



# Pharmaceutical Needs Assessment 2022

Hertfordshire Health and  
Wellbeing Board

This Pharmaceutical Needs Assessment (PNA) has been produced by Soar Beyond, contracted by Hertfordshire County Council. The production has been overseen by the PNA Steering Group for Hertfordshire Health and Wellbeing Board with authoring support from Soar Beyond Ltd.

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## Executive summary

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

There is also a requirement to reassess and revise the PNA within three years of its previous publication. However, the HWB must make a revised assessment as soon as it is reasonably practicable after identifying any changes that have occurred since the previous assessment, which may have an effect on the needs of the pharmaceutical services. Due to the COVID-19 pandemic the Department of Health and Social Care postponed the requirement for all HWBs to publish until 1 October 2022.

This mapping of pharmaceutical services against local health needs provides Hertfordshire HWB with a framework for the strategic development and commissioning of services. It will enable the local pharmacy service providers and commissioners to:

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

This PNA has been produced by Hertfordshire County Council (HCC) through the PNA Steering Group on behalf of Hertfordshire HWB, with authoring support from Soar Beyond Ltd.

### NHS pharmaceutical services in England

NHS pharmaceutical services are provided by contractors on the 'pharmaceutical list' held by NHS England and NHS Improvement (NHSE&I).<sup>1</sup> Types of providers are:

- Community pharmacy contractors, including Distance-Selling Pharmacies (DSPs)
- Dispensing Appliance Contractors (DACs)
- Local Pharmaceutical Service (LPS) providers
- Dispensing doctors

Community pharmacies operate under a contractual framework, last agreed in 2019, which sets three levels of service:

- **Essential Services:** Negotiated nationally, provided by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework.

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<sup>1</sup> Since the time of writing this has now changed to NHS England (NHSE).

- **Advanced Services:** Negotiated nationally, community pharmacies can choose to provide any of these services as long as they meet the requirements set out in the Secretary of State Directions.
- **Enhanced Services:** Negotiated locally to address local health needs. Provided from selected pharmacies, specifically commissioned. These services are only commissioned by NHSE&I.

The contract enables NHSE&I teams to commission services to address local needs, while still retaining the traditional dispensing of medicines and access to support for self-care from pharmacies. Since the 2018 PNA there have been a number of contractual changes affecting community pharmacies.

In addition to NHS pharmaceutical services community pharmacies may also provide 'Locally Commissioned Services' (LCS). These are not considered 'pharmaceutical services' under the Pharmaceutical Regulations 2013. Further information and details of those LCS provided in Hertfordshire HWB area can be found in [Section 4](#).

## Health in Hertfordshire

### Hertfordshire

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

### The population

The current 2020 estimated resident population of Hertfordshire is 1,195,672 and it is expected to grow by 1.3% by 2025.

The Hertfordshire population is predominantly White British (81%), with communities from Black, Asian and Minority Ethnic (BAME) communities forming 10% of the population. There is variation in the ethnicity by district with the proportion of the population from BAME communities ranging from 2% to 16%.

### Health inequalities

IMD 2019 data shows that HCC was ranked the 135 out of 151 upper tier local authorities in England with rank 1 being the most deprived. HCC is one of the 20% least deprived counties/unitary authorities in England, but there are pockets of areas that fall within the most deprived 20%.

### Health and illness

The health of people in Hertfordshire is generally better than the England average. Male life expectancy at birth (2018-20) in Hertfordshire was 80.7 years, while female life expectancy was 84.2 years, which is higher than the England average. However, there are health inequalities: life expectancy was 7.6 years lower for men and 5.4 years lower for women in the most deprived areas of Hertfordshire than in the least deprived areas.

The prevalence of long-term conditions is expected to rise in Hertfordshire in the next five years. Cardiovascular disease, diabetes and dementia are all expected to rise considerably.

### **Pharmacies in Hertfordshire**

Since the previous PNA, published in 2018, there has been a decrease in the number of community pharmacies in Hertfordshire from 254 pharmacies in 2018 to 240.

In Hertfordshire the number of community pharmacies per 100,000 population is 19.5; this rises to 20.1 when the seven DSPs are included. The England average is 20.6 community pharmacies per 100,000 population, which has decreased slightly from 2018, when the average number was 21.2.

Hertfordshire HWB area has 12 dispensing GP practices providing pharmaceutical services. Combining these, Hertfordshire has an average of 21.2 community pharmacies and dispensing GP practices per 100,000 population. The East of England average has also decreased to 19.4 from the previous 20.4 community pharmacies per 100,000 population.

### **Feedback on pharmaceutical services**

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

From the 575 responses received from the public questionnaire:

- 85% have a regular or preferred pharmacy
- The main reason for choosing a pharmacy was because it was closer to home
- The main way patients access a pharmacy is by car, with 52% using this method; the next most common method is to walk (43%)
- 84% report getting to a pharmacy in 15 minutes or less and 96% within 30 minutes; only seven respondents reported a travel time of over 30 minutes
- 95% report no difficulty in travelling to a pharmacy
- Of the 5% (28 respondents) reporting any difficulty, 43% (12) of them report difficulty in travelling to a pharmacy due to parking
- 18% (5 respondents) suggest that there are wheelchair or other access problems in getting to the pharmacy
- The information from respondents showed that there was no preferred day or time of day to visit a pharmacy, with the most common response being that it varies
- Comments on what the pharmacy could offer to make it the first point of call for health needs include:
  - 47 of the 253 responses identified either better, faster or more knowledgeable service in their response
  - 10 requested more privacy



- There was generally good awareness of Essential Services provided from community pharmacy (over 90%)
- There is a lack of awareness of all the services that are currently provided in community pharmacies but also a wish for there to be more services available
- 'Better advertising of services' was identified by six respondents in the comments box

## **Conclusions**

### **Current provision – necessary and other relevant services**

The PNA is required to clearly state what is considered to constitute Necessary Services as required by paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

For the purposes of this PNA, Necessary Services for Hertfordshire HWB are defined as Essential Services. Advanced Services are considered relevant as they contribute toward improvement in provision and access to pharmaceutical services.

For the purpose of this PNA, Enhanced Services are defined as pharmaceutical services that secure improvements or better access to or that have contributed towards meeting the need for pharmaceutical services in Hertfordshire HWB area.

LCS are those that secure improvements or better access to or that have contributed towards meeting the need for, pharmaceutical services in Hertfordshire HWB area, and are commissioned by the Clinical Commissioning Group (CCG) or local authority, rather than NHSE&I.

### **Current provision of Necessary Services**

#### **Necessary Services – gaps in provision**

Necessary Services are only Essential Services, which are described in [Section 6.2](#).

Details of Necessary Service provision in Hertfordshire are provided in [Section 6.7](#).

Access to community pharmacies in Hertfordshire is good:

- Using average drive time, 99.3% of residents can access a pharmacy by car within ten minutes and 100% within 15 minutes off-peak; 100% of residents can reach a community pharmacy in 20 minutes or less at peak driving times
- Using average walking times, 87.0% of residents can access a pharmacy within 20 minutes, increasing to 93.9% of residents within 30 minutes

In reference to [Section 6](#), and required by paragraph 2 of schedule 1 to the Pharmaceutical Regulations 2013:

#### **Essential Services – normal working hours (9 am–6 pm)**

**There is no current gap in the provision of Essential Services during normal working hours across Hertfordshire to meet the needs of the population.**

### **Essential Services – outside normal working hours**

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

### **Future provision of Necessary Services**

**No gaps have been identified in the need for pharmaceutical services in specified future circumstances across the whole Hertfordshire HWB area.**

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

Advanced Services are considered relevant as they contribute toward improvement in provision and access to pharmaceutical services.

Enhanced Services are defined as pharmaceutical services that secure improvements or better access to or that have contributed towards meeting the need for pharmaceutical services in Hertfordshire HWB area.

LCS are those that secure improvements or better access to or that have contributed towards meeting the need for, pharmaceutical services in Hertfordshire HWB area, and are commissioned by the CCG or local authority, rather than NHSE&I.

### **Current and future access to Advanced Services**

Details of the services are outlined in [Section 6.3](#) and the provision in each locality discussed in [Section 6.6](#).

[Section 6.8](#) discusses improvements and better access to services in relation to the health needs of Hertfordshire.

There are no gaps in the provision of Advanced Services across the whole Hertfordshire HWB area.

Appendix O discusses the opportunities that may be available for expansion of existing services or delivery of new services from community pharmacies that may have benefit to the population of Hertfordshire.

**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 across the whole Hertfordshire HWB area.**

### **Current and future access to Enhanced Services**

Details of the services are outlined in [Section 6.4](#) and the provision in each locality discussed in [Section 6.6](#).

[Section 6.8](#) discusses improvements and better access to services in relation to the health needs of Hertfordshire.

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

**No gaps have been identified that if provided either now or in the future would secure improvements or better access to Enhanced Services across the whole Hertfordshire HWB area.**

### **Current and future access to Locally Commissioned Services (LCS)**

With regard to LCS, the PNA is mindful that only those commissioned by NHSE&I are regarded as pharmaceutical services. The absence of a particular service being commissioned by NHSE&I is in some cases addressed by a service being commissioned through HCC; these services are described in [Section 6.5](#) and their provision by locality discussed in [Section 6.6](#).

In addition, Hertfordshire has three different CCGs within its boundary, namely East and North Hertfordshire CCG, Herts Valleys CCG and Cambridge and Peterborough CCG (which covers the Royston locality). Details of the services are outlined in [Section 6.5](#) and the provision in each locality discussed in [Section 6.6](#).

[Section 6.8](#) discusses improvements and better access to LCS in relation to the health needs of Hertfordshire

Appendix O discusses the opportunities that may be available for expansion of existing services or delivery of new services from community pharmacies that may have benefit to the population of Hertfordshire.

Based on current information the Steering Group has not considered that any of these LCS should be decommissioned, or that any of these services should be expanded.

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

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

## Section 1: Introduction

### 1.1 Background

The NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (SI 2013/349),<sup>1</sup> hereafter referred to as the 'Pharmaceutical Regulations 2013', came into force on 1 April 2013. Unless required to be produced earlier, the Pharmaceutical Regulations 2013 permitted Health and Wellbeing Boards (HWBs) a temporary extension of the Pharmaceutical Needs Assessments (PNAs) previously produced by Primary Care Trusts (PCTs); HWBs were then required to publish their first PNA by 1 April 2015 at the latest. The Pharmaceutical Regulations 2013 require each HWB to publish a statement of its revised assessment within three years of its previous publication and this document fulfils this regulatory requirement. Due to the COVID-19 pandemic the Department of Health and Social Care (DHSC) postponed the requirement for all HWBs to publish until 1 October 2022.

The Pharmaceutical Regulations 2013 were updated by the National Health Service (Pharmaceutical and Local Pharmaceutical Services) (Amendment and Transitional Provision) Regulations 2014 on 1 April 2014. This PNA has considered these amendments, but the Pharmaceutical Regulations 2013 have been referenced throughout.

**Table 1: Timeline for PNAs**

2009	2011	2013	2015	Ongoing
Health Act 2009 introduces statutory framework requiring PCTs to prepare and publish PNAs	PNAs to be published by 1 February 2011	Pharmaceutical Regulations 2013 outline PNA requirements for HWB	HWB required to publish own PNAs by 1 April 2015	PNAs reviewed every 3 years* *publication of PNAs was delayed during the coronavirus pandemic

Since the 2018 PNA there has been several significant changes to the Community Pharmacy Contractual Framework (CPCF), national directives, environmental factors, which need to be considered as part of this PNA.

#### 1.1.1 NHS Long Term Plan (LTP)<sup>2</sup>

The NHS Long Term Plan (LTP) was published in January 2019, and it set out the priorities for healthcare for the next ten years. It is wide-ranging and includes chapters on new service models, action on prevention and health inequalities, and progress on care quality and outcomes. The priority clinical areas that could be impacted by community pharmacy services are identified below. A more detailed description is available in [Section 2.1](#).

<sup>1</sup> The NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

[www.legislation.gov.uk/ukssi/2013/349/contents/made](http://www.legislation.gov.uk/ukssi/2013/349/contents/made)

<sup>2</sup> NHS Long Term Plan. [www.longtermplan.nhs.uk/](http://www.longtermplan.nhs.uk/)

Priority clinical areas in the LTP include:

- Prevention
  - Smoking
  - Obesity
  - Alcohol
  - Antimicrobial resistance
  - Stronger NHS action on health inequalities
- Better care for major health conditions
  - Cancer
  - Cardiovascular disease (CVD)
  - Stroke care
  - Diabetes
  - Respiratory disease
  - Adult mental health services

### 1.1.2 Services stopped, changed and commissioned

- **Medicines Use Reviews (MURs)** were decommissioned on 31 March 2021. A number of additional services have been introduced, including additional eligible patients for the New Medicine Service (NMS).
- **Discharge Medicines Service (DMS):** A new Essential Service from 15 February 2021. NHS trusts are able to refer patients who would benefit from extra guidance around new prescribed medicines for provision of the DMS at their community pharmacy. The service has been identified by NHSE&I Medicines Safety Improvement Programme to be a significant contributor to the safety of patients at transitions of care, by reducing readmissions to hospital.<sup>3</sup>
- **Community Pharmacist Consultation Service (CPCS):**<sup>4</sup> An Advanced Service introduced on 29 October 2019 to enable community pharmacies to play a greater role in urgent care provision. The service replaces the NHS Urgent Medicine Supply Advanced Scheme (NUMSAS) and local pilots of the Digital Minor Illness Referral Service (DMIRS). The first phase was to offer patients a consultation with pharmacist from referral from NHS 111, integrated urgent clinical assessment services and, in some cases, 999. From 1 November 2020, GP CPCS was launched, where GPs can refer patients for minor illness consultation but not for urgent supply of medicine or appliance, with a locally agreed referral pathway. The CPCS and GP CPCS aims to relieve pressure on the wider NHS by connecting patients with community pharmacies who are integrated with primary care-level services, part of the NHS LTP.

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<sup>3</sup> PSNC. Discharge Medicine Service (DMS). <https://psnc.org.uk/services-commissioning/essential-services/discharge-medicines-service/>

<sup>4</sup> PSNC. Community Pharmacist Consultation Service (CPCS). <https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/>

- **Coronavirus pandemic:** The COVID-19 pandemic placed greater demands on health systems and community pharmacies. Community pharmacists had to adapt and adopt changes to healthcare services provided, whilst remaining open during the pandemic to provide for the pharmaceutical needs for the population.<sup>5</sup> In England during the pandemic there was a net loss of 215 pharmacies, with 236 opening while 451 closed during 2020-21, which resulted in the lowest number of pharmacies in England since 2015-16.<sup>6</sup> In response to the pandemic, two Advanced Services were also created: pandemic delivery service and COVID-19 lateral flow test provision. The COVID-19 vaccination service was also added as an Enhanced Service provided from community pharmacies and commissioned by NHSE&I. Due to the easing of COVID-19 restrictions by the government, the pandemic delivery service was decommissioned on 5 March 2022 at 23:59. Since 1 April, the government no longer provides free universal symptomatic and asymptomatic testing for the general public in England.<sup>7</sup>
- **Remote access:** From November 2020, community pharmacies had to facilitate remote access to pharmaceutical services at or from the pharmacy premises.
- **Pharmacy Quality Scheme (PQS):** This is a voluntary scheme that forms part of the CPCF.<sup>8</sup> It supports delivery of the NHS LTP and rewards community pharmacy contractors that deliver quality criteria in three quality dimensions: clinical effectiveness, patient safety and patient experience. The PQS has been developed to incentivise quality improvement in specific areas yearly. Current PQS includes:
  - 20 new NMS provisions
  - Identifying patients who would benefit from weight management advice and onward referral, including the recently introduced NHS Digital Weight and/or local authority-funded tier 2 weight management service
  - Checking inha
  - ler techniques, as part of catch-up NMS, ensuring patients have personalised asthma action plans and use of spacers in children, and encouraging return of unwanted and used inhalers for disposal to protect the environment.
  - Safety report and demonstrable learnings from CPPE Look-Alike, Sound-Alike (LASA) e-learning

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<sup>5</sup> Hayden JC and Parkin R. The Challenges of COVID-19 for community pharmacists and opportunities for the future. *Irish J Psych Med* 2020; 37(3), 198-203. <https://doi.org/10.1017/ipm.2020.52>

<sup>6</sup> Wickware C. Lowest number of community pharmacies in six years, official figures show. *Pharmaceutical J.* 28 October 2021. <https://pharmaceutical-journal.com/article/news/lowest-number-of-community-pharmacies-in-six-years-official-figures-show>

<sup>7</sup> Cabinet Office. COVID-19 Response: Living with COVID-19. 6 May 2022. [www.gov.uk/government/publications/covid-19-response-living-with-covid-19/covid-19-response-living-with-covid-19](http://www.gov.uk/government/publications/covid-19-response-living-with-covid-19/covid-19-response-living-with-covid-19)

<sup>8</sup> NHSE&I Pharmacy Quality Scheme September 2021 [www.england.nhs.uk/wp-content/uploads/2021/09/Pharmacy-Quality-Scheme-guidance-September-2021-22-Final.pdf](http://www.england.nhs.uk/wp-content/uploads/2021/09/Pharmacy-Quality-Scheme-guidance-September-2021-22-Final.pdf)

## 1.2 Purpose of the PNA

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

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

The PNA should also be considered alongside the local authority's Joint Strategic Needs Assessment (JSNA).<sup>9</sup> For the purpose of this PNA, the 2021 JSNA has been used, which is a suite of web-based documents.

The PNA will identify where pharmaceutical services address public health needs identified in the JSNA as a current or future need. Through decisions made by the local authority, NHSE&I and the Clinical Commissioning Groups (CCGs), these documents will jointly aim to improve the health and wellbeing of the local population and reduce inequalities.

## 1.3 Scope of the PNA

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

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

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

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

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<sup>9</sup> Joint Strategic Needs Assessment (JSNA): Hertfordshire. [www.hertfordshire.gov.uk/microsites/jsna/new-jsna-reports.aspx](http://www.hertfordshire.gov.uk/microsites/jsna/new-jsna-reports.aspx)



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

#### Pharmacy contractors

- Dispensing Appliance Contractors (DACs)
- Local Pharmaceutical Service (LPS) providers
- Dispensing doctors

For the purposes of this PNA, ‘pharmaceutical services’ has been defined as those that are/may be commissioned under the provider’s contract with NHSE&I. A detailed description of each provider type, and the pharmaceutical services as defined in their contract with NHSE&I, is set out below.

### 1.3.1 Community pharmacy contractors

The CPCF, last agreed in 2019<sup>10</sup> is made up of three types of services:

- Essential Services
- Advanced Services
- Enhanced Services

Essential Services are nationally negotiated and must be provided from all pharmacies:

- Dispensing of medicines
- Repeat dispensing
- Safe disposal of unwanted medicines
- Promotion of healthy lifestyles
- Signposting
- Support for self-care
- DMS
- Dispensing appliances (if considered ‘normal course of business’ – contractor does have the ability to make a decision not to dispense at all)

All pharmacies were required to become Level 1 Healthy Living Pharmacies by April 2020.

Pharmacy contractors comprise those located within the Hertfordshire HWB area, as listed in Appendix A, those in neighbouring HWB areas and remote suppliers, such as Distance-Selling Pharmacies (DSPs). Although DSPs may provide services from all three levels as described above, and must provide all Essential Services, they may not provide Essential Services face-to-face on the premises.

Additionally, they must provide services to the whole population of England.

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<sup>10</sup> Community Pharmacy Contractual Framework: 2019 to 2024. [www.gov.uk/government/publications/community-pharmacy-contractual-framework-2019-to-2024](http://www.gov.uk/government/publications/community-pharmacy-contractual-framework-2019-to-2024)

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

DACs operate under the Terms of Service for Appliance Contractors as set out in Schedule 5 of the Pharmaceutical Regulations 2013. They can supply appliances against an NHS prescription such as stoma and incontinence aids, dressings, bandages etc. They are not required to have a pharmacist, do not have a regulatory body and their premises do not have to be registered with the General Pharmaceutical Council.

DACs must provide a range of Essential Services such as dispensing of appliances, advice on appliances, signposting, clinical governance and home delivery of appliances. In addition, DACs may provide the Advanced Services of Appliance Use Review (AUR) and Stoma Appliance Customisation (SAC).

Pharmacy contractors, dispensing doctors and LPS providers may supply appliances, but DACs are unable to supply medicines.

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

A pharmacy provider may be contracted to perform specified services to their local population or a specific population group.

This contract is locally commissioned by NHSE&I and provision for such contracts is made in the Pharmaceutical Regulations 2013 in Part 13 and Schedule 7. Such contracts are agreed outside the national framework although may be over and above what is required from national contract. Payment for service delivery is locally agreed and funded.

### **1.3.4 Dispensing GP practices**

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

These provisions are to allow patients in rural communities, who do not have reasonable access to a community pharmacy, to have access to dispensing services from their GP practice. Dispensing GP practices therefore make a valuable contribution to dispensing services although they do not offer the full range of pharmaceutical services offered at community pharmacies. Dispensing GP practices can provide such services to communities within areas known as 'controlled localities'.

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

### **1.3.5 Pharmacy Access Scheme (PhAS) providers<sup>11</sup>**

The PhAS has been designed to capture the pharmacies that are most important for patient access, specifically those pharmacies where patient and public access would be materially affected should they close. The PhAS takes isolation and need levels into account.

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<sup>11</sup> DHSC. 2022 Pharmacy Access Scheme Guidance. July 2022. [www.gov.uk/government/publications/community-pharmacy-contractual-framework-2019-to-2024/2021-to-2022-pharmacy-access-scheme-guidance](https://www.gov.uk/government/publications/community-pharmacy-contractual-framework-2019-to-2024/2021-to-2022-pharmacy-access-scheme-guidance)

Pharmacies in areas with dense provision of pharmacies remain excluded from the scheme. In areas with high numbers of pharmacies, public access to NHS pharmaceutical services is not at risk. The scheme is focused on areas that may be at risk of reduced access, for example, where a local population relies on a single pharmacy.

DSPs, DACs, LPS contractors, and dispensing doctors remain ineligible for the scheme.

From 1 January 2022, the revised PhAS, is to continue to support patient access to isolated, eligible pharmacies and ensure patient access to NHS community pharmaceutical services are protected.

### **1.3.6 Other providers of pharmaceutical services in neighbouring HWB areas**

There are nine other HWB areas that border the Hertfordshire HWB area:

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

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

### **1.3.7 Other services and providers in Hertfordshire HWB area**

As stated in [Section 1.3](#), for the purpose of this PNA, 'pharmaceutical services' has been defined as those services that are or may be commissioned under the provider's contract with NHSE&I.

[Section 4](#) outlines services provided by NHS pharmaceutical providers in Hertfordshire, commissioned by organisations other than NHSE&I or provided privately, and therefore out of scope of the PNA.

CCGs are to be replaced by Integrated Care Boards (ICBs) as part of Integrated Care Systems (ICS). ICS delegation has been delayed until July 2022 due to the COVID-19 pandemic and some will not go live until April 2023. It is anticipated that they will take on the delegated responsibility for pharmaceutical services from NHSE&I and therefore some services commissioned from pharmacies by CCGs will fall under the definition of Enhanced Services.<sup>12</sup>

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<sup>12</sup> Since the time of writing, CCGs have been replaced by ICBs/ICSs. For Hertfordshire the following information pages provide detail on the various new structure: <https://hertsandwestsessexics.org.uk/ics/area-cover>; <https://hertsandwestsessexics.org.uk/ics>; <https://hertsandwestsessex.icb.nhs.uk/us>

## 1.4 Process for developing the PNA

As a direct result of the Health and Social Care Act 2012, a paper was presented to Hertfordshire HWB in October 2019.

The purpose of the paper was to inform Hertfordshire HWB of its statutory responsibilities under the Health and Social Care Act to produce and publicise a revised PNA at least every three years. The last PNA for Hertfordshire County Council (HCC) was published in March 2018 and it is therefore due to be reassessed in line with the extended timetable by October 2022.

Hertfordshire HWB accepted the content of the paper at the meeting and the recommendation to delegate responsibility of the PNA to a steering group. It also agreed to the funding necessary to research and produce the PNA.

Public Health Hertfordshire has a duty to complete this document on behalf of Hertfordshire HWB. After a competitive tender process, Public Health Hertfordshire commissioned Soar Beyond Ltd to undertake the PNA.

Soar Beyond Ltd was chosen from a selection of potential candidates due to its significant experience of providing services to assist pharmaceutical commissioning, including the production and publication of PNAs. IT also produced the Hertfordshire HWB PNA in March 2018 and continues to support HCC to maintain it.

- **Step 1: Steering Group**

On 27 February 2020 Hertfordshire's PNA Steering Group was established, however due to the pandemic the PNA process was paused. The Steering Group reconvened on 28 September 2021. The terms of reference and membership of the group can be found in Appendix B.

- **Step 2: Project management**

At this first meeting, Soar Beyond Ltd and the local authority presented and agreed the project plan and ongoing maintenance of the project plan. Appendix C shows an approved timeline for the project.

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

Through the project manager, the PNA Steering Group reviewed the existing PNA and subsequent supplementary statements<sup>13</sup> and JSNA.

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

A public questionnaire to establish views about pharmacy services was produced by the Steering Group which was circulated:

- To all residents in Hertfordshire via webpage/social media/articles in residents' newsletters: [www.hertfordshire.gov.uk/pna](http://www.hertfordshire.gov.uk/pna)

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<sup>13</sup> Hertfordshire PNA and subsequent supplementary statements. [www.hertfordshire.gov.uk/microsites/jsna/jsna-documents.aspx?searchInput=&page=1&resultsPerPage=10&view=card&categoryfilters=0/1/22/285/286/287/850](http://www.hertfordshire.gov.uk/microsites/jsna/jsna-documents.aspx?searchInput=&page=1&resultsPerPage=10&view=card&categoryfilters=0/1/22/285/286/287/850)

- Via all healthy hubs in Hertfordshire
- In COVID-19 champions newsletters
- Via Healthwatch Hertfordshire
- Via ICS communications leads
- To all NHS and district council colleagues including CCGs
- In staff newsletters
- To county councillors
- Via paper copies distributed in libraries and community pharmacies
- Via posters in GP practices, community pharmacies and libraries
- To Hertfordshire Partnership University Foundation Trust
- To Essex Partnership University Trust
- To Hertfordshire Local Pharmaceutical Committee (LPC)
- To Bedfordshire, Hertfordshire, and Luton Local Medical Committee (LMC)

A total of 575 responses were received. A copy of the public questionnaire can be found in Appendix D and the detailed responses can be found in Appendix E.

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

The Steering Group agreed a questionnaire to be distributed to the local community pharmacies to collate information for the PNA. The LPCs supported this questionnaire to gain responses.

A total of 123 responses were received. A copy of the pharmacy questionnaire can be found in Appendix F and the responses can be found in Appendix G.

- **Step 4c: Commissioner questionnaire**

The Steering Group agreed a questionnaire to be distributed to all relevant commissioners in HCC to inform the PNA.

A copy of the commissioner questionnaire can be found in Appendix H and no responses were received.

- **Step 4d: Dispensing practice questionnaire**

The Steering Group agreed a questionnaire to be distributed to all dispensing practices in Hertfordshire HWB area to inform the PNA.

A copy of the dispensing practice questionnaire can be found in Appendix I. Due to a lower-than-expected response the results have not been included as not representative.

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

The Steering Group reviewed and revised the content and detail of the existing PNA. The process took into account the JSNA and other relevant strategies in order to ensure the priorities were identified correctly.

- **Step 6: Consultation**

In line with the Pharmaceutical Regulations 2013, a consultation on the draft PNA was undertaken between 11 April 2022 and 10 June 2022. The draft PNA and consultation response form were issued to all identified stakeholders. These are listed in the final PNA. The draft PNA was also posted on HCC's website.

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

The consultation responses were collated and analysed by Soar Beyond Ltd. A summary of the responses received: analysis is noted in Appendix K and all comments are included in Appendix L.

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

The collation and analysis of consultation responses was used by the project manager to revise the draft PNA, and the final PNA was presented to the PNA Steering Group. Any notifications received regarding opening hours or closures were reviewed and applied to the final PNA.

A report on the final PNA was presented to the Hertfordshire HWB and the PNA published ahead of the due date of 1 October 2022.

## 1.5 Localities for the purpose of the PNA

The PNA Steering Group considered how the localities within the Hertfordshire HWB geography would be defined.

The PNA is required to undertake detailed analysis at locality level. The Steering Group, at its first meeting, considered the analysis undertaken in the 2018 PNA, which stated the PNA localities at CCG level. Building on the strengths of the 2018 PNA, the Steering Group therefore decided to continue to use the 11 CCG localities as the localities within the 2022 Hertfordshire PNA and undertake an analysis at Middle Layer Super Output Area (MSOA) level where more detailed scrutiny is required. Certain sections of the document refer to local authority districts and/or wards, rather than CCG localities, e.g. [Section 2](#).

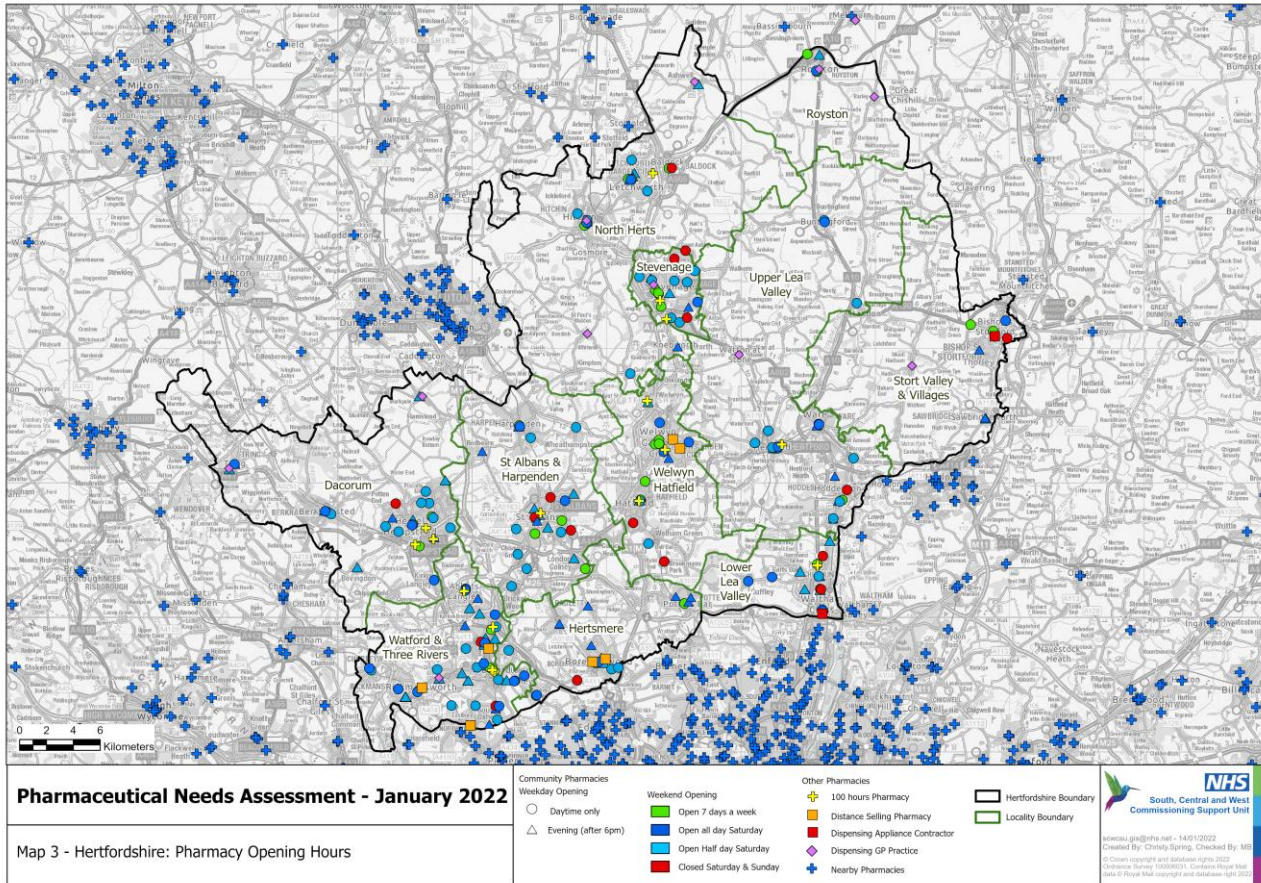
The 11 CCG localities, which will be referred to as localities for the rest of this document, have been used for the PNA for the Hertfordshire HWB area. These are set out in Table 2.

**Table 2: Localities for the PNA**

CCG	CCG locality	District
East and North Herts CCG (EN Herts CCG)	Lower Lea Valley	Broxbourne
EN Herts CCG	Welwyn Hatfield	Welwyn Hatfield
EN Herts CCG	Stevenage	Stevenage
EN Herts CCG	Stort Valley and Villages	East Herts
EN Herts CCG	Upper Lea Valley	East Herts
EN Herts CCG	North Hertfordshire	North Herts & Royston

CCG	CCG locality	District
Herts Valley CCG (HVCCG)	Dacorum	Dacorum
HVCCG	Hertsmere	Hertsmere
HVCCG	St Albans and Harpenden	St Albans and Harpenden
HVCCG	Watford and Three Rivers	Watford Three Rivers
Cambridge and Peterborough CCG	Royston	

Figure 1: Map of Hertfordshire HWB area split into localities



A list of providers of pharmaceutical services in each locality is found in Appendix A.

The information contained in Appendix A has been provided by NHSE&I (who is legally responsible for maintaining the pharmaceutical list of providers of pharmaceutical services in each HWB area), HCC, Cambridge and Peterborough CCG, HVCCG and EN Herts CCG.

## Section 2: Context for the PNA

### 2.1 NHS Long Term Plan (LTP)<sup>14</sup>

The NHS LTP was published in January 2019, and it set out the priorities for healthcare for the next ten years. It is wide-ranging and includes chapters on new service models, action on prevention and health inequalities, and progress on care quality and outcomes.

Priority clinical areas in the LTP include:

- Prevention
  - Smoking
  - Obesity
  - Alcohol
  - Antimicrobial resistance
  - Stronger NHS action on health inequalities
- Better care for major health conditions
  - Cancer
  - CVD
  - Stroke care
  - Diabetes
  - Respiratory disease
  - Adult mental health services

There are specific aspects of the LTP that include community pharmacy and pharmacists:

- Section 4.21 of the LTP states that ‘Pharmacists have an essential role to play in delivering the Long Term Plan’ and goes on to state: ‘In community pharmacy, we will work with government to make greater use of community pharmacists’ skills and opportunities to engage patients, while also exploring further efficiencies through reform of reimbursement and wider supply arrangements.’
- Section 1.10 refers to the creation of fully integrated community-based healthcare. This will be supported through the ongoing training and development of multidisciplinary teams in primary and community hubs. From 2019, NHS 111 started direct booking into GP practices across the country, as well as referring on to community pharmacies who support urgent care and promote patient self-care and self-management. CCGs will also develop pharmacy connection schemes for patients who don’t need primary medical services. Pharmacy connection schemes have developed into the CPCS, which has been available since 29 October 2019 as an Advanced Service.
- Section 1.12 identifies ‘pharmacist review’ of medication as a method to reduce avoidable A&E attendances, admissions and delayed discharge, streamlining patient pathways to reduce avoidable outpatient visits and over-medication.

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<sup>14</sup> NHS Long Term Plan. [www.longtermplan.nhs.uk/](http://www.longtermplan.nhs.uk/)



- Section 1.26 states that Urgent Treatment Centres will work alongside other parts of the urgent care network including primary care, community pharmacists, ambulance and other community-based services to provide a locally accessible and convenient alternative to A&E for patients who do not need to attend hospital.
- Section 3.68 identifies community pharmacists as part of the process of improving the effectiveness of approaches such as the NHS Health Check, rapidly treating those identified with high-risk conditions, including high blood pressure. The hypertension case-finding service has been developed as an Advanced Service from community pharmacies.
- Section 3.86 states: 'We will do more to support those with respiratory disease to receive and use the right medication'. Of NHS spend on asthma, 90% goes on medicines, but incorrect use of medication can also contribute to poorer health outcomes and increased risk of exacerbations or even admission. The NMS is an Advanced Service that provides support for people with long-term conditions prescribed a new medicine, to help improve medicine adherence.
- Section 6.17 identifies ten priority areas. Section 6.17(v) identifies pharmacists as key in delivering value for the £16 billion spent on medicines annually. It states: 'Research shows as many as 50% of patients do not take their medicines as intended and pharmacists will support patients to take their medicines to get the best from them, reduce waste and promote self-care.'

## 2.2 Joint Strategic Needs Assessment (JSNA)

The PNA is undertaken in the context of the health, care and wellbeing needs of the local population, as defined in the Hertfordshire JSNA.

JSNAs are assessments of the current and future health and social care needs of the local community – these are needs that could be met by the local authority, CCGs or NHSE&I. JSNAs are produced by HWBs and are unique to each local area. The policy intention is for HWBs to also consider wider factors that affect their communities' health and wellbeing, and local assets that can help to improve outcomes and reduce inequalities.

The purpose of JSNAs and related Joint Health and Wellbeing Strategies (JHWSs, see [Section 2.3](#)) is to improve the health and wellbeing of the local community and reduce inequalities for all ages. They are not an end in themselves, but a continuous process of strategic assessment and planning – the core aim is to develop local evidence-based priorities for commissioning that will improve the public's health and reduce inequalities. Their outputs, in the form of evidence and the analysis of needs, and agreed priorities, will be used to help to determine what actions local authorities, the local NHS and other partners need to take to meet health and social care needs, and to address the wider determinants that affect health and wellbeing.<sup>15</sup>

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<sup>15</sup> Department of Health. Statutory Guidance on Joint Strategic Needs Assessments and Joint Health and Wellbeing Strategies. 20 March 2013. [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/277012/Statutory-Guidance-on-Joint-Strategic-Needs-Assessments-and-Joint-Health-and-Wellbeing-Strategies-March-20131.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/277012/Statutory-Guidance-on-Joint-Strategic-Needs-Assessments-and-Joint-Health-and-Wellbeing-Strategies-March-20131.pdf)

The PNA should therefore be read alongside the JSNA. The new Hertfordshire JSNA was released in 2021. This will inform a new JHWS that will take into account the findings of the new JSNA.

### 2.3 Joint Health and Wellbeing Strategy (JHWS)

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

The Hertfordshire Health and Wellbeing Strategy (2016-20)<sup>16</sup> prioritises health across the life course:

- Starting Well (0–5 years)
- Developing Well (5–25 years)
- Living and Working Well (16–64 years)
- Ageing Well (65+ years)
- Common themes within the life stages are:
- Address the wider determinants of mental health, including domestic violence, bullying in schools and supporting those experiencing mental health problems
  - Promote healthier lifestyles such as active lives and healthy eating, including health literacy to empower communities to self-care
  - Support communities to reduce harm from smoking, alcohol abuse and drug abuse
  - Improve the quality of life for young carers and unpaid carers
  - Reduce overweight and obesity across the life course
  - Increase independence in later life and prevent disability
  - Provide support and services to vulnerable populations
  - Reduce inequalities in health

There are a number of documents within the Hertfordshire JSNA<sup>17</sup> that provide detailed health needs assessment within these four life stages.

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

<sup>16</sup> Hertfordshire Health and Wellbeing Strategy 2016-2020. [www.hertshealthevidence.org/documents/key-resources/hertfordshire-health-and-wellbeing-strategy-2016-2020.pdf](http://www.hertshealthevidence.org/documents/key-resources/hertfordshire-health-and-wellbeing-strategy-2016-2020.pdf)

<sup>17</sup> Hertfordshire JSNA. [www.hertfordshire.gov.uk/microsites/jsna/jsna-documents.aspx?searchInput=&page=3&resultsPerPage=10&view=card#resultsContainer](http://www.hertfordshire.gov.uk/microsites/jsna/jsna-documents.aspx?searchInput=&page=3&resultsPerPage=10&view=card#resultsContainer)

## 2.4 Hertfordshire and West Essex Integrated Care Systems (ICS)

In an ICS, NHS organisations, in partnership with local councils and others, take collective responsibility for managing resources, delivering NHS standards and improving the health of the population they serve. In May 2020 Hertfordshire and West Essex became one of the 18 ICS across the country.

