

Rutland's Pharmaceutical Needs Assessment: Public Consultation Report  
December 2014

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## 1. Introduction

Rutland's draft Pharmaceutical Needs Assessment Public Consultation ran from 24 September to 8 December 2014.

The consultation asked for feedback from the statutory consultees but was also distributed more widely in order to ensure that as wide a population as possible was represented, particularly those from 'seldom heard groups'.

This document gives a full report of the feedback received during the consultation, including feedback recorded at public engagement meetings. Feedback was received in the form of standalone statements, answers to questionnaires (both on line and hard copy) and discussion at engagement events.

## **2. Executive Summary**

### **2.1 Consultees and distribution**

The range of statutory bodies required was consulted with. Not all responded.

The consultation was distributed widely electronically to all statutory consultees and to other groups likely to be interested, such as the 'membership' of the local Clinical Commissioning Group. It was supplemented by hard copies which were sent to all libraries, pharmacies and dispensing GPs in Rutland. Hard copies were also made available on request. The consultation was publicised on Rutland County Council's website and via their media and social media outlets.

An easy read version of the consultation document was developed and this was distributed to seldom heard groups and discussed at six targeted consultation events. A public meeting was organised on 28 October and although only a small number of people attended, they provided useful feedback about access and range of services.

Two additional emails were also sent to statutory consultees and other groups during the course of the consultation.

More detail of the consultation documents, distribution and consultation events is at Appendix A (Rutland PNA Consultation Document), Appendix B (Rutland PNA Easy Read Consultation Document), Appendix C (Rutland PNA Targeted Events) and Appendix D (Rutland PNA Public Consultation Distribution).

### **2.2 Responses and results of the consultation**

Response statements were received from Rutland Local Pharmacy Committee, Healthwatch Rutland, Leicestershire County Council Health and Wellbeing Board and NHS England. Questionnaires were completed by Rutland County Council Health Scrutiny Panel and a number of other organisations including local GPs and pharmacists.

Sixty six people completed the questionnaire, either online or on the printed copies. The respondents reflected a reasonably representative spread of the demography. In addition, there was feedback from meetings with groups and organisations which is also included in the responses below.

Key responses were:

- Most responders (98.5%) felt the purpose of the PNA had been adequately explained
- Most people (90%) felt the PNA provided an adequate assessment of pharmaceutical services in Rutland
- Most people (90%) felt the PNA provides a satisfactory overview of the current and future pharmaceutical needs of the Rutland population
- 83% of responders agreed that the current pharmacy provision and services in Rutland are adequate
- 92% agreed with the PNA's conclusions and recommendations
- People want more information about out of hours pharmacies and pharmacy opening hours particularly if they do not live in Oakham

- There are some access issues, including for those who live on MOD bases and for those with limited transport, and transport issues should be addressed creatively
- People do not know what services are available in addition to essential services. More information and publicity about these services is requested
- People and organisations are supportive of the PNA's recommendations and suggest a number of additional services including flu vaccinations, health checks, minor illness services, dosettes and healthy living pharmacy
- CCGs should work with the community pharmacy network to deliver better outcomes through a more coherent targeting of MURs and better GP engagement
- As suggested in the PNA, consideration should be given to the ongoing needs of people with long term conditions
- A close watch needs to be kept on cross border pharmacy issues to ensure future needs are met
- There is confusion over sanitary products
- In general people feel they receive a good service from local pharmacies
- There were a number of technical and factual issues to be addressed and some feedback that the PNA contained limited data

## 2.3 Conclusion

The feedback provides a number of useful pointers for additions and amendments to the PNA.

### 3. The Consultation

The consultation was presented through a consultation document with a questionnaire, and an easy read version of the document with a simplified questionnaire. The documents brought together the main themes and highlights from the full draft PNA consultation document. They were available in hard copy and the main questionnaire was also available online. The consultation document was available on request in translation. Rutland County Council also developed a website page containing both versions of the consultation document, the full draft PNA and a link to the online questionnaire, at [http://www.rutland.gov.uk/health\\_and\\_social\\_care/rutland\\_pna.aspx](http://www.rutland.gov.uk/health_and_social_care/rutland_pna.aspx)

The full questionnaires are included at Appendix A: Rutland PNA Consultation Document and Appendix B: Rutland PNA Easy Read Consultation Document . However, it should be noted that some seldom heard groups found they could not use the 'Easy Read Survey' without additional help and no individuals completed the questionnaire. As reported later in this report for learning disabilities groups who found the easy read information too complex engagement work was carried out with support workers.

### 4. Statutory Consultees Overview

During the consultation a range of statutory bodies had to be consulted. A full list of the organisations contacted can be found at Appendix D: Rutland PNA Distribution. Not all of them responded, but those who did either sent a statement, or completed a questionnaire. The statements are given at the beginning of the analysis. Where they completed questionnaires, the responses have been included within the main body of the report entitled 'Comments received on behalf of an organisation'.

### 5. Distribution and Publicity

The PNA information and link to the questionnaire was distributed widely electronically to both the statutory consultees and a wider range of groups. The full distribution list can be found at Appendix D: Rutland PNA Distribution. Printed copies of the consultation document were sent to all the libraries in Rutland (6) and to all county pharmacies (6) and to all Rutland's dispensing GPs (3). Printed copies were also made available on request.

An easy read version of the consultation document was produced and this was used extensively at meetings with 'seldom heard groups' and was also distributed on request.

The consultation was publicised via a media release sent out by Rutland County Council, and social media e.g. Twitter.

Two additional emails were also sent to statutory consultees and other groups during the course of the consultation. One gave an extended closing date, extending it from 3 December to 8 December, and one reminded people that the consultation would shortly close.

## 6. Activities / Seldom Heard Groups

A public meeting was held in Oakham on 28 October. A full report of the public meeting appears at (9) below.

In addition, a range of groups was engaged with to ensure that where possible 'seldom heard groups' could have their say. There was an emphasis on engaging with people who fall within the younger demographic of Rutland's population and those who fall within the seldom heard categories. This was following the low responses from these groups received during the pre-consultation engagement. The groups engaged with face to face included a number of parent and children groups, younger people and Ministry of Defence family members and a group for people with learning disabilities.

At these meetings, the PNA information was presented by using the public consultation summary document or the easy read version, and where necessary discussing the easy read version in a group.

During the consultation six engagement events were attended. Full details are available at Appendix C: Rutland PNA Targeted Events. Where meetings could not be arranged the PNA information was disseminated to these groups electronically (eg Voluntary Action Rutland, Rutland's Parent and Carer Voice and Rutland County Council Youth Council).

The main themes and highlights from these engagement activities have been included within the main body of the report.

## 7. Statutory Consultees' Statement Responses

### **7.1 LPC Comments on the Draft Pharmaceutical Needs Assessment for Rutland**

Leicestershire and Rutland Local Pharmaceutical Committee (LPC) is pleased that the draft Pharmaceutical Needs Assessment (PNA) recognises that community pharmacists are the most accessible healthcare professionals for the general public and are highly valued by their patients. We want to emphasise the comments in the PNA with respect to the developing role of community pharmacy in the delivery of the wider health agenda and that pharmacy will be essential to supporting the health and care system going forwards. Best practice nationally would indicate that there is so much more that community pharmacy can do for patients in Rutland with the right support. We want to work with commissioners to find novel ways of addressing the health needs and priorities for our population.

The LPC notes that the forward and introduction to the Pharmaceutical Needs Assessment (PNA) focuses on the need for a PNA to include information on current provision and assess future needs. There is also the need for the PNA to include a statement of the pharmaceutical services that have been identified by the Health and Wellbeing Board (HWB) that are needed in the area, and not provided (gaps in provision).

Whilst the document states that current provision of pharmaceutical services is adequate for the current needs of the population of Rutland, this is not identified as a specific statement that the PNA must include (page 7).

The development of the PNA has been closely aligned with the Joint Strategic Needs Assessment and the Joint Health and Wellbeing Strategy and this provides clear priorities. Indeed within the 4 key priority areas there are many key areas that community pharmacy could be commissioned to provide services that would support the achievement of these priorities. In particular around helping people live the longest healthiest life they can and through HLP enabling people to take responsibility for their own health.

#### **Essential Services**

In noting that 'there is very good coverage of pharmacy across Rutland between 7 am and 10 pm Monday to Saturday' the comment continues that 'there is access to pharmacy services on Sundays and bank holidays within Rutland, but this is dependent on one 100 hour pharmacy'. However, no reference is made to the cross boundary provision of Sunday and extended hours opening in nearby Stamford or Corby.

Community pharmacy is the most accessible healthcare professional and accessible for consultations and healthcare advice whenever and wherever patients need to access services and in the County area there is a huge partly untapped resource available to commissioners. It is worth noting that despite this, only 1% of NHS 111 callers are currently directed to accessing healthcare through community pharmacy.

