

# Consultation Report for Bracknell Forest Pharmaceutical Needs Assessment (2018 to 2021)

## Introduction

This report outlines the formal consultation that took place, as part of the development of Bracknell Forest's Pharmaceutical Needs Assessment (PNA) for 2018-2021. This process meets the statutory requirements set out in [NHS \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#), which state that Health and Wellbeing Boards must formally consult specific organisations and local stakeholders about any draft PNAs for a minimum of 60 days.

This report:

- details how the consultation of Bracknell Forest's draft PNA was undertaken
- summarises the responses received
- Identifies actions taken to amend the final PNA, as a result of the consultation responses.

## Consultation Process

Bracknell Forest's draft PNA report and supporting appendices were made publically available on Bracknell Forest Council's website from 1<sup>st</sup> November 2017 to 31<sup>st</sup> December 2017. Details about how to request paper copies of the report were also included on the website page. People were encouraged to take part in the consultation by responding to a short online survey, which was hosted by Bracknell Forest Council's Objective software. In addition, respondents could also contact Public Health Services for Berkshire (Berkshire Shared Public Health Team) directly by email or phone to make any comments.

The online survey included 11 questions with the opportunity to provide further comments and suggestions. The full survey can be seen in Appendix F.

In line with the [NHS \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#), the following local organisations and key stakeholders were also specifically invited to respond to the consultation for Bracknell Forest:

- Neighbouring local authorities - Hampshire County Council, Royal Borough of Windsor and Maidenhead, Surrey County Council, Wokingham Borough Council
- Three Berkshire East Clinical Commissioning Groups (CCG) – Windsor, Ascot and Maidenhead CCG; Slough CCG and Bracknell and Ascot CCG
- The Local Pharmaceutical Committee (LPC) – Pharmacy Thames Valley
- The Local Medical Committee (LMC) – Berkshire, Buckinghamshire & Oxfordshire LMC
- Local pharmacy contractors and dispensing doctors
- Healthwatch Bracknell Forest
- Local NHS Trusts – Royal Berkshire NHS Foundation Trust, Berkshire Healthcare NHS Foundation Trust, Frimley Health NHS Foundation Trust

## Appendix E: PNA Consultation Process and Feedback Report

Responses to the consultation were collated and analysed by Public Health Services for Berkshire, on behalf of the Health and Wellbeing Board. All responses were considered, reviewed and the PNA was amended as appropriate. A summary of the consultation responses, specific comments and actions taken are included below.

### Results

A total of 5 responses were received as part of the formal consultation for Bracknell Forest's PNA, all via the online survey. There was 1 response from a Health and Wellbeing Board member and 1 from a member of the public. Organisation responses were also received from NHS England, the Local Pharmaceutical Committee and Berkshire East Clinical Commissioning Groups. It is important to note that the consultation for Bracknell Forest's PNA was undertaken at the same time as the other 5 PNAs across Berkshire, so some of the responses received from organisations referred to the provision of pharmaceutical services across more than one HWB area.

### Online response summary

This section provides a summary of the responses received through the online survey. Participants in the survey were not required to complete every question, so these do not always equal the total number of respondents. The survey also provided the opportunity to write specific comments. These have been considered later on in the report, as the comments often referred to several questions or provided general feedback about the PNA report or pharmaceutical service provision within Bracknell Forest, (see Table of Specific Comments on page 4).

Question	Responses		
	Yes	No	Not sure
Did you take part in the August 2017 survey?	0	5	0

None of the respondents to the formal consultation had taken part in the earlier public survey, which was used to gain patient feedback to inform the development of the PNA.

Question	Responses		
	Yes	No	Not sure
1 Is the purpose of the PNA explained sufficiently within the draft PNA document (Section A)?	5	0	0
2 Does the document clearly set out the scope of the PNA (Section B)?	5	0	0
3 Does the document clearly set out the local context and the implications for the PNA (Section C)?	5	0	0
4 Does the information provide a reasonable description of the services which are provided by pharmacies and dispensaries in the local authority (Section D)?	4	0	0
5 Are you aware of any pharmaceutical services currently provided which have not been included within the PNA?	1	2	2

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All respondents stated that they thought the purpose of the PNA was explained sufficiently in the draft report and that the scope, local context and implications for the PNA were clearly set out. Question 5 was used by a responder to highlight a pharmaceutical service not included in the PNA draft, which is referred to in the comments section later.

Question		Responses		
		Yes	No	Not sure
6	Do you think the pharmaceutical needs of the population have been accurately reflected throughout the PNA?	4	0	1
7	Please indicate below if you agree with the conclusions for the services described (Section G):			
	Current necessary provision of pharmaceutical services	4	0	1
	Current gaps in pharmaceutical services	4	0	1
	Future gaps in pharmaceutical services	2	1	2
	Current additional provision of pharmaceutical services	4	0	1
	Opportunities for improvements and/ or better access to pharmaceutical services	3	0	2
	Impact of other services which affect the need for pharmaceutical service	3	0	2
8	Is there any additional information which you think should be included in the PNA?	1	1	1

The majority of respondents (4 of 5) thought that the pharmaceutical needs of the population had been accurately reflected throughout the PNA. Between 2 to 4 respondents stated that they agreed with the conclusions for the different services described in Section G of the PNA Report. Those that did not agree provided comments for these reasons, such as the potential impact of changes to other NHS services on local pharmacy provision, pressure of future housing developments and queries around specific pharmacy services. These have all been addressed in the overall comments at the end of this report and some changes made to the final PNA, as required.

