

Pharmaceutical Needs Assessment

Map 9: Pharmacies providing the New Medicine Service

Legend

- Pharmacies providing the New Medicine Service
- 100 Hour Pharmacies providing the New Medicine Service
- LPS Pharmacies providing the New Medicine Service
- Internet Pharmacies providing the New Medicine Service

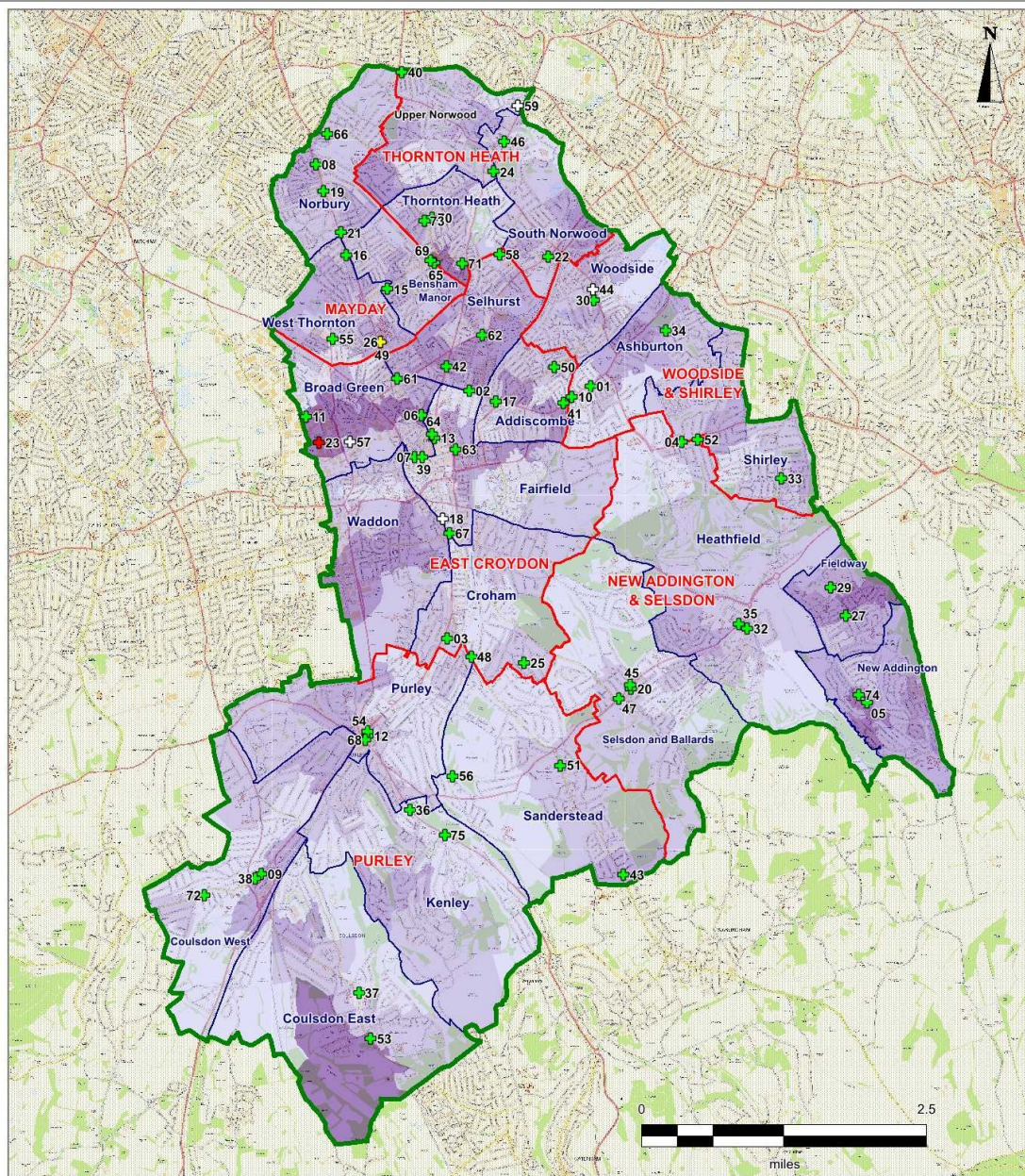
- Croydon
- Croydon Localities
- Wards

Percentage of persons in bad or very bad health by LSOA

- 8.1 to 9.5 %
- 6.6 to 8.0 %
- 5.1 to 6.5 %
- 3.6 to 5.0 %
- 2.0 to 3.5 %

Croydon Pharmacies

- | | | |
|-------------------------------------|--|--|
| 01 Addiscombe Pharmacy - CR0 7AE | 26 Day Lewis Pharmacy - CR7 7HQ | 52 Mona Pharmacy Ltd - CR0 8BJ |
| 02 Alicorn Chemist - CR0 2BZ | 27 Dougans Chemist - CR0 0QF | 53 Old Coulsdon Pharmacy - CR5 1EN |
| 03 Andrew McCoig Pharmacy - CR2 6ES | 29 Fieldway Pharmacy - CR0 9DX | 54 Orion Pharmacy - CR8 2BP |
| 04 Andrew McCoig Pharmacy - CR0 8TE | 30 Fishers Chemist - SE25 5NT | 55 Parade Pharmacy - CR0 3EW |
| 05 Aumex Pharmacy - CR0 0JD | 32 Goldmantle Pharmacy - CR0 9AS | 56 Riddlesdown Pharmacy - CR8 1HR |
| 06 A-Z Pharmacy - CR0 2TA | 33 Greenchem - CR0 8NG | 57 Sainsbury's Pharmacy - CR0 4XT |
| 07 Barkers Chemist - CR0 1RN | 34 Greenchem - CR0 7RA | 58 Sainsbury's Pharmacy - SE25 6XB |
| 08 Bids Chemist - SW16 4AE | 35 Harris Chemist Ltd - CR2 8JJ | 59 Sainsbury's Pharmacy - SE19 3RW |
| 09 Boots UK Limited - CR5 2ND | 36 Hobbs Pharmacy - CR8 5JE | 61 Shivas Pharmacy - CR0 2TG |
| 10 Boots UK Limited - CR0 6RD | 37 Holmes Pharmacy - CR5 1EH | 62 Smart City Pharmacy - SE25 5QF |
| 11 Boots UK Limited - CR0 4YJ | 38 Infohealth Pharmacy - CR5 2RA | 63 St. Clare Chemist - CR0 1LG |
| 12 Boots UK Limited - CR8 2AF | 39 Kent Chemist - CR0 1RB | 64 Superdrug Pharmacy - CR0 1US |
| 13 Boots UK Limited - CR9 1SN | 40 Klub Pharmacy Ltd - SE19 3NG | 65 Superdrug Pharmacy - CR7 7JG |
| 15 Bigstock Pharmacy - CR7 7JN | 41 Larchwood Pharmacy - CR0 6RB | 66 Superdrug Pharmacy - SW16 3LU |
| 16 Cranston Ltd - CR7 6JE | 42 Lloyd George Pharmacy - CR0 2JG | 67 Swan Pharmacy - CR0 1BJ |
| 17 Croychem Ltd - CR0 6AA | 43 Lloyds Pharmacy - CR2 9BY | 68 Tesco Stores Limited - CR8 2HA |
| 18 Croydon Pharmacy - CR0 1DP | 44 Lloyds Pharmacy - SE25 4PT | 69 Tesco Stores Limited - CR7 8RX |
| 19 Day Lewis Pharmacy - SW16 4BE | 45 Lloyds Pharmacy - CR2 8LH | 70 Thompsons Chemist - CR7 8JF |
| 20 Day Lewis Pharmacy - CR2 8LB | 46 Lloyds Pharmacy - SE19 2NT | 71 Thornton Heath Pharmacy - CR7 8RU |
| 21 Day Lewis Pharmacy - SW16 4DT | 47 Lloyds Pharmacy - CR2 8LG | 72 Valley Pharmacy - CR8 3BR |
| 22 Day Lewis Pharmacy - SE25 6EP | 48 Makepeace & Jackson - CR2 0PH | 73 Wilkes Chemist - CR7 8LZ |
| 23 Day Lewis Pharmacy - CR0 4UQ | 49 Mayday Community Pharmacy - CR7 7HQ | 74 Your Local Boots Pharmacy - CR0 0JB |
| 24 Day Lewis Pharmacy - SE25 6DP | 50 Medibank Pharmacy - CR0 6HE | 75 Zina Chemist - CR8 5AA |
| 25 Day Lewis Pharmacy - CR2 0EJ | 51 Medipharm - CR2 9LA | |



3.2.3 Advanced Services

3.2.3.2 New Medicine Service (NMS)

Meeting the needs of those with a protected characteristic

Age	✓	Older people are more likely to start a medicine and need the NMS. People who work may wish to access the service during extended hours
Disability	✓	The NMS helps to assess & provide support to patients to help improve adherence to medicines e.g. provision of large print labels for those with visual or cognitive impairment
Gender	✗	No specific needs identified
Race	✓	Language may be a barrier to successful delivery. People from BAME communities are more likely to need the NMS
Religion or belief	✗	No specific needs identified
Pregnancy and maternity	✓	The NMS helps pregnant or breast feeding women to avoid harmful medicines
Sexual orientation	✗	No specific needs identified
Gender reassignment	✗	No specific needs identified
Marriage & civil partnership	✗	No specific needs identified

Further Provision

We wish to see pharmacies proactively identifying and offering the NMS to patients who will benefit from the service. Prescribers should be encouraged to refer patients, starting an eligible medicine, into the NMS.

