

# EAST SUSSEX

## Pharmaceutical Needs Assessment

### October 2022



## Document summary

This document is an analysis of the health needs of the population of East Sussex with regard to the need for and use of community pharmacy services for the period 2022-2025.

The document has 12 sections, an executive summary, eight Appendices and a glossary.

<b>Section 1</b>	is an introduction to what is meant by Pharmaceutical Needs Assessment [PNA].
<b>Section 2</b>	describes the processes followed in developing the Pharmaceutical Needs Assessment.
<b>Section 3</b>	explains the strategic context of health and social care integration, with changes in primary care and changing roles of community pharmacy.
<b>Section 4</b>	describes the population [demography] of East Sussex and expected changes in the size of the population between 2022-25.
<b>Section 5</b>	covers the health and social care needs of the population and in each locality [local authority] and identifies population subgroups with additional needs.
<b>Section 6</b>	describes current pharmacy and GP dispensing service provision in East Sussex.
<b>Section 7</b>	describes the findings from the East Sussex residents' survey in January 2022.
<b>Sections 8 and 9</b>	describe the community pharmacy and GP dispensary surveys in January 2022.
<b>Section 10</b>	describes the gap analysis for each district/borough council area: Eastbourne; Hastings; Lewes; Rother and Wealden.
<b>Section 11</b>	describes the stakeholder consultation from mid-May to mid-July 2022 and ESCC response to the issues raised.
<b>Section 12</b>	has overall conclusions about current services and future roles of pharmacies in East Sussex.
<b>Appendices</b>	
<b>Glossary</b>	

## Document Control

Version	Date	Revision made	Author(s)	Comments
Draft 1	14-04-22	Pre-steering group review	N.Kendall	
Draft 2	25-05-22	After Steering Group meeting	N.Kendall	
Draft 3	08-06-22	After Steering Group review	N.Kendall	Full version for public consultation

## Distribution of PNA Draft for Consultation

Name	Role	Organisation	Date
		Brighton & Hove CC Health and Wellbeing Board	
		Kent CC Health and Wellbeing Board	
		West Sussex CC Health and Wellbeing Board	
		East Sussex Local Pharmaceutical Committee	
		Surrey and Sussex Local Medical Committee	

### Approval

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Signature:

Designation:

Date:

About this document

Version number: V3

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ESCC - East Sussex County Council

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The East Sussex Health and Wellbeing Board would like to acknowledge the contribution of staff from: ESCC departments (Adult Social Care, Marketing and Communications, Public Health); NHS England and NHS Improvement - South- East Region; Community Pharmacies; GP Practices; the Local Pharmaceutical Committee; the Local Medical Committee; and all other stakeholders and members of the public towards the development of the 2022 Pharmaceutical Needs Assessment (PNA).

# Executive summary

## Introduction

Since 1<sup>st</sup> April 2013 every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish every three years and keep up to date a statement of the need for pharmaceutical services in its area, otherwise referred to as a pharmaceutical needs assessment (PNA).

From July 2022, the NHS Sussex Integrated Care Board is responsible for managing the Community Pharmacy Contractual Framework and is expected to make reference to the PNA when making decisions about market entry for new service providers, as well as in the commissioning of enhanced services from pharmacies.

The required content for PNAs is set out in Schedule 1 to the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.<sup>1,2,3</sup>

The aim of the East Sussex PNA is to describe the underlying need for and current provision of pharmaceutical services in East Sussex, and to ensure that the minimum statutory requirements for PNAs are met, to identify systematically any gaps in services and, in consultation with stakeholders, make recommendations on future development.

## Process

To oversee the process, a PNA Steering Group was formed consisting of key professionals drawn from the Public Health department at East Sussex County Council (ESCC), the Inclusion and Advisory team at ESCC, the Local Pharmaceutical Committee (LPC), Healthwatch, NHS England-South (South-East) and the Local Medical Committee (LMC).

The PNA has reviewed and analysed East Sussex's demographic changes, health needs, mapped current pharmaceutical service provision and consulted the public and other stakeholders through surveys.

To comply with the Regulations a public consultation of the PNA document was undertaken from 1<sup>st</sup> June to 30<sup>th</sup> July 2022. Views from the public and other stakeholders were sought and responded to in drafting the final document.

## Key findings

### Population Change 2022-2025

The East Sussex population was estimated to be 563,167 in 2022. East Sussex has a much older age profile compared to England and the South-East. Twenty-seven per cent [27%] of the county's population is aged 65 or over, compared to [19%] in England and 20% regionally. The median age of the county is 48.4, compared to the national average of 40.2.

By 2025, it is estimated that the population will increase by 12,376 persons [a 2.2% increase]. Most of the increase is predicted to be in people aged over 65, who are more likely to need pharmaceutical services.

Wealden District Council is the largest lower tier local authority with an estimated 164,760 residents and Hastings Borough Council the smallest with 92,709 residents in 2022. The majority of the population increase is expected to occur in Wealden.

These demographic changes present a challenge for commissioners and providers of all health and social care services, including providers of community pharmacy services.

## Long-term conditions and frailty

Notably the increase in the number of older people in the population means not only will people be living for longer but also living with one or more long-term health conditions [also known as multi-morbidity] as well as increasing frailty.<sup>4,5</sup>

Pharmaceutical service providers [community pharmacies] are contracted to participate in the identification and management of people with long-term conditions [LTCs], as well as in their prevention. Pharmacists' involvement with the management of LTCs is expected to increase substantially.

Pharmacies are an increasingly recognised resource for health advice and their expertise will help reduce the increasing burden on other urgent care services.<sup>6</sup> This is recognised in the NHS Long Term Plan,<sup>7</sup> and in the GP Forward View.<sup>8</sup>

Optimising care pathways for all people with long-term conditions can have substantial benefits for the health and social care system. Pharmacies play an important role in this.

## Health needs and health inequalities

The health needs and profiles of the population in the five lower tier local authorities in East Sussex: Eastbourne Borough Council; Hastings Borough Council; Lewes District Council; Rother District Council and Wealden District Council are summarised in section five of this document.

The Index of Multiple Deprivation [IMD] 2019 describes relative deprivation nationally. The existing pharmacies in East Sussex have been mapped according to this. Please see section 5 for more detail. Nationally health inequality effects have been made considerably worse by the effects of the pandemic.<sup>9</sup>

People living in deprived communities have a lower uptake of screening programmes, and vaccinations.<sup>10,11</sup> When very unwell, people in deprived areas may delay seeking medical attention where necessary. Deprived areas are noted to have high A&E attendance and emergency admission rates.<sup>12</sup> There has been a relative reduction in access to elective hospital care in deprived communities during the pandemic and substantial, unmet clinical need exists.<sup>13,14</sup>

Pharmaceutical service providers [community pharmacies] have the potential to play an even greater role in identifying and helping to address local health inequalities. Pharmacies

are very accessible as they are based at the heart of communities, including those located in rural and deprived areas.

## Changes in commissioning of pharmaceutical services

East Sussex Clinical Commissioning Group is the healthcare commissioning organisation for patients registered with an East Sussex GP. However, from the 1st July 2022, it will be merged into the NHS Sussex Integrated Care Board.

The NHS Sussex Integrated Care Board (a new NHS Body) has statutory responsibility for commissioning healthcare services across the whole of Sussex (East Sussex, Brighton and Hove and West Sussex).

From July 2022, the NHS Sussex Integrated Care Board is responsible for managing the Community Pharmacy Contractual Framework and is expected to make reference to the PNA when making decisions about market entry for new service providers, as well as in the commissioning of enhanced services from pharmacies.

As with any organisational change, it will be important to ensure that roles and responsibilities are clear to all concerned as new arrangements bed in.

## Potential changes to standard GP practice opening hours

There are ongoing national negotiations between the NHS and the British Medical Association regarding the possibility of extending the opening hours of opening of general practices. If these are introduced into the standard GP contract this could mean greater number of appointments available in the evenings and Saturday afternoons. There could need to be a corresponding increase in the opening hours and availability of pharmacies for dispensing prescriptions through commissioning an extended hours service.

## Current provision of community pharmacies

There are currently 102 pharmacies in East Sussex [including the three distance selling pharmacies located within the borders of East Sussex].

As at January 2022, the East Sussex rate of pharmacy provision was 17.6 per 100,000 [excluding the GP dispensaries]. There are 99 community pharmacies and 16 GP dispensaries in East Sussex. Of the 99 community pharmacies, 91 have contracts for 40 hours of opening, while eight have 100-hour contracts. In addition, there are also three distance selling [internet] pharmacies located in East Sussex.

Looking at the rates of community pharmacy provision per 100,000 resident population by districts and boroughs in East Sussex, there would appear to be relatively lower provision in Wealden and Rother districts [if the GP dispensaries in those localities are not included]. Please see section six.

## Changes since the last PNA

There are ten fewer pharmacies in East Sussex than when the last PNA was published in 2017, when there were 112.

There are two fewer pharmacies in Eastbourne Borough, both 40-hour pharmacies.

There are two fewer 40-hour pharmacies in Hastings Borough.

Lewes District has two fewer pharmacies, both 40-hours.

Rother District has two fewer [one 40 hour and one 100-hour] pharmacies but has gained one distance selling pharmacy.

Wealden District has two fewer distance selling pharmacies and has lost one 40-hour pharmacy.

Please see Table 12, on page 80, summarising the changes since 2017.

Trends in the number of pharmacies have shown a gradual reduction at national and regional level since the last PNA in 2017. As at end of 2021/22, the number of pharmacies 17.6 per 100,000 in East Sussex [crude, unadjusted rate] is lower than the England rate of provision 19.0 per 100,000, and similar to neighbouring local authorities.

## Future provision

The majority of providers who responded to the community pharmacy survey [30/46] stated that they had sufficient capacity to manage a potential increase in demand.

## GP practices with their own dispensaries

Thirteen General Practices [with a total of 16 GP dispensaries] provide medicines dispensing services to some of their registered local populations, mainly on weekdays. These GP dispensaries serve the rural parts of Hastings, Rother and Wealden. Please see section [3.4 Dispensing GP practices](#)

When the GP practices with dispensaries are included in the total number of dispensaries in the county [and including the community pharmacies in the total] the rate of dispensary provision is 20.4 per 100,000 for East Sussex. The rate is relatively higher in Rother [24.9 per 100,000] than Hastings [22.6 per 100,000] and Wealden [20.0 per 100,000] local authorities. The lowest rate of provision overall is in Lewes [16.3 per 100,000].

There has been an increase in the use of dispensing services accessed via the internet [both from a local pharmacy and distance selling premises] due to COVID pandemic restrictions and since. Nationally, there are now over 300 distance selling premises that must deliver to anyone in England. All pharmacies [even local ones] are now required to facilitate remote access to services where that is appropriate.

## Distance Selling Pharmacies

The proportion of items dispensed by a distance selling pharmacy has been steadily increasing. At East Sussex level this is now 6.2% overall [at the end of 2021/22]. Notably this is even greater in Lewes [7.6%] and Wealden [6.8%] local authorities.

## Travel access to pharmacies

In order to assess whether residents are able to access a pharmacy, travel times were analysed using TRACC software to model travel times to a pharmacy at different times of the week, using different modes of transport (car, public transport, and walking).

This model takes into account traffic flow and volume at different times of the week, as well as distance. A 30-minute journey one way by any means of transport was considered reasonable by the Steering Group. Further analyses have been undertaken to look at access in those wards where more than 15% of residents do not have access to a car. [It's not possible to say how many individuals do not actually have access to a car, just that these wards overall have lower car accessibility than most of East Sussex.].

Overall, car owners can reach a pharmacy within 30 mins one way travel time at any time of the week, although around 2,300 people (0.4% of the population) would have to drive more than 30 mins on a Sunday

### Weekdays

Around 42,800 residents of East Sussex (7.7%) cannot physically attend any pharmacy (including dispensing GP surgeries) during the day on a weekday within half an hour using public transport, and 29,300 of these people (5% of the county's population) cannot access any pharmaceutical provision at all [within two hours] using this mode of transport.

Access to pharmacies during the day, using public transport, has declined marginally since 2019, when 41,500 residents (7.5%) were unable to access a pharmacy within 30 minutes, and 28,200 (5%) had no access. This may be because of changes to public transport provision or because of a decline in the number of pharmacies. This has reduced from 240 in 2019, to 223 in 2022. (The total includes dispensing pharmacies in GP surgeries and pharmacies in neighbouring local authority areas within a five-mile buffer zone).

### Weekday evenings

Evening access has been defined in this report as premises open on at least three or more weekday evenings. The number (126,700) and proportion (23%) of people unable to access a pharmacy within 30 minutes using public transport rise considerably in the evenings (up from 88,000 in 2019). An estimated (81,600) people (15%) have no access at all using public transport within two hours (up from 52,300 in 2019).

This calculation includes the GP surgeries which have their own dispensaries. In 21 wards, more than three quarters of the population cannot access a pharmacy within two hours using public transport in the evening. The number of pharmacies open in the evening has declined from 97 in 2019 to 84 in 2022. (The total open includes the nine GP surgeries that do provide a dispensing service on some weekday evenings).

### Weekends

On Saturdays, more pharmacies are open in the morning (184) than are open all day (95), and this is reflected in accessibility using public transport. While 50,300 people (9.0%) cannot access a pharmacy in the morning within 30 minutes, this rises to 63,000 (11.3%) in

the afternoon, with 37,900 (6.8%) having no access at all [within two hours] at any time on a Saturday.

Access on a Sunday is more of a challenge, with nearly a third of people in the county (174,300 or 31%) unable to get to a pharmacy within half an hour using public transport, and 76,800 (14%) with no access at all [within two hours]. Access in Wealden and Rother on a Sunday is worst where more than half of residents live more than 30 minutes from a pharmacy, (57% in Rother and 56% in Wealden). In Rother, a third of people (32%) cannot access a pharmacy at all [within two hours using public transport] on a Sunday, and in Wealden (20%). Note that the number of pharmacies open on a Sunday has declined from 48 in 2019 to 37 in 2022.

In the Residents' Survey most respondents (81%) most commonly use pharmacies between the hours of 9am and 6pm during the week. This pattern is reflected across all five county districts, and over 90% say their needs are met by those opening hours, East Sussex Residents' Survey 2022 findings.

A total of 2,002 telephone interviews were conducted with a representative, random sample from each of the five lower tier local authorities of East Sussex residents in January and February 2022.

### **Visiting pharmacy**

- More than three-quarters (77%) of our county-wide sample are most likely to use a pharmacy or chemist's shop to pick up their prescription
- Eight per cent are most likely to use a GP's practice dispensary, and this is highest in Rother (20%), whilst 7% have a delivery from their usual pharmacy and 8% use other methods, such as online.
- 16% of residents visit a pharmacy several times monthly, with 4 out of 10 typically visiting once a month. Almost one-in-ten (8%) have not visited a pharmacy in the last 12 months.
- More than 80% of all respondents collect their medicines, with (8%) having them delivered free, and the balance (7%) paying for their delivery. [The delivery of prescriptions is not part of NHS commissioned services].

### **Service received and opening hours**

- 60% of all respondents who attend a chemist rate the advice they receive from pharmacies/chemists as 'good', with another 33% rating this advice as 'fair'.
- More than 8 of out 10 of our respondents agreed that their pharmacist provides a good service, with just 2% disagreeing.
- Of those using a GP's practice dispensary, 95% rated the advice they receive as 'good'.
- Respondents generally find it easy to find an open pharmacy during the day (89% rate this as 'good').

- Only half (52%) rate finding an open pharmacy at the weekend as ‘good’.
- However just 4 out of 10 give a ‘good’ rating for being able to access a pharmacy on Bank Holidays, with more than 1-in-4 actually rating this as ‘poor’.
- Even fewer (just 30%) rated finding an open pharmacy in the evenings as ‘good’ with 1-in-5 rating being able to do this as ‘poor’.

### **Services for people with additional needs**

- 2% of respondents had looked after a terminally ill relative or friend living in East Sussex in the last 12 months.
- 1% of respondents had stopped using a pharmacy due to service provision issues.
- 61% agreed that if they wanted to, they could speak to their pharmacist without being overheard.
- 4% of respondents reported having accessibility needs relating to a disability, whilst 3% reported having a communication need.
- 6% said they helped either a friend or adult family member to use pharmacy services.

### **Qualitative findings from the Residents’ Survey**

There were many positive comments received from residents about care and service received.

There were some comments about ‘poor service’ in pharmacies - having medicines delivered was a way of avoiding receiving a poor service. The closure of pharmacies was mentioned as a reason, but this was mainly from Hastings Borough residents.

The most common themes why opening hours were not meeting needs were the lack of evening openings or weekend availability. Many who were working full-time found it difficult to use the daytime, weekday pharmacies. There were specific mentions from those in Hastings about the recent closures of pharmacies in their own area.

Respondents who said that their pharmacy never meets their communication needs wanted staff to be ‘more patient and understanding’, or to ‘listen more to their needs’. This was especially where English may not be their first language.

An online survey of people with communication needs was conducted in 2019/20 following a recommendation from the East Sussex Seniors Forum. This survey highlighted issues relating to communicating effectively in a pharmacy with those hard of hearing.

### **The new Community Pharmacy Contract 2019 to 2024**

A new contractual framework was introduced for community pharmacies on 1st October 2019.<sup>15</sup> Key elements are:

- Phasing out of the Medicines Use Review [MUR] service by 2020/2021.
- Expansion of the New Medicines Service to include a new range of medicines.

- Introduction of the Community Pharmacy Consultation Service [CPCS], with a referral service, initially from NHS111 to pharmacies, and subsequently referrals from GPs.
- Pharmacies and GP practices to collaborate with each other in Primary Care Networks [PCNs]

Essential services within the contract include dispensing medicines, disposing of unwanted medicines, the Discharge Medicines Service from hospitals, and health promotion campaigns.

People may run out of medicines and for some this may potentially cause an issue. This is therefore one benefit of the new Community Pharmacy Consultation Service for providing replacement medicines where appropriate, following referral from NHS 111. The hospital pharmacy can dispense to patients seen in A&E [as can the out of hours service from its own limited formulary].

## Public transport

Better access to necessary services in evenings and at weekends could also be made available by improvements in public transport in rural East Sussex.

## Future need for necessary services in the next three years

Should there be substantial housebuilding completion [of the order of 2,000 houses or more] focused in a given parish or town in East Sussex in the lifetime of this PNA [between 2022 to 2025], then there could be a need for a new pharmacy. From current planning estimates this seems unlikely to be the case.

Any new pharmacy would be expected to provide the following: all essential services, as well as the Community Pharmacist Consultation Service; the New Medicine Service, and 'flu vaccination advanced services. These services would be expected to be provided Monday to Saturdays.

## Conclusions

In the context of their new contractual framework pharmaceutical service providers will play an important future role in:

- providing a range of clinical and public health services
- the management of long-term health conditions, as well as their prevention<sup>16</sup>
- facilitating new approaches to urgent and emergency care<sup>17,18</sup>
- supporting safe and effective medicines management in general practice

Overall, there is good pharmaceutical service provision across East Sussex. In rural areas there are enough dispensing practices of good quality to provide essential dispensing services to the rural population on weekdays.

The potential increase in opening hours of GP practices to 8 p.m. on weekdays and on Saturdays until 5 p.m. from October 2022 could need to be addressed in terms of making

pharmacy services more accessible in future by aligning pharmacy hours through the commissioning of an extended hours service.

If there are changes in provision of services, the Health and Wellbeing Board will publish a supplementary statement setting out whether it considers that the change has created a gap in the provision of pharmaceutical services.

PCN pharmacists working alongside GP practices should ease some of the burden on GPs by dealing with routine medicines enquiries, as well as undertaking structured medicines reviews. PCN pharmacists are not dispensing pharmacists, so this will not offset any further loss of community pharmacies from a dispensing point of view.

COVID-19 has meant many people have adapted the way they access dispensing services and the ways in which medicines support services are provided. This will include commercial services continuing to provide local delivery of medicines for people who cannot easily leave their home.

The Director of Public Health has a statutory obligation to keep under review the pharmacy capacity in each locality in East Sussex in terms of meeting the needs of the population. Should pharmacies have to, or choose to, close in future we will publish supplementary statements and keep the Health and Wellbeing Board duly informed.

# Recommendations

## Current Position and Provision

The following recommendations are based on statements required from the national PNA guidance. These are summarised in Table 1 Required statements in the Regulations below.

**Table 1 Required statements in the Regulations-Current position**

East Sussex Required Statement	Evidence Reviewed
<p><b>Necessary Services-that are currently provided</b></p> <p><b>All of the essential and advanced services currently provided within East Sussex community pharmacies are necessary.</b></p> <p><b>There is no overprovision of services.</b></p>	<p>The PNA report shows the number, and distribution of pharmacy premises covering each of the five lower tier local authorities in East Sussex, providing essential and advanced services.</p> <p>The matching of their location according to relative deprivation in a given area is shown.</p> <p>The PNA also includes a description of the GP dispensaries serving rural areas in East Sussex.</p> <p>Necessary, essential and advanced pharmacy services are also provided from pharmacies in the neighbouring local authorities of Brighton &amp; Hove, West Sussex and Kent.</p> <p>We have used a five-mile buffer zone around East Sussex to identify these pharmacies.</p>
<p><b>Necessary services: that are not provided but need to be provided to meet current or future need-gaps in current provision</b></p> <p><b>There is no gap in providers of essential services during the day.</b></p> <p><b>Residents across all districts and boroughs felt ease of access to essential dispensing services on weekday evenings and weekends was poor.</b></p>	<p>Evidence: travel time analyses and responses to resident's surveys.</p> <p>Around 20% of residents across all districts and boroughs felt ease of access to essential dispensing services on weekday evenings was poor [Evidence Residents' Survey 2022].</p> <p>Please see section 10 for overall summary</p>

East Sussex Required Statement	Evidence Reviewed
<p>The Steering Group has noted the travel analysis for each district and borough and recommends that improving current choice of essential dispensing services in the evenings and weekends could be achieved by consideration of commissioning an extended hours service on a rota basis, particularly in Lewes District, Rother District and Wealden District.</p>	<p>comparison and for each individual district and borough.</p>
<p>There is good provision of advanced services by community pharmacies in East Sussex</p> <p>A pharmacy palliative care locally commissioned service is commissioned and supports end of life care</p>	<p>Majority of pharmacies are offering NMS, CPCS, 'flu imms. See section 10 for further details.</p>
<p>Uptake of PH locally commissioned services</p> <p>There is appropriately distributed provision of supervised consumption, needle exchange, Emergency Hormonal Contraception and smoking cessation.</p>	<p>Location of Public Health commissioned services were reviewed in section 6.</p>
<p>Consideration of Other NHS services serving East Sussex which affect pharmaceutical need</p> <p>Other NHS services include Urgent Treatment Centres, Minor Injury Units, GP out-of-hours services, acute and community trusts, and hospices.</p> <p>These have all been taken into consideration in determining whether needs for pharmaceutical services are being met.</p>	<p>Relevant NHS services are provided to East Sussex residents by:</p> <p>Sussex Community NHS Foundation Trust; East Sussex Healthcare NHS Trust, Sussex Partnership NHS Foundation Trust and IC24.</p> <p>Services are also accessed from neighbouring trusts University Hospitals Sussex NHS Foundation Trust and Maidstone and Tunbridge Wells NHS Trust.</p> <p>Please see Section 6 for more details.</p>
<p>Consideration of other relevant services,</p>	

East Sussex Required Statement	Evidence Reviewed
that are, or could be, provided and that would secure improved access.	There is relatively low, or no current activity within these advanced services in East Sussex.
The pharmaceutical services that have the potential to secure improvements or better access include: the Appliance Use Review [AUR] and Stoma Appliance Customisation [SAC] advanced services, and hepatitis C antibody testing.	Please see section 6 for more details.

The following recommendations are based on statements required in the PNA guidance. These are summarised in Table 2, Future Provision

**Table 2: Required statements in the Regulations-Future position**

East Sussex Required Statement	Evidence reviewed
Services that would secure improvements or provide better access in future	
Improving current choice in the evenings could be met by existing pharmacies extending their hours in order to provide easier access to essential dispensing services through commissioning of an extended hours service.	Access to necessary services in the evenings is identified from the Residents' Survey, as an issue in all Districts and Boroughs.  Travel analyses for rural districts
If there were to be an increase in contracted GP surgery hours to 20:00 on weekdays and Saturday afternoons from October 2022 then there will be a similar need for pharmacy to extend their opening hours through the commissioning of an extended hours service.	Seeking primary care commissioning advice on suitable wording  NHSE are proposing to extend GP opening hours by requiring Primary Care Networks to implement this.  If new arrangements are implemented then this will increase demand for pharmacy services in the evenings and at weekends.

East Sussex Required Statement	Evidence reviewed
<p>Better access to necessary services in evenings and at weekends could also be enabled by improvements in public transport in rural East Sussex</p>	
<p>Future need for necessary services in the next three years</p> <p>Current plans for housing developments locally would not require a new pharmacy</p>	<p>Should there be substantial housebuilding completion [of the order of 2,000 houses or more] focused in a given parish or town in East Sussex in the lifetime of this PNA [between 2022 to 2025], then there could be a need for a new pharmacy. From current planning estimates this seems unlikely to be the case.</p>
<p>Any new pharmacy would be expected to provide the following: all essential services, as well as the advanced services-Community Pharmacist Consultation Service; the New Medicine Service, 'flu vaccinations advanced services. These services would be expected to be provided Monday to Saturdays.</p>	

# 1. Introduction

## 1.1 What is a Pharmaceutical Needs Assessment [PNA]

Since April 2013 every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish every three years, and keep up to date, a statement of the need for pharmaceutical services in its area otherwise referred to as a [pharmaceutical needs assessment \(PNA\)](#).

The role of the PNA in the provision of services

If a person (a pharmacy or a dispensing appliance contractor) wants to provide pharmaceutical services, they are required to apply to NHS England and NHS Improvement to be included in the pharmaceutical list for the Health & Wellbeing Board'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 Health & Wellbeing Board's PNA, or to secure improvements or better access similarly identified in the PNA. However, there are some exceptions to this, such as applications offering benefits that were not foreseen when the PNA was published ('unforeseen benefits applications').

In April 2016, NHS England published (updated in April 2019) the [Pharmacy Manual](#) which outlines the procedures to be followed which are relevant to pharmacy contractors, including market entry such as applications to join the pharmaceutical list, change of ownership and no significant change relocation.

As well as identifying whether 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 three-year lifetime of the pharmaceutical needs assessment.

Commissioning of Community Pharmacy

Whilst the PNA is primarily a document for commissioners of pharmaceutical services to use to make commissioning decisions, it may also be used by local authorities.

Following advent of the [new Health and Care Bill](#) 2022, from 1<sup>st</sup> July 2022 Clinical Commissioning Groups will be abolished and Integrated Care Systems with Integrated Care Boards (ICBs) and Integrated Care Partnerships will be established across England. Commissioning responsibilities for community pharmacies will be delegated to ICBs and Integrated Care Systems for early adopters from 1<sup>st</sup> July 2022.

A robust PNA will ensure those who commission services from community pharmacies and dispensing appliance contractors target services to areas of health need and reduce the risk of overprovision in areas of less need.

In summary the Regulations require a series of statements of:

- the pharmaceutical services that the health and wellbeing board has identified as services that are necessary to meet the need for pharmaceutical services
- the pharmaceutical services that have been identified as services that are not provided but which the health and wellbeing board is satisfied need to be provided in order to meet a current or future need for a range of pharmaceutical services or a specific pharmaceutical service
- the pharmaceutical services that the health and wellbeing board has identified as not being necessary to meet the need for pharmaceutical services but have secured improvements or better access
- the pharmaceutical services that have been identified as services that would secure improvements or better access to a range of pharmaceutical services or a specific pharmaceutical service, either now or in the future and
- other NHS services that affect the need for pharmaceutical services or a specific pharmaceutical service.

Other information that is to be included or taken into account is described in the methods section 3.

PNAs are key reference documents as regards the development and improvement of local pharmaceutical services. NHS England must consider local PNAs while dealing with applications from potential new pharmaceutical service providers to join the pharmacy list.

Applicants may challenge NHSE decisions not to add new pharmacies and PNAs need to provide a robust summary of evidence which may subsequently be contested when legal challenges to NHS E & I decisions are made. The NHS Litigation Authority will refer to the PNA when hearing appeals on NHS E and I decisions.

Local commissioning bodies may also use the PNA in making decisions on which other NHS and local authority funded local services need to be provided by local community pharmacies, although this is not a statutory function of a PNA.

## 1.2 NHS pharmaceutical services provision

[Pharmaceutical services](#) are defined within the National Health Service Act 2006. NHS England commissions pharmaceutical services for the population.

Pharmaceutical services may be provided by:

- A pharmacy contractor who is included in the pharmaceutical list for the area of the Health & Wellbeing Board
- A pharmacy contractor who is included in the Local Pharmaceutical Services list for the area of the Health & Wellbeing Board
- A dispensing appliance contractor who is included in the pharmaceutical list held for the area of the Health & Wellbeing Board and

- A doctor or GP practice that is included in the dispensing doctor list held for the area of the Health & Wellbeing Board. NHS England and NHS Improvement is responsible for preparing, maintaining and publishing these lists.

In order to provide pharmaceutical services in England a person and the premises from which they will provide services must be included in the relevant pharmaceutical list.

Pharmaceutical services Section 126 of the 2006 Act places an obligation on NHS England and NHS Improvement to put arrangements in place so that drugs, medicines and listed appliances ordered via NHS prescriptions can be supplied to persons.

Pharmaceutical services is a collective term for a range of services commissioned by NHS England and NHS Improvement. In relation to pharmaceutical needs assessments it includes:

- essential, advanced and enhanced services provided by pharmacies,
- essential and advanced services provided by dispensing appliance contractors,
- the dispensing service provided by some GP practices, and
- services provided under a local pharmaceutical services contract that are the equivalent of essential, advanced and enhanced services.

The following areas were assessed in determining the adequacy of the pharmaceutical services provided for the needs of the East Sussex population:

### 1.3 Essential pharmaceutical services

Essential services and clinical governance [provided by all pharmacy contractors] are commissioned by NHS England.<sup>1</sup>

All pharmacies, including distance selling premises, are required to provide the essential services. As of October 2021, there are eight essential services.

1. **dispensing of prescriptions [providing timely supply of medicines and advice to patients]**
2. **dispensing of repeat prescriptions i.e. prescriptions which contain more than one months' supply of drugs on them. For example, an electronic repeatable prescription may say that the prescription interval is every 28 days, and it can be repeated six times. This would give a patient approximately six months' supply of medication, dispensed every 28 days with the prescriber only needing to authorise them once [of particular benefit to patients on lifelong medicines such as insulin]**
3. **disposal of unwanted medicines returned to the pharmacy by someone living at home, in a children's home, or in a residential care home [reduces the risk of hoarding medicines at home and decrease the risk of errors in taking inappropriate or expired medicines]**

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<sup>1</sup> Clinical governance is a framework which underpins the provision of all pharmaceutical services. Schedule 4 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 set out the 'Terms of Service' of NHS pharmacists in four parts. Part 4 sets out the Terms of Service, including Clinical Governance.

4. promotion of healthy lifestyles, which includes providing advice to people who appear to have diabetes, be at risk of coronary heart disease (especially those with high blood pressure), or smoke, or are overweight, and participating in up to six health campaigns where requested to do so by NHS England and NHS Improvement<sup>2</sup>
5. signposting people who require advice, treatment or support that the pharmacy cannot provide to another provider of health or social care services, where the pharmacy has that information
6. support for self-care which may include advising on over-the-counter medicines or changes to the person's lifestyle
7. discharge medicines service. This service was introduced in 2021 and aims to reduce the risk of medication problems when a person is discharged from hospital. It is estimated that 60 percent of patients have three or more changes made to their medicines during a hospital stay. A lack of robust communication about these changes may result in errors being made once the person has left hospital. Under this service a pharmacist will review a person's medicines on discharge and ensure that any changes are actioned accordingly
8. Healthy Living Pharmacy

## Essential services provided by Dispensing Appliance Contractors (DACs)<sup>19</sup>

Dispensing appliance contractors have a narrower range of services that they must provide:

- dispensing of prescriptions and repeat prescriptions
- for certain appliances, offer to deliver them to the patient (delivering in unbranded packaging), provide a supply of wipes and bags, and provide access to expert clinical advice
- where the contractor cannot provide a particular appliance, signposting or referring a patient to another provider of appliances who can

### 1.4 Advanced Services

These can be provided by all contractors, and are commissioned by NHS England

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<sup>2</sup> Undertaking public health campaigns

Improve awareness of the signs and symptoms of conditions, e.g. the F.A.S.T. campaign to identify strokes

Promote validated information resources for patients and carers

Collect information from the local population on their awareness and understanding of diseases and their associated risk factors

Targeting “at risk” groups to reduce inequalities within the local population and to promote understanding and access e.g. for men in their 40s for NHS Health Checks; and to immunisation e.g. uptake of COVID vaccine.

- New Medicine Service (pharmacies only) to help improve medicine adherence among people with long-term health conditions who have been prescribed new medication
- Flu vaccination (pharmacies only) pharmacists offer a seasonal flu vaccination service for patients in eligible groups
- Appliance Use Review (pharmacies and DACs) to support patients in the use, safe storage and disposal of appliances
- Stoma Customisation Service (pharmacies and DACs) to ensure the proper use and comfortable fitting of the stoma appliance
- Community Pharmacist Consultation Service [CPCS] for minor illnesses and urgent medicines supply
- Community pharmacy hepatitis C antibody testing service (currently due to end on 31 March 2023)

## 1.5 Necessary services

For the purposes of this PNA, the broad term ‘necessary services’ includes all essential services plus the following advanced services: New Medicines Service, Community Pharmacy Consultation Service, and ‘flu immunisation.

The community pharmacy role in improving the public’s health

- The PHE and LGA publication: The Community Pharmacy Offer for Improving the Public’s Health gives case studies illustrating the potential of community pharmacy teams to improve the health of the population and to reduce inequalities in health within and between communities.<sup>20</sup>
- Community pharmacists and their teams work at the heart of communities and are trusted professionals in supporting individual, family and community health. They are uniquely placed to deliver public health services due to their access, location and informal environment. They are an important social asset, as they are often the only healthcare facility located in an area of deprivation.
- Pharmacy staff reflect the social and ethnic backgrounds of the community they serve and are accessible to individuals living in deprived areas who may not access conventional NHS services. A wide range of public health services are already provided by pharmacy teams and there is the potential for further development. The Local Government Association (LGA) and Public Health England (PHE) recommend that community pharmacy teams should be fully integrated into local primary care networks (PCNs).
- Community pharmacy is a key strategic partner in local public health programmes and in prevention and early detection of disease. Pharmacy has an important role in medicines optimisation, ensuring that people get the best out of their medicines and providing health promoting advice for people living with long-term health conditions.

Section 6 of this document views current provision of pharmaceutical services

## 2. The Pharmaceutical Needs Assessment Process

### 2.1 Aim

The aim of the East Sussex PNA is to describe the current pharmaceutical services in East Sussex, systematically identify any gaps in provision in relation to population need and, in consultation with stakeholders, make recommendations on future development, and meet or exceed the minimum statutory requirements for PNAs and enable the HWB to have regard to all relevant matters

### 2.2 Objectives

- To state on behalf of the HWB which pharmaceutical services are
  - necessary to meet the need for pharmaceutical services
  - not provided but need to be to meet a current or future need for a range of or specific pharmaceutical service
  - not necessary to meet the need for pharmaceutical services but have secured improvements or better access
  - which would secure improvements or better access either now or in the future
  - other NHS services that affect the need for pharmaceutical services or a specific pharmaceutical service
- Examine the current and future demographics of the local population and their health needs in relation to pharmaceutical service provision
- State how localities have been determined and how their different needs have been identified, included the different needs of those who shared a protected characteristic
- Compile a comprehensive list of pharmacies and review the services currently provided
- Define choice and identify whether there is sufficient choice with regard to obtaining pharmaceutical services.
- Compile a comprehensive list of GP dispensaries
- List other services including community pharmacies, and services available in neighbouring Health and Wellbeing Board (HWB) areas that might affect the need for services in East Sussex
- Identify service gaps that could be met by providing additional or new pharmacy services [including hours of opening], or potentially by opening one or more new pharmacies

- Produce maps relating to East Sussex pharmaceutical services, location of pharmacies in relation to population deprivation indices, estimate travel/walking times
- Consult and engage with stakeholders and the public throughout the process so that their opinions inform the PNA document
- Collate the findings from the two-month statutory public consultation period, after completion of the draft PNA assessment, before consideration by the Health and Wellbeing Board and publication in October 2022

## 2.3 Methodology

The PNA 2017 report has been used in developing the current 2022 PNA. A Supplementary Statement was issued in February 2021. We reviewed the recommendations from 2017 and these can be found in Appendix H.

A key reference document has been the [DHSC Guidelines for PNA development](#) October 2021. See also bibliography Refs 34-39.

## 2.4 Key Steps

The assessment has involved the following key steps:

1. Review the East Sussex Health and Wellbeing Strategy 2016-19, [Director of Public Health Annual Reports](#)<sup>3</sup> and other relevant local plans
2. Reviewing current and predicted population
3. Looking at health and social care needs
4. Collation of community pharmacy and GP dispensary information about current service provision. Collation and summary of routine pharmacy contracting and activity data
5. Summarise patient experience: a telephone questionnaire to a stratified sample of the population. Supplemented with an on-line survey asking about communications needs
6. Summarise professional experience: on-line questionnaires
7. Synthesise identified health needs and priorities, map these against service provision (Gap Analysis)
8. Undertake professional and public consultation

## 2.5 Necessary services

The 2013 regulations require the Health and Wellbeing Board to include a statement of those pharmaceutical services that it has identified as being necessary to meet the need for pharmaceutical services within the Pharmaceutical Needs Assessment. There is no

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<sup>3</sup> The Director of Public Health's Annual Reports

The DPH Reports expand on areas addressed in the JSNAA, although with a sharper focus on issues that the Director believes to be especially salient

definition of necessary services within the regulations and the Health and Wellbeing Board therefore has complete freedom in this matter.

### **Necessary services: current provision within East Sussex**

Necessary services are defined within the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, as amended, as those services that are provided:

- Within the Health and Wellbeing Board's area and which are necessary to meet the need for pharmaceutical services in its area and
- Outside the Health and Wellbeing Board's area but which nevertheless contribute towards meeting the need for pharmaceutical services within its area

For the purposes of this pharmaceutical needs assessment, the Steering Group has agreed that necessary services are:

- Essential services provided at all premises included in the pharmaceutical lists
- The New Medicine Service, Community Pharmacist Consultation Service and 'flu vaccination advanced services
- The dispensing service provided by some GP practices

### 3. Strategic Context

Part of the NHS Long Term Plan in England includes the development of **Integrated Care Systems (ICS)**.

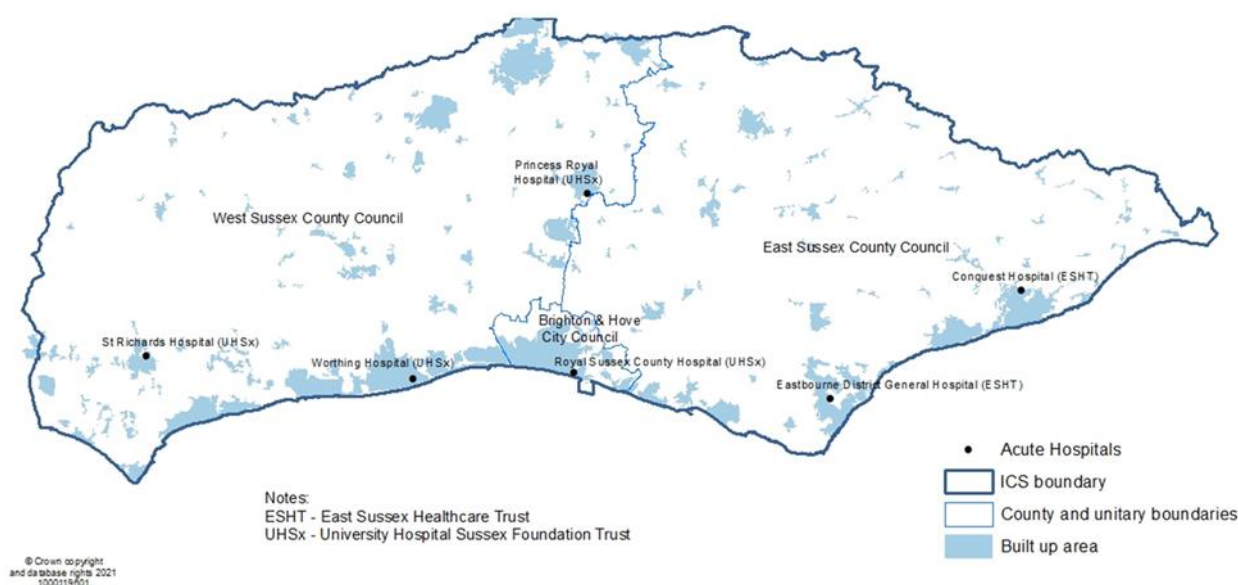
Integrated Care Systems [ICS] bring together the organisations planning, buying and providing publicly-funded healthcare, including mental health and community care services, to the population of a geographical area. As well as the [NHS](#), other organisations include local authorities and independent care providers.

The Sussex Integrated Care System consists of the NHS Sussex Integrated Care Board and Sussex Health and Care Assembly.

The NHS Sussex Integrated Care Board (a new NHS Body) has statutory responsibility for commissioning healthcare services. There will be a transition from three CCGs in Sussex [each co-terminus with an upper tier or unitary authority] to a single Sussex-wide NHS Body by 1<sup>st</sup> July 2022.

The Sussex Health and Care Assembly brings together wider partners to look at Sussex-wide matters and agree how the health, social care and public health needs of their system will be addressed. Figure 1 shows the ICS boundary, local authority boundaries and acute trusts.

**Figure 1 Sussex Integrated Care System boundary, local authority boundaries and acute trusts.**

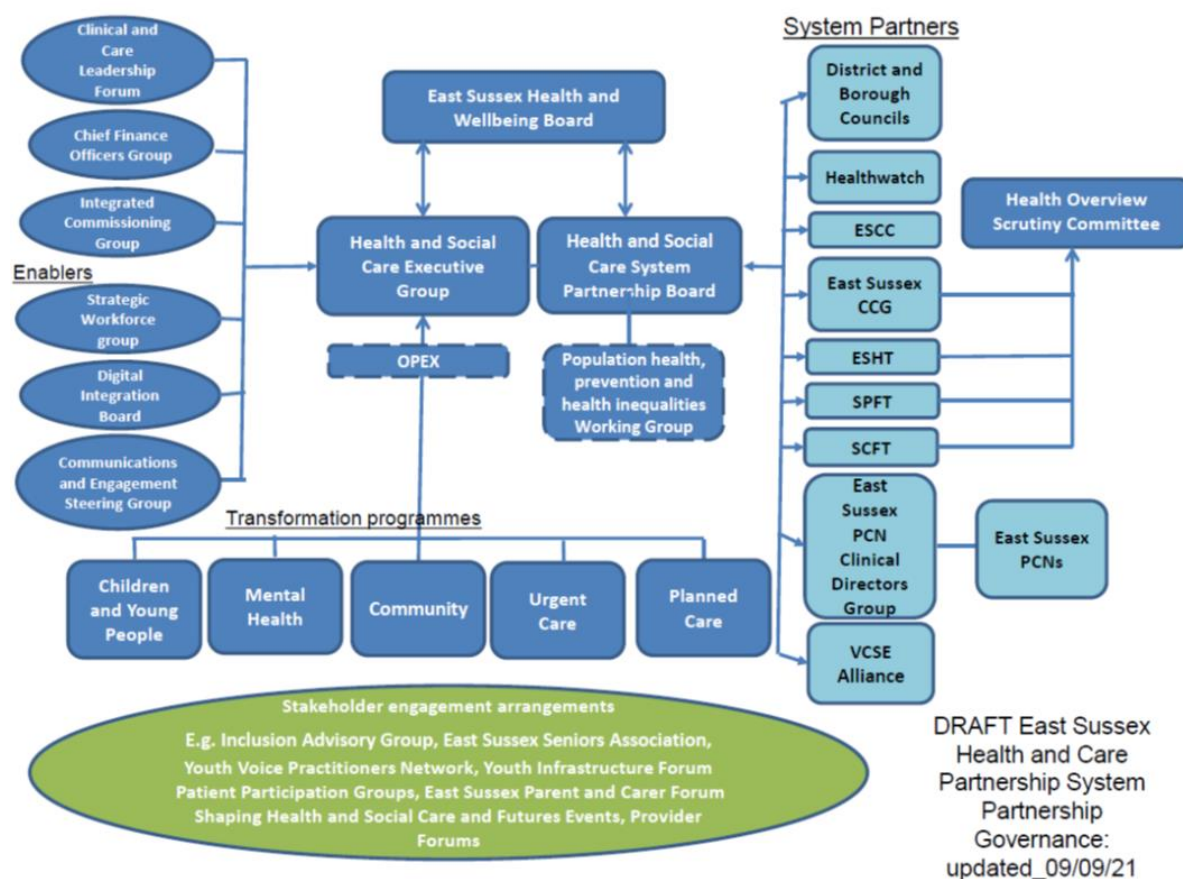


#### 3.1 East Sussex Health and Care Partnership

The East Sussex Health and Care partnership meets the minimum requirements to ensure the ICS can operate from 1<sup>st</sup> July 2022.

There is shared leadership and there are joint, system responsible officers; partnership governance; a Health and Care Partnership Plan and transformation programmes; and a shared strategic Outcomes Framework. Figure 2 below summarises these system changes and relationships.

**Figure 2 East Sussex Health and Care Partnership System partnership governance:**



## Place [geographical] role of local authorities

Upper tier local authorities are known as "place" within the ICS. They have a leadership role at place [geographical] level covering a range of economic, environmental and infrastructure services and issues. This is wider than the NHS role. Upper tier local authorities have responsibility for:

- Children's Services
- Adult Social Care
- Public Health Services
- Wider local government services that support wellbeing

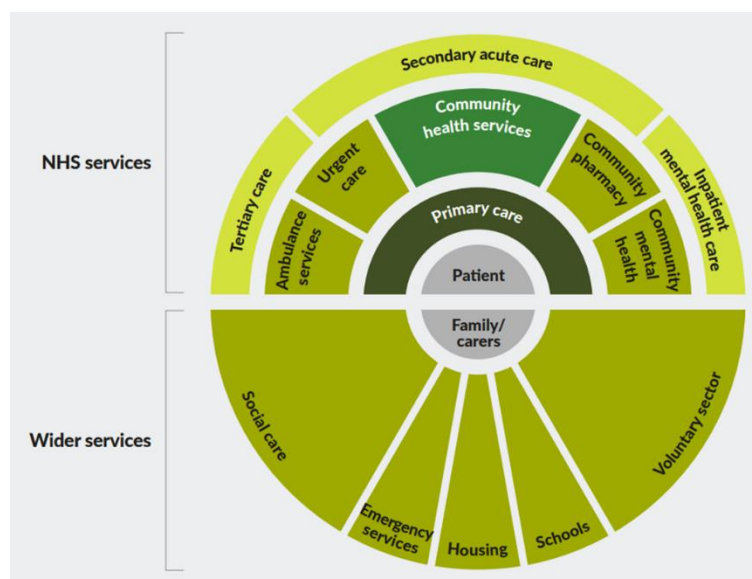
The Health and Wellbeing Board oversees the way local organisations work together to improve health and deliver joined up care to local populations. It is chaired by the Leader of ESCC, membership includes District and Borough Councils, the NHS, VCSE, Healthwatch, and representation from NHS SE Region.

The Health Overview Scrutiny Committee has democratic oversight of local health services, with membership drawn from ESCC and District and Borough Councils.

Community pharmacy has a role in helping people to navigate the health and social care system. Figure 3 shows the patient and their environment in the context of the NHS and wider services.

Notably, community pharmacy is a part of primary care. Pharmacies are the eyes and ears for general practices in understanding community wellbeing.

**Figure 3 The patient and their environment in the context of the NHS and wider services**



A range of different organisations and types of service provide health care in Sussex.

Depending on the service, they may either meet the needs of people at a neighbourhood, county, Sussex-wide, or South-East regional level.

In East Sussex we have an integrated acute and community health provider, East Sussex Healthcare Trust [ESHT], which provides services that only operate within in our county.

People living in the High Weald, Lewes, & Havens part of the county could have their community health care provided by either ESHT or Sussex Community Foundation Trust, depending on what support is required.

## Social Care Provision in East Sussex

Social care provision is made up of the independent sector (the private sector), the Voluntary Community and Social Enterprise (VCSE) sector, and those services directly provided by ESCC.

ESCC commissions a wide range of social care support across the county, but there is also a significant proportion of services financed by people funding their own care, also known as

‘self-funders’. ESCC leadership role is in purchasing and shaping the care market rather than directing it.

Unpaid carers also make a significant contribution to supporting people with social care needs in East Sussex.

Care homes play an important role in enabling people to maintain their independence in the community and facilitate discharge from hospitals. Care home settings are just one example of where health and social care services intersect and work together to keep people safe and well.

In summary, East Sussex has a wide range of organisations and service types in place to meet the health and care needs of its population.

The structure and areas of operation for some services are evolving in line with national policy developments and local priorities.

## 3.2 Place (East Sussex) Next steps

In East Sussex, the place programme will develop integrated, preventative care focussed on our elderly, frail and vulnerable populations, aimed at strengthening our target operating model for community health and social care services.

This will involve working with different strengths and needs in our localities and embedding anticipatory Population Health Management (PHM) as an approach, focused on improving health, prevention and health inequalities.

## 3.3 Changes in Primary Care

### Primary Care Networks

Primary care networks [PCNs] are a key vehicle for delivering many of the commitments in the NHS Long-Term Plan and providing a wider range of services to patients.<sup>21</sup> PCNs build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care.

Primary Care Networks consist of a group of collaborating GP practices which, in many instances nationally, serve a population of between 30,000 and 50,000 people [although in East Sussex the Hastings PCN covers 100,000 people].

Primary Care Networks (PCNs) work to deliver primary care at scale in a local area. They have no defined boundaries. Figure 5 divides the County up into the PCN that most residents are registered with. In some cases these are practices/PCNs that operate outside of the county.

The 52 GP practices in East Sussex are working together as part of 12 Primary Care Networks (PCNs). As GP practices do not operate within fixed boundaries, two patients living in close proximity could be registered with differing practices.

Whilst District and Borough areas are not coterminous with the areas PCNs operate within, having multiple practices collaborating as networks should make partnership working with primary care easier for both upper and lower tier local authorities. Figure 4 shows the footprints of the PCNs and local authorities in East Sussex.

**Figure 4 The footprints of the PCNs and local authorities in East Sussex**

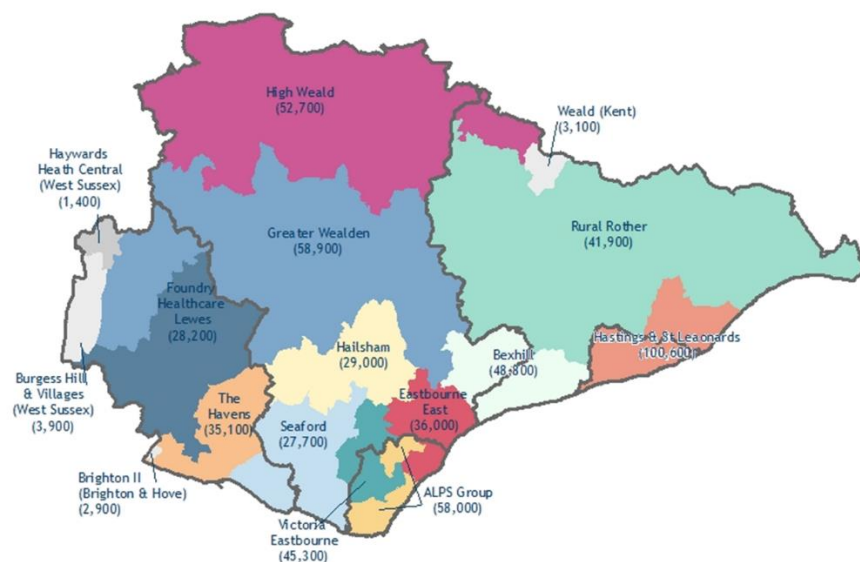


Figure 5 compares the populations served by each of the PCNs. Hastings & St Leonards PCN is the largest (100,000 people) and Seaford PCN is the smallest (28,000 people).

**Figure 5 The populations served by each of the PCNs in East Sussex.**

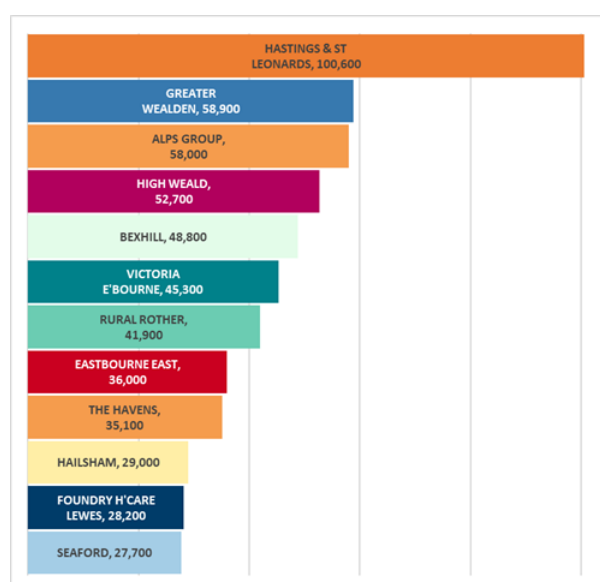


Figure 6 shows the names of the GP practices in each PCN.

