



# **Hertfordshire Pharmaceutical Needs Assessment 2018**

Hertfordshire Health and Wellbeing Board

This Pharmaceutical Needs Assessment has been produced by Hertfordshire County Council through a steering group on behalf of Hertfordshire Health and Wellbeing Board, with authoring support from Soar Beyond Ltd.

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## Executive summary

Every Health and Wellbeing Board (HWB) is now required to produce a Pharmaceutical Needs Assessment (PNA).

This mapping of pharmaceutical services against local health needs provides the NHS England Area Team with a framework for the strategic development and commissioning of services. It will enable the local health economy to:

- Understand the pharmaceutical needs of the population
- Gain a clearer picture of pharmaceutical services currently provided
- Make appropriate decisions on applications for NHS pharmacy contracts
- Commission appropriate and accessible services from community pharmacies
- Clearly identify and address any local gaps in pharmaceutical services
- Target services to reduce health inequalities within local health communities

The PNA is required to undertake detailed analysis at locality level. The steering group considered the analysis undertaken in the 2015 PNA, which stated the PNA localities at Middle Layer Super Output Area (MSOA) level, but the majority of data and analysis was at CCG locality level. Building on the strengths of the 2015 PNA, the steering group therefore decided to continue to use the 11 CCG localities as the localities within the 2018 PNA and undertake an analysis at MSOA level, where more detailed scrutiny was required. Therefore, the document will refer to 'localities' as CCG localities; further explanation can be found in Section 1.5. Certain sections of the document refer to local authority districts and/or wards rather than the CCG localities, e.g. public health information in Section 2. In order to understand the relationship between the agreed CCG localities, districts and wards, a table is provided in Appendix O.

This draft PNA has been produced by Hertfordshire County Council (HCC) through a steering group on behalf of Hertfordshire HWB with authoring support from Soar Beyond Ltd.

### NHS pharmaceutical services in England

NHS pharmaceutical services are provided by contractors on the 'Pharmaceutical List' held by NHS England. Types of providers are:

- Community pharmacy contractors, including distance-selling pharmacies
- Dispensing appliance contractors
- Local pharmaceutical service providers
- Dispensing doctors

Community pharmacies operate under a contractual framework agreed in 2005 which sets out three levels of service:

**Essential services:** Negotiated nationally. Provided from all pharmacies.

**Advanced services:** Negotiated nationally. Can be provided from accredited pharmacies.

**Enhanced services:** Negotiated locally to address local health needs. Can be provided from commissioned, accredited pharmacies.

This contract enables NHS England Area Teams to commission services to address local needs while still retaining the traditional dispensing of medicines and access to support for self-care from pharmacies. A service is considered as enhanced if commissioned by NHS England. If commissioned locally by other commissioners, e.g. the local authority or CCG, it is deemed to be a locally commissioned service (see Section 4).

In addition to the three categories outlined above, the need has also been explored for other services as part of this PNA.

## **Health in Hertfordshire**

### **The area**

Hertfordshire is a county in southern England. It has borders with Bedfordshire to the north, Cambridgeshire to the north-east, Essex to the east, Buckinghamshire to the west and Greater London to the south, covering an area of around 634 square miles.

### **The population**

The current estimated population of Hertfordshire is 1,176,720. A projected increase in population size is likely to generate demand for pharmaceutical services, especially by children and the older population. Hertfordshire's population is projected to increase by approximately 276,400 (24%) over the 25-year period from 2014 to 2039.

The largest projected population increases in Hertfordshire are expected in the over-75 and under-5 age groups (see Section 2). Because of the peculiarities of these age groups in terms of higher burden of disease and greater demand for services, demand for health and social care services (including primary care medicines management and prescription delivery services) is expected to increase.

There are plans to develop around 10,000 new homes in Gilston Park (an area to the north of Harlow) before 2033, which will help support the growing population and demand for housing. There are also plans to provide 600 new homes to the east of Stevenage, 1,350 homes east of Welwyn Garden City and districts, 37 villages to take combined 500 new homes (see Appendix J).

Hertfordshire has a lower than average proportion of minority ethnic group population (10%) compared to the England average (20%).

The increasing population and its diversity will require planning for the delivery of services, in particular to meet its varied health and social care needs.

### **Health inequalities**

Hertfordshire is ranked 137 out of 152 unitary authorities in England (one being most deprived). Hertfordshire has a mix of deprivation.



The rank of extent (proportion of population that lives in the 30% most deprived areas of England) indicates that all the districts are comparatively less deprived than rest of English districts.

Particular populations that may have specific health needs include asylum seekers, refugees, travellers, minority ethnic communities and people with specific disabilities.

### **Health and illness**

Life expectancy for men is 80.8 years, which is higher than the England average (79.5). For women, life expectancy is 84.1, which is greater than the England average (83.1).

The principal causes of premature death (deaths under 75 years old) in Hertfordshire are: cancers, heart disease and stroke, and respiratory (lung) and liver disease. These conditions are also the principal causes of disability and ill health.

In summary, the residents of Hertfordshire enjoy longer lives than the English average, and health outcomes are on average better than England as a whole.

However, like the rest of England, the population is ageing and long-term conditions are likely to increase with the ageing population. Currently, longer life is not necessarily translated into healthier lives, as observed with the gap between life expectancy and good health status life expectancy or disability-free life years.

To enable residents to enjoy health and disability-free life for longer, health promotion, disease prevention and early detection are key areas for investment.

There are some inequalities within Hertfordshire, with Stevenage and Watford showing relatively worse outcomes, however, many of the outcomes are similar to the England average.

### **Lifestyle**

Lifestyle issues are of concern in some areas. The rates for drug and alcohol misuse have decreased since the previous PNA. Other lifestyle issues that continue to be a priority for Hertfordshire include smoking, obesity, lack of physical activity, sexual health and teenage pregnancy.

Locally commissioned services are provided by community pharmacies to address some of these lifestyle issues.

### **Pharmacies in Hertfordshire**

Hertfordshire now has 254 community pharmacies (as of 10 January 2018) compared with 247 in 2015. The 254 include two appliance contractors, 16 100-hour pharmacies, two LPS contractors and nine distance-selling pharmacies, for a population of 1,176,720. Provision of current pharmaceutical services and locally commissioned services is well distributed, serving all the main population centres. There is access to a range of services commissioned from, and privately provided by, pharmaceutical service providers (see Section 4 and Appendix A).

Table 1 shows the comparison with the previous PNA of community pharmacies and regional and national averages.

Table 1 - Number of community pharmacies per 100,000 population

	Community pharmacies per 100,000 population		
	England*	East of England	Hertfordshire
<b>2015-16</b>	21.5	19	21.6
<b>2011-12</b>	21	21	22

\*This figure is an estimate and includes Dispensing Appliance Contractors and distance-selling pharmacies, therefore the figure may differ for estimates based solely on community pharmacy contractors.

Using current population estimates, the number of community pharmacies per 100,000 population for Hertfordshire is currently 21.6, which is just above the England average (20.8).

Based on a number of factors assessed as part of the PNA, Hertfordshire is currently well served with community pharmacies.

There are 133 (52%) community pharmacies in Hertfordshire open on weekday evenings after 6pm, and the majority 230 (91%) are open on Saturdays. There are also 60 open on Sundays (24%), mainly in shopping areas. There are 16 pharmacies contracted to open 100 hours a week in Hertfordshire.

Independent providers represent 59% of the total providers in Hertfordshire compared to the national average of 62%.

### Feedback on pharmaceutical services

Views of pharmacy service users were gained from a questionnaire circulated for comments from the general public.

From the 1,390 responses received from the public questionnaire:

- **76%** have a **regular or preferred** pharmacy that they visit
- **64%** visit their pharmacy **once a month** or more
- **49%** rated as important that the pharmacy is **close to their GP surgery**; **75%** that the pharmacy is **close to their home**; **50%** that the pharmacy has **friendly staff**
- **83%** of respondents report **no difficulties travelling** to their pharmacy
- Of those who expressed a difficulty in **travelling** to their pharmacy (**270 respondents**); **24% (65 respondents)** had **parking difficulties**; **49% (132 respondents)** had problems with the **location**. However, it should be noted that respondent numbers are low for this particular question (270 respondents in total of the 1,390 total responses).
- **73%** report having a **journey time of no more than 15 minutes**

- **48% walk** to their community pharmacy; **43%** use a **car**, **5%** use **public transport**; **2%** use a **bicycle**
- **66%** indicated that they **used pharmacies up to every month** for the purchase of over-the-counter medicines
- The majority of respondents had 'no most convenient day' (**53%**) or 'time' (**52%**) to visit the pharmacy. **8%** of respondents indicate that they prefer to visit on **Saturday** and less than **1%** on **Sunday**
- Results indicate that there is no clear preferred time to visit, with respondents equally split between morning and afternoon options. **6%** prefer to visit between **6pm and 8pm** and **1%** **after 8pm**
- Less than **10%** of respondents indicated that they have used an **internet pharmacy**

## Conclusions

### Current provision – definition of necessary and other relevant services

The PNA is required to clearly state what is considered to constitute necessary services as required by Paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

For the purposes of the PNA, necessary services are defined as essential services and advanced services. Details of these services are found in Section 1.3.1 of this document.

For the purpose of this PNA, enhanced services are defined as pharmaceutical services which secure improvements or better access to, or which have contributed to CCG localities meeting the need for, pharmaceutical services in Hertfordshire.

For the purpose of this PNA, locally-commissioned services are those which secure improvements or better access to, or which have contributed towards meeting the need for, pharmaceutical services in Hertfordshire, and are commissioned by the Clinical Commissioning Group or local authority rather than NHS England.

The steering group recognises that a number of HWBs which border Hertfordshire contribute toward meeting the pharmaceutical needs of its residents and their contribution has been taken into consideration where appropriate. No other relevant services have been identified from outside the HWB area which have secured improvements or better access in Hertfordshire.

### Necessary services – gaps in provision

In reference to section 6 and as required by Paragraph 2 of Schedule 1 to the Pharmaceutical Regulations 2013:

***Essential services***

In order to assess the provision of essential services against the needs of the residents of Hertfordshire, access (average daytime travel times by car, public transport and walking) and opening hours are considered the most important factors in determining the extent to which the current provision of essential services meets the needs of the population (see Section 3).

***Essential services within normal working hours***

The PNA has determined that the average drive times, walking times and opening hours of pharmacies in all 11 CCG localities are reasonable in all circumstances to meet the needs of the population (see Section 3.4).

**There are no current gaps in the provision of essential services during normal working hours across Hertfordshire to meet the needs of the population.**

***Essential services outside normal working hours***

Supplementary opening hours are offered in each locality. There are 14 100-hour pharmacies present within Hertfordshire and 23 'late-night' pharmacies open beyond 8pm on weekdays or weekends. These are geographically spread across Hertfordshire, but are not present in all the CCG localities. While there are no late-night or 100-hour pharmacies in the Hertsmere, Royston and Stort Valley and Villages localities, this does not constitute a gap in provision. 91% of pharmacies are open on Saturdays and 24% on Sundays, and these are spread across CCG localities.

Based upon a number of factors including population density, access to pharmacies (including extended hours), and the results of the public questionnaire (although not necessarily statistically representative), the assessment concluded that there is no gap in service which would equate to the need for access to essential services outside normal hours. The PNA will be reviewed to consider the impact of any changes in the future where there is evidence that a need exists.

**There are no current gaps in the provision of essential services outside of normal working hours across Hertfordshire to meet the needs of the population.**

***Advanced services***

Based upon a number of factors including population density, access to pharmacies providing advanced services, and the results of the public questionnaire (although not necessarily statistically representative), the assessment concluded that there is no identified gap in the provision of advanced services. Medicines Use Reviews (MURs) are available on average in 92% of pharmacies, New Medicine Service (NMS) in 89% and flu vaccination in 78% (2016-17 data). There is good provision of these advanced services across each CCG locality, with some CCG localities having 100% of contractors providing the services (See Sections 2, 3, 5 and Appendix A).

**There are no current gaps in the provision of advanced services across Hertfordshire to meet the needs of the population.**

***Enhanced services***

There has been no identified current need for any specific enhanced services in Hertfordshire. A number of enhanced services currently provided are detailed in the full document, however a full analysis has not been conducted on which enhanced services might be of benefit as this is out of the scope of the PNA.

**There are currently no identified gaps in the provision of enhanced services across Hertfordshire to meet the needs of the population.**

***Future provision of necessary services***

Based upon responses to the public, pharmacy contractor, commissioner and GP Dispensing Practice questionnaires, the PNA has not identified any pharmaceutical services that are not currently provided but that will, in specified future circumstances, need to be provided in order to meet a need for pharmaceutical services in any of the 11 CCG localities (See Appendices K, L, M and N).

**There are no current gaps in the need for pharmaceutical services in specified future circumstances that have been identified across Hertfordshire to meet the needs of the population.**

## **Improvements and better access – gaps in provision**

As required by Paragraph 4 of Schedule 1 to the Pharmaceutical Regulations 2013:

### ***Current and future access to essential services***

Based upon a number of factors including population density, access to pharmacies (including extended hours), and the results of the public questionnaire (although not necessarily statistically representative), the assessment has not identified any services that would, if provided either now or in future specified circumstances, secure improvements or better access to essential services in any of the 11 CCG localities (see Sections 2, 3, and 5 and Appendix A).

**No current gaps have been identified in essential services that, if provided either now or in the future, would secure improvements or better access to essential services across Hertfordshire to meet the needs of the population.**

### ***Current and future access to advanced services***

In 2015-16 MURs, NMS and flu vaccination (2016-17 data) services were available in pharmacies across all CCG localities. Where applicable, all pharmacies and pharmacists should be encouraged to become eligible to deliver advanced services in all pharmacies across all CCG localities. This will mean that more eligible patients are able to access and benefit from these services.

Demand for the appliance advanced services – Stoma Appliance Customisation (SAC) and Appliance Use Reviews (AURs) – is lower than for the other two advanced services due to the much smaller proportion of the population that may require the services. Pharmacies and Dispensing Appliance Contractors (DACs) may choose which appliances they provide and may also choose whether or not to provide the two related advanced services. The PNA would encourage those contractors that do provide appliances to become eligible to deliver these advanced services where appropriate.

**There are no current gaps in the provision of advanced services at present or in the future that would secure improvement or better access to advanced services across Hertfordshire to meet the needs of the population.**

### ***Current and future access to enhanced services***

NHS England does not currently commission any enhanced services from pharmacies in Hertfordshire.

Some of the enhanced services listed in the 2013 Directions are now commissioned directly by HCC: sexual health and a stop smoking service. A needle exchange and supervised consumption service is commissioned through CGL Spectrum, who sub-contract community pharmacies to provide the service. All these services therefore fall outside of the definition of both enhanced services and pharmaceutical services.

There are no gaps identified in respect of securing improvements or better access to enhanced services provision on a locality basis as identified either now or in specified future circumstances.

**No current gaps have been identified that if provided either now or in the future would secure improvements or better access to enhanced services across Hertfordshire to meet the needs of the population.**

### **Other services**

As required by Paragraph 5 of Schedule 1 to the Pharmaceutical Regulations 2013, the PNA has had regard for any other services that may affect the need for pharmaceutical services in Hertfordshire.

No other services have been identified which affect the need for pharmaceutical service provision.

HCC commissions a number of services from providers who, in turn, contract with pharmacies within Hertfordshire to support the provision of these services. The needle exchange and supervised consumption of opiates are commissioned via CGL Spectrum. There are 31 providers of needle exchange and 111 of supervised consumption. There are providers in each locality. As HCC does not commission these services directly they are not considered Locally Commissioned Services (LCS).

HCC also commissions a sexual health and a stop smoking service directly from community pharmacies. Sexual health service is provided by 63 pharmacies and the stop smoking service by 124 pharmacies. These are spread across each of the CCG localities.

**Based on current information, no current gaps have been identified in respect of securing improvements or better access to other services, either now or in specific future circumstances, across Hertfordshire to meet the needs of the population.**

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

With regard to enhanced services and Locally Commissioned Services (LCS), the PNA is mindful that only those commissioned by NHS England are regarded as pharmaceutical services. The absence of a particular service being commissioned by NHS England is, in some cases, addressed by a service being commissioned through HCC, as in the case of sexual health or stop smoking services. HCC also commissions a needle exchange and supervised consumption of opiates via CGL Spectrum, who in turn contracts local community pharmacies to provide these services.

Hertfordshire has three different Clinical Commissioning Groups (CCGs) within its boundary, namely East and North Hertfordshire CCG, Herts Valleys CCG, and Cambridge and Peterborough CCG (which covers the Royston locality). Both Herts Valleys CCG and East and North Herts CCG commission an immediate access to medicines service. Cambridge and Peterborough CCG does not commission any services from community pharmacies. This PNA identifies these services as LCS.

However, based on current information the steering group has not considered that any of these LCS should be decommissioned, or that any of these services should be expanded. Based on current information, the PNA has not identified a need to commission any enhanced or pharmaceutical services not currently commissioned.

A full analysis has not been conducted on which locally commissioned services might be of benefit as this is out of the scope of the PNA.

**Based on current information, no current gaps have been identified in respect of securing improvements or better access to locally commissioned services, either now or in specific future circumstances across Hertfordshire to meet the needs of the population.**



## Section 1: Introduction

### 1.1 Background

The Health Act 2009<sup>1</sup> made amendments to the NHS Act 2006 requiring each Primary Care Trust (PCT) to assess the needs for pharmaceutical services in its area and publish a statement of its assessment and any revised assessment. The regulations required the Pharmaceutical Needs Assessment (PNA) to be published by 1 February 2011. There was also a requirement to re-write the PNA every three years or earlier if there were significant changes to the pharmaceutical needs of the area. Hertfordshire PCT produced its first PNA in February 2011.

The responsibility for the development, publishing and updating of PNAs has been passed to Health and Wellbeing Boards (HWBs) as a result of the Health and Social Care Act 2012<sup>2</sup>. The act dramatically reformed the NHS from 1 April 2013; PCTs were abolished and HWBs, Clinical Commissioning Groups (CCGs) and NHS England were formed:

- HWBs, hosted by each 'upper tier' local authority, have their membership drawn from local leaders (including NHS England, CCGs and local government) and are responsible for the continual improvement of the health and wellbeing of the local population
- CCGs are GP-led NHS bodies responsible for planning, purchasing and monitoring the majority of local health services including hospital, community, emergency and mental health care
- NHS England oversees the operations of the CCGs as well as commissioning primary and specialist services (such as cancer care). Along with CCGs, it has responsibility for improving health outcomes and reducing health inequalities
- Local government became responsible for health improvement, including the commissioning of related services for sexual health, drugs and alcohol, and smoking cessation

The NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (SI 2013/349)<sup>3</sup>, hereafter referred to as the 'Pharmaceutical Regulations 2013', came into force on 1 April 2013. Unless required to be produced earlier, these regulations permitted HWBs a temporary extension of the PNAs previously produced by the PCT; HWBs were then required to publish their first PNA by 1 April 2015.

The Pharmaceutical Regulations 2013 were updated to the National Health Service (Pharmaceutical and Local Pharmaceutical Services) (Amendment and Transitional Provision) Regulations 2014 on 1 April 2014.

This PNA has considered these amendments but the Pharmaceutical Regulations 2013 have been referenced throughout.

<sup>1</sup> Health Act 2009 - <http://www.legislation.gov.uk/ukpga/2009/21/part/3/crossheading/pharmaceutical-services-in-england?view=plain>

<sup>2</sup> Health and Social Care Act 2012 - <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

<sup>3</sup> Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/uksi/2013/349/contents/made>

Since the 2015 PNA there have been a number of contractual changes affecting community pharmacies. These are considered separately below.

### **1.1.1 Essential Small Pharmacy Scheme (ESPS)**

Financial support for Essential Small Pharmacy Scheme (ESPS) came to an end on 31 March 2015. During 2013-14 there were 13 community pharmacies contracted to provide Essential Small Pharmacy Local Pharmaceutical Services and in 2014-15 there were ten of these remaining which reduced to eight in 2015-16.

Arrangements had existed for many years which provided modest financial support for small pharmacies in areas where they were needed for patients but where the level of business was otherwise too low for a pharmacy to be viable. At the time, it was estimated there were no more than 100 such pharmacies in England. Those pharmacies that remained low volume and more than 1 km from the next nearest pharmacy had a number of options:

- Cease to provide pharmaceutical services
- Return to the pharmaceutical list and receive standard funding
- Agree a new LPS contract with the local NHS England team. There are two pharmacies within Hertfordshire on LPS contracts (as of 10 January 2018)

### **1.1.2 Influenza vaccination advanced service**

NHS England agreed to allow community pharmacies in England to offer a seasonal influenza (flu) vaccination service for patients in at-risk groups. This became the fifth Advanced Service in the English Community Pharmacy Contractual Framework (CPCF) and provision of the service commenced from 16 September 2015. The main aims of the service are:

- To sustain and maximise uptake of flu vaccination in at-risk groups by building on the capacity of community pharmacies as an alternative to GPs
- To provide more opportunities and improve convenience for eligible patients to access flu vaccinations
- To reduce variation and provide consistent levels of population coverage of community pharmacy flu vaccination across England by providing a national framework

The service has continued to be re-commissioned for subsequent flu seasons. Those pharmacies which provided the service for the 2016-17 flu season are listed in Appendix A.

### **1.1.3 NHS Urgent Medicine Supply Advanced Service (NUMSAS)**

In East and North Hertfordshire there was a community pharmacy emergency supply service commissioned in advance of the national service announced by the Department of Health (DH) and NHS England as part of the 2016-17 and 2017-18 community pharmacy funding settlement.

Money from the Pharmacy Integration Fund (PhIF) would be used to fund a national pilot for a community pharmacy NHS Urgent Medicines Supply Advanced Service (NUMSAS). The service is commissioned to run from 1 December 2016 to 31 March 2018 with a review point to consider progress in September 2017.

The service is not directly accessible to members of the public and can only be accessed via a referral from an urgent care provider e.g. NHS 111, who holds a list of providers of the service.

There is no publicly available list of providers of the service. The PNA recognises that a funded service which supports the supply of urgent medicines from pharmacies would reduce the burden on urgent care services and GPs and improve patient care. Consideration will be given to the type of commissioned service that would be most beneficial once the NUMSAS service evaluation is complete.

#### **1.1.4 Pharmacy Access Scheme (PhAS)**

At the same time, the DH confirmed the introduction of a Pharmacy Access Scheme (PhAS), the aim being to ensure a baseline level of patient access to NHS community pharmacy services is protected. The PhAS will protect access in areas where there are fewer pharmacies with higher health needs and ensure no area is left without access to NHS community pharmaceutical services. Qualifying pharmacies receive an additional payment, which will protect them from the full effect of reduction in funding, which was imposed from December 2016. There are 31 pharmacies in Hertfordshire funded under the PhAS, details of which can be found in Appendix A.

#### **1.1.5. Quality payment scheme**

The Government also introduced a 'quality payment scheme'. To qualify for payment, pharmacies have to meet four gateway criteria:

- Provision of at least one advanced service
- NHS Choices entry up to date
- Ability for staff to send and receive NHS email
- On-going utilisation of the Electronic Prescription Service (EPS)

Passing the gateway criteria does not earn the pharmacy the quality payment in itself. Payment depends on how many of the quality criteria the pharmacy meets and there is weighting placed on the criteria based on how difficult they are to meet. At each review point, pharmacies need to make a declaration to NHS Business Services Authority (BSA) and payment will be based on how many criteria are met.

#### **1.1.6. Pharmacy consolidations**

On 5 December 2016, an amendment to the Pharmaceutical Regulations 2013 affecting pharmacy consolidations came into effect<sup>4</sup>. This allowed NHS pharmacy businesses to apply to consolidate the services provided on two or more sites into a single site.

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<sup>4</sup> Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/uksi/2013/349/contents/made>

Applications to consolidate are dealt with as ‘excepted applications’ under the Pharmaceutical Regulations 2013, which means in general terms they will not be assessed against the PNA. Instead, consolidation applications will follow a simpler procedure, the key to which is whether or not a gap in pharmaceutical service provision would be created by the consolidation.

Some provision is also made in respect of continuity of services. For example, if NHS England intends to commission an enhanced service from the applicant that has been provided at or from the closing premises, then the applicant is required to provide undertakings to continue to provide that service following consolidation.

If NHS England is satisfied the consolidation would create a gap in service provision, it must refuse the application.

If the HWB does not consider that a gap in service provision is created as a consequence, it must publish a supplementary statement, alongside its PNA, recording its view.

## **1.2 Purpose of the Pharmaceutical Needs Assessment (PNA)**

NHS England is required to publish and maintain ‘pharmaceutical lists’ for each HWB area. Any person wishing to provide NHS pharmaceutical services is required to be listed on the pharmaceutical list. NHS England must consider any applications for entry onto the pharmaceutical list. The Pharmaceutical Regulations 2013 require NHS England to consider applications to fulfil unmet needs determined within the PNA of that area, or applications for benefits unforeseen within the PNA. Such applications could be for the provision of NHS pharmaceutical services from new premises or to extend the range or duration of current NHS pharmaceutical services offered from existing premises.

As the PNA will become the basis for NHS England to make determinations on such applications, it is therefore prudent that the PNA is compiled in line with the regulations, and with due process, and that the PNA is accurately maintained and up-to-date. Although decisions made by NHS England regarding applications to the pharmaceutical list may be appealed to the NHS Family Health Services Appeals Unit, the final published PNA cannot be appealed. It is likely the only challenge to a published PNA will be through application for a judicial review of the process undertaken to conclude the PNA.

The PNA should also be considered alongside the local authority’s Joint Strategic Needs Assessment (JSNA)<sup>5</sup>. The PNA will identify where pharmaceutical services address public health needs identified in the JSNA as a current or future need. Through decisions made by the local authority, NHS England and the CCGs, these documents will jointly aim to improve the health and wellbeing of the local population and reduce inequalities.

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<sup>5</sup> Hertfordshire JSNA - <https://www.hertfordshire.gov.uk/microsites/jsna/hertfordshires-joint-strategic-needs-assessment.aspx>

### 1.3 Scope of the PNA

The Pharmaceutical Regulations 2013 detail the information required to be contained within a PNA. A PNA is required to measure the adequacy of pharmaceutical services under five key themes:

- Necessary services: current provision
- Necessary services: gaps in provision
- Other relevant services: current provision
- Improvements and better access: gaps in provision
- Other services

In addition, the PNA details how the assessment was carried out. This includes:

- How the localities were determined
- The different needs of the different localities
- The different needs of people who share a particular characteristic
- A report on the PNA consultation

To appreciate the definition of pharmaceutical services as used in this PNA, it is firstly important to understand the types of NHS pharmaceutical providers comprised in the pharmaceutical list maintained by NHS England. They are:

- Pharmacy contractors, including distance-selling pharmacies
- Dispensing appliance contractors
- Local pharmaceutical service providers
- Dispensing doctors

For the purposes of this PNA, pharmaceutical services have been defined as those which are/may be commissioned under the provider's contract with NHS England. A detailed description of each provider type, and the pharmaceutical services as defined in their contract with NHS England, is detailed below.

#### 1.3.1 Pharmacy contractors

Pharmacy contractors operate under the CPCF initially agreed in 2005. This sets three levels of service under which they operate.

**Essential services** – these can be found in Schedule 4 of the Pharmaceutical Regulations 2013. They are nationally negotiated and must be provided from all pharmacies:

- Dispensing of medicines
- Repeat dispensing
- Safe disposal of unwanted medicines
- Promotion of healthy lifestyles
- Signposting
- Support for self-care

**Advanced services** – these can be found in Parts 2 and 3 of the NHS Act 2006, the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013, the ‘2013 Directions’<sup>6</sup>.

They are negotiated nationally and any contractor may provide the services but participation is not mandatory:

- Medicines Use Reviews (MURS)
- New Medicine Service (NMS)
- Appliance Use Reviews (AURs)
- Stoma Appliance Customisation (SAC)
- Flu vaccination
- NHS Urgent Medicine Service Advanced Supply (NUMSAS)

A full list of advanced services provided by pharmacies in Hertfordshire (correct as of 10 January 2018) can be found in Appendix A. Please note the data relating to flu vaccination is taken from 2016-17 service provision.

**Enhanced services** – these can be found in Part 4 of the 2013 Directions. They are negotiated locally by NHS England Area Teams and may only be provided by contractors directly commissioned by NHS England:

- Anticoagulant monitoring service
- Antiviral collection service
- Care home service
- Disease-specific management service
- Emergency supply service\*
- Gluten-free supply service
- Independent prescribing service
- Home delivery service
- Language access service
- Medication review service
- Minor ailment service
- Needle and syringe exchange service\*
- On-demand availability of specialist drugs service
- Out-of-hours service
- Patient group direction service
- Prescriber support service
- Schools service
- Screening service\*
- Stop smoking service\*

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<sup>6</sup> The 2013 Directions -

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/193012/2013-03-12 -  
Advanced and Enhanced Directions 2013 e-sig.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/193012/2013-03-12_-_Advanced_and_Enhanced_Directions_2013_e-sig.pdf) and amendment

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/266023/pharmaceutical\\_ser  
vices\\_directions\\_amendment\\_2013.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/266023/pharmaceutical_services_directions_amendment_2013.pdf)

- Supervised administration service\*
- Supplementary prescriber service

The responsibility for public health services transferred from PCTs to local authorities with effect from 1 April 2013.

A number of these services (\*) are often commissioned by local authorities and are not therefore considered enhanced or pharmaceutical services.

The 2013 Directions, however, permit NHS England to commission them from pharmacy contractors if asked to do so by a local authority.

In this case, if commissioned by NHS England they are enhanced services and fall within the definition of pharmaceutical services. In Hertfordshire, NHS England currently does not commission any enhanced services.

Pharmacy contractors comprise both those located within Hertfordshire, as listed in Appendix A, those in neighbouring HWB areas, and remote suppliers such as distance-selling pharmacies.

Although distance-selling pharmacies may provide services from all three levels as described above, and must provide all essential services, they may not do so face-to-face at their registered premises.

Additionally, they must provide services to the whole population of England. There are currently seven distance-selling pharmacies located within Hertfordshire.

It should also be noted that distance-selling pharmacies throughout England (there were 266 in 2015-16<sup>7</sup>) are capable of providing services to Hertfordshire residents.

### **1.3.2 Dispensing Appliance Contractors (DACs)**

Dispensing Appliance Contractors (DACs) operate under the Terms of Service for Appliance Contractors as set out in Schedule 5 of the Pharmaceutical Regulations 2013<sup>8</sup>. They can supply appliances against an NHS prescription such as stoma and incontinence aids, dressings, bandages, etc. DACs must provide a range of essential services such as dispensing of appliances, advice on appliances, signposting, clinical governance and home delivery of appliances. In addition, DACs may provide the advanced services of Appliance Use Reviews (AURs) and Stoma Appliance Customisation (SAC). Pharmacy contractors, dispensing doctors and Local Pharmaceutical Service (LPS) providers may supply appliances, but DACs are unable to supply medicines.

There are currently two DACs in Hertfordshire (as of 10 January 2018 – see below) However, residents can access DACs from elsewhere in the UK if required. There were 112 DACs in England in 2015-16.

- Fittleworth Medical Ltd, 140 High Street, Cheshunt EN8 0AW
- Seemus Ltd, 91 South Street, Bishop's Stortford CM23 3AL

<sup>7</sup> General Pharmaceutical Services in England – NHS Digital 2015-16:

<http://www.hscic.gov.uk/searchcatalogue?productid=13373&topics=1%2fPrimary+care+services%2fCommunity+pharmacy+services&sort=Relevance&size=10&page=1#top>

<sup>8</sup> Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/uksi/2013/349/contents/made>

### **1.3.3 Local Pharmaceutical Service (LPS) providers**

A pharmacy provider may be contracted to perform specified services to their local population or a specific population group. This contract is locally commissioned by NHS England and provision for such contracts is made in the Pharmaceutical Regulations 2013 in Part 13 and Schedule 7. Such contracts are agreed outside the national framework although may be over and above what is required from the national contract. Payment for service delivery is locally agreed and funded.

There are two LPS pharmacies in Hertfordshire (as of 10 January 2018):

- Manor Pharmacy, Corner Shop B, High Street, Elstree WD6 3BY
- Tee Kay Enterprises, 427 Bushey Mill Lane, Bushey WD23 2AN

### **1.3.4 Dispensing GP practices**

The Pharmaceutical Regulations 2013, as set out in Part 8 and Schedule 6, permit GPs in certain areas to dispense NHS prescriptions for defined populations.

These provisions are to allow patients in rural communities who do not have reasonable access to a community pharmacy to have access to dispensing services from their GP practice.

Dispensing GP practices therefore make a valuable contribution to dispensing services although they do not offer the full range of pharmaceutical services offered at community pharmacies. Dispensing GP practices can provide such services to communities within areas known as 'controlled localities'.

GP premises for dispensing must be listed within the pharmaceutical list held by NHS England and patients retain the right of choice to have their prescription dispensed from a community pharmacy if they wish.

There are 13 dispensing GP practices in Hertfordshire – see Appendix A for full details.

### **1.3.5 Other providers of pharmaceutical services in neighbouring Health and Wellbeing Board (HWB) areas**

There are nine other HWB areas that border Hertfordshire:

- Buckinghamshire HWB
- Cambridgeshire HWB
- Bedfordshire HWB
- Essex HWB
- Luton HWB
- Harrow HWB
- Enfield HWB
- Barnet HWB
- Hillingdon HWB



Therefore, in determining the needs of and pharmaceutical services provision to the population of Hertfordshire, consideration has been made to the pharmaceutical service provision from the neighbouring HWB areas.

Maps 1 to 11 provide a detailed analysis of pharmacy contractors that lie across the Hertfordshire border but are within easy reach of the Hertfordshire area.

All maps have been generated using postcodes, therefore location is only an approximation on the maps generated for the PNA. As a result, certain pharmacy locations may appear to be on the border with localities or outside Hertfordshire.

### **1.3.6 Other services and providers in Hertfordshire**

As discussed in Section 1.3.1, for the purpose of this PNA pharmaceutical services have been defined as those that are, or may be, commissioned under the provider's contract with NHS England.

The following are providers of services in Hertfordshire but not defined as pharmaceutical services.

**Non-NHS contracted pharmacies** – the following two non-NHS contracted pharmacies are contracted by HCC to provide smoking cessation and sexual health services:

- Campus Pharmacy, University of Hertfordshire, College Lane, Hatfield AL10 9AB
- ENH Pharma Ltd, New QE2 Hospital, Howlands, Welwyn Garden City AL7 4HQ

**Prisons** – there is one prison in Hertfordshire:

- HMP The Mount, Molyneaux Avenue, Bovingdon HP3 0NZ

It is a Category C men's prison, located on the outskirts of Bovingdon village.

**Minor Injury Units (MIU) and Urgent Care Centres (UCC)** – the following sites provide MIUs or UCCs in Hertfordshire:

- St Albans City Hospital, Waverley Road, St Albans AL3 5PN (MIU)
- Herts and Essex Hospital, Haymeads Lane, Bishop's Stortford CM23 5JH (MIU)
- Cheshunt Community Hospital, King Arthur Court, Cheshunt, Waltham Cross EN8 8XN (MIU)
- Hemel Hempstead Hospital, Hillfield Road, Hemel Hempstead HP2 4AD (UCC)
- The New QEII Hospital, Howlands, Welwyn Garden City AL7 4HQ (UCC)

**Hospitals and clinics** – there are acute and community hospital sites providing services to Hertfordshire patients at the following main sites.

- Lister Hospital, Coreys Mill Lane, Stevenage SG1 4AB
- Watford General Hospital, Vicarage Road, Watford WD18 0HB

- Mount Vernon Cancer Centre, Rickmansworth Road, Northwood HA6 2RN
- Royston Hospital, London Road, Royston SG8 9EN
- Herts and Essex Hospital, Haymeads Lane, Bishop's Stortford CM23 5JH
- Queen Victoria Memorial Hospital, School Lane, Welwyn, AL6 9PW
- St Albans City Hospital, Langton Ward, Waverley Road, St Albans AL3 5PN
- Danesbury Neurological Rehabilitation Centre, 74 School Lane, Welwyn AL6 9SB
- Langley House, Midway Unit and Holywell Unit, 698 St Albans Road, Garston, Watford WD25 9FG
- Potters Bar Community Hospital, Oakmere North and North Wards, Barnet Road, Potters Bar EN6 2RY
- Hemel Hempstead General Hospital, St Peter's Ward, Hillfield Road, Hemel Hempstead HP2 4AD

There are also a number of 'other sites', providing either sexual health or mental health services, requiring pharmaceutical services, or access to pharmaceutical services.

### **Sexual health services**

- Sexual Health Clinic, Clinic E 2nd Floor, Hertford County Hospital, North Road, Hertford SG14 1LP
- Kingsway Sexual Health Clinic, Unit 18 Stevenage Leisure Park, Kingsway, Stevenage SG1 2UA
- Watford Sexual Health Centre, Watford General Hospital, Vicarage Road, Watford WD18 OHB
- St Albans Sexual Health Clinic, St Albans City Hospital, Waverley Road, St Albans AL3 5 PN
- Contraception Services, Park Drive Health Centre, Baldock SG7 6EN
- Contraception Services, Kitwood Unit, Herts and Essex Hospital, Hayesmeads Lane, Bishop's Stortford CM23 5JH
- Contraception Services, Cheshunt Community Hospital, King Arthur Court, Crossbrook Street, Cheshunt EN8 8XN
- Contraception Services, Queensway Health Clinic, Hatfield AL10 0LF
- Contraception Services, Hertford County Hospital, North Road, Hertford SG14 1LP
- Contraception Services, Bedford Road Health Centre, Bedford Road, Hitchin SG5 1HF
- Contraception Services, Melbourne Street Health Centre, Melbourne Street, Royston SG8 7BS
- Contraception Services, Bowling Road Health Clinic, Bowling Road, Ware SG12 7EF.
- Contraception Services, Parkway Health Clinic, Birdcroft Road, Welwyn Garden City AL8 6EH

- Contraception Services, Elstree Way Clinic, Borehamwood WD6 1JT
- Contraception Services, Garston Clinic, St Albans Road, Watford WD24 7RZ
- Contraception Services, Potters Bar Community Hospital, Barnet Road, Potters Bar EN6 2RY
- Contraception Services, The Marlowes Health Centre, Marlowes, Hemel Hempstead HP1 1HE
- Contraception Services, Principle Health Centre, Civic Close, St Peter's Street, St Albans AL1 3LA
- Contraception Services, Oxhey Clinic, Oxhey Drive, South Oxhey, Watford WD19 7SF
- Sexual Assault Referral Centre, Sunflower, 98 Cotterells, Hemel Hempstead HP1 1JQ

**Mental Health Trust sites:**

- Warren Court, Woodside Road, Abbots Langley WD5 0HT
- The Meadows, Castleford Close, Allerton Road, Borehamwood WD6 4AL
- Seward Lodge, Libourne Drive, Hertford SG13 7HL
- The Beacon (Causeway), 26 King Harry Lane, St Albans AL3 4AU
- Hampden House, Elmside Walk, Bedford Road, Hitchin SG5 1HB
- Gainsford House, Pirton Road, Hitchin SG5 1 HB
- Sovereign House, 53 Hill End Lane, St Albans AL4 0UA
- Elizabeth Court, Graveley Road, Stevenage SG1 4YS
- Victoria Court, Graveley Road, Stevenage SG1 4YS
- Aston Ward, Lister Hospital Mental Health Unit, Coreys Mill Lane, Stevenage SG1 4AB
- Albany Lodge, Church Crescent, St Albans AL3 5JB
- Prospect House, Peace Drive, Watford WD18 0HB
- Lambourn Grove, Hixberry Lane, St Albans AL4 0TZ
- Logan Deane, Ashley Close, Bennetts End Close, Bennetts End, Hemel Hempstead HP3 8BL
- The Stewarts, Harpenden Memorial Hospital, Carleton Way, Harpenden AL5 4TA
- Edenbrook Ward (Decant Ward – Lambourn Grove), Lister Hospital, Coreys Mill Lane, Stevenage SG1 4AB
- Kingsley Green Wards, Kingsley Green, Radlett WD7 9HG

**Other providers**

The following are services provided by NHS pharmaceutical providers in Hertfordshire, commissioned by organisations other than NHS England or provided privately.

**Local authority-commissioned services** – HCC commissions the following locally commissioned services (LCS) from community pharmacies in Hertfordshire:

- Sexual health services (EHC and chlamydia screening and treatment)
- Stop smoking
- Needle exchange
- Supervised consumption service

The needle exchange and supervised consumption service are commissioned with CGL Spectrum, who, in turn, contracts local community pharmacies to provide the service.

**CCG-commissioned services** – there are three CCGs within Hertfordshire: Cambridgeshire and Peterborough CCG, Herts Valleys CCG and East and North Herts CCG.

Herts Valleys CCG and East and North Herts CCG commission services from community pharmacies in Hertfordshire. One service is commissioned from community pharmacies in Hertfordshire - immediate access to emergency medicines.

**Privately provided services** – many pharmacy contractors and DACs will provide services by private arrangement between the pharmacy/DAC and the customer/patient. The following are examples of services and may fall within the definition of an enhanced service as listed in Section 1.3.1. However, as the service has not been commissioned by the NHS, and is funded and provided privately, it is not a pharmaceutical service:

- Care home service, e.g. direct supply of medicines/appliances and support medicines management services to privately run care homes
- Home delivery service, e.g. direct supply of medicines/appliances to the home
- Patient group direction service, e.g. hair loss therapy, travel clinics
- Screening service, e.g. skin cancer

Services will vary between providers and are occasionally provided free of charge e.g. home delivery.

#### 1.4 Process for developing the PNA

A paper was shared with the members of Hertfordshire HWB on 15 December 2015, the purpose of which was to inform Hertfordshire HWB of its statutory responsibilities under the Health and Social Care Act 2012<sup>9</sup>, to produce and publicise a revised PNA at least every three years. The last PNA for Hertfordshire was published in March 2015 and is therefore due to be re-assessed by March 2018.

Hertfordshire HWB accepted the content of the paper and the recommendation to delegate responsibility of the PNA to the director of Public Health, supported by a PNA steering group.

Public Health Hertfordshire commissioned Soar Beyond to undertake the PNA following a competitive tendering process. Soar Beyond was chosen from a selection of potential candidates due to their significant experience in providing services to

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<sup>9</sup> Health and Social Care Act 2012 - <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

assist pharmaceutical commissioning, including the production and publication of PNAs. They also have a dedicated PNA project management team.

### **Step 1: Steering group**

On 5 July 2016, the Hertfordshire PNA steering group was established. The terms of reference and membership of the PNA steering group can be found in Appendix B.

### **Step 2: Project management**

At its meeting on 6 March 2017, the PNA steering group agreed the project plan and terms of reference for the steering group. Appendix G shows an approved time line for the project.

### **Step 3: Review of existing PNA and JSNA**

Through the project manager, the PNA steering group reviewed the existing PNA and subsequent supplementary statements and the JSNA<sup>10,11</sup>.

It was agreed that the existing PNA and subsequent supplementary statements were accurate and up to date.

### **Step 4a: Public questionnaire on pharmacy provision**

A public questionnaire to establish views about pharmacy services was produced by the steering group.

It was circulated to:

- All pharmacy contractors in Hertfordshire to distribute to the public
- All GP practices in Hertfordshire to distribute to the public
- All public libraries to distribute to the public
- Visitors and staff in County Hall, Hertford
- All Citizens Advice Bureaux to distribute to the public
- All parish councils in Hertfordshire to distribute to the public
- All Hertfordshire community voluntary services to distribute to the public
- CCG engagement leads to forward to GP practice patient participation groups to distribute to the public
- 66 Hertfordshire organisations/public groups, including Black, Asian and Minority Ethnic (BME), learning disabilities, Age UK, Mencap, carers associations, Youth Connexions, etc.
- University of Hertfordshire student wellbeing services and campus pharmacy
- Gypsy and Traveller community leads to distribute to the public

This was supported by a campaign consisting of newsletters, posters and letters.

<sup>10</sup> Hertfordshire PNA and subsequent supplementary statements, accessed on 20/4/17 -

<https://www.hertfordshire.gov.uk/microsites/jsna/jsna-documents.aspx?q=&categories=0/1/22/285/286/287/850&view=0&display=10&filters=#resultsContainer>

<sup>11</sup> Hertfordshire JSNA - <https://www.hertfordshire.gov.uk/microsites/jsna/hertfordshires-joint-strategic-needs-assessment.aspx>

A total of 1,390 responses were received. A copy of the public questionnaire can be found in Appendix C and the detailed responses can be found in Appendix K.

#### **Step 4b: Pharmacy contractor questionnaire**

The steering group agreed a questionnaire to be distributed to the local community pharmacists to collate information for the PNA. The local LPC supported this questionnaire to gain responses.

A total of 181 responses were received. A copy of the pharmacy contractor questionnaire can be found in Appendix D and the detailed responses can be found in Appendix L.

#### **Step 4c: Commissioner questionnaire**

The steering group agreed a questionnaire to be distributed to all relevant commissioners in Hertfordshire to inform the PNA.

A total of six responses were received. A copy of the commissioner questionnaire can be found in Appendix E and the detailed responses can be found in Appendix M.

#### **Step 4d: GP Dispensing practice questionnaire**

The steering group agreed a questionnaire to be distributed to all GP dispensing practices in Hertfordshire to inform the PNA.

A total of six responses were received. A copy of the dispensing GP practice questionnaire can be found in Appendix F and the detailed responses can be found in Appendix N.

#### **Step 5: Preparing the draft PNA for consultation**

The steering group, with support from Soar Beyond, reviewed and revised the content and detail of the existing PNA.

The process took into account the JSNA and other relevant strategies in order to ensure the priorities were identified correctly<sup>12</sup>.

#### **Step 6: Consultation**

In line with the 2013 Regulations, a consultation on the draft PNA was undertaken between 18 September 2017 and 17 November 2017. The draft PNA and consultation response form were issued to all identified stakeholders. These are listed in the final PNA. The draft PNA is also hosted on the HCC website.

#### **Step 7: Collation and analysis of consultation responses**

The consultation responses were collated and analysed by Soar Beyond. A summary of the responses received and analysis is noted in Appendix I.

#### **Step 8: Production of final PNA**

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<sup>12</sup> Hertfordshire JSNA <https://www.hertfordshire.gov.uk/microsites/jsna/hertfordshires-joint-strategic-needs-assessment.aspx>

The collation and analysis of consultation responses was used by the project manager to revise the draft PNA and a final PNA was presented to the PNA steering group. The final PNA was presented to Hertfordshire HWB for approval and publication before 1 April 2018.

### **1.5 Localities for the purpose of the PNA**

The PNA steering group considered how the localities within Hertfordshire would be defined.

The PNA is required to undertake detailed analysis at locality level. The steering group, at its 6 March 2017 meeting, considered the analysis undertaken in the 2015 PNA, which stated the PNA localities at MSOA level, but the majority of data and analysis was at CCG locality level. Building on the strengths of the 2015 PNA, the steering group therefore decided to continue to use the 11 CCG localities as the localities within the 2018 Hertfordshire PNA and undertake an analysis at MSOA level where more detailed scrutiny is required. Certain sections of the document refer to local authority districts and/or wards, rather than the CCG localities, e.g. Section 2. In order to understand the relationship between the agreed CCG localities, districts and wards, a table is provided for reference in Appendix O.

The 11 CCG localities have been used for the PNA, and all future reference throughout the document will use these CCG localities. These are:

- Dacorum
- Hertsmere
- Lower Lea Valley
- North Hertfordshire
- Royston
- St Albans and Harpenden
- Stevenage
- Stort Valley and Villages
- Upper Lea Valley
- Watford and Three Rivers
- Welwyn Hatfield

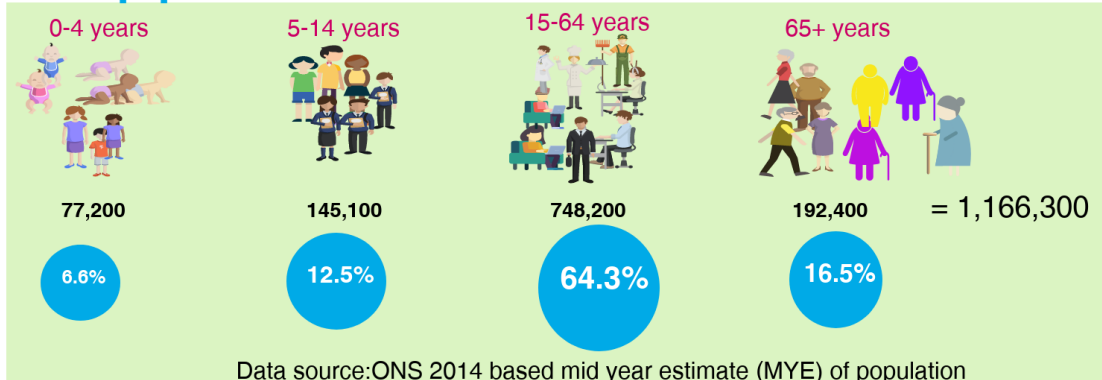
A list of providers of pharmaceutical services in each locality is found in Appendix A and illustrated in Maps 1 to 11.

The information contained in Appendix A has been provided by NHS England (legally responsible for maintaining the pharmaceutical list of providers of pharmaceutical services in each HWB area), HCC and the three CCGs in Hertfordshire.

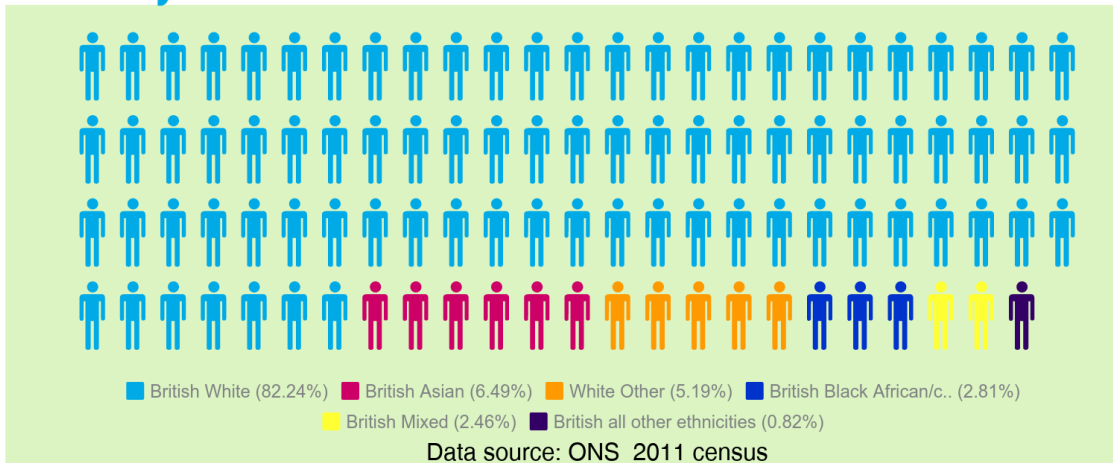
## Section 2: Population health

### Summary of Hertfordshire key statistics

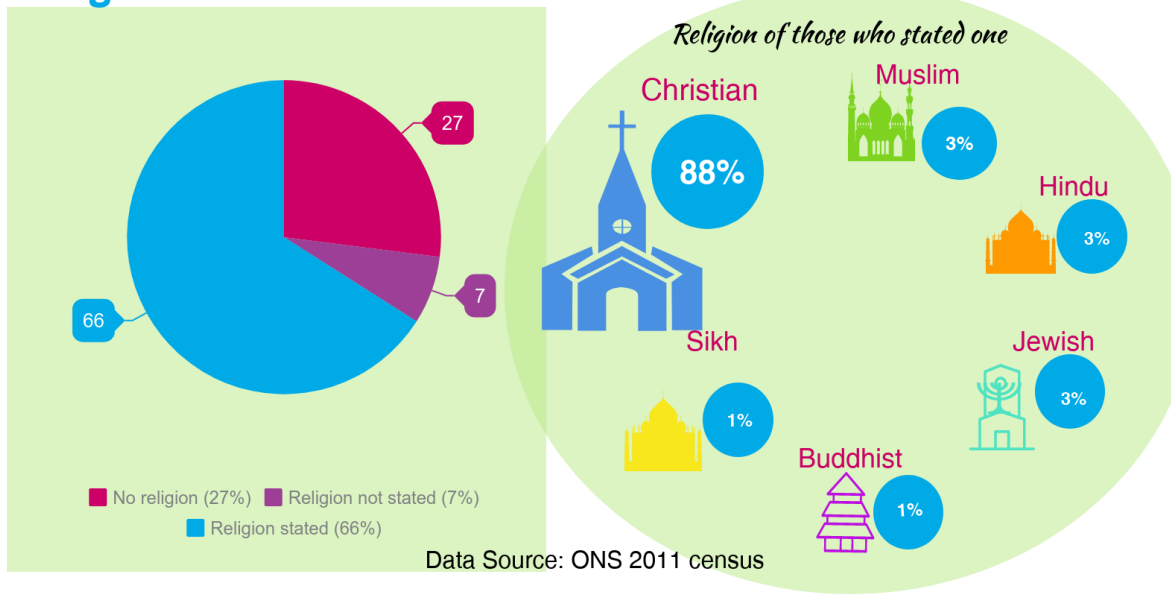
#### Size of population



#### Ethnicity



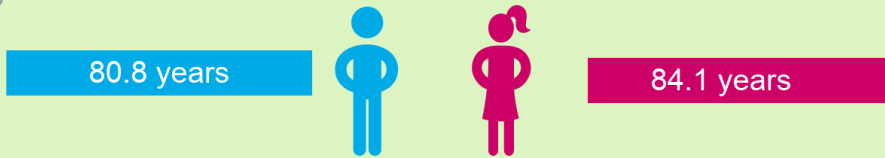
#### Religion





## Life expectancy at birth

How many years can babies born in Hertfordshire between 2013 and 2015 expect to live?



How many years can babies born in Hertfordshire between 2013 and 2015 expect to live with good health?

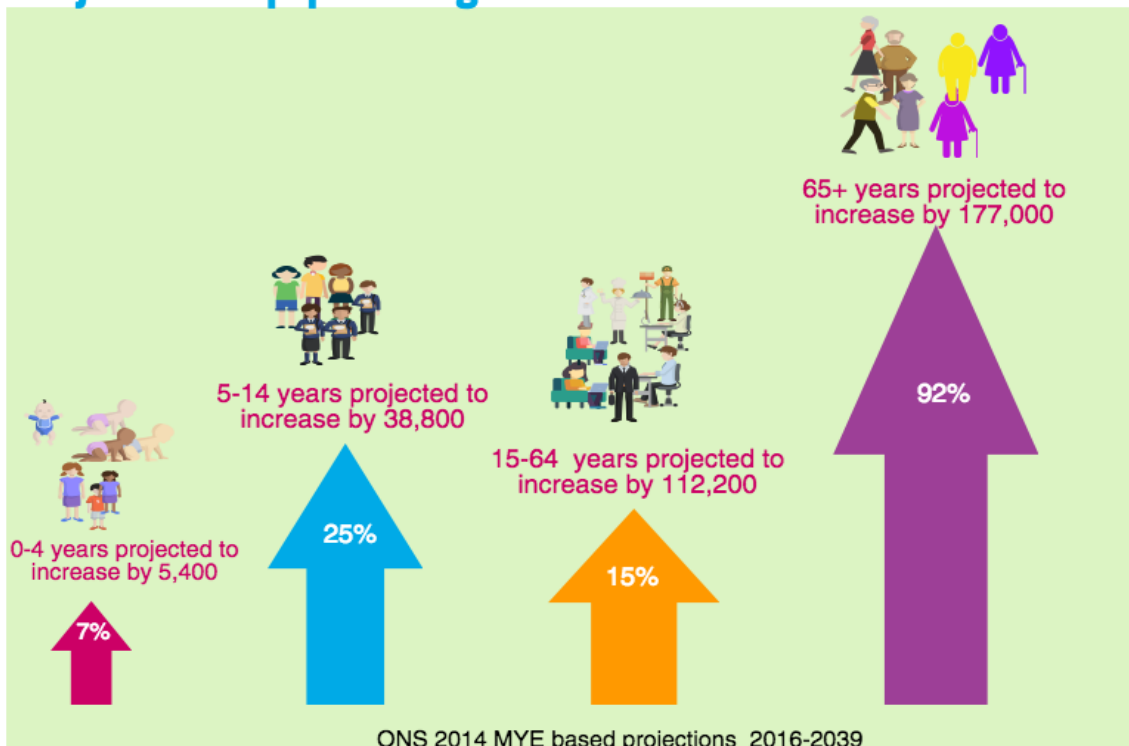


How many years can babies born in Hertfordshire between 2013 and 2015 expect to live free from disability?



Data source: ONS Life expectancies corrected version published Dec2016

## Projections of population growth



How adults in Hertfordshire scored their wellbeing in 2015/2016?

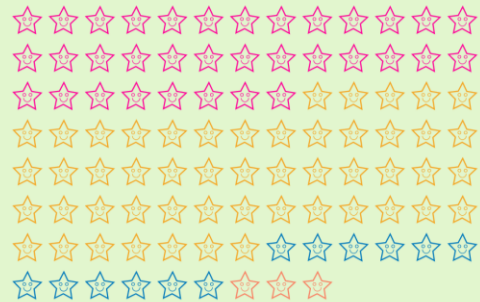
Life satisfaction

Very high (27.03%) High (53.48%) Medium (14.79%)  
Low (4.70%)



Worthwhile

Very high (33.66%) High (51.09%)  
Medium (11.68%) Low (3.56%)



Data Source: Headline estimates of personal well-being from the Annual Population Survey (APS): by counties, local and unitary authorities- ONS 2016

How adults in Hertfordshire scored their wellbeing in 2015/2016?

Life satisfaction

Very high (27.03%) High (53.48%) Medium (14.79%)  
Low (4.70%)



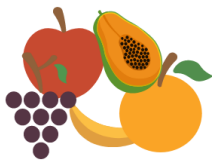
Worthwhile

Very high (33.66%) High (51.09%)  
Medium (11.68%) Low (3.56%)



Data Source: Headline estimates of personal well-being from the Annual Population Survey (APS): by counties, local and unitary authorities- ONS 2016

### Healthy diet (2015)



Proportion of adult population estimated to meet the healthy diet guideline of 5 portions of food and vegetables per day

55%



Data Source : PHE Fingertips PHOF

### Physical activity (2015)



Proportion of adult population estimated to meet the physical activity guideline of at least 30 minutes five times a week

58.7%

Proportion of adult population estimated that are physically inactive

26%



Data Source : PHE Fingertips PHOF

### Smoking (2015)



Proportion of adult population estimated to be smokers

15.5%

Proportion of population in routine and manual occupations population estimated to be smokers

31.3%



Data Source : PHE Fingertips PHOF

### Alcohol and drugs



Age standardised rate for alcohol related admissions- narrow definition

500 per 100,000  
(2015/2016)

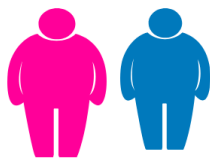
Deaths from drug use (rate per 100,000)

02.5 per 100,00  
(2014-2016)

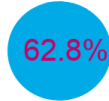


Data Source : PHE Fingertips PHOF

### Excess weight (overweight and obesity) 2015



Proportion of adult population estimated as overweight or obese



Data Source : PHE Fingertips PHOF

### High fasting blood sugar (recorded diabetes) 2014/2015

Prevalence of recorded diabetes in adult population (age 17+ years)



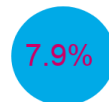
=

51,702 adults

Data Source : PHE Fingertips PHOF

### Depression (recorded Depression) 2015/2016

Prevalence of recorded depression in adult population (age 17+ years)



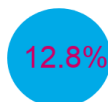
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74,701 adults

Data source: PHE Fingertips Disease and risk factors

### High blood pressure (recorded hypertension) 2015/16

Prevalence of recorded hypertension in adult population



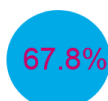
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160,138 adults

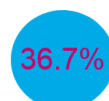
:Data source: PHE Fingertips Disease and risk factors

### NHS Health Checks 2013 Q1 to 2017 Q4

Proportion of eligible people (30-70 years) who were offered NHS health check



Proportion of eligible people (30-70 years) who received NHS health check



Data source: PHE Fingertips NHS Healthchecks

## 2.1 Context for the PNA

Understanding the communities that local pharmacies serve is important for commissioning the services that best serve the health and wellbeing requirements of the local communities. Pharmacies play more than a medicine-dispensing role today. They support communities to be healthy, to self-care and to self-manage long-term conditions. These are all important services that can help reduce the demand on local general practices and hospitals.

NHS England in its five-year forward view emphasises prevention, and from 2017-18 the pharmacy contract encourages community pharmacists to play an active role in prevention and health promotion by rewarding through quality payments.

The Hertfordshire Health and Wellbeing Strategy (2016-20)<sup>13</sup> prioritises health across the life course:

- Starting Well (0-5 years)
- Developing Well (5-25 years)
- Living and Working Well (16-64 years)
- Ageing Well (65+ years)

Common themes within the life stages are:

- Address the wider determinants of mental health, including domestic violence, bullying in schools and supporting those experiencing mental health problems
- Promote healthier lifestyles such as active lives and healthy eating, including health literacy to empower communities to self-care
- Support communities to reduce harm from smoking, alcohol abuse and drug abuse
- Improve the quality of life for young carers and unpaid carers
- Reduce overweight and obesity across the life course
- Increase independence in later life and prevent disability
- Provide support and services to vulnerable populations
- Reduce inequalities in health

There are a number of documents within the Hertfordshire JSNA that provide detailed health needs assessment within these four life stages<sup>14</sup>.

This chapter aims to present health needs data that might be of relevance to pharmacy services. It is not an interpretation of pharmaceutical service provision requirements for Hertfordshire. This chapter should be read in conjunction with these detailed documents. Appropriate links have been provided within each section of this chapter.

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<sup>13</sup> Hertfordshire Health and Wellbeing Strategy 2016-2020 - <https://www.hertfordshire.gov.uk/media-library/documents/about-the-council/partnerships/hertfordshire-health-and-wellbeing-strategy-2016-%E2%80%93-2020.pdf>

<sup>14</sup> Hertfordshire JSNA - <https://www.hertfordshire.gov.uk/microsites/jsna/hertfordshires-joint-strategic-needs-assessment.aspx>

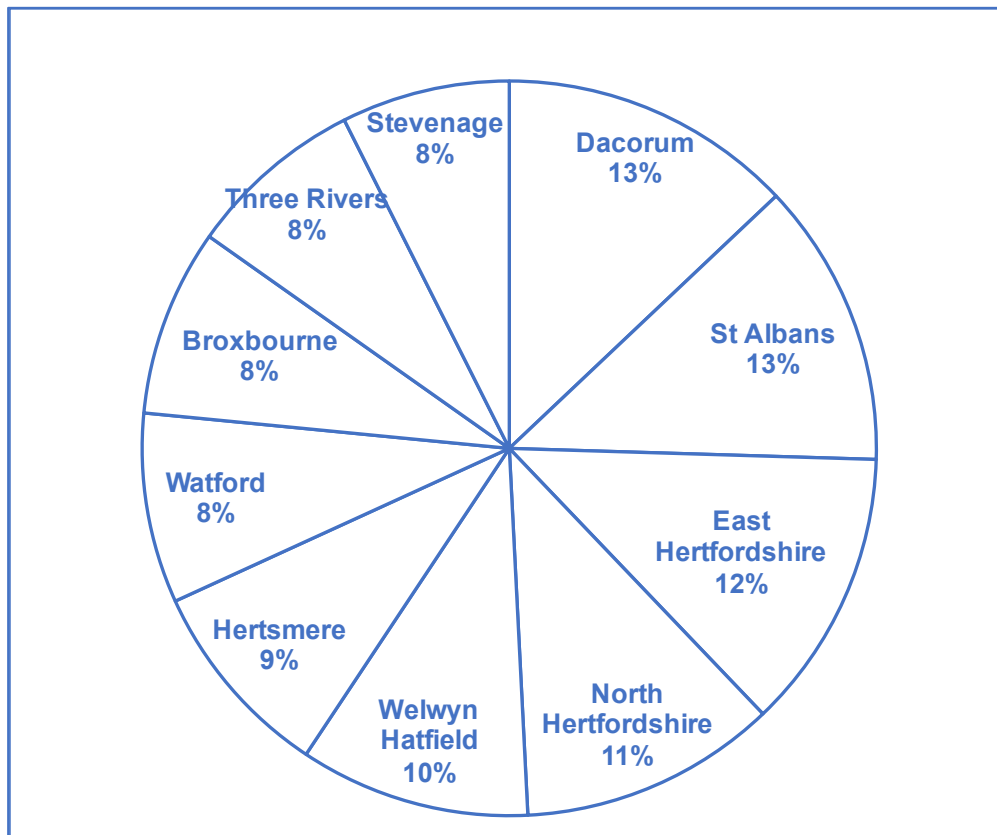
## 2.2 Demographics

### 2.2.1 Size of the population

Hertfordshire has an estimated resident population of 1,166,339 residents, and the CCG-registered population is 1,220,674<sup>15</sup>.

The distribution of the resident population across the ten districts is shown in Figure 1. Dacorum, East Hertfordshire and St Albans have the largest populations and Watford, Three Rivers and Stevenage the lowest populations. However, as stated later, Watford and Welwyn Hatfield are expected to see an increase in population in the next five to ten years.

Figure 1: Population distribution across the ten districts



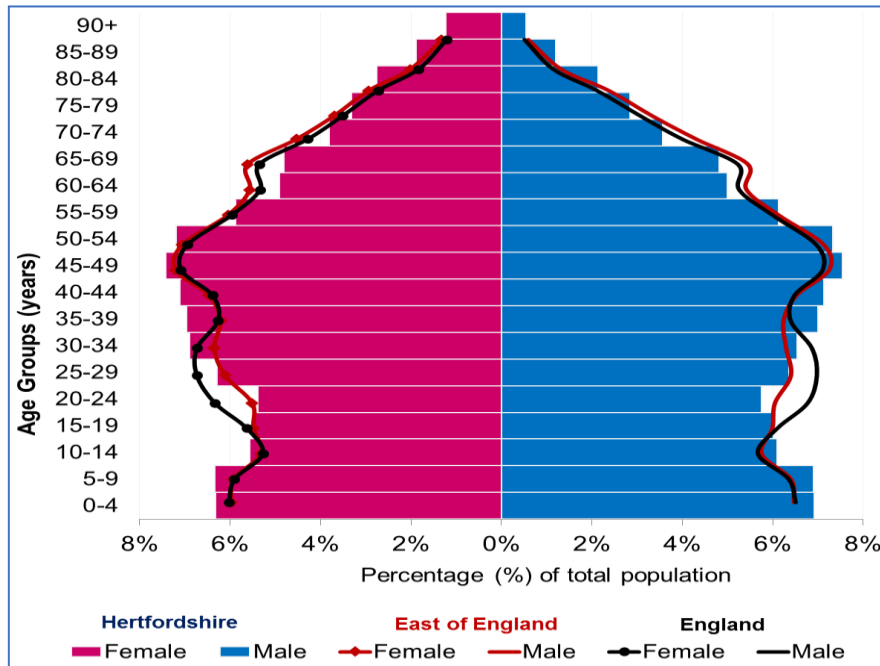
Data Source: ONS 2014 based SNPP (2016)

### 2.2.2 Age structure

Figure 2 shows the age structure of the resident population of Hertfordshire compared with East of England and England.

<sup>15</sup> <http://atlas.herts.gov.uk/bytheme?themeld=4024&themeName=Population>

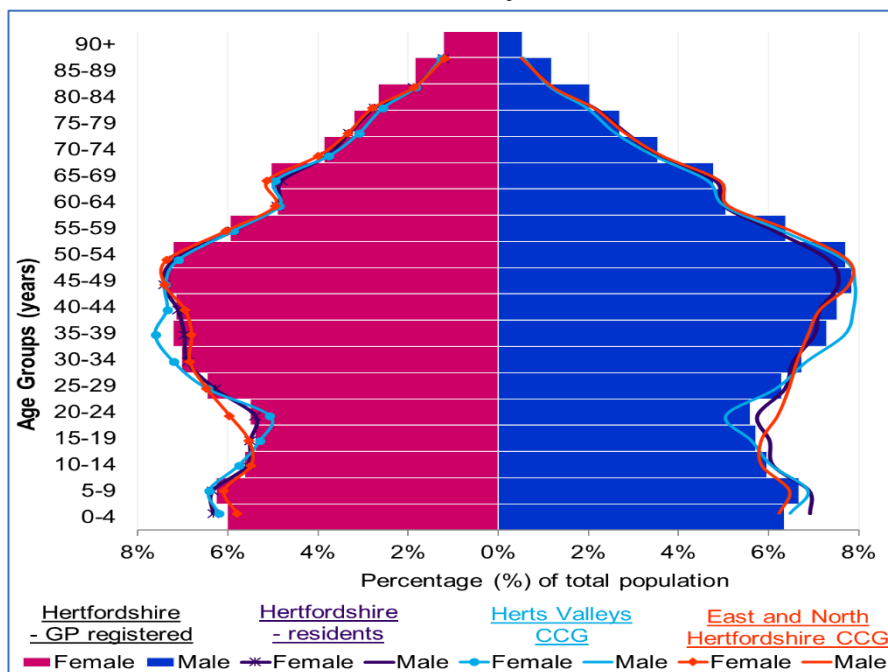
Figure 2: Age structure of Hertfordshire, East of England and England, 2015



Data Source: ONS 2015 mid-year population estimates, 2015

The age structure of the resident population is comparable to England and East of England. About 64% of the population is of working age (15-64 years) and 12.5% is school age (5-14 years). The age cohorts which are likely to have the largest health needs are those aged under 5 years and over 65 years old. In Hertfordshire, 16.5% are over 65 years and 6.6% are 0-4 years old.

Figure 3: Age structure for GP-registered population in Hertfordshire, NHS East and North Hertfordshire CCG and NHS Herts Valleys CCG



Data Source: ONS 2015 mid-year population estimates, 2015

The highest proportion of the GP-registered population in Hertfordshire is aged between 25 and 64 years, especially in NHS Hertfordshire Valleys CCG. The GP-registered population in NHS East and North Hertfordshire CCG is similar in structure to the Hertfordshire average.

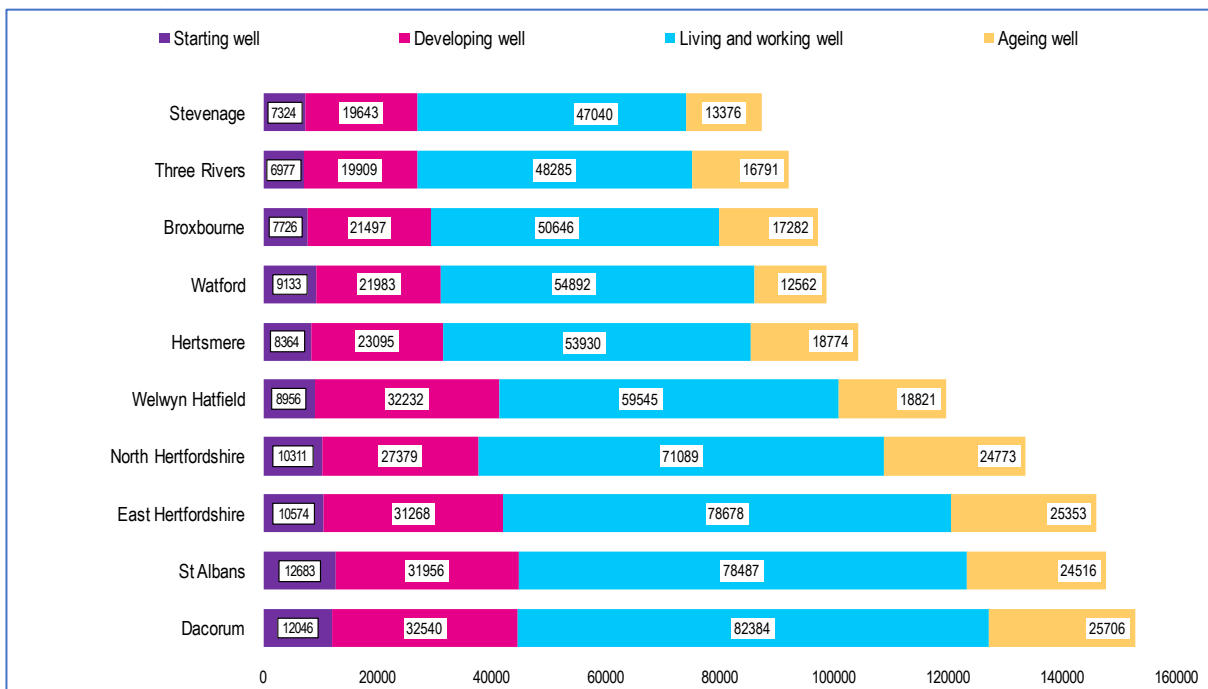
The age structure at county level is similar to the registered population in Hertfordshire Valleys and East and North Hertfordshire CCGs, as shown in Figure 4.

Figure 4 shows the age structure at district level categorised to the four themes of the Health and Wellbeing Strategy. Generally, the distribution is as below:

- Starting Well applies to 8-9% of the population
- Developing Well applies to 21-23% of the population
- Living Well applies to 52-54% of the population
- Ageing Well applies to 16-18% of the population

Welwyn Hatfield is slightly different with a higher cohort for Developing Well (27%) and Watford has a higher cohort for Living Well (56%) and lower for Ageing Well (13%).

Figure 4: Age structure for districts, 2016

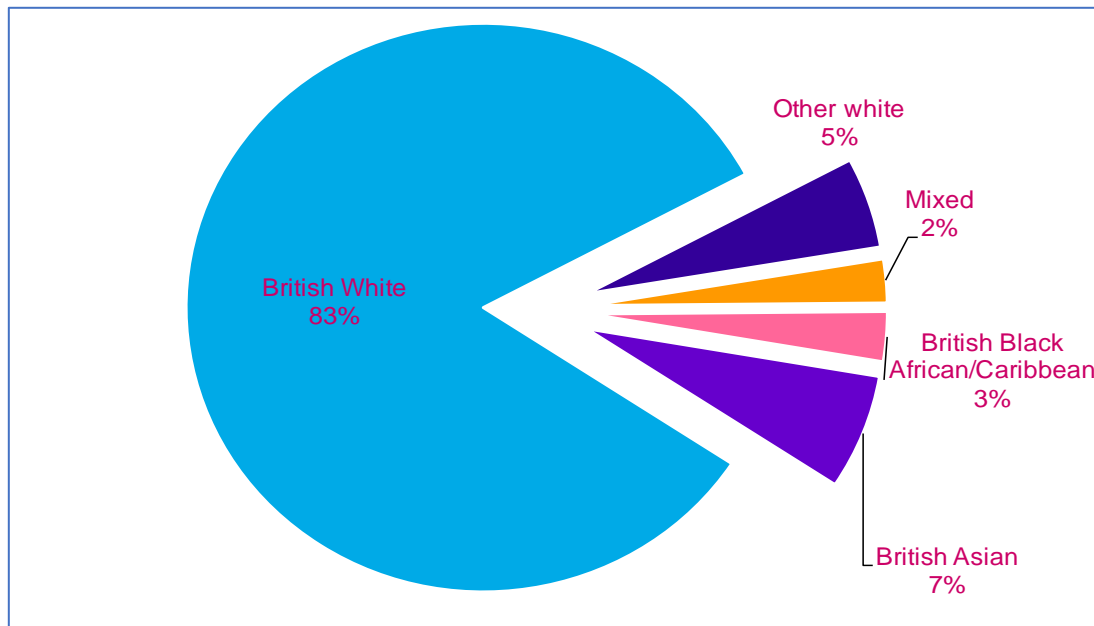


### 2.2.3 Ethnicity

Figure 5 shows the ethnic composition of the resident population. White British communities form 81% of the population, which is comparable to East of England. Just under 10% of the population is from BME communities, while 'Other white' form about 5% of the population. The Gypsy and Irish Traveller communities form 1% of the population.



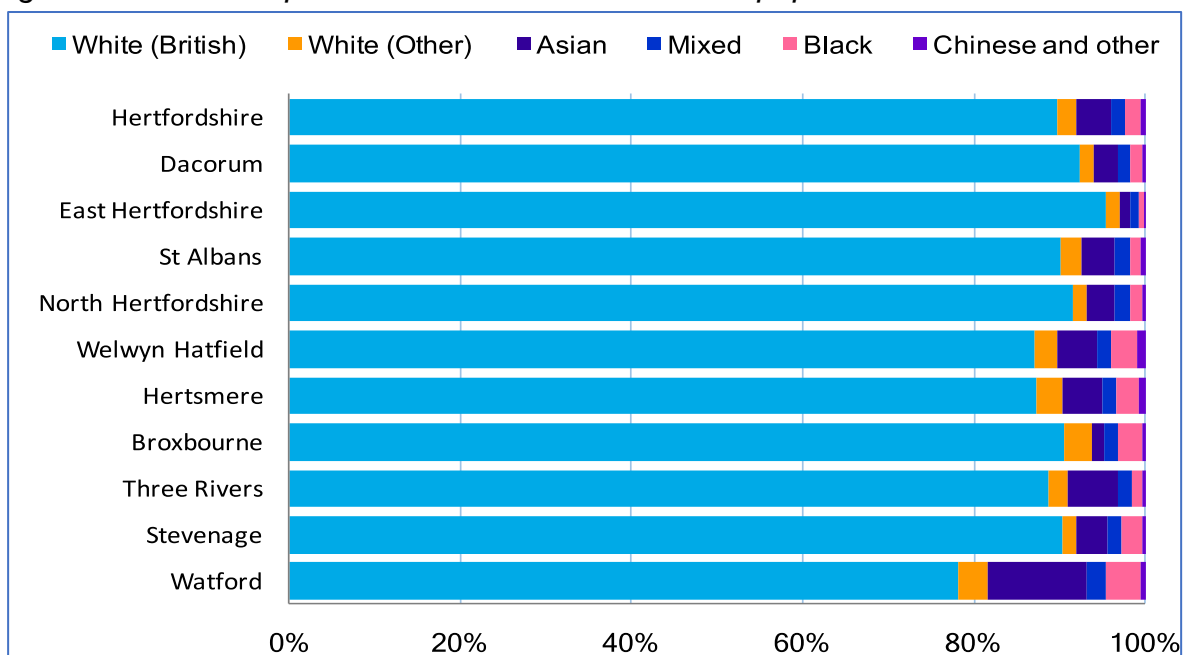
Figure 5: Ethnic composition of Hertfordshire resident population



Data Source: ONS, 2011 Census

There is some variation within the ten districts, as shown in Figure 6. British White is the majority ethnic group, with Watford having the largest BME population (16%) and East Hertfordshire the smallest BME population (1.9%).

Figure 6: Ethnic composition of Hertfordshire resident population



Data Source: ONS, 2011 Census

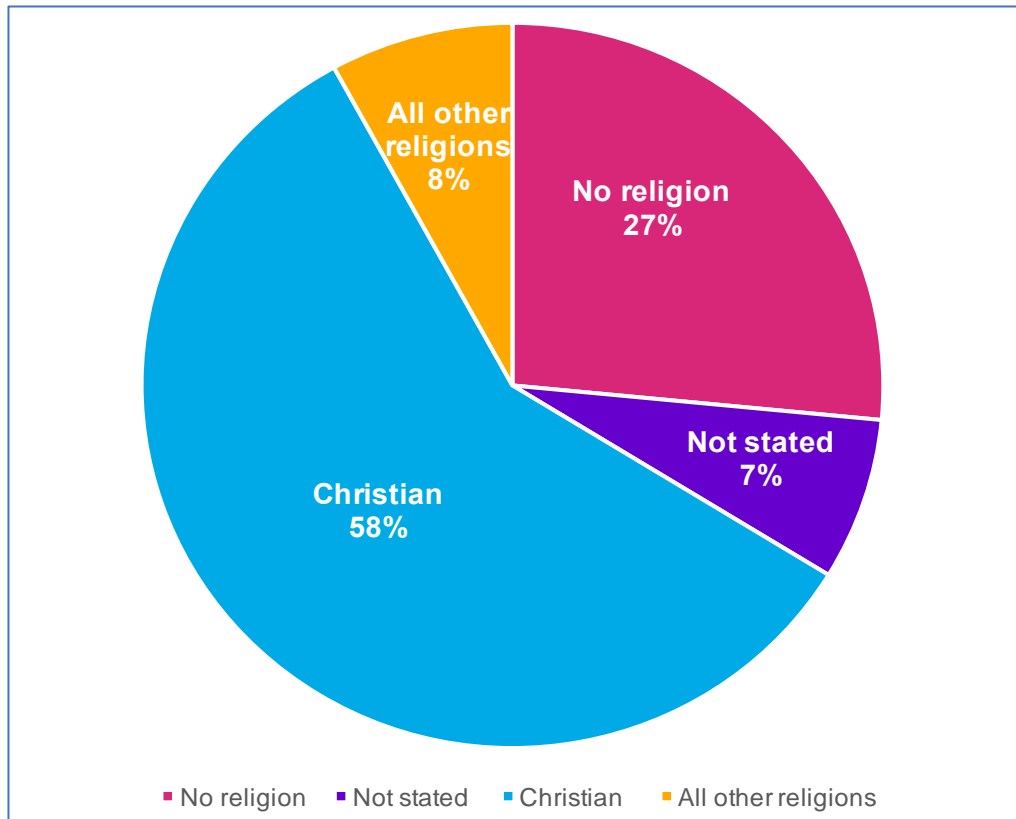
More details on ethnicity are discussed in the Hertfordshire JSNA Equality and Diversity document<sup>16</sup>.

<sup>16</sup> <https://www.hertfordshire.gov.uk/media-library/documents/public-health/jsna-documents/equality-and-diversity-needs-assessment.pdf>

## 2.2.4 Religion

Figure 7 shows the resident population by self-reported religion according to the 2011 census. Over a quarter (27%) of the population had no religion and another 7% did not state their religion. Of the remaining population (64%), 88% were Christian, 3% Muslim, 3% Hindu, 3% Jewish, 1% Sikh, 1% Buddhist and 1% other religion.

Figure 7: Self-reported religion of Hertfordshire resident population



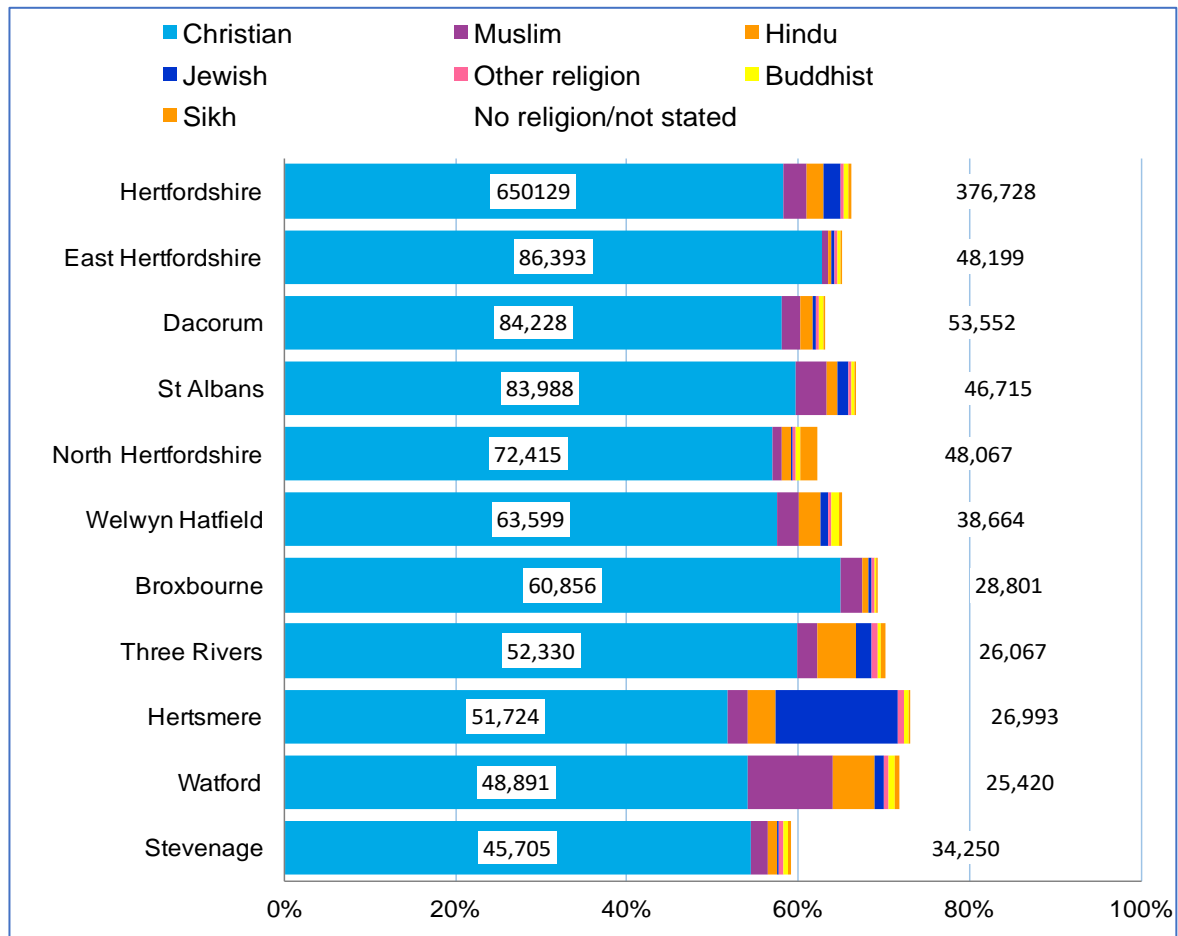
Data Source: ONS, 2011 Census

Within the county, in districts such as East Hertfordshire, Dacorum and Stevenage, over 95% of the population that stated a religion was Christian. In Watford and Hertsmere, 75% and 71% respectively were Christian. Hertsmere had the largest Jewish population (20%), and Watford had the highest Muslim (10%) and Hindu (7%) population.

