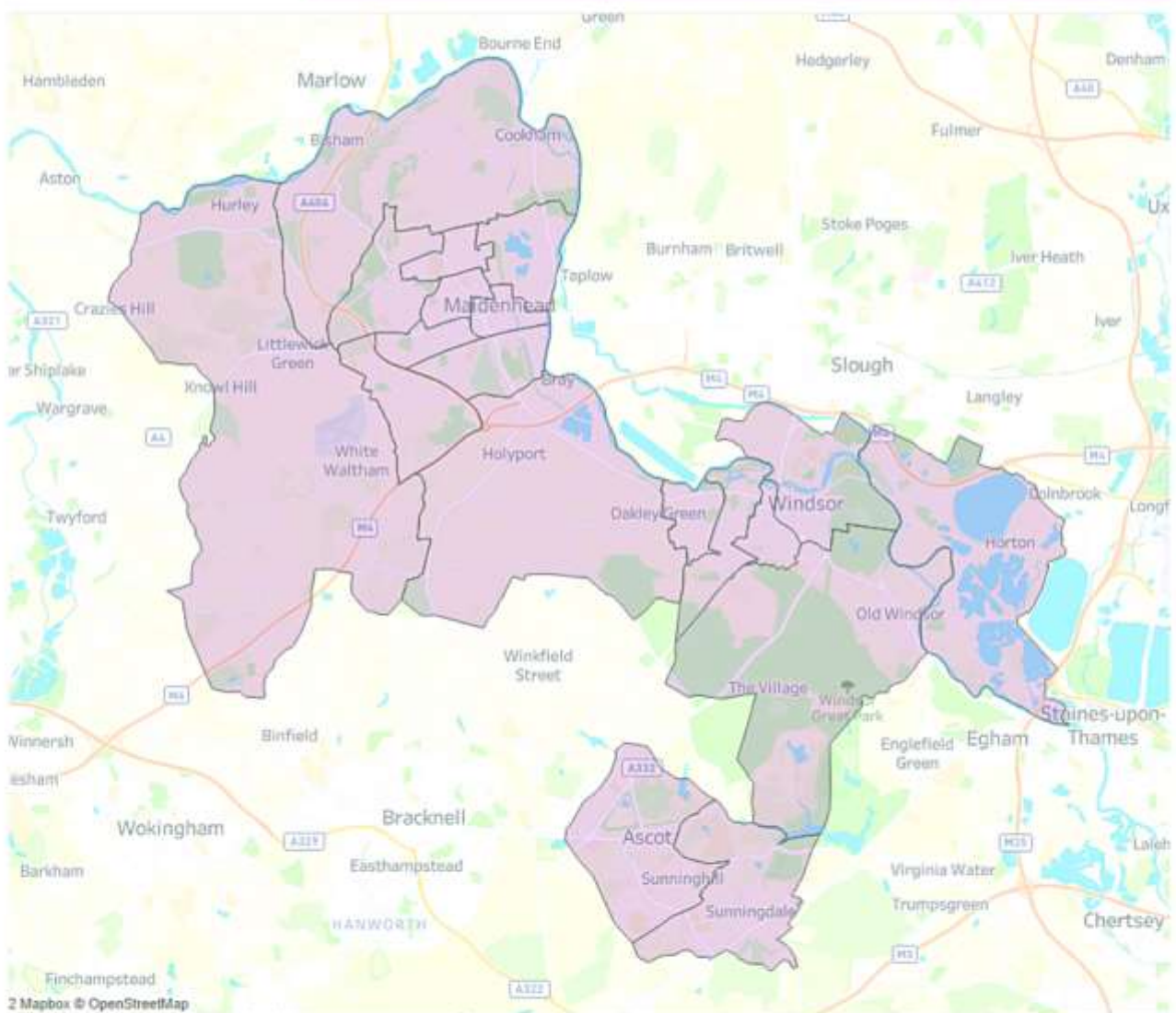


THE ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

PHARMACEUTICAL NEEDS ASSESSMENT 2022-2025



ROYAL BOROUGH OF
**WINDSOR &
MAIDENHEAD**
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Executive Summary

Introduction

Each Health and Wellbeing Board (HWBB) has a statutory responsibility to publish and keep up to date a statement of needs for pharmaceutical services for their population. This is called the Pharmaceutical Needs Assessment (PNA). The purpose of the PNA is to:

- inform local plans for the commissioning of specific and specialised pharmaceutical services
- to support the decision-making process for applications for new pharmacies or changes of pharmacy premises undertaken by NHS England

It assesses whether the current provision of pharmacies and the commissioned services they provide meet the needs of this population and whether there are any gaps, either now or within the lifetime of this document, 1st October 2022 to 30th September 2025. It assesses current and future provision with respect to:

- Necessary Services, i.e., current accessibility of pharmacies and their provision of Essential Services
- Other Relevant Service and Other Services including Advanced pharmacy services and other NHS services. These are services commissioned by NHS England, the Royal Borough of Windsor and Maidenhead (RBWM), or Frimley Clinical Commissioning Group (CCG).

Methodology

It is a statutory responsibility of all Health and Wellbeing Boards to produce and maintain a PNA for their area.¹ The next PNA is required to be published by 1st October 2022.² Healthy Dialogues were commissioned by the Berkshire East Public Health Hub on behalf of the six local authorities in Berkshire to undertake this process.

¹ NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

² Department of Health & Social Care (October 2021) Pharmaceutical needs assessments: information pack for local authority health and wellbeing boards.

In December 2021, a steering group of stakeholders was established to oversee the development of the PNA with overall responsibility of ensuring it met the statutory regulations, as strongly advised in PNA guidance.

The PNA development process included:

- a review of the current and future demographics and health needs of the RBWM population
- a survey to RBWM patients and the public on their use and expectations of pharmacy services
- a survey to RBWM pharmacy contractors to determine their capacity to fulfil any identified current or future needs
- an assessment of the commissioned essential, advanced, and other NHS pharmacy services provided in RBWM
- a 60 day PNA consultation that ran from the 29th April to the 28th June 2022.

The final PNA is signed off by HWBs before publication; in this case the RBWM HWBB.

Findings

Key demographics of Royal Borough of Windsor and Maidenhead

RBWM is a densely populated and mainly urban unitary authority situated in Berkshire. There is an estimated 151,273 people living in the borough (ONS, mid-2020 population estimates). This figure is expected to increase by 4% in the lifetime of this PNA, likely due to the housing developments underway in the Oldfield ward and Sunningdale and Cheapside ward, where an anticipated 3,270 homes are to be built between 2021 and 2026 (RBWM, Authority Monitoring Report, 2021). RBWM receives a high number of tourists in comparison to its neighbouring boroughs. This can impact need for pharmacy provision in the borough.

Key health needs of the Royal Borough of Windsor and Maidenhead

Overall, life expectancy and healthy life expectancy for both males and females in RBWM is higher than the average for South East England and England. The population of RBWM has lower levels of reported health-risk behaviours than regional and national comparators and the prevalence of chronic and common health conditions such as circulatory diseases, cancer and respiratory diseases is also lower than the regional and England averages.

Patient and public engagement

A community survey was disseminated across Berkshire, including the Royal Borough of Windsor and Maidenhead. 472 people from RBWM responded to tell us how they use their pharmacy and to contribute their views on specific 'necessary' pharmacy services.

Overall, participants were happy with the services their pharmacy provided. The most stated reasons people used their chosen pharmacy were the accessibility of the location and satisfaction with the service they received at their pharmacy. Most stated they prefer to use their pharmacies during weekdays and during normal working hours.

PNA statements on service provision

There are 29 community pharmacies located within RBWM and a further 28 located within a mile of RBWM's border.

The PNA steering group has assessed whether the current and future pharmacy provision meets the health and wellbeing needs of RBWM's population. It has also determined whether there are any gaps, or need for improvements or better access, in the provision of pharmaceutical service either now or within the lifetime of this document, 1st October 2022 to 30th September 2025.

The Royal Borough of Windsor and Maidenhead is well served in relation to the number and location of pharmacies. The PNA steering group has concluded that there is good access to essential, advanced, and other NHS pharmaceutical services for the residents of RBWM with no gaps in the current and future provision of these services identified. Additionally, no services were identified that would secure improvements or better access to pharmaceutical services if provided, either now or in the future.

Contents

Executive Summary	1
Introduction	1
Methodology.....	1
Findings.....	2
PNA statements on service provision	3
Contents	4
Chapter 1 - Introduction	9
What is a Pharmaceutical Needs Assessment?.....	9
Legislative background	10
Minimum requirements of the PNA.....	11
Circumstances under which the PNA is to be revised or updated	12
Chapter 2 - Strategic Context	13
National context	13
Integration and Innovation. Department of Health and Social Care’s legislative proposals for a Health and Care Bill:.....	13
Public Health England (PHE) Strategy 2020-2025	17
Community Pharmacy Contractual Framework (CPCF) 2019/20-2023/24.....	17
Pharmacy Integration Fund (PhIF)	18
Frimley Health Integrated Care System	19
Frimley Health and Care 5 year strategy	19
Local Context	21
Annual Public Health Report 2020: Berkshire	21
RBWM Health and Wellbeing Strategy (2021-2025).....	22
Chapter 3 - The development of the PNA	24
Methodological considerations	25
Geographical coverage	25
Patient and public survey	26

Pharmacy contractor survey.....	26
Governance and steering group	26
Regulatory consultation process and outcomes.....	27
Chapter 4 - Demographics and Health needs	28
RBWM local area profile	28
About the area	28
Demography	31
Population size and density.....	31
Age	32
Ethnicity and diversity.....	34
Population projections	37
Future residential development and housing requirements in the borough	37
Inequalities	39
Deprivation	39
Homelessness	40
Access to services and facilities.....	41
Groups with specific needs	42
Summary of population demographics.....	43
Chapter 5 - Health Needs.....	44
Life expectancy and healthy life expectancy	44
Our Health and Behaviours	46
Smoking.....	46
Alcohol.....	47
Drug use	47
Obesity	47
Physical Activity.....	48
Sexual Health	49
HIV.....	50
Flu Vaccination	50

COVID-19	50
Mental health and wellbeing	52
Major Health Conditions	54
Circulatory Diseases.....	55
Cancer	57
Respiratory diseases	58
Summary of health needs	59
Chapter 6 – Patient and Public Engagement Survey	60
RBWM communications engagement strategy	60
Results of the public engagement survey	61
Equality impact assessment	66
Age	67
Ethnicity	68
Pregnancy	69
Breastfeeding	69
Employment status	70
Disability or impairment	71
Sexual orientation.....	72
Relationship status	73
Summary of the patient and public engagement survey	75
Chapter 7 - Provision of pharmaceutical services	76
Pharmaceutical Service Providers.....	76
Community pharmacies.....	77
Dispensing appliance contractor	77
GP dispensing practices.....	78
Distance selling pharmacies.....	78
Local pharmaceutical services	78
Accessibility	78
Distribution and choice	78

Essential services	94
Dispensing.....	95
Summary of the accessibility of pharmacy services and of essential services	95
Advanced pharmacy services	95
New medicines services	96
Community pharmacy seasonal influenza vaccination	98
Community pharmacist consultation service	100
Hypertension case-finding service	101
Community pharmacy hepatitis C antibody testing service.....	101
Appliance Use Reviews.....	102
Stoma Appliance Customisation service	102
Summary of the Advanced Pharmacy Services	103
Other NHS services.....	103
Supervised consumption service.....	104
Needle exchange.....	105
Pharmacy emergency hormonal contraception service	106
Access to palliative care	108
On demand availability of drugs for childhood gastroenteritis in community pharmacies	109
Summary of other NHS services	111
Additional considerations from contractor survey responses	111
Languages spoken in pharmacies.....	111
Chapter 8 - Conclusions	112
Current provision	112
Current access to essential services.....	113
Current access to advanced services	114
Current access to other NHS services	115
Future Provision.....	116
Future access to essential services	116
Future access to advanced services.....	117

Future access to other NHS services.....	117
Improvements and better access.....	117
Current and future access to essential services	117
Current and future access to advanced services	117
Appendix A: Berkshire Pharmaceutical Needs Assessment Steering Group	119
Appendix B – Pharmacy Provision within RBWM and 1 mile of its border.....	123
Appendix C: Consultation report.....	126
Consultation survey responses	126
Additional comments	127

Chapter 1 - Introduction

What is a Pharmaceutical Needs Assessment?

- 1.1** A PNA is the statement for the needs of pharmaceutical services of the population in a specific area. It sets out a statement of the pharmaceutical services which are currently provided, together with when and where these are available to a given population. This PNA describes the needs of the population of the Royal Borough of Windsor and Maidenhead (RBWM).
- 1.2** Local pharmacies play a pivotal role in providing quality healthcare in local communities for individuals, families, and carers. They not only provide prescriptions, but can also be patients' and the public's first point of contact and, for some, their only contact with a healthcare professional³.
- 1.3** The provision of NHS Pharmaceutical Services is a controlled market. Any pharmacist or dispensing appliance contractor who wishes to provide NHS Pharmaceutical Services, must apply to NHS England to be on the Pharmaceutical List.
- 1.4** The Pharmaceutical Needs Assessment identifies the local population needs for pharmacy services and how those needs are being fulfilled, or could be fulfilled, by pharmaceutical services in different parts of the borough. The purpose of the PNA is to:
- Support the 'market entry' decision making process (undertaken by NHS England) in relation to applications for new pharmacies or changes of pharmacy premises.
 - Inform commissioning of enhanced services from pharmacies by NHS England, and the commissioning of services from pharmacies by the local authority and other local commissioners, for example Clinical Commissioning Groups (CCGs).
- 1.5** This document can also be used to:
- Assist the Health and Wellbeing Board (HWBB) to work with providers to target services to the areas where they are needed and limit duplication of services in areas where provision is adequate.

³ PHE (2017). Pharmacy: A Way Forward for Public Health. Opportunities for action through pharmacy for public health.

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- Inform interested parties of the pharmaceutical needs in the borough and enable work on planning, developing and delivery of pharmaceutical services for the population.

Legislative background

- 1.6** From 2006, NHS Primary Care Trusts had a statutory responsibility to assess the pharmaceutical needs for their area and publish a statement of their first assessment and of any revised assessment.
- 1.7** With the abolition of Primary Care Trusts and the creation of Clinical Commissioning Groups (CCGs) in 2013, Public Health functions were transferred to local authorities. Health and Wellbeing Boards were introduced and hosted by local authorities to bring together Commissioners of Health Services (CCGs), Public Health, Adult Social Care, Children's services and Healthwatch.
- 1.8** The Health and Social Care Act of 2012 gave a responsibility to Health and Wellbeing Boards for developing and updating Joint Strategic Needs Assessments and Pharmaceutical Needs Assessments.
- 1.9** It is important that the PNA reflects changes that affect the need for pharmaceutical services in each area. For this reason, they are updated every three years. This PNA expires on the 1st October 2025.
- 1.10** This PNA covers the period between 1st October 2022 and 30th September 2025. It must be produced and published by 1st October 2022. The Health and Wellbeing Board are also required to revise the PNA publication if they deem there to be significant changes in pharmaceutical services before 30th September 2025.
- 1.11** The NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations 2013¹ and the Department of Health Information Pack for Local Authorities and Health and Wellbeing Boards² provide guidance on the requirements that should be contained in the PNA publication and the process to be followed to develop the publication. The development and publication of this PNA has been carried out in accordance with these Regulations and associated guidance.

Minimum requirements of the PNA

1.12 As outlined in the 2013 regulations, the PNA must include a map showing the premises where pharmaceutical services are provided and an explanation of how the assessment was made.

This includes:

- How different needs of different localities have been considered
- How needs of those with protected characteristics have been considered
- Whether further provision of pharmaceutical services would secure improvements or better access to pharmaceutical services
- A report on the 60-day consultation of the draft PNA.

1.13 The PNA must also include a statement of the following:

- **Necessary Services – Current Provision:** services currently being provided which are regarded to be “necessary to meet the need for pharmaceutical services in the area.” This includes services provided in the borough as well as those in neighbouring boroughs.
- **Necessary Services – Gaps in Provision:** services not currently being provided which are regarded by the HWBB to be necessary “in order to meet a current need for pharmaceutical services.”
- **Other Relevant Services – Current Provision:** services provided which are not necessary to meet the need for pharmaceutical services in the area, but which nonetheless have “secured improvements or better access to pharmaceutical services.”
- **Improvements and Better Access – Gaps in Provision:** services *not* currently provided, but which the HWBB considers would “secure improvements, or better access to pharmaceutical services” if provided.
- **Other Services:** any services provided or arranged by the local authority, NHS England, the CCG, an NHS trust, or an NHS foundation trust which affects the need for pharmaceutical services in its area or where future provision would secure improvement, or better access to pharmaceutical services specified type, in its area.
- **Future need:** the pharmaceutical services that have been identified as services that are not provided but which the health and wellbeing board is satisfied need to be provided in order to meet a current or future need for a range of pharmaceutical services or a specific pharmaceutical service.

1.14 A draft PNA must be put out for consultation for a minimum of 60 days prior to its publication. The 2013 Regulations list those persons and organisations that the HWBB must consult, which include:

- Any relevant local pharmaceutical committee (LPC) for the HWBB area
- Any local medical committee (LMC) for the HWBB area
- Any persons on the pharmaceutical lists and any dispensing GP practices in the HWBB area
- Any local Healthwatch organisation for the HWBB area, and any other patient, consumer, and community group, which in the opinion of the HWBB has an interest in the provision of pharmaceutical services in its area
- Any NHS Trust or NHS Foundation Trust in the HWBB area
- NHS England
- Any neighbouring Health and Wellbeing board.

Circumstances under which the PNA is to be revised or updated

1.15 It is important that the PNA reflects changes that affect the need for pharmaceutical services in RBWM. For this reason, the PNA will be updated every three years.

1.16 If the HWBB becomes aware of a significant change to the local area and/or its demography, the PNA may be required to be updated sooner. The HWBB will decide to revise the PNA if required. Not all changes in a population or an area will result in a change to the need for pharmaceutical services. If the HWBB becomes aware of a minor change that means a review of pharmaceutical services is required, the HWBB will issue supplementary statements to update the PNA.

Chapter 2 - Strategic Context

- 2.1 This section summarises key policies, strategies and reports which contribute to our understanding of the strategic context for community pharmacy services at a national level and at a local level. Since PNAs were last updated in 2018, there have been significant changes to the wider health and social care landscape and to society. This includes but is not limited to the publication of the NHS Long Term Plan, the introduction of the Community Pharmacy Contractual Framework, a greater focus on integrated care, and the significant impact of the COVID-19 pandemic.

National context

Integration and Innovation. Department of Health and Social Care's legislative proposals for a Health and Care Bill⁴:

- 2.2 In recent years, the health and social care system has adapted and evolved to face a variety of challenges. With the population growing, people living longer, but also suffering from more long-term health conditions, and challenges from the COVID-19 pandemic, there is a greater need for the health and social care system to work together to provide high quality care. This paper sets out the legislative proposals for the Health and Care Bill which capture the learnings from the pandemic.
- **Working together to integrate care:** The NHS and local authorities will be given a duty to collaborate and work with each other. Measures will be brought forward to bring about Integrated Care Systems (ICSs) which will be composed of an ICS Health and Care partnership, and an ICS NHS Body. The ICS NHS Body will be responsible for the day to day running of the ICS, whilst the ICS Health and Care Partnership will bring together systems to support integration and development which plan to address the systems health, public health, and social care needs. A key responsibility for these

⁴ Department of Health & Social Care. Policy paper: Integration and innovation: working together to improve health and social care for all (updated February 2021). Available at: <https://www.gov.uk/government/publications/working-together-to-improve-health-and-social-care-for-all/integration-and-innovation-working-together-to-improve-health-and-social-care-for-all-html-version#executive-summary>

systems will be to support place-based working i.e. working amongst NHS, local government, community health, voluntary and charity services.

- **Reducing bureaucracy:** The legislation will aim to remove barriers that prevent people from working together, and put pragmatism at the heart of the system. The NHS should be free to make decisions without the involvement of the Competition and Markets Authority (CMA). With a more flexible approach, the NHS and local authorities will be able to meet the current future health and care challenges by avoiding bureaucracy.
- **Improving accountability and enhancing public confidence:** The public largely see the NHS as a single organisation, and the same should happen at a national level. By bringing NHS England and NHS Improvement, organisations will come together to provide unified leadership. These measures will support the Secretary of State to Mandate structured decisions and enable the NHS to be supported by the government. With any significant service changes, these measures will ensure a greater accountability with the power for ministers to determine service reconfigurations earlier in the process.

The NHS Long Term Plan (2019)⁵

2.3 As health needs change, society develops, and medicine advances, the NHS needs to ensure that it is continually moving forward to meet these demands. **The NHS Long Term Plan (2019)** (NHS LTP) introduces a new service model for the 21st century and includes action on preventative healthcare and reducing health inequalities, progress on care quality and outcomes, exploring workforce planning, developing digitally- enabled care, and driving value for money. It sets out 13 key areas for improving and enhancing our health service over the next 10 years. These areas include:

1. Ageing well
2. Cancer
3. Cardiovascular disease
4. Digital transformation
5. Learning disabilities and autism
6. Mental Health
7. Personalised care
8. Prevention

⁵ NHS. *The NHS Long Term Plan* (2019). <https://www.longtermplan.nhs.uk/>

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9. Primary care
 10. Respiratory disease
 11. Starting well
 12. Stroke
 13. Workforce

- 2.4** Pharmacies will play an essential role in delivering the NHS LTP. £4.5 billion of new investment will fund expanded community multidisciplinary teams aligned with the new primary care networks (PCNs). These teams will work together to provide the best care for patients and will include pharmacists, district nurses, allied health professionals, GPs, dementia workers, and community geriatricians. Furthermore, the NHS LTP stipulates that as part of the workforce implementation plan, and with the goal of improving efficiency within community health, along with an increase in the number of GPs, the range of other roles will also increase, including community and clinical pharmacists, and pharmacy technicians.
- 2.5** Research indicates that around 10% of elderly patients end up in hospital due to preventable medicine related issues and up to 50% of patients do not take their medication as intended. PCN funding will therefore be put towards expanding the number of clinical pharmacists working within general practices and care homes, and the NHS will work with the government to ensure greater use and acknowledgement of community pharmacists' skills and better utilisation of opportunities for patient engagement. As part of preventative healthcare and reducing health inequalities, community pharmacists will support patients to take their medicines as intended, reduce waste, and promote self-care.
- 2.6** Within PCNs, community pharmacists will play a crucial role in supporting people with high-risk conditions such as atrial fibrillation (AF) and cardiovascular disease (CVD). The NHS will support community pharmacists to case-find, e.g., hypertension case-finding. Pharmacists within PCNs will undertake a range of medicine reviews, including educating patients on the correct use of inhalers, and supporting patients to reduce the use of short acting bronchodilator inhalers and to switch to clinically appropriate, smart inhalers.
- 2.7** To provide the most efficient service, and as part of developing digitally-enabled care, more people will have access to digital options. The NHS app will enable patients to manage their own health needs and be directed to appropriate services, including being prescribed medication that can be collected from their nearest pharmacy.



2.8 Health and Wellbeing Boards are required to produce Health and Wellbeing Strategies to set out how partners will meet local health needs, improve outcomes, and reduce health inequalities within the borough.

2.9 Since the 2010 Marmot review, there have been important developments about the evidence around social determinants of health and the implementation of interventions and policies to address them. **Health Equity in England: Marmot review 10 years on**⁶, summarises the developments in particular areas that have an increased importance for equity. These include:

- Giving every child the best start in life by increasing funding in earlier life and ensuring that adequate funding is available in areas with higher deprivation.
- Improve the availability and quality of early years' services.
- Enable children, adults and young people to maximise their capabilities by investing in preventative services to reduce school exclusions.
- Restore per-pupil funding for secondary schools and in particular in 6th form and further education.
- Reduce in-work poverty by increasing national minimum wage.
- Increase number of post-school apprenticeships and support in-work training.
- Put health equity and well-being at the heart of local, regional, and national economic planning.
- Invest in the development of economic, social, and cultural resources in the most deprived communities

2.10 The objectives outlined in the Marmot review are intended to ensure that the healthy life expectancy gap between the least deprived and most deprived are reduced, and to ensure that all residents have accessibility to good health and educational services. More specific to health, community pharmacists are uniquely placed at the heart of communities to support patients to provide the public a range of public health interventions, weight management services, smoking cessation services and vaccination services. At present the role of community pharmacies provide a pivotal role in promoting healthier lifestyle information and disease prevention.

⁶ Health Equity in London: The Marmot Review 10 years on. Executive summary (2020): https://www.health.org.uk/sites/default/files/2020-03/Health%20Equity%20in%20England_The%20Marmot%20Review%2010%20Years%20On_executive%20summary_web.pdf

Public Health England⁷ (PHE) Strategy 2020-2025⁸

- 2.11** The Office for Health Improvement and Disparities (OHID), formerly known as Public Health England (PHE), works to protect and improve the nation's health and reduce health inequalities by aiming to keep the public safe, work to prevent poor health, narrow down the health gap and support a strong economy. Guided by these aims, OHID have pledged to promote a healthier nation by taking action on working to reduce preventable risk factors for ill health and working to reduce tobacco consumptions, obesity and the harmful use of drugs and alcohol. There will also be a focus on improving the health within early childhood to provide the best foundations of good health and prevent ill health in later adulthood. By strengthening the health protection system, there will be reduced pressures on responding to major incidents or pandemics. Additionally, strengthening public health systems will mean utilising technology to inform/advise interventions, improve data, and strengthen the approach to disease surveillance. By working with partners locally, nationally, and globally the aim will be to help focus on reducing health inequalities.
- 2.12** Community pharmacies have an important role in driving and supporting these objectives as they provide the public with services around healthy weight and weight management, smoking cessation, and can provide information and advice around a healthy start for children and families.

Community Pharmacy Contractual Framework (CPCF) 2019/20-2023/24⁹

- 2.13** This is an agreement between the Department of Health and Social Care (DHSC), NHSE&I and the Pharmaceutical Services Negotiating Committee (PSNC) and describes a vision for how community pharmacy will support delivery of the NHS Long Term Plan. The CPCF highlights and develops the role of pharmacies in urgent care, common illnesses, and prevention. It aims to “develop and implement the new range of services that we are seeking

⁷ NB: As of October 2021, PHE ceased to exist. Responsibilities formally undertaken by PHE are now the responsibility of OHID, UKHSA and NHS England.

⁸ Public Health England Strategy 2020-2025 (2019).

⁹ Community Pharmacy Contractual Framework (2019).

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/819601/cpcf-2019-to-2024.pdf

to deliver in community pharmacy,” making greater use of Community Pharmacists’ clinical skills and opportunities to engage patients. The deal:

- Through its contractual framework, commits almost £13 billion to community pharmacy, with a commitment to spend £2.592 billion over 5 years.
- Prioritises quality - The Pharmacy Quality Scheme (PQS) is designed to reward pharmacies for delivering quality criteria in: clinical effectiveness, patient safety and patient experience.
- Confirms community pharmacy’s future as an integral part of the NHS, delivering clinical services as a full partner in local primary care networks (PCNs).
- Underlines the necessity of protecting access to local community pharmacies through a Pharmacy Access Scheme.
- Includes new services such as the NHS Community Pharmacist Consultation Service (CPCS), which connects patients who have a minor illness with a community pharmacy, taking pressure off GP services and hospitals by ensuring patients turn to pharmacies first for low-acuity conditions and support with their general health.
- Continues to promote medicines safety and optimisation, and the critical role of community pharmacy as an agent of improved public health and prevention, embedded in the local community.
- Through the Healthy Living Pharmacy (HLP) framework, requires community pharmacies to have trained health champions in place to deliver interventions such as smoking cessation and weight management, provide wellbeing and self-care advice, and signpost people to other relevant services.

Pharmacy Integration Fund (PhIF)¹⁰

2.14 The PhIF and PCN Testbed programme will be used to test a range of additional prevention and detection services, which if found to be effective and best delivered by a community pharmacy, could (with appropriate training) be mainstreamed within the CPCF over the course of the settlement period. Workstreams supported by the PhIF Programme include:

- GP referral pathway to the NHS CPCS.

¹⁰ NHS Pharmacy Integration Programme. <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-integration-fund/>

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- Hypertension case-finding service - A model for detecting undiagnosed cardiovascular disease (CVD) in community pharmacy and referral to treatment within PCNs. Since October 2021 this has become an advanced pharmacy service.
 - Smoking Cessation Transfer of Care– hospital inpatients (including antenatal patients) will be able to continue their stop smoking journey within community pharmacy upon discharge. Since March 2022 this has also become an advanced pharmacy service, now known as the Smoking Cessation Service.
 - Exploring the routine monitoring and supply of contraception (including some long-acting reversible contraceptives) in community pharmacy.
 - Palliative Care and end of life medicines supply service building on the experience of the COVID-19 pandemic.
 - Structured medication reviews in PCNs for people with a learning disability, autism, or both.
 - Workforce development for pharmacy professionals in collaboration with Health Education England (HEE), e.g., medicines optimisation in care homes; primary care pharmacy educational pathway; leadership; integrated urgent care; independent prescribing; enhanced clinical examination skills.

Frimley Health Integrated Care System

2.15 Frimley CCG will evolve into Frimley Health and Care in the lifetime of this PNA. The Frimley Health Integrated Care System (Frimley ICS) consists of the following local authorities; Royal Borough of Windsor and Maidenhead, Slough Borough Council and Bracknell Forest Council. It also includes some local authority wards and Primary Care Networks within the geography of Hampshire County Council; Hart District Council; Rushmoor Borough Council; Waverley Borough Council, and Surrey Heath Borough Council.

Frimley Health and Care 5 year strategy¹¹

2.16 The Frimley Health and Care 5 year strategy brings together the local authorities and the NHS organisations with a shared ambition to work in partnership with local people, communities, and staff to improve the wellbeing of residents.

¹¹ Frimley Health and Care 5 year strategy (2019).
<https://www.frimleyhealthandcare.org.uk/media/1459/frimley-health-care-system-strategy-narrative-final.pdf>



- 2.17** To produce this strategy, Frimley ICS worked in partnership with Healthwatch teams of all Frimley ICS local authorities, to conduct focus groups, events and disseminate a survey designed to engage with the public regarding accessibility of services, and health and wellbeing needs. The themes that arose would support people to live healthier lives; these included affordable healthy food, access to activities and facilities, better access to professionals providing health and nutritional information, better home/work life balance.
- 2.18** The ICS also worked with health professionals, partner organisations, primary care and community care clinicians, voluntary and community sector leads, mental health clinicians, and leads within educational organisations to capture their views around developing the key ambitions of this strategy.
- 2.19** Six key strategic ambitions were developed to focus and deliver on over the next 5 years (2020-2025).
- 1. Starting well:** wanting all children to get the best possible start in life by engaging children and young people in different ways and targeting support for children and families with the highest needs. Also supporting women to be healthy before pregnancy and ensuring safer births.
 - 2. Focus on wellbeing:** wanting all people to have the opportunity to live healthier lives no matter where they are placed within the system.
 - 3. Community deals:** working with residents, families, volunteers, and carers to agree on how as a collective they can work together to create healthier communities, support healthier choices and designing and delivering new ways of working to improve the health and wellbeing needs of the population.
 - 4. Our people:** wanting to be known as a great place to live and work, but giving people the opportunity to be physically and mentally active and adopting flexibility around how they work, and attracting local population around careers to become carers.
 - 5. Leadership and cultures:** working together with local communities, and listening to what is important locally to encourage co-design and collaboration to meet the needs of the local population.
 - 6. Outstanding use of resources:** offering the best possible care, treatment, and support where it is needed, in the most affordable way using the best available evidence.

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- 2.20** In 2025 when this strategy has been delivered, the healthy life expectancy at birth will have improved by two years, and the gap in healthy life expectancy between least and most deprived communities will have reduced by three years.

Local Context

Annual Public Health Report 2020: Berkshire¹²

- 2.21** This report summaries and sets out plans to address the issues faced by the COVID-19 pandemic and inequalities, both locally and nationally. The report highlights the inequalities that have been exacerbated by the pandemic. Across all age groups, disruption to services caused by lockdown is likely to have had immediate, medium-term, and long-term impacts. The report also highlighted areas of concern for the residents of Berkshire:

- **Employment:** Employment is a key determinant of health, but the pandemic resulted in many people losing their jobs or entering the furlough scheme. Around 137,900 people entered the furlough scheme across Berkshire, of which the highest numbers were in Slough, and the Royal Borough of Windsor and Maidenhead. This may have reflected the proportion of residents working within transport and hospitality, especially within the vicinity of London Heathrow Airport.
- **Children and Young People:** Emerging evidence suggests that children and young people were hardest affected by social distancing and lockdown measures. Young people were more likely to lose jobs and reported higher levels of loneliness. Nationwide, there was a reduction in the uptake of MMR vaccinations for babies, and limited access to early years settings. Around 30% of parents did not feel that their children continued to learn in home settings, and lockdown impacted children's wellbeing. Children's visits to health services significantly reduced which meant less opportunities for health or safeguarding interventions. There are large numbers of vulnerable children and young people across Berkshire. For example, 12,680 children were eligible for school meals; 11,400 were living in over-crowded housing; 34,000 children were living in households with a parent with substance use, mental health issues or domestic violence; and over 3,000 young people were not in education or employment.

¹² Annual public health report (2020):https://www.berkshirepublichealth.co.uk/wp-content/uploads/2021/02/Public_Health_Annual_Report_2020_FINAL_Accessible_Version_2.pdf

-
- **Safeguarding:** The COVID-19 lockdown and restrictions created factors that made some forms of abuse difficult to see and safeguard against. Some individuals may be at a higher risk due to their vulnerabilities, and certain forms of abuse such as honour-based violence or Female Genital Mutilation are more common in particular communities. Nationally, within the first 3 weeks of lockdown, 14 women and 2 children were killed in suspected domestic abuse incidents. Within Berkshire, between 2018/2019, 35,000 children aged under 18 were exposed to mental health issues, and/or, domestic abuse within their households. There were 11 domestic homicides within the Thames Valley, and approximately 11,000 domestic abuse crimes reported to the Police within Berkshire, with an additional 6,000 reported for vulnerable adults.
 - **Mental Health:** Prior to the COVID-19 pandemic, there were stark inequalities in mental health outcomes. We have seen these inequalities widen as a direct, and indirect result of the pandemic. Several groups are at an increased risk of mental health problems because of the pandemic, such as frontline workers, bereaved families, those who had COVID-19, those who lost their jobs or were furloughed, and people who had to self-isolate or shield.
 - **Environmental Impact:** Transport disruptions during the pandemic resulted in a 17% fall in CO2 emissions, which provided evidence that pollution levels are responsive to policy. This is important to note because pollution levels are correlated with lower life expectancy and health conditions, and those on lower incomes are more likely to be living in condensed populations where noise and air pollution may be higher, with already existing health conditions. Data from 2016 shows that Reading and Slough have the poorest air quality. Certain strategies can be used to reduce CO2 levels and improve air quality such as public awareness around clean air, promoting public transport and improving infrastructure for cycling and walking.

RBWM Health and Wellbeing Strategy (2021-2025)¹³

- 2.22** The vision for the Royal Borough of Windsor and Maidenhead (RBWM) is that everyone in the borough lives a healthy, safe, and independent life, supported by thriving and connected communities.

¹³ Health and Wellbeing Strategy 2021- 2025
<https://rbwm.moderngov.co.uk/documents/s35544/RBWM%20JHW-Place%20Strategy%20FINAL.pdf>

2.23 There are 4 key priorities set out by the RBWM health and wellbeing board:

1. Coordinating integrated services around those residents who need it most.
2. Championing mental wellbeing and reducing social isolation.
3. Targeting prevention and early intervention to improve wellbeing.
4. Investing in the borough as a place to live to reduce inequalities.

2.24 The strategy highlights success will be shown when all children will have the best start to life, and will continue through to adolescence, adulthood, and older age. Children and adults will lead a healthy, active, and independent life for as long as possible. They will live in good quality homes, and in sustainable and supportive communities to experience a good quality of life for longer no matter where they live.

