



## **Consultation on the Pharmaceutical Needs Assessment 2018**

### **What is a Pharmaceutical Needs Assessment (PNA)?**

Hounslow Health and Wellbeing Board is hosted by the London Borough of Hounslow. The government requires all Health and Wellbeing Boards to produce an assessment of pharmaceutical services in its area at least every three years. The next assessment for Hounslow is due by the end of March 2018. This document is called the Pharmaceutical Needs Assessment. We are consulting on this document and would like to hear your views on pharmaceutical services in Hounslow.

### **What are pharmaceutical services?**

Pharmaceutical services are one of the many services currently provided under the NHS by community pharmacies and include:

- dispensing of medicines and appliances on prescription
- sale of medicines to the public
- providing advice to the public on medicines, coping with ill health or general health and well being
- receiving waste medicines for safe destruction

Some pharmaceutical services may be provided by dispensing GP practices or dispensing appliance contractors. There are no dispensing GP practices in Hounslow.

## **Who are we consulting and why?**

We are required to consult with any patient and consumer who lives in the borough, or community group within the borough, who have an interest in the provision of pharmaceutical services. It is assumed that everyone living in Hounslow may require services provided by community pharmacies and appliance contractors. We are therefore consulting with the entire resident population of Hounslow and welcome the views from anyone living in Hounslow or anyone providing pharmaceutical services in Hounslow.

## **About Hounslow**

Hounslow has a population of 273,100 and is characterised as a densely populated borough. Generally, Hounslow has a lower proportion (10.9%) of its population aged 65 and over than England (17.3%).

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

Hounslow has a predominantly white 51% (130,500) and Asian 34% (87,300) population.

Hounslow has areas of relative affluence and areas of deprivation. Deprivation is measured using the following seven indicators: income, employment, health deprivation and disability, education, skills and training, barriers to housing and services, crime and living environment.

Life expectancy at birth for both men and women in Hounslow is not significantly different from the average for England at 80 years for males and 83.9 years for females.

### **Community pharmacies in Hounslow**

There are 21.6 community pharmacies per 100,000 population in Hounslow. This figure is similar to both the London average of 21.7 and the national average of 21.5.

The majority of community pharmacies in Hounslow are open weekday evenings (75%) and Saturdays (89%). A number are also open on Sundays (27%), mainly in shopping areas.

There is also a much higher proportion of independently owned pharmacies at 59.4% compared to the national average of 38.1%.



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All residents in Hounslow have an average travel time to a community pharmacy of not more than five minutes, with 100% living within up to a 15 minute walk to a community pharmacy.

### Feedback on pharmaceutical services

Views of pharmacy service users were gained from a survey circulated for comments from the general public in spring 2017.

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** and **35%** had **problems with the location**. However, it should be noted that respondent numbers are low for this particular question.



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- **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%** rated the service **good or excellent**



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Hounslow is well-served with community pharmacies, with the rate of provision similar to both the London and national average. There is excellent access to a range of services provided by community pharmacies and appliance contractors across the borough.

**As a result, we do not believe there are any gaps in provision of necessary pharmaceutical services in Hounslow.**

**But we would like to know your views as a resident of Hounslow**

We are seeking the public's views on the draft Pharmaceutical Needs Assessment. The consultation runs between 18<sup>th</sup> September 2017 and 17<sup>th</sup> November 2017. Your comments will inform the final Pharmaceutical Needs Assessment which will be produced by 1<sup>st</sup> April 2018.

The draft Pharmaceutical Needs Assessment is available at [www.hounslow.gov.uk/pnaconsultation](http://www.hounslow.gov.uk/pnaconsultation) It is also available in a paper format at London Borough of Hounslow libraries. If you require a printed copy, please contact me by calling 020 8583 3076 or by email at [publichealth@hounslow.gov.uk](mailto:publichealth@hounslow.gov.uk). The final copy will be available on the London Borough of Hounslow website.

**Kind regards**

Laura MacLehose  
Consultant in Public Health  
Health and Wellbeing Unit



## London Borough of Hounslow

Thank you for participating in the consultation on the London Borough of Hounslow Pharmaceutical Needs Assessment (PNA) 2018.

The consultation will be open until 17<sup>th</sup> November 2017.

Please complete the survey in full. It should take you no longer than five minutes. Your answers to this survey are private and will be kept in line with the Data Protection Act.

