

## Manchester City Council Report for Information

**Report to:** Health Scrutiny Committee – 8 February 2023

**Subject:** An overview on the provision and access to Community Pharmacy services across Manchester

**Report of:** Director of Primary Care & Strategic Commissioning, NHS Greater Manchester

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### Summary

This report provides a brief overview on the provision and access to community pharmacy services across Manchester, supporting the recently published Pharmaceutical Needs Assessment for Manchester.

This report provides the context of current provision and services which are in place that are currently providing access to community pharmacy, as well as describing the challenges and pressures facing these services.

### Recommendations

The Committee is recommended to:

1. Consider the recently published Pharmaceutical Needs Assessment for Manchester, recognising the information held within this document regarding services provided across the city, and
  2. Note the contents of the report, the context of current provision and awareness of challenges presenting across community pharmacy as a primary care service provision to the population.
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### Wards Affected: All

<b>Environmental Impact Assessment</b> - the impact of the issues addressed in this report on achieving the zero-carbon target for the city
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None
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<b>Equality, Diversity and Inclusion</b> - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments
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Equality Impact Assessments (EqIA) are considered and completed as part of specific service and scheme design, commissioning and sign off
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Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

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### Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy, please contact one of the contact officers above.

- Making sure pharmacies provide the right service - Manchester's Pharmacy Needs Assessment (2023-26), (January 2023)  
[www.manchester.gov.uk/pna](http://www.manchester.gov.uk/pna)

## 1.0 Introduction

- 1.1 Community pharmacy is part of primary care service provision to local populations, along with general practice, optical services and dentistry. Although generally considered for the dispensing of medicines, community pharmacy delivers wide-ranging services supporting wider healthcare provision, self-care and health improvement and promotion.
- 1.2 The national Community Pharmacy Contractual Framework (CPCF) presents how community pharmacies are contracted and commissioned in England, setting out the services to be provided and how they are quality assured. The CPCF outlines three types of services to be delivered by community pharmacies:
- *Essential services*, which are nationally set and mandatory for the pharmacy to deliver NHS services. These include dispensing of medicines, disposal of medicines, advising on self-care, providing medicines support following a hospital discharge and providing health living advice to members of the public.
  - *Advanced services*, which are optional services that pharmacies may choose to provide but are still nationally specified. These include flu vaccinations, the New Medicine Service (NMS) helping patients who have been prescribed new medication, and the Community Pharmacist Consultation Service which enables the patients to be referred to the community pharmacy from other parts of the health system such as GPs or NHS 111.
  - *Enhanced services*, which are further optional services which may be specified locally but are still part of the national commissioning and contracting arrangements, such as the covid vaccination service and minor ailments services.
- 1.3 In addition to the national CPCF, there are separate local contracting arrangements with community pharmacy providers, for services determined by other public sector commissioners such as Local Authorities.
- 1.4 NHS England hold the regulatory responsibility for commissioning and contracting the CPCF from community pharmacies, managing control of entry into this market under strict national regulations. From 1<sup>st</sup> July 2022, the newly established integrated care board for Greater Manchester, NHS Greater Manchester, accepted delegated responsibilities from NHS England to discharge these commissioning responsibilities for community pharmacy services.

## 2.0 Background

- 2.1 The needs of the population of the City of Manchester for pharmacy services are determined by the locally developed Pharmaceutical Needs Assessment (PNA). This assessment was recently reviewed, and the Manchester Health and Wellbeing Board endorsed the publication of the latest PNA on 25<sup>th</sup> January 2023.

This document is available at: [www.manchester.gov.uk/pna](http://www.manchester.gov.uk/pna)

2.2 The PNA provides comprehensive overview of current provision of pharmaceutical services across Manchester, including community pharmacy services.

### 3.0 Main issues

#### 3.1 Current provision

Manchester currently has 127 pharmacies providing a range of essential services, advanced services, enhanced services, and locally commissioned services on behalf of MCC, Manchester ICP and NHSE.

