

Contents

4	CURRENT PROVISION OF NHS PHARMACEUTICAL SERVICES	47
	<i>Key messages.....</i>	<i>47</i>
4.1	Service providers – numbers and geographical distribution	48
4.1.1	Community pharmacies	48
4.1.2	Dispensing GP practices.....	63
4.1.3	Distance selling pharmacies	63
4.1.4	Dispensing appliance contractors	63
4.1.5	Hospital pharmacies	64
4.1.6	Pharmacy services in prisons	64
4.1.7	Local pharmaceutical services contracts (LPS)	64
4.1.8	Comparison with findings in the 2018 PNA.....	65
4.1.9	Comparison with pharmaceutical service provision elsewhere ...	66
4.1.10	Results of questionnaires sent to pharmacies.....	67
4.1.11	Results of pharmacy users' research.....	68
4.1.12	Considerations of service providers available	68
4.2	Accessibility.....	69
4.2.1	Distance, travel times, and access.....	69
4.2.2	Border area	86
4.2.3	Opening hours: community pharmacies.....	87
4.2.4	Coverage	89
4.2.5	Service provision by population density	105
4.2.6	Access for people with disabilities.....	119
4.3	Community pharmacy essential services	119
4.3.1	Public health campaigns	120
4.4	Advanced services	120
4.5	Enhanced services.....	121
4.6	Local improvement services.....	121
4.6.1	Local authority public health commissioned services.....	121
4.6.2	CCG commissioned services.....	122
4.7	Pharmacy facilities – new developments	123
4.7.1	NHS mail accounts	123
	References	123

Figures

Figure 4.1: Community pharmacies and GP practices in Blackburn with Darwen	49
Figure 4.2: Community pharmacies and GP practices in Blackpool	50
Figure 4.3: Community pharmacies and GP practices in Burnley.....	51
Figure 4.4: Community pharmacies and GP practices in Chorley	52
Figure 4.5: Community pharmacies and GP practices in Fylde	53
Figure 4.6: Community pharmacies and GP practices in Hyndburn	54
Figure 4.7: Community pharmacies and GP practices in Lancaster	55
Figure 4.8: Community pharmacies and GP practices in Pendle.....	56
Figure 4.9: Community pharmacies and GP practices in Preston	57
Figure 4.10: Community pharmacies and GP practices in Ribble Valley.....	58
Figure 4.11: Community pharmacies and GP practices in Rossendale	59
Figure 4.12: Community pharmacies and GP practices in South Ribble	60
Figure 4.13: Community pharmacies and GP practices in West Lancashire	61
Figure 4.14: Community pharmacies and GP practices in Wyre	62
Figure 4.15: Number of pharmaceutical service providers (based on the postcode of pharmacy location) by locality.....	66
Figure 4.16: Community pharmacies on the pharmaceutical list, prescription items dispensed per month, population and average items per pharmacy by regions, England 2020/21	67
Figure 4.17: Community pharmacies on the pharmaceutical list, prescription items dispensed per month, population and average items per pharmacy by regions, England 2020/21	67
Figure 4.18: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – pan-Lancashire.....	71
Figure 4.19: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Blackburn with Darwen.....	72
Figure 4.20: Pharmacies within a 15-minute walk time and over the border pharmacies within a 2-mile buffer – Blackpool	73
Figure 4.21: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Burnley	74
Figure 4.22: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Chorley	75
Figure 4.23: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Fylde.....	76
Figure 4.24: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Hyndburn	77
Figure 4.25:: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Lancaster.....	78
Figure 4.26: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Pendle	79
Figure 4.27: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Preston	80
Figure 4.28: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Ribble Valley.....	81

Figure 4.29: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Rossendale.....	82
Figure 4.30: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – South Ribble	83
Figure 4.31: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – West Lancashire	84
Figure 4.32: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Wyre	85
Figure 4.33: 100-hour pharmacies in Blackburn with Darwen	87
Figure 4.34: 100-hour pharmacies in Blackpool	87
Figure 4.35: 100-hour pharmacies in Lancashire localities.....	88
Figure 4.36: Pharmacies open Saturday/Sunday – Blackburn with Darwen.....	91
Figure 4.37: Pharmacies open Saturday/Sunday – Blackpool.....	92
Figure 4.38: Pharmacies open Saturday/Sunday – Burnley	93
Figure 4.39: Pharmacies open Saturday/Sunday – Chorley	94
Figure 4.40: Pharmacies open Saturday/Sunday – Fylde	95
Figure 4.41: Pharmacies open Saturday/Sunday – Hyndburn.....	96
Figure 4.42: Pharmacies open Saturday/Sunday – Lancaster	97
Figure 4.43: Pharmacies open Saturday/Sunday – Pendle	98
Figure 4.44: Pharmacies open Saturday/Sunday – Preston.....	99
Figure 4.45: Pharmacies open Saturday/Sunday – Ribble Valley	100
Figure 4.46: Pharmacies open Saturday/Sunday – Rossendale	101
Figure 4.47: Pharmacies open Saturday/Sunday – South Ribble.....	102
Figure 4.48: Pharmacies open Saturday/Sunday – West Lancashire.....	103
Figure 4.49: Pharmacies open Saturday/Sunday – Wyre.....	104
Figure 4.50: Location of pharmacies and dispensing practice premises compared to population density – Blackburn with Darwen	105
Figure 4.51: Location of pharmacies and dispensing practice premises compared to population density – Blackpool	106
Figure 4.52: Location of pharmacies and dispensing practice premises compared to population density – Burnley.....	107
Figure 4.53: Location of pharmacies and dispensing practice premises compared to population density – Chorley	108
Figure 4.54: Location of pharmacies and dispensing practice premises compared to population density – Fylde	109
Figure 4.55: Location of pharmacies and dispensing practice premises compared to population density – Hyndburn	110
Figure 4.56: Location of pharmacies and dispensing practice premises compared to population density – Lancaster	111
Figure 4.57: Location of pharmacies and dispensing practice premises compared to population density – Pendle.....	112
Figure 4.58: Location of pharmacies and dispensing practice premises compared to population density – Preston	113
Figure 4.59: Location of pharmacies and dispensing practice premises compared to population density – Ribble Valley.....	114

Figure 4.60: Location of pharmacies and dispensing practice premises compared to population density – Rossendale	115
Figure 4.61: Location of pharmacies and dispensing practice premises compared to population density – South Ribble	116
Figure 4.62: Location of pharmacies and dispensing practice premises compared to population density – West Lancashire	117
Figure 4.63: Location of pharmacies and dispensing practice premises compared to population density – Wyre	118
Figure 4.64: Pharmacy services commissioned by PBPs.....	122

4 Current provision of NHS pharmaceutical services

Key messages

There is currently no need for any additional pharmacies as there are sufficient existing community pharmacies across pan-Lancashire. This PNA has not identified a current need for new NHS pharmaceutical service providers across pan-Lancashire. There are 352 community pharmacies overall across pan-Lancashire, representing a 8.1% reduction in the number of providers, down from 383 since the last publication of the PNA in 2018.

The change between 2018 and 2022 is as follows

- Blackburn with Darwen (46 pharmacies in 2022, a reduction of 8.0% from 50 in 2018)
- Blackpool (39 pharmacies in 2022, a reduction of 7.1% from 42 in 2018)
- Lancashire (267 pharmacies in 2022, a reduction of 7.9% from 290 in 2018)

Pan-Lancashire

The number of pharmaceutical service providers per population has changed during the same period. The last PNA showed that there were 26 pharmacies per 100,000 registered population, when the national figure for England was 21 and the average for the North was 24. In the pan-Lancashire area there are now 23 pharmaceutical service providers per 100,000 registered population, with the average in England being 21 and the average for the North of England being 24.

Pharmacies were sent a questionnaire that included a range of questions about their service provision such as consultation facilities and services (see **appendix 6** for full details). Approximately 58% of pan-Lancashire pharmacies responded to the PNA questionnaire about service provision (Blackburn with Darwen – 57%, Blackpool – 62% and Lancashire – 58%). It was important to ask pharmacies directly to ensure we had up-to-date information about the facilities and services they provide to identify coverage across the area for our residents. Some of the key findings were the high proportion of those who had consultation rooms with wheelchair access and closed rooms for privacy.

Review of the locations, opening hours and access for people with disabilities, suggest there is sufficient access to NHS pharmaceutical services across pan-Lancashire. There appears to be good coverage in terms of opening hours across the area. The extended opening hours of community pharmacies are valued, and these extended hours should be maintained. Many pharmacies and dispensing surgeries have wheelchair access, and home delivery services can help to provide medications to those who do not have access to a car or who are unable to use public transport. Overall, for the population of pan-Lancashire 84.1% of pharmacies have wheelchair access. It is important to note that key services such as extended hours (beyond core 40/100 hours) and home delivery are not part of the NHS contract. If pharmacies withdrew extended supplementary hours, there could be a need within certain areas for pharmacy provision.

Community pharmacies and pharmacists can have an impact on the health of the population by contributing to the safe and appropriate use of medicines.

This chapter describes the current provision of NHS pharmaceutical services, which were explained in chapter 1: Introduction and are defined in the pharmaceutical regulations. It also includes a description of the number and locations of community pharmacies.

4.1 Service providers – numbers and geographical distribution

This PNA identifies the current provision of pharmaceutical services to assess the adequacy of provision of those services. Information was collected up until 1 February 2022. Up-to-date information on community pharmacies (including opening hours) is available on the NHS website: www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx

4.1.1 Community pharmacies

There was a total of 356 community pharmacies across pan-Lancashire as of 1 February 2022. The names of the community pharmacies across pan-Lancashire are listed in **appendix 4** and their locations shown in Figure 4.1 to Figure 4.14.

Blackburn with Darwen

There are 46 pharmacies across Blackburn with Darwen, a decrease from 50 in the previous PNA. These are

- 40 hours contract – 34
- 100 hours contract – 10
- distance-selling contract – 2

Figure 4.1 shows community pharmacies and GP practices in Blackburn with Darwen.

Blackpool

There are 39 pharmacies across Blackpool, a decrease from 43 in the previous PNA. The pharmacies are

- 40 hours contract – 35
- 91 hours contract (Local pharmaceutical services (LPS)) – 1
- 100 hours contract – 2
- distance-selling contract – 1
- 37.5 hours contract – 1

Figure 4.2 shows community pharmacies and GP practices in Blackpool.

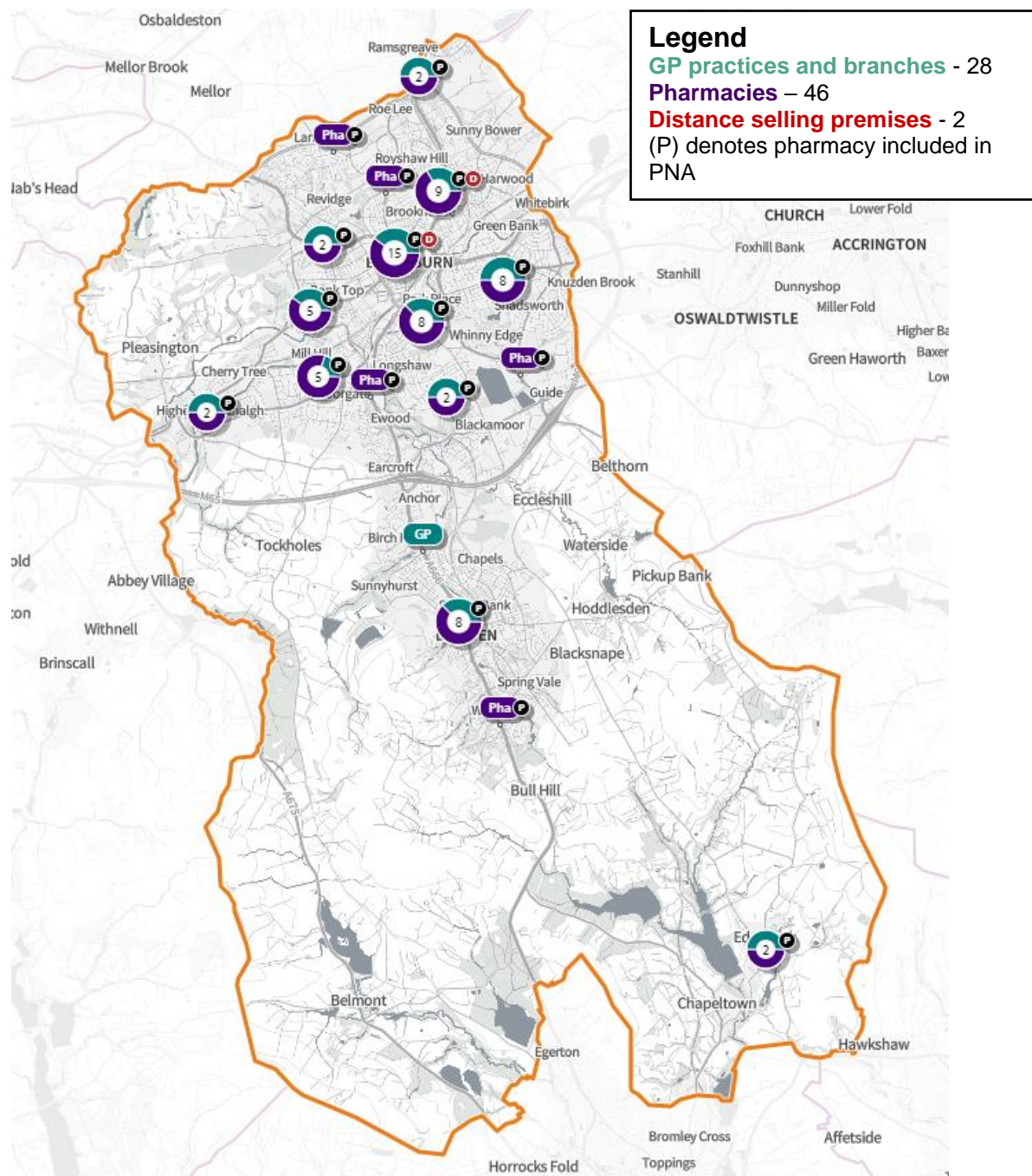
Lancashire

There are 267 pharmacies (plus 4 across dispensing appliance contractors (DACs)) across Lancashire, a decrease from 290 in the previous PNA. These are

- 40 hours contract – 219
- 40 hours contract (LPS) - 1
- 100 hours contract – 35
- distance-selling contract – 11
- dispensing appliance contract – 4
- 39.75 hours contract – 1

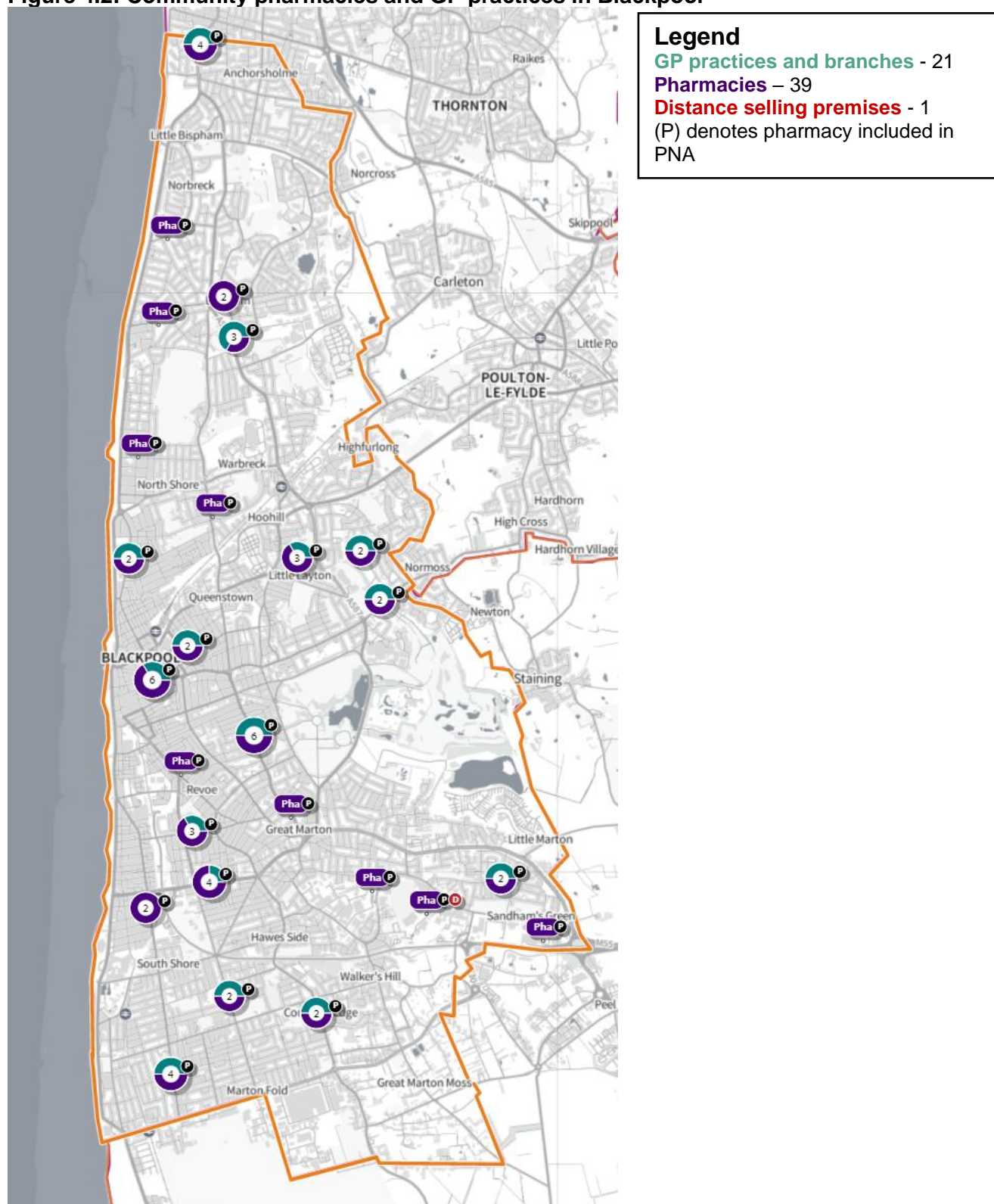
Figures 4.3 to 4.14 show community pharmacies and GP practices in Lancashire HWB localities.

Figure 4.1: Community pharmacies and GP practices in Blackburn with Darwen



Source: SHAPE Place Atlas

Figure 4.2: Community pharmacies and GP practices in Blackpool



Source: SHAPE Place Atlas

Figure 4.3: Community pharmacies and GP practices in Burnley

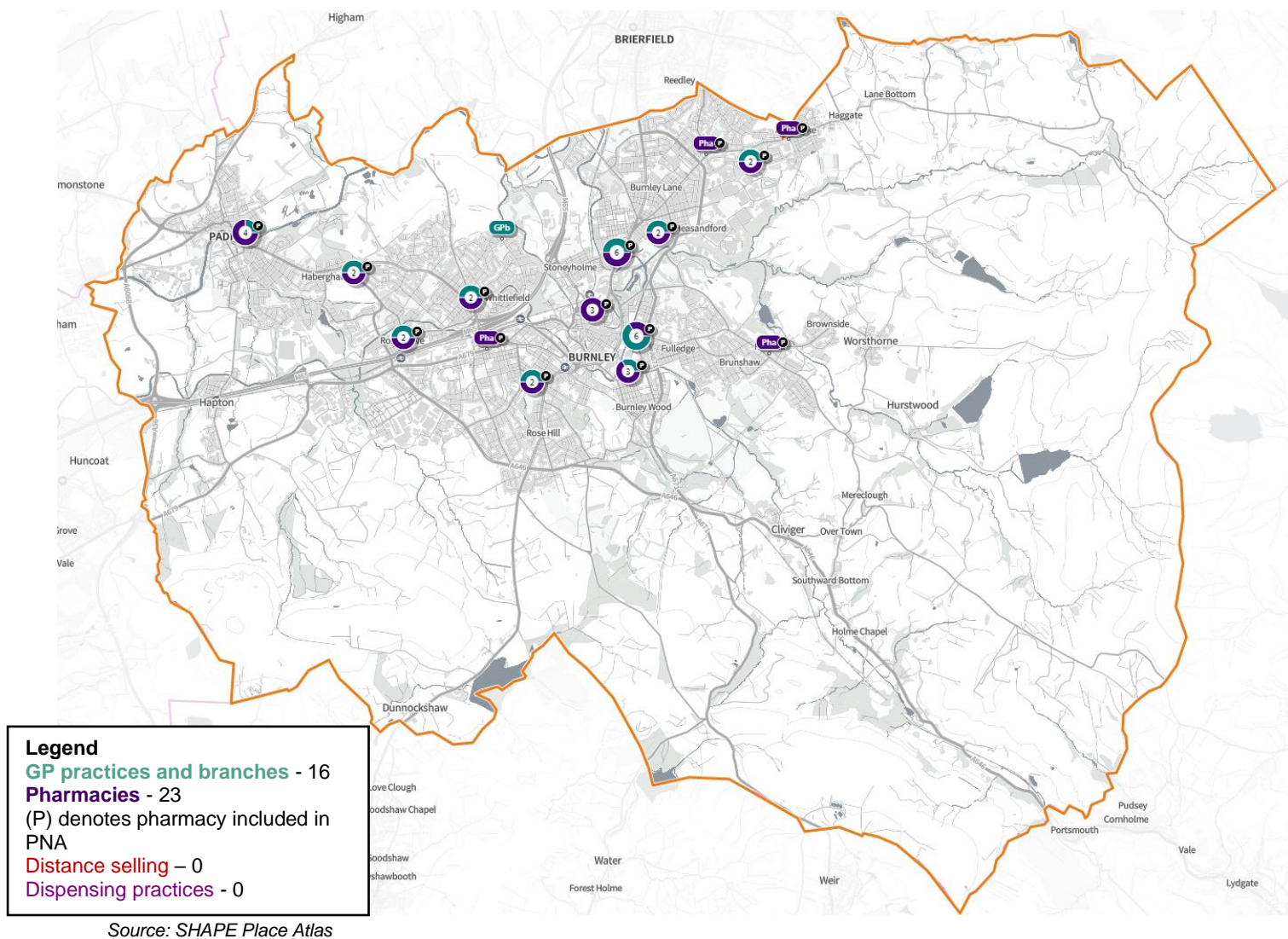
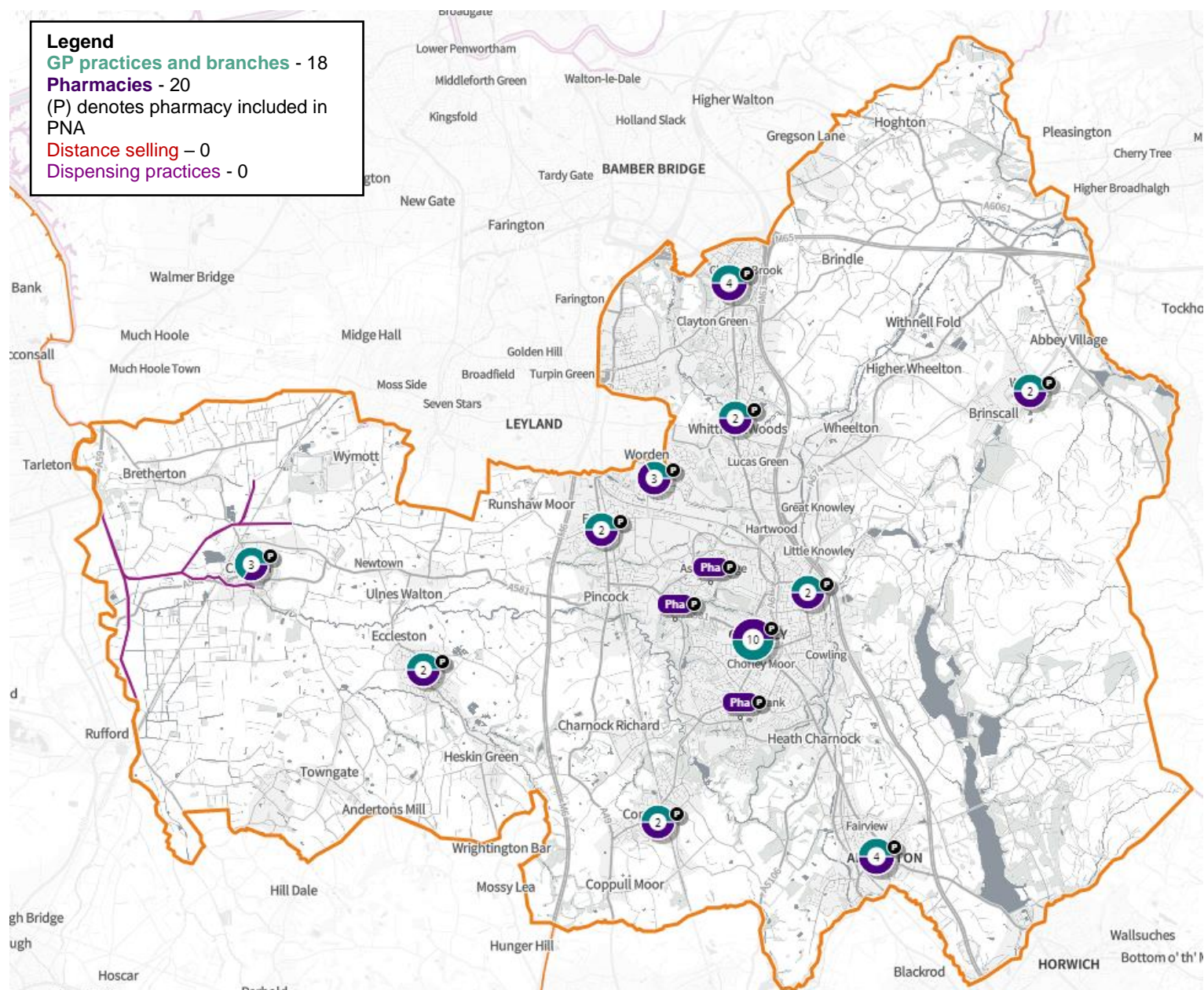
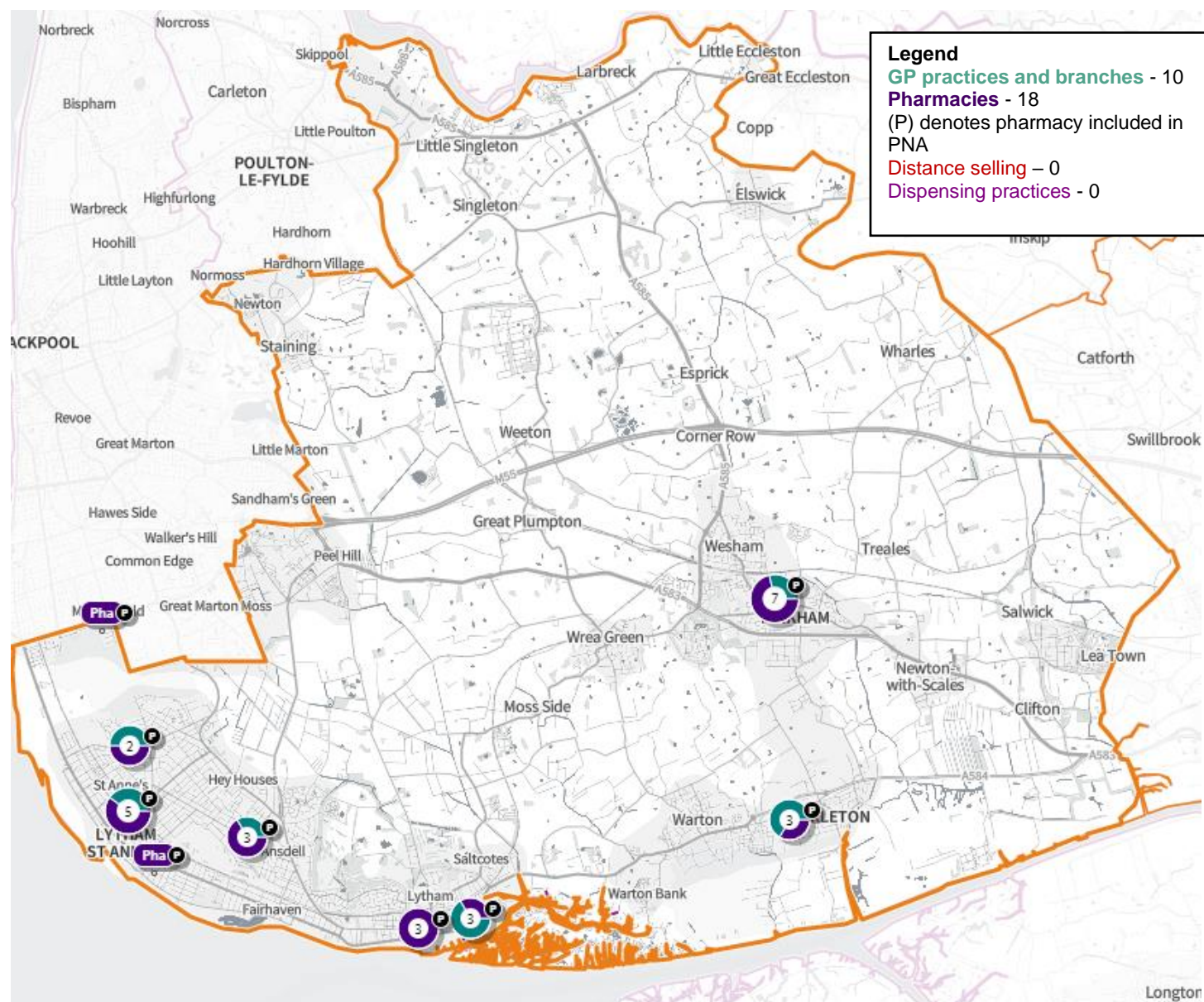


