Shropshire together

Shropshire PNA

Key Findings / Key Messages

Aug-22

Introduction

- Currently 47 Community pharmacies in Shropshire
  - Usually located close to GP Practices, in towns and larger villages
  - Usually mirroring GP opening hours, most with some time open on a Saturday and 6 with some time open on a Sunday as well
  - Shropshire also has 17 dispensing GP Practices due to the large rural component
    - Slightly more concentrated in the north and West of the county
- Three sections to the this summary
  - Patient Survey
  - Pharmacists Survey
  - Supporting data

Patient Survey – Key Messages

Patient Survey

- 421 Respondents (0.08% of STW population)
  - 311 Online Panel (74%) - Respondents recruited through a commercial online panel
  - 110 Organic Sample (26%) - The survey was distributed to networks of patients by STW
- 63% female, 37% male
  - Common in many health surveys
- 62% (261) from Shropshire, 38% (160) from Telford and Wrekin
  - All 421 respondents used in the PNA
    - Data presented as homogeneous
- Good spread across most age groups
- Skew in respondents to the higher socio-economic groups
  - Almost half of the respondents were from the AB Socio-economic groups

Patient Survey – Key Messages - Awareness

Awareness of services varies

- From 82% being aware of prescription service to just 8% aware of the Chlamydia screening service
- Awareness of pharmacists being able to offer specific aliment advice was high
  - Just 15% of respondents were unaware of any ailment advice being offered
  - Advice on colds highest at 71%
- 69% of respondents stated they would use a service they are not currently aware of

High acceptance of advice from Pharmacists

- 96% of respondents said that the advice received from Pharmacists was useful

Respondents stated benefits

- No appointment was necessary
- Expert Advice
- Faster service/treatment

Patient Survey – Key Messages - Travel

- Travel
  - High satisfaction levels with distance to travel to see Pharmacist (86%)
    - ‘Near my home’ most common response for type of pharmacy visited at 32%
    - High St (19%), Dr’s Surgery (19%) and Supermarket (15%) were next three types of pharmacy most often used by respondents
  - High satisfaction with ease of transport (small sample + generally more affluent)
  - Overall high satisfaction with parking facilities at 80%
    - However, 9% were dis-satisfied, Perhaps, suggests site/locational differences?
- Pharmacy opening hours
  - Weekdays – high satisfaction at 88%
  - Weekends – lower, still good at 69%

Patient Survey – Key Messages - Satisfaction

- Consultations in private were the lowest satisfaction at 59%
  - 68% agreed they don't like talking when other patients can overhear
    - 19% stated lack of a privacy was a reason for not visiting a pharmacist for advice
  - 60% agreed Pharmacists are easy to approach
  - 77% agreed it was important to speak to someone face to face
  - 79% agreed it was getting more difficult to get a GP appointment
    - 37% stated they would rather go to their GP if possible
- 69% of respondents stated they would use a service they are not currently aware of

