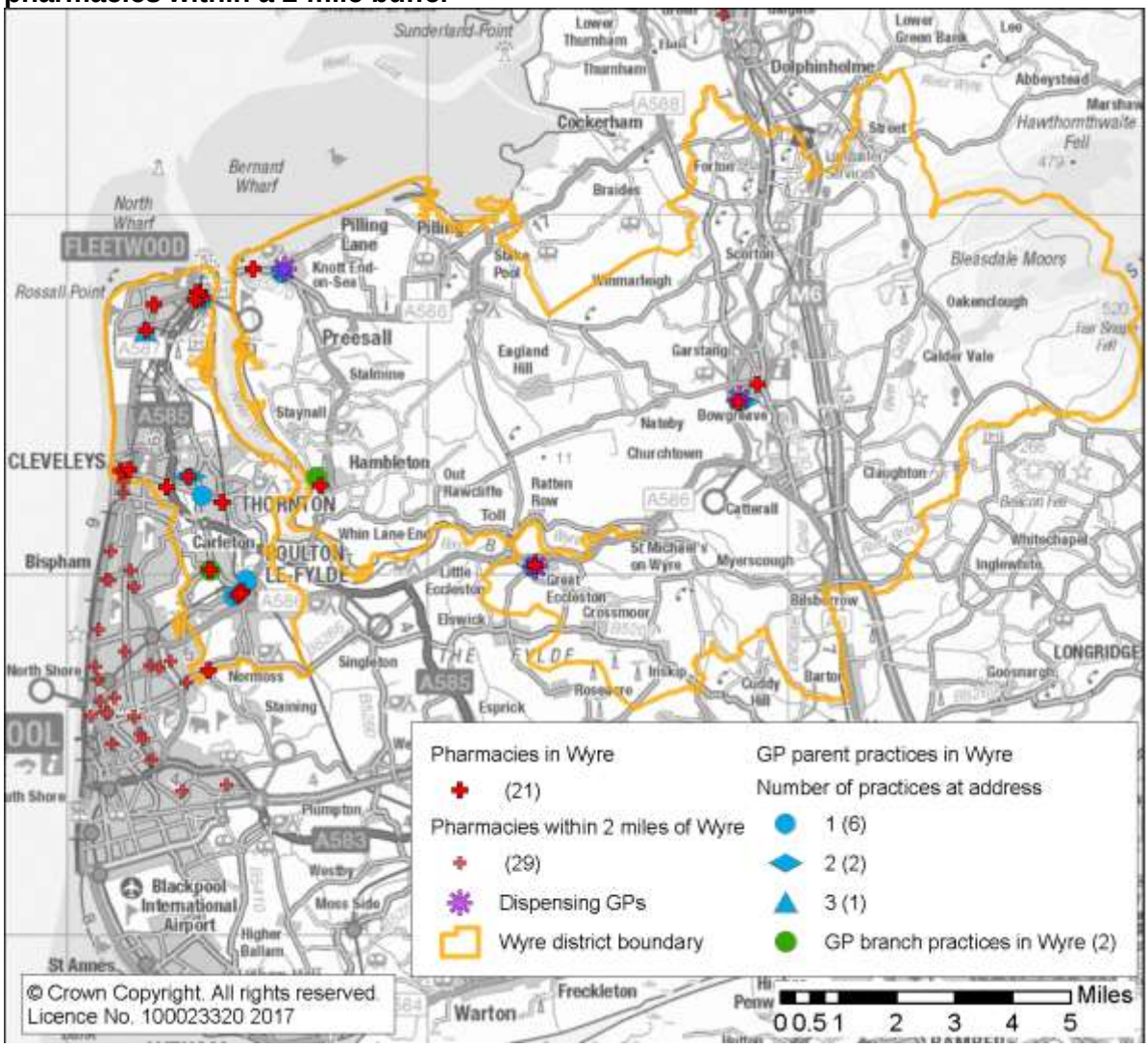


**Figure 4.14: Community pharmacies and GP practices in Wyre and over the border pharmacies within a 2-mile buffer**



### 4.1.2 *Dispensing GP practices*

The rurality in some areas leads to dispensing GP practices. Dispensing GP practices make a valuable contribution to dispensing services although they do not offer the full range of pharmaceutical services offered at community pharmacies.

There are 12 dispensing GP practices across pan-Lancashire, a decrease of one from previous PNAs. All 12 are in Lancashire.

The names of the dispensing GP practices within pan-Lancashire are listed in **appendix 5** and their locations shown in Figure 4.3 to Figure 4.14**.**

Out of 2,066,623 people registered with a GP across pan-Lancashire, 105,600 people (5%) were registered with a dispensing GP practice as at January 2017. It should be noted that some of these patients may have an address outside the pan-Lancashire boundary, and similarly some patients with an address in the pan-Lancashire area could be registered with a practice in another local authority that is not in the pan-Lancashire area.

Access to GPs in general (not only dispensing practices) does not appear to be as good across pan-Lancashire as in England as a whole. GPs in the pan-Lancashire region on average serve a larger number of patients than those in England as a whole (Figure 4.15). For the locations of GP practices across pan-Lancashire localities see Figure 4.1 to Figure 4.14**.**

**Figure 4.15: Average number of full time equivalent GPs per 100,000 registered population, 2016**

| Area | All FTE GPs | Average population per FTE GP |
|---|---|---|
| **England** | **41,985** | **1,370** |
| **Lancashire County Council** | **777** | **1,531** |
| **Pan-Lancashire CCGs** | **995** | **1,540** |
| NHS Blackburn with Darwen CCG | 113 | 1,522 |
| NHS Blackpool CCG | 105 | 1,628 |
| NHS Chorley and South Ribble CCG | 94 | 1,913 |
| NHS East Lancashire CCG | 237 | 1,584 |
| NHS Fylde and Wyre CCG | 103 | 1,465 |
| NHS Greater Preston CCG | 141 | 1,503 |
| NHS Lancashire North CCG | 127 | 1,256 |
| NHS West Lancashire CCG | 75 | 1,497 |

*Source: NHS Digital, General and Personal Medical Services, England - As at March 2016*

### 4.1.3 *Distance selling pharmacies*

There were 13 mail order/wholly internet pharmacies across pan-Lancashire as of 1 June 2017, one more than at the time of the previous PNAs. These are in:

- Blackburn with Darwen – 3
- Blackpool – 0
- Lancashire – 10

The pharmaceutical regulations do not permit mail order/wholly internet pharmacy providers to see patients face-to-face. Patients have the right to access pharmaceutical services from any community pharmacy including a mail order/wholly internet pharmacy of their choice, provided it is not face-to-face and therefore can access any of the many internet pharmacies available nationwide.

### 4.1.4 *Dispensing appliance contractors*

Currently, there are four dispensing appliance contractors (DAC) across pan-Lancashire, the same as at the time of the previous PNAs. All four are in Lancashire.

Appliances are available from community pharmacies, dispensing GP practices and other DACs from outside the HWB.

From the questionnaires sent out to pan-Lancashire pharmaceutical service providers, out of 209 pharmacies responding, 182 (87%) reported that they provided all types of appliances. In addition, some pharmacies provide certain types of appliances.

### 4.1.5 *Hospital pharmacies*

There are nine hospitals across pan-Lancashire that have a pharmacy on the premises.

**Blackburn with Darwen**

- Blackburn Royal infirmary

**Blackpool**

- Blackpool Victoria

**Lancashire**

- Royal Preston Hospital
- Chorley and South Ribble Hospital
- Ormskirk and District General Hospital
- Accrington Victoria Hospital
- Burnley Hospital
- Royal Lancaster Hospital
- Queen Victoria Hospital

### 4.1.6 *Pharmacy services in prisons*

There are five prisons in the area of Lancashire HWB and pharmacy services are available to all five prisons.

**Lancashire**

- HMP Preston
- HMP Garth
- HMP Wymott
- HMP Kirkham
- HMYOI Lancaster Farms

### 4.1.7 *Local pharmaceutical services contracts (LPS)*

LPS pharmacies offer the same essential, advanced and enhanced services as other community pharmacies but they are usually contracted specifically to support a determined population. There are such schemes supported across pan-Lancashire.

Lancashire

- Lancaster University Pharmacy, 66a Bowland College, Lancaster University, Lancaster LA1 4YT

This LPS scheme was commissioned to meet the needs of the population of the university campus. It was previously an essential small pharmacy and was then subsequently commissioned as an LPS contract. The pharmacy has been commissioned to provide the usual range of pharmacy services, but has a focus on the health needs of young adults. The opening hours reflect the times that students can easily access these services. As part of the commissioning arrangements the pharmacy has been re-sited to the centre of the campus. This was to encourage increased use of the pharmacy for essential and advanced services, as well as health advice that is provided by the pharmacy.

Blackpool

- Whitegate Pharmacy, Whitegate Health Centre, Whitegate Drive, Blackpool FY3 9ES

This contract was commissioned by Blackpool PCT and was introduced to provide a range of services to meet the specific needs of the local population. Examples of the services commissioned were smoking cessation, weight management, alcohol identification, supervised consumption, needle exchange. These services now fall under the remit of the council or CCG. Following re-commissioning of many of these services by the Council/CCG, the requirement for services from this pharmacy are not as significant as they were previously. The pharmacy also used to provide a HIV service, which has now been re-commissioned by Specialised Commissioning. The pharmacy continues to provide EHC services, commissioned by NHS England. The pharmacy is still an important contributor to health services in the Blackpool area and provides an extended number of opening hours, which align with the opening hours of other services that operate from Whitegate Drive.

### 4.1.8 *Comparison with findings in the 2011 PNA*

The following changes to the numbers of providers were noted since the 2015 PNA (Figure 4.16).

- In the 2015 PNA, there were 389 pharmacies across pan-Lancashire. This has changed to 383 pharmacies in June 2017.
- There were 13 dispensing GP practices across pan-Lancashire. This has changed to 12 in June 2017.

**Figure 4.16: Number of pharmaceutical service providers (based on the postcode of pharmacy location) by locality**

| Locality | Number of pharmacies, June 2014 | Number of pharmacies, June 2017 |
|---|---|---|
| Blackburn with Darwen | 50 | 50 |
| Blackpool | 44 | 42 |
| Burnley | 23 | 23 |
| Chorley | 23 | 23 |
| Fylde | 20 | 20 |
| Hyndburn | 27 | 26 |
| Lancaster | 36 | 35 |
| Pendle | 26 | 25 |
| Preston | 40 | 40 |
| Ribble Valley | 10 | 10 |
| Rossendale | 18 | 19 |
| South Ribble | 25 | 25 |
| West Lancashire | 26 | 24 |
| Wyre | 21 | 21 |
| **Pan-Lancashire** | **389** | **383** |

*Source: NHS England list, June 2014 and NHS England List June 2017*

### 4.1.9 *Comparison with pharmaceutical service provision elsewhere*

In pan-Lancashire there were 383 community pharmaceutical providers as at June 2017 which means there were 26 providers per 100,000 population (one provider per 3,846 population). This is slightly higher than the overall North of England average of 24 per 100,000 and higher than the national average of 21 per 100,000 (Figure 4.17).

Information about pharmaceutical providers in other areas in England is shown in Figure 4.17 and Figure 4.18.

There were 21 community pharmacies per 100,000 population in England in 2016/17 and the North of England average was 24 per 100,000. The number of community pharmacies per 100,000 population ranged from 24 community pharmacies per 100,000 population in the North of England to 19 per 100,000 population in South of England.

**Figure 4.17: Community pharmacies on the pharmaceutical list, prescription items dispensed per month, population and average items per pharmacy by regions, England 2016/17**

| Area | Number of community pharmacies | Prescription items dispensed per month (000) | Average monthly items per community pharmacy | Population (000) mid 2014 | Pharmacies per 100,000 population |
|---|---|---|---|---|---|
| **ENGLAND** | **11,699** | **84,447** | **7,218** | **54,786** | **21** |
| **North of England** | **3,726** | **29,002** | **7,784** | **15,337** | **24** |
| **Lancashire** | **385** | **2,791** | **7,250** | **1,478** | **26** |
| Midlands and East of England | 3,459 | 25,130 | 7,265 | 16,625 | 21 |
| London | 1,854 | 10,724 | 5,784 | 8,674 | 21 |
| South of England | 2,660 | 19,591 | 7,365 | 14,151 | 19 |

*Sources: NHS Prescription Services, Population estimates - Office for National Statistics, NHS Digital*

Within the North of England, the lowest level of pharmacies was 23 per 100,000 population in Yorkshire and Humber, along with Cumbria and North East (Figure 4.18). Lancashire has a higher number at 26 per 100,000 (Figure 4.18) and this does not include the dispensing practices of which Lancashire has 12. Across Lancashire and Greater Manchester there were, on average 7.8 million prescription items dispensed per month, approximately 1.8 per person, which is higher than the national average of 1.5 per person.

**Figure 4.18: Community pharmacies on the pharmaceutical list, prescription items dispensed per month, population and average items per pharmacy by regions, England 2016/17**

| Area | Number of community pharmacies | Prescription items dispensed per month (000) | Average monthly items per community pharmacy | Population (000)s Mid 2014 | Pharmacies per 100,000 population |
|---|---|---|---|---|---|
| **ENGLAND** | **11,699** | **84,447** | **7,218** | **54,786** | **21** |
| **North of England** | **3,726** | **29,002** | **7,784** | **15,337** | **24** |
| Yorkshire and Humber | 1,282 | 9,891 | 7,716 | 5,499 | 23 |
| **Lancashire** | **385** | **2,791** | **7,250** | **1,478** | **26** |
| Manchester | 704 | 5,097 | 7,240 | 2,789 | 25 |
| Cumbria and North East | 724 | 6,585 | 9,096 | 3,129 | 23 |

Sources: NHS Prescription Services, Population estimates - Office for National Statistics, NHS Digital

It is clearly visible from Figure 4.18 that all the neighbouring areas around Lancashire have a higher proportion of pharmacies than the England average (per 100,000 population) and more than half have provision higher than the North of England average. If pan-Lancashire residents live on bordering areas, or choose to travel to neighbouring areas, they would have adequate pharmacy provision.

### 4.1.10 *Results of questionnaires sent to pharmacies*

54.6% of community pharmacies across pan-Lancashire responded to the PNA questionnaire about service provision. The findings of the PNA questionnaire are presented in **appendix 6.**

The summary of findings from the document "*Your Voice Pharmacies in Lancashire November 2017*"[i] produced by the three Healthwatch teams about the network of community pharmacies in our footprint, highlighted not only did the vast majority of people interviewed have no difficulties in getting to their pharmacy, the majority used the pharmacy to collect prescriptions and many also used the service for health care advice and over the counter medication. The majority of people interviewed said they were aware of the different services available at the pharmacy, although most people only mentioned a few of them.

### 4.1.11 *Considerations of service providers available*

The distribution of pharmacies covers the pan-Lancashire area well, with sufficient pharmaceutical services provided in every locality. Figure 4.19 to Figure 4.33 show the location of community pharmacies; these include GP dispensing practices. Access to services in these areas will be further discussed in section 4.2. When reviewing the Figures please note that most of the localities outside the 20 minute drive time are rural areas and are mainly uninhabited.

Taking into account information gathered for this PNA, the distribution of pharmaceutical service provision across pan-Lancashire is adequate. There is no current need identified for more pharmaceutical providers at this time. However, NHS England - North (Lancashire and South Cumbria) would support relocation of some of the pharmacies, where these are currently clustered, in order to make best use of this resource and attain a better distribution across the pan-Lancashire footprint.

Furthermore, rather than investing resource in new pharmacies, the NHS England - North (Lancashire and South Cumbria) would rather use any investment opportunities to develop pharmaceutical services from existing providers, where this is feasible and is consistent with procurement responsibilities. This would be in line with the visions set out in the NHS Five Year Forward View.

## 4.2 Accessibility

A review of the accessibility of NHS pharmaceutical services across pan-Lancashire for location, opening hours and access for people with disabilities, suggest there is adequate access and an equality impact assessment has been carried out alongside this PNA. There is good coverage in terms of opening hours across the area. The extended opening hours of community pharmacies are valued and these extended hours should be maintained. Many pharmacies and dispensing surgeries have wheelchair access and home delivery services that can help to provide medications to those who do not have access to a car or who are unable to use public transport (further information can be seen in **appendix 6**).

### 4.2.1 *Distance, travel times, and access*

The 2008 White Paper *Pharmacy in England: Building on strengths – delivering the future*[ii] states that it is a strength of the current system that community pharmacies are easily accessible, and that 99% of the population – even those living in the most deprived areas – can get to a pharmacy within 20 minutes by car and 96% by walking or using public transport. Figure 4.19 to Figure 4.33 (for the 14 localities across pan-Lancashire) were created to identify which areas (road networks) in Lancashire County Council and Blackburn with Darwen were within a 20-minute driving time of a pharmacy and in Blackpool within a 20-minute walk-time of a pharmacy. For Lancashire County Council and Blackburn with Darwen

the Figures present the locations of the pharmacies and areas that are within 20 minutes' drive-time (blue) of a pharmacy and are not within 20 minutes' drive-time (white) of a pharmacy. For Blackpool the Figures present the locations of the pharmacies and areas that are within 20 minutes' walk-time (green) of a pharmacy and are not within 20 minutes' walk-time (white) of a pharmacy.

Travel times were calculated using a geo database, which produces a routeable network with typical journey times for each link. Where typical times were not available, the time was based on a function of street lengths and speed limits. Over the border pharmacies were included in the drive/walk-time analysis. As is clearly evident from Figure 4.19 to Figure 4.33 in the whole of Blackburn with Dawren and majority of Lancashire County Council localities there are pharmacies within 20 minutes driving time. In all areas of Blackpool there are pharmacies within 20 minutes walking time. This demonstrates that across pan-Lancashire there is good coverage of pharmacies across all districts.

However, it is recognised that not everyone has access to a car, and that those unable to access a car may be amongst the more vulnerable in society. The steering group considered creating Figures to illustrate access through public transport, but found that this information could not easily be presented due to the complexity and constantly changing nature of public transport routes and service times.

