

## Appendix H: Summary of consultation responses

As required by the Pharmaceutical Regulations 2013<sup>1</sup>, Central Bedfordshire HWB held a 60-day consultation on the draft PNA from 8 June to 7 August 2022.

The Draft PNA was hosted on the Central Bedfordshire Council website and invitations to review the assessment, and comment, were sent to a wide range of stakeholders including all community pharmacies in Central Bedfordshire. A number of members of the public had expressed an interest in the PNA and were invited to participate in the consultation as well as a range of public engagement groups in Central Bedfordshire as identified by Central Bedfordshire Council and Central Bedfordshire Healthwatch. Responses to the consultation were possible via an online survey or paper.

There were in total 299 responses, all of them from the internet survey. Responses received:

- 268 (90%) from the Public
- 11 (4%) from a Pharmacist
- 8 (3%) from a Carer
- 4 (1%) from a GP
- 3 (1%) from a Healthcare or Social Care Professional
- 2 (1%) who described as other
- 1 (0.3%) from a Member of Central Bedfordshire Council (Councillor)
- 1 (0.3%) from a Business
- 1 respondent did not describe how they were responding

The following are the main themes, and PNA Steering Group's response, to feedback received during the consultation on the draft PNA:

- Provision and access to services
- Population growth
- Quality of service
- Workforce capacity
- Medicine supply
- GP practice provision

All responses were considered by the PNA Steering Group at its meeting on 22 August for the final report. A number of additional comments were received that were considered by the Steering Group in the production of the final PNA.

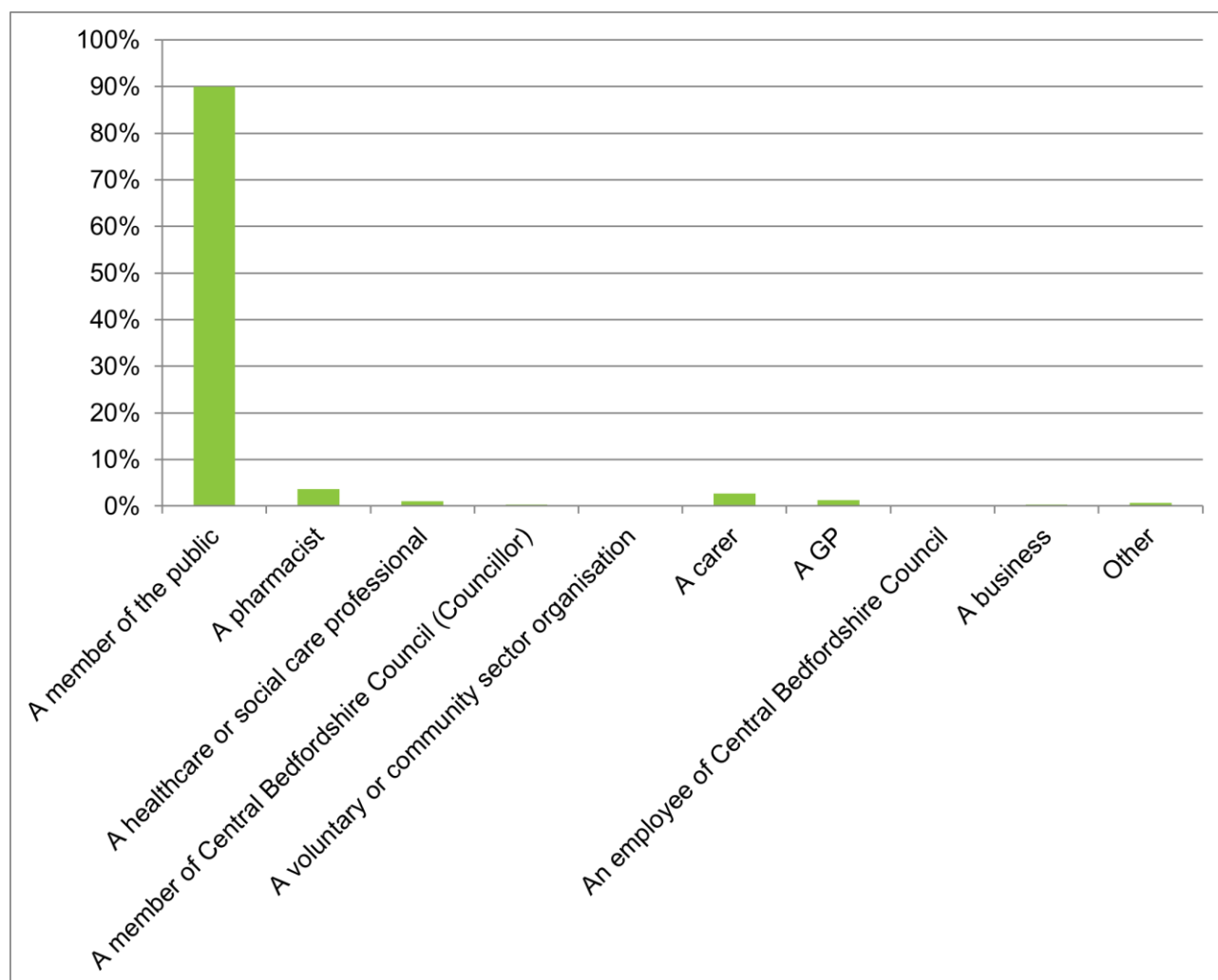
Below is a summary of responses to the specific questions, asked during the consultation.