The PNA clearly presents the provision of services at the point of publication. The needs assessment has not identified any existing gaps in pharmaceutical services for the local population with key considerations that:

- Manchester has 23 pharmacies per 100,000 population, which is higher than the Greater Manchester and England averages;
- Manchester has more prescription items dispensed per pharmacy per month than the Greater Manchester and England average;
- The majority of residents live within one mile of a pharmacy;
- The majority of residents can access a pharmacy within 15 minutes, either by walking, public transport or driving;

However, clearly over time there will be changes to local provision and continued consideration in light of the PNA.

#### Opening Hours

The existing 127 pharmacies are made up of 19 pharmacies with a 100-hour contract (plus 10 listed as distance selling pharmacies). The remaining 108 pharmacies with a standard 40-hour contract, 84 of these also offer supplemental hours including late night and weekend availability.

Overall, 75 pharmacies are open on Saturdays, whereby 26 of these close by 1.00pm. 26 of those remaining pharmacies are open until 7.00 pm or later (17 of which are open until 10:00pm or later (latest closing time 11:30pm)).

Throughout the week, 30 pharmacies provide access to pharmaceutical services until 7.00 pm or later for Monday to Friday including 19 pharmacies open until 10.00pm or later. There is one pharmacy that opens until 11.30pm and another pharmacy open until midnight.

27 pharmacies are open at 8.00 am or earlier Monday to Friday and 22 pharmacies are open at 8.00 am or earlier on Saturday. Additionally, 2 pharmacies are open at 6.00 am Monday to Saturday whilst 1 pharmacy is open from 4.00am 7 days a week.

In terms of Sunday opening times, 30 pharmacies are open on Sunday and all neighbourhoods have at least one pharmacy open for some hours. 9 of the pharmacies open on Sundays are open until 6:00pm or later, this includes 1 pharmacy that is open until midnight.

### **Advanced Services**

Manchester community pharmacies provide good coverage of the eight existing advanced services as outlined by the NHS CPCF.

1. 118 pharmacies are currently signed up to provide the Community Pharmacy Consultation Service (CPCS);
2. 90 pharmacies delivered the seasonal influenza vaccination programme over the last financial year, a slight increase from the previous years (84 in 2018/19);
3. 11 pharmacies are signed up to deliver the Hepatitis C Antibody Testing Service however no pharmacies claimed for this service in 2021/22 (according to NHSBSA data);
4. 89 pharmacies are signed up to provide the Hypertension Case-finding Service;
5. 2021/22 data indicated that a total of 20,311 New Medicine Service (NMS) interventions were provided by 125 pharmacies in Manchester
6. 59 pharmacies are signed up to provide the Smoking Cessation Service; this is also supplemented with other existing smoking cessation offers including Be Smoke Free.

For Appliance Use Reviews (AUR) (7) and Stoma Appliance Customisation (SAC) (8), only 33 stoma appliance customisations were provided by 7 Manchester pharmacies in 2021/22 whilst no AURs were provided at all.

However, there are currently eight Dispensing Appliance Contractors (DACs) which provide cover across the GM footprint, 3 of which are geographically located within Manchester itself and the NHSBSA data reflects that these DACs are the main providers of these services. For March 2022 (latest available NHSBSA data), it highlights that 43 AURs were provided to Greater Manchester residents.

### **Enhanced Services**

- Inhaler Technique is provided by 14 pharmacies; this is supplemented by pharmacies being able to participate and claim for the respiratory domain of the 2022/23 PQS. The aims of this quality criterion are for community pharmacy teams to work in reducing morbidity and preventable deaths from asthma through targeted clinical surveillance and evidence-based interventions.
- 97 pharmacies are signed up to provide the Minor Ailments Service;
- 1 pharmacy in Manchester is signed up to deliver the Minor Eye Conditions Service (MECs). Despite low provision, MECS have been running successfully across England for a number of years and show that approx. 83% of patients seen are fully managed within the service. However, in

addition to MECS, the Community Urgent Eyecare Service (CUES) is available to Manchester residents.

