



Lewisham Pharmaceutical Needs Assessment - 2018

Appendix E - Providers Consultation

Lewisham Pharmacy contractors were invited to complete a questionnaire as part of the PNA consultation. The survey was conducted online, with the link being publicised through Pharma Outcomes. 57* pharmacy contractors were invited to take part. 52 pharmacies responded to the providers' survey, which was open from the 4th September 2017 - 12th November 2017.

The questionnaire covered the following topics:

- Premises details
- Opening Hours
- Consultation facilities
- IT Facilities
- Healthy Living Pharmacies
- Services
- Access to Facilities
- Advanced Services
- Enhanced and Other Locally Commissioned Services
- Non-Commissioned Services
- Public Health Campaigns
- Training

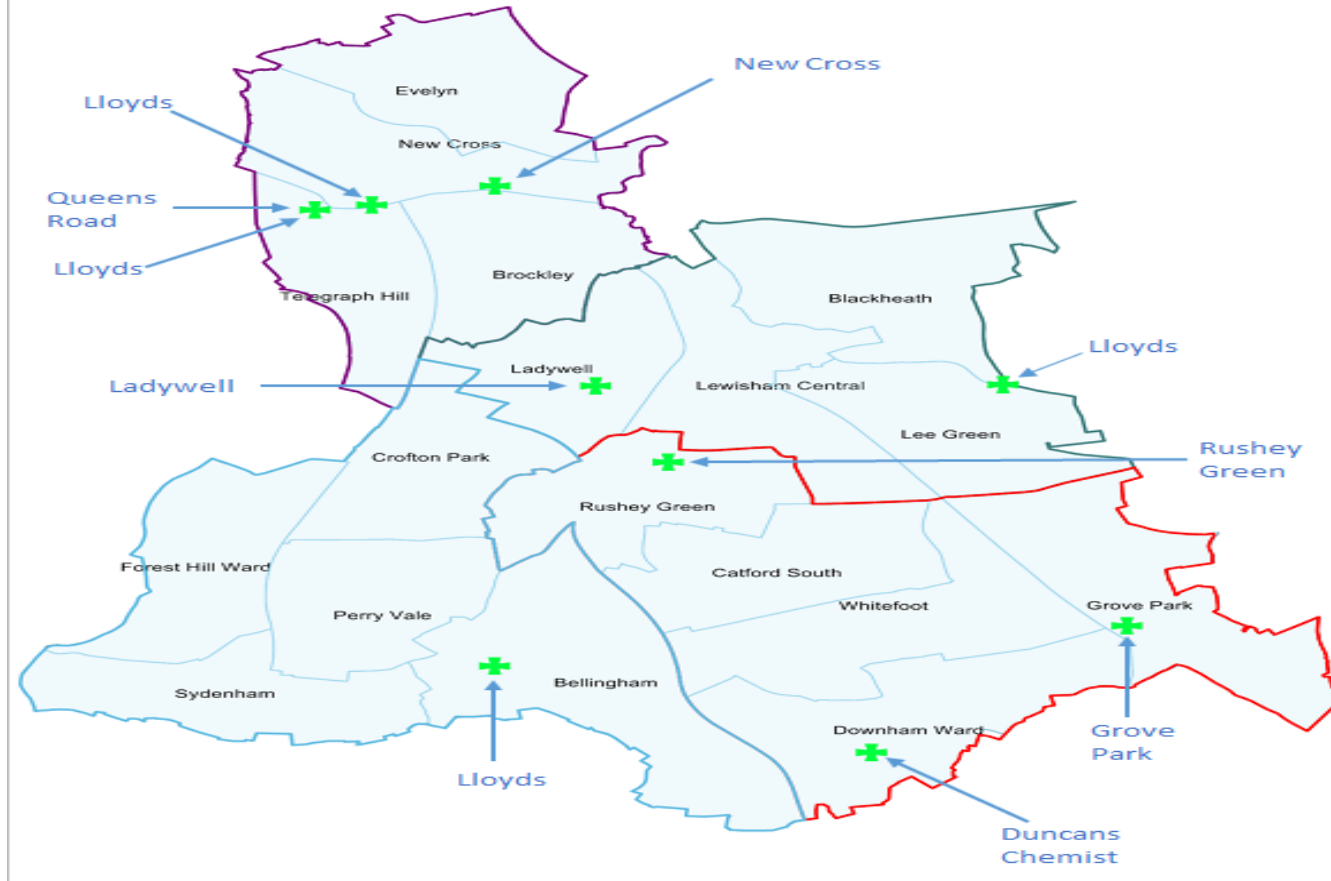
About the consultation

*Two Lewisham pharmacies have since closed



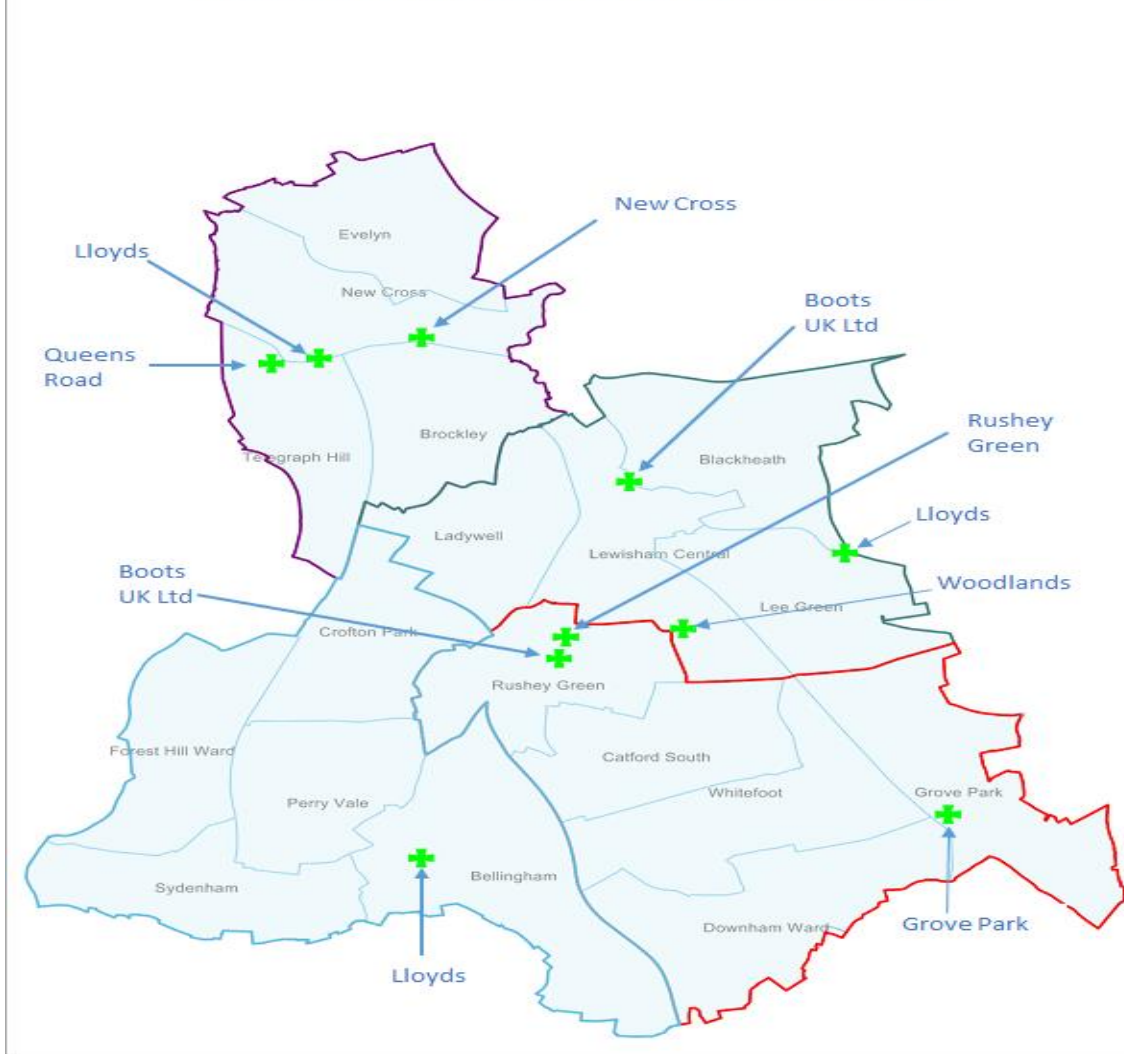
- The survey revealed there are three '100 Hour' pharmacies in the borough.
- These are located in Catford South (Neighbourhood 3), Lee Green (Neighbourhood 2) and Telegraph Hill (Neighbourhood 1) wards
- 10 pharmacies are open on a Sunday
- 10 pharmacies are open past 7pm during the week
- There are no distance selling pharmacies (one that supplies by post) but there is one Dispensing Appliance Contractor, which cannot supply medicines

