

APPENDIX 3 - ANALYSIS OF PNA CONSULTATION

The formal consultation period of this Pharmaceutical Needs Assessment (PNA) ran from 1st September 2014 until 24th November 2014. The draft PNA and consultation response form were issued to all of the stakeholders listed in appendix 2.

- The number of responses received totalled 88.
- From the 88 responses, 76 were received from the general public.
- 81 thought that the explanation of the PNA was sufficient.
- 70 thought that the PNA provided an adequate assessment of pharmaceutical services in the Bury area.
- 71 thought that the PNA provided a satisfactory overview of the current and future pharmaceutical needs of the Bury population.
- 40 thought that current pharmacy provision and services in Bury is adequate.
- 65 out of 87 agreed with the conclusion of the PNA.

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

Responder Number	Organisation/Member of Public	Section of PNA	Actual Response	Comment from PNA Steering group	Decisional of the steering group to amend the PNA? (Y/N)	Date amendment made
1	Member of the public	General comment	The review also probably reflects the position re availability of GP access in Besses	The PNA does not look at GP provision in Bury.	No	
3	Member of the public	General comment	There is, apparently, a further need in Radcliffe and Besses Areas	The PNA states there is no need for additional pharmaceutical services identified in the Radcliffe Ward for the reasons stated, but there is a need in Besses Ward.	No	
4	Member of the public	General comment	Unable to see this part of the document due to the way in which it was downloaded on the accompanying email, therefore I can't respond. The information I received let me see to the point of referring to Besses as being under supplied.....	Difficulties accessing the document should have been raised with Bury Council who posted out paper copies when necessary.	No	
4	Member of the public	General comment	Not able to see conclusion! Due to reasons given in answer to Question No 4 above.	The only options available to the council due to the size of the PNA was to provide a link to the website or send out paper copies.	No	
4	Member of the public	General comment	Please resend email with a pdf link to the document referred to rather than an extract put inside the email, which then doesn't allow you to read the whole document. Kind regards	The only options available to the council due to the size of the PNA was to provide a link to the website or send out paper copies.	No	
6	Member of the public	General comment	What do they offer	N/A	No	
6	Member of the public	General comment	More details about pharmacies	This comment has been noted.	No	
6	Member of the public	General comment	Need to say how many independent or large companies. where to obtain emergency drugs that are classed as dangerous e.g. morphine for terminally ill and end of life drugs	A list of pharmacies which are commissioned to provide palliative care drugs is included with Appendix 6.	No	
6	Member of the public	General comment	As above . unable to get prescribed drugs from Tesco when needed	Any complaints should be made directly to the pharmacy or to the Patient Advice and Liaison Service (PALS) at NHS England' Greater Manchester Area Team.	No	
7	Member of the public	General comment	Obviously the fact that we haven't got a local Pharmacy makes me think the PNA needs to improve. The public should not have to fight for this right .	This comment has been noted.	No	
7	Member of the public	General comment	If we succeed in getting a pharmacy perhaps I could change my opinion .	This comment has been noted.	No	
7	Member of the public	General comment	Lots of elderly and young parents living in Besses need access to a local pharmacy .	This PNA clearly identifies a need for pharmaceutical services within the Besses Ward. It will be a commercial decision for pharmacists and pharmacy companies whether they apply for an NHS contract and NHS England whether they approve any application	No	
7	Member of the public	General comment	don't know enough to comment	N/A	No	
8	Member of the public	General comment	None in Besses area. Difficult to get to late pharmacy without use of car.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
9	Member of the public	General comment	Provided a cross section of all communities takes part	N/A	No	
9	Member of the public	General comment	With the same proviso as in question 2	N/A	No	
9	Member of the public	General comment	For my own purposes	N/A	No	
13	Organisation - Councillor Bury MBC	General comment	yes, I believe we need local pharmacies and we should look to stop local ones closing and supermarkets taking over this service	Pharmacies are run by individual pharmacists, small, medium and large companies. Each pharmacy should deliver services to the same high standard to their locality (and nationally for distance selling pharmacies) regardless of owner. Any failings should be reported to the appropriate body.	No	
14	Member of the public	General comment	Besses needs a pharmacy	This PNA clearly identifies a need for pharmaceutical services within the Besses Ward. It will be a commercial decision for pharmacists and pharmacy companies whether they apply for an NHS contract and NHS England whether they approve any application	No	
15	Member of the public	General comment	Besses Ward did originally have a pharmacy over 20 years ago	This comment has been noted.	No	
16	Member of the public	General comment	For anyone who does not have access to the internet or get out and about due to immobility etc they would not be able to partake in any consultation, and those are exactly the people who need the local service.	This comment has been noted.	No	
16	Member of the public	General comment	where would we find it and how would people know where to find it?	N/A	No	
16	Member of the public	General comment	Thinking locally, there are no pharmacies within walking distance or even 1, 2 bus stops. There are two within 1/2 mile of each other up at Pilsworth, and two or three in Whitefield but none in the Hillock/Besses area. For those with ailments who just need otc chemist medicines/supplies or advice you would have to get a taxi, a car or travel to get to one - ridiculous. There are perfectly good local shops in a new shopping precinct which would benefit from a pharmacy, also taking the burden off GP's where a Chemist/Pharmacist advice may all that is needed.	This PNA identifies a need for pharmaceutical services within the Besses Ward. It will be a commercial decision for pharmacists and pharmacy companies whether they apply for an NHS contract and NHS England whether they approve any application	No	
17	Member of the public	General comment	We do not have a chemist/pharmacy anywhere near us, its a real issue.	This PNA identifies a need for pharmaceutical services within the Besses Ward. It will be a commercial decision for pharmacists and pharmacy companies whether they apply for an NHS contract and NHS England whether they approve any application	No	

