

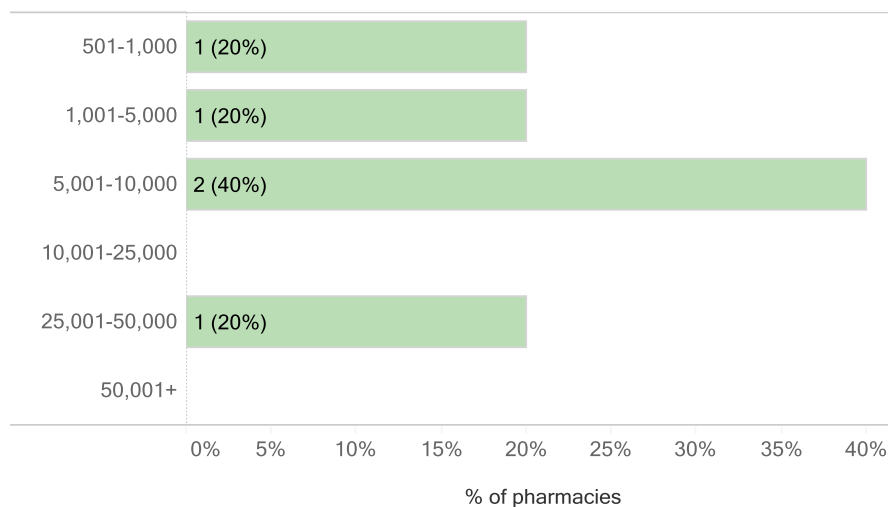
Pharmaceutical Needs Assessment 2018 for Rutland:

Pharmacy Questionnaire for Local Professionals Results

In total, five pharmacies based in Rutland responded to the survey.

Two pharmacies said they received 5,001 to 10,000 over-the-counter enquiries per year. One received 501-1,000, one received 1,001-5,000, and another received 25,001-50,000.

Q2: Approximately, how many over the counter enquiries does the pharmacy get per year?



Base = 5

Consultation facilities

All five pharmacies said they had a consultation area on the premises that met the criteria for the Medicines Use Review Service. Four also said the consultation area had wheelchair access, and was in a closed room. Three had hand washing facilities in the area, and the two that did not had them close to the area.

Pharmacies were then asked whether they were planning to provide a consultation area within the next 12 months, to which two said no. Of the two that were planning to, both said it would have wheelchair access, be in a closed room, and have hand washing facilities in the area.

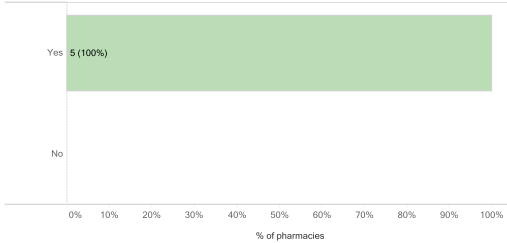
Three pharmacies saw up to 25 consultations in the consultation room in an average week, and one saw 100, and one saw more than 100. None of the pharmacies had access to an off-site consultation area, but four were willing to undertake consultations in a patient's home or another suitable site. Three pharmacies said patients attending for consultation did not have access to toilet facilities. Four

pharmacies said consultations could be adapted for patients with learning disabilities, mental health conditions, physical disabilities, and sensory disabilities.

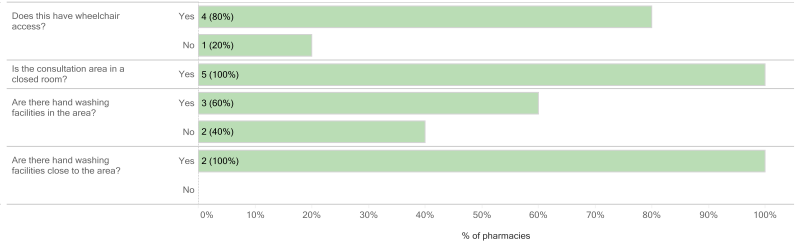
PNA 2018 Pharmacy Questionnaire for Local Professionals: Responses from Rutland

Pharmacies in:
Rutland

Q3: Is there a consultation area on the premises (that meets the criteria for the Medicines Use Review Service)?

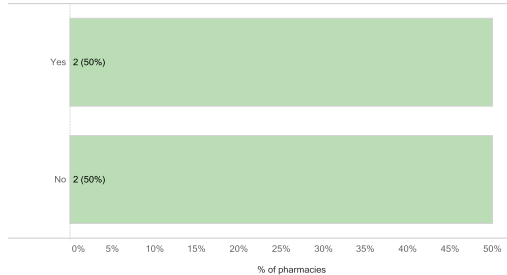


Q4: If there is a consultation area on the premises...



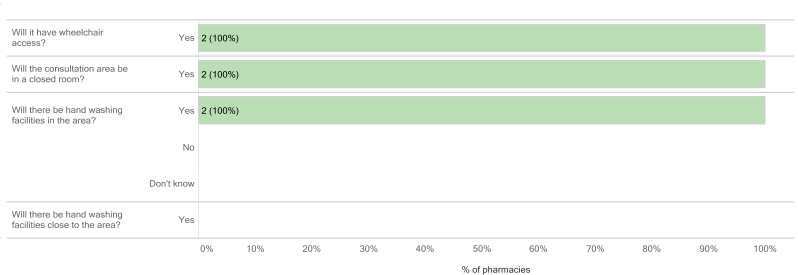
Base = 5

Q5: Are you planning to provide a consultation area within the next 12 months?



Base = 5

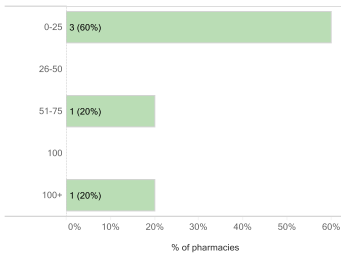
Q6: If a consultation area is being planned...



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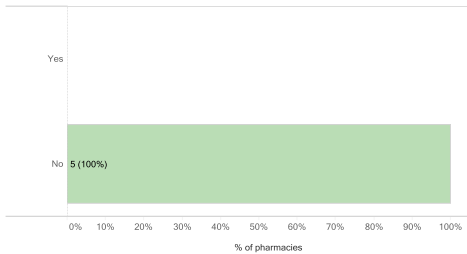
Pharmacies in:
Rutland

Q7: How many consultations would you see in the consultation room in an average week?



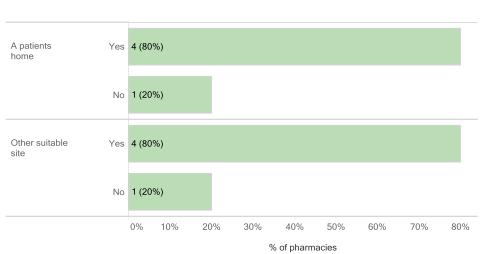
Base = 5

Q8: Does the pharmacy have access to an off-site consultation area (i.e. one which the former Primary Care Trust or Area Team has given consent for use)?



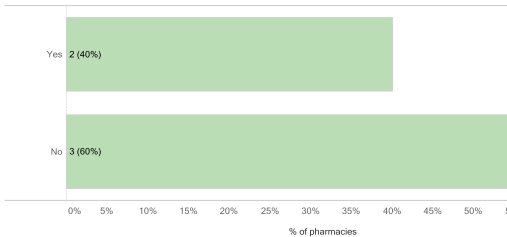
Base = 5

Q9: Is the pharmacy willing to undertake consultations in...



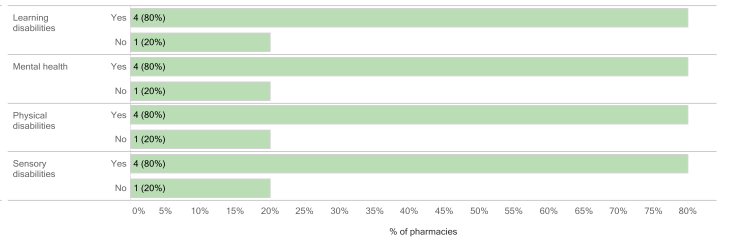
Base = 5

Q10: Do patients attending for consultation have access to toilet facilities?



Base = 5

Q11: Can consultations be adapted for patients with the following disabilities?



