



**London Borough  
of Hounslow**

# **DRAFT**

## **Pharmaceutical Needs Assessment 2018**

### **Hounslow Health and Wellbeing Board**

This PNA has been produced by Soar Beyond, contracted by Hounslow Council. The production has been overseen by the PNA Steering Group for Hounslow 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 Hounslow 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 Hounslow HWB by the London Borough of Hounslow (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:

<b>Essential services:</b>	Negotiated nationally. Provided from all pharmacies.
<b>Advanced services:</b>	Negotiated nationally. Provided from some pharmacies, specifically accredited.
<b>Enhanced services:</b>	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 Hounslow

### The area

The London Borough of Hounslow is situated in the west of London. It is the ninth largest borough in London. Geographically it is situated between the Thames, Heathrow Airport and central London. Both the environment and the population of Hounslow are diverse. It borders with the other boroughs of Spelthorne, Ealing, Hammersmith and Fulham, Hillingdon and Richmond. Hounslow is made up of five localities as described in Section 1.5. It is a densely populated borough; the most densely populated localities are Hounslow Central and West Area.

### The population

The current 2017 estimated resident population is 273,100. Between 2014 and 2041, the majority of London boroughs are projected to grow by between 20 and 30% (21 boroughs), including Hounslow.

The population of Hounslow is projected to rise to around:

- 298,400 by 2025
- 329,500 by 2041
- 340,900 by 2050

International migration has been a significant factor in the change in population over the last 15 years. In 2015-16 there were 11,000 new overseas nationals who registered for national insurance numbers in Hounslow. This is over three times the national average.

Hounslow has a predominantly white (130,500 or 51%) and Asian (87,300 or 34%) population. The population is diverse with 49% (123,500) identifying themselves as being of black, Asian or Minority Ethnic (BAME) origin and a very wide variety of languages are spoken.

By 2031, it is expected that 55% of the Hounslow population will be made up of the BAME group, compared to 46% in Greater London.

LBH plans to develop approximately 14,000 new homes during 2016-2030 which will help support the growing population and demand for housing.

Generally, Hounslow has a lower proportion of its population aged 65 and over (11.3% in 2015) than London (12.5%) or England (17.7%). There is a higher proportion of residents of this age group in Chiswick locality and Feltham North ward.

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

IMD2015 data shows that Hounslow was ranked the 117<sup>th</sup> most deprived borough nationally (out of 326 boroughs). This indicates overall deprivation within the borough has changed little since the indices were last published in 2010.

Hounslow has areas of deprivation contrasting with more affluent areas. The majority of the population live in areas that are more deprived than the national median.

Particular populations which may have specific health needs include asylum seekers, refugees, travellers, minority ethnic communities and disabled people.

## Health and illness

Life expectancy has increased across the country. Over the period 2012-14, life expectancy at birth in Hounslow was 83.9 years for women and 80 years for men, in both cases slightly above the average for England and Wales (*source: ONS*). Female life expectancy is greatest in Chiswick Riverside at 88.8 and lowest in Feltham North (78.9). Life expectancy for males is greatest in Turnham Green (82.1) and lowest in Syon (78.3).

There were 1,646 premature deaths in Hounslow between 2013 and 15. This is represented as 326 deaths per 100,000 population for the period 2013-15. Nationally this ranks Hounslow at 61<sup>st</sup> out of 150 local authorities.

The overall mortality rate for Hounslow is 96.2, which is significantly better than the England average of 100. Mortality rates are highest in Feltham North (157.5), Syon (132.8) and Hounslow West (130.5) while in Chiswick Riverside they are lowest (71.2).

The prevalence of long-term conditions is expected to rise in Hounslow in the next five years. Cardiovascular disease, diabetes and dementia are all expected to rise considerably.

## Lifestyle

Lifestyle issues are of a concern especially those related to drug and alcohol use. For alcohol-related disease, the borough performs significantly worse than the national average in terms of alcohol-specific mortality, alcohol-specific hospital admissions for males and alcohol-attributable hospital admissions than the average for London. Alcoholic mortality rate (estimated number of alcohol-related deaths) in 2015 was greater than the average number for London but less than average for England.

Other areas of concern are in sexual health, teenage pregnancy, smoking, oral health, and rates of obesity in adults and children.

Locally-commissioned services, through LBH, are provided by many community pharmacies to address these lifestyle issues.

## Pharmacies in Hounslow

Hounslow has 59 community pharmacies (as of 1<sup>st</sup> May 2017) for a population of around 273,100. Provision of current pharmaceutical services and locally-commissioned services are 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.

Using current population estimates, the number of community pharmacies per 100,000 population for Hounslow is currently 21.6, which has increased slightly from 20.4 in 2015. Table 1 shows the change in the numbers of community pharmacies over recent years compared with regional and national averages. Hounslow is well-served with community pharmacies and comparable to London and national average.

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

	Community pharmacies per 100,000 population		
	England	London SHA	Hounslow
2015-16	21.5	21.7	21.6
2014-15	21.5	21.7	20.4
2013-14	21.7	22.3	20.4

The majority (75%) of community pharmacies in Hounslow are open weekday evenings (after 6pm) and on Saturdays (89%).

A number are open on Sundays (27%), mainly in shopping areas. There is a much higher than national ratio of independent providers to multiples, providing a good choice of providers to local residents (national average is 38.1% independent providers versus 59.4% in Hounslow 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 295 responses received from the public questionnaire:

- **77%** have a **regular or preferred pharmacy** that they visit
- **66%** visit their pharmacy **once a month or more**
- **54%** rated as important that the pharmacy is **close to their GP surgery**; **77%** that the pharmacy is **close to their home**; **11%** that the pharmacy is **close to where they work** and **46%** that the pharmacy has **friendly staff**
- **90%** of respondents report **no difficulties travelling** to their pharmacy. This has improved from **79%** in the 2015 PNA
- Of those who expressed a difficulty in **travelling** to their pharmacy; **51%** had **parking difficulties**; **35%** had **problems with the location**. However, it should be noted that respondent numbers are low for this question. LBH may wish to consider the parking access to pharmacies for residents in Hounslow and in particular residents with disabilities.
- **84%** report having a journey time of **no more than 15 minutes**
- **49%** **walk** to their community pharmacy; which is a decrease from **59%** in the previous PNA; **37%** use a **car/taxi** which is an increase from **29%**, **10%** use **public transport**; **2%** use a **bicycle**
- **71%** indicated that they **used pharmacies up to every month** for the **purchase of over-the-counter medicines**
- When asked which services they would like to see provided by the local pharmacy, **85%** indicated **minor ailment scheme**; **84%** **emergency supply of prescription medicines**; **81%** **flu vaccination** and **71%** **Stop Smoking Service**.
- Although only **9%** of respondents indicate that the most convenient day to visit the



pharmacy is **Saturday or Sunday**, the remaining respondents did not express a clear preference for other days.

- When asked what **time of day they prefer to visit** the pharmacy, the largest number of respondents **47%** indicated that it varies and only **6%** prefer to visit between 6pm and 8pm and **3%** after 8pm.
- **81%** of respondents were aware that their GP can send their **prescription electronically** to their chosen pharmacy
- **10%** of respondents indicated that they have used an **internet pharmacy**, of those who did, **82%** (37 respondents) rated the service **good or excellent**

## Conclusions

### Current provision – necessary and other relevant services

Hounslow HWB has identified necessary services as essential services and advanced services, as required by Paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

Hounslow HWB has identified enhanced services as pharmaceutical services which secure improvements or better access, or which have contributed towards meeting the need for pharmaceutical services in the area of HWB.

Hounslow HWB has identified locally-commissioned services which secure improvements or better access, or have contributed towards meeting the need for pharmaceutical services in the area of HWB.

### 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 Hounslow, HWB considers access (average daytime travel times and walking) 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**

Hounslow HWB has determined that the average drive times, walking times and opening hours of pharmacies in all five localities and across the whole HWB area are reasonable in all the circumstances.

*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**

There are six 100-hour contract pharmacies across the localities (except the Heston and Cranfield locality and Chiswick locality). Thirteen pharmacies open 'late night' (beyond 8pm) Monday-Friday.

Twelve pharmacies open beyond 8pm on Saturday evening and two pharmacies open 'late night' on Sunday. These are geographically spread across HWB area and the five PNA localities.

One in four (25%) of pharmacies within HWB area are either 100-hour or 'late night' pharmacies. This is a significant proportion of pharmacies.

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

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

### **Access to advanced services**

There is no identified gap in the provision of advanced services. Medicines Use Reviews (MURs) are available in 83-100% of pharmacies across localities. New Medicine Service (NMS) is available in 67-100% of pharmacies across localities and flu vaccination is available in 58%-73% of pharmacies in the various localities.

At present, there is no recorded data for NHS Urgent Medicines Supply Advanced Service (NUMSAS) provision from NHS England and so it is not possible to draw any conclusions from the provision of this service. However, the results of the pharmacy contractor questionnaire identified 38% of respondents have been providing NUMSAS and a further 45% expect to provide in the next 12 months (2017-18).

Hounslow HWB will monitor the uptake 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.

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

### **Access to enhanced services**

There is currently only one enhanced service commissioned through community pharmacies from NHSE in Hounslow HWB.

- London vaccination service.

This service is provided in addition to the National Advanced Flu vaccination service and includes a "top up" element to cover additional groups of patients e.g. carers, as well as providing vaccination for those aged 2 years to 18 years. There is also provision for pneumococcal vaccination in certain cohorts and MenACWY for 18-24 year olds living permanently or temporary in London. Access to the service is available from a number of pharmacies within each locality.

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

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.

### **Future provision of necessary services**

Hounslow HWB has not identified any pharmaceutical services that are not currently provided but that will, in specified future circumstances, need to be provided in order to meet a need for pharmaceutical services in any of the five 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 required by Paragraph 4 of Schedule 1 to the Pharmaceutical Regulations 2013:

#### ***Current and future access to essential services***

Hounslow 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 five 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 83-100% of pharmacies and NMS were available in 67-100% of pharmacies across all localities. Where applicable, NHS England will encourage all pharmacies and pharmacists to become eligible to deliver the service in all pharmacies so that more suitable patients are able to access and benefit from this service.

The flu vaccination service, which now forms part of the advanced service provision, for the 2015-16 season was available from 58%-73% of pharmacies across all localities.

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 for NUMSAS) due to the much smaller proportion of the population that may require them.

Pharmacies and Dispensing Appliance Contractors (DACs) may choose which appliances they provide and may also choose whether to provide the two related advanced services. NHS England will encourage those contractors in the areas that do provide appliances to become eligible to deliver these advanced services where appropriate.

*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**

As in the previous 2015 PNA, NHS England commissioned an immunisation service from pharmacy providers, as well as other service providers, namely GP practices. NHSE continues to commission an immunisation service as part of the London vaccination service, despite the introduction of the National Flu Vaccination Advanced service.

The 2015 PNA also included a Pharmacy Urgent Repeat Medication (PURM) service, but this is no longer commissioned as there is now access to the national NHS Urgent Medicine Supply Advanced Service (NUMSAS).

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

*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, Hounslow HWB has had regard for any other NHS services that may affect the need for pharmaceutical services in the area of the HWB. As stated in the previous PNA, Hounslow HWB Strategy considered the need to commission NHS Health Checks. This has now been undertaken and is commissioned through GP practices. Hounslow HWB will consider any current or future needs as these plans are developed.

*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, 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 Hounslow CCG (such as the two palliative care medicines supply services) and LBH (such as emergency hormonal contraception, chlamydia screening).

In addition, LBH commission supervised consumption, needle exchange, medication administration record service, alcohol brief intervention and support to stop smoking from third-party providers who contract pharmacies in Hounslow to provide these services. This PNA identifies these as locally-commissioned services (LCS).

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

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

Following a review by the CCG the MAS was decommissioned. However, based on the public questionnaire, HWB has identified that there may be a need to further review the ceasing of the Minor Ailment Scheme, previously commissioned via Hounslow CCG, as it appears to indicate the public would value the service, with 85% of respondents saying they would like to see such a service provided. The pharmacy contractor questionnaire also indicates that community pharmacists feel the ceasing of the service was not welcomed by the public. Further the NW London Sustainability and Transformation plan also identifies as a 'key delivery area' that self-care is important in terms of reducing pressure on GP services in relation to minor ailment consultations.

Although the HWB has identified locally-commissioned services as relevant services for the purpose of the PNA, the HWB understands the 'necessity' of provision of some of these services from community pharmacies, in certain locations at certain times e.g. Emergency Hormonal Contraception (EHC) service availability at weekends and evenings.

*Based on current information the HWB may wish to consider a further review for the need of Minor Ailment Scheme to secure or improve better access across all HWB localities.*

*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 2009,<sup>1</sup> 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 Pharmaceutical Regulations 2014 required the Pharmaceutical Needs Assessment (PNA) to be published by 1<sup>st</sup> February 2011. Hounslow PCT produced their first PNA in February 2011.

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 2012.<sup>2</sup> The Act dramatically reformed the NHS from 1<sup>st</sup> April 2013. PCTs were abolished and Health and Wellbeing Boards (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 NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (SI 2013/349),<sup>3</sup> hereafter referred to as the 'Pharmaceutical Regulations 2013' came into force on 1<sup>st</sup> 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<sup>st</sup> 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.

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

Financial support for Essential Small Pharmacy Scheme (ESPS) came to an end on 31<sup>st</sup> 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.

<sup>1</sup> Health Care Act 2009 - <http://www.legislation.gov.uk/ukpga/2009/21/contents>

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

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



Those pharmacies that remained low volume and more than 1km 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 Hounslow HWB on 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<sup>th</sup> 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). The service is commissioned to run from 1<sup>st</sup> December 2016 to 31<sup>st</sup> March 2018 with a review point to consider progress in September 2017. The service is not directly accessible and can only be accessed via a referral from an urgent care provider e.g. NHS 111, who holds 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 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 is only one pharmacy in Hounslow funded under the PhAS:

- Tesco In-store Pharmacy, Osterley Park, Syon Lane, Isleworth TW7 5NZ

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 NHS Business Services Authority (NHS BSA) and payment will be based on how many criteria are met.

On 5<sup>th</sup> 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 those services following consolidation. If NHS England is satisfied the consolidation would create a gap in service provision, it must refuse the application.

If the Health and Wellbeing Board (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 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 Regulations 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).<sup>4</sup> For the purpose of this PNA, the 2014 JSNA has been used. However, the HWB is aware that the JSNA is currently undergoing review and is due to be published in 2017.

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<sup>4</sup> Joint Strategic Needs Assessment (JSNA): Hounslow - [https://www.hounslow.gov.uk/info/20049/health\\_and\\_well\\_being/1513/joint\\_strategic\\_needs\\_assessment](https://www.hounslow.gov.uk/info/20049/health_and_well_being/1513/joint_strategic_needs_assessment)



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
- 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 Hounslow 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 2005<sup>5</sup> which has undergone a number of contractual changes and amendments, the most recent of which are 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

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

- 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)

*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<sup>6</sup>. 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 advanced services providers in Hounslow HWB area (correct as of 1<sup>st</sup> May 2017) can be found in Appendix A.

*Enhanced services* – these were published alongside the 2013 Directions<sup>6</sup>. 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 ailment service
- needle and syringe exchange service\*
- on-demand availability of specialist drugs service\*\*
- out-of-hours service\*\*
- patient group direction 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<sup>st</sup> April 2013.

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<sup>6</sup> 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](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/193012/2013-03-12_-_Advanced_and_Enhanced_Directions_2013_e-sig.pdf)

In Hounslow HWB area these services\* are currently commissioned by London Borough of Hounslow (LBH) and these services\*\* are currently commissioned by Hounslow 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.

In this case, if commissioned by NHS England they are enhanced services and fall within the definition of pharmaceutical services.

In Hounslow HWB area, NHS England no longer commissions any public health services from community pharmacies.

Pharmacy contractors comprise both those located within the Hounslow 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 three distance-selling pharmacies located within Hounslow HWB area (an increase of two from the previous 2015 PNA):

- London Pharmacy, Unit 13, Derby Road Industrial Estate, Hounslow TW3 3UH
- Club Chemist, Block A, 6<sup>th</sup> Floor, Suite A04, Vista Business Centre, 50 Salisbury Road, Hounslow TW4 6JQ
- Heston Pharmacy Limited, 4 Winchester Avenue, Heston TW5 0HA

It should be noted that distance-selling pharmacies throughout England (there were 266 (2.3%) in 2015-16,<sup>7</sup> an increase from 211 in 2014) are capable of providing services to Hounslow 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.

There are currently no DACs in the Hounslow HWB area. However, residents can access DACs from elsewhere in the UK if required. There were 112 DACs in England 2015-16.<sup>8</sup>

<sup>7</sup> General Pharmaceutical Services in England – 2006/7 to 2015/16: <http://content.digital.nhs.uk/article/2021/Website-Search?productid=23420&q=General+Pharmaceutical+Services+in+England+and+Wales&sort=Relevance&size=10&page=1&area=both#top>

<sup>8</sup> 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>

### **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 Hounslow 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 Hounslow HWB area.

### **1.3.5 Other providers of pharmaceutical services in neighbouring HWB areas**

There are five other HWB areas which border the Hounslow HWB area:

- Spelthorne (Surrey HWB)
- Ealing HWB
- Hammersmith and Fulham HWB
- Hillingdon HWB
- Richmond HWB

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

Maps A and B plot pharmacy contractors which lie across the Hounslow HWB border but are within easy reach of the Hounslow area.

### **1.3.6 Other services and providers in Hounslow HWB area**

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

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

*NHS Hospitals* - pharmaceutical service provision is provided to patients by the hospital.

- West Middlesex University Hospital, Twickenham Road, Isleworth, Middlesex TW7 6AF

*Prisons* - in Hounslow HWB area there are no prisons however there is one young offender's institute:

- Feltham Young Offenders Institute, Bedfont Rd, Feltham TW13 4ND

*Minor injury units and walk-in centres* - residents of Hounslow have access to walk-in centres based at:

- Teddington Memorial Hospital, Hampton Road, Teddington, Middlesex TW11 0JL

In addition, there is an urgent care centre based at the West Middlesex University Hospital available to residents of Hounslow. There are no minor injury units in Hounslow HWB area.

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

*Local authority-commissioned services* - LBH commissions the following 'Locally-Commissioned Services' (LCS) from community pharmacies in Hounslow HWB area. In the case of supervised consumption, needle exchange and support to stop smoking services, these are commissioned by a third-party provider who contracts with community pharmacies to provide the service:

- emergency hormonal contraception services (EHC)
- chlamydia screening for 15-24 year olds
- supervised consumption service
- needle exchange service
- transforming community equipment service – disability aids (TCES)
- medication administration record (MAR) service
- support to stop smoking services

*Hounslow CCG-commissioned services* – Hounslow CCG commissions the following LCS from community pharmacies in Hounslow HWB area:

- in-hours palliative care medicines supply service
- out-of-hours palliative care medicines supply service

*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, e.g. direct supply of medicines/appliances and support medicines management services to privately-run care homes
- 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**

As a direct result of the Health and Social Care Act 2012, a paper was presented to Hounslow HWB on 10 January 2017.

The purpose of the paper was to inform Hounslow 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 Hounslow was published in March 2015, and is therefore due to be reassessed by March 2018.

Hounslow HWB accepted the content of the paper at the meeting and the recommendation to delegate responsibility of the PNA to a steering group. It also agreed to the funding necessary to research and produce the PNA.

Public Health Hounslow has a duty to complete this document on behalf of Hounslow HWB. After a competitive tender process, Public Health Hounslow commissioned Soar Beyond Ltd to undertake the PNA.

Soar Beyond Ltd was chosen from a selection of potential candidates due to their significant experience of providing services to assist pharmaceutical commissioning, including the production and publication of PNAs. They also produced the first Hounslow HWB PNA in March 2015, and continue to support LB Hounslow to maintain it.

##### **Step 1: Steering group**

On 30<sup>th</sup> January 2017, Hounslow'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 F shows an approved time line for the project.

##### **Step 3: Review of existing PNA and JSNA**

Through the project manager, the PNA Steering Group reviewed the existing PNA and subsequent supplementary statements<sup>9</sup> and JSNA.

##### **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 Hounslow to distribute to the public
- All GP practices in Hounslow to distribute to the public
- All public libraries in Hounslow to distribute to the public
- Hounslow HealthWatch
- 18 different public groups in Hounslow
- Hounslow Citizens Advice Bureau
- The questionnaire was posted on the London Borough of Hounslow Website

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<sup>9</sup> Hounslow PNA and subsequent supplementary statements [Accessed 20 April 2017].  
<https://hounslow.app.box.com/s/q6vptbm4g3d0bv9ztowr9ygc35ik9p6>



- Community nurses distributed the questionnaire to housebound residents in Hounslow
- An article to promote the questionnaire went in the February 2017 Evolve newsletter which was sent to Hounslow voluntary sector organisations
- The questionnaire was distributed at a Disability Forum meeting on 2<sup>nd</sup> March 2017
- Questionnaires were distributed at a Speak Out event on 17<sup>th</sup> March 2017, a Right to Sight event on 29<sup>th</sup> March 2017, a Hounslow Middlesex Association for the Blind VIP group on 6<sup>th</sup> April 2017, and easy-read copies were distributed at 'ChitChat Hounslow' on 23<sup>rd</sup> March 2017
- Copies were sent to Hartlands Caravan Park residents
- An article to promote the questionnaire went in the LB Hounslow staff newsletter, '7 Days', on 22<sup>nd</sup> March 2017

A total of 295 responses were received. A copy of the public questionnaire can be found in Appendix C and the detailed responses can be found in Appendix H.

#### **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 63 responses were received. This number is higher than the actual number of pharmacy contractors as more than one response could be received from any particular pharmacy. A copy of the pharmacy questionnaire can be found in Appendix D and the responses can be found in Appendix I

#### **Step 4c: Commissioner questionnaire**

The Steering Group agreed a questionnaire to be distributed to all relevant commissioners in Hounslow to inform the PNA.

A copy of the commissioner questionnaire can be found in Appendix E and the responses can be found in Appendix J.

#### **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 other relevant strategies in order to ensure the priorities were identified correctly.

### **1.5 Localities for the purpose of the PNA**

The PNA Steering Group, at its second meeting, considered how the localities within the Hounslow HWB geography would be defined. The majority of health and social care data are available at local authority council ward level and at this level provides reasonable statistical rigour. It was agreed that the council wards would be used to define the localities of the Hounslow HWB geography.

The localities used for the PNA for Hounslow HWB area are:

- Isleworth and Brentford
- Central Hounslow
- Heston and Cranford
- West Area
- Chiswick

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 are legally responsible for maintaining the pharmaceutical list of providers of pharmaceutical services in each HWB area), LBH and Hounslow CCG. The Steering Group agreed that providers previously included with the Hounslow 2015 PNA would continue to be included within the 2018 PNA.



## 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 Hounslow 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, CCGs, or NHS England. JSNAs are produced by Health and Wellbeing Boards, 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 develop 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.<sup>10</sup>

The PNA should therefore be read alongside the JSNA. The new Hounslow JSNA is in the process of being updated and will be likely sent to the Hounslow HWB for approval at the end of 2017. This will inform a new Joint Health and Wellbeing Strategy which will take into account the findings of the new JSNA.

### 2.2 Joint Health and Wellbeing Strategy (JHWS)

Joint Health and Wellbeing Strategy (JHWSs) are strategies for meeting the needs identified in JSNAs. A Hounslow Joint Health and Wellbeing Strategy will be prepared, likely starting at the end of 2017, taking into account the findings of the new JSNA. It is likely that the new Strategy will be published in early 2018. In the meantime, the priorities of the existing Hounslow Joint Health and Wellbeing Strategy (2013-2017) remain in place.

The existing Hounslow Joint Health and Wellbeing Strategy 2013-2017 was published in March 2013. The Strategy is based on findings in the Hounslow JSNA and related data and is supported by a range of other strategies and plans. The Strategy has three high-level objectives:

- Reduced difference in life expectancy between communities
- Every child has the best possible start in life
- Adults retain their independence and good health for longer

Within each objective, 3 priority areas are given. Thus, there are nine priority areas within the Strategy. These are shown in Table 2.

<sup>10</sup> Department of Health. Statutory Guidance on Joint Strategic Needs Assessments and Joint Health and Wellbeing Strategies. 20 March 2013.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/277012/Statutory-Guidance-on-Joint-Strategic-Needs-Assessments-and-Joint-Health-and-Wellbeing-Strategies-March-20131.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/277012/Statutory-Guidance-on-Joint-Strategic-Needs-Assessments-and-Joint-Health-and-Wellbeing-Strategies-March-20131.pdf)

Table 2 - Hounslow Joint Health and Wellbeing Strategy 2013-2017 priorities

Three overall priorities	Priorities within each area
Reduced difference in life expectancy between communities	To help those who wish to give up smoking to be successful
	Increase the uptake of cancer screening
	Roll out of NHS Health Checks programme
Every child has the best possible start in life	To improve oral health in children under 5
	To achieve herd immunity for routine childhood immunisations
	To reduce levels of childhood obesity
Adults retain their independence and good health for longer	Reducing the use of bed-based care
	Implementing new models of mental health care
	Implementing new approaches to long term conditions including neurodisability

## 2.3 Sustainability and Transformation Partnerships/Plans (STPs)

According to NHS England, 'STP' stands for both 'Sustainability and Transformation Partnerships' (the partnerships in an area bringing together local NHS organisations and councils) and 'Sustainability and Transformation Plans' (the plans drawn up in the area in question setting out practical ways to improve NHS services and population health).<sup>11</sup> Like all areas in England, Hounslow is both part of an STP (partnership) and has an STP (plan). The Hounslow plan is part of the North-West London (NWL) Transformation Plan, which brings together a partnership of CCGs from Brent, Central London, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow and West London, and local authority partners from Brent, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow, Kensington and Chelsea and the City of Westminster. The partnership also brings together a range of NHS providers<sup>12</sup> and other organisations.

The NWL STP has three overall objectives to improve:

- health and wellbeing
- care and quality
- efficiency, to balance the budget

The NWL STP outlines nine priorities and has five 'Delivery Areas' against these priorities.<sup>13</sup>

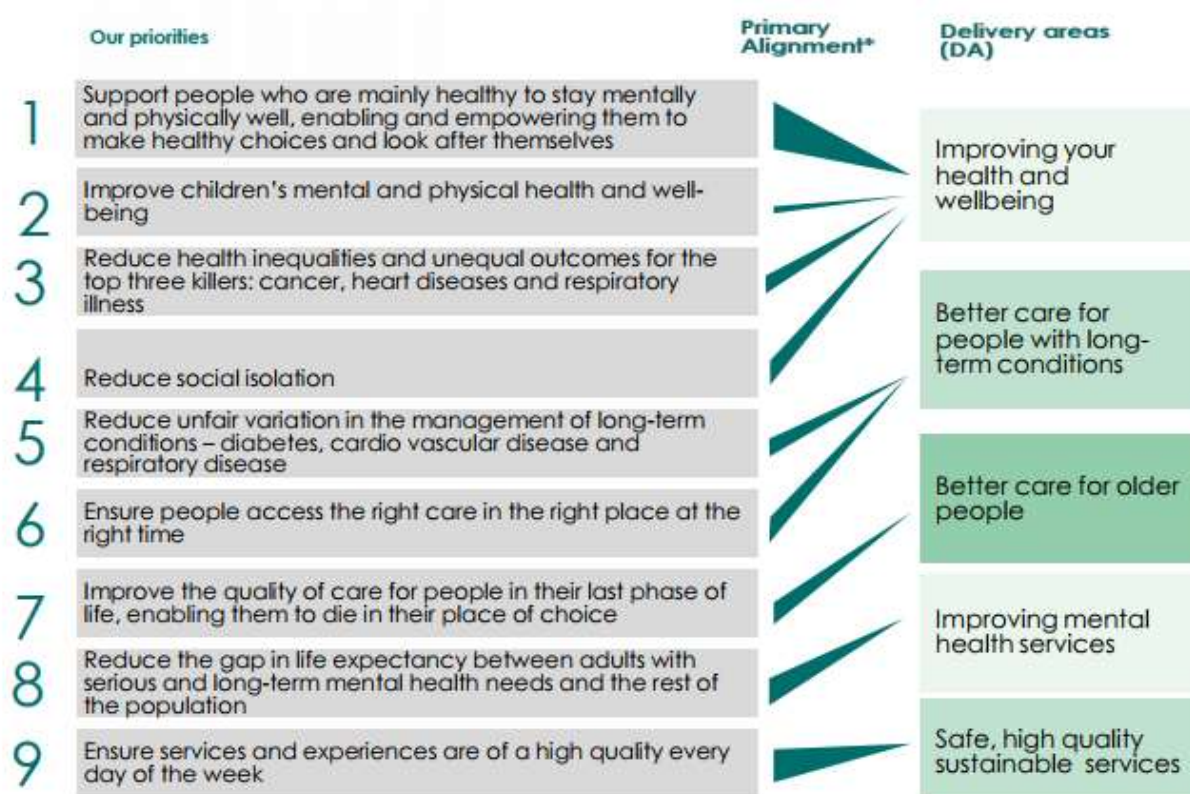
<sup>11</sup> <https://www.england.nhs.uk/stps/faqs>

<sup>12</sup> NHS providers (hospitals, community services and mental health services): West London Mental Health NHS Trust, Central and North West London NHS Foundation Trust, Chelsea and Westminster Hospital NHS Foundation Trust, London North West Healthcare NHS Trust, The Hillingdon Hospitals NHS Foundation Trust, Hounslow and Richmond Community Healthcare NHS Trust, The Royal Marsden NHS Foundation Trust, Royal Brompton and Harefield NHS Foundation Trust, London Ambulance Service NHS Trust, Imperial College Healthcare NHS Trust, Central London Community Healthcare NHS Trust

<sup>13</sup> North West London Sustainability and Transformation Plan. November 2016.

[https://www.healthnorthwestlondon.nhs.uk/sites/nhsnwondon/files/documents/nwl\\_stp\\_submission\\_summary\\_october\\_2016v2.pdf](https://www.healthnorthwestlondon.nhs.uk/sites/nhsnwondon/files/documents/nwl_stp_submission_summary_october_2016v2.pdf)

Figure 1: NWL STP Priorities and Delivery Areas



## 2.4 Population characteristics

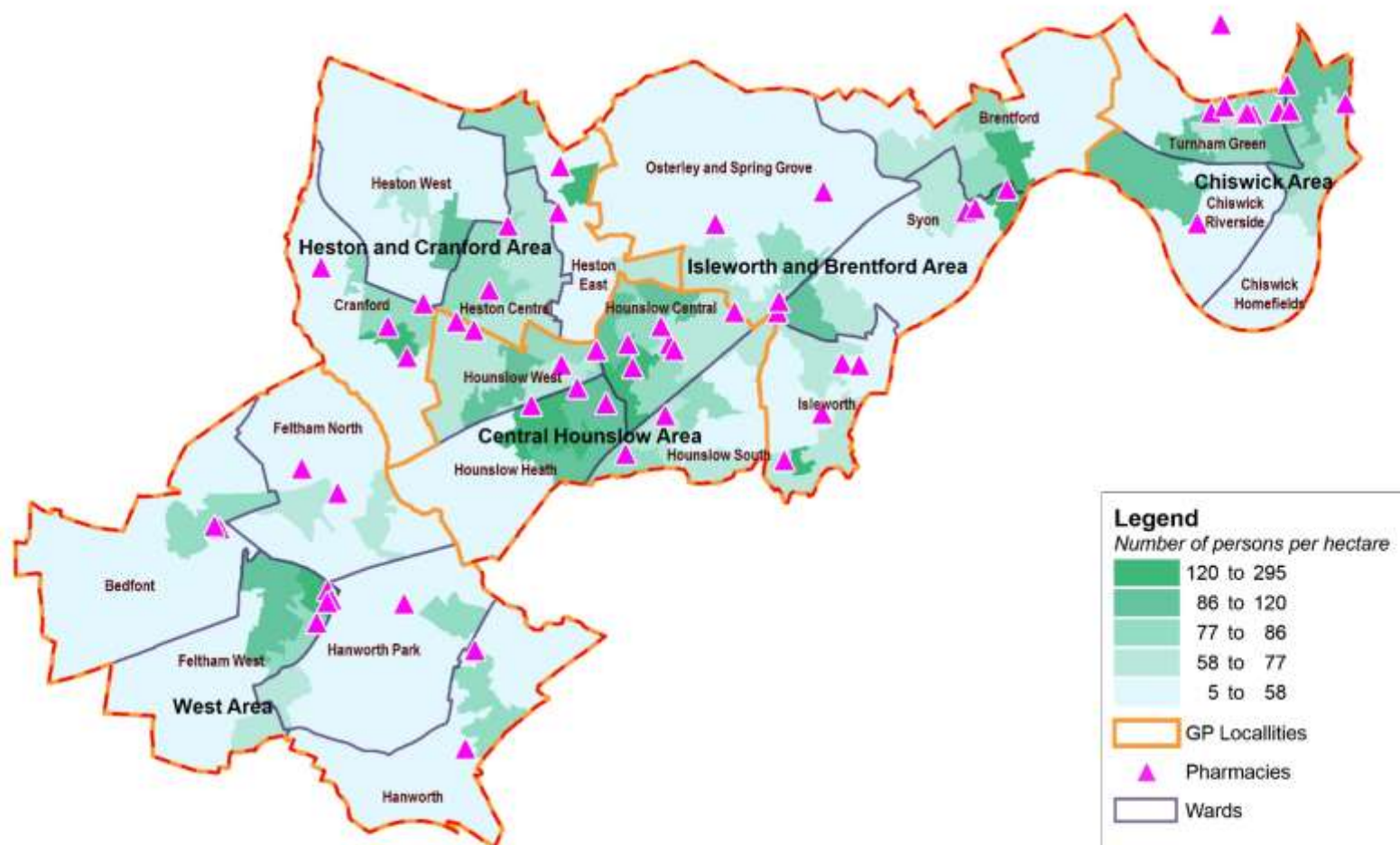
### 2.4.1 Overview

The current 2017 estimated resident Hounslow population is 273,100 based upon short-term projections. Between 2014 and 2041, the majority of London boroughs are projected to grow by between 20 and 30% (21 boroughs), including Hounslow.<sup>14</sup>

An important characteristic of the population of Hounslow is the density of the population – how many people live in what parts of the borough, how many households and how many dwellings there. Figure 2 shows the ward density. The most densely-populated wards are Hounslow Central and Hounslow West in the centre of the borough.

<sup>14</sup> GLA 2015 round population projections, Data rounded to nearest 10 persons. February 2017

Figure 2: Map of population density in Hounslow, showing ward and locality boundaries and pharmacy locations.



## POPULATION DENSITY MAP WITH WARDS AND LOCALITIES

Contains National Statistics data © Crown copyright and database right 2014

The borough is organised into 20 wards which are, in turn, grouped into five localities. The localities have Local Area Committees to represent the local authority, and GP Locality Groups to coordinate healthcare. Table 3 below shows the size of the population by locality and ward.

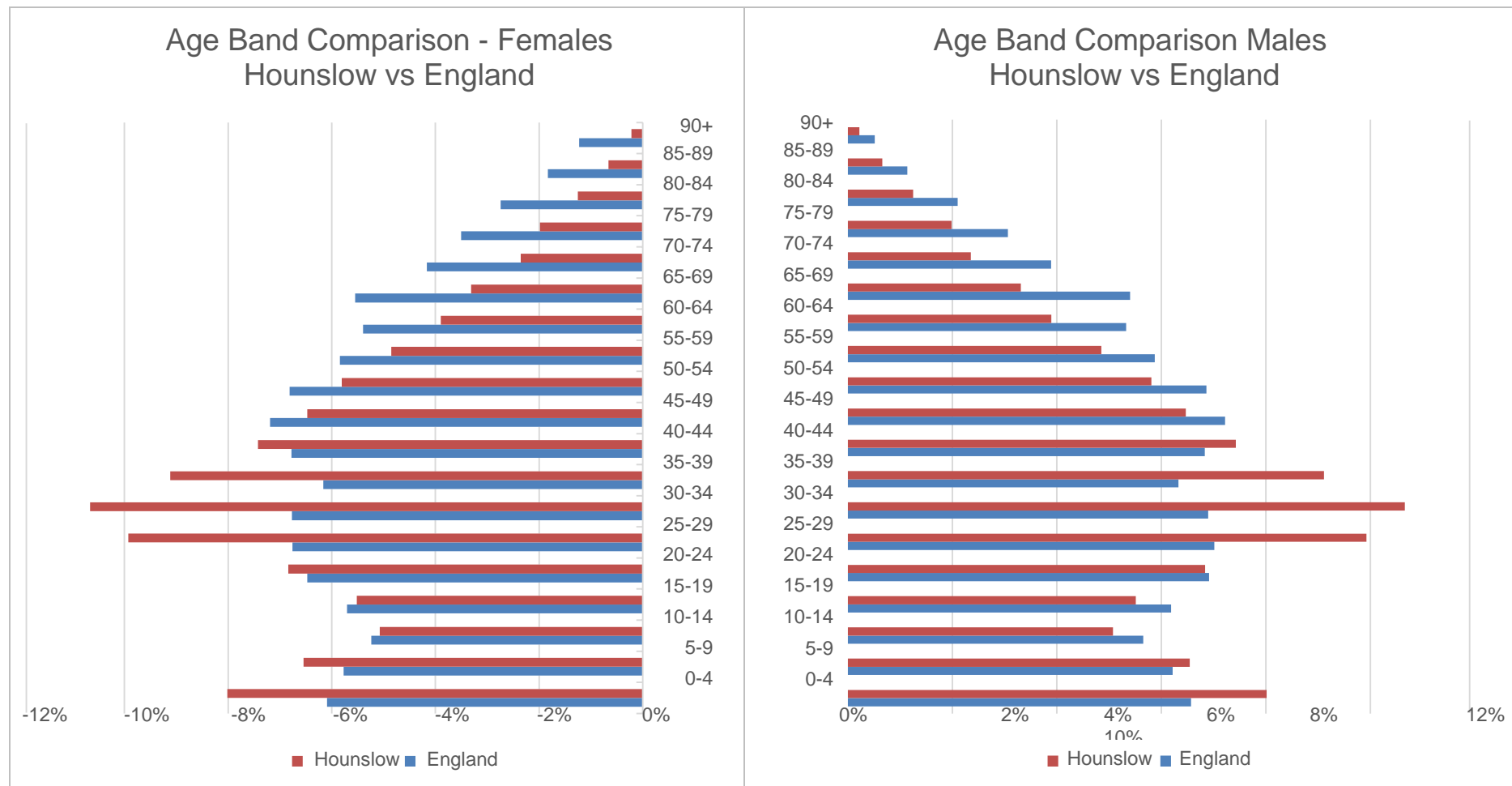
*Table 3 - Ward and locality populations, 2015*

<b>Locality name (GP locality name in brackets where different)</b>	<b>Wards in locality</b>	<b>Ward population size</b>	<b>Locality population size</b>
<b>Chiswick</b>	Chiswick Riverside	12,078	35,834
	Chiswick Homefields	11,821	
	Turnham Green	11,935	
<b>Isleworth and Brentford</b>	Isleworth	12,373	57,718
	Brentford	17,208	
	Syon	14,368	
	Osterley and Spring Grove	13,769	
<b>Heston and Cranford (Great West Road)</b>	Cranford	13,281	51,653
	Heston East	12,755	
	Heston West	12,970	
	Heston Central	12,647	
<b>Central Hounslow (Heart of Hounslow)</b>	Hounslow Central	16,701	58,187
	Hounslow Heath	15,429	
	Hounslow South	11,991	
	Hounslow West	14,066	
<b>West Area (Feltham)</b>	Bedfont	13,447	65,784
	Feltham North	11,703	
	Feltham West	16,141	
	Hanworth	12,374	
	Hanworth Park	12,119	

Source: data is taken from the interim 2015 base GLA population projections. See <https://data.london.gov.uk/dataset/2015-round-population-projections> for full details.

## 2.4.2 Age

Figure 3: Age band comparison graphs for Hounslow vs England



Source: ONS 2013 5-year age band projection



As of 2015, 21.1% of the population is estimated to be aged between 0 and 15 years of age, compared to 13.9% for London and 19% for England. The localities projected to show the greatest percentage increase in the proportion of the population aged 0-15 years are Brentford and Hounslow Central.<sup>15</sup>

In 2015, 67.6% of the population was of working age (16-64), compared to 73.6% for London and 63.3% for England. In 2011, the 0-34 age band also showed the greatest change in population size (Figure 3).

In 2015, the over-65 population accounted for 11.3% of the population compared to 12.5% for London and 17.7% for England.<sup>16</sup>

### 2.4.3 Projected population growth

The population of Hounslow<sup>17</sup> is projected to rise to around:

- 298,400 by 2025
- 329,500 by 2041
- 340,900 by 2050

The details of the Greater London Authority (GLA) forecast are given in the chart below.

*Figure 4: Population projections by age group 2001 to 2016*

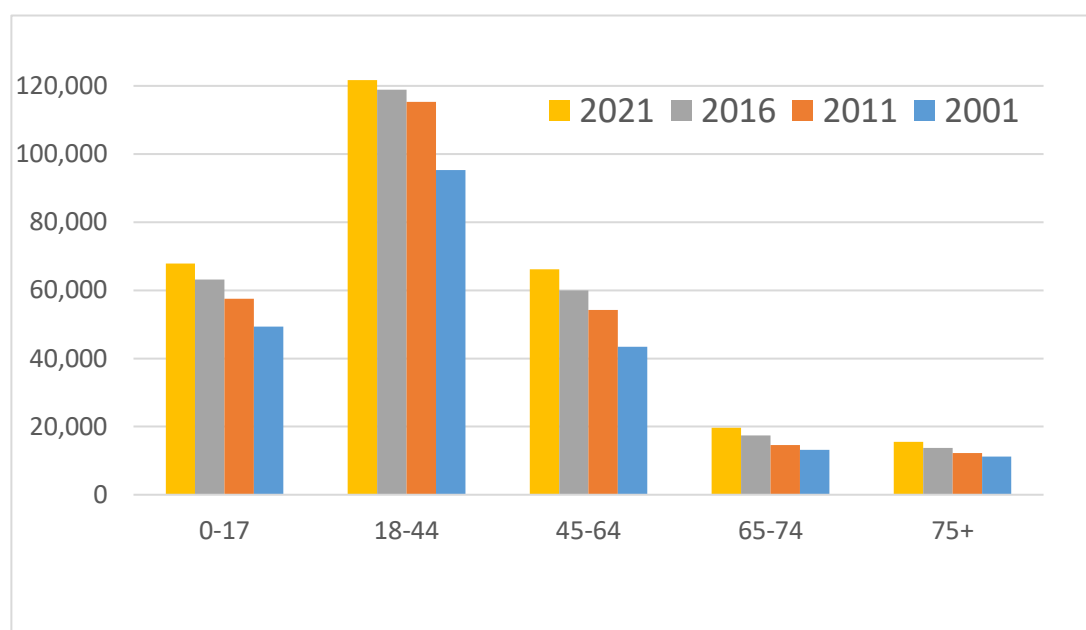


Figure 4 shows the comparison of the proportional sizes of Hounslow's population to England by 5-year age bands. This highlights an increase of the over 45s of 34,000 by 2021, 4,000 of whom will be over 75.

According to the Local Plan for Hounslow, approximately 13,000 new housing units will be constructed in the borough between 2015 and 2030.

<sup>15</sup> GLA Intelligence Hounslow Ward Data 2015

<sup>16</sup> GLA Intelligence Hounslow Ward Data 2015

<sup>17</sup> GLA Population Projection Tables. <https://data.london.gov.uk/dataset/gla-population-projections-custom-age-tables> - Interim 2015-based population projections (published February 2017), central trend-based projection (using a 10-year migration scenario)

Table 4 - New housing units planned in Hounslow 2015-2030

District	Number of residential units				
	Phase 1	Phase 2		Phase 3	
	2015-20	2020-25		2025-30	
	Large sites (allocated and existing permissions)	Allocated sites	Broad locations	Allocated sites	Broad locations
Bedfont	0	0	31	0	100
Brentford	1454	1237	184	0	228
Chiswick	360	0	296	0	395
Cranford and Heston	313	0	42	0	220
Feltham	63	22	113	22	423
Hanworth	21	0	37	0	97
Hounslow	1255	1243	95	267	98
Hounslow West	114	98	30	250	132
Isleworth	263	131	168	69	262
Osterley and Spring Grove	198	0	15	0	50
Total from large sites	4041	2731		608	
Total from broad locations	0		1011		2005
Total from small sites	1034	805		805	
Grand total by phase	5075	4547		3418	
Grand total 2015-2030	13,040				

Source: Hounslow Local Plan<sup>18</sup>

Table 4 (taken from the Local Plan) indicates where it is anticipated that these housing units will be constructed and provides an approximate timetable for their construction.

A number of firm proposals have been approved for the development of new retail floor space, most notably in High Street Quarter in Hounslow and within land south of the High Street in Brentford.

The increase in housing developments will help to support the increasing growth in population with the associated increasing demand for housing.

#### 2.4.4 GP-registered population

Hounslow CCG is made up of 53 GP member practices that in 2015-16 served an estimated registered patient population of 305,682.<sup>19</sup> Around 10% of Hounslow's GP-registered population live outside the borough, but a similar number of Hounslow residents have a GP outside the local authority area. The registered population has grown by 4.7% since the last PNA in 2015. There is a significantly higher number of young adult males with a GP registration than females of the same age: on 1 October 2015, 17,955 males between 30-34 years were registered compared to 15,924 females of the same age group.

<sup>18</sup> [https://www.hounslow.gov.uk/info/20034/planning\\_policy/1108/local\\_plan](https://www.hounslow.gov.uk/info/20034/planning_policy/1108/local_plan) Please note that the districts listed in the table are not electoral wards. Contextual information about the district areas can be found in the Urban Context and Character Study from which they were taken ([https://www.hounslow.gov.uk/info/20034/planning\\_policy/1097/urban\\_context\\_and\\_character\\_study](https://www.hounslow.gov.uk/info/20034/planning_policy/1097/urban_context_and_character_study)).

<sup>19</sup> <http://www.hounslowccg.nhs.uk/media/76378/nhs-hounslow-ccg-annual-report-and-accounts-2015-16.pdf>



There is also considerable turnover in the registered population and high rates of new patient registrations, which is expected in most London boroughs, and is linked to international migration.<sup>20</sup>

#### **2.4.5 International migration**

International migration has been a significant factor in the change in population of Hounslow over the last 15 years. In 2015-16, there were 11,000 new overseas nationals who registered for National Insurance numbers in Hounslow. Migrant National Insurance number registration rates in Hounslow have been consistently high. In 2015-16 they were approximately three times the national average rate.<sup>21</sup>

Based on the 2011 census, the largest migrant population is from India (10.7%), the second largest is from Poland (4.1%) and the third largest is from Pakistan (2.8%). However, the largest migrant population arriving in 2015-16 was from Romania. In 2017, an estimated 51.6% of the population is from a BAME group compared to 42.5% for London.<sup>22,23</sup>

#### **2.4.6 Life expectancy**

Life expectancy has increased across the country and within Hounslow. Over the period 2012-2014 life expectancy at birth in Hounslow was 83.9 years for women and 80 years for men, in both cases slightly above the average for England and Wales.<sup>24</sup> Since 1991-1993, female life expectancy in the borough has risen by 4.2 years and male life expectancy has risen by 6.7. This is also approximately in line with the equivalent figures for England and Wales.

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<sup>20</sup> HSCIC – GP-registered population Oct 2015 analysis by LSOA code of residence.

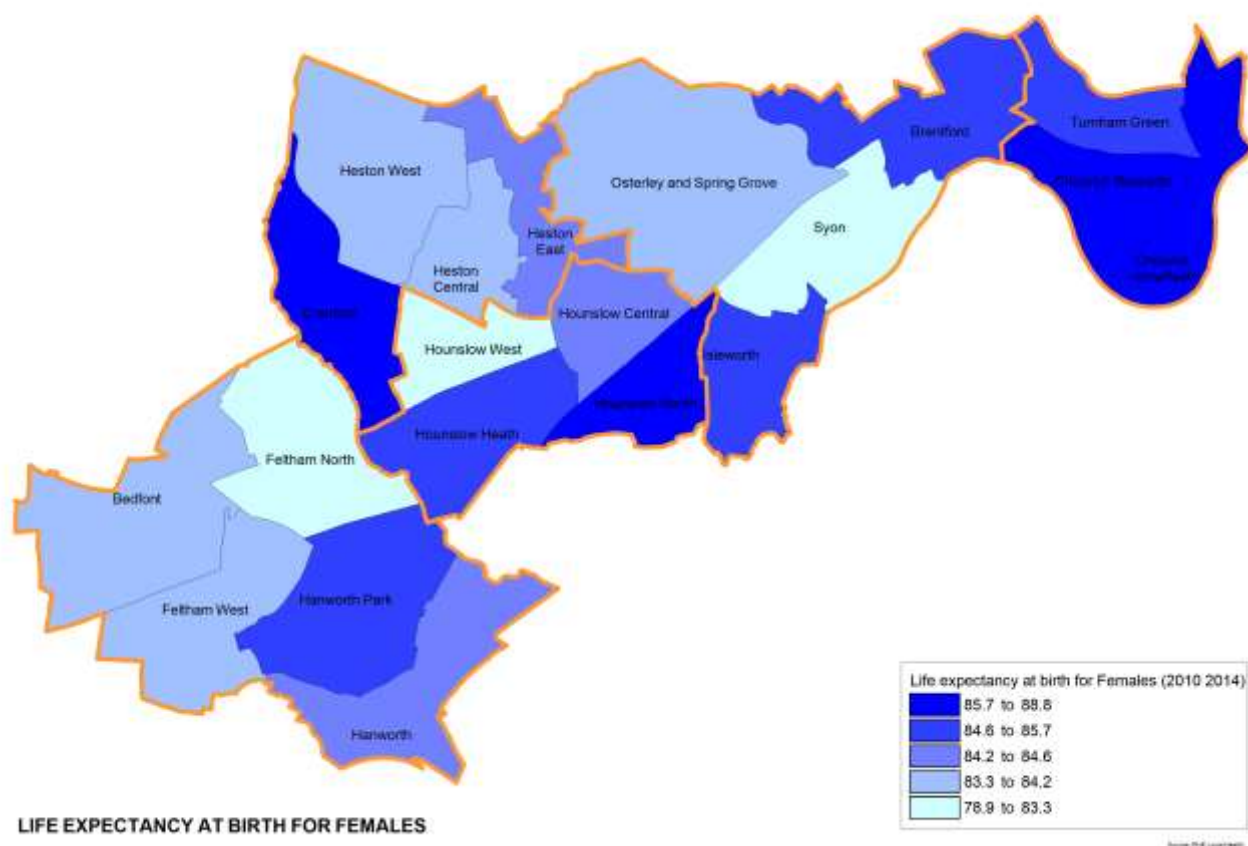
<sup>21</sup> <http://data.london.gov.uk/dataset/national-insurance-number-registrations-overseas-nationals-borough>

<sup>22</sup> <https://data.london.gov.uk/demography/population-projections/>

<sup>23</sup> <https://londondatstore/population-projections/National> comparator is England

<sup>24</sup> <http://data.london.gov.uk/dataset/life-expectancy-birth-and-age-65-borough>

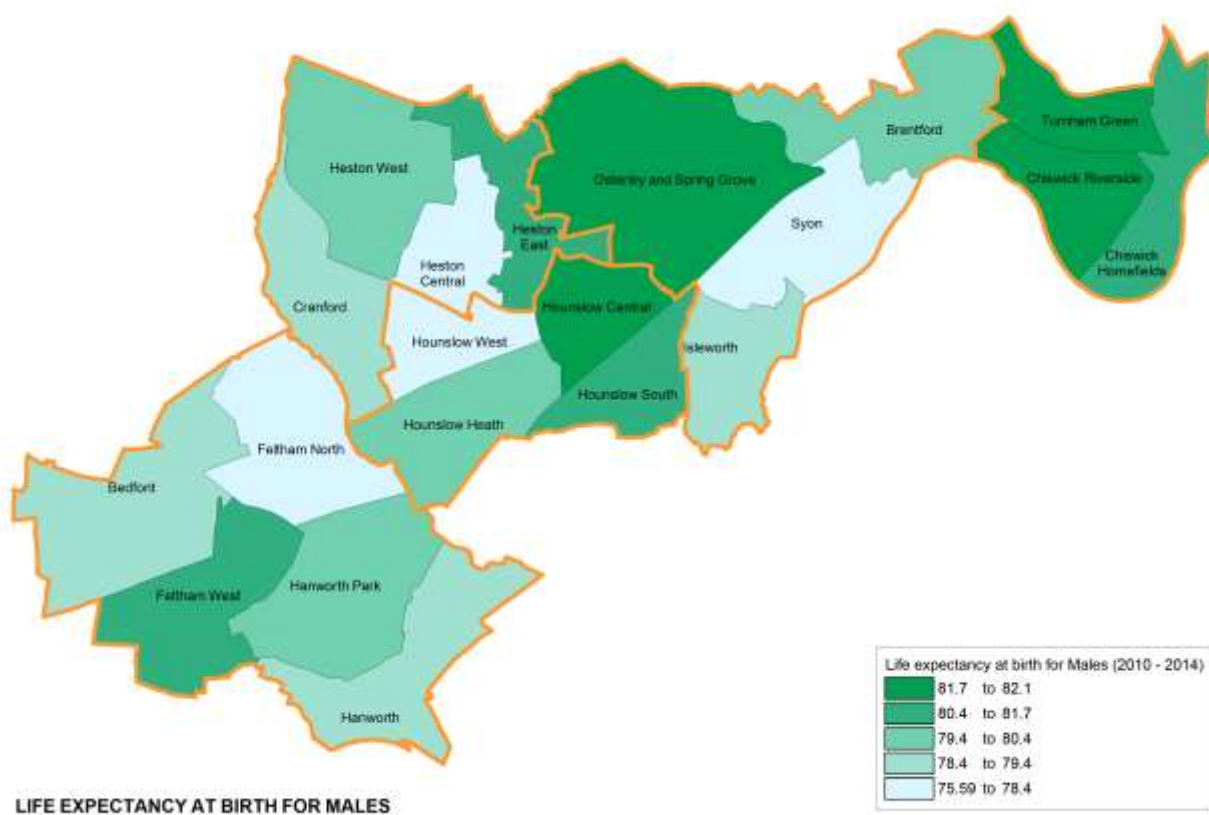
Figure 5: Life expectancy at birth (females) by ward years 2010-2014



Source: PHE Local Health – years 2010-2014

A darker shade on the map indicates longer life expectancy. The statistical range is 73.8 to 96 years. Female life expectancy is greatest in Chiswick Riverside at 88.8 years and Hounslow South at 88.6 years and it is lowest in Feltham North at 78.9 years.

Figure 6: Life expectancy at birth (males) by ward years 2010-2014



Source: PHE Local Health – years 2010-2014

Male life expectancy is greatest in Turnham Green at 82.1 years and Osterley and Spring Grove at 82 years. It is at its lowest in Syon at 78.3 and Bedford at 78.4 years. The statistical range is 64.4 to 90.7 years.

#### 2.4.6.1 Healthy Life Expectancy

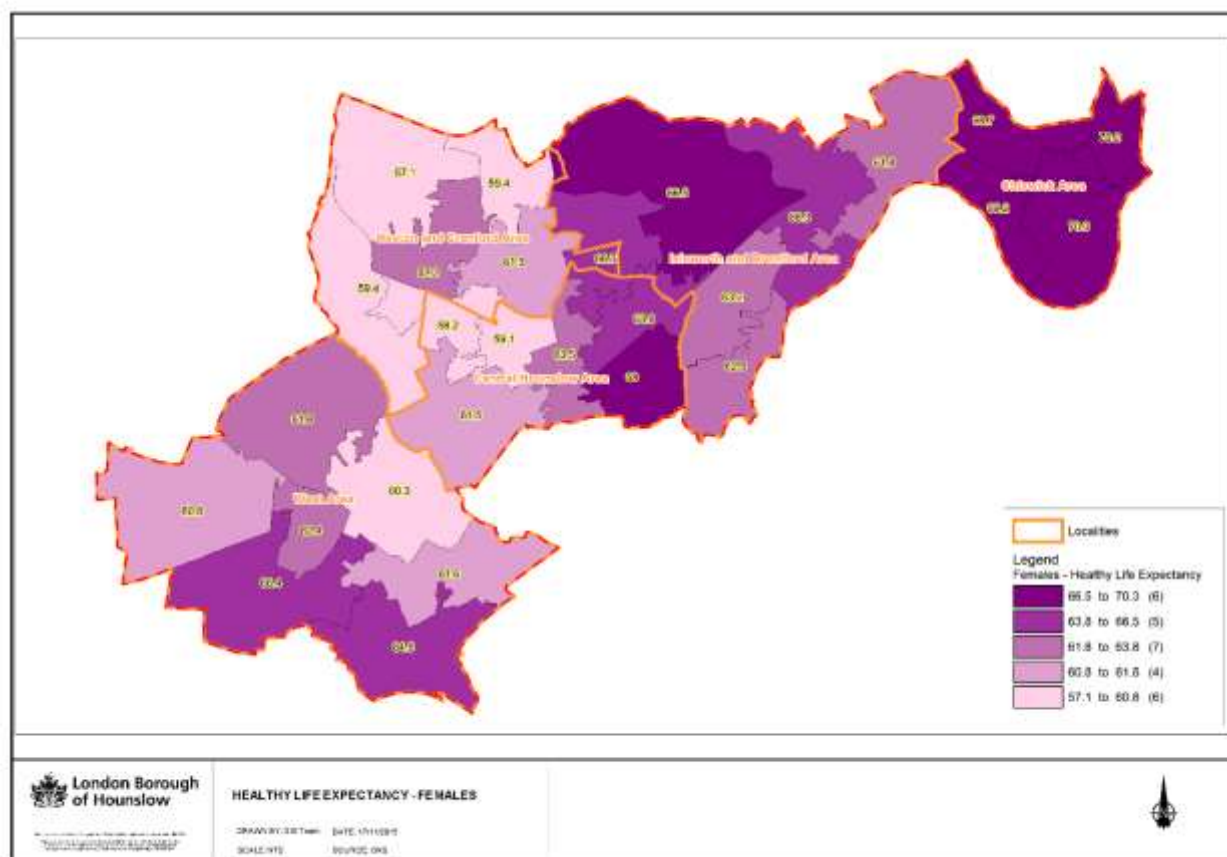
For the period 2013-15, 'Healthy Life Expectancy'<sup>25</sup> in Hounslow was 63 years for men and 61.8 for women compared to 64.1 for both sexes in London. It is 63.3 years for males and 63.9 for females for England for the same period.<sup>26</sup> Thus, women in Hounslow have a lower, but not significantly so, Healthy Life Expectancy than for London and England as a whole.<sup>27</sup> However, it is important to note that within the borough there is major variation in Health Life Expectancy, with a gap of over ten years between highest and lowest levels, for both men and women.