2.25 Community pharmacies are well placed to support some of these local strategies, particularly when it comes to the health needs of the population. They provided frontline services during the COVID-19 pandemic, and continue to provide healthcare advice, and medication advice to the public. To meet the ambitions outlined by local strategies, community pharmacies can play an integral role in reducing health inequalities through targeting prevention early and helping to tackle obesity and high blood pressure.¹⁴

¹⁴ NICE guidance (2018) Community pharmacies: promoting health and wellbeing [NG102]

Chapter 3 - The development of the PNA

- 3.1** The Royal Borough of Windsor and Maidenhead HWBB commissioned delivery of its PNA to Healthy Dialogues through a competitive tender process. The governance of the production of this PNA was managed by the PNA steering group and the Berkshire East Public Health Hub. The choices decisions in the production of this PNA have been delegated by the Health and Wellbeing Board to the steering group.
- 3.2** This PNA has been developed using a range of information sources to describe and identify population needs and current service provision from the network of community pharmacies. This includes:
- Nationally published data
 - The RBWM Joint Strategic Needs Assessment¹⁵
 - Local policies and strategies such as the Joint Health and Wellbeing Strategy
 - A survey to RBWM pharmacy contractors
 - A survey to the patients and public of RBWM
 - Local Authority and Frimley CCG commissioners
- 3.3** These data have been combined to describe the RBWM population, current and future health needs and how pharmaceutical services can be used to support the Health and Wellbeing Board (HWBB) to improve the health and wellbeing of our population.
- 3.4** This PNA was published for public consultation on the 29th April to the 28th June 2022. All comments were considered and incorporated into the final PNA final report.

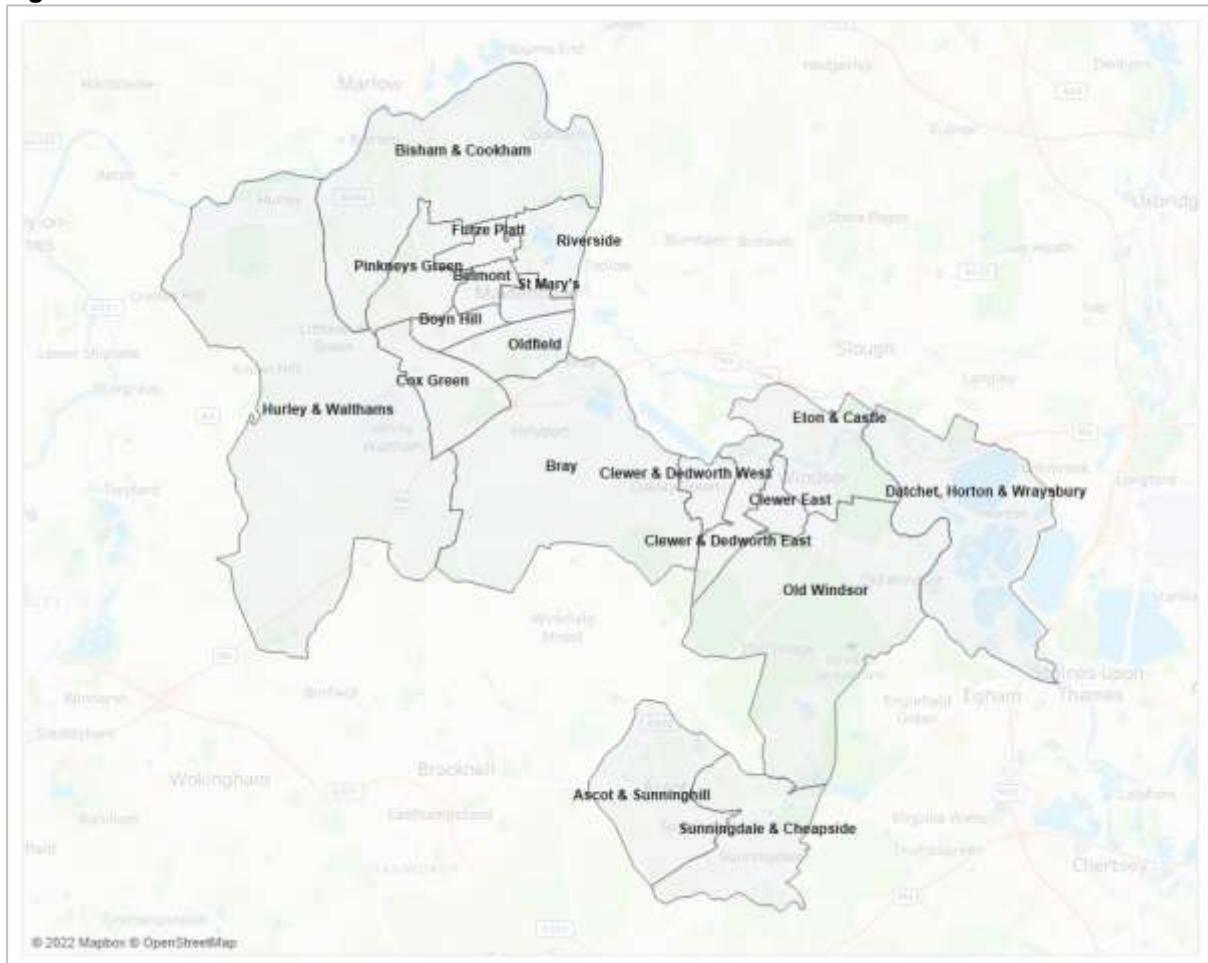
¹⁵ RBWM (2019) Joint Strategic Needs Assessment.

Methodological considerations

Geographical coverage

- 3.5** PNA regulations require that the HWBB divides its area into localities as a basis for structuring the assessment. A ward-based structure was used as it is in-line with available data at ward level such as demography, health needs and service provision commissioned by both RBWM and NHS commissioners. There are 23 wards in RBWM, these are illustrated in figure 3.1.

Figure 3.1 RBWM Electoral Wards



- 3.6** In this PNA, geographic access to pharmacies has been determined using two commonly used measures in PNAs; a 1-mile radius from the centre of the postcode of each pharmacy (approximately a 20-minute walk) and a 20-minute drive time radius from the centre of the postcode of each pharmacy.
- 3.7** The 1-mile measure is often used to assess adequacy of access in urban areas while the 20-minute drive radius is more often used in more rural areas because there needs to be a sufficient population size to sustain a community pharmacy. The PNA steering group agreed

that the combination of these measures for RBWM was appropriate given the mix of urban and rural areas on the local authority area.

- 3.8** The 1-mile and 20-minute travel time coverage was also explored in terms of deprivation and population density.
- 3.9** Where areas of no coverage are identified, other factors are taken into consideration to establish if there is a need. Factors include population density, whether the areas are populated (e.g., Green Belt areas), travel time, patient demand for services and dispensing outside normal working hours. These instances have all been stated in the relevant sections of the report.

Patient and public survey

- 3.10** Patient and public engagement in the form of a survey was undertaken to understand how people use their pharmacies, what they use them for and their views of the pharmacy provision.
- 3.11** Working with Healthwatch, communications teams and Community Engagement Leads a public and patient engagement plan was developed, identifying key user groups (including seldom heard groups and/or protected characteristics groups) and how best to engage them for the survey.
- 3.12** There were 472 responses to the RBWM survey, the responses were explored, including detailed analysis of responses from Protected Characteristics populations. Responses from the survey were used to understand how current pharmaceutical services meets the needs of the RBWM population and whether there were any different needs for people who share a protected characteristic in RBWM. The findings from the survey are presented in Chapter 6 of this PNA.

Pharmacy contractor survey

- 3.13** The contractor survey was sent to all 29 of the community pharmacies within RBWM and 28 pharmacies responded, representing 97% of the pharmacies in the borough. The results from this survey are referred to throughout this document.

Governance and steering group

- 3.14** The development of the PNA was advised by a Steering group whose membership included representation from:
- Berkshire East Public Health Team

-
- Frimley Health and Care, Medicines Optimisation
 - Buckinghamshire, Oxfordshire and Berkshire West (*BOB*), Integrated Care System (*ICS*), Medicines Optimisation
 - Pharmacy Thames Valley, the Local Pharmaceutical Committee
 - NHS England and NHS Improvement – South East Region
 - Healthwatch teams in Berkshire
 - A patient representative

3.15 The membership and Terms of Reference of the Steering Group is described in Appendix A.

Regulatory consultation process and outcomes

3.16 The PNA for 2022-25 was published for statutory consultation on the 29th April 2022 for 60 days. It was also published on the council website for stakeholder comment. All comments were considered and incorporated into the final report to be published by 1st October 2022. They summarised in the consultation report on Appendix D.

Chapter 4 - Demographics and Health needs

- 4.1** This chapter presents an overview of population demographics of the Royal Borough of Windsor and Maidenhead, particularly the areas likely to impact on needs for community pharmacy services. Using most recent available census data, it also identifies key factors that impact on inequalities.
- 4.2** The analysis of health needs and population changes are outlined in four sub-sections of this chapter. These are:
1. Local area profile
 2. Demography
 3. Population projections
 4. Inequalities

RBWM local area profile

About the area

- 4.3** RBWM is a unitary authority in Berkshire, South East England, at the heart of the Thames Valley. The borough is centred on the town of Windsor, with other major settlements in Maidenhead and Ascot. There are several smaller, often rural villages surrounding these main centres of population. The authority covers an area of some 198 square kilometres (19,855 hectares).
- 4.4** The River Thames runs through the borough along with the M4 motorway and A404 (M). In close proximity are the M25, M40, M3 and Heathrow Airport. Several rail lines pass through the borough including services to London Paddington and Waterloo. Branch lines also serve many of the borough's parishes and towns.
- 4.5** Neighbouring boroughs include Bracknell Forest and Wokingham to the south west, the new Buckinghamshire Unitary Authority to the north, Slough to the north east and Surrey to the south and east.
- 4.6** Figure 4.1 provides a context map showing the main settlements in the borough, main transport routes, and the location of the borough in relation to other local authorities.

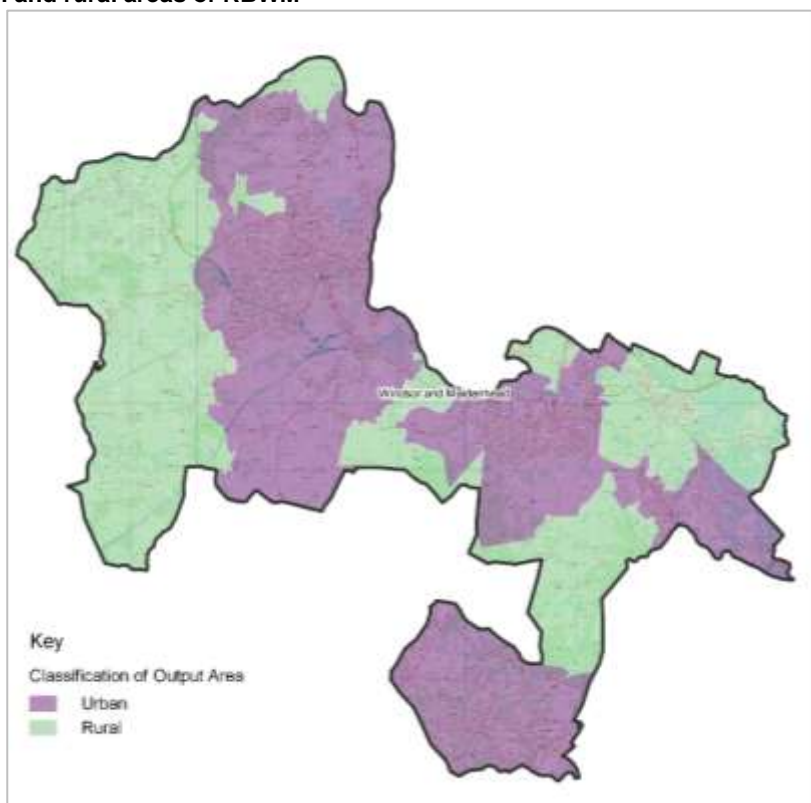
Figure 4.1: Map of RBWM and surrounding boroughs



4.7 RBWM is mainly an urban borough. According to the 2011 census Urban-Rural Classification¹⁶, 90% of the borough's population live in urban city and town areas, 5% live in rural fringe areas and 5% of the borough's population live in rural areas (villages, hamlets, and isolated dwellings) and rural fringe areas. Figure 4.2 shows the main urban and rural areas within the borough.

¹⁶ Department for Environment, Food and Rural Affairs (Defra), 2011 Urban Rural Classification (2013)

Figure 4.2: Urban and rural areas of RBWM



Source: ONS Census, 2011

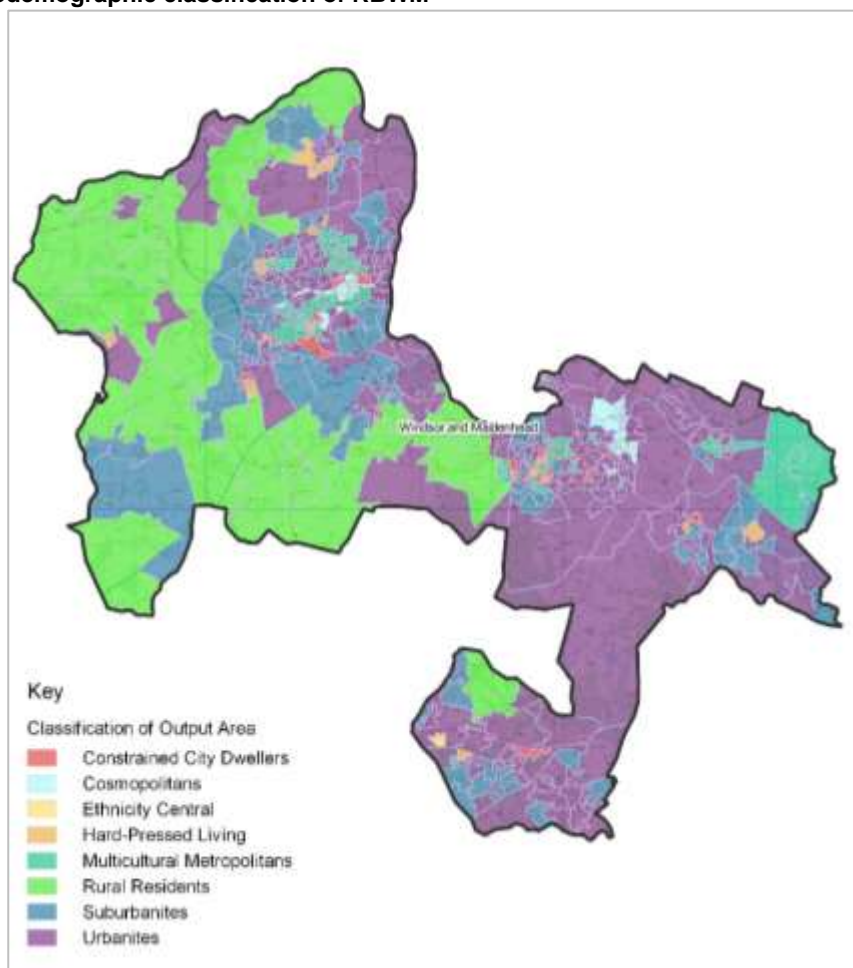
Geodemographic classification

4.8 The 2011 Output Area Classification¹⁷ enables us to explore the rural-urban divide in more detail by providing a geodemographic classification for each of RBWM's Output Areas (an Output Area covers approximately 100 households). According to the geodemographic classification of RBWM:

- 47% of the population live in areas classified as 'urban'
- 20% of the population live in areas classified as 'suburban'
- 16% of the population live in areas classified as 'Multicultural Metropolitan'
- 9% of the population live in areas classified as 'Constrained City dwellers' and 'hard-pressed living'
- 5% of the population live in areas classified as 'Cosmopolitan'
- 4% of the population live in areas classified as 'rural'.

¹⁷ ONS, 2011 residential-based area classifications, 2011

Figure 4.3: Geodemographic classification of RBWM



Source: ONS Census, 2011

Demography

Population size and density

- 4.9** The ONS estimates that there are 151,273 residents in RBWM (ONS, Mid-Year Population Estimates, 2021). This equates to a population density of 7.6 persons per hectare, which is higher than the figure of 4.8 persons per hectare for the South East region, and 4.3 persons per hectare for England as a whole.
- 4.10** The wards with the highest population density are Belmont, St Mary's, and Furze Platt. The wards with lowest population density are in the rural areas of the borough, more specifically Hurley & Walthams, Bisham & Cookham, Bray and Old Windsor (Figure 4.4).

Figure 4.4: Population density of RBWM at ward level

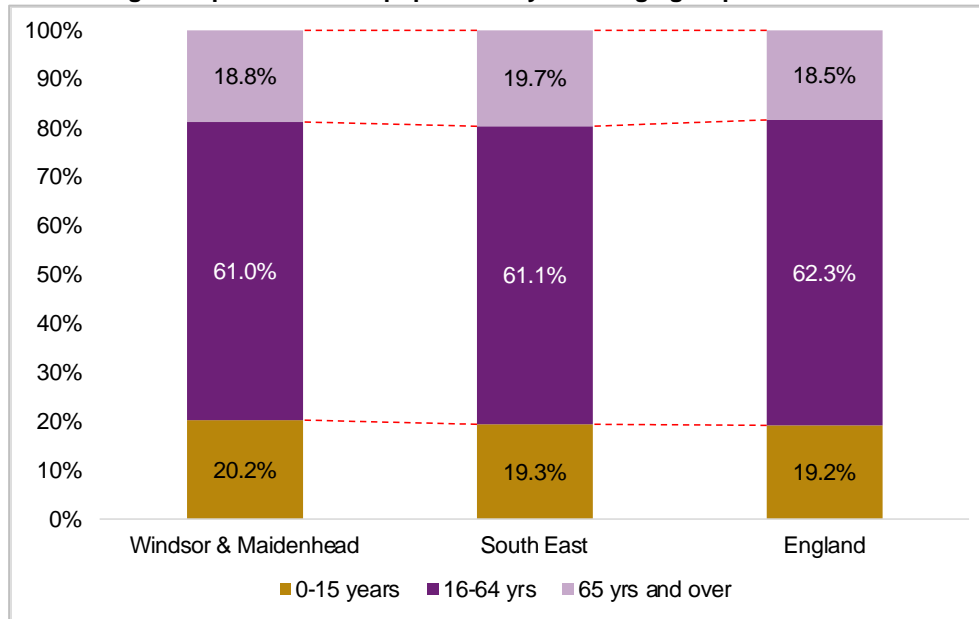


Source: ONS mid-2020 population estimates

Age

- 4.11 The population has a median age of 42.6 years, which is older than the median age for England (40.2 years), but broadly comparable to 41.9 years for the South East region.
- 4.12 20% of the borough’s population are under 15 years of age, 61% are of working age (16-64 years) and 19% are aged over 65 (Figure 4.5).

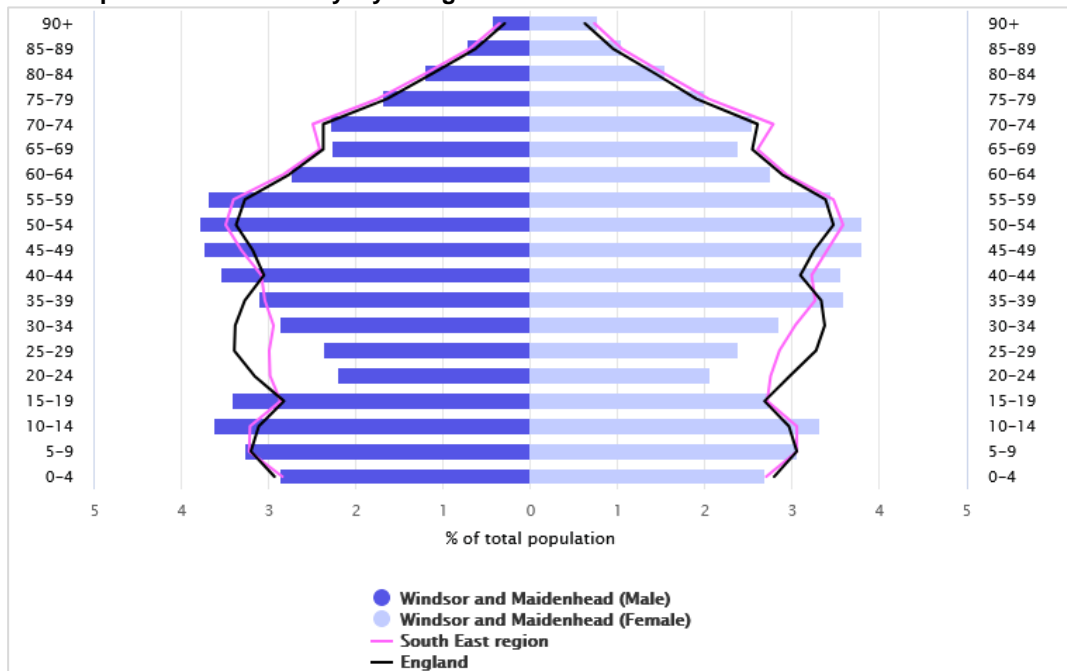
Figure 4.5: Percentage composition of the population by broad age group



Source: ONS mid-2020 population estimates

4.13 Even after breaking the age bands into smaller sizes, RBWM's age profile remains broadly like the national picture (Figure 4.6). A notable difference is the smaller proportion of people in their 20's in RBWM compared to the England as a whole. There is a larger proportion of people aged 70 and over within RBWM compared to England and South East England.

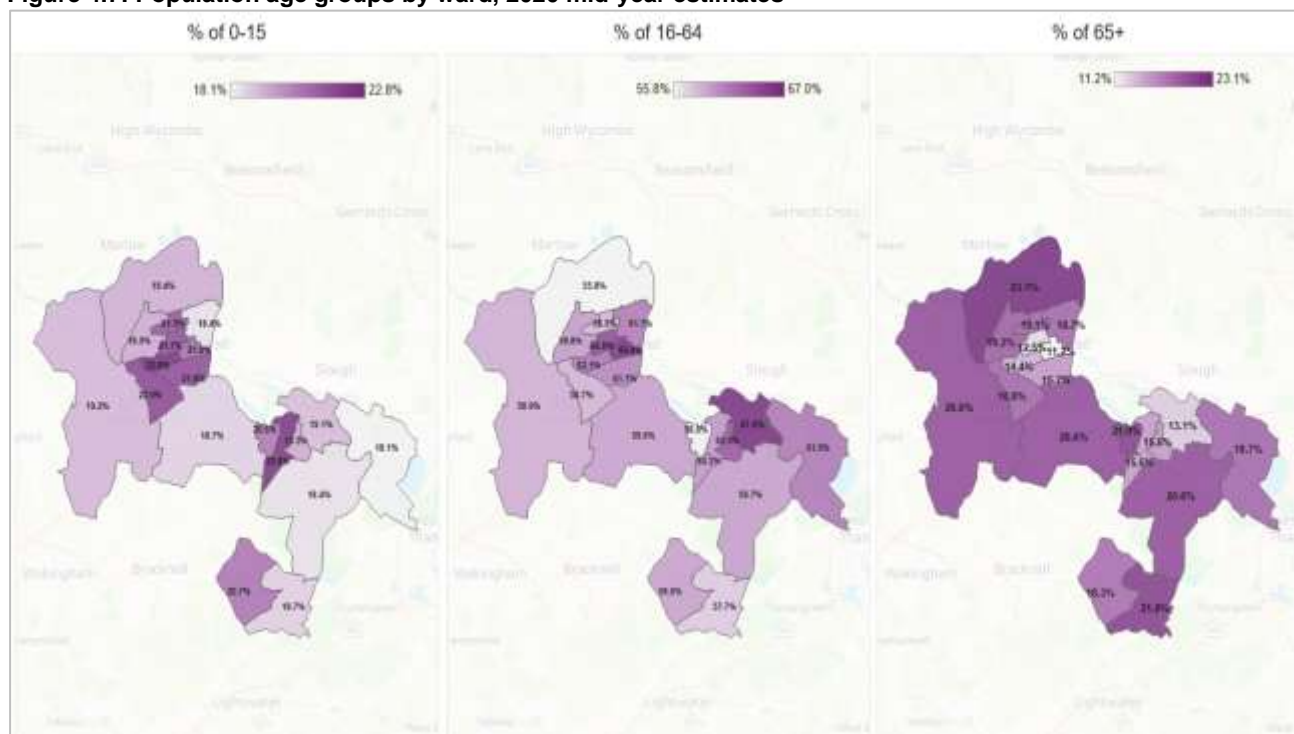
Figure 4.6: Population estimates by 5 year age band



Source: OHID Public Health Outcomes Framework, ONS Mid-Year Estimates, 2020

4.14 Boyn Hill and Clewer and Dedworth East have the highest representation of 0–15-year-olds. Bishop and Cookham has the highest proportion of older adults (Figure 4.7).

Figure 4.7: Population age groups by ward, 2020 mid-year estimates



Source: ONS Mid-Year population estimates, 2020

Ethnicity and diversity

- 4.15** Cultural and language barriers can create inequalities in access to healthcare, which can negatively affect the quality of care a patient receives, reduce patient safety and patients' satisfaction with the care they receive¹⁸. However, pharmacy staff often reflect the social and ethnic backgrounds of the community they serve, making them approachable to those who may not choose to access other healthcare services.
- 4.16** NICE Guidance¹⁹ recommends that community pharmacists take into consideration how a patient's personal factors may impact on the service they receive. Personal factors would include, but are not limited to, gender, identity, ethnicity, faith, culture, or any disability. It also recommends that community pharmacists make use of any language skills staff members may have.
- 4.17** In the 2011 census, 86.1% of the population was 'White', which includes 'White British' as well as White Irish and White British/Irish Gypsy or traveller, and White Other. The next main ethnic group was Asian/Asian British at 9.6%, higher than the regional and England averages (Table

¹⁸ Al Shamsi, H., Almutairi, A. G., Al Mashrafi, S., and Al Kalbani, T. (2020). Implications of Language Barriers for Healthcare: A Systematic Review. *Oman medical journal*, 35(2), e122. <https://doi.org/10.5001/omj.2020.40>

¹⁹ NICE Guidance (2018), Community Pharmacies, Promoting Health and Wellbeing (NG102)

4.1). Although, this data is based on 2011 census data, births and school census data indicate that the ethnic profile of RBWM has become more diverse since 2011.

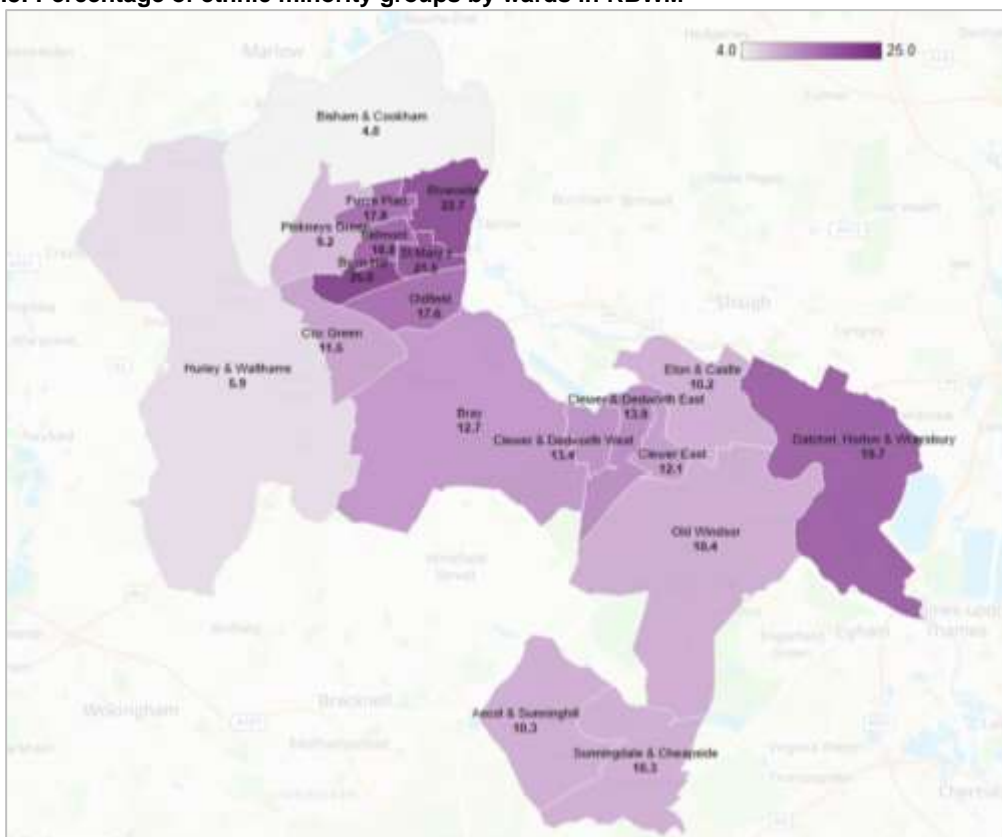
Table 4.1: Ethnicity of the population

White	Mixed/ multiple ethnic groups	Asian/Asian British	Black/African / Caribbean/ Black British	Other ethnic group
124,505 (86.1%)	3,315 (2.3%)	13,848 (9.6%)	1,725 (1.2%)	1,167 (0.8%)
England average = 85.4%	England average = 2.3%	England average = 7.8%	England average = 3.5%	England average = 1.0%
South East average = 90.7%	South East average = 1.9%	South East average = 5.2%	South East average =1.6%	South East average = 0.6%

Source: 2011 census

4.18 Figure 4.8 presents the ethnicity breakdown of RBWM by ward, showing the proportion of the population from Black, Asian and minority ethnic groups. There are proportionally more people from Black, Asian and minority ethnic groups resident in Boyn Hill (25%) and Riverside (22.7%) than in other wards. Bisham and Cookham has the smallest proportion of ethnic minority groups with only 4% of residents being from minority groups.

Figure 4.8: Percentage of ethnic minority groups by wards in RBWM



Source: ONS, 2011 Census

Culture and language

4.19 90% of households speak English as a main language. Table 4.2 below shows the language breakdown of households, identifying the number of households in RBWM with one or more members who cannot speak English.

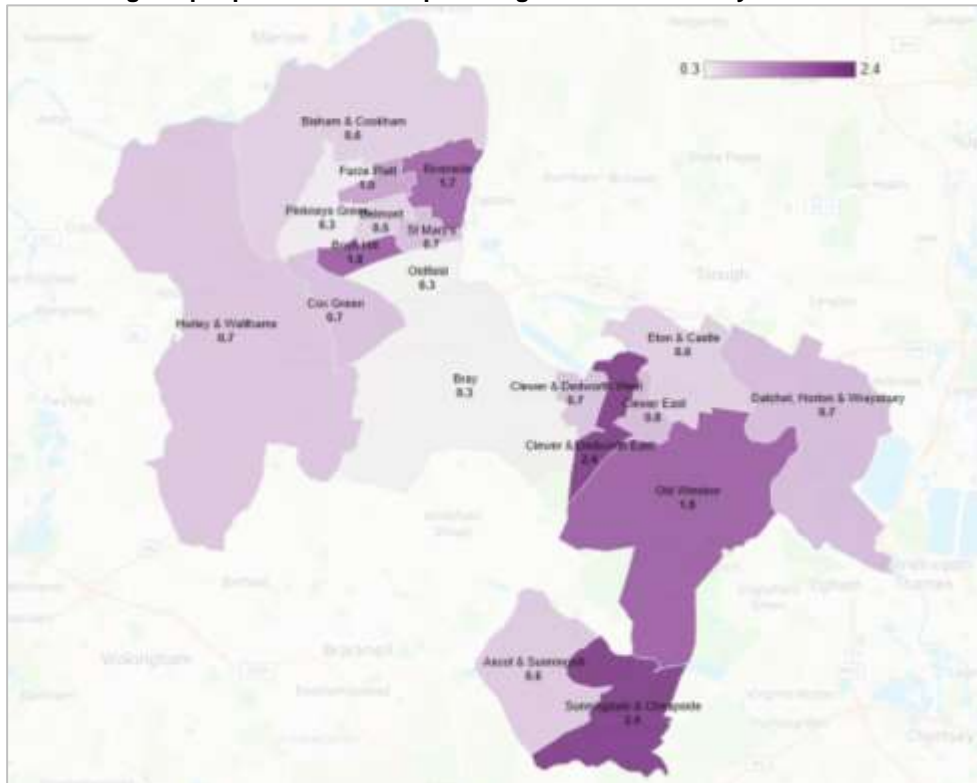
Table 4.2: Language breakdown of households

Households with all people aged 16 and over having English as a main language	At least one but not all people aged 16 and over in the household have English as a main language	No adults but some children have English as main language	No household members have English as main language
52,656 (90.2%)	3,125 (5.4%)	421 (0.7%)	2,147 (3.7%)
England average = 90.9%	England average = 3.9%	England average = 0.8%	England average = 4.4%
South East average = 93.2%	South East average = 3.2%	South East average = 0.5%	South East average = 3.1%

Source: 2011 census

4.20 Figure 4.9 presents the percentage of people that cannot speak English well or at all by ward. The wards with the highest proportion of people that cannot speak English well or at all are Sunningdale and Cheapside and Clewer and Dedworth East, although the numbers are small.

Figure 4.9: Percentage of people that cannot speak English well or at all by ward in RBWM



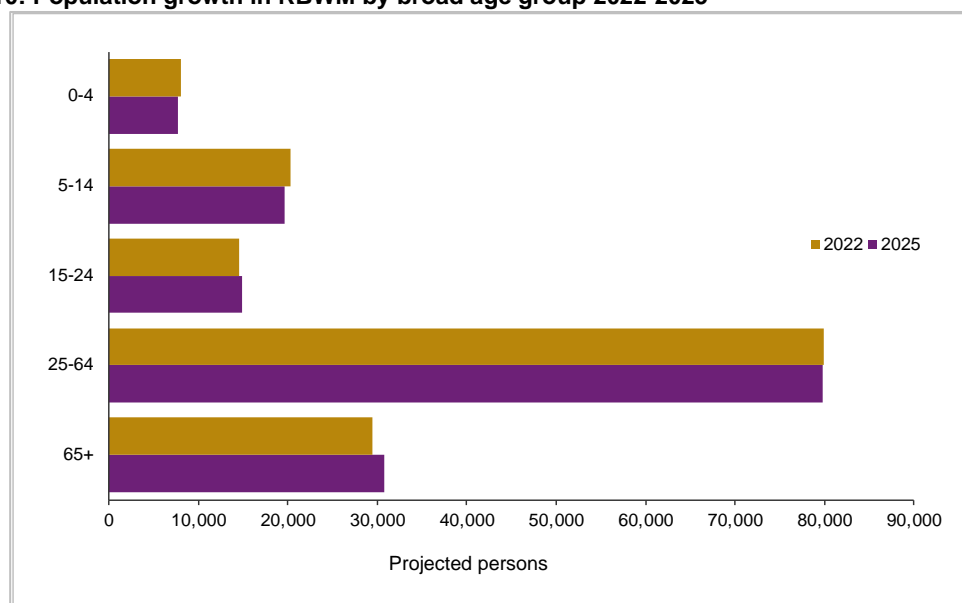
Source: ONS, 2011 Census

4.21 The most spoken languages in RBWM other than English are Polish, Punjabi, Urdu, French and Spanish (ONS, 2011 census).

Population projections

4.22 Population projections show that between 2022 and 2025 the borough's population is expected to grow by an additional 633 persons to 152,903, this equates to a 4% increase. Figure 4.10 below shows the increases/decreases in population for RBWM for key age groups for the lifetime of this PNA (2022 to 2025). Most of the population increase is expected among the over 65s, which is estimated to increase by 7%. The figure for South East England is 9% and the figure for England is 9%. The population aged 15-24 years is expected to decrease in RBWM from 2022 to 2025 by 3%, which is comparable to England for which a 3.3% decrease is expected.