Base = 5

Languages

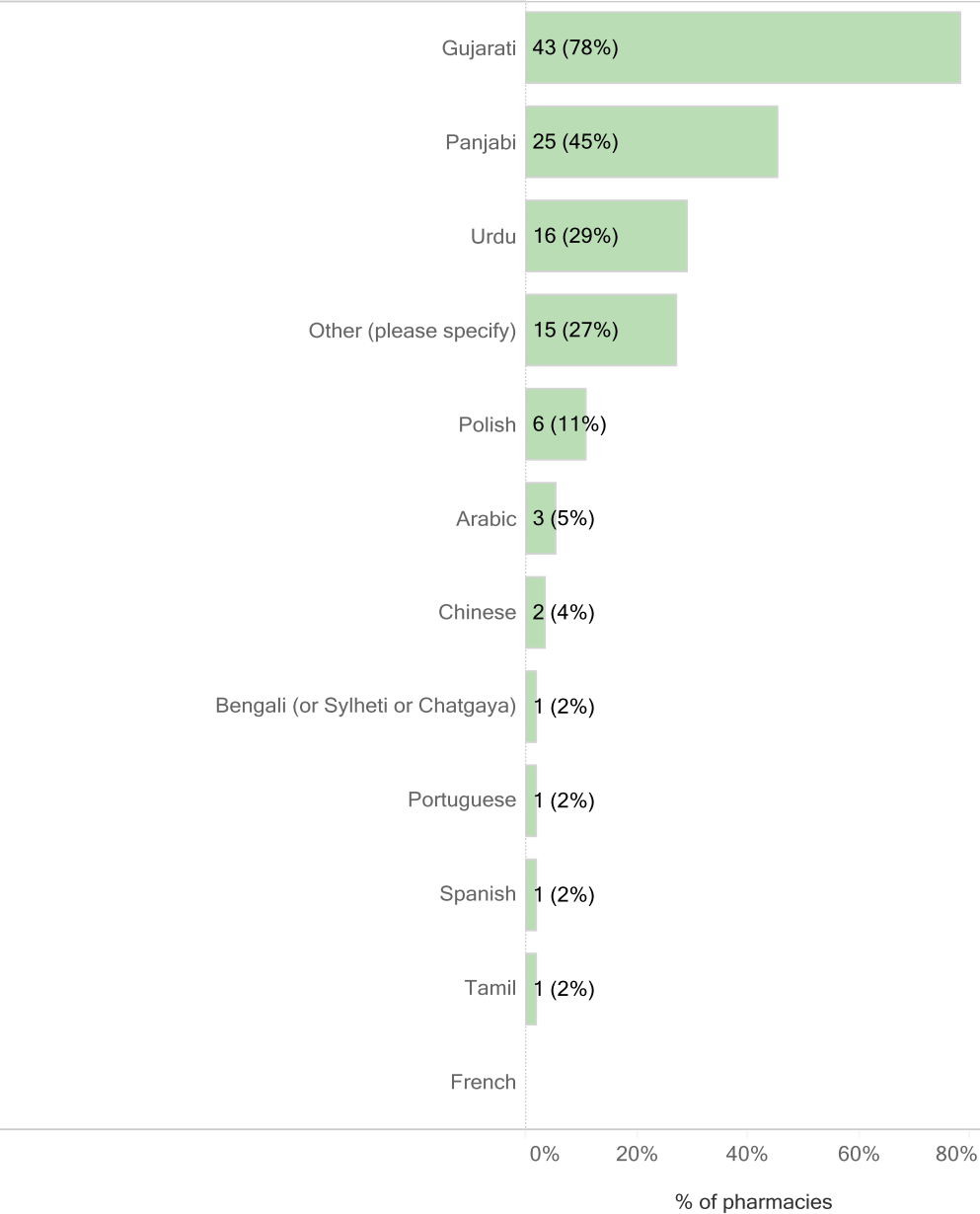
In the past year, two pharmacies said they had no visits from patients who did not speak English. The other three pharmacies received one or more visits from such patients. Two pharmacies said the use of a language service was the usual course of action for such patients (despite both pharmacies not having had to use the service in the last 12 months), and one pharmacy said they are served by a member of staff who can speak the language.



Two pharmacies featured staff who spoke Punjabi, and on average, 78% of pharmacy opening hours were covered by staff who spoke the language.

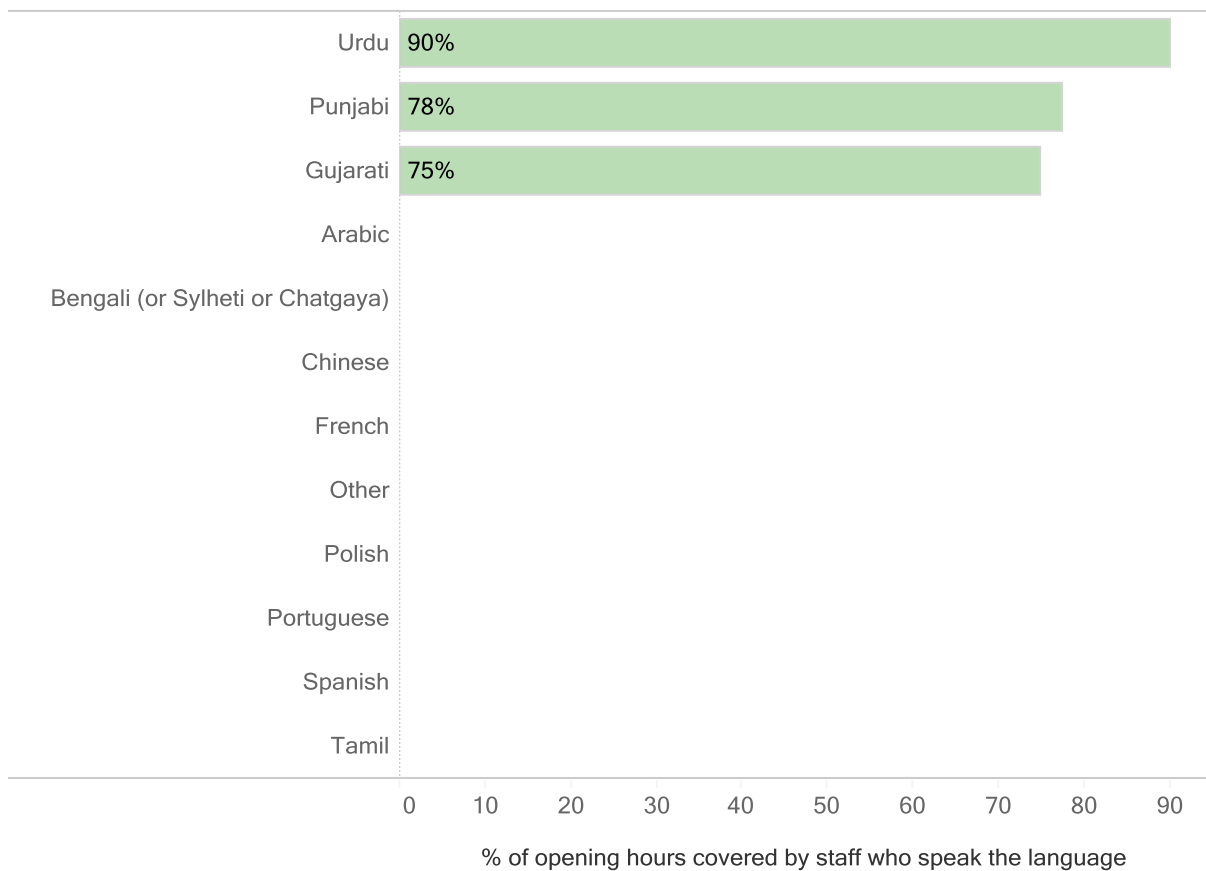
One pharmacy employed Urdu-speaking staff, and 90% of opening hours were covered by these employees. One pharmacy employed Punjabi-speaking staff, and 78% of opening hours were covered by these employees. Arabic, Chinese, Polish, Bengali/Sylheti/Chatgaya, Spanish, Tamil, Portuguese, and French was not spoken at any of the four pharmacies.

Q13: Which of the following languages are spoken by pharmacy staff?



Base = 55

Q14: % of opening hours covered by staff who speak the language

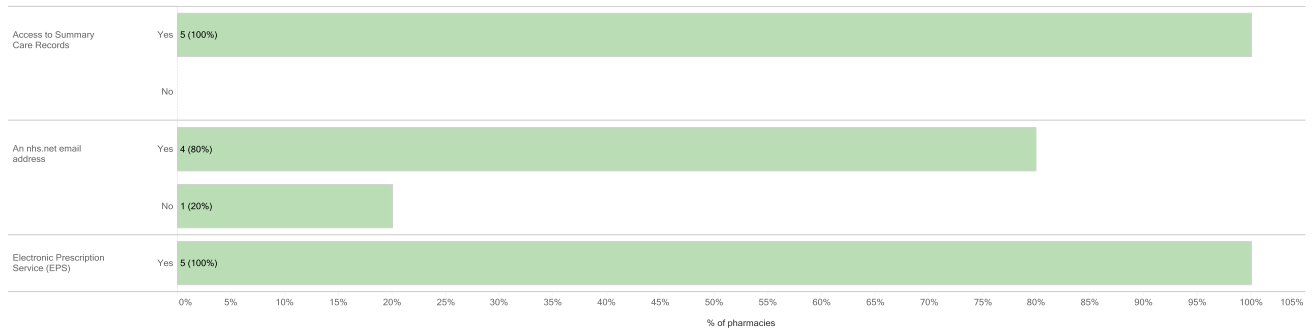


Base = 3

IT facilities

All pharmacies said they had access to Summary Care Records, and all used them. All pharmacies had access to Electronic Prescription Service (EPS), and four had an nhs.net email address.

Q19: Which of the following IT facilities does the pharmacy have?