More details on religion are discussed in the Hertfordshire JSNA Equality and Diversity document<sup>17</sup>.

<sup>17</sup> <https://www.hertfordshire.gov.uk/media-library/documents/public-health/jsna-documents/equality-and-diversity-needs-assessment.pdf>

Figure 8: Religion in Hertfordshire by district, 2011



Data Source: ONS, 2011 Census

### 2.2.5 Predicted population growth

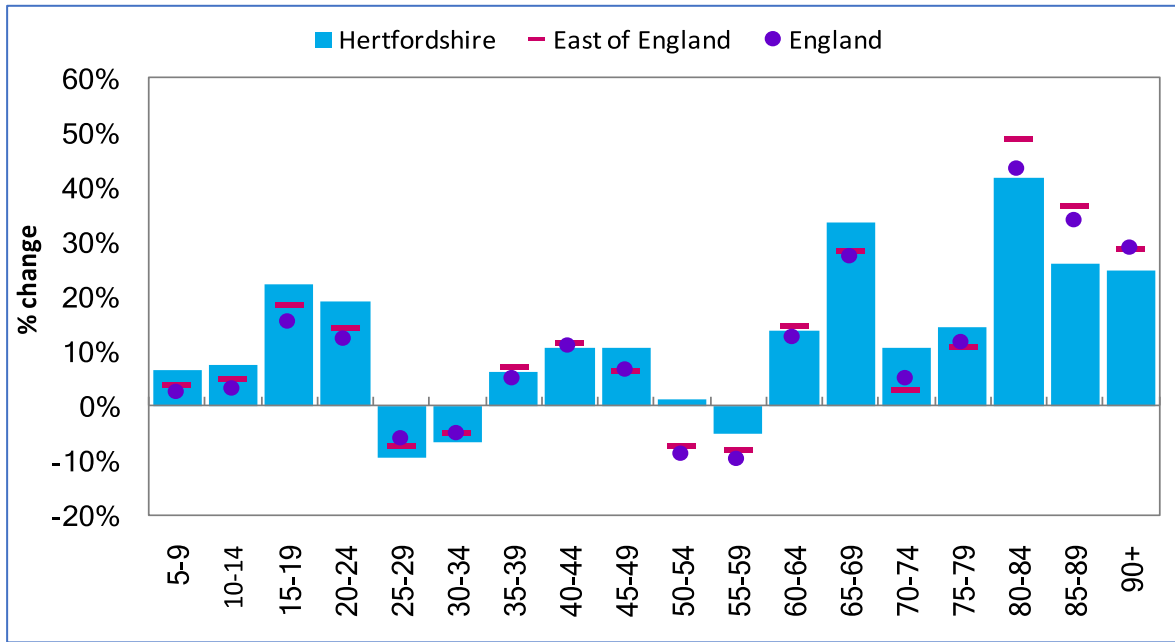
A projected increase in population size is likely to generate demand for pharmaceutical services, especially from children and the older population. Hertfordshire’s population is projected to increase by approximately 276,400 (24%) over the 25-year period from 2014 to 2039.

The largest percentage population increases are in the older population (over 75 years old), who have a greater demand for health and social care services, and thus pharmaceutical services.

More details are available from Herts Insight profiles<sup>18</sup>.

<sup>18</sup> <http://atlas.hertslls.org/profiles/>

Figure 9: Projected population change in Hertfordshire by age group, 2016-26

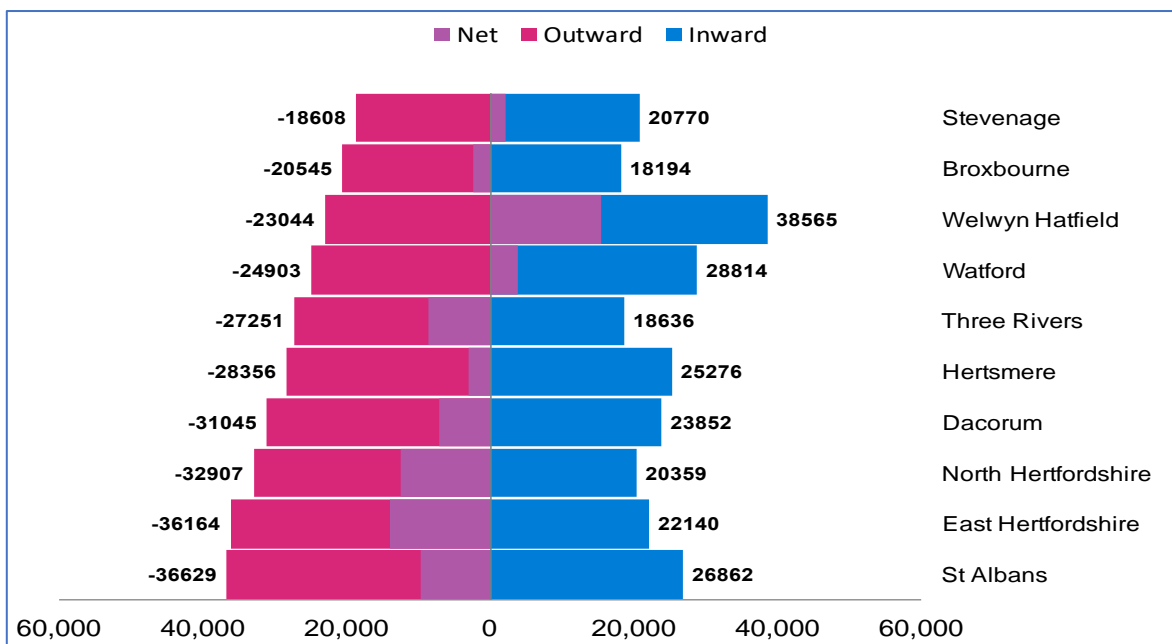


Data Source: ONS 2014-based subnational population projections, 2016

### 2.2.6 Workplace population

The 2011 census revealed that half of the resident population of working age (270,000) travel outside their district of residence to work. Just under half (47%, 240,000) of the people who work in Hertfordshire districts live outside them. There is net outward movement of approximately 36,000 people.

Figure 10: Outward and inward movement of working population by Hertfordshire districts, 2011



Data Source: ONS, 2011 Census

## 2.3 Vulnerable populations

Vulnerable populations are defined as those at greater risk of poor health status and health care access. A number of factors lead to vulnerability and some groups may have more than one characteristic that increases vulnerability. Low income, low educational attainment, migrant status, very young and older age, gender, learning difficulties, mental health and homelessness are examples of factors that can make individuals vulnerable.

### 2.3.1 Children and adults in care and adult safeguarding

There are groups within the population, such as the very young, the elderly and the frail, who are at risk of abuse and harm. Safeguarding is about protecting those at risk of harm (vulnerable populations) from suffering abuse or neglect. The term 'safeguarding' itself is an umbrella term that covers a range of activities intended to protect those at risk. Such activities include initiatives to prevent abuse, investigations into alleged abuse and interventions (often multidisciplinary) where abuse has occurred.

Pharmacies can play a vital role in supporting prevention of abuse by educating staff about abuse and how to identify it. Pharmacy professionals and the pharmacy team working in registered pharmacies are well placed to identify people who may be vulnerable, including children. The Clinical Governance requirements for community pharmacies, set out in Part 4 of Schedule 1 of the National Health Service (Pharmaceutical Services) Regulations 2005, as amended, require community pharmacies to ensure that relevant staff providing pharmaceutical services to vulnerable adults and children are aware of local safeguarding guidance and reporting arrangements. Pharmacies are required to safeguard children and vulnerable adults as part of the General Pharmaceutical Council standards<sup>19</sup>.

#### Children

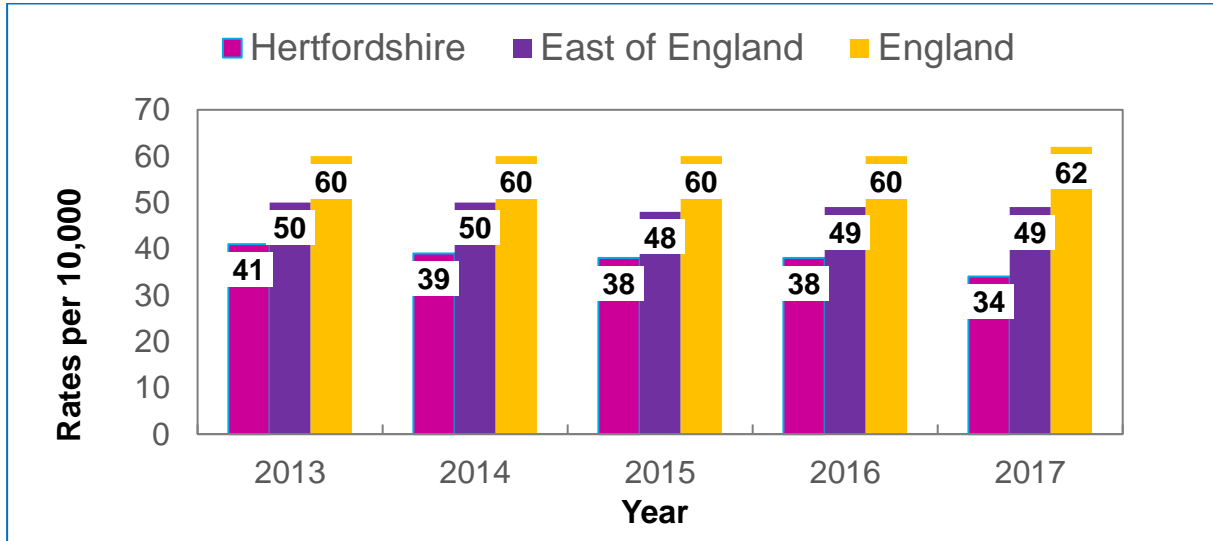
The number of children looked after in England continues to rise, with a 5% increase observed from 2014 to 2017. However, Hertfordshire has seen a decrease in the same period. In 2017 there were 905 children looked after in Hertfordshire; a rate of 38 children per 10,000, compared to 60 per 10,000 children in England aged under 18 years.

In 2016-17, the proportion of children in care by gender and age group was similar in Hertfordshire compared to the East of England and England as a whole. Males accounted for 58% while 42% were female, and nearly one in every eight children was under five years old.

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<sup>19</sup> General Pharmaceutical Council, 2012

Figure 11: Looked-after children: rate per 10,000 (<18 population), 2012-16



Data Source: Department for Education, Children looked after in England including adoption: 2016 to 2017

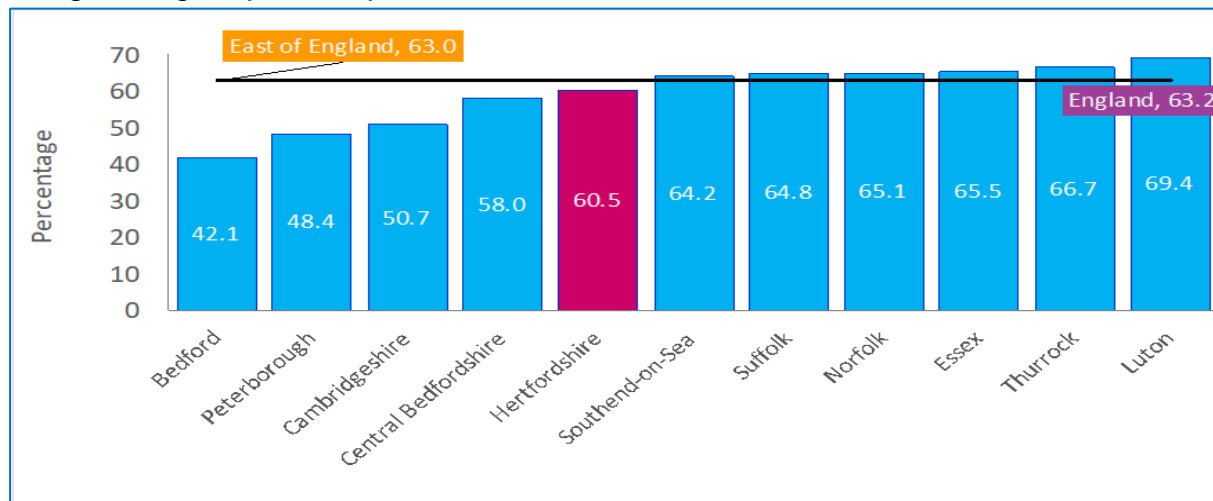
In 2015-16, 5% of looked-after children in Hertfordshire were identified as having a substance misuse problem compared to 2% in the East of England. Almost 3% of these children in Hertfordshire were offered an intervention but refused, compared to 1.53% in England and 0.09% in the East of England. There is opportunity for local pharmacies to support awareness of substance misuse among looked-after children.

**Adults**

Adult safeguarding is defined by the Care Quality Commission as ‘protecting people’s health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect’. Safeguarding adults became a statutory duty for councils on 1 April 2015.

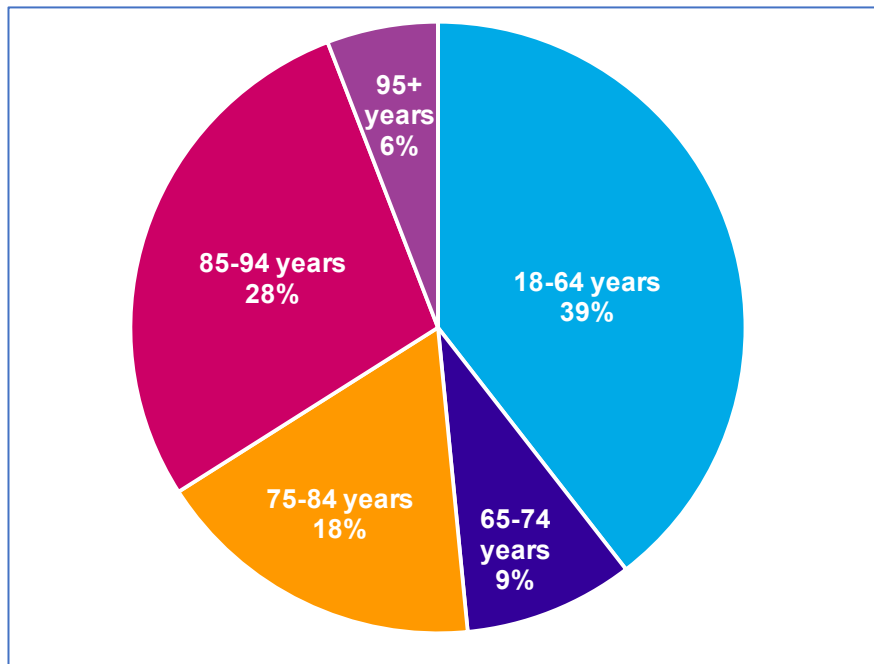
In 2015-16, there were 1,455 adult safeguarding enquiries under Section 42 of the Care Act reported by Hertfordshire council safeguarding service.

Figure 12: Percentage at risk who were aged 65 or over under Section 42 adult safeguarding enquiries reported in Hertfordshire, 2015-16



Data Source: NHS Digital, Safeguarding Adults Collection (SAC), England 2015-2016

Figure 13: Age distribution of Section 42 adult safeguarding enquiries reported in Hertfordshire, 2015-16



Data Source: NHS Digital, Safeguarding Adults Collection (SAC), England 2015 – 2016

### 2.3.2 Prison populations, including young offenders, detention centres

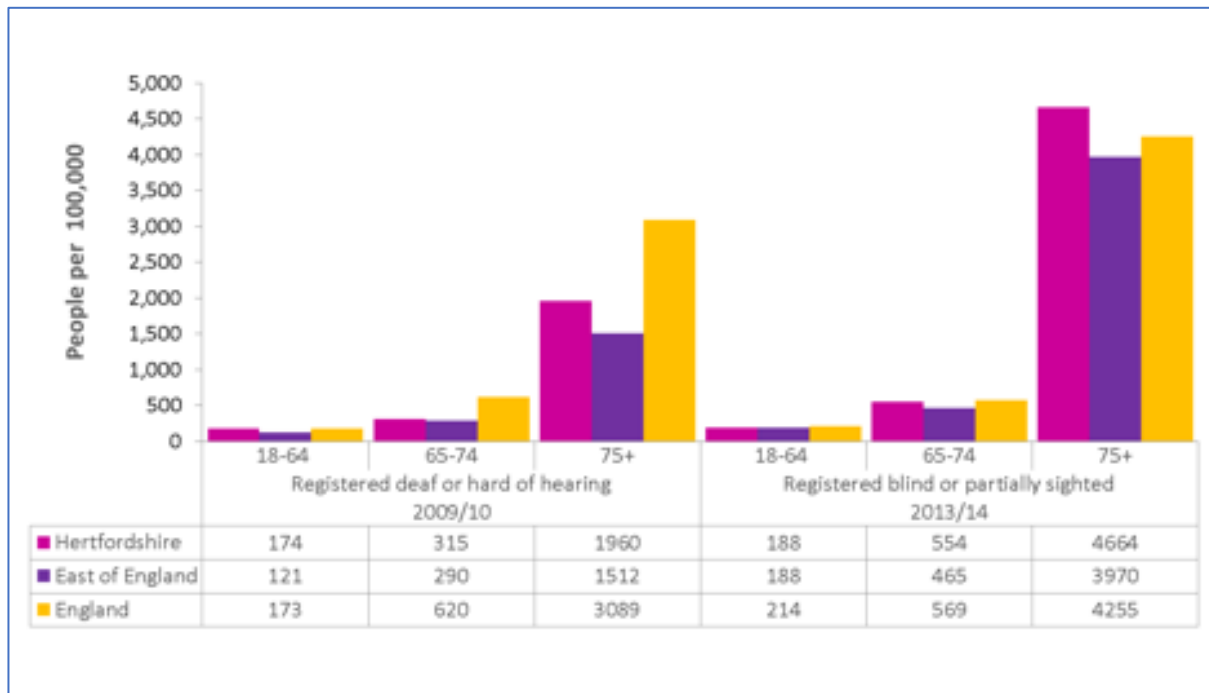
In August 2017, the prison population in Hertfordshire was about 1,000. There is constant fluctuation in prison populations and prevalence can vary by age, ethnicity, prison category and sentence/remand status. Prisoners have high levels of mental disorder and substance misuse compared to the overall population. (The number of first-time offenders in 2015 was 241.2 per 100,000 of the population. The figure for East of England was 231.8 per 100,000 of the population).

### 2.3.3 People with disabilities

There were similar numbers of people aged 18-64 registered deaf or hard of hearing per 100,000 in Hertfordshire compared to England in 2009-10. This number was higher than the total for East of England. However, when age is taken into account, twice as many 65–74-year-olds in Hertfordshire are registered deaf or hard of hearing per 100,000 compared with England, and this number is greater than the whole of East of England.

The number of people registered blind or partially sighted amongst the older population (aged 65–74) was higher for Hertfordshire than for the East of England region in 2013-14. This figure increases by nearly ten times for those aged 75 years and over. The Projecting Older People Population Information (POPPI) system shows a total of 21,109 people in Hertfordshire aged 18 and over predicted to have a learning disability. The number for 65 year olds and over is 4,022.

Figure 14: People registered with a sensory disability in Hertfordshire



Data Source: PHE Fingertips 2017 (registered deaf or hard of hearing 2009/10 and registered blind or partially sighted 2013-14)

The prevalence of learning disability in the county is slightly lower (0.4%) than for England and East of England (0.5%). This information was produced by applying the age-specific estimates from the Health Survey for England (2001)<sup>20</sup> to the 2012 population aged 16–64.

### 2.3.4 Homeless populations

Homelessness can be complex, and it can happen for many reasons. Homelessness contributes to a decreased sense of wellbeing and presents an added level of challenge to people experiencing poor wellbeing.

Rough sleepers are defined for the purposes of rough sleeping counts and estimates as:<sup>21</sup>

- People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments)
- People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or 'bashes')

Rough sleeping can often be a short-term or intermittent experience. Local counts or estimates of rough sleeping for each Hertfordshire district at one annual point in time ranged from 1 to 17 people in 2016 and totalled 72 across the county as a whole.

<sup>20</sup> [http://webarchive.nationalarchives.gov.uk/20080818085703/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsStatistics/DH\\_4009433](http://webarchive.nationalarchives.gov.uk/20080818085703/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsStatistics/DH_4009433)

<sup>21</sup> Department for Communities and Local Government <https://www.gov.uk/guidance/homelessness-data-notes-and-definitions#statutory-homelessness>



Through official counts or estimates since 2010, Watford and St Albans have recorded the highest numbers rough sleeping in Hertfordshire authorities, with Stevenage recording the highest in 2016. North Hertfordshire, Three Rivers, Welwyn Hatfield and Broxbourne reported similar low numbers in 2016. The age of these people was distributed throughout the range from 18 to 59 years old, with only a small proportion older<sup>22</sup>.

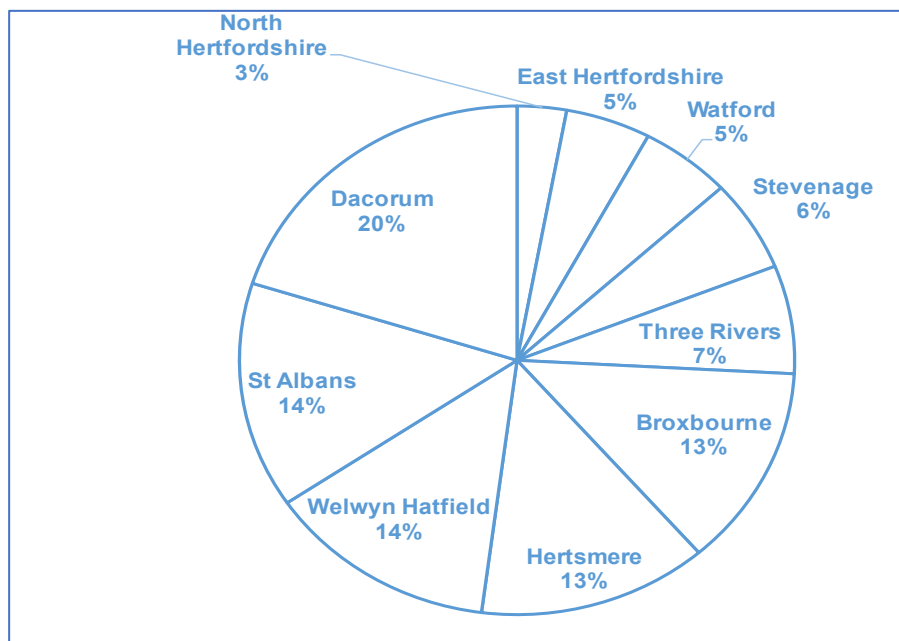
Statutorily homeless households are, unintentionally homeless and in priority need, for whom the local authority accepts responsibility for securing accommodation under Part VII of the Housing Act 1996 or Part III of the Housing Act 1985. The highest rate of households accepted as statutorily homeless in 2014-15 was in Watford, followed by Hertsmere<sup>23</sup>.

Adjusted for population, the highest concentration of homeless hostel places with support funded through HCC is provided in Watford and Welwyn Hatfield, and the lowest in East Hertfordshire and Three Rivers.

### 2.3.4 Gypsy and Traveller population

According to the ONS 2011 Census, Hertfordshire had a Gypsy or Irish Traveller population size of 1,150. Hertfordshire is among the largest ten local authority counties for this ethnic group population size across England and Wales. The district with the highest number of this ethnic group was Dacorum, and North Hertfordshire reported the lowest, as shown in Figure 15.

Figure 15: Proportion of total Gypsy and Irish Traveller population in Hertfordshire by district



Data Source: ONS 2011 Census

<sup>22</sup> Department for Communities and Local Government <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness#rough-sleeping-tables>

<sup>23</sup> PHE Fingertips 2017

It was suggested that the ONS census data reported was likely to be an underestimate of the total population due to some Gypsies and Travellers not declaring their ethnic status or completing the census at all.

In 2015-16, 234 (0.15%) of state primary and secondary children, of those children whose ethnic group was classified, were Gypsy/Roma<sup>24</sup>.

### **2.3.5 Housebound populations**

The ability to independently manage activities that require mobility is more difficult among the elderly population who, therefore, are most vulnerable to becoming housebound. This can potentially lead to the elderly experiencing isolation, declining self-care and having reduced access to care.

There is no accurate report on the number of people who are housebound. However, this population is particularly vulnerable, relying heavily on home-visiting support by voluntary carers and multiple care agencies in order to maintain independent living to avoid institutional care.

The Projecting Older People Population Information (POPPI) system indicates that there are 38,200 people aged 65 and over (34%) projected to live in Hertfordshire who are unable to manage at least one mobility activity on their own.

This is based on the results of the Living in Britain Survey (2001)<sup>25</sup> using population projections from the ONS 2011 Census.

### **2.3.6 Residential and nursing home populations**

Figure 16 shows the estimated number of people who lived in a care home, with or without nursing, in Hertfordshire and its districts in 2015. There were 5,783 men and women aged 65 and over in Hertfordshire living in a care home with or without nursing, according to the projections.

There is variation across the districts in the proportion of residents aged 65 and over who live in a care home, with the highest reported in North Hertfordshire (15%) and the lowest in Stevenage (4%).

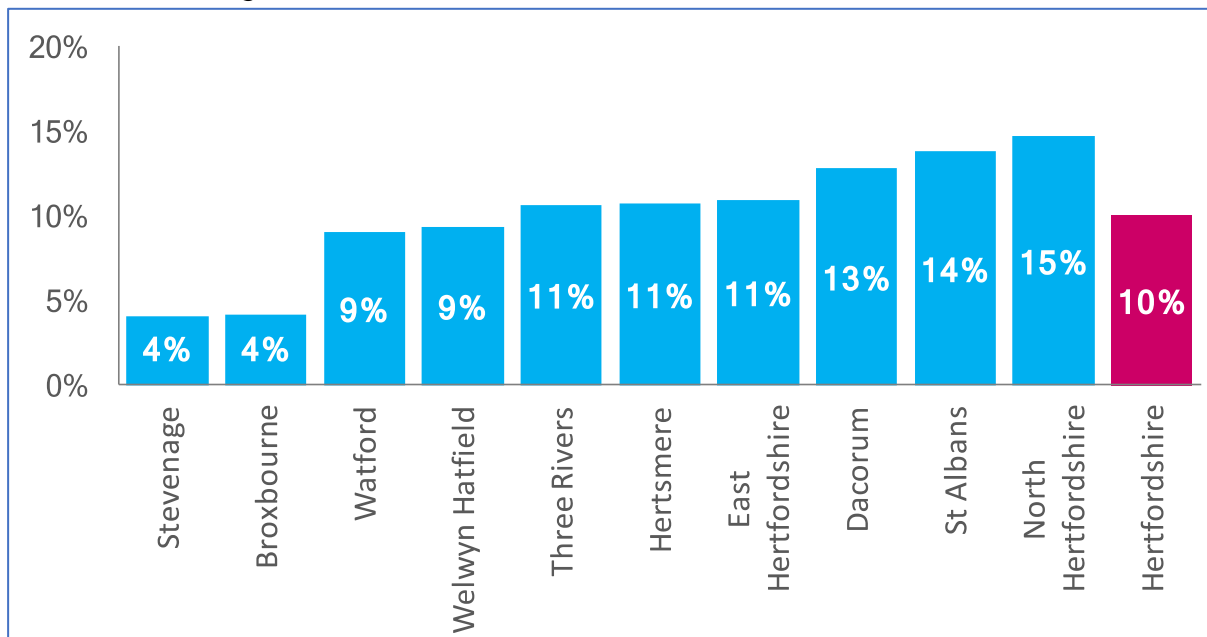
This population remain particularly vulnerable due to their age, associated co-morbidities and lack of independence. Over 60% of all adult safeguarding enquiries in Hertfordshire relate to abuse in the home or in care homes.

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<sup>24</sup> PHE Fingertips 2017

<sup>25</sup> <https://www.ons.gov.uk/ons/rel/ghs/general...survey/.../living-in-britain--full-report.pdf>

Figure 16: Projected proportion of people aged 65 and over living in a care home with or without nursing in Hertfordshire in 2015



Data Source: POPPI based on ONS 2011 Census

Safety of medicines in care homes for the elderly is another important priority that can be achieved through effective communication between the community pharmacy, GP and home.

Pharmacies act as collection points for the disposal of unwanted medicines, with special arrangements for controlled drugs, and private arrangements must be adopted for waste returned from nursing homes. Hertfordshire has developed local working arrangements to support older people at home to use their medication safely and effectively.

## 2.4 Wider determinants of health

### 2.4.1 Indices of Multiple Deprivation (IMD) 2015

Deprivation is shown by the Indices of Multiple Deprivation (IMD) 2015, which brings together 38 separate indicators across seven domains: income deprivation; employment deprivation; health deprivation and disability; education skills and training deprivation; barriers to housing and services; living environment deprivation; and crime.

Hertfordshire is ranked 137 out of 152 unitary authorities in England (1 being most deprived). Table 2 gives the ranking of the districts of Hertfordshire for some of the key indicators.

The rank of extent (proportion of population that lives in the 30% most deprived areas of England) indicates that all the districts are comparatively less deprived than rest of English districts.

Table 2 - Index of Multiple Deprivation Ranking for Hertfordshire districts

	IMD Rank of Extent	Rank of income scale*	Employment rank*	Crime rank of LSOA in 10% most deprived	Income deprivation affecting children rank*	Income deprivation affecting older people rank*
<b>Hertfordshire</b> (out of 152 UAs)	<b>140</b>	<b>129</b>	<b>132</b>	<b>141</b>	<b>127</b>	<b>129</b>
<b>Districts</b>						
<b>Broxbourne</b>	183	193	221	220	142	183
<b>Dacorum</b>	252	167	182	220	173	183
<b>East Hertfordshire</b>	300	250	237	220	233	183
<b>Hertsmere</b>	254	230	248	220	207	161
<b>North Hertfordshire</b>	237	199	203	220	233	183
<b>St Albans</b>	302	245	244	220	233	183
<b>Stevenage</b>	219	191	198	220	233	183
<b>Three Rivers</b>	243	287	288	220	233	183
<b>Watford</b>	226	241	243	158	233	183
<b>Welwyn Hatfield</b>	263	213	219	195	209	183

\*Rank is out of 326 districts with 1 as the most deprived district and 326 the least deprived

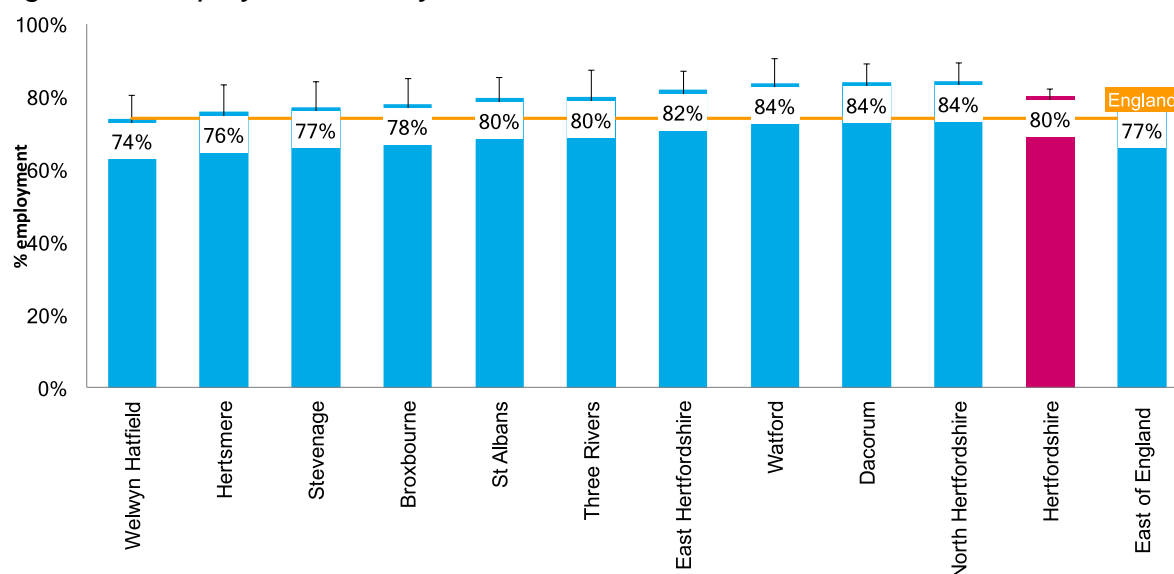
Date Source: ONS IMD 2015

Data Source: Department for Communities and Local Government, 2015

#### 2.4.2 Employment

The employment rate for Hertfordshire was 80.1% in 2015-16, higher than the East of England average (77%) and the England average of 74% (estimated from Labour Force Survey respondents). The employment rate for most Hertfordshire districts is similar to or higher than the England average (Figure 17). The rate has been increasing and getting better over the years for all districts except for Welwyn Hatfield where the rate is worsening.

Figure 17: Employment rate by Hertfordshire districts, 2015-16



Data Source: Labour Force Survey, 2015-16, Public Health England, PHOF, 2017

### 2.4.3 Housing

Housing has an impact on health. Table 3 shows the proportion of households living in overcrowded conditions, housing without central heating and fuel poverty by district.

Table 3 - Housing affordability and overcrowding

	Overcrowding (% of households)	Housing affordability <sup>†</sup> (ratio of median house price to median gross salary)	Decent home (% of homes without central heating)	Fuel poverty <sup>§</sup> (% of households)
<b>Broxbourne</b>	9.1%	10.2	2.1%	6.6%
<b>Dacorum</b>	6.0%	9.8	1.6%	7.3%
<b>East Hertfordshire</b>	5.9%	10.1	1.8%	7.5%
<b>Hertsmere</b>	8.1%	14.2	1.5%	7.3%
<b>North Hertfordshire</b>	5.6%	9.1	1.7%	8.0%
<b>St Albans</b>	6.4%	12.4	1.4%	7.2%
<b>Stevenage</b>	7.8%	8.7	1.0%	7.1%
<b>Three Rivers</b>	6.1%	13.8	1.6%	7.1%
<b>Watford</b>	13.5%	9.9	2.7%	8.6%
<b>Welwyn Hatfield</b>	8.9%	11.0	1.2%	8.0%
<b>Hertfordshire</b>	7.7%	10.4	1.6%	7.5%

	Overcrowding (% of households)	Housing affordability <sup>†</sup> (ratio of median house price to median gross salary)	Decent home (% of homes without central heating)	Fuel poverty <sup>§</sup> (% of households)
<b>East of England</b>	6.7%	8.3	2.0%	8.4%
<b>England</b>	8.7%	7.7	2.7%	11.0%

Data Source: Index of Multiple Deprivation 2015

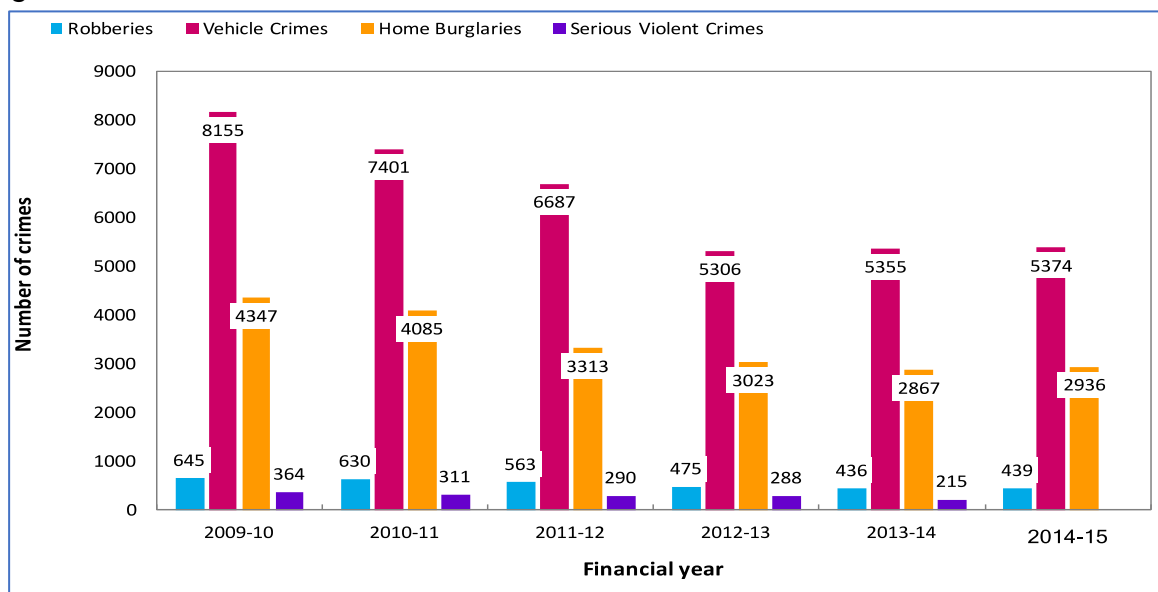
<sup>†</sup>ONS, Housing summaries 2016 (published March 2017)

<sup>§</sup> Department of Energy and Climate Change Fuel Poverty (published 30 June 2016)

## 2.4.4 Crime

Crime has a major impact on the health and wellbeing of victims, witnesses, their families and wider communities. Although there is a decline in recorded crimes, vehicle crimes account for over half of criminal offences in Hertfordshire (5,374 offences in 2014-15). The second major crime is home burglaries, with 2,936 offences in 2014-15. Figure 18 shows the violent crime rates by district.

Figure 18: Number of recorded crimes in Hertfordshire, 2009-10 to 2014-15

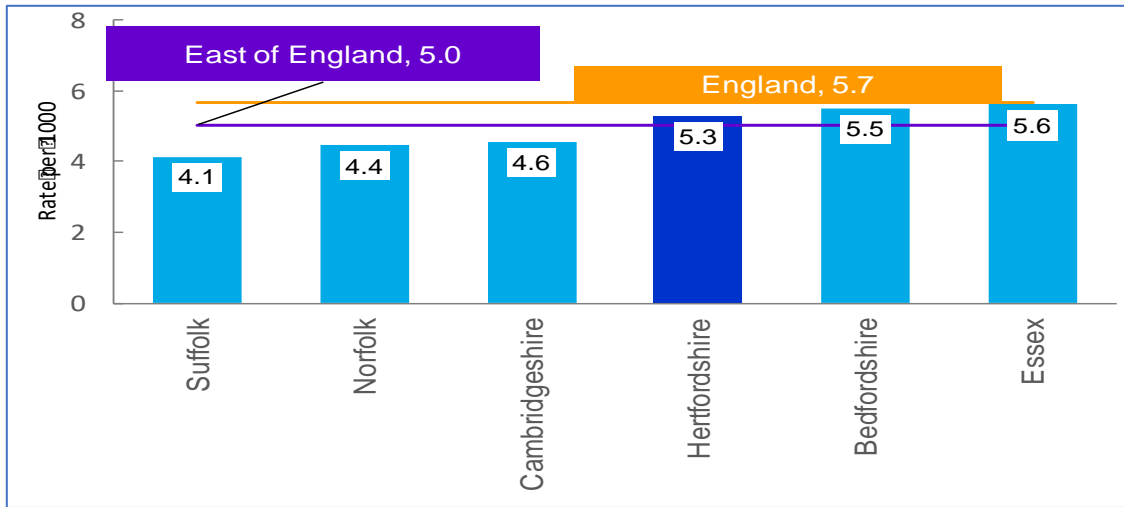


Data Source: Hertfordshire Constabulary, 2016

## 2.4.5 Domestic violence

Domestic violence is a significant public health problem that affects people of all ages, and all sectors of society may experience it. The effects of domestic violence and abuse can last a long time after the final incident, and childhood exposure can disrupt social, emotional and cognitive development. The rate of domestic violence recorded by police in Hertfordshire was 5.3 offences per 1,000, lower than the East of England (five offences per 1,000) and England (5.7 offences per 1,000).

Figure 19: Rate of domestic-abuse-related offences recorded by the police, by police force area, English regions and Wales, 2015-16



Data Source: Crime Survey for England and Wales, 2016

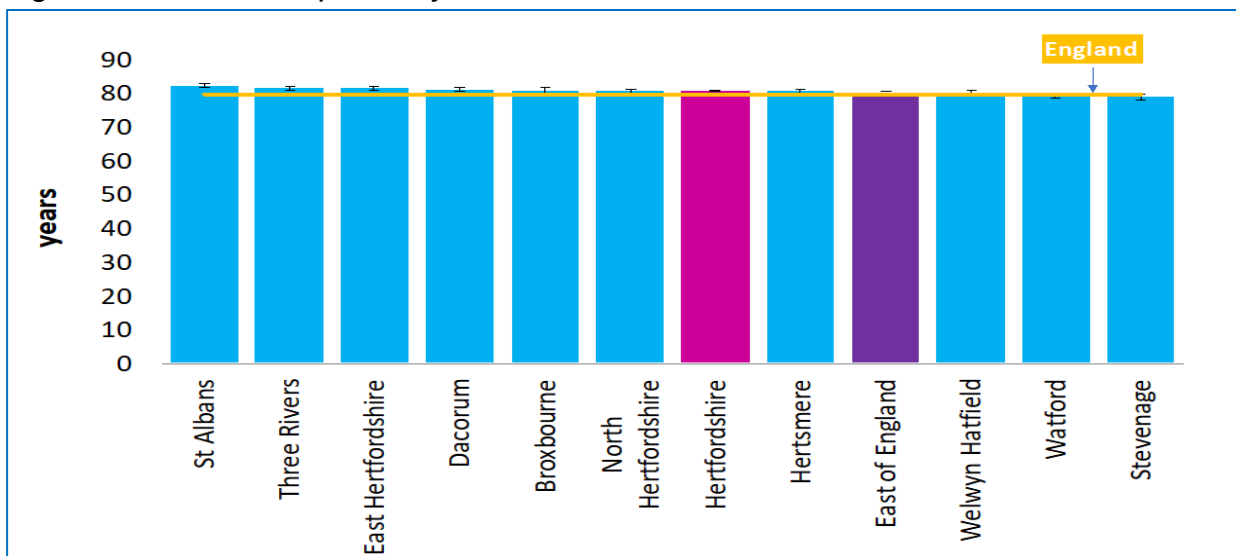
## 2.5 High-level health and wellbeing indicators

### 2.5.1 Life expectancy

Residents in Hertfordshire on average can expect to live longer than the England average, as shown in Figures 20 and 21. At district level, all districts have higher or similar male and female life expectancy at birth compared with England except for Stevenage, which has lower female life expectancy at birth compared with England.

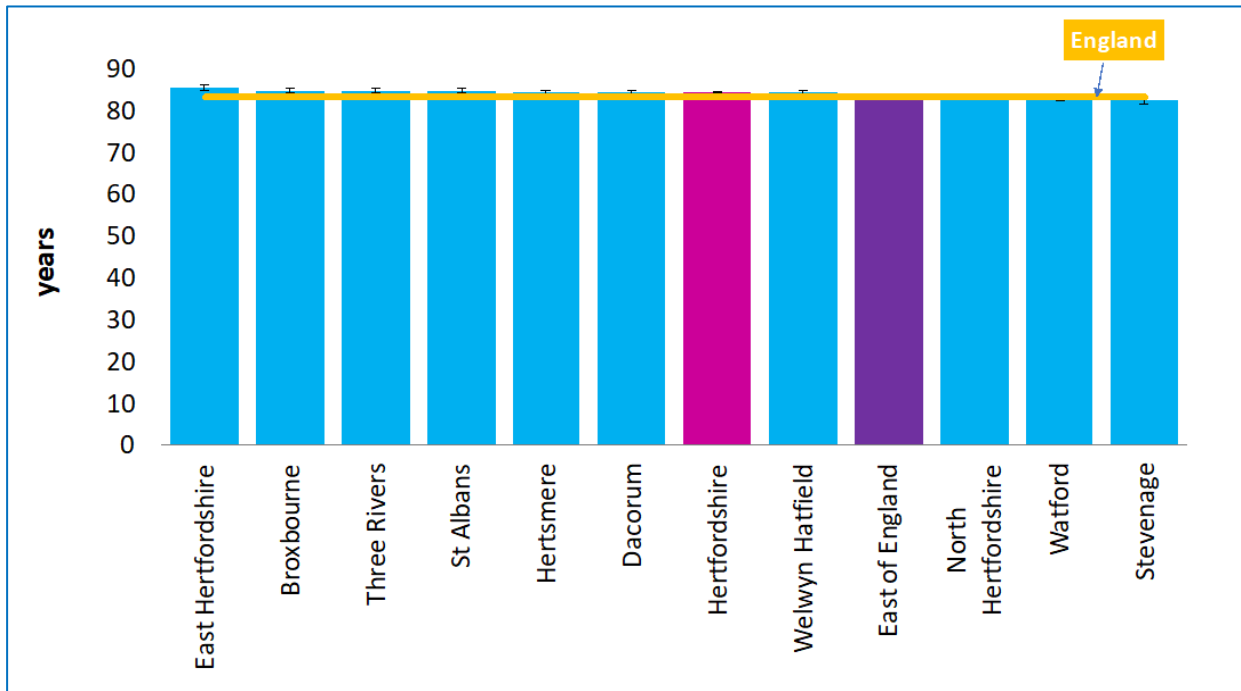
The life expectancy at 65 is described in Figures 22 and 23. Hertfordshire residents who were 65 years old between 2013 and 2015 can expect to have longer lives than the English average. At district level, residents in all districts can expect to have higher or similar life expectancy compared with England, except those living in Watford and Stevenage, where the life expectancy at 65 is lower than in England.

Figure 20: Male life expectancy at birth in Hertfordshire, 2013-15



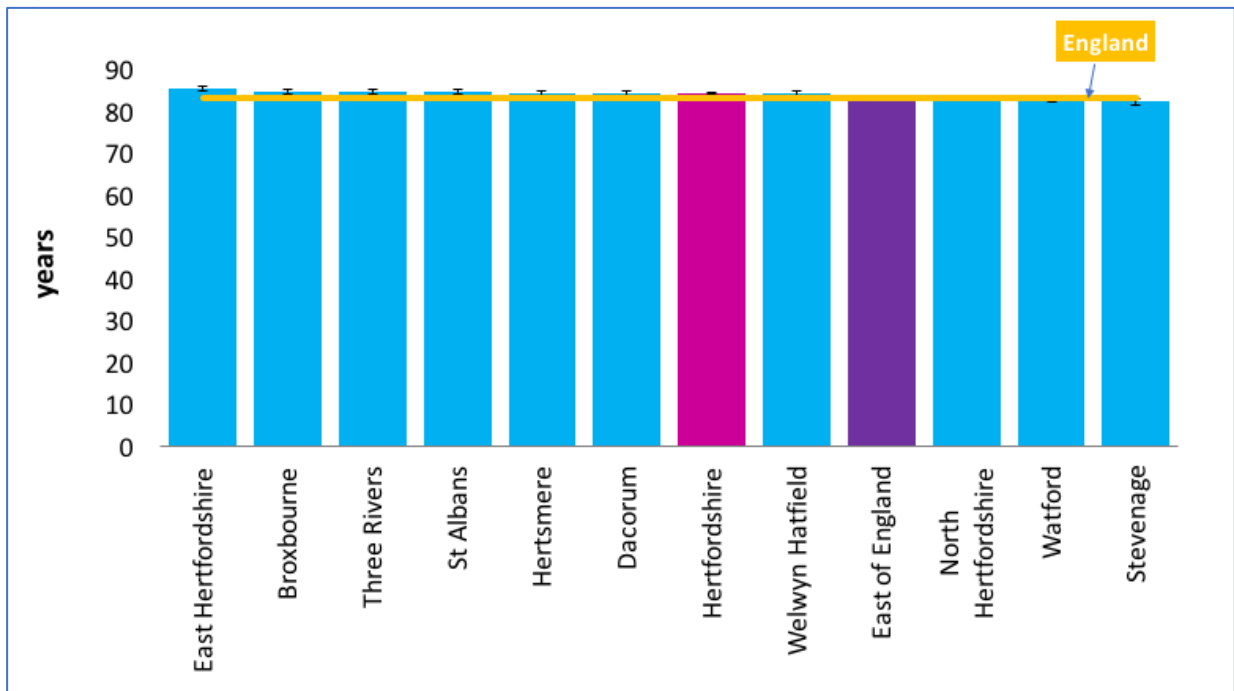
Data Source: ONS Life Expectancy corrected, published December 2016

Figure 21: Female life expectancy at birth in Hertfordshire, 2013-15



Data Source: ONS Life Expectancy corrected, published December 2016

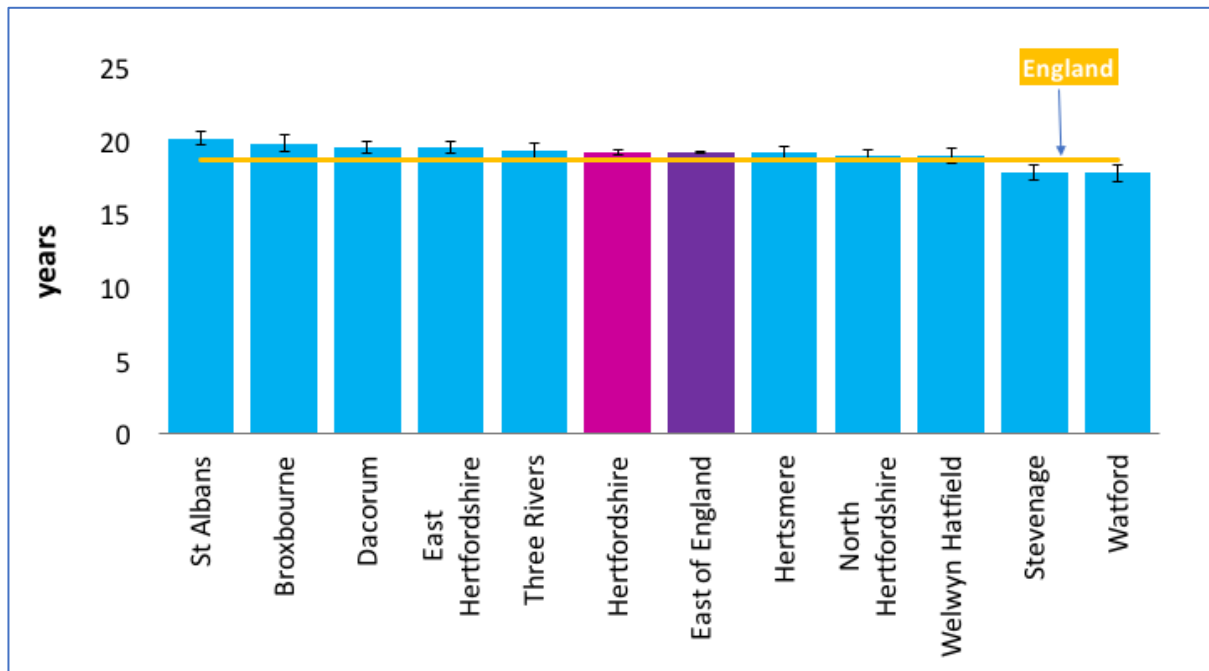
Figure 22: Male life expectancy at 65 in Hertfordshire, 2013-15



Data Source: ONS Life Expectancy corrected, published December 2016



Figure 23: Female life expectancy at 65 years in Hertfordshire, 2013-15



Data Source: ONS Life Expectancy corrected, published December 2016

Life expectancy at 65 for both males and females, is lower in Stevenage and Watford than in Hertfordshire.

In St Albans, however, life expectancy is greater than in Hertfordshire for both males and females. Male life expectancy in Broxbourne is greater than in Hertfordshire and female life expectancy in East Hertfordshire is greater than in Hertfordshire.

### 2.5.2 Healthy life expectancy and disability-free life years

The years of life spent in good health (HLE) or free of disability (DFLE) is a good measure of the health of the population. Table 4 shows the expected life spent in good health and free of disability for Hertfordshire, East of England and England.

These measures are based on self-reported health status. Hertfordshire men and women report over 80% and 79% of life expectancy is spent free of disability, which is higher than that reported on average in East of England (men 79.8%, women 75.9%) and England (men 79.3%, women 75.9%).

However, men in Hertfordshire are likely to report a lower proportion of life expectancy in good health compared with East of England and England.

Table 4 - Male and female life expectancy (LE), healthy life expectancy (HLE) and disability-free life expectancy (DFLE) by Hertfordshire districts (2013-15)

	Male			Female		
	Hertfordshire	East of England	England	Hertfordshire	East of England	England
<b>LE</b>	80.8	80.3	79.5	84.1	83.7	83.1
<b>HLE</b>	64.3	64.8	63.4	67.4	65.5	64.1
<b>DFLE</b>	65.4	64.1	63.0	66.5	63.5	62.6

Data Source: ONS Life Expectancies (2016)

### 2.5.3 Wellbeing indicators

In the UK, personal wellbeing, a subjective measure of how people rate their wellbeing, is reported as part of the official national wellbeing statistics.

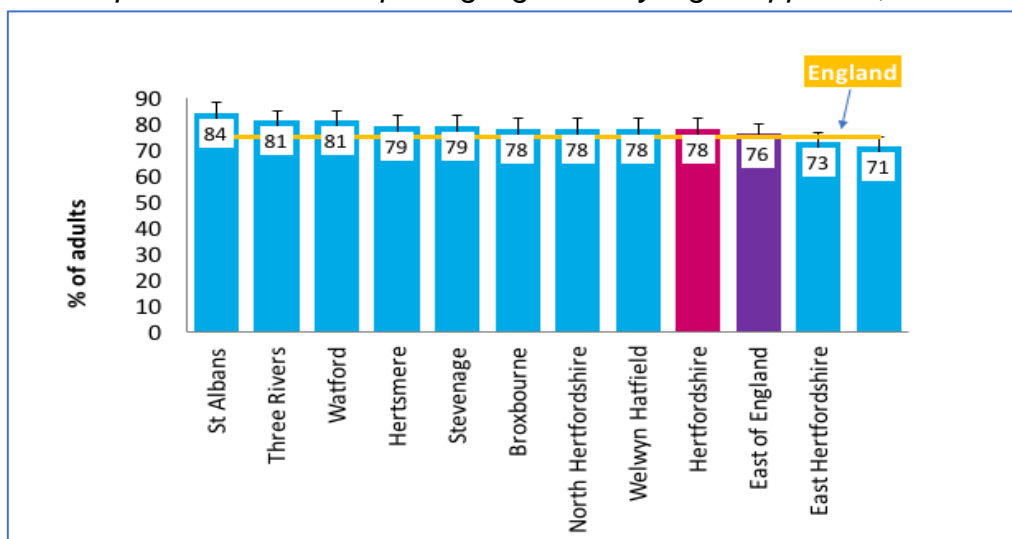
The ratings are based on four questions:

1. Overall, how satisfied are you with your life nowadays?
2. Overall, to what extent do you feel the things you do in your life are worthwhile?
3. Overall, how happy did you feel yesterday?
4. Overall, how anxious did you feel yesterday?

People are asked to respond on a scale of 0-10, where 0 is ‘not at all’ and 10 is ‘completely’.

At district level, the proportion of people who reported high or very high happiness was highest in St Albans and Three Rivers and lowest in East Hertfordshire and Dacorum. The data for other questions is not reliable for all districts and not reported here.

Figure 24: Proportion of adults reporting high or very high happiness, 2015-16



Data Source: ONS Personal Wellbeing (2016)

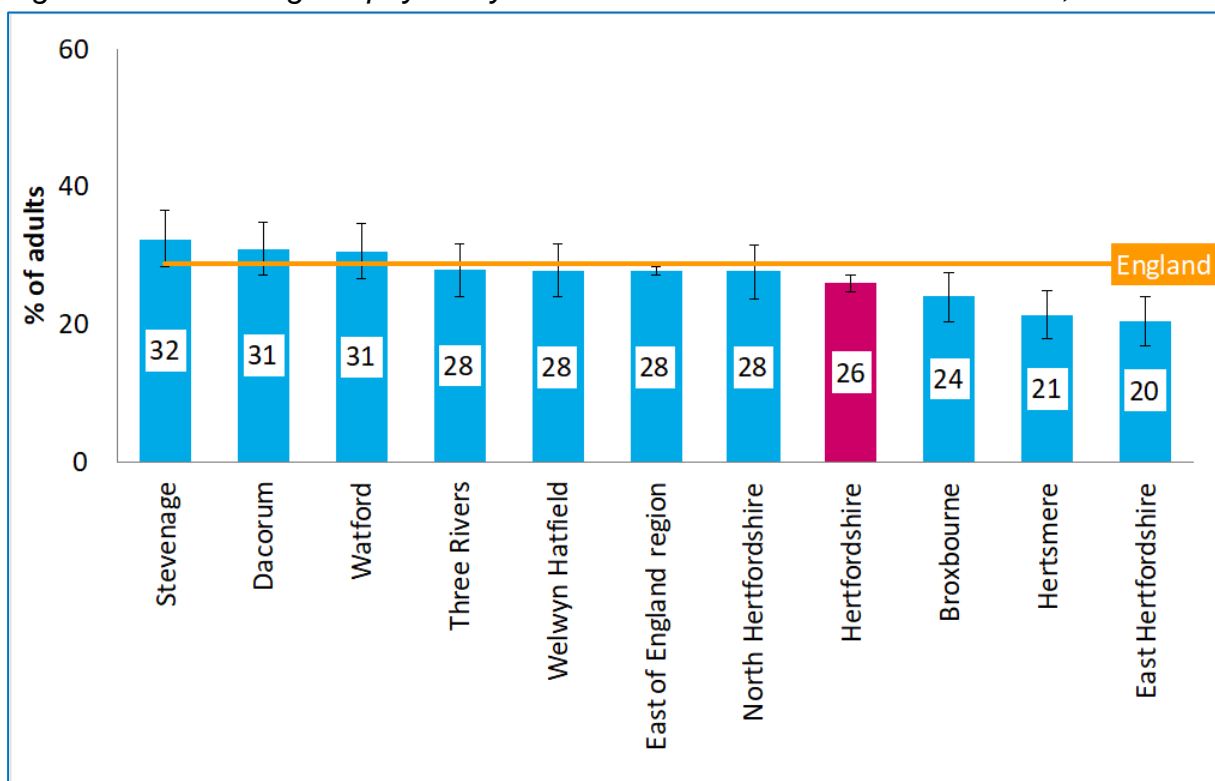
## 2.6 Lifestyle

### 2.6.1 Physical activity and diet

Physical activity is a modifiable protective factor for cardiovascular diseases and other chronic diseases, thereby reducing the demand on health and social care services. Being inactive almost doubles the risk of dying from coronary heart disease compared with more active, fit people.

The cost of physical inactivity in Hertfordshire was estimated at over £16m in 2016 according to the Hertfordshire Activity and Weight Needs Assessment, 2016. The proportion of physically inactive adults in Hertfordshire at 26% was significantly lower than the East of England average of 28% and the England average of 29% in 2015. However, only St Albans, East Hertfordshire and Hertsmere had a significantly lower percentage of physical inactive adults compared with the England average.

Figure 25: Percentage of physically inactive adults in Hertfordshire districts, 2015



Data Source: Sport England Active People Survey, Public Health England, Public Health Outcomes Framework, 2017

Further information is available from the JSNA<sup>26</sup>.

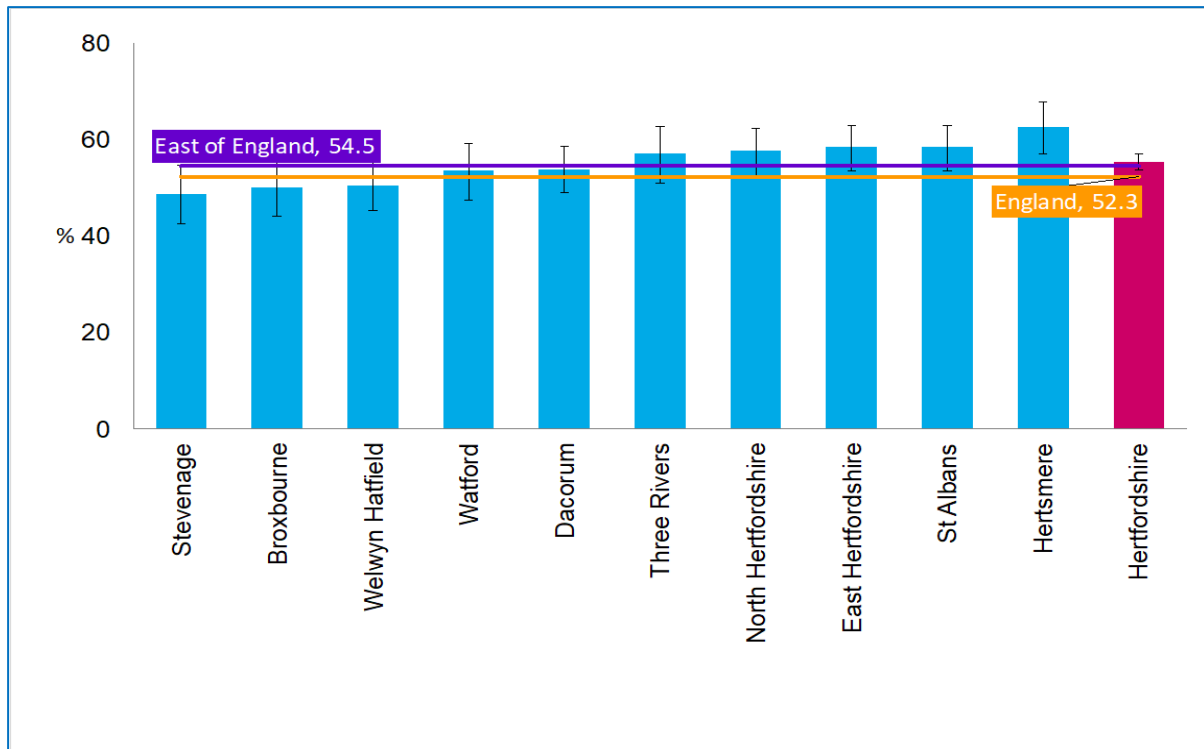
### 2.6.2 Healthy eating

Healthy eating is the consumption of a wide variety of foods in the right proportions, and consuming the right amount of food and drink to achieve and maintain a healthy body weight. Healthy eating is key to reaching and maintaining a healthy weight.

<sup>26</sup> <https://www.hertfordshire.gov.uk/media-library/documents/public-health/jsna-documents/activity-and-weight-needs-assessment.pdf>

Figure 26 shows the proportion of people meeting the recommended 'five-a-day' fruit and vegetable portions. Hertfordshire has similar proportion to England, with just above 50% meeting the recommendation. Within Hertfordshire, Hertsmere had the highest proportion (62%).

Figure 26: Proportion of the population meeting the recommended 'five-a-day' on a 'usual day' (adults), 2015



## 2.6.3 Obesity

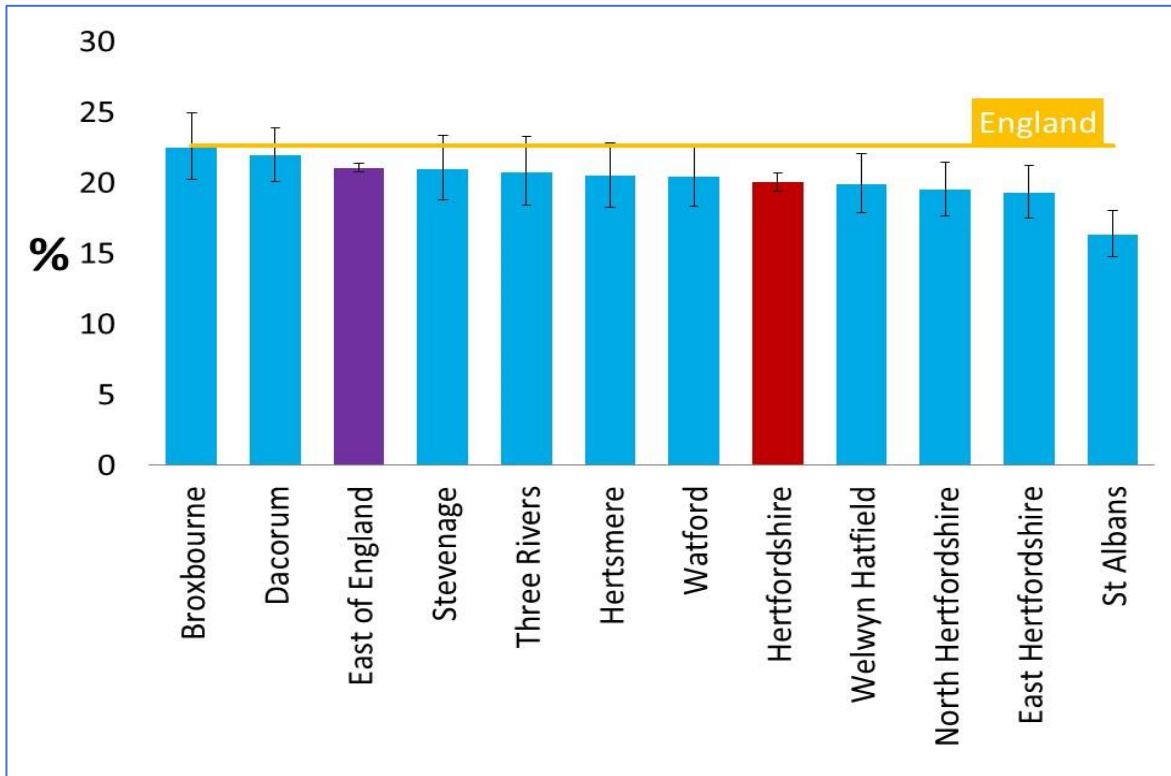
### 2.6.3.1 Child obesity

The National Child Measurement Programme (NCMP) calculates rates of child obesity during the school year for children in reception year (aged 4–5) and children in Year 6 (aged 10–11).

Reception children (4–5 years old) classified as having excess weight in Hertfordshire in 2016-17 was 20%, significantly better than the East of England average (21.1%) and the England average (22.6%). However, not all districts were lower than the England average. Broxbourne, Stevenage and North Hertfordshire were similar to England. Within Hertfordshire, St Albans had significantly lower and Broxbourne significantly higher levels compared to some of the other districts.

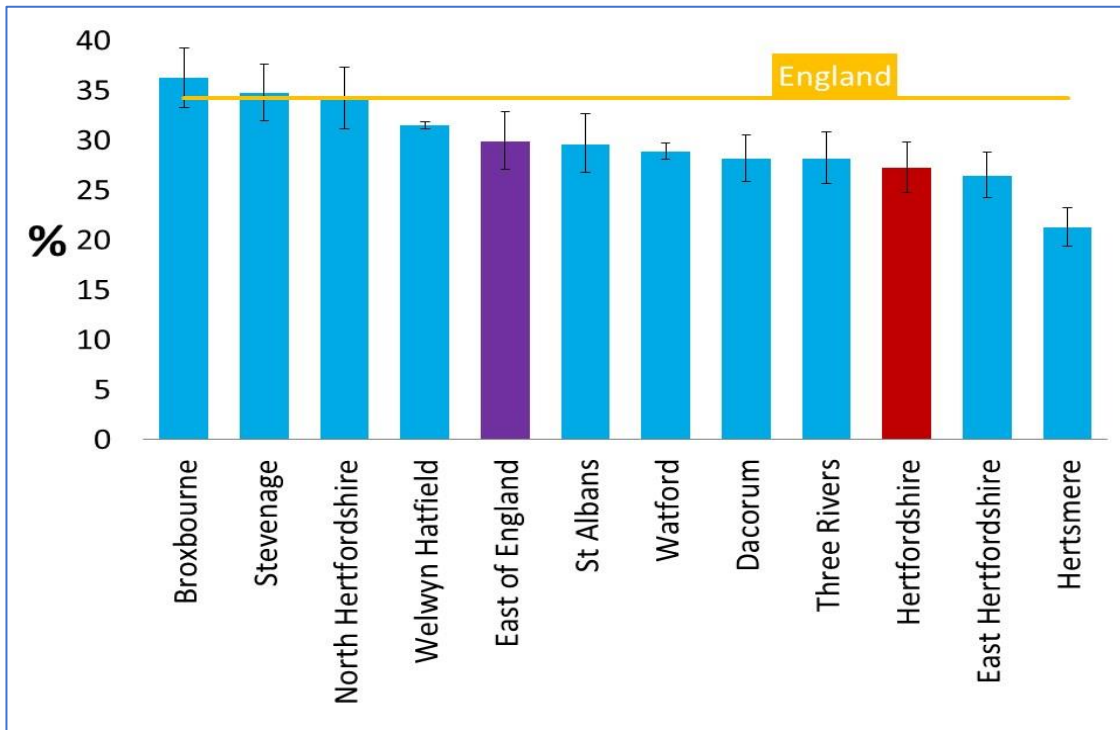
The proportion of children aged 10–11 years old classified as having excess weight in Hertfordshire was 28.9% in 2016-17, significantly lower than the East of England average (29.9%) and the England average (34.2%). Although there are some variations across the county, all the districts in Hertfordshire have a proportion of children with excess weight similar to or lower than the England average.

Figure 27: Childhood obesity (4–5 years old) by district, 2016-17



Data Source: NHS digital, October 2017

Figure 28: Childhood obesity (10-11 years old) by district, 2016-17

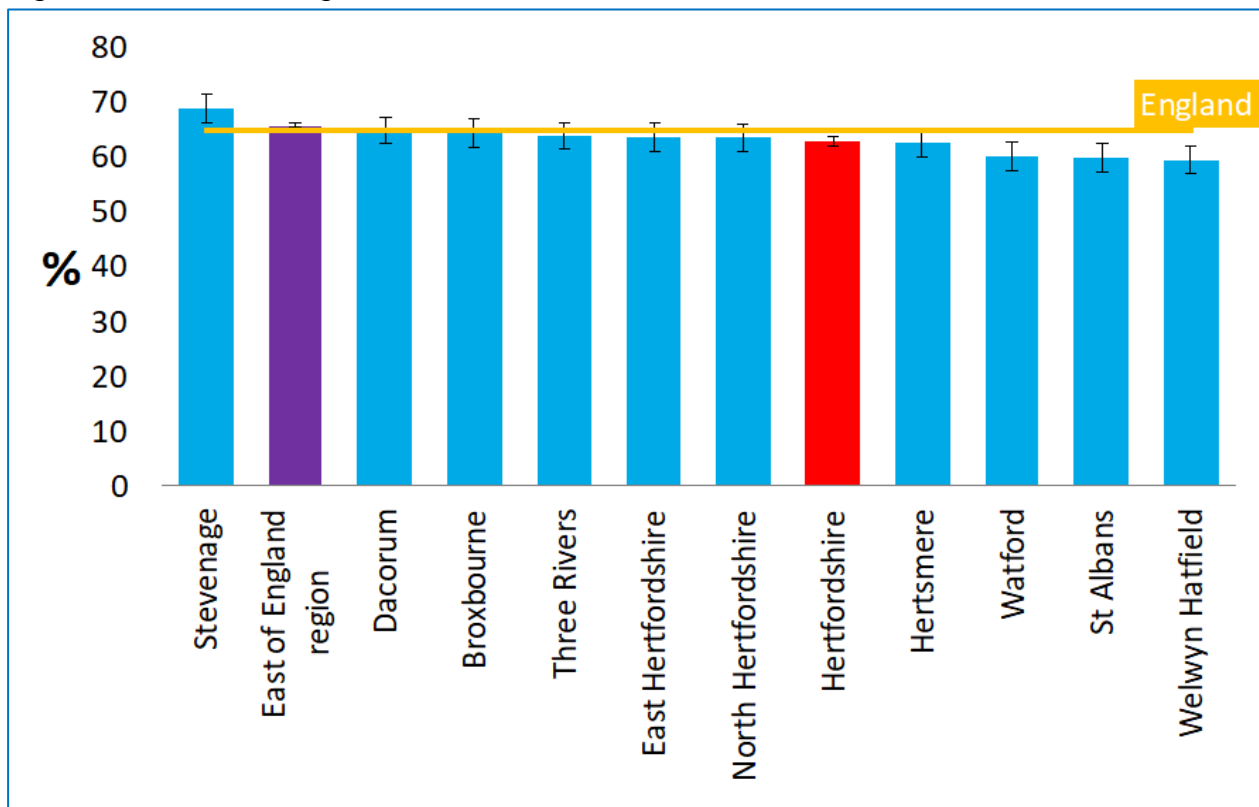


Data Source: NHS digital, October 2017

### 2.6.3.2 Adult obesity

The proportion of adults classified as having excess weight (overweight and obese) in Hertfordshire was 63% in 2013-15, significantly lower than the East of England average of 66% and the England average of 65%. Within Hertfordshire, Stevenage had the highest proportion of adults with excess weight and Welwyn Hatfield the lowest.

Figure 29: Excess weight in adults, Hertfordshire districts, 2013-15



Data Source: Public Health England, PHOF, Feb 2018

More information is available from the JSNA<sup>27</sup>.

### 2.6.4 Smoking

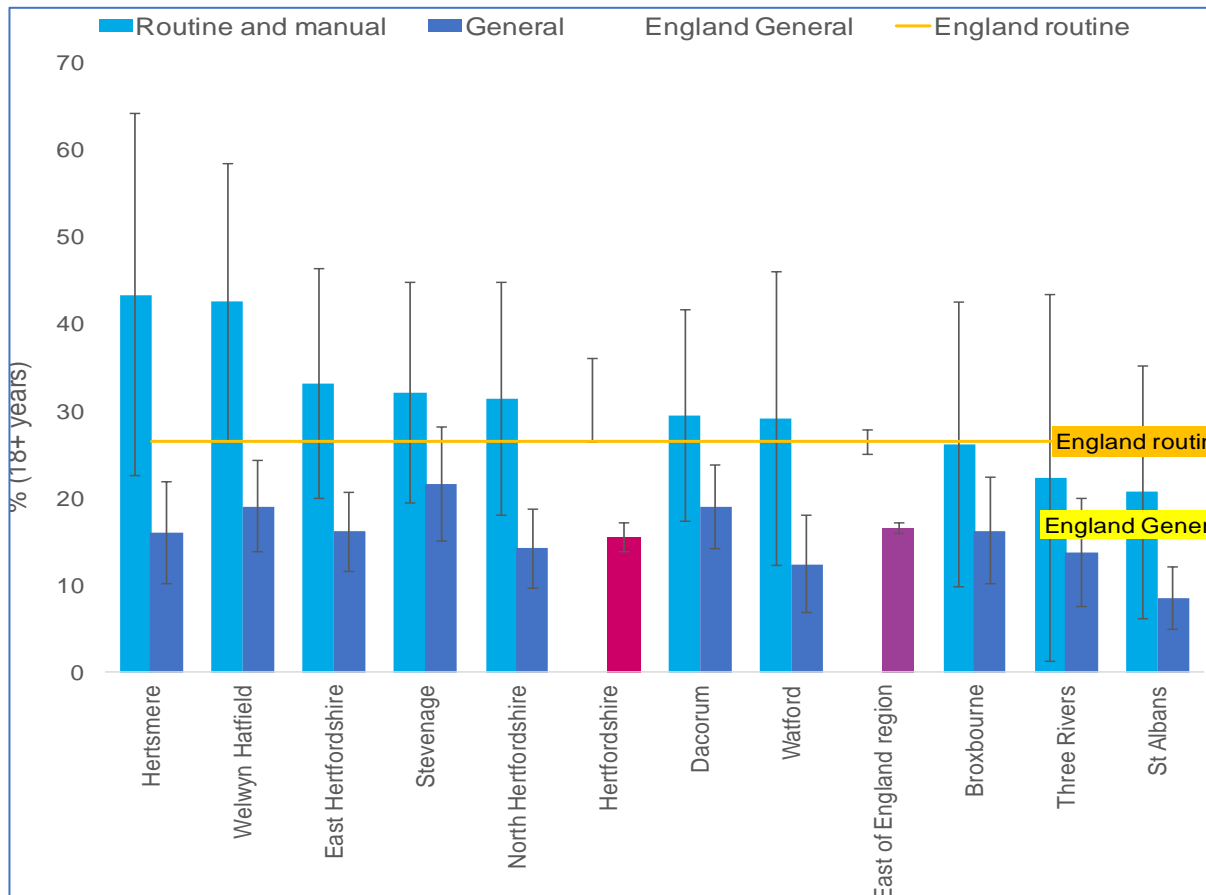
Smoking-related diseases are still the leading cause of preventable death in the UK. The proportion of adults smoking in Hertfordshire was 16% in 2015, similar to the average for East of England (17%) and the England average (17%).

The proportion of smokers in routine and manual occupations is higher in Hertfordshire (31%) compared with England (26%).

There is variation at district level, with the lowest proportion of smoking (general population) in St Albans and the highest in Stevenage. For manual and routine occupations, Hertsmere and Welwyn Hatfield have the highest smoking prevalence.

<sup>27</sup> <https://www.hertfordshire.gov.uk/media-library/documents/public-health/jsna-documents/activity-and-weight-needs-assessment.pdf>

Figure 30: Smoking prevalence in Hertfordshire districts, 2015.



Data Source: Annual Population Survey (APS), 2015 and Public Health England, PHOF, 2017

### 2.6.5 Drug and alcohol misuse

Alcohol and drugs misuse are related to increased risk of poor health such as cardiovascular disease, liver disease and harm to unborn children, and can trigger anxiety, depression and other mental health problems. In 2015-16 there were approximately 6,500 people in treatment for opiate and non-opiate drugs in Hertfordshire.

Table 5 - Numbers of people (adults aged 18+) in treatment at drug and alcohol treatment facilities in Hertfordshire, 2014-15 to 2015-16

	Alcohol	Alcohol and non-opiate	Non-opiate only	Opiate	Total
<b>2014-15</b>	4,114	1,764	1,277	5,762	12,917
<b>2015-16</b>	3,794	1,522	1,077	5,565	11,958

Data Source: National Drug Treatment Monitoring System

More information is available from the JSNA<sup>28</sup>.

<sup>28</sup> <https://www.hertfordshire.gov.uk/media-library/documents/public-health/jsna-documents/drugs-and-alcohol-needs-assessment.pdf>

### 2.6.6 Sexual health and teenage pregnancy

There were 611 cases of acute sexually transmitted infections (STIs) diagnosed among Hertfordshire residents (per 1,000) in 2016, a rate lower than the England average of 795 (sexual health profile, PHE). Of those diagnoses of STIs, 48% were among 15–24-year-olds.

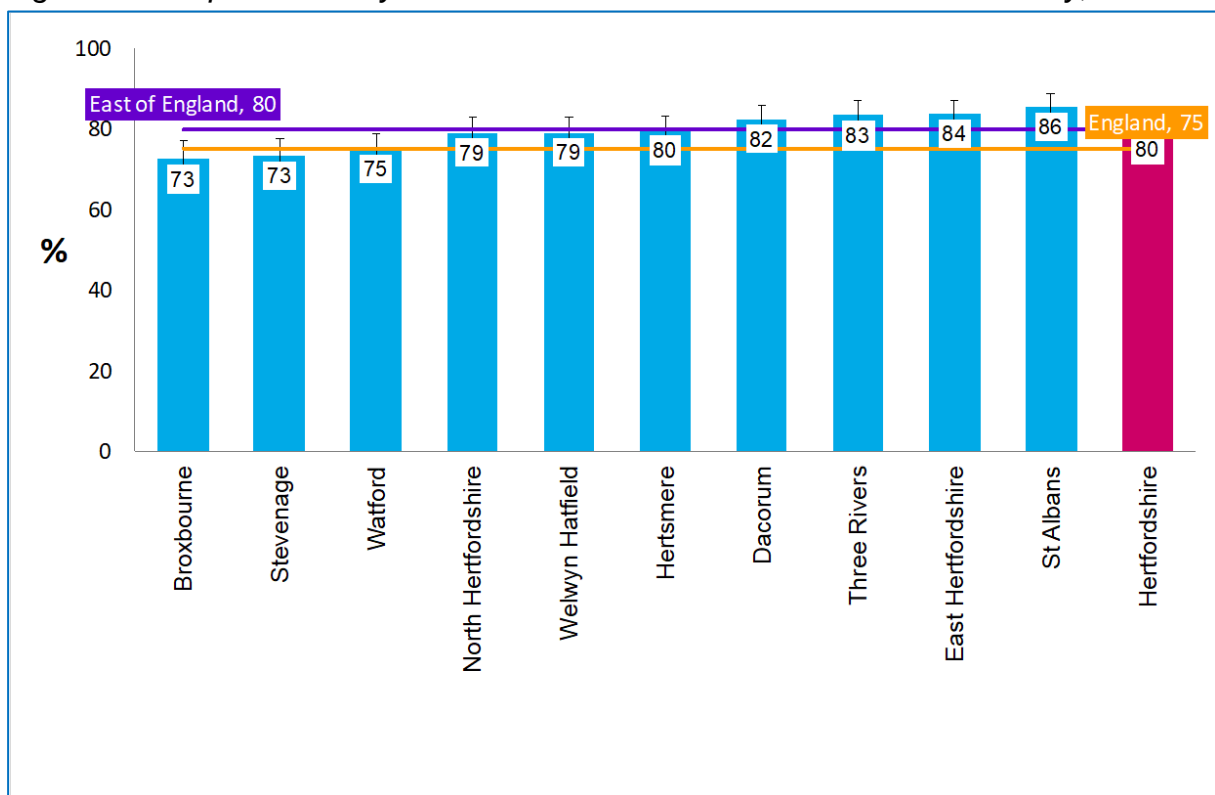
The teenage pregnancy rate (per 1,000 girls aged 15–17) in Hertfordshire has been on the decline, from 24.6 in 2005 to 15.3 in 2015. The rate in 2015 was significantly lower than 18.8 for the East of England and the England average of 20.8. All the districts in Hertfordshire had a teenage pregnancy rate similar to or significantly lower than the England average.

### 2.6.7 Oral health

Tooth decay is the most common, but largely preventable, oral disease affecting children and young people in England. The proportion of children free from tooth decay in Hertfordshire in 2015 was 79.8%, similar to 80% for the East of England average, but higher than 75%, the England average.

There was variation at district level, with Broxbourne having the lowest proportion of children free from tooth decay and St Albans the highest. Broxbourne also had the highest proportion of childhood obesity.

Figure 31: Proportion of 5-year-olds who are free from obvious dental decay, 2015



Data Source: Dental Public Health Epidemiology Programme for England: oral health survey of five-year-old children, 2015



## 2.7 Burden of disease

### 2.7.1 Years of Life Lost (YLL) and Years Lived with a Disability (YLD): preventable and avoidable burden

Burden of disease is described by years of life lost (YLL), which is years of potential life lost due to premature deaths, and years lived with disability (YLD).

These measures can be used in public health planning to compare the relative importance of different causes of premature deaths within a given population, to set priorities for prevention and to compare the premature mortality experience between populations.<sup>29</sup>

Hertfordshire generally has better health outcomes compared with the rest of the country as a whole.

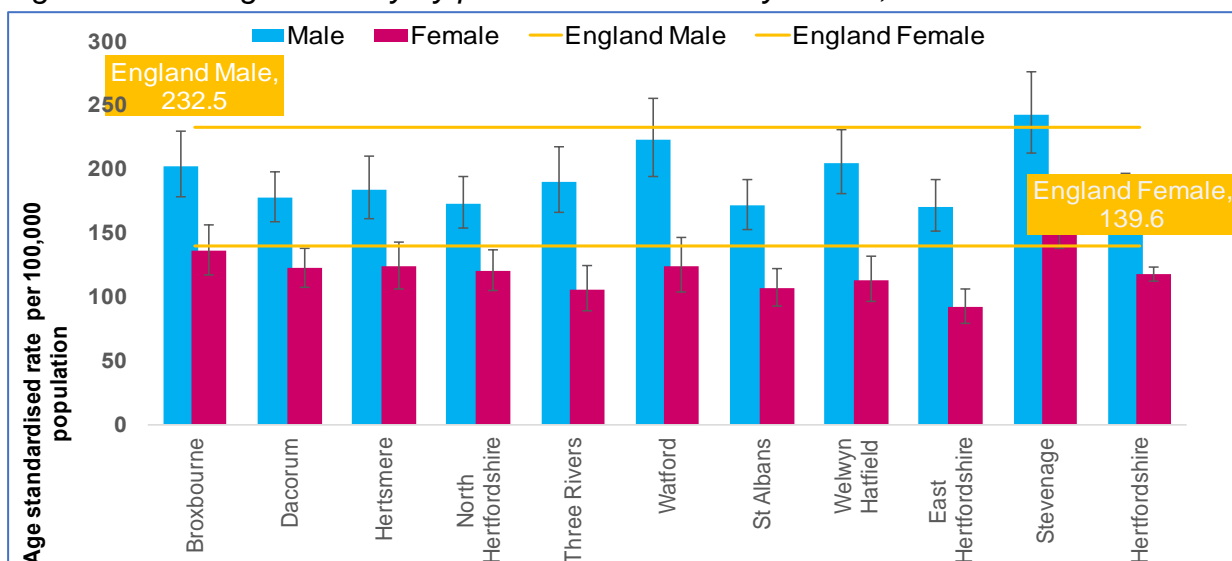
In 2015, one in three deaths in England was under the age of 75. Deaths from preventable causes are fewer in Hertfordshire compared with the East of England. However, more males (188.8 per 100,000) than females (117.6 per 100,000) die from preventable causes. Figure 32a shows the all-age mortality for preventable causes by district.

There were 7,852 premature deaths (deaths before age 75) in Hertfordshire in 2013-15.

The principal causes of premature death in Hertfordshire are: cancers, heart disease and stroke, and respiratory (lung) and liver disease. These conditions are also the principal causes of disability and ill-health.

Within Hertfordshire, the districts have lower rates compared with England except Stevenage and Watford, where rates are similar to England.

