

Healthwatch North Tyneside
Parkside House
Elton Street East
Wallsend
Tyne and Wear
NE28 8QU



Contact:
Phone 0191 263 5321
info@healthwatchnorthtyneside.co.uk
www.healthwatchnorthtyneside.co.uk

8th January 2018

Dear Councillor Hall,

Re: Healthwatch North Tyneside's response to the Draft Pharmaceutical Needs Assessment.

I am writing to you to provide a response from Healthwatch North Tyneside Board on the Pharmaceutical Needs Assessment (PNA) Draft by way of contribution to the consultation.

Firstly the board would like to commend Health and Wellbeing Board Partners on the collaborative and participative approach they have taken to the development of this refresh of the PNA.

The approach taken ensured that local people's views (gathered by HWNT) were considered as a central component to identifying need and understanding quality of services. Local people's views which were shared with HWNT are accurately reflected within the PNA document.

Healthwatch North Tyneside feel that given the evidence base of local people's views it is reasonable to reach the conclusion set out in the PNA that:

“there is adequate provision of NHS pharmaceutical services across North Tyneside, although it recognises that there is some variability between localities”.

We would however, like to take this opportunity to re-emphasise the following conclusions from the PNA which are reflected in our own report. Whilst arguably out of scope for the PNA itself are important issues to be addressed by NHS England and North Tyneside Clinical Commissioning Group and North Tyneside Council.

1. Awareness of and uptake of services

Local people reported low awareness of some services (sexual health testing, asthma management and telephone support). They also reported some services where uptake was low despite awareness being relatively high (Flu Vaccination, promotion of healthy lifestyles, information about self-care, signposting, think pharmacy first). HWNT concur with the view expressed in the PNA that this requires further investigation by

commissioners of these services to increase access to funded community services and reduce pressure on primary and secondary care.

2. Quality of services

HWNT acknowledge that monitoring of quality of pharmacy services may be outside of the scope of the PNA. However, it is important to incorporate patient experience measures and indicators into the process of quality assurance. HWNT therefore will request a formal response from NHS England on how it intends to ensure that this takes place.

3. Medicines availability (stock levels)

Local people told HWNT about difficulties getting prescriptions filled and long waits for orders. HWNT share the concerns raised in the PNA about the impact of medications shortages on patients and the community pharmacy:

“Shortages continue unabated and cause considerable inconvenience and safety risks for patients”.

We therefore recommend that the Health and Wellbeing Board and Health and Wellbeing Sub Committee (Overview and Scrutiny Committee) consider formally noting the concerns and acting where appropriate.

We would welcome the opportunity to discuss these issues in more detail with NHS England and the North of Tyne Local Pharmaceutical Committee.

We are grateful for the opportunity to provide our formal response to the Draft Pharmaceutical Needs Assessment. This response will be published on our website alongside the final PNA.

Yours sincerely



Peter Kenrick

Chair

CC. Karen Clark, Chair Health and Wellbeing Subcommittee (scrutiny)

Wendy Burke, Public Health North Tyneside Council

Stephen Blackman North of Tyne LPC

Ahcene Djarbi NHS England

Lesley Young Murphy North Tyneside CCG