Figure 4.4: Community pharmacies and GP practices in Chorley



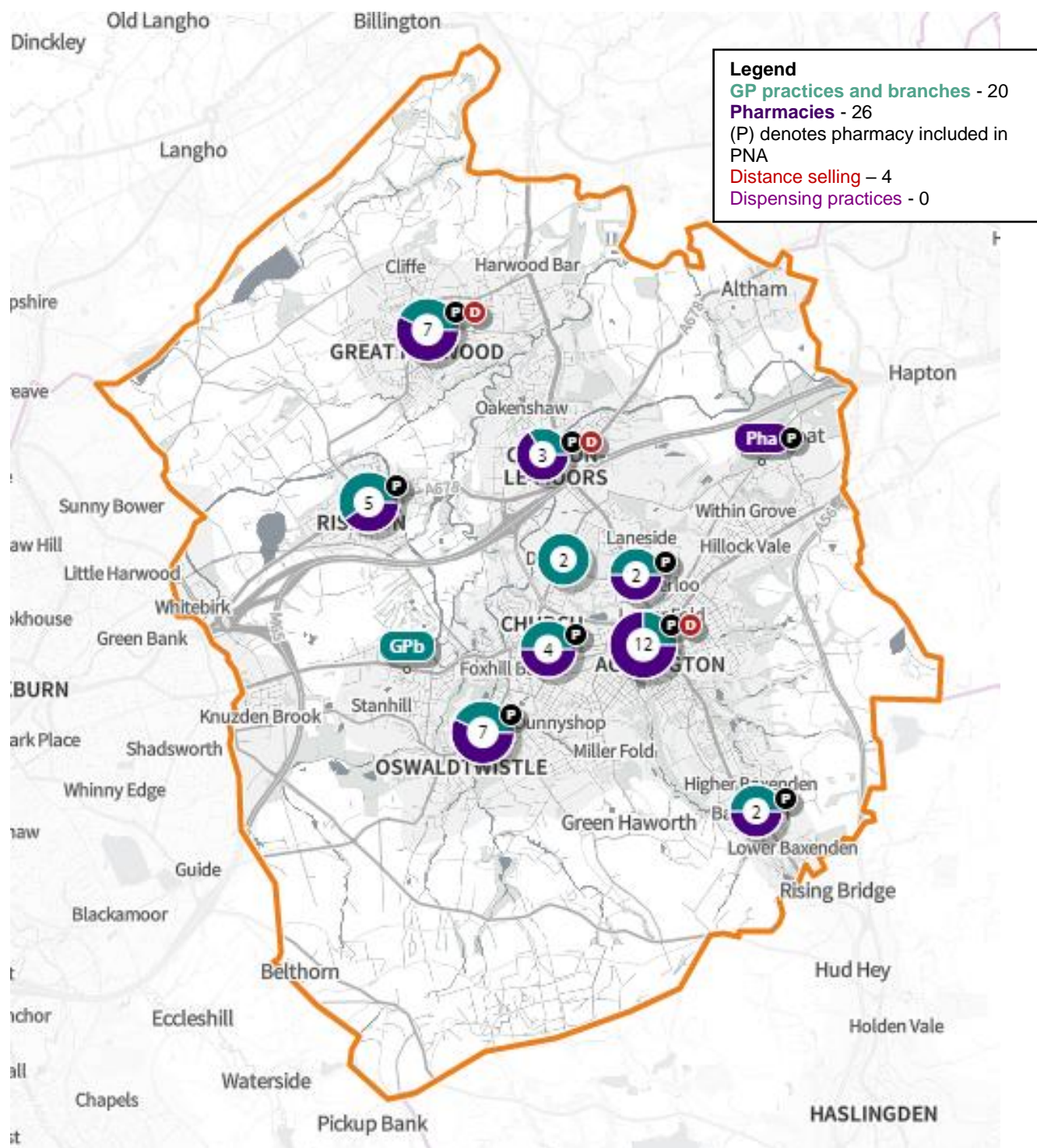
Source: SHAPE Place Atlas

Figure 4.5: Community pharmacies and GP practices in Fylde



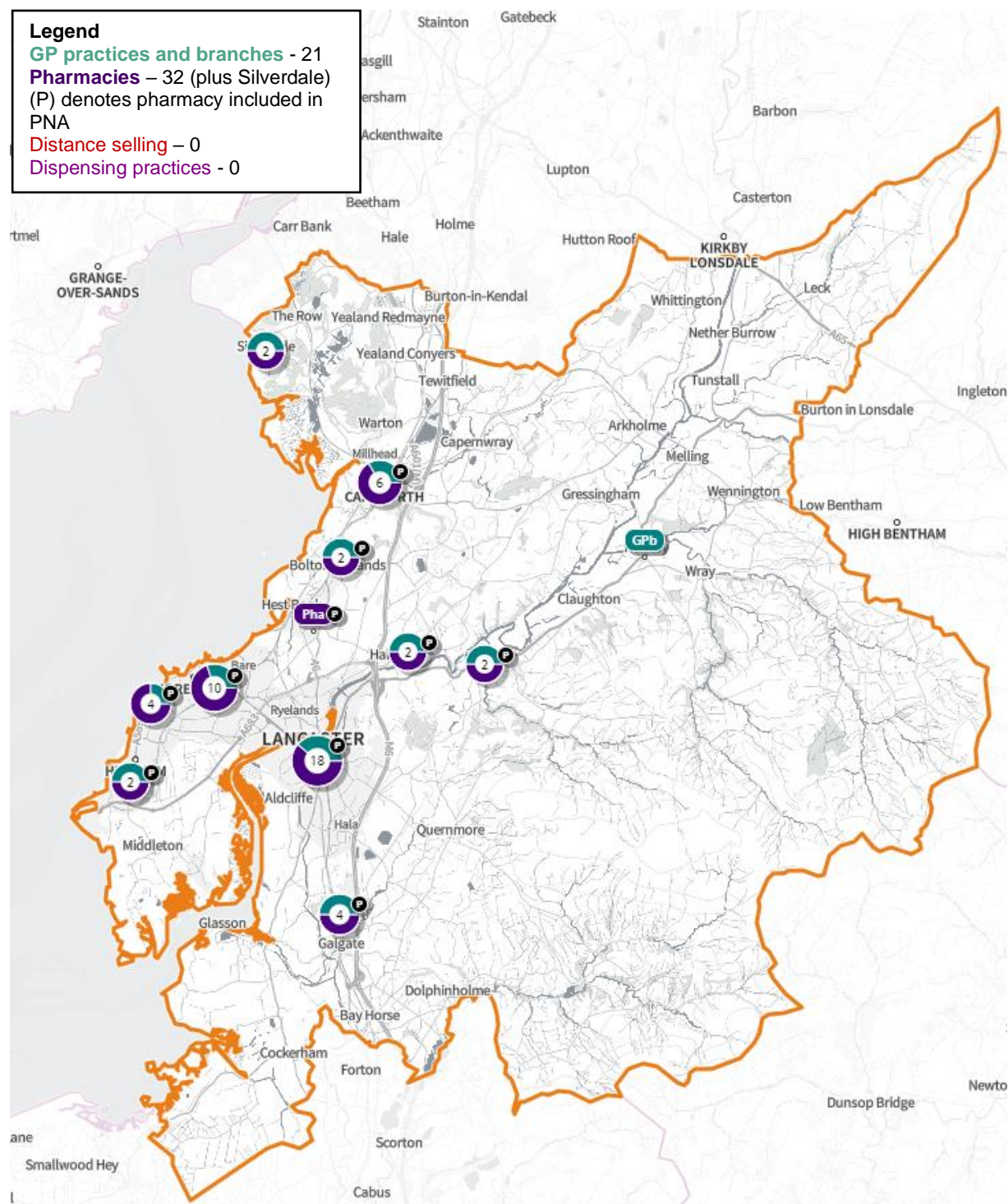
Source: SHAPE Place Atlas

Figure 4.6: Community pharmacies and GP practices in Hyndburn



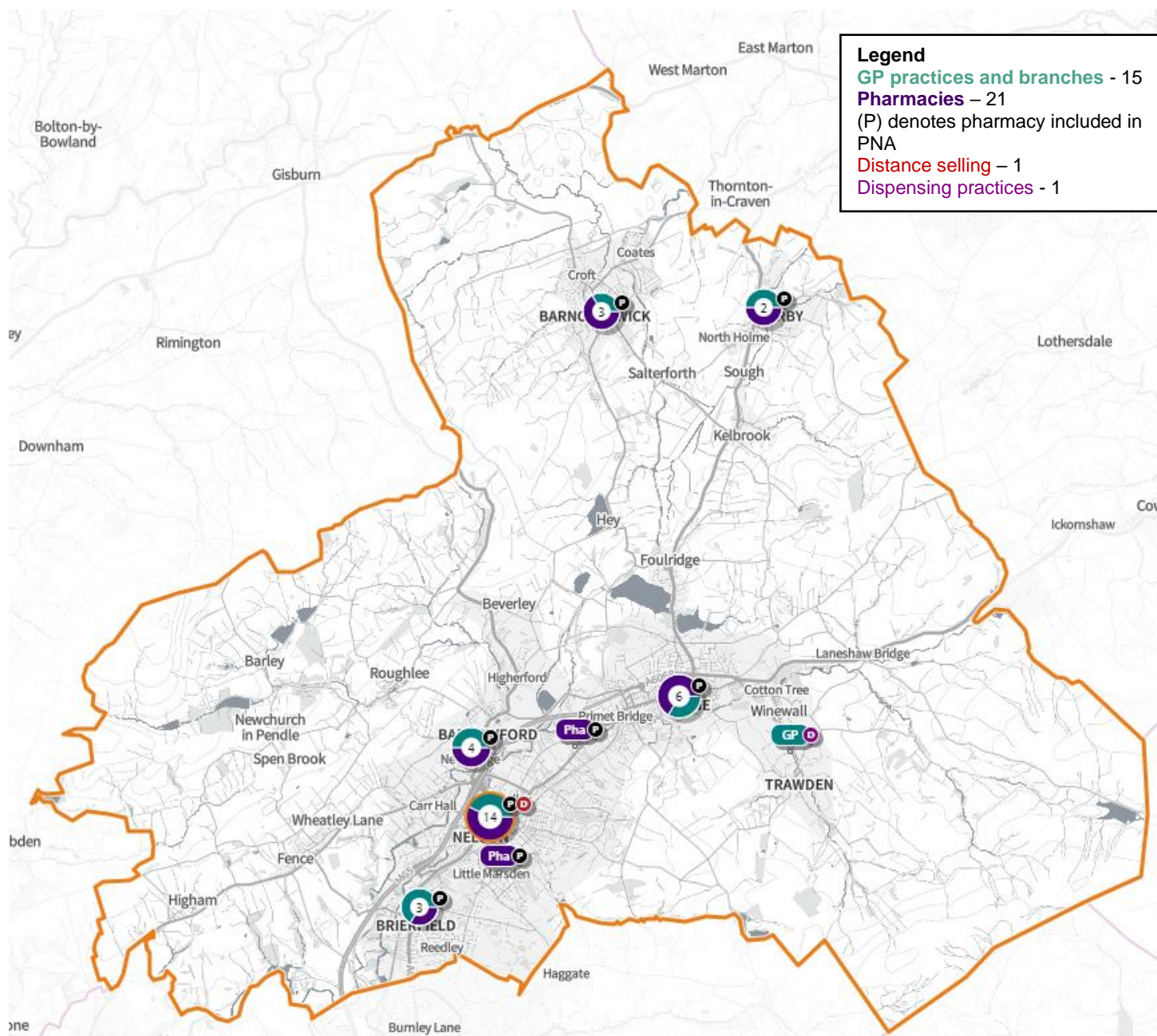
Source: SHAPE Place Atlas

Figure 4.7: Community pharmacies and GP practices in Lancaster



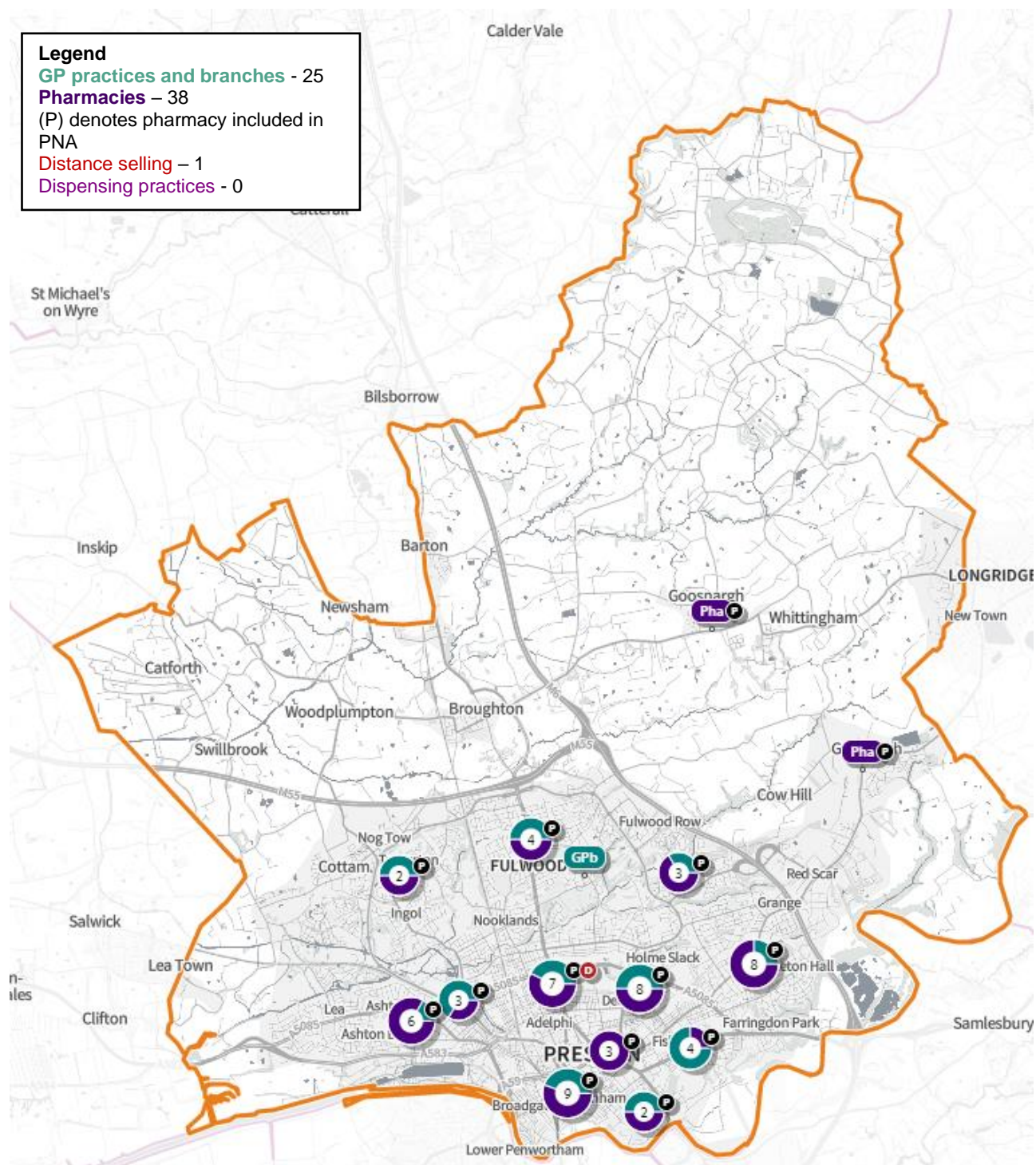
Source: *SHAPE Place Atlas*

Figure 4.8: Community pharmacies and GP practices in Pendle



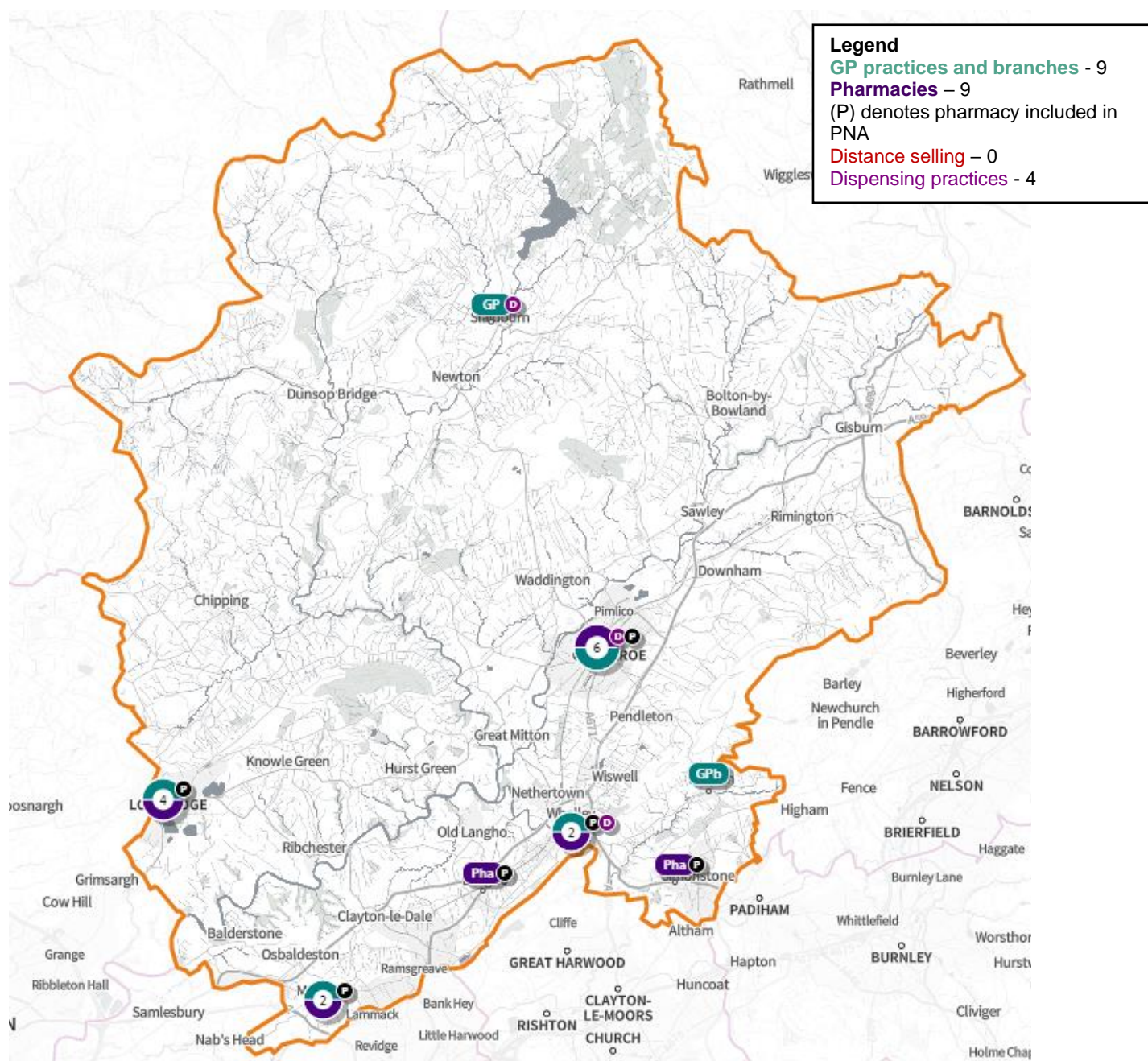
Source: SHAPE Place Atlas

Figure 4.9: Community pharmacies and GP practices in Preston



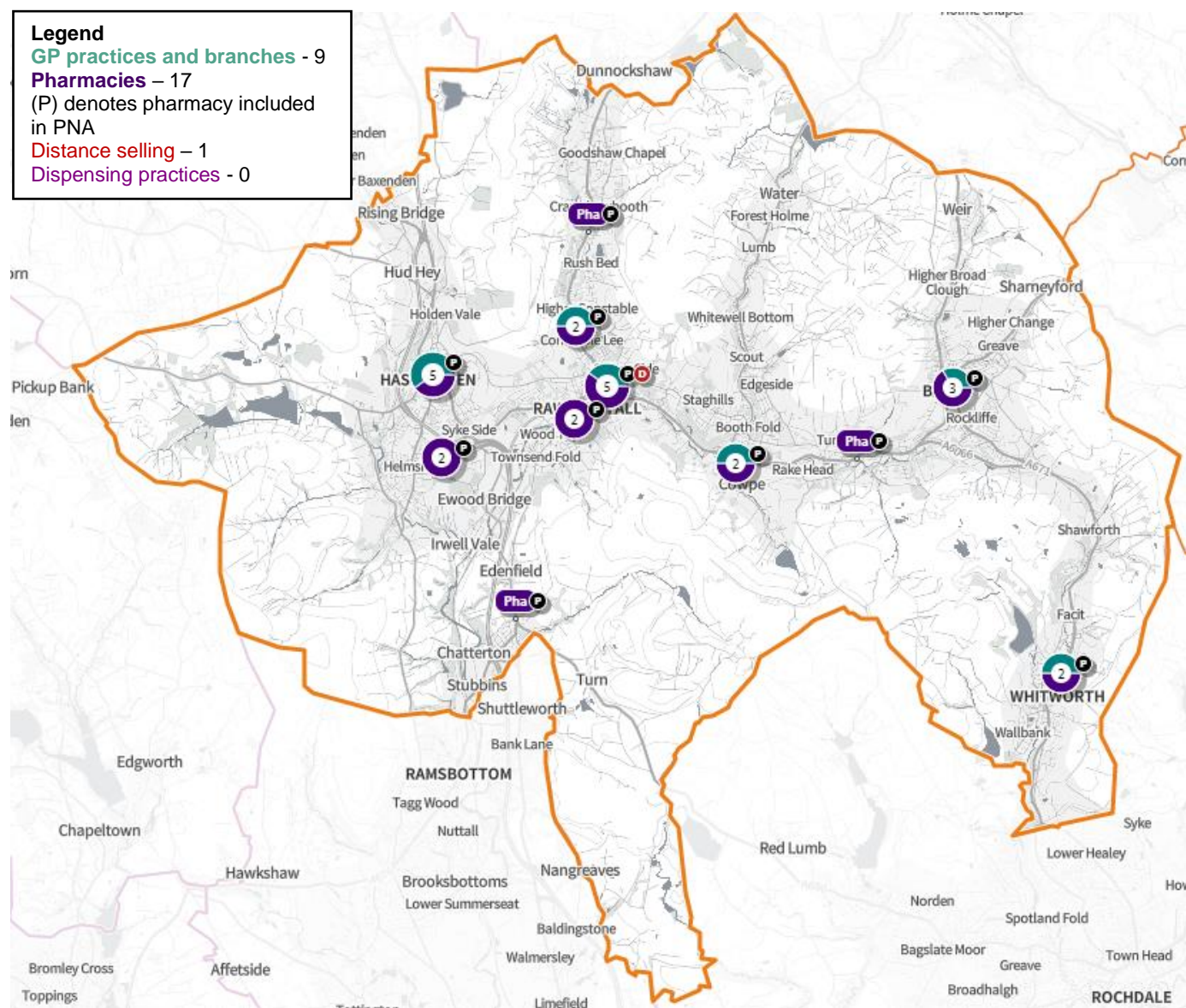
Source: SHAPE Place Atlas

Figure 4.10: Community pharmacies and GP practices in Ribble Valley



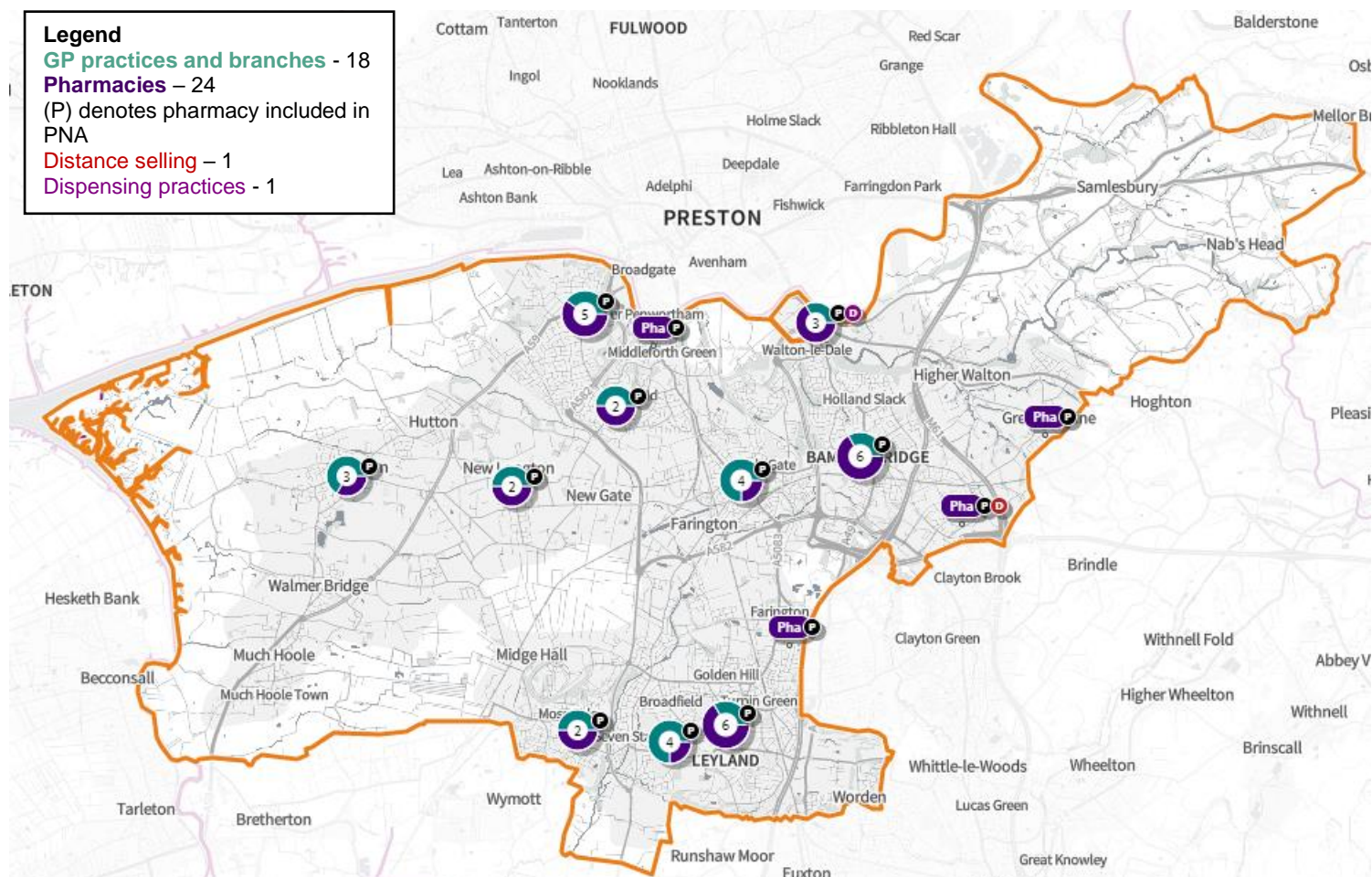
Source: SHAPE Place Atlas

Figure 4.11: Community pharmacies and GP practices in Rossendale



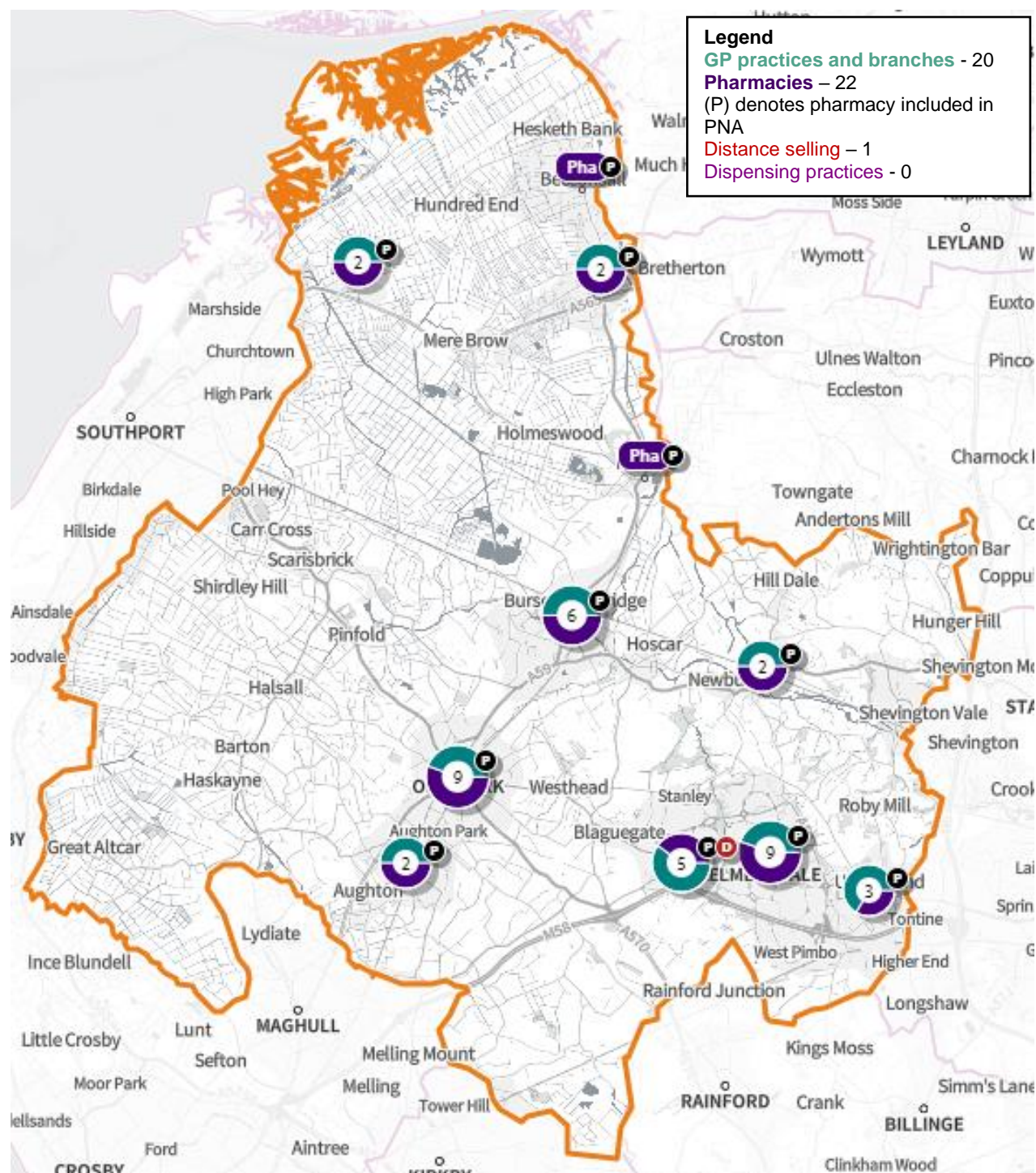
Source: *SHAPE Place Atlas*

Figure 4.12: Community pharmacies and GP practices in South Ribble



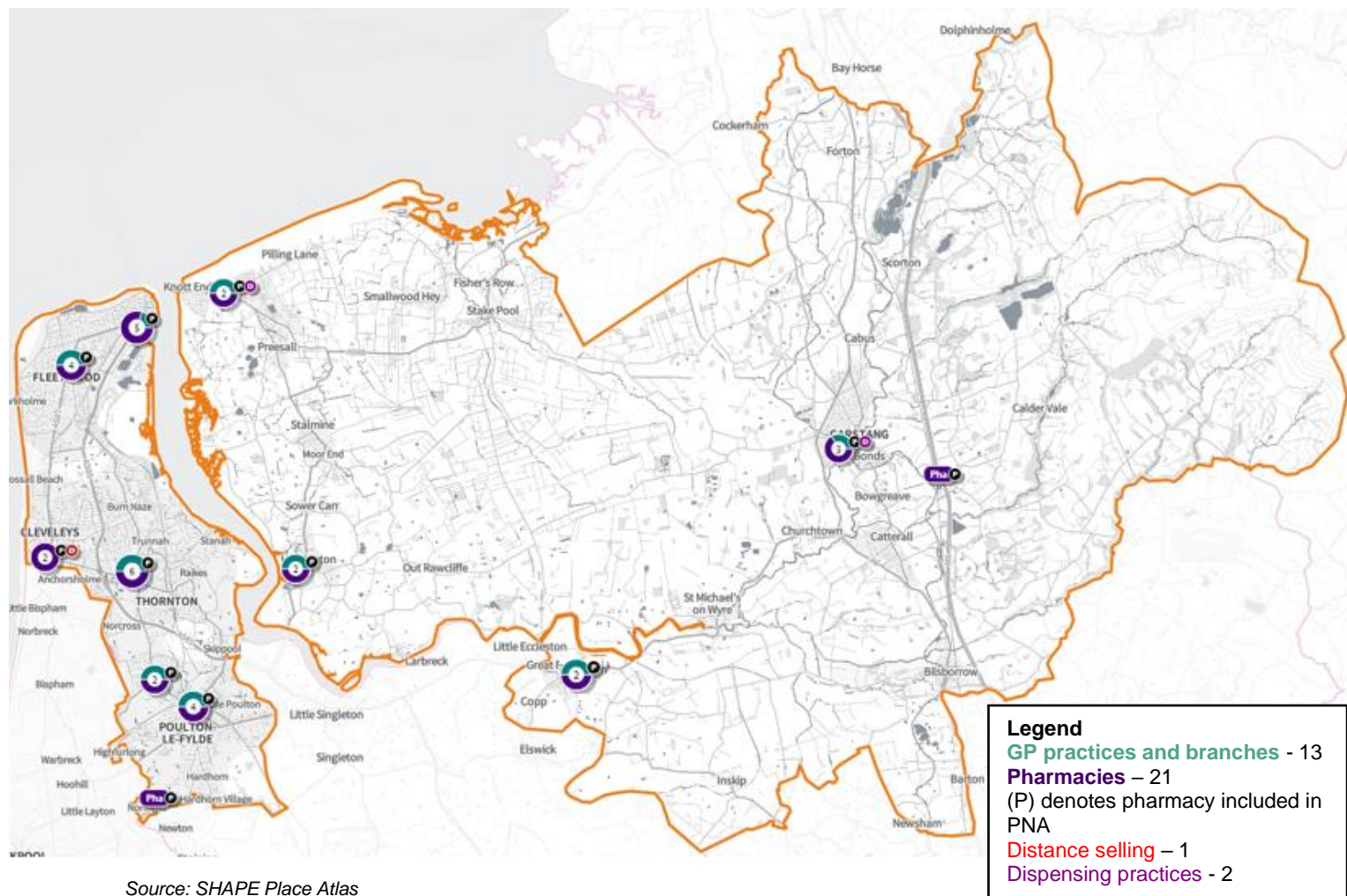
Source: SHAPE Place Atlas

Figure 4.13: Community pharmacies and GP practices in West Lancashire



Source: *SHAPE Place Atlas*

Figure 4.14: Community pharmacies and GP practices in Wyre



Source: SHAPE Place Atlas

4.1.2 Dispensing GP practices

The rurality in some areas leads to dispensing GP practices. Dispensing GP practices make a valuable contribution to dispensing services although they do not offer the full range of pharmaceutical services offered at community pharmacies.

There are eight dispensing GP practices across pan-Lancashire, a decrease of four from previous PNA. All eight are in Lancashire.

The names of the dispensing GP practices in Lancashire are listed in **appendix 5** and their locations shown in Figure 4.1 to Figure 4.14.

Out of 1,812,514 and 1,455,031 people registered with a GP across pan-Lancashire and Lancashire CCGs, respectively, 88,083 people (5% in both pan-Lancashire and Lancashire) were registered with a dispensing GP practice as of February 2022. It should be noted that some of these patients may have an address outside the pan-Lancashire boundary, and similarly some patients with an address in the pan-Lancashire area could be registered with a practice in another local authority that is not in the pan-Lancashire area.

4.1.3 Distance selling pharmacies

There were 14 mail-order/wholly internet pharmacies across pan-Lancashire as of 1 February 2022, one more than at the time of the previous PNA. These are in

- Blackburn with Darwen – 2
- Blackpool – 1
- Lancashire – 11

The Regulations prohibit distance selling pharmacies from offering to provide essential services to persons face to face at (which includes in the vicinity of) the pharmacy premises. However, a distance selling pharmacy may provide an advanced service such as the flu vaccination service on the pharmacy premises, as long as any essential service is not provided to persons present at the premises. Patients have the right to access pharmaceutical services from any community pharmacy including a distance selling pharmacy of their choice.

4.1.4 Dispensing appliance contractors

Currently, there are four dispensing appliance contractors (DAC) across pan-Lancashire, the same as at the time of the previous PNAs. All four are in Lancashire.

Appliances are available from community pharmacies, dispensing GP practices and other DACs from outside the HWB area.

From the questionnaires sent out to pan-Lancashire pharmaceutical service providers

- Blackburn with Darwen - out of 26 pharmacies responding, 19 (73%) reported that they provided all types of appliances
- Blackpool - out of 24 pharmacies responding, 20 (83%) reported that they provided all types of appliances
- Lancashire - out of 158 pharmacies responding, 134 (85%) reported that they provided all types of appliances

In addition, some pharmacies provide certain types of appliances.

4.1.5 Hospital pharmacies

There are nine hospitals across pan-Lancashire that have a pharmacy on the premises supporting the needs of the hospital and their patients.

