

TRAFFORD - ANALYSIS OF PNA CONSULTATION

The formal consultation period of this Pharmaceutical Needs Assessment (PNA) ran from 6th October 2013 until 13th December 2013. The draft PNA and consultation response form were issued to all of the stakeholders listed in appendix 2. The documents were posted on the intranet and internet.

- The number of responses received totalled 35.
- All 35 thought that the explanation of the PNA was sufficient.
- 31 thought that the PNA provided an adequate assessment of pharmaceutical services in the Manchester area.
- 30 thought that the PNA provided a satisfactory overview of the current and future pharmaceutical needs of the Manchester population.
- 28 thought that current pharmacy provision and services in Manchester is adequate.
- 32 out of the 35 agreed with the conclusion of the PNA.

The consultation responses were collated and analysed and the PNA amended where necessary. This is detailed in the table below.

Responder number	Category of response	Section of PNA	Actual response	Comment from PNA project group	Decision of Panel to amend PNA?	Date amendment made
3	Pharmacy systems	NA	As a care provider I have noticed that there are significant differences in the amount of information recorded on individual pharmacy labels. This makes it very difficult for Care providers to comply with CQC registration. Further discussions are required to ensure that all disciplines are able to achieve required standards.	This is relating to what prescribers write on prescriptions as instructions, as these inform the pharmacy labels. The issue has therefore been raised with Trafford CCG.	NO	
5	Survey format/ Results	5.2	The survey was very small, so consumer views were poorly represented	We cannot retrospectively amend who responded to the survey, but in future a more diverse advertisement of the surveys will be addressed.	NO	
5	Consultation format	5.2	This survey only has the options Yes or No. I would rather have an Unsure option, with room for comments for that option. For the next question, I'm responding both as a local resident and on behalf of an organisation.	Noted for future surveys.	NO	
6	Service provision	3.2.3	Services for young people to access emergency Contraception is limited across Trafford	This service is now undergoing a review. "Emergency Contraception by Pharmacy Trafford are working with commissioners across Greater Manchester, the Centre for Pharmacy Postgraduate Education and the Commissioning Support Unit to develop a new Pharmacy scheme. This revised scheme will cover emergency contraception (EHC), condoms and Chlamydia screening. The scheme will be rolled out in the New Year with programmes of training available for pharmacists. It is anticipated that this scheme along with targeted publicity will increase access to EHC by young people. Emergency contraception is also available through GP's and the newly commissioned Bridgewater Integrated sexual health service." This statement is now included within the document in section 3.2.3	YES	18/12/13
8	Data cleansing	6.1 - Pharmacy Demographics	There is no longer a Mail Order Pharmacy in Trafford. Bespoke closed. I think the new 100 hour Pharmacy in Timperley is missing. There are 7 x 100 hour Pharmacies not 6. This needs to be corrected throughout the document. Should there be a reference to the new 100 hours Pharmacy opening on Moorside road in Oct 2013?	The mail order pharmacy has been removed, However changes to pharmacy numbers and hours will occur throughout the life of this document. This information will be updated in a supplementary statement.	YES	18/12/13
8	Data cleansing	6.2 - Changes in the number of pharmacy contractors from 2011	6.2 This conflicts with 6.1 as it says there are no distance selling Pharmacies in Trafford. This is correct but 6.1 is not. The reference to Internet Pharmacy continues further along and needs to be removed.	This is an error- the distance selling pharmacy closed during the writing of the PNA so this has now been removed.	YES	18/12/13
8	Data cleansing	Chart 6	I am not convinced that the legend is correct. It states that the on average 37,577 items PER MONTH were prescribed in Trafford but Dispensed outside Trafford in the year April 12 to March 13. I think this should say the Total Number of Items dispensed outside Trafford in the whole year and not average per month.	This data was checked and found to be correct.	NO	