<sup>25</sup> 'Healthy Life Expectancy' is defined as the average number of years a person aged 'x' would live in good/fairly good health if he or she experiences the particular area's age-specific mortality and health rates for 2001 throughout their life. Source: <https://data.london.gov.uk/dataset/healthy-and-disability-free-life-expectancy>

<sup>26</sup> Public Health England. Public Health Outcomes Framework – Indicators at a Glance. November 2015. [http://webarchive.nationalarchives.gov.uk/20160105160709/https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/473038/Public\\_Health\\_Outcomes\\_Framework\\_at\\_a\\_glance\\_November\\_2015.pdf](http://webarchive.nationalarchives.gov.uk/20160105160709/https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/473038/Public_Health_Outcomes_Framework_at_a_glance_November_2015.pdf)

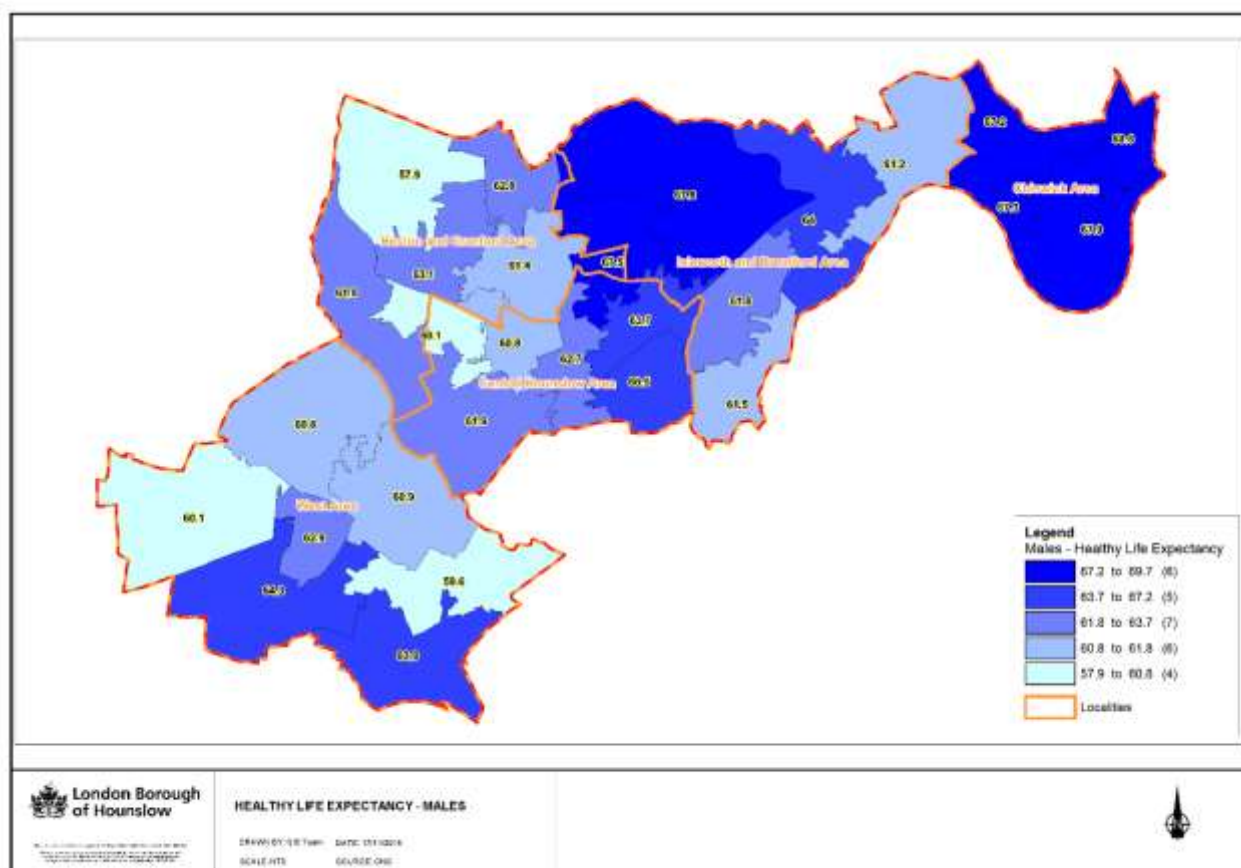
<sup>27</sup> Public Health England. Public Health Outcomes Framework. [Accessed April 2017]. <http://www.phoutcomes.info/public-health-outcomes-framework#page/0/gid/1000049/pat/6/par/E12000007/ati/101/are/E09000018>

Figure 7: Healthy Life Expectancy (females), Hounslow



The map shows that Healthy Life Expectancy for women is highest within the Chiswick locality (70.9 years) and lowest within Heston and Cranford area (57.1 years).

Figure 8: Healthy Life Expectancy (males), Hounslow



The map shows that there is also considerable variation in Healthy Life Expectancy across the borough for men. Highest Healthy Life Expectancy for men is found in a ward in the Chiswick locality (69.6 years) and the lowest within Heston and Cranford locality (57.9 years), a gap of over 10 years.

## 2.4.7 Specific populations

### 2.4.7.1 Ethnicity

The ethnic composition of Hounslow was captured in the 2011 Census. Hounslow's population is predominantly white (130,500 or 51%) and Asian (87,300 or 34%). The population is diverse with 49% (123,500) identifying themselves as being of black, Asian or minority ethnic (BAME) origin and a very wide variety of languages are spoken.

By 2031, it is expected that 55% of the Hounslow population will be made up of the BAME group, compared to 46% in Greater London.

The white population is generally older than other ethnic groups in Hounslow. Around 20% of the white population is over the age of 60 (Greater London Authority 2015 Round Ethnic Group Population Projections). A breakdown of the major ethnic groups in Hounslow is given in Table 5.

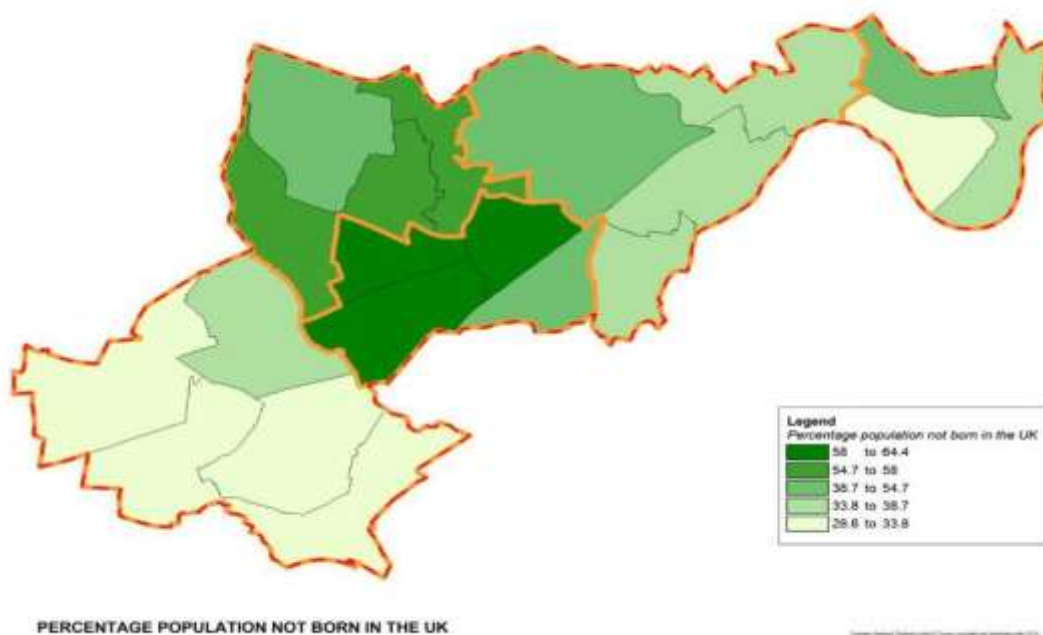
Table 5 - Population of Hounslow by ethnicity, 2011

<b>Ethnic Group</b>	<b>Number (rounded to nearest 100)</b>	<b>% (2 significant figures)</b>
White: English/Welsh/Scottish/Northern Irish/British	96,300	38%
White: Irish	4,800	1.9%
White: Gypsy or Irish Traveller	200	0.1%
White: Other White	29,300	12%
Mixed/multiple ethnic groups: White and Black Caribbean	2,300	0.9%
Mixed/multiple ethnic groups: White and Black African	1,700	0.7%
Mixed/multiple ethnic groups: White and Asian	3,400	1.3%
Mixed/multiple ethnic groups: Other Mixed	3,000	1.2%
Asian/Asian British: Indian	48,200	19%
Asian/Asian British: Pakistani	13,700	5.4%
Asian/Asian British: Bangladeshi	2,200	0.9%
Asian/Asian British: Chinese	2,400	0.9%
Asian/Asian British: Other Asian	20,800	8.2%
Black/African/Caribbean/Black British: African	10,800	4.2%
Black/African/Caribbean/Black British: Caribbean	3,400	1.3%
Black/African/Caribbean/Black British: Other Black	2,600	1.0%
Other ethnic group: Arab	3,600	1.4%
Other ethnic group: Any other ethnic group	5,400	2.1%
<b>All usual residents</b>	<b>254,000</b>	<b>100%</b>

Source: KS201EW, National Statistics Census 2011

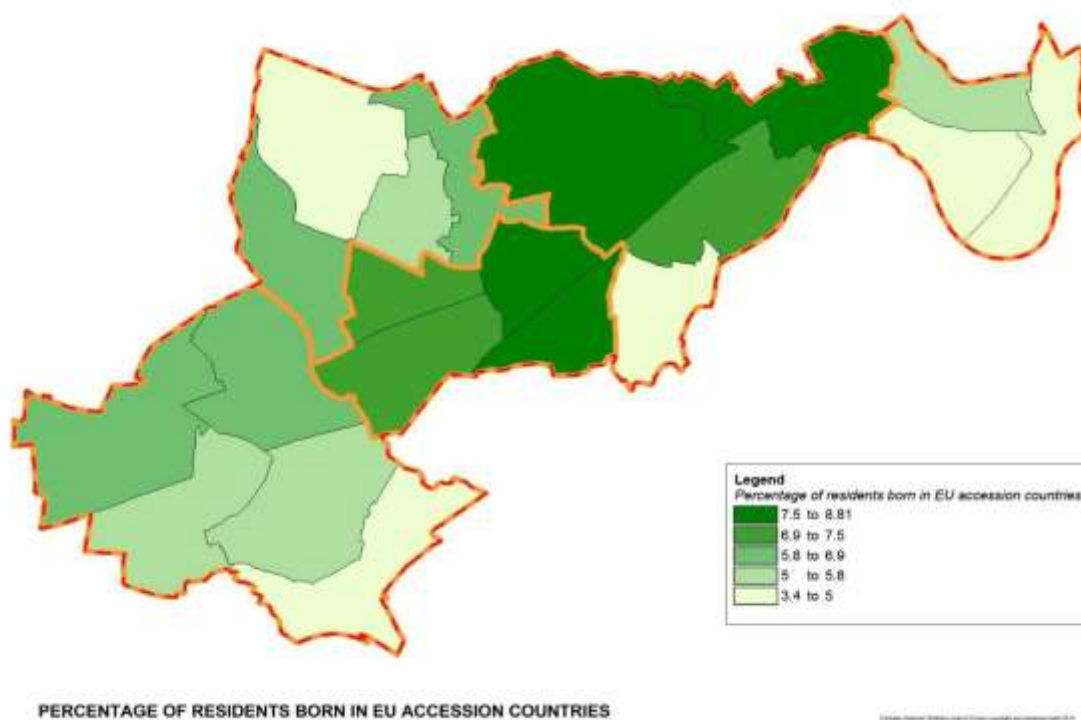


Figure 9: Proportion of ward population not born in UK



Source: ONS Census 2011

Figure 10: Proportion of ward population born in EU Accession countries



Source: ONS Census 2011

In 2011, eight wards had over 6.7% of their population from EU accession countries. The number of people from EU accession countries (which joined the EU since 2004<sup>28</sup>) has continued to rise. This is based on nationality reported in new National Insurance registrations in Hounslow in 2011-2013.

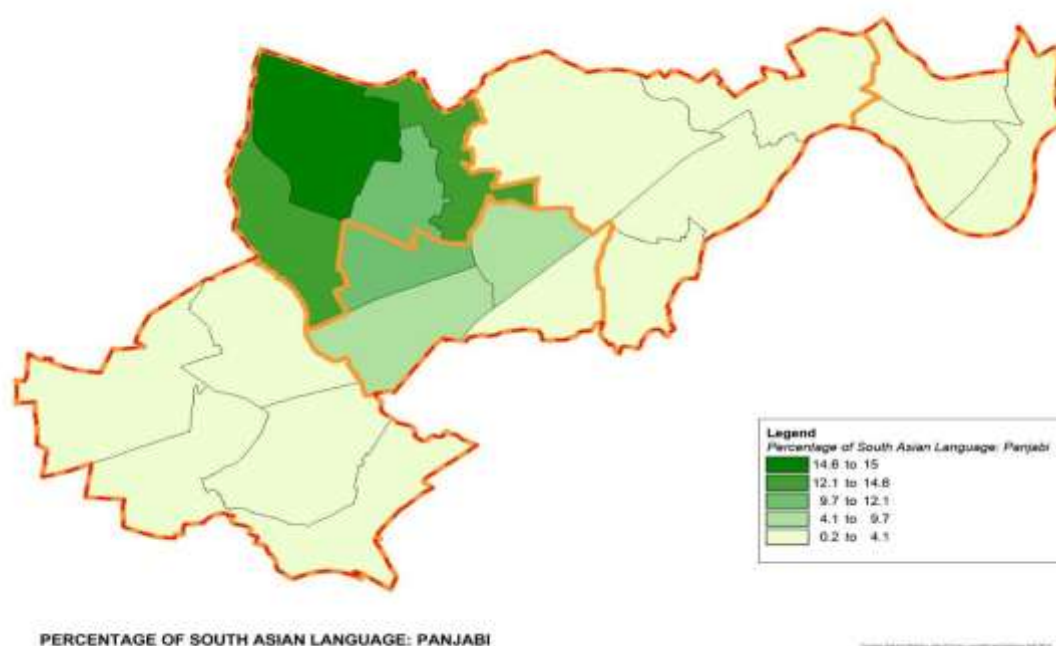
#### 2.4.7.2 Language

The 2011 census reports that 74.4% of Hounslow adults speak English as their first language at home. After English, the three most common languages spoken as a first language are Punjabi, Polish and Urdu.

Wards in Heston and Cranford and Central Hounslow localities have the highest rates of people speaking Punjabi or Urdu as a first language, while wards in Central Hounslow and Brentford localities have the highest rates of Polish speakers.

The 2011 Census data on religion shows that while 42% of the borough's population identifies as Christian, Cranford, Hounslow Heath and Heston West wards have over 20% of their population identifying as Muslim. Central Hounslow and Hounslow West have over 22% people identifying as Hindu, while Heston West has over 25% of residents identifying as Sikh. Data from the 2011 Census also shows that there has been a significant increase in the number of people identifying as Hindu and Muslim in the west of the borough since 2001.

*Figure 11: Distribution by ward of residents speaking Punjabi as first language*

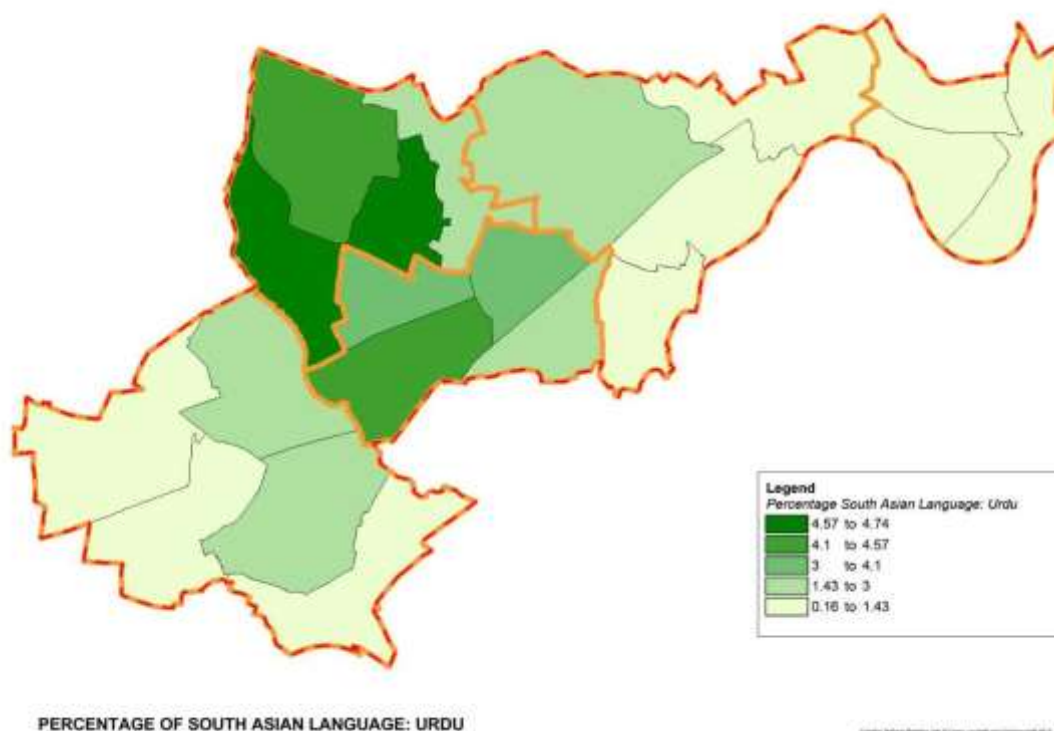


Source: ONS Census 2011

<sup>28</sup> A8 citizens – citizens of the eight countries that joined the EU in May 2004 (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia) and A2 citizens – citizens of the two countries that joined the European Union (EU) in January 2007 (Bulgaria and Romania). Croatia joined the EU in 2013 bringing the total current membership to 28 countries.

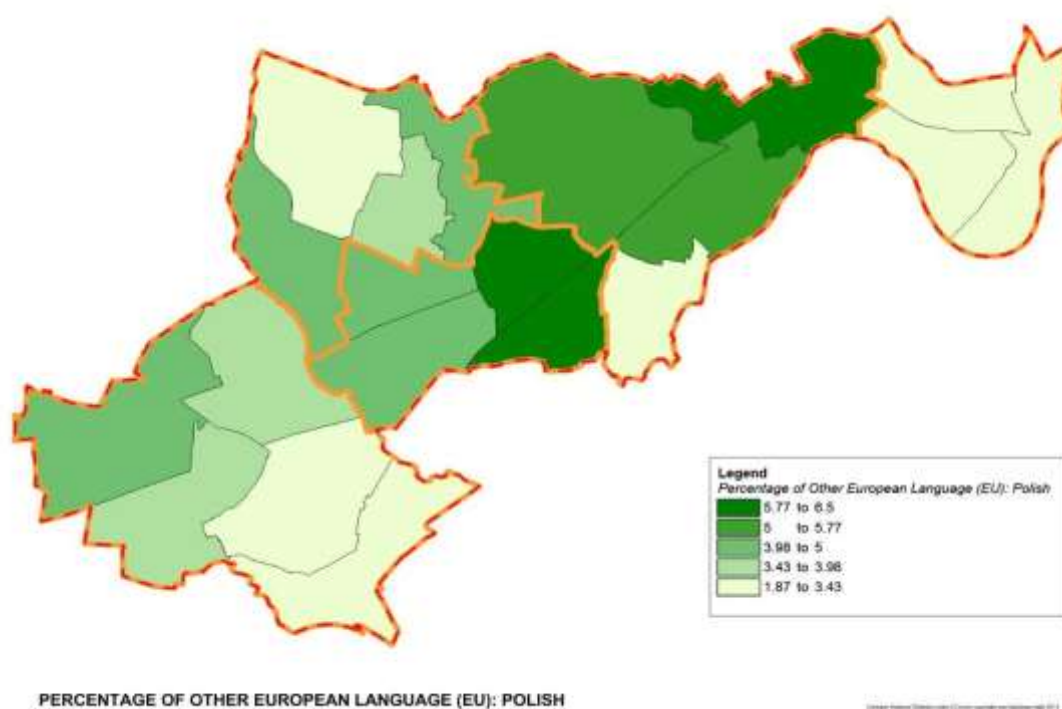


Figure 12: Distribution by ward of residents speaking Urdu as a first language



Source: ONS Census 2011

Figure 13: Distribution by ward of residents speaking Polish as a first language



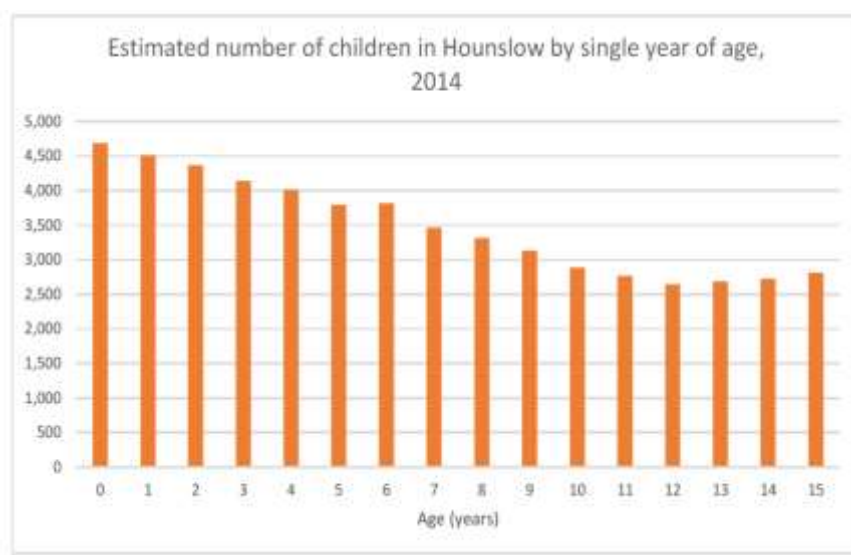
Source: ONS Census 2011

#### 2.4.7.4 Children

##### Demography:

The number of children in Hounslow estimated to be in each year age-band is shown in Figure 14. The number of children in each band (the 'cohort') tends to be smaller in the older age bands. The school population is expected to increase to 48,000 pupils by 2020.

Figure 14: Estimated number of children in Hounslow by year band



Source: GLA population projections 2013, trend-based (central)

Children and young people under the age of 20 years make up 25.5% of the population of Hounslow. 79.1% of school children are from a minority ethnic group.<sup>29,30</sup>

From a ward perspective, Feltham West is the ward with the highest proportion of children aged both 0-4 years and 5-15 years while Turnham Green has the lowest.

Looking at each of the wards, the greatest growth is expected in Brentford. Between 2015 and 2031, the greatest growth is projected to be in the 4 to 10-year age group, where the population will increase by 946 persons (93.6%). The proportion of the population aged 4 to 10 will rise from 7% to 8.6%.

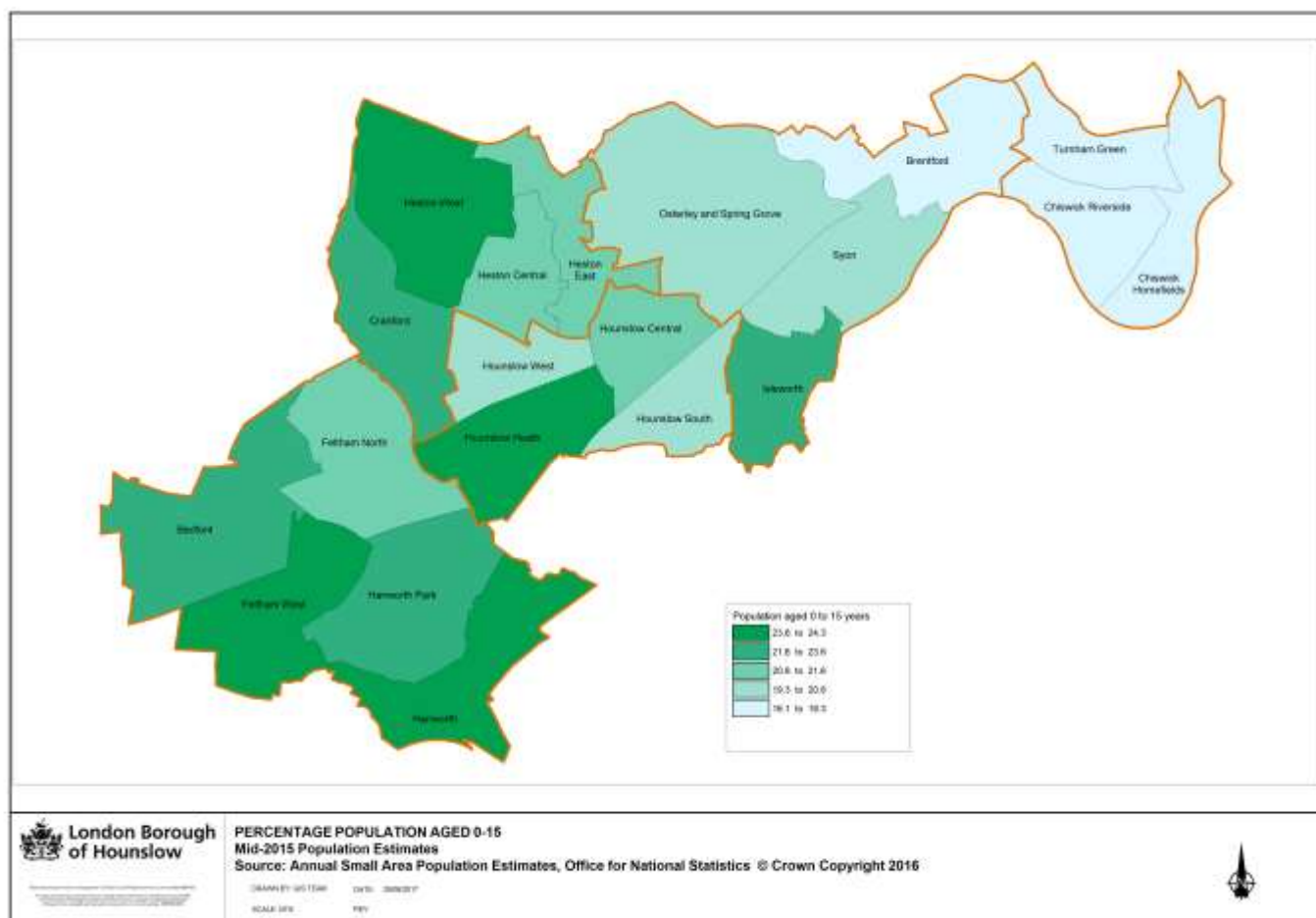
The greatest growth in Hounslow Central, between 2015 and 2031, is projected to be in the 11 to 15-year age group where the population will increase by 587 persons (90.9%). The proportion of the population aged 11 to 15 years will rise from 4.2% to 5.2%.<sup>31</sup>

<sup>29</sup> Public Health England. Child Health Profile. March 2017. [Accessed April 2017].

<sup>30</sup> [http://fingertips.phe.org.uk/profile-group/child-health/profile/child-health-overview/area-search-results/E12000007?search\\_type=list-child-areas&place\\_name=London](http://fingertips.phe.org.uk/profile-group/child-health/profile/child-health-overview/area-search-results/E12000007?search_type=list-child-areas&place_name=London)

<sup>31</sup> GLA Intelligence Demography Ward level

Figure 15: Proportion of population aged 0-15 years by ward 2014 mid-year estimates



Source (both maps): GLA population projections 2013, trend-based (central)

Feltham West has the largest proportion of 0-15 year olds, at 24.5% for the year.<sup>32</sup>

*Health and Wellbeing of Children and Young People in Hounslow:*

The health and wellbeing of children in Hounslow is mixed compared with the England average. Infant and child mortality rates are similar to the England average. The level of child poverty (2014) is worse than the England average with 21.4% of children aged under 16 years living in poverty.

The rate of family homelessness was 4.3 statutory homeless households with dependent children or pregnant women per 1,000 households in 2015-16, which is less than the England average of 10.3. 10.3% of children aged 4-5 years and 24.3% of children aged 10-11 years were obese in 2015-16.<sup>33,34</sup> Immunisation levels are not meeting national targets. Oral health indicators also show that oral health remains worse in the borough than for England as a whole.

<sup>32</sup> <https://data.london.gov.uk/dataset/healthy-and-disability-free-life-expectancy>

<sup>33</sup> Public Health England. Child Health Profile. March 2017. [Accessed April 2017].

<sup>34</sup> [http://fingertips.phe.org.uk/profile-group/child-health/profile/child-health-overview/area-search-results/E12000007?search\\_type=list-child-areas&place\\_name=LondonSource](http://fingertips.phe.org.uk/profile-group/child-health/profile/child-health-overview/area-search-results/E12000007?search_type=list-child-areas&place_name=LondonSource)

**Table 6 - summary of key child health indicators for the borough, comparing Hounslow to England as a whole<sup>35</sup>**



#### 2.4.7.5 Child immunisation

Overall, Hounslow's 2015-16 childhood immunisation rates are below the 95% national and international target (herd immunity) levels. At 12 months, 92.2% of children received full coverage of DTaP/IPV/Hib in 2015-16. For PCV at 12 months the rate was 93.9%.

The lowest immunisation rates in Hounslow are seen for the DTaP IPV booster at five years, with 69% of children receiving the vaccine in 2015-16. This is significantly less than the London rate of 78.3% and a national rate of 86.3%, and below national and international targets.

There is currently an incomplete understanding of the factors influencing the current low coverage. However, it is possible that the high levels of population movement in and out of the borough may play some role.

<sup>35</sup> Public Health England. Overview of Child Health. <http://fingertips.phe.org.uk/profile-group/child-health/profile/child-health-overview/data#page/1/gid/1938132992/pat/6/par/E12000007/ati/102/are/E09000018>

This has implications for the immunisation monitoring as many children will move in and out of the borough at ages when they would normally receive immunisations.

*Table 7 - Child vaccination rates in Hounslow and England for 2015-16.*

Cohort	Vaccine	Hounslow Rate 2015-16	London Rate 2015-16	England Rate 2015-16
12 months	DTAP/IPV/HIB	92.2%	89.2%	93.6%
	PCV	93.9%	90.0%	93.5%
24 months	DTAP/IPV/HIB	93.8%	92.2%	95.2%
	MMR	86.5%	86.4%	91.9%
	HIB/Men C booster	85.2%	85.9%	91.6%
	PCV booster	78.8%	85.6%	91.5%
Fifth birthday	DTAP IPV booster	69.0%	78.3%	86.3%
	Infant Hib	95.0%	92.4%	95.6%
	Hib/Men C booster	89.3%	88.7%	88.7%
	MMR dose 1	93.8%	91.1%	94.8%
	MMR dose 2	77.4%	81.7%	88.2%

Source: NHS Digital England

#### **2.4.7.6 Children and adults in care**

The number of children in care in Hounslow was lower than the England average rate in 2016. There were 45 per 10,000 under 18s in Hounslow in care, compared to 50 per 10,000 in London and 60 per 10,000 in England in 2016.<sup>36</sup> The data shows that the proportion in care has been decreasing since 2014.

<sup>36</sup><https://fingertips.phe.org.uk/search/children%20in%20care#page/1/gid/1/pat/6/par/E12000007/ati/102/are/E09000018>

Figure 16: Number of children in care in Hounslow (2016)

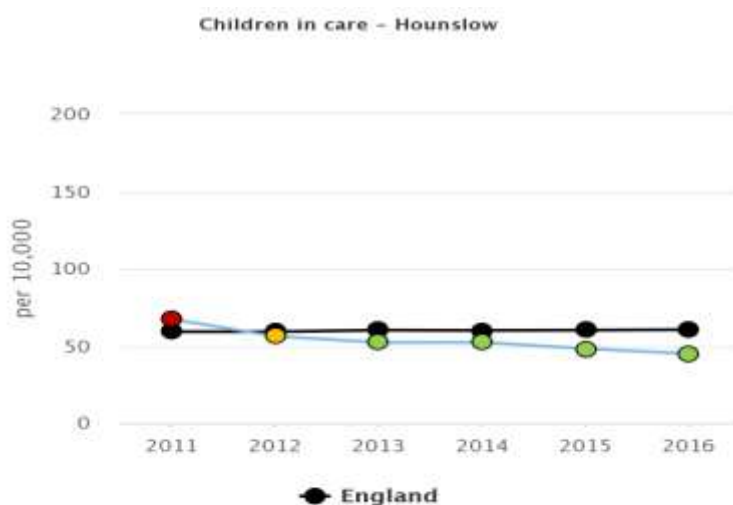
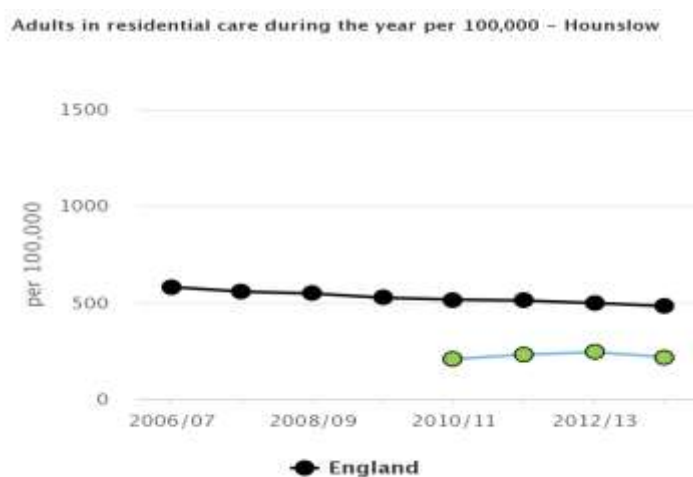


Table 8 - Number of children in care in Hounslow (2016)

	Hounslow number	Hounslow rate (per 10,000)	England rate (per 10,000)
Children in care	280	45	60

Source: Children looked after in England, Department for Education.

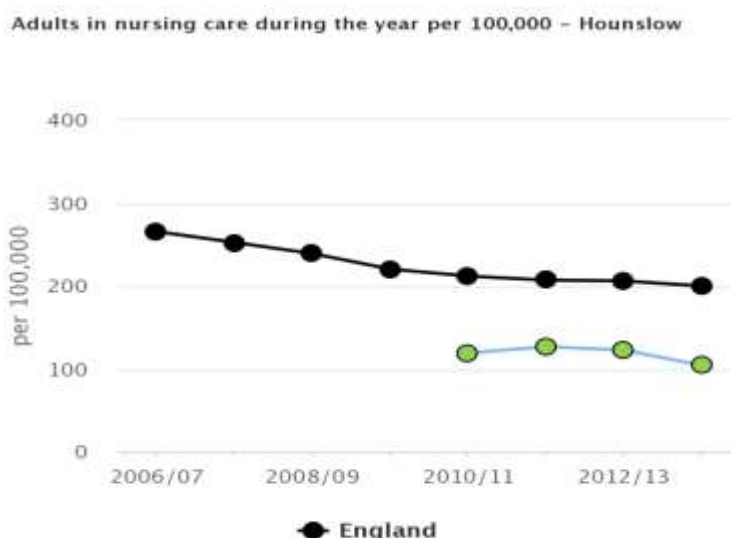
Figure 17: Adults in residential care in Hounslow<sup>37</sup>

In 2013-14, there were 218 adults in residential care per 100,000 in Hounslow. This was significantly lower than for England as a whole.

<sup>37</sup><http://fingertips.phe.org.uk/search/adults%20in%20care#page/4/qid/1/pat/6/par/E12000007/ati/102/are/E09000018/iid/1139/age/168/sex/4>



Figure 18: Adults in nursing care in Hounslow<sup>38</sup>



In 2013-14, there were 104 adults per 100,000 in nursing care. This is significantly lower when compared with England as a whole.

#### 2.4.7.7 Older people

Hounslow has a lower proportion of its population aged 65 years and over (10.9%) than England (17.3%). There is a higher proportion of residents of this age group in Chiswick locality and Feltham North wards. In 2001, the 0-44 population accounted for 68% of the population, but by 2021 this percentage is expected to drop to 65%. There will be an increase of the over 45s of 34,000 by 2021, 4000 of whom will be over 75 years.<sup>39</sup>

In 2015, the number of residents aged over 85 was also lower than the England average, 1.3% in Hounslow versus 2.3% nationally.<sup>40</sup>

<sup>38</sup>

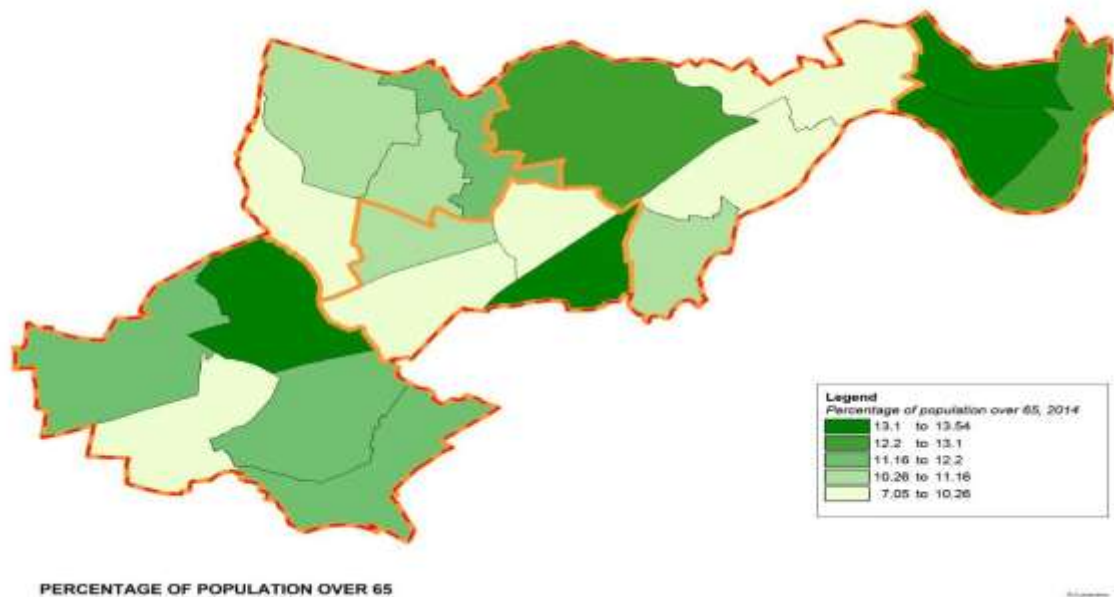
<http://fingertips.phe.org.uk/search/adults%20in%20care#page/4/gid/1/pat/6/par/E12000007/ati/102/are/E09000018/iid/1138/age/168/sex/4>

<sup>39</sup> <https://data.london.gov.uk/dataset/ward-profiles-and-atlas/resource/a187b63e-bf4f-4449-b644-ab86a0a8569d>

<sup>40</sup> <http://www.poppi.org.uk/index.php?pageNo=315&PHPSESSID=t9cmjmfnc0qhuegh78nt04k1i4&sc=1&loc=8350&np=1>

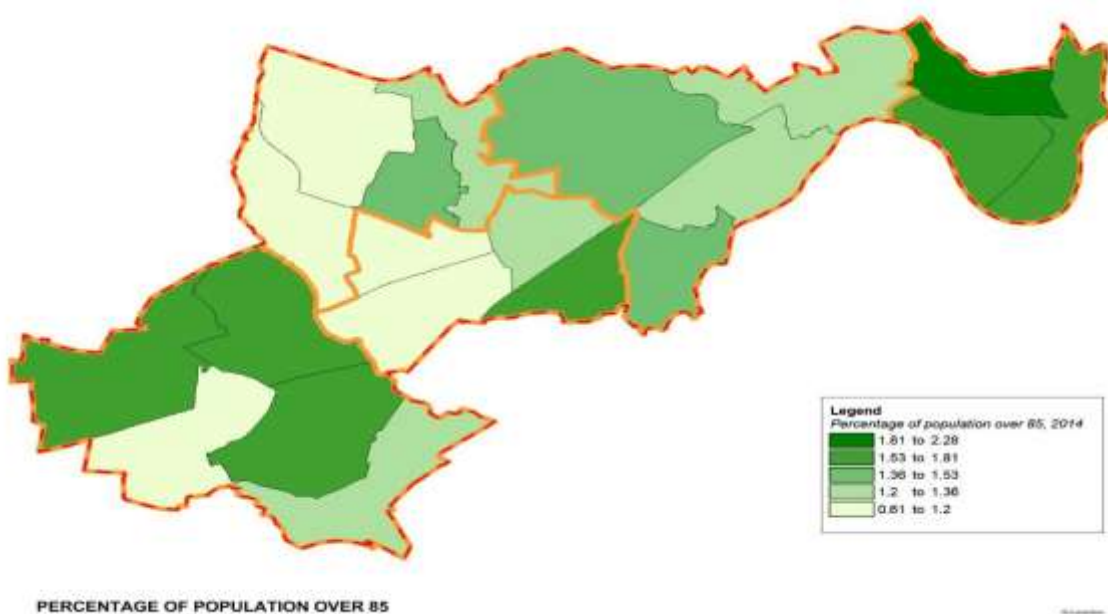


Figure 19: Proportion of population aged over 65 by ward, 2013



Source: GLA population projections 2013, trend-based (central)

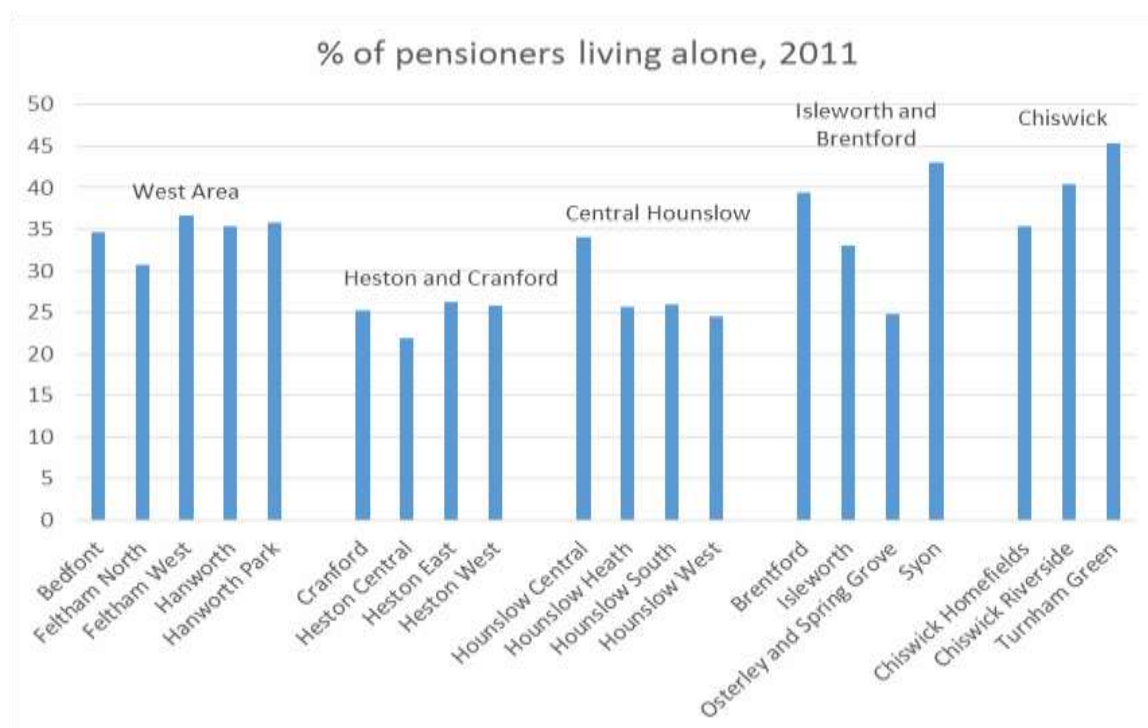
Figure 20: Proportion of population aged over 85 by ward, 2013



Source: GLA population projections 2013, trend-based (central)

The percentage of pensioners living alone is highest in Chiswick, and lowest in Heston and Cranford.

Figure 21: Percentage of pensioners living alone



Source: 2011 Census

In 2013-14, Hounslow had a lower rate of over-65s receiving local authority residential care (888 per 100,000 vs 1,282 per 100,000 in England) but similar rates of people receiving nursing care (579 per 100,000 vs 552 per 100,000) and community care services compared to the England average.<sup>41</sup>

<sup>41</sup> HSCIC: NASCIS – 2014-15

Table 9 - Number of older people receiving care services, 2016/17

Older people	Hounslow	Total clients over 65s
<b>Residential</b>	150 Physical Support	254
	30 Support with Memory and Cognition	
	28 Mental Health Support	
	38 Learning Disability Support	
	8 Social Support	
<b>Nursing</b>	131 Physical Support	168
	13 Support with Memory and Cognition	
	14 Mental Health Support	
	3 Learning Disability Support	
	2 Sensory Support	
<b>Community</b>	5 Social Support	2,284
	1,779 Physical Support	
	89 Support with Memory and Cognition	
	59 Mental Health Support	
	37 Learning Disability Support	
	20 Sensory Support	
	300 Social Support	

#### 2.4.7.8 Prison populations

Feltham Prison (for young offenders) is located in the West Area locality. Feltham Prison is one of four establishments that the Youth Justice Board (YJB) commissions from the National Offender Management Service (NOMS) to provide specialist custodial places for young people aged 15-18 years.<sup>42</sup>

Operating capacity is 180 young people and 360 young adults. Young People are defined as sentenced and remanded young people aged 15-18 years as directed by the courts, while Young Adults are defined as sentenced young adults aged from 18 to 21 years. Young Adults and Young People occupy separate residential units.

#### 2.4.7.9 Less-abled populations

The number of people in the population with a physical or learning disability increases as the population grows. Rates of physical, visual and hearing disability tend to increase with age.

People with Learning Disabilities may have complex care needs and are at increased risk of mental illness, epilepsy, cardiovascular and respiratory disease and poor dental care. People with Learning Disabilities may also be more likely to be either under- or overweight.

Regular health screening of adults with Learning Disabilities enables their unmet needs to be assessed. The needs of children with Learning Disabilities in the area can be assessed from the data reported on special educational needs (SEN).

<sup>42</sup> <http://www.justice.gov.uk/contacts/prison-finder/feltham>

In Hounslow, there are 1,465 people registered as blind or partially sighted. However, this is thought to be an underestimate of the true picture. According to the Royal National Institute of Blind People (RNIB), an estimated 5,000 people in Hounslow may have very poor vision but are not registered as blind or partially sighted.<sup>43</sup>

*Table 10 - Hounslow residents with disabilities by age*

Topic	Measure	Age range (years)	Number	Source / note on rate
Physical disability	Physical disability SEN	5-16	182	Department for Education (DfE) – SEN data 2013
	Moderate or serious physical disability	Adult 18-64	12,649	PANSI - estimate
	Moderate to serious personal care disability	Adult 18-64	7,355	PANSI 2015 - estimate <sup>44</sup>
Learning disability	Autism spectrum	0-16	264	DfE SEN data 2013 <sup>45</sup>
	Moderate disability	0-16	765	DfE SEN data 2013
	Severe/profound disability	0-16	199	DfE SEN data 2013
	GP learning disability register	Adult 18+	654	PHE GP profiles 2017 <sup>46</sup>
	Predicted to have a learning disability	18-64	4,420	PANSI 2015 - estimate
Visual disability	Children reported with SEN visual impairment	Under 16	55	RNIB 2017 <sup>47</sup>
	Registered or partial sight loss	Adult 18-64	370	RNIB 2017
	Registered partial sight loss	Over 65	1,345	RNIB 2017

<sup>43</sup> Royal National Institute of Blind People. Sight Loss Data Tool. 2017 <http://www.rnib.org.uk/knowledge-and-research-hub-key-information-and-statistics/sight-loss-data-tool>

<sup>44</sup> <http://www.pansi.org.uk/index.php?&PHPSESSID=t9cmjmfnc0qhuegh78nt04k1i4&sc=1&pageNo=383&loc=8350>  
<https://fingertips.phe.org.uk/profile/health-profiles/data#page/1/ati/102/are/E09000018>  
<https://www.gov.uk/government/statistics/special-educational-needs-in-england-january-2013>

<sup>46</sup> <https://fingertips.phe.org.uk/profile/general-practice>

<sup>47</sup> <http://www.rnib.org.uk/knowledge-and-research-hub-key-information-and-statistics/sight-loss-data-tool>

Topic	Measure	Age range (years)	Number	Source / note on rate
Hearing disability	Children recorded with SEN hearing impairment	Under 16	62 primary 42 secondary	DfE SEN report 2013
	Predicted to have a moderate or severe hearing impairment	Age 18-64	5,605	PANSI 2015 - estimate
	Predicted to have profound hearing impairment	Age 18-64	46	PANSI 2015 - estimate
	Predicted to have a moderate or severe hearing impairment	Over 65	12,268	POPPI 2015 - estimate
	Predicted to have profound hearing impairment	Over 65	313	POPPI 2015 - estimate
	Registered deaf	Over 65	65	HSCIC - CASSR 2010
	Registered hard of hearing	Over 65	460	HSCIC - CASSR 2010

The data, shown in Table 10, indicates that the proportion of adults in Hounslow recorded both in GP records and local authority records as having Learning Disabilities is lower than the England average.

The calculated local rate of older people who are registered blind is 22.2 per 1,000 population compared to the England rate of 12.4. Hounslow has comparatively high rates of preventable sight loss (glaucoma) and diabetic retinopathy (eye disease).

The Hounslow rate of older people who are registered deaf is 2.6 per 1,000 compared to an England rate of 2.8 (2010). The Hounslow rate of older people who are registered hard of hearing is 18.7 per 1,000 compared to 14.9 nationally (2010).

A large number of people in the population (around one in six) has some form of hearing difficulty according to data from Action on Hearing Loss (formerly the RNID) from 2011.

#### **2.4.7.10 Maternities**

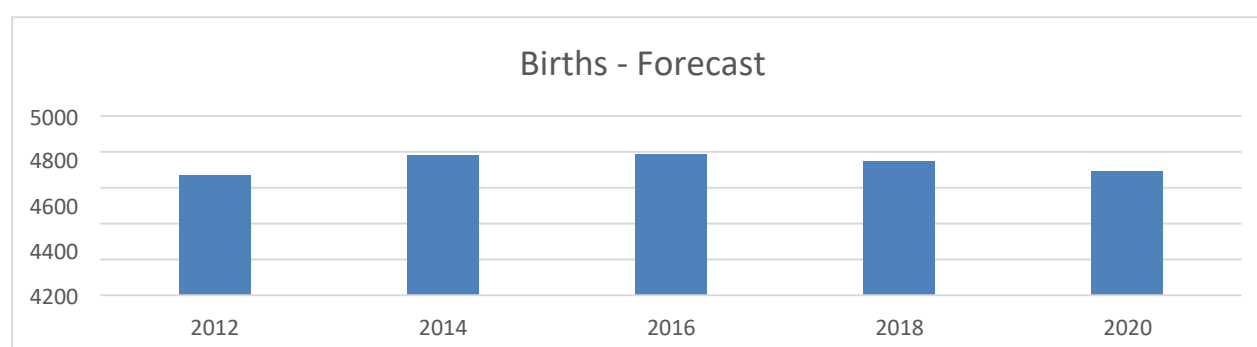
In 2015, there were 4,455 live births to mothers living in Hounslow (ONS). This equates to a General Fertility Rate (GFR) of 73.9 live births per 1,000 women aged 15-44. This is the fourth-highest GFR in London, well above the London and England averages.

In 2014, Feltham North (GFR of 142.2), Syon (GFR of 128.5) and Hounslow West (GFR of 126.4) had the highest rates while Chiswick Riverside (GFR of 62.3), Chiswick Homefields (GFR of 67.9) and Hounslow South (GFR of 72.8) had the lowest rates.

In 2015, the Total Fertility Rate (TFR) in England decreased to 1.82 children per woman, from 1.83 in 2014. In 2015, the average age of mothers in England increased to 30.3 years, compared with 30.2 years in 2014. In England, the fertility rate for women aged 40 and over rose above the rate for women aged under 20 for the first time since 1947. Over a quarter (27.5%) of live births in 2015 were to mothers born outside the UK, the highest level on record. In 2015, the stillbirth rate decreased to 4.5 per 1,000 total births, the lowest rate since 1992.<sup>48</sup>

The percentage of Low Birth Weight (LBW) (defined as a birth weight of below 2.5 kg) is 2.9%, not significantly different to the 2.8% for England in 2015. Smoking in pregnancy can contribute to LBW. In 2015-16, 3.6% of mothers were recorded as smoking at time of delivery in Hounslow. This is lower than the England average of 10.6%. 90.8% of mothers in Hounslow initiated breastfeeding in 2014-15 compared to the average 74.3% for England. However, no breastfeeding data at six to eight weeks is available for Hounslow so it is unclear as to whether breastfeeding is sustained in the community in the months after birth. In Hounslow, 47.5% of babies received a six to eight-week review by a Health Visitor before they turned eight weeks old.<sup>49</sup>

*Figure 22: Projected births*



Source: ONS/GLA

The overall birth rate is projected to be between 4,600 and 4,800 per year for the period 2012-2020. By 2020, the number of births may begin to drop as Hounslow fertility rates converge with those of London as a whole.

#### **2.4.7.11 Homeless population**

Recent years have seen high numbers of people identified as homeless. The number has risen sharply in the last three years but is slightly below the London average.

In 2015, there were an estimated 104,000 households in Hounslow. The 2012 based household projections can be found at: <https://www.gov.uk/government/statistics/2012-based-household-projections-in-england-2012-to-2037>.

<sup>48</sup> ONS

<https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/livebirths/bulletins/birthsummarytable/senglandandwales/2015>

<sup>49</sup> [http://fingertips.phe.org.uk/profile-group/child-health/profile/child-health-overview/area-search-results/E12000007?search\\_type=list-child-areas&place\\_name=London](http://fingertips.phe.org.uk/profile-group/child-health/profile/child-health-overview/area-search-results/E12000007?search_type=list-child-areas&place_name=London)

Table 11, below, shows Local Authorities' action under the homelessness provisions of the Housing Acts (1985 and 1996) as numbers of individuals accepted as being homeless or in priority need and the number of temporary accommodations proved by the local authority (Hounslow). Both are based upon decisions made by local authorities between April 2015 and March 2016.<sup>50,51</sup>

*Table 11 - Numbers of people registered as homeless in temporary accommodation 2015-16*

	<b>Number of individuals accepted as being homeless and in priority need</b>	<b>Rate per 1,000 households</b>	<b>Number of individuals in temporary accommodation (households accommodated by the Local Authority)</b>	<b>Rate per 1,000 households</b>
<b>Hounslow</b>	542	5.22	1,011	9.73
<b>London</b>	19,170	5.49	52,060	14.91
<b>England</b>	57,730	2.52	71,670	3.12

Source: <https://data.london.gov.uk/dataset/homelessness/resource/7b28ad56-5698-4ea0-9a94-f301fcb62b3e>

*Table 12 - Rate per 1,000 households of individuals in temporary accommodation 2012-16*

	<b>Rate per 1,000 households 2012-13</b>	<b>Rate per 1,000 households 2013-14</b>	<b>Rate per 1,000 households 2014-15</b>	<b>Rate per 1,000 households 2015-16</b>
<b>Hounslow</b>	6.58	6.27	4.44	5.22
<b>London</b>	4.57	5.04	5.10	5.49
<b>England</b>	2.41	2.32	2.40	2.52

Source: <https://data.london.gov.uk/dataset/homelessness/resource/7b28ad56-5698-4ea0-9a94-f301fcb62b3e>

*Table 13 - Rate per 1,000 households of individuals in temporary accommodation 2012-16*

	<b>Rate per 1,000 households</b>	<b>Rate per 1,000 households 2013-14</b>	<b>Rate per 1,000 households 2014-15</b>	<b>Rate per 1,000 households 2015-16</b>
<b>Hounslow</b>	11.00	10.92	10.90	9.73
<b>London</b>	11.72	12.81	14.04	14.91
<b>England</b>	2.48	2.60	2.85	3.12

Source: <https://data.london.gov.uk/dataset/homelessness/resource/7b28ad56-5698-4ea0-9a94-f301fcb62b3e>

<sup>50</sup> <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness#homelessness-summary-local-authority-level-tables>

<sup>51</sup> <https://data.london.gov.uk/dataset/homelessness/resource/7b28ad56-5698-4ea0-9a94-f301fcb62b3e#>



The latest rough sleeper count was 34 people (Autumn 2016). This is at a single night's snapshot that may vary considerably over time.

The main reasons given for homelessness are loss of private rented accommodation and eviction by parents, friends and relatives.

#### **2.4.7.12 Daytime population**

The 2011 Census shows that a high proportion of Hounslow residents travel outside the borough to work. Of the 175,000 estimated to be in the working-age population in 2011, only 43,000 worked in the borough while 80,000 work outside the area.

However, the working-day population of the borough is believed to be slightly larger than the resident population. The ONS Annual Population Survey estimated that 90,000 people commuted in to Hounslow to work in 2011.

*Table 14 - Total daytime population in Hounslow, 2014 (GLA estimates)*

<b>Section of population</b>	<b>Number</b>
Total daytime population (includes tourists)	290,709
Workday population (excludes tourists)	271,872
In work (employee)	115,536
In work (self-employed)	24,359
Not in work	73,734
Population aged 0-4	21,355
School children aged five or over	36,888
Overseas staying visitors	4,346
Domestic staying Visitors	1,630
Day trip visitors	12,861

Source: <https://data.london.gov.uk/dataset/daytime-population-borough/resource/7c9b10fb-f8c9-45bb-8844-d5e5cd7f6dca>

#### **2.4.7.13 Gypsy and Traveller population**

Hounslow's Gypsy and Traveller population includes about 100 trailer-based families sited across four sites (three in the West Area locality and one site in Cranford). Hounslow is considered to have one of the largest populations in England of travelling show people. There are also a number of people in the borough who live in bricks-and-mortar accommodation who have Gypsy and Irish Traveller heritage.

#### **2.4.7.14 Housebound populations**

Social isolation, and in particular the number of people in Hounslow who are 'housebound', is difficult to assess accurately, but has been recognised as a significant concern in the elderly, affecting ability to access services and the needs for home-visiting.

The Projecting Older People Population Information (POPPI) system calculates the number of people over 65 who are estimated to be unable to manage at least one mobility activity on their own (activities include: going out of doors and walking down the road; getting up and down stairs; getting around the house on the level; getting to the toilet; getting in and out of bed), based on prevalence rates taken from a national survey in 2001. For Hounslow in 2015 this came to 5,266 residents (about 17% of over-65s). The academic literature (including studies of older people both within the UK and internationally) gives a range of estimates of the proportion of older people who are housebound, ranging from 3.5% to over 20% depending on age and the precise definition of 'housebound' (e.g. how long since an individual last left the house). Applying these findings to Hounslow suggests that there could be over 2,500 over-75s in Hounslow who have not left their home in over a week.<sup>52</sup>

Although there is no precise measure of the number of people who should be categorised as housebound in Hounslow, we can use proxy estimates based on numbers of elderly people who receive attendance allowance (AA) or disability living allowance (DLA), and the range of illnesses and conditions that cause this need. Across the whole of Hounslow there were 3,575 AA claimants in mid-2014 (all claimants of AA are aged 65 and over). The percentage of over-65s receiving AA was highest in the Heston and Cranford (10.9%) and West Area (10.6%) localities and lowest in Chiswick (455 recipients, 8.5% of those aged 65+).

According to the DLA data, the most common disabling conditions among pension-age Hounslow residents were musculoskeletal conditions including arthritis (49%), cardiovascular conditions (15%), psychiatric disorders (11%), neurological conditions (6%) and sensory impairment (5%). A recent literature review into the health of housebound elderly people picked out a similar set of findings.<sup>53</sup>

A smaller subset of patients who are presumed housebound can be estimated by the number of care home residents. In 2015, there were 528 over-65s registered as living in a care home in Hounslow.

#### 2.4.8 Deprivation

The Index of Multiple Deprivation (IMD) is a relative measure of deprivation produced by the Department for Communities and Local Government. It is a combined measure of deprivation in the domains of income, employment, health and disability, education, skills and training, barriers to housing and services, crime and living environment. Based on this measure, in 2010 Hounslow was the 118<sup>th</sup> most deprived borough nationally (out of 326 boroughs).