Much work was done in 2011 to formally designate areas of the County as rural in nature and these boundaries stand. GP Dispensing may only (not generally only) be provided to patients who live within a designated controlled (rural) locality and live more than 1.6km from a pharmacy and this should be enforced by the NHS England area teams as part of the contract management.

Regarding the addition of drive time and walk time information, the LPC would contend that this is largely irrelevant given the rural nature of large parts of the County as this formed part of the review into the rural designation.

The PNA states that the access to pharmaceutical services across the County is sufficient for the existing and projected populations to 2037. The LPC would agree that further reviews of the PNA are undertaken and that population growth is monitored.

### **Advanced Services**

The LPC would like the HWB to correct the error on page 32 (also appearing in the Leicestershire PNA) as it is **Advanced Services** that are commissioned by NHS England from pharmacies (not locally enhanced services as stated). These services are commissioned on a National basis (not locally as stated on page 32) and are: Medicine Use Reviews, New Medicines Service, Stoma Customisation and Appliance Use Reviews.

Since the draft PNA has been developed, the New Medicine Service (NMS) has been commissioned following the evaluation of the service by the University of Nottingham which clearly demonstrated the value of the service.

The findings from the evaluation were published in August 2014 and were overwhelmingly positive, with the researchers concluding that as the NMS delivered better patient outcomes for a reduced cost to the NHS, it should be continued. The continuation of this service clearly shows the value that community pharmacy based services can add to the health of their community.

The PNA has recommended that NHS England continue to commission advanced services and monitor the uptake and quality of these services. The LPC would also suggest that the HWB recommend that GPs fully engage with the provision of such services in pharmacy and that the CCGs work with the community pharmacy network to deliver better outcomes through a more coherent targeting of MURs and better GP engagement.

### **Community Based Services**

The LPC is disappointed that the PNA does not include a commitment to actively roll out the Healthy Living Pharmacy (HLP) scheme due to anticipation that this is happening nationally. Furthermore the LPC is unconvinced that the National roll out of the HLP will progress and would urge the HWB to review the decision not to

look at extending this valuable scheme. The LPC would also like to see the evaluation of the local scheme as this has not been shared.

The 'Conclusions' section is largely a cut and paste from Leicestershire PNA and contains the comments that 'It has been identified that more needs to be done to increase uptake of CBS and to ensure that services across the county are consistent,' but the findings in the Rutland PNA do not appear to support this assertion.

With respect to the comments on expansion in the range of Community Based Services, the LPC would support the comments made and emphasise that the main reason that service delivery is restricted in pharmacy is down to commissioners and the lack of innovative service design.

Finally, the LPC would also request that given the good work in other regions in accessing difficult to reach patients, reconsideration is given to commissioning a seasonal influenza vaccination service through community pharmacy in Rutland.

### **Finally the future**

The PNA has projected the increase in long term conditions experienced by the population across Rutland and one of the major changes is the ageing population. Whilst the PNA covers the overall situation around the changes to the population there could be more innovative recommendations that would help the HWB meet the challenges of their Joint Health and Wellbeing Strategy.

Specifically the LPC would request that commissioners look at innovative service opportunities to help build capacity into the care for these high risk populations - for example support for patients with Dementia (such as dementia friendly pharmacy schemes), or domiciliary medicines support to help patients retain independent living as long as possible.

In addition the LPC would also point out the need to ensure that high risk populations are also considered for their pharmaceutical service's needs - for example travellers as there are also innovative ways that pharmacy could support these patients.

### **Errata**

- Page 38 bottom two paragraphs are repeated on top of page 39
- Should table 10 read 'lifestyle behaviour for all Leicestershire residents'. Should this not read Rutland as the data is different from the Leicestershire PNA?
- 10.5.3, substance misuse services refers to 'Leicestershire' throughout the paragraph and is identical to the Leicestershire PNA.
- Page 51 bottom paragraph on Public Health also refers to 'Leicestershire' and appears identical to the Leicestershire PNA.
- Page 22 'Theme 2: Enable people to (take) responsibility for their own health'

## **7.2 Comments from Healthwatch Rutland**

Healthwatch Rutland was pleased to be included in the Steering Group which oversaw the 2014 Rutland Pharmaceutical Needs Assessment and we are grateful to Meena Bandhari who represented us on that group. We have studied the resulting draft report on public consultation and this document sets out our comments.

### **▪ Overview**

We were pleased to learn that, statistically, pharmacy and GP dispensing services in Rutland compare favourably with elsewhere in the country. We were also pleased to learn that the people of Rutland value these services. Some additional services could be provided and some services are underused but in the main there appeared to be a level of satisfaction with services.

We had been concerned that during the pilot survey some areas had a low survey rate eg 2 people responded in Uppingham compared with 27 in Empingham and we were pleased that formal consultation picked up some groups which had not been included such as forces families.

We appreciate that the assessment is a national one so is limited in its ability to explore the specific issues which face Rutland people. We therefore feel the following issues people raised in discussion should be highlighted as well as the existing draft.

### **▪ Transport**

Access times were expressed in drive times with less than 15% of the population accessing a pharmacy within a 10 minutes walk. We are concerned that as the population ages, access to car transport (the means of access used by 70% of respondents) will decline as fewer people are able to drive. People in villages are especially vulnerable.

We recommend this issue is addressed imaginatively

### **▪ A Directory of Services available**

While a good range of services is available, people said they were confused. They were unclear what services were provided where. Many people said they would value a list of services available. They said a directory they could consult would avoid wasted journeys across the county.

We feel this issue could be addressed while signposting services are under review by Rutland County Council.

### **▪ Sanitary products**

There was great confusion over sanitary products. People were not clear which were provided by Leicestershire Partnership Trust and which were provided by

pharmacies. Again they would welcome guidance through a signposting or directory service.

- **Repeated trips**

People reported that it was wearing on older folk and people with children to have prescriptions only partially dispensed and have to make a return trip when the outstanding items were delivered .The Oakham Practice Pharmacy was cited .

We would welcome a review of ordering to reduce patient return trips.

- **Better Care Together /Better Care Fund**

People are aware that new models of care are being developed as care moves closer to people's homes. They felt that pharmacists should be more involved in the process of planning new forms of care delivery to be able to respond to the changing needs of an ageing population.

We recommend the involvement of pharmacists in development of new models of care.

4th December 2014

### **7.3 Leicestershire County Council Health and Wellbeing Board Feedback on Rutland County Council's Pharmaceutical Needs Assessment**

Response prepared by Janine Dellar on behalf of Mike Sandys, Director of Public Health, Leicestershire County Council

- 1) Do you think the purpose of the PNA has been adequately explained

Yes

- 2) Do you think the PNA provides an adequate assessment of pharmaceutical services in Rutland?

Yes

- 3) Do you think the PNA provides a satisfactory overview of the current and future pharmaceutical needs of the Rutland population?

In part

#### **For essential services:**

People from Rutland living nearer the Leicestershire border may be accessing services from across the border in Leicestershire as it is closer to get to. Current provision within Rutland and Leicestershire is sufficient and can deal with this potential cross border demand. However, with the predicted rise in the older population for both Leicestershire and Rutland, and with the attendant health service implications for an older population, Leicestershire needs to keep watch over the trends in cross border pharmacy services to ensure that community pharmacy provision over the next 25 years in Leicestershire remains adequate.

- 4) Do you agree that the current pharmacy provision and services in Rutland are adequate?

As above – we would like to see a review of the cross border issues where service provision in Rutland can impact on the residents and services of Leicestershire

- 5) Do you agree with the PNA conclusions and recommendations?

Yes

Community pharmacy service provision across Rutland is meeting the current needs of the population of Rutland in terms of essential and advanced services. There is still room for improvement with regards to uptake of advanced and community based services by the population as well as sign up to community based services by community pharmacies.

There is currently no indication of an impact (positively or negatively) on pharmacy service provision in Leicestershire resulting from Rutland's pharmacy service provision levels. However, with an ageing population and issues of quality and

uniformity of access in Rutland, it is important that Leicestershire continues to monitor the situation particularly with regards to cross border access to ensure that provision of community pharmacy services for the population of Leicestershire remains adequate over the coming years.

- 6) Do you have any other comments? Please specify below with reference to page and section number in either the full PNA or the PNA summary?

#### **7.4 Comments from NHS England Leicestershire and Lincolnshire Area Team.**

**Do you have any other comments? Please specify below with reference to page and section number in either the full PNA or the PNA summary.**

(NHS England Leicestershire and Lincolnshire Area Team completed the full online survey and those responses can also be found in Appendix E: Responses on Behalf of Organisations Question Matrix.)

Pharmaceutical services provided by Essential Small Pharmacies (ESPs) are included in the PNA. However, current ESP contracts are under review and are due to expire at the end of March 2015. The current contractor/s have the right to revert to the standard list, but may choose not to exercise this right. As a result, service provision in areas currently served by an ESP will need to be kept under review.

ATs could consider the provision of flu vaccinations by community pharmacists.