**Figure 6 Names of GP practices in PCNs in East Sussex**



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Table 3 Service specifications to be implemented in PCNs in 2021/22

Service specification	Introduced from	Examples
Structured medicines review and optimisation	2021/22	<p>Directly tackling over-medication, including inappropriate use of antibiotics, drugs of dependency.</p> <p>Focus on priority groups including the frail elderly</p>
Enhanced health in care homes	2021/22	Aligned care homes in PCN with a lead GP. Multi-disciplinary team and weekly care home round
Social prescribing service	2021/22	Access to social prescribing via link workers
Supporting early cancer diagnosis	2021/22	Ensuring high and prompt uptake of cancer screening. Peer review
Cardiovascular disease prevention and diagnosis	2021/22	<p>PCN to work in collaboration with community pharmacies</p> <p>From October 2021, every NHS pharmacy in England will be able to provide blood pressure checks to people aged 40 and over according to the service criteria. The deal is part of the <a href="#">Community Pharmacy Contractual Framework</a></p>
Tackling neighbourhood inequalities	2021/22	<p>People with learning disability checks.</p> <p>People with Serious Mental Illness reviews.</p> <p>Recording ethnicity</p> <p>Improving vaccine uptake is in the Pharmacy Quality Scheme for 2021/22</p>
Extended hours access to clinical appointments	2021/22	<p>As specified.</p> <p>Further extension from October 2022 to be decided</p>

Primary Care Networks [PCNs] receive specific funding for pharmacists, social prescribing link workers, physiotherapists, physician associates and paramedics.<sup>23</sup> PCNs are the footprint around which integrated community-based teams are developing.

Community and mental health services are expected to configure their services around Primary Care Networks.<sup>24</sup> These teams will provide services to people with more complex needs, providing proactive and anticipatory care.

### 3.4 The Community Pharmacy Contractual Framework

The community pharmacy contract [revised from 2019-2024]:

- provides 5-year stability and reassurance to community pharmacy
- confirms community pharmacy's future as an integral part of the NHS, delivering clinical services as a full partner in local primary care networks (PCNs)
- underlines the critical role of community pharmacy as an agent of improved public health and prevention, embedded in the local community
- continues to prioritise quality in community pharmacy and to promote medicines safety and optimisation
- underlines the necessity of protecting access to local community pharmacies through a Pharmacy Access Scheme

There will be a new contract during the lifetime of this PNA.

### The NHS Community Pharmacist Consultation Service [CPCS]<sup>25</sup>

The NHS Long Term Plan and the five-year framework for the GP contract have set out an ambition to develop the role of community pharmacy in managing demand for urgent and primary medical services. Up to 6% of all GP consultations could be safely transferred to this service.

The NHS Community Pharmacist Consultation Service (CPCS) takes referrals to community pharmacies from NHS 111 for urgent medication requests and minor illnesses. 94% of pharmacies have signed up to this advanced service.

As NHS 111 tend to refer more patients during evenings and weekends it tends to be those pharmacies which have long opening hours which have the greatest number of referrals. The pharmacies cannot initiate referrals with patients.

CPCS numbers will change and increase with the implementation of the GP CPCS service which is starting roll-out across East Sussex. CPCS referrals through A and E and Urgent Care Centres are starting as a pilot.

National evidence supports the success of this scheme with patients getting same day appointments for urgent medication requests for conditions such as diabetes or asthma and people with a minor illness given clinical advice, such as for a sore throat or earache.<sup>26</sup>

The consultation service is supported by the NHS 'Help Us Help You' Pharmacy Advice campaign.

## Drug Dispensing Reforms

Dispensing for people with long term conditions on stable medication can be delivered in different ways. The new pharmacy contract commits to exploring whether changes to fee structures could support more efficient dispensing, such as for 90-day dispensing of medicines for people with long term conditions, linked to changes to GP prescribing and medication review services. This can potentially reduce footfall in pharmacies.

## Electronic Prescription Service (EPS)<sup>27</sup>

The Electronic Prescription Service (EPS) sends electronic prescriptions from GPs to pharmacies. It is a three-way system with information flowing from GPs to a central database (the Spine) where it is collected by community pharmacies. The dispensing information then flows to this database from the pharmacy to show whether the prescription has been dispensed or not.

A paper prescription will still be used when a patient explicitly asks their GP for one. EPS has mostly benefited patients who receive regular medications and who tend to get their prescriptions dispensed at the same pharmacy most of the time. EPS moved on during COVID and the majority of acute prescriptions are all EPS as well and can be sent to the spine to be pulled down by any pharmacy.

## Electronic Repeat Dispensing (eRD)

Repeat dispensing is an essential service within the Community Pharmacy Contractual Framework (CPCF). This enables pharmacy teams to dispense repeat prescriptions issued by a GP. The pharmacy can ensure that each repeat supply is needed and can check whether the patient should be referred back to their GP. Most repeat dispensing is carried out via EPS and is termed Electronic Repeat Dispensing (eRD).

## NHS Summary Care Record [SCR]

Every patient now has access to their health record [the Summary Care Record (SCR)] via the [NHS App](#). All pharmacies in East Sussex have access to the SCR. The Summary Care Record in community pharmacy supports clinical decision-making, reduces the risk of prescribing errors and improves urgent care. By March 2023, all systems within a Shared Care Record collaborative will be expected to be able to exchange information across the whole collaborative, with a view to national exchange by March 2024.

Pharmacists and pharmacy technicians can have access to key clinical information in the SCR with a patient's consent (about medicines, allergies and adverse reactions).

The SCR is especially useful for people with complex or long-term conditions, and patients reaching the end of life. The NHS Long Term Plan sets out ambitions for digitally enabled care across the NHS. However, there remain considerable challenges for people who are digitally excluded.

## NHS England and NHS Improvement [NHS E&I]

Since 2013, NHS E&I has worked alongside CCGs and has undertaken functions relating to primary care contracts, as well as some other activities previously performed by the Department of Health, such as screening and immunisation. NHS E&I also liaises with partners to oversee the quality and safety of the NHS and promote patient and public engagement. NHS England South-East is one of the regional arms of NHS E&I and East Sussex is covered by the South-East Regional Team.

Pharmacies provide services under their terms of service set out in regulations and in the contractual framework. The regional arms of NHS E&I have a special role with regard to pharmaceutical services. This includes the [assessment and assuring of performance of pharmaceutical contractors](#) and ensuring the quality and safety of pharmaceutical services in line with the NHS Pharmacy Contractual Framework.

### 3.5 The Impact of the COVID-19 Pandemic on Pharmaceutical Services

On account of the national emergency posed by the COVID-19 pandemic, the implementation of some of the initiatives and innovations outlined above has been slowed down. The multiple impacts of the pandemic on pharmacies have been summarised in Ref.<sup>28</sup>

Community pharmacies have remained open to customers throughout the periods of national lockdown and restrictions, employing preventive measures, such as mask wearing, social distancing, use of hand gel and protective Perspex screens. To some extent the effects of these measures are reflected in the findings of customer surveys.

There have also been challenges to pharmacies in maintaining staff-levels due to illness, in keeping the physical environment secure and in an increase in abusive behaviour from customers. Pharmacies have been more involved in providing remote consultations (by telephone or sometimes video link) and in supplying repeat prescriptions.

All pharmacy contractors were asked by NHS E&I to support the delivery of medicines to vulnerable patients shielding at home, but this was a temporary measure commissioned during COVID and no longer operational after March 2022.

The voluntary sector also played a very important role in maintaining delivery of medicines to vulnerable groups of people which was also the case in East Sussex.

Community pharmacies have been involved during the pandemic in supporting victims of domestic abuse. The 'Ask for ANI' (Action Needed Immediately) scheme was launched in January 2021. By asking for ANI, a trained pharmacy worker can be alerted to offer a private space where they can understand if the victim needs to speak to the police or would like help to access support services such as national or local domestic abuse helplines.

Throughout 2021 a certain proportion of pharmacies have been able to carry out vaccination against COVID-19 based on need in a locality. All pharmacies that are NHS contractors were asked to supply lateral flow test kits. As COVID-19 becomes an endemic

disease (that is, a disease like influenza, present in the population with an expected winter peak each year) the role of vaccinating against COVID-19 will in all probability continue in many pharmacies.

### **3.6 Joint Strategic Needs and Assets Assessment [JSNAA]**

The Joint Strategic Needs and Assets Assessment (JSNAA) is an ongoing process, overseen by the Health and Wellbeing Board. The JSNAA looks at the current and future health and care needs of the local population to inform and guide the planning and commissioning of services in East Sussex.

The JSNAA encompasses a wide variety of themes and summaries of knowledge such as social and demographic descriptions of the population, economic analyses, population projections, analyses of mortality, the prevalence of different diseases, usage of hospital and other health services, survey data on lifestyle factors and well-being. The findings of the JSNAA process are often published in separate reports and profiles dealing with certain topics. A comprehensive refresh of the JSNAA findings is in preparation.

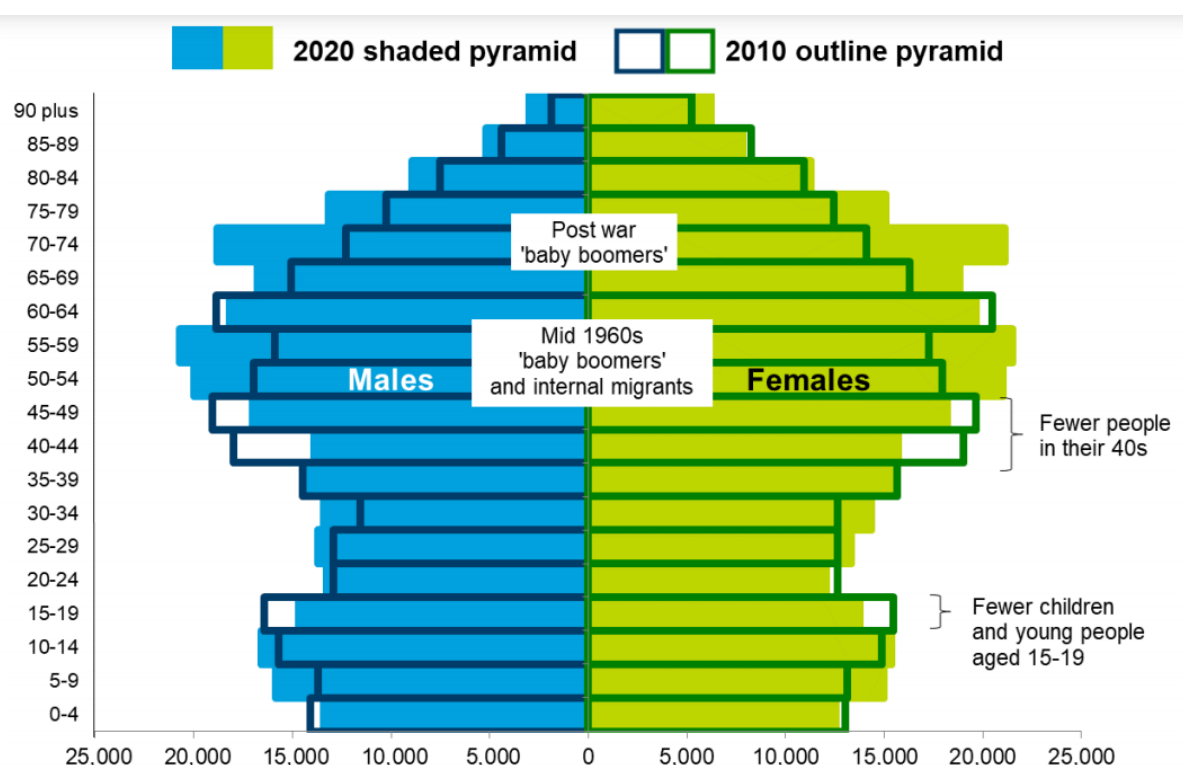
## 4. Demography

### 4.1 Age and sex

The population of East Sussex was estimated to be 558,852 in mid-2020 (ONS mid-year estimates, 2020). East Sussex has a much older age profile compared to England and the South East, Figure 7. Twenty-six per cent [26%] of the county's population is aged 65 or over, compared to 19% in England and 20% regionally.

Older people have a much greater need for pharmaceutical services. The median age of the county is 48.4 years, compared to the national average of 40.2. More than 60% of the prescriptions made in the community are for people aged over 60.

**Figure 7 Population structure of East Sussex compared to England**



In mid-2020, 52% of the county's population was estimated to be female and 48% male, similar to the national split. However, for those aged 65 and over, it was estimated that 55% of the population was female and 45% male.

### 4.2 Ethnicity

The 2021 Census data were not available for inclusion in the production of this report. The East Sussex population is predominantly white (96.1%), with 3.9% recorded as non-white at the last Census in 2011. There is a low proportion of persons who cannot speak English or not speak English well (0.5%). The largest proportion of non-white minority residents is in Hastings Local Authority, Table 4.

The total populations shown here in Table 4 refer to the 2011 Census figures. Ethnicity and language influence health seeking behaviours, the adherence to the use of medicines, and the use of non-prescribed medicines.

**Table 4 Ethnic Groups within East Sussex Source: Census 2011**

	Total Population	% White	% Non-white
Eastbourne	99,412	94.1	5.9
Hastings	90,254	93.8	6.2
Lewes	97,502	96.6	3.4
Rother	90,588	97.0	3.0
Wealden	148,915	97.4	2.6
East Sussex	526,671	96.1	3.9
England	53,012,456	85.5	14.5

Eight per cent of the population belong to ethnic groups other than White British or Northern Irish. A large proportion of people who define themselves as 'White Other' are Polish, but there are also other European groups and other white migrants. 'Other White Background' and 'Other Mixed Background' population groups are the two most common BME groups in East Sussex, followed by 'White and Asian', 'Any Other Asian Background' then 'White and Black Caribbean'.

This differs from the national picture where Pakistani, African and Indian groups are more prevalent, although the most predominant BME subgroup nationally is 'Other White Background'. The profile of the 'Mixed Heritage' group is made up of White and Asian, White and Black Caribbean.

East Sussex is becoming increasingly ethnically diverse. Locally the proportion of school age children from minority ethnic backgrounds is increasing: from 10.4% in 2013 to 15.9% (10,485 pupils) in 2022 (January 2022 School Census), but is still significantly lower than the latest national figure of 35.1%. ([DfE, Academic Year 2020/21](#)). In East Sussex, 61 per 1,000 pupils have English as an additional language. Eastbourne Borough has the highest rate, and twice that of the county average, whereas Wealden District has the lowest.

### 4.3 Population Change 2022-2025

Since the last PNA in 2017 there are 10,900 more people in East Sussex.

From estimates for the East Sussex population in 2022 of 563,167 there will be an estimated population of 575,544 by 2025, an increase of 12,376 persons [a 2.2% increase].

In 2025 we expect that just over half of our population will be aged 18-64, with over a quarter aged 65 and over.

These demographic changes present a challenge for commissioners and providers of all health and social care, including providers of community pharmacy services. The increase in numbers of older people is expected to result in an increase in the prevalence of people living with one or more long-term health conditions. The associated multi-morbidity and frailty will place substantial additional demands on health and social care services.

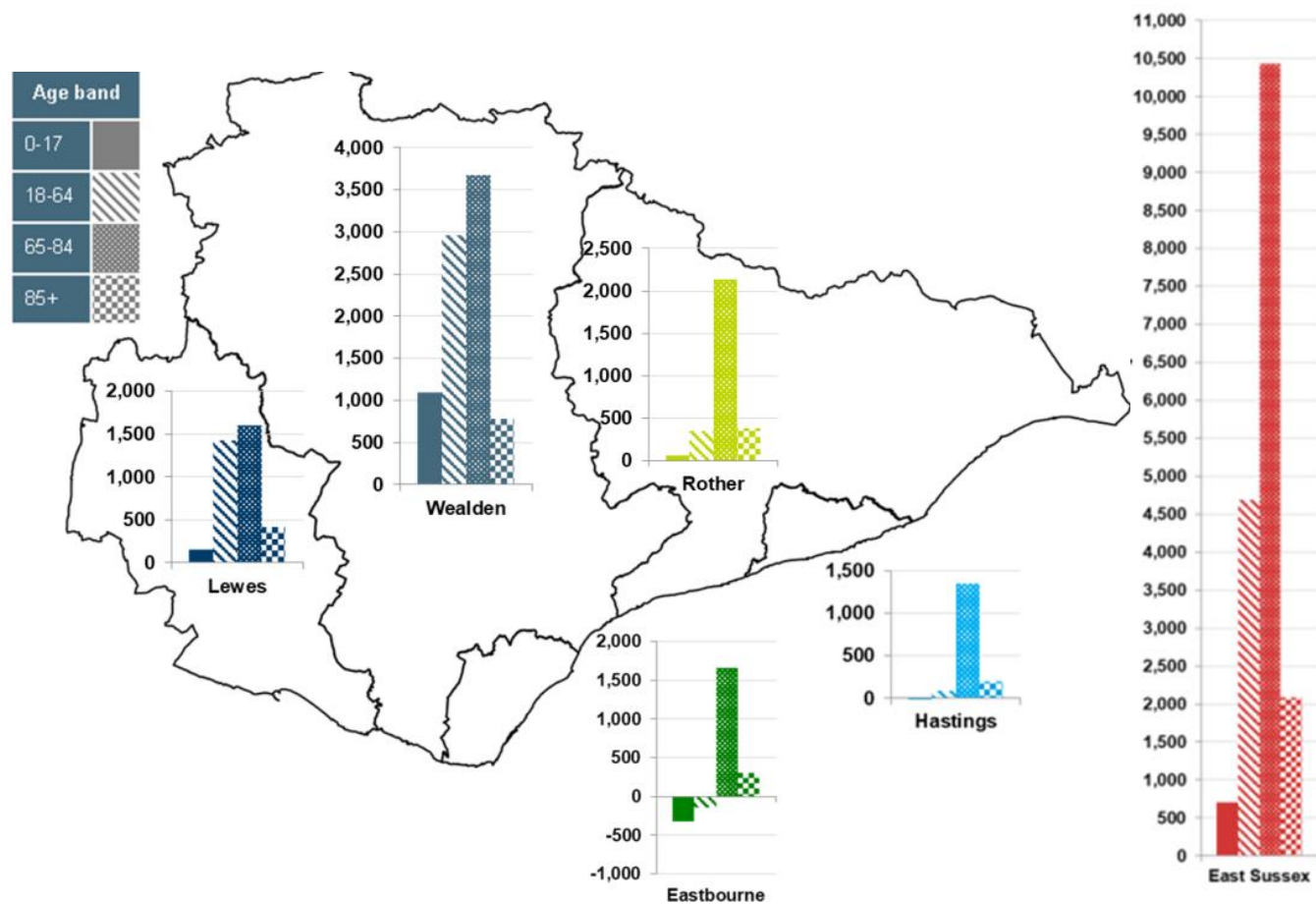
This section includes population projections for East Sussex County and for the five lower tier local authorities.

For the purposes of the PNA 2022, lower tier local authorities have been used as the main unit of analysis for defining localities. This is because of the readily available, robust information from which to make comparisons in terms of underlying need within their respective populations and the pharmacy services provided to them.

A more detailed look at ward level has been used in the general travel access analysis in section six.

A summary of changes in the East Sussex population by 2025 is shown in Figure 8

Figure 8 Summary of changes in the East Sussex population by 2025



**Table 5 Changes in subgroups in the East Sussex population between 2022-25**

Age group	2022	2025	Change
Aged 0-17	106,821	107,008	186
Aged 18-64	305,468	308,323	2,856
Aged 65-84	127,948	135,668	7,720
Aged 85+	22,930	24,544	1,614
East Sussex Total	563,167	575,544	12,376

Source: EsiF, ESCC population projections (dwelling led) March 2022

## 4.4 How will the East Sussex population structure compare to England in 2025?

In 2025 we expect that just over half of our population will be aged 18-64, with over a quarter aged 65 and over. Comparisons of the relative proportions of age groups in the East Sussex population in future compared to England in 2025 are shown in Table 6.

East Sussex is ranked first in England for the highest proportion of population aged 85+. The elderly [65 to 84-year-olds] and very elderly [those aged 85+] have the greatest need for pharmaceutical services.

**Table 6 Comparison of population proportions East Sussex and England, 2025**

Age range	East Sussex	England
0-17	18.6%	21.1%
18-64	53.6%	59.2%
65-84	23.6%	17.0%
85+	4.3%	2.7%

Source: East Sussex State of the County Report, July 2021

## 4.5 District and Borough population changes between 2022 and 2025

Table 7 shows the projected change in the district and borough populations 2022-25.

<b>Eastbourne</b>	<b>All ages</b>	<b>103,928</b>	<b>104,834</b>	<b>906</b>	<b>0.9</b>
	0-17	19,875	19,554	-321	-1.6
	18-64	57,082	56,792	-290	-0.5
	65-74	12,571	12,716	145	1.2
	75-84	9,676	10,849	1,173	12.1
	85+	4,725	4,923	198	4.2
<b>Hastings</b>	<b>All ages</b>	<b>92,709</b>	<b>93,992</b>	<b>1,283</b>	<b>1.4</b>
	0-17	19,022	18,788	-234	-1.2
	18-64	53,958	54,313	355	0.7
	65-74	10,509	10,625	116	1.1
	75-84	6,491	7,390	899	13.8
	85+	2,729	2,878	149	5.5
<b>Lewes</b>	<b>All ages</b>	<b>104,694</b>	<b>106,405</b>	<b>1,711</b>	<b>1.6</b>
	0-17	20,013	19,954	-59	-0.3
	18-64	56,937	57,205	268	0.5
	65-74	13,411	13,417	6	0.0
	75-84	9,976	11,126	1,150	11.5
	85+	4,357	4,703	346	7.9
<b>Rother</b>	<b>All ages</b>	<b>97,076</b>	<b>99,338</b>	<b>2,262</b>	<b>2.3</b>

	0-17	16,374	16,475	101	0.6
	18-64	48,594	48,968	374	0.8
	65-74	15,332	15,339	7	0.0
	75-84	11,951	13,417	1,466	12.3
	85+	4,826	5,139	313	6.5
<b>Wealden</b>	<b>All ages</b>	<b>164,760</b>	<b>170,973</b>	<b>6,213</b>	<b>3.8</b>
	0-17	31,538	32,237	699	2.2
	18-64	88,896	91,045	2,149	2.4
	65-74	21,866	22,543	677	3.1
	75-84	16,166	18,247	2,081	12.9
	85+	6,294	6,901	607	9.6

**Table 7 Projected change in the district and borough populations 2022-25**

By 2025 there will be:

- 600 more people aged 85+ in Wealden, an increase of [10%]
- 200 more people aged 85+ in Eastbourne, the smallest increase of [4%]
- (2,760) more people aged 65-84 in Wealden, a [7%] increase, and (1,010) more people [6%] in Hastings. Lewes will see (1,160) more, a [4.9%] increase
- This will increase the workload of primary care services.
- Wealden will also see the largest increase of (2,150) in the working age population (18-64) a [2%] increase. Eastbourne will see a 1% (290) fall in the working age population

Source: ESiF ESCC population projections March 2022

## 4.6 Where do people live in East Sussex?

Almost three quarters of the population in East Sussex live in an urban area, with the remaining quarter living in a rural area, Table 8 and Figure. 9 Population Density.

Most pharmacy services provision is in urban areas. Please see Figs 17,18 and 19 [later in the document].

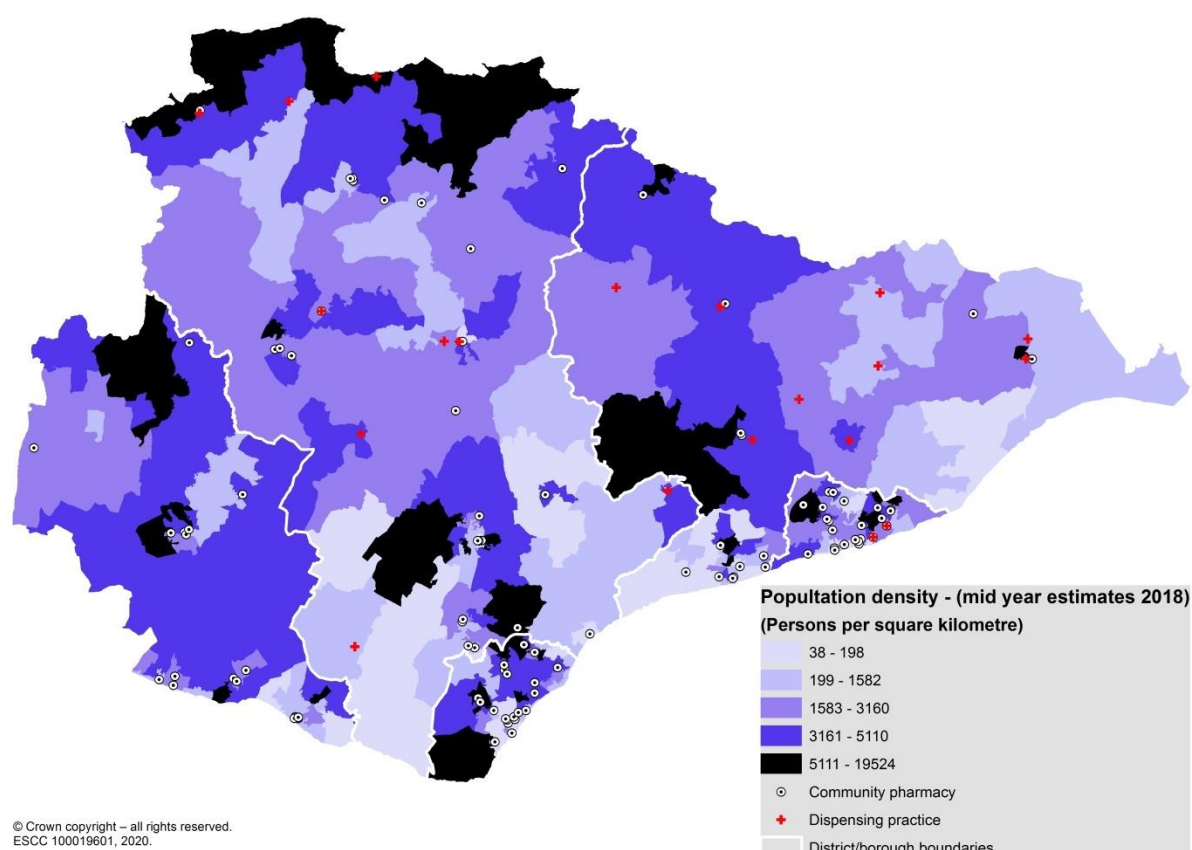
**Table 8 Where the population of East Sussex live**

Classification	Number	% of population
Rural town and fringe	42,406	9.5%
Rural village and dispersed	74,830	16.8%
Urban city and town	307,575	68.9%
Urban major conurbation	17,281	3.9%
Urban minor conurbation	4,122	0.9%

Source: ESiF

## Changes in local employers

We are not aware of any firm plans by any major local employers to close, or to relocate which would result in major changes to the demand for pharmaceutical services in consequence.

**Figure. 9 Population Density**

## 4.7 Index of Multiple Deprivation (IMD 2019) <sup>29</sup>

The Index of Multiple Deprivation 2019 [IMD] measures relative deprivation for small areas (or neighbourhoods) in England. The small areas used are called Lower-layer Super Output Areas (LSOAs), of which there are 32,844 in England.

LSOAs are designed to be of a similar population size with an average of 1,500 residents each (in 2011) and are a standard way of dividing up the country. The Index of Multiple Deprivation ranks every small area in England from 1 (most deprived area) to 32,844 (least deprived area). Figure 10 Index of Multiple Deprivation 2019 by decile by district shows the IMD by local authority in East Sussex.

Please note when viewing maps that LSOAs in rural areas cover a much larger footprint due to lower population density but they do not necessarily represent more people than smaller urban LSOAs.

**Figure 10 Index of Multiple Deprivation 2019 by decile by district**

**Proportion of LSOAs by IMD 2019 decile, by district**

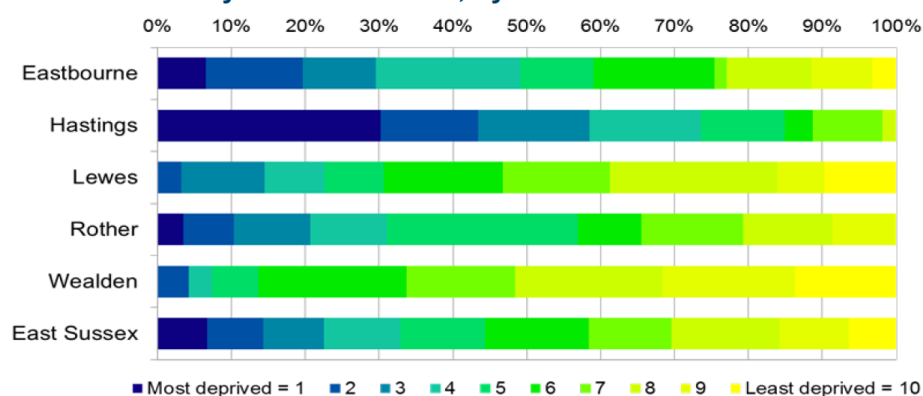
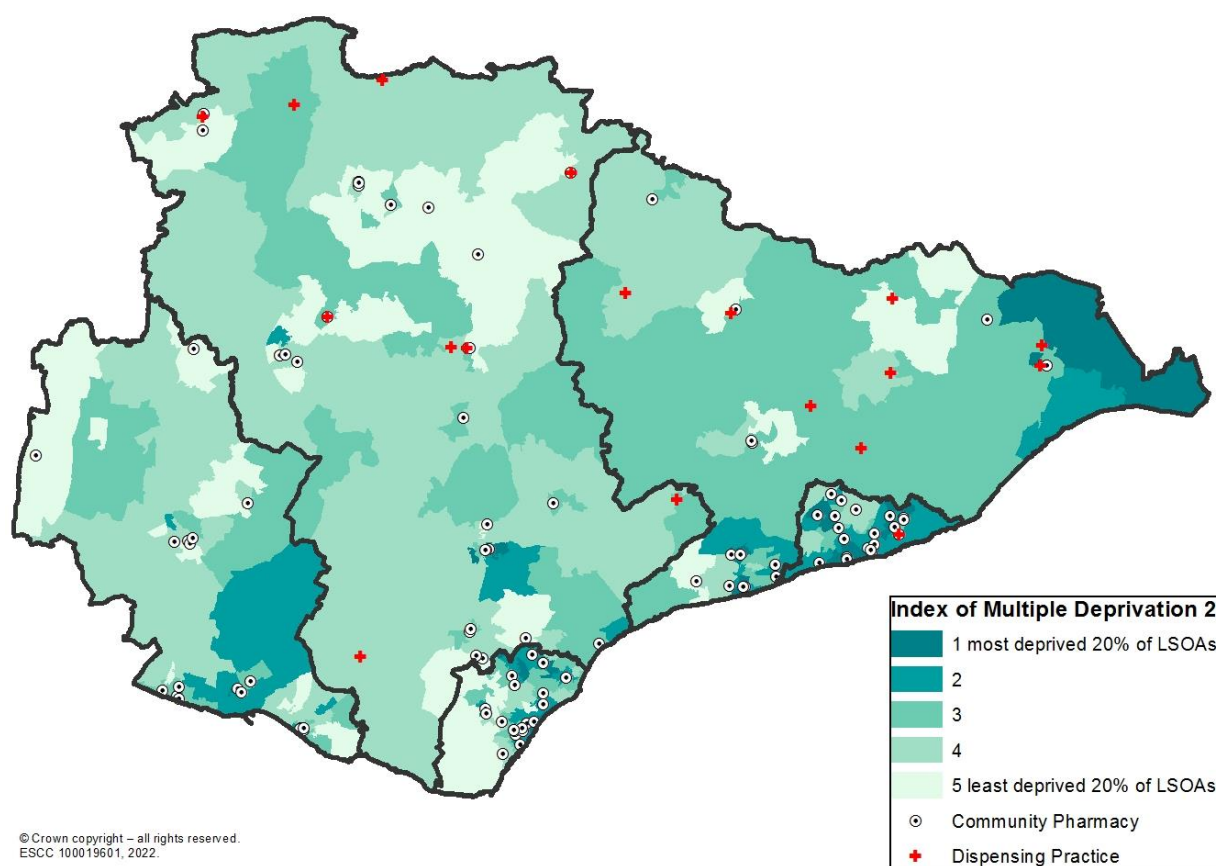
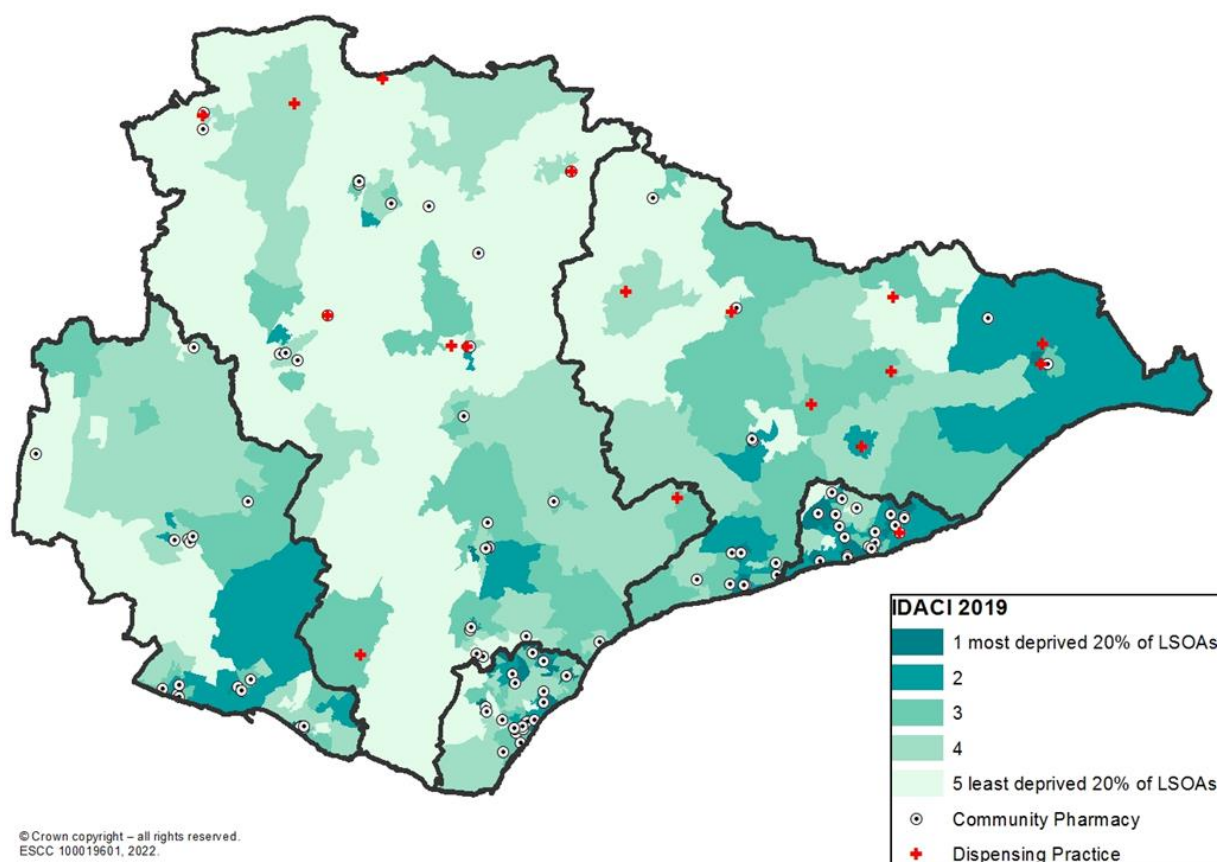


Figure 11 Distribution of community pharmacies and GP dispensaries in East Sussex in 2022 [by IMD score 2019] shows the distribution of community pharmacies and GP dispensaries in East Sussex by IMD score, whilst Figure 12 Income Deprivation Affecting Children Index (IDACI 2019) shows Income Deprivation Affecting Children Index (IDACI 2019 and Figure 13 Income Deprivation Affecting Older People Index (IDAOPI 2019) shows Income Deprivation Affecting Older People Index (IDAOPI 2019)

**Figure 11 Distribution of community pharmacies and GP dispensaries in East Sussex in 2022 [by IMD score 2019]**



**Figure 12 Income Deprivation Affecting Children Index (IDACI 2019)**

19 of the LSOAs in East Sussex fall in to the most deprived 10% nationally for the Index of Deprivation Affecting Children Index, with 13 in Hastings, four in Eastbourne and one each in Lewes and Rother, Figure 12 This is a relatively more deprived picture than in 2015 when there were 17 LSOAs in the county which were in the most deprived decile nationally.

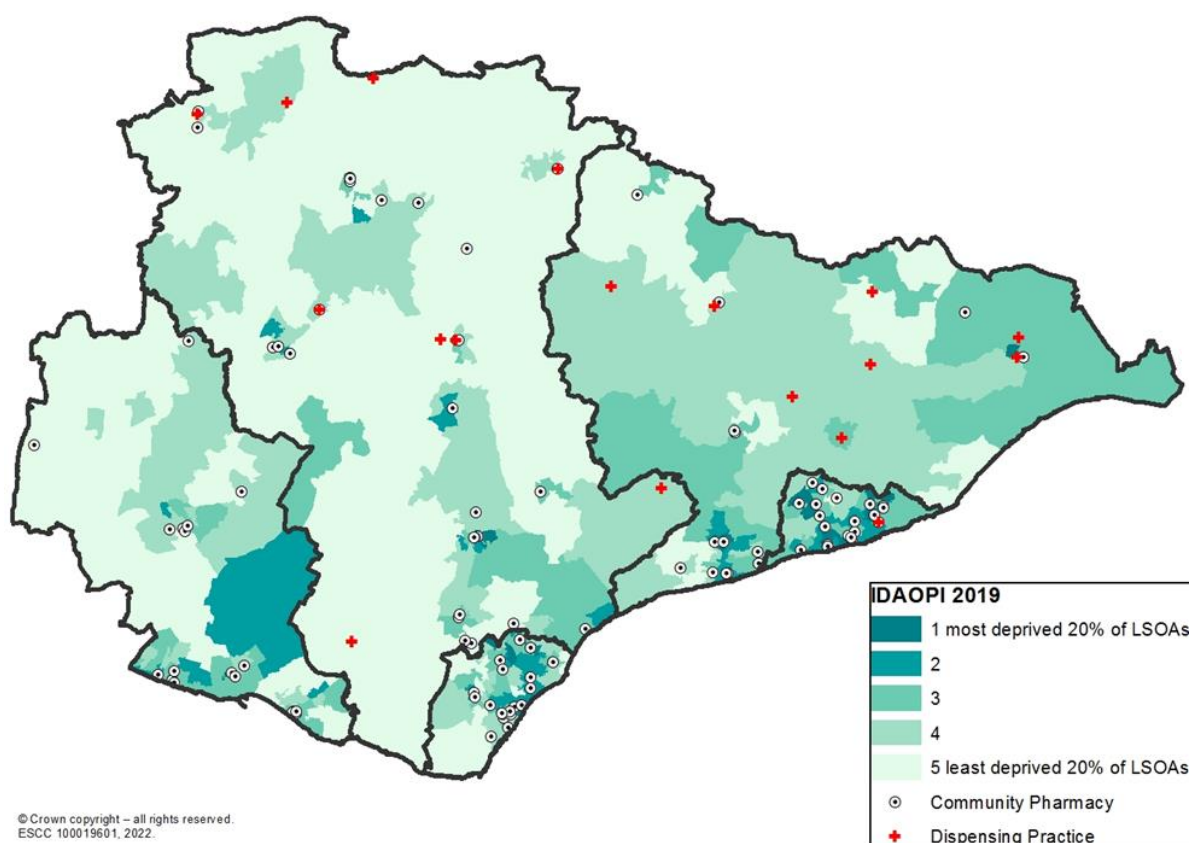
15,000 or 16% children are affected by income deprivation in the county; this is higher than the regional average of 12%, but lower than the average for England as a whole (20%).

There is a much variation within the county. More than a quarter (27%) of children in Hastings BC are living in families affected by income deprivation compared to 1 in 10 in Wealden DC.

### Figure 13 Income Deprivation Affecting Older People Index (IDAOPI 2019)

About 19,500 or 11% of older people in the county are affected by income deprivation. This is higher than the regional average of 10%, but lower than the average for England as a whole (14%), Figure 13.

There is much variation within the county. 1 in 5 older people in Hastings BC are affected by income deprivation compared to less than 1 in 10 in Wealden DC.



#### Health inequalities: pharmacy services for people living in deprived areas

People living in relatively more deprived areas have a higher demand for public services. Deprived communities are characterised by poorer health and greater disability, lower skills, educational disadvantage, higher crime and drug misuse.<sup>30</sup>

A recent Chief Medical Officer [CMO] report has highlighted the issues of deprivation in [coastal communities](#) relative to their corresponding neighbouring communities inland. Hastings featured in this report.

## 5. Health care needs<sup>31</sup>

It should be borne in mind that, when assessing the need for pharmaceutical services, it is not possible for these services to meet all of the health needs of the population. The Public Health Outcomes Framework [PHOF] systematically summarises indicators of health and care needs of the population.<sup>32</sup>

Outcomes for each D&B in East Sussex are shown on Table 9. Figure 14 and Figure 15 are maps showing where people with long term conditions or disability live, and where those who were deemed clinically extremely vulnerable during the COVID-19 pandemic live.

There follows an accessible commentary section for each district and borough which highlights where health needs are significantly higher or lower than England:

- [Eastbourne 5.1](#)
- [Hastings 5.2](#)
- [Lewes 5.3](#)
- [Rother 5.4](#)
- [Wealden 5.5](#)

Health Inequalities are avoidable and unfair systematic differences in health between different groups of people these are summarised in each district and borough section as well as some additional information in section 5.6

The PHOF groups health and care needs into the following categories:

- Overarching indicators - life expectancy
- Wider determinants of health
- Health Improvement - behavioural risk factors and their impacts e.g. alcohol related admissions.
- Health Protection - including environment, vaccination and infectious diseases
- Healthcare and premature mortality

Green is significantly better, orange the same and red significantly worse than England

**Table 9 Summary of Public Health Outcome Indicators December 2021**

	England	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
A01b - Life expectancy at birth, Female, All ages, 2020	82.6	84.0	84.0	81.8	84.5	84.1	84.9
A01b - Life expectancy at birth, Male, All ages, 2020	78.7	80.1	79.1	77.6	80.9	79.9	81.9
A01b - Life expectancy at 65, Female, 65, 2020	20.7	21.9	22.0	20.8	22.2	21.7	22.3
A01b - Life expectancy at 65, Male, 65, 2020	18.1	19.3	19.6	18.1	19.5	19.1	19.9

	England	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
B01b - Children in absolute low income families (under 16s), Persons, <16 yrs, 2019/20	16	14	15	19	11	15	11
B01b - Children in relative low income families (under 16s), Persons, <16 yrs, 2019/20	19	17	18	23	14	18	14
B08a - Gap in the employment rate between those with a long-term health condition and the overall employment rate, Persons, 16-64 yrs, 2019/20	11	10	10	7	10	15	8
B08d - Percentage of people in employment, Persons, 50-64 yrs, 2020/21	72	74	53	81	68	84	77
B15a - Homelessness - households owed a duty under the Homelessness Reduction Act, Persons, Not applicable, 2020/21	11	12		21			7
B15c - Homelessness - households in temporary accommodation, Persons, Not applicable, 2020/21	4.0	2.7		6.3			0.5

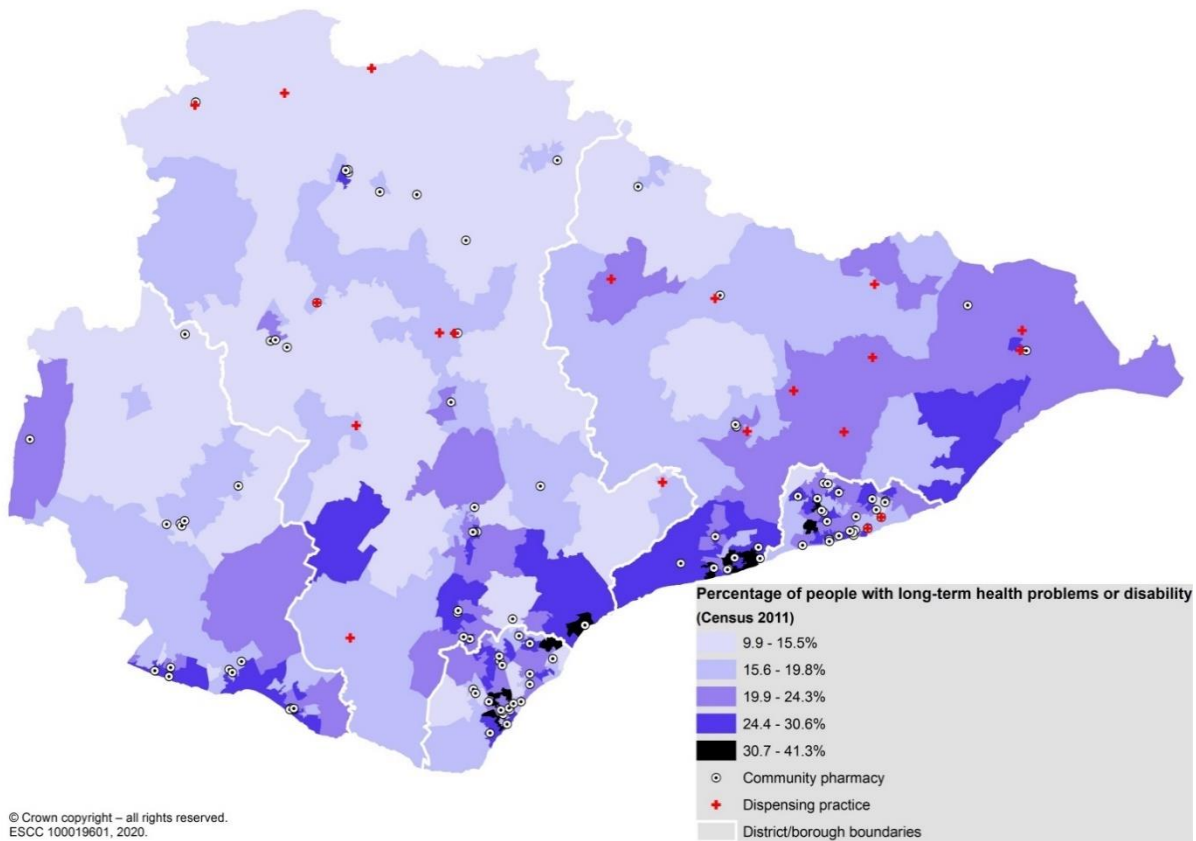
	England	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
C02a - Under 18s conception rate / 1,000, Female, <18 yrs, 2019	15.7	13.2	16.7	19.0	11.0	11.2	10.3
C04 - Low birth weight of term babies, Persons, >=37 weeks gestational age at birth, 2020	2.9	2.4	1.6	3.0	3.8	1.8	2.0
C05a - Baby's first feed breastmilk, Persons, Newborn, 2018/19	67.4	65.5					
C06 - Smoking status at time of delivery, Female, All ages, 2020/21	9.6	10.4	10.4	10.4	10.4	10.4	10.4
C09a - Reception: Prevalence of overweight (including obesity), Persons, 4-5 yrs, 2019/20	23	23	24	23	23	24	22
C09b - Year 6: Prevalence of overweight (including obesity), Persons, 10-11 yrs, 2019/20	35	32		35	31	31	30
C11a - Hospital admissions caused by unintentional and deliberate injuries in children (aged 0-4 years), Persons, 0-4 yrs, 2020/21	109	150	140	232	120	185	109
C14b - Emergency Hospital Admissions for Intentional Self-Harm, Female, All ages, 2020/21	238	339	292	550	249	372	284
C14b - Emergency Hospital Admissions for Intentional Self-Harm, Male, All ages, 2020/21	126	187	257	350	146	152	82
C14b - Emergency Hospital Admissions for Intentional Self-Harm, Persons, All ages, 2020/21	181	261	272	447	196	262	182
C15 - Proportion of the population meeting the recommended '5-a-day' on a 'usual day' (adults), Persons, 16+ yrs, 2019/20	55	61	65	46	61	63	65
C16 - Percentage of adults (aged 18+) classified as overweight or obese, Persons, 18+ yrs, 2019/20	63	63	63	67	60	67	58
C17b - Percentage of physically inactive adults, Persons, 19+ yrs, 2019/20	23	20	26	20	16	21	17
C18 - Smoking Prevalence in adults (18+) - current smokers (APS), Female, 18+ yrs, 2019	12	11	12	16	8	12	8
C18 - Smoking Prevalence in adults (18+) - current smokers (APS), Male, 18+ yrs, 2019	16	14	22	17	12	13	10
C18 - Smoking Prevalence in adults (18+) - current smokers (APS), Persons, 18+ yrs, 2019	14	13	17	17	10	12	9
C19d - Deaths from drug misuse, Female, All ages, 2018 - 20	3	3					
C19d - Deaths from drug misuse, Male, All ages, 2018 - 20	7	8	14	9	13		
C19d - Deaths from drug misuse, Persons, All ages, 2018 - 20	5	5	8	6	9		2
C22 - Estimated diabetes diagnosis rate, Persons, 17+ yrs, 2018	78	69	69	74	69	69	68
C23 - Percentage of cancers diagnosed at stages 1 and 2, Persons, All ages, 2019	55			50			
C27 - Percentage reporting a long term Musculoskeletal (MSK) problem, Persons, 16+ yrs, 2020	19	21	20	22	21	24	20
C29 - Emergency hospital admissions due to falls in people aged 65 and over, Female, 65+ yrs, 2020/21	2285	2656	2755	2737	2480	2665	2675
C29 - Emergency hospital admissions due to falls in people aged 65 and over, Male, 65+ yrs, 2020/21	1667	1859	1812	2151	1823	1861	1791
C29 - Emergency hospital admissions due to falls in people aged 65 and over, Persons, 65+ yrs, 2020/21	2023	2314	2351	2487	2193	2327	2295

	England	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
D07 - HIV late diagnosis (all CD4 less than 350) (%), Persons, 15+ yrs, 2018 - 20	42.4	42.1	36.4	54.6	28.6	25.0	60.0
D10 - Adjusted antibiotic prescribing in primary care by the NHS, Persons, All ages, 2020	0.75	0.69	0.70	0.73	0.59	0.71	0.70

	England	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
E01 - Infant mortality rate, Persons, <1 yr, 2018 - 20	4	4	6	3	4	3	2
E02 - Percentage of 5 year olds with experience of visually obvious dental decay, Persons, 5 yrs, 2018/19	23	9	21	1	8	11	8
E04a - Under 75 mortality rate from all cardiovascular diseases, Female, <75 yrs, 2017 - 19		34	33	61	29	32	27
E04a - Under 75 mortality rate from all cardiovascular diseases, Male, <75 yrs, 2017 - 19		86	87	135	78	73	74
E04a - Under 75 mortality rate from all cardiovascular diseases, Persons, <75 yrs, 2017 - 19		59	59	96	52	52	49
E04b - Under 75 mortality rate from cardiovascular diseases considered preventable (2019 definition), Female, <75 yrs, 2020	16	12		22		17	
E04b - Under 75 mortality rate from cardiovascular diseases considered preventable (2019 definition), Male, <75 yrs, 2020	43	34	31	60	33	22	30
E04b - Under 75 mortality rate from cardiovascular diseases considered preventable (2019 definition), Persons, <75 yrs, 2020	29	23	22	40	20	19	18
E05a - Under 75 mortality rate from cancer, Female, <75 yrs, 2017 - 19		108	115	146	102	108	91
E05a - Under 75 mortality rate from cancer, Male, <75 yrs, 2017 - 19		133	162	169	129	117	113
E05a - Under 75 mortality rate from cancer, Persons, <75 yrs, 2017 - 19		120	137	157	115	112	101
E05b - Under 75 mortality rate from cancer considered preventable (2019 definition), Female, <75 yrs, 2020	39	32	26	51	32	26	29
E05b - Under 75 mortality rate from cancer considered preventable (2019 definition), Male, <75 yrs, 2020	65	56	58	87	49	58	41
E05b - Under 75 mortality rate from cancer considered preventable (2019 definition), Persons, <75 yrs, 2020	51	43	41	69	40	41	35
E06a - Under 75 mortality rate from liver disease, Female, <75 yrs, 2017 - 19		11	11	16	11	6	10
E06a - Under 75 mortality rate from liver disease, Male, <75 yrs, 2017 - 19		24	34	39	21	18	16
E06a - Under 75 mortality rate from liver disease, Persons, <75 yrs, 2017 - 19		17	22	27	16	12	13
E06b - Under 75 mortality rate from liver disease considered preventable (2019 definition), Female, <75 yrs, 2020	13	6					
E06b - Under 75 mortality rate from liver disease considered preventable (2019 definition), Male, <75 yrs, 2020	24	18	30	28			12
E06b - Under 75 mortality rate from liver disease considered preventable (2019 definition), Persons, <75 yrs, 2020	18	12	18	17	13		8
E07a - Under 75 mortality rate from respiratory disease, Female, <75 yrs, 2017 - 19		27	39	43	18	28	18
E07a - Under 75 mortality rate from respiratory disease, Male, <75 yrs, 2017 - 19		38	54	58	27	40	23
E07a - Under 75 mortality rate from respiratory disease, Persons, <75 yrs, 2017 - 19		32	46	50	22	34	20
E07b - Under 75 mortality rate from respiratory disease considered preventable (2019 definition), Female, <75 yrs, 2020	15	9					
E07b - Under 75 mortality rate from respiratory disease considered preventable (2019 definition), Male, <75 yrs, 2020	19	17	25	36			
E07b - Under 75 mortality rate from respiratory disease considered preventable (2019 definition), Persons, <75 yrs, 2020	17	13	17	23	13	10	6
E11 - Emergency readmissions within 30 days of discharge from hospital, Persons, All ages, 2019/20	14.4		14.6	15.4	13.6	13.4	14.2
E13 - Hip fractures in people aged 65 and over, Female, 65+ yrs, 2020/21	638	592	602	588	516	611	631
E13 - Hip fractures in people aged 65 and over, Male, 65+ yrs, 2020/21	379	353	336	384	298	339	389
E13 - Hip fractures in people aged 65 and over, Persons, 65+ yrs, 2020/21	529	491	490	498	417	495	535
E15 - Estimated dementia diagnosis rate (aged 65 and over), Persons, 65+ yrs, 2021	62	62	68	63	70	54	58

Figure 14 shows the distribution of people reporting long-term health problems or disability [Census 2011]

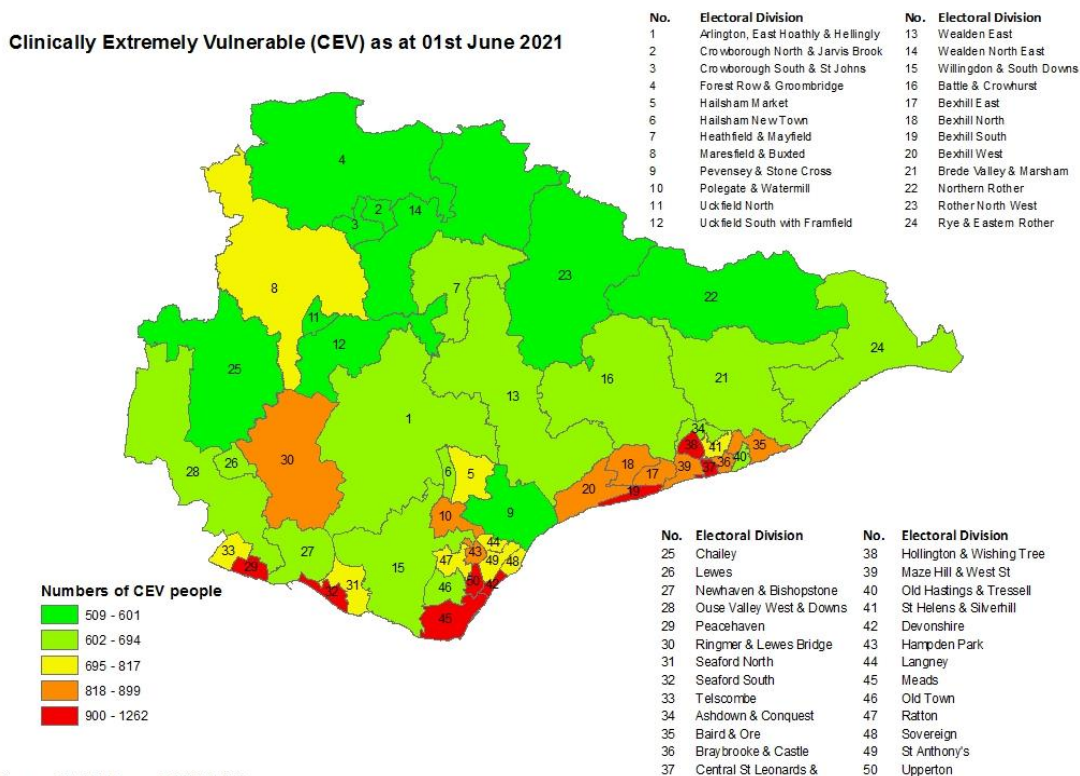
**Figure 14 Long-Term Health Problems or Disability**



## Clinically Extremely Vulnerable

Figure 15 shows the number of Clinically Extremely Vulnerable persons as at 1<sup>st</sup> June 2021 by electoral division

**Figure 15 Numbers of Clinically Extremely Vulnerable [CEV] people June 2021**



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16/06/21

## 5.1 Eastbourne Borough Council

### Health in summary

The health of people in Eastbourne is varied compared with England [Please see the charts in the Public Health Outcome Framework indicators in Table 9 above].