The Future

The NMS was implemented as a time-limited intervention pending an academic review to demonstrate the value of the service. In August 2014, NHS England stated it would continue to commission the service in 2014/15. *We wish to see all pharmacies in Croydon delivering the service, for as long as this is commissioned.*

Conclusions

- Evidence indicates that the NMS can improve a patient's adherence to medication. This can provide a range of benefits that contribute towards local and national priorities, including:
 - Improving outcomes because people take their medicines as prescribed
 - Reducing harm as a result of early identification of side effects or taking the wrong dose of medicine
 - Reducing unnecessary medicines related hospital admissions
- NMS supports the delivery of our local strategic priorities, particularly with respect to:
 - Potentially reducing demand from unplanned care and re-admissions due to medication related issues and helping to prevent medication related falls
 - Supporting the effective management of long term conditions
- We have identified that there is a discrepancy between the number of pharmacies which told us they offer the service (91%) compared with those undertaking the NMS (87.8%). Those pharmacies delivering activity are doing so at a higher rate than most of our comparator areas
- Whilst the service aligns well with local strategic priorities and there is evidence of benefit, the future of the service beyond the end of March 2015 is uncertain. We have, therefore, concluded that at this point in time the service is not necessary to meet the pharmaceutical needs of our population. However, we have recognised it as being **relevant** in that improves access to medicines reviews
- Whilst access to the NMS is good on weekdays (9am – 5:30pm) and Saturdays (9am – noon) we have identified the following current gaps:
 - 4 pharmacies do not offer NMS services at all
 - More limited access, particularly on:
 - Weekdays & Saturdays before or until 8am
 - Weekends, including Saturday evenings, from 7pm onwards & Sundays
- This may present constraints for people with long term conditions who work full time and who may prefer to visit a pharmacy on a weekday evening or at the weekend. However, residents may choose to access this service from an alternative pharmacy, if their regular pharmacy does not provide the service or is not open at a time of day which is convenient to them

3.2.3 Advanced Services

3.2.3.3 Stoma Appliance Customisation Service (SACS)

Overview

- This service involves the customisation of stoma appliances, based on a patient's measurements or a template
- The aim of the service is to ensure proper use and comfortable fitting of the appliance and to improve the duration of usage, thereby reducing waste
- There are no limits on the number of SACS which may be undertaken

The Current Picture

- 5 (7.0%) pharmacies advised us, in the community pharmacy questionnaire, that they offer the SAC service:
 - These pharmacies are based in Mayday, Woodside & Shirley, Purley and East Croydon localities
 - No pharmacies offer the services in the localities of Thornton Heath and New Addington & Selsdon
 - Access to pharmacy and DAC based SACS is limited at all times and there is no choice on weekday mornings at 8am or earlier, weekday & Saturday evenings and Sundays when only one pharmacy is open
- The DAC, which is based in the Mayday locality offers the SACS on Mondays – Fridays between the hours of 9am – 3pm
- Benchmarking data (see table on the right) for 2012/13 shows the number of SACS undertaken by Croydon Pharmacies & the DAC compared with our ONS comparators and demonstrates:
 - Croydon has one of the highest activity rates in England suggesting that the Croydon DAC and pharmacies play a key role in delivering the service to people who live outside the area (it is not possible to assess this in any further detail)
 - The data also suggests that the current pattern of opening, within Croydon, is unlikely to be a barrier to residents who need to access the service
- With respect to non-pharmacy providers, stoma customisation is a specialist service and many residents will be supported by the hospital or clinic responsible for their on-going care

The Evidence Base

- There is no published evidence to demonstrate the benefits of SACS
- The stated benefits of improving the duration of usage and reducing waste are theoretical

ONS Comparator Area	SACS Service 2012/13	
	Total	Average No. per Pharmacy / DAC
Croydon	27,395	5,479
Barnet	834	278
Redbridge	107	27
Enfield	65	9
Luton Teaching	55	8
Ealing	43	14
Waltham Forest	26	7
Greenwich Teaching	12	12
Hounslow	8	4
Harrow	5	5
London	70,883	921
England	1,117,971	635

3.2.3 Advanced Services

3.2.3.3 Stoma Appliance Customisation Service (SACS)

Locality	Ward	Number of Pharmacies Offering the Stoma Appliance Customisation Service							Sundays	Not offered
		Weekdays				Saturdays				
		8am or earlier	9am – 5.30pm	7pm or later	Closed for lunch	9am - noon	5pm or later	7pm or later		
1. Mayday	Bensham Manor	0	1	0	1	1	0	0	0	1
	Norbury	0	0	0	0	0	0	0	0	4
	West Thornton	0	0	0	0	0	0	0	0	4
2. Thornton Heath	South Norwood	0	0	0	0	0	0	0	0	2
	Thornton Heath	0	0	0	0	0	0	0	0	4
	Upper Norwood	0	0	0	0	0	0	0	0	3
3. Woodside & Shirley	Ashburton	0	1	0	0	1	0	0	0	2
	Shirley	0	0	0	0	0	0	0	0	2
	Woodside	0	0	0	0	0	0	0	0	2
4. New Addington & Selsdon	Fieldway	0	0	0	0	0	0	0	0	2
	Heathfield	0	0	0	0	0	0	0	0	4
	New Addington	0	0	0	0	0	0	0	0	2
	Selsdon & Ballards	0	0	0	0	0	0	0	0	3
5. Purley	Coulsdon East	0	0	0	0	0	0	0	0	2
	Coulsdon West	0	2	0	0	2	1	0	0	1
	Kenley	0	0	0	0	0	0	0	0	3
	Purley	0	0	0	0	0	0	0	0	4
	Sanderstead	0	0	0	0	0	0	0	0	3
6. East Croydon	Addiscombe	0	0	0	0	0	0	0	0	3
	Broad Green	0	0	0	0	0	0	0	0	5
	Croham	0	0	0	0	0	0	0	0	2
	Fairfield	1	1	1	0	1	1	1	1	7
	Selhurst	0	0	0	0	0	0	0	0	5
Grand Total		1	5	1	1	5	2	1	1	70
Percentage of Total		1%	7%	1%	1%	7%	3%	1%	1%	93%

The DAC is located in Mayday Locality in Bensham Manor Ward. It opens on Monday – Friday from 9am – 3pm

3.2.3 Advanced Services

3.2.3.3 Stoma Appliance Customisation Service (SACS)

SACS – Out of Area Provision

- In order to effectively review out of area provision of SACS, it is necessary to review the dispensing of stoma appliances
- The total number of stoma appliances, dispensed against prescriptions issued by Croydon GPs was 20,408 (Mar 13 – Feb 14). The table on the right summarises how this breaks down between Croydon and out of area pharmacies and DACs:
 - 31% of items were dispensed within Croydon. All Croydon pharmacies and the DAC dispensed anywhere between 1 and 1,051 items (this excludes Medibank Pharmacy which opened on the 17 March 2014)
 - 69% of items were dispensed outside of the area; of these a total of 9 pharmacies and DACs accounted for 63% of the items
 - It follows that a proportion of Croydon residents will access the SACS outside of the area

Stoma Appliance Dispensing

		Items	% Total
Croydon Pharmacies & DAC	1. Mayday	1,463	7%
	2. Thornton Heath	226	1%
	3. Woodside & Shirley	552	3%
	4. New Addington & Selsdon	655	3%
	5. Purley	1,075	5%
	6. East Croydon	2,364	12%
	Total - Croydon	6,335	31%
Out of Area Pharmacies & DACs	>100 items per pharmacy / DAC	12,854	63%
	<100 items per pharmacy / DAC	1,219	6%
	Total - Out of Area	14,073	69%

Conclusions

- The SACS service aims to ensure the proper use and comfortable fitting of the appliance and to improve the duration of usage, thereby reducing waste
- 5 pharmacies and 1 DAC provide the SACS service. Whilst access and choice are limited the benchmarking data shows that Croydon has high activity rates
- We have concluded that the pharmacy & DACs based SACS service, within Croydon, is not necessary to meet a pharmaceutical need but it is a **relevant** service for the following reasons:
 - Our analysis of dispensing indicates that Croydon residents may choose to access DAC or pharmacy-based stoma customisation both within and outside of the area. They may also opt to receive stoma customisation support from the hospital or clinic providing their ongoing care
 - The SACS service provides theoretical benefits to the patients, however, there is insufficient published evidence to demonstrate improved patient outcomes or value for money
- 49 pharmacies stated in our pharmacy questionnaire, that they would be willing to provide the service in the future
- We have not identified any current or future gaps with the service

Meeting the needs of those with a protected characteristic

Age	✓	Older people are more likely to have a stoma and therefore may require access to the SACS
Disability	✓	SACS help to assess need & provide support to people with disabilities manage their stoma
Gender	✗	No specific needs identified
Race	✓	Language may be a barrier to delivering successful SACS
Religion or belief	✗	No specific needs identified
Pregnancy and maternity	✓	SACS may be required during pregnancy to help accommodate changing body shape
Sexual orientation	✗	No specific needs identified
Gender reassignment	✗	No specific needs identified
Marriage & civil partnership	✗	No specific needs identified

3.2.3 Advanced Services

3.2.3.4 Appliance Use Reviews (AURs)

Overview

- Appliance Use Reviews (AURs) may be provided by community pharmacies and dispensing appliance contractors. They may be carried out by an appropriately trained pharmacist or specialist nurse either within the contractor's premises or in a patient's own home
- The purpose of AURs is to improve a patient's knowledge and use of any 'specified appliance' that they have been prescribed. The pharmacy would normally dispense and undertake a review with a view to improving adherence and to minimise waste by resolving any issues related to poor or ineffective use of the appliance by the patient
- The number of AURs which may be undertaken is linked to the volume of appliances dispensed i.e. 1/35 of specified appliances

The Current Picture

- 8 (11%) pharmacies advised us that they offer AURs:
 - These pharmacies are based in Woodside & Shirley, Purley and East Croydon localities
 - No pharmacies offer the services in the localities of Mayday, Thornton Health and New Addington & Selsdon
 - Access to pharmacy and DAC based AURs is limited at all times particularly on weekday mornings at 8am or earlier, weekday & Saturday evenings and Sundays
- The DAC (Mayday Locality) offers the AUR service and is open on Monday – Fridays between the hours of 9am – 3pm
- Benchmarking data (table on the right) for 2012/13 shows the number of AURS undertaken by Croydon Pharmacies & the DAC compared with our ONS comparators and demonstrates:
 - Croydon undertakes a high number of AURs; with 87% of these undertaken in patients' homes
 - Barnet is the only other ONS comparator area which undertook any AURs
 - The high activity rate in Croydon indicates that the current pattern of opening is unlikely to be a barrier to residents who wish to access the service
- Non pharmacy providers may include the hospital or clinic responsible for a patients ongoing care

Specified Appliances

- Catheter appliances, accessories & maintenance solutions
- Laryngectomy or tracheostomy appliance
- Anal irrigation kits
- Vacuum pump or constrictor rings for erectile dysfunction
- Stoma appliances
- Incontinence appliances

The Evidence Base

- There is no published evidence to demonstrate the benefits of AURs
- The stated benefits of improving adherence and reducing waste are theoretical

ONS Comparator Area	No. of AURs provided (2012/13)			
	Home	Premises	Total	% at Home
Croydon	1,304	197	1,501	87%
Barnet	22	0	22	100%
Ealing	0	0	0	NA
Enfield	0	0	0	NA
Greenwich Teaching	0	0	0	NA
Harrow	0	0	0	NA
Hounslow	0	0	0	NA
Luton Teaching	0	0	0	NA
Redbridge	0	0	0	NA
Waltham Forest	0	0	0	NA
London	1,820	354	2,174	84%
England	23,554	4,593	28,147	84%