The ICS will be responsible for setting the strategy and goals for improving health and care in Hertfordshire and West Essex and overseeing the quality and safety, decision-making, governance and financial management of services. The goal is to create a health and care system fit for the future, with transformed services that join up around the people who use them.

## 2.5 Population health profile

### 2.5.1 Summary

- In 2020, Hertfordshire resident and local NHS-registered population was estimated to be about 1.2 million and is expected to grow by 1.3% by 2025. The ten districts in Hertfordshire vary by size of the population, from 88,000 to over 155,000 residents.
- The resident and registered population age structure is similar, with 25% aged 0–19 and 17% aged over 65. The largest growth is predicted in the 15–19 and the 75+ age brackets of the population.
- The Hertfordshire population is predominantly White British (81%) with people from Black, Asian and Minority Ethnic (BAME) communities forming 10% of the population. There is variation in the ethnicity by district, with BAME communities ranging from 2% to 16% of the population. In the latest school census, 66% of the students identified as White British.
- Hertfordshire is one of the 20% least deprived counties/unitary authorities in England, but there are pockets of areas that fall within the most deprived 20%.
- Indicators for wider determinants such as GCSE attainment (average attainment 8 score), statutory homelessness and violent crime are better than England. There was variation within Hertfordshire districts, with, for example, statutory homelessness ranging from 11% to less than 3%.
- Although the overall health profile is better than England, the disparities in the wider determinants of health translate into health inequalities within Hertfordshire.
- The health of people in Hertfordshire is generally better than the England average. Male life expectancy at birth (2018-20) in Hertfordshire was 80.7 years, while female life expectancy was 84.2 years, which is higher than the England average. However, there are health inequalities, life expectancy was 7.6 years lower for men and 5.4 years lower for women in the most deprived areas of Hertfordshire than in the least deprived areas.
- Prevalence of being overweight in children and adults in Hertfordshire is lower than England, however 30% of children in Year 6 are overweight and this ranges from 23% to 37% within Hertfordshire districts.

- Smoking prevalence in adults (aged 18+) is lower (10%) than the England average (12%) but it varies within Hertfordshire, ranging from 5% in St Albans to 15% in Broxbourne and Watford.
- The rate for age-standardised alcohol-related hospital admission episodes in Hertfordshire is lower (419/100,000) than the average for England (456/100,000). Within Hertfordshire, highest rates were in Stevenage (571/100,000) and lowest in St Albans (378/100,000).
- In Hertfordshire, based on the population demographics, the proportion of estimated people with diabetes that is diagnosed (recorded in GP practices) is similar to England at 73%, but within Hertfordshire it varies from as high as 93% to as low as 65%.
- The rates for under-75 mortality considered preventable is lower in Hertfordshire compared with the England average, but within Hertfordshire the rates range from 142/100,000 (which is similar to England average) to 93/100,000.

### **2.5.2 Hertfordshire – the place**

Hertfordshire is located between London to the south and the Chiltern Hills, which gently rise to a crest to form most of its north-western boundary. The tributaries of the Thames Valley define its western edge with Buckinghamshire and the more open landscapes of Essex and Cambridgeshire comprise most of the eastern boundary. The valley of the River Lea creates a strongly defined south-eastern boundary.

Hertfordshire is mainly rural, with urban areas making up about 32% of the total area. The population is mostly resident in the urban areas, with only 11% of the population residing in the rural areas. Hertfordshire is home to over 58,000 businesses and 470,000 households. Hertfordshire is a prosperous county with one of the strongest economies in the country. Around 118,000 people from Hertfordshire work in London, with a 73,000 net outflow of commuters from Hertfordshire to London.

Administratively, HCC has ten district or borough councils, which map across to the CCG localities and CCGs as set out in the following table:

<b>CCG</b>	<b>CCG locality</b>	<b>District</b>
EN Herts CCG	Lower Lea Valley	Broxbourne
EN Herts CCG	Welwyn Hatfield	Welwyn Hatfield
EN Herts CCG	Stevenage	Stevenage
EN Herts CCG	Stort Valley and Villages	East Herts
EN Herts CCG	Upper Lea Valley	East Herts
EN Herts CCG	North Hertfordshire	North Herts & Royston
HVCCG	Dacorum	Dacorum
HVCCG	Hertsmere	Hertsmere
HVCCG	St Albans and Harpenden	St Albans and Harpenden
HVCCG	Watford and Three Rivers	Watford Three Rivers
Cambridge and Peterborough CCG	Royston	

ICSs, partnerships between local NHS and local authorities that meet health and care needs across an area to coordinate services and to plan in a way that improves population health and reduces inequalities between different groups, are expected to be in place by July 2022. HCC and its ten districts, and the two CCGs (EN Herts CCG and HVCCG, which between them cover the 29 Primary Care Networks (PCNs)) are part of the Our Healthier Futures – Hertfordshire and West Essex ICS. Part of North Hertfordshire district population is covered by Cambridgeshire and Peterborough ICS. Four GP practices with Hertfordshire postcodes are part of this CCG. Three of the practices form the Royston Meridian PCN.

### **2.5.3 Hertfordshire – the people**

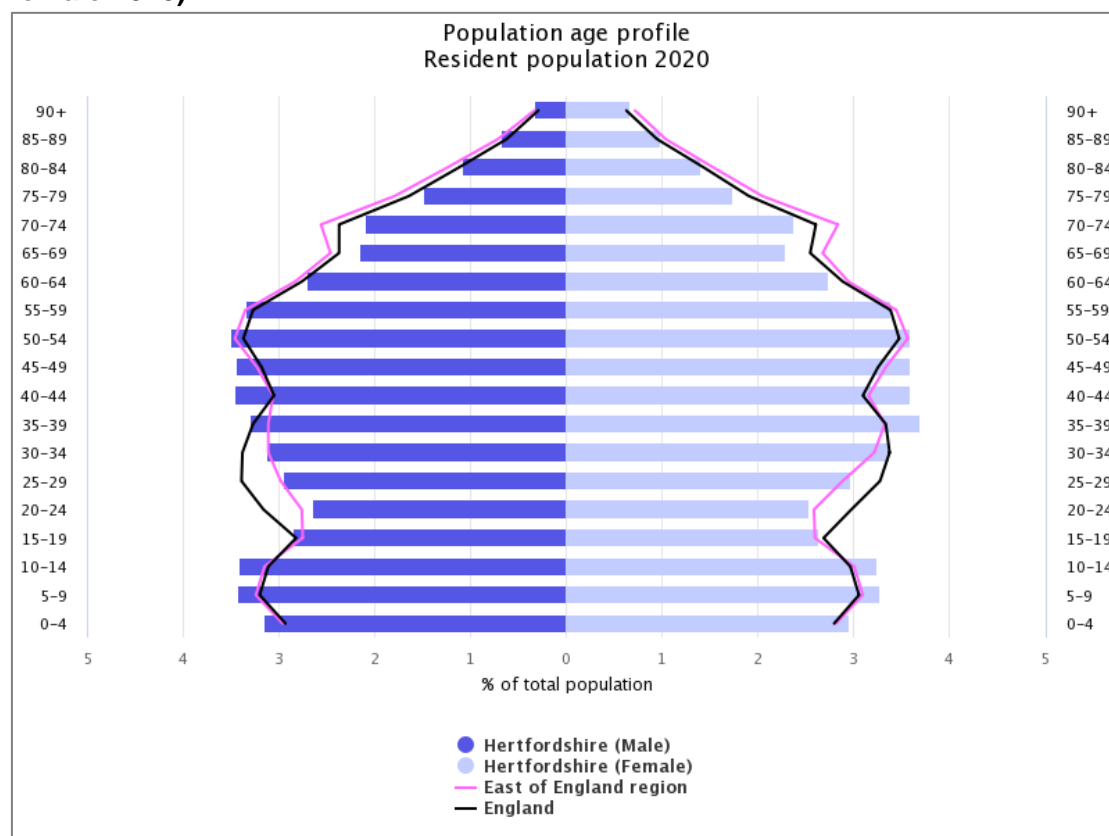
#### **2.5.3.1 Size and age structure of resident and registered population**

Table 3 provides the resident and registered population for Hertfordshire, which are similar in size at about 1.2 million people. The proportion of males and females in the resident population is similar for resident and registered population: 49% male and 51% female.

**Table 3: Resident and registered population for Hertfordshire, 2020**

HCC area	Male	Female	Persons
Total resident population <sup>18</sup>	585,403	610,269	1,195,672
CCG	Male	Female	Persons
NHS East and North Hertfordshire <sup>19</sup>	281,967	293,046	575,013
NHS Herts Valleys <sup>20</sup>	293,665	307,169	600,834
Meridian PCN (part of NHS Cambridgeshire and Peterborough CCG) <sup>21</sup>	24,530	24,370	48,900
Total registered population	600,162	624,585	1,224,747

Figure 2 shows the population pyramid for Hertfordshire resident population compared with East of England. The age structure of the resident population is similar to the East of England age structure. When compared with England, the proportion of men aged 20–34 is smaller in Hertfordshire. Of the estimated total population of Hertfordshire as of mid-2020, 20.6% were aged under 16, of which 21.6% were male and 19.7% female. The 65+ years population of Hertfordshire was 17.2%, of which 15.9% were male and 18.5% were female.

**Figure 2: Population pyramid showing 5-year age groups as % of total population<sup>22</sup> (male and female 2020)**

<sup>18</sup> NOMIS.

<sup>19</sup> Office for National Statistics (ONS) CCG population.

<sup>20</sup> ONS CCG population.

<sup>21</sup> UK Health Security Agency (UKHSA). GP Profiles.

<sup>22</sup> UKHSA. Public Health Outcomes Framework (PHOF).

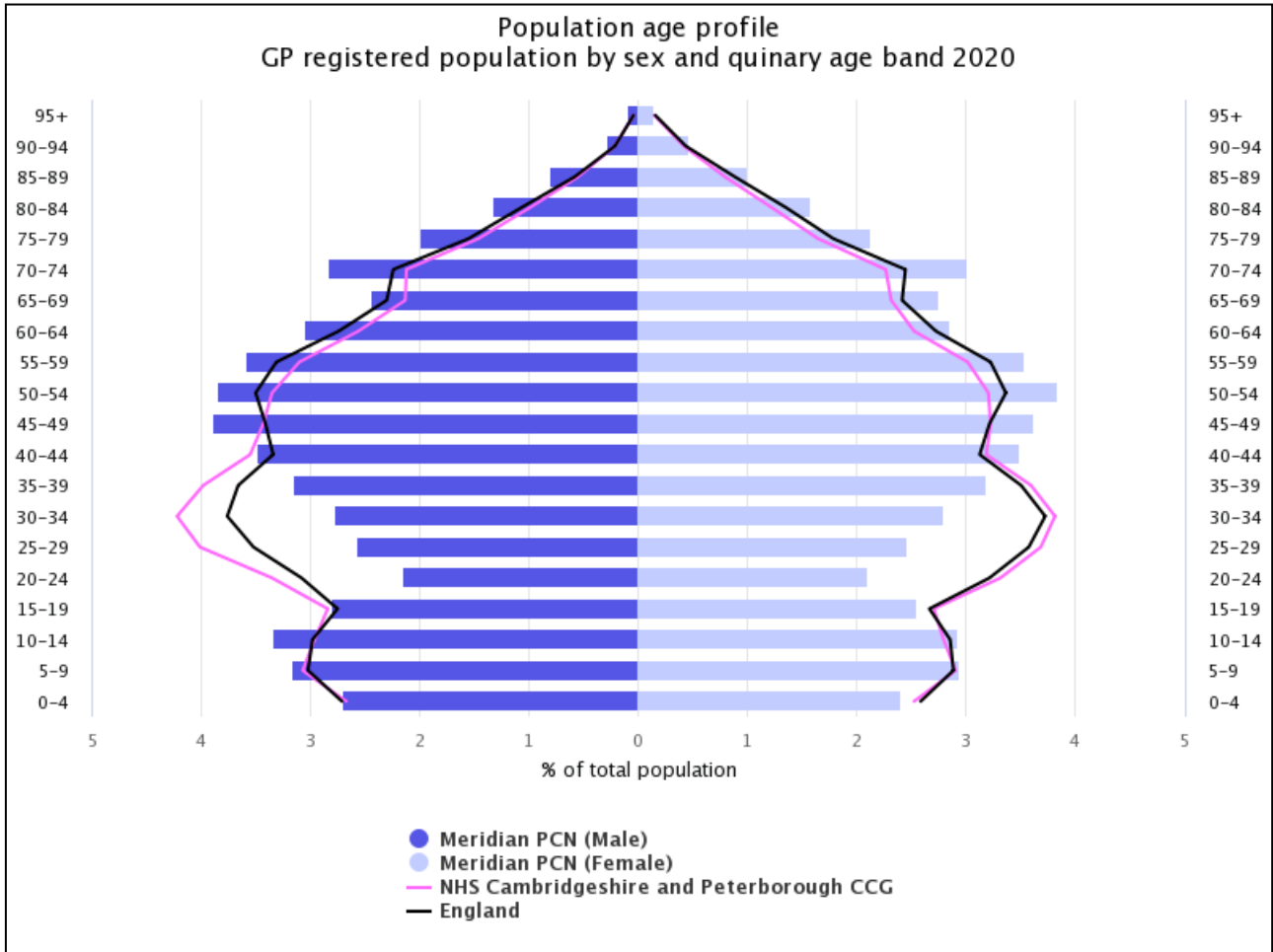
Table 4 provides population by quinary age groups for the two CCGs. The age structure of the population of the registered population for the two CCGs is similar to each other and the resident population. About 25% of the population is 0–19 years old and 17% is over 65.

**Table 4: Number of people (registered population) by quinary age group for EN Herts and HVCCG<sup>23</sup>**

	EN Herts CCG	EN Herts CCG	EN Herts CCG	HVCCG	HVCCG	HVCCG
Age band	Male	Female	Persons	Male	Female	Persons
0–4	17,514	16,324	33,838	19,425	18,326	37,751
5–9	19,007	18,145	37,152	21,222	20,489	41,711
10–14	18,636	17,777	36,413	21,445	20,400	41,845
15–19	16,278	15,368	31,646	17,199	15,767	32,966
20–24	17,172	16,418	33,590	13,964	13,376	27,340
25–29	18,358	17,926	36,284	16,249	17,055	33,304
30–34	18,394	19,777	38,171	18,271	19,981	38,252
35–39	18,556	20,458	39,014	20,034	23,000	43,034
40–44	18,902	19,627	38,529	21,690	22,608	44,298
45–49	18,926	20,068	38,994	21,553	22,178	43,731
50–54	19,938	20,824	40,762	21,046	21,434	42,480
55–59	19,439	19,857	39,296	19,832	20,034	39,866
60–64	15,866	15,905	31,771	15,778	16,276	32,054
65–69	12,373	13,044	25,417	12,908	13,748	26,656
70–74	12,146	13,572	25,718	12,131	14,173	26,304
75–79	8,644	10,098	18,742	8,628	10,302	18,930
80–84	6,250	8,258	14,508	6,353	8,243	14,596
85+	5,568	9,600	15,168	5,937	9,779	15,716

<sup>23</sup> ONS Table SAPE23DT6a: Mid-2020 Population Estimates for 2021 Clinical Commissioning Groups (CCGs) in England.

**Figure 3: Population pyramid for Meridian PCN<sup>24</sup>**



The age structure of Meridian PCN is different from the parent CCG, NHS Cambridgeshire and Peterborough CCG, and England. The proportion of 20–39-year-old population is comparatively lower. It has a higher proportion of 45–64-year-old and 70–84-year-old population.

### 2.5.3.2 Population by Hertfordshire districts

As mentioned previously, Hertfordshire has ten districts. The population for each district is given in Table 5. The largest populations are in Dacorum, East Hertfordshire, St Albans and North Hertfordshire, as shown in Figure 4. Stevenage has the lowest proportion at 7%.

<sup>24</sup> UKHSA. GP Profiles.



**Table 5: Estimated population of Hertfordshire by district, mid-2020**

Name	Males	Females	Persons
Watford	47,933	48,690	96,623
Broxbourne	47,140	50,452	97,592
Dacorum	76,266	79,191	155,457
Hertsmere	50,420	55,051	105,471
North Hertfordshire	65,392	68,071	133,463
Three Rivers	45,849	48,117	93,966
Welwyn Hatfield	61,238	62,655	123,893
St Albans	73,197	76,120	149,317
East Hertfordshire	74,340	77,446	151,786
Stevenage	43,628	44,476	88,104

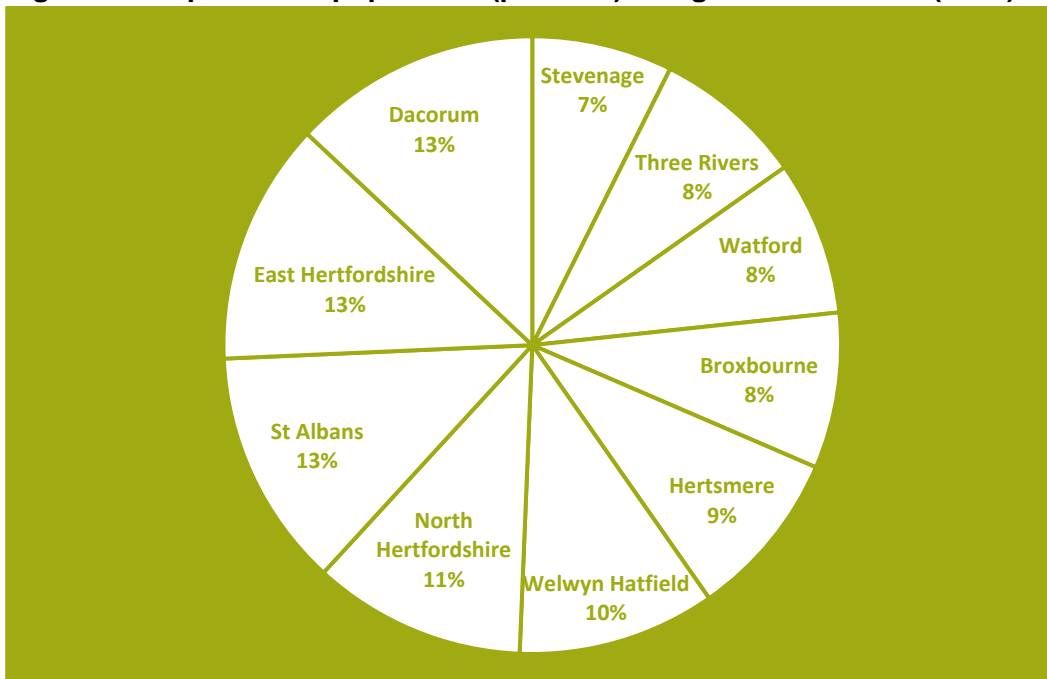
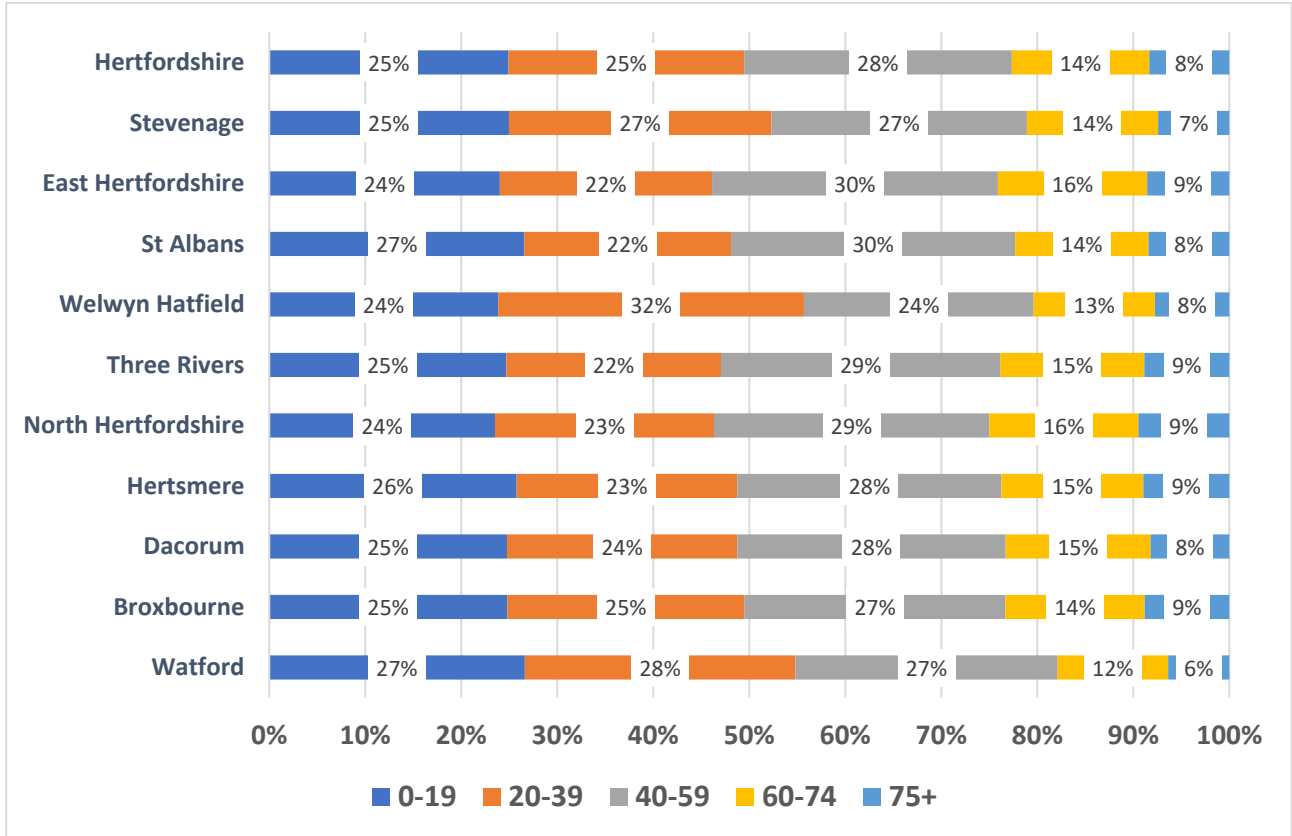
**Figure 4: Proportion of population (persons) living in each district (2020)**

Figure 5 shows the age structure of population by district. There is not that much variation, although Watford has lower proportion of the older population (6%) compared with North Hertfordshire (9%) and higher proportion of children and young people, at 27%, compared with 24% in North Hertfordshire.

Figure 5: Age structure of population by district<sup>25</sup>



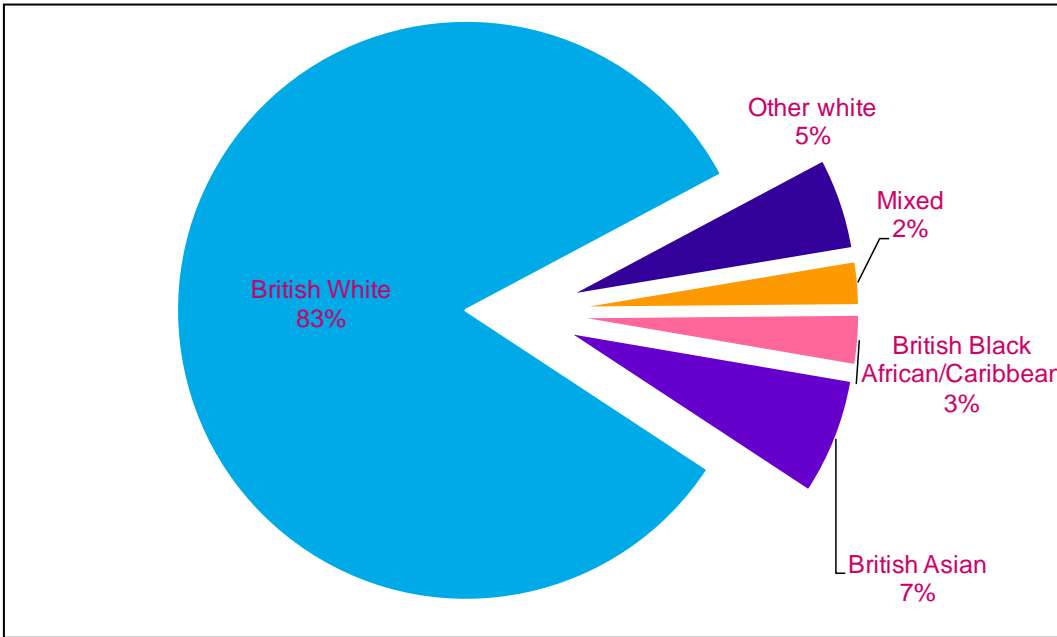
### 2.5.3.3 Ethnicity

Figure 6 shows the ethnic composition of the resident population. White British communities form 81% of the population, which is comparable to the East of England. Just under 10% of the population is from BAME communities, while ‘Other White’ forms about 5% of the population. The Gypsy and Irish Travelling communities form 1% of the population.

There is some variation within the ten districts, as shown in Figure 7. Watford had the largest BAME population (16%) and East Hertfordshire the smallest BAME population (2%).

<sup>25</sup> ONS. Mid-Year Estimates (MYE).

**Figure 6: Ethnic composition of Hertfordshire resident population<sup>26</sup>**



**Figure 7: Ethnic composition of Hertfordshire resident population<sup>27</sup>**

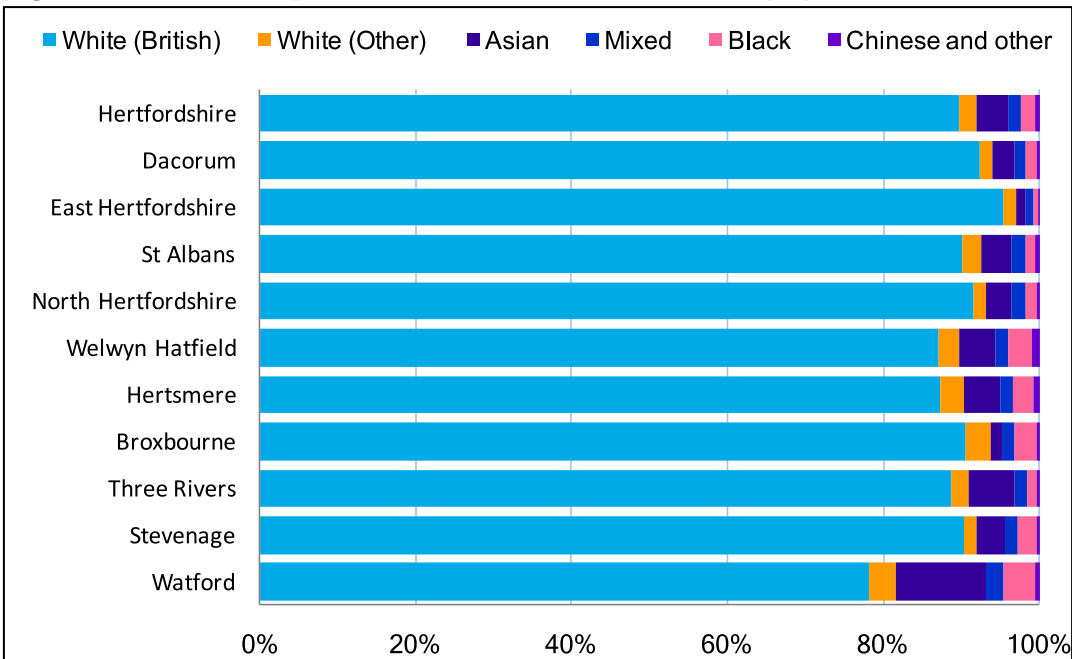
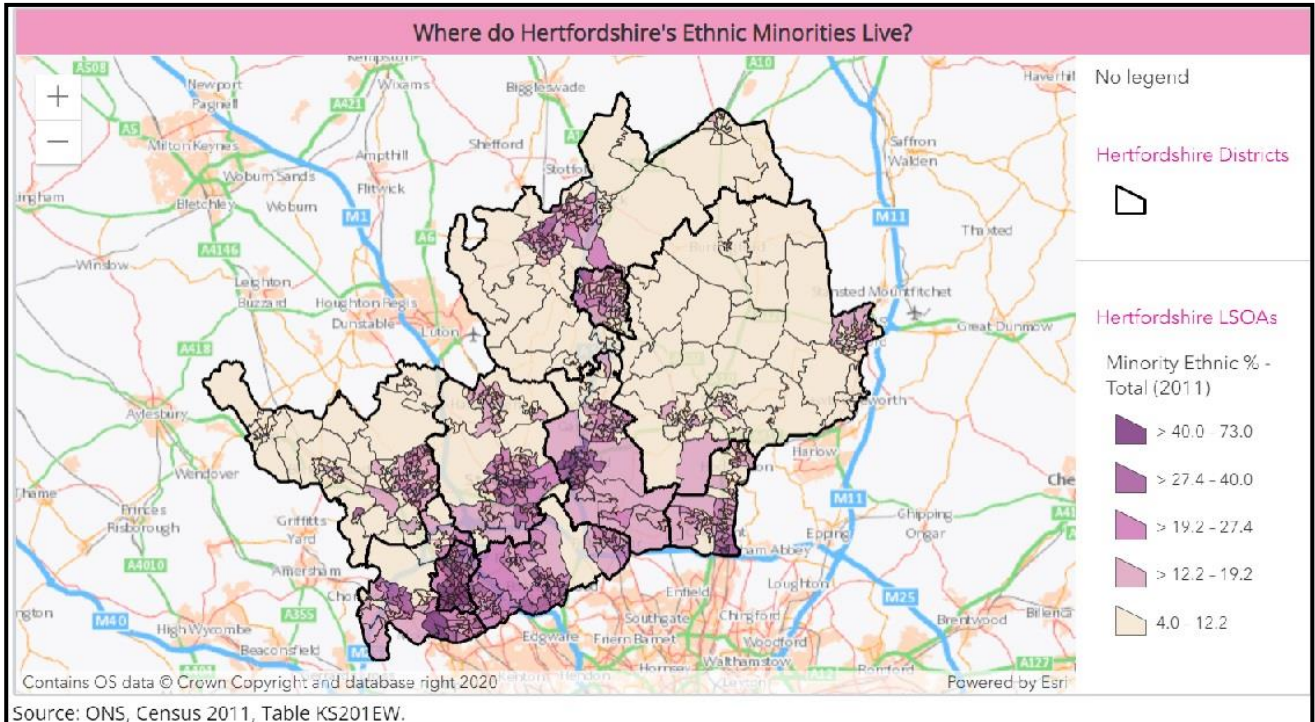


Figure 8 Shows distribution of the minority ethnic population by smaller geographies, with the highest proportion mainly living in the south of the county.

<sup>26</sup> ONS, 2011 Census

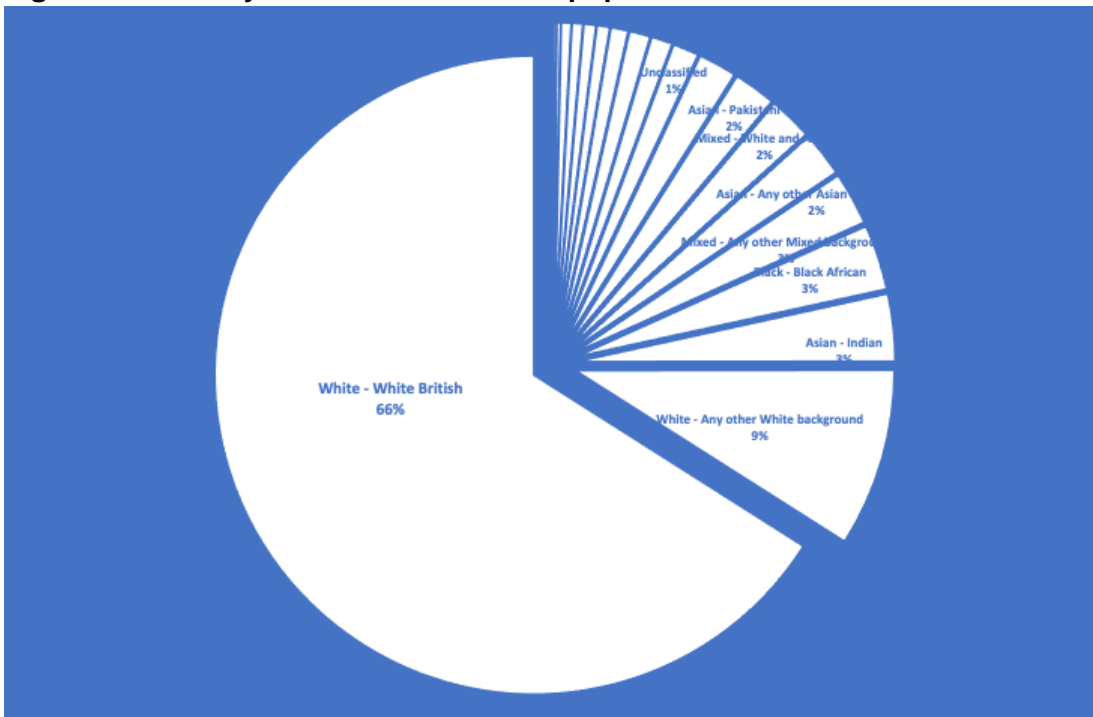
<sup>27</sup> ONS, 2011 Census

**Figure 8: Where do Hertfordshire's ethnic minorities live?<sup>28</sup>**



The ethnicity composition varies by age. Figure 9 shows the 2020-21<sup>29</sup> ethnicity breakdown in school population, estimated from School Census. The White British population is 66%.

**Figure 9: Ethnicity breakdown in school population 2020-21<sup>30</sup>**



<sup>28</sup> Hertfordshire Insights.

<sup>29</sup> Department for Education. Schools, pupils and their characteristics: 2021. [www.gov.uk/government/statistics/schools-pupils-and-their-characteristics-january-2021](https://www.gov.uk/government/statistics/schools-pupils-and-their-characteristics-january-2021)

<sup>30</sup> Department for Education. Schools, pupils and their characteristics: 2021. [www.gov.uk/government/statistics/schools-pupils-and-their-characteristics-january-2021](https://www.gov.uk/government/statistics/schools-pupils-and-their-characteristics-january-2021)

Table 6 shows the ethnicity breakdown for working age population.

**Table 6: Estimated working age population by ethnic group, mid-2020<sup>31</sup>**

<b>Ethnicity</b>	<b>Number</b>	<b>%</b>
White – British	902,006	80.8
White – Irish	17,260	1.5
Gypsy or Irish Traveller	1,149	0.1
Other White	57,080	5.1
White and Black Caribbean	8,899	0.8
White and Black African	3,250	0.3
White and Asian	8,703	0.8
Other Mixed	6,645	0.6
Indian	28,848	2.6
Pakistani	12,302	1.1
Bangladeshi	5,608	0.5
Chinese	8,462	0.8
Other Asian	17,361	1.6
Black African	19,722	1.8
Black Caribbean	8,713	0.8
Other Black	2,966	0.3
Arab	2,359	0.2
Any other ethnic groups	4,729	0.4

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<sup>31</sup> Nomis.

### 2.5.3.4 English as first language

Table 7 shows the number of households with English as first language and households where no members have English as first language. Of usual residents of Hertfordshire, 93.9% had English as a main language in 2011. In 3.2% of households in Hertfordshire no member speaks English as a main language. This varied from 7.6% in Watford to 1.8% in East Hertfordshire.

**Table 7: English as main language in households (2011 Census)<sup>32</sup>**

Area	All adults (aged 16+) have English as a main language	1 or more adults (aged 16+) have English as a main language	No adults (aged 16+) but 1 or more children (aged 3–15) have English as a main language	No household members have English as a main language
Broxbourne	92.10%	3.60%	0.70%	3.70%
Dacorum	94.70%	2.80%	0.40%	2.10%
East Hertfordshire	95.80%	2.20%	0.20%	1.80%
Hertsmere	90.60%	4.70%	0.90%	3.80%
North Hertfordshire	94.20%	3.30%	0.40%	2.10%
St Albans	92.30%	4.40%	0.60%	2.80%
Stevenage	93.20%	2.90%	0.70%	3.20%
Three Rivers	93.00%	3.70%	0.70%	2.60%
Watford	83.80%	7.00%	1.70%	7.60%
Welwyn Hatfield	90.40%	4.50%	0.70%	4.30%
<b>Hertfordshire</b>	<b>92.30%</b>	<b>3.80%</b>	<b>0.70%</b>	<b>3.20%</b>

Data from the school census for 2020-21 indicated that 84% of children had English as a main language.

<sup>32</sup> ONS. 2011 Census.

About 84% (936,681) of Hertfordshire residents in 2011 were born in England. In 2011, 3.7% (41,101) of Hertfordshire residents were born in a (non-UK) EU country and 8.6% (96,025) of Hertfordshire residents were born in a non-EU country.

**Table 8: Country of birth of usual residents of Hertfordshire in 2011 (count and %)<sup>33</sup>**

Area	England	Northern Ireland	Scotland	Wales	UK (not otherwise specified)	Ireland	Other EU countries	Other (non-EU) countries
	Number	Number	Number	Number	Number	Number	Number	Number
Hertfordshire	936,681	4,177	15,726	9,725	70	12,557	41,101	96,025
East of England	5,062,456	20,638	77,676	43,521	459	43,682	212,665	385,868
England	44,246,592	206,735	708,872	506,619	6,499	395,182	1,980,259	4,961,698
	%	%	%	%	%	%	%	%
Hertfordshire	83.9%	0.4%	1.4%	0.9%	0.0%	1.1%	3.7%	8.6%
East of England	86.6%	0.4%	1.3%	0.7%	0.0%	0.7%	3.6%	6.6%
England	83.5%	0.4%	1.3%	1.0%	0.0%	0.7%	3.7%	9.4%

**Table 9: Population by UK and non-UK country of birth in 2020<sup>34</sup>**

Area	Population by country of birth – UK	Population by country of birth – UK (% of total)	Population by country of birth – non-UK	Population by country of birth – non-UK (% of total)
Hertfordshire	1,019,000	85	181,000	15.1
East of England	5,417,000	87	805,000	12.9
England	47,169,000	84.4	8,702,000	15.6

<sup>33</sup> ONS. 2011 Census.

<sup>34</sup> ONS. 2011 Census.

### 2.5.3.5 Religion

Table 10 shows that 66% of Hertfordshire residents in 2011 stated they had a religion. The largest reported religion was Christianity and 26% did not have any religion.

**Table 10: Stated religion (%) of Hertfordshire residents in 2011<sup>35</sup>**

Religion	Hertfordshire
Buddhist	0.5
Christian	58.3
Hindu	1.9
Jewish	1.9
Muslim	2.8
Sikh	0.5
Other religion	0.5
No religion	26.5
Religion not stated	7.2

### 2.5.4 Population growth

Table 11 shows the overall population growth predicted in Hertfordshire and the districts from 2020 to 2025 based on net growth due to births, deaths and migration. The greatest increases are predicted in Dacorum, East Hertfordshire and Welwyn Hatfield.

The largest growth is predicted in the 15–19-year-old and the 75+ age groups. Figure 10 shows population growth in Hertfordshire and the districts for these two groups. With the 75+ age group, the largest growth is predicted in the 75–79-year-old age group. The largest decrease in population is expected in the 20–39-year-old age group across Hertfordshire and the districts.

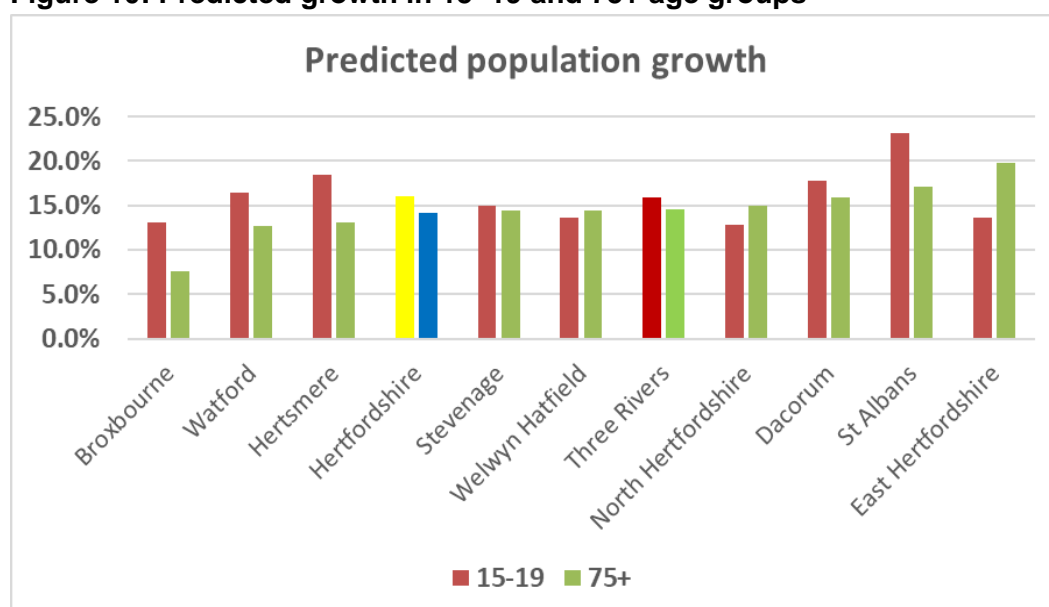
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<sup>35</sup> ONS. 2011 Census.