Eastbourne had a significantly higher percentage than the national average of the population who reported general health as bad, or very bad, and who report having a long-term limiting illness or disability.

### Wider determinants of health:

The proportion of children living in absolute low-income families [14.7%] is significantly lower than England [15.6%] in 2019/20. The proportion of children in relatively low-income families [18%] is lower than in England [19.1%] but is increasing [2019/20].

Pupil absence in 5 to 15 year olds in 2018/19 was higher [5.15%] than in England [4.73%].

The rate of households owed a duty under the Homelessness Reduction Act [15.3 per 1,000] was significantly higher than England [12.3 per 1,000] in 2019/20.

Eastbourne has a higher percentage of the population who live in the most deprived areas than England, based on the [IMD 2019].

In 2020/21, the proportion of people in employment aged 50 to 64 [53%] is significantly worse than England [72%]

The proportion of adults reporting that they feel lonely often or always [15.3%] was significantly better than England [22.3%] in 2019/20.

### Health inequalities

In 2020, life expectancy at birth for men [79.1] was similar to the England average [78.7] years, and better for women [84.0] compared to England [82.6]

In 2020, life expectancy at 65 was significantly better than England for males [19.6] years [18.1] and better for females at 22 years than England [20.7]

### Health Improvement:

The proportion of the population meeting the recommended 5 fruit and vegetables a day [64.9%] on a usual day was significantly higher than England in 2019/20 [55.4%].

### Child health

Infant mortality of 6.1 per 1,000 [between 2018 to 20] is higher than in England [3.9] but not significantly so.

The rate of hospital admissions caused by unintentional and deliberate injuries aged 0-4 years [140 per 10,000] is higher than in England [109] in 2020/21 but not significant.

The proportion of low birth-weight babies at term [1.6%] in 2020 was significantly lower than England [2.9%].

Pharmacists have a role in encouraging breast feeding and safe use of formula feeding where appropriate.

## Adult health

Emergency hospital admissions rate for intentional self-harm in females all ages [292] was significantly worse than England [238] in 2020/21. Similarly for males all ages significantly worse [257] compared to England [126] in 2020/21

The rate of emergency admissions due to falls in persons aged 65+ [2351] was higher than England [2023] though not significantly so for males.

The suicide rate for the period 2018-20 is significantly higher [18.1 per 100,000] compared to [10.4 per 100,000] in England.

Out of the estimated number of people with diabetes aged 17 and over in the population [69.1%], the proportion with a recorded diagnosis of diabetes was significantly lower than England [78.0%] in 2018.

Out of the estimated number of people with dementia, there is a higher proportion of people with a recorded diagnosis of dementia [68.0%] than were diagnosed in England [61.6%] in 2021.

The coverage of breast cancer screening was significantly lower in 2020 [65.2%] than in England [74.1%].

Cervical cancer screening was significantly higher for 25 to 49 year-olds [72.0%] compared to [70.2%], but significantly lower for 50 to 64 year olds [74.0%] compared to 76.1% in England.

Bowel cancer screening proportions were similar to England in 2020, whereas Abdominal Aortic Aneurysm screening had significantly better coverage [81.2 %] compared to England [76.1%] in 2019/20.

## 5.2 Hastings Borough Council

### Health in summary

The health of people in Hastings is generally worse than the England average, particularly under 75 mortality for cardiovascular disease, respiratory disease, liver disease and cancers, as well as hospital admissions for self-harm and falls. Please see the charts in Public Health Outcome Framework indicators, Table 9 above.

### Wider determinants of health

Hastings is one of the 20% most deprived districts/unitary authorities in England [IMD 2019]

The proportion of children in absolute low-income families [19.0%] is higher than in England [15.6%] in 2019/20. The proportion of children in relative low-income families [23.0%] is higher than in England [19.1%] in 2019/20. The trend is for these to be getting worse.

Pupil absence in 5 to 15 year-olds in 2018/19 was higher [5.35%] than in England [4.73%].

The rate of households owed a duty under the Homelessness Reduction Act [21 per 1,000] is significantly higher than England [11 per 1,000] in 2020/21.

The rate of homeless households in temporary accommodation [6.3] is significantly higher than England [4.0] in 2020/21.

## Health inequalities

In 2020, life expectancy at birth for men [79.1] was similar to the England average [78.7] years, and better for women [84.0] compared to England [82.6]

The inequality in life expectancy at birth was 7.6 years for males and 5.5 years for females for the period 2017-19.

## Health Improvement:

The proportion of the population meeting the recommended 5 a day [45.7%] on a usual day was significantly lower than England in 2019/20 [55.4%].

The proportions of the population overweight [67.3%] was significantly higher than England [62.8%].

## Child health

There are significantly higher rates of hospital admissions caused by unintentional and deliberate injuries in children aged 0-4 years [2020/21] at 232 per 10,000 residents in that age group, compared to England [109]. Similarly there is a higher rate for young people aged 15 to 24, at 242 per 10,000 compared to 112 [England].

## Adult health

There is a significantly higher rate of admissions for intentional self-harm [persons all ages] at 447 per 100,000 compared to England [181] in 2020/21. Both male and female rates are significantly higher.

The rate of emergency re-admissions within 30 days [all ages] is significantly higher 15.4 compared to England [14.4] in 2019/20.

The rate of admissions for alcohol-related conditions [638 per 100,000] for persons of all ages is significantly higher than England [456 per 100,000] in 2020/21.

In 2020/21, the rate of emergency hospital admissions due to falls in people aged 65 and over [2,487 per 100,000] is significantly higher than England [2,023 per 100,000]. Both male and female rates are significantly higher.

Coverage for breast cancer screening is significantly lower [65% compared to 74%] in 2020. Cervical cancer screening coverage in women aged 50-64 is significantly lower [72%

compared to 76%]. Bowel cancer screening coverage is significantly lower [60% compared to 63%].

The under 75 mortality rates per 100,000 for all cardiovascular diseases between 2017-19 was significantly higher than England for males [134 compared to 98] and females [60.5 compared to 43].

The under 75 mortality rates per 100,000 for cancers in females [146 compared to 116] and males [168 compared to 143] in 2017-19 were both significantly different. For cancers considered preventable under 75, the mortality rates in 2020 were not significantly different from England in males and females separately but the combined rate is significantly higher for persons [68.6 compared to 51.4].

Under 75 mortality rate per 100,000 for liver disease 2017-19 is significantly higher for males [39 compared to 26] and for persons [27 compared to 18] but not for females [16 compared to 13].

The under 75 mortality rate per 100,000 from respiratory disease 2017-19 in females [42.5 compared to 28], males [58.3 compared to 38] and persons [50 compared to 33] are all significantly higher than England. In 2020 the under 75 mortality rate from respiratory disease considered preventable is significantly higher in males [36 compared to 19] and persons [23 compared to 17].

The proportion with a recorded diagnosis of diabetes out of the estimated number of people with diabetes [73.8%] was significantly lower than England [78%] in 2018.

## 5.3 Lewes District Council

### Health in summary

The health of people in Lewes is varied compared with the England average. Please see the charts in Public Health Outcome Framework indicators Table 9 above.

Lewes has a significantly higher percentage of its population who report having a limiting long-term illness or disability compared to England.

### Wider determinants

The district is significantly better than the England average for indicators around deprivation, child poverty, and long-term unemployment.

The proportions of children under 16 living in absolute low-income families and in relative low income families are both significantly lower than England [2019/20].

The proportion of households in fuel poverty are lower than England [2019].

The rate of homeless households owed a duty under the Homeless Reduction Act and of homeless households in temporary accommodation were significantly better than England in 2019/20.

## Health inequalities

Life expectancy at birth for both men 80.9 [78.7] and women 84.5 [82.6] is higher than the England average. Life expectancy at birth is 4.8 years lower for men in the most deprived areas of Lewes than in the least deprived areas [in 2017-19].

Life expectancy at 65 is significantly better than England for males and females. [2018-20]. The inequality in life expectancy at 65 [in 2017-19] is less than in England for males and females.

## Child health

The proportion of pupil absence in 2018/19 was significantly higher than England.

In Year 6, the proportion of children classified as overweight is significantly lower than the average for England [2019/20].

## Adult health

The rate of deaths from drug misuse are significantly higher than England in 2018-20.

The rate of admissions for alcohol related conditions is significantly lower [2019/20].

The rate of killed and seriously injured on roads was worse than the England average [2016-18].

The proportion of cancers diagnosed at stages 1 and 2 was significantly better in 2018.

The coverage of breast cancer screening was significantly lower than England in 2020.

Cervical cancer screening was significantly better than England in the younger age band [25 to 49 years old]. Screening for bowel cancer was significantly better than England 2020.

Abdominal aortic aneurysm screening coverage in men was significantly better in 2020.

Rates of hip fractures in females and all persons aged 65 and over are significantly lower than England [2020/21].

There is a significantly lower proportion of readmissions within 30 days of discharge from hospital [2019/20] compared to England.

The proportion with a recorded diagnosis of diabetes out of the estimated number of people with diabetes aged 17 or over [68.7%] is significantly lower than England [78.0%] in 2018.

There is a significantly higher proportion of the estimated number of people [aged 65 and over] diagnosed with dementia than in England in 2021.

## 5.4 Rother District Council

### Health in summary

The health of people in Rother is varied compared with the England average. Please see the charts in Public Health Outcome Framework indicators Table 9 above.

## Wider determinants of health

A significantly lower proportion of children live in relative low-income families [2019/20].

Rother is better than the England average for indicators around overall deprivation [IMD 2019].

Rother had a significantly higher proportion of people aged 50-64 in employment [84%] than England [72%] in 2020/21.

Rother has a significantly lower rate of households owed a duty under the Homelessness Reduction Act [10.4 per 1,000] compared to England [12.3 per 1,000] and of households in temporary accommodation [1.18 per 1,000] compared to England [3.76 per 1,000] in 2019/20.

Rother had a lower proportion of households living in fuel poverty compared to England in 2019.

The rate of people killed and seriously injured [88.4 per 100,000] was significantly higher than England between [42.6 per 100,000] in 2016-18.

## Health inequalities

Life expectancy at birth [2020] is significantly higher than the England average for females 84.1 [82.6].

Life expectancy was 8.2 years lower for men and 7.2 years lower for women in the most deprived areas of Rother than in the least deprived areas in 2017-19.

## Child health

The proportion of low birth-weight babies at term in Rother in 2020 [1.8%] was lower than England [2.90%].

In Year 6, the proportion of children overweight [31.1%] was significantly better than the average for England [35.2%] in 2019/20.

The rate of hospital admissions caused by unintentional and deliberate injuries in children aged 0-4 [185 per 10,000] is significantly higher than England [109 per 10,000] in 2020/21.

## Adult health

The proportion of persons aged 16+ reporting a long-term, musculoskeletal problem is significantly higher [24.1% compared to compared to 18.6%] in 2020.

The rate of emergency admissions due to falls in people aged 65 and over is significantly higher than England [2,327 compared to 2,023 per 100,000] in 2020/21. The rate for females is significantly higher

The excess winter deaths index [August 2019 - July 2020] for persons is lower than England but not significant.

The cancer screening uptake rates in 2020 are all significantly better than England [except cervical screening in the 50-64 age group which is similar.]

Under 75 mortality rate per 100,000 from Cardio Vascular Disease [CVD] considered preventable was significantly lower than England in 2020.

Under 75 mortality rates per 100,000 from cancers considered preventable is lower than England but not significantly so in 2020.

Under 75 mortality rate per 100,000 from liver disease [11.3] is significantly lower than England [20.6] in 2020.

The proportion of readmissions within 30 days of discharge from hospital [13.4%] was significantly lower than England [14.4%] in 2019/20.

The proportion with a recorded diagnosis of diabetes out of the estimated number of people with diabetes [69.3%] was significantly lower than England [78%] in 2018.

There is a significantly lower proportion of the estimated number of people with dementia who have been diagnosed [53.9%] than in England [61.6%] in 2021.

## 5.5 Wealden District Council

### Health in summary

The health of people in Wealden is generally better than the England average. Please see the charts in Public Health Outcome Framework indicators, Table 9 above.

### Wider determinants

Wealden is one of the 20% least deprived districts/unitary authorities in England [IMD 2019].

The proportion of children living in absolute low-income families [11.3%] compared to England [15.6%] and relative low-income families [13.5%] compared to England [19.1%] are significantly lower in 2019/20.

Wealden has a higher proportion of people aged 50-64 in employment than England in 2020/2021. There is a smaller gap in the employment rate for persons with long-term conditions and the overall employment rate compared to England.

The district is significantly better than the England rates for indicators around statutory homelessness [households owed a duty under the Homelessness Reduction Act] and [households in temporary accommodation] in 2020/21.

There is a lower proportion of households in fuel poverty.

There was a significantly lower proportion of adults saying they feel lonely in 2019/20.

### Health inequalities

In 2020, life expectancy at birth was significantly higher than England for both males [81.9] compared to [78.7] and females [84.9] compared to [82.6].

Life expectancy was 4.9 years lower for men and 2.9 years lower for women in the most deprived areas of Wealden than in the least deprived areas [2017-19].

Life expectancy at 65 was significantly better than England for males 19.9 years [18.1] and females 22.3 years [20.7] in 2020.

### Child health

The under 18s conception rate per 1,000 was significantly lower than England [2019].

In 2020, the proportion of low birthweight babies at term [2%] was lower than England [2.9%]

In year 6 the proportion classified as overweight was significantly lower than the average for England [2019/20].

### Adult health

The rate per 100,000 of people killed and seriously injured on roads was significantly worse than the England average [2016-18].

The proportion of the population meeting the recommended 5 a day on a usual day was significantly better than England in 2019/20.

The proportion of physically inactive adults was significantly lower in 2019/20.

There was a significantly lower rate of deaths from drug misuse than England [in 2018-20].

The uptake of all cancer screening programmes is significantly better than in England in 2020 and for Abdominal Aortic Aneurysm screening in 2019/20.

The emergency hospital admissions due to falls for people aged 65 and over was significantly higher than England in 2020/21.

The under 75 mortality rate per 100,000 from cardiovascular diseases considered preventable and under 75 mortality rate from cancers considered preventable are significantly better than the England average in 2020.

The under 75 mortality rate from liver and respiratory disease considered preventable are significantly better than England in 2020.

The proportion with a recorded diagnosis of diabetes as a proportion of the estimated number of people with diabetes [68.1%] is significantly lower than England [78.0%] in 2018.

There is a lower proportion of the estimated number of people with dementia [58.3%] who have been diagnosed than in England [61.6%] in 2021.

## 5.6 National evidence on health Inequalities

### COVID-19 and inequalities in mortality

Mortality from COVID-19 has had an [unequal impact](#) on different population sub-groups and exacerbated inequalities. [Between 2019 and 2020](#) life expectancy in males fell by almost 2 years in the most-deprived decile of areas (from 74.3 to 72.4 years) compared with 1 year in the least-deprived decile (from 83.6 to 82.6).

For females in the most-deprived areas life expectancy fell by 1.6 years (from 78.9 to 77.3) compared with 1 year in the least-deprived (86.8 to 85.8). As a result, the gap in life expectancy between the richest and the poorest areas have widened in 2020 to 10.2 years for males and 8.5 years for females, compared with 9.3 and 7.9 years respectively in 2019.

Mortality data for some other groups also show inequalities, which will have an impact on life expectancy. For example:

- learning disabilities [LD]: mortality from COVID-19 is about [1.5 times higher](#) among people with a learning disability, or self-reported disability, compared with those without a disability
- ethnicity: although most ethnic minority groups had [lower overall mortality](#) than the white population in the decade [before](#) the pandemic, that differential was [reversed between January 2020 and March 2021](#) in some groups (Pakistani and Bangladeshi)

men and women, and Black Caribbean men) because of their higher mortality from COVID-19.

Public Health England [provisional estimates](#) of life expectancy at birth for 2020 show the impact of the COVID-19 pandemic in England and its regions.<sup>4</sup> The leading cause of death in England & Wales 2020 was COVID-19, responsible for nearly 70,000 deaths. Despite the introduction of COVID-19 in 2020, the relative ranking of other causes of death was unchanged.

The scale of excess mortality associated with COVID-19 in 2020 and 2021 is unprecedented in recent decades. The pandemic isn't over and the magnitude of its continuing impact on life expectancy in England will depend on associated mortality (caused directly by COVID-19 and indirectly by fewer people seeking or receiving care for other conditions) in the years ahead. These, and the wider socio-economic effects of the COVID-19 pandemic on population health and mortality, could last well beyond 2021, and widen health inequalities further.

## Inequalities in Healthy Life Expectancy

Healthy life expectancy has [increased over time, but not as much as life expectancy](#), so more years are spent in poor health. Although an English male could expect to live [79.8 years in 2017-19, his average healthy life expectancy was only 63.2 years](#) - in other words he would have spent 16.6 of those years (21 per cent) in 'not good' health. In 2017-19 an English female could expect to live 83.4 years, of which 19.9 years (24 per cent) would have been spent in 'not good' health. Although females live an average of 3.6 years longer than males, most of that time (3.3 years) is spent in poor health. Similarly, disability-free life expectancy is almost [two decades shorter than life expectancy, and is higher among males \(62.7 years\) than females \(61.2 years\)](#).<sup>33</sup>

There is now a national focus on the most deprived 20% of the national population as identified by the national [Index of Multiple Deprivation \(IMD\)](#), as well as five clinical areas of focus: maternity; severe mental illness; chronic respiratory disease; early cancer diagnosis and hypertension case finding.<sup>34</sup>

## 5.7 COVID-19 and the Health of the Population

Nationally we have moved to a position of "living with COVID". Below is a summary of some of the health behaviours and outcomes which may have changed during the pandemic and may have an impact on the demand for pharmacy services.

- **Mental Health:** the effects on mental health and well-being could be persistent and long-term in both adults and children. The people most likely to suffer a continuing

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<sup>4</sup> The life expectancy estimates for 2020 are the average number of years a new born baby would live if they experienced the national (or regional) age-specific mortality rates for 2020 throughout their life. As mortality rates will change in the future, the figures are not a forecast of future life expectancy but provide instead a snapshot of current mortality rates. Life expectancy estimates are an alternative way of presenting mortality rates in order to show the impact of COVID-19 on levels of mortality, and inequality in mortality, in 2020

impact are people who already had existing, long term mental health vulnerabilities at the start of the pandemic.

- Health Service Activity: many non-COVID-19 health problems have not received due attention and waiting times for non-urgent outpatient appointments and less pressing treatments have become longer.
- Physical Health: Health-related behaviours during the pandemic do not suggest that higher levels of poor physical health will inevitably result, but health inequalities have widened.
- Evidence of an increase incidence of some long-term conditions.<sup>35</sup>
- Physical Activity: There is a mixed picture for physical activity as people's life routines change.
- Alcohol: alcohol consumption increased nationally in the pandemic.
- Smoking: Concern about alcohol might be balanced by increased smoking cessation in adults overall, but more young adults are now smoking.
- 'Long-COVID': crudely estimated about 2% of people may be suffering with ongoing, persistent symptoms attributable to COVID in East Sussex.<sup>36</sup>

## COVID-19 in East Sussex

A separate JSNAA report describes the overall effects of COVID in East Sussex [the COVID-Overview Report]

## 5.8 Population sub-groups with additional health needs

This section systematically describes the health needs of people from each of the group from the Equality Act 2010 and also additional groups who are not covered under the Equality Act but who are known to have further health needs.

Whilst some of these groups are referred to and quantified in other parts of this pharmaceutical needs assessment, this section focusses in general terms on their particular health issues and expected requirements for pharmaceutical services.

### Older people<sup>37</sup>

Age is the single biggest factor associated with having a long-term condition and 60% of people aged 65 and over are affected. Lifestyle factors such as smoking, excessive alcohol consumption, unhealthy diets and physical inactivity are estimated to contribute to developing long term conditions at an earlier age and to their ongoing complications.

People are living longer, with more co-morbidities and living more years in a state of frailty.

Frailty is a significant factor affecting the physical and mental health of older people in East Sussex. Inequalities in levels of frailty are widening and levels of frailty are increasing

for the poorest in our population. Frail, older people living in deprived areas are more prone to acquiring COVID infection, despite having been vaccinated.<sup>38</sup>

Well established issues affecting the health of older people include:

Cigarette smoking is implicated in eight of the top fourteen causes of death for people 65 years of age or older. Smoking causes disabling and fatal disease, including lung and other cancers, heart and circulatory diseases, and respiratory diseases. It also accelerates the rate of decline of bone density during ageing. At age 70, smokers have less dense bones and a higher risk of fractures than non-smokers. Female smokers are at greater risk for post-menopausal osteoporosis. Half of long-term smokers die of tobacco related illnesses, most prematurely, and many suffer from a variety of long-term conditions related to smoking.

Even modest alcohol use in old age may be potentially harmful as a contributor to falls, compromised memory, medicine mismanagement, inadequate diet and limitations on independent living.

Loneliness can have a significant and lasting effect on health. It is associated with higher blood pressure, depression and leads to higher rates of mortality. The risks are comparable to those associated with smoking and alcohol consumption. It is also linked to a higher incidence of dementia. Lonely people tend to make more use of health and social care services and are more likely to have early admission to residential or nursing care.

Depression is the most common mental health need for older people and prevalence rises with age. Women are more often diagnosed with depression than men. At any one time, around 10-15% of the over 65s population nationally will have depression and 25% will show symptoms of depression. The prevalence of depression among older people in acute hospitals is estimated at 29% and among those living in care homes is 40%. More severe depression is less common, affecting 3-5% of older people.

People with mental health needs can seek advice and support from their GP. However, two-thirds of older people with depression never discuss it with their GP, and of the third that do discuss it, only half are diagnosed and treated. Of those with depression only 15 per cent, or one in seven, are diagnosed and receiving any kind of treatment. Even when they are diagnosed, older people are less likely to be offered treatment than those aged 16 to 64.

[Dementia is a common condition](#) that affects about [900,000 people in the UK](#). The risk of developing dementia increases with age, although is not a feature of normal ageing. The condition usually occurs in people over the age of 65. The number of cases is increasing in the population.

Dementia is the second most common mental health problem in older people. One in 14 people aged over 65 has dementia. This rises to 1 in 6 for people aged over 80.<sup>39</sup>

Summaries of the estimated number of people with health needs associated with physical disability, vision loss and hearing loss in East Sussex can be found in the JSNA website.

The average number of GP consultations per person per year increased across all age groups pre-pandemic and this trend was particularly marked among older people.

During the pandemic, concerns about the care of non-COVID patients and the consequences of delayed referral and diagnoses have been raised.<sup>40</sup>

Consultation rates fell in the first lockdown for all age groups. From September 2020 onwards consultation rates were back to their long run average.<sup>41</sup>

## 5.9 Medicines management risks in the elderly<sup>42</sup>

In England, more than one in 10 people aged over 65 take at least eight different prescribed medications each week. This increases to nearly one in four people aged over 85. Up to 50 per cent of all medicines for long term health conditions are not taken as intended and around one in five prescriptions for older people living at home may be inappropriate.

The many benefits of medicines and treatments are reduced if they are: prescribed in excessive numbers (where this is not clinically justified or safe); in unsafe combinations; without the consent and involvement of the older person themselves; and without support to use them properly. One study showed only 59% of patients identified with 'severe frailty' received an annual medicines review at their GP surgery in 2018/2019.<sup>43</sup>

Older people continue to be admitted to hospital as an emergency from avoidable health problems including falls and confusion. These can follow adverse reactions to medications, or be caused by prescribing of multiple medications having serious cumulative effects. Ageing affects how the body absorbs medicines and how the physiological systems respond to medicines.

The burden of taking multiple medications can also lead to an older person not taking any at all. Practical barriers include the ability to open medicine packs and deal with large volumes of different pills. Information on existing medicines being taken is not always complete, or accessible. NICE clinical guidance is available to assist in treating multiple conditions.<sup>44</sup> Older people are more likely to be living with frailty, dementia, and to be malnourished, all of which create significant additional challenges. Living in a care home also has its challenges from a medicines management point of view.

An estimated 16% of households in East Sussex are occupied by an older person living alone, higher than the England average (13%). More older people living alone means there will be more who have greater needs for assistance with taking their medicines. The number of carers is increasing as well and they too will benefit from a greater understanding of the medicines being taken by the person they are caring for.

### People living with Long-Term Conditions

Living with multiple long term health conditions poses a challenge for individuals, their unpaid carers, and the health and social care system, their need for medication and to manage the risks of polypharmacy as described above.

By 2028, around 20,000 more people in East Sussex will be living with two or more of these long-term conditions, when compared with the needs of our population in 2018,

**Figure 16 Increasing number of people with two or more long term conditions by 2028.**

## Children and young people<sup>45</sup>

There is evidence of unmet need and different patterns of use of healthcare services in children living in socio-economically deprived areas.<sup>46</sup>

Nationally, the pandemic has reduced access to local systems designed to protect children. Pharmacists are expected to have undertaken basic safeguarding training.<sup>47</sup>

Mental health issues in children and young people have become even more evident during the pandemic.<sup>48,49,50,51</sup> Examples of the most serious and urgent cases where a child or young person is referred to Child and Adolescent Mental Health Services [CAMHS] include an immediate risk from an eating disorder, self-harm or suicidal thoughts.

The total number of referrals to CAMHS was highest in Hastings and St. Leonard's PCN [the largest PCN] and lowest in Seaford PCN [the smallest PCN] for the period February 2020 to 2021. Referrals to CAMHS for Attention Deficit Hyperactivity Disorder [ADHD] are prominent in Hastings and St. Leonard's.

There were 628 children looked after by East Sussex County Council as at the end of March 2022. This is similar to the end of year figures for 2020 (602), 2019 (607), and in 2018 (606).

Lifestyle behaviours impact on longer term health and social care outcomes in adults and are closely linked to lifestyle in the teenage years. Influencing positive lifestyle choices in teenagers will impact on health outcomes for young people and on future demand for a wide range of services.

Breast feeding provides health benefits for both mother and baby and promotes attachment, however young mothers are among the groups least likely to breast feed.

More than eight out of ten adults who have ever smoked regularly started before the age of 19.

Eight out of ten obese teenagers go on to become obese adults.

Nationally, the diagnosis of sexually transmitted infections in young people, such as Chlamydia, has increased by 25% over the past ten years. Untreated sexually transmitted

infections can have a longer-term health impact including reduced fertility. Young people's sexual behaviour may also lead to unplanned pregnancy. [Please see EHC section]

Alcohol misuse amongst family members contributes to increased pressure on a wide range of agencies including health, housing, social care, police and the voluntary sector.

### **Medicines management risks in children and young people**

Prescribing and administering medicines to children has its own risks and is prone to error.

Six per cent of households are lone parent households. Hastings Borough (8%) has the highest percentage and Rother and Wealden districts (both 5%) the lowest.

Lone parent households may particularly benefit from having readily available, local access to professional advice from a trained pharmacist.

### **Disability<sup>52</sup>**

It is difficult to estimate the number of people with disability in a population and the Census is often cited, because this gives people the opportunity to report any limitations to their daily activities, whether or not they have a formally recognised disability or diagnosed condition.

It is estimated that in 2022 there are 2,000 young people aged 10-17, 36,400 people of working age 18-64 and 60,800 aged 65 and over with a disability in East Sussex. Further details will come from the 2021 Census. Physical Disability is discussed in more detail in the JSNA.

### **Social care**

The percentage of the population receiving Long Term Support has remained steady at 2.1%. Table 10 below shows a breakdown by gender of people who received long-term support (LTS) in the financial year 2020/21 from ESCC. A significantly greater proportion of older women receive long term support.

**Table 10 Adults with care and support needs receiving long-term support, by gender**

2020/21	Number of people receiving LTS	Percentage of total receiving LTS	Percentage of population of that gender receiving LTS
Female	5,436	58.5%	2.3%
Male	3,850	41.5%	1.8%
Total	9,286	100%	2.1%

Source: ASC ESCC

In 2020/21, 6,474 carers received support including information, advice and other universal services or signposting from Adult Social Care ESCC. East Sussex County Council has

commissioned the organisation Imago to support 976 people aged under 16 years as young carers.

## Learning disability

In 2021/22 a total of 1,422 working age adults and 183 older people with a Primary Support Reason (PSR) of Learning Disability Support were supported through Long Term Support by Adult Social Care, ESCC.

A prevalence rate often used in the context of British population for any degree of learning disability, whether acknowledged or not by the health and care services, is approximately 2% of the population.<sup>53</sup>

People with learning disabilities have poorer health than their non-disabled peers. These differences in health status are, to an extent, avoidable. Health inequalities faced by people with a learning disability begin in childhood and may be made worse as a result of lack of access to timely, appropriate and effective healthcare.

Reasonable adjustments by services are those modifications that should be made to ensure that a disabled person can access the service in the same way as the general population.<sup>54</sup>

People with LD may have difficulties with reading forms, explaining symptoms, understanding new information, remembering basic information, and understanding and telling the time. They may need longer consultation times in pharmacy to understand their medicines.

Some people with LD may have epilepsy or diabetes, and many have multiple conditions for which they receive multiple medications.

Proactive ongoing support for people with learning disability and related conditions has been identified by the Royal Pharmaceutical Society as a training need for pharmacy staff generally.

Community pharmacists have regular interactions with people with LD and their carers over a long period of time. Pharmacists can assist with the choice of the most appropriate medicines, identify medication interactions and help to assess their side effects.

Pharmacists can advise on taking medicines effectively, their correct storage and especially how to overcome swallowing difficulties.

Stopping over-medication of people with a learning disability, autism or both (STOMP)<sup>55</sup> is a national project aimed at stopping the over-use of psychotropic medicines in people with a learning disability, autism or both. STOMP aims to encourage regular medicines check-ups, ensuring that health professionals involve people, families and support workers in decisions about medicines. The project raises awareness of other interventions and support to reduce the need for medicines.

The number of older people with a learning disability is increasing. Older people with a learning disability need more support to age well, and to remain active and healthy for as long as possible.

People with physical disabilities, learning disabilities or mental health problems tend to have lower uptake of screening services than the general population. This may be because of difficulties with physical access to services, fear about what screening involves or low awareness of services.<sup>56</sup>

Promotion of existing national screening programmes by pharmacists can help improve uptake in under-served groups. Increasing the uptake of screening for cancers and non-cancer screening [for diabetes and Abdominal Aortic Aneurysms] has the potential to reduce health inequalities, as well as promoting screening in the ante-natal period.

## Pregnancy and maternity

There are many common health problems that are associated with pregnancy and after delivery. Community pharmacists provide a regular source of professional advice about these.

## Race

Although ethnic minority groups broadly experience the same range of illnesses and diseases as others, some people within ethnic minority groups report worse health than the general population.

Specific life-threatening illnesses such as sickle cell anaemia/disease and thalassemia are more prevalent in some ethnic groups. Sickle cell disease is particularly common in people with an African or Caribbean family background.<sup>57</sup> Thalassemia mainly affects people of Mediterranean, south Asian, southeast Asian and Middle Eastern origin.<sup>58</sup> Pharmacists can encourage the uptake of the national screening programme for these blood disorders.

Ethnic differences in health are most marked in the areas of mental wellbeing, the diagnosis of some cancers, early onset of heart disease and diabetes, infection with Human Immunodeficiency Virus, and tuberculosis. Pharmacists could have a role in supervised treatment for TB, but this is not currently commissioned in East Sussex.

An increase in the number of older black and minority ethnic people in the population is likely to lead to a greater need for provision of culturally sensitive social care, primary and palliative care.

### Black and Minority Ethnic [BAME] groups

People from BAME groups may not speak English as their first language and may have lower levels of health literacy. BAME groups may have different belief systems about their health, may show different help-seeking behaviours, including the use of non-prescribed medicines. Being able to recognise these issues is recognised as an ongoing training and development opportunity for all pharmacy staff.

Whilst the proportions of persons from BAME groups are relatively low in East Sussex compared to England these are expected to have increased. Further information will become available when the results of the 2021 Census are published in late 2022.

## Gypsy/Traveller/Roma communities<sup>59</sup>

Gypsy, Roma and Traveller communities have the worst health outcomes of any ethnic group. They face some of the highest levels of health deprivation, with significantly lower life expectancy, higher infant mortality, and higher maternal mortality alongside mental health issues, substance misuse and diabetes. These issues are representative of various lifestyle factors, alongside issues of poor education, lack of integration with mainstream support services and a lack of trust in such institutions.

Nationally, poor conditions and sanitation on Traveller sites are contributing to the poor health of Gypsy and Traveller families, including many children. Living accommodation is often damp which leads to respiratory problems in the Gypsy, Roma and Traveller community.

East Sussex County Council Managed Traveller sites have access to electricity, hot water, toilet, bath/shower and cooking facilities that is their own to use. Locally, the East Sussex County Council Gypsy and Traveller Team supports the community to access health care and support. The Team do this by connecting people to services, and by providing advocacy and advice to people who are struggling to access the support they are entitled to. There is still a high proportion of adults with poor literacy which also leads to an increased difficulty in accessing mainstream services.

Gypsy, Roma and Traveller communities spend less years of their lives in good health. Roadside Gypsy, Roma and Traveller communities have less ability to access mainstream health services. Sustained health and social care support is not possible if a person is transient. This puts roadside Gypsy, Roma and Traveller communities at greater risk of poor health.

One of the most frequently cited healthcare problems facing Gypsy, Roma and Traveller people is in accessing primary and secondary health services. Problems with registering and accessing GP services, immunisation services, maternity care and mental health provision have been reported. The reasons for this have been variously attributed to discrimination, difficulties navigating the NHS, and a reluctance by Gypsy, Roma and Traveller people to seek medical attention until their condition has become very serious.

Gypsy, Roma and Traveller people, especially travelling families, tend to use emergency services such as A&E departments, rather than any structured approach to healthcare, due to previous poor experiences. This leads to disrupted health provision and makes preventative care very difficult to administer.

Maternity and antenatal care provide an opportunity for healthcare staff to support Gypsy, Roma and Traveller women. NHS England may wish to train maternity staff and pre-natal staff [including pharmacists] to enquire about, signpost and refer to services that may also be beneficial to Gypsy, Roma and Traveller women, including immunisation, dental services, mental health services and sexual health checks.

## Religion and belief

There is a possible link with ‘honour-based violence’, a type of domestic violence motivated by the notion of honour, in those communities where the honour concept is linked to expected behaviours of families and individuals. Pharmacies have a role in helping victims of all religions and beliefs to report abuse and access help urgently [the ask ANI scheme].<sup>60</sup>

Some Roman Catholics oppose the use of Emergency Hormonal Contraception which is available in pharmacy.

Religious beliefs may affect uptake of vaccines and some medicines depending on beliefs about their constituents. Pharmacists have a role in explaining misunderstandings about vaccine constituents.<sup>61</sup>

## Sex

Men have different health care seeking behaviours than women.<sup>62</sup>

In one study, men aged 16 to 55 tended to be ‘avoiders’, actively not going to pharmacies.<sup>63</sup> They may feel uncomfortable in a pharmacy environment thinking that the environment is feminised, meant for older people, lacking privacy and of customer service being indiscreet.

Mortality from coronary heart disease is much higher in men. Women’s risk of cardiovascular disease may go unrecognised, and increases later in life.

The proportion of men and women who are obese is roughly the same, although men are markedly more likely to be overweight than women, and present trends suggest that weight-related health problems will increase among men. Women are more likely than men to become morbidly obese.

Women are more likely to report, consult for and be diagnosed with depression and anxiety. It is possible that depression and anxiety are under-diagnosed in men. Suicide is more common in men, as are all forms of substance abuse.

Alcohol disorders are twice as common in men, although binge drinking is increasing at a faster rate among young women. Among older people, the gap with regard to alcohol disorders between men and women is less marked.

Morbidity and mortality are consistently higher in men for virtually all cancers that are not sex-specific. However, cancer morbidity and mortality rates are reducing more quickly for men than women.

## Sexual orientation

A separate ESCC [JSNA report describes LGBTQ+ health related needs](#).

Robust estimates of the number of LGBTQ+ people locally are lacking. There may be between 17,000 and 39,000 LGB+ people living in East Sussex (between 3.1% and 7% of the population) and 5,600 Trans and Gender Diverse (TGD) people (1% of the population). There

is some overlap between these groups. Census 2021 data on sexual orientation (SO) and gender identity (GI) with estimates of the number of LGBTQ+ people living in East Sussex are awaited.

Estimates of the number of people who have an intersex variation range between 0.05%-1.7% of the global population.

Problematic alcohol use appears to be high in young LGBTQ+ people, with almost one quarter (23%) of young people who responded to our community survey reported drinking five or more alcoholic drinks in a typical drinking session, increasing to 67% in gay men.

The prevalence of mental health conditions and the need to access mental health support is disproportionately high in young LGBTQ+ people, especially in TGD people.

Drug use appears to be substantially higher in LGBTQ+ people compared to non-LGBTQ+ people, especially in gay/bi (GB) men. Sexualised drug use may be higher in LGBTQ+ people.

Smoking prevalence is disproportionately high in LGBTQ+ people. Alcohol use appears higher in LGBTQ+ people compared to non-LGBTQ+ people.

In adults, the GP patient survey found that mental health condition prevalence was significantly higher in LGB+ people (41%), compared to heterosexual people (11%), especially in bi people (56%). Additionally, TGD people were much more likely to report a mental health condition than cis people (27% compared to 12%).

There is an increased risk of self-harm and suicide in LGBTQ+ people, especially TGD groups.

Up to 20% of activity in key LGBTQ+ organisations based in Brighton is from East Sussex residents. This suggests there may be significant unmet need locally.

Older LGBTQ+ people may be more likely to be single, live alone and may be less likely to have traditional family structures to rely on for support than non-LGBTQ+ people.

Almost one in five (18%) of older respondents to the community survey reported accessing health and care services outside of East Sussex, especially with regards to HIV services.

There has been a significant, continued fall in the numbers of new diagnoses of HIV in men who have sex with men [as a self-defined group]. The small decline in testing and the continuing availability of Pre-Exposure Prophylaxis [PrEP] for HIV prevention have contributed to the year-on-year reduction in HIV transmission in this group. There has been a fall in HIV testing during the pandemic, most notably among heterosexuals.<sup>64</sup>

Pharmacists continue to have a role in encouraging the uptake of blood borne virus testing. The big drive now is to test opportunistically, population-wide, in high prevalence areas in order to eradicate HIV, (along with the previous medical preventative strategies). East Sussex is no longer a high prevalence area.

## Gender re-assignment

Many drugs and alcohol are metabolised by the liver, as are the steroid sex hormones. Heavy use of alcohol and/or drugs whilst taking supplementary sex hormones may increase the risk of interactions.

Alcohol, drugs and tobacco and the use of hormone therapy can all increase cardiovascular risk. Taken together, they can also increase the risk already posed by sex hormone therapy. Smoking can affect oestrogen levels, increasing the risk of osteoporosis and reducing the feminising effects of oestrogen medication.

Transgender people face a number of barriers that can prevent them from engaging in regular exercise. Many transgender people struggle with body image and as a result can be reluctant to engage in physical activity.

Transgender people are likely to suffer from mental ill health as a reaction to the discomfort they feel. This is primarily driven by a sense of difference and not being accepted by society. If a transgender person wishes to transition and live in the gender role they identify with, they may also worry about damaging their relationships, losing their job, being a victim of hate crime and being discriminated against. The fear of prejudice and discrimination, which can be real or imagined, can cause significant psychological distress.

The importance of sensitively addressing these issues has been emphasised when people undergoing gender reassignment attend a pharmacy.

An ongoing training and development need for all pharmacy staff is the ability to recognise the health issues of trans and gender diverse people, especially regarding personal information and medicines management. If someone's gender identity differs from their records, pharmacists are expected to communicate in a way that is person-centred and with respect.

## University students

Students are noted to have the following health needs/risks

- Mumps outbreaks [having missed MMR vaccine in childhood]; meningitis outbreaks
- Screening for sexually transmitted diseases; contraception, including emergency hormonal contraception provision
- Smoking cessation
- Mental health problems are more common among students than in the general population.

In East Sussex, the University of Brighton Eastbourne campus is located in the Meads area, a mile from Eastbourne town centre. The halls of residence are home to more than 350 students. This campus may close in 2024.

Plumpton College accommodates over 200 students on campus.

Term times impact service needs for primary care and dispensing from pharmacies.

## Offenders<sup>65</sup>

The term ‘offenders’ refers to an individual who is convicted in a court of law as having committed a crime, violated a law or transgressed a code of conduct. It includes community offenders and those accommodated in prison.

Offenders are much more likely than average to be subject to factors affecting mental wellbeing, personality disorders, learning disabilities, substance misuse, homelessness and below average academic achievement. Offenders may also have had issues with accessing the medical care and support they need to address and manage these issues. A common factor is alcohol abuse.

Offenders represent a distinct population with high mental and drug related issues:

- Drug and alcohol misuse fuels offending behaviour
- Nationally, more than 70% of the prison population have two or more mental health disorders. 72% of those identified as having a mental illness were also found to have a substance misuse problem
- Male prisoners are 14 times more likely to have two or more disorders than men in general, and female prisoners are 35 times more likely than women in general
- Mental disorders are significantly over-represented in the prison population. As many as 12% to 15% of all prisoners have four concurrent mental disorders. 30% of all prisoners have a history of self-harm and the incidence of mental health disorder is higher for women, older people and those from ethnic minority groups
- The suicide rate in prisons is almost 15 times higher than in the general population. Boys aged 15-17 are 18 times more likely to kill themselves in prison than in the community.

A separate section of this report considers [services in Lewes Prison](#).

## Homeless persons and rough sleepers<sup>66</sup>

Sleeping rough is seriously detrimental to a person’s physical and mental health. Multi-faceted interventions in primary and secondary care are needed.<sup>67</sup> During the COVID pandemic many people sleeping rough were accommodated in Care and Protect, and Protect and Vaccinate housing.

Almost all long-term physical health problems are more prevalent in the homeless population than in the general public.

The mean age at death for someone who is homeless in England and Wales is 44 years for men and 42 for women compared to the mean age at death for the general population of England and Wales for males [76] and females [81] respectively (in 2017). Even those people who sleep rough for only a few months are likely to die younger.

The most common causes of deaths amongst homeless people in England and Wales (in 2017) were: accidents (40%); liver disease (9%); and suicide (9%).

People sleeping on the street are almost 17 times more likely to have been victims of violence. More than one in three people sleeping rough have been deliberately hit or kicked or experienced some other form of violence whilst homeless. Homeless people are over nine times more likely to take their own life than the general population.

A report by Homeless Link highlighted the extent to which homeless people experience some of the worst health problems in society.<sup>68</sup>

Widespread ill health:

- 73% of homeless people reported physical health problems. 41% said this was a long-term problem, 80% of respondents reported some form of mental health issue, 45% had been diagnosed with a mental health issue
- 39% said they take drugs or are recovering from a drug problem, while 27% have or are recovering from an alcohol problem
- 35% had been to A&E and 26% had been admitted to hospital over the past six months

Worse health than the general public:

- 41% of homeless people reported a long-term physical health problem (compared to just 28% of the general population)
- 45% had been diagnosed with a mental health problem (25% for the general population)
- When short term health problems reported by homeless people are included [minor ailments], the prevalence of physical health problems is even greater.

Health related behaviours:

- 36% had taken drugs in the past six months (5% for the general population)
- 35% do not eat at least two meals a day
- Two-thirds consume more than the recommended amount of alcohol each time they drink
- 77% smoke

## Refugees, asylum seekers and migrants

ESCC is welcoming refugees from around the world, notably in recent times from Syria and Ukraine, as the crisis unfolds.

The council is making provision for an allocated number of migrants.

Refugees and asylum seekers are among the most vulnerable groups within society, often with complex health and social care needs. Within this group are individuals more vulnerable still, including pregnant women, unaccompanied children and people with significant mental ill health.<sup>69</sup> UKHSA guidance for primary care is now available to inform the management of clinical and public health risks in people coming from Ukraine.<sup>70</sup>

Many asylum seekers arrive in relatively good physical health. Some asylum seekers can have increased health needs relative to other migrants owing to the situation they have left behind them, their journey to the UK and the impact of arriving in a new country without a support network.

Common physical health problems affecting asylum seekers include:

- Communicable diseases - immunisations may be incomplete, or non-existent, for asylum seekers from countries where healthcare facilities are lacking, or where the prevalence of diseases such as TB are higher than in the UK
- Sexual health needs - UK surveillance programmes of sexually transmitted diseases (except Human Immunodeficiency Virus) do not routinely collect data on country of origin. Uptake of family planning services is low, which may reflect some of the barriers to accessing these services by women
- Long-term conditions may not have been diagnosed in the country of origin, perhaps due to a lack of healthcare services
- Dental disorders - dental problems are commonly reported amongst refugees and asylum seeker and
- Consequences of injury and torture

With regards to women's health:

- Poor antenatal care and pregnancy outcomes
- Asylum seeking, pregnant women are seven times more likely to develop complications during childbirth and three times more likely to die than the general population
- Uptake rates for cervical and breast cancer screening are typically very poor
- Other concerns include female genital mutilation and domestic violence

Irregular or undocumented migrants such as those who have failed to leave the UK once their asylum claim has been refused, or those who have been illegally trafficked, also have significant health needs and are largely hidden from health services. Some asylum seekers will have been subjected to torture, as well as witnessing the consequences of societal breakdown of their home country - with consequences for their mental health.

Culturally, mental illness may not be expressed or may manifest as physical complaints. Stigma may also be attached to mental ill-health. Western psychological concepts are not universally applicable to asylum seekers. Mental health problems such as depression and anxiety are common, but post-traumatic stress disorder is underestimated and underdiagnosed and may be contested by some healthcare professionals. Children are particularly neglected in this area.

There is the opportunity to commission a service from pharmacies for Directly Observed Therapy [DOT] and Visually Observed Therapy [VOT] for TB treatment. This is highly

relevant given the increasing numbers of asylum seekers and refugees arriving in East Sussex.

## Military veterans

East Sussex is not home to any military installations [other than a territorial unit] and therefore does not house a substantial community of armed forces personnel.

Whilst there is often an emphasis on veterans with post-traumatic stress disorder (PTSD), the actual rates are not high, around 6.2% which is broadly equivalent to the incidence amongst civilians. More common issues include other mental health difficulties, such as anxiety and depression, as well as problems related to alcohol.

For those veterans who deployed when serving, rates of PTSD are higher at 9% and up to 17% for those who were deployed in a front-line, infantry combat role.

There is growing evidence that a range of mental health conditions may appear some years after individuals have left the armed forces. These conditions may relate to combat, training or other military experiences, transition out of service, or pre-service vulnerabilities.

Stigma associated with mental health and a traditional culture of reluctance to admitting to a perceived weakness, or being in a position of having to ask for help, means that a substantial number of unwell veterans are unlikely to access the appropriate support and services. This is further compounded by a lack of awareness amongst veterans of what services are available to them, as well as varying levels of awareness across the NHS on the health needs of this patient group.

## Visitors to East Sussex

East Sussex coastal towns and villages are popular tourist destinations. Visitors health needs are unlikely to be very different to those of the resident population. Their health needs are likely to be: treatment of an acute condition which requires the dispensing of a prescription; the need for repeat medication; support for self-care or signposting to other health services such as a GP or a dentist.

Promoting safe travel

Pharmacies can be proactive in encouraging safer foreign travel for East Sussex residents by recommending reliable sources of advice such as [Fit for Travel](#). They can also reinforce advice about COVID immunisations and boosters before travel.

## People who misuse drugs and alcohol

Public Health England [Prescribed Medicines Review](#) assessed the prescribing of a group of medicines in the population and which people are likely to become dependent on [known as dependency forming medicines]. The review covered adults (aged 18 and over) and 5 classes of medicines:

- benzodiazepines (mostly prescribed for anxiety)

- z-drugs (sleeping tablets with effects similar to benzodiazepines)
- gabapentin and pregabalin (together called gaba-pentinoids and used to treat epilepsy, neuropathic pain and, in the case of pregabalin, anxiety)<sup>71</sup>
- opioids for chronic non-cancer pain
- antidepressants

In 2017 to 2018, 11.5 million adults in England (26% of the adult population) received, and had dispensed, one or more prescriptions for any of the medicines within the scope of the above review. The proportions of the adult population receiving each medicine were: antidepressants (17%); opioid pain medicines (13%); gaba-pentinoids (3%); benzodiazepines (3%); and z-drugs (2%).

### **Inequalities in prescribing of drugs liable to dependency**

Pharmacies have a role in advising/supporting people who take dependency forming medicines including opiates. Prescribing rates for opioid pain medicines and gaba-pentinoids have a strong association with deprivation and are higher in areas of greater deprivation. This is also the case locally in Hastings, and in a part of Eastbourne.

A commissioned service in East Sussex helps patients with their dependency and aims to raise awareness among prescribers.<sup>72</sup> Appropriate and effective treatment pathways are available to patients who experience drug dependency and challenges when withdrawing from prescription medication.

Areas of relatively high social deprivation also have a higher prevalence of illicit opiate and crack cocaine use and larger numbers of people in treatment.<sup>73,74</sup>

A separate section of this report discusses the [needle exchange and supervised consumption service](#) in pharmacy.

### **Are current pharmaceutical services in East Sussex adequately responding to the changing needs of local communities?**

[East Sussex's population profile](#) shows a significantly higher percentage of older people and fewer younger adults compared to the national average. This will be even more evident over the next three years and in the future.

