

Oxfordshire Pharmaceutical Needs Assessment 2015

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Executive Summary

Pharmaceutical Services in Oxfordshire

Oxfordshire is well provided for with respect to dispensing pharmaceutical services.

There are:

- 116 community pharmacies
 - One distance selling/ internet pharmacy
 - One appliance contractor and
 - 30 dispensing doctor practices across 32 locations
- (NHS England Thames Valley Area Team (AT) August 2014)*

Since 2011 there has been a significant increase (approx. 15%) in the number of pharmaceutical service providers in Oxfordshire. The community pharmacies are accessible and many offer extended opening times, often late into the evenings and/or at weekends, to suit patients and consumers.

The county has less than the national average of pharmacies per 100 thousand head of population. However Oxfordshire has a high proportion of dispensing doctor practices due to the rural nature of the county. Oxfordshire has above the national average number of GPs per 100 thousand head of population. *(Source NHS Health and Social Care Information centre statistics www.hscic.gov.uk).*

Patient surveys locally and nationally indicate that patients are satisfied with the services they receive from community pharmacies. *(Pharmacy in England- Building on Strengths Delivering the Future).*

In 2005 the national framework for community pharmaceutical services identified three levels of pharmaceutical service: essential, advanced and enhanced. The purpose of this pharmaceutical needs assessment (PNA), is to identify overall pharmacy and medicines management needs for the population and to identify how, within the existing contractual framework, these needs can be addressed.

Oxfordshire Health and Wellbeing board (HWB) wishes to ensure all opportunities provided within the currently funded, essential and advanced service elements of the community pharmacy contractual framework (CPCF) are fully utilised to ensure maximum health gain for its population. Where it is shown that additional pharmaceutical services may be needed, or where opportunities for alternatives in provision of pharmaceutical services may be appropriate, the evidence-base is presented to enable commissioners to make informed decisions for investment.

Essential Pharmaceutical Services

Community pharmacies in Oxfordshire receive approximately £12.4 million national funding to provide both essential and advanced pharmaceutical services, within the national framework. This is based on Oxfordshire receiving 0.5% of national monies, the total national funding for 2012/13 being £2,486 million (*Pharmaceutical Services Negotiating Committee [PSNC]*)

The national framework for community pharmacy requires every community pharmacy to be open for a minimum of 40 hours per week and to provide a minimum level of “essential services” comprising:

- Dispensing
- Repeat dispensing
- Disposal of unwanted medicines
- Promotion of healthy lifestyles e.g. public health campaigns
- Signposting patients to other healthcare providers
- Support for self-care
- Clinical governance (including clinical effectiveness programmes)

Advanced Services

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

- Medicines use review (MUR) and prescription intervention services
- New medicines services (NMS)
- Stoma appliance customisation (SAC)
- Appliance use review (AUR)

Advanced services have nationally agreed specifications and payments. They are funded by the NHS and no charge is incurred by patients.

Each pharmacy may provide up to a maximum of 400 MURs a year. Each MUR costs £28 (NHS Prescription Services, Drug tariff September 2014), potentially representing over £1 million local investment annually. The HWB are keen to ensure that investment provides significant health gain for its population and is targeted to areas of local need by pharmacists working together with their GP colleagues. In addition there are significant funds available for the provision of NMS.

Enhanced and Local Commissioned Services

Enhanced services are those directly commissioned by NHS England.

Pharmacy contractors may provide Locally Commissioned Services (LCS) commissioned by Local Authorities (LA) or by Clinical Commissioning Groups (CCG). Although LCS are not enhanced services, they reflect the services that could

be (and in other parts of the country are) commissioned by NHS England. NHS England currently commissions one enhanced service in the Oxfordshire area. This is for the seasonal flu vaccination. LCS are included within the list of pharmaceutical services to provide a comprehensive assessment of services for Oxfordshire.

There are currently five LCS commissioned from community pharmacies by Oxfordshire County Council (OCC) or Oxfordshire CCG. These services are:

- a) Emergency hormonal contraception (EHC) & Chlamydia screening
- b) Smoking cessation
- c) Supervised consumption of opiate substitute therapy
- d) Needle exchange service
- e) Palliative care

OCC has conducted significant needs and health assessment work, including the Joint Strategic Needs Assessment (JSNA) and Health and Wellbeing Strategy. The PNA draws on these and other complimentary data sources such as Public Health England (PHE) health local profile.

In addition information was gathered from NHS England and Oxfordshire CCG which included:

- Services provided to residents in Oxfordshire, whether provided from within or outside of Oxfordshire
- Changes to current service provision
- Future commissioning intentions
- Known housing developments within the lifetime of the PNA (three years)
- Any other developments which may affect the need for pharmaceutical service

Summary of main issues:

The steering group considered access (distance, travelling times and opening hours) as the most important factor in determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The steering group considers access to a pharmacy of primary importance during normal working hours and at times when GP surgeries are open. Where there is no pharmacy but there are GP dispensing premises, the steering group consider the latter to mitigate against any potential gap in need for pharmaceutical services, although noting that dispensing practices can only provide limited essential pharmaceutical services and only to identified patients of the practice. Hence, there is a wider range of pharmaceutical services available from a community pharmacy, provided to a broader client base. The steering group also recognises that there are some GP practices that are open at different times to nearby pharmacies.

Generally, community pharmacies in Oxfordshire are well distributed, are accessible and offer a convenient service to patients and members of the public. They are available on weekdays and at the weekend (often until late at night) without the need for an appointment.

Reviewing pharmacy hours during evenings and weekends, particularly in regard to extended GP opening hours, the group considered that there is some 100-hour provision and a number of pharmacies providing supplementary hours into evenings and weekends. The steering group also recognised that there are some GP opening hours not directly matched by pharmacy opening hours. While the steering group would wish pharmacies to mirror these opening hours they consider that people could reasonably wait until pharmacies open in the morning or that they could reasonably travel during evenings and weekends to where pharmaceutical services are provided at those times.

When reviewing locality settlements with no pharmaceutical services provision by those on the pharmaceutical list (i.e. pharmacies), in particular where there is a GP surgery, the steering group had regard to national analysis of travel times and compared local analysis of travel times in Oxfordshire. The group considered that a reasonable standard for considering a gap in pharmaceutical services provision was where the GP surgery was both more than five miles and greater than a 20-minute drive from a pharmacy. Where that standard is not met, the steering group identified that an improvement or better access could and should be achieved by a pharmacy at those locations.

In reviewing distance and drive time between specific postcodes, one settlement was considered to have room for improvement/better access in pharmaceutical services:

- In the settlement of Shipton within West Oxfordshire locality, the closest pharmacy providing services out of hours is approx. 11 miles away, with drive time estimated to be 26 minutes.

Findings from the user survey also indicate that there are pharmaceutical services that the public do not know are currently available. There is therefore a need to communicate to the public the range of services provided.

Key Findings

Oxfordshire is a relatively affluent county with pockets of deprivation in urban areas. It is well provided with pharmaceutical services.

Across Oxfordshire the number of pharmacies per 100,000 populations is less than the national average. However, the number of dispensing practices is greater than the national average.

All pharmacies should make full use of NHS Choices and other internet-based information sources to promote their services, to improve communications so patients and carers are aware of the range and availability of all services.

Oxfordshire is in no need of further premises to provide pharmaceutical services. However, there are opportunities for improvement and better access to pharmaceutical services for residents of Shipton, Berinsfield and Chinnor.

When local housing developments are considered over the next three years it is concluded that, in relation to the current provision of pharmacies, a gap in pharmaceutical services is unlikely to exist during the lifetime of this PNA.

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A: Introduction

The purpose of the pharmaceutical needs assessment (PNA) is to assess and set out how the provision of pharmaceutical services can meet the health needs of the population of a Health and Wellbeing Board's (HWB) area for a period of up to three years, linking closely to the Joint Strategic Needs Assessment (JSNA).

Whilst the JSNA focuses on the general health needs of the population of Oxfordshire, the PNA looks at how some health needs can be met by pharmaceutical services commissioned by NHS England.

If a person (a pharmacy or a dispensing appliance contractor (DAC)) wants to provide pharmaceutical services, they are required to apply to NHS England to be included in the pharmaceutical list for the HWB's area in which they wish to have premises. In general, their application must offer to meet a need that is set out in the HWB's PNA, or to secure improvements or better access similarly identified in the PNA. There are however some exceptions to this e.g. applications offering benefits that were not foreseen when the PNA was published ('unforeseen benefits applications').

As well as identifying if there is a need for additional premises, the PNA will also identify whether there is a need for an additional service or services, or whether improvements or better access to existing services are required. Identified needs, improvements or better access could either be current or will arise within the lifetime of the PNA.

Whilst the PNA is primarily a document for NHS England to use to make commissioning decisions, it may also be used by local authorities (LA) and clinical commissioning groups (CCG). A robust PNA will ensure those who commission services from pharmacies and dispensing appliance contractors (DAC) are able to ensure services are targeted to areas of health need, and reduce the risk of overprovision in areas of less need. It is not a stand-alone document. It is important that the PNA contributes to and becomes an integral part of the Oxfordshire JSNA.

1. Oxfordshire Overview

Oxfordshire is the most rural county in the South East of England. According to the 2011 Census, Oxfordshire has a population of 653,800 people. Over half of the population live in towns or villages of less than 10,000 people. The total population of Oxfordshire has increased by 8% over the last ten years (48,500 people) and is predicted to increase by over 20% by the year 2026.

Oxfordshire has major education and tourism industries and the 2011 Census indicates there are 5,500 short-term migrants in Oxfordshire who primarily reside in Oxford City (73%).

Oxfordshire has consistently high levels of employment; the workforce is amongst the most highly-qualified in the country. World-class business clusters include bioscience and scientific research.

Across Oxfordshire there is significant planned housing growth. The principal locations in the next three years being areas in and around Bicester, Banbury, North Curbridge (south west of Witney), including new development sites in east and north of Witney, the land west of Barton and former RAF station at Upper Heyford.

Provider Landscape

There are many organisations involved in the healthcare system in Oxfordshire:

- Oxfordshire Clinical Commissioning group (CCG).
- Oxfordshire County Council (OCC), responsible for (amongst other things), public health and social care in Oxfordshire.
- Five district councils, responsible for housing and other areas that may influence health.
- GP practices, GPs providing core and some locally commissioned and enhanced primary care services.
- Oxford University Hospital NHS trust (OUH), provides specialist, acute, elective and community based healthcare. It consists of four main hospitals, John Radcliffe, Churchill, Nuffield and Horton General Hospitals.
- Oxford Health NHS foundation trust (OHFT) provides a range of specialist mental health services in five different localities as well as physical healthcare to people in Oxfordshire including community services
- South Central Ambulance Services (SCAS) who provide the blue light emergency response to 999 calls as well non-emergency patient transport services. They also provide the 111 telephone advice service in Oxfordshire.
- NHS Central Southern Commissioning Support Unit (CSCSU).
- Third sector providers which include a myriad of voluntary and charitable enterprises with a focus on health, for example palliative care support.

Health and social care commissioning is jointly governed through the Oxfordshire HWB. The HWB partnership provides an opportunity for county and district councillors, CCGs and other partners to work together to achieve the shared vision for improving health and wellbeing. The work focuses on trying to stop or delay people becoming unwell and also promoting ways to keep healthy.

The main CCG responsible for planning, designing and paying for healthcare in Oxfordshire is Oxfordshire CCG, however Aylesbury Vale CCG also includes parts of Oxfordshire around Thame and Chinnor and Swindon CCG are represented by one dispensing GP practice in Shrivenham.

This document provides an overview of the health of Oxfordshire residents, encompassing the key messages. Further in-depth needs assessments can be found within the following and other documents listed in Sources Section.

Oxfordshire Joint Strategic Needs Assessment, Oxfordshire Insights
<http://insight.oxfordshire.gov.uk/cms/joint-strategic-needs-assessment>

Joint Health and Wellbeing Strategy

Oxfordshire's Joint Health and Wellbeing Strategy 2012-16, sets out the priorities the local HWB will deliver to improve the health of people in the county. The strategy and its priorities have been developed based on evidence of local need described in the JSNA.

Children and Young People

1. All children have a healthy start in life and stay healthy into adulthood
2. Narrowing the gap for our most disadvantaged and vulnerable group
3. Keeping all children and young people safe
4. Raising achievement for all children and young people

Adult Health and Social Care

5. Living and working well, adults with long term conditions (LTC), physical or learning disability or mental health problems living independently and achieving their full potential
6. Support older people to live independently with dignity whilst reducing the need for care and support
7. Working together to improve quality and value for money in the health and social care system

Health Improvement

8. Preventing early death and improving quality of life in later years
9. Preventing chronic disease through tackling obesity
10. Tackling the broader determinants of health through better housing and preventing homelessness
11. Preventing infectious disease through immunisation

The Director for Public Health Annual Report 2013-2014 expands on these areas to address the public health priorities for Oxfordshire.

The four priority challenges for public health in Oxfordshire are:

- The Best Start in Life
- Improving Quality of Life for All
- Reducing Inequalities in Health
- Infectious and Communicable Diseases

These topics are dealt with one by one in the report. The current issues and recent action are laid out. Further information can be found via

http://mycouncil.oxfordshire.gov.uk/documents/s26830/CC_SEP0814R02.pdf

2. Background and Legislation

a) The Health Act 2009

The Health Act 2009 made amendments to the National Health Service (NHS) Act 2006 stating each primary care trust (PCT) must, in accordance with regulations:

- Assess needs for pharmaceutical services in its area
- Publish a statement of its first assessment and of any revised assessment

The regulations stated a PNA must be published by each PCT by 1st February 2011. There was a duty to rewrite the PNA within three years or earlier if there were any significant changes which would affect the current or future pharmaceutical needs within the PCT's locality. This meant that subsequently revised PNAs were due to be produced by February 2014.

However, the Health and Social Care Act 2012 brought about the most wide-ranging reforms to the NHS since its inception in 1948. These reforms included the abolition of PCTs and the introduction of CCGs who now commission the majority of NHS services. Public health functions however were transferred to Local Authorities (LAs).

www.legislation.gov.uk/ukpga/2009/21/part/3/crossheading/pharmaceutical-services-in-england

b) The Health and Social Care Act 2012

In order to ensure integrated working, plan how best to meet the needs of the population and tackle local inequalities in health, the 2012 legislation called for HWBs to be established and hosted by LAs. These boards should bring together the NHS, public health, adult social care and children's services, including elected representatives and local Healthwatch.

The Health and Social Care Act 2012 transferred responsibility for the developing and updating of PNAs to HWBs. It also made provision for a temporary extension of PCT's PNAs and access to them by NHS England and HWBs.

<http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

c) Pharmaceutical and Local Pharmaceutical Services Regulations 2013

Under the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, the newly established HWB must publish its first PNA by 1st April 2015

The preparation and consultation on the PNA should take account of the local JSNA and other relevant local strategies in order to prevent duplication of work and multiple consultations with health groups, patients and the public.

The PNA, published by the HWB by April 2015, will last for a period of up to of three years. HWBs will also be required to publish a revised assessment when significant changes to the need for pharmaceutical services are identified, unless this is considered a disproportionate response.

As part of developing the first PNA, HWBs must undertake a consultation for a minimum of 60 days. The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 list those persons and organisations that the HWB must consult with.

The health and social care act 2012 also transferred responsibility for using PNAs as the basis for determining market entry to a pharmaceutical list from PCTs to NHS England. The PNA will be used by NHS England when making decisions on applications to open new pharmacies and dispensing appliance contractor (DAC) premises; or applications from current pharmaceutical providers to change their existing regulatory requirements. Such decisions are appealable to the NHS Litigation Authority's Family Health Services Appeal Unit (FHSAU), and decisions made on appeal can be challenged through the courts.

PNAs will also inform the commissioning of enhanced services from pharmacies by NHS England, and the commissioning of services from pharmacies by the LA and other local commissioners e.g. CCGs.

<http://www.legislation.gov.uk/ukxi/2013/349/regulation/6/made>

3. NHS England

From April 2013, NHS England has taken on many of the functions of the former PCTs with regard to the commissioning of primary care health services, as well as some nationally-based functions previously undertaken by the Department of Health. The new arrangements comprise a single operating model for the commissioning of primary care services, which up until now has been done differently by PCTs and their predecessors.

Thames Valley area team (AT) is the local arm of NHS England. The AT has a strategic role across the Thames Valley region, working with partners to oversee the quality, safety of the NHS and promoting patient and public engagement. The AT has specific roles in relation to the support and assurance of the ten CCGs across Buckinghamshire, Berkshire and Oxfordshire and directly commissions primary care services and public health screening and immunisation programmes.

The ATs have many roles, some of which play an important role in pharmaceutical services. These include:

- Assess and assure performance
- Undertake direct commissioning of primary care services (medical, dental, pharmacy and optometry)
- Manage and cultivate local partnerships and stakeholder relationships, including membership of local HWBs.
- Emergency planning, resilience and response
- Ensure quality and safety

4. Pharmacy Contractual Framework

NHS England does not hold contracts with pharmacy contractors, unlike the arrangements for general practitioners (GPs), dentists and optometrists. Instead they provide services under a contractual framework, details of which (their terms of service) are set out in schedule 4 of the 2013 regulations and also in the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013.

<https://www.gov.uk/government/publications/pharmaceutical-services-advanced-and-enhanced-services-england-directions-2013>

Pharmacy contractors provide three types of service that fall within the definition of pharmaceutical services. They are; essential, advanced and enhanced.

- **Essential Services**

Essential services are those which each community pharmacy **must** provide. All community and distance selling/internet pharmacies with NHS contracts provide the full range of essential services. These are:

- Dispensing medicines and actions associated with dispensing
- Dispensing appliances
- Repeat dispensing
- Disposal of unwanted medicines
- Public Health (promotion of healthy lifestyles)
- Signposting
- Support for self-care
- Clinical governance

Public Health: Pharmacies are required to deliver up to six public health campaigns throughout the year to promote healthy lifestyles.

Signposting and Referral: This is the provision of information from other health and social care providers or support organisations to people visiting the pharmacy, who require further support, advice or treatment. It provides contact information and/or how to access further care and support appropriate to their needs, which cannot be provided by the pharmacy.

As part of their system of **clinical governance** pharmacies have to have appropriate safeguarding procedures for service users. Contractors are responsible for ensuring relevant staff providing pharmaceutical services to children and vulnerable adults are aware of the safeguarding guidance and the local safeguarding arrangements. The governance element to essential services also includes public engagement and

clinical audits in addition to standards for pharmacy staff and the ability of pharmacies to deliver all pharmaceutical services in an effective way.

Opening hours: core and supplementary

Pharmacies are required to open for 40 hours per week. These are referred to as core opening hours, however many choose to open for longer and these additional hours are referred to as supplementary opening hours. Between April 2005 and August 2012, some contractors successfully applied to open new premises on the basis of being open for 100 core opening hours per week (referred to as 100 hour pharmacies), which means that they are required to be open for 100 hours per week, 52 weeks of the year (with the exception of weeks which contain a bank or public holiday, or Easter Sunday). These 100 hour pharmacies remain under an obligation to be open for 100 hours per week. In addition these pharmacies may open for longer hours.

The proposed opening hours for each pharmacy are set out in the initial application, and if the application is granted and the pharmacy subsequently opens then these form the pharmacy's contracted opening hours. The contractor can subsequently apply to change their core opening hours. NHS England will assess the application against the needs of the population of the HWB area as set out in the PNA to determine whether to agree to the change in core hours or not.

If a contractor wishes to change their supplementary opening hours they simply notify NHS England of the change, giving at least three months' notice.

NHS Choices advertises 'opening hours' to the public (www.nhs.uk). Community pharmacies also produce their own information leaflets detailing opening hours, which are available from individual pharmacies.

Advanced Services

Pharmacies may choose whether to provide these services or not. If they choose to provide one or more of the advanced services they must meet certain requirements and must be fully compliant with the essential services and clinical governance requirements.

Medicines Use Review and Prescription Intervention Service (MUR)

Accredited pharmacists undertake a structured review with patients on multiple medicines, particularly those receiving medicines for long term conditions (LTCs), such as diabetes, coronary heart disease (CHD), and chronic obstructive pulmonary disease (COPD). The MUR process attempts to establish a picture of the patient's use of their medicines, both prescribed and non-prescribed. The

review helps a patient understand their therapy and can identify any problems they are experiencing along with possible solutions. A report of the review is provided to the patient and to the patient's GP where there is an issue for them to consider.

Appliance Use Review (AUR)

AURs can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. AURs can improve the patient's knowledge and use of their appliance(s) by:

- Establishing the way the patient uses the appliance and the patient's experience of such use.
- Identifying, discussing and assisting in the resolution of poor or ineffective use of the appliance by the patient.
- Advising the patient on the safe and appropriate storage of the appliance.
- Advising the patient on the safe and proper disposal of the appliances that are used or unwanted.

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.

New Medicines Service (NMS)

The new medicines service (NMS) is the latest nationally developed service for community pharmacy. It is designed to provide early support to patients to maximise the benefits of the medication they have been prescribed.

The underlying purpose of the NMS is to promote the health and well-being of patients who are prescribed new medicines for LTCs in order to:

- Help reduce the symptoms and long-term complications of the LTC
- Identify problems with the management of the condition and the need for further information or support

Additionally the service will help patients:

- Make informed choices about their care
- Self-manage their LTC
- Adhere to the agreed treatment programme
- Make appropriate lifestyle changes

5. Enhanced and Locally Commissioned Services

Enhanced services are those services directly commissioned by NHS England.

Pharmacy contractors may provide LCS commissioned by LAs and CCGs. Although these LCS are not enhanced services, they reflect the services that could be (and in other parts of the country are) commissioned by NHS England.

NHS England currently commissions one enhanced service in the Oxfordshire area. This is for the seasonal flu vaccination. LCS are included within the list of pharmaceutical services to provide a comprehensive assessment of services for Oxfordshire.

There are currently five LCS commissioned from community pharmacies by Oxfordshire County Council (OCC) or Oxfordshire CCG (OCCG). These services include:

- a) Emergency hormonal contraception (EHC) & Chlamydia screening (OCC)
- b) Smoking cessation (OCC)
- c) Supervised consumption of opiate substitute therapy (OCC)
- d) Needle exchange service (OCC)
- e) Palliative care (OCCG)

The commissioning organisations are shown in brackets.

6. Local Pharmaceutical Services (LPS)

Local pharmaceutical services (LPS) contracts allow NHS England to commission services, from a pharmacy, which are tailored to specific local requirements. LPS complement the national contractual arrangements but are an important local commissioning tool in their own right. LPS contracts provide flexibility to include a broader or narrower range of services (including services not traditionally associated with pharmacy) than is possible under national contractual arrangements. For the purposes of the PNA the definition of pharmaceutical services includes LPS.

Essential small pharmacies (ESP) are contracted under LPS provisions. Oxfordshire HWB does not have any ESP providers within its area.

7. Dispensing Doctors

Dispensing doctors provide services to patients mainly in rural areas and often where there are no community pharmacies or where access is restricted.

Oxfordshire HWB has a number of rural areas which have pharmaceutical services provided by dispensing doctors.

A patient may at any time request that a doctor provides them with pharmaceutical services, however the patient must meet particular criteria and they must be on the patient list of a doctor who is registered to provide pharmaceutical services.

These include one or more of the following:

- The patient lives in a controlled locality (a rural area determined locally in line with the regulations and after consideration of a wide range of factors) and is more than 1 mile /1.6km from a pharmacy premises.
- The patient can demonstrate they would have serious difficulty in obtaining any necessary drugs or appliances from a pharmacy because of distance or inadequacy of communication. This does not include lack of transport.

8. Dispensing Appliance Contractors (DACs)

Dispensing appliance contractors (DACs) dispensing “specified appliances” such as stoma, catheter or incontinence appliances are required to provide:

- Home delivery services.
- Reasonable supplies of supplementary items such as disposable wipes.
- Access to expert clinical advice.

DACs can dispense against repeatable prescriptions, and are required to participate in systems of clinical governance. They provide services nationally and serve large geographical areas, including those where they are based.

They may choose whether to offer an appliance usage review (AUR) service. Oxfordshire HWB has one appliance contractor.

9. Distance Selling Pharmacies

Online pharmacies, internet pharmacies, or mail order pharmacies operate over the internet and send orders to customers through the mail or shipping companies.

The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 detail a number of conditions for distance selling pharmacies.

They:

- must provide the full range of essential services during opening hours to all persons in England presenting prescriptions;
- cannot provide essential services face to face;

- must have a responsible pharmacist in charge of the business at the premises throughout core and supplementary opening hours; and
- must be registered with the General Pharmaceutical Council (GPhC)

Patients have the right to access pharmaceutical services from any community pharmacy including those operating on-line.

There is one internet pharmacy based in Oxfordshire HWB area.

10. Prison Pharmacies

Oxfordshire has two prisons; HMP Bullingdon and HMP Huntercombe. Pharmaceutical services for these populations are not included in the PNA. Prisons are not included within the scope of a PNA.

B: PNA Process Summary

1. Summary of Overall Process

The HWB established a PNA steering group whose purpose was to ensure that the HWB develops a robust PNA that complies with the 2013 regulations and the needs of the local population. The membership of the steering group ensured all the main stakeholders were represented. Oxfordshire HWB steering group held joint procedure and direction steering group meetings with Buckinghamshire HWB steering group until September 2014, at which point each PNA was reviewed by the separate steering groups.

Members of the Oxfordshire steering group included the key stakeholders responsible for the commissioning and provision of pharmaceutical services in Oxfordshire. A full list of members is at appendix A. Primary Care Commissioning (PCC) was appointed following a competitive process to draft the PNA on behalf of the HWB, working closely with the steering group. NHS South West Commissioning Support Unit (SWCSU) was engaged to provide the geographical maps.

In developing the PNA, Oxfordshire HWB area was considered on a number of levels. This included HWB area level, then by locality (District Councils), including data based on smaller geographical areas (lower super output area (LSOA)) basis for both population needs and service. Each locality reflects the District Council areas and reflects the localities described in the JSNA.

The analysed data was mapped against specific population statistics and overlaid with pharmaceutical service provision. Initially, essential pharmaceutical services provided via community pharmacies alone were considered against highest needs (including proximity and access times). Distance to access pharmaceutical services was estimated and mapped for both driving and walking distance times.

A number of factors were taken into consideration when assessing what would be a reasonable distance for a resident to travel in order to access pharmaceutical services within the HWB area. The assessment included:

- Average walking speeds (2.5 miles per hour/ 4kmp)
- Government statutory walking distance for schools (8 years and younger)
- Access to public transport during working hours and 'off peak'
- Access to private transport

Although walking speeds can vary greatly depending on factors such as height, weight, age, terrain, surface, load, culture, effort, and fitness, an average walking speed of 2.5mph (4kph) has been used as recommended by Bristol Healthy Schools

(Bristol City Council). This provides an average speed combining all; ages, abilities, road conditions and terrains. Fit, healthy individuals usually have an average walking speed of over 3 mph.

An alpha/numeric index is used on the mapping to identify premises providing pharmaceutical services, which can be found at the following appendices:

- B. Indexed table of pharmacy premises for Oxfordshire
- C. Indexed table of doctor dispensing list premises for Oxfordshire

Maps 7 to 12 shows the distances needed to travel to access pharmacies in Oxfordshire.

If a gap was identified, other providers of dispensing services were considered e.g. dispensing practices. Finally services available to Oxfordshire residents and provided in neighbouring counties were to be considered before a conclusion of a gap in service was determined. Pharmacies outside Oxfordshire but nearby are also indicated on the maps.

2. Stakeholder Engagement

All key stakeholders including local providers, the Local Pharmaceutical Committee (LPC), Local Medical Committee (LMC), NHS England and local CCGs integral to the development of the PNA will be key to the implementation of future pharmaceutical services. Furthermore, as part of the quality commissioning process NHS England AT will also need to support the performance and quality improvement of any services provided.

The formal consultation gave both stakeholders and members of the public further opportunity to contribute to the PNA. It lasts for a period of 60 days and commenced on Monday 3rd November 2014.

a) User Survey

As part of the PNA development process, a survey was undertaken to seek local opinion regarding the current provision of pharmaceutical services and to give service users an opportunity to comment on any additional services they would like to see delivered by pharmacies.

The survey was made available on the OCC and Healthwatch Oxford websites and was 'live' from 4 August to 31 August 2014.

The survey was promoted via health and social committees and groups including each of the five districts and directorates within the council. Oxfordshire CCG promoted it via their communication links and Oxford City sent it out via their communications team and it was included on their Twitter Site.

Oxfordshire Community and Voluntary Action (OCVA) promoted it to 21 organisations, which cover patient groups such as older people, carers, people with physical disabilities, people with medical conditions and those with mental health problems.

There were 163 responses to the survey with respondents split 64% female, 36% male. The questionnaire consisted of 16 questions and collected demographic data on the responders. Not all of the questions were answered by everyone who took part. A large proportion of the participants were:

- over 65 (34%), and/or retired (42%) and therefore do not pay for prescriptions
- over 56 years (58%)
- mobile and not restricted to their home (97%)
- able to access the internet (99%)
- White and British (91%)

The demographic profile of respondents does not match the profile of Oxfordshire residents. This may have affected the responses to the survey.