8	Opposition to proposed pharmacy changes	7.1 - Housing and Development	This refers to an opportunity for a new Pharmacy in a new up-dated local retail centre in Partington. A new updated centre does not meet there is a need or an opportunity for a new Pharmacy! However, the PNA has clearly stated earlier on that there is no need for another new Pharmacy in Trafford as there is no un-met need for Pharmaceutical Services. The un-met need for longer opening hours and week-end opening in Partington can be met by one of the existing providers	The statement has been amended to suggest that extended opening hours on Sundays are required for Partington, but that a new pharmacy outlet is not.	YES	08/01/14
8	General comment	whole document	Otherwise this is an excellent PNA wholly supportive of Pharmacy and protective of existing services.	Thank you	NO	
9	Survey format/ Results		Responses received from mainly white, British residents	see above comments	NO	
10	Data cleansing	Appendix 6	Rowlands Pharmacy on Plymouth Road in Sale no longer offers chlamydia screening.	We will amend	YES	17/12/13
11	Workforce development		Workforce development The PNA does not address the necessity of having regular training sessions for the pharmacy workforce. This underpins the consistent delivery of the services, so that the public can access these services freely from pharmacies. In summary ease of access to training for the pharmacy workforce is a key enabler to successful delivery of these services to the patient, and should be highlighted in the PNA.	Training requirements will be identified for each particular service within the service specification. This may involve self directed learning and self-accreditation	NO	

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11	tendering for services	5.3	Quality The PNA refers to targeted delivery by a small number of pharmacies - section 5.3. There is a balance between having a quality service available and giving patient's access when it is convenient to them. The PNA demonstrates that the pharmacies collectively provide a wide range of hours over the week; so providing patient access could necessitate a larger number of pharmacies being trained to provide the desired coverage of services.	Coverage of service provision by all pharmacy contractors will be available to tackle health issues which need delivery over a borough wide area. However where a service is identified as required by a certain population or needs to be more targeted to a particular LSOA then the commissioners of that service should be able to direct the service to the most appropriate provider based on the desired health outcomes. We have reworded section 1.0 and 5.3 to be clearer.	YES	17/12/13
11	Data cleansing	Appendix 6 ; Appendix 8	Appendix 6 - Locally commissioned Services Services provided that are missing from Appendix 6 West - Boots Unit 4, Eden Square Shopping Centre - M41 0TT - provides SC (Smoking Cessation) and HL (Head Lice) - both services are missing from the Appendix 6, please add on. West - Boots 179 Canterbury Road - M41 0SE - provides EC (Emergency Hormonal Contraception) and MA (Minor Ailments) - both services are missing from the Appendix 6, please add on. Services listed that we do not currently provide - Appendix 6 West - Boots Unit 8A, Trafford Retail Park - M41 7FN - this pharmacy does not currently provide Chlamydia testing as listed in Appendix 6 - please remove West - Boots 179 Canterbury Road - M41 0SE - does not currently provide PC (Palliative Care) as currently listed in Appendix 6 - please remove Appendix 8 Opening Hours of Dispensing Contractors Central - Boots - 2 The Mall - M33 7XZ - the opening hours are 9am - 5.30pm Monday to Saturday, not as listed in appendix 8. Please amend West - Boots Unit 4, Eden Square Shopping Centre - M41 0TT - the opening hours are Monday to Saturday 9am - 5.30pm, not the ones listed in Appendix 8. Please amend West - Boots Unit 8A, Trafford Retail Park - M41 7FN - the correct pharmacy opening hours are 9.30am to 7pm Monday to Friday, Sat 9am - 6pm and Sunday 11am - 5pm. Please amend. Others Table 9 Saturday and Sunday opening - the table indicates that Timpereley has no pharmacy open on a Sunday, yet Appendix 8 indicates that Timpereley Pharmacy 250 Stockport Rd is open on a Sunday. Appendix 4, 6 & 8 all give reference to Superdrug pharmacy in South - 78 -84 George St - this has closed.	Appendix 6 and 8 have been amended. Timperley Pharmacy is in the village ward and therefore, we have included this in the table under the village. Superdrug pharmacy was closed after the PNA was written and therefore will be included in a supplementary statement	Yes	16/12/13
12	legal definition	Section 3	There are a number of comments to be made around 'section 3.0 Context of the PNA'. In section 3.2.1 it states 'whether a service falls within the scope of pharmaceutical services for the purpose of PNA depends on who the provider is and what is provided.' Pharmaceutical services are defined by legislation; this isn't clear from the current sentence.	The statement about what is covered in legislation is in section 3.2. The purpose of the PNA is to cover all services which may be regarded as pharmaceutical services and any other services which impact on the needs of the population.	NO	