17	Member of the public	General comment	The sooner the better we get something in Besses, ideally on the Hillock	This PNA identifies a need for pharmaceutical services within the Besses Ward. It will be a commercial decision for pharmacists and pharmacy companies whether they apply for an NHS contract and NHS England whether they approve any application	No	
18	Member of the public	General comment	There is no provision in Besses	This PNA clearly a need for pharmaceutical services within the Besses Ward. It will be a commercial decision for pharmacists and pharmacy companies whether they apply for an NHS contract and NHS England whether they approve any application	No	
19	Member of the public	General comment	There is no need for a pharmacy in Besses ward. We have plenty nearby	The PNA for the reasons stated within it identifies a need.	No	
26	Member of the public	General comment	too far for the elderly people to walk	This comment has been noted.	No	
27	Member of the public	General comment	No pharmacy in Besses ward	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
28	Member of the public	General comment	no pharmacies in the Prestwich clough area , have to go to sedgley , or Prestwich centre	This comment has been noted. No need was identified in the Prestwich clough area.	No	
30	Member of the public	General comment	I have to travel roughly 1 mile to the nearest pharmacy	This comment has been noted.	No	
31	Member of the public	General comment	Don't want to answer this	Response to this consultation were optional.	No	
32	Member of the public	General comment	no pharmacies in the Hillock area	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
32	Member of the public	General comment	No, see question 2	This comment has been noted.	No	
34	Member of the public	General comment	Because there is no pharmacy in Besses ward. Nearest is either Unsworth or on Bury New Road.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
35	Member of the public	General comment	In the Besses Ward there is no Pharmacy. Our nearest one is in Unsworth - easily reached by car for us, but difficult for those who do not drive. This Pharmacy is also extremely busy and there are long queues for people collecting medication.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
36	Member of the public	General comment	There is no provision in Besses Ward	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
37	Member of the public	General comment	This is needed in this area 6.0	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
37	Member of the public	General comment	we have campaigned for a while now to get a Pharmacy in the area there are quite a few pensioners on our estate who can not travel to other areas to get there prescription I personally have mine on repeats at the chemist near the doctors but not every one has this facility	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
38	Member of the public	General comment	Besses does not have the same access to a chemist as other areas do	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
38	Member of the public	General comment	See above. I am concerned that elderly people without transport are not being catered for in terms of their needs	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
39	Member of the public	General comment	I drive so it isn't as much of an issue but for my elderly mum who also lives in Besses there are no pharmacies in close walking distance	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
40	Member of the public	General comment	Prior to the letter arriving from my MP I was unaware of the PNA or it's purpose.	This comment has been noted.	No	
40	Member of the public	General comment	Besses ward has no provision	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
41	Organisation - Boots UK Limited	Appendix 4 & 8	Appendices 4 & 8 – clarity is needed on the key to the appendices for the orange line Yellow – Opens later on weekdays and open Saturdays and Sundays Blue – Pharmacy opens weekdays and on Saturdays Orange – Open standard core hours Monday – Friday (over 40 hours per week) Green – Internet pharmacies Purple – Appliance suppliers Orange - says standard core hours. Does this mean opening times or does it mean in NHS contractual terms their core hours? They have contractually different timings. The hours listed in both appendices are opening hours. If the orange line is relating to NHS core hours then the hours for the Boots UK Limited stores are incorrect – please contact us for the NHS contractual core hours.	In the key, the orange line has been changed to 'pharmacy opens weekdays only' as the appendix was not intend to highlight the type of contract the pharmacy had but their opening hours.	Yes	17/12/2014
41	Organisation - Boots UK Limited	Appendix 6	Appendix 6 The heading is for opening hours; yet the text is for services – needs changing. For pharmacy ref 6 Boots 32-36 The Mall BL9 0QQ this store does provide the smoking intermediate advice service (SIA) – please change. For pharmacy ref 7 Boots Unit 1 Woodfields Retail Park – this 100 hour pharmacy provides an in- hours palliative care service – missing from the table. Please include	The heading has been amended. Information around commissioned services were provided by commissioners. Service reviews to begin April 2015.	Yes	17/12/2014
41	Organisation - Boots UK Limited	Appendix 6	What is service CS? It is not listed in the key to the table	Column heading CS should actually be CTT. This will be amended.	Yes	17/12/2014
41	Organisation - Boots UK Limited	Section 6.5, Page 65, Figure 29	Corrections in the draft PNA itself Page 65 the table heading "Average items per pharmacy 2012-13" – should specify per month	This will be amended.	Yes	17/12/2014
42	Member of the public	General comment	Insufficient, if any information provided that explains what has already been assessed or how	It appears that responder 42 could not access the PNA document. This has been noted for future reference.	No	
42	Member of the public	General comment	impossible to comment as there is no information of anything the PNA has reported	It appears that responder 42 could not access the PNA document. This has been noted for future reference.	No	
42	Member of the public	General comment	where is this superposed PNA report ? could it be at the end of this survey that you cant get to until all the questions have already been answered ?	It appears that responder 42 could not access the PNA document. This has been noted for future reference.	No	
42	Member of the public	General comment	This survey is yet another waste of public funds, there's chemists all over the borough that collect prescriptions and deliver them to your door	This comment has been noted.	No	
43	Member of the public	General comment	not many open late and at weekends none within a mile of my house. i have a car but not everyone does and if i was ill i would not want to walk much further to get a prescription or help	This comment has been noted.	No	
43	Member of the public	General comment	in an area where there are deprivation issues there should be a 100 hours pharmacy available	The PNA did not identify a need for an additional 100 hour pharmacy in the Bury area.	No	
44	Member of the public	General comment	i need medication regular and there are not near enough.	This comment has been noted.	No	
45	Member of the public	General comment	I agree that there is a need for a chemist on the hillock estate.	This comment has been noted.	No	
46	Member of the public	General comment	I live in Besses Ward area and there is a definitely a need for a pharmacy on Hillock Estate	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
47	Member of the public	General comment	No chemist on Hillock Estate. Have to go to Bury New Rd, Prestwich or Unsworth	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
47	Member of the public	General comment	As per above - Hillock Estate used to have a chemist many years ago but was closed down	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
47	Member of the public	General comment	again Besses Ward does not have many chemists	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
47	Member of the public	General comment	more local chemists	This comment has been noted.	No	
47	Member of the public	General comment	Elderly residents have to travel far for a chemist or ask other people to pick up medication etc for them	This comment has been noted.	No	

48	Organisation - Rowlands Pharmacy	General comment	The PNA recommends that a further pharmacy is needed in Besses ward. there have been numerous applications in this area in recent years and all have been rejected by the NHS Litigation Authority at the appeal stage as the evidence was not available to suggest that current services were not meeting need. this view is supported by the statement, in the PNA, that "the Wards, Radcliffe North and Besses have no pharmacies within their boundaries. However, the public survey did not identify concerns with accessing pharmaceutical services in both these areas". To suggest that another pharmacy is needed in the light of this is od in the extreme. Reference is made to representatives of the local community suggesting that a pharmacy is needed. However, no detail is given regarding the authority these individuals have to make such assertions nor is there adequate explanation of why the short distances to pharmacies in neighbouring wards and the services that they offer is inadequate. It is common knowledge that when asked whether resident would like a pharmacy 'on their doorstep' they will say yes. however the PNA is a document that can have profound consequences on the viability of existing pharmacies and to treat these services with such apparent disdain is unworthy of the document. We question whether the absence of a proper, detailed assessment of need for the Besses ward (rather than the hearsay which has apparently occurred) leaves the PNA document open to judicial review.	There has been concerns raised on a number of occasions with regards to lack of pharmaceutical provision in Besses wards. This has been noted in the minutes of the Health and Wellbeing Board minutes in April 2014, where residents of Besses presented a need to the Board. Residents have also met with Stuart North, Chief Finance Officer, Bury CCG and Dr Patel, Chair of Bury CCG where it was agreed that a local pharmacy presence was required within the ward. The reason for this is highlighted in Section 1.0, Page 5 of the PNA. In addition, the formal consultation has received 76 public responses . Most of these responses have identified the need for a pharmacy in the Besses area. Unfortunately, a lot of residents in Besses struggled to access the public survey in April and May and therefore, their concerns were not captured at this time.	No	
48	Organisation - Rowlands Pharmacy	General comment	See response to question 2 above	As above.	No	
48	Organisation - Rowlands Pharmacy	General comment	We do not agree with the assertion that another pharmacy is required in Besses ward - see response to question 2.	As above.	No	
48	Organisation - Rowlands Pharmacy	General comment	Another pharmacy is not required in Besses ward - see response to question 2	As above.	No	
49	Member of the public	General comment	Some areas are without easy access to a pharmacy. This presents a major problem to elderly people without their own transport or those on their own with nobody to assist.	This comment has been noted.	No	
50	Member of the public	General comment	Those wards without a pharmacy need that provision. A mile to the nearest pharmacy is a long way if you are elderly with no transport and no help to get there. Not everybody has a phone to arrange delivery either. The PNA identifies 2 wards without pharmacies and this issue should be rectified.	This comment has been noted however, there has been no need identified in Radcliffe North Ward.	No	
50	Member of the public	General comment	In that the wards without pharmacies should have that provision made available.	This comment has been noted however, there has been no need identified in Radcliffe North Ward.	No	
51	Member of the public	General comment	Because no summary provided from a 95 page document	An executive summary is included at the start of the PNA	No	
51	Member of the public	General comment	No Summary of Conclusions from the PNA provided with the survey request letter	An executive summary is included at the start of the PNA	No	
51	Member of the public	General comment	No Summary of Conclusions from the PNA provided with the survey request letter	An executive summary is included at the start of the PNA	No	
51	Member of the public	General comment	No Pharmacies in the Besses Ward	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
51	Member of the public	General comment	No Summary of Conclusions from the PNA provided with the survey request letter	An executive summary is included at the start of the PNA	No	
51	Member of the public	General comment	yes How do you expect people to wade through a 95 page document without providing more advice and summaries with the survey letter.	The only options available to the council due to the size of the PNA was to provide a link to the website or send out paper copies.	No	
52	Organisation - Pharmacy Care Plus Ltd, t/a Barash Pharmacy	General comment	There is no need for a further pharmacy in the Besses ward. Electoral wards do not constitute the best view of pharmaceutical neighbourhoods, they are artificial constructs. There are THREE (3) pharmacies on the borders of the Besses ward, which is more than adequate. What is needed is a range of commissioned services to the existing pharmacies.	There has been concerns raised on a number of occasions with regards to lack of pharmaceutical provision in Besses wards. This has been noted in the minutes of the Health and Wellbeing Board minutes in April 2014, where residents of Besses presented a need to the Board. Residents have also met with Stuart North, Chief Finance Officer, Bury CCG and Dr Patel, Chair of Bury CCG where it was agreed that a local pharmacy presence was required within the ward. The reason for this is highlighted in Section 1.0, Page 5 of the PNA. In addition, the formal consultation has received 76 public responses . Most of these responses have identified the need for a pharmacy in the Besses area. Unfortunately, a lot of residents in Besses struggled to access the public survey in April and May and therefore, their concerns were not captured at this time.	No	
52	Organisation - Pharmacy Care Plus Ltd, t/a Barash Pharmacy	General comment	The PNA states that there is need of a further pharmacy in Besses ward, but there are three pharmacies already lying on the boundary of Besses Ward and there is actually no need. People when asked, "Would you like a pharmacy here?" will often automatically reply, 'Yes' and politicians would like something to talk about, but to make the decision one needs to know that it comes at a high cost, that the network of surrounding pharmacies is already close by, and that that network's business will be severely disrupted by yet another pharmacy. Bury is in need of MORE COMMISSIONED PHARMACY SERVICES not more pharmacies that are still unfunded to provide the extra services! As yet these have not been delivered through lack of money. This money would be wasted on the establishment and practice fees for a new pharmacy and not a single extra service in the gaps known would be delivered.	There has been concerns raised on a number of occasions with regards to lack of pharmaceutical provision in Besses wards. This has been noted in the minutes of the Health and Wellbeing Board minutes in April 2014, where residents of Besses presented a need to the Board. Residents have also met with Stuart North, Chief Finance Officer, Bury CCG and Dr Patel, Chair of Bury CCG where it was agreed that a local pharmacy presence was required within the ward. The reason for this is highlighted in Section 1.0, Page 5 of the PNA. In addition, the formal consultation has received 76 public responses . Most of these responses have identified the need for a pharmacy in the Besses area. Unfortunately, a lot of residents in Besses struggled to access the public survey in April and May and therefore, their concerns were not captured at this time.	No	
52	Organisation - Pharmacy Care Plus Ltd, t/a Barash Pharmacy	General comment	Completely adequate and in line with national standards.	This comment has been noted.	No	