*Table 15 - Index of Deprivation Score, 2015<sup>54,55</sup>*

Indicator	Hounslow (Upper Tier Local Authority)	England
IMD 2015 Score	22.5	21.8

<sup>52</sup> Projecting Older People Population Information. <http://poppi.org.uk/>

<sup>53</sup> Qiu. Physical and Mental Health of the homebound elderly. 2010.

<sup>54</sup> [www.localhealth.org.uk](http://www.localhealth.org.uk)

<sup>55</sup> Lesser R. English Indices of Deprivation 2015. May 2016. <https://files.datapress.com/london/dataset/indices-of-deprivation-2015/2016-05-24T18:16:14/indices-deprivation-2015.pdf>

The English Indices of Deprivation 2015 (ID 2015) consist of three separate but related indices: Index of Multiple Deprivation 2015 (IMD 2015); Income Deprivation Affecting Children Index (IDACI) and Income Deprivation Affecting Older People Index (IDAOPI). The first of these, the IMD 2015, is complex and combines data on a range of topics into a single measure. The other two are supplementary indices and are concerned solely with people from the relevant groups in low-income households.

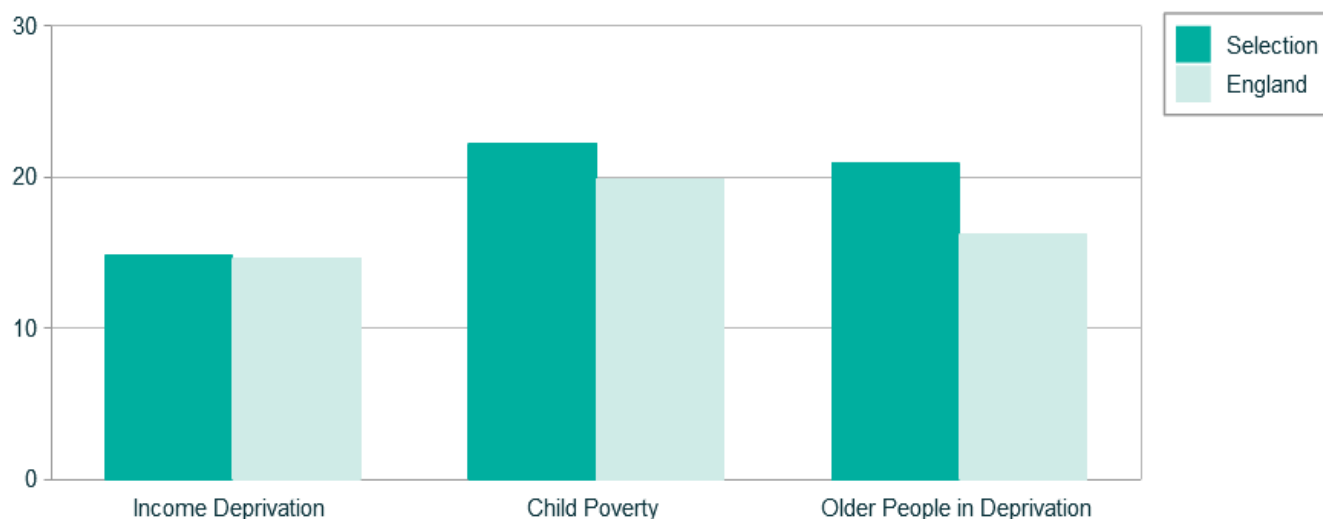
In the IMD 2015 data, Hounslow was ranked the 117<sup>th</sup> most deprived borough nationally (out of 326 boroughs).<sup>56,57</sup> This indicates overall deprivation within the borough has changed little since the indices were last published in 2010. Hounslow's 2015 deprivation rankings were highest for barriers to housing and services domain and crime.

In both cases, Hounslow was ranked inside the Top 50 boroughs in England. The higher the placing, the greater the level of deprivation.

*Table 16 - Index of Deprivation %, 2015*

Indicator	Hounslow (Upper-tier Local Authority) (%)	England (%)
Income Deprivation	14.8	14.6
Child Poverty	22.2	19.9
Older People in Deprivation	20.9	16.2

**Index of Deprivation, 2015, %, Selection (comparing to England average)**



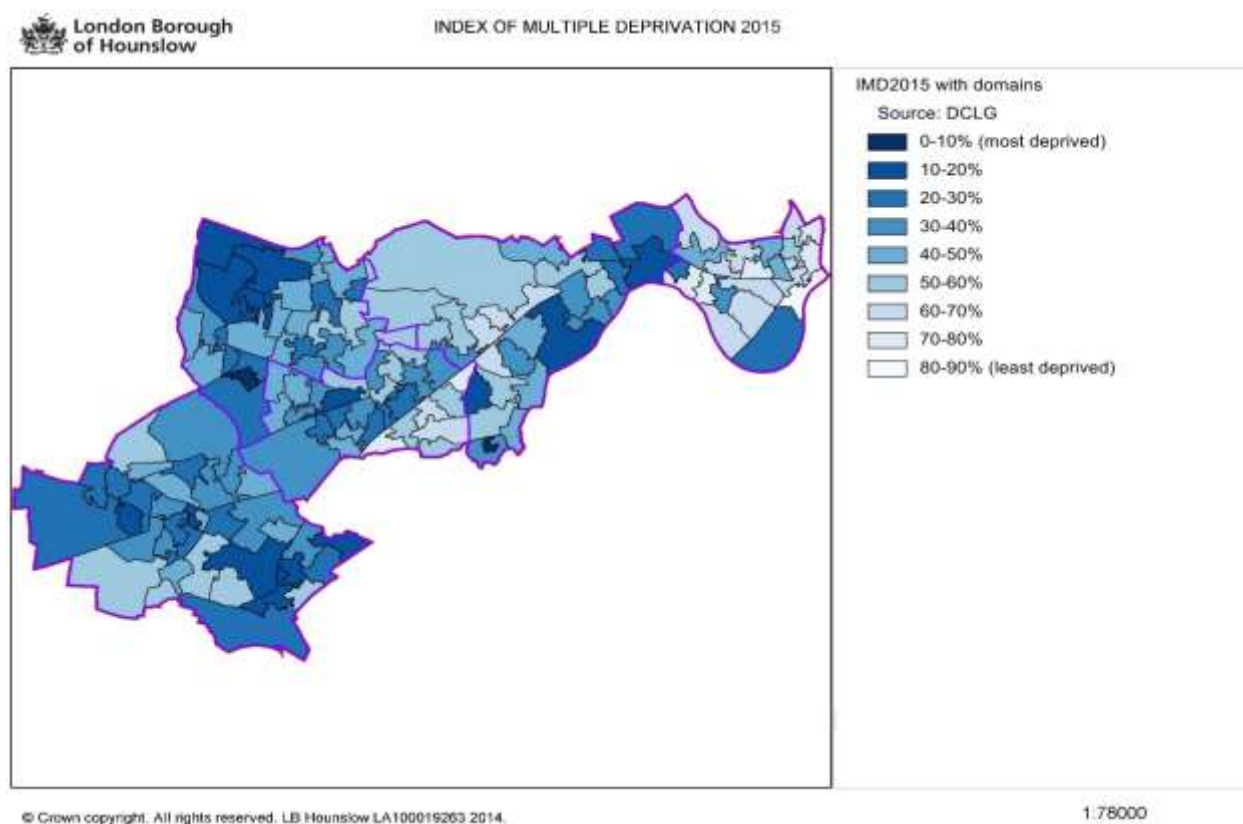
Source: CLG © Copyright 2015

Source: [www.localhealth.org.uk](http://www.localhealth.org.uk)

<sup>56</sup> <https://data.london.gov.uk/dataset/indices-of-deprivation-2015>

<sup>57</sup> Lesser R. English Indices of Deprivation 2015. May 2016.

Figure 23: Lower Super Output Area (LSOA) scores relative to England



Hounslow contains 142 'Lower Super Output Areas' (LSOAs) based on the ID 2015 data.<sup>58</sup>

Two LSOAs have IMD scores which rank them in the 10% most deprived areas in England. Seven LSOAs have IMD scores which rank them in the 30% least deprived. The most deprived ward in Hounslow is located in Isleworth (020E) and the least deprived in Chiswick Homefields (007A). Nineteen LSOAs have crime domain rankings which place them in the 10% most deprived in England. The ward with the highest ranking is in Heston West (005D) and the ward with the lowest ranking is Hounslow South (019D). Sixty-six LSOAs have barriers to housing and services domain rankings which place them in the 10% most deprived in England. The ward with the highest ranking is in Hounslow Central (021B) and the ward with lowest ranking is in Chiswick Riverside (007D).

In 2014, 21.4% of children under 16 years of age in Hounslow were living in poverty. This compares to 23.4% in London and 20.1% for England. This equates to 11,495 children and, although this represents a worse position when compared to the average for England, it is less than London and presents an improving trend.<sup>59</sup>

The Income Deprivation Affecting Children Index (IDACI) measures the proportion of all children aged 0 to 15 living in income-deprived families. It is a subset of the Income Deprivation Domain which measures the proportion of the population in an area experiencing deprivation relating to low income.

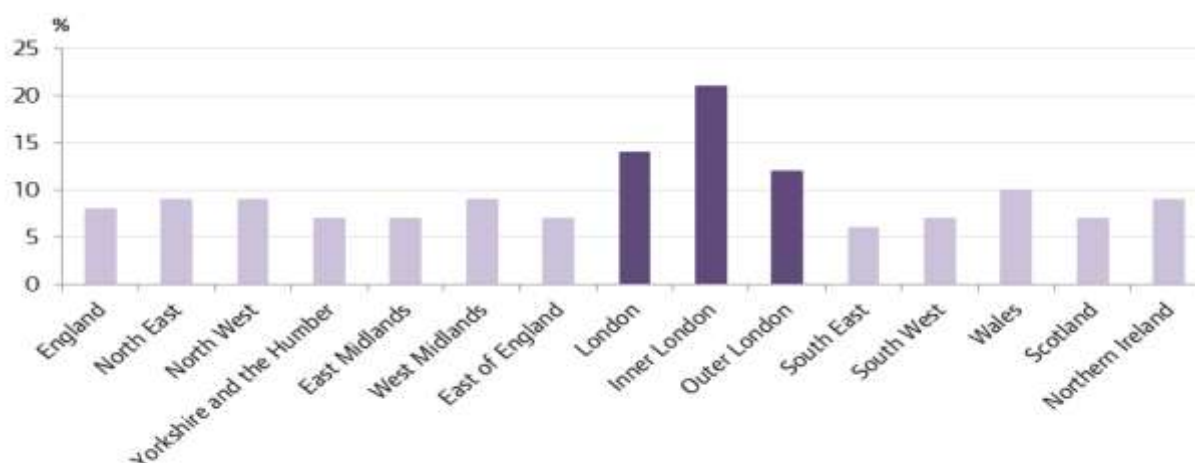
<sup>58</sup> <http://opendatacommunities.org/def/concept/folders/themes/societal-wellbeing>

<sup>59</sup> <http://fingertips.phe.org.uk/profile/child-health-overview/data#page/3/qid/1938133000/pat/6/par/E12000007/ati/102/are/E09000018/iid/10101/age/169/sex/4>

The definition of low income used includes both those people that are out of work and those that are in work but who have low earnings (and who satisfy the respective means tests). Hounslow is ranked 66 out of 326 boroughs. Seven LSOAs have IDACI rankings which place them in the 10% most deprived in England. The ward with the highest ranking is in Cranford (016B) and the ward with the lowest ranking is Chiswick Homefields (001C) located in the Heston and Cranford locality and the Chiswick locality respectively.

Around 200,000, or around one in seven, Londoners of pensionable age are living in poverty in London before housing costs are taken into account. On this basis, pensioner poverty in London is higher than for working-age adults but among the lowest rates for pensioners in any region and again two percentage points below the UK rate. While the impact of housing costs on poverty rates among pensioners is less severe than for other age groups, London is the only part of the UK where poverty rates among pensioners are higher after taking housing costs into account than before. The 'After Housing Costs' (AHC) poverty rate among pensioners has risen marginally in several regions, including London, over the last few years, but it is still much lower than it was from the 1990s through to the beginning of the recession.<sup>60</sup>

*Figure 24: Material deprivation levels among people of pensionable age by region: (three-year average) 2013-14 to 2015-16*



Source: FRS 2013/14 - 2015/16

Source: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/600465/family-resources-survey-2015-16.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/600465/family-resources-survey-2015-16.pdf)

These figures, illustrated in Figure 24, clearly show that London overall had much higher levels of material deprivation among pensioners than any other region, at 14%, and particularly among pensioners in Inner London, with double the rate for anywhere else in the UK outside London. This means that around one in five of all UK pensioners in material deprivation lives in London.

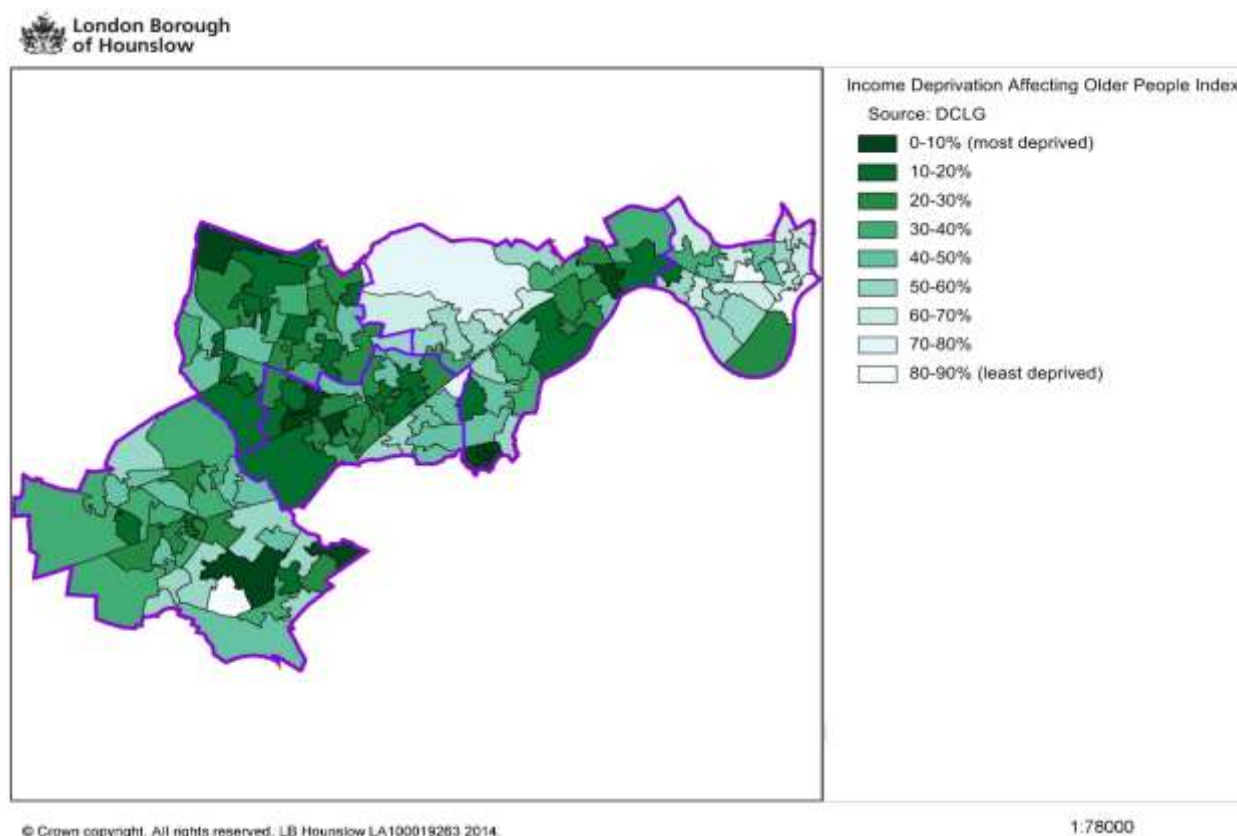
The Income Deprivation Affecting Older People Index (IDAOPI)<sup>61</sup> measures the proportion of all those aged 60 or over who experience income deprivation.

<sup>60</sup> GLA Intelligence Unit. Poverty in London: 2015/16. March 2017. <https://files.datapress.com/london/dataset/hbai-poverty/2017-01-26T18:50:00/Update%202017-06%20Poverty%20in%20London%202015-16.pdf>

<sup>61</sup> IDAOPI is a subset of the Income Deprivation Domain which measures the proportion of the population in an area experiencing deprivation relating to low income. The definition of low income used includes both those people that are out of work and those that are in work but who have low earnings (and who satisfy the respective means tests).

Hounslow is ranked 49<sup>th</sup> out of 326 boroughs. The ward with the highest ranking (higher levels of income deprivation) is in Isleworth (020E) and the ward with the lowest ranking (lower levels of income deprivation) is Chiswick Homefields (007C)<sup>62</sup> located in the Isleworth and Brentford locality and the Chiswick locality, respectively.

Figure 25: Older people in deprivation in Hounslow (2014)



#### 2.4.9 Causes of ill health

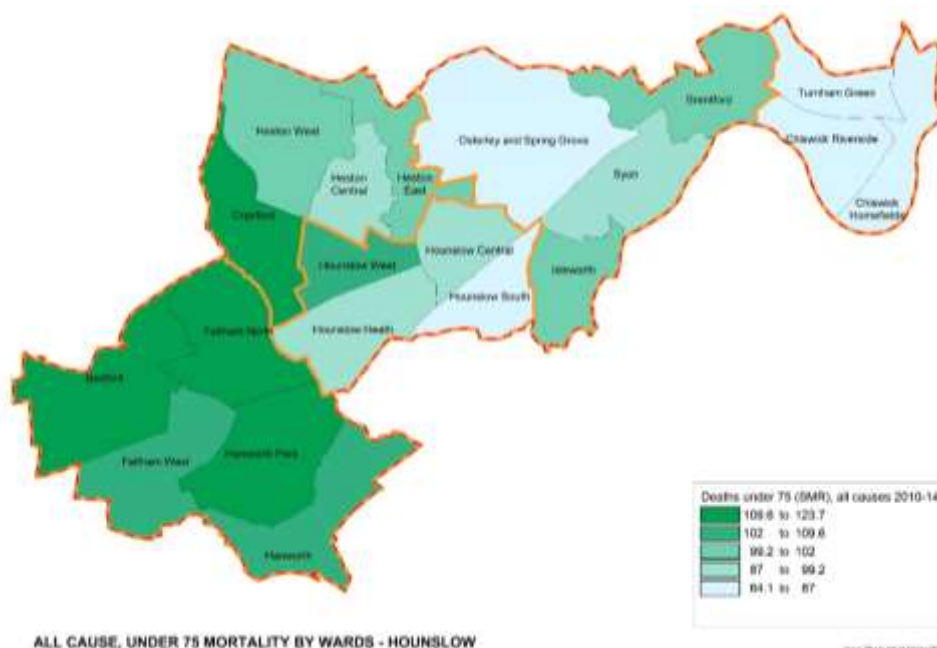
There were 1,646 premature deaths in Hounslow in the period 2013-15. This is represented as 326 deaths per 100,000 population for this time. Nationally, this ranks Hounslow at 61<sup>st</sup> out of 150 local authorities. The top five causes of premature mortality in Hounslow are cancer, heart disease and stroke, lung disease, liver disease and injury.<sup>63</sup>

<sup>62</sup> Indices of Deprivation 2015 Explorer. <http://dclgapps.communities.gov.uk/imd/idmap.html>; London Datastore: Indices of Deprivation 2015. <https://data.london.gov.uk/dataset/indices-of-deprivation-2015>

<sup>63</sup> Public Health England. Premature Mortality Rate: Hounslow. <http://healthierlives.phe.org.uk/topic/mortality/area-details#are/E09000018/par/E92000001/ati/102/pat/>

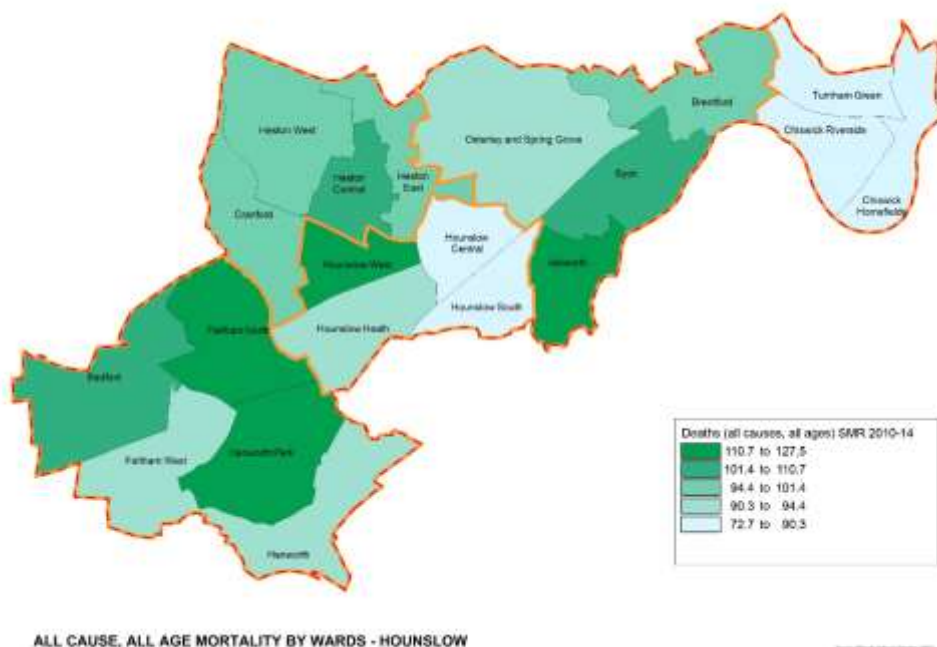


Figure 26: Under 75, all-cause mortality by ward, standardised mortality ratio, 2010-14



The age standardised rate for mortality causes considered preventable per 100,000 in Hounslow is 171.2 for 2013-15, similar to London at 170.8 and lower (better) than England (184.5).<sup>64</sup>

Figure 27: All age, all-cause mortality by ward, standardised mortality ratio, 2010-14<sup>65</sup>



<sup>64</sup> Public Health England. Public Health Outcomes Framework: Mortality rate from causes considered preventable. <http://www.phoutcomes.info/public-health-outcomes-framework#page/4/gid/1000044/pat/6/par/E12000007/ati/102/are/E09000018/iid/92488/age/1/sex/4>

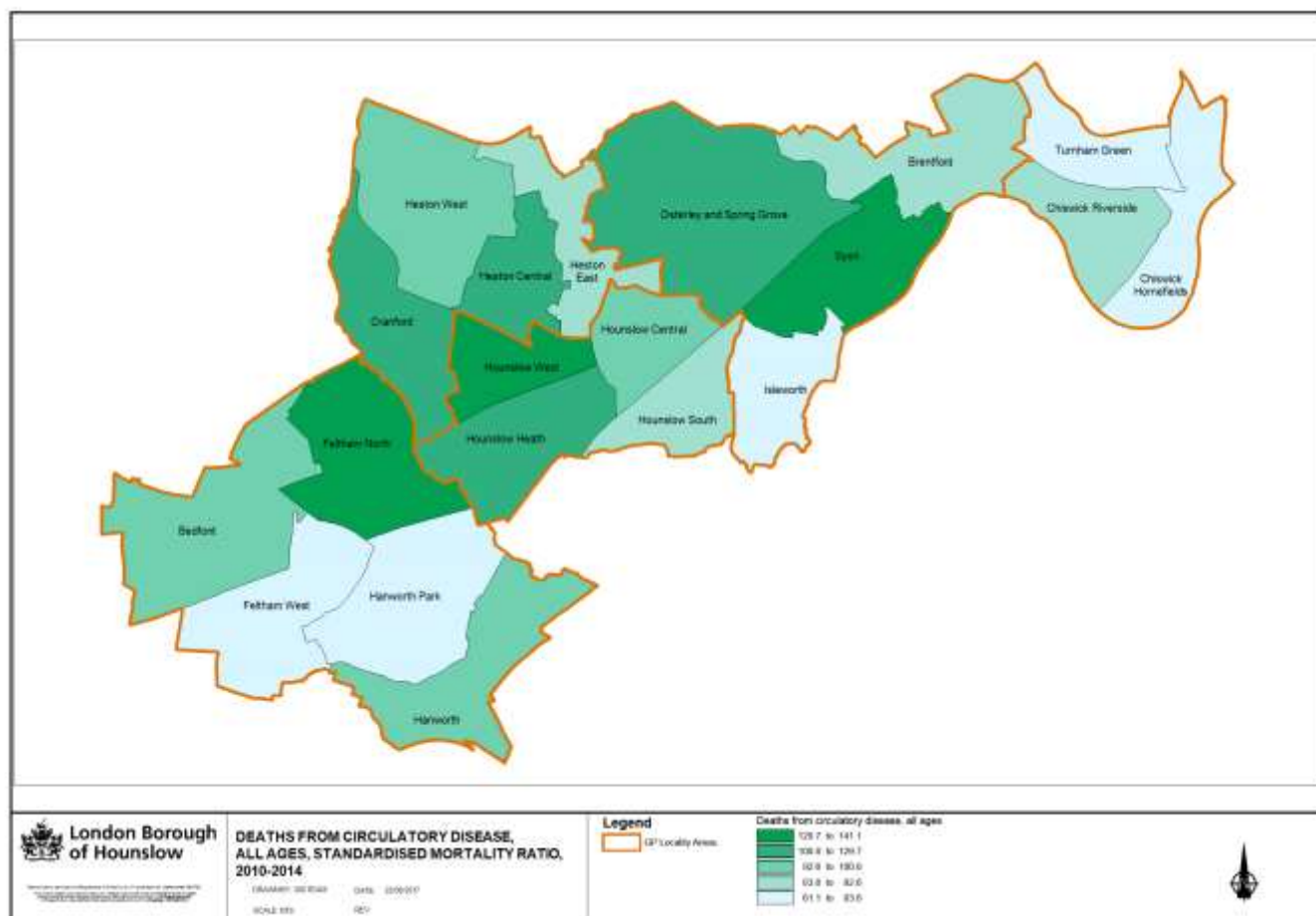
<sup>65</sup> Public Health England Local Health. [www.localhealth.org.uk](http://www.localhealth.org.uk)



When all ages and causes of death are considered together, Hounslow's Standardised Mortality Ratio (SMR) is 96.2, which is significantly better than the England average of 100. Mortality rates are greatest in Feltham North (SMR 157.5), Syon (SMR 132.8) and Hounslow West (SMR 130.5), while they are lowest in Chiswick Riverside (SMR 71.2).

#### 2.4.9.1 Cardiovascular disease

Figure 28: Circulatory mortality by ward (all ages, standardised mortality ratio, 2008-2012)



Source: Public Health England Local Health

Most wards in Hounslow have lower rates of death from cardiovascular disease than the England average. Hounslow's SMR is 97.7, which is not significantly different from the England average of 100. Three wards have a notably higher rate – Syon, Feltham North and Hounslow West.

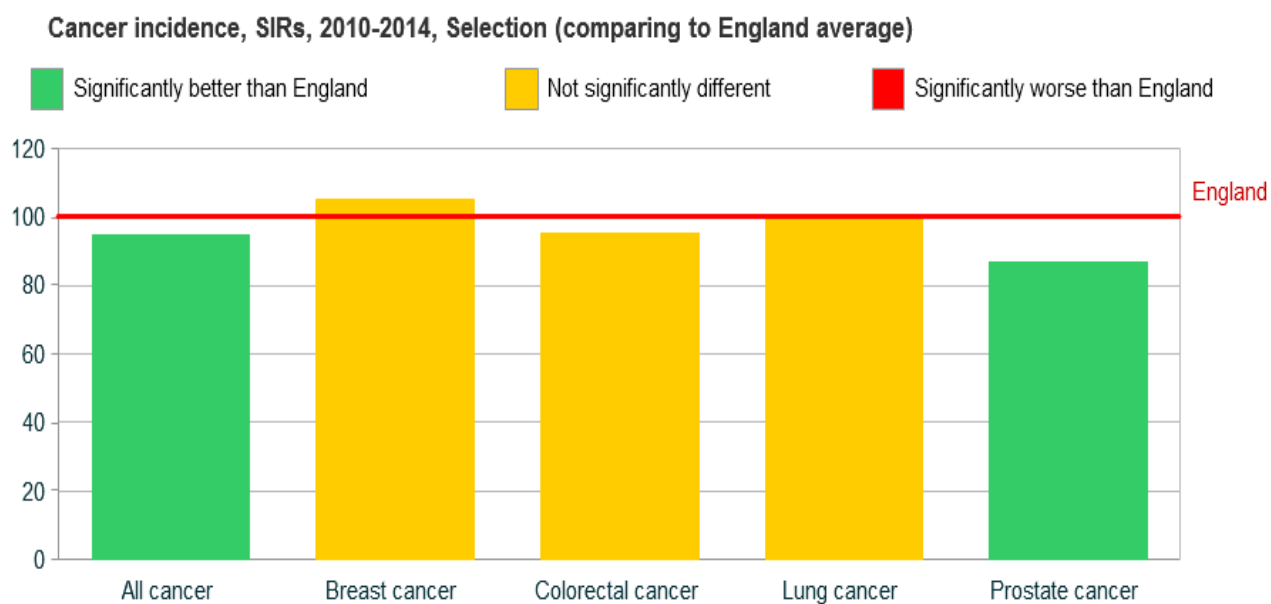
#### 2.4.9.2 Cancers

Hounslow is ranked 33<sup>rd</sup> out of 150 local authorities for premature mortality due to all cancers, with 126 deaths per 100,000 in 2013-15.<sup>66</sup>

Hounslow's SMR is 94.1, which is significantly better than the England average of 100. Several wards have a notably higher rate – Feltham North, Syon, Bedfont and Hanworth Park while Chiswick Riverside has the lowest rate at 71.4.

<sup>66</sup> Public Health England. Mortality Rate: Hounslow. <http://healthierlives.phe.org.uk/topic/mortality/area-details#are/E09000018/par/E92000001/ati/102/pat/>

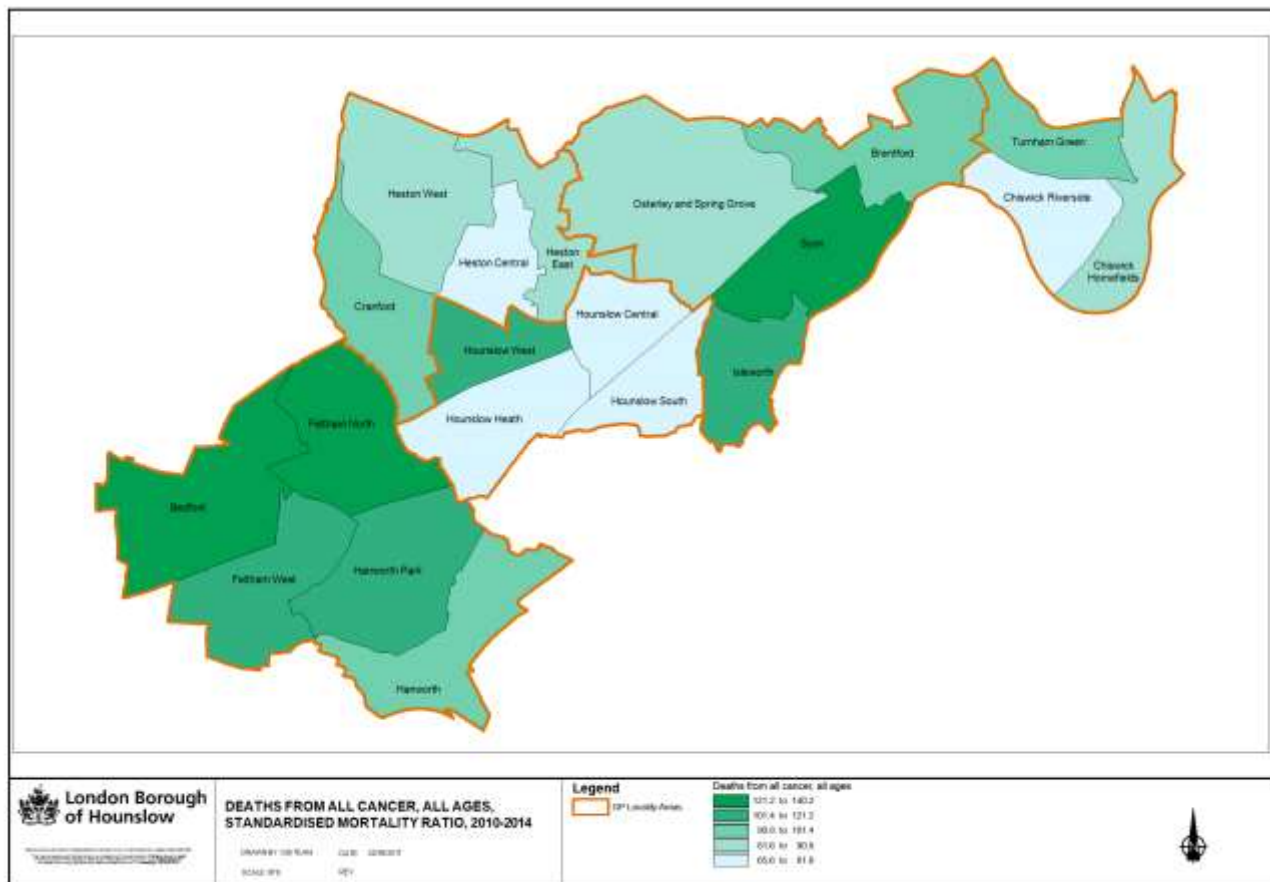
Table 17 – Cancer incidence in Hounslow



Source: ONS Cancer incidence data, combining cancer registration data from all PHE cancer registration teams

Source: QOF 2013: Patients with a diagnosis of cancer excluding non-melanotic skin cancers from 1<sup>st</sup> April 2003

Figure 29: Cancer mortality by ward (all ages, standardised mortality ratio, 2010-14)



Source: Public Health England Local Health

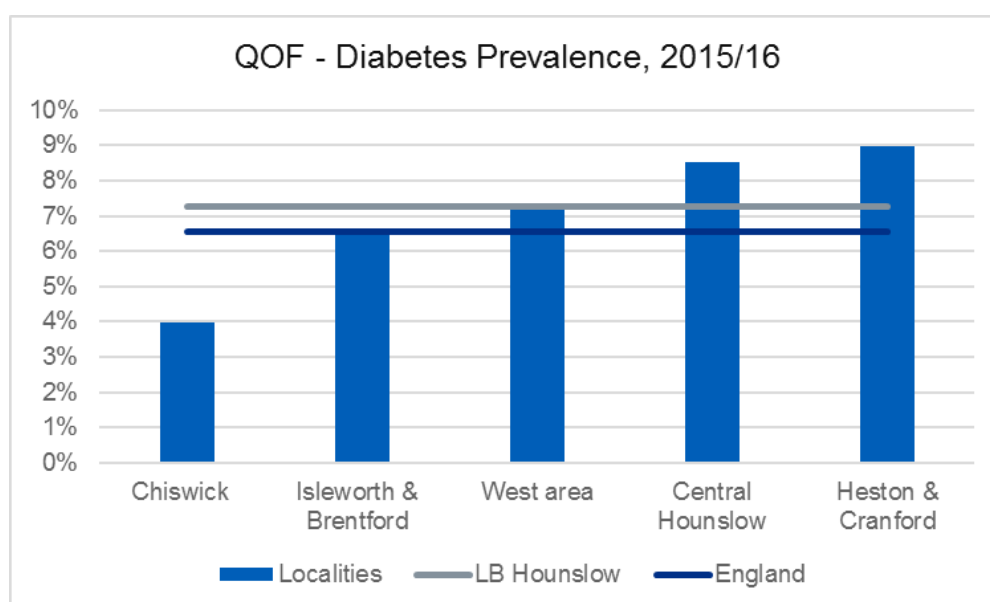
### 2.4.9.3 Diabetes

In 2017, 9.7% of the population of Hounslow aged 16 years and over were estimated to have diabetes, equating to 21,372 individuals. The estimated prevalence for England is 8.7%.<sup>67</sup>

Diabetes GP practice QOF recorded prevalence for people aged +17 years in Hounslow was 7.2% (17,368 people) in 2015/16, which is higher than the average prevalence rate for England (6.6%). If the estimates of diabetes prevalence are correct, this means that around 1 in 4 cases of diabetes are currently undiagnosed in Hounslow.

<sup>67</sup> Gov.uk. Diabetes prevalence estimates for local populations. 2 June 2015.  
<https://www.gov.uk/government/publications/diabetes-prevalence-estimates-for-local-populations>

Figure 30: Diabetes prevalence – GP-recorded data, (QOF) 2015-16



The highest rates of GP-recorded diabetes are in Heston and Cranford, and then Central Hounslow localities. The lowest rate is in Chiswick, where recorded levels are nearly half that of the highest recorded levels in the borough.

It is important to note that Figure 30 above shows the prevalence of diabetes as recorded by GPs, which is likely to be lower than the true prevalence (as not all cases have yet been diagnosed).

#### 2.4.9.4 Respiratory disease

Asthma and Chronic Obstructive Pulmonary Disorder (COPD) are two of the main respiratory disease conditions affecting the population in Hounslow. Tuberculosis (TB) is another important respiratory condition affecting fewer people than asthma and COPD in the borough, but at levels significantly higher than England as a whole.<sup>68</sup>

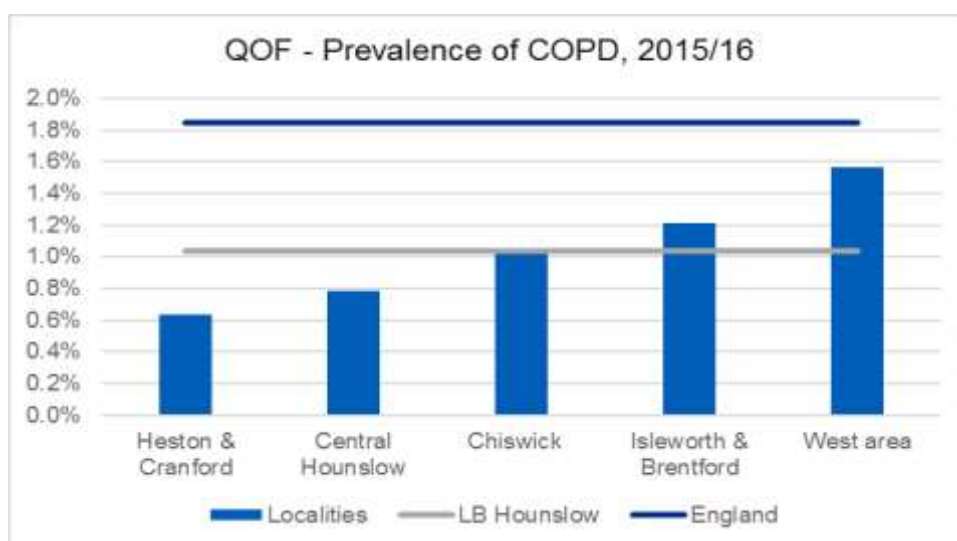
**COPD:** 3,176 people were registered by GPs as having COPD in Hounslow in 2015-16 (1.05% of the registered GP population, lower than the England level of 1.85%). The GP data shows the highest levels of COPD are found in the West Area locality (1.6%).

The lowest levels are found in Heston and Cranford locality (0.6%), nearly two thirds lower. COPD is closely linked to smoking (although there is a time delay between onset of COPD and initiation of smoking). National estimates suggest that many cases of COPD remain undiagnosed, so the true level of COPD in Hounslow may be higher than that currently recorded.<sup>69</sup>

<sup>68</sup> Public Health Outcomes Framework 2017. Incidence 2013-2015. [Accessed June 2017].

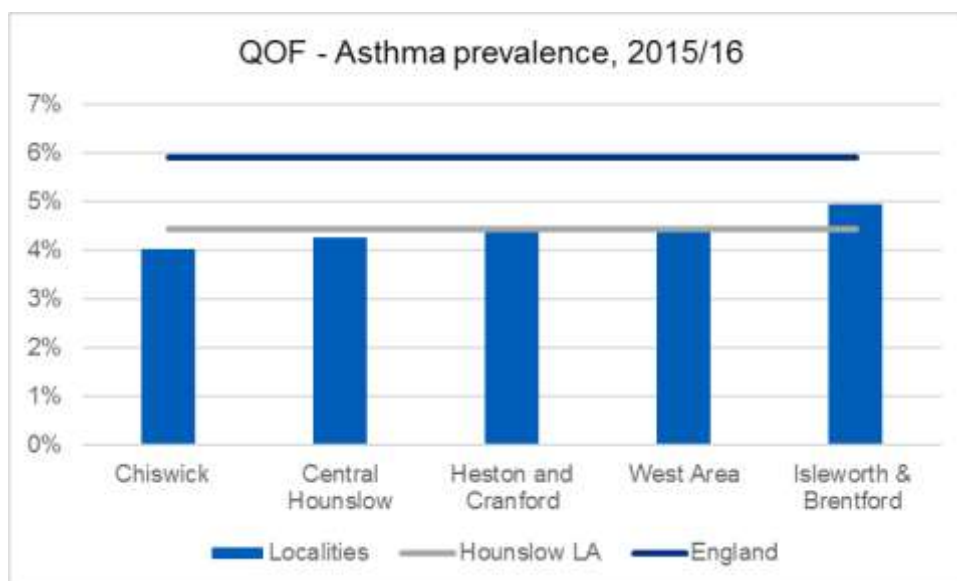
<sup>69</sup> NICE. Chronic obstructive pulmonary disease in over-16s: diagnosis and management. June 2010. <https://www.nice.org.uk/guidance/cg101/chapter/Introduction>

Figure 31: COPD, GP-recorded data. (QoF 2015-16, by locality)



**Asthma:** 13,426 people in Hounslow were registered by their GP as having asthma in 2015-16 (4.4% of the GP-registered population, lower than the England level of 5.9%). The highest levels of asthma are found in Isleworth and Brentford (4.9%) and the lowest in Chiswick (4.0%).

Figure 32: Asthma prevalence, GP recording, 2015-16, (QoF)

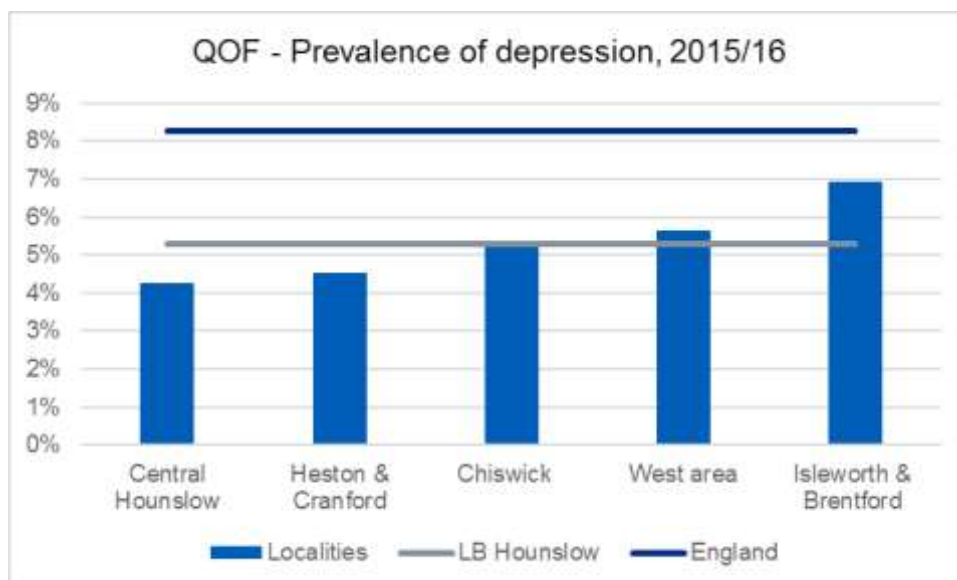


**Tuberculosis:** TB incidence (3-year average) in Hounslow was 53.7 cases per 100,000 for the period 2013-2015. This was a much higher incidence than London as a whole (30.6 cases per 100,000) and England as a whole (12 cases per 100,000) over the same time period. On average, there were around 140 cases per year over this period. Data is not available at the locality level.

### 2.4.9.5 Mental health

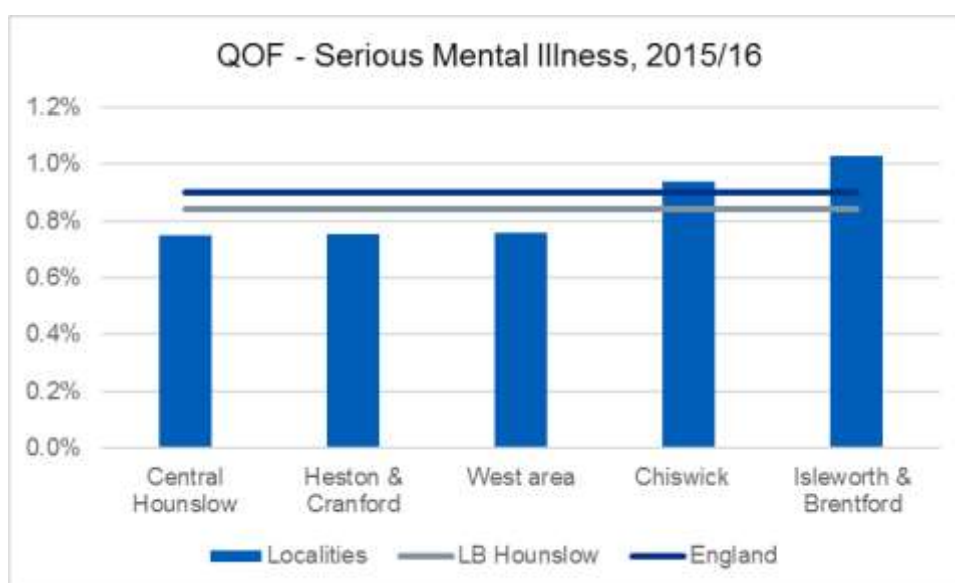
**Depression:** 12,547 people in Hounslow were registered by their GP as having depression in 2015-16. This equates to 5.28% of the adult Hounslow population, a rate lower than the England rate of 8.26%. The highest levels for depression are recorded in the Isleworth and Brentford locality (6.9%) and the lowest in Central Hounslow (4.3%).<sup>70</sup>

Figure 33: Depression prevalence by locality, GP-recorded 2015-16 (QoF)



**Serious Mental Illness:** 2,534 people in Hounslow were recorded by their GP as having 'Severe Mental Illness' (people with schizophrenia, bipolar disorder and other psychoses) in 2015-16. This represented 0.84% of patients, a level slightly lower but similar to the England average of 0.9%. The highest rates were found in Isleworth and Brentford (1.0%) and lowest in Central Hounslow (0.7%).

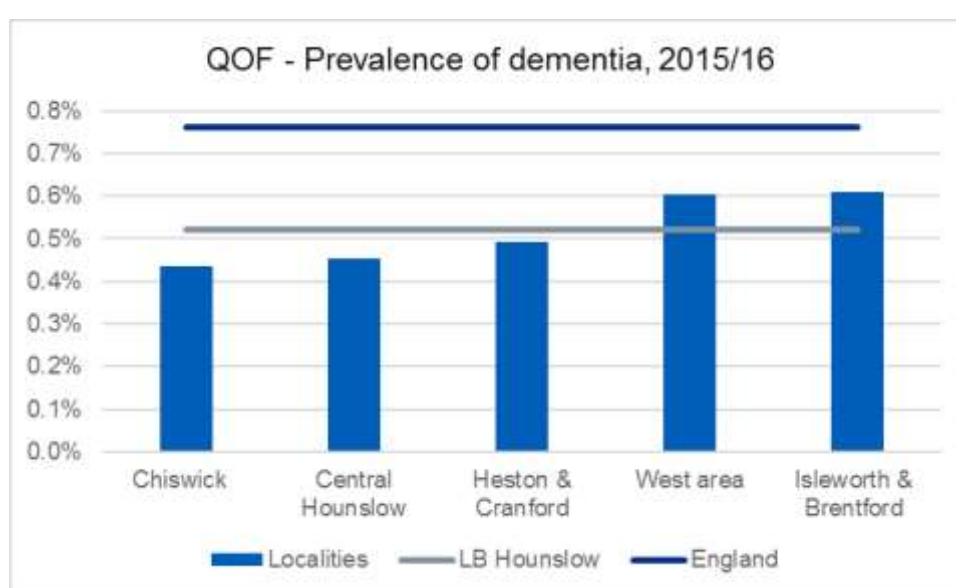
Figure 34: Serious mental illness, GP registers, 2015-16



<sup>70</sup> QoF data, 2015-16

**Dementia:** 1,580 people aged over 18 years were recorded on GP registers as having dementia in Hounslow in 2015-16. Overall, 0.52% of the Hounslow population were recorded as having dementia, significantly lower than the England average of 0.76% in 2015/16. The highest levels of recorded dementia were in the Isleworth and Brentford locality (0.6%) and the lowest in Chiswick (0.4%). Prevalence of dementia in people aged 65 years plus for the borough as a whole is 4.23%, similar to the England average of 4.31%<sup>71</sup>. Emergency admissions for people with dementia<sup>72</sup> are significantly higher in Hounslow than in England as a whole (a rate of 4,970 per 100,000 people aged 65+ years compared with 3,387 for England as a whole).

*Figure 35 - Dementia prevalence, people aged 18 years plus, recorded by GP, 2015-16 (QoF register)*



#### 2.4.9.6 Obesity

Child obesity in Hounslow is significantly higher than for England as a whole at age 10/11 years. Data on local and national child weight is collected through the National Child Measurement Programme (NCMP). Children in Reception (aged 4-5 years) and in Year 6 (aged 10-11 years) are measured for height and weight each year.

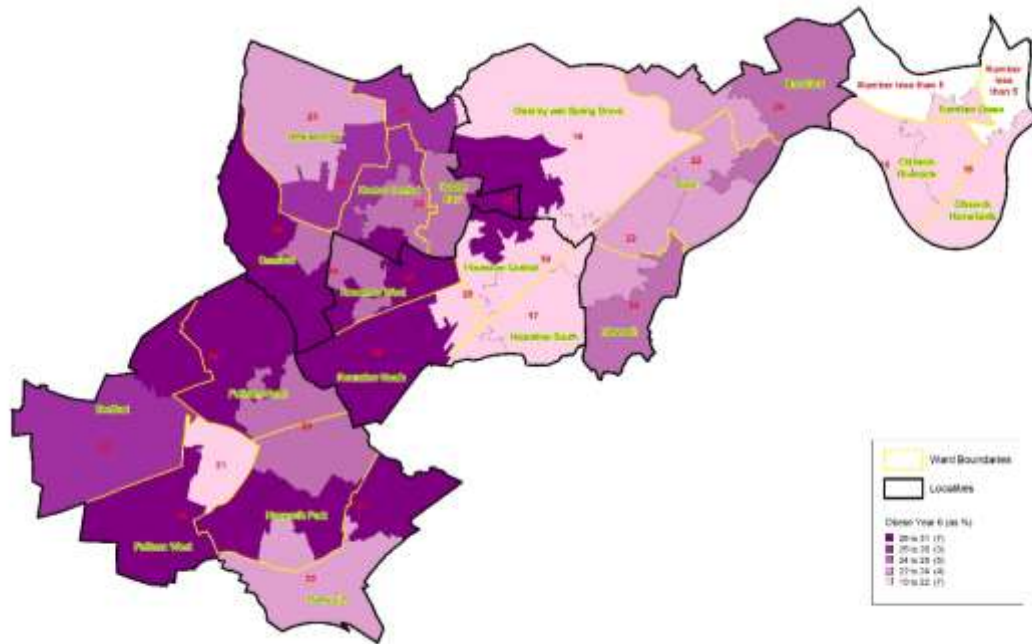
At age 4-5 years (Reception), 10.3% of children were classified as obese in Hounslow in 2015-16. This was not significantly different from England as a whole, but an increase on the previous year of 9.9%. Twelve of the wards in Hounslow are above the England average with the highest percentages in Hanworth Park at 13.7% and the lowest in Chiswick Homefields at 7.3%. The locality with highest levels of child obesity at age 4-5 years is West Area (Feltham).

<sup>71</sup> PHOF. Dementia Profile. 2015/16 data. Accessed June 2017.

<sup>72</sup> Age standardised rate of emergency inpatient hospital admissions of people (aged 65+) with a mention of dementia per 100,000 population



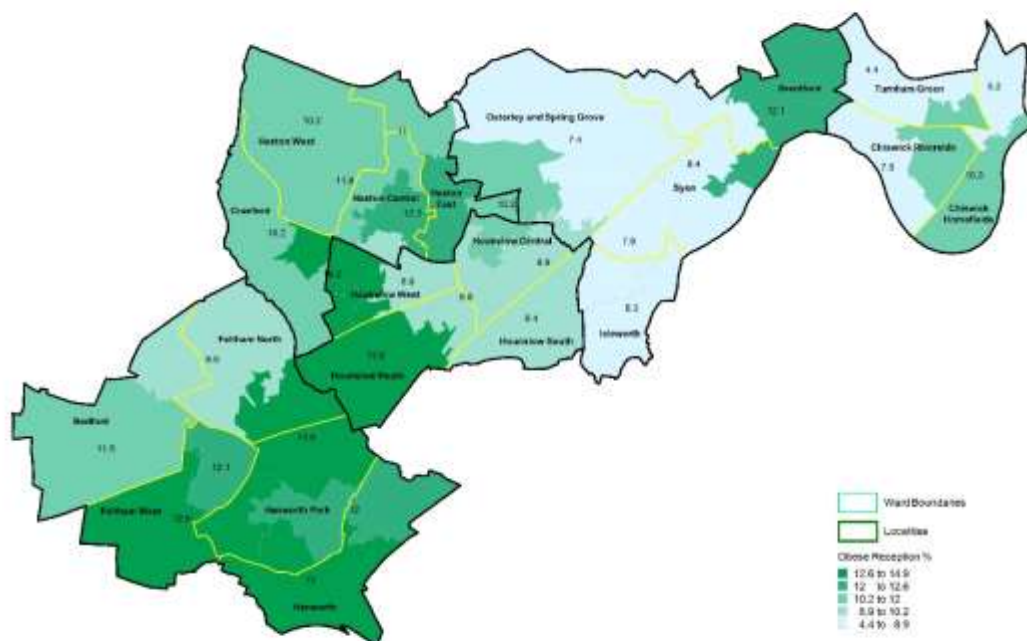
*Figure 36: % of measured children in Year 6 classified as obese, 2012-13 to 2014-15*



Source: National Child Measurement Programme, Health and Social Care Information Centre

24.3% of children in Year 6 in Hounslow were classified as obese in 2015-16. This was significantly worse than for England as a whole (19.8%). Fifteen of the wards in Hounslow were above the England average, with the highest percentages in Hanworth at 28.4%, Bedfont at 26.7% and Feltham North at 26.6%; the lowest was in Chiswick Riverside at 12.4%. The locality with the highest level of child obesity at age 10-11 years was West Area (Feltham).

Figure 37: % of measured children in Reception Year classified as obese, 2012-13 to 2014-15



Source: National Child Measurement Programme, Health and Social Care Information Centre

## Adult obesity

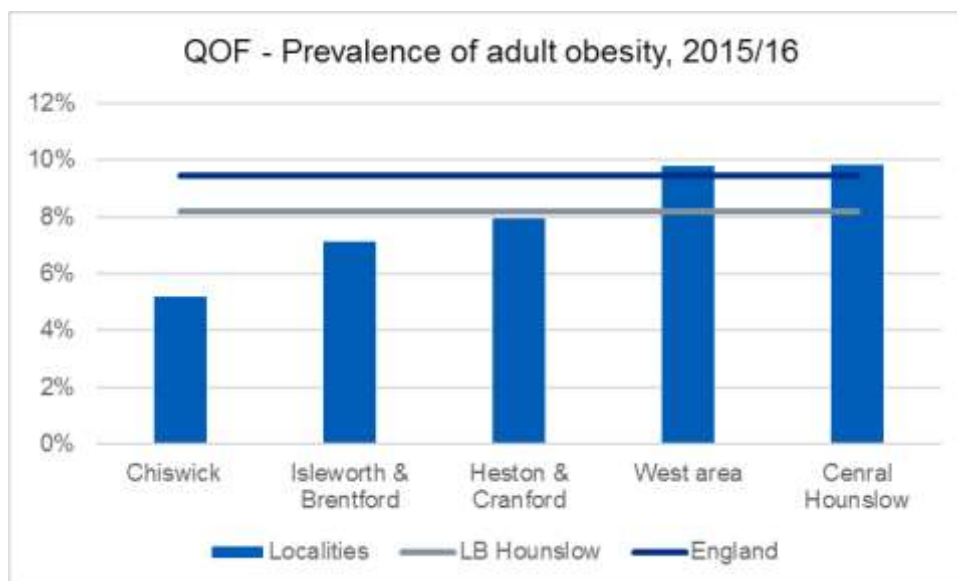
62.7% of adults in Hounslow are overweight (according to data for 2013-15<sup>73</sup>). This high level is not significantly different from England as a whole for the same period (64.8%). Ten wards are above the England average, with the highest percentages in Feltham West (29.6%) and Hanworth (28.2%), while the lowest percentages are in Turnham Green (13.6%) and Chiswick Homefields (13.7%). The locality with highest levels of adult obesity is West Area (Feltham).

Data on adults with a Body Mass Index (BMI<sup>74</sup>) is collected by GPs. Data for people aged 16+ years with a BMI of greater than 30 is shown in Figure 38.

<sup>73</sup> Public Health England. Public Health Outcomes Framework: Excess weight in Adults – Hounslow.  
[http://www.phoutcomes.info/public-health-outcomes-  
framework#page/4/qid/1000042/pat/6/par/E12000007/ati/102/are/E09000018/iid/90640/age/164/sex/4](http://www.phoutcomes.info/public-health-outcomes-framework#page/4/qid/1000042/pat/6/par/E12000007/ati/102/are/E09000018/iid/90640/age/164/sex/4)

<sup>74</sup> Body Mass Index or BMI is calculated by: weight in kilograms divided by height in metres squared.

Figure 38: Prevalence of adult obesity in Hounslow localities, 2015-16

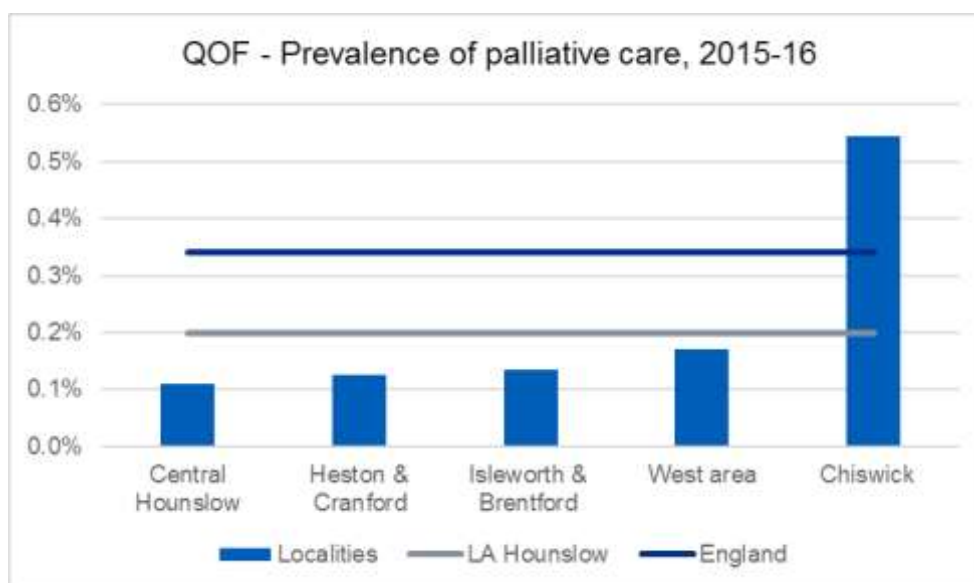


According to GP data on patients with a BMI of over 30 recorded in 2015-16, the highest levels of obesity were found in the West Area and Central Hounslow localities (9.8%). The lowest levels were recorded in Chiswick locality (5.2%). In 2015-16 GPs had 19,441 patients on their registers with a BMI of over 30. The overall prevalence of adult (age 16+ years) obesity recorded by GPs was 8.18% of the registered population, similar to that of the England rate of 9.45%.