Blackburn with Darwen

- Royal Blackburn Hospital

Blackpool

- Blackpool Victoria Hospital

Lancashire

- Royal Preston Hospital
- Chorley and South Ribble Hospital
- Ormskirk and District General Hospital
- Accrington Victoria Hospital
- Burnley Hospital
- Royal Lancaster Infirmary
- Queen Victoria Hospital

4.1.6 Pharmacy services in prisons

There are five prisons in the area of Lancashire HWB and pharmacy services are available to supporting the needs of the establishments.

Lancashire

- HMP Preston
- HMP Garth
- HMP Wymott
- HMP Kirkham
- HMYOI Lancaster Farms

4.1.7 Local pharmaceutical services contracts (LPS)

LPS pharmacies offer the same essential, advanced and enhanced services as other community pharmacies, but they are usually contracted specifically to support a determined population. There are such schemes supported across pan-Lancashire.

Lancashire

- Lancaster University Pharmacy, 66a Bowland College, Lancaster University, Lancaster LA1 4YT

This LPS scheme was commissioned to meet the needs of the population of the university campus. It was previously an essential small pharmacy and was then subsequently commissioned as an LPS contract. The pharmacy has been commissioned to provide the usual range of pharmacy services, but has a focus on the health needs of young adults. The opening hours reflect the times that students can easily access these services. As part of the commissioning arrangements, the pharmacy has been re-sited to the centre of the campus. This

was to encourage increased use of the pharmacy for essential and advanced services, as well as health advice that is provided by the pharmacy.

Blackpool

- Whitegate Pharmacy, Whitegate Health Centre, Whitegate Drive, Blackpool FY3 9ES

This contract was commissioned initially by Blackpool Primary Care Trust (PCT) and was introduced to provide a range of services to meet the specific needs of the local population, some of which transferred to the remit of the council or CCG. Following re-commissioning of many of these services by the council/CCG, the pharmacy continues to provide Emergency Hormonal Contraception and supervised consumption services, commissioned by NHS England. The pharmacy is still an important contributor to health services in the Blackpool area and provides an extended number of opening hours, which align with the opening hours of other services that operate from Whitegate Drive.

4.1.8 Comparison with findings in the 2018 PNA

The following changes to the numbers of providers were noted since the 2018 PNA (Figure 4.15)

- In the 2018 PNA, there were 383 pharmacies across pan-Lancashire. This has changed to 356 in February 2022.
 - Blackburn with Darwen – 50 pharmacies in the 2018 PNA and 46 in February 2022
 - Blackpool – 42 pharmacies in the 2018 PNA and 39 in February 2022
 - Lancashire – 290 pharmacies in the 2018 PNA and 267 (plus four DAC) in February 2022
- There were 12 dispensing GP practices across pan-Lancashire (all in Lancashire) in the 2018 PNA. This has changed to eight in February 2022.

Figure 4.15: Number of pharmaceutical service providers (based on the postcode of pharmacy location) by locality

Locality	Number of pharmacies, June 2014	Number of pharmacies, June 2017	Number of pharmacies, February 2022
Blackburn with Darwen	50	50	46
Blackpool	44	42	39
Burnley	23	23	23 (incl. 1 DAC)
Chorley	23	23	20
Fylde	20	20	18
Hyndburn	27	26	26
Lancaster	36	35	32 (incl. 1 DAC)
Pendle	26	25	21
Preston	40	40	38 (incl. 1 DAC)
Ribble Valley	10	10	9
Rossendale	18	19	17
South Ribble	25	25	24
West Lancashire	26	24	22
Wyre	21	21	21 (incl. 1 DAC)
Lancashire	295	291	271
Pan-Lancashire	389	383	356 (incl. 4 DAC)

Source: NHS England list June 2014, NHS England list June 2017 and NHSE/I list February 2022

4.1.9 Comparison with pharmaceutical service provision elsewhere

In pan-Lancashire there were 356 community pharmaceutical providers in January 2022, which means there were 23 providers per 100,000 population (one provider per 4,257 population). This is slightly lower than the overall North of England average of 24 per 100,000 and higher than the national average of 21 per 100,000 (Figure 4.16). For Blackburn with Darwen, Blackpool and Lancashire HWBs the rate of pharmacies per 100,000 population is 31, 28 and 22, respectively.

Information about pharmaceutical providers in other areas in England is shown in Figure 4.16 and Figure 4.17.

There were 21 community pharmacies per 100,000 population in England in 2020/21 and the North of England average was 24 per 100,000. The number of community pharmacies per 100,000 population ranged from 24 community pharmacies per 100,000 population in the North of England to 18 per 100,000 population in South of England.

Figure 4.16: Community pharmacies on the pharmaceutical list, prescription items dispensed per month, population and average items per pharmacy by regions, England 2020/21

Area	Number of community pharmacies	Prescription items dispensed per month (000)	Average monthly items per community pharmacy	Population (000) mid 2020	Pharmacies per 100,000 population
England	11,636	85,415	7,341	56,550	21
North of England	3,691	30,005	8,129	15,575	24
Pan-Lancashire	356	2,776	7,799	1,515	23
Midlands and East of England	3,440	20,163	5,861	17,124	20
London	1,863	12,020	6,452	9,002	21
South of England	2,642	23,228	8,792	14,876	18

Sources: NHS Prescription Services, Population estimates - Office for National Statistics, NHS Digital

Within the North of England, the area with the highest level of pharmacies was Cheshire and Merseyside with 25 per 100,000 population; the lowest level of pharmacies was 23 per 100,000 population in Yorkshire and Humber, along with Cumbria and North East (Figure 4.17). Lancashire has the same – at 23 per 100,000, and this does not include the dispensing practices of which Lancashire has eight.

Figure 4.17: Community pharmacies on the pharmaceutical list, prescription items dispensed per month, population and average items per pharmacy by regions, England 2020/21

Area	Number of community pharmacies	Prescription items dispensed per month (000)	Average monthly items per community pharmacy	Population (000)s Mid 2020	Pharmacies per 100,000 population
England	11,636	85,415	7,341	56,550	21
North of England	3,691	30,005	8,129	15,575	24
Yorkshire and Humber	1,252	10,817	8,640	5,473	23
Pan-Lancashire	356	2,776	7,799	1,515	23
Greater Manchester	683	5,062	7,412	2,848	24
Cumbria and North East	665	6,435	9,676	2,902	23
Cheshire and Merseyside	615	4,693	7,631	2,504	25

Sources: NHS Prescription Services, Population estimates - Office for National Statistics, NHS Digital

It is clearly visible from Figure 4.17 that all the neighbouring areas around Lancashire have a higher proportion of pharmacies than the England average (per 100,000 population) and more than half have provision higher than the North of England average. If pan-Lancashire residents live on bordering areas, or choose to travel to neighbouring areas, they would have sufficient pharmacy provision.

4.1.10 Results of questionnaires sent to pharmacies

58% of community pharmacies across pan-Lancashire responded to the PNA questionnaire about service provision.

- Blackburn with Darwen – 57%
- Blackpool – 62%

- Lancashire – 58%

The findings of the PNA questionnaire are presented in **appendix 6**.

4.1.11 Results of pharmacy users' research

The summary of findings from the document “*Views on Community Pharmacy Services, 2022*”ⁱ produced by the three Healthwatch teams about the network of community pharmacies across Blackburn with Darwen, Blackpool and Lancashire, highlighted that the vast majority of people interviewed rated their overall experience of accessing pharmacy services as excellent or good. The majority used the pharmacy to collect prescriptions and many also used the service for health care advice and over-the-counter medication.

The *Views on Community Pharmacy Services, 2022* report highlighted these key messages.

The most frequent reasons given by patients for visiting a pharmacy were

- to get a prescription for myself
- to get a prescription for someone else
- to buy medicines for myself

This visit usually occurs monthly, with most patients stating they don't have a preference on the day they visit or preferring weekdays in general. Of those who responded, 51% chose between 12pm –8pm as the most convenient time to use their pharmacy. 25% of overall respondents did not have a preference. Responses suggest most people use the same pharmacy all of the time, and this tends to be the closest and/or most convenient pharmacy.

The key factors that have been shown to influence people's choice of pharmacy were

- close to my home
- close to my GP surgery
- it is easy to get to the pharmacy
- it is easy to park at the pharmacy

Most patients travel to the pharmacy by car, with this journey typically taking between 5 and 15 minutes.

Of the feedback collected, it appears that overall, patients are satisfied with the service that their pharmacy provides. We are extremely grateful to those who chose to share their feedback that features in the report.

The Healthwatch report's link can be found in **appendix 8** and at

<https://healthwatchblackburnwithdarwen.co.uk/nproject/your-views-on-community-pharmacy-services/>

4.1.12 Considerations of service providers available

The distribution of pharmacies covers the pan-Lancashire area well, with sufficient pharmaceutical services provided in every locality. Figures 4.18 to 4.32 show the location of community pharmacies; these include GP dispensing practices. Access to services in these areas will be further discussed in section 4.2. When reviewing the figures please note that most of the localities outside the 20-minute drive-time are rural areas and are mainly uninhabited.

Taking into account the assessment of provision, including drive/walk time analysis, analysis of pharmacies per head of population and examination of population density and demographic profiling, the distribution of pharmaceutical service provision across Blackburn with Darwen, Blackpool, Lancashire and pan-Lancashire, as a whole, is sufficient. There is no current need identified for more pharmaceutical providers at this time and additional pharmacy provision is not required to secure improvements or better access to such services, at this time. However, NHSE/I would support relocation of some of the pharmacies, where these are currently clustered, in order to make best use of this resource and attain a better distribution across the pan-Lancashire footprint.

We acknowledge that there are some growing areas across pan-Lancashire, however, it is anticipated that current pharmaceutical service providers will be sufficient to meet local needs over the lifetime of this PNA.

The PNA steering group plans to meet twice a year to assess the need for supplementary statements, these will be published on the PNA webpages. This will include the ongoing assessment of sufficient provision including drive/walk time analysis, analysis of pharmacies per head of population and examination of population density and demographic profiling.

Furthermore, rather than investing resource in new pharmacies, NHS E/I would rather use any investment opportunities to develop pharmaceutical services from existing providers, where this is feasible and is consistent with procurement responsibilities. This would be in line with the visions set out in the NHS Long Term Plan.

4.2 Accessibility

A review of the accessibility of NHS pharmaceutical services across pan-Lancashire for location, opening hours and access for people with disabilities, suggest there is sufficient access, and an equality impact assessment has been carried out alongside this PNA. There is good coverage in terms of opening hours across the area. The extended opening hours of community pharmacies are valued and these extended hours should be maintained. Many pharmacies and dispensing practices have wheelchair access and home delivery services that can help to provide medications to those who do not have access to a car or who are unable to use public transport (further information can be seen in **appendix 6**). Overall, for the population of pan-Lancashire 84.1% of pharmacies have wheelchair access.

4.2.1 Distance, travel times, and access

The 2008 white paper *Pharmacy in England: Building on strengths – delivering the future*ⁱⁱ states that it is a strength of the current system that community pharmacies are easily accessible, and that 99% of the population – even those living in the most deprived areas – can get to a pharmacy within 20 minutes by car and 96% by walking or using public transport.

Figure 4.18 to Figure 4.32 (for the 14 localities across pan-Lancashire) were created to identify which areas (road networks) in Lancashire County Council and Blackburn with Darwen were within a 20-minute driving time of a pharmacy and in Blackpool within a 15-minute walk-time of a pharmacy. For Lancashire County Council and Blackburn with Darwen the figures present the locations of the pharmacies and areas that are within 20 minutes' drive-time (light green) of a pharmacy and are not within 20 minutes' drive-time (white) of a pharmacy. For Blackpool the figures present the locations of the pharmacies and areas that are within 15 minutes' walk-time (light green) of a pharmacy and are not within 15 minutes' walk-time (white) of a pharmacy.

In order to assess whether residents are able to access a pharmacy in line with this travel, standard travel times were analysed using Public Health England's Strategic Health Asset Planning and Evaluation tool (SHAPE). Over the border pharmacies were included in the drive/walk-time analysis. As is clearly evident from Figure 4.18 to Figure 4.32 in the whole of Blackburn with Darwen and majority of Lancashire County Council localities there are pharmacies within 20 minutes driving time. In all areas of Blackpool there are pharmacies within 15 minutes walking time. This demonstrates that across Blackburn with Darwen, Blackpool, Lancashire and pan-Lancashire, overall, there is good coverage of pharmacies across all districts.

However, it is recognised that not everyone has access to a car, and that those unable to access a car may be amongst the more vulnerable in society. The steering group considered creating figures to illustrate access through public transport, but found that this information could not easily be presented due to the complexity and constantly changing nature of public transport routes and service times.

There is an acknowledgment that not all individuals will have access to a car or be able to easily access public transport. To enable easy access for all individuals, including those who can be deemed as the most vulnerable, there is the option that pharmacies can provide home delivery services.

- Blackburn with Darwen – of the 26 pharmacies that responded to the pharmacy questionnaire, 25 (96.2%) reported that they collected from GP practices and 23 (88.5%) delivered dispensed medicines free of charge on request.
- Blackpool – of the 24 pharmacies that responded to the pharmacy questionnaire, 23 (95.8%) reported that they collected from GP practices and all 24 (100%) delivered dispensed medicines free of charge on request.
- Lancashire – of the 158 pharmacies that responded to the pharmacy questionnaire, 134 (84.8%) reported that they collected from GP practices and 129 (81.6%) delivered dispensed medicines free of charge on request.

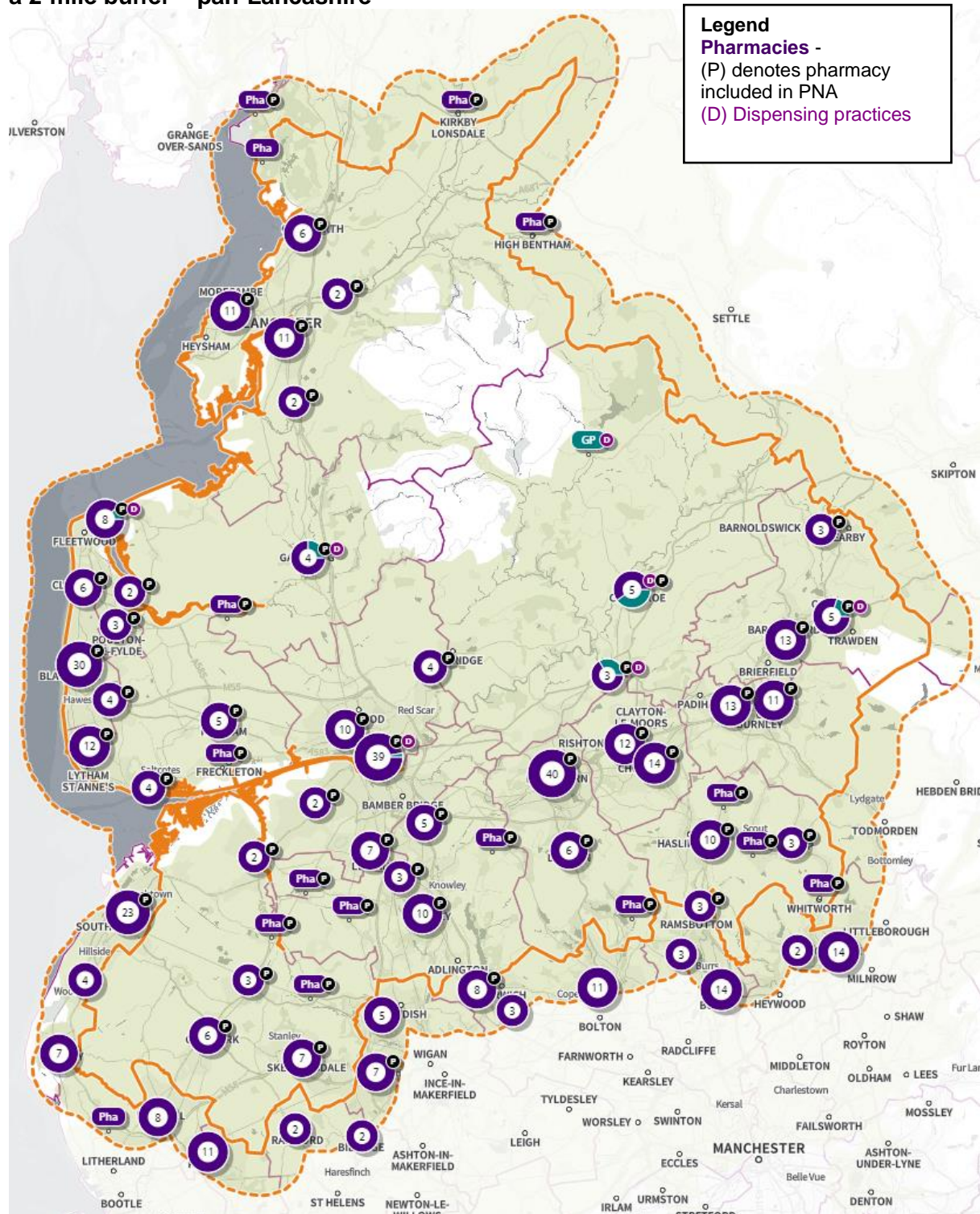
This is not an NHS contracted service and therefore any pharmacy could choose to stop this service at any time.

Pharmaceutical services are also available from internet pharmacies (located inside or outside of the area) that make deliveries to individual homes (with the exception of advances services which can be delivered on a face to face basis). Finally, in addition to delivery services, community transport schemes (eg car clubs, minibuses) can potentially improve access to both pharmaceutical services and other services. It is important to note, however, that in the current economic climate some community transport services may have limited services or cease, which may impact on people's accessibility to pharmacies.

Pan-Lancashire

As is clearly evident from Figure 4.18 the majority of the road networks in pan-Lancashire are within 20 minutes travelling distance from a pharmacy. This demonstrates that across the area there is a good coverage of pharmacies and over 98% of the population has access to a pharmacy within a 20-minute drive.

Figure 4.18: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – pan-Lancashire

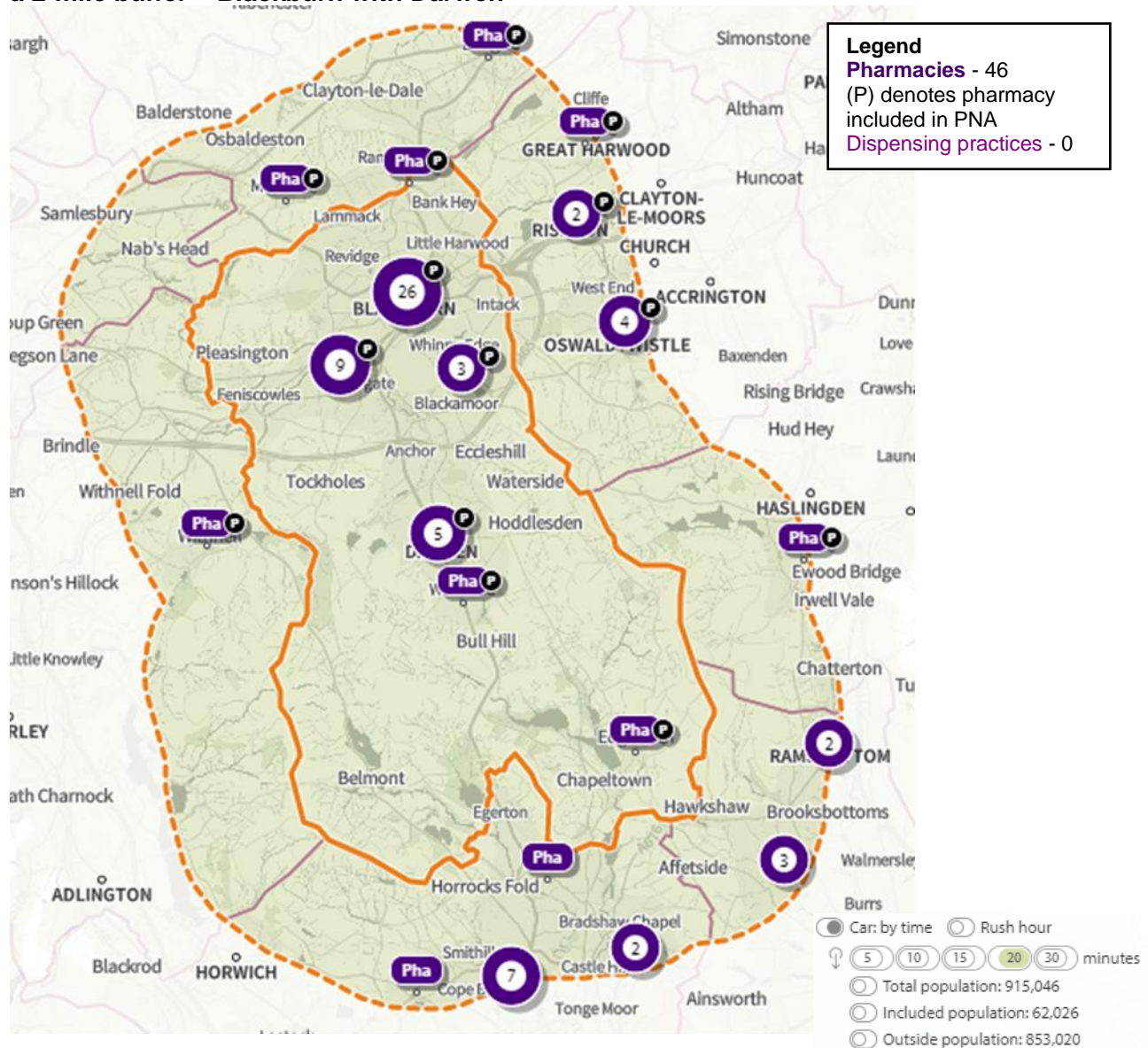


Source: SHAPE Place Atlas

Blackburn with Darwen

As is clearly evident from Figure 4.19, all road networks in Blackburn with Darwen are within 20 minutes travelling distance from a pharmacy. This demonstrates that in Blackburn with Darwen there is a good coverage of pharmacies.

Figure 4.19: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Blackburn with Darwen

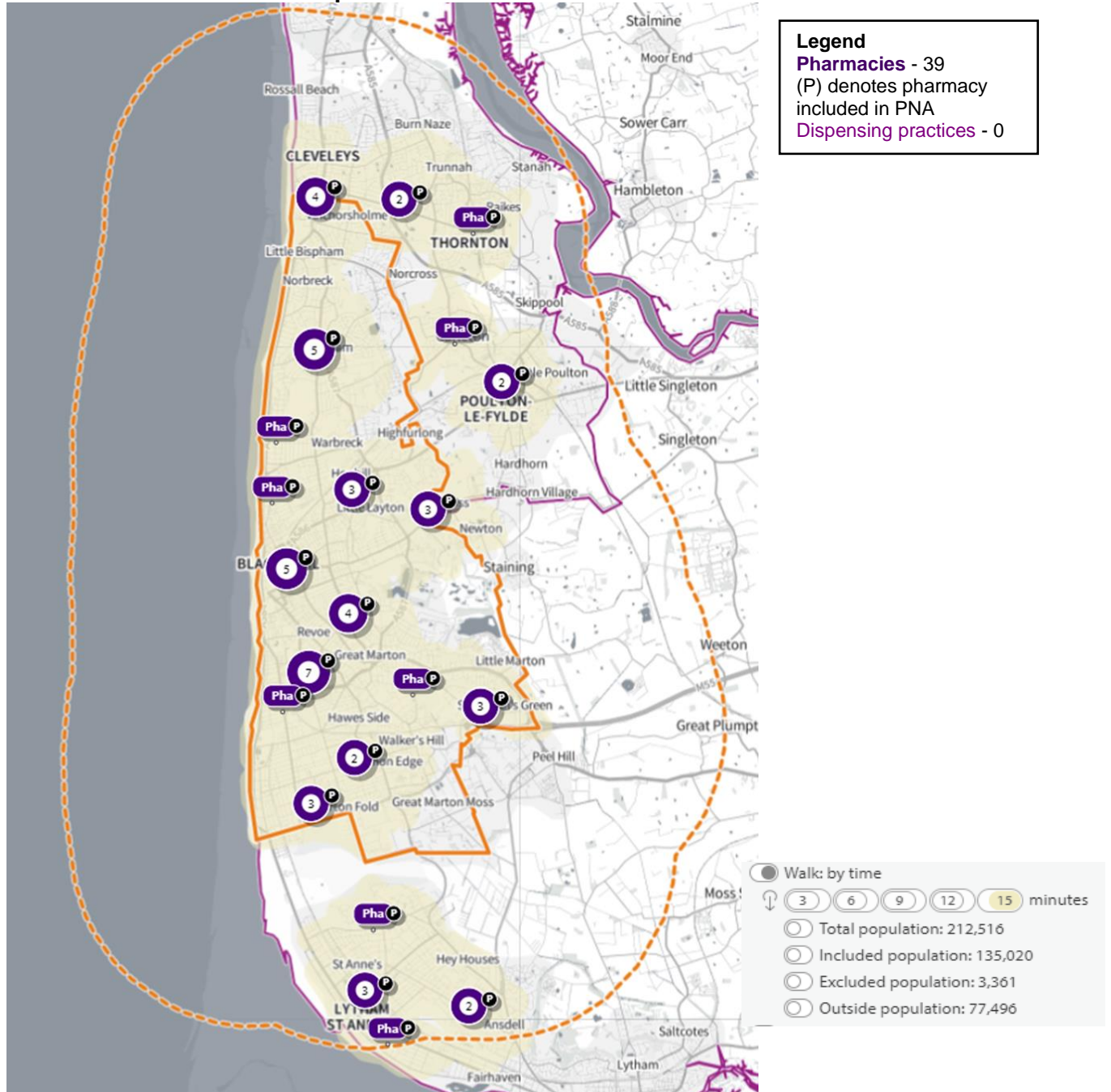


Source: SHAPE Place Atlas

Blackpool

As is clearly evident from Figure 4.20, all areas in Blackpool are within 15 minutes walking distance from a pharmacy. This demonstrates that in Blackpool there is a good coverage of pharmacies.

Figure 4.20: Pharmacies within a 15-minute walk time and over the border pharmacies within a 2-mile buffer – Blackpool



Source: *SHAPE Place Atlas*

Lancashire County Council localities

As is clearly evident from Figure 4.21 to Figure 4.32, the majority of the road networks in Lancashire's 12 localities are within 20 minutes travelling distance from a pharmacy. This demonstrates that across the county there is a good coverage of pharmacies and over 98% of the population has access to a pharmacy within a 20-minute drive-time.

Figure 4.21: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Burnley

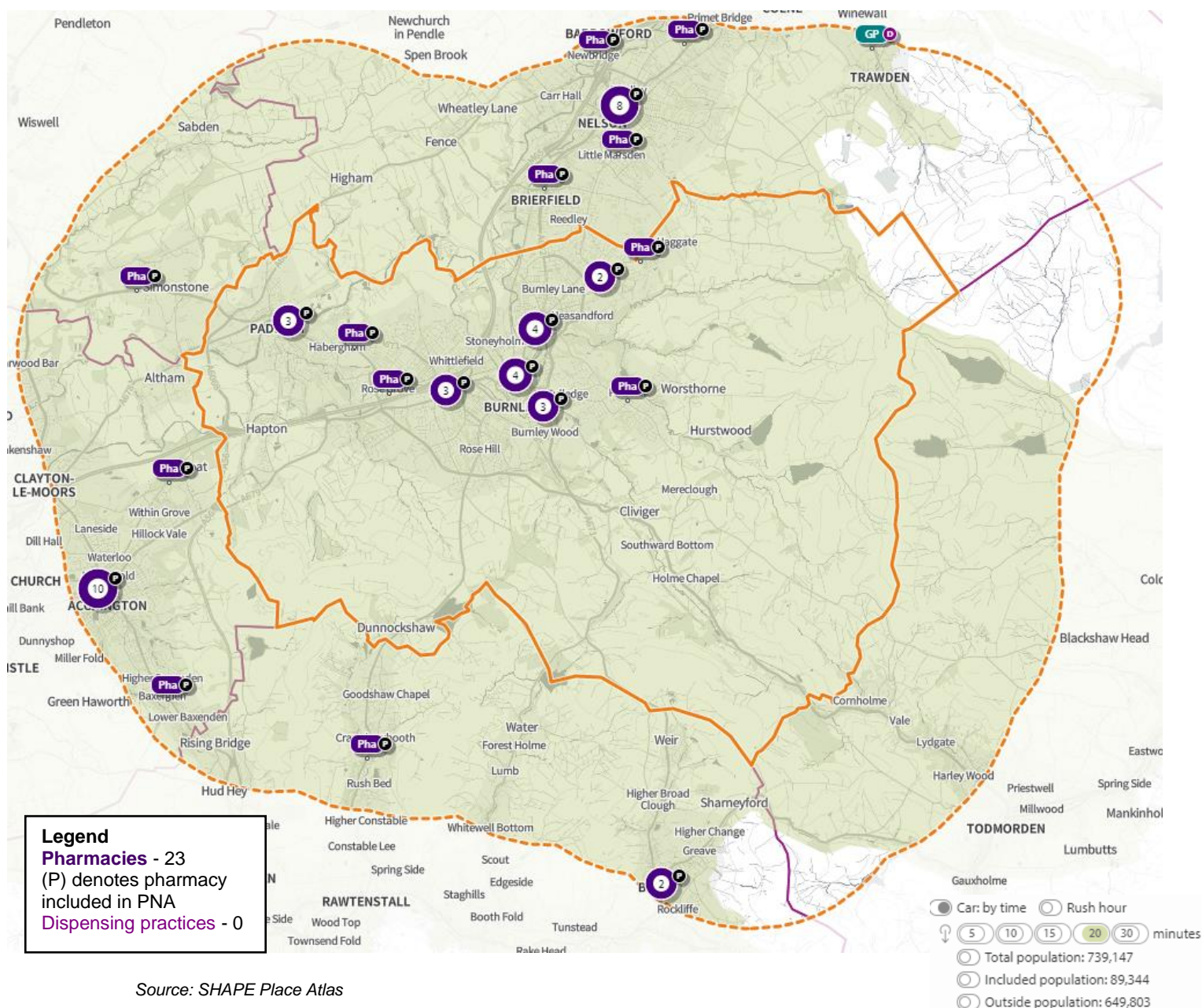
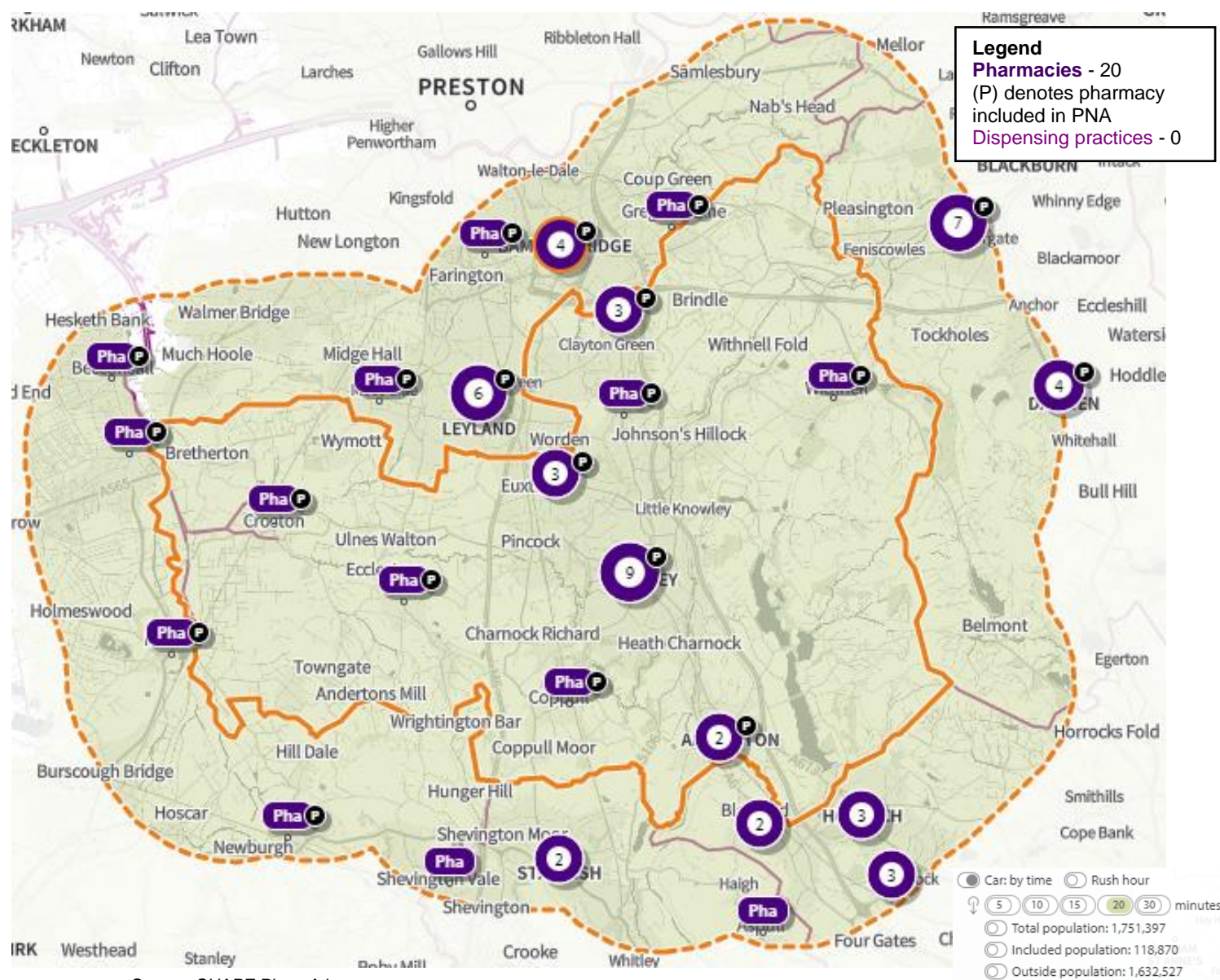