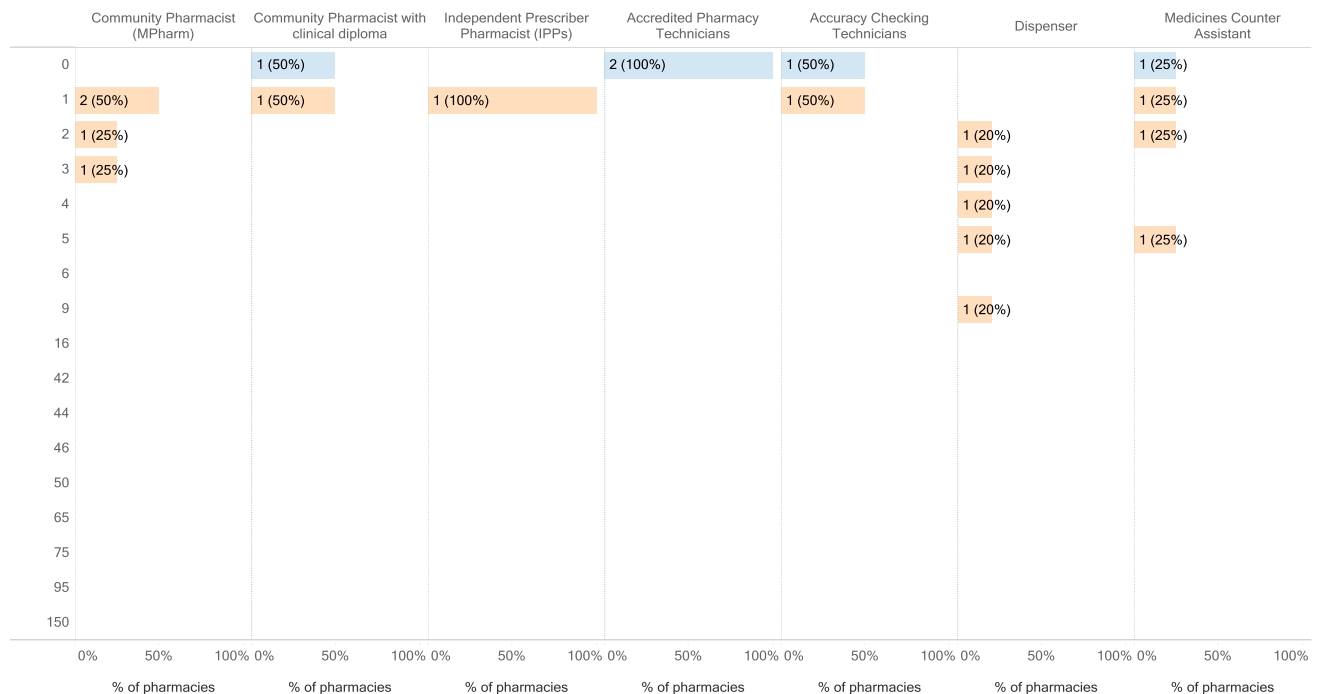
Base = 5

Staff

Staff breakdown (figures include likely errors by three pharmacies misreading the question):

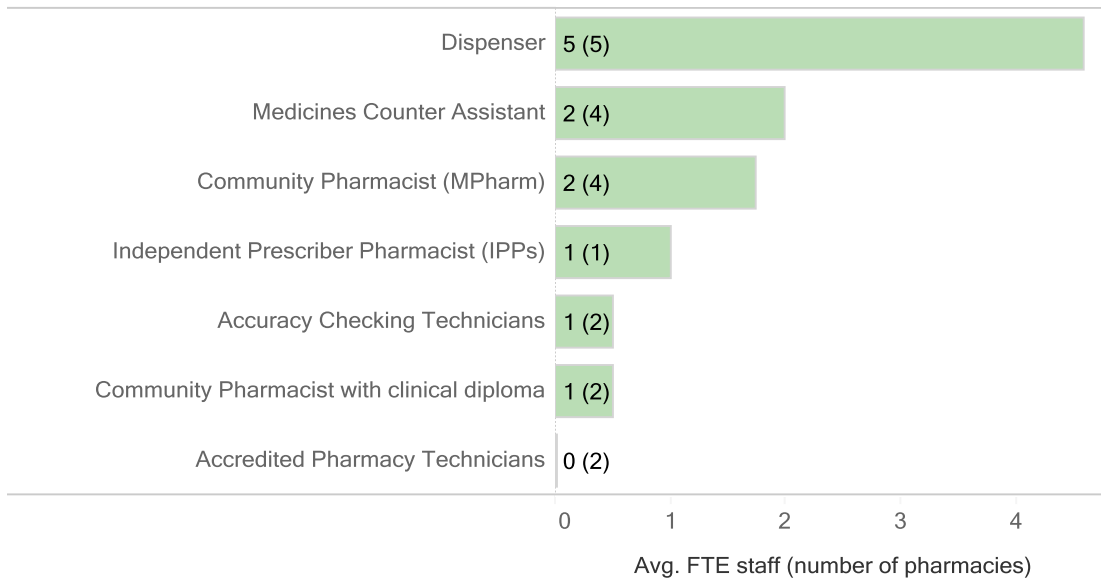
- Two pharmacies employed one Community Pharmacist. One pharmacy employed two, and another employed three. One pharmacy employed a Community Pharmacist with a clinical diploma. None of the four pharmacies employed an Accredited Pharmacy Technician, and one employed an Accuracy Checking Technician.
- All pharmacies employed more than one dispenser, with three pharmacies employing four or more. Three pharmacies employed Medicines Counter Assistants.

Q22: How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)?



Base = 1 to 5

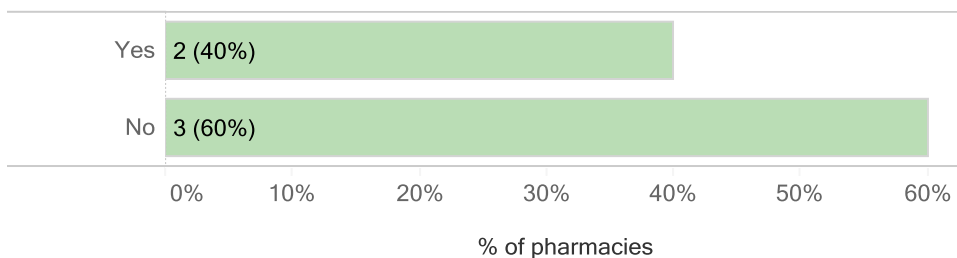
Q22: How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)?



Base = 5

Three of the five pharmacies did not employ locum staff. In the one pharmacy that did, 25% of their staff were locums. When asked which positions locum staff were employed for, the pharmacy employed one Community Pharmacist, one Community Pharmacist with a clinical diploma, and an Independent Prescriber Pharmacist. The pharmacy also said they used locum staff for hard-to-fill vacancies.

Q24: Do you use locums?

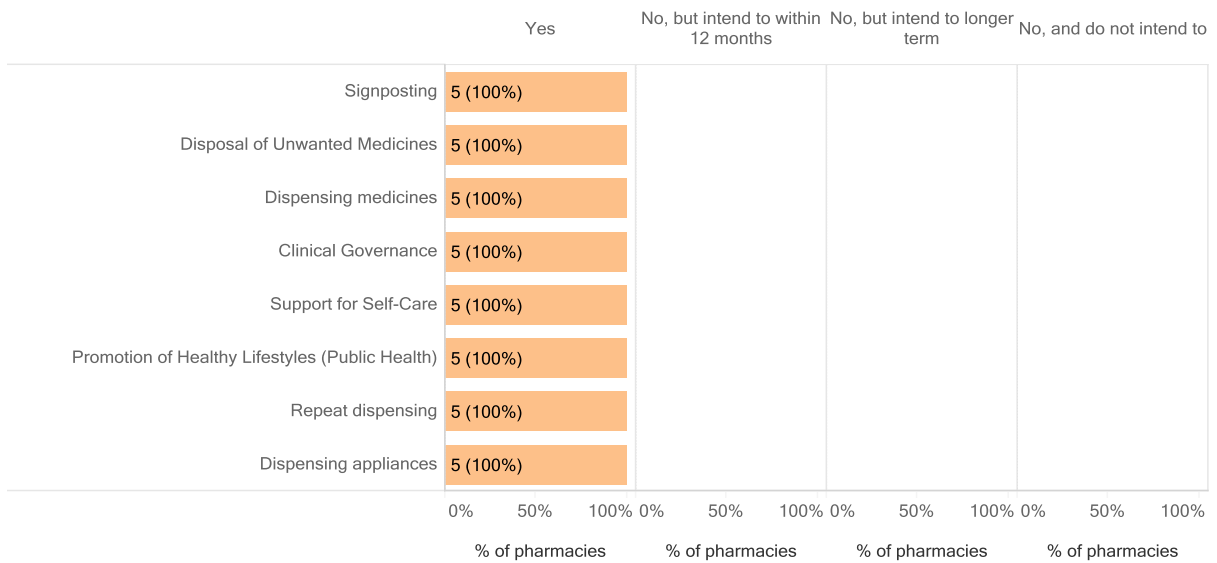


Base = 5

Services

All five pharmacies provided the Essential Services listed.