**Table 11: Predicted population growth based on natural change and net migration<sup>36</sup>**

Area	2020	2025	Change	% change
Hertfordshire	1,192,465	1,208,417	15,952	1.3%
Broxbourne	96,976	97,087	111	0.1%
Dacorum	155,839	159,199	3,360	2.2%
East Hertfordshire	149,828	153,822	3,995	2.7%
Hertsmere	104,850	106,125	1,275	1.2%
North Hertfordshire	134,049	135,851	1,801	1.3%
St Albans	147,895	148,814	918	0.6%
Stevenage	88,214	89,023	809	0.9%
Three Rivers	93,152	93,502	349	0.4%
Watford	97,077	97,327	250	0.3%
Welwyn Hatfield	124,585	127,669	3,084	2.5%

**Figure 10: Predicted growth in 15–19 and 75+ age groups<sup>37</sup>**

### 2.5.4.1 New housing

Table 12 gives a summary of proposed new housing where the number of new dwellings is greater than 100, across the HWB area. Further detail is provided in Appendix M.

<sup>36</sup> ONS. 2018-based subnational principal population projections for local authorities and higher administrative areas in England.

<sup>37</sup> ONS. Population growth subnational areas.

**Table 12: Proposed new housing**

District	No of planned dwellings 2022-25	No of dwellings under construction
Broxbourne	3,478	83
East Hertfordshire	6,705	370
Dacorum	1,579	420
Hertsmere	214	0
North Hertfordshire	1,302	132
St Albans and Harpenden	984	196
Stevenage	302	0
Watford and Three Rivers	4,457	1,269
Welwyn Hatfield	2,366	253

#### 2.5.4.2 Care home developments

Table 13 gives a summary of the planned new care home locations across the area. Further breakdown is provided in Appendix N.

**Table 13: Planned care home locations**

District	Proposed development	Units under construction
Broxbourne	221	77
Dacorum	122	4
East Hertfordshire	360	92
Hertsmere	220	24
North Hertfordshire	15	0
St Albans and Harpenden	134	2
Stevenage	7	0
Watford and Three Rivers	201	5

## 2.6 Vulnerable populations

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

'Children Looked After' or 'Looked After Children' refers to children who are under the care of a local authority and who have been provided accommodation for over 24 hours. In Hertfordshire, it is acknowledged that the term 'Children Looked After' is used rather than 'Looked After Children'.

#### 2.6.1.1 Number, age and gender of Children Looked After

- According to the Children's Social Care Benchmarking Tool, on 31 March 2020, there were 948 Children Looked After in Hertfordshire, of which 58.6% were male and 41.4% were female; this difference was statistically significant.

- The age group with the highest proportion of Children Looked After was 10–15 years, which accounted for 44.3% of the population. There was a significantly higher proportion of children in this age group compared with the other age groups and this difference was statistically significant.
- There has been a statistically significant increase in the proportion of Children Looked After in Hertfordshire aged 10–15, from 35.5% in 2016 to 44.3% in 2020.
- On 31 March 2020, the proportion of Children Looked After who were aged 1–4 was lower in Hertfordshire (8.3%) than in England (13.5%), and this difference was statistically significant. The proportion of children who were 5–9 years old was also lower in Hertfordshire (15.0%) than England (18.4%), and this difference was statistically significant.
- In contrast, the proportion of Children Looked After in older age groups in Hertfordshire was higher than the proportion in England, and this difference was statistically significant. In Hertfordshire, 44.3% of Children Looked After were 10–15 years old, compared with 39.2% in England. In addition, 28.7% of Children Looked After were 16 years or older in Hertfordshire, compared with 23.8% in England.

#### **2.6.1.2 Demographics of children entering care**

- During 2019-20, the age group with the highest proportion of children starting to be looked after was those aged 10–15 (24.4%), followed by those aged 16 years and over (18.5%). There was a significantly higher proportion of males (60.8%) starting to be looked after than females (39.2%); this difference was statistically significant.
- There have been no significant changes in the proportion of age groups between 2015-16 and 2019-20.
- In 2019-20, the proportion who were 16 and older was also higher in Hertfordshire (56.4%) than in England (44.4%); this difference was statistically significant.
- In Hertfordshire in 2019-20, the proportion of children ceasing to be looked after who were aged 5–9 (5.3%) was lower than the proportion in England (11.6%); this difference was statistically significant.
- There was a statistically significant higher proportion of males (62.0%) ceasing to be looked after than females (38.0%) during 2019-20.

#### **2.6.1.3 Ethnicity of Children Looked After**

- On 31 March 2020, the ethnic group with the highest proportion of Children Looked After in Hertfordshire was White (71.4%), followed by Mixed (12.8%) and Black or Black British (8.4%). There was a significantly higher proportion of children in the White ethnic group compared with other ethnic groups; this difference was statistically significant.
- There has been a statistically significant increase in the proportion of Black or Black British Children Looked After from 5.1% in 2016 to 8.4% in 2020, and a statistically significant decrease in the proportion of Asian or Asian British from 5.6% in 2016 to 3.3% in 2020.

- According to the LCS Monitoring Data, on 31 March 2021, 28.9% of Children Looked After were from Black and Minority Ethnic groups.

Unaccompanied Asylum-Seeking Children (UASC) are children under 18 years old who have applied for asylum in the United Kingdom and are not being cared for by a parent or an adult who has the responsibility to do so.

- According to Hertfordshire's Sufficiency Statement (2020), Hertfordshire's agreed quota for UASC is 184.
- According to the HCC UASC Monitor, in January 2021 there were 88 UASC who were under 18 in Hertfordshire (of which 85 were male), and 148 who were over 18 (of which 127 were male).
- Those who were under 18 came from 17 different countries, with the four most common countries of origin being Sudan, Afghanistan, Eritrea and Iraq. Of UASC who were over 18, approximately a third of the children came from Eritrea and 20% from Sudan.
- The majority of UASC in Hertfordshire tend to be male and over the age of 16. This is generally due to individuals from this cohort becoming looked after at an older age, meaning that they transition more quickly into being a care leaver.
- According to the Brokerage Support Team UASC summary, between 1 April 2020 and the end of January 2021, there have been 44 new UASC arrivals, of which 43% were spontaneous and 57% were transferred from Kent.
- UASC that are EU, EEA or Swiss citizens can apply to the EU Settlement Scheme to continue living in the UK after 30 June 2021. In Hertfordshire, between 10 July and 26 November 2020, 31 children were eligible for this scheme and 14 have applied. Six have been granted settlement status so far.

A care leaver is a person who has been looked after by a local authority for a period of 13 weeks or more spanning their 16th birthday. A care-leaver questionnaire has been created that determines whether a person is a care leaver and describes the help to which they are entitled.

- According to the Children's Social Care Benchmarking Tool in 2019-20, 80.7% of children leaving care over the age of 16 remained looked after until the age of 18.
- Of the 358 children who ceased to be looked after in 2019-20, 10.3% were adopted.

## **2.6.2 People with sensory, physical and learning challenges**

### **2.6.2.1 Disability**

- In addition to their learning disability, people with a learning disability are also more likely to have a sensory impairment than the general population.
- People with a learning disability are more likely to have poorer physical health than the general population. Those with certain underlying diagnoses, including cerebral palsy, may also have a physical disability of varying severity.

- In 2018, the proportion of children with learning disabilities known to schools in Hertfordshire was 23.03 per 1,000. Hertfordshire was statistically significantly lower than England (33.9 per 1,000). There were two comparator areas statistically significantly lower and eight comparator areas statistically significantly higher than Hertfordshire. It is important to note that this does not capture all children with a learning disability, as some may have a different primary need recorded, such as autism spectrum disorder.
- In 2018, the proportion of all children at primary school with Special Educational Needs (SEN, with Education and Health Care Plans (EHCPs) and/or SEN support) that had a primary need of Moderate (MLD), Severe (SLD) or Profound and Multiple Learning Difficulties (PMLD) was 15.5%. This was lower than the proportion in England and is lower than previous years.

**Table 14: Children with MLD, SLD and PMLD known to primary schools in Hertfordshire and England (% of all pupils)<sup>38</sup>**

Primary need in primary schools	2014	2015	2016	2017	2018
Learning disability in Herts	11.6	18.7	17.5	16.7	14.9
MLD in England	19.1	24.6	25.0	23.3	22.2
SLD in Herts	0.5	0.5	0.4	0.3	0.3
SLD in England	1.3	0.9	0.7	0.7	0.6
PMLD in Herts	0.5	0.3	0.3	0.3	0.3
PMLD in England	0.4	0.3	0.3	0.3	0.3
Total in Herts	12.6	19.5	18.2	17.3	15.5
Total in England	20.8	25.8	26.0	24.3	23.1

- In 2018, the proportion of all children at special schools with SEN (EHCPs and/or SEN support) that had a primary need of MLD, SLD or PMLD was 38.1%. This was lower than the proportion in England and has been falling over the past few years.

<sup>38</sup> HCC. Children's Services Data.

**Table 15: Children with MLD, SLD and PMLD known to special schools in Hertfordshire and England (% of all pupils)<sup>39</sup>**

Primary need in special schools	2014	2015	2016	2017	2018
MLD in Herts	26.7	20.5	16.7	14.5	11.8
MLD in England	17.2	16.2	15.6	14.5	13.5
SLD in Herts	21.3	21.9	22.8	23.0	22.4
SLD in England	24.8	24.4	23.8	23.2	22.4
PMLD in Herts	4.6	4.7	4.7	4.5	3.9
PMLD in England	8.8	8.6	8.2	7.8	7.4
Total in Herts	52.6	47.1	44.2	42.0	38.1
Total in England	50.8	49.2	47.6	45.5	43.3

**Children with a learning disability: school census data**

- Data from the 2018 school census (spring term) in Hertfordshire showed that there was a total of 6,099 pupils recorded in the school census as having MLD, SLD or PMLD, with 2,451 girls (40.2%) and 3,648 boys (59.8%). Of these pupils, 3,061 (50.2%) were in primary school and 3,038 (49.8%) were in secondary school.
- Since 2014, the number of pupils with MLD, SLD or PMLD has increased for both boys and girls and at both primary and secondary school level, although this appears to have plateaued in the last couple of years.
- In 2018 there were also 63 children with an MLD, SLD or PMLD in nursery school in Hertfordshire. This has been relatively stable over the past five years. The numbers of children in nursery school are too low to present by the first and second year of nursery (N1 and N2) separately, so have been aggregated.

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<sup>39</sup> HCC. Children's Services Data.

**Table 16: Number of pupils in primary and secondary schools in Hertfordshire recorded on the school census as having MLD, SLD or PMLD, by school stage and sex<sup>40</sup>**

	Females	Females	Females	Females	Females	Males	Males	Males	Males	Males
	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
Primary MLD	436	1,004	1,039	1,024	1,010	906	1,789	1,815	1,788	1,593
Primary SLD	79	84	93	98	117	144	186	205	230	254
Primary PMLD	34	30	43	47	42	42	43	42	42	45
Primary Total	549	1,118	1,175	1,169	1,169	1,092	2,018	2,062	2,060	1,892
Secondary MLD	452	975	1,040	1,167	1,150	821	1,447	1,531	1,580	1,562
Secondary SLD	105	98	94	94	98	178	178	171	186	165
Secondary PMLD	36	37	36	39	34	34	35	27	30	29
Secondary Total	593	1,110	1,170	1,300	1,282	1,033	1,660	1,729	1,796	1,756
<b>Total pupils</b>	<b>1,142</b>	<b>2,228</b>	<b>2,345</b>	<b>2,469</b>	<b>2,451</b>	<b>2,125</b>	<b>3,678</b>	<b>3,791</b>	<b>3,856</b>	<b>3,648</b>

## 2.7 Wider determinants of health

### 2.7.1 Index of Multiple Deprivation (IMD)

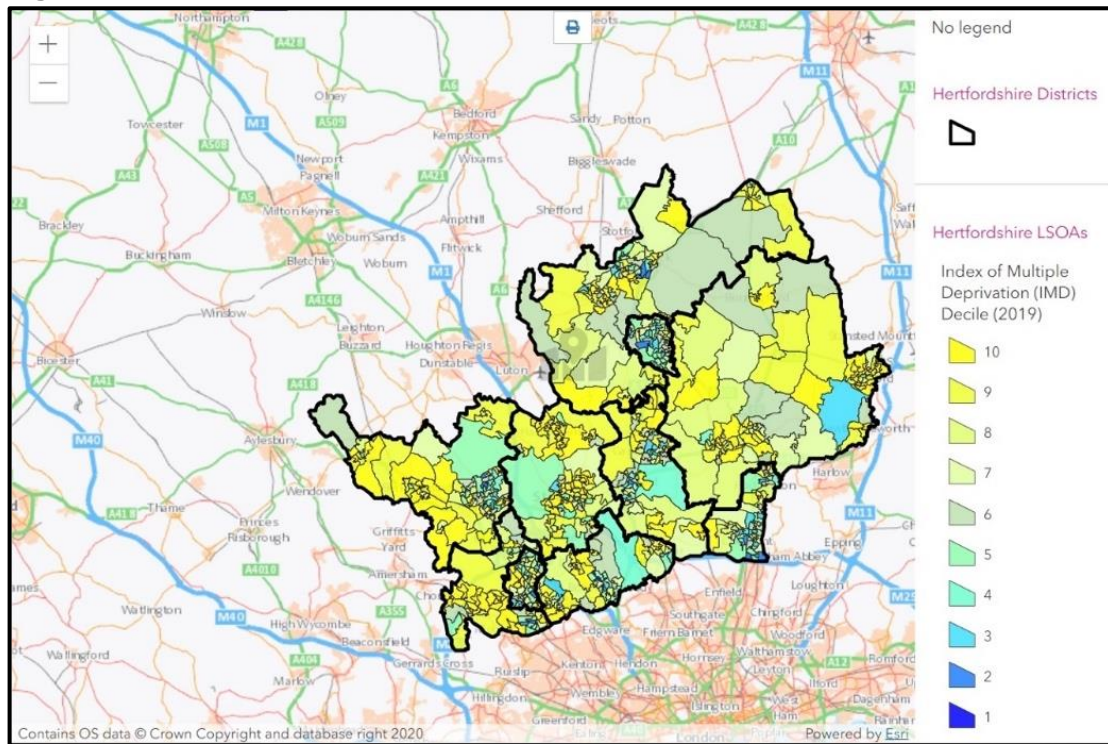
- Hertfordshire ranks 135 out of 151 upper tier local authorities in England with rank 1 being the most deprived
- 10,544.9 is the average rank of all Hertfordshire's Lower Layer Super Output Areas (LSOAs) (ranks across England range from 1 to 32,844)
- Table 17 shows detail on how Hertfordshire ranks in each of the domains and the two supplementary indices. For 2019, ranks are out of the 151 upper tier local authorities. The authority ranked 1 is the most deprived.

<sup>40</sup> HCC. School census (spring term 2014-18), provided by Children's Services.

**Table 17: Summary IMD 2019 measure ranks across the domains, Hertfordshire<sup>41</sup>**

Measure	2019
IMD – rank of average rank	135
Income – rank of average rank	129
Employment – rank of average rank	132
Education, Skills and Training – rank of average rank	123
Health Deprivation and Disability – rank of average rank	135
Crime – rank of average rank	107
Barriers to Housing and Services – rank of average rank	49
Living Environment – rank of average rank	130
Income Deprivation Affecting Children Index (IDACI) – rank of average rank	126
Income Deprivation Affecting Older People (IDAOPI) – rank of average rank	127

**Figure 11: IMD decile 2019, Hertfordshire**



## 2.7.2 Unemployment

### 2.7.2.1 Unemployment rate

According to the measure stated by the International Labour Organisation, unemployment refers to people of working age who:

- Are without a job but have been actively seeking work within the last four weeks and are available to start work within the next two weeks, or
- Are waiting to start a job, already obtained, in the next two weeks.

<sup>41</sup> Department for Levelling Up, Housing and Communities. 2019.



The unemployment rate is the number of unemployed people expressed as a percentage of the working age population.

Of the estimated working age (16–64) population of Hertfordshire in 2021-06, 4.1% were unemployed.

- In the year ending 2021-06, 3.8% of Hertfordshire females aged 16–64 were unemployed
- In the year ending 2021-06, 4.4% of Hertfordshire males aged 16–64 were unemployed

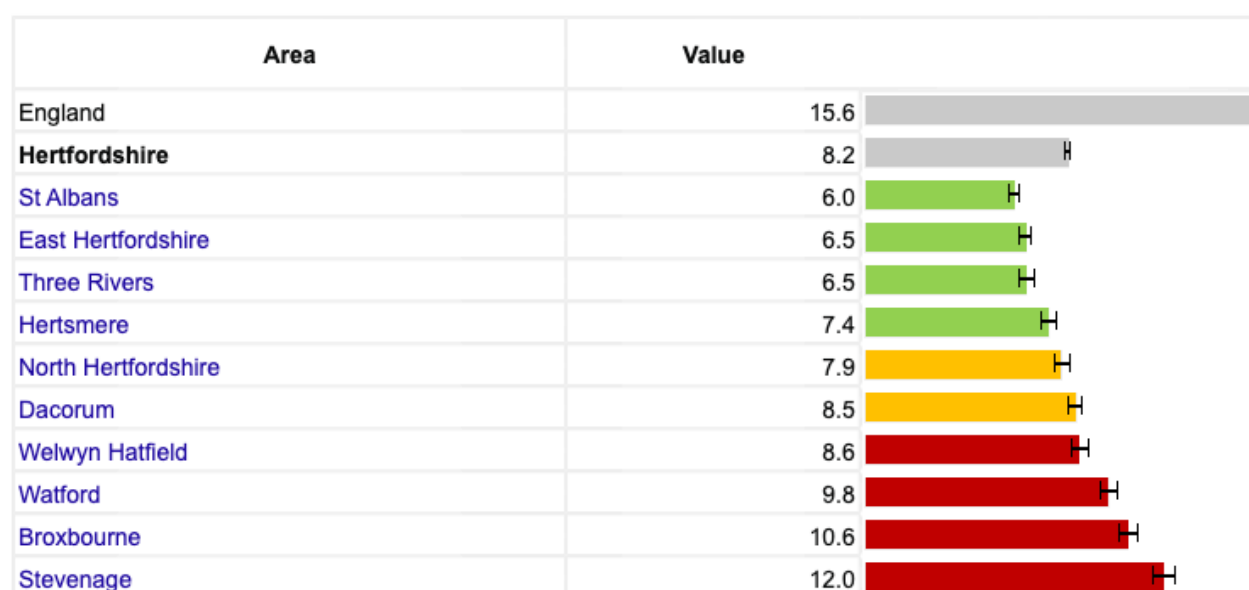
**Table 18: Unemployed people in the working-age population in June 2021**

	<b>Males</b>	<b>Males</b>	<b>Females</b>	<b>Females</b>	<b>Persons</b>	<b>Persons</b>
<b>Area</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
<b>Hertfordshire</b>	<b>14,200</b>	<b>4.4</b>	<b>11,300</b>	<b>3.8</b>	<b>25,500</b>	<b>4.1</b>
Broxbourne	N/A	N/A	1,800	6.2	2,600	4.9
Dacorum	N/A	N/A	N/A	N/A	N/A	N/A
Hertsmere	3,400	14	1,200	4.6	4,600	9.3
North Hertfordshire	N/A	N/A	N/A	N/A	2,400	3.3
Three Rivers	N/A	N/A	N/A	N/A	N/A	N/A
Watford	N/A	N/A	1,400	5.4	2,500	5.2
St Albans	1,800	4.1	1,500	4.3	3,200	4.2
Welwyn Hatfield	1,400	3.4	1,600	5.5	3,000	4.2
East Hertfordshire	N/A	N/A	2,200	6.1	3,700	5
Stevenage	1,800	7.3	N/A	N/A	2,400	5.4
East of England	65,000	4.1	70,300	4.8	135,300	4.4
England	783,000	5.5	641,900	4.9	1,424,900	5.2

Note: Data may be suppressed in areas when the sample size is too small for a reliable estimate or is disclosive, in this case the figures will be shown as 'N/A' and there may be gaps in our charts, particularly at district level.

### 2.7.3 Children living in low-income families

Child poverty is associated with poor health that can be tracked in adult life. Hertfordshire has lower levels of children living in low income families (8%) than England (15%). There are disparities, with Watford, Broxbourne and Stevenage all having levels that are significantly higher than the Hertfordshire average, although they are better than England. This reflects the inequalities seen in many of the health indicators in Hertfordshire.

**Figure 12: Proportion of children living in absolute low-income families, 2019-20<sup>42</sup>**

## 2.7.4 Homelessness

### 2.7.4.1 Statutory homelessness – households in temporary accommodation

- The rate (crude per 1,000) of statutory homelessness, households in temporary accommodation in Hertfordshire saw a statistically significant increase from 1.8 in 2013-14 to 2.7 in 2017-18. The England average saw a similar statistically significant increase over the same time period.
- The Hertfordshire district with the highest rate of statutory homelessness, households in temporary accommodation, was Broxbourne, which also saw a statistically significant increase from 4.8 in 2013-14 to 11.4 in 2017-18.
- In 2017-18, the districts with statistically significant higher rates of statutory homelessness, households in temporary accommodation, than the Hertfordshire average (2.7) were Broxbourne (11.4), Watford (4.5) and Hertsmere (3.6).

### 2.7.4.2 Statutory homelessness

- The households in this indicator reflect those who are eligible, unintentionally homeless and in priority need, for whom the local authority accepts responsibility for securing accommodation under Part VII of the Housing Act 1996 or Part III of the Housing Act 1985.
- The rate (crude per 1,000 households) of statutory homelessness in Hertfordshire saw an increase from 1.8 in 2013-14 to 2.7 in 2017-18. The England average saw a similar statistically significant increase over the same time period.
- The Hertfordshire district with the highest rate of statutory homelessness was Broxbourne, which also saw a statistically significant increase from 2.6 in 2013-14 to 6.2 in 2017-18.

<sup>42</sup> Office for Health Improvement and Disparities (OHID). PHE Profiles.

- In 2017-18, the districts with statistically significant higher rates of statutory homelessness than the Hertfordshire average (2.5), were Broxbourne (6.2), Welwyn Hatfield (3.9), Hertsmere (3.6) and Watford (3.4).

### 2.7.4.3 Homeless young people aged 16–24

- The rate (crude per 1,000) of homeless young people aged 16–24 in Hertfordshire saw a statistically significant decrease from 0.85 in 2013-14 to 0.56 in 2017-18. The England average saw a similar statistically significant decrease over the same time period.
- The CIPFA nearest neighbour that saw the highest statistically significant increase in the rate (crude per 1,000) of homeless young people was Northamptonshire.

### 2.7.4.4 Supported working-age adults whose accommodation status is severely unsatisfactory

The proportion of supported working age adults whose accommodation status was severely unsatisfactory in Hertfordshire decreased from 0.36% in 2014-15 to 0.34% in 2015-16. England saw a similar decrease during that same time frame.

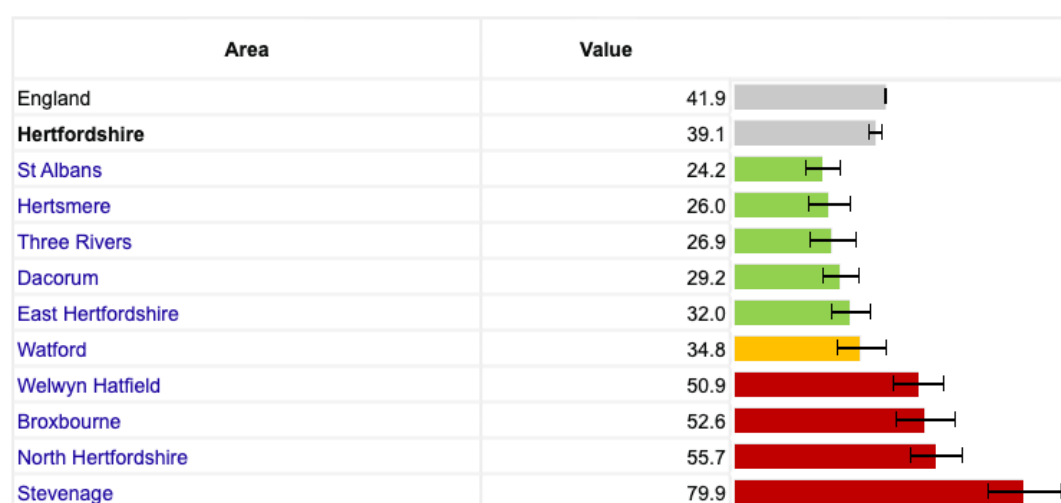
### 2.7.4.5 Supported working-age adults with learning disability living in unsettled accommodation

The proportion of supported working-age adults with a learning disability living in unsettled accommodation in Hertfordshire decreased from 27.7% in 2014-15 to 26.7% in 2015-16. England saw a similar decrease during that same time period.

## 2.7.5 Domestic violence

Hertfordshire has a higher rate of domestic violence compared with England. The rates within Hertfordshire are significantly different, ranging from 24/100,000 to 80/100,000. In Stevenage, where the rates are highest, they are twice that for England.

**Figure 13: % of violent crime – hospital admission rate for violence (including sexual violence), 2018/19-2020/21 (directly standardised rate per 100,000)<sup>43</sup>**

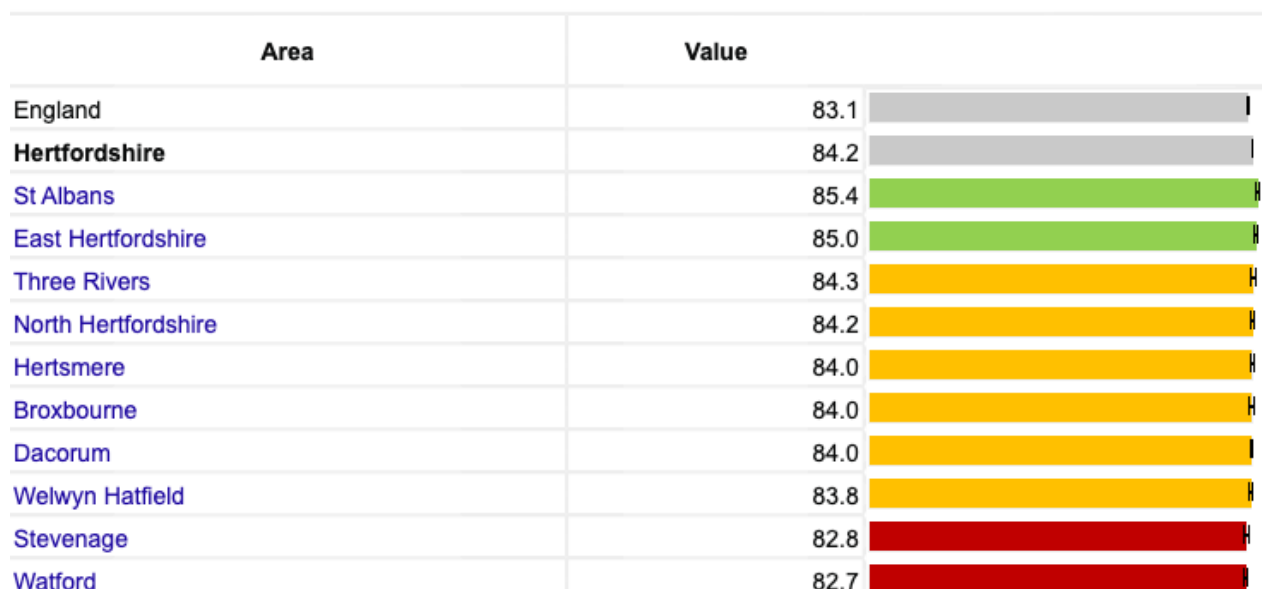


<sup>43</sup> OHID. PHE Profiles.

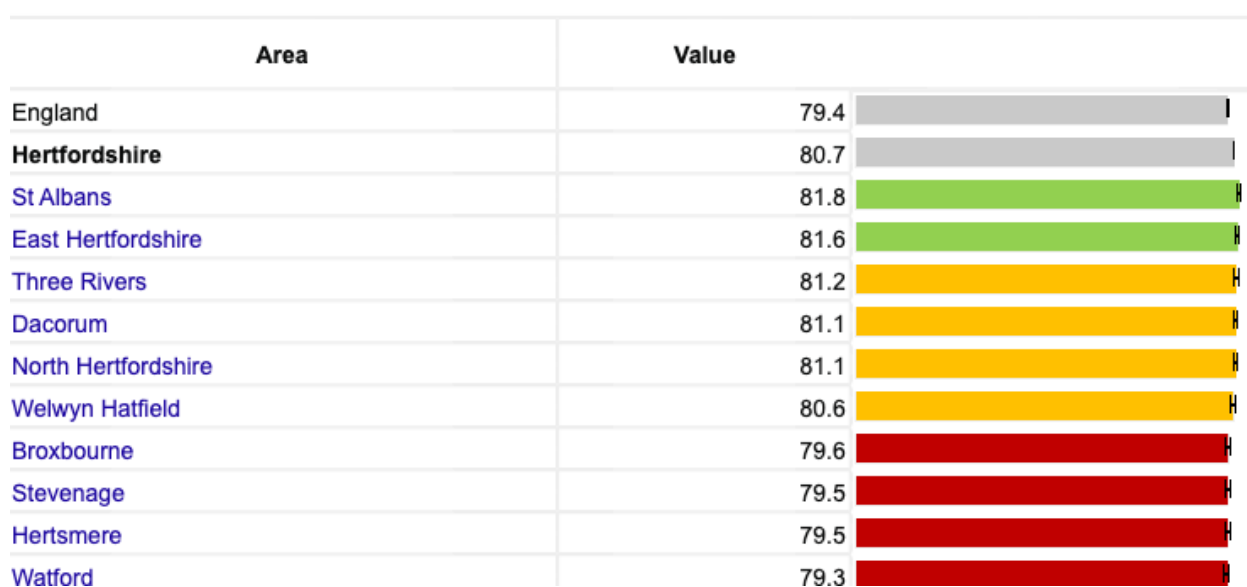
## 2.8 Life expectancy

Figures 14A and 14B show life expectancy at birth in Hertfordshire county and districts for females and males for 2018-20.

**Figure 14A: Life expectancy at birth females, 3-year 2018-20<sup>44</sup>**



**Figure 14B: Life expectancy at birth male, 3-year 2018-20<sup>45</sup>**



The male life expectancy at birth in Hertfordshire is 80.7 years, while the female life expectancy is 84.2 years (2018-20).

There are health inequalities as described by life expectancy at birth within Hertfordshire. For males, the three districts of Watford, Stevenage and Hertsmere have significantly lower life expectancy than East of England.

<sup>44</sup> OHID. PHOF. 2022.

<sup>45</sup> OHID. PHOF. 2022.

For females, two districts, Watford and Stevenage, have significantly lower life expectancy compared with the East of England.

Comparing the districts to Hertfordshire county, Watford, Stevenage, Welwyn Hatfield, Dacorum, Broxbourne have significantly lower life expectancy for females. For males, Watford, Stevenage, Hertsmere and Broxbourne have significantly lower life expectancy.

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

Hertfordshire had the better healthy life expectancy at birth for males (67 years) whilst for females it was similar to East of England (2017-19). Disability-free life expectancy at birth for males (67.1 years) and females (62.8 years) for Hertfordshire was better than the East of England (2017-19).

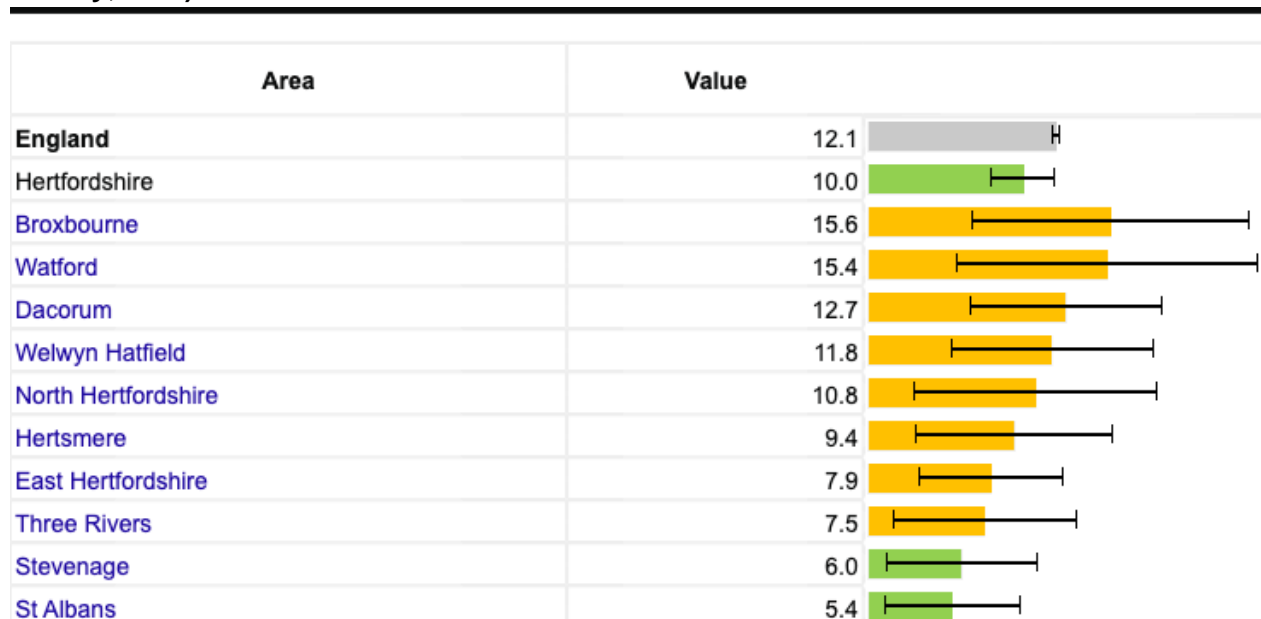
### 2.8.2 Health behaviours

On average, Hertfordshire has better health behaviours compared with England or South East but some districts have worse health behaviours, reflecting the health inequalities within Hertfordshire.

As shown in Figure 15A, smoking rates vary from 5% to 15% but, because of larger confidence intervals, the estimates could be anywhere between as low as 1% to as high as 24%. Smoking status during pregnancy varies from 5% to 8%. (Figure 15B).

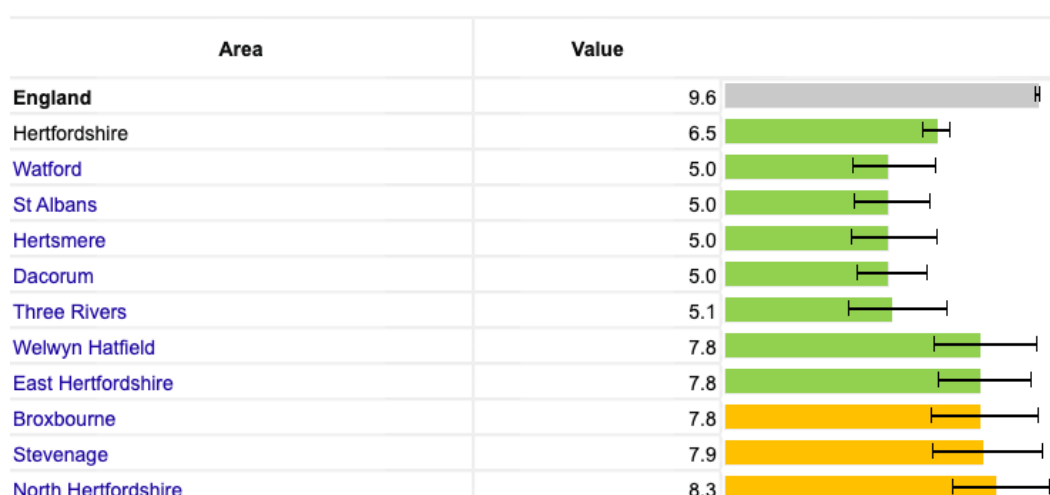
Similarly, Figure 16A shows the inequalities in proportion of adults that are physically active ranging from 60% to 78%. Districts vary, from having better rates than the average for Hertfordshire, to similar to and worse than the average. Similar health inequalities exist in levels of physical activity among children, as shown in Figure 16B.

**Figure 15A: Current estimates of adult (18+) smokers by districts, 2020 (Annual Population Survey, APS)<sup>46</sup>**

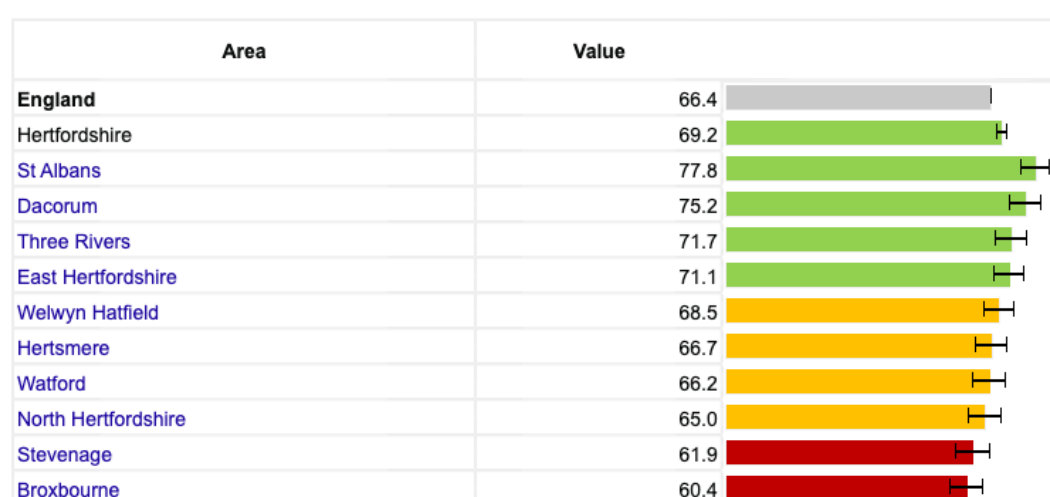


<sup>46</sup> OHID. PHE Profiles.

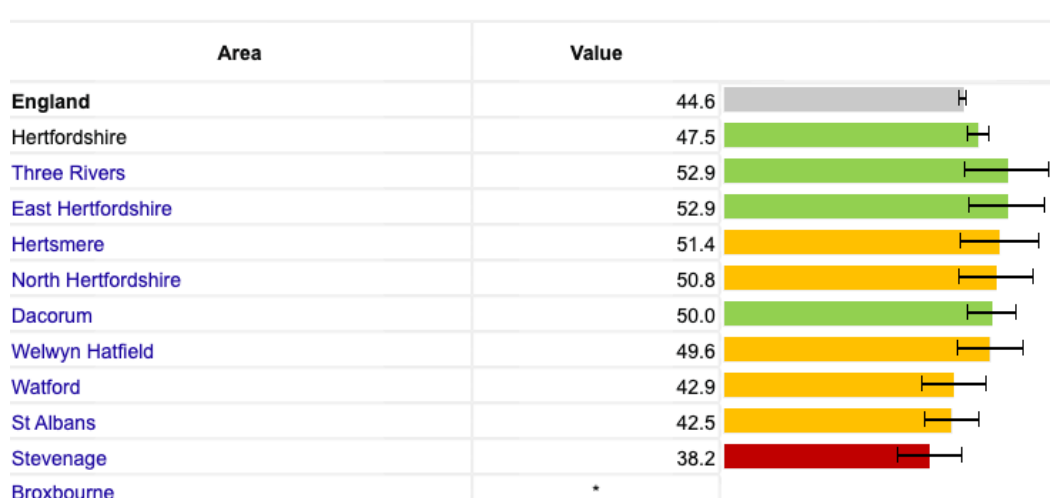
**Figure 15B: Percentage (%) smoking status at time of delivery, 2020-21<sup>47</sup>**



**Figure 16A: Percentage of physically active adults, 2019-20<sup>48</sup>**



**Figure 16B: Proportion of children that are physically active, 2020-21<sup>49</sup>**



<sup>47</sup> OHID. PHE Profiles.