Survey Results

The main services used were dispensing of prescriptions, either for themselves or on behalf of another person (up to 95%) and purchasing medication or obtaining advice (although this would not be on a regular basis).

Of those surveyed, 95% of service users stated they used pharmacies to dispense prescriptions. Just under half of these people used pharmacies frequently (once or a more a month).

A relatively small number of people identified that they make use of other services (approximately 30%). This may be due to people not knowing these services are available. When asked what other services they would use if pharmacies provided them, some essential services (provided by all pharmacies) were suggested. These included:

- Disposal of unwanted medications
- Advice for self-care

Over a quarter of people surveyed said they would use pharmacies to dispose of unwanted medication if they provided it, which they all do.

When looking for information about a pharmacy, six out of ten people surveyed accessed information on pharmacy services from the internet. The other main source of information used was the pharmacy window (three out of ten).

Choice of Pharmacy: Of those surveyed the main reasons for choosing a particular pharmacy to access services were:

- Close to home
- Close to the doctors' surgery
- Easy to get to
- Good opening times

Approximately 29% of people choose to use a pharmacy that is not the one closest to where they live. The reasons for choosing not to use their local pharmacy are difficulties in parking and/or they have previously been disappointed in the service they have received.

Approximately a quarter of those who took the opportunity to comment on the pharmacy services they used were extremely positive and include such comments as:

'Super pharmacy where the pharmacist goes out of the way to help',
'Supportive and professional and caring' and
'Our local chemist are excellent and for a home bound person essential'

A proportion of comments received were regarding pharmaceutical services provided by GP dispensing practices. All of which were positive and some questioned the restrictions on the range of patients who are able to use them. Other comments received expressed options on.

- The need for extended hour pharmacies and choice
- Concerns over stock availability
- Advertising services and websites for pharmacies

Several comments received were not directly related to local provision.

Access to pharmaceutical services: Of those surveyed approximately equal numbers accessed a pharmacy by car or walked. Only 5% of respondents travelled by public transport.

Only 11% of people travel more than 15 minutes to get to a pharmacy and even fewer (2%) find it difficult to get to a pharmacy.

Approximately eight out of ten people were able to access a pharmacy when they recently needed one. Of the minority who could not, several waited until a pharmacy was open whilst others accessed a GP.

When asked what times of day they would prefer to be able to access pharmacy services, mornings were preferred including weekends. However there was a strong response across all times of day, more so during the week. Additional information regarding access is included in section D.1

Development of pharmaceutical services: The demographics of those who took part in the survey can be seen in the outcome of the question regarding which service they would use in pharmacies.

- Health checks
- Cholesterol and blood pressure checks
- Flu vaccinations

The above services are generally targeted at the over 40 year olds. However there was a very strong preference for the provision of a minor ailment type service in both the multi-choice questions and free text answers.

There was little interest in services such as smoking cessation and alcohol advice. Approximately 89% of responders would not use these services if they were made available through a pharmacy.

Healthwatch Oxfordshire: Is a member of the steering group and supported the development of the User Survey and promoted the link to access it.

b) Patient Satisfaction

All pharmacies are required to conduct and publish an annual Community Pharmacy Patient Questionnaire (formerly referred to as the Patient Satisfaction Questionnaire). The questionnaire allows patients to provide valuable feedback to the pharmacy on the services they provide. Strengths and areas for improvement are identified and actively pursued by the pharmacy.

Pharmacies publish these either;

- in the pharmacy, as a leaflet or poster;
- on the pharmacy's website or
- on the pharmacy's NHS Choices profile

Virtually all of the comments posted on NHS Choices about pharmacies in Oxfordshire are positive with approximately 82% being rated five out of five stars. The comments complemented the pharmacists and staff for being polite, helpful and efficient, as well as providing long opening hours and valued services. Some negative remarks were included regarding speed of the service and the accuracy of information available on NHS choices.

In addition the NHS Choices website (www.nhs.uk) provides patients with the opportunity to comment on and rate almost any NHS service, including pharmacies.

c) Contractor Questionnaire

At the same time as the initial user survey was undertaken, an on-line contractor questionnaire was sent to pharmacy contractors. This questionnaire provided an opportunity to validate the information provided by NHS England. The questionnaire asked a number of questions outside the scope of the PNA, but that also provide commissioners with valuable information related to governance and IT.

The questionnaire was issued to all 117 pharmacies and one DAC in Oxfordshire HWB area and ran from 7 August 2014 until 31 October 2014. This resulted in 63 responses (53%), including two distance selling pharmacies, with the majority responding positively as to whether they dispense appliances as follows:

Dispense appliances:	Total
Yes - All types, or	54 (85.7%)
Yes, excluding stoma appliances, or	2 (3.2%)
Yes, excluding incontinence appliances, or	1 (1.6%)
Yes, excluding stoma and incontinence appliances, or	2 (3.2%)
Yes, just dressings, or	2 (3.2%)
None	1 (1.6%)
Other	1 (1.6%)

Premises: When asked if the premises had a consultation area, the table below shows the responses, with the majority (92%) of respondents having an enclosed room:

On site consultation	Total
Available (including wheelchair access) on the premises	53 (84.1%)
Available (without wheelchair access) on premises	6 (9.5%)
Planned within next 12 months	0 (0%)
No consultation area available	2 (3.2%)
Other	2 (3.2%)

Enhanced and Locally Commissioned Services (LCS): Pharmacies confirmed which services they currently provide and gave expressions of interest in providing new services if they were commissioned in the future.

Where no service is currently provided, expressions of interest from pharmacies were received to provide a minor ailments scheme (over 90%), supplementary prescribing (63%), a phlebotomy service (63%), schools service (87%), independent prescribing service (65%), alcohol service (77%), cholesterol service (82%), hepatitis service (66%) and childhood vaccinations (63%).

The following services were identified as provided or pharmacies were willing to provide as either enhanced services (commissioned by NHS England) or locally commissioned services (Local Authority or CCG) by the number of pharmacies indicated:

Service	Providing	Willing to Provide
Supervised Administration	59	4
Needle and Syringe Exchange Service	25	20
Sharps disposal service	6	25
anti-coagulant monitoring	1	26
Gluten free food supplies	4	28
On Demand Availability of Specialist Drugs Service	6	32
Smoking Cessation Counselling Service	39	20
Chronic heart disease (CHD)	1	31
NRT voucher service	11	31
Parkinson's disease service	1	32
Dementia/ Alzheimer service	2	30
Depression	1	31
Epilepsy service	1	31
Allergy testing	2	35
Hypertension	1	37
HPV service	1	19
Heart failure service	1	33
Diabetes service	2	25
anti-viral distribution service	3	34
NHS Health Checks	3	35
Blood pressure monitoring	4	32
Asthma & COPD	2	35
Care Home Service	9	30
Obesity management (adults and children)	1	31
Medication Review Service	26	22
MUR Plus/Medicines Optimisation Service	5	27
Out of hours services	8	13
Emergency Hormonal Contraception Service	40	13
Contraceptive Service	8	27
Chlamydia testing service	16	12
Chlamydia treatment service	3	33
Seasonal Influenza Vaccination Service	34	19
Prescriber support service	2	26
Patient Group Direction Service	21	25
Home delivery service	8	18
Travel vaccines	2	22
Language access service	4	17

Details of the current provision of LCS are given in Section D (part 4) How 'Pharmaceutical Services Can Meet Population Needs' and includes emergency contraception, chlamydia screening, stop smoking support, supervised consumption, needle exchange and palliative care.

Advanced services: Pharmacies confirmed which services they currently provide and if they intended to provide them in the near future.

The majority of pharmacies either provide or soon will be able to provide the MUR and NMS services. Stoma customisation services and AURs are also provided but to lesser extent being specialised services. The response levels are shown below:

Advanced service	MUR	NMS	AUR	Stoma
Yes	59 (93.7%)	57 (90.5%)	9 (14.3%)	8 (12.7%)
Soon	1 (1.6%)	2 (3.2%)	4 (6.3%)	4 (6.3%)
No	3 (4.8%)	4 (6.3%)	50 (79.4%)	51 (81%)

The current provision of Enhanced services is considered in more detail by locality in section E of the document.

Non-NHS services

Of the pharmacies that completed the questionnaire:

- All provide a prescription collection service
- 79% provide a free delivery service (criteria may apply)
- Five also have a chargeable delivery service

Pharmacies have staff that speak a number of languages, other than English, these include: Gujarati, Punjabi, Hindi, Urdu, Chinese, Polish, Yoruba, Serb-Croatian, Bengali, Mandarin, Cantonese, German, Turkish, French, Spanish and Italian.

IT facilities

IT facilities available to staff are variable; however all have full or restricted access to the internet. The majority are able to use documents in Word, Excel or PDF formatted documents.

The following responses were received in seeking to establish whether the pharmacy was electronic prescription service (EPS) enabled:

EPS 2 enabled	Total
Release 1 enabled	36 (57.1%)
Release 2 enabled	60 (95.2%)
Intending to become release 1 enabled within the next 12 months	0 (0%)
Intending to become release 2 enabled within the next 12 months	1 (1.6%)
No plans for EPS at present	0 (0%)

3. Equality Impact Screening

OCC uses a service and community impact assessment (SCIA) to ensure that all the protected characteristics are considered when key decisions are made.

The process is systematic, proactive and explicit to ensure the equalities issues of all communities are addressed in OCC day-to-day activity.

The SCIA for the PNA can be found in appendix D.

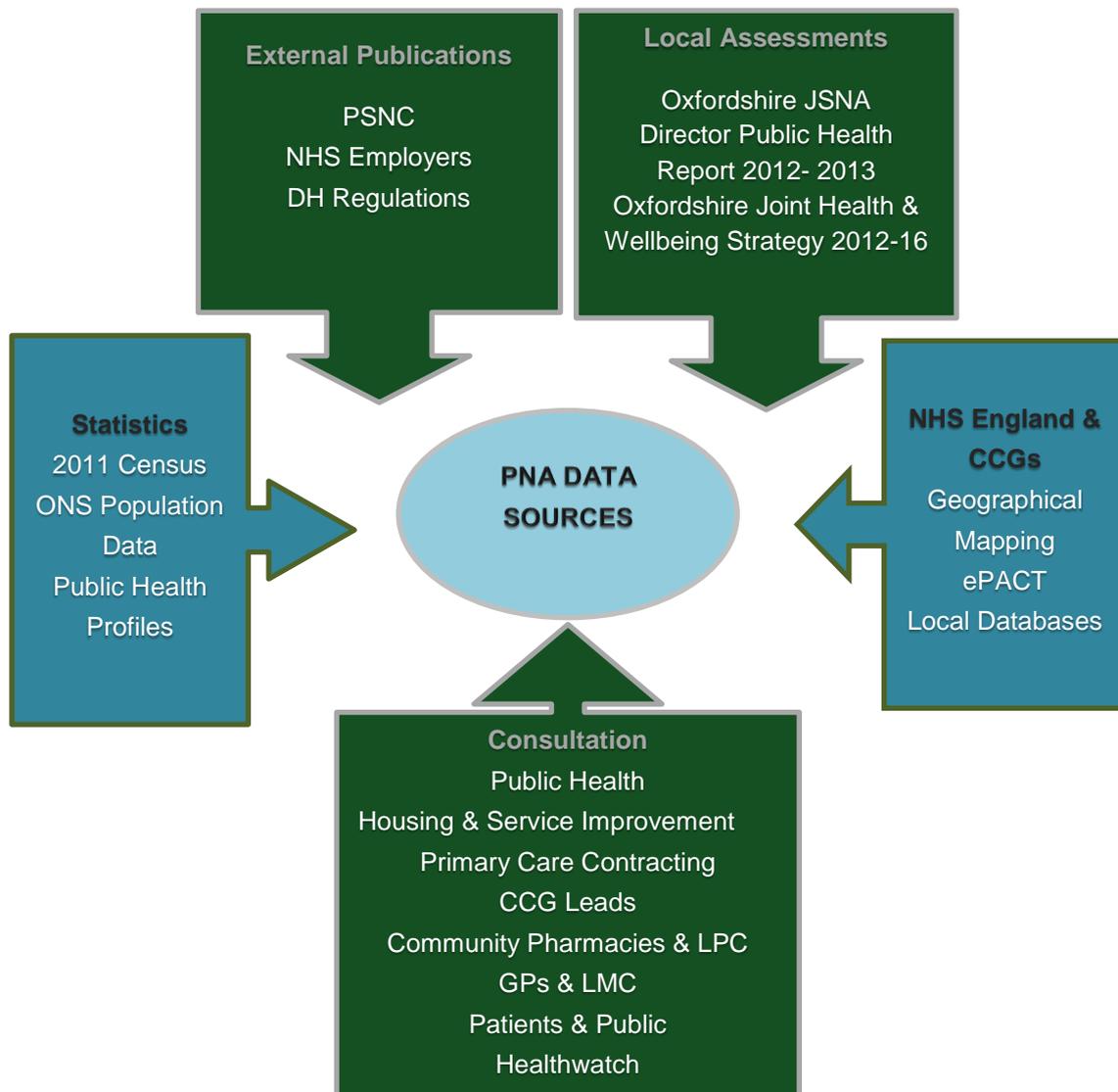
4. Data Sources Used

OCC has conducted significant needs and health assessment work, including the JSNA and Health and Wellbeing Strategy. The PNA draws on these and other complementary data sources such as PHE health profiles.

In addition, information was gathered from NHS England and Oxfordshire CCG including:

- Services provided to residents of the HWB's area, whether provided from within or outside the HWBs area
- Changes to current service provision
- Future commissioning intentions
- Known housing developments within the lifetime of the PNA
- Any other developments which may affect the need for pharmaceutical services

Figure 1: Depicts the main data sources used in developing the PNA



C: Oxfordshire HWB Area

1. Overview

Oxfordshire residents generally enjoy good health and wellbeing. Most people can expect to live a long life, achieve well and have access to good quality employment. However there is still an unnecessary burden of preventable illness that is increasing, and not all groups enjoy the same success and health as the majority of Oxfordshire residents. A comprehensive approach to prevention is needed to ensure illness rates do not increase as our population ages, especially as unhealthy behaviours are common. Health and social care services also need to adapt to meet the needs of increased numbers of older people and those with LTCs.

Oxfordshire is divided into five localities (districts), each with slightly differing health needs, therefore each are considered for the purposes of the PNA in addition to the overall picture for the HWB area.

a) Population

The county of Oxfordshire has a population of 653,800 people as recorded by the 2011 Census. However there were 698,604 people registered with Oxfordshire GPs in 2013. The number of people registered with a GP does not necessarily reflect the actual number of people using local services, and is likely to include the records of people who remain registered despite leaving the area, as well as people who live in neighbouring counties but are registered with GPs in Oxfordshire. Hence the GP registered population is higher than the county population.

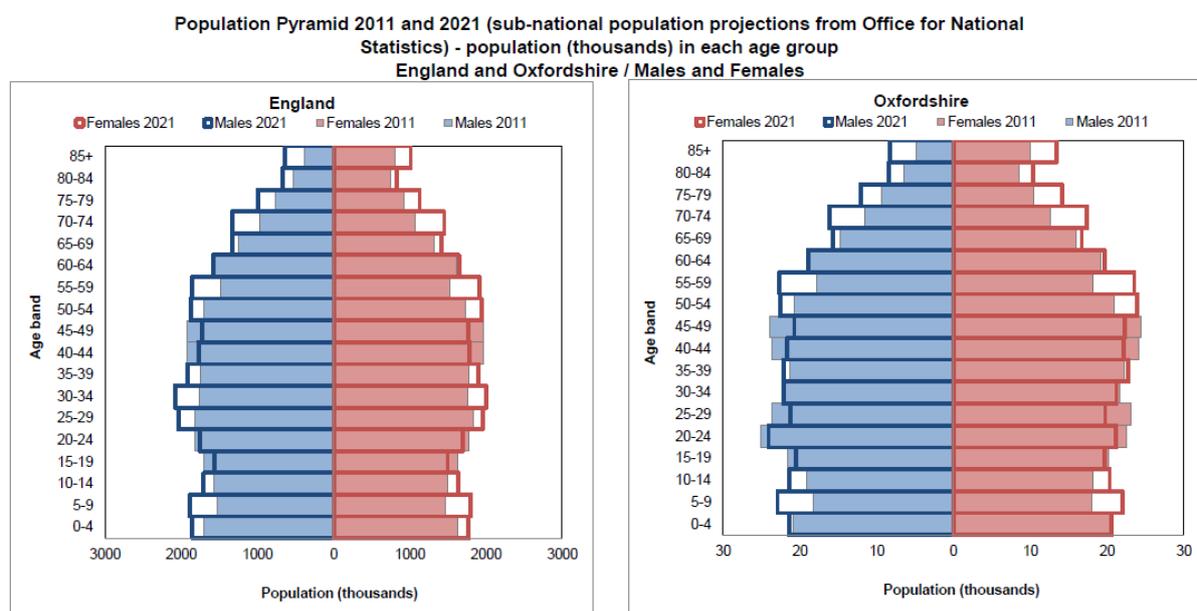
The gender split for the county is similar to national averages, with 52.5% females and 47.5% males. The age profile for the county is also similar to the national average across most age groupings. The largest difference is among those aged in their twenties, with larger proportions in these age groups in Oxfordshire compared to nationally.

Map 4 shows the population of Oxfordshire by output area in relation to pharmaceutical services.

The county's population is growing. This is due to increased inward migration, particularly in the urban hubs of Oxford and Banbury, and the increasing life expectancy of the existing population, particularly in the rural areas of the county.

The proportion of older people is likely to continue increasing and this will have implications on service demand.

Figure 2: Population estimates for Oxfordshire compared to England (2011 Census) including 2021 predications by each age group and sex (ONS)



Age

Oxfordshire’s population has aged since the 2001 Census, due to older age groups experiencing greater growth than younger groups. The ‘65 and over’ population grew by 18% from 2001 to 2011, while the number of people aged ‘85 and over’ increased by 30%. The number of people in their 30s in the County declined by 12% whilst the number of children aged 4 and under has grown by 13%. These increased numbers of older people will need tailored support to help them live as independently as possible, for a long as possible.

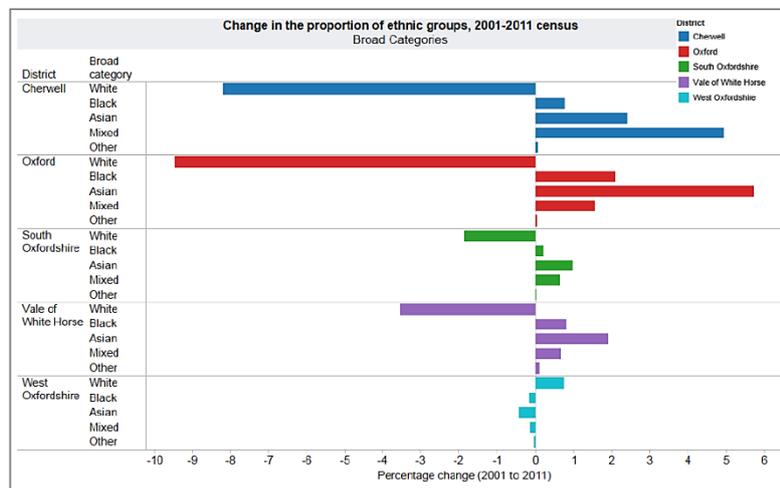
Ethnicity

The ethnic composition of Oxfordshire has changed since the 2001 Census. All of the county’s black or minority ethnic (BME) communities have grown, and now account for 9.2% of the population, just under double the 2001 figure of 4.9%

There has been a growth in people from white backgrounds other than British or Irish, who now account for 6.3% of the population (up from 4% in 2001). Much of this increase is explained by a movement of people from the countries which joined the EU in 2004 and 2007. In 2011, 13,000 residents in Oxfordshire were born in these countries, with more than half born in Poland (7,500 people; 2,700 resident in Oxford and 2,300 in Banbury).

The proportion of people from a non-white ethnic background varies by district. The change in ethnicity across each district is shown in the chart below. Oxford City and Cherwell have seen the largest increases since the last Census.

Figure 3 shows changes in BME Groups for Oxfordshire districts 2001 to 2011 (source: Oxfordshire Insight 2014)



Oxford City has seen a 5.8% increase in people of Asian ethnicity, the largest increase of any broad category. There has been a 4.9% increase in the proportion of people of mixed ethnicity in Cherwell. West Oxfordshire is the only district where there has been a reduction in the proportion of people from BME communities since the 2001 Census.

Map 6 shows the BME population of Oxfordshire by ward level area in relation to pharmaceutical services.

Religion

60% of the county’s population are Christian, whilst 28% do not have any religion. The county’s Muslims make up 2.4% of the populace. The proportion of Hindus in Oxfordshire in 2011 was 0.6%. The size of the county’s Jewish population is 0.3%. The growth and size of county’s Buddhist population (0.5%) is in line with the regional and national figures.

People with Disabilities

Disability free life expectancy is increasing at a faster rate than life expectancy, meaning not only are people living longer, in the future they might be expected to be living in good health and free of disability for longer towards the end of their lives. 90,000 people countywide are limited in their daily activities by a long term health problem or disability. This equates to 14% of the population. A smaller proportion (8%) reported that their activities were ‘limited a lot’ by their condition. These proportions are broadly similar across the districts. However, there is some variation

in the rates for specific age groups across districts, with Oxford (24.7%) and Cherwell (23.2%) containing higher rates among people over 65 than the county average (21.6%).

12,400 people in households and aged 85 and over are living with day-to-day activities significantly limited by a health problem or disability. This is equivalent to 49% of the total resident population aged 85 in households. Cherwell, Oxford and Vale of White Horse Districts are above the regional average on this measure.

Life expectancy and death rates

Life expectancy at birth predicts the average number of years a person born today could expect to live if they were to experience that area's age specific mortality rates.

In line with falling mortality rates, life expectancy has been increasing for some time in Oxfordshire. Male life expectancy in Oxfordshire is currently 80.3 years (compared to 78.6 years in England). Female life expectancy is 84.1 years (compared to 82.6 years in England). This gap has reduced in recent years with male life expectancy increasing at a faster rate.

Over the next 15 years, Oxfordshire's total population is forecast to grow by 93,000 (14%), from 655,000 residents in 2011, to 748,000 in 2026. This growth will be because the number of births is forecast to exceed the number of deaths by 45,000, and 50,000 more people are forecast to move into Oxfordshire than to move out.

Oxfordshire's population is forecast to continue aging. The proportion of the population that is above the current retirement age (65 years old) is forecast to increase from 16% in 2011 to over 20% by 2026, whilst the proportion that is of working age is forecast to fall. (*Oxfordshire County Council Population Forecasts January 2014 (<http://insight.oxfordshire.gov.uk>)*)

Mental Health and Wellbeing

Many people are affected by mental health problems. One in four British adults may experience a mental health problem in the course of a year. Common mental health problems include anxiety, depression, phobias, obsessive compulsive disorders & panic disorders.

A nationwide survey conducted in 2011 by the office for national statistics (ONS) estimated that around one in five (19%) people aged 16 and over showed indications of mild to moderate mental illness, i.e. anxiety or depression. The proportions were higher among women than men, and among people aged between 40 and 59, and aged 80 and over.

Not everybody demonstrating signs of mild to moderate mental illness would describe their condition in this way and some are likely to be short term. Weighted

results from the December 2013 GP patient survey estimate that around 4.4% of 12 people registered with Oxfordshire GPs consider themselves afflicted by a long standing mental health condition. This is slightly lower than the national rate of 4.6%.

In 2012/13 there were 32,634 people with an unresolved diagnosis of depression in Oxfordshire GP practice disease registers. This equates to 6.0% of the over 18 population, slightly above the national rate of 5.8%.

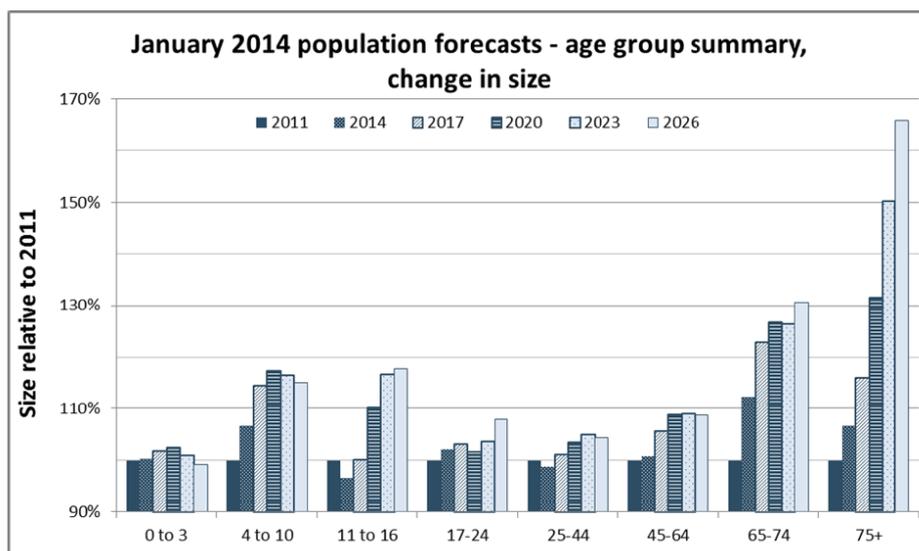
A small but significant number of people experience severely disabling mental health conditions such as schizophrenia and bipolar disorders. GP practice data for Oxfordshire shows a total of 5,191 patients on the mental health register in 2012/13 (meaning they have an unresolved record of a schizophrenic or bipolar disorder).

Older People

Improvements in health mean that people are living longer than ever before. There were more than 89,000 people aged over 65 years in Oxfordshire in 2011, of whom more than 14,000 were aged over 85 years.

In 2012/13 the number of older people receiving long term support from the county council rose by 4.8% and by a further 7.9% to a figure of 4,037 by September 2013. By contrast the population of older people is estimated to have grown by around 3% each year since the 2011 Census. The number of users of adult social care is growing at a faster rate than that which could be attributed to population growth alone.

Figure 4: shows estimated total population change in Oxfordshire for all ages between 2011 and 2026 (2014 Housing led Population Forecasts, Research and Intelligence Team)



Other population groups

Armed forces personnel

At the time of the 2011 Census, Oxfordshire was home to 5,470 armed forces personnel of whom 33% lived in communal establishments. The remaining 67% live in households. 31% of armed forces personnel in the county live in Vale of White Horse, with a further 30% in West Oxfordshire.

Carers

The 2011 Census suggests that 9.4% of the Oxfordshire population provide some level of informal care to a relative or friend. This equates to approximately 60,000 people, of whom 72% provided between 1 and 19 hours of care per week, 10% provided between 20 and 49 hours, and 18% provided more than 50 hours. Nationally, approx. 3% of the population provide more than 50 hours of care compared to 1.7% for Oxfordshire (ONS).

Feedback from a county council survey has suggested that being an informal carer is very demanding, with many carers caring for long hours. Most carers wanted more time to do what they wanted, more control, support and social contact; and to be fully involved in decisions about those they care for. Carers also stated they find it hard to access the information they want, though when they find it they are usually satisfied (*Oxfordshire JSNA update 2014*).

b) Wider determinants of Health & Wellbeing

The wider determinants of health and wellbeing include education, employment, housing, income, social networks and the environments in which people live and work. These factors are strong predictors of health and wellbeing in their own right, but they can also impact on the lifestyle choices people make.

Deprivation

According to the 2010 index of multiple deprivation (IMD), Oxfordshire ranks as the 12th least deprived (out of 149) upper tier LA in the country. However, 18 Oxfordshire neighbourhoods (Lower Super Output Areas (LSOAs)) rank among the 20% most deprived in England. These areas experience significantly poorer outcomes in terms of health, education, income and employment, and include a number of areas of South East Oxford, Abingdon, and Banbury.

Map 5 shows IMD for Oxfordshire by LSOA level with pharmaceutical services.

Education

The percentage of people over 16 in Oxfordshire with at least a bachelor's degree has risen to 35.7 per cent (up from 27.7% in 2001). This is similar to the national

increase. All Oxfordshire districts contain above the national average, with Oxford City containing the highest proportion of people with level 4 and above qualifications.

Except for Cherwell, the proportion of Oxfordshire's population without a qualification is higher than the national and South East averages. Oxford City contains the lowest proportion of people with no qualifications at 13.6% of the population.

Housing and homelessness

The pattern of housing tenure differs in Oxford City compared to other districts, with a much higher proportion of people in LA social housing (13.4%) and private rented housing (26.1%) than the county average (4.6% and 15.2% respectively). Close to 280,000 people in Oxfordshire live in households with more than 1 person per bedroom. This includes 76,000 people who live in households with more than 1.5 people per bedroom, equating to 12% of the population.