Figure 4.22: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Chorley



Source: SHAPE Place Atlas

Figure 4.23: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Fylde

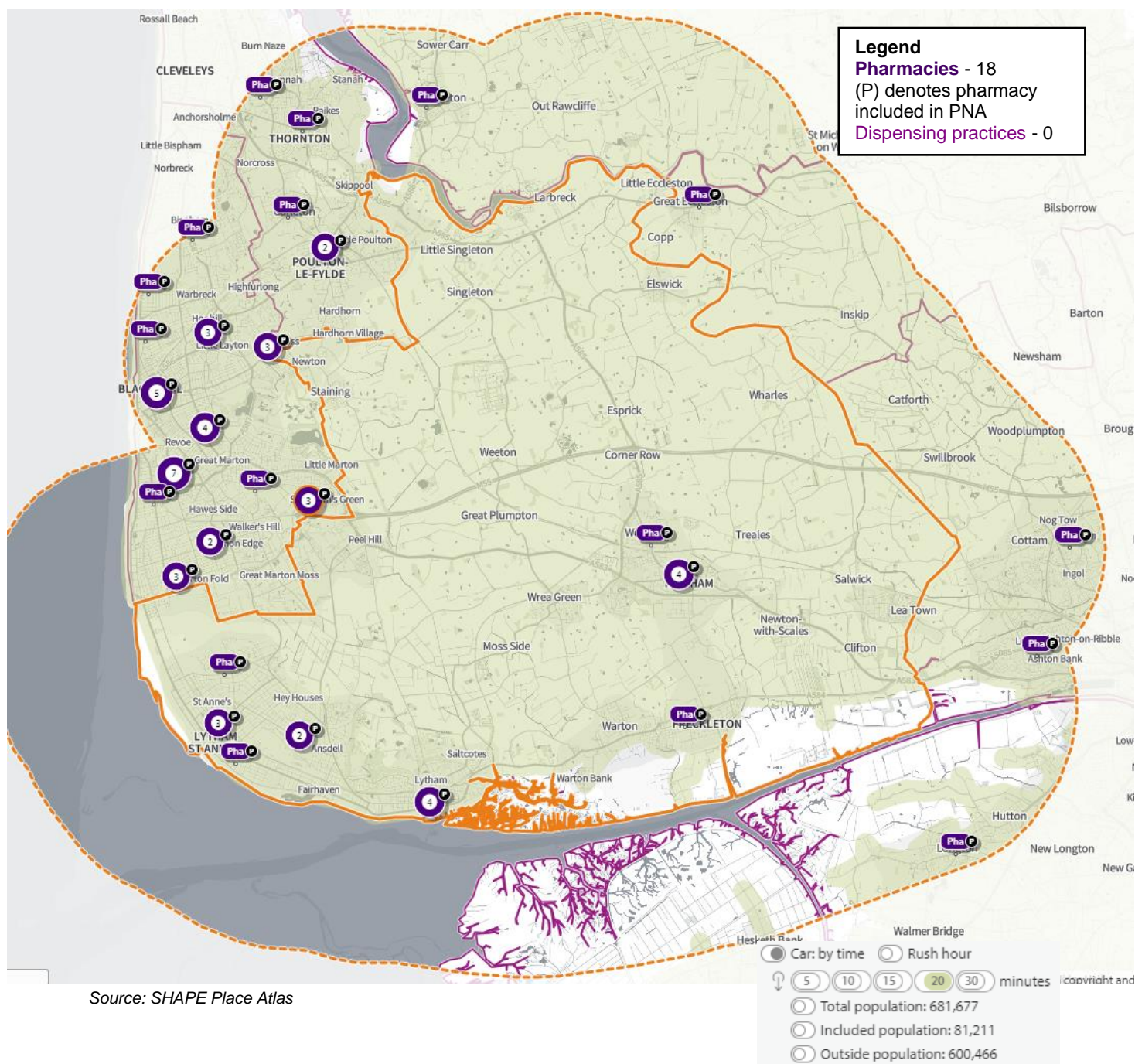
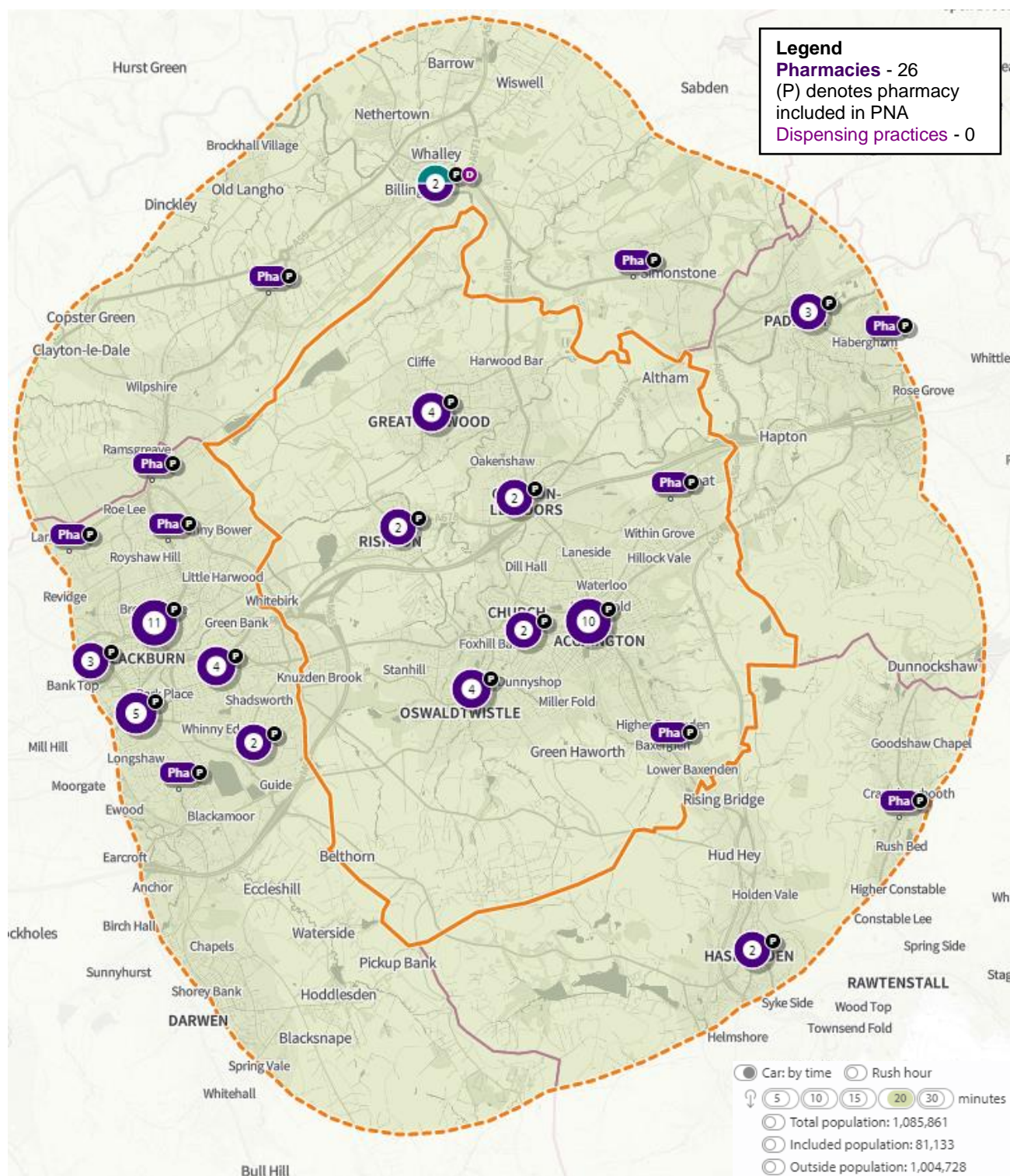
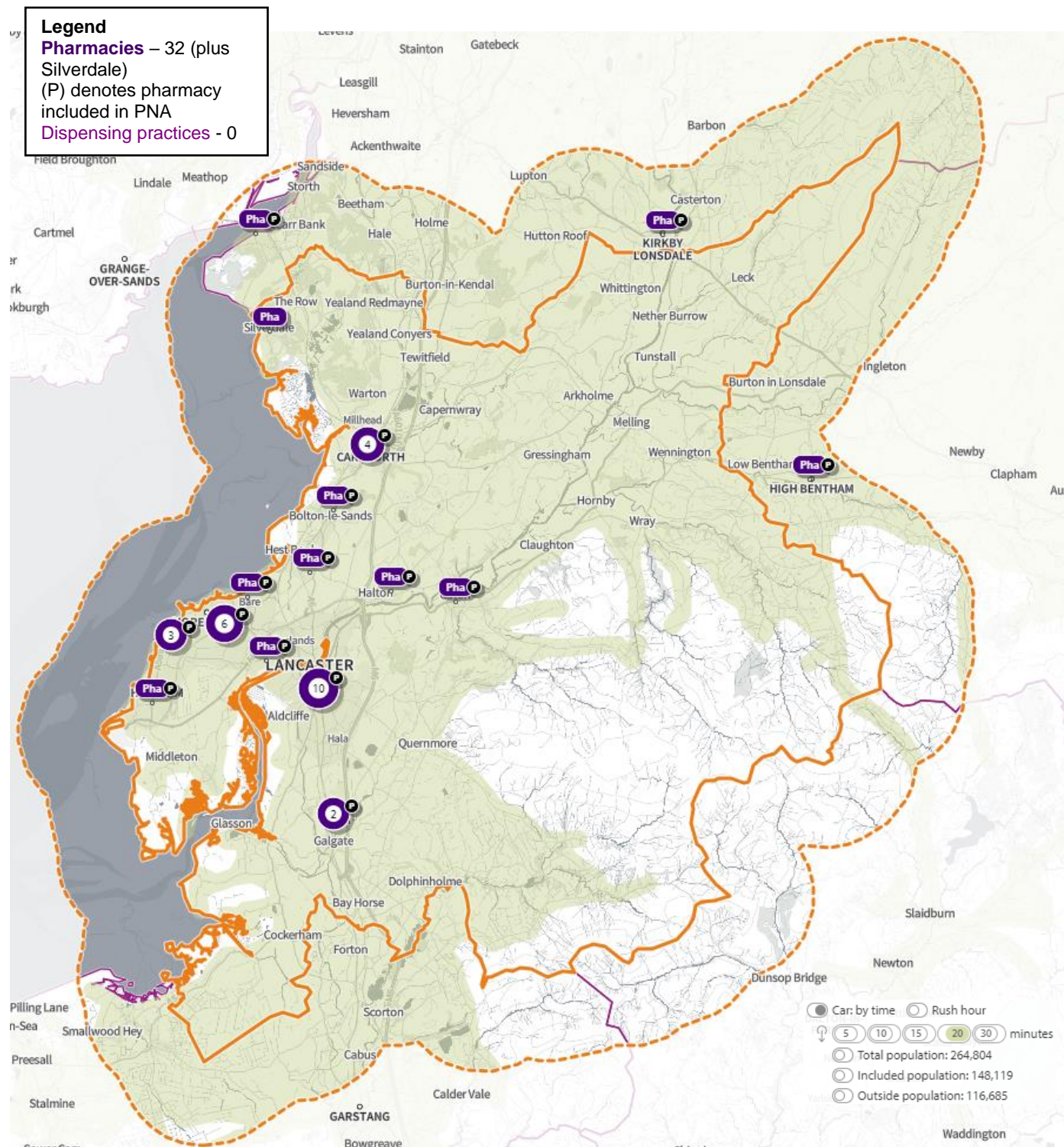


Figure 4.24: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Hyndburn



Source: SHAPE Place Atlas

Figure 4.25:: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Lancaster



Source: SHAPE Place Atlas

Figure 4.26: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Pendle

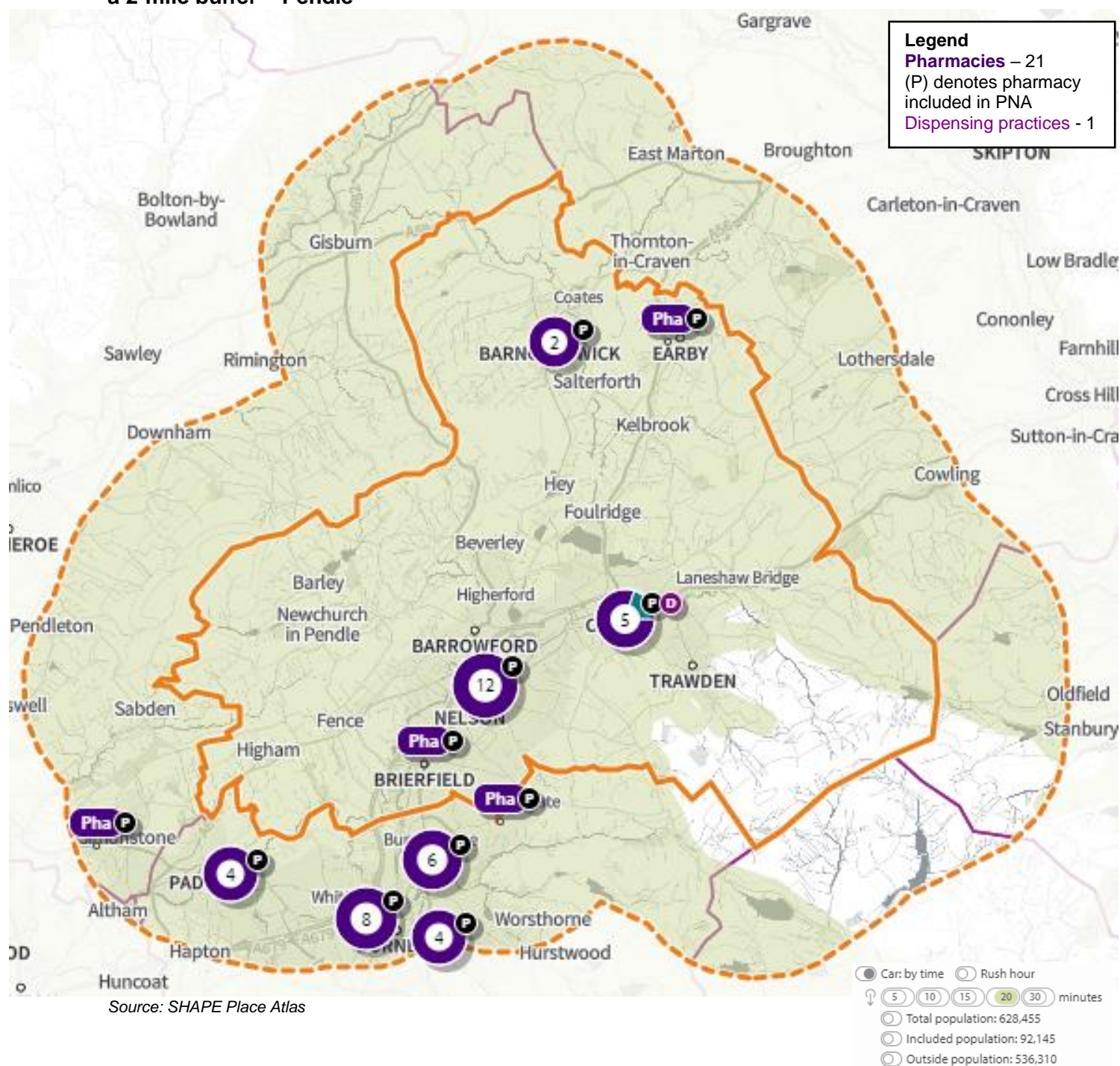
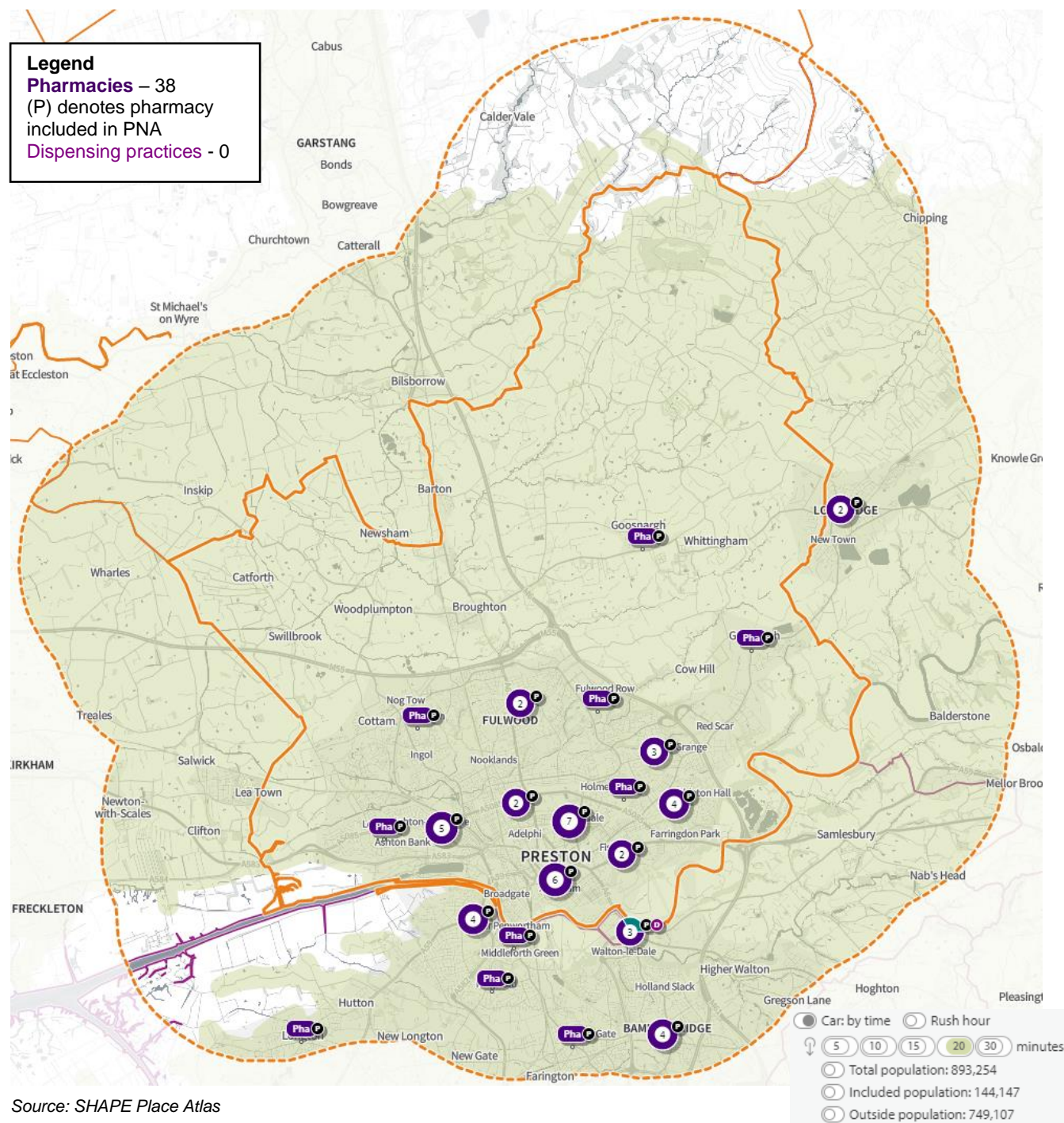
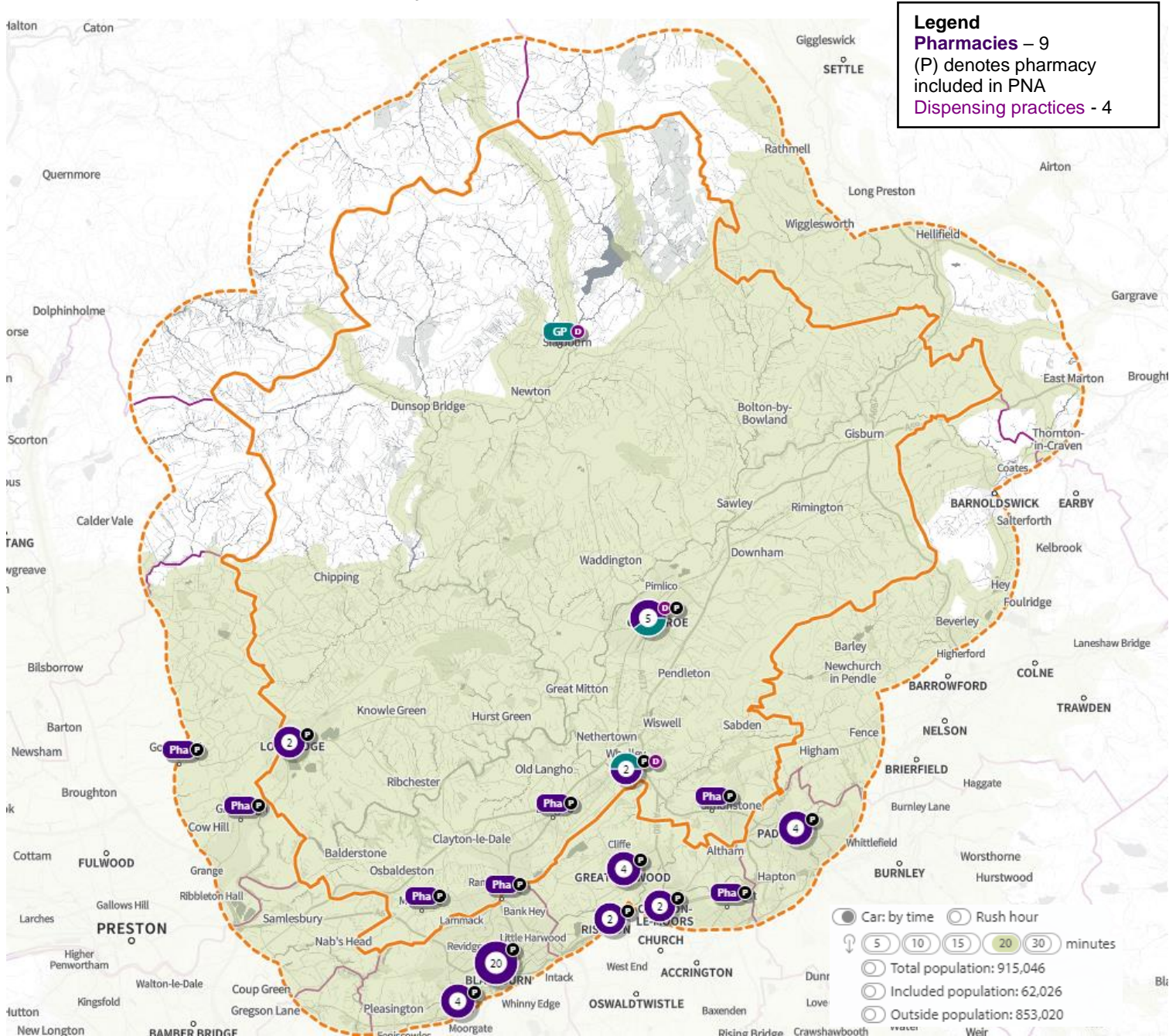


Figure 4.27: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Preston



Source: SHAPE Place Atlas

Figure 4.28: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Ribble Valley



Source: *SHAPE Place Atlas*

Figure 4.29: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Rossendale

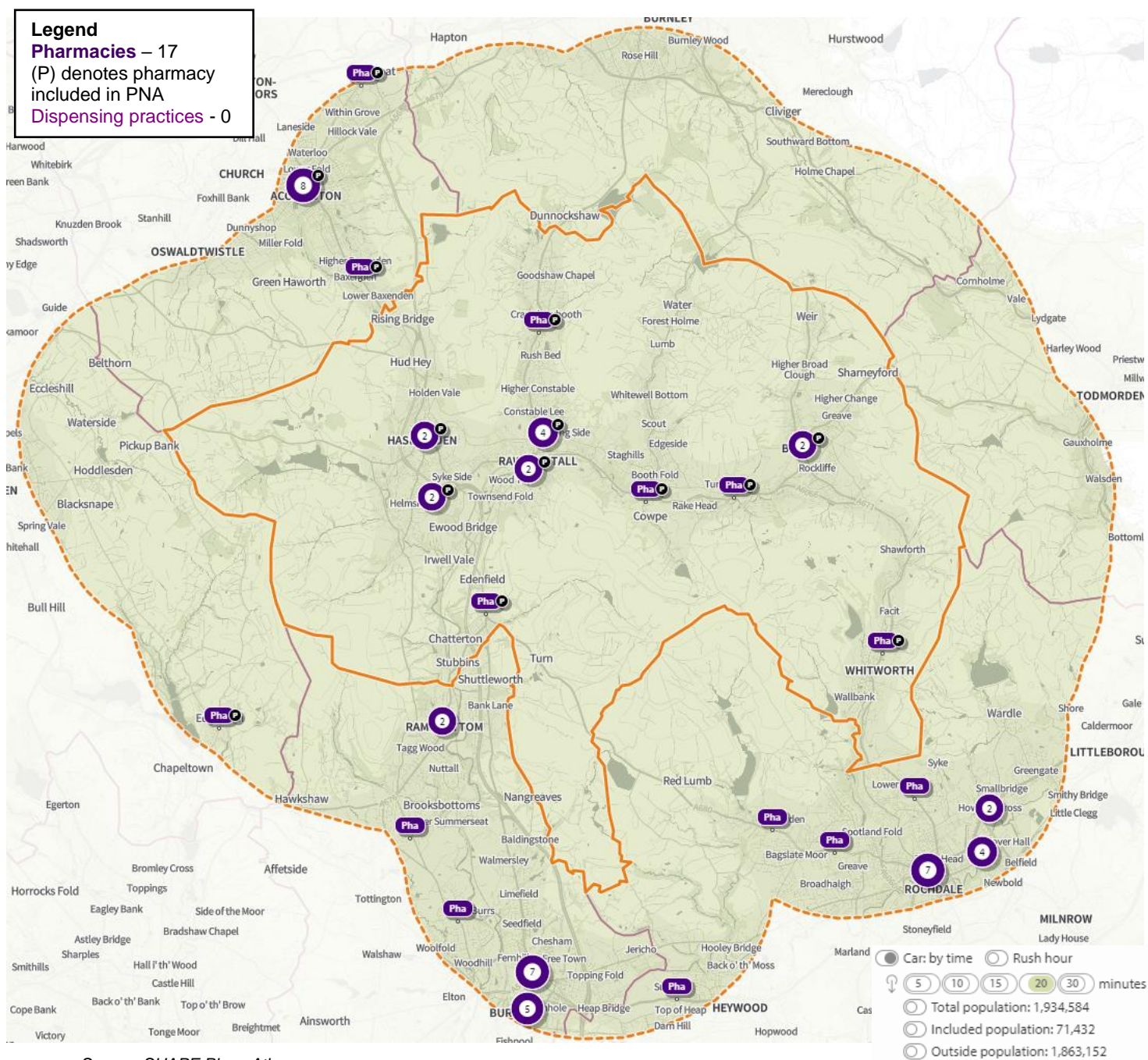


Figure 4.30: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – South Ribble

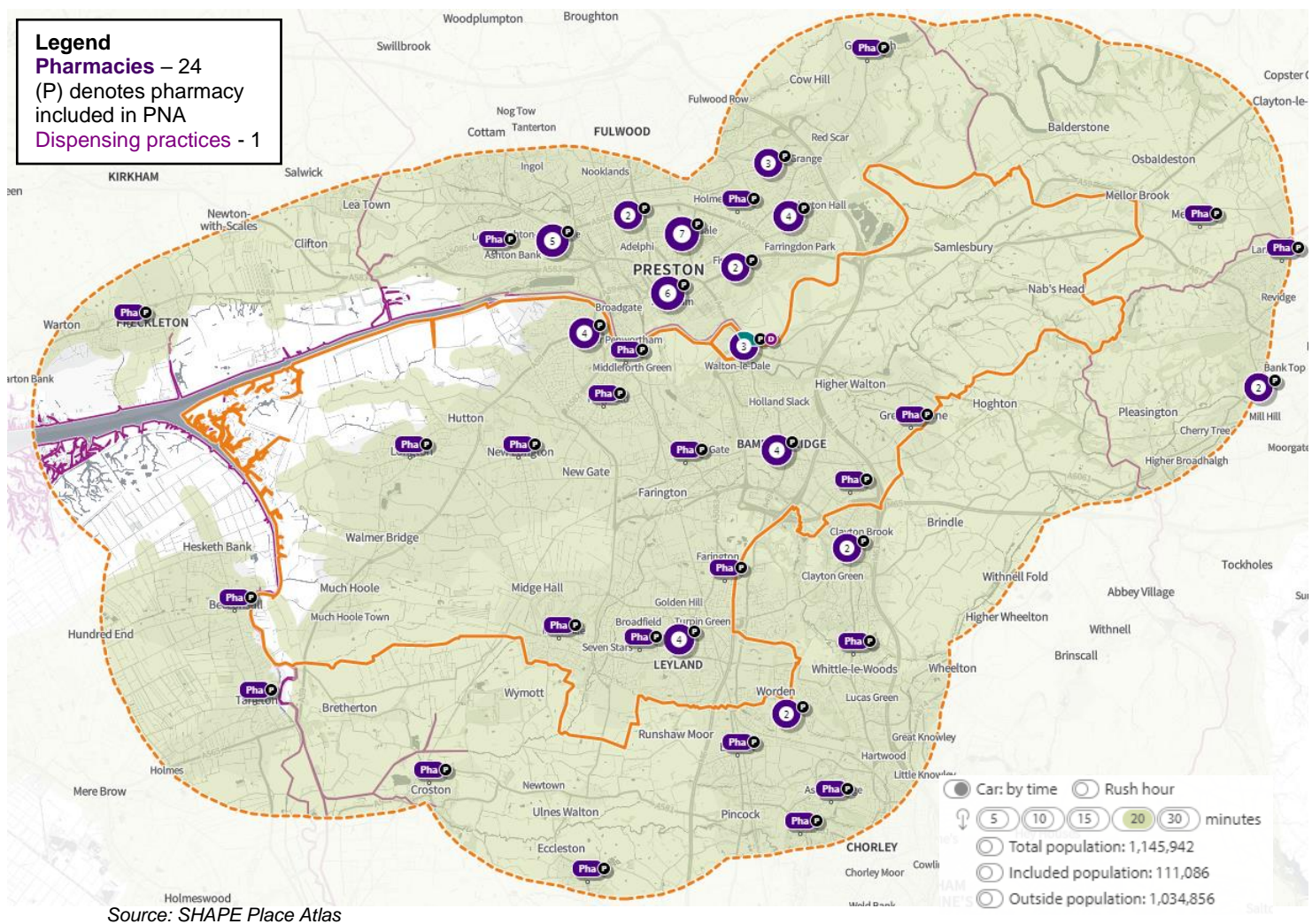
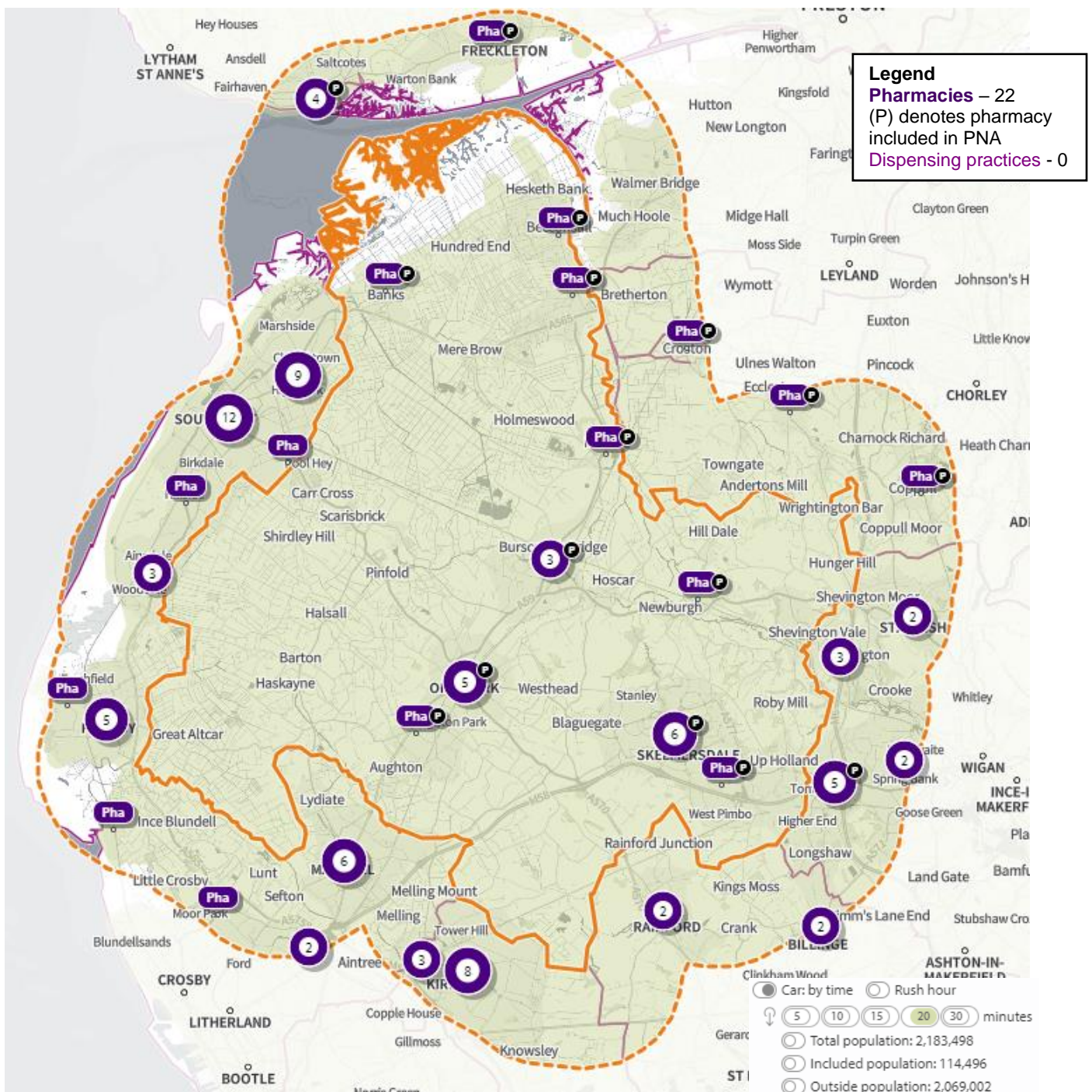
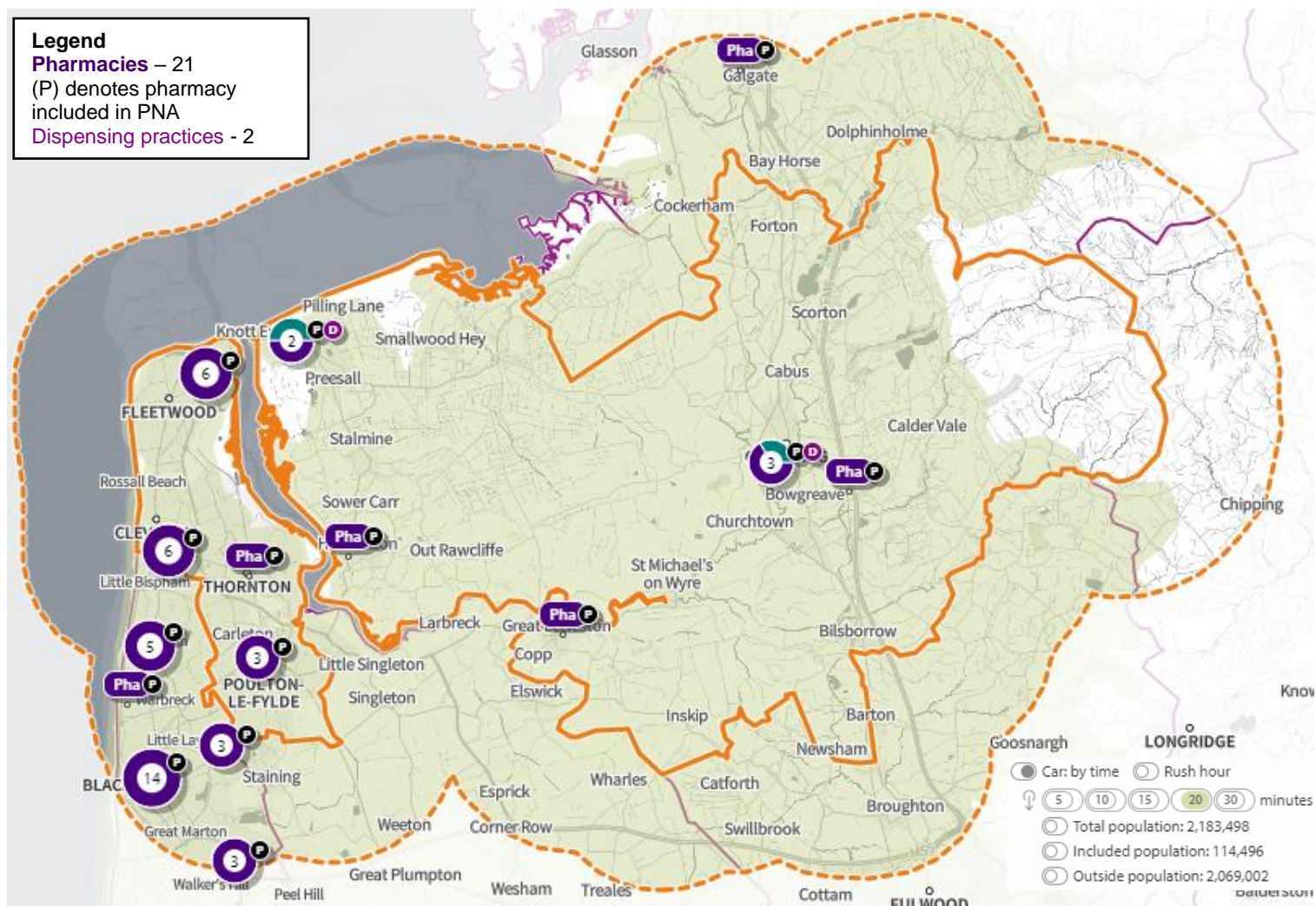


Figure 4.31: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – West Lancashire



Source: *SHAPE Place Atlas*

Figure 4.32: Pharmacies within a 20-minute drive and over the border pharmacies within a 2-mile buffer – Wyre



Source: SHAPE Place Atlas

4.2.2 Border area

There are 11 other HWBs sharing a border with pan-Lancashire. These areas have pharmacies that are accessible to the residents who live near the border. The HWBs are Cumbria, North Yorkshire, Bradford and Airedale, Calderdale, Rochdale, Bury, Bolton, Wigan, St. Helens, Knowsley, and Sefton.