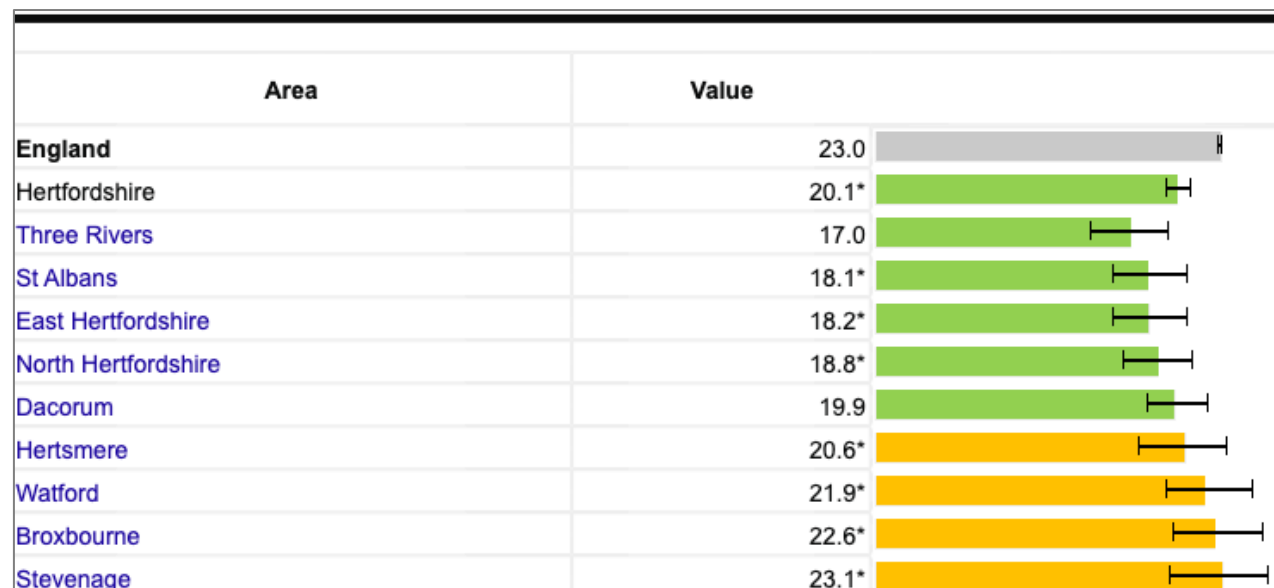
<sup>48</sup> OHID. PHE Profiles.

<sup>49</sup> OHID. PHE Profiles.

## 2.9 Obesity

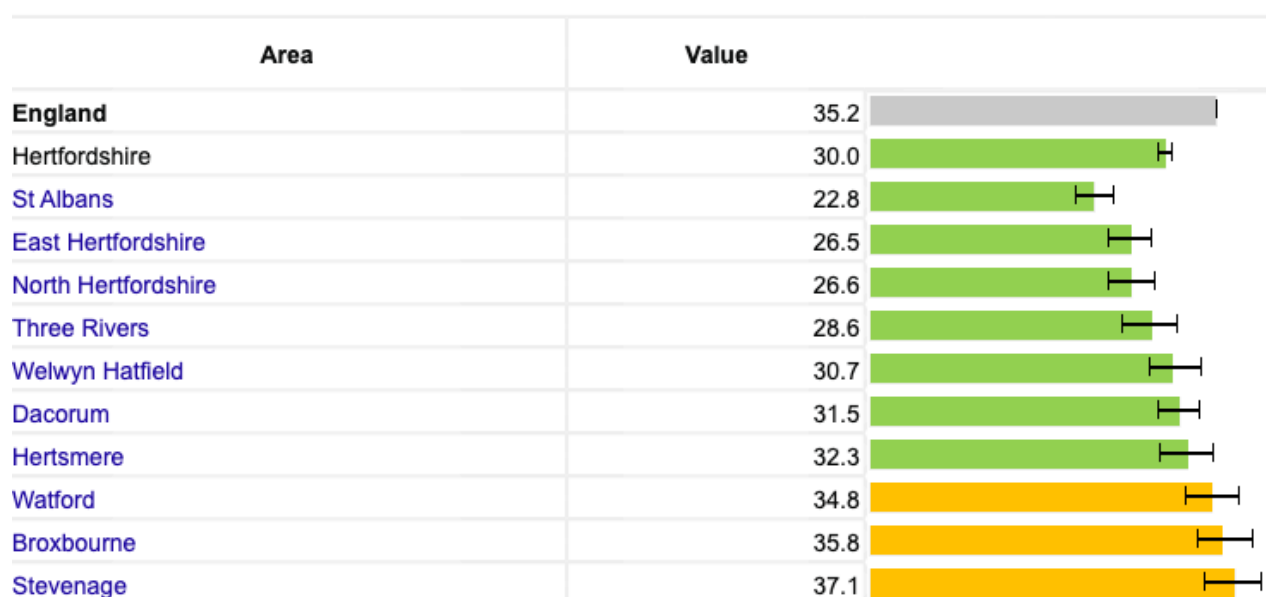
Obesity is a risk for many chronic conditions and was associated with worse outcomes from COVID-19 infections. Childhood obesity is measured in Reception and Year 6. Figures 17A and 17B show that although Hertfordshire has lower rates than England, 1 in 5 children in Reception and about 1 in 3 children in Year 6 have unhealthy weight.

**Figure 17A: Prevalence of obesity including overweight for Reception-year children, 2019-20<sup>50</sup>**



\* denotes lower number children measured this year

**Figure 17B: Prevalence of obesity including overweight for Year 6 children, 2019-20**

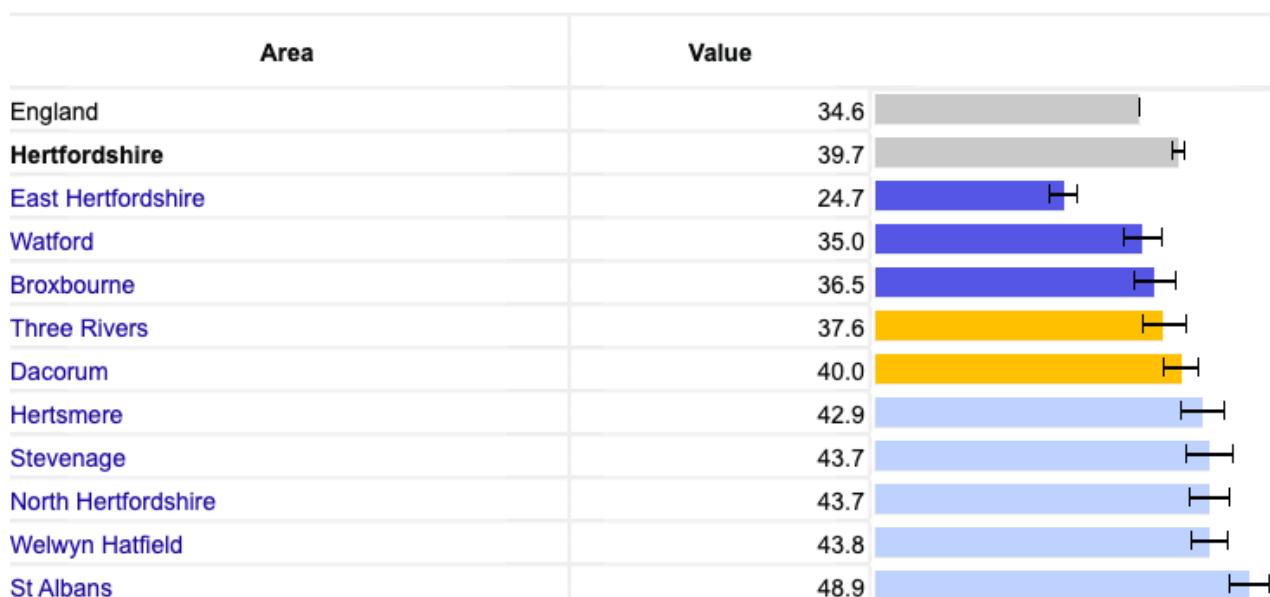


<sup>50</sup> OHID. PHE Profiles.

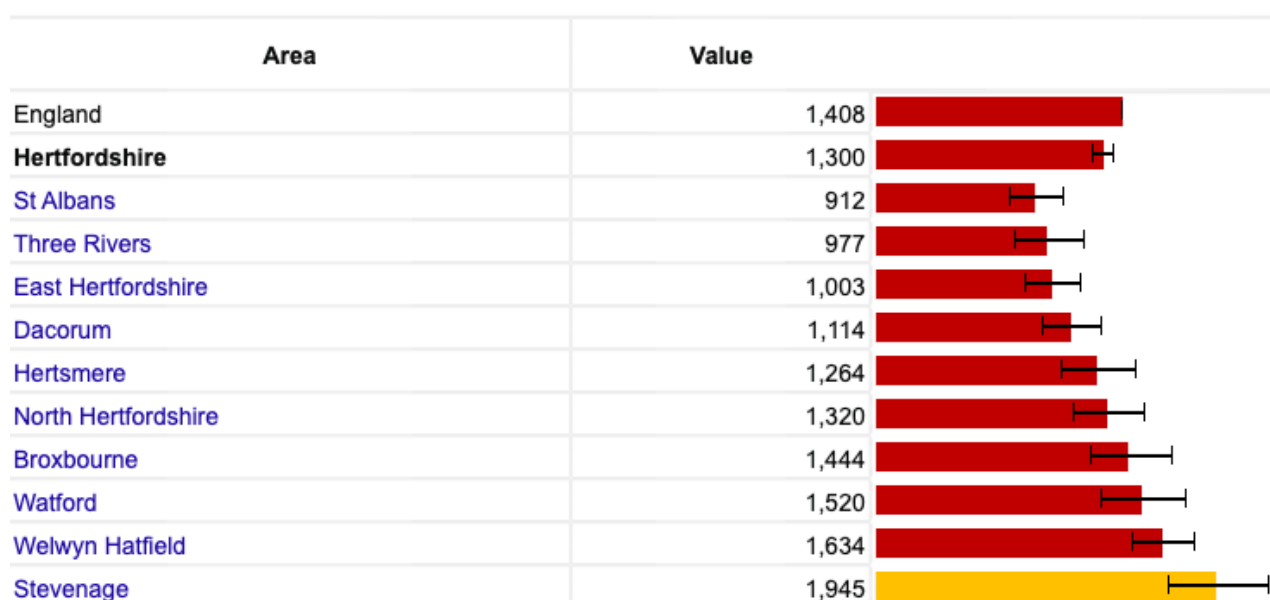
## 2.10 Reproductive and sexual health

Long-Acting Reversible Contraception (LARC) rates vary considerably within Hertfordshire, ranging from 24% to 48%. Chlamydia detection rates are generally lower in all districts compared with the aspiration nationally for higher coverage to detect rates of greater than 2300/100,000.

**Figure 18: Total LARC (excluding injections) rate per 1,000 (crude rate), 2020<sup>51</sup>**



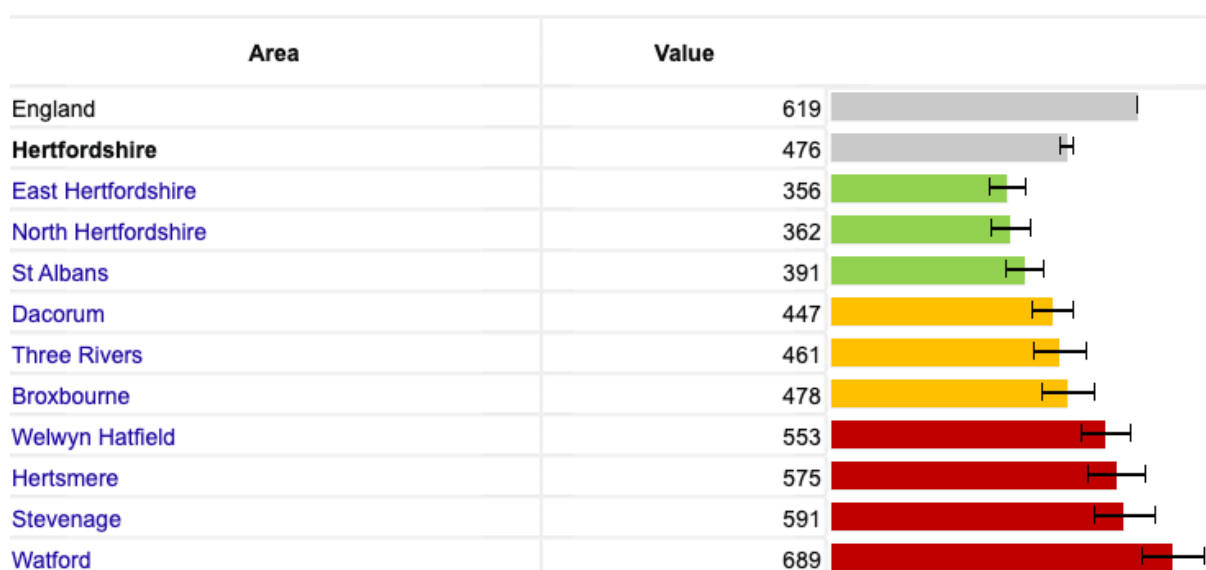
**Figure 19: Chlamydia detection rate in 15–24-year-old age cohort, 2020**



New diagnosis of Sexually Transmitted Infection (STI) (excluding chlamydia >25) shows significant variation within districts.

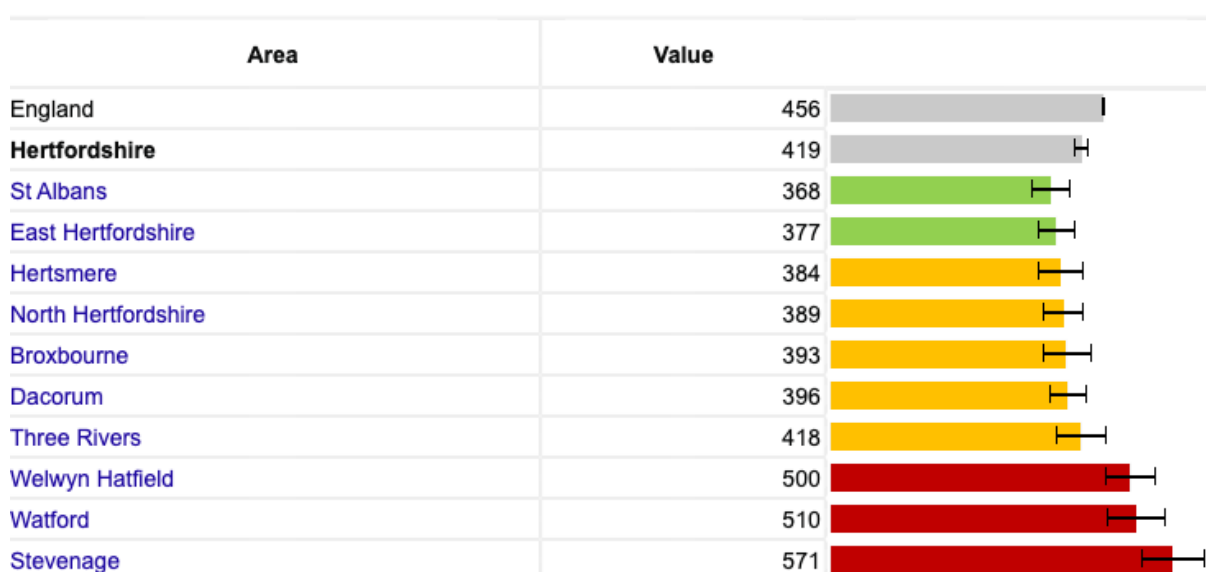
<sup>51</sup> OHID. PHE Profiles.



**Figure 20: New STI diagnosis (excluding chlamydia >25 ) crude rate/100,000, 2020<sup>52</sup>**

## 2.11 Substance misuse

According to the latest data (2018-20) from ONS and reported in Office for Health Improvement and Disparities (OHID) Public Health Profiles (PHOF) there were 110 deaths from drug misuse in Hertfordshire, which equates to a directly age-standardised rate of 3.2 per 100,000 (95% CI 2.6–3.7), lower than the England rate of 5 per 100,000 (95% CI 4.9–5.1). Within Hertfordshire the rate varies from 2.6 per 100,000 (95% CI 1.4–4.7) in East Hertfordshire to 5 per 100,000 (95% CI 2.7–8.5) in Stevenage, but is not statistically different.

**Figure 21: Admission episodes for alcohol-related conditions (narrow, new definition), 2020-21 (directly standardised rates/100,000)<sup>53</sup>**

<sup>52</sup> OHID. PHOF Profiles.

<sup>53</sup> OHID. PHOF Profiles.

## 2.12 Cancer screening

Hertfordshire does not meet the standards for cancer-screening coverage but within Hertfordshire there are districts where the coverage is over the 70% coverage standard. Watford had the lowest coverage, at 61.9%.

**Figure 22: Breast-screening coverage (%), 2021<sup>54</sup>**

Area	Value	
England	64.1*	
<b>Hertfordshire</b>	69.3*	
East Hertfordshire	73.2	
Dacorum	73.0	
North Hertfordshire	72.6	
St Albans	71.4	
Hertsmere	71.0	
Three Rivers	70.7	
Welwyn Hatfield	64.1	
Broxbourne	64.1	
Stevenage	62.8	
Watford	61.9	

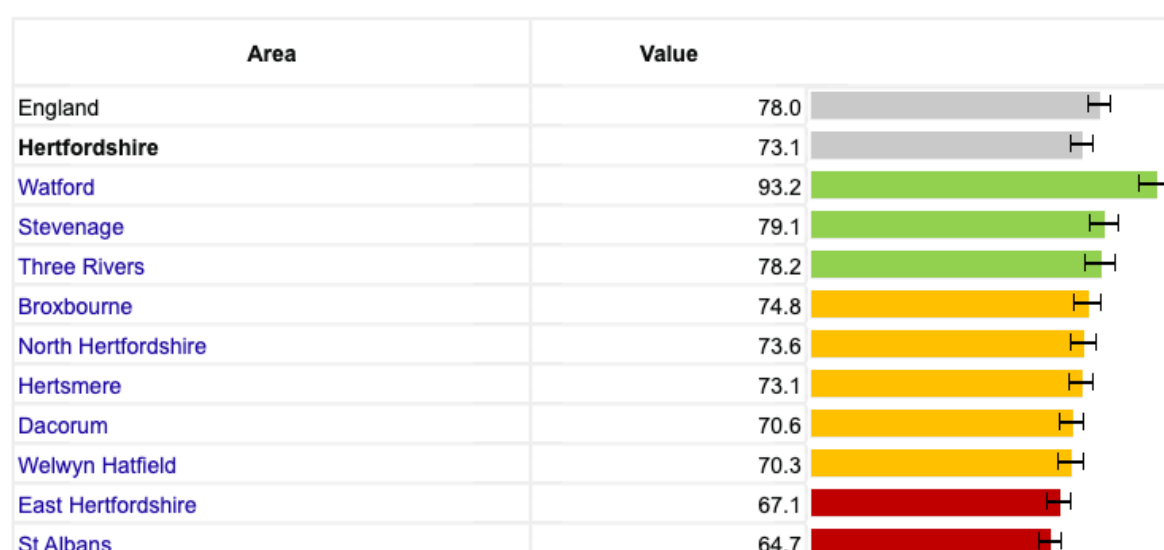
For cervical screening and bowel screening, rates are better than England but inequalities exist within Hertfordshire.

## 2.13 Chronic conditions

### 2.13.1 Diabetes

To understand the scope for prevention and to make headway in tackling the rising numbers of people with or at risk of diabetes, they need to understand not only how many people have diabetes (recorded diabetes as currently collected) but also the estimated number of people expected to have diabetes given the characteristics of their populations. The recorded diagnosis rate as a proportion of estimated rate based on population profile is a useful indicator of gap and need. Figure 23 shows that, in Hertfordshire, recorded diabetes is about 73% of the estimated diabetes. Within Hertfordshire, rates vary from 93% (95% CI 88.1–97.7) in Watford, demonstrating good practice of detecting diabetes in the population, to 64.7 % (95% CI 61.7–67.8) in St Albans.

<sup>54</sup> OHID. Cancer Services Profiles.

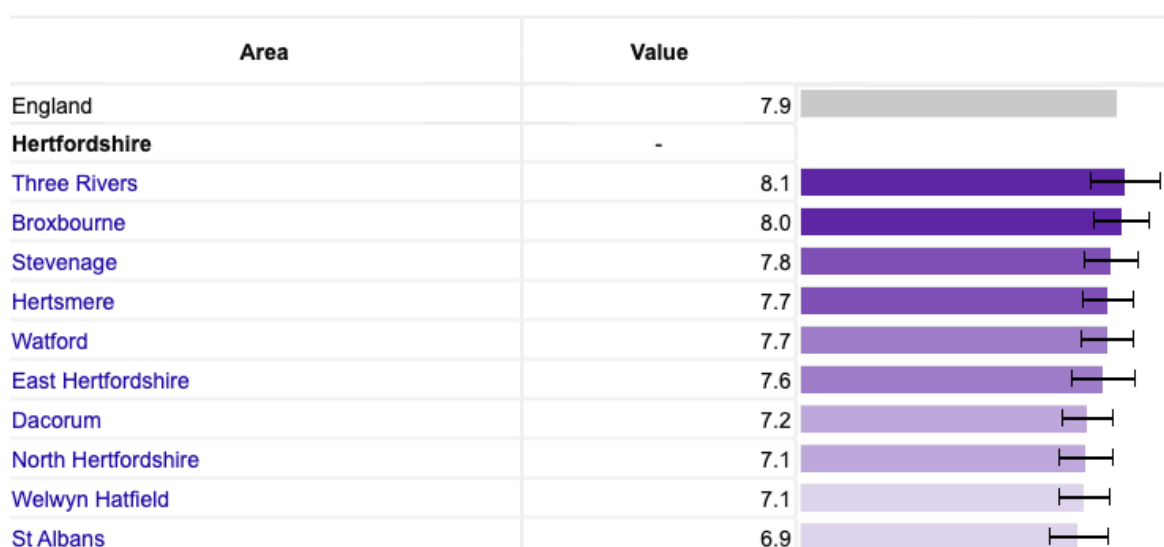
**Figure 23: Diabetes diagnosis rate by district, 2018<sup>55</sup>**

The proportion of patients with diabetes who received a flu vaccination in 2020-21 was 79.9% (23,920) for EN Herts CCG, 78.9% (25,070) for HVCCG and 84.5% (1,980) for Meridian PCN, which are higher than the England average of 76.6%.

## 2.13.2 Cardiovascular Disease (CVD) indicators

### 2.13.2.1 Modelled prevalence of Coronary Heart Disease (CHD)

Estimates based on national surveys such as the Health Survey of England and applied to the local population demographics provide a population estimate that can be used for healthcare service planning. The modelled estimates reflect the underlying causes that translate to higher rates of disease in districts such as Broxbourne and Stevenage compared with Welwyn Hatfield and St Albans.

**Figure 24: Modelled estimate of CHD prevalence (55–79 years) by district, 2015<sup>56</sup>**

<sup>55</sup> OHID. Diabetes profiles.

<sup>56</sup> OHID. Modelled prevalence.

The CHD profiles of EH Herts CCG and HVCCG are better than the East of England and England profiles. Meridian PCN's profile is similar to East of England and England. Meridian PCN has the highest flu vaccination uptake among patients with recorded CHD. Similarly there is variation in the Quality and Outcomes Framework (QOF)-recorded crude prevalence rate of CHD among PCNs, ranging from 1.9% to 3.3%. The PCNs that map to the districts that are more deprived show a higher rate of CHD.

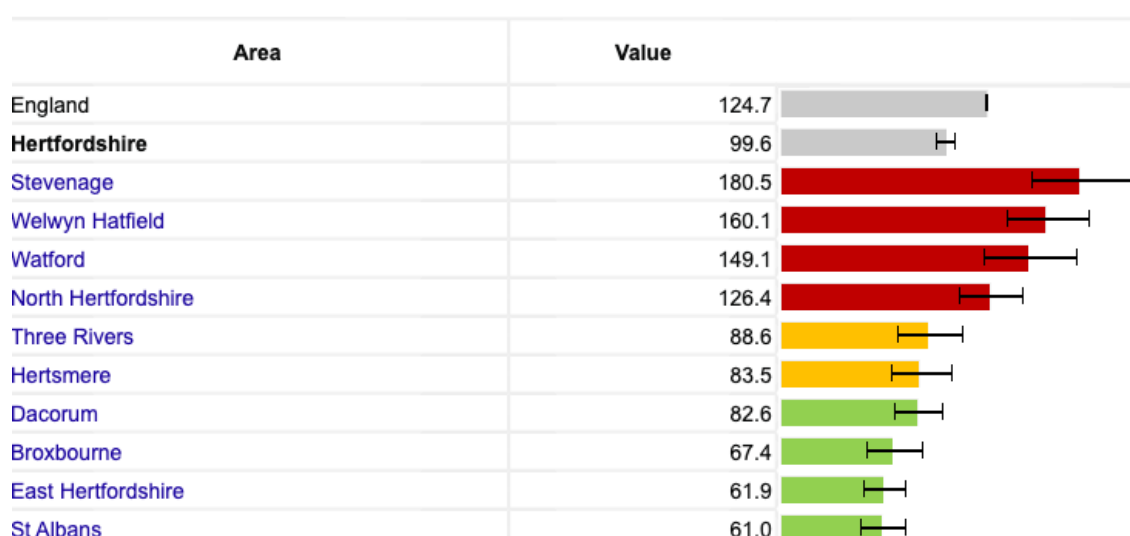
**Table 19: CVD profile of EH Herts CCG, HVCCG, Meridian PCN, compared with East of England and England<sup>57</sup>**

Indicator	EH Herts CCG	HVCCG	Meridian PCN	East of England	England
QOF CHD prevalence all ages % and numbers in brackets (2020-21)	2.7 (16,180)	2.6 (17,160)	2.9 (1,447)	3.00	3.00
QOF heart failure	0.7 (4,120)	0.7 (4,460)	0.8 (384)	0.90	0.90
QOF hypertension prevalence % and absolute number in brackets (2020-21)	13.3 (80,400)	12.6 (83,160)	14.3 (7,080)	14.2	13.9
% Patients with CHD immunised against flu (2020-21)	84 (13,590)	82.9 (14,220)	88.5 (1,281)	83.30	82
CHD admissions (directly standardised rates/100,000) (2020-21)	297 (1,590)	332.4 (1400)	NA*	NA*	367.6

\* NA – not available

### 2.13.3 Liver disease

**Figure 25: Hospital admissions rate due to liver disease, persons, 2020-21 (directly standardised rate per 100,000)<sup>58</sup>**



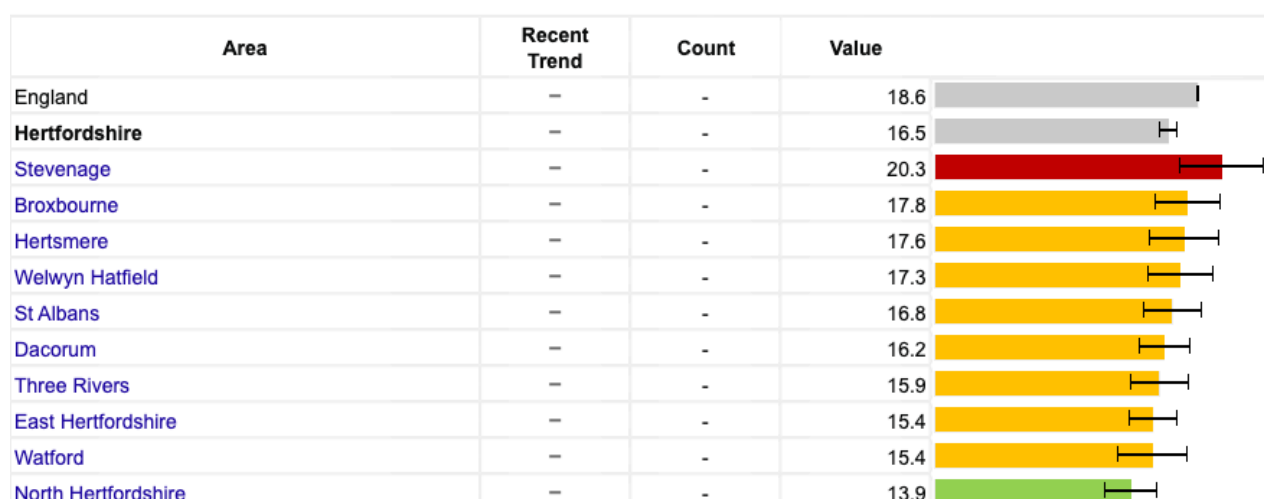
<sup>57</sup> UKHSA. GP and CVD profiles.

<sup>58</sup> OHID. Public Health Profiles.

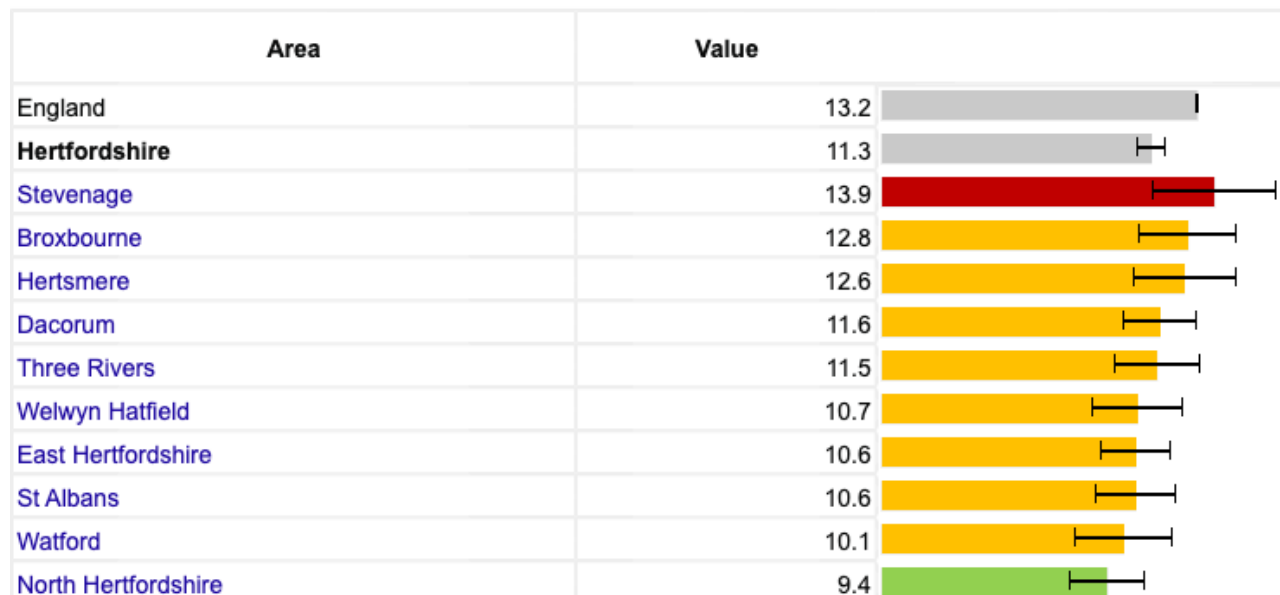
### 2.13.4 Musculoskeletal conditions (MSK)

MSK is responsible for a high burden of disease due to the pain and impact on movement and mobility, which in turn impacts quality of life. Hertfordshire has a better profile compared with England and all districts have similar profile to Hertfordshire except Stevenage, which has significantly higher profile, and North Hertfordshire, which has a better profile.

**Figure 26A: Percentage reporting long-term MSK problem, 2020<sup>59</sup>**



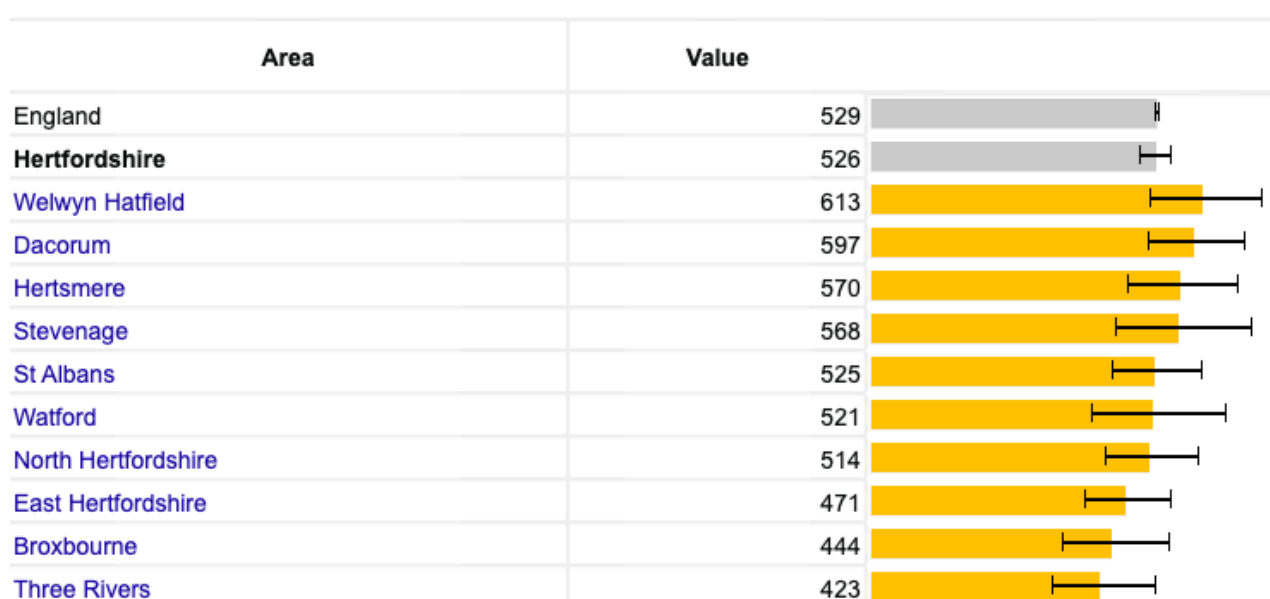
**Figure 26B: Percentage reporting two long-term conditions of which at least one is MSK-related, 2020<sup>60</sup>**



The QOF prevalence of rheumatoid arthritis and rates of hip fracture in Hertfordshire are similar to England with no significant difference among districts.

<sup>59</sup> OHID. MSK profiles.

<sup>60</sup> OHID. MSK profiles.

**Figure 26C: Rates of hip fracture in people aged 65 and over, 2020-21**

### 2.13.5 Respiratory disease

Respiratory conditions, mainly asthma and Chronic Obstructive Pulmonary Disease (COPD), both cause considerable burden on healthcare if not managed well. Modelled estimates for COPD indicate that within Hertfordshire the estimate varies from 1.9% (significantly lower than England (3%)) to 2.9% in Stevenage.

When comparing data from the CCGs (via NHS Digital), EN Herts CCG and HVCCG have better profiles compared with East of England and England, but Meridian PCN has a worse profile in some indicators.

Within EN Herts CCG, asthma prevalence ranges from 4.2% in Hatfield PCN (significantly lower compared with England) to 7.3% for Ickniel PCN (significantly higher compared with England). On the other hand, in HVCCG, PCNs have lower or similar asthma prevalence to England.

There is a great variation in management within PCNs, as indicated by the reported data. For example, in EN Herts CCG, the review of asthma patients in last 12 months ranges from 28% to 58.5%, while in HVCCG it varies from as low as 11% to 39%.

**Figure 27: Modelled estimates of COPD (all ages), 2015<sup>61</sup>**

Area	Value
England	3.0
Hertfordshire	-
Stevenage	2.9
Broxbourne	2.6
North Hertfordshire	2.6
Three Rivers	2.6
Hertsmere	2.6
Dacorum	2.5
St Albans	2.2
East Hertfordshire	2.2
Welwyn Hatfield	2.1
Watford	1.9

**Table 20: Respiratory disease indicators for CCGs, Meridian PCN, compared with East of England and England<sup>62</sup>**

Respiratory diseases	EN Herts CCG	HVCCG	Meridian PCN	East of England NHS region	England
QOF asthma prevalence (aged 6+) % and numbers 2020-21	6.1 (18,150)	5.7 (35,190)	7.8 (3,600)	6.5	6.4
Patients with asthma reviewed in last 12 months % and numbers 2020-21	41.5 (14,500)	25.6 (9,000)	25.3 (910)	36.9	31.2
Emergency hospital admissions for asthma in adults aged 19+ (directly standardised rates/100,000 2020-21)	33.4	37.5	NA	NA	44.4
QOF COPD prevalence all ages % and numbers 2020-21	1.6 (9,560)	1.4 (9,400)	1.4 (700)	1.8	1.9
Flu vaccination given to patients with COPD – 1 August 2020 to 31 March 2021	84.4 (8,070)	83.3 (7,880)	87.1 (610)	83.1	81.5
Emergency admissions due to COPD	106.9 (590)	95 (545)	NA	NA	135

\* NA – not available

<sup>61</sup> UKHSA. Modelled estimates.<sup>62</sup> The data in this table was extracted from various profiles (OHID).

### 2.13.6 Mental health and dementia

The burden from mental health and dementia on health and social care is well known, as are the inequalities suffered by people suffering from mental health issues. Table 21 provides mental health indicators by CCG and Meridian PCN compared with East of England and England. Depression is by far the largest register, with substantial numbers of new diagnosis.

Figure 28 gives the dementia diagnosis recorded as a proportion of estimated numbers by district. Overall, Hertfordshire has a lower rate than the England average. Stevenage has a better diagnosis rate whilst East Hertfordshire has the lowest rate.

**Table 21: Mental health and dementia indicators<sup>63</sup>**

Indicator	EN Herts CCG	HVCCG	Meridian PCN	East of England NHS region	England
QOF mental health* prevalence all ages % and numbers 2020-21	0.83 (5,070)	0.84 (5,490)	0.69 (530)	0.86	0.95
QOF depression all ages prevalence % and numbers 2020-21	10.7 (56,270)	11.6 (59,660)	9.8 (3,580)	11.3	12.3
Depression new diagnosis (18+) crude rate 2020-21	1.1 (5,470)	1.2 (6,250)	0.9 (340)	1.1	1.4
QOF dementia prevalence all ages % and number 2020-21	0.7 (4,200)	0.7 (4,320)	0.6 (308)	0.7	0.7
Dementia care plan reviewed in last 12 months	39.1(1,650)	46% (1,990)	40.6 (125)	44.7	39.7

\* The percentage of patients with schizophrenia, bipolar affective disorder and other psychoses as recorded on practice disease registers.

**Figure 28: Estimated dementia diagnosis rate (aged 65 and over), 2022<sup>64</sup>**

Area	Recent Trend	Count	Value
England	→	415,778	61.6
Hertfordshire	→	8,369	59.0
Stevenage	→	684	76.2
Watford	→	440	72.7
North Hertfordshire	→	1,118	64.1
Hertsmere	→	1,184	63.3
Welwyn Hatfield	→	837	57.1
Three Rivers	↓	571	56.6
Dacorum	→	1,061	55.3
St Albans	→	933	54.4
Broxbourne	→	649	52.1
East Hertfordshire	→	892	51.7

<sup>63</sup> National GP Profiles: Mental Health.

<sup>64</sup> OHID. Mental Health Profiles.



Emergency admissions for intentional self-harm for Hertfordshire are lower than England. Stevenage and Dacorum have both significantly higher rates compared with the Hertfordshire average, while Welwyn Hatfield and East Hertfordshire have significantly lower rates.

