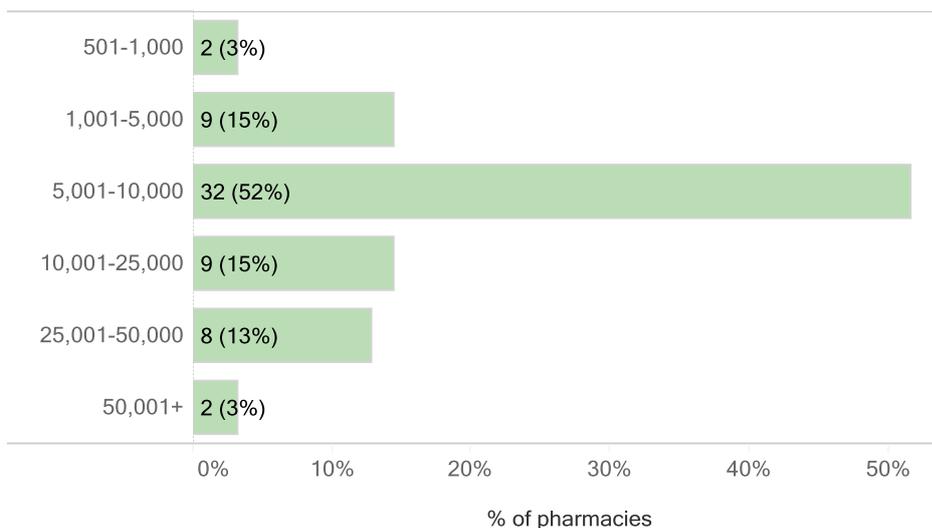


Pharmaceutical Needs Assessment 2018 for Leicestershire: **Pharmacy Questionnaire for Local Professionals Results**

In total, 62 pharmacies based in Leicestershire responded to the survey.

The majority of pharmacies (52%) said they received 5,001 to 10,000 over-the-counter enquiries per year. Nearly a third of pharmacies received over 10,000 enquiries per year (31%).

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



Base = 62

Consultation facilities

All pharmacies said they had a consultation area on the premises that met the criteria for the Medicines Use Review Service. The majority said the consultation area had wheelchair access (93%), was in a closed room (100%), and had hand washing facilities in the area (77%). Of those that did not have hand washing facilities in the area, 91% said they were close to the area.

Pharmacies were then asked whether they were planning to provide a consultation area within the next 12 months, to which 74% said no. Of those that were planning to, 100% said it would have wheelchair access, and be in a closed room, and 70% said there would be hand washing facilities in the area.

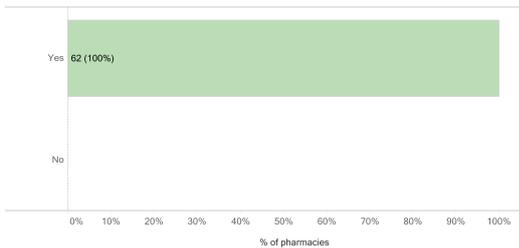
The majority of pharmacies (65%) saw up to 25 consultations in the consultation room in an average week. Nearly a third (32%) saw between 26 and 50

consultations. Only one pharmacy had access to an off-site consultation area, but the majority were willing to undertake consultations in a patient's home (75%) or another suitable site (78%). The majority of pharmacies said patients attending for consultation did not have access to toilet facilities (65%). The majority of pharmacies said consultations could be adapted for patients with learning disabilities (85%), mental health conditions (85%), physical disabilities (89%), and sensory disabilities (70%).

PNA 2018 Pharmacy Questionnaire for Local Professionals: Responses from **Leicestershire**

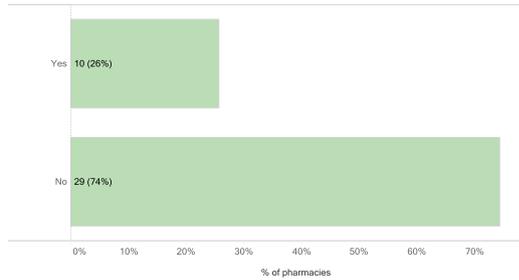
Pharmacies in:
Leicestershire

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

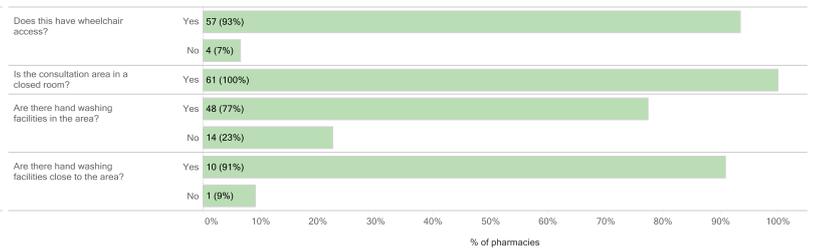


Base = 62

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

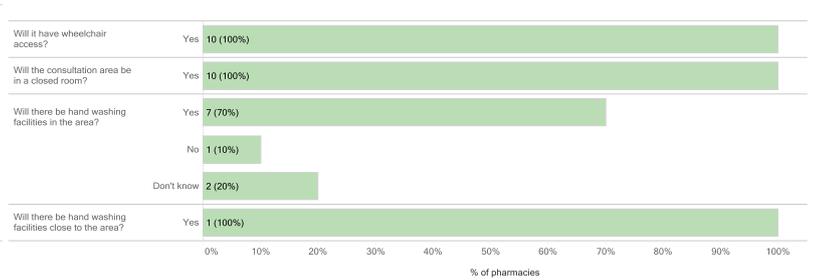


Q4: If there is a consultation area on the premises...

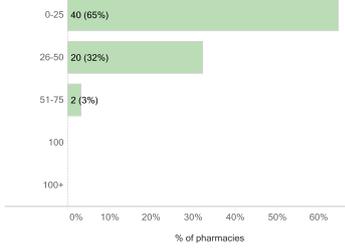


Base = 62

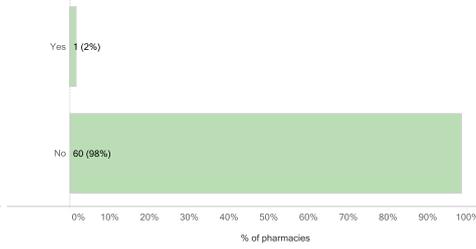
Q6: If a consultation area is being planned...



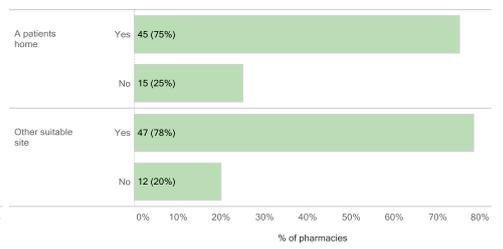
Q7: How many consultations would you see in the consultation room in an average week?



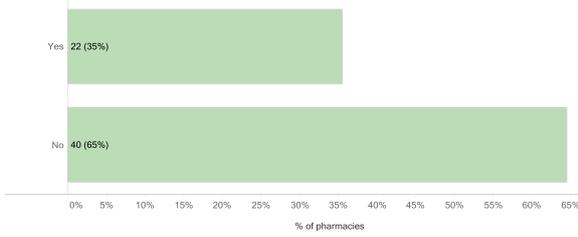
Q8: Does the pharmacy have access to an off-site consultation area (i.e. one which the former Primary Care Trust or Area Team has given consent for use)?



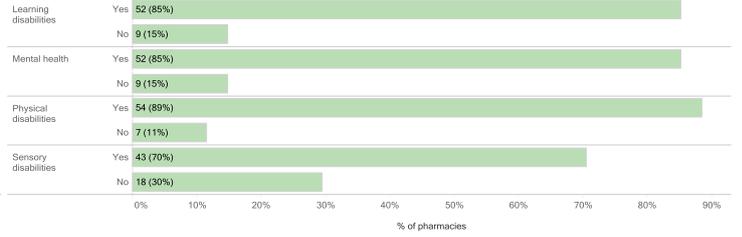
Q9: Is the pharmacy willing to undertake consultations in...



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



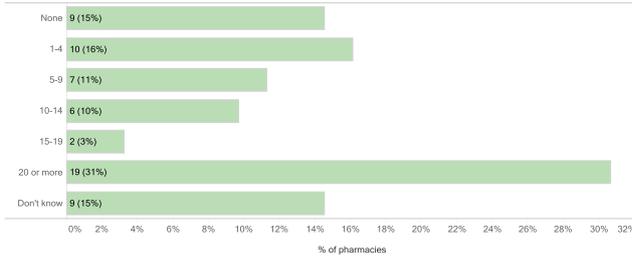
Q11: Can consultations be adapted for patients with the following disabilities?



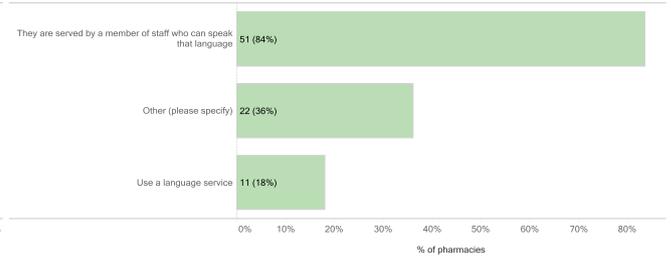
Languages

In the past year, 34% of pharmacies said they had 15 or more visits by patients who do not speak English. The majority of pharmacies (84%) said such patients are served by a member of staff who can speak the language, and nearly a fifth (18%) use a language service (but the majority of which had not had to use the service over the last 12 months).

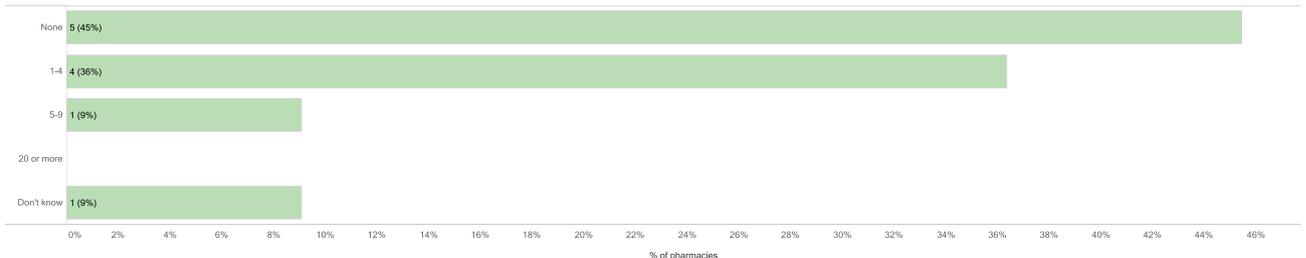
Q16: In the past year, approximately how many visits have been by patients who do not speak English?