There are significant housing developments across Oxfordshire HWB area. The principal location for new planned housing will be in the Cherwell District council area. Some 4,793 new homes are forecast to be built between April 2014 and March 2018 in the areas in and around Bicester and Banbury. Elsewhere in Cherwell locality there are an additional 1,316 dwellings planned, of which the largest single area is the RAF site at Upper Heyford. There are also plans for significant growth (1,734 homes) in and around Oxford within the next three years. In addition, over 1,000 new homes are forecast to be built over the next 7 to 8 years starting in April 2014 in the area of North Curbridge, South West of Witney in West Oxfordshire.

Isolation

Feedback from service users and communities has suggested that isolation, loneliness and social contact are crucial ingredients for health and wellbeing for carers, users, and people in rural areas. Engagement events have highlighted the role that local groups, volunteers, and the faith and community sectors play in providing local supports. At the time of the last Census 28.7% of Oxfordshire residents aged over 65 lived alone. Though this does not directly equate to loneliness, these people are significantly more likely to be socially isolated which may lead to experiences of loneliness.

Morbidity

Data on mortality and morbidity suggests Oxfordshire residents are less likely than those of the wider region to die early from cancers and circulatory diseases but that the identification of cancers is above the regional rate.

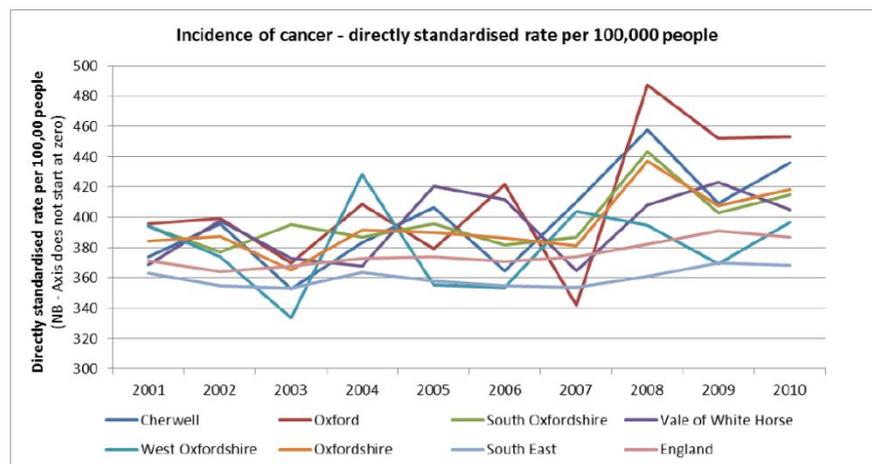
Diabetes

There are over 26,000 people aged 17 years and over diagnosed with Diabetes registered in Oxfordshire GP practices, representing almost 5% of that age group (*GP Quality & Outcomes Framework (QoF) 2012-13*). This gives some indication of the prevalence of the disease and the majority are likely to have Type 2 Diabetes. Overall Oxfordshire percentages are lower than England and this may be due to lower prevalence.

Cancer

The incidence of cancers has been steadily increasing across all areas in men and women under the age of 75. The latest data (2008-10) shows Oxfordshire has a significantly higher rate of incidence than England in both men and women. The higher rate may in part be explained by better ascertainment i.e. local health services may be better than other areas at diagnosing cancer or the local population may be more aware of the signs and symptoms of cancer and seek medical advice early resulting in a prompt diagnosis.

Figure x shows the incident rates by district compared to England rates 2001 to 2010



Circulatory diseases

The estimated prevalence of stroke and coronary heart disease (CHD) is determined from GP registers. Data from 2012/13 indicates that 1.6% of the population are recorded as having had a stroke or TIA (transient ischaemic attack) and 2.6% as having a diagnosis of CHD. These are both significantly lower than the national average. GP practices within Oxford City have a significantly lower recorded diagnosis of both stroke and CHD compared to the county average, however this is expected in relation to the younger population profile.

c) Mortality

Cancer

Cancer is the biggest cause of mortality in males and females under the age of 75 in England and Oxfordshire. Cancer mortality accounts for approximately 700 deaths per year in Oxfordshire. Both nationally and locally the mortality rate from all cancers is significantly lower in women than men, although the gap is closing as the rate in men has been decreasing at a more rapid rate.

Smoking remains the biggest single cause of cancer. Lung cancer is the most common cause of death from cancer for men, responsible for nearly a quarter (22%) of cancer deaths in males in Oxfordshire. Figures taken from national survey data for 2011/12 for smoking prevalence indicates that approximately 17% of the adult population (18+ years) in Oxfordshire are smokers. This is significantly lower than the national average.

Colorectal cancer accounts for a further 11% of cancer deaths and prostate cancer 8%. In women 17% of cancer deaths are from lung cancer whilst breast cancer accounts for 19% and colorectal cancer 9% (figures are based on numbers for 2010-12, three years combined).

Circulatory diseases

Nationally, heart disease is a leading cause of death for men aged 50 and over, and for women aged 65 to 79 years. Heart disease is usually caused by the build-up of fatty deposits on the walls of the arteries around the heart. Lifestyle choices (such as smoking and diet), and other conditions such as high cholesterol, high blood pressure and diabetes, can also lead to heart disease. Circulatory diseases such as heart disease and stroke also contribute to the main causes of mortality. Trends indicate a decline in mortality rates in people under 75 years. There is some fluctuation at a district level but this will be due in part to the low numbers involved. Although still a leading cause of death, Oxfordshire has a significantly lower level of mortality from circulatory diseases than the national and regional averages for both males and females.

Obesity

The rise in obesity both nationally and locally has caused concern. There is little robust data at a local level – the latest data from the Health Survey for England indicates that obesity could be as high as 29% in people aged 16 years and over in Oxfordshire. However GP-recorded cases of obesity show a much lower proportion (10%) which is likely to be an underestimate as not all people will have had their BMI recorded.

For children there is a more robust source of obesity data as reception year and year 6 children have been measured in schools since 2006/7, which gives us some good trend data. Oxfordshire remains significantly lower than the national average. Children in year 6 have a higher prevalence of obesity than those in reception year.

Once established, obesity is difficult to treat so prevention and early intervention are important. Being obese or overweight can increase the risk of developing a range of serious diseases in later life. There is a strong relationship between deprivation and childhood obesity. Analysis of data from the National Child Measurement Programme (NCMP) for 2012/13 shows that obesity prevalence among children in both reception and year 6 increases with increased socioeconomic deprivation (measured by 2010 IMD score).

Physical activity

Of the adult population (16+ years) in Oxfordshire, 61.2% partake in moderate equivalent physical activity for at least 150 minutes per week. These data are based on survey results conducted by Sport England and weighted to represent the demographic population of each geographic area. Oxfordshire has a significantly higher proportion than the national average.

D: How Pharmaceutical Services Can Meet Population Needs

1. Pharmaceutical services an overview

Pharmacists are health professionals who have, and are recognised to have, a specific expertise in the use of medicines. Pharmacies provide a convenient and less formal environment for people to access readily available professional advice and support to deal with everyday health concerns and problems.

Every year in England, 438 million visits are made to community pharmacy for health related reasons. This is more than any other NHS care setting (*NHS England - Improving Health and Patient Care through Community Pharmacy December 2013*)

Within the PNA, each locality has been considered in terms of specific population needs; however in general, pharmaceutical services across Oxfordshire and England can meet patients' needs through a wide range of services.

Everyone will at some stage require prescriptions to be dispensed irrespective of whether or not they are in one of the groups identified in the Health and Wellbeing strategy or Public Health annual report. This may be for a one-off course of antibiotics or for medication that they will need to take, or an appliance that they will need to use for the rest of their life in order to manage a LTC. This health need can only be met within primary care by the provision of pharmaceutical services by pharmacies, DACs or dispensing doctors, and is applicable to all the public health themes.

Coupled with this is the safe collection and disposal of unwanted or out of date dispensed drugs. Both NHS England and community pharmacies have a duty to ensure that people living at home, in a children's home or in a residential care home can return unwanted or out of date dispensed drugs for their safe disposal.

The contractual framework for pharmacies requires pharmacy contractors to have monitoring arrangements in respect of compliance with the Equality Act 2010 in place (in terms of facilities and patient assessments), thereby pharmacies that do not have wheelchair access have another mechanism of enabling access.

Pharmacies can provide a variety of aids and advice to patients to support them in making it easier to take medications and remember their medications. This should be supported by a formal assessment. Depending on the outcome, a community dosage system (or tablet tray) may be recommended. If it is determined by the pharmacist that a dosage system is the most appropriate option, medicines will be dispensed this way at no cost to the patient. Some pharmacies offer this service to other patients either free or at a small charge if they simply find this method of

dispensing convenient. Other assistance and support may be provided by the provision of memory cards, easy-open tops or packaging or through sampling printing in large or coloured font.

When patients present with prescriptions and they appear to have either a LTC, such as diabetes, or be at risk of CHD (especially those with high blood pressure) from smoking or are overweight, the pharmacy is required to give appropriate advice with the aim of increasing their knowledge and understanding of the health issues which are relevant to that person's circumstances.

All the pharmacies are required, as part of their system of clinical governance, to have appropriate safeguarding procedures for service users. Contractors are responsible for ensuring that staff members who provide pharmaceutical services to children and vulnerable adults are aware of the safeguarding guidance and the local safeguarding arrangements. This includes the reporting of concerns to improve awareness of and their ability to act upon indications that a child or vulnerable adult may be being abused, or at risk of abuse or neglect. Victims of abuse, neglect or violence may approach pharmacies on a high street rather than seek direct help. Frequent purchases of particular medications can also be signs of safeguarding issues.

Distance selling pharmacies are required to deliver all dispensed items and this will clearly be of benefit to people who are unable to access a pharmacy.

a) Accessing the right service

Pharmacies are required to undertake a pharmacy-based audit each year, the topic of which is determined by the NHS England area team. These audit programmes are developing nationally to support patient needs. For 2014/15, one nationally agreed audit is to be undertaken by all pharmacies on the emergency supply of medicines.

The audit will contribute to NHS England's ongoing work on identifying ways in which to reduce pressures on urgent and emergency care services and improve medicines optimisation, both of which are important areas for the organisation. By uncovering the number and underlying reasons for which patients request emergency supplies, the audit should demonstrate how this can be mitigated in the future. For example it may highlight patients whose regular medicines are suitable for repeat dispensing, helping to encourage prescribers to adopt the service. In addition to this, by determining the impact that this pharmacy service is having in keeping patients from attending urgent and emergency care services such as NHS 111, out of hour GP services or Emergency Departments, the audit may provide useful lessons for local commissioners and yet more evidence for pharmacy to use, to demonstrate the positive impact it can and does have in reducing pressures elsewhere in the health service.

b) Health inequalities

Deprivation is a significant issue for some areas of Oxfordshire and is a wider determinant of health outcomes. Whilst none of the recommendations in the wider determination of health section can be addressed directly by the provision of pharmaceutical services, the provision of essential and advanced services is key to ensuring people are able to have their prescriptions dispensed (free to eligible people) and are able to benefit from a range of associated services as part of the NHS, including signposting to relevant social care and financial support services.

c) Mental health and wellbeing

Pharmacies can contribute to the support for emotional health and wellbeing by providing accessible and comprehensive information and advice to patients and carers about what help and support is available to them. They are able to 'signpost' to support networks, other healthcare professionals and the third sector.

d) Addressing unhealthy lifestyles (obesity & excessive alcohol intake)

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 NHS England and should reflect local need and the HWB priorities.

2. Pharmaceutical Services in Oxfordshire

Necessary services, for the purposes of this PNA, are defined as:

- access to essential services provided at all premises on the pharmaceutical list,
- essential services provided by pharmacies and DACs during standard 40 core hours in line with their terms of service as set out in the 2013 regulations, and
- advanced services.

a) Access to essential services

Since 2011 there has been a significant increase (approx.15%) in the number of pharmaceutical service providers in Oxfordshire. There are currently 148 dispensing contractors in Oxfordshire, 116 of which are community pharmacies which are all accessible with many offering extended opening times. These are often late into the evenings and/or at weekends, to suit patients and consumers.

In regards to Oxfordshire residents:

- 73% are within 1.6km (1 mile) of a pharmacy.
- 83.2% are within 5 minutes average driving time of a pharmacy
- Approximately 76% are within 20 minutes of a pharmacy by using public transport (morning or afternoon)
- 56.4% are within a 20 minute walk of a pharmacy

Details are updated and are available on the NHS Choices website <http://www.nhs.uk>

In addition there is/are:

- One distance selling/ internet pharmacy
- One appliance contractor and
- 30 dispensing doctor practices across 32 locations
(*NHS England Thames Valley AT August 2014*)

Map 1 shows the location of all pharmaceutical services within and immediately surrounding the county of Oxfordshire. Different symbols are used to identify each of the categories: Standard pharmacy, 100 hour pharmacy, DSP, DAC and dispensing practices.

Oxfordshire pharmaceutical service premises are labelled by trading name and index number. The keys are appendices B (pharmacies) and C (dispensing practices).

Map 1 fulfils the statutory requirement to provide a map of the premises providing pharmaceutical services as set out in the 2013 Regulations.

Map 2 shows all pharmaceutical services with an aerial 'buffer' of 1.6km (1 mile) area around 40 hour and 100 hour pharmacies.

The public survey as detailed in section (U) provides the following insights into accessing pharmaceutical services:

- 33% use the same pharmacy while 52% use different premises but visit one most often.
- People use a pharmacy because it is close to home (55%), close to the doctor (47%) or has good opening hours (35%)
- People usually get to a pharmacy by walking (45%) or by car (43%)
- Access takes less than 5 minutes (22%) or 5 to 15 minutes (65%)
- 75% rated access as easy with 22% rating it as OK
- Typically during the week, 63% found access convenient during the day (9am to 5pm) rising to 83% before 8pm in the evening. Weekends were less convenient but were still preferred by over a third of all responses.

Map 3 shows the whole of Oxfordshire pharmaceutical services opening hours. Different symbols (shape and colours) indicate when the services are available, including weekends and evenings.

Descriptions of pharmacy opening hours, choice of pharmacy and access to advanced services are considered by locality in Section E.

3. Access to advanced services

a) Medicines Use Review (MUR)

The majority of community pharmacies (90%) in Oxfordshire currently provide the MUR service. Further details are provided by locality.

b) New Medicines Service (NMS)

The NMS service is provided by over 60% of the pharmacies in Oxfordshire, additional information is provided by locality.

c) Appliance Use Review (AUR)

In Oxfordshire, one contractor provides the AUR service, the DAC in Charlbury.

d) Access to enhanced services

From 1 September 2014 Public Health England commissioned the NHS flu service via NHS England for those:

- under 65s at risk,
- pregnant women,
- carers

NHS flu services are commissioned annually. As of 8 October 2014, 72 community pharmacies in Oxfordshire are providing the flu vaccination. Pharmacies in neighbouring areas such as Buckinghamshire and Berkshire are also providing the service. Residents of Oxfordshire can access the flu vaccination service at any of these pharmacies, which totals 240 locations. Eligible patients who do not have any contra-indications to vaccination will be offered vaccination by a pharmacist at NHS expense.

4. Locally Commissioned Services (LCS)

a) Emergency Hormonal Contraception (EHC) & Chlamydia Screening

Emergency contraception helps prevent unwanted pregnancy after unprotected sex. It is available in three main forms, Levonelle® (effective for up to 72 hours after unprotected sex) and ellaOne® or an emergency Intrauterine Device (IUD), both of which can be used up to 120 hours after having unprotected sex.

Community pharmacy is an important provider of sexual health services to young people in Oxfordshire and able to provide Levonelle® free to young women under 21 years of age under a Patient Group Direction (PGD) as well as access to chlamydia testing kits as part of this service.

The service incorporates:

- provision of EHC and related advice
- provision of sexual health information and advice in order to develop increased knowledge, especially in high-need communities
- signposting to sexual health services for contraceptive needs or other appropriate services.
- provision of chlamydia screening as part of the National Chlamydia Screening Programme (NCSP)
- signposting to other services and 'making every contact count' (MECC)

Safer sex messages are crucial in improving the health of sexually active young people and contribute to the multi-agency approach that helps reduce the rate of unwanted conceptions and pregnancies.

As of September 2014, 86 pharmacies were commissioned to provide the sexual health service by Oxfordshire CC.

b) Smoking Cessation

OCC has commissioned a smoking cessation service from pharmacies to support people who are trying to stop smoking.

The service is aimed at reducing premature deaths and ill health from smoking related disease through the provision of stop smoking interventions.

Each pharmacy proactively identifies and records the smoking status of clients.

The pharmacy advises on the risks of smoking and offers smoking cessation support to current smokers. Quit dates are agreed, and quitters have carbon monoxide (CO) checks after their quit date to confirm their smoking status. However, if a patient has complex needs they can be referred to other specialist services.

There are 91 pharmacies across the county commissioned to provide the service by Oxfordshire CC.

c) Supervised Consumption of Opiate Substitute Therapy

Supervised consumption services support clients by ensuring compliance with agreed treatment plans.

The main aim of these services is to provide a comprehensive service to drug users that will reduce drug related harm and potential death.

Medications such as methadone and buprenorphine can be dispensed in specified instalments, where each dose is supervised to ensure the dose is correctly consumed by the service user for whom it was intended. Doses are dispensed for the client to take away to cover days when the pharmacy is closed.

Pharmacies support clients by:

- optimising compliance with treatment
- liaising with other key workers managing the care of the patient.
- providing advice on harm reduction and safer practices to drug misusers.
- signposting customers to the most appropriate support service available

Supervised consumption aims to reduce the risk to local communities of:

- over or under-usage of medicines
- diversion of prescribed medicines onto the illicit drugs market
- pressure on vulnerable individuals to relinquish their medication

- accidental exposure to the prescribed medicines.

There are 96 pharmacies across the county that are commissioned to provide this service by Oxfordshire CC.

d) Needle Exchange Service

Pharmacies provide access to sterile needles, syringes and sharps containers for return of used equipment to promote safe injecting practice and reduce transmission of infections by people who inject illicit drugs as well as adults who inject non-prescribed performance and image-enhancing drugs (PIEDs). They assist injecting drug users to reduce the harms caused by injecting drug use until they are ready and willing to cease injecting.

The service incorporates:

- support and advice, including signposting and referral to other health and social care professionals and specialist drug and alcohol treatment services where appropriate.
- health promotion materials.
- advice on sexual health and STIs, HIV and Hepatitis C transmission and Hepatitis B immunisation when appropriate, including signposting to relevant services.

The service aims to:

- reduce injection-site infections and the number of attendances at accident and emergency departments (and subsequent hospital bed-days) for injection-site infections,
- reduce the harms caused to the wider community by drug-related litter by providing safe disposal facilities and sharps bins,
- reduce inequalities and improve access to people from specific groups such as homeless people and women who inject drugs and speedball users (people who inject an opioid such as heroin in combination with a stimulant such as cocaine)
- increase service user choice through offering flexible opening times and locations

There are 72 pharmacies across the county that are commissioned to provide this service by Oxfordshire CC.

e) Palliative Care

Palliative care drugs are specialist medicines not routinely available in all community pharmacies. The aim of the palliative care drug provision service is to ensure the availability of palliative care drugs across Oxfordshire. The service improves access to palliative care medicines for patients, carers and healthcare professionals when they are required, in order to ensure that there is no delay to treatment, whilst also

providing access and choice. Improved clinical management of end of life care and anticipatory prescribing reduces the need to access palliative care medication out-of-hours.

The ultimate aim of the service is to support independent living. Other aims include improving access to palliative care medicines, reducing unnecessary delay in obtaining them and ensuring that patients receive timely care.

There are nine pharmacies that provide the palliative care service (Oxfordshire CCG data March 2014). Two of these are 100 hours pharmacies, with extended opening hours over weekends. This service is commissioned by Oxfordshire CCG.

5. Pharmacies outside Oxfordshire

Patients have a choice of where they access pharmaceutical services. This may be close to their GP practice, their home, their place of work or where they go for shopping, recreational or other reasons. Consequently not all the prescriptions written for Oxfordshire patients are dispensed within the area.

Of the total number of prescribed items by Oxfordshire clinicians for April 2013 to March 2014, 79% of the items were dispensed within the county and 21% were dispensed outside the county (ePACT data).

Oxfordshire residents access pharmaceutical services from community pharmacies located within other HWB areas. Patients can access essential and advanced services, including the dispensing of prescriptions from any pharmacy in the UK.

Enhanced and/or LCS have specific criteria which usually restricts the services to their GP registered population.

NHS England, Oxfordshire CCG or OCC currently commission enhanced or LCS from pharmacies outside the area for Oxfordshire residents.

E: Oxfordshire localities

The localities used, mirror those of Oxfordshire District Councils and are consistent with the Oxfordshire JSNA and PHE health locality profiles. These localities are not the same as the six Oxfordshire CCG localities, as additional geographical locations are contained within the Oxfordshire HWB area, as previously described. Where a locality has differing health needs from Oxfordshire as a whole they are considered.

The five localities are:

- Cherwell
- Oxford
- South Oxfordshire
- Vale of White Horse
- West Oxfordshire

Maps 3a though to 3e show each locality. These maps identify pharmacies by trading name and index number. Opening hours are shown as a combination of symbol shape (weekday) and colour (weekend). Extended opening hours provided by 100 hour pharmacies are identified as well as the location of nearby pharmacies (outside of Oxfordshire) which contribute to the overall provision of services.

Some locations of services are geographically very close to each other therefore the maps show some overlap of symbols.

1. Principles in assessing gaps in provision

In order to assess the provision of pharmaceutical services against the needs of the population, the HWB considers access (distance, travelling times and opening hours) as the most important factor in determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The HWB considers the access to pharmacy of primary importance during normal working hours and at times when GP surgeries are open. Where there is no pharmacy but there are GP dispensing premises, the HWB considers the latter to mitigate against any potential gap in need for pharmaceutical services.

For the purposes of determining whether residents require better access and towards identifying improvements for pharmaceutical services, the HWB determined that services should be available within five miles and a 20-minute drive, due to the rural nature of many of the areas in Oxfordshire. Using NHS Choices and the AA route planner, settlements with current pharmaceutical services were analysed to assess if they were:

- outside the 1 mile (1.6km) buffer of a pharmacy that provided both normal and out-of-hours services
- serviced by a GP dispensing practice without an alternative pharmacy in the immediate vicinity.

Where GPs opened before 9am and local pharmacies opened at 9am, this was determined to meet the standard of necessary access, as few patients would have to wait more than a reasonably short amount of time. In conjunction with the increased number of extended-hours pharmacies in the county and the custom and practice that pharmacies mirror the opening and closing times of GP surgeries where possible, this was determined appropriate to meet the necessary needs of patients.

Where pharmaceutical services were provided in small settlements by GP dispensing practices alone, during normal working hours (Monday to Friday up to 6:30pm) the nearest pharmacy was located by NHS Choices. If it was found to be more than five miles away and would take 20 minutes or more to drive to (via AA route planner), then this would be considered an area for greater improvement and better access to pharmaceutical services.

When pharmaceutical services were not available in the close proximity of GP surgeries after 6:30pm, when surgeries are providing services through extended hours, the nearest pharmacy that was open was located by NHS Choices (this sometimes identified a pharmacy in another HWB area). Notwithstanding whether it was found to be more than five miles away and would take 20 minutes or more to drive to (via AA route planner), the availability of GP extended hours would be considered an area for greater improvement and better access to pharmaceutical services. This principle was repeated for weekend access, including Sundays.

The minimum standard for access to pharmaceutical services was set at 4 hours, preferably on a Saturday morning, regardless as to whether the GP surgery is open.

The Oxfordshire pharmacy access analysis is shown by locality.

Cherwell Locality

a) Overview

This locality contains the towns of Bicester, Kidlington and Banbury. It has a total registered population of 141,868 (Census 2011) and is service by:

- 24 pharmacies, three of which are 100 hour pharmacies
- 10 GP dispensing practice locations

The Cherwell locality has at least one pharmacy providing essential services from 7am to 11pm Monday to Saturday and 7:30am to 8pm on a Sunday.

Map 3a shows the pharmaceutical services in Cherwell locality including the opening hours and trading names of pharmacies, which are shown in the table below.

Map Index	Trading Name	Opening Hours	Core Hours
1	Frosts Pharmacy Banbury	Mon: 08:30-18:00 Tue: 08:30-18:00 Wed: 08:30-18:00 Thu: 08:30-18:00 Fri: 08:30-18:00 Sat: 09:00-12:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
3	Sainsbury's Pharmacy Bicester 100 hours	Mon: 08:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:00-16:00	Mon: 08:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:00-16:00
20	Lloyds Pharmacy Bicester	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-13:00 Sun:	Mon: 08:30-12:30; 14:30-18:00 Tue: 08:30-12:30; 14:30-18:00 Wed: 08:30-12:30; 14:30-18:00 Thu: 08:30-12:30; 14:30-18:00 Fri: 08:30-12:30; 14:30-18:00 Sat: 09:00-10:30; 12:00-13:00 Sun:
32	Lloyds Pharmacy Kidlington	Mon: 09:00-19:00 Tue: 09:00-19:00 Wed: 09:00-19:00 Thu: 09:00-19:00 Fri: 09:00-19:00 Sat: 09:00-17:30 Sun:	Mon: 09:00-12:30; 15:30-19:00 Tue: 09:00-12:30; 15:30-19:00 Wed: 09:00-12:30; 15:30-19:00 Thu: 09:00-12:30; 15:30-19:00 Fri: 9:00-12:30; 15:30-19:00 Sat: 10:00-15:00 Sun:

Map Index	Trading Name	Opening Hours		Core Hours	
33	Boots the Chemists Banbury	Mon:	08:30-17:30	Mon:	11:00-16:00
		Tue:	08:30-17:30	Tue:	11:00-16:00
		Wed:	08:30-17:30	Wed:	10:30-16:30
		Thu:	08:30-17:30	Thu:	10:30-16:30
		Fri:	08:30-17:30	Fri:	10:30-16:30
		Sat:	08:30-18:00	Sat:	10:30-16:30
		Sun:	10:30-16:30	Sun:	10:30-16:30
34	Cross Pharmacy Banbury	Mon:	08:30-13:00; 14:00-18:00	Mon:	09:00-13:00; 14:00-18:00
		Tue:	08:30-13:00; 14:00-18:00	Tue:	09:00-13:00; 14:00-18:00
		Wed:	08:30-13:00; 14:00-18:00	Wed:	09:00-13:00; 14:00-18:00
		Thu:	08:30-13:00; 14:00-18:00	Thu:	09:00-13:00; 14:00-18:00
		Fri:	08:30-13:00; 14:00-18:00	Fri:	09:00-13:00; 14:00-18:00
		Sat:	09:00-13:00	Sat:	
		Sun:		Sun:	
38	Lloyds Pharmacy Kidlington	Mon:	09:00-18:30	Mon:	11:30-18:30
		Tue:	09:00-18:30	Tue:	11:30-18:30
		Wed:	09:00-18:30	Wed:	11:30-18:30
		Thu:	09:00-18:30	Thu:	11:30-18:30
		Fri:	09:00-18:30	Fri:	11:30-18:30
		Sat:	09:00-17:30	Sat:	10:00-15:00
		Sun:		Sun:	
48	Boots the Chemists Bicester	Mon:	08:45-17:30	Mon:	09:30-13:00; 14:00-17:30
		Tue:	08:45-17:30	Tue:	09:30-13:00; 14:00-17:30
		Wed:	08:45-17:30	Wed:	09:30-13:00; 14:00-17:30
		Thu:	08:45-17:30	Thu:	09:30-13:00; 14:00-17:30
		Fri:	08:45-17:30	Fri:	09:30-13:00; 14:00-17:30
		Sat:	08:45-17:30	Sat:	09:30-13:00; 14:00-15:30
		Sun:	10:00-16:00	Sun:	
49	Bloxham Pharmacy Bloxham	Mon:	08:45-13:00; 14:00-18:15	Mon:	09:00-13:00; 14:00-18:00
		Tue:	08:45-13:00; 14:00-18:15	Tue:	09:00-13:00; 14:00-18:00
		Wed:	08:45-13:00; 14:00-18:15	Wed:	09:00-13:00; 14:00-18:00
		Thu:	08:45-13:00; 14:00-18:15	Thu:	09:00-13:00; 14:00-18:00
		Fri:	08:45-13:00; 14:00-18:15	Fri:	09:00-13:00; 14:00-18:00
		Sat:		Sat:	
		Sun:		Sun:	
50	Cox & Robinson Banbury	Mon:	08:30-19:00	Mon:	09:00-14:00; 15:00-18:00
		Tue:	08:30-19:00	Tue:	09:00-14:00; 15:00-18:00
		Wed:	08:30-19:00	Wed:	09:00-14:00; 15:00-18:00
		Thu:	08:30-19:00	Thu:	09:00-14:00; 15:00-18:00
		Fri:	08:30-19:00	Fri:	09:00-14:00; 15:00-18:00
		Sat:	09:00-13:00	Sat:	
		Sun:		Sun:	
55	Kidlington Pharmacy Kidlington 100 hours	Mon:	07:30-22:30	Mon:	07:30-22:30
		Tue:	07:30-22:30	Tue:	07:30-22:30
		Wed:	07:30-22:30	Wed:	07:30-22:30
		Thu:	07:30-22:30	Thu:	07:30-22:30
		Fri:	07:30-22:30	Fri:	07:30-22:30
		Sat:	07:30-20:00	Sat:	07:30-20:00
		Sun:	07:30-20:00	Sun:	07:30-20:00