Page 14, Paragraph 15 Conclusions

Bullet point 4, consider changing to read:

Support for the management of respiratory diseases

Bullet point 6

Medicines Optimisation initiatives

**7.5 Comments from Rutland County Council's Health Scrutiny Panel** – these are provided within the questionnaire responses.

## **8. Rutland Public Meeting**

On 28 October 2014, a public meeting for the Pharmaceutical Needs Assessment Public Consultation was held at Voluntary Action Rutland. This public meeting was promoted widely with statutory consultees, pharmacists, professionals and members of the public. It was advertised within the PNA summary document and through the use of a promotional poster and was promoted electronically.

At the public meeting a presentation was given highlighting the main points of the PNA, and including information presented through electronic interactive maps which showed the availability of pharmacies in Rutland and their opening hours. The interactive maps were also accessible on the Rutland County Council dedicated PNA web pages during the consultation.

Four people attended the event, including a Healthwatch representative, a member of a PPG forum, a member of the Rutland Parent and Carers voice and a member of the public.

Questions were raised about internet pharmacies and how they work. This question was raised by the Rutland Parent and Carer voice representative who wanted to know if this service could support their young people as young people with complex needs have to go outside Rutland's boundary into Leicester to access services/medication. Questions were also raised about the accessibility of pharmaceutical services to older people (drive/walk time).

Further feedback from the event can be found at Appendix C: Rutland PNA Targeted Events and within the Healthwatch Rutland statement.

## **9. Rutland Pharmaceutical Needs Assessment: Analysis of the questionnaire and feedback from engagement events**

Altogether 66 people completed the questionnaire. In addition, there was feedback from meetings with groups and organisations which is also included in the responses below. No individuals completed an easy read questionnaire, but the easy read questionnaires were used at meetings with groups, including people with learning disabilities, and responses are either provided in the engagement feedback below, or via support workers completing full questionnaires.

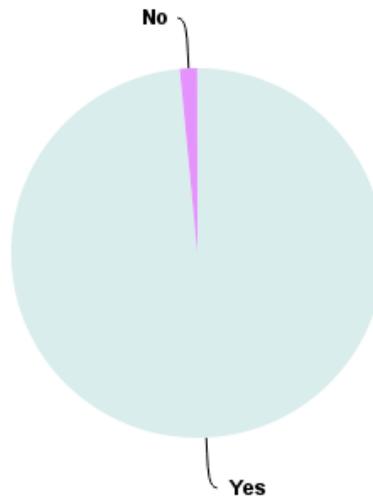
## **10. Rutland Pharmaceutical Needs Assessment: The Results**

This next section analyses the results of the consultation according to the questionnaires that were filled in, both by individuals and by organisations. It also includes feedback from meetings with groups and organisations.

## 10.1 Q1: Results

### Q1 Do you think the purpose of the PNA has been adequately explained?

Answered: 66 Skipped: 0



Answer Choices	Percentage	Responses
Yes	98.48%	65
No	1.52%	1
<i>Total</i>		66

#### Comments from members of the public:

- Very much over explained
- I have had no knowledge of this review despite being frequent users of pharmacies
- All those who completed the survey on behalf of an organisation agreed with this question and no further comments were provided. There were no comments from organisations in answer to this question.

## 10.2 Q1: Analysis

From those who responded to this question (66), 98.48% agreed that the purpose of the PNA was adequately explained. This gives a good indication that the information contained was sufficient and suitable to the audiences that viewed it.

All those who responded on behalf of their organisations (10) agreed that the purpose of the PNA was adequately explained and they didn't feel it was necessary to provide further feedback. This again supports the view that the information contained within the PNA was satisfactory to those who reviewed it.

Only two people from the 66 who completed the questionnaire provided additional comments. It was stated that one individual felt that the information was '*very much over explained*' and the other stated that they were not aware of this PNA review.

## 10.3 Q1: Engagement Events Feedback

At the engagement events for seldom heard groups, there was no negative or contradictory feedback about Question 1. People did think that after viewing the information the PNA was adequately explained. In general people were also very engaged with the purpose of the PNA and very much welcomed the opportunity to review the information and to be involved with the consultation.

There was also a very positive reaction to the wide range of information that has been analysed and brought together in the draft PNA. This helped people to understand the purpose of the PNA and the role it plays when commissioners are looking at future services. Generally, people found the statistical information very insightful and informative, especially when looking at the different sections contained within the PNA for example 'Health Needs', 'Pharmacies currently in place' and 'Community Based Services'.

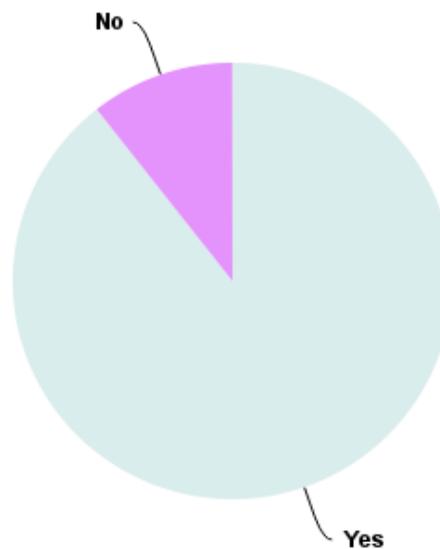
Particular feedback from engagement events from those who have young children and especially those aged under 34, showed that many were not aware of the services that a pharmacy provides other than the essential services. Also a very strong recurring theme from engaging with groups outside of Oakham is that people were generally not aware of the location of the late night pharmacy or where it operates within the county. It was also fed back that on numerous occasions parents with young children had travelled outside of the county in order to access pharmaceutical services. Following the engagement work at Rutland's County Council Sure Start Children's Centres (these children centres are designed to help parents, families and carers with children up to the age of 5 years old) information on Rutland's only late night pharmacy including opening hours and location was provided to the organiser of these sessions.

This has highlighted a possible requirement for pharmacies in the County to advertise, promote and communicate all of their services (advanced and community based services) including opening hours and localities, so people are aware that these exist within the community. This is especially apparent for people who do not live in Oakham and require late night pharmacy services.

## 11. Q2: Results

### Q2 Do you think the PNA provides an adequate assessment of pharmaceutical services in Rutland?

Answered: 66 Skipped: 0



Answer Choices	Percentage	Responses
Yes	89.39%	59
No	10.61%	7
<i>Total</i>		66

#### Comments from members of the public:

- Over the top assessment
- No transport to local doctors surgery
- Not sure. I have been to a talk on this and it seemed as though the information that was given was put in a very positive light and that there were gaps, but what was being done about the gaps was not explained
- Dispensing doctor services are available at branch surgeries in Ketton and Barrowden - giving much better coverage to the south east of the county than the map suggests. People need to understand that the viability of these branch surgeries depends on the dispensaries operating, and that they cannot do so if a pharmacy licence is granted for the village, similarly pharmacies in Empingham

or Market Overton may also affect the viability of Empingham and Market Overton Surgeries.

- See above comment - if I don't know of review how many other patients/carers don't know either? (*Q1 Response: I have had no knowledge of this review despite being frequent users of pharmacies*)
- Does not assess if the pharmacies provide good service- i.e. prompt, accurate, safe and cost effective. Most of the pharmacies in fact do but perhaps not all ( I have personal doubts about one) Also if you use an internet and poorly advertised questionnaire ( I only found this as I was looking for details of the council election) you will only get the views of internet savvy respondents

#### Comments received from those on behalf of an organisation:

- The consultation document contained limited data and no analysis. It was felt that the document was very much an overview with insufficient detail to make meaningful comment on. For example, there was no explanation of what services are available in the rural locations. The Full Report, however, was very informative. (*Adult and Health Scrutiny Panel members of Rutland County Council*)

### 11.1 Q2: Analysis

The quantitative data shows that from the 66 people who answered this question 89.39% (59 responses) agreed that the 'PNA does provide an adequate assessment of the pharmaceutical services in Rutland'. However, 10.61% (7 responses) disagreed. No-one skipped this question.

Although most people who responded to this question agreed in the first instance that the PNA is an adequate assessment, six people have provided further comments wanting further information. One of the six attended the public meeting and wanted further information on what is being done to address the gaps in service: *'I have been to a talk on this and it seemed as though the information that was given was put in a very positive light and that there were gaps, but what was being done about the gaps was not explained.'* One comment provides an indication that the dispensing doctors' services have not been reflected correctly in the PNA in terms of the south east of the county.

Another respondent did say 'yes' the PNA does provide an adequate assessment of the pharmaceutical services in Rutland, but they wanted further information on, *'Does not assess if the pharmacies provide good service- i.e. prompt, accurate, safe and cost effective.'*

The only comment received by organisations was provided by Rutland County Council's Adult and Health Scrutiny Panel. They said that the PNA summary document *'...contained limited data and no analysis. It was felt that the document was very much an overview with insufficient detail to make meaningful comment on. For example, there was no explanation of what services are available in the rural locations. The Full Report, however, was very informative.'*

## 11.2 Q2: Engagement Events Feedback

Overall, feedback on the assessment of pharmaceutical services from all engagement events attended indicates that whilst all individuals are aware of the essential services that a pharmacy provides, nearly all are not aware of the advanced services. This meant that they could not necessarily say whether the PNA provides an adequate assessment of pharmaceutical services in Rutland.