Q17: If a patient who is unable to speak English attends the pharmacy, what is the usual course of action?



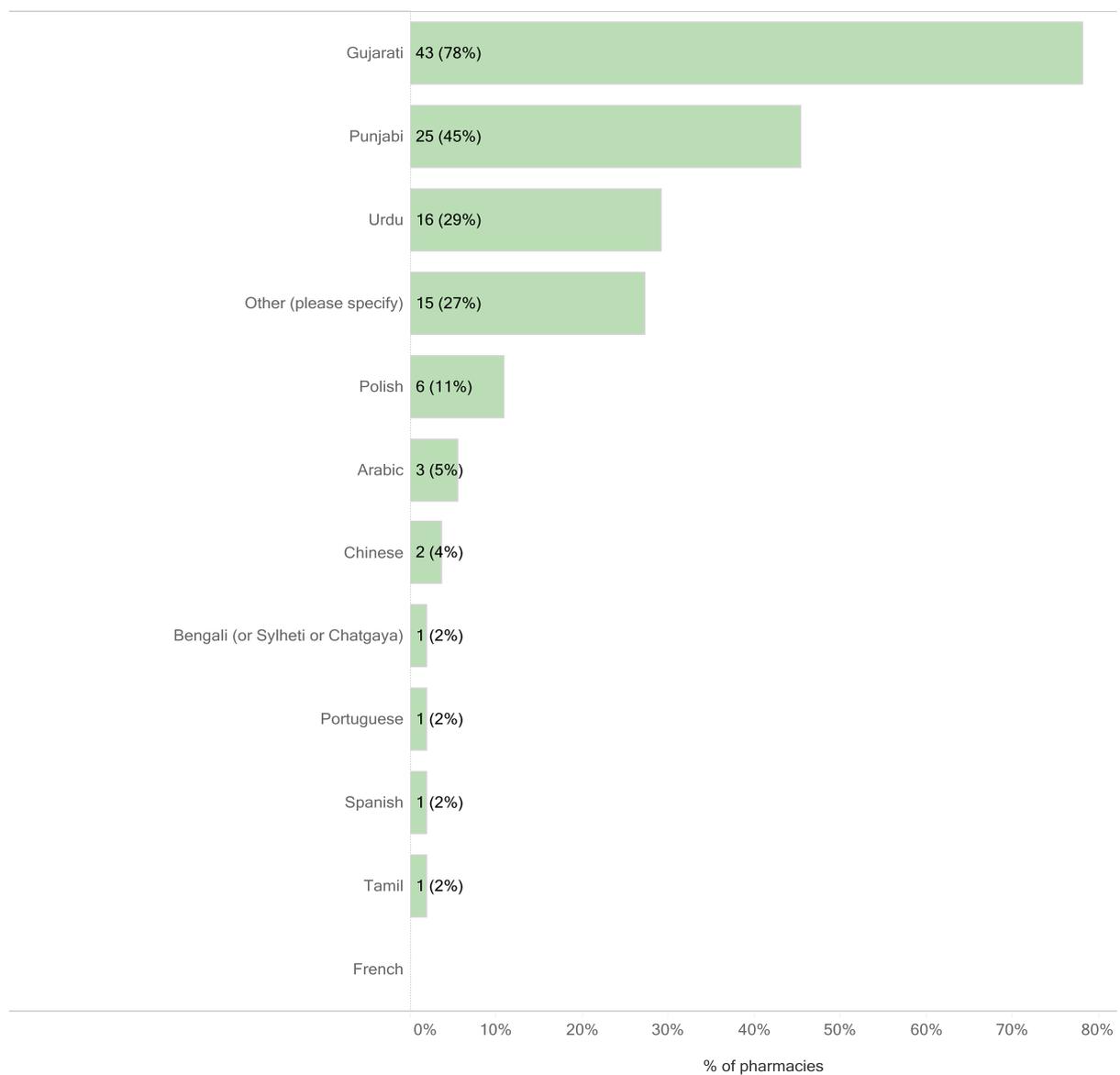
Q18: How many times have you used the language service over the last 12 months?



The majority of pharmacies (78%) featured staff who spoke Gujarati, and on average, 78% of pharmacy opening hours were covered by staff who spoke the language.

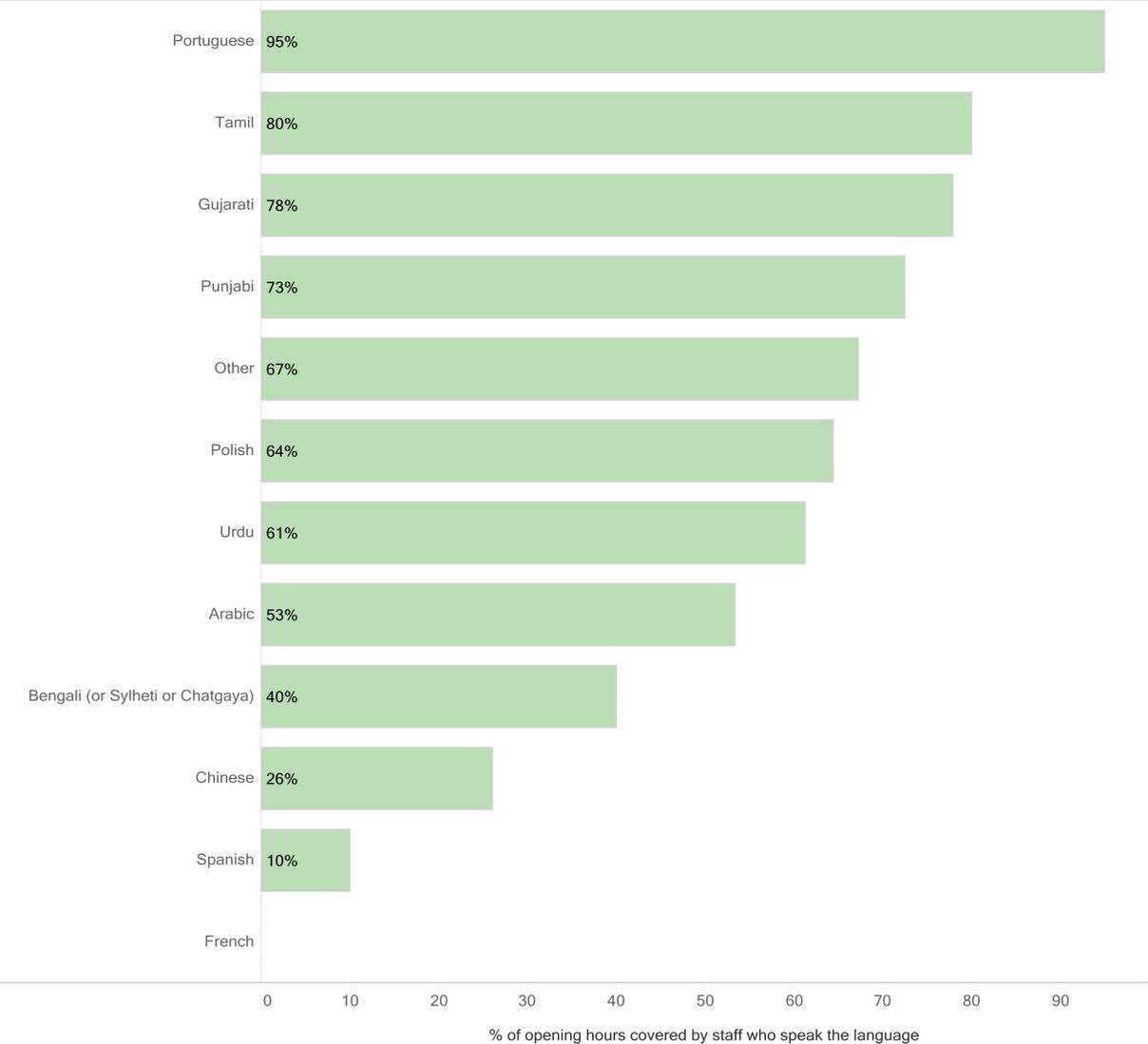
In addition, 45% of pharmacies employed Punjabi-speaking staff, and 73% of opening hours were covered by these employees. Just under a third of pharmacies (29%) employed staff who spoke Urdu, and 61% of opening hours were covered by such staff. Languages that were spoken by less than 10% of pharmacies included; Arabic (5%), Chinese (4%), Bengali/Sylheti/Chatgaya (2%), Spanish (2%), Tamil (2%), Portuguese (2%), and French (0%).