#### 2.4.9.7 Palliative care

In 2015-16, 539 patients were registered by GPs as receiving palliative care. The highest levels were in Chiswick locality (0.54%) and the lowest levels in Central Hounslow locality (0.11%). Overall, 0.20% of registered patients in Hounslow were receiving palliative care in 2015-16 compared to an England level of 0.34%.

Figure 39: Palliative care by locality, QoF data, 2015-16



### 2.4.9.8 Influenza vaccination

Morbidity and mortality attributed to flu is a key factor in NHS winter pressures and a major cause of harm to individuals in the population, especially vulnerable people. The annual flu immunisation programme helps to reduce GP consultations, unplanned hospital admissions and pressure on A&E and is, therefore, a critical element of the system-wide approach for delivering robust and resilient health and care services during winter. Last winter, more people than ever received a vaccination against flu as part of the national flu immunisation programme which contributed significantly to reducing illness and deaths caused by the influenza virus. However, locally, Hounslow has lower levels of coverage than either London as a whole and England as a whole. Data is not available for the PNA at the locality level.

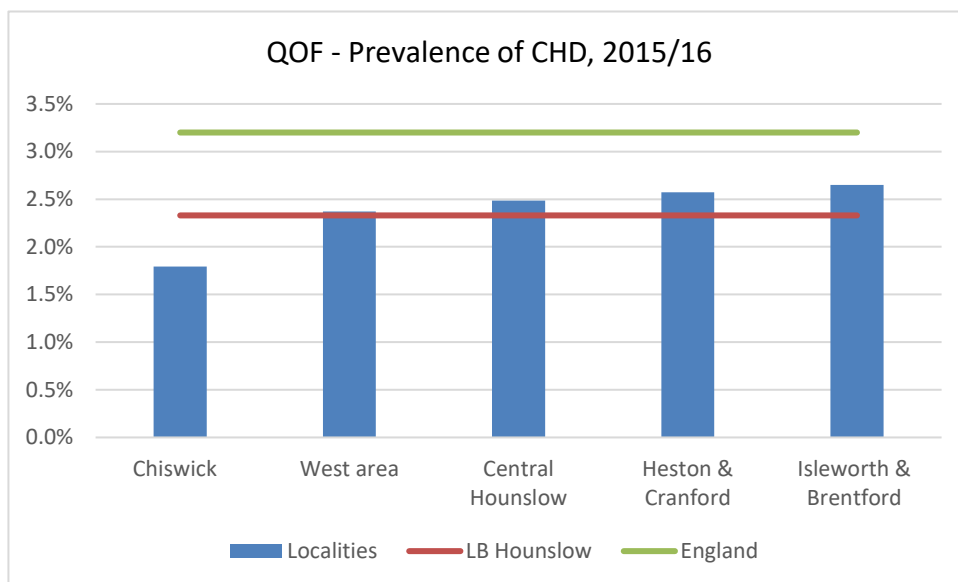
*Table 18 - Seasonal influenza vaccine uptake amongst GP patients in Hounslow, London and England (September 2016 to January 2017 inclusive)*

	Hounslow	London	England
GP Practices responding to the main survey	100% (n = 49)	98%	98%
Patients aged 65+ years vaccinated	63% (n = 19,700)	65%	71%
Patients aged 6 months to <65 years at-risk vaccinated	45% (n = 12,800)	47%	49%
Pregnant women <b>not</b> in a clinical risk group	28% (n = 1,450)	38%	43%
Pregnant women in a clinical risk group	44% (n = 150)	54%	59%
Patients aged 2 years <b>not</b> in a clinical risk group	29% (n = 1,140)	30%	39%
Patients aged 2 years in a clinical risk group	41% (n < 30)	44%	52%
Patients aged 3 years <b>not</b> in a clinical risk group	30% (n = 1,230)	32%	41%
Patients aged 3 years in a clinical risk group	39% (n = 50)	49%	56%
Patients aged 4 years <b>not</b> in a clinical risk group	23% (n = 900)	24%	32%
Patients aged 4 years in a clinical risk group	43% (n = 70)	44%	50%
Patients aged 2 to 4 years <b>not</b> in a clinical risk group	27% (n = 3,270)	29%	37%
Patients aged 2 to 4 years in a clinical risk group	41% (n = 150)	45%	53%

#### 2.4.9.9 Coronary heart disease

5,950 people in Hounslow were recorded by GPs as having Coronary Heart Disease (CHD) in 2015-16. The highest levels of recorded CHD were in Heston and Cranford and Isleworth and Brentford localities. The lowest level was recorded in Chiswick locality. The overall Hounslow CHD prevalence (as recorded by GPs) was 2.3%, lower than the overall England level of 3.2% in 2015-16.

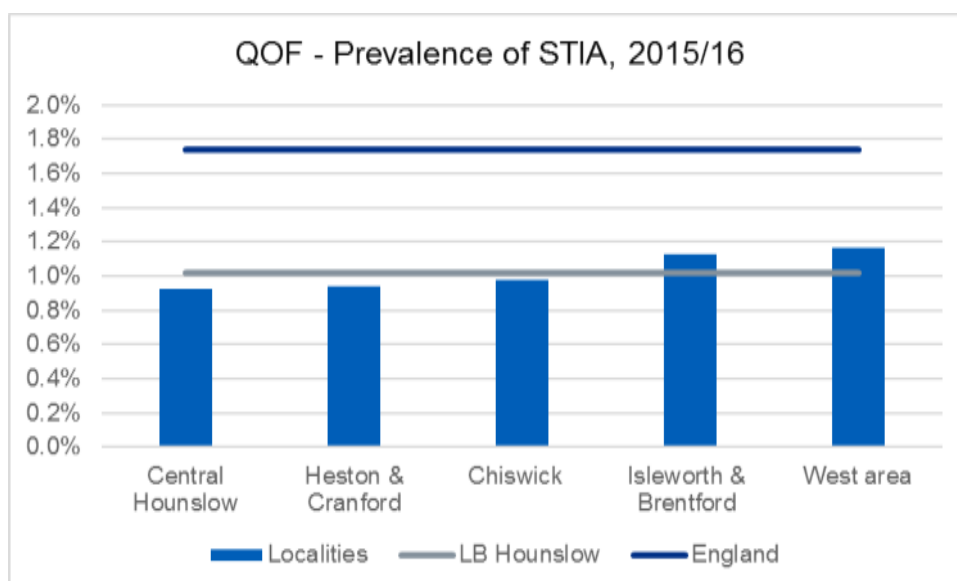
Figure 40: Prevalence of coronary heart disease in Hounslow localities, 2015-16



#### 2.4.9.10 Strokes and Transient Ischaemic Attacks

The prevalence of strokes and Transient Ischaemic Attacks (TIAs), also known as 'mini-strokes', is relatively consistent across the borough and below the national average. In 2015-16 QOF data for all age prevalence for Hounslow was 1% compared to England (1.3%). The highest levels were found in the West Area locality (1.2%) and the lowest in Central Hounslow and Heston and Cranford localities (0.9%).

Figure 41: Prevalence of stroke and TIAs in Hounslow localities, 2015-16



### 2.4.9.11 Hypertension

The prevalence of Hounslow GP-recorded hypertension (QOF, all ages) in 2015-16, was 11.4%, less than the overall level for England (13.8%). 34,782 people in Hounslow were recorded as having hypertension in 2015-16. The highest levels were found in the West Area (12.1% of the population) and the lowest in Chiswick (9.1%).

Figure 42: Prevalence of GP recorded hypertension 2015-2016 by locality (QoF data)

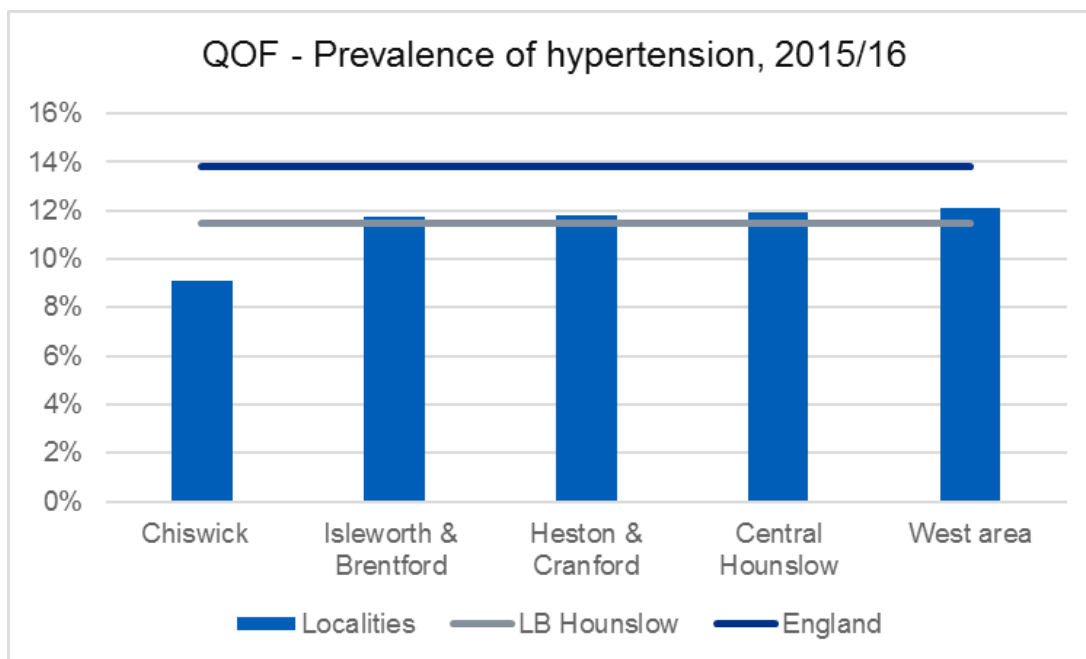




Table 19 - Prevalence of GP recorded conditions by locality, QoF data 2015-16

		Locality						
Condition	Measure	Chiswick	Central Hounslow	Heston & Cranford	Isleworth & Brentford	West area	LB of Hounslow	England
<b>Diabetes (17+)</b>	% of population	4.0%	8.5%	9.0%	6.6%	7.4%	7.3%	6.6%
	Number	1,535	4,896	4,145	2,991	3,801	17,519	-
<b>Depression (18+)</b>	% of population	5.4%	4.3%	4.5%	6.9%	5.6%	5.3%	8.3%
	Number	2,064	2,419	2,065	3,131	2,868	12,564	-
<b>CHD</b>	% of population	1.8%	2.5%	2.6%	2.6%	2.4%	2.3%	3.2%
	Number	854	1,805	1,502	203	1,586	7,104	-
<b>Stroke or TIA</b>	% of population	1.0%	0.9%	0.9%	1.1%	1.2%	1.0%	1.7%
	Number	542	673	551	565	778	3,120.00	-
<b>Hypertension</b>	% of population	9.1%	11.9%	11.8%	11.7%	12.1%	11.5%	13.8%
	Number	4,320.00	8,673.00	6,906.00	6,789.00	8,094.00	34,967.00	-
<b>Asthma</b>	% of population	4.0%	4.3%	4.4%	4.9%	4.5%	4.4%	5.9%
	Number	1,914.00	3,098.00	2,573.00	2,861.00	2,980.00	13,426.00	-
<b>COPD</b>	% of Population	1.0%	0.8%	0.6%	1.2%	1.6%	1.0%	1.9%
	Number	489.00	570.00	369.00	701.00	1,047.00	3,178.00	-

		Locality						
Condition	Measure	Chiswick	Central Hounslow	Heston & Cranford	Isleworth & Brentford	West area	LB of Hounslow	England
<b>Cancer</b>	% of population	2.2%	1.2%	1.1%	1.7%	1.6%	1.5%	2.4%
	Number	1,063.00	881.00	651.00	998.00	1,100.00	4,699.00	-
<b>Obesity</b>	% of population	5.2%	9.8%	7.9%	7.1%	9.8%	8.2%	9.5%
	Number	3,209.00	5,579.00	4,973.00	1,988.00	3,612.00	19,441.00	-
<b>Palliative Care</b>	% of population	0.5%	0.1%	0.1%	0.1%	0.1%	0.2%	0.3%
	Number	259.00	80.00	7.00	78.00	115.00	607.00	-
<b>Serious Mental Illness</b>	% of population	0.9%	0.7%	0.8%	1.0%	0.8%	0.8%	0.9%
	Number	447.00	544.00	440.00	595.00	508.00	2,546.00	-
<b>Dementia</b>	% of population	0.4%	0.5%	0.5%	0.6%	0.6%	0.5%	0.8%
	Number	207.00	330.00	287.00	352.00	404.00	1,582.00	-

### 2.4.9.12 Accidents and injuries

#### *Injuries in children and young people*

In 2015-16, there were 21,490 A&E attendances by children aged four years and under.<sup>75</sup> This gives a rate which is higher than the England average. The hospital admission rate for injury in children is lower but similar to the England average, and the admission rate for injury in young people is similar to the England average.

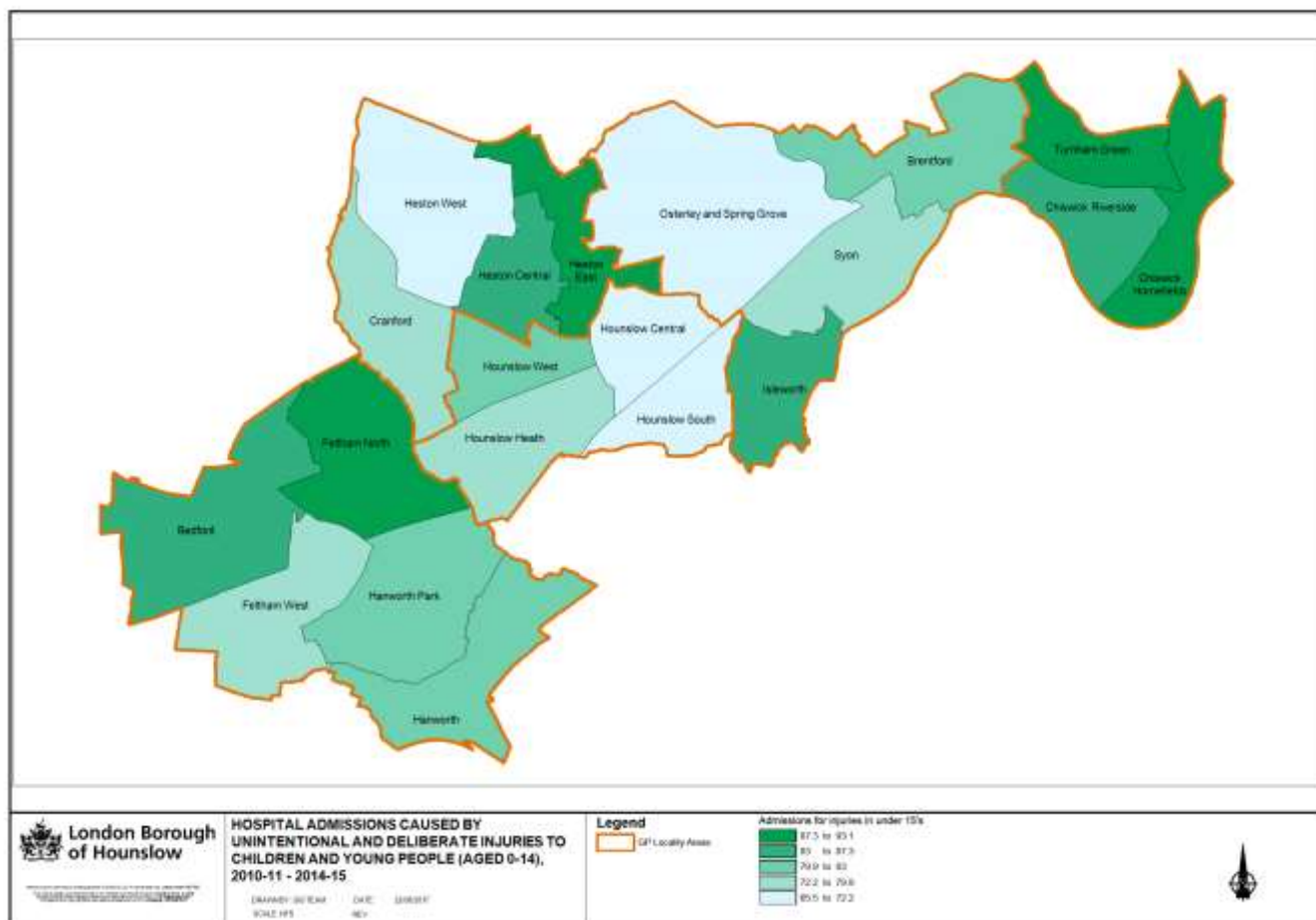
*Table 20 - Rates of hospital admissions for accidents and injuries in children and young people (data for 2015-16)*

	<b>Number (Hounslow)</b>	<b>Rate per 10,000 (Hounslow)</b>	<b>Rate per 10,000 (England)</b>
Hospital admissions caused by unintentional and deliberate injuries in children (aged 0-4)	252	117	129.6
Hospital admissions caused by unintentional and deliberate injuries in children (aged 0-14 years)	522	96.7	104.2
Hospital admissions caused by unintentional and deliberate injuries in young people (aged 15-24 years)	418	134.7	134.1

Source: Public Health England Unintentional Injury Profiles, accessed June 2017

<sup>75</sup> Public Health England. Child Health Profile. March 2017.

Figure 43: Hospital admissions of children and young people for injury (crude rate per 10,000 aged 0-14), 2010-15



Source: Public Health England Local Health

### Falls in older people

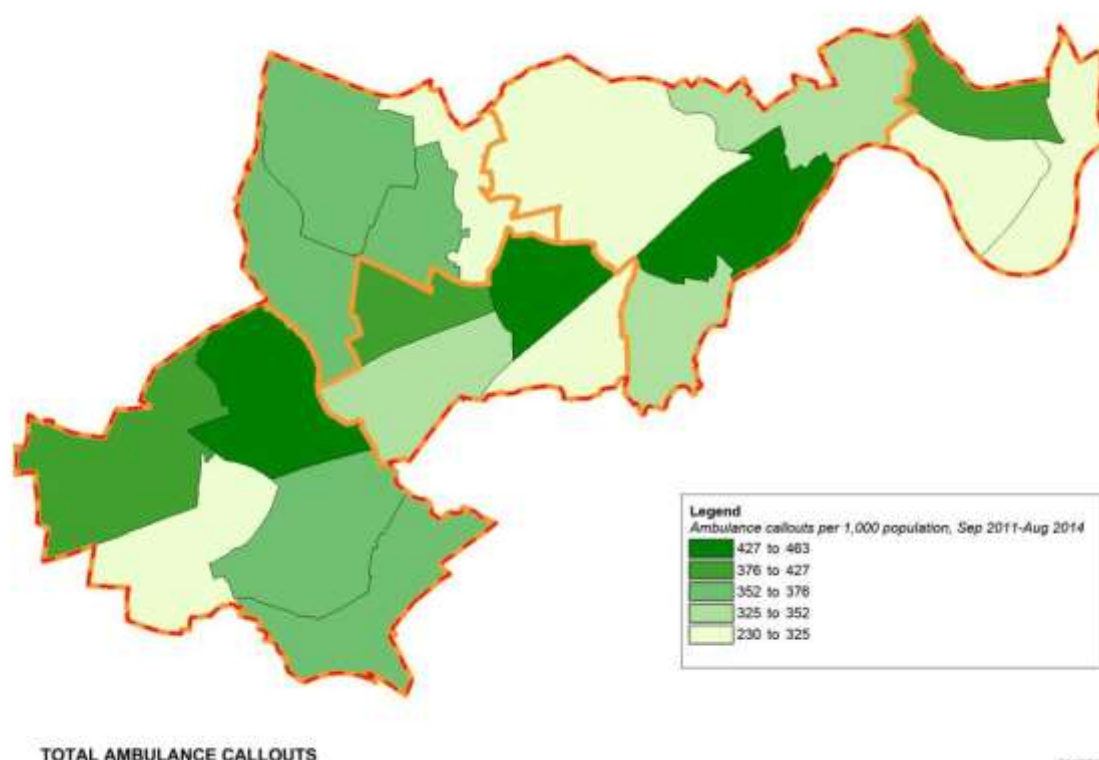
For the over-65 population, the emergency hospital admission rates due to falls in Hounslow are higher than the England average for nearly all age and sex categories. The number of hospital admissions for falls for people aged 65 years and over in 2015-2016 was 848.<sup>76</sup>

<sup>76</sup> Public Health England. Public Health Outcomes Framework. [Accessed June 2017].

### Ambulance callouts

The map shows the darker areas where the highest rates of ambulance callouts occur. In 2013, ambulance callout rates were higher than the London average in Hounslow Central, Hounslow West, Hanworth Park, Turnham Green, Syon and Feltham North wards.

*Figure 44: Ambulance callout rates per 1,000 population by ward, September 2011 - August 2014*



Source: London Ambulance Service – data Sept 2011 to Aug 2014

### 2.4.9.13 Lifestyle issues

#### Drug and alcohol misuse

Hounslow is an area significantly impacted by alcohol harm spanning both health and crime and disorder. Hounslow performs significantly worse than the national average, and worse than the London average, in terms of alcohol-related crimes and alcohol-related violent crimes.

Substance misuse is a complex issue which not only has impacts on the small number of individuals who are dependent on drugs and alcohol, but also the people around them and society as a whole. The positive effects of successful drug and alcohol treatment reach as far as lower rates of crime and improved public health.<sup>77</sup>

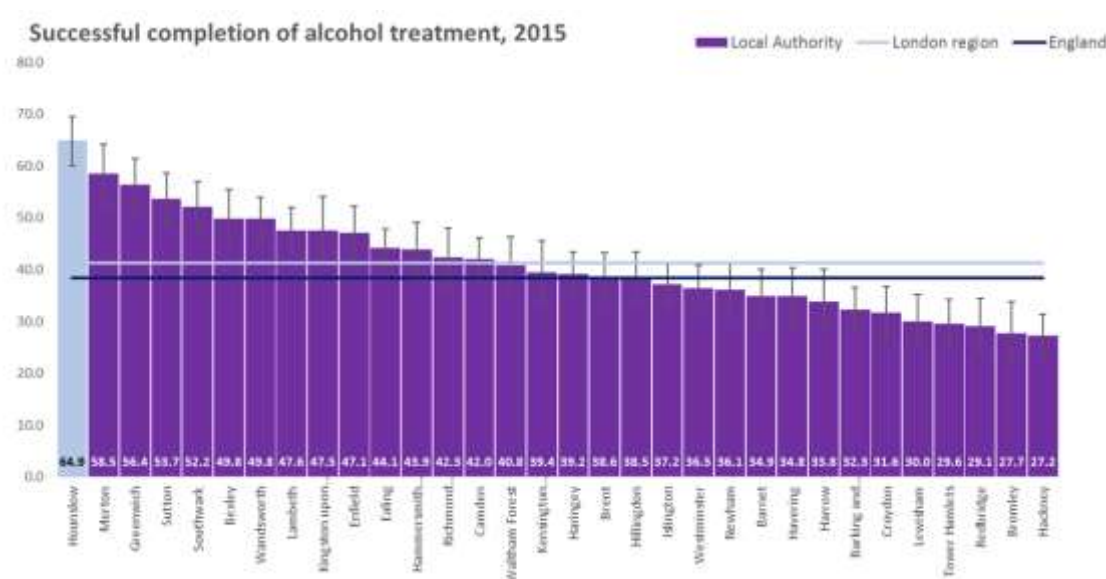
From the estimated drinking population in Hounslow, 68.9% are lower-risk drinkers, 15.0% increasing-risk drinkers and 16.1% higher-risk drinkers.

<sup>77</sup> Public Health England. Facts and figures: The benefits of drug treatment. 2013. <http://www.nta.nhs.uk/about-benefits.aspx>

Hounslow has transformed its recovery outcomes for adult residents affected by alcohol and drugs in the last two years (2014-16), from being one of the lowest-performing boroughs in the country, to one of the best. Service users have shown that the Hounslow-commissioned treatment services improve family relationships, cut crime, help people into employment, and save lives.<sup>78</sup> The Hounslow rate of successful treatment completion for alcohol in 2015 was the highest in London and significantly higher than England.

Young people's substance misuse services in Hounslow have not, however, been well-accessed over the past few years. This is currently being addressed through new management, a new service model and an action plan. Public Health are working with the service to ensure referrals increase and that prevention work within schools is also prioritised.<sup>79</sup>

*Table 21 - Hounslow's performance and services compare with other areas*



Source: Hounslow Substance Misuse JSNA factsheet 2016-17

Age-standardised male mortality rates related to drug misuse are lower in Hounslow than in London and England. Female mortality rate related to drug misuse is not significantly different to London and England. Hounslow has a higher successful completion of drug treatment than London and England.<sup>80</sup>

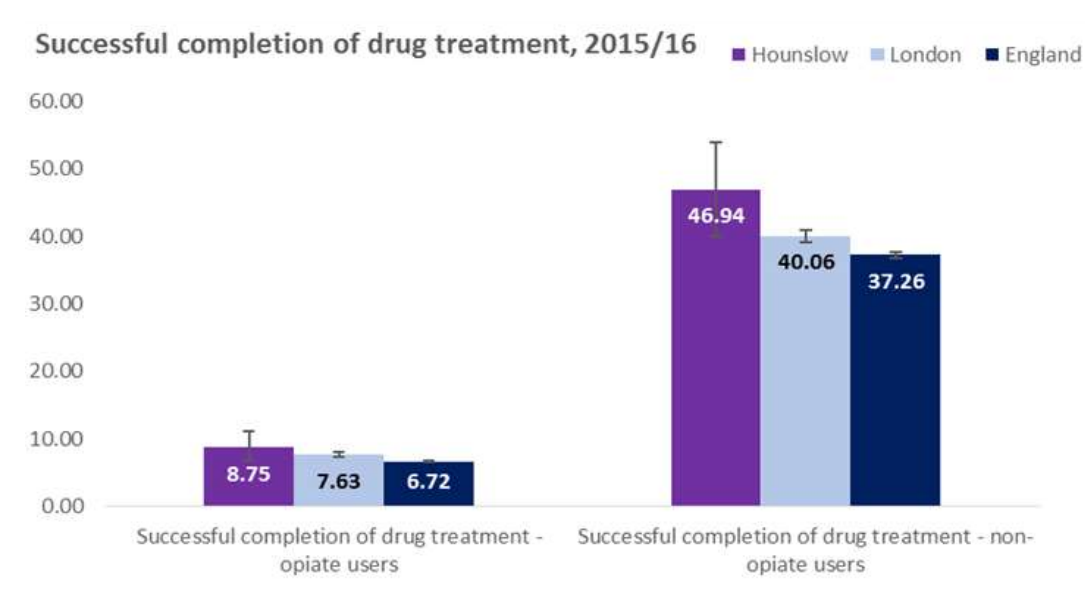
<sup>78</sup> Hounslow Substance Misuse JSNA factsheet 2016-17

<sup>79</sup> Hounslow Substance Misuse JSNA factsheet 2016-17

<sup>80</sup> Hounslow Substance Misuse JSNA factsheet 2016-17

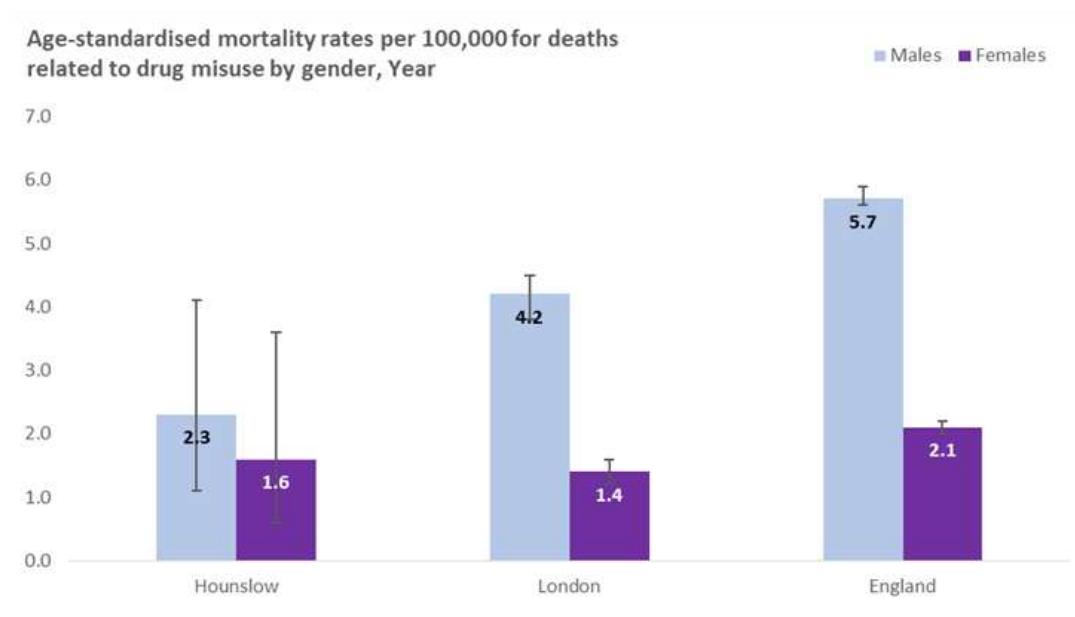


Figure 45: Successful completion of drug treatment 2015-16



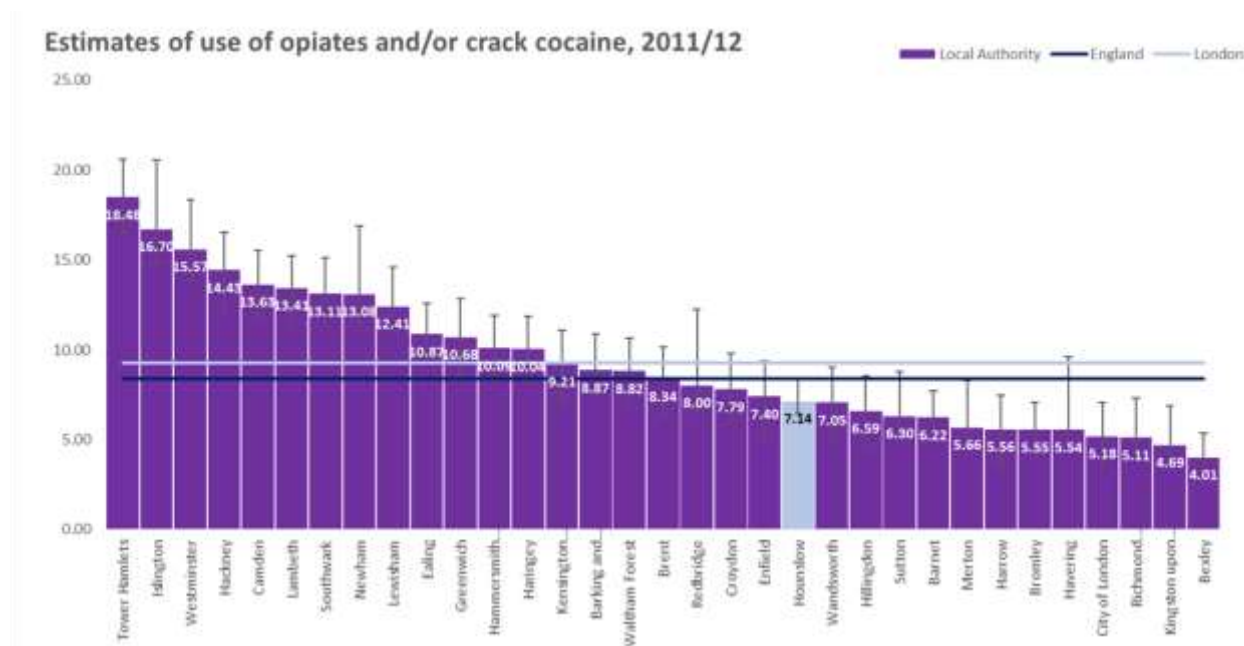
Source: Hounslow Substance Misuse JSNA factsheet 2016-17

Figure 46: Mortality rates for deaths related to drug misuse



Source: Hounslow Substance Misuse JSNA factsheet 2016-17

Figure 47: Estimated use of opiates and/or crack cocaine in 2011-12



Source: Hounslow Substance Misuse JSNA factsheet 2016-17

It is estimated that there were 1,280 opiate and/or crack cocaine users aged 16-64 years old in Hounslow in 2011-12. The rate of opiate and/or crack users in Hounslow is one of the lowest in London, however prevalence rates are based on estimates from data which may have now changed and should be viewed with that context.<sup>81</sup>

For alcohol and related disease, the borough performs significantly worse than the national average in terms of alcohol-specific mortality, alcohol-specific admissions for males and alcohol-attributable admissions than the average for London. The alcoholic mortality rate (estimated number of alcohol-related deaths) in 2015 was greater than the average number for London but less than average for England.<sup>82</sup> The under-75 years' mortality rate (premature mortality) from liver disease was 17.7 per 100,000 population for 2013-2015, similar to the England level (18.0).<sup>83</sup>

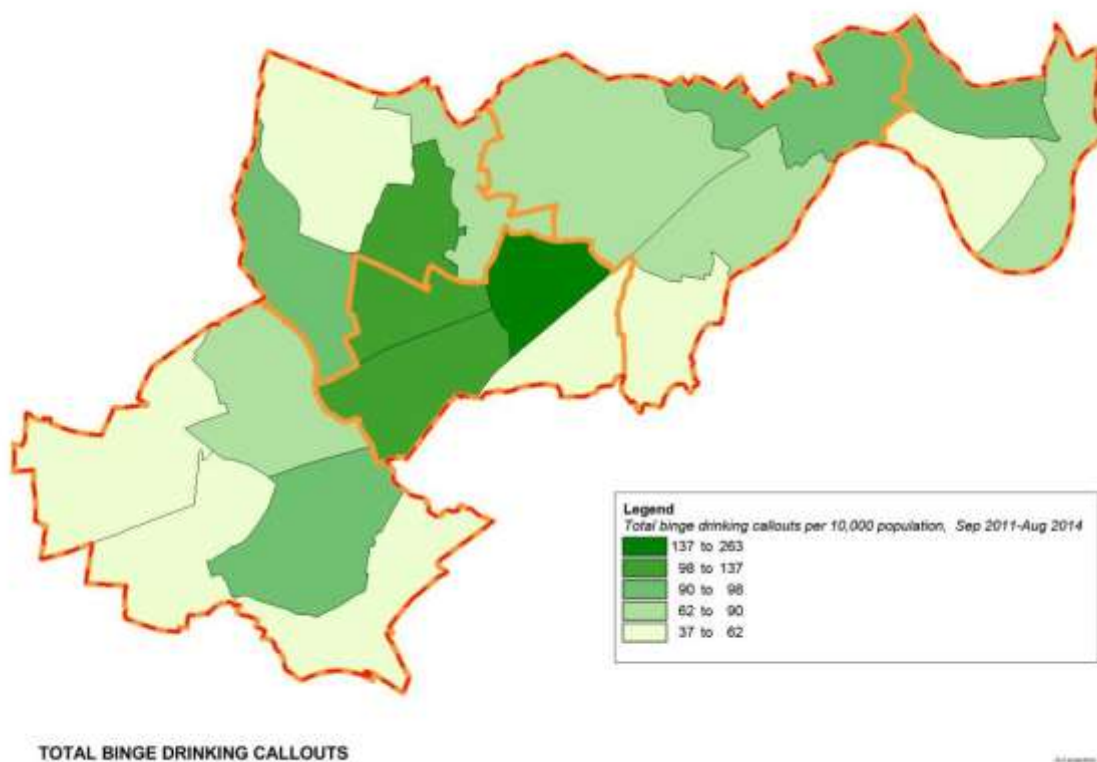
<sup>81</sup> Hounslow Substance Misuse JSNA factsheet 2016-17

<sup>82</sup> Public Health England. Public Health Profiles.

<https://fingertips.phe.org.uk/search/alcohol#page/0/qid/1/pat/6/par/E12000007/ati/102/are/E09000018/iid/92712/age/163/sex/2>

<sup>83</sup> Public Health England. Public Health Outcomes Framework. [Accessed June 2017].

Figure 48: Ambulance callout rates for binge drinking per 10,000 population, September 2011 to August 2014



Source: GLA

Hounslow had a considerably higher rate of ambulance callouts for alcohol-related injury amongst young people in 2014 compared to its neighbours in London. By far the highest rates of callout occur in Hounslow Central, which is most likely due to the location of the High Street in this ward, followed by Syon.<sup>84</sup>

<sup>84</sup> London Datastore. Ward Profiles and Atlas. <https://data.london.gov.uk/dataset/ward-profiles-and-atlas>

### 2.4.9.14 Sexual health and teenage pregnancy

#### *Sexually transmitted infections*

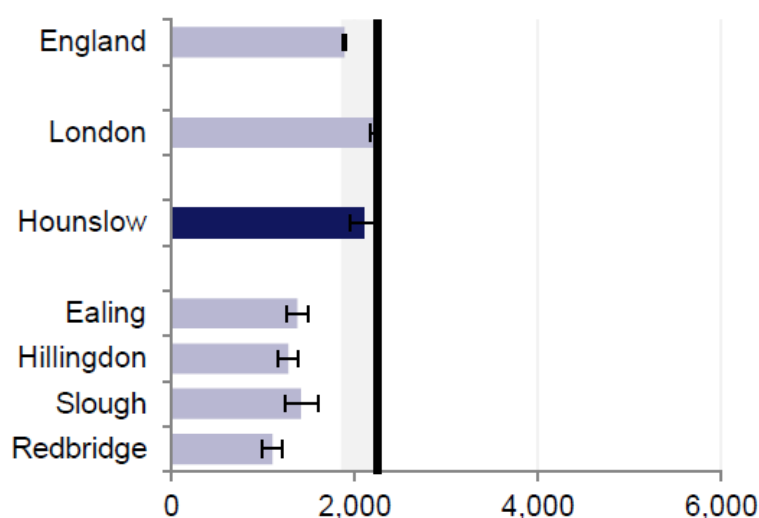
Around 25,000 visits were made to the Sexual Health clinics by Hounslow residents in 2015-16. The sexual health services in 2015-16 diagnosed 2,461 cases of sexually transmitted infections. Currently 86% of GPs and 69% of pharmacies have signed up to provide public health services.<sup>85</sup> General Practices in 2015-16 provided:

- 4,626 HIV tests for new registrations
- 441 Chlamydia screenings
- 776 Long Acting Reversible Contraception (LARC) fitted
- 572 Sexual Health Screenings<sup>86</sup>

The new sexually transmitted infections (STIs) diagnosis rate/100,000 was 927 for Hounslow in 2015, less than the London rate of 1,391 but greater than the England rate of 768.<sup>87</sup>

Chlamydia screening is recommended for all sexually active 15-24 year olds. Increasing detection rates indicates better targeting of screening activity; it is not a measure of prevalence. Areas should work towards a detection rate of at least 2,300 per 100,000 population. In 2015, the detection rate in this area was 2,094 which is approaching the minimum recommended rate.<sup>88</sup>

*Figure 49: Hounslow chlamydia detection rate, 2015 (rate per 100,000 young people aged 15-24 years)*



Source: PHE Child Health Profile, March 2017

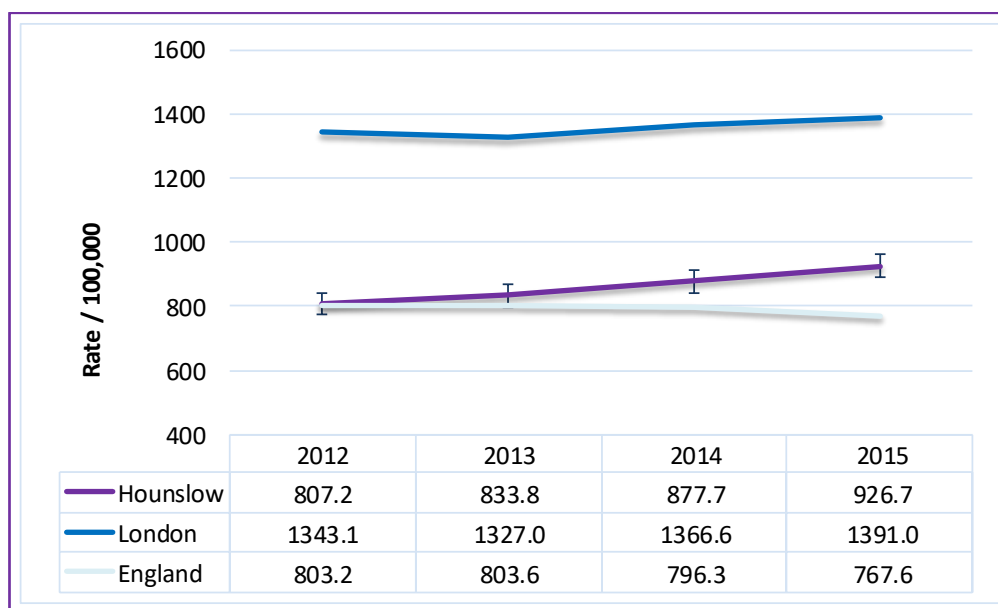
<sup>85</sup> Hounslow Sexual Health JSNA Factsheet 2016-17

<sup>86</sup> Hounslow Sexual Health JSNA Factsheet 2016-17

<sup>87</sup> London Datastore. Ward Profiles and Atlas. <https://data.london.gov.uk/dataset/ward-profiles-and-atlas>

<sup>88</sup> Public Health England. Child Health Profile. March 2017.

Figure 50: New STI diagnosis rate/100,000, Hounslow, London and England, 2012-15



Source: Hounslow Sexual Health JSNA Factsheet 2016-17

#### 2.4.9.15 Teenage pregnancy

Teenage pregnancy rates vary across the borough, with wards to the south west of the borough recording high rates of teenage conceptions.<sup>89</sup> Hounslow's rate of teenage conception continues to reduce. In 2015, it was 20.1 conceptions per 1,000 women aged under 18 years of age which is slightly (not significantly) higher than London and England rates (19.2 per 1,000) and slightly (not significantly) lower than England (20.8 per 1,000).<sup>90</sup>

Three of Hounslow's wards had teenage conception rates higher than the Hounslow average in 2015: Feltham North (Feltham locality), Isleworth (Brentford and Isleworth locality) and Bedfont (Feltham locality).

Local pharmacies distributed over 2,835 Emergency Hormonal Contraception (EHC) in 2015-16.<sup>91</sup>

<sup>89</sup> Hounslow Sexual health JSNA Factsheet 2016-17

<sup>90</sup> London Datastore. Teenage Conceptions. <https://data.london.gov.uk/dataset/teenage-conceptions-borough>

<sup>91</sup> Hounslow Sexual Health JSNA Factsheet 2016-17

Trend in under-18 conception and abortion rate, Hounslow, London and England, 2005-14

Figure 51: Under 18 conceptions

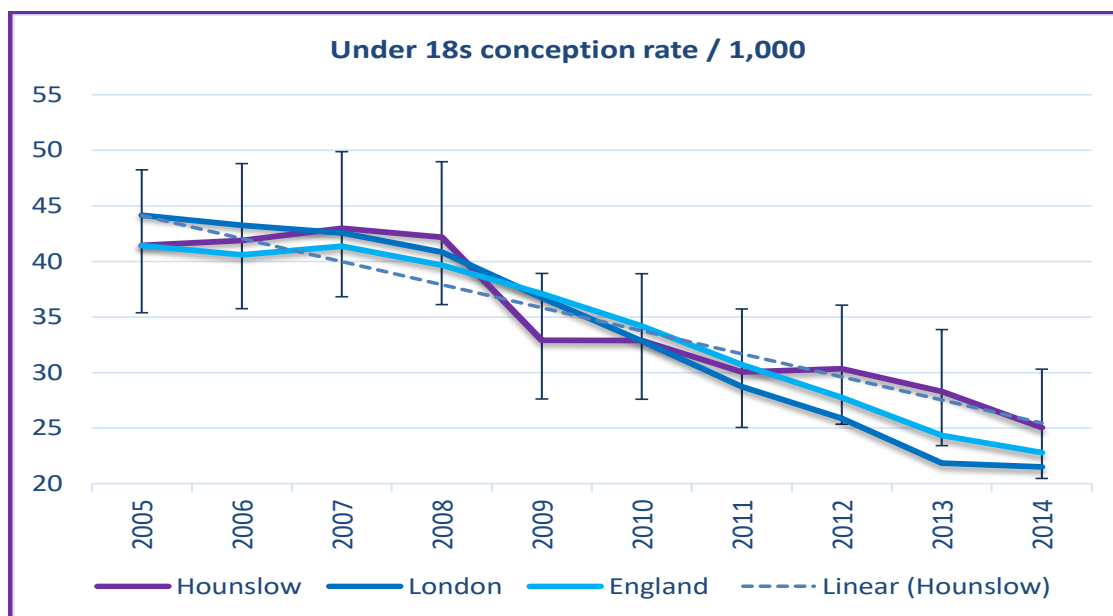


Figure 52: Under 18 conceptions leading to abortion

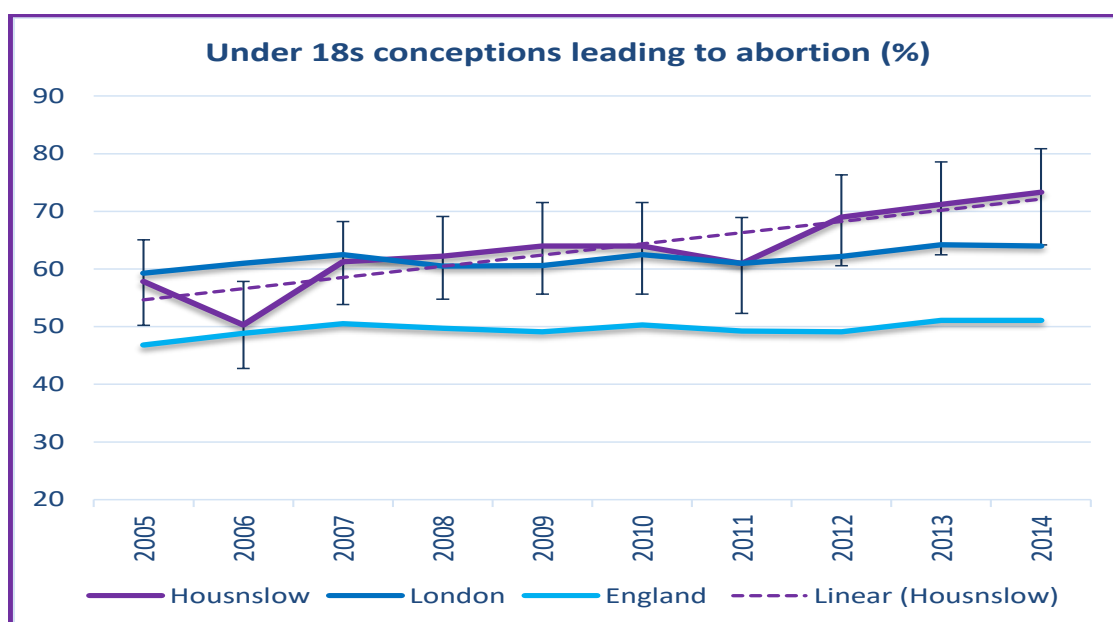
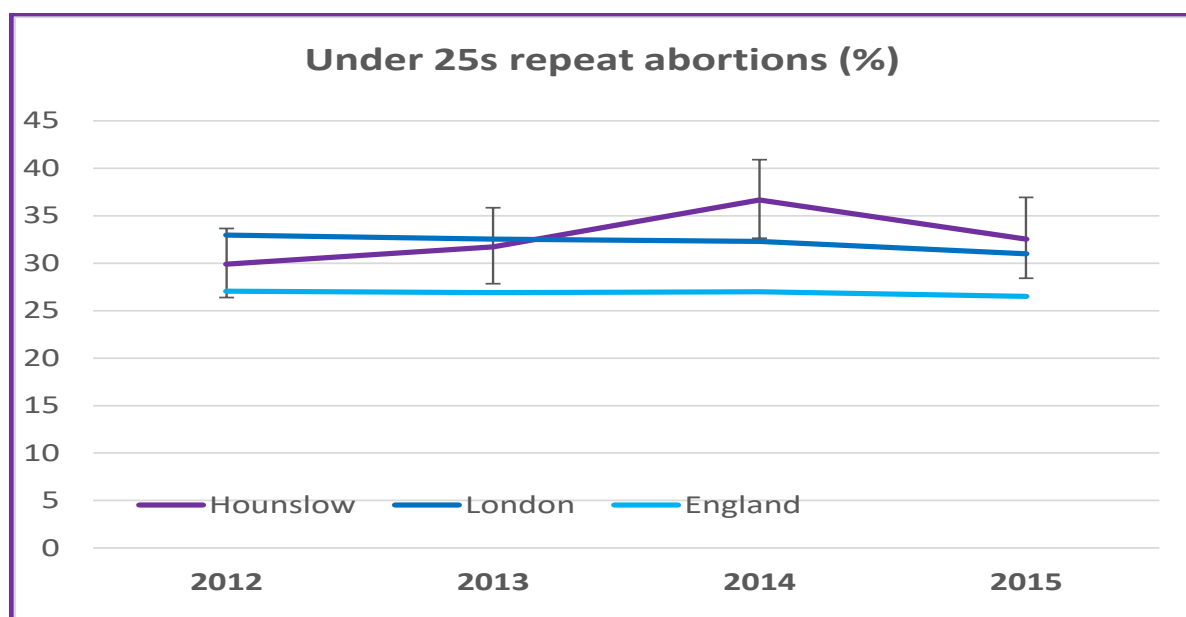




Figure 53: Under 25 repeat abortions



Source: London Borough of Hounslow Fact Sheet JSNA 2016-17

Hounslow under-25s repeat abortion rate in 2015 was higher than London and significantly higher than England.<sup>92</sup>

#### 2.4.9.16 Smoking

The adult smoking prevalence in Hounslow is 14.1%, which is lower than the London rate of 16.3% and England rate of 16.9%. In Hounslow, there is a particular focus on preventing young people starting the habit of smoking. The smoking prevalence at age 15 in Hounslow is 6.2% which is lower than England's rate of 8.2%.<sup>93</sup>

The Hounslow Stop Smoking Service, now part of the One You Hounslow integrated wellbeing service (commissioned by LB Hounslow Public Health) is working very hard to provide support to current smokers in their attempts to stop smoking. In terms of 'successful quitters' (defined as still not smoking four weeks after stopping smoking) Hounslow's rate of successful quitters per 100,000 smokers is 4,851, which is significantly higher than London's rate of 2,910 and England's rate of 2,598. This puts Hounslow among the best-performing boroughs in England. The Stop Smoking Service is offered directly by One You Hounslow, and through pharmacies and GPs commissioned by One You Hounslow.

*One You Hounslow* specifically targets people in routine and manual occupations, especially men, as national trends show high level of smoking rates and low level of engagement with stop smoking services in this group. The local service conducts support sessions and promotional events at different workplaces to engage this group. The smoking rate in routine and manual workers in Hounslow is 17.5% which is significantly lower than England's rate of 26.5% and London's rate of 24.2%.

<sup>92</sup> Hounslow JSNA Factsheet 2016-17

<sup>93</sup> Public Health England. Public Health Profiles.

<https://fingertips.phe.org.uk/search/smoking#pat/6/ati/102/par/E12000007>

Illegal tobacco is a further challenge for the borough. This causes harm by increasing the availability of low-cost tobacco to the most deprived socio-economic groups. This leads to a widening of health inequalities, increases the availability of tobacco to children and develops links with organised criminal activity in communities. Reducing the availability of illegal tobacco needs to be a priority for the borough.

#### **2.4.9.17 Oral health**

Improving oral health in children (under five years old) has been identified as a priority for improving children's and young people's health in Hounslow, as the early years are crucial for shaping future oral health and wellbeing.

Severe tooth decay (dental caries) remains a problem, particularly among young children in disadvantaged communities, with the associated dental problems of toothache, abscesses and extractions. Dental caries is one of the most preventable childhood diseases (by reducing the amount and frequency of sugar in the diet and optimizing exposure to fluoride).

The Dental Public Health Epidemiology Programme for England's Oral Health Survey of five-year-old children in 2015 showed that the proportion of children in Hounslow having one or more decayed, missing or filled teeth had decreased from 36.4% in 2012-13 to 30.5% in 2014-15. However, this rate was still greater than the London (27.2%) and England (24.7%) averages, although lower than in the neighbouring boroughs of Ealing and Hillingdon.

Among the 30.5% of Hounslow children with some experience of obvious decay in Hounslow, the average number of teeth that were decayed, missing or filled was 3.6 (3.4 for England) at age five.

Overall, 75.2% (69.4% in Hounslow) of five-year-old children in England (whose parents gave consent for participation in this survey) had no experience of obvious dental decay. This is the third consecutive survey which has shown improvement in the proportion of children who are free of obvious decay.<sup>94</sup>

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<sup>94</sup> Public Health England. Dental Health: 2014/15 Survey of 5 year old children.  
[http://www.nwph.net/dentalhealth/survey-results%205\(14\\_15\).aspx](http://www.nwph.net/dentalhealth/survey-results%205(14_15).aspx)

## Section 3: NHS pharmaceutical services provision, currently commissioned

### 3.1 Community pharmacies

There are 59 community pharmacies in Hounslow HWB area (as of 1<sup>st</sup> May 2017) serving a population of 273,100. This equates to an average of 21.6 pharmacies per 100,000 population, which has increased from 20.4 in the 2015 PNA. 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 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. There is a variable rate of community pharmacies per 100,000 population in neighbouring HWB areas to Hounslow: Spelthorne (15.5), Ealing (20.9), Hammersmith and Fulham (22.0), Hillingdon (22.2) and Richmond (24).

A decision was made by the Hounslow PNA Steering Group at their meeting in May 2017 to continue to incorporate those pharmacies which were previously included in the 2015 PNA, irrespective of which borough they appear to reside in. This was done to ensure there was no risk that a pharmacy would be decommissioned, by its commissioner for current services, if removed, and to ensure consistency from the 2015 PNA.

The pharmacy user questionnaire undertaken in the spring of 2017 received 295 responses. 77% of respondents reported that they had a preferred or regular pharmacy which they use. When asked what factors they considered when choosing their pharmacy, 77% indicated 'Close to home' and 53% 'Close to GP surgery' as the most important reasons. Almost 49% of respondents walk to their community pharmacy, while 37% use a car or taxi. The full results of the pharmacy user questionnaire are detailed in Section 5.

Table 22 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. Heston has seen the largest increase in number of community pharmacy since the last PNA, with an increase to ten from previous six. The remaining localities have remained consistent with previous reported number of community pharmacies. 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. Maps A and B show the travel times to the nearest community pharmacy for residents of Hounslow HWB area.

Table 22 - A breakdown of average community pharmacies per 100,000 population

Locality	Number of community pharmacies (as of 1 May 2017)	Total population (GLA 2015 projections)	Average number of community pharmacies per 100,000 population (as of 1 May 2017)
Isleworth and Brentford locality	12	57,718	21
Central Hounslow locality	15	58,187	25.8
Heston and Cranford locality	10	51,653	19.4
West Area locality	11	65,784	16.7
Chiswick locality	11	35,834	30.7
Hounslow Health and Wellbeing Board area (2015-16)	59	269,176	21.6
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 of 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 23 shows the breakdown of community pharmacy ownership in Hounslow. The data shows that pharmacy ownership is at similar levels to those seen in the rest of London, whereas Hounslow has a much higher percent of independent pharmacies compared with nationally, with no one provider having a monopoly in any locality. People in Hounslow therefore have a good choice of pharmacy providers.

Table 23 - Community pharmacy ownership, 2015-16

Area	Multiples (%)	Independent (%)
England	61.9	38.1
London	39.2	60.8
Hounslow (2017 data)	40.6	59.4

### 3.1.2 Weekend and evening provision

It is estimated that, collectively, community pharmacies in England<sup>95</sup> 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%).

Table 24 shows that Hounslow has a high percentage of its pharmacies open for 100 hours or more compared with regionally and nationally. Most 100-hour pharmacies are open late and at the weekends.

*Table 24 - 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%)
Hounslow	6 (10.2%)
Isleworth and Brentford locality	1 (8.3%)
Central Hounslow locality	3 (20%)
Heston and Cranford locality	0
West Area locality	2 (18.2%)
Chiswick locality	0

### 3.2 Dispensing Appliance Contractors (DACs)

There are no Dispensing Appliance Contractors (DACs) in Hounslow 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 63 responses and 74% of respondents reported that they provide stoma and/or incontinence appliances.

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 Hounslow 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 services offered must be offered throughout England.

<sup>95</sup> Dispensing 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>

It is therefore likely that patients within Hounslow HWB area will be receiving pharmaceutical services from a distance-selling pharmacy outside Hounslow HWB area. There are three distance-selling pharmacies in Hounslow HWB area.

- London Pharmacy, Unit 13, Derby Road Industrial Estate, Hounslow TW3 3UH
- Club Chemist, Block A, 6<sup>th</sup> Floor suite A04, Vista Business Centre, 50 Salisbury Road, Hounslow TW4 6JQ
- Heston Pharmacy Ltd, 4 Winchester Avenue, Heston TW5 0HA

This has increased from only one, London Pharmacy, in 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 10% of respondents have used a distance-selling pharmacy (internet pharmacy). Of those who did use an internet pharmacy, 82% found the service to be excellent or good.

### **3.4 Access to community pharmacies**

The majority of community pharmacy providers in the Hounslow HWB area are sited in areas co-located with shops, GP practices or other routine destinations; many also provide extended opening hours. As such they attract a high level of convenience.

The White Paper, 'Pharmacy in England: Building on strengths – delivering the future'<sup>96</sup> noted that 99% of the population – even those living in the most deprived areas – can get to a community pharmacy within 20 minutes by car and 96% by walking or using public transport. Maps A and B provide a travel analysis of the population of Hounslow to their nearest community pharmacy.

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

#### **3.4.1 Routine daytime access to community pharmacies**

Average daytime drive time, walking, and public transport travel times for percentages of the Hounslow HWB area population to their nearest community pharmacy can be found in Table 25.

Average drive time to community pharmacies in Hounslow is shown in Map A. Average walking time to community pharmacies is shown in Map B. A previously published article<sup>97</sup> 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. Higher levels of deprivation are linked with increased premature mortality rates. Of Hounslow HWB area population, 100% have an average drive time not exceeding four minutes to their nearest community pharmacy and 100% have an average walking time not exceeding 15 minutes.

<sup>96</sup> Department of Health White Paper. Pharmacy in England: Building on strengths – delivering the future. April 2008. <http://www.official-documents.gov.uk/document/cm73/7341/7341.pdf>

<sup>97</sup> 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>



Both these figures have improved from the 2015 PNA, when average drive time was five minutes before 100% of the population were able to drive to their closest pharmacy and it took 20 minutes before 100% of the population were able to walk to a pharmacy. There are also many localities in Hounslow with populations amongst the most deprived in England.