Figure 4.10: Population growth in RBWM by broad age group 2022-2025



Source: ONS – Population Projections for Local Authorities, 2020

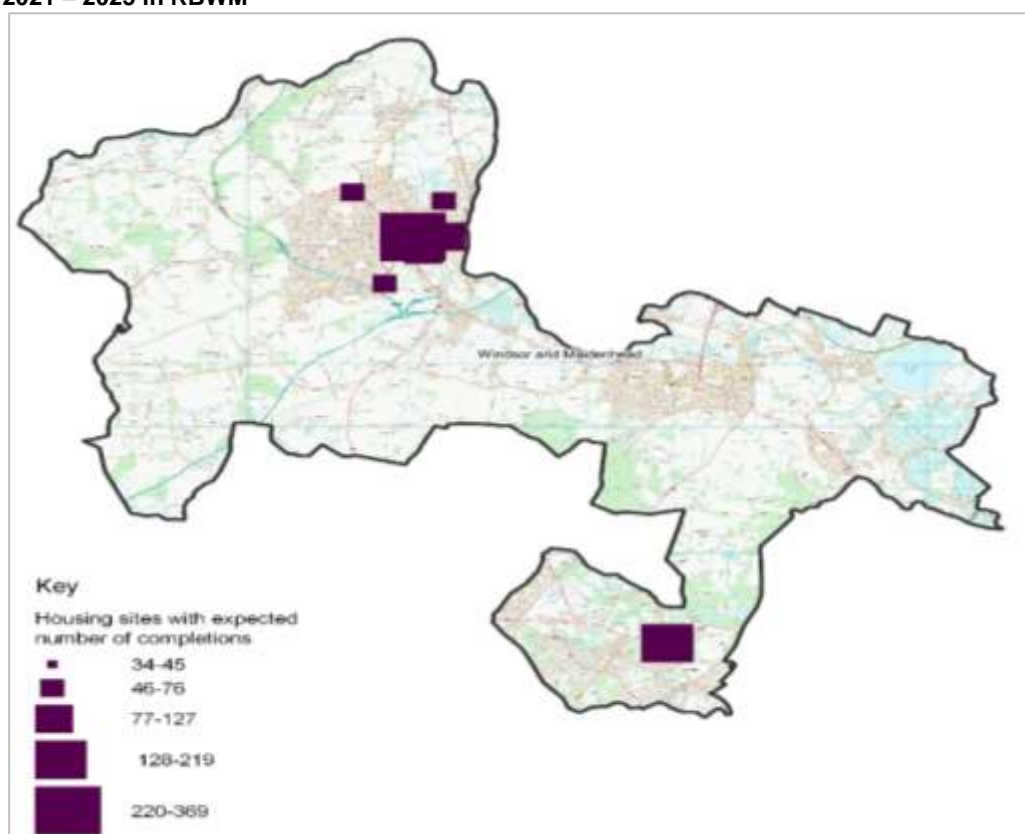
Future residential development and housing requirements in the borough

4.23 Several major housing developments are underway in RBWM²⁰. A potential additional 3,270 dwellings are expected to be completed over the period 2021-2026. The larger housing developments are The Landing in King Street/Queen Street, and York Road, both of which

²⁰ Royal Borough of Windsor and Maidenhead, Authority Monitoring Report, 1st April 2019-31st March 2020, April 2021

are within St. Mary's Ward. The map in Figure 4.11 shows the strategic development locations within the borough where greater than 20 dwellings are expected to be built over the period 2021-2026. Table 4.3 presents the total number of new dwellings by ward. The wards with the highest number of new dwellings are in St. Mary's, and Oldfield.

Figure 4.11: Location of major residential housing development sites expected to be completed over the period 2021 – 2025 in RBWM



Source: RBWM, Authority Monitoring Report, 2021

Table 4.3. Number of planned new dwellings by ward in RBWM, 2021-2026

Ward	Number of new dwellings
Ascot & Sunninghill	221
Belmont	75
Boyn Hill	45
Bray	127
Eton & Castle	182
Furze Platt	61
Oldfield	479
Riverside	60
St. Mary's	936
Sunningdale & Cheapside	160
Total	2346

Source: RBWM, Authority Monitoring Report, 2021

Inequalities

Deprivation

- 4.24** One of the priorities of the RBWM Health and Wellbeing Strategy²¹ is to invest in the borough as a place to live and reduce inequalities. *Fair Society, Healthy Lives: (The Marmot Review)*²² and later the *Marmot Review 10 Years On*²³ describe the range of social, economic, and environmental factors that impact on an individual's health behaviours, choices, goals, and health outcomes. They include factors such as deprivation, education, employment, and fuel poverty.
- 4.25** The Index of Multiple Deprivation (IMD)²⁴ is a well-established combined measure of deprivation based on a total of 37 separate indicators that encompass the wider determinants of health and reflect the different aspects of deprivation experienced by individuals living in an area. The 37 indicators fall under the following domains: Income Deprivation, Employment Deprivation, Health Deprivation and Disability, Education, Skills and Training Deprivation, Barriers to Housing and services, Living Environment Deprivation and Crime.
- 4.26** Access to community pharmacy services in communities where there is high deprivation is important in addressing health inequalities.²⁵ IMD deciles enable a comparison of deprivation in neighbourhoods across England. A decile of one, for instance, means, that the neighbourhood is among the most deprived 10% of neighbourhoods nationally (out of a total of 32,844 neighbourhoods in England).
- 4.27** RBWM has 89 neighbourhoods, otherwise known as Lower Super Output Areas (LSOAs). The borough's overall average IMD decile figure is 8.5 compared to the national figure of 5.5. This means there is considerably less deprivation in RBWM than in England as a whole. In fact, RBWM is the 12th least deprived local authority in England.
- 4.28** As seen in Figure 4.12, there are no neighbourhoods in RBWM that are among the 20% most deprived in the nation (deprivation decile of 1 or 2). However, there are several

²¹ Health and Wellbeing Strategy 2020- 2025

<https://rbwm.moderngov.co.uk/documents/s35544/RBWM%20JHW-Place%20Strategy%20FINAL.pdf>

²² Fair Society Healthy Lives (The Marmot Review): <http://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review>

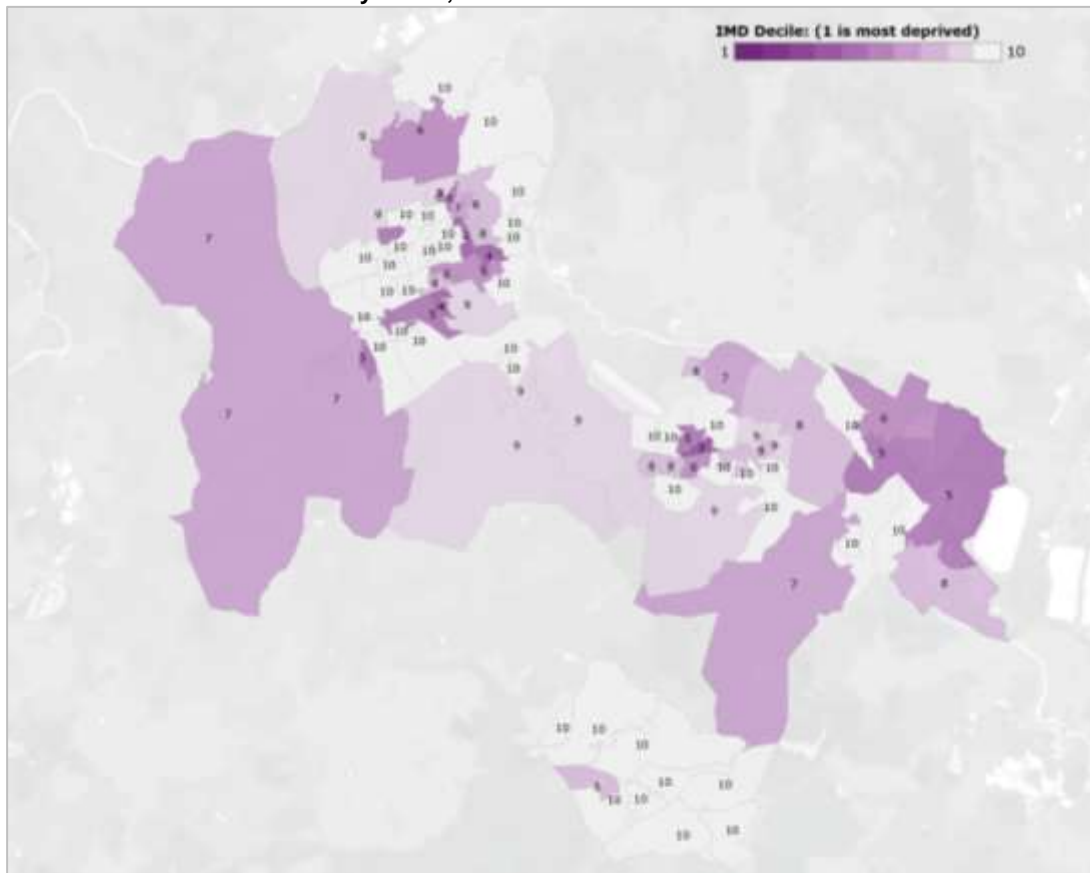
²³ Marmot Review 10 Years On (February 2020): <http://www.instituteofhealthequity.org/resources-reports/marmot-review-10-years-on>

²⁴ Ministry of Housing, Communities and Local Government, English Indices of Deprivation, 2019

²⁵ NICE guidance (2018) Community pharmacies: promoting health and wellbeing [NG102]

neighbourhoods situated within Windsor and Maidenhead town centres that are notably more deprived than the rest of the Borough (deprivation decile 3 and 4).

Figure 4.12: IMD Deciles in RBWM by LSOA, 2019



Source: Ministry of Housing, Communities and Local Government, 2019

Homelessness

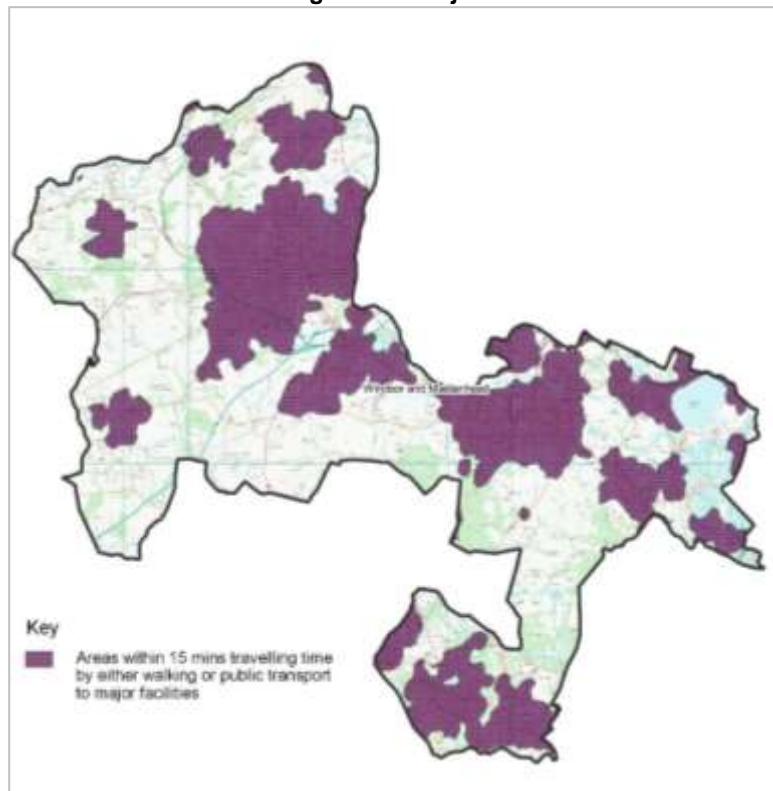
- 4.29** The levels of homelessness are generally lower than regional and national comparators. As at 30th September 2021, 121 households in RBWM were identified as statutory homeless. This means that they are unintentionally homeless, in priority need and the local authority accepts responsibility for securing accommodation for them. This equates to a rate of 0.97 per 1,000 households, which is lower than the England rate of 1.54 per 1,000 households and the South East rate of 1.18.
- 4.30** 170 households were living in temporary accommodation provided under homelessness legislation in RBWM in 2021. This was a rate of 2.75 per 1,000 households, and was significantly lower than the England figure of 4.06 per 1,000 households and similar to the rate for South East England (2.82 per 1,000 households) (Department for Levelling up, Housing and Communities, Statutory Homelessness, detailed Local Authority tables, 2022).

4.31 Pharmacists can play a role in helping improve the health and wellbeing of people who are homeless. Pharmacies are an accessible service that are often located in areas of high deprivation and need. They can help people who are homeless with support in areas such as medicines management and can provide signposting to other health and wellbeing services. 'Underserved' communities, such as those who are homeless or sleeping rough, people who misuse drugs or alcohol may be more likely to go to a community pharmacy than a GP or another primary care service²⁶.

Access to services and facilities

4.32 Data giving the location of areas within 15 mins travel time by public transport to main centres of population has been obtained from the Place-based carbon calculator website (<http://carbon>)²⁷. 93% of the population in RBWM live within 15 mins travel time by public transport of major facilities. The travel time contours can be seen on the map presented in figure 4.13 below.

Figure 4.13: Areas within 15 minutes travelling time of major facilities in RBWM



Source: Centre for Research into Energy Demand Solutions (CREDS), July 2021

²⁶ NICE guidance (2018) Community pharmacies: promoting health and wellbeing [NG102]

²⁷ CREDS, Place-based Carbon calculator, June 2021

Groups with specific needs

Students

- 4.33 Royal Holloway College of the University of London is situated at a campus in Egham in Surrey, very close to the boundary of the borough with Surrey to the southeast of Windsor town. The college has some 11,500 students as at December 2021 (Royal Holloway College website, facts and figures, March 2022). Imperial College London also has a campus called Silwood Park campus, located in Sunninghill (Ascot).

Numbers of visitors (both home and overseas) to RBWM

- 4.34 The Royal Borough of Windsor and Maidenhead Local Plan²⁸ notes that Windsor is one of the major tourist attractions in South East England, experiencing very high levels of tourism and day visitor activity which make an important contribution to the local economy. Windsor Castle is an international tourist destination. In addition, Legoland Windsor is one of Britain's most popular paid for tourist attractions, and there are many other events which take place in the borough every year, most notably the Royal Ascot Race meeting, with around 300,000 people travelling to the racecourse at Ascot over the five days of racing. The consultation notes that the effects of high visitor numbers on traffic congestion and pressures on local services and residents require careful management. A report commissioned by the borough on the economic impact of tourism in the area²⁹ estimated that around 0.56 million overnight tourism trips were made to RBWM in 2019 and of these trips domestic visitors made 62% of trips (352,400) and overseas visitors made 38% of trips (212,100). VisitEngland estimates that around 7.8 million tourism day trips were made to RBWM in 2019. This compares to around 4.9 million TDVs (Tourism Day Visits) for nearby Reading, and 0.94 million TDVs for nearby Slough (GBDVS, 2022)³⁰.

²⁸ Royal Borough of Windsor and Maidenhead, Borough Local Plan Proposed Main Modifications Consultation, July 2021

²⁹ Tourism South East Research Unit, Economic impact of Tourism on Windsor and Maidenhead Borough, 2019

³⁰ VisitEngland, VisitScotland, Visit Wales, The Great Britain Day Visitor Annual Report, 2021

Summary of population demographics

RBWM is a densely populated and affluent urban unitary authority in Berkshire.

Nearly 14% of RBWM residents are from Black, Asian and minority ethnic communities. At a ward level, larger proportions of Black, Asian and minority ethnic populations reside in Boyn Hill and Riverside.

New housing developments in St. Mary's ward and Oldfield ward are underway and may bring additional residents to the area. In total, the population is expected to grow by 4% in the lifetime of this PNA.

The borough receives a high number of tourists and students from the UK and abroad.

Chapter 5 - Health Needs

5.1 This chapter presents an overview of health and wellbeing in RBWM, particularly the areas likely to impact on needs for community pharmacy services. It looks at life expectancy and healthy life expectancy in RBWM and includes an exploration of health and behaviours and major health conditions.

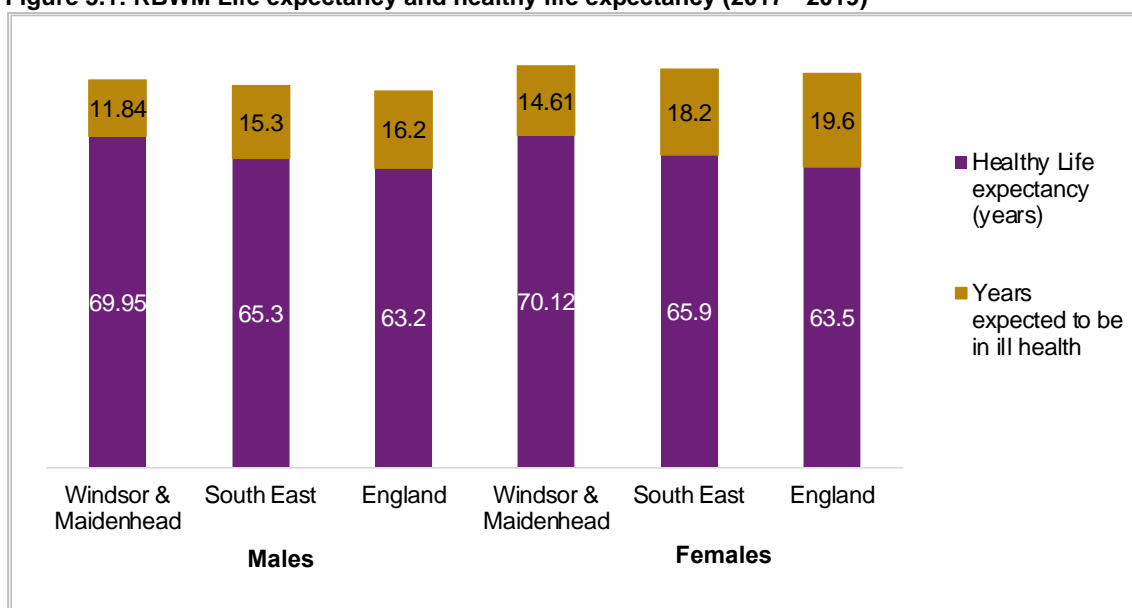
Life expectancy and healthy life expectancy

5.2 Life expectancy is a statistical measure of how long a person is expected to live. Healthy life expectancy at birth is the average number of years an individual should expect to live in good health considering age-specific mortality rates and prevalence for good health for their area.

5.3 The residents in RBWM have higher levels of life expectancy and healthy life expectancy compared to South East England and England. RBWM 2018-20 life expectancy figures are 81.8 for males and 84.7 for females, significantly higher than national life expectancy figures.

5.4 Figure 5.1 below shows levels of life expectancy and healthy life expectancy in numbers of years for both men and women, for RBWM, South East England and England as a whole (2017-2019 figures). The chart shows that the borough's residents enjoy higher levels of life expectancy compared to England and the South East (OHID, Public Health Outcomes Framework, 2022).

Figure 5.1: RBWM Life expectancy and healthy life expectancy (2017 - 2019)



Source: OHID, Public Health Outcomes Framework, 2022

Our Health and Behaviours

- 5.9** The RBWM Health and Wellbeing Strategy includes targeted prevention and early intervention to improve wellbeing as one of its priorities.³¹ Lifestyle and the personal choices that people make can significantly impact on their health and wellbeing. Behavioural patterns contribute to approximately 40% of premature deaths in England, which is a greater contributor than genetics (30%), social circumstances (15%) and healthcare (10%).³² While there are many causes of death and ill-health, many of the risk factors for these are the same. Just under half of all years of life lost to ill health, disability or premature death in England are attributable to smoking, diet, high blood pressure, being overweight, alcohol and drug misuse.
- 5.10** Community Pharmacy teams support the delivery of community health programmes promoting interventions by, for example, engaging local public health campaigns and rolling out locally commissioned initiatives and services. In addition, pharmacies are required to signpost people to other health and social care providers and provide brief advice where appropriate.
- 5.11** This section of the chapter explores different health behaviours and lifestyles for which pharmacies can offer support.

Smoking

- 5.12** Smoking is the single biggest cause of premature death and preventable morbidity in England, as well as the primary reason for the gap in healthy life expectancy between rich and poor. It is estimated that smoking is attributable for over 16% of all premature deaths in England and over 9% of years of life lost due to ill health, disability, or premature death.³² A wide range of diseases and conditions are caused by smoking such as cancers, respiratory diseases, and cardiovascular diseases.
- 5.13** Smoking prevalence is low in RBWM. 10% of RBWM's adult population aged 18+ smoke (2019 data), which is lower than the percentage for England (13.9%) and lower than the percentage for South East England of 12%. Smoking prevalence among those employed in routine and manual occupations in RBWM is lower than in England. In 2019, 21% of routine

³¹ Health and Wellbeing Strategy 2020- 2025

<https://rbwm.moderngov.co.uk/documents/s35544/RBWM%20JHW-Place%20Strategy%20FINAL.pdf>

³² Global Burden of Disease Collaborative Network. Global Burden of Disease Study 2015 (GBD 2015) Reference Life Table. Seattle, United States of America: Institute for Health Metrics and Evaluation (IHME), 2016.

and manual workers in RBWM smoked, which is similar to the figure for England of 23%, and the figure for South East England of 24% (OHID, Public Health Outcomes Framework, 2022).

- 5.14** Smoking prevalence rates are also monitored for pregnant women, due to the detrimental effects of smoking on the growth and development of the baby and health of the mother. The proportion of mothers who smoke in early pregnancy has continued to fall in RBWM and was at 6% in 2018/19, compared to 13% for England and 11% for the South East region (OHID, Public Health Outcomes Framework, 2022).

Alcohol

- 5.15** Harmful drinking is a significant public health problem in the UK and is associated with a wide range of health problems, including brain damage, alcohol poisoning, chronic liver disease, breast cancer, skeletal muscle damage and poor mental health. Alcohol can also play a role in accidents, acts of violence, criminal behaviour, and other social problems.

- 5.16** In RBWM in 2020, there were 49 deaths classified as 'Alcohol-related mortality'. This gave a rate of 32.1 per 100,000 population which is similar to the England rate of 37.8 and the rate for the South East region of 33.9.

- 5.17** In 2020/21, there were 540 admission episodes for alcohol-specific conditions in RBWM equating to 366 per 100,000 population, which is lower than the rate for England of 587 and lower than the rate for the South East region of 540 (OHID, Local Authority Public Health Profiles, 2022).

Drug use

- 5.18** Substance misuse is linked to mental health issues such as depression, disruptive behaviour, and suicide. The latest figures show that RBWM had the lowest numbers of deaths by drug use in South East England with one death in 2018-2020. 5.9% of drug users aged 18 years and over had successful treatment for opiate drug use, which compares to a figure for England of 4.7% and for the South East region of 5.7% in 2020. 29% successfully completed their drug treatment, this is similar to England and the South East region figures of 33% (OHID, Local Authority Public Health Profiles, 2022).

Obesity

- 5.19** Obesity is recognised as a major determinant of premature mortality and avoidable ill health. It increases the risk of a range of diseases including certain cancers, high blood pressure and

type 2 diabetes³³ and increases the risk of death from COVID-19 by 40- 90%³⁴. Obesity is indicated when an individual's Body Mass Index (BMI) is over 30.

- 5.20** 64% of adults living in the borough were classified as being obese or overweight in 2019/2020. These figures are similar to those for England (63%) (OHID, Public Health Outcomes Framework, 2022).
- 5.21** Childhood obesity is increasing and can have a significant impact on health outcomes. A child who is overweight or obese can have increased blood lipids, glucose intolerance, Type 2 diabetes, hypertension, increases in liver enzymes associated with fatty liver, exacerbation of conditions such as asthma and psychological problems such as social isolation and low self-esteem caused by teasing and bullying.
- 5.22** The COVID-19 pandemic is likely to have increased the number of children who are overweight or obese. The impact of the pandemic and lockdowns meant that routines of the children and their families were disrupted, thus hindering opportunities to maintain healthy lifestyle behaviours.
- 5.23** In 2019/20 16.% of children in Reception Class and 29% of Children in Year 6 in RBWM were overweight and obese. These figures compare favourably to those for England (23% for children in reception, 35% for children in year 6) (OHID, NCMP, 2022).
- 5.24** As part of the Pharmacy Quality Scheme (PQS) 2021/22³⁵ pharmacies are now expected to help identify people who would benefit from weight management advice and provide an onward referral to local weight management support or the NHS Digital Weight Management Programme.

Physical Activity

- 5.25** People who have a physically active lifestyle have a 20-35% lower risk of cardiovascular disease, coronary heart disease and stroke compared to those who lead a sedentary lifestyle. Physical activity is also associated with improved mental health and wellbeing. The Global

³³ Public Health England (2017). Guidance: Health matters: obesity and the food environment.

³⁴ Public Health England. Excess weight and COVID-19. Jul 2020. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/903770/PHE_insight_Excess_weight_and_COVID-19.pdf.

³⁵ Pharmacy Quality Scheme (2021/22): <https://www.nhsbsa.nhs.uk/provider-assurance-pharmaceutical-services/pharmacy-quality-scheme-pqs>

Burden of diseases (2015) showed that physical inactivity is directly accountable for 5% of deaths in England and is the fourth leading risk factor for global mortality.³²

- 5.26** 69% of adults in RBWM were considered ‘physically active’ in 2019/20, this compares to the England figure of 66%. 21% of adults in the borough were considered ‘physically inactive,’ compared to England’s overall figure of 23% (OHID, Public Health Outcomes Framework, 2022).

Sexual Health

- 5.27** Sexual health covers the provision of advice and services around contraception, relationships, sexually transmitted infections (STIs) and abortion. Public Health England states that the success of sexual and reproductive health services ‘depends on the whole system working together to make these services as responsive, relevant and easy to use as possible and ultimately to improve the public’s health’.³⁶
- 5.28** The rate of new STI diagnoses in RBWM is consistently lower than the national rate. In 2020, the all new STI diagnosis rate per 100,000 population (excluding chlamydia for those aged under 25) per 100,000 population for RBWM was 408, which is better than the rate for South East England (461) and for the rate for England (619) (OHID, Local Authority Public Health Profiles, 2022).
- 5.29** The STI testing rate (excluding Chlamydia for those aged under 25) in 2020 was similar to regional and national rates. 4,352 per 100,000 RBWM residents tested in 2020, whereas 4,549 per 100,000 population and 4,007 per 100,000 population were tested in England and South East England in 2020 respectively (OHID, Local Authority Public Health Profiles, 2022).
- 5.30** Chlamydia is the most commonly diagnosed STI in England, with rates substantially higher in young adults than any other age group. The Chlamydia diagnostic rate per 100,000 population aged 15-24 in RBWM in 2020 is 159. This is lower than England at 230 per 100,000 population and the South East region at 336 per 100,000 population. For the over 25s, the rate for RBWM (112 per 100,000 population) is also lower than that for England (171 per 100,000 population) and for the South East region (129 per 100,000 population) in 2020 (OHID, Local Authority Public Health Profiles, 2022).

³⁶ PHE (2015) Making it work - A guide to whole system commissioning for sexual health, reproductive health and HIV

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- 5.31** Chlamydia screening in RBWM is lower than England and South East England. 12% aged 15-24 were screened in RBWM in 2020, whereas 14% of England and 13% of South East England 15–24-year-olds were screened (OHID, Local Authority Public Health Profiles, 2022).

HIV

- 5.32** The rates of HIV in RBWM are lower than national rates. The latest figures show that there were 151 RBWM residents aged 15-59 years living with diagnosed HIV in 2020. This equates to 1.8 per 100,000 population. This is lower than the national rates at 2.3 per 1,000 population, and lower than the regional figure at 1.9 per 1,000 population. Looking at overall HIV testing coverage of those who attend specialist sexual health services in 2020, the figure for RBWM is 56%, which is better than the rate for England (46%) and South East England (47%).
- 5.33** 94% of those newly diagnosed in 2018-20 received prompt antiretroviral therapy (ART) initiation, higher than the figures for England (83%) and for the South East Region (84%) (OHID, Local Authority Public Health Profiles, 2022).

Flu Vaccination

- 5.34** Flu vaccination is offered to people who are at greater risk of developing serious complications if they catch flu. 82% of over 65s in RBWM were vaccinated in 2020/21. This is better than the England percentage of 81% and the figure for South East England of 82%. It also reaches the national population vaccination coverage target of 75%. The local trend for this indicator is increasing and getting better.
- 5.35** The population vaccination coverage for flu for at risk individuals (aged 6 months-64 years), in RBWM is also doing well at 58% in 2020/21 (OHID, Local Authority Public Health profiles, 2022). This is higher than the percentage for England of 53%, and higher than the figure for South East England of 56%. It also meets the national population vaccination coverage target of 55%

COVID-19

- 5.36** The COVID-19 pandemic has highlighted the impact of deprivation on health risks and health outcomes. COVID-19 morbidity and mortality has been more pronounced in more deprived areas and in those from ethnic minority groups who experience more social inequalities such as income, housing, education, employment, and conditions of work. Nationally, the people

who have suffered the worst outcomes from COVID-19 have been older, of Black or Asian heritage and have underlying health conditions such as obesity or diabetes³⁷.

5.37 The rate of deaths due to COVID-19 in RBWM at 160.6 per 100,000 population is similar to South East England as a whole, but lower than England. Figure 5.3 presents the total number of deaths due to COVID-19 at MSOA (Middle Super Output Area) level for RBWM.

Figure 5.3: Total number of deaths due to COVID-19 by MSOA in RBWM, March 2020 to April 2021



Source: ONS, deaths due to Covid-19 by local area and deprivation, 2021

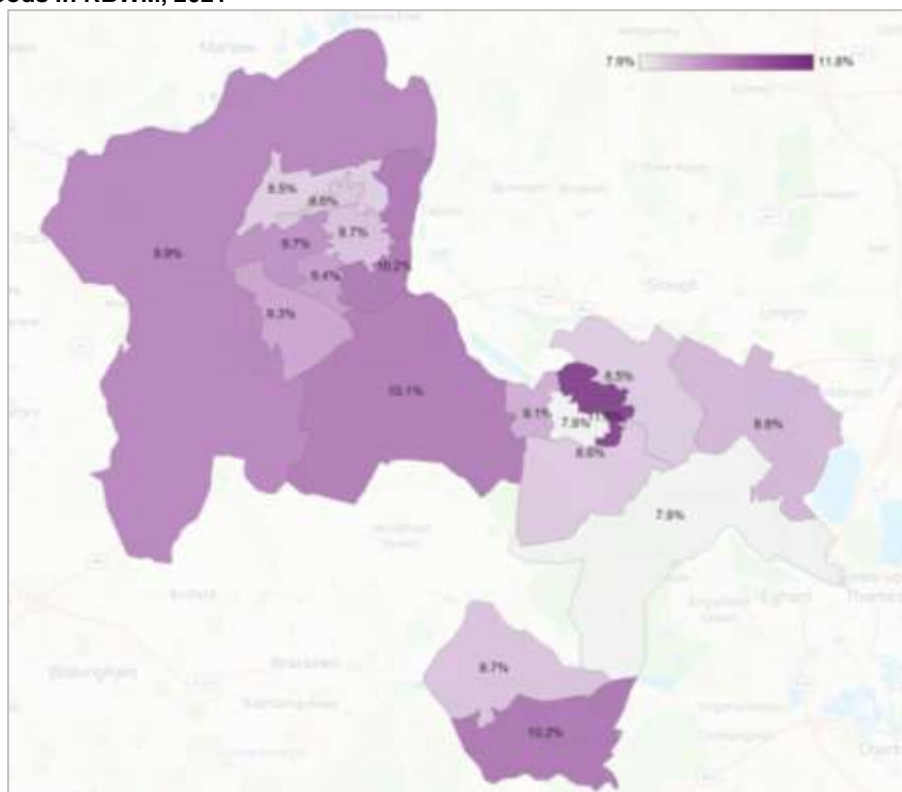
5.38 The rate per 100,000 population for RBWM in this period was 161 deaths per 100,000 population, compared to the South East Region rate of 160.8 per 100,000 population and England rate of 182 per 100,000 population (ONS, Age-standardised deaths due to COVID-19 per thousand population for Local Authority areas, 2020).

³⁷ PHE (2020). Beyond the data: Understanding the impact of COVID-19 on BAME groups.

Mental health and wellbeing

- 5.39** Championing mental wellbeing and reducing social isolation is a priority for the RBWM Health and Wellbeing Strategy.³⁸ Mental illness is the single largest cause of disability in the UK. At least one in four people will experience a mental health problem at some point in their life and one in six adults have a mental health problem at any one time.
- 5.40** The House of Commons Library dataset modelled estimates at constituency level indicate that in Windsor, 9.2% of the GP registered population have depression, and 9.1% Maidenhead GP registered population have depression. These are similar to the figures of 10.5% for England and 12.0% for the South East region.
- 5.41** Neighbourhoods in RBWM with above average estimate rates for depression include Maidenhead East (11.8%) and Windsor Town and Eton (10.2%) (House of Commons Library, 2021) (Figure 5.4).

Figure 5.4: Modelled estimates of percentage of GP registered patients with depression in neighbourhoods in RBWM, 2021

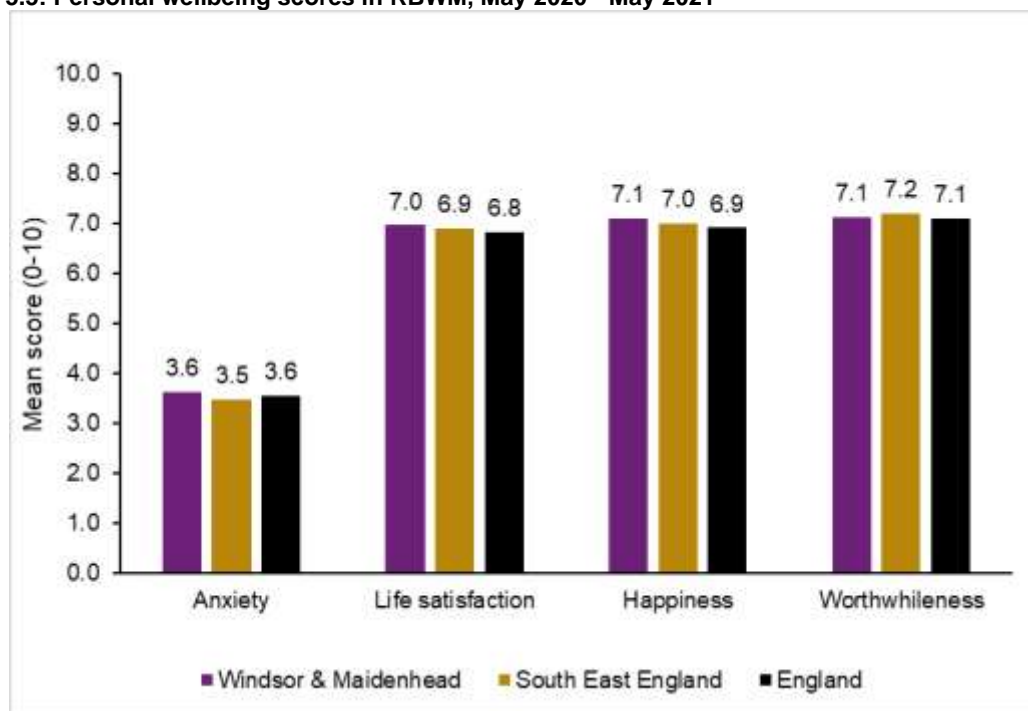


Source: House of Commons Library, 2021

³⁸ Health and Wellbeing Strategy 2020- 2025
<https://rbwm.moderngov.co.uk/documents/s35544/RBWM%20JHW-Place%20Strategy%20FINAL.pdf>

- 5.42** An estimated 0.8% of GP patients of all ages have dementia in both RBWM constituencies in 2021. This equates to an England average of 0.8% and a South East average of 0.8%.
- 5.43** An estimated 0.6% of GP registered patients in Windsor and 0.7% of patients in Maidenhead had Schizophrenia, bipolar disorder, and psychosis in 2021. These figures compare 0.9% for England and 0.8% for South East of England (House of Commons Library, constituency data: health conditions, April 2022).
- 5.44** One of Frimley Health and Care’s strategic priorities³⁹ is to focus on wellbeing, enabling people to have the opportunity to live healthier lives no matter where they are placed in the system. The ONS dataset ‘Personal well-being estimates by Local Authority’⁴⁰ uses four measures to assess personal well-being: life satisfaction, feeling the things done in life are worthwhile, happiness, and anxiety. Figure 5.5 presents the results from the latest survey wave (2020-21), showing the mean score (0-10) for each of the variables. It shows that RBWM scores slightly above average for wellbeing than England and South East England for all measures (ONS, Personal Wellbeing in the UK, 2021).