12	Essential Services	3.2.2	Clinical Governance is listed as an essential service, though often consider in this category it technically isn't an essential service.	This information is taken from PSNC website as detailed by the references, however we agree that this is not an essential service but is classed as "other service requirement" so we have removed it from section 3.2.2 and Appendix 1.	YES	17/12/13
12	Advanced service	3.2.2	Under Advanced Services it states that the NMS service has been extended until September 2013, this has now been extended until December 2013.	This was correct at the time of writing, but this has been updated in section 3.2.2 and Appendix 1 to reflect the new information released in December 2013	YES	17/12/13
12	Enhanced services	3.2.2	Under Enhanced Service there is a typo 'are Home Services' instead of 'Care Home Services'.	Amended	YES	17/12/13
12	NHS changes	3.2.2	Also by the point of publication the pharmacy enhanced services will have been transferred back to NHS England.	Details of the transfer and timescales have been covered on page 11, 3.2.2.	NO	
12	NHS scope of services	3.4	In section 3.4 it states that prison and hospital pharmacy are out of the scope of the PNA, this is not in line with Schedule 1, Paragraph 5 of The NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.	this has been amended	YES	17/12/13
12	Steering group	3.5	Section 3.5-there are concerns that NHS England did not form part of the steering group.	This has been noted and an invitation to attend steering group meeting will be extended for future revisions.	NO	
12	Last PNA	whole document	The last PNA was published in May 2011, not February 2010.	All the available PNAs on Trafford website are dated February 2010 Version 3. There have been subsequent updates and supplementary statements but the main PNA is still dated Feb 2010.	NO	
12	Localities	3.6	Section 3.6 explains that ward level was used for the localities. It is felt that this is too low a level to use. Many people are unaware where ward boundaries are and naturally flow between wards. Larger localities would be a more useful area. The PNA also alternates between wards and the four localities. The information contained does not give enough explanation to satisfy Schedule 1 paragraph 6(a).	For some data the locality level was too large as there is large variation within the locality. Therefore as described in section 3.6 both ward level data was used within this PNA. Health and Wellbeing Board (HWB) feel that the wards are well explained by map 1 and appendix 4. Localities were used in appendices 4, 6 and 8 to give a geographical context to the pharmacies, but decisions were made at ward level.	NO	

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12	Necessary Services	whole document	there is very little detail around the pharmaceutical provision in Trafford. There are no statements to indicate if a pharmacy is deemed necessary or offering better access to satisfy Schedule 1 Paragraph 1 and 3.	<p>Pharmaceutical services are detailed throughout the PNA and appendix 6 lists those which are delivered by each community pharmacy.</p> <p>Schedule 1 paragraph 1 and 3 state: Necessary services: current provision</p> <p>1. A statement of the pharmaceutical services that the HWB has identified as services that are provided–</p> <p>(a)in the area of the HWB and which are necessary to meet the need for pharmaceutical services in its area; and .</p> <p>(b)outside the area of the HWB but which nevertheless contribute towards meeting the need for pharmaceutical services in its area (if the HWB has identified such services). 3. A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are provided–</p> <p>(a)in the area of the HWB and which, although they are not necessary to meet the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access, to pharmaceutical services in its area; There is no requirement to discuss individual pharmacy contractors being necessary or providing better access, only that pharmaceutical service provision within a specific area meets the needs.</p> <p>The statement in Section 1.0 "The current Pharmacy services commissioned from Salford pharmacies, in addition to Pharmacy's NHS contract, lend themselves to assisting Salford's HWB in achieving the required outcomes identified as the health priorities outlined in their strategy." addresses this.</p>	NO	