However, feedback from those who have young children and are 34 years old or younger showed that in the main this group tend to use their local pharmacy as a source of advice instead of going to a GP. This again supports the message provided in the PNA summary document conclusions and recommendations that *'Community pharmacists are the easiest healthcare workers for members of the public to see, and they are highly valued by their customers'*.

Further feedback from all events showed that people were very happy with the service that their pharmacy provides. The only negative element was that some people were not aware of where they could access a late night pharmacy in Rutland and had to travel outside the county in order to do so.

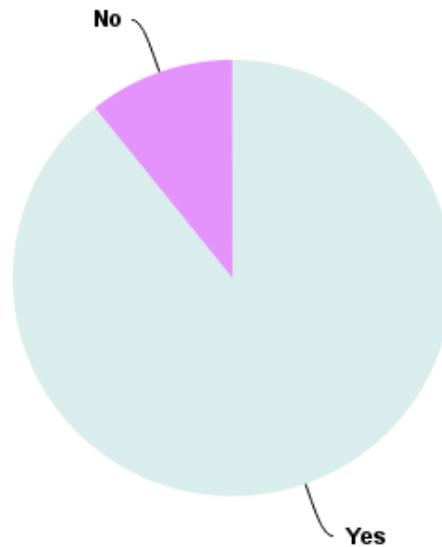
Another recurring theme was that people were not aware of additional services that a pharmacy can provide and had limited knowledge of the community based services, for example chlamydia screening service, alcohol prevention and the healthy living pharmacy. When they reviewed the list of possible future pharmacy services, people said that these would be very much welcomed.

Within the PNA public consultation summary document it states *'Pharmacies are highly valued by patients and the public and are a good setting for supporting patients to live more healthily and to manage their own health conditions'* and from the feedback received, this message is very much supported by the people involved in the targeted engagement events.

## 12. Q3: Results

### Q3 Do you think the PNA provides a satisfactory overview of the current and future pharmaceutical needs of the Rutland population?

Answered: 65 Skipped: 1



Answer Choices	Percentage	Responses
Yes	89.23%	58
No	10.77%	7
Total		65

### Comments from members of the public:

- Pharmacies should be used more by patients instead of going to a GP. Therefore the need of pharmacies could be greater in the future.
- No transport to local doctors, no dentist available for children.
- There needs to be some way of people to access a pharmacy outside of work hours who don't have cars and don't live in Oakham as the public transport doesn't run late enough to travel to Oakham and back for the late night pharmacy.
- Don't know as I need more information and the information that I have been given has highlighted many questions for me.
- As above (dispensing doctor services are available at branch surgeries in Ketton and Barrowden - giving much better coverage to the south east of the county than the map suggests. People need to understand that the viability of these branch surgeries depends on the dispensaries operating, and that they cannot do so if a pharmacy licence is granted for the village, similarly pharmacies in Empingham or Market Overton may also affect the viability of Empingham and Market Overton Surgeries.)
- See above comments - lots of Rutland use services out of county as well due to location of villages. *(I have had no knowledge of this review despite being frequent users of pharmacies)*

### Comments received from those on behalf of an organisation:

- Pharmacies should be able to offer NHS flu vaccines and NHS Health checks. It is difficult for patients to set an appointment at a convenient time for such services. The pharmacies already offer these services privately. *(Rutland Late Night Pharmacy)*
- Consider the future proofing of substance misuse services to include image and performance enhancing drugs (IPEDs) and legal highs. *(NHS England, Leicestershire and Lincolnshire Area Team)*

## **12.1 Q3: Analysis**

From the people who answered the questionnaire, 89.23% (58 responses) felt that the PNA does provide a satisfactory overview of current and future needs. However, seven people did not agree with this assessment and one person skipped this question.

The additional responses highlighted that '*Pharmacies should be used more by patients instead of going to a GP. Therefore the need of pharmacies could be greater in the future*'. This recognises that pharmacies are ideally placed to support the community in relation to its health needs and can also be used to support other healthcare services e.g. GP surgeries. This is also supported by comments received from Rutland's Late Night Pharmacy: '*Pharmacies should be able to offer NHS flu vaccines and NHS Health checks. It is difficult for patients to set an appointment at a convenient time for such services...*' This also shows that respondents commenting

on behalf of an organisation, in this case a pharmacist within Rutland, have a desire to further support the wider community's health needs.

Comments were also received highlighting potential issues accessing pharmacies operating out of hours, especially for those individuals who do not live in Oakham where the only late night pharmacy operates '*...There needs to be some way of people to access a pharmacy outside of work hours who don't have cars and don't live in Oakham...*'

Additional comments provided by those who responded on behalf of an organisation and who are a classed within this consultation as statutory consultees proposed that consideration should be made to the following '*Consider the future proofing of substance misuse services to include image and performance enhancing drugs (IPEDs) and legal highs.*' (NHS England, Leicestershire and Lincolnshire Area Team).

### **12.2 Q3: Engagement Events Feedback**

During the engagement work, with regard to current and future needs, people expressed how valuable they find their pharmacist and how they are used as a source of advice instead of always going to a GP in the first instance.

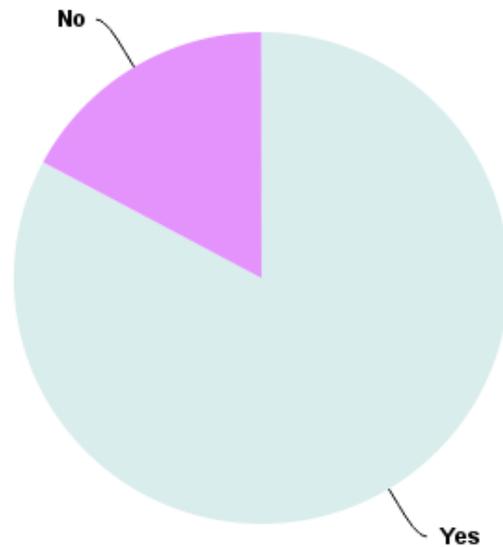
The main areas of concerns were raised in terms of access especially if people are trying to access a pharmacy out of hours. As previously fed back people sometimes access services outside of the county.

Accessibility concerns were also raised by wives of Ministry of Defence (MOD) personnel trying to access pharmaceutical services outside the bases where they lived. This was especially apparent from the group at St George's Barracks as most did not have access to a car. This seldom heard group were mainly reliant on public transport links which have their own limitations in this area. Also, this group were not aware of the late night pharmacy in Oakham and some travelled outside of Rutland in order to obtain this service. However, from the engagement work carried out at other MOD bases, such as Kendrew Barracks, accessibility to pharmaceutical services outside of the base did not seem to be an issue. Wives of MOD personnel regularly use pharmacy services outside of this base. This may be due to not being able to obtain any form of medication even those that do not require a prescription from a pharmacy without going to an onsite GP and getting a prescription first.

### 13. Q4: Results

**Q4 Do you agree that the current pharmacy provision and services in Rutland are adequate? (Please refer to section 4 of the PNA or sections 3-14 of the summary.)**

Answered: 64 Skipped: 2



Answer Choices	Percentage	Responses
Yes	82.81%	53
No	17.19%	11
Total		65

#### Comments from members of the public:

- I presume dispensing doctors in rural area do not have a pharmacist present and therefore patients do not have a chance to discuss their medication with a qualified professional. Dispensers do not have nearly the same amount of knowledge.
- There should be another pharmacy in Rutland open longer hours. The dispensaries in the GP practices should work more closely with the pharmacies.

- As before section 3. (There needs to be some way of people to access a pharmacy outside of work hours that don't have cars and don't live in Oakham as the public transport doesn't run late enough to travel to Oakham and back for the late night pharmacy).
- What will happen as the population grows?
- I have only just moved so unaware of local pharmacy.
- Only been in Rutland for 2 weeks, so I can't really comment.
- Again, I don't know. My own experience has highlighted 'flaws'. For example, my sons have a prescription for gluten free bread. The GP prescribes 8 at a time. The pharmacist cannot order any less than this and it took 11 days to arrive. Because the bread was fresh. I was told that they could not order less than eight due to the cost of the individual prescription. Thus, I took home 8 loaves, had room in the freezer for 5 and ended up throwing 1 and a half away as it went off.
- Sunday pharmacy 7am to 10pm should have longer hours
- As a lot of Rutland villages access services outside of Rutland the answers cannot be adequate if they do not take this into account
- It would be beneficial to have more pharmacies in the rural villages and additional 24 hour/ emergency pharmacy services.
- as above

Comments received from those on behalf of an organisation:

- Please see previous question (Pharmacies should be able to offer NHS flu vaccines and NHS Health checks. It is difficult for patients to set an appointment at a convenient time for such services. The pharmacies already offer these services privately) (*Rutland Late Night Pharmacy*)
- Per head of population they would appear to be good but it is not clear how accessible they are particularly by public transport. Provision in the two towns appears to be good. (*Adult and Health Scrutiny Panel members of Rutland County Council*)

### 13.1 Q4: Analysis

From the 53 people who have responded to this survey 82.81%, agreed that the current pharmacies provisions for Rutland are adequate. However 17.19% (11 responses) did not feel that it was adequate for the region. Those individuals who are not connected to an organisation provided a variety of reasons why they felt it was not satisfactory for them. Two main themes from the responses were:

- To make the community aware of pharmacies within Rutland that operate out of normal pharmacy operating hours
- To increase the opening hours of the other pharmacies within the area. *'It would be beneficial to have more pharmacies in the rural villages and additional 24 hour/emergency pharmacy services.'*

The targeted engagement work seems to provide further evidence of this as stated further along within the report eg people have travelled outside the county, for example to Corby, as they were not aware of the pharmacy services provided in the county.