Pharmaceutical service providers will be increasingly expected to participate in the prevention, identification and treatment of long-term conditions [LTCs].<sup>75</sup> More frail elderly people will be living in the community either in their own home, a care home, or extra care living accommodation with one or more long-term conditions [LTCs].<sup>76</sup>

Examples of these long-term conditions include: diabetes, circulatory and respiratory diseases, neurological problems, and long-term mental health problems. A proportion of older people will be expected already to have, or to be developing, mild cognitive impairment and dementia. This will affect adherence to complex medicine regimes and create additional challenges for carers.

There is a strong link between the prevalence of long-term conditions [LTCs] and social inequalities. People in the lowest socio-economic group not only have a higher prevalence of LTCs but also these tend to be more severe, and with an earlier onset in life.<sup>77</sup> People at lower levels of household income in East Sussex will therefore continue to need, and receive, more prescribed medicines for these conditions, as well as benefitting from pharmaceutical advice to help manage these.<sup>78</sup>

### **Palliative and End of Life Care**

National guidance recommends that palliative care formularies should be agreed as part of End-of-Life Care pathways. There should be adequate provision of these drugs to support end of life care in the community both in-hours and out-of-hours. This issue is being taken forward in the Sussex-wide End of Life Care Strategy Group and a service commissioned by the CCG.

## 6. Current pharmaceutical services provision

### 6.1 Tiers and providers of pharmaceutical services

Pharmaceutical Services as defined in the Regulations cover:

- Essential Services - services all pharmacies are required to provide (see also 1.3)

- Advanced Services - additional services which pharmacies can provide (see also 1.4)

- Locally Commissioned Services (LCS) (see also 6.6)

Pharmaceutical services can be provided by

- Community pharmacies

- Distance selling / online pharmacies

- GP dispensaries

- Dispensing Appliance contractors

As at January 2022, there were 99 community pharmacies included in the pharmaceutical list for East Sussex, operated by 33 different contractors, and additionally three distance selling pharmacies located within the borders of East Sussex. There are 16 GP Dispensaries in East Sussex (1 fewer than in 2017), and no Dispensing Appliance Contractors providing services within the Health and Wellbeing Board's area.

#### GP dispensaries

Whilst it is recognised that dispensing doctors' practices provide valuable services to their registered dispensing patients, these GP dispensary services are limited by statute to the dispensing of prescriptions only, not the full range of essential or advanced services.

Not all patients registered with a dispensing practice will meet the criteria for receiving dispensing services. In East Sussex, those eligible amount to 42% [49,007/115,695] of all patients registered with GP dispensing practices. This ranges from 16% to 100% of all patients registered in the dispensing practices.

**Distance selling or online pharmacies** operate over the Internet and send orders to customers through the mail or shipping companies. They must provide the full range of essential services during opening hours to all persons in England presenting prescriptions but cannot provide essential services face to face.

Patients have the right to access pharmaceutical services from any community pharmacy including mail order/wholly internet pharmacy of their choice. Patients therefore can access any of the many internet pharmacies available nationwide in addition to community pharmacies.

See Appendix C for further information on the roles and regulations relating to GP Dispensaries, Dispensing Appliance Contractors and Distance Selling Pharmacies.

Owing to the effect the COVID-19 pandemic on the provision of services from the end of 2019/20, to 2021/22 this pharmaceutical needs assessment has considered the years 2018/19, 2019/20, 2020/21 and 2021/22 in order to gain a more accurate picture overall.

## 6.2 Necessary services

This section describes the pharmaceutical services that the Health and Wellbeing Board has identified as **necessary to meet the need for pharmaceutical services (1.5)**.

This includes all essential services plus the following advanced services: New Medicines Service, Community Pharmacy Consultation Service and 'flu immunisation service.

This section also provides further details on the provision of NHS Pharmaceutical Services as defined in the Community Pharmacy Contractual Framework.

Section 10 of this document covers a gap analysis identifying services that are **not provided** but which the Health and Wellbeing Board is satisfied **need to be provided** in order to meet a current or future need for pharmaceutical service or services.

The pharmaceutical services that the Health and Wellbeing Board has identified as not being necessary to meet the need for pharmaceutical services but have secured improvements or better access are also discussed in Section 10.

## 6.3 Pharmacy provision in East Sussex

### Provision compared to neighbouring local authorities

There has been a gradual reduction in provision of pharmacies at regional and national level since the last PNA in 2017. The number of pharmacies per head of population in East Sussex [17.6 per 100,000 - crude rate, unadjusted for age/sex] is lower than the England rate, although similar to neighbouring local authorities, Table 11.

**Table 11 Comparison of Rates of provision of community pharmacy per 100,000**

Pharmacies (including those who undertake distance selling) per 100,000 registered patients							
Year	Brighton and Hove	East Sussex	Kent	Surrey	West Sussex	England	
2018/2019	18.3	20.2	17.6	17.4	19.0	20.1	
2019/2020	17.2	20.7	17.4	18.0	18.3	19.9	
2020/2021	17.2	19.7	17.2	16.8	17.7	19.3	
2021/2022	16.3	17.6	17.2	16.4	18.5	19.0	

Source: NHS BSA NHS BSA copyright 2022 <sup>5</sup>

The reduction in the number of pharmacies since the last PNA have been shown in the supplementary statements and published on the County Council website, alongside the main PNA document. Table 12 below summarises the net changes between June 2017 and January 2022 by district and borough.

<sup>5</sup> The data comparing East Sussex with neighbouring local authorities and England are from the NHS BSA as at 19-05-22. The rates for other local authorities may include duplicate entries. These have been removed to show the East Sussex rate.

**Table 12 Community pharmacy net changes by LA in East Sussex, June 2017- January 2022**

	<b>Jun 2017</b>	<b>Jan 2022</b>	<b>Net changes</b>
<b>Eastbourne BC</b>	22	20	-2
Community pharmacy 40 hrs	18	16	-2
Community pharmacy (100 core hours)	4	4	0
Internet/Mail order	0	0	0
<b>Hastings BC</b>	22	20	-2
Community pharmacy 40 hrs	19	17	-2
Community pharmacy (100 core hours)	3	3	0
Internet/Mail order	0	0	0
<b>Lewes DC</b>	20	18	-2
Community pharmacy 40 hrs	18	16	-2
Community pharmacy (100 core hours)	1	1	0
Internet/Mail order	1	1	0
<b>Rother DC</b>	18	17	-1
Community pharmacy 40 hrs	17	16	-1
Community pharmacy (100 core hours)	1	0	-1
Internet/Mail order	0	1	1
<b>Wealden DC</b>	30	27	-3
Community pharmacy 40 hrs	27	26	-1
Community pharmacy (100 core hours)	0	0	0
Internet/Mail order	3	1	-2
	112	102	-10

Source: NHS England supplementary statement, September 2017, Regional list NHSE January 2022

Comparing the rates of provision by local authority in East Sussex, as at the end of Q3 in 2021, there is relatively lower provision of community pharmacies in Rother, Lewes and Wealden local authorities, with Hastings having the highest provision of community pharmacies per 100,000 population. This reflects the greater health needs in Hastings compared to other Districts and Boroughs described in chapter 5, Table 13.

When the GP dispensaries are included the rate of pharmacy provision overall is relatively higher in Rother [24.9 per 100,000] than Hastings [22.6 per 100,000] and Wealden [20.0 per 100,000] local authorities. The lowest rate of provision overall is in Lewes [16.3 per 100,000]. Please note in the following Table 13 rates per 100,000 exclude the Distance Selling Pharmacies physically located in these local authorities.

**Table 13 Rates of community pharmacy and GP dispensary provision in East Sussex local authorities**

District & Borough	Population	Community Pharmacies	Rate per 100,000	GP dispensaries [inc.branches]	GP + CP	Overall rate per 100,000
East Sussex	562,748	99	17.6	16	115	20.4
Eastbourne	104,324	20	19.2	0	20	19.2
Hastings	92,861	20	21.5	1	21	22.6
Lewes	104,308	17	16.3	0	17	16.3
Rother	96,569	16	16.6	8	24	24.9
Wealden	164,686	26	15.8	7	33	20.0

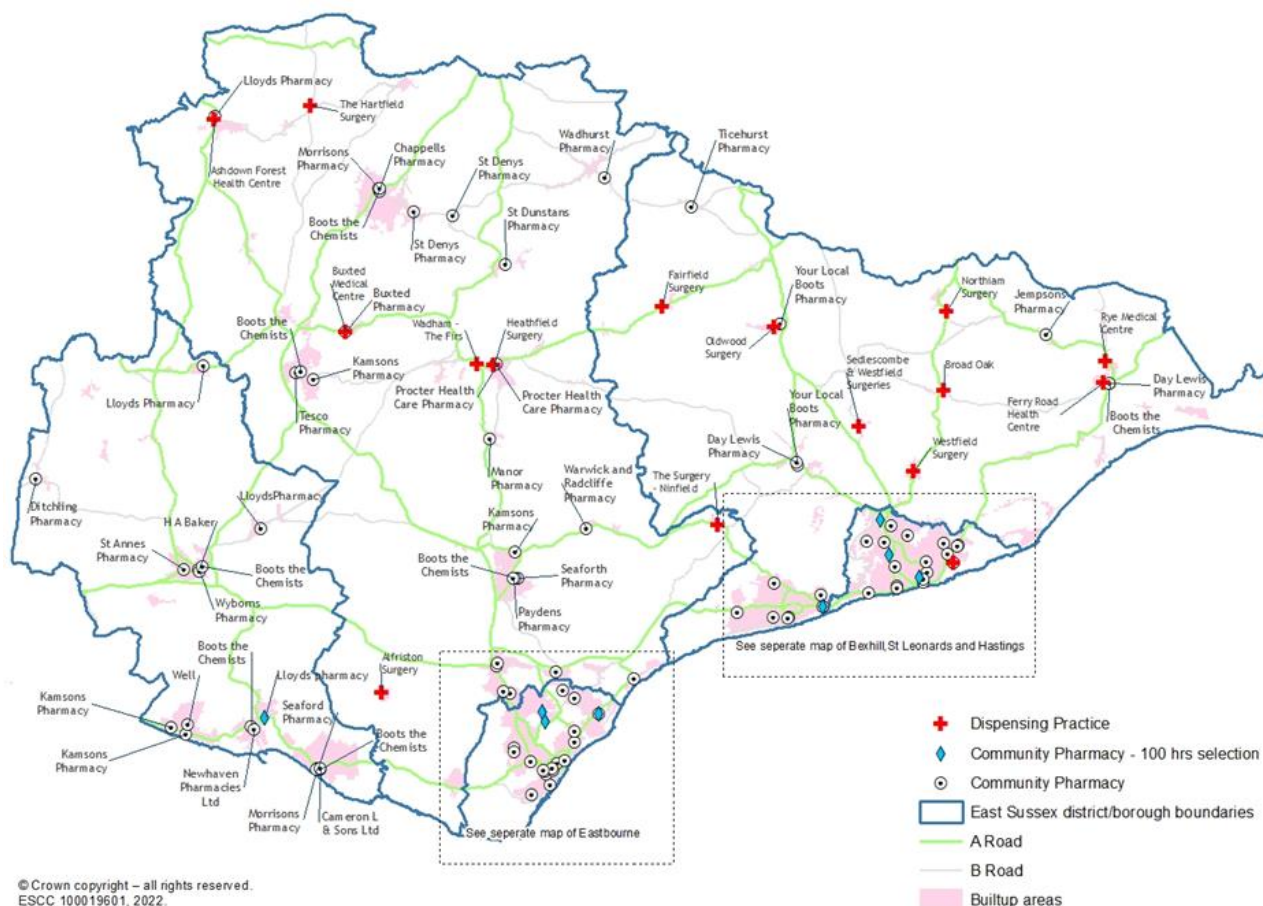
Source: ESiF April 2021; NHSE January 2022

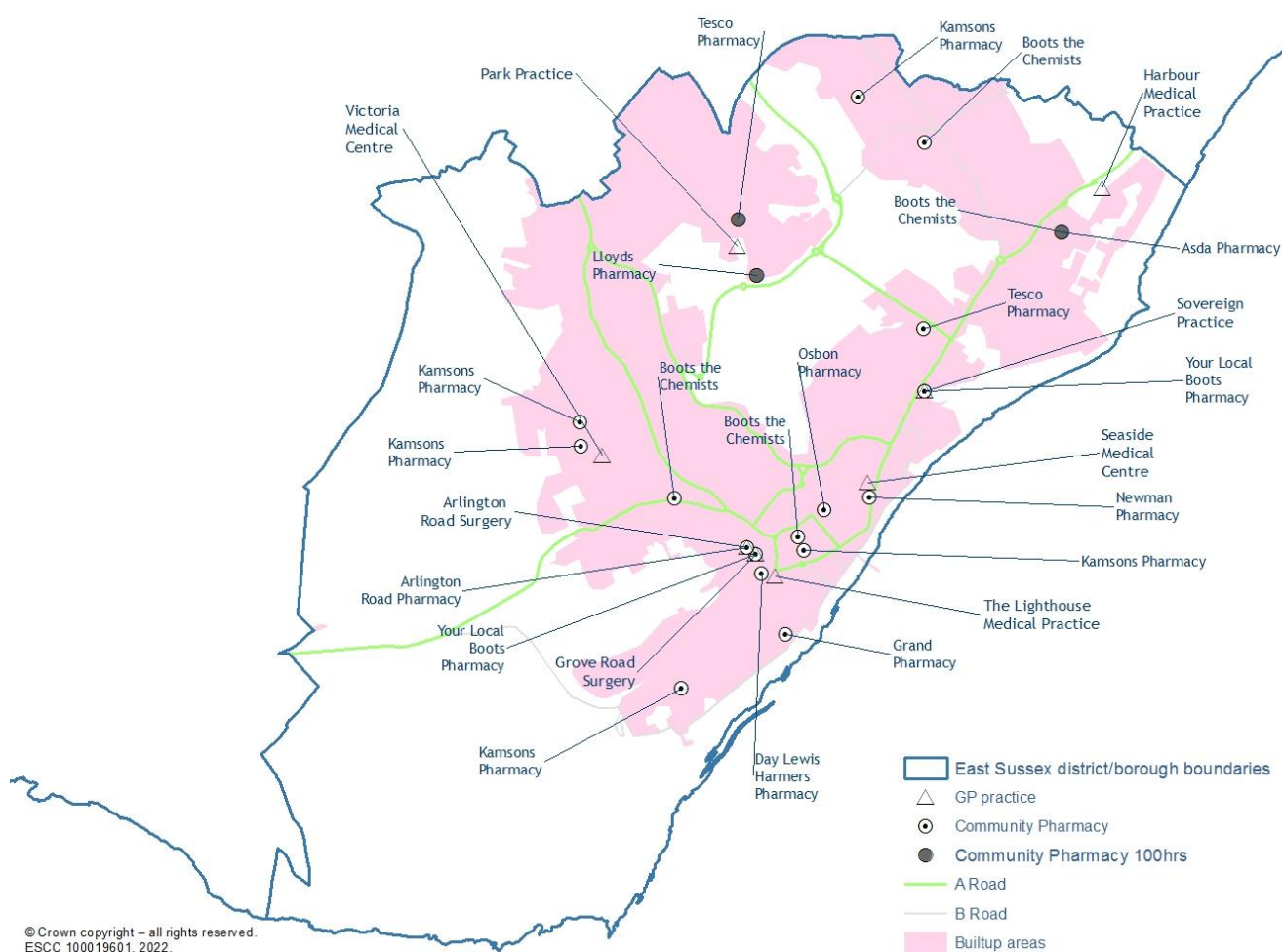
## Geographical location of pharmacies and GP dispensaries

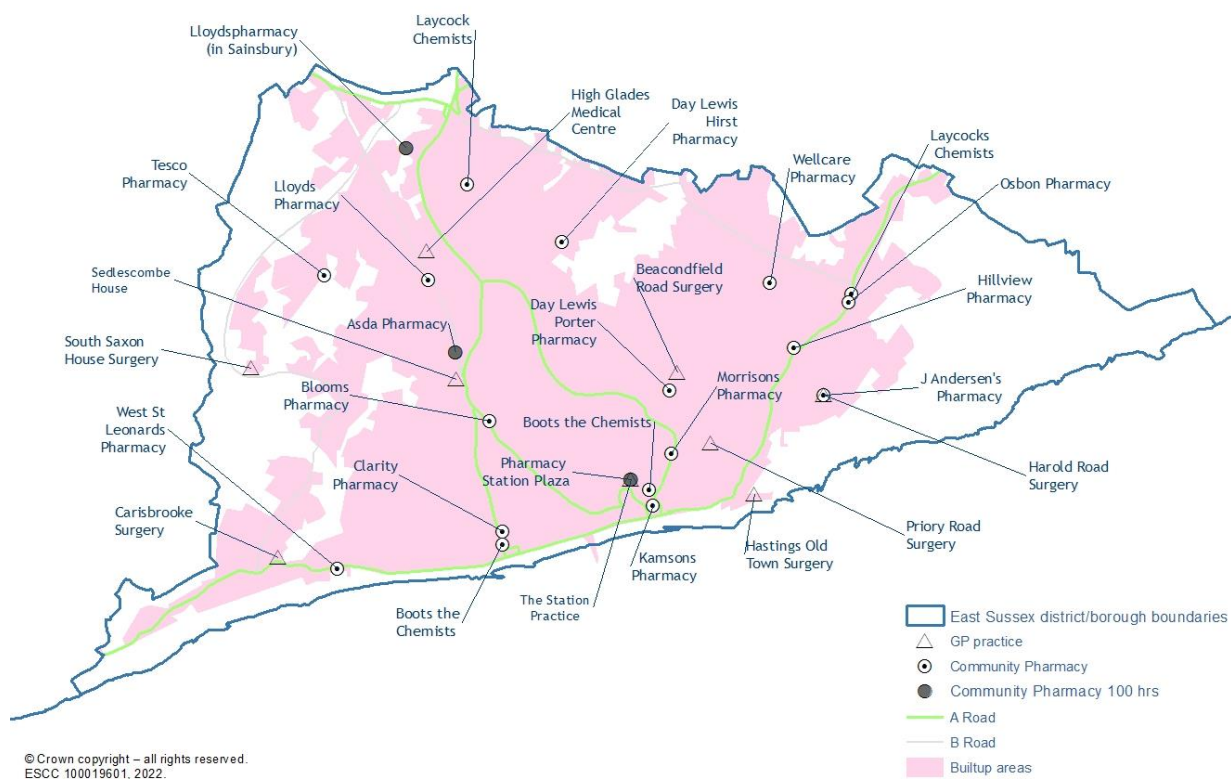
Figure 17 shows the distribution of community pharmacies and GP dispensaries across the county, including the location of 100-hour pharmacies. Pharmacy premises are generally located in areas of relatively greater population density (those areas shaded in a darker pink colour), whereas the GP dispensaries serve rural East Sussex.

Figure 18 focusses on Eastbourne and Figure 19 on Hastings.

Figure 17 Community pharmacies and dispensing GP practices by Local Authority in East Sussex, 2022



**Figure 18 Community pharmacies and GP practices in Eastbourne**

**Figure 19 Community pharmacies and GP practices in Hastings**

## 6.4 NHS pharmaceutical service provision

### Essential services: Routine prescribing and dispensing of medicines

#### Prescription items

Prescriptions are either on a paper prescription form, or sent via an Electronic Prescribing System [EPS] message. Each single item is counted as a prescription item.

The total number of items prescribed over a four-year period by LA in East Sussex are shown in Tables 14-20. This includes the pandemic period from Q2 2020 to the end of September 2021.

#### Prescribing by East Sussex GP practices, by local authority

Table 14 shows all items prescribed in East Sussex district or borough coming from where the prescribing organisation sits geographically.

Compared with 2018/19, there was an increase in total items prescribed in 2019/20 in East Sussex, followed by a decrease in 2020/21. The trends in the total items prescribed over the last three years show a small increase in Eastbourne and Hastings, and a slight decrease in Lewes, Rother, and Wealden.

As more Electronic Prescribing System [EPS] prescribing has been implemented there has been a corresponding decrease in the amount of non-EPS prescribing, Table 14 Total items and percentage EPS by local authority 2018/19-2021/22.

**Table 14 Total items and percentage EPS by local authority 2018/19-2021/22**

Year	Eastbourne		Hastings		Lewes		Rother		Wealden		East Sussex	
	Items	% EPS	Items	% EPS	Items	% EPS	Items	% EPS	Items	% EPS	Items	% EPS
2018/2019	2,110,056	74%	2,181,380	66%	1,823,145	73%	2,192,418	44%	3,278,328	58%	11,585,327	62%
2019/2020	2,146,287	81%	2,239,943	77%	1,848,561	79%	2,203,539	47%	3,343,949	62%	11,782,279	68%
2020/2021	2,128,911	96%	2,194,978	95%	1,804,937	92%	2,174,697	58%	3,254,091	71%	11,557,614	81%
2021/2022	2,148,770	97%	2,163,961	96%	1,815,429	93%	2,196,979	57%	3,321,419	71%	11,646,558	81%

Source: NHS BSA copyright 2022

The proportion of items prescribed using the Electronic Prescribing System [EPS] in East Sussex CCG [81%] is consistently lower than found in the average across England [90%], and particularly lower in Rother and Wealden

### Dispensing

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 shopping.

The total number of items dispensed by all pharmacies in East Sussex has decreased slightly overall in the past three years, Table 15. The local authority here refers to the location of the dispensing pharmacy regardless of where the patient lives.

**Table 15 Total items dispensed by all pharmacies located in East Sussex regardless where the patient lived.**

Year	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
2018/2019	2,057,634	2,116,882	1,685,079	1,490,636	2,761,833	10,112,064
2019/2020	2,077,753	2,189,193	1,717,061	1,471,789	2,726,090	10,181,886
2020/2021	2,012,271	2,133,163	1,626,870	1,444,027	2,612,244	9,828,575
2021/2022	1,993,271	2,097,607	1,616,481	1,406,268	2,684,368	9,797,995

Source: NHS BSA copyright 2022

Not all the prescriptions written for residents of East Sussex will be dispensed by the pharmacies within its county boundary.

Table 16 below shows the total items prescribed in East Sussex and dispensed by any community pharmacy in England for the residents of each local authority. [This excludes DACs, GP dispensary activity and GP personally administered items.]

**Table 16 Items prescribed in East Sussex and dispensed in any pharmacy in England**

Year	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
2018/2019	2,051,150	2,029,516	1,703,949	1,534,876	2,736,779	10,056,270
2019/2020	2,083,585	2,090,474	1,726,355	1,534,474	2,797,901	10,232,789
2020/2021	2,067,619	2,090,691	1,693,498	1,502,756	2,723,893	10,078,457
2021/2022	2,088,976	2,066,629	1,716,442	1,488,132	2,775,916	10,136,095

### Distance Selling Pharmacy dispensing

The number of items dispensed by any distance selling pharmacy 2018/19 to 2021/22, by [residents'] local authority, are shown in Table 17. The proportion of items dispensed in this way has been steadily increasing. At East Sussex level this is now 6.2% overall. Notably this is even greater in Lewes district [7.6%] and in Wealden [6.8%]

**Table 17 Total items dispensed by a distance selling pharmacy**

Year	Eastbourne		Hastings		Lewes		Rother		Wealden		East Sussex	
	Items	%DSP	Items	%DSP	Items	%DSP	Items	%DSP	Items	%DSP	Items	%DSP
2018/2019	87,197	4.3%	31,412	1.5%	60,345	3.5%	45,420	3.0%	177,720	6.5%	402,094	4.0%
2019/2020	86,882	4.2%	39,383	1.9%	64,437	3.7%	32,860	2.1%	194,928	7.0%	418,490	4.1%
2020/2021	99,453	4.8%	77,567	3.7%	103,782	6.1%	65,642	4.4%	162,487	6.0%	508,931	5.0%
2021/2022	123,249	5.9%	96,455	4.7%	130,696	7.6%	93,847	6.3%	187,615	6.8%	631,862	6.2%

### Proportion of items dispensed by a distance selling pharmacy by Local Authority

The number of items dispensed by distance selling pharmacies [DSP] excluding those in East Sussex, are shown by local authority in Table 18, together with the proportion of total items that were dispensed in this way. For East Sussex overall, the figure has now increased to 4.5%, with the largest proportion from Lewes district [5.9%].

**Table 18 Total items and proportion dispensed by a Distance Selling Pharmacy not in East Sussex**

Year	Eastbourne		Hastings		Lewes		Rother		Wealden		East Sussex	
	Items	%DSP	Items	%DSP	Items	%DSP	Items	%DSP	Items	%DSP	Items	%DSP
2018/2019	24,493	1.2%	20,597	1.0%	20,447	1.2%	17,506	1.1%	21,291	0.8%	104,334	1.0%
2019/2020	30,797	1.5%	31,549	1.5%	26,686	1.5%	21,315	1.4%	40,075	1.4%	150,422	1.5%
2020/2021	73,713	3.6%	67,089	3.2%	70,611	4.2%	45,318	3.0%	81,374	3.0%	338,105	3.4%
2021/2022	97,951	4.7%	90,140	4.4%	101,410	5.9%	64,997	4.4%	98,589	3.6%	453,087	4.5%

## Discharge Medicine Service

This new, essential service was introduced in 2020/21 to improve communication from hospitals to community pharmacy and therefore reduce the medicines risks of patients being newly discharged from hospitals on complex drug regimes.

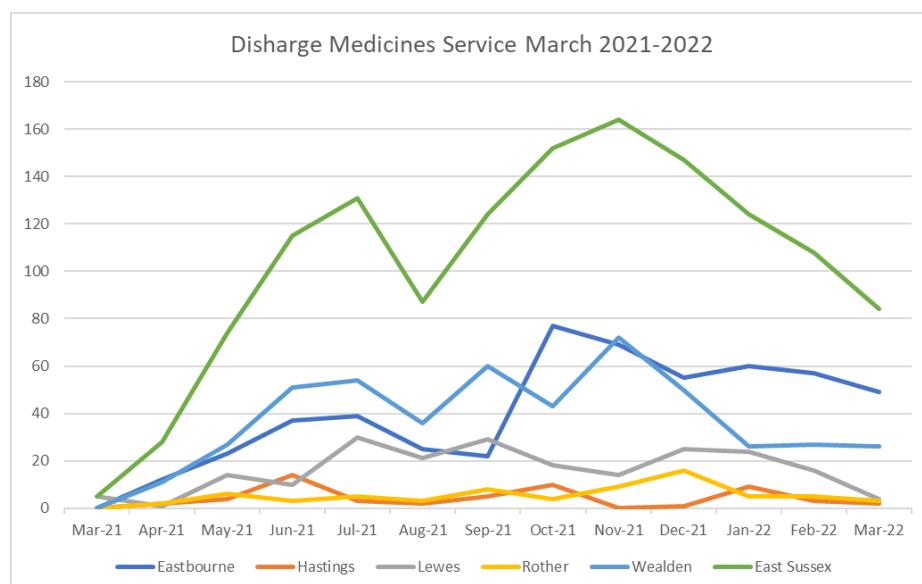
When a patient is discharged from hospital, an electronic referral is sent from the trust to the patient's chosen community pharmacy. The pharmacy may choose to accept this referral [within 72 hours of receipt]. Once accepted the pharmacist will carry out a medicines reconciliation with the GP repeat prescription and contact the patient to discuss their medicine regime.

If clinical issues are found these are either addressed with the GP or attached practice clinical pharmacist who may do a Structured Medicines Review. There has been a decline in referrals from hospitals into this service and there is very little activity noted in Hastings and Rother. Most referrals come from East Sussex Healthcare NHS Trust.

The CQC reported on reducing risks with the use of medicines in health and social care settings.<sup>79</sup> There are opportunities to reduce avoidable hospital admissions, readmissions, and patient morbidity through further proactive medicines management in the community.<sup>80</sup> Follow up after discharge from hospital is now a core element of the community pharmacy contract. This is now covered in the Discharge Medicines Service.

Figure 20 shows the recent activity within this new discharge medicines service.

**Figure 20 Discharge Medicines Service by Local Authority**



## Advanced services

The following are advanced services in the community pharmacy contract:

New Medicine Service (pharmacies only) to help improve medicine adherence among people with certain long-term health conditions who have been prescribed new medication.

Community Pharmacist Consultation Service [CPCS] for minor illnesses and urgent medicines supply.

Flu vaccination (pharmacies only) service for patients in eligible groups.

Appliance Use Review (pharmacies and DACs) to support patients in the use, safe storage and disposal of appliances.

Stoma Customisation Service (pharmacies and DACs) to ensure the proper use and comfortable fitting of the stoma appliance.

Community pharmacy hepatitis C antibody testing service (currently due to end on 31 March 2023).

Please see Appendix C for more detailed descriptions of these advanced services.

Community pharmacies can opt to provide any of these services as long as they meet the requirements set out in the Secretary of State Directions. Pharmacies are required to seek approval from NHS England before providing these services, are required to have an appropriate consultation area, and have a pharmacist who has been accredited to provide the service.

Those advanced services which the Health and Wellbeing Board views as necessary services are the New Medicines Service, the Community Pharmacy Consultation Service, and the 'flu immunisation service.

The number of claims in the period 2018/19 to Q2 2020/21 for these advanced services are shown by Local Authority in Table 19 to Table 24 . Source: NHS BSA

### New Medicines Service

The New Medicine Service (NMS) provides support for people with long-term conditions who have been newly prescribed a medicine to help improve their understanding and use of their medicine, Table 19.

**Table 19 New Medicines Service (NMS) activity by Local Authority**

Year	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
<b>2018/19</b>	1,752	1,829	1,496	1,364	4,258	10,699
<b>2019/20</b>	1,813	1,972	1,354	1,634	5,006	11,779
<b>2020/21</b>	1,409	1,902	863	1,650	3,017	8,841
<b>2021/22</b>	2,102	2,712	1,854	1,724	5,155	13,547
<b>Grand Total</b>	7,076	8,415	5,567	6,372	17,436	44,866

### Community Pharmacy Consultation Service

Activity within this newly established service has been gradually increasing, although not all pharmacies are showing claims for any activity yet in this service as the GP CPCS only started to rollout gradually across East Sussex in December 2020, Table 20.

**Table 20 Community Pharmacist Consultation Service (CPCS) Activity**

Year	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
2018/19	0	0	0	0	0	0
2019/20	205	316	202	150	194	1,067
2020/21	987	983	634	498	549	3,651
2021/22	1,272	1,261	852	535	782	4,702
Grand Total	2,464	2,560	1,688	1,183	1,525	9,420

### Flu vaccination service

There have been steadily increasing numbers of people immunised with 'flu vaccine in community pharmacy. Table 21 shows the income from the 'flu vaccination advanced service. The number of immunisations is not available. Each uses a different vaccine and charges a different fee. Broadly, finance corresponds to activity. The location of pharmacies offering the 'flu vaccination service in 2021/2022 can be seen in Figure 21, on page 101.

**Table 21 Seasonal 'flu Advanced Service Income by Local Authority**

Seasonal Influenza Vaccination Advances Service (FLU) Income							
Year	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex	
2018/19	£ 44,830.92	£ 33,644.52	£ 25,833.00	£ 19,178.04	£ 36,014.52	£ 159,501.00	
2019/20	£ 44,891.20	£ 40,341.38	£ 27,015.60	£ 27,092.24	£ 43,502.78	£ 182,843.20	
2020/21	£ 58,932.26	£ 65,247.84	£ 45,884.16	£ 44,614.08	£ 69,660.12	£ 284,338.46	
2021/22	£ 99,028.46	£ 105,912.66	£ 73,890.54	£ 52,929.50	£ 129,330.00	£ 461,091.16	
Grand Total	£ 247,682.84	£ 245,146.40	£ 172,623.30	£ 143,813.86	£ 278,507.42	£ 1,087,773.82	

### COVID Vaccination Service

For operational reasons, initially only a limited number of pharmacies were permitted to offer this service. In Eastbourne COVID vaccinations were being provided elsewhere in the PCN. Activity in pharmacies has increased in the other local authorities during the pandemic. Table 22 COVID vaccination service activity by local authority.

**Table 22 COVID vaccination service activity by local authority**

Year	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
2018/19	0	0	0	0	0	0
2019/20	0	0	0	0	0	0
2020/21	0	8,290	0	15,128	0	23,418
2021/22	0	84,279	7,789	79,886	1,207	173,161
Grand Total	0	92,569	7,789	95,014	1,207	196,579

The following pharmaceutical services, AUR and SAC services are those that the Health and Wellbeing Board has identified as not being necessary to meet the need for pharmaceutical services but have secured improvements or better access.

### Appliance Use Reviews (AURs)

Appliance Use Reviews aim improve the patient's knowledge and use of a 'specified appliance'. There has been very little activity in this service within East Sussex in the past three years as the majority of the service is provided by contractors outside of East Sussex, Table 23.

**Table 23 Appliance Use review Activity by Local Authority**

Appliance Use Reviews (AUR) Activity						
Year	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
2018/19	0	0	0	0	0	0
2019/20	0	16	0	30	0	46
2020/21	0	0	0	0	0	0
2021/22	0	0	0	0	0	0
Grand Total	0	16	0	30	0	46

### Stoma Appliance Customisation (SAC) Service

A stoma is an outlet in the abdominal wall where faecal matter (or urine) can be safely collected following surgery on the bowel (or bladder). A stoma appliance is a bag placed over the outlet. The Stoma Appliance Customisation (SAC) service involves the customisation of a stoma appliance, based on the patient's measurements or a template.

The SAC service can be provided by pharmacies in the normal course of their business, as long as they meet the conditions of service.<sup>81</sup> There has been very little activity in this service within East Sussex as the majority of the service is provided by contractors outside of East Sussex, Table 24.

**Table 24 Stoma Customisation Activity by Local Authority**

Stoma Customisation (STOMA) Activity						
Year	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
2018/19	0	31	16	19	91	157
2019/20	2	32	19	23	49	125
2020/21	0	13	8	6	39	66
2021/22	0	9	9	3	19	40
Grand Total	2	85	52	51	198	388

### Hepatitis C antibody testing service

There has been no activity in this service during the past three years in any of the local authorities. There are no pharmacies delivering the service in East Sussex. According to pharmacy colleagues it was a difficult service specification to deliver, and roll out of the service occurred during COVID, so take-up was low.

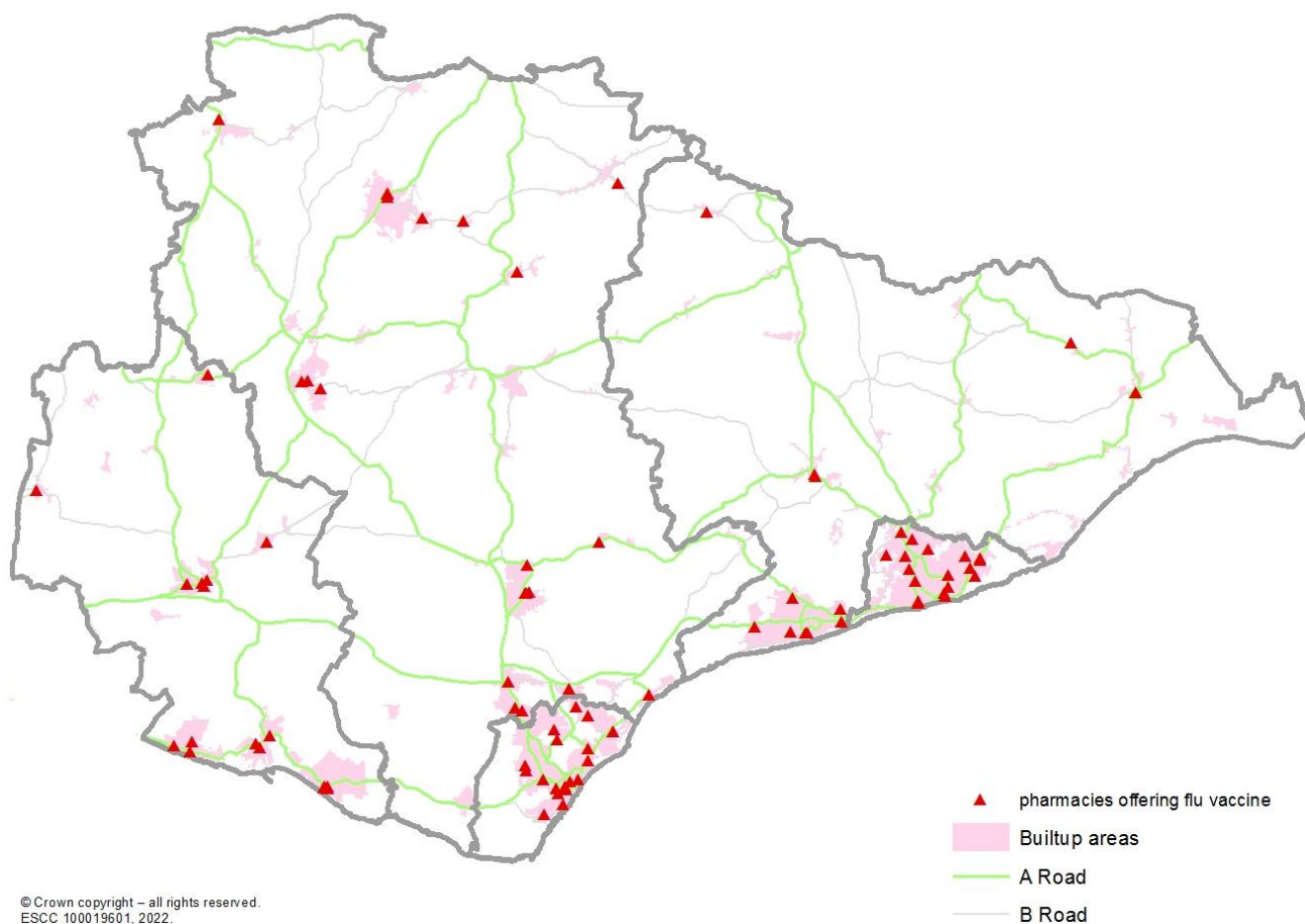
This service is continuing in 2022-23 until 31st March 2023.

## Contractors outside East Sussex

East Sussex residents are able to access advanced services from contractors outside the borders of East Sussex. Information on the use of advanced services provided by pharmacies

outside the HWB's area to East Sussex residents is not available to ESCC but is available to their respective local authority.

When claiming for advanced services, contractors claim for the total number provided for each service. Figure 21 Pharmacies offering 'flu vaccination



## Medicines Use Reviews (MURs) and Prescription Intervention Service

The Medicines Use Review (MUR) and Prescription Intervention Service consisted of accredited pharmacists undertaking structured adherence (compliance) centred reviews with patients taking multiple medicines, particularly those receiving medicines for long term conditions.<sup>82</sup> This service was decommissioned on the 31<sup>st</sup> March 2021, Table 25.

**Table 25 Medicines Use Review and Prescription Intervention Service [MUR] activity**

	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
<b>2018/19</b>	7,647	7,000	5,638	5,939	8,130	34,354
<b>2019/20</b>	4,482	4,173	3,778	3,503	5,350	21,286
<b>2020/21</b>	1,915	1,676	1,742	1,480	1,860	8,673
<b>2021/22</b>	28	0	0	0	0	28
<b>Grand Total</b>	14,072	12,849	11,158	10,922	15,340	64,341

### Enhancing Medicines Management in the community

Patients will continue to be supported to take their own medicines appropriately, safely and to maintain their independence by community pharmacists.<sup>83,84</sup> Medicines reviews by suitably qualified pharmacists in practices will especially benefit those with complex drug regimes.

Local pharmacies continue to have regular opportunities to explain the appropriate use of antimicrobials to the public and the rationale behind reducing the risk of MRSA and Clostridium difficile infections. Antibiotic stewardship was captured in the 2021/2022 pharmacy quality scheme.

Will there be changes in providers of primary medical services, or the appointment of additional providers of primary medical services in the area?

The core requirements for extended access to GP appointments are:

- weekday provision of access to pre-bookable and same day appointments to general practice services in evenings (after 6:30pm) to provide an additional 1.5 hours a day
- weekend provision of access to pre-bookable and same day appointments on both Saturdays and Sundays to meet local population needs
- appointments can be provided on a hub basis with practices working at scale

The East Sussex CCG plans do not indicate any major changes in providers of primary medical services in the next three years.

The number of practices may reduce over the coming years as more practices merge contracts.

The introduction of additional clinical roles: clinical pharmacists,<sup>85</sup> physician associates, first contact physiotherapists, first contact community paramedics in Primary Care

Networks [PCNs] may change the number of prescriptions. Any prescribing would be attributed to the practices where patients are registered, however.

## Increasing prescribing and dispensing workload

The routine dispensing workload and need for medicines advice for patients and carers is likely to increase in the next three years on account of the ageing population.

Medicines management teams are actively working on improving the repeat prescribing process. Reducing inappropriate polypharmacy (people taking multiple medicines) helps to mitigate the growth in prescribing volume. Pharmacists working in general practices will reduce prescribing risks. NHS England's comprehensive model for personalised care has committed to expanding social prescribing as an alternative to prescribing medicines.

## 6.4 Other NHS services affecting demand and which supply pharmaceutical services

Other NHS services are those services that are provided as part of the health service. They include services that are provided or arranged by a local authority (for example the public health services commissioned from pharmacies), NHS England and NHS Improvement, a clinical commissioning group, an NHS trust or an NHS foundation trust.

NHS services that **reduce** the need for pharmaceutical services, in particular the dispensing service, include:

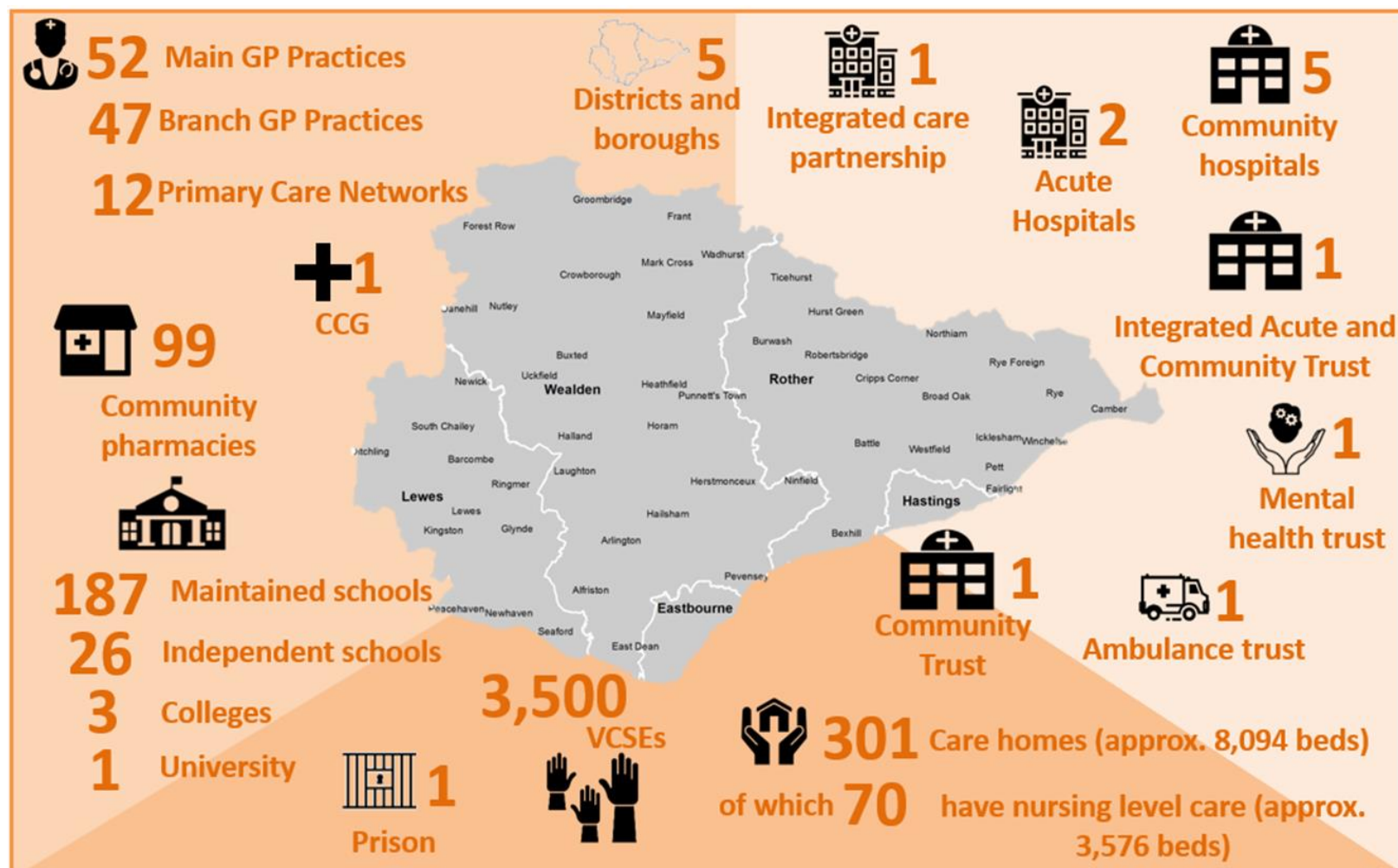
- hospital pharmacies- prescriptions written in hospitals that are dispensed by the hospital pharmacy service
- personal administration of items by GP practices
- GP out of hours service (as it may give patients a course of treatment rather than a prescription)
- public health services commissioned by the local authority (as this reduces the need for these services to be commissioned as enhanced services by NHSE & I)
- prison pharmacy services (where relevant)
- substance misuse services and
- flu vaccination by GP practices

NHS services that **increase** the demand for pharmaceutical services include:

- GP out of hours services (where a prescription is issued)
- walk-in centres and minor injury units (where a prescription is issued)
- GP extended access hubs
- community nursing prescribing
- dental services
- end of life services and
- services that have been moved into the primary care setting

Error! Not a valid bookmark self-reference. summarises the overall picture of health and care organisations in East Sussex.

Figure 22 Overall picture of health and care organisations in East Sussex.



## NHS Acute Trust Hospitals

East Sussex NHS Trust [ESHT] is the main trust providing both acute hospital and outpatient services to East Sussex residents in the East of the county. Acute hospital services are provided over two sites at Eastbourne District General Hospital, and The Conquest Hospital in Hastings. The hospital pharmacy service operates from both acute sites with a single Chief Pharmacist overseeing both.

Pharmacy services are provided for inpatients in the form of a ward top up system and medicines to be taken home. Outpatient appointments may result in a recommendation being sent to the patient's GP for prescribing medicines. These are subsequently dispensed in community pharmacies, or practice dispensaries, as appropriate. The exceptions are where there is an immediate need for treatment, for unusual medicines, and for those medicines only available in hospital. The hospital pharmacy also provides specialist medicinal supplies within the hospital itself (e.g. anaesthetics to surgical theatres).

University Hospitals Sussex and Maidstone and Tunbridge Wells Hospital also provide extensive acute inpatient and outpatient services to many East Sussex residents.

## NHS Community Hospitals

Sussex Community NHS Foundation Trust (SCFT) runs three community hospitals across the county in Crowborough, Lewes, and Uckfield. Rye and Bexhill Hospitals are run by ESHT. Community hospital services in East Sussex are summarised below, Table 26

**Table 26 Community Hospital Services in East Sussex**

Community Hospital	Services provided (Trust)
<b>Crowborough War Memorial</b>	18 intermediate care beds; MIU; community nursing; therapies; community nursing; diagnostic imaging (SCFT); Crowborough birthing centre (MTW)
<b>Lewes Victoria</b>	26 intermediate care beds; Urgent Treatment Centre (UTC); community nursing; therapies; diagnostic imaging (SCFT)
<b>Uckfield Community</b>	14 intermediate care beds; MIU; community nursing; therapies; Diagnostic imaging (SCFT);
<b>Rye, Winchelsea and District Memorial</b>	15 bed intermediate care unit. Patients are under the care of the two Rye doctors' surgeries. Palliative and end of life of care from multidisciplinary team. (ESHT)
<b>Bexhill</b>	Ophthalmic Day Surgery, Outpatient clinics, Physiotherapy, Radiology, Wet Age-related Macular Degeneration (AMD) follow-up; Diabetic Retinal

Community Hospital	Services provided (Trust)
	Screening.
	The Irvine Unit is an intermediate care service offers both stroke rehabilitation and generic inpatient facilities. The capacity is 42 beds (18 stroke, 24 generic).(ESHT)

Source: SCFT; ESHT; MTW

## Sussex Partnership NHS Foundation Trust (SPFT)

Sussex Partnership NHS Foundation Trust provides mental health services across Sussex, covering East and West Sussex and Brighton & Hove. This includes services for child and adolescent mental health, learning disabilities, working age adult mental health, older peoples' mental health and secure and forensic mental health. There is a medium secure mental health facility in East Sussex for adults. The Trust also provides child & adolescent mental health services in Hampshire.

The Trust has an extensive, specialist pharmacy team that provides prescribing advice, education and supports medicines optimisation both to inpatient services, to community mental health teams and limited support to people with learning disabilities in the community.

Medicines are provided to inpatient psychiatric units by Western Sussex Hospitals Trust under contract and the majority of outpatient dispensing is done by community pharmacies.

Patients prescribed medication in SPFT community services settings are usually given an FP10 prescription (written by a prescriber in SPFT) when they start a new medicine to take to their community pharmacy of choice. Prescribing is then transferred to the patient's GP once stable and provided it is approved under the Sussex Health & Care Partnership Joint Formulary. This may be within a shared care agreement between GP and SPFT, so the GP can prescribe, while the patient is still under the care of an SPFT community team for monitoring and assessment (for example). Some specialist medications, such as clozapine, are prescribed on hospital prescriptions and dispensed through a hospital pharmacy and will continue to be prescribed by community services in SPFT.

There is a plan to build a new in-patient mental health hospital in Bexhill in 2024.

Other relevant services:

The Lansdowne Unit

The Lansdowne unit is a secure children's home in Hailsham, East Sussex, commissioned by ESCC.

## Residential, nursing and care homes, and hospices

In East Sussex there were 231 residential care homes [with approximately 4,518 beds] and 70 nursing homes [with approximately 3576 beds] as at January 2022. There are three hospices [one in Hastings, Eastbourne and Chailey respectively] registered in East Sussex.

All care homes and hospices are scrutinised by Care Quality Commission inspectors. Clinical services are provided by General Practitioners who write NHS prescriptions (FP10s) for their registered patients. These are then dispensed by local community pharmacies.

A Medicines Optimisation in Care Homes service has been commissioned from Sussex Community NHS Foundation Trust. A team of pharmacists and technicians carry out clinical medication reviews and support staff with the safe storage and handling of medicines.

## Care Homes

With the exception of Lewes District, the District and Boroughs in East Sussex have more care home beds per 100 people aged 75 and over than the England average, Table 27.

The number of nursing home beds per 100 people aged 75 and over is lower than the England average for Lewes and Rother DCs and higher for Eastbourne BC, Hastings BC and Wealden DC.

**Table 27 Rates of care home bed provision**

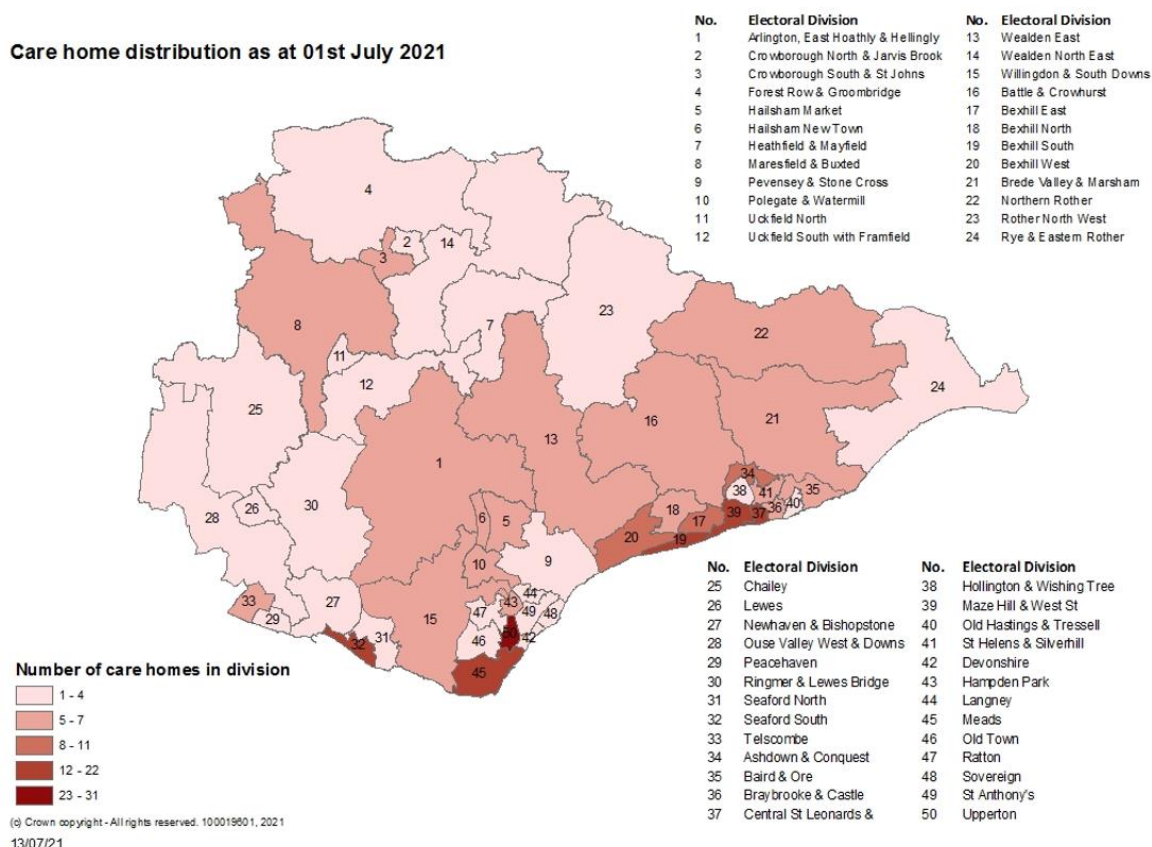
	England	Eastbourne BC	Hastings BC	Lewes DC	Rother DC	Wealden DC
Care home beds per 100 people 75 and over	9.4	13.9	17.2	8.2	12.2	9.8
Nursing home beds per 100 people 75+	4.6	6.3	7.0	3.5	3.9	5.4

Source: Fingertips, 2021

Figure 23 shows the number of care homes in each electoral division in East Sussex. A more detailed geographical representation can be found in [SHAPE place atlas](#).