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<sup>1</sup> Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/uksi/2013/349/contents/made>

## Consultation questions and responses:

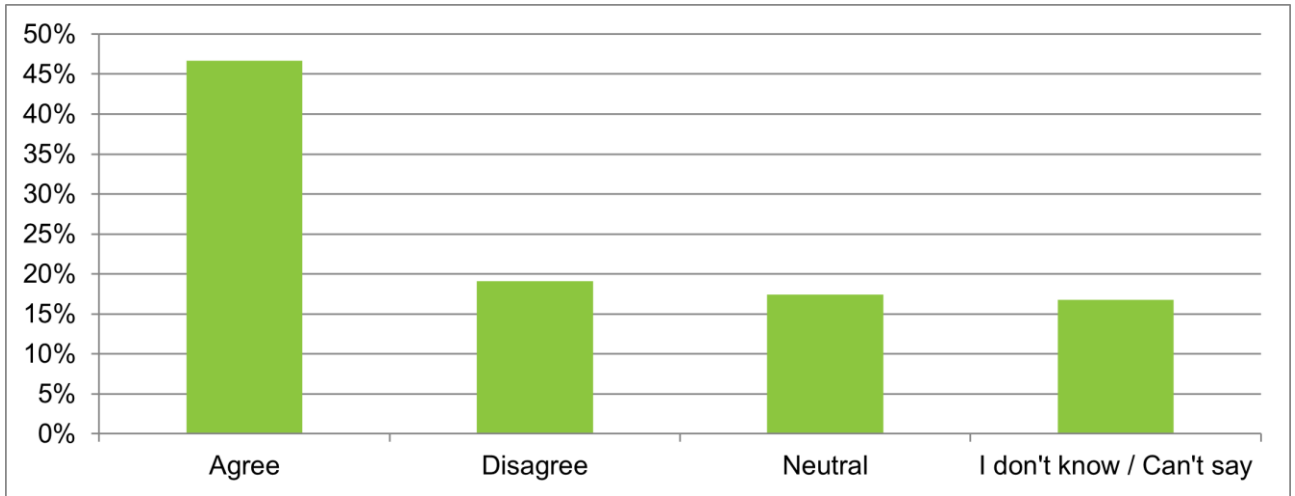
**Q1. Which of the following best describes how you are responding to this consultation?** (Please select one option)