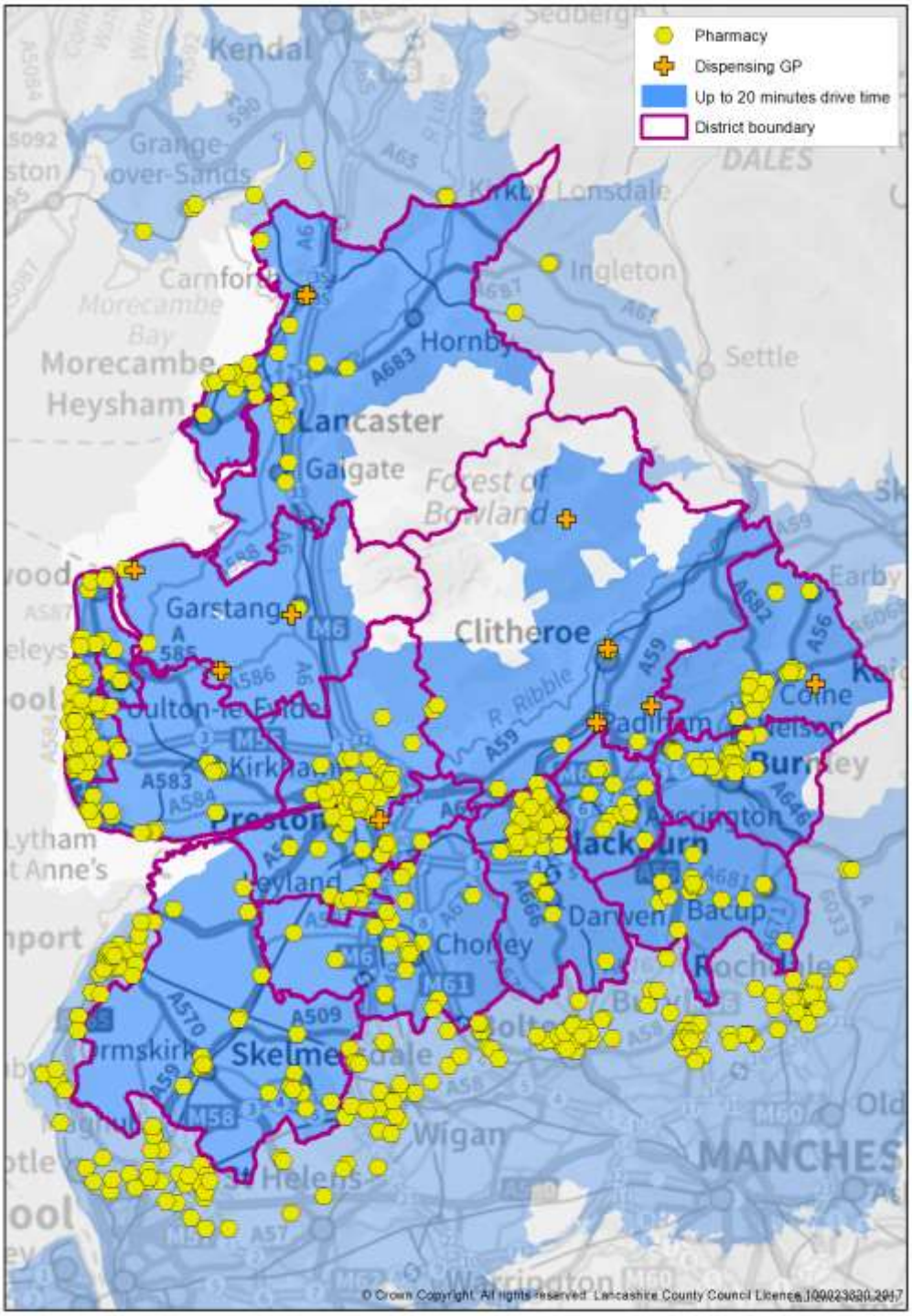
There is an acknowledgment that not all individuals will have access to a car or be able to easily access public transport. To enable easy access for all individuals, including those who can be deemed as the most vulnerable, there is the option that pharmacies can provide home delivery services. Of the 209 pharmacies that responded to the pharmacy questionnaire, 202 (96.6%) reported that they collected from GP Practices and 182 (87.0%) delivered dispensed medicines free of charge on request. This is not a NHS contracted service and therefore any pharmacy could choose to stop this service at any time. When the Electronic Prescription Service (EPS) starts to develop this could potentially support improved services. Therefore, for those who may not be able to access the pharmacy there is the option of home delivery.

Pharmaceutical services are also available from internet pharmacies (located inside or outside of the area) that could make deliveries to individual homes. Finally, in addition to delivery services, community transport schemes (eg car clubs, minibuses) can potentially improve access to both pharmaceutical services and other services. It is important to note however that in the current economic climate some community transport services may have limited services or cease, which may impact on people's accessibility to pharmacies.

**Pan-Lancashire**

As is clearly evident from Figure 4.19 the majority of the road networks in pan-Lancashire are within 20 minutes travelling distance from a pharmacy. This demonstrates that across the area there is a good coverage of pharmacies and over 98% of the population has access to a pharmacy within a 20-minute drive.

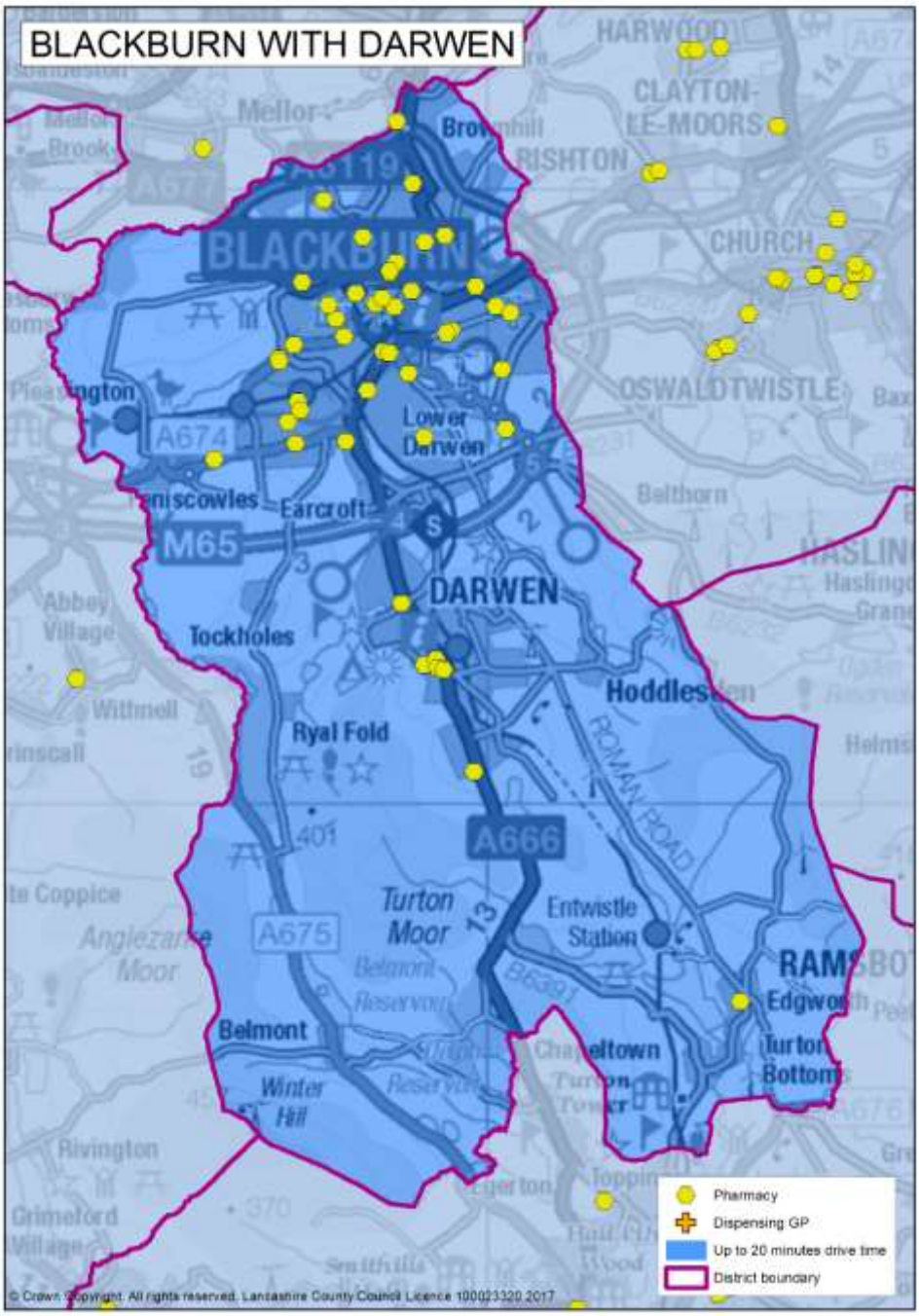
**Figure 4.19: Pharmacies within a 20-minute drive – pan-Lancashire**



**Blackburn with Darwen**

As is clearly evident from Figure 4.20 all road networks in Blackburn with Darwen are within 20 minutes travelling distance from a pharmacy. This demonstrates that in Blackburn with Darwen there is a good coverage of pharmacies.

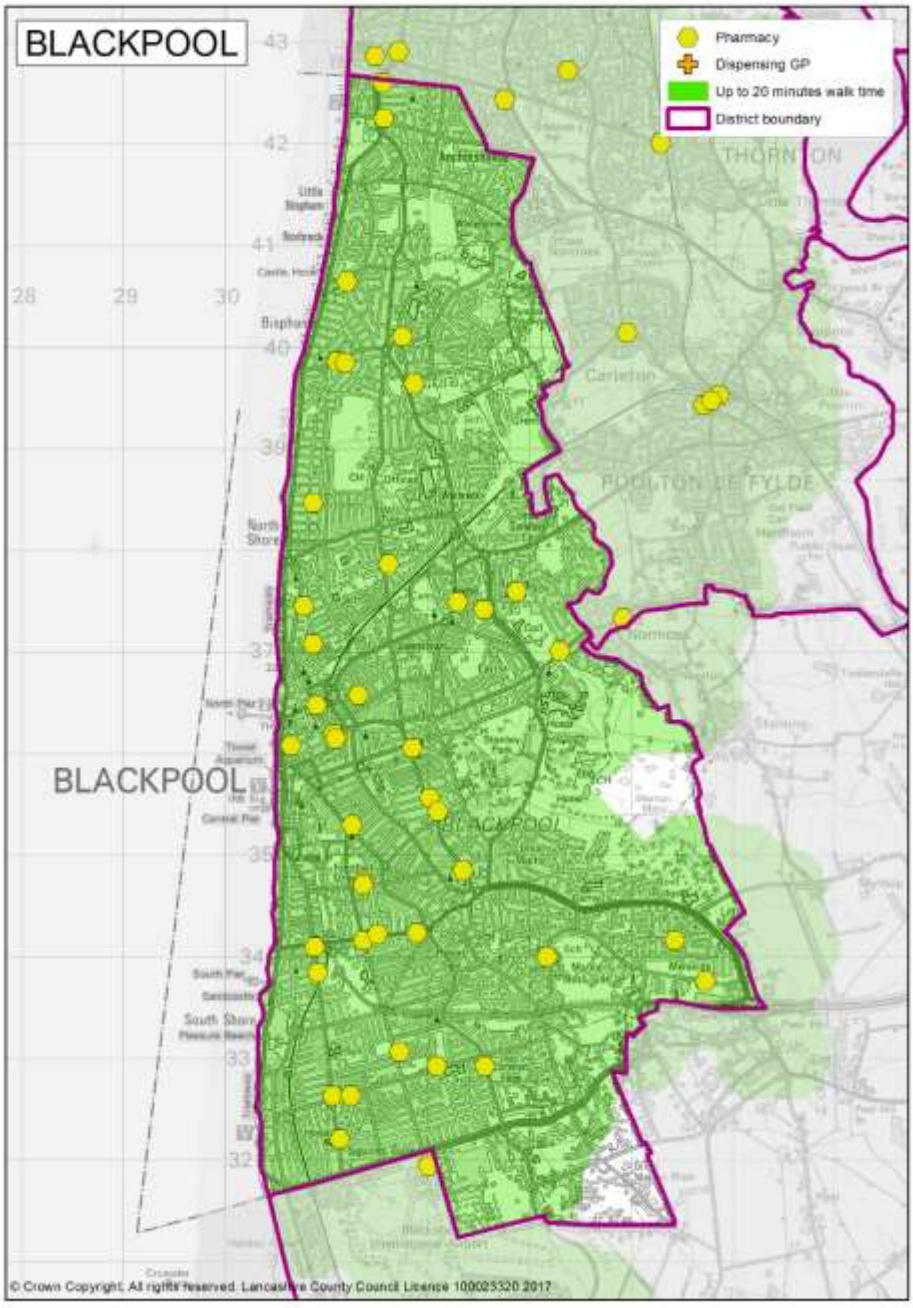
**Figure 4.20: Pharmacies within a 20-minute drive – Blackburn with Darwen**



**Blackpool**

As is clearly evident from Figure 4.21 all areas in Blackpool are within 20 minutes walking distance from a pharmacy. This demonstrates that in Blackpool there is a good coverage of pharmacies.

**Figure 4.21: Pharmacies within a 20-minute walk time – Blackpool**



**Lancashire localities**

As is clearly evident from Figure 4.22 to Figure 4.33 the majority of the road networks in Lancashire's 12 localities are within 20 minutes travelling distance from a pharmacy. This demonstrates that across the county there is a good coverage of pharmacies and over 98% of the population has access to a pharmacy within a 20-minute drive-time.