3.2.3 Advanced Services

3.2.3.4 Appliance Use Reviews (AURs)

Locality	Ward	Number of Pharmacies Offering Appliance Use Reviews								Not offered
		Weekdays				Saturdays			Sundays	
		8am or earlier	9am – 5.30pm	7pm or later	Closed for lunch	9am - noon	5pm or later	7pm or later		
1. Mayday	Bensham Manor	0	0	0	0	0	0	0	0	2
	Norbury	0	0	0	0	0	0	0	0	4
	West Thornton	0	0	0	0	0	0	0	0	4
2. Thornton Heath	South Norwood	0	0	0	0	0	0	0	0	2
	Thornton Heath	0	0	0	0	0	0	0	0	4
	Upper Norwood	0	0	0	0	0	0	0	0	3
3. Woodside & Shirley	Ashburton	0	1	0	0	1	0	0	0	2
	Shirley	0	0	0	0	0	0	0	0	2
	Woodside	0	0	0	0	0	0	0	0	2
4. New Addington & Selsdon	Fieldway	0	0	0	0	0	0	0	0	2
	Heathfield	0	0	0	0	0	0	0	0	4
	New Addington	0	0	0	0	0	0	0	0	2
	Selsdon & Ballards	0	0	0	0	0	0	0	0	3
5. Purley	Coulsdon East	0	0	0	0	0	0	0	0	2
	Coulsdon West	0	0	0	0	0	0	0	0	3
	Kenley	0	0	0	0	0	0	0	0	3
	Purley	0	2	0	0	2	1	0	0	2
	Sanderstead	0	0	0	0	0	0	0	0	3
6. East Croydon	Addiscombe	0	0	0	0	0	0	0	0	3
	Broad Green	0	1	0	0	0	1	0	1	4
	Croham	0	0	0	0	0	0	0	0	2
	Fairfield	2	3	2	0	3	3	2	3	5
	Selhurst	0	1	0	0	0	0	0	0	4
Grand Total		2	8	2	0	6	5	2	4	67
Percentage of Total		3%	11%	3%	0%	8%	7%	3%	5%	89%

The DAC is located in Mayday Locality in Bensham Manor Ward. It opens on Monday – Friday from 9am – 3pm

3.2.3 Advanced Services

3.2.3.4 Appliance Use Reviews (AURs)

AURs – Analysis of Provision

- We have used dispensing of incontinence appliances as a means of exploring provision of AURs
- The total number of incontinence appliances, dispensed against prescriptions issued by Croydon GPs was 7,772 (Mar 13 – Feb 14). The table (on the right) summarises how this breaks down between Croydon and out of area pharmacies and DACs:
 - 24% of items were dispensed within Croydon
 - 66 (89%) pharmacies (excludes Medibank which did not open until the 17 March 2014) and the DAC dispensed anywhere between 1 and 250 items
 - 76% of items were dispensed outside of the area; of these 9 pharmacies and DACs accounted for 70% of the items
 - The maximum number of AURs which could be provided to people using incontinence appliances was 54 within Croydon; & 168 outside of the area
 - Similarly, for stoma appliances (see page 63), the maximum number would be 181 and 402 for Croydon and outside of the area respectively

Meeting the Needs of those with a protected characteristic

Age	✓	Older people are more likely to use appliances and as such require AURs
Disability	✓	Disabled people are more likely to use appliances and as such may require AURs
Gender	✓	Appliance advice can be specific to gender
Race	✓	Language may be a barrier to delivering successful AURs
Religion or belief	✗	No specific needs identified
Pregnancy & maternity	✗	No specific needs identified
Sexual orientation	✗	No specific needs identified
Gender reassignment	✗	No specific needs identified
Marriage & civil partnership	✗	No specific needs identified

Incontinence Appliance Dispensing				
		Total Items	% Total Items	Max No. AURs
Croydon Pharmacies / DAC	1. Mayday	196	2.5%	6
	2. Thornton Heath	222	2.9%	6
	3. Woodside & Shirley	256	3.3%	7
	4. New Addington & Selsdon	241	3.1%	7
	5. Purley	248	3%	7
	6. East Croydon	712	9%	20
	Total – Croydon	1,875	24%	54
Out of Area Pharmacies	>100 items per pharmacy / DAC	5452	70%	156
	<100 items per pharmacy / DAC	445	6%	13
	Total - Out of Area	5,897	76%	168

- The aim of AURs is to improve knowledge and use of any 'specified appliance' with a view to improving outcomes and reducing waste
- In Croydon, 8 pharmacies and 1 DAC provide the AURs service. Whilst access and choice are relatively limited benchmarking data shows that Croydon has high activity rates
- The high proportion of AURs provided at home improves access for people with a disability and addresses the fact that some localities do not have a pharmacy providing the service
- We have concluded that within Croydon, the AUR service is not necessary to meet a pharmaceutical need but it is a **relevant** service for the following reasons:
 - Our analysis indicates that Croydon residents may choose to access AURs both within and outside of the area. They may also access support from the hospital or clinic providing their ongoing care
 - There is insufficient published evidence to demonstrate improved patient outcomes or value for money
- 53 pharmacies stated, in our pharmacy questionnaire, that they would be willing to provide this service in the future.
- We have not identified any current or future gaps

3.2.4 Enhanced Services

3.2.4.1 London Pharmacy Vaccination Service

Overview

- The aim of the immunisation programme is to minimise the health impact of disease through effective prevention
- The London Pharmacy Vaccination service has been established to deliver population-wide evidence based immunisation programmes with a view to:
 - Ensuring timely delivery of immunisations to achieve optimum coverage for the target population
 - Promoting a choice of provider for patients and facilitate the “Every Contact Counts” approach by offering co-administration opportunities where an individual is eligible for two or more vaccinations under different immunisation programmes
 - Improving access to vaccination services
 - Addressing the historically low uptake of seasonal influenza vaccination by those aged under 65 who fall into an ‘at risk’ group and those aged 65+
- The scope of service current includes the following portfolio from September 2014 - March 2015:
 - Pneumococcal polysaccharide vaccination
 - Seasonal Influenza vaccination

The Current Picture

- 52 (69%) pharmacies have been commissioned to provide the London Vaccination service
- The table on the next page summarises availability of services:
 - There is very good access on weekdays (9am-5:30pm) and on Saturday (9am – 12pm) with a choice of pharmacy in all localities
 - During extended hours (weekday & Saturday mornings up until 8am, weekday & Saturday evenings and on Sundays) service availability is more limited in all localities, but to a lesser extent in East Croydon
- **Map 10** provides an overview of the distribution of pharmacy against a backdrop of the older people (65+) population, as a proxy of need. It shows that there is good access and choice of services for these residents
- **Non Pharmacy providers:** GPs and community nurses

The Evidence Base

- In 2011/12, pharmacies in one area used ‘PharmOutcomes’ to record vaccinations and notify GP colleagues¹³:
 - 4,192 people were vaccinated (approximately 15% of total vaccinated)
 - 35% were under 65 and in ‘at risk’ groups (other providers vaccinated 17% in this category)
 - 19% patients stated vaccination was unlikely without pharmacy access
 - 97% rated the service as ‘excellent’
 - 13% of patients cited difficulties in obtaining the vaccine from other providers
- A literature review¹⁴ of community pharmacy delivered immunisation services demonstrates:
 - Immunisation can be safely delivered through community pharmacy
 - Patient medication records are effective at identifying ‘at risk’ clients to be invited for immunisation and this can increase uptake of vaccine
 - User satisfaction with pharmacy based services is high
 - Support for non-physician delivered immunisation is greater for adults than children

Provider Criteria

- The following criteria must be met in order to provide the service:
 - There must be a designated consultation area or alternative premises that meets specific criteria including workspace & infection control requirements
 - The service must be provided by an accredited pharmacist working under the NHS England Core PGD for Administration of 2014/15 Vaccinations, as well as individual PGDs for the pneumococcal and seasonal influenza vaccinations
 - A Declaration of Competences for Vaccination Services (the London Service); including Centre of Pharmacy Postgraduate Education (CPPE) on immunisations and basic life support training must be completed
 - Pharmacists must attend relevant study days/courses, keeping up to date with clinical literature
 - Pharmacist must be aware of the need to have hepatitis B vaccination
 - Standard operating procedures must be available
 - All pharmacy staff must be trained on the operation of the scheme, with full details available for locum pharmacists
 - Pharmacies participating in the service are expected to work in partnership with local GPs to identify and encourage those that have failed to attend previous vaccination appointments

3.2.4 Enhanced Services

3.2.4.1 London Pharmacy Vaccination Service

Locality	Ward	Number of Pharmacies Offering the London Pharmacy Vaccination Service							Sundays	Not offered
		Weekdays				Saturdays				
		8am or earlier	9am – 5.30pm	7pm or later	Closed for lunch	9am - noon	5pm or later	7pm or later		
1. Mayday	Bensham Manor	1	2	1	1	2	1	1	1	0
	Norbury	0	4	1	2	2	1	0	0	0
	West Thornton	0	4	2	0	3	1	1	1	0
2. Thornton Heath	South Norwood	0	1	0	0	1	0	0	0	1
	Thornton Heath	0	3	1	1	3	1	0	0	1
	Upper Norwood	0	2	0	1	2	1	0	0	1
3. Woodside & Shirley	Ashburton	0	2	0	1	2	1	0	0	1
	Shirley	0	2	1	1	2	1	0	0	0
	Woodside	2	2	2	0	2	2	1	2	0
4. New Addington & Selsdon	Fieldway	0	2	0	0	1	0	0	0	0
	Heathfield	0	2	1	1	2	1	0	1	2
	New Addington	1	2	2	0	2	2	0	0	0
	Selsdon & Ballards	0	2	1	0	1	0	0	0	1
5. Purley	Coulsdon East	0	2	0	2	2	0	0	0	0
	Coulsdon West	0	2	0	0	2	2	0	1	1
	Kenley	0	2	1	1	2	0	0	0	1
	Purley	0	0	0	0	0	0	0	0	4
	Sanderstead	0	3	0	1	3	1	0	0	0
6. East Croydon	Addiscombe	1	2	2	0	2	2	0	1	1
	Broad Green	0	4	1	0	2	2	1	2	1
	Croham	0	2	0	1	2	0	0	0	0
	Fairfield	2	3	1	1	3	3	1	2	5
	Selhurst	0	2	0	0	2	1	0	0	3
Grand Total		7	52	17	14	45	23	5	11	23
Percentage of Total		9%	69%	23%	19%	60%	31%	7%	15%	31%

Pharmaceutical Needs Assessment

Map 10: London Pharmacy Vaccination Programme

Legend

- + Pharmacies providing vaccination service
- + 100 Hour Pharmacies providing vaccination service
- + LPS Pharmacies providing vaccination service
- + Internet Pharmacies providing vaccination service