Figure 5.5: Personal wellbeing scores in RBWM, May 2020 - May 2021



Source: ONS, Personal Wellbeing in the UK, 2020-2021, October 2021

³⁹ Frimley Health and Care 5 year strategy (2019). <https://www.frimleyhealthandcare.org.uk/media/1459/frimley-health-care-system-strategy-narrative-final.pdf>

⁴⁰ ONS, Personal Wellbeing in the UK, 2020-2021, October 2021

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- 5.45** Pharmacies have a role in supporting population mental health and wellbeing. They can help with early identification of new or worsening symptoms in individuals, they can signpost to existing offers of support, and they can work with patients to ensure their safe and effective use of medications.

Social Isolation and Loneliness

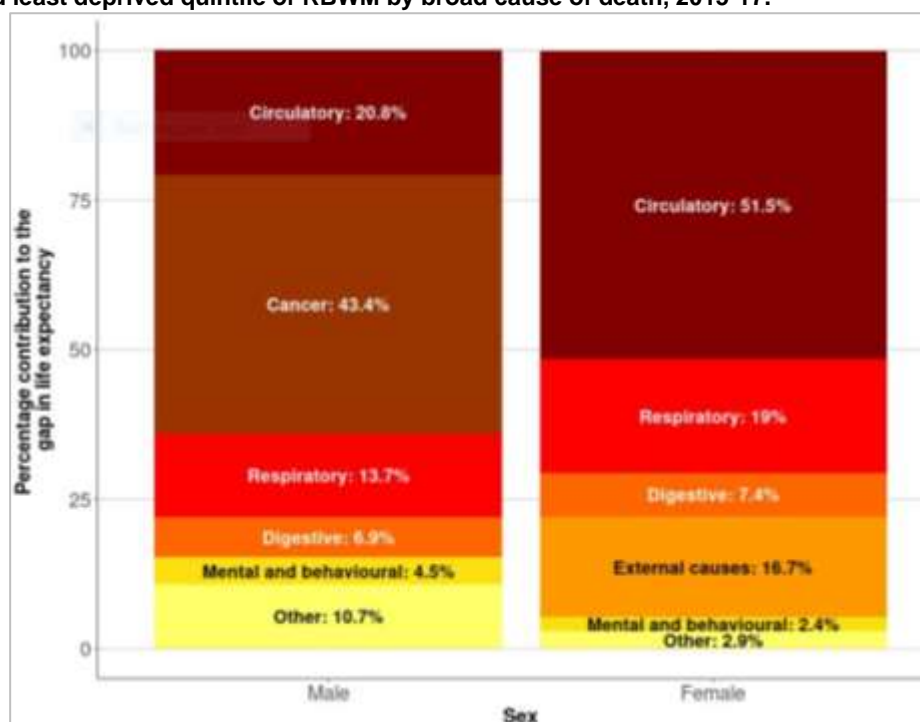
- 5.46** Social isolation and loneliness can impact people of all ages, but it is more prominent in older adults. It is linked to increased behavioural risk factors, poor mental health as well as morbidity and mortality from acute myocardial infarction and stroke⁴¹. 29% of RBWM over 65s live alone (ONS, 2011 Census). This is the fourth lowest in the region and lower than the England rate of 32%.
- 5.47** The adult social care survey explores isolation and loneliness in its analysis. Findings show that in RBWM, 35% of users who responded to a survey have as much social contact as they would like. This is substantially lower than national figures of 46%. It highlights that more than half of older adults in receipt of social care do not have as much social contact as they would like and are likely feeling isolated and lonely (Adult Social Care Survey, 2022).

Major Health Conditions

- 5.48** The cause of the life expectancy gap between the most deprived and least deprived populations within a borough provides a good indicator on what health conditions have a bigger impact on local populations and where a targeted approach is needed.
- 5.49** Figure 5.6 presents a breakdown of the causes of life expectancy gap (by broad cause of death) between the most deprived quintile and least deprived quintiles of RBWM. It highlights circulatory diseases as the biggest cause of the differences in life expectancy between deprivation quintiles for females and the second highest for males, accounting for 52% and 21% of the gap, respectively.

⁴¹ Hakulinen C, Pulkki-Råback L, Virtanen M, et al (2018). Social isolation and loneliness as risk factors for myocardial infarction, stroke and mortality: UK Biobank cohort study of 479 054 men and women. *Heart*, 104:1536-1542.

Figure 5.6: Scarf chart showing the breakdown of the life expectancy gap between the most deprived quintile and least deprived quintile of RBWM by broad cause of death, 2015-17.



Source: OHID, Breakdown of the Life Expectancy Gap Segment tool, January 2022

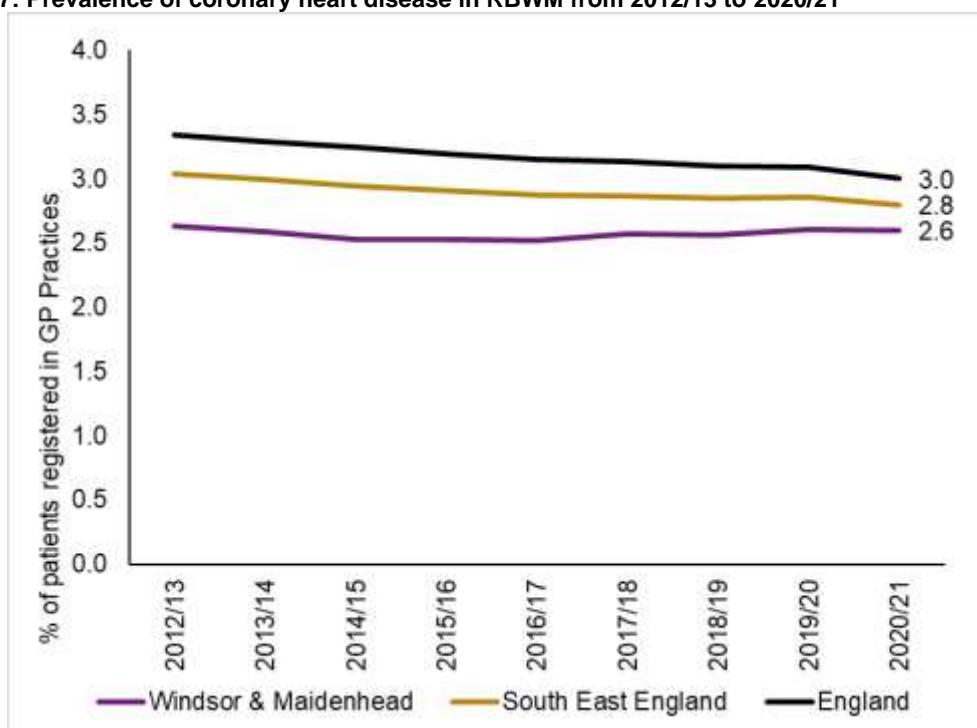
5.50 Cancer is the biggest cause of life expectancy gap in males accounting for 43% of the gap in RBWM, although it does not account for any of the life expectancy gap for females in RBWM. The third major cause of life expectancy gap for males and the second major cause for females is respiratory diseases. Respiratory disease accounts for 14% of the life expectancy gap for males and 19% of the gap for females.

5.51 We will take a closer look at circulatory diseases, cancer and respiratory diseases and their impact in RBWM.

Circulatory Diseases

5.52 Circulatory diseases include heart disease and stroke. 2.6% of RBWM GP registered patients had coronary heart disease in 2020/21. This is similar to the England percentage of 3.0% and the percentage for the South East of 2.8%. RBWM is in the 2nd lowest quintile in England for this indicator (OHID, Local Authority Public Health Profiles, 2022). Figure 5.7 shows a steady trend for this indicator from 2012/13 for RBWM, below that for England and the South East

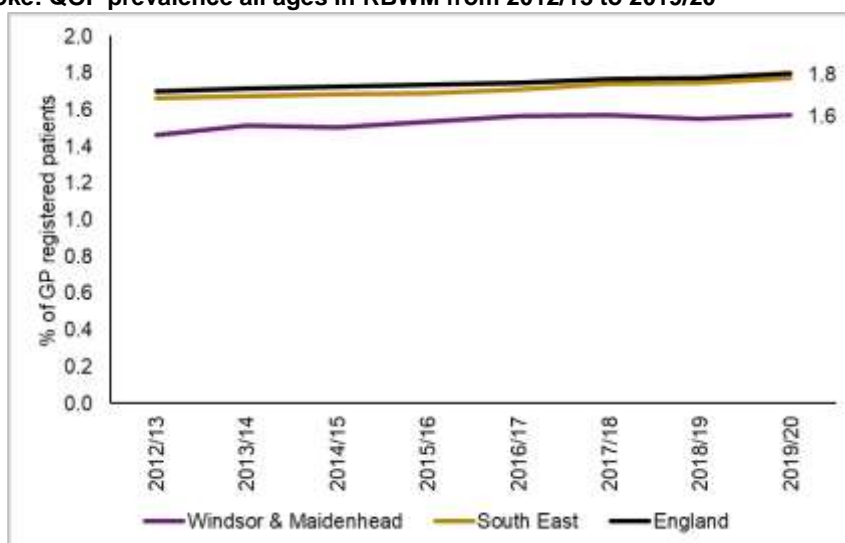
Figure 5.7: Prevalence of coronary heart disease in RBWM from 2012/13 to 2020/21



Source: OHID, Local Authority Public Health Profiles, 2022

5.53 1.6% of RBWMs GP population had a Stroke in RBWM in 2019/20. This is lower than the rate for England and South East of England of 1.8%. RBWM is in the second lowest quintile in England for this indicator (OHID: QOF, 2022). Figure 5.8 shows the trend for this indicator has been consistently lower than England and the South East since 2012/13.

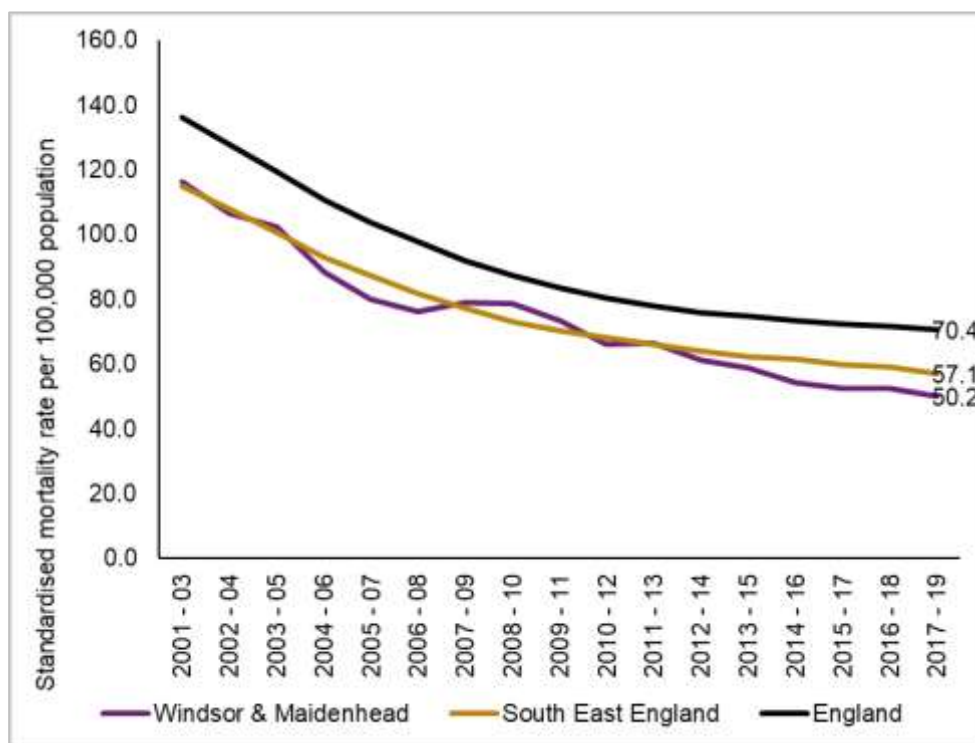
Figure 5.8: Stroke: QOF prevalence all ages in RBWM from 2012/13 to 2019/20



Source: OHID: QOF, 2021

5.54 The under 75 mortality rate for cardiovascular disease is 50.2 per 100,000 population, lower than England and South England figures (Figure 5.9).

Figure 5.9: Trendline of under 75 mortality rate from all cardiovascular diseases for RBWM, 2012/13 to 2018/19



Source: OHID, Local Authority Public Health Profiles, 2022

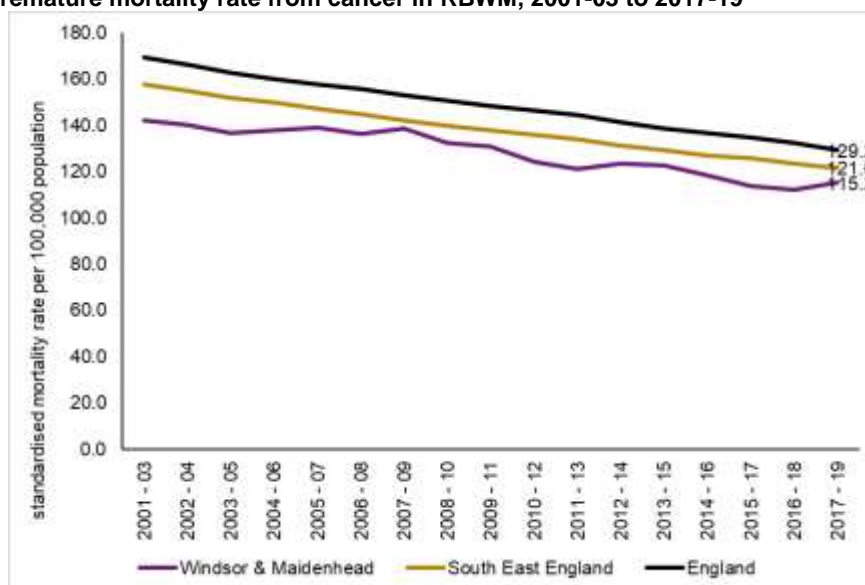
Cancer

5.55 Pharmacists can play an important role in the early detection and diagnosis of cancer. Raising awareness through public health campaigns and talking to patients about signs and symptoms of different cancers can result in earlier diagnosis and therefore better treatment options for patients.

5.56 The incidence of all cancers (standardised incidence ratio) for RBWM during the period 2014-2018 was 97.7, which is similar to an England standardised rate of 100. The incidence ratios of colorectal cancer, lung cancer and prostate cancer for RBWM are similar to those for England. However, the incidence ratio of breast cancer at 116.1 for RBWM is worse compared to the England rate of 100.

5.57 The premature mortality rate from cancer (i.e. under 75 years) in RBWM in 2017-2019 was 115 per 100,000 population, which is lower than the rate for England of 129, and similar to the rate of 122 for South East England (OHID, Local Authority Public Health Profiles, 2022). It has been on a downward trend over the last decade both locally and nationally (see Figure 5.10).

Figure 5.10: Premature mortality rate from cancer in RBWM, 2001-03 to 2017-19

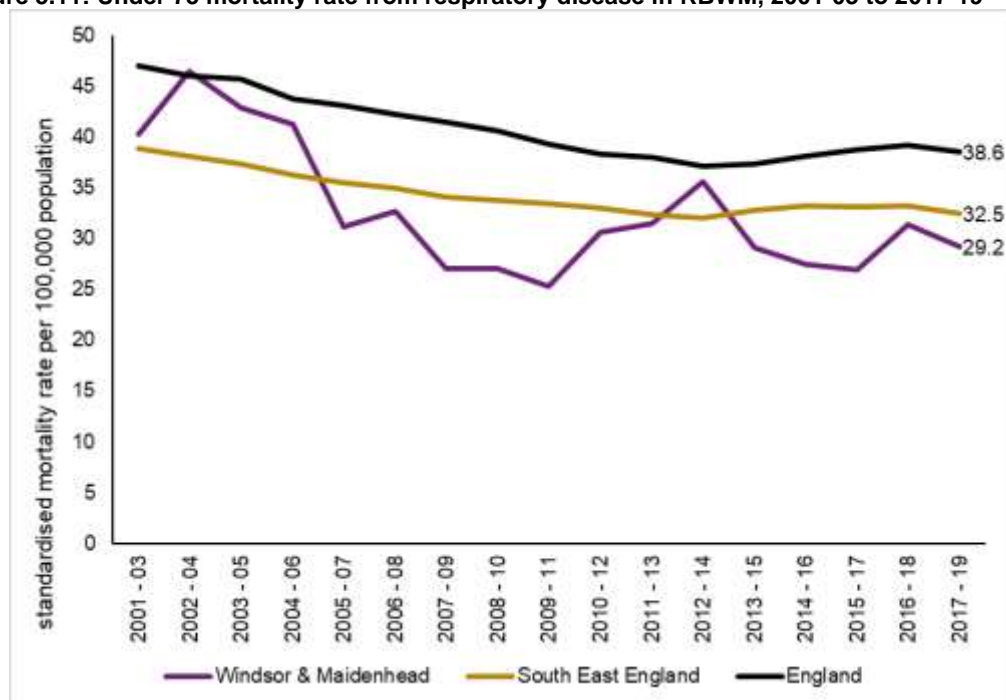


Source: OHID, Local Authority Public Health Profiles, 2022

Respiratory diseases

- 5.58** Respiratory disease is one of the top causes of death in England in under 75s. Respiratory diseases encompass flu, pneumonia, and chronic lower respiratory disease such as chronic obstructive pulmonary disease (COPD).
- 5.59** The under-75 mortality rate from respiratory disease for RBWM was 29.2 per 100,000 population in 2017-2019 (Figure 5.11), which is lower than the rate for England of 38.6 and similar to the South East England rate of 32.5 (OHID, Local Authority Public Health Profiles, 2022). Figure 5.10 shows the trend for RBWM, where rates have fluctuated over the years yet remained below the England and South East England rates since 2004-06.

Figure 5.11: Under 75 mortality rate from respiratory disease in RBWM, 2001-03 to 2017-19



Source: OHID, Local Authority Public Health Profiles, 2022

5.60 One of the major respiratory diseases is COPD. The rate for Emergency hospital admissions for COPD for persons over 35 years for RBWM in 2019/20 was 194, which is better than the rate for England of 415 and the rate for South East England of 295 (OHID, Local Authority Public Health Profiles, 2022). Helping people to stop smoking is key to reducing COPD and other respiratory diseases.

Summary of health needs

Overall, the people of RBWM enjoy a good level of health comparative to England and Regional averages. Life expectancy and healthy life expectancy are higher than regional and national figures for males and females.

Cancer, circulatory diseases, and respiratory diseases are the main causes of the gap in life expectancy between the most and least deprived areas for men; circulatory diseases and respiratory diseases are the biggest causes for women. Premature mortality figures for cancer, cardiovascular disease and respiratory diseases are lower than national figures, as were the prevalence of coronary heart disease, stroke, cancers, and COPD.

Chapter 6 – Patient and Public Engagement Survey

- 6.1** This chapter discusses the results of the patient and public engagement survey that was carried out in Berkshire between the period of 13th January 2022 until 4th March 2022. It will also provide an overview of the results specifically from RBWM. We will examine the health needs specific to protected characteristics and vulnerable groups that we have engaged with during this process, and the implications this may have on the PNA.
- 6.2** A “protected characteristic” means a characteristic listed in section 149(7) of the Equality Act 2010. There are also certain vulnerable groups that experience a higher risk of poverty and social exclusion than the general population. These groups often face difficulties that can lead to further social exclusion, such as low levels of education and unemployment or underemployment.
- 6.3** A community questionnaire was used to engage with residents to understand their use and experience of local pharmacies. This questionnaire was approved for use with the local population by the PNA Steering Group and the communication teams of each of the Berkshire local authorities.
- 6.4** The community questionnaire was disseminated via online platforms, social media and in person. Over the period from 13th January 2022 until the 4th of March 2022, Healthy Dialogues engaged with 1,789 residents across Berkshire, including 472 residents across RBWM.

RBWM communications engagement strategy

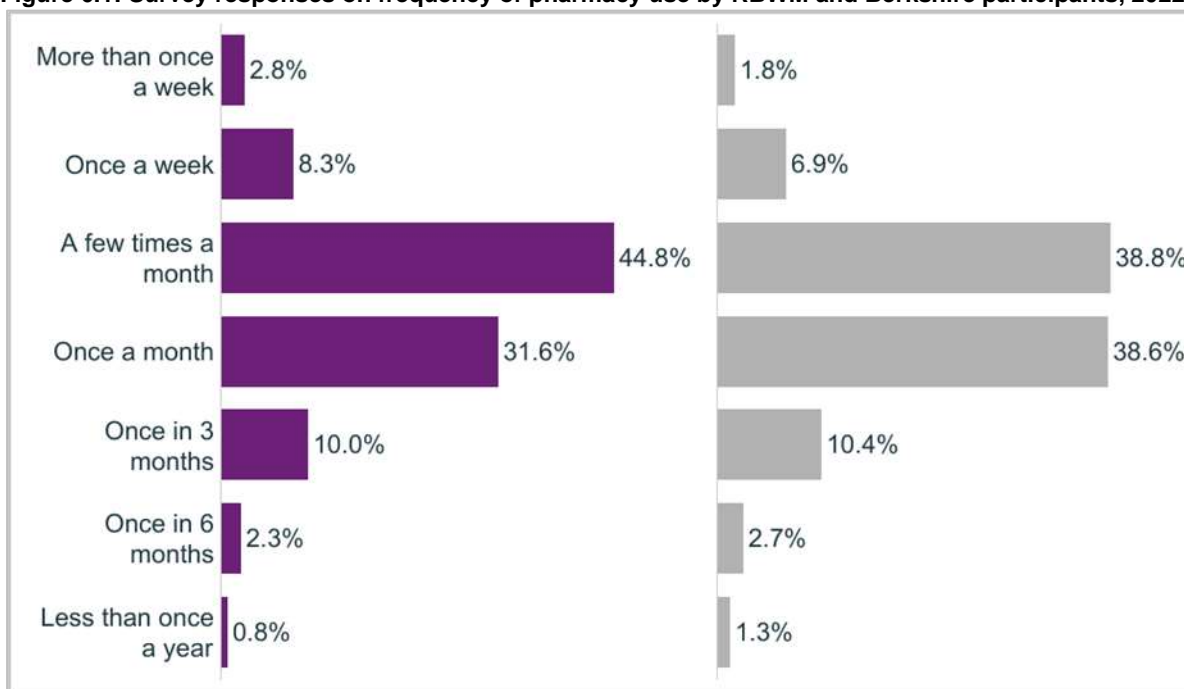
- 6.5** Working with the local authority communications teams, the survey was shared on social media platforms such as Facebook and Twitter, and on local resident e-newsletters. The survey was also published on the Berkshire Public Health webpage.
- 6.6** The RBWM communications team also shared the survey widely on social media platforms such as Facebook, Twitter, and Next Door. The team also circulated the survey through resident e-newsletters, members newsletters, and staff newsletters.

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- 6.7** Frimley Health and Care communications and engagement team published the survey on their website, shared the survey with patient participation groups and circulated through the GP-ebulletin.
 - 6.8** The RBWM community champions shared the survey with their community contacts and the survey was shared with Windsor Forest College to disseminate to their staff and students.
 - 6.9** The survey was also included on the Frimley Health and Care webpage under the engagement and survey sections.
 - 6.10** We were provided contact details for leads working with older people's groups, a community lead for ethnic minority groups, care home leads, sheltered housing leads, and young people's groups. The survey was shared with the relevant leads.

Results of the public engagement survey

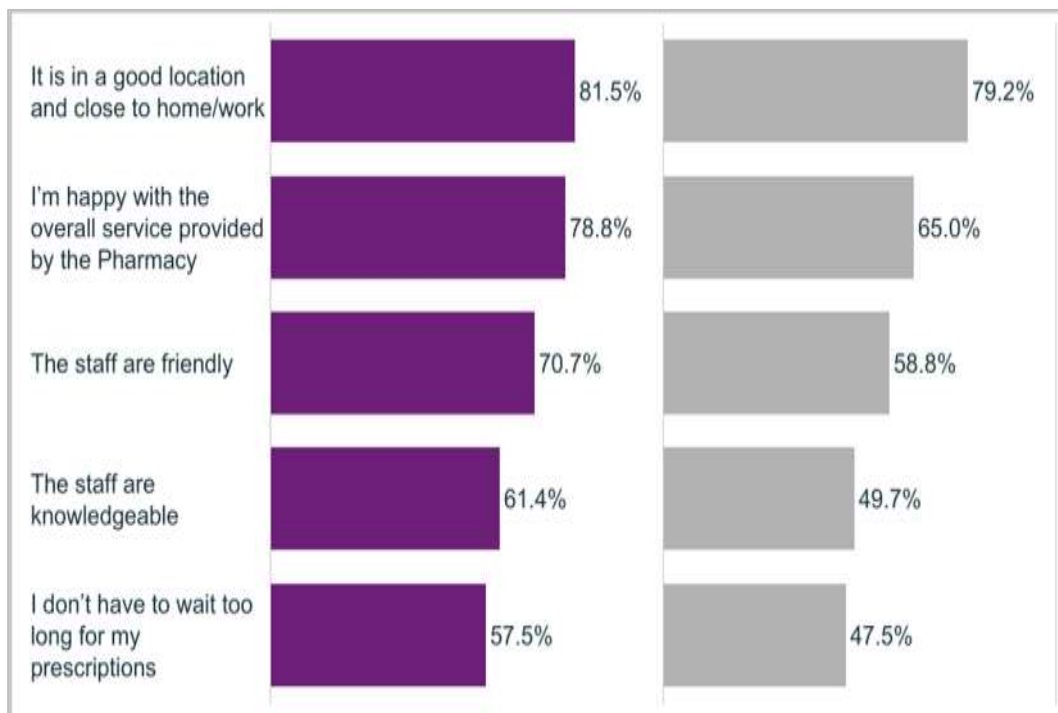
- 6.11** The survey results are shown below, comparing RBWM responses (shown in purple – number of responders =472) with Berkshire overall responses (shown in grey – number of responders = 1,789)
- 6.12** Across Berkshire, 38.8 % (691) respondents stated they use their pharmacy between a few times a month, and once a month 38.6% (687). Similarly, RBWM respondents used the pharmacy mostly a few times a month (44.8%), followed by once a month (31.6%).

Figure 6.1: Survey responses on frequency of pharmacy use by RBWM and Berkshire participants, 2022



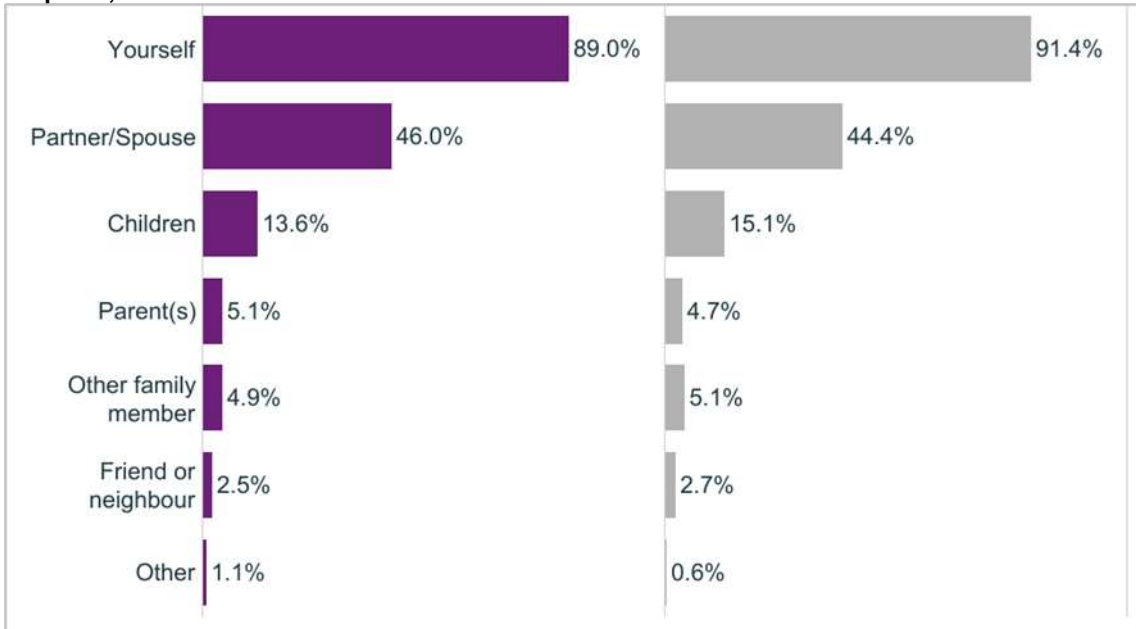
6.13 Most respondents across Berkshire (79.2%), and RBWM (81.5%), both stated their main reason for their choice of pharmacy is location and its proximity to their work/home, followed by the fact they were happy with the overall service provided by their pharmacy (71.8%) (Figure 6.2).

Figure 6.2: Survey responses on reasons for pharmacy choice by RBWM and Berkshire participants, 2022



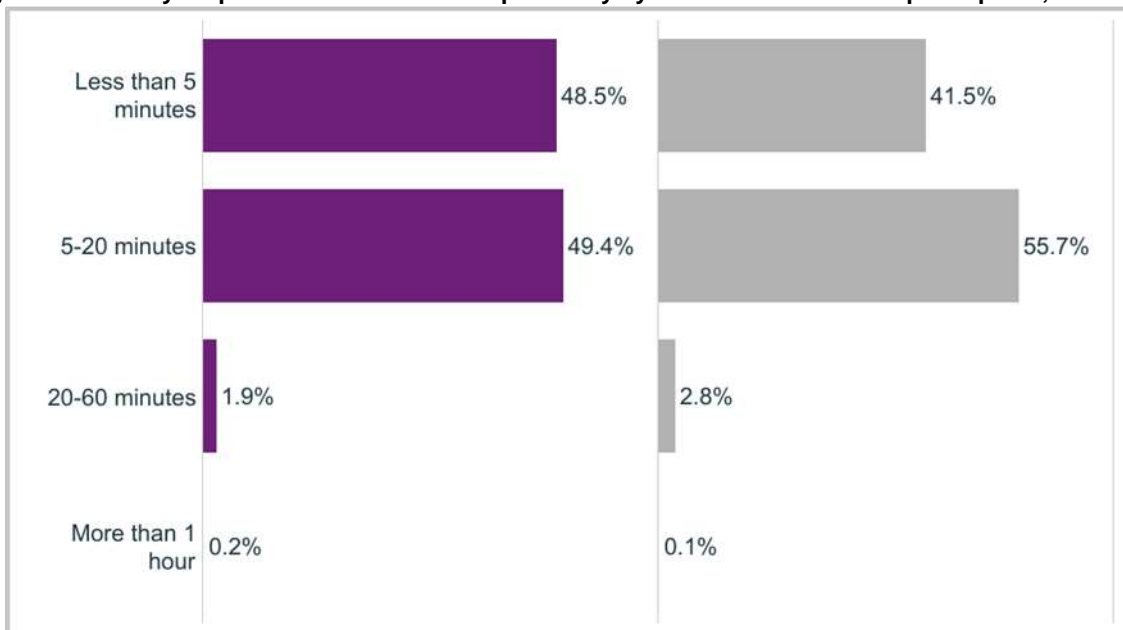
6.14 When asked who they use the pharmacy for, 89% and 91.4% of respondents use the pharmacy for themselves, across RBWM and Berkshire, respectively. Those living in RBWM also used their pharmacy for their partner/spouse (46 %) (Figure 6.3).

Figure 6.3: Survey responses on who they are using their pharmacy for by RBWM and Berkshire participants, 2022



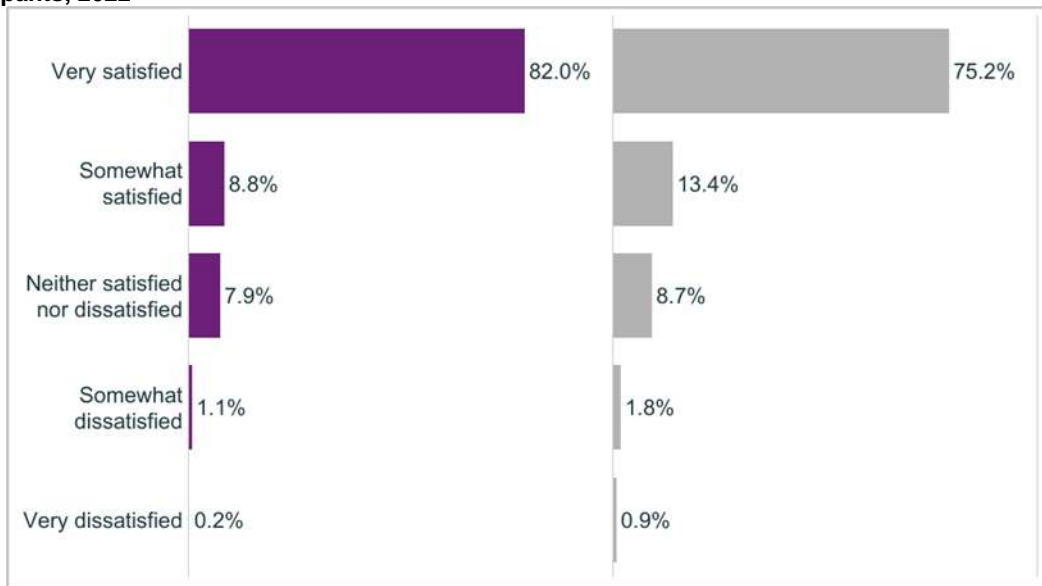
6.15 41.5 % of Berkshire respondents stated that it takes less than 5 minutes to travel to their pharmacy, and 55.7% stated it takes 5-20 minutes. Similarly, 48.5% (226) of respondents for RBWM stated less than 5 minutes, and 49.4% (230) of RBWM respondents answered that it takes 5 – 20 minutes to travel to their pharmacy.

Figure 6.4: Survey responses on travel time to pharmacy by RBWM and Berkshire participants, 2022



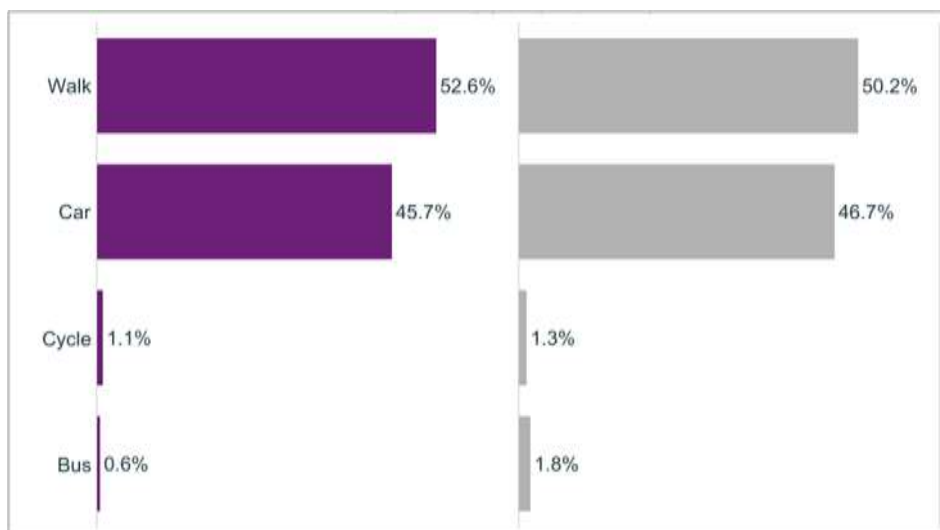
6.16 Majority of respondents across Berkshire and RBWM were very satisfied with their journey to their pharmacy, 75.2% and 82% respectively (Figure 6.5).