**Figure 4.22: Pharmacies within a 20-minute drive – Burnley**

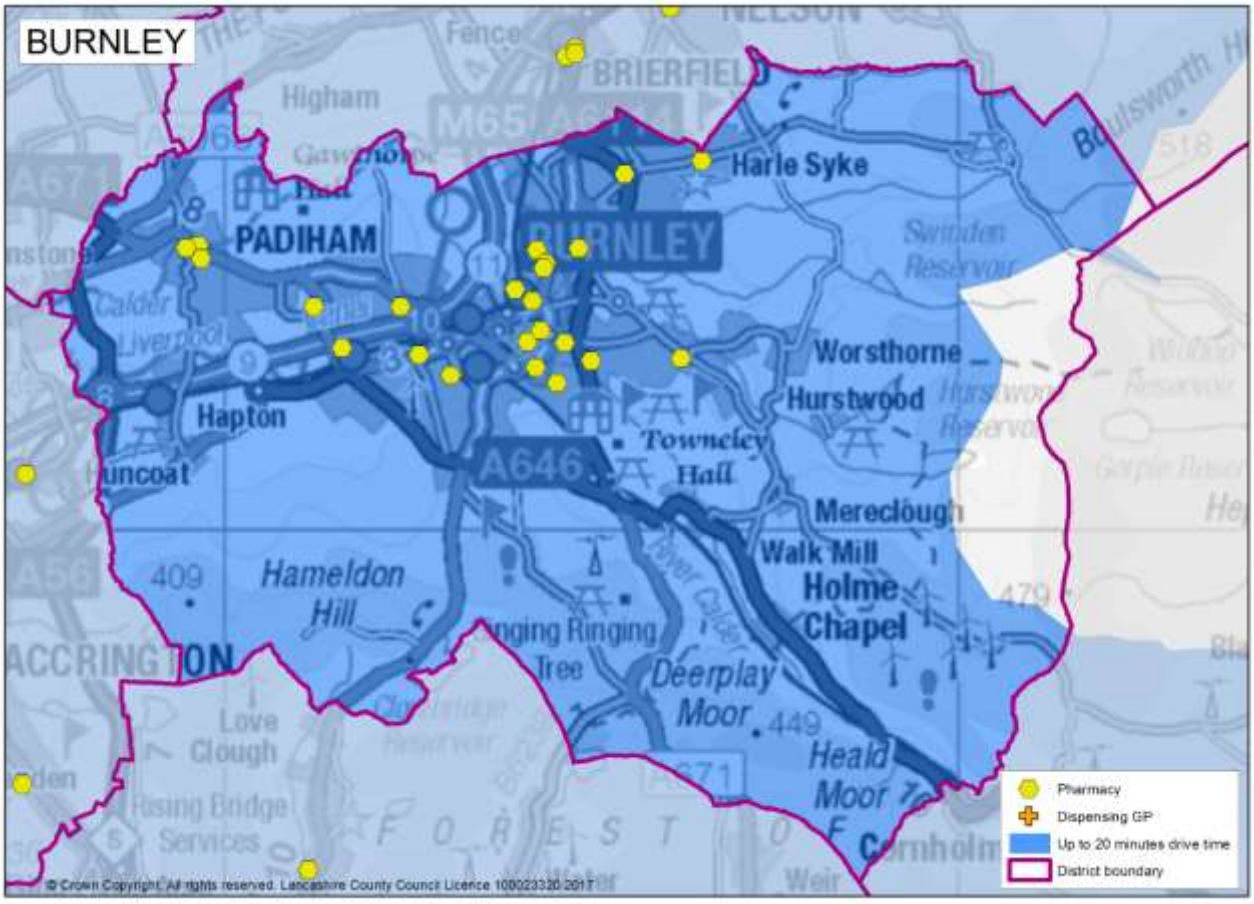


**Figure 4.23: Pharmacies within a 20-minute drive – Chorley**

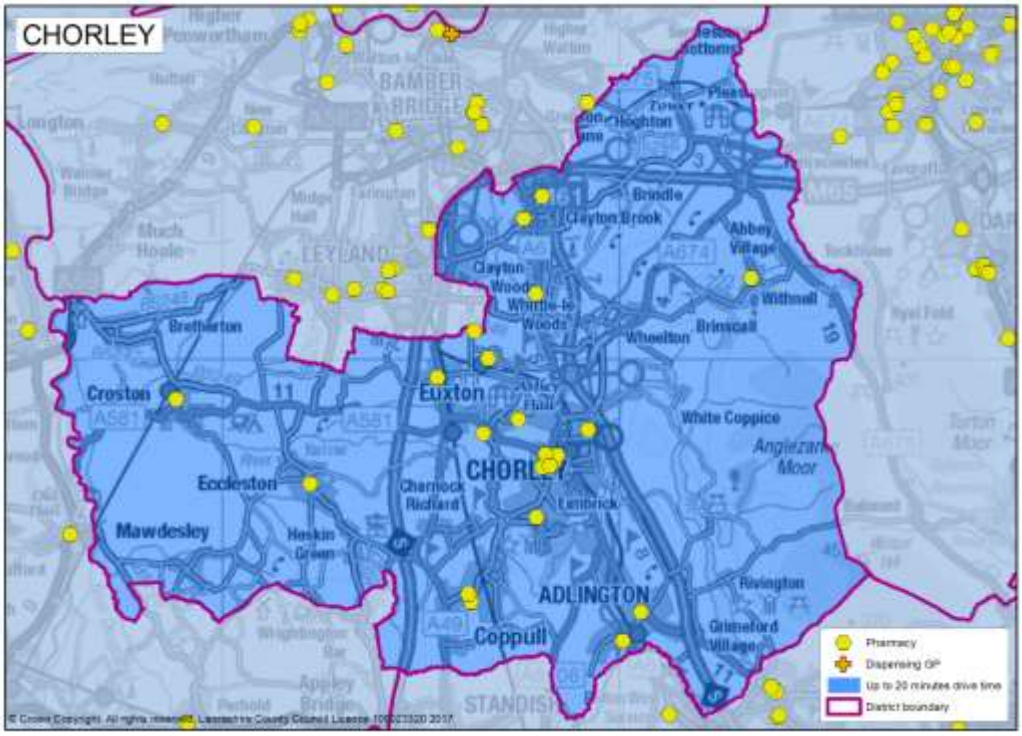



**Figure 4.24: Pharmacies within a 20-minute drive – Fylde**

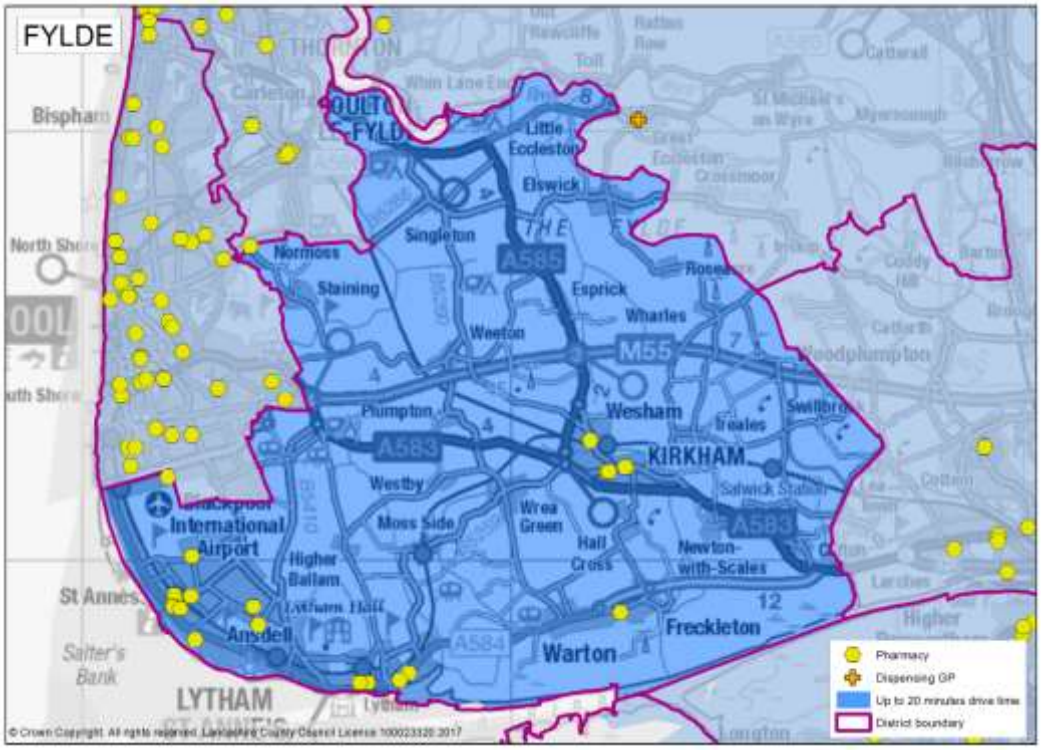


**Figure 4.25: Pharmacies within a 20-minute drive – Hyndburn**

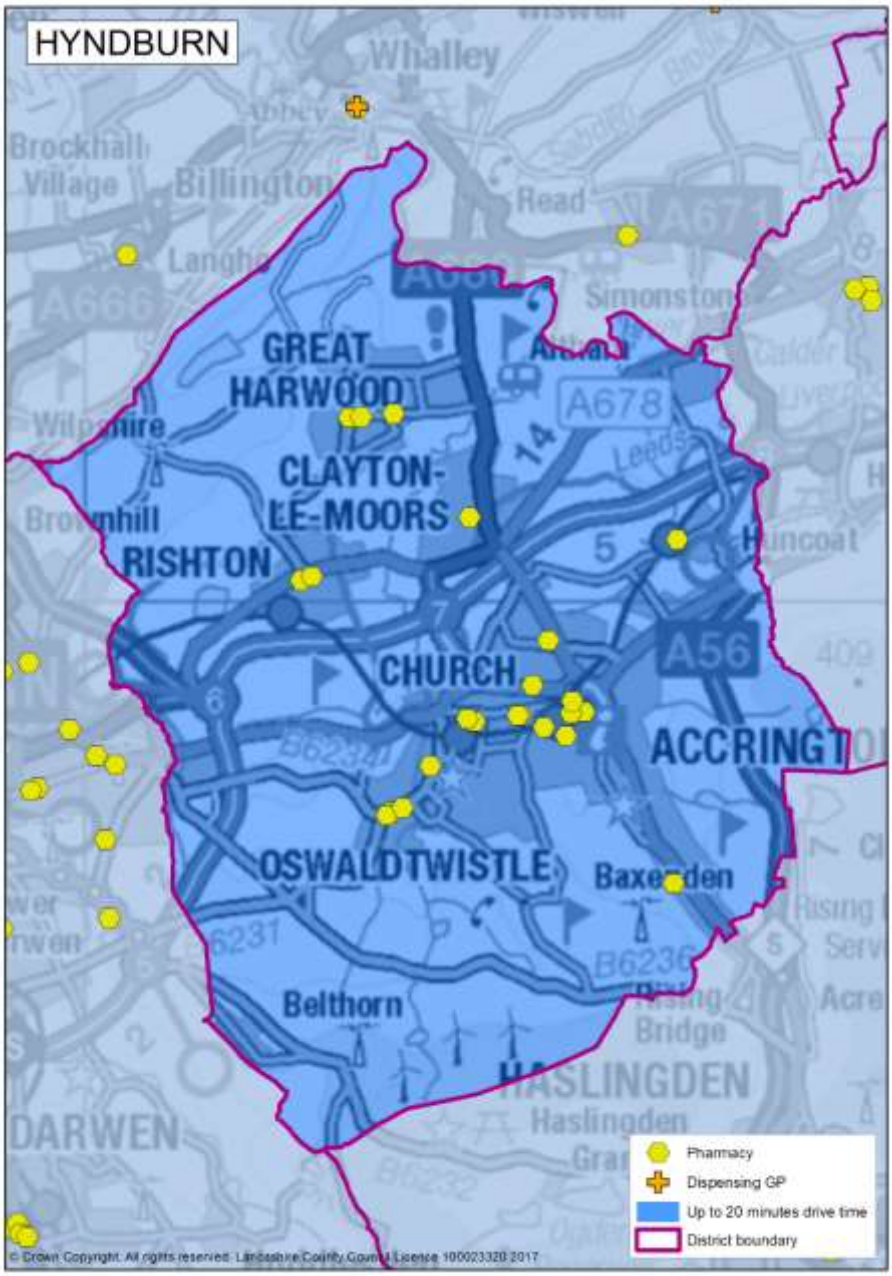


**Figure 4.26: Pharmacies within a 20-minute drive – Lancaster**

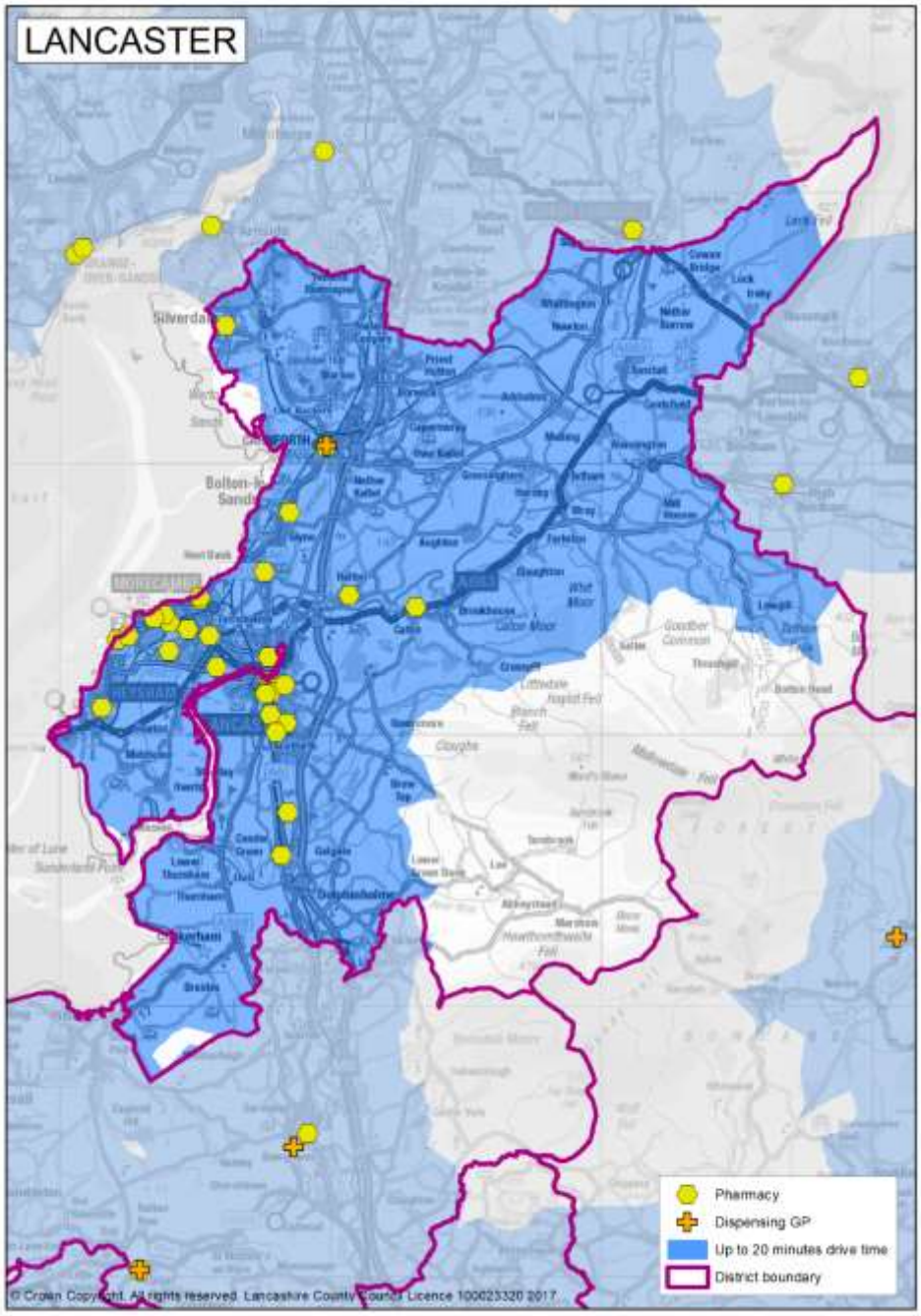


**Figure 4.27: Pharmacies within a 20-minute drive – Pendle**

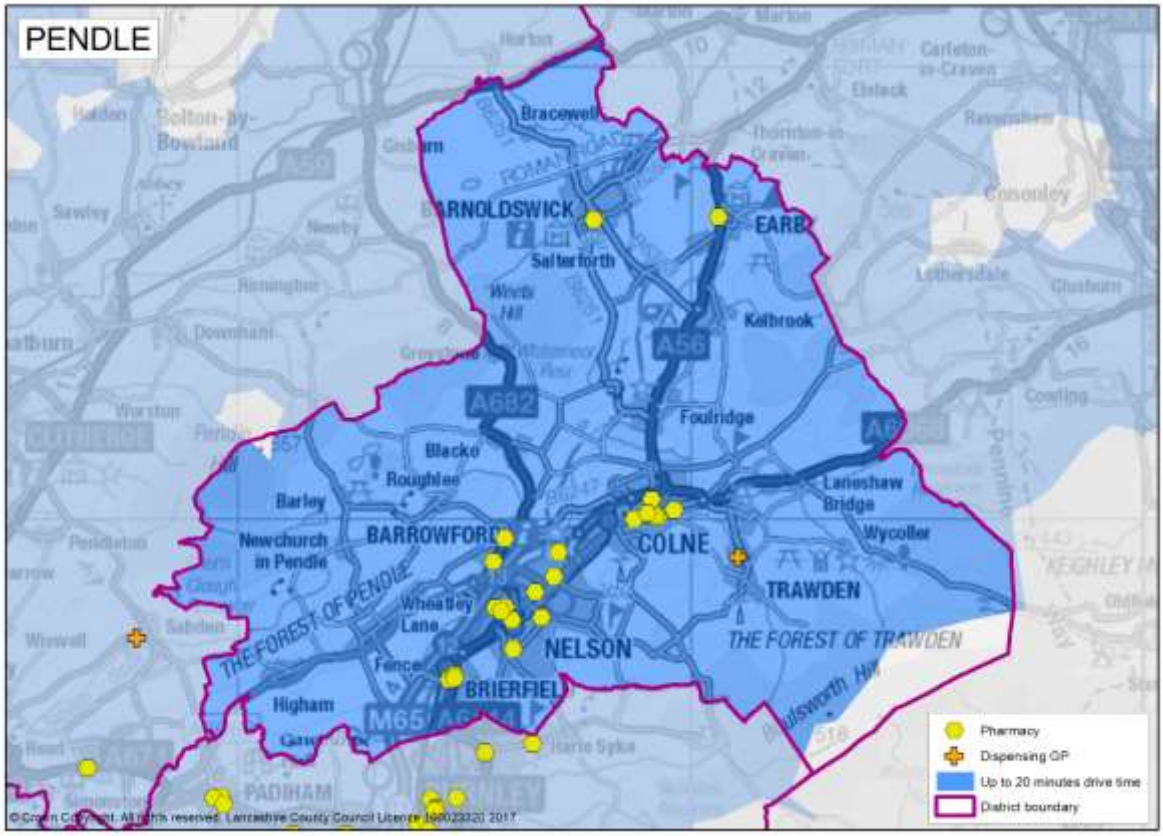


**Figure 4.28: Pharmacies within a 20-minute drive – Preston**

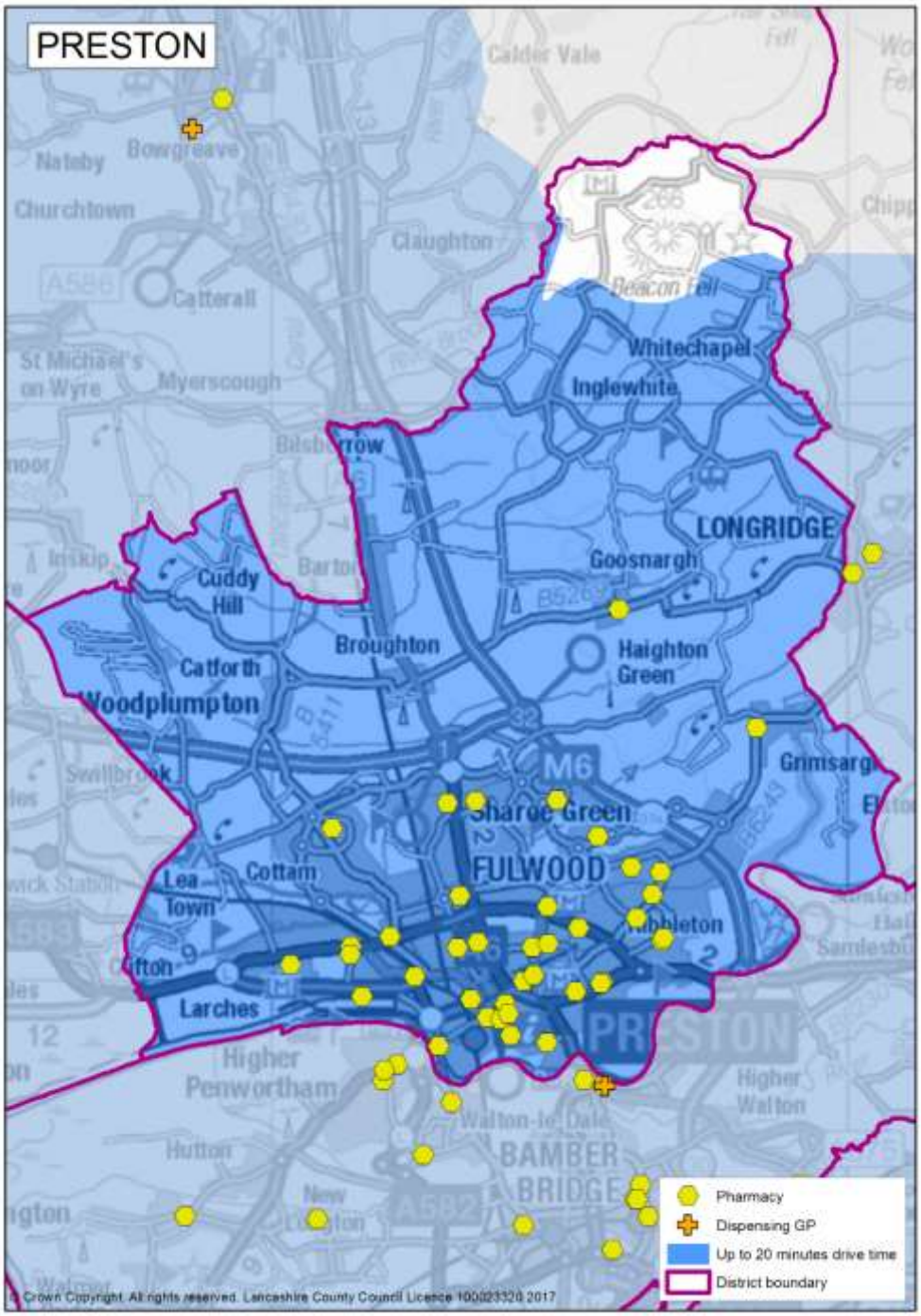


**Figure 4.29: Pharmacies within a 20-minute drive – Ribble Valley**

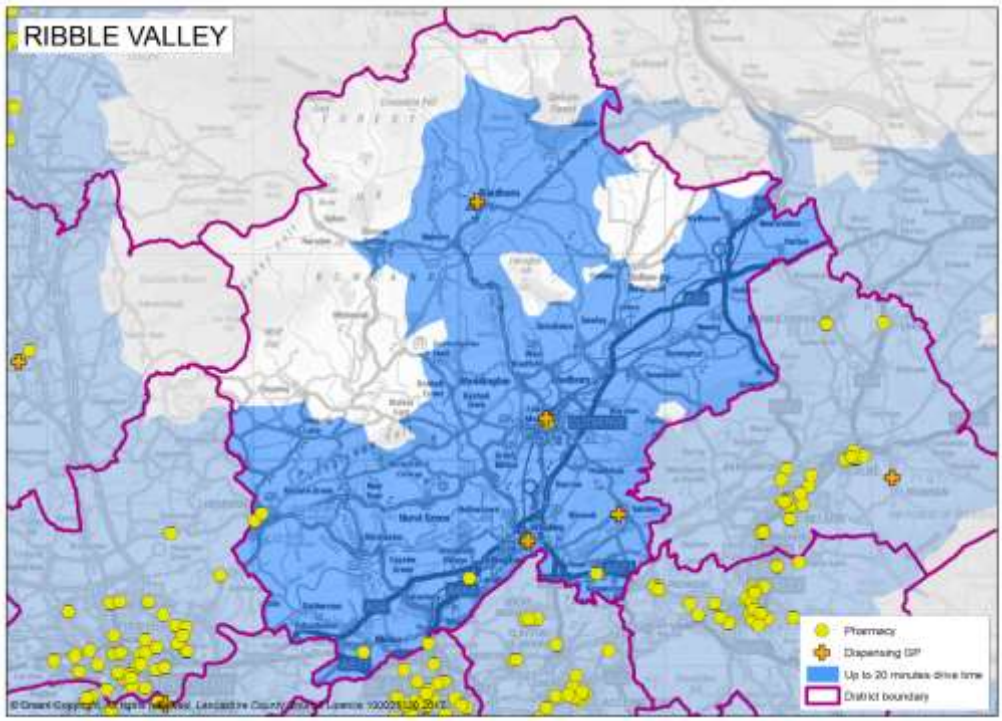



**Figure 4.30: Pharmacies within a 20-minute drive – Rossendale**

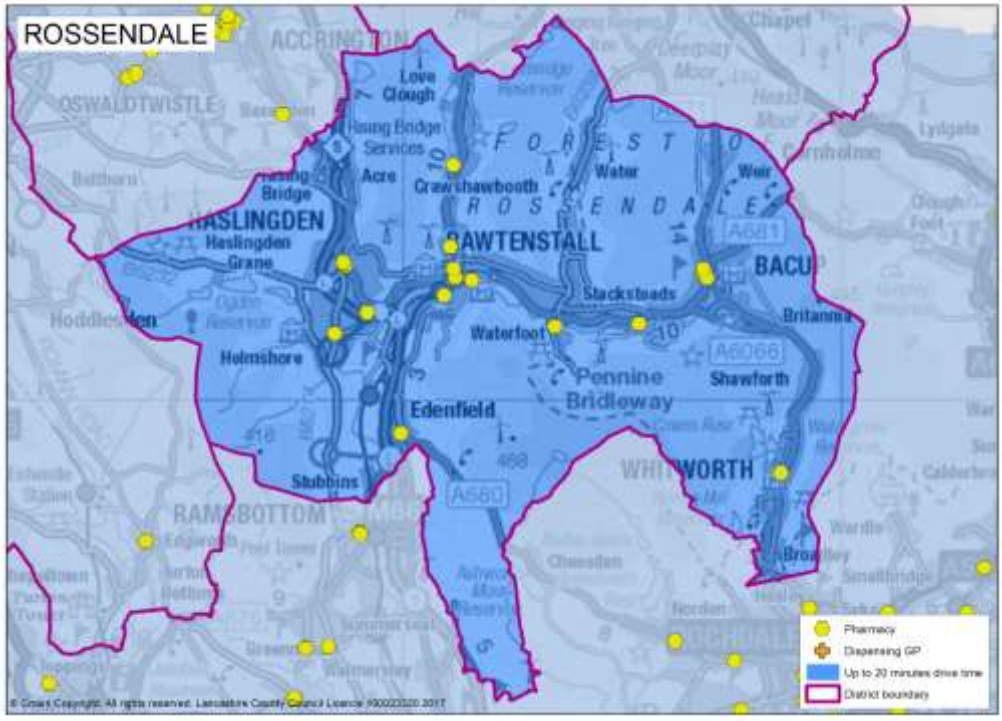



**Figure 4.31: Pharmacies within a 20-minute drive – South Ribble**

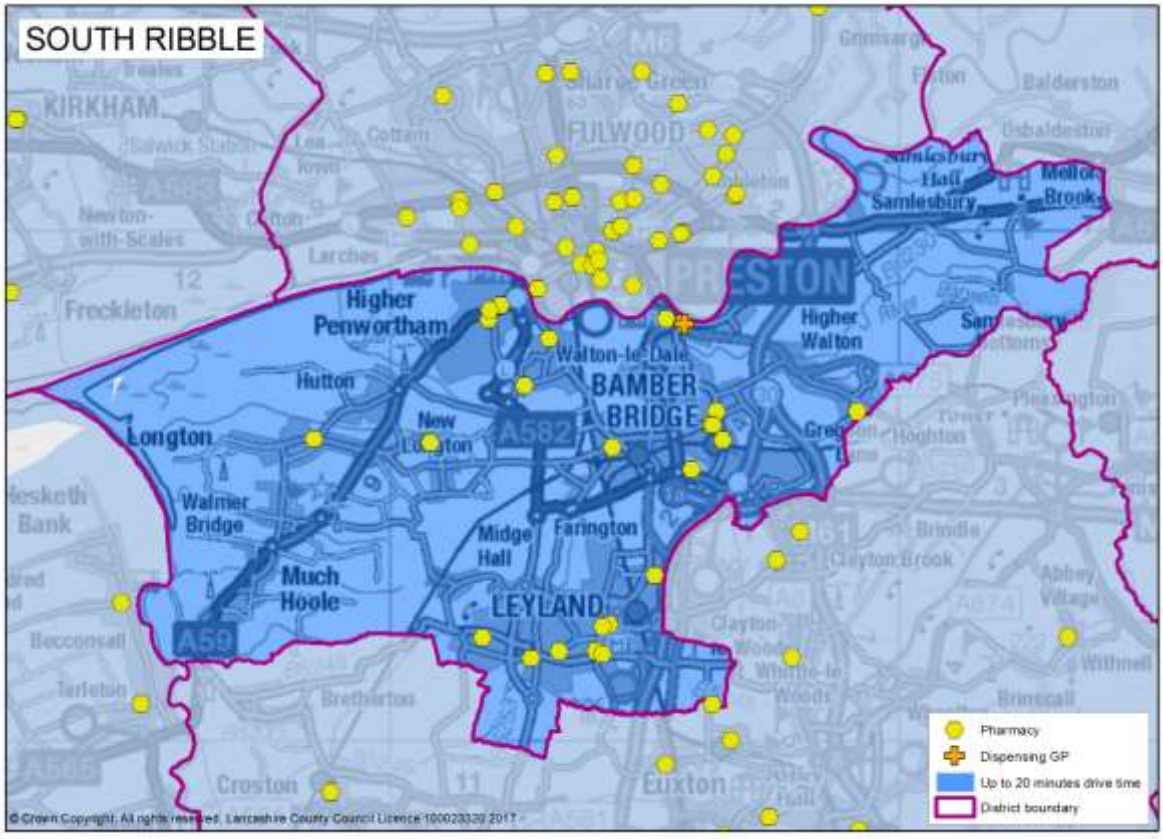

SOUTH RIBBLE
KIRKHAM
FULWOOD
PRESTON
Higher Penwortham
Walton-le-Dale
BAMBER BRIDGE
Higher Walton
Hutton
Longton
New Longton
A582
Walmer Bridge
Much Hoole
Midge Hall
Farington
LEYLAND
A59
Croston
Euxton
Pharmacy
Dispensing GP
Up to 20 minutes drive time
District boundary
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**Figure 4.32: Pharmacies within a 20-minute drive – West Lancashire**

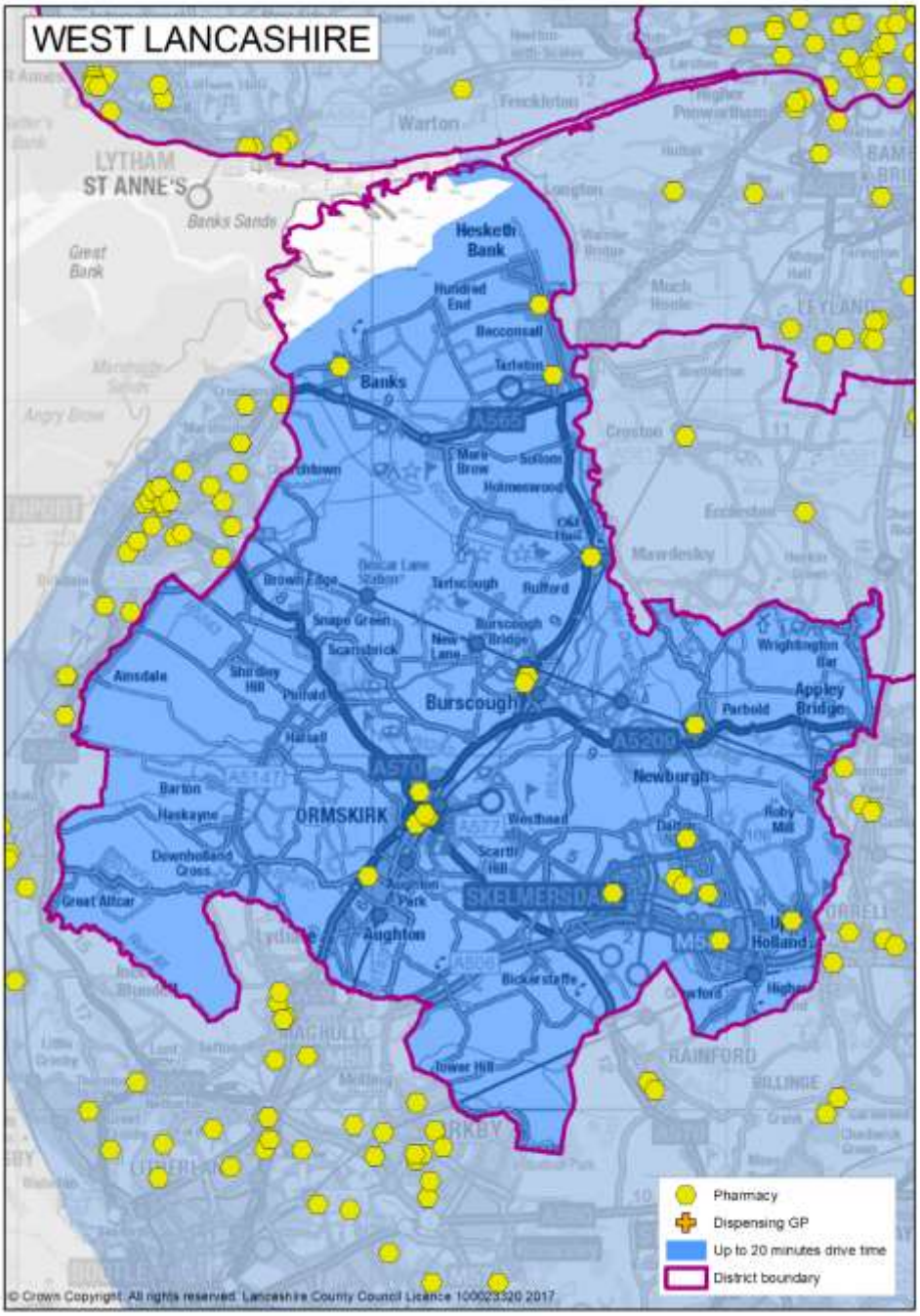
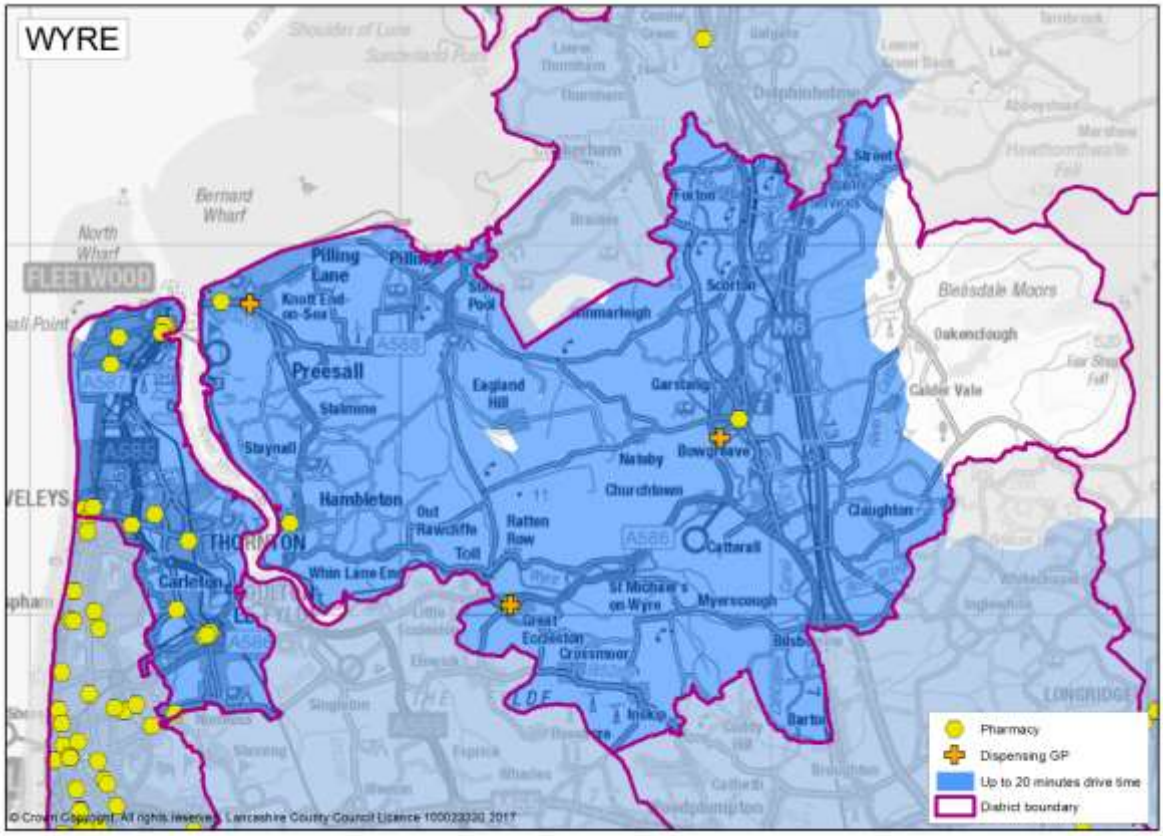


**Figure 4.33: Pharmacies within a 20-minute drive – Wyre**



### 4.2.2 Border area

There are 11 other HWBs sharing a border with pan-Lancashire. These areas have pharmacies that are accessible to the residents who live near the border. The HWBs are Cumbria, North Yorkshire, Bradford and Airedale, Calderdale, Rochdale, Bury, Bolton, Wigan, St. Helens, Knowsley, and Sefton.

Pan-Lancashire is bordered by several local authorities. These are, South Lakeland, Craven, Bradford, Calderdale, Rochdale, Bury, Bolton, Wigan, Knowsley, St. Helens, and Sefton. All these areas have good pharmacy provision that can be accessed by the residents of pan-Lancashire.