**Figure 23 Care Home distribution by electoral division July 2021**

Care home distribution as at 01st July 2021



## Dentists

Dentists will issue NHS prescriptions which are dispensed as part of pharmaceutical services, however the level of activity is unknown.

## Cross border NHS services

East Sussex is bounded to the west by Brighton & Hove City and West Sussex, to the north by West Kent and Surrey and to the east by East Kent,

Figure 24 .

Patients who live toward the borders of the county may choose to access pharmaceutical services from pharmacies located in the major towns close to these borders, namely Brighton & Hove, Burgess Hill, Haywards Heath, East Grinstead and Royal Tunbridge Wells, all of which are found within five miles of the East Sussex border.

## Prison services

HM Prison Lewes is situated within East Sussex with a capacity of 742 male offenders (convicted and remand adult, and local young remand offenders).<sup>86</sup>

Many prisoners will have low levels of health literacy, have long term health conditions and need access to ongoing healthcare.

Health care services at HMP Lewes are commissioned by NHS England. CareUK is the sole provider for healthcare.

There is a 19-bed inpatient unit, an outpatient facility, a pharmacy and a range of clinics. Substance misuse services are contracted by NHSE to Forward Trust. The nearest prison for female offenders is located at East Sutton Park, Maidstone (NHS West Kent).

NHS England now requires that prisoners must be registered with a general practitioner before their release. "...release from custody can be a crisis situation for some and can result in the reversal of previous health improvements. ... [pre-registration] is vital in helping to support better health outcomes and maintain continuity of care for these individuals."<sup>87</sup>

The arrangements on discharge from prison are subject to inspection by the CQC and HMIP. There are risks when prisoners are transferred between prisons in arranging medicines for those with long term conditions [for example if taking drugs for epilepsy].<sup>88,89</sup>

## Private hospitals

There are three private healthcare sites within East Sussex: the Esperance (BMI Healthcare) in Eastbourne, the Horder Centre (Horder Healthcare) in Crowborough, and the Spire Hospital Sussex (Spire Healthcare) in Hastings. These provide a number of specialties, including surgical and non-surgical services. All have in-house pharmacy departments.

## 6.5 Community pharmacy: definitions of opening hours

**Core hours:** Those hours a pharmacy is formally contracted to provide NHS pharmaceutical services.

Pharmacies - usually either 40 or 100 hours per week but could be different if there is an identified need. Mostly Monday to Friday.

Can only be changed on application to NHS England and the change must be based on patient need.

**Supplementary hours:** Additional hours a pharmacy opens beyond their core hours. These can be modified with 90 days' notice to NHS England.

Opening hours of pharmacies include a pharmacy's core hours, 40 hours per week, and supplementary hours. Supplementary hours may be varied by giving three months' notice whereas core hours can only be varied on application to NHS England.

One-hundred-hour pharmacies are obliged to fulfil this minimum requirement per week unless prevented from doing so by legislation.

NHS England has a duty to ensure that residents of the HWB area are able to access pharmaceutical services every day. Pharmacies are not required to open on public and bank holidays, or Easter Sunday, although some choose to do so. NHS England asks each contractor to confirm their intentions regarding these days and where necessary will direct a contractor (or contractors) to open on one or more of these days to ensure adequate access.

Public holiday opening hours are largely serviced by voluntary opening arrangements covered by supplementary hours. High Bank Holidays (Christmas Day, and Easter Sunday) are covered by an Enhanced Service directed and a rota from NHS England, for which an additional payment is made to the contractor/pharmacy for opening.

There are 102 pharmacies in total in East Sussex. Of these there are ninety-one with 40 hour contracts, while eight have 100 hour contracts. Included in the overall total are three distance selling pharmacies physically located in East Sussex.

Pharmacies with 40-hour contracts can choose to open for longer under supplementary hours arrangements.

There are three 100-hour pharmacies located within Hastings LA, three in Eastbourne LA, one in Rother LA, and one in Lewes LA, Table 28 and

Figure 17 to Figure 19.

Pharmacies located within five miles of the East Sussex HWB border are also shown in

Figure 24.

Whilst there are pharmacies outside of the HWB's area providing pharmaceutical services during hours that may be regarded as providing improvement or better access, it is a choice of individuals whether to access these as part of their normal lives. None are specifically commissioned to provide services to the population of East Sussex.

Table 28 summarises the numbers of pharmacies, according to whether they have 40- or 100-hour contracts, and by local authority.

The opening hours for any given pharmacy can be found at: <https://www.nhs.uk/service-search/find-a-pharmacy>

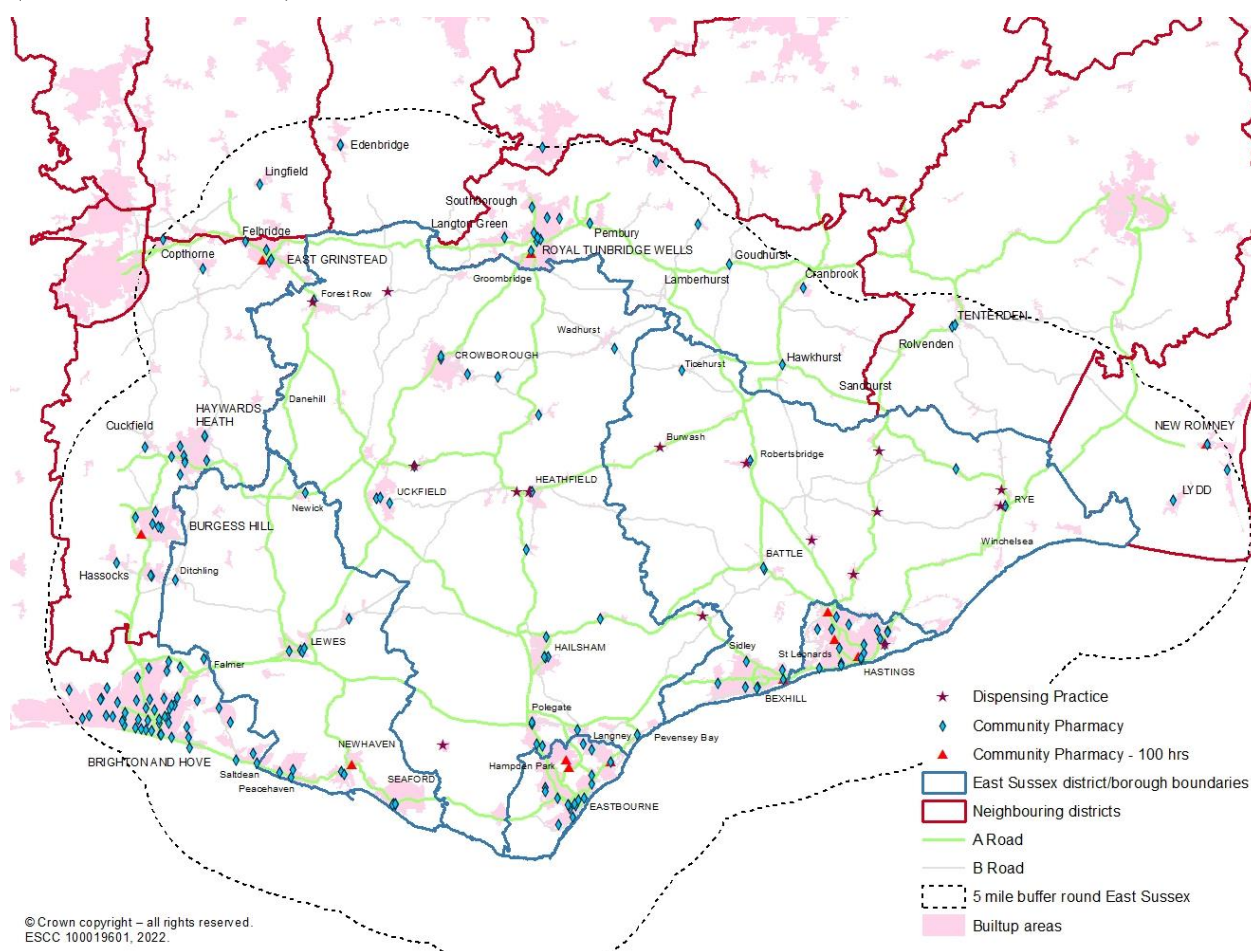
**Table 28 Community pharmacies in Local Authorities in East Sussex by core hour contract type, January 2022:**

District and Boroughs	Grand Total
<b>Eastbourne BC</b>	20
Community pharmacy [40 hours]	16
Community pharmacy (100 core hours)	4
Internet / Mail order	0
<b>Hastings BC</b>	20
Community pharmacy [40 hours]	17
Community pharmacy (100 core hours)	3
Internet / Mail order	0
<b>Lewes DC</b>	18
Community pharmacy [40 hours]	16
Community pharmacy (100 core hours)	1
Internet / Mail order	1
<b>Rother DC</b>	17
Community pharmacy [40 hours]	16
Community pharmacy (100 core hours)	0
Internet / Mail order	1
<b>Wealden DC</b>	27

<b>Community pharmacy [40 hours]</b>	<b>26</b>
<b>Community pharmacy (100 core hours)</b>	<b>0</b>
<b>Internet / Mail order</b>	<b>1</b>
<b>Grand Total</b>	<b>102</b>

Source: NHSE January 2022

**Figure 24 Location of East Sussex community pharmacies by core-hour contract type (40 and 100 hours)**



## Evening and weekend community pharmacy opening

For the purpose of this needs assessment, and as agreed by the Steering Group, evening opening has been classified as a community pharmacy with any opening after 18:00 hours.

For the purposes of the mapping, evening opening has been shown where a pharmacy is open for the majority of evenings in the week [in other words for three or more evenings after 18:00]. The mapping includes a five-mile buffer zone around East Sussex borders.

On weekday evenings, 32 pharmacies located in East Sussex are open for at least part of the evening after 6 pm. Ninety-two pharmacies are open on a Saturday morning and 45 are open all day on a Saturday. Twenty are open on a Sunday, Table 29. Late opening and weekend opening in the one hundred and four pharmacies in the buffer zone are summarised in Table 30. Source: NHSE January 2022.

**Table 29 Community pharmacy in East Sussex late opening hours and weekend opening**

Core hours contract	Number	Weekday evenings	Saturday morning	All day Saturday	Sunday
40 hours	91	24	84	37	12

<b>100 hours</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>
<b>All pharmacies*</b>	<b>99</b>	<b>32</b>	<b>92</b>	<b>45</b>	<b>20</b>

\*This denominator excludes the three distance selling [internet] pharmacies

**Table 30 Community pharmacies in East Sussex buffer zone late opening hours and weekend opening**

<b>Core hours contract</b>	<b>Number</b>	<b>Weekday evenings</b>	<b>Saturday morning</b>	<b>All day Saturday</b>	<b>Sunday</b>
<b>40 hours</b>	<b>100</b>	<b>39</b>	<b>88</b>	<b>46</b>	<b>13</b>
<b>100 hours</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>All pharmacies*</b>	<b>104</b>	<b>43</b>	<b>92</b>	<b>50</b>	<b>17</b>

\*This denominator excludes the one distance selling [internet] pharmacy in B&H

## Out of hours GP services

Out of hours medical services are defined as those hours not routinely covered by GP practices (in other words between 18:30 and 08:00 hours Monday to Friday, and all day on Saturdays, Sundays and Public Holidays). During these times general medical services are largely channelled through the Out of Hours provider, IC24 which provides general medical services to all patients in need of immediate medical treatment.

When no pharmacy is open, the Out of Hours providers have access to medicines under the National Out of Hours Formulary. Only if they do not have appropriate stock is there a need to issue a patient with a prescription.

Extended access hubs operate across the Health and Wellbeing Board's area offering bookable routine appointments with GPs and other health care professionals making it easier for patients to get an appointment at a time that suits them, including evenings and weekends.

Figure 25 shows pharmacies in East Sussex and neighbouring LAs open on weekdays during the day.

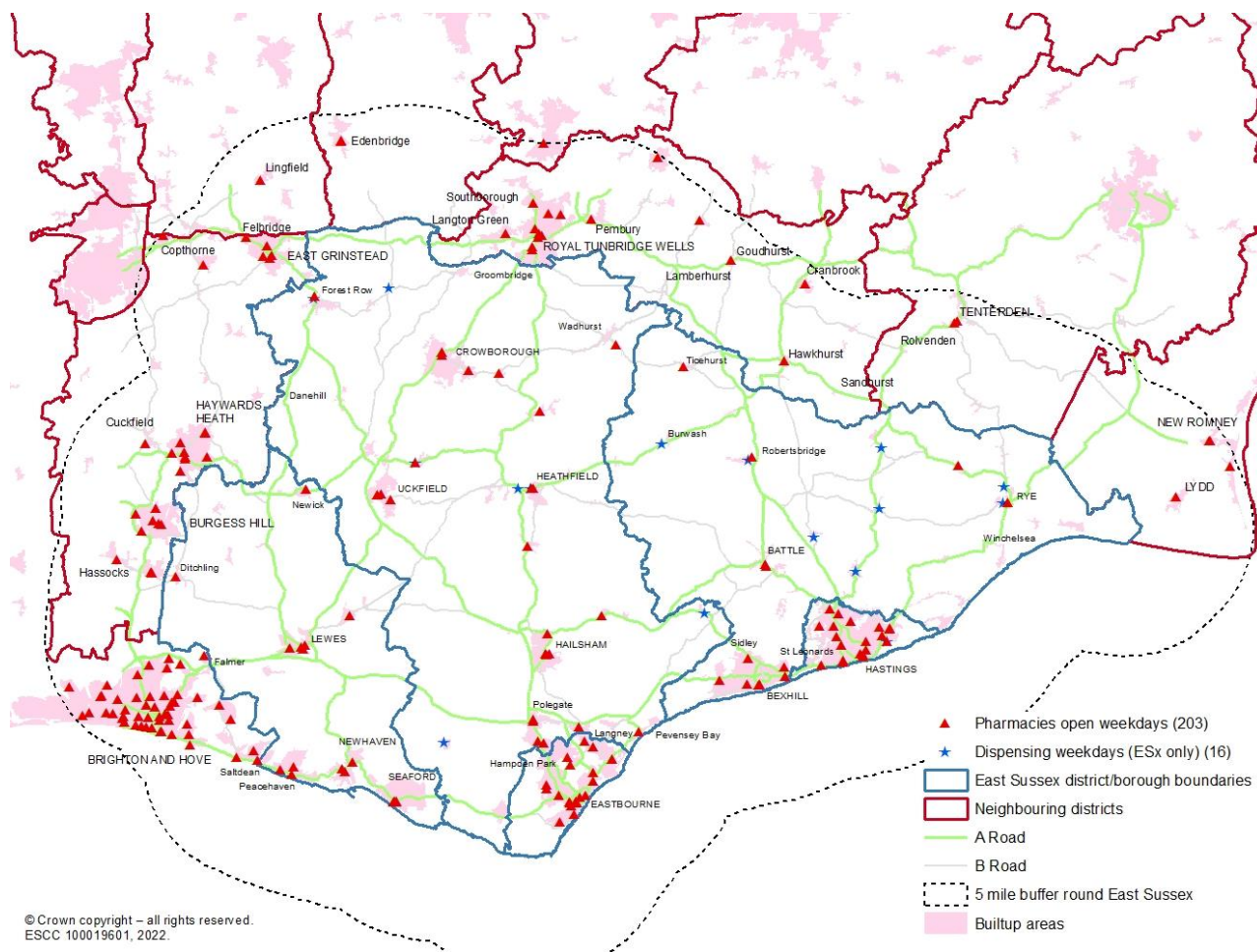
Figure 26 shows locations of pharmacies open in the evening on three or more weekdays (after 18:00 hrs).

Figure 27 shows pharmacies in East Sussex and neighbouring LAs open on Saturday mornings

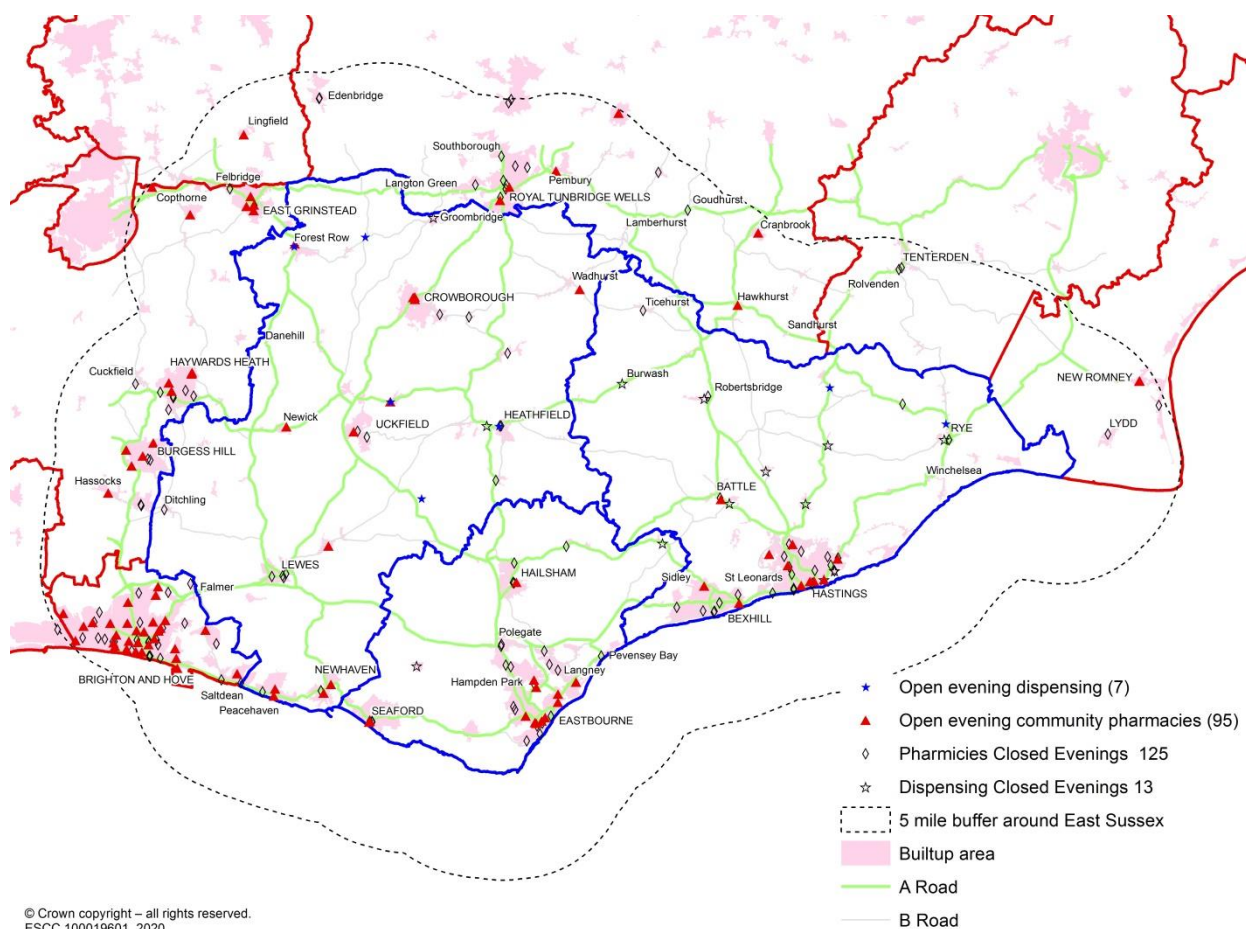
Figure 28 shows pharmacies open any time on a Saturday.

Figure 29 shows pharmacies open on a Sunday.

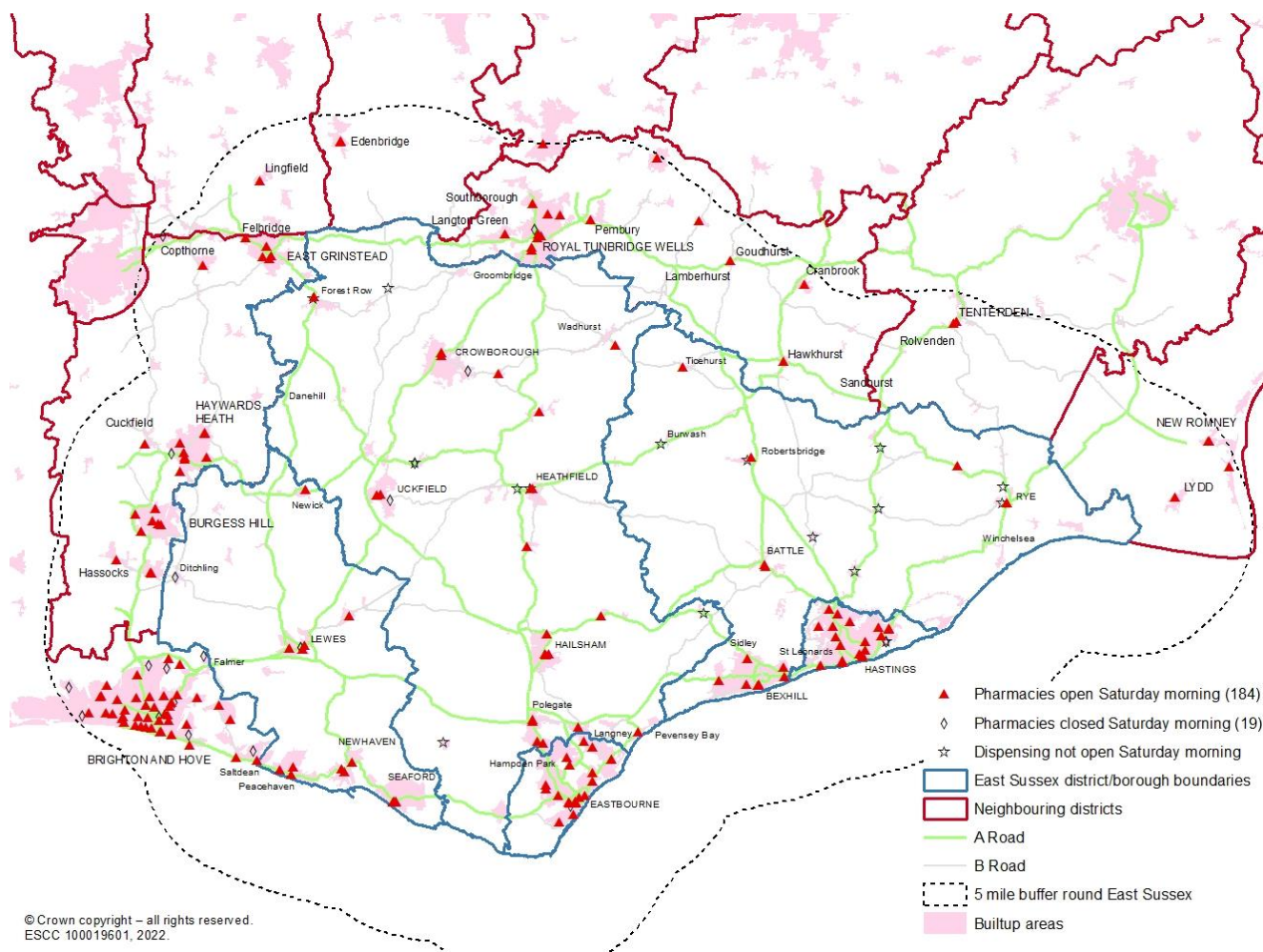
**Figure 25 Pharmacies in East Sussex and neighbouring LAs open during weekdays [daytime]**

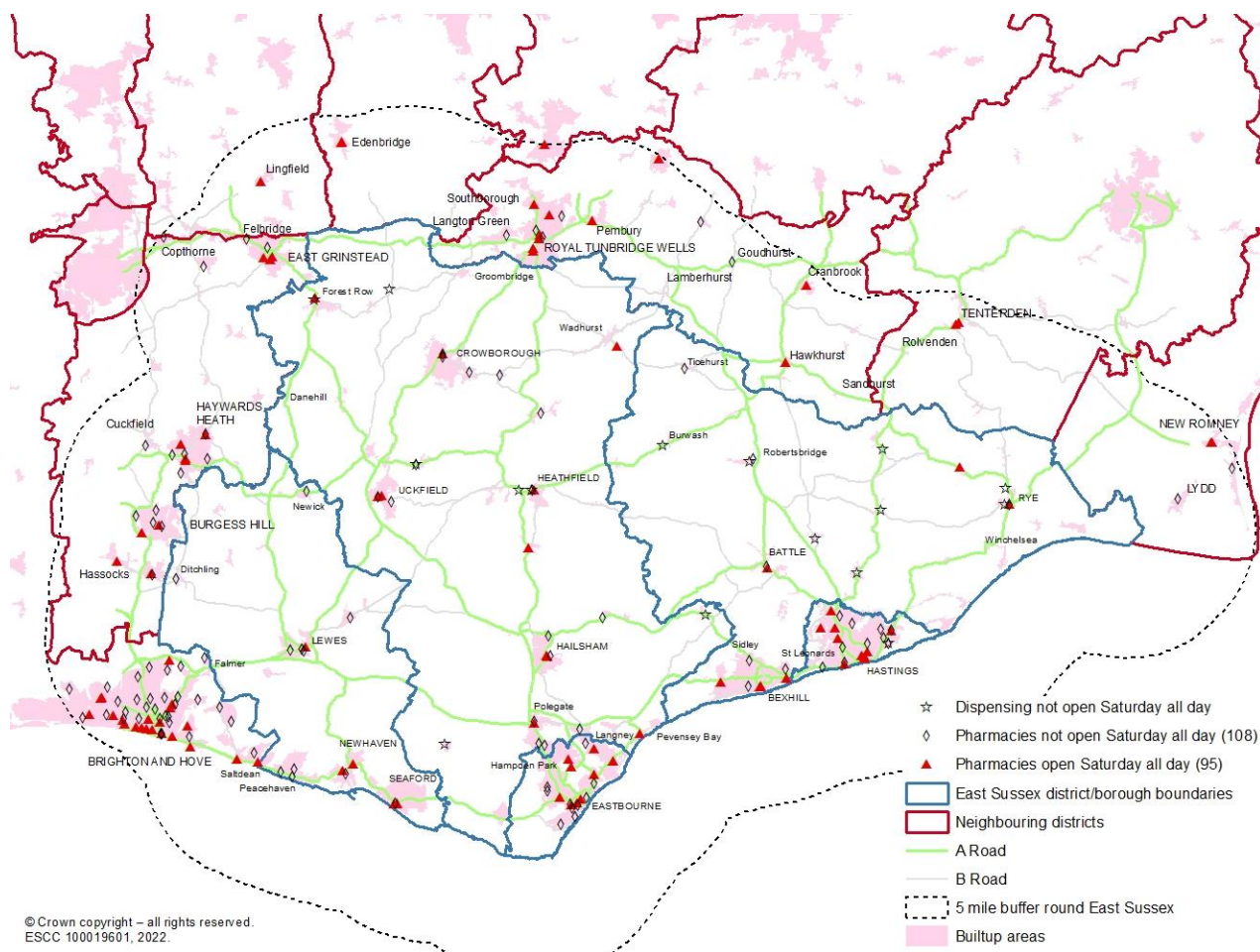


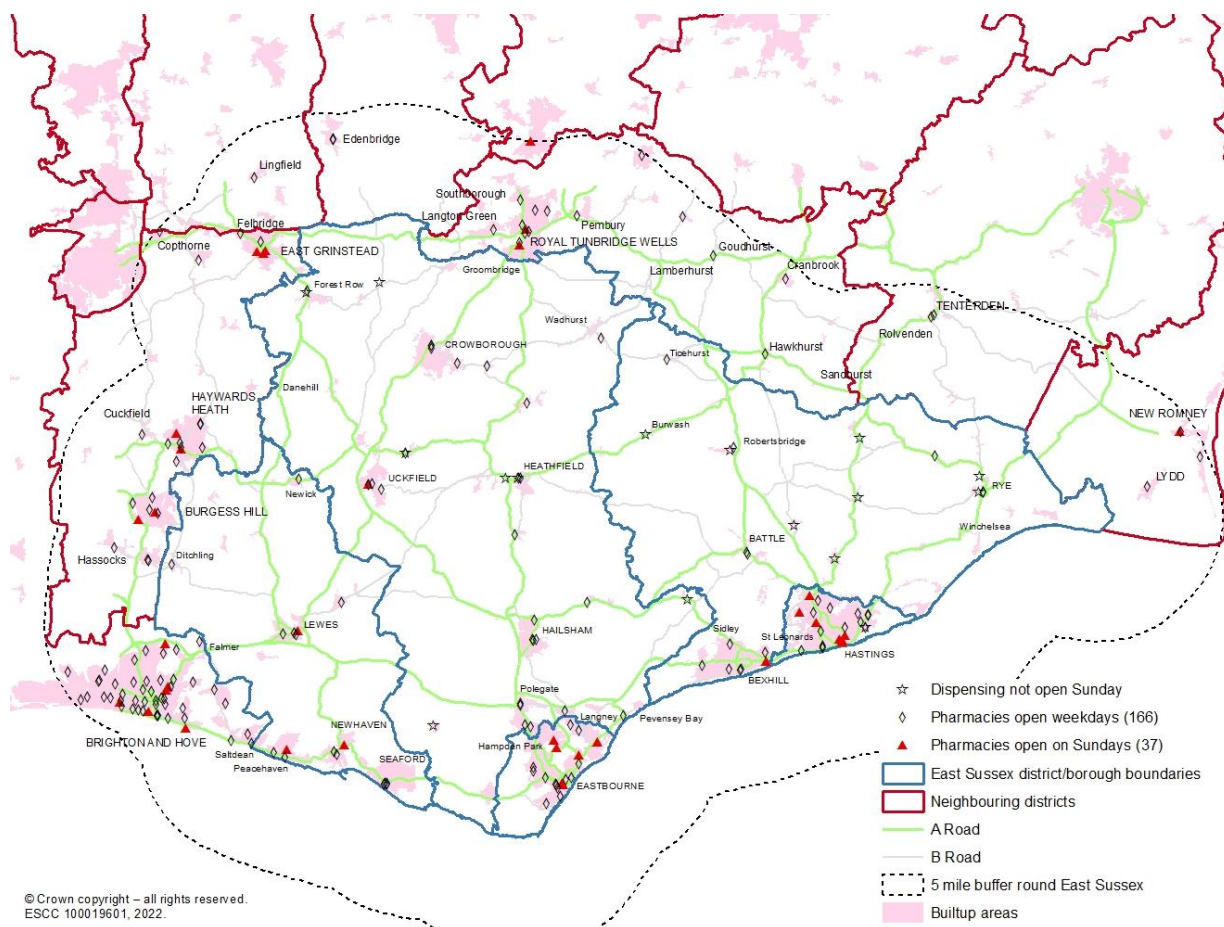
**Figure 26 Pharmacies in East Sussex and neighbouring LAs open during weekday evenings (after 6 p.m.)**



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**Figure 27 Pharmacies in East Sussex and neighbouring LAs open on Saturday mornings**

**Figure 28 Pharmacies in East Sussex and neighbouring LAs open on Saturday all day**

**Figure 29 Pharmacies in East Sussex and neighbouring LAs open on Sundays**

## Pharmacy Access Scheme (PhAS)<sup>90</sup>

The Pharmacy Access Scheme is intended to support access where pharmacies are sparsely spread and patients depend on their services. The scheme will protect access in areas where there are fewer pharmacies with higher health needs so that no area need be left without access to NHS community pharmaceutical services. Please see Figure 30.

A pharmacy is eligible for the PhAS payment if it meets all of the following criteria:

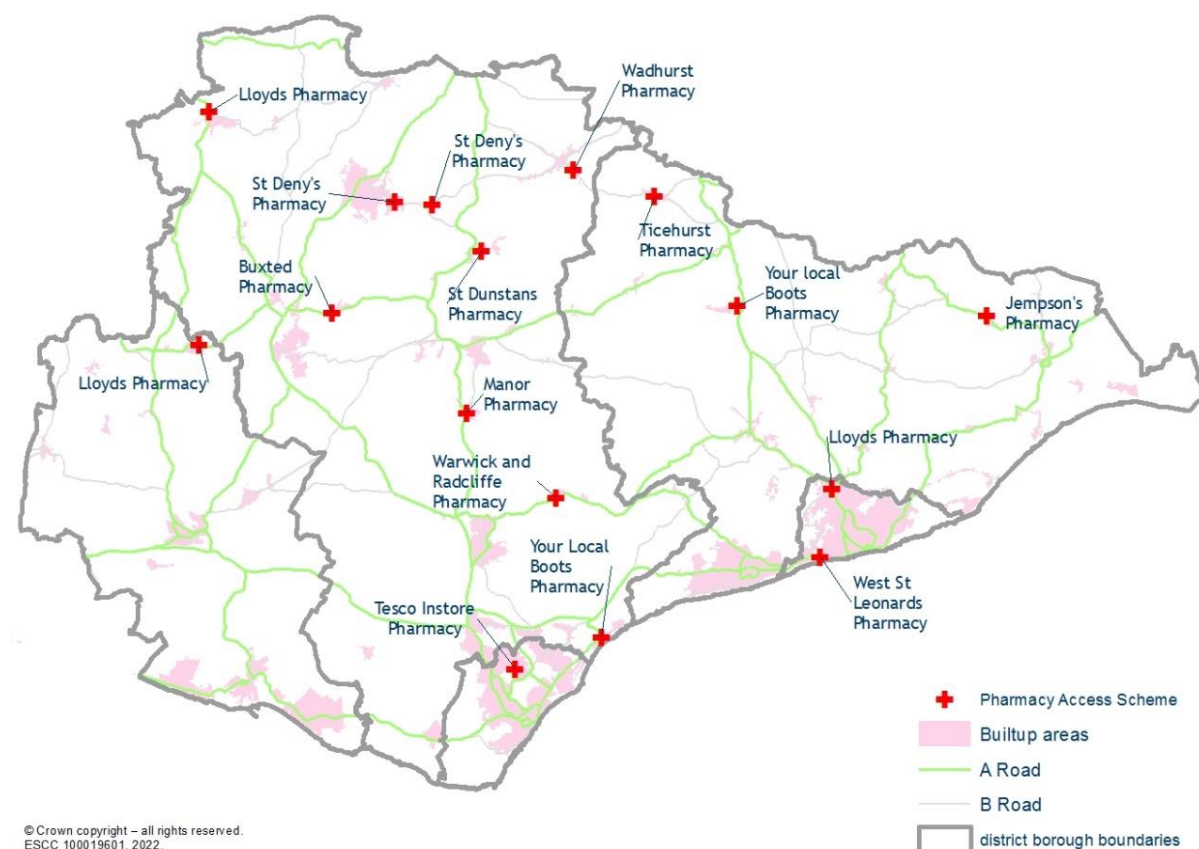
- the pharmacy is on the pharmaceutical list of 31 March 2021. Distance-selling pharmacies (DSPs), dispensing appliance contractors, local pharmaceutical services (LPS) contractors, and dispensing doctors are not eligible for PhAS
- the pharmacy is more than one mile from the next nearest pharmacy, based on pharmacy to pharmacy distance calculations using Ordnance Survey
- where a pharmacy is in a deprived area (the premises are located in the area assigned to IMD decile 1 to 2), the distance to the next nearest pharmacy is reduced to more than 0.8 miles

- the pharmacy had a dispensing volume between 1,200 and 104,789 in 2019 to 2020. For pharmacies that opened after March 2019, a mixture of scaling and data from the following months will be used to get a full 12 months' volume
- the pharmacy premises are directly accessible to the public, that is, not in an area with restricted access (for example, beyond airport security)

For further details please visit [2022 Pharmacy Access Scheme | NHSBSA](#)

Grounds for Appeals are described in Appendix F.

**Figure 30 Community pharmacies Eligible for the Pharmacy Access Scheme**



## 6.6 Public Health Locally Commissioned Services

Locally commissioned public health and NHS services are an important part of the contribution community pharmacy makes to the health and wellbeing of the population. Although not part of the Community Pharmacy Contractual Framework, these are also presented in this section.

East Sussex County Council commissions pharmacies to provide a range of public health services. These include: Emergency Hormonal Contraception [EHC], C- Card and Chlamydia Screening, Stop Smoking Service, Needle and Syringe Exchange, Take Home Naloxone and Supervised Administration of Medicines. [One You East Sussex](#), which provides services on behalf of East Sussex County Council, also subcontract NHS Health Check activity to community pharmacies in East Sussex.

### Emergency Hormonal Contraception [EHC]

There is a very strong evidence base for the use of EHC in reducing unplanned or unwanted pregnancies, especially within teenage years. Its use forms part of an overall national strategy to reduce the rate of teenage pregnancy in England. Through this service, treatment is supplied under a patient group direction (PGD) to women. They must meet the criteria for inclusion stated in the PGD and the service specification.

EHC provided through community pharmacy is one of four access points along with primary care, online provision and specialist sexual health services. Whilst access via a community pharmacy may not be evident in all areas of East Sussex, this does not suggest access to EHC in general is an issue. Online provision introduced during covid has tended to replace lost access to face to face services during this period and the online option will remain. Teenage pregnancy and abortion rates in East Sussex are low, indicating a good use of contraception where people are sexually active and potentially less unintended and unwanted pregnancies in general

### Sexual Health JSNA

A detailed account of the provision of sexual health services in community pharmacies can be found on pages 156 to 161 of the [sexual health JSNA](#). Recommendations arising from the sexual health JSNA of particular relevance to community pharmacy development are:

More effective awareness raising of sexual health services available in pharmacies and consideration of expanding provision to deliver health promotion messages better and to include oral contraceptive prescribing.

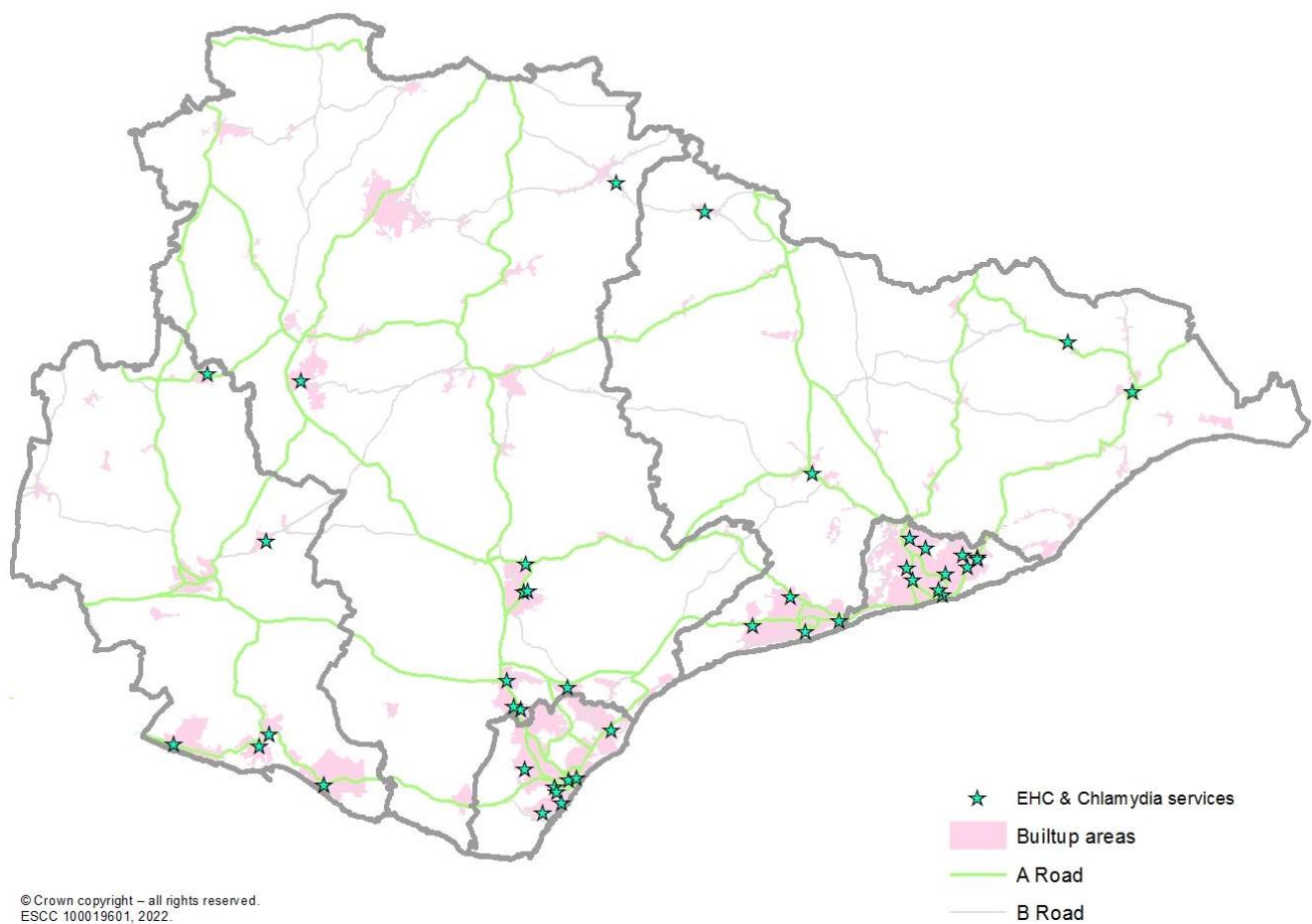
In the market research in 2019, nearly three in five [59%] of women aged 16 to 44 said they would be interested in using a pharmacy to start or change their contraception.

Explore reasons for low GP and pharmacy activity in the Public Health Local Service Agreements for Emergency Hormonal Contraception and chlamydia postal test kits.

The promotion of self-sampling for HPV virus could be promoted in pharmacies if this were to be introduced in future, as it has been in the Netherlands and Australia.<sup>91</sup>

Pharmacies commissioned to provide emergency hormonal contraception [EHC] are shown in Figure 31.

**Figure 31 Pharmacies commissioned to provide Emergency Hormonal Contraception [EHC]**



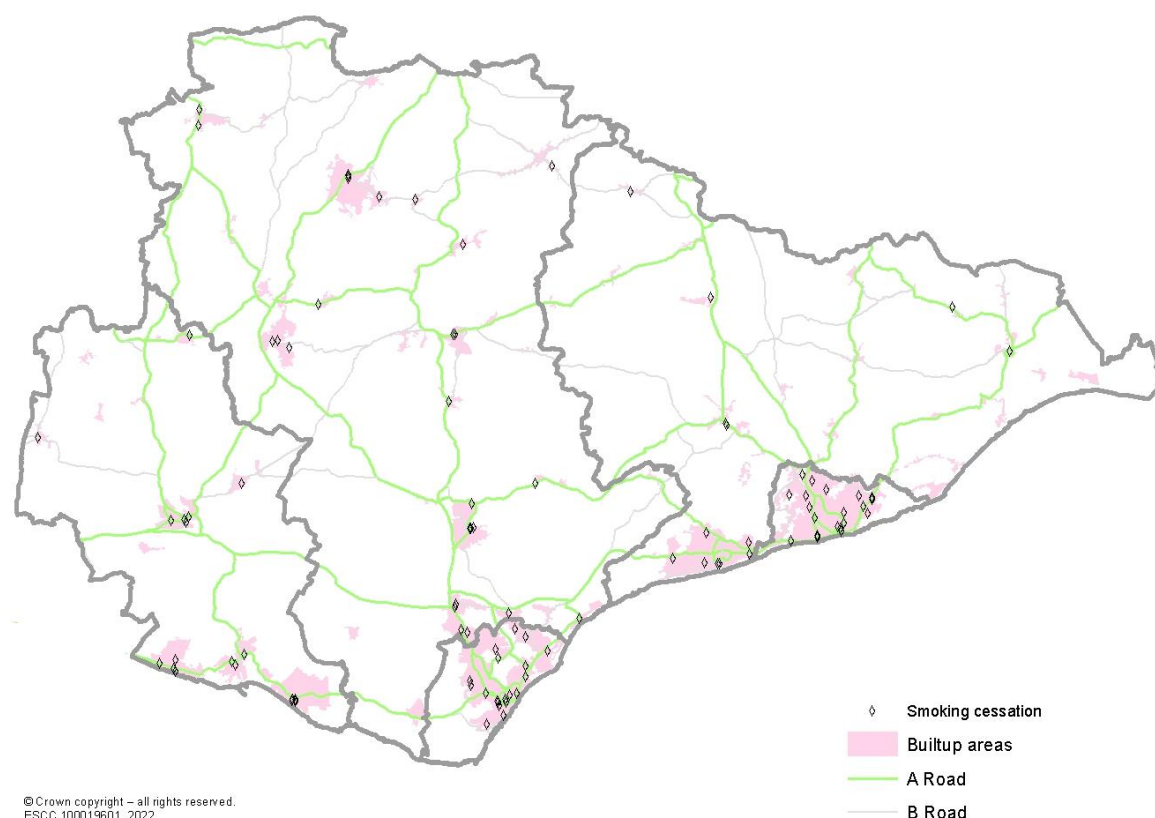
## Smoking cessation

Pharmacies are commissioned to help patients continue with their efforts to stop smoking and are contributing to East Sussex becoming a smoke-free county by 2030 [aiming for a population smoking prevalence of less than 5%].<sup>92,93,94</sup>

NHS trusts can refer patients to a community pharmacy smoking cessation service when they are discharged from hospital.

Community pharmacists offering the stop smoking service can supply Champix [Varenicline] under a Patient Group Directive (PGD) to clients registered on stop smoking courses with One You East Sussex (OYES). The pharmacies commissioned to provide this service are shown in Figure 32.

**Figure 32 Pharmacies commissioned to provide a smoking cessation service**



**Substance misuse: needle and syringe exchange and supervised consumption**

An integral part of the harm reduction strategy for drug users are the needle and syringe exchange (NEX) service and the supervised administration of medicines. This involves the client consuming methadone or buprenorphine under the direct supervision of a pharmacist in a community pharmacy and at a given time interval.

Pharmacies are being encouraged to take up providing the opiate antidote naloxone. This first aid overdose treatment can be administered via an injection. There is also a formulation of naloxone which can be given via the nose in an emergency community setting.

Needle and syringe exchange aims to:

- Reduce the spread of blood borne pathogens e.g. Hepatitis B, Hepatitis C and HIV <sup>95</sup>
- Be a referral point for service users to other health and social care services

Direct supervision is a medicines adherence service which aims to:

- Reduce the risk of harm to the client by over or under usage of drug treatment
- Reduce the risk of harm to the local community by the inappropriate use of prescribed medicines via the illicit drug market
- Reduce the risk of harm to the community by accidental exposure to prescribed medicines

There is compelling evidence to support the effectiveness of supervised administration with long term health benefits to drug users and the whole population.

Needle exchange, the supply of Take-Home Naloxone and the supervised consumption of methadone/buprenorphine are commissioned by public health, East Sussex City Council.

The drug and alcohol service in community pharmacy is managed and delivered by CGL (Care, Grow, Live).

**Substance misuse**

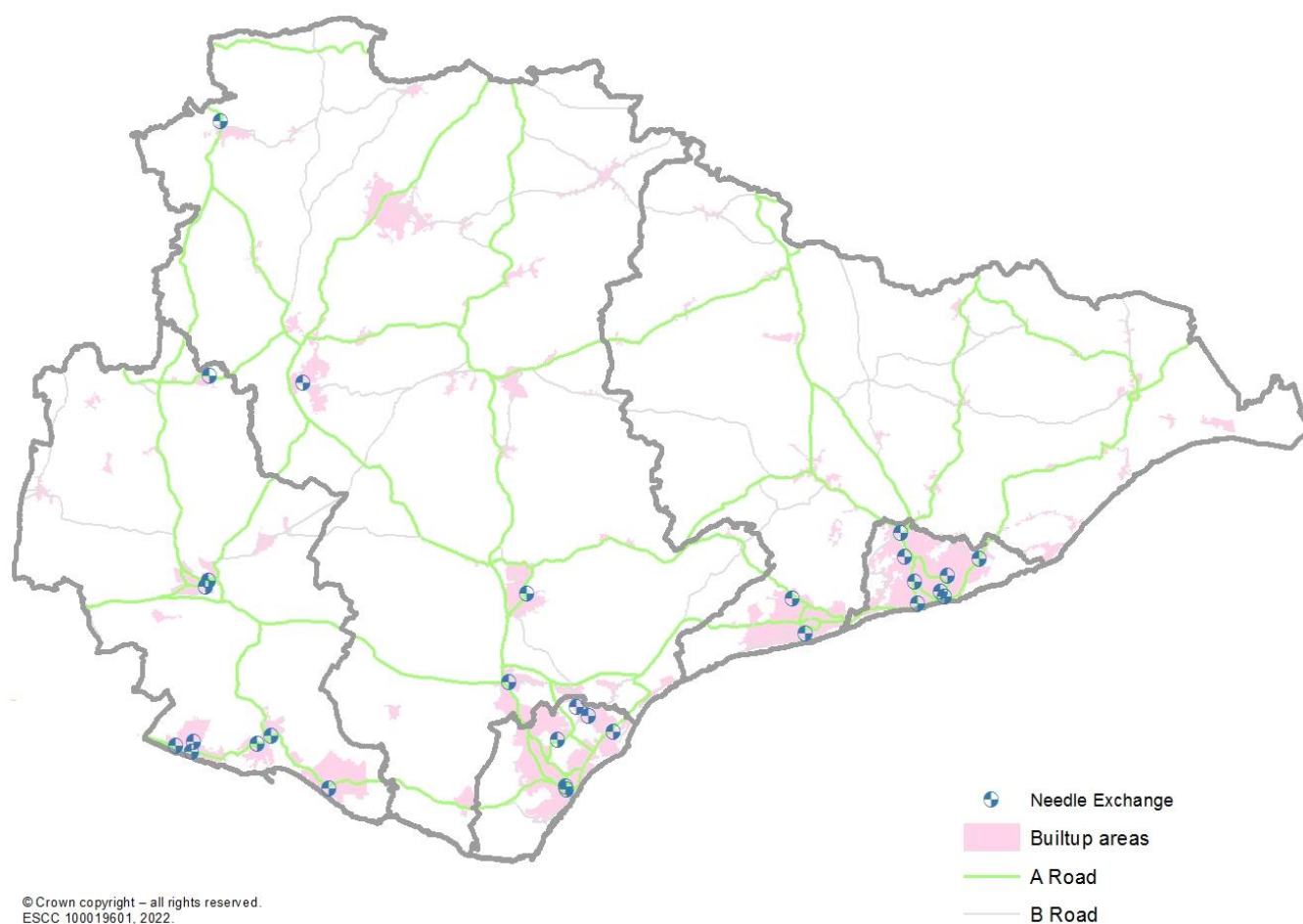
People living in the most socio-economically deprived areas are more likely to be prescribed opioids.<sup>96</sup> A systematic review found that 4.7% of people prescribed opioids for pain went on to develop formally diagnosed misuse or addiction.<sup>97</sup> There could be between 1,400 and 2,500 people who are dependent on opiates in East Sussex.<sup>98</sup>

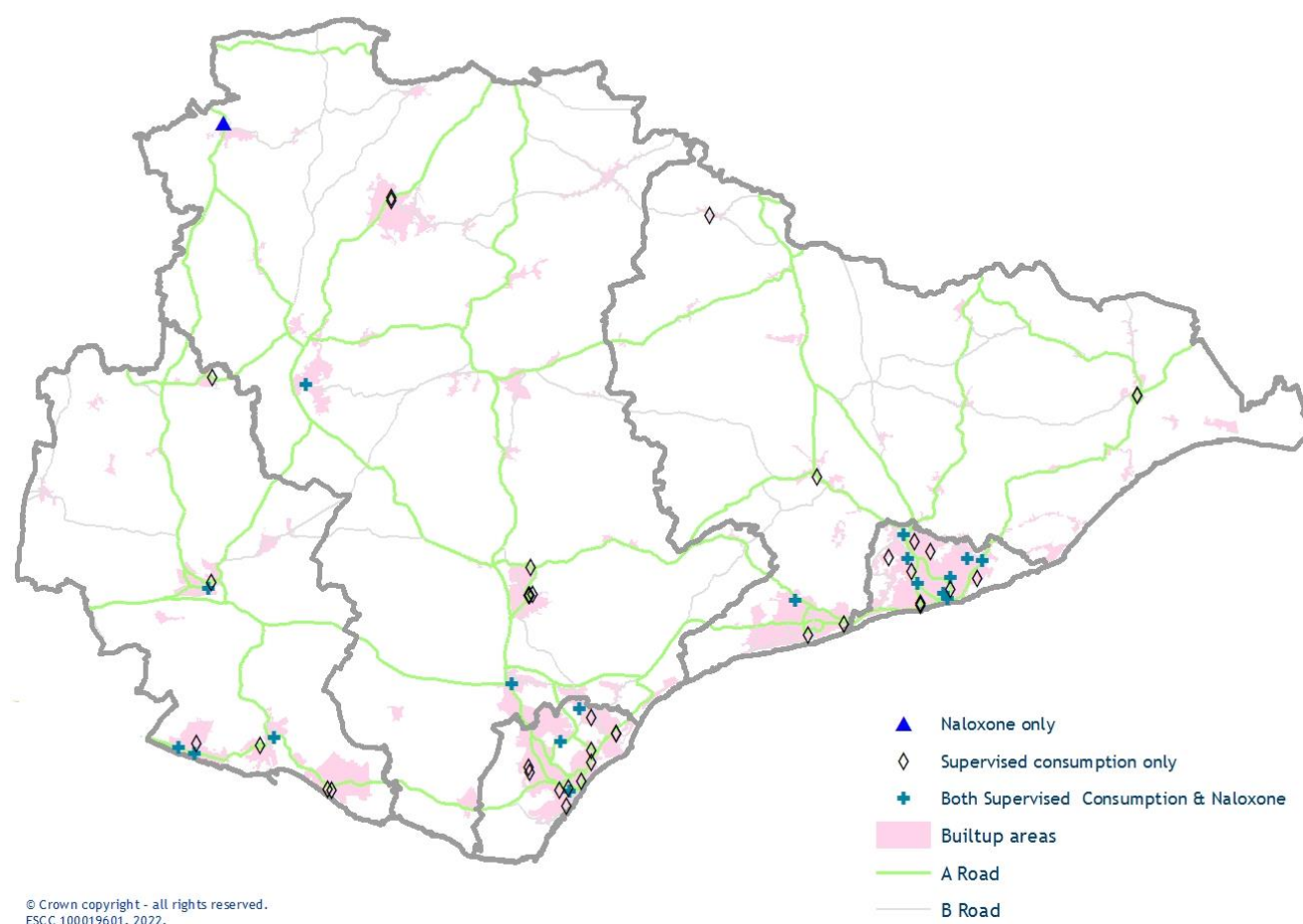
A new service for young people up to the age of 25 has recently been commissioned by ESCC. Pharmacists can signpost to this new service.<sup>99</sup>

The pharmacies commissioned to provide the needle exchange service are shown in Figure 33.

