

NHS England Central Midlands (Sub Region)

Service User Engagement Survey

Development of a Local Pharmaceutical Services (LPS) Contract - Wymeswold Pharmacy Ltd, 2a Hoton Road, Wymeswold, Leicestershire, LE12 6UA

Introduction

Wymeswold Pharmacy is currently providing pharmacy services through the Essential Small Pharmacy Local Pharmaceutical Services Contract (ESPLPS) and this Contract is due to end on the 31st March 2015.

ESPLPS Contracts are a type of local pharmaceutical services contract and were granted to certain pharmacy contractors in 2005/6. These contracts were designed to support pharmacies located in areas where there are low volumes of dispensing to ensure a minimum guaranteed income for the provision of essential pharmaceutical services in that location.

In order to continue to provide pharmacy services, Wymeswold Pharmacy is proposing to NHS England, Central Midlands (Sub Region) to enter into a Local Pharmaceutical Services Contract (LPS).

To develop the LPS contract, the pharmacy will need local people to support the continuance of the pharmacy, and to support by being willing to use any additional services which the pharmacy would provide under an LPS contract.

NHS England, Central Midlands (Sub Region) feel that it is important to try to get the key elements of the pharmacy services to be provided under an LPS Contract right from the start, and so to inform our discussions with Wymeswold Pharmacy regarding the LPS contract we intend to seek the views of local people on the following points:

- If Wymeswold Pharmacy were to offer the full range of services (given that there are a number of services currently commissioned, by either NHS England, Clinical Commissioning Group (CCG) or the Local Authority, which Wymeswold Pharmacy does not currently provide), whether local people would use those services if the pharmacy did offer them
- If the opening hours of the Wymeswold Pharmacy are appropriate and meet the needs of the current service users

In parallel with seeking the views of service users, NHS England will also seek views from the following interested parties:

- Local Pharmaceutical Committee
- Local Medical Committee

- Local Pharmacies and GP surgeries
- Health & Wellbeing Board
- Local Council Health Scrutiny Committee
- Healthwatch

Have your say

You can have your say by completing the patient survey: There are several ways you can do this:

- Pick up a hard copy of the survey from the pharmacy and return it to the Pharmacy or
- Pick up a hard copy of the patient survey from the Barrow Health Centre or East Leake Medical Group and return it to the GP Surgery
- Request a copy of the patient survey form to be posted to your home address by telephoning NHS England on 0113 824 9598 or 0113 824 9534 or you may email england.leiclincsparmacy@nhs.net

Responses received will be kept confidential and anonymous at all times. The survey closes on **17 March 2015**.

Next Steps

Once we have collected the views of service users and interested parties, NHS England will be in a position to make a formal decision as to whether the proposal for the development of an LPS Contract can be given preliminary agreement to grant the LPS contract. Assuming that agreement is given, NHS England will then be able to discuss with Wymeswold Pharmacy the details of the LPS contract, taking into account the feedback that we have received before a final decision is made on whether to adopt the LPS proposal.

If you have any further questions please contact us on 0113 824 9598 or 0113 824 9534 or email your query to england.leiclincsparmacy@nhs.net

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By completing this survey you are making sure that your views would influence the pharmacy services delivered from Wymeswold Pharmacy if granted the LPS Contract. To make sure that all your answers will remain anonymous and confidential, please **DO NOT** write your name or address anywhere on the survey.

The survey closes on **17 March 2015**.

Please drop off your completed survey at the Pharmacy or the GP Surgery where you collected the survey or post your completed survey to FREEPOST address below;

Primary Care, Freepost Business reply RRUE – JRBR – RGGT
NHS England (Leicestershire & Lincolnshire)
Fosse House, 6 Smith Way, Enderby, Leicestershire, LE19 1SX

If you have any further questions please contact us on 0113 824 9598 or 0113 824 9534 or email your query to england.leiclincsparmacy@nhs.net

For description of different pharmacy services, please refer to Page 8

Part A - Wymeswold Pharmacy is proposing the following services under an LPS Contract

Please can you confirm if you currently use, would use in the future, would never use the services that the pharmacy is proposing under an LPS Contract.

Please tick the appropriate box

1. Essential Services	Currently Use	Would use in the future	Would never use
Dispensing, Repeat Dispensing, Promotion of healthy lifestyles (Public Health), Disposal of unwanted medicines, Signposting, Support for self-care			

Do you have any other Comments relating to Essential Services?