| Answer choices  | Percentage | Responses |
|---|------------|-----------|
| A member of the public                                | 90%        | 268       |
| A pharmacist  | 4%         | 11        |
| A healthcare or social care professional              | 1%         | 3         |
| A member of Central Bedfordshire Council (Councillor) | 0%         | 1         |
| A voluntary or community sector organisation          | 0%         | 0         |
| A carer   | 3%         | 8         |
| A GP  | 1%         | 4         |
| An employee of Central Bedfordshire Council           | 0%         | 0         |
| A business  | 0%         | 1         |
| Other   | 1%         | 2         |

Answered – 298; skipped – 1

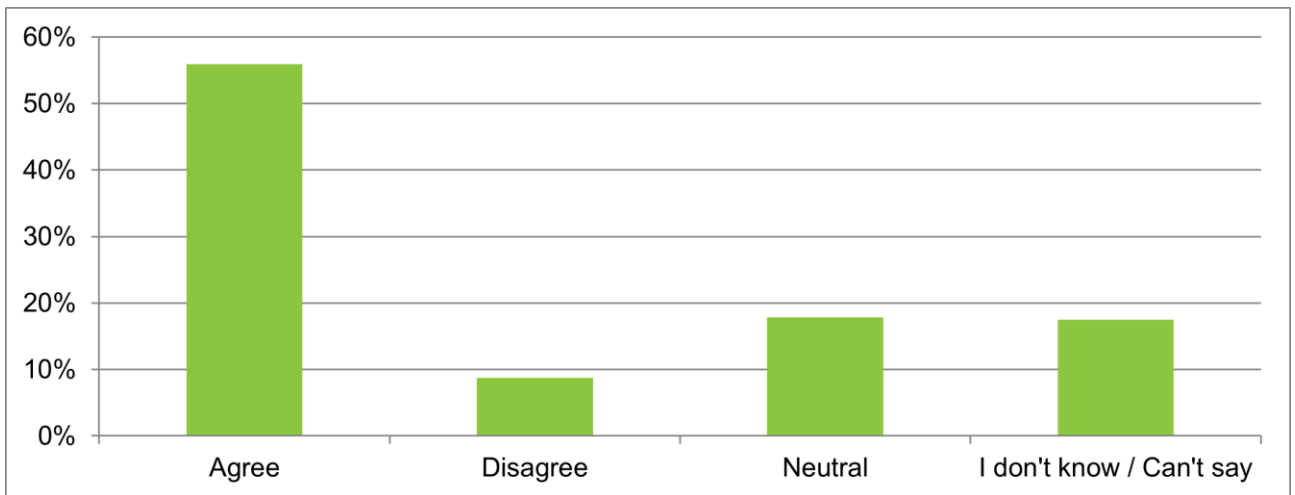
**Q2- The Central Bedfordshire Draft PNA current does not identify any gaps in the provision (supply) of pharmaceutical services in Central Bedfordshire.**



| Answer choices           | Percentage | Responses |
|--------------------------|------------|-----------|
| Agree                    | 47%        | 139       |
| Disagree                 | 19%        | 57        |
| Neutral                  | 17%        | 52        |
| I don't know / can't say | 17%        | 50        |