### 13.2 Q4: Engagement Event Feedback

From the engagement work carried out people are very happy with the current service provided by their local community pharmacist. No negative or contradictory feedback was received especially in terms of the current pharmaceutical provision. The only issues that arise are when people try to access pharmacies out of the normal operating hours of the local pharmacy.

People said that they want the services all six pharmacies in Rutland provide including opening hours to be advertised and promoted more widely. This should also highlight the different services available at different pharmacies, for example community based services.

This feedback showed the need to promote pharmacy services not just within the pharmacies themselves but also in community groups and venues, for example 'Vision Sure Start Children Centres of Rutland'.

Engagement took place at Rutwel and Brightways, an organisation operating in Rutland which provides support to adults (over the age of 19 years) with learning disabilities (ranging from low to complex) and supporting additional disabilities, such as epilepsy, physical and mental health issues. Whilst the PNA easy read information was too complex for those individuals to understand by themselves, engagement work was carried out with the support workers/carers, as in the majority of cases it would be these individuals who would be accessing pharmaceutical services on behalf of the service users.

Feedback received was extremely positive in connection to accessing and using pharmacy services. It was fed back by the support workers that there have been numerous occasions that they have contacted the pharmacist for advice and support for their service users, if the need arises. Also the pharmacist is seen as a readily available source of advice rather than contacting the GP surgery which may not be as immediate.

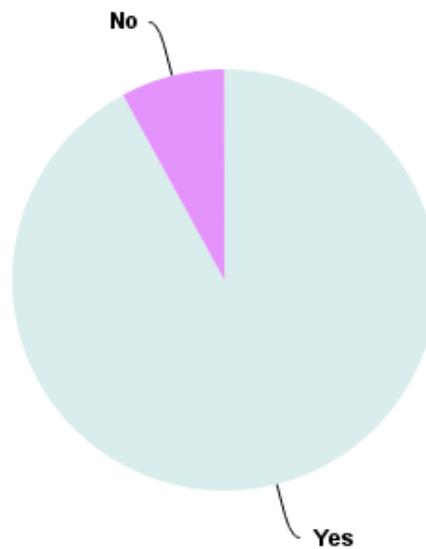
It was also fed back from this group that individuals who may have low learning disability needs and can self-manage their own condition would benefit from easy read information being available in pharmacies. This would further empower the individuals in managing their own condition as they would have the ability to carry out their everyday tasks in connection to accessing pharmacy services without communication barriers impeding them.

People with a long term condition and a learning disability also said they would prefer to receive their medicine use reviews (MURs) at their GP due to the established relationship they have with them.

#### 14. Q5: Results

### Q5 Do you agree with the PNA conclusions? (Please refer to section 10 in the PNA or section 15 of the summary.)

Answered: 63 Skipped: 3



Answer Choices	Percentage	Responses
Yes	92.06%	58
No	7.94%	5
Total		63

#### Comments from members of the public:

- A real concerted effort is needed to reduce obesity which is such a major factor in many middle age illnesses. Pharmacists need an incentive to provide help but

somehow it is a taboo subject to offer advice. Let's change this and get behind a scheme to deliver this in a sympathetic and in a way to get results.

- As before stated in section 3. (There needs to be some way of people to access a pharmacy outside of work hours that don't have cars and don't live in Oakham as the public transport doesn't run late enough to travel to Oakham and back for the late night pharmacy.)
- Customer services should be made to the customer if pharmacy could help instead of the doctors. Could admin staff at the doctors tell you?
- Don't know. I think they are trying to do a good job, but I think there are gaps and unanswered questions and still people on the periphery not being provided for.
- See all of above answers (As a lot of Rutland villages access services outside of Rutland the answers cannot be adequate if they do not take this into account)
- with provisos above

#### Comments received from those on behalf of an organisation:

- The NHS organisations should commission for flu vaccines and NHS health checks for pharmacies. (*Rutland late Night Pharmacy*)

### 14.1 Q5 Analysis

92.06% from the 58 people who responded to this question agreed with the PNA conclusions and recommendations. Five people (7.94%) stated that they did not agree and three people decided not to answer this question.

Where people made comments, there is a specific call for services to combat obesity. There was also some uncertainty and a question mark about gaps in services and whether people 'on the periphery' can access services, together with general access issues. Responses received from members of the public also recognise the ideal position that a pharmacist holds in the community and how they can also support other pressurised healthcare services, for example in GP surgeries, where people could be possibly triaged and signposted to a pharmacist instead of going to a GP. '*Customer services should be made to the customer if pharmacy could help instead of the doctors. Could admin staff at the doctors tell you?*'

Comments received on behalf of those connected to an organisation, in this case the 'Rutland Late Night Pharmacy', also recognise that their services could be extended if commissioned to support the health needs of Rutland. '*The NHS organisations should commission for flu vaccines and NHS health checks for pharmacies.*'

### 14.2 Q5 Engagement Event Feedback

At all the engagement work undertaken, people welcomed the additional community based services that could be commissioned from pharmacies to support the community, for example NHS health checks. They fed back that these could be of real benefit to them and their families, and the health needs of the wider community. The PNA summary document refers to the pharmacist as in an ideal setting to support the health needs of a particular community and in relation to Rutland this

does seem to be the case, as people really do value the good relationships that they have with their local pharmacy.

## 15. Q6: Results

**Q6. Do you have any other comments? Please specify below with reference to page and section number in either the full PNA or the PNA summary**

- Answered: 20
- Skipped: 46

### Comments from members of the public:

- I have gone on line to view the full summary and cannot believe it takes 57 pages of facts to come up with the conclusions. The cost of producing this is way too high for what is gained. I hope we do not see the like again. Why not use the resources better to direct patients to pharmacists when they are not sure whether they need to see a GP. This would reduce the numbers visiting GP's. As a lot of minor illnesses are self limiting and can be treated using over the counter medicines. A win, win situation. Pharmacies need to be better integrated within the health service as at the moment extra services are not advertised enough. But I am not sure that a pharmacist would have all the knowledge and experience and expertise for stoma care and end of life care. I wouldn't use them for these two options.
- No
- Disappointed that photos do not represent local Rutland. Would be good to recognise local pharmacies.
- It is important to constantly ensure that people who live in the isolated areas have access or access to transport, so they can reach services. I am aware that some people have medicines delivered by their pharmacy, which seems an excellent service. I am personally very pleased with the pharmacy I use, but feel it would be demanding if I did not have access to a car.
- The so-called 'All Night Pharmacy' opposite the (Name) pub is brilliant. Really helpful staff.
- More support for parents with younger children. For example, walk in centres to see a medical advisor rather than a phone centre.
- More advertising of the late night pharmacy.
- For late night pharmacies to communicate that they are open longer so the people of Rutland know that they exist and people are aware.
- The leaflet is very informative although transport is an issue.
- No, I think it's great at the minute. I always able to get what I need.
- I think from reading this the pharmacies are excellent. However, I was completely unaware that all of these services existed. A leaflet with addresses, phone numbers and a list of the services each pharmacy provide would be a good idea. I myself have travelled to Corby unaware that these services were available here.
- Pharmacy does not always explain medicines. Need to ensure that the pharmacists always explains. I have found when times are busy this is not always the case.
- p6 6 GP dispensing. This essential service must be retained.