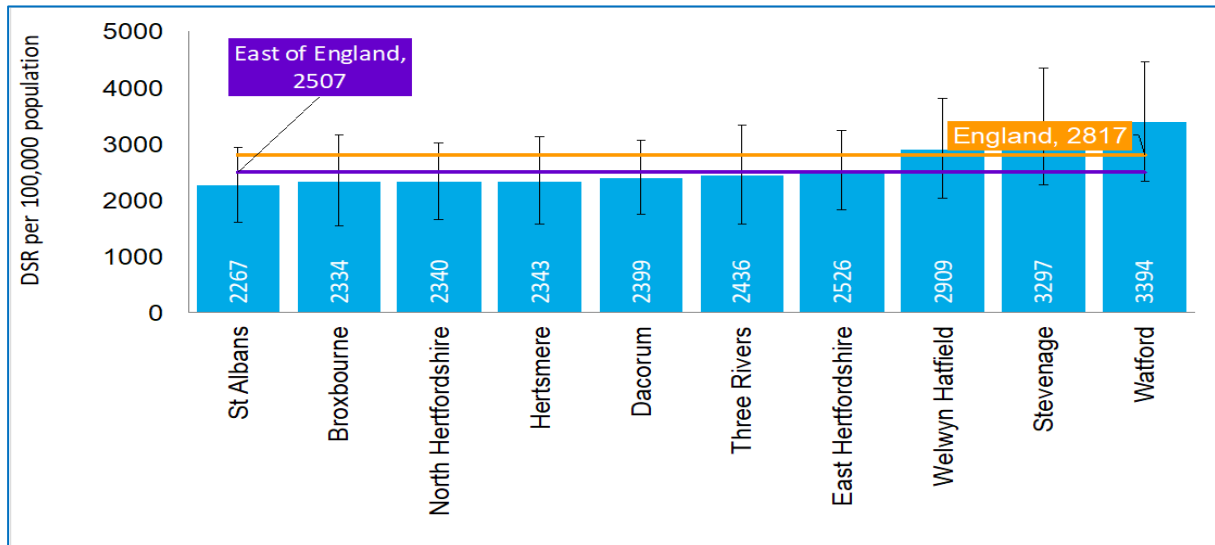
Figure 32a: All-age mortality by preventable causes by district, 2013-15



Data Source: PHE PHOF

<sup>29</sup> Health Knowledge, Years of Life Lost - <https://www.healthknowledge.org.uk/public-health-textbook/research-methods/1a-epidemiology/years-lost-life>

Figure 32b: Preventable Years of Life Lost (PYLL) by district, 2014



Data Source: NHS Digital (Health and Social Care Information Centre), 2016

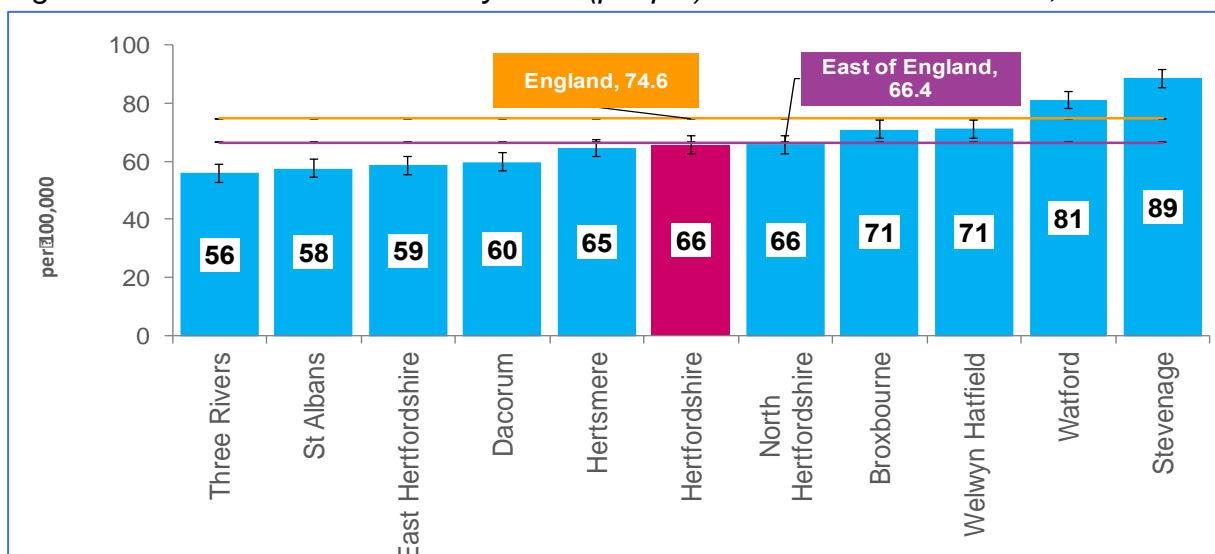
### 2.7.2 Cardiovascular diseases – coronary heart disease, stroke, hypertension

Cardiovascular disease (CVD) is a significant cause of mortality and morbidity, accounting for almost a third of all deaths in the UK.<sup>30</sup>

Mortality in under-75s from CVD observed in Hertfordshire (65.6 per 100,000) has reduced by about a third compared with ten years ago. Most districts have lower rates of cardiovascular mortality in under-75s compared with the whole of England.

Nearly half (39 per 100,000) of these deaths from CVD were considered preventable. Males (58.9 per 100,000) are more than twice as likely to die from preventable CVD as females (20.3 per 100,000).

Figure 33: Under-75 CVD mortality rates (people) in Hertfordshire districts, 2013-15



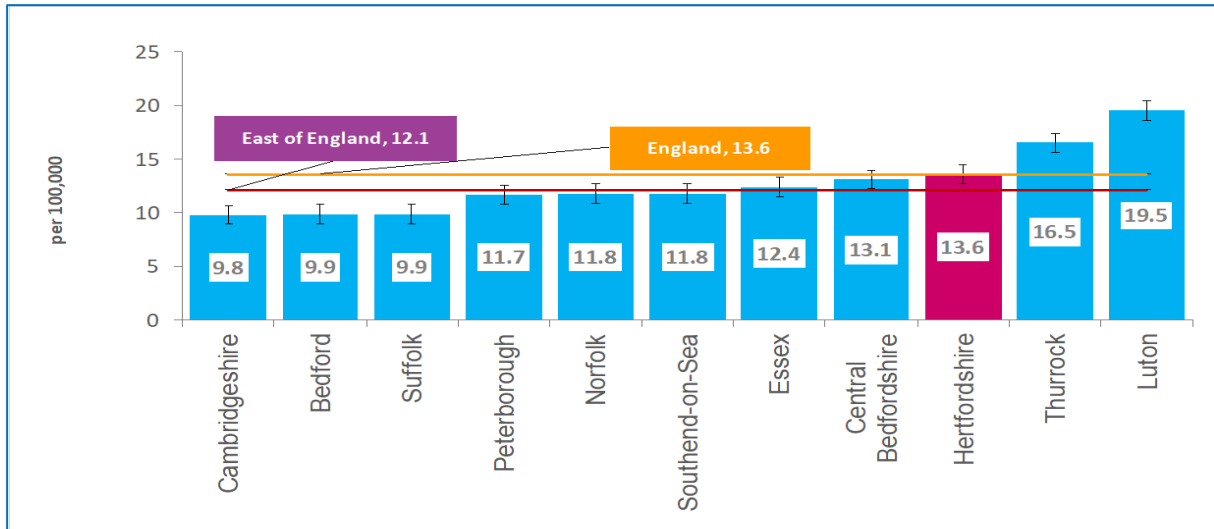
Data Source: PHE Fingertips 2017

<sup>30</sup> NICE, 2014 - <https://www.nice.org.uk/guidance/cg181/chapter/introduction>

The prevalence of coronary heart disease (CHD) in Hertfordshire (2.7%) is less than for East of England and England. The prevalence of hypertension has remained the same since 2013, at 12.8%.

Mortality from stroke in people below 75 years old in Hertfordshire (13.6 per 100,000) is similar to England and greater than the East of England (13.6 per 100,000).

Figure 34: Mortality from stroke in people under 75 years old

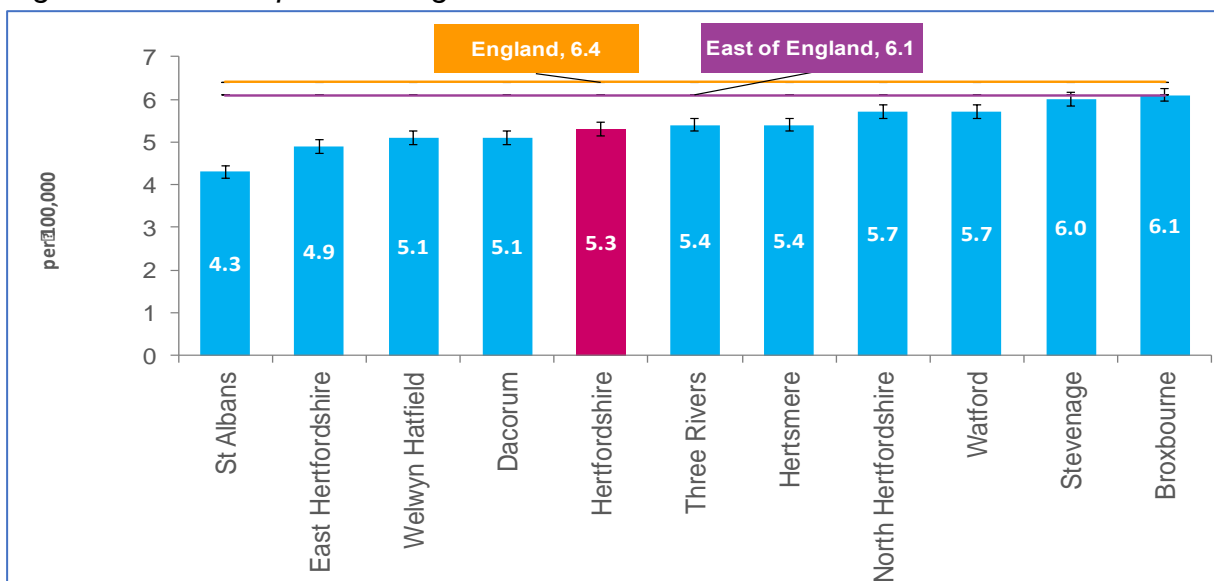


Data Source: PHE Fingertips 2017

### 2.7.3 Diabetes and hyperglycaemia

The prevalence of diabetes from the GP records in Hertfordshire (5.3%) is the lowest recorded for the whole of the East of England (6.1%). All districts have a prevalence of diabetes lower than England (6.4%).

Figure 35: Diabetes prevalence 2014-15 – % of QOF-recorded cases of diabetes registered with GP practices aged 17+



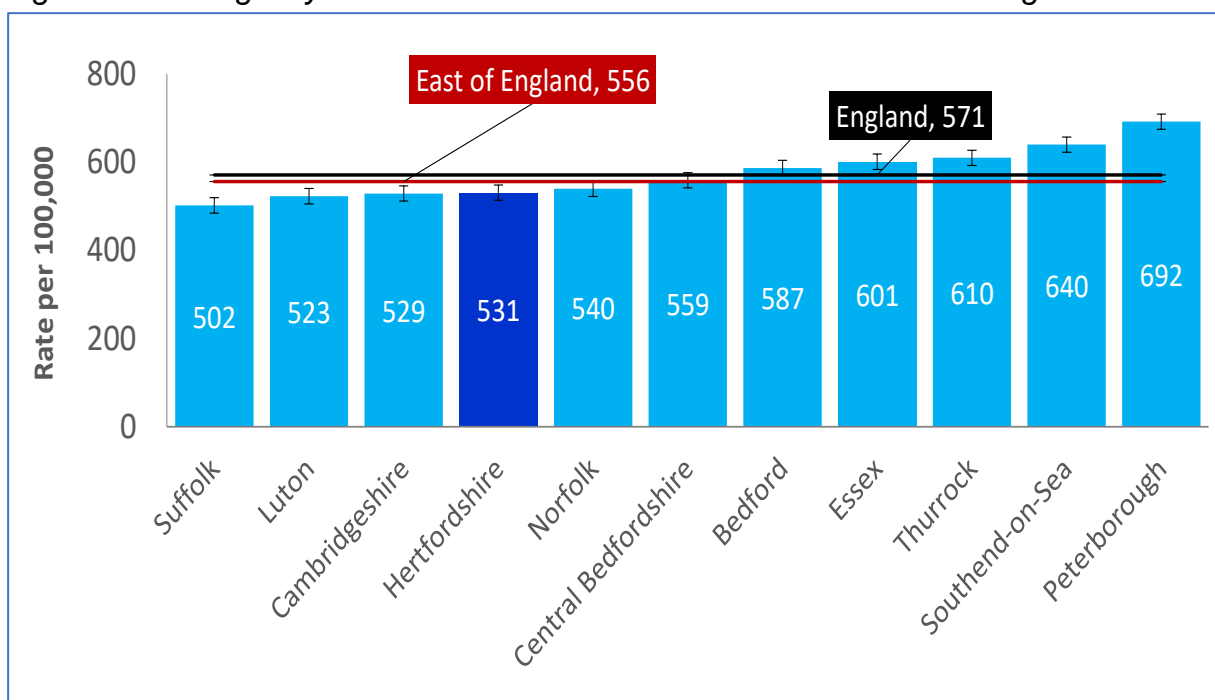
Data Source: PHE Fingertips 2017

## 2.7.4 Musculoskeletal conditions

The average estimated prevalence of severe osteoarthritis of the knee is 5.56% and 6.04% for the hip for people aged 45 years and over in Hertfordshire.<sup>31</sup> This is based on the Musculoskeletal Calculator, a tool designed to provide prevalence estimates for musculoskeletal (MSK) conditions based on data from the English Longitudinal Study of Ageing (ELSA).

There were 531 hip fractures per 100,000 in people aged 65 and over in Hertfordshire (2014-15). Watford (592 per 100,000) had the highest and Broxbourne the lowest (458 per 100,000) number of emergency admissions for hip fractures in people aged 65 and over. These were both higher and lower than in the East of England (556 per 100,000) and England (571 per 100,000) respectively.

Figure 36: Emergency admissions for fractured neck of femur in those aged 65+



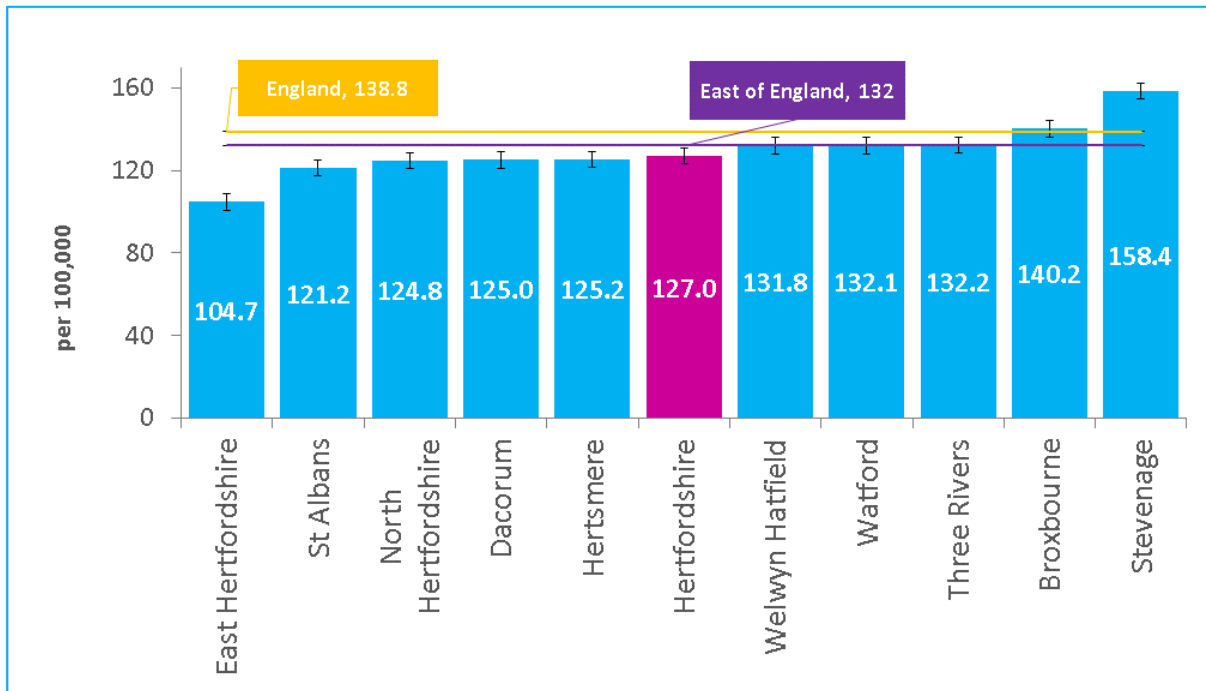
Data Source: PHE Fingertips 2017

## 2.7.5 Cancers

Cancer is the leading cause of premature death in Hertfordshire. In England, cancer accounts for a quarter of all deaths, and survival is generally lower among patients in more deprived areas. In Hertfordshire, there is a greater impact observed from mortality in under-75-year-olds from cancer (127 per 100,000), which is about double the mortality from cardiovascular disease in under-75s (65.6 per 100,000).

<sup>31</sup> <https://fingertips.phe.org.uk/profile/health-profiles>

Figure 37: Under-75 mortality rates from cancer (people) in Hertfordshire districts 2013-15

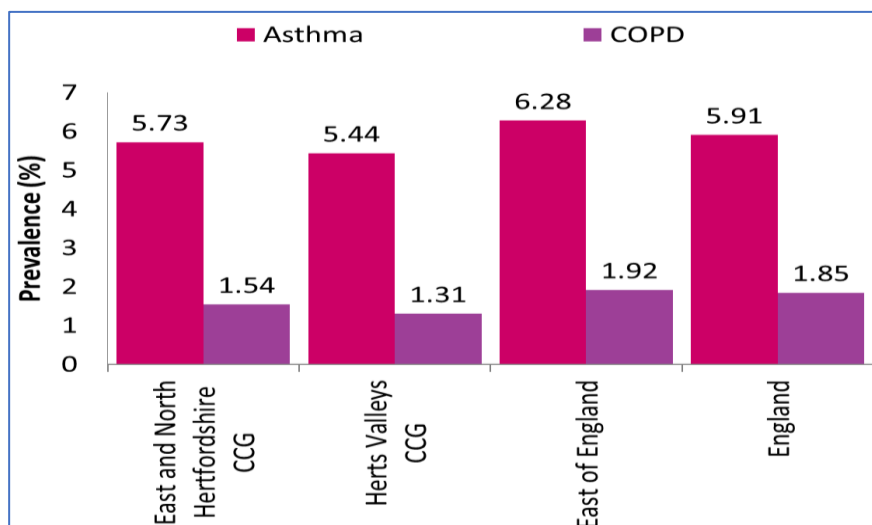


Data Source: PHE Fingertips 2017

### 2.7.6 Respiratory diseases – asthma and Chronic Obstructive Pulmonary Disease (COPD)

Asthma and Chronic Obstructive Pulmonary Disease (COPD) are the most common respiratory diseases. In 2015-16 the proportion of GP-registered patients with asthma in East and North Hertfordshire CCG was 5.7% and in Hertfordshire Valleys was 5.4%, lower than the East of England average of 6.3% and the England average of 5.9%, in 2015-16.

Figure 38: Prevalence of asthma and COPD in Hertfordshire CCGs, 2015-16

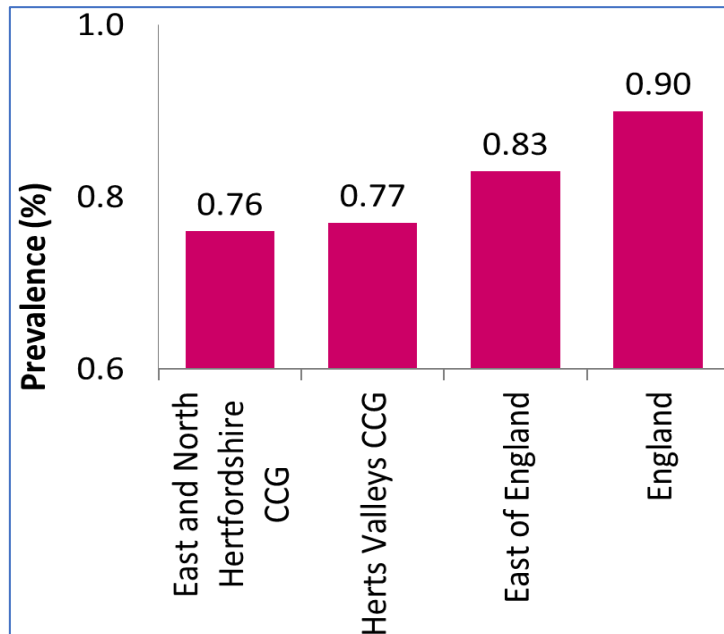


Data Source: NHS Digital (Health and Social Care Information Centre – HSCIC), QOF, 2016

### 2.7.7 Mental health

The proportion of GP-registered patients with mental health problems in East and North Hertfordshire CCG was 0.76% and in Hertfordshire Valleys was 0.77%, lower than the East of England average of 0.8% and the England average of 0.9%, in 2015-16.

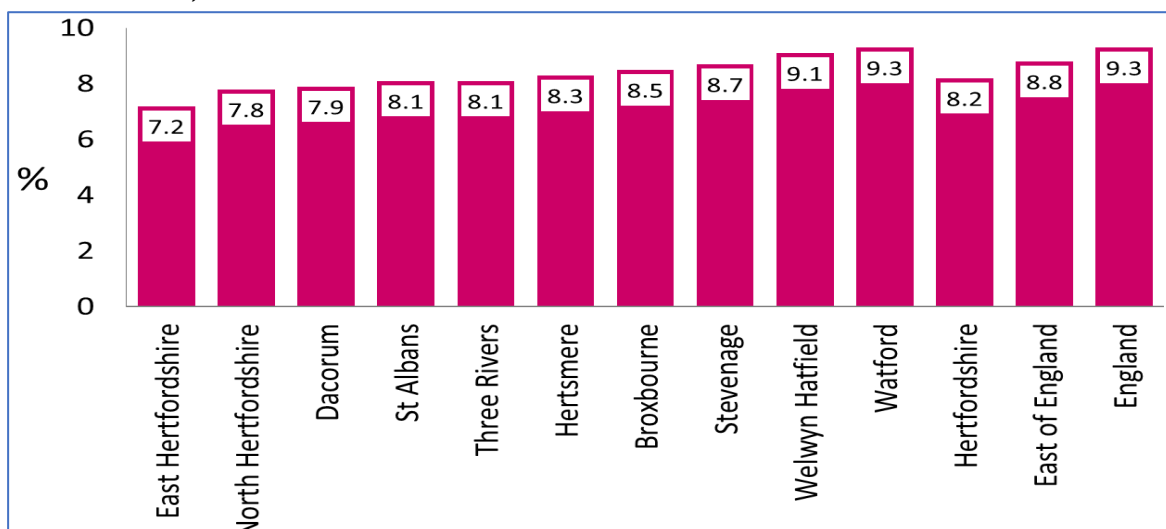
Figure 39: Prevalence of mental health problems in Hertfordshire CCGs, 2015-16



Data Source: NHS Digital (HSCIC), QOF, 2016

The prevalence of mental health disorders in children and young people in Hertfordshire districts was lower than or similar to the national average in 2014. The districts with the highest prevalence (8.7% to 9.3%) were Stevenage, Welwyn Hatfield and Watford.

Figure 40: Prevalence of mental health disorders in children and young people in Hertfordshire, 2014



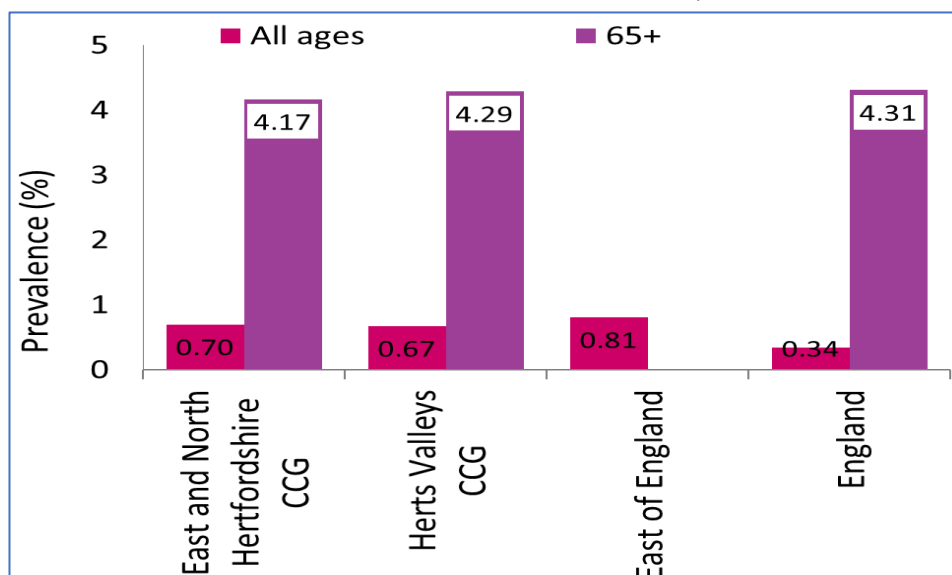
Data Source: Public Health England, PHOF, May 2017

### 2.7.8 Dementia

Dementia is a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language that affects daily life (Hertfordshire Dementia Strategy 2015-19). The symptoms get worse over time and may affect daily activities, such as washing and dressing, which is classified as ‘social’ rather than ‘health’ care.

The proportion of GP-registered patients with dementia in East and North Hertfordshire CCG was 0.70% and in Hertfordshire Valleys CCG was 0.67%, lower than the East of England average of 0.8% but higher than the England average of 0.3%, in 2015-16. The prevalence of dementia in the older population in East and North Hertfordshire of 4.17% and Herts Valleys CCG of 4.29% was similar to the national average of 4.31%.

Figure 41: Prevalence of dementia in Hertfordshire CCGs, 2015-16

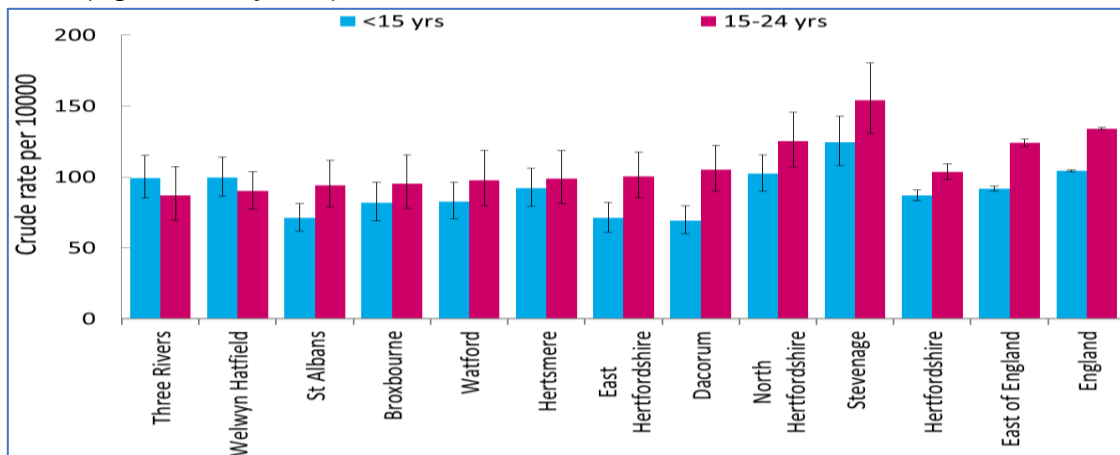


Data Source: Public Health England, PHOF, May 2017

### 2.7.9 Accidental and unintentional injuries

Injuries are a leading cause of hospital admissions and represent a major cause of premature mortality, especially in children and young people. The rate of hospital admissions in under-15s due to unintentional injuries in Hertfordshire was 86.9 per 10,000 in 2014-15, similar to 91.6 for East of England and lower than 104.2 for England. The district with a higher rate of hospital admissions in under-15s due to unintentional injuries in 2014-15 was Stevenage (124.5). The rate of hospital admissions for 15–24-year-olds was 103.5 per 10,000, which was a relatively lower rate compared with the national average (134.1) and East of England (124.2). The Hertfordshire districts with the highest rates of hospital admissions for 15–24-year-olds were North Hertfordshire and Stevenage, but they are not higher than the national average.

Figure 42: Hospital admissions caused by unintentional and deliberate injuries in children (aged 0–14 years), 2014-15



Data Source: Public Health England, PHOF, 2017

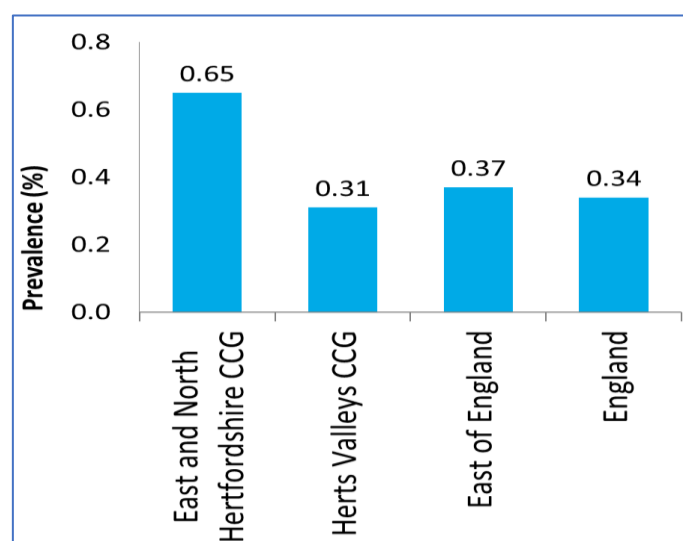
Hertfordshire had a lower rate of admission episodes for alcohol-related conditions (509.3 per 100,000 compared with 580.2 for East of England and 640.8 for England average), in 2014-15. The rate of injuries due to falls in people aged 65 and over in Hertfordshire in 2014-15 was 2,125.5 per 100,000, higher than the average for East of England (1,956.4) but similar to the England average (2,124.6).

### 2.7.10 Palliative care

Palliative care is given to relieve symptoms such as pain, aiming to improve the quality of patient’s life. Therefore, access to pharmaceutical services in provision of certain medication and the provision of advice on side effects is important.

East and North Hertfordshire CCG had a higher proportion of patients receiving palliative care (0.65%), relative to Herts Valleys CCG (0.3%), East of England (0.37%) and the England average (0.3%).

Figure 43: Percentage of patients receiving palliative care in Hertfordshire CCGs, 2015-16



Data Source: NHS Digital (HSCIC), QOF, 2016

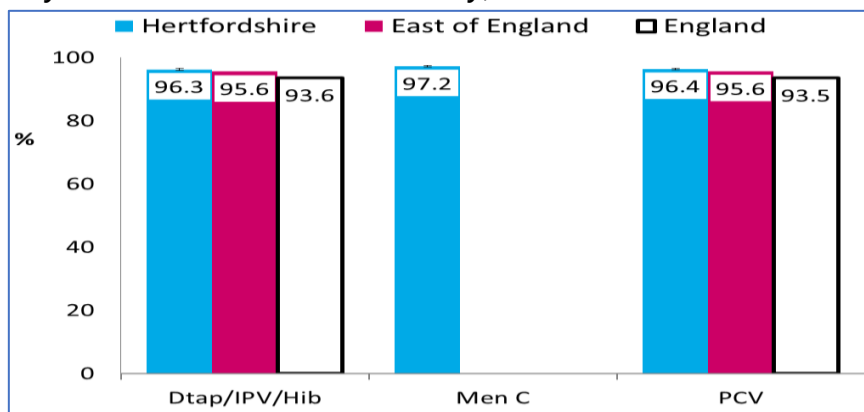


## 2.7.11 Infectious diseases

### 2.7.11.1 Immunisation

Immunisation is one of the most effective healthcare interventions available to prevent illness and hospital admissions in the population. Childhood immunisation increases the level of protection a population will have against vaccine-preventable communicable diseases. The proportion of children who received DTaP/IPV/Hib (96.3%), Men C (97.2%) and PCV (96.4%) vaccines at any time before their first birthday in Hertfordshire was higher than the national and regional averages in 2015-16.

Figure 44: Proportion of children who received DTaP/IPV/Hib, Men C and PCV vaccines at any time before their first birthday, 2015-16

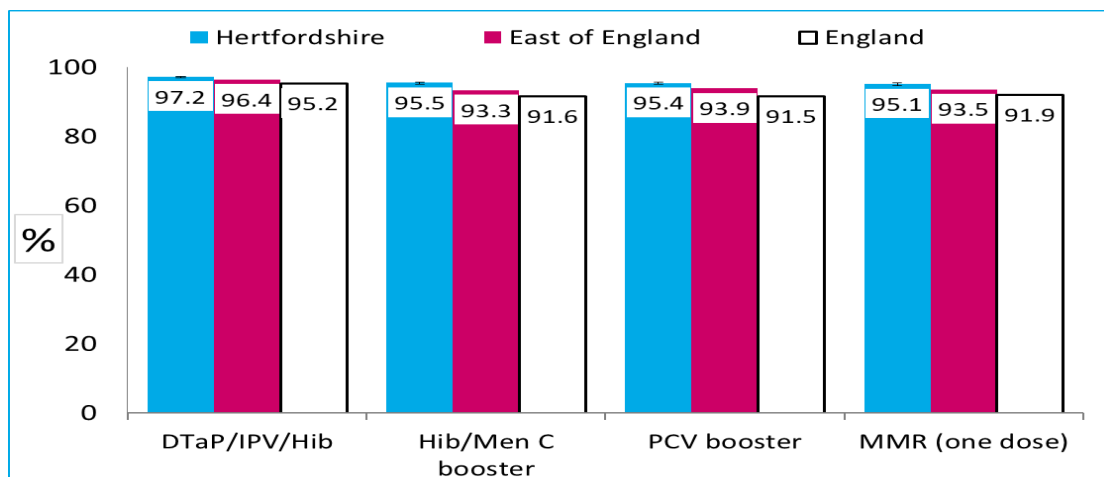


No data is recorded for Men C for East of England and England in the PHOF

Data Source: Public Health England, PHOF, 2017

The proportion of children who received DTaP/IPV/Hib (97.2%), Hib/Men C booster (95.5%), PCV booster (95.4%) and MMR (95.1%) vaccines at any time by their second birthday in Hertfordshire was higher than the national and regional averages in 2015-16.

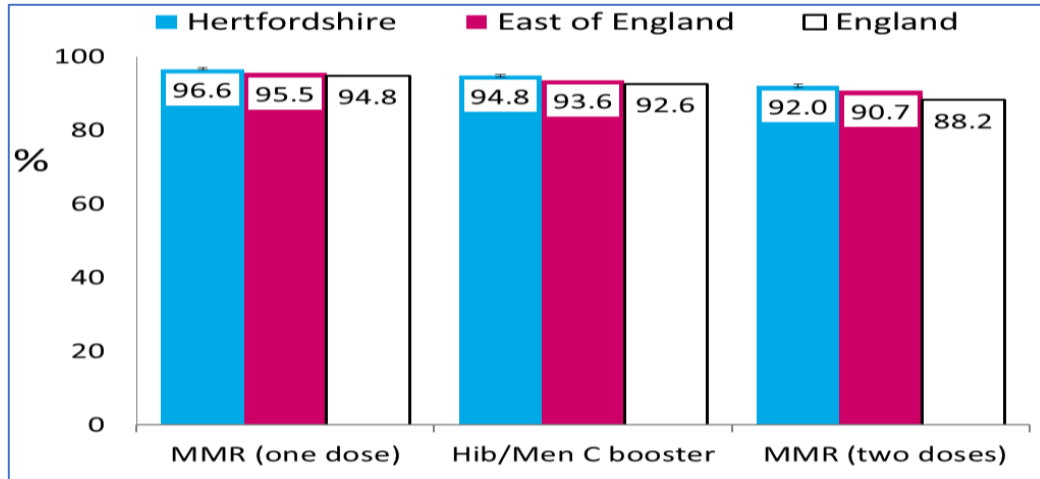
Figure 45: Proportion of children who received DTaP/IPV/Hib, Hib/Men C booster, PCV booster and MMR vaccines at any time before their second birthday, 2015-16



Data Source: Public Health England, PHOF, 2017

The proportion of children in Hertfordshire who received MMR (one dose) (96.6%), Hib/Men C booster (94.8%) and MMR (two doses) (92.0%) vaccines at any time before their fifth birthday was higher than the national and regional averages in 2015-16.

Figure 46: Proportion of children who received MMR (one dose), Hib/Men C booster and MMR (two doses) vaccines at any time before their fifth birthday, 2015-16

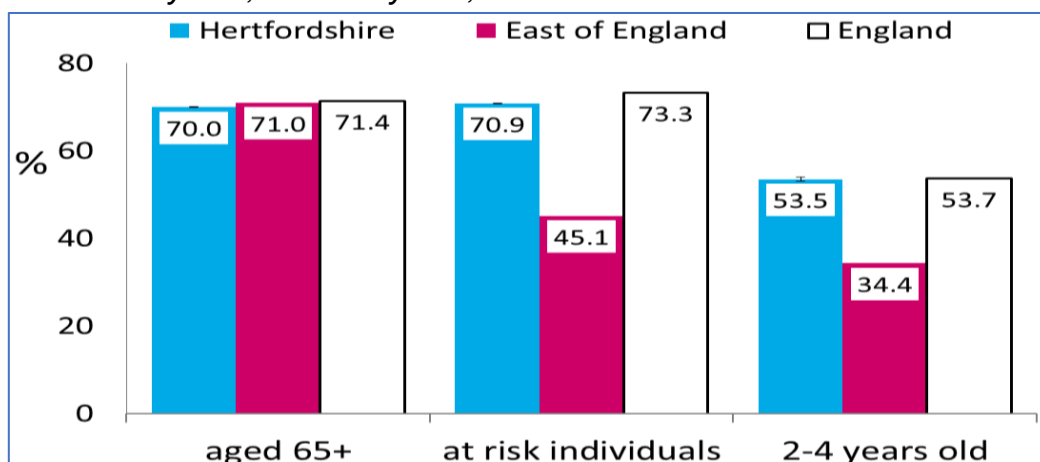


Data Source: Public Health England, PHOF, 2017

### 2.7.11.2 Influenza vaccination

Increasing the uptake of flu vaccination in the young age groups, high-risk groups and the older population contributes to easing winter pressure on primary care services and hospital admissions. The proportion of the eligible population which received flu vaccines in Hertfordshire (over-65s at 70%, other high-risk groups at 70.9% and 2–4-year-olds at 53.5%) is similar to the national averages of 71% for over-65s, and 53.7% for 2–4-year-olds, but lower than the national average in the high-risk groups (73.3%). The pharmacy flu vaccination service can improve the uptake of flu vaccination in the eligible general population groups.

Figure 47: Proportion of population who received flu vaccines, aged 65+, at-risk aged six months to 64 years, and 2–4 years, 2015-16



Data Source: Public Health England, PHOF, 2017

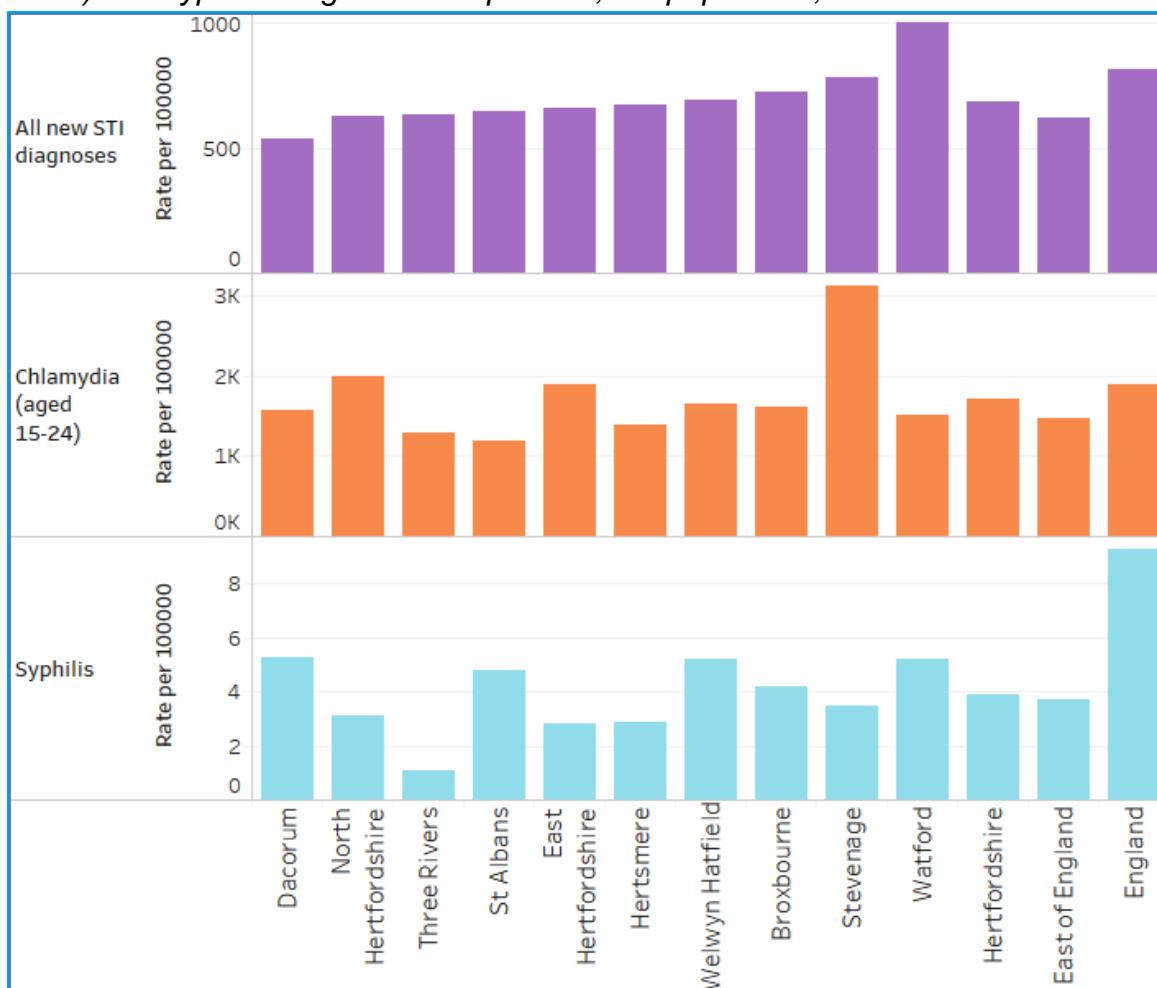
### 2.7.11.3 Sexually Transmitted Infections (STIs)

In 2015, Hertfordshire had a significantly lower diagnosis rate of sexual transmitted infections (684 per 100,000) relative to the England average of 815.

Watford district had the highest rate of diagnosis, which was higher than the England average. The diagnosis rate for chlamydia in the 15–24-year-old age group of 1,705 per 100,000 was lower than the England average of 1,887 per 100,000.

Stevenage district had the highest rate of chlamydia diagnosis, higher than the England average. The rates of syphilis diagnosis in Hertfordshire and its districts were lower than the England average in 2015.

Figure 48: All new STI diagnoses (excl. chlamydia aged <25), chlamydia detection (15–24) and syphilis diagnosis rate per 100,000 population, 2015



Data Source: Public Health England, PHOF, 2017

## 2.8 Key messages

The residents of Hertfordshire have longer life expectancy than the English average. Most of the health outcomes in Hertfordshire are better than in England. Hertfordshire has relatively less deprivation as measured by the Index of Multiple Deprivation.

However, like the rest of England, the population is ageing and long-term conditions are likely to increase with the ageing population. Currently, longer life is not necessarily translated into healthier lives, as observed with the gap between life expectancy and good health status life expectancy or disability-free life years.

To enable residents to enjoy health and disability-free life for longer years, health promotion, disease prevention and early detection are key areas for investment.

There are some inequalities within Hertfordshire, with Stevenage and Watford showing relatively worse outcomes, however, it should be noted that many of the outcomes are similar to the England average.

Community pharmacists can play a significant role in supporting the ambitions set out in the Health and Wellbeing Strategy by supporting self-care and providing preventative services, in particular:

- Support pregnant women and new mothers to take care of their own health and health of their babies
- Support pregnant women to give up smoking during pregnancy and after birth
- Support parents of young children
- Support working-age adults to adopt a healthy lifestyle – eat well, be physically active, give up smoking
- Support 65+ years population to maintain good health, in particular bone health, and prevent falls

## **Section 3: NHS pharmaceutical services provision; currently commissioned**

### **3.1 Community pharmacies**

There are 254 community pharmacies in Hertfordshire (as of 10 January 2018), which is an increase of four from 2015, for a population of 1,176,720. This equates to an average of 21.6 pharmacies per 100,000 population. This figure has decreased slightly from 22 per 100,000 in the 2015 PNA, and is just above the England average of 20.8 and higher than the East of England average of 18.8 community pharmacies per 100,000 population. The public questionnaire, undertaken in the spring of 2017, received 1,390 responses and 76% of respondents reported that they have a regular or preferred pharmacy. When asked what factors they considered when choosing their pharmacy, 75% indicated 'Close to home' and 49% 'Close to GP surgery' as important reasons. Of those who responded, 48% walk to their community pharmacy, while 45% use a car or taxi. The full results of the public questionnaire are detailed in Appendix K and discussed in Section 5.

Table 6 provides a breakdown, by locality, of the average number of community pharmacies per 100,000 population. For the purpose of the PNA the pharmacies listed in Appendix A and Maps 1 to 11 have all been included in Hertfordshire. Due to the use of postcodes in the construction of maps, some pharmacy locations may not appear to correlate with locations by locality as expressed in Table 6. All localities have at least one community pharmacy.

The steering group has chosen the CCG localities for the PNA localities. Due to the size of the CCG localities, the number and rate of community pharmacies vary widely by locality. It should be noted that the 'localities' identified in Section 2 relate to Local Authority (LA) districts (see Appendix O) and are therefore not co-terminus with the steering group-agreed CCG localities.

For some populations, the nearest community pharmacy provision from their home may be in a neighbouring locality or HWB area.

Maps 7-11 show the travel times to the nearest community pharmacy for residents of Hertfordshire.

Table 6 - Breakdown of average community pharmacies per 100,000 population<sup>32</sup>

CCG and locality area	Number of community pharmacies (as of 22.11.17)	Total population (2014 forecast estimates)	Average number of community pharmacies per 100,000 population (as of 30.01.15)
East and North Herts CCG	119	565,680	21
Lower Lea Valley	17	73,637	23.1
North Hertfordshire	22	113,515	19.4
Stevenage	23	87,081	26.4
Stort Valley and Villages	10	60,893	16.4
Upper Lea Valley	25	113,927	21.9
Welwyn Hatfield	22	116,627	18.9
Herts Valleys CCG	130	591,808	22
Dacorum	30	152,692	19.6
Hertsmere	26	90,856	28.6
St Albans and Harpenden	27	146,282	18.5
Watford and Three Rivers	47	201,978	23.3
Cambridgeshire and Peterborough CCG	5 (Royston locality only)	19,232	26
Royston	5	19,232	26
Hertfordshire	254	1,176,720	21.6
East of England	Data not available		18.8

\*Data includes distance-selling (internet) pharmacies, which do not provide face-to-face services on their premises

Section 1.3 lists the essential services of the pharmacy contract. It is assumed that provision of all of these services is available from all contractors. Map 4 illustrates population densities by locality and community pharmacy location. Map 5 illustrates IMD scores by locality and community pharmacy location, while Map 6 illustrates BME population by locality and community pharmacy location. Further analysis of the pharmaceutical service provision, population characteristics and potential health needs for each locality is explored in Section 2 and Section 6.

<sup>32</sup> General Pharmaceutical Services in England – NHS Digital 2015-16:  
<http://www.hscic.gov.uk/searchcatalogue?productid=13373&topics=1%2fPrimary+care+services%2fCommunity+pharmacy+services&sort=Relevance&size=10&page=1#top>

### 3.1.1 Choice of community pharmacies

Table 7 shows the breakdown of community pharmacy ownership in Hertfordshire. The data shows that independent pharmacy ownership is at a higher level than seen regionally or nationally.

*Table 7 - Community pharmacy ownership, 2015-16 (figures represented to nearest whole percentage point)*

Area	Multiples (%)	Independent (%)
England	62	38
East of England	60	40
Hertfordshire (2016 data)	59	41

### 3.1.2 Weekend and evening provision

It is estimated that, collectively, community pharmacies in England are open approximately 150,000 hours per week more than ten years ago<sup>33</sup>. This has been mainly driven through the opening of 100-hour pharmacies. There are 14 100-hour pharmacies in Hertfordshire and 1,661 community pharmacies in England open for 100 hours or more per week<sup>34</sup>.

Map 3 provides an illustration of the opening times of pharmacies and their location within Hertfordshire.

Table 8 shows that Hertfordshire has a much lower percentage of its pharmacies open for 100 hours or more compared to national and regional figures. There are no 100-hour pharmacies in the Royston, Lower Lea Valley, Hertsmere or Stort Valley and Villages localities.

*Table 8 - Numbers of 100-hour pharmacies (and percentage total)*

Area / locality	Number (%) of 100-hour pharmacies
England (2015-16 data) <sup>35</sup>	1,661 (14.2%)
East of England	90 (11.2%)
Hertfordshire	14 (5.6%)
Dacorum	1 (3.3%)
North Herts	1 (4.3%)
St Albans and Harpenden	1 (3.7%)
Stevenage	2 (9%)
Upper Lea Valley	1 (4.3%)
Watford and Three Rivers	3 (6%)
Welwyn and Hatfield	3 (13.6%)

<sup>33</sup> Dispensing Health: Pharmacy Voice. Who do you think we are? Community Pharmacy: dispensers of health. 2014. <http://www.dispensinghealth.org/wp-content/uploads/2014/01/DH-Launch-FINA1.pdf>

<sup>34</sup> General Pharmaceutical Services in England – NHS Digital 2015-16: <http://www.hscic.gov.uk/searchcatalogue?productid=13373&topics=1%2fPrimary+care+services%2fCommunity+parmacy+services&sort=Relevance&size=10&page=1#top>

<sup>35</sup> General Pharmaceutical Services in England – NHS Digital 2015-16: <http://www.hscic.gov.uk/searchcatalogue?productid=13373&topics=1%2fPrimary+care+services%2fCommunity+parmacy+services&sort=Relevance&size=10&page=1#top>

### 3.2 Dispensing appliance contractors

There are two Dispensing Appliance Contractors (DACs) in Hertfordshire. However, DAC services are available to the population from elsewhere in the UK. Appliances may also be dispensed from community pharmacies. The community pharmacy contractor questionnaire received 81 responses, and 86% of respondents reported they provide all types, including stoma and/or incontinence appliances.

As part of the essential services of appliance contractors, a free delivery service is available to all patients. It is therefore likely that patients will obtain appliances delivered from DACs outside Hertfordshire. There were 112 DACs in England in 2015-16.

### 3.3 Distance-selling pharmacies

A distance-selling pharmacy provides services as per the Pharmaceutical Regulations 2013. It may not provide essential services face-to-face, therefore provision is by mail order and/or wholly internet. As part of the terms of service for distance-selling pharmacies, provision of all services must be offered throughout England. It is therefore likely that patients within Hertfordshire will be receiving pharmaceutical services from a distance-selling pharmacy outside Hertfordshire. There are nine distance-selling pharmacies in Hertfordshire, which is 3.5% of all pharmacies.

This figure is slightly higher than the national average of 2.3%. Figures for 2015-16 show that there were 266 distance-selling pharmacies in England<sup>36</sup>.

### 3.4 Access to community pharmacies

There is considered to be an adequate number of community pharmacy providers in Hertfordshire, as the average number of community pharmacies per 100,000 population is 21.6, compared to the East of England average of 18.8 and England average of 20.8/100,000. These community pharmacies are particularly located around areas with a higher density of population. Many also provide extended opening hours and/or are open at weekends.

The White Paper, 'Pharmacy in England: Building on strengths – delivering the future' noted that 99% of the population – even those living in the most deprived areas – can get to a community pharmacy within 20 minutes by car and 96% by walking or using public transport<sup>37</sup>. Maps 7 to 11 provide a travel analysis of the population of Hertfordshire to their nearest community pharmacy.

A list of community pharmacies in Hertfordshire and their opening hours can be found in Appendix A and illustrated in Map 3.

<sup>36</sup>General Pharmaceutical Services in England – NHS Digital 2015-16:

<http://www.hscic.gov.uk/searchcatalogue?productid=13373&topics=1%2fPrimary+care+services%2fCommunity+pharmacy+services&sort=Relevance&size=10&page=1#top>

<sup>37</sup> Department of Health White Paper. Pharmacy in England: Building on strengths – delivering the future. April 2008. <http://www.official-documents.gov.uk/document/cm73/7341/7341.pdf>



### 3.4.1 Routine daytime access to community pharmacies

Table 9 lists the average daytime drive time, walking and public transport times experienced by Hertfordshire population percentages.

Off-peak and peak drive times to community pharmacies in Hertfordshire are shown in Maps 7 and 8. Average public transport time to community pharmacies is shown in Maps 9 and 10. Average walking time to community pharmacies is shown in Map 11. A recently published article suggests that over 89% of the population of England has a maximum 20-minute walk to a community pharmacy, however, this figure falls to as low as 14% in rural areas.<sup>38</sup> The same study found that access is greater in areas of high deprivation.

Map 8 illustrates that 98.6% of residents within Hertfordshire have a peak drive time not exceeding ten minutes to their nearest community pharmacy, and 100% of the population can reach their nearest pharmacy in 15 minutes or less.

Maps 9 and 10 illustrate that 96.9% or 97% of residents within Hertfordshire have an average travel time by public transport not exceeding 20 minutes to their nearest community pharmacy, dependent on travelling either between 9am and 1pm, or 1pm and 5pm, respectively. Therefore, the time of travel on public transport does not appear to have a significant effect on travel times to pharmacies.

Map 11 indicates that 86.7% of residents within Hertfordshire can walk to a pharmacy within 20 minutes and 93.7% can walk there within 30 minutes.

*Table 9 - Percentage of population of Hertfordshire and average daytime travel times to nearest community pharmacy*

	Peak drive time	Average public transport		Average walking
		am	pm	
<b>Up to 5 mins</b>	72.7%	16.4%	16.6%	12.9%
<b>Up to 10 mins</b>	98.6%	75.1%	75.5%	48.1%
<b>Up to 15 mins</b>	100%	94%	93.4%	75.5%
<b>Up to 20 mins</b>	100%	97%	96.9%	86.7%
<b>Up to 25 mins</b>	100%	98.5%	98.4%	91.6%
<b>Up to 30 mins</b>	100%	98.9%	98.7%	93.7%

### 3.4.2 Routine weekday evening access to community pharmacies

The number, location and opening hours of community pharmacy providers and GP dispensing practices open after 6pm, Monday to Friday (excluding bank holidays) varies within each locality; they are listed in Table 10.

<sup>38</sup> Todd A, Copeland A, Husband A. The positive pharmacy care law: an area-level analysis of the relationship between community pharmacy distribution, urbanity and social deprivation in England. *BMJ Open* 2014, Vol. 4, Issue 8. <http://bmjopen.bmj.com/content/4/8/e005764.full.pdf%20html>

'Average' access is difficult to quantify given the variety of opening hours and locations. Access is therefore considered at locality level and, as can be found from Table 10, the population of Hertfordshire has reasonable access to community pharmacies in the evening. Further analysis of provision in each locality is detailed in Section 6 and pharmacy openings are illustrated in Map 3.

*Table 10 - Community pharmacy providers and GP dispensing practices open Monday to Friday (excluding bank holidays) after 6pm*

Locality	Pharmacy type	Address	Opening hours (Mon to Fri, excl. bank holidays)
Dacorum	Community	Markyate Pharmacy 40 High Street, Markyate AL3 8PB	09:00-19:00 We 09:00-18:00
		Acorn Chemist 256 High Street, Berkhamsted HP4 1AQ	09:00-18:30, closed 13:30-14:00
		Boots Pharmacy 31 Stoneycroft, Hemel Hempstead HP1 2QF	08:00-18:30
		Lloyds Pharmacy 38 The Queen's Square, Hemel Hempstead HP2 4ER	08:30-21:00
		Lloyds Pharmacy Everest House Surgery, Everest Way, Hemel Hempstead HP2 4HY	08:00-18:30
		Tesco Pharmacy Jarman Way, Hemel Hempstead HP2 4JS	07:00-23:00 Mon 08:00-23:00
		Rowlands Pharmacy Fernville Surgery, Midland Road, Hemel Hempstead HP2 5BL	08:00-18:30 Tues and Thurs 08:00-20:00 Closed 13:00-13:30
		Woodhall Pharmacy 4 Shenley Road, Hemel Hempstead HP2 7QH	09:00-18:15 Closed 13:00-14:00 Thurs 09:00-18:00
		Manor Pharmacy 37 High Street, Bovington HP3 0HG	09:00-18:30
		Boots Pharmacy 24 Bennetts Gate, Hemel Hempstead HP3 8EW	08:30-18:30 Closed 13:00-14:00
		Bennetts End Pharmacy Gatecroft, Hemel Hempstead HP3 9LY	08:00-23:00
		Lloyds Pharmacy Sainsbury's, London Road, Hemel Hempstead HP3 9QZ	08:00-20:00

Locality	Pharmacy type	Address	Opening hours (Mon to Fri, excl. bank holidays)
Dacorum	Community	Speedwell Pharmacy 161 London Road, Hemel Hempstead HP3 9SQ	Mon-Tue 07:00-22:00 Wed-Thu 07:45-22:00 Fri 08:00-22:00
		Boots Pharmacy 192 High Street, Berkhamsted HP4 3AP	08:30-18:30
		Rooney Chemist 4 Dolphin Square, Tring HP23 5BN	09:00-18:30
		Lloyds Pharmacy 20 Chapel Street, Weston Road, Tring HP23 6BL	08:30-19:00
	GP Disp Practice	Markyate Surgery 1 Hicks Road, Markyate AL3 8LJ	08:00-13:00, 14:00-18:30
		Rothschild House Surgery Chapel Street, Tring HP23 6PU	08:30-18:30
Hertsmere	Community	Lister Chemist 31-33 High Road, Bushey Heath WD23 1EE	09:00-19:00
		Abell Chemist Bushey Medical Centre, Bushey WD23 2NN	08:30-19:00
		Boots Pharmacy 363 Watling Street, Radlett WD7 7LB	08:30-18:30
		Tesco Pharmacy Mutton Lane, Potters Bar EN6 2PB	08:00-20:00
		Questmoor Pharmacy 96 High Street, Potters Bar EN6 5AT	08:30-18:15
		Manor Pharmacy Corner Shop B, High Street, Elstree WD6 3BY	09:00-18:00 Fri 09:00-18:30
		Elms Pharmacy Elms Medical Centre, High Street, Potters Bar EN6 5DA	08:30-18:30
		Gilberts Chemist 87-89 Shenley Road, Borehamwood WD6 1AG	09:00-18:30
		Tesco Pharmacy Shenley Road, Borehamwood WD6 1JG	08:00-20:00
		Wellswood Pharmacy Fairway Av, Borehamwood WD6 1PR	09:00-18:30
		Metro Pharmacy 11 Leeming Road, Borehamwood WD6 4EB	09:00-18:30
		Safedale Pharmacy 25 Leeming Road, Borehamwood WD6 4EB	09:00-19:00

Locality	Pharmacy type	Address	Opening hours (Mon to Fri, excl. bank holidays)
Hertsmere	Community	Boots Pharmacy Unit 3b Borehamwood Retail Park, Borehamwood WD6 4PR	08:00-20:00
		Manor Pharmacy 347 Watling Street, Radlett WD7 7LB	09:00-18:30
		Crown Pharmacy 18 Andrew Close, Shenley WD7 9LP	08:30-18:30
Lower Lea Valley	Community	Cheshunt Pharmacy 21 Cromwell Avenue, Cheshunt EN7 5DJ	09:00-18:30
		Lex Pharmacy Unit 2 Rosedale Way, Cheshunt EN7 6QQ	08:30-18:30
		Whitefield Chemist 76 High Street, Cheshunt EN8 0AJ	09:00-19:00 Thu 09:00-18:00
		Punni Pharmacy 49 High Street, Cheshunt EN8 0BS	09:00-19:00
		Boots Pharmacy Brookfield Centre, Cheshunt EN8 0NN	08:00-24:00
		Safedale Pharmacy, 6 Clayton Parade, Cheshunt EN8 8NQ	09:00-18:30
		Tesco Pharmacy Brookfield Centre, Cheshunt EN8 0TA	08:00-21:00
		Swan Pharmacy 6 Clayton Parade, Cheshunt EN8 8NQ	09:00-18:30
		Day Lewis Pharmacy Vancouver Road, Broxbourne EN10 6FD	09:00-18:15
		Croft Chemist 25 High Road, Wormley EN10 6HT	09:00-18:30
		North Herts	Community
Lloyds Pharmacy 131-133 London Road, Knebworth SG3 6EX	08:30-18:30		
Boots Pharmacy 120 Queen Street, Hitchin SG4 9TH	08:00-19:00		
NuCross Chemist 8-9 Hermitage Road, Hitchin SG5 1BS	08:30-18:30		
Lloyds Pharmacy 41 Bancroft, Hitchin SG5 1LA	08:30-18:15		
Lloyds Pharmacy Unit 2-5, Hitchin SG5 1NQ	08:45-19:00		
Lloyds Pharmacy 67 Norton Way, Letchworth SG6 1BH	08:45-19:00		

Locality	Pharmacy type	Address	Opening hours (Mon to Fri, excl. bank holidays)
North Herts	Community	Lloyds Pharmacy Sainsbury's, Third Avenue Business Park, Letchworth SG6 2HX	07:00-23:00
		Globe Pharmacy 61 Station Road, Letchworth SG6 3BJ	09:00-18:45
		Manor Pharmacy 42-44 The Broadway, Letchworth SG6 3BX	08:30-19:00
		Morrisons Pharmacy The Broadway, Letchworth SG6 3TS	08:30-20:00
		Ashwell Pharmacy 22 High Street, Ashwell SG7 5NW	09:00-18:30 Tue 09:00-17:30
		Tesco Pharmacy 58 High Street, Baldock SG7 6BN	08:00-20:00
	GP Disp Practice	Whitwell Surgery 60 High Street, Whitwell, Hitchin SG4 8AG	Mon-Tue, Thu-Fri 08:30-13:00, 14:00-18:00; Wed 08:30-13:00
		Courteney House Surgery Bancroft Court, Bancroft, Hitchin SG5 1LH	08:30-18:30
		Ashwell Surgery Gardiners Lane, Ashwell, Baldock SG7 5PY	Mon, Wed, Fri 08:30-12:45, 13:45-18:30 Tue 08:30-13:30 Thu 07:00-12:45, 13:45-18:30
Royston	Community	Boots Pharmacy Burns Road, Royston SG8 5PT	08:30-18:15 Closed 14:00-14:30
		Tesco Pharmacy Old North Road, Royston SG8 5UA	08:00-20:00
	GP Disp Practice	Orchard Surgery New Road, Melbourn, Royston SG8 6BX	08:30-18:30
		The Health Centre (Royston) Melbourn Street, Royston SG8 7BS	08:30-18:30
		Barley Surgery High Street, Barley, Royston SG8 8HY	08:30-18:00 Mo 08:30-20:15
St Albans and Harpenden	Community	Lloyds Pharmacy Sainsbury's, Everard Close, St Albans AL1 2QU	08:00-20:00
		Boots Pharmacy 9 St Peter's Street, St Albans AL1 3DH	08:30-18:30

Locality	Pharmacy type	Address	Opening hours (Mon to Fri, excl. bank holidays)
St Albans and Harpenden	Community	Chiswell Pharmacy, 196 Watford Road, St Albans AL2 3EB	Tue, Wed 08:30-19:00 (09:00-18:00 Mon, Thu, Fri)
		Dereks Pharmacy 111-113 St Peter's Street, St Albans AL1 3ET	08:50-19:00
		iMed Pharmacy Unit A of the Vivo site, Charrington Place, St Albans AL1 3FY	09:00-19:00
		Lloyds Pharmacy Parkbury House, St Peter's Street, St Albans AL1 3HD	07:00-22:00
		Maltings Pharmacy 6 Victoria Street, St Albans AL1 3JB	09:00-18:30
		Morrisons Pharmacy 244 Hatfield Road, St Albans AL1 4SU	08:30-20:00
		Well Pharmacy 295 High Street, London Colney AL2 1EJ	09:00-18:30
		Lloyds Pharmacy Sainsbury's, Barnet Road, London Colney AL2 IBG	08:00-21:00
		Lloyds Pharmacy 17 Russell Avenue, St Albans AL3 5ES	09:00-18:30
		Normandy Pharmacy 52 Waverley Road, St Albans AL3 5PE	09:00-18:30
		Crown Pharmacy 65 High Street, Redbourn AL3 7LW	08:30-18:30
		Jade Pharmacy 7 St Brelades Place, St Albans AL4 9RG	09:00-18:30 We 09:00-17:30 Closed 12:30-13:30
		Boots Pharmacy 23-25 High Street, Harpenden AL5 2RU	08:00-20:00
		Manor Pharmacy, 2 High Street, Wheathampstead, AL4 8AA	09:00-18:30 (Tue, Thur 09:00-18:00)
		Manor Pharmacy 3 Leyton Green, Harpenden AL5 2TE	08:45-18:30
		Topkins Pharmacy 6 Station Road, Harpenden AL5 4SE	09:00-19:00
Stevenage	Community	Tesco Pharmacy The Forum, Stevenage SG1 1ES	08:00-20:00
		Asda Pharmacy Monkswood Way, Stevenage SG1 1LA	Mo 08:00-23:00 Tue-Thu 07:00-23:00

Locality	Pharmacy type	Address	Opening hours (Mon to Fri, excl. bank holidays)
Stevenage	Community	Bedwell Pharmacy 113 Bedwell Crescent, Stevenage SG1 1NA	09:00-18:30 Thu 09:00-18:00
		Boots Pharmacy Roaring Meg Retail Park, Stevenage SG1 1XN	08:00-20:00
		Stearns Pharmacy 48 High Street, Stevenage SG1 3EF	09:00-19:00
		Lloyds Pharmacy Sainsbury's, Hitchin Road (Coreys Mill), Stevenage SG1 4AE	08:00-21:00
		Jhoots Pharmacy Unit 4 White Horse Lane, Stevenage, SG1 6NH	09:00-18:30
		Tesco Pharmacy Broadwater Retail Park London Road, Stevenage SG2 8DT	06:30-22:30 Mo 08:00-22:30
		Lloyds Pharmacy J Sainsbury's Superstore, Magpie Crescent, The Poplars, Stevenage SG2 9RZ	08:30-19:00
		SL Anderson Chemist 8 The Hyde, Stevenage SG2 9SE	09:00-18:30 Thu 09:00-18:00
	GP Disp Practice	King George Surgery 153 High Street, Stevenage SG1 3HT	Mon-Tue 08:00-19:00 Wed 08:00-12:30, 13:00-19:00 Thu-Fri 08:00-18:30
Stort Valley	Community	Village Pharmacy 7 Bell Street, Sawbridgeworth CM21 9AR	09:00-18:30
		Bell Pharmacy Unit 3 Forelands Place, Sawbridgeworth CM21 9QD	09:00-18:30
		Tesco Pharmacy Bishops Park, Lancaster Way, Bishop's Stortford CM23 4DD	08:00-20:00
		Lloyds Pharmacy 5 Thorley Centre, Bishop's Stortford CM23 4EG	08:30-19:00
		GP Disp Practice	Much Hadham Health Centre Ash Meadow, Much Hadham SG10 6DE
Upper Lea Valley	Community	Lloyds Pharmacy Sainsbury's, Brewery Road, Hoddesdon EN11 8HF	08:00-20:00

Locality	Pharmacy type	Address	Opening hours (Mon to Fri, excl. bank holidays)
Upper Lea Valley	Community	Lloyds Pharmacy 16 Fawkon Walk, Hoddesdon EN11 8TJ	08:00-18:45
		Ware Cross Pharmacy 40 Christian Close, Hoddesdon EN11 9FF	08:30-19:00
		Ridgehouse Pharmacy 38 High Street, Puckeridge SG11 1RN	09:00-18:00 Closed 13:00-14:00
		Andrews Pharmacy 104 High Street, Ware SG12 9AP	09:00-19:00
		Boots Pharmacy 66 High Street, Ware SG12 9DA	08:30-19:00
		Tesco Pharmacy 5 West Street Ware SG12 9EE	08:00-19:00
		Eastware Pharmacy 2b East Street, Ware SG12 9HJ	08:15-18:30
		Lloyds Pharmacy 5-7 St Andrew Street, Hertford SG14 1HZ	08:30-18:30
		Tesco Pharmacy Ware Road, Hertford SG14 1QA	06:30-22:30 Mo 08:00-22:00
		Lloyds Pharmacy 1-4 Limes Court, Hoddesdon EN11 8EP	08:45-18:30
	GP Disp Practice	Haileybury College Hertford Heath, Hertford SG13 7NU	The Health Centre operates daily surgeries for routine appts. Pupils can attend open surgery each morning at 8am, Mon-Sat. Booked appts are available on Mon evening, and Tue/Thu/Sat afternoon
Watton Place Clinic High Street, Watton-at-Stone SG14 3SY		08:00-18:30 Wed 08:00-13:00	
Watford and Three Rivers	Community	Esom Pharmacy 32-33 Bridlington Road, South Oxhey WD19 7AE	09:00-19:00
		Abbotswood Park Pharmacy, 4 Cunningham Way, Leavesden WD25 7NL	08:30-13:00, 14:00-19:00



Locality	Pharmacy type	Address	Opening hours (Mon to Fri, excl. bank holidays)
<b>Watford and Three Rivers</b>	<b>Community</b>	Hintons Pharmacy 88 The Parade, Watford WD17 1AW	09:00-19:00
		Tesco Pharmacy 239-241 Lower High Street, Watford WD17 2BD	06:30-22:30 Mo 08:00-22:30
		Boots Pharmacy Waterfield Retail Park, Watford WD17 2EU	08:00-23:59
		Boots Pharmacy 3 The Harlequin Centre, Watford WD17 2TR	08:00-18:00 Thu 08:00-21:00 Fri 08:00-19:00
		Boots Pharmacy, 61 High Street, Abbots Langley WD5 0AE	09:00-19:00
		John Davis Pharmacy 21 Upton Road, Watford WD18 0JP	09:00-18:30
		Greenfield Pharmacy 77 Tolpits Lane, Watford WD18 6NT	09:00-18:30
		MD Pharmacy 80 Whippendell Rd, Watford WD18 7LU	09:00-19:00
		Bridgewater Pharmacy 5 Printers Avenue, Watford WD18 7QR	08:30-18:45
		Prestwick Pharmacy 315 Prestwick Road, South Oxhey WD19 6UT	09:00-18:30 We 09:00-17:30
		Vision Pharmacy 221 St Albans Road, Watford WD24 5BH	09:00-19:00
		One Stop Pharmacy 98 Leavesden Road, Watford WD24 5EH	09:00-18:30
		FT Taylor Pharmacy 137 Courtlands Drive, Watford WD24 5LL	09:00-18:30
		Tudorken Chemist 364 St Albans Road, Watford WD24 6PQ	09:00-19:00
		Chagcrest Chemist 141-143 Bushey Mill Lane, Watford WD24 7PD	09:00-18:30
		Asda Pharmacy Odhams Trading Estate, St Albans Road, Watford WD24 7RT	08:00-22:00
		Superdrug Pharmacy, 22-24 The Parade, Watford WD17 2AA	08:30-19:00
		Chemilab Pharmacy 103 North Approach, Watford WD25 0EL	09:00-18:30

Locality	Pharmacy type	Address	Opening hours (Mon to Fri, excl. bank holidays)
Watford and Three Rivers	Community	Lloyds Pharmacy Sainsbury's, North Western Avenue, Watford WD25 9JS	07:00-23:00
		Lloyds Pharmacy 188 New Road, Croxley Green WD3 3HD	08:45-18:30
		Delite Chemist 4 Moneyhill Parade, Rickmansworth WD3 7BQ	09:00-18:30
		Abbots Langley Pharmacy 78 High Street, Abbots Langley WD5 0AW	08:00-22:30
		Leavesden Pharmacy 14 Katherine Place, Abbots Langley WD5 0BT	09:00-19:00
	Distance-selling pharmacy	Signature Pharmacy, 6 The Marlins, Northwood HA6 3NP	08:00-20:00
	GP Disp Practice	New Road Surgery 166 New Road, Croxley Green, Rickmansworth WD3 3HD	08:30-18:30
Welwyn Hatfield	Community	Bridge Cottage Pharmacy 41 High Street, Welwyn Garden City AL6 9EF	07:00-22:00
		Peartree Pharmacy 110 Peartree Lane, Welwyn Garden City AL7 3UJ	Mon-Thu 07:00-22:00 Fri 10:00-23:00
		Lloyds Pharmacy Sainsbury's, Church Road, Welwyn Garden City AL8 6SA	08:00-21:00
		Lloyds Pharmacy, 40 High Street, Welwyn AL6 9EQ	08:00-18:30
		Tesco Pharmacy Great North Road, Hatfield AL9 5JY	08:00-21:00
		Asda 98 Town Centre, Hatfield AL10 0JP	07:00-23:00
		Cohens Chemist 1 Robin Hood Lane, Hatfield AL10 0LP	08:30-19:00
		Jhoots Pharmacy 8 High View, Hatfield AL10 8HZ	08:30-19:00

### 3.4.3 Routine Saturday daytime access to community pharmacies

The number, location and opening hours of community pharmacy providers open on a Saturday varies within each locality. 'Average' access is difficult to quantify, given the variety of opening hours and locations. Access is therefore considered at locality level.

Table 11 shows that 91% of all pharmacies in Hertfordshire are open on Saturdays. A further analysis of provision is detailed in Section 6 and pharmacy openings are illustrated in Map 3.