Answered – 298; skipped – 1

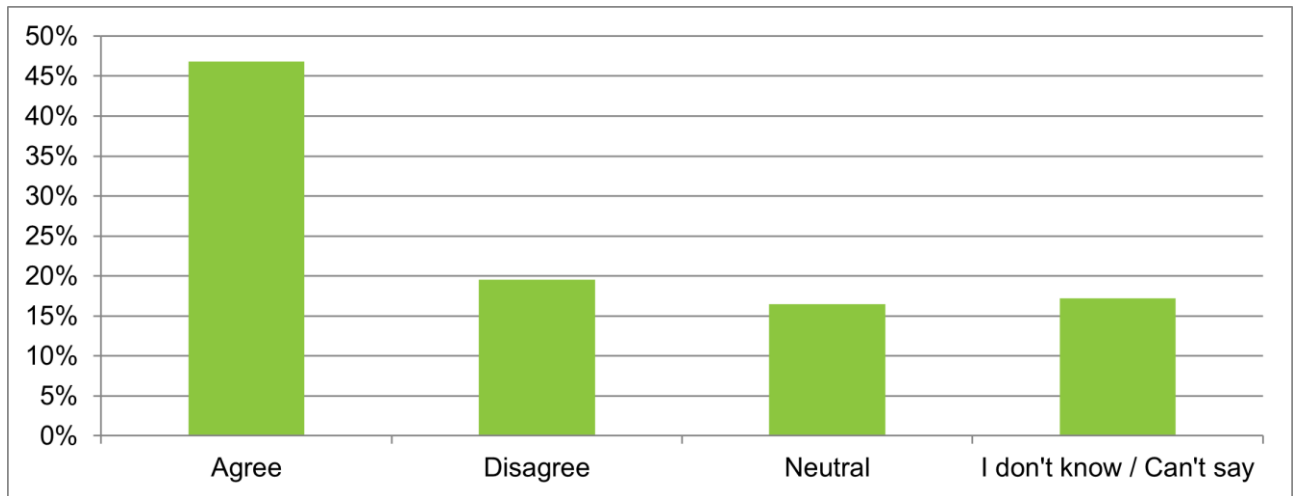
**Q3- The Draft PNA reflects the current provision (supply) of pharmaceutical services within Central Bedfordshire**



| Answer choices           | Percentage | Responses |
|--------------------------|------------|-----------|
| Agree                    | 56%        | 166       |
| Disagree                 | 9%         | 26        |
| Neutral                  | 18%        | 53        |
| I don't know / can't say | 18%        | 52        |

Answered – 297; skipped – 2

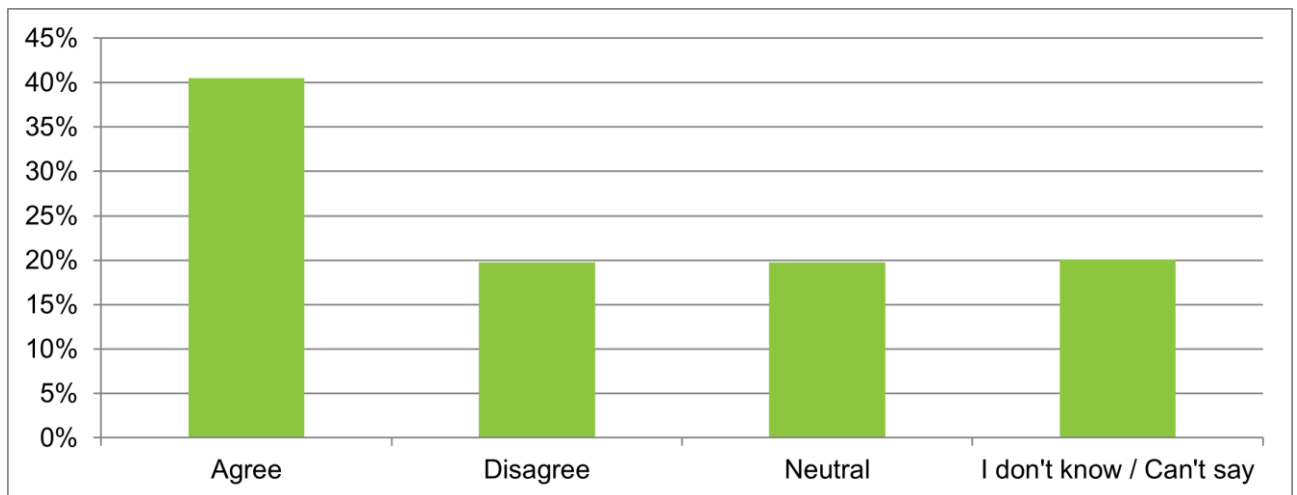
**Q4- The Draft PNA reflects the current pharmaceutical needs of the Central Bedfordshire population/people**



| Answer choices           | Percentage | Responses |
|--------------------------|------------|-----------|
| Agree                    | 47%        | 139       |
| Disagree                 | 20%        | 58        |
| Neutral                  | 16%        | 49        |
| I don't know / can't say | 17%        | 51        |