- I have not yet had the chance to read the whole PNA but may have other points to raise when I have

Comments received from those on behalf of an organisation:

- Please consider commissioning NHS flu vaccines and NHS health checks for pharmacies. (*Rutland Late Night Pharmacy*)
- 1. Why are the underused services, such as chlamydia screening, underused? Should this service continue to be offered by pharmacies? 2. What analysis has been made of the buildings in which pharmacies are located? I.e. is there physically enough space for services other than just pharmacy to be provided? I.e. a separate area for a confidential discussion. 3. What consideration has been given to how people can access a pharmacy? 4. There is support for greater use of pharmacies for advice and assistance with minor ailments which could relieve pressure on GP surgeries. 5. The number of respondents was very low in many instances. Although the percentage which had heard of certain services was high in some cases. It is wondered how representative this is of the population as a whole. It should be noted that discussion of this consultation could not be considered at a Scrutiny Panel meeting and the Members were asked to send comments to me as Chair. I have collated these responses. One Member had to request a copy in 18 pt. font as a result of visual impairment and was only provided with the summary document. The lack of availability of large print versions of the document could exclude some consultees from participating. (*Adult and Health Scrutiny Panel members of Rutland County Council*)
- Patients can be seen at their local Surgery and be dispensed prescribed medication at the time, following their appointments, if required. Repeat medication is readily available for collection, making this convenient for the patients, many of who walk to collect their medication, requiring no transport. (*Market Overton and Somerby Surgeries*)
- Pharmaceutical services provided by Essential Small Pharmacies (ESPs) are included in the PNA. However, current ESP contracts are under review and are due to expire at the end of March 2015. The current contractor/s has the right to revert to the standard list, but may choose not to exercise this right. As a result, service provision in areas currently served by an ESP will need to be kept under review. ATs could consider the provision of flu vaccinations by community pharmacists. Page 14, Paragraph 15 Conclusions Bullet point 4, consider changing to read: • Support for the management of respiratory diseases Bullet point 6 • Medicines Optimisation initiatives. (*NHS England, Leicestershire and Lincolnshire Area Team*)
- Lincolnshire Health and Wellbeing Board have no specific comments. (*Lincolnshire Health and Wellbeing Board*)

## 15.1 Q6: Analysis

The comments from members of the public provide feedback on a number of themes. They cover four main points which continue the themes throughout the consultation responses:

- Out of hours access
- More support for seldom heard groups such as young families and people with learning disabilities
- Better communication and advertising of existing services
- Additional services such as minor illness services and health checks

The comments from organisations cover the following points:

- Access and better use of existing premises
- Additional services eg minor illness services, flu vaccines and NHS health checks and better use of existing services eg chlamydia screening
- The review of Essential Small Pharmacies contracts
- A number of technical points

## 15.2 Q6 Engagement Event Feedback

Key points raised in the engagement events have been raised above. A final point from the learning disability group and their support workers was that providing an additional 'dosette box' which supplies an individual's medication for a day only, would be very beneficial, particularly for those who go to day centres or have low learning disability needs. For individuals with very low disability needs this would further support them to self-manage their condition without drawing unnecessary attention to themselves, if they have to take their medication within a public area (for example a coffee shop).

Feedback was also received from mothers with young children that during pregnancy some issues were encountered when trying to purchase over the counter medication. The pharmacist advised to go to a GP surgery and get a prescription before the medication could be dispensed.

## 16. Q7: Results

### Q7 Are you responding: On behalf of an organisation?

- Answered: 64
- Skipped: 2

10 responders from the 66 who responded to this survey did so on behalf of their organisation.

These were:

- Rutland Late Night Pharmacy
- Adult and Health Scrutiny Panel members of Rutland County Council
- Alliance Boots, Uppingham
- Uppingham Surgery
- Market Overton & Somerby Surgeries
- NHS England, Leicestershire and Lincolnshire Area Team

- Lincolnshire Health and Wellbeing Board
- Home straight Partnership Limited
- Leicester, Leicestershire and Rutland Local Medical Committee
- Leicestershire Police

## 17. Conclusion

The public consultation received 66 responses to the questionnaire, together with the statements from key statutory bodies, and further feedback from the seldom heard groups engagement.

Overall, most people were happy with the draft PNA and its recommendations. However, there were some areas where both individual members of the public and particularly organisations felt there were gaps or could be additional support. The detailed feedback provided above should be read, but in summary the key areas highlighted are:

- Access to pharmacy services out of hours, particularly for those not living in Oakham where the only late night pharmacy in Rutland operates. People are sometimes travelling as far as Corby to find an out of hours pharmacy
- Lack of knowledge of the additional services pharmacies offer
- Support for further services to be provided eg flu vaccinations, NHS health checks, minor illness services, dosette boxes, drop-in for families
- Better communication and advertising of pharmacy opening hours and services, including easy to read prescriptions and explanations of medicines
- A number of technical issues and amendments to the draft PNA

This feedback provides a number of key points for additions and amendments to the PNA.

## 18. Equalities Monitoring: Results from the Main Survey

The next set of data is in answer to the equalities monitoring questions. The first set of information relates to those who have completed the main survey. The second set relates to those who completed the easy read version. .

Q8: Which part of Rutland do you live in? Please state the name of your town or village

Which part of Rutland	Number
Glaston	1
Oakham	18
North Luffenham	1
Edith Weston (MOD Barracks)	8
Bisbrooke	1
Ketton	1
Cottesmore MOD Barracks	5
Kendrew MOD Barracks	2
Empingham	1
Ashwell	1
Ryhall	1
Belton in Rutland	1
Morcott	1

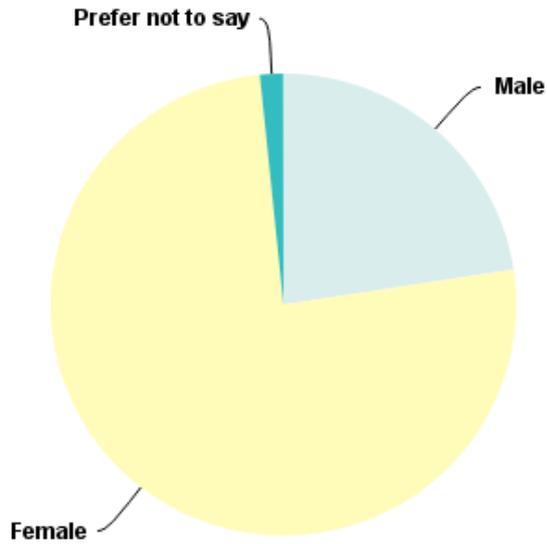
## Q9. Please state the first 4 letters and numbers of your postcode

### Results

This question requests that responders enter the first four letters of their post code. Due to the geographical size of Rutland all who live in this county fall under the postal code of LE15.

## Q10 What is your gender?

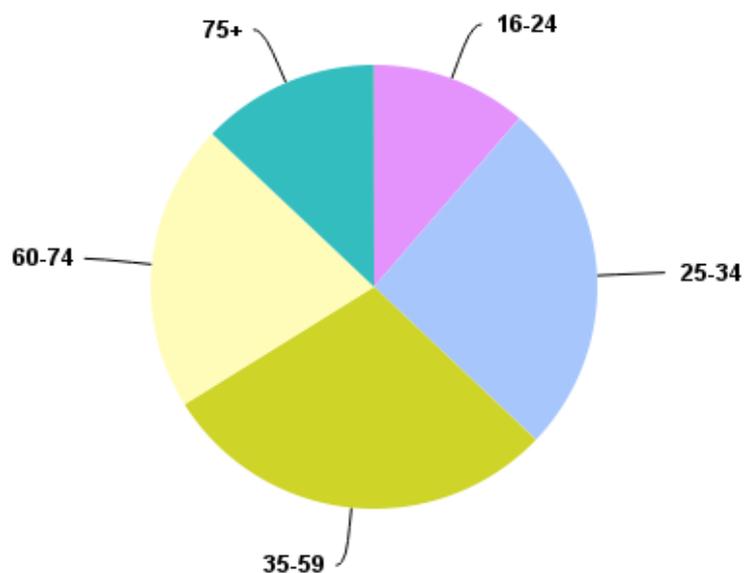
Answered: 62 Skipped: 4



Answer Choices	Percentage	Responses
<i>Male</i>	22.58%	14
<i>Female</i>	75.81%	47
<i>Transgender</i>	0.00%	0
<i>Prefer not to say</i>	1.61%	1
<i>Total</i>		62

## Q11 What is your age?

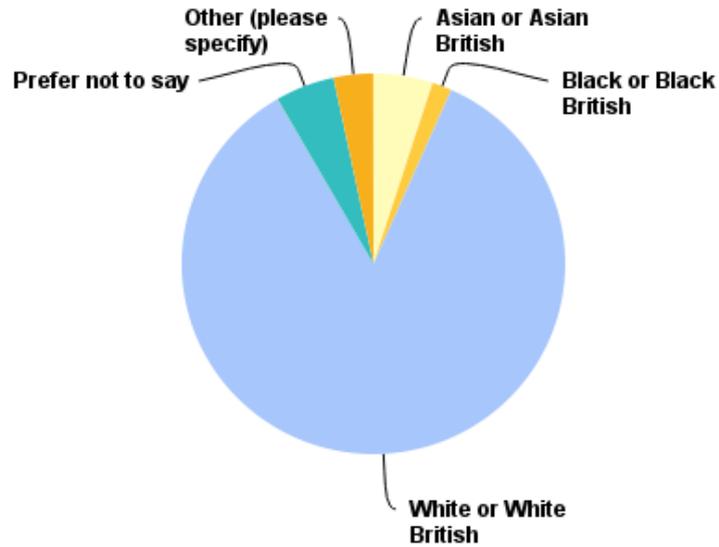
Answered: 62 Skipped: 4



Answer Choices	Percentage	Responses
<i>Under 16</i>	<i>0.00%</i>	<i>0</i>
<i>16-24</i>	<i>11.29%</i>	<i>7</i>
<i>25-34</i>	<i>25.81%</i>	<i>16</i>
<i>35-59</i>	<i>29.03%</i>	<i>18</i>
<i>60-74</i>	<i>20.97%</i>	<i>13</i>
<i>75+</i>	<i>12.90%</i>	<i>8</i>
<i>Prefer not to say</i>	<i>0.00%</i>	<i>0</i>
<i>Total</i>		<i>62</i>