### Your views on the draft PNA

**Q1. The Hounslow draft PNA does not identify any gaps in the provision of pharmaceutical services. To what extent do you agree or disagree with this assessment?**

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know / can't say

If you disagree, please explain your reason(s) below:



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**Q2. To what extent do you agree or disagree with the other conclusions contained within the draft PNA? (See the Executive Summary section of the document)**

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know / can't say

If you disagree, please explain your reason(s) below:

|  |
|--|
|  |
|--|





**Q3. In your opinion, how accurately does the draft PNA reflect the following?**

**Current provision of pharmaceutical services in Hounslow** (see Sections 3.5 and 3.6; Sections 4.1, 4.2 and 4.3 and Sections 7.1 to 7.6 of the draft PNA)

Very accurately

Moderately accurately

Not at all accurately

Don't know / can't say

If you ticked 'not at all accurately' please explain below

**Q4. In your opinion, how accurately does the draft PNA reflect the following?**

**Current pharmaceutical needs of Hounslow's population** (see Sections 7.1 to 7.6 of the draft PNA)

Very accurately

Moderately accurately

Not at all accurately

Don't know / can't say

If you ticked 'not at all accurately' please explain below



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**Q5. In your opinion, how accurately does the draft PNA reflect the following?**

**Future pharmaceutical needs of Hounslow's population (over the next three years)**

Very accurately

Moderately accurately

Not at all accurately

Don't know / can't say

If you ticked 'not at all accurately' please explain below

**Q6. Please use the space below to identify any Equality impact and make any other comments relevant to the PNA or pharmaceutical services in Hounslow**



## Your interest in the PNA

**Q7. Are you mainly responding as? (please tick one)**

A member of the public.....

A carer.....

A pharmacist .....

A GP.....

A healthcare or social care professional.....

A member of Hounslow Council (a councillor).....

An employee of Hounslow Council.....

A voluntary or community sector organisation.....

A business.....

Other.....

If responding on behalf of an organisation, please tell us its name:

**Q8. Please tell us your full postcode:**



## About you

This section is optional but is really important as it helps us to gain a better understanding of the needs and views of different groups of people, and how they might be impacted by any changes.

This information will remain confidential and will be used for analysis purposes only. Your personal information will not be published and individuals will not be identified.

If you are responding on behalf of an organisation you do not need to complete this section.

### **Q9. What is your age?**

- |  |                                  |                                  |
|--|----------------------------------|----------------------------------|
| <input type="checkbox"/> 0 – 15            | <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 65 – 74 |
| <input type="checkbox"/> 16 - 24           | <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> 75 – 84 |
| <input type="checkbox"/> 25 - 34           | <input type="checkbox"/> 55 – 64 | <input type="checkbox"/> 85 plus |
| <input type="checkbox"/> Prefer not to say |                                  |                                  |

### **Q10. Do you consider yourself to have a disability?**

- Yes       No       Prefer not to say

**If you have answered yes, please indicate the type of impairment which applies to you (by ticking next to it below). People may experience more than one type of impairment, in which case tick all the types that apply. If your disability does not fit any of these types, please tick Other and specify if you wish.**



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- Physical disability
- Sensory impairment
- Mental health condition
- Learning disability
- Long-standing illness or health condition such as cancer, chronic heart disease or epilepsy
- Other (Specify if you wish)

### **Q11. What is your ethnic group?**

- Prefer not to say

#### **White**

- English/Welsh/Scottish/Northern Irish/British Irish
- Gypsy or Irish Traveller
- Other White (Please specify)

#### **Mixed / multiple ethnic groups**

- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed / multiple ethnic group (Please specify)



**Asian / Asian British**

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian / Asian British (Please specify)

**Black / African / Caribbean / Black British**

- African
- Caribbean
- Other Black / African / Caribbean / Black British

**Other ethnic group**

- Arab
- Any other ethnic background (Please specify)

**Q12. Your gender?**

- Male
- Female
- Transgender
- Transsexual
- Prefer not to say



**Q13. Your religion or belief – which group below do you most identify with?**

- No religion
- Hindu
- Muslim
- Buddhist
- Jain
- Sikh
- Christian
- Jewish
- Prefer not to say
- Other (Please specify)

**Q14. Your sexual orientation?**

- Bisexual
- Gay man
- Heterosexual / straight
- Other (Please specify)
- Gay woman / lesbian
- Prefer not to say

Thank you for completing this survey. Please return it by **17<sup>th</sup> November 2017** to:

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