**Figure 29: Emergency admissions for intentional self-harm, 2019-20 (directly standardised rates per 100,000)<sup>65</sup>**

C14b - Emergency Hospital Admissions for Intentional Self-Harm New data 2019/20

Di

Area	Recent Trend	Count	Value
England	→	108,497	192.6
<b>Hertfordshire</b>	→	1,320	112.3
Stevenage	→	155	179.1
Watford	→	125	134.6
Dacorum	→	200	134.0
Hertsmere	→	120	120.4
North Hertfordshire	→	155	117.6
St Albans	→	155	111.7
Three Rivers	→	90	98.4
Broxbourne	→	90	91.4
Welwyn Hatfield	→	115	90.2
East Hertfordshire	→	115	79.7

## 2.14 Care homes and community

Pharmacists play an important role in care homes and community. Table 22A shows the number of nursing care beds and care beds by district and county. Broxbourne has the smallest number per 100 people aged 75, whilst Hertsmere has the highest. Table 22B provides the same by CCG and also includes the QOF data on palliative care/support and the proportion of people (16+) in GP survey who said they had caring responsibility for people with mental health and/or long-term health conditions.

<sup>65</sup> OHID. Mental Health Profiles.

**Table 22A: Nursing and care home beds by district and county**

District	Nursing home beds	Nursing home beds per 100 people aged 75+	Care home beds	Care home beds per 100 people aged 75+
Broxbourne	22	0.3	326	3.8
Dacorum	344	2.7	990	7.8
East Hertfordshire	898	6.9	1,379	10.6
Hertsmere	704	7.5	1,332	14.1
North Hertfordshire	622	4.9	1,333	10.5
St Albans	446	3.5	1,083	8.6
Stevenage	323	4.9	578	8.8
Three Rivers	410	4.9	828	10.0
Watford	385	6.3	792	12.9
Welwyn Hatfield	570	5.9	1,060	11.0
Hertfordshire	4,724	4.7	9,701	9.7

**Table 22B: Care homes and community indicators by CCG<sup>66</sup>**

Indicator	EN Herts CCG	HVCCG	Meridian PCN	East of England NHS region	England
Care home beds per 100 people aged 75+, crude rate (number of beds)	9.4 (4,566)	10.2 (5,025)	NA	8.9	9.4
Nursing home beds per 100 people aged 75+, crude rate (number of beds)	5.0 (2,411)	4.6 (2,289)	NA	3.6	4.6
QOF palliative/supportive care all ages (% and numbers)	0.6 (3,360)	0.3 (2,110)	NA	0.5	0.5
Proportion aged 16+ with caring responsibility (GP survey)	17.6 (1,480)	16.9 (1,490)	18.6 (126)	18	18.2

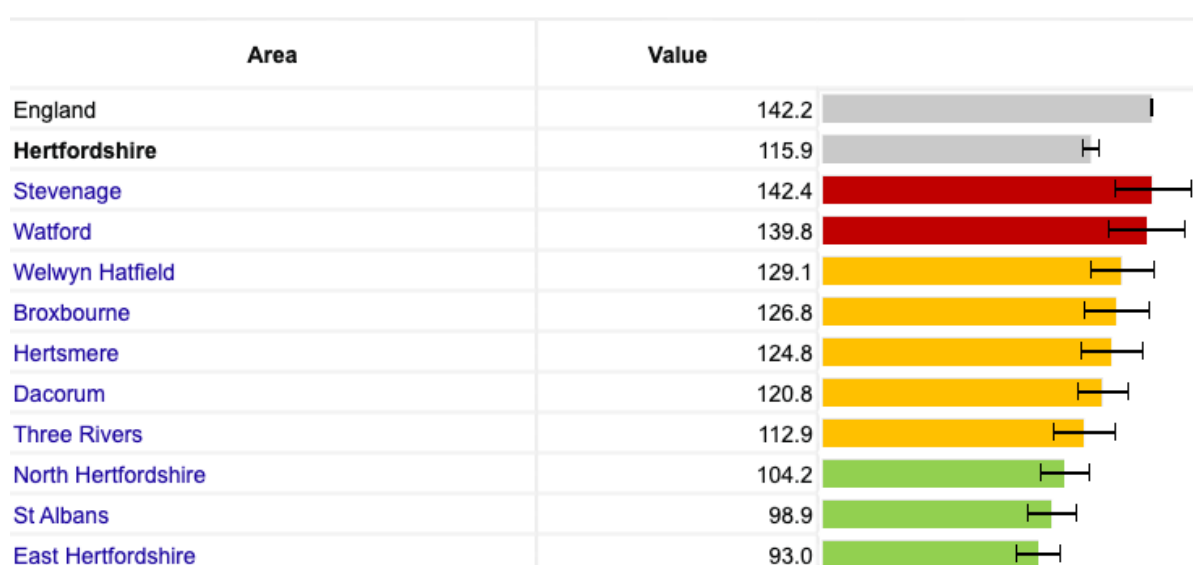
\* NA – not available

<sup>66</sup> OHID. Palliative and End of Life Care Profiles.

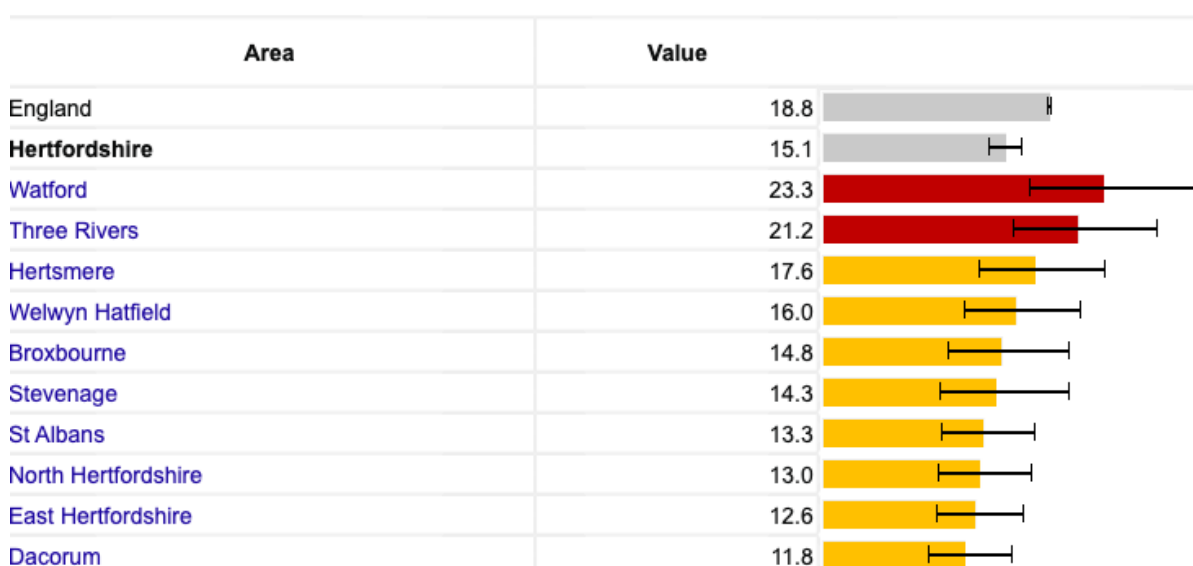
## 2.15 Mortality

Under-75 mortality considered preventable is an indicator of deaths that could mainly be avoided through effective public health and primary prevention interventions. This does not include deaths that could be considered avoidable due to treatment. Hertfordshire has significantly lower rates compared with England, but within Hertfordshire the rates vary significantly, with Stevenage and Watford having higher (worse) rates compared with the Hertfordshire average, while St Albans and East Hertfordshire have significantly lower (better) rates compared with the Hertfordshire average.

**Figure 30: Under-75 mortality considered preventable, 2018-20 (directly standardised rates per 100,000)<sup>67</sup>**



**Figure 31: Mortality from liver disease in under-75s, persons 2017-19 (directly standardised rates per 100,000)<sup>68</sup>**



<sup>67</sup> OHID. Public Health Profiles.

<sup>68</sup> OHID. Public Health Profiles.

## 2.16 Summary

The population in Hertfordshire is expected to increase by 1.3% from 2020 to 2025. The largest increase is expected to be in the 15–19 and 75+ age groups.

Hertfordshire is relatively less deprived, however there are areas of deprivation. The disparities in the wider determinants of health (causes of causes) translates into significant health disparities within Hertfordshire with levels of all health indicators across the life course being significantly worse in districts such as Stevenage and Watford compared with St Albans and East Hertfordshire.

The data from the NHS also shows similar variation in both the crude prevalence of long-term health conditions and their management.

Mortality under 75 years old from conditions that are preventable indicates the scope for further improvement for reducing disparities in wider determinants of health, as well as for health promotion in communities with worse health outcomes, and better support for management of chronic conditions in PCNs where it is lower.

Reducing health inequalities should be addressed through a system-wide approach with all partners playing their role.

## Section 3: NHS pharmaceutical services provision, currently commissioned

### 3.1 Community pharmacies

<p>240 community pharmacies*</p> 	<p>1,195,672 population of Hertfordshire</p> 	<p>20.1 pharmacies per 100,000 population**</p> 
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\*When discussing community pharmacies this includes DSPs

\*\*Correct as of 1 April 2022

In England during the COVID-19 pandemic there was a net loss of 215 pharmacies, with 236 opening while 451 closed during 2020-21, which resulted in the lowest number of pharmacies in England since 2015-16.<sup>69</sup>

Since the previous PNA was published in 2018, there has been a decrease in the number of community pharmacies in Hertfordshire from 254 pharmacies in 2018 to 240.

In Hertfordshire the number of community pharmacies per 100,000 population is 20.1, including the seven DSPs. The England average is 20.6 community pharmacies per 100,000 population, which has decreased slightly from 2018, when the average number was 21.2. The East of England average has also decreased to 19.4 from the previous 20.4 community pharmacies per 100,000 population.

Hertfordshire HWB area has 12 dispensing GP practices providing pharmaceutical services. Combining these, Hertfordshire has an average of 21.2 community pharmacies and dispensing GP practices per 100,000 population.

There are two DACs in Hertfordshire.

There is a variable rate of community pharmacies per 100,000 population in neighbouring HWB areas to Hertfordshire: Buckinghamshire (16.3), Cambridgeshire (16.3), Bedfordshire (18.3), Hillingdon (20.4), Essex (17.5), Luton (20.6), Harrow (22.6), Enfield (17.1) and Barnet (19.3).

<sup>69</sup> Wickware C. Lowest number of community pharmacies in six years, official figures show. Pharmaceutical J. 28 October 2021. <https://pharmaceutical-journal.com/article/news/lowest-number-of-community-pharmacies-in-six-years-official-figures-show>

Figure 32: Map of pharmacies in Hertfordshire and across HWB borders

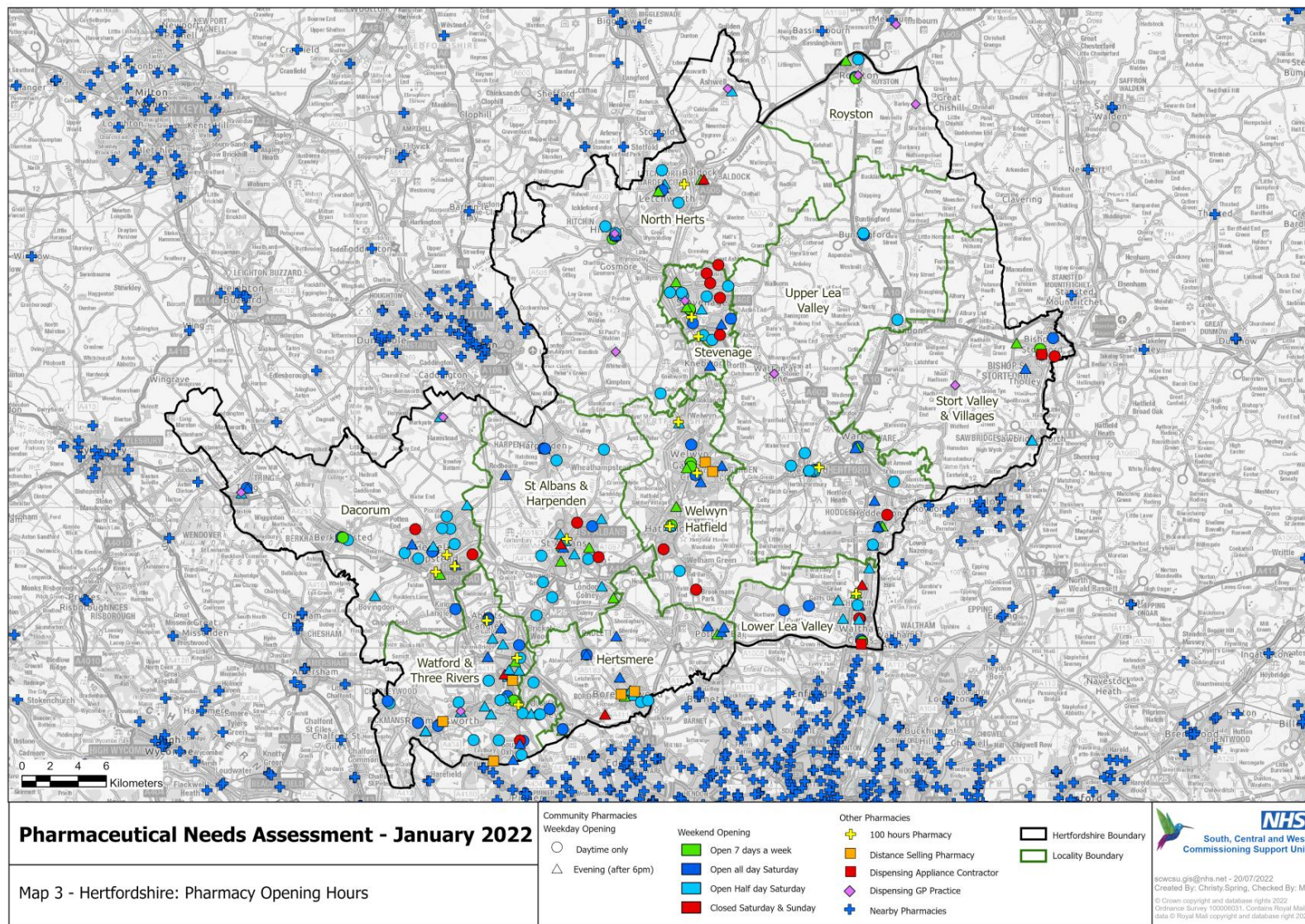


Table 23 shows the change in the numbers of community pharmacies over recent years compared with regional and national averages. Hertfordshire is well served with community pharmacies and comparable to the East of England and national averages.

**Table 23: Number of community pharmacies per 100,000 population**

	England	East of England	Hertfordshire
2020-21	20.6	19.4	20.1
2019-20	21.0	21.6	20.1
2018-19	21.2	20.4	19.8

Source: ONS Mid-Year Population<sup>71</sup>

The public questionnaire details the perception of access to community pharmacies and the services they provide ([Section 5](#)). The full results of the pharmacy user questionnaire are detailed in [Section 5](#) and Appendix H.

Table 24 provides a breakdown, by locality, of the average number of community pharmacies per 100,000 population. The number and rate of community pharmacies vary widely by locality.

**Table 24: Breakdown of average community pharmacies per 100,000 population**

CCG locality	Number of community pharmacies	Total population (ONS mid-2020 population)	Average number of community pharmacies per 100,000 population (Dec 2021)*
Dacorum	29	155,457	18.7
Hertsmere	23	105,471	21.8
Lower Lea Valley	16	97,592	16.4
North Hertfordshire	20	133,463	18.0
Royston	4	133,463	18.0
St Albans and Harpenden	27	149,317	18.1
Stevenage	22	88,104	25.0
Stort Valley	8	151,786	21.1
Upper Lea Valley	24	151,786	21.1
Watford and Three Rivers	47	190,589	24.7
Welwyn Hatfield	20	123,893	16.1
<b>Hertfordshire (2022)</b>	<b>240</b>	<b>1,195,672</b>	<b>20.1</b>
<b>East of England (2021)</b>	<b>1,216</b>	<b>6,269,161</b>	<b>19.4</b>
<b>England (2021)</b>	<b>11,636</b>	<b>56,760,975</b>	<b>20.6</b>

\*Data includes DSPs

<sup>71</sup> ONS. Population Data: Estimates of the population for the UK, England and Wales, Scotland and Northern Ireland. [www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland](http://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland)

[Section 6](#) lists the Essential Services of the pharmacy contract. It is assumed that provision of all these services is available from all contractors. Further analysis of the pharmaceutical service provision and health needs for each locality is explored in [Section 6](#).

### 3.1.1 Choice of community pharmacies

Table 25 shows the breakdown of community pharmacy ownership in Hertfordshire. The data shows that pharmacy ownership is at similar levels to those seen in the rest of East of England, whereas Hertfordshire has a higher percent of independent pharmacies compared with nationally, with no one provider having a monopoly in any locality. People in Hertfordshire therefore have a good choice of pharmacy providers.

**Table 25: Community pharmacy ownership, 2020-21**

Hertfordshire	Multiples (%)	Independent (%)**
England	60%	40%
East of England	56%	44%
Hertfordshire (2021 data)	48%	62%

\*Includes pharmacies on AIMp list

Multiple pharmacies include those on the Company Chemists' Association (CCA) list, which are large pharmacy operators in the UK. Independent pharmacies include members of the Association of Independent Multiple Pharmacies (AIMp) which are independent pharmacy contractors with multiple branches of pharmacies.

### 3.1.2 Weekend and evening provision

There are 1,094 (9.4%) community pharmacies in England open for 100 hours or more per week. This has decreased slightly since 2017, where there were 1,161 100-hour pharmacies.

Table 26 shows that Hertfordshire has a lower percentage of its pharmacies open for 100 hours or more compared with regionally and nationally. There are no 100-hour pharmacies in Hertsmere, Royston and Stort Valley and Villages. Most 100-hour pharmacies are open late and at the weekends.



**Table 26: Number of 100-hour pharmacies (and percentage of total)**

Hertfordshire	Number (%) of 100-hour pharmacies
England (2020-21 data)	1,094 (9.4%)
East of England	121 (10.0%)
Hertfordshire	15 (6.3%)
Dacorum	3 (10.0%)
Hertsmere	0
Lower Lea Valley	1 (5.5%)
North Hertfordshire	1 (5.0%)
Royston	0
St Albans and Harpenden	1 (3.7%)
Stevenage	2 (9.0%)
Stort Valley and Villages	0
Upper Lea Valley	1 (4.2%)
Watford and Three Rivers	3 (6.4%)
Welwyn Hatfield	3 (15.0%)

### 3.1.3 Access to community pharmacies

Community pharmacies in Hertfordshire are particularly located around areas with a higher density of population. Many also provide extended opening hours and/or open at weekend.

A previously published article<sup>72</sup> suggests:

- 89% of the population in England has access to a community pharmacy within a 20-minute walk
- This falls to 14% in rural areas
- Over 99% of those in areas of highest deprivation are within a 20-minute walk of a community pharmacy

The same study found that access is greater in areas of high deprivation. Higher levels of deprivation are linked with increased premature mortality rates.

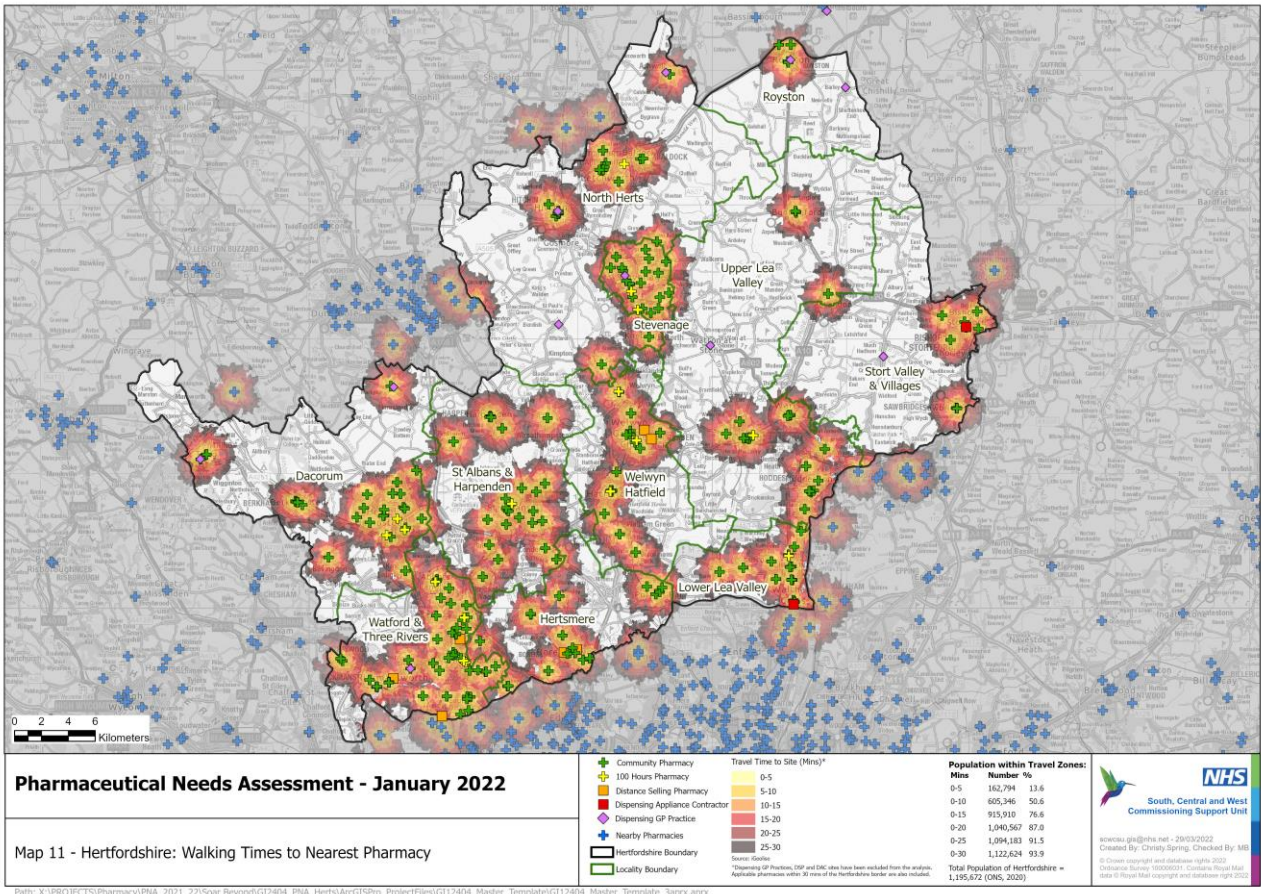
A list of community pharmacies in Hertfordshire and their opening hours can be found in Appendix A.

<sup>72</sup> Todd A, Copeland A, Husband A. The positive pharmacy care law: an area-level analysis of the relationship between community pharmacy distribution, urbanity and social deprivation in England. *BMJ Open* 2014, Vol. 4, Issue 8. <http://bmjopen.bmj.com/content/4/8/e005764.full.pdf%20html>

### 3.1.3.1 Routine daytime access to community pharmacies

The following maps show travel times to community pharmacies using a variety of options. As shown in Figure 33, 87% of the population can walk to a pharmacy within 20 minutes in Hertfordshire and 93.9% can access a community pharmacy by walking in less than 30 minutes

**Figure 33: Average walk times to community pharmacies in Hertfordshire**



The public transport maps (Figures 34 and 35) shows good links to all community pharmacies across Hertfordshire, and 98.9% of residents can get to their nearest pharmacy within 30 minutes.

Figure 34: Public transport times to the nearest pharmacy in Hertfordshire (AM)

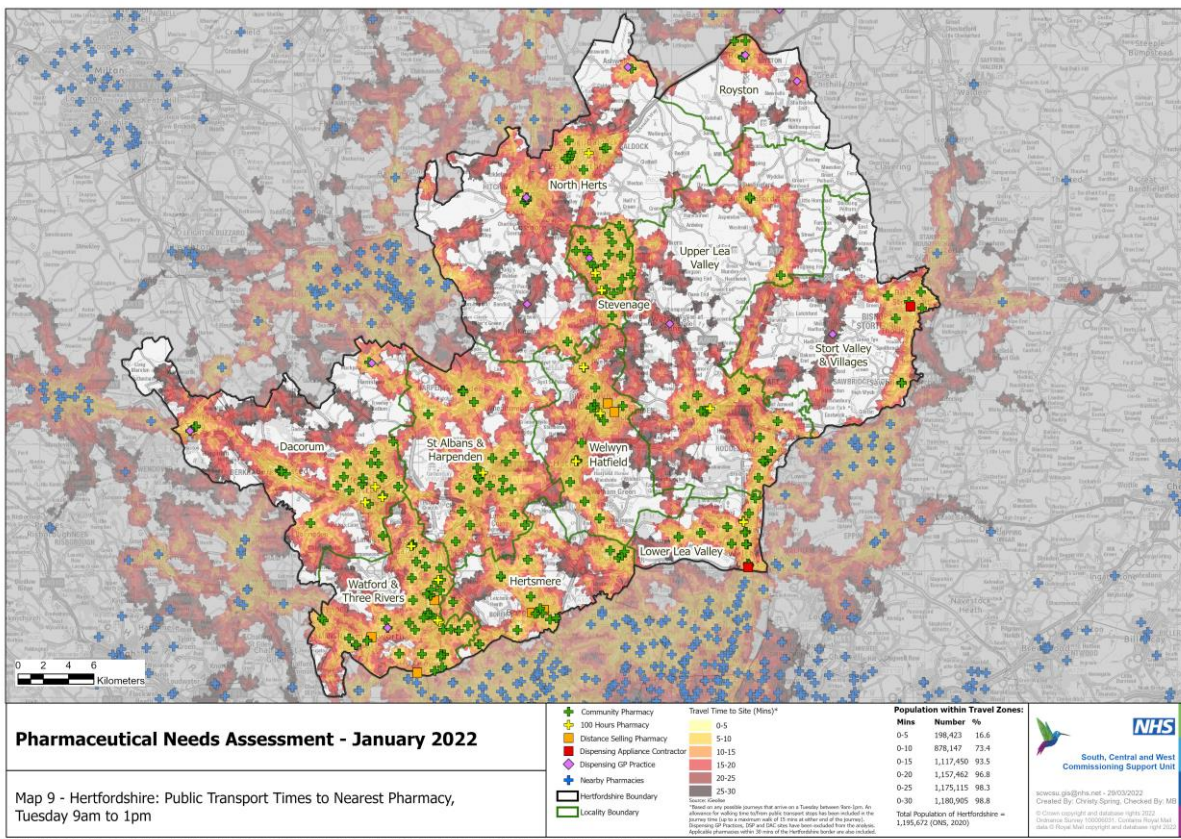
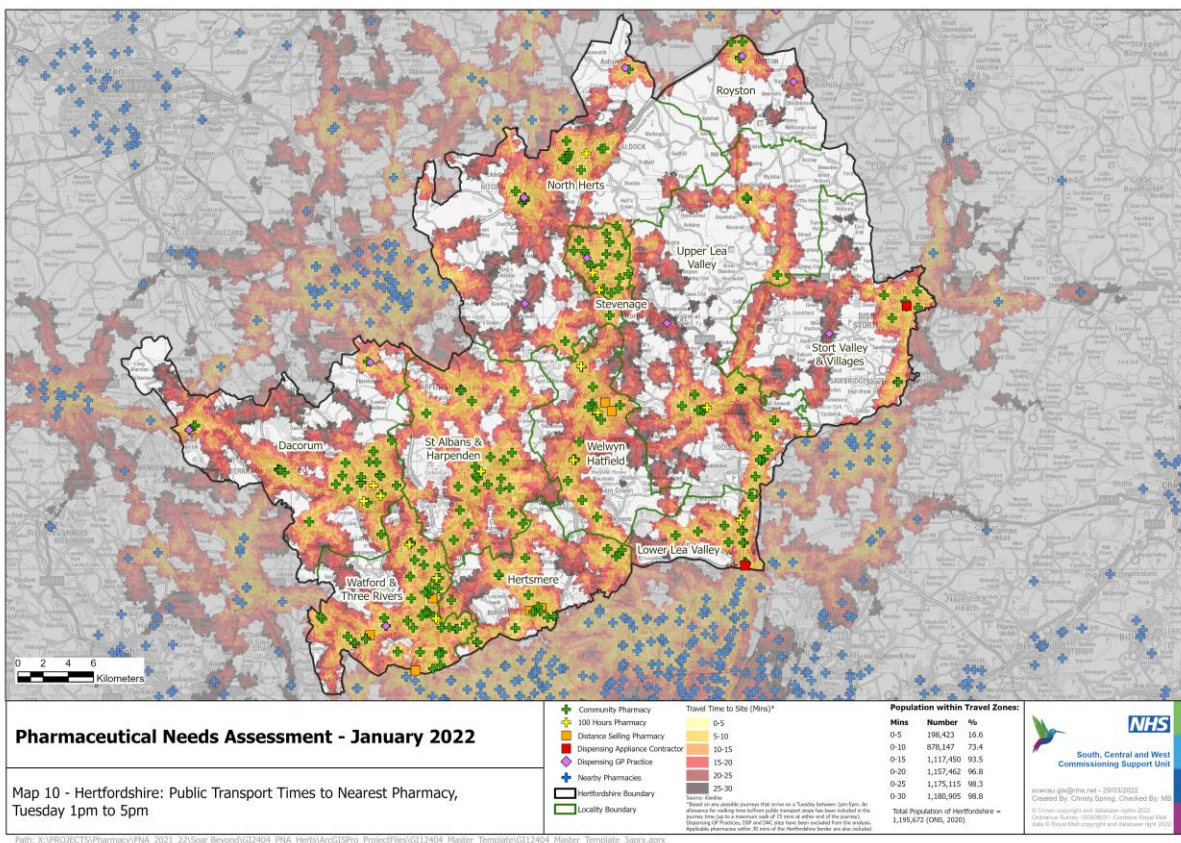


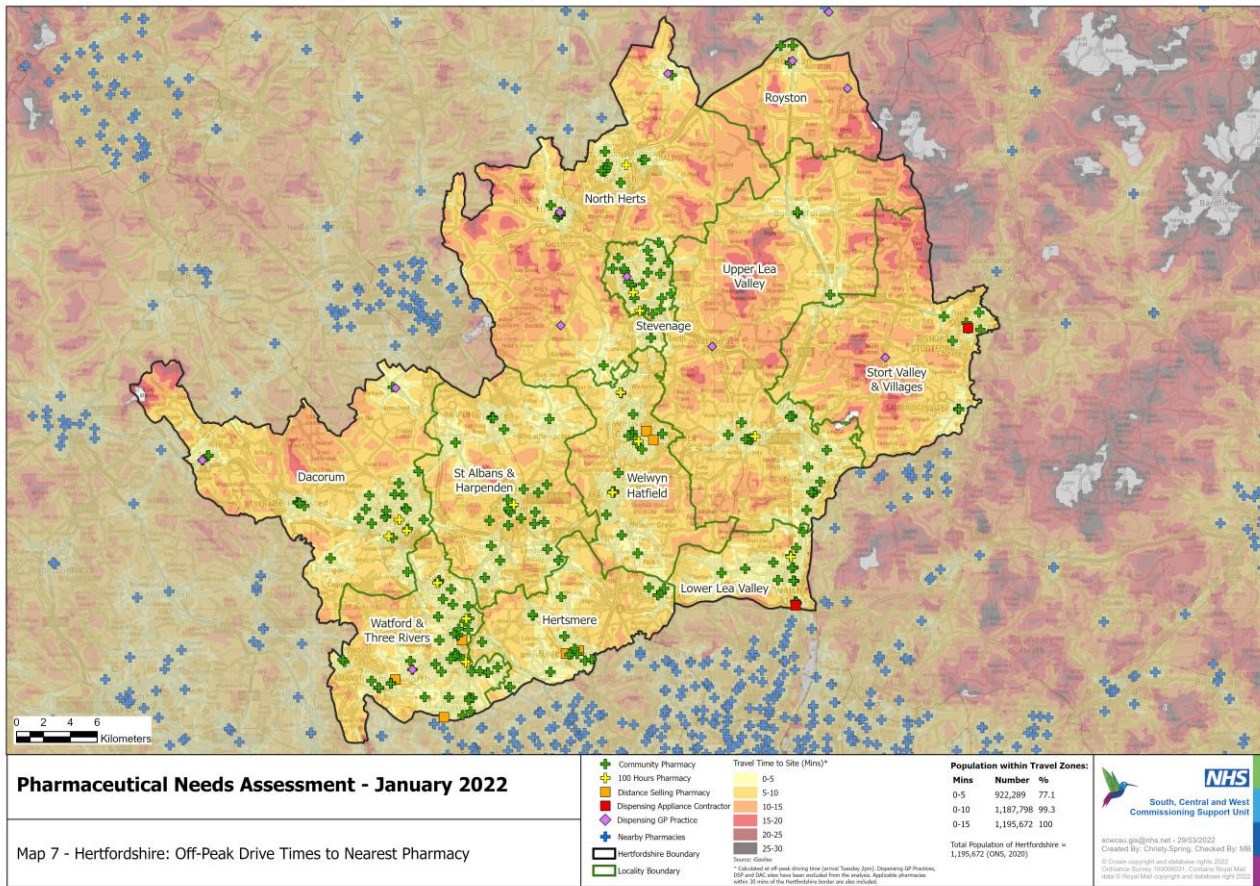
Figure 35: Public transport times to the nearest pharmacy in Hertfordshire (PM)



[Map 8](#) shows that during peak times 100% of community pharmacies within Hertfordshire are reachable within a maximum time of 20 minutes by car.

Figure 36 shows that during off-peak hours, 100% of community pharmacies can be reached within 15 minutes.

**Figure 36: Average drive times during off-peak times by car to pharmacies in Hertfordshire**



The above demonstrates good access to community pharmacies in Hertfordshire, with 100% of the population being able to access a community pharmacy within 15 minutes by car.

### 3.1.3.2 Routine weekday evening access to community pharmacies

The number, location and opening hours of community pharmacy providers open beyond 6 pm, Monday to Friday (excluding bank holidays), vary within each locality; they are listed in Table 27. Full details of all pharmacies' opening hours can be found in Appendix A. 'Average' access is difficult given the variety of opening hours and locations. Access is therefore considered at locality level and can be found in Table 27, where consistently a third or more of pharmacies are open beyond 6 pm in each locality.

**Table 27: Percentage of community pharmacy providers open Monday to Friday (excluding bank holidays) beyond 6 pm, and on Saturday and Sunday (not including DSPs)**

Locality	Percentage of pharmacies open beyond 6 pm	Percentage of pharmacies open on Saturday	Percentage of pharmacies open on Sunday
Dacorum	48%	96%	24%
Hertsmere	52%	95%	14%
Lower Lea Valley	50%	87%	19%
North Hertfordshire	50%	95%	20%
Royston	25%	100%	50%
St Albans and Harpenden	56%	89%	19%
Stevenage	38%	77%	27%
Stort Valley and Villages	63%	88%	25%
Upper Lea Valley	37%	96%	12%
Watford and Three Rivers	55%	95%	14%
Welwyn Hatfield	50%	89%	44%
Hertfordshire	<b>54%</b>	<b>92%</b>	<b>21%</b>

### 3.1.3.3 Routine Saturday daytime access to community pharmacies

The number, location and opening hours of community pharmacy providers open on Saturdays vary within each locality. In Hertfordshire, 91% of pharmacies are open on Saturdays, the majority of which are open into the late afternoon. 'Average' access (approximately 50%) is difficult given the variety of opening hours and locations. Access is therefore considered at locality level. Full details of all pharmacies open on a Saturday can be found in Appendix A.

### 3.1.3.4 Routine Sunday daytime access to community pharmacies

The number, location and opening hours of community pharmacy providers open on Sundays vary within each locality. Fewer pharmacies are open on Sundays than any other day in Hertfordshire. Full analysis and details of all pharmacies open on a Sunday can be found in Appendix A.

### 3.1.3.5 Routine bank holiday access to community pharmacies

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

NHSE&I has commissioned an Enhanced Service to provide coverage over bank holidays, Easter Sunday and Christmas Day, to ensure that there are pharmacies open on these days so that patients can access medication if required.

### 3.1.4 Advanced Service provision from community pharmacies

Data supplied from NHSE&I has been used to demonstrate how many community pharmacies per locality have signed up to provide the Advanced Services in Table 28. Details of individual pharmacy providers can be seen in Appendix A.

Note: Community pharmacy COVID-19 lateral flow distribution service stopped on 1 April 2022, and COVID-19 medicine delivery service stopped on 5 March 2022, at 23:59.

**Table 28: Percentage of community pharmacy providers of Advanced Services in Hertfordshire (2020-21)**

Locality (number of pharmacies)	NMS	Community pharmacy seasonal influenza vaccination	CPCS*	Hypertension case-finding Service	Smoking cessation
Dacorum (29)	93%	90%	83%	24%	0%
Hertsmere (21)	81%	95%	86%	43%	10%
Lower Lea Valley (16)	81%	81%	87%	13%	13%
North Hertfordshire (20)	95%	100%	85%	50%	20%
Royston (4)	100%	100%	100%	75%	0%
St Albans and Harpenden (27)	92%	96%	89%	63%	26%
Stevenage (22)	91%	100%	86%	50%	5%
Stort Valley and Villages (8)	87%	100%	100%	38%	0%
Upper Lea Valley (24)	83%	87%	87%	38%	4%
Watford and Three Rivers (47)	70%	77%	81%	40%	11%
Welwyn Hatfield (18)	83%	89%	89%	22%	33%

\* This includes CPCS and GP CPCS consultations

There is no data on AUR, SAC or the community pharmacy hepatitis C antibody-testing service (currently until 31 March 2023).

The information in Table 29 provides detail of the recorded activity of Advanced Service delivery in Hertfordshire from July to September 2021 (except for the hypertension case-finding service, which is November to December 2021). It must be stressed that the impact of the COVID-19 pandemic will have affected this activity data in several ways:

- Face-to-face services needed to be adjusted to enable telephone consultations
- Some Advanced Services had delayed implementation dates
- Referral pathways from NHS 111 and GP practices were focused on the pandemic
- The increased workload and provision of pandemic-specific services will have affected the ability to provide other Advanced Services
- The effect of the extra workload on community pharmacies may have affected the timeliness of claims, which are used to measure activity

[Section 6.3](#) lists all Advanced Services that may be provided under the pharmacy contract. As these services are discretionary, not all providers will provide them all of the time.

**Table 29: Advanced Service provision**

Advanced Service*	England: percentage of providers currently providing	East of England: percentage of providers currently providing	Hertfordshire: percentage of providers currently providing
NMS*	82%	85%	82%
Community pharmacy seasonal influenza vaccination (2020-21)	84%	85%	92%
CPCS*	33%	43%	45%
Hypertension case-finding service**	5%	10%	4%
Community pharmacy hepatitis C antibody-testing service (currently until 31 March 2022)*	0%	0%	0%
Community pharmacy COVID-19 lateral flow distribution service*	100%	100%	100%
COVID-19 medicines delivery service*	77%	76%	6%
AUR**	1%	0.4%	0%
SAC**	11%	9%	9%

Source: NHS BSA Dispensing Data<sup>80</sup>

\* Data taken from average of 3 months from July to September 2021

\*\* Data taken from Nov to Dec 2021

Appendix A lists those community pharmacies who have provided these services as of 10 March 2022.

Table 28 provides information on the activity of Advanced Services across the Hertfordshire. For Hertfordshire data the average of three months has been used, to consider that not all pharmacies submit payment for services monthly. For this PNA, activity data across the last four years has been used, as the most recent data will have been affected by the COVID-19 pandemic and will therefore not be an accurate reflection.

Activity data shows Advanced Services are used, but information is skewed due to the pandemic. New services such as CPCS are being used, but data shows low uptake nationally.<sup>73</sup> A recent report (October 2021) demonstrated there are currently over 6,500 GP practices in England and only 862 practices referred patients to CPCS.<sup>74</sup> National data from August 2021 shows 33% of community pharmacies are using CPCS. However Hertfordshire shows high use of the CPCS service, with 89% of community pharmacies providing this service. The provision of COVID-19 lateral flow tests began on 1 April 2021, and this service uptake has been high locally and nationally due to increased awareness of the public.

<sup>73</sup> NHS Business Services Authority (BSA). Dispensing Data. [www.nhsbsa.nhs.uk/prescription-data/dispensing-data](http://www.nhsbsa.nhs.uk/prescription-data/dispensing-data)

<sup>74</sup> Royal College of General Practitioners. Making the Community Pharmacist Consultation Service a Success. October 2021. [www.rpharms.com/recognition/all-our-campaigns/policy-a-z/cpcs](http://www.rpharms.com/recognition/all-our-campaigns/policy-a-z/cpcs)

To date, there has been no data recorded on the use of the community pharmacy hepatitis C antibody-testing service and smoking cessation Advanced Service (started on 10 March 2022).

