Consultation on the Pharmaceutical Needs Assessment 2018

What is a Pharmaceutical Needs Assessment (PNA)?
Ealing Health and Wellbeing Board is hosted by the London Borough of Ealing. 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 Ealing 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 Ealing.

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 Ealing.

Who are we consulting and why?
We are required to consult with any patient and consumer living 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 Ealing may require services provided by community pharmacies and appliance contractors. We are therefore consulting with the entire resident population of Ealing and welcome the views from anyone living in Ealing or anyone providing pharmaceutical services in Ealing.

About Ealing
Ealing has a population of 343,100, it is the third largest borough in terms of population and is the third most densely populated borough in outer London. Ealing has a lower proportion of people aged 50 and over compared to England. The most populous age band in Ealing are those aged 25-39 years.
There are plans to develop 10,505 new homes during 2017-2022 which will help support the growing population and demand for housing.

Ealing has a larger proportion of non-white ethnic population (53%) compared to both London (42%) and England (15%). The largest group among non-white ethnic groups is Asian (29%) followed by black (11%).

Ealing 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 females is significantly higher in Ealing (84.2) compared to the England average (83.1). For Ealing males (79.9), it is similar to the England average (79.4).

**Community pharmacies in Ealing**

There are 75 community pharmacies in the Ealing HWB area which equates to 21.8 community pharmacies per 100,000 population. This figure is similar to both the London average of 21.7 and the national average of 21.5.

The majority (59) of community pharmacies in Ealing are open weekday evenings beyond 6pm (79%) and 65 are open on Saturdays (87.5%). There are 16 open on Sundays (21%), mainly in shopping areas.

There is also a much higher proportion of independently owed pharmacies in Ealing at 71% compared to the national average of 38%.

All residents in Ealing have an average peak drive time to a community pharmacy of not more than ten minutes, and 96% have an average walk time of no more than 15 minutes.

**Feedback on pharmaceutical services**

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

From the 291 responses received from the public questionnaire:

- 78% have a **regular or preferred pharmacy** that they visit.
- 58% visit their pharmacy **once a month or more**.
- 53% rated as **important** that the pharmacy is **close to their GP surgery**; 81% that the pharmacy is **close to their home**; 11% that the pharmacy is **close to where they work** and 53% that the pharmacy has **friendly staff**.
- 94% of respondents report **no difficulties travelling** to their pharmacy.
- 83% report having a journey time of **no more than 15 minutes**.
- 60% **walk** to their community pharmacy; 26% use a **car/taxi** and 12% use **public transport**.
- 62% indicated that they **used pharmacies up to every month** for the purchase of over-the-counter medicines.
- 69% indicated **Monday to Friday** as being the most convenient day to visit, 14% **Saturday** and 3% **Sunday**.
When asked what **time of day they prefer to visit** the pharmacy, the largest number of respondents, 36%, indicated that **morning** (8am to 12pm) was their preferred choice, 9% prefer to visit between **6pm and 8pm** and 3% after 8pm.

84% of respondents were aware that their GP can send their **prescription electronically** to their chosen pharmacy.

6% of respondents indicated that they have used an **internet pharmacy**.

Ealing 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 Ealing.**

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

We are seeking the public’s views on the draft Pharmaceutical Needs Assessment. The consultation runs between 30th September 2017 to 18th December 2017. Your comments will inform the final Pharmaceutical Needs Assessment which will be produced by 1st April 2018. The final copy will be available on Ealing Council’s website.

The draft Pharmaceutical Needs Assessment is available at www.ealing.gov.uk/consultations. If you require a printed copy, or need any other help with the consultation please contact:

**Tristan Childs**
Senior Public Health Analyst
Ealing Council
Telephone: 020 8825 5986
Email: ChildsT@ealing.gov.uk
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 1998.