Patient Survey – Summary

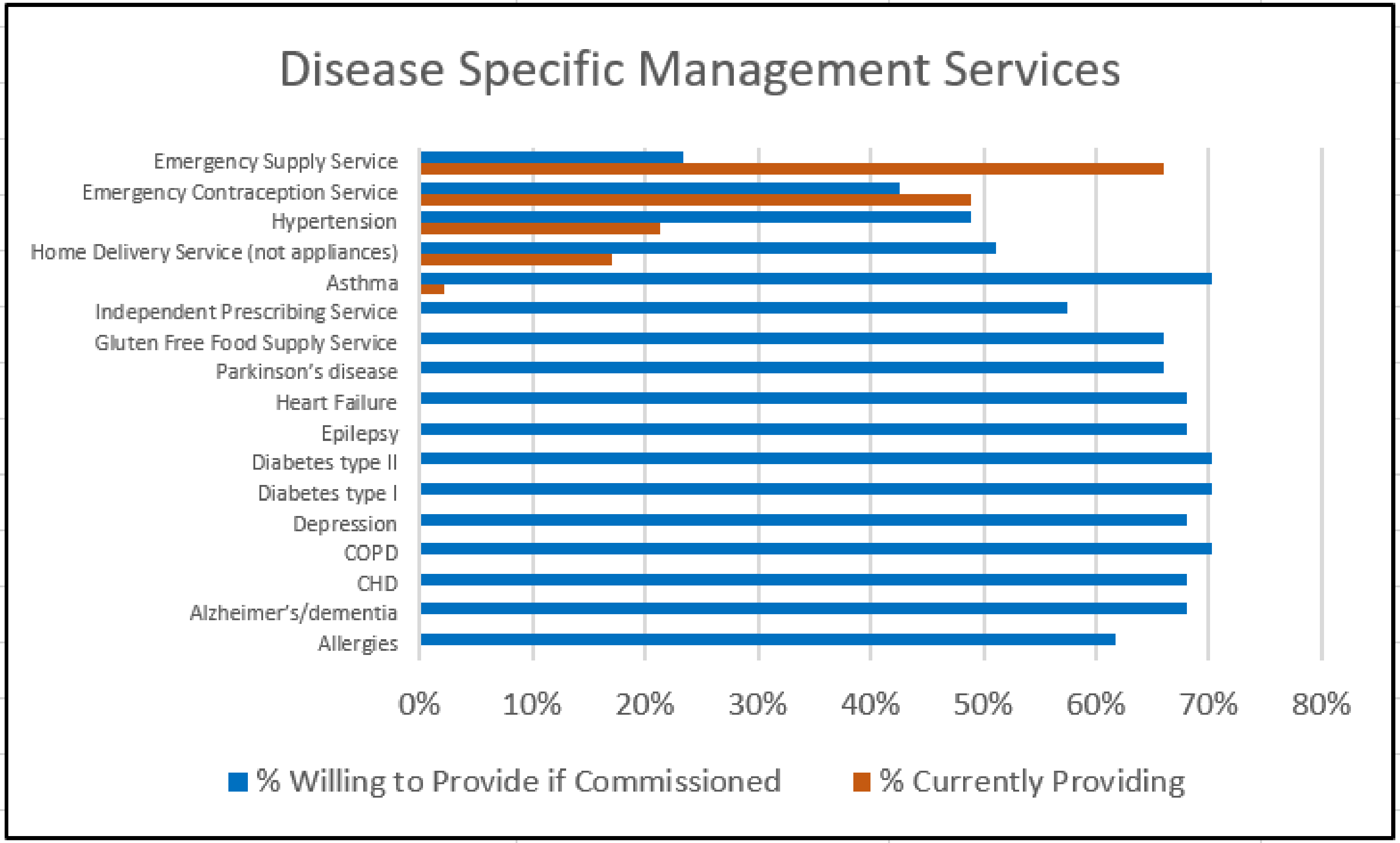
- Variable awareness of overall range of services offered by Pharmacies but noticeable percentage of respondents not aware that their pharmacy offered some services
  - Increased publicity? Engagement?
- The highest rated benefits of a pharmacist was the fact that ‘no appointment was needed’ followed by ‘faster answers’
- Overall satisfaction with functional issues was high
  - Consultation/ability to talk in private raised as a point
- There is strong agreement in the survey that it is important to speak with someone face to face

Pharmacist Survey – Key Messages

Pharmacist Survey

- The PNA Pharmacy was emailed to the 47 Community Pharmacists, all responded
- Five different Service areas covered in the survey
  - Specific Disease Management Services
  - Additional Services
  - Screening Services
  - Additional Vaccinations and Screening Services
  - Medicines Collection and Delivery Service