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



Base = 55

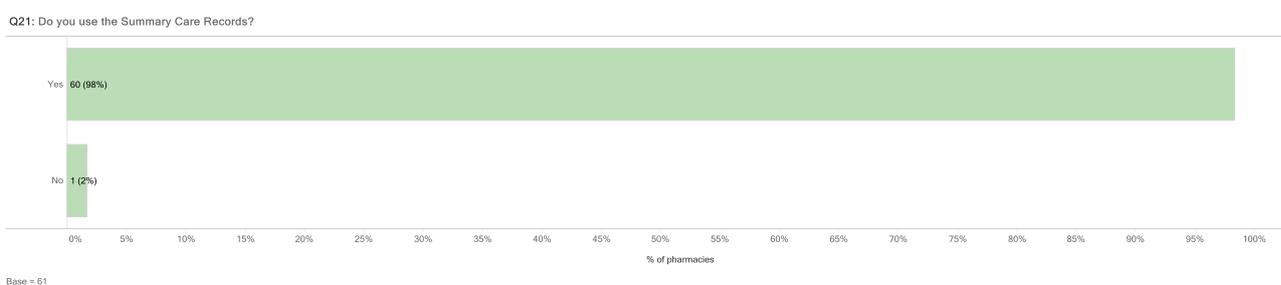
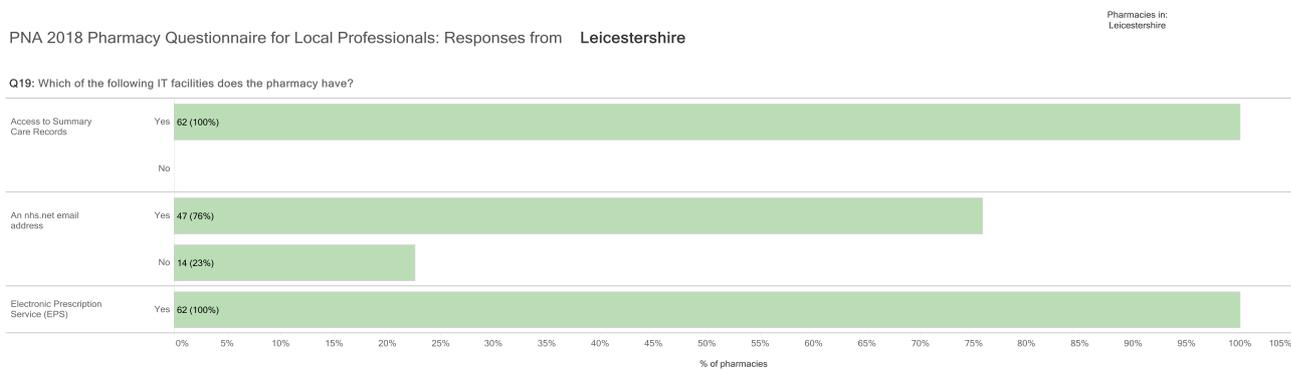
Q14: % of opening hours covered by staff who speak the language



Base = 55

IT facilities

All pharmacies said they had access to Summary Care Records, and the vast majority (98%) used them. All pharmacies had access to Electronic Prescription Service (EPS), and 76% had an nhs.net email address.

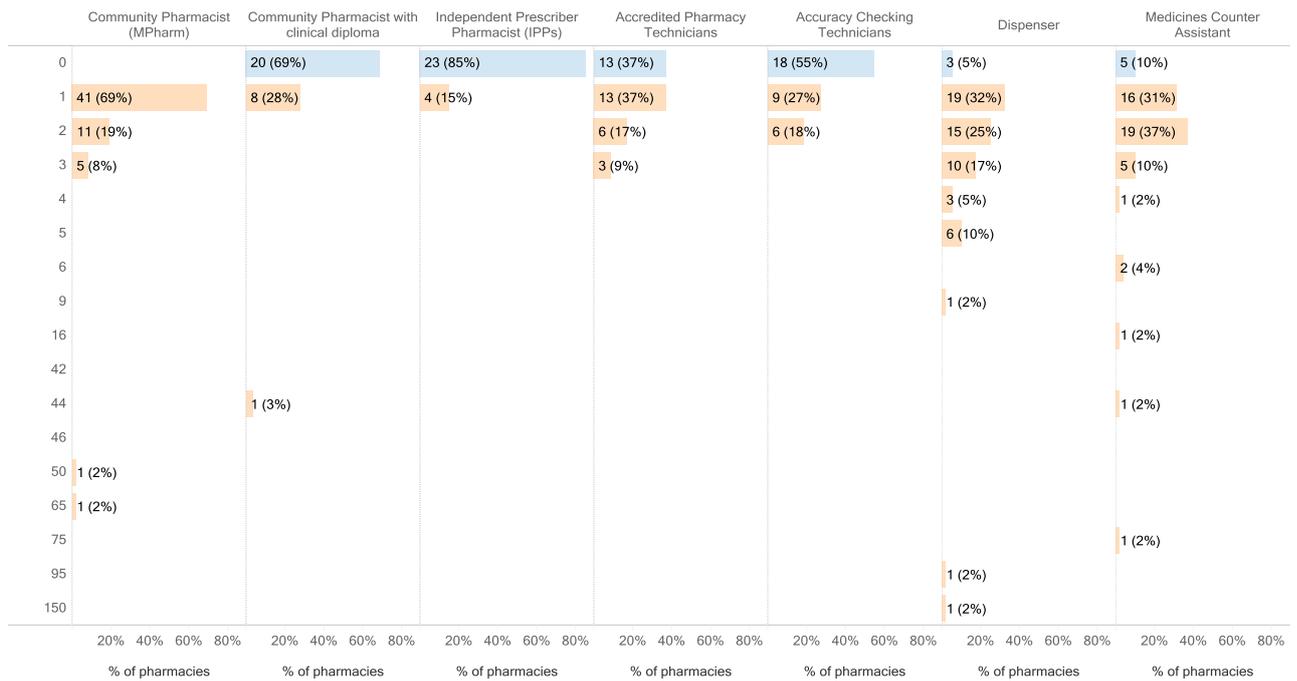


Staff

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

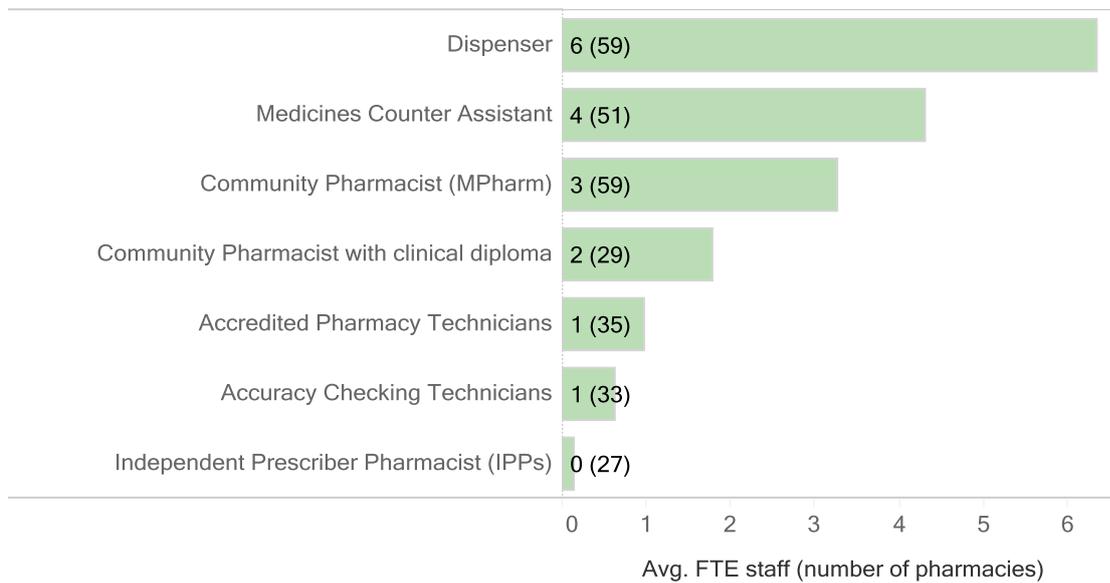
- Most often, pharmacies employed one Community Pharmacist (69%). Few pharmacies employed a Community Pharmacist with a clinical diploma (28%) or Independent Prescriber Pharmacists (IPPs) (15%).
- The majority employed Accredited Pharmacy Technicians (63%), and over four in ten employed Accuracy Checking Technicians (44%).
- Most often, pharmacies employed one Dispenser (32%). A quarter employed two Dispensers (25%), and over a third employed three or more (38%).
- The majority of pharmacies employed one or two Medicines Counter Assistants (68%).

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



Base = 27 to 59

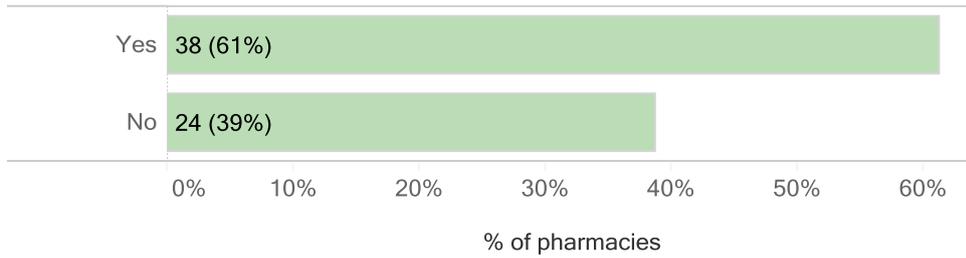
Q22: How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)?



Base = 62

The majority of pharmacies employed locum staff (61%), and on average, 12% of pharmacy staff were locum.

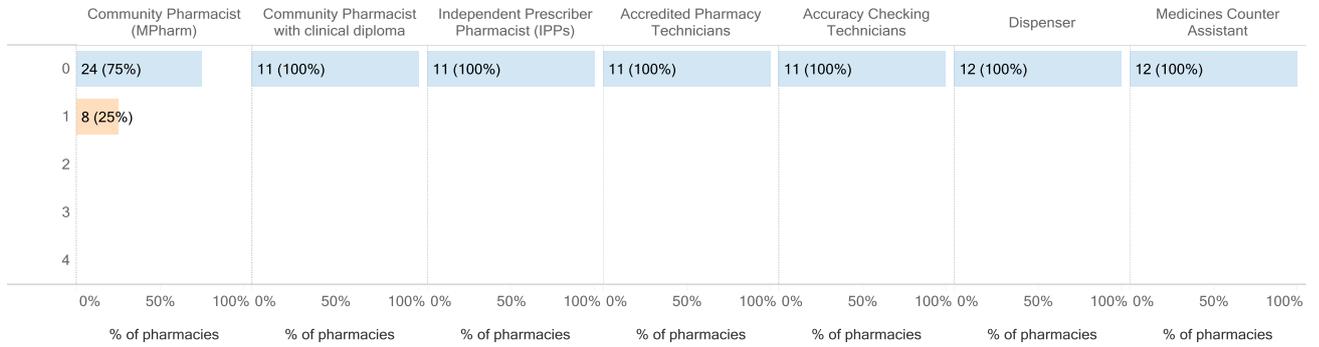
Q24: Do you use locums?



Base = 62

When asked which positions locum staff were employed for, 25% of pharmacies employed locum Community Pharmacists.