12	Statement of Intent	3.2.3	There are many statements saying commissioners should consider pharmacy when looking at various services. The PNA should establish any current or future needs, not mealy suggest that pharmacy should be considered.	The statement below has been included in section 3.2.3 Public Health Services to make the intentions of the LA clearer. " Trafford Council recognise the important contribution that pharmacy can offer to the local population. It is the Council's intention to continue it's current locally commissioned services of observed consumption, needle exchange, emergency hormonal contraception, Chlamydia testing and treating, and nicotine replacement therapy. Review of these services is on going and Trafford Council will ensure that we continue to meet the needs of Trafford's population providing satisfactory access through suitable provider. Following this Trafford Council will be looking at all areas that pharmacy could support around the public health agenda and identified in this document along with provision by other providers, however, commissioning of new services will be dependent upon identification of adequate resources. Trafford Council will work with the Local Pharmaceutical Committee as the representative of community pharmacy. "		
7	Identification of Age near to Pharmacies	4.2	The PNA also suggests that pharmacies identify the age of their customers and ensure they are providing the most effective services for their local population; this should be the purpose of the PNA.	Age by ward is available from the Strategic Health Asset Planning and Evaluation (SHAPE) tool. SHAPE is free to NHS professionals and Local Authority professionals with a role in Public Health or Social Care. Access to the application is by formal registration and licence agreement at http://www.shape.dh.gov.uk/ . Pharmacies can access this tool to identify the percentages of the different age groups within their locality. Inclusion of a map detailing this was considered but would not provide sufficient detail within the page constraints to provide useable data. It should be noted that the age spread within the local population may not reflect that of the pharmacies customer base and pharmacies should be conscious of their individual population.	YES inclusion of reference to SHAPE tool for access to interactive mapping.	12/12/13
12	opening hours		It is unclear if a need is being identified for Sunday opening in certain wards. If a need is identified this should be clearly stated, i.e. exactly what the need is and where it is needed. A need would then allow any contractor- old or new- to fill that gap, a PNA cannot state only a current contractor can fill that need.	Changes have been made to make it clear that the Partington area and Sale Moor and Brookland wards would benefit from extended Sunday opening.	Yes	08/01/14
12	opening hours		this section talks about needing full day access on a Saturday and Sunday in each ward. It is unclear how that conclusion was made. No patient complaints about access have been noted; also no analysis of how easy it is for patients to access Saturday and Sunday services from alternative wards has been undertaken.	Changes have been made to make it clear that the Partington area and Sale Moor and Brookland wards would benefit from extended Sunday opening.	Yes	08/01/14
12	Data cleansing		The number of contractors in Trafford has now changed. Superdrug in Altrincham (40 hour contract) and Bespoke Pharmacy in Altrincham (distance selling) have both closed in recent months.	These changes occurred after the PNA draft was written. This information will be updated in the next PNA or supplementary statement.	NO	

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12	Data cleansing		Timperley Pharmacy in Timperley (100 hour) has now open.	Timperley Pharmacy is on the boundary road between The Village and Timperley wards. However it is on the side of the road that falls into in the Village ward and therefore, we have included this in the table under the Village.	NO	16/12/13
12	formatting	whole document	Page numbers missing from large parts of the document.	Amended	YES	
12	key to map	Map 6	The map marking the pharmacies does not have a key, therefore making it difficult to identify the premises.	It is unfortunate that this is not included but we will include key to each pharmacy in our next PNA/ updated map.	NO	
12	terminology	whole document	The document refers to the Local Area Team, rather than the Area Team.	Amended	YES	