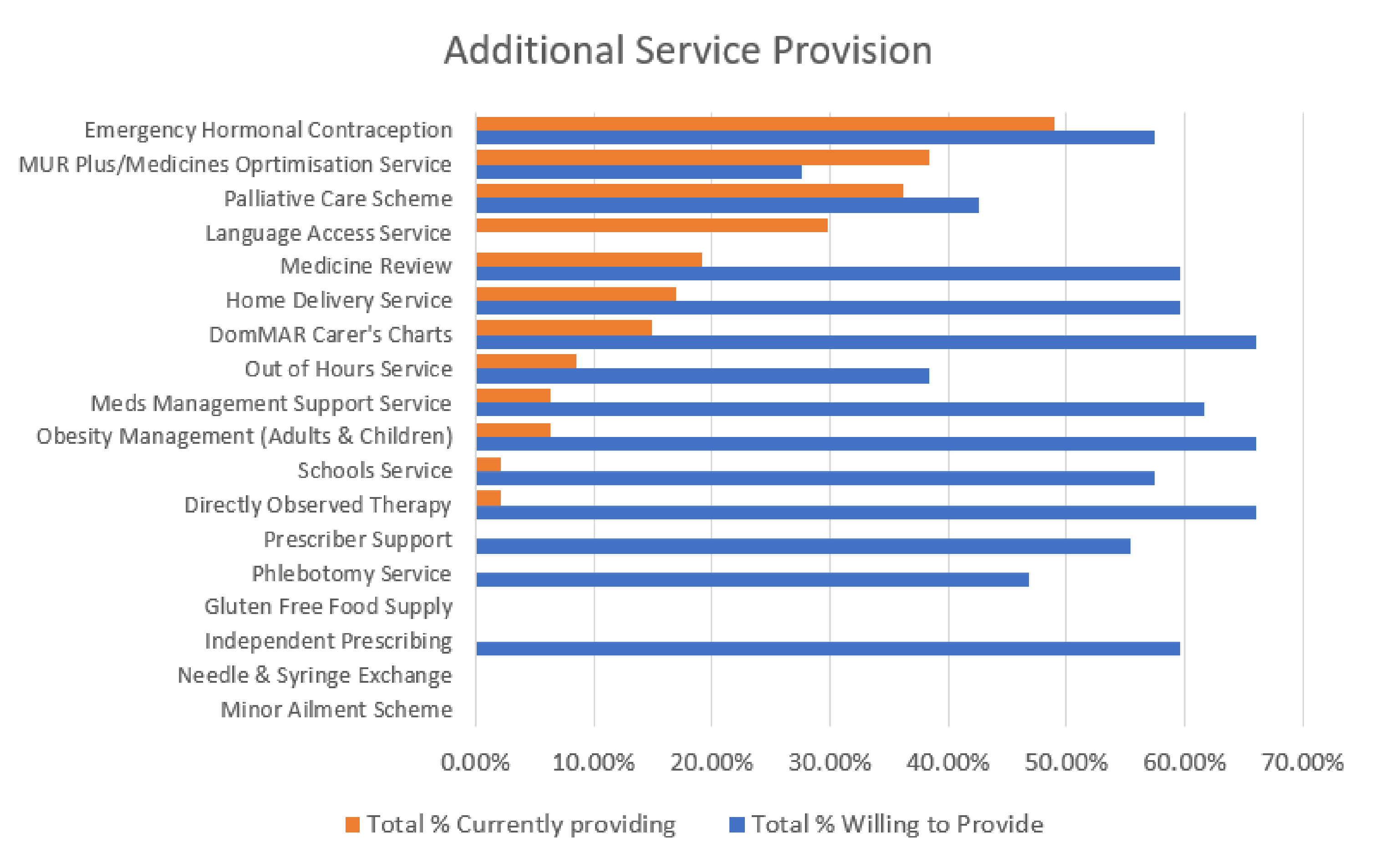
Pharmacist Survey – Specific Disease Management Services



Pharmacist Survey – Specific Disease Management Services

- Of the 17 specific Disease Management Services mentioned, typically 60-70% of pharmacies responded saying they would be willing to provide them if commissioned
  - 5 of the 17 Disease Management Services are currently stated as being commissioned. Although the number of providing pharmacies varies widely from 1 to 35 depending on service in question
  - There were some gaps in the responses
  - Typically, around 10% of Pharmacies said they would be willing provide these services privately
  - No pharmacies stated they would not be willing provide any of these services