52	Organisation - Pharmacy Care Plus Ltd, t/a Barash Pharmacy	General comment	There is no need for an additional pharmacy at huge expense to the public purse in Besses ward. What is needed is more funded pharmacy services through the existing network of pharmacies, that are needed. An additional pharmacy at Besses would also financially destabilise the existing network.	There has been concerns raised on a number of occasions with regards to lack of pharmaceutical provision in Besses wards. This has been noted in the minutes of the Health and Wellbeing Board minutes in April 2014, where residents of Besses presented a need to the Board. Residents have also met with Stuart North, Chief Finance Officer, Bury CCG and Dr Patel, Chair of Bury CCG where it was agreed that a local pharmacy presence was required within the ward. The reason for this is highlighted in Section 1.0, Page 5 of the PNA. In addition, the formal consultation has received 76 public responses. Most of these responses have identified the need for a pharmacy in the Besses area. Unfortunately, a lot of residents in Besses struggled to access the public survey in April and May and therefore, their concerns were not captured at this time.	No	
52	Organisation - Pharmacy Care Plus Ltd, t/a Barash Pharmacy	General comment	No need for any more pharmacies. We must, instead, improve the services through the existing network.	This comment has been noted.	No	
53	Organisation Pharmacy Care Plus	General comment	There are sufficient pharmacies in place in Besses, but we need instead more enhanced services funding through the existing pharmacy network.	There has been concerns raised on a number of occasions with regards to lack of pharmaceutical provision in Besses wards. This has been noted in the minutes of the Health and Wellbeing Board minutes in April 2014, where residents of Besses presented a need to the Board. Residents have also met with Stuart North, Chief Finance Officer, Bury CCG and Dr Patel, Chair of Bury CCG where it was agreed that a local pharmacy presence was required within the ward. The reason for this is highlighted in Section 1.0, Page 5 of the PNA. In addition, the formal consultation has received 76 public responses. Most of these responses have identified the need for a pharmacy in the Besses area. Unfortunately, a lot of residents in Besses struggled to access the public survey in April and May and therefore, their concerns were not captured at this time.	No	
54	Member of the public	General comment	I feel we need a pharmacy in Besses Ward Whitefield. We used to have one in Hillock shops when I first came to Whitefield in 1980s. Then it closed down. Not having a car inconvenient as have to pay for public Transport or walk to nearest pharmacy.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
54	Member of the public	General comment	Areas such as Besses ward need a pharmacy within easy reach particularly for the elderly.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 5, bullet 3	"(except in Besses Ward)" should be deleted, as Besses ward residents have easy access to four pharmacies immediately across the border with adjacent wards, two of which are open on Saturdays and one is open on Sundays.	There has been concerns raised on a number of occasions with regards to lack of pharmaceutical provision in Besses wards. This has been noted in the minutes of the Health and Wellbeing Board minutes in April 2014, where residents of Besses presented a need to the Board. Residents have also met with Stuart North, Chief Finance Officer, Bury CCG and Dr Patel, Chair of Bury CCG where it was agreed that a local pharmacy presence was required within the ward. The reason for this is highlighted in Section 1.0, Page 5 of the PNA. In addition, the formal consultation has received 76 public responses. Most of these responses have identified the need for a pharmacy in the Besses area. Unfortunately, a lot of residents in Besses struggled to access the public survey in April and May and therefore, their concerns were not captured at this time.	No	
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 5, bullet 3 & 4	The comparators should be consistent: either % of pharmacies open on Saturdays and Sundays, or the % of wards with no pharmacies open on Saturdays and Sundays. The use of 'in contrast' suggests a different conclusion from the bullet above, yet the fact that only 12% of the public were concerned indicates that there is sufficient Sunday cover as well.	The PNA will be amended in line with this comment.	Yes	17/12/2014
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 5, bullet 4	There is an inconsistency in references to the public survey, which is used as evidence in some parts of the PNA, yet referred to as unreliable due to a low response rate in other parts of the same document. This might leave the document open to challenge.	The PNA will be amended in line with this comment.	Yes	17/12/2014
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 5, bullet 5	'financially viable' would be preferred to 'commercially viable' as this document focuses on NHS clinical services	In line with comments received from NHS England's Greater Manchester Area Team, all reference to commercial viability will be removed from the PNA	Yes	17/12/2014
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 5, bullet 6	The Area Team does not organise a rota service as such, but it does work with LPCs and community pharmacies to ensure there is cover where and when there is a perceived need.	We have sought clarity from NHS England's Greater Manchester Area Team who have advised they do co-ordinate a rota service.	No	
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 5, bullet 7	Bury West has two pharmacies (out of three) open on Saturdays so "weekends" should be changed to "within the ward on Sundays". Bury West residents have easy access to five pharmacies immediately across the border in Bury East, four of which are open on Saturdays and three are open on Sundays.	The PNA will be amended to read 'within the ward on Sundays' however, the PNA already clearly states that there are alternative pharmacies available in the neighbouring townships on weekends.	Yes	17/12/2014