Figure 34 shows pharmacies providing supervised medicine consumption and naloxone.

**Figure 33 Pharmacies providing Needle Exchange service**



**Figure 34 Pharmacies providing supervised consumption and naloxone services**

## The East Sussex Healthy Living Pharmacy [HLP] programme

Service availability across community pharmacy in East Sussex

### HLP training provision

The programme remains committed to providing regular training and development opportunities for pharmacists and Health Champions.

Service specific training has covered the introduction of Patient Group Directives [PGDs] under the Emergency Hormonal Contraception [EHC] and Smoking Cessation Public Health Local Service Agreements.

The programme continues to work closely with partners and contractors to improve and enhance our training offers to meet the changing needs within community pharmacy.

### Community Pharmacy Contractual Framework [CPCF]

With prevention now central to the NHS Long Term Plan, the new CPCF recognises the value of community pharmacies in delivering a wide range of health interventions under the Health Living Pharmacy framework.

The HLP programme is supported by the [NICE guideline, Community Pharmacies](#): promoting Health & Wellbeing. This quality standard covers how community pharmacies can support the Health & Wellbeing of the local population. It describes the overarching principles of good practice for community pharmacy teams.

The HLP programme also aims to support actions defined in the [Joint National Plan for Inclusive Pharmacy Practice](#). The joint initiative aims to provide training and resources to develop and embed inclusive pharmacy professional practice into the ongoing care of patients and communities, to support the prevention of ill-health and address inequalities.

### Future plans and commitments for the East Sussex HLP programme

The Public Health supported Healthy Living Pharmacy programme came to an end in March 2021. It was agreed by partners that, rather than continuing to have a specific programme for supporting and undertaking work within community pharmacies, we would instead move to a business-as-usual approach to supporting the setting and ensure that it is considered a key setting when planning health improvement services and programmes.

## 6.7 Choice with regard to obtaining pharmaceutical services

The 2013 Regulations require the Health and Wellbeing Board to have regard to whether there is sufficient choice with regard to obtaining pharmaceutical services.

### Key Questions:

What is the current level of access within East Sussex to pharmaceutical services?

A summary of the detailed travel time analysis follows

What is the extent to which services already offer people a choice, and which may be improved by the provision of additional facilities?

This is discussed further with regard to the responses in the Residents' Survey in early 2022 in Section Seven.

As of 30<sup>th</sup> June 2021, each resident has had the choice of using any of the 379 distance selling premises [DSPs] in England, all of which are required to provide all of the essential services remotely to anyone, anywhere in England who may request them.

All pharmacies are now required to facilitate remote access to the pharmaceutical services they provide, to a reasonable extent, where people wish to access them remotely. This change was brought into the Terms of Service in 2021 and will take time to become embedded.

It is likely that this will be an attractive option for certain residents, but not all, as there will be those who do not have access to the internet or who prefer to access services on a face-to-face basis.

## 6.8 General Access to Pharmacy Premises

### Key Questions:

How good is general access to pharmaceutical services within East Sussex localities? Access will depend on the time of day, and whether on a weekday or at a weekend.

A summary of the travel time analyses follows.

Nationally, standards for access to a pharmacy are quoted as 99% of the population, even those living in the most deprived areas, can get to a pharmacy within 20 minutes by car and 96% by walking or using public transport.

In September 2016, the Department of Health and Social Care undertook a mapping exercise which showed that 88% of the population were within a 20-minute walk of a pharmacy. The exercise also demonstrated that 40% of all community pharmacies were within a ten-minute walk of two or more other community pharmacies. These estimates for access by walking are consistent with earlier analyses of Todd et al.<sup>100</sup>

The latest information relating to car ownership from the 2021 Census was not available at the time of compiling this report so data from the 2011 Census have been included.

## 6.9 Travel Times to Access Pharmacies

In order to assess whether residents are able to access a pharmacy in line with this travel standard, travel times were analysed using TRACC software to model travel times to a pharmacy at different times of the week, using different modes of transport (car, public transport, and walking). This model takes into account traffic flow and volume at different times of the week, as well as distance.<sup>101</sup>

Table 31 shows the percentage and number of people without access to a

**Table 31 People without access to a pharmacy using each mode of transport.**

	Opening Hours of pharmacy					East Sussex residents
	All day	Evening	Saturday morning	Saturday all day	Sunday	
<b>BUS: No access within 30 mins</b>	7.7% 42,800	22.7% 126,700	9.0% 50,300	11.3% 63,000	31.2% 174,300	% with no access  Number with no access
<b>Walking: No access within 30 mins</b>	16.4% 91,900	39.9% 222,900	19.6% 109,300	29.5% 164,900	55.5% 310,200	Number of residents in 2020:  558,852
<b>CAR: No access within 15 mins</b>	3.4% 19,200	11.1% 61,900	4.9% 27,600	6.7% 37,500	26.1% 146,000	

## Public Transport

Data for public transport were calculated both inbound and outbound and the two results were then compared to identify the maximum journey time in either one or the other direction.

Around 42,800 residents of East Sussex (7.7%) cannot physically attend any pharmacy (including dispensing GP surgeries) during the day on a weekday within half an hour using public transport, and 29,300 of these people (5% of the county's population) cannot access any pharmaceutical provision at all [within two hours] using this mode of transport.

Access to pharmacies during the day, using public transport, has declined marginally since 2019, when 41,500 residents (7.5%) were unable to access a pharmacy within 30 minutes, and 28,200 (5%) had no access. This may be because of changes to public transport provision or because of a decline in the number of pharmacies. This has reduced from 240 in 2019, to 223 in 2022. (The total includes dispensing pharmacies in GP surgeries and pharmacies in neighbouring local authority areas within a five-mile buffer zone).

Evening access has been defined in this report as premises open on at least three or more weekday evenings. The number (126,700) and proportion (23%) of people unable to access a pharmacy within 30 minutes using public transport rise considerably in the evenings (up from 88,000 in 2019). An estimated (81,600) people (15%) have no access at all using public transport within two hours (up from 52,300 in 2019). This calculation includes the GP surgeries which have their own dispensaries. In 21 wards, more than three quarters of the population cannot access a pharmacy within two hours using public transport in the evening. The number of pharmacies open in the evening has declined from 97 in 2019 to 84 in 2022. (The total open includes the nine GP surgeries that do provide a dispensing service on some weekday evenings).

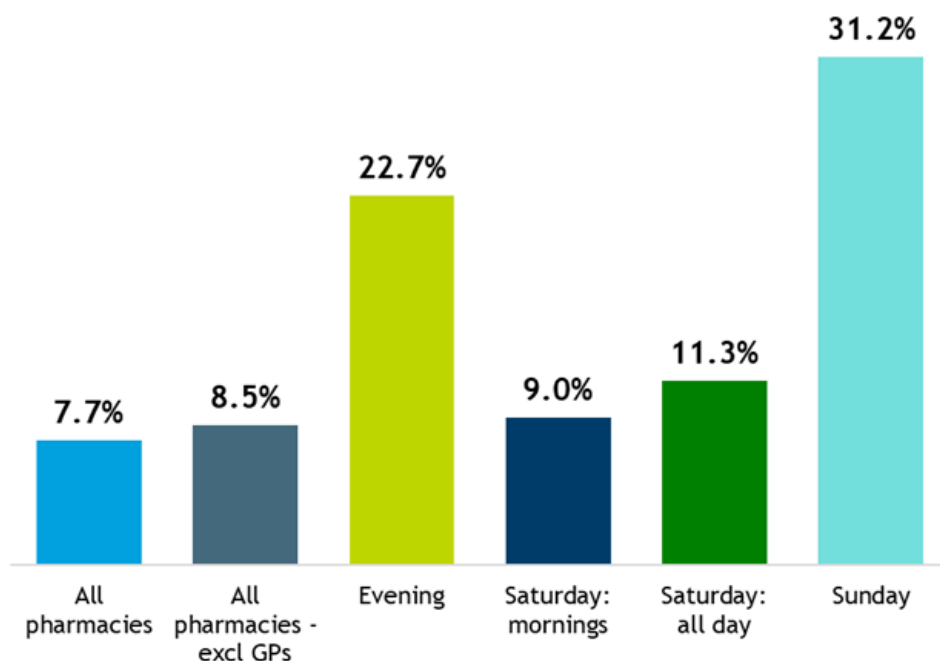
On Saturdays, more pharmacies are open in the morning (184) than are open all day (95), and this is reflected in accessibility using public transport. While 50,300 people (9.0%) cannot access a pharmacy in the morning within 30 minutes, this rises to 63,000 (11.3%) in the afternoon, with 37,900 (6.8%) having no access at all [within two hours] at any time on a Saturday.

Access on a Sunday is more of a challenge, with nearly a third of people in the county (174,300 or 31%) unable to get to pharmacy within half an hour using public transport, and 76,800 (14%) with no access at all [within two hours]. Access in Wealden and Rother on a Sunday is worst where more than half of residents live more than 30 minutes from a pharmacy, (57% in Rother and 56% in Wealden). In Rother, a third of people (32%) cannot access a pharmacy at all [within two hours using public transport on a Sunday, and in Wealden (20%). Note that the number of pharmacies open on a Sunday has declined from 48 in 2019 to 37 in 2022.

People may run out of medicines and for some this may potentially cause an issue. This is therefore one benefit of the new Community Pharmacy Consultation Service for providing replacement medicines when referral is made via 111. The hospital pharmacy can dispense to patients seen in A&E [as can the out of hours service from its own limited formulary].

The percentage of people who cannot access a pharmacy within 30 minutes using public transport is shown in Figure 35.

**Figure 35 People who cannot access a pharmacy within 30 minutes using public transport]**



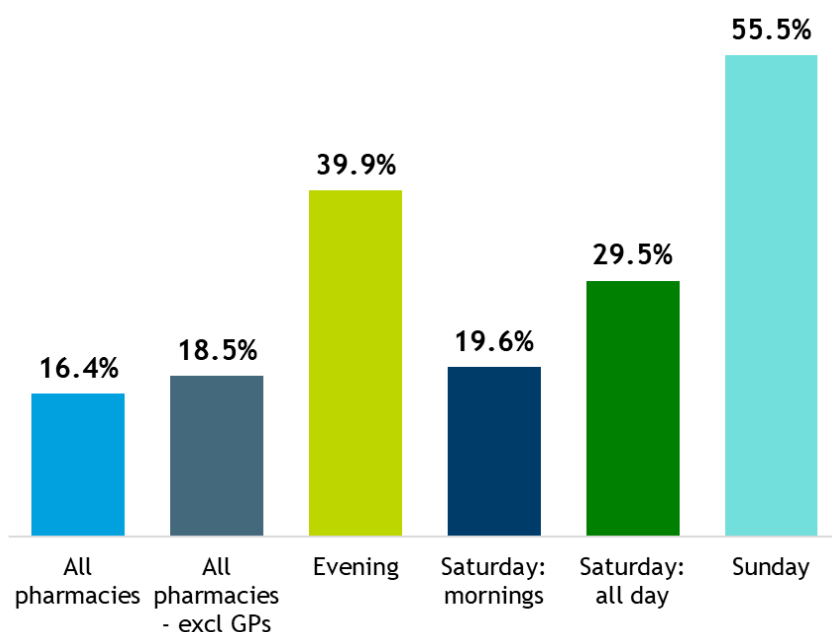
## Walking

84% of East Sussex residents live within a half-hour walk of a pharmacy which is open on a weekday (including dispensing pharmacies in GP surgeries) during the day. However, this means that 91,900 people (16%) cannot access any pharmaceutical provision by walking for 30 minutes. These proportions are similar to 2019, when 95,700 (17%) were further than half an hour's walk from a pharmacy. If we exclude dispensing pharmacies at GPs surgeries, 103,600 people (19%) cannot access a pharmacy on a weekday within half an hour's walk.

In the evenings, 40% of residents (222,900) live more than 30 minutes' walk from a pharmacy (including dispensing GPs surgeries). While 20% (109,300) cannot access provision on a Saturday morning, this rises to 30% (164,900) all day on a Saturday.

Access on a Sunday is poorest, with more than half of the population (56%, or 310,200 people) unable to walk to a pharmacy within half an hour, up from 53% (294,900 people) in 2019. The percentage of people who cannot access a pharmacy within 30 minutes walk is shown in Figure 36.

**Figure 36 People who cannot access a pharmacy within 30 minutes' walk**



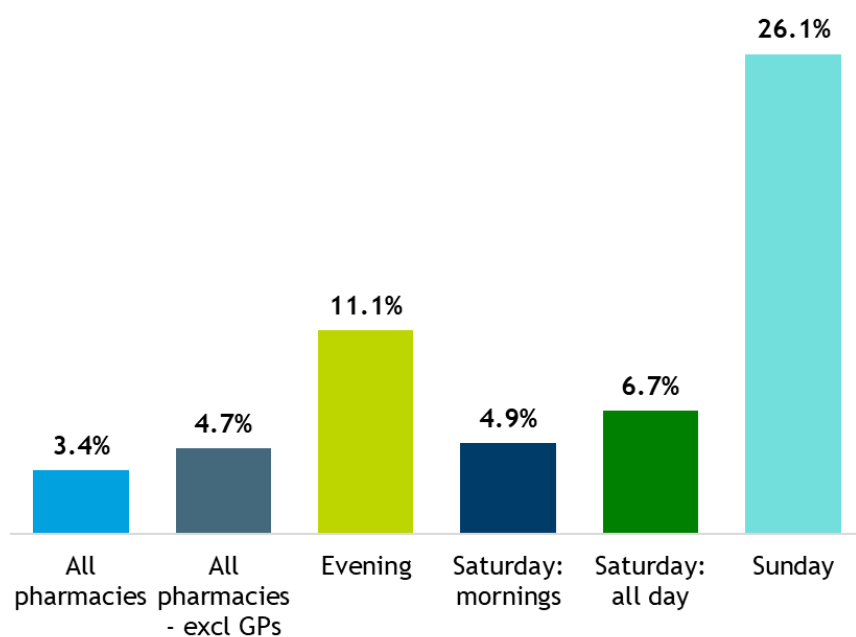
### Car

When looking at car journeys, we have added 5 minutes to each trip to account for the time taken to find a parking space, park and secure a car, in line with Department for Transport (DfT) journey time data.

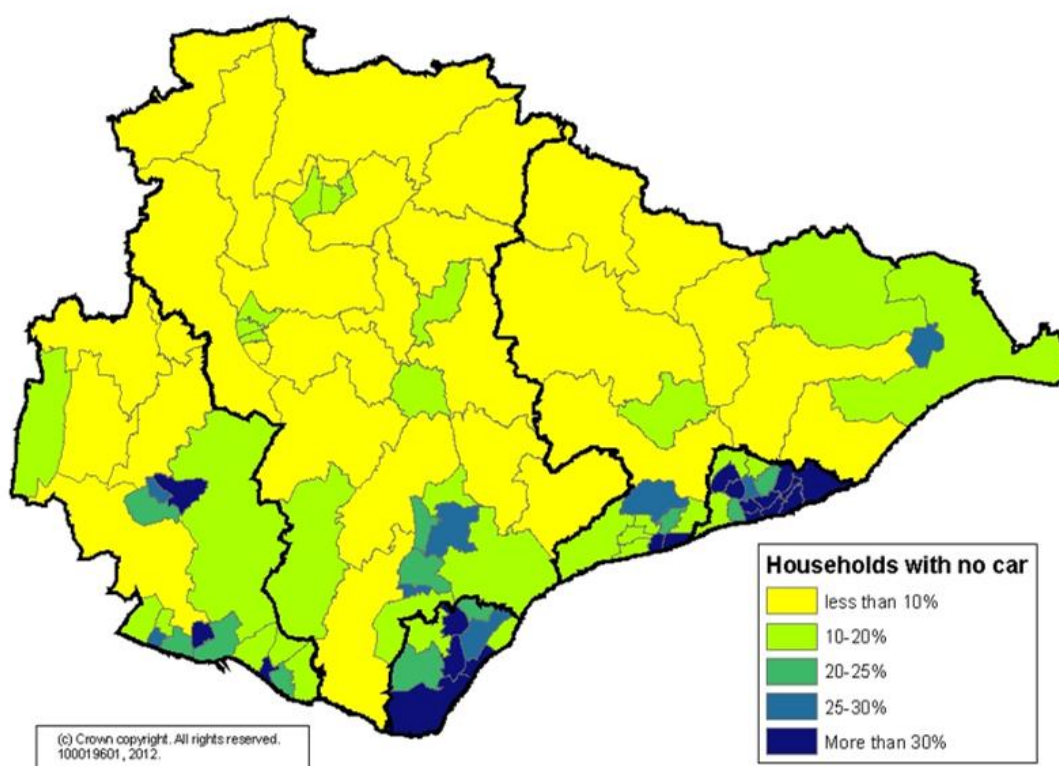
On a weekday, 3.4% of East Sussex residents (19,200 people) cannot drive to a pharmacy (including dispensing pharmacies in GP surgeries) within 15 minutes. If we exclude pharmacies at GPs surgeries, 26,000 people (4.7%) cannot access a pharmacy on a weekday. 61,900 (11%) are further than 15 minutes' drive from a pharmacy (including dispensing GPs surgeries) in the evening.

At weekends there are 27,600 (5%) unable to access a pharmacy by means of a car within 15 minutes on a Saturday morning, and this increases to 37,500 (7%) in the afternoon.

More than a quarter of East Sussex residents cannot access a pharmacy within 15 minutes on a Sunday, 146,000 people, but there are big variations across the districts, with 59% of residents of Wealden unable to access a pharmacy on a Sunday within 15 minutes' drive, and 40% in Rother. The percentage of people who cannot access pharmacy within 15 minutes' drive is shown in Figure 37.

**Figure 37 People who cannot access a pharmacy within 15 minutes' drive**

The percentage of households without a car in East Sussex in 2011 by ward is shown in Figure 38.

**Figure 38 Percentage of households without a car in East Sussex in 2011 by ward**

Source 2011 Census

The proportion of households without a car by local authority in 2011 is shown in Table 32.

**Table 32 Households without a car in 2011**

	All households		Households without a car		% of households without a car	
	All households	Pensioner households	All households	Pensioner households	All households	Pensioner households
Eastbourne	45,012	12,468	12,911	5,670	28.7%	45.5%
Hastings	41,159	8,249	13,693	3,961	33.3%	48.0%
Lewes	42,181	11,948	8,488	4,223	20.1%	35.3%
Rother	40,877	13,939	7,781	4,577	19.0%	32.8%
Wealden	62,676	17,767	7,801	4,926	12.4%	27.7%
<b>East Sussex</b>	<b>231,905</b>	<b>64,371</b>	<b>50,674</b>	<b>23,357</b>	<b>21.9%</b>	<b>36.3%</b>

Source: 2011 Census, ONS

## 6.10 Travel times analysis

At the request of the Steering Group further clarification about the travel time access analyses was requested to define potential gaps.

The Steering Group considered a journey time of 30 mins one way, by car, public transport or walking to be acceptable.

Overall, car owners can reach a pharmacy within 30 mins one way travel time at any time of the week, although around 2,300 people (0.4% of the population) would have to drive more than 30 mins on a Sunday.

However, not everyone owns a car, so how does access change if you have to access a pharmacy by public transport or walking?

We looked at **wards where more than 15% of people don't have access to a car** and then considered travel times to pharmacy by public transport and walking at each time period.

### Public transport

In terms of public transport, the picture differs between the rural and urban areas of the county. There is not an issue for most people regarding access to a pharmacy using public transport during weekdays or at weekends in the urban areas of Eastbourne or Hastings.

**In Lewes District:** looking at those wards where more than 15% of people don't have access to a car,

- Weekdays, 352/27,812 (1.3%) of people resident in those wards don't have access to a pharmacy within 30 minutes;
- Weekday evenings, 5,222/40,476 (12.9%) of people don't have access to a pharmacy within 30 minutes;
- Saturday mornings, 435/27,812 (1.6%) of people don't have access to a pharmacy within 30 minutes;

- Saturday afternoons, 491/35,520 (1.4%) people don't have access to a pharmacy within 30 minutes;
- Sundays, 7,599/53,713 (14.1%) people don't have access to a pharmacy within 30 minutes.

**In Rother District:** looking at those wards with low car ownership,

- Weekdays, 2,203/27,062 (8.1%) of people don't have access to a pharmacy within 30 minutes;
- Weekday evenings, 21,699/41,545 (52.2%) of people don't have access to a pharmacy within 30 minutes;
- Saturday mornings, 2,263/27,062 (8.4%) of people don't have access to a pharmacy within 30 minutes;
- Saturday afternoons, 2,867/27,062 (10.6%) of people don't have access to a pharmacy within 30 minutes;
- Sundays, 21,040/41,471 (50.7%) of people don't have access to a pharmacy within 30 minutes.

**In Wealden District:** looking at wards with low car ownership:

- Weekdays, 786/29,302 (2.7%) of people don't have access to a pharmacy within 30 minutes;
- Weekday evenings, 1,753/38,201 (4.6%) of people don't have access to a pharmacy within 30 minutes;
- Saturday mornings, 527/29,302 (1.8%) of people don't have access to a pharmacy within 30 minutes;
- Saturday afternoons, 880/29,302 (3.0%) of people don't have access to a pharmacy within 30 minutes;
- Sundays, 16,971/38,201 (3.8%) of people don't have access to a pharmacy within 30 minutes.

## Walking

However, we acknowledge not everyone can [or will be able to] afford public transport, so we also looked at walking time in those wards with low car ownership, during the daytime in the week.

Eastbourne Borough: a total of 587 people living in a ward with low car ownership could not access a pharmacy by walking for 30 minutes or more one way [Meads, Old Town and Ratton wards]

Hastings Borough: a total of 242 people living in a ward with low car ownership could not access a pharmacy by walking for 30 minutes or more one way [in Ore and West St.Leonard's wards].

Lewes District: a total of 3,368 people living in a ward with low car ownership could not access a pharmacy by walking 30 minutes or more one way [in East Saltdean, Lewes Bridge, Lewes Priory, Newhaven Denton, Peacehaven East, Seaford East , Seaford North and Seaford South].

Rother District: a total of 6,370 people living in a ward with low car ownership could not access a pharmacy by walking 30 minutes or more one way [in Battle Town, East Rother, Rye, Sidley and St.Michael's].

Wealden District: a total of 1,285 people living in a ward with low car ownership could not access a pharmacy by walking 30 minutes or more one way [in Hailsham Central., Hailsham East, Hailsham South, Polegate North, Uckfield New, Uckfield North and Willingdon].

## 7. East Sussex Residents' Survey 2022

### 7.1 Background and sample

The Residents' Survey report consists of two parts. The first part examines responses for the whole county and examines variances across the five districts/boroughs.

A total of 2,002 telephone interviews were conducted with East Sussex residents between early January and mid-February 2022.

Quotas were set for age, gender, and working status to match the population across the five district councils or boroughs of Eastbourne, Hastings, Lewes, Rother, and Wealden. In total, the number of interviews achieved by council district/borough were: Eastbourne 400, Hastings 401, Lewes 400, Rother 400 and Wealden 401. The demographic make-up of the sample is shown below, compared with East Sussex estimates, Table 33.

**Table 33 : Demographics of respondents and representativeness of residents' sample**

Gender	No. respondents	% in sample	E. Sx % ONS	E % in sample	H % in sample	L % in sample	R % in sample	W % in sample
Male	952	47.6	48.5	45.2	49.4	48.0	44.5	50.6
Female	1,050	52.4	51.5	54.8	50.6	52.0	55.5	49.4
Total respondents	2,002	100	100	100	100	100	100	100
Age group								
16-17 years	19	0.9	2.6	0.8	1.2	0.8	0.5	1.5
18-24 years	192	9.6	7.7	10	12	8.5	7.3	10.2
25-44 years	524	26.2	24.6	27.8	32.4	24.5	21.0	25.2
45-59 years	512	25.6	25.5	24.5	22.9	28.0	26.8	25.7
60 years+	755	37.7	39.6	37.0	31.4	38.3	44.5	37.4
Total respondents	2,002	100	100					
Working status								
Working full time	563	28.1						
Working part time	537	26.8						

Gender	No. respondents	% in sample	E. Sx % ONS	E % in sample	H % in sample	L % in sample	R % in sample	W % in sample
Not working	902	45.1						
Total respondents	2,002	100.0						
Ethnic group								
White	1,832	91.5	91.7%					
Non-white	170	8.4	8.3%					
Prefer not to say	0	0.0	0					
Total respondents	2,002	100.0	100.0%					
Additional needs								
Carer		6%	11%					
Physical disability		4%	11%					
Communication needs		3%	Sight loss 4.5%					
			Severe hearing loss 3%					

The proportions of gay men [3.5%] and gay women [3.6%] in the sample are within the expected range for the population. [Ref LGBT JSNA 2022].

Following a suggestion from the East Sussex Seniors Forum, an additional online survey for people with communication needs was conducted between 6<sup>th</sup> December 2019 and 17<sup>th</sup> January 2020. There were 17 responses to this survey and they are detailed in Appendix E.

## 7.2 Summary findings

### Where people go for prescriptions

- More than three-quarters (77%) of our county-wide sample are most likely to use a pharmacy or chemist's shop to pick up their prescription. This clear dominance of pharmacies and chemists is apparent in all areas, but is highest in Hastings (84%) and is lowest in Rother (68%).
- Overall 8% are most likely to use a GP's practice dispensary, but this is predominately in the rural districts of Rother (20%) and Wealden (15%) with 0-2% using in Eastbourne, Hastings and Lewes.

### How people get their prescriptions

- 7% have a delivery from their usual pharmacy and 8% use other methods, such as online. Delivery from their usual pharmacy peaks at 15% in Eastbourne, and lowest in Wealden (4%).
- More than 80% of all respondents collect their medicines, with 8% having them delivered free, and the balance (7%) paying for their delivery.

### Frequency of visit to a pharmacy

- 16% of residents visit a pharmacy several times monthly, with 4 out of 10 typically visiting once a month. At the other end of the scale, almost one-in-ten (8%) have not visited a pharmacy in the last 12 months. There is little variance of these behaviours across the five district council areas.

### Access to pharmacies

- a significant majority of respondents (81%) most commonly use pharmacies between 9am and 6pm Monday to Friday (range: 77% Wealden - 86% Hastings)
- the remaining 19% are split between 9% using pharmacies after 6pm (range: 5% Rother - 12% Eastbourne) and 10% at the weekend (range: 5% Hastings - 16% Wealden).
- over 90% say their needs are met by those opening hours (range: 88% Hastings - 94% Wealden)
- Respondents generally find it easy to find an open pharmacy during the day (89% rate this as 'good' (range: 87% Eastbourne - 92% Hastings).
- Only half (52%) rate finding an open pharmacy at the weekend as 'good' (range: 45% Rother - 62% Eastbourne).
- Access to a pharmacy on Bank Holidays is more challenging with 41% overall rating as good (range: 38% Rother - 44% Wealden), with 28% rating this as 'poor'. (range 26% Hastings - 30% Rother)
- Even fewer (just 30%) rated finding an open pharmacy in the evenings as 'good' (range 25% Wealden - 35% Lewes) with 1-in-5 rating being able to do this as 'poor'.
- 6% said they helped either a friend or adult family member to use pharmacy services.

### Quality of advice and service

- 60% of all respondents who attend a chemist rate the advice they receive from pharmacies/chemists as 'good', with another 33% rating this advice as 'fair'.
- Those using a GP's practice dispensary, 95% rated the advice they receive as 'good'.
- Two-thirds (67%) agreed their pharmacist gives them clear advice on how their medicines should be taken.
- More than 8 out of 10 of our respondents (82%) agreed that their pharmacist provides a good service, with just 2% disagreeing.

#### **Awareness of other pharmacy services**

- Almost 4 out of 5 (78%) of all respondents were aware of Flu vaccines being available from their local pharmacy, and this was quite consistent across all areas.
- Well over a half (58%) of all respondents were aware that they could obtain Urgent supplies of their medicines if they run out. Again, there were only minor variances in this figure across our five districts.
- A little under half (47%) were aware of Stop smoking advice being available from their local pharmacy. Once again, the level of awareness did not vary significantly across the county.
- Slightly less (61%) agreed that if they wanted to, they could speak to their pharmacist without being overheard.
- Around a half (51%) agreed they prefer to see their regular pharmacist than someone they don't know.

Just 1% of respondents had stopped using a pharmacy due to service provision issues.

### **7.3 Qualitative findings**

The 15% of people who had their medicines delivered were asked why.

- The most common reasons were related to 'convenience', 'ease of ordering', saving 'time', and the fact that if they were using an online pharmacy it was 'part of the service'. There were some comments about 'poor service' in pharmacies and so delivery was something that avoided receiving that poor service. The closure of pharmacies was mentioned as factor for moving to delivery by Hastings residents (9 times) and Lewes residents (2 times).

The 6-12% of people in each district and borough who said that opening hours did not meet their needs were asked why they said this.

- The highest number of comments on opening hours came from Hastings (47) and Eastbourne (39) with fewer from Lewes (27), Rother (28) and Wealden (25).
- The most common themes for each district and borough were around the lack of evening openings or weekend availability.
- Many who were working full-time found it difficult to use the daytime weekday pharmacies, particularly during the pandemic when restrictions allowed pharmacies to shut for two hours at lunchtime. (Note the opportunity to change opening hours

during the COVID-19 pandemic to allow for infection control cleaning etc. is no longer in place)

- Again, there were specific mentions about the recent closures of pharmacies and chemists from Hastings.

We asked those people who were looking after someone who was terminally ill what difficulties they had experienced with accessing specialist medicines to manage their lives.

- 27 out of 39 responses had no issues to raise, there were however some concerns about the availability of medicines (9) and levels of customer care and customer service (2) and one comment on finding an open pharmacist from Hastings.

The 1-2% of people who had stopped using pharmacies were asked why they either avoided using them or had stopped using them,

The key themes here were again around general poor attitudes of some staff, stock control problems, and issues with queuing during COVID-19.

- We asked respondents for suggestions as to how their local pharmacy could improve their medicine and health services.
- It should be noted that in each of the five districts more than 75% of respondents had no suggestions to make.
- Whilst there were a number of positive comments made in all five locations, often suggestions for improvement related to the 'quality of the staff' or the 'level of service' i.e. waiting times or phone answering',
- there were more critical comments around things such as 'poor service', 'unfriendly staff', 'queuing', and lack of advice from the pharmacist.
- 'lack of privacy' (3/27)
- Some of these issues were attributed to how busy the staff were, due to the pandemic, but others were less forgiving suggesting a more general lack of care or interest from staff members.

We went on to ask those respondents who said that they had access needs relating to a physical disability [4% of the sample] to outline why their pharmacy does not meet their needs.

- the most common theme related to car parking availability, with size of signage, and no seating to wait on

We then went on to ask those respondents who said that their pharmacy never meets their communication needs [3% of the sample] why they say that.

- The more common responses were around wanting staff to be 'more patient and understanding', or to 'listen more to their needs'. In one respondent this was where English was not their first language and in one where they also had a hearing impairment as well.

- Mask wearing along with screens, as part of the NHS COVID-19 infection control procedures, has also impacted some interpersonal communication between some members of pharmacy staff and customers.

Those who said their pharmacy sometimes or never met their needs as a carer, were asked to give some more details [6% of the sample].

- Queuing' seemed to be perhaps the most common issue, and the need for the pharmacist to see the patient in person was mentioned several times.

Finally, we asked all respondents for any suggestions they might have for how their local pharmacy could improve the way they meet their needs and provide them with support

- The majority of respondents had no comments to make, 341 comments were received in total from all districts with most coming from Hastings (80), followed by Lewes (72), Eastbourne (69), Wealden (66) and fewest from Rother (44).

In addition to the [107] compliments, comments covered a wide range of topics. the most often mentioned themes were 'opening hours', especially 'evening hours', general levels of 'customer service' or staff 'attitudes', along with some 'privacy issues'.

## 7.4 Discussion and conclusions

- Variation in place of getting prescription was clearly influenced by the rural or urban nature of districts. Use of online pharmacies is still relatively low but delivery is seen as a convenient option for most, although some in Hastings and fewer in Lewes saw it as necessary due to closure of pharmacies near them. Please see section 10 for pharmacies per head of population.
- Overall most respondents were happy with weekday opening hours, and felt their needs were met (90%). This satisfaction was slightly lower (88%) in Hastings, despite also being the district with the highest proportion of people saying it was easy to find a pharmacist during the day (92%).
- Satisfaction with opening times for different periods is significantly lower than weekdays: weekends (52%); bank holidays (41%) and evenings (30%). The qualitative findings also identified evening opening as a key issue, particularly amongst the employed. **More evening opening might be required to be commissioned across all districts.**
- 39% of respondents felt that they could not speak to their pharmacist in private if they wanted to. This is a clear area for improvement, particularly in raising patient awareness of the availability of the pharmacy consultation room area for private conversations.

There needs to be a system/process which will ensure that a consistent stock of medicines is available from a pharmacy to be able to manage persons who are terminally ill.

## 8. Community pharmacy provider survey January 2022

### 8.1 Background and response rate

The purpose of the community pharmacy survey was to find out about areas that would not be covered in the routine national survey undertaken by pharmacies annually, for example implementation of the NHS accessible information standard, and the provision of facilities for people with additional needs.

To give insight into meeting future needs and demand, pharmacies were also asked about capacity to take on more workload, and two priorities for future services.

46/99 community pharmacies in East Sussex responded to the online survey in January 2022, a response rate of 46%. The response rate is slightly lower than the previous survey when 50% responded.

### 8.2 Summary findings

We asked about the facilities and services pharmacies provide:

Access for disabled customers at the pharmacy premises

- Most pharmacies reported that there was easy access for disabled customers [43/46]. No further clarification was given.
- None of these pharmacies in Q3 reported difficulties with meeting the NHS accessible information standard in Q4.

Home delivery of dispensed medicines - Note that this is not a NHS commissioned service

- The majority [30/46] provided home delivery of medicines free of charge
- Whilst 25/46 stated they do provide home delivery for which they charge, a further 10 pharmacies did not.
- Nine stated they are not planning to do this. One may have to start charging because the demand is large.

Implementation of the NHS Accessible Information Standard

- Most responding pharmacies [43/46] stated that they did not have any difficulty with implementing the NHS Accessible Information Standard.
- Of the three that reported difficulty, one mentioned that large print was fine but Braille and interpreter services were more difficult. Another mentioned [the need for] ongoing training.

**Current and future service provision:**

- The majority of respondents [30/46] stated that they had sufficient capacity to manage an increase in demand. This is discussed further in the Gap Analysis section 10.
- A smaller proportion [9/46] stated they could adjust to an increase in demand.
- A minority [7/46] said they would have difficulty currently managing an increase in demand.

**Vision for future services** (Responses have been grouped into themes). Please see Appendix G

- Meeting Population needs
- Promoting health and wellbeing
- Access
- GP Community Pharmacy Consultation Service [referrals]
- Pharmacy immunisations / **Developing** Vaccination services
- Developing advanced services
- Improving services
- Supporting and improving primary care locally
- Managing COVID
- Staff training
- General store staff management and stock control
- Funding and commissioning being improved

## 8.3 Discussion and conclusions

With a response rate of less than 50% there is likely to be an element of response bias, with better staffed pharmacies being likely to have the time to respond to the survey, and potentially not being representative of all community pharmacies.

Non-representativeness may also explain why the majority of pharmacies felt they could deal with additional demand, when many of the responses in the residents' surveys identified waiting times to be served as an issue. Similarly 43/46 (93%) of the pharmacies said that they provided easy access for disabled customers but only 74% of residents with accessibility needs said their access needs were met.

There seems to be an interest from many community pharmacies in expanding their role beyond essential and advanced services, although staff training and funding are also themes mentioned as needing addressing.

The supply of medicines

NHS regulations require all NHS prescriptions to a pharmacy to be dispensed but the law does not oblige manufacturers and wholesalers to meet these orders.

There are national guidelines for managing medicines supply and shortages.<sup>102</sup>

As an example of manufacturer supply issues there have been recent concerns regarding the availability of Hormone Replacement Therapy.

In a recent survey by the PSNC there were supply chain and medicine delivery issues for two thirds of pharmacies on a daily basis, and almost all pharmacies reported additional workload and stress for these reasons. Three-quarters of pharmacies reported experiencing aggression from patients related to supply issues.<sup>103</sup>

## 9. GP Dispensaries Survey January 2022

### 9.1 Background and response rate

This survey was made available to the GP dispensaries via the ESCC online portal in January 2022, and practices were encouraged to respond to the 2022 Survey by the LMC. Survey questions were different to the community pharmacy survey, focussing on dispensaries' business continuity plans and dispensary opening hours as this information was not apparent from all practice websites.

5 responses were received from GP dispensaries [out of 13 dispensing practices]. This is a much lower response rate than in 2017 when all but one responded. In the previous PNA 'phone calls were made to dispensary managers to complete a semi-structured interview.

Does your GP dispensary have a business continuity plan in the event of urgent closure?

- All of the responding dispensaries have a business continuity plan and gave details of the organisations that they would inform if their plan were to be implemented.

When is your dispensary open?

- All of the GP dispensaries are open during weekdays. None are open at weekends.
- In Rother and Wealden districts the majority (9/15) of practices with GP dispensaries are open in the evening after 6pm, and the dispensaries have the same hours.

What would be your top two priorities for developing the service in the dispensary you work in?

Chasing to follow items

More space (x2)

Ensuring availability of medicines through various wholesalers

Turnaround

Service to the customers

Minimizing significant events

Improve serving area

Continue CPD to enhance service provided

Opening times

Is there a particular need for a locally commissioned pharmacy service in your area?

None were mentioned

### 9.2 Discussion and conclusions

There are no plans to change the arrangements for GP dispensing in the foreseeable future. Patients using GP dispensaries report receiving a good service in the residents' survey. GP dispensaries are not open at weekends.

# 10. Gap analysis

## 10.1 Approach

The Regulations do not specify how the Health and Wellbeing Board identifies any gaps. [National guidelines](#) have informed the East Sussex PNA 'Gap Analysis'.

There are three ways in which gaps may be defined:

1. **geographical gaps in the location of premises-** are premises in the right locations? are there any current gaps in the spread of premises?
2. **geographical gaps in the provision of services-** are necessary services in the right places?
3. **gaps in the times at which, or days on which, services are provided**

The following criteria were agreed by the Steering Group with regard to identifying gaps:

- All parts of the population should have access to a **physical** community pharmacy. (Internet pharmacies and Dispensing Appliance Contractors (DACs) will be recorded but will not be part of the gap analysis)
- Pharmacies located outside the borders of East Sussex and dispensing GP practices within East Sussex will also be regarded as potential providers of access for the purpose of the gap analysis
- The majority of the population should be within 30 minutes travel time of the above providers, so driving, walking and public transport time will be considered.
- Areas of low car ownership (where 15% or more of households are without cars) should be identified and examined for acceptable walking and / or public transport access
- Reasonable access to palliative care drug services across East Sussex should be assessed by CCG colleagues
- Locations where the construction of 2,000 or more dwellings is planned in the period April 2022 to October 2025 should be identified and the prospective needs of these new build areas considered
- This projection of gaps in general access for new build areas in each locality should, as far as possible, apply the same criteria in the attempt to predict the emergence of gaps in pharmaceutical services in the future (by October 2025).

These criteria are broad and practical, to be viewed as aids in assessment, rather than as rigid tools, for all information collated about pharmacies and to be interpreted in the context of the socio-demographic and health profile of the population.

In the travel analyses we have taken into account that there may be some residents of East Sussex, both now and within the lifetime of the document, who may not:

- have access to private transport at times when they need to access pharmaceutical services

- be able to use public transport, or be able to walk to a pharmacy, or have access to the internet

The COVID-19 pandemic has substantially increased the use and acceptance of remote consultations within primary care.

For the above residents, some but not all, will be able to access pharmaceutical services remotely either via:

- the delivery service that Distance Selling Premises in East Sussex and those in the rest of England must provide or
- the private delivery service offered by some pharmacies and
- remote access (via the telephone or online) to pharmaceutical services that all pharmacies are now required to provide

### **Necessary services- current provision outside the East Sussex area**

Some residents choose to access contractors outside East Sussex Health and Wellbeing Board's area in order to access services:

- Offered by Dispensing Appliance Contractors
- Offered by Distance Selling Premises
- Which are located near to where they work, shop, or visit for leisure or other purposes.

### **Patient choice with regard to obtaining pharmaceutical services**

We have looked at travel analyses, use of online pharmacies and the Residents' survey to inform our consideration of patient choice.

## 10.2 Geographical distribution of pharmacies

Table 34 shows the number of pharmacies per 100,000 population by district within East Sussex,

**Table 34 Comparison of provision of premises offering services [geographical]**

District	Per head of population Rate per 100,000	Weekday access by car Number of people over 30 minutes away- one way journey
Eastbourne	19.2	3
Hastings	22.6	0
Lewes	16.3	25
Rother	23.8	3
Wealden	20.6	0

Please note the crude rates per 100,000 of providers shown above include all community pharmacies and GP dispensaries but not the distance selling pharmacies located in each local authority.

## 10.3 Distribution of services

Table 35 summarises number of pharmacies providing advanced services and PH commissioned by district and borough

**Table 35 Range of services provided by pharmacies by District and Borough**

- **Advanced services** (Number providing )
  - NMS | CPCS | Flu Imms
- **PH Advanced Services** (Number providing)
  - Needle exchange, Supervised Consumption, EHC.

District	Community pharmacies (Number)	NMS	CPCS	Flu imms	Needle Exchange	Supervised consumption	EHC
Eastbourne	20	20	20	19	5	3	8
Hastings	20	19	19	18	8	8	11
Lewes	17	17	17	17	9	4	7
Rother	15	15	12	14	2	1	8
Wealden	27	26	26	22	4	2	9

**Glossary:**

NMS: New Medicines Service

CPCS: Community Pharmacy Consultation Service

Flu imms: Flu immunisation service

PH Advanced Services: Public health commissioned advanced services

EHC: Emergency Hormonal Contraception

## 10.4 Gaps in the hours / times

Pharmacy contracts are either for 40 hours per week (most pharmacies) with a few having contracts to be open 100 hours per week. Please see Table 12.

Provision of 100-hour pharmacies is highest in Eastbourne and Hastings with three each, although Eastbourne had four in 2017.

Hastings now has 17, 40-hour pharmacies, having two fewer compared to 2017 and still has its three 100-hour pharmacies.

Lewes and Rother both have one 100-hour pharmacy, which is no change from 2017.

Wealden has no 100-hour pharmacy.

## 10.5 Additional gap analyses using agreed criteria and with Residents' ratings:

Table 36 summarises general access to pharmacy by public transport and Residents' access ratings by local authority.

**Table 36 Access to pharmacy by public transport and Residents' access ratings**

Percentage (no.) of residents who need to travel over 30 mins by Public Transport to nearest pharmacy (including GP dispensaries)

	Daytime	Evening	Weekend		
Area			Sat morning	Sunday	Residents' Survey comments and [ratings]
Eastbourne	0.4%	1%	0.4%	1%	More access in evenings wanted
	400	946	406	906	Weekday evenings 22% [poor]
					Bank holidays 28% [poor]

	Daytime	Evening	Weekend	
<b>Hastings</b>	0.18%	0.3%	0.18%	1%
	164	314	164	495
				More access in evenings wanted
				Weekday evenings 22% [poor]
				Bank holidays 26% [poor]
<b>Lewes</b>	6.4%	23%	7%	25%
	6,662	23,521	7,581	25,659
				More access in evenings wanted
				Weekday evenings 18% [poor]
				Bank holidays 29% [poor]
<b>Rother</b>	13.1%	53%	18%	57%
	12,683	51,288	17,695	55,458
				More access in evenings wanted
				Weekday evenings 21% [poor]
				Bank holidays 30% [poor]
<b>Wealden</b>	14.0%	31%	15%	56%
	22,847	50,733	24,477	91,807
				More access in evenings wanted
				Weekday evenings 20% poor
				Bank holidays 28% [poor]

## 10.6 Eastbourne Borough

### Are pharmacy services meeting the needs of the population in Eastbourne

There are 20 pharmacies in Eastbourne, of which 3 are 100-hour pharmacies (please see

Figure 18).

## Population

Eastbourne has a significantly older age profile compared to England.

The Borough has a significantly lower percentage of its population who are non-White, British [2016] and who have English as a second language compared to England.

The percentage of adults whose current marital status is separated or divorced is significantly higher compared to England. Lone parent households are significantly lower.

Pensioners who live alone and the percentage of the population who provide 50 or more hours per week unpaid care are significantly higher compared to the national average.

## Population Growth

The expected changes in the population of Eastbourne between 2022 and 2025 are shown in Table 37 .

**Table 37 Expected population changes in Eastbourne 2022-25**

		2022	2025	Difference	% change
<b>Eastbourne</b>	All ages	103,928	104,834	906	0.9
	0-17	19,875	19,554	-321	-1.6
	18-64	57,082	56,792	-290	-0.5
	65-74	12,571	12,716	145	1.2
	75-84	9,676	10,849	1,173	12.1
	85+	4,725	4,923	198	4.2

Source: ESiF

## Distribution of pharmacies within Eastbourne

Figure 39 shows the distribution of pharmacies by ward in Eastbourne.

**Figure 39 Community pharmacies in Eastbourne by ward**

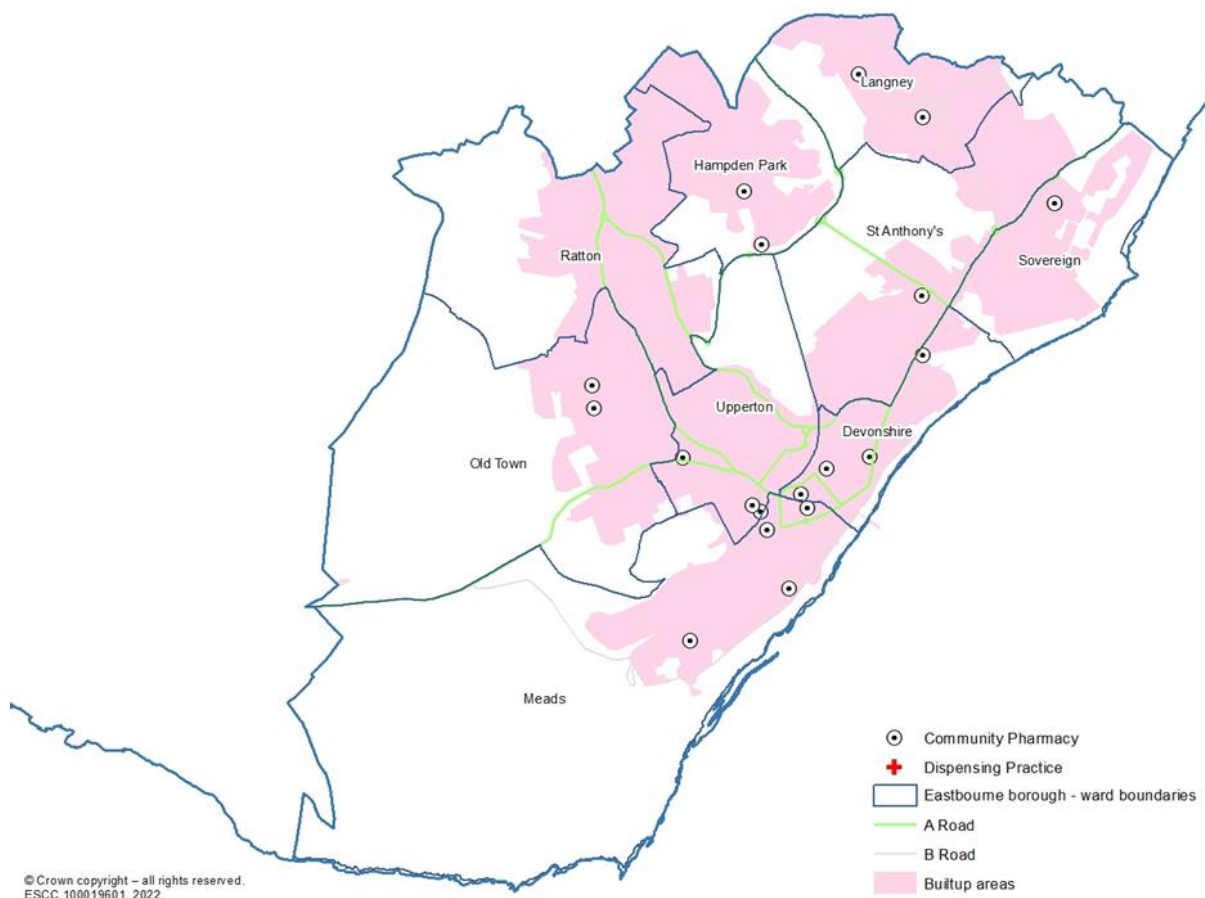


Figure 40 shows community pharmacies mapped onto the Index of Multiple Deprivation (IMD) 2019.

Pharmacy premises are generally located in areas of higher relative deprivation and greater health need (those areas shaded in a darker green colour).

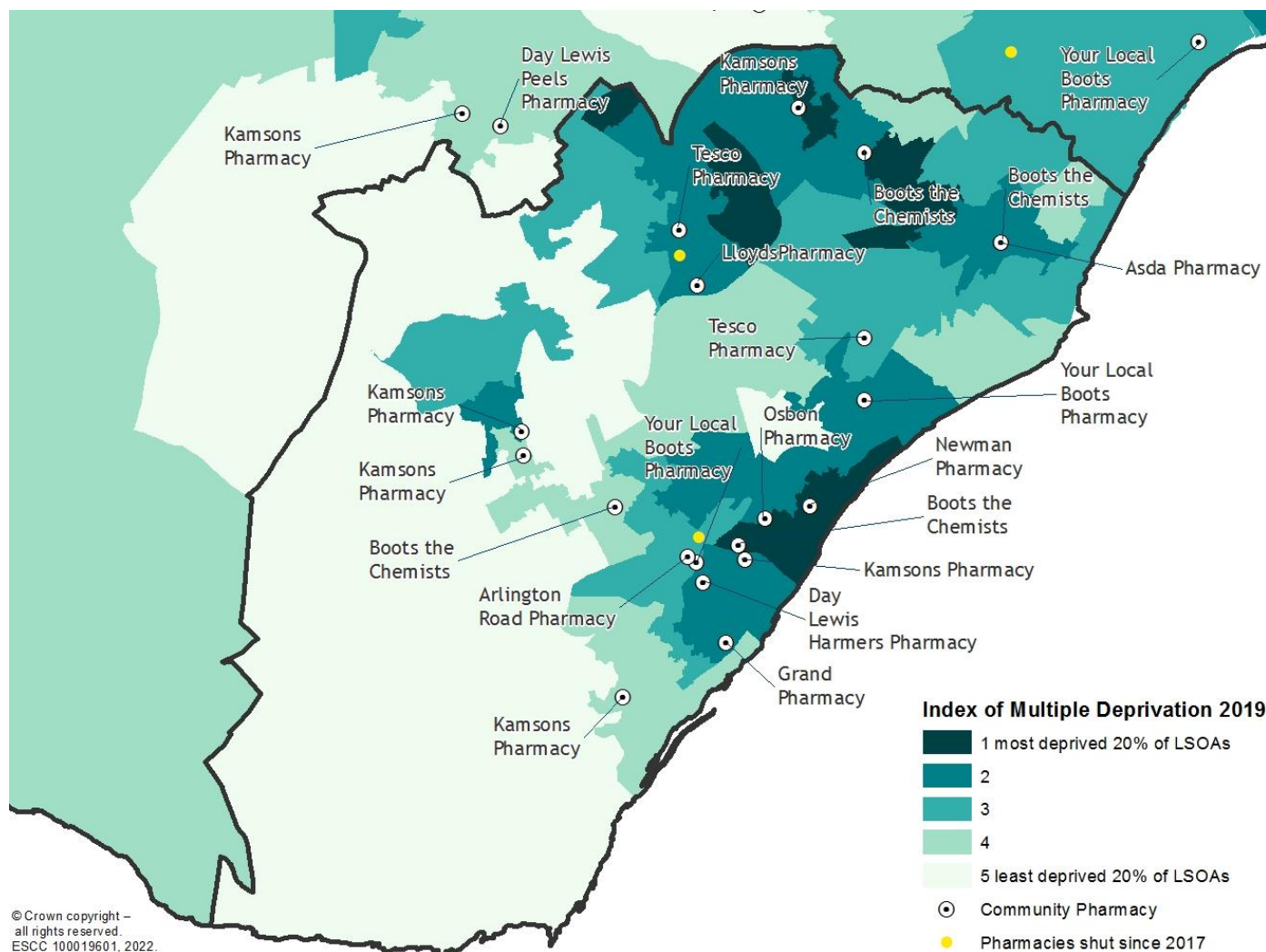
Looking at the distribution the majority of people will have sufficient choice of a pharmacy.