- Since December 2020 community pharmacies have provided significant support to the COVID-19 vaccination programme; the number of community pharmacies providing this service varies between phases of the National COVID vaccination programme and as such pharmacies must present an expression of interest (EOI) to NHSE per phase to register interest. To date, Manchester has not struggled to obtain local interest in delivery.

### **Locally Commissioned Services (LCS)**

Both Manchester Integrated Care Partnership and Manchester City Council commission a range of local services which have been commissioned to meet local population needs.

#### **MICP Commissioned:**

- The end-of-life (EOL) care/palliative care pharmacy service: commissioned providers are located across the City of Manchester to maintain a specified stock as well as supply any EOL medicines within an hour of request. This service is commissioned in hours spanning a large range of opening hours. Out of hours (OOH) provision is covered through the Manchester OOH healthcare provider Go-to-Doc Healthcare.

Additionally, all community pharmacies can choose to routinely hold 16 specifically listed palliative and end of life critical medicines and can support local access to parenteral haloperidol as part of Addressing Unwarranted Variation in Care Domain of the 2022/23 PQS- this crosses over with medicines detailed in the LCS.

- Antiviral medicines provision: this service provides rapid access to antivirals for the treatment and prophylaxis of influenza; this includes usual opening hours and bank holidays. OOH is also covered by GtD Healthcare as above. 4 pharmacies are commissioned to provide the service to ensure at least one provider per locality (North, Central and South) and stock enough to manage a significant outbreak in Manchester's largest care home (150 beds). Manchester also have a reciprocal agreement with Tameside and Oldham Localities to source antiviral provision should local supply not meet the demand.

#### **MCC Commissioned:**

MCC commission a variety of pharmacy services in order to meet local population needs.

Sexual Health Services:

- Emergency hormonal contraception (EHC) - 95 pharmacies

Substance misuse services including:

- Observed Supervised Administration (OSA) (methadone/buprenorphine) - 89 pharmacies
- Needle and Syringe Programmes (NSP) - 28 pharmacies
- Domestic Sharps Waste (DSW) - 53 pharmacies

Pregnancy, new mothers and children (under 4s):

- Healthy Start vitamins - 47 pharmacies

There are elements of the essential service provision which will help address the health needs of these cohorts of patients. For example, pharmacies are required to participate in up to six public health campaigns each calendar year by promoting public health messages to users. The topics for these campaigns are selected by NHSE.

MCC and MICP work closely with system partners including NHSE and the GMLPC to discuss and ensure adequate service provision across Manchester. Often this is channelled via the Manchester Community Pharmacy Steering Group which meets every 2 months.

### **Future Service Provision**

In addition to the services already in place across Manchester, several new advanced services are also going live within 2023 as part of the Year 4 and Year 5 CPCF negotiations that will further bolster community pharmacy offers within the Locality.

This details:

- A Pharmacy Contraception Service which will provide ongoing management of routine oral contraception that was initiated in general practice or a sexual health clinic (Tier 1) and following that a Tier 2 of the service will be introduced in October 2023, which will enable community pharmacists to also initiate oral contraception, via a Patient Group Direction.
- From 19th April 2023, subject to the outcomes of an ongoing pilot, the NMS will expand to include antidepressants to enable patients who are newly prescribed an antidepressant to receive extra support from their community pharmacist.
- From March 2023, the CPCS will expand to enable Urgent and Emergency Care settings (hospital Emergency Departments and Urgent Treatment Centres) to refer patients to the service for a consultation for minor illness or urgent medicine supply.

### **3.2 Churn in service providers**

As reported in the Manchester PNA, in January 2023 there are 127 pharmacies across the City of Manchester. However, clearly there is ongoing churn of provision whereby on occasion individual services may close or open.