55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 5, Besses Ward	The LPC does not agree that there is "a need for [additional] pharmaceutical service provision within Besses ward" for the following reasons: <ul style="list-style-type: none"> • Applications in this area have been repeatedly rejected, precisely because there is no need for an additional pharmacy in this area. This has been confirmed independently on appeal • Opening a community pharmacy in Besses would cost the NHS in the region of £40k per year in establishment payments • There are four pharmacies on the immediate boundary of the ward, all of which provide collection and delivery services • These pharmacies also all provide additional and enhanced services and are all prepared to provide any further enhanced services that might be commissioned in future • Tesco pharmacy in Prestwich is probably the main supermarket in the area, and provides extended opening hours. The other pharmacies adjacent to Besses would consider extending their hours if a particular need is identified • There is no GP practice in Besses, so patients will travel to adjacent wards for medical treatment, where there is adequate and convenient pharmacy cover near their GP practice. The absence of a nearby GP practice would make it difficult for a pharmacy in Besses to thrive. • Cost should not be a deterrent to the use of public transport – if it genuinely is, then consideration should be given to subsidising the bus service if it isn't already. 	There has been concerns raised on a number of occasions with regards to lack of pharmaceutical provision in Besses wards. This has been noted in the minutes of the Health and Wellbeing Board minutes in April 2014, where residents of Besses presented a need to the Board. Residents have also met with Stuart North, Chief Finance Officer, Bury CCG and Dr Patel, Chair of Bury CCG where it was agreed that a local pharmacy presence was required within the ward. The reason for this is highlighted in Section 1.0, Page 5 of the PNA. In addition, the formal consultation has received 76 public responses. Most of these responses have identified the need for a pharmacy in the Besses area. Unfortunately, a lot of residents in Besses struggled to access the public survey in April and May and therefore, their concerns were not captured at this time.	No	
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 7, Bullet number 1	LPC is aware that some pharmacies wish to provide this service but are not yet commissioned to do so. This service is currently under review and hopefully more pharmacies will soon be able to provide it. All pharmacies also provide Nicotine Replacement Therapy over the counter.	This comment has been noted and a statement will be included to advise that NRT can be bought over the counter however it should be noted that cost may be a deterrent for the public to use this service outside of NHS provision.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 7, Bullet number 2	We believe this figure may now be inaccurate following recent recommissioning of the sexual health service.	Information around commissioned services were provided by commissioners. Service reviews to begin April 2015.	No	
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 7, Bullet number 2	This section should also refer to Pharmacy Needle Exchange, Supervised Consumption and Flu Vaccination, all of which are commissioned in Bury	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 7	Should read "Community pharmacies are ideally placed..." as services are often provided by the wider pharmacy team	The PNA will be amended in line with this comment.	Yes	17/12/2014
55	Organisation - Bury & Rochdale LPC	Section 1.0, Page 7, tick list	This tick list is very limited and should also include: Public health advice (e.g. through Healthy Living Pharmacies) NHS Health Checks Compliance support Emergency supplies of repeat medication Therapeutic monitoring Support for long term conditions and expert patients Pharmacist prescribers (supplementary and independent) Medication support following hospital discharge	The PNA will be amended in line with this comment. Statement remains in Section 8 only. Reduced duplication.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 3.2.1, Page 11, Figure 1	This map is confusing. It is hard to differentiate between green and blue stars. It would also help if it clearly indicated population density and major transport routes	The map will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 3.2.1, Page 11&12	The sections on LPS, Dispensing Doctors and DACs are potentially confusing. We suggest they should include the heading, a statement that we have none in Bury and need none in Bury, and a reference to the regulations where a definition can be found if required.	This format request will be noted for future PNAs however, this PNA will not be amended.	No	
55	Organisation - Bury & Rochdale LPC	Section 3.2.1, Page 12, Other independent contractors	This section could include reference to domiciliary oxygen services	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 3.2.2, Page 13, NMS	This note is no longer necessary following the DH announcement in August 2014 http://psnc.org.uk/our-news/official-nms-evaluation-confirms-value-of-the-service/	The PNA will be amended in line with this comment.	Yes	17/12/2014
55	Organisation - Bury & Rochdale LPC	Section 3.2.3, Page 14, Public Health Services	This section should include reference to vaccination (e.g. seasonal flu), which is also a service commissioned by NHSE Area Team.	The PNA will be amended in line with this comment.	Yes	17/12/2014
55	Organisation - Bury & Rochdale LPC	Section 3.3, Page 15	We are pleased that this section has been included, but since the recent contract settlement includes reference to a delivery service for certain patients, perhaps another example could be cited such as compliance support for non-DDA patients	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 4.4, Page 23, Final sentence	This might be misconstrued as recruitment advice, which is not appropriate in a PNA. A better way of making this point would be "Pharmacy contractors recruit staff from their local community, which helps them to ensure that local cultural and language diversity is respected"	The PNA will be amended in line with this comment.	Yes	17/12/2015
55	Organisation - Bury & Rochdale LPC	Section 4.6, Page 31, Figure 14	This map is very unclear. The horizontal scale is compressed, and the choice of red stars for pharmacies when the most deprived wards are also in red is unfortunate.	The map will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.1, Page 32	Paragraphs 3, 4 and 5 ("However, commissioners..." to "...provide extended hours") provide advice to commissioners, are not appropriate to an assessment of need, and should therefore be deleted.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.1, Page 33	Many of these are statements of service provision, not health need	The PNA will be amended in line with this comment.	Yes	17/12/2014
55	Organisation - Bury & Rochdale LPC	Section 5.1, Page 33, bullet 7	How many of the pharmacies providing supervised consumption are formally commissioned to do so? LPC is aware of a significant number providing this service unofficially for no payment. This situation is currently under review by the commissioner.	Information around commissioned services were provided by commissioners. Service reviews to begin April 2015.	No	
55	Organisation - Bury & Rochdale LPC	Section 5.1, Page 33, final bullet	Historically, enhanced services have not been promoted to the public. This is partly due to targeted commissioning that means messages can't be a simple 'go to your pharmacy for this service'. The need to restrain demand was another factor.	This comment has been noted.	No	
55	Organisation - Bury & Rochdale LPC	Section 5.2, Page 34	The references to the JSNA would be better placed in section 5.1	A sentence will be included in section 5.1 to advise that the JSNA will be explained in detail in section 5.2.	Yes	07/01/2015