Table 11 - Community pharmacy and GP dispensing practices open on Saturdays

Locality	Pharmacy type	Address	Saturday opening hours
Dacorum	Community	Lloyds Pharmacy 38 The Queen's Square, Hemel Hempstead HP2 4ER	09:00-19:00
		Markyate Pharmacy 40 High Street, Markyate AL3 8PB	09:00-13:00
		Boots Pharmacy 149 The Marlowes, Hemel Hempstead HP1 1BB	08:30-18:00
		Superdrug Pharmacy 184-186 Marlowes, Hemel Hempstead HP1 1BH	09:00-17:30 Closed 12:00-12:30
		Byrons Chemist 49a St John's Road, Hemel Hempstead HP1 1QQ	09:00-13:00
		Nash Chemists 54 Long Chaulden, Hemel Hempstead HP1 2HX	09:00-13:00
		Boots Pharmacy 31 Stoneycroft, Hemel Hempstead HP1 2QF	09:00-17:30
		Lloyds Pharmacy Everest House Surgery, Everest Way, Hemel Hempstead HP2 4HY	09:00-12:00
		Lloyds Pharmacy, 20 Chapel Street, Tring HP23 6BL	08:30-12:30
		Tesco Pharmacy Jarman Way, Hemel Hempstead HP2 4JS	07:00-22:00
		Rowlands Pharmacy Fernville Surgery, Midland Road, Hemel Hempstead HP2 5BL	08:00-12:00
		Jupiter Chemist 4 The Heights, Hemel Hempstead HP2 5NX	09:00-13:00
		Woods Pharmacy 2 Bellgate, Hemel Hempstead HP2 5SB	09:00-13:00
		Grovehill Pharmacy 2 Henry Wells Square, Hemel Hempstead HP2 6BJ	09:00-13:00
		Woodhall Pharmacy 4 Shenley Road, Hemel Hempstead HP2 7QH	09:00-13:00

Locality	Pharmacy type	Address	Saturday opening hours
Dacorum	Community	Lloyds Pharmacy 66 High Street, Tring HP23 4AG	09:00-17:30
		Rooney Chemist 4 Dolphin Square, Tring HP23 5BN	09:00-17:30
		Manor Pharmacy 37 High Street, Bovington HP3 0HG	09:00-14:00
		Boots Pharmacy 24 Bennetts Gate, Hemel Hempstead HP3 8EW	09:00-17:30
		Village Pharmacy 7 Village Centre, Hemel Hempstead HP3 8QG	09:00-13:00
		Bennetts End Pharmacy Gatecroft, Hemel Hempstead HP3 9LY	08:30-21:00
		Lloyds Pharmacy Sainsbury's, London Road, Hemel Hempstead HP3 9QZ	08:00-20:00
		Speedwell Pharmacy 161 London Road, Hemel Hempstead HP3 9SQ	08:00-22:00
		Acorn Pharmacy 256 High Street, Berkhamsted HP4 1AQ	09:00-17:30 Closed 13:30-14:00
		HH Dickman Chemist 224 High Street, Berkhamsted HP4 1BB	09:00-17:30
		Hubert Figg Pharmacy 90 High Street, Berkhamsted HP4 2BW	09:00-13:00
		Boots Pharmacy 192 High Street, Berkhamsted HP4 3AP	08:30-18:00
		Boots Pharmacy 24 High Street, Kings Langley WD4 8BH	09:00-13:00, 14:00-17:30
		Boots Pharmacy 36 High Street, Kings Langley WD4 9HT	09:00-13:00
		Hertsmere	Community
Lloyds Pharmacy* 16 The Broadway, Potters Bar EN6 2HT	09:00-17:30		
Questmoor Pharmacy 96 High Street, Potters Bar EN6 5AT	08:30-17:00		
Elms Pharmacy Elms Medical Centre, High Street, Potters Bar EN6 5DA	09:00-17:00		
Tesco Pharmacy Mutton Lane, Potters Bar EN6 2PB	08:00-20:00		
Tweens Pharmacy 47 High Street, Bushey WD23 1BD	09:00-17:00		

Locality	Pharmacy type	Address	Saturday opening hours
<b>Hertsmere</b>	<b>Community</b>	Lister Chemist 31-33 High Road, Bushey Heath WD23 1EE	09:00-17:30
		Heath Pharmacy 104 High Road, Bushey Heath WD23 1GE	09:00-00:00
		Abell Chemist, Bushey Medical Centre, Bushey WD23 2NN	09:00-13:00
		Bushey Pharmacy 62 High Street, Bushey WD23 3NQ	09:00-14:00
		Triangle Healthcare 29 Harcourt Road, Bushey WD23 3PP	08:45-17:00
		Gilberts Chemist 87-89 Shenley Road, Borehamwood WD6 1AG	09:00-17:30
		Tesco Pharmacy Shenley Road, Borehamwood WD6 1JG	08:00-20:00
		Wellswood Pharmacy Fairway Avenue, Borehamwood WD6 1PR	09:00-12:00
		Crown Pharmacy 148 Manor Way, Borehamwood WD6 1QX	09:00-13:00
		Borehamwood Pharmacy 7 Howard Drive, Borehamwood WD6 2NY	09:00-14:00
		Metro Pharmacy 11 Leeming Road, Borehamwood WD6 4EB	09:00-17:30
		Safedale Pharmacy 25 Leeming Road, Borehamwood WD6 4EB	09:00-13:00
		Boots Pharmacy Unit 3b Borehamwood Retail Park, Borehamwood WD6 4PR	08:00-18:00
		Manor Pharmacy 347 Watling Street, Radlett WD7 7LB	09:00-17:30
		Boots Pharmacy 363 Watling Street, Radlett WD7 7LB	08:30-18:30
	Crown Pharmacy 18 Andrew Close, Shenley WD7 9LP	09:00-17:00	
	<b>LPS</b>	Tee Kay Enterprises 427 Bushey Mill Ln, Bushey WD23 2AN	09:00-13:00
<b>Lower Lea Valley</b>	<b>Community</b>	Croft Chemist 25 High Road, Wormley EN10 6HT	09:00-13:00
		Salepick 26 Station Road, Cuffley EN6 4HT	09:00-17:00

Locality	Pharmacy type	Address	Saturday opening hours		
Lower Lea Valley	Community	Cheshunt Pharmacy 21 Cromwell Avenue, Cheshunt EN7 5DJ	09:00-13:00		
		Boots Pharmacy 692-694 Goffs Lane, Goffs Oak EN7 5ET	09:00-17:00		
		Lex Pharmacy Unit 2 Rosedale Way, Cheshunt EN7 6QQ	09:00-14:00		
		Whitefield Chemist 76 High Street, Cheshunt EN8 0AJ	09:00-17:00		
		Punni Pharmacy 49 High Street, Cheshunt EN8 0BS	09:00-17:00		
		Boots Pharmacy Brookfield Centre, Cheshunt EN8 0NN	08:00-24:00		
		Tesco Pharmacy Brookfield Centre, Cheshunt EN8 0TA	08:00-21:00		
		Coyle Chemist 147 High Street, Waltham Cross EN8 7AP	09:00-17:00 Closed 13:00-14:00		
		Niti Pharmacy Unit 26 Waltham Cross Shopping Centre, Waltham Cross EN8 7BY	09:00-17:30		
		Boots Pharmacy 75-81 High Street, Waltham Cross EN8 7BZ	08:30-17:30		
		Swan Pharmacy 6 Clayton Parade, Cheshunt EN8 8NQ	09:00-17:00		
		Safedale Pharmacy 6 Clayton Parade, Cheshunt EN8 8NQ	09:00-17:00		
		North Herts	Community	Codicote Pharmacy 123 High Street, Codicote SG4 8UB	09:00-13:00
				Boots Pharmacy 120 Queen Street, Hitchin SG4 9TH	08:00-17:00
Boots Pharmacy 7 High Street, Hitchin SG5 1BH	08:30-17:00				
NuCross Chemist 8-9 Hermitage Road, Hitchin SG5 1BS	09:00-18:00				
Bell Chemist 21b Bancroft, Hitchin SG5 1JW	09:00-17:00				
Lloyds Pharmacy 41 Bancroft, Hitchin SG5 1LA	08:30-13:00				
Lloyds Pharmacy Unit 2-5, Hitchin SG5 1NQ	08:45-17:00				
Cross Chemist 8 Redhill Road, Hitchin SG5 2NQ	09:00-13:30				
Lloyds Pharmacy 67 Norton Way, Letchworth SG6 1BH	09:00-13:00				

Locality	Pharmacy type	Address	Saturday opening hours
North Herts	Community	Lloyds Pharmacy Sainsbury's, Third Avenue Business Park, Letchworth SG6 2HX	07:00-22:00
		Jackmans Pharmacy 6 Ivel Court, Letchworth SG6 2NH	09:00-13:00
		Globe Pharmacy 61 Station Road, Letchworth SG6 3BJ	09:00-17:00
		Manor Pharmacy 42-44 The Broadway, Letchworth SG6 3BX	09:00-17:30
		Superdrug Pharmacy 40 Eastcheap, Letchworth SG6 3DL	09:00-17:30
		Boots Pharmacy 6-10 Commerce Way, Letchworth SG6 3EJ	08:30-17:30
		Morrisons Pharmacy The Broadway, Letchworth SG6 3TS	08:30-18:00
		Grange Pharmacy 5 The Parade, Letchworth SG6 4NB	09:00-13:30
		Ashwell Pharmacy 22 High Street, Ashwell SG7 5NW	09:00-13:00
		Tesco Pharmacy 58 High Street, Baldock SG7 6BN	08:00-20:00
		Royston	Community
Tesco Pharmacy Old North Road, Royston SG8 5UA	08:00-20:00		
Boots Pharmacy 38 High Street, Royston SG8 9AG	09:00-13:30, 14:00-17:30		
Lloyds Pharmacy 10 High Street, Royston SG8 9AG	08:45-17:00		
St Albans and Harpenden	Community	Lloyds Pharmacy Sainsbury's, Everard Close, St Albans AL1 2QU	08:30-18:00
		Boots Pharmacy 9 St Peter's Street, St Albans AL1 3DH	08:30-18:30
		Dereks Pharmacy 111-113 St Peter's Street, St Albans AL1 3ET	08:50-16:00
		iMed Pharmacy Unit A of the Vivo site, Charrington Place, St Albans AL1 3FY	09:00-14:00
		Lloyds Pharmacy Parkbury House, St Peter's Street, St Albans AL1 3HD	08:00-21:00
		Maltings Pharmacy 6 Victoria Street, St Albans AL1 3JB	09:00-17:00

Locality	Pharmacy type	Address	Saturday opening hours		
St Albans and Harpenden	Community	Morrisons Pharmacy 244 Hatfield Road, St Albans AL1 4SU	08:00-19:00		
		St Albans Pharmacy 197 Cell Barnes Lane, St Albans AL1 5PX	09:00-13:00		
		Well Pharmacy 295 High Street, London Colney AL2 1EJ	09:00-13:00		
		Chiswell Pharmacy 196 Watford Road, St Albans AL2 3EB	09:00-13:00		
		Bricket Wood Pharmacy 111 Oakwood Road, St Albans AL2 3QB	09:00-13:00		
		Lloyds Pharmacy Sainsbury's, Barnet Road, London Colney AL2 IBG	08:00-19:00		
		Avicenna Pharmacy (Nash) 1 Ermine Close, St Albans AL3 4JZ	09:00-13:00		
		Lloyds Pharmacy 17 Russell Avenue, St Albans AL3 5ES	09:00-13:00		
		Normandy Pharmacy 52 Waverley Road, St Albans AL3 5PE	09:00-13:00		
		Crown Pharmacy 65 High Street, Redbourn AL3 7LW	09:00-17:00		
		Manor Pharmacy 2 High Street, Wheathampstead AL4 8AA	09:00-17:00		
		Quadrant Pharmacy 17 The Quadrant, St Albans AL4 9RB	09:00-17:50		
		Jade Pharmacy 7 St Brelades Place, St Albans AL4 9RG	09:00-13:00		
		Manor Pharmacy 136 Southdown Road, Harpenden AL5 1PU	09:00-17:30		
		Boots Pharmacy 23-25 High Street, Harpenden AL5 2RU	08:00-18:00		
		Springfield Pharmacy 19 High Street, Harpenden AL5 2RU	09:00-17:30		
		Manor Pharmacy 3 Leyton Green, Harpenden AL5 2TE	09:00-17:00		
		Topkins Pharmacy 6 Station Road, Harpenden AL5 4SE	09:00-17:30		
		Stevenage	Community	Superdrug Pharmacy 39-41 Queensway, Stevenage SG1 1DN	09:00-17:30
				Boots Pharmacy 43-45 Queensway, Stevenage SG1 1DN	08:30-18:00
Tesco Pharmacy The Forum, Stevenage SG1 1ES	08:00-20:00				
Asda Pharmacy Monkswood Way, Stevenage SG1 1LA	07:00-22:00				



Locality	Pharmacy type	Address	Saturday opening hours
<b>Stevenage Community</b>		Bedwell Pharmacy 113 Bedwell Crescent, Stevenage SG1 1NA	09:00-13:00
		Boots Pharmacy Roaring Meg Park, Stevenage SG1 1XN	09:00-18:00
		MD Pharmacy 4 Filey Close, Stevenage SG1 2JW	09:00-13:00
		Medix Pharmacy 84 High Street, Stevenage SG1 3DW	09:00-13:00
		Stearns Pharmacy 48 High Street, Stevenage SG1 3EF	09:00-19:00
		Boots Pharmacy 54 High Street, Stevenage SG1 3EF	08:30-17:30
		Lloyds Pharmacy Sainsbury's, Hitchin Road (Coreys Mill), Stevenage SG1 4AE	08:00-20:00
		Archer Pharmacy 277 Archer Road, Stevenage SG1 5HF	09:00-13:00
		Oval Pharmacy 8 The Oval, Stevenage SG1 5RB	09:00-14:00
		Coopers Chemist 12 The Glebe, Stevenage SG2 0DJ	09:00-13:00
		Stevenage Pharmacy 12a Emperors Gate, Stevenage SG2 7QX	09:00-13:00
		Tesco Pharmacy Broadwater Retail Park, London Road, Stevenage SG2 8DT	06:30-22:00
		Well Pharmacy 108 Broadwater Crescent, Stevenage SG2 8EE	09:00-13:00
		Well Pharmacy 241 Broadwater Crescent, Stevenage SG2 8ET	09:00-13:00
		Lloyds Pharmacy J Sainsbury's Superstore, Magpie Crescent, Poplars, Stevenage SG2 9RZ	08:30-17:00
		SL Anderson Chemist 8 The Hyde, Stevenage SG2 9SE	09:00-17:00
<b>Stort Valley</b>	<b>Community</b>	Village Pharmacy 7 Bell Street, Sawbridgeworth CM21 9AR	09:00-17:00
		Bell Pharmacy Unit 3 Forelands Place, Sawbridgeworth CM21 9QD	09:00-13:00
		Lloyds Pharmacy* 17 South Street, Bishop's Stortford CM23 3AB	09:00-17:30

Locality	Pharmacy type	Address	Saturday opening hours
Stort Valley	Community	Trinity Pharmacy 87 South Street, Bishop's Stortford CM23 3AL	08:45-12:30
		Boots Pharmacy 16-18 Potter Street, Bishop's Stortford CM23 3UL	09:00-17:30
		Tesco Pharmacy Bishop's Park, Lancaster Way, Bishop's Stortford CM23 4DD	08:00-20:00
		Lloyds Pharmacy 5 Thorley Centre, Bishop's Stortford CM23 4EG	09:00-17:00
		JE Williamson Chemist 1 Snowley Parade, Bishop's Stortford CM23 5EP	09:00-13:00, 14:00-17:30
Upper Lea Valley	Community	Elgon Chemist 53 High Road, Broxbourne EN10 7HX	09:00-13:00
		Laxton's Pharmacy 45 High Road, Broxbourne EN10 7HX	09:00-17:30
		Well Pharmacy 105 Rye Road, Hoddesdon EN11 0JL	09:00-13:00
		Lloyds Pharmacy 1-4 Limes Court, Hoddesdon EN11 8EP	08:30-12:00
		Boots Pharmacy 4-6 Fawkon Walk, Hoddesdon EN11 8TJ	09:00-17:30
		Sheffield Pharmacy 64 Fore Street, Hertford SG14 1BT	09:00-17:00
		Lloyds Pharmacy Sainsbury's, Brewery Road, Hoddesdon EN11 8HF	08:00-20:00
		Lloyds Pharmacy 16 Fawkon Walk, Hoddesdon EN11 8TJ	09:00-16:00
		Ware Cross Pharmacy 40 Christian Cl, Hoddesdon EN11 9FF	09:00-17:30
		Ridgehouse Pharmacy 38 High Street, Puckeridge SG11 1RN	09:00-13:00
		Village Pharmacy 62 High Street, Stanstead Abbots SG12 8AQ	09:00-12:00
		Andrews Pharmacy 104 High Street, Ware SG12 9AP	09:00-17:30
		Boots Pharmacy 66 High Street, Ware SG12 9DA	09:00-17:30
		Tesco Pharmacy 5 West Street, Ware SG12 9EE	08:00-19:00
		Eastware Pharmacy 2b East Street, Ware SG12 9HJ	09:00-17:00

Locality	Pharmacy type	Address	Saturday opening hours
Upper Lea Valley	Community	Boots Pharmacy 17 Bircherley Green, Hertford SG14 1BN	09:00-17:30
		Well Pharmacy 14 Maidenhead Street, Hertford SG14 1DR	09:00-17:00
		Lloyds Pharmacy 5-7 St Andrew Street, Hertford SG14 1HZ	09:00-13:00
		St Andrews Pharmacy 44a St Andrew Street, Hertford SG14 1JA	09:00-13:00
		Tesco Pharmacy Ware Road, Hertford SG14 1QA	06:30-22:00
		Avenue Pharmacy 73 The Avenue, Bengoe SG14 3DU	09:00-13:00
		Crescent Pharmacy 2 Fleming Crescent, Hertford SG14 2DJ	09:30-13:00
		Lloyds Pharmacy 29 High Street, Buntingford SG9 9AB	09:00-17:00
		K & M Shah Chemist 55 High Street, Buntingford SG9 9AD	09:00-14:00
		Watford and Three Rivers	Community
Meriden Pharmacy Harvest End, Garston WD25 9UB	09:00-13:00		
Loomrose Pharmacy 24 Main Avenue, Northwood HA6 2HJ	09:00-13:00		
Hintons Pharmacy 88 The Parade, Watford WD17 1AW	09:00-14:00		
Abbotswood Park Pharmacy, 4 Cunningham Way, Leavesden WD25 7NL	09:00-13:00		
Superdrug Pharmacy 22-24 The Parade, Watford WD17 2AA	09:00-18:00		
Tesco Pharmacy 239-241 Lower High Street, Watford WD17 2BD	06:30-22:00		
Boots Pharmacy Waterfield Retail Park, Watford WD17 2EU	08:00-23:59		
Boots Pharmacy 3 Harlequin Centre, Watford WD17 2TR	08:00-19:00		
Cassiobury Pharmacy 53 Langley Way, Watford WD17 3EA	09:00-14:00		
John Davis Pharmacy 21 Upton Road, Watford WD18 0JP	09:00-12:00		
Greenfield Pharmacy 77 Tolpits Lane, Watford WD18 6NT	09:00-13:00		

Locality	Pharmacy type	Address	Saturday opening hours
Watford and Three Rivers	Community	MD Pharmacy 80 Whippendell Road, Watford WD18 7LU	09:00-13:30, 14:30-17:00
		Bridgewater Pharmacy 5 Printers Avenue, Watford WD18 7QR	09:00-13:00
		JP Pharmacy Unit B Attenborough Court, Owen Square, Watford WD19 4FN	09:00-13:00
		DB Jones Pharmacy 10 The Parade, Watford WD19 5BL	08:30-17:00
		Lex Pharmacy 24 Little Oxhey Lane, South Oxhey WD19 6FR	09:00-13:00
		Prestwick Pharmacy 315 Prestwick Road, South Oxhey WD19 6UT	09:00-16:30
		Medco Pharmacy 12 Hallowes Crescent, South Oxhey WD19 7NT	08:45-13:00
		Vision Pharmacy 221 St Albans Road, Watford WD24 5BH	09:00-14:00
		Boots Pharmacy 231 St Albans Road, Watford WD24 5BQ	09:00-17:30
		FT Taylor Pharmacy 137 Courtlands Drive, Watford WD24 5LL	09:00-18:00
		Tudorken Chemist 364 St Albans Road, Watford WD24 6PQ	09:00-18:00
		Chagcrest Chemist 141-143 Bushey Mill Lane, Watford WD24 7PD	09:00-13:00
		Asda Pharmacy Odhams Trading Estate, St Albans Road, Watford WD24 7RT	08:00-20:00
		Chemilab Pharmacy 103 North Approach, Watford WD25 0EL	09:00-13:00
		Lloyds Pharmacy Sainsbury's, North Western Avenue (Dome Roundabout), Watford WD25 9JS	07:00-22:00
		Park Pharmacy 14a Garston Park Parade, Garston WD25 9LQ	09:00-17:00
		Boots Pharmacy 78 High Street, Rickmansworth WD3 1AJ	08:30-18:00
		Riverside Pharmacy 135 High Street, Rickmansworth WD3 1AR	09:00-17:30

Locality	Pharmacy type	Address	Saturday opening hours
Watford and Three Rivers	Community	Lloyds Pharmacy 188 New Road, Croxley Green WD3 3HD	09:00-14:00
		Wilyman Chemist 297 Baldwins Lane, Croxley Green WD3 3LE	09:00-13:00
		Tudor Pharmacy 3 Tudor Parade, Berry Lane, Rickmansworth WD3 4DF	09:00-13:00
		RO Pharmacy 8 Lower Road, Chorleywood WD3 5LH	09:00-13:00
		Parade Pharmacy 18 Main Parade, Chorleywood WD3 5RB	09:00-17:00
		Dave Pharmacy 9 Moneyhill Parade, Rickmansworth WD3 7BE	09:00-13:00
		Delite Chemist 4 Moneyhill Parade, Rickmansworth WD3 7BQ	09:00-13:00
		The Chief Cornerstone Pharmacy 125 Uxbridge Road, Money Hill Parade, Rickmansworth WD3 7DN	08:30-13:00
		Boots Pharmacy 61 High Street, Abbots Langley WD5 0AE	09:00-17:30
		Abbots Langley Pharmacy 78 High Street, Abbots Langley WD5 0AW	09:00-23:00
		Leavesden Pharmacy 14 Katherine Place, Abbots Langley WD5 0BT	09:00-18:00
		Abbey Pharmacy 45 High Street, Abbots Langley WD5 0AA	09:00-16:30
	Distance-selling	Sigcare Pharmacy (i) Unit 1-7 Colonial Way, Watford WD24 4YR	09:00-14:00
		Signature Pharmacy 6 The Marlins, Northwood HA6 3NP	08:00-20:00
Welwyn Hatfield	Community	Asda 98 Town Centre, Hatfield AL10 0JP	07:00-22:00
		Jade Pharmacy 31 Town Centre, Hatfield AL10 0JT	09:00-13:00
		Boots Pharmacy 47 Town Centre, Hatfield AL10 0LD	08:45-17:30
		Cohens Chemist 1 Robin Hood Lane, Hatfield AL10 0LP	09:00-13:00
		Jhoots Pharmacy 8 High View, Hatfield AL10 8HZ	09:00-13:00

Locality	Pharmacy type	Address	Saturday opening hours
Welwyn Hatfield	Community	Bridge Cottage Pharmacy 41 High Street, Welwyn Garden City AL6 9EF	07:00-22:00
		Lloyds Pharmacy* 84 Haldens, Welwyn Garden City AL7 1DD	09:00-14:00
		Boots Pharmacy 65 Moors Walk, Welwyn Garden City AL7 2BQ	09:00-17:00
		Boots Pharmacy 31 Cole Green Lane, Welwyn Garden City AL7 3PP	09:00-17:30
		Peartree Pharmacy 110 Peartree Lane, Welwyn Garden City AL7 3UJ	08:00-23:00
		Boots Pharmacy 126 Peartree Lane, Welwyn Garden City AL7 3XW	09:00-17:00
		Johns & Kelynack Pharmacy Waitrose, Bridge Road, Welwyn Garden City AL8 6AB	09:00-18:00
		Boots Pharmacy 31 The Howard Centre, Welwyn Garden City AL8 6ES	09:00-18:00
		Lloyds Pharmacy Sainsbury's, Church Road, Welwyn Garden City AL8 6SA	08:00-21:00
		Lloyds Pharmacy 9 Shoplands, Welwyn Garden City AL8 7RH	09:00-18:00
		Tesco Pharmacy Great North Road, Hatfield AL9 5JY	08:00-20:00
		Kean Pharmacy 59 Dellsome Lane, Welham Green AL9 7DY	09:00-13:00
		Lloyds Pharmacy 40 High Street, Welwyn Garden City AL6 9EQ	09:00-13:00
		Jhoots Pharmacy 41 Bradmore Green, Brookmans Park AL9 7QR	09:00-13:00
		Distance-selling	Care2Homes (i) Unit 6 Polaris Centre, Brownfields, Welwyn Garden City AL7 1AN
		Dont Blush Pharmacy (i) 15 Martinfield Business Centre, Welwyn Garden City AL7 1HG	09:00-13:00

NB: Those Lloyds pharmacies marked with a \* will cease to trade from the end of January 2018

### 3.4.4 Routine Sunday daytime access to community pharmacies

The number, location and opening hours of community pharmacy providers open on Sundays vary within each locality. Fewer pharmacies are open on Sundays than any other day in Hertfordshire.

Further analysis of provision is detailed in Section 6, and pharmacy openings are illustrated on Map 3.

Table 12 - Community pharmacy providers open on Sundays

Locality	Pharmacy type	Address	Sunday opening hours
Dacorum	Community	Lloyds Pharmacy 38 The Queen's Square, Hemel Hempstead HP2 4ER	10:00-14:00
		Boots Pharmacy 149 The Marlowes, Hemel Hempstead HP1 1BB	10:30-16:30
		Tesco Pharmacy Jarman Way, Hemel Hempstead HP2 4JS	10:00-16:00
		Bennetts End Pharmacy Gatecroft, Hemel Hempstead HP3 9LY	08:30-21:00
		Lloyds Pharmacy Sainsbury's, London Road, Hemel Hempstead HP3 9QZ	10:00-16:00
		Speedwell Pharmacy 161 London Road, Hemel Hempstead HP3 9SQ	08:30-22:00
		Boots Pharmacy 192 High Street, Berkhamsted HP4 3AP	10:00-16:00
Hertsmere	Community	Tesco Pharmacy Mutton Lane, Potters Bar EN6 2PB	10:00-16:00
		Lister Chemist 31-33 High Road, Bushey Heath WD23 1EE	10:00-13:00
		Boots Pharmacy Unit 3b Borehamwood Retail Park, Borehamwood WD6 4PR	10:30-16:30
Lower Lea Valley	Community	Boots Pharmacy Brookfield Centre, Cheshunt EN8 0NN	10:00-24:00
		Tesco Pharmacy Brookfield Centre, Cheshunt EN8 0TA	10:00-16:00
		Boots Pharmacy 75-81 High Street, Waltham Cross EN8 7BZ	10:00-15:00
North Herts	Community	Boots Pharmacy 7 High Street, Hitchin SG5 1BH	10:00-16:00

Locality	Pharmacy type	Address	Sunday opening hours
North Herts	Community	Lloyds Pharmacy Sainsbury's, Third Avenue Business Park, Letchworth SG6 2HX	10:00-16:00
		Boots Pharmacy 6-10 Commerce Way, Letchworth SG6 3EJ	10:30-16:00
		Morrisons Pharmacy The Broadway, Letchworth SG6 3TS	10:00-16:00
		Tesco Pharmacy 58 High Street, Baldock SG7 6BN	10:00-16:00
Royston	Community	Tesco Pharmacy Old North Road, Royston SG8 5UA	10:00-16:00
		Boots Pharmacy 38 High Street, Royston SG8 9AG	10:00-16:00
St Albans and Harpenden	Community	Lloyds Pharmacy Sainsbury's, Everard Close, St Albans AL1 2QU	10:00-16:00
		Boots Pharmacy 9 St Peter's Street, St Albans AL1 3DH	11:00-17:00
		Lloyds Pharmacy Parkbury House, St Peter's Street, St Albans AL1 3HD	09:00-21:00
		Morrisons Pharmacy 244 Hatfield Road, St Albans AL1 4SU	10:00-16:00
		Lloyds Pharmacy Sainsbury's, Barnet Road, London Colney AL2 IBG	11:00-17:00
		Boots Pharmacy 23-25 High Street, Harpenden AL5 2RU	10:00-16:00
Stevenage	Community	Superdrug Pharmacy 39-41 Queensway, Stevenage SG1 1DN	10:00-16:00
		Boots Pharmacy 43-45 Queensway, Stevenage SG1 1DN	10:00-16:00
		Tesco Pharmacy The Forum, Stevenage SG1 1ES	10:00-16:00
		Asda Pharmacy Monkswood Way, Stevenage SG1 1LA	10:00-16:00
		Boots Pharmacy Roaring Meg Retail Park, Stevenage SG1 1XN	10:30-16:30
		Lloyds Pharmacy Sainsbury's, Hitchin Road (Coreys Mill), Stevenage SG1 4AE	11:00-17:00
		Tesco Pharmacy Broadwater Retail Park, London Road, Stevenage SG2 8DT	12:00-18:00



Locality	Pharmacy type	Address	Sunday opening hours
Stevenage	Community	Lloyds Pharmacy J Sainsbury's Superstore, Magpie Crescent, The Poplars, Stevenage SG2 9RZ	10:00-14:00
Stort Valley	Community	Boots Pharmacy 16-18 Potter Street, Bishop's Stortford CM23 3UL	10:00-16:00
		Tesco Pharmacy Bishops Park, Lancaster Way, Bishop's Stortford CM23 4DD	10:00-16:00
Upper Lea Valley	Community	Lloyds Pharmacy Sainsbury's, Brewery Road, Hoddesdon EN11 8HF	10:00-16:00
		Boots Pharmacy 66 High Street, Ware SG12 9DA	10:00-16:00
		Tesco Pharmacy 5 West Street, Ware SG12 9EE	11:00-17:00
		Boots Pharmacy 17 Bircherley Green, Hertford SG14 1BN	10:00-16:00
		Tesco Pharmacy Ware Road, Hertford SG14 1QA	10:00-16:00
Watford and Three Rivers	Community	Tesco Pharmacy 239-241 Lower High Street, Watford WD17 2BD	10:00-16:00
		Superdrug Pharmacy, 22-24 The Parade, Watford WD17 2AA	10:30-16:30
		Boots Pharmacy Waterfield Retail Park, Watford WD17 2EU	11:00-17:00
		Boots Pharmacy 3 The Harlequin Centre, Watford WD17 2TR	11:00-17:00
		FT Taylor Pharmacy 137 Courtlands Drive, Watford WD24 5LL	10:00-13:00
		Asda Pharmacy Odhams Trading Estate, St Albans Road, Watford WD24 7RT	10:00-16:00
		Lloyds Pharmacy Sainsbury's, North Western Avenue (Dome Roundabout), Watford WD25 9JS	10:00-16:00
		Boots Pharmacy 78 High Street, Rickmansworth WD3 1AJ	10:00-16:00
	Abbots Langley Pharmacy 78 High Street, Abbots Langley WD5 0AW	08:30-22:00	
	Distance-selling	Signature Pharmacy 6 The Marlins, Northwood HA6 3NP	08:00-20:00

Locality	Pharmacy type	Address	Sunday opening hours
Welwyn Hatfield	Community	Asda 98 Town Centre, Hatfield AL10 0JP	10:00-16:00
		Boots Pharmacy 47 Town Centre, Hatfield AL10 0LD	10:00-16:00
		Jhoots Pharmacy 8 High View, Hatfield AL10 8HZ	17:00-19:00
		Bridge Cottage Pharmacy 41 High Street, Welwyn Garden City AL6 9EF	10:00-20:00
		Peartree Pharmacy 110 Peartree Lane, Welwyn Garden City AL7 3UJ	08:00-17:00
		Johns & Kelynack Pharmacy Waitrose, Bridge Road, Welwyn Garden City AL8 6AB	11:00-17:00
		Boots Pharmacy 31 The Howard Centre, Welwyn Garden City AL8 6ES	11:00-17:00
		Lloyds Pharmacy Sainsbury's, Church Road, Welwyn Garden City AL8 6SA	11:00-17:00
		Tesco Pharmacy Great North Road, Hatfield AL9 5JY	10:00-16:00

### 3.4.5 Routine bank holiday access to community pharmacies

Community pharmacies are not obliged to open on nominated bank holidays. While many opt to close, a number of pharmacies (often those in regional shopping centres, retail parks, supermarkets and major high streets) opt to open, often for limited hours.

The number, location and opening hours of community pharmacy providers open on a bank holiday varies within each locality and on different bank holidays. Annually, NHS England requests feedback from community pharmacies on their bank holiday intentions. For most bank holidays, a number of providers have planned to open, and NHS England has deemed provision as satisfactory and not commissioned any further provision. NHS England may often need to commission a bank holiday rota service from a small number of pharmacies, particularly in some areas for Easter Sunday and Christmas Day.

### 3.5 Advanced service provision from community pharmacies

Section 1.3.1 lists all advanced services that may be provided under the pharmacy contract. As these services are discretionary, not all providers will provide them all of the time.

Data supplied from NHS England has been used to demonstrate in Appendix A which pharmacies have previously claimed (and therefore provided) MUR, NMS (both 2015-16 data) and flu vaccination (2016-17 season).

Table 13 lists a summary of the latest available data (2015-16) on the provision of advanced services.

*Table 13 - Advanced service provision*

Advanced service	Percentage currently providing (2015-16)		
	England	East of England	Hertfordshire
<b>Medicines Use Reviews (MURS)</b>	94.4%	95.5%	92%
<b>New Medicine Service (NMS)</b>	80.8%	84.6%	89%
<b>Flu vaccination</b>	61.6%	66.3%	78% (2016-17 data)
<b>Appliance Use Review (AUR)*</b>	1.2%	0.7%	0.8%
<b>Stoma Appliance Customisation (SAC)*</b>	14.7%	11.4%	10.7%

*\*AUR and SAC data includes provision from Dispensing Appliance Contractors*

The percentage of providers of the NMS service is higher in Hertfordshire compared with national and regional figures. However, the percentage provision of MUR is slightly below the figures seen nationally and regionally. However the flu vaccination figures for 2016-17 season are well above the figures seen nationally and regionally.

All contractors should be encouraged to participate so that access and service provision for the population is improved. Appendix A lists those community pharmacies that have provided these services (up until 31 March 2017).

Twenty-seven community pharmacies in Hertfordshire (10.7%) had not provided the NMS, 20 had not provided the MUR service (8%) and 57 had not provided the flu vaccination service (22%).

Of respondents to the community pharmacy contractor questionnaire, 95% indicated that they have a consultation room which complies with the requirements to perform the NMS and MUR services.

Provision of the SAC service is low compared with national and regional figures.

Only two contractors made claims for AURs in 2015-16, but the overall figure is comparable to the rest of the region average, albeit slightly below the national figure. The number of providers of AURs is very low regionally and nationally: there were only 140 community pharmacy or DAC providers nationally (1.2%) and 39 community pharmacy or DAC providers (1.1%) in the whole of Midlands and East in 2015-16.

### **3.6 Enhanced service provision**

Under the pharmacy contract, enhanced services are those directly commissioned by NHS England.

Therefore, any locally commissioned services commissioned by CCGs or the local authority are not considered here. They are outside the scope of the PNA, but are considered in Section 4. There are currently no enhanced services commissioned by NHS England from pharmacies in Hertfordshire.

### **3.7 Pharmaceutical service provision provided from outside Hertfordshire**

Hertfordshire HWB area is bordered by 9 other HWB areas:

- Buckinghamshire HWB
- Bedfordshire HWB
- Cambridgeshire HWB
- Essex HWB
- Luton HWB
- Enfield HWB
- Harrow HWB
- Hillingdon HWB
- Barnet HWB

As a result, it is anticipated that many residents in Hertfordshire will regularly access pharmaceutical services in neighbouring HWB areas and beyond. It is not practical to list here all those pharmacies outside Hertfordshire that residents may access. A number of providers lie in close proximity to the borders of Hertfordshire, as illustrated on Maps 1 to 11.

Further analysis of cross-border provision is undertaken in Section 6. Of the respondents to the pharmacy user questionnaire, 75% noted that they choose a pharmacy provider close to their home, 49% choose a provider close to their GP, and 83% have no difficulties in accessing their community pharmacy. Of those who did express difficulty when travelling to a pharmacy, 49% reported an issue with the location of the pharmacy, 24% have difficulties with parking and 13% have an issue with the availability of public transport.

## Section 4: Other services which may impact on pharmaceutical services provision

Community pharmacies and GP practices provide a range of other services. These are not considered pharmaceutical services under the Pharmaceutical Regulations 2013 and may be either free of charge, privately funded or commissioned by the local authority or the CCG<sup>39</sup>.

Examples of such services include delivery services, allergy testing or care homes services: this is not an exhaustive list.

### 4.1 Local authority-commissioned services provided by community pharmacies in Hertfordshire

HCC commissions the following services from community pharmacies:

- Stop smoking support
- Sexual health services: emergency hormonal contraception and chlamydia screen and treat

These services may also be provided from other providers, e.g. GP practices. A full list of services and community pharmacy providers can be found in Appendix A.

#### 4.1.1 Stop smoking service

Smoking prevalence in Hertfordshire is declining slowly and is becoming concentrated in more disadvantaged communities and in disadvantaged groups such as people with mental health conditions, routine and manual workers, some BME groups, offenders, the homeless and young pregnant women. These smokers tend to be highly addicted to nicotine and need skilled and experienced professional support to help them overcome nicotine addiction.

Stop smoking services in Hertfordshire are primarily delivered by the following providers: GP practices (25% of delivery); Community Pharmacy (25%); and Specialist Services (25%), with some provision in voluntary organisations, Youth Connexions and the Prison Medical Service.

The number of smokers attending stop smoking services has been declining nationally and locally over recent years, and fewer smokers attended stop smoking services in Hertfordshire last year than in the previous 8 years. Over the last year, the decline in footfall has been greater in community pharmacies than in other services. The percentage of quits delivered in 2015-16 fell overall by 11% across all providers. However, in community pharmacies performance fell by 19%, and by 6% in GP practices, but increased by 11% in specialist stop smoking services.

This means that fewer smokers are accessing community pharmacy stop smoking services, and some providers have seen very few (if any) smokers.

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<sup>39</sup> Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/ukxi/2013/349/contents/made>

#### 4.1.2. Sexual health service

Sexual health is an important and wide-ranging area of public health. Providing the correct sexual health services (e.g. contraception, testing and treatment for sexually transmitted infections), and advice and support (e.g. education sessions, staff training and health awareness campaigns) across all ages can have a positive effect on population health and wellbeing as well as on individuals at risk.

There is currently a wide range of providers across Hertfordshire, including specialist sexual health and contraception services, general practice, community services, acute hospitals, community pharmacy contractors and the voluntary and independent sector.

Teenage pregnancy rate (per 1,000 girls aged 15–17) in Hertfordshire has been on the decline, from 24.6 in 2005 to 15.3 in 2015. This latter rate is significantly lower than the East of England average (18.8) and the England average (20.8). All the localities in Hertfordshire had a teenage pregnancy rate similar to or lower than England average.

Hertfordshire had a significantly lower diagnosis of sexual transmitted infections (684 per 100,000) relative to England (815 per 100,000) in 2015. Watford locality had the highest diagnosis rate.

With regard to provision by community pharmacies, the new contract will require pharmacies to provide all of the following to ensure a comprehensive sexual health service:

- Emergency Hormonal Contraception (EHC) for those aged 13–24
- Chlamydia testing for those aged 15–24
- Chlamydia treatment for those aged 15–24
- Access to free condoms for high-risk groups, as part of a sexual health intervention listed above, e.g. EHC, chlamydia
- Signpost patients to services that provide ongoing contraception, e.g. long-acting reversible contraception (LARC) and diagnosis and management of other STIs

In order to be awarded a contract from 2017, community pharmacies are required to have delivered five EHC consultations within the previous year.

#### 4.1.3 Substance misuse

HCC also commission CGL Spectrum to provide:

- Needle exchange
- Supervised consumption of opiates.

CGL Spectrum then contract directly with local community pharmacies to provide these services. A full list of those who provide the service can be found in Appendix A.

## **4.2 Clinical Commissioning Group (CCG)-commissioned services**

Hertfordshire is covered by three different CCGs – Herts Valleys CCG, East and North Herts CCG, and Cambridge and Peterborough CCG. Services that are commissioned and the respective CCGs are listed below. Cambridge and Peterborough CCG does not currently commission any services from community pharmacies, but there is a pharmacy in the Royston area that provides immediate access to medicines, commissioned via East and North Herts CCG:

- Immediate access to emergency medicines (Herts Valleys CCG)
- Immediate access to emergency medicines (East and North Herts CCG)

A full list of services and community pharmacy providers can be found in Appendix A.

Local authority and CCG commissioners were asked for their views on which services they would consider commissioning from community pharmacy providers. Some of the suggested services are already commissioned by the CCG, local authority or from other providers. A copy of the questionnaire can be found in Appendix E and the full results of the questionnaire in Appendix M.

## **4.3 Other services provided from community pharmacies**

As part of the community pharmacy contractor questionnaire found in Appendix D, community pharmacies were asked to indicate against a range of other services which they currently provide, would be willing to provide or would not be willing to provide. A number of pharmacies indicated that they currently provide a number of these services.

Of the number of disease-specific medicines management services suggested in the questionnaire, the large majority of respondents indicate that they would be willing to provide them if commissioned.

The pharmacy contractors who responded also indicated they would be willing to support a number of screening services, if the commissioners were willing to commission. These include screening for cholesterol, diabetes and hepatitis.

A summary of the community pharmacy contractor questionnaire responses is detailed in Appendix L.

## **4.4 Collection and delivery services**

From the community pharmacy contractor questionnaire, 86% of pharmacies offer a free delivery service of dispensed medicines on request and 99% of respondents provide a collection of prescriptions from GP practices.

## **4.5 Language services**

From the pharmacies who responded to the community pharmacy contractor questionnaire, many reported that they offer at least one alternative language in addition to English. Eight different languages were reported as spoken.

Most common spoken additional languages were Hindi, Urdu, Gujarati (18%) and French. If a language access service was to be commissioned, then 74% of respondents would be willing to provide the service.

#### **4.6 Services for less-abled people**

As a requirement of the Equality Act 2010, community pharmacies are required to make 'reasonable adjustments' to their services to ensure they are accessible to all equalities groups, including less-abled people.

#### **4.7 Electronic prescription service**

GP practices are now able to transmit prescriptions electronically to a pharmaceutical service provider (community pharmacy or DAC). This system is known as EPS Release 2 and means that the patient no longer needs to obtain a paper prescription and present it at their pharmacy for dispensing. Electronic prescriptions are sent directly to the pharmacy nominated by the patient. GP practices offering this service may transmit electronic prescriptions to a pharmacy that has a dispensing system enabled to receive electronic (Release 2) prescriptions. Of the respondents to the community pharmacy contractor questionnaire, 100% report that they have a compliant system for receiving electronic prescriptions. Data available on which pharmacies in England are enabled to offer the electronic prescription service (EPS) is available from NHS Choices<sup>40</sup>.

#### **4.8 Healthy Living Pharmacy (HLP)**

The political intention and context for Healthy Living Pharmacies (HLPs) was set out in the 2008 pharmacy white paper, 'Pharmacy in England: Building on strengths – delivering the future'<sup>41</sup>. This called for community pharmacies to have a greater role and participation in public health provision as healthy living hubs.

A list of local accredited HLPs in Hertfordshire can be found at the following website: <http://www.hertsipc.org.uk/healthy-living-pharmacy>

HLPs put their local community's health and wellbeing at the core of everything they do.

They consistently deliver a range of services to a high quality and are recognised with an HLP Quality Mark. The HLP framework involves a system-wide approach to support change across the profession and within the workplace, an organisational development tool and a brand that unites community pharmacies while changing public perceptions about what community pharmacies can offer in supporting their health.

Important HLP enablers to support delivery include:

- Workforce development
- Engagement with the community and other providers

<sup>40</sup> NHS Choices website: <http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>

<sup>41</sup> Department of Health White Paper. Pharmacy in England: Building on strengths – delivering the future. April 2008. [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/228858/7341.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/228858/7341.pdf)



- Premises that are fit for purpose and support health promotion

To date, significant benefits have been realised from HLP by commissioners, contractors and employees and, imperatively, the public have fully welcomed the concept. Analysis of the National Pathfinder reports indicated the value of HLPs for:

- Commissioners showing that community pharmacies are able to deliver health and wellbeing services to meet local health needs
- Public health teams who understood the potential for HLPs to deliver these types of health services effectively
- Pharmacy contractors – the results of the quantitative survey to assess the benefits of HLP status on contractors was positive for all contractor types. Implementation of the HLP concept was seen as worthwhile for the business by over 70% of contractors

#### **4.9 Demographics and social traffic**

A number of new housing developments, including care homes, are planned during the time period of this current PNA and can be found listed in Appendix J. The PNA has considered these in detail and is satisfied that in all circumstances there are no pharmaceutical service provision gaps resulting from these developments during the lifetime of this PNA.

New populations, occurring through natural population growth and new developments, have been considered. The PNA steering group is not aware of any potential future demographic changes which will translate into a need or gap in pharmaceutical service provision throughout the three year period of the PNA.

There are no known developments (retail, leisure, etc.) planned in Hertfordshire that would significantly change the pattern of social traffic flow.

## Section 5: Findings from the public questionnaire

A public questionnaire about pharmacy provision was developed (Appendix C) and compiled by Hertfordshire PNA steering group. This was circulated by the local authority to stakeholders listed below:

- All pharmacy contractors in Hertfordshire to distribute to the public
- All GP practices in Hertfordshire to distribute to the public
- All public libraries to distribute to the public
- Visitors and staff in County Hall, Hertford
- All Citizens Advice Bureaux to distribute to the public
- All parish councils in Hertfordshire to distribute to the public
- All Herts Community Voluntary Services to distribute to the public
- CCG Engagement Leads to forward to GP Practice Patient Participation Groups to distribute to the public
- 66 Hertfordshire organisations/public groups, including Black and Minority Ethnic (BME), learning disabilities, Age UK, Mencap, carers associations, Youth Connexions, etc.
- University of Hertfordshire student wellbeing services and campus pharmacy
- Gypsy and Traveller community leads to distribute to the public

A total of 1,390 questionnaires were received. A summary of the results can be found in Appendix K.

- **76%** of respondents have a **regular or preferred pharmacy** that they visit
- **64%** have visited a pharmacy **once a month or more for themselves** and **49%** on **behalf of somebody else** in the last six months
- The main reason for choosing a pharmacy, given by **75%** of respondents, is the pharmacy being **'close to home'**. Other important factors are **'close to GP surgery' (49%)** and the **friendliness (50%)** and **efficiency (46%)** of staff.
- Most visits are made for the **respondent themselves**, with **90%** giving this as the main reason, and **50%** attending on behalf of a relative. When visiting on behalf of a relative, **'convenience' (54%)** is the main reason for choosing a particular pharmacy (respondents were able to choose more than one answer)
- **Walking** is identified as the main way that respondents travel to the pharmacy (**48%**). The next most popular is by **car (43%)**
- Over **93%** of respondents take **less than 30 minutes to travel** to a pharmacy, with **73%** able to get to their chosen pharmacy in **15 minutes or less**
- **83%** report **no difficulty in travelling** to a pharmacy. For those that do find it difficult, the main reason given is the **location** of the pharmacy (132 respondents) or **parking difficulties** (65 respondents)
- The majority of respondents had **no 'most convenient day' (53%)** or **'time' (52%)** to visit the pharmacy. **8%** prefer **Saturday** and **less than 1% Sunday**

- Results indicate that there is no clear preferred time to visit, with respondents equally split between morning and afternoon options of 8am-12pm and 2pm to 6pm. 6% indicated a preference for between 6pm and 8pm and 1% would prefer after 8pm
- 66% indicated that they used pharmacies every month or more for the purchase of over-the-counter medicines
- Less than 10% have used an internet pharmacy to obtain prescription medicines

Table 14 provides the demographic analysis of respondents.

*Table 14 - Demographic analysis of the community pharmacy user questionnaire respondents*

<b>Sex (%)</b>									
<b>Male</b>					<b>Female</b>				
30.1%					39.9%				
<b>Age (%)</b>									
<b>U18</b>	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85-89</b>	<b>90+</b>
0.20%	18.50%	8.50%	10.10%	12.10%	17.40%	21.30%	9.70%	1.90%	0.30%
<b>Illness or disability (%)?</b>									
<b>Yes</b>			<b>No</b>			<b>Prefer not to say</b>			
14.4%			82.0%			3.60%			
<b>Ethnic origin (%)</b>						<b>Questionnaire</b>	<b>2011 census</b>		
Arab						0.50%	0.1%		
Asian / Asian British – Bangladeshi						0.30%	0.4%		
Asian / Asian British – Indian						3.40%	2.1%		
Asian / Asian British – Pakistani						1.20%	0.6%		
Asian / Asian British – Chinese						0.70%	0.6%		
Black / African / Caribbean / Black British – African						2.90%	3.2%		
Black / African / Caribbean / Black British – Caribbean						0.70%	1.2%		
Black / African / Caribbean / Black British – other						0.20%	0.4%		
Gypsy or Traveller of Irish Heritage						0.00%	0.1%		
Mixed / Multiple Ethnic Groups - White and Asian						0.80%	0.5%		
Mixed / Multiple Ethnic Groups - White and Black African						0.20%	0.3%		
Mixed / Multiple Ethnic Groups - White and Black Caribbean						0.60%	0.8%		
White – English / Welsh / Scottish / Northern Irish / British						83.10%	83.3%		
White – Irish						1.80%	1.3%		
Other ethnic group (please state)						3.80%	0.4%		

## Section 6: Analysis of health needs and service provision

### 6.1 Service provision and health needs

The Hertfordshire Health and Wellbeing Strategy 2016-20 and the JSNA focus on four strategic stages in life:

1. Starting Well
2. Developing Well
3. Living and Working Well
4. Ageing Well

These priorities can be supported by the provision of pharmaceutical services within Hertfordshire.

Medicines management and optimisation is vital to the successful control of many long-term conditions, e.g. circulatory diseases, mental health and diabetes which, in turn, will have a positive impact on morbidity and mortality. Disease-specific guidance, e.g. from the National Institute for Health and Care Excellence (NICE), regularly emphasises the importance of medicines optimisation and adherence in control of conditions such as hypertension, asthma and stroke.

In addition, community pharmacies are well placed to offer support and guidance for families and their children through the early years and help encourage good health and wellbeing.

### 6.2 Essential services

The essential services (ES) of the community pharmacy contract must be provided by all contractors:

- ES 1: Dispensing of medicines
- ES 2: Repeat dispensing
- ES 3: Disposal of unwanted medicines
- ES 4: Promotion of healthy lifestyles
- ES 5: Signposting patients to other healthcare providers
- ES 6: Support for self-care
- ES 7: Clinical governance

ES1 and ES2 support patients living with long-term conditions by providing timely supply of medicines and advice to patients. ES2 may be of particular benefit to patients on lifelong medicines as part of their treatment, e.g. statins or insulin.

Using ES3, pharmacies can support patients in the safe disposal of medicines and reduce the risk of hoarding medicines at home, which may increase the risk of errors in taking medicines or in taking out-of-date medicines.

ES4 can support local and national campaigns informing people of managing the risk factors associated with many long-term conditions, such as smoking, healthy diet, physical activity and alcohol consumption.

ES4 provides the ability to:

- Improve awareness of the signs and symptoms of conditions such as stroke, e.g. FAST campaign
- Promote validated information resources for patients and carers
- Collect data from the local population on their awareness and understanding of different types of disease and their associated risk factors
- Target at-risk groups within the local population to promote understanding and access to screening programmes

Community pharmacies also play a vital role in the management of minor ailments and self-care. Evidence shows that community pharmacists are potentially the most-accessed healthcare professionals in any health economy. They are an important resource for supporting people in managing their own self-care and in directing people to the most appropriate points of care for their symptoms. Although the evidence base is currently very small in measuring the effectiveness and cost effectiveness of community pharmacies' contribution to urgent care, emergency care and unplanned care, there is a growing recognition of the importance of this role and for further research.

Through ES5, pharmacies can signpost patients and carers to local and national sources of information and reinforce those sources already promoted.

Through ES6, pharmacy staff can advise patients and carers on the most appropriate choices for self-care and direct queries to the pharmacist for further advice when purchasing over-the-counter medicines or general sales lists products.

Some over-the-counter medicines are contraindicated, e.g. decongestant use in circulatory disease, and inappropriate use could increase the risk of an unplanned hospital admission. Equally, some symptoms can be much more significant in certain long-term conditions, e.g. foot conditions in diabetes, and the attempted purchase of an over-the-counter medicine by a patient or carer could alert a pharmacist, leading to an appropriate referral.

ES7 provides the governance structure for the delivery of pharmacy services. This structure is set out within the Pharmaceutical Regulations 2013<sup>42</sup> and includes:

- Patient and public involvement programme
- Clinical audit programme
- Risk management programme
- Clinical effectiveness programme
- Staffing and staff programme
- Information governance programme

This essential service provides an opportunity to audit pharmacy services and to provide evidence for best practice and how pharmacy services contribute to meeting local health priorities within Hertfordshire.

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<sup>42</sup> Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/uksi/2013/349/contents/made>

### **6.3 Advanced services**

Evidence shows that up to half of medicines may not be taken as prescribed, or simply not taken at all. Advanced services have a role in highlighting issues with medicines, or appliance adherence issues, and in reducing waste through inappropriate or unnecessary use of medicines or appliances. Polypharmacy is highly prevalent in long-term conditions management. Advanced services provide an opportunity to identify issues with side effects, changes in dosage, confirmation that the patient understands the role of the medicine or appliance in their care and opportunities for medicine optimisation. Appropriate referrals can be made to GPs or other care settings, resulting in patients receiving a better outcome from their medicines and, in some cases, cost saving for the CCG. Advanced services may also identify other issues such as general mental health and wellbeing, providing an opportunity to signpost to other local services or service within the pharmacy, e.g. repeat dispensing.

Promotion of self-care is an important aspect to the management of many long-term conditions. Community pharmacists are well placed to help support patients and improve their outcomes through MUR and NMS.

The flu vaccination service is an established and cost-effective intervention which helps reduce hospital admissions in many long-term conditions and reduce risk in the elderly. This service helps support the priorities to help people live and work well and to age well.

### **6.4 Enhanced services**

Enhanced services are included within this assessment where they affect the need for pharmaceutical services, or where the further provision of these services would secure improvements or better access to pharmaceutical services.

There are currently no enhanced services commissioned in Hertfordshire.

### **6.5 Locally commissioned services**

Appendix A provides a summary of advanced and locally commissioned services (LCS) within Hertfordshire pharmacies, and Sections 4.1 and 4.2 a description. It is important to note the commissioning status of each service as this defines whether or not it is a locally commissioned service.

Locally commissioned services are included within this assessment where they affect the need for pharmaceutical services or where the further provision of these services would secure improvements or better access to pharmaceutical services. Some of these services are considered.

#### **6.5.1 Emergency hormonal contraception**

There is evidence that access to Emergency Hormonal Contraception (EHC) can reduce instances of unwanted pregnancy. Its use forms part of an overall national strategy to reduce the rate of teenage pregnancy within England, as recommended by NICE.

EHC is provided as a free service to females aged 15–25 years old presenting at pharmacies commissioned to provide this service. EHC is also available free of charge from specialist sexual health services and from GPs in Hertfordshire, under an NHS prescription. It may also be bought as an over-the-counter medication from many pharmacies.

As with most sexual health services, this service is now commissioned by HCC as part of its wider public health responsibilities, transferred to local government from the NHS by the Health and Social Care Act 2012<sup>43</sup>.

### **6.5.2 Chlamydia screening and treatment**

Chlamydia is the most common STI in Hertfordshire, with a diagnosis rate of 1,705 per 100,000 of the population in 2015. This is lower than the England average of 1,887. Stevenage locality has the highest rate of chlamydia diagnosis and is higher than the England average.

There is a strong evidence base for the effectiveness of chlamydia screening and treatment programmes in reducing the prevalence of chlamydia within the population.

Screening services are referred to as an enhanced service within the 2013 Directions<sup>44</sup>. They may be commissioned by NHS England as a pharmaceutical enhanced service but currently they are commissioned by HCC. NHS England may choose to commission this service from pharmacies in the future.

### **6.5.3 Smoking cessation service**

Smoking is the UK's single greatest cause of preventable illness and early death. Adults who smoke lose on average 13 to 14 years of their lives, and more than 86,000 people in the UK die from smoking each year. Smoking prevalence for adults in Hertfordshire overall (16%) is similar to the national (17%) and East of England (17%) averages.

HCC commissions a support to stop smoking service and 124 pharmacies provide the service. Support is also available from GP practices.

Stop smoking services are referred to as an enhanced service within the 2013 Directions. They may be commissioned by NHS England as a pharmaceutical enhanced service, but currently they are not in Hertfordshire.

NHS England may choose to commission this service from pharmacies in Hertfordshire in the future.

The capacity, quit rates and accessibility of all providers of stop smoking services within CCG localities, and within the whole of Hertfordshire, should be considered when establishing a service need and the commissioning intentions for pharmacies.

<sup>43</sup> Health and Social Care Act 2012 - <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

<sup>44</sup> 2013 Directions - [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/193012/2013-03-12\\_-\\_Advanced\\_and\\_Enhanced\\_Directions\\_2013\\_e-sig.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/193012/2013-03-12_-_Advanced_and_Enhanced_Directions_2013_e-sig.pdf)

## 6.6 Other services

HCC also commissions another provider, CGL Spectrum, to provide a needle exchange service and supervised consumption of opiates, who, in turn, contracts with local community pharmacies to provide these services.

### 6.6.1 Needle exchange service

This service is an integral part of the harm-reduction strategy for drug users. It aims to reduce the spread of blood-borne pathogens, e.g. Hepatitis B, Hepatitis C and HIV, and to act as a referral point for service users to other health and social care services.

There are currently 31 pharmacies commissioned to provide this service (as of January 2018) and there are providers in each locality.

Needle and syringe exchange services are referred to as an enhanced service within the 2013 Directions<sup>45</sup>. In theory, they may be commissioned by NHS England as a pharmaceutical enhanced service, but currently they are commissioned locally. NHS England may choose to commission this service from pharmacies in the future. This should be based upon a defined need within the population. It should also consider the capacity, activity and accessibility of all providers of needle and syringe exchange services within Hertfordshire when establishing a service need and the commissioning intentions for pharmacies.

### 6.6.2 Supervised consumption service

Community pharmacies have been used for a number of years in the provision of supervised consumption services. Supervised consumption involves the client consuming methadone or buprenorphine under the direct supervision of a pharmacist in a community pharmacy.

It is a medicines adherence service that 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

In Hertfordshire 111 pharmacies, or 44%, are commissioned to provide this service. These are geographically spread across the borough and the service is accessible in all 11 CCG localities.

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<sup>45</sup> The 2013 Directions -

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/193012/2013-03-12\\_-\\_Advanced\\_and\\_Enhanced\\_Directions\\_2013\\_e-sig.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/193012/2013-03-12_-_Advanced_and_Enhanced_Directions_2013_e-sig.pdf)

and amendment

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/266023/pharmaceutical\\_services\\_directions\\_amendment\\_2013.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/266023/pharmaceutical_services_directions_amendment_2013.pdf)



Supervised administration services are referred to as an enhanced service within the 2013 Directions<sup>46</sup> and may be commissioned by NHS England as a pharmaceutical enhanced service but currently they are commissioned by HCC. NHS England may choose to commission this service from pharmacies in the future. This should be based upon a defined need within the population. It should also consider the capacity, activity and accessibility of all providers of supervised administration substance misuse services within Hertfordshire when establishing a service need and the commissioning intentions for pharmacies.

## 6.7 PNA localities

The PNA is required to undertake detailed analysis at locality level. The steering group considered the analysis undertaken in the 2015 PNA, which stated the PNA localities at MSOA level, but the majority of data and analysis was at CCG locality level. Building on the strengths of the 2015 PNA, the steering group therefore decided to continue to use the 11 CCG localities as the localities within the 2018 Hertfordshire PNA and undertake an analysis at MSOA level where more detailed scrutiny is required. See Section 1.5.

There are 254 pharmacies within Hertfordshire. These are illustrated in Map 1 along with those pharmacies in neighbouring HWBs. Pharmacy opening times are listed in Sections 3.4.2, 3.4.3, 3.4.4, Map 3 and Appendix A.

As described in Section 1.5, the PNA steering group decided that the area should be divided into the 11 CCG localities.

- Lower Lea Valley
- North Hertfordshire
- Stevenage
- Stort Valley and Villages
- Upper Lea Valley
- Welwyn Hatfield
- Dacorum
- Hertsmere
- St Albans and Harpenden
- Watford and Three Rivers
- Royston

Substantial health data is available at this level, and populations and their health needs vary widely between CCG localities. This is illustrated to varying degrees per locality and discussed in detail in Section 2.

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<sup>46</sup> The 2013 Directions -

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/193012/2013-03-12\\_-\\_Advanced\\_and\\_Enhanced\\_Directions\\_2013\\_e-sig.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/193012/2013-03-12_-_Advanced_and_Enhanced_Directions_2013_e-sig.pdf)

and amendment

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/266023/pharmaceutical\\_services\\_directions\\_amendment\\_2013.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/266023/pharmaceutical_services_directions_amendment_2013.pdf)

Taking the health needs highlighted in each locality into consideration, this section considers the pharmaceutical service provision within each locality.

The analysis of travel times, opening hours and access to pharmacies in Hertfordshire as a whole has demonstrated adequate provision. Information at CCG locality level is contained in Map 1.

### **6.7.1 Lower Lea Valley**

Lower Lea Valley locality is made up of eight wards with a total population of 73,637. Population density varies throughout Lower Lea Valley with higher density toward the east of the locality. The majority of community pharmacies are located in the higher density areas. Life expectancy for both males and females is similar to the Hertfordshire averages (male 80.8, female 84.1). Lower Lea Valley contains Broxbourne district which is the most deprived district in Hertfordshire. A total of 78% of adults report high or very high happiness when questioned about their wellbeing. A total of 24% of adults are physically inactive and around 50% meet the recommended 'five-a-day'. It has the third highest percentage population for adults with excess weight. It has one of the lowest percentages for smoking prevalence, with only around 25% of residents recorded as smoking.

#### **6.7.1.1 Necessary services: current provision**

There are 17 community pharmacies in this locality, 14 of which are open on Saturdays. Ten are open after 6pm on weekdays and three are open on Sundays. The majority of pharmacies provide the MUR (16/17) and NMS (15/17) advanced services and 12/17 provide the flu vaccination advanced service. Access to necessary services is considered satisfactory by the steering group.

#### **6.7.1.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in Lower Lea Valley locality  
for the provision of necessary services**

#### **6.7.1.3 Other relevant services: current provision**

There are ten community pharmacies commissioned to provide the smoking cessation service. There are two providers of the needle exchange service and six providers of the supervised consumption of opiates service. There is one provider of the sexual health services and one provider of immediate access to emergency medicines.

#### **6.7.1.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

### **6.7.1.5 Other services**

A number of community pharmacies provide free prescription delivery services.

**No gaps have been identified for Lower Lea Valley locality  
for the provision of other services**

### **6.7.2 North Hertfordshire**

North Hertfordshire locality is made up of 20 wards with a total population of 113,515. Population density varies throughout the locality with the distribution of pharmacies located in the areas with higher population. North Hertfordshire has the highest percentage of its over-65 residents in care homes (15%). Life expectancy for both males and females is similar to the Hertfordshire averages (male 80.8, female 84.1). The BME population represents around 5% of the locality total. North Hertfordshire has areas of marked deprivation but also records the highest employment rate at 84%. A total of 78% of adults report high or very high happiness when questioned about their wellbeing. A total of 28% of adults are physically inactive and around 57% meet the recommended 'five-a-day'.

#### **6.7.2.1 Necessary services: current provision**

There are 22 community pharmacies in this locality, 19 of which are open on Saturdays. Thirteen are open after 6pm on weekdays, and five are open on Sundays. All the pharmacies provide the MUR (22/22) and NMS (22/22) advanced services and 20/22 the flu vaccination advanced service. Access to necessary services is considered satisfactory by the steering group. There are three GP dispensing practices in North Hertfordshire.

#### **6.7.2.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in North Hertfordshire locality  
for the provision of necessary services**

#### **6.7.2.3 Other relevant services: current provision**

The majority of community pharmacies (13/22) are commissioned to provide a smoking cessation service. There are three providers of the needle exchange service and 15 providers of the supervised consumption of opiates service. There are eight providers of the sexual health services and four providers of immediate access to emergency medicines.

#### **6.7.2.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

### 6.7.2.5 Other services

A number of community pharmacies provide free prescription delivery services.

**No gaps have been identified for North Hertfordshire locality**

There is currently a Lloyds Pharmacy in the locality which may be removed if the pharmacy is not sold to an alternative provider before 30 January 2018:

- Lloyds Pharmacy, 148 London Road, Knebworth SG3 6EY

However even if the pharmacy were to cease trading altogether, it is not considered that this would result in a gap in service provision, as there are many other pharmacies in the locality who provide the same services as Lloyds.

### 6.7.3 Stevenage

Stevenage locality is made up of 13 wards with a total population of 87,081. Stevenage has areas of high population density. It is reported that just over 4% of over-65-year-olds live in care homes. Both males and females born in Stevenage can expect to live shorter lives compared to the Hertfordshire averages (male 80.8, female 84.1) and the locality has the lowest life expectancy for both sexes. The BME population represents around 5% of the population of the locality total. This is the lowest percentage figure for any locality. Stevenage has pockets of marked deprivation and records the highest figure for violent crime in Hertfordshire. A total of 77% of the population is employed. A total of 79% of adults report high or very high happiness when questioned about their wellbeing. Stevenage has the highest percentage of adults who are physically inactive (32%) and the lowest percentage of population who meet the recommended 'five-a-day', at 47%. Stevenage has the highest proportion of adults with excess weight. The locality also has the highest mortality rate per 100,000 for both males and females and these are both above the England averages. Stevenage shows the highest under-75 mortality rate from cardiovascular disease and cancer and has one of the highest prevalence figures for mental health disorders and diabetes. The locality has the highest rate of chlamydia diagnosis.

Overall Stevenage locality is one of the worst performing when we look at the health and wellbeing outcomes, but it should be noted that many of the outcomes are similar to the England average.

#### 6.7.3.1 Necessary services: current provision

There are 23 community pharmacies in this locality, 20 of which are open on Saturdays. Ten are open after 6pm on weekdays, and eight are open on Sundays. All 23 pharmacies provide the MUR and NMS and 19 provide the flu vaccination advanced service. There is also one GP dispensing practice in Stevenage. Access to necessary services is considered satisfactory by the steering group.

**6.7.3.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in Stevenage locality for the provision of necessary services**

**6.7.3.3 Other relevant services: current provision**

A total of 11 community pharmacies (48%) provide the smoking cessation service. There are three providers of the needle exchange service and 13 providers of the supervised consumption of opiates service. There are nine providers of the sexual health service and two providers of immediate access to emergency medicines. Opportunities may exist to reduce the burden of disease or years of life lost by improved screening of at-risk patients and better management of patients currently under treatment.

**6.7.3.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

**6.7.3.5 Other services**

A number of community pharmacies provide free prescription delivery services.

**No further gaps have been identified for Stevenage locality**

**6.7.4 Stort Valley and Villages**

Stort Valley and Villages is made up of ten wards in the East Hertfordshire district, with a total population of 60,893. 11% of the over-65 population is reported as living in care homes. Life expectancy for both males and females is similar to the Hertfordshire averages (male 80.8, female 84.1).

The BME population represents around 3% of the locality total and is the lowest in Hertfordshire. Stort Valley and Villages has pockets of marked deprivation. It records one of the highest employment figures at 82%. A total of 73% of adults report high or very high happiness when questioned about their wellbeing, which is the second lowest in Hertfordshire. A total of 20% of adults are physically inactive, which is the best in Hertfordshire, and around 60% meet the recommended 'five-a-day'. It has the third highest smoking prevalence and the third lowest under-75 mortality rate from cardiovascular disease, at 59%.

**6.7.4.1 Necessary services: current provision**

There are ten community pharmacies in this locality, four of which are open after 6pm on weekday evenings. Eight are open on Saturdays and two on Sundays.

The majority of pharmacies provide the MUR (9/10) and NMS (9/10) advanced services and 8/10 the flu vaccination advanced service. There is one GP dispensing practice in the locality. Access to necessary services is considered satisfactory by the steering group.

#### **6.7.4.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in Stort Valley and Villages locality**

#### **6.7.4.3 Other relevant services: current provision**

There are five community pharmacies commissioned to provide the smoking cessation service. There are two providers of the needle exchange service and five providers of the supervised consumption of opiates service. There are two providers of sexual health services and one provider of immediate access to emergency medicines.

#### **6.7.4.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

#### **6.7.4.5 Other services**

A number of community pharmacies provide free prescription delivery services.

**No gaps have been identified for Stort Valley and Villages locality**

There is currently a Lloyds Pharmacy in the locality which may be removed if the pharmacy is not sold to an alternative provider before 29 January 2018:

- Lloyds Pharmacy, 17 South Street, Bishop's Stortford CM23 3AB

However even if the pharmacy were to cease trading altogether, it is not considered that this would result in a gap in service provision, as there are many other pharmacies in the locality who provide the same services as Lloyds.

#### **6.7.5 Upper Lea Valley**

Upper Lea Valley locality is made up of 23 wards with a total population of 113,927. Population density is mainly on the low side (0–3,600/sq km) but there are pockets of higher density population. 11% of over-65-year-olds are reported as living in care homes. Life expectancy for both males and females is similar to the Hertfordshire averages (male 80.8, female 84.1). The BME population represents around 3% of the locality total. Upper Lea Valley has pockets of marked deprivation.

Employment is recorded at 82%. A total of 73% of adults report high or very high happiness when questioned about their wellbeing, which is one of the lowest in Hertfordshire. A total of 20% of adults are physically inactive and around 60% meet the recommended 'five-a-day'. Upper Lea Valley has the lowest percentage of children (10-11%) recorded as obese. It does, however, have the joint third highest smoking percentage prevalence.

#### **6.7.5.1 Necessary services: current provision**

There are 25 community pharmacies in this locality, 24 of which are open on Saturdays. Eleven are open after 6pm on weekdays, and five are open on Sundays. One of the pharmacies is a distance-selling pharmacy and this is new to the locality compared with the 2015 PNA. The majority of pharmacies provide the MUR (23/25) and NMS (23/25) advanced services and 19/25 the flu vaccination advanced service. There are two GP dispensing practices in Upper Lea Valley. Access to necessary services is considered satisfactory by the steering group.

#### **6.7.5.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in Upper Lea Valley locality**

#### **6.7.5.3 Other relevant services: current provision**

There are seven community pharmacies commissioned to provide the smoking cessation service. There are four providers of the needle exchange service and 16 providers of the supervised consumption of opiates service. There are four providers of sexual health services and one provider of immediate access to emergency medicines.

#### **6.7.5.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

#### **6.7.5.5 Other services**

A number of community pharmacies provide free prescription delivery services.

**No gaps have been identified for Upper Lea Valley locality**

### **6.7.6 Welwyn Hatfield**

Welwyn Hatfield locality is made up of 16 wards with a total population of 116,627. Population density varies throughout Welwyn Hatfield with very high-density populations (7,100–35,500/sq km) in some parts of the locality and reasonably low (0–1,800/sq km) in others. 9% of over-65-year-olds are reported as living in care homes.

Life expectancy for both males and females is similar to the Hertfordshire averages (male 80.8, female 84.1). The BME population represents around 10% of the locality total, which is one of the highest in Hertfordshire. Welwyn Hatfield has pockets of marked deprivation and is the second highest locality in Hertfordshire with regard to crime deprivation. It records the lowest employment figure at 74%. A total of 78% of adults report high or very high happiness when questioned about their wellbeing. A total of 28% of adults are physically inactive and around 50% meet the recommended 'five-a-day'. However, Welwyn Hatfield has the lowest proportion of adults with excess weight. It does, however, have the second highest smoking prevalence. Welwyn Hatfield has the third highest under-75 mortality rates from cardiovascular disease.

#### **6.7.6.1 Necessary services: current provision**

There are 22 community pharmacies in this locality, 21 of which are open on Saturdays. Eight are open after 6pm on weekdays and nine are open on Sundays. The majority of pharmacies provide the MUR (17/21) and NMS (15/21) advanced services and 16/21 the flu vaccination advanced service. Access to necessary services is considered satisfactory by the steering group.

#### **6.7.6.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in Welwyn Hatfield locality**

#### **6.7.6.3 Other relevant services: current provision**

The majority of community pharmacies (14) are commissioned to provide a smoking cessation service. There are two providers of the needle exchange service and nine providers of the supervised consumption of opiates service. There are eight providers of sexual health services and two providers of immediate access to emergency medicines.

#### **6.7.6.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

#### **6.7.6.5 Other services**

A number of community pharmacies provide free prescription delivery services.

**No gaps have been identified for Welwyn and Hatfield locality**

There is currently a Lloyds Pharmacy in the locality which may be removed if the pharmacy is not sold to an alternative provider before 26 January 2018:

- Lloyds Pharmacy, 84 Haldens, Welwyn Garden City AL7 1DD



However even if the pharmacy were to cease trading altogether, it is not considered that this would result in a gap in service provision, as there are many other pharmacies in the locality who provide the same services as Lloyds.

### **6.7.7 Dacorum**

Dacorum locality is made up of 25 wards with a total population of 152,692. Population density varies throughout Dacorum with the higher densities being found in the east of the locality. The distribution of pharmacies correlates well with the population densities. Around 13% of the over-65 population is reported as living in care homes. Life expectancy for both males and females is similar to the Hertfordshire averages (male 80.8, female 84.1). The BME population represents around 4% of the locality total, which is one of the lowest in Hertfordshire. Dacorum has areas of moderate-to-high deprivation and these are concentrated to the north and east of the locality as well as the north-west. Dacorum is the most deprived locality in terms of income deprivation. The distribution of pharmacies is higher in areas of greater deprivation. It does, however, record the joint highest employment rate at 84%. Dacorum has the lowest percentage of adults who report high or very high happiness when questioned about their wellbeing, at 71%. A total of 31% of adults are physically inactive, the second highest in Hertfordshire, and around 54% meet the recommended 'five-a-day'. The locality also has the second highest recorded excess weight in adults at 63%.

#### **6.7.7.1 Necessary services: current provision**

There are 30 community pharmacies in this locality, 29 of which are open on Saturdays. Sixteen are open after 6pm on weekdays, and seven are open on Sundays. The majority of pharmacies provide the MUR (29/30) and NMS (27/30) advanced services and 25/30 the flu vaccination advanced service. There are two GP dispensing practices in Dacorum. Access to necessary services is considered satisfactory by the steering group.

#### **6.7.7.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in Dacorum locality**

#### **6.7.7.3 Other relevant services: current provision**

The majority of community pharmacies (19) are commissioned to provide a smoking cessation service. There are four providers of the needle exchange service and 12 providers of the supervised consumption of opiates service. There are eight providers of sexual health services and two providers of immediate access to emergency medicines.

**6.7.7.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

**6.7.7.5 Other services**

A number of community pharmacies provide free prescription delivery services.

**No gaps have been identified for Dacorum locality**

**6.7.8 Hertsmere**

Hertsmere locality is made up of 13 wards with a total population of 90,856. Population density varies throughout Hertsmere, but community pharmacies are concentrated in those areas with highest population. 11% of over-65-year-olds are reported as living in care homes. Life expectancy for both males and females is similar to the Hertfordshire averages (male 80.8, female 84.1). The BME population represents around 10% of the locality total, which is one of the highest in Hertfordshire. Hertsmere has pockets of marked deprivation. It records the second lowest employment figure at 76%. A total of 79% of adults report high or very high happiness when questioned about their wellbeing. A total of 21% of adults are physically inactive, which is the second best in Hertfordshire and it records the highest percentage of population (60%) who meet the recommended 'five-a-day'. It has the highest smoking prevalence in Hertfordshire.

**6.7.8.1 Necessary services: current provision**

There are 26 community pharmacies in this locality, 15 of which are open after 6pm on weekdays. Twenty-three are open on Saturdays and three on Sundays. The majority of pharmacies provide the MUR (23/26) and NMS (23/26) advanced services and 18/26 the flu vaccination advanced service. Access to necessary services is considered satisfactory by the steering group.

**6.7.8.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in Hertsmere locality**

**6.7.8.3 Other relevant services: current provision**

There are 11 community pharmacies commissioned to provide a smoking cessation service. There are two providers of the needle exchange service and nine providers of the supervised consumption of opiates service. There are three providers of sexual health services and one provider of immediate access to emergency medicines.

**6.7.8.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

**6.7.8.5 Other services**

A number of community pharmacies provide free prescription delivery services.

**No gaps have been identified for Hertsmere locality**

There is currently a Lloyds Pharmacy in the Hertsmere locality which may be removed if the pharmacy is not sold to an alternative provider before 26 January 2018:

- Lloyds Pharmacy, 16 The Broadway, Potters Bar EN6 2HT

However even if the pharmacy were to cease trading altogether, it is not considered that this would result in a gap in service provision, as there are many other pharmacies in the locality who provide the same services as Lloyds.

**6.7.9 St Albans and Harpenden**

St Albans and Harpenden locality is made up of 20 wards with a total population of 146,282. Population density varies throughout and local community pharmacies are concentrated in those areas of higher population density. 14% of over-65-year-olds are reported as living in care homes. The locality has the fourth highest life expectancy for males and females, although rates are very similar across most of Hertfordshire. The BME population represents around 6% of the locality total.

St Albans and Harpenden has pockets of mixed deprivation but overall is the least deprived district. Employment is recorded at 80%. A total of 84% of adults report high or very high happiness when questioned about their wellbeing, which is the highest in Hertfordshire. A total of around 60% meet the recommended 'five-a-day'. St Albans locality records the lowest rate of childhood obesity in the 4–5-year-old age group and the second lowest percentage of adults with excess weight. It records the lowest smoking prevalence in Hertfordshire.

**6.7.9.1 Necessary services: current provision**

There are 27 community pharmacies in this locality, 24 of which are open on Saturdays. Eighteen are open after 6pm on weekdays, and six are open on Sundays. The majority of pharmacies provide the MUR (27/27) and NMS (25/27) advanced services and 24/27 the flu vaccination advanced service. Access to necessary services is considered satisfactory by the steering group.

**6.7.9.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in St Albans and Harpenden locality**

#### **6.7.9.3 Other relevant services: current provision**

There are seven community pharmacies commissioned to provide a smoking cessation service. There are two providers of the needle exchange service and eight providers of the supervised consumption of opiates service. There are six providers of sexual health services and two providers of immediate access to emergency medicines.

#### **6.7.9.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

#### **6.7.9.5 Other services**

A number of community pharmacies provide free prescription delivery services.

**No gaps have been identified for St Albans and Harpenden locality**

#### **6.7.10 Watford and Three Rivers**

Watford and Three Rivers locality is made up of 27 wards with a total population of 201,978, which is the highest populated CCG locality. Population density varies throughout Watford and Three Rivers, with the higher density being concentrated in the east of the locality. The majority of community pharmacies are located in the higher populated areas. 10% of the over-65 population is reported as living in care homes. Life expectancy for both males and females is similar to the Hertfordshire averages (male 80.8, female 84.1).

The BME population represents 16% of the locality total, which is the highest in Hertfordshire. Watford and Three Rivers has pockets of marked deprivation; higher levels are seen in the east and south-west of the locality, and Watford is ranked the highest for crime deprivation in Hertfordshire.

Employment stands at 82%. A total of 81% of adults report high or very high happiness when questioned about their wellbeing. A total of 29% of adults are physically inactive and around 54% meet the recommended 'five-a-day'. Three Rivers has the second lowest smoking prevalence in members of the general population. Watford has the second highest under-75 mortality rate from cardiovascular disease, whereas Three Rivers has the lowest.

**6.7.10.1 Necessary services: current provision**

There are 47 community pharmacies in this locality, which is the highest for any locality. There are three distance-selling pharmacies and three 100-hour pharmacies in the locality. Twenty-six community pharmacies are open after 6pm on weekdays, 44 are open on Saturdays and ten are open on Sundays. The majority of pharmacies provide the MUR (37/47) and NMS (36/47) advanced services and 31/47 the flu vaccination advanced service. There is one GP dispensing practice in the locality. Access to necessary services is considered satisfactory by the steering group.

**6.7.10.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in Watford and Three Rivers locality**

**6.7.10.3 Other relevant services: current provision**

The majority of community pharmacies (25) are commissioned to provide a smoking cessation service. There are six providers of the needle exchange service and 14 providers of the supervised consumption of opiates service. Eleven provide sexual health services and two provide immediate access to emergency medicines.

**6.7.10.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

**6.7.10.5 Other services**

A number of community pharmacies provide free prescription delivery services.

**No gaps have been identified for Watford and Three Rivers locality**

**6.7.11 Royston**

Royston is located in the Cambridge and Peterborough CCG locality and forms part of the North Hertfordshire LA district. It consists of four wards, with a total population of 19,232. Life expectancies for both males and females are similar to the Hertfordshire averages (male 80.8, female 84.1). The BME population represents around 5% of the locality total. Royston has medium-to-lower deprivation levels. It records the highest employment figure at 84%. A total of 78% of adults report high or very high happiness when questioned about their wellbeing. A total of 28% of adults are physically inactive and around 57% meet the recommended 'five-a-day'.

**6.7.11.1 Necessary services: current provision**

There are five community pharmacies in this locality, two of which are open beyond 6pm on weekdays. In addition, there are three GP dispensing practices open beyond 6pm on weekdays. Four community pharmacies are open on Saturdays and two on Sundays. All the pharmacies provide the MUR, NMS and flu vaccination advanced services. There are three GP dispensing practices in Royston. Access to necessary services is considered satisfactory by the steering group.

**6.7.11.2 Necessary services: gaps in provision**

No gaps have been identified in service provision for necessary services.

**No gaps have been identified in Royston locality**

**6.7.11.3 Other relevant services: current provision**

There are two community pharmacies commissioned to provide a smoking cessation service, one the needle exchange service and five providers of the supervised consumption of opiates service. There are three providers of sexual health services and one provider of immediate access to emergency medicines.

**6.7.11.4 Improvements and better access: gaps in provision**

No improvements or need for better access have been identified.

**6.7.11.5 Other services**

A number of community pharmacies provide free prescription delivery services.

**No gaps have been identified for Royston locality**

**6.8 Necessary services – gaps in service provision**

For the purposes of this PNA, necessary services are defined as:

- Essential services provided at all premises on the pharmaceutical list during all the opening hours of the pharmacy in line with their terms of service as set out in the Pharmaceutical Regulations 2013
- Advanced services in line with their terms of service as set out in the Pharmaceutical Regulations 2013<sup>47</sup>

The PNA has considered the White Paper 'Pharmacy in England: Building on strengths – delivering the future', which states that it is a strength of the current system that community pharmacies are easily accessible<sup>48</sup>.

<sup>47</sup> Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/uksi/2013/349/contents/made>

<sup>48</sup> Department of Health White Paper. Pharmacy in England: Building on strengths – delivering the future'. April 2008 - <http://www.official-documents.gov.uk/document/cm73/7341/7341.pdf>

The steering group considers that the population of Hertfordshire currently experiences this situation in all 11 CCG localities.

The following have been considered when assessing the provision of necessary services in Hertfordshire and each of the 11 CCG localities:

- Map showing the 1.6 km buffers around pharmacies indicates that the majority of Hertfordshire residents are within 1.6 km of a pharmacy (Map 2)
- Population density per square km by ONS Mid 2015 estimates and the relative location of pharmacy premises (Map 4)
- IMD and deprivation ranges compared to the relative location of pharmacy premises (Map 5)
- BME % population compared to the relative location of pharmacy premises (Map 6)
- Percentage of population of Hertfordshire and the average daytime travel times to nearest community pharmacy (Table 9)
- Using average drive time, 98.6% of residents can access a pharmacy by car within ten minutes (Maps 7 and 8)
- Using average public transport times, between 96.9% and 97% of residents can access a pharmacy within 20 minutes dependent on travel between 1pm and 5pm or 9am and 1pm, respectively (Maps 9 and 10)
- Using average walking times, 86.7% of residents can access a pharmacy within 20 minutes, increasing to 93.7% of residents within 30 minutes (Map 11)
- The location of pharmacies and GP dispensing practices within each of the 11 CCG localities and across the whole of Hertfordshire (Map 1)
- The number, distribution and opening times of pharmacies within each of the 11 CCG localities and across the whole of Hertfordshire (Appendix A and Map 1)
- The choice of pharmacies covering each of the 11 CCG localities (Appendix A)
- Results of the public questionnaire (Section 5)
- Key housing and care home development sites in Hertfordshire (Appendix J)
- Projected population growth

In all 11 CCG localities, there are pharmacies open beyond what may be regarded as normal hours in that they provide pharmaceutical services during supplementary hours in the evening during the week and are open on Saturday and Sunday. For those CCG localities that have no late evening pharmaceutical provision, there are what are considered by the steering group to be easily accessible alternative pharmacies in either the surrounding CCG localities or in neighbouring HWBs. There are fourteen 100-hour pharmacies within Hertfordshire (Table 8, Section 3.1.2) and 23 late-night pharmacies open until at least 8pm on weekdays or weekends.

Hertfordshire is characterised by having large variations in population densities, large areas of open space, as illustrated in Map 4, and high levels of access to pharmacies, with:

- The majority of residents in Hertfordshire located within 1.6 km of their nearest pharmacy, as illustrated in Map 2
- Between 85.5% and 100% of residents able to access their nearest pharmacy in 20 minutes by car, public transport or walking, as illustrated by Maps 7 to 11

The PNA has concluded that there is no gap in necessary service provision.

The PNA steering group has considered the housing plans over the life of this PNA and considers that there are no gaps in the future provision of pharmaceutical services in the areas covering these new populations. This will be monitored over the next three years and supplementary statements published if required.

### **6.9 Improvements and better access – gaps in service provision**

The steering group considers it is those services provided in addition to those considered necessary for the purpose of this PNA that should reasonably be regarded as providing either an improvement or better access to pharmaceutical provision.

The PNA recognises that any addition of pharmaceutical services by location, provider, hours or services should be considered, however, a principle of proportionate consideration should apply.

The public questionnaire did not record any specific themes relating to pharmacy opening times (Section 5). This and other information on current provision allows us to conclude, therefore, that there is no significant information to indicate there is a gap in the current provision of pharmacy opening times.

The same conclusion is reached in considering whether there is any future specified circumstance that would result in creating a gap in pharmaceutical provision at certain times based upon the current information and evidence available.

The PNA notes that there are variations in the number of contractors who provide LCS and other services within each locality. However, access to these and advanced services are considered adequate in each locality and residents have good access to all services.

Based on current information, the PNA has not identified a need to commission any enhanced pharmaceutical services not currently commissioned.

The steering group considered the major new housing developments for which firm plans have been approved – see Appendix J. For each development planned over the three-year lifespan of this PNA, the steering group was satisfied that current pharmaceutical service provision is adequate for the new developments and no future gap in service provision exists. This will be monitored and supplementary statements published if required.



It is anticipated that, in all cases, pharmaceutical service providers will make reasonable adjustments under the Equality Act 2010 to ensure services are accessible to all populations. The PNA was not provided with any evidence to identify a gap in service provision for any specific population.

## Section 7: Conclusions

The PNA is required to clearly state what is considered to constitute necessary services as required by paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

For the purposes of the PNA, necessary services are defined as essential services and advanced services. Details of these services are found in Section 1.3.1 of this document.

For the purpose of this PNA, enhanced services are defined as pharmaceutical services which secure improvements or better access, or which have contributed to localities meeting the need for pharmaceutical services in Hertfordshire.

For the purpose of this PNA, locally-commissioned services are those which secure improvements or better access to, or which have contributed towards meeting the need for, pharmaceutical services in Hertfordshire, and are commissioned by the CCG or local authority, rather than NHS England.

The steering group recognises that a number of HWBs which border Hertfordshire contribute toward meeting the pharmaceutical needs of its residents, and their contribution has been taken into consideration where appropriate. No other relevant services have been identified from outside the HWB area which have secured improvements or better access in Hertfordshire.

### 7.1. Necessary services

#### 7.1.1 Essential services

In order to assess the provision of essential services against the needs of the residents of Hertfordshire, access (average daytime travel times by car, public transport and walking) and opening hours are considered the most important factors in determining the extent to which the current provision of essential services meets the needs of the population.

##### ***7.1.1.1 Essential services – normal working hours***

The PNA has determined that the average drive times, walking times and opening hours of pharmacies in all 11 CCG localities are reasonable in all the circumstances to meet the needs of the population.

**There is no current gap in the provision of essential services during normal working hours across Hertfordshire to meet the needs of the population**

##### ***7.1.1.2 Essential services – outside normal working hours***

Supplementary opening hours are offered in each locality. There are 14 100-hour pharmacies present within Hertfordshire and 23 'late-night' pharmacies open beyond 8pm on weekdays or weekends.

These pharmacies are geographically spread across Hertfordshire, but are not present in all the CCG localities. While there are no-late night or 100-hour pharmacies in the Hertsmere, Royston and Stort Valley and Villages localities, this does not constitute a gap in provision. 91% of pharmacies are open on Saturdays and 24% on Sundays, and these are spread across CCG localities.

Based upon a number of factors including population density, access to pharmacies (including extended hours) and the results of the public questionnaire (although not necessarily statistically representative) in Hertfordshire, the assessment concluded that there is no gap in service which would equate to the need for access to essential services outside normal hours. The PNA will be reviewed to consider the impact of any changes in the future where there is evidence that a need exists.

**There are no current gaps in the provision of essential services outside of normal working hours across Hertfordshire to meet the needs of the population**

#### 7.1.2 Advanced services

Based upon a number of factors including population density, access to pharmacies providing advanced services and the results of the public questionnaire (although not necessarily statistically representative) in Hertfordshire, the assessment concluded that there is no identified gap in the provision of advanced services. Medicines Use Reviews (MURs) are available on average in 92% of pharmacies, New Medicine Service (NMS) in 89% and flu vaccination in 78%. There is good provision of these advanced services across each CCG locality, with some CCG localities having 100% of contractors providing the services.

**There are no current gaps in the provision of advanced services across Hertfordshire to meet the needs of the population**

#### 7.1.3 Enhanced services

There has been no identified need for any specific enhanced services currently in Hertfordshire. A number of enhanced services currently provided are detailed in the full document, however a full analysis has not been conducted on which enhanced service might be of benefit as this is out of the scope of the PNA.

**There are currently no identified gaps in the provision of enhanced services across Hertfordshire to meet the needs of the population**

### 7.1.4 Future provision of necessary services

Based upon responses to the public, pharmacy contractor, commissioner and GP dispensing practice questionnaires, the PNA has not identified any pharmaceutical services that are not currently provided but that will, in specified future circumstances, need to be provided in order to meet a need for pharmaceutical services in any of the 11 CCG localities.

**No current gaps in the need for pharmaceutical services in specified future circumstances have been identified across Hertfordshire to meet the needs of the population**

### 7.2 Improvements and better access – gaps in provision

As required by paragraph 4 of Schedule 1 to the Pharmaceutical Regulations 2013:

#### 7.2.1 Current and future access to essential services

Based upon a number of factors including population density, access to pharmacies (including extended hours) and the results of the public questionnaire (although not necessarily statistically representative) in Hertfordshire, the assessment concluded that Hertfordshire has not identified any services that would, if provided either now or in future specified circumstances, secure improvements or better access to essential services in any of the 11 CCG localities.

**No current gaps have been identified in essential services that if provided either now or in the future would secure improvements or better access to essential services across Hertfordshire to meet the needs of the population**

#### 7.2.2 Current and future access to advanced services

In 2015-16 MURs, NMS and flu vaccination (2016-17) services were available in pharmacies across all CCG localities. Where applicable, all pharmacies and pharmacists should be encouraged to become eligible to deliver advanced services in all pharmacies across all CCG localities. This will mean that more eligible patients are able to access and benefit from these services.

Demand for the appliance advanced services – Stoma Appliance Customisation (SAC) and Appliance Use Review (AURs) – is lower than for the other two advanced services due to the much smaller proportion of the population that may require these services. Pharmacies and Dispensing Appliance Contractors (DACs) may choose which appliances they provide and may also choose whether or not to provide the two related advanced services.

The PNA would encourage those contractors in the area that do provide appliances to become eligible to deliver these advanced services where appropriate.

**There are no current gaps in the provision of advanced services at present or in the future that would secure improvement or better access to advanced services across Hertfordshire to meet the needs of the population**

### 7.2.3 Current and future access to enhanced services

NHS England does not currently commission any enhanced services from pharmacies in Hertfordshire.

Some of the enhanced services listed in the 2013 Directions are now commissioned directly by HCC – sexual health and stop smoking services – and they also commission a needle exchange and supervised consumption service through CGL Spectrum who then contracts community pharmacies to provide the service. All these services, therefore, fall outside of the definition of both enhanced services and pharmaceutical services.

There are no gaps identified in respect of securing improvements or better access to enhanced services provision on a locality basis as identified either now or in specified future circumstances.

**No current gaps have been identified that if provided either now or in the future would secure improvements or better access to enhanced services across Hertfordshire to meet the needs of the population**

### 7.3 Other services

As required by paragraph 5 of Schedule 1 to the Pharmaceutical Regulations 2013, the PNA has had regard for any other services that may affect the need for pharmaceutical services in Hertfordshire.

No other services have been identified which affect the need for pharmaceutical service provision.

HCC commissions a number of services from providers who, in turn, contract with pharmacies within Hertfordshire to support the provision of these services. The needle exchange and supervised consumption of opiates are commissioned via CGL Spectrum. There are 31 providers of needle exchange and 111 of supervised consumption. There are providers in each locality. As HCC does not commission these services directly they are not considered as Locally Commissioned Services (LCS).

**Based on current information, no current gaps have been identified in respect of securing improvements or better access to other services either now or in specified future circumstances across Hertfordshire to meet the needs of the population**

### 7.3.1 Locally commissioned services

With regard to enhanced services and Locally Commissioned Services (LCS), the PNA is mindful that only those commissioned by NHS England are regarded as pharmaceutical services. The absence of a particular service being commissioned by NHS England is in some cases addressed by a service being commissioned through HCC, as in the case of sexual health or stop smoking services.

In addition, Hertfordshire has three different CCGs within its boundary, namely East and North Hertfordshire CCG, Herts Valleys CCG and Cambridge and Peterborough CCG (which covers the Royston locality). Both Herts Valleys CCG and East and North Herts CCG commission an immediate access to medicines service. Cambridge and Peterborough CCG does not commission any services from community pharmacies. This PNA identifies these services as LCS.

With regard to the needle exchange and supervised consumption of opiates commissioned via CGL Spectrum, there are 31 providers of needle exchange and 111 of supervised consumption. There are providers of each of these services in every locality.

Sexual health services are provided by 63 pharmacies and stop smoking services by 124 pharmacies. These are available across each of the CCG localities.

However, based on current information the steering group has not considered that any of these LCS should be decommissioned, or that any of these services should be expanded. Based on current information, the PNA has not identified a need to commission any enhanced or pharmaceutical services not currently commissioned.

A full analysis has not been conducted on which LCS might be of benefit as this is out of the scope of the PNA.

