

Appendix I

Consultation Report: Responses

This chapter provides a summary of the consultation for Haringey's PNA and the comments received

1. Consultation process

The Haringey PNA was published for consultation on 2 February 2018 and closed on 6 April 2018.

The draft PNA and information about the consultation process was available online on a dedicated page: <http://www.haringey.gov.uk/social-care-and-health/health/public-health/pharmaceutical-needs-assessment-pna>. The consultation questions were presented in an online survey. Paper versions of the consultation questions and the report were available on request. The full list of questions is available in Appendix I.

An invitation to reply to the consultation, the draft PNA, and supporting documentation was sent to all organisations stipulated in the requirements, as well as to other key stakeholders. Of the organisations covered in the requirements, the following were asked to respond:

- Haringey Local Pharmaceutical Committee
- Haringey Local Medical Committee
- Haringey pharmacy contractors
- Healthwatch Haringey
- Royal Free London NHS Foundation Trust
- Barnet, Enfield and Haringey Mental Health Trust
- Whittington Health NHS Trust
- North Middlesex University Hospital NHS Trust
- NHS England
- Haringey Health and Wellbeing Board
- Neighbouring HWBs (Barnet, Camden, Enfield, Hackney, Islington and Waltham Forest)

2. Disseminating the consultation

The PNA consultation was advertised through multiple channels. Individual emails were sent to consultees and organisations and invited to respond. This included the mandatory organisations listed above, as well as other local health groups such as the Local Dental and Optical Committees, and the Health Scrutiny Committee. The consultation was also advertised via the Haringey CCG GP newsletter, and through local volunteer and community service organisations.

3. Responses to the consultation

In total, 5 responses were collected from the Haringey PNA consultation via the survey and 1 response was collected via email. Feedback was received from Haringey Council Public Health, NHS England and three pharmacies.

In general, respondents agreed with the conclusions and recommendations described in the draft PNA. The PNA Steering Group reviewed the responses and discussed the changes to be made to the report before its final publication. Specific comments and suggestions on how to improve services have been collated in, and described in Table H1. The Steering Group believes that each of the comments on the draft report have been met by the final draft of the PNA.

Table H1: Consultation responses

PNA Section	Consultation response	PNA Steering Group responses	Decision to amend PNA?
Section 2.2	Member of the Haringey Public Health team suggested that the statement regarding age of people more likely to visit pharmacies on page 9 be clarified as young people have been found to visit pharmacies in Haringey.	We thank you for this comment and agree that the statement should be amended.	Yes
Section 2.3	Member of the Haringey Public Health team suggested that terminology be updated on pages 13 and 14 from “risky sexual behaviour” to “sexual health” and from “diet” to “healthy eating”.	We thank you for this feedback and important clarification and will update the PNA accordingly.	Yes
Section 2.3.2	Member of the Haringey Public Health team suggested that data in sexual health section be reviewed with the relevant commissioner.	PNA Steering Group discussed and was happy for the sexual health commissioner to review and make any necessary amendments to the section.	Yes
Section 3.3.5	Member of the public health team suggested that the “Further provision” section be amended to better reflect support and training currently made available for Haringey pharmacies as well as advertising initiatives currently underway.	<p>Haringey currently provides the following training opportunities to pharmacies: mandatory bi-annual sexual health training, service specific training i.e. C-card scheme and on an ad hoc basis, dedicated onsite training for sites with pharmacists recruited after the bi-annual training has taken place.</p> <p>Haringey currently conducts the following advertisement initiatives: distribute leaflets (on an ongoing basis) promoting pharmacy sexual health</p>	Yes - PNA Steering Group decided to remove the bullet point.

		<p>provision via outreach service, place adverts in Haringey People Magazine which is circulated to every household in Haringey and there is a dedicated Healthy living pharmacy webpage. More recently, A2 size posters advertising pharmacy sexual health services have been produced and will be sent to all pharmacies to help raise awareness.</p>	
Section 3.5	<p>NHS England noted that the “Improvements and better access” section on page 107 is vaguely worded and could benefit from clarification, specifically:</p> <p>Whilst the PNA states that pharmacies be commissioned to offer services on extended opening on weekday mornings and at weekends, NHS England notes that this is within pharmacies control as they are able to extend supplementary hours easily. The paragraph goes on state that no additional pharmacies are needed, however this could be open to interpretation and the HWBB may find that applications are made against this paragraph for extended hours. Ultimately this may depend on how NHS England and NHS Resolution interpret this paragraph. If this is not what the HWBB intended, they may wish to re-word the paragraph.</p>	<p>The statement makes it clear that additional hours would need to be commissioned rather than relying on the goodwill of pharmacies to open for longer hours at a time when remuneration is being reduced. This is a summary of the PNA findings and needs to be read in conjunction with the detailed information in the relevant sections in the body of the PNA which provide specific details on when improvements could be made</p> <p>The Steering Group acknowledged that applications may be made against the improvements described. However, it was agreed that the statement that “no additional pharmacies are required” provided a clear indication that the HWB was of the view that the improvements could be met from within the existing network of pharmacies.</p> <p>The HWB is aware that NHSE and NHS Resolution need to make decisions based on the merits of any future application. However, it was felt that the inclusion of this statement would articulate the HWB view but without pre-empting NHSE’s decision on future applications</p>	<p>Yes - PNA Steering Group has adapted the bullet point.</p>

General comments			
	NHS England highlighted that a new distance selling pharmacy has opened in Haringey on 2 January 2018 and suggested this either be added to the PNA or that a supplementary statement be released at the time of PNA publication.	Thank you for this information. HWB became aware of the new DSP at the time of publication and determined that a supplementary statement would be the most appropriate method of dealing with this. This statement will be issued at the same time the final PNA is published.	Supplementary statement
	NHS England noted that some items were not noted in the PNA and clarification is required to state whether this was because there was no specific information about these items available or if information is available and has been taken account of in the PNA. The missing items were: <ul style="list-style-type: none"> • Plans for development of NHS Services • Plans for changing commissioning of Public Health Services • Special services commissioned by CCG • Plans for new social care/occupational health to provide aids or equipment. 	Thank you for this comment. While we are always working on service development, there are no major plans that we are aware of that need to be documented at this point in time.	No
	Coral Pharmacy reported that they now provide a private travel clinic as of April 2018.	Thank you for the information. The PNA reflects pharmaceutical and locally commissioned services available in Haringey at the time of its writing. Appendix C provides examples of non-NHS services offered by Haringey pharmacies. However, these are private services and it is not appropriate for the PNA to provide detailed information on their availability	No