The LPC stated that they thought additional information should be included in the PNA around the types of services that the Health & Wellbeing Board would like to see commissioned from local pharmacies. These comments have also been addressed in the overall comments at the end of the report and incorporated into the final PNA.

Question		Responses		
		Yes	No	Not sure
9	Has the PNA provided adequate information to inform:			
	Market Entry Decisions (NHS England only)	0	1	(2)
	How you may commission services from pharmacies in the future (All commissioners)	1	(1)	(2)
10	Does the PNA give enough information to help your own future service provision and plans? (Pharmacies and dispensing appliance contractors only)	0	1	(1)

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Questions 9 and 10 in the online survey focussed on whether the PNA had provided adequate information to inform the commissioning of services from pharmacies, as well as if it gives pharmacies enough information to help them plan their future service provision. These questions were only relevant to certain organisations; however numbers in brackets in the table above show where questions were answered by other respondents.

NHS England stated that the draft PNAs across the 6 Berkshire HWB areas did not all provide adequate information to inform market entry decisions or how pharmacies may be commissioned in the future, however no specific concerns were received for Bracknell Forest in response to Question 9.

Some amendments were suggested and those relevant to Bracknell Forest's PNA have been addressed in the overall comments at the end of the report and incorporated into the final PNA, where appropriate.

### Specific comments received

A total of 9 free text comments were completed from the 5 online respondents for Bracknell Forest's PNA. These have been summarised and grouped below, with the response and actions taken. For clarity, some comments have been separated where there were multiple topics addressed within each comment.

Summary of Comments	Relevant survey questions	Response and actions taken
A comment from the CCGs highlighted the omission of the Palliative Care Emergency drug service that is a locally commissioned pharmaceutical service.	Q5	We were grateful to be informed of this additional service, which had not been included in the draft PNA.  The palliative care emergency drugs service was added to the final report. In regard to locally commissioned services.
The PNA should acknowledge that Hampshire residents may use pharmaceutical services in areas bordering the county to better assess provision.	Q6, Q8	The scope of the PNA focuses on residents living within Bracknell Forest and the pharmaceutical services that they have access to. However, an additional comment has been added into the PNA to clarify that people living outside of the area may also use these services.
Respondent asked for the conclusions around gaps in pharmaceutical services in Winkfield and Cranbourne to be reviewed. This specific area is sparsely populated and any additional services would not be viable.	Q7	The PNA has been reviewed. Residents in this area are able to access pharmaceutical services within a 20 minute drive time, which meets the key NHS standard. Reference to this area of the Borough has therefore been removed as a possible gap.
The LPC commented that the needs of future housing developments are at present likely to be accommodated by current provision in this area.	Q7	We were grateful to receive a comment in support of the PNA's conclusions.

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Summary of Comments	Relevant survey questions	Response and actions taken
The CCGs highlighted a number of developing NHS consultations and their potential impact on pharmaceutical services.	Q7	We were grateful to receive information about potential developments that may affect pharmaceutical services. However, these changes are continuing to develop in the lifetime of this PNA and their impact cannot be assessed at this time.
Suggested revision to describe the Flu service commissioning more clearly.	Q8	Final PNA was revised to clarify that the Flu service is commissioned annually.
A comment requested clarity on the potential need to increase access to essential services at evenings and weekends for residents of the future developments in Binfield with Warfield ward.	Q8	Agreed that this was not clear in the draft PNA. The future developments in Bracknell Forest have been reassessed to identify possible gaps in access. This found that the current provision was sufficient and that new residents would be able to access pharmacies with extended opening hours within a 20 minute drivetime. The Final PNA was amended to clarify the future housing developments.
A comment noted that the NUMSAS pilot had been extended to Sep-18.	Q8	The final PNA was amended to include this extension.
A comment was received questioning the accuracy of the number of Health Champions in community pharmacies in Bracknell Forest.	Q8	We were grateful to receive this feedback concerning the accuracy of the data presented.  The draft PNA used data that had been reported by community pharmacies as part of the survey of their services. The submitted data was reviewed and an anomaly noted, which was followed up with the pharmacy. The correct number of Health Champions has been amended in the final PNA.
The CCGs suggested a number of areas for improvement and more integrated working with pharmacies, primary care and Public Health. These included services for patients with Long Term Conditions, blood pressure/ physical health testing and a more co-ordinated approach to Flu vaccination.	Q8, Q10	These suggestions were all gratefully received and have been included into the PNA as possible areas for local development.
The LPC commented that they would benefit from an indication of what Health & Wellbeing Board Member Organisations would like to commission from pharmacies to guide future developments.	Q8, Q10	Suggestions identified by the CCGs (above) have been incorporated into the PNA for possible local development.

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Summary of Comments	Relevant survey questions	Response and actions taken
The LPC noted that Bracknell Forest has a lower number of pharmacies per population than the national average, but that these served the population well and were likely to be able to cope with demands from population growth.	Q11	Support for the PNA's conclusions was welcomed.

Following the Equality Impact Assessment Screening, the PNA Steering Group also decided to add some additional information into Section C of the final PNA, which highlighted the different health outcomes observed by certain groups of people. While this had been included in the draft report, it was felt that the different prevalence and mortality rates for people of different protected characteristics needed to be more explicit in the final report. The full Equality Impact Assessment Screening report is attached at Appendix D.

### Conclusion

The consultation process was effective in receiving scrutiny for the PNA from the healthcare workforce. We were disappointed to receive feedback from only 1 member of the public, but are confident that the stakeholders who replied represented concerns of local residents. All comments were gratefully received and were used to improve the accuracy and quality of the PNA.