Figure 6.5: Survey responses on satisfaction of journey to pharmacy by RBWM and Berkshire participants, 2022



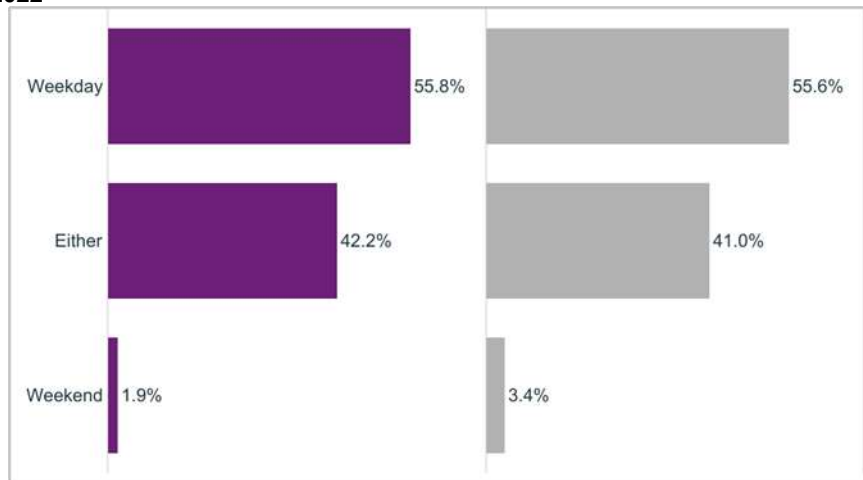
6.17 When asked how they usually travel to their pharmacy, 50.2% of Berkshire respondents walk to their pharmacy, and 46.7% of respondents used their car and to travel to their pharmacy. Similarly, 52.6% of RBWM respondents walk to their pharmacy and 45.7% use their car.

Figure 6.6: Survey responses on how they travel to their pharmacy by RBWM and Berkshire participants, 2022



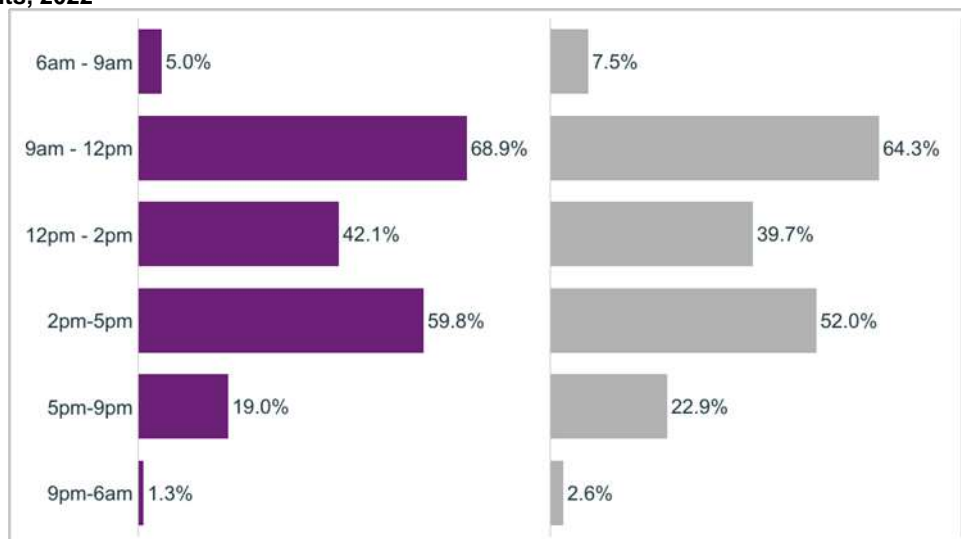
6.18 When asked when they preferred to go to their pharmacy, 55.6% (975) of Berkshire respondents and 55.5% (259) of RBWM respondents stated they used their pharmacy on weekdays.

Figure 6.7: Survey responses on preferred day to visit their pharmacy by RBWM and Berkshire participants, 2022



6.19 In terms of times, Berkshire respondents preferred to visit their pharmacy during normal working hours, the most popular times being between 9am- 12pm, followed by 2pm- 5pm (see figure 6.8). Similarly, RBWM respondents preferred between 9am - 12pm and 2-pm - 5pm. Note: respondents could select multiple responses for this survey question (see figure 6.8).

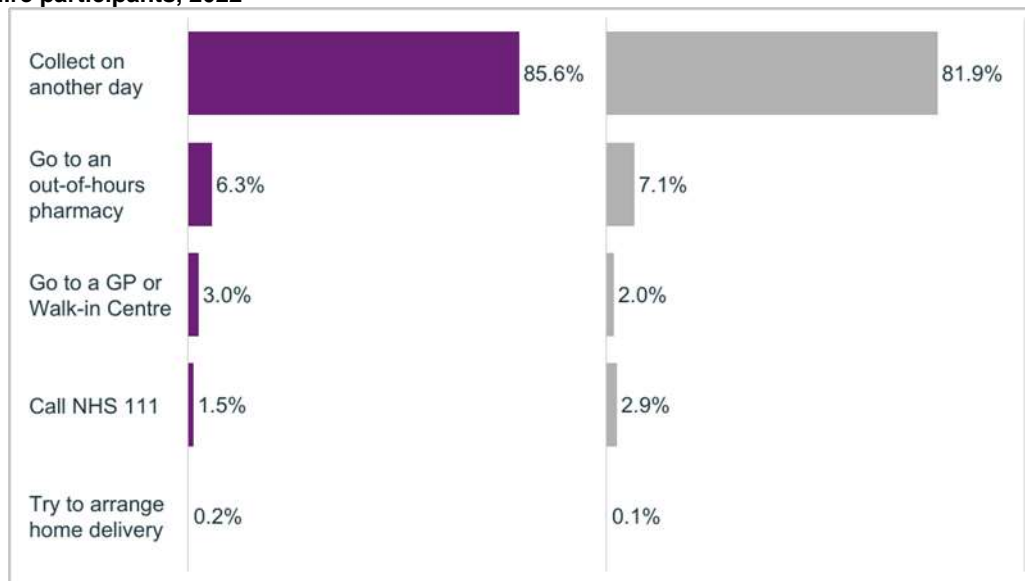
Figure 6.8: Survey responses on preferred time of day to visit their pharmacy by RBWM and Berkshire participants, 2022



6.20 When asked what you do if you cannot access the pharmacy, 81.9% of Berkshire respondents answered that they collect on another day, followed by 7.1% stating they would go to an out-

of-hours pharmacy. Alike, across RBWM, 85.6% respondents would collect another day and 6.3% go to an out-of-hours pharmacy.

Figure 6.9: Survey responses on what they do if they cannot access the pharmacy by RBWM and Berkshire participants, 2022



6.21 Of the 472 RBWM respondents, 151 left a comment on what services they would like to see available in their pharmacy. The top three services the public would like to see within their pharmacy were:

- Blood checks, including blood tests, and pressure checks (92%)
- Vaccinations, including COVID-19 related vaccines, flu vaccines, travel vaccines, vitamin B12 vaccine (99%)
- Minor ailments / Prescribing service (47%)

Equality impact assessment

6.22 This next section explores the RBWM survey responses by different groups representing protected characteristics, looking at where there are similarities and differences between groups.

6.23 We acknowledge that survey data generally is biased in terms of how representative it is at a whole population level as certain population groups and individuals are more likely to respond than others and therefore do not usually offer a representative view but are one of several indicators used to identify need. This applies to the PNA too and the engagement strategy was used to target protected characteristics groups that were considered a priority by local

stakeholders in terms of their use of pharmaceutical services. The response rate for some of the protected characteristics groups is still low but has been included to summarise the responses received; conclusions cannot be drawn from this data as the findings may not represent the overall view of that segment of RBWM's population

Age

- 6.24** Pharmacies provide essential services to all age groups such as dispensing, promotion of healthy lifestyles and signposting patients to other healthcare providers. They provide services to vulnerable adults and children and are required to be aware of the safeguarding guidance and local safeguarding arrangements.
- 6.25** To understand any differences between groups, we carried out analysis by grouping together age groups. We compared differences between those aged over 65 (n=272), and individuals aged 65 and under (n=198). Two respondents did not state their age.
- 6.26** No differences were found between the two groups and frequency of visiting the pharmacy usually a few times a month, or at least once a month.
- 6.27** Those aged over 65 were more likely to choose their pharmacy based on their overall satisfaction with the service (83%), compared to the 65 and under group (72.7%), whilst those 65 and under chose their pharmacy based on being within a convenient location (84.8%), compared to respondents over 65 (78.7%). No significant differences were found.
- 6.28** Respondents generally used the pharmacy for themselves or spouse, but those aged 65 and under were also more likely to use their pharmacy for their children (28.8%), compared to respondents over 65 (2.2%).
- 6.29** Most respondents travelled to their pharmacy by car or walking, and there were no differences in the mode of transport. For, those aged 65 and under, most stated that it took them less than 5 minutes to travel to their pharmacy (57.4%), compared to respondents aged over 65 taking them between 5-20 minutes (54.6%).
- 6.30** Though most respondents preferred to visit their pharmacy on either weekday or weekend, there was a slightly higher preference to visit the pharmacy on a weekday across both age groups.

6.31 Most respondents preferred to use their pharmacy during working hours of 9am-5pm with the most popular response across both sub-groups selecting 9am – 12pm. A small percentage of 65 and under (37.3%) also had a preference to use their pharmacy during 5pm-9pm.

Ethnicity

6.32 When analysing for results around ethnicity on pharmacy usage, a small number of respondents were from an ethnic minority background.

Figure 6.10: Breakdown of ethnicity of RBWM respondents, 2022



6.33 No differences were found between groups in terms of frequency of visiting the pharmacy or reasons for chosen pharmacy.

6.34 For most respondents across all ethnic groups, travel time to a pharmacy was less than 5 minutes, or at least between a 5–20-minute walk or car journey away. Respondents were very satisfied with their journey, with a preference to go to a pharmacy on a weekday.

6.35 No differences were found in terms of time of day to visit pharmacy with the most popular response being between the hours of 9am – 12pm, and 12pm – 2pm.

6.36 Most respondents across the ethnic groups used the pharmacy for themselves or their spouse/partner, however those from an Asian background were also more likely to use their pharmacy for their children (40%), compared to any other ethnic group.

Gender

- 6.37 315 (66.7%) respondents were female, 148 (31.4%) were male, and 9 (1.9%) did not state.
- 6.38 No differences were found across genders in terms of frequency of visits and reasons for choosing their pharmacy.
- 6.39 For most respondents travel time was less than 5 minutes, or between 5-20 minutes by walking or by car, with a preference to go on a weekday during working hours of 9am – 5pm, and more specifically between 9am – 12pm.
- 6.40 Generally, respondents used their pharmacy for themselves, or their spouse/ partner, but female respondents were also more likely to use their pharmacy for their children too (16.2%), compared to their male counterpart (7.4%).

Pregnancy

- 6.41 Four (0.9%) respondents were pregnant at the time this survey was live.
- 6.42 No differences were found amongst those who were pregnant and not pregnant in terms of frequency and preferred time for visiting their pharmacy, reasons for their choice of pharmacy or mode of travel.
- 6.43 Most residents used the pharmacy for themselves or spouse/ partner, and those pregnant were also more likely to use the pharmacy for their children (50%).

Breastfeeding

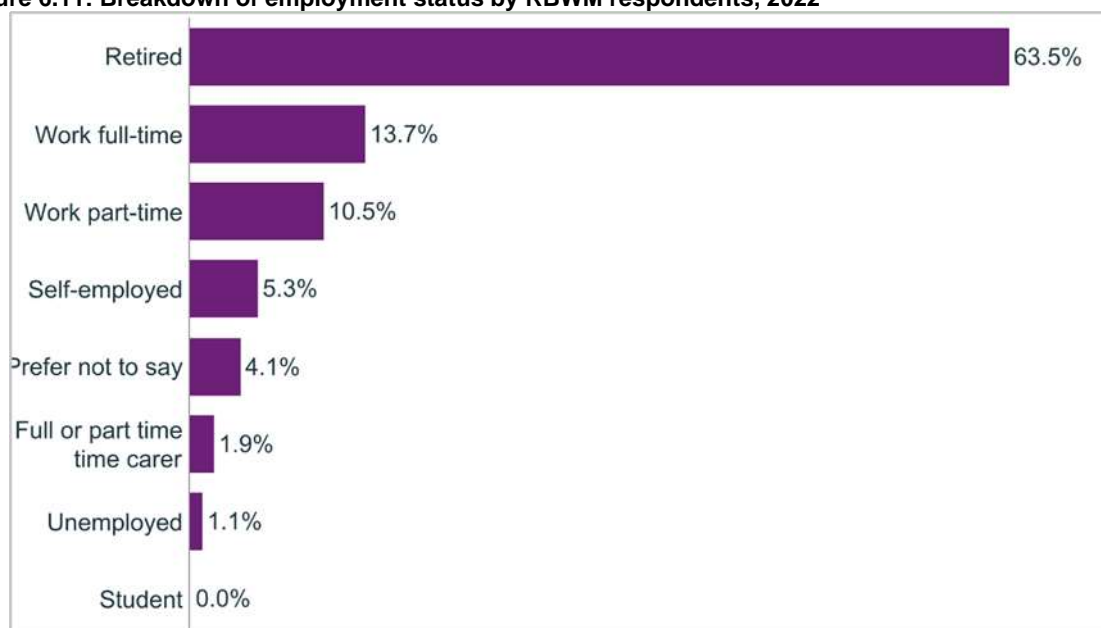
- 6.44 Four (0.9%) respondents were breastfeeding at the time this survey was live.
- 6.45 No differences were found amongst those who were pregnant and not pregnant in terms of frequency of visiting pharmacy, reasons for using their chosen pharmacy, travel time, mode of travel and preferred time of use.
- 6.46 Though respondents who were breastfeeding only made a small % of the responses, those who were breastfeeding preferred to visit their pharmacy during later hours at 2pm – 5pm (100%), and 5pm – 9pm (100%), and those who were not breastfeeding preferred to visit their pharmacy during 9am-12pm (68%), and 2pm – 5pm (60%).

6.47 Those who were breastfeeding were also more likely to use the pharmacy for their children (50%, compared to those who were not (13.4%).

Employment status

6.48 A breakdown of employment status showed that over half (63.5%) of the respondents were retired, 29.5% were in employment (this included, full-time, part-time, and self-employment), 1.9% respondents were carers, and 1.1% were unemployed. 4.1% preferred not to state (Figure 6.11).

Figure 6.11: Breakdown of employment status by RBWM respondents, 2022



6.49 When analysing frequency of visiting the pharmacy, those who were carers were more likely to visit their pharmacy a few times a week (44.4%). No other differences were found in terms of frequency of use with most respondents using their pharmacy a few times a week or at least once a month.

6.50 For most respondents across the employment groups there were no differences in reasons for chosen pharmacy basing this on being within a convenient location, and overall satisfaction with the service, with a travel time being less than 5-minutes' walk or a car journey away.

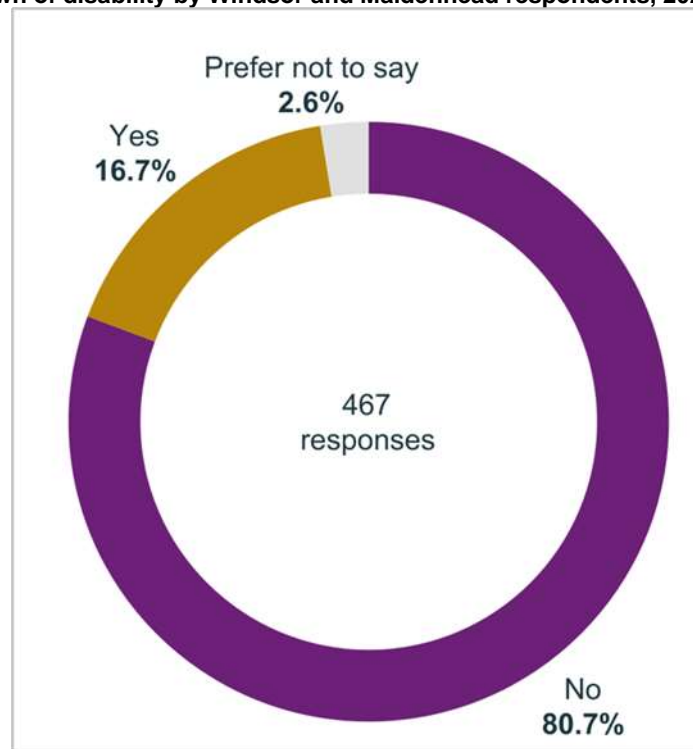
6.51 Most respondents were happy to use their pharmacy on either the weekend or weekday, during hours between 9am – 9pm, with the most popular time being 9am-12pm.

6.52 Most respondents across the employment status groups used the pharmacy for themselves, and their spouse/ partner, but those who were carers were more likely than any other group to use the pharmacy for their children (66.7%), followed by spouse/ partner (55.6%).

Disability or impairment

6.53 467 respondents answered whether they had a disability or not, of which 78 (16.7%) said that they do, 377 stated that they did not (80.7%), and 12 (2.6%) preferred not to state.

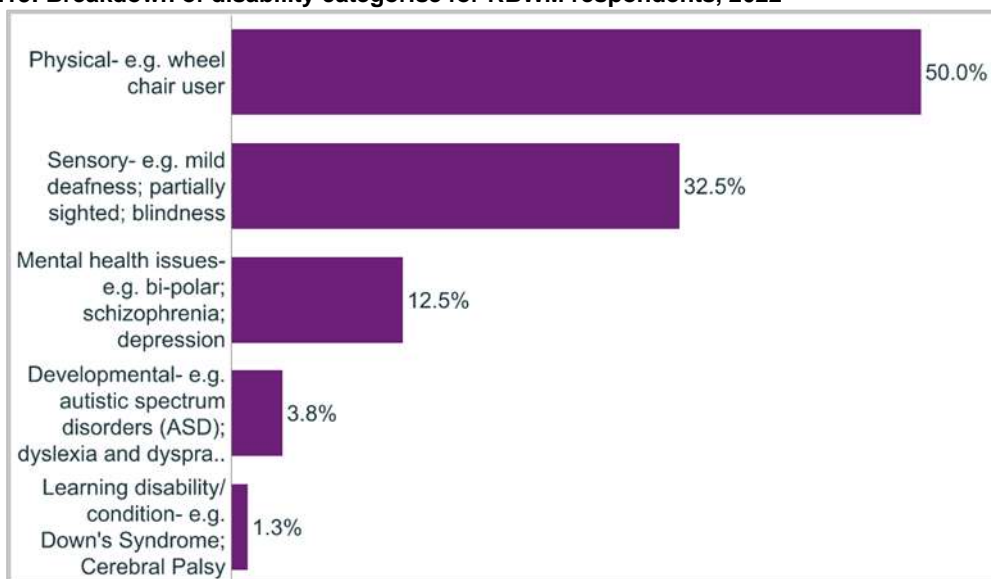
Figure 6.12: Breakdown of disability by Windsor and Maidenhead respondents, 2022



6.54 The survey categorised disabilities into six main groups (Figure 6.13):

1. Physical e.g., wheelchair user
2. Mental health e.g., bipolar disorder, schizophrenia, depression
3. Sensory e.g., mild deafness, partially sighted, blindness
4. Learning disabilities e.g., Down Syndrome
5. Developmental e.g., Autistic spectrum disorder, dyslexia, dyspraxia
6. Other

Figure 6.13: Breakdown of disability categorise for RBWM respondents, 2022



6.55 No significant differences were found between groups of this protected characteristic in terms of frequency of pharmacy use, and the primary reason for chosen pharmacy.

6.56 Respondents with a disability or impairment and respondents without, mainly used the pharmacy for themselves, with a preference for the weekday, and a preference for times between 9am – 12pm, and 2pm- 5pm.

Sexual orientation

6.57 389 (82.4%) of respondents were heterosexual, 73 (15.5%) did not state, 8 (1.7%) were bisexual and 2 (0.4%) were gay man or gay/ lesbian woman (Figure 6.14).

Figure 6.14: Breakdown of sexual orientation of Windsor and Maidenhead respondents, 2022



6.58 Across groups of sexual orientation, no differences were found in terms of frequency of visiting pharmacy, or reasons for chosen pharmacy which was largely based on location of pharmacy and overall satisfaction with service.

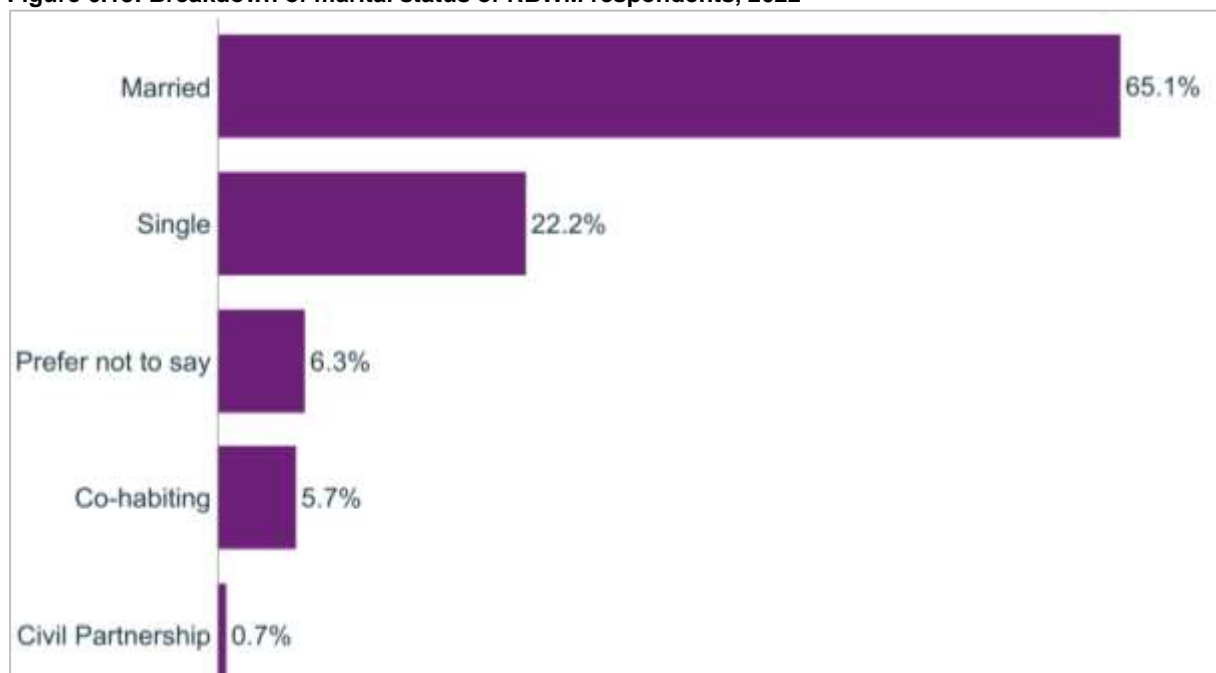
6.59 No significant differences were found for who it was used for which was for themselves or spouse/partner. Heterosexual respondents also used the pharmacy for their children (13%).

6.60 No differences were found with travel time to pharmacy being under less than 5 minutes away, and mode of travel to pharmacy primarily by walking or car. There were also no differences in terms of preference of day of visiting pharmacy, and preferences for time of day was usually between 9am – 12pm, and 2pm- 5pm.

Relationship status

6.61 299 (65.1%) of respondents were married, 102 (22.2%) were single, 29 (6.3%) preferred not to state, 26 (5.7%) were co-habiting, and 3 (0.7%) were in a civil partnership (Figure 6.15).

Figure 6.15: Breakdown of marital status of RBWM respondents, 2022



- 6.62** No significant differences were found between relationship status groups in terms of frequency of pharmacy use, with the most popular response being a few times a month, or at least once a month, and the primary reason for chosen pharmacy was as it was within a convenient location, and overall satisfaction with service.
- 6.63** Travel time for most respondents was less than 5 minutes to a pharmacy, and most were very satisfied with their journey.
- 6.64** Whilst all respondents used the pharmacy for themselves, across all groups the pharmacy was also used for their spouse/ partner.
- 6.65** Preference for day tended to be the weekday for most respondents across the groups, with the most popular time to visit pharmacy during the hours between 9am – 12pm, or 2pm – 5pm.
- 6.66** No differences were found between this protected characteristic and pharmacy usage.

Summary of the patient and public engagement survey

Patient and public engagement in the form of a survey was undertaken to understand how people use their pharmacies, what they use them for and their views of the pharmacy provision. It included an exploration of the health needs specific to protected characteristics and vulnerable groups.

472 residents and workers of RBWM responded to this survey and overall, participants were happy with the services their pharmacy provided.

The findings of RBWM were similar to that of the overall results of Berkshire. Within RBWM, most respondents visited their pharmacy a few times a month, or at least once a month, and chose their pharmacy based on being within a convenient location, and overall satisfaction with service. Journey time for most was less than a 5 minute, or within a 5 – 20-minute journey by walking or by car. Majority of the respondents used their pharmacy for themselves, or for their partner or spouse. Most respondents preferred to use their pharmacy on a weekday, but given the choice, they would use their pharmacy on either weekday or weekend. Though most respondents used their pharmacy during working hours of 9am – 5pm, the most popular times to visit the pharmacy was between the hours of 9am – 12pm, and 2pm – 5pm.

No different needs for people who share a protected characteristic in RBWM were found.

The main services respondents would like to see within their pharmacy were blood checks, including blood tests, and blood pressure checks, vaccinations, including COVID-19 related vaccines, flu vaccines, travel vaccines, vitamin B1, and minor ailments/ prescribing.

Chapter 7 - Provision of pharmaceutical services

7.1 This chapter identifies and maps the current provision of pharmaceutical services to assess the adequacy of provision of such services. Information was collected up until July 2022.

7.2 It assesses the adequacy of the current provision of necessary services by considering:

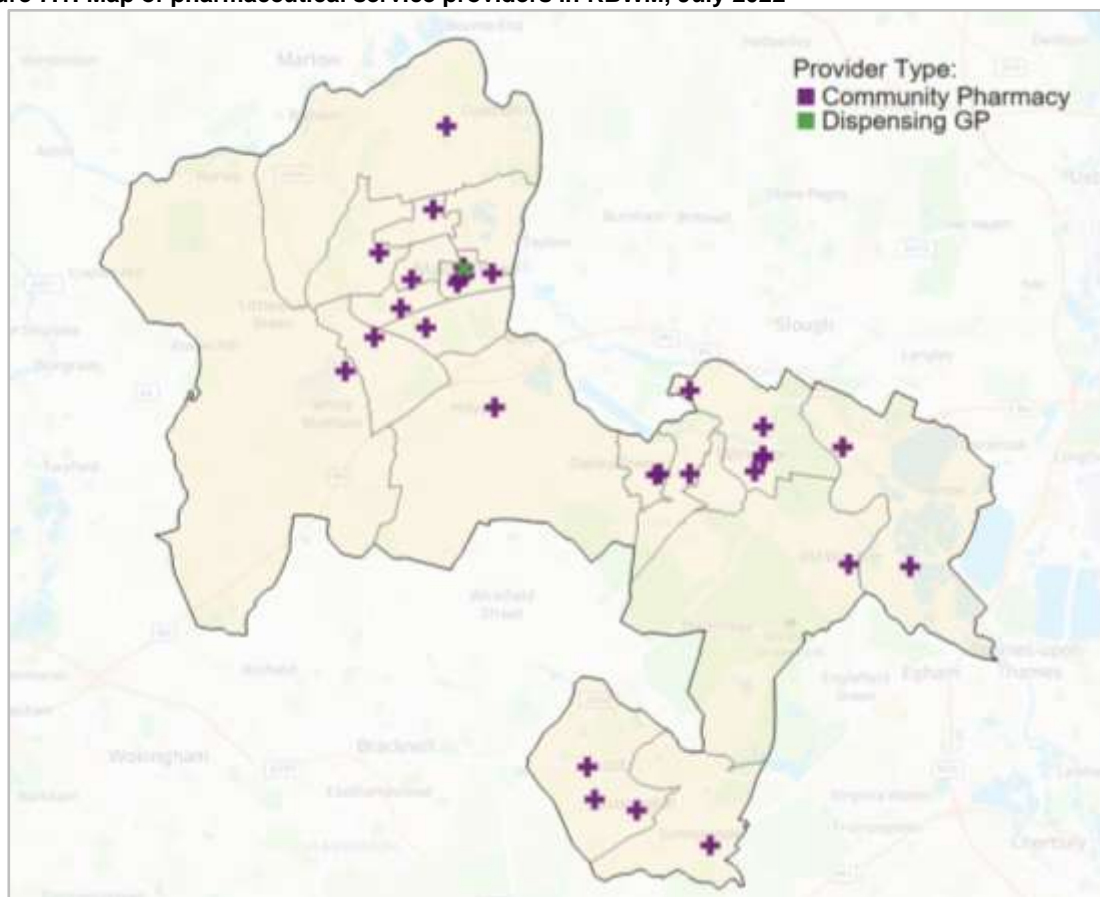
- Different types of pharmaceutical service providers
- Geographical distribution and choice of pharmacies, within and outside the borough
- Opening hours
- Dispensing
- Pharmacies that provide essential, advanced, enhanced, and other NHS services

7.3 In addition, this chapter also summarises pharmaceutical contractors' capacity to fulfil identified current and future needs in the RBWM.

Pharmaceutical Service Providers

7.4 As of July 2022, there are currently 29 pharmacies in RBWM that hold NHS contracts, all of which are community pharmacies. They are presented in the map in Figure 7.1 below. All the pharmacy providers in the borough as well as those within 1 mile of its border are also listed in Appendix A.

Figure 7.1: Map of pharmaceutical service providers in RBWM, July 2022



Source: Contractor Survey and NHS England, 2022

Community pharmacies

- 7.5** The 29 community pharmacies in RBWM equates to 1.9 community pharmacies per 10,000 residents (based on a 2022 population estimate of 151,273). This ratio is just below the England average of 2.2 based on 2014 data (LGA, 2022⁴²).

Dispensing appliance contractor

- 7.6** A dispensing appliance contractor (DAC) is a contractor that specialises in dispensing prescriptions for appliances, including customisation. They cannot dispense prescriptions for drugs. There are no DACs on RBWM's pharmaceutical list.

⁴² Local Government Association: LG Inform. Ratio of pharmacies per 10,000 population (Snapshot: 29 November 2014) https://lginform.local.gov.uk/reports/lgastandard?mod-area=E92000001&mod-group=DEFRA2009_OtherUrbanList&mod-metric=3707&mod-type=namedComparisonGroup (Accessed in December 2022).

GP dispensing practices

- 7.7** Dispensing doctors provide services to patients where there are no community pharmacies or access is restricted, mainly in rural areas. One of the requirements for the service is that patients live in a controlled locality. Controlled localities are defined by HWBBs in line with regulations and after consideration of a wide range of factors, including being more than 1 mile from pharmacy premises. There is one dispensing GP practice in RBWM; Claremont Holyport Surgery, which has a dispensing list size of 11. Its location is shown in Figure 7.1 above.

Distance selling pharmacies

- 7.8** There are no distance selling pharmacies in RBWM.

Local pharmaceutical services

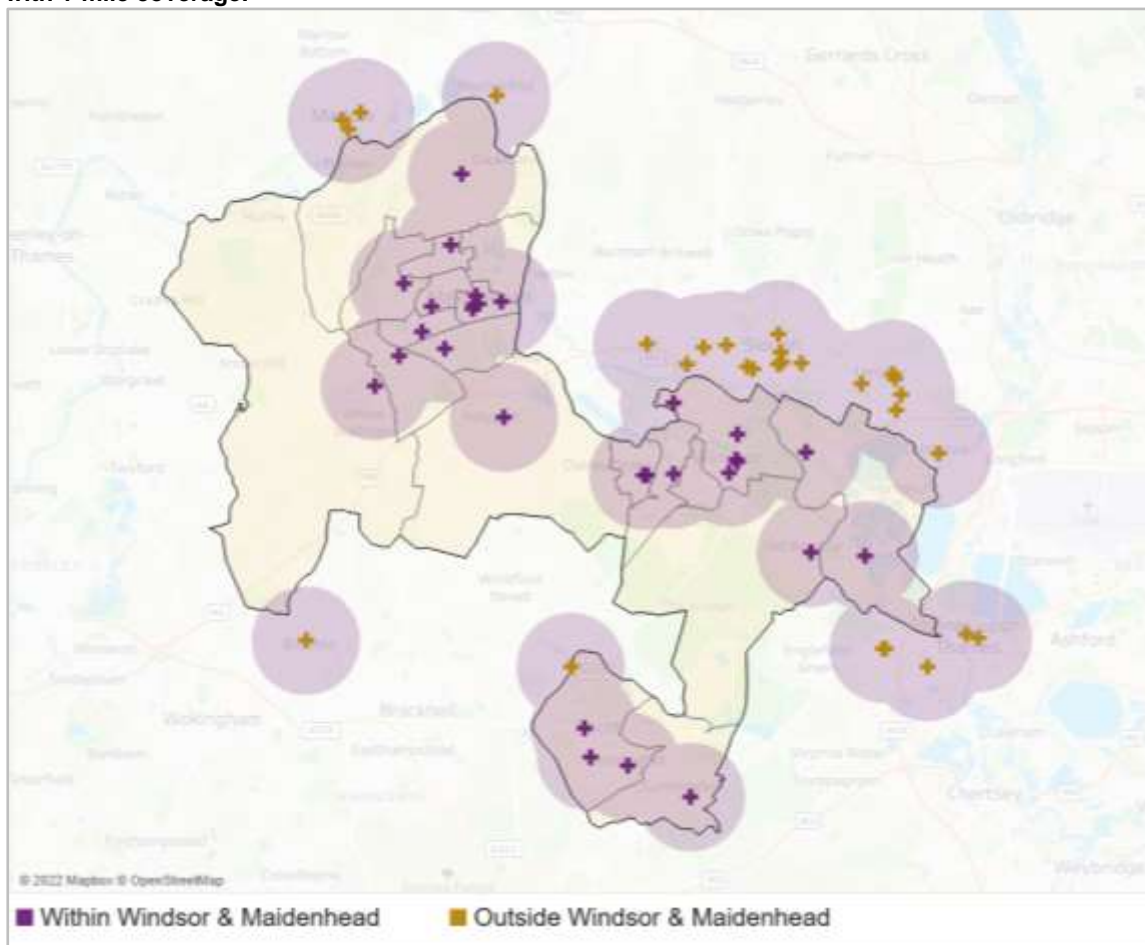
- 7.9** There are no Local Pharmaceutical Service (LPS) contracts within RBWM. A local pharmaceutical services contract allows NHS England and NHS Improvement to commission services that are tailored to meet specific local requirements.

Accessibility

Distribution and choice

- 7.10** Based on the public survey results presented in Chapter 6, the PNA Steering Group agreed that the maximum distance for residents in RBWM to access pharmaceutical services, should be no more than 1 mile. This distance equates to about a 20-minute walk. If residents live within a rural area, 20 minutes by car is considered accessible.
- 7.11** Figure 7.2 shows the 29 community pharmacies located in RBWM. In addition to the pharmacies within RBWM, there are another 28 pharmacies located within 1 mile of the borough's border that are considered to serve RBWM's residents. These have been included in the pharmacies shown in Figure 7.2 as well as in Appendix A.

Figure 7.2: Distribution of community pharmacies in RBWM and within 1 mile of the borough boundaries, with 1-mile coverage.