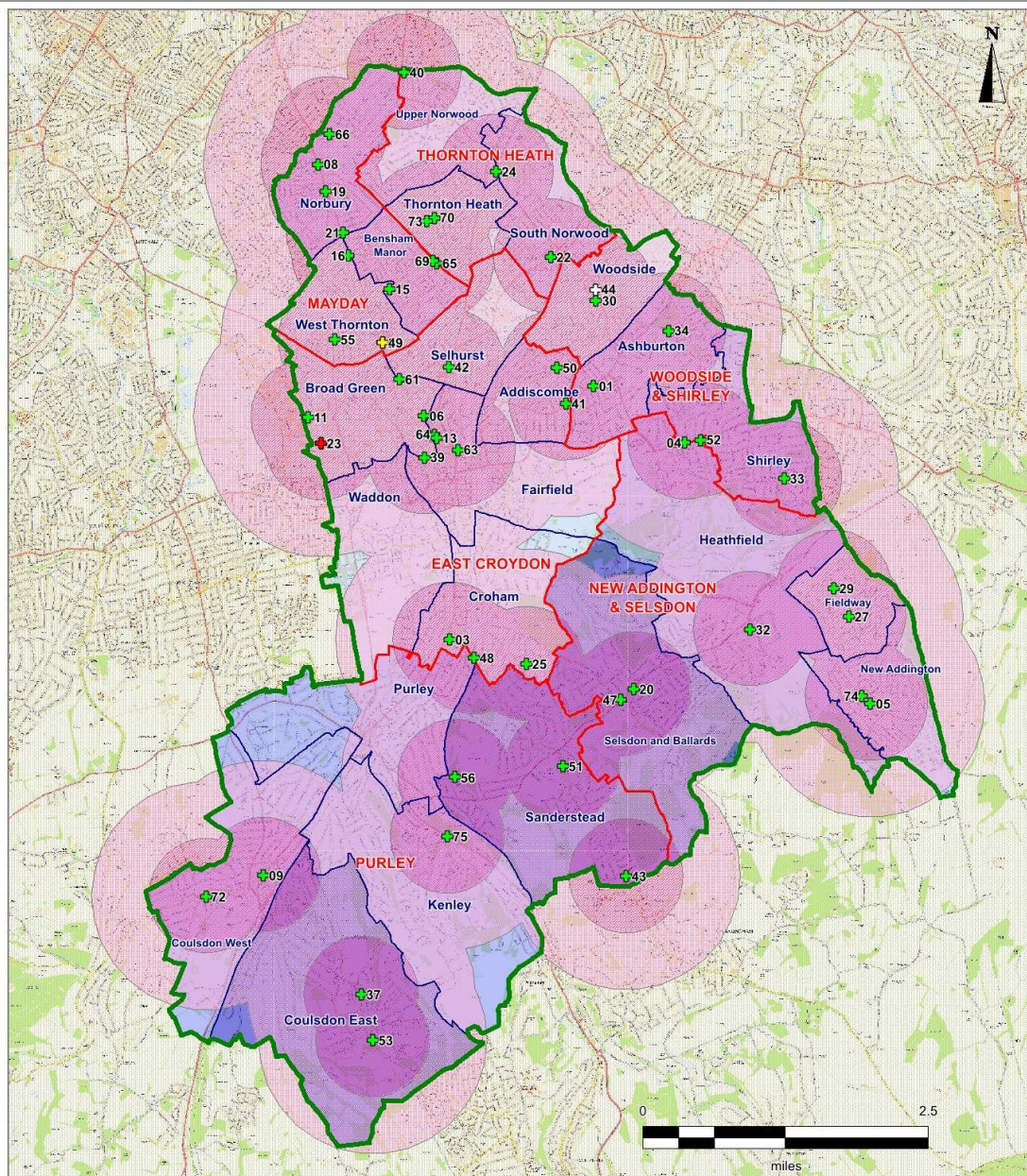
- Croydon
- Croydon Localities
- Wards

Percentage of population aged 65 plus by Ward

- 17.2 to 19.8 %
- 14.8 to 17.2 %
- 12.2 to 14.8 %
- 9.7 to 12.2 %
- 7.1 to 9.7 %

Croydon Pharmacies

- | | | |
|-------------------------------------|--|--|
| 01 Addiscombe Pharmacy - CR0 7AE | 26 Day Lewis Pharmacy - CR7 7HQ | 50 Medibank Pharmacy - CR0 6HE |
| 03 Andrew McCoig Pharmacy - CR2 6ES | 27 Dougans Chemist - CR0 0QF | 51 MediPharm - CR2 9LA |
| 04 Andrew McCoig Pharmacy - CR0 8TE | 29 Fieldway Pharmacy - CR0 9DX | 52 Mona Pharmacy Ltd - CR0 8BJ |
| 05 Aumex Pharmacy - CR0 0JD | 30 Fishers Chemist - SE25 5NT | 53 Old Coulsdon Pharmacy - CR5 1EN |
| 06 A-Z Pharmacy - CR0 2TA | 32 Goldmantle Pharmacy - CR0 9AS | 55 Parade Pharmacy - CR0 3EW |
| 08 Bids Chemist - SW16 4AE | 33 Greenchem - CR0 8NG | 56 Riddlesdown Pharmacy - CR8 1HR |
| 09 Boots UK Limited - CR5 2ND | 34 Greenchem - CR0 7RA | 61 Shivas Pharmacy - CR0 2TG |
| 11 Boots UK Limited - CR0 4YJ | 37 Holmes Pharmacy - CR5 1EH | 63 St. Clare Chemist - CR0 1LG |
| 13 Boots UK Limited - CR9 1SN | 39 Kent Chemist - CR0 1RB | 64 Superdrug Pharmacy - CR0 1US |
| 15 Briggstock Pharmacy - CR7 7JN | 40 Klub Pharmacy Ltd - SE19 3NG | 65 Superdrug Pharmacy - CR7 7JG |
| 16 Cranston Ltd - CR7 6JE | 41 Larchwood Pharmacy - CR0 6RB | 66 Superdrug Pharmacy - SW16 3LU |
| 19 Day Lewis Pharmacy - SW16 4BE | 42 Lloyd George Pharmacy - CR0 2JG | 69 Tesco Stores Limited - CR7 8RX |
| 20 Day Lewis Pharmacy - CR2 8LB | 43 Lloyds Pharmacy - CR2 9BY | 70 Thompsons Chemist - CR7 8JF |
| 21 Day Lewis Pharmacy - SW16 4DT | 44 Lloyds Pharmacy - SE25 4PT | 72 Valley Pharmacy - CR5 3BR |
| 22 Day Lewis Pharmacy - SE25 6EP | 47 Lloyds Pharmacy - CR2 8LG | 73 Wilkes Chemist - CR7 8LZ |
| 23 Day Lewis Pharmacy - CR0 4UQ | 48 Makepeace & Jackson - CR2 0PH | 74 Your Local Boots Pharmacy - CR0 0JB |
| 24 Day Lewis Pharmacy - SE25 6OP | 49 Mayday Community Pharmacy - CR7 7HQ | 75 Zina Chemist - CR8 5AA |
| 25 Day Lewis Pharmacy - CR2 0EJ | | |



3.2.4 Enhanced Services

3.2.4.1 London Pharmacy Vaccination Service (cont...)

Meeting the needs of those with a protected characteristic

Age	✓	The service available to those over 65 and under 65 in at risk groups
Disability	✓	Pharmacy-based services may be more accessible and convenient for people with a physical disability
Gender	✓	No specific needs identified
Race	✓	BAME people are more likely to be in the “at risk” groups
Religion or belief	✗	No specific needs identified
Pregnancy and maternity	✓	The service is available to women who are pregnant
Sexual orientation	✗	No specific needs identified
Gender reassignment	✗	No specific needs identified
Marriage & civil partnership	✗	No specific needs identified

Further Provision

- Given the historically low uptake rates of seasonal influenza vaccine, in both the over 65s and those aged 66 years and under who are ‘at risk’, we would wish to see this service commissioned from as many pharmacies as possible in Croydon
- In particular, we would wish to see all pharmacies which are open for extended hours on weekdays, Saturdays and Sundays offering the service. This would potentially improve access for people who work full time and who may find it difficult to attend for vaccination during working hours

The Future

- NHS England has advised that they may wish to broaden the current portfolio to include shingles, pertussis, Fluenz ® and rotavirus vaccination
- Croydon also has low uptake rates of other childhood immunisations e.g. MMR and HPV vaccine and we believe there would be benefits to extending the portfolio to include the full range of childhood vaccinations

Conclusions

- The London Pharmacy Vaccination Service has been established to improve the uptake of immunisation, to provide a choice of provider and to facilitate implementation of “Every Contact Counts” by offering co-administration of different vaccines, where these are clinically indicated
- The scope of the service, in 2013/14, includes seasonal influenza and pneumococcal vaccines
- We have concluded that this service is not necessary to meet a pharmaceutical need but is **relevant** in that:
 - Community pharmacy is one of a range of providers offering the vaccinations. Many are open during extended hours on weekdays and at weekends. As such, the pharmacy-based service **offers improvements in both access and choice**
 - There is emerging published evidence to support the role of community pharmacy in delivering immunisation services
 - Croydon pharmacies successfully delivered a pharmacy-based immunisation service during 2014/14
- 52 pharmacies are currently offering the new vaccination service.
- There is good coverage across all localities, although there are opportunities to improve service availability during extended hours on weekdays, Saturdays and Sundays
- The London Pharmacy Vaccination service was launched in September 2014 and it is, therefore, too early to evaluate its impact

3.3 Locally Commissioned Services

3.3.1 Overview & Healthy Living Programme

Overview

- The Regulations¹ require that the HWB considers how other services affect the need for pharmaceutical services. Within our PNA, we look at this from two perspectives:
 - a. Firstly, an assessment of services which have been directly commissioned from pharmacy by other organisations
 - b. Secondly, we review how other NHS services impact upon pharmaceutical need (this is considered throughout the PNA)
- In this section of the PNA, we undertake a detailed review of the services which have been directly commissioned from pharmacy:
 - Stop Smoking Service
 - Needle and Syringe Programme
 - Supervised Consumption Service
 - Chlamydia Screening Programme
 - Enhanced Sexual Health Service
 - NHS Health Check Programme
 - Minor Ailments Service
 - Domiciliary Medicines Review Service
- In addition to the above services, we are embarking upon a programme to develop the Healthy Living Pharmacy concept across Croydon (refer to the box on the right for a brief overview)
- In undertaking our assessment, we have adopted a structure and approach similar to that used for pharmaceutical services. This includes setting out current and future gaps and identifying areas for further improvement
- We have also found it helpful to consider whether or not a locally commissioned service is necessary to meet a pharmaceutical need; or if we believe the service is relevant in that it secures improvements in access or choice
- It should be noted that applications **must relate to pharmaceutical services** (i.e. essential, advanced and/or enhanced services) and should not be submitted on the basis of gaps or needs identified for locally commissioned services