**Based on current information no current gaps have been identified in respect of securing improvements or better access to locally commissioned services, either now or in specific future circumstances across Hertfordshire to meet the needs of the population**

## Appendix A: List of pharmaceutical service providers in Hertfordshire

### Dacorum locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
20A	FKG66	Community	Spa Healthcare (UK) Ltd	Markyate Pharmacy	40 High Street, Markyate AL3 8PB	09:00-19:00 Wed 09:00-18:00	09:00-13:00	Closed	N	Y	N	N	N	Y	N	N	Y	Y	N	N	Y
6	FG698	Community	Boots UK Ltd	Boots Pharmacy	149 The Marlowes, Hemel Hempstead HP1 1BB	08:30-18:00	08:30-18:00	10:30-16:30	N	N	Y	Y	N	Y	N	N	Y	Y	N	N	Y
24	FXP86	Community	Superdrug Stroes PLC	Superdrug Pharmacy	184-186 Marlowes, Hemel Hempstead HP1 1BH	08:30-17:30 Closed 12:00-12:30	09:00-17:30 Closed 12:00-12:30	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
8	FP663	Community	B & A Pharma Ltd	Byrons Chemist	49a St John's Road, Hemel Hempstead HP1 1QQ	09:00-17:30 Mon, Fri Closed 13:00-14:00 Wed 09:00-13:00	09:00-13:00	Closed	N	N	N	Y	Y	N	N	N	Y	Y	N	N	Y
21	FH780	Community	Firstline Pharmacy Ltd	Nash Chemists	54 Long Chaulden, Hemel Hempstead HP1 2HX	09:00-18:00 Closed 13:00-14:00	09:00-13:00	Closed	N	N	N	Y	Y	Y	N	N	Y	Y	N	N	Y
7	FN885	Community	Boots UK Ltd	Boots Pharmacy	31 Stoneycroft, Hemel Hempstead HP1 2QF	08:00-18:30	09:00-17:30	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y
9	FDY82	Community	Gadebridge Enterprises Ltd	Gadebridge Pharmacy	12 Rossgate, Hemel Hempstead HP1 3LG	09:00-17:00	Closed	Closed	N	N	N	N	N	Y	N	N	Y	N	N	N	N

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG Immediate access to emergency meds	East and North Herts CCG Immediate access to emergency meds	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
18	FJY68	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	38 The Queen's Square, Hemel Hempstead HP2 4ER	08:30-21:00	09:00-20:00	10:00-14:00	N	N	N	Y	Y	N	N	N	Y	Y	N	Y	Y
14	FL602	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Everest House Surgery, Everest Way, Hemel Hempstead HP2 4HY	08:00-18:30	09:00-12:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	Y	Y
30	FGM13	100 Hour	Tesco Stores Ltd	Tesco Pharmacy	Jarman Way, Hemel Hempstead HP2 4JS	07:00-23:00 Mon 08:00-23:00	07:00-22:00	10:00-16:00	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y
23	FRW03	Community	L Rowland & Co (Retail) Ltd	Rowlands Pharmacy	Fernville Surgery, Midland Road, Hemel Hempstead HP2 5BL	08:00-18:30 Tues, Thu 08:00-20:00 Closed 13:00-13:30	08:00-12:00	Closed	N	N	N	N	N	N	N	N	N	N	N	Y	N
13	FJ228	Community	Century Pharmaceutical Ltd	Jupiter Chemist	4 The Heights, Hemel Hempstead HP2 5NX	09:00-18:00	09:00-13:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
27	FMY77	Community	Patel RA	Woods Pharmacy	2 Bellgate, Hemel Hempstead HP2 5SB	09:00-18:00 Closed 13:00-14:00	09:00-13:00	Closed	N	N	Y	Y	Y	Y	N	N	Y	N	N	N	Y
10	FFE61	Community	Aarjay Healthcare Ltd	Grovehill Pharmacy	2 Henry Wells Square, Hemel Hempstead HP2 6BJ	09:00-18:00 Closed 13:00-14:00	09:00-13:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	N
26	FLP62	Community	Aarjay Healthcare Ltd	Woodhall Pharmacy	4 Shenley Road, Hemel Hempstead HP2 7QH	09:00-18:15 Closed 13:00-14:00 Thu 09:00-18:00	09:00-13:00	Closed	N	Y	N	N	N	Y	N	N	Y	Y	N	N	N
15	FLH81	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	66 High Street, Tring HP23 4AG	09:00-18:00	09:00-17:30	Closed	Y	N	N	Y	N	Y	N	N	Y	Y	N	Y	Y



Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG Immediate access to emergency meds	East and North Herts CCG Immediate access to emergency meds	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
22	FQ171	Community	Mansons Chemist Ltd	Rooney Chemist	4 Dolphin Square, Tring HP23 5BN	09:00-18:30	09:00-17:30	Closed	N	N	N	N	N	N	N	Y	Y	N	N	Y	
16	FGP13	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	20 Chapel Street, Weston Road, Tring HP23 6BL	08:30-19:00	08:30-12:30	Closed	Y	N	Y	Y	Y	N	N	Y	Y	N	Y	Y	
19	FW452	Community	Manor Pharmacy (Wheathampstead) Ltd	Manor Pharmacy	37 High Street, Bovingdon HP3 0HG	09:00-18:30	09:00-14:00	Closed	Y	Y	N	N	Y	Y	N	Y	Y	N	N	Y	
2	FR871	Community	Boots UK Ltd	Boots Pharmacy	24 Bennetts Gate, Hemel Hempstead HP3 8EW	08:30-18:30 Closed 13:00-14:00	09:00-17:30	Closed	N	N	Y	Y	N	Y	N	Y	Y	N	N	Y	
25	FL149	Community	Rosemead Ltd	Village Pharmacy	7 Village Centre, Hemel Hempstead HP3 8QG	09:00-18:00	09:00-13:00	Closed	N	Y	N	N	N	Y	N	Y	Y	N	N	N	
28	FL144	100 Hour	Bennetts End Ltd	Bennetts End Pharmacy	Gatecroft, Hemel Hempstead HP3 9LY	08:00-23:00	08:30-21:00	08:30-21:00	N	N	N	N	N	Y	Y	N	Y	Y	N	N	Y
17	FD248	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Sainsbury's, London Road, Hemel Hempstead HP3 9QZ	08:00-20:00	08:00-20:00	10:00-16:00	N	N	N	N	N	Y	N	Y	Y	N	N	Y	
29	FM858	100 Hour	Canary Trading Company Ltd	Speedwell Pharmacy	161 London Road, Hemel Hempstead HP3 9SQ	Mon, Tues 07:00-22:00 Wed-Thu 07:45-22:00 Fri 08:00-22:00	08:00-22:00	08:30-22:00	N	N	N	N	N	Y	N	Y	Y	N	N	Y	
1	FFQ63	Community	HR Pharm Ltd	Acorn Pharmacy	256 High Street, Berkhamsted HP4 1AQ	09:00-18:30 Closed 13:30-14:00	09:00-17:30 Closed 13:30-14:00	Closed	N	N	N	N	N	N	N	Y	Y	N	N	Y	

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services						
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	Immediate access to emergency meds	Immediate access to emergency meds	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
11	FGQ23	Community	Quadrant Pharmacies Ltd	HH Dickman Chemist	224 High Street, Berkhamsted HP4 1BB	09:00-18:00	09:00-17:30	Closed	N	N	N	Y	Y	Y	N	N	Y	Y	N	N	Y		
12	FLG84	Community	DJ Portfolio Ltd	Hubert Figg Pharmacy	90 High Street, Berkhamsted HP4 2BW	09:00-18:00	09:00-13:00	Closed	N	N	N	Y	Y	Y	Y	N	Y	Y	N	N	Y		
3	FPJ31	Community	Boots UK Ltd	Boots Pharmacy	192 High Street, Berkhamsted HP4 3AP	08:30-18:30	08:30-18:00	10:00-16:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y		
4	FQA92	Community	Boots UK Ltd	Boots Pharmacy	24 High Street, Kings Langley WD4 8BH	09:00-18:00 Closed 13:30-14:00	09:00-17:30 Closed 13:30-14:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y		
5	FTX58	Community	Boots UK Ltd	Boots Pharmacy	36 High Street, Kings Langley WD4 9HT	08:30-17:30 Closed 13:00-13:30	09:00-13:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y		
A		GP Disp Practice		Markyate Surgery	1 Hicks Road, Markyate, AL3 8LJ	08:00-13:00, 14:00-18:30	Closed	Closed															
B		GP Disp Practice		Rothschild House Surgery	Chapel Street, Tring HP23 6PU	08:30-18:30	Closed	Closed															

## Hertsmere locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NIMS (to Oct 2016)	AUR In 2016	SAC 2016	Flu vaccination (16/17 data)
36	FC501	Community	Boots UK Ltd	Boots Pharmacy	132-134 Darkes Lane, Potters Bar EN6 1AF	09:00-18:00	09:00-18:00	Closed	N	N	N	N	N	N	N	Y	Y	N	N	Y	
44	FC832	Community	Lister & Hampton (Bushey) Ltd	Lister Chemist	31-33 High Road, Bushey Heath WD23 1EE	09:00-19:00	09:00-17:30	10:00-13:00	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
47	FD707	Community	Shah RG	Metro Pharmacy	11 Leeming Road, Borehamwood WD6 4EB	09:00-18:30	09:00-17:30	Closed	N	N	Y	Y	N	N	N	N	Y	Y	N	N	Y
220	FD876	Community	Shah P	Triangle Healthcare	29 Harcourt Road, Bushey WD23 3PP	08:45-18:00	08:45-17:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
49	FDA23	Community	Safedale Ltd (Patel A)	Safedale Pharmacy	25 Leeming Road, Borehamwood WD6 4EB	09:00-19:00	09:00-13:00	Closed	N	N	Y	Y	N	Y	N	N	Y	Y	N	N	Y
32	FDR18	LPS	Okeowo Mr & Mrs	Tee Kay Enterprises	427 Bushey Mill Lane, Bushey WD23 2AN	09:00-17:30	09:00-13:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N
183	FH205	Community	Abell Chemist Ltd (Glaser P)	Abell Chemist	Bushey Medical Centre, Bushey WD23 2NN	09:00-19:00 Closed 13:00-14:00	09:00-13:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N
39	FE734	Community	Rajani D	Crown Pharmacy	18 Andrew Close, Shenley WD7 9LP	08:30-18:30	09:00-17:00	Closed	Y	Y	N	Y	N	Y	N	N	Y	Y	N	N	Y
45	FEX42	Community	Lloyds Pharmacy Ltd	* Lloyds Pharmacy	16 The Broadway, Potters Bar EN6 2HT	09:00-18:00	09:00-17:30	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	Y	Y
40	FF839	Community	Abbeymint Ltd	Crown Pharmacy	148 Manor Way, Borehamwood WD6 1QX	09:00-18:00	09:00-13:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	N
37	FG233	Community	Boots UK Ltd	Boots Pharmacy	Unit 3b Borehamwood Retail Park, Borehamwood WD6 4PR	08:00-20:00	08:00-18:00	10:30-16:30	N	N	N	N	N	Y	Y	N	Y	Y	N	N	Y

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
34	FHN93	Distance-selling	Med Mart Ltd	Golden Pharma (i)	Unit 37, 4 Imperial Place, Borehamwood WD6 1JN	09:00-17:00	Closed	Closed	N	N	N	N	N	N	N	N	N	N	N	N	Y
48	FK837	Community	Questmoor Ltd	Questmoor Pharmacy	96 High Street, Potters Bar EN6 5AT	08:30-18:15	08:30-17:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	N
51	FKA04	Community	Tesco Stores Ltd	Tesco Pharmacy	Mutton Lane, Potters Bar EN6 2PB	08:00-20:00	08:00-20:00	10:00-16:00	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y
50	FKE08	Community	Tesco Stores Ltd	Tesco Pharmacy	Shenley Road, Borehamwood WD6 1JG	08:00-20:00	08:00-20:00	Closed	N	N	N	Y	Y	Y	N	N	Y	Y	N	N	Y
31	FLO71	LPS	Dev Medical Ltd	Manor Pharmacy	Corner Shop B, High Street, Elstree WD6 3BY	Mon-Thu 09:00-18:00 Fri 09:00-18:30	Closed	Closed	N	N	N	N	Y	Y	N	N	Y	Y	N	N	Y
42	FL208	Community	Pyramid Healthcare Ltd	Gilberts Chemist	87-89 Shenley Road, Borehamwood WD6 1AG	09:00-18:30	09:00-17:30	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y
52	FL491	Community	Radia DB	Wellswood Pharmacy	Fairway Avenue, Borehamwood WD6 1PR	09:00-18:30	09:00-12:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
43	FMR14	Community	Dale Health Ltd	Heath Pharmacy	104 High Road, Bushey Heath WD23 1GE	09:00-18:00	09:00-00:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N
41	FQP65	Community	Welfare Ltd	Elms Pharmacy	Elms Medical Centre, High Street, Potters Bar EN6 5DA	08:30-18:30	09:00-17:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N
33	FRW19	Distance-selling	Careplus Pharmacy Ltd	Careplus Pharmacy (i)	Unit 2b, 49 Theobald Street, Borehamwood WD6 4RZ	09:00-18:00 Closed 13:00-14:00	Closed	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N
46	FVD45	Community	Manor Pharmacy (Wheatthampstead) Ltd	Manor Pharmacy	347 Watling Street, Radlett WD7 7LB	09:00-18:30	09:00-17:30	Closed	Y	N	N	N	Y	Y	N	N	Y	Y	N	N	Y

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
38	FVF26	Community	Borehamwood Supplies Ltd	Borehamwood Pharmacy	7 Howard Drive, Borehamwood WD6 2NY	09:00-18:00	09:00-14:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	N
223	FWC95	Community	Tweens Ltd	Tweens Pharmacy	47 High Street, Bushey WD23 1BD	09:00-18:00	09:00-17:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N
35	FXJ42	Community	Boots UK Ltd	Boots Pharmacy	363 Watling Street, Radlett WD7 7LB	08:30-18:30	08:30-18:30	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
192	FXN88	Community	Goraya J	Bushey Pharmacy	62 High Street, Bushey WD23 3NQ	09:00-18:00	09:00-14:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y

## Lower Lea Valley locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
66	FAH42	Community	Salepick Ltd	Salepick	26 Station Road, Cuffley EN6 4HT	09:00-18:00	09:00-17:00	Closed	N	Y	N	N	N	N	N	N	Y	Y	N	N	Y
62	FC400	Community	Graham & Taylor Ltd	Lex Pharmacy	Unit 2 Rosedale Way, Cheshunt EN7 6QQ	08:30-18:30	09:00-14:00	Closed	N	N	Y	N	N	Y	N	N	Y	Y	N	N	Y
59	FC691	Community	Cristal AJ	Cristals Chemist	4 Lynton Parade, Cheshunt EN8 8LF	09:00-18:00 Closed 13:00-14:00	Closed	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	N
67	FCP33	Community	Swan Pharmacy Ltd	Swan Pharmacy	6 Clayton Parade, Cheshunt EN8 8NQ	09:00-18:30	09:00-13:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
61	FD714	Community	ABC Drug Stores Ltd	Day Lewis Pharmacy	Vancouver Road, Broxbourne EN10 6FD	09:00-18:15	Closed	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
53	FDR75	Appliance		Fittleworth Medical Ltd	140 High Street, Cheshunt EN8 0AW	09:00-17:00	09:00-17:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	Y	N
63	FEK46	Community	Sharma N	Niti Pharmacy	Unit 26 Waltham Cross Shopping Centre, Waltham Cross EN8 7BY	09:00-18:00 Closed 13:00-14:00	09:00-17:30	Closed	N	N	Y	N	N	Y	N	N	Y	Y	N	N	N
64	FG500	Community	Punni HS	Punni Pharmacy	49 High Street, Cheshunt EN8 0BS	09:00-19:00	09:00-17:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
68	FLC02	Community	Tesco Stores Ltd	Tesco Pharmacy	Brookfield Centre, Cheshunt EN8 0TA	08:00-21:00	08:00-21:00	10:00-16:00	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y
60	FPC23	Community	Medi-Shop Ltd	Croft Chemist	25 High Road, Wormley EN10 6HT	09:00-18:30	09:00-13:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
65	FQ251	Community	Safedale Ltd (Patel B)	Safedale Pharmacy	6 Clayton Parade, Cheshunt EN8 8NQ	09:00-18:30	09:00-17:00	Closed	Y	N	N	Y	Y	Y	N	N	Y	Y	N	N	Y
55	FRJ54	Community	Boots UK Ltd	Boots Pharmacy	75-81 High Street, Waltham Cross EN8 7BZ	08:30-17:30	08:30-17:30	10:00-15:00	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
54	FRW21	100 Hour	Boots UK Ltd	Boots Pharmacy	Brookfield Centre, Cheshunt EN8 0NN	08:00-23:59	08:00-23:59	10:00-16:00	N	N	N	Y	N	Y	N	Y	Y	N	N	Y	
58	FRY60	Community	Coyle D Chemist	Coyle Chemist	147 High Street, Waltham Cross EN8 7AP	Mon-Wed, Fri 09:00-18:00 Closed 13:00-14:00 Thu 09:00 - 13:00	09:00-17:00 Closed 13:00-14:00	Closed	N	N	N	Y	N	N	N	Y	N	N	N	N	
57	FTO20	Community	Medi-Shop Ltd	Cheshunt Pharmacy	21 Cromwell Avenue, Cheshunt EN7 5DJ	09:00-18:30	09:00-13:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
56	FVT85	Community	Boots UK Ltd	Boots Pharmacy	692-694 Goffs Lane, Goffs Oak EN7 5ET	09:00-18:00	09:00-17:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
69	FXV76	Community	Whitefield (Cheshunt) Ltd	Whitefield Chemist	76 High Street, Cheshunt EN8 0AJ	09:00-19:00 Th 09:00-18:00	09:00-17:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	

## North Hertfordshire locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
79	FA883	Community	Durachem Ltd	Jackmans Pharmacy	6 Ivel Court, Letchworth SG6 2NH	09:00-17:30	09:00-13:00	Closed	N	Y	N	Y	Y	Y	N	N	Y	Y	N	N	Y
74	FAN45	Community	Boots UK Ltd	Boots Pharmacy	120 Queen Street, Hitchin SG4 9TH	08:00-19:00	08:00-17:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
86	FC206	Community	Lloyds Pharmacy Ltd	*Lloyds Pharmacy	148 London Road, Knebworth SG3 6EY	09:00-18:00	Closed	Closed	N	N	N	N	N	N	N	N	Y	Y	N	Y	Y
73	FEY31	Community	Boots UK Ltd	Boots Pharmacy	6-10 Commerce Way, Letchworth SG6 3EJ	08:30-17:30	08:30-17:30	10:30-16:00	N	N	N	Y	Y	N	N	N	Y	Y	N	N	Y
72	FG165	Community	Boots UK Ltd	Boots Pharmacy	7 High Street, Hitchin SG5 1BH	08:30-18:00	08:30-17:00	10:00-16:00	N	N	Y	Y	Y	N	N	N	Y	Y	N	N	Y
81	FGQ55	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	41 Bancroft, Hitchin SG5 1LA	08:30-18:15	08:30-13:00	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	Y	Y
85	FJH92	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	67 Norton Way, Letchworth SG6 1BH	08:45-19:00	09:00-13:00	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	Y	Y
89	FJW18	Community	Esom's Ltd	NuCross Chemist	8-9 Hermitage Road, Hitchin SG5 1BS	08:30-18:30	09:00-18:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y
83	FKH38	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Astonia House, High Street, Baldock SG7 6BP	08:30-18:30	Closed	Closed	N	N	Y	Y	N	Y	N	N	Y	Y	N	Y	Y
87	FKT16	Community	Phillips GS	Manor Pharmacy	42-44 The Broadway, Letchworth SG6 3BX	08:30-19:00	09:00-17:30	Closed	Y	N	N	N	Y	Y	N	Y	Y	Y	N	N	Y
77	FLQ01	Community	Globe Pharmacy Ltd	Globe Pharmacy	61 Station Road, Letchworth SG6 3BJ	09:00-18:45	09:00-17:00	Closed	N	N	N	N	Y	Y	N	N	Y	Y	N	N	Y
91	FLX85	Community	Tesco Stores Ltd	Tesco Pharmacy	58 High Street, Baldock SG7 6BN	08:00-20:00	08:00-20:00	10:00-16:00	N	N	N	Y	N	N	N	Y	Y	Y	N	N	Y
78	FMJ00	Community	Cross Retail Limited	Grange Pharmacy	5 The Parade, Letchworth SG6 4NB	09:00-18:00	09:00-13:30	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	N	N



Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Immediate access to emergency meds	Immediate access to emergency meds	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
88	FMT82	Community	WM Morrison Supermarket PLC	Morrisons Pharmacy	The Broadway, Letchworth SG6 3TS	08:30-20:00	08:30-18:00	10:00-16:00	Y	N	Y	Y	Y	Y	N	N	Y	Y	N	N	Y
82	FNY63	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Unit 2-5, Hitchin SG5 1NQ	08:45-19:00	08:45-17:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	Y	Y
76	FPG27	Community	Cross Retail Limited	Cross Chemist	8 Redhill Road, Hitchin SG5 2NQ	09:00-18:00	09:00-13:30	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	N	N
C 70	FQF86	Community	Chimemill Ltd	Ashwell Pharmacy	22 High Street, Ashwell SG7 5NW	09:00-18:30 Tue 09:00-17:30	09:00-13:00	Closed	N	Y	N	Y	N	N	N	N	Y	Y	N	N	Y
75	FV334	Community	Dev Medical Ltd	Codicote Pharmacy	123 High Street, Codicote SG4 8UB	09:00-18:00	09:00-13:00	Closed	N	Y	N	Y	N	Y	N	N	Y	Y	N	N	Y
92	FVJ85	100 Hour	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Sainsbury's, Third Avenue Business Park, Letchworth SG6 2HX	07:00-23:00	07:00-22:00	10:00-16:00	N	Y	N	N	N	Y	N	Y	Y	N	N	Y	
90	FWX89	Community	Superdrug Stores PLC	Superdrug Pharmacy	40 Eastcheap, Letchworth SG6 3DL	08:30-17:30	09:00-17:30	Closed	N	N	N	Y	Y	Y	N	N	Y	Y	N	N	Y
71	FY170	Community	Kandola Mrs BK	Bell Chemist	21b Bancroft, Hitchin SG5 1JW	08:30-18:00	09:00-17:00	Closed	N	N	N	N	Y	N	N	Y	Y	Y	N	N	Y
84	FY639	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	131-133 London Road, Knebworth SG3 6EX	08:30-18:30	Closed	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	Y	Y
		GP Disp Practice		Ashwell Surgery	Gardiners Lane, Ashwell, Baldock SG7 5PY	Mon, Wed, Fri: 08:30-12:45, 13:45-18:30; Tues: 08:30-13:30; Thu 07:00-12:45, 13:45-18:30	Closed	Closed													

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services					
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)	
D		GP Disp Practice		Courteney House Surgery	Bancroft Court, Bancroft, Hitchin SG5 1LH	08:30-18:30	Closed	Closed														
E		GP Disp Practice		Whitwell Surgery	60 High Street, Whitwell, Hitchin SG4 8AG	Mon, Tue, Thu, Fri 08:30-13:00, 14:00-18:00; Wed 08:30-13:00	Closed	Closed														

## Royston locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
G		GP Disp Practice		Orchard Surgery	New Road, Melbourn, Royston SG8 6BX	08:30-18:30	Closed	Closed													
F		GP Disp Practice		Barley Surgery	High Street, Barley, Royston SG8 8HY	Mon: 08:30-20:15, Tue-Fri: 08:30-18:00	08:30-10:30 (once a month)	Closed													
H		GP Disp Practice		The Health Centre (Royston)	Melbourn Street, Royston SG8 7BS	08:30-18:30	Closed	Closed													
97	FL933	Community	Tesco Stores Ltd	Tesco Pharmacy	Old North Road, Royston, SG8 5UA	08:00-20:00	08:00-20:00	10:00-16:00	N	N	N	Y	Y	Y	N	Y	Y	Y	N	N	Y
93	FGD16	Community	Boots UK Ltd	Boots Pharmacy	Burns Road, Royston SG8 5PT	08:30-18:15 Closed 14:00-14:30	09:00-13:00	Closed	N	N	Y	Y	N	N	N	Y	Y	N	N	Y	
94	FJF71	Community	Boots UK Ltd	Boots Pharmacy	38 High Street, Royston SG8 9AG	08:30-17:45 Closed 13:30-14:00	09:00-17:30 Closed 13:30-14:00	10:00-16:00	N	N	N	Y	Y	N	N	Y	Y	N	N	Y	
95	FFC30	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	11 Church Lane, Royston SG8 9LG	09:00-18:00	Closed	Closed	N	N	N	Y	N	N	N	Y	Y	N	Y	Y	
96	FXV53	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	10 High Street, Royston SG8 9AG	08:45-17:30 Closed 13:00-14:00	08:45-17:00	Closed	N	N	N	Y	Y	Y	N	N	Y	Y	N	Y	Y

## St Albans and Harpenden locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
105	FA471	Community	iMed Pharma Ltd	iMed Pharmacy	Unit A of the Vivo site, Charrington Place, St Albans AL1 3FY	09:00-19:00	09:00-14:00	Closed	Y	N	Y	N	N	Y	N	N	Y	Y	N	N	Y
99	FA821	Community	Boots UK Ltd	Boots Pharmacy	9 St Peter's Street, St Albans AL1 3DH	08:30-18:30	08:30-18:30	11:00-17:00	N	N	N	Y	Y	N	N	N	Y	Y	N	N	Y
100	FCQ86	Community	Boots UK Ltd	Boots Pharmacy	23-25 High Street, Harpenden AL5 2RU	08:00-20:00	08:00-18:00	10:00-16:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
116	FD192	Community	WM Morrison Supermarket PLC	Morrisons Pharmacy	244 Hatfield Road, St Albans AL1 4SU	08:30-20:00	08:00-19:00	10:00-16:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
110	FDX05	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Sainsbury's, Barnet Road, London Colney AL2 1BG	08:00-21:00	08:00-19:00	11:00-17:00	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y
102	FE259	Community	Globe Pharmacy Ltd	Chiswell Pharmacy	196 Watford Road, St Albans AL2 3EB	09:00-18:00 Tue-Wed 08:30-19:00	09:00-13:00	Closed	N	Y	N	N	N	N	N	N	Y	N	N	N	Y
103	FE879	Community	FA OST (Redbourn) Ltd	Crown Pharmacy	65 High Street, Redbourn AL3 7LW	08:30-18:30	09:00-17:00	Closed	Y	Y	N	Y	N	N	N	N	Y	Y	N	N	Y
104	FEJ67	Community	Freeman Grieve Ltd	Dereks Pharmacy	111-113 St Peter's Street, St Albans AL1 3ET	08:50-19:00	08:55-16:00	Closed	N	N	Y	Y	Y	N	N	N	Y	Y	N	N	Y
120	FEN81	Community	Surreal Medicare Ltd	Springfield Pharmacy	19 High Street, Harpenden AL5 2RU	09:00-17:30	09:00-17:30	Closed	N	N	N	N	N	N	N	N	Y	N	N	N	Y
101	FFO77	Community	The Pharmacy (Bricketwood) Ltd	Bricket Wood Pharmacy	111 Oakwood Road, St Albans AL2 3QB	09:00-18:00 Closed 13:00-14:00	09:00-13:00	Closed	N	Y	N	N	N	N	N	N	Y	Y	N	N	Y

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
124	FH603	100 Hour	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Parkbury House, St Peter's Street, St Albans AL1 3HD	07:00-22:00	08:00-21:00	09:00-21:00	N	N	N	Y	N	N	Y	N	Y	Y	N	N	Y
111	FHD16	Community	Maltings Pharmacy Ltd	Maltings Pharmacy	6 Victoria Street, St Albans AL1 3JB	09:00-18:30	09:00-17:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N
109	FHH29	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Sainsbury's, Everard Close, St Albans AL1 2QU	08:00-20:00	08:30-18:00	10:00-16:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
119	FJ291	Community	Quadrant Pharmacies Ltd	Quadrant Pharmacy	17 The Quadrant, St Albans AL4 9RB	09:00-18:00	09:00-17:50	Closed	Y	N	N	Y	Y	Y	Y	N	Y	Y	N	N	Y
121	FJ874	Community	Dev Medical Ltd	St Albans Pharmacy	197 Cell Barnes Lane, St Albans AL1 5PX	09:00-18:00	09:00-13:00	Closed	Y	N	N	Y	N	Y	N	N	Y	Y	N	N	Y
122	FL574	Community	Topkins Healthcare Ltd	Topkins Pharmacy	6 Station Road, Harpenden AL5 4SE	09:00-19:00	09:00-17:30	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y
	FMH29	Community	Shah D	Meera Pharmacy	4 Beech Road, St Albans AL3 5AS	09:00-17:30	Closed	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N
114	FND95	Community	Manor Pharmacy (Wheathampstead) Ltd	Manor Pharmacy	2 High Street, Wheathampstead AL4 8AA	09:00-18:30 Tue, Thu 09:00-18:00	09:00-17:00	Closed	N	Y	N	N	N	N	N	N	Y	Y	N	N	Y
118	FNX43	Community	Chemgrange Ltd	How Wood Pharmacy	16 How Wood, St Albans AL2 2RA	09:00-18:00	Closed	Closed	N	Y	N	N	Y	N	N	N	Y	Y	N	N	Y
123	FP498	Community	Bestway National Chemist Ltd	Well Pharmacy	295 High Street, London Colney AL2 1EJ	09:00-18:30	09:00-13:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
108	FR987	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	17 Russell Avenue, St Albans AL3 5ES	09:00-18:30	09:00-13:00	Closed	N	N	N	N	N	N	N	Y	Y	N	Y	Y	
	FRL05	Community	Manor Pharmacy (Wheathampstead) Ltd	Manor Pharmacy	136 Southdown Road, Harpenden AL5 1PU	09:00-17:30	09:00-17:30	Closed	Y	N	N	N	Y	Y	N	N	Y	Y	N	N	Y
98	FTG16	Community	AMG Healthcare Ltd	Avicenna Pharmacy (Nash)	1 Ermine Close, St Albans AL3 4JZ	09:00-18:00	09:00-13:00	Closed	N	Y	N	N	N	N	N	Y	Y	N	N	Y	
117	FW384	Community	Dev Medical Ltd	Normandy Pharmacy	52 Waverley Road, St Albans AL3 5PE	09:00-18:30	09:00-13:00	Closed	N	N	N	N	N	Y	N	Y	Y	N	N	Y	
106	FWJ26	Community	Surreal Medicare Ltd	Jade Pharmacy	7 St Brelades Place, St Albans AL4 9RG	09:00-18:30 Wed 09:00-17:30 Closed 12:30-13:30	09:00-13:00	Closed	N	Y	N	N	N	N	N	Y	N	N	N	Y	
107	FXM40	Community	PASAB Ltd	Jhoots Pharmacy	3 Lloyd Court, St Albans AL4 OAZ	09:00-18:00	Closed	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	N
113	FY407	Community	Phillips GS	Manor Pharmacy	3 Leyton Green, Harpenden AL5 2TE	08:45-18:30	09:00-17:00	Closed	Y	N	N	N	Y	N	N	Y	Y	N	N	Y	

## Stevenage locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services						
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	Immediate access to emergency meds	Immediate access to emergency meds	MUR (to Oct 2016)	NIMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
130	FA888	Community	Franklin M Ltd	Coopers Chemist	12 The Glebe, Stevenage SG2 0DJ	09:00-18:00 Closed 13:00-14:00	09:00-13:00	Closed	N	Y	N	N	N	Y	N	N	Y	Y	N	N	N		
139	FAY86	Community	Franklin M Ltd	Stearns Pharmacy	48 High Street, Stevenage SG1 3EF	09:00-19:00	09:00-19:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N		
141	FC307	Community	Superdrug Stroes PLC	Superdrug Pharmacy	39-41 Queensway, Stevenage SG1 1DN	08:30-17:30 Fri 08:30-18:00	09:00-17:30	10:00-16:00	N	N	Y	Y	Y	Y	N	N	Y	Y	N	N	Y		
145	FD124	100 Hour	Asda Stores Ltd	Asda Pharmacy	Monkswood Way, Stevenage SG1 1LA	Mon 08:00-23:00 Tue-Thu 07:00-23:00	07:00-22:00	10:00-16:00	N	N	N	Y	Y	Y	N	N	Y	Y	N	N	Y		
126	FDG33	Community	Medi-Shop Ltd	Bedwell Pharmacy	113 Bedwell Crescent, Stevenage SG1 1NA	09:00-18:30 Thu 09:00-18:00	09:00-13:00	Closed	N	N	N	N	Y	Y	N	N	Y	Y	N	N	Y		
144	FEG10	Community	Bestway National Chemist Ltd	Well Pharmacy	108 Broadwater Crescent, Stevenage SG2 8EE	08:30-18:00	09:00-13:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y		
135	FFF22	Community	L Meadows & Co	Oaks Cross Pharmacy	118 Oaks Cross, Stevenage SG2 8LU	09:00-18:00 Closed 13:00-14:00	Closed	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y		
138	FH880	Community	Shamiraj (Chemists) Ltd	St Nicholas Pharmacy	61 Canterbury Way, Stevenage SG1 4LJ	08:30-18:00	Closed	Closed	N	N	N	Y	Y	N	N	N	Y	Y	N	N	N		
136	FHC89	Community	Jaffer L	Oval Pharmacy	8 The Oval, Stevenage SG1 5RB	09:00-18:00 Fri closed 13:00-14:00	09:00-14:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y		

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
131	FHE66	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	J Sainsbury's Superstore, Magpie Crescent, The Poplars, Stevenage SG2 9RZ	08:30-19:00	08:30-17:00	10:00-14:00	N	N	N	Y	Y	Y	N	N	Y	Y	N	Y	Y
	FJG35	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Sainsbury's, Hitchin Road (Coreys Mill), Stevenage SG1 4AE	08:00-21:00	08:00-20:00	11:00-17:00	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
125	FJH14	Community	Archer Pharmacy	Archer Pharmacy	277 Archer Road, Stevenage SG1 5HF	09:00-18:00 Closed 13:00-14:00	09:00-13:00	Closed	N	N	Y	Y	Y	Y	N	N	Y	Y	N	N	Y
133	FK140	Community	Kandola Mrs BK	MD Pharmacy	4 Filey Close, Stevenage SG1 2JW	09:00-18:00	09:00-13:00	Closed	N	Y	N	Y	N	Y	N	N	Y	Y	N	N	Y
127	FKV55	Community	Boots UK Ltd	Boots Pharmacy	54 High Street, Stevenage SG1 3EF	08:30-18:00	08:30-17:30	Closed	Y	N	N	N	N	N	N	N	Y	Y	N	N	N
146	FLM36	100 Hour	Tesco Stores Ltd	Tesco Pharmacy	Broadwater Retail Park, London Road, Stevenage SG2 8DT	06:30-22:30 Mon 08:00-22:30	06:30-22:00	12:00-18:00	N	N	N	N	N	Y	N	Y	Y	Y	N	N	Y
143	FMT64	Community	Bestway National Chemist Ltd	Well Pharmacy	241 Broadwater Crescent, Stevenage SG2 8ET	09:00-18:00	09:00-13:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y
	FNX42	Community	Boots UK Ltd	Boots Pharmacy	43-45 Queensway, Stevenage SG1 1DN	08:30-17:30	08:30-18:00	10:00-16:00	Y	N	Y	Y	Y	Y	N	N	Y	Y	N	N	Y
137	FPQ23	Community	SL Anderson (Chemists) Ltd	SL Anderson Chemist	8 The Hyde, Stevenage SG2 9SE	09:00-18:30 Thu 09:00-18:00	09:00-17:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	N
80	FQM19	Community	PASAB Ltd	Jhoots Pharmacy	Unit 4, White Horse Lane, Stevenage SG1 6NH	09:00-18:30	Closed	Closed	N	Y	N	N	N	N	N	N	Y	Y	N	N	Y
142	FRF64	Community	Tesco Stores Ltd	Tesco Pharmacy	The Forum, Stevenage SG1 1ES	08:00-20:00	08:00-20:00	10:00-16:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y



Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
129	FTK88	Community	Boots UK Ltd	Boots Pharmacy	Roaring Meg Retail Park, Stevenage SG1 1XN	08:00-20:00	09:00-18:00	10:30-16:30	N	N	N	Y	Y	N	N	N	Y	Y	N	N	Y
140	FW333	Community	Sharief Ltd	Stevenage Pharmacy	12a Emperors Gate, Stevenage SG2 7QX	09:00-18:00	09:00-13:00	Closed	N	Y	N	Y	Y	Y	N	Y	Y	Y	N	N	Y
134	FW448	Community	MDX Healthcare Ltd	Medix Pharmacy	84 High Street, Stevenage SG1 3DW	09:00-18:00	09:00-13:00	Closed	N												
I		GP Disp Practice		King George Surgery	153 High Street, Stevenage SG1 3HT	Mon, Tue: 08:00-19:00; Wed 08:00-12:30, 13:00-19:00, Thu, Fri: 08:00-18:30	Closed	Closed													

## Stort Valley and Villages locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services						
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual Health Services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	Immediate access to emergency meds	Immediate access to emergency meds	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu Vaccination (16/17 data)
154	FAY98	Community	Tesco Stores Ltd	Tesco Pharmacy	Bishops Park, Lancaster Way, Bishop's Stortford CM23 4DD	08:00-20:00	08:00-20:00	10:00-16:00	N	Y	N	Y	N	Y	N	Y	Y	N	N	Y			
156	FEO81	Community	Retrolink Ltd	Village Pharmacy	7 Bell Street, Sawbridgeworth CM21 9AR	09:00-18:30	09:00-17:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	N		
148	FGE24	Community	Douglas Pharmacy Ltd	Bell Pharmacy	Unit 3 Forelands Place, Sawbridgeworth CM21 9QD	09:00-18:30	09:00-13:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	Y		
147	FJM85	Appliance	Speed Service Appliance Contractor	Seemus Ltd	91 South Street, Bishop's Stortford CM23 3AL	9:00 – 17:00	9:00 – 17:00	Closed	N	N	Y	N	N	N	N	N	Y	Y	Y	Y	N		
	FL884	Community	Broadwell Enterprises Ltd	Trinity Pharmacy	87 South Street, Bishop's Stortford CM23 3AL	08:30-17:45	08:45-12:30	Closed	N	N	Y	Y	Y	Y	N	N	Y	Y	N	Y	Y		
150	FLV92	Community	Butt & Hobbs Ltd	Hobbs Pharmacy	Herts & Essex Hospital, Cavell Drive, Bishop's Stortford CM23 5JH	09:00-18:00	Closed	Closed	N	Y	N	N	N	N	N	N	Y	Y	N	N	Y		
149	FRV59	Community	Boots UK Ltd	Boots Pharmacy	16-18 Potter Street, Bishop's Stortford CM23 3UL	09:00-17:30	09:00-17:30	10:00-16:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y		
151	FTE33	Community	JE Williamson Ltd	JE Williamson Chemist	1 Snowley Parade, Bishop's Stortford CM23 5EP	09:00-18:00 Tue 09:00-19:00	09:00-17:30 Closed 13:00-14:00	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y		

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services						
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual Health Services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	Immediate access to emergency meds	Immediate access to emergency meds	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu Vaccination (16/17 data)
152	FXN52	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	5 Thorley Centre, Bishop's Stortford CM23 4EG	08:30-19:00	09:00-17:00	Closed	N	N	N	Y	Y	Y	N	N	Y	Y	N	Y	Y		
153	FYM08	Community	Lloyds Pharmacy Ltd	*Lloyds Pharmacy	17 South Street, Bishop's Stortford CM23 3AB	09:00-18:00	09:00-17:30	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	Y	Y		
J		GP Disp Practice		Much Hadham Health Centre	Ash Meadow, Much Hadham SG10 6DE	08:30-18:30	Closed	Closed															

## Upper Lea Valley locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services						
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	Immediate access to emergency meds	Immediate access to emergency meds	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
161	FC215	Community	Shivam Pharmacy Ltd	Crescent Pharmacy	2 Fleming Crescent, Hertford SG14 2DJ	09:00-18:00	09:30-13:00	Closed	N	Y	N	N	N	N	N	N	Y	Y	N	N	Y		
	FDH73	Community	Patel A	Ridgehouse Pharmacy	38 High Street, Puckeridge SG11 1RN	09:00-18:00 Closed 13:00-14:00	09:00-13:00	Closed	N	Y	N	N	N	N	N	N	N	Y	N	N	N		
163	FDK78	Community	Elgon Chemist Ltd	Elgon Chemist	53 High Road, Broxbourne EN10 7HX	09:00-18:00	09:00-13:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N		
165	FDQ36	Community	Radicare Ltd	Jade Pharmacy	45 High Road, Broxbourne EN10 7HX	09:00-18:00	09:00-17:30	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	N		
169	FE852	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	29 High Street, Buntingford SG9 9AB	09:00-18:00	09:00-17:00	Closed	N	N	N	Y	Y	Y	N	Y	Y	Y	N	Y	Y		
160	FFV36	Community	Boots UK Ltd	Boots Pharmacy	4-6 Fawkon Walk, Hoddesdon EN11 8TJ	08:30-18:00	09:00-17:30	Closed	N	N	Y	Y	N	Y	N	N	Y	Y	N	N	Y		
157	FGR64	Community	Mapak Chemist Ltd	Andrews Pharmacy	104 High Street, Ware SG12 9AP	09:00-19:00	09:00-17:30	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y		
178	FH787	Community	Bestway National Chemist Ltd	Well Pharmacy	105 Rye Road, Hoddesdon EN11 0JL	09:00-17:30	09:00-13:00	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y		
162	FHM55	Community	Eastware Pharmacy	Eastware Pharmacy	2b East Street, Ware SG12 9HJ	08:15-18:30	09:00-17:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	N		
	FK502	Community	Boots UK Ltd	Boots Pharmacy	17 Bircherley Green, Hertford SG14 1BN	09:00-17:30	09:00-17:30	10:00-16:00	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y		

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
170	FKE07	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	1-4 Limes Court, Hoddesdon EN11 8EP	08:45-18:30	08:30-12:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	Y	Y
173	FKP55	Community	St Andrews Pharmacy	St Andrews Pharmacy	44a St Andrew Street, Hertford SG14 1JA	09:00-18:00	09:00-13:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N
179	FLM19	100 Hour	Tesco Stores Ltd	Tesco Pharmacy	Ware Road, Hertford SG14 1QA	Mon 08:00-22:30 Tue-Fri 06:30-22:30	06:30-22:00	10:00-16:00	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y
168	FME98	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	5-7 St Andrew Street, Hertford SG14 1HZ	08:30-18:30	09:00-13:00	Closed	N	N	N	Y	Y	N	N	N	Y	Y	N	N	Y
177	FMF53	Community	Bestway National Chemist Ltd	Well Pharmacy	14 Maidenhead Street, Hertford SG14 1DR	08:30-17:30	09:00-17:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y
166	FPJ58	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Sainsbury's, Brewery Road, Hoddesdon EN11 8HF	08:00-20:00	08:00-20:00	10:00-16:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
172	FRH38	Community	Gravitar Ltd	Sheffield Pharmacy	64 Fore Street, Hertford SG14 1BT	09:00-17:30	09:00-17:00	Closed	N	N	Y	Y	N	N	N	N	Y	Y	N	N	Y
174	FTP36	Community	Tesco Stores Ltd	Tesco Pharmacy	5 West Street, Ware SG12 9EE	08:00-19:00	08:00-19:00	11:00-17:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y
175	FTW38	Community	V&J Pharmacy Ltd	Village Pharmacy	62 High Street, Stanstead Abbots SG12 8AQ	09:00-17:30	09:00-12:00	Closed	N	Y	N	Y	N	N	N	N	Y	Y	N	N	Y
176	FVX66	Community	Mapak Chemist Ltd	Ware Cross Pharmacy	40 Christian Close, Hoddesdon EN11 9FF	08:30-19:00	09:00-17:30	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
164	FW371	Community	Buntingford Healthcare Ltd	Buntingford Pharmacy	55 High Street, Buntingford SG9 9AD	09:00-18:00	09:00-14:00	Closed	N	N	N	N	Y	Y	N	N	Y	Y	N	N	Y
167	FXO40	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	16 Fawkon Walk, Hoddesdon EN11 8TJ	08:00-18:45	09:00-16:00	Closed	Y	N	Y	Y	Y	Y	N	N	Y	Y	N	N	Y
158	FXG44	Community	Boots UK Ltd	Boots Pharmacy	66 High Street, Ware SG12 9DA	08:30-19:00	09:00-17:30	10:00-16:00	N	N	Y	Y	N	Y	N	N	Y	Y	N	N	Y
	FNE02	Community	Rushport Advisory LLP	Avenue Pharmacy	73 The Avenue, Bengoe SG14 3 DU	09:00-18:00	09:00-13:00	Closed	N	N	n/a	n/a	n/a	n/a	n/a	n/a	Y	Y	n/a	n/a	Y
	FCR03	Distance-selling pharmacy	Medi-shop Ltd	Medi-Health Pharmacy	Unit G2, RD Park, Stephenson Close, Hoddesdon, E11 0BW	09:00-13:00; 14:00-18:00	Closed	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N
K		GP Disp Practice		Haileybury College	Hertford Heath, Hertford SG13 7NU	The Health Centre operates daily surgeries for routine appts. Pupils can attend open surgery each morning at 8am Mon-Sat. Booked appts are available on Mon evening, and Tue/Thu/Sat afternoon			Closed												
L		GP Disp Practice		Watton Place Clinic	High Street, Watton-at-Stone SG14 3SY	Mon, Tue, Thu, Fri: 08:00-18:30; Wed 08:00-13:00	Closed	Closed													

## Watford and Three Rivers locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services						
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	Immediate access to emergency meds	Immediate access to emergency meds	MUR (to Oct 2016)	NIMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
	FAJ78	Community	Dodhia Traders Ltd	Parade Pharmacy	18 Main Parade, Chorleywood WD3 5RB	09:00-18:00	09:00-17:00	Closed	Y	N	Y	N	Y	Y	Y	N	Y	Y	N	N	Y		
194	FCO49	Community	Chagcrest Limited	Chagcrest Chemist	141-143 Bushey Mill Lane, Watford WD24 7PD	09:00-18:30	09:00-13:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N		
	FC874	Community	Whitecroft (UK) Ltd	Meriden Pharmacy	Harvest End, Garston WD25 9UB	09:00-18:00	09:00-13:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N		
225	FCC82	Community	221 St Albans Road	Vision Pharmacy	221 St Albans Road, Watford WD24 5BH	09:00-19:00	09:00-14:00	Closed	N	N	N	N	Y	Y	N	N	Y	Y	N	N	Y		
217	FCF66	Community	Ostrowski G	RO Pharmacy	8 Lower Road, Chorleywood WD3 5LH	09:00-18:00	09:00-13:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N		
196	FCJ83	Community	Ms Nisha Dave	Dave Pharmacy	9 Moneyhill Parade, Rickmansworth WD3 7BE	09:00-18:00	09:00-13:00	Closed	N	N	Y	Y	N	N	N	N	Y	N	N	N	N		
229	FCR72	100 Hour	Tesco Stores Ltd	Tesco Pharmacy	239-241 Lower High Street, Watford WD17 2BD	06:30-22:30 Mon 08:00-22:30	06:30-22:00	10:00-16:00	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y		
193	FDD60	Community	Chemilab Pharmacy Ltd	Cassiobury Pharmacy	53 Langley Way, Watford WD17 3EA	09:00-18:00	09:00-14:00	Closed	N	Y	N	N	Y	Y	N	N	Y	Y	N	N	Y		
219	FDN32	Community	The Chief Cornerston Ltd	The Chief Cornerstone Pharmacy	125 Uxbridge Road, Money Hill Parade, Rickmansworth WD3 7DN	08:30-18:00	08:30-13:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N		

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
185	FE997	Community	Boots UK Ltd	Boots Pharmacy	3 The Harlequin Centre, Watford WD17 2TR	08:00-18:00 Thu 08:00-21:00 Fri 08:00-19:00	08:00-19:00	11:00-17:00	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y
180	FEA20	Distance-selling	HR Pharm Ltd	eChemist (i)	Unit 27, Orbital 25 Business Park, Dwight Road, Watford WD18 9DA	09:00-17:00	Closed	Closed	N	N	N	N	Y	N	N	N	N	N	N	N	Y
195	FEG20	Community	Chemilab Pharmacy Ltd	Chemilab Pharmacy	103 North Approach, Watford WD25 0EL	09:00-18:30	09:00-13:00	Closed	N	N	Y	Y	Y	N	N	N	Y	Y	N	N	Y
215	FEQ45	Community	Patel P	Prestwick Pharmacy	315 Prestwick Road, South Oxhey WD19 6UT	Mon, Tue, Thu, Fri 09:00-18:30 Wed 09:00-17:30	09:00-16:30	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	N
202	FEX86	Community	Hintons Pharmacy Ltd	Hintons Pharmacy	88 The Parade, Watford WD17 1AW	09:00-19:00	09:00-14:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
203	FFG14	Community	Dilmer Ltd	John Davis Pharmacy	21 Upton Road, Watford WD18 0JP	09:00-18:30	09:00-12:00	Closed	N	N	Y	Y	N	N	N	N	Y	Y	N	N	Y
200	FGC89	Community	Taylor FT (Watord) Ltd	FT Taylor Pharmacy	137 Courtlands Drive, Watford WD24 5LL	09:00-18:30	09:00-18:00	10:00-13:00	N	Y	N	N	N	N	N	N	N	N	N	N	N
186	FGH19	Community	Boots UK Ltd	Boots Pharmacy	231 St Albans Road, Watford WD24 5BQ	09:00-17:30	09:00-17:30	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y
221	FGL44	Community	Tudor Pharmacy Ltd	Tudor Pharmacy	3 Tudor Parade, Berry Lane, Rickmansworth WD3 4DF	09:00-18:00	09:00-13:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y



Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
188	FGQ30	Community	Boots UK Ltd	Boots Pharmacy	61 High Street, Abbots Langley WD5 0AE	09:00-19:00	09:00-17:30	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
208	FGR80	Community	Shi International Ltd	Loomrose Pharmacy	24 Main Avenue, Northwood HA6 2HJ	09:00-17:30	09:00-13:00	Closed	N	Y	N	N	N	N	N	N	Y	Y	N	N	Y
	FHK04	Community	RB Retail Trading Ltd	DB Jones Pharmacy	10 The Parade, Watford WD19 5BL	08:15-18:00	08:30-17:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	N
216	FJ603	Community	Carter Chemist Ltd	Riverside Pharmacy	135 High Street, Rickmansworth WD3 1AR	09:00-17:30	09:00-17:30	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
214	FJL34	Community	Hartquest Ltd	Park Pharmacy	14a Garston Park Parade, Garston WD25 9LQ	09:00-18:00	09:00-17:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N
205	FJR31	Community	Chemilab Pharmacy Ltd	Leavesden Pharmacy	14 Katherine Place, Abbots Langley WD5 0BT	09:00-19:00	09:00-18:00	Closed	N	N	N	N	Y	Y	N	N	Y	Y	N	N	Y
222	FKC31	Community	Cornes SW Chemist	Tudorcken Chemist	364 St Albans Road, Watford WD24 6PQ	09:00-19:00	09:00-18:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	N
218	FKX56	Community	Superdrug Strees PLC	Superdrug Pharmacy	22-24 The Parade, Watford WD17 2AA	08:30-19:00	09:00-18:00	10:30-16:30	N	N	N	N	Y	Y	N	N	Y	Y	N	N	Y
210	FL746	Community	Richipharm (London) Ltd	Medco Pharmacy	12 Hallows Crescent, South Oxhey WD19 7NT	08:45-17:30 Wed 08:45-13:00	08:45-13:00	Closed	N	Y	N	Y	N	Y	N	N	Y	Y	N	N	N
187	FLN54	Community	Boots UK Ltd	Boots Pharmacy	78 High Street, Rickmansworth WD3 1AJ	08:30-18:00	08:30-18:00	10:00-16:00	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
201	FM895	Community	Truco Ltd	Greenfield Pharmacy	77 Tolpits Lane, Watford	09:00-18:30	09:00-13:00	Closed	N	N	N	N	Y	Y	N	N	Y	Y	N	N	Y
207	FN613	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	188 New Road, Croxley Green WD3 3HD	08:45-18:30	09:00-14:00	Closed	N	N	N	N	Y	N	N	N	Y	Y	N	N	Y

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)
181	FPN12	Distance-selling	Sigcare Ltd/Carter Chemist & Ability	Sigcare Pharmacy (i)	Unit 1-7 Colonial Way, Watford WD24 4YR	08:00-18:00	09:00-14:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N
	FPW84	Community	Esom's Ltd	Lex Pharmacy	24 Little Oxhey Lane, South Oxhey WD19 6FR	09:00-18:00 Closed 13:00-14:00 Wed 09:00-13:00	09:00-13:00	Closed	N	N	Y	Y	N	N	N	N	Y	Y	N	N	Y
228	FQM73	100 Hour	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Sainsbury's, North Western Avenue (Dome Roundabout), Watford WD25 9JS	07:00-23:00	07:00-22:00	10:00-16:00	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
204	FTO96	Community	Patel Mr Jay	JP Pharmacy	Unit B Attenborough Court, Owen Square, Watford WD19 4FN	09:00-18:00	09:00-13:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N
189	FT141	100 Hour	Boots UK Ltd	Boots Pharmacy	Waterfield Retail Park, Watford WD17 2EU	08:00-23:59	08:00-23:59	11:00-17:00	N	N	N	Y	N	N	Y	N	Y	Y	N	N	Y
	FTR79	Community	Ostrowski G	Wilyman Chemist	297 Baldwins Lane, Croxley Green WD3 3LE	09:00-17:30	09:00-13:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N
198	FVF22	Community	Delite Chemists	Delite Chemist	4 Moneyhill Parade, Rickmansworth WD3 7BQ	09:00-18:30	09:00-13:00	Closed	N	N	N	Y	Y	Y	N	N	Y	Y	N	N	Y
224	FVJ93	Community	Esom's Ltd	Viks Pharmacy	28 Bridlington Road, South Oxhey WD19 7AE	09:00-17:00	Closed	Closed	N	N	N	N	N	Y	N	N	N	N	N	N	Y
184	FVK50	Community	Asda Stores Ltd	Asda Pharmacy	Odhams Trading Estate, St Albans Road, Watford WD24 7RT	08:00-22:00	08:00-20:00	10:00-16:00	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services					
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual health services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu vaccination (16/17 data)	
																						Immediate access to emergency meds
209	FWO72	Community	Prisham Ltd	MD Pharmacy	80 Whippendell Road, Watford WD18 7LU	09:00-19:00	09:00-17:00 Closed 13:30-14:30	Closed	N	N	Y	Y	N	N	N	N	Y	Y	N	N	Y	
190	FWD77	Community	Whippendell Health Care Ltd	Bridgewater Pharmacy	5 Printers Avenue, Watford WD18 7QR	08:30-18:45	09:00-13:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y	
191	FXT30	Community	Chemilab Ltd	Abbotswood Park Pharmacy	4 Cunningham Way, Leavesden, Watford WD25 7NL	08:30-19:00 Closed 13:00-14:00	09:00-13:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y	
199	FXW49	Community	Esom's Ltd	Esom Pharmacy	32-33 Bridlington Road, South Oxhey WD19 7AE	09:00-19:00	09:00-17:30	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y	
227	FXX26	100 Hour	Abbots Healthcare Ltd	Abbots Langley Pharmacy	78 High Street, Abbots Langley WD5 0AW	08:00-22:30	09:00-23:00	08:30-22:00	N	N	N	Y	N	Y	N	N	Y	Y	N	N	Y	
182	FYE27	Community	Patel SR	Abbey Pharmacy	45 High Street, Abbots Langley WD5 0AA	09:00-17:30	09:00-16:30	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N	
	FYP77	Community	Shilun's Ltd	One Stop Pharmacy	98 Leavesden Road, Watford WD24 5EH	09:00-18:30	Closed	Closed	Y	N	N	Y	Y	Y	N	N	Y	Y	N	N	Y	
		Distance-selling pharmacy		Signature Pharmacy	6 The Marlins, Northwood HA6 3NP	08:00-20:00	08:00-20:00	08:00-20:00	N	N	N	N	N	N	N	N	N	N	N	N	N	
M		GP Disp Practice		New Road Surgery	166 New Road, Croxley Green, Rickmansworth WD3 3HD	08:30-18:30	07:50-10:00 (1st & 3rd Sat monthly)	Closed														

## Welwyn Hatfield locality

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PhAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services					
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual Health Services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu Vaccination (16/17 data)	
																						Immediate access to emergency meds
232	FA631	Distance-selling	Gate2Pharma Ltd	Gate2Pharma (i)	Unit 18b Weltech Centre, Ridgeway, Welwyn Garden City AL7 2AA	09:00-17:00	Closed	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N	Y
244	FAA47	Community	Lloyds Pharmacy Ltd	* Lloyds Pharmacy	84 Haldens, Welwyn Garden City AL7 1DD	09:00-17:30	09:00-14:00	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	Y	Y	Y
233	FD297	Community	Boots UK Ltd	Boots Pharmacy	31 Cole Green Lane, Welwyn Garden City AL7 3PP	09:30-18:00	09:00-17:30	Closed	N	N	N	Y	N	Y	N	N	Y	Y	N	N	N	Y
245	FD748	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	Sainsbury's, Church Road, Welwyn Garden City AL8 6SA	08:00-21:00	08:00-21:00	11:00-17:00	N	N	N	N	N	Y	N	N	Y	Y	N	N	N	Y
249	FDW45	100 Hour	Asda Stores Ltd		98 Town Centre, Hatfield AL10 0JP	07:00-23:00	07:00-22:00	10:00-16:00	N	N	N	N	Y	Y	N	N	Y	Y	N	N	N	Y
237	FFG97	Community	Boots UK Ltd	Boots Pharmacy	65 Moors Walk, Welwyn Garden City AL7 2BQ	09:00-18:00	09:00-17:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	N	Y
230	FFW15	Distance-selling	Dev Medical Ltd	Care2Homes (i)	Unit 6 Polaris Centre, Brownfields, Welwyn Garden City AL7 1AN	09:00-18:00	14:00-18:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N	N
238	FHH42	Community	Gorgemead Ltd	Cohens Chemist	1 Robin Hood Lane, Hatfield AL10 0LP	08:30-19:00	09:00-13:00	Closed	N	N	N	Y	Y	Y	N	N	Y	Y	N	Y	N	N
235	FJJ76	Community	Boots UK Ltd	Boots Pharmacy	31 The Howard Centre, Welwyn Garden City AL8 6ES	08:00-18:00	09:00-18:00	11:00-17:00	N	N	Y	Y	Y	Y	N	N	Y	Y	N	N	N	Y
	FJL44	Community	Boots UK Ltd	Boots Pharmacy	47 Town Centre, Hatfield AL10 0LD	08:45-18:00	08:45-17:30	10:00-16:00	N	N	Y	Y	Y	Y	N	N	Y	Y	N	N	N	Y

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual Health Services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu Vaccination (16/17 data)
246	FJT10	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	9 Shoplands, Welwyn Garden City AL8 7RH	09:00-18:00	09:00-18:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	Y	Y
242	FKT89	Community	Kirby J	Johns & Kelynack Pharmacy	Waitrose, Bridge Road, Welwyn Garden City AL8 6AB	09:00-18:00	09:00-18:00	11:00-17:00	Y	N	N	N	Y	Y	N	N	Y	Y	N	N	Y
248	FL209	Community	Tesco Stores Ltd	Tesco Pharmacy	Great North Road, Hatfield AL9 5JY	08:00-21:00	08:00-20:00	10:00-16:00	N	Y	N	Y	Y	Y	N	N	Y	Y	N	N	Y
240	FLM57	Community	Jhoots Pharmacy Ltd	Jhoots Pharmacy	41 Bradmore Green, Brookmans Park AL9 7QR	09:00-18:00	09:00-13:00	Closed	N	Y	N	N	N	N	N	N	N	N	N	N	Y
243	FQJ74	Community	Kean Pharmacy Ltd	Kean Pharmacy	59 Dellsome Lane, Welham Green AL9 7DY	09:00-18:00	09:00-13:00	Closed	Y	Y	N	N	Y	Y	N	N	Y	Y	N	N	Y
234	FQY52	Community	Boots UK Ltd	Boots Pharmacy	126 Peartree Lane, Welwyn Garden City AL7 3XW	08:30-18:00	09:00-17:00	Closed	N	N	N	N	N	Y	N	N	Y	Y	N	N	Y
250	FTV61	100 Hour	Bridge Cottage Ltd	Bridge Cottage Pharmacy	41 High Street, Welwyn AL6 9EF	07:00-22:00	07:00-22:00	10:00-20:00	N	N	N	N	N	Y	N	Y	Y	Y	N	N	N
239	FVD40	Community	Surreal Medicare Ltd	Jade Pharmacy	31 Town Centre, Hatfield AL10 0JT	09:00-17:30	09:00-13:00	Closed	N	N	N	N	N	N	N	N	Y	N	N	N	Y
251	FXA85	100 Hour	Miall Smith Ltd	Peartree Pharmacy	110 Peartree Lane, Welwyn Garden City AL7 3UJ	07:00-22:00 Fri 07:00-23:00	08:00-23:00	08:00-17:00	N	N	N	N	N	Y	N	N	Y	Y	N	N	N
	FXH92	Community	Jhoots Pharmacy Ltd	Jhoots Pharmacy	8 High View, Hatfield AL10 8HZ	08:30-19:00	09:00-13:00	17:00-19:00	N	Y	N	Y	N	N	N	Y	Y	N	N	N	N
	FXJ08	Distance-selling	Nexcape Pharmaceuticals Ltd	Dont Blush Pharmacy (i)	15 Martinfield Business Centre, Welwyn Garden City AL7 1HG	09:00-17:00	09:00-13:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N

Map ID	ODS number	Pharmacy type	Company name	Pharmacy name	Address	Opening hours			Health Living Pharmacy	PHAS	Herts CC Commissioned through CGL Spectrum, who contract pharmacies		Herts CC Commissioned services		CCG Commissioned services		NHS England Advanced Services				
						Mon-Fri	Sat	Sun			Needle exchange	Supervised consumption	Sexual Health Services	Support to stop smoking	Herts Valleys CCG	East and North Herts CCG	MUR (to Oct 2016)	NMS (to Oct 2016)	AUR in 2016	SAC 2016	Flu Vaccination (16/17 data)
	FTR08	Community	Lloyds Pharmacy Ltd	Lloyds Pharmacy	40 High Street, Welwyn AL6 9EQ	08:00-18:30	09:00-13:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	Y	Y	Y

NB: Those Lloyds Pharmacies marked \* will close by the end of January 2018 unless sold

## Appendix B: PNA steering group terms of reference

### 1. Objective/Purpose

To support the production of a Pharmaceutical Needs Assessment on behalf of the HCC, to ensure that it satisfies the relevant regulations including consultation requirements.

### 2. Accountability

The steering group is to report to the Deputy Director of Public Health for Hertfordshire County Council.

### 3. Membership

Core members:

- Deputy Director of Public Health of Hertfordshire County Council
- NHS England representative
- Beds and Herts Local Medical Committee representative
- Herts Local Pharmaceutical Committee representative
- Herts Valleys CCG representative
- East and North Herts CCG representative
- Cambridgeshire and Peterborough CCG representative
- Council – Consultant in Public Health
- Council – Commissioning Manager
- Healthwatch representative (lay member)

Soar Beyond is not to be a core member, but will chair the meetings. Each core member has one vote. The Deputy Director of Public Health will have the casting vote, if required. Core members may provide a deputy to meetings in their absence. The steering group shall be quorate with five core members in attendance. Non-attending members are unable to cast a vote – that vote may otherwise sway the casting decision.

Additional members (if required):

- CCG Commissioning Managers
- NHS Trust Chief Pharmacists
- Dispensing doctors' representative

In attendance at meetings will be representatives of Soar Beyond Ltd, who has been commissioned by HCC to support the development of the PNA. Other additional members may be co-opted if required.

#### **4. Frequency of meetings**

Meetings will be arranged at key stages of the project plan. The steering group will meet in late 2017 or early 2018 to sign off the PNA for submission to the Health and Wellbeing Board.

#### **5. Responsibilities**

- Provide a clear and concise PNA process
- Review and validate information and data on population, demographics, pharmaceutical provision and health needs
- To consult with the bodies stated in Regulation 8 of the Pharmaceutical Regulations 2013:
  - any Local Pharmaceutical Committee for its area
  - any Local Medical Committee for its area
  - any persons on the pharmaceutical list and any dispensing doctors list for its area
  - any LPS chemist in its area
  - any Local Healthwatch organisation for its area
  - any NHS trust or NHS foundation trust in its area
  - the NHS Commissioning Board (now NHS England)
  - any neighbouring HWB
- Ensure that due process is followed
- Report to Health and Wellbeing Board on both a draft and final PNA.
- Publish a final PNA by end 1 April 2018.



## Appendix C: Public questionnaire

### Tell us what you think of pharmacy services in Hertfordshire

We want to hear what you think of pharmacy services in Hertfordshire to help us develop services in the future. Your views will help us to develop our Pharmacy Needs Assessment (PNA) which will look at health needs in Hertfordshire, the level and accessibility of pharmacy services and how these will be maintained and developed in the future.

We would be grateful if you would take a few minutes to answer some questions about your own experience and views. **The information in the questionnaire you provide is confidential.** Please be honest with your answers so we can accurately assess areas where pharmacies are already performing well and areas that need improvement. Information returned in the 'A bit about you' section will be recorded separately from your questionnaire response.

If you would like to complete this online please go to:

[https://www.surveymonkey.co.uk/r/Herts\\_Public](https://www.surveymonkey.co.uk/r/Herts_Public)

Or scan the QR code below:



**Closing date for this questionnaire is Friday 24 February 2017**

**Please return paper copies back to the person / the organisation you received it from or send to:**

Darren Hagan  
Soar Beyond, 1 Marchmont Gate, Maxted Road  
Hemel Hempstead  
HP2 7BE

**Please provide your postcode:**

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Should you require this questionnaire in any other format or language, please contact:

Imogen Toyer - [imogen@soarbeyond.co.uk](mailto:imogen@soarbeyond.co.uk) - 01442 927972

N.B. All information supplied will be kept strictly confidential, held securely and used for the purpose of planning appropriate services for all communities. It will not be passed on to any third party.

**1) How often have you visited the pharmacy in the last six months?**

**For yourself:**

- Once a week or more
- Once a month
- Once every few months
- Once in six months

**For someone else:**

- Once a week or more
- Once a month
- Once every few months
- Once in six months

**2) Do you have a regular or preferred pharmacy that you visit?**

- Yes - if happy to do so, please provide the name and address
- No

---

**3) When considering a choice of pharmacy, which of the following helps you choose? (Please select all that apply)**

- Close to home
- Close to GP surgery
- Close to work
- Efficiency
- They offer a specific service
- Expertise / quality of advice
- Friendly staff

Other, please specify

\_\_\_\_\_

**4) Who would you normally visit the pharmacy for? (Please select all that apply)**

- Yourself
- A family member
- Neighbour / friend
- Someone you are a carer for
- All of the above

Other, please specify

\_\_\_\_\_

- 5)** If you visit a pharmacy on behalf of someone else, please give a reason why (you may select more than one answer)
- Opening hours of the pharmacy not suitable for patient access (disability/transport)
  - Most convenient
  - All of the above
  - Other, please specify \_\_\_\_\_
- 6)** How would you usually travel to the pharmacy? (Please select one answer)
- Car     Taxi     Public transport     Walk     Bicycle
  - Other, please specify \_\_\_\_\_
- 7)** On average, how long does it take you to travel to a pharmacy? (Please select one answer)
- 0 to 15 minutes     16 to 30 minutes     Over 30 minutes     Varies     Don't know
- 8)** Do you have any difficulties when travelling to a pharmacy?
- Yes                     No
- If yes, please select one of the following reasons:
- Location of pharmacy     Parking difficulties     Public transport availability
  - Other, please specify \_\_\_\_\_
- 9)** What is the most convenient day for you to visit a pharmacy? (Please select one answer)
- Monday to Friday     Saturday     Sunday     Varies     Don't know
- 10)** When do you prefer to visit a pharmacy? (Please select one answer)
- Morning (8am-12pm)     Lunchtime (12pm-2pm)     Afternoon (2pm-6pm)
  - Early evening (6pm-8pm)     Late evening (after 8pm)     Varies
  - Don't know

**11)** How regularly do you typically buy an over the counter (i.e. non-prescription) medicine from a pharmacy? (Please select one answer)

- Daily     Weekly     Fortnightly     Monthly     Yearly     Never

**12)** Which of the following pharmacy services are you aware that a pharmacy may provide? (Please select all that apply)

- Dispensing of prescriptions
- Needle exchange
- Buying over-the-counter medicines
- Home delivery and prescription collection services
- Disposal of unwanted medicines
- Detailed discussion with your pharmacist – how you take your existing and newly prescribed medicines
- Stopping smoking / nicotine replacement therapy
- Sexual health services (chlamydia testing / treating, condom distribution, emergency contraception)
- Immediate access to specialist drugs e.g. palliative care medicines
- Supervised consumption of methadone and buprenorphine
- Emergency supply of prescription medicines
- Other, please specify \_\_\_\_\_

**13)** What services would you like to see provided by your local pharmacy?

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
Dispensing of prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repeat dispensing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home delivery and prescription collection services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice from your pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buying over-the-counter medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disposal of unwanted medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flu vaccination services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detailed discussion with your pharmacist how to take your existing and newly-prescribed medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stopping smoking / nicotine replacement therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual health services (chlamydia testing / treating, condom distribution, emergency contraception)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Immediate access to specialist drugs e.g. palliative care medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised consumption of methadone and buprenorphine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency supply of prescription medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify _____			

14) Is there a consultation room available where you cannot be overheard in the pharmacy you normally visit?

Yes       No

15) Have you ever used an internet pharmacy to obtain prescription medicines?

Yes       No

16) If yes, how would you rate your overall satisfaction with the internet pharmacy?

Excellent    Good    Fair    Poor

Any other comments you would like to make about your pharmacy?

---

**Thank you for completing this questionnaire**

Your answers to this survey are private and will be kept in line with the Data Protection Act. If you wish to be kept informed about the Pharmaceutical Needs Assessment and the consultation we will be running, you can give us your contact details here:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred method of communication:    Telephone    Email    Post

## A bit about you

**This information is being collected anonymously and will only be used for the purpose of improving Hertfordshire's consultation service.**

**Please note it is not a requirement to complete this section.**

This Equal Opportunities Form is confidential and anonymous. It does not ask about your name or address (apart from your postcode). When we receive the completed form, we keep it separate from any other information that could link it to you. The information you give us will remain strictly confidential, will be used for monitoring purposes only, and will only be held for as long as is necessary for monitoring purposes in accordance with the Data Protection Act 1998.							
Postcode							
Age							
Under 18		18 - 24		25 - 34		35 - 44	
55 - 64		65 - 74		75 - 84		85 - 89	
45 - 54							
90+							
Marital status							
<input type="checkbox"/> Single		<input type="checkbox"/> Married		<input type="checkbox"/> Civil Partnership			
<input type="checkbox"/> Divorced		<input type="checkbox"/> Widow/er		<input type="checkbox"/> Prefer not to say			
Gender							
<input type="checkbox"/> Male				<input type="checkbox"/> Female			
Ethnicity							
<b>White</b>			<b>Mixed</b>			<b>Asian or Asian British</b>	
<input type="checkbox"/> British			<input type="checkbox"/> White and Black Caribbean			<input type="checkbox"/> Indian	
<input type="checkbox"/> Irish			<input type="checkbox"/> White and Black African			<input type="checkbox"/> Pakistani	
<input type="checkbox"/> Gypsy or Irish Traveller			<input type="checkbox"/> White and Asian			<input type="checkbox"/> Bangladeshi	
						<input type="checkbox"/> Chinese	
<input type="checkbox"/> Any other White background			<input type="checkbox"/> Any other mixed background			<input type="checkbox"/> Any other Asian background	
<b>Black or Black British</b>			<b>Other Ethnic Group</b>				
<input type="checkbox"/> African			<input type="checkbox"/> Arab <input type="checkbox"/> Prefer not to say				
<input type="checkbox"/> Caribbean			<input type="checkbox"/> Any other ethnic background				
<input type="checkbox"/> Any other black background							
Religion / belief							
<input type="checkbox"/> Buddhist		<input type="checkbox"/> Hindu		<input type="checkbox"/> Muslim		<input type="checkbox"/> Other	
<input type="checkbox"/> Christian		<input type="checkbox"/> Jewish		<input type="checkbox"/> Sikh		<input type="checkbox"/> No religion or belief	
						<input type="checkbox"/> Prefer not to say	
Do you consider yourself to have a disability?				Do you have a caring responsibility for an adult or a child with a disability?			
<input type="checkbox"/> Yes		<input type="checkbox"/> No		<input type="checkbox"/> Prefer not to say		<input type="checkbox"/> Yes	
						<input type="checkbox"/> No	
Is English your first language? If no, please specify							
<input type="checkbox"/> Yes		<input type="checkbox"/> No		<input type="checkbox"/> Prefer not to say			
Sexual Orientation							
<input type="checkbox"/> Bisexual		<input type="checkbox"/> Gay man			<input type="checkbox"/> Gay woman / lesbian		
<input type="checkbox"/> Heterosexual / straight		<input type="checkbox"/> Prefer not to say					

### **Why do you want to know more about me?**

We are committed to building a community where everyone can flourish and achieve their full potential and the information you give us will help us achieve our commitment of being fair to all. We value diversity and acknowledge that our customers come from different backgrounds and have different needs, experiences and interests. It's really important we get to know you better so that we can plan and deliver fair and include services that are tailored to your specific needs.

The information you give us will enable us to:

- check whether or not our services are equally accessible to everyone who is entitled to them
- identify and address any barriers to accessing (information about) our services
- continually improve the services we deliver

### **What is an Equal Opportunities Form?**

Hertfordshire County Council monitors the age, disability, gender, race and preferred first language of our service users, as well as whether or not they have caring responsibilities for an adult or a child with a disability. Where relevant and appropriate to the service questionnaire, for example in relation to health or social care services, we also sometimes ask about the sexual orientation, marital or civil partnership status and religion or belief of service users. We collect this information by asking you to fill in an Equal Opportunities Form. The form is very straightforward and should only take a minute to complete.

### **Who chooses the questions listed on the Equal Opportunities Form?**

The questions in the Equal Opportunities Form are based on legislation (Equality Act 2010); advice from advisory bodies (Equality and Human Rights Commission) and best practice by other local authorities

### **Is it just Hertfordshire County Council that carries out equal opportunities monitoring?**

No. All local authorities across the country monitor characteristics such as the age, gender, disability and ethnic origin of those who use their services.

### **Do I have to give you this information?**

No. All questions in the Equal Opportunities Form are voluntary. If you feel uncomfortable giving us this information, simply tick the 'prefer not to say' box or do not answer the question. However, we can't get things right without your help so we ask you to help us by completing this form.

### **I've already given you this information, why do you want it again?**

We recognise that people's circumstances change all the time and we want to make sure that our services are reflective of people's changing circumstances.

**Still have questions?** If you have further questions or want more information about this form, please contact Imogen Toyer, Project Executive, [imogen@soarbeyond.co.uk](mailto:imogen@soarbeyond.co.uk)

## Appendix D: Pharmacy contractor questionnaire

### PNA Pharmacy Questionnaire Health and Wellbeing Board

#### Premises Details

Contractor Code (ODS Code)	
Name of contractor (i.e. name of individual, partnership or company owning the pharmacy business)	
Trading Name	
Address of Contractor pharmacy	
Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Possibly
Is this pharmacy a 100-hour pharmacy?	<input type="checkbox"/> Yes
Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? (i.e. it is not the 'standard' Pharmaceutical Services contract)	<input type="checkbox"/> Yes
Is this pharmacy a Distance-Selling Pharmacy? (i.e. it cannot provide Essential Services to persons present at or in the vicinity of the pharmacy)	<input type="checkbox"/> Yes
Pharmacy email address	
Pharmacy telephone	
Pharmacy fax (if applicable)	
Pharmacy website address (if applicable)	
Can the LPC store the above information and use it to contact you?	<input type="checkbox"/> Yes

#### Core hours of opening

Day	Open from	To	Lunchtime (From – To)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			



**Total hours of opening**

Day	Open from	To	Lunchtime (From – To)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

**Consultation facilities**

There is a consultation area (meeting the criteria for the Medicines Use Review service) (tick as appropriate)

On premises	None, or	<input type="checkbox"/>
	Available (including wheelchair access), or	<input type="checkbox"/>
	Available (without wheelchair access), or	<input type="checkbox"/>
	Planned within the next 12 months, or	<input type="checkbox"/>
	Other (specify)	
Where there is a consultation area, is it a closed room?		<input type="checkbox"/> Yes

During consultations are there hand-washing facilities	In the consultation area, or	<input type="checkbox"/>
	Close to the consultation area, or	<input type="checkbox"/>
	None	<input type="checkbox"/>

Patients attending for consultations have access to toilet facilities	<input type="checkbox"/> Yes
---	------------------------------

Off-site	The pharmacy has access to an off-site consultation area (i.e. one which the former PCT or NHS England local team has given consent for use)	<input type="checkbox"/> Yes
	The pharmacy is willing to undertake consultations in patient's home / other suitable site	<input type="checkbox"/> Yes

Languages spoken (in addition to English)	
---	--

## IT Facilities

Select any that apply.

Electronic Prescription Service Release 2 enabled	<input type="checkbox"/>
NHSmal being used	<input type="checkbox"/>
NHS Summary Care Record enabled	<input type="checkbox"/>
Up to date NHS Choices entry	

## Healthy Living Pharmacies (HLP)

Select the one that applies.

The pharmacy has achieved HLP status	<input type="checkbox"/>
The pharmacy is working toward HLP status	<input type="checkbox"/>
The pharmacy is not currently working toward HLP status	<input type="checkbox"/>

## Services

Does the pharmacy dispense appliances?

Yes – All types, or	<input type="checkbox"/>
Yes, excluding stoma appliances, or	<input type="checkbox"/>
Yes, excluding incontinence appliances, or	<input type="checkbox"/>
Yes, excluding stoma and incontinence appliances, or	<input type="checkbox"/>
Yes, just dressings, or	<input type="checkbox"/>
Other [identify]	
None	<input type="checkbox"/>

## Advanced services

Does the pharmacy provide the following services?

	Yes	Intending to begin within next 12 months	No - not intending to provide
Medicines Use Review service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicine Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appliance Use Review service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoma Appliance Customisation service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flu Vaccination Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Urgent Medicine Supply Advanced Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Enhanced<sup>49</sup> and Other Locally Commissioned Services**

Which of the following services does the pharmacy provide, or would be willing to provide?

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Testing Service <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EC) <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>				
<b>Disease-Specific Medicines Management Service:</b>					
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Emergency Contraception Service <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Supply Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>49</sup> 'Enhanced Services' are those commissioned by the local NHS England Team. CCGs and Local Authorities can commission Other Locally Commissioned Services that are equivalent to the Enhanced Services, but for the purpose of developing the PNA are called 'Other Locally Commissioned Services' not 'Enhanced Services'

<sup>50</sup> These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the local NHS England Team. The local NHS England Team may commission them on behalf of the CCG or Local Authority, but when identified in the PNA they will be described as 'Other Locally Commissioned Services' or 'Other NHS Services'

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Gluten Free Food Supply Service (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances) <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an Independent Prescribing Service, what therapeutic areas are covered?					
Language Access Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MUR Plus/Medicines Optimisation Service <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an MUR Plus/Medicines Optimisation Service, what therapeutic areas are covered?					
Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management (adults and children) <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not-Dispensed Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-Demand Availability of Specialist Drugs Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out-of-Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Group Direction Service (name the medicines covered by the Patient Group Direction)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Phlebotomy Service <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescriber Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening Service					
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Seasonal Influenza Vaccination Service <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other vaccinations <sup>(50)</sup>					
Childhood vaccinations	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at-risk workers or patients)	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccines	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – (please state)					
Sharps disposal Service <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplementary Prescribing Service (what therapeutic areas are covered?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vascular Risk Assessment Service (NHS Health Check) <sup>(50)</sup>	<input type="checkbox"/> <sup>(50)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Non-commissioned services**

Does the pharmacy provide any of the following?

Collection of prescriptions from GP practices	<input type="checkbox"/>
Delivery of dispensed medicines – Free of charge on request	<input type="checkbox"/>
Delivery of dispensed medicines – Selected patient groups (list criteria)	
Delivery of dispensed medicines – Selected areas (list areas)	
Delivery of dispensed medicines – Chargeable	<input type="checkbox"/>
Monitored Dosage Systems – Free of charge on request	<input type="checkbox"/>
Monitored Dosage Systems – Chargeable	<input type="checkbox"/>

<b>Is there a particular need for a locally commissioned service in your area? If so, what is the service requirement and why.</b>	<input type="checkbox"/>
--	--------------------------

**Details of the person completing this form:**

Contact name of person completing questionnaire, if questions arise	Contact telephone number

## Appendix E: Commissioner questionnaire

Which of the following services do you commission or may be considering commissioning from local community pharmacies?

	Currently commissioned by the local NHS England Team	Currently commissioned under contract with CCG	Currently commissioned under contract with Local Authority	May consider commissioning	Not able or willing to commission
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Testing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which of the following services do you commission or may be considering commissioning from local community pharmacies?**

	Currently commissioned by the local NHS England Team	Currently commissioned under contract with CCG	Currently commissioned under contract with Local Authority	May consider commissioning	Not able or willing to commission
<b>Disease-Specific Medicines Management Service:</b>					
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/ dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Emergency Contraception Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Supply Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten Free Food Supply Service (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language Access Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MUR Plus/Medicines Optimisation Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management – adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management – children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not-Dispensed Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-Demand Availability of Specialist Drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out-of-Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Patient Group Direction Service (name the medicines covered by the Patient Group Direction)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescriber Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which of the following services do you commission or may be considering commissioning from local community pharmacies?**

	Currently commissioned by the local NHS England Team	Currently commissioned under contract with CCG	Currently commissioned under contract with Local Authority	May consider commissioning	Not able or willing to commission
Screening Service					
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Seasonal Influenza Vaccination Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which of the following services do you commission or may be considering commissioning from local community pharmacies?**

	Currently commissioned by the local NHS England Team	Currently commissioned under contract with CCG	Currently commissioned under contract with Local Authority	May consider commissioning	Not able or willing to commission
Other vaccinations					
Childhood vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at-risk workers or patients)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – (please state)					
Sharps Disposal Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vascular Risk Assessment Service (NHS Health Check)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Details of the person completing this form:**

Contact name, role and organisation of person completing questionnaire, if questions arise	Contact telephone number

## Appendix F: Dispensing GP practice questionnaire

### **What is this questionnaire about?**

As you may be aware, Hertfordshire County Council has a statutory duty to develop and publish a revised Pharmaceutical Needs Assessment (PNA) at least every three years. The next PNA will be published by 1 April 2018. Work has been underway on the PNA for some time and I would like to update you on the process so far.

A core steering group was established to lead the work. The steering group includes LMC representation as well as representation from a dispensing practice.

Information is being collated on the population and health needs of each of the CCG localities in Hertfordshire. Alongside that, information is being collated on the pharmaceutical services that are currently available.

The conclusions will now start to be drawn leading to the draft PNA for consultation being completed by August 2017. All dispensing doctor contractors will be asked to comment as part of the consultation.

To help us form a clearer picture of the services available to patients living in the more rural parts of the Health and Wellbeing Board area who may have problems accessing services, please can you answer the following questions by Monday 3 July 2017 at the latest, so that the information can be incorporated into the needs assessment.

### **Who should complete the questionnaire?**

This questionnaire should be completed by the Dispensing Doctor / Practice Manager. The responses should be about the dispensary. If your practice offers dispensing services from several branch surgeries, please complete a return for each dispensing site.

If you do not wish to answer a question for any reason, then leave it blank.

1) When was the last time your locality was assessed as being rural?

- 1-2 years ago       3-4 years ago       5-10 years ago       10+ years ago  
 Don't know

2) Does the practice dispense to a "reserved location"? A reserved location is an area within a controlled locality where the GP registered population within 1.6 km of the proposed location of a pharmacy is less than 2,750 at the date the application is received.

- Yes       No       Don't know

3) When was the population number last assessed?

- 1-2 years ago     3-4 years ago       5-10 years ago       10+ years ago  
 Don't know

4) Is the practice participating in the current Dispensary Services Quality Scheme (DSQS)?

- Yes       No

5) What are the total number of hours each week when dispensing is available by the practice?

---

5a) Do the dispensary hours match the surgery hours? If not what are the gaps.

- Yes       No - the following hours are the gaps:

---

6) Do you provide any of the following services outside the dispensing service? Please tick those that apply

- DRUMs     NHS Health Checks commissioned by Public Health  
 Sexual health services     Home delivery (if yes, please complete sections 8-10)  
 Compliance aids (please list) \_\_\_\_\_  
 Other, please specify \_\_\_\_\_  
 No additional services

7) Is your practice planning to provide any of the following services? Please tick those that apply

- DRUMs       NHS Health Checks commissioned by Public Health  
 Sexual health services       Home delivery  
 Compliance aids (please list) \_\_\_\_\_  
 Other, please specify \_\_\_\_\_  
 No additional services

**Only complete the following questions if you provide a delivery service or are planning to do so in the future**

**8)** Please tell us about your delivery / planned delivery service

- We currently offer a delivery service
- We plan to offer a delivery service from\_\_\_\_\_ (provide date / timescale if known)

**9)** If you provide a delivery service, or are planning to do so in the future, which of these groups do you offer free delivery to? Please select all that apply.

- All patients
- Disabled people
- Nursing home residents
- Those specifically requesting delivery
- Requested by GP
- Other (please specify)\_\_\_\_\_
- Older people
- People that are housebound
- Residential home residents

**10)** Where do you offer, or plan to offer, free delivery to? Please select one answer.

- Any eligible patient within our practice inner boundary
- Any eligible patient within a smaller area than our practice boundary
- Any eligible patient wherever they live

**11)** Do you place any other restrictions on the free delivery (or planned free delivery) of dispensed medicine?

---

**12)** In your opinion is the current provision of pharmaceutical services in Hertfordshire:

- Excellent
- Very Good
- Good
- Adequate
- Poor
- Very Poor

**13)** In your opinion do patients in your area have adequate access to the following services commissioned from, or provided by, some community pharmacies? Please select one answer for each row.

	Yes	No
Over-the-counter medicines	<input type="checkbox"/>	<input type="checkbox"/>
Access to local services:		
• supply of emergency contraception	<input type="checkbox"/>	<input type="checkbox"/>
• support to stop smoking	<input type="checkbox"/>	<input type="checkbox"/>
• chlamydia screening and treatment	<input type="checkbox"/>	<input type="checkbox"/>
• immediate access to emergency medicines	<input type="checkbox"/>	<input type="checkbox"/>

**14)** Do you feel that local provision would be improved by: (select all that apply)

	Yes	No
Increasing the number of pharmaceutical service providers locally	<input type="checkbox"/>	<input type="checkbox"/>
Increasing the opening hours of existing local pharmaceutical service providers	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)_____		

**15)** If your practice could be commissioned to provide similar services to those currently available under the additional services sections of the community pharmacy contract (Medicines Use Reviews, New Medicine Service, Appliance Use Reviews) would you be prepared to do so?.

- Yes (please specify the type of service)\_\_\_\_\_
- No

***Thank you for your time completing this questionnaire***

Your answers to this survey are private and will be kept in line with the Data Protection Act.