Map Index	Trading Name	Opening Hours	Core Hours
60	Sainsburys Pharmacy Banbury	Mon: 08:00-13:30; 14:30-21:00 Tue: 08:00-13:30; 14:30-21:00 Wed: 08:00-13:30; 14:30-21:00 Thu: 08:00-13:30; 14:30-21:00 Fri: 08:00-13:30; 14:30-21:00 Sat: 08:00-13:30; 14:30-20:00 Sun: 10:00-16:00	Mon: 09:00-13:30; 14:30-17:00 Tue: 09:00-13:30; 14:30-17:00 Wed: 09:00-13:30; 14:30-17:00 Thu: 09:00-13:30; 14:30-17:00 Fri: 09:00-13:30; 14:30-18:00 Sat: 09:00-13:00 Sun:
62	Bicester Pharmacy Bicester	Mon: 09:00-13:00; 14:00-18:30 Tue: 09:00-13:00; 14:00-18:30 Wed: 09:00-13:00; 14:00-18:30 Thu: 09:00-13:00; 14:00-18:30 Fri: 09:00-13:00; 14:00-18:30 Sat: Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
63	Jardines Pharmacy Bicester	Mon: 09:00-13:00; 14:00-18:30 Tue: 09:00-13:00; 14:00-18:30 Wed: 09:00-13:00; 14:00-18:30 Thu: 09:00-13:00; 14:00-18:30 Fri: 09:00-13:00; 14:00-18:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
68	Lloyds Pharmacy Bicester	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-17:30 Sun:	Mon: 09:00-12:30; 14:00-17:30 Tue: 09:00-12:30; 14:00-17:30 Wed: 09:00-12:30; 14:00-17:30 Thu: 09:00-12:30; 14:00-17:30 Fri: 09:00-12:30; 14:00-17:30 Sat: 09:00-11:30; 15:00-17:30 Sun:
74	Superdrug Pharmacy Bicester	Mon: 08:00-19:00 Tue: 08:00-19:00 Wed: 08:00-19:00 Thu: 08:00-19:00 Fri: 08:00-19:00 Sat: 08:30-17:30 Sun:	Mon: 09:00-13:00; 15:00-17:30 Tue: 09:00-13:00; 15:00-17:30 Wed: 09:00-13:00; 15:00-17:30 Thu: 09:00-13:00; 15:00-17:30 Fri: 09:00-13:00; 15:00-17:30 Sat: 09:00-13:30; 14:30-17:30 Sun:
76	Superdrug Pharmacy Banbury	Mon: 08:30-17:30 Tue: 08:30-17:30 Wed: 08:30-17:30 Thu: 08:30-17:30 Fri: 08:30-17:30 Sat: 09:00-13:30; 14:00-17:30 Sun:	Mon: 09:00-13:00; 15:00-17:30 Tue: 09:00-13:00; 15:00-17:30 Wed: 09:00-13:00; 15:00-17:30 Thu: 09:00-13:00; 15:00-17:30 Fri: 09:00-13:00; 15:00-17:30 Sat: 09:00-13:30; 14:30-17:30 Sun:
84	Westlake Pharmacy Yarnton	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:

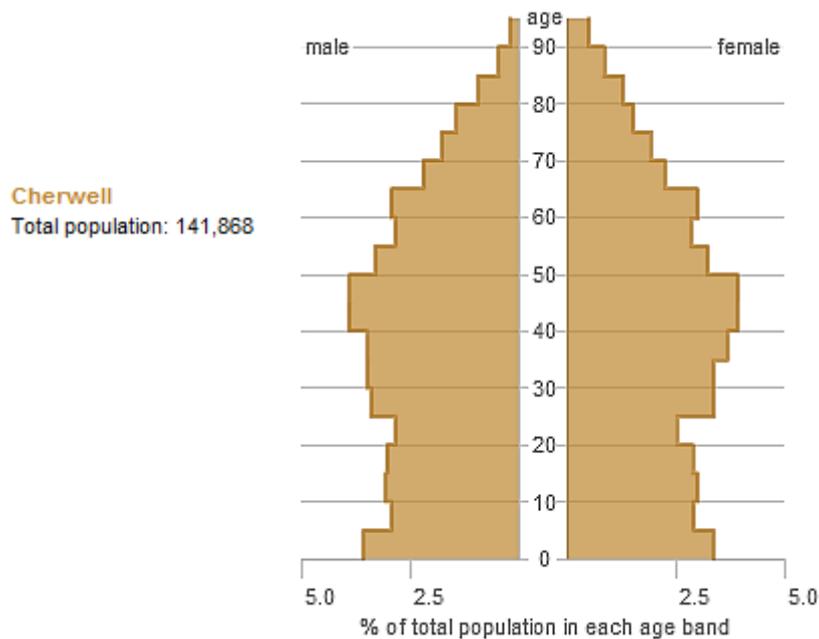
Map Index	Trading Name	Opening Hours	Core Hours
90	Boots UK Ltd Banbury Cross Retail Park	Mon: 09:00-20:00 Tue: 09:00-20:00 Wed: 09:00-20:00 Thu: 09:00-20:00 Fri: 09:00-20:00 Sat: 09:00-18:00 Sun: 10:00-16:00	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
96	Rowlands Pharmacy Banbury	Mon: 09:00-13:00; 13:20-18:00 Tue: 09:00-13:00; 13:20-18:00 Wed: 09:00-13:00; 13:20-18:00 Thu: 09:00-13:00; 13:20-18:00 Fri: 09:00-13:00; 13:20-18:00 Sat: 09:00-17:30 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
100	Knights Pharmacy Grimsbury	Mon: 09:00-13:00; 14:00-18:30 Tue: 09:00-13:00; 14:00-18:30 Wed: 09:00-13:00; 14:00-18:30 Thu: 09:00-13:00; 14:00-18:30 Fri: 09:00-13:00; 14:00-18:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
105	Ahmeys Pharmacy Bicester 100 hours	Mon: 08:00-23:00 Tue: 08:00-23:00 Wed: 08:00-23:00 Thu: 08:00-23:00 Fri: 08:00-23:00 Sat: 08:00-23:00 Sun: 09:00-19:00	Mon: 08:00-23:00 Tue: 08:00-23:00 Wed: 08:00-23:00 Thu: 08:00-23:00 Fri: 08:00-23:00 Sat: 08:00-23:00 Sun: 09:00-19:00
106	CO-OP Pharmacy Bicester	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
109	Sainsburys Pharmacy Kidlington 100 hours	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:00-16:00	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:00-16:00

Some locations of GP dispensing branches are geographically very close to pharmacies; therefore the maps have multiple services in central Bicester and Kidlington which are represented by squares overlapped by circles

b) Population

The population of the locality, particularly in Banbury and Bicester, is increasing at a greater rate than Oxfordshire HWB area as a whole. Although it has a similar age profile to the rest of Oxfordshire, there is some variation in the proportion of people over 65 than the county average 21.6%, Cherwell being 23.2%. In addition the percentage of BME residents is higher, particularly in Banbury. *Figure 5* shows the population estimate for Cherwell locality.

Figure 5: shows 2011 Census population estimates for Cherwell locality



c) Health issues

In addition to the general health needs of Oxfordshire residents, Cherwell locality Health Profile 2014 indicates that obesity in adults is a significant issue.

d) Future Needs

In addition to the general needs of the Oxfordshire population, there are significant housing developments in this locality.

In the next three years with some 4,793 new homes forecast to be built between April 2014 and March 2018, the areas in and around Bicester and Banbury will be the main locations of growth in the locality. Elsewhere, in Cherwell there are an additional 1,316 dwellings planned, of which the largest single area is on the site of the former RAF station at Upper Heyford.

e) Pharmaceutical Services

General access: The residents of Cherwell have 34 locations in which to access pharmaceutical services. There are 24 pharmacies which include five national chains and six independent pharmacies.

The towns, which are density populated and have highest levels of deprivation (Banbury, Bicester, and Kidlington), are all served by pharmacies which open at evenings and weekends. Bicester and Kidlington each have 100 hour pharmacies.

Bloxham is served by both a community pharmacy and a dispensing GP practice. However, small towns such as Deddington, Cropredy, Sibford Gower and Islip are served by a dispensing GP practice.

The closest community pharmacies accessible to residents of these villages are described in *figure 6*.

The population density map (map 4) indicates that another village that may have significant population numbers to consider for the purposes of the PNA is Hook Norton.

Figure 6 shows nearest pharmacy details for villages with GP dispensing service only and Hook Norton (calculation by AA route planner September 2014). The red shaded areas are where either the distance or travel time exceeds the criteria set by the Steering Committee. Two reds would indicate scope for improvements and better access to services is required.

Village	Nearest pharmacy	Distance	Driving time
Deddington	Bloxham (week days only)	4.3 miles	15 minutes
	Banbury	5.9 miles	11 minutes
Cropredy	Banbury	4.6 miles	11 minutes
Sibford Gower	Banbury	7.7miles	16 minutes
Hook Norton	Chipping Norton	6.1 miles	17 minutes

Although residents of Sibford Gower and Hook Norton are more than 5 miles away from access to essential pharmaceutical services, the journey times are less than 20 minutes on average.

Advance services: All of the community pharmacies in the locality provide either the MUR service or both the MUR & NMS service.

Figure 7 shows the pharmacies delivering advanced services in Cherwell locality (NHS England AT August 2014). Green indicating both MUR & NMS whilst orange is MURs only

Pharmacy	Location	
Ahmeys Pharmacy	2a Market Square	Bicester
Bicester Pharmacy	134 Buckingham Crecent	Bicester
Bloxham Pharmacy	High Street	Bloxham
Boots the Chemist Ltd	12-14 Castle Quay	Banbury
Boots the Chemist Ltd	33-35 Sheep Street	Bicester
Boots the Chemist Ltd	Banbury Cross Retail Park	Banbury
Co-operative Pharmacy	Unit 5 Barberry Place	Bicester
Cox & Robinson	6 Oxford Road	Banbury
Cross Pharmacy	10 Horsefair	Banbury
Frosts Pharmacy	Hardwick Shopping Centre	Ferriston
Jardines Pharmacy	2 Nightingale Place	Langford Village
Kidlington Pharmacy	Health Centre	Kidlington
Knights Pharmacy	Unit 2 Burchester Place	Banbury
Lloyds Pharmacy	Coker Close	Bicester
Lloyds Pharmacy	25 Oxford Road	Kidlington
Lloyds Pharmacy	18 The Parade	Kidlington
Lloyds Pharmacy	34 Sheep Street	Bicester
Rowlands Pharmacy	58 Orchard Way	Banbury
Sainsburys Pharmacy	289 Oxford Road	Kidlington
Sainsburys Pharmacy	642 Oxford Road	Banbury
Sainsbury's Pharmacy	Manorsfield Road	Bicester
Superdrug Pharmacy	34-35 Castle Quay	Banbury
Superdrug Pharmacy	39 Sheep Street	Bicester
Westlake Pharmacy	75 Spencer Avenue	Yarnton

f) Necessary services – gaps in provision

In order to assess the provision of pharmaceutical services against the needs of the population, the HWB consider access (distance, travelling times and opening hours) as the most important factor in determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The HWB considers the access to pharmacy of primary importance during normal working hours and at times when GP surgeries are open.

Having regard to the totality of information for this locality, taking account of service provision elsewhere in Oxfordshire and in other areas, the HWB consider that the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

g) Improvements and better access – gaps in provision

In order to assess the provision of pharmaceutical services in respect to providing improvements or better access for the population, the HWB first considered access at times other than during normal working hours. Whilst recognising the importance of provision by those on the dispensing doctor list, the HWB considered the provision of pharmaceutical services by a person on the pharmaceutical list to be paramount in securing a full range of pharmaceutical services.

The HWB accepts that not all settlements could reasonably be regarded as having a gap in pharmaceutical services, given their size and relative proximity to other provision. However, it takes the view that those with GP surgeries can access the full spectrum of essential services within a reasonable distance and driving time. Therefore, the HWB concludes there is no gap in regard to securing improvements in this locality.

h) Future – gaps in provision

The HWB considered the developments identified in order to assess whether there could be a gap in pharmaceutical services either by way of need or as improvement or better access in the future. Given the nature, extent and location of these developments in relation to current pharmaceutical provision and the absence of any identified gap, the HWB concluded that no gap is likely to exist during the lifetime of this PNA.

Oxford Locality

a) Overview

This locality contains Oxford City and the immediate surroundings. It has a total registered population of 151, 906 (Census 2011) and is serviced by:

- 32 Pharmacies
 - Five of which are 100 hour pharmacies
 - One is a distance selling pharmacy

The Oxford locality has at least one pharmacy providing essential services from 7 am to midnight Monday to Saturday, and 9am to 11pm on a Sunday.

Map 3b shows the pharmaceutical services in Oxford locality, including the opening hours and trading names of pharmacies, which are shown in the table below.

Map Index	Trading name	Opening Hours		Core Hours	
4	Rowlands Pharmacy Oxford	Mon:	08:30-19:00	Mon:	08:30-16:30
		Tue:	08:30-19:00	Tue:	08:30-16:30
		Wed:	08:30-19:00	Wed:	08:30-16:30
		Thu:	08:30-19:00	Thu:	08:30-16:30
		Fri:	08:30-19:00	Fri:	08:30-16:30
		Sat:	09:00-13:00	Sat:	
		Sun:		Sun:	
5	Superdrug Pharmacy Cowley	Mon:	08:30-17:30	Mon:	09:00-13:00; 15:00-17:30
		Tue:	08:30-17:30	Tue:	09:00-13:00; 15:00-17:30
		Wed:	08:30-17:30	Wed:	09:00-13:00; 15:00-17:30
		Thu:	08:30-17:30	Thu:	09:00-13:00; 15:00-17:30
		Fri:	08:30-17:30	Fri:	09:00-13:00; 15:00-17:30
		Sat:	09:00-13:30; 14:00-17:30	Sat:	09:00-13:30; 14:30-17:30
		Sun:		Sun:	
7	Boots the Chemists Oxford	Mon:	07:00-22:00	Mon:	10:00-16:30
		Tue:	07:00-20:00	Tue:	10:00-16:30
		Wed:	07:00-22:00	Wed:	10:00-16:30
		Thu:	07:00-21:00	Thu:	10:00-16:30
		Fri:	07:00-22:00	Fri:	10:00-16:30
		Sat:	07:00-22:00	Sat:	09:00-16:30
		Sun:	11:00-17:00	Sun:	
14	Oxford Road Pharmacy Cowley	Mon:	09:00-18:30	Mon:	09:00-13:00; 14:30-18:00
		Tue:	09:00-18:30	Tue:	09:00-13:00; 14:30-18:00
		Wed:	09:00-18:30	Wed:	09:00-13:00; 14:30-18:00
		Thu:	09:00-18:30	Thu:	09:00-13:00; 14:30-18:00
		Fri:	09:00-18:30	Fri:	09:00-13:00; 14:30-18:00
		Sat:	09:00-13:00	Sat:	10:00-12:30
		Sun:		Sun:	

Map Index	Trading name	Opening Hours	Core Hours
15	Woodlands Pharmacy Oxford	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 9:00-13:00; 13:30 -17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
16	Rowlands Pharmacy Oxford	Mon: 08:30-14:20; 14:40-17:30 Tue: 08:30-14:20; 14:40-17:30 Wed: 08:30-14:20; 14:40-17:30 Thu: 08:30-14:20; 14:40-17:30 Fri: 08:30-14:20; 14:40-17:30 Sat: Sun:	Mon: 08:30-14:00; 15:00-17:30 Tue: 08:30-14:00; 15:00-17:30 Wed: 08:30-14:00; 15:00-17:30 Thu: 08:30-14:00; 15:00-17:30 Fri: 08:30-14:00; 15:00-17:30 Sat: Sun:
17	Barton Pharmacy Barton	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
19	Rowlands Pharmacy Headington	Mon: 09:00-13:00; 13:30-18:30 Tue: 09:00-13:00; 13:30-18:30 Wed: 09:00-13:00; 13:30-18:30 Thu: 09:00-13:00; 13:30-18:30 Fri: 09:00-13:00; 13:30-18:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
24	Lloyds Pharmacy Greater Leys	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-13:00 Sun:	Mon: 08:30-14:30; 16:30-18:30 Tue: 08:30-14:30; 16:30-18:30 Wed: 08:30-14:30; 16:30-18:30 Thu: 08:30-14:30; 16:30-18:30 Fri: 08:30-14:30; 16:30-18:30 Sat: Sun:
25	Your Local Boots Pharmacy Headington	Mon: 08:30-13:00; 14:00-18:00 Tue: 08:30-13:00; 14:00-18:00 Wed: 08:30-13:00; 14:00-18:00 Thu: 08:30-13:00; 14:00-18:00 Fri: 08:30-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
26	Ahmeys Midnight Pharmacy Cowley 100 hours	Mon: 08:00-24:00 Tue: 08:00-24:00 Wed: 08:00-24:00 Thu: 08:00-24:00 Fri: 08:00-24:00 Sat: 09:00-24:00 Sun: 09:00-23:00	Mon: 09:00-24:00 Tue: 09:00-24:00 Wed: 09:00-24:00 Thu: 09:00-24:00 Fri: 09:00-24:00 Sat: 09:00-24:00 Sun: 09:00-23:00

Map Index	Trading name	Opening Hours	Core Hours
27	Sainsburys Pharmacy Littlemore	Mon: 08:00-12:00; 13:00-21:00 Tue: 08:00-12:00; 13:00-21:00 Wed:08:00-12:00; 13:00-21:00 Thu: 08:00-12:00; 13:00-21:00 Fri: 08:00-12:00; 13:00-21:00 Sat: 08:00-12:00; 13:00-20:00 Sun: 10:00-16:00	Mon: 09:00-12:00; 13:00-17:00 Tue: 09:00-12:00; 13:00-17:00 Wed: 09:00-12:00; 13:00-17:00 Thu: 09:00-12:00; 13:00-17:00 Fri: 09:00-12:00; 13:00-17:00 Sat: 09:00-12:00 Sun: 11:00-13:00
30	Boswells of Oxford Ltd Oxford	Mon: 09:30-18:00 Tue: 09:30-18:00 Wed: 09:30-18:00 Thu: 09:30-18:00 Fri: 09:30-18:00 Sat: 09:00-14:00; 15:00-18:00 Sun: 11:00-17:00	Mon: 09:30-14:00; 15:00-17:00 Tue: 09:30-14:15; 14:45-17:00 Wed: 09:30-14:15; 14:45-17:00 Thu: 09:30-14:15; 14:45-17:00 Fri: 09:30-14:15; 14:45-17:00 Sat: 09:00-14:30 Sun:
35	Westlake Pharmacy Summertown	Mon: 09:00-14:00; 14:20-18:00 Tue: 09:00-14:00; 14:20-18:00 Wed:09:00-14:00; 14:20-18:00 Thu: 09:00-14:00; 14:20-18:00 Fri: 09:00-14:00; 14:20-18:00 Sat: 09:00-14:00; 14:20-17:30 Sun:	Mon: 09:00-14:00; 15:00-18:00 Tue: 09:00-14:00; 15:00-18:00 Wed: 09:00-14:00; 15:00-18:00 Thu: 09:00-14:00; 15:00-18:00 Fri: 09:00-14:00; 15:00-18:00 Sat: Sun:
43	Woodstock Road Chemist Oxford	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-18:30 Sun: 09:00-18:30	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
45	Marston Pharmacy Marston	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-17:30 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
47	The Roundway Pharmacy Headington	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
51	Northway Pharmacy Oxford	Mon: 08:30-18:00 Tue: 08:30-18:00 Wed: 08:30-18:00 Thu: 08:30-18:00 Fri: 08:30-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-12:30; 13:00-17:30 Tue: 09:00-12:30; 13:00-17:30 Wed: 09:00-12:30; 13:00-17:30 Thu: 09:00-12:30; 13:00-17:30 Fri: 09:00-12:30; 13:00-17:30 Sat: Sun:

Map Index	Trading name	Opening Hours	Core Hours
61	The Leys Pharmacy Rosehill	Mon: 09:00-18:30 Tue: 09:00-18:30 Wed: 09:00-18:30 Thu: 09:00-18:30 Fri: 09:00-18:30 Sat: 09:00-14:00 Sun:	Mon: 09:30-17:30 Tue: 09:30-17:30 Wed: 09:30-17:30 Thu: 09:30-17:30 Fri: 09:30-17:30 Sat: Sun:
67	Rowlands Pharmacy Oxford	Mon: 09:00-13:00; 13:20-19:00 Tue: 09:00-13:00; 13:20-19:00 Wed:09:00-13:00; 13:20-19:00 Thu: 09:00-13:00; 13:20-19:00 Fri: 09:00-13:00; 13:20-19:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
72	The Leys Pharmacy Cowley 100 hours	Mon: 07:00-22:00 Tue: 07:00-22:00 Wed: 07:00-22:00 Thu: 07:00-22:00 Fri: 07:00-13:00; 14:00-22:00 Sat: 07:00-22:00 Sun: 09:00-20:00	Mon: 07:00-22:00 Tue: 07:00-22:00 Wed: 07:00-22:00 Thu: 07:00-22:00 Fri: 07:00-13:00; 14:00-22:00 Sat: 07:00-22:00 Sun: 09:00-20:00
73	Rowlands Pharmacy Wood Farm Estate	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed:09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00; 14:00-17:30 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
75	Rowlands Pharmacy Oxford	Mon: 08:45-13:00; 14:00-18:00 Tue: 08:45-13:00; 14:00-18:00 Wed:08:45-13:00; 14:00-18:00 Thu: 08:45-13:00; 14:00-18:00 Fri: 08:45-13:00; 14:00-18:00 Sat: 08:45-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
81	Boots the Chemists Oxford	Mon: 09:00-13:30; 14:30-18:00 Tue: 09:00-13:30; 14:30-18:00 Wed:09:00-13:30; 14:30-18:00 Thu: 09:00-13:30; 14:30-18:00 Fri: 09:00-13:30; 14:30-18:00 Sat: 09:00-13:30; 14:30-18:00 Sun: 10:00-16:00	Mon: 09:00-13:30; 14:30-17:00 Tue: 09:00-13:30; 14:30-17:00 Wed: 09:00-13:30; 14:30-17:00 Thu: 09:00-13:30; 14:30-17:00 Fri: 09:00-13:30; 14:30-17:00 Sat: 09:00-13:30; 14:30-15:00 Sun:
87	Cowley Pharmacy Cowley 100 hours	Mon: 07:00-21:00 Tue: 07:00-21:00 Wed: 07:00-21:30 Thu: 07:00-21:30 Fri: 07:00-21:30 Sat: 07:00-21:30 Sun: 07:00-21:00	Mon: 07:00-21:00 Tue: 07:00-21:00 Wed: 07:00-21:30 Thu: 07:00-21:30 Fri: 07:00-21:30 Sat: 07:00-21:30 Sun: 07:00-21:00

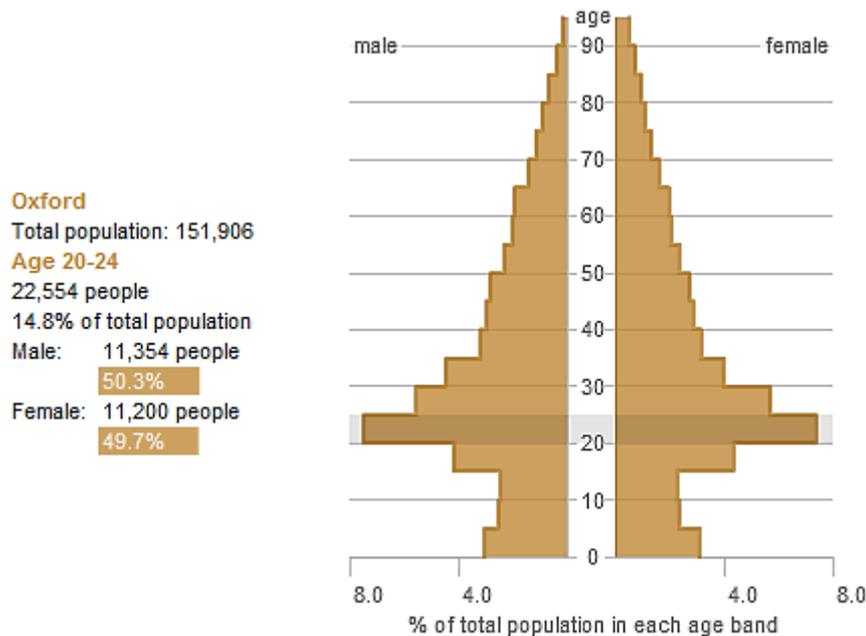
Map Index	Trading name	Opening Hours	Core Hours
88	Boots The Chemists Oxford Retail Park 100 hours	Mon: 08:00-24:00 Tue: 08:00-24:00 Wed: 08:00-24:00 Thu: 08:00-24:00 Fri: 08:00-24:00 Sat: 08:00-22:00 Sun: 10:30-16:30	Mon: 08:00-24:00 Tue: 08:00-24:00 Wed: 08:00-24:00 Thu: 08:00-24:00 Fri: 08:00-24:00 Sat: 08:00-22:00 Sun: 10:30-16:30
92	Boots the Chemists Oxford	Mon: 08:30-13:00; 14:00-18:00 Tue: 08:30-13:00; 14:00-18:00 Wed:08:30-13:00; 14:00-18:00 Thu: 08:30-13:00; 14:00-18:00 Fri: 08:30-13:00; 14:00-18:00 Sat: 08:30-13:00; 14:00-18:00 Sun: 10:00-16:00	Mon: 09:00-13:00; 14:00-16:30 Tue: 09:00-13:00; 14:00-16:30 Wed: 09:00-13:00; 14:00-16:30 Thu: 09:00-13:00; 14:00-16:30 Fri: 09:00-13:00; 14:00-16:30 Sat: 09:00-13:00; 14:00-17:30 Sun:
94	Lloyds Pharmacy Oxford	Mon: 08:45-18:15 Tue: 08:45-18:15 Wed: 08:45-18:15 Thu: 08:45-18:15 Fri: 08:45-18:15 Sat: 09:00-13:00 Sun:	Mon: 08:45-12:45; 14:00-18:00 Tue: 08:45-12:45; 14:00-18:00 Wed: 08:45-12:45; 14:00-18:00 Thu: 08:45-12:45; 14:00-18:00 Fri: 08:45-12:45; 14:00-18:00 Sat: Sun:
95	Lloyds Pharmacy	Mon: 08:30-18:00 Tue: 08:30-18:00 Wed: 08:30-18:00 Thu: 08:30-18:00 Fri: 08:30-18:00 Sat: 09:00-14:00 Sun:	Mon: 08:30-13:00; 14:30-17:30 Tue: 08:30-13:00; 14:30-17:30 Wed: 08:30-13:00; 14:30-17:30 Thu: 08:30-13:00; 14:30-17:30 Fri: 08:30-13:00; 14:30-17:30 Sat: 10:30-13:00 Sun:
98	Bliep Chemist Oxford	Mon: 09:00-13:30; 14:00-17:30 Tue: 09:00-13:30; 14:00-17:30 Wed:09:00-13:30; 14:00-17:30 Thu: 09:00-13:30; 14:00-17:30 Fri: 09:00-13:30; 14:00-17:30 Sat: Sun:	Mon: 09:00-13:30; 14:00-17:30 Tue: 09:00-13:30; 14:00-17:30 Wed: 09:00-13:30; 14:00-17:30 Thu: 09:00-13:30; 14:00-17:30 Fri: 09:00-13:30; 14:00-17:30 Sat: Sun:
102	Rowlands Pharmacy Oxford Distance Selling Premises - Internet or mail order based	Mon: 08:30-16:30 Tue: 08:30-16:30 Wed: 08:30-16:30 Thu: 08:30-16:30 Fri: 08:30-16:30 Sat: Sun:	Mon: 08:30-16:30 Tue: 08:30-16:30 Wed: 08:30-16:30 Thu: 08:30-16:30 Fri: 08:30-16:30 Sat: Sun:
103	The Leys Pharmacy Greater Leys 100 hours	Mon: 07:00-22:00 Tue: 07:00-22:00 Wed: 07:00-22:00 Thu: 07:00-22:00 Fri: 07:00-13:00; 14:00-22:00 Sat: 07:00-22:00 Sun: 09:00-20:00	Mon: 07:00-22:00 Tue: 07:00-22:00 Wed: 07:00-22:00 Thu: 07:00-22:00 Fri: 07:00-13:00; 14:00-22:00 Sat: 07:00-22:00 Sun: 09:00-20:00

Map Index	Trading name	Opening Hours		Core Hours
114	Boots the Chemists Headington	Mon:	09:00-17:30	Mon: 09:00-13:30; 14:30-17:30
		Tue:	09:00-17:30	Tue: 09:00-13:30; 14:30-17:30
		Wed:	09:00-17:30	Wed: 09:00-13:30; 14:30-17:30
		Thu:	09:00-17:30	Thu: 09:00-13:30; 14:30-17:30
		Fri:	09:00-17:30	Fri: 09:00-13:30; 14:30-17:30
		Sat:	09:00-17:30	Sat: 09:00-11:30
		Sun:		Sun:

b) Population

Oxford is densely populated, particularly in the south of the locality and around the main highways. The population profile of Oxford is very different from the other localities in the Oxfordshire HWB area, having a high proportion of its residents in their early twenties (14.8%) see *figure 8*. This is partly due to the two University populations. As a whole, the locality is more deprived than the rest of the county, has higher rates of BME residents and is experiencing higher growth rates in population.