Healthy Living Pharmacy (HLP) Programme

- Croydon Council is working in partnership with Croydon Clinical Commissioning Group, Croydon Local Pharmacy Committee (LPC) and the SWL Academic Health and Social Care System to develop the Healthy Living Pharmacy (HLP) concept in the borough
- The concept of the HLP builds upon the role of community pharmacies and attempts to establish them as a key element within public health services. It aims to do this through the delivery of high quality services, advice and intervention as well as regular health promotion activities
- Croydon has set out its ambition for Healthy Living Pharmacies:
 - A community pharmacy that consistently delivers a range of high quality health and wellbeing services
 - Has achieved defined quality criteria requirements and met productivity targets linked to local health needs
 - Has a team that proactively promotes health and wellbeing and proactively offers brief advice on a range of health issues such as smoking, physical activity, sexual health, healthy eating and alcohol
 - Has a trained Health Champion who is proactive in promoting health and wellbeing messages, signposts the public to appropriate services and enables and supports the team in demonstrating the 'ethos' of an HLP
 - Has premises that are fit for purpose for promoting health and wellbeing messages as well as delivering commissioned services
 - Engages with the local community and other health and social care professionals, especially their local GP practice
 - Is recognisable by the public through the display of the HLP logo
- The concept in Croydon is still in early stages of development

3.3 Locally Commissioned Services

3.3.2 Stop Smoking

Overview

- The Stop Smoking Service includes the delivery of behavioural therapy as well as pharmacotherapy intervention (Nicotine Replacement Therapy - NRT) to support people to permanently stop smoking. Bupropion and varenicline are only available via an FP10 prescription from the patient's GP
- The service is available to smokers aged over 12 years living, working or registered with a Croydon GP and aims to:
 - Offer the most effective evidence-based treatment
 - Support people to successfully quit smoking
 - Achieve high levels of service user satisfaction
- Local target groups, for the service, include those living in Fieldway or New Addington wards, young people, people with mental health difficulties and pregnant women

The Current Picture

- 59 (79%) pharmacies have been commissioned to provide the service
- The table (see next page) summarises availability of services by locality and ward:
 - There is very good access on weekdays (9am – 5:30pm) and on Saturday (9am – noon)
 - Outside these hours service are more limited; there are no services open at 8am or earlier on weekdays or on Saturday evenings after 7pm in the New Addington & Selsdon Locality
 - On Sundays, there is a reasonable choice of pharmacy in East Croydon, but limited access in all other localities
- Map 11** shows a good distribution with almost all residents being within 1 mile access of a pharmacy offering the service
- Non-pharmacy providers include GPs (through practice nurses), Solutions4Health (outreach-based services) and MIND
- With respect to activity and performance, in 2013/14:
 - Only 45 of the pharmacies were active
 - The 35% target for 4 week quit rates was achieved in all localities; with pharmacies in Purley achieving the highest quit rate and those in East Croydon the lowest
 - There is variation in active recruitment from the local target groups

Provider Criteria

- The Stop Smoking Advisor must be available at all times during pharmacy opening hours
- The Advisor must have attended level 2 standard National Centre for Smoking Cessation training
- The pharmacy must have a consultation area, which must be used when providing the stop smoking services
- Policies for safeguarding / complaints / data protection are required
- Providers must commit to develop plans for quality improvement

The Evidence Base

- There is good evidence to support the role of community pharmacists in stop smoking services^{14,15}:
 - Studies have demonstrated the effectiveness and cost effectiveness of stop smoking services, provided by trained pharmacy staff, in improving quit rates
 - Community pharmacists trained in behaviour-change methods are effective in helping clients stop smoking. Training increases knowledge, self-confidence and the positive attitude of pharmacists and their staff in relation to smoking cessation
 - Involving pharmacy support staff may increase the provision of brief advice and recording of smoking status in patient medication records
 - Abstinence rates from one-to-one treatment services provided by community pharmacists versus primary care nurses are similar

Locality	No. Active Pharmacies	4 Week Quit Rate (Target 35%)			
		No. Quit Attempts	4 Week Quits (%)	4 Week Quit Range (%)	No. Active Pharmacies Achieving Target
Mayday	6	132	45	0 – 53.7	3
Thornton Heath	7	121	49	0 – 66.7	2
Woodside & Shirley	7	253	39	0 – 66.7	4
New Addington & Selsdon	6	183	50	20 – 92.3	4
Purley	8	176	51	29.4 - 100	5
East Croydon	11	267	37	0 - 100	2
Croydon - Total	45	1132	44	0	20

3.3 Locally Commissioned Services

3.3.2 Stop Smoking

Locality	Ward	Number of Pharmacies Offering the Stop Smoking Service							Sundays	Not offered
		Weekdays				Saturdays				
		8am or earlier	9am – 5.30pm	7pm or later	Closed for lunch	9am - noon	5pm or later	7pm or later		
1. Mayday	Bensham Manor	1	2	1	1	2	1	1	1	0
	Norbury	0	3	0	2	2	1	0	0	1
	West Thornton	0	2	2	0	2	1	1	1	2
2. Thornton Heath	South Norwood	0	2	1	0	2	0	0	0	0
	Thornton Heath	0	4	2	1	4	1	0	0	0
	Upper Norwood	1	3	1	1	3	2	1	1	0
3. Woodside & Shirley	Ashburton	0	2	0	0	2	1	0	0	1
	Shirley	0	2	1	1	2	1	0	0	0
	Woodside	2	2	2	0	2	2	1	2	0
4. New Addington & Selsdon	Fieldway	0	2	0	0	1	0	0	0	0
	Heathfield	0	3	2	1	3	2	0	1	1
	New Addington	0	1	1	0	1	1	0	0	1
	Selsdon & Ballards	0	2	1	0	1	0	0	0	1
5. Purley	Coulsdon East	0	2	0	2	2	0	0	0	0
	Coulsdon West	0	2	0	0	2	1	0	0	1
	Kenley	0	2	1	1	2	0	0	0	1
	Purley	1	1	1	0	1	1	1	1	3
	Sanderstead	0	3	0	1	3	1	0	0	0
6. East Croydon	Addiscombe	0	2	2	0	2	1	0	0	1
	Broad Green	1	4	2	0	3	3	2	3	1
	Croham	0	2	0	1	2	0	0	0	0
	Fairfield	5	7	4	0	6	6	3	4	1
	Selhurst	0	4	0	0	3	1	0	0	1
Grand Total		11	59	24	12	53	27	10	14	16
Percentage of Total		15%	79%	32%	16%	71%	36%	13%	19%	21%

Pharmaceutical Needs Assessment

Map 11: Pharmacies providing the Stop Smoking Service

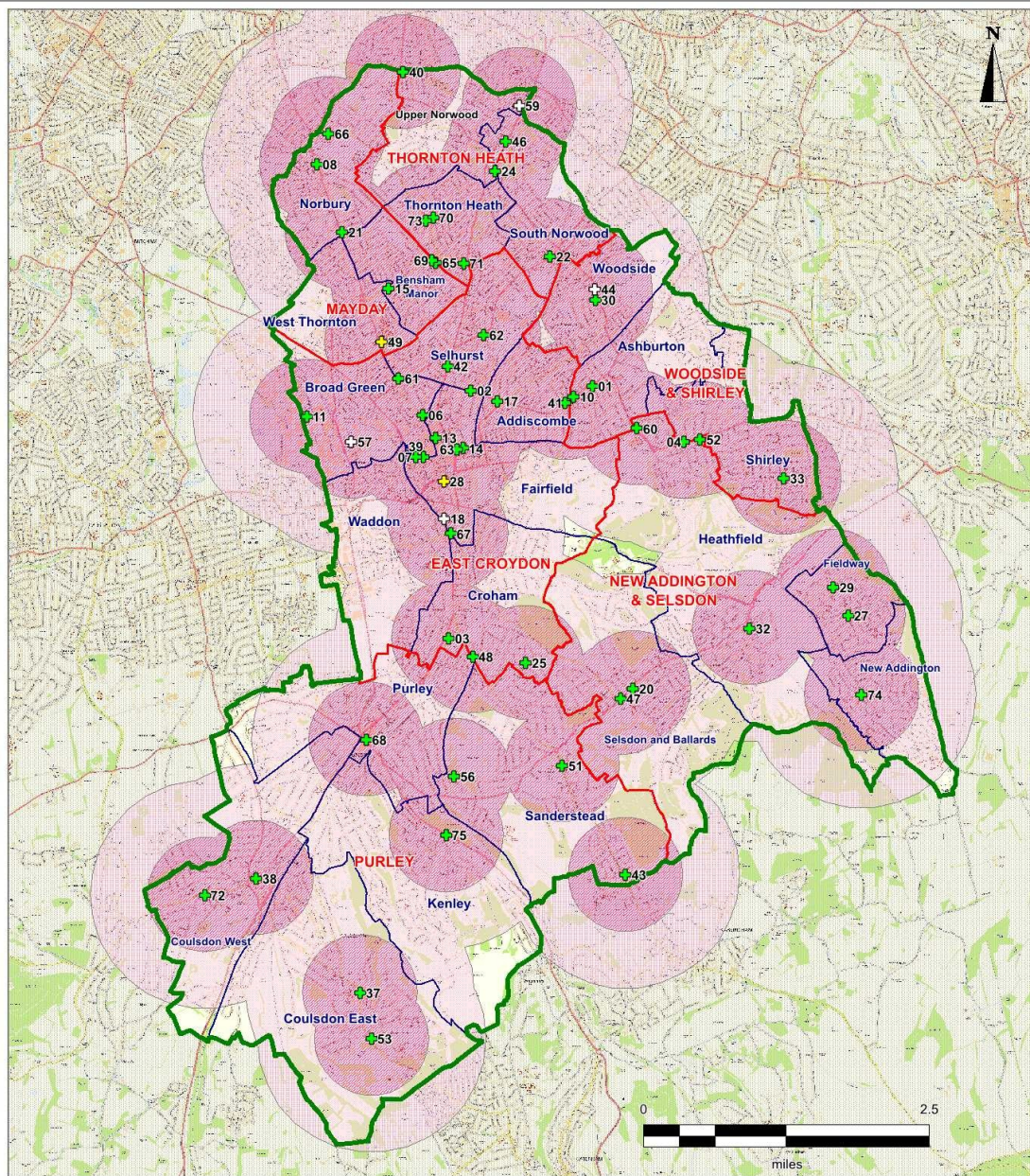
Legend

- + Pharmacies providing the Stop Smoking Service
- + 100 Hour Pharmacies providing the Stop Smoking Service
- + LPS Pharmacies providing the Stop Smoking Service