*Table 25 - Percentage of population of Hounslow HWB and average daytime travel times to nearest community pharmacy, 2017*

	Average peak drive	Average walking
<b>0-5 mins</b>	100%	57.3%
<b>0-10 mins</b>	100%	95%
<b>0-15 mins</b>	100%	100%
<b>0-20 mins</b>	100%	100%

Source: Maps A (data represented in 1 minute intervals on map, but for ease of comparison represented as 5 minute intervals above) and B

### 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 is difficult given the variety of opening hours and locations. Access is therefore considered at locality level and, as can be found from Table 26, the population of Hounslow have reasonable access to community pharmacies in the evening. This is because the majority of providers in Hounslow HWB area are open after 6pm. A further analysis of provision in each locality is detailed in Section 6.

*Table 26 - Community pharmacy providers open Monday to Friday (excluding bank holidays) beyond 6pm*

Locality	Pharmacy name and address	Opening hours (Mon-Fri, excluding bank holidays)
<b>Isleworth and Brentford</b>	A C Curd Ltd 55 South Street, Isleworth TW7 7AA	09:00-18:30
	Jade Pharmacy 570 London Road, Isleworth TW7 4EP	09:00-19:00
	Morrisons Pharmacy 228-238 High Street, Brentford TW8 0JG	08:00-20:00 Fri 08:00-21:00
	Riverside Pharmacy 1 Shrewsbury Walk, Isleworth TW7 7DE	08:00-22:30
	Tesco In-Store Pharmacy Osterley Park, Syon Lane, TW7 5NZ	08:00-21:00
	Tesco In-Store Pharmacy Mogden Lane, Isleworth TW7 7JY	08:00-21:00
<b>Central Hounslow</b>	Amin Pharmacy 10 Kingsley Road, Hounslow TW3 1NP	09:00-19:00

Locality	Pharmacy name and address	Opening hours (Mon-Fri, excluding bank holidays)
	Asda Pharmacy Off Alexander Road, Hounslow TW3 1JT	Mon 08:00-23:00 Tues-Fri 7.00-23:00
	Bath Road Pharmacy 119 Bath Road, Hounslow TW3 3BT	07:00-22:00
	Boots 193-199 High Street, Hounslow TW3 1BL	08:30-18:30 Thurs 8:30-10:00
	Crystal Pharmacy 39 High Street, Hounslow TW3 1RH	09:00-19:00
	Herbert and Herbert Pharmacy 280 Staines Road, Hounslow TW3 3LX	09:00-19:00
	Herbert and Herbert Pharmacy 106 Staines Road, Hounslow TW3 3LH	08:00-20:30
	Hounslow Central Pharmacy 38 Lampton Road, Hounslow TW3 1JH	10:00-19:00
	Hounslow East Pharmacy 84 Kingsley Road, Hounslow TW3 1QA	07:00-23:00
	Lloyds Pharmacy 115-117 Bath Road, Hounslow TW3 3BT	08:30-19:00
	Maswell Park Pharmacy 6 & 6a Central Avenue, Hounslow TW3 2QH	09:00-19:00
	Ram Dispensing Chemist 99 Whitton Road, Hounslow TW3 2EW	09:30-18:30
	Shah Pharmacy 382 Bath Road, Hounslow TW4 7HT	Mon-Fri 09:00-19:30 Wed 09:00-17:30
<b>Heston and Cranford</b>	Dunns Chemist 740 Bath Road, Cranford TW5 9TY	09:00-19:00
	Club Pharmacy Block A, 6 <sup>th</sup> Floor, Suite A04, Vista Business Centre, 50 Salisbury Road, Hounslow TW4 6JQ	09.00-19:00
	Heston Pharmacy, 4 Winchester Avenue, Heston TW5 0HA	Mon-Tues 17:00-21:00 Wed-Thurs 09:00-20:00 Fri 9:00-19:00
	Bhogul Pharmacy 48 Vicarage Farm Road, Heston TW5 0AB	Mon- Fri 09:00-18:00

Locality	Pharmacy name and address	Opening hours (Mon-Fri, excluding bank holidays)
	Jade Pharmacy 174-176 Heston Road, Heston TW5 0QU	09:00-19:00
	Medico Pharmacy 2 Parklands Parade, Bath Road, Hounslow TW5 9AX	09:00-19:00
<b>West Area</b>	Boots 138 The High Street, Feltham TW13 4BS	09:00-19:00
	Asda Pharmacy Tiley Road, Feltham TW13 4BH	Mon 08:00- 23:00 Tues-Fri 0:700-23:00
	Edwards and Taylor 491 Staines Road, Bedfont TW14 8BN	09:00-18:30
	Rowlands Pharmacy 186-188 Uxbridge Road, Feltham TW13 5DY	09:00-19:00
	Tesco In-Store Pharmacy 102-108 High Street, Feltham TW13 4EX	08:00-20:00
	Tesco In-Store Pharmacy Dukes Green Avenue, TW14 0LH	Mon 08:00-22:30 Tues-Fri 06:30-22:30
	Your Local Boots Pharmacy 76 The Longford Centre, High Street, Feltham TW13 4BH	08:45-18:30
<b>Chiswick</b>	Alisha Pharmacy 257 Acton Lane, Chiswick W4 5DG	Mon-Fri 09:00-18:30 Wed 09:00-17:00
	Bedford Park Pharmacy 5 Bedford Park Corner, Chiswick W4 1LS	08:30-18:30
	Boots 332 Chiswick High Road, Chiswick W4 5TA	08:30-18:30
	Busby's Pharmacy 9 Grove Park Road, Chiswick W4 3RS	09:00-18:30
	Campbell's Chemist 300-302 Chiswick High Road, Chiswick W4 1NP	09:00-18:45
	Chiswick Pharmacy 24 Dolman Road, Chiswick W4 5UY	09:00-18:30
	Pestle and Mortar 10 High Road, Chiswick W4 1TH	09:00-19:00

Locality	Pharmacy name and address	Opening hours (Mon-Fri, excluding bank holidays)
	Pyramid Pharmacy 446 Chiswick High Road, Chiswick W4 5TT	08:30-19:00
	Lloyds Pharmacy 31 Essex Place, Chiswick W4 5UT	08:00-21:00

### 3.4.3 Routine Saturday daytime access to community pharmacies

The number, location and opening hours of community pharmacy providers open on a Saturday vary within each locality. Of the pharmacies in Hounslow HWB area, 89.8% are open on Saturdays, the majority of which are open into the late afternoon. 'Average' access is difficult given the variety of opening hours and locations. Access is therefore considered at locality level.

Table 27 lists all pharmacies in Hounslow HWB area which open on Saturdays. A further analysis of provision is detailed in Section 6.

*Table 27 - Community pharmacy providers open Saturdays*

Locality	Pharmacy name and address	Saturday opening hours
<b>Isleworth and Brentford</b>	A C Curd Ltd 55 South Street, Isleworth TW7 7AA	09:00-13:00
	Azchem Pharmacy 258 Twickenham Road, Isleworth TW7 7DT	09:00-13:00
	Brent Pharmacy 214 High Street, Brentford TW8 8AH	09:00-13:00
	Jade Pharmacy 570 London Road, Isleworth TW7 4EP	09:00-13:00
	Jasins Pharmacy 18 St John's Road, Isleworth TW7 6NW	09:00-17:30
	Morrisons Pharmacy 228-238 High St, Brentford TW8 0JG	08:00-20:00
	Osterley Park Pharmacy 165 Thornbury Road, Osterley TW7 4QG	09:00-13:00
	Riverside Pharmacy 1 Shrewsbury Walk, Isleworth TW7 7DE	08:00-22:30

Locality	Pharmacy name and address	Saturday opening hours
	Tesco In-Store Pharmacy Osterley Park, Syon Lane, Osterley TW7 5NZ	08:00-21:00
	Tesco In-Store Pharmacy Mogden Lane, Isleworth TW7 7JY	08:00-21:00
<b>Central Hounslow</b>	Amin Pharmacy 10 Kingsley Road, Hounslow TW3 1NP	09:00-18:00
	Asda Pharmacy Off Alexander Road, Hounslow TW3 1JT	07:00-22:00
	Bath Road Pharmacy 119 Bath Road, Hounslow TW3 3BT	08:00-21:00
	Boots 302 Bath Road, Hounslow West TW4 7DN	09:00-17:30
	Boots 193-199 High Street, Hounslow TW3 1BL	08:30-18:30
	Crystal Pharmacy 39 High Street, Hounslow TW3 1RH	09:00-17:30
<b>Central Hounslow</b>	Herbert and Herbert Pharmacy 106 Staines Road, Hounslow TW3 3LH	08:00-20:30
	Hounslow Central Pharmacy 38 Lampton Road, Hounslow TW3 1JH	11:00-15:00
	Hounslow East Pharmacy 84 Kingsley Road, Hounslow TW3 1QA	07:00-23:00
	Lloyds Pharmacy 115-117 Bath Road, Hounslow TW3 3BT	09:00-17:00
	Maswell Park Pharmacy 6 & 6a Central Avenue, Hounslow TW3 2QH	09:00-17:30
	Ram Dispensing Chemist 99 Whitton Road, Hounslow TW3 2EW	10:00-14:00
	Shah Pharmacy 382 Bath Road, Hounslow TW4 7HT	09:00-17.30
<b>Heston and Cranford</b>	Bhogal Pharmacy 48 Vicarage Farm Road, Heston TW5 0AB	09:00-15:30

Locality	Pharmacy name and address	Saturday opening hours
	Club Chemist Block A, 6 <sup>th</sup> Floor, Suite A04, Vista Business Centre, 50 Salisbury Road, Hounslow TW4 6JQ	09:00-13:00
	Dunns Chemist 740 Bath Road, Cranford TW5 9TY	09:00-17:00
	Jade Pharmacy 317-319 Vicarage Farm Road, Heston TW5 0DR	09:00-13:00
	Jade Pharmacy 174-176 Heston Road, Heston TW5 0QU	09:00-18:00
	Medico Pharmacy 2 Parklands Parade, Bath Road, Hounslow TW5 9AX	09:00-13:00
	Hobbs Pharmacy The Meadow Primary Care Centre, Chinchilla Drive, Hounslow TW4 7NP	09:00-12:00
West Area	Asda Pharmacy Tilley Road, Feltham TW13 4BH	07:00-22:00
	Boots 138 The High Street, Feltham TW13 4BS	09:00-17:30
	Edwards and Taylor 491 Staines Road, Bedfont TW14 8BN	09:00-15:30
	Rowlands Pharmacy 186-188 Uxbridge Road, Feltham TW13 5DY	09:00-19:00
	Tesco In-Store Pharmacy 102-108 High Street, Feltham TW13 4EX	08:00-20:00
	Tesco In Store Pharmacy Dukes Green Avenue TW14 0LH	06:30-22:30
	Your Local Boots Pharmacy 76 The Longford Centre, High Street, Feltham TW13 4BH	09:00-17:30
	Your Local Boots Pharmacy 3 Market Parade, Hampton Road West, Feltham TW13 6AJ	09:00-17:30
	Your Local Boots Pharmacy 98 Harlington Road West, Feltham TW14 0JJ	09:00-17:30



Locality	Pharmacy name and address	Saturday opening hours
	Your Local Boots Pharmacy 107 Bear Road, Hanworth, Feltham TW13 6SA	09:00-17:30
	Your Local Boots Pharmacy 380 Staines Road, Bedfont TW14 8BT	09:00-17:30
Chiswick	Alisha Pharmacy 257 Acton Lane, Chiswick W4 5DG	09:00-13:00
	Bedford Park Pharmacy 5 Bedford Park Corner, Chiswick W4 1LS	10:00-17:00
	Boots 332 Chiswick High Road, Chiswick W4 5TA	08:30-18:30
	Busby's Pharmacy 9 Grove Park Road, Chiswick W4 3RS	09:00-17:30
	Campbell's Chemist 300-302 Chiswick High Road, Chiswick W4 1NP	09:00-18:00
	Churchill's Pharmacy 202 Chiswick High Road, Chiswick W4 1PD	09:00-18:00
	Pestle and Mortar 10 High Road, Chiswick W4 1TH	09:00-18:00
	Pyramid Pharmacy 446 Chiswick High Road, Chiswick W4 5TT	09:00-17:00
	Lloyds Pharmacy 31 Essex Place, Chiswick W4 5UT	08:00-21:00
	West London Chemists 154 Chiswick High Road, Chiswick W4 1PR	09:00-18:00

### 3.4.4 Routine Sunday daytime access to community pharmacies

The number, location and opening hours of community pharmacy providers open on a Sunday vary within each locality. Fewer pharmacies are open on Sundays than any other day in Hounslow HWB area. Heston and Cranford only has one contractor open on Sundays, restricting choice for the population. However, each of the main shopping areas has a pharmacy open on Sundays.

Table 28 - Community pharmacy providers open Sundays

Locality	Pharmacy name and address	Openings hours (Sundays)
<b>Isleworth and Brentford</b>	Morrisons Pharmacy 228-238 High Street, Brentford TW8 0JG	10:00-16:00
	Riverside Pharmacy 1 Shrewsbury Walk, Isleworth TW7 7DE	08:00-22:30
	Tesco In-Store Pharmacy Osterley Park, Syon Lane TW7 5NZ	10:00-16:00
	Tesco In-Store Pharmacy Mogden Lane, Isleworth TW7 7JY	11:00-17:00
<b>Central Hounslow</b>	Asda Pharmacy Off Alexander Road, Hounslow TW3 1JT	11:00-17:00
	Bath Road Pharmacy 119 Bath Road, Hounslow TW3 3BT	08:00-20:00
	Boots 193-199 High Street, Hounslow TW3 1BL	11:00-17:00
	Herbert and Herbert Pharmacy 106 Staines Road, Hounslow TW3 3LH	08:00-20:30
	Hounslow East Pharmacy 84 Kingsley Road, Hounslow TW3 1QA	12:00-18:00
<b>Heston and Cranford</b>	Jade Pharmacy 317-319 Vicarage Farm Road, Heston TW5 0DR	10:00-14:00
<b>West Area</b>	Asda Pharmacy Tilley Road, Feltham TW13 4BH	11:00-17:00
	Boots 138 The High Street, Feltham TW13 4BS	11:00-17:30
	Tesco In-Store Pharmacy Dukes Green Avenue TW14 0LH	10:00-16:00
<b>Chiswick</b>	Boots 332 Chiswick High Road, Chiswick W4 5TA	11:00-17:00
	Pestle and Mortar 10 High Road, Chiswick W4 1TH	10:00-14:00
	Lloyds Pharmacy 31 Essex Place, Chiswick W4 5UT	11:00-16:00

### 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. 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 29 lists a summary of the latest available data (2015-16) on provision of advanced services.

The data relating to immunisation 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 29 - Advanced service provision*

Advanced Service	Percentage of providers currently providing		
	England	London	Hounslow
<b>Medicines use reviews (MURs)</b>	94.4%	94.2%	88.1%
<b>New medicine service (NMS)</b>	80.8%	76.9%	83%
<b>Flu vaccination</b>	61.6%	60.2%	66%
<b>NUMSAS*</b>			
<b>Appliance use review (AUR)**</b>	1.2%	0.5%	0
<b>Stoma appliance customisation (SAC)**</b>	14.7%	4.0%	3.4%

\*NUMSAS: No list of providers of NHS Urgent Medicines Supply Advanced Service is available publicly

\*\*AUR and SAC data includes provision from Dispensing Appliance Contractors (DAC)

Percentage of providers of the MUR service is slightly lower than the regional and national average, whereas the NMS services in Hounslow HWB area is slightly higher than the regional and national level. Appendix A lists those community pharmacies who have provided these services in 2015-16. Ten community pharmacies in Hounslow HWB area (16.9% of providers) had not provided the NMS service and seven community pharmacies (11.8% of providers) had not provided the MUR service. This represents a small increase in the number of community pharmacies not providing the NMS and MUR service, compared to the 2015 PNA.

Of respondents to the community pharmacy contractor questionnaire, only 2% indicated that they do not 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 94% of their premises and 98% identify that the consultation room is in a closed area.

Provision of the SAC service is low compared with nation provision, but similar to that reported regionally, with only two (3.4%) contractors making a claim for providing this service.

There has been no recorded provision of the AUR service from community pharmacy providers in Hounslow HWB area up until 28 April 2017. The number of providers of the AUR is also very low regionally and nationally. 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.

NHS England (London region) currently commissions, the “London Vaccination Service” from pharmacies in Hounslow HWB area. This enhanced 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 in 18-24 year olds living in London permanently or temporary.

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 years to 18 years), as well as providing pneumococcal vaccine for eligible cohorts.

### **3.7 Pharmaceutical service provision provided from outside Hounslow HWB area**

Hounslow HWB area is bordered by five other HWB areas: Surrey, Hammersmith and Fulham, Ealing, Hillingdon and Richmond. As previously mentioned, like most London boroughs, Hounslow has a comprehensive transport system. As a result, it is anticipated that many residents in Hounslow 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 Hounslow HWB area by which Hounslow residents will access pharmaceutical service. A number of providers lie within close proximity to the borders of Hounslow HWB area boundaries and are demonstrated on Maps A and B. Further analysis of cross-border provision is undertaken in Section 6.

Two pharmacies which the steering group wish to make specific reference to, as they are considered to routinely provide services to a large number of Hounslow residents, but lie across the border in neighbouring Ealing HWB, are:

- Jade Pharmacy, Crosslands Avenue, Norwood Green UB2 5LN. Open 9am to 5pm Monday to Friday; 9am to 1pm Saturday; closed on Sunday.
- Tesco Pharmacy, Hayes Road, Bulls Bridge Industrial Estate UB2 5NB. Open 9am to 9pm Monday to Friday and Saturday; 11am to 5pm Sunday

## 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 Hounslow

LBH commissions eight services from community pharmacies:

- Emergency Hormonal Contraception (EHC) service
- Chlamydia screening
- Supervision consumption of opiates
- Needle Exchange Service (NEX)
- Transforming Community Equipment Service – disability aids (TCES)
- Medication Administration Record (MAR) service
- Support to stop smoking services
- Alcohol brief intervention

LBH commissions a support to stop smoking scheme from Hounslow and Richmond Community Healthcare NHS Trust (HRCH) who in turn contract a number of community pharmacies to provide this service. The substance misuse services (supervised consumption and needle exchange) are commissioned by LBH from iHear Partnership, who contract a number of pharmacies to provide these services.

These 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

Hounslow CCG currently commissions two services:

- In-hours palliative care medicines supply service
- Out-of-hours palliative care scheme (see section 6.5.2 as indicated in Appendix A)

The Minor Ailment Scheme (MAS), which was previously commissioned via the CCG, was terminated at the end of April 2017, following a service review, and all contractors were informed by letter.

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

Local authority and CCG commissioners were asked for their views on which services they would consider commissioning from community pharmacy providers. Many services are already commissioned by the CCG or local authority from other providers.

As only two responses were received to the commissioner questionnaire, it is difficult to draw definite conclusions. However, of those who did respond, there does appear to be a willingness to consider commissioning the services identified, with the exception of an anti-coagulant monitoring service which commissioners identified as not able or not willing to commission.

With regards the interest or willingness to consider commissioning additional Medicines Management Services, the respondents were not able or willing to consider commissioning 50% of those offered. Both commissioners indicated they may consider commissioning 40% of the remaining services. These include obesity management, hypertension management, heart failure management, diabetes management and respiratory management (asthma and COPD).

Commissioners were also asked which screening services they either currently commission or may consider commissioning. Of the eight services suggested: four (50%), they may consider commissioning (hepatitis, HbA1c, diabetes and cholesterol); three (37.5%), they were not able or willing to consider (HIV, H. pylori and gonorrhoea); and one (12.5%), they indicated they do already commission – alcohol screening.

A copy of the questionnaire can be found in Appendix E and the full results of the questionnaire in Appendix J.

### **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 I.

### **4.4 Collection and delivery services**

All pharmacies who responded offer collection of prescriptions from GP practices. Of those who responded, 72% of pharmacies offer a free delivery service of dispensed medicines on request, while 22% provide a chargeable service. This figure has increased from only 9% who charged in the 2015 PNA. Depending on the area in question and the ability of residents to pay for a delivery service, this could impact on individuals' ability to receive a delivery service and impact on their access to medications. HWB notes the pharmacy contract funding reduction and may wish to review if there is a correlation between reduced funding and reduced offering of free delivery, and whether this will have an impact on the vulnerable residents of Hounslow who use the free service.

### **4.5 Domiciliary services**

It is estimated that between 3,000 and 5,000 Hounslow residents are considered housebound. It is unclear if this translates into a need for prescription delivery services and if current provision fulfils this need.

Contractors providing MURs may provide them at patients' homes, upon agreement with NHS England. No data has been gathered on numbers of domiciliary MURs provided in Hounslow HWB area.

### **4.6 Language services**

Of the pharmacies who responded to the community pharmacy contractor questionnaire, 54 reported that they offer at least one additional language in addition to English. The most common spoken additional languages were Hindi (51%), Gujarati (50%), Punjabi (44%), Urdu (33%), Arabic (29%) and Polish (22%).

## 4.7 Services for less-abled people

As a requirement of the Equality Act 2010,<sup>98</sup> community pharmacies are required to make 'reasonable adjustments' to their services to ensure they are accessible by all groups, including less-abled persons. From the community pharmacy contractor questionnaire, 91% indicated they have wide door access, 63% have ramped access and 46% have an electric door. The questionnaire identifies that 86% have a consultation room which is accessible to wheelchair users.

## 4.8 Electronic Prescription Service (EPS)

Many GP practices are now able to transmit prescriptions electronically to a pharmaceutical service provider (community pharmacy or dispensing appliance contractor).

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.

Electronic prescriptions are sent directly to the pharmacy nominated by the patient. GP practices that provide this service can only transmit electronic prescriptions to a pharmacy who has a dispensing system enabled to receive electronic ('Release 2') prescriptions. All (100%) respondents to the community pharmacy contractor questionnaire reported that they have a system which is compliant to receive electronic prescriptions. Data available on which pharmacies in England are enabled to offer the electronic prescription service is available from NHS Choices.<sup>99</sup> Appendix A contains information which identifies those pharmacy contractors who provide the electronic prescription service (correct as at 28 April 2017).

## 4.9 GP practices providing extended hours

There are a number of GP practices in Hounslow 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 30 below provides details of the GP hubs who provide extended hours.

*Table 30 - GP hubs providing extended hours*

GP hub	Opening hours
Chiswick	Mon-Fri 06:30-20:00 Sat-Sun 08:00-20:00
Brentford and Isleworth	Mon-Fri 06:30-20:00 Sat-Sun 08:00-20:00
Feltham	Mon-Fri 06:30-20:00 Sat-Sun 08:00-20:00
Great West Road	Mon-Fri 06:30-20:00 Sat-Sun 08:00-20:00
Heart of Hounslow/Maswell Park	Mon-Fri 06:30-20:00 Sat-Sun 08:00-20:00

<sup>98</sup> The Equality Act 2010 - <http://www.legislation.gov.uk/ukpga/2010/15/contents>

<sup>99</sup> NHS Choices: <http://www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Pages/eps.aspx>



#### 4.10 NHS Dental Contractors

There are a number of NHS dental contractors in Hounslow 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 31 - List of providers of dental services*

Dental Practice Name	Address	Opening Hours
Care Dental Smile Services	305 Bath Road, Hounslow TW3 3DB	Mon-Tues 09:00-19:00 Wed-Fri 09:00-17:30 Sat 09:00-14:45
Strand on the Green Dental Practice	60 Thames Road, Chiswick W4 3RE	Mon-Thu 08:30-17:00 Fri 08:30-14:30
Feltham Dental Care	129A Harlington Road West, Feltham TW14 0JG	Mon-Fri 09:00-18:00
SK Dental, Shop 2/3 Holdsworth House	65-73 Staines Road, Hounslow TW3 3HW	Mon-Fri 09:00-18:00 Sat 09:00-13:00
Armytage Dental Practice	734A Bath Road, Cranford TW5 9TY	Mon, Wed-Fri 09:00-17:30 Tues 09:00-20:00
Berkeley Dental Practice	59 Berkeley Avenue, Hounslow TW4 6LE	Mon-Fri 10:00-17:30 Sat 09:00-12:30
Claradent Dental Care	766 Bath Road, Hounslow TW5 9TY	Mon-Fri 09:00-18:00 Sat 09:00-15:00
Thelma Golding Centre	92 Bath Road, Hounslow TW3 3EL	No times provided
The Butts Dental Practice	10 Boston Manor Road, Brentford TW8 8DL	Mon 08:30-19:40 Tues 08:30-17:00 Wed 08:30-19:20 Thurs 08:30-19:30 Fri 08:30-14:30
Chiswick Health Centre	Fishers Lane, Chiswick W4 1RX	Mon-Tues, Thurs 09:00-18:00 Wed 09:30-18:00 Fri 09:00-17:00 Sat 09:00-12:00
Advance Dental Care	100 High Street, Hounslow TW3 1NH	Mon-Fri 09:00-17:30
Toothkind Dental Centre	229 Hounslow Road, Hanworth TW13 6AD	Mon-Fri 10:00-17:30
High Street Dental Practice	148-150 High Street, Hounslow TW3 1LR	Mon-Tues, Thurs-Fri 09:00-17:30 Wed 9:00-13:00

Dental Practice Name	Address	Opening Hours
The Mount Dental Practice	233 Hounslow Road, Hanworth TW13 6AE	Mon-Fri 09:00-17:30 Sat 09:30-12:00
Apex Dental Surgery	200 Hampton Road West, Hanworth Middlesex, TW13 6BG	Mon-Thurs 09:00-18:00 Fri 09:00-17:00
Perfect Smile Brentford	Unit EC2, 6 Ferry Lane, Brentford TW8 0BG	Mon, Wed-Fri 09:00-18:00 Tues 09:00-20:00 Sat 09:00-13:00
Toothsome Dental Care	61 Vicarage Farm Road, Hounslow TW3 4NH	Mon-Fri 08:30-16:30
Osterley Dental Practice	153 Thornbury Road, Osterley TW7 4QG	Mon-Fri 09:00-17:00 Sat 09:15-13:00
HMYCC, The Hospital Dental Dept	Bedfont Road, Feltham TW13 4DN	Tues 09:00-17:00 Thurs 13:00-16:30
Hamilton Dental Centre	8 Hamilton Parade, Feltham Hill Road, Feltham TW13 4PJ	Mon, Wed-Fri 09:00-17:30 Tues 09:00-18:30
Chiswick Dental Care	8 Chiswick Terrace, Acton Lane, London W4 5LY	Mon-Thurs 09:00-17:00 Fri 09:00-15:00
Smile 32 Convent Way Dental Centre	283 Convent Way, Southall UB2 5UL	Mon-Fri 09:00-17:00 Sat 10:00-16:00
Advance Dental Care	100 High Street, Hounslow TW3 1NH	Tues-Thurs 09:00-16:00 Fri 09:00-14:00
Ghauri Dental Centre	113 Vicarage Farm Road, Heston TW5 0AA	Mon-Sat 10:00-18:00
Oakleigh House Dental Surgery	567 London Road, Isleworth TW7 4EJ	Mon-Fri 09:00-17:00 Sat 09:30-13:00
Albany Dental Practice	17 Albany Parade, High St, Brentford TW8 0JW	Mon-Thurs 09:00-17:30 Fri 09:00-16:00
Hounslow West Dental Practice	300a Bath Road, Hounslow TW4 7DN	Mon 09:00-17:30 Tues, Wed, Fri 09:00-18:00 Sat 09:00-13:00
Feltham Park Dental Practice	56A Hounslow Road, Feltham TW14 9DG	Mon-Wed, Fri 10:00-17:00
DNA Dental Health Care	14 Kingsley Road, Hounslow TW3 1NP	Mon-Fri 09:00-18:00
The Smile Studios Dental Surgery	164 Heston Road, Hounslow TW5 0QU	Mon 09:00-20:00 Tues-Fri, 09:00-18:00 Sat 09:00-13:00

Dental Practice Name	Address	Opening Hours
Bridge Dental Practice	14 St Johns Road, Isleworth, TW7 6NN	Mon 09:00-20:00 Tues-Thurs 09:00-18:00 Sat 09:00-15:30
Rahemtulla and Associates	244 High Street, Feltham, TW13 4HX	Mon-Fri 08:30-17:30 Sat 08:30-13:00
Bedfont Green Dental Practice	522 Staines Road, Bedfont, Feltham, TW14 8DF	Mon-Fri 09:00-17:00
Carey J	4 Cressy's Corner, Lampton Road, Hounslow TW3 1HA	Mon-Tues 09:00-19:00 Wed-Fri 09:00-18:00 Sat 09:00-15:00
West London Dental Centres	31 Burlington Road, Chiswick W4 4BH	Mon-Fri 09:00-18:00
The Ivory Clinic	114 Whitton Road, Hounslow TW3 2EP	Mon-Fri 09:00-17:30
Orthosmile Hounslow	230 Staines Road, Hounslow TW3 3LR	Mon-Sat 09:00-17:30
Brightsmile Dental Care	41 South Street, Isleworth TW7 7AA	Mon-Fri 09:00-18:00
Wisdom Dental Surgery	11 The Broadway Gunnersbury Lane, Acton W3 8HR	Mon-Fri 08:30-17:30
Vicarage Farm Dental Centre	238 Vicarage Farm Road, Heston TW5 0DP	Mon-Fri 08:45-17:30
Family Dental Practice	61 Lampton Road, Hounslow TW3 4JX	Mon-Thurs 09:00-21:00 Fri 09:00-18:00 Sat 09:00-13:00

## Section 5: Findings from the public questionnaire

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

- All pharmacy contractors in Hounslow, to distribute to the public
- All GP practices in Hounslow, to distribute to the public
- Hounslow HealthWatch, for onward distribution to its members and participation groups
- Evolve and HCN networks
- London Borough of Hounslow Website

From the 295 responses received from the public questionnaire:

- **77%** have a **regular or preferred pharmacy** that they visit
- **66%** visit their pharmacy **once a month or more**
- **54%** rated as important that the pharmacy is **close to their GP surgery**; **77%** that the pharmacy is **close to their home**; **11%** that the pharmacy is **close to where they work** and **46%** that the pharmacy has **friendly staff**
- **90%** had **no difficulties travelling** to their pharmacy; this is an increase from **79%** previously
- Of those who expressed a difficulty in **travelling** to their pharmacy, **51%** had **parking difficulties**; **35%** had **problems with the location**. However, it should be noted that respondent numbers are low for this particular question
- **84%** report having a journey time of **no more than 15 minutes**
- **49%** **walk** to their community pharmacy, which is a decrease from **59%** in the previous PNA, but still the most frequent means of travel to their chosen pharmacy, **37%** use a **car/taxi**, which is an increase from **29%**; **10%** use **public transport**; **2%** use a **bicycle**
- **71%** indicated that they **used pharmacies up to every month** for the **purchase of over-the-counter medicines**
- When asked which services they would like to see provided by the local pharmacy, **85%** indicated **minor ailment scheme**, **84%** **emergency supply of prescription medicines**, **81%** **flu vaccination** and **71%** **Stop Smoking Service**
- Although only **9%** of respondents indicate that the most convenient day to visit the pharmacy is Saturday or Sunday, the remaining respondents did not express a clear preference for other days
- When asked what **time of day they prefer to visit** the pharmacy, the largest number of respondents, **47%**, indicated that it varies and only **6%** prefer to visit between 6pm and 8pm and **3%** after 8pm
- Only **10%** of respondents indicated that they have used an **internet pharmacy**, of these **82%** rated the service **good or excellent**
- **81%** of respondents were aware that their GP practice can send their **prescription electronically** to their chosen pharmacy

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

Table 32 provides the demographic analysis of respondents.

*Table 32 - Demographic analysis of the community pharmacy user questionnaire respondents*

Sex (%)								
Male				Female				
42%				58%				
Age (%)								
16-24	25-34	35-54	55-64	65-69	70-79	80-89	90-99	100+
3.9%	13.2%	17.5%	19.3%	13.2%	22.8%	8.8%	1.3%	0%
Illness or disability (%)?								
Yes				No				
25.3%				74.7%				
Ethnic origin (%)					Questionnaire	2011 census		
Asian/Asian British - Bangladeshi					0.5%	0.9%		
Asian/Asian British - Indian					25.6%	19%		
Asian/Asian British - Pakistani					3.7%	5.4%		
Asian/Asian British - Sri Lankan					1.4%	0.9%		
Asian/Asian British - other (please state)					6.4%	8.2%		
Black/African/Caribbean/Black British - Nigerian					0.9%	4.2%		
Black/African/Caribbean/Black British - Caribbean					0.9%	1.3%		
Black/African/Caribbean/Black British - other (please state)					0.5%	1%		
Chinese					0.5%	*		
Afghan					0.0%	2%		
Filipino					0.5%	1%		
Kurdish					0%	0.1%		
Chinese or other ethnic group - other					0%	*		
White - British					30.6%	37.9%		
White - English					16.9%			
White - Welsh					0.5%			
White - Scottish					0.9%			

Ethnic origin (%)	Questionnaire	2011 census
White - Irish	1.8%	1.9%
White - Polish	2.7%	*
White - Traveller	2.7%	0.1%
Mixed/Multiple Ethnic Groups - White and Asian	0.0%	1.3%
Mixed/Multiple Ethnic Groups - White and Black African	0.5%	0.7%
Mixed/Multiple Ethnic Groups - White and Black Caribbean	0.9%	0.9%
Other	1.8%	*

\*Information not available

## Section 6: Analysis of health needs and pharmaceutical service provision

### 6.1 Pharmaceutical services and health needs

Sections 2.1, 2.2 and 2.3 discuss the Hounslow JSNA and the North-West London Sustainability and Transformation plan.<sup>100</sup> The three priorities can be supported by the provision of pharmaceutical services within Hounslow HWB area:

- Reduced difference in life expectancy between communities
- Every child has the best possible start in life
- Adults retain their independence and good health for longer

Medicines management is vital in the successful control of 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 Clinical and Healthcare 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 Hounslow Joint Health and Wellbeing Strategy 2013-2017<sup>101</sup>) 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

<sup>100</sup> NHS Hounslow CCG. North-West London Sustainability and Transformation Plan. 2017. <http://www.hounslowccg.nhs.uk/what-we-do/our-plans/sustainability-and-transformation-plan.aspx>

<sup>101</sup> Hounslow Joint Health and Wellbeing Strategy 2013-2017: <https://www.hounslow.gov.uk>



- 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 for further research. This has been highlighted as a key area for improving health outcomes in the Hounslow Joint Health and Wellbeing Strategy, 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 Hounslow Joint Health and Wellbeing Strategy.

Through ES6, pharmacy staff can advise patients and carers on the most appropriate choices for self-care 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 the best practice and contribution of pharmacy services, especially to meeting local health priorities within Hounslow.

### **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, a pharmacy providing these services must have a consultation room which fits the service requirements, the pharmacist must be accredited to perform the service and the patient must have obtained dispensing services from the pharmacy for the previous three months.

Although the HWB have determined advanced services as necessary services, for the purpose of the PNA, the HWB contend that a lack of provision or access to an advanced service from a particular pharmacy may not necessarily translate into a gap and may not necessitate the granting of further applications. Hounslow 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, changes in dosage, 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 and helping the HWB achieve their objectives. Information from the PSNC website,<sup>102</sup> indicates that a total of 950,765 vaccinations were administered nationally for the 2016-17 influenza season.

Flu 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 is currently only one enhanced service commissioned through community pharmacies from NHSE in Hounslow HWB.

- London vaccination service.

This service is provided in addition to the National Advanced Flu vaccination service and includes a “top up” element to cover additional groups of patients e.g. carers, as well as providing vaccination for those aged 2 years to 18 years. There is also provision for pneumococcal vaccination to eligible cohorts and MenACWY for 18-24 year olds living permanently or temporary in London.

#### **6.5 Locally-commissioned services**

Appendix A provides a summary of Locally-Commissioned Services (LCS) within Hounslow pharmacies and Section 4.1 and 4.2 provides a description of those services.

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<sup>102</sup> Pharmaceutical Services Negotiating Committee. [Accessed 1 June 2017]. <http://www.psn.org.uk/>

It is important to note the commissioning status of each service as this defines whether or not it is a locally-commissioned service.

Locally-commissioned services 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 In-hours palliative care medicines supply service**

Good End of Life Care (EoLC) ensures 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.

Within the Hounslow HWB area, 18 (30.5%) of pharmacies provide this service. This has decreased from 21 pharmacies (38%) in 2015. Pharmacies are required to keep medicines contained within a palliative care formulary in stock for in-hours access by local clinicians, patients and carers. Activity data for this service was not available.

### **6.5.2 Out-of-hours palliative care medicines supply service**

There is no publicly published list of which pharmacies provide the service. Community pharmacies in Hounslow HWB area, in conjunction with Ealing HWB area, operate a joint on-call service for the supply of palliative care drugs out of hours, 365 days a year. The pharmacist must live within one hour's travel of the pharmacy and provide an on-call service for a continuous week from midnight on Sunday night for both HWB areas.

The consequential provision, for every out-of-hours period is that one pharmacy (in either Ealing or Hounslow HWB area) is available to be called out to dispense urgent prescriptions.

The Local Pharmaceutical Committee manage the service and ensure stocks of drugs are available in the pharmacies prior to their on-call week.

Publication of which pharmacy is on call for the two HWB areas is shared with the GP out-of-hours provider. To ensure the security of these pharmacies, this information is not published here or elsewhere publicly.

### **6.5.3 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 Hounslow JSNA and Joint Health and Wellbeing Strategy.

Smoking prevalence overall is less than the national and London estimated average and is discussed in Section 2.4.9.15.

LBH commissions a 'Support to Stop Smoking Service' from Hounslow and Richmond Community Healthcare (HRCH). HRCH contract with 32 community pharmacies in Hounslow HWB area to provide this Support to Stop Smoking services. This has increased from 18 pharmacies in 2015.

Hounslow HWB has not been presented with any evidence to date which concludes that any of these other NHS services should be expanded. Based on current information, Hounslow HWB has not identified a need to commission any other NHS services not currently commissioned.

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 Hounslow. If NHS England chooses to commission this service from pharmacies in Hounslow in the future, the capacity, quit rates and accessibility of all providers of stop smoking services within Hounslow should be considered when establishing service need and the commissioning intentions for pharmacies.

#### **6.5.4 Emergency hormonal contraception**

Sexual health has a major focus in the Joint Health and Wellbeing Strategy, with the role of pharmacies already highlighted in the provision of Emergency Hormonal Contraception (EHC).

Teenage conception includes all conceptions before the mother's 20th birthday, but the national focus is on conception under 18.

The conception rate is the number of pregnancies that start before the mother's 18th birthday (per 1,000 young women aged 15 to 17) and includes pregnancies that end either in birth or in termination.

According to data from 2015, the teenage conception rate for Hounslow (20.1/1,000) continues to reduce and is now lower than the national average in England (20.8) but slightly higher than the London average (19.2). These rates are discussed in Section 2.4.9.14.

EHC is provided as a free service to females presenting at a commissioned pharmacy in Hounslow. In Hounslow HWB area 36 pharmacies (61%) are commissioned to provide this service. This is a significant reduction on the number previously reported in 2015 which identified 50 pharmacies (91%) providing this service.

There is a very strong evidence base for the use of EHC in reducing unplanned or unwanted pregnancies, especially within teenage years. Its use forms part of an overall national strategy to reduce the rate of teenage pregnancy within England as recommended by NICE.

Provision of EHC services within Hounslow HWB area is reviewed annually.

In theory, EHC services may be commissioned by NHS England as a pharmaceutical enhanced service but currently they are commissioned by LBH. If NHS England chooses to commission this service from pharmacies in the future, this should be based upon a defined need within the population. When establishing the service need and the commissioning intentions for pharmacies, NHS England should also consider the capacity, activity and accessibility of all providers who have the potential to supply levonorgestrel under PGD, on a prescription or as an over-the-counter medication in Hounslow.

#### **6.5.5 Chlamydia screening**

The National Chlamydia Screening Programme (NCSP), which started locally in Hounslow in 2008, specifically targets 15-24 year olds.

The chlamydia diagnosis rate amongst 15-24 year olds in Hounslow in 2015 was below the national Public Health Outcomes Framework (PHOF) target of 2,300 diagnoses per 100,000 population, with 2,094 diagnoses per 100,000.

However, the overall number of diagnoses has increased from the 2012 results which showed 1,859 per 100,000 population. Although not every 15-24 year old may be at risk of acquiring chlamydia, they should be encouraged to have a screen if they are sexually active.

There is a strong evidence base for the effectiveness of chlamydia screening programmes in reducing the prevalence of chlamydia within the population. There is no treatment element to this service and therefore this is not currently a PGD service. However, the pharmacy contractor questionnaire identified that 77% of respondents would be willing to provide a chlamydia treatment service if this was commissioned locally.

In Hounslow 33 pharmacies (55.9%) are commissioned to provide the screening service. This is a significant reduction from the 2015 PNA when 47 pharmacies (85%) provided this service. They are however spread across the five localities.

Provision of chlamydia screening within Hounslow HWB area is reviewed annually.

Screening 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. If NHS England chooses to commission this service in from pharmacies the future, this should be based upon a defined need within the population. When establishing the service need and the commissioning intentions for pharmacies, it should also consider the capacity, activity and accessibility of all providers of chlamydia screening services in Hounslow.

#### **6.5.6 Other screening services**

Increasingly, community pharmacies have been commissioned to provide screening services, therefore providing additional choice and access for local populations. Currently chlamydia is the only screening service commissioned from pharmacies within Hounslow HWB area. Some examples of others are HIV screening, alcohol screening, cholesterol, HbA1c and diabetes. The commissioner questionnaire (Appendix E) sought clarification on current screening services commissioned or those they may consider commissioning. Of those suggested, the commissioners indicated they may consider commissioning four of them (hepatitis, HbA1c, diabetes and cholesterol), three they would not consider commissioning (HIV, H. pylori and gonorrhoea) and one is already commissioned (alcohol screening service). The Hounslow Joint Health and Wellbeing Strategy highlights the importance of screening programmes. Access to screening services has a significant role in supporting the numerous outcomes highlighted in priorities one and three in particular.

#### **6.5.7 Substance misuse services – supervised consumption**

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

Access to substance misuse services has a significant role in supporting several outcomes highlighted in the Joint Health and Wellbeing Strategy.

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.

Twelve pharmacies (20%) in Hounslow are sub-commissioned to provide this service by the LBH substance misuse provider for adults. This is a small increase from ten previously reported in 2015. These are geographically spread across the borough and available in all localities.

Alcohol and drug use, especially in the younger population, is a health priority for Hounslow.

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. If NHS England chooses to commission this service from pharmacies in the future, this should be based upon a defined need within the population. It should also consider the capacity, activity and accessibility of all providers of supervised administration substance misuse services within Hounslow when establishing the service need and the commissioning intentions for pharmacies.

#### **6.5.8 Needle exchange service**

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.

Only five pharmacies (8.5%) in Hounslow HWB area are sub-commissioned to provide this service by the LBH substance misuse provider for adults. This is a reduction of one pharmacy from the number previously reported in 2015. They are geographically spread across Hounslow but only available in three of the five localities.

Needle and syringe exchange 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. If NHS England chooses to commission this service from pharmacies in the future, this should be based upon a defined need within the population. It should also consider the capacity, activity and accessibility of all providers of needle and syringe exchange services within Hounslow when establishing the service need and the commissioning intentions for pharmacies.

#### **6.5.9 Medication Administration Record service (MAR)**

The medication administration record service (MAR) provides patients, or their carers, with a paper copy of their medication regime.

The service aims to keep people taking medication in the community. In Hounslow HWB area 14 community pharmacies are commissioned by LBH to provide this service.

Hounslow HWB notes that it is unclear if these services are meeting the needs of the local population due to a lack of activity data and a lack of service review.

#### **6.5.10 Transforming Community Equipment Service (TCES)**

The transforming community equipment service (TCES) is aimed at improving access to disability living aids for residents living in the community.

There are a range of providers of the TCES service in Hounslow HWB area and currently six community pharmacies are commissioned to provide this service. Previously ten community pharmacies were commissioned to provide this service.



Hounslow HWB notes that it is unclear if these services are meeting the needs of the local population due to a lack of activity data and a lack of service review.

## **6.6 PNA localities**

There are 59 pharmacies within Hounslow HWB area. Pharmacy opening times are listed in Sections 3.4.2, 3.4.3, 3.4.4 and Appendix A.

As described within Section 1.5, the PNA Steering Group decided that the Hounslow HWB PNA should be divided into five localities – Isleworth and Brentford, Central Hounslow, Heston and Cranford, West Area, and Chiswick. Substantial health data is available at this level and populations and their health needs vary widely between wards. This is illustrated and discussed in detail in Section 2.

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

### **6.6.1 Isleworth and Brentford**

Isleworth and Brentford locality is made up of four wards with a population of 57,718, making it the third-most populated locality. The Brentford ward has the highest rates of people who speak Polish as their first language. Syon ward has one of the highest mortality rates for CVD and cancer and the lowest male life expectancy (78.3).

There are 12 community pharmacies in this locality and the estimated average number of community pharmacies per 100,000 population is 21, slightly lower than the Hounslow HWB (21.6) and England average of 21.5 (Section 3.1, Table 22). Of these pharmacies, 11 hold a standard 40-core hour contract while one holds a 100-core hour contract.

Based upon the 12 pharmacies:

- 5 pharmacies (42%) are open after 6pm weekdays
- 10 pharmacies (83%) are open on Saturdays
- 4 pharmacies (33%) are open on Sundays
- 10 pharmacies (83%) provide MURs
- 8 pharmacies (67%) provide NMS
- 7 pharmacies (58%) provide flu vaccination services

Regarding access to locally-commissioned services within the 12 pharmacies:

- 5 pharmacies (42%) provide in-hours palliative care medicines service
- 8 pharmacies (67%) provide EHC
- 7 pharmacies (58%) provide chlamydia screening
- 2 pharmacies (17%) provide supervised consumption
- 1 pharmacy (8%) provides needle exchange
- 4 pharmacies (33%) provide the MAR service
- 3 pharmacies (25%) provide the TCES service
- 6 pharmacies (50%) provide the Support to Stop Smoking service
- 2 pharmacies (17%) provide alcohol intervention services

The pharmacies providing these locally-commissioned services are geographically spread across the locality and have varying opening times.



Regarding access to enhanced services:

- 7 pharmacies (58%) provide the London Vaccination Service.

These pharmacies are geographically spread across the locality and have varying opening hours.

A number of new housing developments are planned for the locality during the period of this PNA (1,644 units), with a further 1,700+ units planned between 2021 and 2025. While these new developments are significant (over 3,000 units), generally there is adequate pharmaceutical service provision across the whole locality to ensure continuity of provision to the new developments.

Hounslow HWB will continue to monitor pharmaceutical service provision in specific areas within the locality where major housing developments are planned, to ensure there is capacity to meet potential increases in service demand.

Appendix A contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally-commissioned services. A number of community pharmacies provide free prescription delivery services which many residents may find helpful.

### 6.6.2 Central Hounslow

Central Hounslow locality is made up of four wards with a population of 58,187, making it the second-most populated locality. Central Hounslow ward has one of the highest rates of people who speak Panjabi or Urdu as their first language. Hounslow West ward has one of the highest all-cause mortality ratios.

There are 15 community pharmacies, including a Distance-selling pharmacy, in this locality which is the largest number for any single locality. The estimated average number of community pharmacies per 100,000 population is 25.8, greater than Hounslow HWB average (21.6) and the England average (21.5) (Section 3.1, Table 22). Eleven pharmacies hold a standard 40-core hour contract, three hold a 100-core hour contract and there is one DSP.

Based upon the 14 pharmacies (i.e. excluding the DSP):

- 13 pharmacies (93%) are open after 6pm weekdays
- 13 pharmacies (93%) are open on Saturdays
- 4 pharmacies (29%) are open on Sundays
- 14 pharmacies (100%) provide MURs
- 12 pharmacies (86%) provide NMS
- 10 (71%) provide flu vaccination services

Regarding access to locally-commissioned services within the 14 pharmacies:

- 5 pharmacies (36%) provide in-hours palliative care medicines service
- 10 pharmacies (71%) provide EHC
- 10 pharmacies (71%) provide chlamydia screening
- 4 pharmacies (29%) provide supervised consumption
- 2 pharmacies (14%) provide needle exchange
- 4 pharmacies (29%) provide the MAR service
- 1 pharmacy (7%) provides the TCES service
- 8 pharmacies (57%) provide the Support to Stop Smoking service
- 5 pharmacies (36%) provide alcohol intervention services

The pharmacies providing these locally-commissioned services are geographically spread across the locality and have varying opening times.

Regarding access to enhanced services:

- 7 pharmacies (50%) provide the London Vaccination Service.

These pharmacies are geographically spread across the locality and have varying opening hours.

Appendix A contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally-commissioned services. A number of community pharmacies provide free prescription delivery services which many residents may find helpful.

A number of new housing developments are planned for the locality during the period of this PNA (1,697 units), with a further 1,100+ units planned between 2021 and 2025. While these new developments are significant, generally there is adequate pharmaceutical service provision across the whole locality to ensure continuity of provision to the new developments.

Hounslow HWB may however wish to consider carrying more detailed consultation with pharmaceutical service providers in specific areas within the locality where major housing developments are planned, to ensure they have the capacity to meet potential increases in service demand.

### 6.6.3 Heston and Cranford

Heston and Cranford locality is made up of four wards with a population of 51,653, making it the second-lowest populated locality. Wards in Heston and Cranford have one of the highest rates of people who speak Punjabi or Urdu as their first language. There is one gypsy/traveller site in the locality. Service providers in the locality should be aware of and sensitive to the specific needs of these communities. Heston and Cranford locality has one of the highest levels of recorded CHD in the HWB.

There are ten community pharmacies in this locality which is the lowest number for any single locality. The estimated average number of community pharmacies per 100,000 population is 19.4. This is slightly lower than Hounslow HWB average (21.6) and the England average (21.5) (Section 3.1, Table 22). Eight pharmacies hold a standard 40-core hour contract and two are Distance-selling pharmacies.

Based upon the eight pharmacies (excluding the DSPs):

- 6 pharmacies (75%) are open after 6pm weekdays
- 8 pharmacies (100%) are open on Saturdays
- 2 pharmacies (25%) are open on Sundays
- 7 pharmacies (87%) provide MURs
- 8 pharmacies (100%) provide NMS
- 7 pharmacies (87%) provide immunisation services

Regarding access to locally-commissioned services within the eight pharmacies:

- 4 pharmacies (50%) provide in-hours palliative care medicines service
- 5 pharmacies (62%) provide EHC
- 3 pharmacies (37%) provide chlamydia screening (previously 6)
- 0 pharmacies (0%) provide supervised consumption (previously 1)

- 0 pharmacies (0%) provide needle exchange (previously 1)
- 2 pharmacies (25%) provide the MAR service
- 1 pharmacy (17%) provides the TCES service
- 6 pharmacies (75%) provide the Support to Stop Smoking service
- 2 pharmacies (25%) provide alcohol intervention services

The pharmacies providing these locally-commissioned services are geographically spread across the locality and have varying opening times. The pharmacy previously providing both the needle exchange and supervised consumption service no longer provides these services.

Regarding access to enhanced services:

- 4 pharmacies (50%) provide the London Vaccination Service

These pharmacies are geographically spread across the locality and have varying opening hours.

Appendix A contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally-commissioned services. A number of community pharmacies provide free prescription delivery services which many residents may find helpful.

#### **6.6.4 West Area**

West Area locality is made up of five wards with a population of 65,784, making it the most-populated locality. Feltham West is the most-populated ward within the locality. The locality also contains the ward with the lowest female life expectancy (78.9) – Feltham North – and male life expectancy (78.4) – Bedfont. There are three gypsy/traveller sites in the locality. Service providers in the locality should be aware of and sensitive to the specific needs of these communities. The Feltham North ward has one of the highest mortality rates for CVD and cancer and the locality has a ward with the highest adult obesity rate – Feltham.

There are 11 community pharmacies in this locality. The estimated average number of community pharmacies per 100,000 population is 16.7, less than the Hounslow HWB average (21.6) and England average (21.5) (Section 3.1, Table 22). This means the locality has the lowest number of community pharmacies per 100,000 population, despite being the most-populated locality. Nine pharmacies hold a standard 40-core hour contract and two hold a 100-core hour contract.

Based upon the 11 pharmacies:

- 7 pharmacies (64%) are open after 6pm weekdays
- 11 pharmacies (100%) are open on Saturdays
- 3 pharmacies (27%) are open on Sundays
- 11 pharmacies (100%) provide MURs
- 11 pharmacies (100%) provide NMS
- 8 pharmacies (73%) provide flu vaccination services

Regarding access to locally-commissioned services within the 11 pharmacies:

- 0 pharmacies (0%) provide in-hours palliative care medicines service (previously 4)
- 8 pharmacies (73%) provide EHC
- 8 pharmacies (73%) provide chlamydia screening
- 5 pharmacies (63%) provide supervised consumption

- 2 pharmacies (18%) provide needle exchange
- 2 pharmacies (18%) provide the MAR service
- 0 pharmacies (0%) provide the TCES service
- 7 pharmacies (64%) provide the Support to Stop Smoking service
- 1 pharmacy (9%) provides alcohol intervention services

The pharmacies providing these locally-commissioned services are geographically spread across the locality and have varying opening times.

Regarding access to enhanced services:

- 4 pharmacies (36%) provide the London Vaccination Service

These are geographically spread across the locality and have varying opening times.

Appendix A contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally-commissioned services. A number of community pharmacies provide free prescription delivery services which many residents may find helpful.

### **6.6.5 Chiswick**

Chiswick locality is made up of three wards with a population of 35,834, making it the least-populated locality. It contains the wards with the highest life expectancies for both male (82.1) in Turnham Green and female (88.8) in Chiswick Riverside. The latter ward also has the lowest all-cause mortality ratio for the Hounslow HWB area.

There are 11 community pharmacies in this locality. The estimated average number of community pharmacies per 100,000 population is 30.7. This is the highest of any Hounslow locality, approximately 50% greater than the Hounslow HWB average of 21.6 and England average (21.5) (Table 22, Section 3.1). All 11 pharmacies hold a standard 40-core hour contract.

Based upon the 11 pharmacies:

- 10 pharmacies (91%) are open after 6pm weekdays
- 10 pharmacies (91 %) are open on Saturdays
- 3 pharmacies (27%) are open on Sundays
- 10 pharmacies (91%) provide MURs
- 10 pharmacies (91%) provide NMS
- 7 (64%) provide flu vaccination services

Regarding access to locally-commissioned services within the 11 pharmacies:

- 4 pharmacies (36%) provide in-hours palliative care medicines service
- 5 pharmacies (45%) provide EHC (previously 10)
- 5 pharmacies (45%) provide chlamydia screening
- 1 pharmacy (9%) provides supervised consumption
- 0 pharmacies (0%) provide needle exchange (previously 1)
- 2 pharmacies (18%) provide the MAR service
- 1 pharmacy (9%) provides the TCES service
- 5 pharmacies (45%) provide the Support to Stop Smoking service
- 3 pharmacies (27%) provide alcohol intervention services

The pharmacies providing these locally-commissioned services are geographically spread across the locality and have varying opening times.

Regarding access to enhanced services:

- 4 pharmacies (36%) provide the London Vaccination Service

These are geographically spread across the locality and have varying opening times.

The absence of a pharmacy providing the needle exchange service will mean that any need will have to be met by neighbouring localities or cross-border providers. However, there is considered to be sufficient service provision in the HWB for service users to access this service.

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

Maps have been generated using pharmacy postcodes. This can result in anomalies in map generation especially when pharmacies are contained within postcodes that border with other HWB areas.

A number of community pharmacies provide free prescription delivery services which many residents may find helpful.

## **6.7 Necessary services – gaps in service provision**

For the purposes of this PNA, necessary services are defined as:

- Essential services provided at all premises on the pharmaceutical list during all the opening hours of the pharmacy in line with their terms of service as set out in the Pharmaceutical Regulations 2013
- Advanced services in line with their terms of service as set out in the Pharmaceutical Regulations 2013

Hounslow HWB has considered the White Paper 'Pharmacy in England: building on strengths – delivering the future' (2008) which states that it is the strength of the current system that community pharmacies are easily accessible. Hounslow HWB considers that the population of Hounslow currently experience this situation in all five PNA localities.

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

- The map showing the location of pharmacies within Hounslow in relation to ward, locality and population density, indicating that pharmacies are generally located within areas of higher population density (Figure 2)
- The proportion of locality population not born in UK; BAME levels (Table 5)
- The percentage of population of Hounslow HWB area and the drive and walking times to nearest community pharmacy (Table 25)
- Using average drive time, all residents can access a pharmacy by car within five minutes (Map A)
- Using average walking times, 98.68% of Hounslow residents can access a pharmacy within 20 minutes (Map B)

- The location of pharmacies within each of the five PNA localities and across the whole HWB area (Figure 2)
- The number, distribution and opening times of pharmacies within each of the five PNA localities and across the whole Hounslow HWB area (Appendix A)
- The choice of pharmacies covering each of the five PNA localities and the whole Hounslow HWB area (Appendix A)
- Location and opening hours of GP practices, including those 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 4)
- Projected population growth (Figure 4)

In the Hounslow 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 Saturday and on Sunday. There are six 100-hour pharmacies spread across three localities (Section 3.1.2 Table 24) accounting for 10.2% of all pharmacies within Hounslow HWB area. This is a reasonable proportion of pharmacies.

Each locality within Hounslow HWB area is characterised by having large variations in population densities and high levels of access to pharmacies. Of the residents of Hounslow HWB area, 100% are four minutes or less from a pharmacy using average daytime travel times.

Hounslow HWB has concluded that there is no gap in necessary service provision. Hounslow HWB will consider the change in health needs of each of the five localities as the housing developments listed in Section 2.4.3, Table 4, progress through the three-year time horizon of the PNA.

This represents a significant number of new dwellings being created within Hounslow HWB area which will have an impact on population densities. Hounslow HWB will consider the responses from the public, pharmacy contractors and other stakeholders involved in these developments when considering the changing health needs of the residents of Hounslow HWB area. The significant new retail developments planned for Hounslow and Brentford are not anticipated to impact on pharmaceutical service needs or provision during the time horizon of this PNA.

The Hounslow CCG Commissioning Intentions and Joint Health and Wellbeing Strategic Plan both refer to initiatives that could have an impact on the provision of pharmaceutical services in Hounslow in the next three years, e.g. relocation of secondary care-based services into primary care settings, a focus on developing integrated pathways of care and the out-of-hospital care initiatives. These could see an increase in demand for pharmaceutical services in primary care settings within Hounslow HWB area. These will be considered by Hounslow HWB as the CCG progresses with its commissioning intentions.

Changes in the provision of GP practice-based services are already occurring, e.g. increased opening hours. Future development of the primary care estate and resultant changes in service provision could see an increase in demand for pharmaceutical services in primary care settings within Hounslow HWB area.



It is unclear if these will occur during the time horizon of this PNA. Any changes will be considered by Hounslow HWB as the CCG progresses with its commissioning intentions.

## **6.8 Improvements and better access – gaps in service provision**

Hounslow HWB recognises that any addition of pharmaceutical services by location, provider, hours or services should be considered, however a principle of proportionate consideration should apply.

The public questionnaire did not record any specific themes relating to pharmacy opening times (Section 5). Hounslow HWB therefore concludes there is no significant information to indicate there is a gap in the current provision of pharmacy opening times.