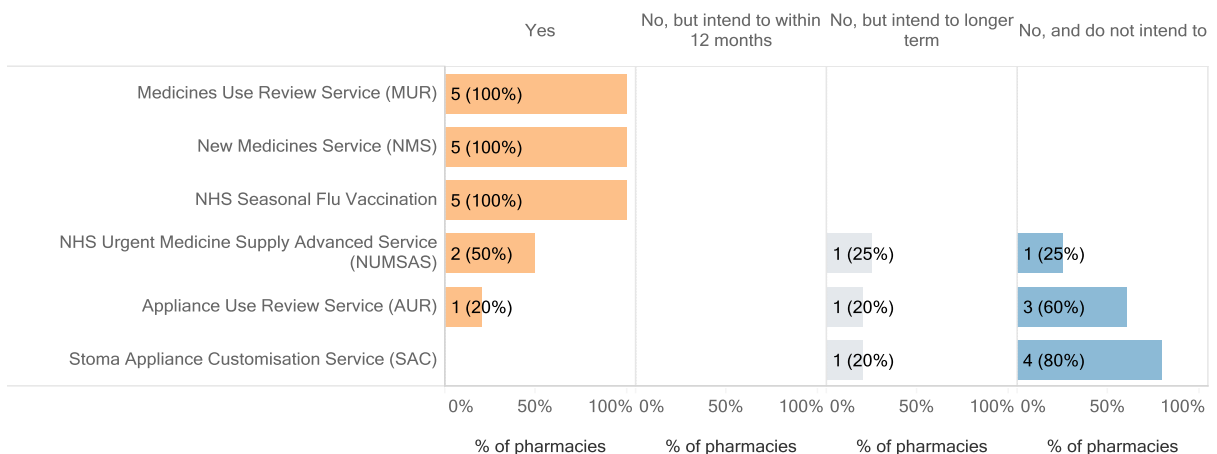
Q28: Does the pharmacy provide the following Essential Services?



Base = 5

The following Advanced Services were delivered by all five pharmacies; Medicines Use Review (MUR), New Medicines Service (NMS), and NHS Seasonal Flu Vaccination. However several pharmacies do not currently provide, or intend on providing a Stoma Appliance Customisation Service (SAC) (4), and an Appliance Use Review Service (AUR) (3).

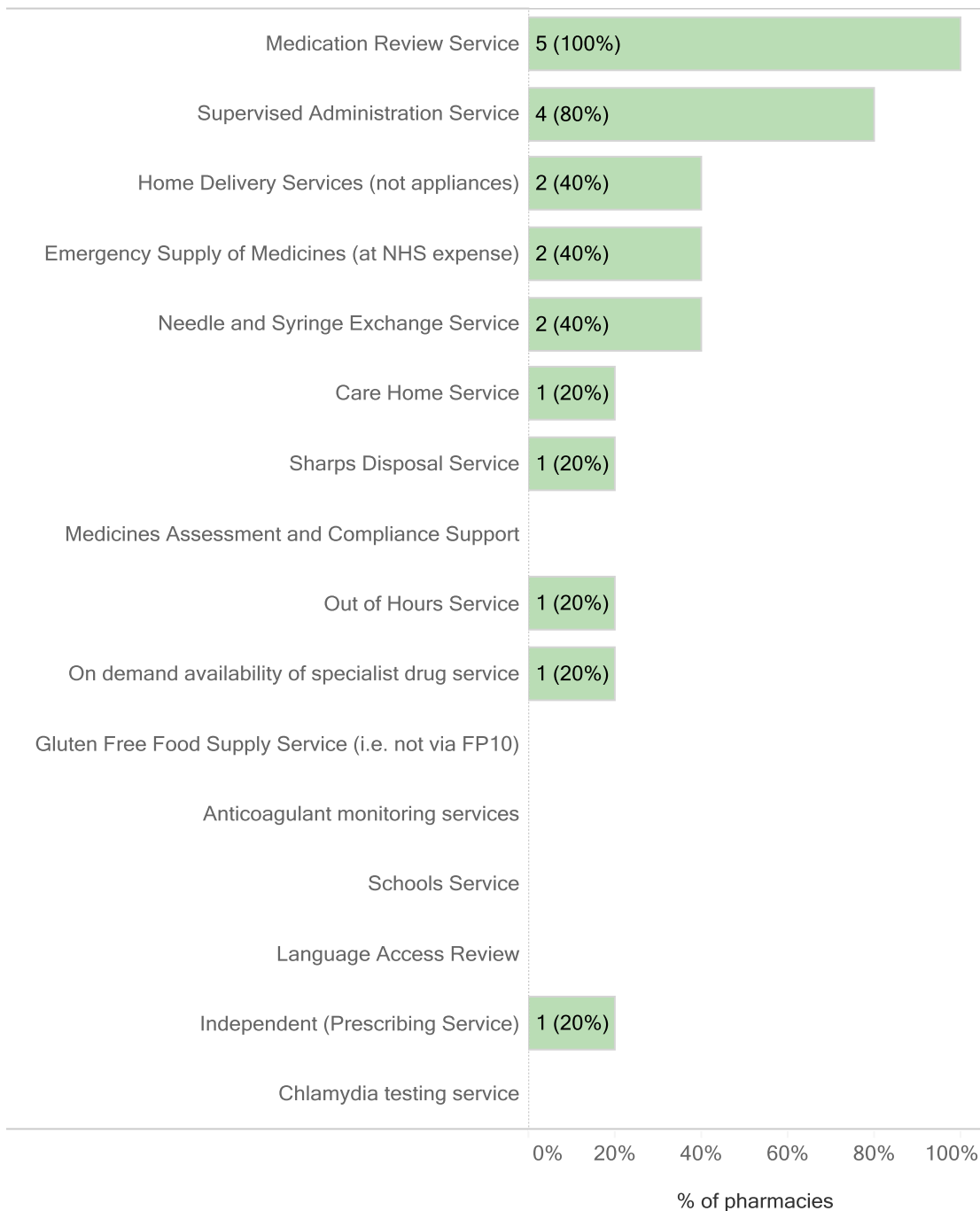
Q29: Does the pharmacy provide the following Advanced Services?



Base = 4 to 5

All four pharmacies provided the Medication Review Service, and four provided the Supervised Administration Service.

Q30: Which of the following NHS England commissioned services do you currently provide?

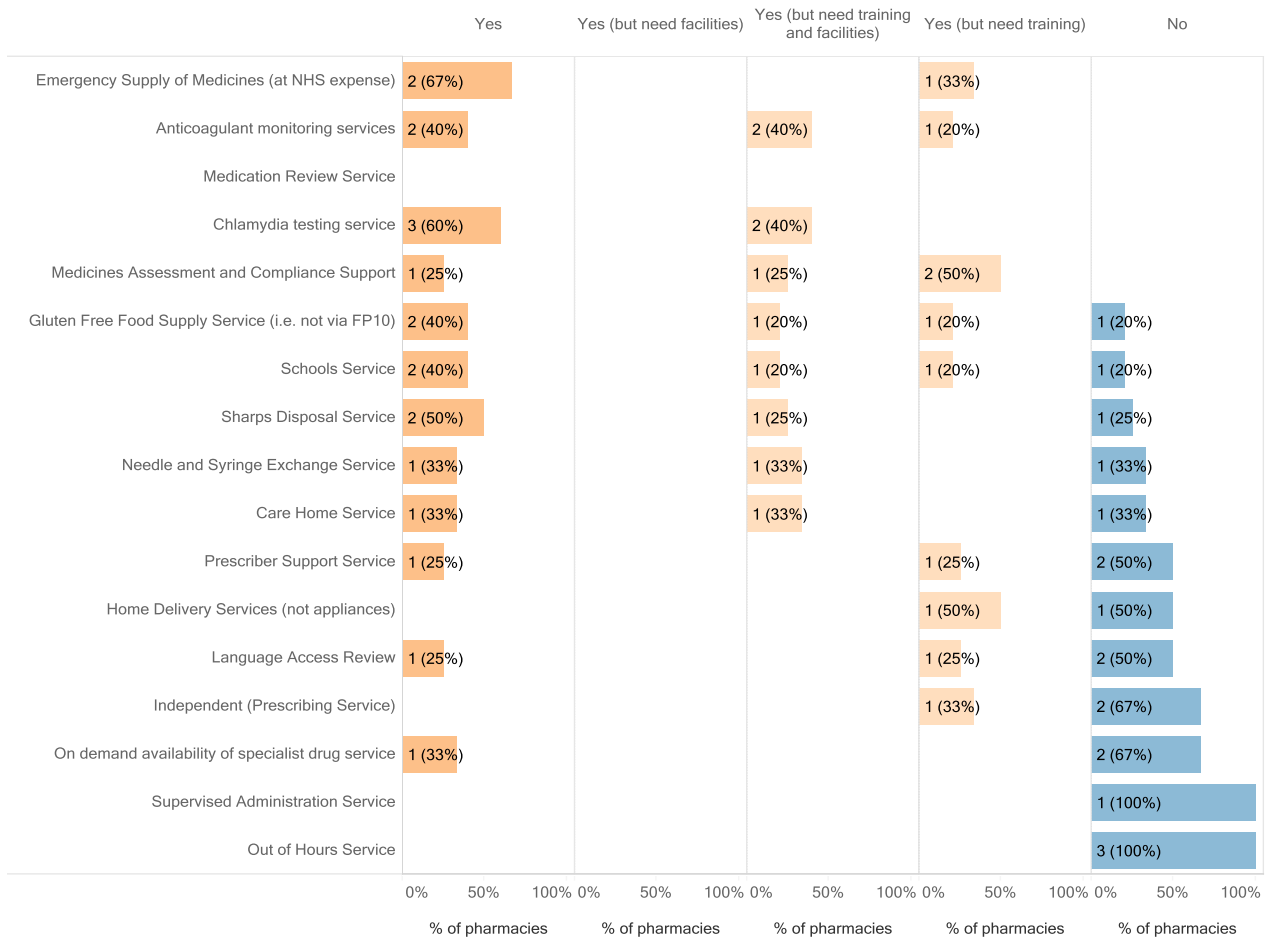


Base = 5

When asked whether they would be willing to provide a number of NHS England commissioned services, the majority of pharmacies said they would provide ten of the listed services, but often said they may require support such as training and/or facilities. The services of which the majority of pharmacies said they would not provide included; out of hours service, supervised administration service, on demand availability of specialist drug service, independent (prescribing service), language

access review, home delivery services (not appliances), and prescriber support service.