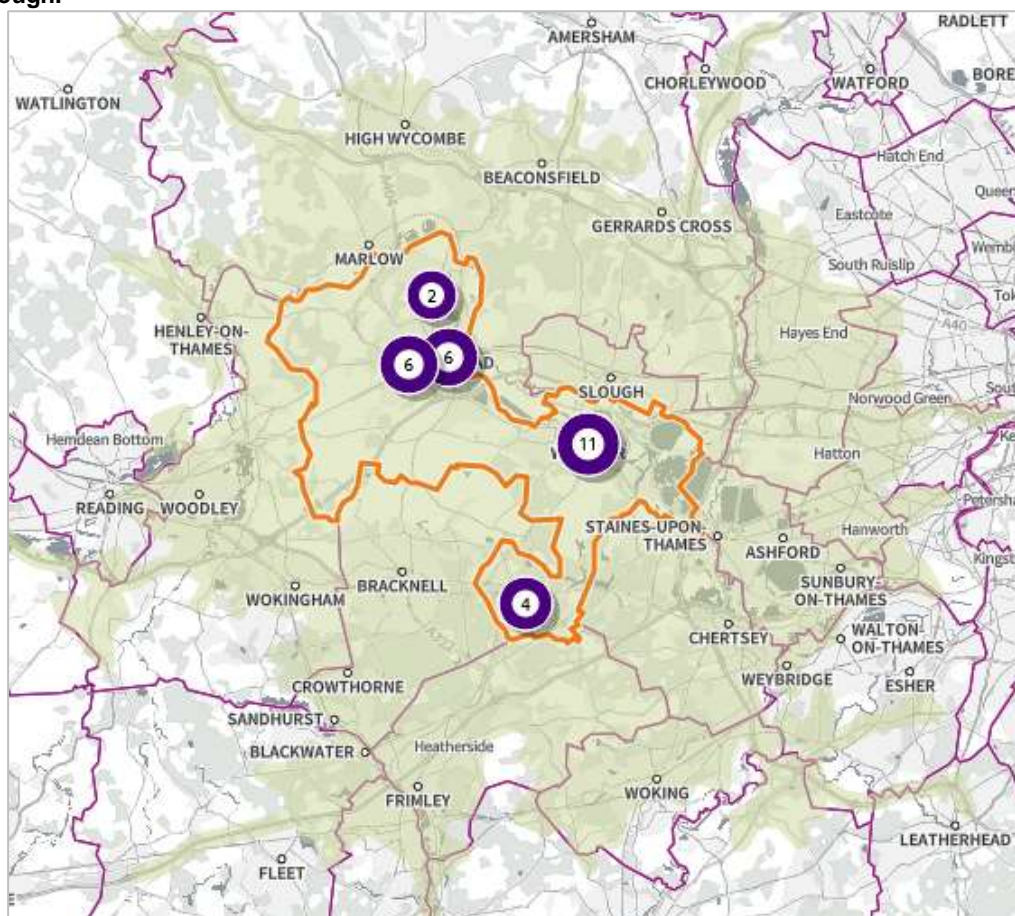


Source: Contractor Survey and NHS England, 2022

7.12 This shows that a large proportion of the borough is within 1 mile of a pharmacy. The most prominent exceptions are within the rural wards of Hurley & Walthams and Old Windsor where the population density is very low and housing development is limited. In total, 5,681 RBWM residents are not within one mile of a pharmacy (OHID, Strategic Health Asset Planning and Evaluation Atlas Tool, 2022).

7.13 Despite some residents not being within a mile of a pharmacy, all residents in RBWM can reach a pharmacy within 20 minutes if travelling by car. Figure 7.3 presents the coverage of the RBWM pharmacies in consideration of 20-minutes travel time by car. Coverage of the pharmacies is presented in green, RBWM is bordered in Orange. A total of 1,661,672 people in and outside the borough can reach a RBWM pharmacy within 20 minutes if travelling by car (OHID, SHAPE Atlas Tool, 2022).

Figure 7.3: Areas covered by 20-minute travel time by car to a RBWM pharmacy from within and outside the borough.



Source: OVID, Strategic Health Asset Planning and Evaluation Atlas Tool, 2022

7.14 The geographical distribution of the pharmacies by electoral ward and the pharmacy to population ratio is shown in Figure 7.4 and Table 7.1. As seen, apart from Clewer East, all wards have at least one pharmacy within them.

Table 7.1: Distribution of community pharmacies by ward

Ward	Number of Community Pharmacies	Population Size	Community Pharmacies per 10,000
Eton & Castle	5	12,811	3.90
St Mary's	4	7,421	5.39
Ascot & Sunninghill	3	11,766	2.55
Datchet, Horton & Wraysbury	2	9,991	2.00
Clewer & Dedworth West	2	6,974	2.87
Sunningdale & Cheapside	1	6,624	1.51
Riverside	1	7,239	1.38
Pinkneys Green	1	7,515	1.33
Oldfield	1	7,087	1.41
Old Windsor	1	7,517	1.33
Hurley & Walthams	1	6,279	1.59
Furze Platt	1	7,638	1.31

Cox Green	1	7,568	1.32
Clewer & Dedworth East	1	8,346	1.20
Bray	1	7,649	1.31
Boyn Hill	1	7,473	1.34
Bisham & Cookham	1	6,706	1.49
Belmont	1	7,803	1.28
Clewer East	0	6,866	0.00
Borough Total	29	151,273	1.92

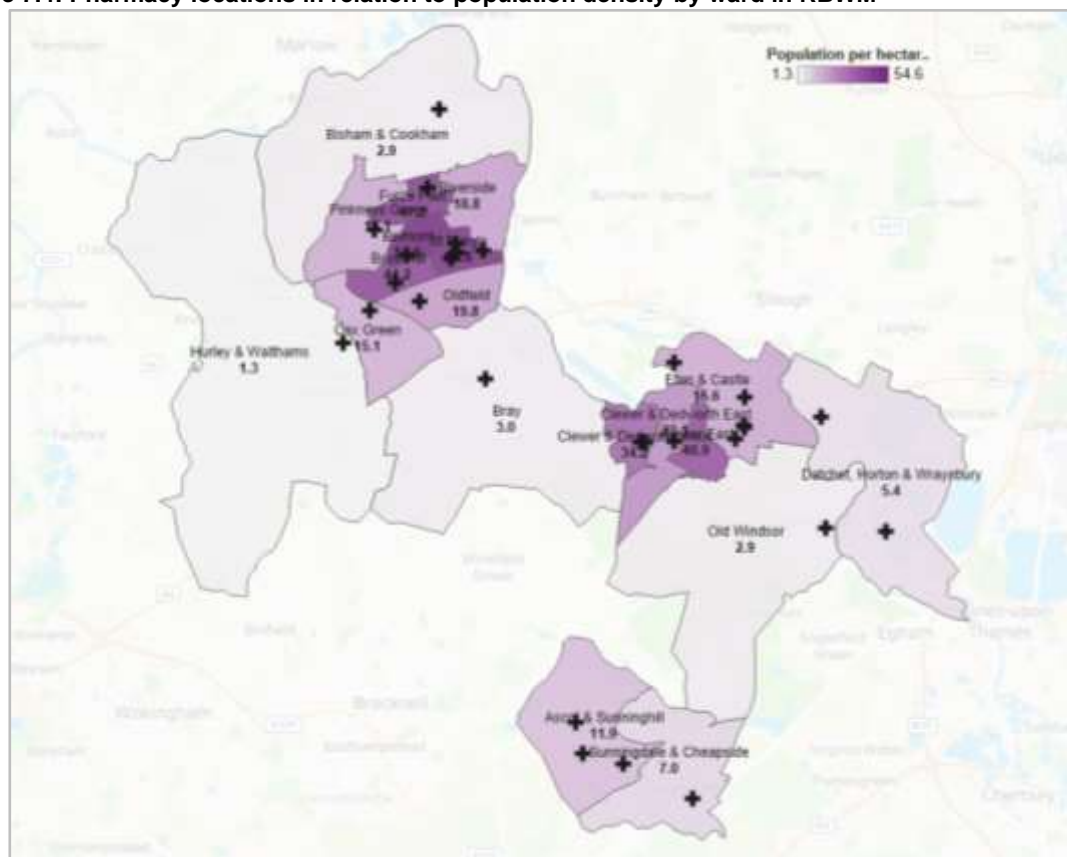
Sources: ONS (2020 mid-year estimates) and NHSE

- 7.15** Residents tend to fill their prescriptions at local pharmacies. NHSE data shows that in 2020-21, 84.8% (1,703,035) of items prescribed by GPs in RBWM were dispensed by community pharmacies in the borough. The next largest borough where prescriptions from RBWM were dispensed were Bracknell Forest and Slough (5.6% and 2.5% respectively).

Pharmacy Distribution in relation to population density

- 7.16** The population density map below indicates that the community pharmacy premises are in areas of highest population density and a small number of pharmacies were identified in areas with the lower population densities.
- 7.17** Proposed new dwelling developments to be completed in the lifetime of this PNA are mostly within St. Mary’s, Oldfield, and Ascot & Sunninghill wards (the largest being The Landing in King Street/Queen Street, and York Road, within St. Mary’s ward). These wards have good provision of pharmacies.

Figure 7.4: Pharmacy locations in relation to population density by ward in RBWM



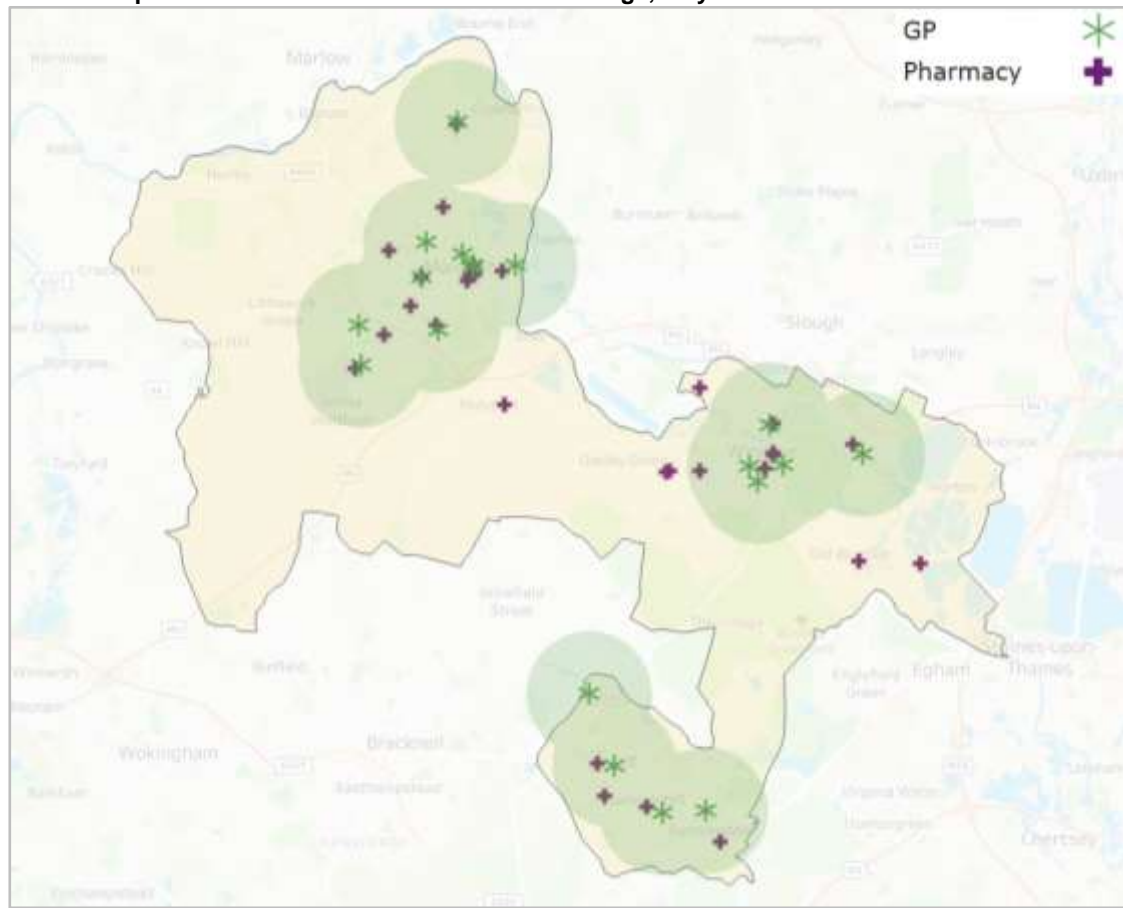
Sources: ONS (2020 mid-year estimates) and NHSE

Pharmacy Distribution in relation to GP surgeries

- 7.18** As part of the NHS Long Term Plan⁴³ all general practices were required to be in a primary care network (PCN) by June 2019. There are 19 GP member practices across three PCNs in RBWM. There is an additional GP practice within Maidenhead that is not currently a member of a PCN.
- 7.19** Each of these networks have expanded neighbourhood teams which will comprise of a range of healthcare professionals including GPs, district nurses, community geriatricians, Allied Health Professionals, and pharmacists. It is essential that community pharmacies can fully engage with the PCNs to maximise service provision for their patients and residents.
- 7.20** There is a pharmacy within accessible distance of all GP practices in RBWM. Figure 7.5 shows that there is a pharmacy within a mile of all GP practices in the borough.

⁴³ NHS England (2019). *The NHS long term plan*. London, England

Figure 7.5: GP practices in RBWM and their 1-mile coverage, July 2022



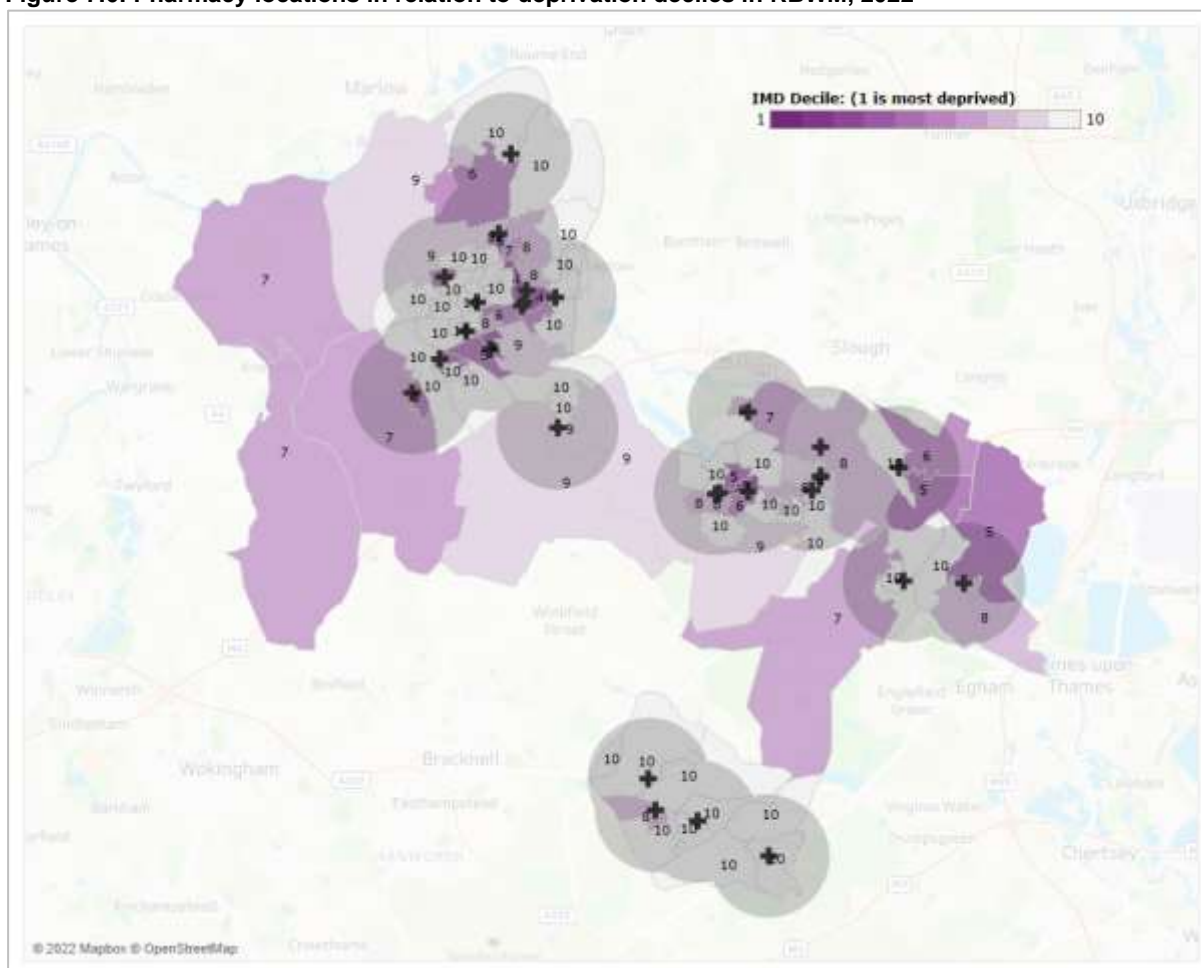
Source: NHS England, 2022

7.21 The PNA steering group is not aware of any firm plans for changes in the provision of Health and Social Care services within the lifetime of this PNA.

Pharmacy Distribution in relation to Index of Multiple Deprivation

7.22 RBWM is among the 10% least deprived local authority areas in England, however there are pockets of relative deprivation within the Royal Borough. Some neighbourhoods within Windsor Town Centre (Clewer North ward) and Maidenhead Town Centre (St Mary's, Oldfield, and Belmont wards) are in the 20% to 40% most deprived neighbourhoods nationally. These neighbourhoods are well served by community pharmacies. Figure 7.6 presents pharmacy locations in relation to deprivation deciles.

Figure 7.6: Pharmacy locations in relation to deprivation deciles in RBWM, 2022



Source: MHCLG & NHSE

Opening hours

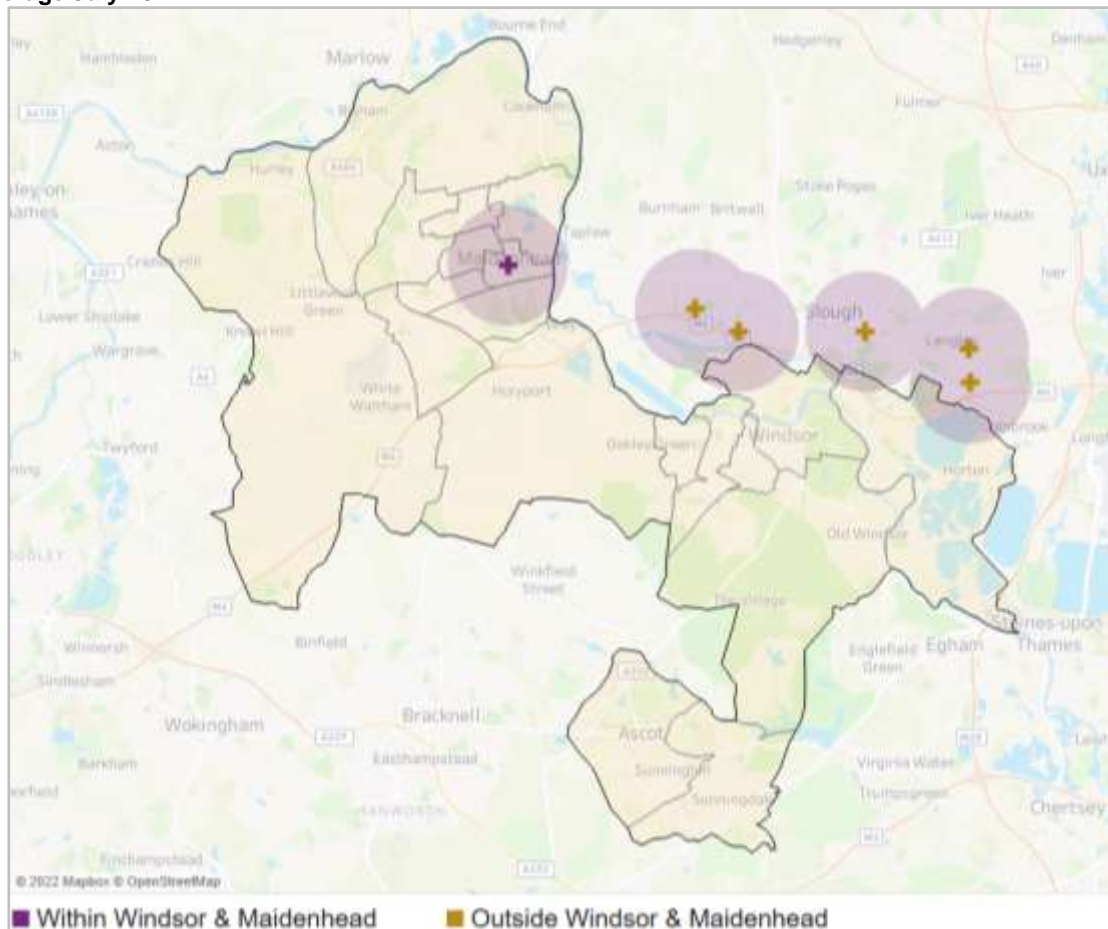
- 7.23** Pharmacy contracts with NHS England stipulate the core hours during which each pharmacy must remain open. Historically these have been 40-hour contracts (and some recent 100-hour contracts). A pharmacy may stay open longer than the stipulated core opening hours, these are called supplementary hours.
- 7.24** The PNA will not assess access to necessary services on the basis of supplementary hours as these can be changed with three months' notice. Access has been considered on the basis of geographic distance and as part of that, core operating hours.
- 7.25** Opening times were initially obtained from NHS England in January 2022. They were updated in July following the 60-day consultation.

100-hour pharmacies

7.26 NHS England has one 100-hour pharmacy (core hours) on their list for RBWM (Lloyds Pharmacy on Providence Place). There are five other 100-hour pharmacies which are outside the borough but within 1 mile of its border (Figure 7.7).

7.27 Certain pharmacies opened under previous regulations undertaking to provide services for 100 hours a week. NHSE may not vary or remove the 100-hour conditions on premises that were granted their contract under the 100-hour application exemption.

Figure 7.7: 100-hour community pharmacies in RBWM and surrounding boroughs and their 1-mile coverage July 2022



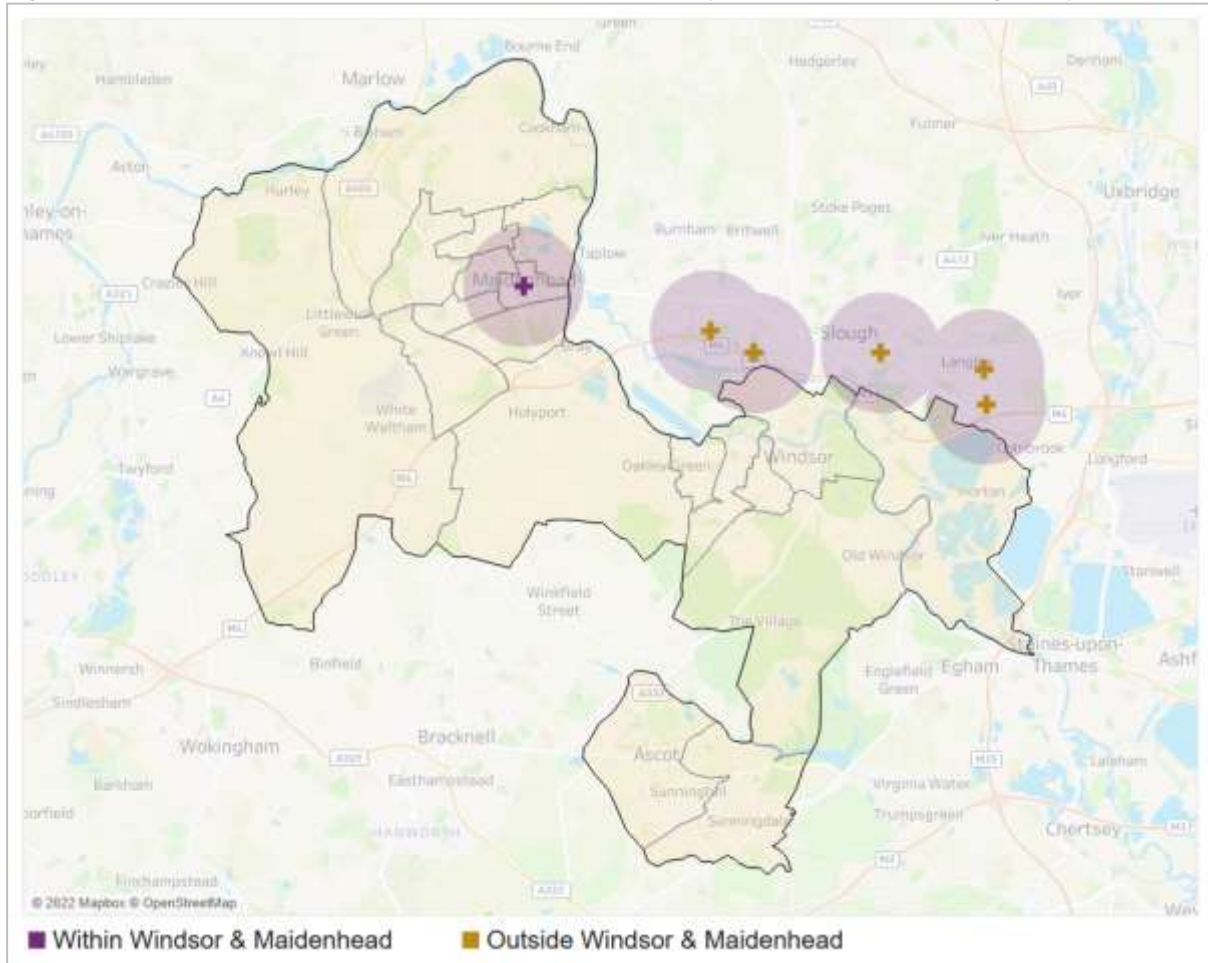
Source: Contractor Survey and NHS England, 2022

Early morning opening

7.28 The PNA steering group considered 8am to 6pm as normal working hours, so any pharmacy open before 8am was deemed to have early morning opening.

7.29 One pharmacy is open before 8am on weekdays within the borough (Lloyds Pharmacy in Sainsbury on Providence Place), and another five that are within 1 mile of the borough's border. This is shown in Figure 7.8.

Figure 7.8: Pharmacies that are open before 8am on a weekday and their 1-mile coverage, July 2022



Source: Contractor Survey and NHS England, 2022

7.30 While most of the borough can reach an early opening pharmacy in 20-minutes if travelling by car, 17,969 reside outside 20-minutes travel distance by car to a RBWM pharmacy. 20-minute travel coverage to an early opening RBWM pharmacy is shown in green in Figure 7.9.

Figure 7.9: Areas covered by 20-minute travel time by car to an early opening RBWM pharmacy from within and outside the borough.

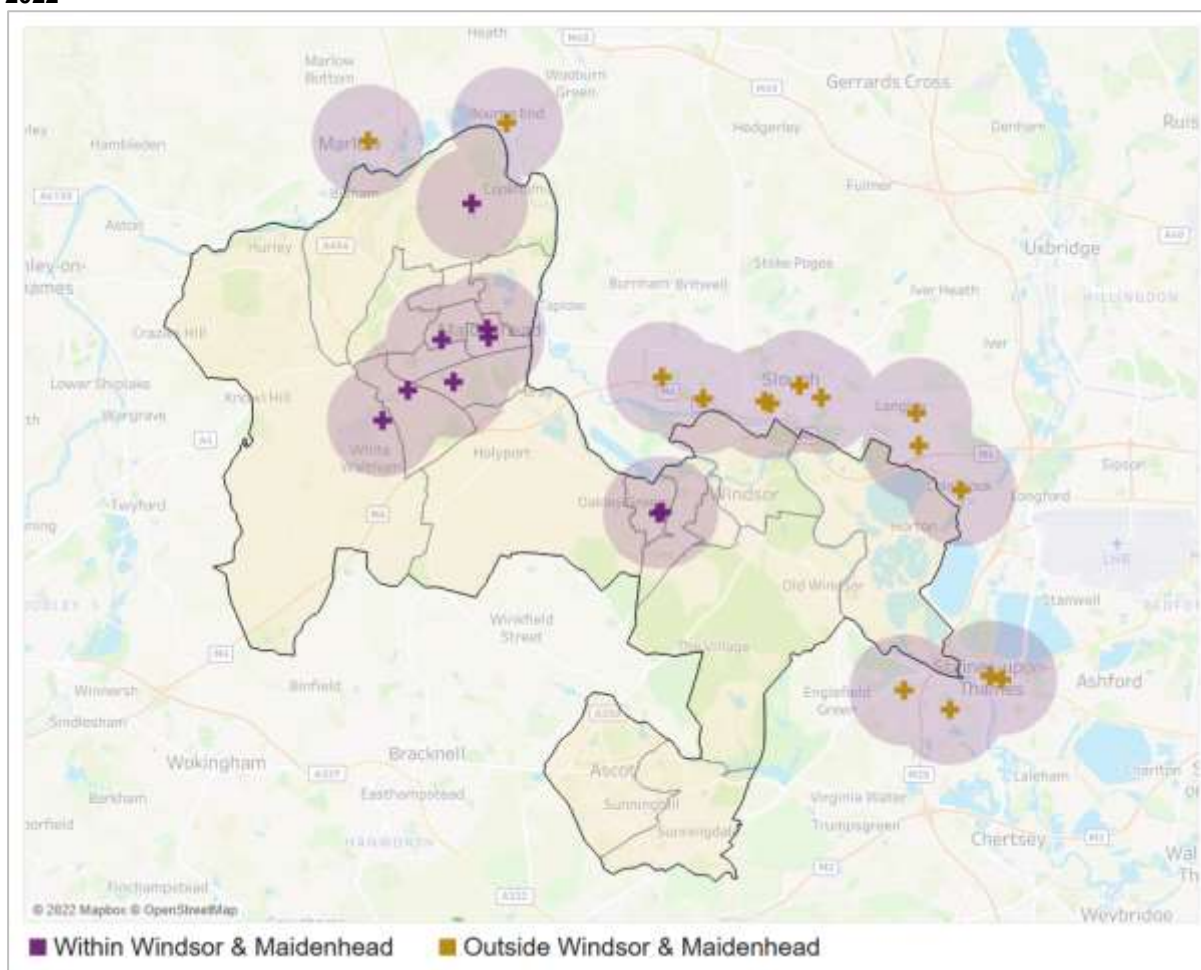


Source: OVID, Strategic Health Asset Planning and Evaluation Atlas Tool, 2022

Late-evening closure

- 7.31 The PNA steering group deemed pharmacies open after 6pm to be late-evening opening.
- 7.32 There are nine pharmacies in the borough that still open after 6pm on weekdays, with 15 other pharmacies within 1 mile of RBWM (see Figure 7.10 and Table 7.2).

Figure 7.10: Community Pharmacies that are open after 6pm on weekdays and their 1-mile coverage, July 2022



Source: Contractor Survey and NHS England, 2022

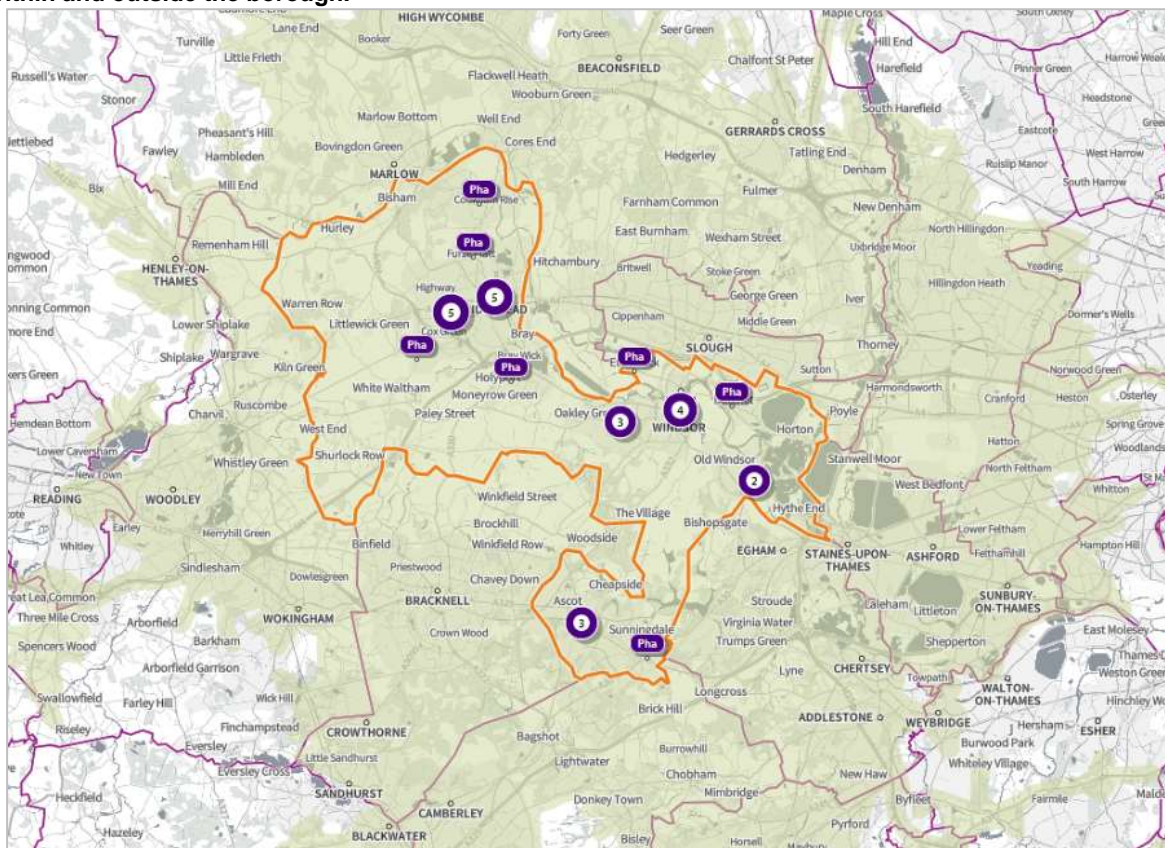
Table 7.2: Community Pharmacies open after 6pm on a weekday in RBWM by Ward, July 2022

Pharmacy	Address	Ward
Woodland Park Pharmacy	Waltham Road, Woodland Park, Maidenhead, Berkshire	Hurley & Walthams
Cookham Pharmacy	Lower Road, Cookham Rise, Maidenhead, Berkshire	Bisham & Cookham
Tesco Pharmacy	Tesco Superstore, 290 Dedworth Road, Windsor, Berkshire	Clewer & Dedworth West
Wessex Pharmacy	114 Wessex Way, Cox Green, Maidenhead, Berkshire	Cox Green
Park Pharmacy	4 Cookham Road, Maidenhead, Berkshire	St Mary's
Lloydspharmacy (in Sainsbury)	Providence Place, Maidenhead, Berkshire	St Mary's
Hetpole Pharmacy	398 Dedworth Road, Windsor, Berkshire	Clewer & Dedworth West
Kays Chemist	24 Ross Road, Maidenhead, Berkshire	Oldfield
Keycircle Pharmacy	Symons Medical Centre, 25 All Saints Avenue, Maidenhead, Berkshire	Belmont

Source: Contractor Survey and NHS England, 2022

7.33 All of borough can reach a late opening pharmacy in 20-minutes if travelling by car. 20-minute travel coverage to an early opening RBWM pharmacy is shown in green in Figure 7.11.

Figure 7.11: Areas covered by 20-minute travel time by car to an late opening RBWM pharmacy from within and outside the borough.

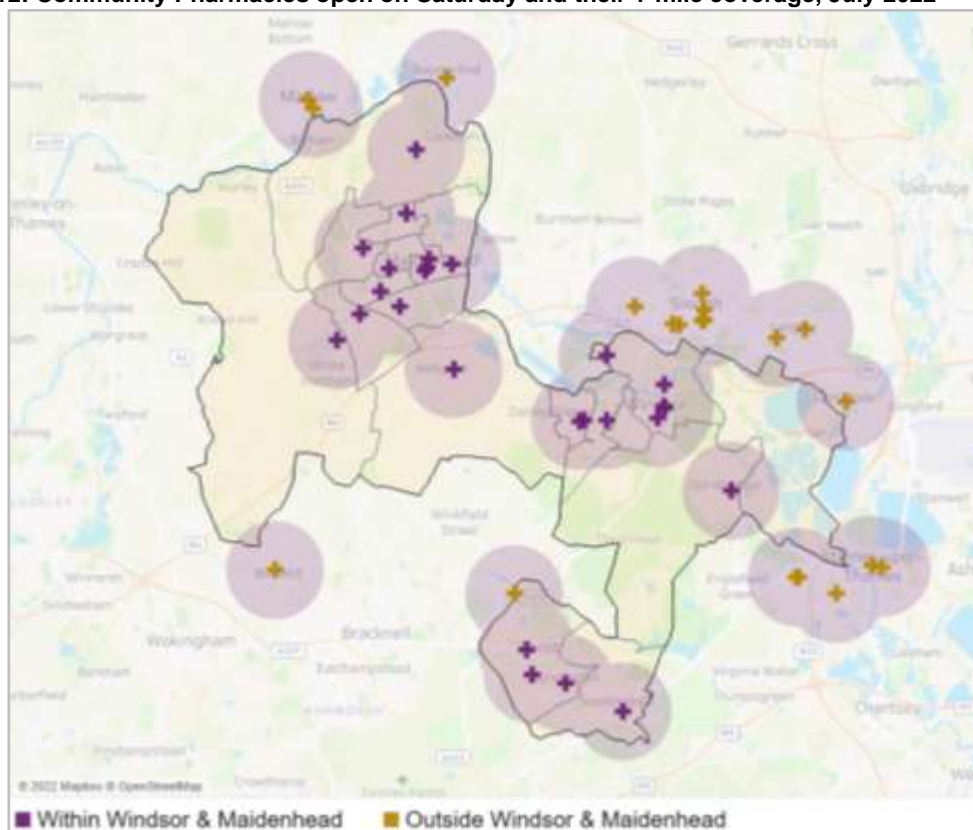


Source: OVID, Strategic Health Asset Planning and Evaluation Atlas Tool, 2022

Saturday opening

7.34 A vast majority of the pharmacies in RBWM (27/29) are open on Saturday. There are an additional 24 pharmacies near the borough’s border that are also open on Saturday (Figure 7.12 and Table 7.3).