13	Data cleansing		The PNA states that there are some wards where increased opening hours on Saturdays and Sundays might be necessary. These include the following : • Partington - this is correct. • Sale Moor - the LPC disagrees that with the statement that there is no provision in Sale Moor, as this area has adequate provision by nearby pharmacies at Tesco and Sainsburys in Sale. • Sale - the LPC disagrees with the statement that there is no provision on Sundays, as Tesco and Sainsburys pharmacies both open on Sundays. • Brooklands - the 100 hour pharmacy at Tesco, Altrincham Road, serves this area at weekends.	The PNA has been amended to suggest that extended opening hours on Sundays are required for Partington, Sale Moor and Brooklands wards. The HWB made this decision after deliberation about the relative deprivation in these areas. All other wards with limited weekend hours are adequately covered by nearby pharmacies in other wards due to the ease of transport throughout the nearby area.	YES	08/01/14
13	Extended hours	6.4.3	Where the HWB feels the need for extended opening hours, they could discuss with NHS commissioning board (GM) to commission, for example, Christmas and New Year scheme, as has been done historically.	A section 6.5.3 Bank Holiday Opening has been added stating " Where the HWB identify a requirement for additional provision on a Bank Holiday or a named day under regulations, then there would be a requirement to consider either requesting NHS England to commission an enhanced service or the LA could commission a local service. "	YES	17/12/13
13	Training		The PNA does not include any plans for training in relation to services provided from pharmacies, to ensure continuity of service. Also, with an ageing population, training on dementia or prevention of trips and falls would be valuable.	Training requirements will be identified for each particular service within the service specification. This may involve self directed learning and self-accreditation. If a contractor identifies a training need (outside of a service) which would enhance the provision of their service to the local population it is incumbent on the individual pharmacy managers to source the appropriate training for their staff based on the needs of the population in their area.	NO	
14	Data cleansing	Appendix 8	Can you amend the following information on opening hours for our pharmacies in Appendix 8 pg 2 Cohens Chemist, Firsway health centre, 121 Firsway is now closed on a Saturday. pg 3 Cohens Chemist, 177 Ashley Road is closed 1-1.30pm for lunch Monday to Friday	Appendix 8 has been amended. Amend Saturday opening table 10.	YES	16/12/13
18	Quality of service provision		Insufficient detail re quality of service.	There had been no service reviews carried out by the commissioners at the time of writing because they had recently taken over the services from the previous PCT. Any future service reviews should include quality of service and how they met the desired health outcomes. These will be included in future iterations of the PNA.	NO	
18	Future provision	7.3	Need to consider compliance aids especially as the elderly population increases esp those with dementia. Much of the document looks at access to pharmacies rather than pharmaceutical needs. Too much focus on the current range of pharmacy services esp dispensing rather than developing novel services to meet emerging needs	Table 7 in section 7.3 looks at how pharmacy can meet the identified gaps in areas relating to Trafford's Joint Strategic Needs Assessment. Examples of how commissioners can develop services that pharmacies can deliver to the public are set out in the column titled "How could community pharmacy meet the needs in the future"	NO	
18	Mapping	general	Very difficult to establish from this document. Number of pharmacies seems ok but no idea of quality of service provision. Need quantitative data re extended service provision mapped against disease prevalence by ward.	Mapping of service provision over health statistics would be useful and this will be considered in future PNAs/ supplementary statements.	NO	
18	Mental health	7.3	No mention under other providers of community drug and alcohol teams or secondary mental health services, specialist services eg TES RADAR. No consideration of future clinical roles eg reviewing prescribing for dementia patients, administration of depots	Consideration of future roles for pharmacy to impact on a reduction in alcohol and substance misuse, to support people with enduring mental health needs, including dementia to live healthier lives, and to reduce the occurrence of common mental health problems among adults are set out in Table 7 section 7.3	NO	