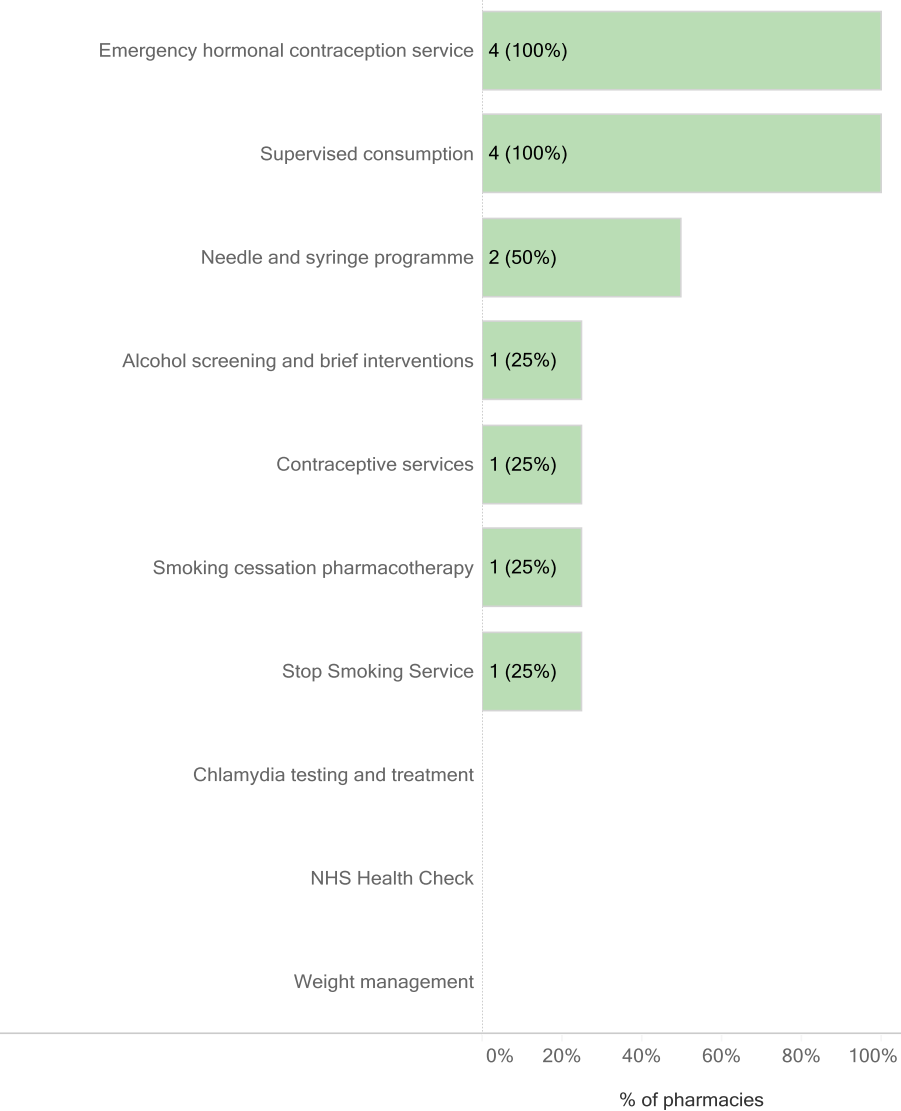
Q31: Which of the following NHS England commissioned service would you be willing to provide?



Base = 1 to 5

Four pharmacies currently provide the following Local Authority commissioned services; Emergency hormonal contraception service, and Supervised consumption.

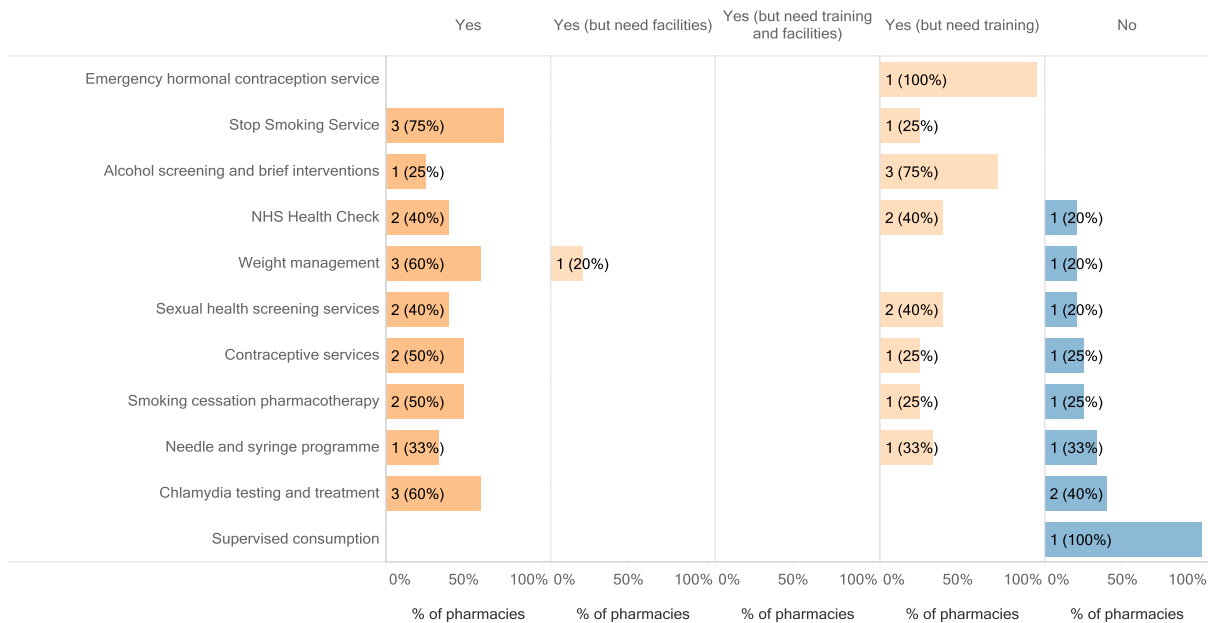
Q32: Which of the following Local Authority commissioned services do you currently provide?



Base = 4

When asked whether they would be willing to provide a number of Local Authority commissioned services, the majority of pharmacies said they would for all but one service, but may require support such as training and/or facilities. One pharmacy said they would not be willing to provide a supervised consumption service.

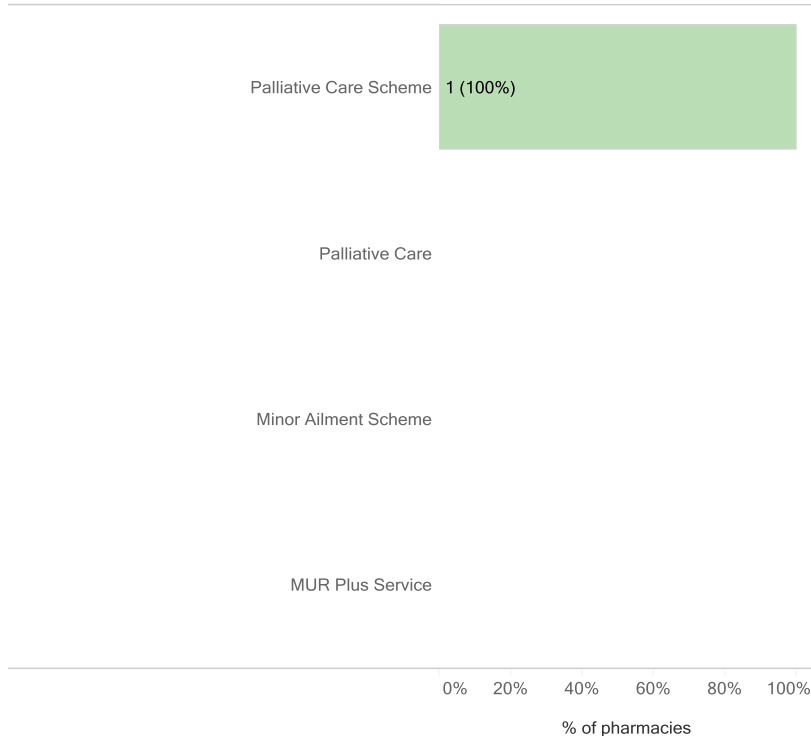
Q33: Which of the following Local Authority commissioned service would you be willing to provide?



Base = 1 to 5

One pharmacy currently provides a Palliative Care Scheme.