The new hypertension case-finding service started in October 2021. Activity data is still low nationally, regionally and in Hertfordshire.

There has been no recorded provision of the AUR service from community pharmacy providers in Hertfordshire up to 1 April 2021. The number of providers of the AUR is also very low regionally and nationally. There were only 65 community pharmacy or DAC providers nationally (1%) and five community pharmacy or DAC providers (0.4%) in the East of England in 2020-21.

### **3.1.5 Enhanced Service provision**

Under the pharmacy contract, Enhanced Services are those directly commissioned by NHSE&I ([Section 6.4](#)). Therefore, any Locally Commissioned Services commissioned by CCGs or the local authority are not considered here. They are outside the scope of the PNA but are considered in [Section 4](#).

There is currently two Enhanced Services commissioned in the Hertfordshire HWB area: one being the delivery of the COVID-19 vaccination, which has been added as an Enhanced Service from community pharmacies to support the public during the pandemic. The other Enhanced Service is for coverage on Easter Sunday and Christmas Day to ensure that there are pharmacies open on these days and their location is near to the hubs and out-of-hours providers so that patients can easily access medication if required.

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

There are two DACs in Hertfordshire. However, DAC services are available to the population from elsewhere in the UK. Appliances may also be dispensed from community pharmacies. The community pharmacy contractor questionnaire received 123 responses and 72% of respondents reported that they provide all appliances, with only 7% providing none.

As part of the Essential Services of appliance contractors, a free delivery service is available to all patients. It is therefore likely that patients will obtain appliances delivered from DACs outside Hertfordshire. There were 112 DACs in England in 2020-21.

### **3.3 Distance-Selling Pharmacies (DSPs)**

A DSP provides services as per the Pharmaceutical Regulations 2013. It may not provide Essential Services face-to-face and therefore provision is by mail order and/or wholly internet. As part of the terms of service for DSPs, provision of all services offered must be offered throughout England.

It is therefore likely that patients within Hertfordshire will be receiving pharmaceutical services from a DSP outside Hertfordshire. There are seven DSPs in Hertfordshire.



Figures for 2020-21 show that in England there were 372 DSPs, accounting for 3.2% of the total number of pharmacies. This has increased significantly from 2015-16, when there were 266 DSPs, accounting for 2.3% of all pharmacy contractors. From 2018 to 2021, the average number of items dispensed per month from DSPs nationally has increased by 16%. It can be assumed that the pandemic circumstances may have had an influence on this.

The public questionnaire identifies that 81 (15%) of respondents have used a DSP. Of those who used a DSP, 75% found the service to be excellent or good.

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

There are no LPS providers in Hertfordshire

### **3.5 PhAS pharmacies**

There are 32 PhAS pharmacies in Hertfordshire.

### **3.6 Dispensing GP practices**

There are 12 dispensing GP practices in Hertfordshire, which is the same as at the time of writing the 2018 PNA.

### **3.7 Pharmaceutical service provision from outside Hertfordshire HWB area**

Hertfordshire is bordered by nine other HWB areas: Buckinghamshire, Cambridgeshire, Bedfordshire, Essex, Luton, Harrow, Enfield, Barnet and Hillingdon. As previously mentioned, Hertfordshire has a comprehensive transport system. As a result, it is anticipated that many residents in Hertfordshire will have reasonable access to pharmaceutical service providers in neighbouring HWB areas and beyond.

It is not practical to list here all those pharmacies outside Hertfordshire by which Hertfordshire residents will access pharmaceutical services. A number of providers lie within close proximity to the borders of Hertfordshire boundaries and are marked on Figure 32. Further analysis of cross-border provision is undertaken in [Section 6](#).

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

Community pharmacies and GP practices provide a range of other services. These are not considered 'pharmaceutical services' under the Pharmaceutical Regulations 2013 and may be either free of charge, privately funded or commissioned by the Local Authority (LA) or CCG.

Examples of such services include delivery services, allergy testing, care home services and sexual health services, although this is not an exhaustive list.

The services commissioned in Hertfordshire are identified below and described in [Section 6](#), and those commissioned from community pharmacy contractors in Hertfordshire are listed in Table 30.

**Table 30: Commissioned services from community pharmacies in Hertfordshire**

Commissioned service	CCG service	LA service
Sexual health		x
NHS Health Checks		x
HCC flu vaccination		x
Stop smoking		x
Varenicline Patient Group Direction (PGD)		x
Supervised consumption service		x
Needle and syringe exchange service		x
Immediate access to emergency medicines (HVCCG and EN Herts CCG)	x	
Palliative care service (Royston only)	x	
Care home reviews (HVCCG)	x	
Reducing waste (HVCCG)	x	

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

HCC commissions seven services from community pharmacies:

- Sexual health service
- HCC flu vaccination
- Supervised consumption (provided via CGL Spectrum)
- Needle exchange service (provided via CGL Spectrum)
- Support to stop smoking services
- NHS Health Checks
- Varenicline PGDs

At time of writing NHS Health Checks have currently stopped due to the COVID-19 pandemic and are being re-evaluated.

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

## 4.2 CCG-commissioned services

CCGs in Hertfordshire currently commission three services:

- Immediate access to emergency medicines
- Reducing waste (pilot finishes end of March 2022)
- Care home medication reviews (pilot finishes end of March 2022)

Cambridge and Peterborough CCG currently commissions one service to Royston pharmacies:

- Palliative care service

Descriptions of these services may be seen in [Section 6.5](#) and information on providers of these services may be found in Appendix A and in the tables in [Section 6.6](#).

A full list of community pharmacy providers is listed in Appendix A.

CCGs are to be replaced by ICBs as part of the ICSs. It is anticipated that they will take on the delegated responsibility for pharmaceutical services from April 2022 from NHSE&I and therefore some services commissioned from pharmacies by CCGs will fall under the definition of Enhanced Services.

## 4.3 Other services provided from community pharmacies

The community pharmacy contractor questionnaire was completed by 123 respondents. While this provides a good information source for the facilities and services provided, the information cannot be extrapolated to assume coverage of all community pharmacies in Hertfordshire.

The respondents indicated that they provide a number of non-commissioned services already:

- Collection of prescriptions from GP practices: 95% (of 106 responses)
- Delivery of dispensed medicines free of charge on request: 77% (of 82). In addition, many provide delivery to specific patient groups such as the elderly and housebound.

There is often a lack of awareness that these free-of-charge services take up pharmacy resources to provide, which should be considered when looking at extending the portfolio of services on offer.

The survey indicated that 72% of the respondents dispense all types of appliances with only 7% indicating that they provide no appliances of any type.

When asked if there were services that they would like to provide that are not currently commissioned, 35% (of 110) said yes. Services identified include:

- Minor ailments
- Diabetes
- Emergency contraception
- NHS Health Checks
- UTI treatment

Some of these services are locally commissioned already, some could be delivered using existing Advanced Services (CPCS) and some would need to be commissioned as new services.

Details of responses to the community pharmacy contractor questionnaire are in Appendix G.

#### **4.4 Collection and delivery services**

All pharmacies who responded offer collection of prescriptions from GP practices. Of those, 77% of pharmacies offer a free delivery service of dispensed medicines on request, while 32% provide a chargeable service. Depending on the area in question and the ability of residents to pay for a delivery service, this could affect individuals' ability to receive a delivery service and affect their access to medications.

#### **4.5 Domiciliary services**

In 2020, there were 39,414 people (3% of Hertfordshire population) aged 65 and over in Hertfordshire who were unable to manage at least one mobility activity on their own; this is projected to increase to 42,580 people aged 65 years and over by 2025.<sup>75</sup>

It is unclear if this translates into a need for prescription delivery services and whether current provision fulfils this need.

#### **4.6 Languages**

All community pharmacies in Hertfordshire can access interpreting and translation services, commissioned by NHSE&I. The service involves interpreting, transcription and translation of spoken and non-spoken languages. These services have been commissioned to support the Accessible Information Standard (2016), which aims to ensure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support, to enhance communication with services.

The providers are DA Languages for spoken languages and Language Empire for non-spoken languages. Summary of availability for bookable appointments is below:

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<sup>75</sup> Projecting Older People Population Information (POPPI); Hertfordshire and districts: [www.poppi.org.uk](http://www.poppi.org.uk)

	<b>Spoken</b>	<b>Non-spoken</b>
Face to face	Between 08:00 and 18:00 Monday to Friday of each week and on bank holidays and weekends.	Between 08:00 and 18:00 Monday to Friday of each week and on bank holidays and weekends.
Telephone and video interpretation	24 hours a day, 365 days a year	24 hours a day, 365 days a year

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

Under the Equality Act 2010,<sup>76</sup> community pharmacies are required to make 'reasonable adjustments' to their services to ensure they are accessible by all groups, including less-abled persons.

#### **4.8 Other services provided by dispensing GP practices**

Although not listed as a pharmaceutical service within the Pharmaceutical Regulations 2013, Dispensing Review of Use of Medicines (DRUMs) may be provided by a dispensing GP practice that has opted to provide the Dispensing Services Quality Scheme (DSQS). The DSQS is an optional service commissioned by NHSE&I for dispensing GP practices to provide annually. A DRUM is a face-to-face review with the patient to find out their compliance with and agreement to their prescribed medicines, and to help identify any problems that they may be having. The dispensing GP practices in Hertfordshire were sent a dispensing GP practice questionnaire to complete in winter 2021. Only two dispensing GP practices out of 12 responded to the questionnaire. A copy of the questionnaire can be found in Appendix I. The survey identified that both of the dispensing GP practices confirmed that they are participating in the current DSQS and both participate in DRUMs.

#### **4.9 GP practices providing extended hours**

There are a number of GP practices in Hertfordshire that provide extended hours that influences the HWB in determining whether there is a need for additional pharmaceutical services to ensure adequate service provision for those who might access these services.

Table 31 provides some details of the extended hours provided by the GP hubs, but the list is not comprehensive for all GP practices who provide extended hours.

<sup>76</sup> The Equality Act 2010. [www.legislation.gov.uk/ukpga/2010/15/contents](http://www.legislation.gov.uk/ukpga/2010/15/contents)

**Table 31: GP hubs providing extended hours**

Locality	GP hub	Opening hours
Dacorum	Held at different locations	
Hertsmere	Held at different locations	
Lower Lea Valley	Held at different locations	Monday to Friday 6.30–8 pm Saturday 9 am–2.15 pm Sunday 9 am–12 pm
North Hertfordshire	Sollershott Surgery, 44 Sollershott East, Letchworth Garden City SG6 3JW	Monday to Friday 6.30–8 pm Saturday 9 am–1 pm Sunday 9 am–1 pm
Royston	Royston – Comberton Surgery, Nuffield Royston Health Centre	
St Albans and Harpenden	Held at different locations	
Stevenage	Kingsway Health Centre, Unit 18, Stevenage Leisure Park, Kings Way, Stevenage SG1 2UA	Monday to Friday 6.30–8 pm Saturday 10 am–2.30 pm Sunday 10 am–2.30 pm
Stort Valley and Villages	Appointments at different locations	Monday to Friday 6.30–8 pm Saturday 9 am–1 pm Sunday 9 am–1 pm
Upper Lea Valley	Hanscombe House Surgery, 52A St Andrews Street, Hertford, SG14 1JA	Monday to Friday 6.30–8 pm Saturday 8 am–1 pm Sunday 8 am–1 pm
Watford and Three Rivers	Held at different locations	
Welwyn Hatfield	Spring House Medical Centre, Ascots Lane, Welwyn Garden City AL7 4HL	Monday to Friday 6.30–8 pm Saturday 8 am–4 pm Sundays 8 am–12 pm

#### 4.10 Other providers

The following are providers of pharmacy services in Hertfordshire but are not defined as pharmaceutical services under the Pharmaceutical Regulations 2013.

NHS Hospitals – pharmaceutical service provision is provided to patients by the hospital:

- Lister Hospital, Coreys Mill Lane, Stevenage SG1 4AB
- Danesbury Neurological Rehabilitation Centre, 74 School Lane, Welwyn AL6 9SB
- Queen Victoria Memorial Hospital, School Lane, Welwyn AL6 9PW
- Watford General Hospital, Vicarage Road, Watford WD18 0HB
- Mount Vernon Cancer Centre, Rickmansworth Road, Northwood HA6 2RN
- St Albans City Hospital, Waverley Road, St Albans AL3 5PN
- Langley House, Midway Unit and Holywell Unit, 698 St Albans Road, Garston, Watford WD25 9FG

- Potters Bar Community Hospital Barnet Road, Potters Bar EN6 2RY
- Hemel Hempstead Hospital, Hillfield Road, Hemel Hempstead HP2 4AD
- Royston Hospital, London Road, Royston SG8 9EN
- Herts and Essex Hospital, Haymeads Lane, Bishop's Stortford CM23 5JH

Outside HWB:

- Princess Alexandra Hospital Harlow CM20 1QX
- Chase Farm Hospital, 127 The Ridgeway, Enfield EN2 8JL
- Royal Free Hospital Barnet, Pond Street, London NW3 2QG
- Luton and Dunstable Hospital, Lewsey Road, Luton LU4 0DZ
- Addenbrooke's Hospital, Hills Road, Cambridge, CB2 0QQ

**Prisons** – in Hertfordshire HWB area there is one prison, with on-site pharmacy:

- HMP The Mount, Molyneaux Avenue, Hemel Hempstead HP3 0NZ

**Minor injury units (MIUs), Urgent Care Centres (UCCs) and walk-in centres (WIC)** – residents of Hertfordshire have access to walk-in centres based at:

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

**Privately provided services** – most pharmacy contractors and DACs will provide services by private arrangement between the pharmacy/DAC and the customer/patient.

The following are examples of services and may fall within the definition of an Enhanced Service. However, as the service has not been commissioned by the NHS and is funded and provided privately, it is not a pharmaceutical service:

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

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

## Section 5: Findings from the public questionnaire

A public questionnaire about pharmacy provision was developed (Appendix D) and compiled by HCC PNA Steering Group. This was circulated to a range of stakeholders listed below:

- All residents in Hertfordshire via webpage/social media/articles in resident's newsletters: [www.hertfordshire.gov.uk/pna](http://www.hertfordshire.gov.uk/pna)
- All healthy hubs in Hertfordshire
- COVID-19 champions newsletters
- Healthwatch Hertfordshire
- ICS communications leads
- All NHS and district council colleagues including CCGs
- Staff newsletters
- County councillors
- Paper copies distributed in libraries and community pharmacies
- Posters in GP practices, community pharmacies and libraries
- Hertfordshire Partnership University Foundation Trust
- Essex Partnership University Trust
- Hertfordshire LPC
- Bedfordshire, Hertfordshire, and Luton LMC

From the 575 responses received from the public questionnaire:

### 5.1 Visiting a pharmacy

- 85% have a regular or preferred pharmacy
- 63% have visited a pharmacy once a month or more for themselves in the past six months
- 31% have visited a pharmacy once a month or more for others in the past six months
- 59% indicated that they used pharmacies every month or more for the purchase of over-the-counter medicines
- 15% have used an internet pharmacy to obtain a prescription medicine

### 5.2 Choosing a pharmacy

Reason for choosing pharmacy	% Respondents
Close to home	81%
Close to GP surgery	38%
Staff friendliness	59%
Efficiency of staff	53%
Expertise/quality of advice	43%

### 5.3 Mode of transport to a community pharmacy

The main way patients access a pharmacy is by car, with 52% using this method. The next most common method is to walk (43%).



## 5.4 Time to get to a pharmacy

84% report getting to a pharmacy in 15 minutes or less and 96% within 30 minutes. Only seven respondents reported a travel time of over 30 minutes.

- 95% report no difficulty in travelling to a pharmacy
- Of the 5% (28 respondents) reporting any difficulty, 43% (12) of them report difficulty in travelling to a pharmacy due to parking; 18% (5) suggest that there are wheelchair or other access problems in getting to the pharmacy

[Section 3](#) shows maps of drive times and other methods of transportation to community pharmacies in Hertfordshire.

## 5.5 Preference for when to visit a pharmacy

The information from respondents showed that there was no preferred day or time of day to visit a pharmacy, with the most common response being that it varies.

## 5.6 Service provision from community pharmacies

Question 16 of the public questionnaire asked for comments on what the pharmacy could offer to make it the first point of call for health needs. 47 of the 253 responses identified either better, faster, or more knowledgeable service in their response. Ten requested more privacy.

There was generally good awareness of Essential Services provided from community pharmacies (over 90%).

Table 32 shows the awareness of respondents for each service and a second column that identifies the percentage that would wish to see the service provided.

**Table 32: Awareness of respondents for each Essential Service**

Service	Aware	Wish to see provided
Minor Ailments Service	66%	91%
Flu vaccination	88%	92%
NMS	76%	92%
Needle exchange	26%	41%
Stop smoking	53%	59%
Supervised consumption	23%	43%
Sexual health services	27%	59%
Immediate access to specialist drugs	15%	72%
Hepatitis C testing		51%

It can be seen that there is a lack of awareness of some of the services that are currently provided but also a wish that these services are provided from community pharmacies. 'Better advertising of services' was identified by six respondents in the comments box.

A full copy of the results can be found in Appendix E.

Tables 33A, 33B and 33C provide the demographic analysis of respondents.

**Table 33A: Demographic analysis of the community pharmacy user questionnaire respondents – sex**

<b>Sex</b>	<b>Male</b>	<b>Other</b>	<b>Female</b>
Percentage	26%	0.57%	73%

**Table 33B: Demographic analysis of the community pharmacy user questionnaire respondents – age**

<b>Age</b>	<b>0–18</b>	<b>18–24</b>	<b>25–34</b>	<b>35–44</b>	<b>45–54</b>	<b>55–64</b>	<b>65–74</b>	<b>75–84</b>	<b>85–89</b>	<b>90+</b>
Percentage	0.38%	2%	6%	9%	14%	24%	27%	14%	2%	0.19%

**Table 33C: Demographic analysis of the community pharmacy user questionnaire respondents – illness or disability**

<b>Illness or disability?</b>	<b>Yes</b>	<b>No</b>
Percentage	15%	81%

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

### 6.1 Pharmaceutical services and health needs

[Section 2](#) discusses the HCC JSNA and local strategies. In addition, the priorities outlined in the NHS LTP (especially those where community pharmacies can have an impact) should be considered. Detail is provided in [Section 2.1](#).

The following priorities can be supported by the provision of pharmaceutical services within the Hertfordshire HWB area.

Some of these services are Essential Services and already provided and some will be Advanced or Enhanced Services that are new or are yet to be commissioned.

To note: there have been temporary changes to the service requirements within the NHS CPCF that were introduced during the COVID-19 pandemic.

The changes were agreed by the Pharmaceutical Negotiating Committee (PSNC) with NHSE&I and the DHSC to allow pharmacy contractors and their teams to prioritise the provision of key services to patients during periods of time when capacity in pharmacies and the wider NHS became very stretched.

These services are temporary, with the Advanced Services due to stop, however it should be noted how community pharmacy has contributed as a system provider and has been able to step up to national priorities to meet the needs of the population. At present it is not clear what shape services locally commissioned by CCG will take in the long-term future. The development of the ICS across Hertfordshire and West Essex will conceivably lead to an alignment of these LCS across the ICS area

#### 6.1.1 Hertfordshire health needs

Causes of ill health in Hertfordshire are discussed in detail in [Section 2](#) and include reference to the JNSA and JHWS.

In summary:

- The health of people in Hertfordshire is generally better than the England average; more people exercise and meet the recommended '5-a-day' than the England average, and the percentage of adults presenting as overweight or obese is lower than the England average
- IMD scores: Hertfordshire ranks 135 out of 151 upper tier local authorities in England, with rank 1 being the most deprived
- Crime rates are highest and life expectancy the lowest in Stevenage and Watford

The leading causes of gaps in life expectancy in both males and females in Hertfordshire overall are:

- Heart disease – although prevalence of CHD is lower than the England average
- Stroke
- Cancer – new cancer cases are at about the same level as the England average

These are also the leading causes of death and Disability Adjusted Life Years (DALYs) in Hertfordshire.

- Diabetes and COPD prevalence is lower than the England average but the expected diagnosis rates for diabetes are generally low across Hertfordshire
- Asthma prevalence is similar to the England average
- Smoking prevalence in Hertfordshire was 10% in 2020, which is lower than the England average of 12.1%

### **Substance misuse**

- Hertfordshire has a greater proportion of successful completion of drug treatment and a lower number of deaths when compared with England
- The percentage of eligible persons who have received a hepatitis C test in Hertfordshire is lower (80%) than in England (84.2%)

### **Infectious diseases**

- The proportion of drug-sensitive tuberculosis cases who had completed a full course of treatment by 12 months is also lower in Hertfordshire (74.6%) than in England (82%)

### **Sexual health**

- Chlamydia is the most common STI in Hertfordshire, with a detection rate of 1,300 per 100,000 of the 15–24-year-old population in 2020. This is lower than the England average of 1,408.
- The screening rate for chlamydia in those aged 15–24 is 12.2%, which is lower than the England rate of 14.3%
- The gonorrhoea detection rate is also below the England average
- HIV testing coverage in Hertfordshire is 36.4% compared with England's 46%

## **6.1.2 Priorities from the NHS Long Term Plan (LTP)**

LTP priorities that can be supported from community pharmacy:

- Prevention
  - Smoking
  - Obesity
  - Alcohol
  - Antimicrobial resistance
  - Stronger NHS action on health inequalities
- Better care for major health conditions
  - Cancer
  - CVD
  - Stroke care
  - Diabetes
  - Respiratory disease
  - Adult mental health services

From 2019, NHS 111 started direct booking into GP practices across the country, as well as referring on to community pharmacies who support urgent care and promote patient self-care and self-management. The **CPCS** has been available since October 2019 as an Advanced Service, with the addition of GP CPCS from 1 November 2020.

'Pharmacist review' of medication as a method to reduce avoidable A&E attendances, admissions and delayed discharge, streamlining patient pathways to reduce avoidable outpatient visits and over-medication has been identified as an important part of the services that can be provided from community pharmacy and should include services that support patients to take their medicines to get the best from them, reduce waste and promote self-care.

The NHS LTP also identifies community pharmacists as part of the process of improving the effectiveness of approaches such as the **NHS Health Check**, rapidly treating those identified with high-risk conditions, including high blood pressure. The **hypertension case-finding service** has been developed as an Advanced Service from community pharmacy as part of this process, but other disease-specific programmes should be made part of the service options available, including respiratory, diabetes and cancer. For example, the LTP states: 'We will do more to support those with respiratory disease to receive and use the right medication.' Of NHS spend on asthma, 90% goes on medicines, but incorrect use of medication can also contribute to poorer health outcomes and increased risk of exacerbations, or even admission. The NMS is an Advanced Service that provides support for people with long-term conditions prescribed a new medicine, to help improve medicines adherence.

Community pharmacy also has an important role in optimising the use of medicines and the LTP identifies pharmacists as key in delivering value for the £16 billion spent on medicines annually.

Hertfordshire has designated that all Essential Services are to be regarded as Necessary Services. The Advanced Services are all considered relevant.

## 6.2 Essential Services (ES)

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

- ES 1: Dispensing of medicines
- ES 2: Repeat dispensing/electronic repeat dispensing (eRD)
- ES 3: Disposal of unwanted medicines
- ES 4: Public Health (promotion of healthy lifestyles)
- ES 5: Signposting patients to other healthcare providers
- ES 6: Support for self-care
- ES 7: Discharge Medicines Service (DMS)

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

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

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

ES4 provides the ability to:

- Improve awareness of the signs and symptoms of conditions such as stroke, e.g. FAST campaign
- Promote validated information resources for patients and carers
- Collect data from the local population on their awareness and understanding of different types of disease and their associated risk factors
- Target at-risk groups within the local population to promote understanding and access to screening programmes, e.g. men in their 40s for NHS Health Checks

Community pharmacy also plays a vital role in the management of minor ailments and self-care. Community pharmacists are potentially the most-accessed healthcare professionals in any health economy and are an important resource in supporting people in managing their own self-care and in directing people to the most appropriate points of care for their symptoms. Although the evidence base is currently very small in measuring the effectiveness and value of community pharmacies' contribution to urgent care, emergency care and unplanned care, there is a growing recognition of the importance of this role. The current pandemic has highlighted this even further and there appears to be a desire and appetite to do more to integrate the system and pharmacy workforce spanning across community pharmacy, primary and secondary care to improve the health outcomes and reduce inequalities.

Using ES5, pharmacies can signpost patients and carers to local and national sources of information and reinforce those sources already promoted. Appropriate signposting has a significant role in supporting the numerous outcomes highlighted as priorities in Hertfordshire JHWS. Essential Services may also identify other issues such as general mental health and wellbeing, providing an opportunity to signpost to other local services or services within the pharmacy, e.g. repeat dispensing.

Through ES6, pharmacy staff can advise patients and carers on the most appropriate choices for self-care and direct queries to the pharmacist for further advice when purchasing over-the-counter medicines or general sales lists products. Some over-the-counter medicines are contraindicated, e.g. decongestant use in circulatory disease, and inappropriate use could increase the risk of an unplanned hospital admission. Equally, some symptoms can be much more significant in certain long-term conditions, e.g. foot conditions in diabetes, and the attempted purchase of an over-the-counter medicine by a patient or carer could alert a pharmacist and lead to an appropriate referral. Promotion of self-care is an important aspect to the management of many long-term conditions and a key element in the support of patients. Advanced Services provide a key opportunity for the pharmacist to help support patients in reaching their goals

ES7: From 15 February 2021, NHS trusts were able to refer patients who would benefit from extra guidance around new prescribed medicines for provision of the DMS at their community pharmacy. The service has been identified by NHSE&I Medicines Safety Improvement Programme to be a significant contributor to the safety of patients at transitions of care, by reducing readmissions to hospital.

Underpinning the Essential Services is a governance structure for the delivery of pharmacy services. This structure is set out within the Pharmaceutical Regulations 2013 and includes:

- A patient and public involvement programme
- A clinical audit programme
- A risk management programme
- A clinical effectiveness programme
- A staffing and staff programme
- An information governance programme

It provides an opportunity to audit pharmacy services and to influence the evidence base for the best practice and contribution of pharmacy services, especially to meeting local health priorities within Hertfordshire.

Both Essential and Advanced Services provide an opportunity to identify issues with side effects, changes in dosage, confirmation that the patient understands the role of the medicine or appliance in their care, and opportunities for medicine optimisation. Appropriate referrals can be made to GPs or other care settings, resulting in patients receiving a better outcome from their medicines and, in some cases, cost-saving for the commissioner.

### **6.3 Advanced Services**

Advanced Services are not mandatory for pharmacies to provide. The Advanced Services are listed below. The number of pharmacy participants for each service in Hertfordshire can be seen in [Section 3.1.4](#) and later in this section by locality. A description of each service may be found below.

- A.1: Appliance Use Review (AUR)
- A.2: Stoma Appliance Customisation (SAC)
- A.3: COVID-19 lateral flow device distribution service (stopped 1 April 2022)

- A.4: Pandemic delivery service (stopped 5 March 2022, at 23:59)
- A.5: Community Pharmacist Consultation Service (CPCS)
- A.6: Flu vaccination service
- A.7: Hepatitis C testing service
- A.8: Hypertension case-finding service
- A.9: New Medicine Service (NMS)
- A.10: Smoking Cessation Advanced Service

Although the Steering Group has determined only Essential Services are Necessary Services, the Steering Group would wish to support all existing pharmaceutical service providers to make available all Advanced Services where possible.

### **A.1 Appliance Use Review (AUR)**

AURs should improve the patient's knowledge and use of any 'specified appliance' by:

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

### **A.2 Stoma Appliance Customisation (SAC)**

The 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. The stoma appliances that can be customised are listed in Part IXC of the Drug Tariff.

### **A.3 and A.4 Services provided to give support during the COVID-19 pandemic**

From 16 March 2021, people who were notified of the need to self-isolate by NHS Test and Trace were able to access support for the **delivery of their prescriptions from community pharmacies**.



**C-19 lateral flow device distribution service**, which pharmacy contractors could choose to provide, as long as they met the necessary requirements, aimed to improve access to COVID-19 testing by making lateral flow device test kits readily available at community pharmacies for asymptomatic people, to identify COVID-positive cases in the community and break the chain of transmission. From 24 February 2022, the government eased COVID-19 restrictions. Therefore, the pandemic delivery was decommissioned on 6 March 2022. From 1 April, the government no longer provides free universal symptomatic and asymptomatic testing for the general public in England.<sup>77</sup>

### **A.5 Community Pharmacist Consultation Service (CPCS)**

Since 1 November 2020, GPs have been able to refer patients for a minor illness consultation via GP CPCS, once a local referral pathway has been agreed. As well as referrals from GPs, the CPCS takes referrals to community pharmacy from NHS 111 (and NHS 111 online for requests for urgent supply), Integrated Urgent Care Clinical Assessment Services and, in some cases, the 999 service, and has been available since 29 October 2019.

PCNs across England have a funded target to work collaboratively with local community pharmacies to implement a plan to increase referrals to the CPCS, with referrals increasing no later than 31 March 2022.

### **A.6 Flu vaccination**

The inclusion of flu vaccination as one of the Advanced Services contributes to improving access and opportunity for the public to receive their seasonal vaccine, thus reducing demand on GP practices and helping the HWB achieve its objectives. Community pharmacy has been providing flu vaccinations under a nationally commissioned service since September 2015. The accessibility of pharmacies, their extended opening hours and the option to walk in without an appointment have proved popular with patients seeking vaccinations – provided each year from September through to March.

Vaccination is a key intervention to protect at-risk groups, such as older people, people living with diabetes, COPD or CVD, or carers, against diseases such as seasonal flu or shingles.

In Hertfordshire 219 pharmacies (91%), including some DSPs, provide this service.

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<sup>77</sup> Cabinet Office. COVID-19 Response: Living with COVID-19. 6 May 2022. [www.gov.uk/government/publications/covid-19-response-living-with-covid-19/covid-19-response-living-with-covid-19](https://www.gov.uk/government/publications/covid-19-response-living-with-covid-19/covid-19-response-living-with-covid-19)

### A.7 Hepatitis C testing service

The service is focused on provision of Point-of-Care testing (POCT) for hepatitis C (Hep C) antibodies to people who inject drugs, i.e. individuals who inject illicit drugs such as steroids or heroin, but who haven't yet moved to the point of accepting treatment for their substance use. Where people test positive for Hep C antibodies, they will be referred for a confirmatory test and treatment, where appropriate. Recent developments in the treatment options for Hep C make the early identification of patients an important part of the management of the condition.

### A.8 Hypertension case-finding service

This is an Advanced Service introduced in October 2021. The service has two stages – the first is identifying people at risk of hypertension and offering them blood pressure measurement (a 'clinic check'). The second stage, where clinically indicated, is offering 24-hour ambulatory blood pressure monitoring. The blood pressure test results will then be shared with the patient's GP to inform a potential diagnosis of hypertension.

### A.9 New Medicine Service

The service provides support to people who are prescribed a new medicine to manage a long-term condition, which will generally help them to appropriately improve their medication adherence and enhance self-management of the long-term condition. Specific conditions/medicines are covered by the service, which are detailed below.

The service is split into three stages, which are: 1. patient engagement; 2. intervention; and 3. follow up.

From 1 September 2021, the following conditions are covered by the service:

- Asthma and COPD
- Parkinson's disease
- Diabetes (type 2)
- Urinary incontinence/retention
- Hypertension
- Heart failure
- Hypercholesterolaemia
- Acute coronary syndromes
- Osteoporosis
- Atrial fibrillation
- Gout
- Long-term risks of venous thromboembolism/embolism
- Glaucoma
- Stroke/transient ischaemic attack
- Epilepsy
- CHD

The antiplatelet/anticoagulant therapy eligibility continues, but it is now included in the above list by reference to the underlying condition/reason for prescribing.

NHS BSA has published a list of medicines that are suitable for the NMS.<sup>78</sup>

<sup>78</sup> NHS BSA. Drug Lists. [www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/new-medicine-service-nms-drug-lists](http://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/new-medicine-service-nms-drug-lists)

## A.10 Smoking cessation

This service, introduced on 10 March 2022, enables NHS trusts to refer patients discharged from hospital to a community pharmacy of their choice to continue their smoking cessation care pathway, including providing medication and behavioural support as required, in line with the NHS LTP care model for tobacco addiction.

### 6.3.1 Service provision

Table 34 shows the providers of Advanced and Enhanced Services in Hertfordshire by locality.

**Table 34: Provision of NHSE Advanced and Enhanced Services by locality**

NHSE Advanced (or Enhanced) Service by locality (number of pharmacies)	Dacorum (29)	Hertsmere (23)	Lower Lea Valley (16)	North Hertfordshire	Royston (4)	St Albans and Harpenden (27)	Stevenage (22)	Stort Valley and Villages (8)	Upper Lea Valley (24)	Watford and Three Rivers (48)	Welwyn Hatfield (20)
NMS	24	17	13	18	4	25	20	7	23	33	16
CPCS	24	18	13	15	4	24	18	7	20	39	14
C-19 LFD	29	21	16	20	4	27	22	8	24	45	18
Pandemic delivery	3	2	2	2	0	5	0	8	0	3	2
Flu vaccination <sup>^</sup>	26	21	12	20	4	26	22	8	21	37	18
Hypertension case-finding service	7	9	2	9	3	18	11	3	9	18	4
Smoking cessation Advanced Service	0	2	2	4	0	7	1	0	1	5	6
SAC	4	1	0	5	1	0	1	2	3	0	2
AUR	0	0	0	0	0	0	0	0	0	0	0
C-19 vaccination* <sup>^</sup>	5	3	2	7	0	11	3	1	4	8	4

\* Enhanced

<sup>^</sup> DSPs provide these services (included in the table)

The two DACs situated in Stort Valley and Villages and Lower Lea Valley also provide the SAC service and are included in the table.

The three Advanced Services, hypertension case-finding, smoking cessation Advanced Service and hepatitis C testing services, have not yet been implemented and so are not included in the table.

## 6.4 Enhanced Services

**COVID-19 vaccination** has been added into the Enhanced Services provided from community pharmacies and commissioned by NHSE&I.

The number of pharmacies currently providing COVID-19 vaccination nationally under the terms of an Enhanced Service in England has doubled from October 2021 to January 2022, and latest reports are that over 22 million doses have been provided by community pharmacies in the 12 months to 14 January 2022.

There are currently 49 (20%) pharmacies (including DSPs) providing this service in Hertfordshire. The pharmacies providing the service are listed in Appendix A and highlighted by locality in [Section 6.6](#).

**Easter Sunday and Christmas Day coverage:** This has been commissioned by NHSE&I across Hertfordshire to ensure there is sufficient coverage on these days for residents when and if required.

## 6.5 Locally Commissioned Services (LCS)

Locally commissioned community pharmacy services can be contracted via a number of different routes and by different commissioners, including local authorities, CCGs and NHS England local teams.

Appendix A provides a summary of LCS within Hertfordshire pharmacies and [Sections 4.1](#) and [4.2](#) provides a description of those services.

It is important to note the commissioning status of each service as this defines whether or not it is an LCS.

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

### 6.5.1 Sexual health service

These services are commissioned by HCC.

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

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

- Offer free Emergency Hormonal Contraception (EHC)
- Provide chlamydia/gonorrhoea testing kits
- Advice on how to use the chlamydia/gonorrhoea kit
- Provide chlamydia treatment (when accredited)
- Provide free condoms to people
- Provide information on the range of contraception choices available, including LARC, in order to prevent further unwanted conceptions and pregnancies

### 6.5.1.1 Emergency Hormonal Contraception (EHC)

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

Providers can offer free EHC within 120 hours (5 days) of earliest risk to females under 25 years old and aged at least 13–15, who are deemed to be Fraser competent under a PGD. All females must be registered with a GP in Hertfordshire.

EHC can be provided free to under-25s from community pharmacies providing the service; the emergency contraceptive pill provided is Levonelle or ellaOne (the ‘morning after’ pill).

The pharmacist should advise the patient requesting EHC that an Intrauterine Device (IUD) is more effective than an oral method of contraception and can also be used as a long-term method of contraception.

A chlamydia/gonorrhoea kit should be offered to people aged 15+ who access the EHC service, even if there is no change in sexual partner. Free condom supply is also available as part of this service.

### 6.5.1.2 Chlamydia and gonorrhoea screening

Chlamydia is the most common STI in Hertfordshire, with a detection rate of 1,300 per 100,000 of the 15–24-year-old population in 2020. This is lower than the England average of 1,408.

The screening rate for chlamydia in those aged 15–24 is 12.2%, which is lower than the England rate of 14.3%.

The gonorrhoea detection rate is also below the England average.

Stevenage locality has the highest rate of chlamydia diagnosis and is higher than the England average.

The community pharmacy service involves:

- Providing chlamydia/gonorrhoea testing kits to people aged 15+, for example when the service user requests or purchases condoms, when oral contraceptive pills are dispensed and supplied to patients and when supplying EHC (including those who purchase it)
- Advising on how to use the chlamydia/gonorrhoea kit, how to return it for testing and what will happen following completion of the test, in line with the approach adopted by the council
- Providing free condoms to people aged 16–24, including those accessing EHC and/or chlamydia/gonorrhoea testing and treatment intervention

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

### 6.5.1.3 Chlamydia treatment

Providers may provide chlamydia treatment (when accredited) in line with the requirements of a locally agreed PGD for either azithromycin or doxycycline. Treatment is supplied free of charge to all patients and their partners, i.e. no prescription charge.

Partners of positive index patients over the age of 16 may obtain free condoms, screening and treatment at a community pharmacy, under locally agreed protocols, regardless of their age.

### 6.5.2 NHS Health Checks

The NHS Health Check is a national programme for people aged 40–74 that assesses a person's risk of developing **diabetes, heart disease, kidney disease** and **stroke**. It then provides the person with tailored support to help prevent the condition, advising on lifestyle changes to reduce their risk. Nationally, there are over 15 million people in this age group who should be offered an NHS Health Check once every five years, and local authorities are responsible for commissioning NHS Health Checks.

Research into the NHS Health Check programme has established that outreach models, including delivery by pharmacies, increase access to NHS Health Checks – especially in areas of higher deprivation. This is a pilot that ran during the pandemic within selected pharmacies.

### 6.5.3 Flu vaccination

The HCC flu vaccination service is only for flu vaccination.

The service for this year runs from 1 September 2021 to 31 March 2023. No other vaccinations are included under the public health contract with pharmacies.

Pharmacies provide the vaccination under their private patient group directive for seasonal flu vaccination; the only difference is that it is free at the point of delivery for HCC staff who are not eligible for free flu vaccinations.

HCC staff can pay for the flu vaccination (up to £20) and then claim it back using a HCC expenses form. Staff who are eligible for free flu vaccinations are not included in this service.

### 6.5.4 Stop Smoking Service

The contract and service specification are provided by Hertfordshire Public Health. Community pharmacy provision is for nicotine replacement therapy or varenicline (below) as part of a structured service to help stop smoking.

Smoking is the UK's single greatest cause of preventable illness and early death. Adults who smoke lose on average 13–14 years of their lives, and more than 86,000 people in the UK die from smoking each year. Smoking prevalence for adults in Hertfordshire overall (10%) is lower than the national average (12%).

HCC commissions a support to stop smoking service and 70 pharmacies provide the service (124 in 2018). Support is also available from GP practices and specialist services.

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

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

#### **6.5.4.1 Varenicline PGD**

This service is delivered under a PGD for those who are nicotine-dependent smokers over 18, who are accessing community pharmacy Stop Smoking Services commissioned by HCC for help to stop smoking. The supply of varenicline must be part of a treatment programme combined with behavioural support.

#### **6.5.5 Substance misuse services**

HCC also commissions another provider, CGL Spectrum, to provide a needle exchange service and supervised consumption of opiates, who, in turn, contracts with local community pharmacies to provide these services. A full list of providers can be found in Appendix A and a summary by locality is shown below.

##### **6.5.5.1 Supervised consumption**

Community pharmacies play an important role in the care of substance misusers. They enable service users to comply with their prescribed regime by supervising the consumption of methadone/Physeptone, buprenorphine, Espranor or Suboxone. By the pharmacist supervising the consumption of opiate substitute medication, the diversion and illicit supply of controlled drugs is kept to a minimum, which may lead to a reduction of drug-related deaths in the community.

Opiate substitute treatment medication is administered daily, under supervision, normally for the first three months of treatment. Supervision is usually relaxed when the service user's compliance and risk management has been assessed.