Figure 8: shows 2011 Census population estimates for Oxford locality



c) Health Issues

In addition to the general health needs of Oxfordshire, residents of Oxford locality also have significant issues with following (*PHE District health profile 2014*)

- Self-harm
- Drug misuse
- Incidence of TB
- Sexually transmitted infections

d) Future Needs

In addition to the general needs of the wider Oxfordshire population, there are significant housing developments in this locality.

In the next three years some 1,734 new homes are forecast to be built between April 2014 and March 2018, in and around Oxford. The main areas for development being land west of Barton North and north of Littlemore Mental Health centre.

e) Pharmaceutical Services

General access: The residents of Oxford have 31 locations in which to access pharmaceutical services by means of a community pharmacy. There are five 100 hour pharmacies and all but four of the others offer extended hours, either during the week or at weekends. Five national chains, one local chain and 12 independent pharmacies are represented in the locality.

There is one residential area in the locality, which has less choice and access to pharmaceutical services at a weekend (Barton) as the pharmacy located there does not open weekends. Residents of Barton are in easy reach of a number of pharmacies in Headington, which is within the 1mile (1.6km) buffer. Barton is also serviced by a good bus route.

Advanced services: Out of the 31 community pharmacies in the locality, 29 provide either the MUR service or both the MUR & NMS service and are shown in *figure 9*.

Figure 9 shows the pharmacies delivering advanced services in Oxford locality (NHS England AT August 2014). Green indicating both MUR & NMS whilst orange is MURs only

Pharmacy	Location	
Ahmeys Midnight Pharmacy	150 Oxford Road	Cow ley
Barton Pharmacy	6 Underhill Circus	Barton
Bleep Chemist	190 Abingdon Road	Oxford
Boots Pharmacy	Bury Know le Health Centre	Headington
Boots the Chemist Ltd	6-8 Cornmarket Street	Oxford
Boots the Chemist Ltd	221 Banbury Road	Summertow n
Boots the Chemist Ltd	96 London Road	Headington
Boots the Chemist Ltd	151A Cow ley Road	Cow ley
Boots the Chemist Ltd	Oxford Retail Park	Cow ley
Bosw ells of Oxford Ltd	1-4 Broad Street	Oxford
Frosts Pharmacy	11 Old Marston Road	Oxford
Lloyds Pharmacy	The Leys Health Centre	Greater Leys
Lloyds Pharmacy	119 Walton Street	Oxford
Lloyds Pharmacy	100 Blackbird Leys Road	Oxford
Lloyds Pharmacy	158 Oxford Road	Cow ley
Northw ay Pharmacy	2 Cherw ell Drive	Oxford
Roundw ay Pharmacy	3 The Roundw ay	Headington
Row lands Pharmacy	13 Atkins Road	Wood Farm
Row lands Pharmacy	227 Banbury Road	Summertow n
Row lands Pharmacy	17 Ivy Close	Cow ley
Row lands Pharmacy	57 Osler Road	Headington
Row lands Pharmacy	194 Banbury Road	Summertow n
Row lands Pharmacy	East Oxford Health Centre	2 Manzil Way
Sainsburys Pharmacy	Heyford Hill	Littlemore
Superdrug Pharmacy	Cow ley Centre	Cow ley
The Leys Pharmacy	Inspar	Greater Leys
The Leys Pharmacy	220 Cow ley Road	Cow ley
The Leys Pharmacy	6a Courtland Road	Rose Hill
Woodstock Road Chemist	59 Woodstock Road	Oxford

f) Necessary services – gaps in provision

In order to assess the provision of pharmaceutical services against the needs of the population, the HWB considers access (distance, travelling times and opening hours) as the most important factor in determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The HWB considers the access to pharmacy of primary importance during normal working hours and at times when GP surgeries are open.

Having regard to the totality of information for this locality, taking account of service provision elsewhere in Oxfordshire, the HWB considers the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

g) Improvements and better access – gaps in provision

In order to assess the provision of pharmaceutical services in respect to providing improvement or better access for the population, the HWB considered access at times other than during normal working hours and the high demand for health services. There is pharmaceutical provision by those on the pharmaceutical list during the evening and at weekends, including five 100-hour pharmacies. The HWB considers there to be no gap that would require an improvement or better access in this locality.

h) Future – gaps in provision

The HWB considered the developments identified in order to assess whether there could be a gap in pharmaceutical services either by way of need or as improvement or better access in the future. Given the nature, extent and location of these developments in relation to current pharmaceutical provision and the absence of any identified gap, the HWB concluded that no gap is likely to exist during the lifetime of this PNA.

South Oxfordshire locality

a) Overview

This locality contains the towns of Didcot, Wallingford and Thame. It has a total registered population of 134,257 (Census 2011) and is serviced by:

- 23 pharmacies, one of which is a 100 hour pharmacy
- 6 GP dispensing practices over 7 locations

The South Oxfordshire locality has at least one pharmacy providing essential services from:

7am to 10pm on Mondays and Saturdays
 7am to 11pm Tuesday to Friday and
 10am to 4pm on a Sunday

Map 3c shows the pharmaceutical services in South Oxfordshire locality including the opening hours and trading names of pharmacies, which is shown in the table below.

Map Index	Trading Name	Opening Hours	Core Hours
6	Tesco Pharmacy Henley	Mon: 09:00-19:00 Tue: 09:00-19:00 Wed: 09:00-19:00 Thu: 09:00-19:00 Fri: 09:00-19:00 Sat: 08:00-19:00 Sun: 10:00-16:00	Mon: 09:00-12:00; 13:00-18:00 Tue: 09:00-12:00; 13:00-18:00 Wed: 09:00-12:00; 13:00-18:00 Thu: 09:00-12:00; 13:00-18:00 Fri: 09:00-12:00; 13:00-18:00 Sat: Sun:
12	Lloyds Pharmacy Goring-on-Thames	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:00 Sun:	Mon: 09:00-13:00; 14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:00 Sat: 09:00-13:00 Sun:
31	H Carson Ltd Sonning Common	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00; 14:00-17:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:

Map Index	Trading Name	Opening Hours	Core Hours
36	Boots the Chemists Henley	Mon: 08:30-14:00; 15:00-18:00 Tue: 08:30-14:00; 15:00-18:00 Wed:08:30-14:00; 15:00-18:00 Thu: 08:30-14:00; 15:00-18:00 Fri: 08:30-14:00; 15:00-18:00 Sat: 08:30-14:00; 15:00-18:00 Sun: 10:30-16:30	Mon: 09:30-14:00; 15:00-17:15 Tue: 09:30-14:00; 15:00-17:15 Wed: 09:30-14:00; 15:00-17:15 Thu: 09:30-14:00; 15:00-17:15 Fri: 09:30-14:00; 15:00-17:00 Sat: 09:30-14:00; 15:00-17:00 Sun:
40	Rowlands Pharmacy Cholsey	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed:09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00; 14:00-17:30 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-13:00; 14:00-17:30 Sun:
41	Berinsfield Pharmacy Berinsfield	Mon: 08:45-18:30 Tue: 08:45-18:30 Wed: 08:45-18:30 Thu: 08:45-18:30 Fri: 08:45-18:30 Sat: Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
42	Lloyds Pharmacy Didcot	Mon: 08:00-18:00 Tue: 08:00-18:00 Wed: 08:00-18:00 Thu: 08:00-18:00 Fri: 08:00-18:00 Sat: 09:00-17:00 Sun:	Mon: 09:00-12:30; 14:00-17:30 Tue: 09:00-12:30; 14:00-17:30 Wed: 09:00-12:30; 14:00-17:30 Thu: 09:00-12:30; 14:00-17:30 Fri: 09:00-12:30; 14:00-17:30 Sat: 09:00-14:00 Sun:
52	Watlington Pharmacy Watlington	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed:09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
58	Sainsbury's Pharmacy Didcot 100 hours	Mon: 07:00-22:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:00-16:00	Mon: 07:00-22:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:00-16:00
64	Lloyds Pharmacy Wallingford	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 10:00-12:30 Sun:

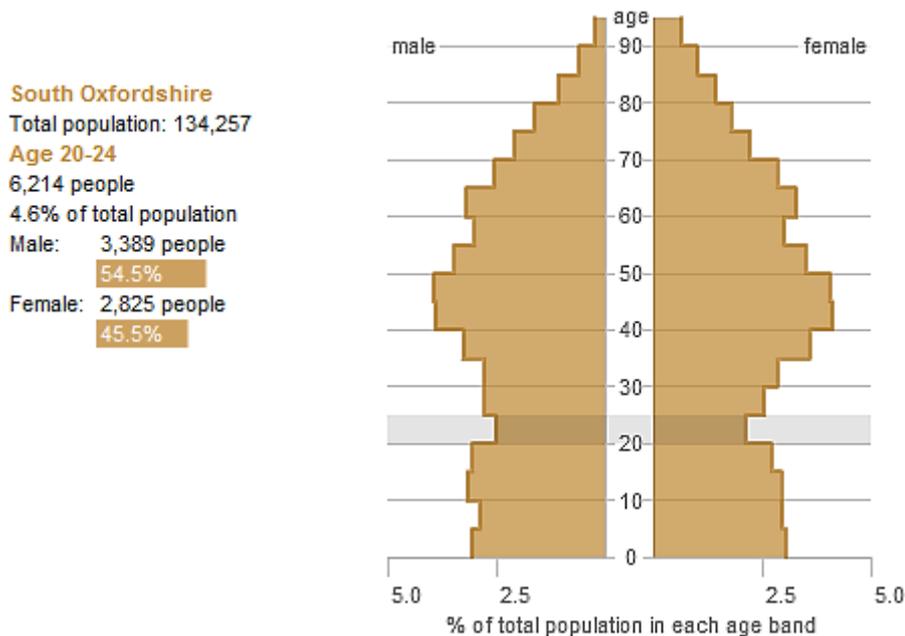
Map Index	Trading Name	Opening Hours	Core Hours
66	Your Local Boots Henley	Mon: 08:30-13:30; 14:00-18:30 Tue: 08:30-13:30; 14:00-18:30 Wed:08:30-13:30; 14:00-18:30 Thu: 08:30-13:30; 14:00-18:30 Fri: 08:30-13:30; 14:00-18:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
78	The Co-operative Pharmacy Wheatley	Mon: 08:45-18:30 Tue: 08:45-18:30 Wed: 08:45-18:30 Thu: 08:45-18:30 Fri: 08:45-18:30 Sat: 08:45-13:00 Sun:	Mon: 09:00-13:00; 14:30-18:30 Tue: 09:00-13:00; 14:30-18:30 Wed: 09:00-13:00; 14:30-18:30 Thu: 09:00-13:00; 14:30-18:30 Fri: 09:00-13:00; 14:30-18:30 Sat: Sun:
80	Henley Pharmacy Henley	Mon: 08:45-17:30 Tue: 08:45-17:30 Wed: 08:45-17:30 Thu: 08:45-17:30 Fri: 08:45-17:30 Sat: 08:45-17:30 Sun:	Mon: 09:00-13:00; 14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 09:00-13:00; 14:00-17:00 Thu: 09:00-13:00; 14:00-17:00 Fri: 09:00-13:00; 14:00-17:00 Sat: 09:00-14:00 Sun:
82	Tesco Pharmacy Didcot	Mon: 08:30-21:00 Tue: 08:30-21:00 Wed: 08:30-21:00 Thu: 08:30-21:00 Fri: 08:30-21:00 Sat: 08:00-19:00 Sun: 10:00-16:00	Mon: 09:00-13:00; 14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 09:00-13:00; 14:00-17:00 Thu: 09:00-13:00; 14:00-17:00 Fri: 09:00-13:00; 14:00-17:00 Sat: 09:00-14:00 Sun:
85	Your Local Boots Didcot	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed:09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
86	Lloyds Pharmacy Wallingford	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-17:30 Sun:	Mon: 09:00-12:30; 14:30-18:00 Tue: 09:00-12:30; 14:30-18:00 Wed: 09:00-12:30; 14:30-18:00 Thu: 09:00-12:30; 14:30-18:00 Fri: 09:00-12:30; 14:30-18:00 Sat: 09:00-11:30; 15:00-17:30 Sun:
91	Boots the Chemists Wallingford	Mon: 09:00-13:30; 14:30-17:30 Tue: 09:00-13:30; 14:30-17:30 Wed:09:00-13:30; 14:30-17:30 Thu: 09:00-13:30; 14:30-17:30 Fri: 09:00-13:30; 14:30-17:30 Sat: 09:00-13:30; 14:30-17:30 Sun:	Mon: 09:30-13:30; 14:30-17:30 Tue: 09:30-13:30; 14:30-17:30 Wed: 09:30-13:30; 14:30-17:30 Thu: 09:30-13:30; 14:30-17:30 Fri: 09:30-13:30; 14:30-17:30 Sat: 09:30-13:30; 14:30-15:30 Sun:

Map Index	Trading Name	Opening Hours	Core Hours
108	Chalgrove Pharmacy Chalgrove	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed:09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:15-17:30 Tue: 09:00-13:00; 14:15-17:30 Wed: 09:00-13:00; 14:30-17:30 Thu: 09:00-13:00; 14:15-17:30 Fri: 09:00-13:00; 14:15-17:30 Sat: 09:00-13:00 Sun:
111	Lloyds Pharmacy Didcot	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-12:00 Sun:	Mon: 08:30-14:00; 16:30-18:30 Tue: 08:30-14:00; 16:30-18:30 Wed: 08:30-14:00; 16:30-18:30 Thu: 08:30-14:00; 16:30-18:30 Fri: 08:30-14:00; 16:30-18:30 Sat: 09:30-12:00 Sun:
112	Boots the Chemists Didcot	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed:09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-13:00; 14:00-17:30 Sun:	Mon: 09:30-13:00; 14:00-17:30 Tue: 09:30-13:00; 14:00-17:30 Wed: 09:30-13:00; 14:00-17:30 Thu: 09:30-13:00; 14:00-17:30 Fri: 09:30-13:00; 14:00-17:30 Sat: 09:30-13:00; 14:00-15:30 Sun:
115	Boots the Chemist Thame	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 08:30-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 09:00-13:00; 14:00-17:00 Thu: 09:00-13:00; 14:00-17:00 Fri: 09:00-13:00; 14:00-17:00 Sat: 09:00-13:00 Sun:
116	Boots the Chemist Thame	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:30 Sun: 10:00-16:00	Mon: 09:30-13:30; 14:30-17:00 Tue: 09:30-13:30; 14:30-17:00 Wed: 09:30-13:30; 14:30-17:00 Thu: 09:30-13:30; 14:30-17:30 Fri: 09:30-13:30; 14:30-17:30 Sat: 09:30-13:30; 14:30-17:00 Sun:
117	Lloyds Pharmacy Chinnor	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	N/A

b) Population

The population profile of the locality on the whole is similar to that of Oxfordshire HWB area, however there is some variation in the proportion of people in their early twenties, being lower than the county average. *Figure 10* shows the population estimates for South Oxfordshire locality.

Figure 10 2011 Census population estimates South Oxfordshire locality



c) Health Issues

At the time of developing the PNA no additional needs specific to this locality have been identified.

d) Future Needs

At the time of developing the PNA no additional needs specific to this locality have been identified. However there are small housing developments in this locality particular in the greater Didcot area.

e) Pharmaceutical Services

Current provision – necessary and other relevant services

General access: The residents of South Oxfordshire have 30 locations in which to access pharmaceutical services. There are 23 pharmacies which includes six national chains and five independent pharmacies.

The towns, which are densely populated and have highest levels of deprivation (Didcot, Thame and Wallingford), are all served by pharmacies with extended

opening times including evenings and weekends. Residents of Henley also have access to extended hour pharmacies. Didcot has one 100 hundred hour pharmacy.

Smaller towns such as Wheatley, Goring and Sonning Common are served by both community pharmacies and dispensing GP practices.

With the exception of the village of Nettlebed, where dispensing GPs are located, in South Oxfordshire there is also the choice of at least one community pharmacy in the immediate vicinity. The closest pharmacies for residents of Nettlebed are in Henley which is just over 5 miles (12km) and approx. 11 minutes drive (calculations by AA route planner) away.

Across the locality, where there are current pharmaceutical services, evening access is not provided in Chinnor. The GP practice in Chinnor opens for an evening surgery 18:30 to 19:50 each Wednesday. The closest pharmacy for patients in Chinnor on a week day evening after 19:00 is in High Wycombe, which is approximately 12.5miles (20km) away, taking approximately 24 minutes to drive to (calculations by AA route planner). GP surgeries which offer extended opening hours, such as that in Chinnor, are able to review this additional service on a quarterly basis and although it may not be long term, it would be expected that local pharmacies would consider these GP services when reviewing their own opening hours.

Across the locality where there are current pharmaceutical services, weekend access is not provided for in Berinsfield. The GP practice in Berinsfield opens for a Saturday morning surgery 8:00am to 10:30am. The closest pharmacy for patients in Berinsfield on a Saturday is in Blackbird Leys, which is over 6 miles (10.6km) away, taking approximately 18 minutes to drive to (calculations by AA route planner).

The population density map (map 4) does not indicate that there any other villages that have significant population numbers to consider for the purposes of the PNA.

Advanced services

Out of the 23 community pharmacies in the locality, 21 provide either the MUR service or both the MUR & NMS service.

Figure 11 shows the pharmacies delivering advanced services in South Oxfordshire (NHS England AT August 2014). Green indicating both MUR & NMS whilst orange is MURs only

Pharmacy	Location	
Berinsfield Pharmacy	The Health Centre	Berinsfield
Boots	4-5 High Street	Thame
Boots Pharmacy	5 Lostock Place	Didcot
Boots Pharmacy	2 West Lane	Henley-on-Thames
Boots the Chemist Ltd	7-8 Market Place	Wallingford
Boots the Chemist Ltd	130b The Broadway	Didcot
Boots the Chemist Ltd	5/7 Bell Street	Henley-on-Thames
Boots UK Ltd	The Health Centre	Thame
Co-operative Pharmacy	39 High Street	Wheatley
H Carson Ltd	19B Wood Lane	Sonning Common
Henley Pharmacy	25 Bell Street	Henley-on-Thames
Lloyds Pharmacy	28 Church Road	Chinnor
Lloyds Pharmacy	23 High Street	Benson
Lloyds Pharmacy	Didcot Health Centre	Didcot
Lloyds Pharmacy	20-21 Market Place	Wallingford
Lloyds Pharmacy	Woodlands Road	Didcot
Lloyds Pharmacy	High Street	Goring-on-Thames
Rowlands Pharmacy	1 The Pound	Cholsey
Sainsburys Pharmacy	Central Drive	Didcot
Tesco Pharmacy	Wallingford Road	Didcot
Tesco Pharmacy	359 Reading Road	Henley-on-Thames

f) Necessary services – gaps in provision

In order to assess the provision of pharmaceutical services against the needs of the population, the HWB considers access (distance, travelling times and opening hours) as the most important factor in determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The HWB considers the access to pharmacy of primary importance during normal working hours and at times when GP surgeries are open.

Having regard to the totality of information for this locality, taking account of service provision elsewhere in Oxfordshire and in other areas, the HWB considers the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services

g) Improvements and better access – gaps in provision

In order to assess the provision of pharmaceutical services in respect to providing improvements or better access for the population, the HWB first considered access at times other than during normal working hours. Whilst recognising the importance of provision by those on the dispensing doctor list, the HWB considered the provision

of pharmaceutical services by a person on the pharmaceutical list to be paramount in securing a full range of pharmaceutical services.

The HWB accepts that not all settlements could reasonably be regarded as having a gap in pharmaceutical services, given their size and relative proximity to other provision. However, it takes the view that those with GP surgeries providing extended hours at evenings and weekends require access to the full spectrum of essential services within a reasonable distance and driving time.

Whilst the HWB concludes there is no further requirement for additional pharmacy premises, there is a gap in the times that pharmaceutical services are provided in respect of:

- Chinnor on a Wednesday evening (18:30 until 20:00), and
- Berinsfield for four hours on a Saturday morning.

For the pharmacies in these settlements to provide pharmaceutical services at these times would give better access for the population reliant on those services.

Based on the information available at the time of developing this PNA, gaps have been identified in pharmaceutical services at times and locations identified that if provided would secure improvements, or better access, to pharmaceutical services in respect of:

Chinnor on a Wednesday evening (18:30 until 20:00)

Berinsfield for four hours on a Saturday morning

h) Future – gaps in provision

The HWB considered the developments identified in order to assess whether there could be a gap in pharmaceutical services either by way of need or as improvement or better access in the future. Given the nature, extent and location of these developments in relation to current pharmaceutical provision and the absence of any identified gap, the HWB concluded that no gap is likely to exist during the lifetime of this PNA.

Vale of White Horse locality

a) Overview

This locality contains the towns of Abingdon, Faringdon and Wantage. It has a total registered population of 120,988 (Census 2011) and is serviced by:

- 18 pharmacies, two of which are 100 hour pharmacies
- 4 GP dispensing practices

The Vale of White Horse locality has at least one pharmacy providing essential services from 7am to 11pm Monday to Saturday, and 9am to 10pm on a Sunday.

Map 3d shows the pharmaceutical services in Vale of White Horse locality including the opening hours and trading names of pharmacies, which are shown in the table below:

Map Index	Trading Name	Opening Hours	Core Hours
8	Smiths Chemist Kennington	Mon: 09:00-13:00; 14:00-18:30 Tue: 09:00-13:00; 14:00-18:30 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:30 Fri: 09:00-13:00; 14:00-18:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:
9	Consult Pharmacy Abingdon 100 hours	Mon: 08:00-22:30 Tue: 08:00-22:30 Wed: 08:00-22:30 Thu: 08:00-22:30 Fri: 08:00-22:30 Sat: 08:00-22:30 Sun: 09:00-22:00	Mon: 08:00-22:30 Tue: 08:00-22:30 Wed: 08:00-22:30 Thu: 08:00-22:30 Fri: 08:00-22:30 Sat: 08:00-22:30 Sun: 09:00-22:00
21	Bretts Pharmacy Grove	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-16:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
37	Boots the Chemists Wantage	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:30 Sun: 10:00-16:00	Mon: 09:30-12:30; 13:30-17:30 Tue: 09:30-12:30; 13:30-17:30 Wed: 09:30-12:30; 13:30-17:30 Thu: 09:30-12:30; 13:30-17:30 Fri: 09:30-12:30; 13:30-17:30 Sat: 09:30-12:30; 13:30-15:30 Sun:

Map Index	Trading Name	Opening Hours	Core Hours
44	Tesco Pharmacy Abingdon	Mon: 08:00-20:00 Tue: 08:00-20:00 Wed: 08:00-20:00 Thu: 08:00-20:00 Fri: 08:00-20:00 Sat: 08:00-20:00 Sun: 10:00-16:00	Mon: 09:00-13:00; 14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 09:00-13:00; 14:00-17:00 Thu: 09:00-13:00; 14:00-17:00 Fri: 09:00-13:00; 14:00-17:00 Sat: 09:00-13:00; 14:00-15:00 Sun:
53	Lloyds Pharmacy Abingdon	Mon: 09:00-18:30 Tue: 09:00-18:30 Wed: 09:00-18:30 Thu: 09:00-18:30 Fri: 09:00-18:30 Sat: 09:00-17:30 Sun:	Mon: 09:00-13:00; 15:30-18:30 Tue: 09:00-13:00; 15:30-18:30 Wed: 09:00-13:00; 15:30-18:30 Thu: 09:00-13:00; 15:30-18:30 Fri: 09:00-13:00; 15:30-18:30 Sat: 09:00-14:00 Sun:
56	Reynolds Way Pharmacy Abingdon	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
59	Wootton Pharmacy Wootton	Mon: 09:00-13:00; 14:00-18:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-18:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-18:30 Sat: 09:00-13:00 Sun:
65	Smiths Chemist Abingdon	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: 09:00-13:00; 13:30-17:30 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
69	Lloyds Pharmacy Wantage	Mon: 08:30-19:00 Tue: 08:30-19:00 Wed: 08:30-19:00 Thu: 08:30-19:00 Fri: 08:30-19:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 15:00-18:30 Tue: 09:00-13:00; 15:00-18:30 Wed: 09:00-13:00; 15:00-18:30 Thu: 09:00-13:00; 15:00-18:30 Fri: 09:00-13:00; 15:00-18:30 Sat: 09:30-12:00 Sun:
70	Boots the Chemists Abingdon	Mon: 08:30-17:30 Tue: 08:30-17:30 Wed: 08:30-17:30 Thu: 08:30-17:30 Fri: 08:30-17:30 Sat: 08:30-17:30 Sun:	Mon: 09:30-14:00; 15:00-17:30 Tue: 09:30-14:00; 15:00-17:30 Wed: 09:30-14:00; 15:00-17:30 Thu: 09:30-14:00; 15:00-17:30 Fri: 09:30-14:00; 15:00-17:30 Sat: 09:30-14:00; 15:00-15:30 Sun:

Map Index	Trading Name	Opening Hours	Core Hours
79	Lloyds Pharmacy Botley	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-17:30 Sun:	Mon: 08:30-13:00; 15:00-17:30 Tue: 08:30-13:00; 15:00-17:30 Wed: 08:30-13:00; 15:00-17:30 Thu: 08:30-13:00; 15:00-17:30 Fri: 08:30-13:00; 15:00-17:30 Sat: 09:00-14:00 Sun:
93	Your Local Boots Faringdon	Mon: 09:00-13:00; 14:00-18:30 Tue: 09:00-13:00; 14:00-18:30 Wed: 09:00-13:00; 14:00-18:30 Thu: 09:00-13:00; 14:00-18:30 Fri: 09:00-13:00; 14:00-18:30 Sat: 09:00-13:00; 14:00-17:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:
97	Apollo Pharmacy Abingdon	Mon: 08:30-13:15; 14:15-17:30 Tue: 08:30-13:15; 14:15-17:30 Wed: 08:30-13:15; 14:15-17:30 Thu: 08:30-13:15; 14:15-17:30 Fri: 08:30-13:15; 14:15-17:30 Sat: 09:00-15:00 Sun:	Mon: 08:30-13:15; 14:15-17:30 Tue: 08:30-13:15; 14:15-17:30 Wed: 08:30-13:15; 14:15-17:30 Thu: 08:30-13:30; 14:15-17:30 Fri: 08:30-13:15; 14:15-17:30 Sat: Sun:
99	Cleggs Pharmacy Wantage	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-17:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
107	Faringdon Pharmacy Faringdon 100 hours	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-23:00 Sun: 09:00-13:05	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-23:00 Sun: 09:00-13:05
113	Lloyds Pharmacy Abingdon	Mon: 09:00-18:30 Tue: 09:00-18:30 Wed: 09:00-18:30 Thu: 09:00-18:30 Fri: 09:00-18:30 Sat: 09:00-17:30 Sun:	Mon: 09:00-13:00; 15:30-18:30 Tue: 09:00-13:00; 15:30-18:30 Wed: 09:00-13:00; 15:30-18:30 Thu: 09:00-13:00; 15:30-18:30 Fri: 09:00-13:00; 15:30-18:30 Sat: 09:00-14:00 Sun:
118	Jones Graham Pharmacy Shrivenham	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:45-18:00 Tue: 09:00-13:00; 14:45-18:00 Wed: 09:00-13:00; 15:00-18:00 Thu: 09:00-13:00; 14:45-18:00 Fri: 09:00-13:00; 14:45-18:00 Sat: 09:00-13:00 Sun:

b) Population

The population profile of the locality on the whole is similar to that of the Oxfordshire HWB area, however 31% of armed forces personnel in the county live in Vale of White Horse.

Figure 11 shows 2011 Census population estimates for the Vale of White Horse locality



c) Health Issues

At the time of developing the PNA no additional needs specific to this locality have been identified.

d) Future Needs

At the time of developing the PNA no additional needs specific to this locality have been identified.

e) Pharmaceutical Services

Current provision – necessary and other relevant services

General access: The residents of the Vale of White Horse have 22 locations in which to access pharmaceutical services. There are 18 pharmacies, which include three national chains and ten independent pharmacies.

The towns, which are densely populated and have highest levels of deprivation (Abingdon, Wantage, Faringdon and Botley), are all served by pharmacies which open at evenings and weekends. The largest town, Abingdon, has a 100 hour pharmacy.

Where dispensing GPs are located in this locality, there is also the choice of at least one community pharmacy.

Across the locality where there are current pharmaceutical services, evening access is not provided for in Milton. However, there are no GP services within 2 miles of this pharmacy. GP services close by are in Didcot in the South Oxfordshire locality and are well provided for in terms of pharmaceutical services.

