



Rutland
County Council

Have your say

Draft Pharmaceutical Needs Assessment (PNA)



EASY READ SUMMARY

3 October – 8 December 2014



About this consultation

Some words are explained in the **blue boxes** to make them easier to understand.



This easy read summary is about making sure that people feel happy and healthy, no matter who they are or where they live in Rutland. We want to make sure that you are given the same information and treatment as everyone else.



Pharmaceutical Needs Assessment (PNA)

Every 3 years, people around the UK check to make sure that your local chemists are meeting your health needs and that they are providing services you need.



The Health and Wellbeing Board

This is a group of different organisations that work to improve local people's health and wellbeing.



Rutland Health and Wellbeing Board have now looked at chemists in Rutland and we would like to hear from you.

At the start of this year the Rutland Health and Wellbeing Board asked people what they thought of their local chemist and listened to what they had to say.



We would like you to take some time to read the Pharmaceutical Needs Assessment (PNA) summary to see what it says about your local chemist in Rutland and tell us if you agree with it.

After the summary there are a few questions. Please can you take a few minutes to complete the questions and send them back to us or tell us. We can be contacted in different ways.



You can send your answer back free to:
**Rutland PNA, Leicestershire County Council,
Have Your Say, FREEPOST NAT18685,
Leicester, LE3 8XR**



You can complete it **online** at

http://www.rutland.gov.uk/health_and_social_care/rutland_pna.aspx

The closing date is 8 December 2014.

Thank you for your help – this will help the Rutland Health and Wellbeing Board keep working with local people to make sure their plans to make people happy and healthy are working.



Summary

The next few pages will tell you about the Pharmaceutical Needs Assessment (PNA). This contains important information to help you decide your answers to the questions in the summary.

Introduction

The reason for the Pharmaceutical Needs Assessment (PNA) is to:



- Find out what services you get at the moment from your local chemist.

- Help plan and make services better within your local chemist.
- Help make a decision if somebody wants to open a new chemist.



Community chemists currently in place

- There are **6** chemists in Rutland.
- There is **1** internet chemist in Rutland.
- **3** doctors' surgeries in Rutland can provide your medicines.
- There is **1** chemist that is open for 100 hours a week, in Oakham.

All of the chemists provide important services such as:



- Helping you get the right tablets and medicines.
- Collecting your repeat prescription from your doctor.
- Providing care to the community.
- Making sure they listen to your questions.
- Telling you about other health services.
- Telling you about unused tablets and how to throw them away.
- Supporting people to look after themselves.



- Chemists across Rutland open at different times, but they always make sure that one of them is open somewhere in the community at all times from 7.00am to 10pm, Monday to Saturday.
- The 100 – hour chemist in Oakham is also open on Sundays from 10.00am to 6.00pm.



Drive and Walk Time

- Over half of people live within a 10 minute drive time to their local chemist
- More than two thirds live more than 20 minutes' walk from a chemist.
- Very few live less than 10 minutes' walk from a chemist.

Public Transport

- Hardly anyone in Rutland travels by bus to get to their local chemist.



GP Dispensing

- 3 doctor surgeries in the countryside can give local people tablets or medicines if they are unable to get to a chemist.

Advanced Services

Chemists can provide extra services to local people. These services are:



- Reviewing your tablets and helping you to improve your understanding.
- Giving support if you are given new tablets for a new health problem.
- Stoma customisation – a treatment for people who have problems with their bowels.
- Check what you know about any products you may use to improve your health such as a catheter. A catheter is given to a person who is unable to go to the toilet by themselves.



- **6** chemists in Rutland can review your tablets and medicines.
- **5** chemists offer support when you have new tablets or medicines.
- **1** chemist offers support to people with Stoma Customisation.
- **2** chemists give product reviews (for example catheters).



Community Based Services

Community based services is the name given to extra services that your local chemists can offer to meet your health needs. In Rutland these services include:



- **2** chemists who offer chlamydia screening.

- **6** chemists offer the morning after pill.



- Chemists across Rutland also provide drug services within a safe place for people with drug problems to get good advice and support.

- **1** chemist in Oakham provides needle exchange to people with a drug problem.
- **2** chemists in Oakham and Uppingham provide a supervised service to maintain use of Methadone.



- **3** chemists in Rutland are testing a service to help people with alcohol problems. This service will be carried on in 2014/ 2015.



- **4** chemists in Rutland provide stop smoking services.



- **2** chemists in Rutland provide end of life services. They are trained to help people who are really poorly and give tablets and medicines that will help them. They can also give advice to carers and other health workers.

- H-Pylori screening can find out if you have a stomach ulcer.

Patient Views

209 people from Rutland answered a questionnaire about chemist services which helped develop the Pharmaceutical Needs Assessment. More information about people's answers can be seen in the full Pharmaceutical Needs Assessment.



With regard to what services chemists offered, the questionnaire showed that people knew about the services available.