Figure 7.12: Community Pharmacies open on Saturday and their 1-mile coverage, July 2022



Source: Contractor Survey and NHS England, 2022

Table 7.3: Number of Community Pharmacies open on Saturday in RBWM by Ward, July 2022

Ward	Number of Pharmacies
Eton & Castle	5
St Mary's	4
Ascot & Sunninghill	3
Clewer & Dedworth West	2
Sunningdale & Cheapside	1
Riverside	1
Pinkneys Green	1
Oldfield	1
Old Windsor	1
Hurley & Walthams	1
Furze Platt	1
Cox Green	1
Clewer & Dedworth East	1
Bray	1
Boyn Hill	1
Bisham & Cookham	1
Belmont	1

Source: Contractor Survey and NHS England, 2022

7.35 All residents can reach a Saturday opening pharmacy in 20-minutes if travelling by car. The 20-minute travel time to reach an RBWM pharmacy is shown in green in Figure 7.13.

Figure 7.13: Areas covered by 20-minute travel time by car to a Saturday opening RBWM pharmacy from within and outside the borough

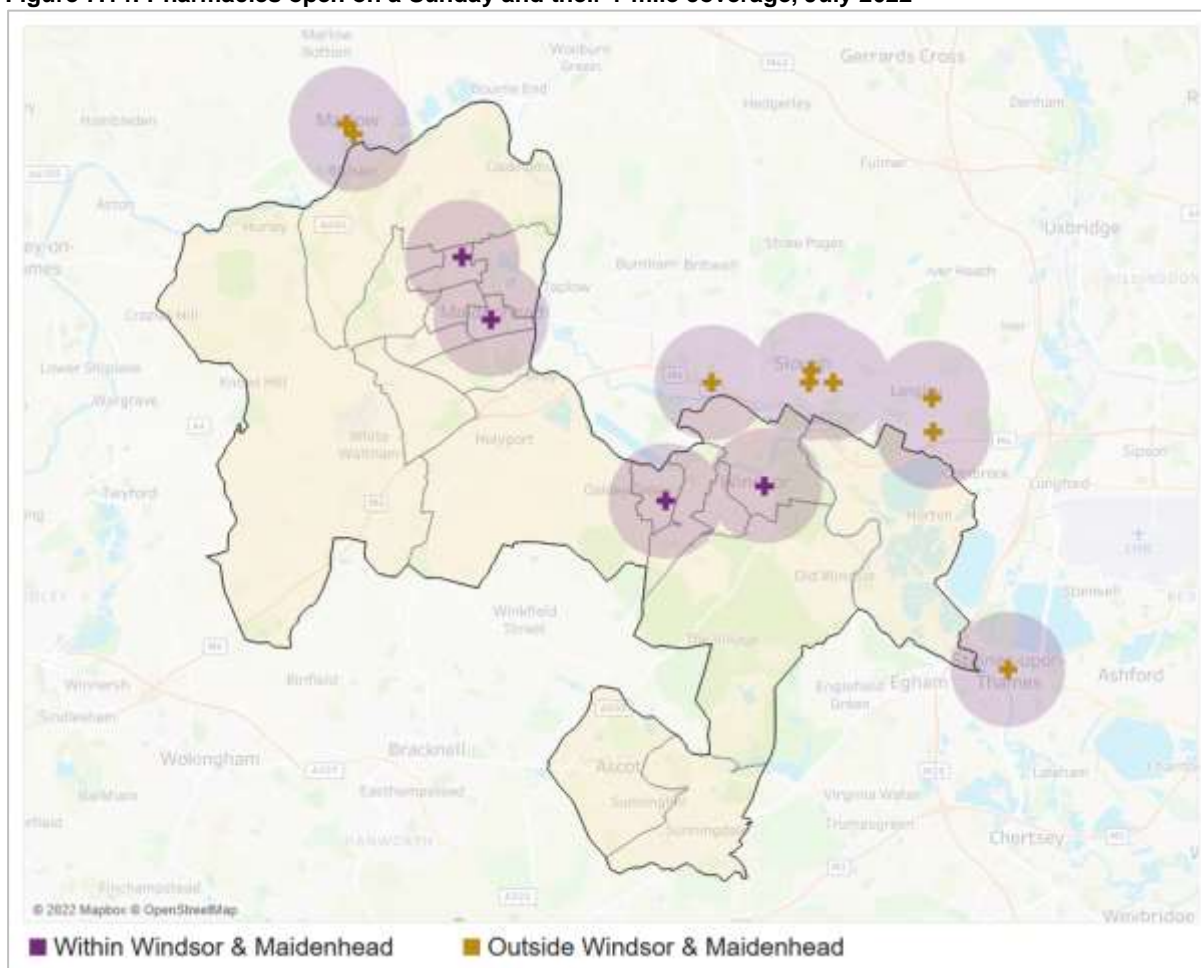


Source: OVID, Strategic Health Asset Planning and Evaluation Atlas Tool, 2022

Sunday Opening

7.36 Four pharmacies are open on a Sunday within the borough, with 10 open in boroughs around RBWM within 1 mile of its borders (Figure 7.14, Table 7.4).

Figure 7.14: Pharmacies open on a Sunday and their 1-mile coverage, July 2022



Source: Contractor Survey and NHS England, 2022

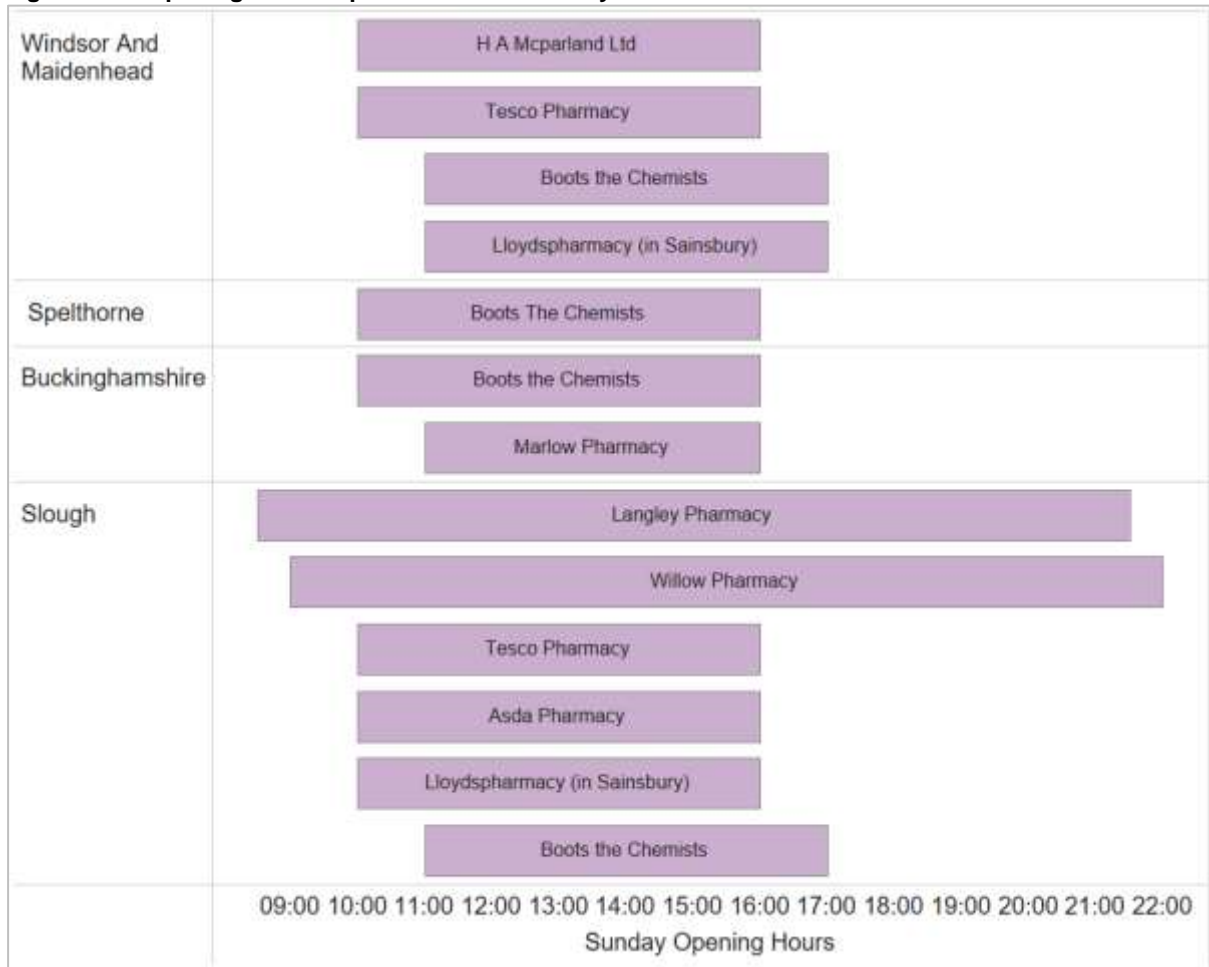
Table 7.4: Community Pharmacies open on Sunday in RBWM, July 2022

Pharmacy	Address	Ward
H A Mcparland Ltd	9 Shifford Crescent, Maidenhead, Berkshire	Furze Platt
Boots the Chemists	17-18 Peascod Street, Windsor, Berkshire	Eton & Castle
Tesco Pharmacy	Tesco Superstore, 290 Dedworth Road, Windsor, Berkshire	Clewer & Dedworth West
Lloydspharmacy (in Sainsbury)	Providence Place, Maidenhead, Berkshire	St Mary's

Source: Contractor Survey and NHS England, 2022

7.37 Overall as shown in figure 7.15, residents in the RBWM have access to several pharmacies within a 20 minute drive on Sundays and a choice of locations.

Figure 7.15: Opening times of pharmacies on Sundays



Source: Contractor Survey and NHS England, 2022

7.38 While not all of the borough is within 1 mile of a pharmacy, on Sundays, all residents can reach a Sunday opening RBWM pharmacy in 20 minutes if traveling by car. The 20-minute travel distance coverage by car is shown in green Figure 7.16.

Figure 7.16: Areas covered by 20 -minute travel time by car to a Sunday opening RBWM pharmacy from within and outside the borough.



Source: OVID, Strategic Health Asset Planning and Evaluation Atlas Tool, 2022

Essential services

7.39 Essential services are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework. All pharmacy contractors are required to deliver and comply with the specifications for all essential services⁹. These are:

- Dispensing Medicines
- Dispensing Appliances
- Repeat Dispensing
- Clinical governance
- Discharge Medicines Service
- Promotion of Healthy Lifestyles
- Signposting
- Support for self-care
- Disposal of Unwanted Medicines

Dispensing

- 7.40** RBWM pharmacies dispense an average of 5,212 items per month (based on NHS Business Services Authority, 2020/21 financial year data). This is below the England average of 6,675 per month, indicating there is good distribution and capacity amongst RBWM pharmacies to fulfil current and anticipated need for RBWM residents and visitors in the lifetime of this PNA.

Summary of the accessibility of pharmacy services and of essential services

Overall, there is good pharmacy coverage to provide essential services across the borough during normal working hours. There is adequate coverage to provide essential services outside normal working hours.

Advanced pharmacy services

- 7.41** Advanced services are NHS England commissioned services that community pharmacy contractors and dispensing appliance contractors can provide subject to accreditation, as necessary.
- 7.42** As of January 2022, the following services may be provided by pharmacies⁴⁴:
- new medicine service
 - community pharmacy seasonal influenza vaccination
 - community pharmacist consultation service
 - hypertension case-finding service
 - community pharmacy hepatitis C antibody testing service (currently until 31 March 2022).
- 7.43** In early 2022 a smoking cessation service in pharmacies was introduced for patients who started their stop-smoking journey in hospital.
- 7.44** There are two appliance advanced services that pharmacies and dispensing appliance contractors may choose to provide:
1. appliance use reviews, and

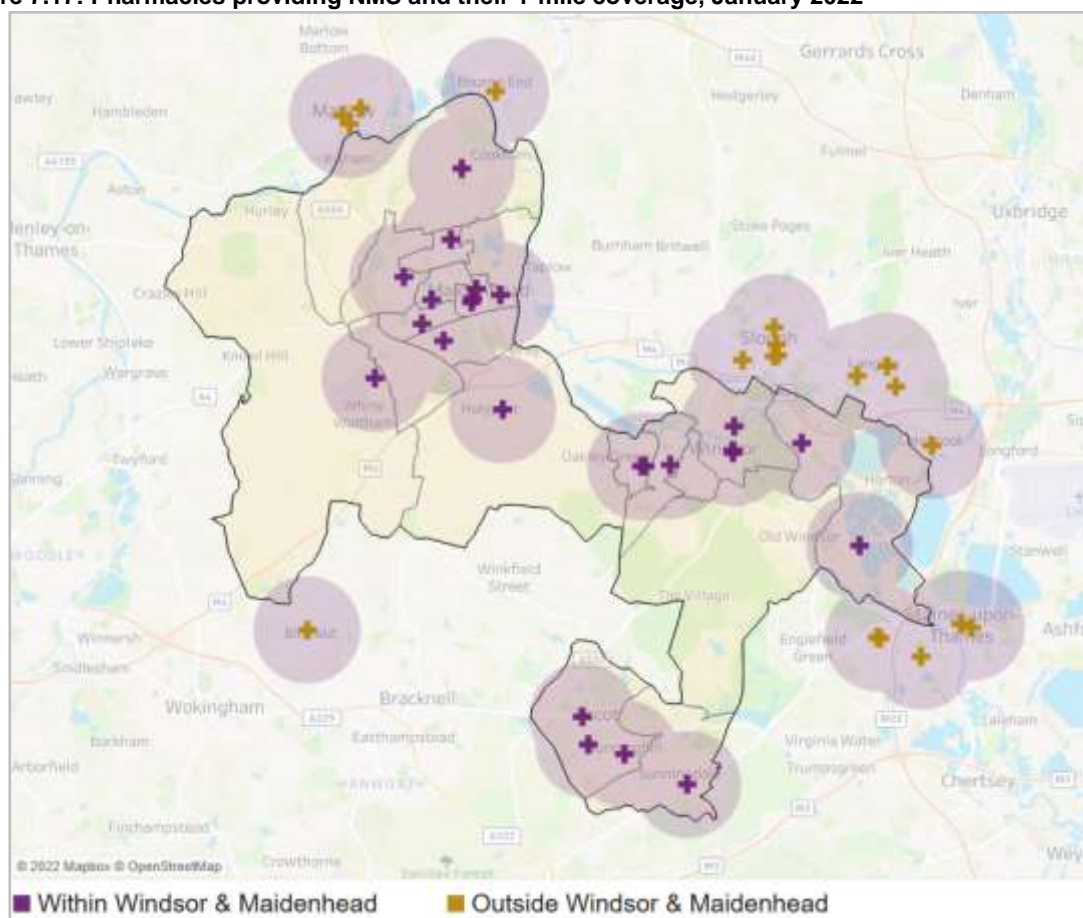
⁴⁴ Information and data supplied by NHSEI in October 2021.

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2. stoma appliance customisation.

New medicines services

- 7.45** The new medicine service (NMS) is an advanced service that supports patients with long-term conditions who are taking a newly prescribed medicine, to help improve medicines adherence.
- 7.46** This service is designed to improve patients' understanding of a newly prescribed medicine for their long-term condition, and to help them get the most from the medicine. It aims to improve adherence to new medication, focusing on people with specific conditions, namely:
- Asthma and COPD
 - Type 2 diabetes
 - Antiplatelet or anticoagulation therapy
 - Hypertension
- 7.47** New Medicines Service can only be provided by pharmacies and is conducted in a private consultation area to ensure patient confidentiality.
- 7.48** Twenty-five pharmacies in RBWM provided NMS in 2020/21. There are an additional 22 pharmacies in bordering boroughs that provided NMS. All these pharmacies are shown in Figure 7.17.

Figure 7.17: Pharmacies providing NMS and their 1-mile coverage, January 2022



Source: NHS England, 2022

7.49 Table 7.5 shows NMS provision by RBWM wards.

Table 7.5: Number of NMS provided by RBWM pharmacies by ward, 2020/21

Ward	Number of Pharmacies	Total Number of NMSs provided	Average NMS per Pharmacy
St Mary's	4	165	41
Eton & Castle	3	127	42
Ascot & Sunninghill	3	154	51
Datchet, Horton & Wraybury	2	28	14
Clewer & Dedworth West	2	118	59
Sunningdale & Cheapside	1	108	108
Riverside	1	37	37
Pinkneys Green	1	76	76
Oldfield	1	73	73
Hurley & Walthams	1	187	187
Furze Platt	1	107	107
Clewer & Dedworth East	1	47	47
Bray	1	163	163
Boyn Hill	1	141	141
Bisham & Cookham	1	86	86

Belmont	1	150	150
Total	25	1,767	71

Source: NHS England, 2021

7.50 NMS are supplied widely across the borough within areas of high density and need, therefore the PNA steering group conclude that there is sufficient NMS provision to meet the needs of this borough.

Community pharmacy seasonal influenza vaccination

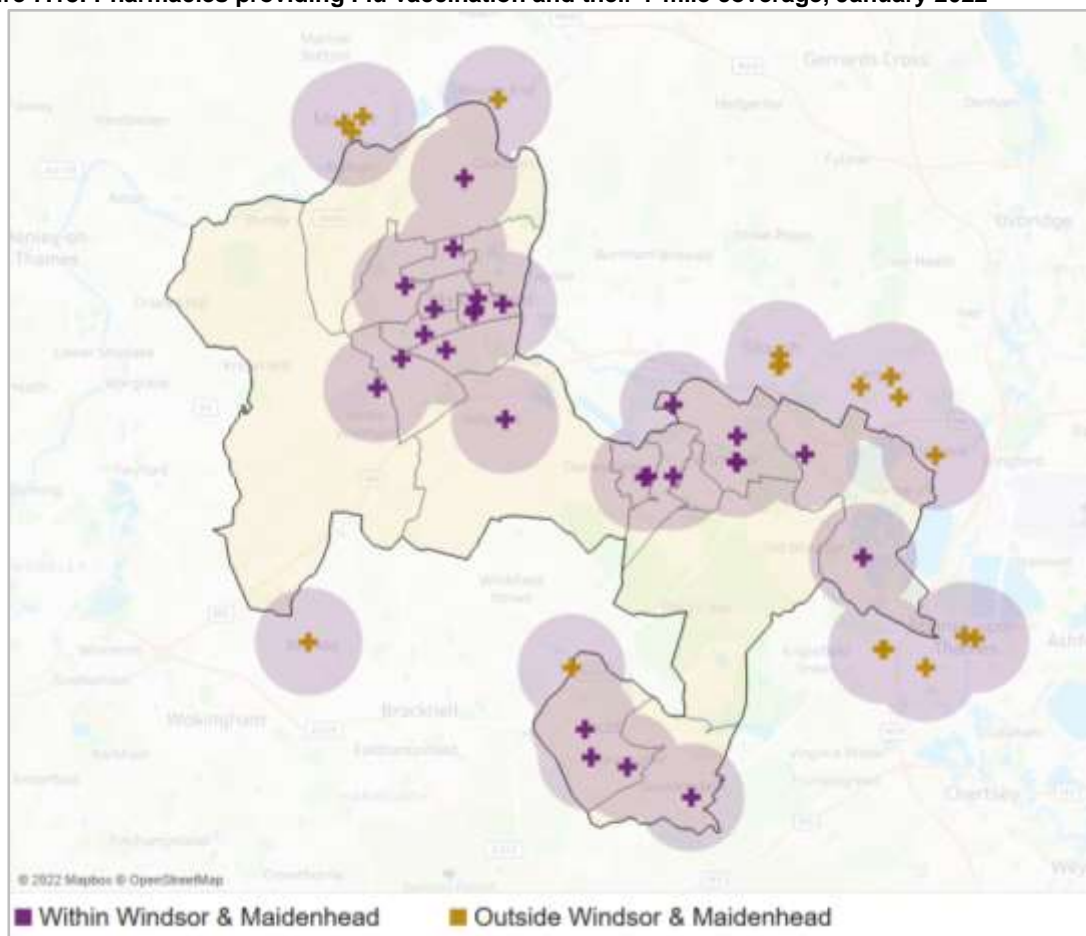
7.51 Flu vaccination by injection, commonly known as the "flu jab" is available every year on the NHS to protect certain groups who are at risk of developing potentially serious complications, such as:

- anyone over the age of 65
- pregnant women
- children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
- children and adults with weakened immune systems

7.52 The National Advanced Flu Service is an advanced service commissioned by NHS England to maximise the uptake of the flu vaccine by those who are 'at-risk' due to ill-health or long terms condition.

7.53 A large proportion of community pharmacies in the borough provided flu vaccines (27/29) in RBWM in 2020/21. Another 21 outside but bordering the borough provided the service. The distribution of these pharmacies is shown in Figure 7.18 and Table 7.6.

Figure 7.18: Pharmacies providing Flu vaccination and their 1-mile coverage, January 2022



Source: NHS England, 2022

Table 7.6: Pharmacies that provide Flu Vaccinations in RBWM by ward, January 2022

Ward	Number of Pharmacies	Ward	Number of Pharmacies
St Mary's	4	Oldfield	1
Eton & Castle	4	Hurley & Walthams	1
Ascot & Sunninghill	3	Furze Platt	1
Datchet, Horton & Wraysbury	2	Cox Green	1
Clewer & Dedworth West	2	Clewer & Dedworth East	1
Sunningdale & Cheapside	1	Bray	1
Riverside	1	Boyn Hill	1
Pinkneys Green	1	Bisham & Cookham	1
Oldfield	1	Belmont	1

Source: NHS England, 2022

7.54 Overall, there is strong coverage of this service across RBWM. As identified in Chapter 5, there is also strong flu vaccination uptake in the borough. Therefore, the PNA steering group conclude that there is sufficient provision of Advanced Flu Services to meet the needs of this borough.

Community pharmacist consultation service

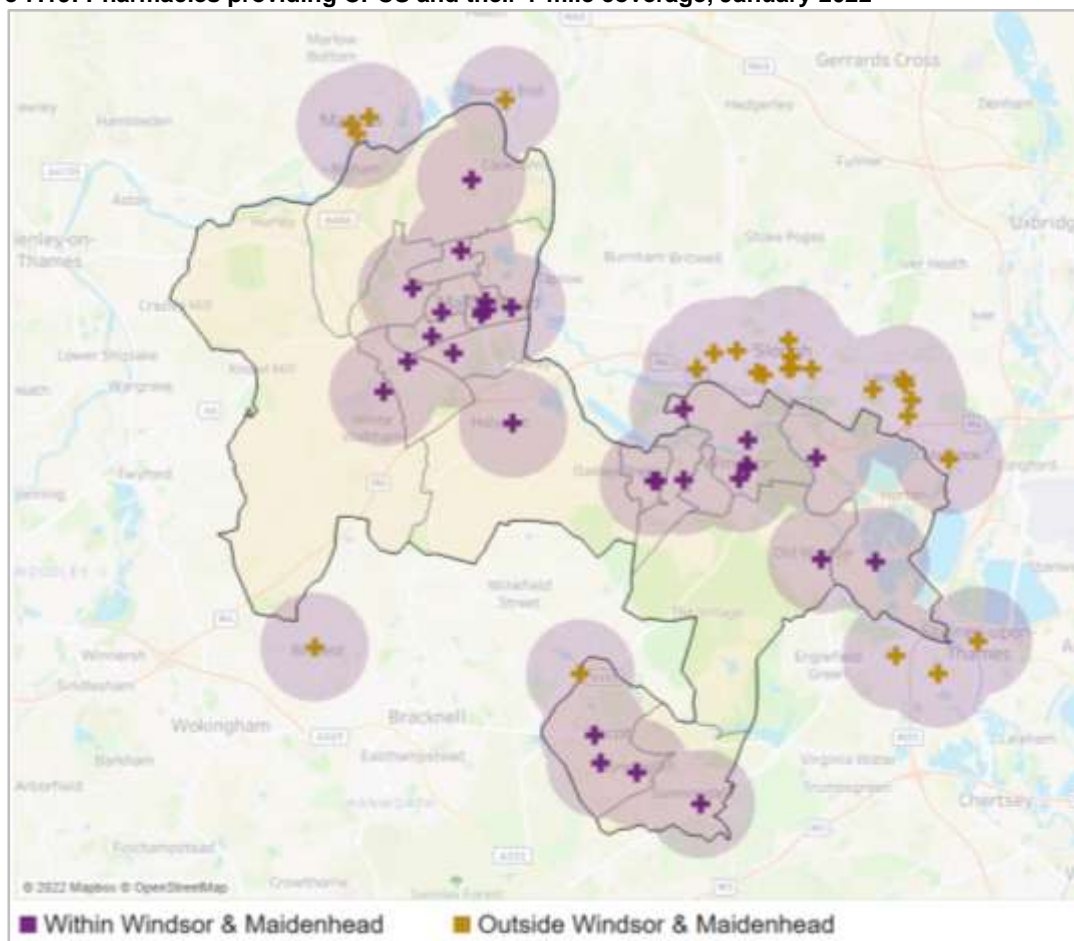
7.55 The community pharmacist consultation service (CPCS) is a new service provided by pharmacies, launched in October 2019. The aims of the service are to support the integration of community pharmacy into the urgent care system, and to divert patients with lower acuity conditions or who require urgent prescriptions from the urgent care system and to community pharmacies.

7.56 It also offers patients who contact NHS 111 the opportunity to access appropriate urgent care services in a convenient and easily accessible community pharmacy setting, on referral from an NHS 111 call advisor and via the NHS 111 Online service.

7.57 There is strong coverage of CPCS in RBWM with all 29 pharmacies in the borough provided CPCS in 2020/21. There are an additional 15 pharmacies in neighbouring boroughs that provide the service (Figure 7.19).

7.58 The PNA steering group conclude that there is sufficient CPCS provision to meet the needs of this borough.

Figure 7.19: Pharmacies providing CPCS and their 1-mile coverage, January 2022



Source: NHS England, 2022

Hypertension case-finding service

- 7.59 Hypertension case-finding service is a relatively new service and at the time of publication NHSE does not report any pharmacy in RBWM offering this service.
- 7.60 Nineteen respondents to the contractor survey indicated being willing to provide the service if commissioned.

Community pharmacy hepatitis C antibody testing service

- 7.61 NHSE data does not show any pharmacy offering Community pharmacy hepatitis C antibody testing service as of the time of publication.
- 7.62 Seventeen respondents to the contractor survey indicated being willing to provide the service if commissioned.

Appliance Use Reviews

7.63 Appliance Use Review (AUR) is another advanced service that community pharmacy and appliance contractors can choose to provide so long as they fulfil certain criteria.

7.64 AURs can be carried out by, a pharmacist, or a specialist nurse either at the contractor's premises (typically within a DAC) or at the patient's home. AURs help patients to better understand and use their prescribed appliances by:

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

7.65 No pharmacies within or bordering the borough provided this service in 2020/21. AURs can also be provided by prescribing health and social care providers. Therefore, the PNA steering group conclude that there is sufficient provision of the AUR service to meet the current needs of this borough.

Stoma Appliance Customisation service

7.66 The SAC service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.

7.67 While no pharmacy provided SACs in RBWM in 2020/21, one pharmacy provided SACs in Buckinghamshire, near RBWM. Lloyds Pharmacy, (The Parade, Bourne End) in Buckinghamshire provided the service during that period.

7.68 Residents can also access the SAC service either from non-pharmacy providers within the borough (e.g., community health services) or from dispensing appliance contractors outside of the borough. Therefore, the PNA steering group conclude that there is sufficient provision of the SAC service to meet the needs of this borough.

Summary of the Advanced Pharmacy Services

It is concluded that there is currently sufficient provision for the following enhanced services to meet the needs of residents in RBWM:

- New medicine service
- Community pharmacy seasonal influenza vaccination
- Community pharmacist consultation service
- Hypertension case-finding service
- Community pharmacy hepatitis C antibody testing service (currently until 31 March 2022).
- Appliance use reviews
- Stoma appliance customisation service

At the time of data collection for this PNA, no data was available on the following newly commissioned service:

- Smoking cessation service in pharmacies for patients who started their stop-smoking journey in hospital

RBWM pharmacies have indicated their willingness to provide these services, therefore no gap is evident for future access to these advanced services.

Other NHS services

7.69 These are services commissioned by the RBWM and Frimley CCG to fulfil a local population health and wellbeing need. RBWM enhanced services are listed below:

- Local authority commissioned services:
 - Supervised consumption service
 - Needle exchange service
 - Pharmacy Emergency Hormonal Contraception Service
- Frimley CCG commissioned services:
 - Access to Palliative Care
 - On demand availability of drugs for Childhood Gastroenteritis in Community Pharmacies

The provision of these services is explored below.

Supervised consumption service

- 7.70** The RBWM commission community pharmacies to provide supervised consumption as part of treatment services for opioid dependency.
- 7.71** Supervised consumption of opioid substitution treatment forms a critical element of safe and effective treatment in the community. It reduces risk of overdose and non-compliance with treatment, minimises diversion and enables people being treated for opioid dependency to utilise the benefits of pharmacy intervention around health choices. It is typically used for people who are new to treatment and/or have complex needs.
- 7.72** There is good provision of this service in the borough. 24 pharmacies have been commissioned to provide supervised consumption services in RBWM. These are presented in Figure 7.20 and Table 7.7.

Figure 7.20: Location of pharmacies that provide Supervised Consumption Services in RBWM, January 2022



Source: RBWM, 2022

Table 7.7: Pharmacies that provide Supervised Consumption services in RBWM by ward, January 2022

Pharmacy	Address	Ward
Woodland Park Pharmacy	Waltham Road, Woodland Park, Maidenhead, Berkshire	Hurley & Walthams
Superdrug Pharmacy	131-132 Peascod Street, Windsor, Berkshire	Eton & Castle

Bridge Pharmacy	119 Bridge Road, Maidenhead, Berkshire	Riverside
Village Pharmacy	7 Eton Wick Road, Eton Wick, Windsor, Berkshire	Eton & Castle
Cookham Pharmacy	Lower Road, Cookham Rise, Maidenhead, Berkshire	Bisham & Cookham
Altwood Pharmacy	47 Wootton Way, Maidenhead, Berkshire	Boyn Hill
H A Mcparland Ltd	9 Shifford Crescent, Maidenhead, Berkshire	Furze Platt
Wraysbury Village Pharmacy	58 High Street, Wraysbury, Berkshire	Datchet, Horton & Wraysbury
Boots the Chemists	17-18 Peascod Street, Windsor, Berkshire	Eton & Castle
Superdrug Pharmacy	36-38 Brock Lane Mall, Nicholsons Centre, Maidenhead, Berkshire	St Mary's
Boots the Chemists	54-58 High Street, Maidenhead, Berkshire	St Mary's
Sunningdale Pharmacy	4 Broomhall Buildings, Chobham Road, Sunningdale, Berkshire	Sunningdale & Cheapside
Wessex Pharmacy	114 Wessex Way, Cox Green, Maidenhead, Berkshire	Cox Green
Park Pharmacy	4 Cookham Road, Maidenhead, Berkshire	St Mary's
Ascot Pharmacy	17 Brockenhurst Road, South Ascot, Berkshire	Ascot & Sunninghill
Lloydspharmacy (in Sainsbury)	Providence Place, Maidenhead, Berkshire	St Mary's
Hetpole Pharmacy	398 Dedworth Road, Windsor, Berkshire	Clewer & Dedworth West
Olive Pharmacy	18 Hampden Road, Maidenhead, Berkshire	Pinkneys Green
Your Local Boots Pharmacy	23 High Street, Ascot, Berkshire	Ascot & Sunninghill
Eton Pharmacy	30 High Street, Eton, Windsor, Berkshire	Eton & Castle
Kays Chemist	24 Ross Road, Maidenhead, Berkshire	Oldfield
Datchet Village Pharmacy	The Green, Datchet, Slough, Berkshire	Datchet, Horton & Wraysbury
Your Local Boots Pharmacy	83 Dedworth Road, Windsor, Berkshire	Clewer & Dedworth East
Rf Blackburn	58 High Street, Sunninghill, Berkshire	Ascot & Sunninghill

Source: RBWM, 2022

Needle exchange

- 7.73** The Needle exchange service supplies needles, syringes and other equipment used to prepare and take illicit drugs. The purpose of this services is to reduce the transmission of blood-borne viruses such as hepatitis B and C, and other infections caused by sharing injecting equipment.
- 7.74** The Needle exchange services also aim to reduce the harm caused by injecting drugs through providing information and advice and acting as a gateway to other services, including drug treatment centres.
- 7.75** Eight pharmacies offer the needle exchange service. Their locations are shown in Figure 7.21 and Table 7.8.

Figure 7.21: Location of pharmacies that provide Needle Exchange Services in RBWM, January 2022



Source: RBWM, 2022

Table 7.8: Pharmacies that provide Needle Exchange services in RBWM by ward, January 2022

Pharmacy	Address	Ward
Superdrug Pharmacy	131-132 Peascod Street, Windsor, Berkshire	Eton & Castle
Altwood Pharmacy	47 Wootton Way, Maidenhead, Berkshire	Boyn Hill
Boots the Chemists	17-18 Peascod Street, Windsor, Berkshire	Eton & Castle
Park Pharmacy	4 Cookham Road, Maidenhead, Berkshire	St Mary's
Ascot Pharmacy	17 Brockenhurst Road, South Ascot, Berkshire	Ascot & Sunninghill
Olive Pharmacy	18 Hampden Road, Maidenhead, Berkshire	Pinkneys Green
Kays Chemist	24 Ross Road, Maidenhead, Berkshire	Oldfield
Datchet Village Pharmacy	The Green, Datchet, Slough, Berkshire	Datchet, Horton & Wraysbury

Source: RBWM, 2022

Pharmacy emergency hormonal contraception service

- 7.76** This is a Patient Group Direction that increases access to emergency hormonal contraception for young people. The service applies 'Making Every Contact Count' (MECC) principles to deliver a holistic sexual health intervention to young women seeking emergency hormonal contraception. The service also actively supports young women and men to access online

services for sexual health information and advice and for online STI testing where available by signposting to the SafeSexBerkshire⁴⁵ website.