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. Hounslow HWB will consider the response by pharmacy contractors to the changing expectations of the public towards pharmacy opening times during the time horizon of this PNA.

With regard to enhanced services, Hounslow 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 the Hounslow CCG (such as the palliative care medicines supply service) and through LBH (as in the case of EHC, chlamydia screening and substance misuse services). This PNA identifies these as locally-commissioned services (LCS).

Hounslow HWB notes that not all LCS are accessible to the population in all PNA localities. In some cases, the LCS is provided by a provider other than a community pharmacy (as in the case of the TCES service). Hounslow HWB also notes that it is unclear in some cases if these services are meeting the needs of the local population due to a lack of service review.

Nevertheless, Hounslow HWB has not been presented with any evidence to date which concludes that any of these LCS should be decommissioned or that any of them should be expanded.

The top five causes of premature mortality in Hounslow are cancer, heart disease and stroke, lung disease, liver disease and injury. Should these be priority target areas for commissioners, they may want to consider the current and future service provision from community pharmacies, in particular the screening services they are able to offer. The pharmacy contractor questionnaire did identify that 90% of respondents would be willing to provide cholesterol screening services and 88% diabetes screening, which could contribute to improving the identification of those at risk of CVD and help to direct them to follow-up services to improve outcomes and meet the strategic objectives within the Health and Wellbeing plan.

Lifestyle issues such as smoking, obesity and drugs and alcohol still remain priorities for Hounslow HWB. There has been success in reducing the prevalence of smoking, with a strategy aimed particularly at preventing young people from starting smoking.



Quit rate success of 4,851/100,000 is significantly higher than the London average of 2,910/100,000 and England average of 2,598. This makes Hounslow one of the best boroughs in England. However, with regard to obesity the data would suggest Hounslow continues to have challenges for both adults and children. Consideration should be given to how community pharmacies could help support the HWB objectives. The pharmacy contractor questionnaire identified 89% of respondents would be willing to support a weight management service for children and 92% for adults if commissioned.

Hounslow has transformed its recovery outcomes for adult residents affected by alcohol or drugs in the last two years. It has moved from being one of the lowest-performing boroughs in the country to one of the best. Hounslow does however continue to perform significantly worse than the national average in terms of alcohol-specific mortality, alcohol-specific admissions for males and alcohol-attributable admissions. Therefore, there may be further opportunity for improvement by ensuring additional community pharmacies are encouraged to provide support and participate in the Alcohol Brief Intervention service.

In addition, Hounslow has a transient childhood population, similar to much of the rest of London. This has implications for childhood immunisation, as many children move in and out of the borough at an age when they would normally be receiving their immunisations. This could have longer-term implications on health. The pharmacy contractor questionnaire identified that 81% would be willing to provide a childhood vaccination service if commissioned. This could provide an opportunity to increase access and uptake and help the HWB achieve its strategic objective of improving immunisation rates for children. This may, in the longer term, have a positive impact on the tuberculosis (TB) rate in Hounslow where the rate of TB is much higher at 53.9 cases/100,000 than the London average of 30.6/100,000 and the England rate of 12/100,000.

Accessing all information used to construct this PNA, Hounslow HWB considered the location, number, distribution and choice of pharmacies covering each of the five localities and Hounslow HWB area providing enhanced services and LCS, to provide improved access to the population for these services. Based on the current information and evidence available, this conclusion is also applied when considering any future circumstances within the time horizon of the PNA.

## Section 7: Conclusions

The HWB provides the following conclusions and recommendations on the basis that funding is at least maintained at current levels and or reflects future population changes.

### 7.1 Current provision – necessary and other relevant services

Hounslow HWB has identified necessary services in Section 6.7 as essential services and advanced services as required by paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

Hounslow HWB has identified enhanced services in Section 3.6 as pharmaceutical services which secure improvements or better access, or which have contributed towards meeting the need for pharmaceutical services in the area of Hounslow HWB.

Hounslow HWB has identified locally-commissioned services in Section 4.1, 4.2 and 6.5 which secure improvements or better access, or have contributed towards meeting the need for pharmaceutical services in the area of Hounslow 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 Hounslow, Hounslow HWB consider access (average daytime travel times and walking) 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

Hounslow HWB has determined that the average daytime travel times and walking, and opening hours of pharmacies in all five localities, across the whole HWB area are reasonable in all the circumstances.

*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

There are also six 100-hour contract pharmacies and 27 'late night' pharmacies (open beyond 8pm) within Hounslow HWB area. These are geographically spread across Hounslow HWB area and the five PNA localities. Almost one in four, or 25%, of pharmacies within HWB area is either a 100-hour or 'late night' pharmacy.

Based upon the results of the public questionnaire and access to pharmacies across Hounslow HWB area, it is unclear if there is a gap in service which would equate to the need for access to essential services outside normal hours in this locality. Hounslow HWB will monitor the uptake and need for necessary services. It will also 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 essential services outside of normal working hours across the whole HWB area.*

### **7.2.2 Access to advanced services**

Section 6.3 defines the level of access to advanced services. There is no identified gap in the provision of advanced services as MURs are available in 83-100%, NMS is available in 67-100% and flu vaccination is available in 58-73% of pharmacies across localities. There is no information available publicly with regard to provision of NUMSAS.

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

Hounslow HWB is aware that uptake of flu vaccination in 16/17 in some at risk categories in particular pregnancy and older people is lower as a percentage than England as a whole. However, there is no evidence to suggest that provision through pharmacies is inadequate in Hounslow. Commissioners may wish to consider how uptake may be increased.

*There are no gaps in the provision of 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 is no identified gap in the provision of enhanced services as access to the London Vaccination service is available in 36-58% of pharmacies across localities.

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

## **7.3 Future provision of necessary services**

Hounslow HWB has not identified any pharmaceutical services that are not currently provided but that will, in specified future circumstances, need to be provided in order to meet a need for pharmaceutical services in any of the five 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

Hounslow 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 five 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 advanced services

In 2016-17, MURs were available in 83-100% of pharmacies and NMS were available in 67-100% of pharmacies across all localities. Where applicable, NHS England will encourage all pharmacies and pharmacists to become eligible to deliver the service in all pharmacies so that more patients are able to access and benefit from this service.

Figures also indicate that, based on 2015-16 activity, 58-73% of pharmacies provided access to the flu vaccination service.

Demand for the appliance advanced services (SAC and AUR) is lower than for the other two advanced services, due to the much smaller proportion of the population that may require the services. Pharmacies and DACs may choose which appliances they provide and may also choose whether or not to provide the two related advanced services. NHS England will encourage those contractors in the areas that do provide appliances to become eligible to deliver these advanced services where appropriate.

No data is available publicly with regards provision of NUMSAS.

*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.*

### 7.4.3 Current and future access to enhanced services

NHS England currently commission the “London Vaccination service” as an enhanced service from pharmacies in Hounslow HWB. There are a number of pharmacies which provide this service within each locality and access is considered adequate.

Some of the enhanced services listed in the 2013 Directions (Section 1.3.1) are now commissioned by Hounslow CCG (palliative care medicines supply service) and through LBH (EHC, chlamydia screening, smoking cessation and substance misuse 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 on a locality basis as identified in Section 6.2 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, Hounslow HWB has had regard for any other NHS Services that may affect the need for pharmaceutical services in the area of Hounslow HWB. Hounslow HWB Strategy considered the need to commission NHS Health Checks and these now form part of their strategy to reduce differences in life expectancy between communities. Hounslow HWB will consider any current or future needs as these plans are developed.

*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, Hounslow 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 the Hounslow CCG (such as the two palliative care medicines supply services) and through LBH (in the case of EHC, chlamydia screening and the TCES services). 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. However, based on the public questionnaire, HWB has identified that there may be a need to review the ceasing of the Minor Ailment Scheme, previously commissioned via Hounslow CCG, as it would appear to indicate the public would value the service, with 85% of respondents saying they would like to see such a service provided. The pharmacy contractor questionnaire also indicates that community pharmacists feel the ceasing of the service was not welcomed by the public.

Further the NW London Sustainability and Transformation plan also identifies as a 'key delivery area' that self-care is important in terms of reducing pressure on GP services in relation to minor ailment consultations. The Murray Report<sup>103</sup> also recommended consideration be given to local commissioning of minor ailment schemes, however there is an ongoing debate as to whether this should be a national, rather than locally-commissioned, service.

*Based on current information the HWB may wish to consider a further review for the need of Minor Ailment Scheme to secure or improve better access across all HWB localities.*

Hounslow HWB notes that all LCS are accessible to the population in all PNA localities. Hounslow HWB also notes that it is unclear if these services are meeting the needs of the local population due to a lack of activity data and a lack of service review. Nevertheless, Hounslow HWB has not been presented with any evidence to date which concludes that any of these LCS should be decommissioned or that any of them should be expanded. Based on current information Hounslow HWB has not identified a need to commission any locally-commissioned services not currently commissioned.

*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.*

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<sup>103</sup> Murray R. The Murray Report 2016: Community Pharmacy Clinical Services Review. 2016.

## Appendix A: List of pharmaceutical service providers in Hounslow HWB area

### Isleworth and Brentford locality

Pharmacy name	Address	Opening hours			Contract type	Electronic Prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services						CCG-commissioned service providers		Local authority-commissioned service providers							
		Enhanced Flu Service	NMS	MURs				AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention service			
A C Curd Ltd	55 South Street, Isleworth TW7 7AA	09:00-18:30	09:00-13:00	Closed	40 Hours	Y	N	N	N	N	N	N		N		Y	Y	Y	Y	Y	N	N	N	N
Azchem Pharmacy	258 Twickenham Road, Isleworth TW7 7DT	09:00-18:00	09:00-13:00	Closed	40 Hours	Y	N	Y	N	Y	N	N		Y		Y	Y	Y	N	N	Y	N	Y	N
B A Williams Chemist	14-15 Albany Parade, High Street, Brentford TW8 0JW	09:00-17:30	Closed	Closed	40 Hours	Y	N	Y	Y	Y	N	N		N		N	Y	Y	N	N	Y	Y	Y	N



Pharmacy name	Address	Opening hours			Contract type	Electronic Prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services						CCG-commissioned service providers		Local authority-commissioned service providers						
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service
Brent Pharmacy	214 High Street, Brentford TW8 8AH	09:00-18:00	09:00-13:00	Closed	40 Hours	Y	N	N	N	N	N	N		N		N	N	N	N	N	N	N	N
Jade Pharmacy	570 London Road, Isleworth TW7 4EP	09:00-19:00	09:00-13:00	Closed	40 Hours	Y	N	Y	N	Y	N	N		Y		Y	Y	N	N	N	N	N	Y
Jasins Chemist	18 St John's Road, Isleworth TW7 6NW	09:00-17:30	09:00-17:30	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		Y	Y	Y	N	N	Y	N	Y
Morrisons Pharmacy	228-238 High Street, Brentford TW8 0JG	08:00-20:00 Fri 08:00-21:00	08:00-20:00	10:00-16:00	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	Y	Y	N	Y	N	N	Y

Pharmacy name	Address	Opening hours			Contract type	Electronic Prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services					CCG-commissioned service providers		Local authority-commissioned service providers								
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention service
Osterley Park Pharmacy	165 Thornbury Road, Osterley TW7 4QG	09:00-18:00	09:00-13:00	Closed	40 Hours	Y	N	N	Y	Y	N	N		N		Y	Y	Y	N	N	Y	N	Y	N
Clarks Pharmacy	471 London Road, Isleworth TW7 4BX	09:00-18:00	Closed	Closed	40 Hours	Y	N	N	Y	Y	N	N		Y		N	N	Y	Y	N	N	N	Y	N
Riverside Pharmacy	1 Shrewsbury Walk, Isleworth TW7 7DE	08:00-22:30	08:00-22:30	08:00-22:30	100 Hours	Y	N	N	Y	Y	N	N		N		N	N	N	N	N	N	N	N	N
Tesco In-Store Pharmacy	Osterley Park, Syon Lane, Isleworth TW7 5NZ	08:00-21:00	08:00-21:00	10:00-16:00	40 Hours	Y	Y	Y	Y	Y	N	N		Y		N	N	N	N	N	N	Y	N	N

Pharmacy name	Address	Opening hours			Contract type	Electronic Prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services					CCG-commissioned service providers		Local authority-commissioned service providers								
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention service
Tesco In-Store Pharmacy	Mogden Lane, Isleworth TW7 7JY	08:00-21:00	08:00-21:00	11:00-17:00	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	N	N	N	N	N	Y	N	N

## Central Hounslow locality

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services					CCG-commissioned service providers	Local authority-commissioned service providers									
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention service
Amin Pharmacy	10 Kingsley Road, Hounslow TW3 1NP	09:00-19:00	09:00-18:00	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	Y	Y	Y	Y	N	N	Y	Y
Asda Pharmacy	Off Alexander Road, Hounslow TW3 1JT	Mon 08:00-23:00 Tues-Fri 07:00-23:00	07:00-22:00	11:00-17:00	100 Hours	Y	N	Y	Y	Y	N	N		Y		Y	Y	Y	N	N	N	N	Y	Y
Bath Road Pharmacy	119 Bath Road, Hounslow TW3 3BT	07:00-22:00	08:00-21:00	Closed	100 Hours	Y	N	N	Y	Y	N	N		Y		Y	N	N	N	N	N	Y	N	N

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services					CCG-commissioned service providers		Local authority-commissioned service providers									
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention service	
Boots	302 Bath Road, Hounslow West TW4 7DN	09:00-18:00	09:00-17:30	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	Y	Y	N	N	N	N	N	N	
Boots	193-199 High Street, Hounslow TW3 1BL	08:30-18:30 Thurs 08:30-19:00	08:30-18:30	11:00-17:00	40 Hours	Y	N	Y	Y	Y	N	N		Y		Y	Y	N	N	N	N	N	N	N	N
Crystal Pharmacy	39 High Street, Hounslow TW3 1RH	09:00-18:30	09:00-17:30	Closed	40 Hours	Y	N	N	Y	Y	N	N		Y		N	N	N	N	N	N	N	N	N	N
Herbert and Herbert Pharmacy	280 Staines Road, Hounslow TW3 3LX	09:00-19:00	Closed	Closed	40 Hours	Y	N	N	Y	Y	N	N		Y		N	N	N	Y	Y	N	N	Y	N	Y

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services					CCG-commissioned service providers	Local authority-commissioned service providers										
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*		Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention service
Herbert and Herbert Pharmacy	106 Staines Road, Hounslow TW3 3LH	08:00-20:30	08:00-20:30	08:00-20:30	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	Y	Y	N	Y	Y	N	Y	N	
Hounslow Central Pharmacy	38 Lampton Road, Hounslow TW3 1JH	10:00-19:00	11:00-15:00	Closed	40 Hours	Y	N	N	N	Y	N	N		N		N	N	N	N	N	N	N	N	N	N
Hounslow East Pharmacy	84 Kingsley Road, Hounslow TW3 1QA	07:00-23:00	07:00-23:00	12:00-18:00	100 Hours	Y	N	Y	N	Y	N	N		Y		Y	Y	Y	N	Y	N	N	Y	Y	
Lloyds Pharmacy	115-117 Bath Road, Hounslow TW3 3BT	08:30-19:00	09:00-17:00	Closed	40 Hours	Y	N	N	Y	Y	N	Y		N		N	N	N	Y	Y	N	N	N	N	Y

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services					CCG-commissioned service providers		Local authority-commissioned service providers								
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention service
London Pharmacy	Unit 13, Derby Road Industrial Estate, Hounslow TW3 3UH	09:00-17:00	Closed	Closed	Distance Selling	Y	N	N	N	N	N	N		N		N	N	N	N	N	N	N	N	
Maswell Park Pharmacy	6 & 6a Central Avenue, Hounslow TW3 2QH	09:00-19:00	09:00-17:30	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		Y	Y	Y	Y	Y	N	Y	N	
Ram Dispensing Chemist	99 Whitton Road, Hounslow TW3 2EW	09:30-18:30	10:00-14:00	Closed	40 Hours	Y	N	N	Y	Y	N	N		N		N	N	N	N	N	Y	N	Y	N



Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services						CCG-commissioned service providers		Local authority-commissioned service providers							
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention service
Shah Pharmacy	382 Bath Road, Hounslow TW4 7HT	09:00-19:30 Wed 17:30	09:00-17.30	Closed	40 Hours	Y	N	N	Y	Y	N	N		N		N	Y	Y	N	N	N	N	Y	Y

## Heston and Cranford locality

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services previously					CCG-commissioned service providers		Local authority-commissioned service providers								
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention Service
Bhogal Pharmacy	48 Vicarage Farm Road, Heston TW5 0AB	09:00-18:15	09:00-15:30	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		Y	Y	Y	N	N	Y	N	N	N
Club Chemist	Block A, 6 <sup>th</sup> Floor, Suite A04, Vista Business Centre, 50 Salisbury Road, Hounslow TW4 6JQ	09:00-19:00	09:00-13:00	Closed	Distance-selling	Y	N	Y	N	N	N	N		N		N	N	N	N	N	N	N	N	N

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services previously						CCG-commissioned service providers		Local authority-commissioned service providers							
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention Service
Dunns Chemist	740 Bath Road, Cranford TW5 9TY	09:00-19:00	09:00-17:00	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	Y	Y	N	N	N	Y	N	N
Heston Pharmacy Ltd	4 Winchester Avenue, Heston TW5 0HA	Mon-Tue 17:00-21:00; Weds-Thur 09:00-20:00; Fri 09:00-19:00	Closed	Closed	Distance-selling	Y	N	N	N	N	N	N		N		N	N	N	N	N	N	N	N	N

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services previously					CCG-commissioned service providers		Local authority-commissioned service providers							
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service
Jade Pharmacy	317-319 Vicarage Farm Road, Heston TW5 0DR	09:00-18:00	09:00-13:00	10:00-14:00	40 Hours	Y	N	N	Y	Y	N	N		Y		Y	Y	N	N	N	N	Y	Y
Jade Pharmacy	174-176 Heston Road, Heston TW5 0QU	09:00-19:00	09:00-18:00	Closed	40 Hours	Y	N	N	Y	Y	N	N		Y		Y	Y	N	N	N	N	Y	Y
Medico Pharmacy	2 Parklands Parade, Bath Road, Hounslow TW5 9AX	09:00-19:00	09:00-13:00	Closed	40 Hours	Y	N	N	Y	Y	N	N		Y		Y	Y	Y	N	N	Y	N	Y

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services previously					CCG-commissioned service providers		Local authority-commissioned service providers								
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention Service
Hobbs Pharmacy	The Meadow Primary Care Centre, Chinchilla Drive, Hounslow TW4 7NP	09:00-18:00	09:00-12:00	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	N	N	N	N	N	N	Y	N

## West Area locality

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services					CCG-commissioned service providers	Local authority-commissioned service providers										
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Services	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention Service	
Asda Pharmacy	Tilley Road, Feltham TW13 4BH	Mon 08:00-23:00, Tues-Fri 07:00-23:00	07:00-22:00	11:00-17:00	100 Hours	Y	N	N	Y	Y	N	N		Y		N	Y	Y	N	N	N	N	Y	Y	
Boots	138 The High Street, Feltham TW13 4BS	09:00-19:00	09:00-17:30	11:00-17:30	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	Y	Y	N	Y	N	N	N	N	N
Edwards and Taylor	491 Staines Road, Bedfont TW14 8BN	09:00-18:30	09:30-15:30	Closed	40 Hours	Y	N	N	Y	Y	N	N		Y		N	N	N	N	Y	N	N	N	N	N

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services						CCG-commissioned service providers		Local authority-commissioned service providers							
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Services	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention Service
Rowlands Pharmacy	186-188 Uxbridge Road, Feltham TW13 5DY	09:00-13:00, 13:20-19:00	09:00-13:00, 13:20-18:00	Closed	40 Hours	Y	N	N	Y	Y	N	Y		Y		N	N	N	N	N	N	Y	N	
Tesco In-Store Pharmacy	102-108 High Street, Feltham TW13 4EX	08:00-20:00	08:00-20:00	Closed	40 Hours	Y	N	N	Y	Y	N	N		Y		N	N	N	N	N	N	N	Y	N
Tesco In-Store Pharmacy	Dukes Green Avenue, Feltham TW14 0LH	Mon 08:00-22:30 Tues-Fri 06:30-22:30	06:30-22:30	10:00-16:00	100 Hours	Y	N	Y	Y	Y	N	N		Y		N	Y	N	Y	Y	N	N	N	Y



Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services					CCG-commissioned service providers		Local authority-commissioned service providers								
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Services	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention Service
Your Local Boots Pharmacy	76 The Longford Centre, High Street, Feltham TW13 4BH	08:45-18:30	09:00-17:30	Closed	40 Hours	Y	N	Y	Y	Y	N	N		N		N	Y	Y	N	Y	N	N	Y	N
Your Local Boots Pharmacy	3 Market Parade, Hampton Road West, Feltham TW13 6AJ	09:00-18:00	09:00-17:30	Closed	40 Hours	Y	N	N	Y	Y	N	N		N		N	Y	Y	Y	Y	N	N	Y	N
Your Local Boots Pharmacy	98 Harlington Road West,	09:00-18:00	09:00-17:30	Closed	40 Hours	Y	N	N	Y	Y	N	N		N		N	Y	Y	N	Y	N	N	N	N

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services					CCG-commissioned service providers		Local authority-commissioned service providers								
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Services	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines Service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention Service
	Feltham TW14 0JJ																							
Your Local Boots Pharmacy	107 Bear Road, Hanworth, Feltham TW13 6SA	09:00-18:00	09:00-17:30	Closed	40 Hours	Y	N	N	Y	Y	N	N		Y		N	Y	Y	N	N	N	N	Y	N
Your Local Boots Pharmacy	380 Staines Road, Bedfont TW14 8BT	09:00-18:00	09:00-17:30	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	Y	Y	Y	Y	N	N	N	

## Chiswick locality

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services previously provided before 31/8/16					CCG-commissioned service providers in 2014-15	Local authority-commissioned service providers in 2016-17									
		Enhanced Flu Service	NMS	MURs				AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention Service			
Alisha Pharmacy	257 Acton Lane, Chiswick, London W4 5DG	09:00-18:30 Wed 09:00-17:00	09:00-13:00	Closed	40 Hours	Y	N	N	N	N	N	N		Y		N	Y	Y	N	N	N	N	N	N
Bedford Park Pharmacy	5 Bedford Park Corner, Chiswick W4 1LS	08:30-18:30	10:00-17:00	Closed	40 Hours	Y	N	N	Y	Y	N	N		N		N	N	N	N	N	N	N	N	N
Boots	332 Chiswick High Road, Chiswick W4 5TA	08:30-18:30	08:30-18:30	11:00-17:00	40 Hours	Y	N	N	Y	Y	N	N		Y		N	Y	Y	N	N	N	N	N	Y

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services previously provided before 31/8/16					CCG-commissioned service providers in 2014-15		Local authority-commissioned service providers in 2016-17									
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines service*	Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service	Support to Stop Smoking service	Alcohol Brief Intervention Service	
Busby's Pharmacy	9 Grove Park Road, Chiswick W4 3RS	09:00-18:30	09:00-17:30	Closed	40 Hours	Y	N	N	N	N	N	N		N		Y	N	N	N	N	Y	N	N	N	
Campbell's Chemist	300-302 Chiswick High Road, Chiswick W4 1NP	09:00-18:45	09:00-18:00	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		Y	Y	Y	N	Y	N	N	Y	N	
Chiswick Pharmacy	24 Dolman Road, Chiswick W4 5UY	09:00-18:30	Closed	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	N	Y	Y	N	N	N	N	N	Y
Churchill's Pharmacy	202 Chiswick High Road, Chiswick W4 1PD	09:00-18:00	09:00-18:00	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		N	N	N	Y	Y	N	N	N	Y	N
Pestle and Mortar	10 High Road,	09:00-19:00	09:00-18:00	10:00-14:00	40 Hours	Y	N	N	Y	Y	N	N		N		N	N	N	N	N	N	N	N	N	N

Pharmacy name	Address	Opening hours			Contract type	Electronic prescription service	Pharmacy Access Scheme	NHS England Enhanced Services	NHS England advanced services previously provided before 31/8/16					CCG-commissioned service providers in 2014-15	Local authority-commissioned service providers in 2016-17								
		Mon-Fri opening hours	Sat opening hours	Sun opening hours				Enhanced Flu Service	NMS	MURs	AURs provided in 2016	SAC provided in 2016	NHS Urgent Medicines service*		Flu vaccination service	Out-of-hours palliative care**	In-hours palliative care	Emergency hormonal contraception	Chlamydia screening kits for 15-24 year olds	Needle exchange	Supervised consumption	Medication administration record service	TCES service
	Chiswick W4 1TH																						
Pyramid Pharmacy	446 Chiswick High Road, Chiswick W4 5TT	08:30-19:00	09:00-17:00	Closed	40 Hours	Y	N	N	Y	Y	N	N		Y		Y	N	N	N	N	N	Y	N
Lloyds Pharmacy	31 Essex Place, Chiswick W4 5UT	08:00-21:00	08:00-21:00	11:00-16:00	40 Hours	Y	N	N	Y	Y	N	N		N		N	N	N	N	N	N	N	N
West London Chemists	154 Chiswick High Road, Chiswick W4 1PR	09:00-18:30	09:00-18:00	Closed	40 Hours	Y	N	Y	Y	Y	N	N		Y		Y	Y	Y	N	N	Y	Y	Y

\*A list of providers of NHS Urgent Medicines Service is expected to be available later in 2017

\*\*For details on the Out-of-hours palliative care service, see Section 6.5.2

## Appendix B: PNA Steering Group Terms of Reference

### Purpose

The Steering Group will oversee the development of the Pharmaceutical Needs Assessment (PNA) for Hounslow Health and Wellbeing Board.

### Objectives

- To oversee the development of the Pharmaceutical Needs Assessment in accordance with and ensure the Hounslow PNA complies with the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.
- Ensure the PNA takes into account the local demography within Hounslow Borough and ascertain whether there is sufficient choice and accessibility (e.g. physical access, language etc.) with regard to obtaining pharmaceutical services.
- Ensure the PNA takes into account Hounslow's JSNA and all relevant strategies and plans both in the Hounslow CCG and the Council. These include, for example, the Children and Young People's Plan, Hounslow Clinical Commissioning Group Commissioning Intentions 2016-17, and the Health and Wellbeing Strategy.
- Ensure the consultation on the PNA meets 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 PNA.
- Ensure all appropriate stakeholders in Hounslow are aware, engaged and involved in the development of the PNA.
- Present the PNA first and final draft to the Health and Wellbeing Board.
- Publish the PNA on the Council's website by April 2018.

### Governance

- The Health and Social Care Act 2012 transferred the statutory responsibility for PNAs from NHS Primary Care Trusts (PCTs) to Health and Wellbeing Boards (HWB), from 1 April 2013, with a requirement to publish a revised assessment at least every 3 years.
- This Steering Group has been established to oversee the production of the 2018 PNA for the London Borough of Hounslow, reporting progress and presenting the final report to the HWB on or before the March 2018 meeting.
- The Health and Wellbeing Board will be informed of progress towards the production of the PNA and relevant milestones through the HWB Programme Manager's quarterly updates.
- If a statement or decision from the Health and Wellbeing Board 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.

### Frequency of meetings

Meetings will be arranged at key stages of the project plan. The Steering Group will meet in late 2017/early 2018 to sign off the PNA for submission to the Health and Wellbeing Board.

## 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 Health & Wellbeing Board on both a Draft and Final PNA.
- Publish a Final PNA by end 1 April 2018.

## Membership

Member	Role	Organisation
Ian Mullan	Associate Director	Soar Beyond Ltd
Anjna Sharma	Associate Director	Soar Beyond Ltd
Imran Choudhury	Director of Public Health	LBH
Laura Maclehose	Consultant in Public Health	LBH
Celia Golden	Head of Equality and Human Rights	LBH
Vinesh Govind	Health Intelligence	LBH
Fiona Duffin	Communications Lead	LBH
Sangeeta Sharma	Lead Pharmacist	Hounslow CCG
Surina Chibber	GP	LMC
Michael Levitan	Chair	Middlesex Group of LPCs
Sandra Wolper	Head of Pharmacy and Prescribing	HRCH
Tim Spilsbury	CEO	Healthwatch Hounslow
Chisha McDonald	Pharmacy	WMUH
Siju Raphael	Head of PH Commissioning	LBH
Mike Nelson	Primary Care Commissioning Manager	NHS England



Soar Beyond is not to be a core member. The meeting will be chaired by LBH Public Health. Each core member has one vote. The Director of Public Health (or Public Health representative) 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.

Additional members (if required):

- CCG Commissioning Managers
- NHS Trust Chief Pharmacists

In attendance at meetings will be representatives of Soar Beyond Ltd who have been commissioned by London Borough of Hounslow to support the development of the PNA. Other additional members may be co-opted if required.

## Appendix C: Public questionnaire



**London Borough  
of Hounslow**

### **Tell us what you think of pharmacy services in Hounslow**

We want to hear what you think of pharmacy services in Hounslow to help us develop services in the future. Your views will help us to develop our Pharmacy Needs Assessment (PNA) which will look at health needs in Hounslow, 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/\\_HOUNSLOW\\_Public](https://www.surveymonkey.co.uk/r/_HOUNSLOW_Public)

Or scan the QR code below:



**Closing date for this questionnaire is Friday 31 March 2017**

**Please return the questionnaire to your pharmacist or GP practice or post back to:**

**Public Health (PNA 2018), Pink Zone, Health and Wellbeing Unit, Hounslow Civic Centre,  
Lampton Road, Hounslow TW3 4DN**

**Please provide your full postcode:**

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

[publichealth@hounslow.gov.uk](mailto:publichealth@hounslow.gov.uk) or telephone 0208 583 3076.

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:**

- ☐ Once a week or more
- ☐ Once a month
- ☐ Once every few months
- ☐ Once in six months

**For someone else:**

- ☐ Once a week or more
- ☐ Once a month
- ☐ Once every few months
- ☐ Once in six months

**2) Do you have a regular or preferred pharmacy that you visit?**

- ☐ Yes - if happy to do so, please provide the name and address
- ☐ No

---

**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
- ☐ Efficiency
- ☐ They offer a specific service
- ☐ Expertise / quality of advice
- ☐ Friendly staff
- ☐ Visiting on behalf of an elderly person
- ☐ Visiting on behalf of a child
- ☐ Visiting on behalf of a disabled person
- ☐ Other, please specify

---

**4) Who would you normally visit the pharmacy for? (Please select all that apply)**

- ☐ Yourself
  - ☐ A family member
  - ☐ Neighbour / friend
  - ☐ Someone you are a carer for
  - ☐ All of the above
  - ☐ Other, please specify
-

**5)** If you visit a 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 patient
- ☐ Access (for example disability/transport)
- ☐ Housebound person
- ☐ Other, please specify
- ☐ Most convenient
- ☐ All of the above
- ☐ English not first spoken language of person visiting for

---

**6)** How would you usually travel to the pharmacy? (Please select one answer)

- ☐ Car
- ☐ Taxi
- ☐ Public transport
- ☐ Walk
- ☐ Bicycle
- ☐ 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
- ☐ 16 to 30 minutes
- ☐ Over 30 minutes
- ☐ Varies
- ☐ Don't know

**8)** Do you have any difficulties when travelling to a pharmacy?

- ☐ Yes
- ☐ No

If yes, please select one of the following reasons:

- ☐ Location of pharmacy
- ☐ Parking difficulties
- ☐ Public transport availability
- ☐ Wheelchair or other access problems
- ☐ 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)

- ☐ Morning (8am-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 an over-the-counter (i.e. non-prescription) medicine from a pharmacy? (Please select one answer)

- ☐ Daily
- ☐ Weekly
- ☐ Fortnightly
- ☐ Monthly
- ☐ Yearly
- ☐ Never

12) Which of the following [pharmacy services](#) are you aware that a pharmacy may provide? (Please select all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Dispensing of prescriptions  | <input type="checkbox"/> Repeat dispensing services  |
| <input type="checkbox"/> Needle exchange  | <input type="checkbox"/> Advice from your pharmacist |
| <input type="checkbox"/> Buying over-the-counter medicines  | <input type="checkbox"/> Flu vaccination services    |
| <input type="checkbox"/> Home delivery and prescription collection services   |  |
| <input type="checkbox"/> Disposal of unwanted medicines   |  |
| <input type="checkbox"/> Minor Ailments Service   |  |
| <input type="checkbox"/> Detailed discussion with your pharmacist – how you take your existing and newly prescribed medicines |  |
| <input type="checkbox"/> Stopping smoking / nicotine replacement therapy  |  |
| <input type="checkbox"/> Sexual health services (chlamydia testing/treating, condom distribution, emergency contraception)    |  |
| <input type="checkbox"/> Immediate access to specialist drugs e.g. palliative care medicines                                  |  |
| <input type="checkbox"/> Supervised consumption of methadone and buprenorphine  |  |
| <input type="checkbox"/> Emergency supply of prescription medicines   |  |

Other, please specify \_\_\_\_\_

13) What services would you like to see provided by your local pharmacy?

	Yes	No	Don't know
Dispensing of prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repeat dispensing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home delivery and prescription collection services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice from your pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buying over-the-counter medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disposal of unwanted medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailments Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flu vaccination services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detailed discussion with your pharmacist how - to take your existing and newly prescribed medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stopping smoking/nicotine replacement therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual health services (chlamydia testing/treating, condom distribution, emergency contraception)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Immediate access to specialist drugs e.g. palliative care medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised consumption of methadone and buprenorphine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency supply of prescription medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify _____			

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

- ☐ Yes      ☐ No

15) Have you ever used an internet pharmacy to obtain prescription medicines?

- ☐ Yes      ☐ No

16) If yes, how would you rate your overall satisfaction with the internet pharmacy?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

**17)** Are you aware your GP practice can send your prescription electronically to your chosen pharmacy?

☐ Yes ☐ No

**18)** If you use your 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  
☐ Varies ☐ Other (please specify)

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Any other comments you would like to make about your pharmacy?

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### **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:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred method of communication: ☐ Telephone ☐ Email ☐ Post



## Hounslow Equalities Monitoring Form

Help us to improve access to Council services by filling in the data below. Your answers will not be used to identify you. You do not have to answer the questions if you prefer not to but the data will help us to highlight trends and patterns in access to services.

### Confidentiality and Data Protection Act 1998

We recognise that the information you provide may be sensitive and we will respect your confidentiality. We keep information about you confidential. This means we store it securely and control who has access to it. We will not share any information where we are not legally required to do so. We will only share such information as necessary and where we are satisfied that the other organisation is entitled to receive it and will keep your information secure. We will publish the results of the data collected but individuals will not be identified. The council will take into account the implication of collecting, storing, analysing data under the Data Protection Act 1998 when publishing the data.

Please help us by answering the questions below and by ticking the boxes that apply.

### 1. AGE: What age group do you belong to?

☐ 16 – 24 ☐ 25 – 34 ☐ 35 – 54 ☐ 55 – 64 ☐ 65 – 69 ☐ 70 – 79 ☐ 80 – 89 ☐ 90 – 99 ☐ over 100

### 2. DISABILITY: Do you have a disability? ☐ Yes ☐ No

If you have answered 'yes', please tick the boxes below that best describe your disability.

- ☐ Physical Disability
- ☐ Sensory Disability, is this, ☐ Blind/ sight impairment ☐ Deaf/ hearing impairment
- ☐ Learning Disability
- ☐ Mental Health Condition
- ☐ Long-term illness or health condition, e.g. Cancer, HIV, Diabetes, Chronic Heart disease, Rheumatoid Arthritis, Chronic Asthma
- ☐ Other. Please write .....

### 3. Religion/ belief: What is your religion/ belief?

- ☐ Atheist/none ☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐ Muslim ☐ Sikh
- ☐ Other, please write.....

### 4. Sexual orientation: What is your sexual orientation?

- ☐ Heterosexual ☐ Lesbian ☐ Gay ☐ Bisexual ☐ Transgender/ Transsexual
- ☐ Other, please write .....



**5. Relationship status: What is your relationship status?**

☐ Married ☐ Single ☐ Co-habiting ☐ Civil partnership

☐ Other, please write .....

**6. Sex/ gender: What is your sex/ gender?**

☐ Male ☐ Female

☐ Other, please write.....

**7. Race/ ethnicity: What is your race/ethnicity?**

☐ **Asian or Asian British:**

☐ Indian ☐ Pakistani ☐ Bangladeshi ☐ Sri Lankan ☐ Other Asian, please write: .....

☐ **Black, African, Caribbean or Asian British:**

☐ Caribbean ☐ Nigerian ☐ Ghanaian ☐ Somali ☐ Other African or black, please write: .....

☐ **Chinese or other ethnic group:**

☐ Chinese ☐ Afghan ☐ Filipino ☐ Kurdish ☐ Other ethnic, please write: .....

☐ **Dual heritage:**

☐ White and Black Caribbean ☐ White and African ☐ White and Asian ☐ Other: .....

☐ **White:**

☐ British ☐ English ☐ Scottish ☐ Welsh ☐ Irish ☐ Polish ☐ Travellers ☐ Other: .....

**8. Postcode: What is your postcode? .....**

### **Why do you want to know more about me?**

We are committed to building a community where everyone can flourish and achieve their full potential and the information you give us will help us achieve our commitment of being fair to all. We value diversity and acknowledge that our residents come from different backgrounds and have different needs, experiences and interests. It's really important we get to know you better so that we can plan and deliver fair services that are tailored to residents' needs.

The information you give us will enable us to:

- check whether or not our services are equally accessible to everyone who is entitled to them;
- identify and address any barriers to accessing (information about) our services;
- continually improve the services we deliver.

### **What is an Equal Opportunities Form?**

London Borough of Hounslow monitors the age, disability, gender, race and preferred first language of our service users, as well as whether or not they have caring responsibilities for an adult or a child with a disability. Where relevant and appropriate to the service questionnaire, for example in relation to health or social care services, we also sometimes ask about the sexual orientation, marital or civil partnership status and religion or belief of service users. We collect this information by asking you to fill in an Equal Opportunities Form. The form is very straightforward to complete.

### **Who chooses the questions listed on the Equal Opportunities Form?**

The questions in the Equal Opportunities Form are based on legislation (Equality Act 2010); advice from advisory bodies (Equality and Human Rights Commission) and best practice by other local authorities

### **Is it just London Borough of Hounslow that carries out equal opportunities monitoring?**

No. All local authorities across the country monitor characteristics such as the age, gender, disability and ethnic origin of those who use their services.

### **Do I have to give you this information?**

No. All questions in the Equal Opportunities Form are voluntary. If you feel uncomfortable giving us this information, simply tick the 'prefer not to say' box or do not answer the question. However, we can't get things right without your help so we ask you to help us by completing this form.

### **I've already given you this information, why do you want it again?**

We recognise that people's circumstances change all the time and we want to make sure that our services are reflective of people's changing circumstances.

**Still have questions?** If you have further questions or want more information about this form, please contact [publichealth@hounslow.gov.uk](mailto:publichealth@hounslow.gov.uk) or telephone 0208 583 3076.

## Appendix D: Pharmacy contractor questionnaire



### **PNA Pharmacy Questionnaire**

### **Hounslow Health and Wellbeing Board**

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

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/\\_HOUNSLOW\\_Pharmacy\\_Contractor](https://www.surveymonkey.co.uk/r/_HOUNSLOW_Pharmacy_Contractor)

Please complete the questionnaire by 31 March 2017, and return any completed paper copies of the survey to:

**Public Health (PNA 2018), Pink Zone, Health and Wellbeing Unit, Hounslow Civic Centre,  
Lampton Road, Hounslow TW3 4DN**

**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	
---	--

**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 Choice 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"/>

## Enhanced<sup>(1)</sup> 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 <sup>(2)</sup>	<input type="checkbox"/>	<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 <sup>(2)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service <sup>(2)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EC) <sup>(2)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(1) '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'.

(2) 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'.



<b>Disease Specific Medicines Management Service:</b>					
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"/>
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 <sup>(2)</sup>	<input type="checkbox"/>	<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) <sup>(2)</sup>	<input type="checkbox"/>	<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 Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MUR Plus/Medicines Optimisation Service <sup>(2)</sup>	<input type="checkbox"/>	<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 <sup>(2)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity Management - children	<input type="checkbox"/>	<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"/>
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 <sup>(2)</sup>	<input type="checkbox"/>	<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"/>
<b>Screening Service</b>					
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 <sup>(2)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other vaccinations<sup>(2)</sup></b>					
Childhood vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at-risk workers or patients)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Sharps Disposal Service <sup>(2)</sup>	<input type="checkbox"/>	<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) <sup>(2)</sup>	<input type="checkbox"/>	<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><b>Is there a particular need for a locally-commissioned service in your area?</b></p> <p><b>If yes, what is the service requirement and why?</b></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

## Details of the Person Completing this Questionnaire - if questions arise

Contact name	Contact telephone number

## Appendix E: Commissioner questionnaire



**London Borough  
of Hounslow**

### **PNA Commissioner Questionnaire**

### **Hounslow Health and Wellbeing Board**

Soar Beyond is supporting the London Borough of Hounslow to produce its 2018 Pharmaceutical Needs Assessment. We are undertaking a survey of all commissioners who are responsible for commissioning services from community pharmacies in Hounslow (even if they do not commission services currently).

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

[https://www.surveymonkey.co.uk/r/\\_HOUNSLOW\\_Commissioner](https://www.surveymonkey.co.uk/r/_HOUNSLOW_Commissioner) if you prefer.

Please complete the questionnaire by 31 March 2017, and return any completed paper copies of the survey to:

**Public Health (PNA 2018), Pink Zone, Health and Wellbeing Unit, Hounslow Civic Centre,  
Lampton Road, Hounslow TW3 4DN**

**Which of the following services do you commission or may be considering commissioning from local community pharmacies?**

	Currently commissioned by the local NHS England Team	Currently commissioned under contract with CCG	Currently commissioned under contract with Local Authority	May consider commissioning	Not able or willing to commission
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service	<input type="checkbox"/>	<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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which of the following services do you commission or may be considering commissioning from local community pharmacies?**

	Currently commissioned by the local NHS England Team	Currently commissioned under contract with CCG	Currently commissioned under contract with Local Authority	May consider commissioning	Not able or willing to commission
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"/>
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	<input type="checkbox"/>	<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)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Currently commissioned by the local NHS England Team	Currently commissioned under contract with CCG	Currently commissioned under contract with Local Authority	May consider commissioning	Not able or willing to commission
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MUR Plus/Medicines Optimisation Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management-children	<input type="checkbox"/>	<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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out-of-Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Group Direction Service (name the medicines covered by the Patient Group Direction)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy Service	<input type="checkbox"/>	<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"/>



**Which of the following services do you commission or may be considering commissioning from local community pharmacies?**

	Currently commissioned by the local NHS England Team	Currently commissioned under contract with CCG	Currently commissioned under contract with Local Authority	May consider commissioning	Not able or willing to commission
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which of the following services do you commission or may be considering commissioning from local community pharmacies?**

	Currently commissioned by the local NHS England Team	Currently commissioned under contract with CCG	Currently commissioned under contract with Local Authority	May consider commissioning	Not able or willing to commission
Other vaccinations					
Childhood vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at-risk workers or patients)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – (please state)					
Sharps Disposal Service	<input type="checkbox"/>	<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"/>
Vascular Risk Assessment Service (NHS Health Check)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Details of the person completing this form:**

Contact name, role and organisation of person completing questionnaire, if questions arise	Contact telephone number

## Appendix F: PNA Project Plan

[illegible]

Key deliverables by Soar Beyond		Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	July 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018
Stakeholders Engagement	<ul style="list-style-type: none"> <li>Propose methods for disseminating information to relevant stakeholders</li> <li>Identify relevant stakeholders</li> <li>Agree best methods of questionnaire distribution (e.g. focus groups, online, paper distribution)</li> <li>Hounslow Networks engagement event</li> </ul>		17/3/17										
Equalities and Impact Assessment	<ul style="list-style-type: none"> <li>Working document produced</li> </ul>		24/3/17										
Data collection	<ul style="list-style-type: none"> <li>Arrange distribution of the following:               <ul style="list-style-type: none"> <li>Pharmacy user questionnaire</li> <li>Pharmacy contractor questionnaire</li> <li>Commissioner questionnaire</li> </ul> </li> </ul>												
Information Collection	<ul style="list-style-type: none"> <li>Review of planning and strategy documents e.g. JSNA, Housing Strategy, Commissioning Intentions etc.</li> <li>List of all providers of pharmaceutical services from NHS England e.g. pharmaceutical contractors, LPS, internet pharmacies etc.</li> <li>List of any commissioned services by CCG e.g. minor ailment services, out-of-hours, local hospitals</li> <li>Information collated from Public Health Team e.g. demographics, specific health needs and any commissioned services</li> </ul>												
Deadline for Questionnaires	<ul style="list-style-type: none"> <li>Collation of questionnaires</li> <li>Analysis of data received</li> </ul>				19/5/17								

Key deliverables by Soar Beyond		Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	July 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018
Checkpoint meeting with Public Health Team					26/5/17								
Second Steering Group Meeting	<ul style="list-style-type: none"> <li>Update on project and timelines</li> <li>Details of information gathered</li> </ul>				30/5/17								
Service provision mapping	<ul style="list-style-type: none"> <li>Pharmacies categorised by type</li> <li>Travel access to pharmacies</li> <li>Opening times</li> <li>Demographics maps</li> <li>Lifestyle maps</li> <li>Understand if there are any housing developments which may impact on service provision</li> <li>List of Pharmacies who provide advanced services including bordering areas</li> <li>List of Pharmacies who provide enhanced services including bordering areas</li> </ul>												
Collation and analysis of all information collected	<ul style="list-style-type: none"> <li>Review and identify gaps in service, current and future</li> <li>Develop commissioning intentions</li> <li>Proposed draft PNA produced</li> <li>Proposed draft PNA circulated to steering group</li> <li>Proposed consultation questionnaire shared with steering group to collate responses from consultation</li> </ul>												
Checkpoint Meeting with Public Health Team							27/7/17						
Draft PNA completed and circulated to Steering Group								14/8/17					

[illegible]

## Appendix G: 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/commissioner)
Consultee as required by Pharmaceutical Regulations, 2013 Part 2 (8)	Middlesex Group of LPCs	Y	Y	Contractor and Public
	Hounslow LMC	Y	Y	Public
	Pharmacy contractors			Contractor and Public
	GP practices in Hounslow			Public
	GP Patient Participation Groups			Public
	Hounslow Healthwatch	Y	Y	Public
	Evolve and HCN Networks			Public
	Hounslow Disability Group			Public
	Hounslow and Richmond Community Healthcare NHS Trust	Y	Y	Public
	West Middlesex University Hospital	Y	Y	Public
	NHS England Area Team	Y	Y	None
	Surrey HWB			None
	Ealing HWB DPH			None

Stakeholder		Engagement during PNA production		
	Role	PNA briefing letter sent (Y/N)	Steering Group representation (Y/N)	Questionnaire (pharmacy contractor/public/commissioner)
	Hammersmith and Fulham HWB			None
	Richmond HWB			None
	Hillingdon HWB – Interim DPH			None
Other consultee	Surrey LPC			None
	Kingston and Richmond LPC			None
	Hillingdon LPC			None
	Surrey and Sussex LMCs			None
	London-wide LMC			None
	Hounslow CCG		Y	All
	Consultant in Public Health		Y	Public and Commissioner
	Public Health Commissioning		Y	Public and Commissioner
	Scrutiny LBH			Public and Commissioner
	Head of Equality and Human Rights		Y	Public
	Health Intelligence		Y	Public
	Communications Lead		Y	Public
	Director of Public Health		Y	Public and Commissioner



Stakeholder		Engagement during PNA production		
	Role	PNA briefing letter sent (Y/N)	Steering Group representation (Y/N)	Questionnaire (pharmacy contractor/public/commissioner)
	Housebound public – identified via HRCH nurses			Public
	Contract Manager for Supporting People Services			Public
	Hounslow Deaf Forum			Public
	Middlesex Association for the Blind			Public
	Learning Disability Support Speak Out in Hounslow			Public
	Disability Network Hounslow			Public
	Mental Health – Community Advocacy service in Ealing & Hounslow.			Public
	Hounslow Association for the Blind			Public
	Hestia			Public
	Age UK Hounslow			Public
	Hounslow Citizens Advice Bureau			Public
	Heston Residents' Association			Public
	Hounslow Community Network			Public
	Identity LGBT Forum, c/o Ealing CVS			Public
	West London LGBT Forum, c/o Ealing CVS			Public
	LBH Travellers' lead			Public
	Retired Asian Men's group			Public

Stakeholder		Engagement during PNA production		
	Role	PNA briefing letter sent (Y/N)	Steering Group representation (Y/N)	Questionnaire (pharmacy contractor/public/commissioner)
	Goldy Goldy Asian Women's group			Public
	Wellington Day Centre			Public
	Hounslow Pensioners Forum			Public
	Apricot Older Peoples Group			Public
	Women's Institute			Public
	West London Mental Health Trust			

**\*Public questionnaires also distributed via:**

HRCH nurses visiting housebound patients

At Disability Forum meeting (2<sup>nd</sup> March 2017)

Article went in the Evolve February 2017 newsletter to the Hounslow Voluntary Sector organisations

Questionnaires distributed at Speak Out event on 17<sup>th</sup> March 2017 and Right to Sight event on 29<sup>th</sup> March 2017

Hartlands Caravan Park residents

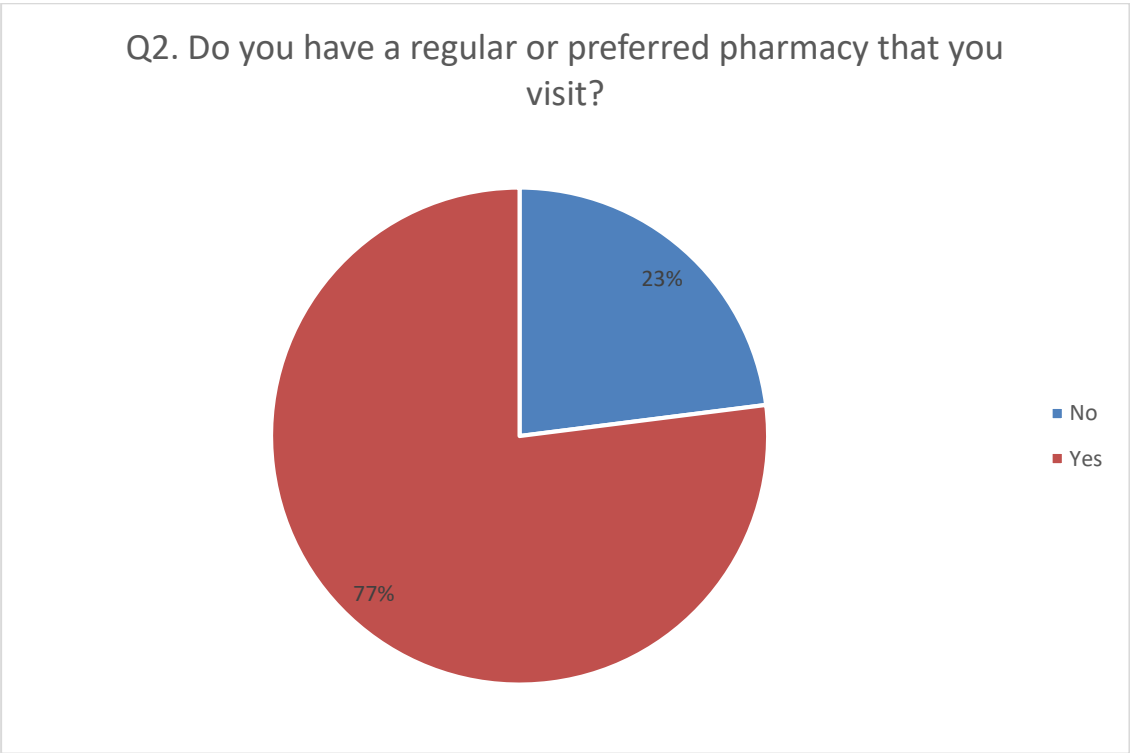
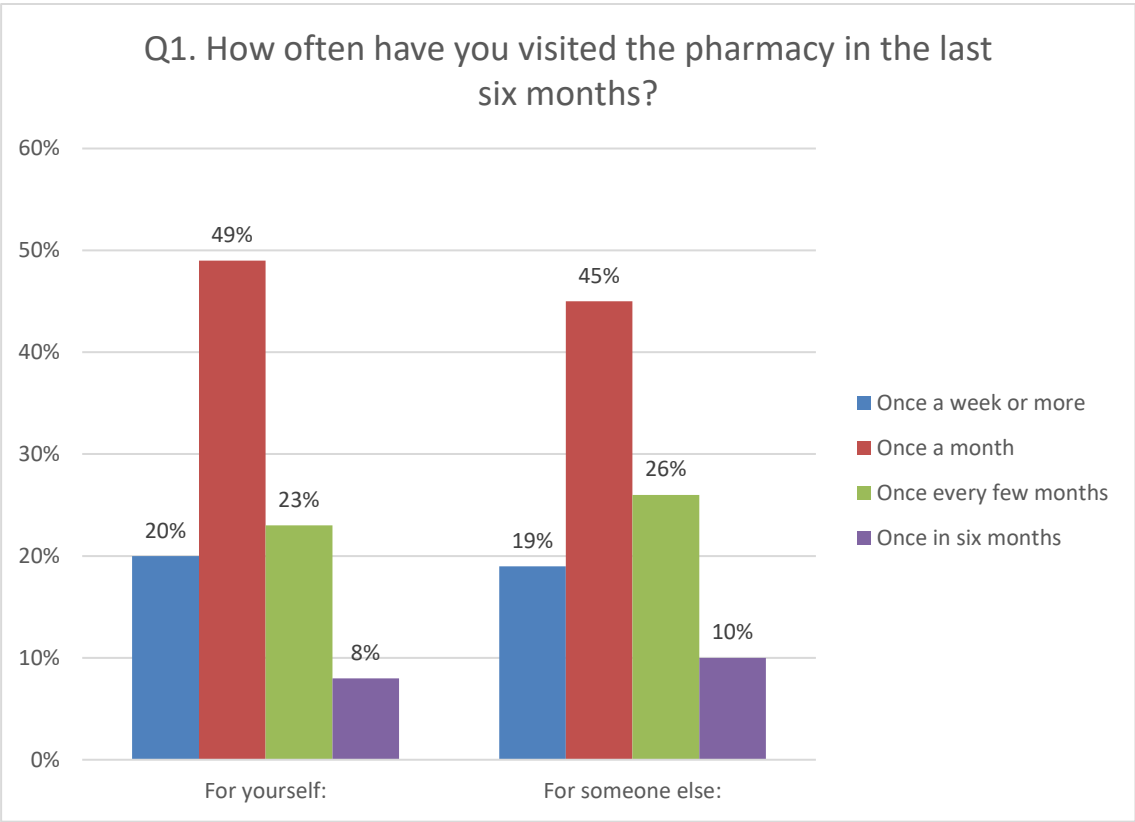
Evolve Newsletter (March edition)

ChitChat Hounslow (Easy Read) on 23<sup>rd</sup> March 2017

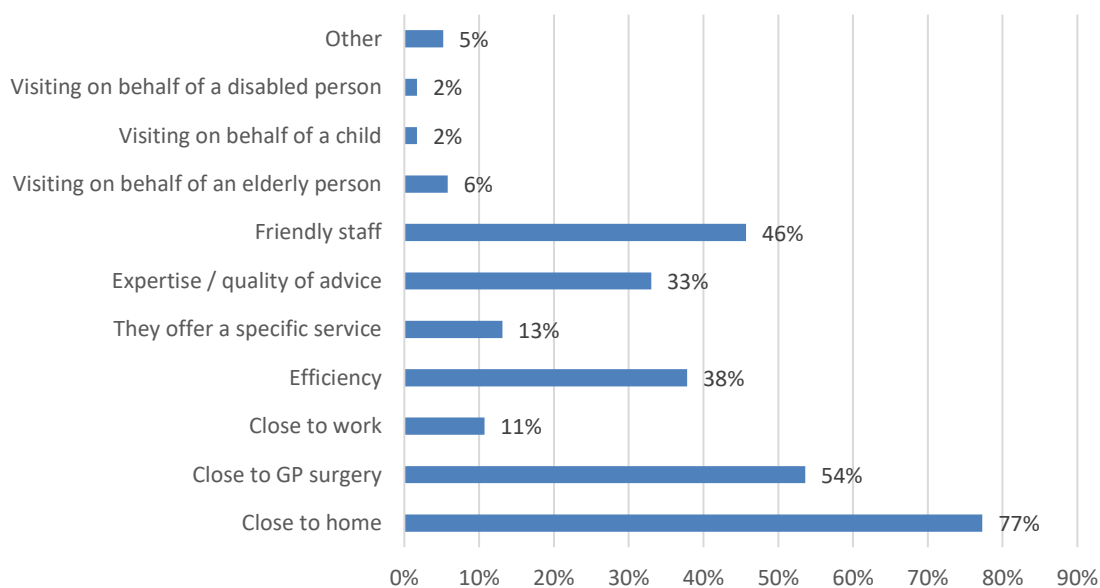
To all LBH staff via the '7 Days' internal newsletter on 22<sup>nd</sup> March 2017

Hounslow Middlesex Association for the Blind VIP group on 6<sup>th</sup> April 2017

Appendix H: Results of the public questionnaire

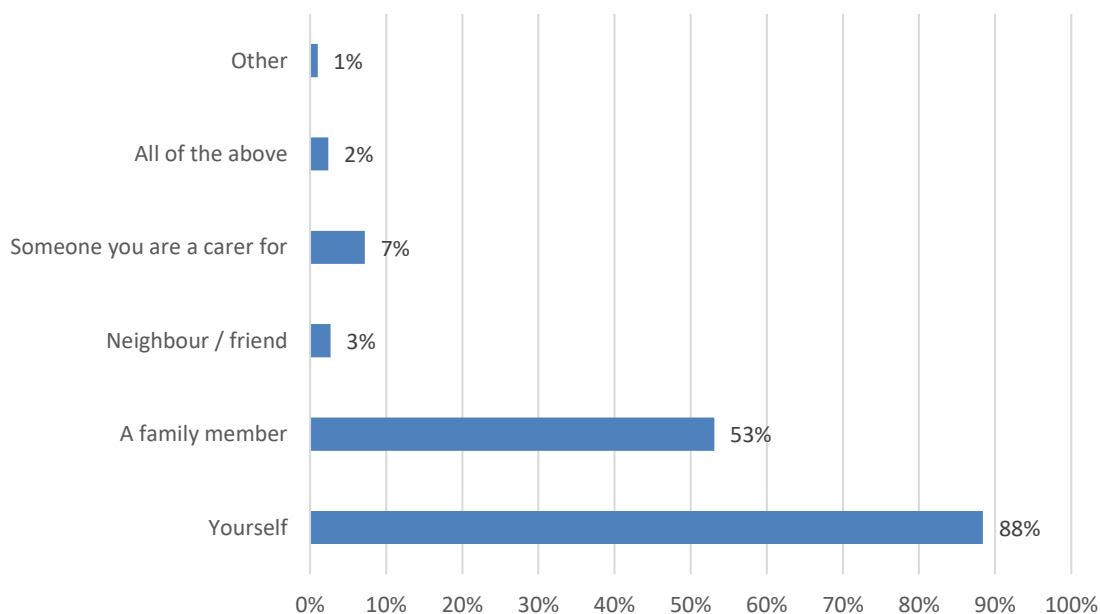


### Q3. When considering a choice of pharmacy, which of the following helps you choose?



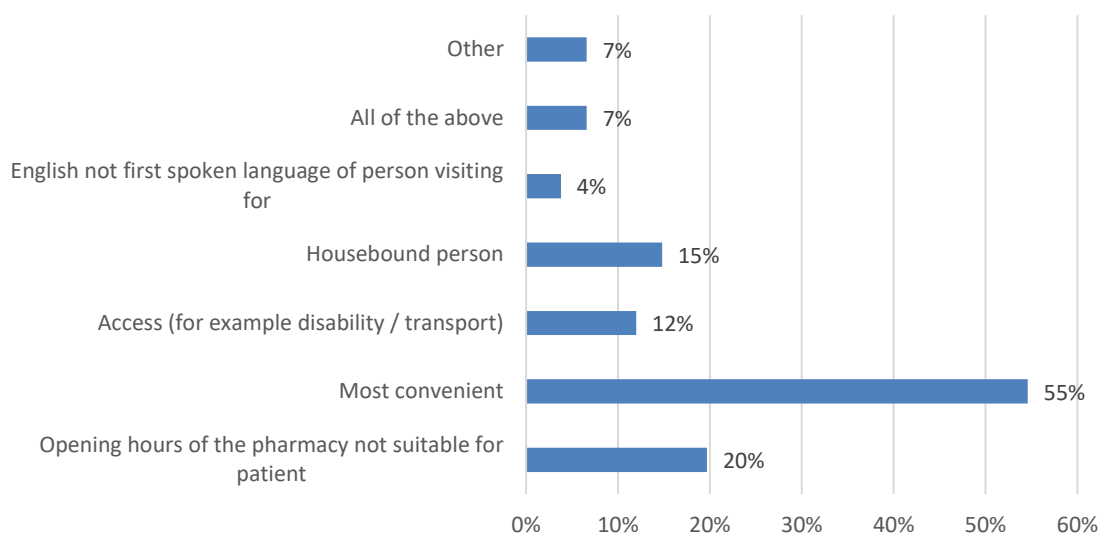
Dosette Boxes	Friendly staff (2)
Location (4)	Opening Hours
Reliability	Repeat Prescriptions (4)