In general, the answers from the questionnaire showed that chemists were an important part of people's healthcare and that people are very happy with the services they give. They would like it if more services were provided in chemists.

Communication with people from seldom heard groups needs to be improved for example deaf people or people who need an interpreter.

Professional Views

Most health workers in Rutland who answered a questionnaire felt that the chemists provided enough services to the community.



Future Needs

Rutland will have 40,800 people by 2037. There will be more older people aged 65-84 and 85 plus than there are now.

Conclusions and Recommendations

The Pharmaceutical Needs Assessment looks at chemists across Rutland who provide health needs to all of the communities. It looks at every



day services, who uses these services and the views of what people think of these services. For now, all of the chemists are providing the main chemist services Rutland people need. If possible, more people should ask chemists to review their tablets and medicines and help them if they have new tablets and medicines.



Extra Community Based Services are also there but more needs to be done to provide more of them in Rutland.



Chemists are the easiest place for people to visit to get help and support with their health. It is important that your chemist supports your health and care now and in the future.

This will help you understand your tablets and medicine and reduce your admission to hospital.

There are plans for some health workers, for example doctors, to work every day each week. There needs to be a way that your chemist can help with these plans.

**You can
choose better**

There are more services that could be added in your chemist such as:

- Minor illnesses services.
- Anti-blood clotting services.
- Home blood pressure monitoring and help with tele-health.
- Support using your inhalers.
- NHS Health Check.
- Help reduce medicine waste.





Now that you have read the summary, please can you take a few minutes to complete the questionnaire?

Questionnaire

- 1. Do you think the Pharmaceutical Needs Assessment (PNA) gives a good view of the current and future chemist needs in Rutland**

- 2. Do you think the chemists give the right services across Rutland?**

Yes No

If No, why?

3. Do you agree with the Pharmaceutical Needs Assessment (PNA) conclusions and recommendations?

Yes No

If No, why?

4. Would you like to add any more comments?

5. Are you completing this questionnaire for a group?

Yes No

If yes, please tell us the name of your group

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Equalities Monitoring

We want to ask you what you think about our Equality Objectives. It is important to us that everybody who uses the healthcare services is treated in the same way. This means that you are given the same information, the same treatment and the same choices as everybody else. This is called **Equality**.

6. What part of Rutland do you live in? Please tell us what is the name of the town or a village (such as Oakham or Uppingham)

I do not want to tell you

7. What is your postcode? (such as LE15 1AB)

I do not want to tell you

8. What is your gender?

- A Woman A Man
- I do not want to tell you

Transgender

- I was born a man and now I am a woman
- I was born a woman and now I am a man

9. What is your age?

- Under 16 16 – 24 25 – 34
- 35 – 59 60 – 74 75+
- I do not want to tell you

10. What culture do you come from?

- Asian or Asian British Black or Black British
- Chinese Mixed dual heritage
- White or White British
- Gypsy/ Romany or Irish Traveller
- Any other, please tell us

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- I do not want to tell you

11. Do you consider you have a disability?

- Yes No

If yes, what sort of disability do you have?

- A mental health condition
- A learning disability
- A Physical disability
- Cannot see very well or not at all
- Cannot hear very well or not at all
- Long term illness or disease
- Other disability, please tell us

.....

- I do not want to tell you

12. Which of the following best describes how you think about yourself?

- **This could be about who you would choose as your partner.**
- **This could be a man or a woman or both**

- Bisexual Heterosexual / Straight
- Gay Male Lesbian / Gay Female
- I don't know/ I am not sure
- I do not want to tell you

13. What is your religious identity or belief?

- No religion Baha'i Buddhist
- Christian (Including Church of England, Catholic and all other Christian denominations)
- Hindu Jain Jewish
- Muslim Sikh
- Any other religion or belief, please tell us

.....

- I do not want to tell you

Thank you...

Thank you for taking the time to read this and tell us what you think.

About this consultation

Cabinet Office Code of Practice on Consultation

This consultation is being carried out in accordance with the guidelines published by the Cabinet Office on 17 July 2012, and available at www.gov.uk/government/publications/consultation-principles-guidance.

Making sure we consider equalities

A 'due regard' assessment in line with the Equality Act 2010, is being completed, to ensure that the Pharmaceutical Needs Assessment (PNA) is unlikely to have a bad impact on people from the groups protected by this legislation. This means that the assessment covers issues such as age, race, gender, maternity, disability, marital or civil partnership status, sexual orientation, religion or belief.

Would you like to talk to someone about how this consultation has been run?

If you would like to talk to someone about how this consultation has been put together and delivered, please contact Louise Murphy, 01572 722577, lmurphy@rutland.gov.uk

If you wish to email us in connection to any Pharmaceutical Needs Assessment response or you want to get in touch, please email us at PNA@leics.gov.uk and tell us if your response is to do with Leicester City, Leicestershire or Rutland

The closing date is 8 December 2014.