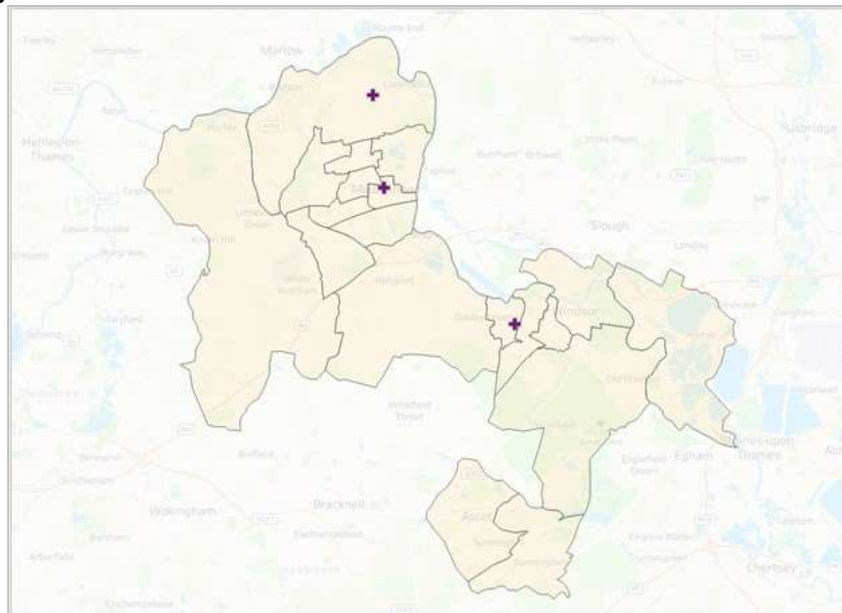
7.77 The service aims to:

- prevent unplanned pregnancies in young people through the provision of free emergency hormonal contraception (Levonelle1500® or EllaOne® Emergency Hormonal Contraception)
- enable young people to access sexual health information and advice through local online and face to face services
- provide condoms to young women and their partners accessing EHC
- support young people to access free online STI testing where available.

7.78 All pharmacists providing this service will have completed the Centre for Pharmacy Postgraduate Education (CPPE) Declaration of Competence for EHC and register this on PharmOutcomes.

7.79 Three pharmacies offer this service in RBWM. Their locations are showing in Figure 7.22 and Table 7.9 below.

Figure 7.22: Location of pharmacies that provide the Emergency Hormonal Contraception Service in RBWM, January 2022



Source: RBWM, 2022

⁴⁵ <https://www.safesexberkshire.nhs.uk/>

Table 7.9: Pharmacies that provide the Emergency Hormonal Contraception Service in January 2022

Pharmacy	Address	Ward
Cookham Pharmacy	Lower Road, Cookham Rise, Maidenhead, Berkshire	Bisham & Cookham
Park Pharmacy	4 Cookham Road, Maidenhead, Berkshire	St Mary's
Hetpole Pharmacy	398 Dedworth Road, Windsor, Berkshire	Clewer & Dedworth West

Source: RBWM, 2022

Access to palliative care

- 7.80** This service is commissioned by Frimley CCG to ensure that their community teams have guaranteed provision of routine palliative care drugs. This is to prevent any difficulties they may experience in obtaining emergency drugs for their patients.
- 7.81** The aim of the service is to improve access for people to these specialist medicines when they are required by ensuring prompt access and continuity of supply.
- 7.82** Community teams will be able to access these drugs during the pharmacies' normal opening hours. (NB. This arrangement does not cover access to medicines outside of contracted hours.)
- 7.83** Pharmacies have duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- 7.84** Three pharmacies provide the Access to Palliative Care service in RBWM. They are shown in Figure 7.23 and Table 7.10.

Figure 7.23: Location of pharmacies that provide the Access to Palliative Care Services in RBWM, January 2022



Source: Frimley CCG, 2022

Table 7.10: Number of Pharmacies that provide the Access to Palliative Care Service in RBWM by ward, January 2022

Pharmacy	Address	Ward
Bridge Pharmacy	119 Bridge Road, Maidenhead, Berkshire	Riverside
Hetpole Pharmacy	398 Dedworth Road, Windsor, Berkshire	Clewer & Dedworth West
Your Local Boots Pharmacy	23 High Street, Ascot, Berkshire	Ascot & Sunninghill

Source: Frimley CCG, 2022

On demand availability of drugs for childhood gastroenteritis in community pharmacies

- 7.85** This service has been commissioned by Frimley CCG to support clinicians to keep children with gastroenteritis out of hospital. This service is to support the timely supply of specialist medicines for childhood gastroenteritis, the demand for which is urgent and unpredictable, to prevent the need for hospitalisation in many cases.
- 7.86** It aims to provide a service available to all patients in all locations and to reduce the need for out of hours treatment and/ or hospitalisation, with the aim of providing the best level of care for the patient. The pharmacy will also provide information and advice to the parent or carer of the child.
- 7.87** The pharmacy holds the specified medicines required to deliver this service and will dispense, and re-order these in response to an NHS prescription being presented.

7.88 Pharmacies must keep one full pack of each of the following in stock:

- Ondansetron 4mg/5ml solution x 50ml bottle
- Ondansetron 4mg lyophilisates (Zofran Melts) x 10 tablets (If Zofran Melts not available Ondansetron films may be used)

7.89 Three pharmacies provide this service in RBWM (Figure 7.24 and Table 7.11).

Table 7.11: Number of Pharmacies that provide on demand availability of drugs for childhood gastroenteritis in community pharmacies in RBWM by ward, January 2022

Pharmacy	Address	Ward
Boots the Chemists	54-58 High Street, Maidenhead, Berkshire	St Mary's
Your Local Boots Pharmacy	83 Dedworth Road, Windsor, Berkshire	Clewer & Dedworth East
Rf Blackburn	58 High Street, Sunninghill, Berkshire	Ascot & Sunninghill

Source: Frimley CCG, 2022

Figure 7.24: Location of pharmacies that provide on demand availability of drugs for childhood gastroenteritis in community pharmacies in RBWM, January 2022



Source: Frimley CCG, 2022

Summary of other NHS services

It is concluded that there is currently sufficient provision for the following enhanced services to meet the needs of residents in RBWM:

- Supervised consumption service
- Needle exchange service
- Pharmacy emergency hormonal contraception service
- Access to palliative care
- On demand availability of drugs for childhood gastroenteritis in community pharmacies

Additional considerations from contractor survey responses

Languages spoken in pharmacies

7.90 According to the contractor survey responses there are a wide range of languages spoken in RBWM pharmacies. The most common languages besides English spoken by pharmacy staff are Hindi, Punjabi, and Urdu. The most common non-English languages spoken in RBWM are Polish, Punjabi, Urdu, French and Spanish. No pharmacies in RBWM reported having staff that speak Polish. Given the low number of non-English speakers in the borough, this is unlikely to adversely impact access of residents to pharmaceutical services. Table 7.12 lists the most common languages spoken by a member of staff in RBWM pharmacies.

Table 7.12: Top 10 languages spoken by a member of staff at the pharmacies in RBWM

Language	Number of Pharmacies
Hindi	12
Punjabi	10
Urdu	8
Gujarati	3
Spanish	2
Swahili	2
Italian	1
Arabic	1
French	1
Greek	1

Source: RBWM Contractor Survey, 2022

Chapter 8 - Conclusions

- 8.1** This PNA has considered the current provision of pharmaceutical services across RBWM alongside the health needs and demographics of its population. It has assessed whether current provision meets the needs of the population and whether there are any gaps in the provision of pharmaceutical services either now or within the lifetime of this document, 1st October 2022 to 30th September 2025.
- 8.2** RBWM is a densely populated and mostly urban borough in Berkshire. Overall, the population has a higher life expectancy and health life expectancy than its South East England and England overall comparators.
- 8.3** There are several factors that can affect pharmacy needs, including deprivation and protected characteristics. There are pockets of relative deprivation within Windsor Town Centre (Clewer North ward) and Maidenhead Town Centre (St Mary's, Oldfield, and Belmont wards), the pharmacy provision within these areas of high deprivation was explored.
- 8.4** The median age of the population is slightly older than England as a whole. 13.9% of the population are from Black, Asian and Minority Ethnic Populations and 3.7% of households have no members who speak English as a main language. To identify where there are different needs for people who share a protected characteristic a survey was disseminated across RBWM. 472 of patients and the public of RBWM responded to the survey on their use and views on 'necessary' pharmacy services. Overall, participants were happy with the services their pharmacy provided and no different needs for people who share a protected characteristic in RBWM were found.
- 8.5** This chapter will summarise the provision of pharmacy services in RBWM and its surrounding local authorities in consideration of population needs.

Current provision

- 8.6** The RBWM PNA steering group has identified the following services as necessary to this PNA to meet the need for pharmaceutical services:
- Essential services provided at all premises included in the pharmaceutical lists.
- 8.7** Other Relevant Services are services provided which are not necessary to meet the need for pharmaceutical services in the area, but which nonetheless have secured improvements or

better access to medicines. The RBWM PNA steering group has identified the following as Other Relevant Services:

- Adequate provision of advanced and enhanced services to meet the need of the local population.

Current access to essential services

8.8 In assessing the provision of essential services against the needs of the population, the PNA steering group considered access as the most important factor in determining the extent to which the current provision of essential services meets the needs of the population. Accessibility of essential services was determined by whether the RBWM population resided within 1-mile of a pharmacy, or within 20-minutes' drive to a pharmacy.

8.9 Other factors taken into consideration included:

- The ratio of community pharmacies per 10,000 population
- Proximity of pharmacies to areas of high deprivation
- Opening hours of pharmacies
- Proximity of pharmacies to GP practices
- Location of dispensing GPs

8.10 There are 1.9 community pharmacies per 10,000 residents in RBWM. Though this ratio is lower than the national average of 2.2, as indicated by the contractor survey, the pharmacies have capacity to offer more services.

8.11 Most of the borough's population is within 1 mile of a pharmacy. There are 5,681 residents who live within rural areas of RBWM that are not within a mile of a pharmacy, however all residents are within a 20-minute commute of a pharmacy if travelling by car. All GP practices are within 1 mile of a pharmacy.

8.12 Considering all this, the residents of the borough are well served in terms of the number and location of pharmacies.

Current access to essential services during normal working hours

8.13 All pharmacies are open for at least 40 hours each week. There are 29 community pharmacies in the borough and 28 within 1 mile of the border of RBWM, providing good access as determined in Chapter 7.

The results of the PNA conclude that there are no current gaps in the provision of essential services during normal working hours in the lifetime of this PNA.

Current access to essential services outside normal working hours

- 8.14** On weekdays, one RBWM pharmacy is open before 8am and nine pharmacies are open after 6pm. These early morning pharmacies provide 1-mile coverage of areas of high population density. All the RBWM population can reach a pharmacy within 20-minutes if traveling by car in the early mornings or late evenings. These pharmacy locations are mapped out on Chapter 7.
- 8.15** Twenty-seven of the borough's community pharmacies are open on Saturday. Four pharmacies in the borough are open on Sunday. Considering these pharmacies and those in neighbouring local authorities, as shown in the maps in Chapter 7, there is good accessibility of pharmacies to residents on weekends.

The results of the PNA conclude that there are no current gaps in the provision of essential services outside normal working hours in the lifetime of this PNA.

Current access to advanced services

- 8.16** The following advanced services are currently available for provision by community pharmacies: new medicine service, community pharmacy seasonal influenza vaccination, community pharmacist consultation service, hypertension case-finding service, community pharmacy hepatitis C antibody testing service, appliance use reviews and stoma appliance customisation.
- 8.17** NMS is widely available with 25 pharmacies in the borough providing it.
- 8.18** Flu vaccinations are also widely available, all 27 pharmacies in the borough provide this service.
- 8.19** All of the borough's 29 community pharmacies offer the Community Pharmacy Consultation Service.

-
- 8.20** The hypertension case-finding service and hepatitis C antibody testing service are relatively new services for which no data is available yet, however pharmacies have indicated their willingness to provide this service.
- 8.21** No RBWM pharmacies provided AURS in the last recorded year, however, advice on the use of appliances may also be offered by the hospital or clinic prescribing appliances.
- 8.22** Stoma Appliance Customisation service is offered by one pharmacy in Buckinghamshire, near RBWM.
- 8.23** It is therefore concluded that there is sufficient provision of advanced services to meet the needs of the residents of RBWM.

The results of the PNA conclude that there are no current gaps in the provision of advanced services for the lifetime of this PNA.

Current access to other NHS services

- 8.24** Other NHS services are services commissioned by RBWM Council and Frimley CCG. These services include:
- Supervised consumption and needle exchange services
 - Emergency hormonal contraception
 - Access to palliative care
 - On demand availability of drugs for Childhood Gastroenteritis
- 8.25** Twenty-four pharmacies provide the substance misuse service and eight provide needle exchange services, three provide emergency hormonal contraception, three provide access to palliative care and three provide on demand availability of drugs for childhood gastroenteritis
- 8.26** Overall, there is very good availability for enhanced services in the borough.

The results of the PNA conclude that there are no current gaps in the provision of other NHS services in the lifetime of this PNA.

Future Provision

8.27 The PNA steering group has considered the following future developments:

- Forecasted population growth
- Housing Development information
- Regeneration projects
- Changes in the provision of health and social care services
- Other changes to the demand for services

Future access to essential services

Future access to essential services during normal working hours

8.28 The PNA steering group is not aware of any firm plans for changes in the provision of Health and Social Care services in RBWM within the lifetime of this PNA.

8.29 The PNA steering group is aware of and has considered the proposed new housing developments within RBWM particularly are The Landing in King Street/Queen Street, and York Road, both of which are within St. Mary's Ward and the large number of proposed housing in Oldfield Ward. The analysis has considered these developments, and other causes of population increases, and concluded that pharmacy provision is good within RBWM within the lifetime of this PNA.

The results of the PNA conclude that there are no gaps in the future provision of essential services during normal working hours in the lifetime of this PNA.

Future access to essential services outside normal working hours

8.30 The steering group is not aware of any notifications to change the supplementary opening hours for pharmacies at the time of publication.

The results of the PNA conclude that there are no gaps in the future provision of essential services outside of normal working hours in the lifetime of this PNA.

Future access to advanced services

- 8.31 Through the contractor survey local pharmacies have indicated that they have capacity for future increases in demand for advanced services.

The results of the PNA conclude that there are no gaps in the future provision of advanced services in the lifetime of this PNA.

Future access to other NHS services

- 8.32 Through the contractor survey local pharmacies have indicated that they have capacity to manage future increases in demand for other NHS services.

The results of the PNA conclude that there are no gaps in the future provision of other NHS services in the lifetime of this PNA.

Improvements and better access

Current and future access to essential services

- 8.33 The PNA did not identify any services, that if provided either now or in future specified circumstances, would secure improvements or better access to essential services. Further, there is sufficient capacity to meet any increased future demand.

The results of the PNA conclude that there are no gaps in essential services that if provided, either now or in the future, would secure improvements or better access to essential services in the lifetime of this PNA.

Current and future access to advanced services

- 8.34 NMS, CPCS and flu vaccination services are all widely available throughout RBWM.
- 8.35 Though there is no data available publicly for the relatively new services, namely Hypertension case-finding and hepatitis C antibody testing services, there is sufficient capacity for the pharmacies to provide them.

-
- 8.36** Both SAC and AUR advice is offered by hospital and other health providers, and additionally, pharmacies have indicated they are willing, and have capacity to provide these services.
- 8.37** The PNA analysis has concluded that there is sufficient capacity to meet any increased demand for advanced services.

The results of the PNA conclude that there are no gaps in the provision of advanced services at present or in the future, that would secure improvements or better access to advanced services in the lifetime of this PNA.

Appendix A: Berkshire Pharmaceutical Needs Assessment Steering Group

Terms of reference

Background

The provision of NHS Pharmaceutical Services is a controlled market. Any pharmacist or dispensing appliance contractor who wishes to provide NHS Pharmaceutical services, must apply to be on the Pharmaceutical List.

The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (SI 2013 No. 349) and subsequent amendments set out the system for market entry. Under the Regulations, Health and Wellbeing Boards are responsible for publishing a Pharmaceutical Needs Assessment (PNA); and NHS England is responsible for considering applications.

A PNA is a document which records the assessment of the need for pharmaceutical services within a specific area. As such, it sets out a statement of the pharmaceutical services which are currently provided, together with when and where these are available to a given population. The PNA is used by NHS England to consider applications to open a new pharmacy, move an existing pharmacy or to provide additional services. In addition, it will provide an evidence base for future local commissioning intentions.

The Bracknell Forest, Reading, Slough, RBWM, West Berkshire and Wokingham Health and Wellbeing Boards have now initiated the process to refresh the PNAs by October 2022.

Role

The primary role of the group is to advise and develop structures and processes to support the preparation of a comprehensive, well researched, well considered, and robust PNA, building on expertise from across the local healthcare community; and managed by Healthy Dialogues Ltd. In addition, the group is responsible for:

- Responding to formal PNA consultations from neighbouring HWBBs on behalf of the Health and Wellbeing boards.
- Establishing arrangements to ensure the appropriate maintenance of the PNA, following publication, in accordance with the Regulations.

Objectives

- Ensure the new PNA meets the requirements of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and its amendments.
- Develop the PNA so that it documents all locally commissioned services, including public health services commissioned; and services commissioned by the CCG/ICS and other NHS organisations as applicable; and provides the evidence base for future local commissioning.
- Agree a project plan and ensure representation of the full range of stakeholders.
- Ensure a stakeholder and communications plan is developed to inform pre-consultation engagement and to ensure that the formal consultation meets the requirements of the Regulations.
- Ensure that the PNA, although it is a separate document, integrates, and aligns with, both the joint strategic needs assessment and the health and wellbeing strategies of each of the boroughs as well as other key regional and national strategies.
- Ensure that the requirements for the development and content of PNAs are followed, and that the appropriate assessments are undertaken, in accordance with the Regulations. This includes documenting current and future needs for, or improvements and better access to, pharmaceutical services as will be required by the local populations.
- Approve the framework for the PNA document, including determining the maps which will be included
- Ensure that the PNA contains sufficient information to inform commissioning of enhanced services, by NHS England, and commissioning of locally commissioned services by the CCG and other local health and social care organisations.
- Ensure a robust, and timely consultation is undertaken in accordance with the Regulations, including formally considering and acting upon consultation responses and overseeing the development of the consultation report for inclusion in the final PNA.
- Consider and document the processes by which the HWBB will discharge its responsibilities for maintaining the PNA.
- Comment, on behalf of the Bracknell Forest, Reading, Slough, RBWM, West Berkshire and Wokingham Health and Wellbeing boards, on formal PNA consultations undertaken by neighbouring HWBBs

- Advise the HWBB, if required, when consulted by NHS England in relation to consolidated applications.
- Document and manage potential and actual conflicts of interest.

Accountability and reporting

The Bracknell Forest, Reading, Slough, RBWM, West Berkshire and Wokingham Health and Wellbeing boards have delegated responsibility for the development and maintenance of the PNA; and for formally responding to consultations from neighbouring HWBBs to the PNA Steering Group

The PNA steering group will be accountable to the Bracknell Forest, Reading, Slough, RBWM, West Berkshire and Wokingham and Wellbeing boards

The pre-consultation draft and the final draft PNAs will be presented to the Health and Wellbeing Board for approval.

Membership

Chair: Rebecca Willans, Berkshire East Public Health Hub, Bracknell Forest Council

Name	Organisation
Becky Campbell	Berkshire East Public Health Hub
David Dean	Local Pharmaceutical Committee Pharmacy Thames Valley
Sanjay Desai	Buckinghamshire, Oxfordshire, and Berkshire West (BOB), Integrated Care System
Dawn Best	Frimley Health and Care
Marian Basra	NHS England Pharmacy Team
Tessa Lush	Communications, Bracknell Forest (representing all Berkshire local authorities)
Helen Delaitre	Berkshire, Buckinghamshire, and Oxfordshire LMCs
Representative	Healthwatch Bracknell Forest
Representative	Healthwatch Slough
Joanna Dixon	Healthwatch Wokingham
Andrew Sharp	Healthwatch West Berkshire
Mandeep Kaur Sira	Healthwatch Reading
Representative	Healthwatch RBWM
Roger Kemp	Patient Representative

An agreed deputy may be used where the named member of the group is unable to attend.

Other staff members / stakeholders may be invited to attend meetings for the purpose of providing advice and/or clarification to the group.

Quorum

A meeting of the group shall be regarded as quorate where there is one representative from each of the following organisations / professions:

- Chair (or nominated deputy)
- Representative from Public Health for Berkshire
- Representative from Healthwatch
- LPC
- Healthy Dialogues

Declaration of Interests

It is important that potential, and actual, conflicts of interest are managed:

- Declaration of interests will be a standing item on each PNA Steering Group agenda.
- A register of interests will be maintained and will be kept under review by the HWBB.
- Where a member has a potential or actual conflict of interest for any given agenda item, they will be entitled to participate in the discussion but will not be permitted to be involved in final decision making.

Frequency of meetings

The group will meet as required for the lifetime of this project. Meetings will be held virtually on MS teams every six weeks.

Following publication of the final PNA, the Steering Group will be convened on an 'as required' basis to:

- Fulfil its role in timely maintenance of the PNA
- Advise the HWBB, when consulted by NHS England, in relation to consolidated applications

Appendix B – Pharmacy Provision within RBWM and 1 mile of its border

HWBB	ODS Code	Pharmacy	Contract Type	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
RBWM	FFA41	Altwood Pharmacy	Community Pharmacy	47 Wootton Way, Maidenhead, Berkshire	SL6 4QZ	No	No	Yes	No
	FQD61	Ascot Pharmacy	Community Pharmacy	17 Brockenhurst Road, South Ascot, Berkshire	SL5 9DJ	No	No	Yes	No
	FKD19	Boots the Chemists	Community Pharmacy	119 Peascod Street, Windsor, Berkshire	SL4 1DW	No	No	Yes	Yes
	FLE32	Boots the Chemists	Community Pharmacy	54-58 High Street, Maidenhead, Berkshire	SL6 1PY	No	No	Yes	No
	FAE57	Bridge Pharmacy	Community Pharmacy	119 Bridge Road, Maidenhead, Berkshire	SL6 8NA	No	No	Yes	No
	FF097	Cookham Pharmacy	Community Pharmacy	Lower Road, Cookham Rise, Maidenhead, Berkshire	SL6 9HF	Yes	No	Yes	No
	FXG99	Datchet Village Pharmacy	Community Pharmacy	The Green, Datchet, Slough, Berkshire	SL3 9JH	No	No	No	No
	FQJ14	Day Lewis Pharmacy	Community Pharmacy	3 Stompits Road, Holyport, Maidenhead, Berkshire	SL6 2LA	No	No	Yes	No
	FW480	Eton Pharmacy	Community Pharmacy	30 High Street, Eton, Windsor, Berkshire	SL4 6AX	No	No	Yes	No
	FX836	Fg Saunders & Co	Community Pharmacy	41 St Leonards Road, Windsor, Berkshire	SL4 3BP	No	No	Yes	No
	FMG33	Friary Pharmacy	Community Pharmacy	67 Straight Road, Old Windsor, Berkshire	SL4 2SA	No	No	Yes	No
	FFD76	H A Mcparland Ltd	Community Pharmacy	9 Shifford Crescent, Maidenhead, Berkshire	SL6 7UA	No	No	Yes	Yes
	FTF95	Hetpole Pharmacy	Community Pharmacy	398 Dedworth Road, Windsor, Berkshire	SL4 4JR	No	No	Yes	No
	FWR11	Kays Chemist	Community Pharmacy	24 Ross Road, Maidenhead, Berkshire	SL6 2SZ	No	No	Yes	No
	FY750	Keycircle Pharmacy	Community Pharmacy	Symons Medical Centre, 25 All Saints Avenue, Maidenhead, Berkshire	SL6 6EL	No	No	Yes	No
	FT768	Lloydspharmacy (in Sainsbury)	100 Hours	Providence Place, Maidenhead, Berkshire	SL6 8AG	Yes	Yes	Yes	Yes
	FVJ57	Olive Pharmacy	Community Pharmacy	18 Hampden Road, Maidenhead, Berkshire	SL6 5HQ	No	No	Yes	No
	FQ620	Park Pharmacy	Community Pharmacy	4 Cookham Road, Maidenhead, Berkshire	SL6 8AJ	Yes	No	Yes	No
	FYX31	Rf Blackburn	Community Pharmacy	58 High Street, Sunninghill, Berkshire	SL5 9NF	No	No	Yes	No

HWBB	ODS Code	Pharmacy	Contract Type	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
	FN671	Sunningdale Pharmacy	Community Pharmacy	4 Broomhall Buildings, Chobham Road, Sunningdale, Berkshire	SL5 0DH	No	No	Yes	No
	FA538	Superdrug Pharmacy	Community Pharmacy	131-132 Peascod Street, Windsor, Berkshire	SL4 1DW	Yes	No	Yes	No
	FL069	Superdrug Pharmacy	Community Pharmacy	36-38 Brock Lane Mall, Nicholsons Centre, Maidenhead, Berkshire	SL6 1LL	Yes	No	Yes	No
	FL677	Tesco Pharmacy	Community Pharmacy	Tesco Superstore, 290 Dedworth Road, Windsor, Berkshire	SL4 4JT	No	No	Yes	Yes
	FD549	Village Pharmacy	Community Pharmacy	7 Eton Wick Road, Eton Wick, Windsor, Berkshire	SL4 6LT	No	No	Yes	No
	FPT01	Wessex Pharmacy	Community Pharmacy	114 Wessex Way, Cox Green, Maidenhead, Berkshire	SL6 3DL	No	No	Yes	No
	FA433	Woodland Park Pharmacy	Community Pharmacy	Waltham Road, Woodland Park, Maidenhead, Berkshire	SL6 3NH	No	No	Yes	No
	FH546	Wraysbury Village Pharmacy	Community Pharmacy	58 High Street, Wraysbury, Berkshire	TW19 5DB	No	No	No	No
	FW236	Your Local Boots Pharmacy	Community Pharmacy	23 High Street, Ascot, Berkshire	SL5 7HG	Yes	No	Yes	No
	FXV90	Your Local Boots Pharmacy	Community Pharmacy	83 Dedworth Road, Windsor, Berkshire	SL4 5BB	No	No	Yes	No
Runnymede	FK 4 4 7 1	Boots	Community Pharmacy	57 High Street, Egham, Surrey	TW20 9EX	Yes	No	Yes	
	FK 4 4 8 4	Egham Pharmacy	Community Pharmacy	31 The Precinct, Egham	TW20 9HN	No	No	Yes	
	FK 4 4 8 4	Jays Pharmacy	Community Pharmacy	229 Pooley Green Road, Egham	TW20 8AS	Yes	No	Yes	
Spelthorne	FJ242	Boots The Chemists	Community Pharmacy	Unit S3, Two Rivers Shopping Park, Staines	TW18 4WB	Yes	No	Yes	Yes
	FM734	Sunset Pharmacy	Community Pharmacy	165 High Street, Staines, Middlesex	TW18 4PA	No	No	Yes	
Bracknell	FK742	David Pharmacy	Community Pharmacy	24 New Road, Ascot, Berkshire	SL5 8QQ	No	No	Yes	No
	FMA31	Lloyds Pharmacy	Community Pharmacy	Terrace Road North, Binfield, Berkshire	RG42 5JG	No	No	Yes	No
Buckinghamshire	FP349	Boots the Chemists	Community Pharmacy	4-5 Market Square, Marlow, Buckinghamshire	SL7 3HH	No	No	Yes	Yes
	FVT83	Glade Pharmacy	Community Pharmacy	Victoria Road, Marlow, Buckinghamshire	SL7 1DS	Yes	No	No	No
	FNL91	Lloyds Pharmacy	Community Pharmacy	1 The Parade, Bourne End, Buckinghamshire	SL8 5SA	Yes	No	Yes	No
	FTX36	Marlow Pharmacy	Community Pharmacy	61 High Street, Marlow, Buckinghamshire	SL7 1AB	Yes	No	Yes	Yes
Slough	FF352	Aj Campbell	Community Pharmacy	133 Bath Road, Slough, Berkshire	SL1 3UR	No	No	No	No

HWBB	ODS Code	Pharmacy	Contract Type	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
	FR835	Asda Pharmacy	100 Hours	Asda Superstore, Telford Drive, Slough, Berkshire	SL1 9LA	Yes	Yes	Yes	Yes
	FAP49	B & P Pharmacy	Community Pharmacy	6 Stoneymeade, Cippenham, Slough, Berkshire	SL1 2YL	No	No	Yes	No
	FPH01	Boots the Chemists	Community Pharmacy	178-184 High Street, Slough, Berkshire	SL1 1PE	No	No	Yes	Yes
	FP278	Colnbrook Pharmacy	Community Pharmacy	36 High Street, Colnbrook, Slough, Berkshire	SL3 0LX	No	No	Yes	No
	FPL31	H A Mcparland Ltd	Community Pharmacy	306 Trelawney Avenue, Langley, Slough, Berkshire	SL3 7UB	No	No	Yes	No
	FRT64	H A Mcparland Ltd	Community Pharmacy	6 The Harrow Market, Langley, Slough, Berkshire	SL3 8HJ	Yes	Yes	Yes	Yes
	FLA43	J's Chemist	Community Pharmacy	16-18 Chalvey Road East, Slough, Berkshire	SL1 2LU	No	No	Yes	No
	FN196	Jhoots Pharmacy	Community Pharmacy	18 Parlant Road, Langley, Slough, Berkshire	SL3 8BB	No	No	No	No
	FEA96	John Ross Chemist	Community Pharmacy	112 Stoke Road, Slough, Berkshire	SL2 5AP	No	No	Yes	No
	FJ399	Kamal Enterprises Ltd	Community Pharmacy	16 Chalvey Road West, Slough, Berkshire	SL1 2PN	No	No	Yes	No
	FL637	Langley Pharmacy	100 Hours	Langley Health Centre, Common Road, Langley, Slough, Berkshire	SL3 8LE	Yes	Yes	Yes	Yes
	FW249	Lloydspharmacy (in Sainsbury)	100 Hours	Lloyds Pharmacy, Uxbridge Road, Slough, Berkshire	SL1 1SW	Yes	Yes	Yes	Yes
	FQE13	Superdrug Pharmacy	Community Pharmacy	186 High Street, Slough, Berkshire	SL1 1JS	No	No	Yes	No
	FD216	Tesco Pharmacy	Community Pharmacy	Brunel Way, Wellington Street, Slough, Berkshire	SL1 1XW	No	Yes	Yes	Yes
	FAD92	The Village Pharmacy	100 Hours	45 Mercian Way, Slough, Berkshire	SL1 5ND	Yes	Yes	Yes	No
	FFC15	Willow Pharmacy	100 Hours	Unit 2 Willow Parade, Meadfield Road, Langley, Slough, Berkshire	SL3 8HN	Yes	Yes	Yes	Yes

Appendix C: Consultation report

This consultant report presents the findings of the 60-day consultation for this RBWM PNA carried out between 29th April to the 28th June 2022.

For the consultation, the draft PNA was sent to a list of statutory consultees, participants who responded to the patient and public engagement and was promoted on the RBWM consultation website. In total 10 people responded to the consultation survey. Nine of whom were members of the public and one was representing Boots UK Limited. An additional two responses were received by email from members of the public.

The responses to the survey are presented in the table below. Additional comments received are presented in the table that follows.

Consultation survey responses

Consultation survey Question	Yes	No	Unsure or not applicable
Has the purpose of the pharmaceutical needs assessment been explained?	10		
Does the pharmaceutical needs assessment reflect the current provision of pharmaceutical services within your area?	9		1
Are there any gaps in service provision i.e. when, where and which services are available that have not been identified in the pharmaceutical needs assessment?		9	1
Does the draft pharmaceutical needs assessment reflect the needs of your area's population?	8		
Has the pharmaceutical needs assessment provided information to inform market entry decisions i.e. decisions on applications for new pharmacies and dispensing appliance contractor premises?	6		2
Has the pharmaceutical needs assessment provided information to inform how pharmaceutical services may be commissioned in the future?	7		2
Has the pharmaceutical needs assessment provided enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors?	6		3

Consultation survey Question	Yes	No	Unsure or not applicable
Are there any pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted?	.	5	
Do you agree with the conclusions of the pharmaceutical needs assessment?	9	1	

Additional comments

Additional comments	Response
<p>Comment from a member of the public:</p> <p><i>Consultation survey question: Are there any pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted?</i></p> <p>Response: Longer hours in the main</p>	<p>While the PNA concludes that there is sufficient provision of opening hours both inside and outside normal working hours we have fed back this comment to NHS England and the local pharmaceutical committee for review.</p>
<p>Comment from a member of the public:</p> <p>Service to provide dossette packs for the carers of the elderly. No chemists in Ascot do it. This is leaving vulnerable people without medication.</p> <p>Desperately need help for the vulnerable. Negotiating the Dr and chemist interface is very difficult. Repeat prescriptions can disappear, then only online ordering is allowed. No internet access is a big issue.</p>	<p>We have shared this feedback with NHS England. Further feedback on these services can be fed back directly to NHS England using the contact details below.</p> <p>Telephone: 0300 311 22 33 Email: england.contactus@nhs.net General Post (including complaints, but not legal proceedings): NHS England, PO Box 16738, Redditch, B97 9PT</p>
<p>Comment from a member of the public:</p> <p>Given the projected increase in residential units and current low provision, Oldfield Ward needs more pharmacies.</p>	<p>The steering group has considered the proposed housing developments in Oldfield ward, projected population increases and the provision of pharmacy services. The steering group have concluded that current and future pharmacy provision is good in this area.</p>

Additional comments	Response
<p>Comment from Boots UK Limited:</p> <p>Due to the timing of production of this draft, the recent changes in the opening hours of a number of Boots pharmacies have not been reflected in the draft PNA.</p> <p>There is a relocation application approved for the Boots store on Peascod street, Windsor.</p>	<p>The PNA has been updated to reflect all changes in pharmacy opening times, locations and provision.</p>
<p>Comment from a member of the public (a summary):</p> <p>A member of the public wrote a series of emails regarding the analysis of ethnic make up of the borough. Among the points she covered were the ethnic makeup of the constituencies of Windsor and Maidenhead and the health inequalities of Cordwallis Surgery.</p>	<p>These comments have been considered. The comments do not disagree with the numbers presented in the PNA, but rather split ethnicity in different ways such as by individual previous boroughs or by one particular GP surgery. It has been agreed by the steering group that wards are the most appropriate geographic division. The PNA looks at diversity initially at a unitarity authority level, then at a ward level.</p>
<p>Comment from a member of the public:</p> <p>I have seen information about this consultation in the Royal borough newsletter. I was puzzled that it was concluded that there are no gaps in the service. I wanted to just let you know about my out of hours experience at the weekend in Maidenhead trying to get pain relief for my 102 year old mum who had been discharged from hospital without pain relief after a fall in January this year.</p> <p>I know that COVID didn't help, but on the Saturday I contacted 111 who eventually came back by the evening with a doctor who could issue a prescription. I was anxious about leaving mum with the carer too long as she needed 2 of us to lift her so I asked for the prescription to go to Maidenhead Sainsbury's pharmacy so I could pick it up straight away. Due to COVID the pharmacy was closed and they could not give me the prescription to take elsewhere. I had to go through 111 again and all the doctor could do, in view of the time in the evening by this time, was issue another prescription to be collected at St Mark's hospital on Sunday morning. I took it to Sainsbury's in Taplow, because I knew how to get there, but they didn't have the medication prescribed in stock. I drove on to Chippenham, to Boots, who don't open until 11.00 on Sundays. I waited 20 mins for them to open and finally, fortunately, got the medication. I found the whole experience very stressful, and my mum</p>	<p>This feedback is very important to help shape technology, regulation and how services work together. We have shared this feedback with NHS England. Further feedback on these issues can be shared with NHS England via their contact details below.</p> <p>Telephone: 0300 311 22 33 Email: england.contactus@nhs.net General Post (including complaints, but not legal proceedings): NHS England, PO Box 16738, Redditch, B97 9PT</p>

Additional comments	Response
<p>was both in pain and confused as to why I kept leaving her.</p> <p>I have 4 questions.</p> <p>Why are digital prescriptions not transferable between pharmacies?</p> <p>Why can't St Mark's hospital dispensary dispense medication; there must be pain killers available for their in-patients.</p> <p>Why can't 111 doctors see one another's notes and prescriptions - it would save time. Why can't doctors see if a pharmacy is closed before issuing a prescription to them.</p> <p>Most of all; Why would a 102 year old lady who had stitches in her head and a fractured elbow not need pain relief only 24hours after her fall?</p> <p>I am not criticising her discharge, just the lack of medication and understanding of how hard and slow it is to get it at the weekend and at night in the community.</p> <p>I hope this is useful to you.</p>	