Pharmacist Survey – Additional Services

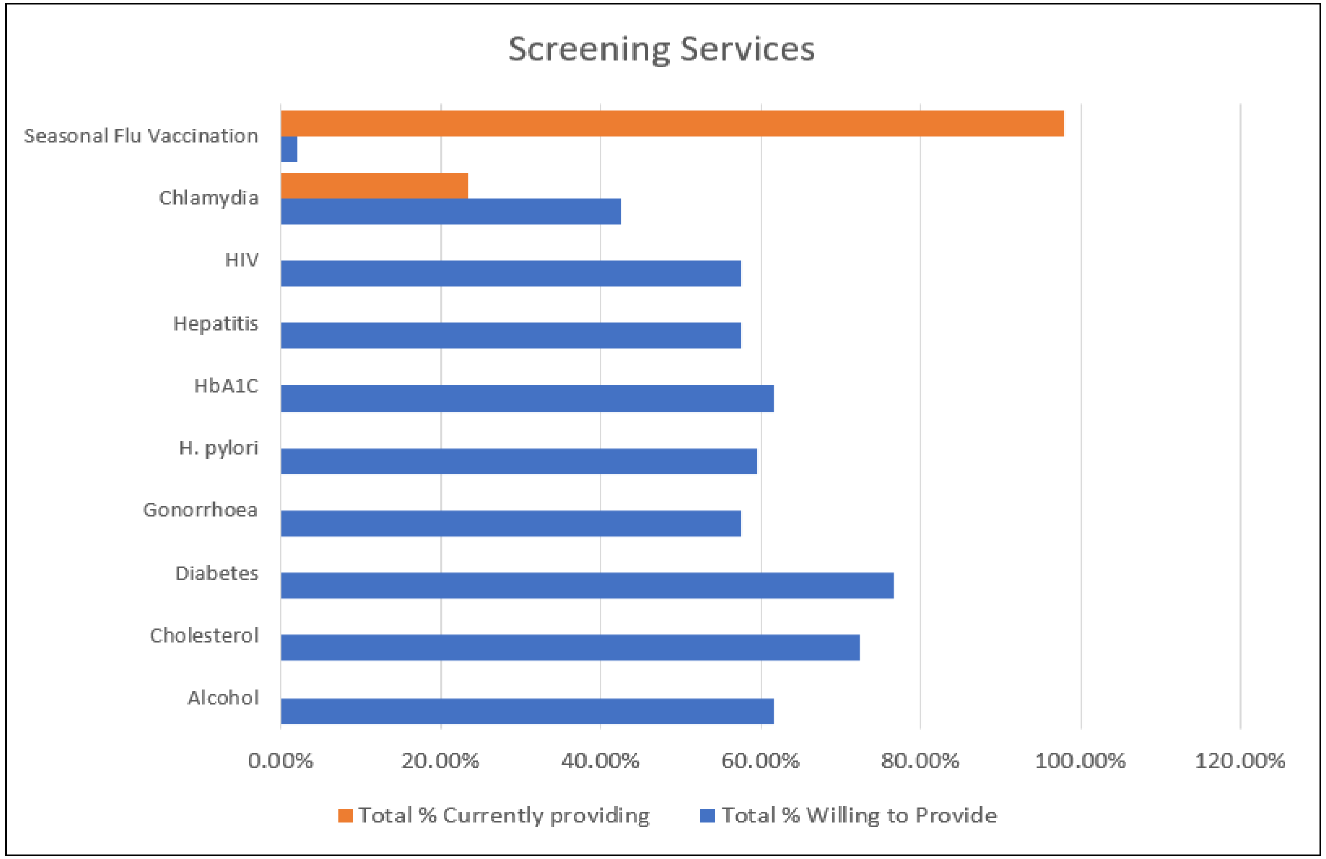


Source: PNA Pharmacy Questionnaire 2022

Pharmacist Survey – Additional Services

- A similar picture is seen in the Additional Services. With typically 50-60% of pharmacist stating they would be willing to provide these 16 services mentioned if commissioned
  - 13 of the 16 Additional Services mentioned are currently provided. Although the number of providing pharmacies again varies widely from 1 to 23 depending on service in question
  - There were some gaps in the responses
  - Pharmacists stated there were just three additional services they would be willing provide privately
  - No pharmacies stated they would not be willing provide these services