**Your views on the draft PNA**

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

(Please tick one box only)

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Tend to disagree</th>
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</thead>
<tbody>
<tr>
<td>Tend to agree</td>
<td>Strongly disagree</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>Don’t know / can’t say</td>
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If you disagree, please explain your reason(s) below:


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

(Please tick one box only)

<table>
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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 Ealing (see Sections 3.4 to 3.7; Sections 4.1 to 4.3; section 6.6 and sections 7.1 and 7.2)

(Please tick one box only)

<table>
<thead>
<tr>
<th>Completely accurately</th>
<th>Slightly accurately</th>
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<tr>
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<td>Not at all accurately</td>
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<tr>
<td>Moderately accurately</td>
<td>Don’t’ know / can’t say</td>
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If you ticked ‘not at all accurately’ please explain why below:


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

- Current pharmaceutical needs of Ealing’s population (See Section 7.2)

(Please tick one box only)

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If you ticked ‘not at all accurately’ please explain below:


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

- Future pharmaceutical needs of Ealing’s population (over the next three years)

(Please tick one box only)

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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 Ealing.

Your interest in the PNA

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

- A member of the public
- A carer
- A pharmacist
- A GP
- A healthcare or social care professional
- A member of Ealing Council (a councillor)
- An employee of Ealing 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

Please tell us a little about yourself. This information helps us to ensure we can make research and consultation more accessible and inclusive. All personal information is kept completely confidential and is used for research purposes only. It will not be transferred to any third party.

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

Q9. Your age

- [ ] Below 16
- [ ] 16 - 24
- [ ] 25 - 34
- [ ] 35 - 44
- [ ] 45 - 54
- [ ] 55 - 64
- [ ] 65 – 74
- [ ] 75 or above
- [ ] Prefer not to say

Q10. Do you consider yourself to have a disability?

The Equality Act 2010 defines a person as having a disability if s/he 'has a long term physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day to day activities'.

- [ ] Yes
- [ ] No
- [ ] Don’t ‘know / 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 mark Other.

- [ ] 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 religion?

- [ ] Christian
- [ ] Sikh
- [ ] No religion
- [ ] Muslim
- [ ] Buddhist
- [ ] Other
- [ ] Hindu
- [ ] Jewish
- [ ] Prefer not to say

Q12. What is your sexual orientation?

- [ ] Bisexual
- [ ] Gay woman / Lesbian
- [ ] Other
- [ ] Gay man
- [ ] Heterosexual / straight
- [ ] Prefer not to say
Q13. Which of the following best describes how you think of yourself?

- [ ] Male
- [ ] Transsexual person
- [ ] Other
- [ ] Female
- [ ] Gender variant person
- [ ] Prefer not to say
- [ ] Transsexual man
- [ ] Cross dressing / transvestite person
- [ ] Transsexual woman
- [ ] Intersex person

Q14. Is your gender identity the same as the gender you were assigned at birth?

- [ ] Yes
- [ ] No
- [ ] Prefer not to say

Q15. If yes, do you live and work full time in a gender role opposite to that assigned at birth?

- [ ] Yes
- [ ] No
- [ ] Prefer not to say

Q16. What is your marital status?

- [ ] Married
- [ ] Divorced
- [ ] Prefer not to say
- [ ] Single
- [ ] Widowed
- [ ] Other
- [ ] Separated

Q17. Are you, or someone in your household, currently pregnant or have given birth in the last 12 months?

- [ ] Yes
- [ ] No
- [ ] Prefer not to say

Q18. What is your ethnic group?

- [ ] White – English, Welsh, Scottish, Northern Irish, British
- [ ] White - Irish
- [ ] White – Gypsy / Irish Traveller
- [ ] White - Other
- [ ] Any other White background
- [ ] Mixed / multiple ethnic groups - White and Black Caribbean
- [ ] Mixed / multiple ethnic groups - White and Black African
- [ ] Mixed / multiple ethnic groups - White and Asian
- [ ] Any other Mixed / multiple ethnic background
- [ ] Asian / Asian British - Indian
- [ ] Asian / Asian British - Pakistani
- [ ] Asian / Asian British - Bangladeshi
- [ ] Asian / Asian British - Chinese
- [ ] Any other Asian background
- [ ] Black / African / Caribbean / Black British - African
Black/ African/ Caribbean/ Black British - Caribbean
Any other Black / African / Caribbean background
Arab
Any other ethnic group

If you said you belong to ‘Any other ethnic group’ please provide details

Thank you for completing this survey.