Pan-Lancashire is bordered by several local authorities. These are South Lakeland, Craven, Bradford, Calderdale, Rochdale, Bury, Bolton, Wigan, Knowsley, St. Helens, and Sefton. All these areas have good pharmacy provision that can be accessed by the residents of pan-Lancashire.

Figure 4.19 to Figure 4.32 show pharmacies that are over the border and within the 2-mile radius from the pan-Lancashire localities.

4.2.3 Opening hours: community pharmacies

Blackburn with Darwen

There are currently 34 pharmacies open for at least 40 hours, 10 '100-hour' pharmacies (Figure 4.33) and two distance-selling contracts in Blackburn with Darwen. The 100 hours contracts are included in the pharmaceutical list under regulation 13(1)(b) of the National Health Service (Pharmaceutical Services) Regulations 2005; premises which the applicant is contracted to open for at least 100 hours per week for the provision of pharmaceutical services.

Figure 4.33: 100-hour pharmacies in Blackburn with Darwen

Pharmacy name	Address			Postcode
4Court Pharmacy	Blackburn Service Station	Whalley Banks	Blackburn	BB2 1NT
Asda Pharmacy	Lower Audley Retail Park	Grimshaw Park Road	Blackburn	BB2 3DY
Audley Late Night Pharmacy	114-116 Audley Range	Blackburn	Lancashire	BB1 1TG
Beehive Pharmacy	Beehive Trading Park	Haslingden Road	Blackburn	BB1 2EE
Buncer Lane Pharmacy	6 Preston Old Road	Blackburn	Lancashire	BB2 2SS
Curo Pharmacy	62 Haslingden Road	Blackburn	Lancashire	BB2 3HS
Market Street Pharmacy	29-31 Market Street	Darwen	Lancashire	BB3 1PS
Riaz Pharmacy	112 Randal Street	Blackburn	Lancashire	BB1 7LG
Tesco Pharmacy	Hill Street	Blackburn		BB1 3HF
Whalley Range Pharmacy	1 Whalley Range	Blackburn	Lancashire	BB1 6DX

Source: NHS E/I list, February 2022

Overall, out of 46 community pharmacies, 52% are open after 6pm and 28% are open after 7pm on weekdays; 72% open on Saturdays and 30% open on Sundays. These findings are similar to those in the previous PNA. The locations of pharmacies currently open on a Saturday or a Sunday are illustrated in Figure 4.36.

Blackpool

There are currently 35 pharmacies open for at least 40 hours, two '100-hour' pharmacies (Figure 4.34), one distance selling pharmacy and one LPS contract in Blackpool. The 100 hours contracts are included in the pharmaceutical list under regulation 13(1)(b) of the National Health Service (Pharmaceutical Services) Regulations 2005;ⁱⁱⁱ premises which the applicant is contracted to open for at least 100 hours per week for the provision of pharmaceutical services.

Figure 4.34: 100-hour pharmacies in Blackpool

Pharmacy name	Address			Postcode
HBS Pharmacy	Newton Drive Health Centre	Newton Drive	Blackpool	FY3 8NX
Tesco Pharmacy	Clifton Retail Park	Clifton Road	Blackpool	FY4 4UJ

Source: NHS E/I list, February 2022

Overall, out of 39 community pharmacies, 49% are open after 6pm and 21% are open after 7pm on weekdays; 41% open on Saturdays and 15% open on Sundays. These findings are similar to those in the previous PNA. The locations of pharmacies currently open on a Saturday or a Sunday are illustrated in Figure 4.37.

Lancashire

There are currently 223 pharmacies open for at least 40 hours, 35 '100-hour' pharmacies (Figure 4.35), one LPS contract and 11 distance-selling contracts in Lancashire. The 100 hours contracts are included in the pharmaceutical list under regulation 13(1)(b) of the National Health Service (Pharmaceutical Services) Regulations 2005; premises which the applicant is contracted to open for at least 100 hours per week for the provision of pharmaceutical services.

Figure 4.35: 100-hour pharmacies in Lancashire localities

Pharmacy trading name	Organisation name	Address 1	Address 2	Address 3	Post code	Local authority
Accrington Late Night Pharmacy	Accrington Late Night Pharmacy Limited	188 Blackburn Road		Accrington	BB5 0AQ	Hyndburn
Asda Pharmacy	Asda Stores Ltd	Asda Superstore	Clayton Green Road	Clayton Green	PR6 7JY	Chorley
Asda Pharmacy	Asda Stores Ltd	Corporation Street		Colne	BB8 8LU	Pendle
Asda Pharmacy	Asda Stores Ltd	Dock Street		Fleetwood	FY7 6NU	Wyre
Asda Pharmacy	Asda Stores Ltd	Asda	Hyndburn Road	Accrington	BB5 1QR	Hyndburn
Asda Pharmacy	Asda Stores Ltd	Ingram Road		Skelmersdale	WN8 6LA	West Lancashire
Asda Pharmacy (Rawtenstall)	Asda Stores Ltd	Holly Mount Way	Rawtenstall		BB4 8EL	Rossendale
Ash Trees Pharmacy	CR Healthcare Ltd	Ash Trees Surgery	Market Street	Carnforth	LA5 9JU	Lancaster
Aspire Pharmacy	Doctors Pharmacy Limited	9 Railway Road		Ormskirk	L39 2DN	West Lancashire
Burnley Late Night Pharmacy	Prestige Late Night Limited	36b Colne Road		Burnley	BB10 1LG	Burnley
Chorley Pharmacy	The Hub Pharmacy Limited	13-17 Peel Street		Chorley	PR7 2EY	Chorley
Cottam Lane Pharmacy	EMH Access Limited	Cottam Lane Surgery	Ashton	Preston	PR2 1JR	Preston
Dalton Square Pharmacy	Ronald Holmes (Lancaster) Ltd	24-26 Great John Street		Lancaster	LA1 1NG	Lancaster
Evercare Pharmacy	Shealmore Limited	13 Market Street		Colne	BB8 0LJ	Pendle
Fishlocks Pharmacy	St Helens Pharmacy Limited	56 Liverpool Road North	Burscough	Ormskirk	L40 4BY	West Lancashire
HBS Pharmacy	Famevalley Limited	The Issa Medical Centre	St Gregory Road	Preston	PR1 6YA	Preston
HBS Pharmacy	MDS Healthcare Limited	30 St Mary's Road	Bamber Bridge	Preston	PR5 6TD	South Ribble
Kepple Lane Pharmacy	Garstang Medical Services	Garstang Medical Centre	Kepple Lane	Garstang	PR3 1PB	Wyre
Leyland Late Night Pharmacy	Leyland Late Night Pharmacy Ltd	6 Hough Lane		Leyland	PR25 2SD	South Ribble
Lloyds Pharmacy	Lloyds Pharmacy Ltd	Christie Park	Lancaster Road	Morecambe	LA4 5TJ	Lancaster
Lloyds Pharmacy	Lloyds Pharmacy Ltd	Cuerden Way	Bamber Bridge	Preston	PR5 6BJ	South Ribble

MX Pharmacy	MX Pharmacy Limited	51-53 Longridge Road	Ribbleton	Preston	PR2 6RE	Preston
Nelson Pharmacy	B Hussain	41 Every Street		Nelson	BB9 7LU	Pendle
New Hall Lane Pharmacy	A Mann Ltd	270 New Hall Lane		Preston	PR1 4ST	Preston
Oswaldtwistle Pharmacy	KTK Healthcare Ltd	300 Union Road	Oswaldtwisle	Accrington	BB5 3JD	Hyndburn
Penwortham Pharmacy	Penwortham Healthcare Limited	St Fillan's Medical Ctre	2 Liverpool Rd, Penwortham	Preston	PR1 0AD	South Ribble
Ribble Village Pharmacy	Hf Associates Limited	200 Miller Road		Preston	PR2 6NH	Preston
Tesco	Tesco Stores Limited	2 Eagle Street		Accrington	BB5 1LN	Hyndburn
Tesco In Store Pharmacy	Tesco Stores Limited	Tesco Extra	Towngate, Leyland	Preston	PR25 2FN	South Ribble
Tesco Instore Pharmacy	Tesco Stores Limited	Bury Road		Rawtenstall	BB4 6DD	Rossendale
Tesco In-Store Pharmacy	Tesco Stores Limited	Ordnance Road	Buckshaw Village	Chorley	PR7 7EL	Chorley
Tesco In-Store Pharmacy	Tesco Stores Limited	Tesco Extra	Foxhole Road	Chorley	PR7 1NW	Chorley
Tesco Stores Limited	Tesco Stores Limited	Queen Street		Great Harwood	BB6 7AU	Hyndburn
Tesco Stores Limited	Tesco Stores Limited	Wyre Street		Padiham	BB12 8DQ	Burnley
Tesco-In-Store Pharmacy	Tesco Stores Limited	Tesco Superstore	Haslingden Road	Haslingden	BB4 6LY	Rossendale

Source: NHS E/I list, February 2022

Overall, out of 267 community pharmacies in Lancashire, 38% are open after 6pm and 20% are open after 7pm on weekdays; 71% open on Saturdays; and 22% open on Sundays. These findings are similar to those in the previous PNA.

The locations of pharmacies currently open on a Saturday or a Sunday are illustrated in Figure 4.38 to Figure 4.49.

4.2.4 Coverage

While we have sufficient coverage of 100-hour pharmacies across pan-Lancashire, it needs to be better advertised, as patients may find it difficult to find this information.

Currently 47 pharmacies across pan-Lancashire are contractually obliged to open for 100 hours per week due to the conditions on their application (10 in Blackburn with Darwen, two in Blackpool and 35 in Lancashire). This inevitably means that they are open until late at night and at the weekend. There is a risk that if the regulations for these contracts were to change that they may reduce their hours. This could significantly reduce the availability of pharmacies across pan-Lancashire that are available on late night and weekends.

The HWBs have not identified needs that would require provision of a full pharmaceutical service for all time periods across the week. However, maintaining the current distribution of 100-hour/longer opening pharmacies is important to maintain out-of-hours access for the population of pan-Lancashire.

Since the introduction of the pharmaceutical contractual framework in 2005, community pharmacies do not need to participate in rota provision to provide access for weekends or

during the evening. The need for such a service has been greatly reduced by the increased opening hours of a number of pharmacies including the 100 hours pharmacies.

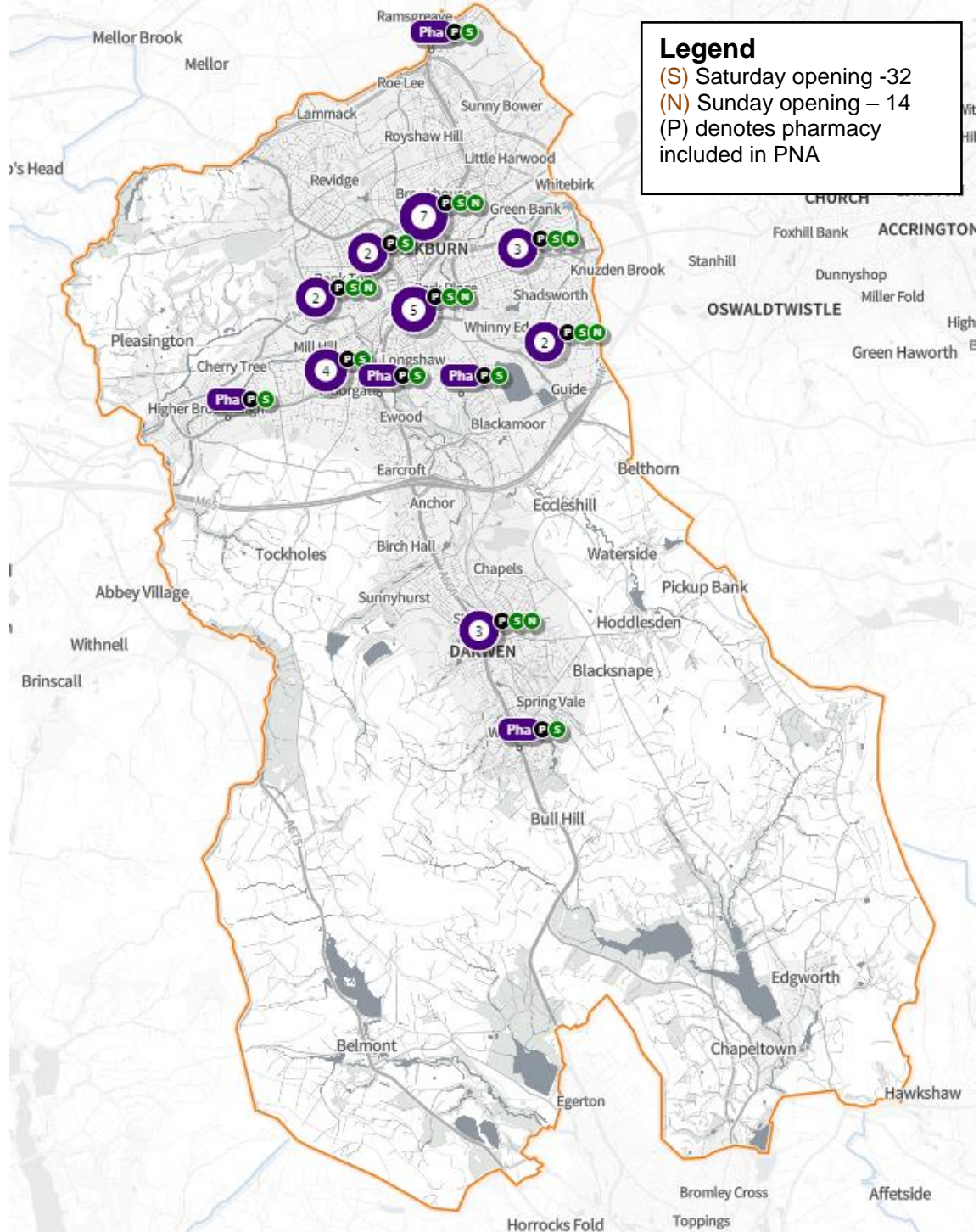
Due to changes in shopping habits, a number of pharmacies now open on many bank holidays, although they are not contractually obliged to do so. NHSE/I works with community pharmacies to ensure an adequate rota service is available for Christmas Day, Boxing Day, New Year's Day and Easter Sunday, as these are days where pharmacies are still traditionally closed. The rota pharmacies will generally open for limited hours on these days and work with out-of-hours providers to enable patients to access pharmaceutical services. These arrangements are renewed every year.

Figure 4.36 to Figure 4.49 show the pharmacies open on Saturday and/or Saturday and Sunday, in the districts of the three localities, as of February 2022.

- Figure 4.36 shows Saturday and/or Saturday and Sunday opening pharmacies in Blackburn with Darwen
- Figure 4.37 shows Saturday and/or Saturday and Sunday opening pharmacies in Blackpool
- Figure 4.38 to Figure 4.49 show Saturday and/or Saturday and Sunday opening pharmacies in Lancashire County Council

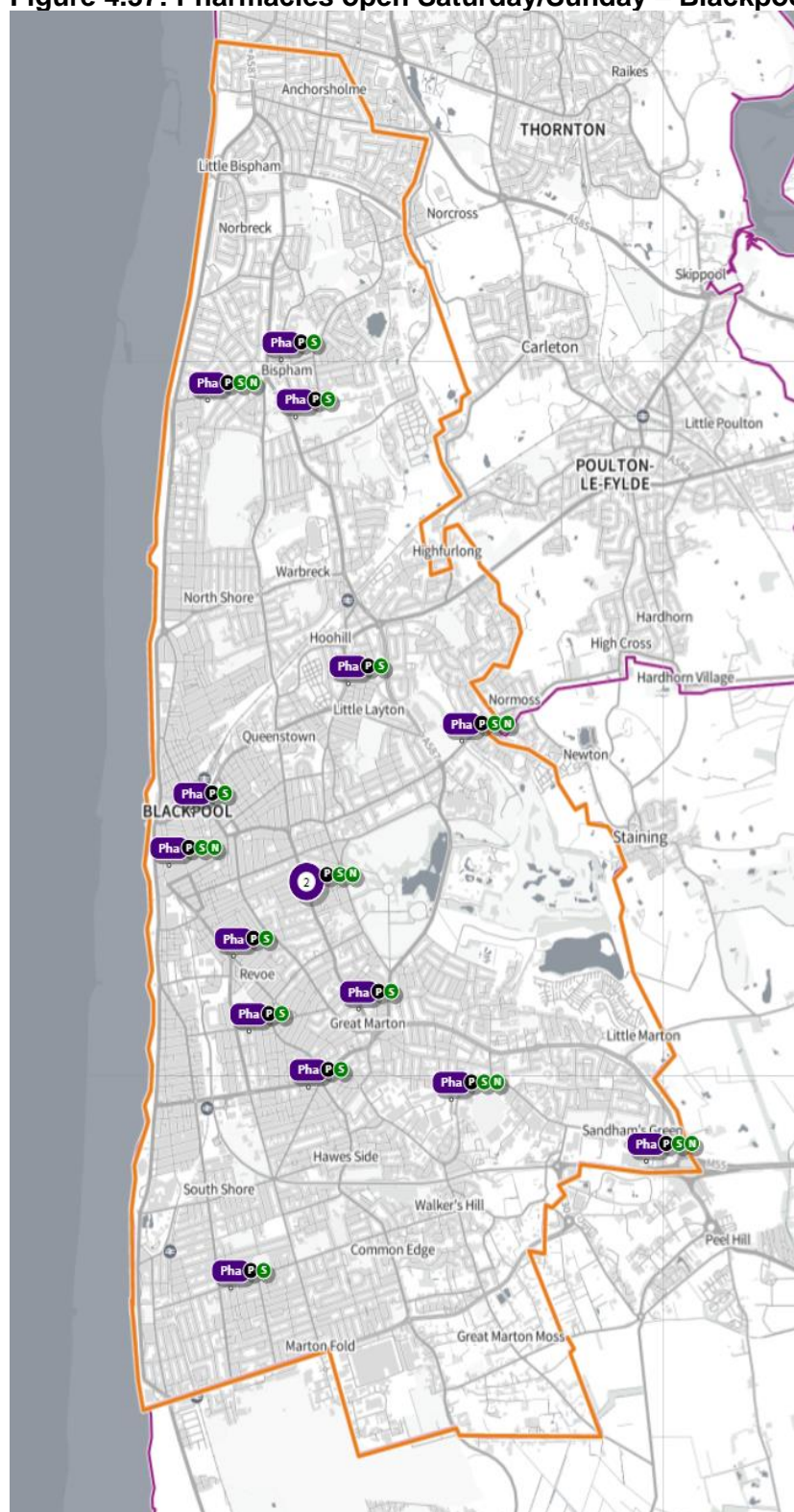
Full opening times for all pharmacies is available from NHS Choices: <http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>

Figure 4.36: Pharmacies open Saturday/Sunday – Blackburn with Darwen



Source: *SHAPE Place Atlas*

Figure 4.37: Pharmacies open Saturday/Sunday – Blackpool

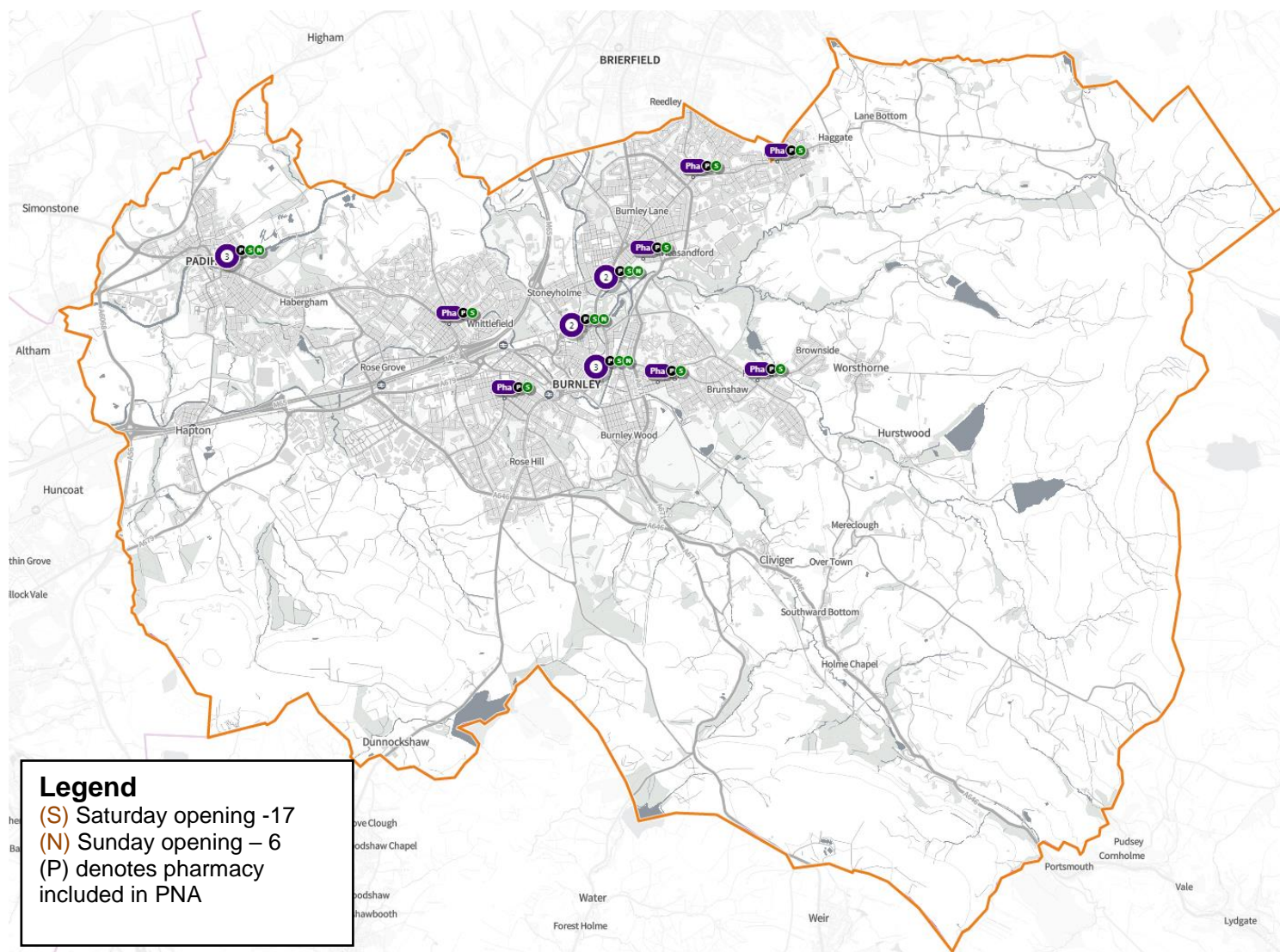


Legend

- (S) Saturday opening -16
- (N) Sunday opening – 6
- (P) denotes pharmacy included in PNA