Pharmacist Survey – Screening Services

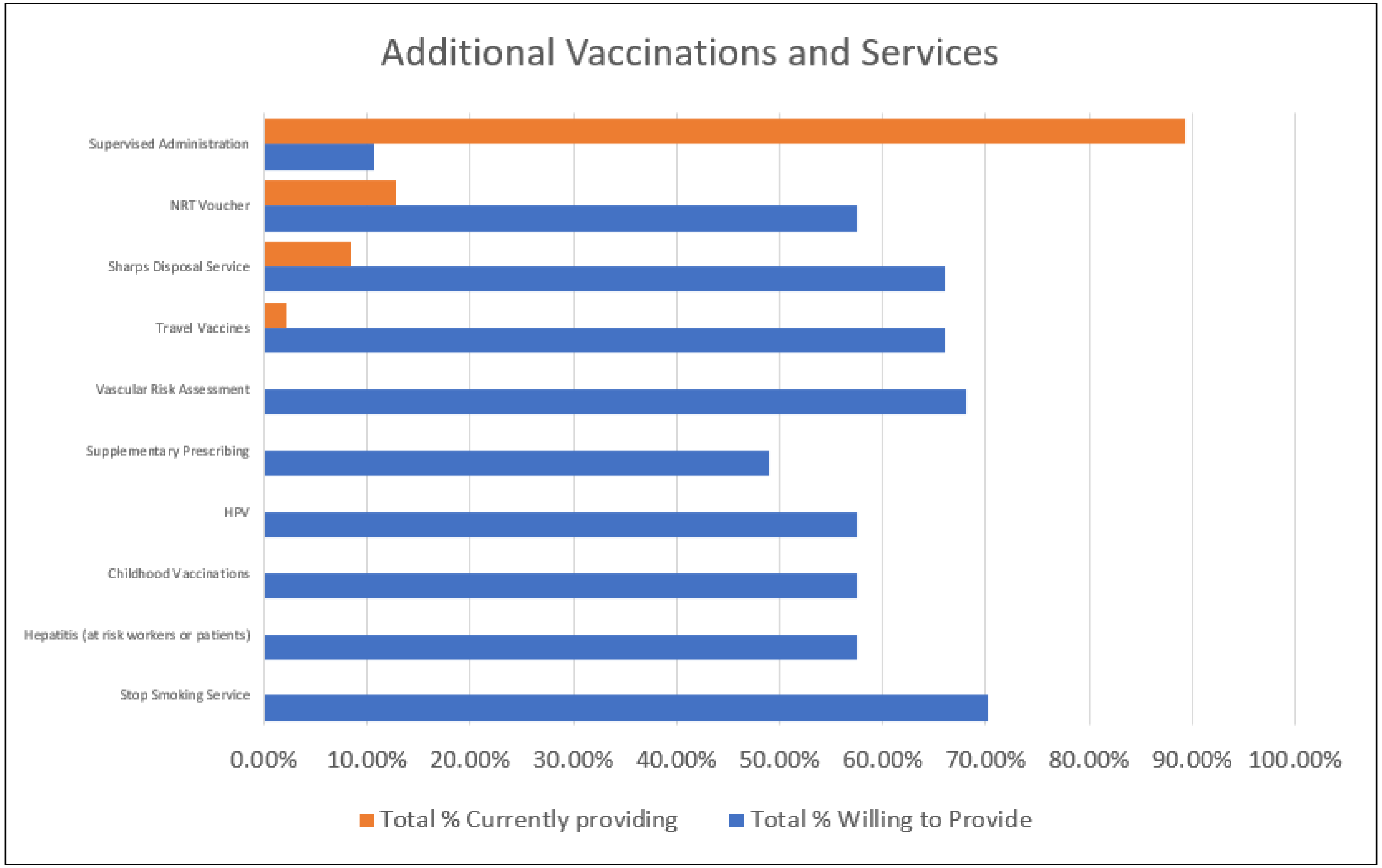


Source: PNA Pharmacy Questionnaire 2022

Pharmacist Survey – Screening Services

- Again a similar picture is seen in the Screening Services. With typically 57-70% of pharmacists stating they would be willing to provide these 10 services mentioned if commissioned
  - 2 of the 10 Screening Services mentioned are currently provided. Although the number of providing pharmacies varies widely from 10 (Chlamydia) to 46 (Seasonal Flu)
  - There were some gaps in the responses
  - Pharmacists stated there was just a single Screening Service (Chlamydia), they would be willing provide privately
  - No pharmacies stated they would not be willing provide these services