55	Organisation - Bury & Rochdale LPC	Section 5.3, Page 35	We would like to insert a paragraph after paragraph 1 "As well as the pharmacists and dispensing technicians referred to above, pharmacies also employ medicines counter assistants, trained to at least NVQ level 2. Many are trained to provide Brief Interventions, and some act as Healthy Living Champions, Dementia Friends, Carers Champions and more. They add significantly to the skill mix available in pharmacy teams."	The PNA will be amended in line with this comment.	Yes	17/12/2015
55	Organisation - Bury & Rochdale LPC	Section 5.3, Page 35 & 36	Please add to the end of the penultimate paragraph "Allowing pharmacists to take professional responsibility for assessing and declaring their own competence to provide a service is expected to significantly improve service continuity."	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.3.3, Page 36	The NHSE flu service example needs updating to 2014-15 "At the time of writing the PNA the GMAT had commissioned an influenza vaccination community pharmacy Enhanced Service from pharmacies across the GM area, including Bury. This pilot service has been commissioned from pharmacies from November 2014 to February 2015, and targets under 65 at risk individuals. Over 200 accredited community pharmacies in Greater Manchester (10 community pharmacies in Bury) have been commissioned to provide the service. The pilot will be evaluated to inform commissioning of subsequent influenza vaccinations programmes."	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.3.4, Page 37	To avoid the implication that pharmacies are somehow responsible for gaps in locally commissioned services... and that there is thus a need for additional pharmacies to provide those services... it should be clearly noted here that: 1. The range of NHS services provided is crucially affected by the will and ability of commissioning bodies to commission them 2. Existing pharmacies are willing and able to provide any local service that is commissioned from them 3. To maximise value for public money, any service to meet a local need will be offered to existing community pharmacy contractors in the first instance	This comment will be included in the PNA however, this may need to be re-worded.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16	All sections need cross-referencing to appropriate parts of the PNA that give more detail	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Dispensing of Medicines	"Explanation of medicines prescribed at the time of dispensing has been shown to increase the understanding..." A possibly more relevant example for this service would be the provision of emergency supplies of repeat medication, which avoids calls to Out of Hours GP service, WIC and A&E	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Repeat Dispensing	The Note is somewhat surprising since Bury has one of the highest uptake and usage levels of EPS2 in the country. Roll out is virtually complete. More appropriate wording might be: "the uptake of the RD service in Bury is low, but is expected to rise now Release 2 of the Electronic Prescription Service is established in the Borough"	The PNA will be amended in line with this comment	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Disposal of unwanted medicines	"Example:" needs inserting before the second paragraph, which should be amended to include a statement that "... community pharmacies would be willing and able to provide such a service, if commissioned"	The PNA will be amended in line with this comment. This statement will be included within a footnote and referenced throughout the document.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Public health	Community pharmacies in Bury are not usually provided with leaflets and posters to support these campaigns, which can limit their effectiveness.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Signposting	This section needs a definition of the service (perhaps a link to the appropriate page on PSNC's website or cross-reference to Appendix 1 would be sufficient). The example could be referral to Brook Advisory Service for routine contraception. Regrettably, the specific example given is probably one of the few services that pharmacists do not get asked about.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Support for Self Care	This section needs a definition of the service (perhaps a link to the appropriate page on PSNC's website or cross-reference to Appendix 1 would be sufficient). The example should read "If patients used pharmacies for advice and treatment on a more frequent basis..."	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Medicines Use Review	This section needs a definition of the service (perhaps a link to the appropriate page on PSNC's website or cross-reference to Appendix 1 would be sufficient). Targeted MURs are now required to make up 70% of the service. A better example would be an MUR+ service such as inhaler technique support.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, New Medicines Service	The NMS increases patient engagement with their condition and medicines, supporting patients in making decisions about their treatment and self-management. It focuses on patients' understanding of their new medicine, not just on which have been started or stopped.	The PNA will be amended in line with this comment	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Locally Commissioned Services	These sections all need definitions and cross-referencing	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, EHC	This example should recognise that community pharmacies can be commissioned to provide routine oral and barrier contraceptive services	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Sexual Health	Pharmacies can also be an integral part of a comprehensive sexual health service for the general public – perhaps this section should be combined with the Chlamydia section above, to avoid duplication	This section will be combined with the above.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Supervised consumption	This section needs a definition and cross-referencing Further examples would be supervised consumption of benzodiazepines to aid recovery from prescriber-induced dependence, and of anti-tubercular drugs to aid compliance with complex treatment regimens.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Smoking cessation	Typo: "Pharmacist provision of stop smoking..."	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Page 38-42, Figure 16, Palliative Care	The description on p57 is much clearer wording and should be referenced here.	This comment has been noted. The PNA will be amended.	Yes	07/01/2015

55	Organisation - Bury & Rochdale LPC	Section 5.4.1, Page 43	This section, and the map at Figure 18, understates the provision of this service. LPC is aware that some pharmacies wish to provide this service but are not yet commissioned to do so. This service is currently under review and hopefully more pharmacies will soon be able to provide it. All pharmacies also provide Nicotine Replacement Therapy over the counter.	This comment has been noted and a statement will be included. Over the counter NRT has not been included as the provision of retail sales in community pharmacy is not part of this needs assessment since it is not contracted by the NHS.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.2, Page 44	Community pharmacy can refer directly to the BEATS 'exercise on prescription' service. It is also possible to commission a comprehensive weight management service through pharmacy. Please include a statement that "... community pharmacies in Bury would be willing and able to provide such a service, if commissioned"	The PNA will be amended in line with this comment. This statement will be included within a footnote and referenced throughout the document.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.3, Page 45	Please include a statement that "... community pharmacies in Bury would be willing and able to provide such a service, if commissioned"	This statement will be included within a footnote and referenced throughout the document.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.4, Page 45	Community pharmacy can also be commissioned to provide routine oral contraception as part of a comprehensive sexual health service.	This comment has been noted.	No	
55	Organisation - Bury & Rochdale LPC	Section 5.4.4, Page 46, Figure 19	This map is unclear, using green and red stars on a green and red map	The map will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.5, Page 47	PCT training requirements, coupled with budget cuts, meant that when trained pharmacists left the area incoming pharmacists could not get accreditation to provide the service. Allowing pharmacists to take professional responsibility for assessing and declaring their own competence to provide the service is expected to significantly improve service continuity. This section should acknowledge that all community pharmacies can supply EHC over the counter.	This comment has been noted and a statement will be included. Over the counter EHC has not been included as the provision of retail sales in community pharmacy is not part of this needs assessment since it is not contracted by the NHS.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.6, Page 49	This is not simply an opportunity for other services to use pharmacy consultation rooms. Please include a statement that "... community pharmacies in Bury would be willing and able to provide such a service themselves, if commissioned"	This comment has been noted. This statement will be included within a footnote and referenced throughout the document.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.7, Page 49	Community pharmacies are able to offer relatively anonymous support to this cohort of individuals, which is an opportunity to provide support to the 'missing 50%' of OC Users, and can sometimes result in them accessing specialist services.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.7a, Page 50	The relative anonymity of this service is essential in order to maximise the uptake of clean equipment and so minimise the spread of blood-borne diseases. More pharmacies are willing and able to provide this service, if commissioned	This comment has been noted. This statement about pharmacies willingness to provide services will be included within a footnote and referenced throughout the document.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.7b, Page 52	How many of the pharmacies providing supervised consumption are formally commissioned to do so? LPC is aware of a significant number providing this service unofficially for no payment. This situation is currently under review by the commissioner. Community pharmacies do offer a non-judgemental etc service (borne out by the customer satisfaction figures quoted elsewhere in the PNA)	Information around commissioned services were provided by commissioners. Service reviews to begin April 2015. The PNA will be amended in line with this comment.	No	
55	Organisation - Bury & Rochdale LPC	Section 5.4.7b, Page 53, Figure 25	This map doesn't appear to reflect recent commissioning changes to this service	Information around commissioned services were provided by commissioners. Service reviews to begin April 2015. The map to be amended	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.8, Page 54	This section should be amended to include a statement that "... community pharmacies would be willing and able to provide such services, if commissioned"	This statement will be included within a footnote and referenced throughout the document.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.9, Page 55	This section should be amended to include therapeutic monitoring services and a statement that "... community pharmacies would be willing and able to provide such services, if commissioned"	This statement will be included within a footnote and referenced throughout the document.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.13, Page 56	Work is under way to commission a 'Common Ailment Service' in Bury – minor ailments are not 'minor' to the people that are suffering from them at the time!	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4.14, Page 57	To avoid misunderstandings, it is important to note here that all pharmacies carry stock of palliative care drugs regularly prescribed in their area, and can obtain stock of other items quickly when needed. The enhanced service is to ensure access to urgently required items outside normal opening hours.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.4, Page 57	There is no mention of HLP in the document. It is a pharmacy-led development programme, with 16 pharmacies working towards HLP status in Bury. The HLP programme will drive up the quality of public health provision through community pharmacy, and provide commissioners with quality assurance for services they choose to commission from HLPs.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.5.1, Page 57, Paragraph 3	The final sentence is unclear. Perhaps better wording might be: "Friendly and knowledgeable staff is the most frequent service-related factor selected."	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 5.5.1, Page 57, Paragraph 6	Blood pressure checks are not commissioned under the NHS in Bury, and it is inappropriate to quote awareness of non-NHS services in the PNA, or to comment on the advertising thereof. However, "... community pharmacies would be willing and able to provide such services, if commissioned" Commissioned services should include a publicity and promotion plan, which should be costed in to the business case. Wherever possible services should be commissioned from all pharmacies in the area so a clear message can be given to the public that the service is available from their regular pharmacy.	Comment noted however, this is just an example of a response received from the public survey which has been included for information,	No	
55	Organisation - Bury & Rochdale LPC	Section 5.5.1, Page 58, Note	There is an inconsistency in references to the public survey, which is used as evidence in some parts of the PNA, yet referred to as unreliable due to a low response rate in other parts of the same document. This might leave the document open to challenge.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.1, Page 59	Please delete 'can' in the first sentence. "Pharmacists have an impact..."	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.1, Page 59, Penultimate bullet	LPC does not agree that Besses is an exception (see note above re p5)	The statement with regards to the need for an additional pharmacy in Besses stands.	No	
55	Organisation - Bury & Rochdale LPC	Section 6.1, Page 60, bullet 2	'financially viable' would be preferred to 'commercially viable' as this document focuses on NHS clinical services	In line with comments received from NHS England's Greater Manchester Area Team, all reference to commercial viability will be removed from the PNA	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.1, Page 60, bullet 3	LPC does not agree that Besses is an exception (see note above re p5)	The statement with regards to the need for an additional pharmacy in Besses stands.	No	