19	Minor Ailment Scheme	Appendix 7	1. There is a public demand for a more comprehensive minor ailment scheme, which if rolled out across Trafford would be of benefit to patients.	The public survey identified that 56% (23) of respondents would use a Minor Ailment Service if available but that only 24% (9) respondents out of 38 had actually used the service. Whilst 74% (28) had not used it and 3% (1) did not know what the service was. This suggests that the service is not well used even though available and perhaps this is because awareness of the service is not high. It would seem appropriate to embed the current service effectively before expanding it	NO	
19	MURs	7.3	2. The commissioners should consider additional services by agreed targeted MURs which would meet local needs and targeting inequalities in health. Beneficial outcomes would be keeping older people out of hospital, 0 -14 year old vaccination programmes, health promotion, and managing ethnic groups who have high rates of diabetes.	Agreed, this was addressed in the gap analysis table in section 7.3 e.g. under outcome 2: priority 6 to reduce the number of CVD early deaths it states "Use pharmacists as part of a multidisciplinary team to help patients understand and manage long term conditions more effectively e.g. via targeted MURs, supplementary prescribing pharmacist clinics or other innovative mechanisms."	NO	
19	opening hours	6.5.3	3. We suggest that a weekend and bank holiday rota in Partington by the existing contractors would benefit patients.	This is a suggestion which the commissioners could consider to address a lack of opening hours. We have added this suggestion to section 6.5.3	YES	17/12/13
19	opening hours	6.5.2	4. We do not agree that Sale Moor, Sale and Brooklands wards require extended hours of pharmacy services as there are sufficient 100 hour pharmacies in Tescos and Sainsburys in Sale and Altrincham.	HWB decided that changes to the pharmacy opening hours for Partington, Sale Moor and Brooklands would benefit these deprived areas and increase access to healthcare services.	YES	08/01/14

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19	opening hours		5. The new 100 hour pharmacy in Tesco on Chester Road provides an out of hours service for residents of Stretford and Old Trafford.	The PNA looked at the wards where there was limited opening hours on Saturdays and Sundays. This did not include Stretford or Old Trafford so there is no need to amend anything relating to these areas	NO	
20	choice of pharmacy	whole document	I have more than enough choice of pharmacies in Altrincham.	Thank you	NO	
21	choice of pharmacy	whole document	Very happy with level of service and choice in my locality.	Thank you	NO	
22	choice of pharmacy	whole document	Many choices of pharmacy in altrincham and hale. Good hours opened and is always one open when I need it. Good levels of service.	Thank you	NO	
23	choice of pharmacy	whole document	Excellent choice pharmacies in Hale and nearby Altrincham. I use them as first port of call rather than the GP's due to long wait for appointments	Thank you	NO	
24	choice of pharmacy	whole document	Very satisfied with local pharmacies.	Thank you	NO	
25	choice of pharmacy	whole document	Good pharmacy services in this area. Also available at weekends if necessary,although I do not usually require anything at weekends.	Thank you	NO	
26	choice of pharmacy	whole document	Very pleased with provision in Bowdon and Altrincham	Thank you	NO	
27	opening hours		There weekend services are fine as there is now tesco pharmacy	Thank you	NO	
28	Service provision		First, we wish to comment further on 6.2 para2, and in the conclusions of 6.6... There is no reason at all that pharmacy numbers need to expand with the population figure as they have done since the last PNA, given that there are 27 pharmacies in Trafford per 100,000 people vs 21 in England as a whole. Pharmacies now actually need to exploit economies of scale instead, and they are expected to in the Pharmacy Contract which is paying less for more work annually. Too many pharmacies saddles the public with establishment and practice payments (lumpsums them with fixed cost), while the existing pharmacy network is STILL not utilised fully for the full range of Enhanced Services. Indeed, yet another 100-hour pharmacy has opened in Urmston, making 3 for this important but small part of Trafford. Priority should go to expanding services through the whole existing base.	It is agreed that focus needs to be on delivery of effective services to the patients in locations where the need is greatest. The number of pharmacies per 100,000 population is documented in section 6.4.1 The numbers of pharmacies increasing in line with the population is another way of identifying the change in pharmacy numbers since the last PNA.	NO	