## Travel analysis

### Walking

Eastbourne Borough: a total of 587/32,953 (1.8%) of people living in a ward with low car ownership could not access a pharmacy by walking in a one-hour total journey during the day [Meads (321), Old Town (188) and Ratton (78) wards].

**Figure 40 Distribution of community pharmacies in Eastbourne in 2022 [by IMD score in 2019]**



## Necessary services current provision in Eastbourne

Discharge [from hospital] Medicines Service: There has been a consistent level of activity within this service in 2021/22. In 2020/21 all except one pharmacy received income for providing this service. This service is not within the control of community pharmacies and needs to be promoted by NHS commissioners to improve activity further through to community pharmacies.

## Other NHS services in Eastbourne

These are all NHS services which may generate prescriptions

- ESHT - Urgent Treatment Centre at Eastbourne District General Hospital
- East Sussex Outpatients Services
- St Wilfrid's Hospice
- STAR - East Sussex Drug & Alcohol Service
- Sussex Downs And Weald Special Allocation Scheme

## Gaps in necessary services

There are net **two** fewer pharmacies in Eastbourne [one fewer 40-hour pharmacy, one fewer 100-hour pharmacy]. Figure 40 shows that the pharmacies which have closed were very close to other pharmacies which remain open.

Based upon the information contained in the preceding sections

The steering group have noted the opening hours of the existing pharmacies in Eastbourne and is of the opinion that they are able to meet the likely needs of residents in the locality.

Out of 20 pharmacies all current needs are fully met in relation to the provision of those **advanced services which fall within the definition of necessary services**, namely:

- New Medicine Service: all provided in 2021/22; two did not record activity in 2020/21
- Community Pharmacist Consultation Service: all pharmacies provided this in 2021/22.
- Flu vaccination: one shows no activity in 2021/22. All provided this in 2020/21

There is no gap in necessary services in consequence.

## Choice with regard to obtaining pharmaceutical services in Eastbourne

Eastbourne: 22% of respondents felt ease of access to essential dispensing services on weekday evenings was poor [Evidence Residents' Survey 2022].

The Steering Group has noted the travel analysis for Eastbourne and is of the opinion that the current opening hours of existing pharmacies are able to meet the likely current needs

of residents for essential services in the locality in the evenings. [evidence public transport travel analysis evening - less than 0.5% cannot reach in 30 mins]

### Improvements or better access: gaps in provision

There is no pharmacy activity in either the Appliance Use Review [AUR] or Stoma Appliance Customisation [SAC] services.

Prescriptions for appliances are dispensed by a Dispensing Appliance Contractor outside of East Sussex, and patients will therefore be able to access this service via those contractors. Patients requiring SAC will have their needs met by at the patient's home by stoma nurses employed by dispensing appliance contractors. In addition, East Sussex Healthcare Trust has a stoma care service.

A palliative care enhanced service is commissioned in Eastbourne to improve end of life care.

The discharge medicines service needs to be promoted by commissioners.

### Future needs for pharmacy services in Eastbourne

Nine pharmacies of the 20 pharmacies in Eastbourne responded to the community pharmacy survey in 2022:

- Two don't have sufficient premises and staffing capacity and would have difficulty in managing an increase in demand
- One doesn't have sufficient premises and staffing capacity but could make adjustments to manage an increase in demand in their area
- Six have sufficient capacity within our existing premises and staffing levels to manage an increase in demand in their area

Eastbourne Borough Council planned housed developments for the period 2020-25.

Table 38 shows planned housing development by ward 2020-25. The highest concentration of new dwellings will be in Devonshire, Upperton, and Meads wards.

No single area has close to a further 2,000 planned developments and therefore there is no need for additional pharmacy locations.

**Table 38 Planned housing development by ward in Eastbourne BC, 2020-25 Source: EBC Planning department 29/12/2021**

Ward name	Net completions 2020-21	2021-22	2022-23	2023-24	2024-25	
Devonshire	29	87	80	40	66	302
Hampden Park	1	0	29	0	1	31

Langney	20	19	16	16	17	88
Meads	57	60	37	82	18	254
Old Town	0	2	6	6	11	25
Ratton	0	45	8	0	0	53
Sovereign	17	21	18	0	1	57
St.Anthony's	6	2	9	7	79	103
Upperton	100	13	41	111	137	402
Eastbourne total	230	249	244	262	330	1,315

## 10.7 Hastings Borough

### Are pharmacy services meeting the needs of people in Hastings?

There are 20 pharmacies in Hastings, of which 3 are 100-hour pharmacies (please see Figure 41).

### Population

Hastings has a slightly older age profile compared to England.

The borough has significantly lower percentages of its population who are non-White British and who have English as a second language.

The percentage of adults whose current marital status is separated or divorced and lone parent households are significantly higher compared to England.

Pensioners who live alone and the percentage of the population who provide 50 or more hours per week unpaid care are significantly higher compared to the national average.

Hastings has greatest underlying health needs and level of relative deprivation in any district or borough in East Sussex. The Indices of Multiple Deprivation [IMD 2019] are summarised in a separate JSNA document.<sup>104</sup>

### Population growth

The expected changes in the population of Hastings between 2022 and 2025 are shown in Table 39.

Table 39 Expected population changes in Hastings 2022-25

		2022	2025	Difference	% change
Hastings	All ages	92,709	93,992	1,283	1.4

0-17	19,022	18,788	-234	-1.2
18-64	53,958	54,313	355	0.7
65-74	10,509	10,625	116	1.1
75-84	6,491	7,390	899	13.8
85+	2,729	2,878	149	5.5

Source: ESiF

## Distribution of pharmacies within Hastings

Figure 41 shows the distribution of pharmacies and dispensary by ward in Hastings.

Figure 42 shows community pharmacies mapped onto the Index of Multiple Deprivation (IMD) 2019.

Pharmacy premises are generally located in areas of higher relative deprivation and greater health need (those areas shaded in a darker green colour).

Looking at the distribution the majority of people will have sufficient choice of a pharmacy.

Figure 41 Location of community pharmacies in Hastings by ward

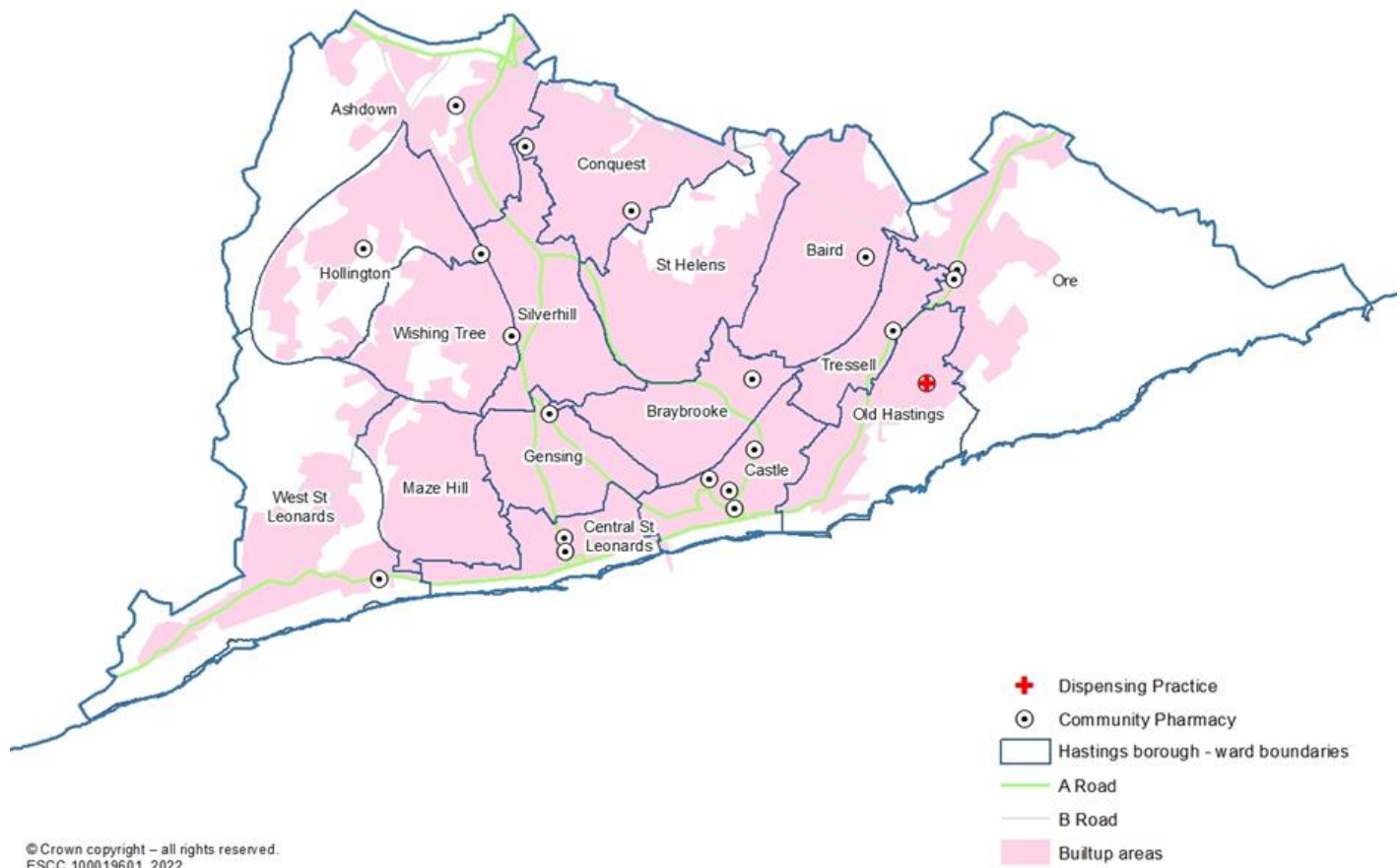
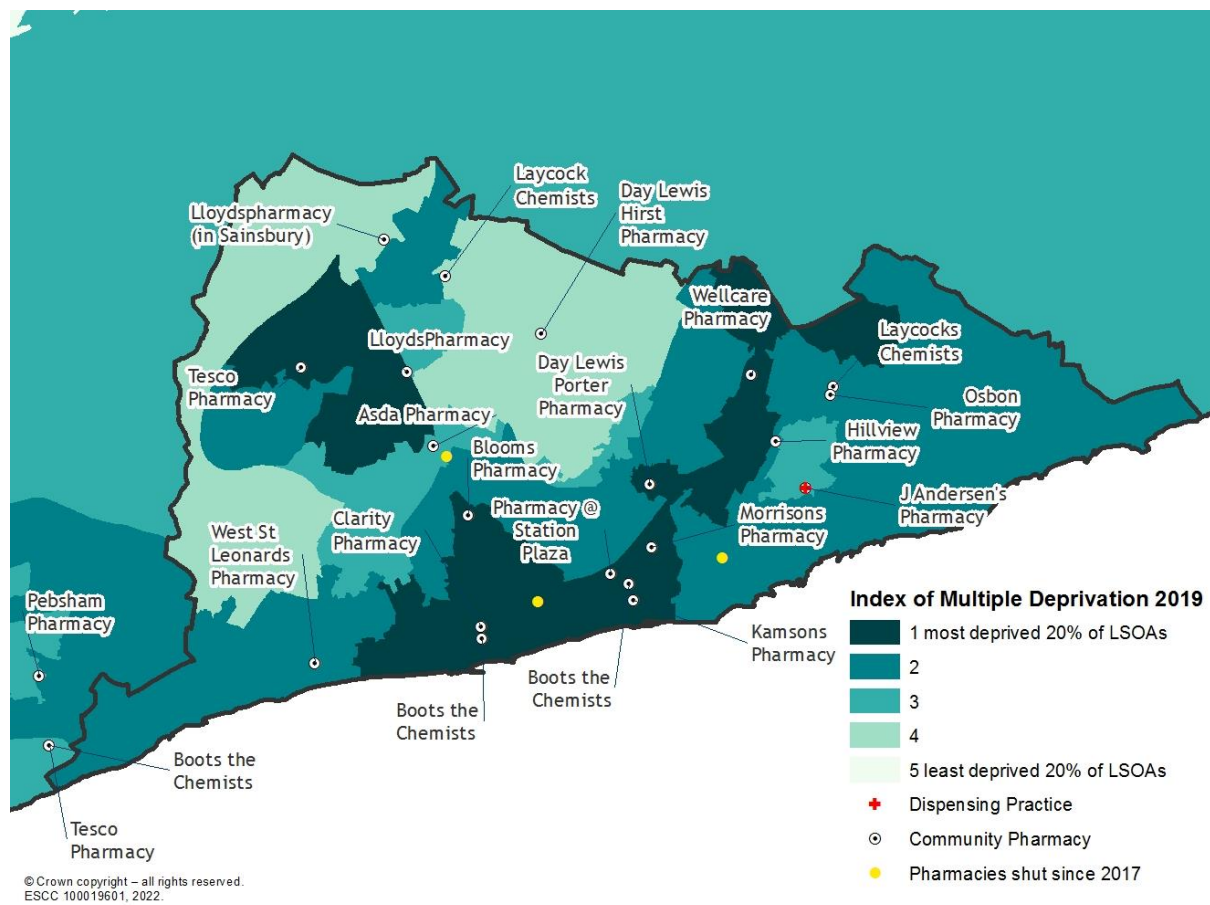


Figure 42 Distribution of community pharmacies in Hastings in 2022 [by IMD 2019]



## Travel analysis

### Walking

Hastings Borough: a total of 242/10,552 (2.3%) of people living in a ward with low car ownership could not access a pharmacy by walking in a one-hour total journey during the day [in Ore (102) and West St. Leonard's (140) wards].

## Necessary services current provision in Hastings

Discharge [from hospital] Medicines Service-there is very little activity within this service in 2021/22. In 2020/21 all except two pharmacies received income from this service. This service is not within the control of community pharmacies and needs to be promoted by NHS commissioners to improve activity through to community pharmacies.

## Other NHS services

- East Sussex Healthcare Trust - Urgent Treatment Centre at the Conquest Hospital:
- Hastings Primary Care Hub is open 08:00 to 18:30 weekdays. 08:00 to 20:00 weekends and provides appointments for residents and visitors to the town. The hub doesn't hold a registered list of patients.
- Hastings Homeless Service
- St Michaels Hospice
- Hastings & Rother P C Special Scheme

## Other relevant services- current provision

Spire Sussex Hospital

## Gaps in necessary services

Figure 42 shows the location of current pharmacies and those which have closed. Overall, there are [net] two fewer 40-hour pharmacies in Hastings since the last PNA in 2017, with closures close to remaining pharmacies. The number of pharmacies per 100,000 is slightly higher than neighbouring districts and boroughs.

Of the 20 pharmacies in Hastings, with regard to current or future needs in relation to the provision of those advanced services which fall within the definition of necessary services, namely:

- New Medicine Service-two recorded no activity in 2021/22; five recorded no activity in 2020/21
- Community Pharmacist Consultation Service-one has not recorded any activity in 2021/22; four have recorded no activity in 2020/21
- Flu vaccination-two have not recorded any activity in 2021/22. Two recorded no activity in 2020/21

These services should be promoted by providers in the wider system that can initiate this activity.

## Choice with regard to obtaining necessary pharmaceutical services in Hastings

Hastings: 22% of respondents felt ease of access to essential dispensing services on weekday evenings was poor [Evidence Residents' Survey 2022].

The Steering Group has noted the travel analysis for Hastings and is of the opinion that the current opening hours of existing pharmacies are able to meet the likely current needs of residents for essential services in the locality in the evenings. [evidence public transport travel analysis evening - less than 0.5% cannot reach in 30 mins]

## Improvements or better access: gaps in provision

Appliance Use Review [AUR] no activity was recorded and Stoma Appliance Customisation [SAC], one pharmacy provided the service in 2020/21 and in 2021/22.

Prescriptions for appliances are dispensed outside of the locality because they have been sent to a Dispensing Appliance Contractor. Patients will therefore be able to access this service via those contractors. In addition, stoma nurses employed by dispensing appliance contractors will provide the services at the patient's home and the stoma care department at East Sussex Healthcare NHS Trust.

A palliative care enhanced service is commissioned in Hastings to improve end of life care.

Future needs:

The discharge medicines service needs to be promoted by commissioners.

Nine of the 20 Hastings community pharmacies responded to the Community Pharmacy survey:

- Two don't have sufficient premises and staffing capacity and would have difficulty in managing an increase in demand
- One doesn't have sufficient premises and staffing capacity but could make adjustments to manage an increase in demand in our area
- Six have sufficient capacity within the existing premises and staffing levels to manage an increase in demand in the area

Planned housing development by ward Hastings Borough Council 2020-25

Table 40 shows planned housing development by ward 2020-25 in Hastings Borough. The highest concentration of new dwellings will be in Ashdown, Baird, Conquest, Maze Hill, and Central St. Leonards wards.

No single area has close to a further 2,000 planned developments and therefore there is no need for additional pharmacy locations on this basis.

**Table 40 Planned housing development by ward Hastings Borough Council 2020-25**

Ward name	Net completions 2020-21	2021-22	2022-23	2023-24	2024-25	Total 2020-25
Ashdown	4	7	3	67	67	148
Baird	10	48	46	2	15	121
Braybrooke	1	-1	7	3	22	32
Castle	14	11	15	25	13	78
Central St.Leonard's	10	12	14	8	91	135
Conquest	1	3	44	44	45	137
Gensing	-3	13	2	2	22	36
Hollington	2	1	7	40	3	53
Maze Hill	54	44	48	2	10	158
Old Hastings	2	7	2	2	2	15
Ore	14	1	3	2	2	22
Silverhill	3	4	2	2	10	21
St.Helens	0	3	2	2	2	9
Tressel	0	14	2	35	9	60
West St.Leonard's	0	8	2	42	42	94
Wishing Tree	-1	1	15	2	30	47
Hastings Total	111	176	214	280	385	1,166

Source: Planning policy team HBC February 2022

## 10.8 Lewes District

### Are pharmacy services meeting the needs of people in Lewes?

There are 18 pharmacies in Lewes, of which 1 is a 100-hour pharmacy (Please see Table 12).

#### Population

This locality contains the county town of Lewes and coastal towns of Seaford and Newhaven.

Lewes District has an older population profile compared to England.

The district has significantly lower percentages of its population who are non-White British and who have English as a second language.

The percentage of adults whose current marital status is separated or divorced is significantly higher compared to England. However, lone parent households are significantly lower.

### Population growth

The expected changes in the population of Lewes district between 2022 and 2025 are shown in Table 41.

**Table 41 Expected population changes in Lewes district 2022-25**

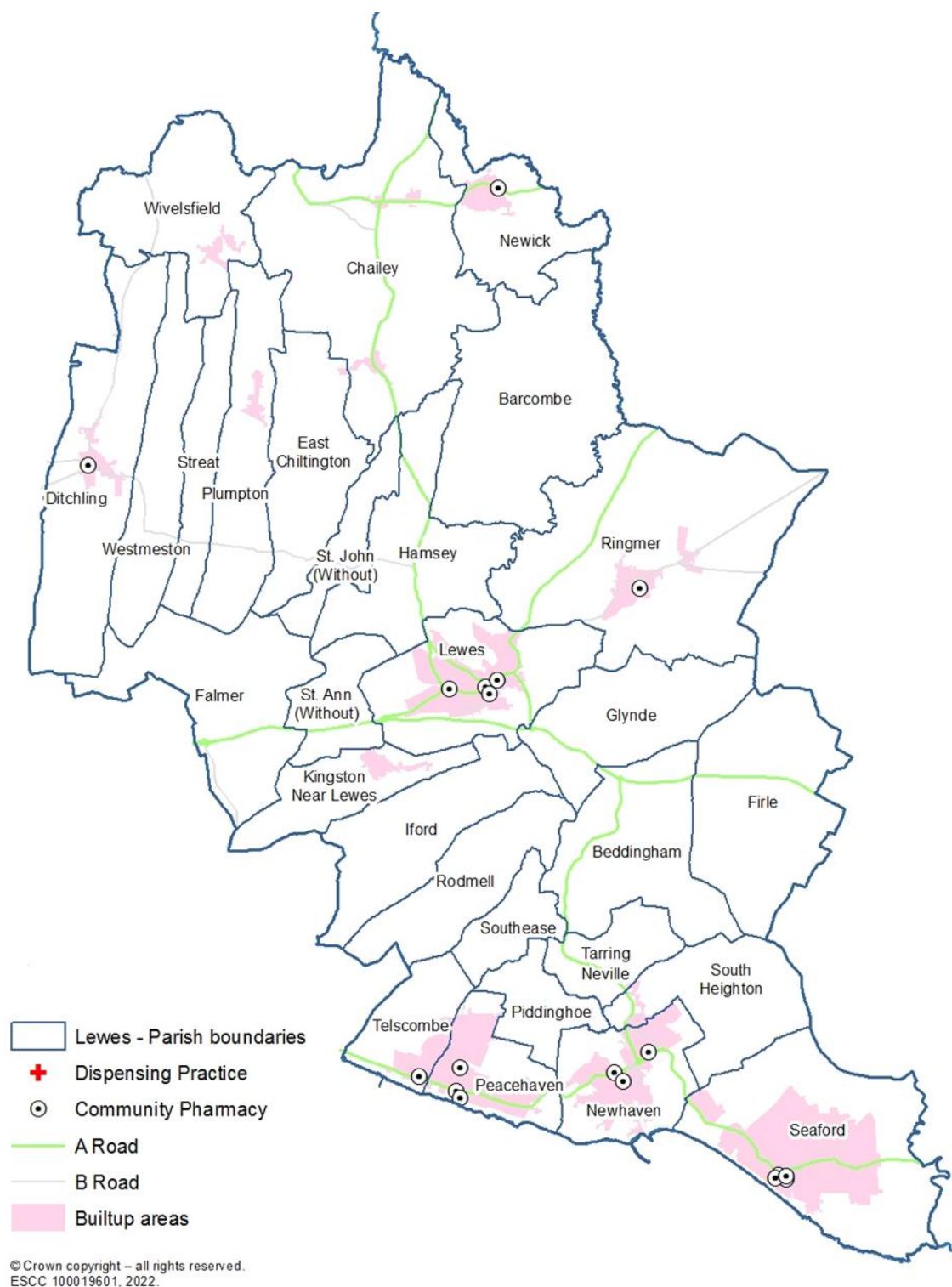
		2022	2025	Difference	% change
<b>Lewes</b>	All ages	104,694	106,405	1,711	1.6
	0-17	20,013	19,954	-59	-0.3
	18-64	56,937	57,205	268	0.5
	65-74	13,411	13,417	6	0.0
	75-84	9,976	11,126	1,150	11.5
	85+	4,357	4,703	346	7.9

Source: ESiF

## Distribution of pharmacies within Lewes

Figure 43 shows the distribution of pharmacies by parish in Lewes.

**Figure 43 Community pharmacies in Lewes by parish**



Looking at the distribution the majority of people will have sufficient choice of a pharmacy in the most populated built-up areas.

The most deprived areas in Lewes district are in Lewes town and around Newhaven. Please see Figure 11.

## Travel analysis

### Walking

Lewes District: a total of 3,368/50,836 (6.6%) of people living in a ward with low car ownership could not access a pharmacy by walking 30 minutes or more in East Saltdean (154), Lewes Bridge (134), Lewes Priory (50), Newhaven Denton (46), Peacehaven East (377), Seaford East (1,372), Seaford North (1,093) and Seaford South (142).

Public transport [in wards with low car ownership]

During the daytime in the week, 152 people do not have access [more than 60 minutes for a journey, one way], and a further 200 people are without access [more than 30 minutes] in East Saltdean, Lewes Bridge, Seaford East, Seaford North and Seaford South.

This figure rises to 227 people in those same wards on a weekday evening with no access and a further 4,995 people with no access within 30 minutes to a pharmacy. This also includes some residents of Lewes Priory, Lewes Castle and Seaford South wards.

On a Saturday morning, there are 152 people with no access, and a further 283 with no access within 30 minutes, increasing to 339 people on a Saturday pm.

On a Sunday there are 252 people with no access and a further 7,347 people in total with no access within 30 minutes in East Saltdean, Lewes Bridge, Lewes Castle, Lewes Priory, Seaford East, Seaford North, Seaford South, Newhaven Denton and Newhaven Valley wards.]

## Necessary services current provision in Lewes

Discharge Medicines Service-there has been some activity within this service although this has reduced in the past two quarters of 2021/22. All except two pharmacies received income for the DMS service in 2020/21. This service is not within the control of community pharmacies and needs to be promoted by NHS commissioners to improve activity through to community pharmacies.

### Other NHS services

- Lewes Urgent Treatment Centre Open 08:00 to 20:00 seven days per week. No dispensing activity out of hours.
- East Sussex Dermatology Service
- High Weald Lewes Havens/Sussex Partnership NHS Foundation Trust Memory Assessment Service

### Other relevant services- current provision

- St Peter & St James Hospice
- Her Majesty's Prison Lewes

## Gaps in necessary services

Lewes district has **two** fewer pharmacies since the last PNA in 2017.

Regarding current needs in relation to the provision of those advanced services which fall within the definition of necessary services, namely:

- New Medicine Service-all providing this service in 2021/22; two pharmacies were not providing this in 2020/21
- Community Pharmacist Consultation Service- one recorded no activity in 2021/22; two recorded no activity in 2020/21
- Flu vaccination-all provided in 2021/22; two did not record any activity in 2020/21

The needs for these advanced services are therefore being fully met at present.

## Choice with regard to obtaining necessary pharmaceutical services in Lewes

Lewes: 18% of respondents felt ease of access to essential dispensing services on weekday evenings was poor [Evidence Residents' Survey 2022].

The Steering Group has noted the travel analysis for Lewes and recommends that improving current choice of essential dispensing services in the evenings and weekends could be achieved by consideration of commissioning an extended hours service on a rota basis.

## Improvements or better access: gaps in provision

Appliance Use Review [AUR] and Stoma Appliance Customisation [SAC]. No AUR activity in 2021/22, or 2020/21. Two pharmacies provided the SAC service in 2021/22, and also in 2020/21.

Prescriptions are dispensed outside of the locality because they have been sent to a Dispensing Appliance Contractor. Patients will therefore be able to access this service via those contractors. In addition, stoma nurses employed by dispensing appliance contractors will provide the services at the patient's home and the stoma care department at ESHT and/or University Hospitals Sussex.

A palliative care enhanced service is commissioned in Lewes district to improve end of life care.

Future needs in relation to the provision of essential services by pharmacies in the locality could be improved by extending opening hours of existing providers.

The discharge medicines service needs to be promoted by commissioners.

## Future Need:

10 of the pharmacies that responded to the survey in 2022

- Two don't have sufficient premises and staffing capacity but could make adjustments to manage an increase in demand in our area
- Eight have sufficient capacity within the existing premises and staffing levels to manage an increase in demand in the area

There is very small amount of new housing envisaged both within the South Downs National Park Area, likewise outside the SDNPA.

The highest number of new dwellings in the overall plan will be in Newhaven, Lewes Town, Peacehaven & Telscombe, Seaford, Ringmer & Broyle Side.

Table 42 shows the housing trajectory for 2020-25 for areas **inside** the South Downs National Park Authority [SDNPA].

**Table 42 Housing trajectory for parishes inside the SDNPA [Lewes District] 2020-25**

Town/Parish	2020-21	2021-22	2022-23	2023-24	2024-25
Beddingham	0	0	0	0	0
Ditchling	0		4	0	6
East Chiltington	0	0	0	0	0
Kingston	0	0	11	0	0
Lewes Town	48	79	95	103	99
Piddinghoe	0	0	0	0	0
Ringmer	0	5	0	0	0
Rodmell	0	0	0	0	0
Streat	0	0	0	0	0

Table 43 shows the housing trajectory 2022-25 for parishes **outside** the SDNPA in Lewes District. **Source:** Lewes DC 24/01/22

**Table 43 Housing trajectory for areas outside the SDNPA [Lewes District] 2020-25**

Town/parish	Total net completions 2010-11 to 2019-20	Net completions 2020-21	2021-22	2022-23	2023-24	2024-25
Barcombe Parish	10	0	5	6	7	1
Beddingham Parish	0					
Chailey Parish	54	9	30	32	27	6
Ditchling Parish	122	0	0	1	0	0
East Chiltington Parish	1	0	0	0	0	0
Falmer Parish	1	0				
Firle Parish	0	0				
Glynde Parish	1	0				
Hamsey Parish	38	28	10	12	6	6
Iford Parish	0					
Kingston Parish	5					
Lewes Town	267					
Newhaven Town	261	27	91	122	130	46
Newick Parish	61	3	4	13	2	15
Peacehaven Town	642	78	102	79	93	59
Piddinghoe Parish	2					
Plumpton Parish	26	3	21	21	1	
Ringmer Parish	79	47	91	61	60	30
Rodmell Parish	1					
Seaford Town	382	13	42	56	68	75

Town/parish	Total net completions 2010-11 to 2019-20	Net completions 2020-21	2021-22	2022-23	2023-24	2024-25
Southease Parish	0					
South Highton Parish	1	0	0	0	0	0
St Ann Without Parish	0					
St John Without Parish	0	0	0	0	0	0
Streat Parish	1	0	0	1	0	0
Tarring Neville Parish	0	0	0	0	0	0
Telscombe Parish	91	7	7	7	3	0
Westmeston Parish	2	1	1	0	2	0
Wivelsfield Parish	370	56	14	20	10	15
Lewes District Total	2418	272	418	431	409	253

## 10.9 Rother District

### Are pharmacy services meeting the needs of people in Rother?

There are 17 community pharmacies in Rother, of which none are 100-hour pharmacies. (please see Table 12Figure 41).

### Population

This locality contains the town of Bexhill as well as Battle, Winchelsea, and Rye.

Rother has a significantly older age profile compared to England. The district has significantly lower percentages of its population who are non-White British and who have English as a second language.

In Rother the percentage of adults whose current marital status is separated or divorced is significantly higher compared to England. However, lone parent households are significantly lower. The percentage of the population who provide 50 or more hours per week unpaid care is significantly higher compared to the national average.

### Population growth

The expected changes in the population of Rother District between 2022 and 2025 are shown in Table 44.

**Table 44 Expected population changes in Rother District 2022-25**

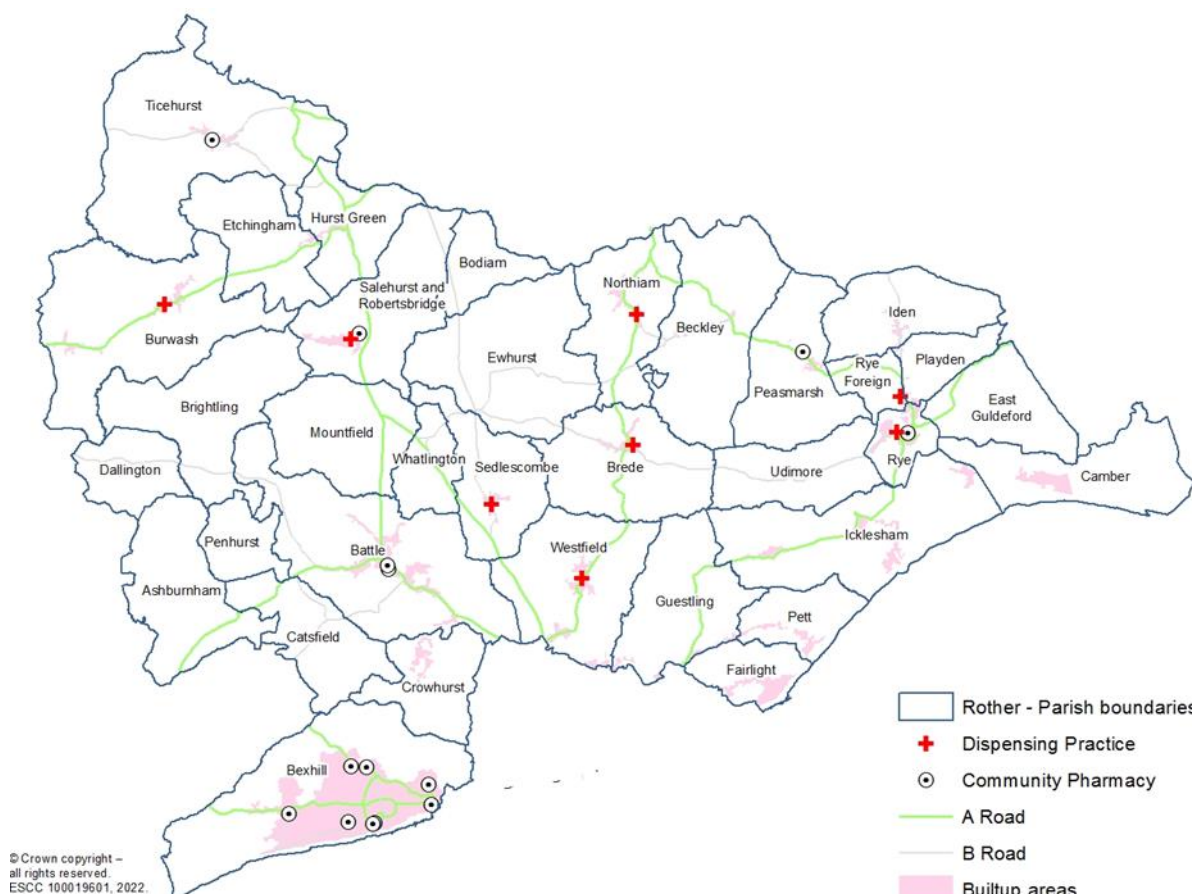
		2022	2025	Difference	% change
<b>Rother</b>	All ages	97,076	99,338	2,262	2.3
	0-17	16,374	16,475	101	0.6
	18-64	48,594	48,968	374	0.8
	65-74	15,332	15,339	7	0.0
	75-84	11,951	13,417	1,466	12.3
	85+	4,826	5,139	313	6.5

Source: ESiF

### Distribution of pharmacies within Rother

Figure 44 shows the distribution of pharmacies and GP dispensaries in Rother by parish.

**Figure 44 Community pharmacies in Rother by parish**



## Travel analysis

### Walking:

Rother District: a total of 6,370/27,062 (23.5%) of people living in a ward with low car ownership could not access a pharmacy by walking in a one-hour trip [in Battle Town (1,238), East Rother (4,722), Rye (20), Sidley (329) and St. Michael's (61) wards].

### Public transport, looking at wards with low car ownership

On a weekday daytime there are 1,219 people in total with no access [more than 60 minutes one way], and a further 984 people without access within 30 minutes in Battle Town, East Rother, Rye, Sidley and St. Michael's wards.

This rises quite considerably on weekday evenings to 21,699 people in the above wards, as well as some residents of Kewhurst, Old Town Bexhill and St. Stephens wards.

On a Saturday morning there are 1,260 people with no access, and a further 1,003 with no access within 30 minutes for some residents of Battle Town, East Rother, Rye, Sidley and St. Michael's wards.

On a Saturday pm there are 1,260 people with no access, and a further 1,607 with no access within 30 minutes for some residents of Battle Town, East Rother, Rye, Sidley and St. Michael's wards.

On Sundays 4,373 people in total have no access, and a further 16,667 without access within 30 minutes for residents in Battle Town, East Rother, Rye, Sidley, St. Michael's, as well as some residents of Collington, Kewhurst and St. Stephens wards.

### **Necessary services current provision in Rother.**

Discharge [from hospital] Medicines Service-there is very little activity in this service. All except one received income for the service in 2020/21. This service is not within the control of community pharmacies and needs to be promoted by NHS commissioners to improve activity through to community pharmacies.

### **Other NHS services**

- Community Dermatology Service NHS H&R
- Bexhill Hospital
- Urgent Care

### **Other relevant services- current provision**

### **Gaps in necessary services**

Three community 40-hour pharmacies have closed and one distance selling pharmacy has opened in Rother since the last PNA in 2017.

Regarding current needs in relation to the provision of those advanced services which fall within the definition of necessary services, namely:

- New Medicine Service-one pharmacy did not provide the service in 2021/22; two did not provide this in 2020/21
- Community Pharmacist Consultation Service-three have not recorded any activity in 2021/22; one recorded no activity in 2020/21
- Flu vaccination-two recorded no activity in 2021/22; two recorded no activity in 2020/21
- These services should be promoted by providers in the wider system that can initiate this activity..

### **Choice with regard to obtaining necessary pharmaceutical services in Rother**

Rother: 21% of respondents felt ease of access to essential dispensing services on weekday evenings was poor [Evidence Residents' Survey 2022].

The Steering Group has noted the travel analysis for Rother and recommends that improving current choice of essential dispensing services in the evenings and weekends could be achieved by consideration of commissioning an extended hours service on a rota basis.

Improvements or better access: gaps in provision

Appliance Use Review [AUR] and Stoma Appliance Customisation [SAC]. AUR no activity recorded in 2021/22, or in 2020/21. One pharmacy provided the SAC service in 2021/22, whilst two pharmacies provided this SAC service in 2020/21.

Prescriptions are dispensed outside of the locality because they have been sent to a Dispensing Appliance Contractor. Patients will therefore be able to access this service via those contractors. In addition, stoma nurses employed by dispensing appliance contractors will provide the services at the patient's home and the stoma care department at ESHT.

A palliative care enhanced service is commissioned in Rother to improve end of life care.

The discharge medicines service needs to be promoted by commissioners.

Future need:

Of the four pharmacies that responded to the survey:

All four have sufficient capacity within their existing premises and staffing levels to manage an increase in demand in the area.

There is some new housing envisaged in Bexhill but not so great as to justify a new pharmacy. Other small housing developments are spread across the district.

Developments to the north-east of Bexhill are the main focus for housing growth in the district and are now under construction, Table 45.

**Table 45 Housing development by town/parish in Rother District 2020-25**

Town/Parish	Total Net Completions 2011/-12 to 2019-20	Net Completions 2020-21	2021-22	2022-23	2023-24	2024-25
Ashburnham Parish	3	0	0	0	0	0
Battle Parish	47	7	7	114	145	83
Beckley Parish	18	1	1	1	1	1
Bexhill Town	851	95	236	264	247	280
Bodiam Parish	16	11	0	0	0	0
Brede Parish	34	0	9	1	1	2

Town/Parish	Total Net Completions 2011/-12 to 2019-20	Net Completions 2020-21	2021-22	2022-23	2023-24	2024-25
Brightling Parish	2	0	0	0	0	0
Burwash Parish	22	0	1	1	1	1
Camber Parish	70	1	1	1	1	1
Catsfield Parish	8	10	2	2	2	1
Crowhurst Parish	10	1	2	2	2	2
Dallington Parish	3	0	0	0	0	0
East Guldeford Parish	1	0	0	0	0	1
Etchingham Parish	36	0	1	1	1	1
Ewhurst Parish	39	0	2	2	2	2
Fairlight Parish	10	1	1	1	1	1
Guestling Parish	39	0	1	11	1	1
Hurst Green Parish	26	0	1	1	21	0
Icklesham Parish	18	1	2	17	2	2
Iden Parish	6	0	0	0	0	1
Mountfield Parish	3	0	0	0	0	0

Town/Parish	Total Net Completions 2011/-12 to 2019-20	Net Completions 2020-21	2021-22	2022-23	2023-24	2024-25
Northiam Parish	84	3	2	2	36	2
Peasmarsh Parish	27	0	1	0	0	0
Penhurst Parish	-1	0	0	0	0	0
Pett Parish	10	0	0	1	0	0
Playden Parish	0	0	0	0	1	0
Rye Foreign Parish	32	0	0	0	0	1
Rye Town	201	1	3	15	37	43
Salehurst and Robertsbridge Parish	15	0	1	1	33	48
Sedlescombe Parish	34	0	1	1	1	9
Ticehurst Parish	60	41	1	1	16	26
Udimore Parish	3	1	0	0	0	0
Westfield Parish	95	1	22	21	2	21
Whatlington Parish	4	0	0	0	0	1
Rother District Total	1826	175	298	461	554	531

Source: Planning Department Rother DC 17/01/22

## 10.10 Wealden District

### Are pharmacy services meeting the needs of people in Wealden?

There are 26 community pharmacies in Wealden, of which none are 100-hour pharmacies. (Please see Table 12/Figure 41).

### Population

This locality contains the towns of Polegate, Hailsham, Heathfield, Uckfield, and Crowborough.

Wealden has an older age profile compared to England. The district has significantly lower percentages of its population who are non-White British and who have English as a second language.

Lone parent households, pensioners living alone and the percentage of the population who provide 50 or more hours per week unpaid care are significantly lower compared to the national average.

### Population growth

The expected changes in the population of Wealden district between 2022 and 2025 are shown in Table 46.

**Table 46** Expected population changes in Wealden district 2022-25

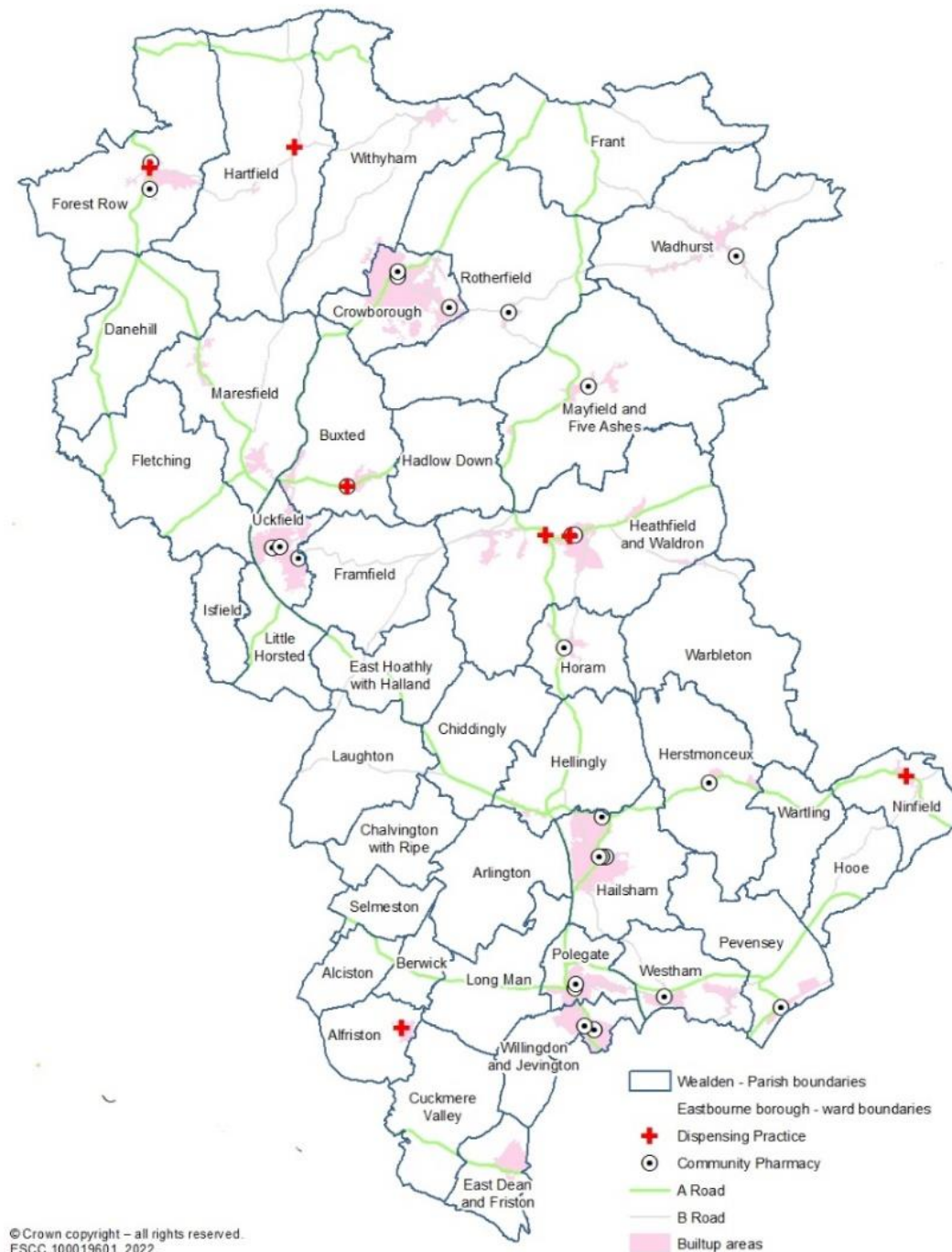
		2022	2025	Difference	% change
<b>Wealden</b>	All ages	164,760	170,973	6,213	3.8
	0-17	31,538	32,237	699	2.2
	18-64	88,896	91,045	2,149	2.4
	65-74	21,866	22,543	677	3.1
	75-84	16,166	18,247	2,081	12.9
	85+	6,294	6,901	607	9.6

Source: EsiF

## Distribution of pharmacies within Wealden

Figure 45 shows the distribution of pharmacies and dispensaries by parish in Wealden.

**Figure 45 Community pharmacies in Wealden by parish**



## Travel analysis

### Walking

Wealden District: a total of 1,285/41,033 (3.1%) of people living in a ward with low car ownership could not access a pharmacy by walking in a one hour round trip [in Hailsham Central (104), Hailsham East (448), Hailsham South (300), Polegate North (79), Uckfield New (44), Uckfield North (128) and Willingdon (182) wards].

Public transport: looking at those wards with low car ownership,

On a weekday, there are 355 people with no access [more than 60 minutes one way], and a further 431 without access within 30 minutes, in Hailsham Central, Hailsham East, Polegate North, Uckfield North and Willingdon wards.

On a weekday evening there are 483 with no access, and a further 1,270 without access within 30 minutes in the above wards, including some residents of Hailsham South.

On a Saturday morning there are 355 people with no access, and a further 172 without access within 30 minutes in Hailsham Central, Hailsham East, Polegate North, Uckfield North and Willingdon wards.

On a Saturday afternoon there are 359 with no access, and a further 521 without access within 30 minutes in Hailsham Central, Hailsham East, Polegate North, Uckfield North. and Willingdon wards.

On Sundays there are 964 people in total with no access, and a further 16,007 without access within 30 minutes in the above wards. [This total includes the residents of Hailsham South and West ward].

## Necessary services current provision in Wealden

Discharge [from hospital] Medicines Service-there was limited activity in this service in 2021/22. All pharmacies except one received income for the service in 2020/21. This service is not within the control of community pharmacies and needs to be promoted by NHS commissioners to improve activity through to community pharmacies.

## Other relevant services- current provision

HWLH HORDER HEALTHCARE

### Other NHS services

- UCKFIELD HOSPITAL MINOR INJURIES UNIT: 08:00 to 20:00 seven days per week. No dispensing activity.
- CROWBOROUGH Minor Injuries Unit: 08:00 to 20:00 seven days per week. No dispensing activity.
- HWLH DERMATOLOGY SERVICE
- LANSLOWNE Specialist Children's Home

## Gaps in necessary services

Wealden has two fewer distance selling pharmacies since the last PNA in 2017 and no change in the number of pharmacies.

Regarding current or future needs in relation to the provision of those advanced services which fall within the definition of necessary services, namely:

- New Medicine Service-two have recorded no activity in 2021/22; three have recorded no activity in 2020/21
- Community Pharmacist Consultation Service-one recorded no activity in 2021/22; two had no activity in 2020/21
- Flu vaccination-six have recorded no activity in 2021/22; eight recorded no activity in 2020/21

**These services should be promoted by providers in the wider system that can initiate this activity.**

## Choice with regard to obtaining pharmaceutical services in Wealden

Wealden: 20% of respondents felt ease of access to essential dispensing services on weekday evenings was poor [Evidence Residents' Survey 2022].

The Steering Group has noted the travel analysis for Wealden and recommends that improving current choice of essential dispensing services in the evenings and weekends could be achieved by consideration of commissioning an extended hours service on a rota basis.

## Improvements or better access: gaps in provision

Appliance Use Review [AUR] and Stoma Appliance Customisation [SAC]. No activity recorded for AUR in 2021/22, or in 2020/21. One pharmacy provided the SAC service in 2021/22, whilst two pharmacies provided this in 2020/21.

Prescriptions are dispensed outside of the locality because they have been sent to a Dispensing Appliance Contractor. Patients will therefore be able to access this service via those contractors. In addition, stoma nurses employed by dispensing appliance contractors will provide the services at the patient's home and the stoma care departments at University Hospitals Sussex NHS Foundation Trust and Maidstone and Tunbridge Wells hospitals.

A palliative care enhanced service is commissioned in Eastbourne to improve end of life care.

**The discharge medicines service needs to be promoted by commissioners.**

## Future need:

Of the six pharmacies responding to the survey in Wealden: all six have sufficient capacity within the existing premises and staffing levels to manage an increase in demand in the area

There is increased housing envisaged in Crowborough Town, Hailsham Town, Hellingly, Uckfield Town, and Westham but not to a degree to justify a new pharmacy in any one parish.

Expected housing development is shown in Table 47

**Table 47 Housing development by town/parish in Wealden District 2020-25**

Town/Parish	Net Completions 2019-2020	Net Completions 2020-21	2021-22	2022-23	2023-24	2024-25
Alciston Parish	0	0	0	0	1	0
Alfriston Parish*	-	-				
Arlington	1	1	3	6	18	15
Berwick Parish	2	0	2	2	2	2
Buxted Parish	4	2	10	8	2	2
Chalvington with Ripe	1	0	2	15	15	3
Chiddingly	4	0	2	2	6	12
Crowborough Town	129	169	67	53	120	208
Cuckmere Valley Parish*	-	-				
Danehill Parish	0	1	1	2	2	2
East Dean & Friston Parish*	-	-				
East Hoathly with Halland	7	3	1	6	26	51
Fletching	2	2	4	4	4	4

Town/Parish	Net Completions 2019-2020	Net Completions 2020-21	2021-22	2022-23	2023-24	2024-25
Forest Row	0	4	2	2	2	2
Framfield	5	5	13	13	5	33
Frant Parish	39	11	2	9	9	51
Hadlow Down	1	7	3	2	2	2
Hailsham Town	133	99	95	79	197	332
Hartfield	2	2	1	1	2	1
Heathfield and Waldron	38	59	7	33	24	7
Hellingly	217	118	85	118	118	129
Herstmonceux	18	10	11	24	42	57
Hooe Parish	0	0	0	0	1	0
Horam Parish	97	29	43	42	29	38
Isfield Parish	1	3	1	1	6	6
Laughton	0	3	1	2	2	1
Little Horsted	0	6	0	0	0	0
Long Man	0	0	0	1	1	0
Maresfield	5	3	5	21	20	15
Mayfield and Five Ashes	5	7	4	4	3	3
Ninfield Parish	3	1	1	37	54	42
Pevensey	0	1	1	5	5	0

Town/Parish	Net Completions 2019-2020	Net Completions 2020-21	2021-22	2022-23	2023-24	2024-25
Polegate Town	68	34	45	42	39	34
Rotherfield	12	3	4	3	7	8
Selmeston	1	0	0	0	0	0
Uckfield Town	125	57	60	59	88	133
Wadhurst	35	0	7	8	17	18
Warbleton	6	3	2	2	2	2
Wartling	2	2	2	3	3	2
Westham	72	15	52	77	132	171
Willingdon and Jevington	0	60	76	75	75	75
Withyham	0	2	3	3	3	2
	1035	722	618	764	1084	1463

\*These parishes are contained within the South Downs National Park and WDC therefore no longer keep records of completions or commitments within the National Park.

## 11. Stakeholders' consultation

Each Health and Wellbeing Board has a duty to consult with key stakeholders as defined in Regulation 8 of the above regulations.<sup>105</sup> A minimum of 60 days were given to respond to the PNA report between 1<sup>st</sup> June and 30<sup>th</sup> July 2022.

The following groups/organisations were consulted by means of an on-line web page, hosted by ESCC.

- (a) The Local Pharmaceutical Committee (including any Local Pharmaceutical Committee for part of its area, or for its area and that of all or part of the area of one or more other HWBs);
- (b) The Local Medical Committee (including any Local Medical Committee for part of its area, or for its area and that of all or part of the area of one or more other HWBs);
- (c) Persons on the pharmaceutical lists and any dispensing doctors list for its area;
- (d) Any LPS chemist in its area with whom the NHS England has made arrangements for the provision of any local pharmaceutical services;
- (e) The Local Healthwatch organisation for its area, and any other patient, consumer or community group in its area which in the opinion of HWB has an interest in the provision of pharmaceutical services in its area; and
- (f) Any NHS trust or NHS foundation trust in its area;
- (g) NHS England
- (h) Any neighbouring HWB: Brighton & Hove; West Sussex; Kent; Surrey.