- Croydon
- Croydon Localities
- Wards
- Distance Buffers**
- 0.5 mile
- 1 mile

Croydon Pharmacies

- | | |
|-------------------------------------|--|
| 01 Addiscombe Pharmacy - CR0 7AE | 41 Larchwood Pharmacy - CR0 6RB |
| 02 Allcom Chemist - CR0 2BZ | 42 Lloyd George Pharmacy - CR0 2JG |
| 03 Andrew McCoig Pharmacy - CR2 6ES | 43 Lloyds Pharmacy - CR2 9BY |
| 04 Andrew McCoig Pharmacy - CR0 8TE | 44 Lloyds Pharmacy - SE25 4PT |
| 06 A-Z Pharmacy - CR0 2TA | 46 Lloyds Pharmacy - SE19 2NT |
| 07 Barkers Chemist - CR0 1RN | 47 Lloyds Pharmacy - CR2 8LG |
| 08 Birds Chemist - SW16 4AE | 48 Makepeace & Jackson - CR2 0PH |
| 10 Boots UK Limited - CR0 6RD | 49 Mayday Community Pharmacy - CR7 7HQ |
| 11 Boots UK Limited - CR0 4YJ | 51 Mediparm - CR2 9LA |
| 13 Boots UK Limited - CR9 1SN | 52 Mona Pharmacy Ltd - CR0 8BJ |
| 14 Boots UK Limited - CR0 1LD | 53 Old Coulsdon Pharmacy - CR5 1EN |
| 15 Brigstock Pharmacy - CR7 7JN | 56 Riddlesdown Pharmacy - CR8 1HR |
| 17 Croychem Ltd - CR0 6AA | 57 Sainsbury's Pharmacy - CR0 4XT |
| 18 Croydon Pharmacy - CR0 1DP | 59 Sainsbury's Pharmacy - SE19 3RW |
| 20 Day Lewis Pharmacy - CR2 8LB | 60 Shirley Pharmacy - CR0 8SS |
| 21 Day Lewis Pharmacy - SW16 4DT | 61 Shivas Pharmacy - CR0 2TG |
| 22 Day Lewis Pharmacy - SE25 6EP | 62 Smart City Pharmacy - SE25 5QF |
| 24 Day Lewis Pharmacy - SE25 6DP | 63 St Clare Chemist - CR0 1LG |
| 25 Day Lewis Pharmacy - CR2 0EJ | 65 Superdrug Pharmacy - CR7 7JG |
| 26 Day Lewis Pharmacy - CR7 7HQ | 66 Superdrug Pharmacy - SW16 3LU |
| 27 Dougans Chemist - CR0 0QF | 67 Swan Pharmacy - CR0 1BJ |
| 28 Fairview Pharmacy - CR9 1PJ | 68 Tesco Stores Limited - CR8 2HA |
| 29 Fieldway Pharmacy - CR0 9DX | 69 Tesco Stores Limited - CR7 8RX |
| 30 Fishers Chemist - SE25 5NT | 70 Thompsons Chemist - CR7 8JF |
| 32 Goldmantle Pharmacy - CR0 9AS | 71 Thornton Heath Pharmacy - CR7 8RU |
| 33 Greenchem - CR0 8NG | 72 Valley Pharmacy - CR5 3BR |
| 37 Holmes Pharmacy - CR5 1EH | 73 Wilkes Chemist - CR7 8LZ |
| 38 Infohealth Pharmacy - CR5 2RA | 74 Your Local Boots Pharmacy - CR0 0JB |
| 39 Kent Chemist - CR0 1RB | 75 Zina Chemist - CR8 5AA |
| 40 Klub Pharmacy Ltd - SE19 3NG | |



3.3 Locally Commissioned Services

3.3.2 Stop Smoking

Meeting the needs of those with a protected characteristic

Age	✓	Smoking prevalence may vary between age groups. There may be opportunities to target stop smoking at specific age segments of the population. The service may be accessed by those aged over 12 years
Disability	✓	Services and advice need to be tailored to meet the specific needs of those with learning disabilities and cognitive impairment
Gender	✗	No specific needs identified
Race	✓	Language may be a barrier to delivering the service. BAME groups are more susceptible to Diabetes, CVD etc made worse by smoking. Use of tobacco e.g. chewing, shisha etc. may affect tobacco control approach
Religion or belief	✗	No specific needs identified
Pregnancy and maternity	✓	Evidence of improved outcomes in pregnancy
Sexual orientation	✗	No specific needs identified
Gender reassignment	✗	No specific needs identified
Marriage & civil		

Further Provision

- In order to secure improvements, we intend work with pharmacies to explore, and address, variation in performance and reasons as to why some are not active at all
- We wish to see pharmacies proactively identifying (e.g. through their patient medication records or opportunistic intervention within the pharmacy) patients who may benefit from the stop smoking service; this includes opportunistically approaching those in local target groups
- In our questionnaire, pharmacies identified that training support was required to underpin and enhance service delivery

The Future

As part of a more holistic health and wellbeing offer, we are exploring the synergies within health improvement pathways i.e. support for those with weight gain associated with smoking cessation; and the wider role community pharmacies can play in mobilising the large network of people they see each year.

Conclusions

- Stop smoking services are vital with respect to reducing the health consequences and inequalities associated with smoking
- We have determined that the service is **necessary** to meet the pharmaceutical needs of our population for the following reasons:
 - There is good evidence to support community pharmacy-based stop smoking services
 - Pharmacy services are beneficial in that NRT, to support a quit attempt, may be supplied at the point of consultation
 - Whilst pharmacy is one of a range of providers commissioned to provide the service, there are potentially benefits in terms of access & choice, including during extended hours on weekdays and at weekends
 - The service is a priority given the higher prevalence of smoking, particularly in some of the areas of higher deprivation; as well as a higher than average prevalence of COPD in those under 75 years
 - The service supports us with meeting our strategic priorities around cardiovascular disease and COPD
- 59 pharmacies have been commissioned to provide the service and access is generally good on weekdays and Saturdays. On Sundays, service availability is more limited in all localities, apart from East Croydon
- With respect to performance:
 - Only 45 pharmacies actively deliver the service
 - There is variation in performance of pharmacies both within localities; and also between localities. This variation extends to active recruitment from local target groups

3.3 Locally Commissioned Services

3.3.3 Needle and Syringe Programme

Overview

- This service provides clean injecting equipment and encourages the exchange of used needles and syringes. In addition, advice is provided on safer injecting technique and practices; and facilitates signposting and onward referral of service users to other health and social care services. This support enables individuals to remain healthy until they are ready to cease injecting and achieve a drug-free life
- The service aims to protect health and reduce the transmission of blood-borne viruses and other diseases associated with injecting drug use by:
 - Improving access to clean injecting equipment and providing access points for the safe disposal of injecting equipment
 - Reducing the incidence of sharing injecting equipment through the provision of free sterile injecting equipment
 - Promoting safer drug-using practices and healthier lifestyles through the provision of resources and advice on harm reduction and services available
 - Complementing existing drug and alcohol services with the local care model framework by facilitating referrals to specialist services, where appropriate

The Current Picture

- 15 (20.0%) pharmacies have been commissioned to provide the service
- The table (next page) summarises service availability and **Map 12** (subsequent page) provides an overview of the distribution of these pharmacies:
 - There is reasonable access to the service on weekdays (9am – 5:30pm) and Saturday (9am – 12pm), although some residents in the Mayday, New Addington & Selsdon and Purley localities have to travel more than a mile in order to access services at these times
 - Access outside of these hours is more limited, with service users potentially having to travel between 2 – 5 miles to access the service, particularly:
 - Up until & including 8am on weekdays and Saturdays
 - On Saturdays from 7pm onwards, when only 3 pharmacies are open
 - On Sundays, when only 7 pharmacies are open
- The table on the right summarises the number of active pharmacies and the number of clients accessing services. The variation between pharmacies is likely to be due to users exercising choice
- Non-pharmacy providers:** Turning Point

Provider Criteria

- Pharmacists providing this service must complete the CPPE certificate in Substance Use and Misuse
- Pharmacists must have capacity to participate in infection control audits for needle exchange
- Pharmacist must attend annual refreshers training
- The service should be available at all times when the pharmacy is open
- The pharmacy must have, and use, a consultation area
- Staff and premises must be insured
- Policies for safeguarding, complaints and data protection must be in place

The Evidence Base

- The effectiveness of needle and syringe Exchange services at improving outcomes and reducing injecting related risks e.g. Hepatitis B/C and HIV infections, has been demonstrated in studies^{14,15}:
 - Community pharmacy based needle exchange schemes were found to achieve high rates of returned injecting equipment and are cost effective. However, the evidence is based on descriptive studies only
 - Most drug users value community pharmacy-based services highly

Locality	% Active pharmacies (Total)	No. of Service users	Av. No. of Service Users per pharmacy
Mayday	N/A	N/A	N/A
Thornton Heath	1 (2)	87	43.5
Woodside & Shirley	1 (2)	116	58.0
New Addington & Selsdon	1 (3)	29	9.7
Purley	2 (3)	24	8.0
East Croydon	5 (5)	582	116.4
Croydon - Total	10 (15)	838	55.9

3.3 Locally Commissioned Services

3.3.3 Needle and Syringe Programme

Locality	Ward	Number of Pharmacies Offering the Needle and Syringe Programme							Sundays	Not offered
		Weekdays				Saturdays				
		8am or earlier	9am – 5.30pm	7pm or later	Closed for lunch	9am - noon	5pm or later	7pm or later		
1. Mayday	Bensham Manor	0	0	0	0	0	0	0	0	2
	Norbury	0	0	0	0	0	0	0	0	4
	West Thornton	0	0	0	0	0	0	0	0	4
2. Thornton Heath	South Norwood	0	0	0	0	0	0	0	0	2
	Thornton Heath	0	1	1	1	1	1	0	0	3
	Upper Norwood	1	1	1	0	1	1	1	1	2
3. Woodside & Shirley	Ashburton	0	0	0	0	0	0	0	0	3
	Shirley	0	1	1	1	1	1	0	0	1
	Woodside	1	1	1	0	1	1	0	1	1
4. New Addington & Selsdon	Fieldway	0	1	0	0	1	0	0	0	1
	Heathfield	0	1	1	0	1	1	0	0	3
	New Addington	1	1	1	0	1	1	0	0	1
	Selsdon & Ballards	0	0	0	0	0	0	0	0	3
5. Purley	Coulsdon East	0	0	0	0	0	0	0	0	2
	Coulsdon West	0	1	0	0	1	1	0	1	2
	Kenley	0	1	0	1	1	0	0	0	2
	Purley	0	0	0	0	0	0	0	0	4
	Sanderstead	0	1	0	0	1	0	0	0	2
6. East Croydon	Addiscombe	0	0	0	0	0	0	0	0	3
	Broad Green	0	1	1	0	1	1	1	1	4
	Croham	0	0	0	0	0	0	0	0	2
	Fairfield	1	3	1	1	3	3	1	3	5
	Selhurst	0	1	0	0	1	0	0	0	4
Grand Total		4	15	8	4	15	11	3	7	60
Percentage of Total		5%	20%	11%	5%	20%	15%	4%	9%	80%