28	Data cleansing	6.1	Our second point is: does the comment in Section 6.1 that there is "ONE pharmacy that delivers wholly mail-order or internet based pharmacy services," conflict with the statement in Section 6.2 that, "...there are still no distance selling pharmacies (internet pharmacies) within Trafford"?	This is an error- the distance selling pharmacy closed during the writing of the PNA so this has now been removed.	YES	18/12/13
28	distance selling pharmacy	6.4.2	Our third point relates to the table in 6.4.2 on page 34 where a footnote states, "this list does not include the distance selling pharmacy as their services are designed to be used by a wider population." The authors should check whether the trade is national, as thought, or predominantly local Trafford prescription trade because this assumption may be unfounded.	Due to removal of the distance selling pharmacy this comment has been deleted	YES	18/12/13
28	Opening hours		Point 4: With respect to Saturday and Sunday opening, in Urmston there are now three one hundred hour pharmacies (including the one by the General Hospital) open on Sats and Sundays and Boots and the Co-op also open Saturday afternoons, meaning that provision to pharmaceutical services is very good at the weekends. We agree with the final concluding sentence of Section 6.4.3.	Agreed- the conclusion stated that those wards with limited weekend opening should be considered for extension of current opening hours. Urmston is not one of these wards as seen from Table 10 section 6.5	No	
28	dispensed prescriptions	6.6	Finally, in the conclusion of 6.6 that, "approximately 87% of prescriptions generated by Trafford prescribers are dispensed by Trafford pharmacies," this is not in the least surprising nor any cause for worry. Trafford borders on the conurbations to the north, east and west and some cross over of prescriptions (by patient choice both ways) across city boundaries is natural and inevitable.	Agreed; as outlined in the conclusion the number of pharmacy outlets are sufficient to deal with this number of prescriptions.	No	
28	opening hours		First, we point out that Electoral Ward boundaries are not always good proxies for directly comparing the provision pharmaceutical services (although they are a convenient proxy). It must be noted that good routes and provision from pharmacies near the edges of boundaries needs also to be taken into account before condemning an electoral ward as having poor provision or gaps. e.g. There are many bus routes from wards around Urmston directly into Urmston or to the hospital area where there are numerous 100 hour pharmacies. In the round, the conclusion would be that there is excellent pharmacy provision in the Urmston area. Second point: Where prescriptions are dispensed is	see comment above	NO	
28	Number of pharmacies		Point 1: We generally agree that pharmaceutical provision in terms of numbers of pharmacies is very good.	Agree	NO	
28	tendering for services	5.3	Point 2: We suggest that the best way forward is to commission enhanced services to all pharmacies in Trafford equally. We have frequently applied but commissioning is rationed in very many cases for the services in Appendix 6. Patients with various health issues do not line up for a pharmacy because of its commissioned specialism they go to their preferred pharmacy and expect treatment available not to be rationed by 'postcode' lottery. We are ready willing to provide ALL such services.	see above comments	YES	17/12/13
28	Data cleansing	whole document	Point 3: The name should be Reeds Pharmacy rather than Reeds Chemist in all instances that Reeds is referred to.	All appendices amended.	Yes	16/12/13
28	addition of comments	appendix 3	Point 4: We trust that our results to the survey in Appendix 4.	The comments are included in Appendix 3 consultation analysis	YES	18/12/13
28	Service provision	appendix 6	Point 5: We are commissioned to carry out the smoking cessation enhanced service at Reeds Pharmacy, so please amend.	Appendix 6 amended.	Yes	16/12/13
33	opening hours		pharmacy services are good in the area, and if need a prescription at weekend,now there is a Tesco pharmacy open Sat and Sunday	we presume this is talking about the Sale area. See comments above.	YES	08/01/14

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34	Service provision		In Appendix 6 - Trafford Locally Commissioned Services, not all services are listed correctly. Davey's Chemist provide Smoking Cessation, which has been omitted from the commissioned services table. Flu vaccinations are also delivered and this is not included in the commissioned services table.	Appendix 6 amended. Flu vaccinations will be included in the supplementary statement as this information was not available at the time of writing	Yes	16/12/13