55	Organisation - Bury & Rochdale LPC	Section 6.1, Page 60, bullet 3 & 4	The comparators should be consistent: either % of pharmacies open on Saturdays and Sundays, or the % of wards with no pharmacies open on Saturdays and Sundays. The use of 'in contrast' suggests a different conclusion from the bullet above, yet the fact that only 12% of the public were concerned indicates that there is sufficient Sunday cover as well.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.1, Page 60, bullet 7 & 8	LPC does not agree that Besses lacks access to pharmaceutical services, and believes that these bullet points should be deleted (see note above re p5)	The statement with regards to the need for an additional pharmacy in Besses stands.	No	
55	Organisation - Bury & Rochdale LPC	Section 6.1, Page 60, bullet 9	The Area Team does not organise a rota service as such, but it does work with LPCs and community pharmacies to ensure there is cover where and when there is a perceived need.	We have sought clarity from NHS England's Greater Manchester Area Team who have advised they do co-ordinate a rota service.	No	
55	Organisation - Bury & Rochdale LPC	Section 6.1, Page 60, bullet 11	'required' should be amended to read 'requested' or 'commissioned'	This will be amended to 'requested'.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.1, Page 60, bullet 12	This point should include a statement that existing contractors will be asked to consider extending their hours if there is a genuine local need	Further to comment below, this will be included on page 61.	No	
55	Organisation - Bury & Rochdale LPC	Section 6.1, Page 61, bullet 2	This should be amended to read: "There is currently satisfactory access to pharmaceutical services in the Borough. In time, if gaps in opening times are identified, these will be addressed initially through dialogue with existing contractors"	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.3, Page 63, Figure 27	It is difficult to differentiate between the blue and green stars	The map will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.5, Page 65, Paragraph 2	Typo: '...prescribing for common ailments...'	The PNA will be amended in line with this comment	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.5, Page 65, Figure 29	Right hand column is Average items per pharmacy per month 2012-13	The PNA will be amended in line with this comment	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.6, Page 67-68	The comments relating to Radcliffe North apply equally to Besses and in the view of LPC it is perverse to draw different conclusions for each ward, neither of which needs a new pharmacy.	There has been concerns raised on a number of occasions with regards to lack of pharmaceutical provision in Besses wards. This has been noted in the minutes of the Health and Wellbeing Board minutes in April 2014, where residents of Besses presented a need to the Board. Residents have also met with Stuart North, Chief Finance Officer, Bury CCG and Dr Patel, Chair of Bury CCG where it was agreed that a local pharmacy presence was required within the ward. The reason for this is highlighted in Section 1.0, Page 5 of the PNA. In addition, the formal consultation has received 76 public responses. Most of these responses have identified the need for a pharmacy in the Besses area. Unfortunately, a lot of residents in Besses struggled to access the public survey in April and May and therefore, their concerns were not captured at this time.	No	
55	Organisation - Bury & Rochdale LPC	Section 6.6, Page 69, Figure 32	This map would be clearer if the horizontal scale was not compressed	The map will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.6.1, Page 71	Delete 'except for Besses ward' (see comment re p5)	The statement with regards to the need for an additional pharmacy in Besses stands and therefore, 'except for Besses' will not be removed from this sentence.	No	
55	Organisation - Bury & Rochdale LPC	Section 6.6.1, Page 72, Figure 34	This map is very hard to read. Most pharmacies are located in more densely populated areas, coloured red or orange... and are represented by red stars	The map will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.7, Page 74	Currently there is no risk that 100hr pharmacies will be permitted to apply to reduce their hours. They would need to close, then re-apply for a new contract, which would be a major risk to them.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.7, Page 75, Paragraph 2	'required' should be amended to read 'requested' or 'commissioned'	This will be amended to 'requested'.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.7, Page 75, Paragraph 3	The Area Team does not organise a rota service as such, but it does work with LPCs and community pharmacies to ensure there is cover where and when there is a perceived need.	We have sought clarity from NHS England's Greater Manchester Area Team who have advised they do co-ordinate a rota service.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.7, Page 75, Paragraph 5	'financially viable' would be preferred to 'commercially viable' as this document focuses on NHS clinical services	In line with comments received from NHS England's Greater Manchester Area Team, all reference to commercial viability will be removed from the PNA	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.7, Page 75, Paragraph 6	LPC does not agree that Besses is an exception (see note above re p5)	Based on evidence provided, the statement with regards to the need for an additional pharmacy in Besses remains.	No	
55	Organisation - Bury & Rochdale LPC	Section 6.7, Page 77, Figure 38	For completeness and clarity this table should also include weekday opening hours	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.7.1 & 6.7.2, Page 78	The comparators should be consistent: either % of pharmacies open on Saturdays and Sundays, or the % of wards with no pharmacies open on Saturdays and Sundays.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 6.7.1 & 6.7.2, Page 78	LPC does not agree that Besses is an exception (see note above re p5)	Based on evidence provided, the statement with regards to the need for an additional pharmacy in Besses remains.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 7.2, Page 82	Services will be re-designed and re-configured to fit into the new integrated care pathways.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 7.3, Page 83, Figure 41, Column 7, Paragraph 2	Pharmacists are not 'potential professionals'! "Pharmacists are professionals who are able to administer immunisations..."	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 7.3, Page 84, Figure 41, Column 7, Paragraph 3	Ample evidence exists that community pharmacy is an appropriate venue for Health Checks. This does not need to be trialled. "Pharmacies could be commissioned to provide NHS Health Checks" Healthy Living Pharmacies also address this priority area	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 7.3, Page 85, Figure 41, Column 7, Paragraph 1	"they could be commissioned to provide services that identify the target groups"	The PNA will be amended in line with this comment.	Yes	07/01/2015