Pharmaceutical Needs Assessment

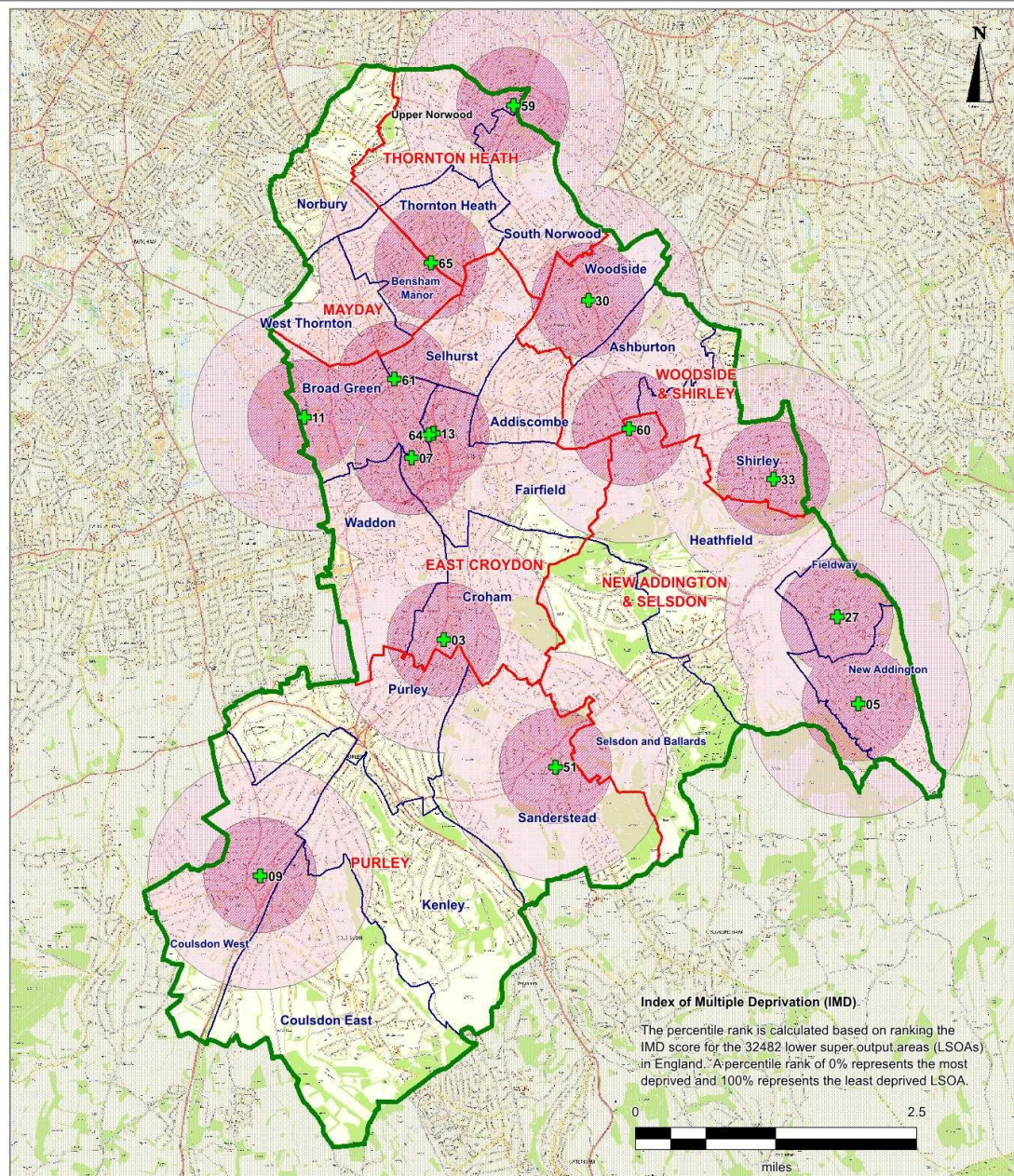
Map 12: Pharmacies providing the Needle & Syringe Programme

Legend

- + Pharmacies providing the Needle & Syringe Programme
- Croydon
- Croydon Localities
- Wards
- Distance Buffers**
- 0.5 mile
- 1 mile

Croydon Pharmacies

03 Andrew McCoig Pharmacy - CR2 6ES
 05 Aumex Pharmacy - CR0 0JD
 07 Barkers Chemist - CR0 1RN
 09 Boots Uk Limited - CR5 2ND
 11 Boots Uk Limited - CR0 4YJ
 13 Boots Uk Limited - CR9 1SN
 27 Dougans Chemist - CR0 0QF
 30 Fishers Chemist - SE25 5NT
 33 Greenchem - CR0 8NG
 51 Medipham - CR2 9LA
 59 Sainsbury's Pharmacy - SE19 3RW
 60 Shirley Pharmacy - CR0 8SS
 61 Shivas Pharmacy - CR0 2TG
 64 Superdrug Pharmacy - CR0 1US
 65 Superdrug Pharmacy - CR7 7JG



3.3 Locally Commissioned Services

3.3.3 Needle and Syringe Programme

Meeting the needs of those with a protected characteristic

Age	✓	The programme is only open to those aged 18 years and over; younger service users should be referred into specialist services
Disability	✗	No specific needs identified
Gender	✗	No specific needs identified
Race	✓	Language may be a barrier to delivering the needle and syringe programme
Religion or belief	✗	No specific needs identified
Pregnancy & maternity	✓	Support for the unborn child
Sexual orientation	✗	No specific needs identified
Gender reassignment	✗	No specific needs identified
Marriage & civil partnership	✗	No specific needs identified

Further Provision

- Whilst most service users 'self-refer' to the pharmacy of their choice; there is a need to ensure that the location, and opening hours, of the pharmacies (and non-pharmacy providers) are well advertised
- We will review the reasons as to why some pharmacies are more active than others with a view to addressing any issues identified
- Areas for support, identified by our community pharmacy questionnaire include: guidelines on service provision and training for accreditation
- There is an option to approach the 100 hour pharmacies, as well as those who open for extended hours, this will assist with addressing the current gaps particularly on weekday mornings (8am and earlier) Saturday evenings (7pm onwards); and on Sundays

The Future

- A review of the programme is underway, which will include the strategic placing of the needle and syringe programme, according to need. It is likely that a re-commissioned service will be in place by July 2015
- The Drug Strategy 2010 has a specific focus on recovery with a whole systems approach to achieving positive outcomes. Pharmacy based services are well placed to provide substance misusers access to healthy lifestyle services, therefore strategies to engage with hard to reach groups, including substance misusers will need to be developed

Conclusions

- The needle and syringe programme is an important public health service which reduces risks to injecting drug users and the general public. The service aims to keep user's as healthy as possible as well as reducing the transmission of blood-borne viruses. We have determined that this service is **necessary** to meet the pharmaceutical needs of our population for the following reasons:
 - The service is primarily available through community pharmacy
 - There is published evidence that pharmacy-based needle exchange programmes are cost effective and improve outcomes
 - There is good alignment with local strategic priorities with respect to reducing harm associated with drug misuse
 - The service has strong links into other social and wellbeing services, that are accessible to current users
- 15 pharmacies are commissioned to provide the service. In our community pharmacy questionnaire, a further 33 pharmacies stated they would be willing to provide this service in the future
- With respect to service provision we have identified the following gaps:
 - Limited access to the service, during the day on weekdays and Saturdays, particularly in parts of Mayday, New Addington & Selsdon and Purley
 - Very limited access on weekday mornings, Saturday evenings and Sundays; which means that residents may have to travel between 2 – 5 miles to access the service
 - All pharmacies within East Croydon are actively delivering the service; 5 pharmacies (one in Thornton Heath, one in Woodside & Shirley, two in New Addington & Selsdon and one in Purley) are not active delivering the service. The implication is that this may place a strain on the capacity and/or quality of existing active pharmacies, particularly in the East Croydon locality, where services are being accessed by higher numbers

3.3 Locally Commissioned Services

3.3.4 Supervised Consumption

Overview

- The supervised consumption service is a partnership between substance misuse prescribing services, the Croydon Substance Misuse team (Turning Point), Community Pharmacy, the Drugs and Alcohol team and the service user
- The service supports the treatment of those, aged 18 years and over, with an opiate addiction by the gradual withdrawal of, or in exceptional circumstances through maintenance therapy, with a non-progressive quantity of substitute medication. In rare circumstances, under 18s may be treated (a protocol is in place for this)
- Provision includes the pharmacist supervising the consumption of the substitute medicine (methadone or buprenorphine) to ensure the patient is complying with treatment, prescribed on FP10 or FP10MDA
- The service aims to reduce harm through early intervention by:
 - Reducing individual's need to use illicit drugs
 - Reducing the possibility of leakage into the community
 - Reducing the level of crime associated with illicit drug use
- Occasionally, users may access services outside of the borough

The Current Picture

- 40 (53%) pharmacies have been commissioned to provide the service
- The table (next page) summarises service availability and **map 13** provides an overview of the distribution of these pharmacies:
 - There is good access on weekdays (9am – 5:30pm) and Saturdays (9am – 12pm); and a choice of provider in all localities
 - Access outside of these hours is more limited, particularly on
 - Weekday mornings (up until & including 8am) and Saturday evenings from 7pm onwards, when there is no provision in the Mayday, Thornton Heath and New Addington and Selsdon localities
 - Sundays when there is no provision in the Mayday and Thornton Heath localities
- The table on the right provides an overview of activity by pharmacy:
 - 5/40 pharmacies aren't active, 3 of these are located in Purley locality and 2 are in the East Croydon Locality
 - Pharmacies in East Croydon and Thornton Heath localities have the highest number of service users

Provider Criteria

- Pharmacists must supervise consumption themselves
- Pharmacists delivering the service must complete the CPPE certificate in Substance Use and Misuse.
- Locum pharmacists delivering the service must notify in advance and meet the specific criteria as set out in the SLA
- Pharmacist must attend ongoing training twice a year
- The pharmacy must have a consultation area
- Staff and premises must be insured
- Policies for safeguarding, complaints & data protection must be in place

The Evidence Base

- Studies have demonstrated the effectiveness of community pharmacy-based supervised consumption services at improving adherence, improving outcomes and reducing medicine diversion^{14,15}:
 - There is moderate quality evidence that there is high attendance at community pharmacy based supervised methadone administration services and that this service is acceptable to users
 - Recent evidence suggests inclusion of trained community pharmacists in the care of intravenous drug users attending to obtain methadone substitution treatment, improved testing and subsequent uptake of hepatitis vaccination
 - Most drug users value community pharmacy-based services highly

Locality	No. of Active pharmacies (Total)	No. of service users	Av. No. of service users per pharmacy
Mayday	3 (3)	16	5.3
Thornton Heath	5 (5)	69	13.8
Woodside & Shirley	4 (4)	28	7
New Addington & Selsdon	5 (5)	21	4.2
Purley	6 (9)	29	3.32
East Croydon	12 (14)	160	11.4
Croydon - Total	35 (40)	323	8.1