**Please return the questionnaire to**

Darren Hagen  
Soar Beyond  
1 Marchmont Gate  
Maxted Road  
Hemel Hempstead  
HP2 7BE

## Appendix G: PNA timeline

	Aug- Sept 2016	Oct- Dec 2016	Jan- Feb 2017	Mar- Apr 2017	May- June 2017	July- Aug 2017	Sept- Oct 2017	Nov- Dec 2017	Jan- Feb 2018
Contract commencement date									
Kick-off meeting with Public Health									
Detailed project plan shared									
Steering group and project governance established									
First steering group meeting									
Stakeholders identified									
Data collection (contractors, services etc) completed									
Questionnaires distributed, completed and received									
Second steering group meeting									
Service provision mapping completed									
Collation and analysis									
Review service provision and propose response									
Third steering group meeting									



	<b>Aug- Sept 2016</b>	<b>Oct- Dec 2016</b>	<b>Jan- Feb 2017</b>	<b>Mar- Apr 2017</b>	<b>May- June 2017</b>	<b>July- Aug 2017</b>	<b>Sept- Oct 2017</b>	<b>Nov- Dec 2017</b>	<b>Jan- Feb 2018</b>
<b>Develop consultation plan, EqlA and commissioning intentions</b>									
<b>Fourth steering group meeting</b>									
<b>Draft PNA completed</b>									
<b>Consultation period</b>									
<b>Consultation findings report</b>									
<b>Fifth steering group meeting</b>									
<b>Final draft PNA</b>									

## Appendix H: Consultation plan and list of stakeholders

Stakeholder		Engagement during PNA production						
	Role	PNA Briefing letter sent	Steering group representation	Pharmacy contractor questionnaire	Public questionnaire	Commissioner questionnaire	Dispensing practice questionnaire	Draft PNA link sent
Consultee as required by Pharmaceutical regulations 2013, Part 2 (8)	LPC representative	Y	Y	Y	Y			Y
	LMC representative	Y	Y		Y		Y	Y
	Pharmacy contractors			Y	Y- paper			Y
	Dispensing practices				Y- paper		Y	Y
	Non-dispensing GP practices				Y- paper			Y
	LPS pharmacies			Y	Y			Y
	Healthwatch Hertfordshire	Y	Y		Y-paper			Y
	Hospital Chief Pharmacists							Y
	NHS England Local Team	Y	Y		Y			Y
	Herts HWB				Y			Y
	Neighbouring HWB							Y
Other consultee	Neighbouring LPC							Y
	Neighbouring LMC							Y
	Director of Public Health, HCC				Y	Y		Y
	Deputy Director of Public Health, CC	Y	Y		Y	Y		Y
	Senior Commissioning Manager, Public Health Team, HCC	Y	Y		Y	Y		Y
	Consultant in Public Health, HCC	Y	Y		Y	Y		Y
	Herts Valleys CCG, Programme Director Planned and Primary Care				Y	Y		Y

Stakeholder		Engagement during PNA production						
	Role	PNA Briefing letter sent	Steering group representation	Pharmacy contractor questionnaire	Public questionnaire	Commissioner questionnaire	Dispensing practice questionnaire	Draft PNA link sent
Other consultee	Herts Valleys CCG Medicines Management	Y	Y		Y	Y		Y
	East and North Herts Medicines Management	Y	Y		Y	Y		Y
	Cambridgeshire & Peterborough CCG Medicines Management	Y	Y		Y	Y		Y
	Chief Pharmacist				Y	Y		Y
	Director of Contracting, Performance & Delivery				Y	Y		Y
	Director of Commissioning							Y
	Herts Valleys CCG Lead Commissioner				Y	Y		Y
	Age UK			Y				Y
	Herts Valleys CCG Communications Lead				Y			Y
	East and North Herts CCG Communications Manager							Y
	East and North Herts CCG Communications Lead				Y			Y
	Associate Director for Public Affairs, East and North Herts NHS Trust				Y			Y
	Director of Communications, West Herts Hospital NHS Trust				Y			Y
	Monthly newsletter to >500 health professionals in Herts				Y			Y
	Senior campaigns and communications officer – Public Health, HCC				Y			Y
Bishop's Stortford Learning Disabilities Forum				Y			Y	
PROBUS Club of St Albans				Y			Y	

Stakeholder		Engagement during PNA production						
	Role	PNA Briefing letter sent	Steering group representation	Pharmacy contractor questionnaire	Public questionnaire	Commissioner questionnaire	Dispensing practice questionnaire	Draft PNA link sent
Other consultee	1Voice Beds/Herts/Bucks				Y			Y
	Alzheimer's Society North Herts				Y			Y
	Alzheimer's Society South West Herts				Y			Y
	Alzheimer's Society East Herts				Y			Y
	Carers in Hertfordshire. Young Carers Service				Y			Y
	Activity Group for people with dementia (Bishop's Stortford)				Y			Y
	Broxbourne Probus Club				Y			Y
	Golden Girls Lunch Club in Broxbourne (B3 Living)				Y			Y
	Heather Club (Hemel Hempstead)				Y			Y
	Hertfordshire Engineers' Luncheon Club				Y			Y
	Kingfisher Club (Baldock, Hitchin and Letchworth)				Y			Y
	Sandridge Silver Threads				Y			Y
	Senior Italian Club (North Herts)				Y			Y
	Age Concern Bishop's Stortford at the Apton Centre				Y			Y
	Berkhamsted and Tring Day Service				Y			Y
	Bishop's Stortford Day Service				Y			Y
Borehamwood Day Service				Y			Y	
Broxbourne Day Service				Y			Y	
Buntingford Day Service				Y			Y	

Stakeholder		Engagement during PNA production						
	Role	PNA Briefing letter sent	Steering group representation	Pharmacy contractor questionnaire	Public questionnaire	Commissioner questionnaire	Dispensing practice questionnaire	Draft PNA link sent
Other consultee	CDR Care Ltd (Day Centre for Adults with a Learning Disability) New Barnet				Y			Y
	Centre in the Park (Hemel Hempstead) - Elderly Day Centre				Y			Y
	Dacorum Day Service				Y			Y
	East Herts Day Service (Cheshunt)				Y			Y
	Garden City Day Service (Welwyn)				Y			Y
	GEMMS (Groups of Elderly Members Meeting Socially) – Stevenage				Y			Y
	Greenhills Day Service				Y			Y
	North Herts Day Service (Learning Disabilities)				Y			Y
	North Herts Day Service (OPPD)				Y			Y
	Rickmansworth Day Service (Learning Disabilities)				Y			Y
	South Oxhey Day Service				Y			Y
	St Albans Day Service				Y			Y
	Stevenage Day Service				Y			Y
	Stevenage Resource Centre Day Service				Y			Y
	Ware Road Day Service				Y			Y
	Watford Day Service				Y			Y
	Welwyn & Hatfield Day Service				Y			Y
	Campus Pharmacy							Y
University of Hertfordshire – Student Wellbeing					Y			Y

Stakeholder		Engagement during PNA production						
	Role	PNA Briefing letter sent	Steering group representation	Pharmacy contractor questionnaire	Public questionnaire	Commissioner questionnaire	Dispensing practice questionnaire	Draft PNA link sent
Other consultee	University of Hertfordshire – general services				Y			Y
	Broxbourne Borough Council				Y			Y
	Dacorum Borough Council				Y			Y
	East Herts Council				Y			Y
	Hertsmere Borough Council				Y			Y
	North Hertfordshire District Council				Y			Y
	St Albans City and District Council				Y			Y
	Stevenage Borough Council				Y			Y
	Three Rivers District Council				Y			Y
	Watford Borough Council				Y			Y
	Welwyn Hatfield Borough Council				Y			Y
	Community centres in Broxbourne Borough Council				Y			Y
	Community centres in Dacorum Borough Council				Y			Y
	Community centres in East Herts Council				Y			Y
	Community centres in Hertsmere Borough Council				Y			Y
Community centres in North Hertfordshire District Council				Y			Y	
Community centres in St Albans City and District Council				Y			Y	
Community centres in Stevenage Borough Council				Y			Y	

Stakeholder		Engagement during PNA production						
	Role	PNA Briefing letter sent	Steering group representation	Pharmacy contractor questionnaire	Public questionnaire	Commissioner questionnaire	Dispensing practice questionnaire	Draft PNA link sent
Other consultee	Community centres in Three Rivers District Council				Y			Y
	Community centres in Watford Borough Council				Y			Y
	Herts Equality Council				Y			Y
	Hindu Group (Watford)				Y			Y
	Community centres in Welwyn Hatfield Borough Council				Y			Y
	Libraries in Hertfordshire				Y-paper			Y
	Owner, Manor Pharmacies			Y	Y			Y
	Portfolio Support Co-ordinator, Well Pharmacy			Y	Y			Y
	African Caribbean Seniors and Carers Lunch Club (North Herts)				Y			Y
	African Caribbean Association (Watford)				Y			Y
	Asian Community Care (Watford)				Y			Y
	Bosnia-Herzegovina Community Association				Y			Y
	Chinese Association (Watford)				Y			Y
	Ethnic Minority Group (Welwyn Hatfield)				Y			Y
	Gypsy and Traveller (Gypsy Association)				Y			Y
	Indian Association (Watford)				Y			Y
Herts Equality Council				Y			Y	

Stakeholder		Engagement during PNA production						
	Role	PNA Briefing letter sent	Steering group representation	Pharmacy contractor questionnaire	Public questionnaire	Commissioner questionnaire	Dispensing practice questionnaire	Draft PNA link sent
Other consultee	Hindu Group (Watford)				Y			Y
	Indian Cultural Society of Welwyn Hatfield				Y			Y
	Indian Society of Dacorum				Y			Y
	Integration Support Services (ISS) Herts and Essex				Y			Y
	Mauritius Muslim Welfare Association (St Albans)				Y			Y
	Minority Ethnic Forum (North Herts)				Y			Y
	Polish and BME communities (Hoddesdon)				Y			Y
	Spanish Circle				Y			Y
	Suraj Day Care and Respite Unit (Hitchin)				Y			Y
	World Forum for Ethnic Communities (Stevenage)				Y			Y
	Equalities/Engagement lead, Bedfordshire CCG				Y			Y
	Equalities/Engagement lead, East and North Herts CCG				Y			Y
	Equality and Diversity Officer, HCC				Y			Y
	Herts Parent Carers Involvement (HPCIN)				Y			Y
	Carers in Hertfordshire				Y			Y
	Watford Mencap				Y			Y
Hertfordshire Partnership University NHS Foundation Trust				Y			Y	
Hertfordshire Community NHS Trust				Y			Y	



Stakeholder		Engagement during PNA production						
	Role	PNA Briefing letter sent	Steering group representation	Pharmacy contractor questionnaire	Public questionnaire	Commissioner questionnaire	Dispensing practice questionnaire	Draft PNA link sent
Other consultee	West Hertfordshire Hospital NHS Trust				Y			Y
	East and North Hertfordshire NHS Trust				Y			Y
	Youth Connexions Hertfordshire				Y			Y
	Hertfordshire Association of School Governors				Y			Y
	Hertfordshire Primary Heads Forum				Y			Y
	Hertfordshire Community Foundation				Y			Y
	Community Development Action Herts				Y			Y
	Citizens Advice Bureaux				Y			Y
	Welwyn Hatfield Community Voluntary Service				Y			Y
	Watford and Three Rivers Trust				Y			Y
	North Herts Centre for Voluntary Services				Y			Y
	Community Action Haslemere				Y			Y
	Community Voluntary Services for Broxbourne and East Herts				Y			Y
	Hertfordshire Association of Parish Town Councils				Y			Y
	Head of Section, HCC - HCS - Gypsy & Traveller Section				Y			Y
Herts for Learning's Traveller Achievement Officer				Y			Y	
Chair, Gypsy and Traveller Empowerment Herts				Y			Y	
West Herts Hospital Trust							Y	

Stakeholder		Engagement during PNA production						
	Role	PNA Briefing letter sent	Steering group representation	Pharmacy contractor questionnaire	Public questionnaire	Commissioner questionnaire	Dispensing practice questionnaire	Draft PNA link sent
Other consultee	East & North Herts Hospital Trust							Y
	Princess Alexandra Hospital							Y
	Essex Partnership University Trust							Y
	Bedford Hospital							Y
	Luton & Dunstable Hospital							Y
	East London Foundation Trust (Mental Health Services, Bedfordshire and Luton)							Y
	Addenbrookes Hospital, Cambridge							Y
	Hinchingbrooke Hospital, Huntingdon (North West Anglia Foundation Trust):							Y
	Peterborough City Hospital (North West Anglia Foundation Trust)							Y
	Papworth Hospital							Y
	Cambridgeshire and Peterborough Foundation Trust							Y
	Hertfordshire Partnership Foundation Trust							Y
	Hertfordshire Community Trust							Y
	Royal Free Hospital (including Barnet & Chase Farm sites)							Y
	Royal National Orthopaedic Hospital							Y
Oxford Heath (Mental Health Services, Bucks)							Y	
Buckinghamshire Healthcare Trust							Y	

## Appendix I: Result of consultation responses

As required by the Pharmaceutical Regulations 2013, Hertfordshire HWB held a 60-day consultation on the draft PNA from 18 September 2017 to 17 November 2017.

The draft PNA was hosted on the Hertfordshire Council website and invitations to review the assessment, and comment, were sent to a wide range of stakeholders including all community pharmacies in Hertfordshire. A number of members of the public had expressed an interest in the PNA and were invited to participate in the consultation as well as a range of public engagement groups in Hertfordshire as identified by Hertfordshire Council and Hertfordshire Healthwatch. Responses to the consultation were possible via an online survey, paper or email.

There were in total four responses. All four of them were to the internet survey and there were no paper surveys or email comments. There was one response received from the public, one from the LPC, and two respondents from unknown source.

The following are the main themes, and PNA steering group's response, to feedback received during the consultation on the draft PNA:

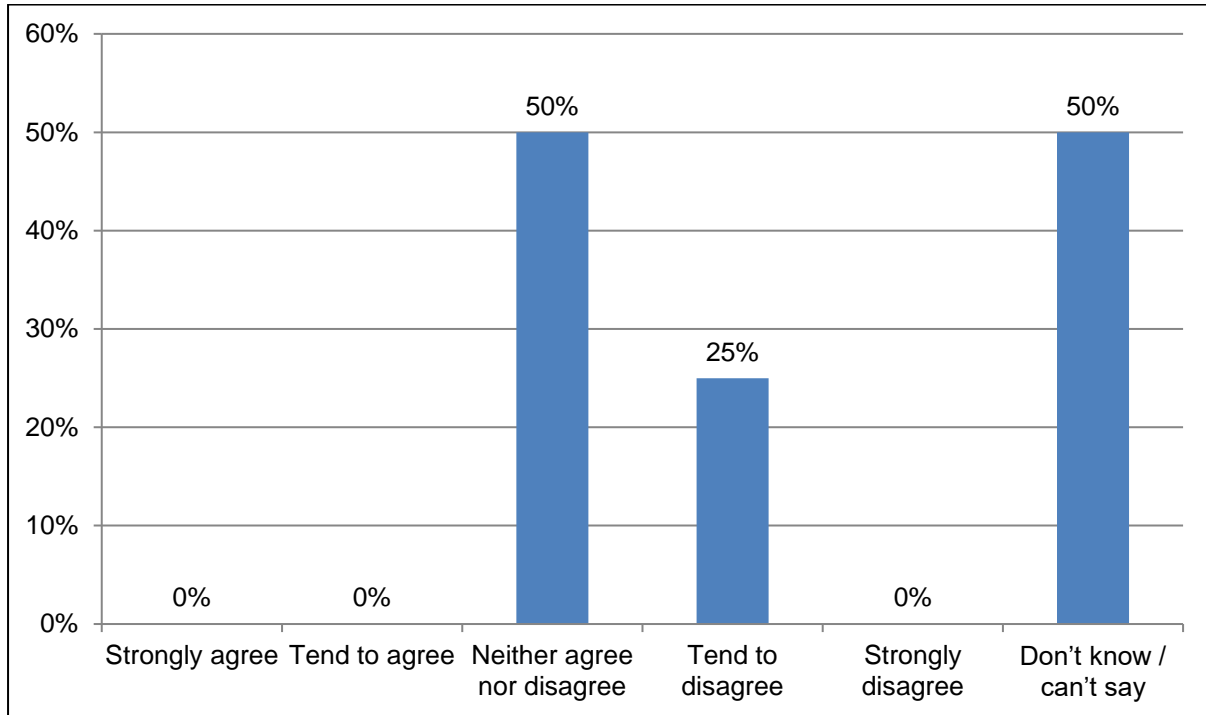
- information provided in the PNA
- consideration as to which services are 'necessary' and 'relevant'
- issues over access to services
- availability of services currently, and not currently, provided by pharmacies
- correction of data in the PNA

All responses were considered by the PNA steering group at its meeting on 10 January 2018 for the final report. A number of additional comments were received that were considered by the steering group in the production of the final PNA. Should you wish to view these comments please contact the Public Health Team, [publichealth@hertfordshire.gov.uk](mailto:publichealth@hertfordshire.gov.uk)

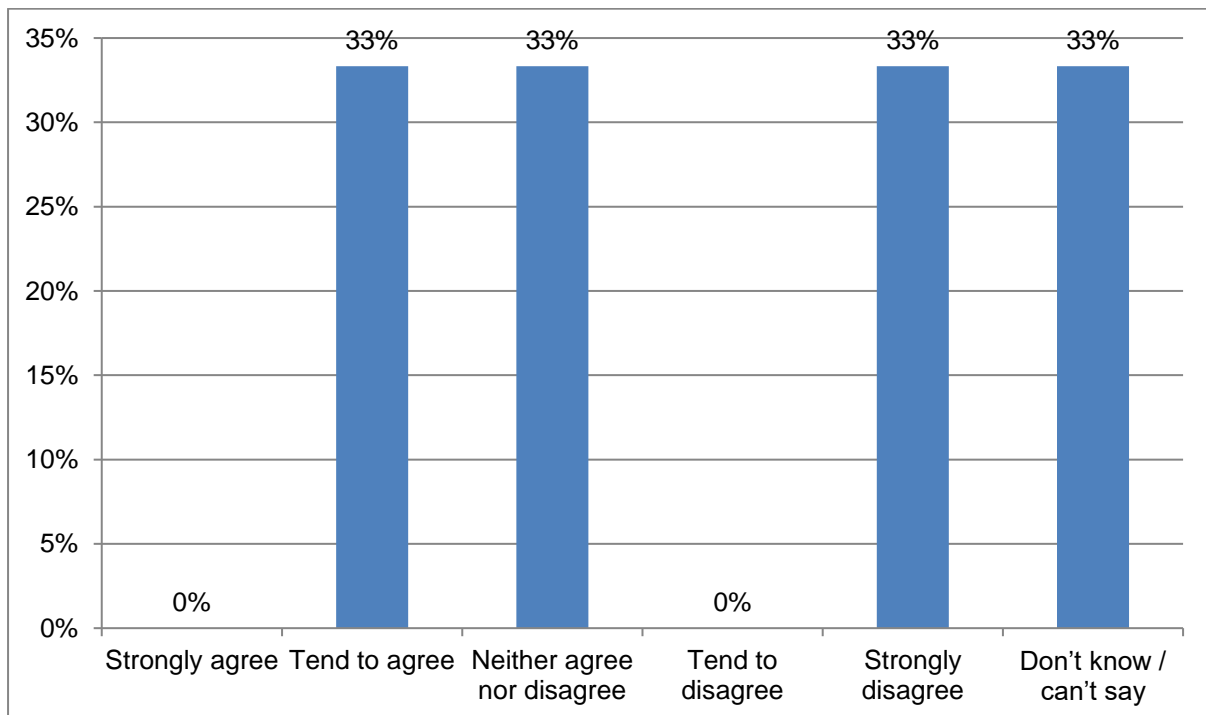
Below is a summary of responses to the specific questions, asked during the consultation.

**Consultation questions and responses:**

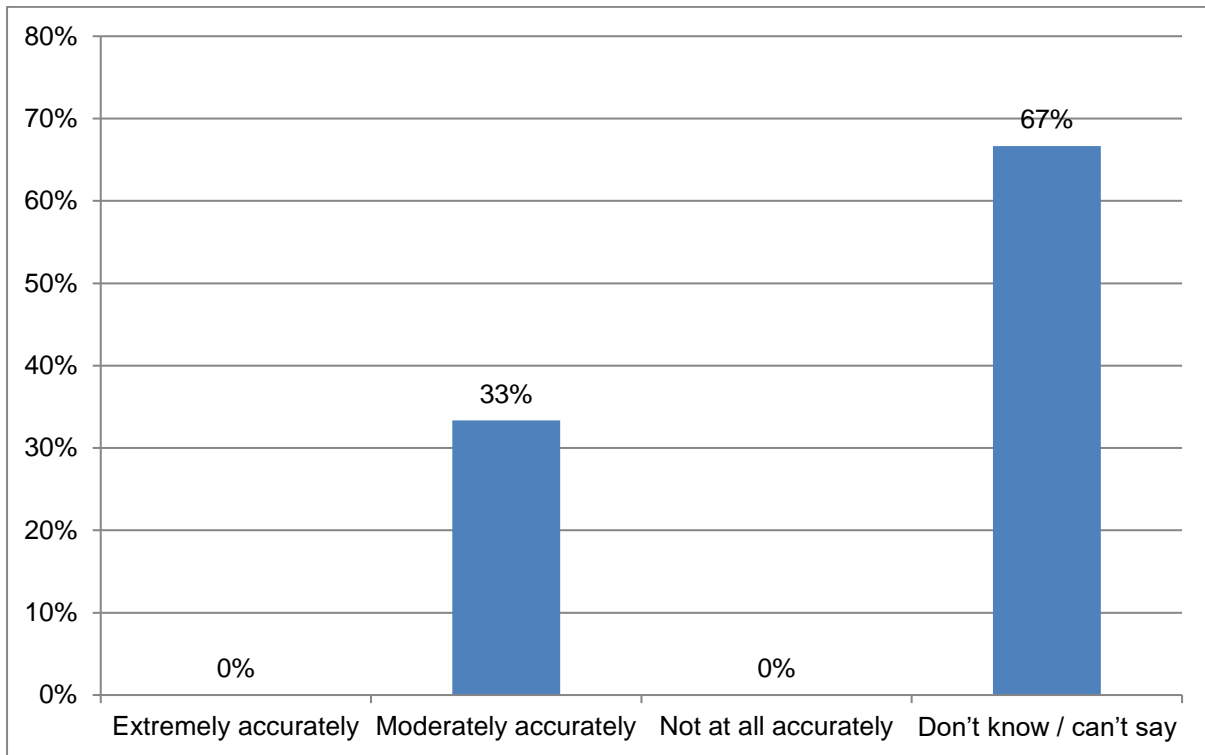
**Q1. The Hertfordshire draft PNA does not identify any gaps in the provision of pharmaceutical services. To what extent do you agree or disagree with this assessment?**



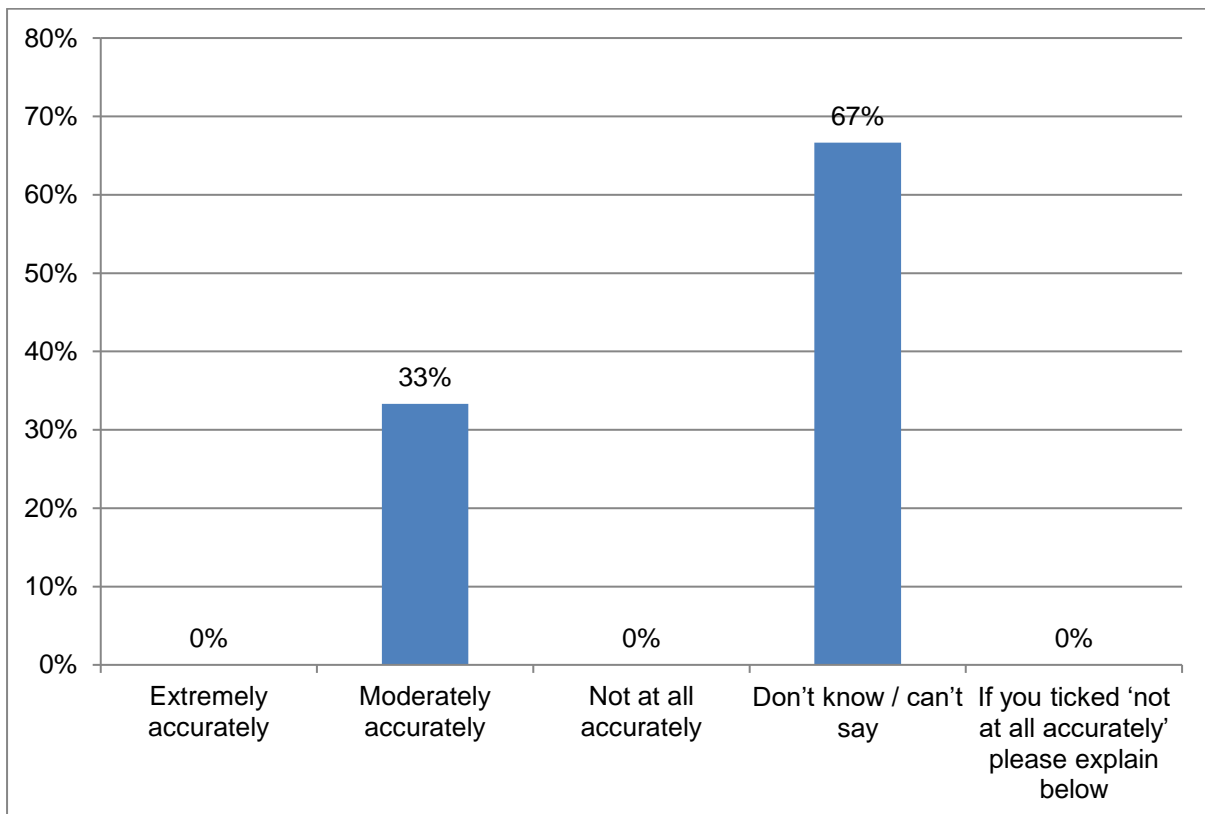
**Q2. To what extent do you agree or disagree with the other conclusions contained within the draft PNA? (Please see the Executive Summary section of the document)**



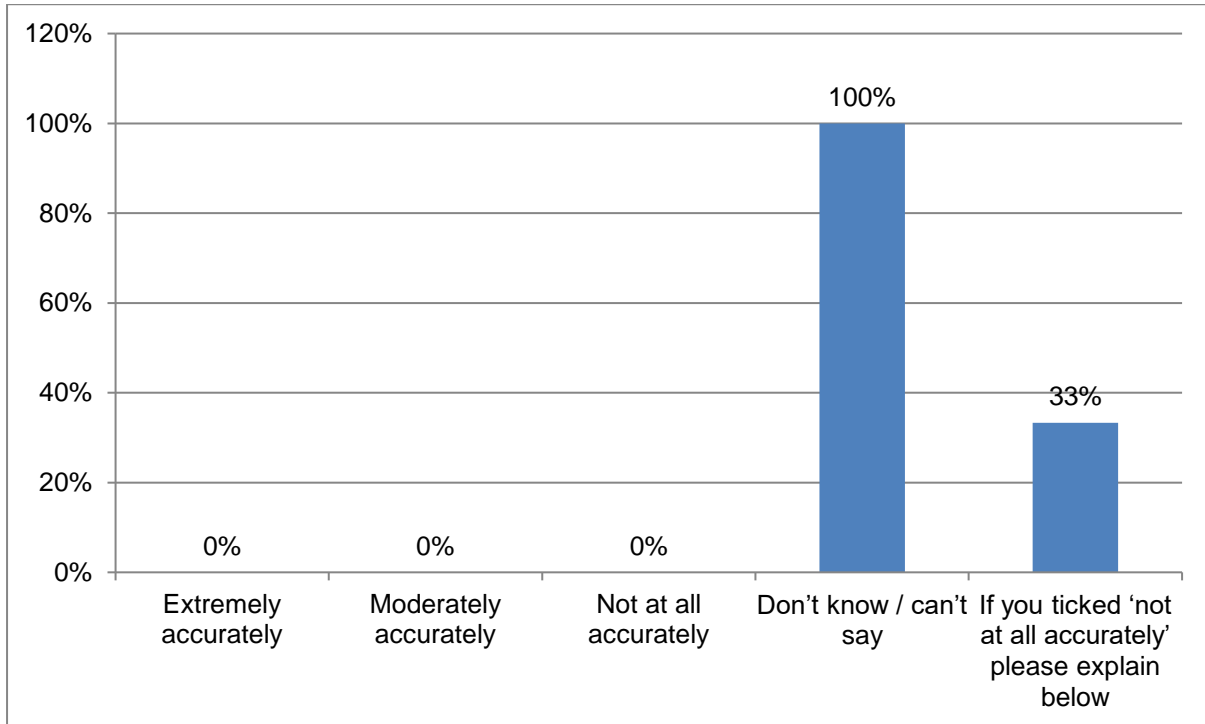
**Q3. In your opinion, how accurately does the draft PNA reflect the current provision of pharmaceutical services in Hertfordshire?**



**Q4. In your opinion, how accurately does the draft PNA reflect the current pharmaceutical needs of Hertfordshire's population?**



**Q5. In your opinion, how accurately does the draft PNA reflect the future pharmaceutical needs of Hertfordshire’s population (over the next three years)?**



**Q6. Please use the space below to make any other comments relevant to the PNA or pharmaceutical services in Hertfordshire**

Comments received from LPC

## Appendix J: New housing and care homes planned in Hertfordshire

### Broxbourne (forms part of Lower Lea Valley and Upper Lea Valley CCG localities)

Potential new housing growth (greater than 100 dwellings planned)

Site name	Area	No of planned dwellings (2017-21+)	Comments
Land to the west of Hoddesdon and east of the A10	Hoddesdon	523	Includes both residential and commercial development and a primary school. Full completion estimated to be beyond 2021
Hazlemere Marina, Station Road and Lea Road	Waltham Abbey	118	Completion estimated by 2020

**East Hertfordshire (covers Stort Valley and Villages and Upper Lea Valley CCG localities)**

Potential new housing growth (greater than 100 dwellings planned)

Site name	Area	No of planned dwellings (2017-21+)	Comments
Terlings Park, Eastwick Road	Eastwick	450	Includes, residential, and commercial development and a children's nursery
Land north of Hare Street Road	Buntingford	160	Completion estimated during 2018-19
Land south of Hare Street Road	Buntingford	105	Estimated completion 2019-20
Land at Bishop's Stortford North	Bishop's Stortford	2,200	1,667 units are due for completion beyond 2021. Net gain 2,197
Land at Crane Mead, Crane Mead	Ware	101	Due for completion by 2021
Land south of Hare Street Road	Buntingford	100	Approximately half of development due for completion
Former Sainsbury's Distribution Depot, London Road	Buntingford	316	62 units complete, majority of development due for completion prior to 2021
Land south of Hadham Road	Bishop's Stortford	164	Estimated completion beyond 2021
Land between, Farnham Road and Hazel End Road	Bishop's Stortford	329	Includes a site for a one-form entry primary school. Majority of development estimated to be complete beyond 2021
The Ridgeway	Hertford	120	Net loss of 2 units due to demolition of existing provision
Land north of The Park Farm Industrial Estate and The Freman, Ermine Street	Buntingford	180	



**Dacorum locality**

Potential new housing growth (greater than 100 dwellings planned)

Site name	Area	No of planned dwellings (2017-21+)	Comments
Land adjacent to Manor Estate, Apsley	Hemel Hempstead	325	
Former Sappi site, Lower Road, Nash Mills	Hemel Hempstead	450	Includes 64-bed care home
Land at Maylands Court and Wood Lane End, Maylands Avenue	Hemel Hempstead	130	Estimated to be completed during 2018-19
Land adjacent to (Nickey Lane) Three Cherry Trees Lane	Hemel Hempstead	357	Estimated completion during 2018-19
Land off Dacorum Way, between Marlowes, Combe St and River Gade	Hemel Hempstead	207	Full completion due beyond 2021
Symbio Place, Whiteleaf Road	Hemel Hempstead	272	Estimated completion during 2019-20
<b>TOTAL</b>		<b>1,741</b>	

**Hertsmere locality**

Potential new housing growth (greater than 100 dwellings planned).

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2017-21+)</b>	<b>Comments</b>
International University	Bushey	214	Net gain 211 units
Oaklands College, Borehamwood Campus, Elstree Way	Borehamwood	125	Complete
Horizon One, Studio Way	Borehamwood	130	Estimated completion 2018-19
Isopad House, Shenley Road	Borehamwood	150	Estimated completion 2017-18
Hertswood School, Thrift Farm Lane	Borehamwood	301	Estimated completion 2020-21. Net gain 299 units
<b>TOTAL</b>		<b>920</b>	

**Lower Lea Valley locality (see Broxbourne)**

**North Hertfordshire locality**

Potential new housing growth (greater than 100 dwellings planned).

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2017-21)</b>	<b>Comments</b>
Former factory site, land on the north-west side, Blackhorse Road	Letchworth Garden City	159	Majority of development complete
Land east of Garden Walk and north of Newmarket Road, Garden Walk	Royston	330	
<b>TOTAL</b>		<b>489</b>	

**Royston locality (see North Hertfordshire)**

**St Albans and Harpenden locality**

Potential new housing growth (greater than 100 dwellings planned).

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2017-21)</b>	<b>Comments</b>
Hanstead Park, Smug Oak Lane	St Albans	138	
Ziggurat House, Grosvenor Road	St Albans	125	Estimated completion 2018-19
Building Research Establishment, Bucknalls Lane	Garston	100	
<b>TOTAL</b>		<b>363</b>	

**Stevenage locality**

Potential new housing growth (greater than 100 dwellings planned).

Site name	Area	No of planned dwellings (2017-21)	Comments
DuPont (UK) Ltd, Wedgwood Way, Stevenage SG1 4QN	Stevenage	200	
Park Place	Town centre	202	
Town centre	Town centre	120	
<b>TOTAL</b>		<b>522</b>	

**Stort Valley and Villages locality (see east Hertfordshire)****Upper Lea Valley locality (see Broxbourne and East Hertfordshire)**

**Watford and Three Rivers locality**

Potential new housing growth (greater than 100 dwellings planned).

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2017-21)</b>	<b>Comments</b>
St Andrews Road, South	Oxhey	514	Proposed net gain of 388 units
Rembrandt House, Whippendell Road	Watford	107	Net gain 105 units
Watford General Hospital site and surrounding land	Watford	681	Development of a mixed-use health campus, hospital/healthcare accommodation, together with commercial units
Central Meriden Estate, The Gossamers	Watford	133	Proposed net gain 112
Chalk Hill House, 8-12 Chalk Hill	Watford	121	Estimated completion 2020-21
Exchange House, 60 Exchange Road	Watford	126	
<b>TOTAL</b>		<b>1,682</b>	

**Welwyn Hatfield locality**

Potential new housing growth (greater than 100 dwellings planned).

Site name	Area	No of planned dwellings (2017-21)	Comments
Former Roche Building	Broadwater	209	
The Frythe, 5 Digswell Hill	Welwyn	104	
Development Park, Enterprise Centre, Xerox, Bessemer Road	Welwyn Garden City	210	
Queen Elizabeth II Hospital	Howlands	163	
Rank Xerox Ltd, Bessemer Road	Welwyn Garden City	279	44 units estimated to be completed 2017-18
Rank Xerox Technical Centre, Bessemer Road	Welwyn Garden City	110	
Empire House, Bessemer Road	Welwyn Garden City	125	
Comet Hatfield, St Albans Road West	Hatfield	272	
<b>TOTAL</b>		<b>1,472</b>	

## New care home schemes planned in Hertfordshire

New home location	Area	Proposed development
Broxbourne	Hoddesdon	80 units
	Hoddesdon	60 units
	Wormley	77-bed dementia care
Dacorum	Boxmoor	11-bed care home
	Grovehill	5-bed residential care
	Hemel Hempstead Town	2-bed residential Care
	Kings Langley	36-bed residential care
	Nash Mills	64-bed residential care
East Hertfordshire (covers Stort Valleys and Villages and Upper Lea Valley)	Bishop's Stortford	2 boarding houses and 1 day house
		16 beds
		1-bed (reinstatement)
	Buntingford	66-bed care home
	Mundens and Cottered	60-bed care home
	Mundens and Cottered	7 beds
	Ware and Christchurch	70-bed care home
	Ware and Christchurch	72-bed care home
	Ware and Christchurch	37-bed care home

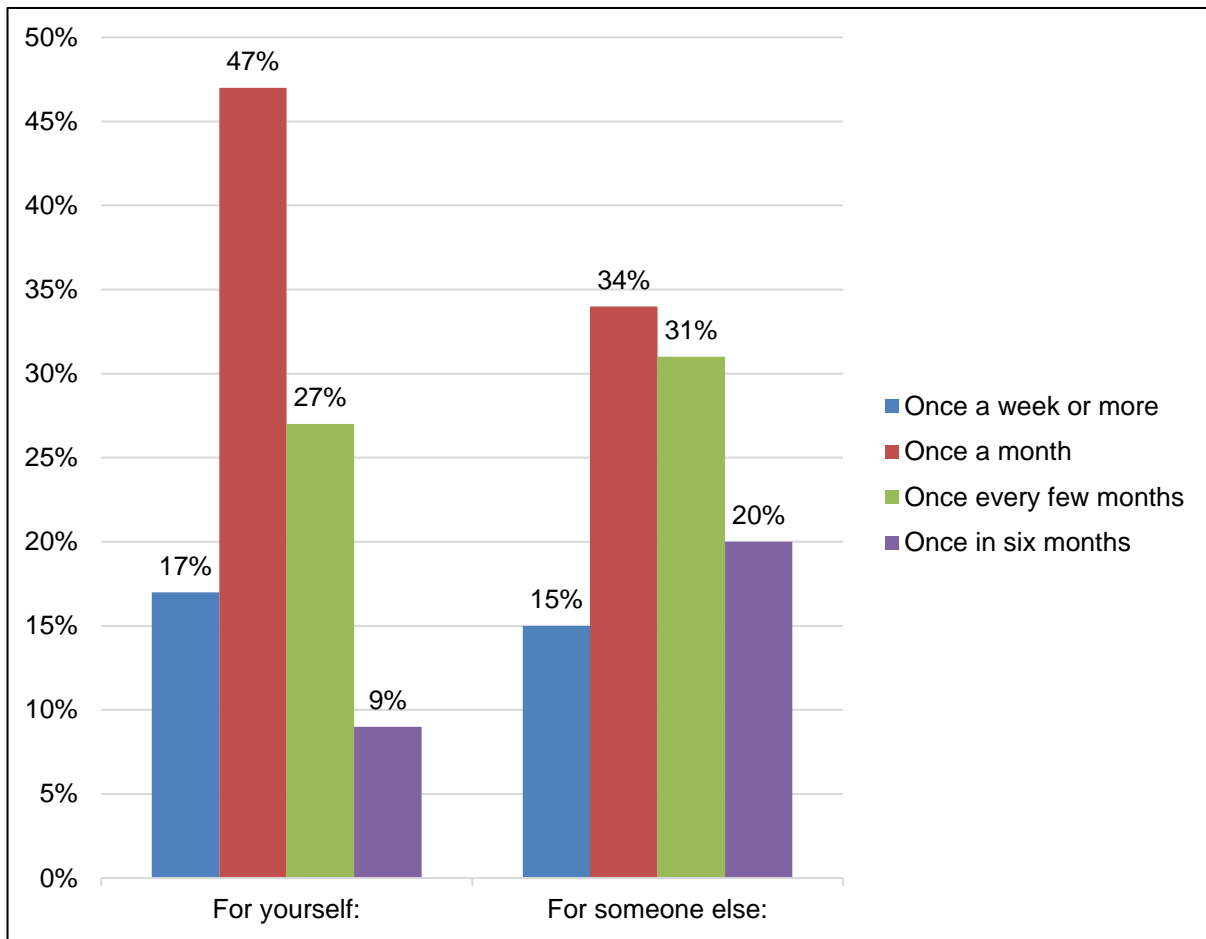


New home location	Area	Proposed development
Hertsmere	Aldenham East	2-bed extension
	Borehamwood	7-bed extension
	Bushey North	102-bed care home
	Bushey St James	1-bed extension
	Bushey St James	3-bed extension/conversion
	Potters Bar Parkfiled	Replacement of existing dwelling with 20-bed dementia care home
North Hertfordshire	Chesfield	15-bed extension
	Royston	19-bed residential care home
St Albans and Harpendon	Cunningham	83-bed residential care home
		80-bed residential care home
		Demolition of existing Fisher building and construction of 46-bed residential care
	Redbourn	16-bed extension to existing care home
		8-bed extension building
Stevenage	Martins Wood	8-bed extension
Watford and Three Rivers	Chorleywood North & Sarratt	Demolition of existing care home and construction of replacement three-storey care home

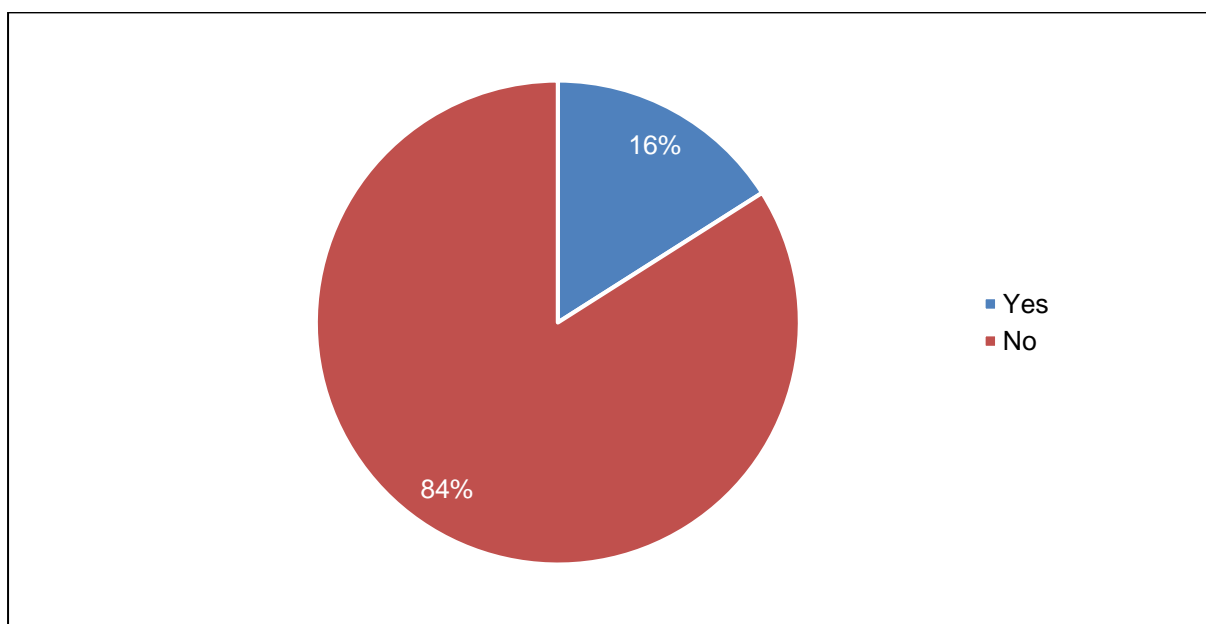
New home location	Area	Proposed development
Welwyn Hatfield	Dickensons	31-bed care home
	Hatfield	9-bed residential care home
	Hatfield	8-bed extension
	Howlands	64-bed care home
	Penshanger	75-bed care home, incorporating 20-person elderly daycare centre, communal facilities
	Peartree	83-bed care home

## Appendix K: Results of the public questionnaire

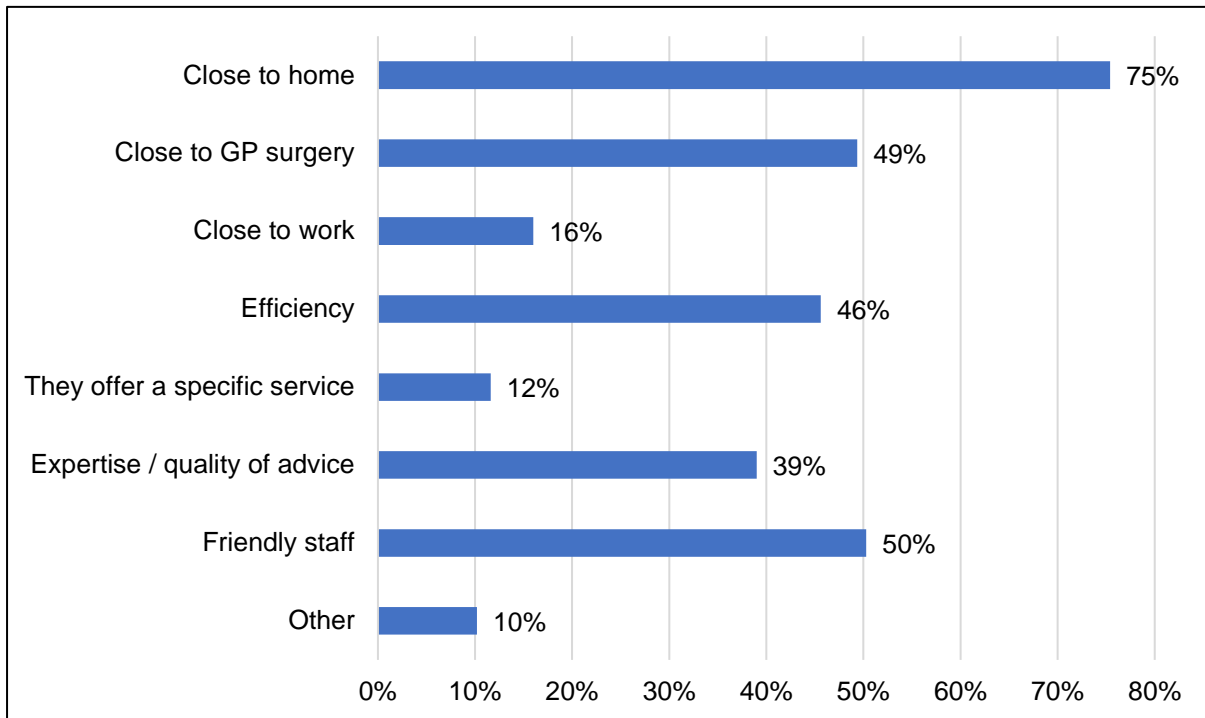
### Q1. How often have you visited the pharmacy in the last six months?



### Q2. Do you have a regular or preferred pharmacy that you visit?

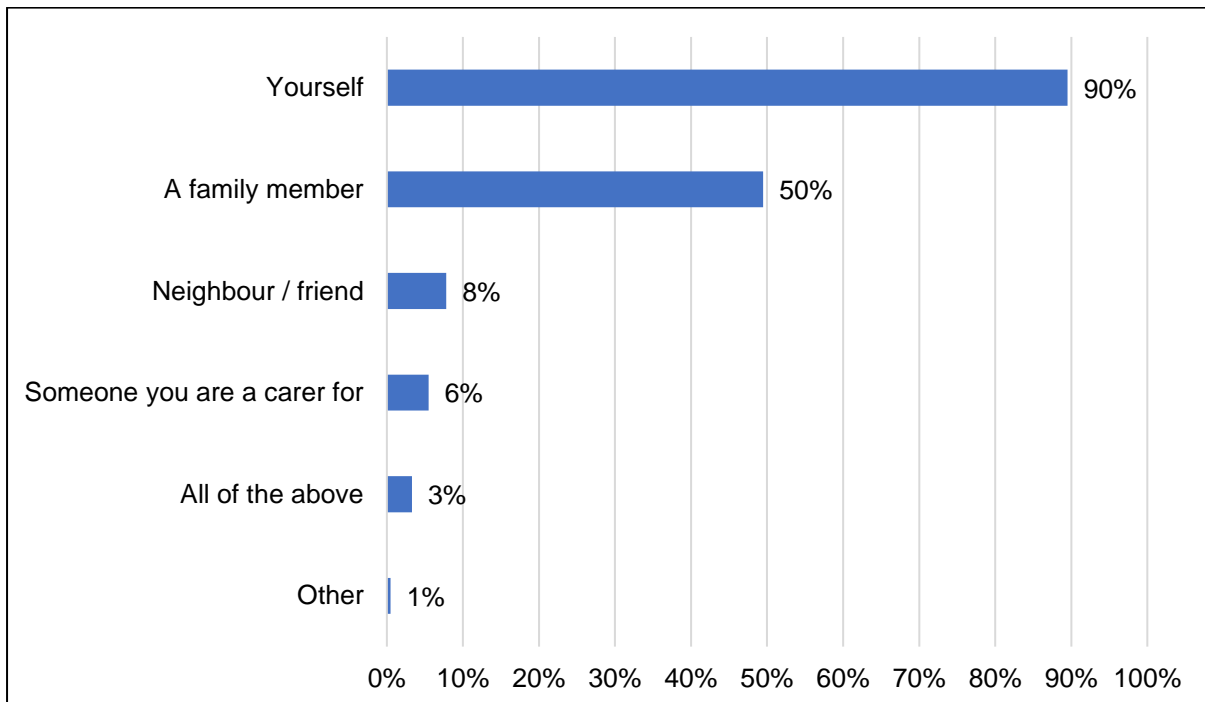


**Q3. When considering a choice of pharmacy, which of the following help you choose?**

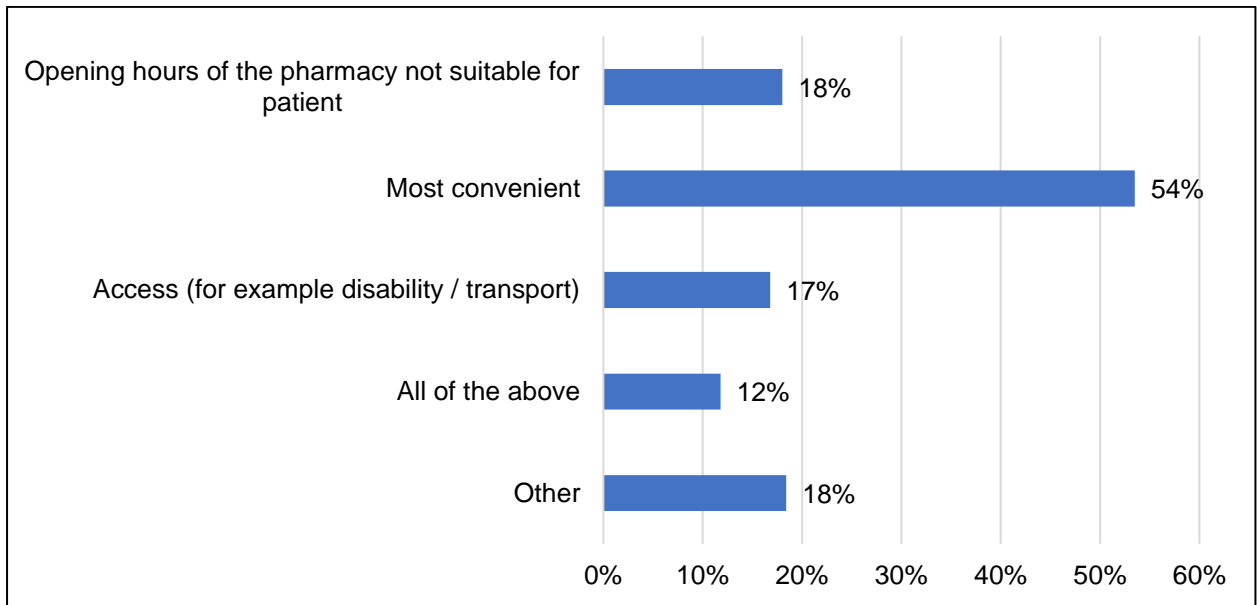


Loyalty (7)	Service (20)
Reliable (14)	Opening times (8)
Parking (19)	Location (18)

**Q4. Who would you normally visit the pharmacy for?**

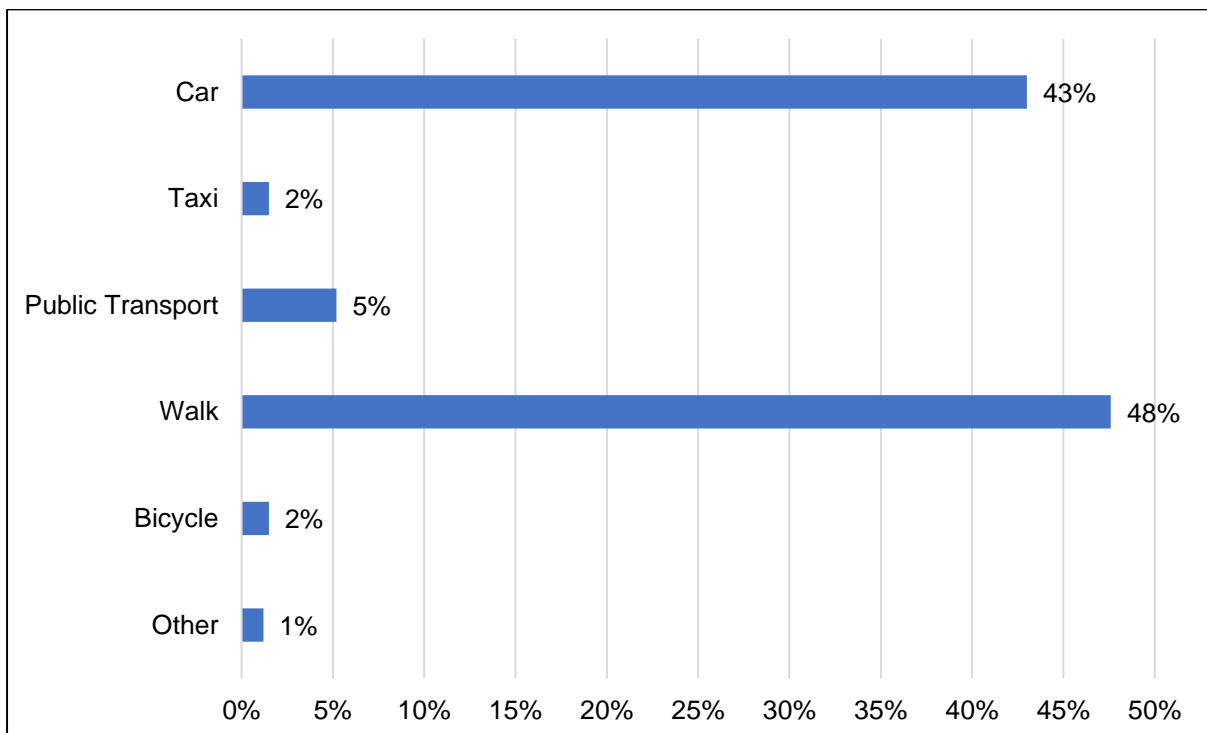


**Q5. If you visit a pharmacy on behalf of someone else, please give a reason why**

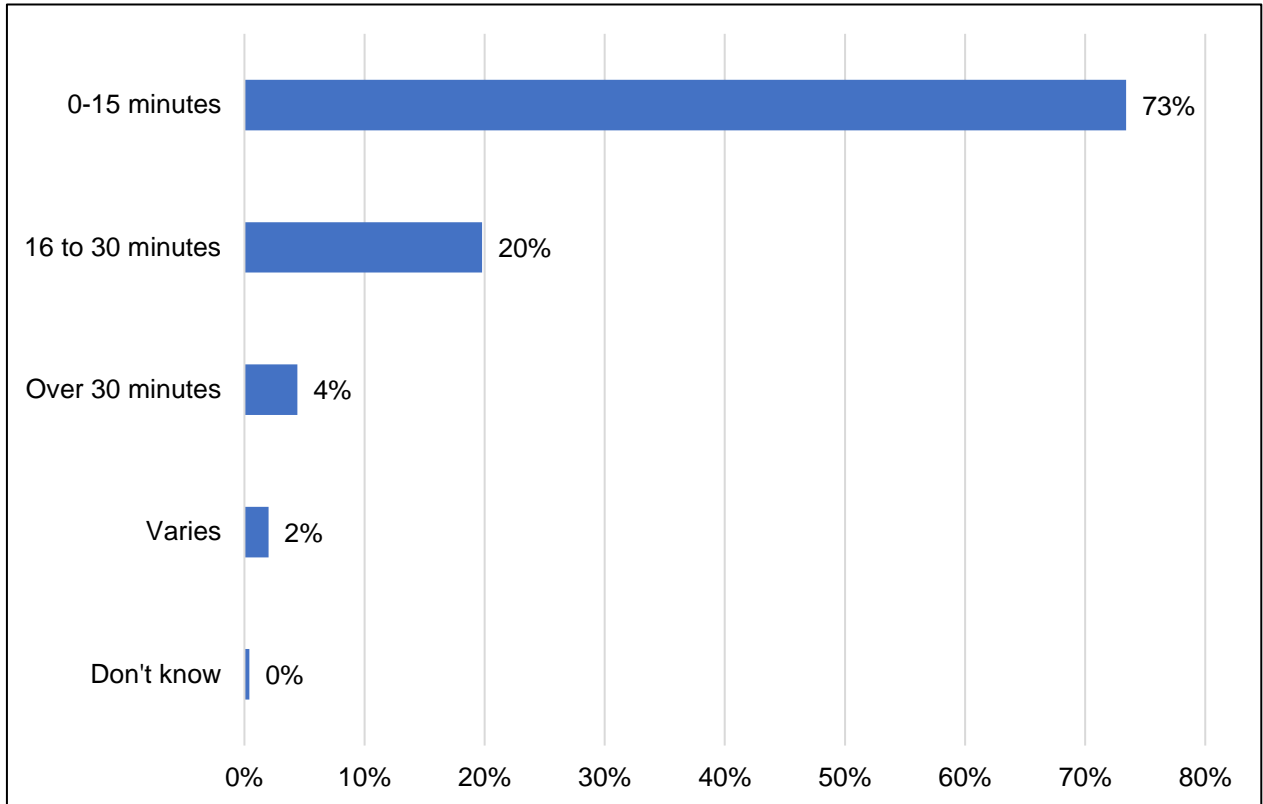


Carer (17)	Patient housebound (9)
Child (47)	Husband (9)
Going for myself anyway (6)	Not able to understand English (7)
Learning difficulties (4)	Elderly person (8)

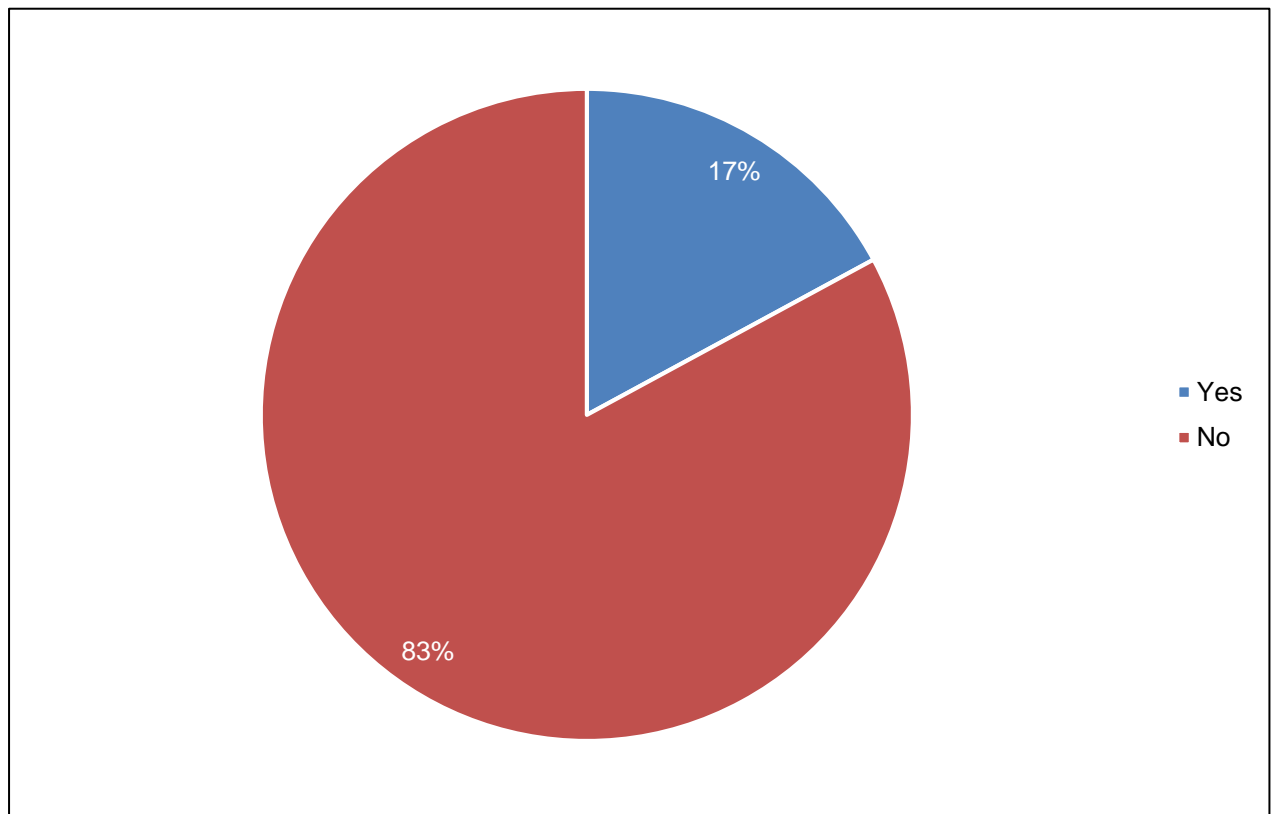
**Q6. How would you usually travel to the pharmacy?**



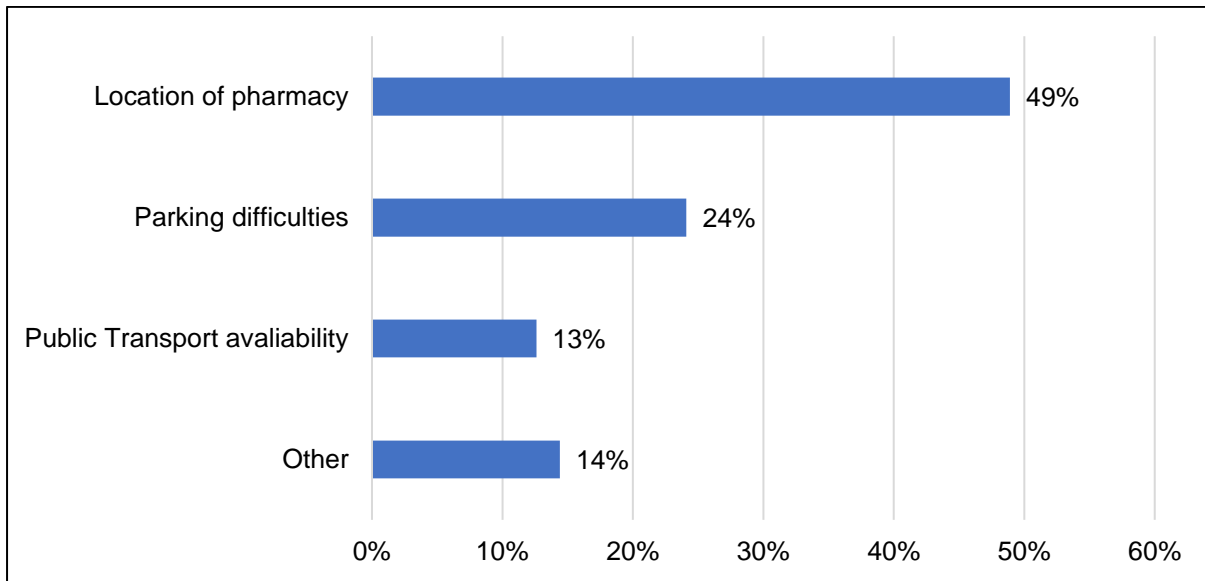
**Q7. On average, how long does it take you to travel to a pharmacy?**



**Q8. Do you have any difficulties when travelling to a pharmacy?**

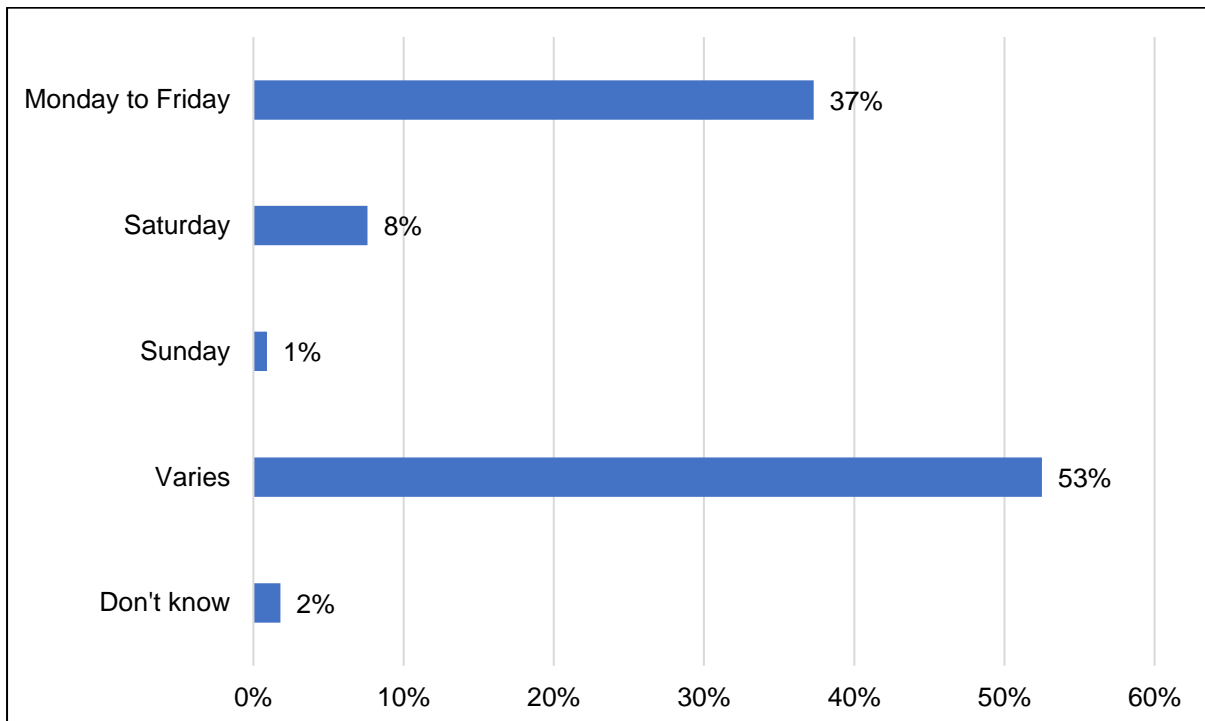


**Q9. If you answered 'Yes' to the previous question, please select one of the following reasons:**

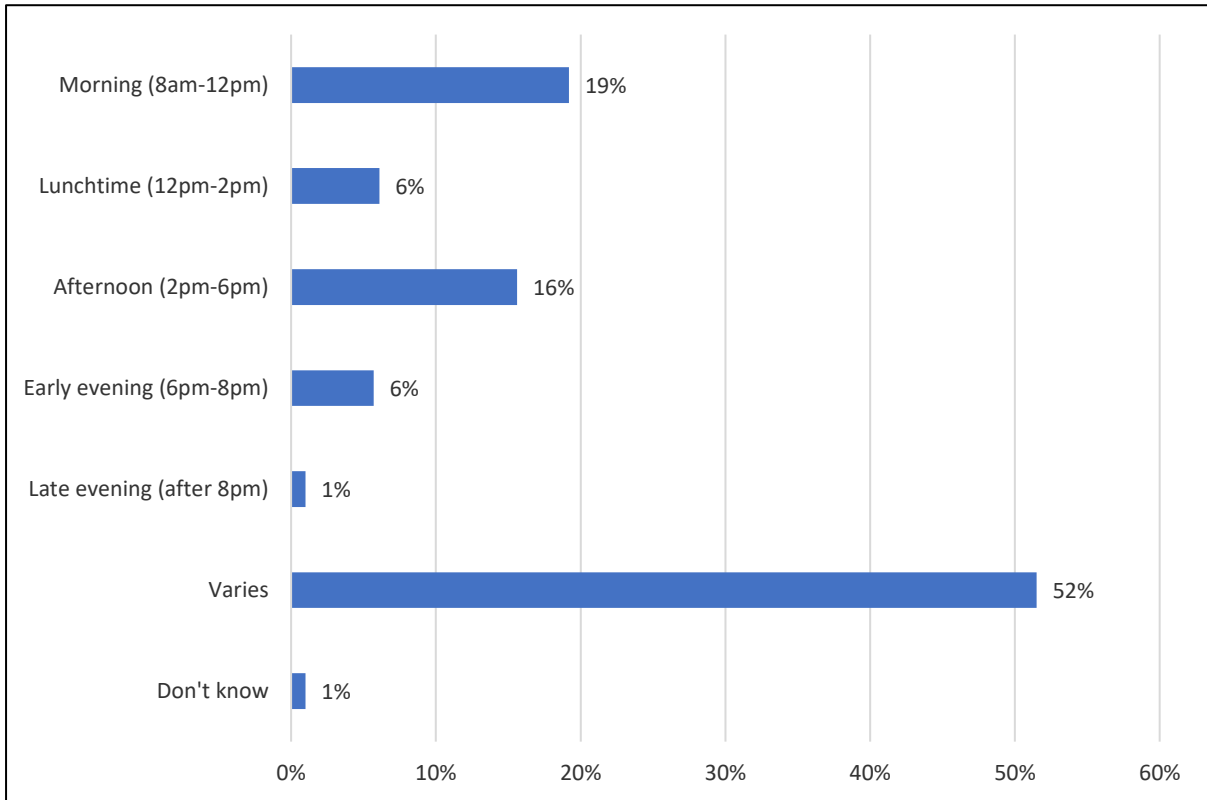


Health (10)	Arthritis (51)
Long walk (8)	Disability (7)
Public transport (5)	

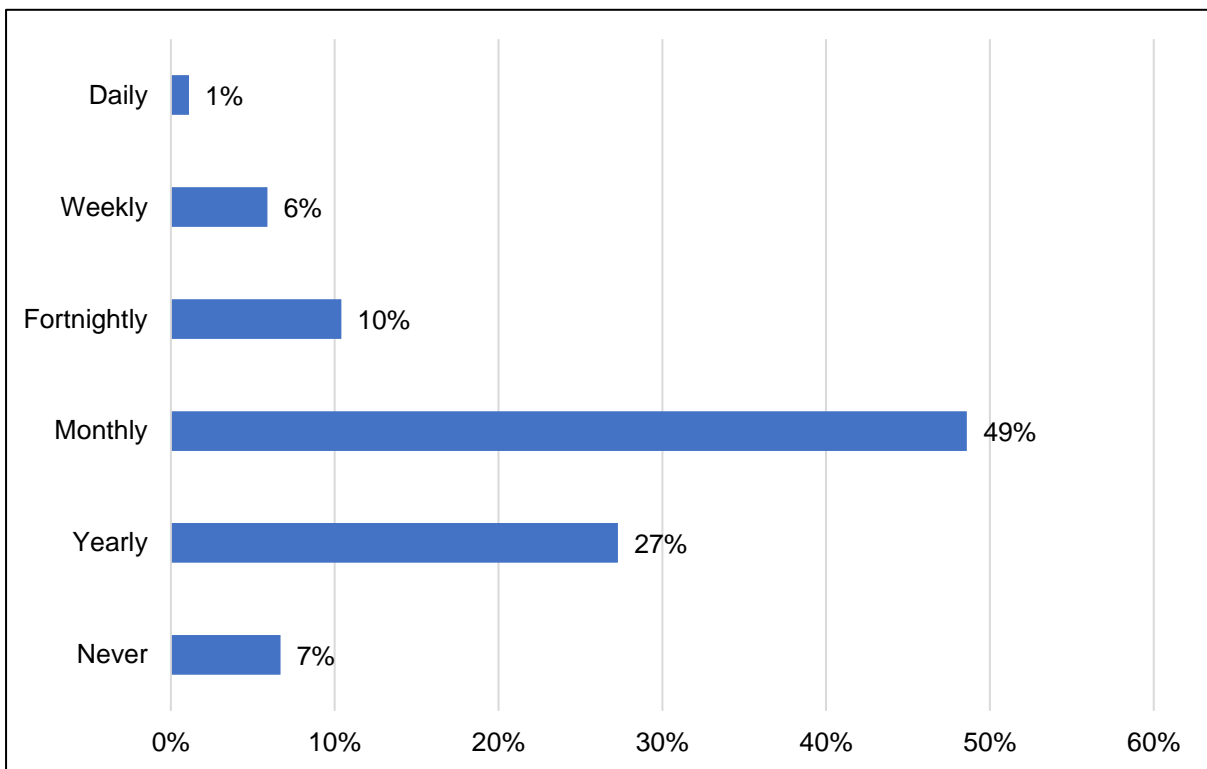
**Q10. What is the most convenient day for you to visit a pharmacy?**



**Q11. When do you prefer to visit a pharmacy?**

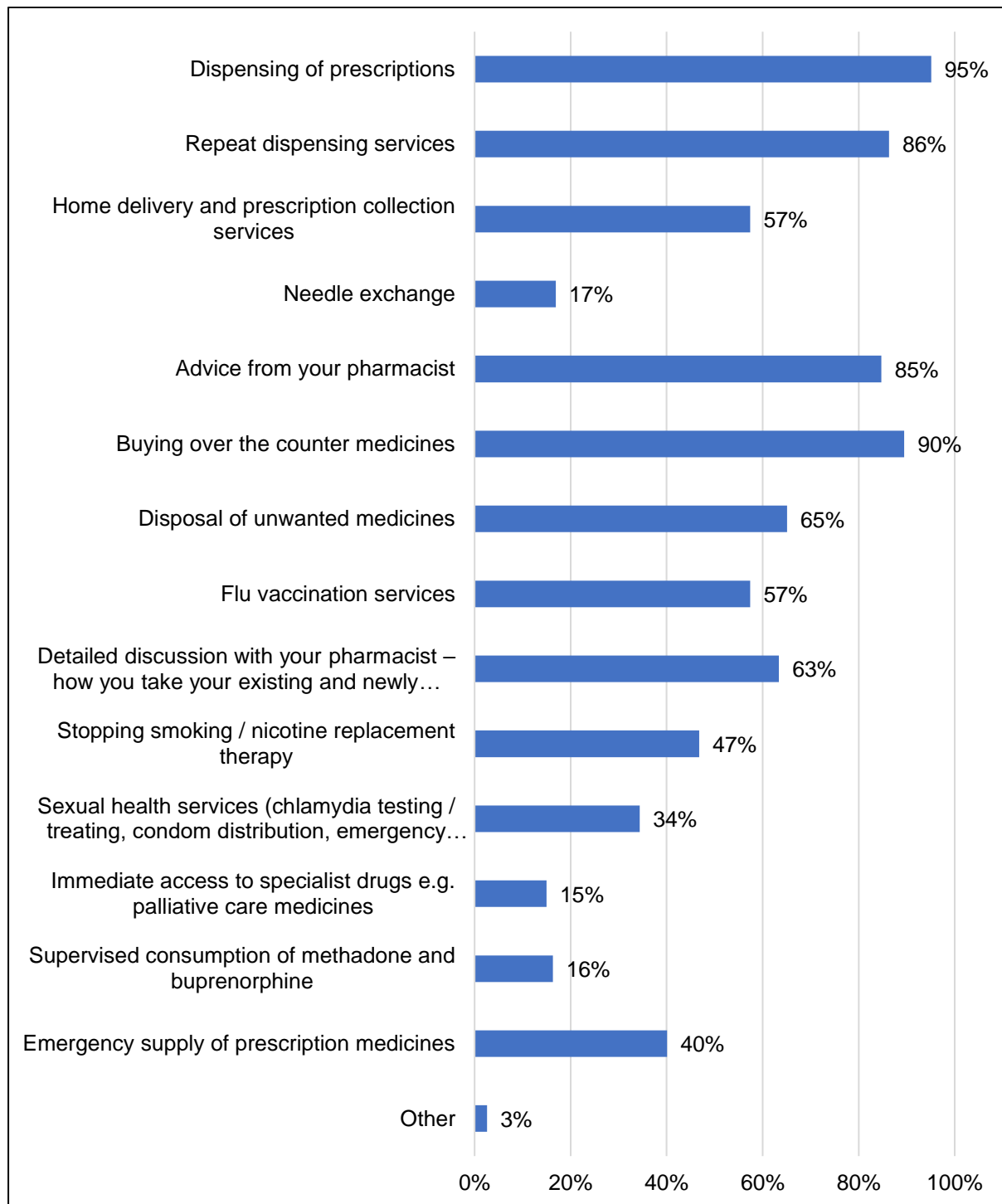


**Q12. How regularly do you typically buy an over the counter (i.e. non-prescription) medicine from a pharmacy?**



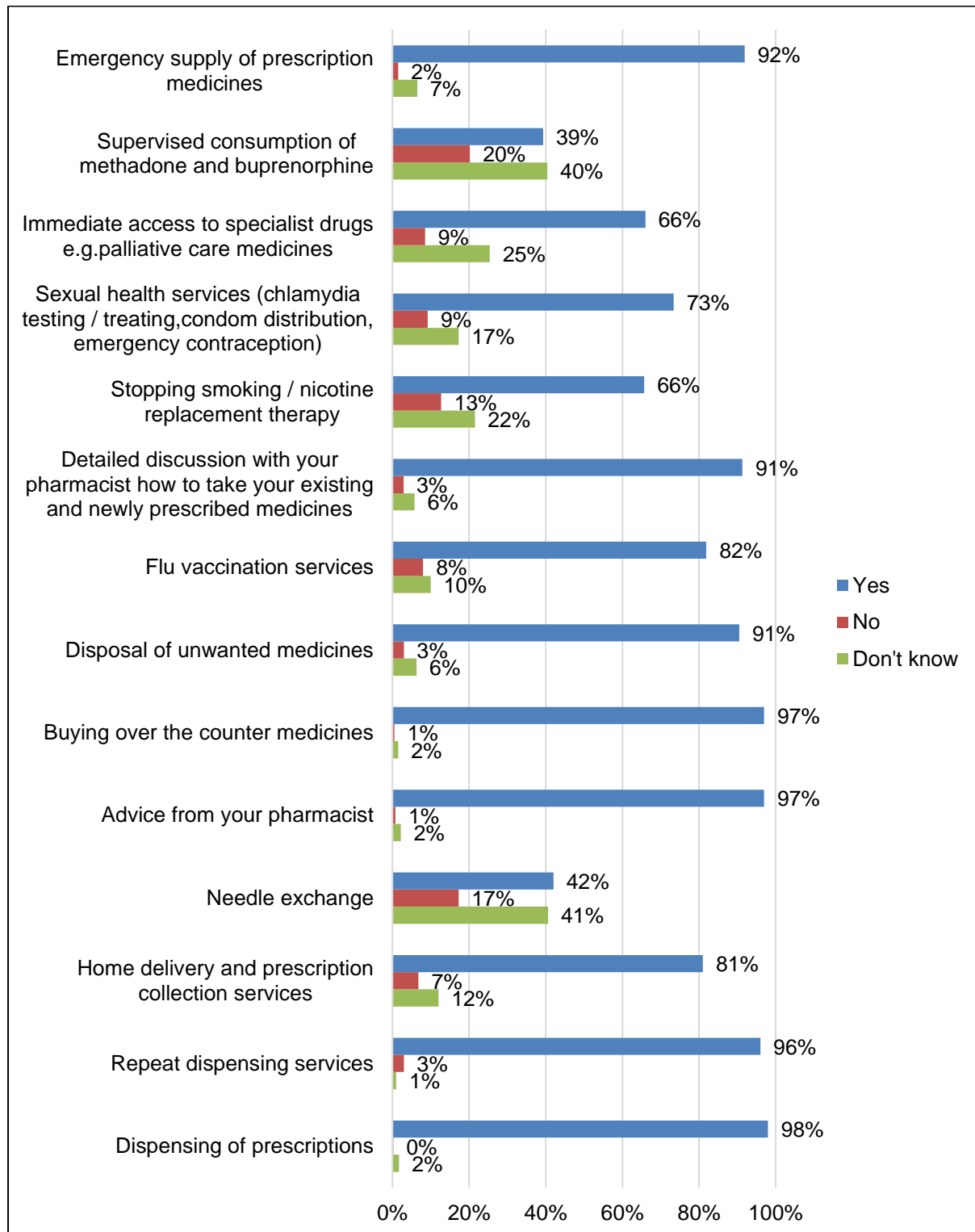


**Q13. Which of the following pharmacy services are you aware that a pharmacy may provide?**



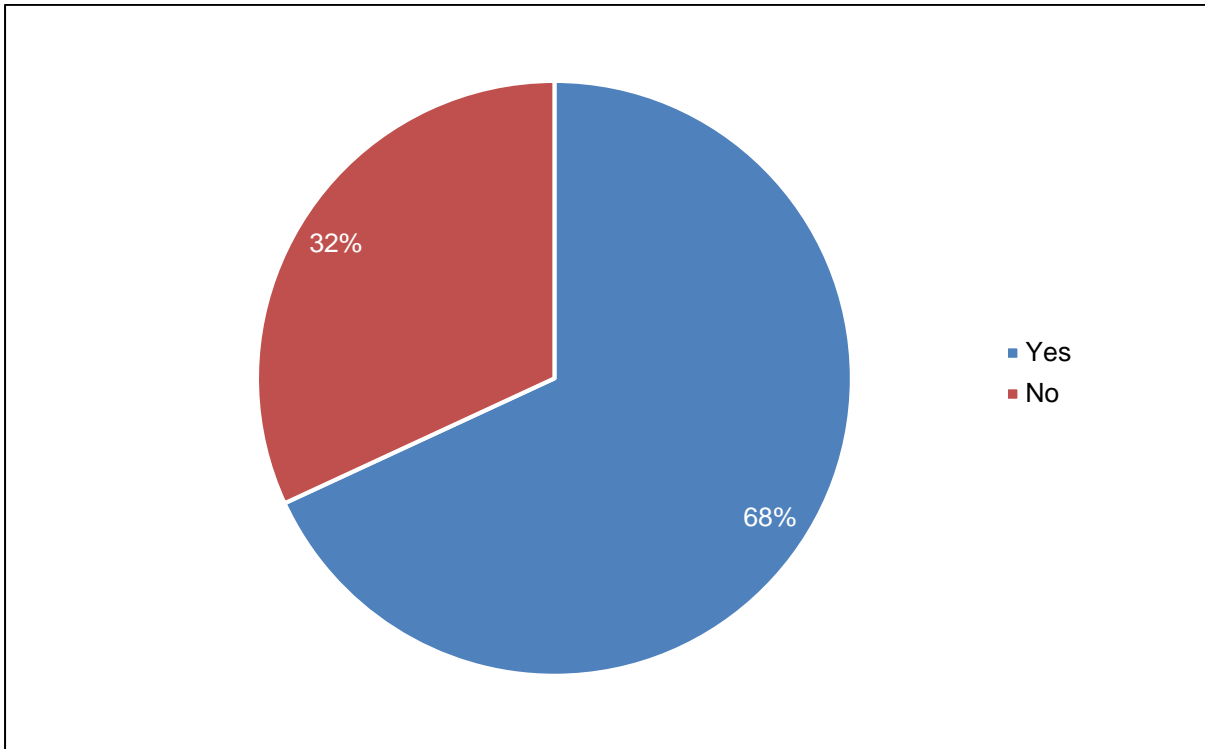
Weight management (3)	Blood pressure testing (5)
Malaria advice (1)	Cholesterol testing (51)
Travel medicine advice (6)	Opticians services (1)
Annual review (1)	

**Q14. What services would you like to see provided by your local pharmacy?**

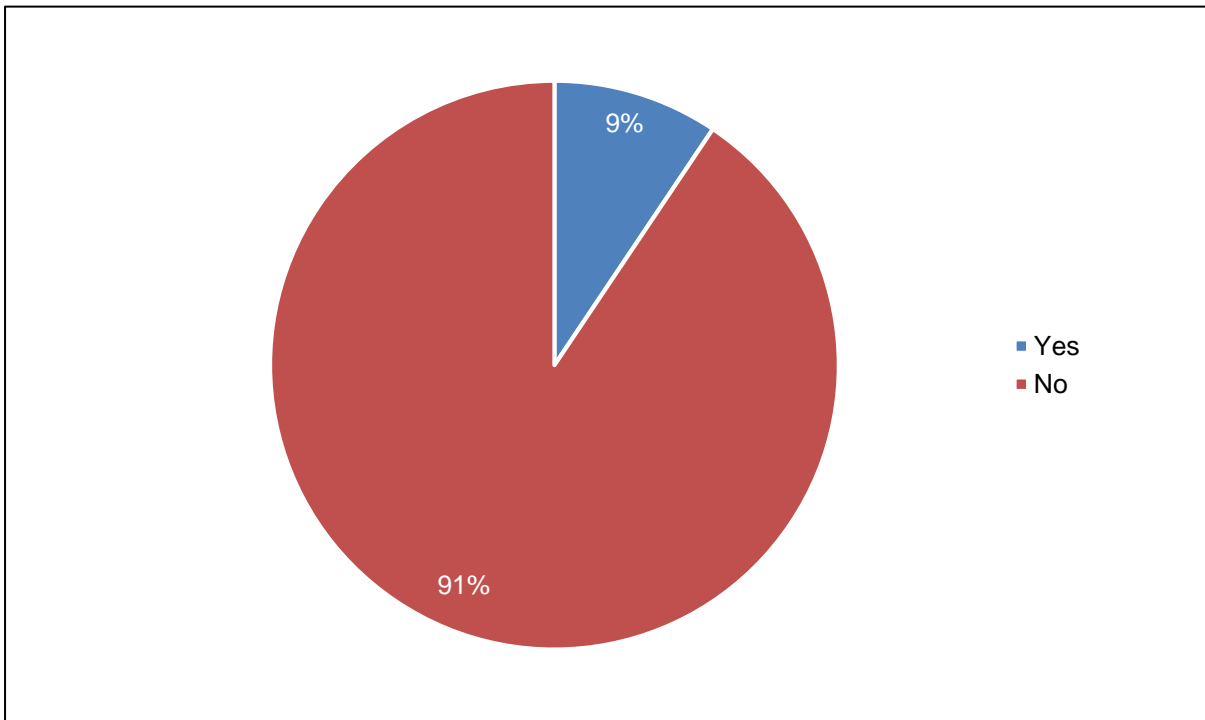


Already all provided (5)	Phlebotomy (1)
ADHD meds (1)	Emergency contraception (4)
Dietary advice (51)	Emergency out-of-hours delivery (51)
Weight loss treatment (1)	Blood pressure testing (51)
Diabetes testing (3)	Travel vaccinations (3)
Antibiotics for UTIs (51)	Private consultation rooms (51)

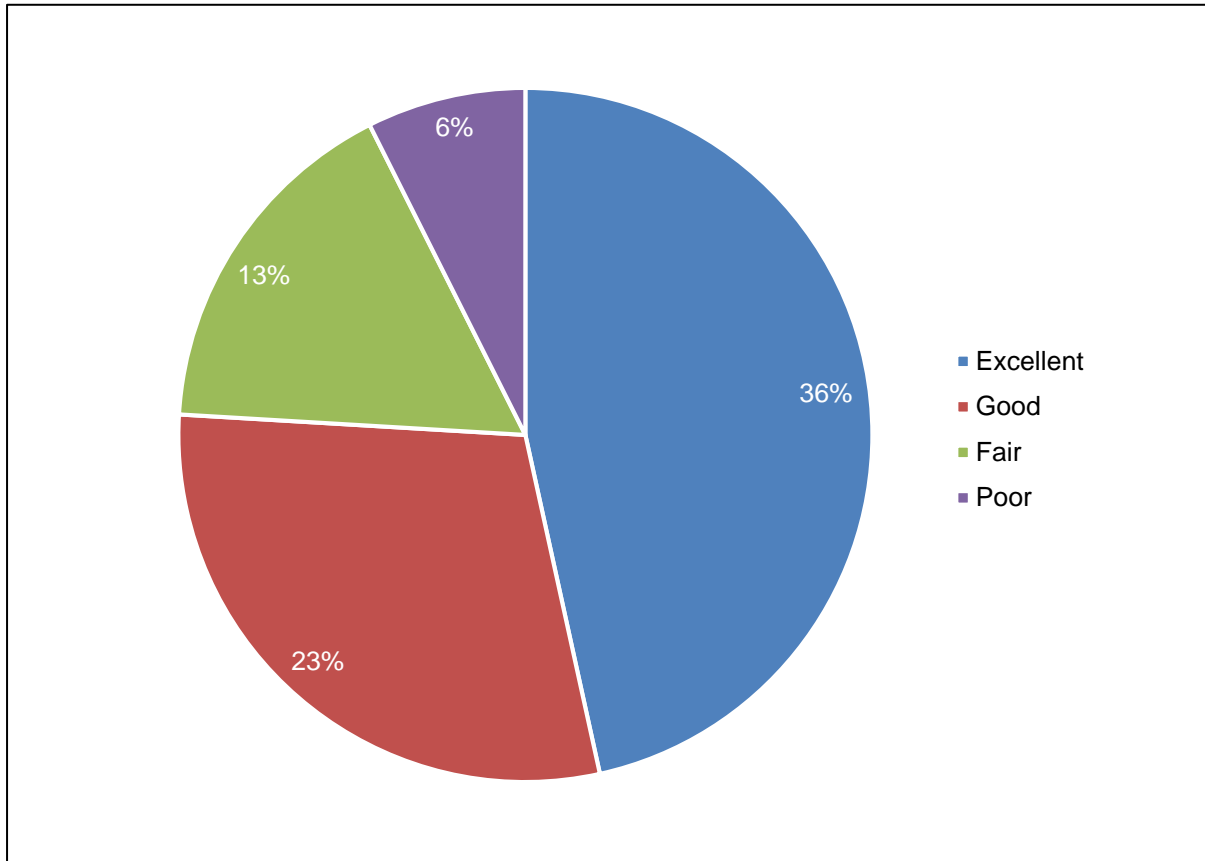
**Q15. Is there a consultation room available where you cannot be overheard in the pharmacy you normally visit?**



**Q16. Have you ever used an internet pharmacy to obtain prescription medicines?**



**Q17. If yes, how would you rate your overall satisfaction with the internet pharmacy?**

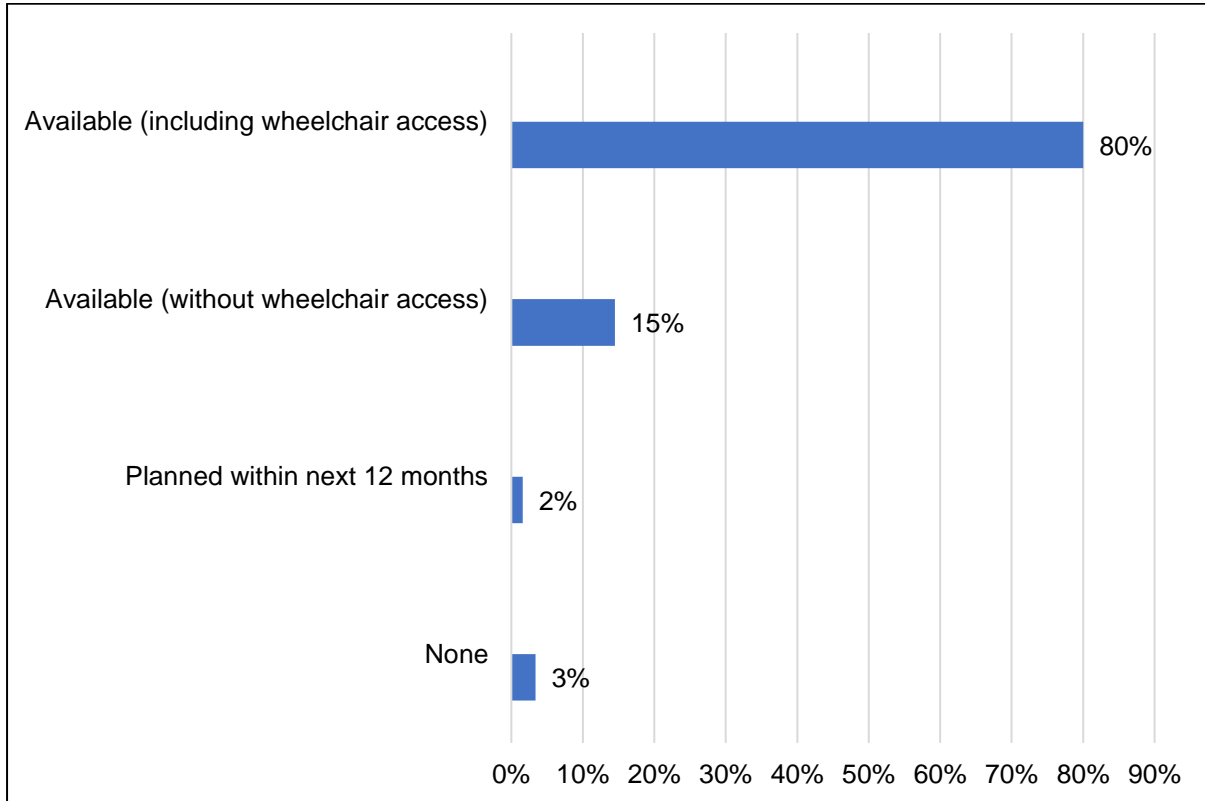


They are brilliant (1)	Very expensive (51)
Not enough stock of medicines (51)	Always prompt (1)
Do not trust internet pharmacy (6)	Would not use this service (3)
Friendly (4)	Speed (1)
Poor service (51)	Walking distance (51)
Good service (4)	Efficient (1)

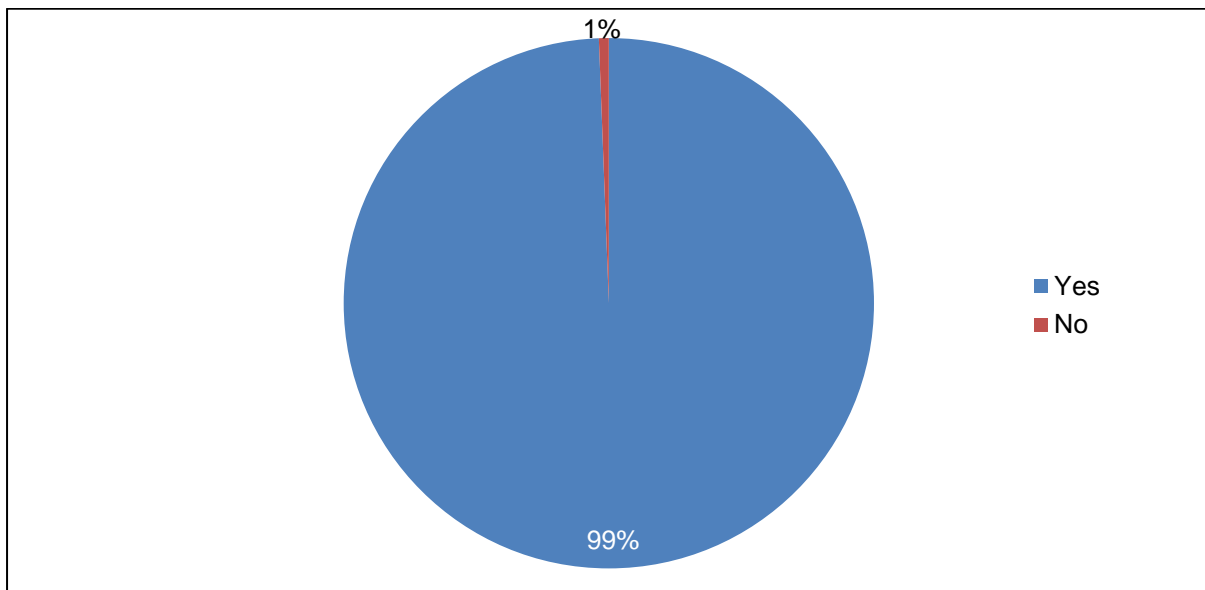
## Appendix L: Results of the pharmacy contractor questionnaire

Q1 to Q3 are pharmacy-specific questions and relate to the pharmacy opening hours; this information is provided in Appendix A for each pharmacy

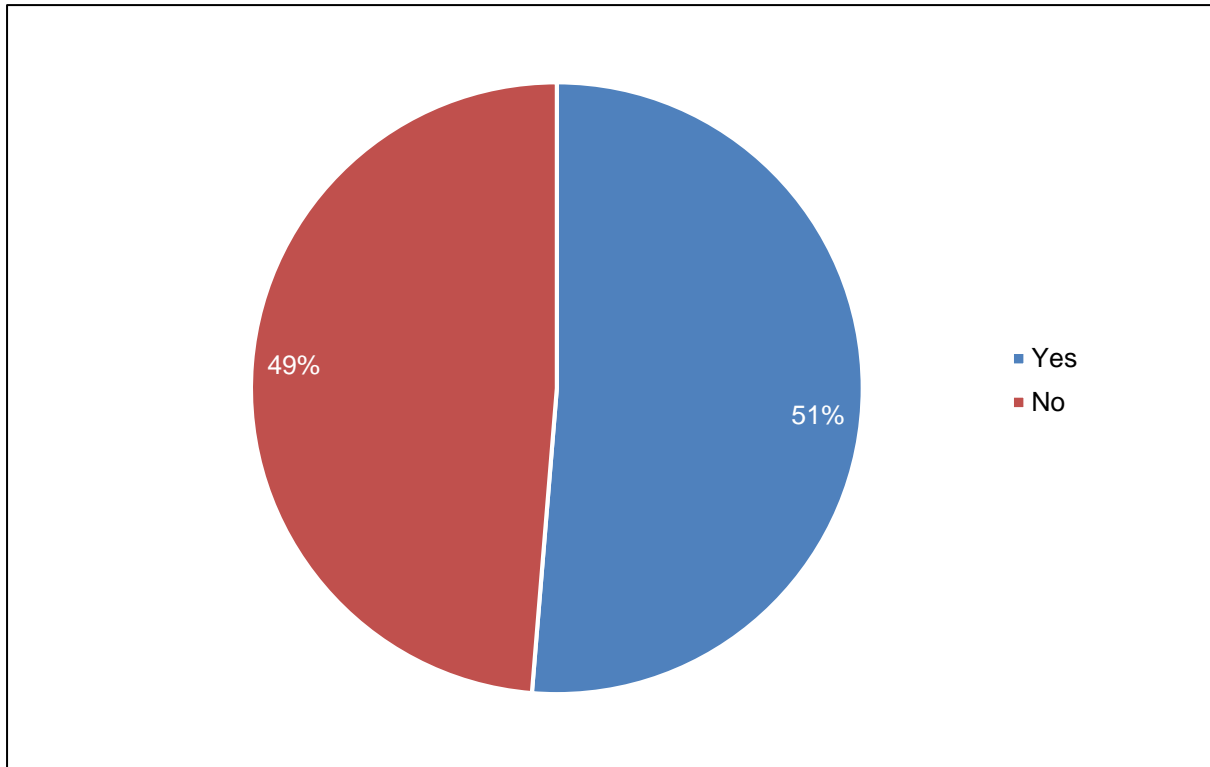
### Q4. Is there a consultation area (meeting the criteria for the Medicines Use Review service)?