Figure 4.1 to Figure 4.14 show pharmacies that are over the border and within the 2-mile radius from the pan-Lancashire localities.

## 4.2.3 Opening hours: community pharmacies

### Blackburn with Darwen

There are currently 36 pharmacies open for at least 40 hours, 11 '100 hour' pharmacies (Figure 4.34) and three distance-selling contracts in Blackburn with Darwen. The 100 hours contracts are included in the pharmaceutical list under regulation 13(1)(b) of the National Health Service (Pharmaceutical Services) Regulations 2005; premises which the applicant is contracted to open for at least 100 hours per week for the provision of pharmaceutical services.

**Figure 4.34: 100 hour pharmacies in Blackburn with Darwen**

| Pharmacy name | Address | | | Postcode |
|---|---|---|---|---|
| 4Court Pharmacy | Blackburn Service Station | Whalley Banks | Blackburn | BB2 1NT |
| Asda Pharmacy | Lower Audley Retail Park | Grimshaw Park Road | Blackburn | BB2 3DY |
| Audley Late Night Pharmacy | 114-116 Audley Range | Blackburn | Lancashire | BB1 1TG |
| Beehive Pharmacy | Beehive Trading Park | Haslingden Road | Blackburn | BB1 2EE |
| Buncer Lane Pharmacy | 6 Preston Old Road | Blackburn | Lancashire | BB2 2SS |
| HBS Pharmacy | Barbara Castle Way Hc | Simmons Street | Blackburn | BB2 1AX |
| Market Street Pharmacy | 29-31 Market Street | Darwen | Lancashire | BB3 1PS |
| Pharmalogic | 62 Haslingden Road | Blackburn | Lancashire | BB2 3HS |
| Riaz Pharmacy | 112 Randal Street | Blackburn | Lancashire | BB1 7LG |
| Tesco Pharmacy | Hill Street | Blackburn | | BB1 3HF |
| Whalley Range Pharmacy | 1 Whalley Range | Blackburn | Lancashire | BB1 6DX |

*Source: NHS England list, June 2017*

Overall, out of 50 community pharmacies, 53% are open after 6pm and 25% are open after 7pm on weekdays; 76% open on Saturdays and 29% open on Sundays. These findings are similar to those in the previous PNA. The locations of pharmacies currently open on a Saturday or a Sunday are illustrated in Figure 4.37.