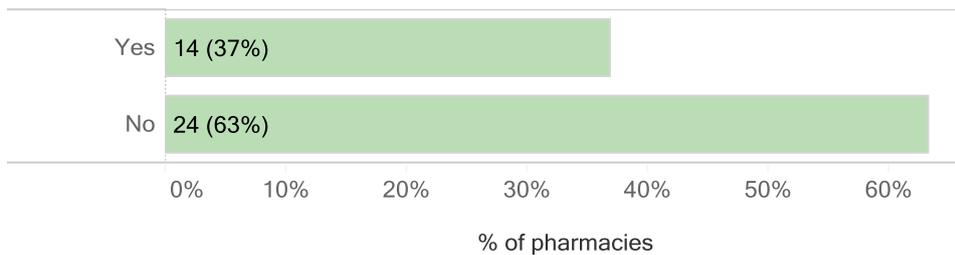
Q26: How many Full Time Equivalent locum staff (37.5 hours per week) do you have in the following positions?



Base = 11 to 32

Less than half of pharmacies used locum staff for hard-to-fill vacancies (37%).

Q27: Do you use locums for hard to fill vacancies?



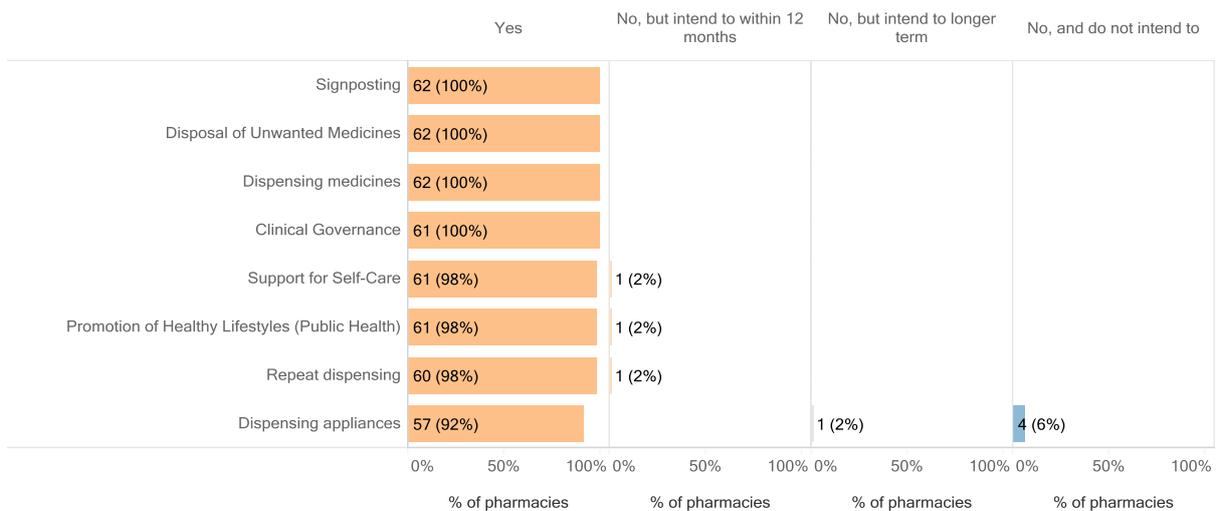
Base = 38

Services

The vast majority of pharmacies provided the Essential Services listed. The services that did not receive 100% compliance included; Dispensing appliances (92%), Repeat dispensing (98%), Promotion of Healthy Lifestyles (Public Health) (98%), and Support for Self-Care (98%).

Notably, four pharmacies (6%) do not Dispense Appliances, and said they do not intend to.

Q28: Does the pharmacy provide the following Essential Services?

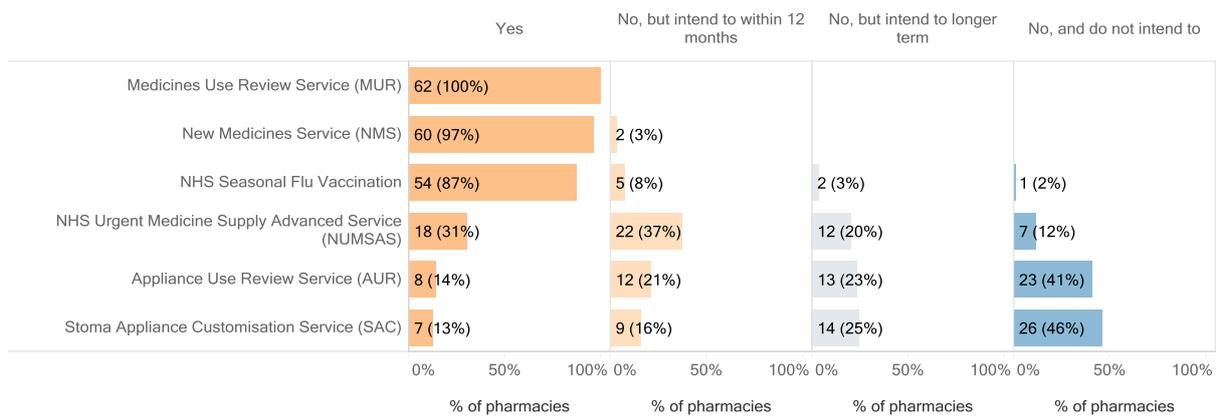


Base = 61 to 62

The following Advanced Services were delivered by the majority of pharmacies; Medicines Use Review (MUR) (100%), New Medicines Service (NMS) (97%), and NHS Seasonal Flu Vaccination (87%).

Notably, several pharmacies do not currently provide, or intend on providing an Appliance Use Review Service (AUR) (41%), or Stoma Appliance Customisation Service (SAC) (46%).

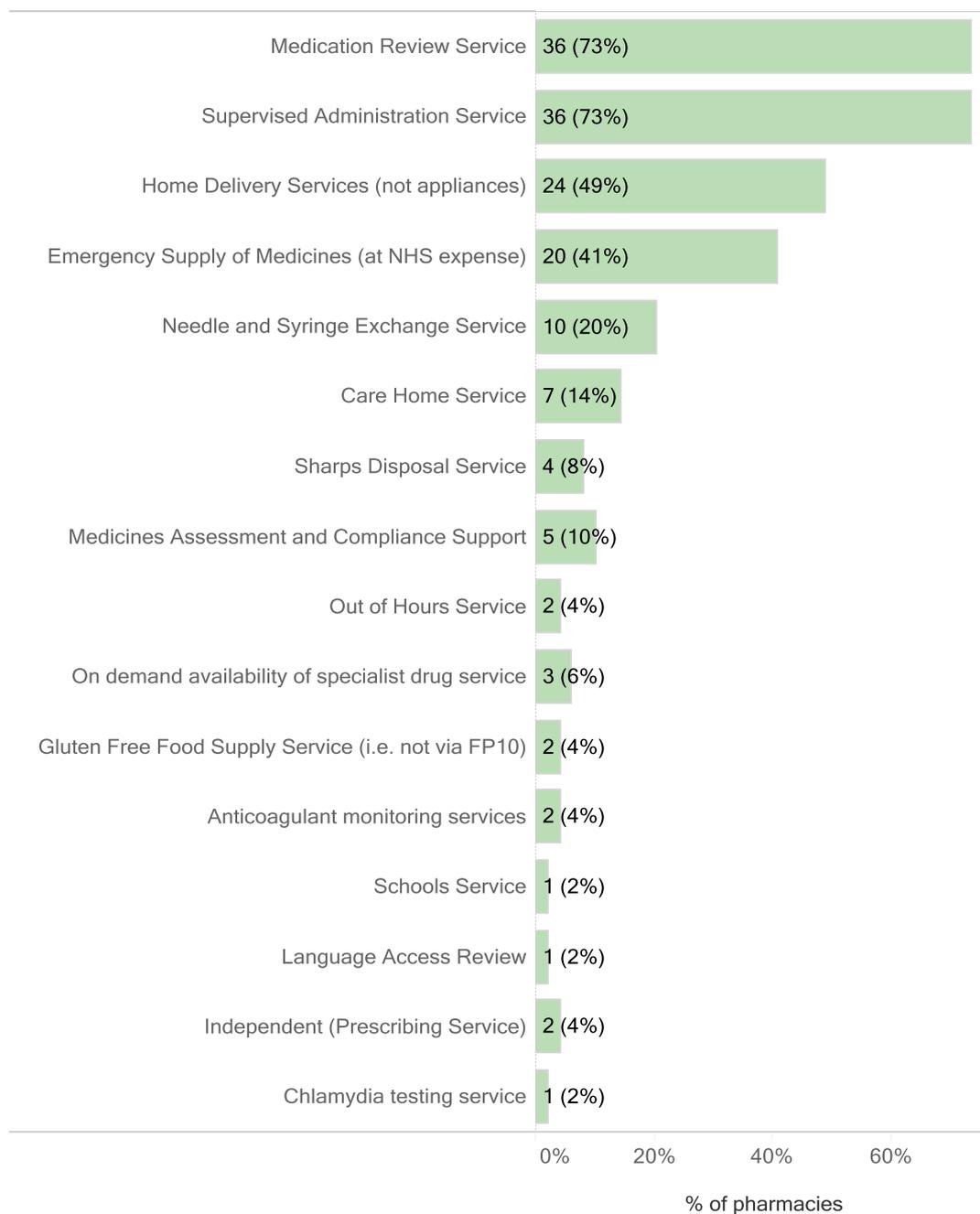
Q29: Does the pharmacy provide the following Advanced Services?



Base = 56 to 62

The majority of pharmacies provided the following NHS England commissioned services; Medication Review Service (73%), and Supervised Administration Service (73%). Over a third of pharmacies provided Home Delivery Services (not appliances) (49%) and Emergency Supply of Medicines (at NHS expense) (41%).