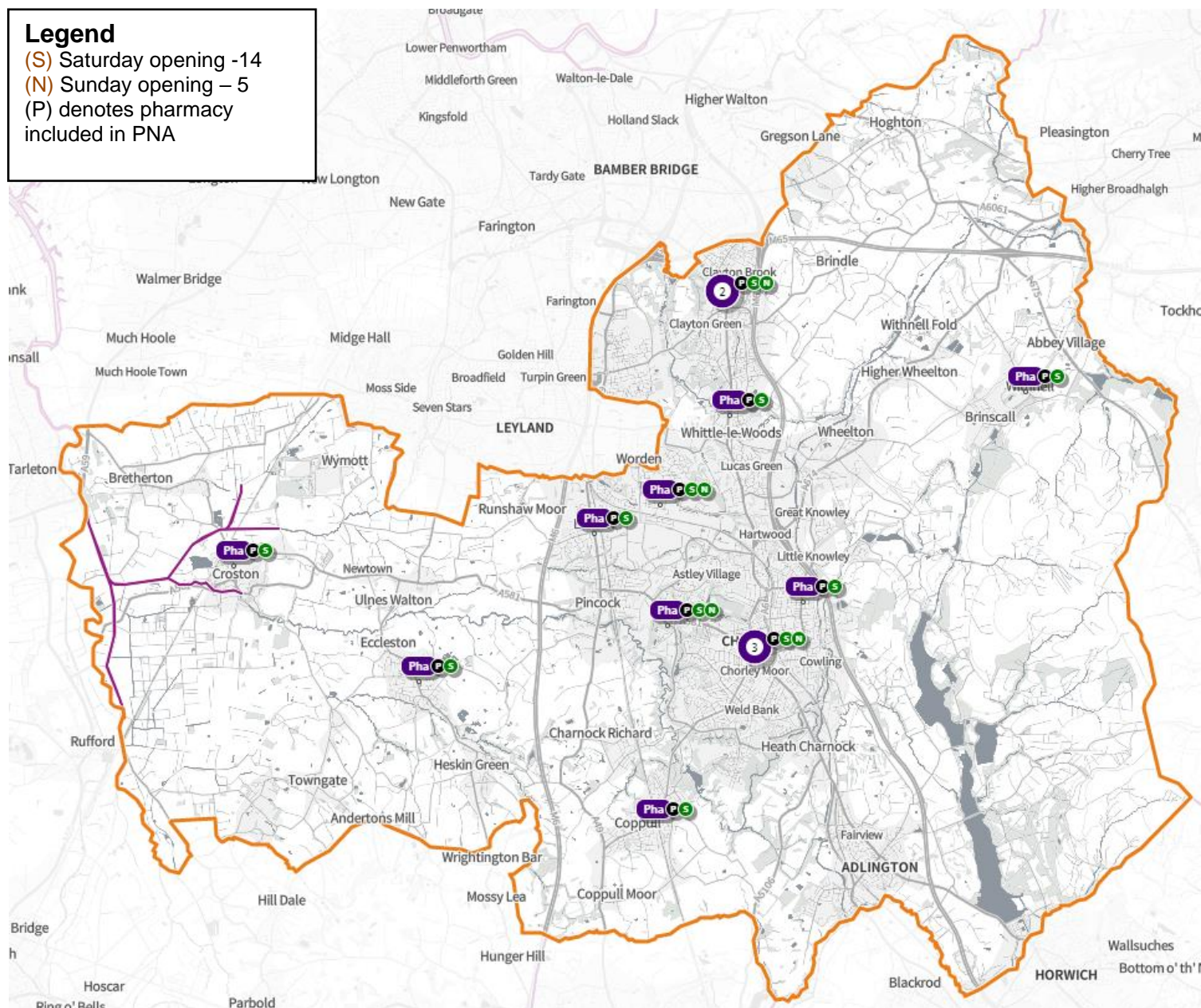
Source: SHAPE Place Atlas

Figure 4.38: Pharmacies open Saturday/Sunday – Burnley



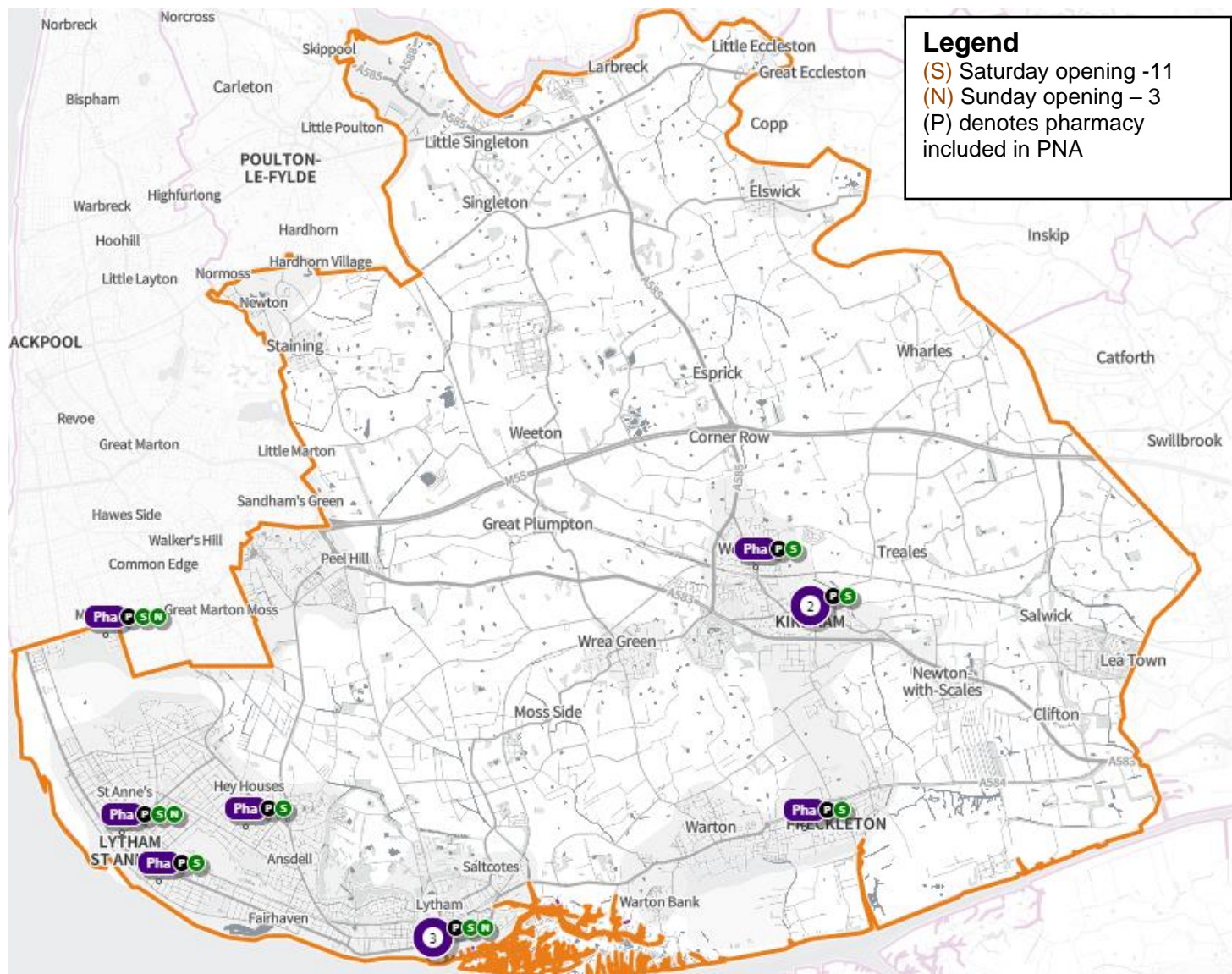
Source: SHAPE Place Atlas

Figure 4.39: Pharmacies open Saturday/Sunday – Chorley



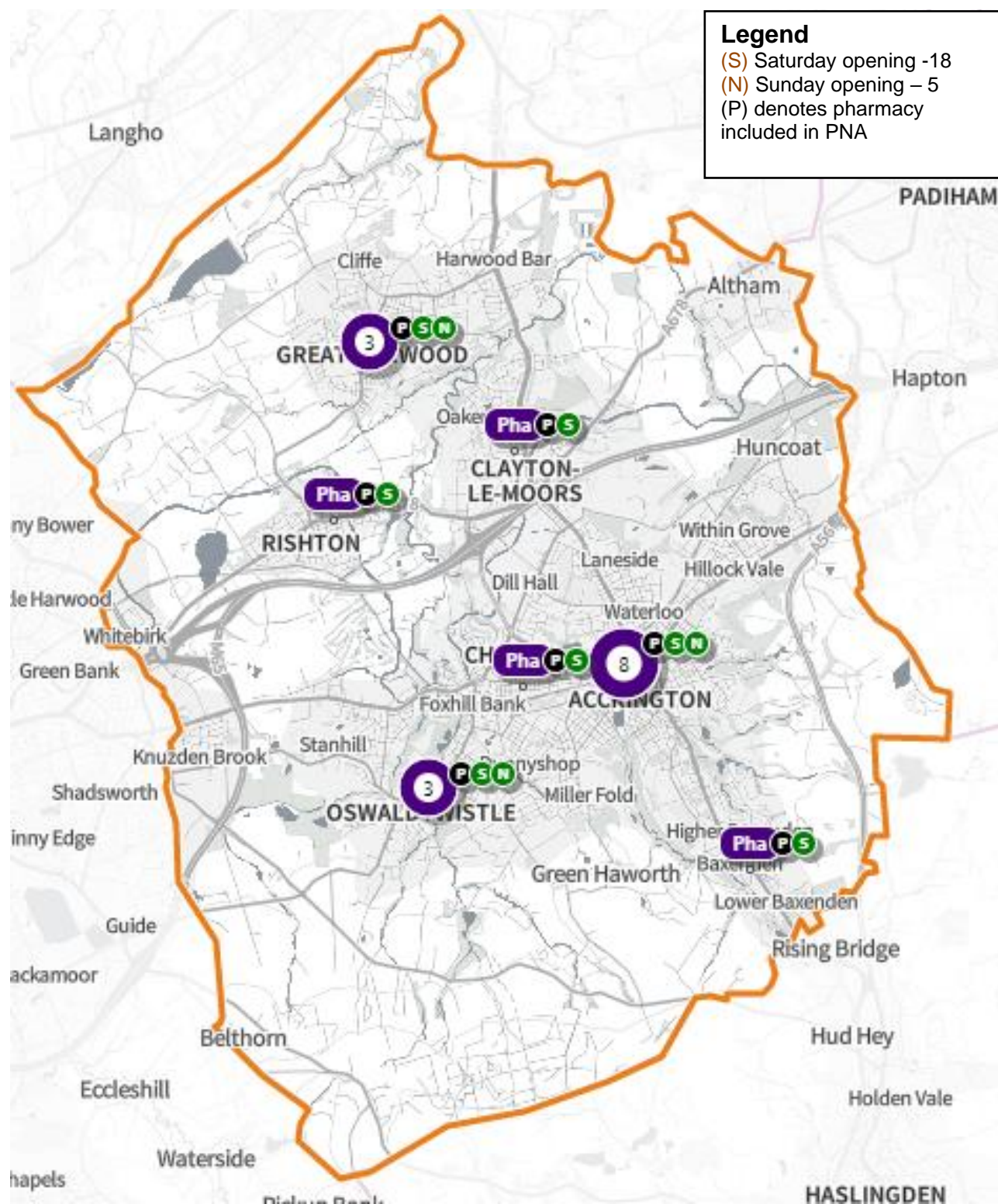
Source: SHAPE Place Atlas

Figure 4.40: Pharmacies open Saturday/Sunday – Fylde



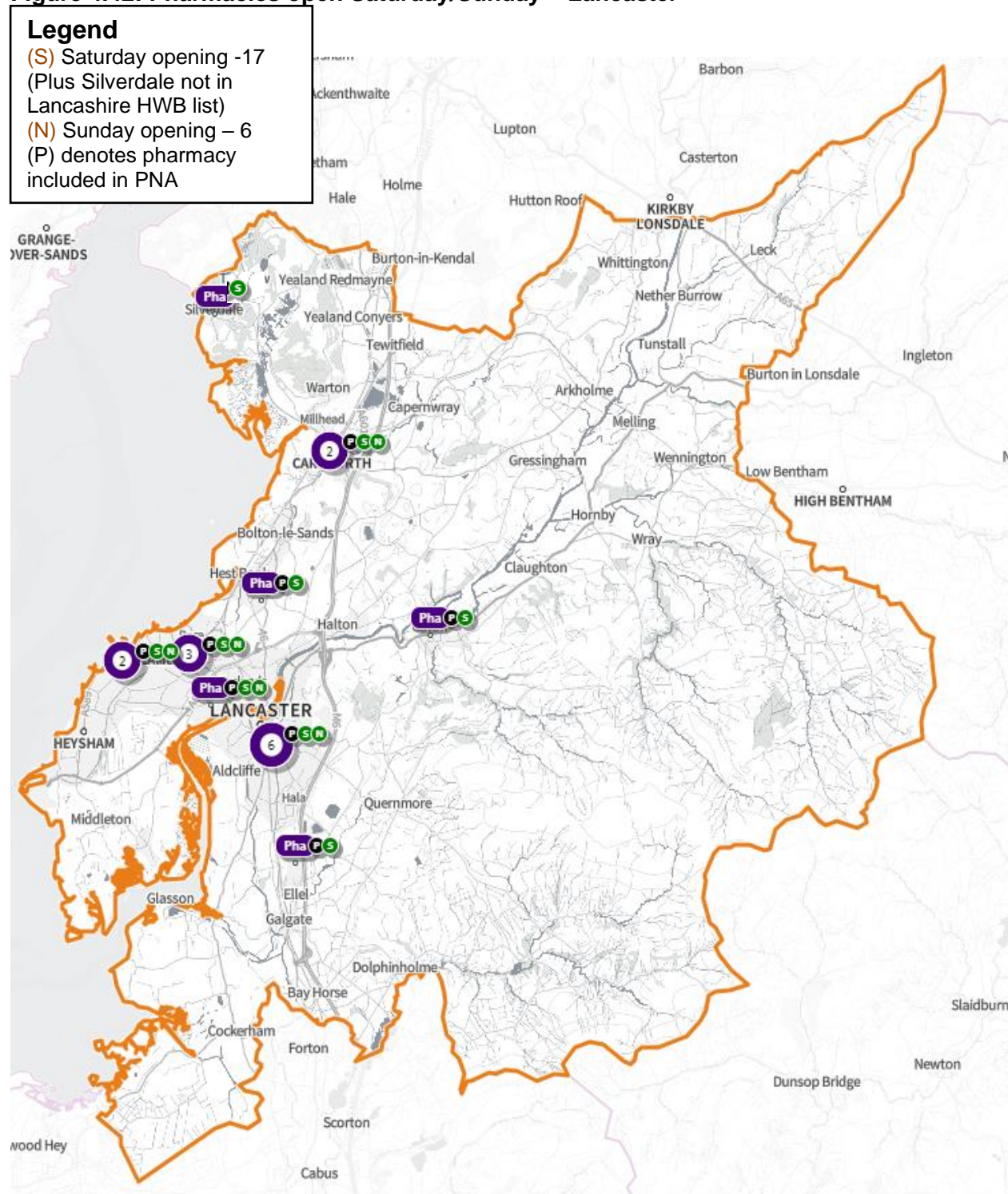
Source: *SHAPE Place Atlas*

Figure 4.41: Pharmacies open Saturday/Sunday – Hyndburn



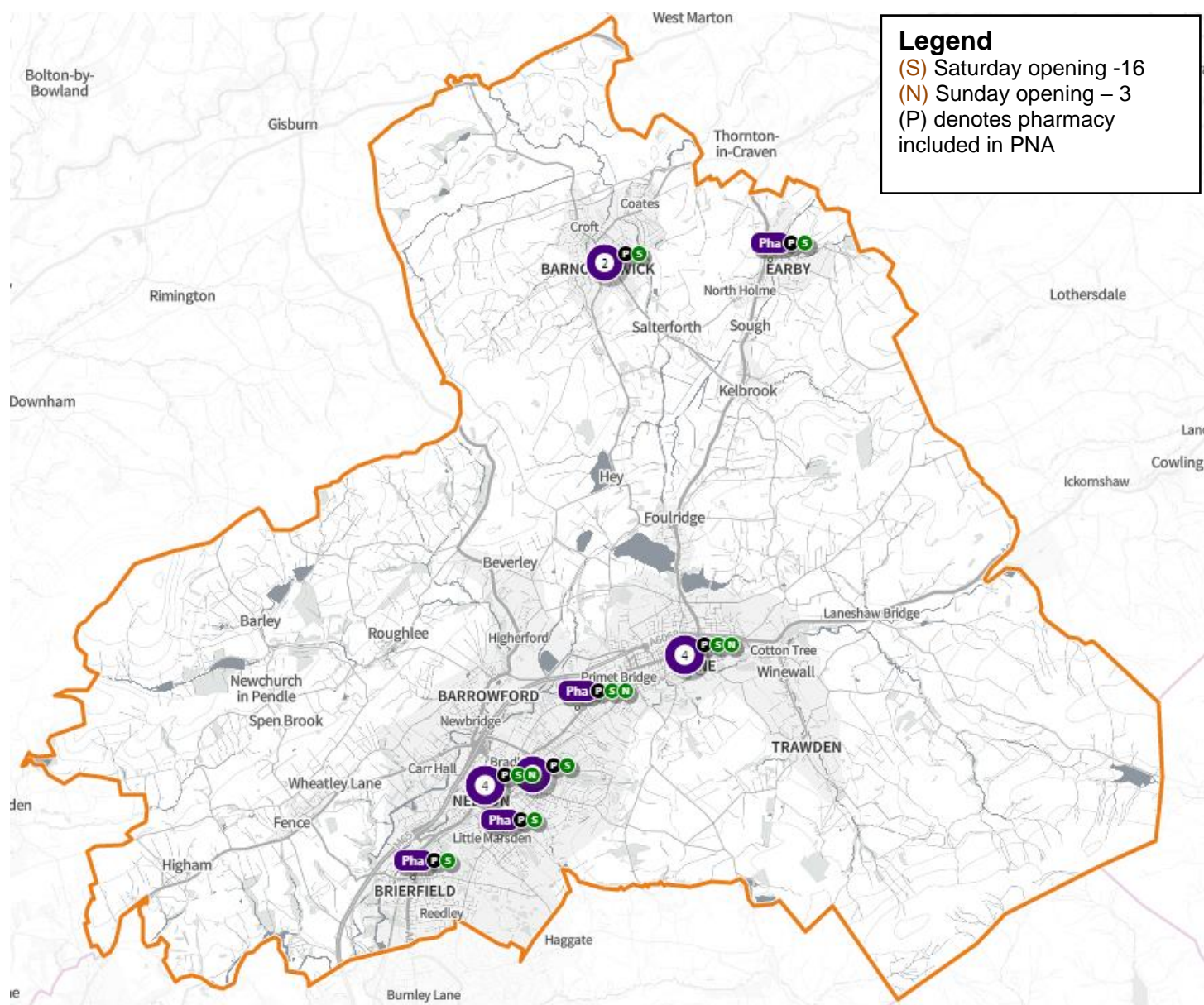
Source: SHAPE Place Atlas

Figure 4.42: Pharmacies open Saturday/Sunday – Lancaster



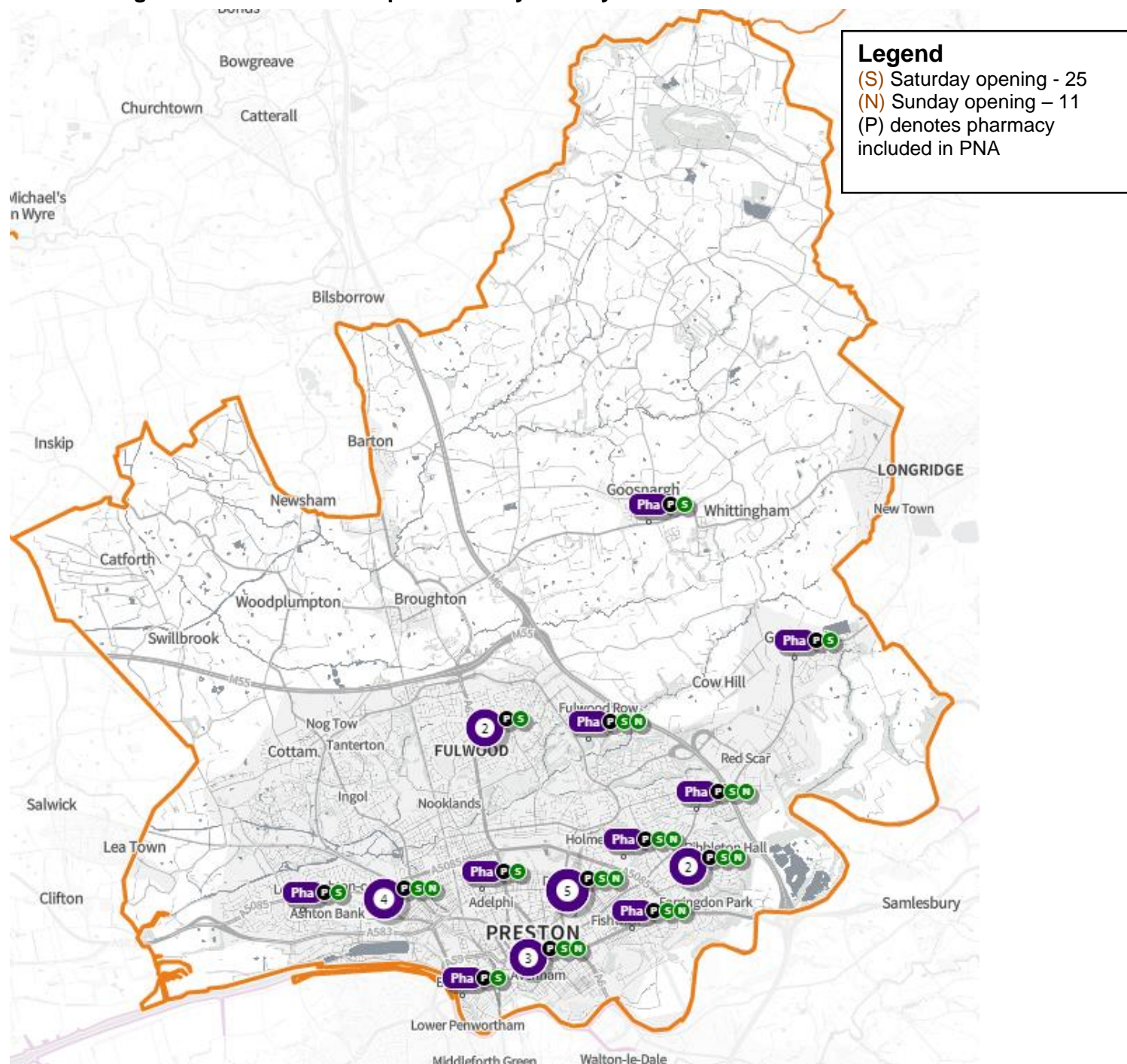
Source: SHAPE Place Atlas

Figure 4.43: Pharmacies open Saturday/Sunday – Pendle



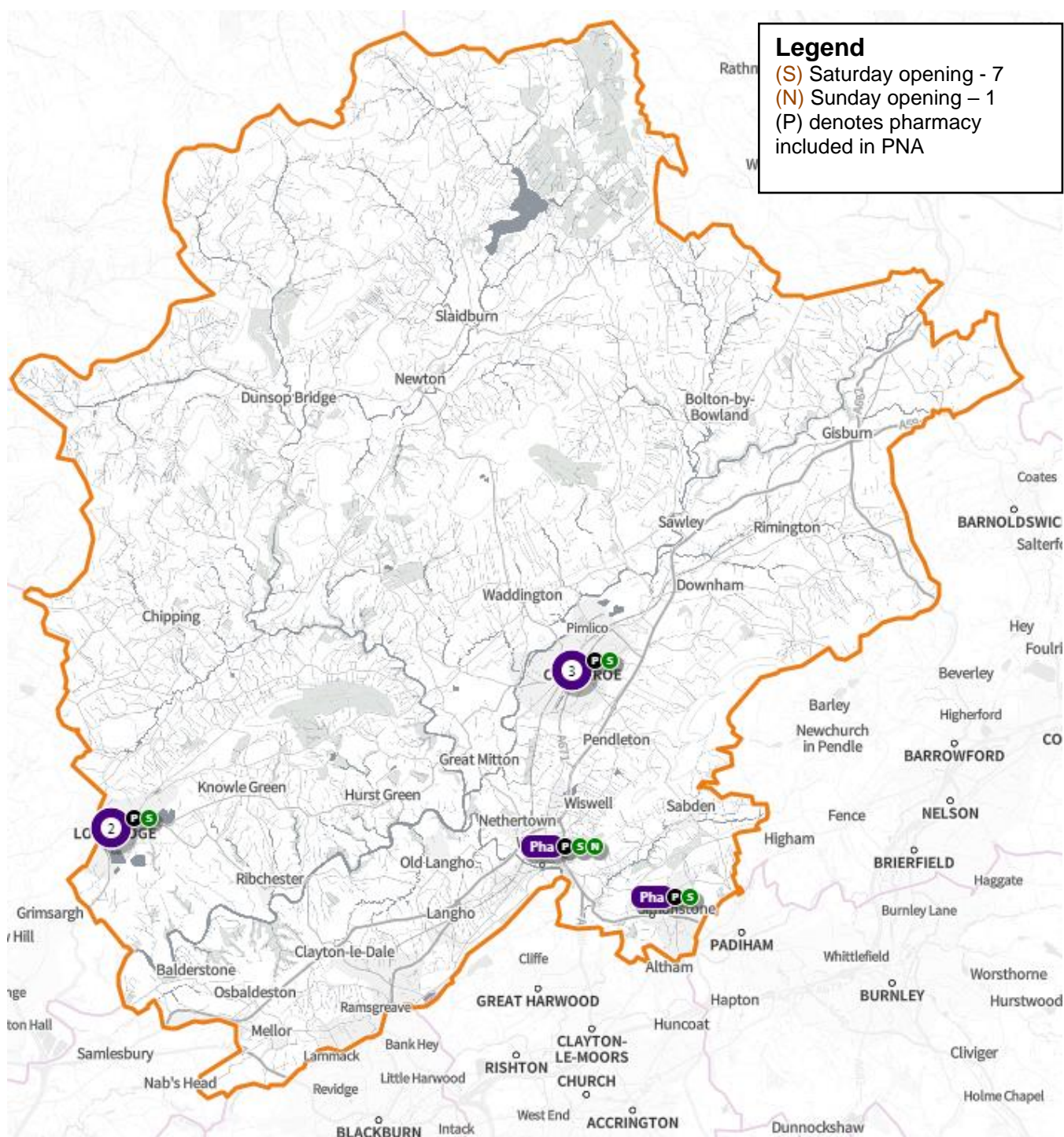
Source: SHAPE Place Atlas

Figure 4.44: Pharmacies open Saturday/Sunday – Preston



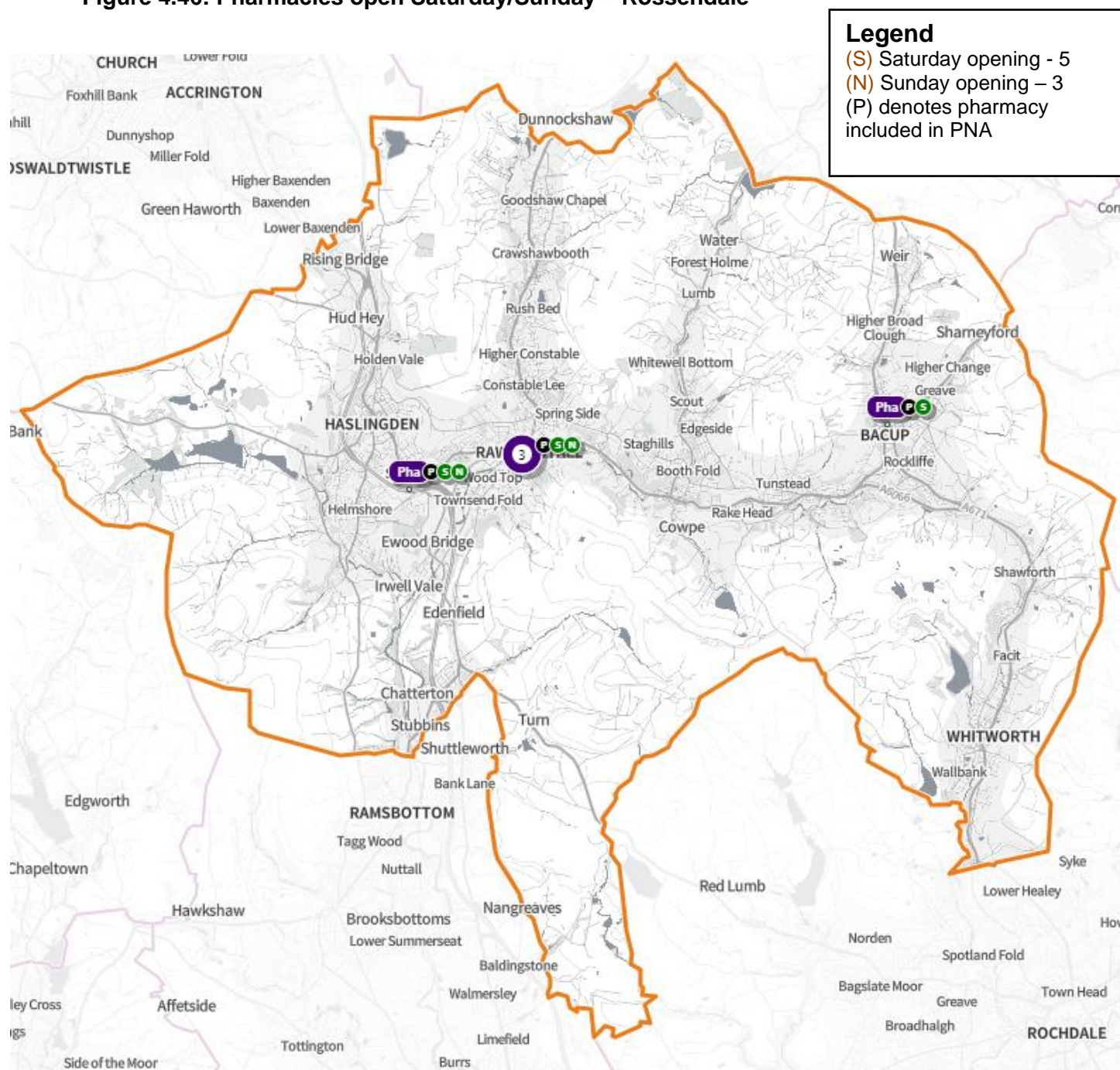
Source: SHAPE Place Atlas

Figure 4.45: Pharmacies open Saturday/Sunday – Ribble Valley



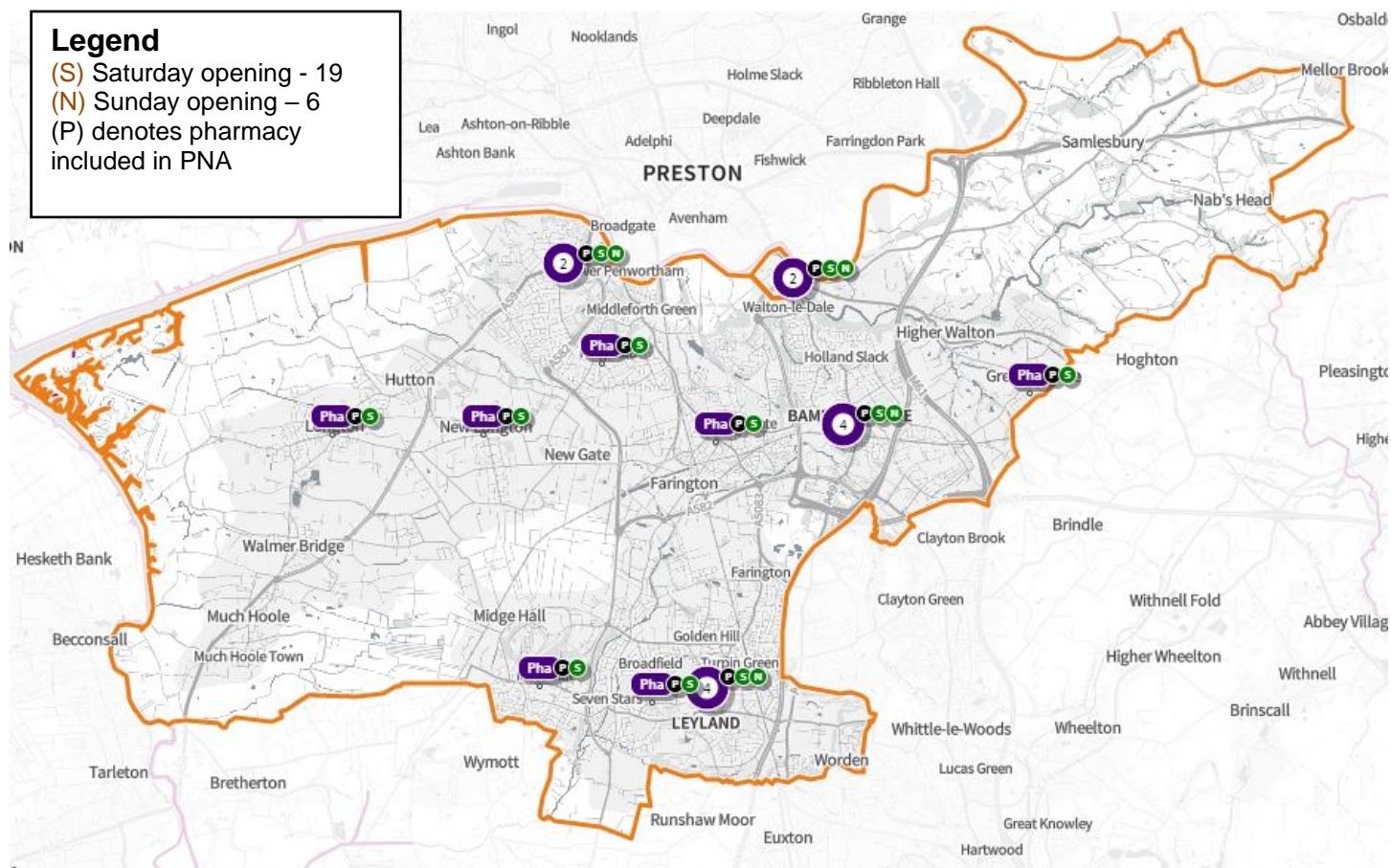
Source: SHAPE Place Atlas

Figure 4.46: Pharmacies open Saturday/Sunday – Rossendale



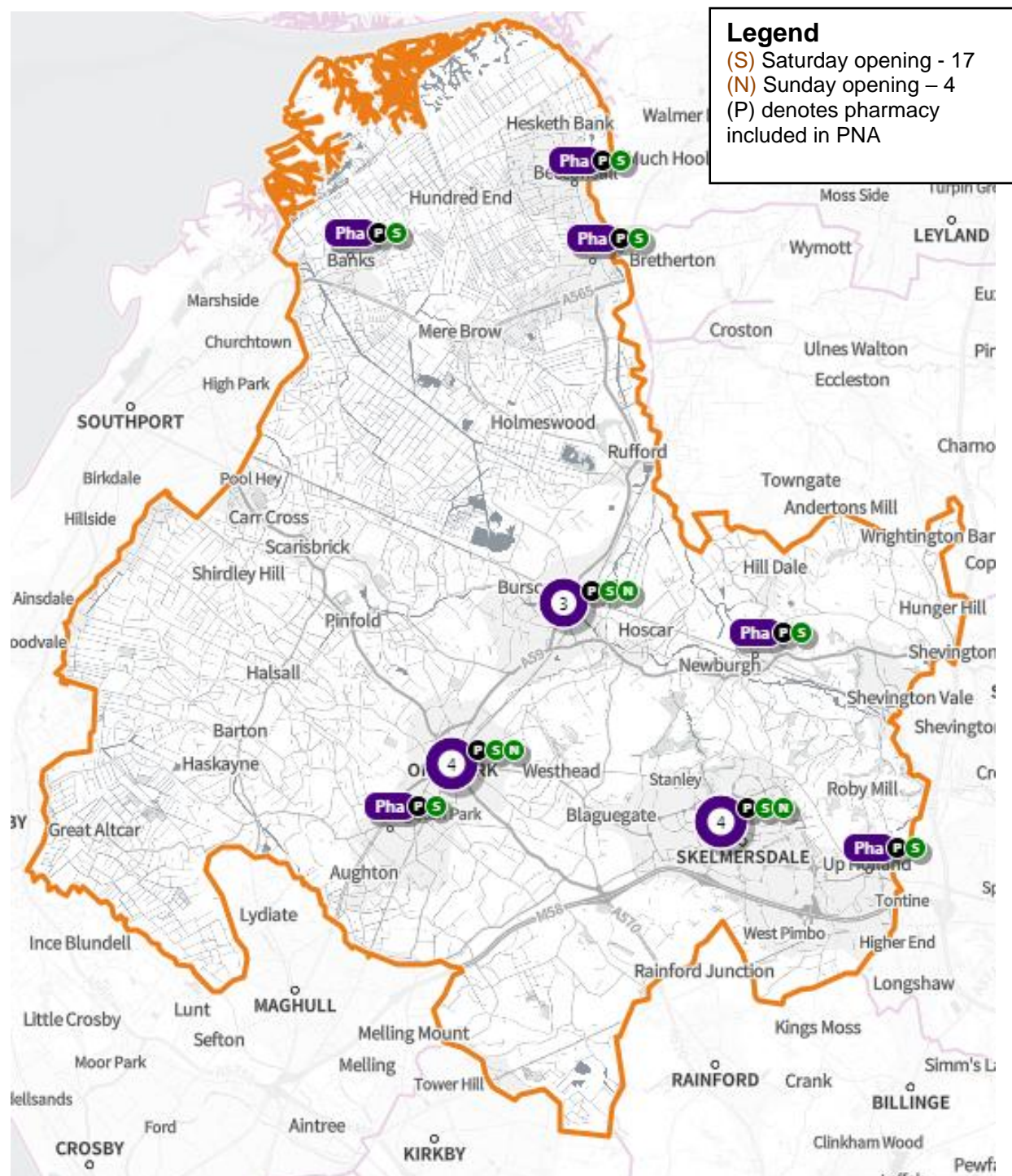
Source: SHAPE Place Atlas

Figure 4.47: Pharmacies open Saturday/Sunday – South Ribble



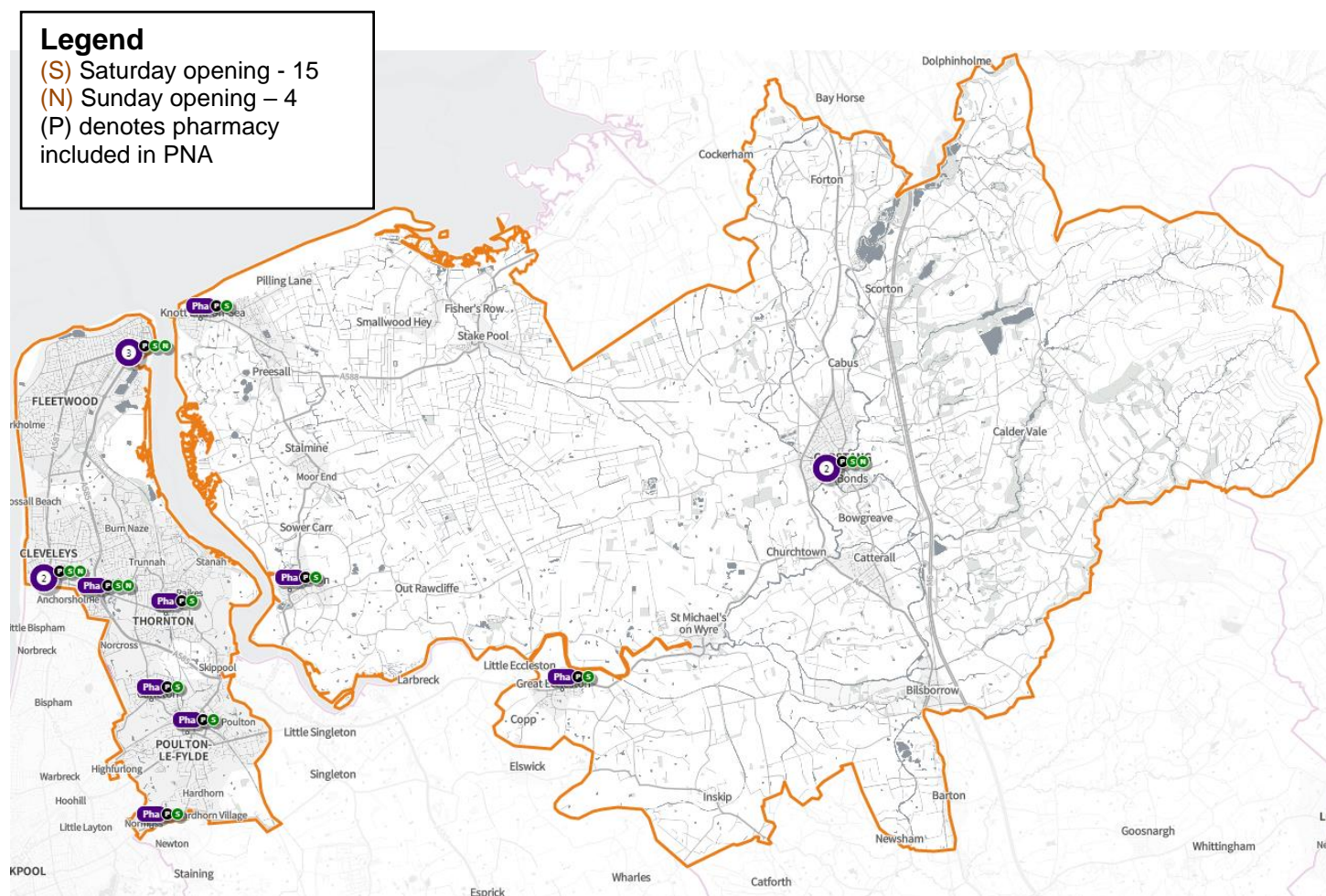
Source: SHAPE Place Atlas

Figure 4.48: Pharmacies open Saturday/Sunday – West Lancashire



Source: SHAPE Place Atlas

Figure 4.49: Pharmacies open Saturday/Sunday – Wyre

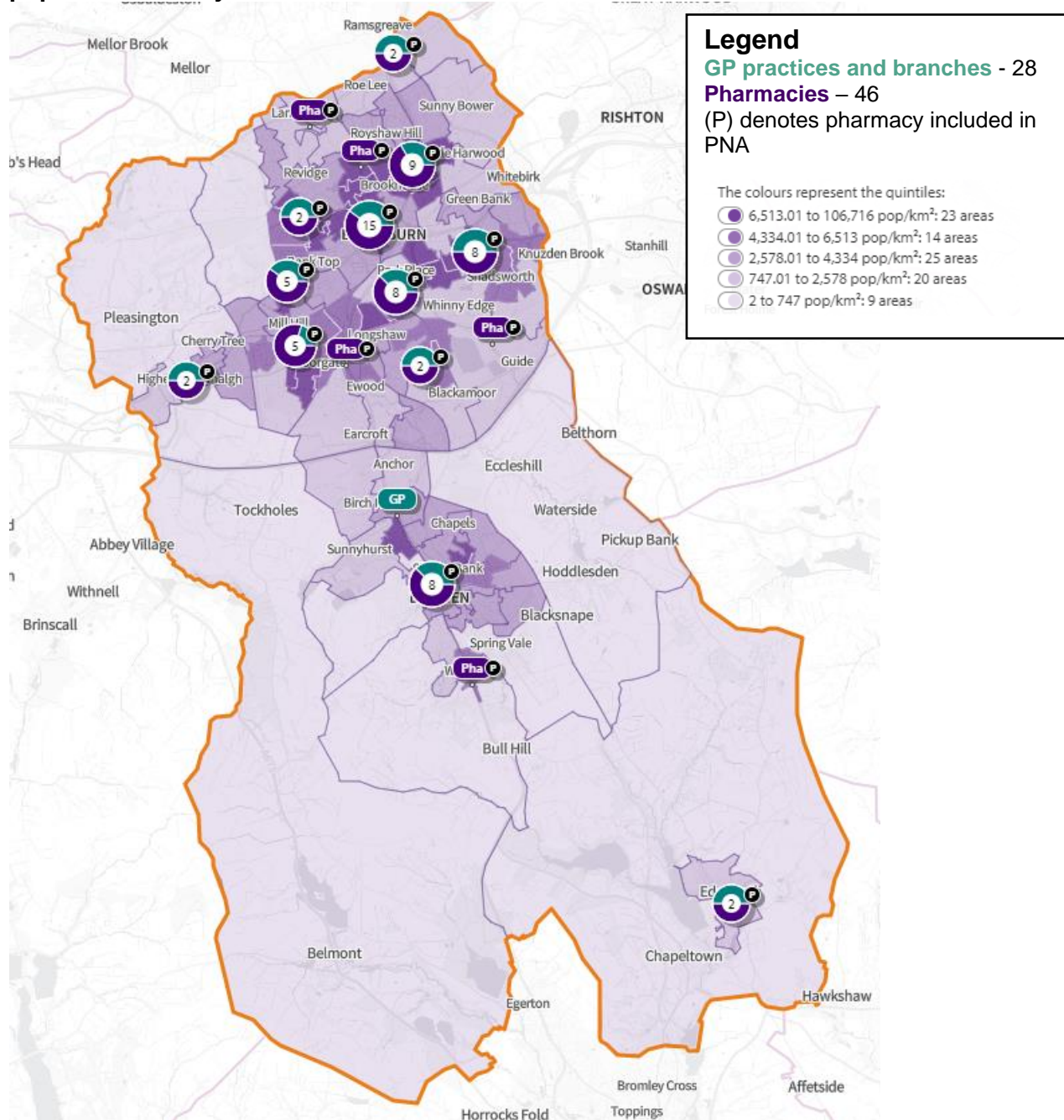


Source: SHAPE Place Atlas