## Q12 What is your ethnic group?

Answered: 60 Skipped: 6



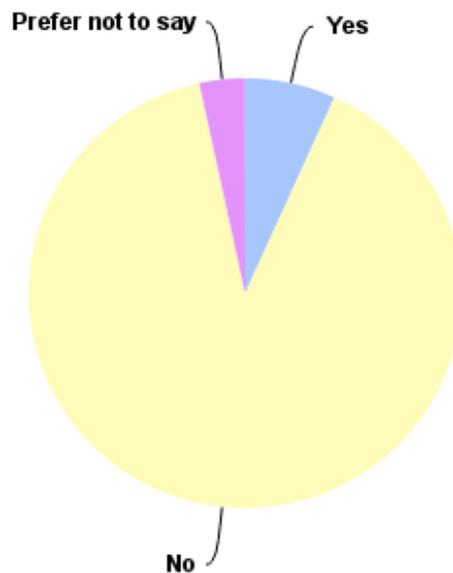
Answer Choices	Percentage	Responses
<i>Asian or Asian British</i>	5.00%	3
<i>Black or Black British</i>	1.67%	1
<i>Chinese</i>	0.00%	0
<i>Mixed dual heritage</i>	0.00%	0
<i>White or White British</i>	85.00%	51
<i>Gypsy/Romany/Irish traveller</i>	0.00%	0
<i>Prefer not to say</i>	5.00%	3
<i>Other (please specify)</i>	3.33%	2
<i>Total</i>		60

### Other comments:

- Not relevant
- White, English

### Q13 Do you consider yourself to have a disability?

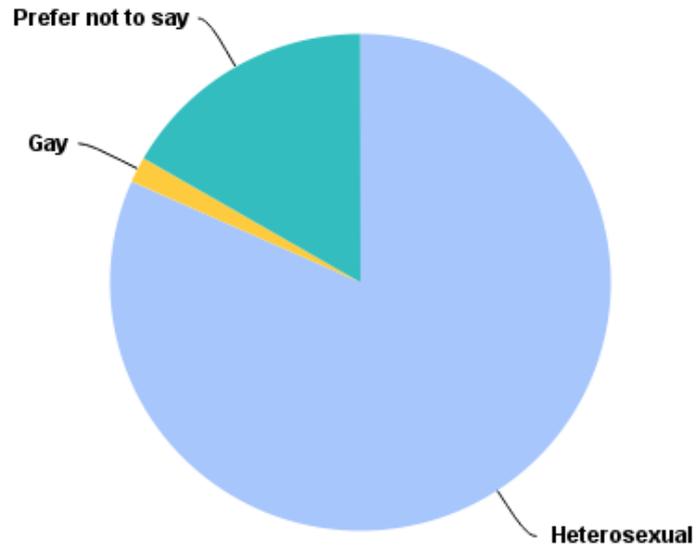
Answered: 59 Skipped: 7



Answer Choices	Percentage	Responses
Yes	6.78%	4
No	89.83%	53
Prefer not to say	3.39%	2
Total		59

## Q14 What is your sexual orientation

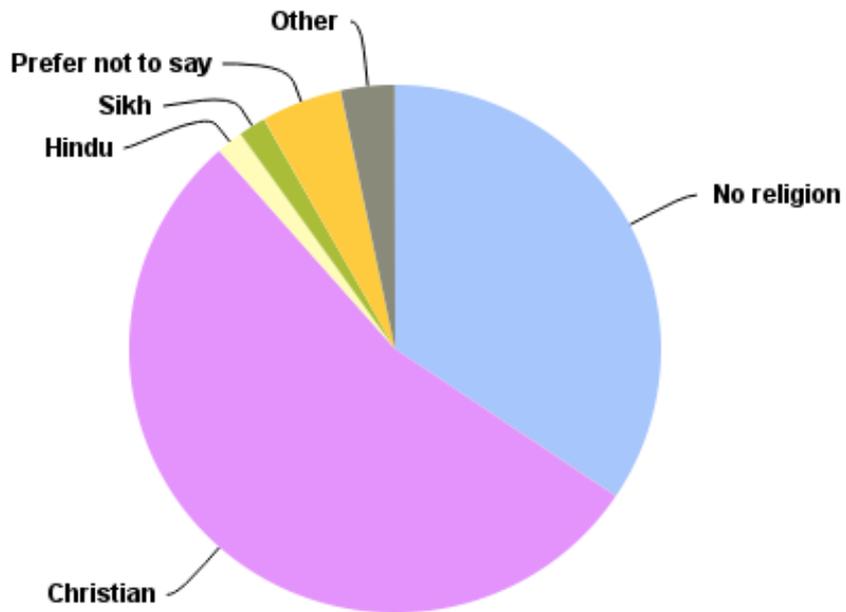
Answered: 60 Skipped: 6



Answer Choices	Percentage	Responses
<i>Bisexual</i>	0.00%	0
<i>Heterosexual</i>	81.67%	49
<i>Gay</i>	1.67%	1
<i>Lesbian</i>	0.00%	0
<i>Prefer not to say</i>	16.67%	10
<i>Total</i>		60

## Q15 What is your religion and belief?

Answered: 61 Skipped: 5



Answer Choices	Percentage	Responses
<i>No religion</i>	34.43%	21
<i>Christian</i>	54.10%	33
<i>Hindu</i>	1.64%	1
<i>Sikh</i>	1.64%	1
<i>Prefer not to say</i>	4.92%	3

<b>Answer Choices</b>	<b>Percentage</b>	<b>Responses</b>
<i>Other</i>	3.28%	2
<i>Total</i>		61

**Appendix A: Rutland PNA Consultation Document (see pdf attached)**

**Appendix B: Rutland PNA Easy Read Consultation Document (see pdf attached)**

## Appendix C: Rutland PNA Targeted Events

Date	Name of Event	Number of people attended
14 October 2014	Vision Sure Start Children Centres, Ministry Of Defence, St Georges Barracks, Rutland	7
16 October 2014	Visions Sure Start Children Centres, <i>Uppingham</i>	12
22 October 2014	Vision Sure Start Children Centre, Ministry Of Defence, Kendrew Barracks, Rutland	10
28 October 2014	Public Consultation Meeting Voluntary Action Rutland	4
20 October 2014	Vision Sure Start Childrens Centre, Catmose Campus, Rutland	8
19 <sup>th</sup> November 2014	Rutwel (learning disability), Rutland	5
3 <sup>rd</sup> December 2014	Youth Council Meeting – Cancelled and disseminated through online channels	

### Rutland PNA Engagement Events

<b>Date of Event</b>	14 <sup>th</sup> October 2014
<b>Name of Event Attended</b>	Vision Sure Start Children Centre MOD Barracks St George
<b>Name of Rep who attended</b>	Emma Dashfield
<b>Role of rep e.g. presentation or in attendance only</b>	Promotion of Rutland PNA
<b>Total Number of attendees</b>	7
<b>Statutory Agencies present</b>	n/a
<b>No of members of the public</b>	7
<b>Summary of points from event</b>	<ul style="list-style-type: none"> <li>• Overall people thought the services provided by chemists were good.</li> <li>• They were not aware of all the services a pharmacy can provide and would like to see chemists promoting services.</li> <li>• Were not aware of late night pharmacies in Rutland. People fed back they have had to visit chemists outside Rutland during 'late night hours'</li> <li>• MOD transport issues in getting to a pharmacy and doctors</li> </ul>
<b>Log any action points and who is taking them</b>	Have provided details of Rutland late night pharmacies to vision sure start children centres organiser

## Rutland PNA Engagement Events

<b>Date of Event</b>	16 <sup>th</sup> October 2014
<b>Name of Event Attended</b>	Vision Sure Start Children Centre Uppingham
<b>Name of Rep who attended</b>	Emma Dashfield
<b>Role of rep e.g. presentation or in attendance only</b>	Promotion of Rutland PNA
<b>Total Number of attendees</b>	12
<b>Statutory Agencies present</b>	n/a
<b>No of members of the public</b>	12
<b>Summary of points from event</b>	<ul style="list-style-type: none"> <li>• Overall people thought the services provided by chemists were good.</li> <li>• They were not aware of all the services a pharmacy can provide and would like to see chemists promoting services.</li> <li>• Were not aware of late night pharmacies in Rutland. People fed back they have had to visit chemists outside Rutland during 'late night hours'</li> </ul>
<b>Log any action points and who is taking them</b>	Have provided details of Rutland late night pharmacies to vision sure start children centres organiser