### Q4. Who would you normally visit the pharmacy for?



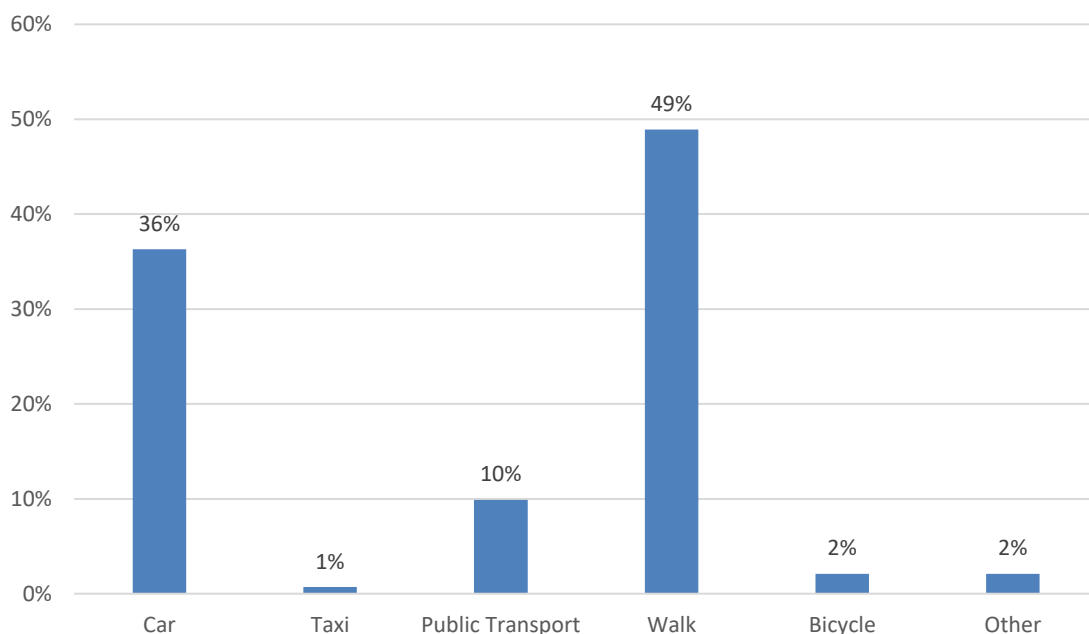
Mother	Neighbours
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Q5. If you visit a pharmacy on behalf of someone else, please give a reason why (you may select more than one answer)



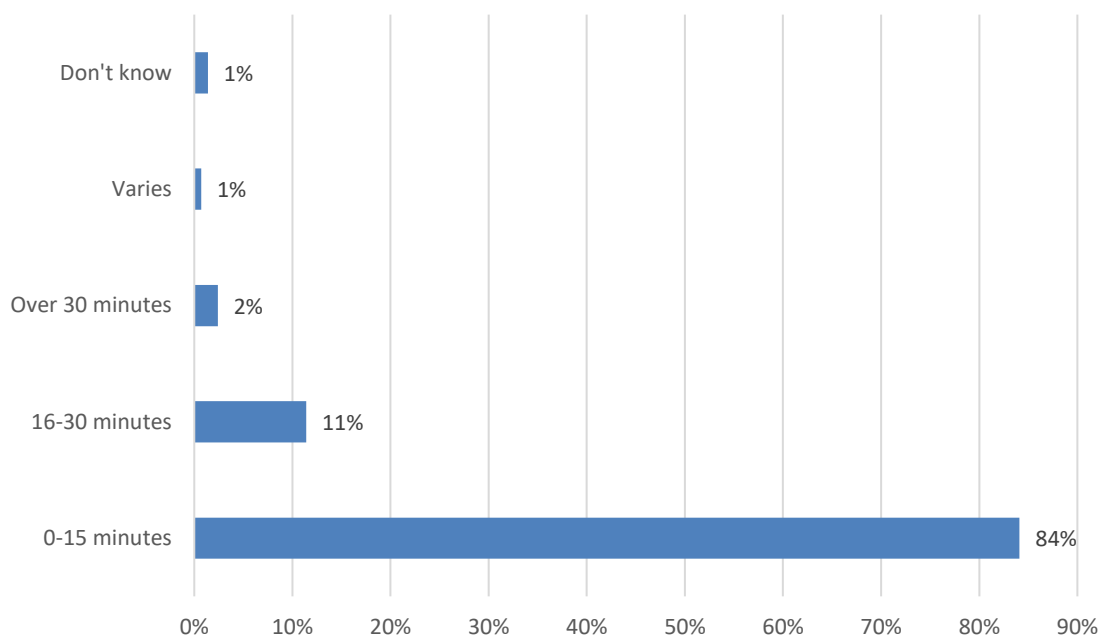
Carer	Child (4)
Convenience (5)	Housebound (2)

Q6. How would you usually travel to the pharmacy?  
(Please select one answer)

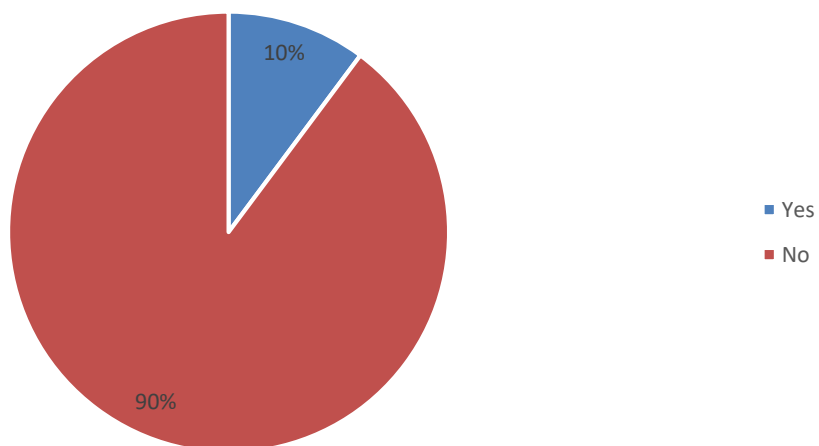


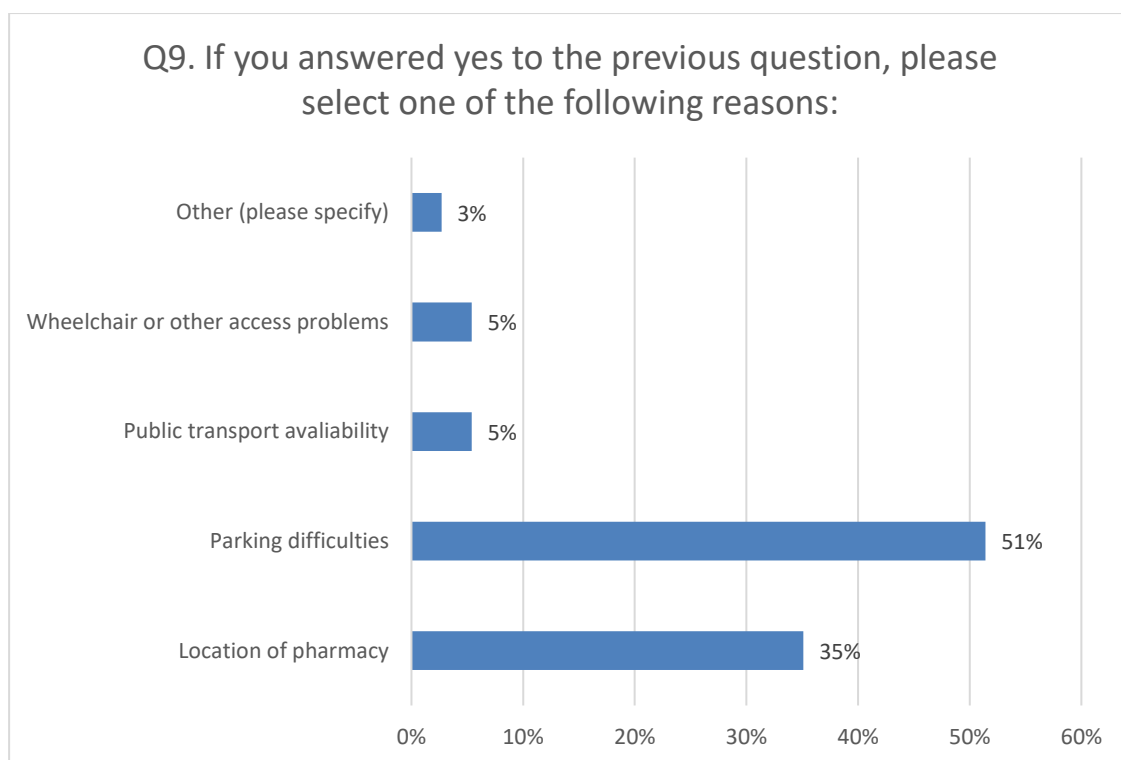
Friend's car	Mobility scooter
Walk (3)	

Q7. On average, how long does it take you to travel to a pharmacy? (Please select one answer)

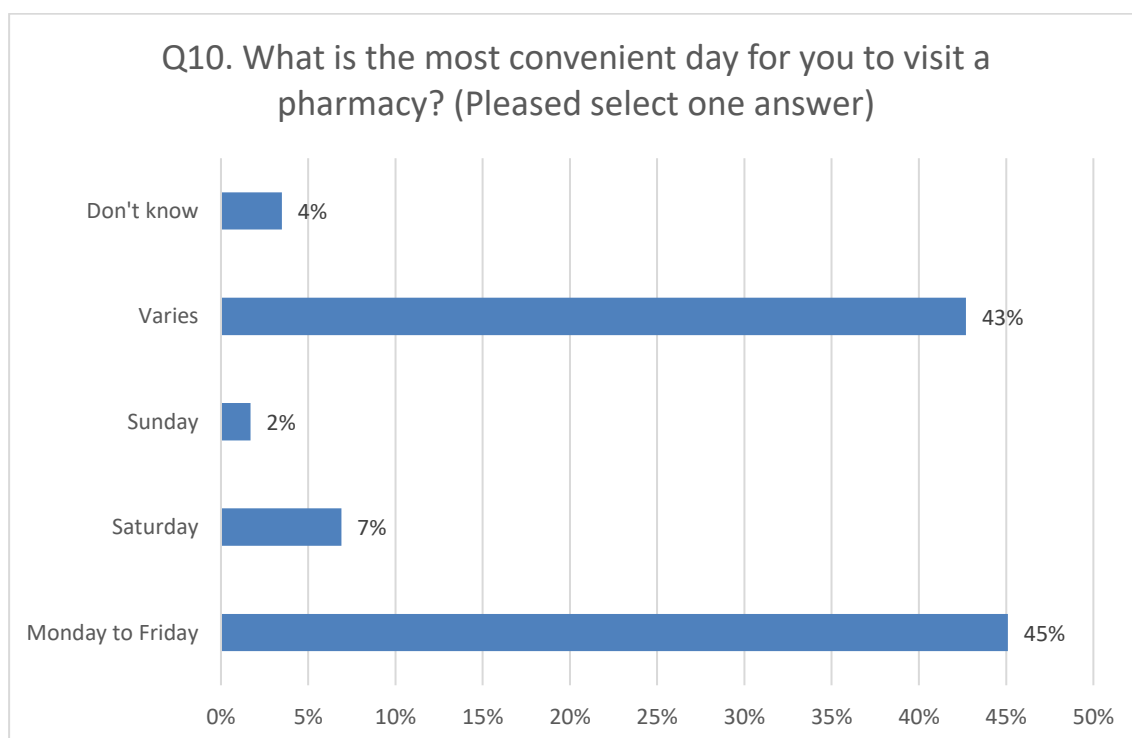


Q8. Do you have any difficulties when travelling to a pharmacy?

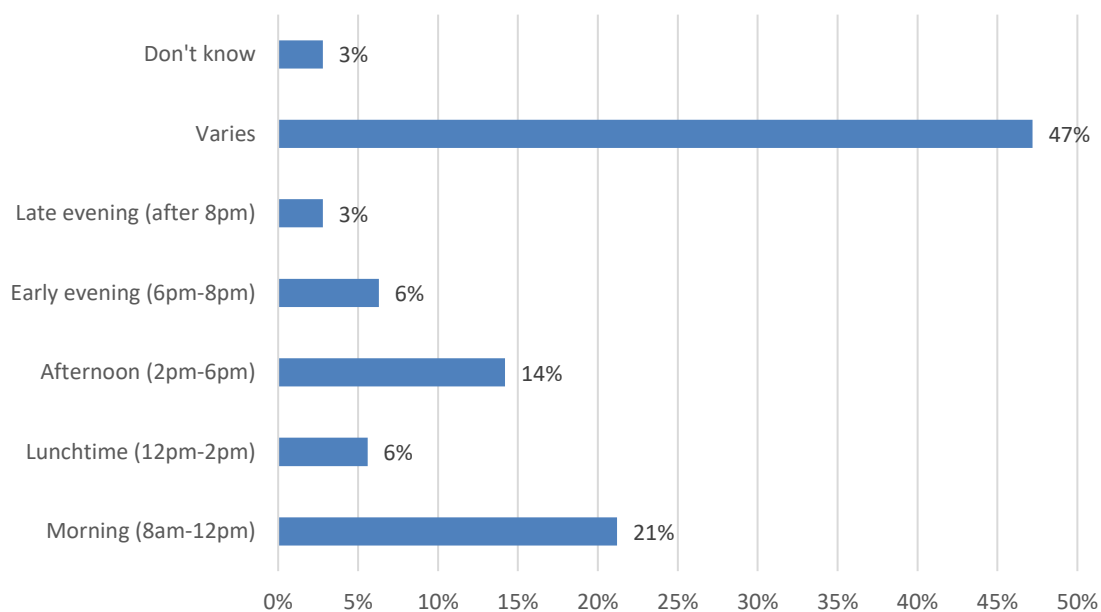




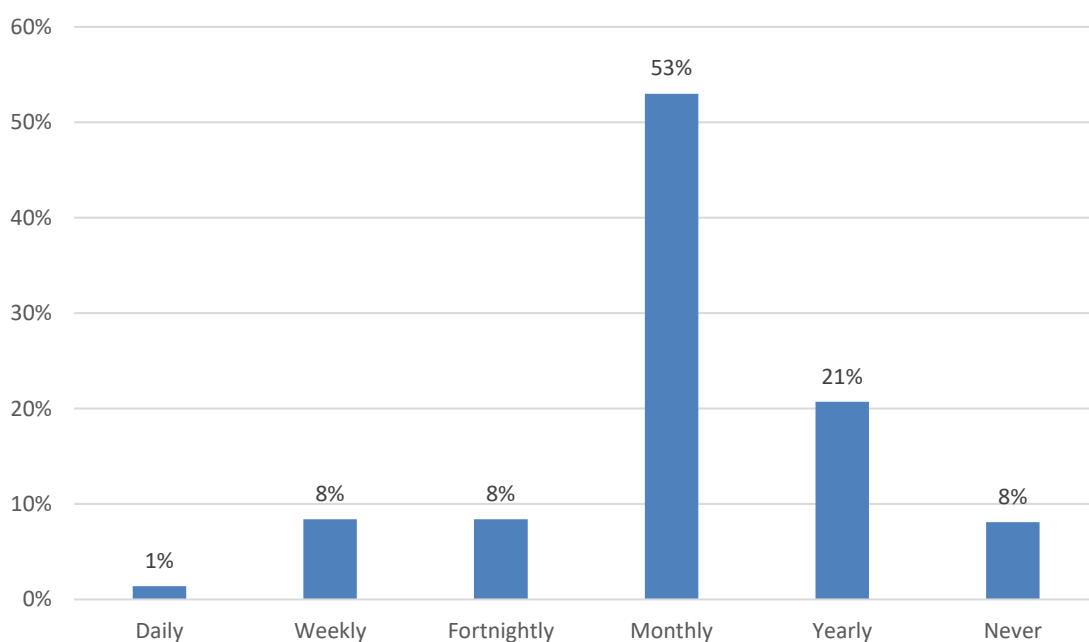
In pain, so they deliver	
--------------------------	--



Q11. When do you prefer to visit a pharmacy? (Please select one answer)

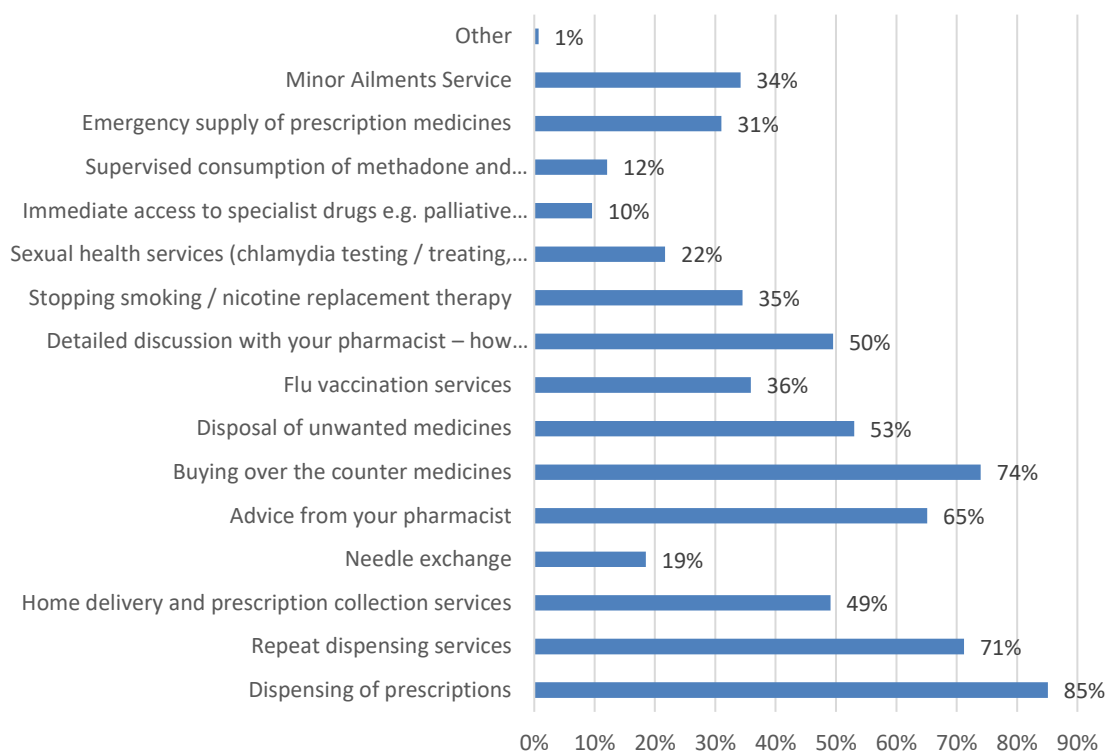


Q12. How regularly do you typically buy an over the counter (i.e. non-prescription) medicine from a pharmacy?





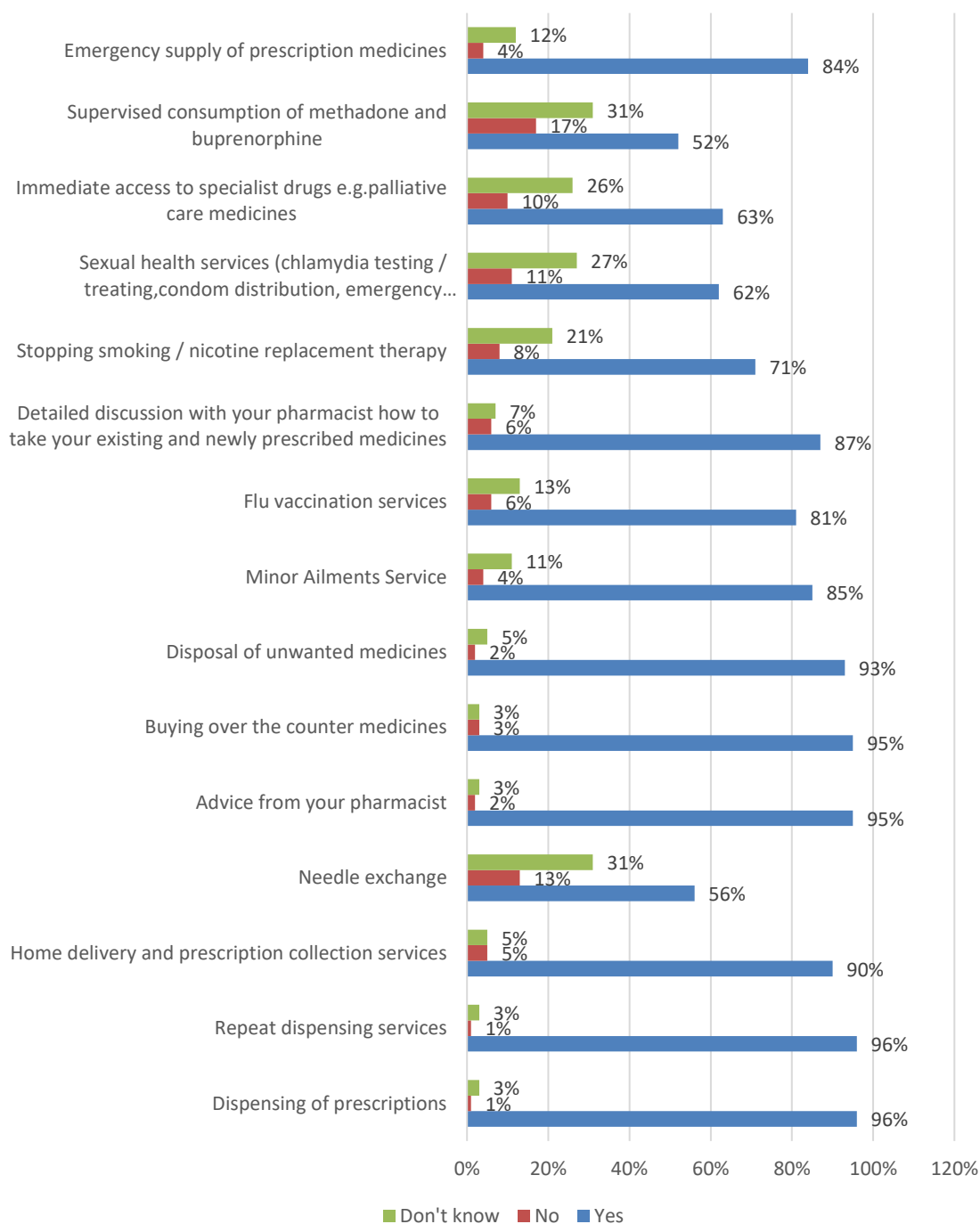
**Q13. Which of the following pharmacy services are you aware that a pharmacy may provide?**



Malaria prophylaxis

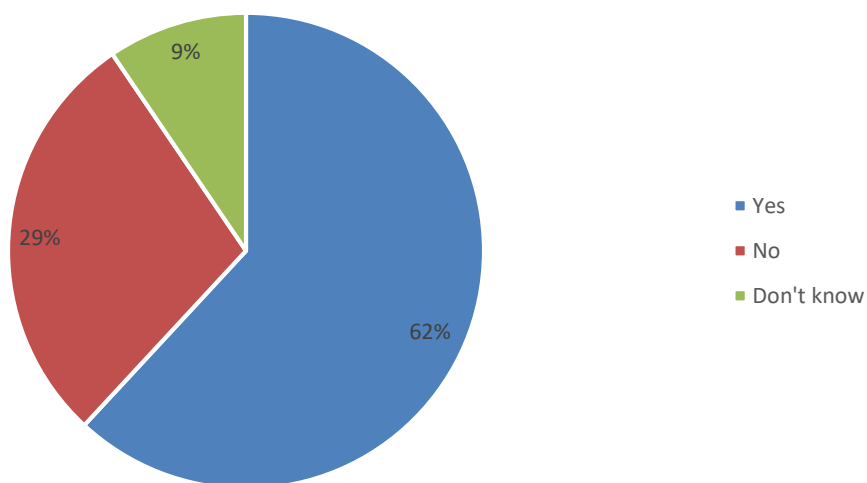
Close co-operation with my GP

### Q14. What services would you like to see provided by your local pharmacy?

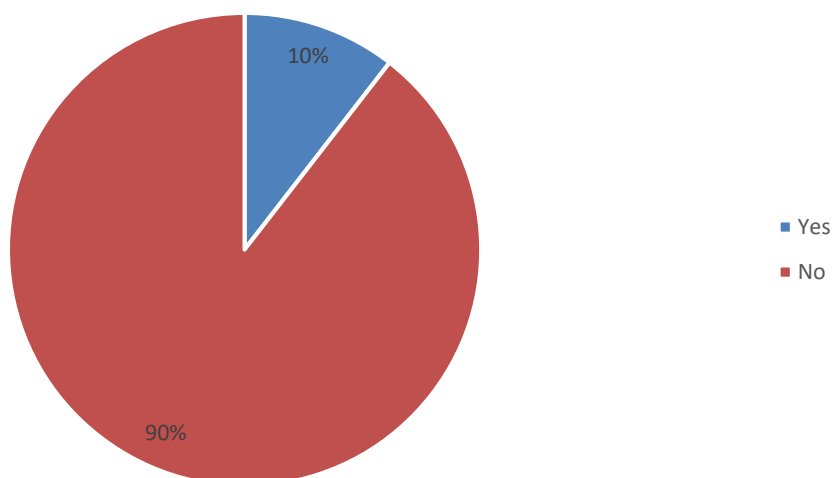


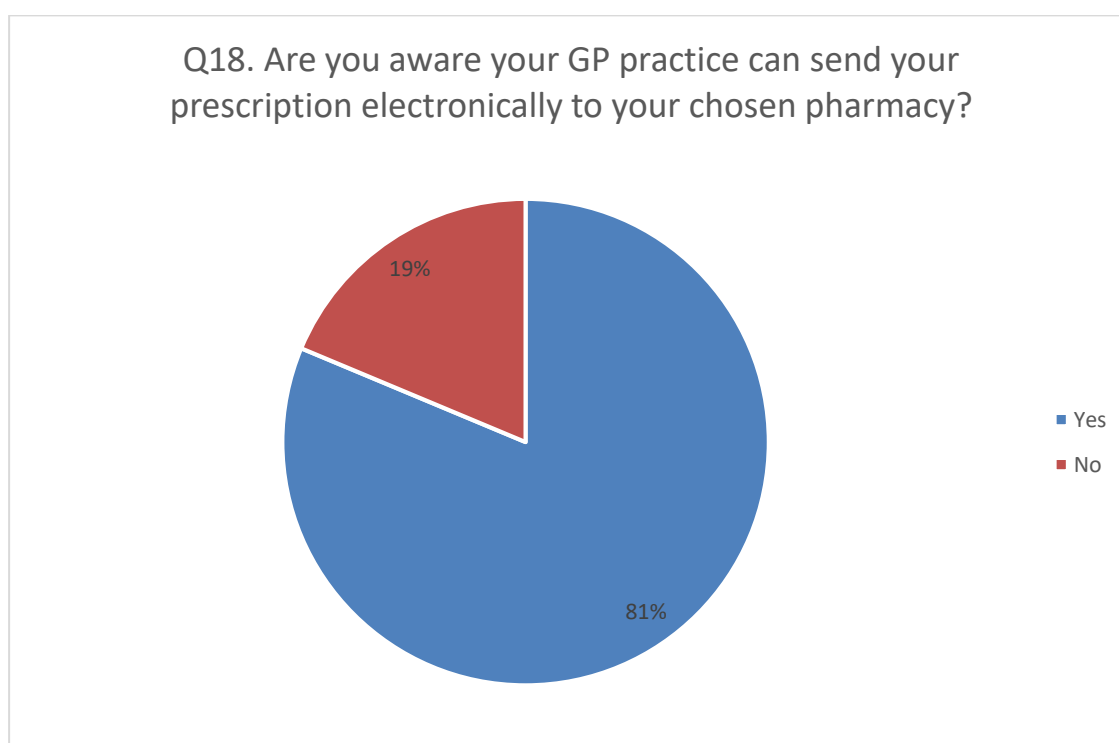
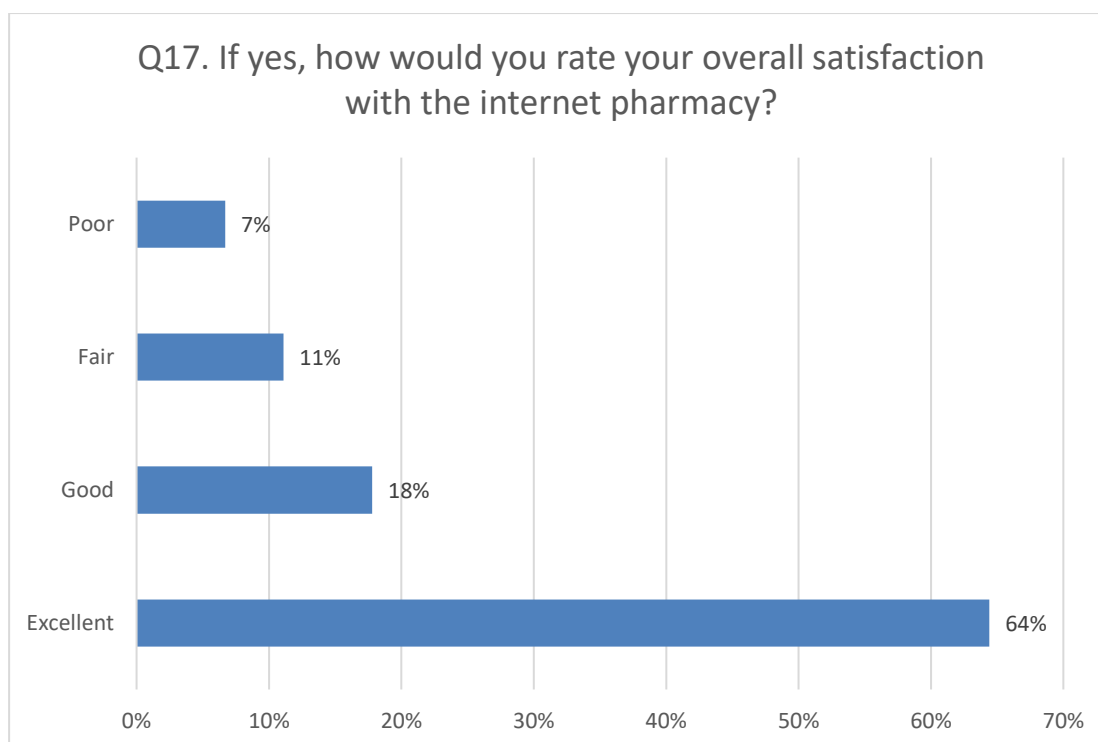
All these services are supplied (3)	Blood Pressure
It all depends on the cost to the NHS	

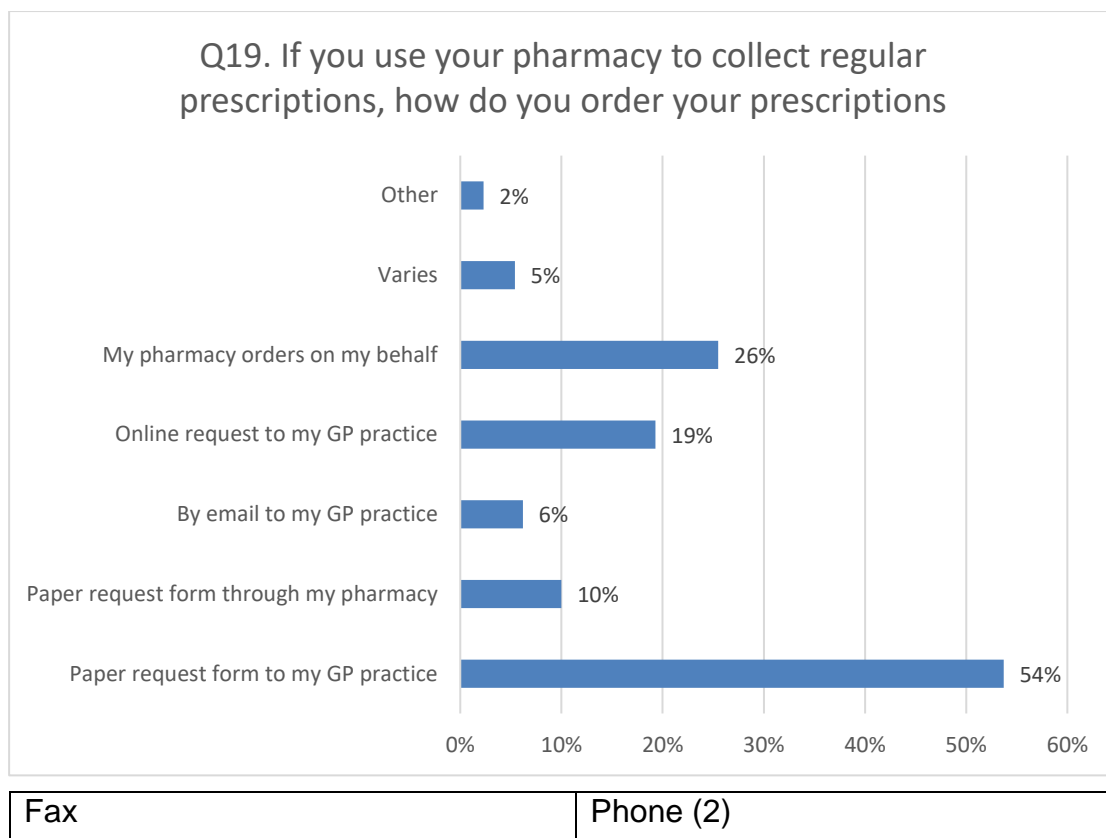
Q15. Is there a consultation room available where you cannot be overheard in the pharmacy you normally visit?



Q16. Have you ever used an internet pharmacy to obtain prescription medicines?







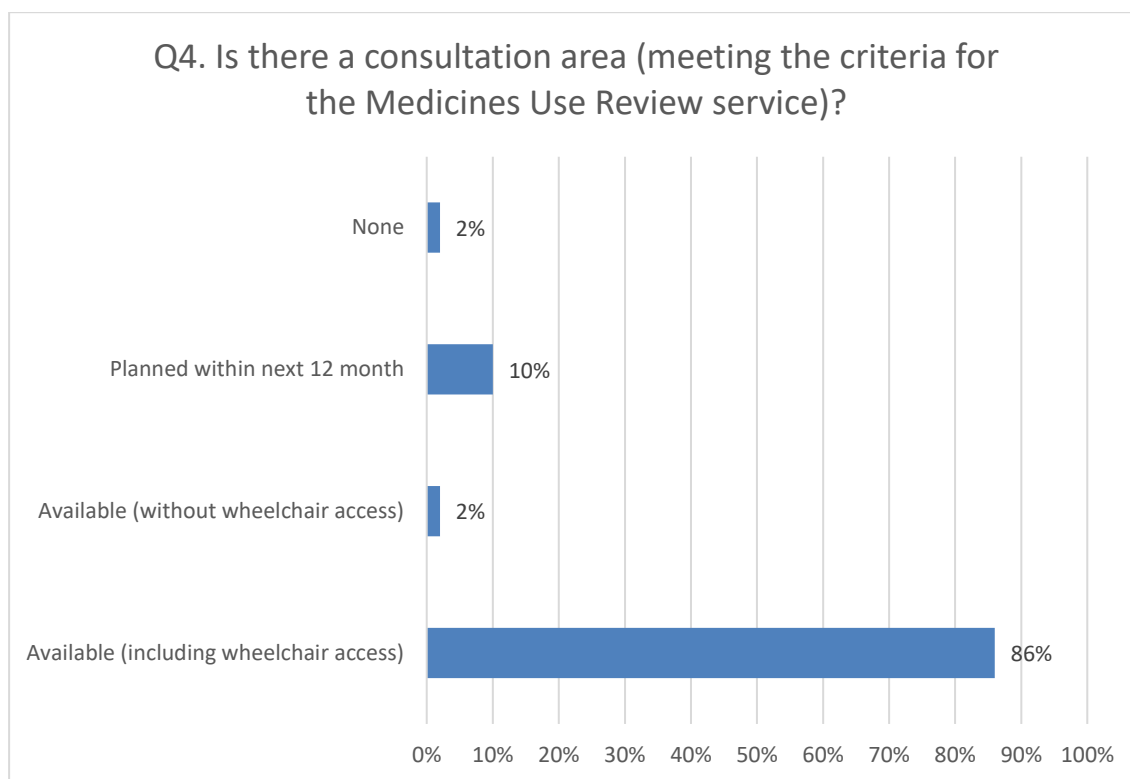
**Q21. Any other comments you would like to make about your pharmacy?**

They are all men so I don't like asking for some stuff	Excellent service (16)
Efficient	Friendly staff (4)
Good	Good location
Good service (6)	Great staff (5)
Helpful staff (2)	Reliability (3)

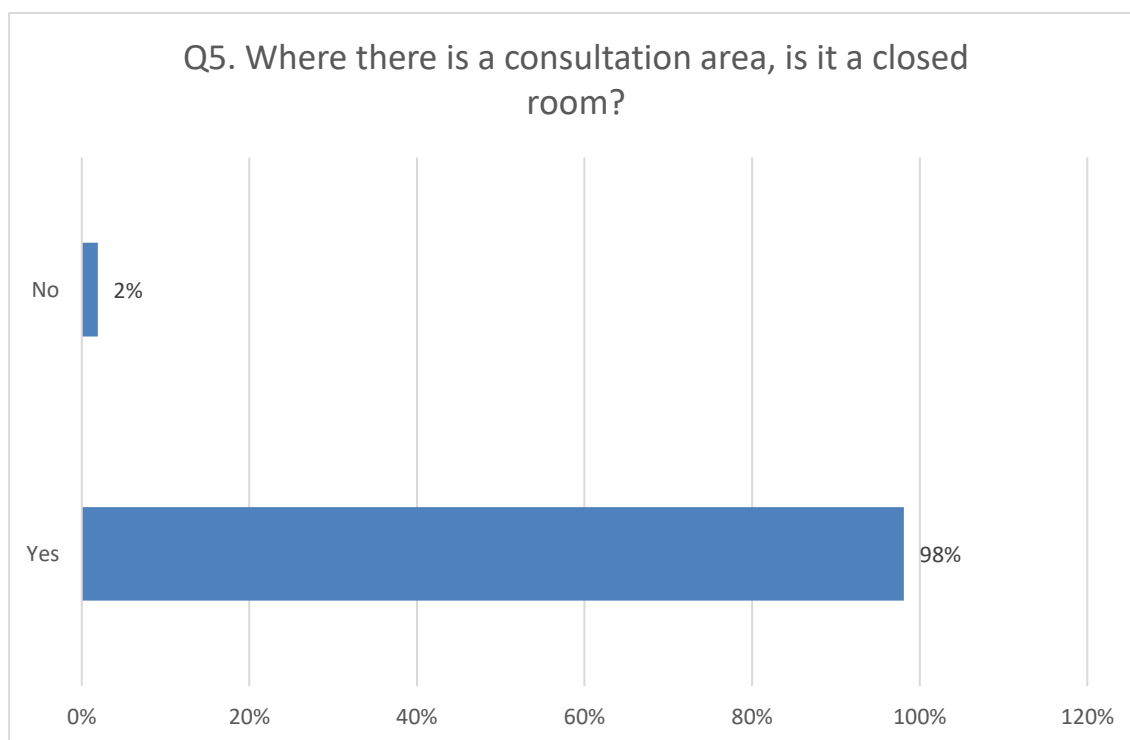
Please note that some figures will add up to more than 100%. This is either due to respondents being able to give more than one response to a question or figures have been rounded up to the nearest whole percent.

## Appendix I: Results of the pharmacy contractor questionnaire

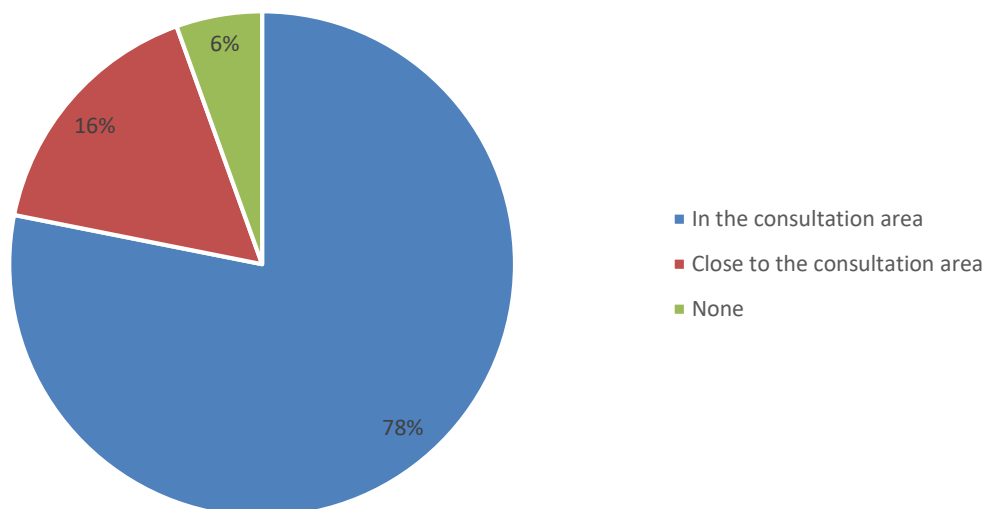
### Q1 to Q3 were pharmacy-specific questions



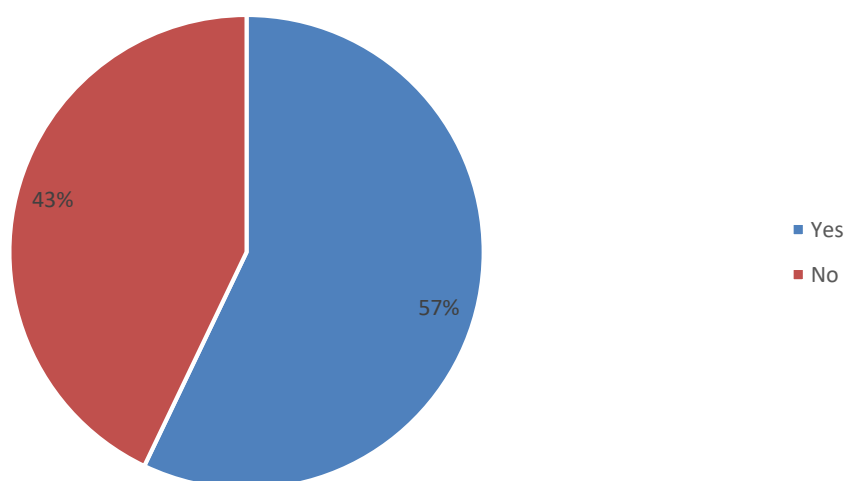
Refit being done in next 3 months (2)	Refit being done in next 2 months
---------------------------------------	-----------------------------------



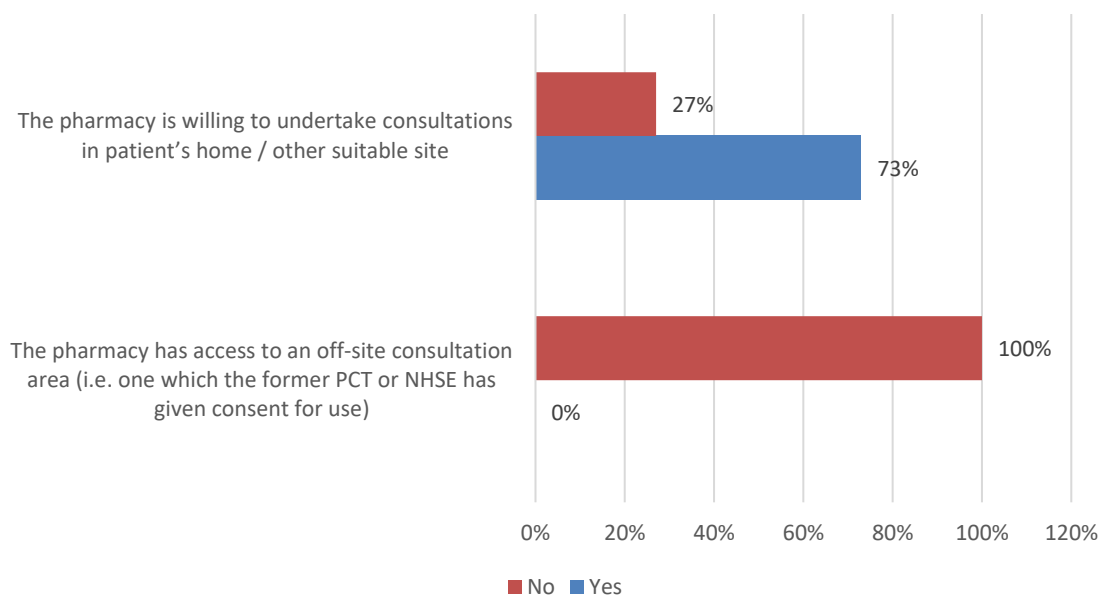
Q6. During consultations are there hand-washing facilities?



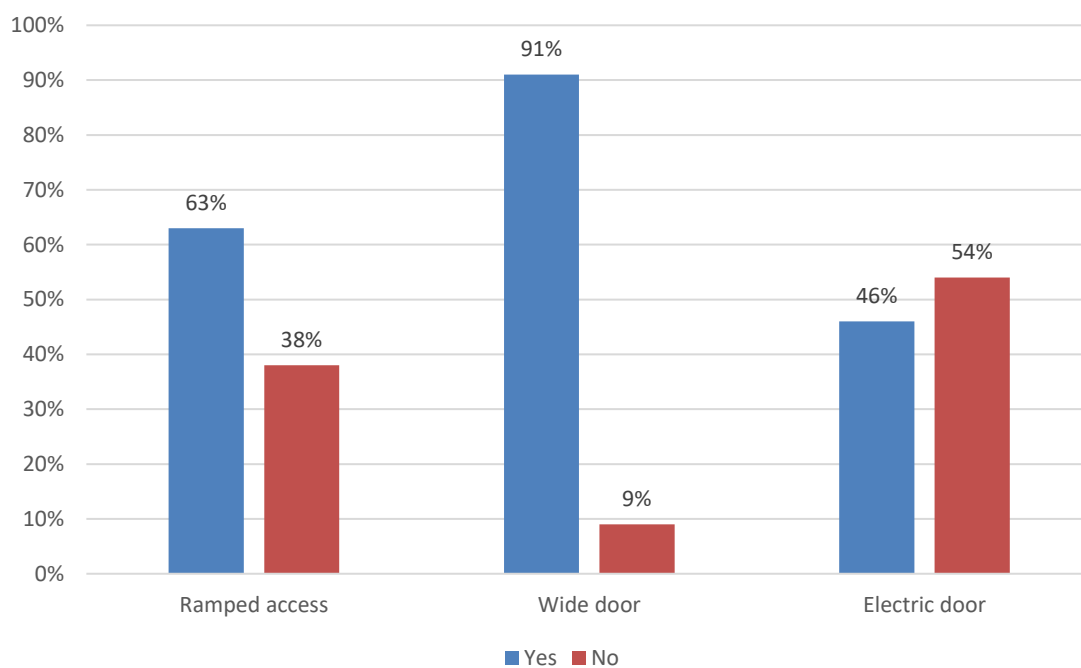
Q7. Do patients attending for consultations have access to toilet facilities?



### Q8. Off-site consultation areas



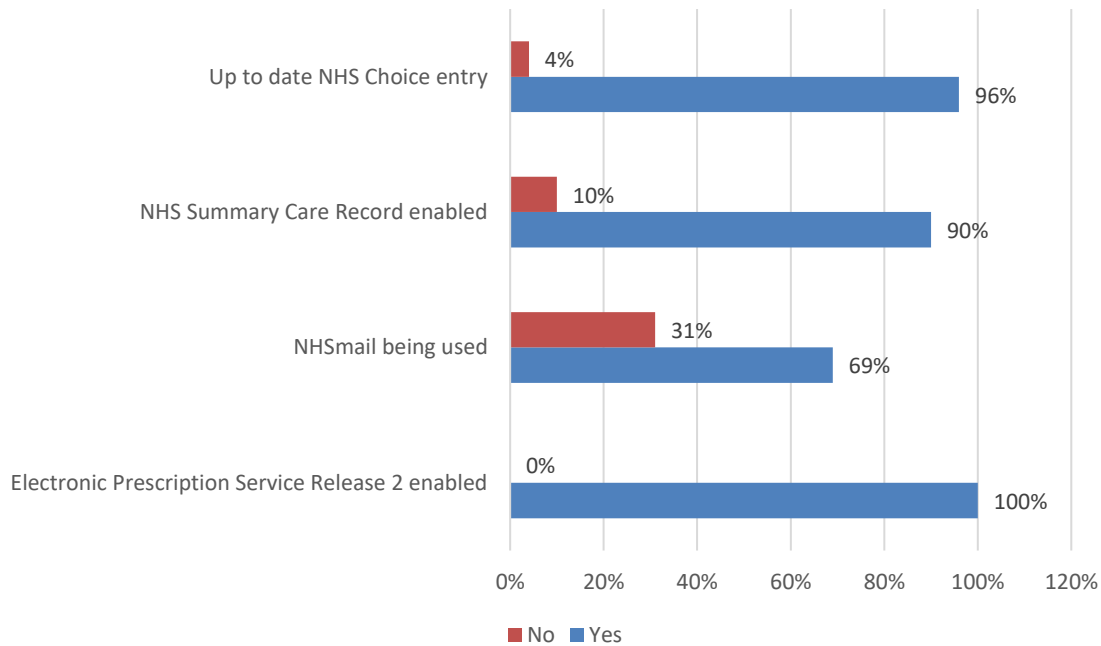
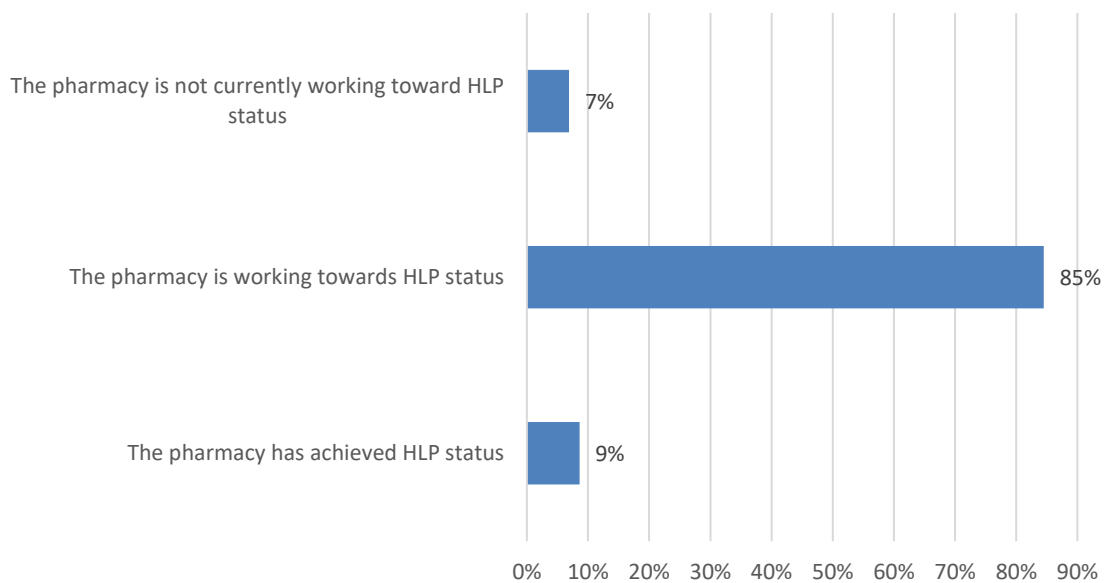
### Q9. The pharmacy is accessible for wheelchair users



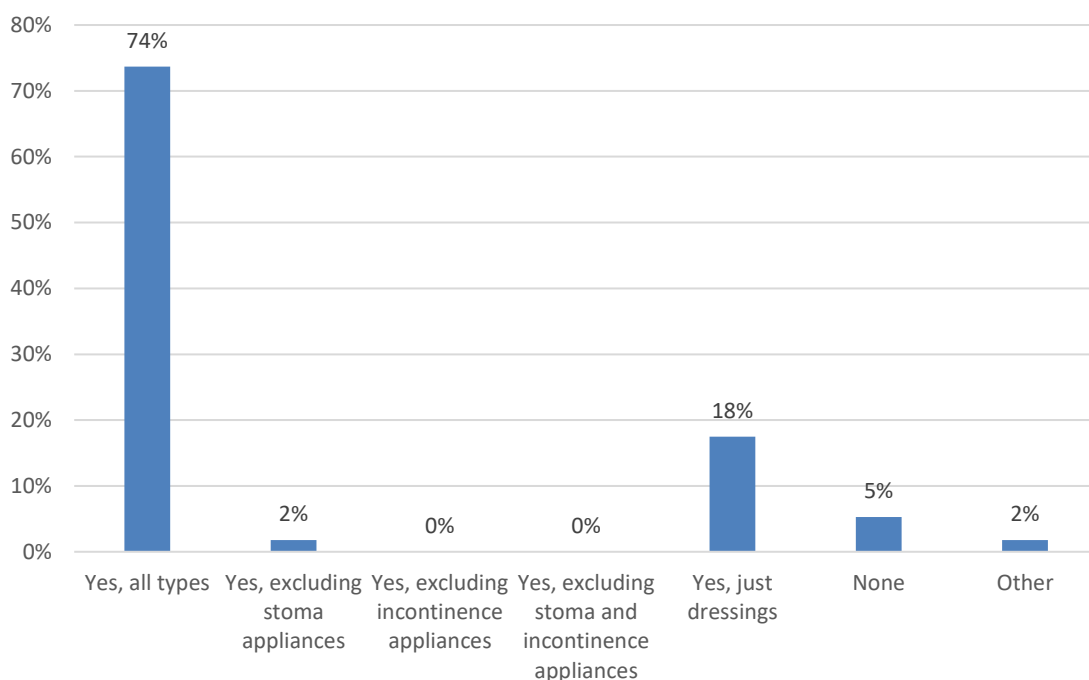
### Q10. Languages spoken (in addition to English) - please list

Hindi (28)	Gujarati (27)	Urdu (18)
Arabic (16)	Punjabi (24)	Polish (12)
Greek	Albanian	Swahili (3)



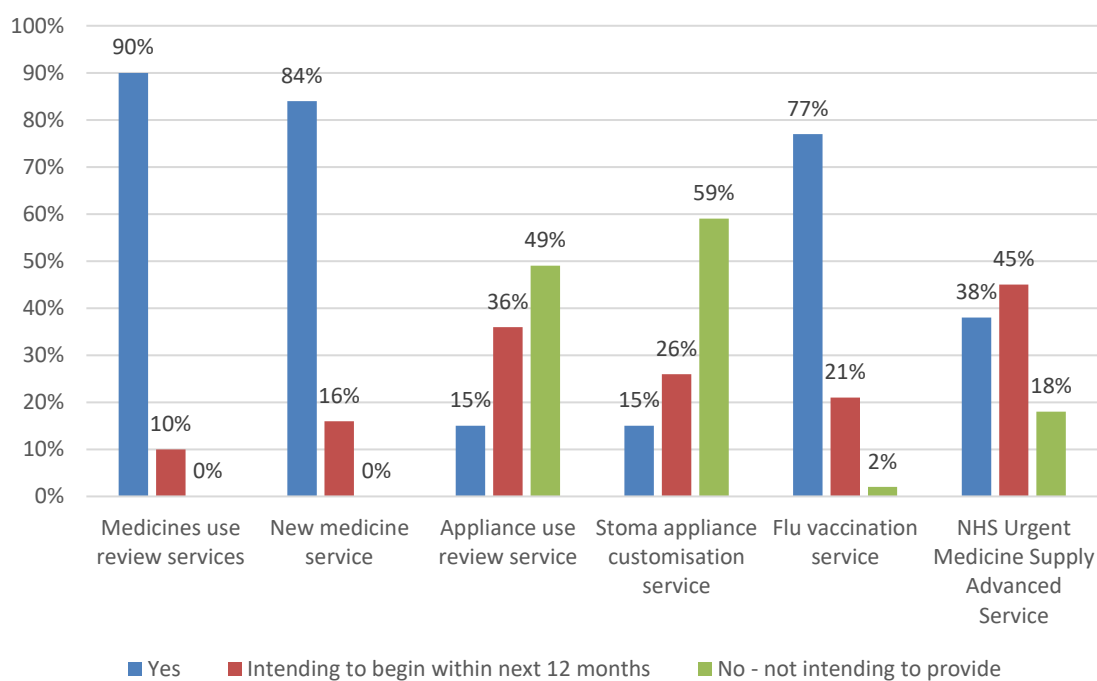
**Q11. IT facilities in the pharmacy****Q12. Please read the following statements and select the one that applies**

## Q13. Does the pharmacy dispense appliances?

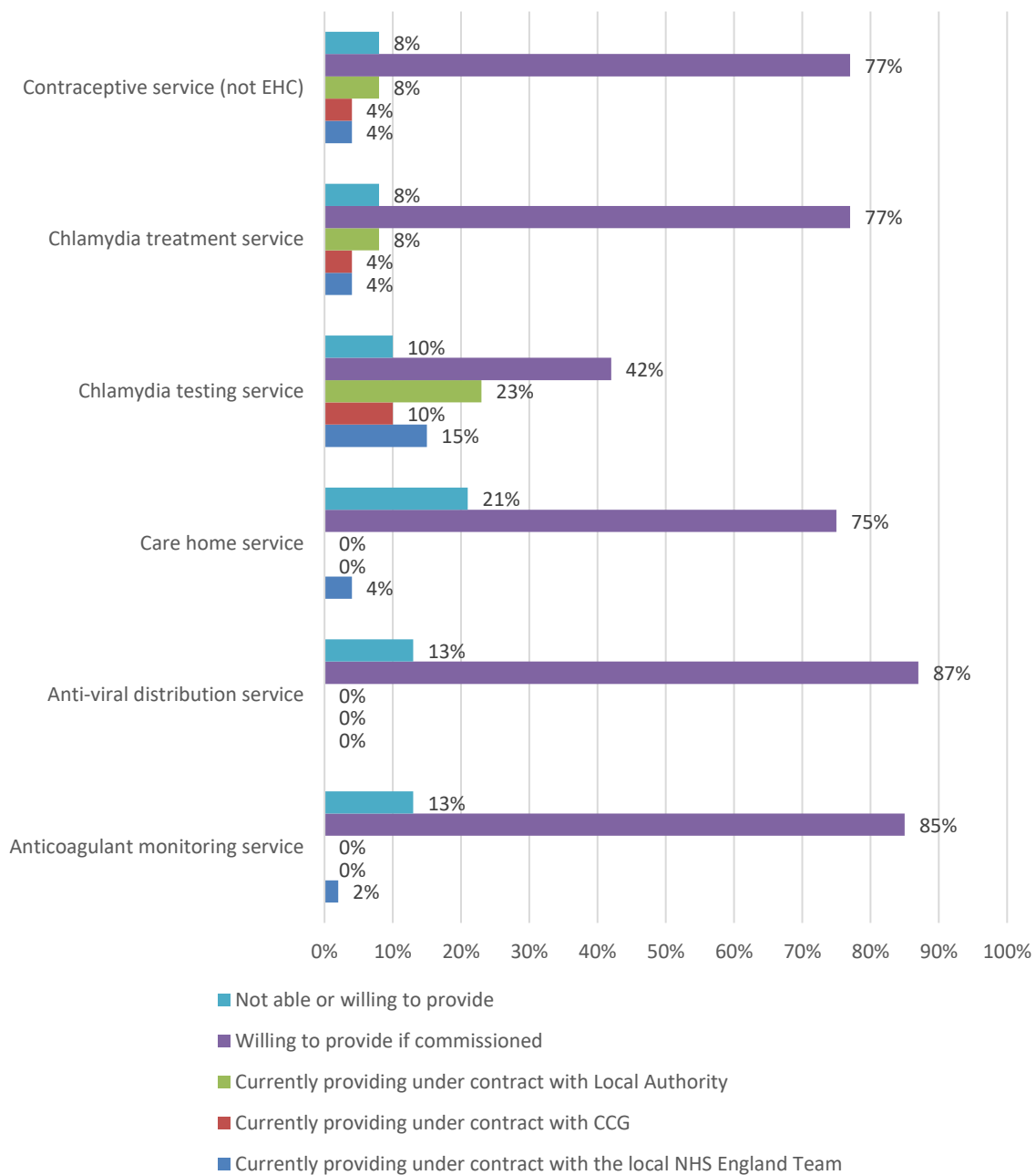


All types on prescription only

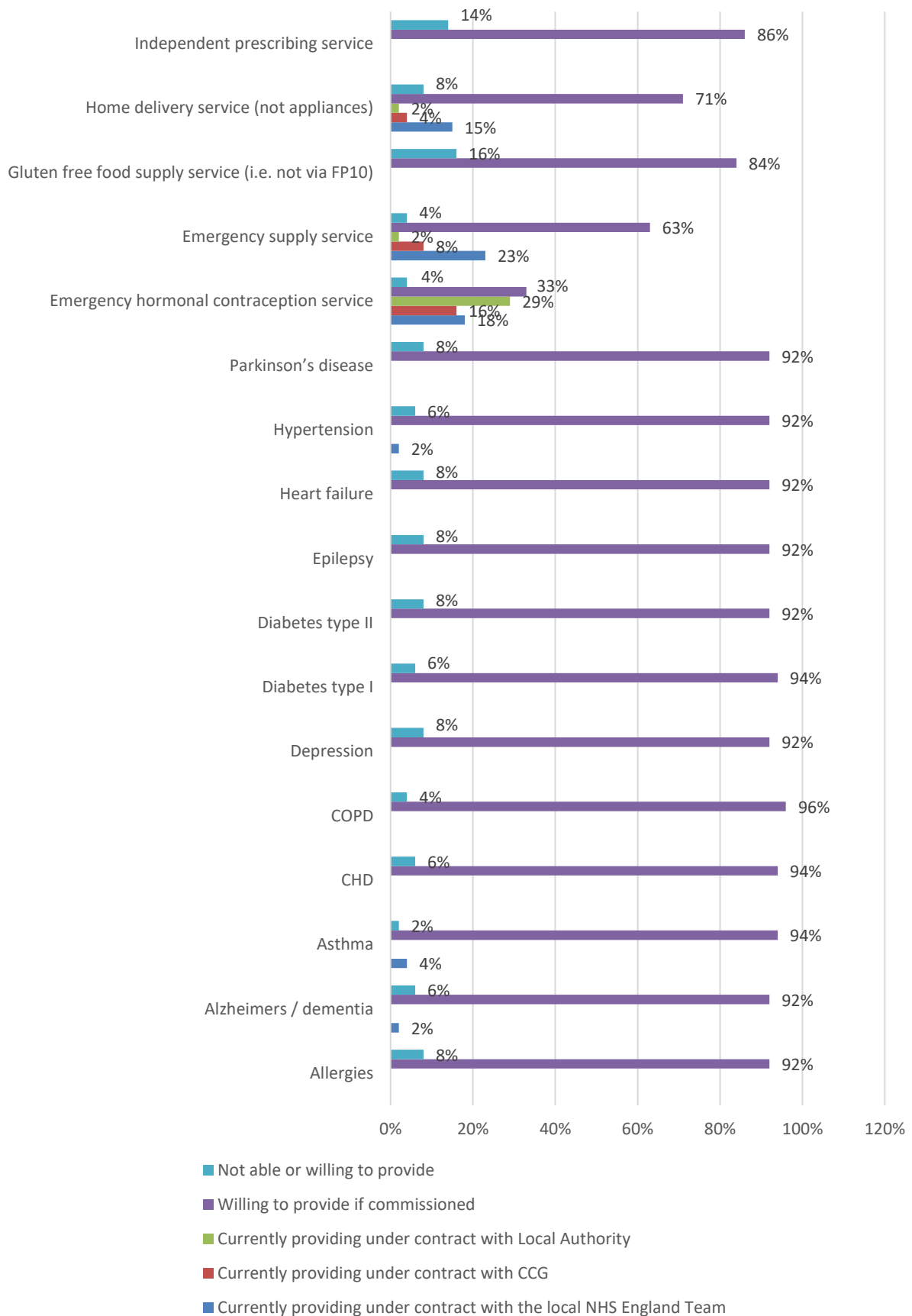
## Q14. Does the pharmacy provide the following services?