### Blackpool

There are currently 40 pharmacies open for at least 40 hours, two '100 hour' pharmacies (Figure 4.35) and one LPS contract in Blackpool. The 100 hours contracts are included in the pharmaceutical list under regulation 13(1)(b) of the National Health Service (Pharmaceutical Services) Regulations 2005;[iii] premises which the applicant is contracted to open for at least 100 hours per week for the provision of pharmaceutical services.

**Figure 4.35: 100 hour pharmacies in Blackpool**

| Pharmacy name | Address | | | Postcode |
|---|---|---|---|---|
| HBS Pharmacy | Newton Drive Health Centre | Newton Drive | Blackpool | FY3 8NX |
| Tesco Pharmacy | Clifton Retail Park | Clifton Road | Blackpool | FY4 4UJ |

Overall, out of 43 community pharmacies, 37% are open after 6pm and 21% are open after 7pm on weekdays; 42% open on Saturdays and 19% open on Sundays. These findings are similar to those in the 2011 PNA. The locations of pharmacies currently open on a Saturday or a Sunday are illustrated in Figure 4.38.

## Lancashire

There are currently 240 pharmacies open for at least 40 hours, 39 '100 hour' pharmacies (Figure 4.36), one LPS contract and ten distance-selling contracts in Lancashire. The 100 hours contracts are included in the pharmaceutical list under regulation 13(1)(b) of the National Health Service (Pharmaceutical Services) Regulations 2005; premises which the applicant is contracted to open for at least 100 hours per week for the provision of pharmaceutical services.

**Figure 4.36: 100 hour pharmacies in Lancashire localities**

| Pharmacy name | Address | | | Postcode |
|---|---|---|---|---|
| Accrington Late Night Pharmacy | 188 Blackburn Road | Accrington | Lancashire | BB5 0AQ |
| Asda Pharmacy | Sheephill Lane, | Clayton Green Road | Chorley | PR6 7JY |
| Asda Pharmacy | Corporation Street | Colne | Lancashire | BB8 8LU |
| Asda Pharmacy | Hyndburn Road | Accrington | Lancashire | BB5 1QR |
| Asda Pharmacy | Holly Mount Way | Rawtenstall | Lancashire | BB4 8EE |
| Asda Pharmacy | Ingram Road, Off Northway | Skelmersdale | Lancashire | WN8 6LA |
| Asda Pharmacy | Dock Street | Fleetwood | Lancashire | FY7 6NU |
| Ash Trees Pharmacy | Market Street | Carnforth | Lancs | LA5 9JU |
| Aspire Pharmacy | 9 Railway Road | Ormskirk | Lancashire | L39 2DN |
| Brierfield's Late Night Chemist | 19A Chapel Street | Brierfield | Lancashire | BB9 5HJ |
| Chorley Pharmacy | 13-17 Peel Street | Chorley | Lancashire | PR7 2EY |
| Cohens Chemist | 5 Acerswood Close | Coppull | Chorley | PR7 5EN |
| Cottam Lane Pharmacy | Cottam Lane Surgery | Ashton | Preston | PR2 1JR |
| Dalton Square Pharmacy | 24 - 28 Great John Street | Lancaster | Lancashire | LA1 1NG |
| Evercare Pharmacy | 13 Market Street | Colne | Lancashire | BB8 0LJ |
| Fishlocks Chemist | 60 Liverpool Road North | Burscough | Ormskirk | L40 4BY |
| HBS Pharmacy | Issa Medical Centre | St Gregory Road | Preston | PR1 6YA |
| HBS Pharmacy | 30 St Mary's Road | Bamber Bridge | Preston | PR5 6TD |
| HBS Pharmacy (Penwortham Healthcare Ltd) | St Fillans Medical Centre | 2 Liverpool Road | Preston | PR1 0AD |
| Kepple Lane Pharmacy | Kepple Lane | Garstang | Lancashire | PR3 1PB |
| Leyland Late Night Pharmacy | 6 Hough Lane | Leyland | Lancashire | PR25 2SD |
| Lloydspharmacy | Christie Park | Morecambe | Lancashire | LA4 5TJ |
| Lloydspharmacy | Cable Street | Lancaster | Lancashire | LA1 1HH |

| | | | | |
|---|---|---|---|---|
| Lloydspharmacy | Cuerden Way | Bamber Bridge | Lancashire | PR5 6BJ |
| Lloydspharmacy | Windy Bank | Colne | Lancashire | BB8 9HY |
| M X Pharmacy | 51-53 Longridge Road | Ribbleton | Preston | PR2 6RE |
| Nelson Pharmacy | 41 Every Street | Nelson | Lancashire | BB9 7LU |
| New Hall Lane Pharmacy | 270 New Hall Lane | Preston | Lancashire | PR1 4ST |
| Oswaldtwistle Pharmacy | 300 Union Road | Oswaldtwistle | Accrington | BB5 3JD |
| Ribble Village Pharmacy | 200 Miller Road | Preston | Lancashire | PR2 6NH |
| Tesco In-store Pharmacy | Tesco Extra | Ackhurst Industrial Estate, Foxhole Road | Chorley | PR7 1NW |
| Tesco In-store Pharmacy | Tesco Extra | Towngate, Leyland | Preston | PR25 2FN |
| Tesco Instore Pharmacy | Queen Street | Great Harwood | Lancashire | BB6 7AU |
| Tesco Instore Pharmacy | Wyre Street | Padiham | Burnley | BB12 8DQ |
| Tesco Instore Pharmacy | Bury Road | Rawtenstall | Lancashire | BB4 6DT |
| Tesco Instore Pharmacy | 2 Eagle Street | Accrington | Lancashire | BB5 1LN |
| Tesco Pharmacy | Haslingden Road | Haslingden | Lancashire | BB4 6LY |
| Tesco stores Ltd | In store pharmacy, Ordnance Rd | Buckshaw Village | Chorley | PR7 7EL |
| Well Pharmacy | 406 Blackburn Road | Accrington | Lancashire | BB5 1SA |

Overall, out of 290 community pharmacies, 38% are open after 6pm and 19% are open after 7pm on weekdays; 69% open on Saturdays; and 21% open on Sundays. These findings are similar to those in the previous PNA. The locations of pharmacies currently open on a Saturday or a Sunday are illustrated in Figure 4.39 to Figure 4.50.

### 4.2.4 Coverage

While we have adequate coverage of 100 hour pharmacies across pan-Lancashire, it needs to be better advertised as patients may find it difficult to find this information.

Currently 53 pharmacies are contractually obliged to open for 100 hours per week due to the conditions on their application. This inevitably means that they are open until late at night and at the weekend. There is a risk that if the regulations for these contracts were to change that they may reduce their hours. This could significantly reduce the availability of pharmacies across pan-Lancashire that are available on late night and weekends.

The HWBs have not identified needs that would require provision of a full pharmaceutical service for all time periods across the week. However, maintaining the current distribution of 100 hour/longer opening pharmacies is important to maintain out-of-hours access for the population of pan-Lancashire.

Since the introduction of the pharmaceutical contractual framework in 2005, community pharmacies do not need to participate in rota provision to provide access for weekends or during the evening. The need for such a service has been greatly reduced by the increased opening hours of a number of pharmacies including the 100 hours pharmacies.

Due to changes in shopping habits, a number of pharmacies now open on many bank holidays, although they are not contractually obliged to do so. NHS England works with community pharmacies to ensure an adequate rota service is available for Christmas Day,

Boxing Day, New Year's Day and Easter Sunday as these are days where pharmacies are still traditionally closed. The rota pharmacies will generally open for limited hours on these days and work with out-of-hours providers to enable patients to access pharmaceutical services. These arrangements are renewed every year.

Figure 4.37 to Figure 4.50 show the pharmacies open on Saturday and/or Saturday and Sunday in the districts of the three localities as at June 2017.

- Figure 4.37 shows Saturday and/or Saturday and Sunday opening pharmacies in Blackburn with Darwen
- Figure 4.38 shows Saturday and/or Saturday and Sunday opening pharmacies in Blackpool.
- Figure 4.39 to Figure 4.50 show Saturday and/or Saturday and Sunday opening pharmacies in Lancashire County Council

Full opening times for all pharmacies is available from NHS Choices:
http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10

