

## Appendix 13 – Analysis of PNA Consultation

The formal consultation period of this Pharmaceutical Needs Assessment (PNA) ran from 9<sup>th</sup> May 2022 until 16<sup>th</sup> August 2022. The draft PNA and consultation response form were issued to all of the compulsory stakeholders listed in Appendix nine. The documents were posted on the council website.

- The number of responses received totalled 12.
- 11 responders thought that the explanation of the PNA was sufficient.
- 8 responders thought that the PNA provided an adequate assessment of pharmaceutical services in the Oldham area.
- 4 responders thought that there were gaps in service provision that had not been identified. (One response was blank)
- Only half of the responders' thoughts the PNA reflected the needs of Oldham's population. (One response was blank)
- 8 responders thought that the PNA provided information to inform market entry decisions. (One response was blank)
- 9 responders thought that the PNA provided information to inform how pharmaceutical services may be commissioned in the future. (One response was blank)
- 6 responders thought that the PNA provided enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors. (One response was blank)
- Only 3 responders thought that there were pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted. (One response was blank)
- 7 responders agree with the conclusion of the PNA. (One response was blank)

There are several comments that needed addressing and these are detailed in the table below.

Question	Responder ID	Actual response	Comment from PNA stakeholder group	Decision of group of amend	Date amendment made
Q1. Has the purpose of the pharmaceutical needs assessment been explained?	9	The purpose of the pharmaceutical needs assessment has not been explained.	Section 2.1 Under Introduction explains the purpose of the PNA.	The steering group decided that section 2.1 explained the PNA adequately. No amendment required	
Q2. Does the pharmaceutical needs assessment reflect the current provision of pharmaceutical services within Oldham?	4	Too many people needing pharmacy services not enough pharmacies with adequate number of staff. Difficulties getting through to order prescriptions.	Staffing levels are not a matter for a PNA. How contracted or commissioned services are delivered is a consideration of the independent contract holders not the contract provider or commissioner of services.	No amendment required	
	5	Not enough 1;1 discussion with patients.	Patients were asked for their opinion via the PNA public	No amendment required. However	

			questionnaire which ran from on 19 <sup>th</sup> January 2022 to 14 <sup>th</sup> February 2022. This was promoted on the Council website, via email and on social media sites. Results are found in Appendix 3 and have been used in the determination of this PNA. Each pharmacy must also conduct an annual Patient Questionnaire (CPPQ) to hear the public views.	future PNA surveys can be more widely promoted. Community Pharmacies must promote their own CPPQ's	
	8	Ask questions in plain English that can be understood. Is this a survey fir the general public or for organisations?	This is a survey for other local healthcare organisations. A previous patient survey gave the public a chance to give their opinion on pharmaceutical services across Oldham, which were then used to help inform the conclusion of this PNA.	No amendment required. However future PNA surveys will be screened to ensure the questions are in plain English.	
	9	No information to "the current provision of pharmaceutical services within Oldham" is supplied with the assessment.	Current provision is detailed under section 3.5 Pharmaceutical Services and how these relate to Oldham in section 4.0 and 5.0. Access to this provision is detailed in section 6.0	Headings of 3.5, 4.0 and 6.0 have been amended to reflect their content more accurately.	1/9/2022
Q3. Are there any gaps in service provision i.e. when, where and which services are available that have not been identified in the pharmaceutical needs assessment?	2	Not enough late night pharmacies or weekend pharmacies if your ill at the weekend you have to access services 3 miles or more away.	Current provision is determined by the pharmacies current contracts which are mainly 40- hour contract. NHSE&I have no determination what times these hours are after a contract has been awarded. If a new pharmacy is identified as a requirement in future PNAs then the opening hours, where they are more than 1- mile from an existing pharmacy, can be made specific to the contractual agreement. As there is no specific location for this	No amendment required.	

			respondent we cannot identify where their nearest weekend pharmacy may be located. There are however seven 100-hour pharmacies in the borough which provide evening and weekend cover, and many pharmacies can make deliveries to patients.		
	4	The population of Royton is growing rapidly. The largest pharmacy has closed. No replacement seems to be planned.	Future housing projects in Royton South ward were identified in the PNA (section 7.5.2) and although these properties would fall within a 20-minute public transport time, it was identified that, if a new health centre were to be built, then a new pharmacy to support this area would be beneficial.	No amendment required.	
	5	As above, clearer patient participation.	Patients were asked for their opinion via the public questionnaire which ran from on 19 <sup>th</sup> January 2022 to 14 <sup>th</sup> February 2022. This was promoted on the Council website, via email and on social media sites. Results are found in Appendix 3 and have been used in the determination of this PNA. Each pharmacy must also conduct an annual Patient Questionnaire (CPPQ) to hear the public views.	No amendment required. However future PNA surveys can be more widely promoted. Community Pharmacies must promote their own CPPQ's	
	9	Nothing has been identified in the pharmaceutical needs assessment, therefore there is no service provision.	See previous comment	No amendment required.	
Q4. Does the draft pharmaceutical needs assessment reflect the needs of Oldham's population?	2	Oldham's population is growing and so is the age of the population. Delivery from the pharmacy is hard to achieve at weekends this needs to be addressed.	Current provision is determined by the pharmacies current contracts which are mainly 40- hour contract. NHSE&I have no determination what times these	No amendment required	