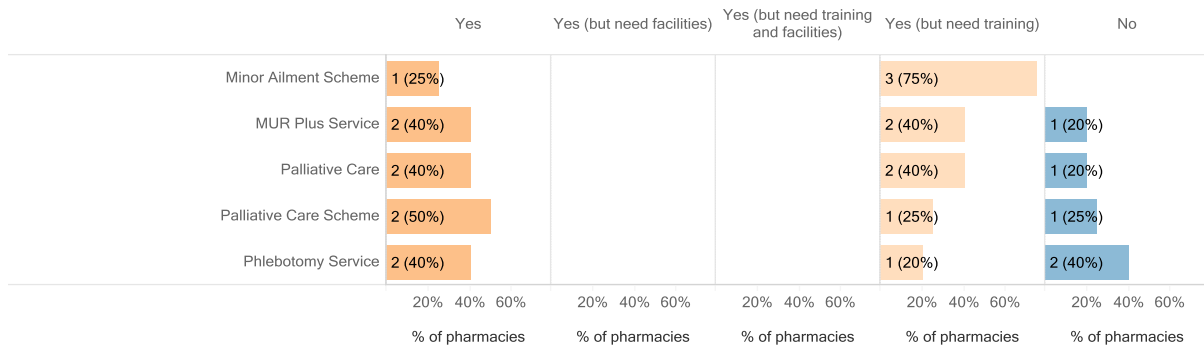
Q34: Which of the following CCG commissioned services do you currently provide?



Base = 1

When asked whether they would be willing to provide a number of Local Authority commissioned services, the majority of pharmacies said they would for all services, but may require support such as training and/or facilities.

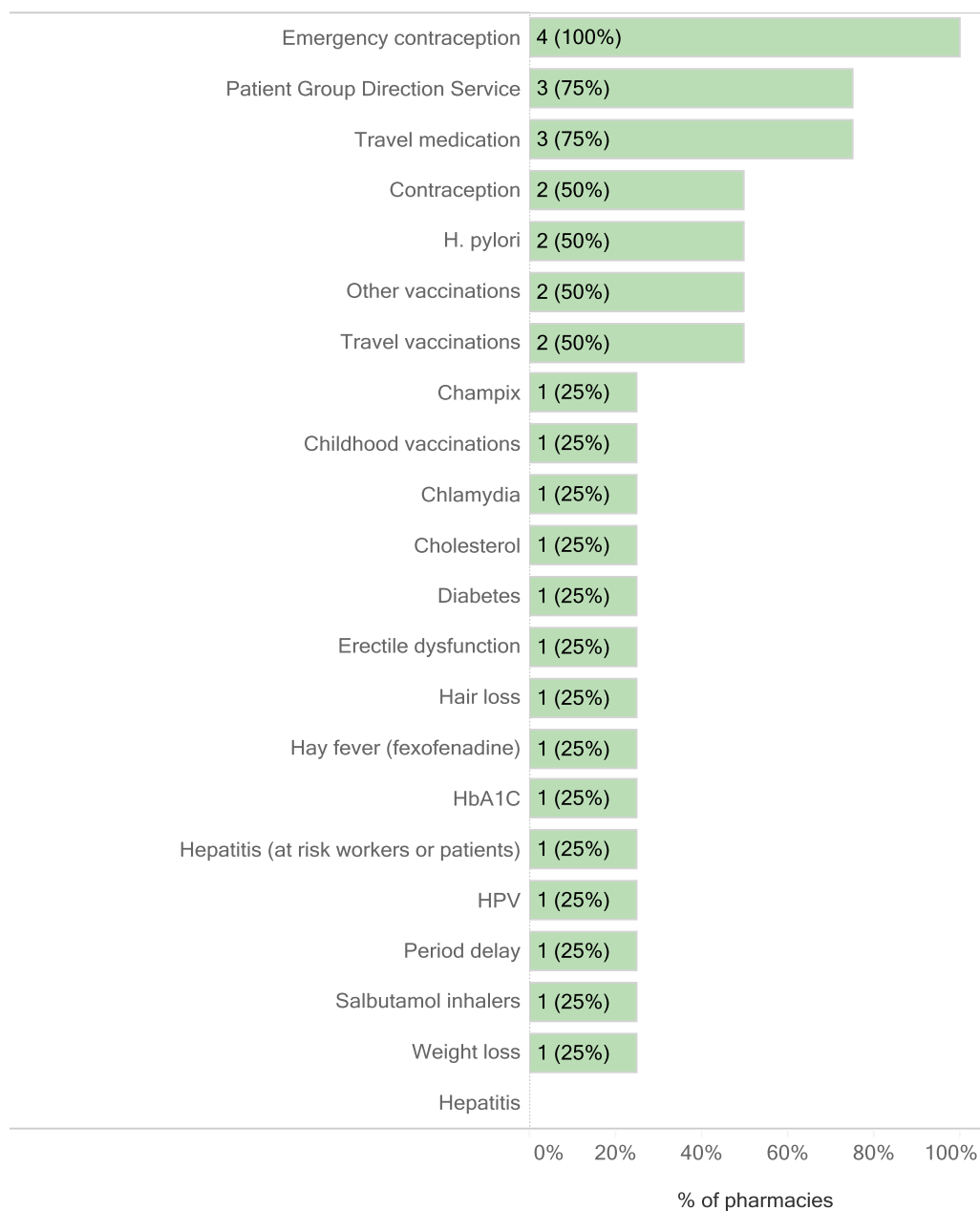
Q35: Which of the following CCG commissioned service would you be willing to provide?



Base = 4 to 5

Four pharmacies provided emergency contraception, and three provide Patient Group Direction Service, and Travel medication.

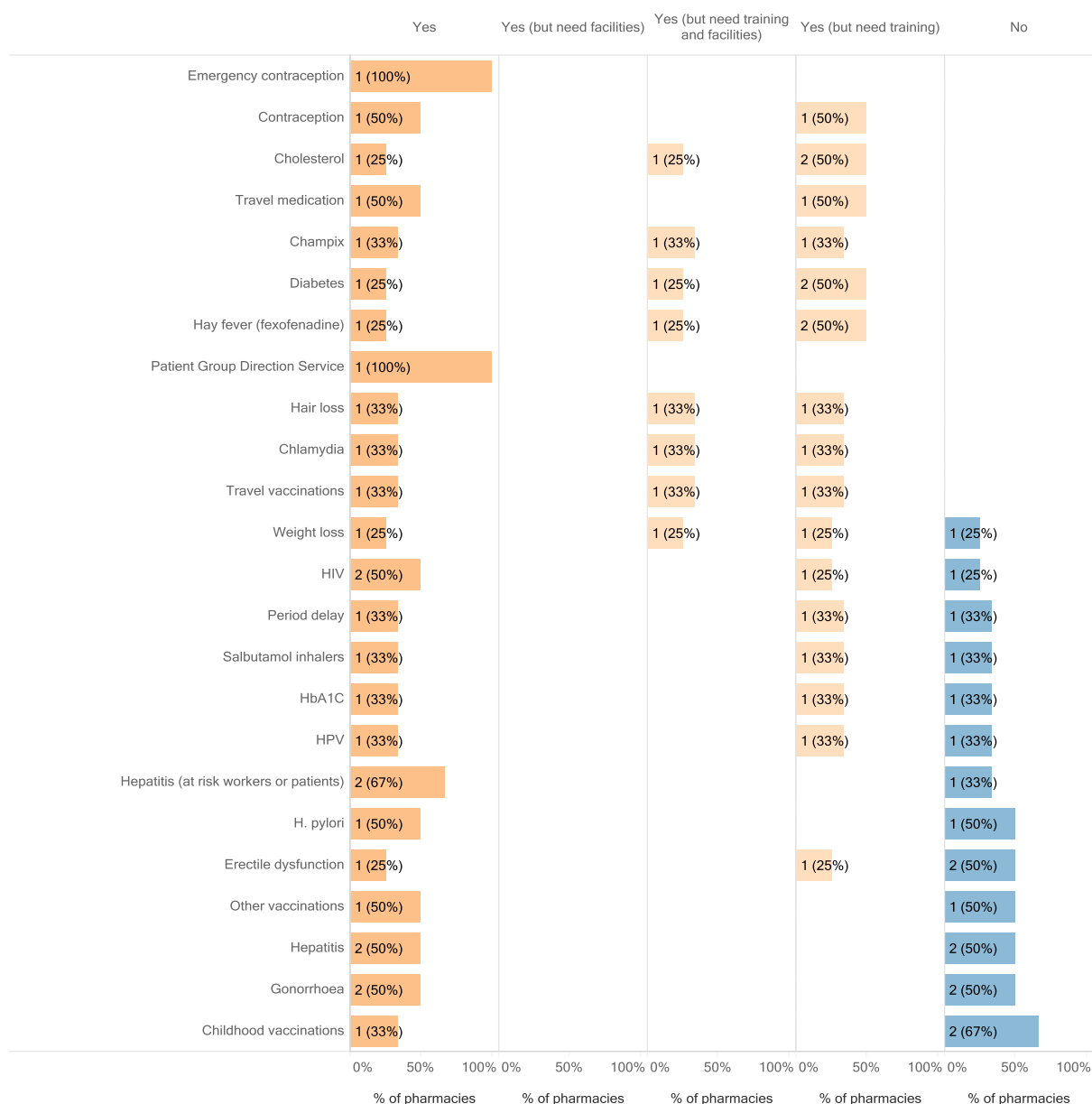
Q36: Which of the following Non-NHS commissioned services do you currently provide?



Base = 4

When asked whether they would be willing to provide a number of non-NHS commissioned services, the majority of pharmacies said they would for 18 of the services listed, but may require support such as training and/or facilities. Two pharmacies said they would not be willing to provide childhood vaccinations.