Answered – 297; skipped – 2

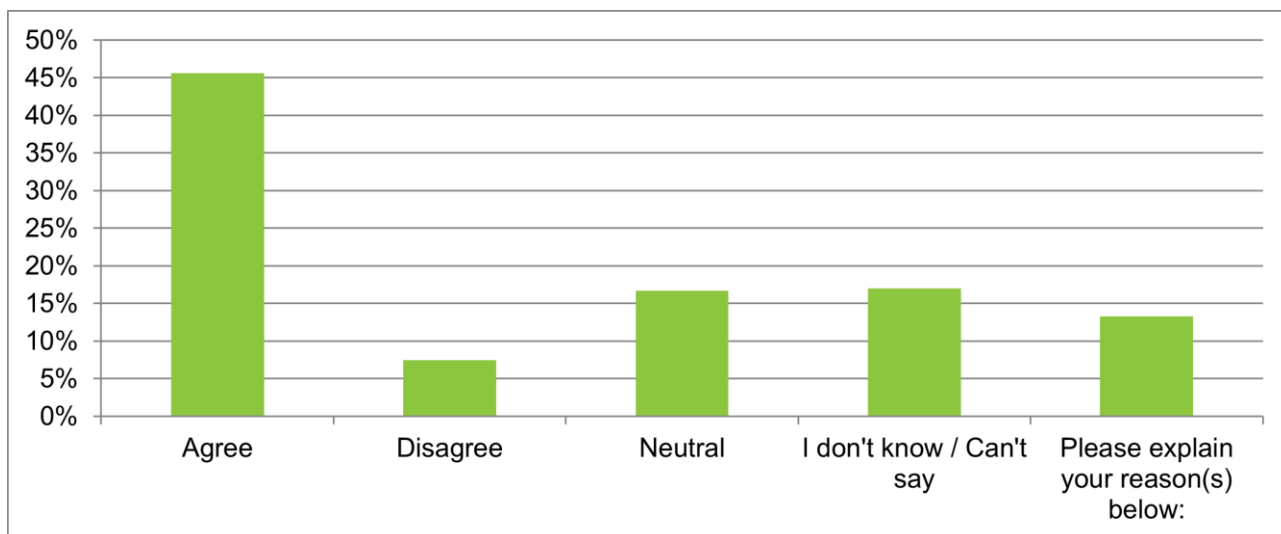
**Q5- The Draft PNA reflects the future (over the next three years) pharmaceutical needs of the Central Bedfordshire population/people**



| Answer choices           | Percentage | Responses |
|--------------------------|------------|-----------|
| Agree                    | 40%        | 119       |
| Disagree                 | 20%        | 58        |
| Neutral                  | 20%        | 58        |
| I don't know / can't say | 20%        | 59        |

Answered – 294; skipped – 5

**Q6- Based on the recommendations within the Draft PNA for Central Bedfordshire do you:**



| Answer choices           | Percentage | Responses |
|--------------------------|------------|-----------|
| Agree                    | 46%        | 134       |
| Disagree                 | 7%         | 22        |
| Neutral                  | 17%        | 49        |
| I don't know / can't say | 17%        | 50        |

Answered – 294; skipped – 5

Key themes from the consultation comments and responses are shown below.