Please tick the appropriate box

2. Advanced Services	Currently Use	Would use in the future	Would never use
The Medicines Use Review (MUR) at the Pharmacy			
Medicines Use Review (MUR) at Patients Home or Residential Care setting			
New Medicine Service (NMS)			

Please tick the appropriate box

3. Community Based Services	Currently Use	Would use in the future	Would never use
Chlamydia Screening and Treatment			
Emergency Hormonal Contraception			
Minor Aliments Scheme			
Alcohol Brief Intervention			

Please tick the appropriate box

4. Pharmacy Specific Additional Services	Currently Use	Would use in the future	Would never use
Prescription collection			
Prescription delivery			
Blood pressure measurement			
Flu vaccination			
Weight management			
Support for people with asthma / COPD			
Compliance support			

Part B - Additional Services that Wymeswold Pharmacy can provide under an LPS Contract.

Please can you confirm if you currently use, would use in the future, would never use the services that the pharmacy can provide under an LPS Contract. Please tick the appropriate box.

Please tick the appropriate box

1. Advanced Services	Currently Use	Would use in the future	Would never use
Appliance Use Review (AUR)			
Stoma Appliance Customisation (SAC)			

Please tick the appropriate box

2. Community Based Services	Currently Use	Would use in the future	Would never use
H-Pylori screening			
Smoking Cessation			
Needle exchange			
Supervised Consumption			
Palliative Care			

3. Do you have any comments relating to Advanced and Community based Services?

4. What other services would you like the pharmacy to provide? Please state below;

Part C - Opening Hours

The current opening hours for the pharmacy are, Monday to Friday, 9am to 5pm

1. Do these opening hours enable you to access services from the pharmacy?

Please tick the appropriate box

Yes

No, if No please state your preferred hours of opening in the box below;

Part D - Access to the Pharmacy

1. How often do you use the Pharmacy?

Please tick only one answer

- Less than 3 times a year
- 3-6 times a year
- 6-12 times a year
- At least monthly
- Once a week or more

2. What is your main reason for going to the pharmacy?

Please tick all that apply

- To get prescription medicine (s)
- To buy over the counter medicine (s)
- To get advice at the pharmacy
- Unable to get GP Appointment
- Other - please explain below;

3. How do you usually travel to the Wymeswold pharmacy?

- Walk
- Bus
- Car
- Bike
- Other

4. How long does it usually take you to travel to Wymeswold Pharmacy?

- 0-10 minutes
- 10-20 minutes
- 20-30 minutes
- Over 30 minutes

5. Is there anything particularly good about pharmacy services from Wymeswold pharmacy that you would like to tell us about?

6. Is there anything that could be improved?

7. Do you have any of the following long-term conditions? If you do not want to answer this question please move on to the next question.

- Diabetes
- Chronic heart disease
- Asthma
- Chronic obstructive pulmonary disease
- High blood pressure
- Mental illness
- Other, please specify below:

8. Do you get your long term conditions medication (if applicable) from this pharmacy?

- Not applicable
- This Pharmacy
- GP Practice Dispensary
- Other (please state).....

Part E - Equalities monitoring

So that we can ensure that our survey is representative of the population we would like you to complete the information below. This will only be used for the purposes of monitoring and will not be passed on for use by third parties.

1. Which part of Leicester, Leicestershire or Rutland do you live in? Please state the name of your ward, village or town

.....

2. Please state the first 4 letters and numbers of your postcode e.g. LE18 or LE3 5

.....

3. What is your gender?

- Male Female Transgender Prefer not to say

4. What is your age?

- Under 16 16-24 25-34 35-59 60-74 75+

5. What is your ethnic group?

- Asian or Asian British Black or Black British
 Chinese Mixed dual heritage White or White British Gypsy/traveller
 Other (please specify).....