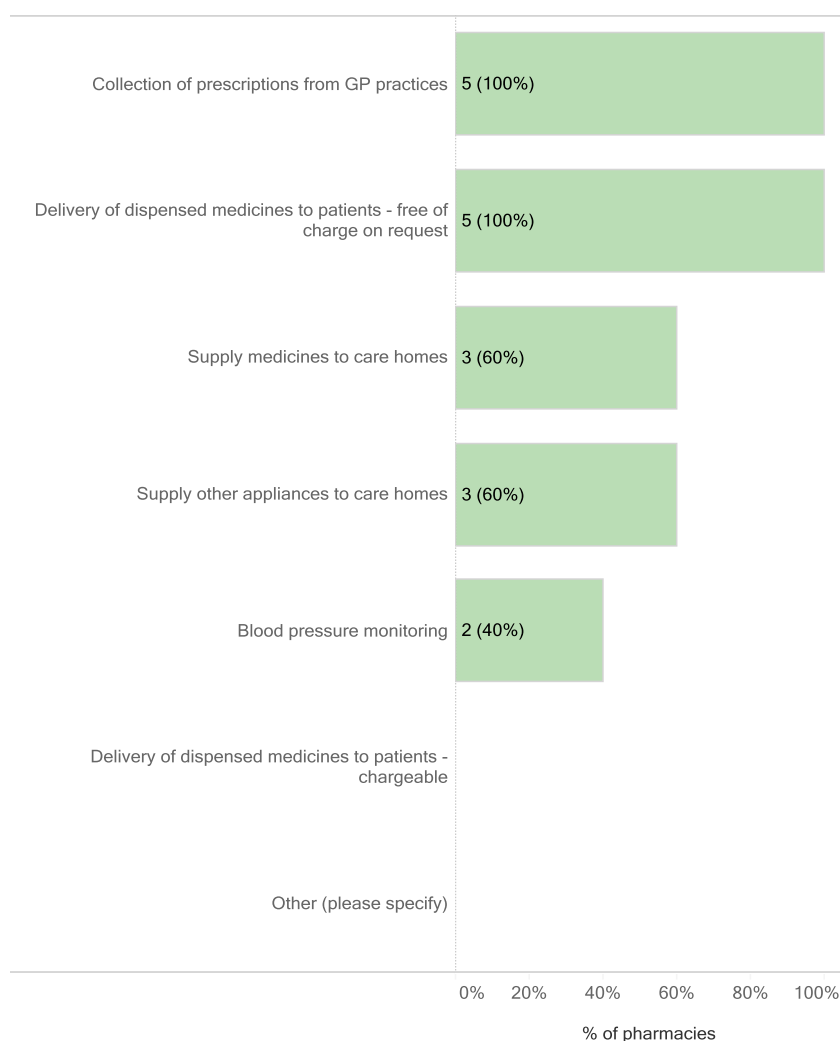
Q37: Which of the following Non-NHS commissioned service would you be willing to provide?



Base = 1 to 4

All five pharmacies currently provide the following non-NHS funded services; Collection of prescriptions from GP Practices, and Delivery of dispensed medicines to patients – free of charge on request.

Q38: Does the pharmacy provide any of the following Non-NHS funded services?



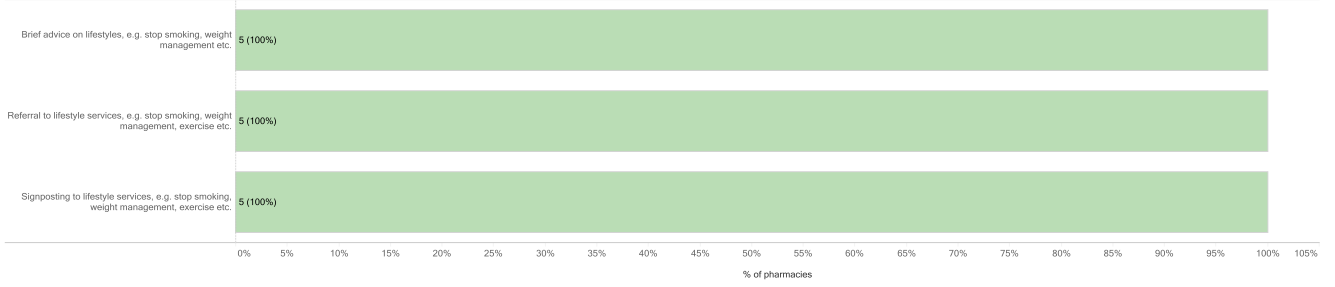
Base = 5

Lifestyle and pharmacy

All five pharmacies said they provide a number of lifestyle services, such as brief advice of lifestyles (e.g. stop smoking, weight management etc.), referral to lifestyle services, and signposting to lifestyle services. When asked if they did extra promotional work, three said they did.

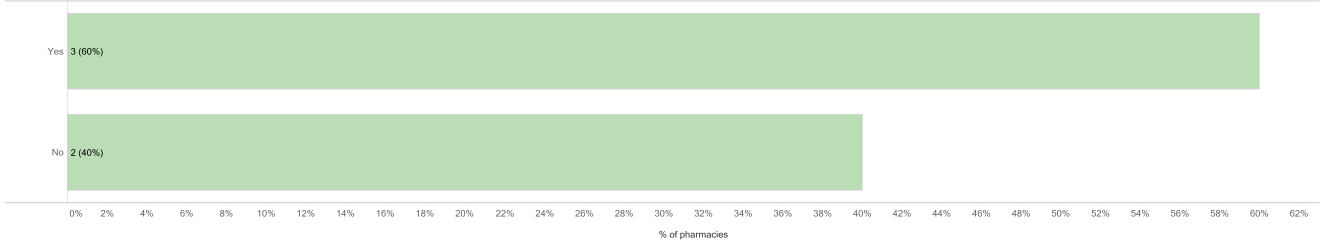
Four pharmacies had attained Healthy Living Pharmacy (HLP) status, two of which had attained Level 2 status. The pharmacy that did not have HLP status was intending to work towards it, and attain Level 2 status.

Q39: Does the pharmacy provide any of the following...?



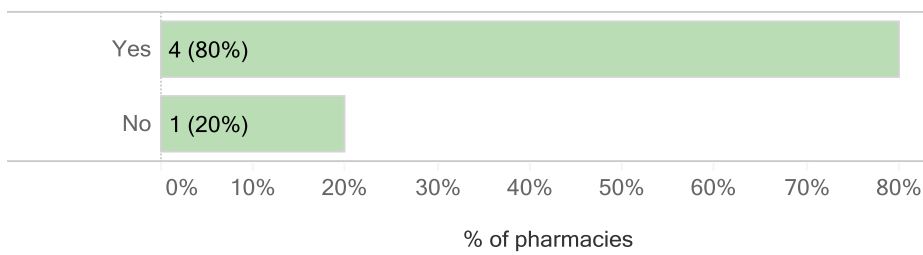
Base = 5

Q40: Does the pharmacy do any extra promotional work?



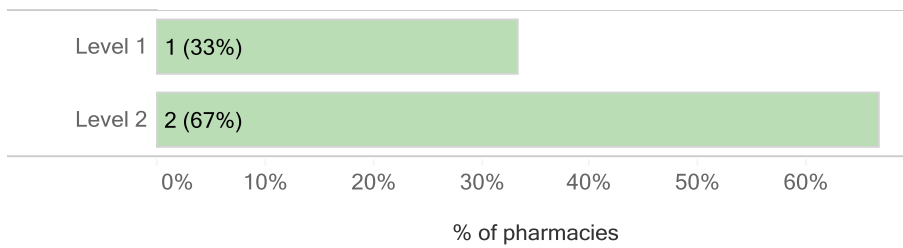
Base = 5

Q41: Do you have Healthy Living Pharmacy (HLP) status?



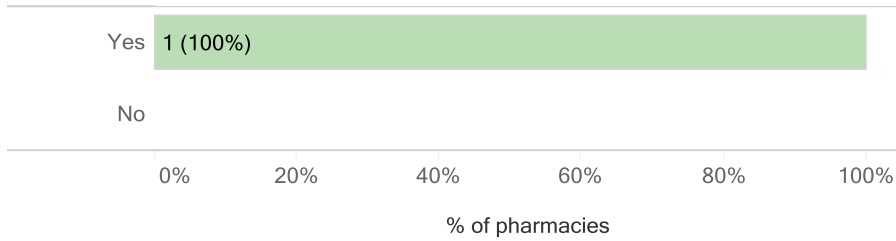
Base = 5

Q42: If the pharmacy has Healthy Living Pharmacy (HLP) status, which level?



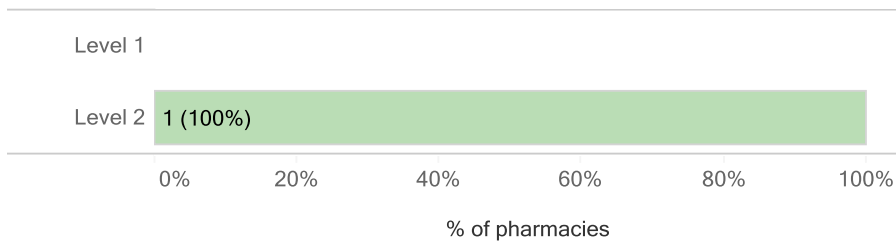
Base = 3

Q43: If the pharmacy does not have Healthy Living Pharmacy (HLP) status, is the pharmacy working towards this?