**Figure 4.37: Pharmacies open Saturday/Sunday – Blackburn with Darwen**

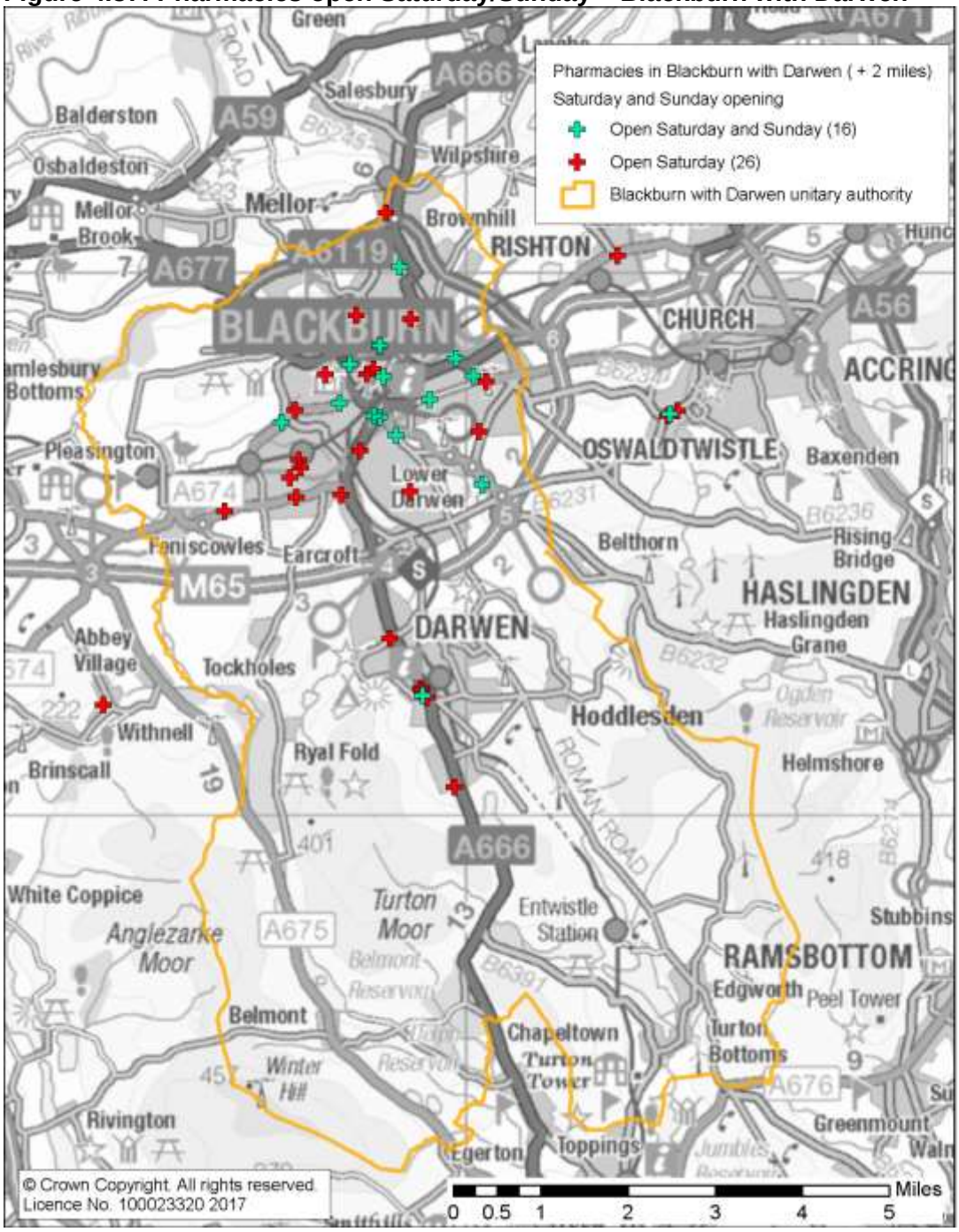


**Figure 4.38: Pharmacies open Saturday/Sunday – Blackpool**

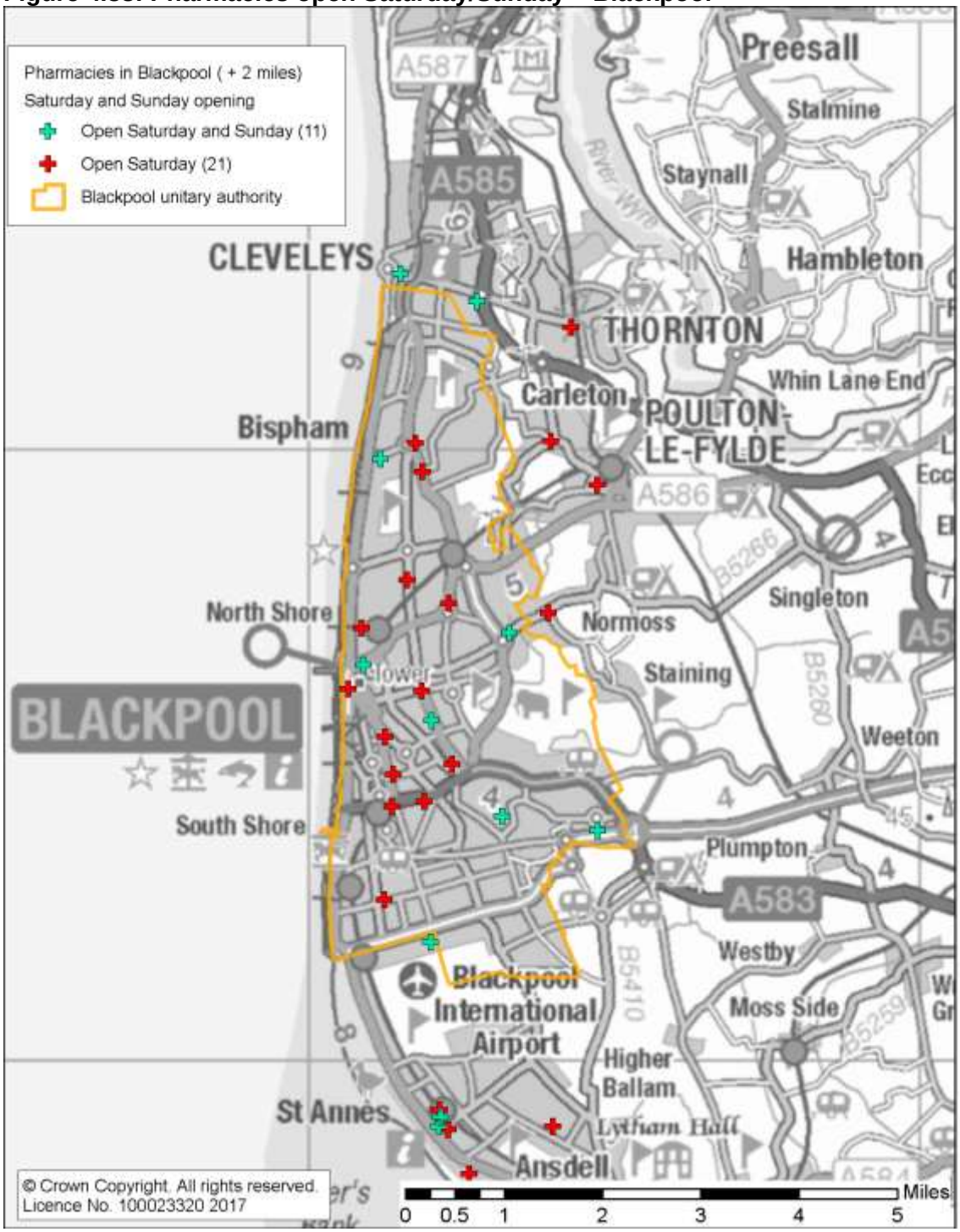


**Figure 4.39: Pharmacies open Saturday/Sunday – Burnley**

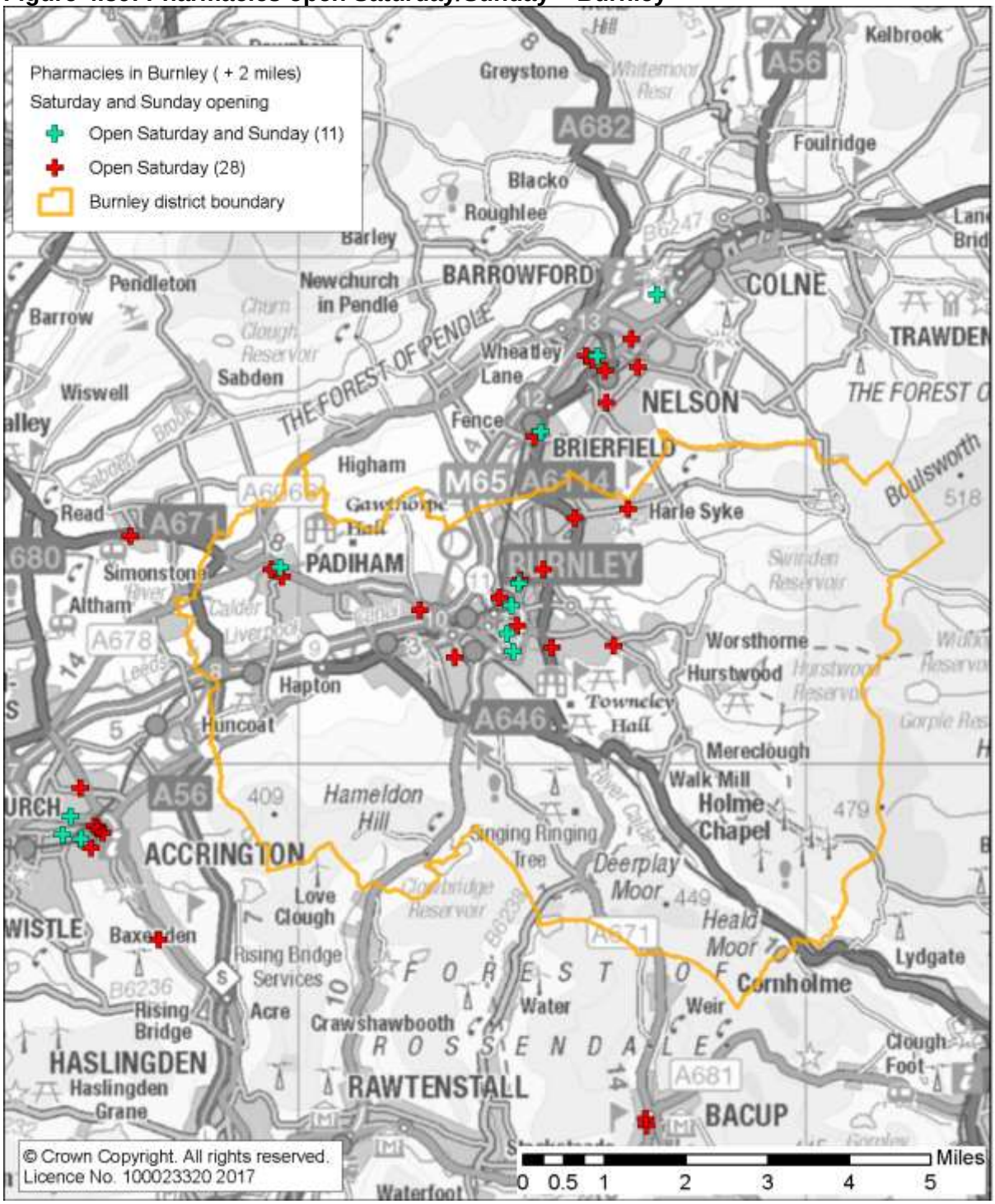


**Figure 4.40: Pharmacies open Saturday/Sunday – Chorley**

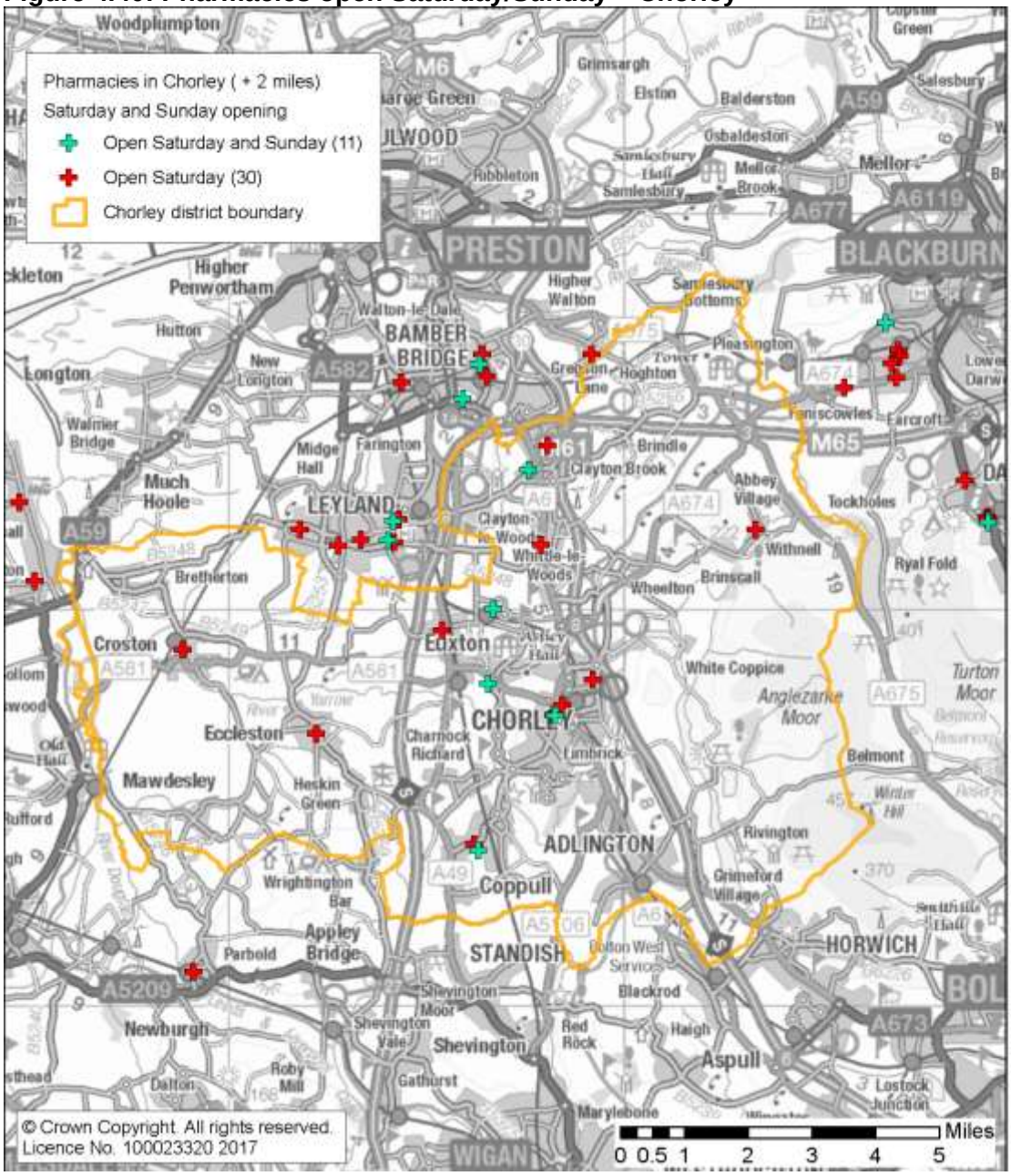


**Figure 4.41: Pharmacies open Saturday/Sunday – Fylde**

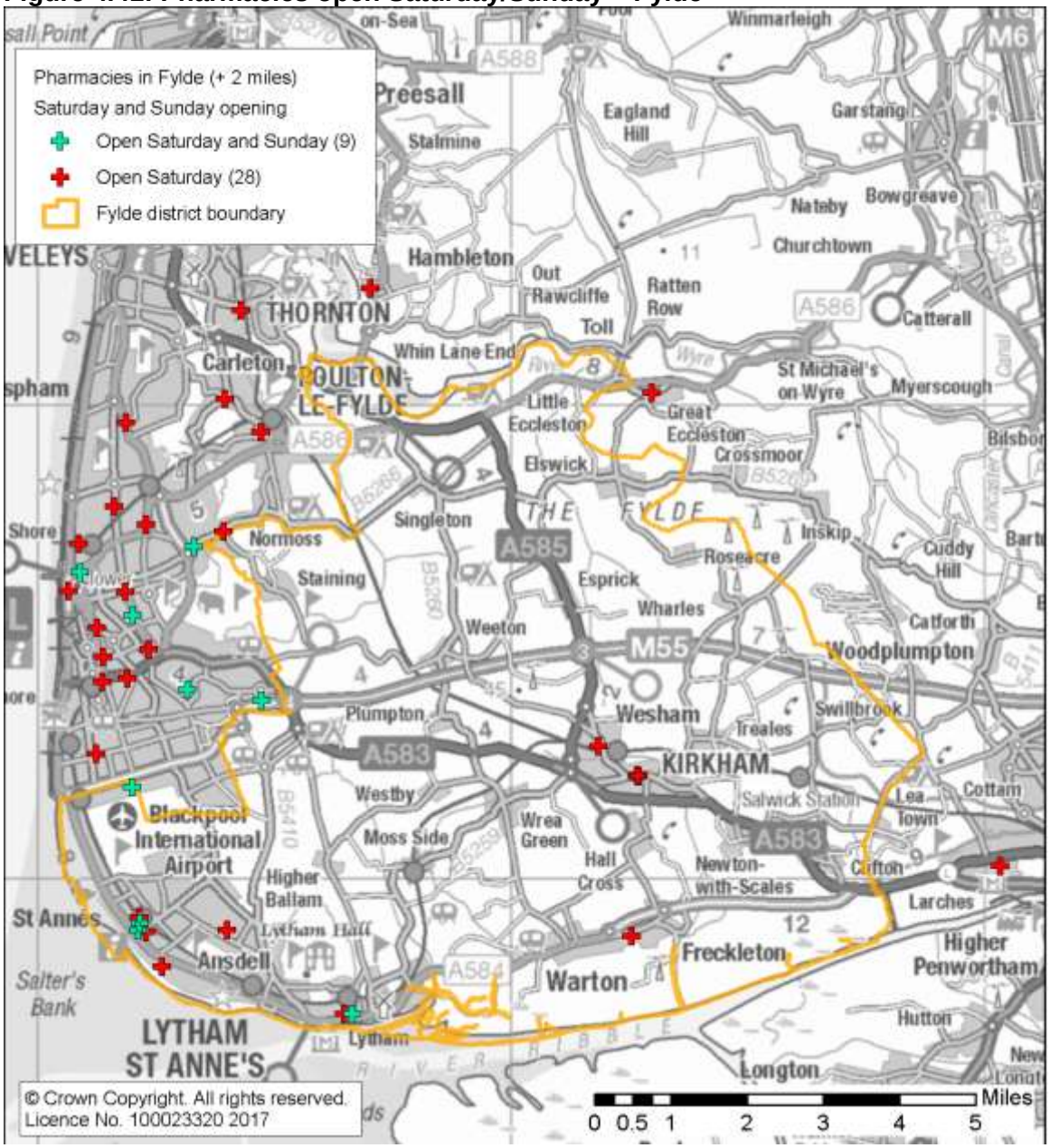


**Figure 4.42: Pharmacies open Saturday/Sunday – Hyndburn**

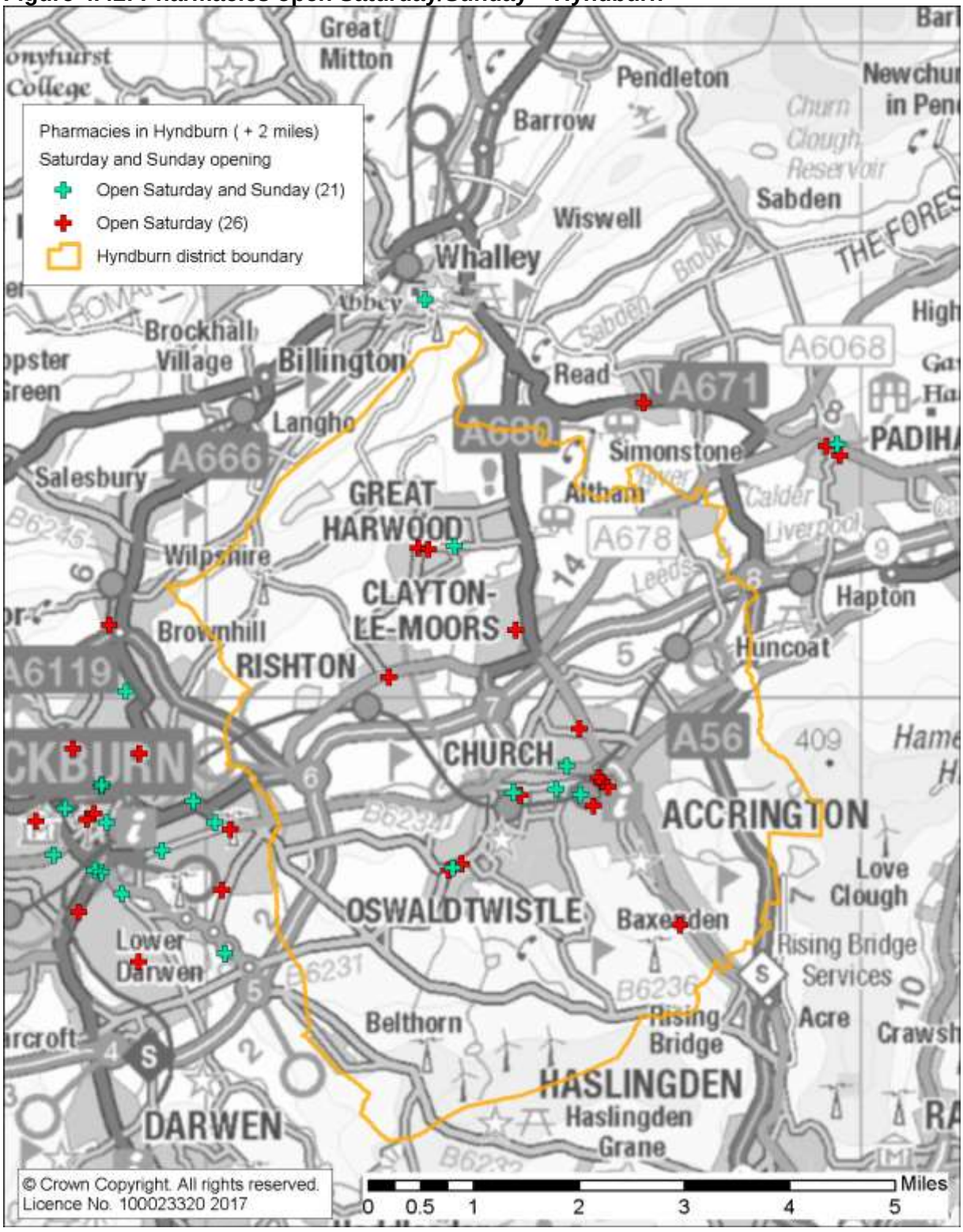


**Figure 4.43: Pharmacies open Saturday/Sunday – Lancaster**

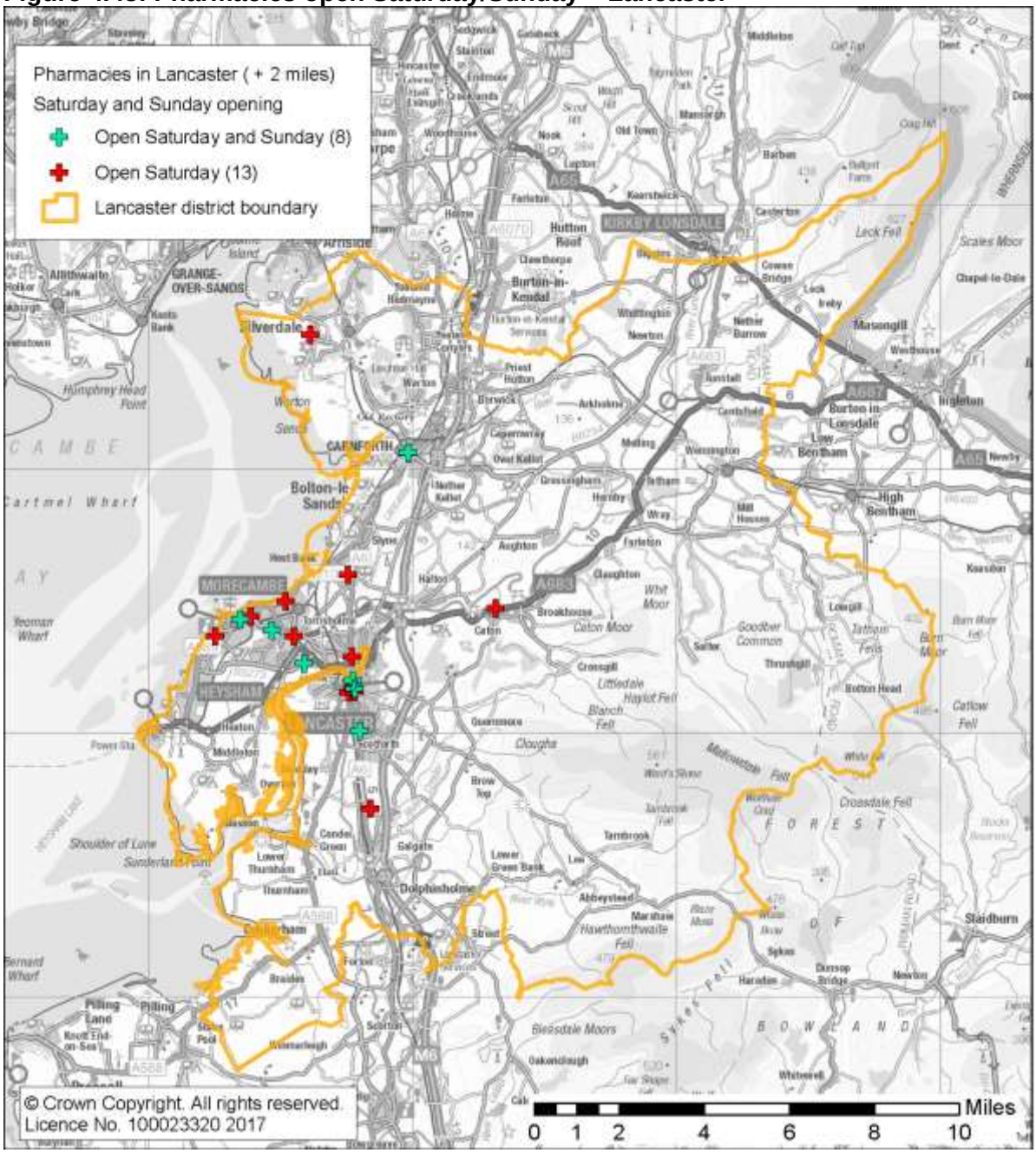


**Figure 4.44: Pharmacies open Saturday/Sunday – Pendle**

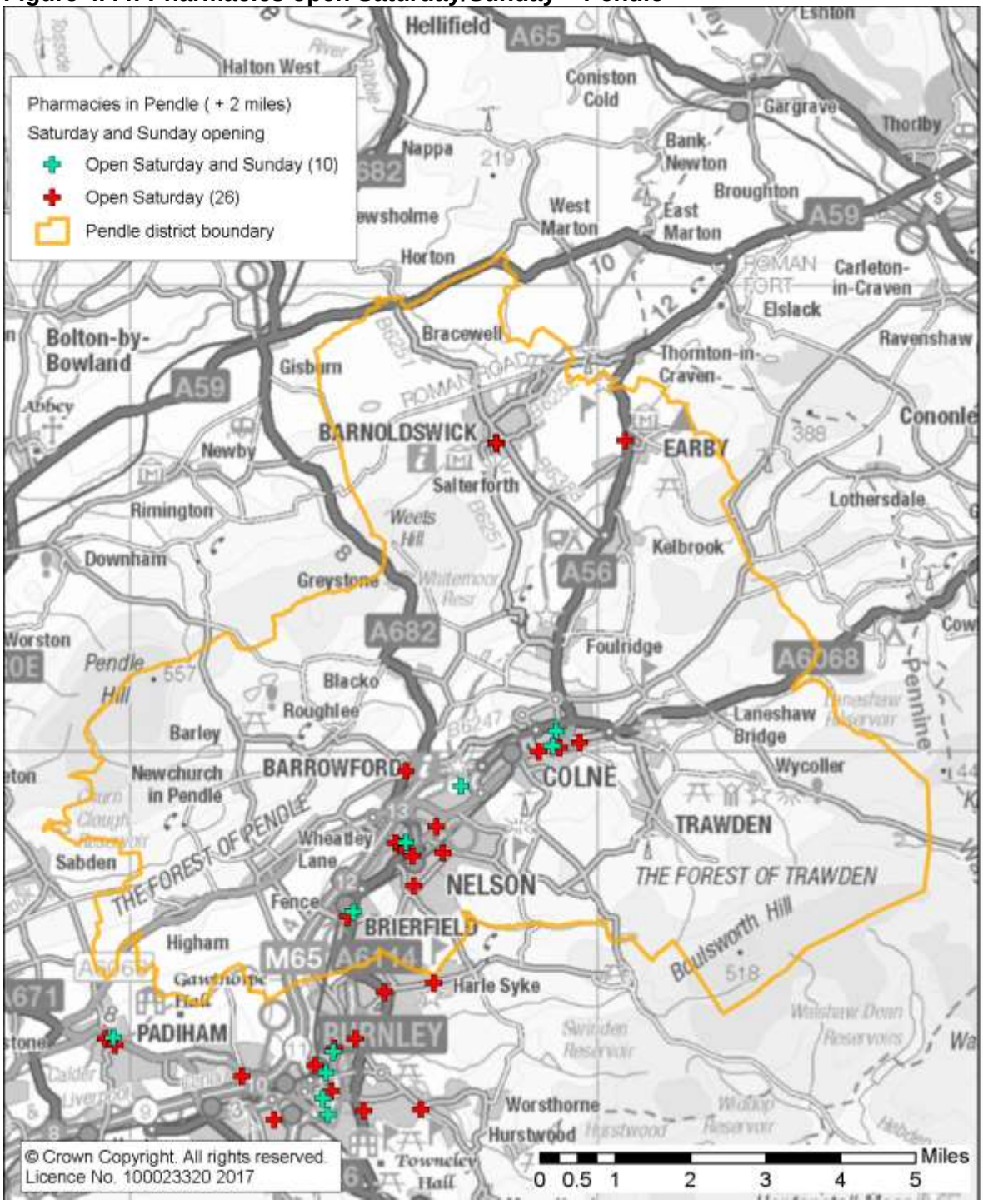


**Figure 4.45: Pharmacies open Saturday/Sunday – Preston**

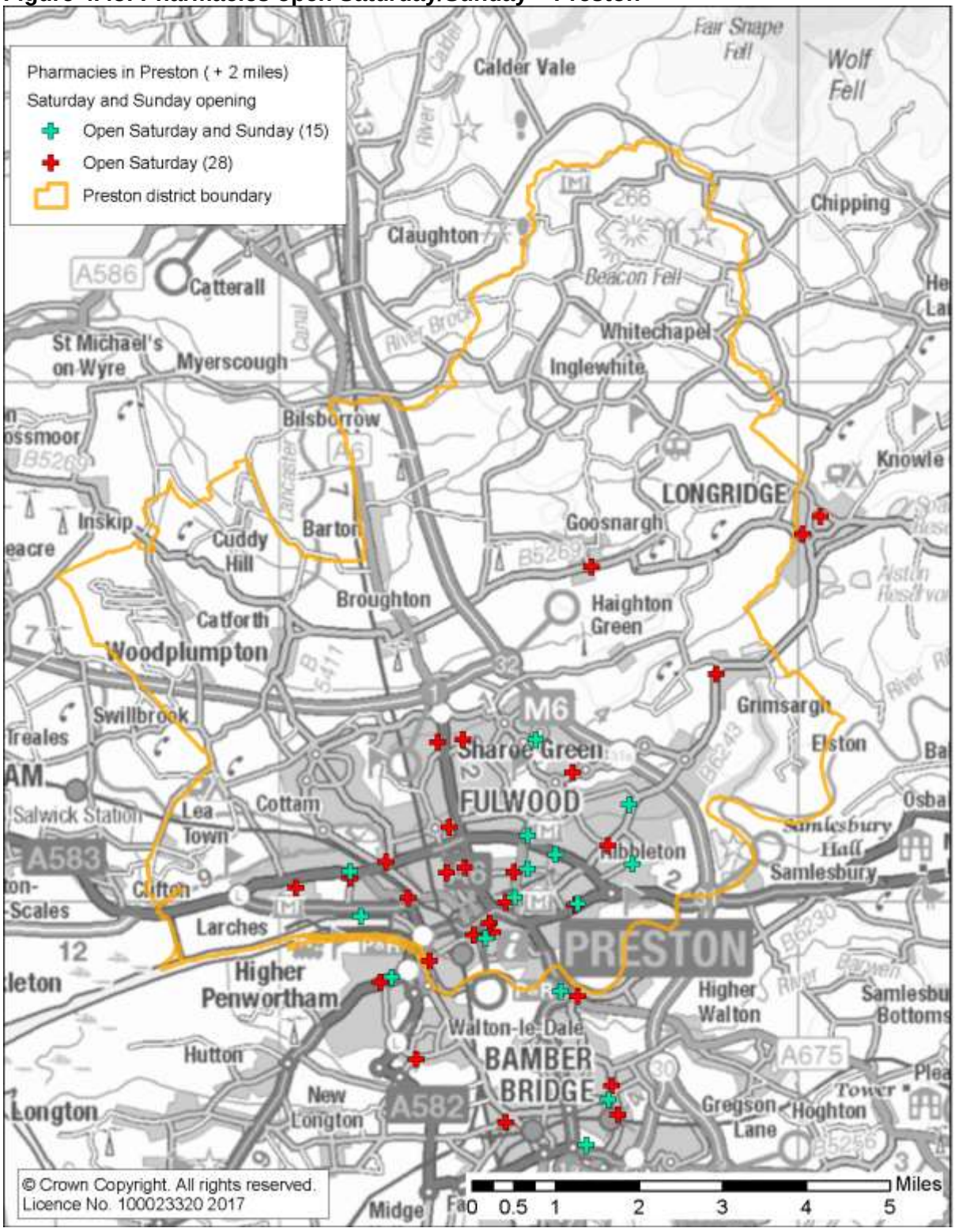


**Figure 4.46: Pharmacies open Saturday/Sunday – Ribble Valley**

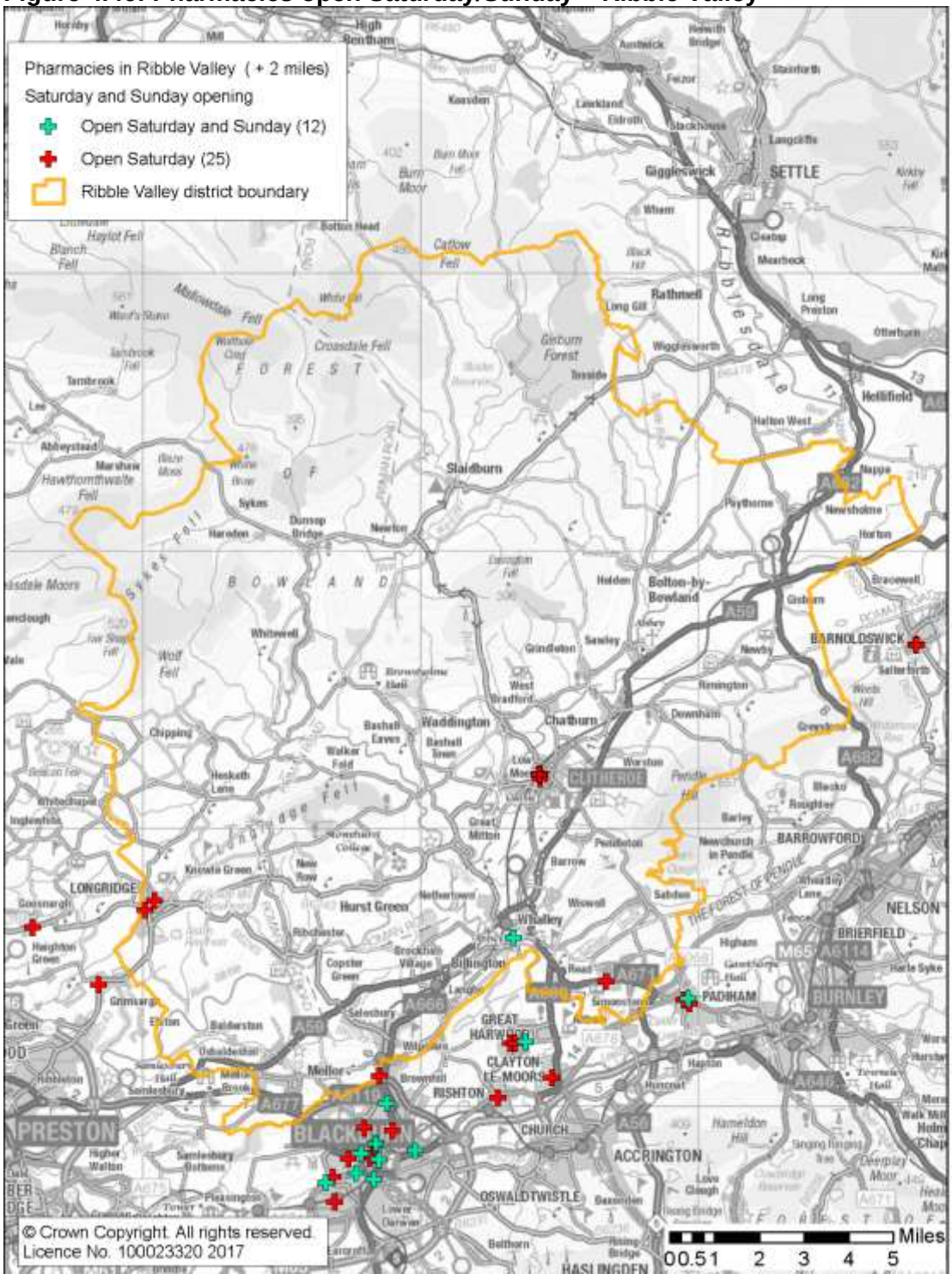


**Figure 4.47: Pharmacies open Saturday/Sunday – Rossendale**

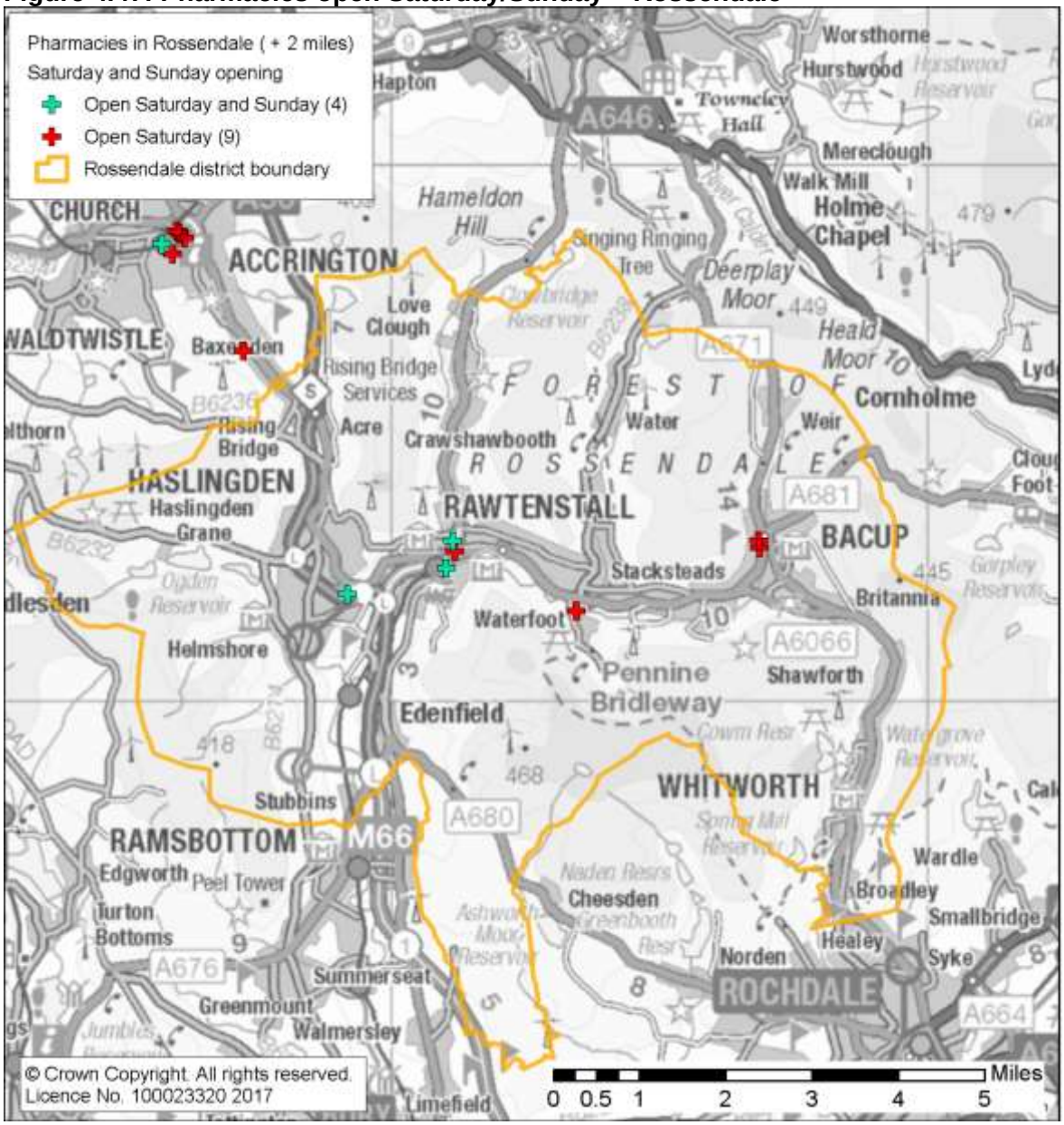


**Figure 4.48: Pharmacies open Saturday/Sunday – South Ribble**

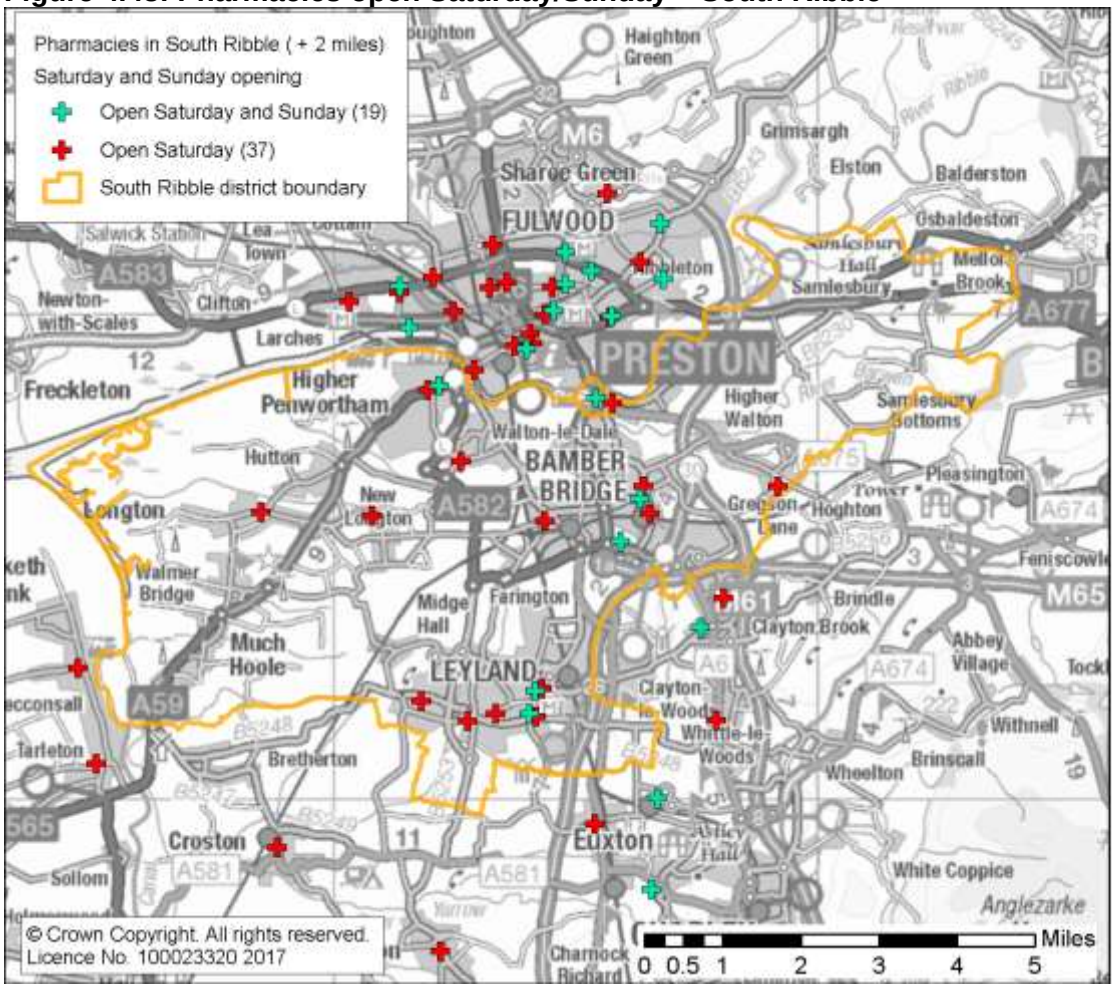


**Figure 4.49: Pharmacies open Saturday/Sunday – West Lancashire**

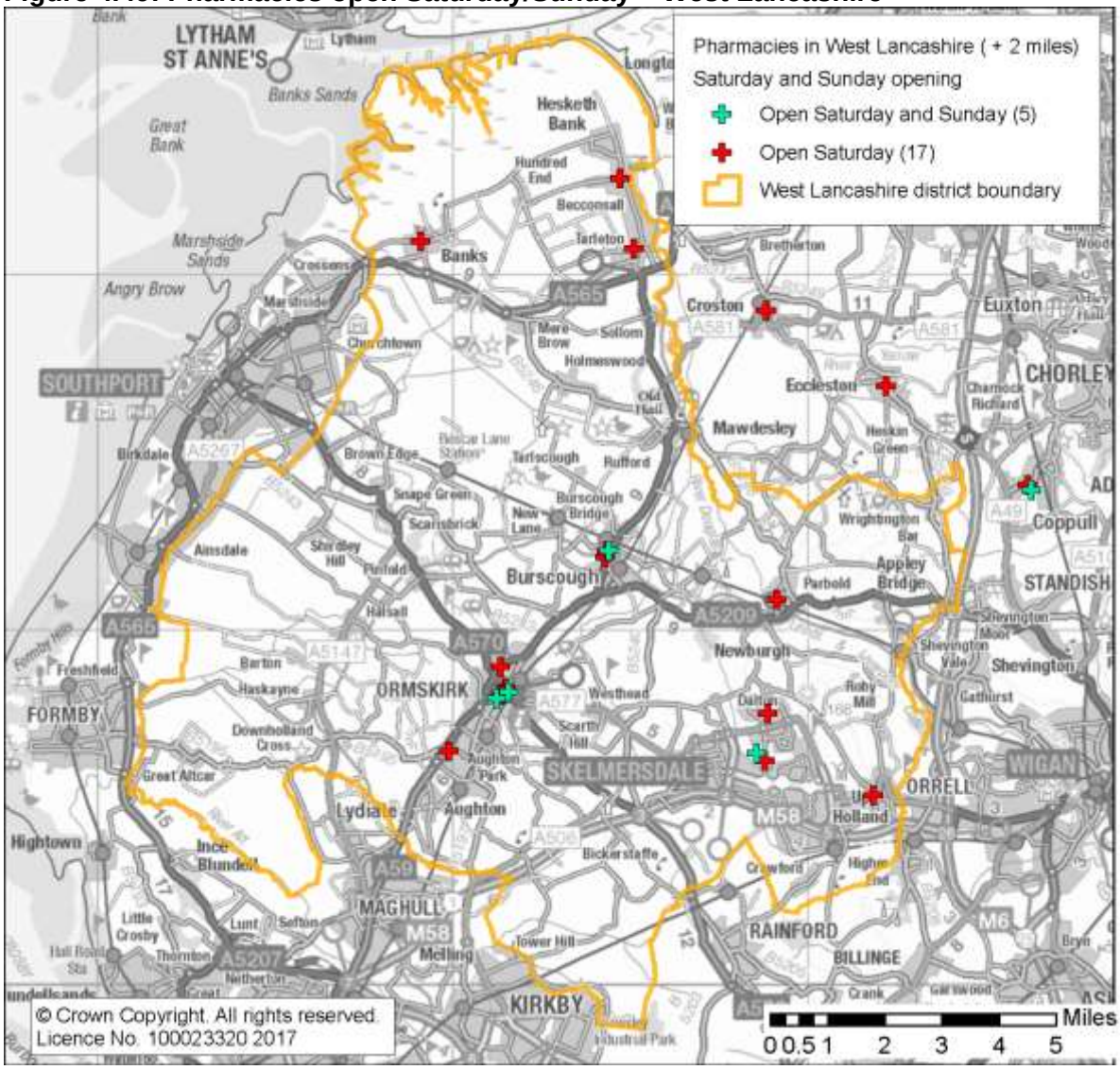
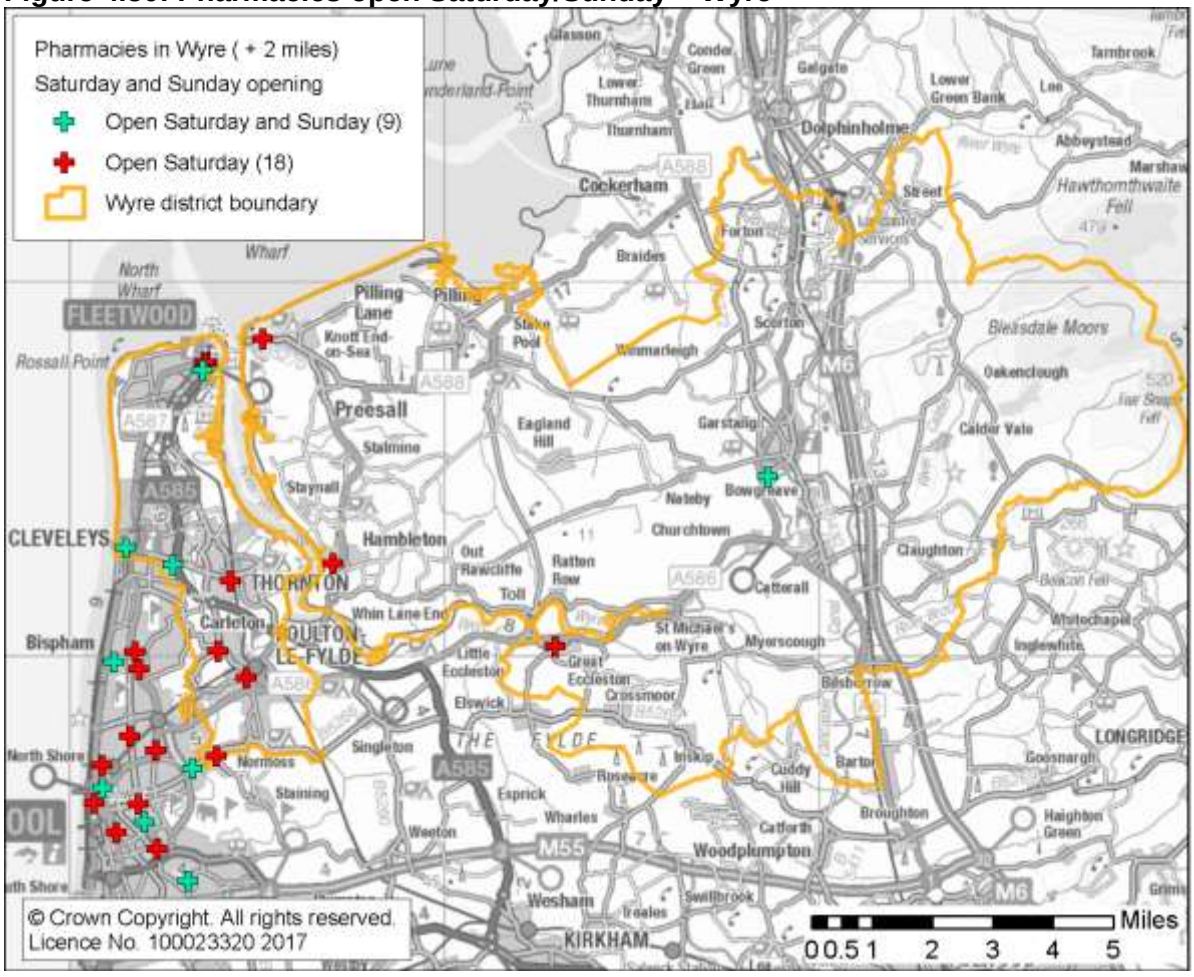


**Figure 4.50: Pharmacies open Saturday/Sunday – Wyre**



### 4.2.5 Access for people with disabilities

The questionnaire sent to pharmacies (appendix 6) included a question asking if any consultation facilities existed on site and if they included wheelchair access. The results showed that 176 of the 209 pharmacies (84.3%) have consultation areas with wheelchair access. 79 of the 209 (37.7%) stated they would be willing to undertake consultations in a patient's home or other suitable venue. 182 of the 209 (87.0%) stated they would deliver dispensed medicines free of charge on request.

**Services for visually impaired**

The core contract requires community pharmacies to make reasonable adjustments for patients with disabilities, including those with visual impairment, such as large print labels and colour coded labels, etc. Whilst no identified need for services has been identified as part of the PNA for patients with visual impairment and sight loss, it is acknowledged that commissioners of pharmacy local improvement services should consider the views and recommendations of representative organisations of patients with visual impairment to ensure the needs of this cohort are being met.

## 4.3 Community pharmacy essential services

Community pharmacies provide three tiers of pharmaceutical services

- essential services – services all pharmacies are required to provide
- advanced services – services to support patients with safe use of medicines
- enhanced services – services that can be commissioned locally by NHS England

These types of services are briefly described below and are defined in the regulations. Advances and enhanced services are optional and pharmacies can choose to provide these services to support patients with safe use of medicines.

Essential services are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework.[iv] Essential services include dispensing, dispensing appliances, repeat dispensing, clinical governance, public health (promotion of healthy lifestyles), and disposal of unwanted medicines, signposting and support for self-care.

The essential services are specified by a national contractual framework that was agreed in 2005. All community pharmacies are required to provide all the essential services. NHS England is responsible for ensuring that all pharmacies deliver all of the essential services as specified. Each pharmacy has to demonstrate compliance with the community pharmacy contractual framework by providing sufficient evidence for delivery of every service. This is monitored by NHS England.

All community pharmacies across pan-Lancashire are currently compliant with the contract to-date.

### 4.3.1 Public health campaigns

The Pharmacy Regulations identify that pharmacies are required to participate in up to six campaigns each year to promote public health messages to their users.[v] Where requested, the pharmacy contractor records the number of people they have provided information to as part of one of those campaigns.

The Pharmacy Regulations identify that pharmacies have to carry out six public health campaigns over a 12-month period – this service provision is part of the overall pharmacy contract that is commissioned by NHS England. Previously, across pan-Lancashire, examples of campaigns are

- lung cancer awareness
- Stoptober
- Dry January

It is expected that campaign material should be displayed in a prominent area within the pharmacy. Pharmacists and pharmacy staff should actively take part in, and contribute to the campaigns for patients (and general pharmacy visitors) during the campaign period, including giving advice to people on the campaign issues.