At the point of preparing this report, there is one pharmacy which has given notice to close during April 2023. However, there are currently two applications to commence new services, one of these being for the delivery of distance selling services rather than face-to-face services. There are also two applications for services to relocate. The indication is therefore that there continues to be stable and sufficient provision of local services.

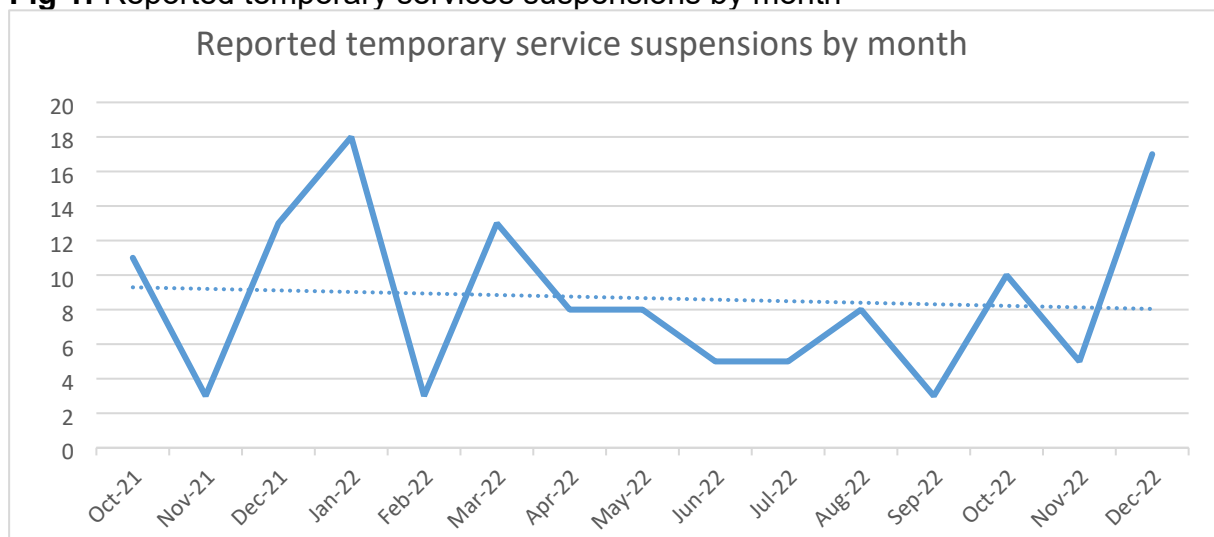
### 3.3 Pressures in service delivery

Community Pharmacy services, similar to other parts of the primary care system across Greater Manchester, have reported increased operational pressures and challenges in meeting the needs and expectations of the public.

Significant within these pressures are challenges relating to staff shortages/availability and sickness. This is a common position across health and care providers. Such pressures may result in the temporary service suspensions whereby pharmacies may not be able to fulfil their required hours of service on a particular day. These pressures experienced by services across Manchester are reflected nationally.

The following graph (Fig 1) provides indication of the number of temporary closures across Manchester reported by community pharmacy services. This graph indicates a trend that these temporary closures have reduced in the second half of 2022, although December saw an increase which was largely due to increased prevalence of covid and flu in the population.

**Fig 1:** Reported temporary services suspensions by month



Pressures of this nature across primary care are routinely reported to the NHS Greater Manchester System Operational Response Taskforce (SORT). There is work ongoing with the Greater Manchester Local Pharmaceutical



Committee and Greater Manchester Community Pharmacy Provider Board to seek to support the services in addressing these pressures, including communications and support to patients to access services when a local pharmacy branch maybe closed during regular opening hours.

#### **4.0 Recommendations**

The Committee is recommended to:

1. Consider the recently published Pharmaceutical Needs Assessment for Manchester, recognising the information held within this document regarding services provided across the city.
2. Note the contents of the report, the context of current provision and awareness of challenges presenting across community pharmacy as a primary care service provision to the population.