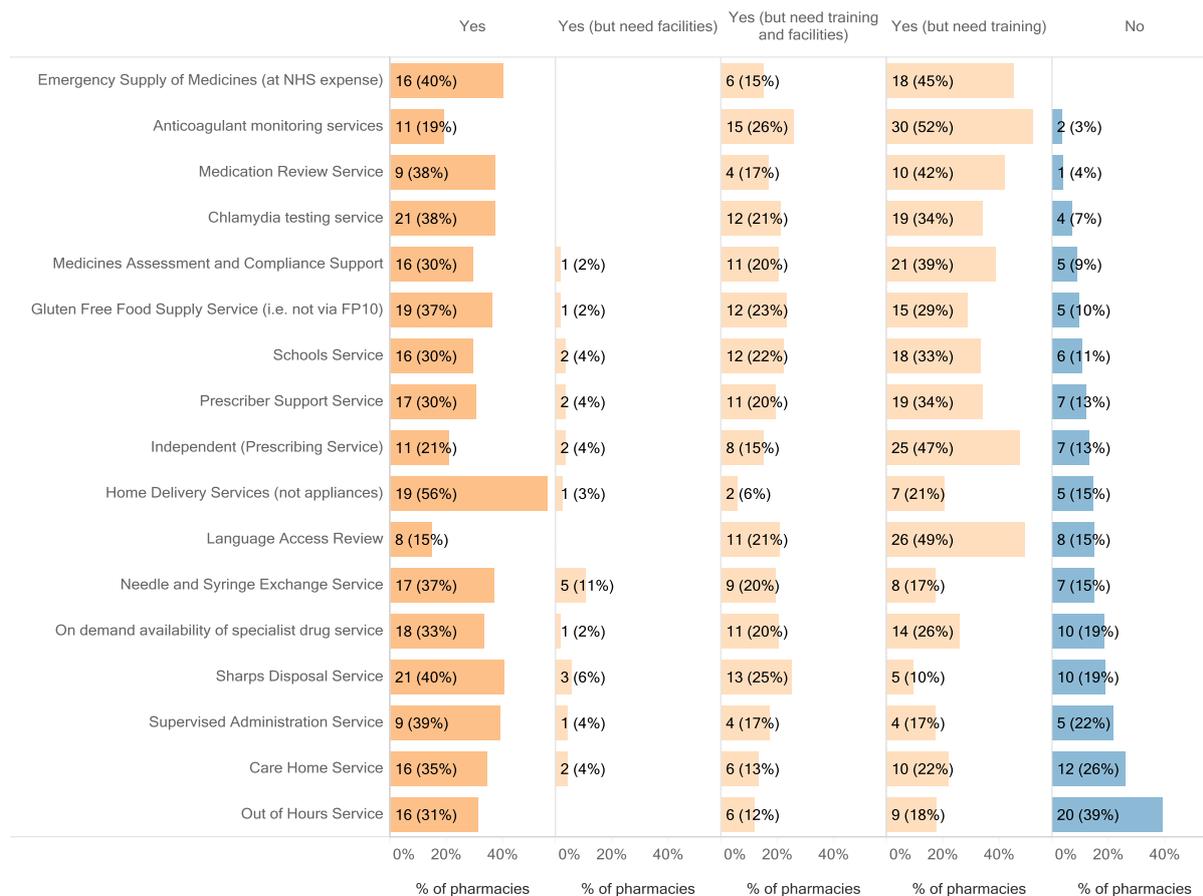
Q30: Which of the following NHS England commissioned services do you currently provide?



Base = 49

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

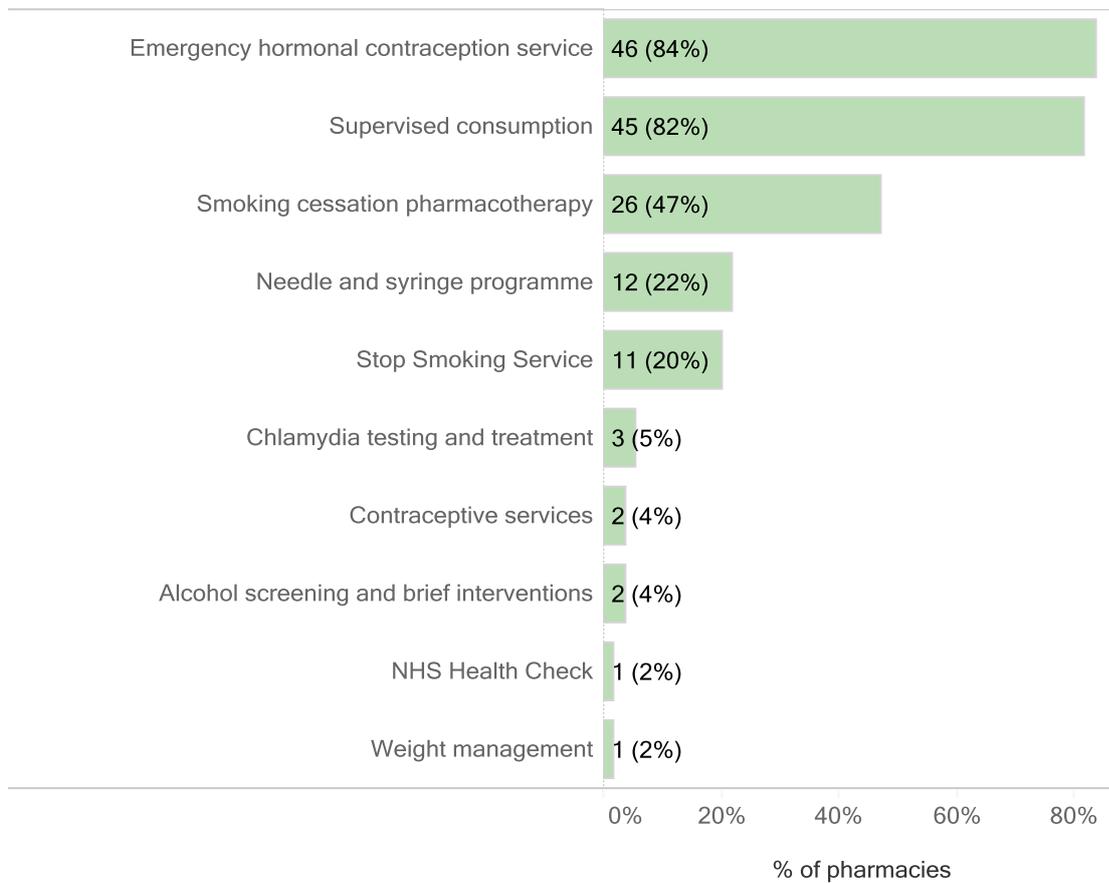
Q31: Which of the following NHS England commissioned service would you be willing to provide?



Base = 23 to 58

The majority of pharmacies currently provide the following Local Authority commissioned services; Emergency hormonal contraception service (84%), and Supervised consumption (82%). Less than 10% of pharmacies provide the following services; Chlamydia testing and treatment (5%), Alcohol screening and brief interventions (4%), Contraceptive services (4%), NHS Health Check (2%), and Weight management (2%).

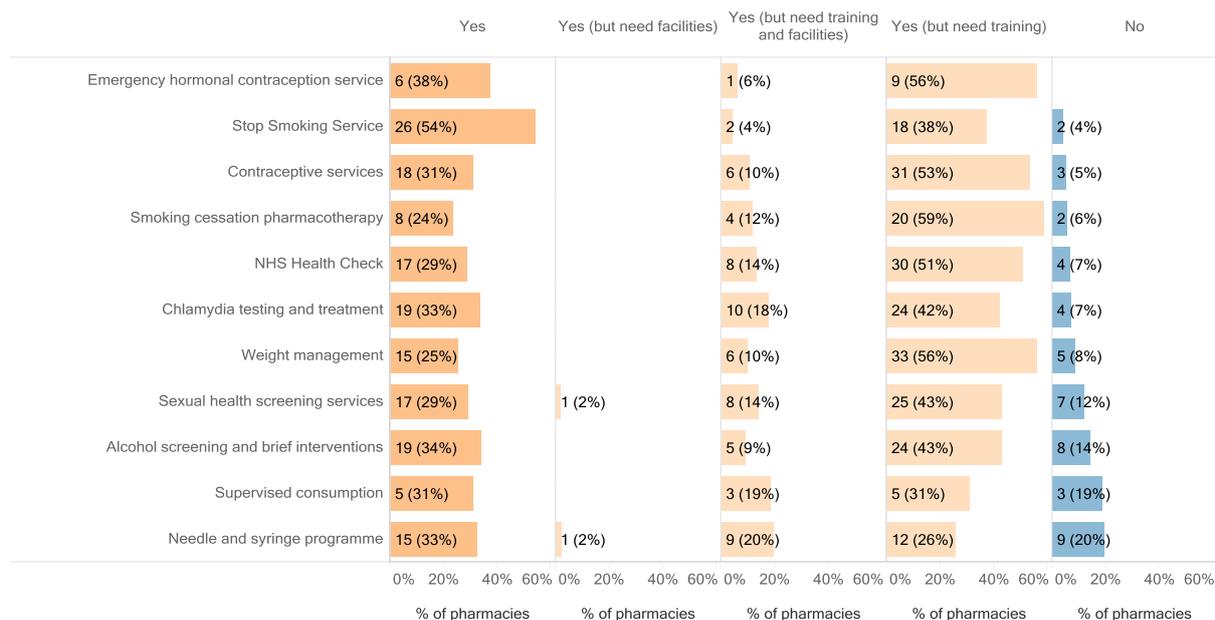
Q32: Which of the following Local Authority commissioned services do you currently provide?



Base = 55

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

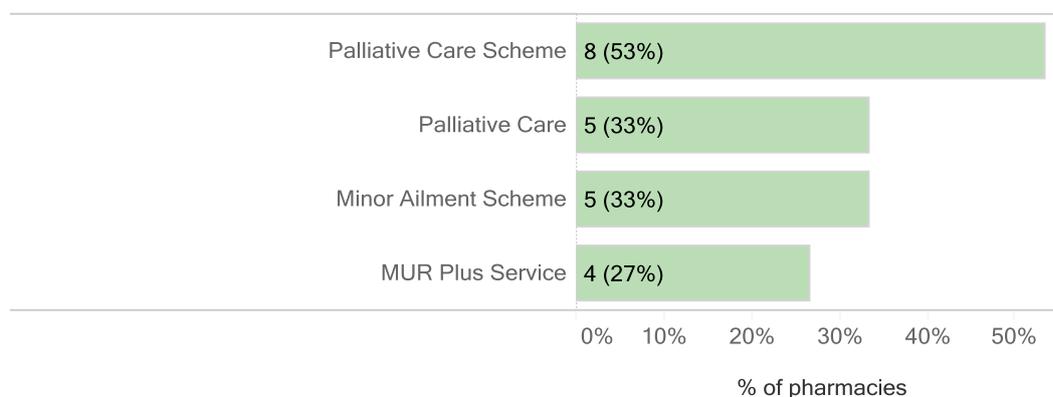
Q33: Which of the following Local Authority commissioned service would you be willing to provide?