Base = 1

Q44: If the pharmacy is working towards Healthy Living Pharmacy (HLP) status, which level do you intend on attaining?



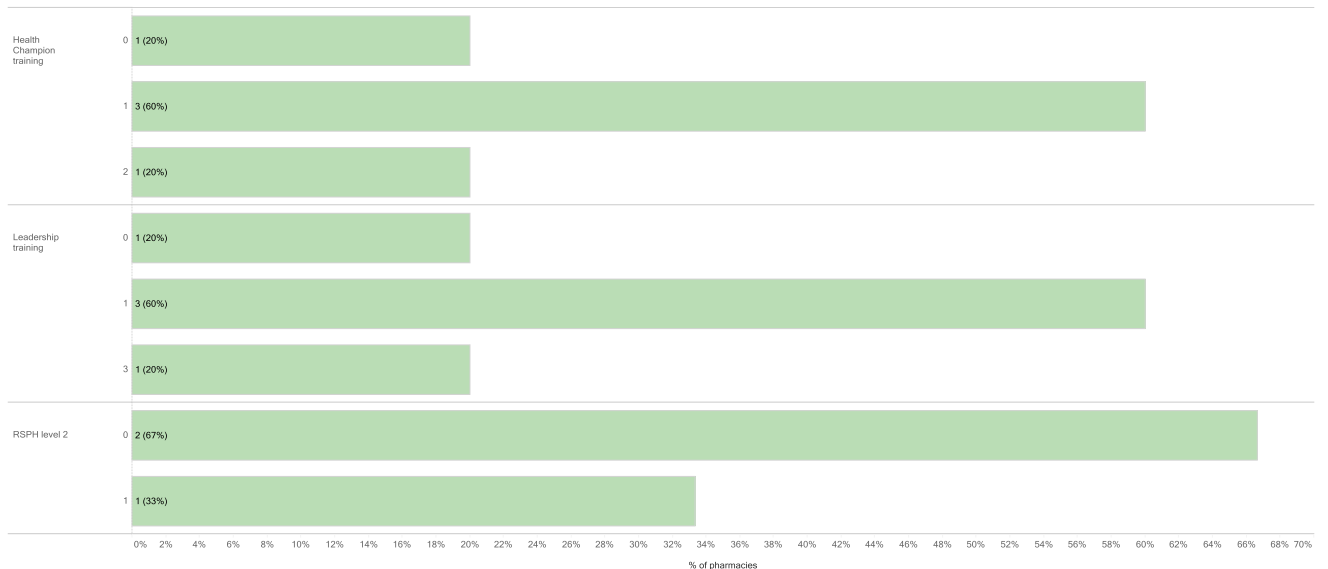
Base = 1

Three pharmacies said one member of staff had achieved Health Champion training and leadership training. Two pharmacies had no staff with RSPH level 2.

PNA 2018 Pharmacy Questionnaire for Local Professionals: Responses from Rutland

Pharmacies in:
Rutland

Q45: How many actual staff have achieved the following_?



Base = 3 to 5

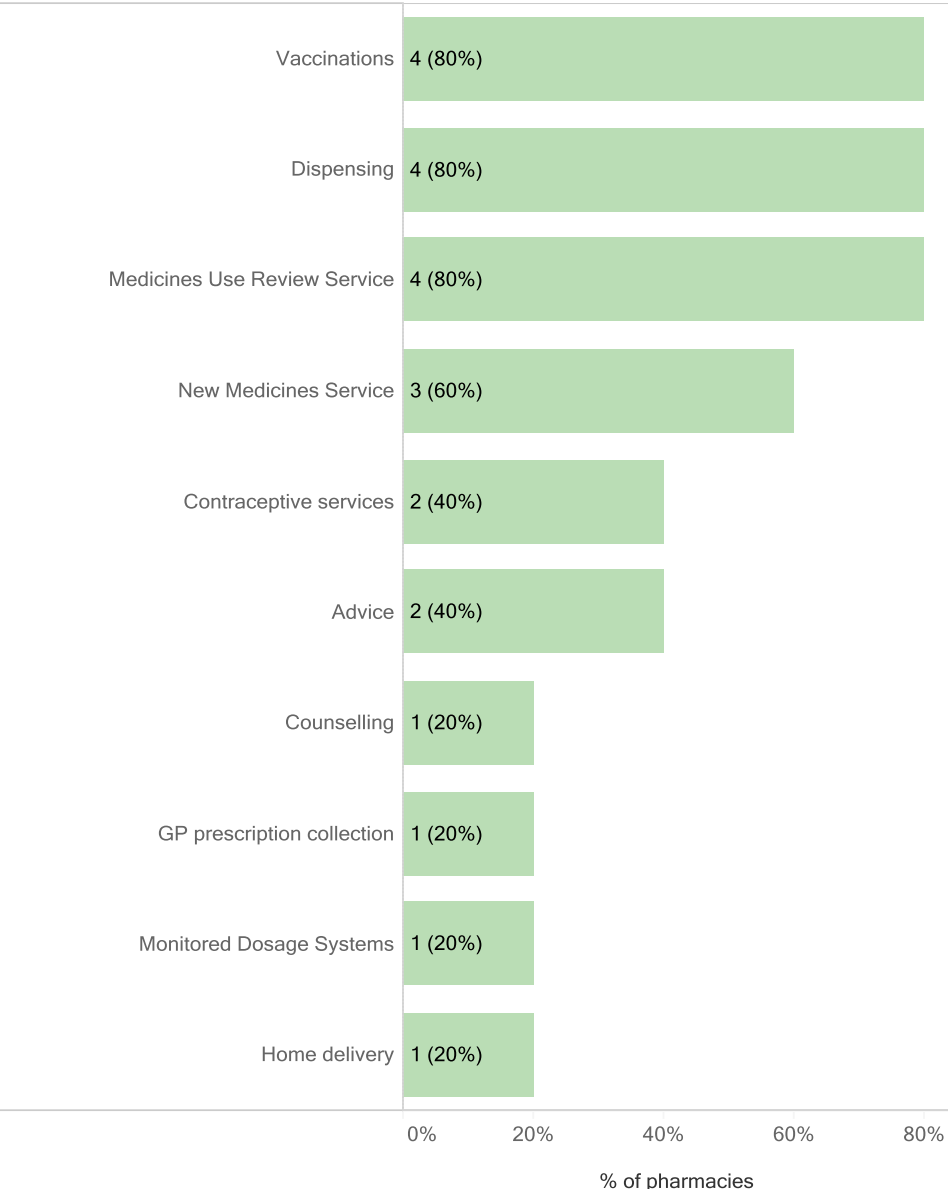
Equality

All five pharmacies said they were compliant with the Equality Act 2010, and that Monitored Dosage Systems (MDS) were provided for patients not covered by the Equality Act 2010.

Pharmacy facilities overall

Respondents were asked to identify the five most important services that the pharmacy provides. Four pharmacies said Vaccinations, Medicines Use Review Service and Dispensing to be in the top 5.

Q48: Which of the services you provide would you identify as being most important?

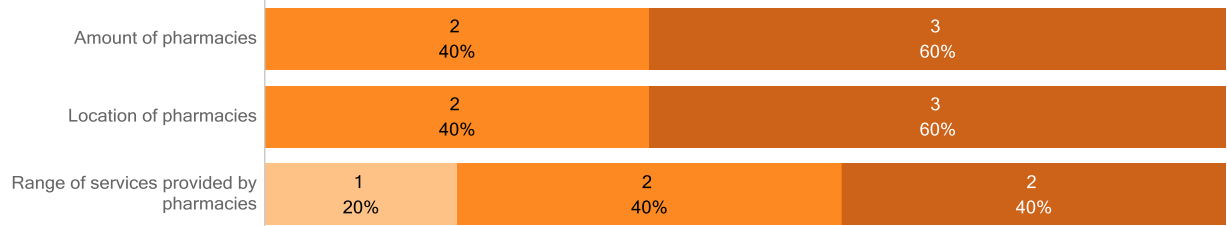


Base = 5

When asked how they would describe the current provision of pharmacies in their area, all five pharmacies were positive. All five pharmacies said the amount and location of pharmacies was 'good' or 'excellent', and four pharmacies felt the same about the range of services provided by pharmacies.

Four pharmacies said there was no need for more pharmacies in their local area.

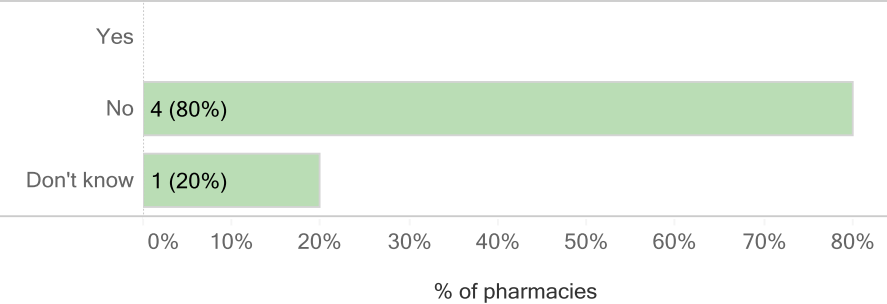
Q49: How would you describe the current provision of pharmacies in your area?



Base = 5

Response
 Adequate
 Good
 Excellent

Q50: Is there a need for more pharmacies in your local area?



Base = 5