Pharmacist Survey – Additional Vaccinations and Services



Source: PNA Pharmacy Questionnaire 2022

Pharmacist Survey - Additional Vaccinations and Services

- Additional Vaccinations and Screening Services. Show typically 57-70% of pharmacists stating they would be willing to provide these 10 services mentioned if commissioned
  - 4 of the 10 Screening Services mentioned are currently provided. Although the number of providing pharmacies varies widely from 42 to 1
  - There were some gaps in the responses
  - Four Pharmacies stated there was just a single Screening Service (Vascular Risk Assessment), they would be willing provide privately
  - No pharmacies stated they would not be willing provide these services

Pharmacist Survey – Medicine Collection and Delivery Service

Selected Patient Groups delivery (Categorised)	%
All Patients	42.90%
Elderly	11.40%
Housebound etc	25.70%
Palliative Care	5.70%
Vunerable	2.90%
Privately Paid	5.70%
N/a	5.70%

Source: PNA Pharmacy Questionnaire 2022

- 35 Pharmacies (74.4%) are signed up for this service
- 33 of 35 Pharmacies undertake a GP Prescription collection and delivery service to some or all of their patients

Data – Key Messages

Data – Service Provision

- Three ‘100 hour’ pharmacies
  - Lower level of service than comparative peers
- The distribution of pharmacies per head-of-population shows the overall Shropshire rate to be lower than the England average
  - 1 Community pharmacy to around 6,800 residents in Shropshire. Compared to 1 Community Pharmacy to around 4,800 residents in England
    - This ratio is higher for Shropshire than in the last PNA; last PNA was around 1 Community Pharmacy to 5,800 Shropshire residents
    - Due to closure of some Pharmacies and growth of Shropshire population
    - Whilst the England ratio is comparable
  - However, including the Shropshire GP dispensing practices gives a close parity to the England rates at around 1 pharmacy (either dispensing GP or Community pharmacy) to around 4,800 residents
    - Dispensing GP Practices often have more restrictive opening hours than Community Pharmacies
- Potential gap in pharmacy provision in the South of the County and on Sundays throughout the county

Data - Population

- ONS population estimates suggest that overall Shropshire’s population is going to continue to grow
  - Growth in housing stock and net inward migration to Shropshire
  - ONS forecasts forecast that the population will continue to noticeably age
    - Between 2000 and 2020, Shropshire median population age rose from 41 to 48 years old. In the same time period, England’s rose from 38 to 41 years old
    - Ageing populations are usually seen to require increased need of support, pharmacists included
    - Shropshire has a slightly older life expectancy for males and females when compared to England overall
- Shropshire has lower levels of older people living in deprived status than the England and regional levels
- Shropshire generally has a slightly ‘healthier’ population than the English median, on a range determinants of health and metrics
- A noticeably smaller percentages of Shropshire’s population identify themselves as BAME, when compared to the Region and England averages

Summary

Summary – Recommendations from the PNA

- Review and expand the opening times of pharmacies on Sundays specifically in South Shropshire.
- Consider future joint training sessions bringing together representatives from community pharmacy and other organisations’ pharmacists to promote integrated working
- Explore options for improving communications around provision of services delivered in community pharmacy
- There is a need to raise awareness, signposting and improve the availability of online information to promote the services currently available. There are also opportunities for both the HWB and within the Integrated Care System to capitalise on the capacity within the range of services offered from community pharmacies and for future service development. Consideration should be given to including community pharmacy and the services they can provide in future commissioning plans and strategies in order to support the delivery of community-based services.
- Considering information from stakeholders including community pharmacies and dispensing doctor practices, the number and distribution of the current pharmaceutical service provision in Shropshire is assessed as insufficient.
- During the period of 2017 to 2038 an estimated 28,750 houses will be built in Shropshire. In areas of significant development and population growth, additional future pharmacy provision will need to be considered. The HWB will monitor the development of major housing sites and produce supplementary statements to the PNA if deemed necessary, to ensure that appropriate information on pharmacy needs is available.
- The PNA consultation is due to close on 13th September 2022 and should be published by 01st October 2022

Thank you