Base = 16 to 59

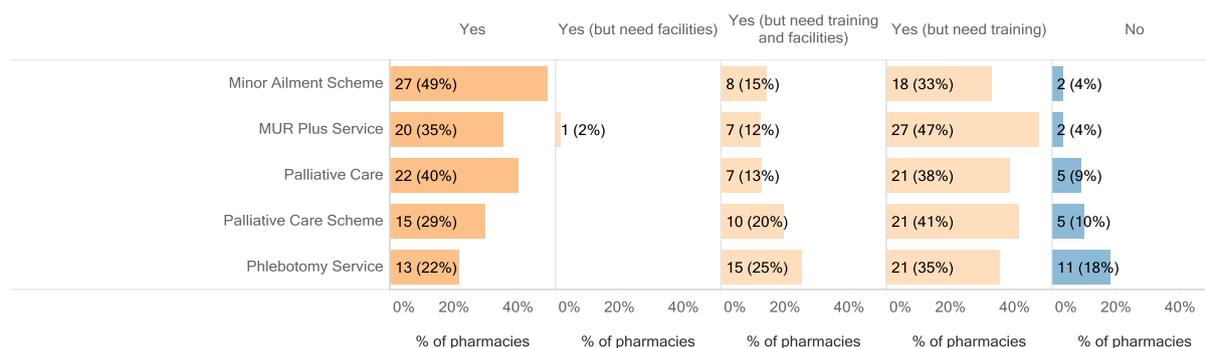
The majority of pharmacies currently provide a Palliative Care Scheme (53%). Less than half of pharmacies provide the following CCG commissioned services; Palliative Care (33%), Minor Ailment Scheme (33%), or MUR Plus Service (27%). When asked whether they would be willing to provide a number of CCG commissioned services, the majority of pharmacies said they would, but may require support such as training and/or facilities. In addition, 82% of pharmacies said they would be willing to provide a Phlebotomy Service.

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



Base = 15

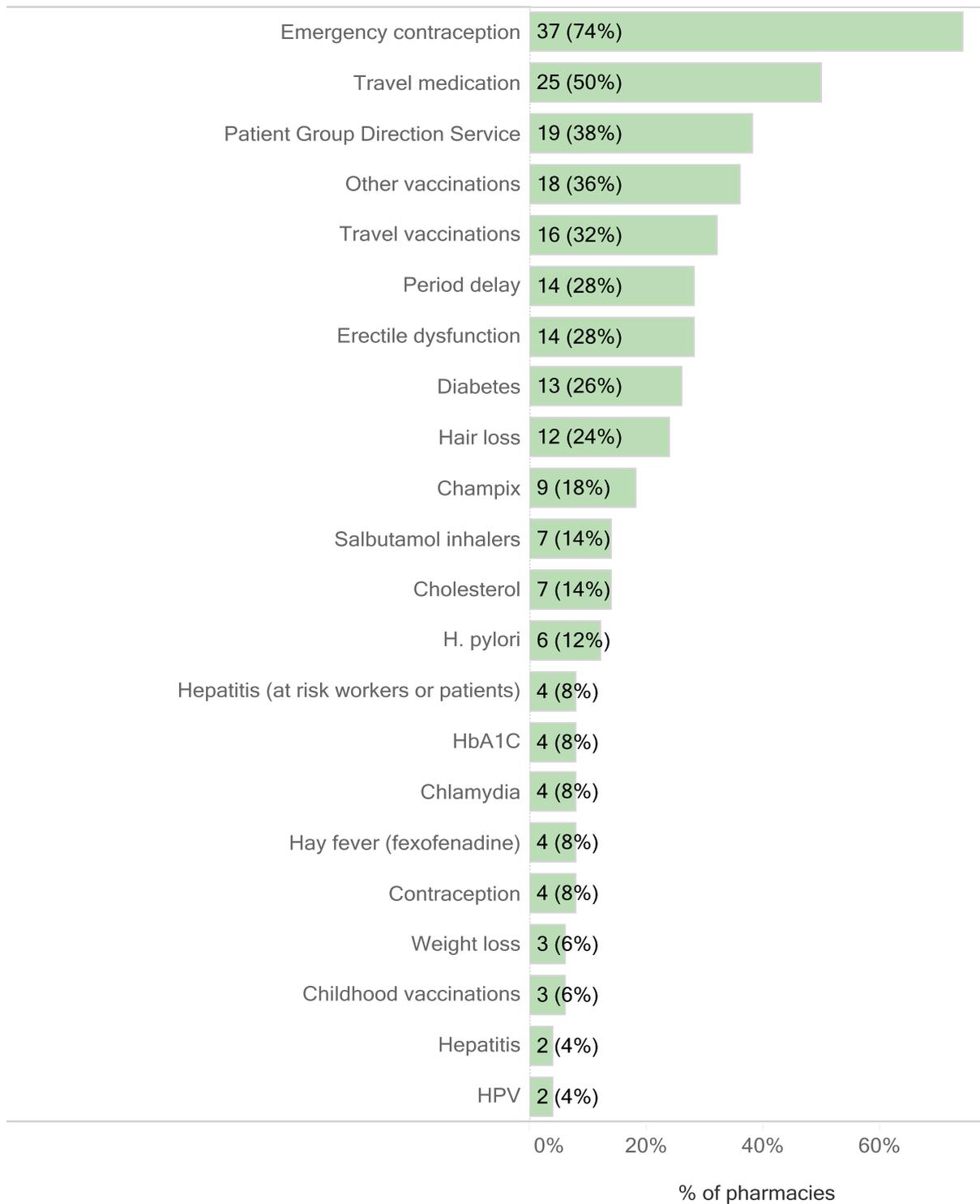
Q35: Which of the following CCG commissioned service would you be willing to provide?



Base = 51 to 60

Less than half of pharmacies provided the majority of non-NHS commissioned services listed. Less than 10% of pharmacies provided the following services; HbA1C (8%), Hepatitis (at risk workers or patients) (8%), Contraception (8%), Chlamydia (8%), Childhood vaccinations (6%), Weight loss (6%), Hay fever (fexofenadine) (8%), Hepatitis (4%), HPV (4%), HIV (0%), or Gonorrhoea (0%).

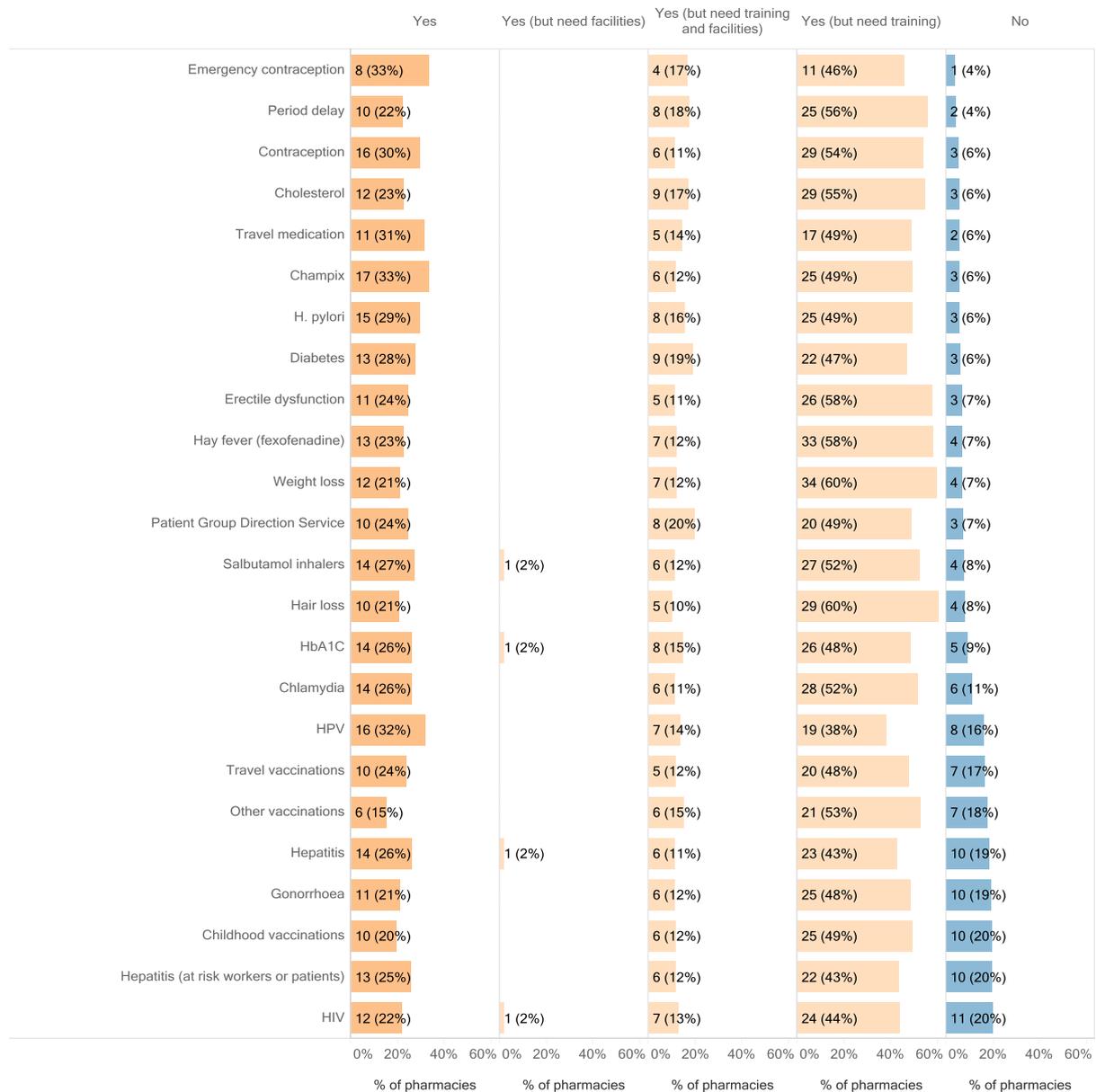
Q36: Which of the following Non-NHS commissioned services do you currently provide?