55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 88	Delete 'almost' in the first sentence	The statement with regards to the need for an additional pharmacy in Besses stands and therefore, 'almost' will not be removed from this sentence.	No	
55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 89, Access Paragraph 1	Delete 'In general' and 'most' (of Bury) from the first sentence, and 'most' (wards) from the second sentence	The statement with regards to the need for an additional pharmacy in Besses stands and therefore, 'in general' and 'most' will not be removed from this sentence.	No	
55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 89, Access bullet 7 & 8	The comparators should be consistent: either % of pharmacies open on Saturdays and Sundays, or the % of wards with no pharmacies open on Saturdays and Sundays. The use of 'in contrast' suggests a different conclusion from the bullet above, yet the fact that only 4% of the public were concerned indicates that there is sufficient Sunday cover as well.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 89, Access bullet 9	'financially viable' would be preferred to 'commercially viable' as this document focuses on NHS clinical services	In line with comments received from NHS England's Greater Manchester Area Team, all reference to commercial viability will be removed from the PNA	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 89, Access bullet 10	The Area Team does not organise a rota service as such, but it does work with LPCs and community pharmacies to ensure there is cover where and when there is a perceived need.	We have sought clarity from NHS England's Greater Manchester Area Team who have advised they do co-ordinate a rota service.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 90, Besses Ward	LPC does not agree that Besses requires [additional] pharmaceutical service provision (see note above re p5) The comments relating to Radcliffe North apply equally to Besses and in the view of LPC it is perverse to draw different conclusions for each ward, neither of which needs a new pharmacy.	There has been concerns raised on a number of occasions with regards to lack of pharmaceutical provision in Besses wards. This has been noted in the minutes of the Health and Wellbeing Board minutes in April 2014, where residents of Besses presented a need to the Board. Residents have also met with Stuart North, Chief Finance Officer, Bury CCG and Dr Patel, Chair of Bury CCG where it was agreed that a local pharmacy presence was required within the ward. The reason for this is highlighted in Section 1.0, Page 5 of the PNA. In addition, the formal consultation has received 76 public responses. Most of these responses have identified the need for a pharmacy in the Besses area. Unfortunately, a lot of residents in Besses struggled to access the public survey in April and May and therefore, their concerns were not captured at this time.	No	
55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 91, Role Paragraph 3 & 4	The idea of targeted delivery by a small number of contractors contradicts the need identified in the previous paragraph that services provided should be promoted to the local population. Experience shows that promotional messages are unclear and ineffective when not all pharmacies provide the service.	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 91, Role bullet number 1	The paragraph should include a statement that "... community pharmacies would be willing and able to provide such a service, if commissioned"	This statement will be included within a footnote and referenced throughout the document.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 91, Role bullet number 2	We believe this figure is now inaccurate following recent recommissioning of the sexual health service.	Information around commissioned services were provided by commissioners. Service reviews to begin April 2015.	No	
55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 91, Role bullet number 3	The paragraph should be amended to include a statement that "... community pharmacies would be willing and able to provide alcohol screening and brief advice service, if commissioned"	This statement will be included within a footnote and referenced throughout the document.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Section 8.0, Page 92, tick list	This tick list is very limited and should also include: Public health advice (e.g. through Healthy Living Pharmacies) NHS Health Checks Compliance support Emergency supplies of repeat medication Therapeutic monitoring Support for long term conditions and expert patients Pharmacist prescribers (supplementary and independent) Medication support following hospital discharge	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Appendix 1	Cross references should be made to this appendix at appropriate points in the main document	The PNA will be amended in line with this comment.	Yes	07/01/2015
55	Organisation - Bury & Rochdale LPC	Appendix 8	IMPORTANT: There is a need for clarity around 'Core hours' in this table. With very few exceptions, a pharmacy has 40 core contractual hours (or 100 for those that have opened under the former exemption from the control of entry test), which cannot be amended without the consent of NHS England, together with supplementary hours, which are all the additional opening hours, and which can be amended by the pharmacy subject to giving 90 days notice (or less if NHS England consents). The LPC notes that many of the opening hours quoted in Appendix 8 include supplementary hours, and the treatment of lunchtime closing is inconsistent. We acknowledge that the PNA needs to include the actual physical opening hours of each pharmacy, but the distinction between contractual core hours and voluntary supplementary hours must be clearly identified. The LPC strongly urges the Council to double-check all the pharmacy opening hours against the contractual core hours registered by NHS England and to identify all additional opening hours correctly as supplementary hours.	In the key, the orange line has been changed to 'pharmacy opens weekdays only' as the appendix was not intend to highlight the type of contract the pharmacy had but their opening hours.	Yes	07/01/2015
56	Member of the public	General comment	Need one in Besses	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
56	Member of the public	General comment	Nearest one are in Prestwich (2) and Whitefield near Morrisons	This comment has been noted.	No	
56	Member of the public	General comment	No interest in internet pharmacies. Doesn't count.	As per regulations, internet pharmacies are included with the scope of the PNA due to the services they provide.	No	
61	Member of the public	General comment	No -There are lots of provision throughout Bury - nevertheless there is no provision in Besses ward.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
62	Member of the public	General comment	In M45 we have no pharmacy - it's 20 minutes walk to nearest from my house, which isn't good enough.	This comment has been noted.	No	
62	Member of the public	General comment	In general - however could do with a pharmacy in our local area - see above.	This comment has been noted.	No	
62	Member of the public	General comment	Open a new Dr surgery with pharmacy attached in M45 as both services are too far away.	The review of general practitioner services fall outside of the scope of the PNA.	No	
64	Member of the public	General comment	Elms is my nearest pharmacy	This comment has been noted.	No	