4.2.5 Service provision by population density

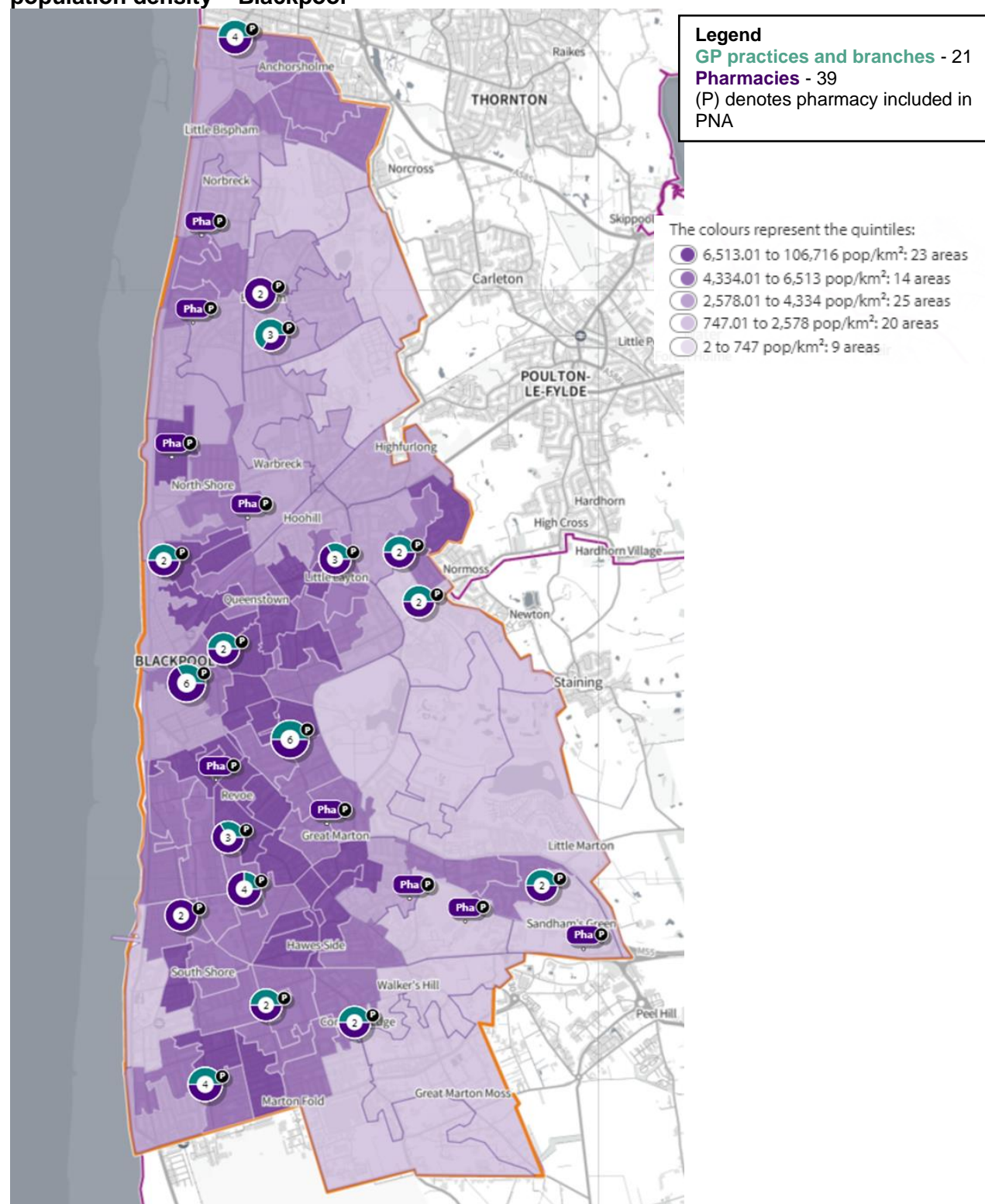
Figures 4.50 to 4.63 show the location of the pharmacy and GP practice premises within the three HWB areas. Due to the size of the HWBs' areas many of the premises are not shown individually. As can be seen, premises are generally located in areas of higher population density (those areas shaded in a darker colour).

Figure 4.50: Location of pharmacies and dispensing practice premises compared to population density – Blackburn with Darwen



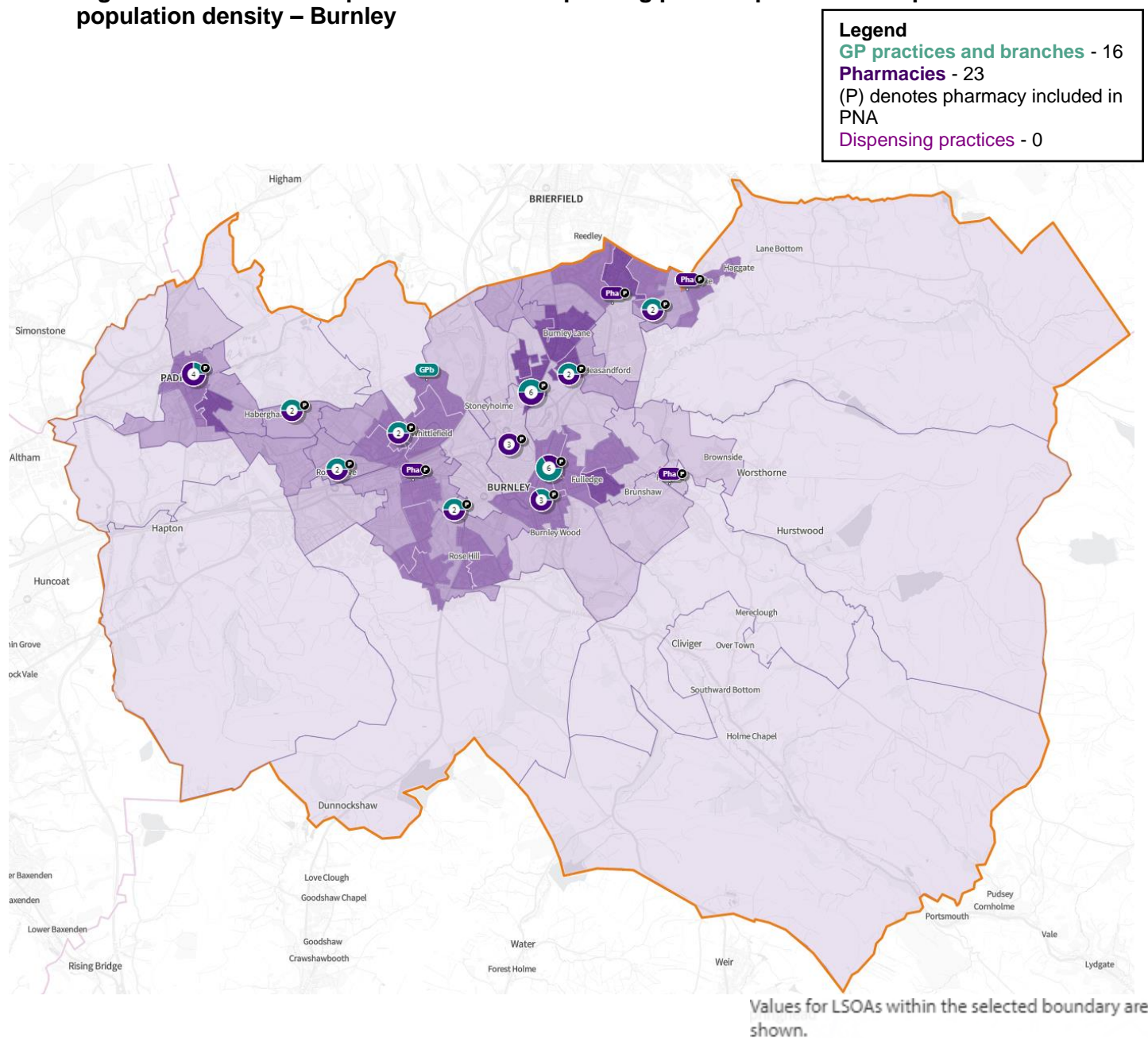
Source: SHAPE Place Atlas

Figure 4.51: Location of pharmacies and dispensing practice premises compared to population density – Blackpool



Source: SHAPE Place Atlas

Figure 4.52: Location of pharmacies and dispensing practice premises compared to population density – Burnley



Source: *SHAPE Place Atlas*

Figure 4.53: Location of pharmacies and dispensing practice premises compared to population density – Chorley

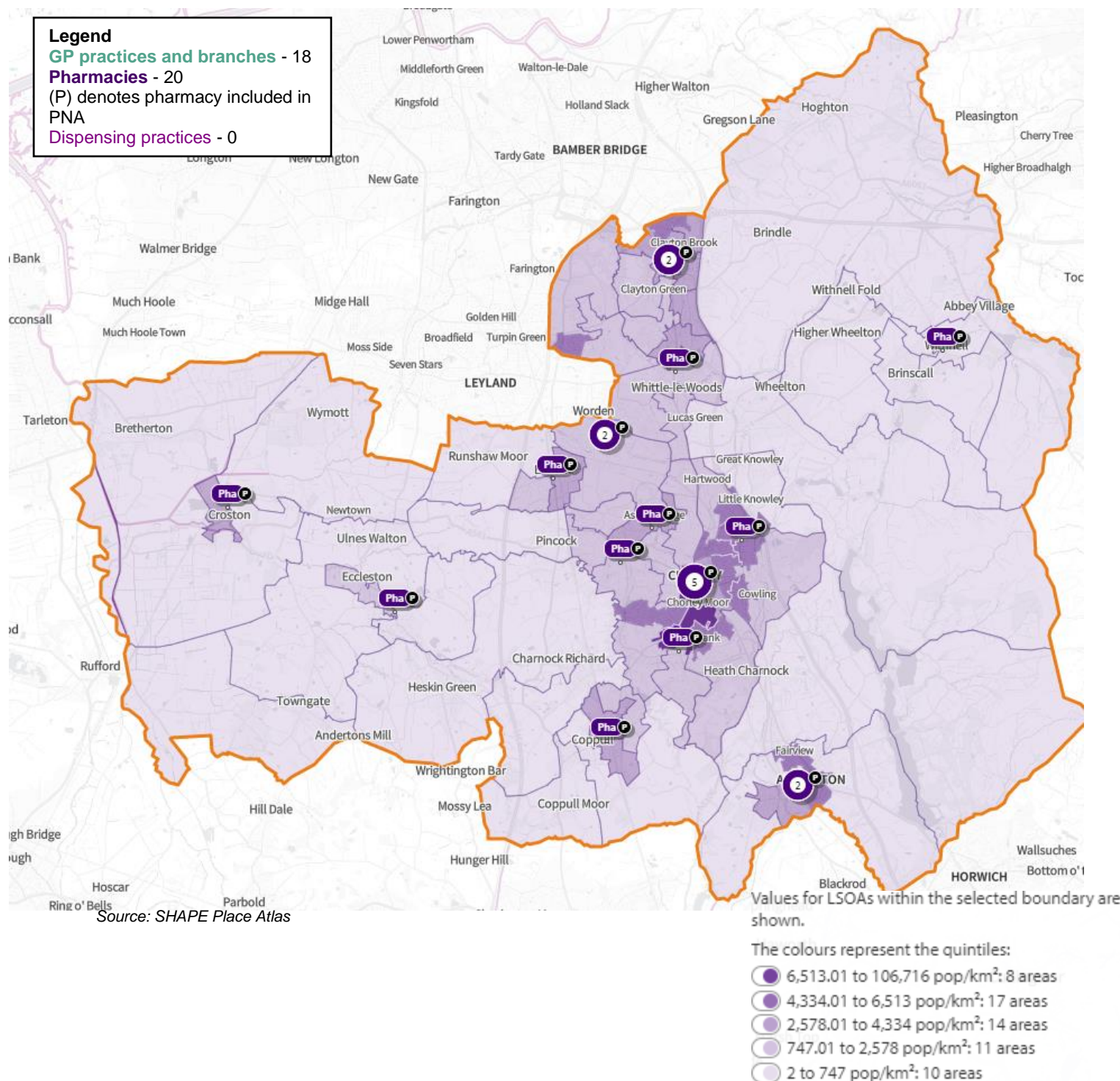
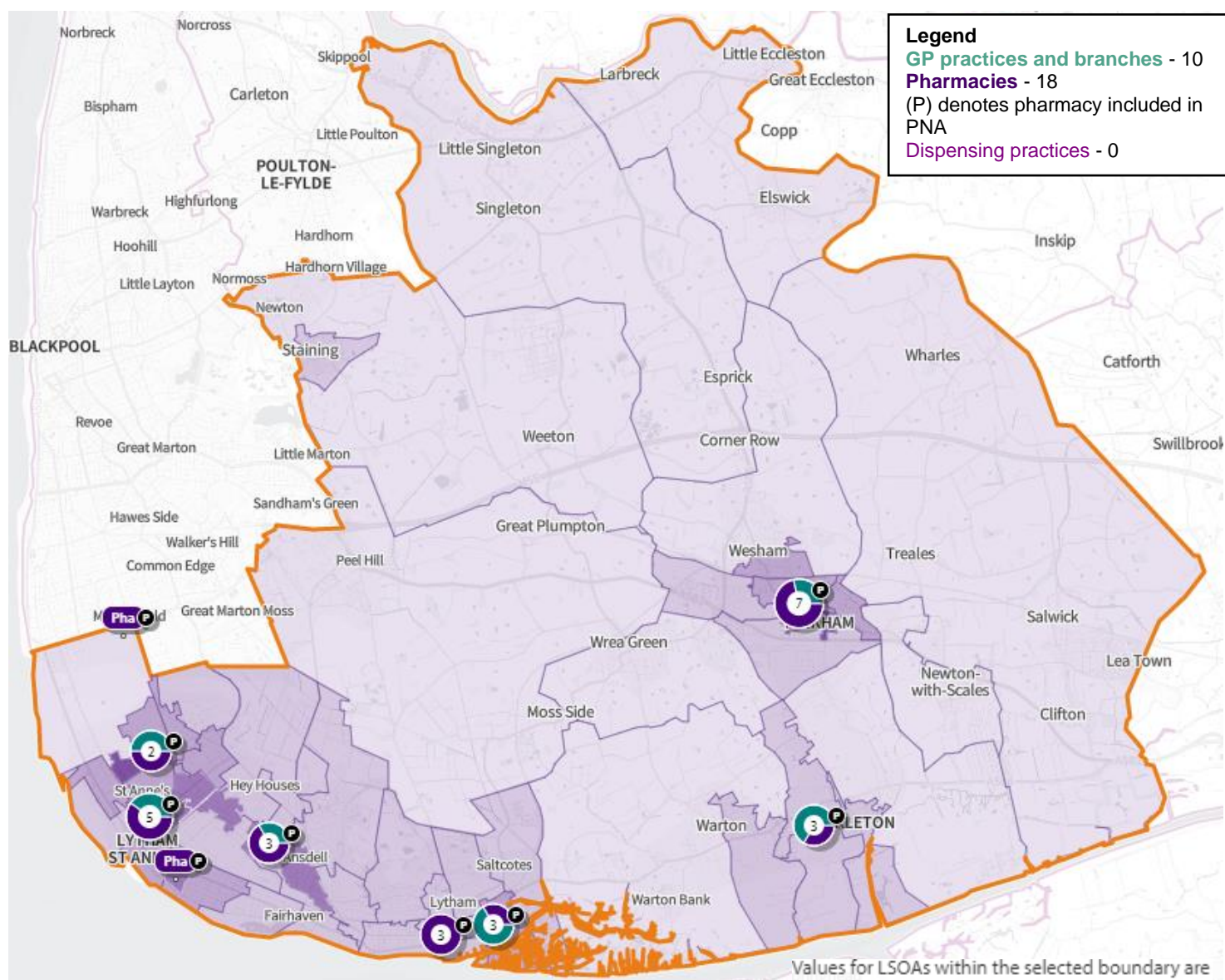
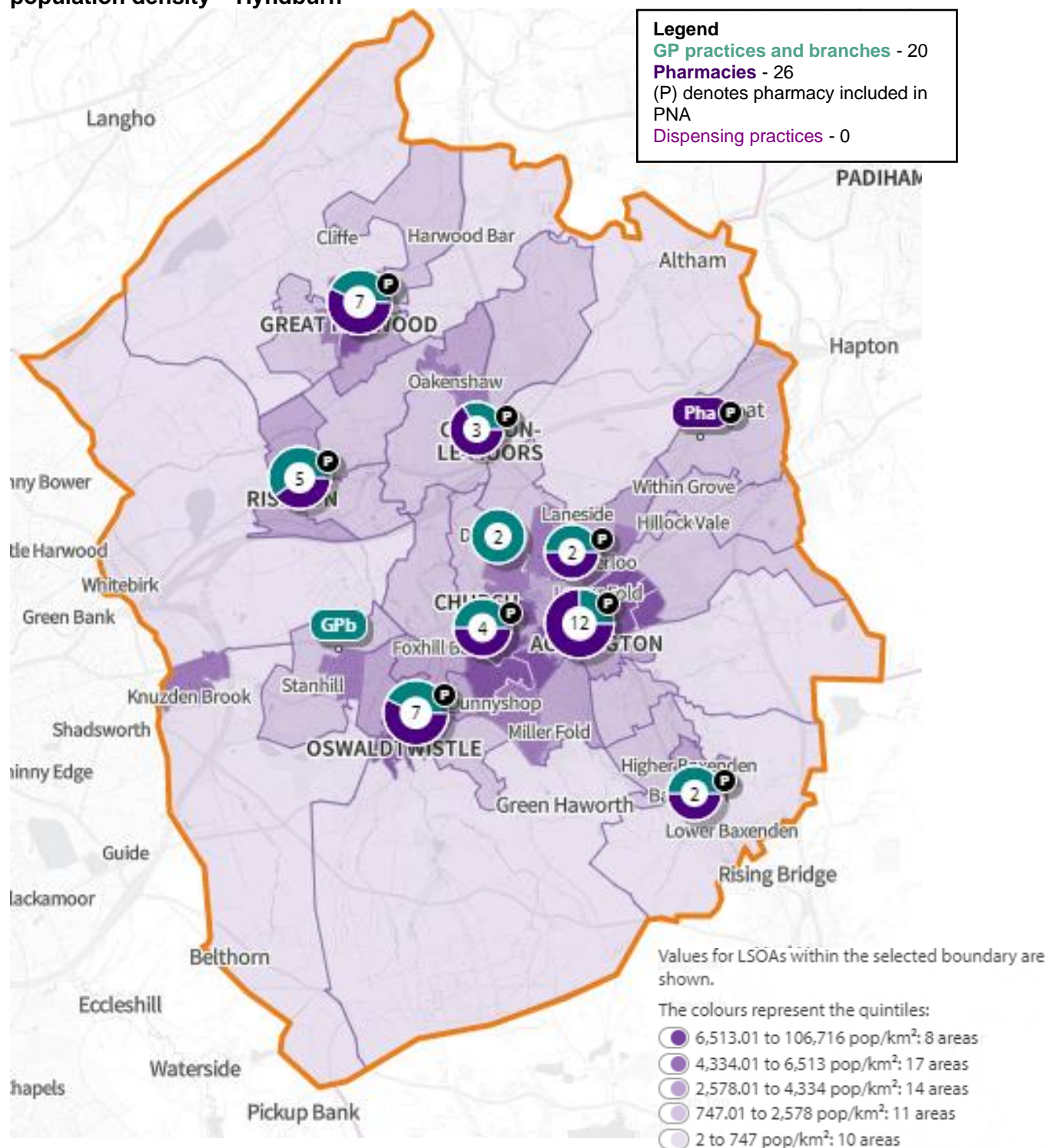


Figure 4.54: Location of pharmacies and dispensing practice premises compared to population density – Fylde



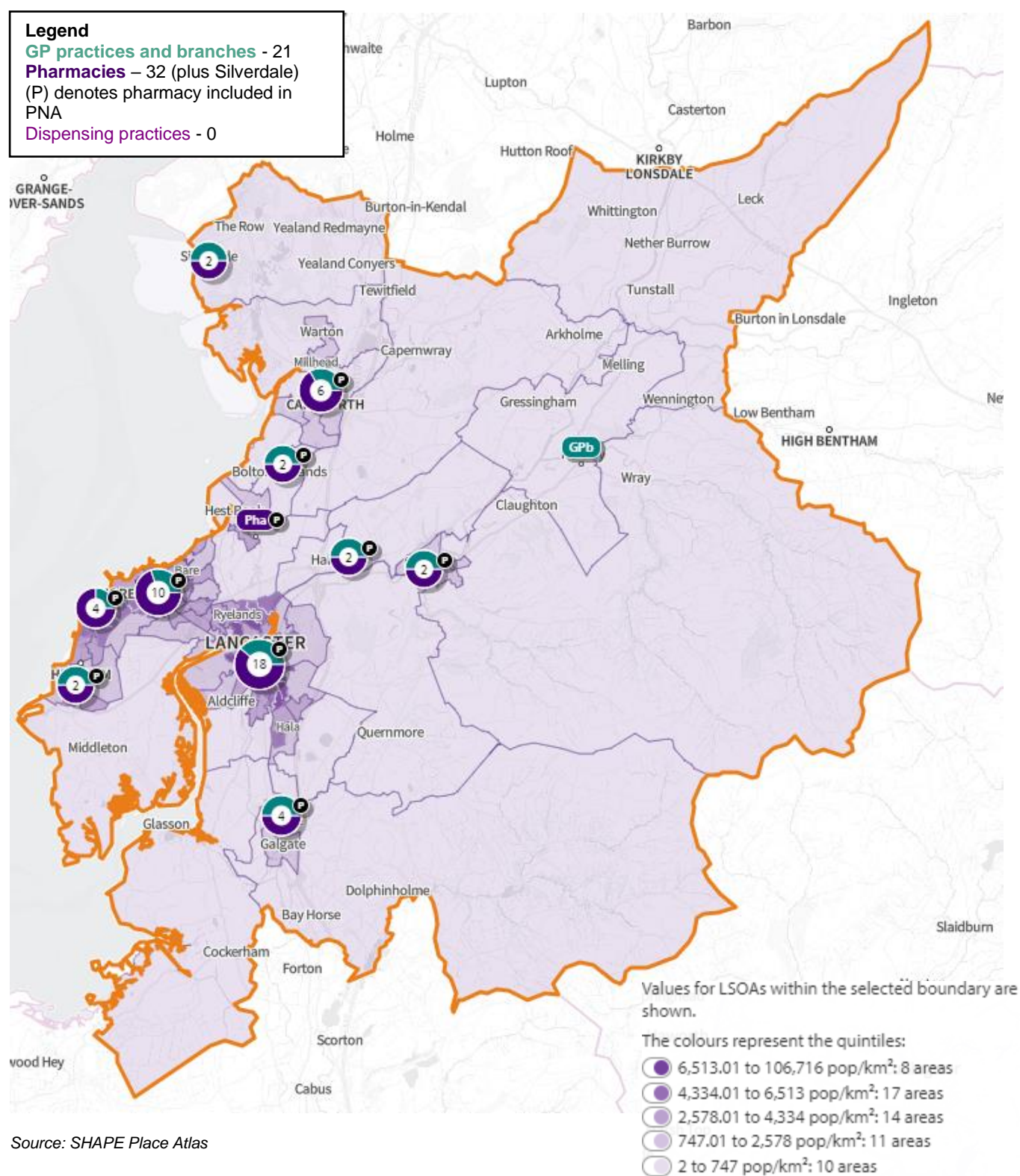
Source: SHAPE Place Atlas

Figure 4.55: Location of pharmacies and dispensing practice premises compared to population density – Hyndburn



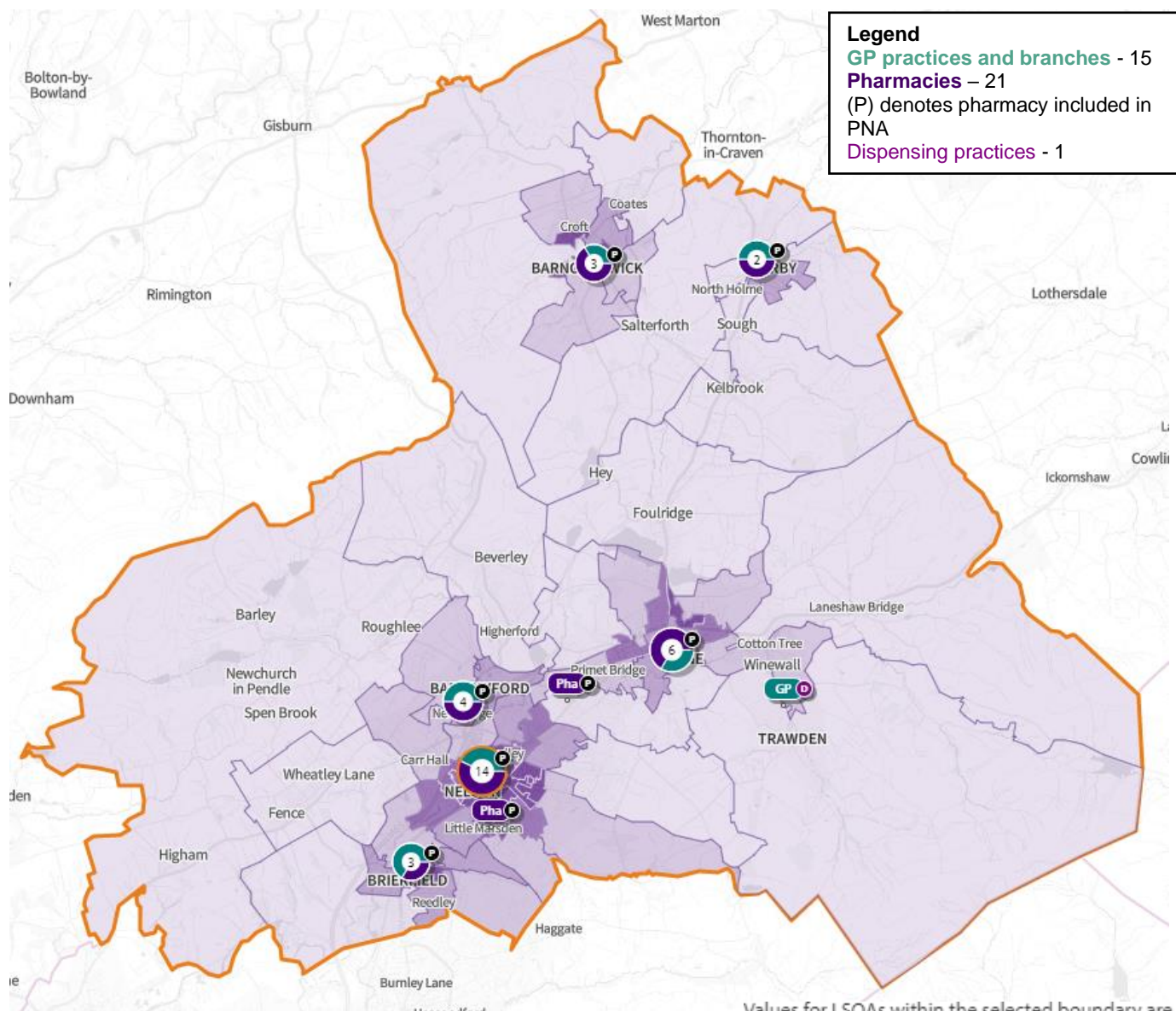
Source: *SHAPE Place Atlas*

Figure 4.56: Location of pharmacies and dispensing practice premises compared to population density – Lancaster