Base = 50

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

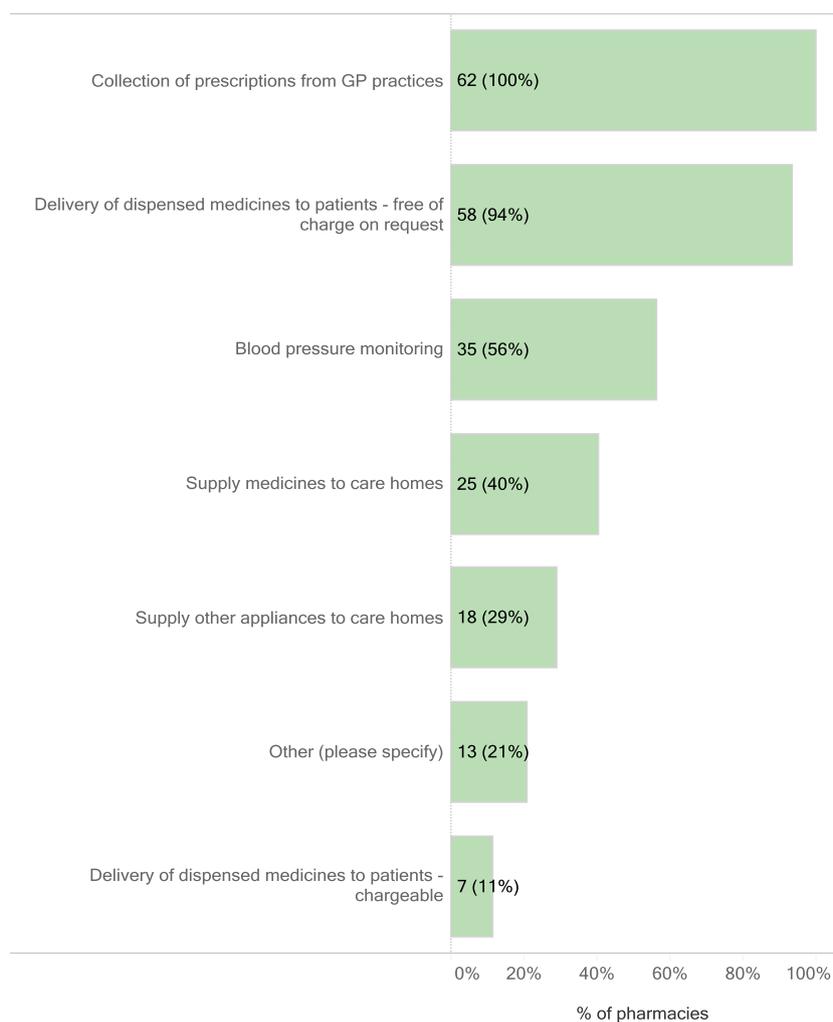
Q37: Which of the following Non-NHS commissioned service would you be willing to provide?



Base = 24 to 57

The majority of pharmacies currently provide the following non-NHS funded services; Collection of prescriptions from GP Practices (100%), Delivery of dispensed medicines to patients – free of charge on request (94%), and Blood pressure monitoring (56%).

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

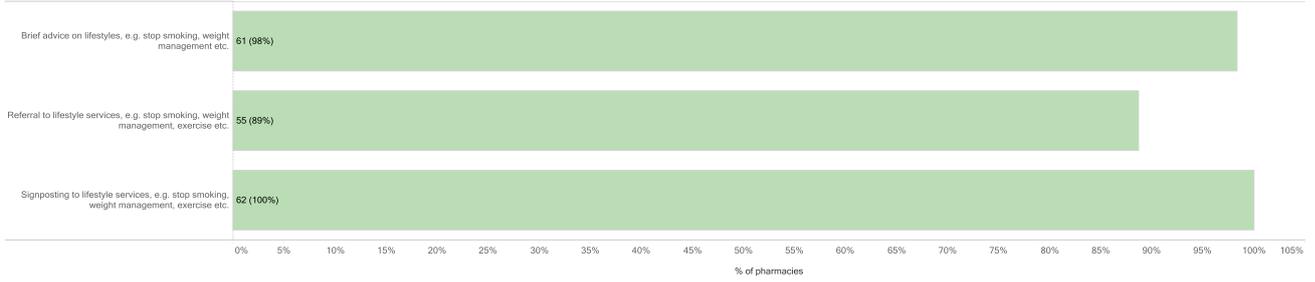


Base = 62

Lifestyle and pharmacy

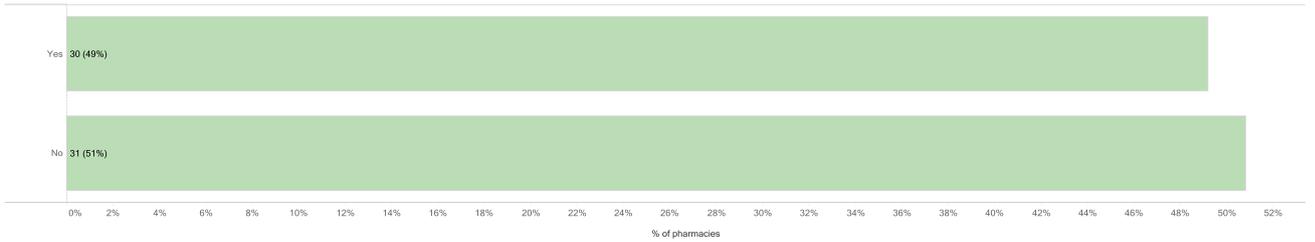
The vast majority of pharmacies said they provide a number of lifestyle services, such as brief advice of lifestyles (e.g. stop smoking, weight management etc.) (98%), referral to lifestyle services (89%), and signposting to lifestyle services (100%). When asked if they did extra promotional work, response was split.

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



Base = 62

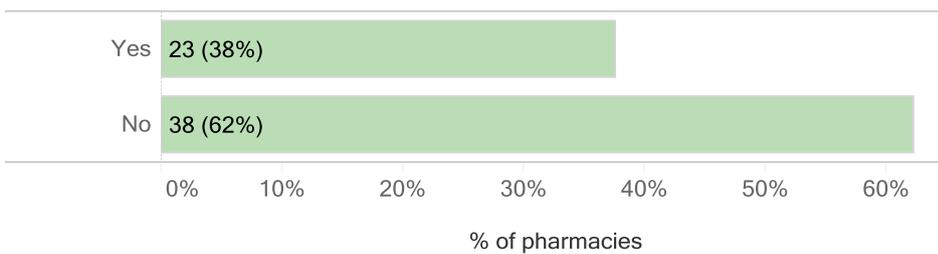
Q40: Does the pharmacy do any extra promotional work?



Base = 61

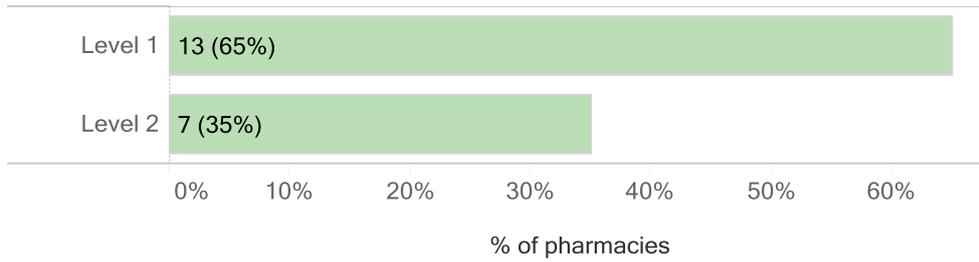
The majority of pharmacies had not attained Healthy Living Pharmacy (HLP) status (62%). Of those that had HLP status, the majority had Level 1 status (65%). All pharmacies that did not have HLP status said they were working towards attaining it, and the response was split between Level 1 and 2 when asked what level they wanted to attain.