## 4.4 Advanced services

In addition to essential services the community pharmacy contractual framework allows for advanced services, which currently include

- medicines use reviews (MUR)
- appliance use reviews (AUR)
- new medicines service (NMS)
- stoma customisation service (SCS)
- seasonal influenza vaccination advanced services (excluding distance-selling pharmacies)
- NHS urgent medicines supply advanced service (NUMSAS) - the service is currently a time-limited pilot until 30 September 2018.

A pharmacy can choose to provide any of these services as long as they meet the requirements that are set out in the Secretary of State Directions.[vi]

Further guidance has been issued to community pharmacists to conduct MURs on patients who are taking medications known to increase the risk of hospitalisation through complications with their medications, including non-steroidal anti-inflammatory drugs, warfarin, methotrexate and other disease-modifying anti-rheumatic drugs (DMARDs), insulin, anti-epileptics and Parkinson's drugs.
Figures for the MUR, NMS and NUMSAS services are only available for pan-Lancashire as a whole (also including contractors in South Cumbria), not split by HWB.

**Medicines use reviews – MUR**

Through these pharmacies, during the financial year 2016/17, 63,191 MURs were undertaken, 79% of which were on targeted patient groups. This gives an average of 157 per pharmacy.

Improvements following MURs

- 66% of patients which the pharmacist believes now have a better understanding / reinforcement of ***why*** they are using the medicine/***what*** is it for.
- 57% of patients which the pharmacist believes now have a better understanding / reinforcement of ***when/how*** to take the medicines.

- 42% of patients which the pharmacist believes now have a better understanding / reinforcement of ***side effects*** and how to manage them.
- 50% of patients which the pharmacist believes now have a better understanding / reinforcement of the ***condition*** being treated.

Action taken following MURs

- 22% of patients where a ***medication*** issue was identified by the pharmacist and action was taken.
- 5% of patients ***referred back*** to the GP practice or another primary health care provider.

*Source: NHSBSA – MUR Activity Report Dashboard*

**New medicines service – NMS**

Through these pharmacies, during 2016/17, 13,039, NMS consultations were claimed for. This gives an average of 35 per pharmacy, against a NHS England national average of 22 (Figure 4.50.

**Figure 4.51: Interventions as a result of NMS**

| Intervention type | Number | Lancashire average per pharmacy | NHS England average per pharmacy |
|---|---|---|---|
| Patient DNA/non-contactable/withdrew consent | 2,180 | 6 | 4 |
| Prescriber has stopped medicine | 665 | 2 | 1 |
| Completed interventions | 13,963 | 37 | 22 |
| Information given | 9,088 | 24 | 15 |
| Advice given | 6,158 | 16 | 11 |
| Yellow card reports submitted to MHRA | 101 | 0 | 0 |
| Reminder / MAR charts provided | 67 | 0 | 0 |
| Referred to GP | 500 | 1 | 1 |

*Source: NHSBSA – NMS Activity Report Dashboard*

**NHS Urgent Medicine Supply Advanced Service – NUMSAS**

NUMSAS (NHS Urgent Medicine Supply Advanced Service) is a pilot scheme (until 30 September 2018) where, if a patient calls NHS 111 for an urgent supply of medicine, they will now be directed through to a pharmacy rather than GP out-of-hours services. An email message will be sent to the relevant GP if an urgent supply has been made. The NUMSAS service started in December 2016, with pan-Lancashire commencing in June 2017. Since then 126 pharmacies have registered to provide the service – this now covers all areas of Blackburn with Darwen, Blackpool and Lancashire (and includes South Cumbria). Through these pharmacies, the following number of emergency items have been dispensed (Figure 4.50.

**Figure 4.52: Number of emergency items dispensed December 2016-July 2017**

| | December | January | February | March | April | May | June | July | Total |
|---|---|---|---|---|---|---|---|---|---|
| **Total** | 0 | 0 | 0 | 3 | 9 | 17 | 26 | 236 | **291** |

*Source: NHSBSA – NUMSAS Activity Report Dashboard*

**National influenza adult vaccination services**

**Blackburn with Darwen**

In 2016/17 70% (35) providers signed service level agreements to deliver the seasonal flu service. In total 2,189 patients were vaccinated from a total of 32 providers.

**Blackpool**

In 2016/17 72% (31) providers signed service level agreements to deliver the seasonal flu service. In total 3,332 patients were vaccinated from a total of 28 providers.

**Lancashire**

In 2016/17 74% (215) providers signed service level agreements to deliver the seasonal flu service. In total 23,561 patients were vaccinated from a total of 202 providers.