The population density map (map 4) does not indicate that there are any other villages that have significant population numbers to consider for the purposes of the PNA.

Advanced services

Out of the 18 community pharmacies in the locality, 15 provide either the MUR service or both the MUR & NMS service.

Figure 12 shows the pharmacies delivering advanced services in The Vale of White Horse (*NHS England AT August 2014*). *Green indicating both MUR & NMS whilst orange is MURs only*

Pharmacy	Location	
Boots Pharmacy	17 Market Place	Faringdon
Boots the Chemist Ltd	27 Bury Street	Abingdon
Boots the Chemist Ltd	50/51 Market Place	Wantage
Bretts Pharmacy	11-12 Millbrook Square	Grove
Cleggs Pharmacy	Unit 3	Wantage
Faringdon Pharmacy	28A London Street	Faringdon
Jones Graham Pharmacy	50A High Street	Shrivenham
Lloyds Pharmacy	3-4 The Square	Botley
Lloyds Pharmacy	7 Peachcroft Shopping Centre	Abingdon
Lloyds Pharmacy	The Health Centre	Wantage
Lloyds Pharmacy	19 Bury Street	Abingdon
Reynolds Way Pharmacy	7 Reynolds Way	Abingdon
Smiths Chemist	23 High Street	Abingdon
Smiths Pharmacy	172 Kennington Road	Kennington
Tesco Pharmacy	Marcham Road	Abingdon

f) Necessary services – gaps in provision

In order to assess the provision of pharmaceutical services against the needs of the population, the HWB considers access (distance, travelling times and opening hours) as the most important factor in determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The HWB considers the access to pharmacy of primary importance during normal working hours and at times when GP surgeries are open.

Having regard to the totality of information for this locality, taking account of service provision elsewhere in Oxfordshire and in other areas, the HWB consider the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

g) Improvements and better access – gaps in provision

In order to assess the provision of pharmaceutical services in respect to providing improvement or better access for the population, the HWB first considered access at times other than during normal working hours. Whilst recognising the importance of provision by those on the dispensing doctor list, the HWB considered the provision of pharmaceutical services by a person on the pharmaceutical list to be paramount in securing a full range of pharmaceutical services.

The HWB accepts that not all settlements could reasonably be regarded as having a gap in pharmaceutical services, given their size and relative proximity to other provision. However, it takes the view that those with GP surgeries can access the full spectrum of essential services within a reasonable distance and driving time. Therefore, the HWB concludes there is no gap in regard to securing improvements in this locality.

h) Future – gaps in provision

At the time of developing the PNA no additional needs specific to this locality have been identified.

West Oxfordshire Locality

a) Overview

This locality contains the towns of Burford, Charlbury, Carterton, Chipping Norton, Woodstock and Witney. It has a total registered population of 104,779 (Census 2011) and is serviced by:

- 19 pharmacies, two of which are 100 hour pharmacies
- 7 GP dispensing practices over 10 locations and
- 1 Dispensing Appliance Contactor (DAC)

The West Oxfordshire locality has at least one pharmacy providing essential services from 7am to 11pm Monday to Friday, 7am to 10pm on a Saturday and 10am to 4:30pm on a Sunday.

Map 3e shows the pharmaceutical services in West Oxfordshire locality including the opening hours and trading names of pharmacies, which are shown in the table below

Map Index	Trading Name	Opening Hours	Core Hours
2	Boots the Chemists Chipping Norton	Mon: 08:30-14:00; 14:30-18:00 Tue: 08:30-14:00; 14:30-18:00 Wed: 09:00-14:00; 14:30-18:00 Thu: 08:30-14:00; 14:30-18:00 Fri: 08:30-14:00; 14:30-18:00 Sat: 08:30-14:00; 14:30-17:30 Sun: 10:00-16:00	Mon: 09:30-13:45; 14:45-17:30 Tue: 09:30-13:45; 14:45-17:30 Wed: 09:30-13:45; 14:45-17:30 Thu: 09:30-13:45; 14:45-17:30 Fri: 09:30-13:45; 14:45-17:30 Sat: 09:30-13:45; 14:45-15:30 Sun:
10	Lloyds Pharmacy Witney	Mon: 08:30-13:00; 14:00-18:30 Tue: 08:30-13:00; 14:00-18:30 Wed: 08:30-13:00; 14:00-18:30 Thu: 08:30-13:00; 14:00-18:30 Fri: 08:30-13:00; 14:00-18:30 Sat: 08:30-12:00 Sun:	Mon: 08:30-13:00; 14:30-17:30 Tue: 08:30-13:00; 14:30-17:30 Wed: 08:30-13:00; 14:30-17:30 Thu: 08:30-13:00; 14:30-17:30 Fri: 08:30-13:00; 14:30-17:30 Sat: 09:30-12:00 Sun:
11	Your Local Boots Witney	Mon: 09:00-13:00; 14:00-18:30 Tue: 09:00-13:00; 14:00-18:30 Wed: 09:00-13:00; 14:00-18:30 Thu: 09:00-13:00; 14:00-18:30 Fri: 09:00-13:00; 14:00-18:30 Sat: 09:00-13:00; 14:00-18:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
13	Lloyds Pharmacy Carterton	Mon: 08:30-18:30 Tue: 08:30-18:30 Wed: 08:30-18:30 Thu: 08:30-18:30 Fri: 08:30-18:30 Sat: 09:00-17:00 Sun:	Mon: 08:30-12:00; 14:00-17:30 Tue: 08:30-12:00; 14:00-17:30 Wed: 08:30-12:00; 14:00-17:30 Thu: 08:30-12:00; 14:00-17:30 Fri: 08:30-12:00; 14:00-17:30 Sat: 11:00-16:00 Sun:

Map Index	Trading Name	Opening Hours	Core Hours
18	Rowlands Pharmacy Witney	Mon: 08:30-13:00; 13:20-18:00 Tue: 08:30-13:00; 13:20-18:00 Wed: 08:30-13:00; 13:20-18:00 Thu: 08:30-13:00; 13:20-18:00 Fri: 08:30-13:00; 13:20-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
22	Lloyds Pharmacy Witney	Mon: 09:00-18:30 Tue: 09:00-18:30 Wed: 09:00-18:30 Thu: 09:00-18:30 Fri: 09:00-18:30 Sat: 08:30-17:00 Sun:	Mon: 09:00-12:30; 15:00-18:30 Tue: 09:00-12:30; 15:00-18:30 Wed: 09:00-12:30; 15:00-18:30 Thu: 09:00-12:30; 15:00-18:30 Fri: 09:00-12:30; 15:00-18:30 Sat: 08:30-11:00; 14:30-17:00 Sun:
23	Bampton Health Care Ltd Bampton	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-12:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
28	Woodstock Pharmacy Woodstock	Mon: 09:00-18:30 Tue: 09:00-18:30 Wed: 09:00-18:30 Thu: 09:00-18:30 Fri: 09:00-18:30 Sat: 09:00-17:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
29	Salts Medilink Charlbury Dispensing Appliance Contractor (DAC)	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:	Mon: 09:00-15:00 Tue: 09:00-15:00 Wed: 09:00-15:00 Thu: 09:00-15:00 Fri: 09:00-15:00 Sat: Sun:
39	The Co-operative Pharmacy Chipping Norton	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:30 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
46	Lloyds Pharmacy Witney	Mon: 09:00-18:30 Tue: 09:00-18:30 Wed: 09:00-18:30 Thu: 09:00-18:30 Fri: 09:00-18:30 Sat: 09:00-17:00 Sun:	Mon: 09:00-13:00; 14:30-17:30 Tue: 09:00-13:00; 14:30-17:30 Wed: 09:00-13:00; 14:30-17:30 Thu: 09:00-13:00; 14:30-17:30 Fri: 09:00-13:00; 14:30-17:30 Sat: 09:00-14:00 Sun:

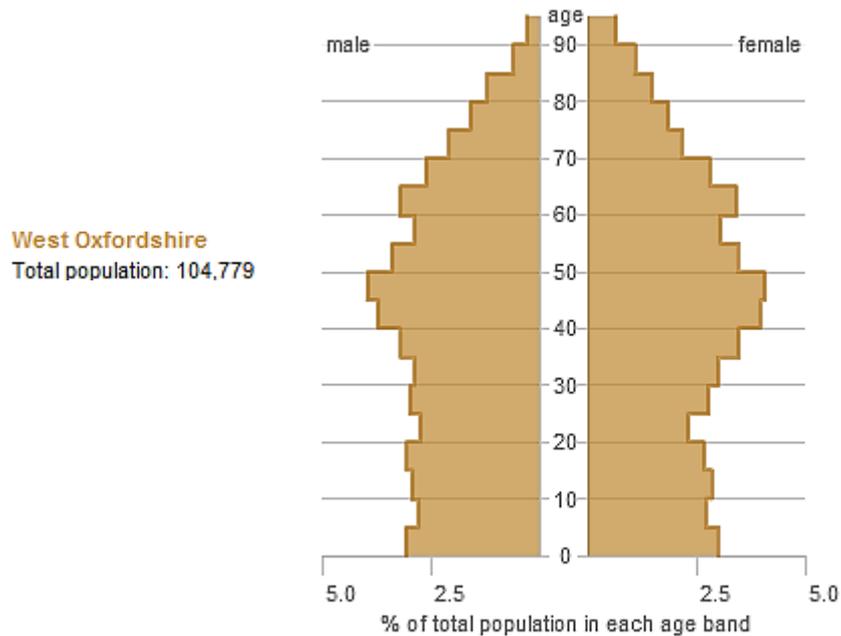
Map Index	Trading Name	Opening Hours	Core Hours
54	Wychwood Pharmacy Shipton	Mon: 08:30-13:00; 14:00-18:00 Tue: 08:30-13:00; 14:00-18:00 Wed: 08:30-13:00; 14:00-18:00 Thu: 08:30-13:00; 14:00-18:00 Fri: 08:30-13:00; 14:00-18:00 Sat: Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed:09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
57	Lloyds Pharmacy Carterton	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-17:30 Sun:	Mon: 09:00-14:00; 15:00-17:00 Tue: 09:00-14:00; 15:00-17:00 Wed:09:00-14:00; 15:00-17:00 Thu: 09:00-14:00; 15:00-17:00 Fri: 09:00-14:00; 15:00-17:00 Sat: 09:00-14:00 Sun:
71	The Co-operative Pharmacy Charlbury	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
77	Sainsbury's Pharmacy Chipping Norton 100 hours	Mon: 07:00-22:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:30-16:30	Mon: 07:00-22:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:30-16:30
83	Sainsbury's Pharmacy Witney 100 hours	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:00-16:00	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-22:00 Sun: 10:00-16:00
89	Broadshires Pharmacy Carterton	Mon: 09:00-13:00; 13:30-18:30 Tue: 09:00-13:00; 13:30-18:30 Wed: 09:00-13:00; 13:30-18:30 Thu: 09:00-13:00; 13:30-18:30 Fri: 09:00-13:00; 13:30-18:30 Sat: 09:00-12:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed:09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
101	S & C Reavley Burford	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-13:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-17:30 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-13:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: 09:00-13:00 Sun:

Map Index	Trading Name	Opening Hours	Core Hours
104	Hanborough Pharmacy Long Hanborough	Mon: 08:30-13:00; 14:00-18:30 Tue: 08:30-13:00; 14:00-18:30 Wed: 08:30-13:00; 14:00-18:30 Thu: 08:30-13:00; 14:00-18:30 Fri: 08:30-13:00; 14:00-18:30 Sat: Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
110	Boots the Chemists Witney	Mon: 09:00-17:30 Tue: 08:30-17:30 Wed: 08:30-17:30 Thu: 08:30-17:30 Fri: 08:30-17:30 Sat: 08:30-17:30 Sun: 10:00-16:00	Mon: 09:30-14:00; 15:00-17:30 Tue: 09:30-14:00; 15:00-17:30 Wed: 09:30-14:00; 15:00-17:30 Thu: 09:30-14:00; 15:00-17:30 Fri: 09:30-14:00; 15:00-17:30 Sat: 09:30-14:00; 15:00-15:30 Sun:

b) Population

The population profile of the locality on the whole is similar to that of the Oxfordshire HWB area, however 30% of armed forces personnel in the county live in West Oxfordshire. *Figure 13* shows the population estimates for West Oxfordshire.

Figure 13 2011 Census population estimates West Oxfordshire locality



c) Health Needs

At the time of developing the PNA no additional needs specific to this locality have been identified.

d) Future Needs

In addition to the general needs of Oxfordshire population, there are significant housing developments in this locality.

Starting in 2014-15 over 1,000 new homes are forecast to be built over the next 7 to 8 years. This will be predominantly in the area of North Curbridge, south west of Witney.

e) Pharmaceutical Services

Current provision – necessary and other relevant services

General access: The residents of West Oxfordshire have 27 locations in which to access pharmaceutical services. There are 19 pharmacies which include five national chains and six independent pharmacies.

The towns, which are densely populated and have highest levels of deprivation (Carterton, Witney, and Chipping Norton), are all served by pharmacies which are open at evenings and weekends. The larger towns of Chipping Norton and Witney each have 100 hour pharmacies.

Smaller towns such as Charlbury, Hanborough, Burford, Shipton and Eynsham are served by both community pharmacies and dispensing GP practices.

Where dispensing GPs are located in West Oxfordshire there is also the choice of at least one community pharmacy.

Across the locality where there are current pharmaceutical services, evening access is not provided for in either, Charlbury, Burford or Bampton, however pharmaceutical services are available for parts of the weekend in these locations.

Residents of Shipton do not have access to pharmaceutical services either in the week during evening hours or at weekends within the immediate vicinity. The closest pharmacies available at these times would be in Burford and Chipping Norton. These two factors indicate that there is a need to provide better access for the population of Shipton. Supporting information is detailed below:

Figure 13.1 Additional information Shipton, showing no immediate access to pharmaceutical services when the GP surgery is open.

Nearest pharmacy	Times	Distance	Driving time
Burford	Saturday	4.7miles (7.6km)	9 mins
Chipping Norton	Evenings (after 18:00)	7miles (11km)	17 mins

Other villages in West Oxfordshire which do not have pharmaceutical services in the immediate vicinity and which are identified on the population density map (map 4) as having a significant population were also considered.

Figure 14 shows nearest pharmacy details for villages with no local pharmaceutical services (calculation by AA route planner September 2014). The red shaded areas are where either the distance or travel time exceeds the criteria set by the Steering Committee. Two reds would indicate scope for improvements and better access to services is required.

Village	Nearest pharmacy	Distance	Driving time
Middle Barton	Charlbury	7 miles	19 minutes
Stanton Harcourt	Witney	5.7miles	16 minutes

Advanced services

Out of the 19 community pharmacies in the locality, 17 provide either the MUR service or both the MUR & NMS service. The DAC located in West Oxfordshire provides the AUR advance service.

Figure 15 shows the pharmacies delivering advanced services in West Oxfordshire (NHS England AT August 2014). Green indicating both MUR & NMS whilst orange is MURs only.

Pharmacy	Location	
Bampton Healthcare Ltd	Landells	Bampton
Boots Pharmacy	3 Edington Square	Witney
Boots the Chemist Ltd	17-18 High Street	Chipping Norton
Boots the Chemist Ltd	2-8 High Street	Witney
Broadshires Pharmacy	Broadshires Way	Carterton
Co-operative Pharmacy	6a High Street	Chipping Norton
Co-operative Pharmacy	19 Market Street	Charlbury
Lloyds Pharmacy	24-26 High Street	Witney
Lloyds Pharmacy	Cogges Surgery	Witney
Lloyds Pharmacy	7 Burford Road	Carterton
Lloyds Pharmacy	4 Stretfield House	Carterton
Lloyds Pharmacy	64 Acre End Street	Eynsham
Rowlands Pharmacy	Nuffield Health Centre	Witney
S&C Reavley	124 High Street	Burford
Sainsburys Pharmacy	Witan Way	Witney
Woodstock Pharmacy	24 High Street	Woodstock

f) Necessary services – gaps in provision

In order to assess the provision of pharmaceutical services against the needs of the population, the HWB considers access (distance, travelling times and opening hours) as the most important factor in determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The HWB considers the access to pharmacy of primary importance during normal working hours and at times when GP surgeries are open.

Having regard to the totality of information for this locality, taking account of service provision elsewhere in Oxfordshire and in other areas, the HWB considers the provision of pharmaceutical services as a whole meets the needs of the locality population, i.e. those reliant on such services.

g) Improvements and better access – gaps in provision

In order to assess the provision of pharmaceutical services in respect to providing improvement or better access for the population, the HWB first considered access at times other than during normal working hours. Whilst recognising the importance of provision by those on the dispensing doctor list, the HWB considered the provision of pharmaceutical services by a person on the pharmaceutical list to be paramount in securing a full range of pharmaceutical services.

The HWB accepts that not all settlements could reasonably be regarded as having a gap in pharmaceutical services, given their size and relative proximity to other provision. However, it takes the view that residents of settlements with a GP surgery should have access to pharmaceutical services for at least 4 hours over a weekend

(within five miles and a 20-minute drive away), otherwise this is regarded as requiring improvement or better access.

Whilst the HWB concludes there is no further requirement for additional pharmacy premises in Shipton, there is a gap in the times that pharmaceutical services are provided over the weekend. For the pharmacies in Shipton to provide pharmaceutical services at these times would give better access for the population reliant on those services.

Based on the information available at the time of developing this PNA, gaps have been identified in pharmaceutical services at times and locations identified that if provided would secure improvements, or better access, to pharmaceutical services in respect of:

- Shipton for four hours on a Saturday

h) Future – gaps in provision

The HWB considered the developments identified in order to assess whether there could be a gap in pharmaceutical services either by way of need or as improvement or better access in the future. Given the nature, extent and location of these developments in relation to current pharmaceutical provision and the absence of any identified gap, the HWB concluded that no gap is likely to exist during the lifetime of this PNA.

F: Access to other NHS Services

The following NHS services may affect the need for pharmaceutical services within Oxfordshire HWB area.

Dispensing Doctors- Dispensary Services Quality Scheme (DSQS)

In addition to standard dispensing services, a dispensing doctor practice may also participate in the national DSQS. This scheme mirrors some of the clinical governance standards for staff, training and procedures which are contained in the essential services element of the contractual framework for pharmacies. It also enables dispensing doctor practices to undertake a dispensing review of use of medicines (DRUM). This is a face to face review with a patient to find out about their compliance with prescribed medicines, and aims to help identify any problems that they may be having. It is not equivalent to an MUR, but provides additional support to patients in taking their medication and can identify any issues. All but three of the dispensing doctor practices in Oxfordshire participate in the DSQS.

Hospital pharmacies

Hospital pharmacies reduce the demand for the dispensing essential service as prescriptions written in the hospital are dispensed by the hospital pharmacy service.

OxUH provides specialist, acute, elective and community based healthcare. It consists of four main hospitals, John Radcliffe, Churchill, Nuffield and Horton General Hospitals.

Oxford Health NHS Foundation Trust provides a range of specialist mental health services in five different localities as well as physical healthcare to patients in Oxfordshire.

Patients attending these, on either an inpatient or outpatient basis, may require prescriptions to be dispensed.

Personal Administration by GPs

Under their medical contract with NHS England there will be occasion when a GP practice personally administers an item to a patient.

Generally when a patient requires a medicine or appliance, their GP will give them a prescription which they take to their preferred pharmacy. In some instances however, the GP will supply the item against a prescription and this is referred to as personal administration as the item that is supplied will then be administered to the patient by the GP or a nurse. This is different to the dispensing of prescriptions and

only applies to certain specified items for example vaccines, anaesthetics, injections, intra-uterine contraceptive devices and sutures.

For these items the practice will produce a prescription, however the patient is not required to take it to a pharmacy, have it dispensed and then return to the practice for it to be administered.

GP Out of Hours Service

The Urgent Care Out of Hours service provides urgent medical care from 6.30pm to 8.00am on weekdays and round the clock at weekends and bank holidays. It provides telephone assessment and advice on life-threatening and non-life-threatening calls, consultations at primary care treatment centres, home visits, prison visits, district nurse cover and medicines management.

The service can be accessed by calling the 111 telephone contact number.

G: Conclusions

Community pharmacies in Oxfordshire are well distributed, are accessible and offer a convenient service to patients and members of the public. They are available on week days, evenings and at the weekend (often until late at night) without the need for an appointment.

Whilst there is no requirement for any new pharmacy premises to provide essential services, there are opportunities available to maximise existing and future services. Pharmaceutical services that are available need to be advertised more widely and there should be better access to and information about availability of services.

By advertising and utilising the skills of community pharmacists, significant health improvements can be made to help reduce health inequalities.

There is a need to communicate the range of essential and locally commissioned pharmaceutical services that each community pharmacy is able to provide.

There is a need to provide improvements and better access for the population of Shipton, Berinsfield and Chinnor.

Summary: For the purpose of complying with 2013 Regulations, Schedule 1

a) Current provision – necessary and other relevant services

As described specifically within the relevant section for each locality and as required by paragraphs 1 and 3 of schedule 1 to the Regulations, Oxfordshire HWB has had regard to the pharmaceutical services referred to in this PNA in seeking to identify those that are necessary, have secured improvements or better access, or have contributed towards meeting the need for pharmaceutical services in the area of the HWB.

Oxfordshire HWB has determined that while not all provision was necessary to meet the need for pharmaceutical services, the majority of the current provision by those on the pharmaceutical list within normal hours was likely to be necessary. This is as described in the section on each locality, with the remainder identified in those sections considered as providing improvement or better access.

b) Necessary services – current gaps in provision

As described in particular within the section on each locality and as required by paragraph 2 of schedule 1 to the 2013 Regulations, Oxfordshire HWB has had regard to the following in seeking to identify whether there are any gaps in necessary services in the area of the HWB.

In order to assess the provision of pharmaceutical services against the needs of the population, the HWB considers access (travelling times and opening hours) as the most important factor in determining the extent to which the current provision of pharmaceutical services meets the needs of the population.

The HWB has determined that the travel times, as identified in the mapping index, to access pharmaceutical services are reasonable in all the circumstances.

Based on the information available at the time of developing this PNA, no current gaps in the need for provision of pharmaceutical services have been identified.

c) Improvements and better access – gaps in provision

As described in particular within the section on each locality and as required by paragraph 4 of schedule 1 to the 2013 Regulations, Oxfordshire HWB has had regard to the following in seeking to identify whether there are any gaps in other relevant services in the area of the HWB.

Oxfordshire HWB considered the conclusion in respect of each locality. Where a gap in the provision of pharmaceutical services by those on the pharmaceutical list was identified in respect of times, such is reflected in the conclusions within that locality.

Where there are GP premises without a relatively close-by pharmaceutical service provision provided by those included on the pharmaceutical list, Oxfordshire HWB considers there to be a gap in pharmaceutical services as reflected in each locality.

Based on the information available at the time of developing this PNA, gaps have been identified in pharmaceutical services at times and locations identified that if provided would secure improvements, or better access, to pharmaceutical services in respect of:

- **Shipton for four hours on a Saturday**
- **Chinnor on a Wednesday evening (18:30 until 20:00)**
- **Berinsfield for four hours on a Saturday morning.**

d) Future gaps in provision

Oxfordshire HWB has had regard to the developments shown in each locality.

Based on the information available at the time of developing this PNA, no additional requirements specific to this locality have been identified either as a need or improvement or better access that would be occasioned by those developments during the lifetime of this PNA.

e) Other NHS Services

As required by paragraph 5 of schedule 1 to the 2013 Regulations, Oxfordshire HWB has had regard to any other NHS services that may affect the determination in respect of pharmaceutical services in the area of the HWB

f) How the assessment was carried out

As required by paragraph 6 of schedule 1 to the 2013 Regulations:

In respect of how the HWB considered whether to determine localities in its area for the purpose of this PNA, see section E.

The localities used mirror those of Oxfordshire District Councils and are consistent with the Oxfordshire JSNA and PHE health locality profiles. These localities are not the same as the six Oxfordshire CCG localities, as additional geographical locations are contained within the Oxfordshire HWB area, as previously described. Where a locality has differing health needs from Oxfordshire as a whole they are considered.

The five localities are:

- Cherwell
- Oxford
- South Oxfordshire
- Vale of White Horse
- West Oxfordshire

In respect of how the HWB took into account the different needs in its area, including those who share a protected characteristic, see sections C and E.

In respect of the consultation undertaken by the HWB, see appendix E.

g) Map of provision

As required by paragraph 7 of schedule 1 to the 2013 Regulations, the HWB has published a map of premises providing pharmaceutical services at Map 1. The HWB also commissioned additional mapping to that required by regulation.

H: Sources

All references and web links current as of September 2014

- AA Route Planner accessed October 2014 <http://www.theaa.com/route-planner/index.jsp>
- Dispensing Services Quality scheme –supplementary guidance for revisions to the GMS contract 2006/7
- Department of Health- Pharmaceutical needs assessments Information Pack for local authority Health and Wellbeing Boards
- Department of Health – Regulations under Health Act 2009 Market Entry by means of PNA- Chapter 15 Dispensing Doctors August 2012
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/212872/Chapter-15-dispensing-doctors-services.pdf
- Health and Social Care Information Centre <http://www.hscic.gov.uk/>
- Healthwatch Oxfordshire <http://healthwatchoxfordshire.co.uk/>
- NHS Oxfordshire CCG Prospectus 2013-14
http://www.oxfordshireccg.nhs.uk/wp-content/uploads/2013/05/OCCG_FINAL_Prospectus_A4_310513_Web_spreads.pdf
- NHS Choices <http://www.nhs.uk/Pages/HomePage.aspx>
- NHS England <http://www.england.nhs.uk>
- NHS England Thames Valley Area Team Pharmaceutical List August 2014
- NHS Oxfordshire CCG website <http://www.oxfordshireccg.nhs.uk/>
- NHS Prescription Services http://www.ppa.org.uk/ppa/edt_intro.htm
- NHS Primary Care Commissioning <http://www.pcc.nhs.uk>
- Office for National Statistics <http://www.statistics.gov.uk>
- Oxfordshire Joint Strategic Needs Assessment (JSNA)
<http://insight.oxfordshire.gov.uk/cms/joint-strategic-needs-assessment>
- Oxfordshire Joint Health & Wellbeing Strategy 2012-2016
- Pharmaceutical Services Negotiating Committee <http://www.psnc.org.uk/>
- Pharmacy in England- Building on Strengths Delivering the Future
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/228858/7341.pdf
- Public Health England District Health Profiles 2014 <http://www.apho.org.uk/>

J: Glossary of Terms & Acronyms

AT	Area team
AUR	Appliance Use Review Services (AUR)
CCG	Clinical commissioning group
CO	Carbon monoxide
CPCF	Community Pharmacy Contractual Framework
CSCSU	NHS Central Southern Commissioning Support Unit
DAC	Dispensing Appliance contractor
EHC	Emergency hormonal contraception
FHSAU	NHS Litigation Authority's Family Health Services Appeal Unit
HIV	human immunodeficiency virus
HWB	Health and Wellbeing Board
JSNA	Joint Strategic Needs Assessment
LA	Local Authority
LCS	Locally Commissioned Services
LPS	Local Pharmaceutical Services
LSOA	Lower Super Output Area
LTC	Long term conditions
MUR	Medicines Use Review and prescription intervention services
NHS	National Health Service
NMS	New Medicines Service
OCC	Oxfordshire County Council
OCVA	Oxfordshire Community Voluntary Action
OHFT	Oxford Health Foundation Trust
OUH	Oxford University Hospital NHS trust
PCC	Primary Care Commissioning
PHE	Public Health England
PCT	Primary Care Trust
PNA	Pharmaceutical needs assessment
PSNC	Pharmaceutical Services Negotiating Committee
QOF	Quality and Outcomes Framework
SAC	Stoma Appliance Customisation Service (SAC)
SCAS	South Central Ambulance Services NHS Foundation Trust
STI	Sexually transmitted infections
SWCSU	NHS South West Commissioning Support Unit

Clinical Commissioning Groups (CCG)

CCGs work with a range of providers to make sure that health services meet the needs of local people.

They are responsible for commissioning community health services, hospital health services, health aspects of social and continuing care, GP prescribing and GP out of hours services that local people use.

ePACT

A service for pharmaceutical and prescribing advisors which allows on-line analysis of the previous sixty months prescribing data held on NHS Prescription Services Prescribing Database.

Index or Indices of Multiple Deprivation (IMD)

The index of multiple deprivation (IMD) is a measure of multiple deprivations at Super Output Area (SOA) level. The model of multiple deprivation which underpins the IMD is based on the idea of distinct dimensions of deprivation which can be recognised and measured separately.

Joint Service Needs Assessment (JSNA)

The purpose of JSNA is to pull together in a single, ongoing process all the information which is available on the needs of our local population ('hard' data i.e. statistics; and 'soft data' i.e. the views of local people), and to analyse them in detail to identify the major issues to be addressed regarding health and well-being, and the actions that local agencies will take to address those issues.