**Table 48: Summary of stakeholders' consultation and Steering Group replies**

**Table 48 Summary of stakeholders' consultation and Steering Group replies**

Source	Comment	Steering Group response

Consultation with GP practices 2022:

There has been no survey of the views of East Sussex GP practices to date.

Public health received an opinion from a partner at Carisbrooke Surgery.

[e-mail received by ESCC on 17/01/2022].

## 12. Overall conclusions

In the context of their new contractual framework pharmaceutical service providers will play an important future role in:

- providing a range of clinical and public health services
- the management of long-term health conditions, as well as their prevention
- facilitating new approaches to urgent and emergency care
- supporting safe and effective medicines management in general practice

Overall, there is good pharmaceutical service provision across East Sussex. In rural areas there are enough dispensing practices of good quality to provide essential dispensing services to the rural population on weekdays.

The potential increase in opening hours of GP practices to 8 p.m. on weekdays and on Saturdays until 5 p.m. from October 2022 could need to be addressed in terms of making pharmacy services more accessible in future by aligning pharmacy hours through the commissioning of an extended hours service.

If there are changes in provision of services, the Health and Wellbeing Board will publish a supplementary statement setting out whether it considers that the change has created a gap in the provision of pharmaceutical services.

PCN pharmacists working alongside GP practices should ease some of the burden on GPs by dealing with routine medicines enquiries, as well as undertaking structured medicines reviews. PCN pharmacists are not dispensing pharmacists, so this will not offset any further loss of community pharmacies from a dispensing point of view.

COVID-19 has meant many people have adapted the way they access dispensing services and the ways in which medicines support services are provided. This will include commercial services continuing to provide local delivery of medicines for people who cannot easily leave their home.

The Director of Public Health has a statutory obligation to keep under review the pharmacy capacity in each locality in East Sussex in terms of meeting the needs of the population. Should pharmacies have to, or choose to, close in future we will publish supplementary statements and keep the Health and Wellbeing Board duly informed.

## Appendix A: Policy context and background

### Health and Care Reforms

Health and care reforms are summarised in:

- The Health and Care Bill NHS planning and commissioning
- The White Paper (integration): Joining up care for people, places and populations NHS and Local Government Integration
- The White Paper: People at the heart of care 10 year vision for adult social care
- The Independent Review of Children's Social Care

### The NHS Health and Care Bill

The NHS Health and Care Bill aims to remove some of the barriers to integration within the NHS, and also those between the NHS, Local Government and wider partners.

It puts Integrated Care Systems (ICSs) on a legislative footing from July 2022 to commission healthcare services and absorbs the current functions of Clinical Commissioning Groups.

It introduces a new duty for the NHS and Local Authorities to collaborate but is not a comprehensive package of reforms. The NHS Health and Care Bill should be seen alongside broader national reforms to:

- Public Health
- Mental Health Act
- Social Care: Building Back Better

### The Integration White Paper

This builds on the Health and Care Bill and introduces the **role of place** within ICSs as the “engine” for delivering integration.<sup>106</sup> There are shared outcomes and a resourced plan. There is an identified lead role accountable for delivery to the Local Authority and NHS ICB Chief Executive.

### Local agreements

There is a Pan-Sussex ICS - Sussex Health and Care Partnership. Primacy of place is built around three place-based partnerships and populations:

- East Sussex
- West Sussex
- Brighton and Hove

Each place is to develop provider partnerships over time. There are opportunities to act at scale for specialist provision e.g. aspects of children's services, learning disability and autism services.

Work together at scale will occur where this brings clear benefits: through three collaboratives for acute, community and primary care; mental health; networked delivery for cancer; Local Maternity Services and other specialist service commissioning; as well as approaches to workforce and digital.

### Place focus within the Sussex ICS

There will continue to be population health management using public health principles which include addressing health inequalities.

There will be transformation of clinical pathways and health and social care service models, and a focus on primary care.

Priorities for social care and housing, and other services related to delivering outcomes for the community are included, while operational issues and pressures will be addressed.

### Political context

The national and local picture for NHS and social care services is very challenging. Councils and NHS organisations are facing unprecedented financial challenges. People are living longer, many with complex health conditions, whilst the demand for NHS and social care services is increasing. People are expecting more from their NHS and social care services, want to be able to choose what services they have, and how they are delivered.

Pharmacists in GP practices have an excellent opportunity to promote health and wellbeing messages when they are optimising the use of medicines, especially for people with long term health conditions.<sup>107</sup>

The Department of Health (DH) has imposed a reduction in the funding for community pharmacy while suggesting that further services could be commissioned. This presents a potential risk of community pharmacies being forced to cut services which are currently not commissioned by the NHS and provided for free, such as free delivery service with consequences for patients and for the local health and social care economy.

### Community pharmacy funding background

NHS England has held responsibility for commissioning community pharmacy services. Other local commissioning bodies such as Clinical Commissioning Groups (CCGs) and Local Authorities can commission additional local services from community pharmacies. The system is governed by statutory arrangements, known as the Community Pharmacy Contractual Framework.

The English NHS currently spends £2.6 billion a year on a network of 11,569 community pharmacies - principally to supply and dispense NHS medicines.<sup>108</sup> The bulk of their total income, between 68-85%, comes from the NHS. Around 60% of pharmacies are part of multiple chains, with the remaining 40% being independent pharmacies or small chains of less than six outlets. Following Government liberalisation of market entry, there are nearly 2,000 more pharmacies than 15 years ago. Notably 40% of pharmacies are located within a 10 minute walk of two or more other pharmacies.

## The opportunity for reform

Considerable scope exists to:

- I. make better use of the skills and expertise of pharmacists in different settings, including pharmacists as an integral part of the core GP team;
- II. utilise the network better, through introducing new services for the benefit of patients and the wider NHS; and
- III. unlock major efficiency savings through the transformation and reform of dispensing using automation, online ordering, and supervision.

## Changes in the funding for pharmacies

- Establishment payments (a basic payment for being open as a pharmacy) are being phased out, and a range of dispensing-related fees will be amalgamated into a single activity fee.
- A Pharmacy Access Scheme remains in place to support services in isolated areas.
- A £75 million Pharmacy Quality Scheme continues to provide the opportunity for community pharmacies to earn back some of the funding that has been cut, based on how well they perform against criteria set out by the Government.

## Appendix B: Consolidation of pharmacies: Regulations

Where one pharmacy gives up its premises and the functions are taken over by another in the area [otherwise known as consolidation], the HWB must take note of the proposed change and respond accordingly.

When NHS England receives an application, the relevant interested parties are notified. This includes the Health and Wellbeing Board [HWB]. The HWB must indicate whether, in the opinion of the Board, the proposed removal of the premises would create a gap in pharmaceutical services provision which could result in another subsequent application to open a pharmacy in that area. Once consulted, the HWB will issue a supplementary statement which is valid until the next PNA.

The regulations facilitate pharmacies in consolidating from two or more sites onto an existing site without allowing a new pharmacy to open in the ‘perceived gap’.<sup>109</sup> There will be further proposed reform in the new Community Pharmacy Contractual Framework [CPCF].

“... the funding delivered through the CPCF is still supporting more pharmacies in some places than may be necessary to ensure good access to NHS pharmaceutical services. It is recognised that some pharmacy contractors, particularly those with other branches of their own or a competitor’s pharmacy closely located, could consider it commercially beneficial to consolidate. To support contractors who may be considering this option, we want to strengthen the protections offered to pharmacies wishing to consolidate under Regulation 26A of the NHS (Pharmaceutical and Local Pharmaceutical) Regulations 2013 whilst maintaining fair and open competition and access to NHS pharmaceutical services. As part of this exercise we will look to remove any unnecessary administrative requirements to reduce the regulatory burden on service providers.”<sup>110</sup>

### Community Pharmacy Forward View

The ‘Community Pharmacy Forward View’,<sup>111</sup> sets out the sector’s ambitions radically to enhance and expand the personalised care, support and wellbeing services that community pharmacies provide. Pharmacy teams will be fully integrated with other local health and care services in order to improve quality and access for patients, increase NHS efficiency and produce better health outcomes for all.<sup>112</sup> The three key roles for the community pharmacy of the future are:

- As the facilitator of personalised care for people with long-term health conditions
- As the trusted, convenient, first port of call for episodic healthcare advice and treatment
- As the neighbourhood health and wellbeing hub

The NHS Five Year Forward View<sup>113</sup> looks to develop practical examples for new models of care. Community pharmacy needs to be fully integrated into these new care models. The care models particularly relevant for community pharmacy are:

- Enhanced health in care homes offering older people better, joined up health, care and rehabilitation services
- New approaches to improve the coordination of urgent and emergency care services and reduce the pressure on A&E departments

The General Practice Forward View described how pharmacists were still ‘one of the most underutilised professional resources in the system’ and there was a need to ‘bring their considerable skills into play more fully’.

### The Pharmacy Quality Scheme

The Pharmacy Quality Scheme [PQS]<sup>114</sup> forms part of the Community Pharmacy Contractual Framework (CPCF).

It supports delivery of the NHS Long Term Plan and rewards community pharmacy contractors that achieve quality criteria in the three domains of healthcare quality: **clinical effectiveness, patient safety and patient experience.**

The [Pharmacy Quality Scheme](#) is negotiated on an annual basis and the elements of the scheme change in each financial year.

Results from the previous 2020/2021 Pharmacy Quality Scheme declaration showed that all eligible pharmacies in East Sussex and Brighton and Hove LPC completed Part 2 of the PQS in February 2021. Two pharmacies did not take part in Part 1 of the PQS.

## Prevention

Through the Healthy Living Pharmacy (HLP) framework, the majority of community pharmacies are already proactively delivering a wide range of interventions to support people’s health and wellbeing.

From 1<sup>st</sup> January 2021 HLP status became an *essential* requirement for community pharmacy contractors. This requires all community pharmacies to have trained health champions in place to deliver interventions on key issues such as smoking and weight management, providing wellbeing and self-care advice, and signposting people to other relevant services.

The Department of Health and Social Care [DHSC], NHS England and the PSNC agree the reach of the mandated annual health promotion campaigns that community pharmacies already take part in. As far as possible these will be aligned to the equivalent campaigns in general practice as part of effective integration across Primary Care Networks. They will seek to make better use of digital technology to deliver and evaluate the impact of these campaigns.

In late 2020, the introduction of Hepatitis C testing in community pharmacies for people using needle and syringe exchange programmes was funded to support the national Hepatitis C elimination programme. There are now medicines offering a potential cure for hepatitis C infection if diagnosed.

All patient facing staff are expected to be trained as dementia friends. A dementia friendly environment checklist is recommended for pharmacies.

Safeguarding training: [80% of all registered pharmacy professionals working at the pharmacy have achieved level 2 safeguarding status for children and vulnerable adults in the last two years prior to the date of their declaration. Part of the 2020/2021 PQS.]

### NHS 111 and Directory of Service [DoS] Profile updating

Having accurate information about the community pharmacy [maintaining accurate information in their online NHS profile] supports communication with other NHS providers. This will enable effective communication and referrals (importantly to the Community Pharmacist Consultation Service, CPCS).

NHS mail Pharmacy staff at the pharmacy must be able to send and receive NHS mail from their **shared premises specific NHS mail account**, which must have at least two live linked accounts. The contractor must update its NHS website profile in respect of its opening hours.

### NHS mail

It is now a contractual requirement for all pharmacies to have access to NHS mail.

### Governance in pharmacies

Which organisation(s) is/(are) held accountable for customer service in community pharmacy?

The owner or Superintendent Pharmacist of the pharmacy, or both, depending on the customer service it relates to. The superintendent pharmacist is responsible for the professional and clinical management of a pharmacy and the administration of the sale and supply of medicines.

Which organisation is responsible for quality of services within pharmacies?

Quality of service under the Pharmacy Contractual Framework would be under the responsibility of the Superintendent Pharmacist for the pharmacy. The superintendent pharmacist is responsible for the professional and clinical management of a pharmacy and the administration of the sale and supply of medicines.

The General Pharmaceutical Council regulates and inspects pharmacies. They also set [standards for registered pharmacy professionals and pharmacy premises](#)

For commissioned services the commissioner of the service would set the quality standards required for the service e.g. NHSE&I for national advanced services, the local authority for locally commissioned Public Health services.

What is the role of the CQC (if any) in regulating the activities of pharmacies?

Community pharmacy is regulated and inspected by the General Pharmaceutical Council and not CQC.

### Regulations update

Changes were made in December 2021 to the Regulations<sup>6</sup>. The National Enhanced Service (NES) was introduced where NHS England and NHS Improvement (NHSE&I) commissions an Enhanced Service with a service specification that sets standard conditions nationally.

The Pharmaceutical Services Negotiating Committee [PSNC] becomes the body consulted on the service and its funding, rather than one or more Local Pharmaceutical Committees (LPCs).

<sup>1</sup> NHS (Charges, Primary Medicinal Services and Pharmaceutical and Local Pharmaceutical Services (Coronavirus) (Further Amendments) Regulations 2021 (SI 2021 No. 1346) and make amendments to the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (the Regulations).

The Contractors' Terms of Service have been revised to allow NHSE&I to introduce a pandemic response programme.

A Listed Prescription Item Voucher (LPIV) scheme has been introduced, as a further option for the community pharmacy supply of treatments or medicines during, or in anticipation of, pandemic disease. This may be used for the supply of medicines without charge to the patient.

Contractors may supply a Patient Only Medicine (POM) to a person in accordance with a Pandemic Treatment Protocol (PTP) or Pandemic Treatment Patient Group Direction (PTPGD), if and when one is issued by NHSE&I.

### **What has been the overall impact of the Community Pharmacy Contractual Framework [CPFC]?**

New services specified in the CPFC, working with [Primary Care Networks](#), will help address some of the needs of vulnerable groups. This includes myth busting regarding COVID immunisations and early identification and management of people who have increased cardiovascular disease risk.

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<sup>6</sup> NHS (Charges, Primary Medicinal Services and Pharmaceutical and Local Pharmaceutical Services (Coronavirus) (Further Amendments) Regulations 2021 (SI 2021 No. 1346) and make amendments to the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (the Regulations).

## Appendix C: Definitions of pharmaceutical services

### Essential services

All pharmacies, including distance selling premises, are required to provide the essential services. As of October 2021, there are seven essential services.

- (i) dispensing of prescriptions,
- (ii) dispensing of repeat prescriptions i.e. prescriptions which contain more than one months' supply of drugs on them. For example, an electronic repeatable prescription may say that the prescription interval is every 28 days and it can be repeated six times. This would give a patient approximately six months' supply of medication, dispensed every 28 days with the prescriber only needing to authorise them once.
- (iii) disposal of unwanted medicines returned to the pharmacy by someone living at home, in a children's home, or in a residential care home<sup>7</sup>.
- (iv) promotion of healthy lifestyles, which includes providing advice to people who appear to have diabetes, be at risk of coronary heart disease (especially those with high blood pressure), or smoke, or are overweight, and participating in six health campaigns where requested to do so by NHS England and NHS Improvement.
- (v) signposting people who require advice, treatment or support that the pharmacy cannot provide to another provider of health or social care services, where the pharmacy has that information.
- (vi) support for self-care which may include advising on over the counter medicines or changes to the person's lifestyle.
- (vii) discharge medicines service. This service was introduced in 2021 and aims to reduce the risk of medication problems when a person is discharged from hospital. It is estimated that 60 percent of patients have three or more changes made to their medicines during a hospital stay. However, a lack of robust communication about these changes may result in errors being made once the person has left hospital. In summary, under this service a pharmacist will review a person's medicines on discharge and ensure that any changes are actioned accordingly

## Advanced and Enhanced Services

Directed services - is the collective name for advanced and enhanced services

### Advanced services

These can be provided by all contractors, and are commissioned by NHS England

- New Medicine Service (pharmacies only) to help improve medicine adherence among people with long-term health conditions who have been prescribed new medication
- Flu vaccination (pharmacies only) pharmacists offer a seasonal flu and COVID-19 vaccination service for patients in eligible groups
- Appliance Use Review (pharmacies and DACs) to support patients in the use, safe storage and disposal of appliances
- Stoma Customisation Service (pharmacies and DACs) to ensure the proper use and comfortable fitting of the stoma appliance
- Community Pharmacist Consultation Service [CPCS] for minor illnesses and urgent medicines supply
- Community pharmacy hepatitis C antibody testing service (currently due to end on 31 March 2023)

### Enhanced services

Enhanced services are the third tier of services that pharmacies may provide and they can only be commissioned by NHS England and NHS Improvement. The services that may be commissioned are listed in the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013 (as amended) which can be found in the Drug Tariff. Whilst the local authority may commission public health services from pharmacies these do not fall within the legal definition of enhanced services. See 'locally commissioned services' below.

These services can be commissioned by NHSE

- Anticoagulant monitoring
- Care homes
- Disease specific medicines management
- Gluten free food supply
- Home delivery
- Language access
- Medication review
- Medicines assessment and compliance support service
- Minor ailment
- Needle and syringe exchange

## Appendix C

- On demand availability of specialist drugs
- Out of hours
- Patient Group Direction
- Prescriber support
- Schools service
- Screening
- Stop smoking
- Supervised administration
- Supplementary prescribing
- Emergency supply service
- Antiviral collection points

### Locally commissioned services [other NHS services]

Locally commissioned services is not a term that can be found within the 2013 regulations but is used to describe those services commissioned from pharmacies by local authorities and clinical commissioning groups. They are not enhanced services because they are not commissioned by NHS England and NHS Improvement.

### Local authority [ESCC] commissioned services

These are commissioned by East Sussex County Council Public Health department

- Smoking cessation
- Emergency Hormonal Contraception [EHC]
- Chlamydia screening
- Supervised consumption
- Needle exchange
- NHS Health Checks
- Take Home Naloxone

### Local pharmaceutical services

NHS England and NHS Improvement does not hold signed contracts with the majority of pharmacies. Instead, pharmacies provide services under a contractual framework and the terms of service are set out in the 2013 regulations. The one exception to this rule is *local pharmaceutical services*.

A local pharmaceutical services contract allows NHS England and NHS Improvement to commission services that are tailored to meet specific local requirements. It provides flexibility to include within a locally negotiated contract a broader or narrower range of

services (including services not traditionally associated with pharmacy) than is possible under national pharmacy arrangements set out in the 2013 regulations. The contract must, however, include an element of dispensing.

### Appliances

A smaller proportion of the population will require access to appliances. Those that are available on the NHS are set out in Part IX of the Drug Tariff and include:

• catheters, • dressings, • elastic hosiery, • hernia support garments, • trusses, • colostomy bags, and • urostomy bags.

Whilst pharmacies are required to dispense valid NHS prescriptions for all drugs, both they and dispensing appliance contractors may choose which appliances they provide in their normal course of business. They may choose to provide a certain type of appliance, or types of appliance, or they may choose to provide all appliances. Some pharmacies may choose not to provide any appliances.

A large proportion of patients who are regular users of appliances will have them delivered, often by dispensing appliance contractors based in other parts of the country.

### Dispensing appliance contractors

Dispensing appliance contractors are different to pharmacy contractors because they: • only dispense prescriptions for appliances. They cannot dispense prescriptions for drugs • are not required to have a pharmacist • do not have a regulatory body • their premises do not have to be registered with the General Pharmaceutical Council.

Dispensing appliance contractors tend to operate remotely, receiving prescriptions either via the post or the electronic prescription service, and arranging for dispensed items to be delivered to the patient. There are far fewer of them compared to pharmacies (there were 111 dispensing appliance contractors as at 30 June 2021 compared to 11,201 pharmacies). Consequently, not every health and wellbeing board will have a dispensing appliance contractor operating in their area, however residents will be accessing their services elsewhere in the country.

## New Medicine Service

### Service description

The New Medicine Service is provided to patients who have been prescribed for the first time, a medicine for a specified long-term condition, to improve adherence.

The New Medicine Service involves three stages, recruitment into the service, an intervention about one or two weeks later, and a follow up after two or three weeks.

### Aims and intended outcomes

The underlying purpose of the service is to promote the health and wellbeing of patients who are prescribed a new medicine or medicines for certain long-term conditions, in order

to help reduce symptoms and long-term complications. In particular, by intervention post dispensing, to help identification of problems with management of the condition and the need for further information or support and to help patients:

- Make informed choices about their care
- Self-manage their long-term conditions
- Adhere to agreed treatment programmes and
- Make appropriate lifestyle changes

### Stoma Appliance Customisation

Service description Stoma appliance customisation is the customisation of a quantity of more than one stoma appliance, where:

- The stoma appliance to be customised is listed in Part IXC of the Drug Tariff
- The customisation involves modification to the same specification of multiple identical parts for use with an appliance and
- Modification is based on the patient's measurement or record of those measurements and if applicable, a template Aims and intended outcomes.
- The purpose of the service is to:
- Ensure the proper use and comfortable fitting of the stoma appliance by a patient and
- Improve the duration of usage of the appliance, thereby reducing wastage of such appliances

### Appliance Use Review

Service description

An Appliance Use Review is about helping patients use their appliances more effectively. Recommendations made to prescribers may also relate to the clinical or cost effectiveness of treatment.

Aims and intended outcomes

The purpose of the service is, with the patient's agreement, to improve the patient's knowledge and use of any specified appliance by:

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

## National influenza adult vaccination service

### Service description

Pharmacy staff will identify people eligible for flu vaccination and encourage them to be vaccinated. This service covers eligible patients aged 18 years and older who fall in one of the national at risk groups. The vaccination is to be administered to eligible patients, who do not have any contraindications to vaccination, under the NHS England and NHS Improvement patient group direction.

#### Aims and intended outcomes

The aims of this service are to:

- Sustain uptake of flu vaccination by building the capacity of community pharmacies as an alternative to general practice
- Provide more opportunities and improve convenience for eligible patients to access flu vaccinations and
- Reduce variation and provide consistent levels of population coverage of community pharmacy flu vaccination across England by providing a national framework

## NHS Community Pharmacist Consultation Service

### Service description

Under the NHS community pharmacist consultation service patients who urgently need medicines or who have symptoms of a minor illness and contact either NHS 111 or an Integrated Urgent Care Clinical Assessment Service or contact surgery for minor illness are referred to a community pharmacist for a consultation, thereby releasing capacity in other areas of the urgent care system such as accident and emergency (A&E) and general practices and improving access for patients.

### Aims and intended outcomes

The aims of this service are to:

- Support the integration of community pharmacy into the urgent care system, and to refer patients appropriately with lower acuity conditions or who require urgent prescriptions, releasing capacity in other areas of the urgent care system
- Offer patients who contact NHS 111 the opportunity to access appropriate urgent care services in a convenient and easily accessible community pharmacy setting on referral from an NHS 111 call advisor and via the NHS 111 Online service
- Reduce demand on integrated urgent care services, urgent treatment centres, Emergency Departments, walk in centres, other primary care urgent care services and GP Out of Hours (OOH) services, and free up capacity for the treatment of patients with higher acuity conditions within these settings
- Appropriately manage patient requests for urgent supply of medicines and appliances

- Enable convenient and easy access for patients and for NHS 111 call advisor referral
- Reduce the use of primary medical services for the referral of low acuity conditions (i.e. minor illnesses) from NHS 111 and the need to generate urgent prescriptions
- Identify ways that individual patients can self-manage their health more effectively with the support of community pharmacists and to recommend solutions that could prevent use of Urgent and Emergency Care services in the future
- Ensure equity of access to the emergency supply provision, regardless of the patient's ability to pay for the cost of the medicine or appliance requested
- Increase patient awareness of the role of community pharmacy as the 'first port of call' for low acuity conditions and for medicines access and advice
- Be cost effective for the NHS when supporting patients with low acuity conditions

### Community pharmacy hepatitis C antibody testing services

#### Service description

People who inject drugs who are not engaged in community drug and alcohol treatment services will be offered the opportunity to receive a Hepatitis C virus test from a community pharmacy of their choice (subject to the pharmacy being registered to provide the service). Where the test produces a positive result, the person will be referred for appropriate further testing and treatment via the relevant Operational Delivery Network. This is currently only commissioned until 31<sup>st</sup> March 2023.

#### Aims and intended outcomes

The aim of this service is to increase levels of testing for Hepatitis C virus amongst people who inject drugs who are not engaged in community drug and alcohol treatment services to:

- Increase the number of diagnoses of Hepatitis C virus infection
- Permit effective interventions to lessen the burden of illness to the individual
- Decrease long-term costs of treatment and
- Decrease onward transmission of Hepatitis C virus

### Dispensing GP practices

Dispensing GP practices are permitted to deliver dispensing services to patients in certain circumstances. These are summarised in the NHS Regulations.<sup>115</sup>

The term pharmaceutical services, used in the context of the provision of services by a medical practitioner, means the dispensing of drugs and appliances, but not the other pharmaceutical services that contractors on a pharmaceutical list could provide.

Dispensing from the GP practice dispensary is permitted where:

- A patient would have serious difficulty in obtaining any necessary drugs or appliances from a chemist by reason of distance, or inadequacy of means of communication (colloquially known as the serious difficulty test which can apply anywhere in the country), **or**
- A patient is resident in an area which is rural in character, **known as a controlled locality**, and **lives at a distance of more than one mile (1.6km) from a community pharmacy's premises**. The pharmacy's premises do not have to be in a controlled locality.

## GP Dispensaries

There are 13 GP practices that are permitted to dispense medicines in East Sussex. Since the last PNA, the Guestling branch in Hastings has closed. Including all the branch dispensaries, there are 16 GP dispensaries in total in East Sussex.

Not all patients registered with a dispensing practice will meet the criteria for receiving dispensing services. In East Sussex, those eligible amount to 42% [49,007/115,695] of all patients registered with GP dispensing practices. This ranges from 16% to 100% of all patients registered in the dispensing practices.

Table 49 shows the number of GP dispensaries by local authority in East Sussex and the name and local authority of their associated branch dispensary. The total registered list for each practice is available on request.

**Table 49 Number of GP dispensaries by local authority**

Local authority	Gp practice	Dispensing list size	Branch dispensary
Hastings	Harold Road Surgery	1,934	
Lewes	Old School Surgery [main not dispensing]	1,733	Alfriston, in Wealden LA
Rother	Rye Medical Centre	4,226	
Rother	Fairfield Surgery	4,037	
Rother	Sedlescombe & Westfield surgeries	5,273	Westfield
Rother	Collington Surgery [main not dispensary]	1,860	Ninfield, in Wealden LA
Rother	Oldwood Surgery	1,436	
Rother	Ferry Road Health Centre	1,395	

<b>Rother</b>	Northiam Surgery	6,661	Broad Oak
<b>Wealden</b>	Ashdown Forest Health Centre	3,808	
<b>Wealden</b>	Heathfield Surgery	3,728	Firs
<b>Wealden</b>	Buxted Medical Centre	8,162	
<b>Wealden</b>	Groombridge and Hartfield med group	4,738	Hartfield dispensary

Source: Dispensing Practices in England from NHS Business Authority

## Controlled localities

Controlled localities are areas that have been determined to be ‘rural in character’ by NHS England and NHS Improvement (or a preceding organisation), or on appeal by NHS Resolution. There is no single factor that determines whether or not an area is rural in character. NHS England and NHS Improvement will consider a range of factors which may include population density, the presence or absence of facilities, employment patterns, community size and distance between settlements, and the availability of public transport.

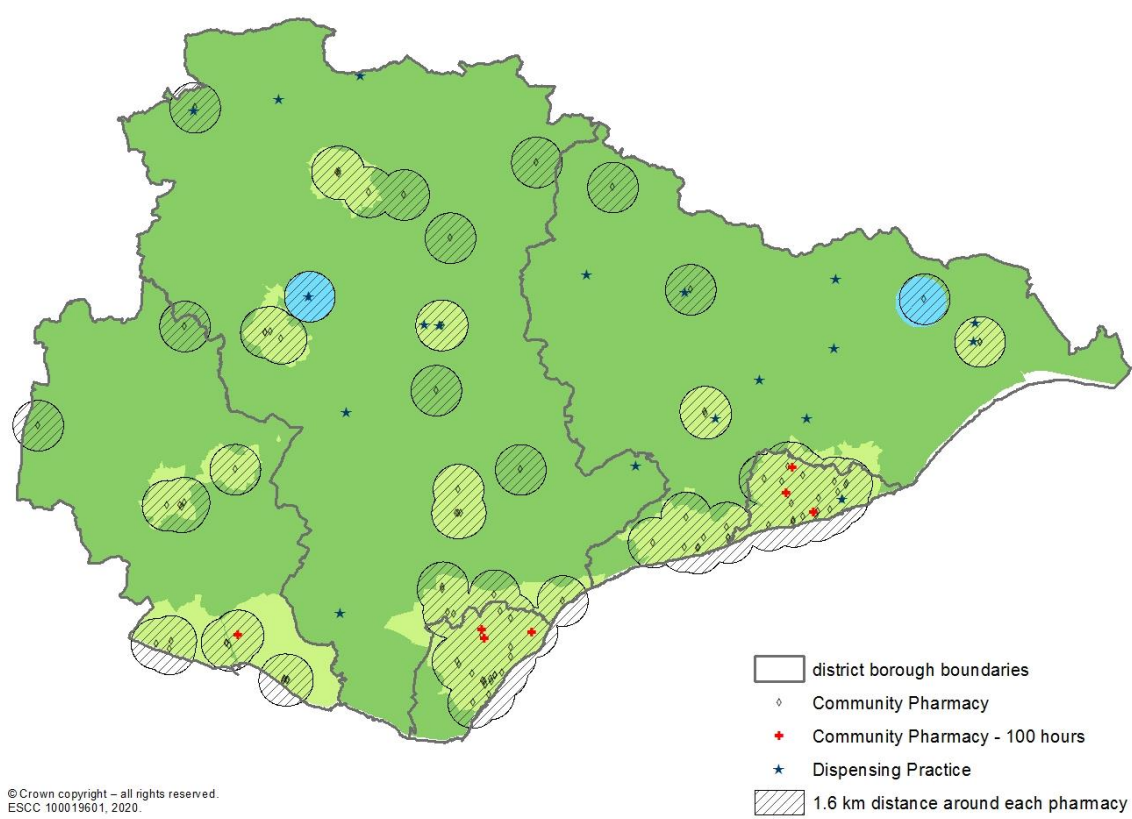
Their importance comes into play in relation to the ability for a GP practice to dispense to its registered patients. In order to be dispensed to, as a starting point, the patient must live in a controlled locality, and more than 1.6km (measured in a straight line) from a pharmacy.

GP practices may have premises within a town and still be able to dispense because some of their patients live in a controlled locality and meet the other requirements of the Regulations. Dispensing practices are not required to have a pharmacist in their dispensary and their premises do not have to be registered with the General Pharmaceutical Council.

Figure 23 Shows the controlled [rural] localities in East Sussex.

### Figure 46 Controlled [rural] localities in East Sussex

## Appendix C



## Internet/distance selling pharmacies

Online 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:

- 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
- must be registered with the General Pharmaceutical Council<sup>116</sup>

Patients have the right to access pharmaceutical services from any community pharmacy including mail order/wholly internet pharmacy of their choice. Patients therefore can access any of the many internet pharmacies available nationwide.

Currently there are three internet pharmacies based in East Sussex.

They will receive prescriptions either via the electronic prescription service or through the post, dispense them at the pharmacy and then either deliver them to the patient or arrange for them to be delivered using a courier, for example. They must provide essential services to anyone, anywhere in England, where requested to do so.

They may choose to provide advanced services, but when doing so must ensure that they do not provide any element of the essential services whilst the patient is at the pharmacy premises. As of 30 June 2021, there were 379 distance selling premises in England, based in 115 health and wellbeing boards. Some East Sussex residents will choose to use one located outside their area.

## Dispensing Appliance Contractors

Dispensing Appliance Contractors (DACs) hold an NHS contract to dispense dressings and appliances, as defined in the Drug Tariff, at the request of a patient (or their representative).

These contractors which may only dispense appliances such as catheters and stoma bags. They do not dispense drugs.

- There are approximately 111 nationally, 18 in the south-east
- Not pharmacies
- Not regulated by the General Pharmaceutical Council and the premises are not registered with that body
- Not required to have a pharmacist on site
- Tend to provide services remotely

## Appendix C

There are **no** Dispensing Appliance Contractors within East Sussex. Patients residing within East Sussex may wish to exercise their right to have an appropriate prescription dispensed by a Dispensing Appliance Contractor from outside this area under the patient choice scheme.

## Appendix D: NHS Litigation Authority rural access ruling

In an NHS Litigation Authority ruling about a case of access and choice of pharmaceutical services, a travel distance of six miles by car or public transport was considered reasonable in rural areas.

The Committee noted the applicant's assertion that there is no choice of pharmacy and the Committee agreed with this. However, the Committee noted that it should have regard to there being a reasonable choice with regard to obtaining pharmaceutical services in the area ... the nearest ... approximately six miles away.

The Committee noted that there is an hourly bus service to surrounding areas, and taking into account the rural nature... relatively high car ownership... the Committee considered that there is a reasonable choice with regard to obtaining pharmaceutical services.

[NHS Litigation Authority 17182](#)

## Appendix E: 2019-20 on-line survey of people with communication needs:

Following a suggestion from the East Sussex Seniors Forum, an online survey for people with communication needs was conducted between 6<sup>th</sup> December 2019 and 17<sup>th</sup> January 2020.

There were 17 replies received. Of these, five stated that their communication needs were always met. Of those who commented that their needs were sometimes or never met, the following comments were received:

Most times we had to write on piece of paper. No BSL awareness.”

“Although I am very hearing impaired I never found them at all sympathetic, probably a nuisance, and they never showed any interest in me or my requirements. But then that is the usual attitude I find.”

“Not always easy to lip read and they [are] not very patient or deaf aware. Don’t shout it’s embarrassing, also I have a right to confidentiality.”

“No privacy. Staff, of necessity, need to speak louder which compromises privacy.”

“Force me [to] watch their lip [to] read if I can but still unsure.”

“Basic signing knowledge can help us to communicate with them.”

“Perhaps come round the counter to speak to the customer. I did not know they were supposed to be extra helpful to a hearing-impaired person.”

“More space to enable private discussions.”

“Yes, could pharmacies please put signs out where people pick up their prescriptions to help the deaf. Too often, when I pick mine up I cannot hear, because of nearby background noise of other customers, what the staff are saying. Hearing aids are of little help in such situations. What I think is needed is a notice that deaf or hard of hearing people can go to a quiet area, hopefully equipped with a loop.”

“Signing, but may be [give] more visual picture [of] what deaf people ask for.”

## Appendix F: Pharmacy Access Scheme Appeals

Pharmacies that are not on the Pharmacy Access Scheme [PhAS] payment list can apply to NHS England to have their case reviewed if they believe they are eligible for PhAS payments.

Pharmacies can qualify for a review on the following grounds:

- Inaccuracy: the contractor's pharmacy site address, used for the distance calculation, is incorrect and the correct location would mean the contractor was eligible for PhAS.
- Inaccuracy: the address of the contractors next nearest pharmacy, used for the distance calculation, is incorrect and the correct location would mean the contractor was eligible for PhAS.
- Physical feature anomaly: For example, a semi-permanent roadblock means the nearest pharmacy is more than 1 mile away by the most practicable route means the contractor was eligible for PhAS.

This had to be submitted by the 4<sup>th</sup> February 2022.

## Appendix G: Community pharmacy provider survey 2022 replies

### Priority 1

#### Meeting Population needs

- Ensuring we meet the needs of the local population (8)
- Making sure it meets the demand of the area (2)
- To provide a range of services developed for the local demographic
- To provide services that are most relevant and beneficial to our patient demographic

#### Support patients in our local area with services they require

- More access for disadvantaged groups, reaching those who avoid GP services and similar formal healthcare
- More local pharmaceutical services. Online and telephonic pharmacy consultation.

#### GP Community Pharmacy Consultation Service [referrals]

- GP CPCS (2)
- GP CPCS to take the pressure off GP and better access for patients

#### Community pharmacy funding

- Financially beneficial services to benefit the local population
- Better funding model from NHS to support the delivery of new services and to still support existing services

#### Adaptability and versatility to accommodate e.g. the tourists and travellers

#### Promoting health and wellbeing

- Promoting health and wellbeing
- Smoking cessation (2)
- To continue to promote the awareness of the weight management programme, and support staff to be confident in having these conversations.
- To continue to promote Care for the Carers which is an excellent organisation that provides information & help to carers.

#### Staff training

- Staff training
- Continued colleague training
- Additional training and enough staff
- Stable staffing levels
- Appointing a store-based pharmacist

### Pharmacy immunisations

- Increased flu next season
- Flu vaccinations
- Looking into providing a travel vaccine clinic
- Travel Vaccines

### Developing advanced services

- Continued growth of New Medicines Service. Including new condition criteria groups.
- New Medicines Service (2)
- Developing services for prevention of long-term health problems e.g. hypertension
- Starting the Hypertension Service

### Stock control and store management

- Computer in consultation room would help with speed/customer care
- Space to complete a new service
- Improving stock availability for walk in patients
- Reduction of Owings

What could be improved by the provision of additional facilities/services?

### Accessible parking and disabled access to pharmacy premises

Most community pharmacies stated they already have accessible parking and disabled access. Parking facilities are not within the direct control of a community pharmacy, however.

#### Accessible information and communication within the pharmacy

In the Residents' Survey in 2022, four per cent of respondents reported having physical accessibility needs relating to a disability, whilst three per cent reported having a communication need.

The Residents' Survey in 2019 identified communication issues within some pharmacies for patients with additional communication needs.

#### Implementing the NHS England Accessible Information Standard

The NHS, social care and other local services must meet requirements under the Equality Act 2010 to make reasonable adjustments if people face substantial difficulties accessing their services due to their hearing, or vision loss or other issues regarding communication. There is guidance for meeting NHS England's Accessible Information Standard for NHS and adult social care providers in meeting the requirements of the Equality Act.<sup>117</sup>

The 2022 community pharmacy survey asked whether pharmacies were having difficulty implementing this NHS standard. The majority of those pharmacies that responded to the pharmacy provider survey weren't having any difficulty.

### People with hearing impairment<sup>118</sup>

Depending on their level of need, people with hearing loss of all ages may need a range of types of support to contact services and to communicate well whenever they do.<sup>119</sup>

Where people have a hearing impairment, this makes the communication of confidential information even more difficult. Explaining complex drug regimes in a noisy shop environment is less than ideal and can contribute to misunderstandings. Pharmacies do have access to a private consultation room to support this.

The number of older people with hearing loss is predicted to increase substantially over the next decade. A separate JSNA report about hearing loss discusses the issues in more detail. Hearing loss will continue to be a major public health issue for all organisations in East Sussex including pharmacies.

### People with visual loss

There is specialist advice available for improving access in pharmacies for people with a visual impairment.<sup>120</sup> Visual loss will continue to be a major public health issue in East Sussex. A separate JSNA report about visual loss discusses the issues in more detail.

### Digital Exclusion

The ability to use computer-based technology is now becoming ever more essential for everyday life including interaction with pharmacy-based services. Being unable to access digitally-focused services remains an ongoing issue, particularly among the elderly and for all people with a low level of general literacy.<sup>121,122</sup>

## Personal privacy and respect for personal information

In the 2022 Survey, 61% agreed that if they wanted to, they could speak to their pharmacist without being overheard. Around a half (51%) agreed they prefer to see their regular pharmacist than someone they don't know.

There is a message that failure to respect people's personal information is influencing perceptions of the whole service. Most pharmacies stated they have consultation rooms which comply with the service specification. However, from the residents' surveys it seems that these are not being consistently used for consultations about personally sensitive information and there is a lack of awareness about them.

### Customer service and high staff turnover

Many people mentioned that customer service skills need to be improved. The lack of continuity of staff made it difficult to trust the advice given in some pharmacies [2019 and 2022 Surveys].

### What additional facilities/services could be provided?

Themes from the community pharmacy and residents' surveys in 2019 are summarized below.

## Focus on essential business and service quality

Many people recognized the potential benefits of freeing up their own GP's appointments for when they really need them. Others warned that pharmacists must concentrate on getting their core business right, in other words the correct dispensing of medicines, before they try to take on anything else.

### Pharmacy-based vaccinations

Pharmacy based vaccinations for adult and childhood vaccines were strongly supported by community pharmacies as possible developments of the existing vaccination service. This may be especially beneficial where vaccine uptake in the local GP-based service has been consistently low and in under-served groups.

Commissioners may wish to consider how community pharmacies offering the NHS flu vaccination service can support an increase in the uptake of flu vaccination in social care workers and care home residents - due to high satisfaction with pharmacy vaccination services

Commissioners [NHSE/I and future ICS] may wish to consider commissioning PPV and Shingles vaccinations via community pharmacy to support increasing uptake. This could be delivered alongside the flu vaccination programme in pharmacies as similar cohorts are eligible.

Commissioners may wish to increase the number and geographical spread of community pharmacy delivering COVID19 vaccinations. This is to increase access and uptake of COVID19 vaccinations and due to high satisfaction of pharmacy services.

### Reducing cardio-vascular disease [CVD] risk in the population

Identifying cardiovascular risk in the population is now included in the Pharmacy Quality Scheme.<sup>123,124</sup> There is scope for undertaking targeted NHS Health Checks in pharmacies in areas where uptake is poor from the GP-led service, and in under-served population groups.

In the pharmacy survey in 2019, pharmacies were keen to support NHS Health Checks and CVD risk assessment. Pharmacies continue to support the annual "know your numbers campaign" and participate in the CVD prevention, optimal value pathway.<sup>125</sup>

There is the opportunity to deliver a communications and engagement campaign to increase use of the newly commissioned hypertension case-finding service to increase the detection of hypertension and to support the prevention of cardiovascular disease in East Sussex.

## Developing new locally commissioned services in pharmacy

Many pharmacies appear willing to provide any locally commissioned service with appropriate training.

Public health commissioned services which have secured better access to pharmaceutical services in East Sussex include supervised consumption of prescribed medicines by pharmacists, provision of emergency hormonal contraception, condoms and access to chlamydia testing in pharmacy.

## Appendix G

Local authority commissioners will wish to explore ways of ensuring more pharmacies sign up to the existing services, that staff are adequately trained and supported to provide high performing, locally commissioned services, and that the public are aware of these services.

## Appendix H: Update on 2017 PNA Recommendations

Table 50 shows an update of the PNA 2017 recommendations. The responsible lead/organisation (s) for implementing these recommendations are:

NHSE: NHS England

HEE: Health Education England

CCGs: Clinical Commissioning Groups

HWLH CCG: High Weald Lewes Havens CCG

EHS CCG: Eastbourne, Hailsham and Seaford CCG

H&R CCG: Hastings and Rother CCG

ESCC PH: East Sussex County Council Public Health

**Table 50: Update on PNA recommendations from 2017**

1. Service Quality Improvement	Progress to date
Actively support all community pharmacies to achieve the standards in the national contract Quality Payments Scheme NHSE, and ESCC PH	NHSE completed New NHSE commissioned contract in place since October 2019
Consider the training needs of community pharmacists to address issues identified in the stakeholder surveys and the national training needs analysis e.g. Implementation of the Accessible Information Standard, Customer Service skills, Dementia friendly services etc. HEE, NHSE	NHSE completed As part of Healthy Living Pharmacy sessions training was provided. Dementia Friends training was provided, as was You're Welcome training for pharmacies providing young-people-friendly services.
2. Access to Pharmaceutical Services	
Review the extended hours rota scheme for community pharmacy in light of the PNA findings. NHSE	NHSE completed
Use different forms of media to improve availability of information for the general public about alternative services when pharmacy is not open. NHSE	NHSE completed
Support implementation of the NHS Urgent Medicine Supply Advanced Service (NUMSAS)	NHSE completed. Structured Medicines Reviews

through integration with other local urgent care services. NHSE and all CCGs	are part of the new pharmacy contract.
Include referral to community pharmacy for self-care and treatment of minor ailments in local pathways, where appropriate. NHSE and all CCGs	Included in the service specification for community pharmacies via NHS 111. Referrals into Community Pharmacy Consultation Service from GPs.
Recognise and monitor the risk in the system if the pharmacy contract funding cuts result in community pharmacies ceasing to deliver some of their unfunded activities such as home delivery of medicines which are outside the community pharmacy contractual framework. ESCC PH, NHSE, and all CCGs	Ongoing risk of pharmacy closures exists.  10 pharmacies have closed since 2017.  Now 102 pharmacies in East Sussex  [99, plus 3 Distance Selling Pharmacies]
<b>3. Improving outcomes: Public Health Services provided by community pharmacies</b>	
Encourage all community pharmacies to implement Level 1 of the Healthy Living Pharmacy through the quality payments scheme. NHSE	NHSE completed
Commission the roll out of Level 2 Healthy Living Pharmacy to areas of highest need. CCGs and ESCC PH	HLP is now included as part of core pharmacy contract
Encourage all community pharmacies to signpost patients and carers to other appropriate local services through the HLP scheme. ESCC PH and all CCGs	HLP is an essential requirement for all pharmacies under the new Quality Pharmacy Scheme (QPS).  October 2019 was launch of the new Community Pharmacy Consultation Service (CPCS).
Review the locally commissioned services	The <a href="#">Sexual Health NA</a> has

particularly sexual health and the smoking cessation service. ESCC PH	been completed.  There is an ongoing smoking cessation service commissioned in pharmacy and no change to this.
Improve sign-posting <i>to pharmacy</i> public health commissioned services <i>from other health care access points</i> e.g. 111 & GP practices. ESCC PH and all CCGs.	Public health services commissioned from community pharmacy have been advertised in the PH monthly bulletin which has been widely shared across the health and social care sector.
◦ Look to develop additional public health services where a local need is identified. ESCC PH and all CCGs	No new PH locally commissioned services are envisaged at present.  Commissioning pharmacy to undertake missing immunisations in addition to 'flu is strongly supported and was raised with the Public Health England immunisation lead consultant.
<b>4. Medicines Optimisation Service</b>	
Encourage community pharmacies to undertake Medicines Use Reviews (MURs) in localities with low uptake. NHSE	The new community pharmacy contract is phasing out MURs. Replaced by Structured Medicines Reviews.
Consider implementing services that support community pharmacy to expedite hospital discharge e.g. Refer to Pharmacy. All CCGs	Now included as an essential service, the Discharge Medicines Service.
Include local education sessions about medicines from community pharmacists in the Level 2 HLP service specification ESCC PH and all CCGs	Not in the HLP specification
Consider how joint working with general	NHSE completed. Clinical

	practice could improve medicines optimisation. All CCGs and NHSE	pharmacists are attached to GP practices in PCNs.
<b>5.</b>	<b>IMT improvements</b>	
	Improve connectivity between community pharmacy and other services NHSE	NHSE completed
	Explore how community pharmacy could support the implementation of electronic repeat dispensing [eRD] so that it becomes the norm for patients on long term medication. All CCGs	Most repeat dispensing is electronic. Practices are encouraged to use the. Electronic Prescribing Service [EPS].

## Glossary

**Advanced Services:** a group of services specified within the NHS Community Pharmacy Contractual Framework (CPCF). Pharmacies can choose to provide these with additional training.

**A&E:** Accident and Emergency.

**AUR:** Appliance Use Review. Checking how someone uses an inhaler for example.

**BBV:** Blood borne viruses: HIV, Hepatitis B and C (HBV, HCV)

**BNF:** The British National Formulary-the pharmaceutical reference manual in the UK which provides information and advice to pharmacists, doctors and other prescribing professionals on prescribing, in addition to specific details about medicines available on the National Health Service (NHS).

**Carer:** Someone who looks after a friend or family member (in an unpaid role).

**Care worker:** Someone who is paid by the patient, his or her relatives, or public bodies such as local authorities to look after a patient.

**C-Card:** Free condom distribution service

**CCG:** Clinical Commissioning Groups are responsible for commissioning healthcare services for the local areas that they cover. These have merged to form one East Sussex CCG.

**COPD:** Chronic Obstructive Pulmonary Disease

**CPCF:** The Community Pharmacy Contractual Framework- the overarching national agreement between NHS England and Improvement and community pharmacies governing provision of NHS services.

**DfT:** Department for Transport.

**DHSC:** Department of Health and Social Care.

**DMS.** Discharge medicines Service. The hospital informs a chosen pharmacy of a patients drugs on discharge from hospital.

**EHC:** Emergency Hormonal Contraception, sometimes referred to as the ‘morning after pill’.

**EPS:** Electronic Prescription Service. This NHS service enables prescribers, such as GPs and practice nurses, to send prescriptions electronically to a pharmacy of the patient’s choice.

**ESCC:** East Sussex County Council

**ESHT:** East Sussex Healthcare NHS Trust

**Essential Services:** Services that all pharmacy contractors must provide under the Community Pharmacy Contractual Framework. This includes dispensing medicines from prescriptions and the Discharge Medicines Service.

**GIS:** A Geographic Information System: to assist with mapping and geographical analysis.

**GMC:** The General Medical Council

**GP OOH:** the GP out-of-hours service, part of the urgent care system. It provides services between 18:30 and 08:00 (including weekends) when GPs are not contractually obliged to see patients.

**HWB:** Health and Wellbeing Board

**IC 24:** Integrated Care 24 out-of-hours service.

**IDACI:** Income Deprivation Affecting Children Index

**IDAOP:** Income Deprivation Affecting Older People Index

**IMD 2019:** Index of Multiple Deprivation 2019

**JSNAA:** Joint Strategic Needs and Assets Assessment

**LA:** Local authorities (councils) are the administrative bodies within local government. East Sussex County Council is an upper tier local authority. There are five lower tier councils in East Sussex: Eastbourne BC, Hastings BC, Lewes DC, Rother DC and Wealden DC.

**Locally Commissioned Services:** Services contracted on a local basis by different Commissioners. Commissioners include local authorities, Clinical Commissioning Groups (CCGs) and local NHS teams. They are not mandatory and are not provided universally within England.

**LMC:** Local Medical Committee

**LPC:** Local Pharmaceutical Committee: the local organisation which represents community pharmacies.

**LSOA:** Lower Super Output Areas are statistical areas (within England) with roughly 1,500 residents and approximately 650 households.

**MMR:** Measles, mumps, and rubella vaccine

**MURs:** Medicines Use Reviews (MURs) have been replaced for patients by enhanced, Structured Medication Reviews carried out by clinical pharmacists working within GP practices.

**NHS 111:** This is part of the urgent care system. It is a phone service that provides patients with medical advice and is also the gateway to other points of delivery in the urgent care system.

**NHS England and Improvement:** The organisation that leads the National Health Service (NHS) in England, setting priorities, providing direction and commissioning services on behalf of the NHS.

**NICE:** The National Institute for Health and Care Excellence

**NMS:** The New Medicine Service provides support to patients with long-term conditions who are newly prescribed a medicine.

**NSP:** Needle and Syringe Programmes provide injecting drug users with access to clean injecting equipment and effective disposal of used equipment, referred to as a needle exchange service.

**ONS:** The Office for National Statistics

**OTC:** Over-The-Counter drugs are medicines sold directly to a consumer without a prescription from a healthcare professional. Prescription medicines may be sold only to customers possessing a valid prescription.

**PhAS:** Pharmacy Access Scheme-a payment to pharmacies which is intended to support access where pharmacies are sparsely spread and patients depend on their services.

**PGD:** Patient Group Direction is a written instruction for the sale, supply and/or administration of medicines to groups of patients who may not be individually identified before presentation for treatment. PGDs allow specified health care professionals to supply and/or administer a medicine directly to a patient with an identified clinical condition without the need for a prescription or an instruction from a prescriber. The health care professional working within the PGD is responsible for assessing that the patient fits the criteria set out in the PGD.

**Pharmaceutical list** In order to provide pharmaceutical services in England a person and the premises from which they will provide services must be included in the relevant pharmaceutical list. NHS England and NHS Improvement is responsible for preparing, maintaining and publishing pharmaceutical lists in respect of each health and wellbeing board's area.

**PharmOutcomes:** a web-based system allowing pharmacy teams to record their locally commissioned services and payment claims.

**PIP:** A pharmacist independent prescriber [PIP] is a pharmacist who has completed the relevant approved education and training as approved by the General Pharmaceutical Council.

**POM:** Prescription Only Medicines are those which must be prescribed by a doctor and are not licensed for sale to the general public.

**Prescription item:** A single item prescribed on a prescription form. A prescription form may have more than one item on it.

**Prescribing error:** A clinical error on a prescription script, for example the wrong drug or quantity. Look-Alike, Sound-Alike [LASA] medicines are another source of error when dispensing.

**PSNC:** The Pharmaceutical Services Negotiating Committee-recognised by the UK Secretary for Health as representing community pharmacy on NHS matters in England.

**QALY:** A Quality-Adjusted Life Year is a generic measure of disease burden, including both the quality and quantity of life lived.

## Glossary

**SC:** Supervised Consumption is the controlled, supervised self-administration of prescribed methadone or buprenorphine by an addict in daily instalment doses at a community pharmacy.

**STI:** Sexually Transmitted Infections.

**TIA:** Transient Ischaemic Attack: a period during which the brain is deprived of oxygen, arbitrarily defined as an episode lasting for less than 24 hours.

**TRACC:** specialist software used by ESCC for calculating travel times between locations.

**Urgent care:** Urgent care is the provision of care where patients require prompt attention but where their condition is not considered life-threatening: provided by various organisations including GP out of hours services, Accident and Emergency departments, Walk-in centres, ambulance services, community pharmacies and other Urgent Care centres.

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