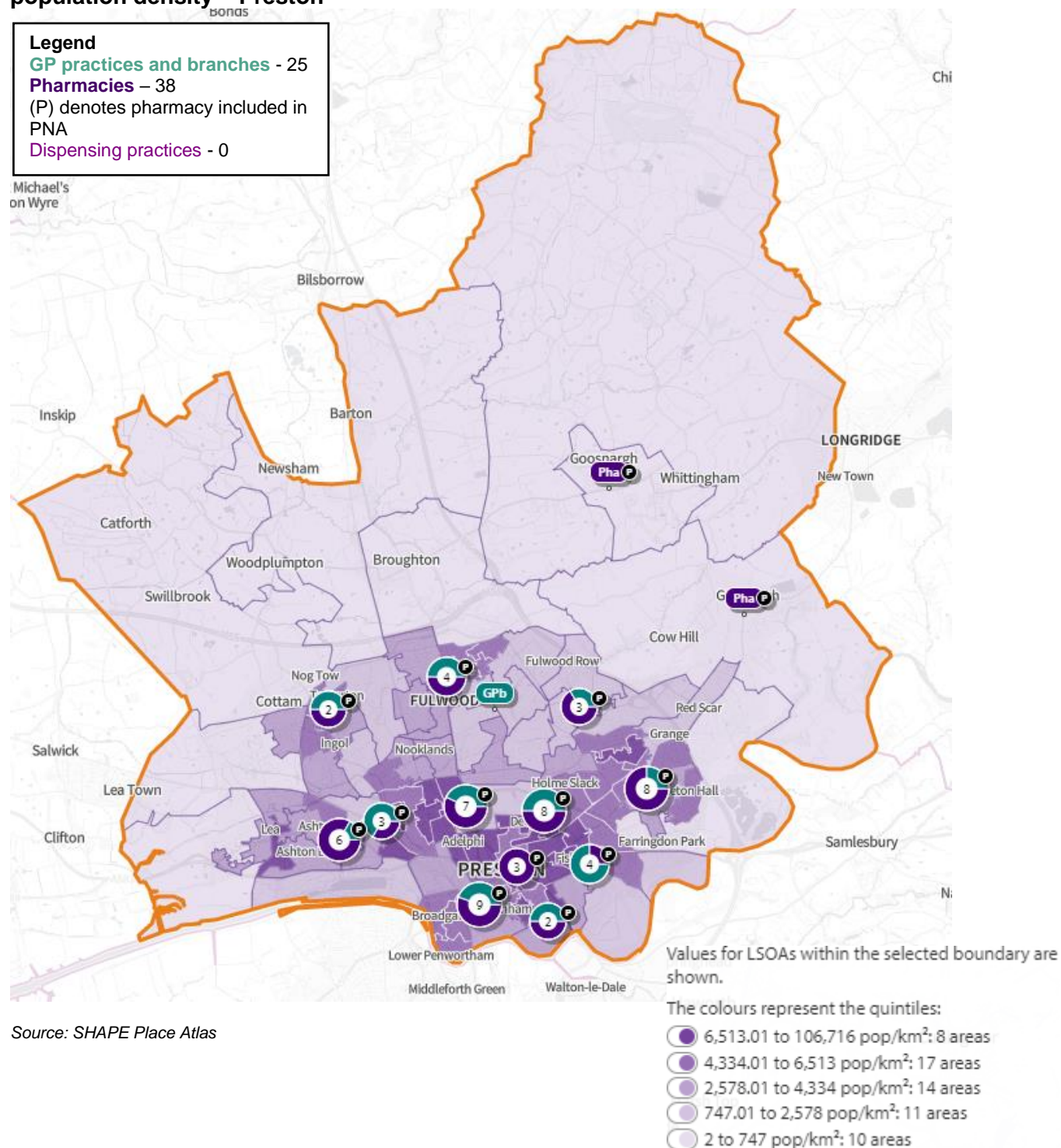
Source: *SHAPE Place Atlas*

Figure 4.57: Location of pharmacies and dispensing practice premises compared to population density – Pendle



Source: SHAPE Place Atlas

Figure 4.58: Location of pharmacies and dispensing practice premises compared to population density – Preston



Source: SHAPE Place Atlas

Figure 4.59: Location of pharmacies and dispensing practice premises compared to population density – Ribble Valley

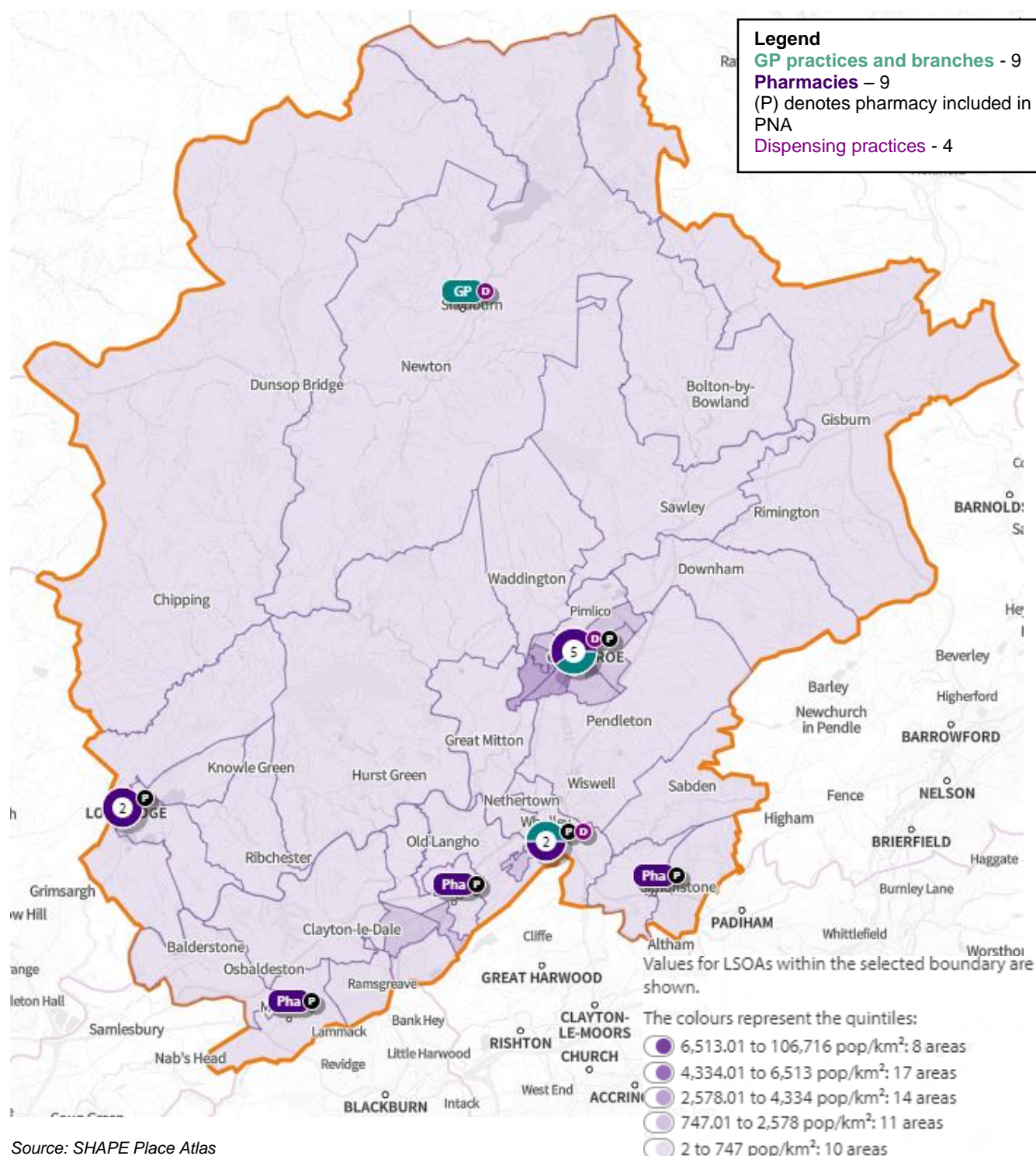
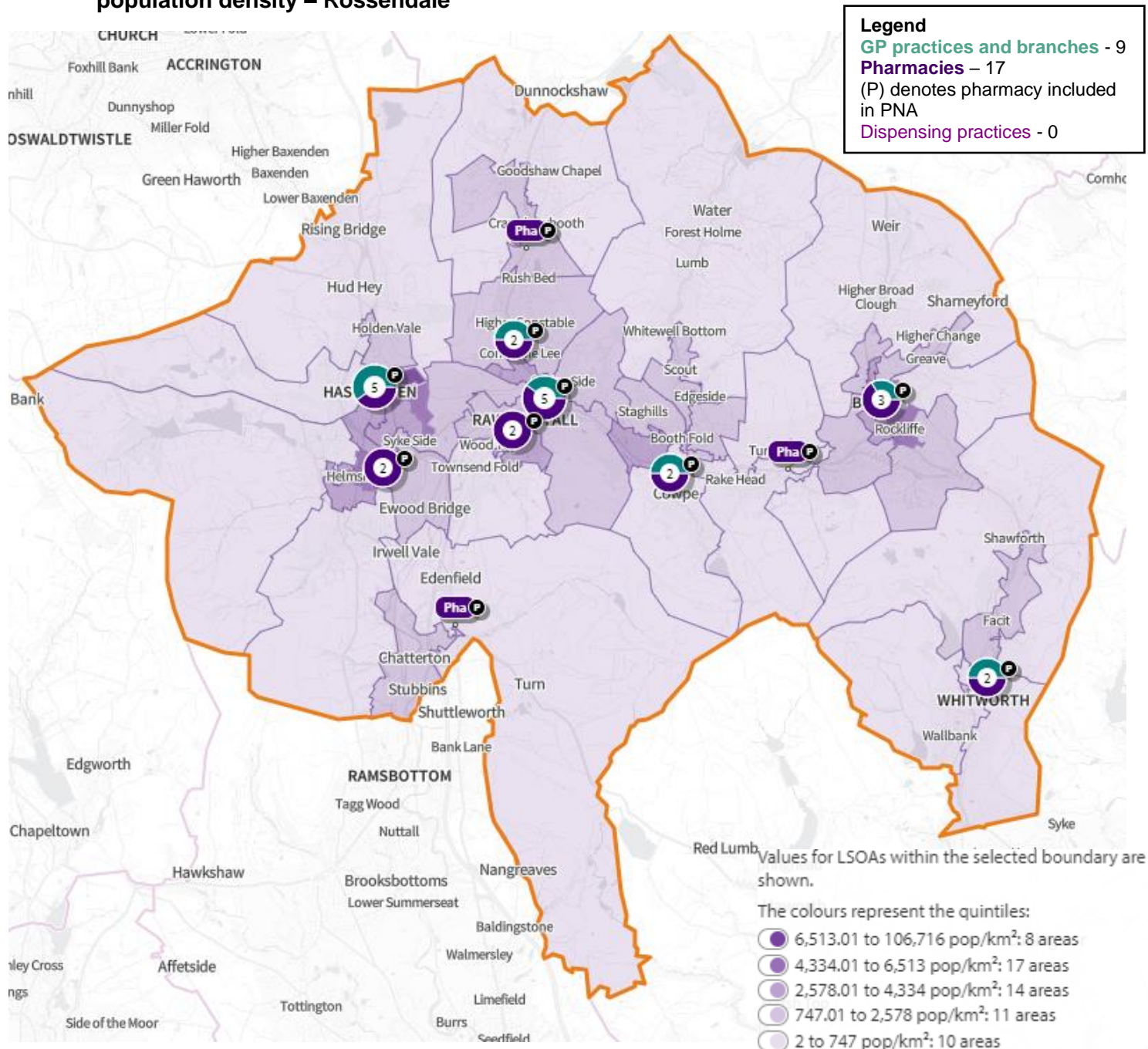
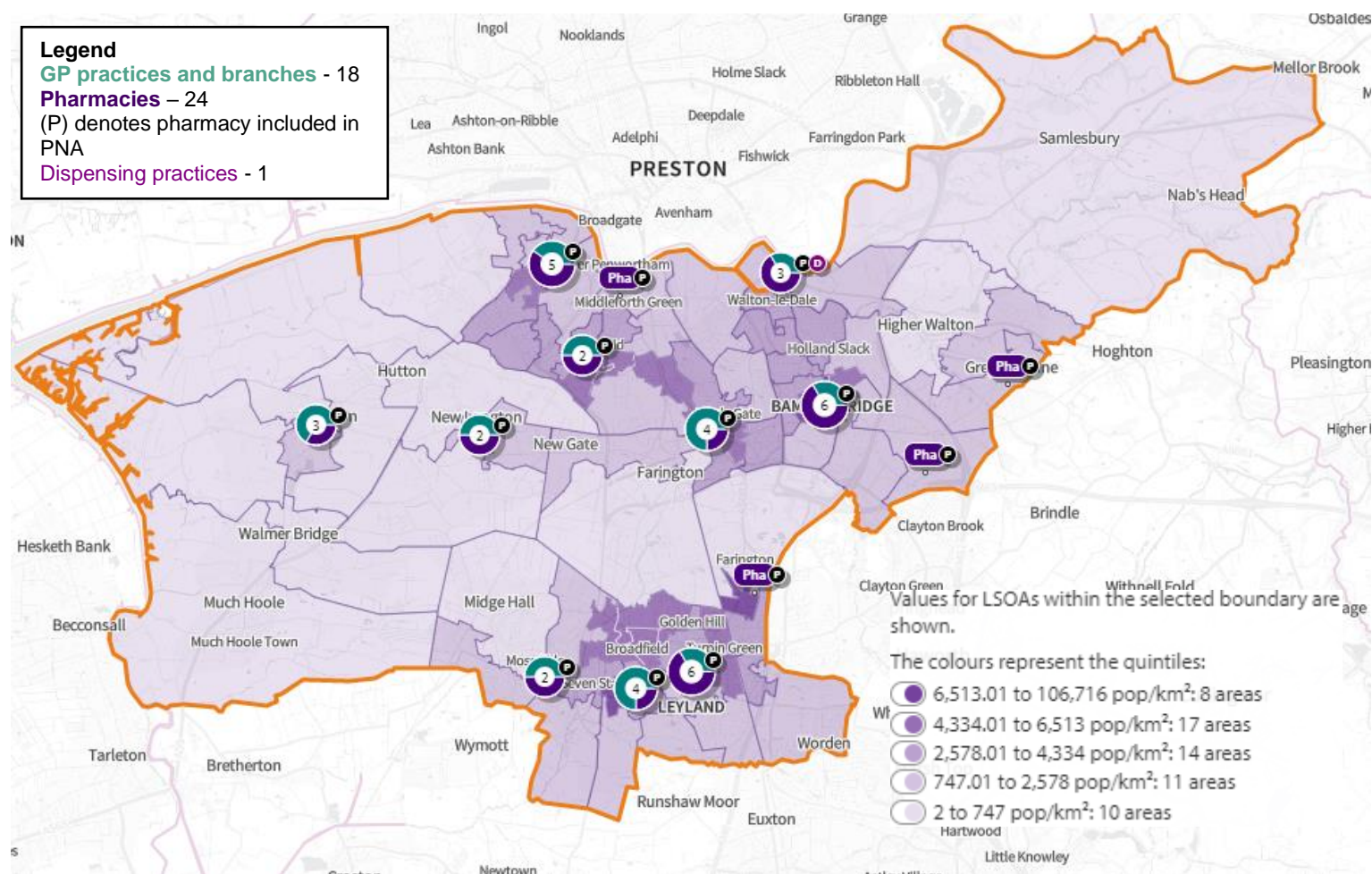


Figure 4.60: Location of pharmacies and dispensing practice premises compared to population density – Rossendale



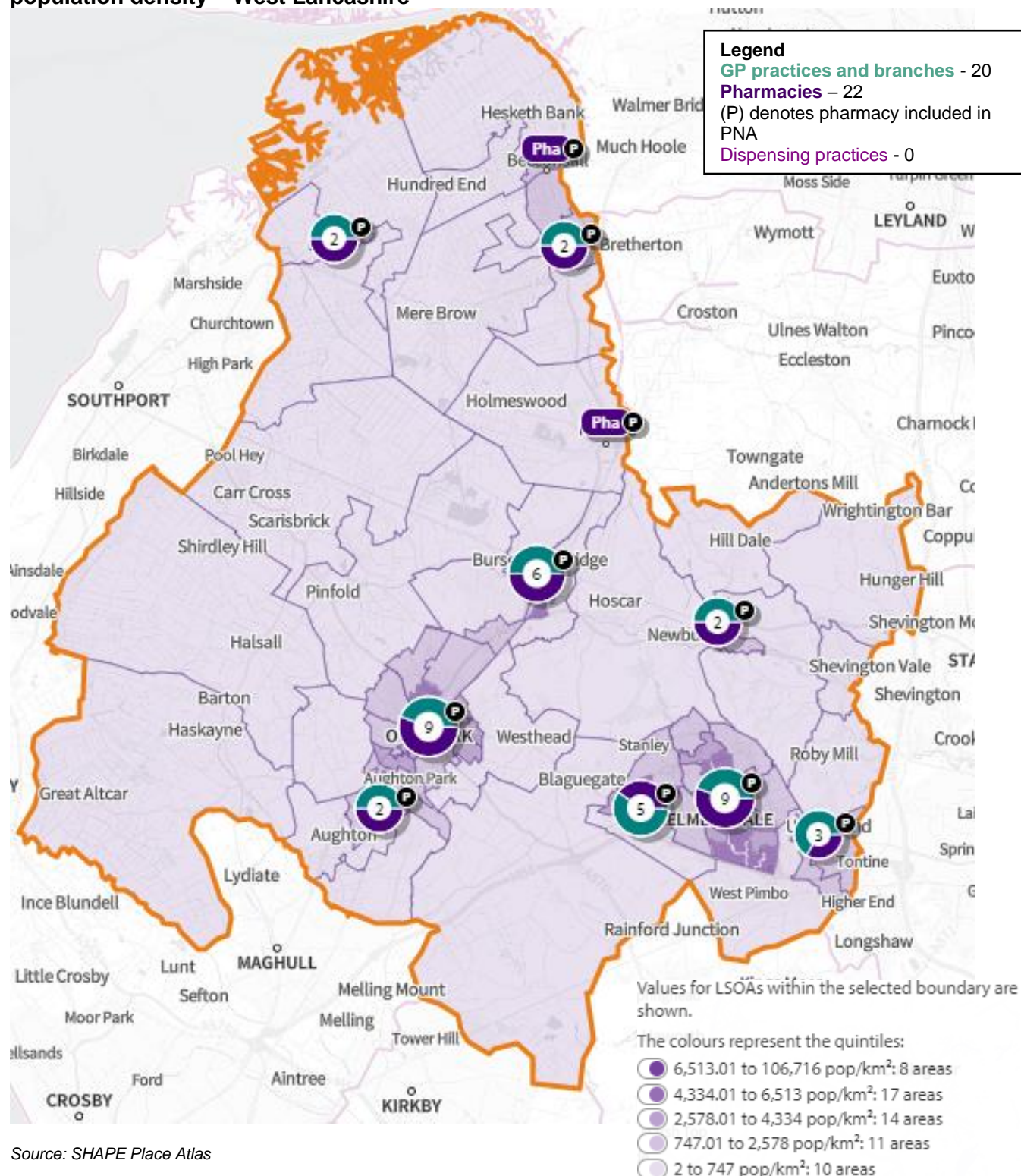
Source: SHAPE Place Atlas

Figure 4.61: Location of pharmacies and dispensing practice premises compared to population density – South Ribble



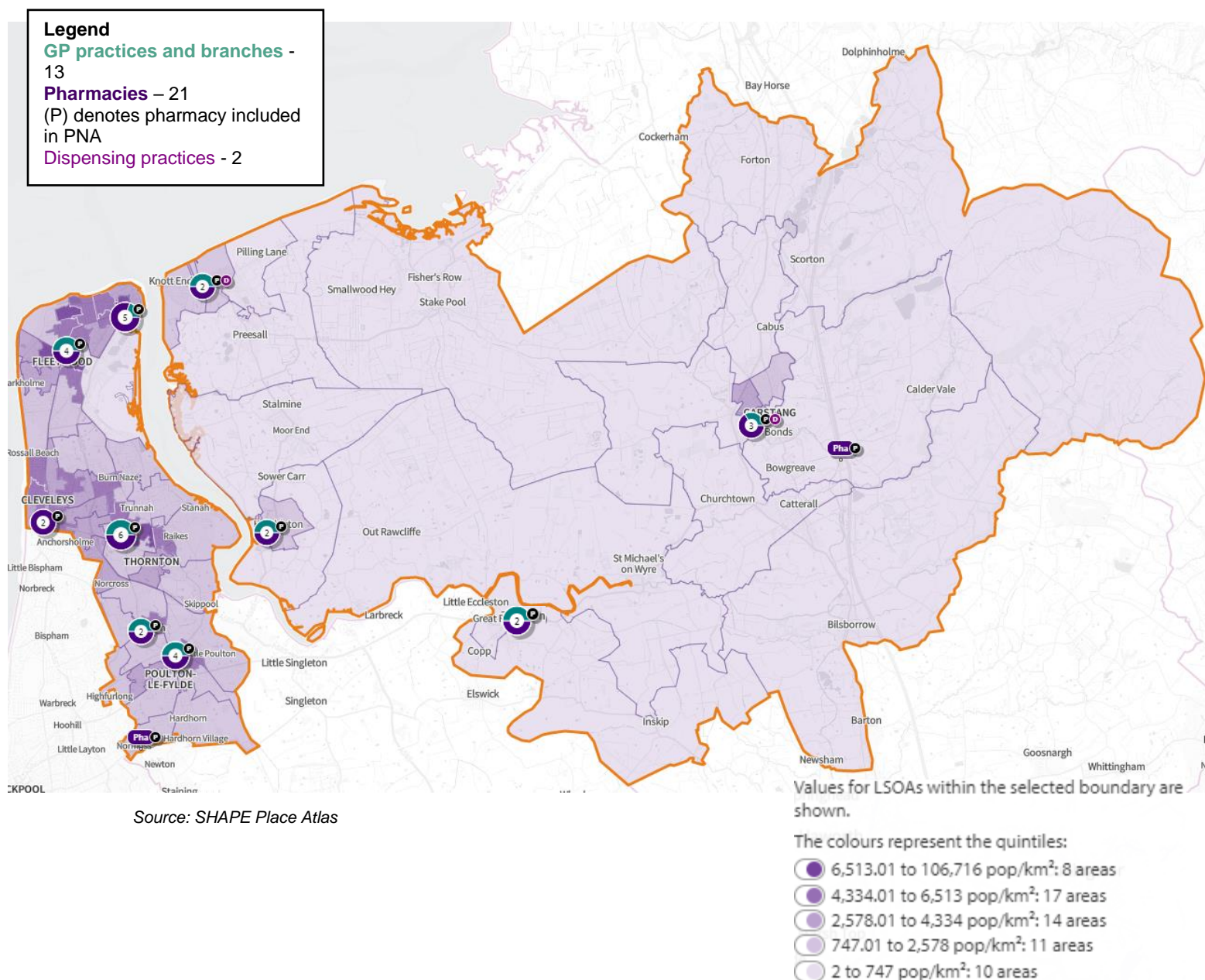
Source: SHAPE Place Atlas

Figure 4.62: Location of pharmacies and dispensing practice premises compared to population density – West Lancashire



Source: SHAPE Place Atlas

Figure 4.63: Location of pharmacies and dispensing practice premises compared to population density – Wyre



Source: SHAPE Place Atlas

4.2.6 Access for people with disabilities

The questionnaire sent to pharmacies (**appendix 6**) included a question asking if any consultation facilities existed on site and if they included wheelchair access. The results showed that

- Blackburn with Darwen – 22 of the 26 pharmacies (84.6%) have consultation areas with wheelchair access.
- Blackpool – 21 of the 24 pharmacies (87.5%) have consultation areas with wheelchair access.
- Lancashire – 132 of the 158 pharmacies (83.5%) have consultation areas with wheelchair access.

Free delivery (non-commissioned)

- Blackburn with Darwen – 23 out of 26 (88.5%) stated they have a free delivery (non-commissioned) service
- Blackpool – 24 out of 24 (100%) stated they have a free delivery (non-commissioned) service
- Lancashire – 129 out of 158 (81.6%) stated they have a free delivery (non-commissioned) service

Services for visually impaired

The core contract requires community pharmacies to make reasonable adjustments for patients with disabilities, including those with visual impairment, such as large print labels and colour coded labels. Whilst no identified need for services has been identified as part of the PNA for patients with visual impairment and sight loss, it is acknowledged that commissioners of pharmacy local improvement services should consider the views and recommendations of representative organisations of patients with visual impairment to ensure the needs of this cohort are being met.

4.3 Community pharmacy essential services

Community pharmacies provide three tiers of pharmaceutical services

- essential services – services all pharmacies are required to provide
- advanced services – services to support patients with safe use of medicines
- enhanced services – services that can be commissioned locally by NHS England

These types of services are briefly described below and are defined in the regulations.

Advanced and enhanced services are optional, and pharmacies can choose to provide these services to support patients with safe use of medicines.

Essential services are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework.^{iv} Essential services include discharge medicine service, dispensing appliances, dispensing medicines, healthy living pharmacies, public health, repeat dispensing/e-RD, self-care, signposting, and disposal of unwanted medicines.

The essential services are specified by a national contractual framework that was agreed in 2005. All community pharmacies are required to provide all the essential services. NHS England is responsible for ensuring that all pharmacies deliver all of the essential services as specified. Each pharmacy has to demonstrate compliance with the community pharmacy contractual

framework by providing sufficient evidence for delivery of every service. This is monitored by NHS England.

All community pharmacies across pan-Lancashire are currently compliant with the contract to-date.

4.3.1 Public health campaigns

The pharmacy regulations identify that pharmacies are required to participate in up to six campaigns each year to promote public health messages to their users.^v Where requested, the pharmacy contractor records the number of people they have provided information to as part of one of those campaigns.

The pharmacy regulations identify that pharmacies have to carry out six public health campaigns over a 12-month period – this service provision is part of the overall pharmacy contract that is commissioned by NHS England. Previously, across pan-Lancashire, examples of campaigns are

- Covid-19 vaccination campaign
- winter vaccines
- weight management
- smoking cessation

It is expected that campaign material should be displayed in a prominent area within the pharmacy. Pharmacists and pharmacy staff should actively take part in, and contribute, to the campaigns for patients (and general pharmacy visitors) during the campaign period, including giving advice to people on the campaign issues.

4.4 Advanced services

In addition to essential services the community pharmacy contractual framework allows for advanced services, which currently include

- appliance use reviews (AUR)
- new medicines service (NMS)
- stoma customisation service (SCS)
- community pharmacist consultation service (CPCS)
- seasonal influenza vaccination advanced services
- hepatitis C service
- hypertension case-finding service
- Smoking cessation service (SCS) (NHS Trust referral)

A pharmacy can choose to provide any of these services as long as they meet the requirements that are set out in the Secretary of State Directions.^{vi}

Hepatitis C testing service:

The community pharmacy hepatitis C antibody testing service was added to the Community Pharmacy Contractual Framework (CPCF) in 2020, commencing on 1 September. The

introduction of this new advanced service was originally trailed in the 5-year CPCF agreement, but its planned introduction in April 2020 was delayed by five months because of the Covid-19 pandemic.

The service is focused on provision of point of care testing (POCT) for hepatitis C (Hep C) antibodies to people who inject drugs, ie individuals who inject illicit drugs, eg steroids or heroin, but who haven't yet moved to the point of accepting treatment for their substance use. Where people test positive for Hep C antibodies, they will be referred for a confirmatory test and treatment, where appropriate.

The advanced service is part of NHSE/I's national programme to eliminate Hep C virus by 2025, five years earlier than the World Health Organization goal. The service uses community pharmacies to target PWIDs for testing, as they are the healthcare venue most likely to be visited by that group of people.

The overall aim of the service is to increase levels of testing for hepatitis C virus (HCV) amongst PWIDS who are not engaged in community drug and alcohol treatment services to

- increase the number of diagnoses of HCV infection
- permit effective interventions to lessen the burden of illness to the individual
- decrease long-term costs of treatment and
- decrease onward transmission of HCV

As the national hepatitis C programme is an elimination exercise, the service will be time limited. In the first instance, it ran until 31 March 2022 but, in March 2022, it was agreed that the service should continue to be commissioned until 31 March 2023.

Any pharmacy that meets the service requirements can provide the service, but it will be of most interest to contractors that provide a locally commissioned needle and syringe programme service, with a sufficient number of clients, to make the investment in provision of the service worthwhile.

4.5 Enhanced services

Such services can only be referred to as enhanced services if they are commissioned by NHS England. If local services are commissioned by CCGs or local authorities, they are referred to as locally commissioned services or local improvement services.

Currently, NHS England does not commission any pharmacy enhanced services.

4.6 Local improvement services

The range of services provided by community pharmacies varies due to several factors, including availability of accredited pharmacists, capacity issues in the pharmacy, changes to service-level agreements and the need for a service (for example, in response to pandemics).

4.6.1 Local authority public health commissioned services

In 2021/22 local authority public health commissioned community pharmacies to deliver the following services.

Blackburn with Darwen

- needle and syringe exchange service
- supervised consumption
- stop smoking service/nicotine replacement therapy
- emergency hormonal contraception

Blackpool

- needle and syringe exchange service (via provider)
- supervised consumption (via provider)

Lancashire

- emergency hormonal contraception (which also includes chlamydia testing)
- nicotine replacement therapy
- Pharmacy stop smoking service
- needle exchange and supervised consumption via Change Grow Live (CGL) from the pharmacy
- NHS health checks (via a third party provider who deliver a community model which includes pharmacies delivering NHS health checks)

Not all pharmacies in every locality provide each service. Public health commissioners provide service provision where there is the greatest need. These will be discussed in more detail in chapter 5.

4.6.2 CCG commissioned services

Figure 4.64 presents the pharmacy services commissioned by Place Based Partnerships (PBPs) across pan Lancashire, as provided by PBP commissioners.

Figure 4.64: Pharmacy services commissioned by PBPs^{vii}

PBP	Pharmacy services commissioned
Bay Health and Care Partners	<ul style="list-style-type: none"> • minor ailments scheme linked to Home Office hotels • paediatric minor ailments scheme • Just In Case drug supply service • Antiviral supply in designated pharmacies for the influenza outbreaks in care homes
Our Central Lancashire	<ul style="list-style-type: none"> • minor ailments scheme • end of life drug supply service • stock holding of antiviral drugs for use in outbreaks of influenza
Healthier Fylde Coast	<ul style="list-style-type: none"> • Just in Case Medicines which is commissioned from several pharmacies across the Fylde Coast to ensure there is ease of access for patients at the end of their life • minor ailment scheme for asylum seekers – Blackpool has a hotel that is being used as a contingency site for asylum seekers (approximately 360 persons capacity) and two pharmacies currently deliver this service for these residents. There is a defined list of conditions that can be treated under the scheme and an extensive formulary

Healthier Pennine Lancashire	<ul style="list-style-type: none"> the CCGs have supported primary care networks to work in close collaboration with community pharmacy to promote national schemes such as <ul style="list-style-type: none"> a) NHS community pharmacy blood pressure checks service. The NHS community pharmacy blood pressure check service supports risk identification and prevention of cardiovascular disease (CVD) b) the NHS community pharmacist consultation service (CPCS). Since 1 November 2020, general practices have been able to refer patients for a minor illness consultation via CPCS, once a local referral pathway has been agreed Pennine Lancashire CCGs have worked with GP practices to support sign up to the CPCS with a view to diverting demand and improving patients' experience commission community pharmacy to provide End of Life (EoL) medicines plus antivirals in case of out-of-season influenza outbreaks in care homes also, commission Patient Group Directions (PGDs) as part of CPCS in BwD – hoping to roll out across East Lancashire in the coming months
West Lancashire Partnership	<ul style="list-style-type: none"> stock holding and provision of specialist drugs – palliative care: in three pharmacies stock holding of antivirals for out-of-season influenza outbreaks and avian flu: in one pharmacy

Source: PBP commissioners

4.7 Pharmacy facilities – new developments

4.7.1 NHS mail accounts

Within the community pharmacy quality framework NHS England and NHS Digital are supporting all community pharmacies to each have a premises specific type of NHS mail account. The inbox is shared within a particular pharmacy, with access only gained by authorised users who log in to this shared inbox using their own personal NHS mail account.

References

ⁱ <https://healthwatchblackburnwithdarwen.co.uk/nproject/your-views-on-community-pharmacy-services/>

ⁱⁱ 2008 White Paper Pharmacy in England: Building on strengths – delivering the future
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/228858/7341.pdf

ⁱⁱⁱ The National Health Service (Pharmaceutical Services) Regulations 2005.

<http://www.legislation.gov.uk/ukxi/2005/641/contents/made>

^{iv} NHS Community Pharmacy Contractual Framework <http://psnc.org.uk/services-commissioning/essential-services/>

^v The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 No. 349 Schedule 4. <http://www.legislation.gov.uk/ukxi/2013/349/schedule/4/made>

^{vi} Secretary of State Directions

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/216230/dh_130235.pdf

^{vii} PBP commissioners