In Hertfordshire, 129 community pharmacies (111 in 2018), are commissioned to provide this service. These are geographically spread across the county and the service is accessible in all 11 CCG localities.

##### **6.5.5.2 Needle Syringe Programme (NSP) including take-home naloxone**

Needle Syringe Programmes (NSPs) supply needles, syringes and other equipment used to prepare and take illicit drugs. They reduce the transmission of blood-borne viruses including hepatitis B and C, and other infections caused by sharing injecting equipment. They aim to reduce the harm caused by injecting drugs by providing information and advice and acting as a gateway to other services, including drug treatment centres.

The provision of needle exchange in pharmacies provides the benefits of increasing the availability of needle exchange packs across a wide geographical area. This provides more flexibility of provision of services not only by area but by longer opening hours.

Take-home naloxone provision to suitable NSP users and those on supervised consumption of opiate replacement treatment forms an important part of their care. Naloxone has been used for many years in emergency medicine for the reversal of the effects of opioid overdose and to prevent death.

Pharmacies are ideally placed for providing take-home naloxone to the target population group as they are one of the main points of contact for opiate users accessing needle exchange services or collecting opiate-substitution medication.

The provision of take-home naloxone through pharmacies increases the availability and access to naloxone over a wide geographical area and provides opportunities for intervention in a population group who may not currently access specialist substance misuse services.

There are currently 21 pharmacies (31 in 2018) commissioned to provide this service (as of January 2022) and there are providers in each locality.

#### **6.5.6 Immediate access to emergency medicines (HVCCG and EN Herts CCG)**

This service is aimed at the supply of specialist medicines, the demand of which may be urgent or unpredictable and to improve the access to these medicines. Examples of medicines are those for palliative care.

The service is not provided out of normal opening hours.

#### **6.5.7 Care home reviews (HVCCG)**

The service is due to end in March 2022.

#### **6.5.8 Reducing waste (HVCCG)**

Service is due to end in March 2022.

#### **6.5.9 Summary**

The table below shows the locally commissioned services by locality and by commissioner in Hertfordshire.



**Table 35: Provision of Locally Commissioned Services (CCG)**

CCG LCS by locality (number of community pharmacies/DSP)	Dacorum (29)	Hertsmere (23)	Lower Lea Valley (16)	North Hertfordshire (20)	*Royston (4)	St Albans and Harpenden (27)	Stevenage (22)	Stort Valley and Villages (8)	Upper Lea Valley (24)	Watford and Three Rivers (48)	Welwyn Hatfield (20)
Immediate access to emergency medicines	1	1	3	4	1	2	2	2	3	2	4
Reducing waste		1									
Care home medicines review	1	1^									
Sexual health	6	6	3	7	3	17	9	1	9	12	5
NHS Health Checks	4	2	2	1	0	3	1	0	1	4	1
HCC flu vaccination	1	2	2	2	0	4	1	2	3	7	2
Stop smoking	6	6	7	6	1	11	7	2	5	17	2
Varenicline PGD	4	4	3	4	1	7	1	0	1	11	0
Supervised consumption service	17	10	9	15	4	12	14	3	19	15	11
Needle exchange	3	1	1	3	1	1	2	1	2	5	3

^ This service is provided by a DSP

\* There is a palliative care service commissioned by Cambridge and Peterborough CCG but none of the eligible pharmacies in Royston provide the service

## 6.6 PNA localities

There are 234 community pharmacies and seven DSPs within Hertfordshire HWB area. Individual pharmacy opening times are listed in Appendix A.

As described in [Section 1.5](#), the PNA Steering Group decided that the Hertfordshire HWB PNA should be divided into the 11 CCG localities:

<b>HVCCG</b>	<b>EN Herts CCG</b>	<b>Cambridge and Peterborough CCG</b>
Dacorum	Lower Lea Valley	Royston
Hertsmere	North Hertfordshire	
St Albans and Harpenden	Stevenage	
Watford and Three Rivers	Stort Valley and Villages	
	Upper Lea Valley	
	Welwyn Hatfield	

Substantial health data is available by these localities, although some information is collated at district level. Where possible any variations in matching the data to the localities is highlighted. Populations and their health needs vary widely between wards across the county. This is illustrated and discussed in detail in [Section 2](#).

Community pharmacy information by locality is summarised in the following table in terms of opening hours and availability of services.

**Table 36: Opening hours of community pharmacies by locality**

	<b>Opening hours</b>	<b>Opening hours</b>	<b>Opening hours</b>	<b>Opening hours</b>	<b>Opening hours</b>	<b>Opening hours</b>	<b>Opening hours</b>
<b>Locality (number of community pharmacies)*</b>	<b>100-hour pharmacy</b>	<b>After 18:00 weekday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>PhAS</b>	<b>Dispensing GP practices</b>	<b>Total</b>
Dacorum (29)	3 (10%)	14 (48%)	26 (96%)	7 (24%)	3 (10%)	2	31
Hertsmere (21)	0	11 (52%)	20 (95%)	3 (14%)	2 (9.5%)	0	21
Lower Lea Valley (16)	1 (6%)	8 (50%)	14 (87%)	3 (19%)	1 (6%)	0	16
North Hertfordshire (20)	1 (5%)	10 (50%)	19 (95%)	4 (20%)	4 (20%)	3	23
Royston (4)	0	1 (25%)	4 (100%)	2 (50%)	0	3	7
St Albans and Harpenden (27)	1 (4%)	15 (56%)	24 (89%)	5 (19%)	6 (22%)	0	27
Stevenage (22)	2 (9%)	7 (38%)	17 (77%)	6 (27%)	4 (18%)	1	23
Stort Valley and Villages (8)	0	5 (63%)	7 (88%)	2 (25%)	2 (25%)	0	8
Upper Lea Valley (24)	1 (42%)	9 (38%)	23 (96%)	3 (12%)	4 (17%)	1	25
Watford and Three Rivers (45)	3 (6.4%)	24 (55%)	42 (95%)	6 (16%)	2 (4%)	0	44
Welwyn Hatfield (18)	3 (17%)	9 (50%)	16 (89%)	8 (44%)	5 (28%)	0	18

\* DSPs are not included as they do not provide Essential Services face to face

Taking the health needs highlighted in [Section 2](#) and summarised in [Section 6.1](#) into consideration, this Section considers the pharmaceutical service provision within each locality.

Necessary Services are the Essential Services. Advanced Services are relevant and LCS provide better access to services.

### **6.6.1 Lower Lea Valley**

The Lower Lea Valley locality is made up of eight wards and is in the district of Broxbourne, which has a total population of 97,592 (Lower Lea Valley population is estimated as 75,000 on the CCG website). Note: populations are provided in [Section 2.5.4](#) on a district rather than a locality basis, which makes direct comparisons of community pharmacy to population ratios difficult.

Population density varies throughout Lower Lea Valley with higher density toward the east of the locality. The majority of community pharmacies are located in the higher density areas.

Appendix A contains details of pharmacy opening times, contractual status and the provision of Advanced Services, Enhanced Services and LCS. A number of community pharmacies provide free prescription delivery services, which many residents may find helpful.

#### **6.6.1.1 Necessary Services: current provision**

There are 16 community pharmacies in this locality (one fewer than in 2018), 14 of which are open on Saturdays (87%). Eight are open after 6 pm on weekdays and three are open on Sundays (19%).

There are 21.3 pharmacies per 100,000 population based on the estimated population of 75,000, which is higher than both the Hertfordshire average (20.1) and the England average (20.6).

One pharmacy is part of the PhAS. There is one DAC.

Access to Necessary Services is considered satisfactory by the Steering Group.

#### **6.6.1.2 Necessary Services: gaps in provision**

The population has increased, and the number of pharmacies has decreased in this locality since 2018. The information provided in [Section 3](#) regarding travel times and the public questionnaire has not identified any issues with access to community pharmacies.

The new housing developments identified in Appendix M identify approximately 3,500 new dwellings between 2022 and 2025, but only 83 are currently under construction; this lower number would have no impact on access to community pharmacies.

No gaps have been identified in service provision for Necessary Services.

**No gaps have been identified in Lower Lea Valley locality for the provision of Necessary Services.**

### 6.6.1.3 Other relevant services: current provision

The Advanced Services are considered relevant. In Lower Lea Valley the number of service providers are:

- NMS – 13 pharmacies
- CPCS – 13 pharmacies
- Hypertension case-finding service – 2 pharmacies
- Smoking cessation Advanced Service – 2 pharmacies
- Flu vaccination – 12 pharmacies
- SAC – 1 pharmacy
- AUR – 0 pharmacies

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- There are 2 pharmacies providing the C-19 vaccination service

Regarding CCG-commissioned services:

- 3 pharmacies provide the immediate access to emergency medicines service

Regarding local authority-commissioned services:

- 3 provide sexual health services
- 2 provide NHS Health Checks
- 2 provide the HCC flu vaccination service
- 7 provide the stop smoking service
  - 3 provide Varenicline under PGD
- 9 provide a supervised consumption service
- 1 provides a needle exchange service

### 6.6.1.4 Improvements and better access: gaps in provision

Although having a generally healthy population, Lower Lea Valley does have lower life expectancy than the Hertfordshire average. There is a higher level of smoking, a lower level of physical activity and a higher prevalence of obesity, which reflects in a higher-than-average estimate of CHD in adults of Broxbourne compared with Hertfordshire.

There is provision of existing Advanced and LCS, e.g. stop smoking and NHS Health Checks, in the locality.

No improvements or need for better access have been identified.

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

## 6.6.2 North Hertfordshire

North Hertfordshire locality is made up of 20 wards with a total population of 133,463, which includes the population of Royston.

Note: populations are provided in [Section 2.5.4](#) on a district rather than a locality basis, which makes direct comparisons of community pharmacy to population ratios difficult. The population of Royston is estimated at just over 19,000, so the population used for this locality will be 113,000.

Population density varies throughout the locality with the distribution of pharmacies located in the areas with higher population.

### 6.6.2.1 Necessary Services: current provision

There are 20 community pharmacies in this locality (down from 22 in 2018), 19 of which are open on Saturdays. Ten are open after 6 pm on weekdays, and four are open on Sundays. There is one 100-hour pharmacy.

There are 17.7 pharmacies per 100,000 population, lower than both the Hertfordshire average (20.1) and the England average (20.6).

There are four PhAS pharmacies and three GP dispensing practices in North Hertfordshire.

### 6.6.2.2 Necessary Services: gaps in provision

There are 1,302 new dwellings across five sites identified in Appendix M (only 132 currently under construction), and limited population growth expected over the duration of the PNA, which should not impact on access to services from community pharmacies.

No gaps have been identified in service provision for Necessary Services. Access to Necessary Services is considered satisfactory by the Steering Group.

**No gaps have been identified in North Hertfordshire locality for the provision of Necessary Services.**

### 6.6.2.3 Other relevant services: current provision

The Advanced Services are considered relevant. In North Hertfordshire the number of service providers are:

- NMS – 18 pharmacies
- CPCS – 15 pharmacies
- Hypertension case-finding service – 9 pharmacies
- Smoking cessation Advanced Service – 4 pharmacies
- Flu vaccination – 20 pharmacies
- SAC – 5 pharmacies
- AUR – no pharmacies

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- There are 7 pharmacies providing the C-19 vaccination service

Regarding CCG-commissioned services:

- 4 pharmacies provide the immediate access to emergency medicines service

Regarding local authority-commissioned services:

- 7 provide sexual health services
- 1 provides NHS Health Checks
- 2 provide the HCC flu vaccination service
- 6 provide the stop smoking service
  - 4 provide Varenicline under PGD
- 15 provide a supervised consumption service
- 3 provide a needle exchange service

#### 6.6.2.4 Improvements and better access: gaps in provision

The population of North Hertfordshire is generally healthier than the England and Hertfordshire averages for most indicators. The diabetes diagnosis rate of 73.6% is below the England average of 78%.

Only one pharmacy in the locality provides NHS Health Checks, which includes diabetes checks.

There is provision of the existing Advanced and LCS within the locality.

No improvements or need for better access have been identified.

**No gaps have been identified for North Hertfordshire locality for the provision of other services.**

#### 6.6.3 Stevenage

Stevenage locality is made up of 13 wards with a total population of 88,104. Stevenage has areas of high population density. Both males and females born in Stevenage can expect to live shorter lives compared with the Hertfordshire average.

Stevenage has pockets of marked deprivation and records the highest figure for violent crime in Hertfordshire.

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

### 6.6.3.1 Necessary Services: current provision

There are 22 community pharmacies in this locality (down from 23 in 2018), 17 of which are open on Saturdays (77%). Seven are open after 6 pm on weekdays, and six are open on Sundays.

There are 25.0 pharmacies per 100,000 population, which is higher than both the Hertfordshire average (20.1) and the England average (20.6).

There are four PhAS pharmacies and one GP dispensing practice in Stevenage.

Access to Necessary Services is considered satisfactory by the Steering Group.

### 6.6.3.2 Necessary Services: gaps in provision

There are two sites providing just over 300 dwellings in the housing plan (Appendix M), which would not impact the provision of services from community pharmacies.

No gaps have been identified in service provision for Necessary Services.

**No gaps have been identified in Stevenage locality for the provision of Necessary Services.**

### 6.6.3.3 Other relevant services: current provision

The Advanced Services are considered relevant. In Stevenage the number of service providers are:

- NMS – 20 pharmacies
- CPCS – 18 pharmacies
- Hypertension case-finding service – 11 pharmacies
- Smoking cessation Advanced Service – 1 pharmacy
- Flu vaccination – all 22 pharmacies
- SAC – 1 pharmacy
- AUR – no pharmacies

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- There are 3 pharmacies providing the C-19 vaccination service

Regarding CCG-commissioned services:

- 2 pharmacies provide the immediate access to emergency medicines service

Regarding local authority-commissioned services:

- 9 provide sexual health services
- 1 provides NHS Health Checks
- 1 provides the HCC flu vaccination service
- 7 provide the stop smoking service

- 1 provides Varenicline under PGD
- 14 provide a supervised consumption service
- 2 provide a needle exchange service

#### 6.6.3.4 Improvements and better access: gaps in provision

The locality also has one of the highest mortality rates per 100,000 for both males and females and these are both above the England averages. Stevenage shows the highest under-75 mortality rate considered preventable and has one of the highest prevalence figures for obesity, COPD, liver disease and diabetes. Stevenage has low levels of cancer screening with breast cancer screening at 62.8% (Hertfordshire 69.3%). The locality does have the highest rate of chlamydia diagnosis (and second highest new STI diagnoses).

Only one community pharmacy in Stevenage provides NHS Health Checks in the locality with the lowest life expectancy and a high prevalence of risk factors. There is good provision of other existing services.

No improvements or need for better access have been identified.

**No gaps have been identified for Stevenage locality for the provision of other services.**

#### 6.6.4 Stort Valley and Villages

Stort Valley and Villages is made up of ten wards in the East Hertfordshire district. East Hertfordshire has a population of 151,786; the population of Stort Valley and Villages is estimated at a total of 61,000 for the purposes of this section of the PNA.

Note: populations are provided in [Section 2.5.4](#) on a district rather than a locality basis, which makes direct comparisons of community pharmacy to population ratios difficult.

##### 6.6.4.1 Necessary Services: current provision

There are eight community pharmacies in this locality (down from ten in 2018), five of which are open after 6 pm on weekday evenings. Seven are open on Saturdays and two on Sundays.

There are 13.1 pharmacies per 100,000 population, significantly lower than both the Hertfordshire average (20.1) and the England average (20.6).

There are two pharmacies in the PhAS and one GP dispensing practice in the locality. There is one DAC in the locality. When the dispensing GP practice is included then the number of dispensaries per 100,000 increases to 14.75.



#### 6.6.4.2 Necessary Services: gaps in provision

There are a significant number of planned housing developments in East Hertfordshire totalling over 6,700 dwellings, the majority of which are in Stort Valley (over 4,000 dwellings and three new care homes containing a further 200 units). Currently only 370 dwellings are under construction. The estimates for population growth in East Hertfordshire in Section 2.5.4 are approximately 4,000 people between 2022 and 2025, which is fewer than the planned developments would indicate.

Six of the eight community pharmacies in the locality are in Bishop's Stortford, so it would appear that they are well placed to meet any increased demand if the majority of the proposed population growth is in the area. Monitoring actual population growth in the locality within the period of the PNA would seem advisable.

No gaps have been identified in service provision for Necessary Services. Access to Necessary Services is considered satisfactory by the Steering Group.

**No gaps in service provision for Necessary Services have been identified in Stort Valley and Villages locality.**

#### 6.6.4.3 Other relevant services: current provision

The Advanced Services are considered relevant. In Stort Valley and Villages the number of service providers are:

- NMS – 7 pharmacies
- CPCS – 7 pharmacies
- Hypertension case-finding service – 3 pharmacies
- Flu vaccination – all 8 pharmacies
- SAC – 3 pharmacies

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- There is one pharmacy providing the C-19 vaccination service

Regarding CCG-commissioned services:

- 2 pharmacies provide the immediate access to emergency medicines service

Regarding local authority-commissioned services:

- 1 provides sexual health services
- None provide NHS Health Checks
- 2 provide the HCC flu vaccination service
- 2 provide the stop smoking service
  - None provide Varenicline under PGD
- 3 provide a supervised consumption service

- 1 provides a needle exchange service

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

East Hertfordshire has higher than average levels for life expectancy and for the majority of health indicators it scores better than both the England and Hertfordshire averages. However, it does have a low diabetes diagnosis rate of 67.1%, well below the England average of 78%.

Provision of the LCS from the eight community pharmacies is at lower levels than seen in other localities. Access to sexual health and smoking cessation services and NHS Health Checks is important in meeting the health needs of the population of Hertfordshire.

The proposed increase in population from new housing should be monitored to confirm any potential impact on the existing levels of service provision from the community pharmacies.

No improvements or need for better access have been identified.

**No gaps have been identified in service provision for other relevant services for Stort Valley and Villages locality.**

#### **6.6.5 Upper Lea Valley**

Upper Lea Valley locality is made up of 23 wards in the East Hertfordshire district. East Hertfordshire has a population of 151,786 and is made up of Stort Valley, Upper Lea Valley and some of Broxbourne.

The population of Upper Lea Valley is estimated at a total of 122,000 based on the information from the CCG website for the purposes of this section of the PNA.

Note: populations are provided in [Section 2.5.4](#) on a district rather than a locality basis, which makes direct comparisons of community pharmacy to population ratios difficult.

##### **6.6.5.1 Necessary Services: current provision**

There are 24 community pharmacies in this locality (down from 25 in 2018), 23 of which are open on Saturdays. Nine are open after 6 pm on weekdays and three are open on Sundays. There is one 100-hour pharmacy in the locality. There are 19.7 pharmacies per 100,000 population, similar to both the Hertfordshire average (20.1) and England average (20.6).

There are four PhAS pharmacies and one GP dispensing practice in Upper Lea Valley.

Access to Necessary Services is considered satisfactory by the Steering Group.

##### **6.6.5.2 Necessary Services: gaps in provision**

There are a significant number of planned housing developments in East Hertfordshire but the majority appear to be in Stort Valley, so this should not impact the provision of services from community pharmacies in Upper Lea Valley.

No gaps have been identified in service provision for Necessary Services.

**No gaps in service provision for Necessary Services have been identified in Upper Lea Valley locality.**

### 6.6.5.3 Other relevant services: current provision

The Advanced Services are considered relevant. In Upper Lea Valley the number of service providers are:

- NMS – 23 pharmacies
- CPCS – 20 pharmacies
- Hypertension case-finding service – 9 pharmacies
- Smoking cessation Advanced Service – 1 pharmacy
- Flu vaccination – 21 pharmacies
- SAC – 3 pharmacies
- AUR – no pharmacies

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- There are 4 pharmacies providing the C-19 vaccination service

Regarding CCG-commissioned services:

- 3 pharmacies provide the immediate access to emergency medicines service

Regarding local authority-commissioned services:

- 9 provide sexual health services
- 1 provides NHS Health Checks
- 3 provide the HCC flu vaccination service
- 5 provide the stop smoking service
  - 1 provides Varenicline under PGD
- 19 provide a supervised consumption service
- 2 provide a needle exchange service

### 6.6.5.4 Improvements and better access: gaps in provision

East Hertfordshire has higher than average levels for life expectancy and for the majority of health indicators it scores better than both the England and Hertfordshire averages. However, it does have a low diabetes diagnosis rate of 67.1%, well below the England average of 78%.

Provision of the LCS from the eight community pharmacies are at lower levels than seen in other localities. Access to sexual health and smoking cessation services and NHS Health Checks are important in meeting the health needs of the population of Hertfordshire.

No improvements or need for better access have been identified.

**No gaps have been identified in service provision for other relevant services for Upper Lea Valley locality.**

### 6.6.6 Welwyn Hatfield

Welwyn Hatfield locality is made up of 16 wards with a total population of 123,893 (116,627 in 2018). Population density varies throughout Welwyn Hatfield with very high density populations in some parts of the locality and reasonably low in others.

#### 6.6.6.1 Necessary Services: current provision

There are 18 community pharmacies in this locality (down from 22 in 2018), 16 of which are open on Saturdays. Nine are open after 6 pm on weekdays and eight are open on Sundays. In addition, there are two DSPs.

There are 14.5 community pharmacies per 100,000 population, significantly lower than both the Hertfordshire average (20.1) and the England average (20.6). This increases to 16.1 pharmacies per 100,000 population when the DSPs are included.

There are five PhAS pharmacies and no dispensing GP practices.

Access to Necessary Services is considered satisfactory by the Steering Group.

#### 6.6.6.2 Necessary Services: gaps in provision

There are planned housing developments of over 2,300 dwellings but only 250 have started construction. Of these there are over 1,500 new dwellings planned in Welwyn Garden City over the duration of this PNA; there is good provision of community pharmacies including one 100-hour pharmacy in the area.

Proposed population growth is 3,000 people for the duration of the PNA.

Although the number of community pharmacies has reduced significantly since the last PNA, and the population has increased; the information provided in [Section 3](#) regarding travel times and the public questionnaire have not identified any issues with accessing a pharmacy.

No gaps have been identified in service provision for Necessary Services.

**No gaps in the provision of Necessary Services have been identified in Welwyn Hatfield locality.**

### 6.6.6.3 Other relevant services: current provision

The Advanced Services are considered relevant. In Welwyn Hatfield the number of service providers are:

- NMS – 16 pharmacies
- CPCS – 14 pharmacies
- Hypertension case-finding service – 4 pharmacies
- Smoking cessation Advanced Service – 6 pharmacies
- ^Flu vaccination – 18 pharmacies
- SAC – 2 pharmacies
- AUR – no pharmacies

^ Includes one DSP

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- There are 4 pharmacies providing the C-19 vaccination service

Regarding CCG-commissioned services:

- 4 pharmacies provide the immediate access to emergency medicines service

Regarding local authority-commissioned services:

- 5 provide sexual health services
- 1 provides NHS Health Checks
- 2 provide the HCC flu vaccination service
- 2 provide the stop smoking service
  - None provide Varenicline under PGD
- 11 provide a supervised consumption service
- 3 provide a needle exchange service

### 6.6.6.4 Improvements and better access: gaps in provision

Life expectancy in Welwyn Hatfield is just above the England average. Health issues such as smoking, STI detection and admission rates for alcohol-related conditions are relatively high for Hertfordshire. Cancer screening and diabetes detection rates are low. Welwyn Hatfield has the third highest under-75 mortality rate in Hertfordshire (but lower than the England average).

There are relatively few community pharmacies providing Health Checks (6%) and stop smoking services (11%).

No improvements or need for better access have been identified.

**No gaps have been identified in service provision for other relevant services for Welwyn and Hatfield locality.**

### 6.6.7 Dacorum

Dacorum locality is made up of 25 wards with a total population of 155,457 (152,692 in 2018). Population density varies throughout Dacorum with the higher densities being found in the east of the locality. The distribution of pharmacies correlates well with the population densities and deprivation.

#### 6.6.7.1 Necessary Services: current provision

There are 29 community pharmacies in this locality (down from 30 in 2018), 26 of which are open on Saturdays. Fourteen are open after 6 pm on weekdays, and seven are open on Sundays. There are three 100-hour pharmacies in the locality.

There are 18.7 pharmacies per 100,000 population, slightly lower than both the Hertfordshire average (20.1) and the England average (20.6).

There are three PhAS pharmacies and two GP dispensing practices in Dacorum.

Access to Necessary Services is considered satisfactory by the Steering Group.

#### 6.6.7.2 Necessary Services: gaps in provision

There are 600 new dwellings and approximately 120 units of care home provision planned over the duration of the PNA.

No gaps have been identified in service provision for Necessary Services.

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

#### 6.6.7.3 Other relevant services: current provision

The Advanced Services are considered relevant. In Dacorum the number of service providers are:

- NMS – 27 pharmacies
- CPCS – 24 pharmacies
- Hypertension case-finding service – 7 pharmacies
- Flu vaccination – all 26 pharmacies
- SAC – 4 pharmacies
- AUR – no pharmacies

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- There are 5 pharmacies providing the C-19 vaccination service

Regarding CCG-commissioned services:

- 1 pharmacy provides the immediate access to emergency medicines service
- 1 pharmacy provides the care home medicines review service

Regarding local authority-commissioned services:

- 6 provide sexual health services
- 4 provide NHS Health Checks
- 1 provides the HCC flu vaccination service
- 6 provide the Stop Smoking service
  - 4 provide Varenicline under PGD
- 17 provide a supervised consumption service
- 3 provide a needle exchange service

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

Dacorum has generally good health, but this is likely to vary by ward where there are higher levels of deprivation. Most health indicators are at about the Hertfordshire average. Diabetes diagnosis rates are low at 70.6% and smoking rates are the third highest in Hertfordshire.

No improvements or need for better access have been identified.

**No gaps have been identified in service provision for other relevant services for Dacorum locality.**

#### **6.6.8 Hertsmere**

Hertsmere locality is made up of 13 wards with a total population of 105,471 (90,856 in the 2018 PNA). Population density varies throughout Hertsmere, but community pharmacies are concentrated in those areas with highest population.

##### **6.6.8.1 Necessary Services: current provision**

There are 21 community pharmacies in this locality (down from 26 in 2018), 11 of which are open after 6 pm on weekdays. Twenty are open on Saturdays and three on Sundays. There are two DSPs in Hertsmere.

There are 19.9 pharmacies per 100,000 population, similar to the Hertfordshire average (20.1) and England average (20.6). This figure increases to 21.8 when the DSPs are included.

There are two PhAS pharmacies and no dispensing GP practices.

##### **6.6.8.2 Necessary Services: gaps in provision**

There has been a reduction in the number of pharmacies and an increase in population but there are 19.9 pharmacies per 100,000 population, which is a good ratio.

There are over 200 new care home beds and just over 200 new dwellings planned in Hertsmere from 2022 to 2025. Population growth over the three-year period is expected to be 1,275.

No gaps have been identified in service provision for Necessary Services. Access to Necessary Services is considered satisfactory by the Steering Group.

**No gaps in the provision of Necessary Services have been identified in Hertsmere locality.**

### 6.6.8.3 Other relevant services: current provision

The Advanced Services are considered relevant. In Hertsmere the number of service providers are:

- NMS – 17 pharmacies
- CPCS – 18 pharmacies
- Hypertension case-finding service – 9 pharmacies
- Smoking cessation Advanced Service – 2 pharmacies
- ^Flu vaccination – 21 pharmacies
- SAC – 1 pharmacy
- AUR – no pharmacies

^ Includes DSPs

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- ^There are 3 pharmacies providing the C-19 vaccination service

Regarding CCG-commissioned services:

- 1 pharmacy provides the immediate access to emergency medicines service
- 1 pharmacy provides the reducing waste service
- 1 pharmacy provides the care home medicines review service

Regarding local authority-commissioned services:

- 9 provide sexual health services
- 1 provides NHS Health Checks
- 1 provides the HCC flu vaccination service
- 7 provide the stop smoking service
  - 1 provides Varenicline under PGD
- 14 provide a supervised consumption service
- 2 provide a needle exchange service

### 6.6.8.4 Improvements and better access: gaps in provision

Hertsmere has a lower than average life expectancy for males and a higher under-75 mortality rate when compared with Hertfordshire, but it is not above the England average. Diabetes diagnosis rates are lower than the England average and new STI diagnoses are higher than the Hertfordshire average.

Only one pharmacy in the locality provides NHS Health Checks

No improvements or need for better access have been identified.



**No gaps have been identified in the provision of other relevant services for Hertsmere locality.**

### **6.6.9 St Albans and Harpenden**

St Albans and Harpenden locality is made up of 20 wards with a total population of 149,317 (146,282 in 2018). Population density varies throughout and local community pharmacies are concentrated in those areas of higher population density.

#### **6.6.9.1 Necessary Services: current provision**

There are 27 community pharmacies in this locality, 24 of which are open on Saturdays. Fifteen are open after 6 pm on weekdays, and five are open on Sundays.

There are 18.1 pharmacies per 100,000 population, lower than both the Hertfordshire average (20.1) and the England average (20.6).

There are six PhAS pharmacies and no dispensing GP practices.

#### **6.6.9.2 Necessary Services: gaps in provision**

There are almost 1,000 dwellings and 134 care home beds planned for the duration of this PNA, but fewer than 200 are under construction.

No gaps have been identified in service provision for Necessary Services. Access to Necessary Services is considered satisfactory by the Steering Group.

**No gaps in the provision of Necessary Services have been identified in St Albans and Harpenden locality.**

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

The Advanced Services are considered relevant. In St Albans and Harpenden, the number of service providers are:

- NMS – 25 pharmacies
- CPCS – 24 pharmacies
- Hypertension case-finding service – 18 pharmacies
- Smoking cessation Advanced Service – 7 pharmacies
- Flu vaccination – 26 pharmacies
- SAC – no pharmacies
- AUR – no pharmacies

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- There are 11 pharmacies providing the C-19 vaccination service

Regarding CCG-commissioned services:

- 2 pharmacies provide the immediate access to emergency medicines service

Regarding local authority-commissioned services

- 17 provide sexual health services
- 3 provide NHS Health Checks
- 4 provide the HCC flu vaccination service
- 11 provide the stop smoking service
  - 7 provide Varenicline under PGD
- 12 provide a supervised consumption service
- 1 provides a needle exchange service

#### 6.6.9.4 Improvements and better access: gaps in provision

St Albans and Harpenden has good health when compared with Hertfordshire and excellent health when compared with the England average. Under-75 mortality is 98.9 per 100,000 population compared with the England average of 142.2. There are low rates of smoking and obesity. However the diagnosis rates for diabetes are the lowest in Hertfordshire at 64.7% versus the England average of 78%.

No improvements or need for better access have been identified.

**No gaps have been identified in the provision of other relevant services for St Albans and Harpenden locality.**

#### 6.6.10 Watford and Three Rivers

Watford and Three Rivers locality is made up of 27 wards with a total population of 190,589 (201,978 in 2018), which is the highest populated CCG locality. Population density varies throughout Watford and Three Rivers, with the higher density being concentrated in the east of the locality. The majority of community pharmacies are located in the higher populated areas.

The BAME population represents 16% of the Watford population, which is the highest in Hertfordshire. Watford and Three Rivers has pockets of marked deprivation; higher levels are seen in the east and south-west of the locality, and Watford is ranked the highest for crime deprivation in Hertfordshire.

Watford has the second highest under-75 mortality rate from CVD, whereas Three Rivers has the lowest.

### 6.6.10.1 Necessary Services: current provision

There are 44 community pharmacies in this locality (down from 47 in 2018), which is the highest for any locality.

There are three DSPs and three 100-hour pharmacies in the locality. Twenty-four community pharmacies are open after 6 pm on weekdays, 42 are open on Saturdays and six are open on Sundays.

There are 24.7 pharmacies per 100,000 population, higher than both the Hertfordshire average (20.1) and the England average (20.6). This figure increases further with the addition of the DSPs.

There are two PhAS pharmacies and no GP dispensing practices in the locality.

Access to Necessary Services is considered satisfactory by the Steering Group.

### 6.6.10.2 Necessary Services: gaps in provision

There are approximately 200 new care home beds in the locality and over 4,400 new dwellings in Watford due to be built by 2025 (over 1,200 are under construction). However, the population is only predicted to grow by 600 during the period of this PNA.

There is good pharmacy provision in these areas.

No gaps have been identified in service provision for Necessary Services.

**No gaps in the provision of Necessary Services have been identified in Watford and Three Rivers locality.**

### 6.6.10.3 Other relevant services: current provision

The Advanced Services are considered relevant. In Watford and Three Rivers the number of service providers are:

- NMS – 38 pharmacies
- CPCS – 38 pharmacies
- Hypertension case-finding service – 18 pharmacies
- Smoking cessation Advanced Service – 2 pharmacies
- Flu vaccination – 36 pharmacies
- SAC – no pharmacies
- AUR – no pharmacies

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- There are 8 pharmacies providing the C-19 vaccination service (including one DSP)

Regarding CCG-commissioned services:

- 2 pharmacies provide the immediate access to emergency medicines service

Regarding local authority-commissioned services:

- 12 provide sexual health services
- 4 provide NHS Health Checks
- 7 provide the HCC flu vaccination service
- 17 provide the stop smoking service
  - 11 provide Varenicline under PGD
- 15 provide a supervised consumption service
- 5 provide a needle exchange service

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

Life expectancy in Watford is the lowest in Hertfordshire, whereas Three Rivers is above average. The number of smokers in Watford is high at 15.4% and much lower in Three Rivers at 7.5%.

Watford has the highest levels of new STI diagnosis, and the lowest level of breast screening. Conversely Watford has the highest level of diabetes diagnosis, demonstrating good practice in diabetes detection, and the lowest levels of COPD.

There are a number of community pharmacies providing Advanced and Locally Commissioned Services in the locality, however the Watford area possibly has the most requirement for these services based on health need. Less than 10% of community pharmacies provide NHS Health Checks and just over a quarter provide sexual health services.

No improvements or need for better access have been identified.

**No gaps in the provision of other relevant services have been identified for Watford and Three Rivers locality.**

#### **6.6.11 Royston**

Royston is located in the Cambridge and Peterborough CCG and forms part of the North Hertfordshire local authority district, which has a population of 133,463. The population of Royston for the purpose of this PNA is estimated at 19,000.

Note: populations are provided in [Section 2.5.4](#) on a district rather than a locality basis, which makes direct comparisons of community pharmacy to population ratios difficult.

##### **6.6.11.1 Necessary Services: current provision**

There are four community pharmacies in this locality, one of which is open until 8 pm on weekdays.

In addition, there are three GP dispensing practices, one of which opens until 8 pm on a Monday.

All four community pharmacies are open on Saturdays and two on Sundays. There are 21.1 pharmacies per 100,000 population, above the Hertfordshire average (20.1) and the England average (20.6).

#### **6.6.11.2 Necessary Services: gaps in provision**

There are over 900 new dwellings planned for building in Royston, none of which have been started.

No gaps have been identified in service provision for Necessary services. Access to Necessary Services is considered satisfactory by the Steering Group.

**No gaps in the provision of Necessary Services have been identified in Royston locality.**

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

The Advanced Services are considered relevant. In Royston the number of service providers are:

- NMS – 4 pharmacies
- CPCS – 4 pharmacies
- Hypertension case-finding service – 3 pharmacies
- Flu vaccination – all 4 pharmacies
- SAC – 1 pharmacy
- AUR – no pharmacies

The Advanced Service, hepatitis C testing, has not yet been implemented.

Regarding Enhanced Services:

- There no pharmacies providing the C-19 vaccination service

Regarding CCG-commissioned services:

- 1 pharmacy provides the immediate access to emergency medicines service
- There is a palliative care service commissioned by Cambridge and Peterborough CCG but none of the eligible pharmacies in Royston provide the service

Regarding local authority-commissioned services:

- 3 provide sexual health services
- None provide NHS Health Checks
- None provide the HCC flu vaccination service
- 1 provides the stop smoking service
  - 1 provides Varenicline under PGD
- 4 provide a supervised consumption service
- 1 provides a needle exchange service

#### 6.6.11.4 Improvements and better access: gaps in provision

The population of North Hertfordshire is generally healthier than the England and Hertfordshire averages for most indicators. There is no specific information for Royston.

No improvements or need for better access have been identified.

**No gaps in the provision of other relevant services have been identified for Royston locality.**

### 6.7 Necessary Services – gaps in service provision

For the purposes of this PNA, Necessary Services for Hertfordshire HWB are defined as Essential Services.

The PNA has considered the NHS LTP, which was published in January 2019, and it set out the priorities for healthcare for the next ten years. It is wide-ranging and includes chapters on new service models, action on prevention and health inequalities, and progress on care quality and outcomes. [Section 2.1](#) identifies aspects of the LTP that are especially relevant to community pharmacy services provision.

The following have been considered when assessing the provision of Necessary Services in Hertfordshire and each of the 11 CCG localities:

- The health needs of the population of Hertfordshire from the JNSA and nationally from the NHS LTP
- Map showing the 1.6 km buffers around pharmacies indicates that the majority of Hertfordshire residents are within 1.6 km of a pharmacy ([Map 2](#))
- Population density per square km by ONS January 2022 estimates and the relative location of pharmacy premises ([Map 4](#))
- IMD and deprivation ranges compared with the relative location of pharmacy premises ([Map 5](#))
- BAME % population compared with the relative location of pharmacy premises ([Map 6](#))
- [Section 3.1.3](#) discusses access to community pharmacies including:
  - Percentage of population of Hertfordshire and the average daytime travel times to nearest community pharmacy (Figures 32–36)
  - Using average drive time, 99.3% of residents can access a pharmacy by car within ten minutes and 100% within 15 minutes off-peak, and 100% of residents can reach a community pharmacy in 20 minutes or less at peak driving times ([Maps 7](#) and [8](#))
  - Using average public transport times, 96.8% of residents can access a pharmacy within 20 minutes ([Maps 9](#) and [10](#))
  - Using average walking times, 87.0% of residents can access a pharmacy within 20 minutes, increasing to 93.9% of residents within 30 minutes ([Map 11](#))

- The location of pharmacies and GP dispensing practices within each of the 11 CCG localities and across the whole of Hertfordshire ([Map 1](#))
- The number, distribution and opening times of pharmacies within each of the 11 CCG localities and across the whole of Hertfordshire (Appendix A and [Map 3](#))
- Results of the public questionnaire ([Section 5](#))
- Key housing and care home development sites in Hertfordshire (Appendices N and O)
- Projected population growth in [Section 2.5.4](#)

In all 11 CCG localities, there are pharmacies that provide pharmaceutical services during supplementary hours; in the evening during the week, on Saturday and Sunday. For those CCG localities that have limited late evening pharmaceutical provision, there are what are considered by the Steering Group to be easily accessible alternative pharmacies in either the surrounding CCG localities or in neighbouring HWB areas. There are 16 100-hour pharmacies within Hertfordshire (Table 26, [Section 3.1.2](#)); 51% of pharmacies are open later than 6 pm on weekdays with 94% of community pharmacies open on Saturdays and 23% open on Sundays.

The public questionnaire did not record any specific themes relating to pharmacy opening times ([Section 5](#)). This and other information on current provision allows us to conclude, therefore, that there is no significant information to indicate that there is a gap in the current provision of pharmacy opening times.

The same conclusion is reached in considering whether there is any future specified circumstance that would result in creating a gap in pharmaceutical provision at certain times based upon the current information and evidence available.

Hertfordshire is characterised by having large variations in population densities, large areas of open space, as illustrated in [Map 4](#), and good access to pharmacies, with:

- The majority of residents in Hertfordshire are located within 1.6 km of their nearest pharmacy, as illustrated in [Map 2](#)
- Between 87% and 100% of residents able to access their nearest pharmacy in 20 minutes by car, public transport or walking, as illustrated by [Maps 7 to 11](#)

It is anticipated that, in all cases, pharmaceutical service providers will make reasonable adjustments under the Equality Act 2010 to ensure services are accessible to all populations. The PNA was not provided with any evidence to identify a gap in service provision for any specific population.

The PNA Steering Group has considered the housing plans and proposed population growth over the life of this PNA. This will be monitored over the next three years and supplementary statements published if required, with attention to proposed developments in the Stort Valley and Villages locality ([Section 6.6.4](#)). The Steering Group considers that there are currently no gaps in the future provision of pharmaceutical services in the areas covering these new populations.

The PNA Steering Group has concluded that there is no gap in Necessary Service provision.