Local Commissioned Service (LCS)

Local commissioned services address a gap in essential services or deliver higher than specified standards, with the aim of helping reduce demand on secondary care. These services expand the range of services to meet local need, improve convenience and extend choice.

Local Pharmaceutical Committee (LPC)

The local organisation for community pharmacy is the local pharmaceutical committee (LPC). The LPC is the focus for all community pharmacists and community pharmacy owners and is an independent and representative group. The LPC works locally with CCGs NHS England, LAs and other healthcare professionals to help plan healthcare services.

Office for National Statistics (ONS)

The office for national statistics (ONS) produces independent information to improve our understanding of the UK's economy and society.

Pharmaceutical Services Negotiating Committee (PSNC)

The pharmaceutical services negotiating committee (PSNC) is recognised by the Secretary of State for Health as the representative of community pharmacy on NHS matters.

K: Appendices

- F. Acknowledgements – Including Oxfordshire PNA Joint Steering Group
- G. Key - Indexed table of pharmacy premises for Oxfordshire
- H. Key - Indexed table of doctor dispensing practice list for Oxfordshire
- I. Oxfordshire CC Service and Community Impact Assessment (SCIA)
- J. Consultation Report

Maps provided separate to the main document:

- Map 1: All Oxfordshire Pharmaceutical Services (Regulation Map)
- Map 2: Oxfordshire 1.6km (1 mile) buffers around pharmacies
- Map 3: Oxfordshire: Pharmacy Opening Hours
- Map 3a: Cherwell locality: Opening Hours
- Map 3b: Oxford locality: Opening Hours
- Map 3c: South Oxfordshire locality: Opening Hours
- Map 3d: Vale of White Horse locality: Opening Hours
- Map 3e: West Oxfordshire: Opening Hours
- Map 4: Oxfordshire Pharmacies and Population Density by Output Area
- Map 5: Oxfordshire Pharmacies and Index of Multiple Deprivation 2010 by Lower Super Output Area
- Map 6: Oxfordshire: Pharmacies and Black & Minority Ethnic levels by ward
- Map 7: Oxfordshire: Average driving times to pharmacies
- Map 8: Oxfordshire: Off peak driving times to pharmacies
- Map 9: Oxfordshire: Peak driving times to pharmacies
- Map 10: Oxfordshire: Public Transport times to pharmacies in a morning
- Map 11: Oxfordshire: Public Transport times to pharmacies in an afternoon
- Map 12: Oxfordshire: Walking times to pharmacies in a morning

Appendix A

Oxfordshire PNA Steering Group

Name	Role
Jackie Wilderspin	Public Health, Oxfordshire County Council (CC)
Sue Lygo	Public Health, Oxfordshire Council County (CC)
Ben Threadgold	Oxfordshire County Council (CC)
John Courouble	Oxfordshire County Council (CC)
Julie Dandridge	Oxfordshire Clinical Commissioning Group (CCG)
Paul Roblin	Oxfordshire Local Medical Committee (LMC)
Rupi Bhasin	Oxfordshire Local Pharmaceutical Committee (LPC)
Marian Basra	NHS England Thames Valley Area Team
Rachel Coney	Chief Executive, Healthwatch Oxfordshire

The Oxfordshire Steering Group held joint procedure and direction meetings with the Buckinghamshire Steering Group before considering the Oxfordshire draft PNA itself.

Advice was provided by Primary Care Commissioning.

Appendix B

MAP INDEX		TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE
1		Frosts Pharmacy	Hardwick Shopping Centre	Ferriston	Banbury	OX16 1XE
2		Boots the Chemists	18 High Street	Chipping Norton	Oxfordshire	OX7 5AD
3	100 hrs.	Sainsbury's Pharmacy	Sainsbury's Store	Manorsfield Road	Bicester	OX26 6HY
4		Rowlands Pharmacy	THE EAST OXFORD HEALTH CENTRE	2, MANZIL WAY		OX4 1GE
5		Superdrug Pharmacy	Unit 5 Templar Square	Cowley Centre	Cowley	OX4 3UZ
6		Tesco Pharmacy	359 Reading Road	Henley on Thames	Oxfordshire	RG9 4HA
7		Boots the Chemists	6-8 Cornmarket Street	Oxford	Oxfordshire	OX1 3HL
8		Smiths Chemist	172 Kennington Road	Kennington	Oxfordshire	OX1 5PG
9	100 hrs.	Consult Pharmacy	11 Spring Road	Abingdon	Oxfordshire	OX14 1AH
10		Lloydspharmacy	Cogges Surgery	Cogges Hill Road	Witney	OX28 3FP
11		Your local Boots pharmacy	3 Edington Square	Witney	Oxfordshire	OX28 5YP
12		Lloydspharmacy	High Street	Goring on Thames	Berkshire	RG8 9AT
13		Lloydspharmacy	4 Stretfield House	Alvescot Road	Carterton	OX18 3JW
14		Oxford Road Pharmacy	158 Oxford Road	Cowley	Oxford	OX4 2LA
15		Woodlands Pharmacy	82 Botley Road	Oxford	Oxfordshire	OX2 0BU
16		Rowlands Pharmacy	194 Banbury Road	Oxford	Oxfordshire	OX2 7BY
17		Barton Pharmacy	6 Underhill Circus	Barton	Oxfordshire	OX3 9LU
18		Rowlands Pharmacy	Nuffield Health Centre	Welch Way	Witney	OX28 6JQ

MAP INDEX		TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE
19		Rowlands Pharmacy	57 Osler Road	Headington	Oxfordshire	OX3 9BH
20		Lloydspharmacy	The Old Barn	Coker Close	Bicester	OX26 6DR
21		Bretts Pharmacy	Bretts pharmacy	11-12 Millbrook Square	Grove	OX12 7JZ
22		Lloydspharmacy	24-26 High Street	Witney	Oxfordshire	OX28 6HB
23		Bampton Health Care Ltd	Bampton Pharmacy	Landells	Bampton	OX18 2LJ
24		Lloydspharmacy	Blackbird Leys Health Centre	Dunnock Way	Greater Leys	OX4 7EX
25		Your Local Boots Pharmacy	Bury Knowle Health Centre	207 London Road	Headington	OX3 9JA
26	100 hrs.	Ahmeys Midnight Pharmacy	150 Oxford Road	Cowley	Oxfordshire	OX4 2EA
27		Sainsburys Pharmacy	Heyford Hill	Littlemore	Oxfordshire	OX4 4XR
28		Woodstock Pharmacy	24 High Street	Woodstock	Oxfordshire	OX20 1TF
29	DAC**	Salts Medilink	Unit 8, Southill Business Park	Cornbury Park	Charlbury	OX7 3EW
30		Boswells of Oxford Ltd	1-4 Broad Street	Oxford	Oxfordshire	OX1 3AG
31		H Carson Ltd	19B Wood Lane	Sonning Common	Oxfordshire	RG4 9SJ
32		Lloydspharmacy	25 Oxford Road	Kidlington	Oxfordshire	OX5 2BP
33		Boots the Chemists	12-14 Castle Quay	Banbury	Oxfordshire	OX16 5UH
34		Cross Pharmacy	10 HORSEFAIR	Banbury	Oxfordshire	OX16 0AH
35		Westlake Pharmacy	227 Banbury Road	Summertown	Oxfordshire	OX2 7HQ
36		Boots the Chemists	5-7 Bell Street	Henley on Thames	Oxfordshire	RG9 2BA

MAP INDEX		TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE
37		Boots the Chemists	50-51 Market Place	Wantage	Oxfordshire	OX12 8AW
38		Lloydspharmacy	18 The Parade	Kidlington	Oxfordshire	OX5 1DB
39		The Co-operative Pharmacy	6a High Street	Chipping Norton	Oxfordshire	OX7 5AD
40		Rowlands Pharmacy	1 The Pound	Cholsey	Wallingford	OX10 9NS
41		Berinsfield Pharmacy	The Health Centre	Fane Drive	Berinsfield	OX10 7NE
42		Lloydspharmacy	Didcot Health Centre	Britwell Road	Didcot	OX11 7JH
43		Woodstock Road Chemist	59 Woodstock Road	Oxford	Oxfordshire	OX2 6HJ
44		Tesco Pharmacy	Marcham Road	Abingdon	Oxfordshire	OX14 1TU
45		Marston Pharmacy	Marston Pharmacy	11 - 13 Old Marston Road	Marston	OX3 0JR
46		Lloydspharmacy	64 Acre End Street	Eynsham	Witney	OX29 4PD
47		The Roundway Pharmacy	3 The Roundway	Green Road	Headington	OX3 8DH
48		Boots the Chemists	33-35 Sheep Street	Bicester	Oxfordshire	OX26 6JJ
49		BLOXHAM PHARMACY	High Street	Bloxham	Oxfordshire	OX15 4LU
50		Cox & Robinson	South Bar House	South Bar	Banbury	OX16 9AD
51		Northway Pharmacy	2 Cherwell Drive	Oxford		OX3 0LY
52		WATLINGTON PHARMACY	Market Place	Watlington	Oxfordshire	OX49 5PU
53		Lloydspharmacy	19 Bury Street	Abingdon	Oxfordshire	OX14 3QT

MAP INDEX		TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE
54		Wychwood Pharmacy	The Wychwood Surgery	Meadow Lane	Shipton-under-Wychwood	OX7 6BW
55	100 hrs.	Kidlington Pharmacy	The Health Centre	Exeter Close	Kidlington	OX5 1AP
56		Reynolds Way Pharmacy		7 Reynolds Way	Abingdon	OX14 5JT
57		Lloydspharmacy	7 Burford Road	Carterton	Oxfordshire	OX18 3AG
58		Sainsbury's Pharmacy	Central Drive	Didcot	Oxfordshire	OX11 7ND
59		Wootton Pharmacy	7 Besselsleigh Road	Wootton	Oxfordshire	OX13 6DN
60		Sainsburys Pharmacy	Oxford Road	Banbury	Oxfordshire	OX16 9XA
61		THE LEYS PHARMACY ROSEHILL	6A COURTLAND ROAD	ROSE HILL	OXFORD	OX4 4JA
62		Bicester Pharmacy	134 Buckingham Crescent	Bicester	Oxfordshire	OX26 4HB
63		Jardines Pharmacy	2 Nightingale Place	Bicester	Oxfordshire	OX26 6XX
64		Lloydspharmacy	23 High Street	Benson	Wallingford	OX10 6RP
65		Smiths Chemist	23 High Street	Abingdon	Oxfordshire	OX14 5BQ
66		your local Boots pharmacy	WEST LANE	OFF WEST STREET	HENLEY ON THAMES	RG9 2DZ
67		Rowlands Pharmacy	17 Ivy Close	Oxford	Oxfordshire	OX4 2NB
68		Lloydspharmacy	34 Sheep Street	Bicester	Oxfordshire	OX26 6LG
69		Lloydspharmacy	The Health Centre	Mably Way	Wantage	OX12 9BN
70		Boots the Chemists	27 Bury Street	Abingdon	Oxfordshire	OX14 3QT
71		The Co-operative Pharmacy	19 MARKET STREET	CHARLBURY	OXFORDSHIRE	OX7 3PL

MAP INDEX		TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE
72	100 hrs.	The Leys Pharmacy Cowley	220 Cowley Road	Cowley	Oxford	OX4 1UQ
73		Rowlands Pharmacy	13 Atkyns Road	Wood Farm Estate	Oxford	OX3 8RA
74		Superdrug Pharmacy	39 Sheep Street	Bicester	Oxfordshire	OX26 6JJ
75		Rowlands Pharmacy	1 Henley Avenue	Oxford	Oxfordshire	OX4 4DH
76		Superdrug Pharmacy	34-35 Castle Quay	Cherwell Walk	Banbury	OX16 5UN
77	100 hrs.	Sainsbury's Pharmacy	Chipping Norton Health Centre	Rockhill Health Park	London Road	OX7 5FA
78		THE CO-OPERATIVE PHARMACY	39 HIGH STREET	WHEATLEY	OXFORDSHIRE	OX33 1XX
79		Lloydspharmacy	3-4 The Square	Westway Shopping Centre	Botley	OX2 9LH
80		Henley Pharmacy	25 Bell Street	Henley on Thames	Oxfordshire	RG9 2BA
81		Boots the Chemists	151A Cowley Road	Oxford	Oxfordshire	OX4 1UT
82		Tesco Pharmacy	Wallingford Road	Didcot	Oxfordshire	OX11 9BZ
83	100 hrs.	Sainsbury's Pharmacy	Sainsburys Pharmacy	Witan Way	Witney	OX28 4FF
84		WESTLAKE PHARMACY	Westlake Pharmacy	75 Spencer Avenue	Yarnton	OX5 1NQ
85		your local Boots pharmacy	5 LOSTOCK PLACE	LADYGROVE	DIDCOT	OX11 7XT
86		Lloydspharmacy	20-21 Market Place	Wallingford	Oxfordshire	OX10 0AD
87	100 hrs.	Cowley Pharmacy	258, COWLEY ROAD			OX4 1UH
88	100 hrs.	Boots The Chemists	Oxford Retail Park	Ambassador Avenue	Oxford	OX4 6XJ

MAP INDEX		TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE
89		Broadshires Pharmacy	Broadshires Health Centre	Broadshires Way	Carterton	OX18 1JA
90		Boots UK Ltd	Unit C, Banbury Cross Retail Park	Lockheed Close	Banbury	OX16 1LX
91		Boots the Chemists	7-8 Market Place	Wallingford	Oxfordshire	OX10 0EG
92		Boots the Chemists	221 Banbury Road	Oxford	Oxfordshire	OX2 7HQ
93		your local Boots pharmacy	17 MARKET PLACE	FARINGDON	OXFORDSHIRE	SN7 7HP
94		Lloydspharmacy	116 Walton Street	Oxford	Oxfordshire	OX2 6AJ
95		Lloydspharmacy	100 Blackbird Leys Road	Blackbird Leys	Oxfordshire	OX4 6HS
96		Rowlands Pharmacy	58 Orchard Way	Banbury	Oxfordshire	OX16 0EN
97		Apollo Pharmacy	Unit 5 Milton Park	Abingdon		OX14 4RR
98		Bliep Chemist	190 Abingdon Road	Oxford		OX1 4RA
99		Cleggs Pharmacy	UNIT 3, KINGS WALK	LIMBOROUGH ROAD	WANTAGE	OX12 9AJ
100		Knights Pharmacy	Unit 2	Burchester Place	Grimsbury	OX16 3WT
101		S & C Reavley	124 High Street	Burford	Oxfordshire	OX18 4QR
102	<i>DSP*</i>	ROWLANDS PHARMACY	18 Chiltern Business Centre	Garsington Road	Oxford	OX4 6NG
103	<i>100 hrs.</i>	The Leys Pharmacy	Spar Supermarket	Dunnock Way	Greater Leys	OX4 7EX
104		Hanborough Pharmacy	56 Churchill Way	Long Hanborough	Oxfordshire	OX29 8JL
105	<i>100 hrs.</i>	Ahmeys Pharmacy	2 Market Square	Bicester	Oxfordshire	OX26 6AA

MAP INDEX		TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE
106		CO-OP PHARMACY	UNIT 5, BARBERRY PLACE	BICESTER	OXFORDSHIRE	OX26 3HA
107	100 hrs.	FARINGDON PHARMACY	28A LONDON STREET	FARINGDON	OXFORDSHIRE	SN7 7AA
108		CHALGROVE PHARMACY	60 HIGH STREET		CHALGROVE	OX44 7SS
109	100 hrs.	Sainsburys Pharmacy	J Sainsbury Store	Oxford Road	Kidlington	OX5 2PE
110		Boots the Chemists	2-8 The High Street	Witney	Oxfordshire	OX28 6HA
111		Lloydspharmacy	Woodlands Medical Centre	Woodlands Road	Didcot	OX11 0BB
112		Boots the Chemists	130B The Broadway	Didcot	Oxfordshire	OX11 8RG
113		Lloydspharmacy	7 Peachcroft Shopping Centre	Peachcroft Road	Abingdon	OX14 2QA
114		Boots the Chemists	96 London Road	Headington	Oxfordshire	OX3 9AJ
115		Boots the Chemist	The Health Centre	East Street	Thame	OX9 3JZ
116		BOOTS THE CHEMISTS	4-5 HIGH STREET	THAME	OXFORDSHIRE	OX9 2BU
117		LLOYDSPHARMACY	28 CHURCH ROAD	CHINNOR	OXFORDSHIRE	OX39 4PG
118		Jones Graham Pharmacy	50A High Street	Shrivenham	Oxfordshire	SN6 8AA

40 Core Hours (identified on the map as Standard Pharmacy) unless stated as 100 hrs.

DSP* - Distance Selling Premises (Internet/Mail Order)

DAC** - Dispensing Appliance Contractor

Appendix C

MAP INDEX	PARTNERSHIP NAME	ADDRESS	POSTCODE
A	Dr BRYSON NHL & Partners	Islip Surgery, Bletchingdon Road, Islip, Oxford	OX5 2TQ
Bi	Dr COFFEY PP & Partners	Eynsham Medical Centre, Conduit Lane, Eynsham, Oxford	OX29 4QB
Bii	Dr COFFEY PP & Partners	56 Churchill Way, Long Hanborough	OX29 8JL
C	Dr UDEN JA & Partners	Bampton Surgery, Landells, Bampton, Oxford	OX18 2LJ
D	Dr HARNDEN AR & Partners	Morland House Surgery, London Road, Wheatley	OX33 1YJ
E	Dr NETTLEBED SURGERY PO & Partners	The Surgery, Nettlebed, Henley On Thames	RG9 5AJ
F	Dr WATSON PA & Partners	Windrush Medical Practice, Windrush Health Centre, Welch Way, Witney	OX286JS
G	Dr BURNETT GAM & Partners	Sonning Common Health Centre, Wood Lane, Sonning Common, Reading	RG4 9SW
H	Dr HALL WL & Partners	West Street Surgery, 12 West Street, Chipping Norton	OX7 5AA
J	Dr LYNCH-BLOSSE R	The Surgery, Watery Lane, Clifton Hampden, Abingdon	OX14 3EL
K	Dr VERNON AR & Partners	Wallingford Medical Practice, Reading Road, Wallingford	OX10 9DU
L	Dr BRAND JSG & Partners	Montgomery House Surgery, Piggy Lane, Bicester	OX26 6HT
M	Dr EDWARDS DR & Partners	White House Surgery, Horsefair, Chipping Norton	OX7 5AL
N	Dr ROBERTSON PM & Partners	Family Health Centre, Marcham Road, Abingdon	OX14 1BT
P	Dr NIXON DP & Partners	The Wychwood Surgery, Meadow Lane, Shipton Under Wychwood, Chipping Norton	OX7 6BW
R	Dr ALBERT SN & Partners	Burford Surgery, 59 Sheep Street, Burford	OX18 4LS
S	Dr DOUGLAS AMR & Partners	White Horse Medical Practice, Volunteer Way, Faringdon	SN7 7YU
T	Dr MONCRIEFF GC & Partners	The Health Centre, Coker Close, Bicester	OX26 6AT

MAP INDEX	PARTNERSHIP NAME	ADDRESS	POSTCODE
U	Dr RUDDOCK FS & Partners	The Health Centre, Earls Lane, Deddington, Banbury	OX15 0TQ
V	Dr WRIGHT JA & Partner	Cropredy Surgery, Claydon Road, Cropredy, Banbury	OX17 1FB
W	Dr EDWARDS HAM & Partner	The Surgery, Godswell Lodge, Church Street, Bloxham	OX15 4ES
X	Dr SPACKMAN DD & Partner	Sibford Surgery, Sibford Gower, Banbury	OX15 5RQ
Yi	Dr GOODE AG & Partners	Red Cross Road Surgery, Red Cross Road, Goring, Reading	RG8 9HG
Yii	Dr GOODE AG & Partners	The Health Centre, Wayside Green, Woodcote	RG8 0PR
Z	Dr HANNON DG & Partners	Victoria House, 119 Buckingham Road, Bicester	OX26 3EU
AA	Dr CLOUGH FC & Partners	Broadshires Health Centre, Broadshires Way, Carterton	OX18 1JA
BB	Dr HOLDSWORTH FE	The Fern Hill Practice, Volunteer Way, Faringdon	SN7 7YU
CC	Dr BAYLISS HJ & Partners	The Charlbury Medical Centre, Enstone Road, Charlbury, Chipping Norton	OX7 3PQ
DD	Dr ANDERSON TWD & Partners	Langford Medical Practice, 9 Nightingale Place, Bicester	OX26 6XX
EE	Dr GIBSON AFB & Partners	North Bicester Surgery, Bure Park, Bicester	OX26 3HA
FF	Dr DEER PARK MEDICAL CT PO	Deer Park Medical Centre, Edington Road, Witney	OX28 5YT
GG	Dr Crockett and Partners	Elm Tree Surgery, 24A High Street, Shrivenham	SN6 8AG

Appendix D: Oxfordshire CC Service and Community Impact Assessment

Service and Community Impact Assessment (SCIA)

Front Sheet:

Directorate and Service Area:

Public Health

What is being assessed (eg name of policy, procedure, project, service or proposed service change):

Pharmaceutical needs Assessment (PNA) for Oxfordshire

Responsible owner / senior officer:

Jackie Wilderspin

Public Health Specialist

Public Health

Oxfordshire County Council

07920 084291

01865 328661

E-mail: Jackie.wilderspin@oxfordshire.gov.uk

Date of assessment:

29 October 2014

Summary of judgement:

The PNA is an assessment of access to and needs for pharmaceutical services. It is not a policy or service development but aims to inform such.

The PNA does not promote equality and diversity per se, but aims to review existing provision of pharmaceutical services in Oxfordshire and ensure that services are accessible by all persons irrespective of any protected characteristic or other differential factor such as for example, socio-economic status; residential status/transience.

The PNA takes account of health inequalities and that some population groups may have greater needs than others. Any differential impact arising from the PNA will be in relation to tackling these health inequalities.

Detail of Assessment:

Purpose of assessment:

Briefly summarise why you have done the assessment (eg in response to new or proposed changes to a policy, project, contract or service delivery).

The Health and Social Care Act 2012 transferred responsibility for the development and updating of PNAs to Health and Wellbeing Boards (HWBs).

The PNA should be a tool which is used to inform commissioners of the current provision of pharmaceutical services and where there are any gaps, in relation to the local health priorities, which could be addressed by improving services or access to services in the area. The commissioners who would find it most useful are Clinical Commissioning Groups (CCGs), Local Authority Public Health and NHS England.

The SCIA has been completed to verify that the PNA has no adverse affect.

Section 149 of the Equalities Act 2010 (“the 2010 Act”) imposes a duty on the Council to give due regard to three needs in exercising its functions.

This PNA is such a function. The three needs are:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic, and those who do not.

Complying with section 149 may involve treating some people more favourably than others, but only to the extent that that does not amount to conduct which is otherwise unlawful under the new Act.

The need to advance equality of opportunity involves having due regard to the need to:

- remove or minimise disadvantages which are connected to a relevant protected characteristic and which are suffered by persons who share that characteristic,
- take steps to meet the needs of persons who share a relevant protected characteristic and which are different from the needs other people, and

- encourage those who share a relevant characteristic to take part in public life or in any other activity in which participation by such people is disproportionately low.
- take steps to meet the needs of disabled people which are different from the needs of people who are not disabled and include steps to take account of a person's disabilities.

The need to foster good relations between different groups involves having due regard to the need to tackle prejudice and promote understanding.

These protected characteristics are:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – this includes lack of belief
- sex
- sexual orientation
- marriage and civil partnership

Social Value

Under the Public Services (Social Value Act) 2012 the Council also has an obligation to consider how the procurement of services contracts with a life value of more than £173,934 might improve the economic, social, and environmental well-being of the area affected by the proposed contract, and how it might act to secure this improvement. However, it is best practice to consider social value for all types of contracts, service delivery decisions and new/updated policies. In this context, 'policy' is a general term that could include a strategy, project or contract.

Context / Background:

Pharmaceutical Needs Assessment (PNA) for Oxfordshire.

The Health and Social Care Act 2012 transferred responsibility for the development and updating of PNAs to Health and Wellbeing Boards (HWBs).

A PNA will use the Joint Strategic Needs Assessment (JSNA) and other Board approved documents to identify the local health priorities. It should look at current demographics and future trends and developments which may impact on the health

of the local population. The PNA will look at issues that may affect it across the 3 years it could be valid for.

The PNA will also identify where pharmaceutical services are currently used to address these priorities and where changes may be required to fill any current identified gaps or to address possible future health needs.

The PNA should be a tool which is used to inform commissioners of the current provision of pharmaceutical services and where there are any gaps, in relation to the local health priorities, which could be addressed by improving services or access to services in the area. The commissioners who would find it most useful are Clinical Commissioning Groups (CCGs), Local Authority Public Health and NHS England.

The PNA is of particular importance to NHS England who since 1 April 2013 has been identified in the Health and Social Care Act 2012 as responsible for maintaining pharmaceutical lists. The PNA is a key document in making decisions with regards to applications made under the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

Pharmaceutical contractors have been surveyed to verify information held by NHS England on their opening hours and the scope of services they currently provide.

A public survey has also been undertaken, the findings of which are reflected in the draft PNA.

From November 2014 to January 2015 there will be a 60 day public consultation on the draft PNA, feedback from which will be assessed and included as relevant.

Proposals:

The PNA is not a proposal as such, it is an assessment of access to and provision of pharmaceutical services across Oxfordshire. The recommendations contained within the finalised PNA could elicit changes to existing services through, for example, proposals for the provision of pharmaceutical services from independent contractors, the commissioning of new services from existing pharmaceutical services contractors or adjustment to access times or the adjustment to services from existing contractors.

Evidence / Intelligence:

The exercise of developing the PNA requires review of existing source data and gathering of new information.

This PNA utilises the latest available data in the JSNA, Oxfordshire data and recent annual Public Health Reports.

Key drivers for setting priorities within Oxfordshire are found within a variety of sources such as Oxfordshire's Joint Health & Wellbeing Strategy.

In addition, information has also been gathered via:

A PNA public questionnaire – a survey of Oxfordshire residents' views and experiences of pharmaceutical services in the county. Included questions about what services the public were aware of, how they access services and what services they would like to see provided by community pharmacies. The PNA includes a summary of responses.

A PNA pharmacy contractor survey - enquired from the pharmacy providers what services their pharmacy offered, when they were open, and included questions related to customer access, including facilities for the disabled and the provision of targeted services, languages spoken by staff.

The draft PNA is going out to public consultation for 60 days from November 2014 to January 2015. The PNA may then be updated further to feedback received following the consultation. Amendments may include comments with respect to the SCIA..

Alternatives considered / rejected:

The PNA is a mandatory assessment required of the HWB. It makes recommendations and is not a proposal as such.

Impact Assessment:

Identify any potential impacts of the policy or proposed service change on the population as a whole, or on particular groups. It might be helpful to think about the largest impacts or the key parts of the policy or proposed service change first, identifying any risks and actions, before thinking in more detail about particular groups, staff, other Council services, providers etc.

It is worth remembering that 'impact' can mean many things, and can be positive as well as negative. It could for example relate to access to services, the health and wellbeing of individuals or communities, the sustainability of supplier business models, or the training needs of staff.

We assess the impact of decisions on any relevant community, but with particular emphasis on:

- Groups that share the nine protected characteristics

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – this includes lack of belief
- sex
- sexual orientation
- marriage and civil partnership
- Rural communities
- Areas of deprivation

We also assess the impact on:

- Staff
- Other council services
- Other providers of council services
- Any other element which is relevant to the policy or proposed service change
- How it might improve the economic, social, and environmental of the area affected by the contract **if** the Public Services (Social Value) Act 2012 applies

For every community or group that you identify a potential impact you should discuss this in detail, using evidence (from data, consultation etc) where possible to support your judgements. You should then highlight any mitigating actions you will take to either lessen the impact, or to address any gaps in understanding you have identified.

If you have not identified an impact on particular groups, staff, other Council services, providers etc you should indicate this to demonstrate you have considered it.