## 4.5 Enhanced services

Such services can only be referred to as enhanced services if they are commissioned by NHS England. If local services are commissioned by CCGs or local authorities, they are referred to as locally commissioned services or local improvement services.

Currently, NHS England does not commission any pharmacy enhanced services.

## 4.6 Local improvement services

The range of services provided by community pharmacies varies due to several factors, including: availability of accredited pharmacists, capacity issues in the pharmacy, changes to service-level agreements and the need for a service (for example, in response to pandemic flu).

### 4.6.1 Local authority public health commissioned services

In 2017/18 local authority public health commissioned community pharmacies to deliver the following services

**Blackburn with Darwen**

- Needle and syringe exchange service
- Supervised consumption
- One to one stop smoking level two
- Nicotine replacement voucher scheme
- Emergency hormonal contraception

**Blackpool**

- Needle and syringe exchange service (via provider)
- Supervised consumption (via provider)

**Lancashire**

- Emergency hormonal contraception (includes chlamydia)
- Nicotine replacement therapy: NRT Voucher Scheme
- One to one stop smoking level two (specific uptake)
- Supervised self-administration of Methadone and Buprenorphine
- Integrated substance misuse service pharmacy needle and syringe programme

Not all pharmacies in every locality provide each service. Public health commissioners provide service provision where there is the greatest of need. These will be discussed in more detail in chapter 5.

### 4.6.2 CCG commissioned services

Figure 4.53 presents the pharmacy services commissioned by CCGs across pan Lancashire.

**Figure 4.53: Pharmacy services commissioned by CCG**

| CCG | Pharmacy services commissioned |
|---|---|
| Blackburn with Darwen CCG | • Stock-holding and provision of specialist drugs in palliative care<br>• No minor ailment scheme, but about to pilot a minor illness service as part of GP access fund |
| Blackpool CCG | • Minor ailment scheme<br>• Just in case (palliative care) scheme |
| Chorley South Ribble/Greater Preston CCG | • Minor ailment scheme<br>• Palliative care – stock holding and provision of specialist drugs |
| East Lancashire CCG | • Stock-holding and provision of specialist drugs in palliative care |
| Fylde and Wyre CCG | • Minor ailment scheme (Pharmacy + Clinic) |
| Morecambe Bay CCG | • Just in case (palliative care) scheme |
| West Lancashire CCG | • Minor ailment scheme<br>• Just in case (palliative care) scheme |

## 4.7 Pharmacy facilities – new developments

### 4.7.1 Access to summary care records in community pharmacy

The NHS summary care record (SCR) is an electronic summary of key clinical information (including medicines, allergies and adverse reactions) about a patient, sourced from the GP record. It is used by authorised healthcare professionals (including community pharmacists) with the patient's consent, to support their care and treatment. Community pharmacists have read-only access to the SCR.

### 4.7.2 NHS mail accounts

Within the community pharmacy quality framework NHS England and NHS Digital are supporting all community pharmacies to each have a premises specific type of NHS mail account. The inbox is shared within a particular pharmacy, with access only gained by authorised users who log in to this shared inbox using their own personal NHS mail account.

### 4.7.3 Electronic prescription service (EPS)

The Electronic Prescription Service (EPS) enables prescriptions to be sent electronically from the GP practice to the pharmacy. It has been deployed through two key releases. Release 1 (R1) in which the barcoded paper prescription form remains the legal prescription known as a "token".

Release 2 supports the transmission of electronic prescriptions; including e-repeat dispensing (eRD); and patient nomination of their selected pharmacy; currently, prescribers can only issue an electronic NHS prescription where it is being sent electronically to a patient's nominated pharmacy.

## References

[i] https://healthwatchblackpool.co.uk/wp-content/uploads/2017/08/REPORT_2017_YourVoicePharmacies.pdf

[ii] 2008 White Paper Pharmacy in England: Building on strengths – delivering the future https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/228858/7341.pdf

[iii] The National Health Service (Pharmaceutical Services) Regulations 2005. http://www.legislation.gov.uk/uksi/2005/641/contents/made

[iv] NHS Community Pharmacy Contractual Framework http://psnc.org.uk/services-commissioning/essential-services/

[v] The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 No. 349 Schedule 4. http://www.legislation.gov.uk/uksi/2013/349/schedule/4/made

[vi] Secretary of State Directions https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/216230/dh_130235.pdf