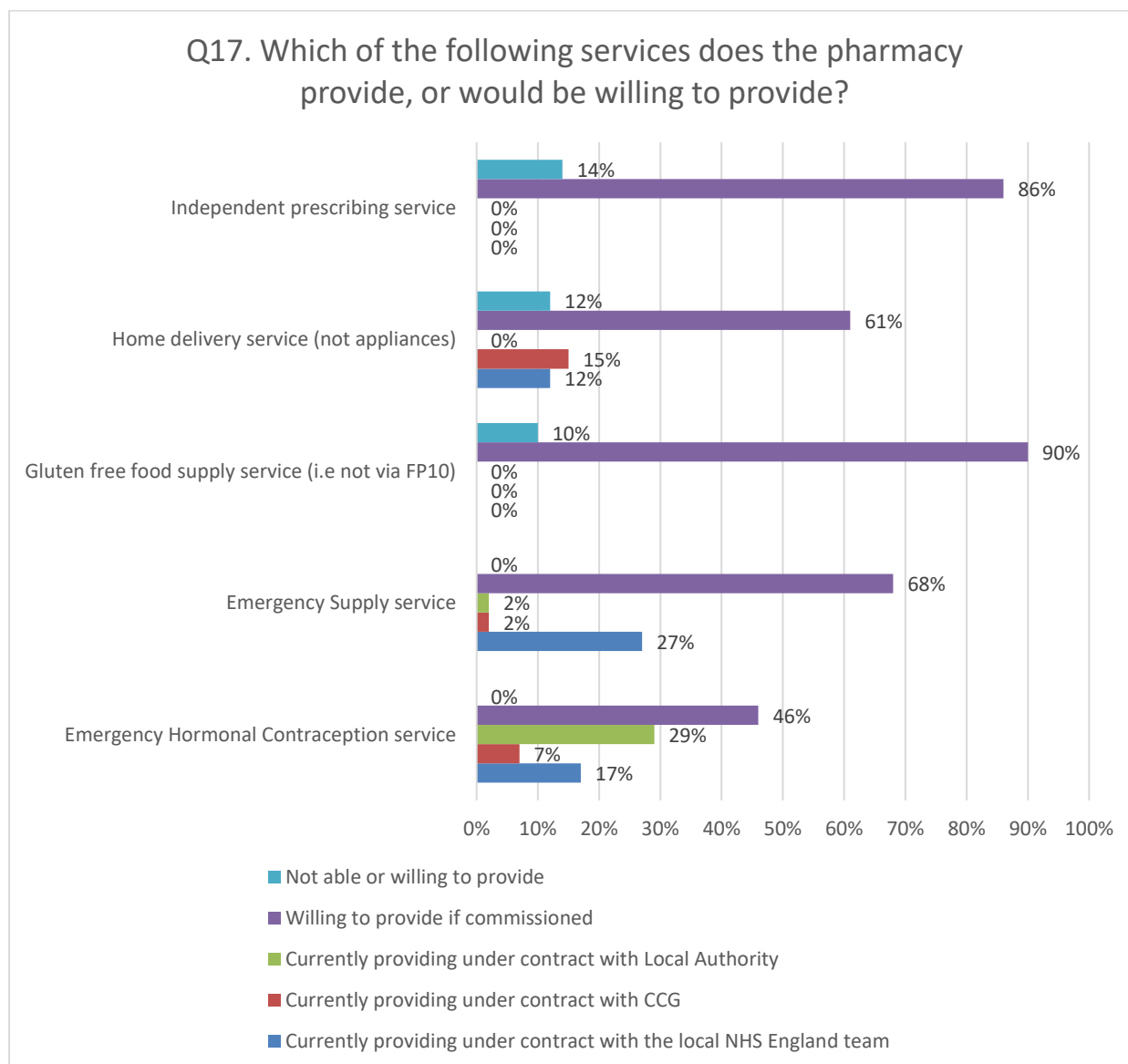
Q15. Which of the following services does the pharmacy provide, or would be willing to provide?



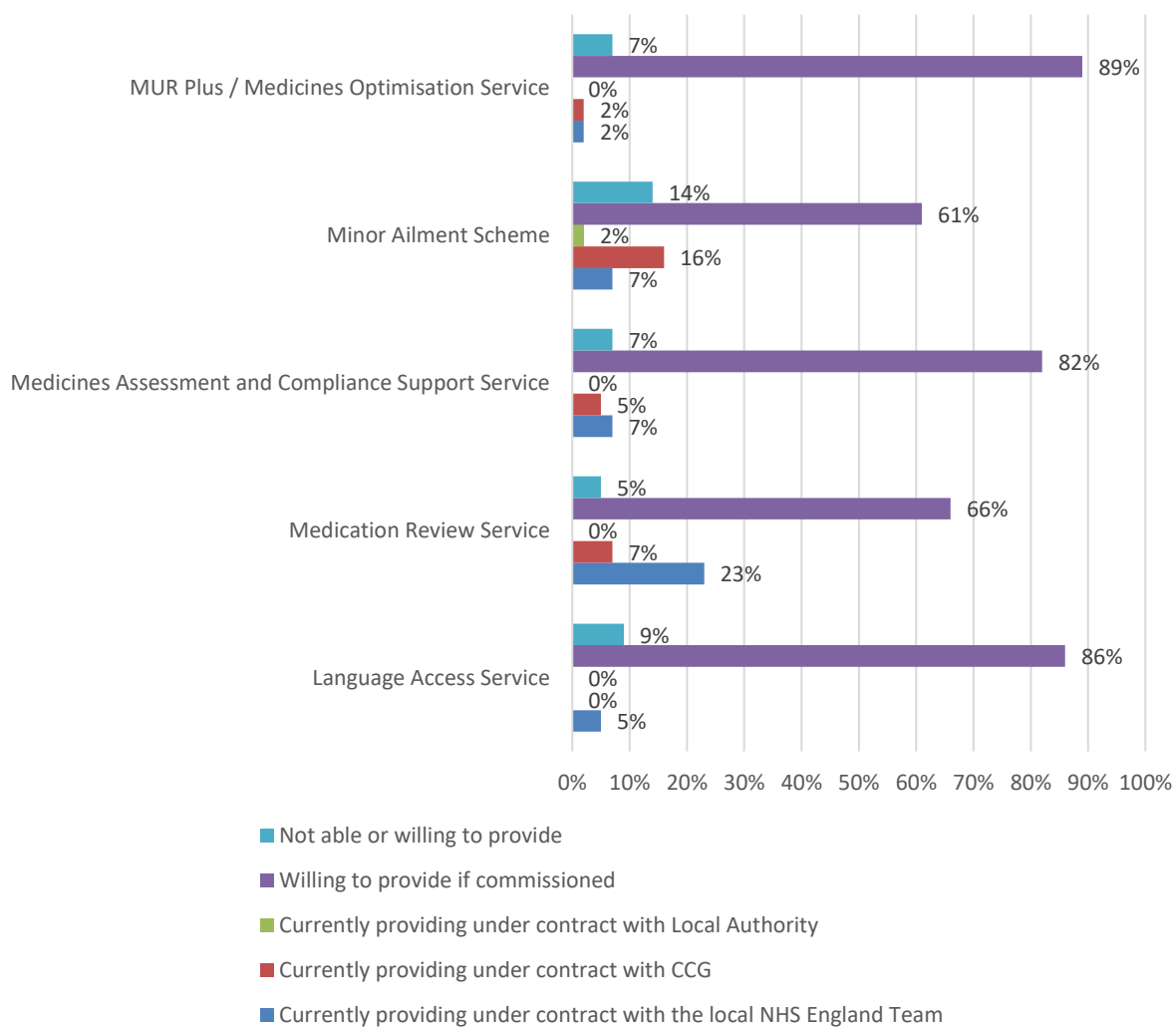
**Q16. Which of the following Disease Specific Medicines Management services does the pharmacy provide, or would be willing to provide?**



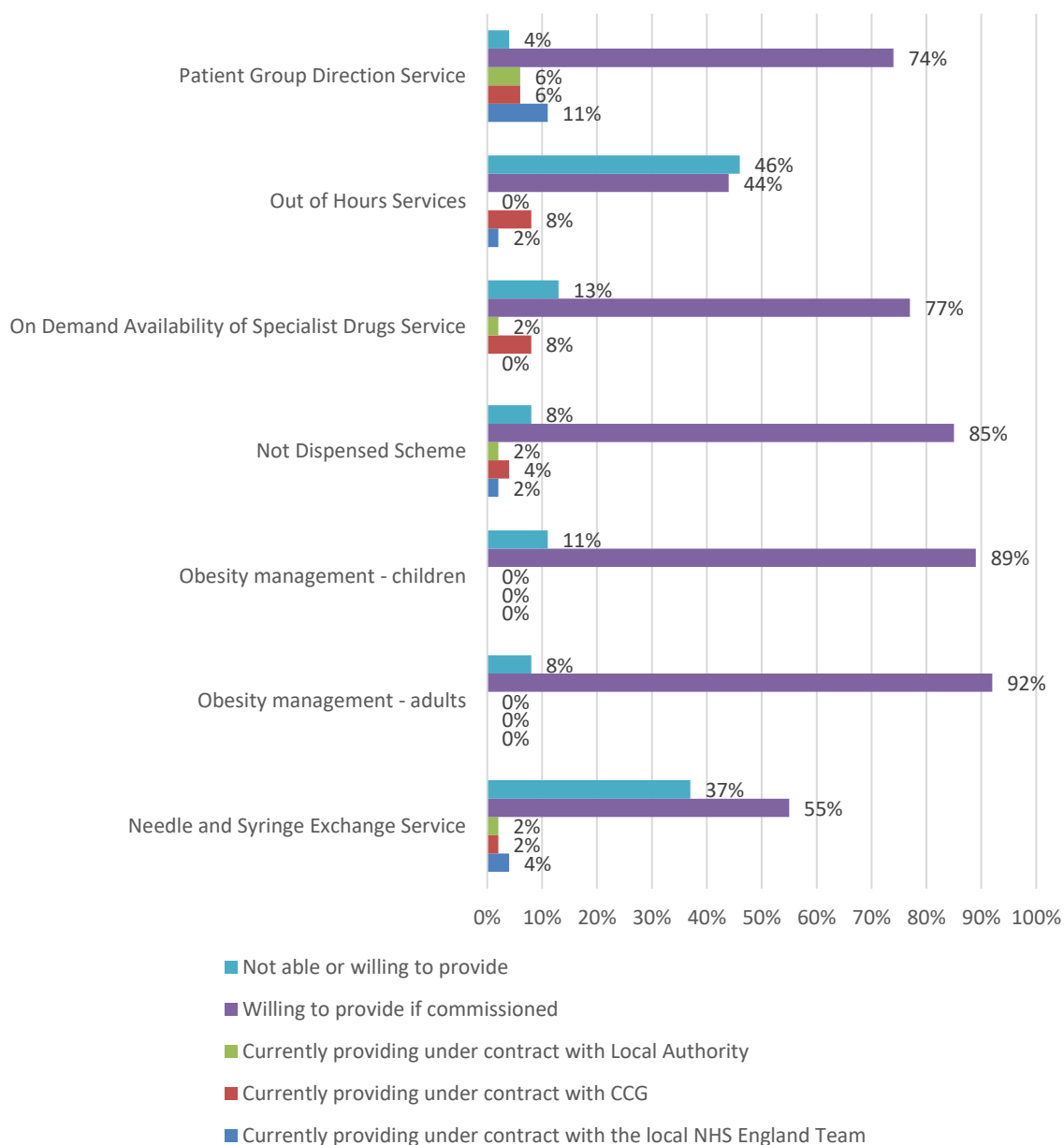
Free local deliveries, will post too if patient pays for postage
--



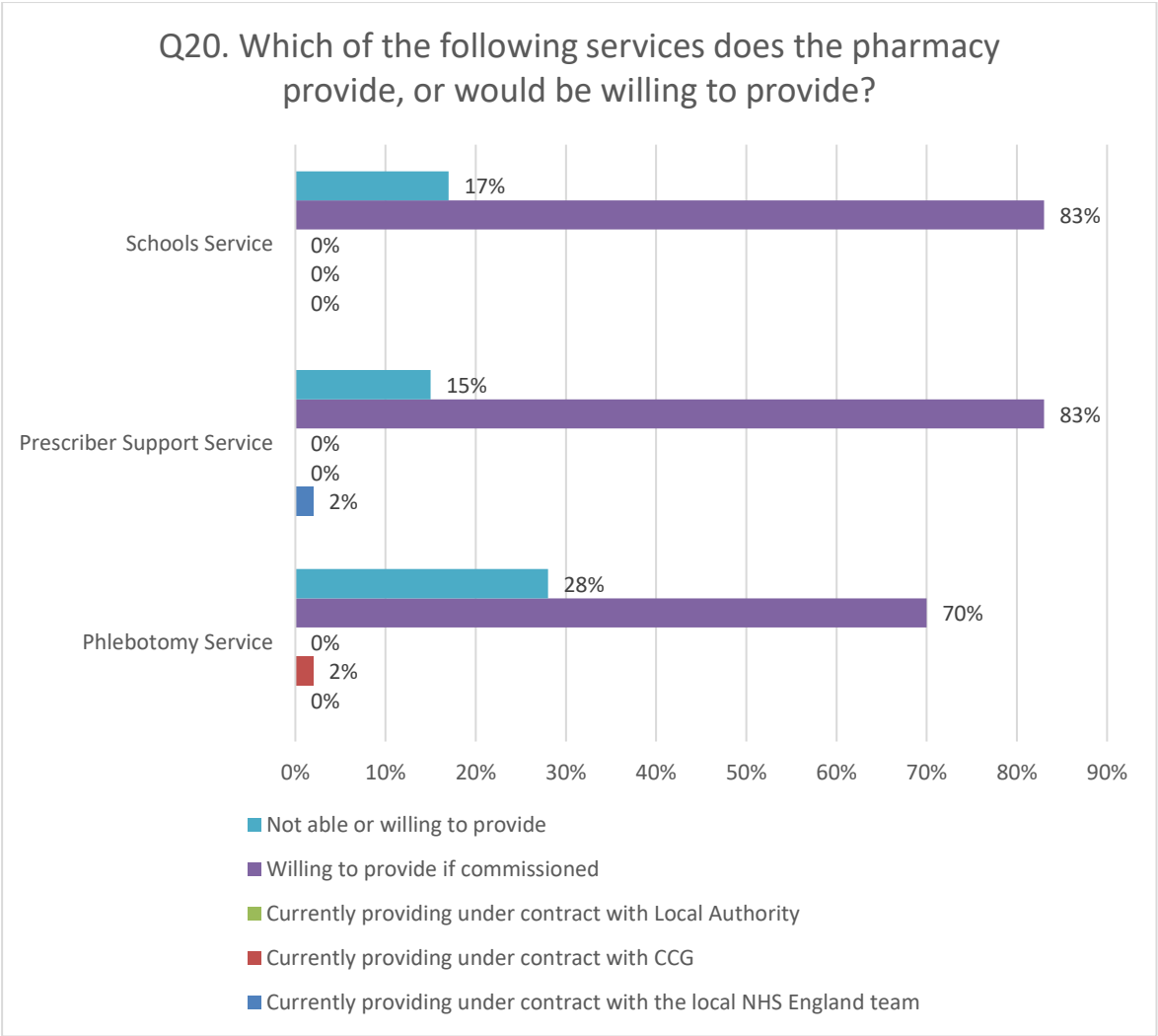
**Q18. If currently providing an independent prescribing service, what therapeutic areas are covered?**



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

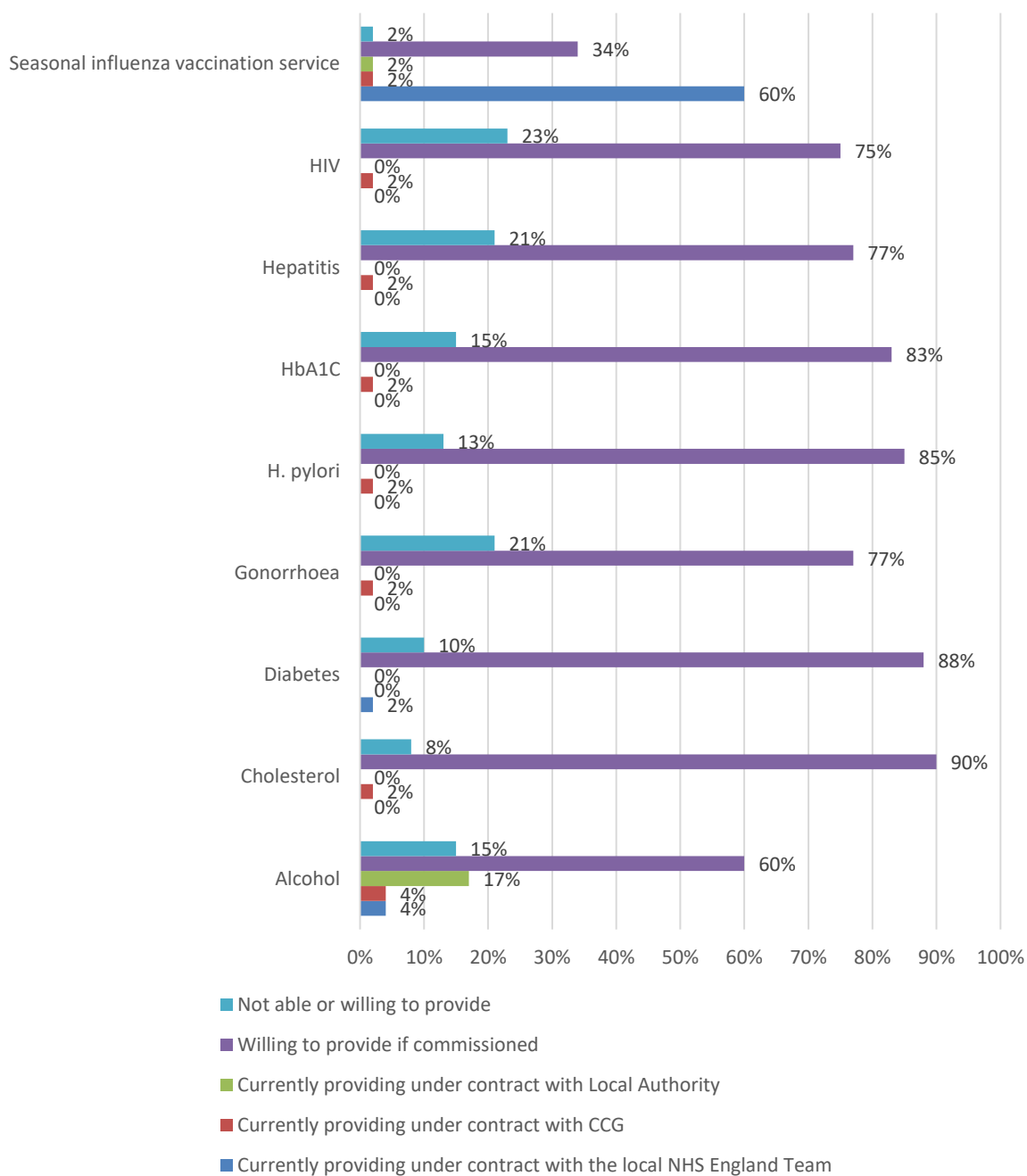


Levonelle (2)	private PGD service for Malarone, erectile dysfunction
MAR chart	Finasteride, Champix, Orlistat, Oral Contraceptives, Sildenafil, Salbutamol inhaler



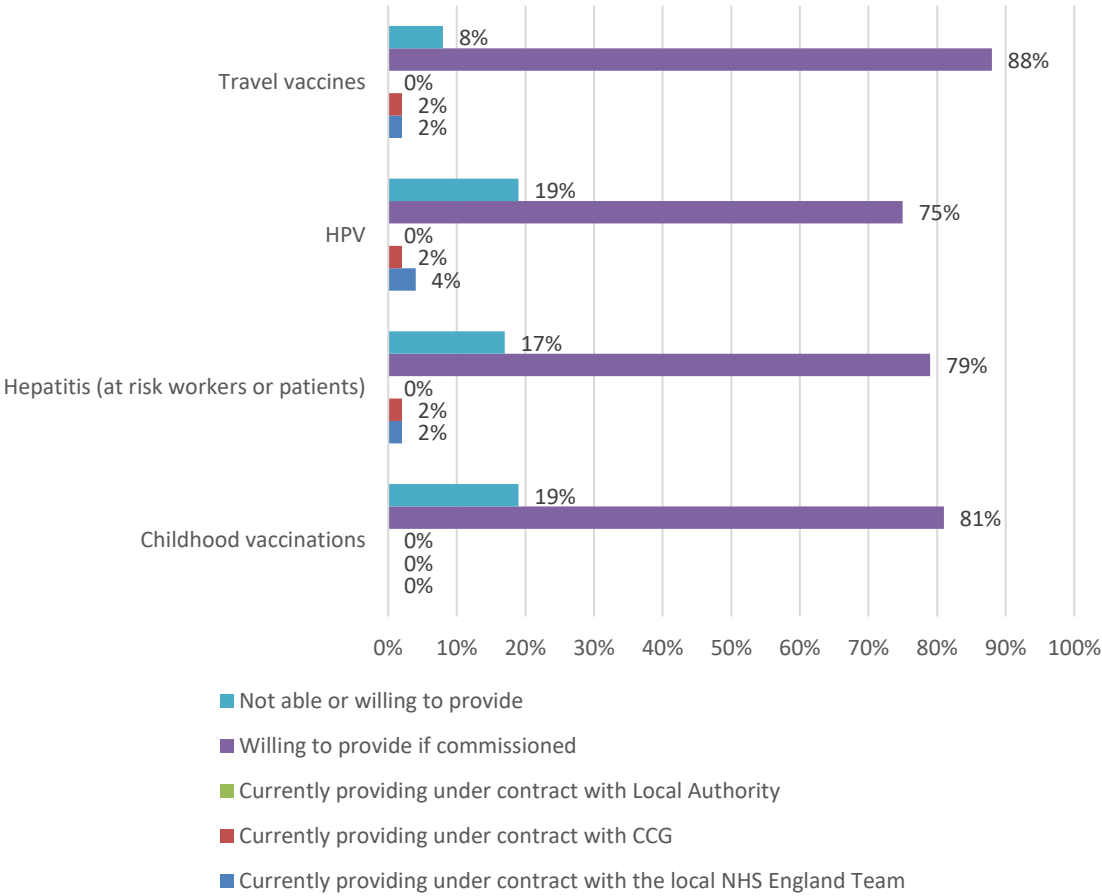


### Q21. What Screening Services does the pharmacy provide, or would be willing to provide?

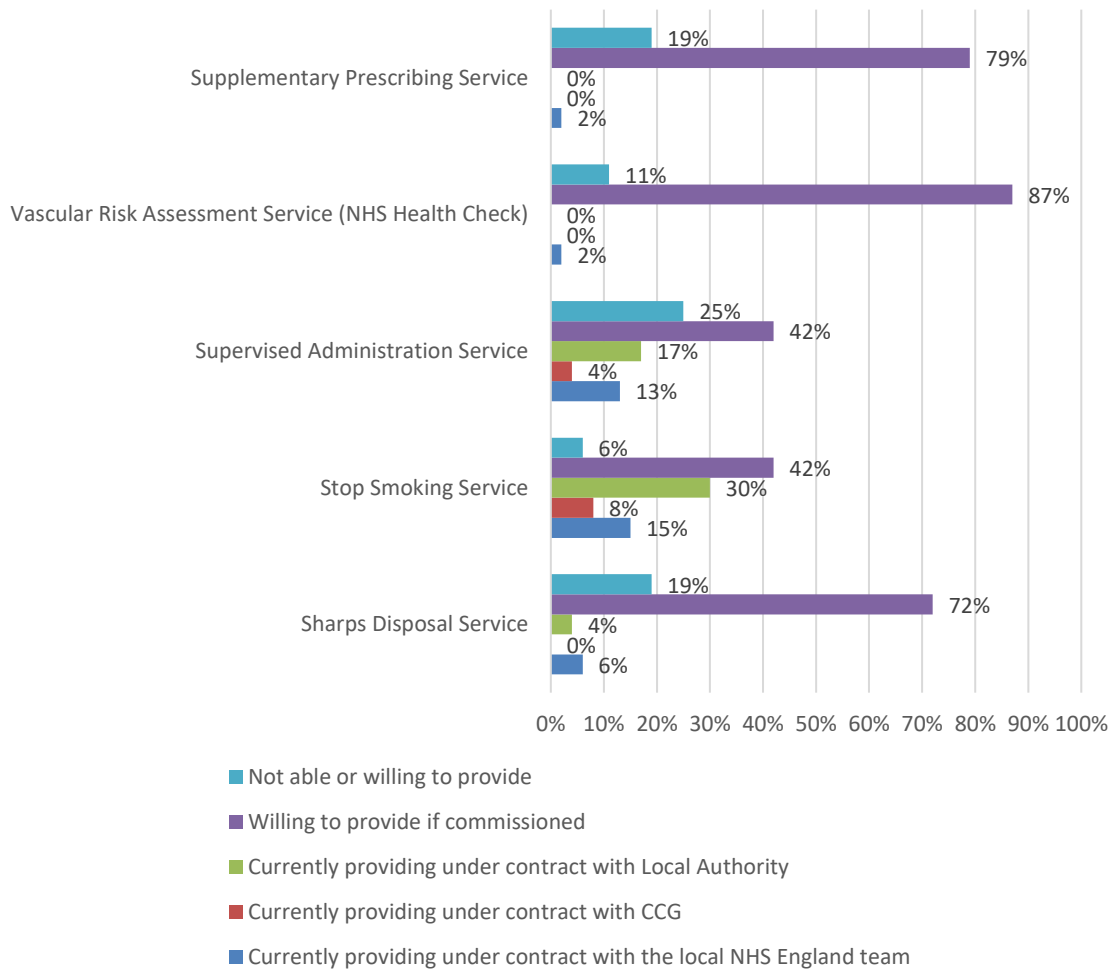


We have a private flu service as well as doing advanced NHS flu service

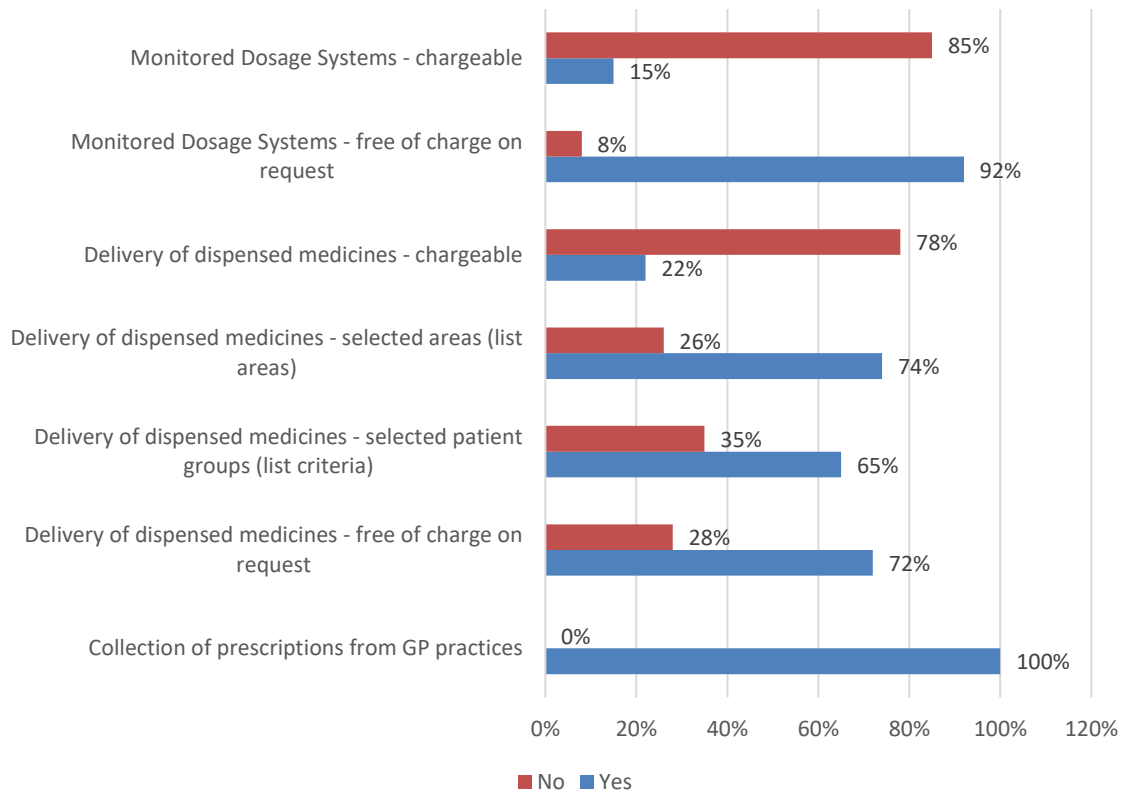
Q22. What other vaccination services does the pharmacy provide, or would be willing to provide?



**Q23. Which of the following services does the pharmacy provide, or would be willing to provide?**

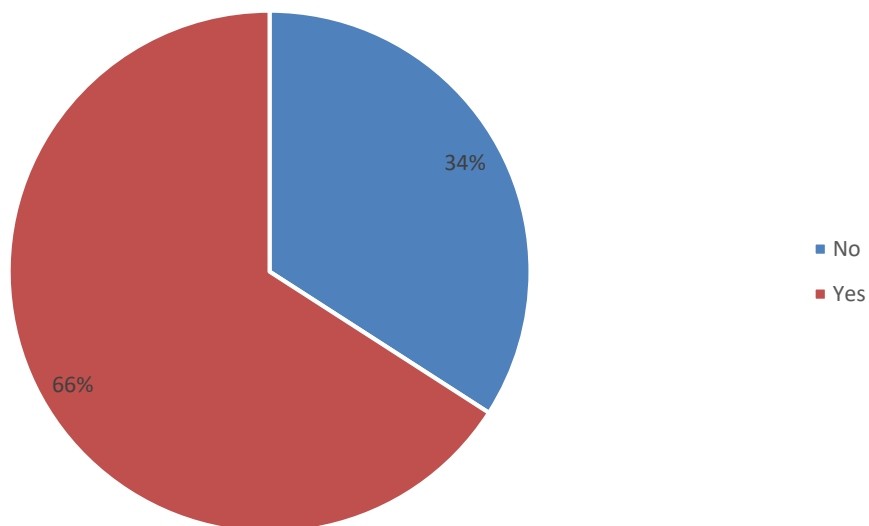


### Q24. Does the pharmacy provide any of the following?



DDS – domiciliary dispensing service	Free local delivery (2)
Hounslow Borough only (2)	

Q25. Is there a particular need for a locally commissioned service in your area? If so, what is the service requirement and why.

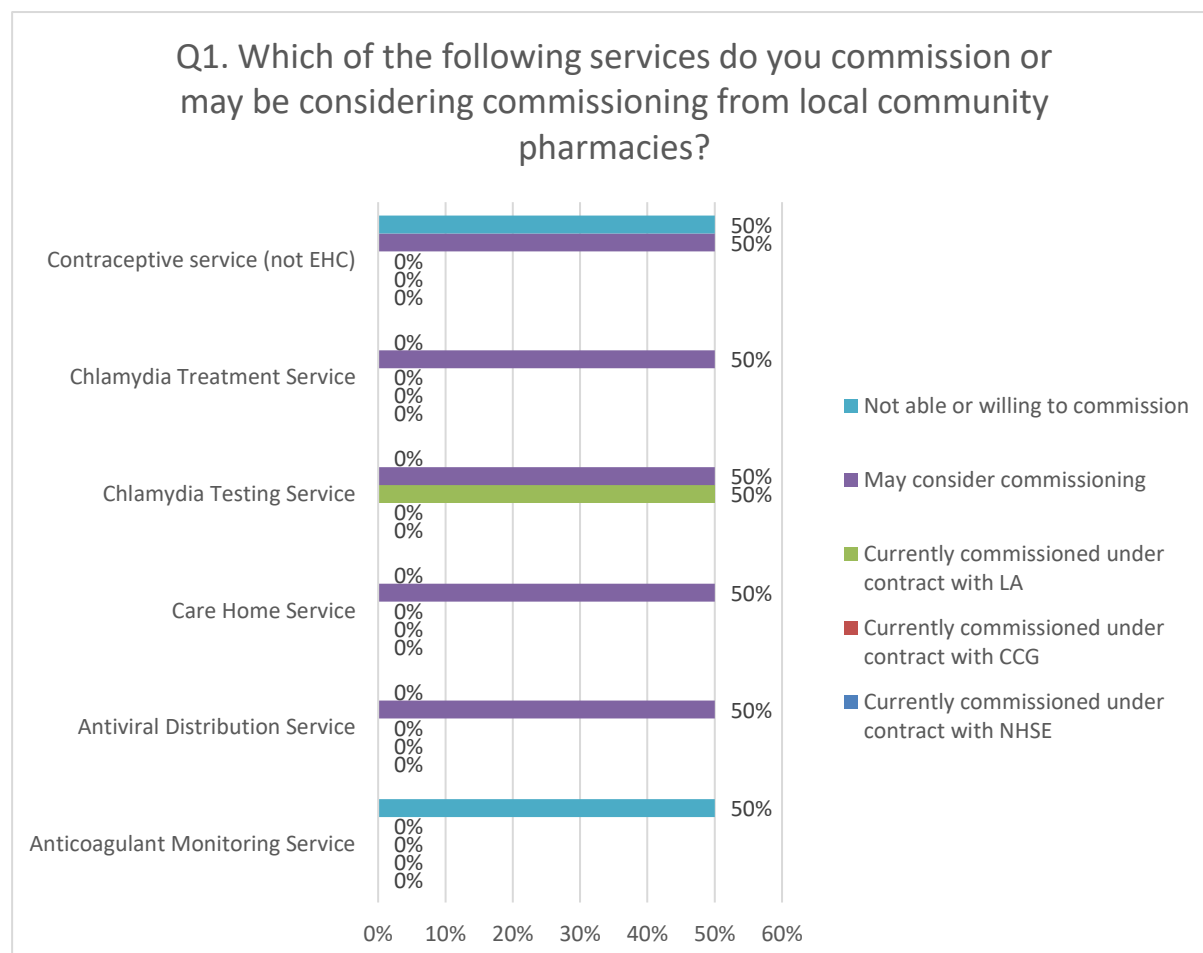


Diabetes testing (3)	Independent Prescribing (3)
Minor Ailments (7)	Medication optimisation service
Monitored dosage usage (2)	MOT Health check
Screening service (2)	

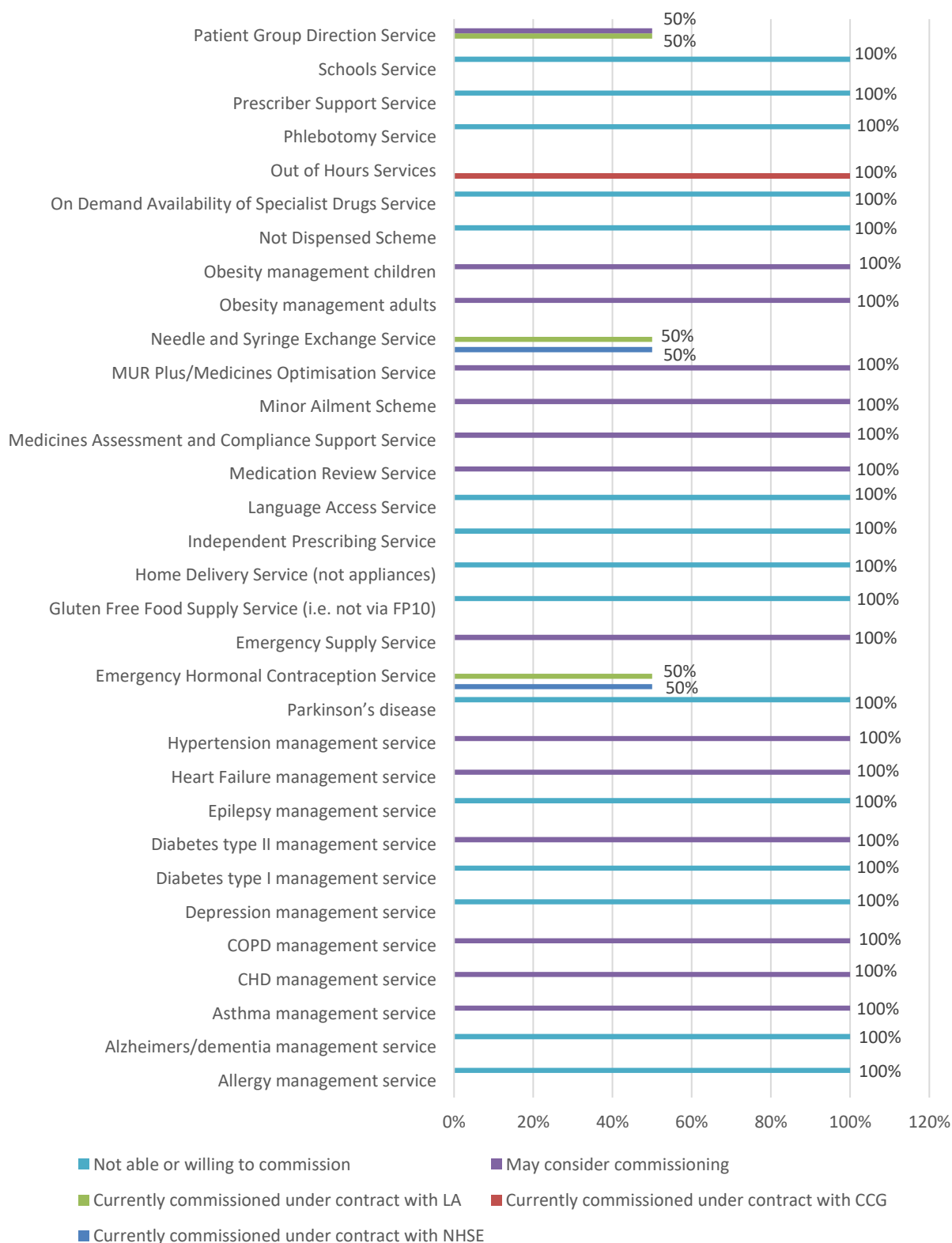
## Appendix J: Results of the commissioner questionnaire

The commissioner questionnaire was sent to commissioners within LBH, Hounslow CCG and NHS England. Although not strictly a commissioner, because it contracts with community pharmacies, it was also sent to RHCH NHS Trust.

Responses were received from LBH and Hounslow CCG. Not all respondents answered every question. The table below lists the number of responses received for each question.



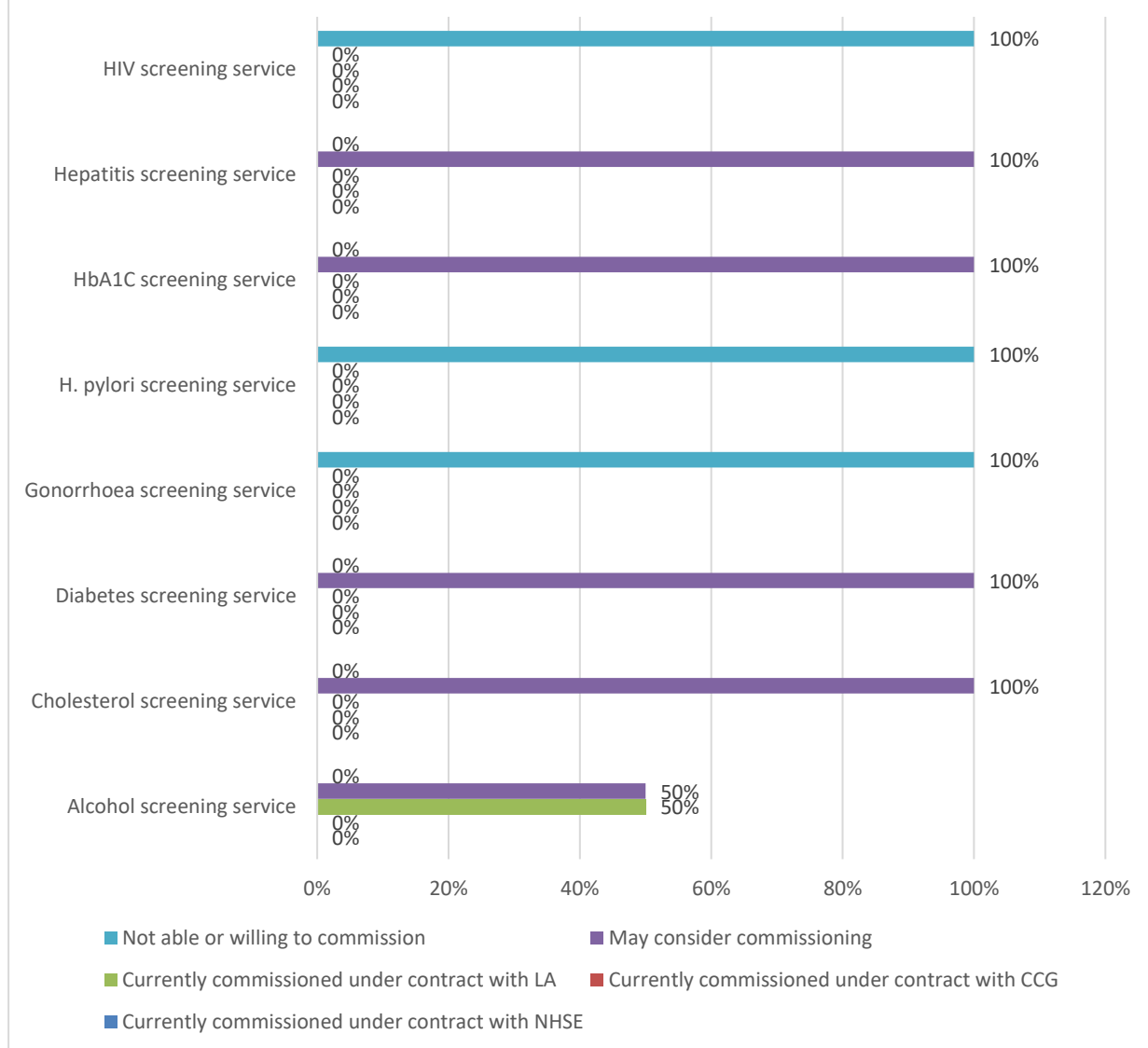
**Q2. Which of the following Medicines Management Services do you commission or may be considering commissioning from local community pharmacies?**



EHC

Levonorgestrel 1.5mg

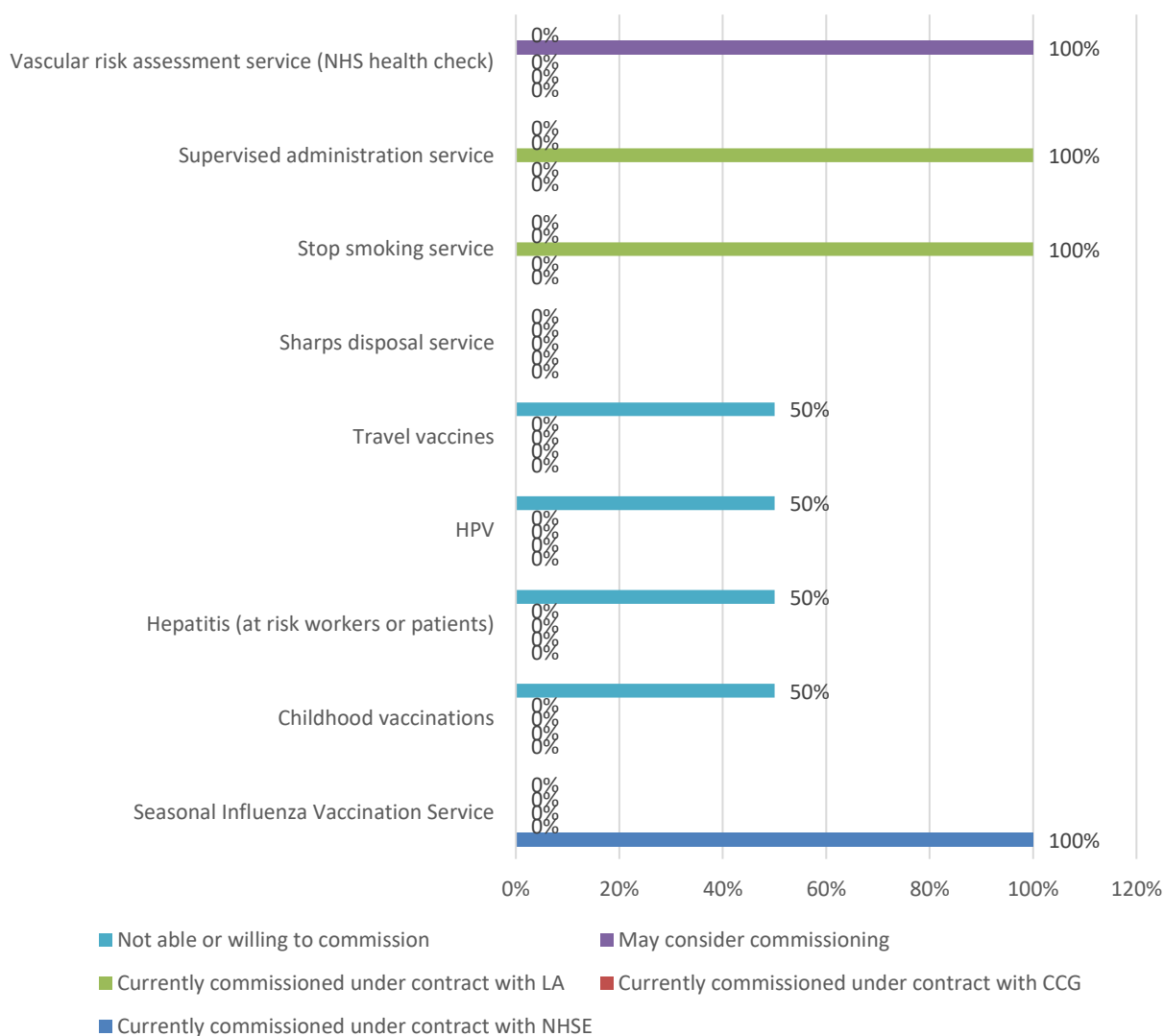
Q3. Which of the following screening services do you commission or may be considering commissioning from local community pharmacies?



May consider commissioning blood pressure testing



Q4. Which of the following services do you commission or may be considering commissioning from local community pharmacies?



## Abbreviations

AA - Attendance Allowance (AA)

AHC - After Housing Costs' (AHC)

AURs – Appliance Use Reviews

BME / BAME – Black Minority Ethnic / Black, Asian Minority Ethnic

BMI – Body Mass Index

BSA – Business Services Authority

CASSR - Councils with Adult and Social Services Responsibilities

CB – Commissioning Board

CCGs – Clinical Commissioning Groups

CHD – Coronary Heart Disease

COPD – Chronic Obstructive Pulmonary Disease

CPCF – Community Pharmacy Contractual Framework

CSSR – Council with Social Services Responsibilities

CVD – Cardiovascular Disease

DACs - Dispensing Appliance Contractors

DH/DoH – Department of Health

DLA - Disability Living Allowance

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

EU – European Union

GFR - General Fertility Rate

GLA – Greater London Authority

GP – General Practitioner

HCN – Hounslow Community Network

HIV – Human Immunodeficiency Virus

HRCH – Hounslow and Richmond Community Healthcare

HSCIC – Health and Social Care Information Centre

HWB – Health and Wellbeing Board

IMD – Index of Multiple Deprivation

JSNA - Joint Strategic Needs Assessment

LA – Local Authority  
LBH – London Borough of Hounslow  
LBW - Low Birth Weight  
LCS – Locally-Commissioned Services  
LPS – Local Pharmaceutical Service  
LSOA – Lower Super Output Areas  
MAR – Medication Administration Service  
MAS – Minor Ailment Scheme  
MURs – Medicines Use Reviews  
NCSP – National Chlamydia Screening Programme  
NEX – needle exchange scheme  
NHS – National Health Service  
NMS – New Medicines Service  
NUMSAS – NHS Urgent Medicine Supply Advanced Service  
NWL – North-West London  
ONS – Office for National Statistics  
PANSI – Projecting Adult Needs and Service Information System  
PGD – Patient Group Direction  
PhAS – Pharmacy Access Scheme  
PhIF – Pharmacy Integration Fund  
PHOF – Public Health Outcomes Framework  
POPPI - Projecting Older People Population Information System  
PCTs – Primary Care Trusts  
PHE – Public Health England  
PNA – Pharmaceutical Needs Assessment  
PSNC – Pharmaceutical Services Negotiating Committee  
PURM – Pharmacy Urgent Repeat Medication  
QoF – Quality and Outcomes Framework  
RNIB – Royal National Institute for the Blind  
SAC – Stoma Appliance Customisation  
SEN – Special Educational Needs  
SHA – Strategic Health Authority  
SMR – Standardised Mortality Ratio  
STI – Sexually Transmitted Infection  
STP – Sustainability and Transformation Plan

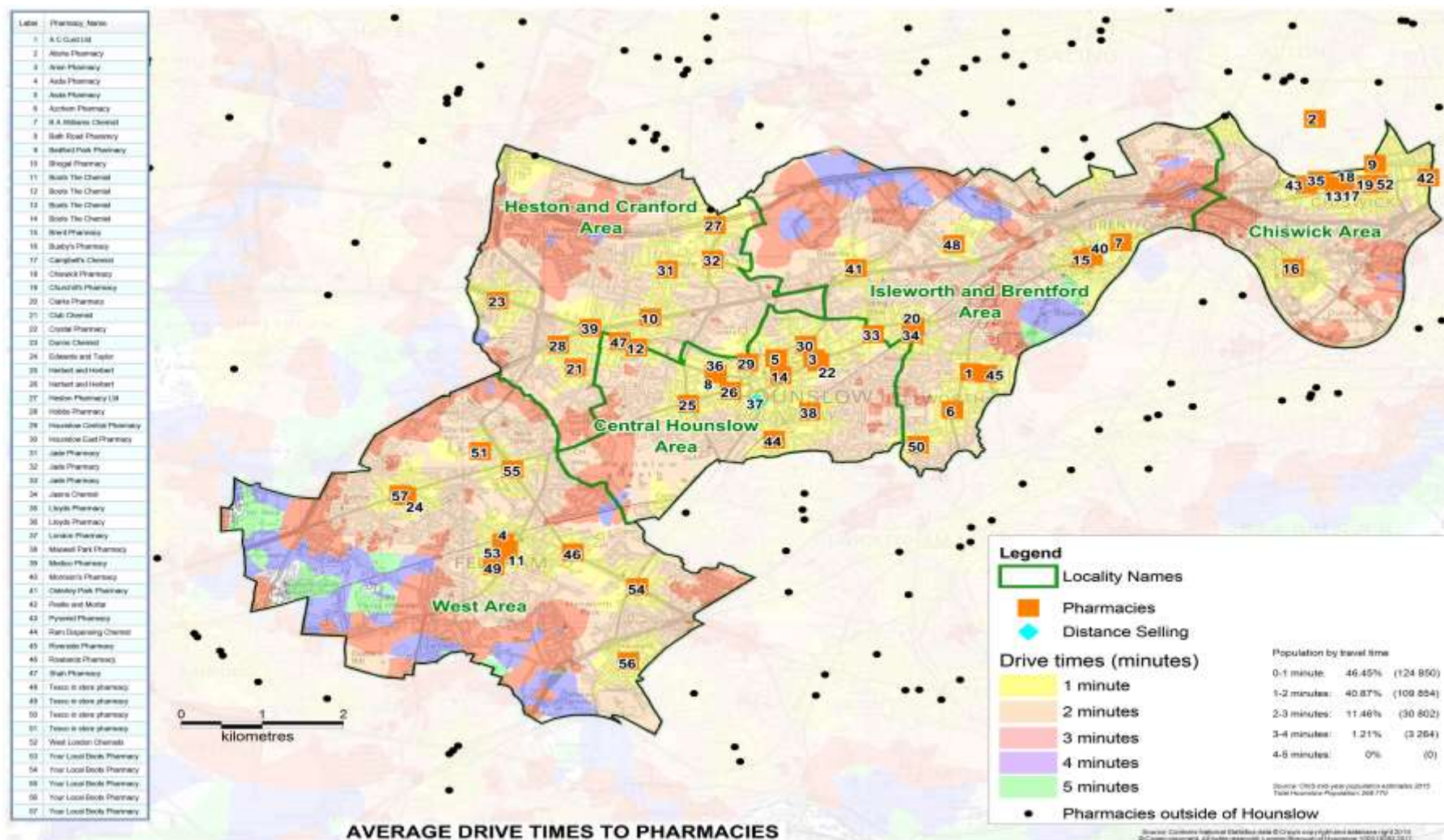
TB - Tuberculosis

TCES – Transforming Community Equipment Services

TIA – Transient Ischaemic Attack

TFR - Total Fertility Rate

Map A: Average drive time to pharmacies





## Map B: Average walking time to pharmacies