3.3 Locally Commissioned Services

3.3.4 Supervised Consumption

Locality	Ward	Number of Pharmacies Offering the Supervised Consumption Service							Sundays	Not offered
		Weekdays				Saturdays				
		8am or earlier	9am – 5.30pm	7pm or later	Closed for lunch	9am - noon	5pm or later	7pm or later		
1. Mayday	Bensham Manor	0	1	0	1	1	0	0	0	1
	Norbury	0	1	0	1	1	1	0	0	3
	West Thornton	0	1	1	0	1	0	0	0	3
2. Thornton Heath	South Norwood	0	2	1	0	2	0	0	0	0
	Thornton Heath	0	2	1	1	2	1	0	0	2
	Upper Norwood	0	1	0	0	1	0	0	0	2
3. Woodside & Shirley	Ashburton	0	1	0	0	1	1	0	0	2
	Shirley	0	1	0	0	1	0	0	0	1
	Woodside	2	2	2	0	2	2	1	2	0
4. New Addington & Selsdon	Fieldway	0	1	0	0	1	0	0	0	1
	Heathfield	0	2	2	0	2	2	0	1	2
	New Addington	0	1	1	0	1	1	0	0	1
	Selsdon & Ballards	0	1	1	0	1	0	0	0	2
5. Purley	Coulsdon East	0	1	0	1	1	0	0	0	1
	Coulsdon West	0	1	0	0	1	1	0	1	2
	Kenley	0	3	1	1	2	0	0	0	0
	Purley	1	2	1	0	2	2	1	1	2
	Sanderstead	0	2	0	0	2	1	0	0	1
6. East Croydon	Addiscombe	0	1	1	0	1	1	0	0	2
	Broad Green	0	2	1	0	2	1	1	1	3
	Croham	0	1	0	0	1	0	0	0	1
	Fairfield	4	7	4	1	6	6	3	5	1
	Selhurst	0	3	0	0	3	1	0	0	2
Grand Total		7	40	17	6	38	21	6	11	35
Percentage of Total		9%	53%	23%	8%	51%	28%	8%	15%	47%

Pharmaceutical Needs Assessment

Map 13: Pharmacies providing the Supervised Consumption Service

Legend

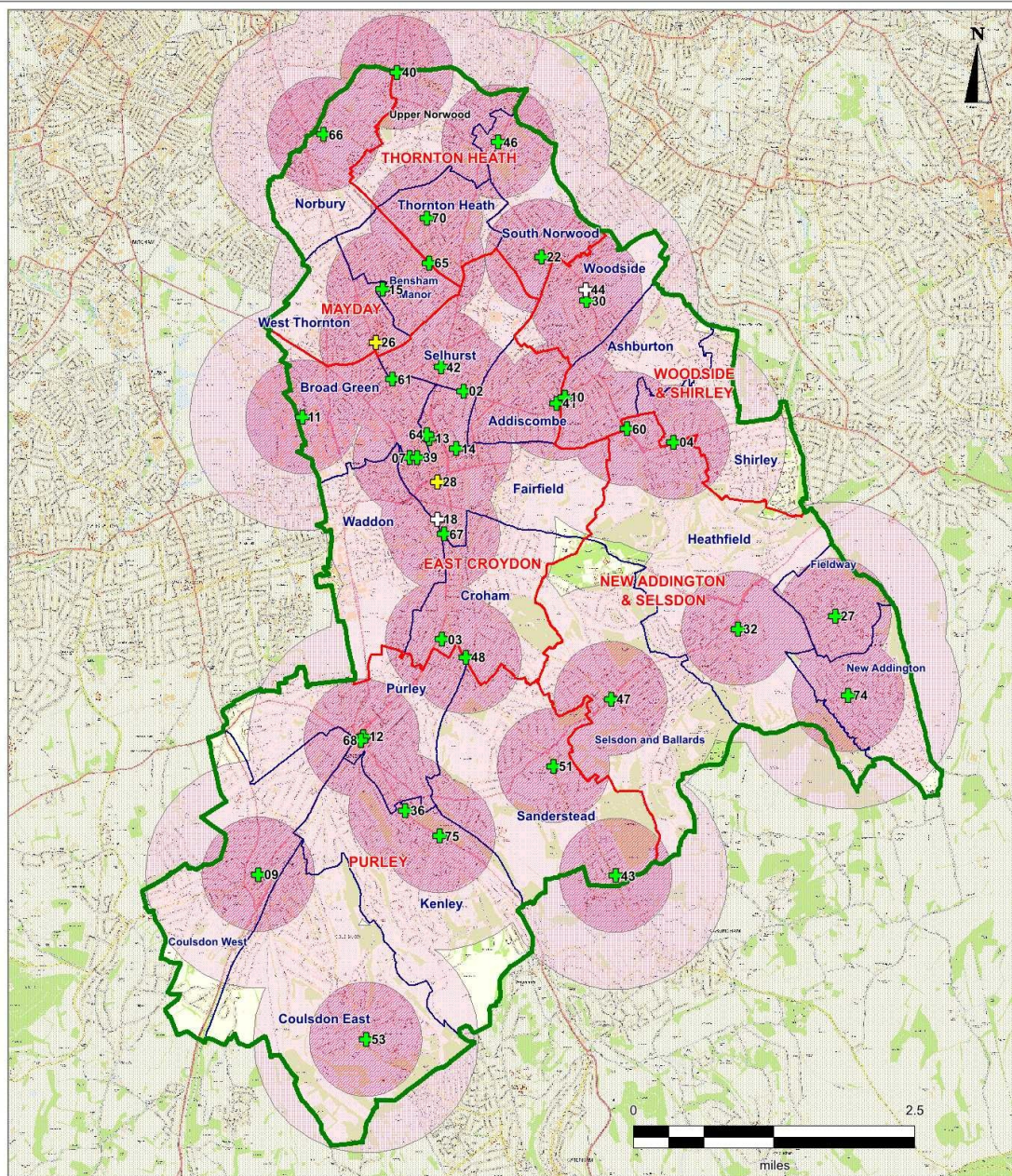
- + Pharmacies providing the Supervised Consumption Service
- + 100 Hour Pharmacies providing the Supervised Consumption Service
- + LPS Pharmacies providing the Supervised Consumption Service

- Croydon
- Croydon_Localities
- Croydon_Wards
- Distance Buffers**
- 0.5 mile
- 1 mile

Croydon Pharmacies

02 Allcorn Chemist - CR0 2BZ
 03 Andrew McCoig Pharmacy - CR2 6ES
 04 Andrew McCoig Pharmacy - CR0 8TE
 07 Barkers Chemist - CR0 1RN
 09 Boots Uk Limited - CR5 2ND
 10 Boots Uk Limited - CR0 6RD
 11 Boots Uk Limited - CR0 4YJ
 12 Boots Uk Limited - CR8 2AF
 13 Boots Uk Limited - CR9 1SN
 14 Boots Uk Limited - CR0 1LD
 15 Brigstock Pharmacy - CR7 7JN
 18 Croydon Pharmacy - CR0 1DP
 22 Day Lewis Pharmacy - SE25 6EP
 26 Day Lewis Pharmacy - CR7 7HQ
 27 Dougans Chemist - CR0 0QF
 28 Fairview Pharmacy - CR9 1PJ
 30 Fishers Chemist - SE25 5NT
 32 Goldmantle Pharmacy - CR0 9AS
 36 Hobbs Pharmacy - CR8 5JE
 39 Kent Chemist - CR0 1RB

40 Klub Pharmacy Ltd - SE19 3NG
 41 Larchwood Pharmacy - CR0 6RB
 42 Lloyd George Pharmacy - CR0 2JG
 43 Lloyds Pharmacy - CR2 9BY
 44 Lloyds Pharmacy - SE25 4PT
 46 Lloyds Pharmacy - SE19 2NT
 47 Lloyds Pharmacy - CR2 8LG
 48 Makepeace & Jackson - CR2 0PH
 51 Medipham - CR2 9LA
 53 Old Coulsdon Pharmacy - CR5 1EN
 60 Shirley Pharmacy - CR0 8SS
 61 Shivas Pharmacy - CR0 2TG
 64 Superdrug Pharmacy - CR0 1US
 65 Superdrug Pharmacy - CR7 7JG
 66 Superdrug Pharmacy - SW16 3LU
 67 Swan Pharmacy - CR0 1BJ
 68 Tesco Stores Limited - CR8 2HA
 70 Thompsons Chemist - CR7 8JF
 74 Your Local Boots Pharmacy - CR0 0JB
 75 Zina Chemist - CR8 5AA



3.3 Locally Commissioned Services

3.3.4 Supervised Consumption

Meeting the needs of those with a protected characteristic

Age	✓	Service may be accessed by those aged 18 years and over; in rare circumstances, those aged under 18 may be treated
Disability	✗	No specific needs identified
Gender	✗	No specific needs identified
Race	✓	Language may be a barrier to successful service delivery
Religion or belief	✗	No specific needs identified
Pregnancy & maternity	✗	No specific needs identified
Sexual orientation	✗	No specific needs identified
Gender reassignment	✗	No specific needs identified
Marriage & civil partnership	✗	No specific needs identified

Further Provision

- We will review the reasons as to why some pharmacies are more active than others; and address any issues identified (we believe that this may be due, in part, to service users exercising choice)
- We will ensure that the service referring substance misuse clients into the supervised consumption service, offer the client a choice from all commissioned pharmacies
- Areas for support, identified by our community pharmacy questionnaire include: training for accreditation. Barriers to participating in the service was cited as “not enough demand” and “implications” of delivering this service. These will be explored in more detail with our network of pharmacies
- There is an option to approach the 100 hour pharmacies, as well as those who open for extended hours, in order to address the current gaps, in access, on weekday mornings, Saturday evenings and Sundays. This would help to enhance levels of supervision, particularly for higher risk service users

The Future

- We aim to set in place phase two of our re-commissioning plan, which includes pharmacy provision, in April 2015. We will explore where best to place services in order to maximise client access and usage
- To ensure quality of service, we are considering limiting the number of service users per pharmacy; and aim to ensure strong cross referral pathways between pharmacies
- The Drug Strategy 2010 has a specific focus on recovery with a whole systems approach to achieving positive outcomes. Pharmacy based services are well placed to provide substance misusers access to healthy lifestyle services, therefore strategies to engage with hard to reach groups, including substance misusers will need to be developed

Conclusions

- The supervised consumption service provides support to drug users with a view to helping them to manage their treatment programme. It aims to improve patients' outcomes and to reduce the diversion of drugs into the community
- We have concluded that this service is **necessary** to meet the pharmaceutical needs of our population for the following reasons:
 - The service is primarily available through community pharmacy, and is particularly accessible during daytime hours
 - Published evidence suggests that pharmacy based services can improve adherence to treatment and improved health outcomes. Services are usually well accepted by users
 - There is good alignment with local strategic priorities with respect to reducing harm associated with drug misuse
- 40 pharmacies have been commissioned to provide the service. In our community pharmacy questionnaire, a further 18 pharmacies stated they would be willing to provide this service in the future
- With respect to service provision we have identified the following gaps:
 - Limited access to the community pharmacy-based service during extended hours on weekdays (before & including 8am), Saturday evenings (7pm onwards) and on Sundays.
 - 5/40 pharmacies are not actively delivering this service. This may place a strain on the current capacity and/or quality of existing active pharmacies, particularly in the East Croydon & Thornton Heath localities, where services are being accessed by users in higher numbers