34	Service provision		What percentage of the target population have the GP's screened with a NHS Health Check to date? If the GP's are not meeting the need, pharmacy should be providing the NHS Health Checks, as they are delivering successfully nationally in pockets of excellence.	This will be addressed as part of a service review	No	
34	opening hours		What evidence is there that people in Partington want to access a pharmacy on Saturday afternoons and Sundays? I have no evidence of this need and have not received any complaints in relation to the current pharmacy opening hours.	Bucklow - St - Martins ward have had no responses to the public survey - so no direct evidence from patients however Partington is separated from the other pharmacies by a distance of 5 miles which is outside of the walking range of most people and as Partington is one of the areas with the highest health needs in Trafford it was determined that extended hours over a weekend would be appropriate. Particularly in light of the proposed commercial development in the area which may cause an influx of people over a weekend.	NO	
34	Data cleansing		Davey's Chemist is on a main road and is open Monday to Friday, 8.30am - 6.30pm and 9am - 12pm on a Saturday. Davey's Chemist also provide rota service on all Bank Holidays as requested by NHS England (formerly Trafford PCT).	All information is correct. A section has been added regarding provision for bank holiday rotas in 6.5.3	YES	16/12/13
34	Service provision	3.2.3	Due to the high teenage pregnancy statistics in the area, I feel there is a need for further EHC provision in Partington and Chlamydia Screening, which is not currently available in Partington.	Emergency Contraception by Pharmacy Trafford are working with commissioners across Greater Manchester, the Centre for Pharmacy Postgraduate Education and the Commissioning Support Unit to develop a new Pharmacy scheme. This revised scheme will cover emergency contraception (EHC), condoms and Chlamydia screening. The scheme will be rolled out in the New Year with programmes of training available for pharmacists. It is anticipated that this scheme along with targeted publicity will increase access to EHC by young people. Emergency contraception is also available through GP's and the newly commissioned Bridgewater Integrated sexual health service. This statement is now included within the document in section 3.2.3	YES	17/12/13
34			Do you agree that Pharmacy is best placed to reach and deliver health to 'hard to reach' groups?	This will be dependant on the health target identified and the outcomes of a whole service review	NO	
34	access to services	4.4	There should be an increase in commissioned services, that could be reflected in increased access in the deprived areas of Trafford. If the NHS Health Check was available and more accessible i.e. through Pharmacy, more interventions could take place to improve the health of the borough. Pharmacy is proven to be a comfortable, trusted, accessible and confidential venue for delivery with trusted and trained professionals always there for consultation without appointment.	agreed; pharmacy is well suited to meet the need of many services. This is outlined in section 4.4 "Pharmacies could be considered as a place where these health checks can be carried out as they are locally accessible, and some have extended opening hours to reach people who cannot attend standard clinic times."	NO	
34	Fulfilling an identified need		If a change of the current pharmacy opening hours was needed to be beneficial to the local community in Partington, prior to or following any new developments, as Davey's Chemist are a current willing and able provider of pharmacy services, that need could be filled without opening an additional Pharmacy, which would be unnecessary and costly to Trafford NHS.	How the hours are met cannot be defined within the PNA as this is a statement of need. If a current contractor decided to increase the hours to meet this demand then an update to the PNA would be made to show that the identified need had been met, so that any new contractor applying on the basis of fulfilling the identified need would no longer be necessary.	No	
Karen Cooney			I have checked the information and ticked if correct and crossed if wrong. Only a couple that I am not 100% sure about.	Amended	YES	17/12/13
	Tendering for Services		Also, where there is a review of enhanced services, the norm must be that all contractors should be given equal opportunity to participate in service provision for the benefit of the whole population in the HWB area. Where there exists a clearly identified need for a particular service in a particular area, only then should there be a more directed service.	statement changed; see above comment	YES	17/12/13