			hours are after a contract has been awarded. If a new pharmacy is identified as a requirement in future PNAs then the opening hours, where they are more than 1- mile from an existing pharmacy, can be made specific to the contractual agreement. As there is no specific location for this respondent we cannot identify where their nearest weekend pharmacy may be located. There are however seven 100-hour pharmacies in the borough which provide evening and weekend cover, and many pharmacies can make deliveries to patients.		
	4	For the reasons I have stated above.	See previous statement	No amendment required	
	5	As above.	See previous Statement	No amendment required	
	9	No provision has been made; any need of Oldham's population is unmet.	See previous Statement	No amendment required	
	10	More out of hours pharmacies to be made available.	See answer in Q4 ID 2	No amendment required	
Q5. Has the pharmaceutical needs assessment provided information to inform market entry decisions i.e. decisions on applications for new pharmacies and dispensing appliance contractor premises?	4	As above	See previous statement	No amendment required	
	5	I have not seen information on new Pharmacies.	A new pharmacy was determined to be required if a health centre is built alongside a new housing estate in Royton South ward.	No amendment required	
	9	No information has been provided.	See previous Statement	No amendment required	
Q6. Has the pharmaceutical needs assessment provided	9	No information has been provided.	Information on how Pharmacies can be commissioned to provide services to meet the needs of the	No amendment required	

information to inform how pharmaceutical services may be commissioned in the future?			population of Oldham has been discussed in Section 5.0 under each health need as 'How can Pharmacy Contractors Help?' sections		
Q7. Has the pharmaceutical needs assessment provided enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors?	4	As above	See previous Statement	No amendment required	
	5	Such plans should be circulated to Oldham residents	Oldham Residents were given the opportunity to comment on pharmacy services via the public questionnaire which ran from on 19 <sup>th</sup> January 2022 to 14 <sup>th</sup> February 2022. Results are found in Appendix 3 and have been used in the determination of this PNA	No amendment required	
	9	No information has been provided.	See previous Statement	No amendment required	
Q8. Are there any pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted?	2	Shared weekend opening of weekend pharmacy opening hours i.e local pharmacy should be open 7 days a week but they decide how they spread that between them especially when most assessments are done over the phone.	As current pharmacies have existing contracts their opening hours are already specified within those. An extended weekend rota would need to be provided on a good-will basis by the existing contractors by applying for an extension to their hours. An enforced rota would require funding as this would be deemed a locally commissioned service. Currently NHSE&I only have budgets available to pharmacies for bank holiday cover rotas. Pharmacies main income is from prescription dispensing, if there were not enough prescription items to cover overheads then	No amendment required	

			opening a pharmacy for longer would not be financially viable.		
	4	Just provide adequate services	A list of all pharmacy services is detailed in the PNA. Most respondents to the surveys said they are happy with their pharmacy service provision. Service training should be provided at a service launch by the commissioner. Staff training for essential and advanced services is a matter for the individual pharmacy owners/managers.	No amendment required However, commissioners should ensure that adequate service training is available for each new service.	
	9	Literally any service provision would be an increase of the zero information provided.	See previous statement	No amendment required	
Q9. Do you agree with the conclusions of the pharmaceutical needs assessment?	4	Even if I did will it really happen?	That would depend on need of the population, funding of the service and whether a contractor would wish to sign up to that service.	No amendment required	
	5	Not detailed enough	The respondent hasn't indicated what additional detail would be useful.	No amendment required	
	9	No information has been provided.	See previous comment	No amendment required	
Q10. Do you have any other comments? (Please make reference to page and section number were applicable)	5	Here you are only given yes/no responses, there were quite a few occasions when I wished to state/maybe/perhaps etc	There is no specific area identified, but it is assumed this is referring to the questions in the mandatory stakeholder engagement survey. More open-ended questions such as maybe/perhaps can be considered in future PNA revisions.	No amendment required. However future PNA surveys will look at the type of questions used in its surveys.	
	9	No information has been provided, in any form.	See previous comment	No amendment required	