Pharmacies in Lewisham that are open past 7pm during the week



Pharmacies Open after 7pm on Weekdays

Pharmacies in Lewisham that are open on Sunday



The south east and far south west of the borough have less choice of a Lewisham pharmacy which is open on a Sunday

Bank holiday opening hours sit with NHS England who assess for each Bank Holiday and arrange cover where required

Pharmacies Open on Sunday

- The vast majority (87%) of pharmacies have a wheelchair accessible consultation area that meets the criteria for the Medicines Review Service
- Although current access to an off-site consultation area was low, almost half (48%) of respondents stated they would be interested in this
- Over a third (37%) of respondents stated that they were already willing to undertake consultations in a patient's home, with a further 41% stating this is something they would be interested in doing

IT Facility	Number of Pharmacies Using
Electronic Prescription Service Release 2	51
NHS Mail	52
NHS Summary Care Record	49
NHS Choice Entry	47

The majority of pharmacies utilise IT facilities to maximise patient experience

- 36 pharmacies responding to the survey stated they are Healthy Living Pharmacies
- A further 15 stated they are working towards achieving this status

70% of pharmacies stated that they dispense appliances

Name of Advanced Service	Number of Pharmacies Providing	Number of Pharmacies Planning to Provide in the Willing to Provide
Medicines Review Service	51	0
New medicine service	51	0
Appliance review service	8	5
Stoma appliance customisation service	10	5
Flu Vaccine	47	2
NHS urgent medicine supply advanced service	27	12

Providers Survey: Q. Which Advanced Services does your Pharmacy provide or would be willing to provide?

Name of Enhanced Service	Number of Pharmacies Providing	Number of Pharmacies Willing to Provide
Anti-viral distribution service	-	48
Emergency Contraception	26	26
Needle Exchange	10	27
Supervised Administration Service	35	11
NHS Health Checks	16	33
Free Vitamin D Scheme	42	8
Condom demonstration and supply (Voluntary Service - not commissioned)	6	43
Chlamydia and Gonorrhoea Screening	2	44
Progesterone Only Pill	11	38

Advanced Service Provision -
Lewisham Council Commissioned



Providers Survey: Q. Which Advanced Services does your Pharmacy provide or would be willing to provide?

Name of Enhanced Service	Number of Pharmacies Providing	Number of Pharmacies Willing to Provide
Pharmacy First (Minor Ailment Scheme)	39	12
Monitored Dosage System	55	-
Lewisham Integrated Medicines Optimisation Service (LIMOS)	10	32
Community anticoagulation service*	6	34

*privately run

Advanced Service Provision -
NHS Commissioned



Most commonly spoken language by customers:

Language	Number of Responses
Hindi	12
Tamil	10
Polish	8
Chinese, Mandarin, Cantonese	10
French	7
Italian	7
Spanish	6
Urdu	6
Gujarati	5
Turkish	5

Most commonly spoken languages spoken by staff:

Language	Number of Responses
Hindi	18
Polish	6
Chinese, Mandarin, Cantonese	8
French	6
Italian	6
Spanish	6
Gujarati	16
Russian	8
Romanian	5

10 respondents stated they have accessed an interpreter.

Q. Which Non-Commissioned Services do you provide?

Name of Service	Number of Pharmacies
Collect prescriptions from GP practices	52
Delivery of dispensed medicines - chargeable	10
Delivery of dispensed medicines - free of charge on request	46
Delivery of dispensed medicines - selected patient groups	32
Delivery of dispensed medicines - selected areas	31
Monitored dosage systems – chargeable	15
Monitored dosage systems – free on request	40

Non-Commissioned Services



44 (85%) pharmacies stated they felt they had appropriate access to training in order to deliver core contract pharmacy services.

Q. Which Public Health Campaigns will you support or actively promote over the next three years?

Name of Campaign	Number of Pharmacies
Dementia Friends	43
NHS Health Checks	32
Promotion of HIV Testing	22
Stoptober	40
Sugar Smart	31

Providers were asked about eligibility criteria for delivery of dispensed medicines: 'If you deliver dispensed medicines to selected patient groups, then please describe this selection criteria'

- The most frequently mentioned responses were patients who were elderly, housebound or disabled.