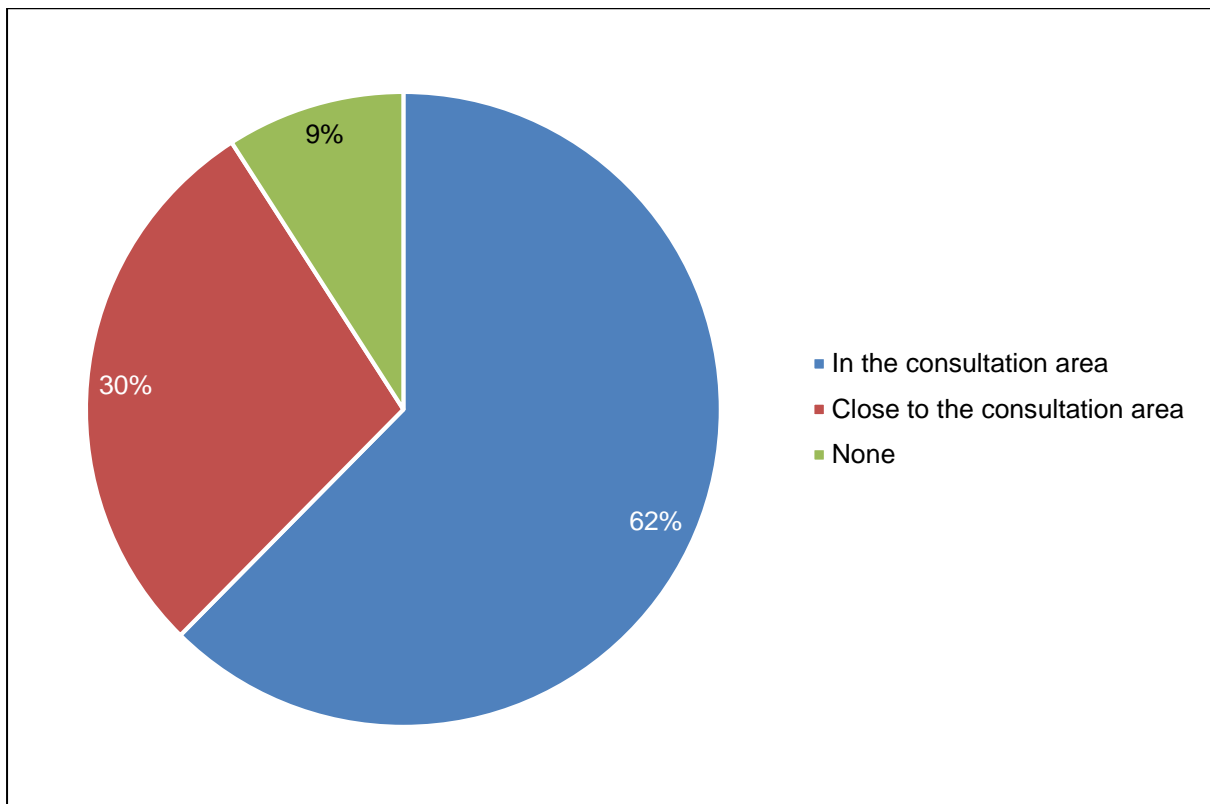
### Q5. Where there is a consultation area, is it a closed room?



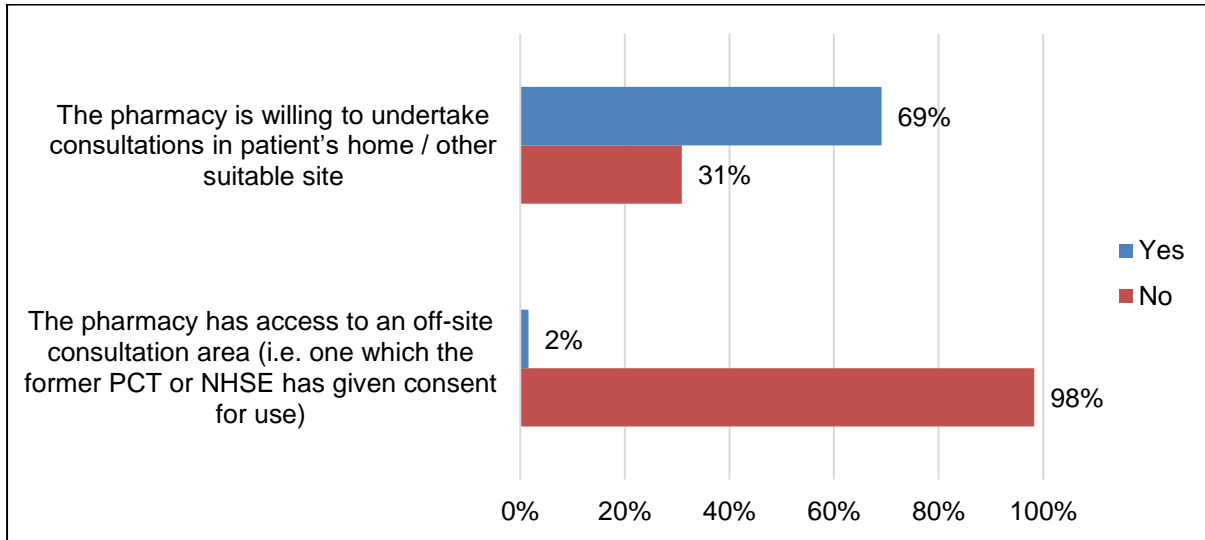
**Q6. During consultation are there hand-washing facilities?**



**Q7. Do patients attending consultations have access to toilet facilities?**



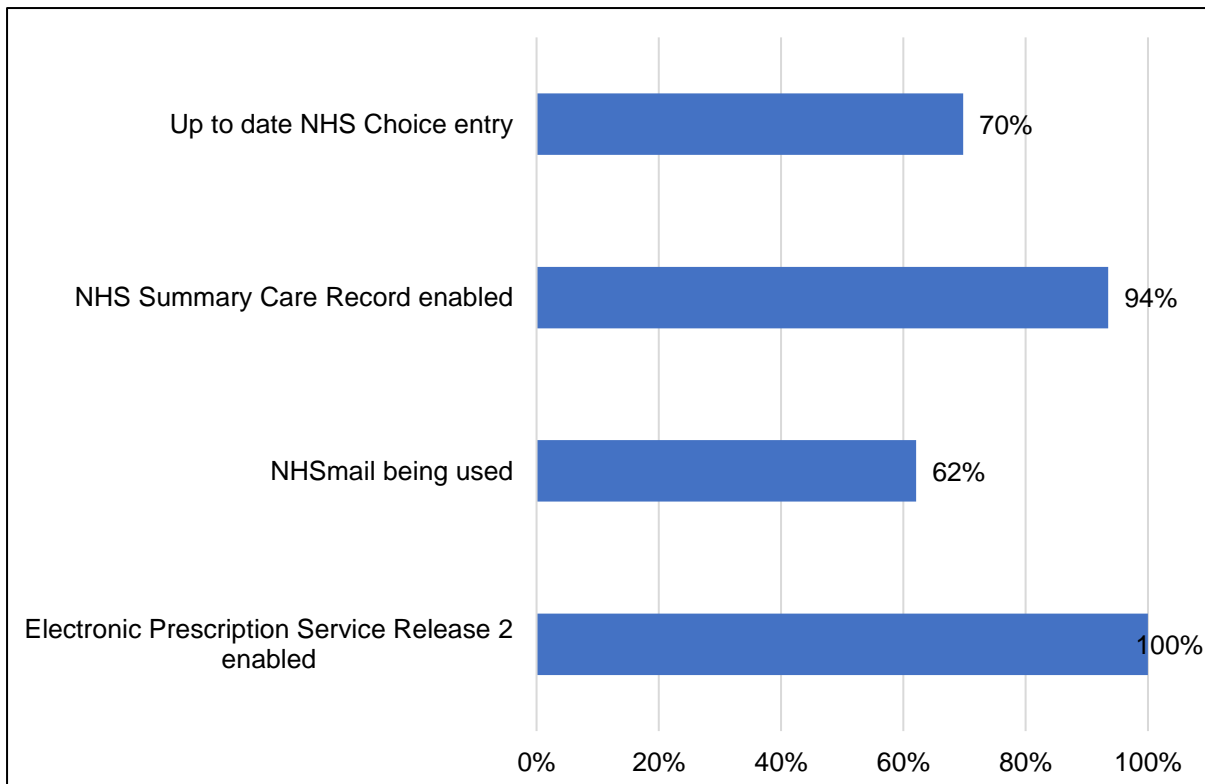
**Q8. Off-site consultation areas**



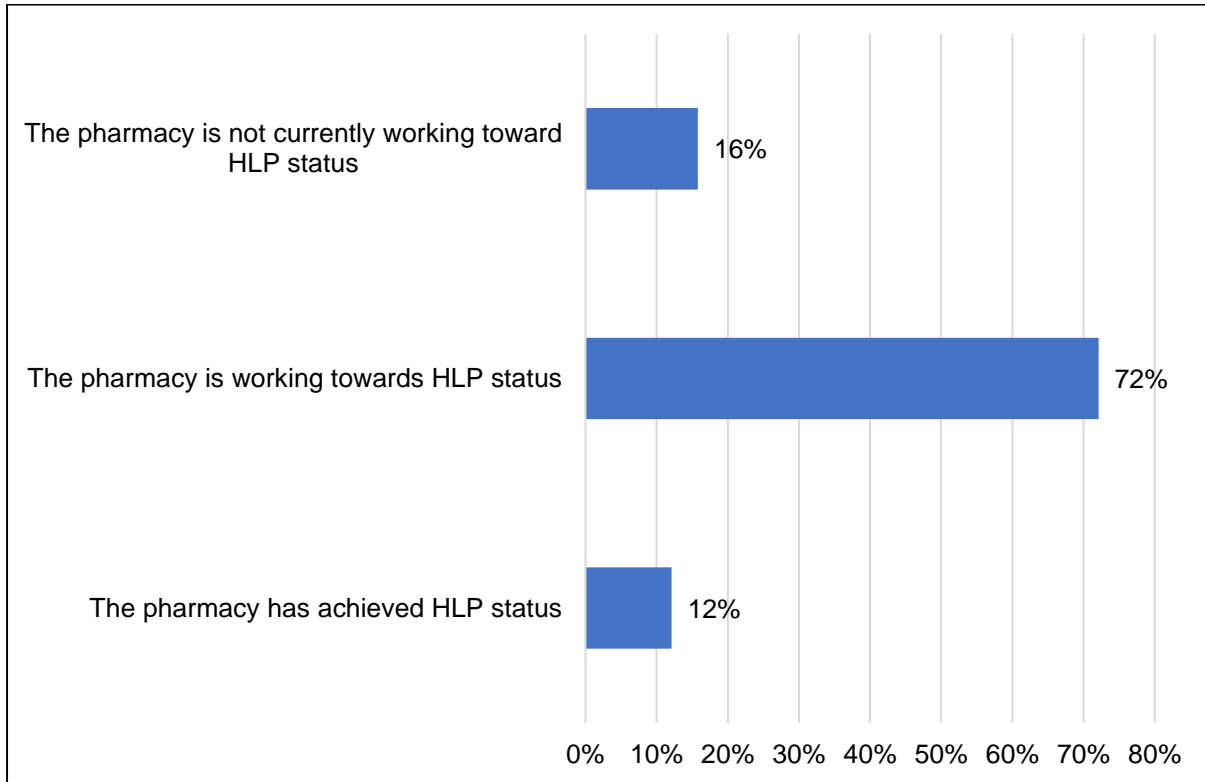
**Q9. Languages spoken in addition to English**

Gujarati (15)	Urdu (22)
Polish (8)	Portuguese (1)
Lithuanian (51)	Hindi (50)
German (5)	French (10)

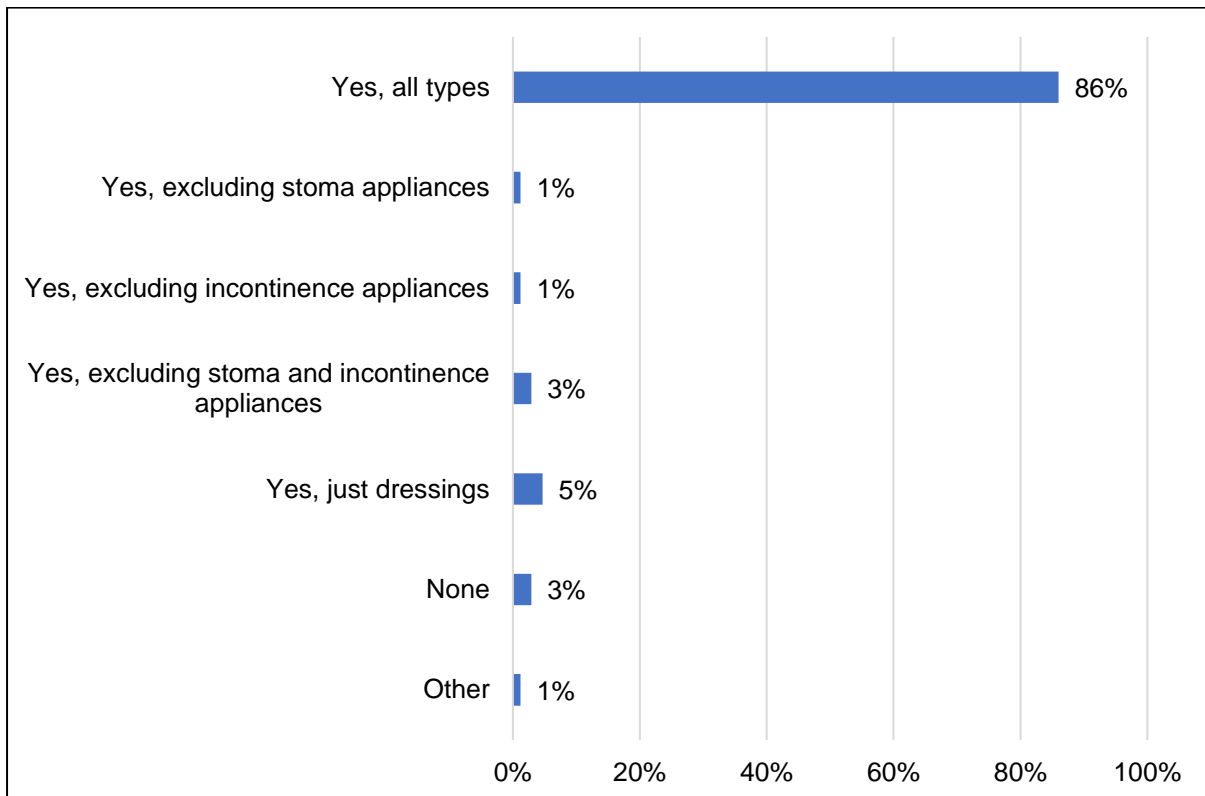
**Q10. Please read the following statements on your IT facilities and select any that apply**



**Q11. Please read the following statements and select the one that applies**



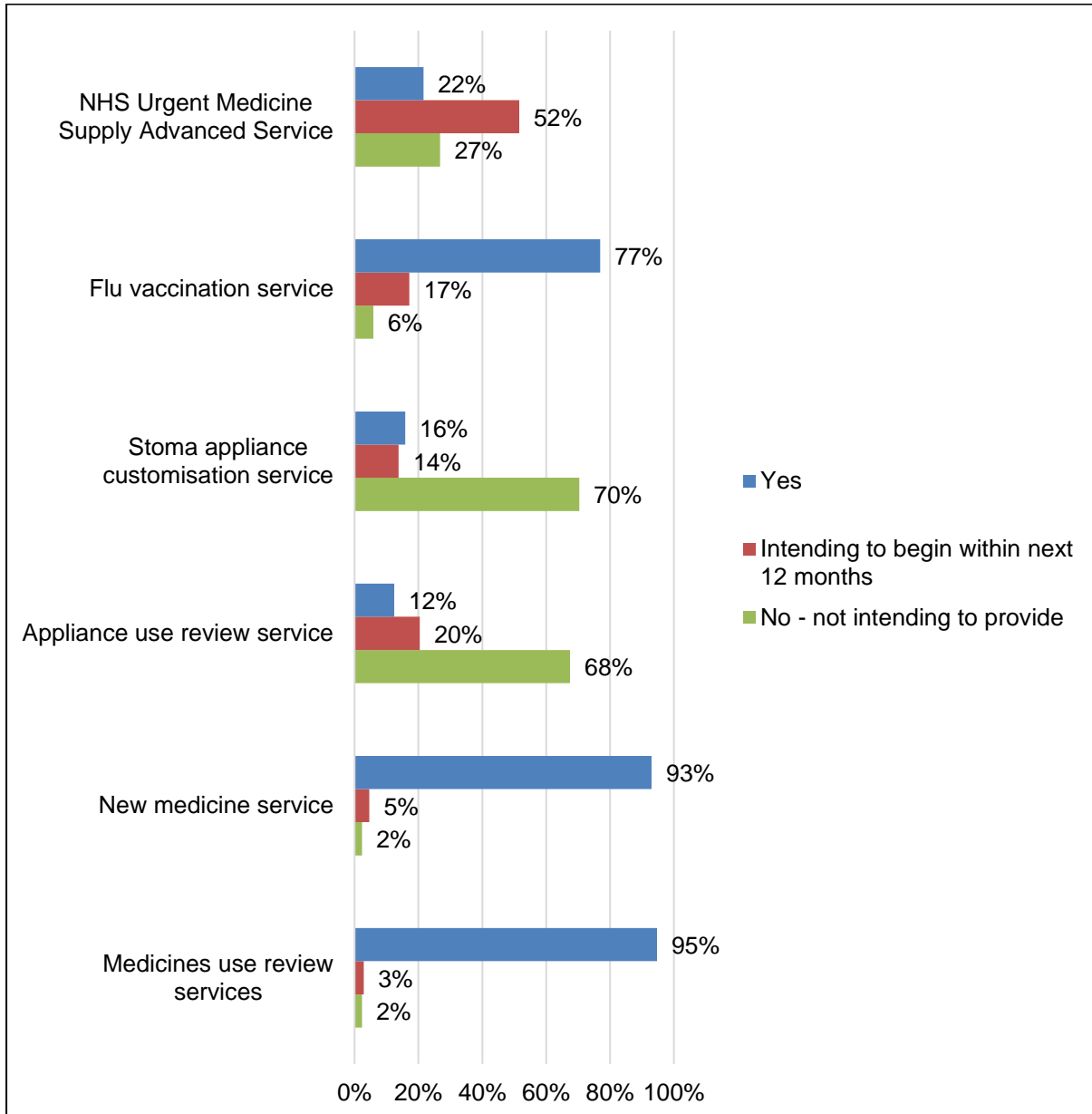
**Q12. Does the pharmacy dispense appliances?**



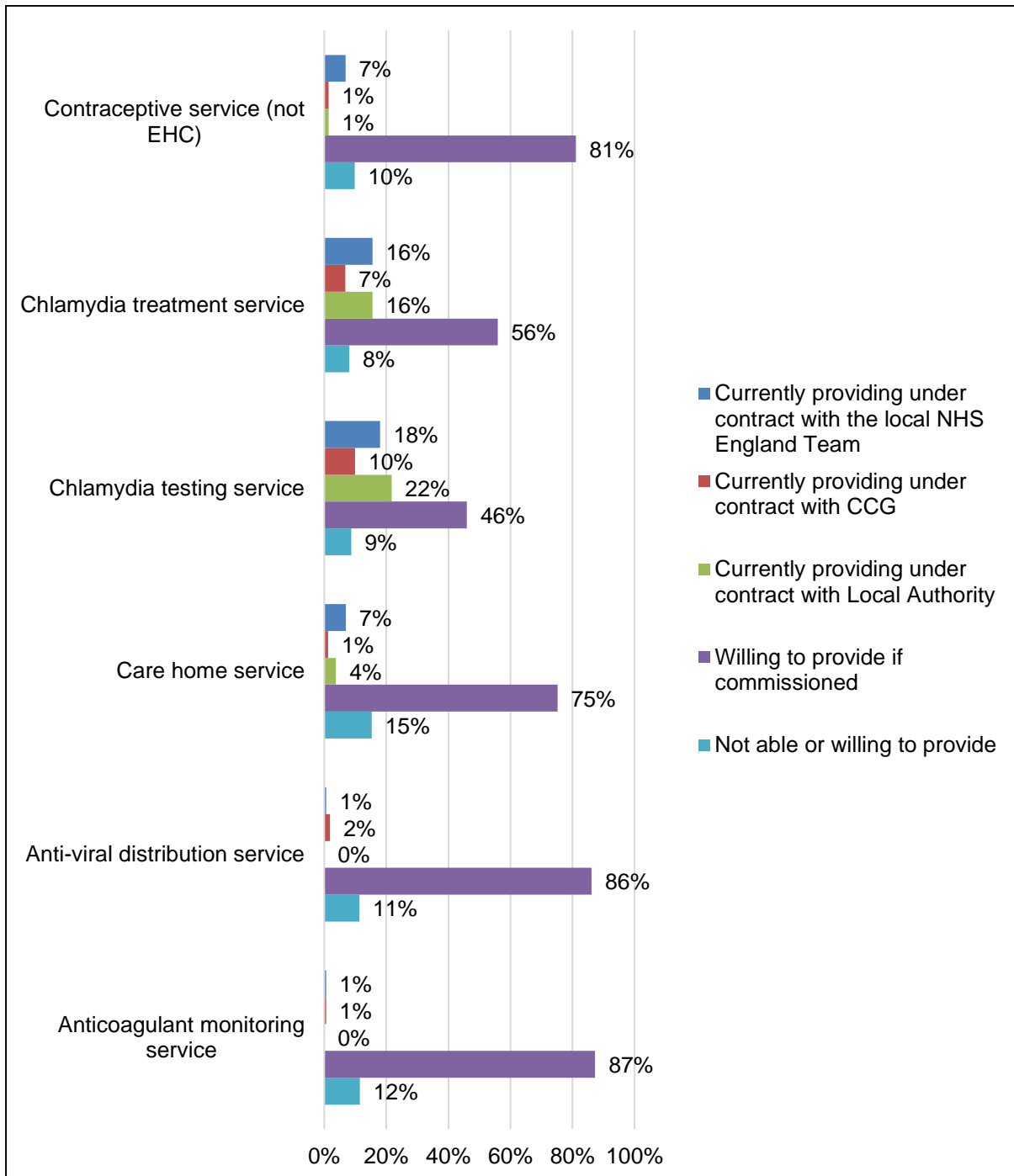
Yes, on regular NHS prescriptions, small amount	Yes we do
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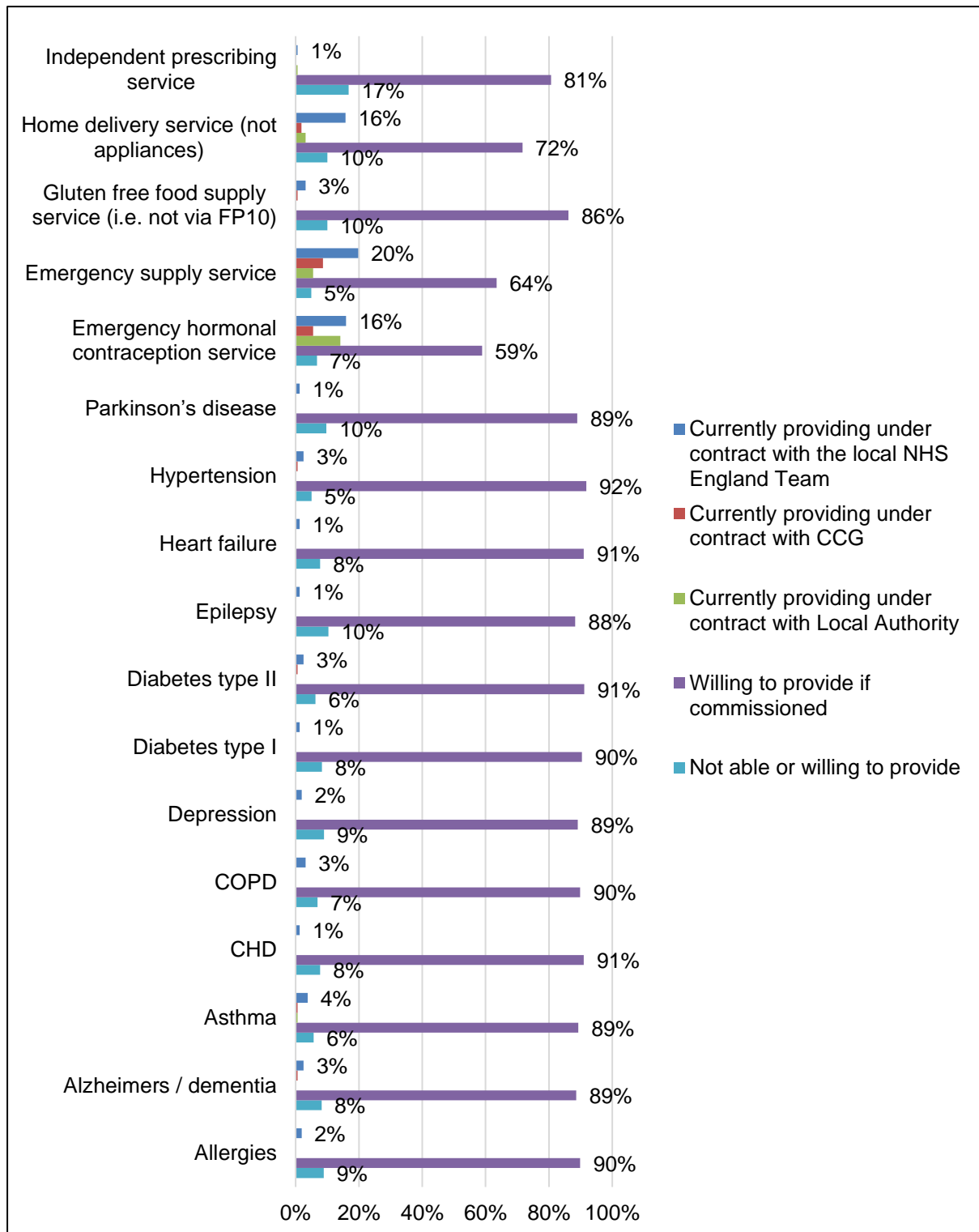
**Q13. Does the pharmacy provide the following services?**



**Q14. Which of the following services does the pharmacy provide, or would be willing to provide?**

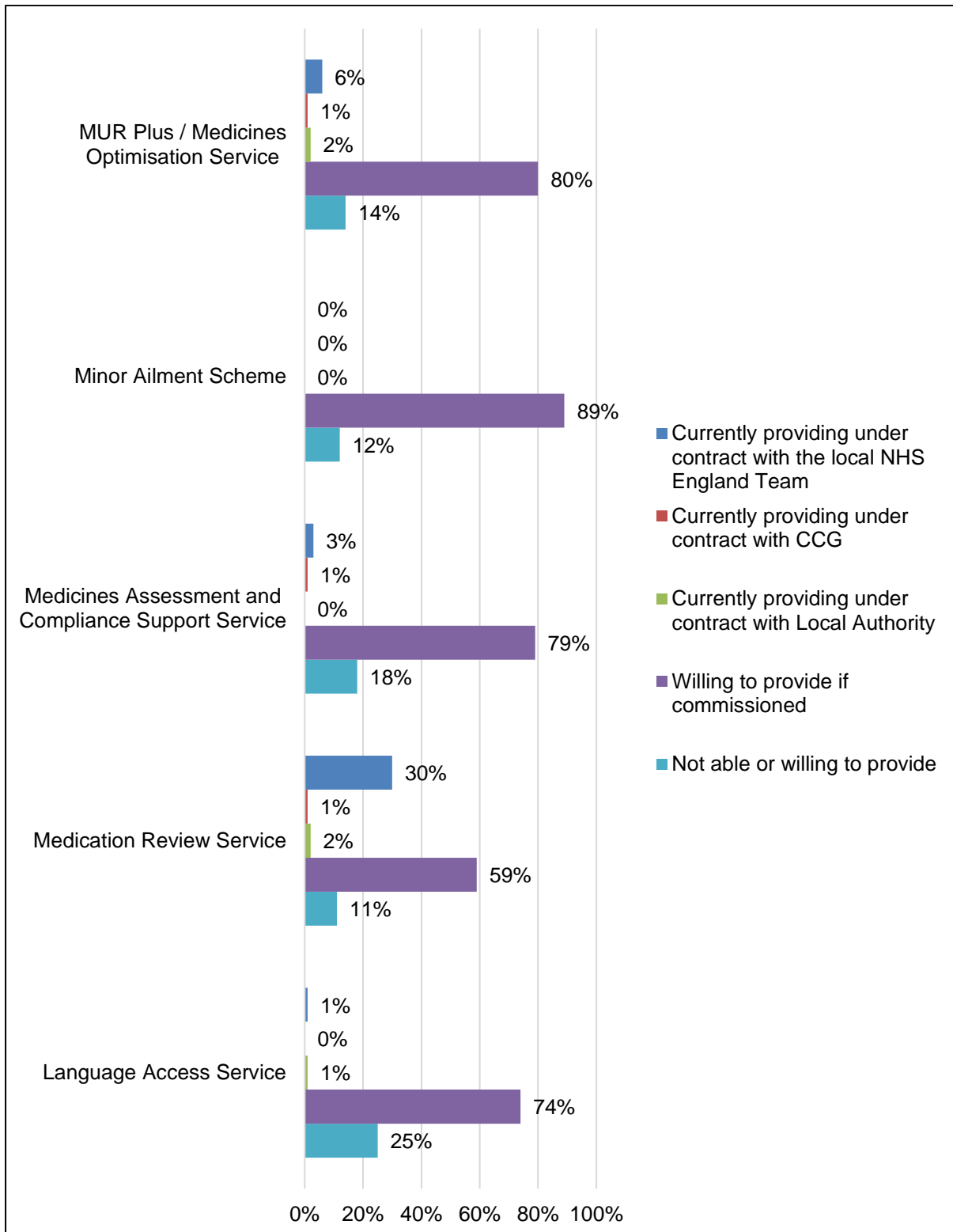


**Q15. Are the following Disease Specific Medicines Management Services offered?**

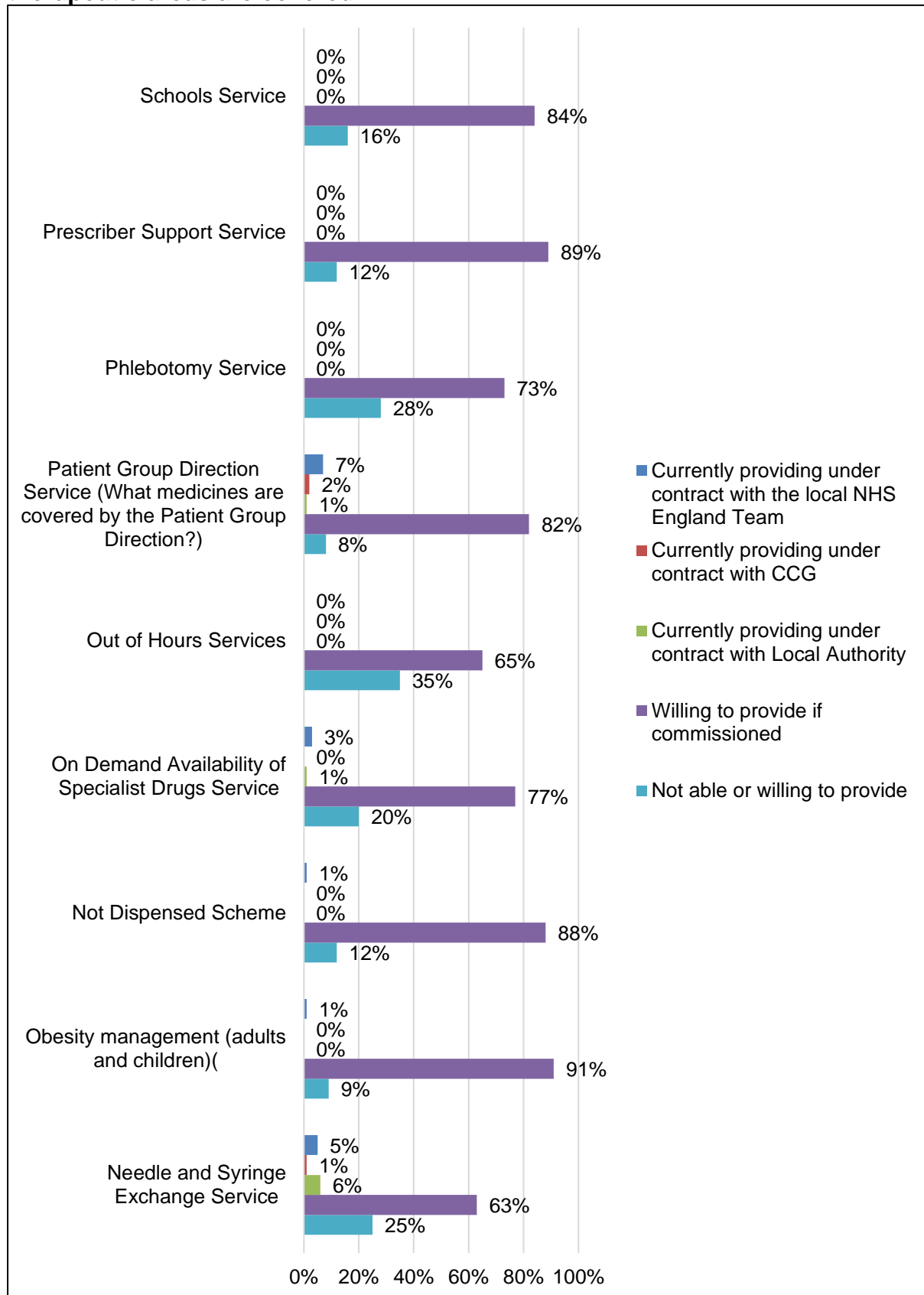


Minor Ailment (1)	Willing to provide any service if fully funded (3)
Supervised Methadone (1)	Smoking Cessation (3)
Drug Dependency Services (1)	Needle Exchange (1)

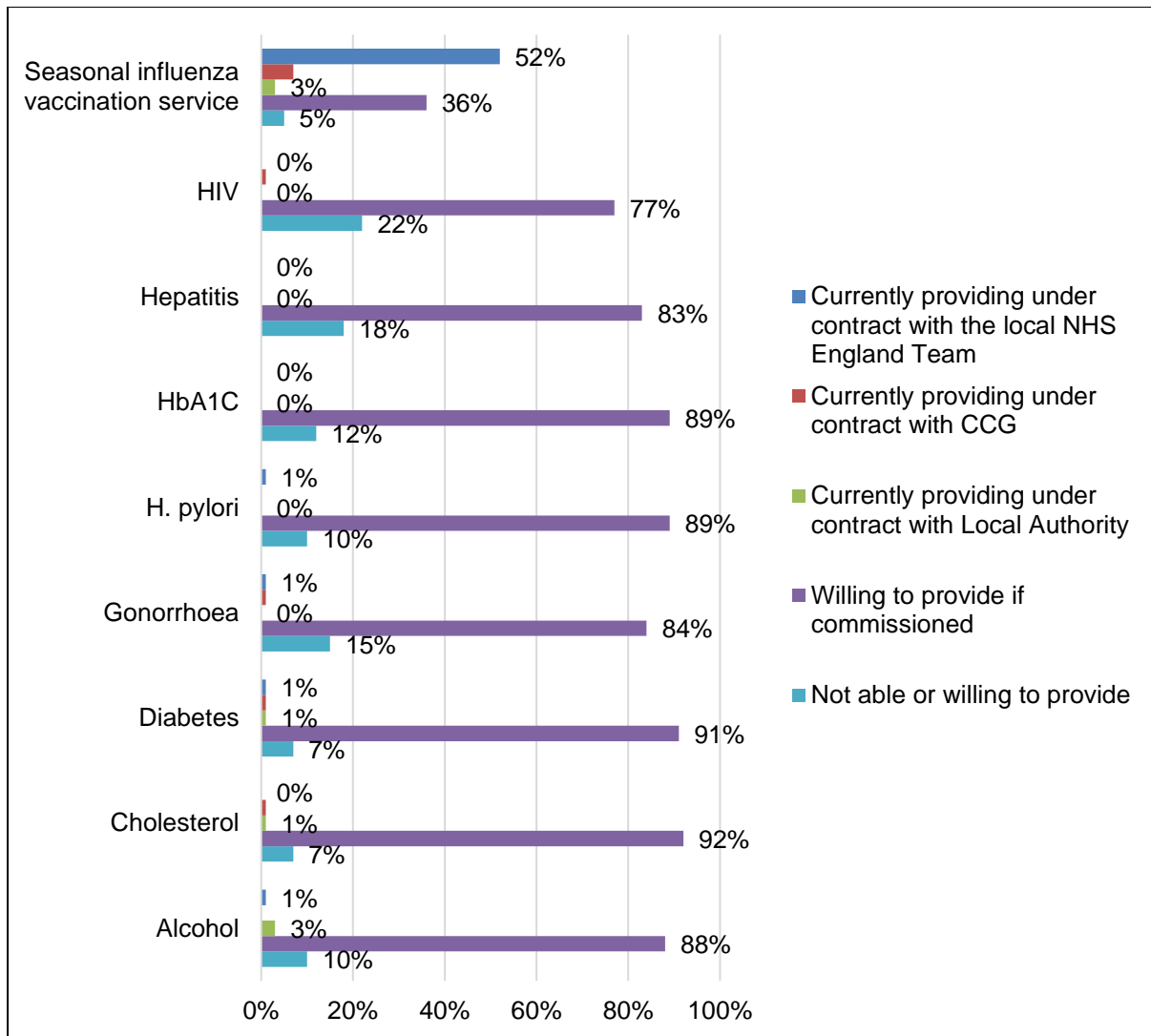
**Q16. If currently providing an independent prescribing service, what therapeutic areas are covered?**



**Q17. If currently providing a MUR Plus / medicines optimisation service, what therapeutic areas are covered?**

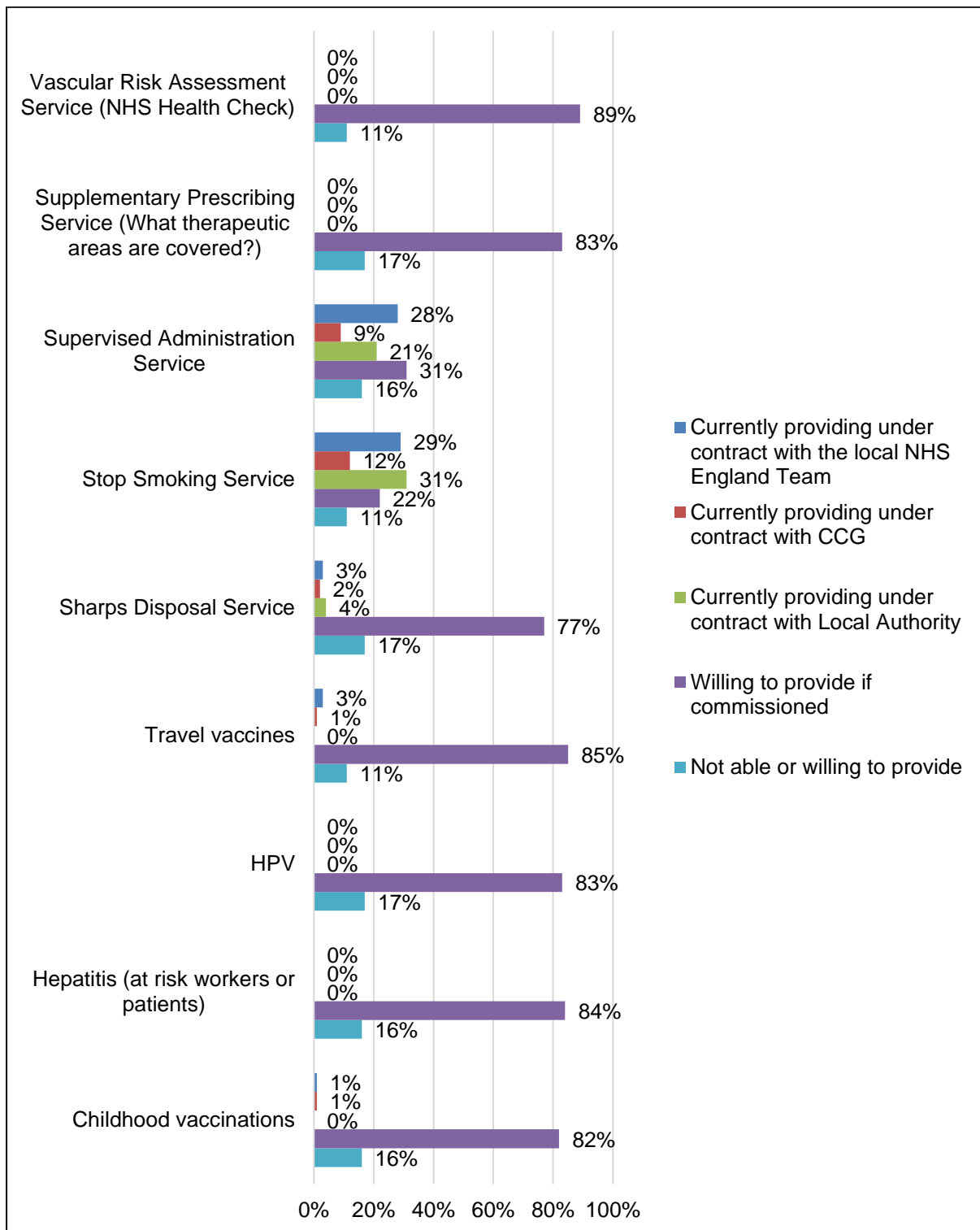


**Q18. What screening services does the pharmacy provide?**



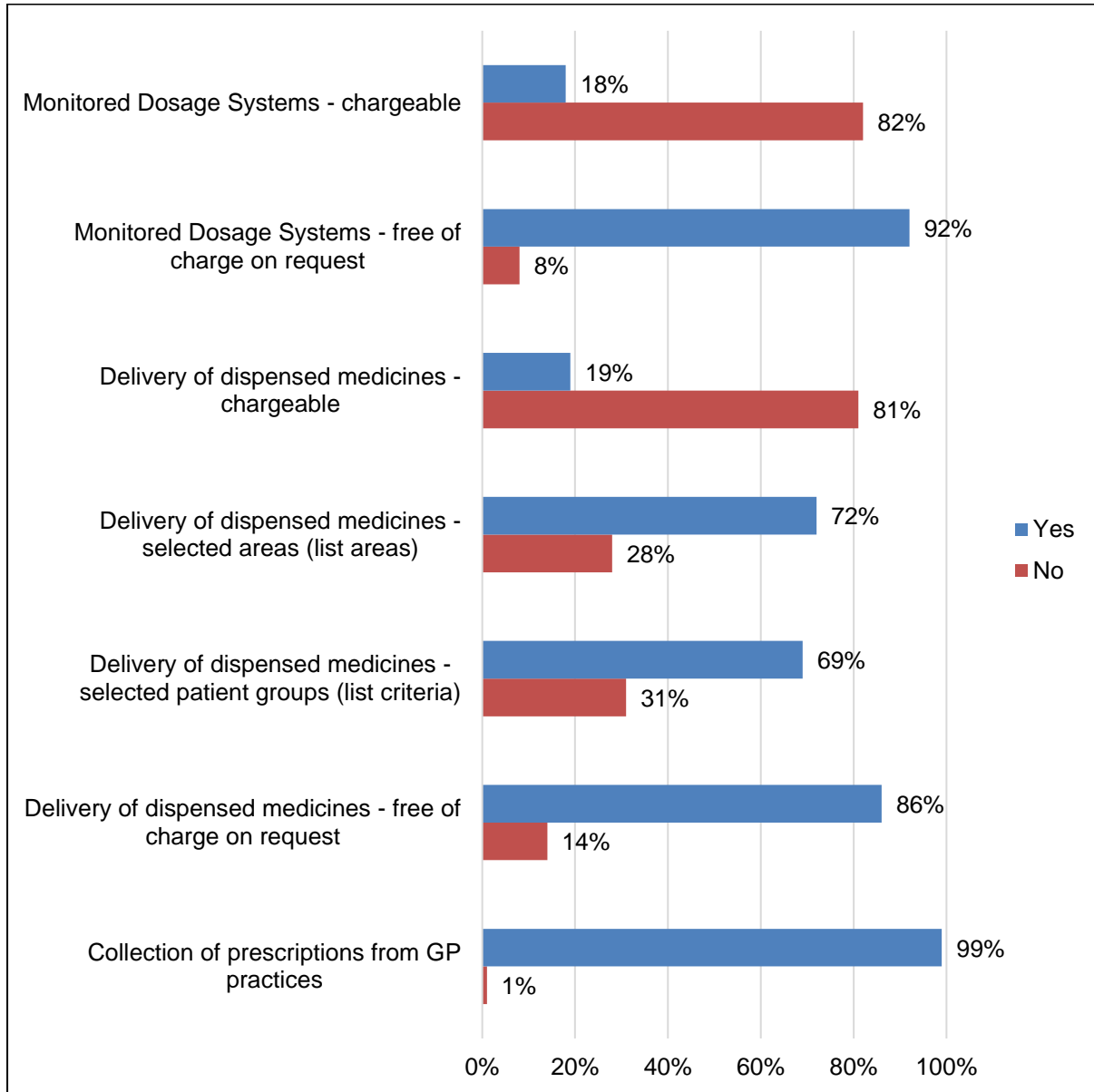
Meningitis (51)	Blood Pressure (4)
Cholesterol (4)	Diabetes (4)

**Q19. What other vaccination services does the pharmacy provide?**



Supervised methodone via CRI (1)	Travel vaccines (51)
Meningitis (1)	Private health checks (51)

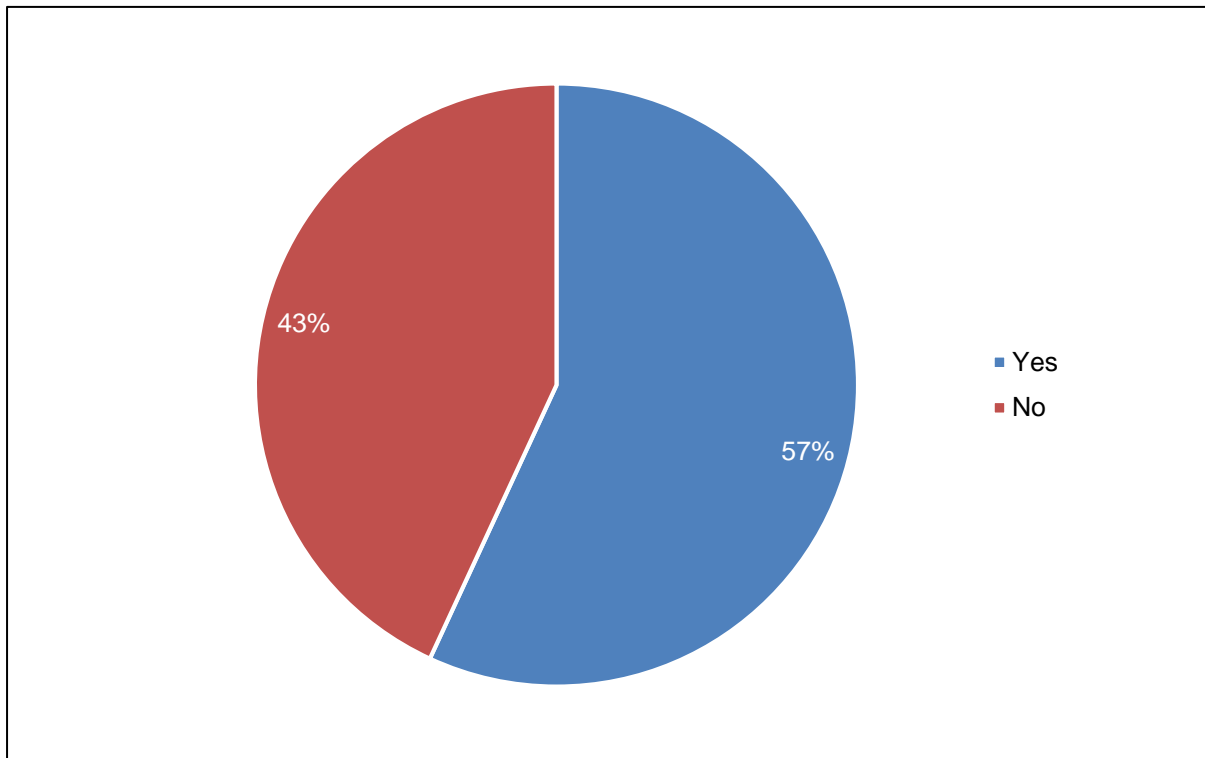
**Q20. Does the pharmacy provide any of the following?**



Delivery to selected areas (8)	Delivery to housebound or elderly patients (8)
Delivery to care homes (51)	



**Q21. Is there a particular need for a locally commissioned service in your area? If so, what is the service requirement and why?**

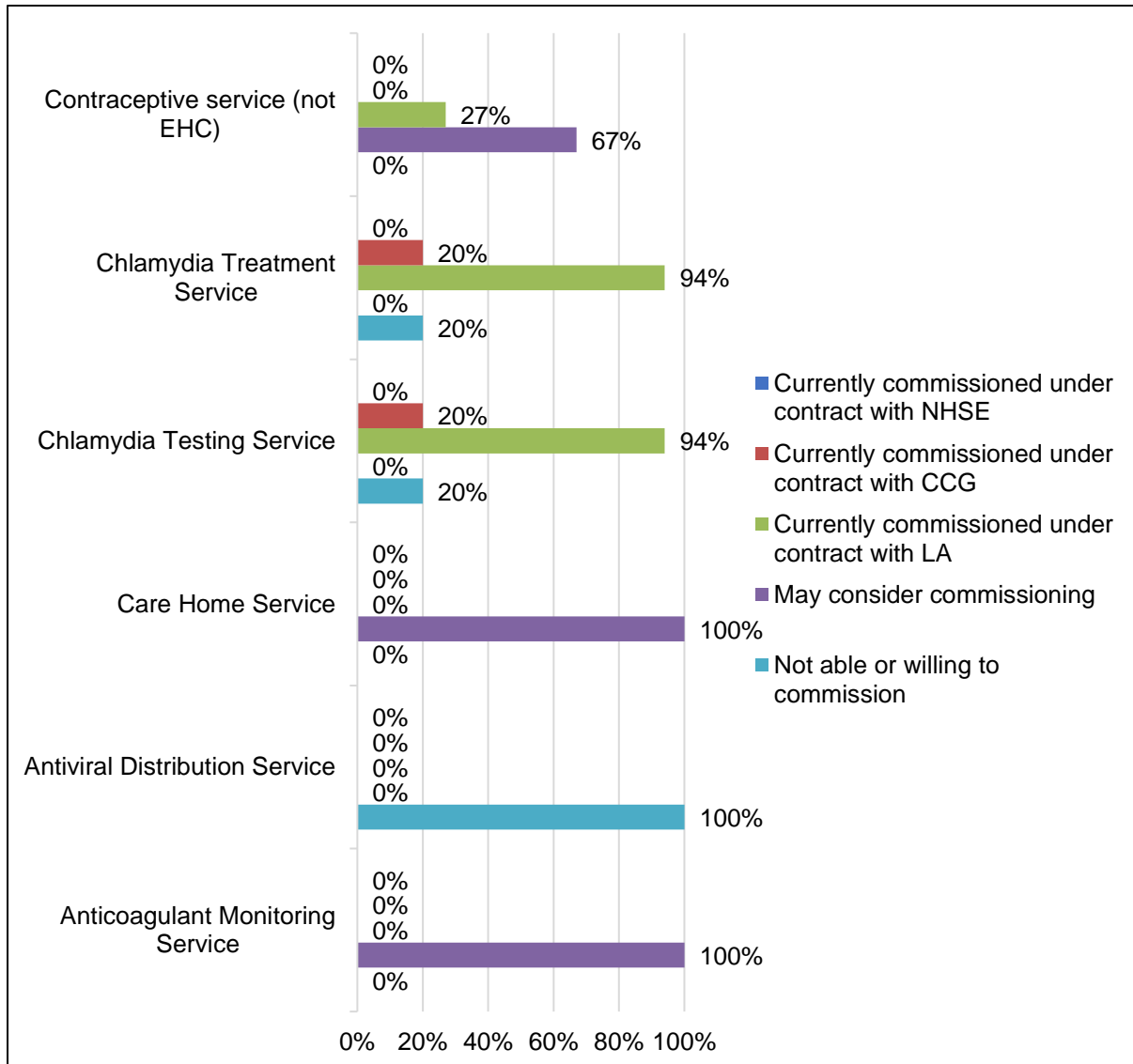


Minor ailments (32)	Travel vaccines (5)
Monitored Dosage System (MDS) packs (4)	Anticoagulant INR services (7)
Monitored dosage system (3)	Emergency supplies (4)
Needle exchange (1)	Allergy testing (1)
Off-site MUR (51)	

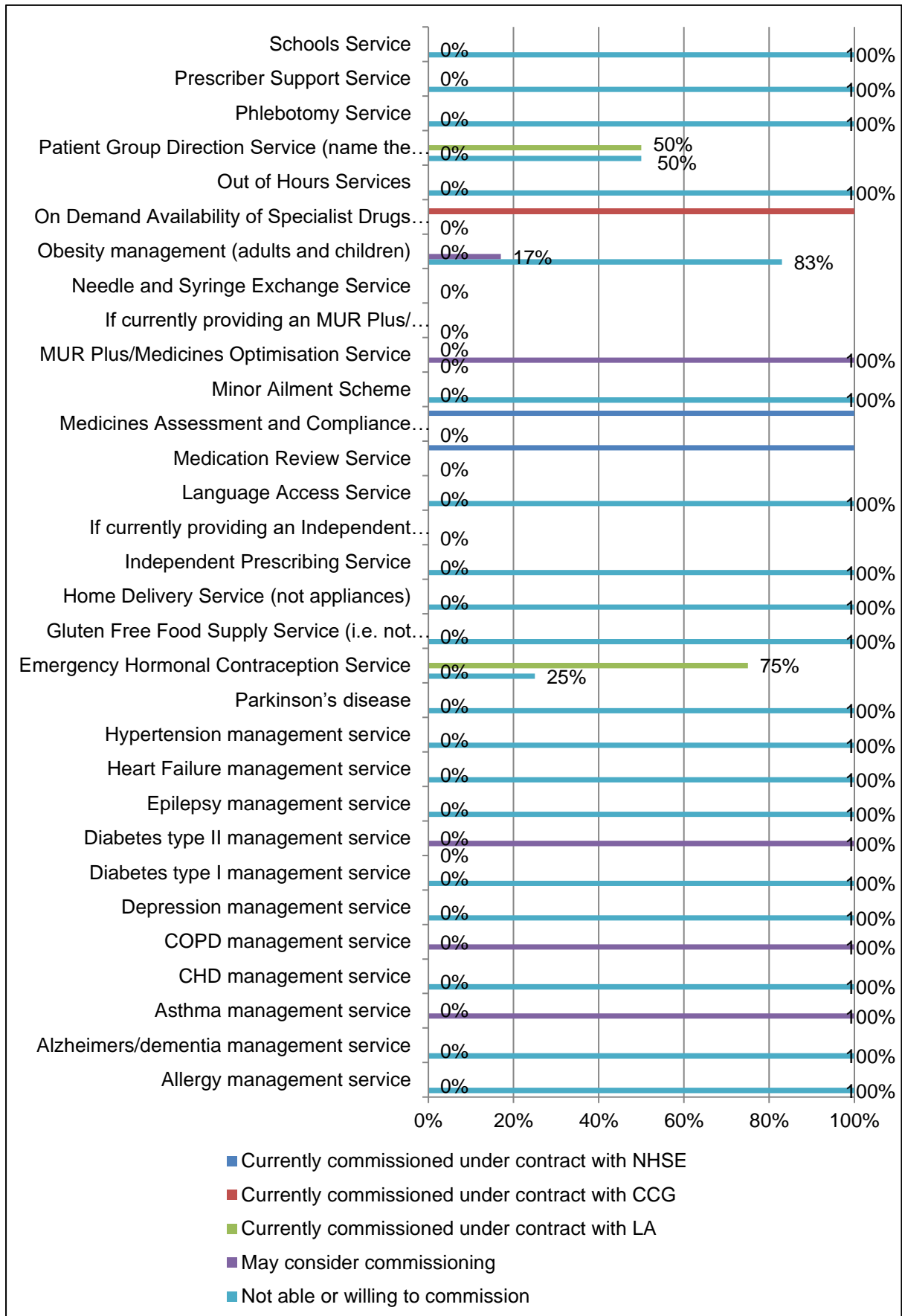
## Appendix M: Results of the commissioner questionnaire

NHS England, Local Authority and CCG commissioners were asked to respond to a series of questions regarding current and future service provision. The results of the questionnaire are detailed below.

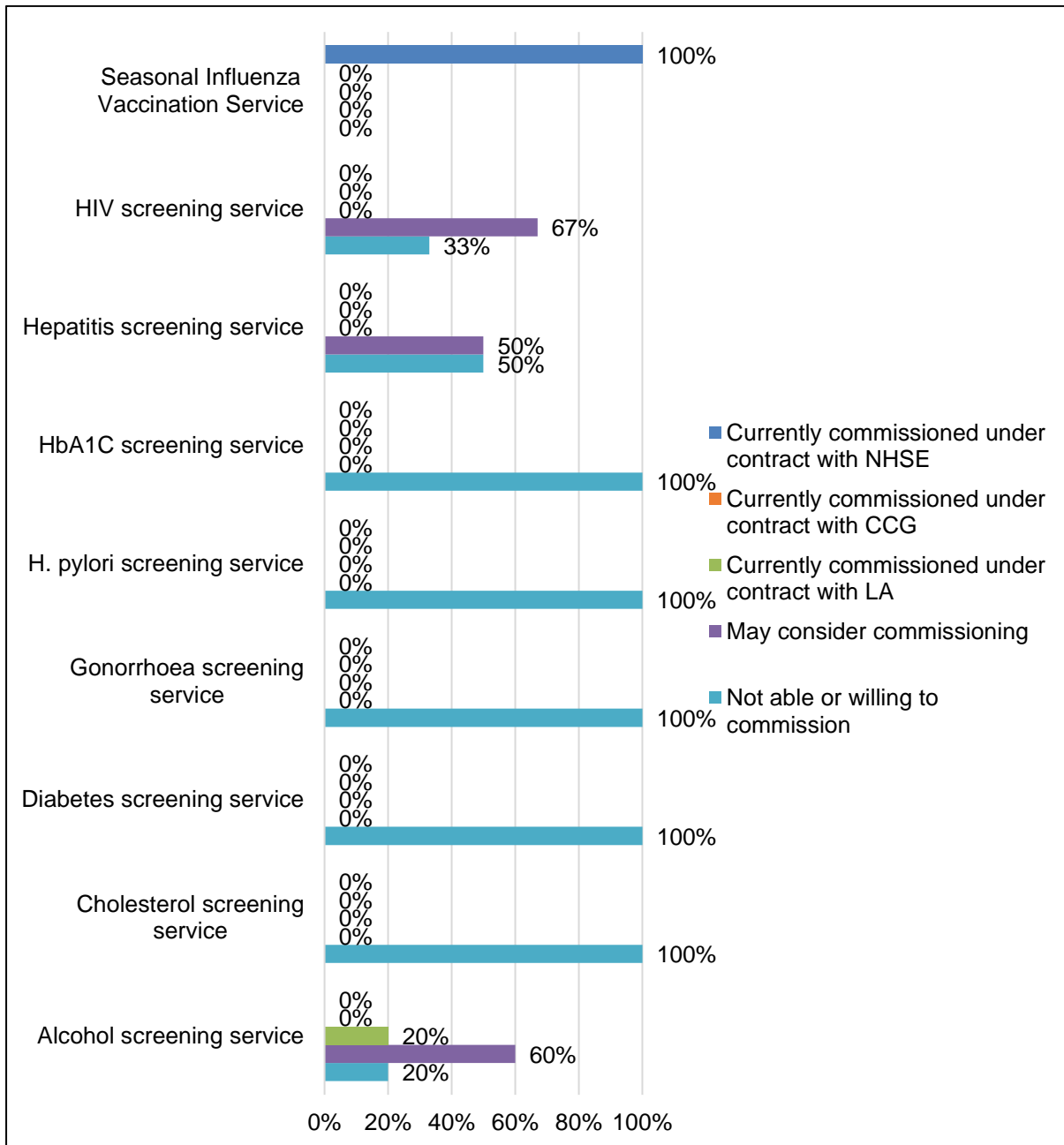
### Q1. Which of the following services do you commission or may be considering commissioning from local community pharmacies?



**Q2. Which of the following services do you commission or may be considering commissioning from local community pharmacies?**



**Q3. Which of the following services do you commission or may be considering commissioning from local community pharmacies?**



**Q4. Which of the following services do you commission or may be considering commissioning from local community pharmacies?**

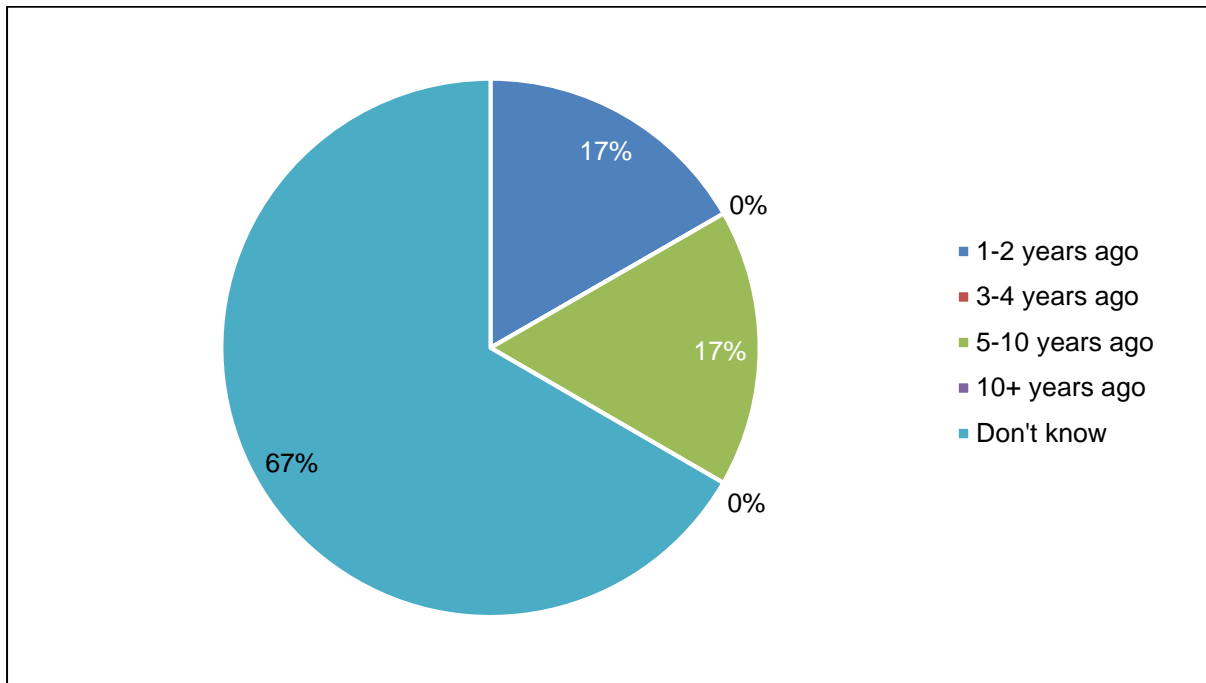
	Currently commissioned under contract with NHSE	Currently commissioned under contract with CCG	Currently commissioned under contract with LA	May consider commissioning	Not able or willing to commission
Childhood vaccinations	0%	0%	0%	0%	100% (1)
Hepatitis (at-risk workers or patients)	0%	0%	0%	0%	100% (1)
HPV	0%	0%	0%	0%	100% (1)
Travel vaccines	0%	0%	0%	0%	100% (1)

**Q5. Which of the following services do you commission or may be considering commissioning from local community pharmacies?**

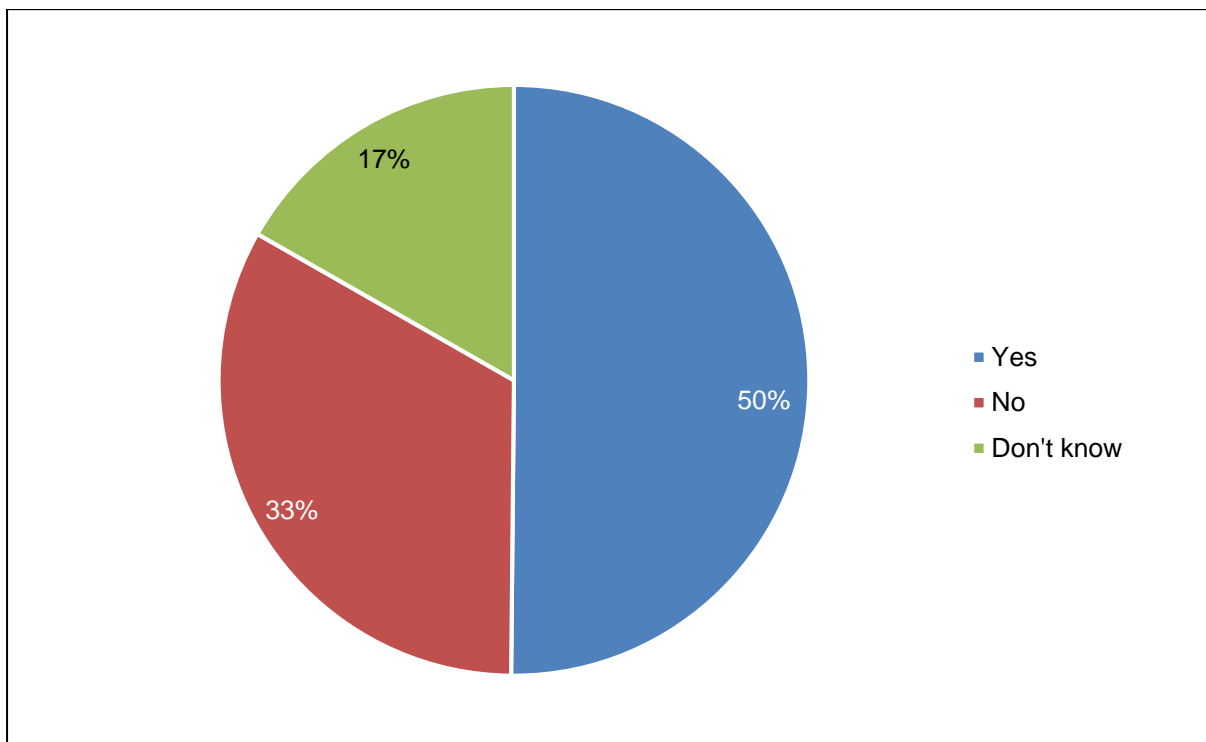
	Currently commissioned under contract with NHSE	Currently commissioned under contract with CCG	Currently commissioned under contract with LA	May consider commissioning	Not able or willing to commission
Sharps disposal service	0%	0%	0%	0%	100% (1)
Stop smoking service	0%	0%	100% (6)	0%	0%
Supervised administration service	0%	0%	75% (3)	0%	25% (1)
Supplementary prescribing service (what therapeutic areas are covered?)	0%	0%	0%	0%	100% (3)
<b>Provision of Naloxone – alcohol brief interventions (51)</b>					
Vascular risk assessment service (NHS Health Check)	0%	0%	33%	67% (51)	0%

## Appendix N: Results of the GP dispensing practice questionnaire

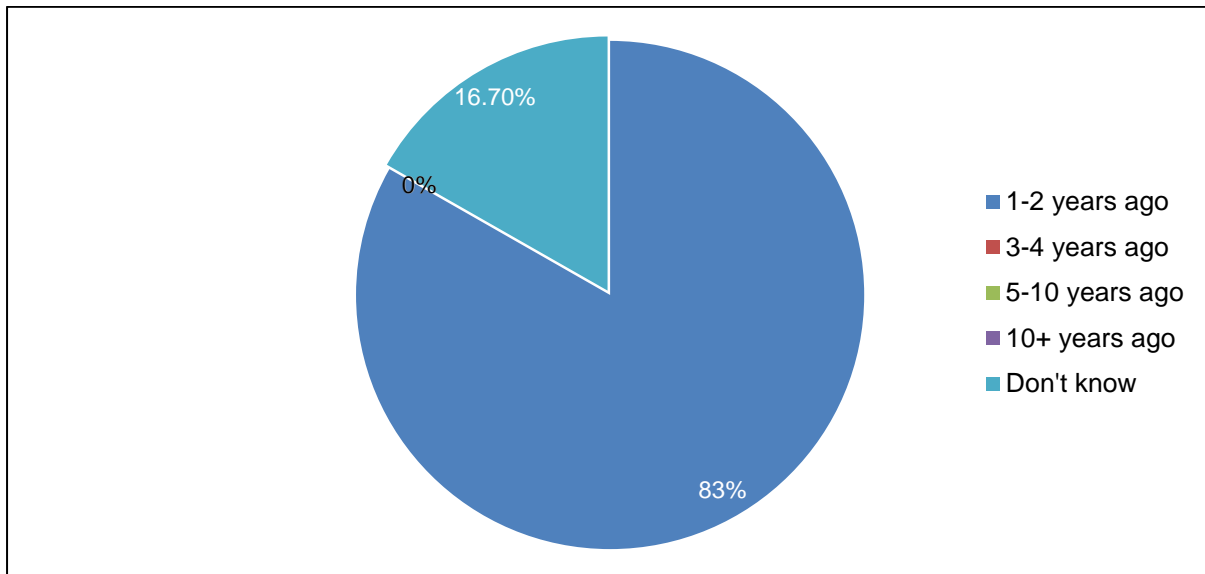
Q1. When was the last time your locality was assessed as being rural?



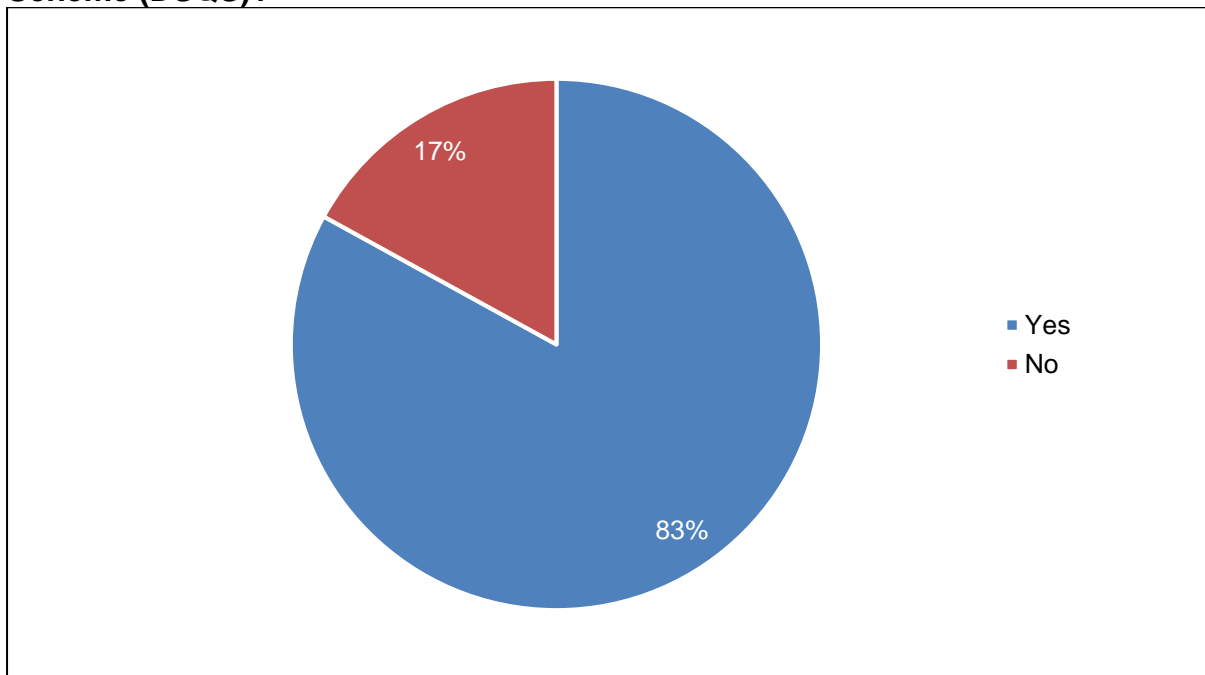
Q2. Does the practice dispense to a 'reserved location'?