| Theme                            | Steering Group Response   |
|----------------------------------|---|
| Provision and access to services | <p>A range of parameters were used as part of the assessment, from local health needs, travel analysis, housing and population growth and health needs to determine whether pharmaceutical service provision was adequate across Central Bedfordshire. Travel analysis included walking and driving times for the residents of across Central Bedfordshire. It has also looked at car / van access where 87% of the population have access to a car. It was concluded there were no gaps in provision. See section 6.3 for full details on what measures and data was used to come to this conclusion.</p> <p>Pharmaceutical services are considered to mirror other services available to those living in rural areas e.g. supermarket. The PNA does consider weekend and evening opening hours and has concluded there is no gaps outside of normal working hours.</p> <p>Additionally rural areas are supported with GP dispensing practices.</p> <p>Free delivery is also available from some community pharmacies (not a commissioned service) and all Distance-</p> |

| Theme  | Steering Group Response  |
|--|--|
|  | Selling Pharmacies (DSPs) (internet pharmacies) to patients who request it throughout England.   |
| Population growth  | <p>The PNA takes into account the current provision and future three year provision based on the regulation requirements. The PNA considered various aspects of access and need and concluded there were no gaps in provision. See section 6.3 for full details on what measures and data was used to come to this conclusion.</p> <p>Housing and population growth was reviewed as part of the assessment and concluded there was sufficient provision across all localities in Central Bedfordshire. This will be monitored during the life time of the PNA (3 years) and be reviewed thereafter.</p>  |
| Quality of service   | Quality of service is outside of the scope of the PNA. Patients can follow the complaints process and can complain to the pharmacy in the first instance and if this is not resolved can take this further to NHSE.  |
| Workforce capacity   | <p>There is a national workforce crisis currently and Central Bedfordshire is disproportionately affected however this is outside of the scope of the PNA.</p> <p>If you are unsatisfied with the service received at your local pharmacy, patients can complain to the pharmacy in the first instance, and if not resolved, you are able to take this further to NHSE.</p>  |
| Medicine supply  | There is a national medicine supply issue currently. However, this is outside of the scope of the PNA.   |
| GP practice provision  | Noted, however GP practice provision is out of scope of the PNA  |
| Accessibility of pharmaceutical service in Leighton Buzzard locality | <p>The assessment and data shows that 100% of the population with Leighton Buzzard can access their nearest pharmacy within 20 minutes by car and therefore demonstrating adequate access during off-peak hours.</p> <p>There are 7 pharmacies and 1 dispensing GP practice in the Leighton Buzzard locality. Of the 7, 1 pharmacy is open after 6.30pm, 6 are open on Saturday and 2 on a Sunday.</p> <p>Regarding the rural patients - given the largely rural nature of Central Bedfordshire, many residents will be familiar with significant travel times, particularly in the evenings and at weekends, to access other services such as a supermarket</p> <p>Regarding population growth and housing, data shows that housing developments of approximately 593 new households and population growth of approximately 1,100 people have</p> |

| Theme   | Steering Group Response  |
|---|--|
|   | <p>been projected for this locality to 2025, i.e. the lifespan of this PNA. While the projected population growth should not negatively impact current provision of Necessary Services, Central Bedfordshire HWB will continue to monitor pharmaceutical service provision in specific areas within the locality where major housing developments are planned, to ensure there is capacity to meet potential increases in service demand.</p> <p>Local expertise was drawn in to help support the production of the PNA. Local representation at the steering group from the council public health team, local Healthwatch, local pharmaceutical committee representative, local medical committee representative.</p> |
| <p>Accessibility of pharmaceutical service in Ivel Valley</p> | <p>The assessment has considered the provision of dispensaries in the Ivel Valley locality. There are total of 18 dispensaries (13 community pharmacies and 5 GP dispensing practices) serving a population of 91,138. These are located in the densely populated areas of Ivel Valley. The assessment concludes provision is adequate and this will be monitored during the lifetime of the PNA.</p>  |