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



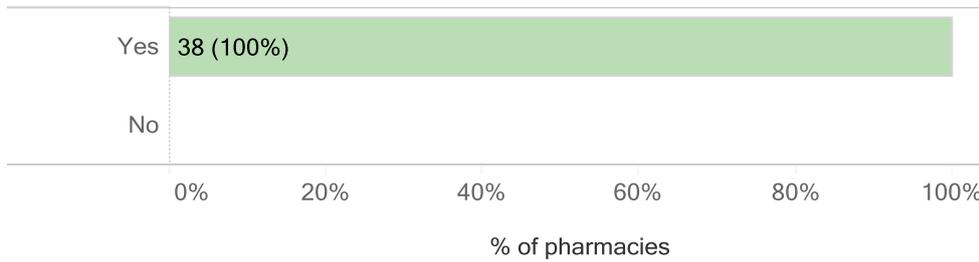
Base = 61

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



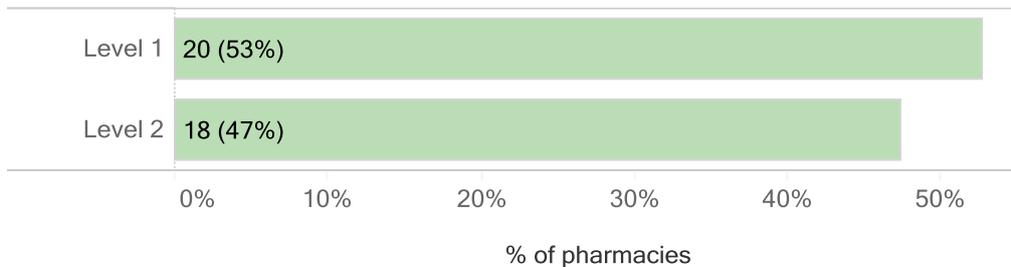
Base = 20

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



Base = 38

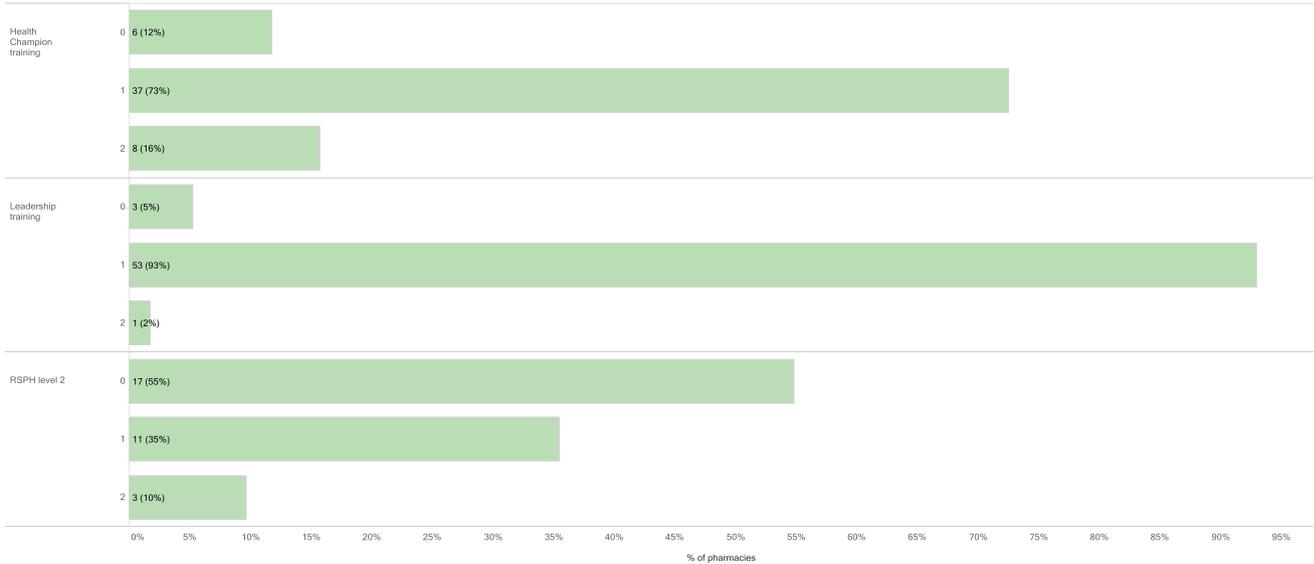
Q44: If the pharmacy is working towards Healthy Living Pharmacy (HLP) status, which level do you intend on attaining?



Base = 38

Most often, pharmacies said one member of staff had achieved Health Champion training (73%) and leadership training (93%). The majority of pharmacies had no staff with RSPH level 2.

Q45: How many actual staff have achieved the following_?

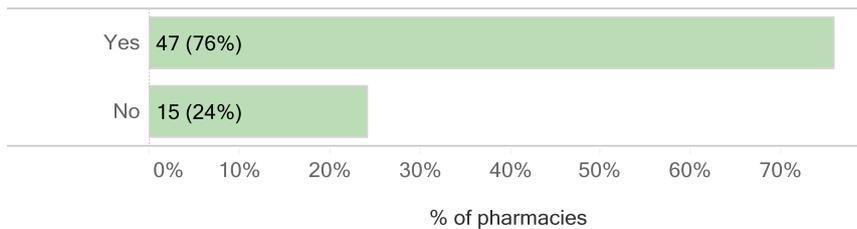


Base = 31 to 57

Equality

All pharmacies said they were compliant with the Equality Act 2010, but one in four said Monitored Dosage Systems (MDS) were provided for patients not covered by the Equality Act 2010 (24%).

Q47: Does your pharmacy provide Monitored Dosage Systems (MDS) for patients not covered by the Equality Act 2010?

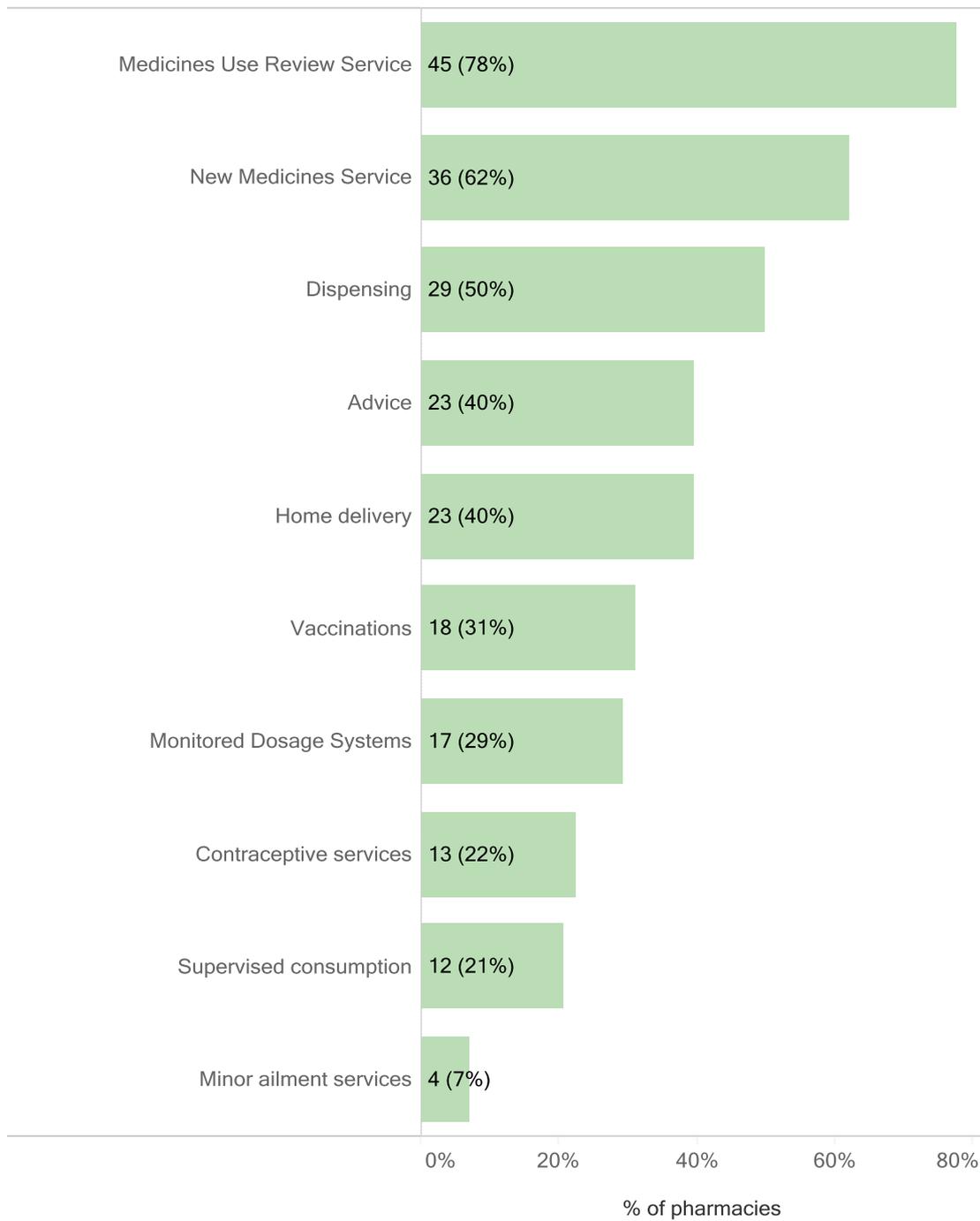


Base = 62

Pharmacy facilities overall

Respondents were asked to identify the five most important services that the pharmacy provides. The majority of pharmacies said Medicines Use Review Service (78%) and New Medicines Service (62%) to be in the top 5. Over a third of pharmacies identified Dispensing (50%), Advice (40%), and Home delivery of medicines (40%) to also be important.

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

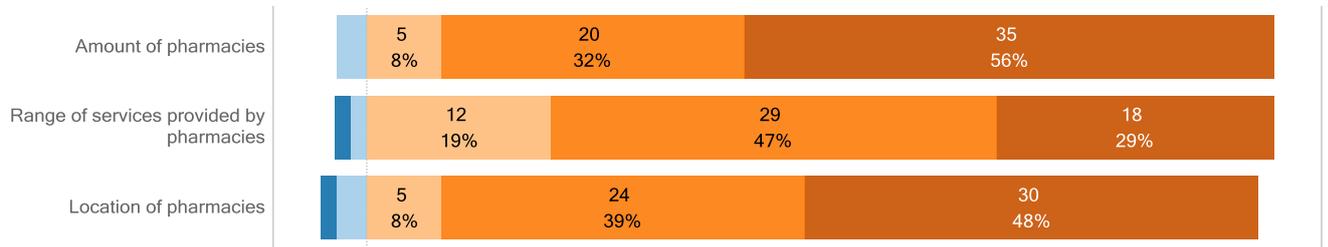


Base = 58

When asked how they would describe the current provision of pharmacies in their area, the vast majority of respondents were said the amount of pharmacies (88%), location pharmacies (87%) and range of services provided by pharmacies (76%) to be 'good' or 'excellent'.

The vast majority of respondents said there was no need for more pharmacies in their local area.

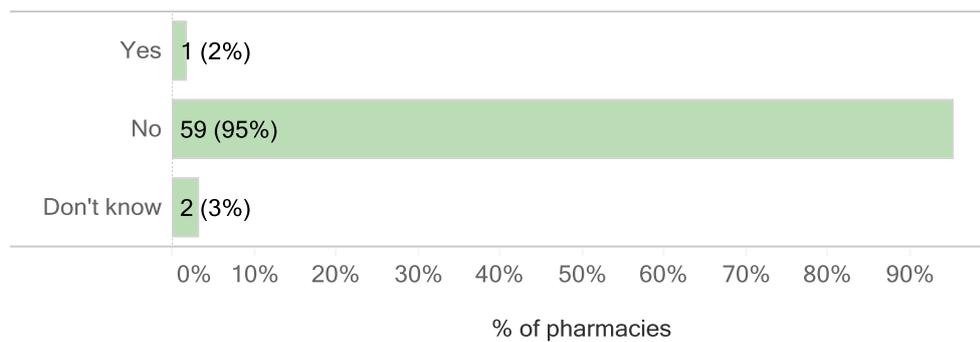
Q49: How would you describe the current provision of pharmacies in your area?



Base = 61 to 62

Response
 Very poor
 Poor
 Adequate
 Good
 Excellent

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



Base = 62