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<p>The PNA is expected to have a positive impact on protected groups as it seeks to highlight service gaps and encourage better provision of pharmaceutical services.</p> <p>It is unlikely to have a high differential impact on any particular protected characteristic.</p> <p>The following considers how improving access to pharmaceutical services provision can benefit each protected characteristic.</p>		
Age	<p>Age has an influence on which medicine and method of delivery is prescribed.</p> <p>Older people have a higher prevalence of illness and take many</p>	<p>Community pharmacies can support people to live independently by supporting optimisation of the use of medicines, support with ordering, re-ordering</p>

	<p>medicines. The medicines management of older people is complicated by multiple disease, complex medication regimes and the aging process affecting the body's capacity to metabolise and eliminate medicines from it.</p> <p>Over half the respondents to the patient survey (57%) were aged over 56, with 34% being over 66 years old.</p> <p>Correspondingly, only 3% of respondents were under 25 years old.</p> <p>Younger people, similarly, have different abilities to metabolise and eliminate medicines from their bodies.</p>	<p>medicines, home delivery to the housebound and appropriate provision of multi-compartment compliance aids and other interventions such as reminder charts to help people to take their medicines.</p> <p>Supporting independence by offering:</p> <ul style="list-style-type: none"> •Re-ablement services following discharge from hospital •Falls assessments •Supply of daily living aids •Identifying emerging problems with peoples health •Signposting to additional support and resources <p>Advice can be given to parents on the optimal way to use the medicine or appliance and provide explanations on the variety of ways available to deliver medicines.</p> <p>Pharmacy staff provide broader advice when appropriate to the patient or carer on the medicine, for example, its possible side effects and significant interactions with other</p>
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		<p>substances.</p> <p>The safe use of medicines for children and older people is one where pharmacies play an essential role.</p>
Disability	<p>Issues around access to pharmacy services and types of services provided were asked in the public survey. 12% of respondents described themselves as disabled with 3% describing themselves as housebound. Issues raised are discussed within the document and outcomes relating to these can be identified and discussed by the HWBB. The survey will be published alongside the PNA.</p>	<p>When patients are managing their own medication but need some support, pharmacists and dispensing doctors must comply with the Equality Act 2010.</p> <p>Where the patient is assessed as having a long term physical or mental impairment that affects their ability to carry out every day activities, such as managing their medication, the pharmacy contract includes funding for reasonable adjustments to the packaging or instructions that will support them in self-care.</p> <p>The first step should be a review to ensure that the number of medications and doses are reduced to a minimum. If further support is needed, then compliance aids might include multi-compartment compliance aids, large print labels, easy to open containers, medication reminder alarms/charts, eye dropper or inhaler aids.</p>

		Each pharmacy should have a robust system for assessment and auxiliary aid supply that adheres to clinical governance principles.
Gender Reassignment		Provision of necessary medicines and advice on adherence and side effects.
Marriage and Civil Partnership	No specific needs are identified.	
Pregnancy and Maternity	Pharmacies can provide advice to pregnant mothers on medicines and self-care. They have the expertise on advising which medicines are safe for use in pregnancy and during breast feeding.	Pharmacies can provide advice to pregnant mothers on medicines and self-care. They have the expertise on advising which medicines are safe for use in pregnancy and during breast feeding.
Race	<p>Black and minority ethnic (BME) groups generally have worse health than the overall population, although some BME groups fare much worse than others, and patterns vary from one health condition to the next. Evidence suggests that the poorer socio-economic position of BME groups is the main factor driving ethnic health inequalities. Language can be a barrier to delivering effective advice on medicines, health promotion and public health interventions.</p> <p>Within the patient survey, 95% of respondents described themselves as white, with 91% describing themselves as white British.</p>	<p>There are opportunities to access translation services that should be used when considered necessary.</p> <p>Community pharmacy is consequently a socially inclusive healthcare service providing a convenient and less formal environment for those who cannot easily access or do not choose to access other kinds of health service.</p>

Religion or Belief	Pharmacies can provide advice to specific religious groups on medicines derived from animal sources and during periods of fasting.	
Sex	<p>Responses to the survey were split as 35% male and 64% female, with 1% non-committal. Some of the services discussed are solely directed to addressing female conception issues which may be reflected in the response ratio across the genders. Also, more women are visiting the pharmacy possibly due to caring responsibilities for older and younger relatives.</p> <p>It is well documented that men are often more unlikely to access healthcare services.</p>	<p>Community pharmacies are ideally placed for self-care by providing advice and support for people to derive maximum benefit from caring for themselves or their families.</p> <p>When necessary, access to advice, provision of over the counter medications and signposting to other services is available as a walk in service without the need for an appointment.</p> <p>Community pharmacy is a socially inclusive healthcare service providing a convenient and less formal environment for those who do not choose to access other kinds of health service</p>
Sexual Orientation	No specific needs are identified.	
Community Safety	No specific needs are identified.	
Poverty	The PNA takes account of health inequalities and that some population groups may have greater needs than others. Any differential impact will be in relation to tackling these health inequalities. The PNA seeks to improve access to pharmaceutical services for	

	<p>everybody.</p> <p>In terms of survey responses, 36% stated that they pay for their prescriptions whereas the majority, 64% indicated that they do not have to pay.</p>	
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Impact on Individuals and Communities:

Community / Group being assessed (as per list above – eg age, rural communities – do an assessment for each one on the list)

The PNA considers access to pharmaceutical services across all communities , including rural settlements within specified localities. Maps are presented illustrating travel times to pharmacies and an assessment of access is made.

Impact on Staff:

There are no evident impacts on council staff emanating from the PNA.

Impact on other Council services:

There are no evident impacts on council services

Impact on providers:

Changes to service provision as a result of recommendations made within the PNA may impact on existing community pharmacies and/or may result in additional applications to open new pharmacies or commence pharmacy services.

Social Value

If the Public Services (Social Value) Act 2012 applies to this proposal, please summarise here how you have considered how the contract might improve the economic, social, and environmental well-being of the relevant area.

How might the proposal improve the economic well-being of the relevant area?

How might the proposal improve the environmental well-being of the relevant area?

Action plan:

Action	By When	Person responsible
None identified		

Monitoring and review:

Try to be as specific as possible about when the assessment will be reviewed and updated, linking to key dates (for example when consultation outcomes will be available, before a Cabinet decision, at a key milestone in implementation)

HWBs will be required to publish a revised PNA within three years of publication of their first assessment.

HWBs are also required to publish a revised assessment as soon as is reasonably practical should they identify significant changes to the availability of pharmaceutical services since the publication of the relevant current PNA unless it is satisfied that making a revised assessment would be a disproportionate response to those changes.

As a core part of the PNA, the EINA will also require review.

Person responsible for assessment:

Jackie Wilderspin (contact details above)

Appendix E: Consultation Report

Introduction

As part of the PNA process there is a statutory provision that requires consultation of at least 60 days to take place to establish if the pharmaceutical providers and services supporting the population in the Health and Wellbeing Board (HWB) area are accurately reflected in the final PNA document, which is to be published by 1st April 2015. This report outlines the considerations and responses to the consultation and describes the overall process of how the consultation was undertaken.

Consultation Process

In order to complete this process the HWB has consulted with those parties identified under Regulation 8 of the NHS (Pharmaceutical and Local Pharmaceutical Services Regulations) 2013, to establish if the draft PNA addresses issues that they considered relevant to the provision of pharmaceutical services.

Examples of statutory consulted parties included:

- Oxfordshire LPC
- Oxfordshire LMC
- Healthwatch, Oxfordshire
- Oxford Heath NHS Foundation Trust
- Oxford University Hospital NHS Trust
- Neighbouring HWB areas such as Buckinghamshire and Swindon
- Those on the pharmaceutical and doctor dispensing lists.

In addition, other local stakeholders were invited to consult on the draft. These included commissioners such as local CCGs and patient groups.

Each consultee was contacted via letter or email explaining the purpose of the PNA and that the HWB welcomed their opinion on whether they agreed with the content of the proposed draft. They were directed to the Oxfordshire County Council website to access the document and accompanying appendices, and offered the option of a hard copy if they wanted one.

Consultees were given the opportunity to respond by completing a set of questions and/or submitting additional comments. This was undertaken by completing the questions online via a link or via email or a paper copy by post.

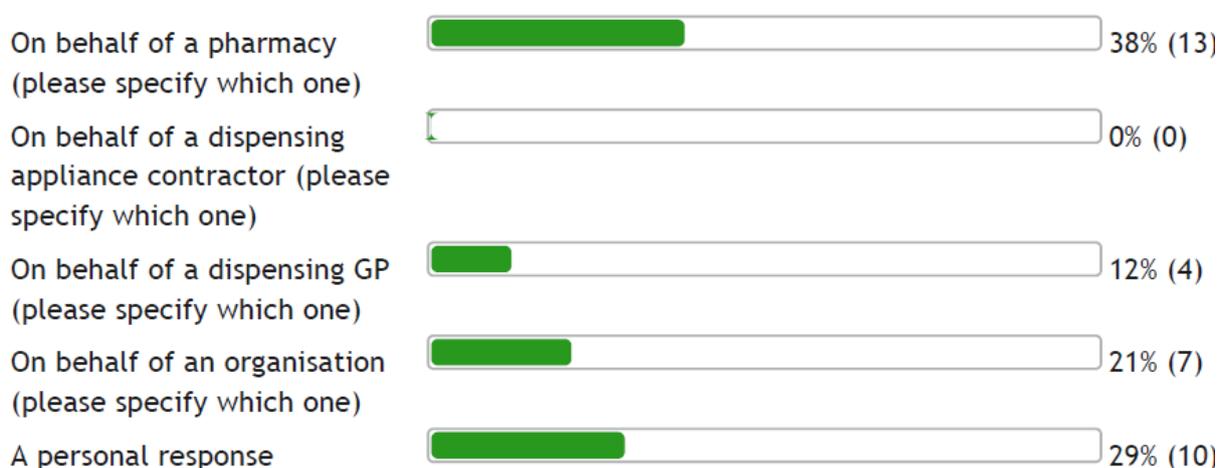
The questions derived were to assess the current provision of pharmaceutical services, have regard to any specified future circumstance where the current position may materially change and identify any current and future gaps in pharmaceutical services.

The consultation ran from 3rd November 2014 until 12th January 2015.

Results

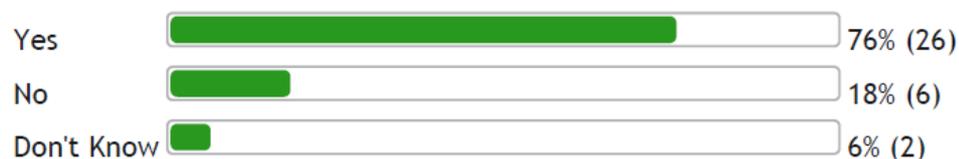
The online consultation received total 34 responses, identifying themselves as follows:

Participants in the consultation were not required to complete every question. As a result percentages are derived from the number of responses to the questions rather than the number of overall respondents. Actual figures are shown in brackets.



Summary of Online Questions, Responses and HWB Considerations

- In asking “**Does the PNA reflect the current provision of pharmaceutical services within Oxfordshire**”, the majority responded positively, six additional comments offered as to why not as shown below:



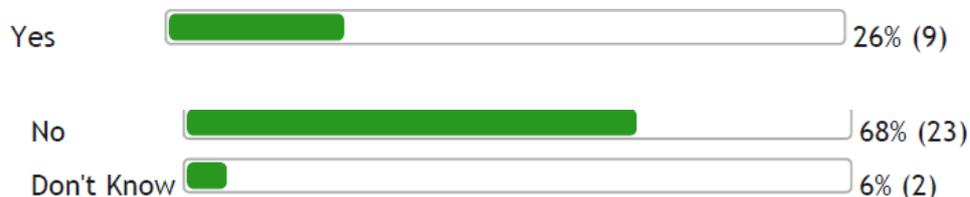
Summary of comments	Response
1. A personal anecdote supporting the value of pharmaceutical services being available on a Sunday.	The HWB was pleased to receive feedback from the local community with regard to out-of-ours pharmaceutical service provision.

2. A question regarding the opening hours of a pharmacy was raised.	The HWB use information supplied by NHS England. However this matter has been passed to them for resolution.
3. One comment indicated the document did reflect the current provision.	The HWB was pleased to receive additional positive feedback.
4. The distances and opening times of the pharmacies closest to Shipton were questioned.	The HWB welcomed the additional information provided and reviewed the calculations within the document. The distance figures were amended in light of this information. The HWB note that the determination was not affected.
5. A comment was received which indicated that Enhanced and LC services were not described in terms of locality nor times of day.	<p>The HWB considered including Locally Commissioned Services (LCS) in each locality, however due to the nature and level of detail provided by each commissioning organisation, this was not possible for all services.</p> <p>At the time of writing the PNA, the only Enhanced service provided in Oxfordshire is the annually reviewed flu vaccination service. Enhanced services are required to be provided during opening hours by participating pharmacies.</p> <p>Further details regarding LCS, can be provided by contacting the CCG or OCC direct.</p>
6. Comments were received which expressed an interest in seeing some evaluation of access times during rush hour traffic and 10min walk times, as there was some concern that a 20 minute walk may be impossible if a person was unwell.	The HWB appreciate the additional comments received regarding the accessibility of pharmacies and note the criteria used in the determinations was not challenged. The walking and driving times suggested for evaluation are supplied in the maps appendices.

Overall response from HWB:

The HWB was pleased to note the high positive response to this question and valued the comments received. Minor amendments to the travel distances in regard to Shipton were amended within the document.

2. In asking “**Are there any gaps in the service provision; i.e. when, where and which services are available that have not been identified in the PNA**”, the question received the following responses:



Seven of the nine that responded ‘Yes’ offered comments and the HWB responded as below:

Summary of comments	Response
1. A comment was received which highlighted the role of internet pharmacies and how they can meet the needs of the Oxfordshire population.	<p>The HWB reviewed the information contained in the proposed PNA regarding internet/ distance selling pharmacies.</p> <p>Distance selling pharmacies are required to provide services nationally. The one listed in the PNA is the only one based in Oxfordshire. Therefore the information included in the document is sufficient to show how they meet the needs of Oxfordshire’s HWB population.</p>
2. A concern was raised regarding the access residents of Abingdon have to pharmaceutical services.	<p>The HWB note there are 6 community pharmacies and one dispensing GP practice in Abingdon that meet the criteria used to identify pharmaceutical needs of Oxfordshire. The respondent has not identified any information to contradict this in respect of Long Furling Medical Centre.</p> <p>Details are include in section E of the PNA.</p>
3. A concern was raised regarding the distance some residents in villages may have to travel to access services.	<p>The HWB acknowledge the rural nature of the area and the challenges in providing appropriate access to services. The HWB used specific criteria regarding travel distance and time to travel for the PNA. These are described in detail in Sections D & E.</p> <p>The HWB’s determination that current services need to be promoted more effectively is important in enabling residents to access pharmaceutical services. This is reflected in the Executive Summary.</p>

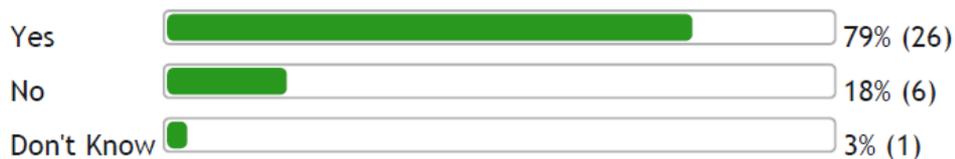
4. A question was raised in regard to the accuracy of Advanced services provision in Shrivenham.	The HWB use the data supplied by NHS England and this matter was passed to them for resolution. The document has been amended accordingly.
5. A comment was received regarding the consideration for pharmaceutical services outside of normal GP opening times.	<p>The HBW were pleased to receive comments that value the contribution of pharmaceutical services out-of-hours. However it was felt that the detail in the maps, tables and locality profiles were sufficiently considered.</p> <p>Specific details regarding particular pharmaceutical services or times of days were not provided for the HWB to consider further.</p>
6. Comments were submitted which highlighted the benefits of community pharmacies providing specialist advice care home which they currently dispense to.	The HWB were pleased to receive comments which support the development of services provided by community pharmacists.

One comment received was not understood.

Overall response from HWB:

The HWB was pleased to note the high positive response to this question, and considered the comments made. Information regarding MUR and NMS provision in the Vale of White Horse locality was amended.

3. In asking “**Does the draft PNA reflect the needs of the Oxfordshire population**”, the majority, 79% responded positively, with five comments offered as to why not as shown below, with the HWB response:



Summary of comments	Response
<p>1. The lack of weekend provision in Berinsfield was highlighted as detailed in the draft PNA. In addition the respondent also reiterated the provision in Abingdon and that this was not ideal for those using public transport in rural areas.</p>	<p>The HWB were pleased to note specific comments supporting the determination that additional weekend provision in Berinsfield is necessary to meet the needs of the population.</p>
<p>2. Comments were received expressing the need for pharmaceutical service provision on Sundays and after 5pm in all localities, and assured access for Advance and Enhanced services during opening times, particularly the Emergency Hormonal Contraception (EHC) services.</p>	<p>The HWB were pleased to receive comments which support the need for pharmaceutical services outside of normal hours, including Advanced and LCS. The HWB note the remarks regarding the operating framework of LCS and have forward these to the appropriate commissioners, for information, as this sits outside the remit of the PNA.</p> <p>Additional statements were included in each locality to show the overall opening hours of pharmacies. These statements clarify that out-of-hours access is available across Oxfordshire in each locality; the criteria used in the document often found that residents could access pharmaceutical services either in another locality or HWB area within the 5mile and 20 minute standard.</p>
<p>3. A comment was received which stated that the PNA only takes account of the provision of pharmaceutical services during GP opening hours and expressed concerns that residents have insufficient access in rural areas over weekends when GPs are closed.</p>	<p>The HWB has considered access to pharmaceutical services during normal working hours and out of hours including rural areas over the weekends, and have made determinations regarding these matters.</p>
<p>4. Unsubstantiated concerns were received regarding the over use of monitored dosage systems (MDS) in community settings and its impact on the capacity of pharmacies.</p>	<p>The provision of MDS is one of any number of ways in which pharmacies can support patients when dispensing medications (as an essential service) and is determined through a professional assessment. This is outside the scope of the PNA.</p>

One comment received could not be understood.

Overall response of the HWB

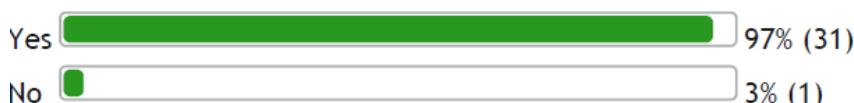
The HWB was pleased to note the high positive response to this question, and additional comment that supported its determination regarding Berinsfield. Clarification statements were added to each locality to show the overall opening hours of pharmacies.

5. In asking “**Has the purpose of the PNA been explained sufficiently**”, the HWB were pleased to note the 97% positive response, with one comment offered as to why not as shown below, with the HWB response.

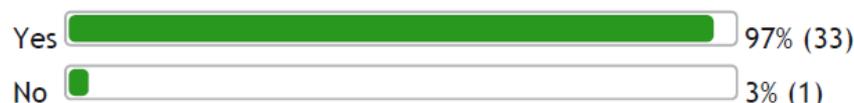


Summary of comment	Response
One comment was received, which noted the number of acronyms contained within the document and requested a 'less wordy' introduction.	Considerable consideration has been taken by the HWB to balance the level of detail and breadth of organisations and services included in the PNA. On receiving these comments, it has been reviewed again. The HWB feel further simplifications cannot be achieved whilst meeting the regulatory requirements.

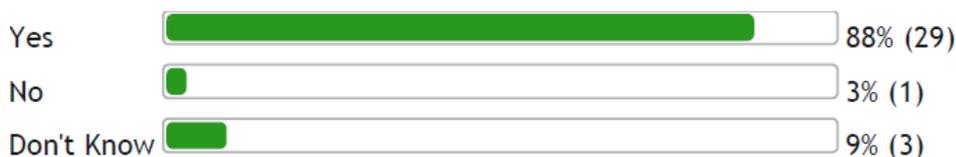
6. In asking “**Has the scope of the PNA been explained sufficiently**”, the HWB were pleased to note the 97% positive response and noted a single comment which references the response in the previous question, no.6.



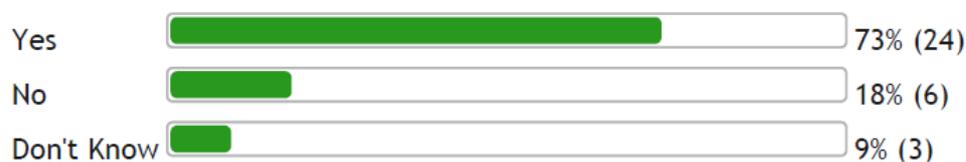
7. In asking “**Are localities clearly defined throughout the draft PNA**”, the HWB were pleased to note the positive response all but one of the respondents', and noted no additional comments were received for consideration.



8. In asking “**Has the PNA provided adequate information to inform the market entry decisions**”, the HWB were pleased to note the majority confirmed this with one comment regarding the maps providing enough information.



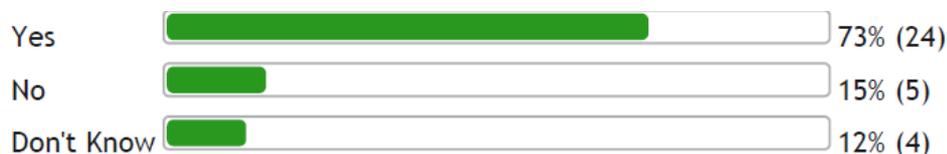
9. In asking “**Has the PNA provided adequate information to inform how services may be commissioned in the future**”, the HWB were pleased to note the majority confirmed such with five comments offered by the dissenting parties, as shown below:



Summary of comments	Response
1. Three comments received indicating a lack of clarification regarding how future commissioning would be undertaken.	<p>The HWB note that the scope of the PNA is to inform the commissioning process only.</p> <p>The respondents did not comment on the adequacy of information provided in the PNA to inform commissioning decisions therefore unable to consider further.</p>
2. Previous comments regarding the operating framework of LCS were provided with more detail.	<p>Again the HWB were pleased to receive positive, constructive feedback regarding the development of these services and forwarded them to the appropriate commissioners.</p> <p>These comments add weight to the determination that services need to be promoted more effectively both to the public and other healthcare professionals.</p>

An additional comment was received, however it was in regard to essential services (dispensing) and the advance service (MUR) which are determined nationally.

10. In asking “**Has the PNA provided enough information to inform future service provision and plans for pharmacies and dispensing appliance contractors**”, the HWB were pleased to note the majority confirmed such with six comments offered, as shown below:



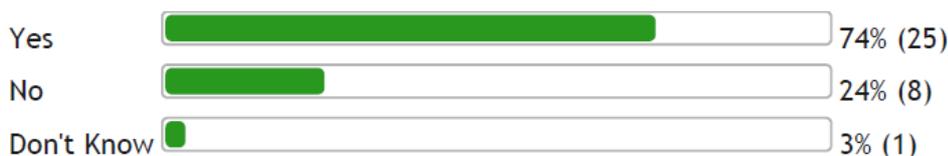
Summary of comments	Response
Five of the comments received were positive in regards to the question, and there were additional questions raised from pharmacies in regard to how they can invest in staff and premises to be able to meet future needs.	The HWB welcomed the comments, yet note that the scope of the PNA is to inform the commissioning process.

One comment received could not be understood.

Overall response of the HWB:

The HWB was pleased to note the high positive response to this question and additional supporting comments received.

11. In asking “**Do you agree with the conclusions of the PNA**”, the HWB were pleased to note the majority of respondents concurred with several comments offered and responded to as below:

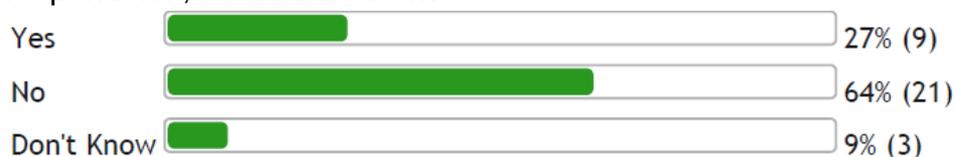


Summary of comments	Response
1. One comment received (from a GP dispensing practice) indicated that dispensing GP practices should be considered when commissioning pharmaceutical Enhanced and Advanced services.	The HWB were pleased to see interest in this area from a current provider; however this is not for the HWB or the PNA to consider as Advanced services are commissioned nationally. However this comment has been forwarded to NHSE for information.

<p>2. A comment was received regarding the determination at Shipton and the requirement for additional pharmaceutical service provision over the weekend, including concerns regarding commercial viability of opening for a relatively small amount of patients.</p>	<p>The HWB note that the scope of the PNA is to inform the commissioning process, and that the comments received did not challenge the criteria used to identify this area for improvements in access.</p>
<p>3. The following comment was submitted: <i>“South Central Ambulance Service, as the provider of 999 and 111 services, believes that access to pharmacy services is required beyond the “normal working hours and at times when GP surgeries are open”. The 999 and 111 services would like to signpost patients to these services outside of these restricted hours”.</i></p>	<p>The HWB welcomed the comment, and have passed this information to all commissioning organisations concerned and the Local Pharmaceutical Committee. The HWB support improved communication between healthcare professionals in utilising pharmaceutical services in the area.</p>
<p>4. A question was raised from one respondent regarding the activity of services, specifically MURs.</p>	<p>The HWB have not considered activity as part of the PNA, as this sits outside the scope.</p>

Two of the comments received could not be understood.

12. In seeking to establish whether there are any services not highlighted in the draft PNA that could be provided in the community pharmacy setting in the future, the HWB noted and responded to the suggestions offered by all 6 of the positive respondents, as shown below:



Summary of comments	Response
<p>A number of suggestions were received from the respondents, these were:</p> <ul style="list-style-type: none"> • Delivery services • Diabetes Management • General services to small villages • Minor Ailments scheme • Emergency supplies • Care Home service • Alcohol Intervention • Monitored Dosage systems 	<p>The HWB considered the suggestions and determined that these services were already covered in the PNA in sufficient detail.</p>
<p>A personal comment was received regarding the benefits they had experienced using an Internet pharmacy.</p>	<p>The HWB were pleased to receive a compliment regarding this service.</p> <p>Internet pharmacies are required to provide services nationally. The one listed in the PNA is the only one based in Oxfordshire. Therefore the information included in the draft PNA is sufficient to show how they meet the needs of Oxfordshire's HWB population.</p>

An additional comment was received to this question, which was a repetition of a response to Q11.

The HWB was pleased to note the suggestions submitted, however, concluded these services were adequately covered in the draft PNA and no further information would need to be included.

13. Respondents were given the opportunity to provide any other comments on the draft PNA. Seven chose to submit further comments. These are summarised in the table below with the HWB responses:

Summary of comments	Response
1. Comment received stating internet pharmacies are efficient and the use of them should be encouraged.	The HWB consider internet pharmacies to contribute to the provision of pharmaceutical service provision for residents of Oxfordshire and have considered this sufficiently in the PNA. Distance selling pharmacies are unable to provide essential face-to-face services but they can benefit the health of all patients in providing services through an assortment of distance mechanisms including delivery to rural localities.
2. A personal experience was related regarding the difficulties in obtaining calendar packs and the lack of consistency in the way medications look in order to be compliant with their medication regime.	The HWB have included information in the PNA section D on how pharmacies can address compliance problems as part of essential services, which all pharmacies are required to provide. Any additional determinations would be outside the scope of the document. However we would encourage individuals to talk directly to the pharmacy they use.
3. A comment was received which stated GPs should be given priority over other providers with regards to medication provision.	The HWB board support the robust commissioning of services from all appropriate providers in line with national policy.
4. The following comment was received <i>“A very well written document.”</i>	The HWB were pleased to receive such a positive response.
5. Concerns were raised regarding the communication between GP surgeries and pharmacies, which could result in a waste of resources and may hinder patients’ ability to self-care.	The HWB are unable to consider this issue as part of the PNA process. However HWB would encourage greater working partnerships between healthcare professions.

<p>6. Additional information was provided, indicating that the Shipton pharmacy originally opened on Saturdays and there was low usage at that time.</p>	<p>The HWB welcomed the additional information. However the PNA considers current and future needs of the population and not the activity of any pharmaceutical service, past or present.</p> <p>The residents of Shipton currently do not have access to pharmaceutical services in the immediate vicinity on a Saturday when the GP surgery is open indicating a need for improvement in access.</p>
<p>7. Comments were received highlighting the roles community pharmacy can contribute to the self-care, public health campaigns and supporting patients in care settings.</p>	<p>The HWB were pleased to receive such positive comments.</p>

Comments Received By Post and Email

There were two additional responses to the consultation which were submitted by email.

These are summarised, with the HWB responses below. Both submissions were from neighbouring HWBs

Summary of comments	Response
<p>One neighbouring HWB commented that the Oxfordshire PNA was comprehensive and well presented. They added it would be helpful if more detail could be included on LCS within localities.</p>	<p>The HWB were pleased to receive the positive comments.</p> <p>The HWB considered including LCS in each locality but due to the nature and level of detail provided by each commissioning organisation, this was not possible for all services.</p> <p>The HWB have recommended greater promotion of current pharmaceutical services and this is included in the Executive Summary of the PNA.</p>

<p>The second response from a neighbouring HWB was made in conjunction with its LPCs and LMC.</p> <p>It noted the PNA addressed the needs of the population and supported the prevention agenda in the community.</p> <p>Specific remarks were made in regard to Shrivenham, and noted that it is well served in respect of pharmaceutical services.</p> <p>The response also highlighted that residents of Swindon may access services in the Oxfordshire HWB area and requested consideration for any housing developments in the area is taken.</p>	<p>The HWB were pleased to receive such positive comments and noted the request regarding Swindon.</p> <p>Although the residents of Swindon both current and future may access pharmaceutical services in Oxfordshire, those needs would fall within the scope of the Swindon PNA for consideration and open for comment by Oxfordshire HWB.</p>
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Summary Conclusions

The HWB would like to thank those who participated in the consultation process. The information gleaned was constructive and helpful. The consultation did not result in any major changes to the document, or any of its determinations.