6. Do you consider yourself to have a disability?

- Yes No

7. What is your sexual orientation?

- Bisexual Heterosexual Gay Lesbian Prefer not to say

8. What is your religion and belief?

- No religion Baha'i Buddhist Christian Hindu Jain
 Jewish Muslim Sikh
 Other (please specify).....
 Prefer not to say

Thank you for taking the time to complete this survey

Description of Different Pharmacy Services

The Essential Services listed below are offered by all pharmacies

Essential Service	Description
Dispensing	The supply of medicines and appliances ordered on NHS prescriptions, together with information and advice, to enable safe and effective use by patients and carers, and maintenance of appropriate records
Repeat Dispensing	The management and dispensing of repeatable NHS prescriptions for medicines and appliances, in partnership with the patient and the prescriber. This service specification covers the requirements additional to those for dispensing, such that the pharmacist ascertains the patient's need for a repeat supply and communicates any clinically significant issues to the prescriber

Promotion of healthy lifestyles (Public Health)	The provision of opportunistic healthy lifestyle advice and public health advice to patients receiving prescriptions who appear to: have diabetes; or be at risk of coronary heart disease, especially those with high blood pressure; or who smoke; or are overweight
Disposal of unwanted medicines	Acceptance, by community pharmacies, of unwanted medicines from households and individuals which require safe disposal
Signposting	The provision of information to people visiting the pharmacy, who require further support, advice or treatment which cannot be provided by the pharmacy
Support for self-care	The provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families

The Advanced Services listed below are offered by some pharmacies

Advance Service	Description
The Medicines Use Review (MUR)	Accredited pharmacists undertaking structured adherence-centred reviews with patients on multiple medicines, particularly those receiving medicines for long term conditions
New Medicine Service (NMS)	This Service was introduced on the 1st October 2011. The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is initially focused on particular patient groups and conditions
Appliance Use Review (AUR)	AURs should improve the patient's knowledge and use of any 'specified appliance'. This Service includes advising patient on the safe and appropriate storage of the appliance and advising patient on the safe and proper disposal of the appliances
Stoma Appliance Customisation (SAC)	The service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste

The Community Based Services listed below are offered by some pharmacies

Community Based Services	Description
Chlamydia Screening	This offers a chlamydia testing kit and treatment service to sexually active people less than 25 years of age when, for example, young people purchase condoms, when oral contraceptive pills are dispensed and supplied to patients and when supplying EHC. The pharmacy will provide advice on how to utilise the kit, how to return it for testing and what will happen following completion of the test

Emergency Hormonal Contraception (EHC)	This is a free service to women up to 25 years of age following unprotected sexual intercourse to prevent unintended pregnancies
H-Pylori screening	This service is a breath testing service for patients with dyspepsia symptom to detect the presence of helicobacter bacteria which can cause stomach ulcers
Minor ailments	Pharmacies can supply medicines for certain conditions on the NHS, for example eczema, athletes foot, constipation and haemorrhoids
Needle exchange	A service for intravenous drug users, providing clean needles and so reducing the risk of infection such as Hepatitis
Supervised consumption	A service for registered drug addicts, providing regular monitored doses of an opiate substitute to support becoming progressively drug free
Smoking cessation	This service supports patients who wish to stop smoking by providing Nicotine Replacement Therapy and on-going support
Palliative Care	Palliative care is aimed at offering the patient the highest possible level of comfort during the last phase of their life. This service aims to facilitate access to palliative care medicines by patients and their representatives. These pharmacists are trained in the use of palliative care medicines and can provide advice to carers and other healthcare professionals.
Alcohol brief intervention	A screening, advice and support service to higher risk and increasing risk drinkers aged 18 and over

Pharmacy Specific Additional Services that Wymeswold Pharmacy is Proposing to Provide under an LPS Contract

Prescription collection	Requesting repeat medication on behalf of patients and collecting prescriptions from GP surgeries
Prescription delivery	Delivering prescriptions to patients home for patients who cannot get to the pharmacy
Blood pressure measurement	Following an agreed protocol - measuring patient's blood pressure discussing results with patients and delivering results to GP surgery
Flu vaccination	Providing influenza vaccination for patients who qualify for NHS vaccinations but find it difficult to attend GP surgeries
Weight management	Providing lifestyle, dietary and general health advice. Agreeing realistic and achievable target weight loss Discuss ways to achieve successful healthy weight loss. Discuss how a healthy weight can/should be maintained to sustain the benefits of weight loss
Support for people with asthma / COPD	Helping patients with Asthma and COPD to manage their condition better – including help with inhaler technique
Compliance support	Helping people stay in their own homes by assessing patient's knowledge and use of their medicines and providing support to help them take medicines as intended. If support is needed agreeing with the patient or carer what kind or level of support is needed