70	Member of the public	General comment	Yes for Bury. No for Besses - need more services within community to enable achievements to co-exist with the rest of Bury levels of service.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
72	Member of the public	General comment	Too far away	This comment has been noted.	No	
73	Member of the public	General comment	Urgent need for a local pharmacy. Unsworth pharmacy is running at a capacity. It can't operate for and people are waiting 2 weeks for items on their prescription.	This comment has been noted.	No	
73	Member of the public	General comment	As stated above local pharmacy in Unsworth is providing poor service due to the capacity of people it serves.	This comment has been noted. Any complaints with regards to poor service should be made directly to the pharmacy or to the Patient Advice and Liaison Service (PALS) at NHS England's Greater Manchester Area Team.	No	
73	Member of the public	General comment	Pharmacy is urgently required in Besses Ward	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
74	Member of the public	General comment	Not enough in area	This comment has been noted.	No	
74	Member of the public	General comment	No not enough in area.	This comment has been noted.	No	
74	Member of the public	General comment	Needed in Besses Ward area.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
74	Member of the public	General comment	Pharmacy urgently needed Besses Ward	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
77	Member of the public	General comment	None in Whitefield	This comment has been noted however, the PNA does identify two pharmacies Whitefield.	No	
78	Member of the public	General comment	There is not enough local pharmacies	This comment has been noted.	No	
80	Member of the public	General comment	Besses had a pharmacy for over 20 years - this was a huge facility to our community. It was of use in the past, surely it is a need now. There are 7 new housing estates in the vicinity of where that chemist was located and where we would like a chemist locating now.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
82	Member of the public	General comment	More needed/waiting time at most pharmacies is too long	This comment has been noted.	No	
83	Member of the public	General comment	Besses Ward does not possess a pharmacy	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
84	Member of the public	General comment	Need another pharmacy in Besses area.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
84	Member of the public	General comment	That it needs to be discussed about a Besses Chemist	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
86	Member of the public	General comment	I think one is needed in the Besses area.	This comment has been noted. The PNA has already identified a need in the Besses ward.	No	
86	Member of the public	General comment	Pharmacy needed more local	This comment has been noted.	No	
86	Member of the public	General comment	There is a lack of easy access pharmacy	This comment has been noted.	No	
88	Organisation - Bury Health Scrutiny		The Committee broadly support the assessment of need detailed within the PNA, namely that; <ul style="list-style-type: none"> • all wards in Bury with the exception of Besses Ward are well provided for by pharmaceutical service providers • more pharmacies need to offer extended opening hours • that there is a need for pharmaceutical service provision within the Besses Ward • More work needs to be done to ensure that those additional services commissioned by Bury Local Authority and CCG from Bury pharmacies are promoted to the local population so as to improve their uptake. 	This comment has been noted.	No	
88	Organisation - Bury Health Scrutiny		The Scrutiny committee discussed the need to ensure that pharmacies collaborate with each other and with other healthcare professionals, to develop models of care which enable commissioners to deliver integrated patient pathways, and ensure patients have consistent access to support.	This comment will be included in the PNA's Executive Summary.	Yes	07/01/2015
88	Organisation - Bury Health Scrutiny		Members of the Committee expressed concern that members of the public are not aware of the services provided by the PNA.	This comment has been noted and will be feedback to commissioners of these services.	No	
89	Organisation - NHS England - Greater Manchester Area Team	P4, then throughout the document	"(as amended)" needs to be added in after any reference to the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, for completeness	The PNA will be amended in line with this comment.	Yes	07/01/2015
89	Organisation - NHS England - Greater Manchester Area Team	P5, P60	Statement says:- "Although it would be ideal to have more pharmacies offering extended opening hours seven days a week, realistically this could be an expensive and underused service which is not commercially viable for contractors." As this is a needs assessment document, would query the appropriateness of including a statement which isn't needs based and is entirely cost related. Finance isn't a determining factor when approving or refusing applications for new pharmacies.	This comment has been noted and all reference to commercial viability will be removed from the PNA.	Yes	07/01/2015
89	Organisation - NHS England - Greater Manchester Area Team	P5, then throughout the document P90	Relating to the "need" identified in Besses ward:- Some of the statements are slightly vague regarding this. If a need has been identified, then the wording should reflect this, i.e. Paragraph 2, P6 "... However, for Besses ward, it is recommended that an additional pharmaceutical provider is established in the Hillock estate area". Suggest this should say "...However, for Besses ward, a need has been identified for pharmacy provision". Also think "the Hillock estate area" needs clarifying as it was a struggle to locate anything called "Hillock Estate" on the map – might be helpful to specify exactly whereabouts in the Besses ward it is, for anyone not familiar with this part of Bury. In paragraph 2, P6 "In addition to the above recommendation, any new pharmacy contractor should be accessible during the following times." I would suggest this should say "In addition to the above recommendation, a need has been identified for the following hours of pharmaceutical service availability." (Thus expressly stating the needs). The recommended hours of accessibility stated for Besses on P90 appear to state a requirement for the 40 core hours to be between Monday and Friday. Pharmacies can declare any 40 hours as core throughout Monday to Sunday, so this statement sounds like any incoming provider is being directed to specifically provide core hours during the week, but not at weekends.	The PNA will be amended in line with this comment. The recommended hours of accessibility stated for Besses Ward is expected to be a minimum of 47 core hours over 7 days (40 of those hours are expected as a minimum, to be delivered on weekdays)	Yes	07/01/2015
89	Organisation - NHS England - Greater Manchester Area Team	P36, 5.3.1, then throughout the document	Reference made to "GMAT" without explaining that this is NHS England's Greater Manchester Area Team. Other parts of the document refer to "NHS England Area Team" – the Area Team should be described either as one or the other, to avoid confusion.	The PNA will be amended in line with these comments.	Yes	07/01/2015
89	Organisation - NHS England - Greater Manchester Area Team	P60	Bullet point beginning "There is a gap in pharmacy contracted hours to cover statutory holidays". This looks like the PNA is determining a need, when the rest of the statement confirms there is no need identified. There generally isn't a "gap" in provision, as the Area Team ensures adequate provision on statutory holidays. Therefore suggest removing this sentence entirely, then beginning the next sentence "Due ..." as it then goes on to state that many pharmacies are actually open on these days.	The PNA will be amended in line with these comments.	Yes	07/01/2015

89	Organisation - NHS England - Greater Manchester Area Team	P61	<p>States "Bury CCG's successful bid of the Prime Minister's Challenge Fund to support the Easy GP pilot project aims to increase patient access to practices and create an additional 150,000 appointments per year. Some existing pharmacies may be required to extend their opening hours to support the Easy GP project. Additional funding may be required if the extra business generated for those pharmacies does not produce sufficient commercial return".</p> <p>Use of the phrase "may be required to" indicates the intention is to impose extended opening hours on some pharmacies local to the GP pilot sites. If this is the case, there are several pharmacies across Bury already offering extended hours or 100 hours access - has consideration been given to these ?</p>	The PNA will be amended in line with these comments.	Yes	07/01/2015
89	Organisation - NHS England - Greater Manchester Area Team	P60, P78	<p>Making reference to "reduced access" to pharmacy services in Bury West, Ramsbottom, Tottington and North Manor Townships implies that there was once more access, and that access has in some way decreased. Would suggest amended wording to say these townships "... have less weekend access in comparison to other Bury townships."</p> <p>Under 6.7.2 there is a statement that these townships are "poorly served at weekends" which again implies there is a need – if this is the case, the need should be explicitly specified. If there is no identified need, would suggest rewording this just to state the actual coverage rather than highlighting a perceived lack of coverage i.e. "... townships are served at weekends with access from ..." etc.</p>	The PNA will be amended in line with these comments.	Yes	07/01/2015
89	Organisation - NHS England - Greater Manchester Area Team	P89	Under "access to pharmaceutical services", bullet point beginning "Bury West Township has reduced at weekends" doesn't make sense – has reduced *what* at weekends ? If this is similar to the statement regarding "reduced access" above, suggest similar amended wording.	The PNA will be amended in line with this comment.	Yes	07/01/2015
90	Organisation - Lloyds Pharmacy	Appendix 6 & 8	<p>I have gathered the following information regarding correct opening times and services offered. Could you please correct this info on the PNA.</p> <p>Branch 6401 2 Knowsley Place, Knowsley St, Bury Mon – Fri 8am to 6.30pm Sat – 9am to 12pm Services: BP, Smoking Cessation, Diabetes, EHC, MURS, Minor Ailments</p> <p>Branch 6402 Moorgate, 22 Derby Way, Bury Mon – Fri 8am to 6.30pm Sat – Closed Services: Diabetes, BP, EHC, Flu Vac, MUR's, Minor Ailments</p> <p>Branch 7140 474 Bury Old Rd Prestwich Mon – Fri 8.30am to 6.15pm Sat – 9am – 5pm Services: Diabetes, BP, Stop Smoking, Pru Health, Mur's, NMS, EHC, Care in the Chemist</p> <p>Branch 7360 6 Bolton St, Ramsbottom Mon - Tues 8.30am to 8pm Wed – Fri 8.30am to 6.30pm Sat – 9am to 12.30pm Services: Minor Ailments, Repeat Prescription, Substances miss use / methadone, Diabetes, BP, NMS and MUR</p>	The opening hours listed does not match the opening hours provided by NHS England's Greater Manchester Area Team. It is therefore requested that the responder advises the Area Team of the changes and the Area Team will advise the LA, CCGs and CSU as appropriate.	No	