**Q3. When was the population last assessed?**



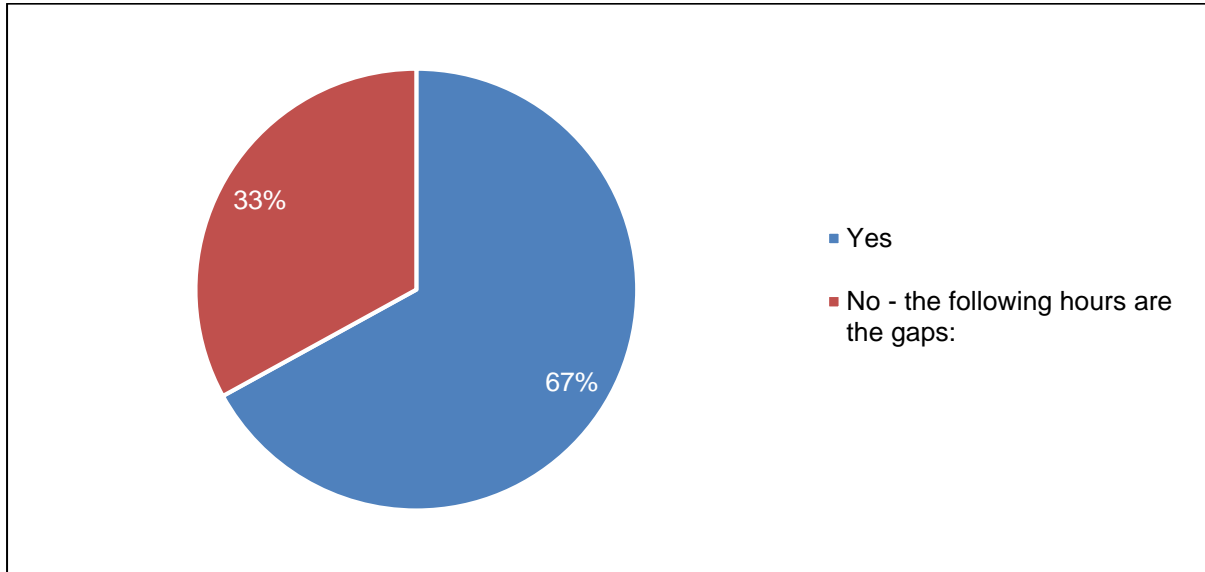
**Q4. Is the practice participating in the current Dispensary Services Quality Scheme (DSQS)?**



**Q5. What are the total number of hours each week when dispensing is available by the practice?**

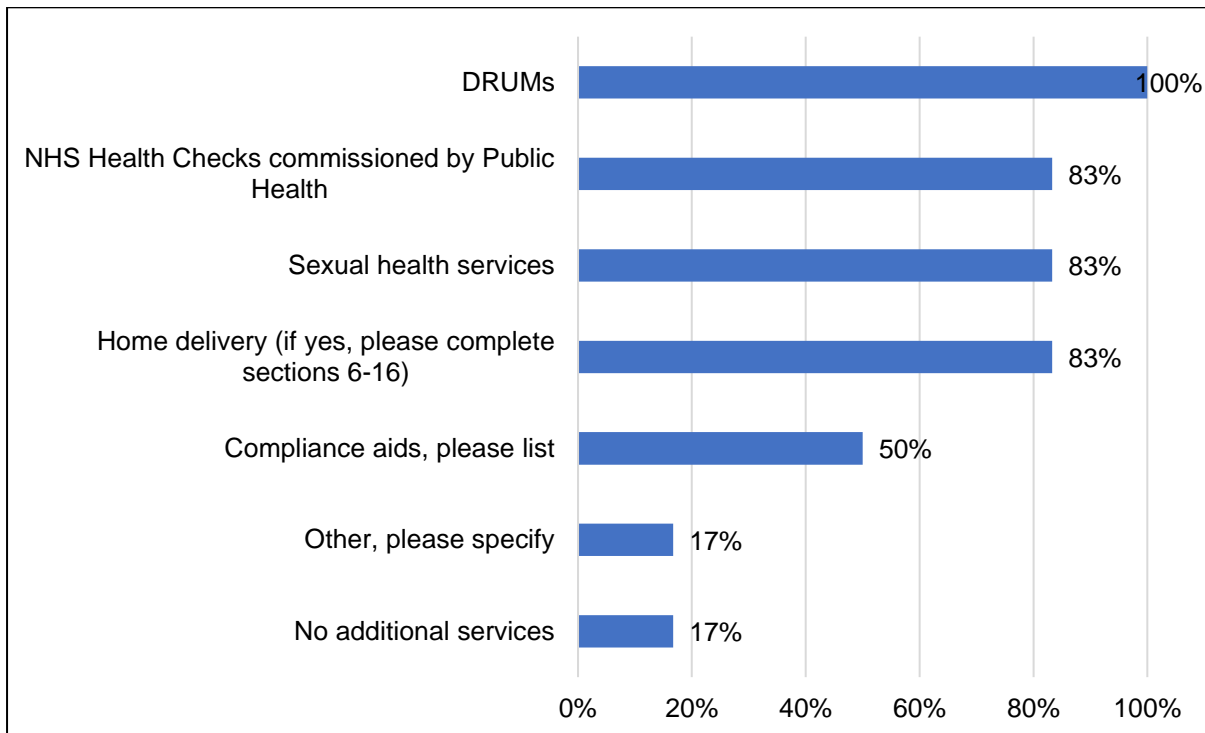
47 hours	52.5 hours
47 hours	52.5 hours
20 hours	41.5 hours

**Q6. Do the dispensary hours match the surgery hours? If not, what are the gaps?**



Extended hours – evenings and Saturdays	Dispensary opens at 08:30 and closes at 18:00. Surgery opens at 08:00 and closes at 18:30.
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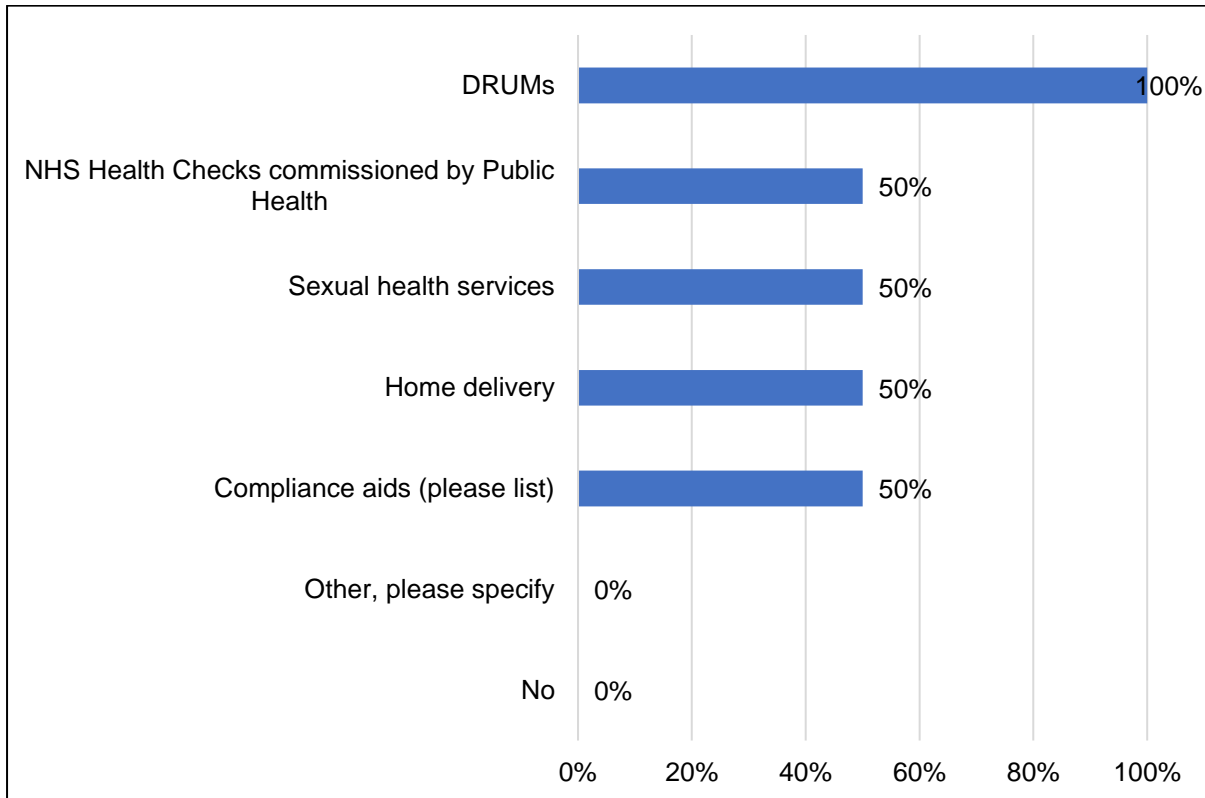
**Q7. Do you provide any of the following services outside the dispensing service? Please answer 'Yes' or 'No' and provide further details where requested**



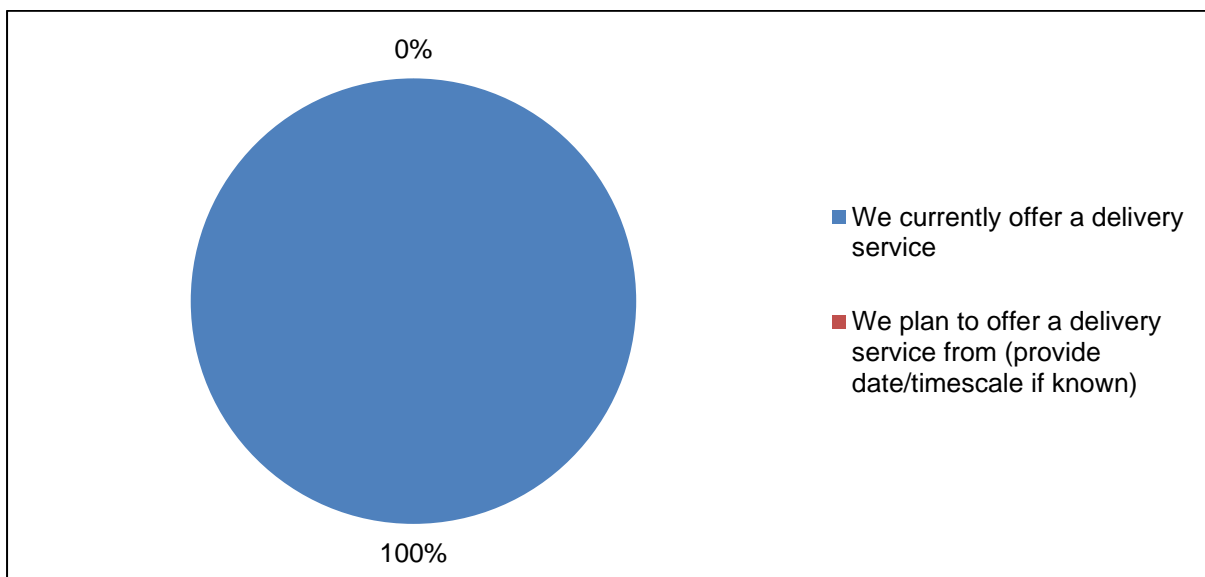
Compliance aids	Monitored Dosage System (MDS)
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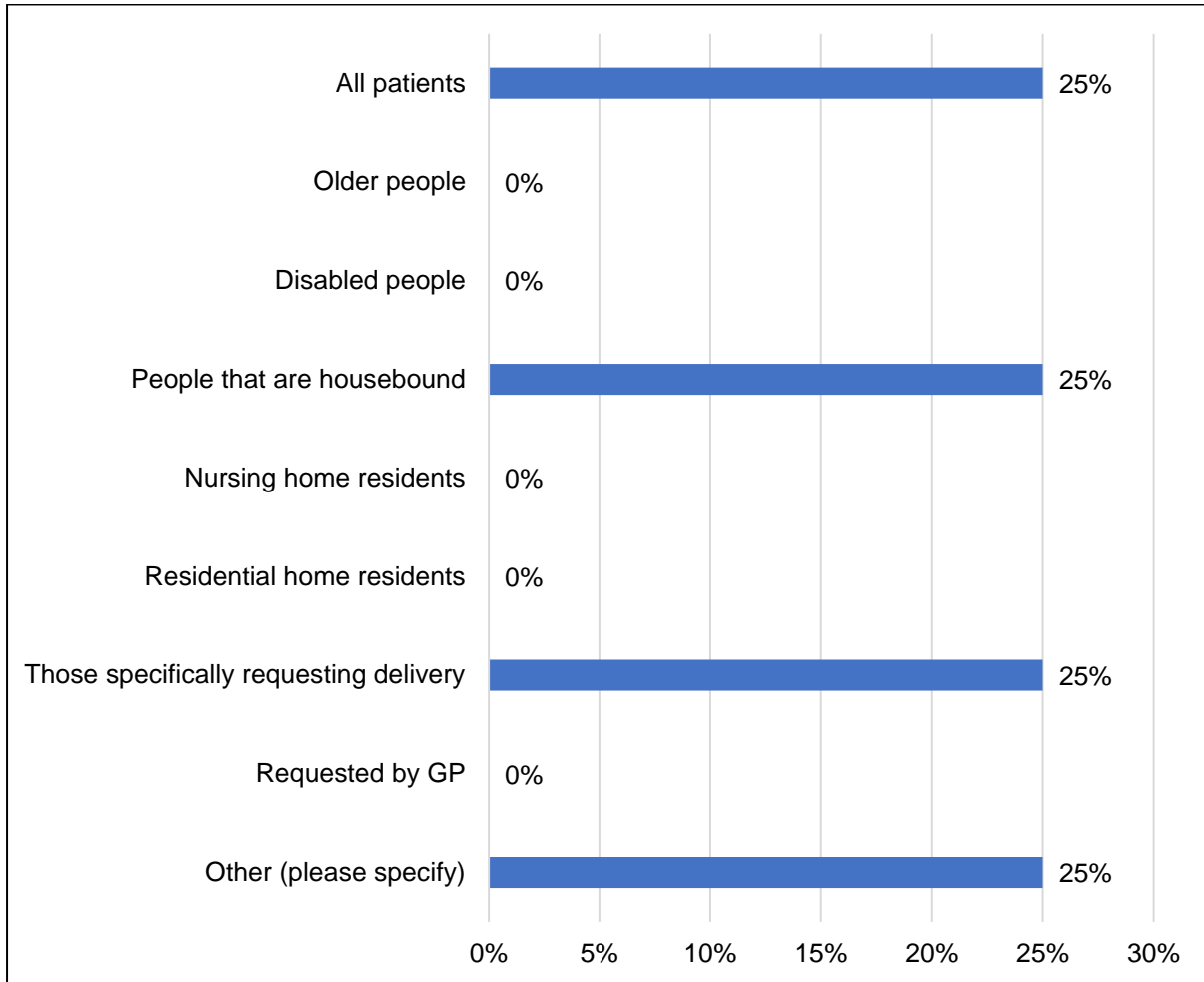
**Q8. Is your practice planning to provide any of the following services? Please answer 'Yes' or 'No' and provide further details where requested**



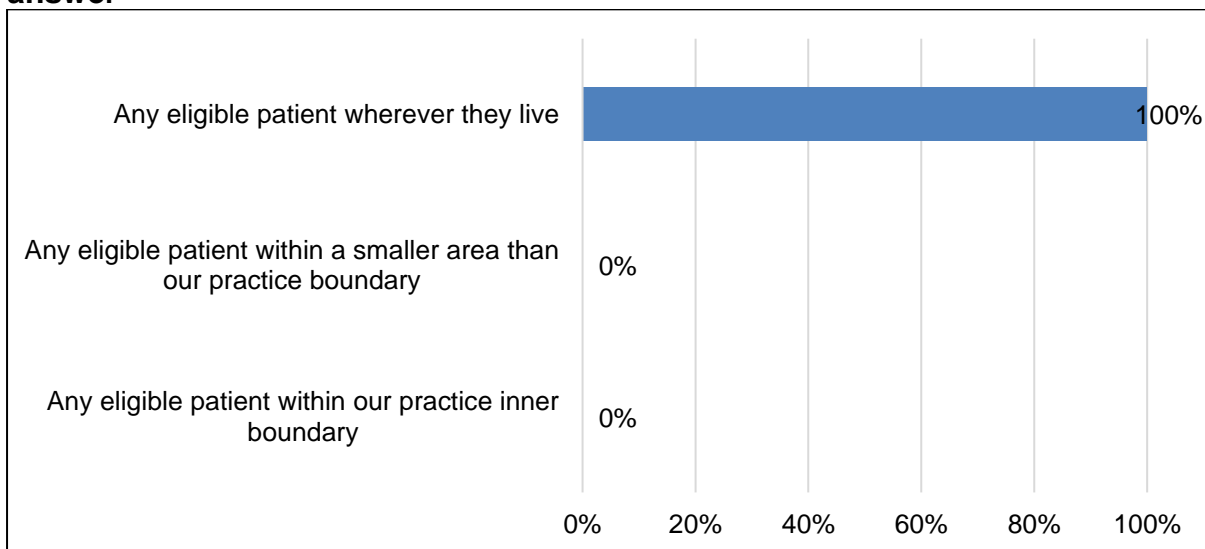
**Q9. Please tell us about your delivery / planned delivery service**



**Q10. If you provide a delivery service, or are planning to do so in the future, which of these groups do you offer free delivery to? Please select all that apply.**



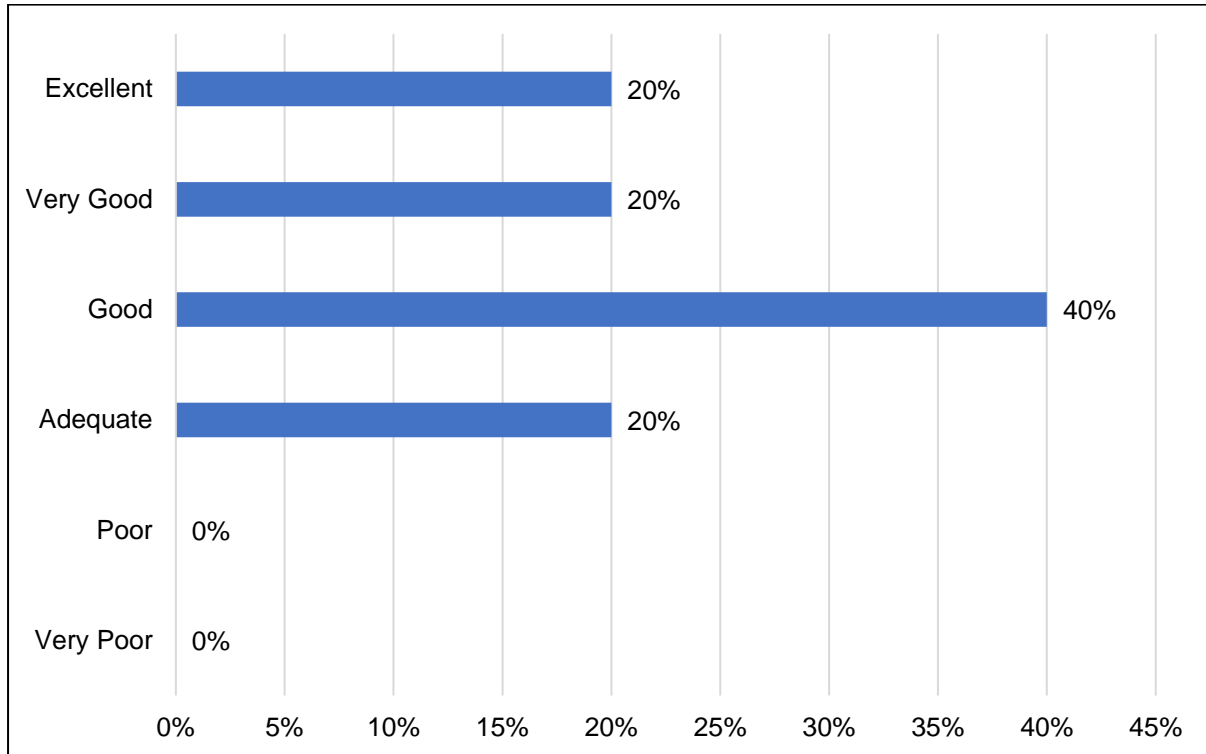
**Q11. Where do you offer, or plan to offer, free delivery to? Please select one answer**



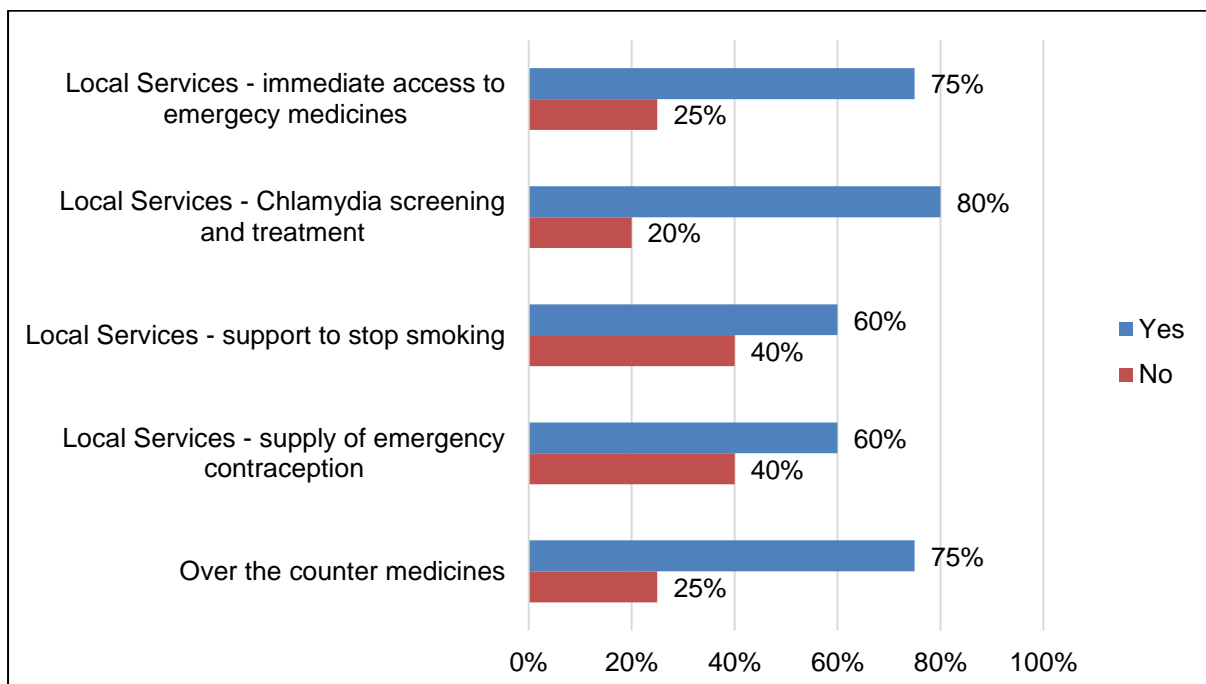
**Q12. Do you place any other restrictions on the free delivery (or planned free delivery) of dispensed medicine?**

No (3)	Controlled Drugs (1)
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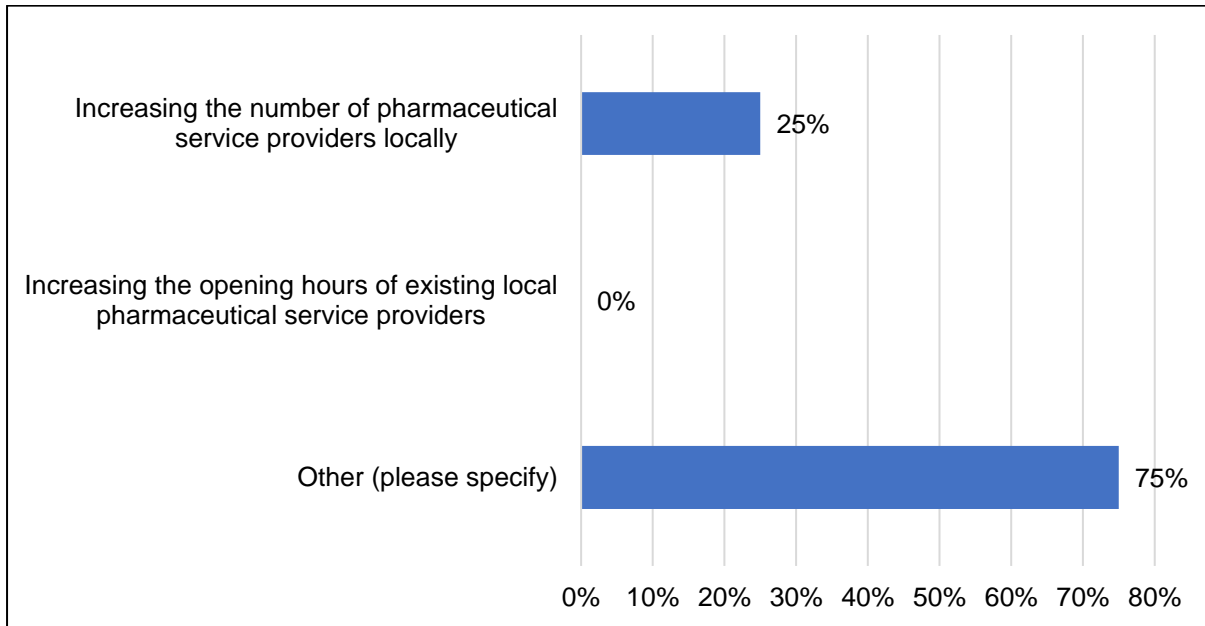
**Q13. In your opinion, how is the current provision of pharmaceutical services in Hertfordshire?**



**Q14. In your opinion do patients in your area have adequate access to the following services commissioned from, or provided by, some community pharmacies? Please select one answer for each row**

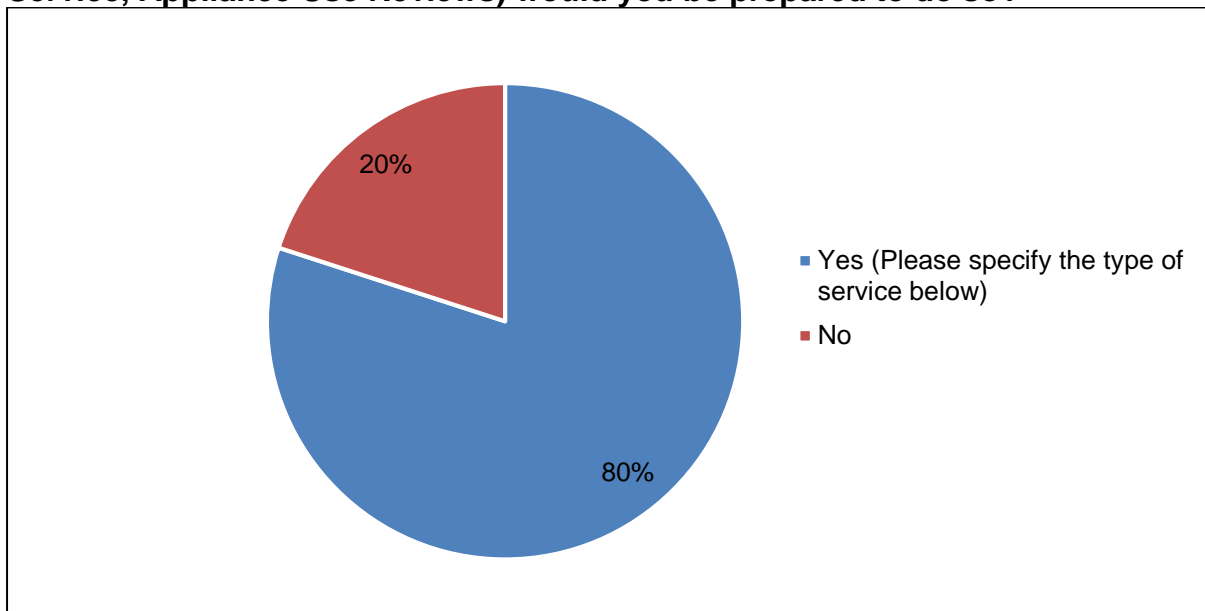


**Q15. Do you feel that local provision would be improved by: (select all that apply)**



Raising the incentive levels so providers see benefit in offering the service	We provide an excellent service
---	---------------------------------

**Q16. If your practice could be commissioned to provide similar services to those currently available under the additional services sections of the community pharmacy contract (Medicines Use Reviews, New Medicines Service, Appliance Use Reviews) would you be prepared to do so?**



MURs	NMS
All	

## Appendix O: Relationship between Clinical Commissioning Group (CCG) localities, local authority districts and wards

CCG Locality	Local Authority District Name 2013	Ward Name 2014
<b>Dacorum</b>	<b>Dacorum</b>	Watling Ward
		Hemel Hempstead Town Ward
		Boxmoor Ward
		Gadebridge Ward
		Adeyfield East Ward
		Chaulden and Warners End Ward
		Berkhamsted Castle Ward
		Bovingdon, Flaunden and Chipperfield Ward
		Berkhamsted East Ward
		Grovehill Ward
		Ashridge Ward
		Apsley and Corner Hall Ward
		Leverstock Green Ward
		Adeyfield West Ward
		Highfield Ward
		Woodhall Farm Ward
		Tring West and Rural Ward
		Tring East Ward
		Tring Central Ward
		Aldbury and Wigginton Ward
Northchurch Ward		
Kings Langley Ward		
Nash Mills Ward		
Bennetts End Ward		
Berkhamsted West Ward		

CCG Locality	Local Authority District Name 2013	Ward Name 2014
<b>Hertsmere</b>	<b>Hertsmere</b>	Shenley Ward
		Aldenham West Ward
		Potters Bar Parkfield Ward
		Potters Bar Furzeffield Ward
		Potters Bar Oakmere Ward
		Bushey Heath Ward
		Bushey North Ward
		Borehamwood Brookmeadow Ward
		Borehamwood Cowley Hill Ward
		Borehamwood Hillside Ward
		Borehamwood Kenilworth Ward
		Elstree Ward
		Aldenham East Ward
<b>Lower Lea Valley</b>	<b>Broxbourne</b>	Wormley and Turnford Ward
		Goffs Oak Ward
		Rosedale and Bury Green Ward
		Waltham Cross Ward
		Flamstead End Ward
		Cheshunt South and Theobalds Ward
	Cheshunt North Ward	
<b>Welwyn Hatfield</b>	Northaw and Cuffley Ward	
<b>North Hertfordshire</b>	<b>North Hertfordshire</b>	Kimpton Ward
		Knebworth Ward
		Codicote Ward
		Hitchwood, Offa and Hoo Ward
		Chesfield Ward

CCG Locality	Local Authority District Name 2013	Ward Name 2014
<b>North Hertfordshire</b>	<b>North Hertfordshire</b>	Letchworth South East Ward
		Weston and Sandon Ward
		Hitchin Bearton Ward
		Hitchin Walsworth Ward
		Hitchin Highbury Ward
		Letchworth South West Ward
		Hitchin Priory Ward
		Hitchin Oughton Ward
		Cadwell Ward
		Letchworth East Ward
		Letchworth Grange Ward
		Letchworth Wilbury Ward
		Baldock Town Ward
		Arbury Ward
Baldock East Ward		
<b>Royston</b>	<b>Royston</b>	Ermine Ward
		Royston Palace Ward
		Royston Heath Ward
		Royston Meridian Ward
<b>St Albans and Harpenden</b>	<b>St Albans</b>	Verulam Ward
		Ashley Ward
		Sopwell Ward
		Cunningham Ward
		St Peter's Ward
		Clarence Ward
		Marshalswick South Ward
		Colney Heath Ward
		London Colney Ward

<b>CCG Locality</b>	<b>Local Authority District Name 2013</b>	<b>Ward Name 2014</b>
<b>St Albans and Harpenden</b>	<b>St Albans</b>	St Stephen Ward
		Park Street Ward
		Redbourn Ward
		Batchwood Ward
		Sandridge Ward
		Wheathampstead Ward
		Harpenden South Ward
		Marshalswick North Ward
		Harpenden East Ward
		Harpenden West Ward
		Harpenden North Ward
<b>Stevenage</b>	<b>Stevenage</b>	Roebuck Ward
		Bedwell Ward
		Old Town Ward
		Symonds Green Ward
		Pin Green Ward
		Woodfield Ward
		St Nicholas Ward
		Martins Wood Ward
		Chells Ward
		Manor Ward
		Bandley Hill Ward
		Longmeadow Ward
		Shephall Ward
<b>Stort Valley and Villages</b>	<b>East Hertfordshire</b>	Sawbridgeworth Ward
		Hunsdon Ward
		Much Hadham Ward
		Bishop's Stortford Central Ward



CCG Locality	Local Authority District Name 2013	Ward Name 2014
<b>Stort Valley and Villages</b>	<b>East Hertfordshire</b>	Bishop's Stortford South Ward
		Bishop's Stortford Meads Ward
		Bishop's Stortford Silverleys Ward
		Little Hadham Ward
		Bishop's Stortford All Saints Ward
		Thundridge & Standon Ward
<b>Upper Lea Valley</b>	<b>Broxbourne</b>	Hoddesdon Town and Rye Park Ward
		Broxbourne and Hoddesdon South Ward
		Hoddesdon North Ward
	<b>East Hertfordshire</b>	Hertford Rural South Ward
		Datchworth & Aston Ward
		Hertford Rural North Ward
		Stanstead Abbots Ward
		Hertford Heath Ward
		Great Amwell Ward
		Ware Chadwell Ward
		Puckeridge Ward
		Mundens and Cottered Ward
		Braughing Ward
		Ware St Mary's Ward
		Hertford Bengoe Ward
		Ware Christchurch Ward
		Watton-at-Stone Ward
		Ware Trinity Ward
		Hertford Kingsmead Ward
		Hertford Castle Ward
Hertford Sele Ward		
Walkern Ward		
Buntingford Ward		

CCG Locality	Local Authority District Name 2013	Ward Name 2014
<b>Upper Lea Valley</b>	<b>Three Rivers</b>	Carpenders Park Ward
		Moor Park & Eastbury Ward
		Oxhey Hall & Hayling Ward
		Chorleywood North & Sarratt Ward
		Abbots Langley & Bedmond Ward
		Gade Valley Ward
		Chorleywood South & Maple Cross Ward
		South Oxhey Ward
		Durrants Ward
		Dickinsons Ward
		Leavesden Ward
		Rickmansworth Town Ward
		Penn & Mill End Ward
	<b>Watford</b>	Park Ward
		Oxhey Ward
		Holywell Ward
		Vicarage Ward
		Central Ward
		Tudor Ward
		Leggatts Ward
		Nascot Ward
		Meriden Ward
		Stanborough Ward
Woodside Ward		
<b>Hertsmere</b>	Bushey St James Ward	
	Bushey Park	

CCG Locality	Local Authority District Name 2013	Ward Name 2014
<b>Welwyn Hatfield</b>	<b>Welwyn Hatfield</b>	Hatfield Central Ward
		Hatfield East Ward
		Hatfield West Ward
		Hatfield Villages Ward
		Hatfield South Ward
		Welham Green Ward
		Welwyn East Ward
		Welwyn West Ward
		Sherrards Ward
		Peartree Ward
		Panshanger Ward
		Handside Ward
		Haldens Ward
		Howlands Ward
		Hollybush Ward
Brookmans Park and Little Heath Ward		

## Abbreviations

AUR – Appliance Use Review  
BME – Black and Minority Ethnic  
BSA – Business Service Authority  
CC – County Council  
CCG – Clinical Commissioning Group  
CGL – Change Grow Live  
CHD – Coronary Heart Disease  
COPD – Chronic Obstructive Pulmonary Disease  
CPCF – Community Pharmacy Contractual Framework  
CVD – Cardiovascular disease  
DAC – Dispensing Appliance Contractor  
DFLE – Disability-Free Life Expectancy  
DH – Department of Health  
EHC – Emergency Hormonal Contraception  
EPS – Electronic Prescription Service  
ES – Essential Services  
ESPS – Essential Small Pharmacy Scheme  
FAST – Face Arms Speech Time  
GP – General Practitioner  
HCC – Hertfordshire County Council  
HIV – Human Immunodeficiency Virus  
HLE – Healthy Life Expectancy  
HLP – Health Living Pharmacy  
HSCIC – Health and Social Care Information Centre  
HWB – Health and Wellbeing Board  
IMD – Index/Indices of Multiple Deprivation  
JSNA – Joint Strategic Needs Assessment  
LA – Local Authority  
LARC – Long-Acting Reversible Contraception  
LCS – Locally Commissioned Services  
LPC – Local Practitioner Committee  
LPS – Local Pharmaceutical Service  
LSOAs – Lower Super Output Areas

MIU – Minor Injury Unit  
MSK – Musculoskeletal  
MSOA – Middle Layer Super Output Area  
MURs – Medicines Use Reviews  
NCMP – National Child Measurement Program  
NHS – National Health Service  
NICE – National Institute for Health and Care Excellence  
NMS – New Medicine Service  
NUMSAS – NHS Urgent Medicine Supply Advanced Service  
ONS – Office for National Statistics  
PCT – Primary Care Trust  
PhAS – Pharmacy Access Scheme  
PHE – Public Health England  
PhIF – Pharmacy Integration Fund  
PHOF – Public Health Outcomes Framework  
PNA – Pharmaceutical Needs Assessment  
POPPI – Projecting Older People Population Information  
PYLL – Potential Years of Life Lost  
QOF – Quality and Outcomes Framework  
SAC – Stoma Appliance Customisation  
STI – Sexually Transmitted Infection  
UCC – Urgent Care Centre  
UK – United Kingdom  
YLD – Years Lived with Disability  
YLL – Years of Life Lost

## Equalities Impact Assessment (EqIA)

Guidance is available on Compass. Completion of an EqIA should be proportional and relevant to the anticipated impact of the project on equalities. The form can be tailored to your project and should be completed before decisions are made. Key EqIAs should be reviewed by the Business Manager or Service Head, signed off by your department's Equality Action Group (EAG) and sent to the Equality and Diversity team to publish on HertsDirect. For support and advice please contact [equalities@hertfordshire.gov.uk](mailto:equalities@hertfordshire.gov.uk).

### STEP 1: Responsibility and involvement

<b>Title of proposal/ project/strategy/ procurement/policy</b>	Pharmaceutical Needs Assessment 2018	<b>Head of Service or Business Manager</b>	Brian Gale
<b>Names of those involved in completing the EqIA:</b>	Joel Bonnet Brian Gale	<b>Lead officer contact details:</b>	Brian.gale@hertf ordshire.gov.uk
<b>Date completed:</b>	26 January 2018	<b>Review date:</b>	31 March 2020

### STEP 2: Objectives of proposal and scope of assessment – what do you want to achieve?

<b>Proposal objectives:</b> – what you want to achieve – intended outcomes – purpose and need	The 2018 Pharmaceutical Needs Assessment (PNA) for Hertfordshire will assess the provision of pharmaceutical services within the Hertfordshire and neighbouring HWB areas. The assessment will make recommendations to fill any gaps in the provision of pharmaceutical services and also for improvements and/or better access to current provision. It will pay regard to the existing 2015 PNA, the current JSNA, and other local strategic documents, such as the CCG's Commissioning Intentions.
<b>Stakeholders:</b> Who will be affected: the public, partners, staff, service users, local members, etc.	The 2018 PNA will assess current health needs and access to pharmaceutical services. To assess equality of access for all people within the HWB area, a public questionnaire will be distributed among a cross-section of Hertfordshire people. Residents within the protected characteristics groups will be targeted to receive feedback on any barriers to accessing pharmaceutical services. Responses to the questionnaire will help inform the recommendations within the draft PNA, and any potential gaps and/or improvements to pharmaceutical services in the Hertfordshire area. The draft PNA will undergo a 60-day consultation, and views from the Hertfordshire public will be sought. Populations from the protected characteristics populations will be targeted within the consultation to seek their views upon the assessment and its recommendations.

**STEP 3: Available data and monitoring information**

<b>Relevant equality information</b> For example: Community profiles / service user demographics, <a href="#">data</a> and monitoring information (local and national), similar or previous EqIAs, complaints, audits or inspections, local knowledge and consultations.	<b>What the data tell us about equalities</b>
<p>Currently those accessing pharmaceutical services are people of all ages and communities.</p> <p>Occasionally, users of pharmaceutical services may have complex needs and providers must be flexible to be able to meet such needs.</p>	<p>A lack of robust data relating to users of pharmaceutical services exists, albeit it is anticipated that the majority of the general public will access services at some point in their life.</p>

**STEP 4: Impact Assessment – Service users, communities and partners (where relevant)**

Protected characteristic	<u>Potential for differential impact (positive or negative)</u>	What reasonable mitigations can you propose?
<b>Age</b>	Positive impact – the development of the PNA took into account health needs and how differing population groups' needs may vary. It considered any actions necessary within the provision of pharmaceutical services to reduce these health inequalities. Access to and availability of pharmaceutical services in the county were assessed and options considered to improve access and availability. Persons with this protected characteristic were specifically targeted within the consultation. The Steering Group considered all responses, and signed off the final report prior ratification by the HWB Board in March 2018.. With regard to age, the PNA considered, in particular, the health of pre-school age children and over-65s.	A public questionnaire was undertaken to establish views on pharmaceutical service provision. Questionnaire respondents were asked to provide their age range, and the data shows that respondents from all age groups participated.
<b>Disability, including Learning Disability</b>	Positive impact – the development of the PNA took account of health needs and how differing population groups' needs may vary. It then considered any actions necessary within the provision of pharmaceutical services to reduce these health inequalities. Access to and availability of pharmaceutical services in the county were assessed and options considered to improve access and availability. Persons with this protected characteristic were specifically targeted within the consultation. The Steering Group considered all responses, and signed off the final report prior to ratification signed off by the HWB Board in March 2018.	A public questionnaire was undertaken to establish views on pharmaceutical service provision. Questionnaire respondents were asked to provide information on any disabilities they may consider themselves to have, and the responses received showed a wide range of respondents with disabilities participated. A pharmacy contractor questionnaire was undertaken to establish what necessary adjustments pharmacy providers are making to ensure people with specific disabilities may still fully access pharmaceutical services



Protected characteristic	<u>Potential for differential impact (positive or negative)</u>	What reasonable mitigations can you propose?
<b>Race</b>	Positive impact – the development of the PNA took account of health needs and how differing population groups' needs may vary. It considered any actions necessary within the provision of pharmaceutical services to reduce health inequalities. Access to and availability of pharmaceutical services in the county were assessed and options considered to improve access and availability. Persons with this protected characteristic were specifically targeted within the consultation. The Steering Group considered all responses, and signed off the final report for it to be ratified by the HWB Board in March 2018.	A public questionnaire was undertaken to establish views on pharmaceutical service provision. Questionnaire respondents were asked to provide information on their race, the data from which shows that people from a wide range of ethnic backgrounds participated.
<b>Gender reassignment</b>	Positive impact – the development of the PNA took account of health needs and how differing population groups' needs may vary. It considered any actions necessary within the provision of pharmaceutical services to reduce health inequalities. Access to and availability of pharmaceutical services in the county were assessed and options considered to improve access and availability. Persons with this protected characteristic were specifically targeted within the consultation. The Steering Group considered all responses, and signed off the final report for it to be ratified by the HWB Board in March 2018.	A public questionnaire was undertaken to establish views on pharmaceutical service provision. Questionnaire respondents were asked to provide information on any gender reassignment they may have had or are undergoing, the data from which shows responses were received from members of the public that had been through (or were planning) gender reassignment

Protected characteristic	<u>Potential for differential impact (positive or negative)</u>	What reasonable mitigations can you propose?
<b>Pregnancy and maternity</b>	Positive impact – the development of the PNA took account of health needs and how differing population groups' needs may vary. It considered any actions necessary within the provision of pharmaceutical services to these health inequalities. Access to and availability of pharmaceutical services in the county were assessed and options considered to improve access and availability. Persons with this protected characteristic were specifically targeted within the consultation. The Steering Group considered all responses, and signed off the final report for it to be ratified by the HWB Board in March 2018.	Pregnancy and breastfeeding groups have not been specifically monitored.
<b>Religion or belief</b>	Positive impact – the development of the PNA took account of health needs and how differing population groups' needs may vary. It considered any actions necessary within the provision of pharmaceutical services to reduce health inequalities. Access to and availability of pharmaceutical services in the county were assessed and options considered to improve access and availability. Persons with this protected characteristic were specifically targeted within the consultation. The Steering Group considered all responses, and signed off the final report for it then to be ratified by the HWB Board in March 2018.	A public questionnaire was undertaken to establish views on pharmaceutical service provision. Questionnaire respondents were asked to provide information on their religion to which a wide range of religious groups responded.

Protected characteristic	<u>Potential for differential impact (positive or negative)</u>	What reasonable mitigations can you propose?
<b>Gender</b>	Positive impact – the development of the PNA took account of health needs and how differing population groups' needs may vary. It considered any actions necessary within the provision of pharmaceutical services to reduce health inequalities. Access to and availability of pharmaceutical services in the county were assessed and options considered to improve access and availability. Persons with this protected characteristic were specifically targeted within the consultation. The Steering Group considered all responses, and signed off the final report for it to be ratified by the HWB Board in March 2018.	A public questionnaire was undertaken to establish views on pharmaceutical service provision. Questionnaire respondents were asked to provide information on their gender and the majority of respondents provided this information.
<b>Sexual orientation</b>	Positive impact – the development of the PNA took account of health needs and how differing population groups' needs may vary. It considered any actions necessary within the provision of pharmaceutical services to reduce health inequalities. Access to and availability of pharmaceutical services in the county were assessed and options considered to improve access and availability. Persons with this protected characteristic were specifically targeted within the consultation. The Steering Group considered all responses, and signed off the final report for it to be ratified by the HWB Board in March 2018.	A public questionnaire was undertaken to establish views on pharmaceutical service provision. Questionnaire respondents were asked to provide information on their sexual orientation.

Protected characteristic	<u>Potential for differential impact (positive or negative)</u>	What reasonable mitigations can you propose?
<b>Marriage &amp; civil partnership</b>	Positive impact – the development of the PNA took account of health needs and how differing population groups' needs may vary. It considered any actions necessary within the provision of pharmaceutical services to reduce health inequalities. Access to and availability of pharmaceutical services in the county were assessed and options considered to improve access and availability. Persons with this protected characteristic were specifically targeted within the consultation. The Steering Group considered all responses, and signed off the final report for it to be ratified by the HWB Board in March 2018.	A public questionnaire was undertaken to establish views on pharmaceutical service provision. Questionnaire respondents were asked to provide information on their marital status.
<b>Carers (by association with any of the above)</b>	Carers have not been specifically monitored.	
<b>Carers and CARE ACT 2014</b>	From April 2015, carers will be entitled to an assessment of their own needs in the same way as those they care for. If the focus of your EqlA relates to care and support, consider carers' new rights and see the Care Act pages on Compass for more guidance	
<b>Opportunity to advance equality of opportunity and/or foster good relations</b>		
None		

**STEP 5: Gaps identified**

<b>Gaps identified</b> Do you need to collect more data/information or carry out consultation? (A 'How to engage' consultation guide is on Compass). How will you make sure your consultation is accessible to those affected?	None
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**STEP 6: Other impacts**

Consider if your proposal has the potential (positive and negative) to impact on areas such as health and wellbeing, crime and disorder, and community relations. There is more information in the guidance.

**STEP 7: Conclusion of your analysis**

Select one conclusion of your analysis	Give details
<input checked="" type="checkbox"/> <b>No equality impacts identified</b> – No change required to proposal.	
<input type="checkbox"/> <b>Minimal equality impacts identified</b> – Adverse impacts have been identified, but have been objectively justified (provided you do not unlawfully discriminate). – Ensure decision makers consider the cumulative effect of how a number of decisions impact on equality.	
<input type="checkbox"/> <b>Potential equality impacts identified</b> – Take 'mitigating action' to remove barriers or better advance equality. – Complete the action plan in the next section.	
<input type="checkbox"/> <b>Major equality impacts identified</b> – Stop and remove the policy – The adverse effects are not justified, cannot be mitigated or show unlawful discrimination. – Ensure decision makers understand the equality impact.	

**STEP 8: Action plan**

<b>Issue or opportunity identified relating to:</b> – Mitigation measures – Further research – Consultation proposal – Monitor and review	<b>Action proposed</b>	<b>Officer Responsible and target date</b>
None		

**This EqlA has been reviewed and signed off by:**

**Head of Service or Business Manager:**

**Date: 10 January 2018**

**Brian Gale**

**Equality Action Group Chair:**

**Date: 10 January 2018**

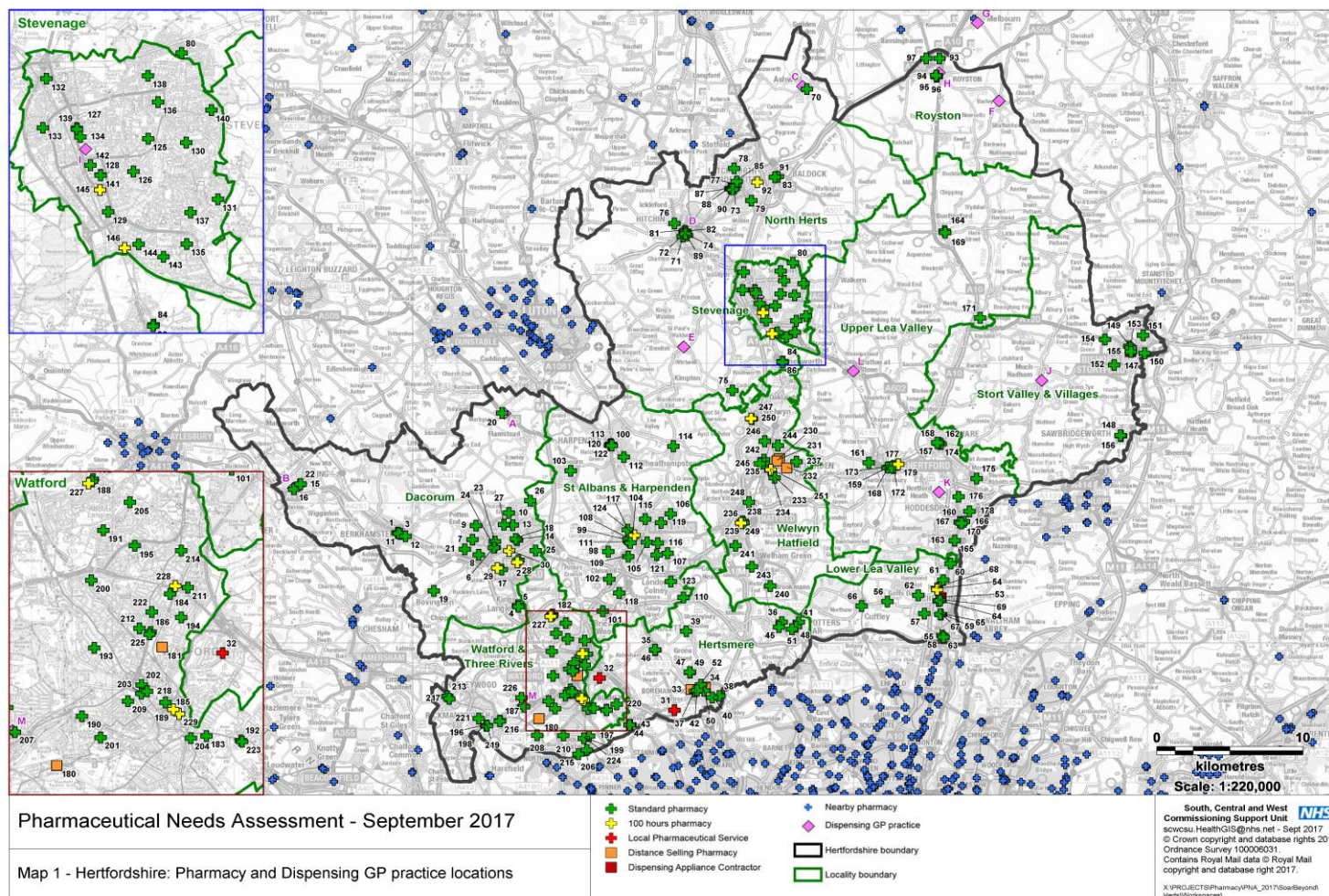
**Joel Bonnet (Chair of Public Health Department Assurance and Governance Group)**

HCC’s Diversity Board requires the Equality team to compile a central list of EqlAs so a random sample can be quality assured. Each Equality Action Group is encouraged to keep a plan of key service decisions that may require an EqlA, but please can you ensure the Equality team is made aware of any EqlAs completed so we can add them to our list. (email: [equalities@hertfordshire.gov.uk](mailto:equalities@hertfordshire.gov.uk)).

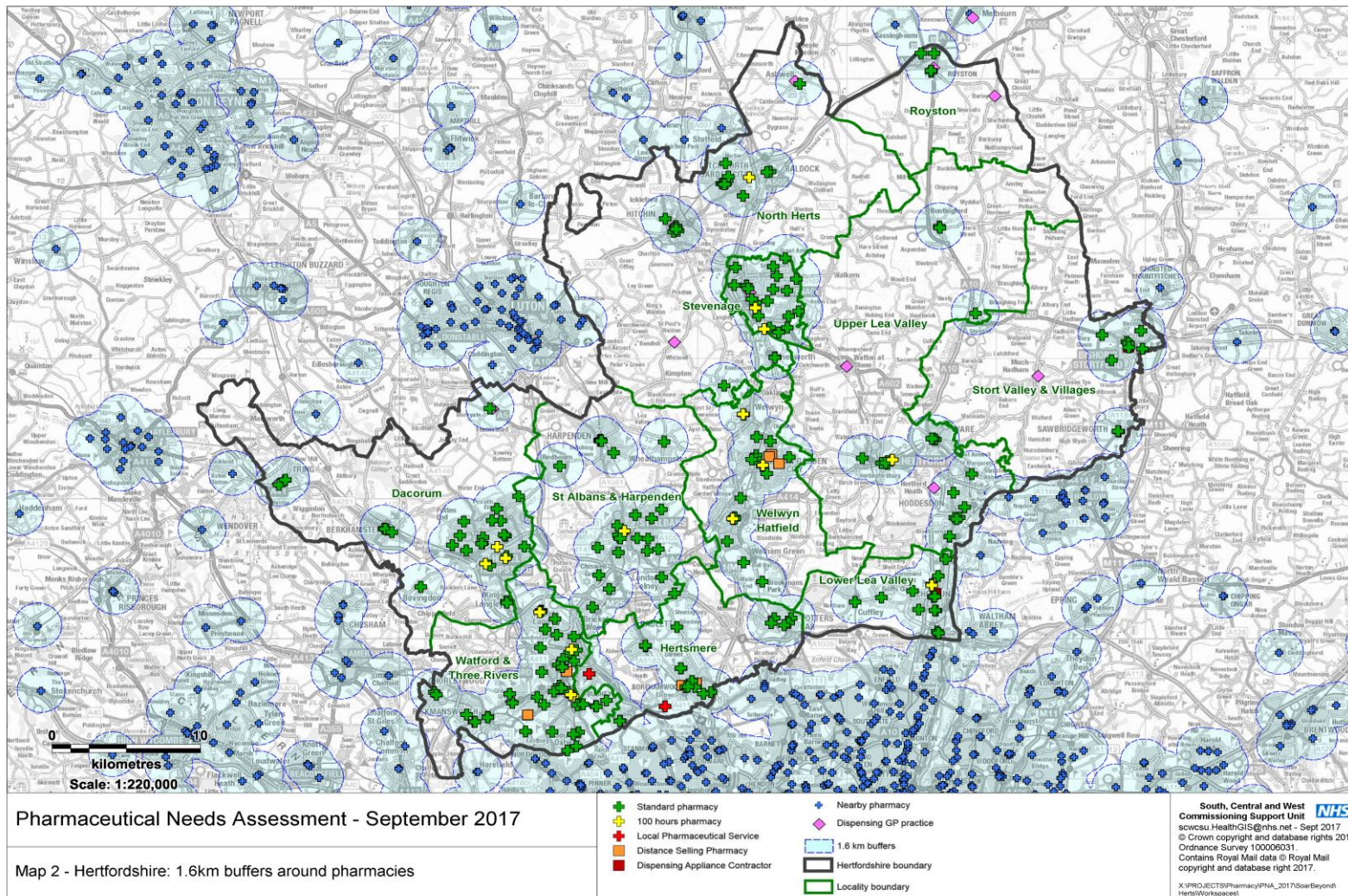
Thank you.

## Map 1: Pharmacy and dispensing GP practice

Since the production of Map 1, there are been three new pharmacies that have opened. Two are located in Upper Lea Valley and one in Watford and 3 Valleys. There has also been a relocation of Abell Chemist from Watford and 3 Valleys into Hertsmere locality

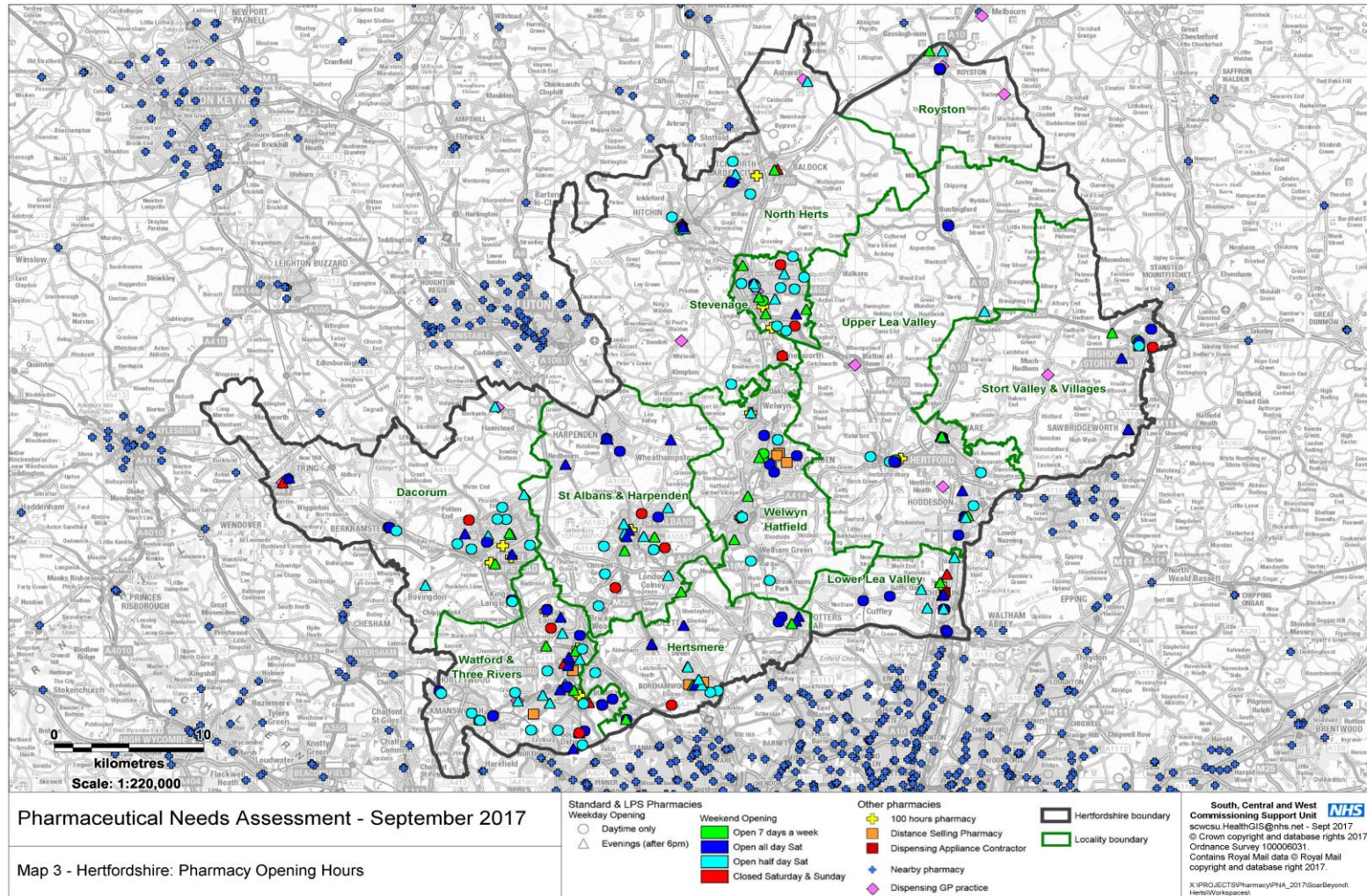


## Map 2: 1.6 km buffers around pharmacies

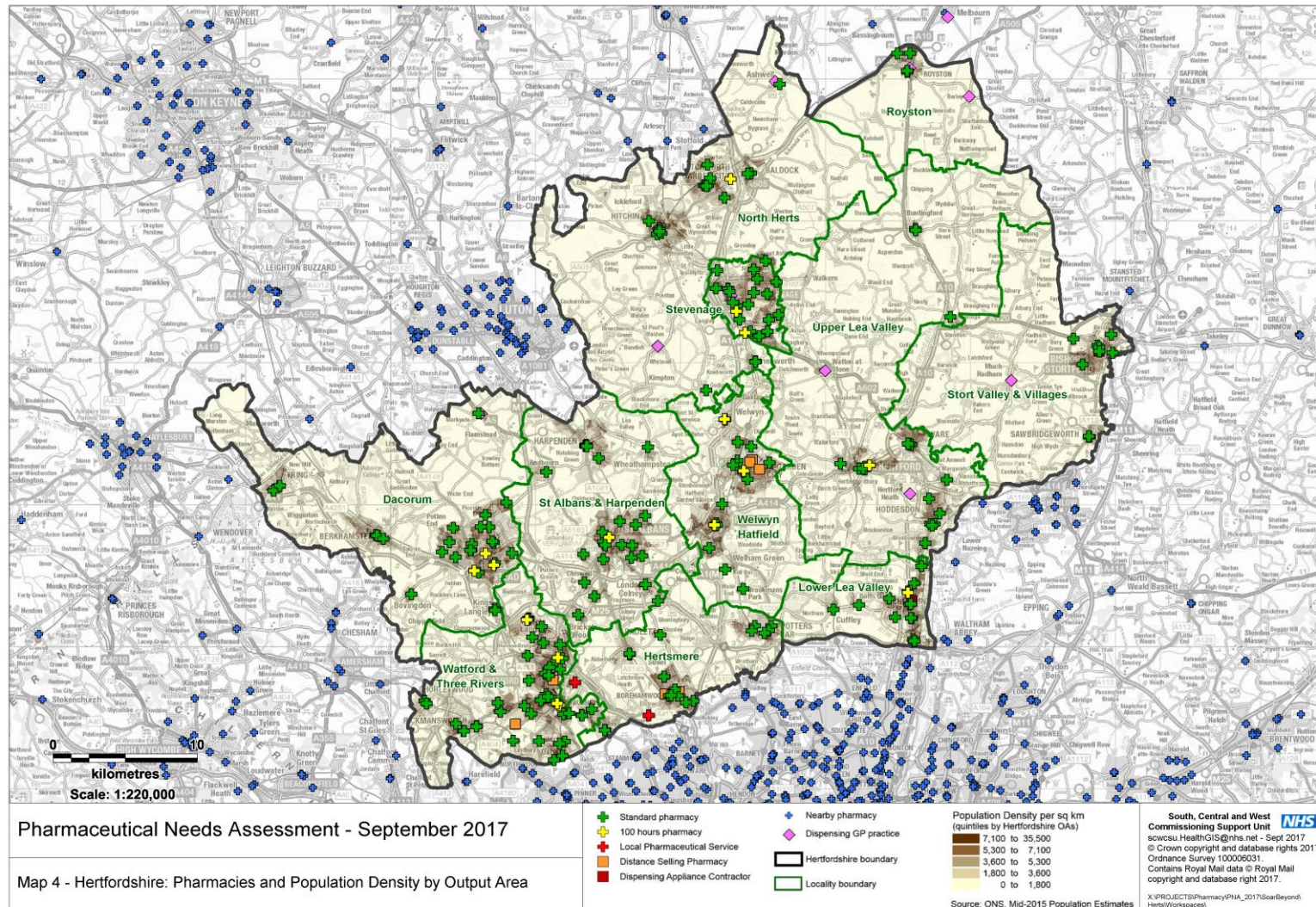




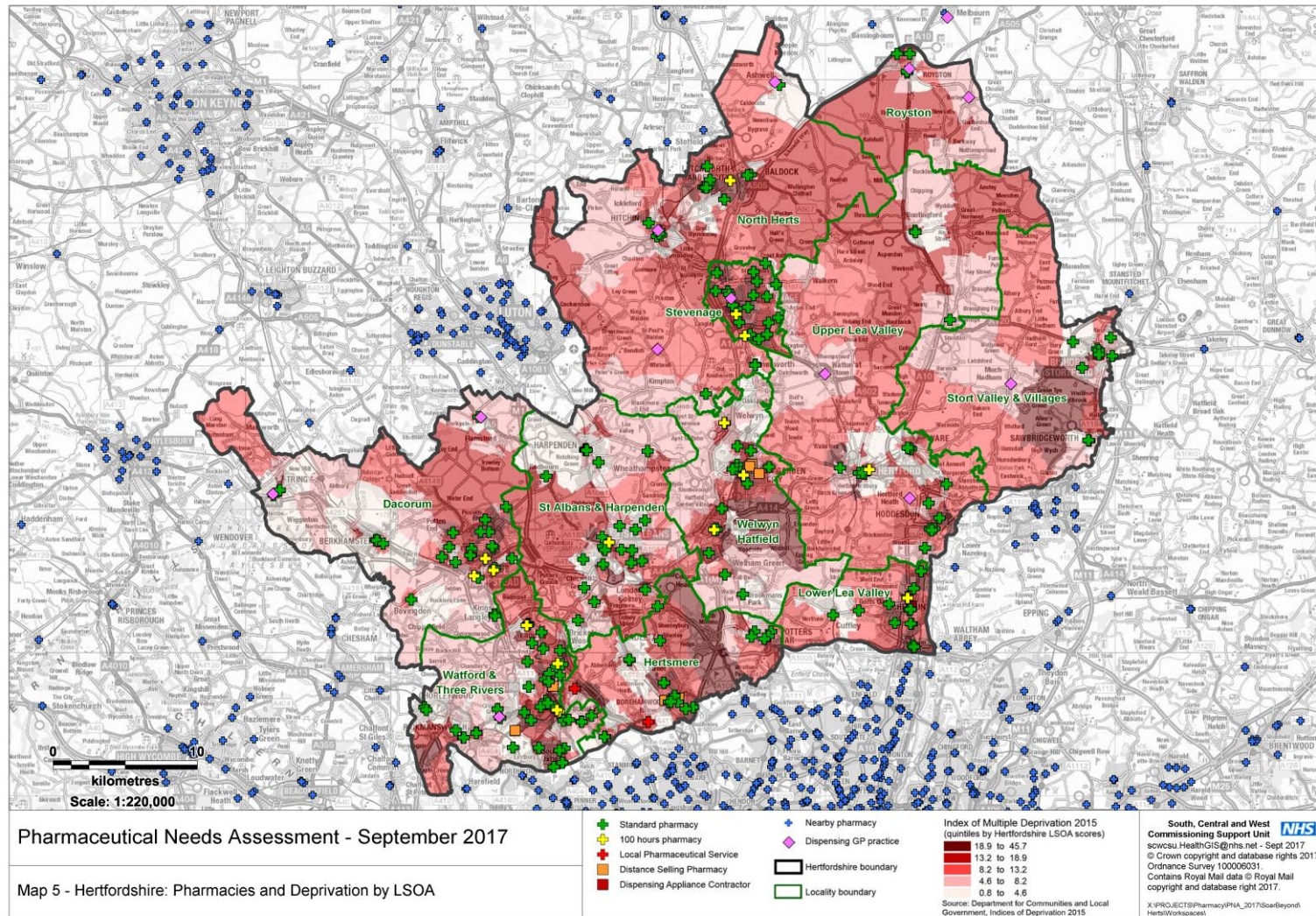
### Map 3: Pharmacy opening hours



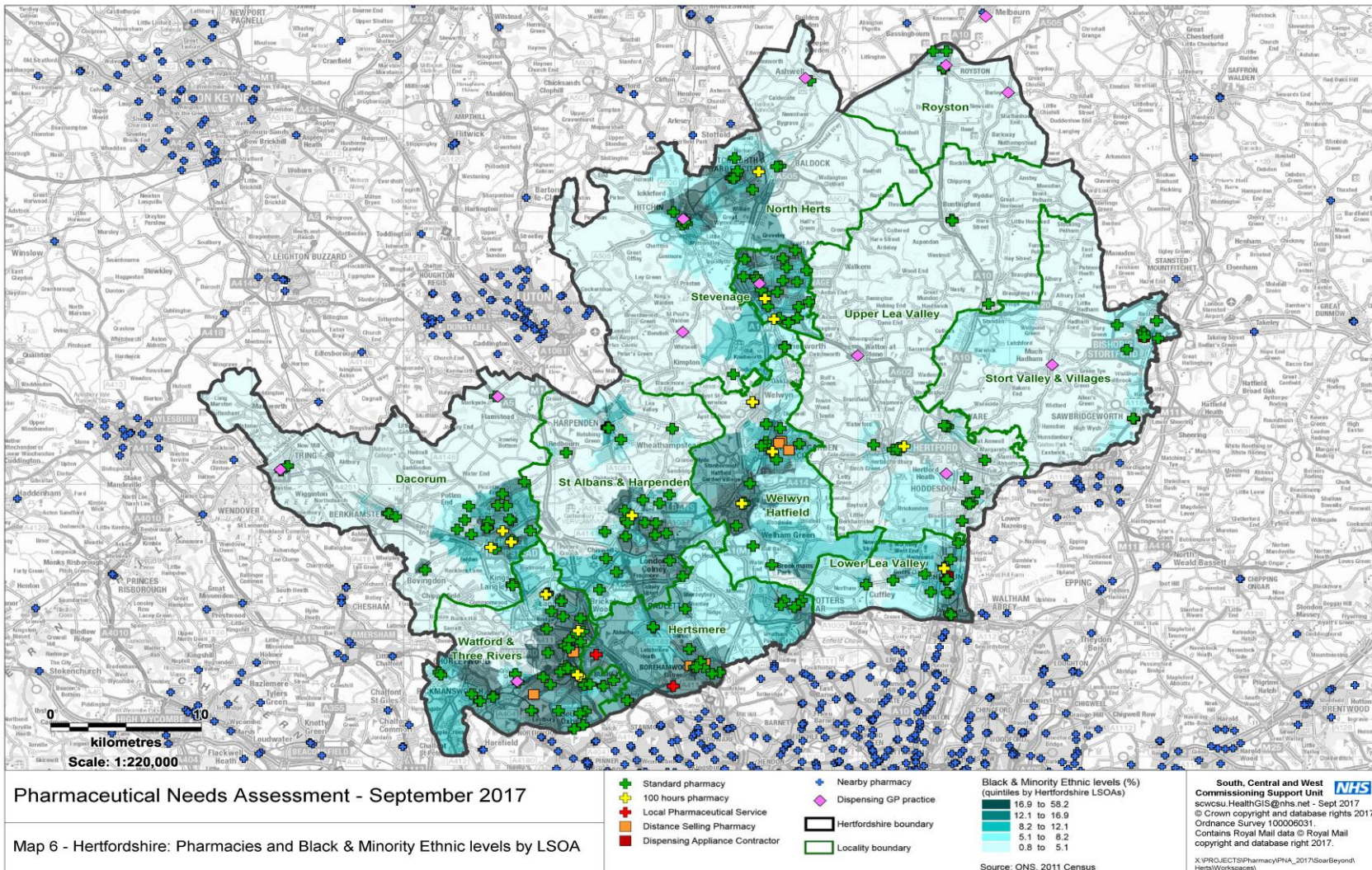
## Map 4: Pharmacies and population density by output area



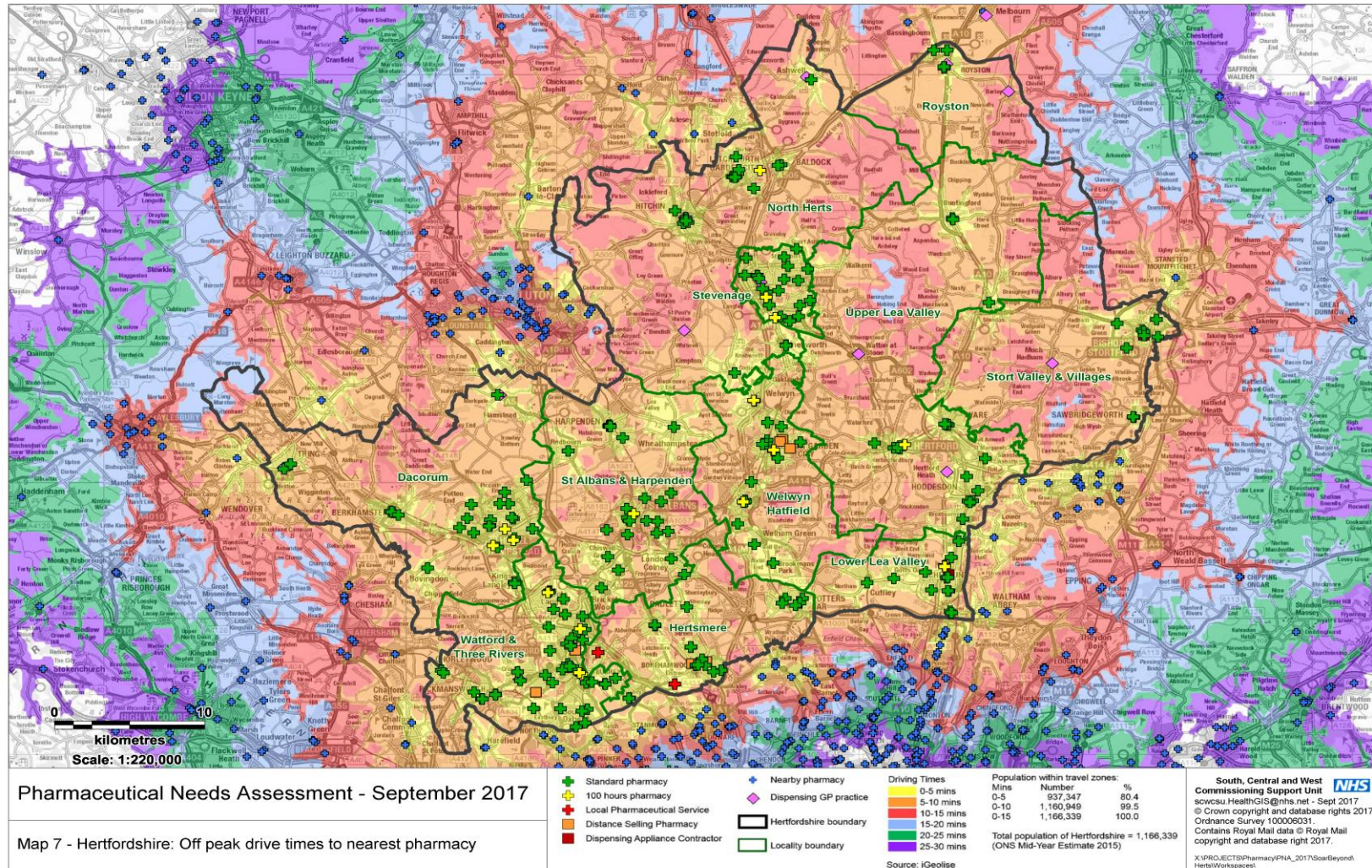
## Map 5: Pharmacies and deprivation by Lower Super Output Area (LSOA)



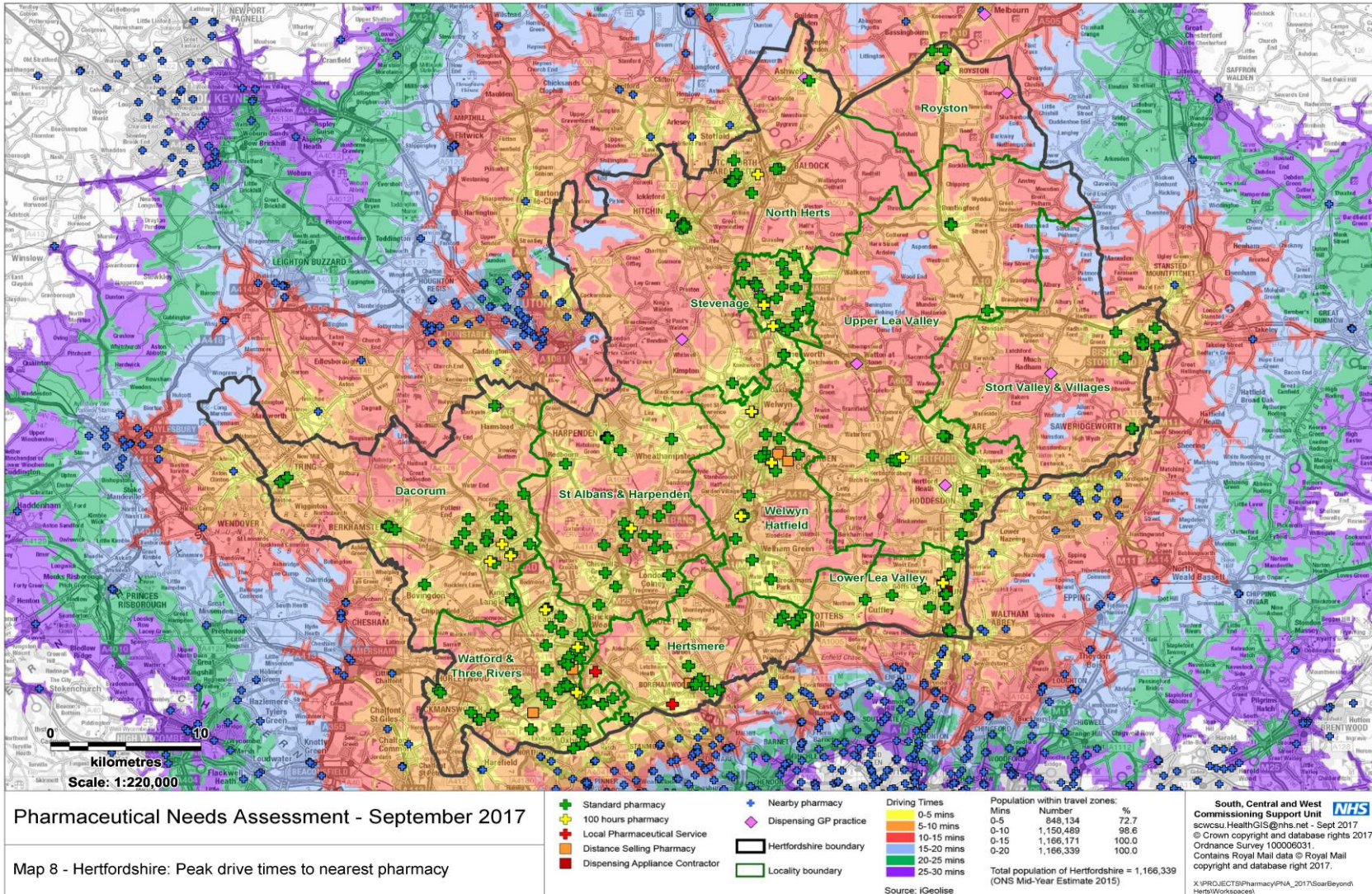
## Map 6: Pharmacies and Black and Minority Ethnic levels by LSOA



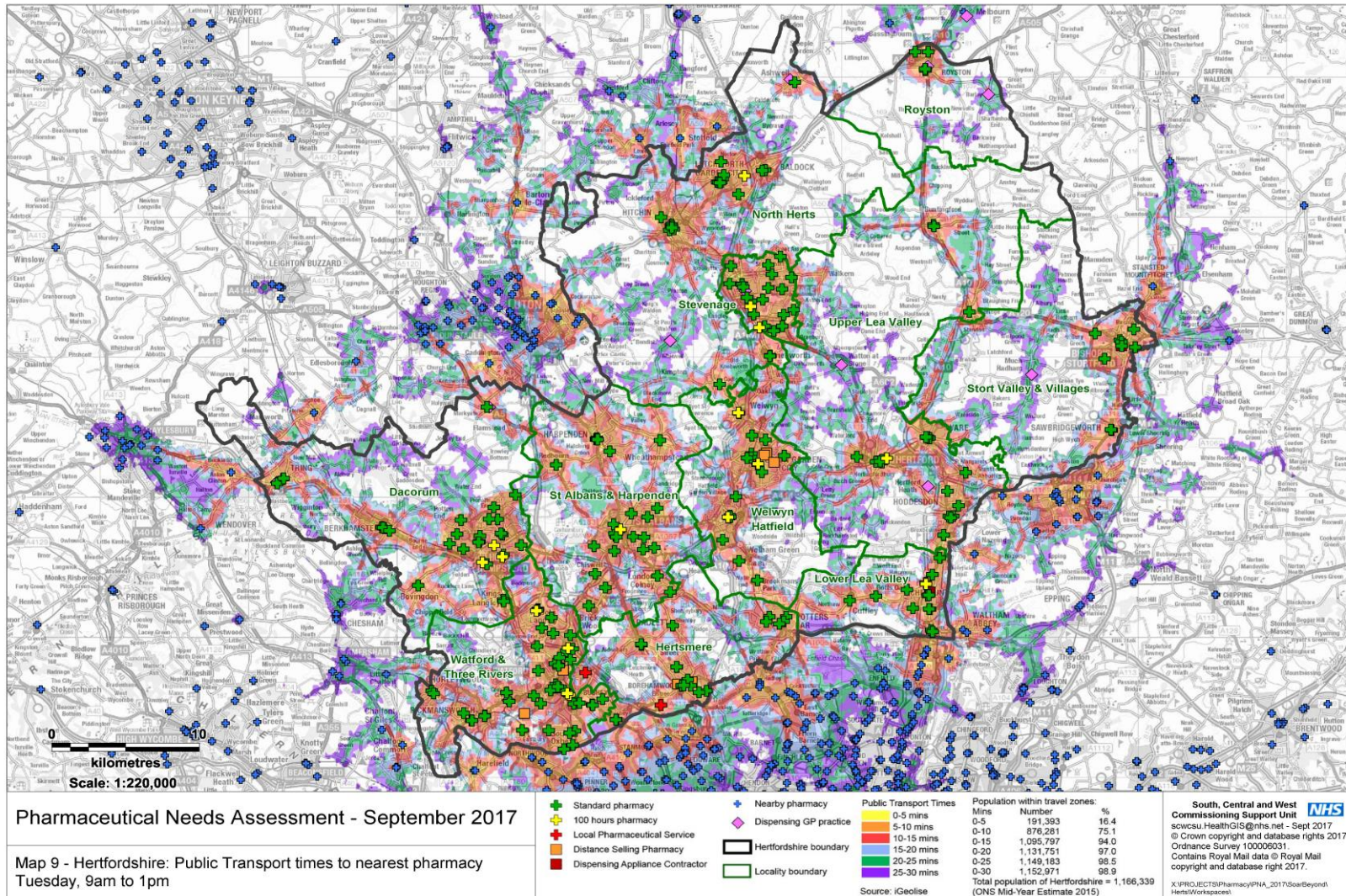
## Map 7: Off-peak drive times to nearest pharmacy



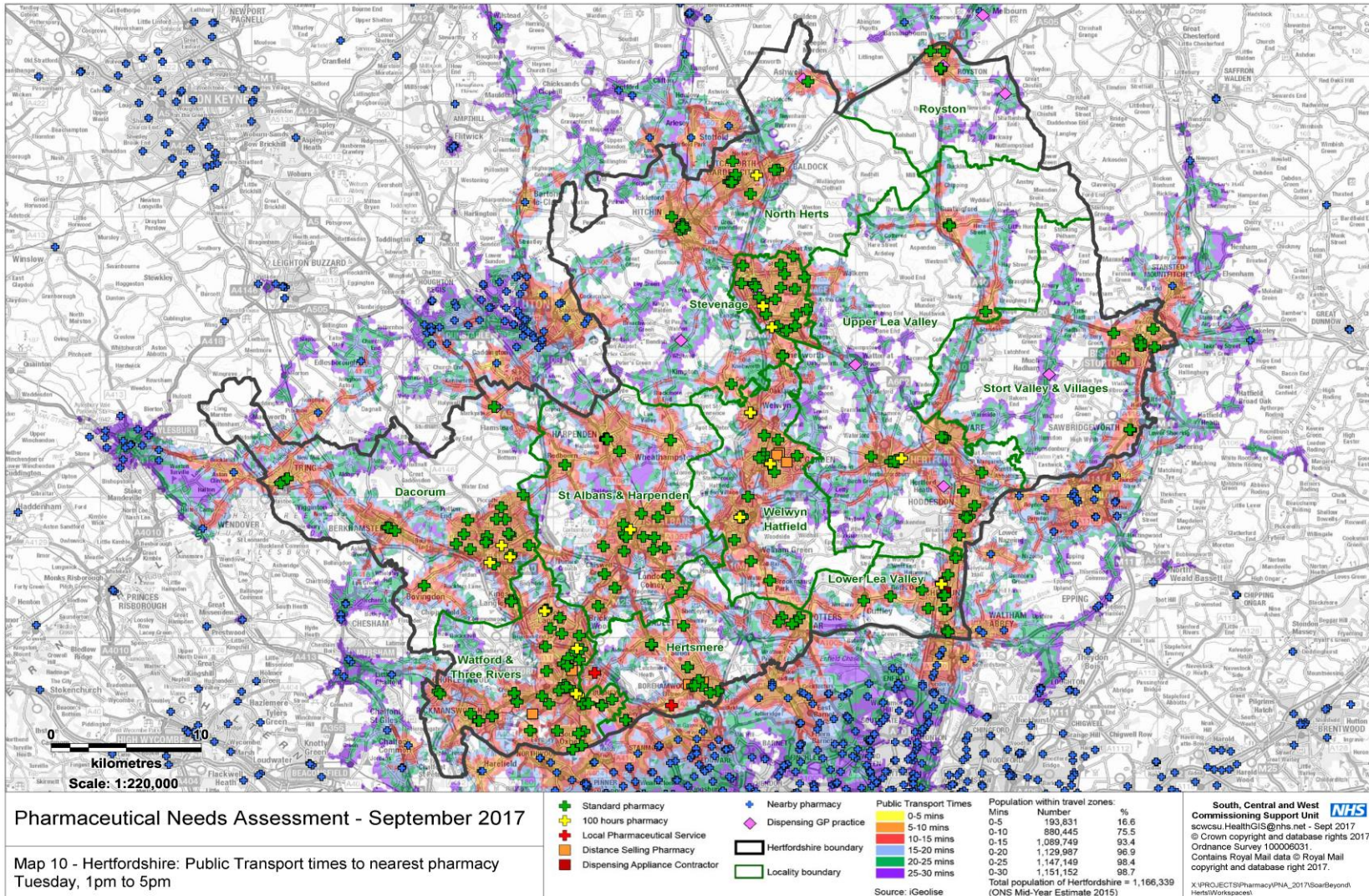
### Map 8: Peak drive times to nearest pharmacy



## Map 9: Public transport times to nearest pharmacy Tuesday, 9am to 1pm



## Map 10: Public transport times to nearest pharmacy, Tuesday 1pm to 5pm





## Map 11: Walking times to nearest pharmacy