## Rutland PNA Engagement Events

<b>Date of Event</b>	20th October 2014
<b>Name of Event Attended</b>	Vision Sure Start Children Centre Uppingham
<b>Name of Rep who attended</b>	Emma Dashfield
<b>Role of rep e.g. presentation or in attendance only</b>	Promotion of Rutland PNA
<b>Total Number of attendees</b>	9
<b>Statutory Agencies present</b>	n/a
<b>No of members of the public</b>	9
<b>Summary of points from event</b>	<ul style="list-style-type: none"> <li>• Overall people thought the services provided by chemists were good and they are happy with the service they provided</li> <li>• They were not aware of all the services a pharmacy can provide and would like to see chemists promoting services.</li> <li>• They were not aware of late night pharmacies in Rutland. People fed back they have had to visit chemists outside Rutland during 'late night hours'</li> <li>• A lot of people fed back they use their local pharmacies and pharmacist as a source of advice instead of going to a GP.</li> <li>• They do and would welcome additional services as stated in the conclusions and draft recommendations.</li> </ul>
<b>Log any action points and who is taking them</b>	Have provided details of Rutland late night pharmacies to vision sure start children centres organiser

## Rutland PNA Engagement Events

<b>Date of Event</b>	28th October 2014
<b>Name of Event Attended</b>	Rutland PNA Public meeting
<b>Name of Rep who attended</b>	Emma Dashfield and Sue Cavill (GEM CSU) Janine Dellar (Leicestershire County Council Public Health)
<b>Role of rep</b>	Promotion of Rutland PNA
<b>Total Number of attendees</b>	8
<b>No of members of the public</b>	4, including a Healthwatch representative and a patient group forum representative
<b>Questions raised during the PNA public meeting</b>	<p>The following questions below were raised at the public meeting.</p> <p><u>Internet pharmacies</u>            * How do they work.            *What drugs do they prescribe            *Generally more information is needed</p> <p><u>Older people accessibility</u>            How are their needs met if you didn't capture that information</p>

	<p>) question on behalf of that group and general feedback received.</p> <p><u>Low stock levels:</u> why is there such a low stock level within pharmacies over certain items. People who have difficulty in accessing a pharmacy due to transportation issues have further difficulties if their medication is not available in one go.</p> <p><u>Stoma Customisation:</u> 'Multi provider issue'. How much is provided by social services. What support is provided by social services and pharmacies. Who issues the products. What support is provided by pharmacies? Difficulties have been raised in product availability.</p> <p><u>Older people accessibility</u> How has the PNA accessibility through drive/walk times data captured. (Mary Mottram then injected please see Mary Mottram question in relation to Jenny's initial question.</p> <p><u>Published material (Healthwatch):</u> Where is this material available? What is the shelf life of a PNA. Is it joined up with the 'Better care together' (Joined up services)</p> <p><u>Does the primary care strategy involve pharmacies (Healthwatch).</u> What other services are commissioned from LPT. The joint needs assessment needs to look at more.</p>
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	<p><u>Internet Pharmacies</u> on behalf of Rutland &amp; Parent Carer Voice. *A lot of young people accessing medication (CAHMS). Medication prescribed in Rutland but they have to travel to Leicester City to pick up their medication. - Can Internet pharmacies help?</p> <p><u>MUR's Questions:</u> Is potential 409 extra MURs that could be carried out in Rutland because the doctor provides that service. How do we know if we have to go to a doctor for that review or pharmacist.</p>
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## Appendix D: Rutland PNA Distribution

Name of Organisation	Distribution Method
All Rutland GPs	Electronic Distribution
Rutland County Council Health Scrutiny Panel	Electronic Distribution
Rutland Health and Wellbeing Board and neighbouring Health and Wellbeing Boards	Electronic Distribution
Local Professional Network Chair for Pharmacy	Electronic Distribution
NHS England	Electronic Distribution
East Leicestershire and Rutland Clinical Commissioning Group	Electronic Distribution
Local Pharmacy Committee	Electronic Distribution
Local Medical Council	Electronic Distribution
Director of Public Health	Electronic Distribution
Healthwatch Rutland	Electronic Distribution
NHS provider trusts: University Hospitals of Leicester NHS Trust and Leicestershire Partnership NHS Trust	Electronic Distribution
NHS England	Electronic Distribution
Rutland Libraries (6 libraries across the County)	60 Hard Copies: 10 copies provided per library total distributed
Rutland County Council Communication (RCC) Team <u>Social Media</u> <ul style="list-style-type: none"> <li>• Tweeted frequently by RCC to their 2,300 (approx.) followers</li> <li>• Rutland Radio retweeted to their 3,000 (approx.) followers</li> </ul> <u>Media</u> <ul style="list-style-type: none"> <li>• Rutland Times</li> </ul> <u>Radio</u> <ul style="list-style-type: none"> <li>• Story was covered on Rutland Radio, who did an interview with Julian Mallinson (Public Health Consultant)</li> </ul> <u>RCC Internal communication channels</u> <p>- RCC has approx. 500 employees. Details of the PNA were included in two separate editions of our weekly</p>	Electronic Distribution <ul style="list-style-type: none"> <li>•</li> </ul>

staff newsletter, along with the quarterly Parish Council newsletter. Printed copies of the PNA were distributed throughout our offices, as well as being available from our reception area	
Age UK Rutland	Electronic Distribution
Volunteer Action Leicestershire which includes provisions for Rutland	Electronic Distribution
Rutland Healthwatch representatives	Electronic Distribution
Rutland Youth council and young advisors	Electronic Distribution
Rutland Vision Sure Start Children Centres	Electronic Distribution and Hard Copies
All Rutland Pharmacies. There are 6 pharmacies within the County)	60 Hard Copies (10 per pharmacy) and Electronic Distribution
All Rutland dispensing GPs	Hard Copies and Electronic Distribution
Leicester Lesbian Gay Bisexual & Transgender Centre (supporting people in Leicester, Leicestershire & Rutland)	Hard Copies (50)
Action Deafness	Electronic Distribution
Leicestershire and Rutland Association of Local Councils	Electronic Distribution
Rutwel and Brightways. An organisation supporting people with learning disabilities over the age of 19 years old, ranging from low to complex needs	Electronic Distribution and Hard Copies
Voluntary Action Rutland	Electronic Distribution and Hard Copies
<b>Rutland Online Media Presence</b>	
Rutland Partnership Board (Disabilities)	<a href="http://www.rutlandpartnershipboard4u.net/default.aspx?page=25416">http://www.rutlandpartnershipboard4u.net/default.aspx?page=25416</a>
Dispensing Doctors Association	<a href="http://www.dispensingdoctor.org/news/rutland-pna-supports-rural-proofed-services/">http://www.dispensingdoctor.org/news/rutland-pna-supports-rural-proofed-services/</a>
Leicestershire and Rutland local Pharmaceutical Committee	<a href="http://psnc.org.uk/leicestershire-and-rutland-lpc/our-events-category/pna-consultation/">http://psnc.org.uk/leicestershire-and-rutland-lpc/our-events-category/pna-consultation/</a>

Leicestershire and Rutland Local Pharmaceutical Committee	<a href="http://psnc.org.uk/leicestershire-and-rutland-lpc/our-news/pna-consultation-city-county-rutland/">http://psnc.org.uk/leicestershire-and-rutland-lpc/our-news/pna-consultation-city-county-rutland/</a>
Rutland County Council – Twitter Feed	<a href="https://twitter.com/rutlandcouncil">https://twitter.com/rutlandcouncil</a>
Rutland Times	<a href="http://www.rutland-times.co.uk/news/local/have-a-say-on-pharmacy-services-at-public-meeting-1-6380666">http://www.rutland-times.co.uk/news/local/have-a-say-on-pharmacy-services-at-public-meeting-1-6380666</a>

## Appendix E: Responses on Behalf of Organisations Question Matrix

Responses on behalf of an organisation/statutory consultees	Questions Agreed	Questions Disagreed	Provided additional comments Q6
Rutland Late Night Pharmacy	Q1, Q2	Q3, Q4, Q5	Yes
Adult and Health Scrutiny Panel members of Rutland County Council	Q3, Q5	Q1, Q2, Q4	Yes
Alliance Boots, Uppingham	All	N/A	No
Uppingham Surgery	All	N/A	No
Market Overton & Somerby Surgeries	All	N/A	Yes
NHS England, Leicestershire and Lincolnshire Area Team	All	N/A	Yes
Lincolnshire Health and Wellbeing Board	All	N/A	Yes
Home straight Partnership Limited	All	N/A	No
Leicester, Leicestershire and Rutland Local Medical Committee	All	N/A	No
Leicestershire Police	All	N/A	No