## 6.8 Improvements and better access – gaps in service provision

The Steering Group considers it is those services provided in addition to those considered necessary for the purpose of this PNA that should reasonably be regarded as providing either an improvement or better access to pharmaceutical provision. This includes Advanced, Enhanced and Locally Commissioned Services, which are described in [Sections 6.3 to 6.5](#) and discussed by locality in [Section 6.6](#).

The PNA recognises that any addition of pharmaceutical services by location, provider, hours or services should be considered, however, a principle of proportionate consideration should apply.

The health needs of the population of Hertfordshire are discussed in [Section 2](#) and summarised in [Section 6.1](#). While health in Hertfordshire is generally good, when compared with the England average, the major causes of ill health remain health priorities, e.g. cancer, heart disease and stroke. There are also some specific areas of health screening, e.g. sexual health and diabetes, that are below national averages.

The CPCS is available on average in 84% of pharmacies, the NMS in 85% and flu vaccination in 89% (including DSPs). There is good provision of these Advanced Services across each CCG locality, with some CCG localities having 100% of contractors providing the services. Where applicable, all pharmacies and pharmacists should be encouraged to become eligible to deliver Advanced Services in all pharmacies across all CCG localities. This will mean that more eligible patients are able to access and benefit from these services.

The C-19 vaccination is the only Enhanced Service provided in Hertfordshire. The numbers of service providers are increasing rapidly across England, and this is likely to be the case in Hertfordshire. In January 2022 there were 49 providers (21%).

There are a number of LCS in Hertfordshire commissioned by the CCGs and HCC. These are discussed in [Section 6.5](#) and by locality in [Section 6.6](#). There is good provision of these services across the county, although the number of providers of NHS Health Checks are generally low in each locality and could provide benefits in targeted populations, e.g. diabetes. When pharmacy contractors were asked if there were services that they would like to provide that are not currently commissioned, 35% (of 110) said yes, indicating that the possibility for a broader provision of services is possible.

The impact of the COVID-19 pandemic on service provision from community pharmacies has been significant during the life of the previous PNA:

- New Advanced Services have had their implementation delayed
- Community pharmacy priorities have been centred on pandemic service delivery, e.g. lateral flow test distribution and COVID-19 vaccination
- Significantly increased demand for existing services, e.g. repeat dispensing

The successful implementation of new Advanced and Enhanced Services to support the pandemic response is an indicator that implementation of additional new services from community pharmacies in the future is possible.



There are new Advanced Services becoming available (hypertension case-finding, hepatitis C screening, smoking cessation) that would support the identified priorities of Hertfordshire. However, there is a sub-optimal uptake of existing services (e.g. NMS, CPCS); methods to enhance the uptake should be considered, including awareness campaigns (healthcare professionals and public) and gaining a clear understanding of the pandemic impact.

The PNA Steering Group recognises that there are potential opportunities to commission services from community pharmacy or other healthcare providers that would promote health and wellbeing, address health inequalities and reduce pressures elsewhere in the health system. Where the potential exists for community pharmacies to contribute to the health and wellbeing of the population of Hertfordshire, this has been included within the PNA. Appendix O discusses some possible services that could fulfil these criteria.

The PNA notes that there are variations in the number of contractors who provide locally commissioned and other services within each locality. However, access to these and Advanced Services are considered adequate in each locality and residents have good access to all services.

While no gaps in pharmaceutical service provision have been identified, the Steering Group recognise that the burden of health needs in Hertfordshire will increase as the population grows and ages and would welcome proactive proposals from commissioners, including NHSE&I and all CCGs to commission pharmacy services that meet local needs but are beyond the scope of the PNA.

## Section 7: Conclusions

The HWB provides the following conclusions and recommendations on the basis that funding is at least maintained at current levels and or reflects future population changes.

The PNA is required to clearly state what is considered to constitute Necessary Services as required by paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

For the purposes of this PNA, Necessary Services for Hertfordshire HWB are defined as Essential Services.

Advanced Services are considered relevant as they contribute toward improvement in provision and access to pharmaceutical services.

For the purpose of this PNA, Enhanced Services are defined as pharmaceutical services that secure improvements or better access to or that have contributed towards meeting the need for pharmaceutical services in Hertfordshire HWB area.

Locally Commissioned Services are those that secure improvements or better access to or that have contributed towards meeting the need for pharmaceutical services in Hertfordshire HWB area, and are commissioned by the CCG or local authority rather than NHSE&I.

### 7.1 Current Provision of Necessary Services

#### Necessary Services – gaps in provision

Necessary Services are Essential Services that are described in [Section 6.2](#).

Details of Necessary Service provision in Hertfordshire are provided in [Section 6.7](#).

In reference to [Section 6](#), and as required by paragraph 2 of schedule 1 to the Pharmaceutical Regulations 2013:

#### 7.1.1 Essential Services – normal working hours (9 am–6 pm)

**There is no current gap in the provision of Essential Services during normal working hours across Hertfordshire to meet the needs of the population.**

#### 7.1.2 Essential Services – outside normal working hours

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

## 7.2 Future provision of Necessary Services

**No gaps have been identified in the need for pharmaceutical services in specified future circumstances across the whole HWB area.**

## 7.3 Improvements and better access – gaps in provision

Advanced Services are considered relevant as they contribute toward improvement in provision and access to pharmaceutical services.

Enhanced Services are defined as pharmaceutical services that secure improvements or better access to or that have contributed towards meeting the need for pharmaceutical services in Hertfordshire HWB area.

Locally Commissioned Services are those that secure improvements or better access to or that have contributed towards meeting the need for pharmaceutical services in Hertfordshire HWB area, and are commissioned by the CCG or local authority, rather than NHSE&I.

### 7.3.1 Current and future access to Advanced Services

#### Access to Advanced Services

Details of the services are outlined in [Section 6.3](#) and the provision in each locality discussed in [Section 6.6](#).

[Section 6.8](#) discusses improvements and better access to services in relation to the health needs of Hertfordshire.

There are no gaps in the provision of Advanced Services across the whole HWB area.

Appendix O discusses the opportunities that may be available for expansion of existing services or delivery of new services from community pharmacies that may have benefit to the population of Hertfordshire.

**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 across the whole HWB area.**

### 7.3.2 Current and future access to Enhanced Services

Details of the services are outlined in [Section 6.4](#) and the provision in each locality discussed in [Section 6.6](#).

[Section 6.8](#) discusses improvements and better access to services in relation to the health needs of Hertfordshire.

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

**No gaps have been identified that if provided either now or in the future would secure improvements or better access to Enhanced Services across the whole HWB area.**

### 7.3.3 Current and future access to Locally Commissioned Services (LCS)

With regard to LCS, the PNA is mindful that only those commissioned by NHSE&I are regarded as pharmaceutical services. The absence of a particular service being commissioned by NHSE&I is in some cases addressed by a service being commissioned through HCC; these services are described in [Section 6.5](#) and their provision by locality discussed in [Section 6.6](#).

In addition, Hertfordshire has three different CCGs within its boundary, namely EN Herts CCG, HVCCG and Cambridge and Peterborough CCG (which covers the Royston locality). Details of the services are outlined in [Section 6.5](#) and the provision in each locality discussed in [Section 6.6](#).

[Section 6.8](#) discusses improvements and better access to LCS in relation to the health needs of Hertfordshire.

Appendix O discusses the opportunities that may be available for expansion of existing services or delivery of new services from community pharmacies that may have benefit to the population of Hertfordshire.

Based on current information, the Steering Group has not considered that any of these LCS should be decommissioned, or that any of these services should be expanded.

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

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

## Appendix A: List of pharmaceutical service providers in Hertfordshire County Council HWB

### Dacorum locality

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	NHSE&I Advanced												NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA						
									PhAS	NMS	AUR	SAC	GPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination					Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine
Rothschild House Surgery	E82001	GP Disp Practice	Chapel Street, Tring	HP23 6PU	08:30-18:30	Closed	Closed	-																							
Markyate Surgery	E82001002	GP Disp Practice	1 Hicks Road, Markyate	AL3 8LJ	08:00-13:00, 14:00-18:30	Closed	Closed	-																							
Lloyds Pharmacy	FD248	Community	Sainsbury's, London Road, Apsley Mills, Hemel Hempstead	HP3 9QZ	08:00-20:00	08:00-20:00	10:00-17:00	-	-	Y	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gadebridge Pharmacy	FDY82	Community	12 Rossgate, Gadebridge, Hemel Hempstead	HP1 3LG	09:00-17:30	Closed	Closed	-	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Grovehill Pharmacy	FFE61	Community	2 Henry Wells Square, Grovehill, Hemel Hempstead	HP2 6BJ	09:00-13:00, 14:00-18:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	-	Y	-	-	-	-	-	-	-	-	-	Y	Y	-	-	-
Acorn Pharmacy	FFQ63	Community	256 High Street, Berkhamsted	HP4 1AQ	09:00-13:30, 14:00-18:30	09:00-13:30, 14:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Boots	FG698	Community	149 The Marlowes, Hemel Hempstead	HP1 1BB	09:00-18:00	09:00-18:00	10:30-16:30	-	-	Y	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	Y	
Tesco Pharmacy	FGM13	Community	Jarman Way, Hemel Hempstead	HP2 4JS	07:00-23:00 (Mon 08:00-23:00)	07:00-22:00	10:00-16:00	Y	-	Y	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	
Lloyds Pharmacy	FGP13	Community	20 Chapel Street, Weston Road, Tring	HP23 6BL	08:30-19:00	08:30-12:30	Closed	-	-	Y	-	Y	-	Y	-	-	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	-
HH Dickman Chemist	FGQ23	Community	224 High Street, Berkhamsted	HP4 1BB	09:00-18:00	09:00-17:30	Closed	-	-	Y	-	-	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	
Nash Chemists	FH780	Community	54 Long Chaulden, Hemel Hempstead	HP1 2HX	09:00-13:00, 14:00-18:00	09:00-13:00	Closed	-	-	-	-	-	-	Y	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	Y	-	

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced									NHSE&I Enhanced	C-19 vaccination	HVC CG & ENHertsCCG	Immediate access to emergency services	HVCCG		CPCCG	LA						
										AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking					Care home reviews	Reducing waste		Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption
Jupiter Chemist	FJ228	Community	4 The Heights, Highfield, Hemel Hempstead	HP2 5NX	09:00-18:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	Y	-	Y	-
Lloyds Pharmacy	FJY68	Community	38 The Queens Square, Adeyfield, Hemel Hempstead	HP2 4ER	08:30-21:00	09:00-19:00	10:00-14:00	-	-	Y	-	Y	Y	-	Y	Y	-			-	-	-	-	Y	-	-	-	-	Y	-	-	
Markyate Pharmacy	FKG66	Community	40 High Street, Markyate	AL3 8PB	09:00-19:00 (Wed 09:00-18:00)	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	Y			-	-	-	-	-	-	-	-	-	-	-	-	
Byrons Pharmacy	FKK17	Community	49a St Johns Road, Hemel Hempstead	HP1 1QQ	09:00-18:00	09:00-13:00	Closed	-	-	-	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	Y	-	
Bennetts End Pharmacy	FL144	Community	Bennetts End Surgery, Gatecroft, Hemel Hempstead	HP3 9LY	08:00-23:00	08:30-21:00	08:30-21:00	Y	-	Y	-	-	Y	-	Y	Y	-			-	Y	-	-	-	-	-	-	-	-	-	-	
Village Pharmacy	FL149	Community	7 Village Centre, Hemel Hempstead	HP3 8QG	09:00-13:00, 14:00-18:00	Closed	Closed	-	Y	Y	-	-	Y	-	-	Y	Y			-	-	-	-	-	-	-	-	-	-	Y	-	
Lloyds Pharmacy	FL602	Community	Everest House Surgery, Everest Way, Hemel Hempstead	HP2 4HY	09:00-17:45	09:00-12:00	Closed	-	-	Y	-	Y	Y	-	Y	Y	-			-	-	-	-	Y	-	-	Y	Y	Y	Y	-	
Hubert Figg Pharmacy	FLG84	Community	90 High Street, Berkhamsted	HP4 2BW	09:00-18:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	Y	-	-	-	-	-	Y	-	
Lloyds Pharmacy	FLH81	Community	66 High Street, Tring	HP23 4AG	09:00-18:00	09:00-17:30	Closed	-	-	Y	-	Y	Y	-	Y	Y	-			-	-	-	-	-	-	-	Y	-	Y	-	-	
Woodhall Pharmacy	FLP62	Community	4 Shenley Road, Woodhall Farm Estate, Hemel Hempstead	HP2 7QH	09:00-13:00, 14:00-18:15	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-			Y	-	-	-	-	-	-	-	Y	Y	Y	-	
Speedwell Pharmacy	FM858	Community	161 London Road, Apsley, Hemel Hempstead	HP3 9SQ	Mon-Tue 07:00-22:00; Wed 08:00-22:00; Thu-Fri 07:45-22:00	08:00-22:00	08:30-22:00	Y	-	Y	-	-	Y	-	Y	Y	Y			Y	-	Y	-	-	-	-	Y	-	-	-	Y	-

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced										NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA						
										NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking					C-19 vaccination	Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks
Woods Pharmacy	FMY77	Community	2 Bellgate, Hemel Hempstead	HP2 5SB	09:00-13:00, 14:00-18:00	09:00-13:00	Closed	-	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	Y	Y	Y	Y
Boots	FN885	Community	31 Stoneycroft, Warners End, Hemel Hempstead	HP1 2QF	08:00-18:30	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-
Boots	FPJ31	Community	192 High Street, Berkhamsted	HP4 3AP	09:00-17:00	09:00-17:00	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rooney Chemist	FQ171	Community	4 Dolphin Square, Tring	HP23 5BN	09:00-18:30	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	Y	Y	-	-	-	-
Boots	FQA92	Community	24 High Street, Kings Langley	WD4 8BH	09:00-18:00	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-
Boots	FR871	Community	24 Bennetts Gate, Bennetts End, Hemel Hempstead	HP38EW	09:00-18:30	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	Y	Y	
Fernville Pharmacy	FRT90	Community	Fernville Surgery, Midland Road, Hemel Hempstead	HP2 5BL	08:00-13:00, 13:30-18:30 (Tue, Thu 08:00-13:00, 13:30-20:00)	08:00-12:00	Closed	-	-	Y	-	-	-	-	Y	-	-	-	-	-	-	-	-	Y	-	-	-	-	-	-
Manor Pharmacy	FW452	Community	37 High Street, Bovingdon	HP30HG	09:00-18:30	09:00-14:00	Closed	-	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	-	-	-	-
Superdrug Pharmacy	FXP86	Community	184-186 Marlowes, Hemel Hempstead	HP1 1BH	08:30-12:00, 12:30-17:30	08:30-12:00, 12:30-17:30	Closed	-	-	Y	-	-	-	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## Hertsmere locality

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced										NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA													
										NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking					C-19 vaccination	Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange		
Tweens Pharmacy	FAK85	Community	47 High Street, Bushey	WD23 1BD	09:00-18:00	09:00-17:00	Closed	-	-	Y	-	-	-	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Boots	FC501	Community	132-134 Darkes Lane, Potters Bar	EN6 1AF	09:00-17:00	09:00-18:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Lister Chemist	FC832	Community	31-33 High Road, Bushey Heath	WD23 1EE	09:00-18:30	09:00-17:30	10:00-13:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	Y	-	-	-		
Metro Pharmacy	FD707	Community	11 Leeming Road, Borehamwood	WD6 4EB	09:00-18:30	09:00-17:30	Closed	-	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	-	-	
Triangle Healthcare	FD876	Community	29 Harcourt Road, Bushey	WD23 3PP	08:45-18:00	08:45-17:00	Closed	-	-	-	-	Y	Y	-	Y	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Tee Kay Enterprises	FDR18	Community	427 Bushey Mill Lane, Bushey	WD23 2AN	09:00-17:30	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Crown Pharmacy	FE734	Community	18 Andrew Close, Shenley	WD7 9LP	08:30-18:30	09:00-17:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	Y	-	Y	Y	Y	Y	-	-	-	-	
Greenlight Pharmacy	FF839	Community	148 Manor Way, Borehamwood	WD6 1QX	09:00-18:00	09:00-14:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	Y	-	-	-	Y	Y	-	Y	Y	-	-	-	-	-	-	
Med Mart	FFE46	DSP	Unit 37, 4 Imperial Place, Borehamwood	WD6 1JN	09:00-17:00	Closed	Closed	-	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Boots	FG233	Community	Unit 3b Borehamwood Retail Park, Borehamwood	WD6 4PR	08:00-19:00	09:00-18:00	10:30-16:30	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Questmoor Pharmacy	FK837	Community	96 High Street, Potters Bar	EN6 5AT	08:30-18:30	08:30-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	-	
Tesco Pharmacy	FKA04	Community	Mutton Lane, Potters Bar	EN6 2PB	08:00-20:00	08:00-20:00	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	-
Tesco Pharmacy	FKE08	Community	Shenley Road, Borehamwood	WD6 1JG	08:00-20:00	09:00-14:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	-
Wellwood Pharmacy	FL491	Community	Fairway Avenue, Borehamwood	WD6 1PR	09:00-18:30	09:00-12:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	Y	-	-	Y	-	-	-	-	-	-	-	



Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	NHSE&I Advanced												NHSE&I Enhanced	HVCCG & ENHertsCCG		HVCCG		CPCCG		LA					
									PhAS	NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination		Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange	
Heath Pharmacy	FMR14	Community	104 High Road, Bushey Heath	WD23 1GE	09:00-18:00	09:00-16:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	-	-	-	-
Elms Pharmacy	FQP65	Community	Elms Medical Centre, High Street, Potters Bar	EN6 5DA	08:30-18:30	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	-			-	-	-	-	-	-	-	-	-	Y	-	-	-	-	-
Careplus Pharmacy	FRW19	DSP	Unit 2, 49 Theobald Street, Borehamwood	WD6 4RZ	09:00-13:00, 14:00-18:00	Closed	Closed	-	-	-	-	-	-	-	-	-			-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-
Manor Pharmacy	FVD45	Community	347 Watling Street, Radlett	WD7 7LB	09:00-18:30	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y			-	-	-	-	-	-	-	Y	-	-	-	-	Y	-	-
Village Pharmacy	FVF26	Community	7 Howard Drive, Borehamwood	WD6 2NY	09:00-18:00	09:00-14:00	Closed	-	-	-	-	-	-	-	Y	-			-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-
Gilberts Chemist	FWE38	Community	87-89 Shenley Road, Borehamwood	WD6 1AG	09:00-18:00	09:00-17:00	Closed	-	-	-	-	-	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	-	Y	Y	Y	Y
Elstree Pharmacy	FWM98	Community	Corner Shop B, High Street, Elstree	WD6 3BY	08:30-18:30	Closed	Closed	-	Y	Y	-	-	Y	-	Y	-			-	-	-	-	-	-	-	Y	-	Y	Y	Y	Y	Y	-
Boots	FXJ42	Community	363 Watling Street, Radlett	WD7 7LB	09:00-18:00	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	-			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bushey Pharmacy	FXN88	Community	62 High Street, Bushey	WD23 3HE	09:00-18:00	09:00-14:00	Closed	-	-	Y	-	-	Y	-	Y	-			-	-	-	-	-	-	-	Y	-	-	Y	Y	-	-	-

## St Albans and Harpenden locality

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced										NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA						
										NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking					C-19 vaccination	Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks
iMed Pharmacy	FA471	Community	Unit A, Vivo site, Charrington Place, St Albans	AL1 3FY	09:00-19:00	09:00-14:00	Closed	-	-	Y	-	-	-	-	Y	Y	-	-	-	-	Y	-	-	-	-	-	-	-	Y	-
Boots	FA821	Community	9 St Peters Street, St Albans	AL1 3DH	09:00-18:30	08:30-18:30	11:00-17:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	Y	-	-	-	Y	-
Boots	FCQ86	Community	23-25 High Street, Harpenden	AL5 2RU	08:30-18:30	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-
Morrisons Pharmacy	FD192	Community	244 Hatfield Road, St Albans	AL1 4SU	08:30-20:00	08:00-19:00	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	-	-	Y	-
Lloyds Pharmacy	FDX05	Community	Sainsbury's, Barnet Road, London Colney	AL2 IBG	Mon-Wed 08:00-20:00; Thu-Fri 08:00-20:30	08:00-19:00	11:00-17:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	-	-	-	-
Chiswell Pharmacy	FE259	Community	196 Watford Road, Chiswell Grn, St Albans	AL2 3EB	09:00-18:00	09:00-13:00	Closed	-	Y	-	-	-	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Crown Pharmacy	FE879	Community	65 High Street, Redbourn	AL3 7LW	08:30-18:30	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	Y	Y	Y	Y	-
Jade Pharmacy	FEJ67	Community	111-113 St Peters Street, St Albans	AL1 3ET	8:50 - 19:00	8:50-14:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	-	Y	Y	
Springfield Pharmacy	FEN81	Community	19 High Street, Harpenden	AL5 2RU	09:00-18:30	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	Y	-	-	Y	-	-	-	-
Bricket Wood Pharmacy	FF077	Community	111 Oakwood Road, St Albans	AL2 3QB	09:00-13:00, 14:00-18:00	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	Y	-	-	-	-	-	-	-
Russell Avenue Pharmacy	FHA75	Community	17 Russell Avenue, St Albans	AL3 5ES	09:00-18:30	Closed	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	-	Y	-	
Maltings Pharmacy	FHD16	Community	6 Victoria Street, St Albans	AL1 3JB	09:00-18:30	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	Y	Y	-	Y	-	-	-	-
Lloyds Pharmacy	FHH29	Community	Sainsbury's, Everard Close, St Albans	AL1 2QU	08:00-20:00	08:30-18:00	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	Y	-	-	-	-	-	-	-

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced										NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA										
										AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination					Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange
										NMS																								
Quadrant Pharmacy	FJ291	Community	17 The Quadrant, Marshalswick Lane, St Albans	AL4 9RB	09:00-18:00	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	Y			Y	Y	-	-	-	Y	-	-	Y	Y	Y	Y	-		
St Albans Pharmacy	FJ874	Community	197 Cell Barnes Lane, St Albans	AL1 5PX	09:00-18:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			Y	-	-	-	-	Y	-	Y	Y	Y	Y	-			
Crescent Pharmacy	FJV96	Community	7 St Brelades Place, Jersey Farm, St Albans	AL4 9RG	09:00-18:30 (Wed 09:00-17:30)	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	-	-			
Topkins Pharmacy	FL574	Community	6 Station Road, Harpenden	AL5 4SE	09:00-18:00	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-			Y	-	-	-	-	Y	-	Y	Y	Y	Y	-			
Meera Pharmacy	FMH29	Community	4 Beech Road, St Albans	AL3 5AS	09:00-17:30	Closed	Closed	-	-	Y	-	-	-	-	Y	-			-	-	-	-	-	-	-	Y	-	-	-	-	-			
Manor Pharmacy	FND95	Community	2 High Street, Wheathampstead	AL4 8AA	09:00-18:00	09:00-14:00	Closed	-	Y	Y	-	-	Y	-	Y	Y			-	-	-	-	-	-	-	-	-	-	-	-	-			
How Wood Pharmacy	FNX43	Community	16 Park Street, How Wood, St Albans	AL2 2RA	09:00-18:00	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	Y	Y	Y	Y	-			
Well Pharmacy	FP498	Community	295 High Street, London Colney	AL2 1EJ	09:00-18:30	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	-	-			
Manor Pharmacy	FRL05	Community	136 Southdown Road, Harpenden	AL5 1PU	09:00-17:30	09:00-14:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			Y	-	-	-	-	-	-	-	Y	-	-	-			
Normandy Pharmacy	FW384	Community	52 Waverley Road, St Albans	AL3 5PE	09:00-18:30	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			Y	-	-	-	-	Y	-	Y	Y	Y	-	-			
Verulam Pharmacy	FWL51	Community	6 Ermine Close, St Albans	AL3 4JZ	09:00-18:00	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-			Y	-	-	-	-	-	Y	-	-	-	-	-			
Jade Pharmacy	FX119	Community	Parkbury House, St Peters Street, St Albans	AL1 3HD	07:00-22:00	08:00-21:00	09:00-21:00	Y	-	Y	-	-	Y	-	Y	Y	-			-	Y	-	-	-	Y	-	-	Y	-	-	-			
Jhoots Pharmacy	FXM40	Community	3 Lloyd Court, Highfield Park, St Albans	AL4 0AZ	09:00-18:00	Closed	Closed	-	-	Y	-	-	Y	-	Y	Y			-	-	-	-	-	-	Y	Y	-	Y	Y	Y	-			
Manor Pharmacy	FXQ89	Community	3 Leyton Green, Harpenden	AL5 2TE	08:45-18:00	09:00-17:00	Closed	-	-	-	-	-	Y	-	Y	Y			Y	-	-	-	-	-	Y	-	-	-	-	-	-			

Watford and Three Rivers locality

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	NHSE&I Advanced											NHSE&I Enhanced	HVC CG & ENHerts CCG	HVC CG	CPC CG	LA												
									PhAS	NMS	AUR	SAC	CPCS	Hep.C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking					C-19 vaccination	Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange	
New Road Surgery	E82106	GP Disp Practice	166 New Road, Croxley Green, Rickmansworth	WD3 3HD	08:00-18:30 (Mon, Thu 08:00-20:00)	Closed	Closed	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parade Pharmacy	FAJ78	Community	18 Main Parade, Chorleywood	WD3 5RB	09:00-18:00	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chagcrest Chemist	FC049	Community	141-143 Bushey Mill Lane, Watford	WD24 7PD	09:00-18:30	09:00-13:00	Closed	-	-	-	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
New Road Pharmacy	FC623	Community	188 New Road, Croxley Green	WD3 3HD	08:45-19:00	09:00-13:00	Closed	-	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Arches Pharmacee	FC749	Community	Unit B Attenborough Court, Owen Square, Watford	WD19 4FN	09:00-18:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Meriden Pharmacy	FC874	Community	Harvest End, Garston	WD25 9UB	09:00-13:00, 14:00-18:00	09:00-13:00	Closed	-	-	-	-	-	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Vision Pharmacy	FCC82	Community	221 St Albans Road, Watford	WD24 5BH	09:00-19:00	09:00-14:00	Closed	-	-	-	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
RO Pharmacy	FCF66	Community	8 Lower Road, Chorleywood, Rickmansworth	WD3 5LH	09:00-18:00	09:00-13:00	Closed	-	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dave Pharmacy	FCJ83	Community	9 Moneyhill Parade, Uxbridge Road, Rickmansworth	WD3 7BE	09:00-19:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tesco Pharmacy	FCR72	Community	239-241 Lower High Street, Watford	WD17 2BD	06:30-22:30 (Mon 08:00-22:30)	06:30-22:00	10:00-16:00	Y	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	NHSE&I Advanced											NHSE&I Enhanced	HVCCG & ENHertsCCG		HVCCG		CPCCG		LA					
									PhAS	NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking		C-19 vaccination	Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline P/GD	Supervised consumption	Needle exchange
Prestwick Pharmacy	FDD59	Community	315 Prestwick Road, South Oxhey, Watford	WD19 6UT	09:00-18:30 (Wed 09:00-17:30)	09:00-16:30	Closed	-	-	-	-	-	Y	-	Y	Y	-			-	-	-	-	Y	Y	Y	Y	Y	-	-		
Cassiobury Pharmacy	FDD60	Community	53 Langley Way, Cassiobury, Watford	WD17 3EA	9:00-13:00, 14:00-18:00	09:00-14:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	Y	-	-	Y	Y	-	-		
The Chief Cornerstone Pharmacy	FDN32	Community	125 Uxbridge Road, Money Hill Parade, Rickmansworth	WD3 2DN	09:00-19:00	08:30-13:00	Closed	-	-	Y	-	-	-	-	Y	-			-	-	-	-	-	-	-	-	-	-	-	-		
Boots	FE997	Community	3 Harlequin Centre, 147 High Street, Watford	WD17 2TR	08:00-18:00 (Thu-Fri 08:00-20:00)	08:00-20:00	11:00-17:00	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	Y	-		
Chemilab Pharmacy	FEG20	Community	103 North Approach, Watford	WD25 0EL	09:00-13:00, 14:00-18:30	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	Y	-	Y	Y	Y	-	Y		
Hintons Pharmacy	FEX86	Community	88 The Parade, High Street, Watford	WD17 1AW	09:00-19:00	09:00-16:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	Y	-		
John Davis Pharmacy	FFG14	Community	21 Upton Road, Watford	WD18 0JP	09:00-18:30	09:00-12:00	Closed	-	-	-	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	Y	Y			
Abbey Pharmacy	FFQ23	Community	45 High Street, Abbots Langley	WD5 0AA	09:00-17:30 (Mon, Fri 09:00-18:00)	09:00-16:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	Y	-	-	-	Y	-			
F T Taylor Pharmacy	FGC89	Community	137 Courtlands Drive, Watford	WD24 5LL	09:00-18:30	09:00-16:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			Y	-	-	-	Y	Y	Y	Y	Y	Y	-		
Signature Pharmacy	FGF73	DSP	6 The Marlins, Northwood, Middlesex	HA6 3NP	09:00-13:00, 14:00-18:00	09:00-12:00	Closed	-	-	-	-	-	-	-	-	-	-			-	-	-	-	-	-	-	-	-	-	-		
Boots	FGH19	Community	231 St Albans Road, Watford	WD24 5BQ	09:30-14:00, 15:00-17:30	09:30-14:00, 15:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	Y	-		
Tudor Pharmacy	FGL44	Community	3 Tudor Parade, Berry Lane, Rickmansworth	WD3 4DF	09:00-18:00	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	Y	Y	-	-		
Boots	FGQ30	Community	61 High Street, Abbots Langley	WD5 0AE	09:00-18:00	09:00-18:00	Closed	-	-	Y	-	-	Y	-	Y	Y	Y			-	-	-	-	-	-	-	-	-	-	-		

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	NHSE&I Advanced												NHSE&I Enhanced	HVCCG & ENHertsCCG		HVCCG	CPCCG	LA													
									PhAS	NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination		Immediate access to emergency services	Care home reviews			Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange					
Loomrose Pharmacy	FGR80	Community	24 Main Avenue, Moor Park, Northwood, Middlesex	HA6 2HJ	09:00-17:30	09:00-13:00	Closed	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Abell Chemist	FH205	Community	Bushey Medical Centre, London Road, Bushey	WD23 2NN	08:30-19:00	09:00 - 13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
DB Jones Pharmacy	FHK04	Community	10 The Parade, Carpenders Park, Watford	WD19 5BL	09:00-13:00, 14:00-18:00 (Wed: 09:00-13:00, 14:00-17:00)	09:00-13:00, 14:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Riverside Pharmacy	FJ603	Community	135 High Street, Rickmansworth	WD3 1AR	09:00-17:30	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Park Pharmacy	FJL34	Community	14a Garston Park Parade, Garston	WD25 9LQ	09:00-18:00	09:00-17:00	Closed	-	-	Y	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Leavesden Pharmacy	FJR31	Community	14 Katherine Place, College Road, Abbots Langley	WD5 0BT	09:00-13:00, 13:30-19:00	09:00-18:00	Closed	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Tudorken Pharmacy	FK618	Community	364 St Albans Road, Watford	WD24 6PQ	09:00-19:00	09:00-14:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Abbotswood Park Pharmacy	FKN28	Community	4 Cunningham Way, Leavesden, Watford	WD25 7NL	08:30-13:30, 14:00-18:30	09:00-13:00	Closed	N	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Superdrug Pharmacy	FKX56	Community	The Harlequin Shopping Centre Unit 153, Watford	WD17 2TN	08:30-18:00	09:00-18:00	Closed	N	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Medco Pharmacy	FL746	Community	12 Hallows Crescent, Hayling Road, South Oxhey	WD19 7NT	08:40-17:30 (Wed 08:40-13:00)	08:40-13:00	Closed	N	Y	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Boots	FLN54	Community	78 High Street, Rickmansworth	WD3 1AJ	09:00-14:00, 15:00-18:00	09:00-18:00	10:00-16:00	N	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Greenfield Pharmacy	FM895	Community	77 Tolpits Lane, Watford	WD18 6NT	09:00-18:30	09:00-13:00	Closed	N	-	Y	-	-	Y	-	Y	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	NHSE&I Advanced													NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA											
								100 hrs	PhAS	NMS	AUR	SAC	GPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination	Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange					
Sigcare Pharmacy	FPN12	DSP	Unit 1-7 Colonial Way, Watford	WD24 4YR	08:00-18:00	09:00-14:00	Closed	N	-	-	-	-	Y	-	-	-	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lex Pharmacy	FPW84	Community	24 Little Oxhey Lane, South Oxhey	WD19 6FR	09:00-13:00, 14:00-18:00 (Wed 09:00-13:00)	09:00-13:00	Closed	N	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	Y	-	-	Y	Y	Y	Y	Y	Y	Y	Y	
Chemist Click	FQ672	DSP	Regus Building, Cardinal Point, Park Road, Rickmansworth	WD3 1RE	09:00-13:00, 14:00-18:00	Closed	Closed	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Lloyds Pharmacy	FQM73	Community	Sainsbury's, North Western Avenue (Dome Roundabout), Watford	WD25 9JS	07:00-23:00	07:00-22:00	10:00-16:00	Y	-	Y	-	-	Y	-	Y	Y	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wilyman Chemist	FTR79	Community	297 Baldwins Lane, Croxley Green	WD3 3LE	09:00-18:00	09:00-13:00	Closed	N	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Delite Chemist	FVF22	Community	4 Moneyhill Parade, Uxbridge Road, Rickmansworth	WD3 7BQ	09:00-13:00, 14:00-18:30	09:00-13:00	Closed	N	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	-	
Viks Pharmacy	FVJ93	Community	4 Station Road, South Oxhey	WD19 7DT	09:00-17:00	Closed	Closed	N	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	Y	-	-	-	-	-	-	-	-	
Asda Pharmacy	FVK50	Community	Odhams Trading Estate, St Albans Road, Watford	WD24 7RT	09:00-20:00	09:00-20:00	10:00-16:00	N	-	Y	-	-	Y	-	Y	Y	-	-	Y	-	-	-	-	Y	-	Y	Y	-	Y	-	Y	-	Y	-		
MD Pharmacy	FW072	Community	80 Whippendell Road, Watford	WD18 7LU	09:00-18:00	09:00-13:00	Closed	N	-	Y	-	-	Y	-	Y	Y	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	Y	Y	Y	
Bridgewater Pharmacy	FWD77	Community	5 Printers Avenue, Watford	WD18 7QR	08:30-18:30	09:00-13:00	Closed	N	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Esom Pharmacy	FXW49	Community	Unit 5 Market Place, 34 Prestwick Road, Watford	WD19 7EU	08:30-19:00	09:00-17:30	Closed	N	-	Y	-	-	Y	-	Y	Y	-	-	Y	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	
Abbots Langley Pharmacy	FXX26	Community	78 High Street, Abbots Langley	WD5 0AW	08:00-22:30	09:00-23:00	08:30-22:00	Y	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
One Stop Pharmacy	FYP77	Community	98 Leavesden Road, Watford	WD24 5EH	09:00-18:30	Closed	Closed	N	-	Y	-	-	Y	-	Y	-	-	-	-	-	-	-	-	Y	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	-	

## Lower Lea Valley locality

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced										NHSE&I Enhanced	HVC CG & ENHerts CCG	HVC CG	CPCCG	LA											
										AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination					Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC Flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange	
Salepick	FAH42	Community	26 Station Road, Cuffley	EN6 4HT	09:00-18:00	09:00-17:00	Closed	-	-	Y	-	-	-	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Lex Pharmacy	FC400	Community	Unit 2, Stockwell Lodge Medical Centre, Rosedale Way, Cheshunt	EN7 6QQ	08:30-18:30	09:00-14:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	Y	-	Y	-	Y	
Cristals Chemist	FC691	Community	4 Lynton Parade, Cheshunt	EN8 8LF	09:00-18:00	Closed	Closed	-	-	Y	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	
Swan Pharmacy	FCP33	Community	5 Clayton Parade, Cheshunt	EN8 8NQ	09:00-18:30	09:00-13:00	Closed	-	-	-	-	Y	-	Y	Y	Y	-	-	-	-	-	-	-	-	-	-	Y	Y	Y	-	-	-	-	-	
Day Lewis Pharmacy	FD714	Community	Vancouver Road, Broxbourne	EN10 6FD	09:00-18:15	Closed	Closed	-	-	Y	-	Y	-	Y	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	
Fittleworth Medical Ltd	FDR75	DAC	10 Regent Gate, 83 High Street, Waltham Cross	EN8 7AF	09:00-17:00	Closed	closed	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Clayton Pharmacy	FDW71	Community	6 Clayton Parade, Cheshunt	EN8 8NQ	09:00-18:30	09:00-17:00	Closed	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	Y	Y	Y	Y	-	Y	-	-	-	
Niti Pharmacy	FEK46	Community	Unit 26 Waltham Cross Shopping Centre, Waltham Cross	EN8 7BY	09:00-13:00, 14:00-18:00	09:00-13:00	Closed	-	-	Y	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	-	-	-	
Punni Pharmacy	FG500	Community	49 High Street, Cheshunt	EN8 0BS	09:00-18:00	09:00-14:00	Closed	-	-	Y	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	-	-	-	-	
Tesco Pharmacy	FLC02	Community	Brookfield Centre, Cheshunt	EN8 0TA	08:00-21:00	08:00-21:00	10:00-16:00	-	-	Y	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	
Croft Chemist	FPC23	Community	25 High Road, Wormley	EN10 6HT	09:00-18:30	09:00-13:00	Closed	-	-	Y	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	Y	-	-	Y	Y	Y	-	-	-	
Boots	FRJ54	Community	75-81 Shopping Pavilion, Waltham Cross	EN8 7BZ	09:00-17:30	09:00-17:30	10:00-14:00	-	-	Y	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	-



Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	NHSE&I Advanced													NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA					
								100 hrs	PhAS	NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination	Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC Flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption
Boots	FRW21	Community	Brookfield Centre, Halfhide Lane, Cheshunt	EN8 0NN	08:00-23:59	08:00-23:59	10:00-14:00	Y	-	Y	-	-	Y	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	
Coyle Chemist	FRY60	Community	147 High Street, Waltham Cross	EN8 7AP	09:00-13:00, 14:00-18:00 (Thu 09:00-13:00)	09:00-13:00, 14:00-17:00	Closed	-	-	-	-	Y	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	
Cheshunt Pharmacy	FT020	Community	21 Cromwell Avenue, Cheshunt	EN7 5DJ	09:00-18:30	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	Y	Y	Y	-
Boots	FVT85	Community	692-694 Goffs Lane, Goffs Oak, Cheshunt	EN7 5ET	09:00-18:00	09:00-17:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	
Whitefield Chemist	FXV76	Community	76 High Street, Cheshunt	EN8 0AJ	09:30-13:30, 14:00-18:30 (Thu 09:30-13:30, 14:00-18:00)	09:30-13:30, 14:00-17:00	Closed	-	-	Y	-	-	Y	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	

## North Hertfordshire locality

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced											NHSE&I Enhanced	HVC CG & ENHerts CCG	HVC CG	CPCCG	LA														
										NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination					Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange				
Ashwell Surgery	D81047	GP Disp Practice	Gardiners Lane, Ashwell, Baldock	SG7 5PY	08:30-12:30, 13:30-18:30 (Tue: 08:30-13:30)	Closed	Closed	-																															
Bancroft Medical Centre-Courtenay House	E82053	GP Disp Practice	Bancroft Court, 30-35 Bancroft, Hitchin	SG5 1LH	09:00-12:00	Closed	Closed	-																															
Whitwell Surgery	E82626	GP Disp Practice	60 High Street, Whitwell, Hitchin	SG4 8AG	08:30-13:00, 14:00-18:00	Closed	Closed	-																															
Jackmans Pharmacy	FA883	Community	6 Ivel Court, Letchworth	SG6 2NH	09:00-17:30	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-																						
Boots	FEY31	Community	6-10 Commerce Way, Letchworth	SG6 3EJ	09:30-17:30	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-																						
Boots	FG165	Community	7 High Street, Hitchin	SG5 1BH	08:30-17:30	08:30-17:30	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-																						
Lloyds Pharmacy	FGQ55	Community	41 Bancroft, Hitchin	SG5 1LA	08:30-18:00	08:30-11:00	Closed	-	-	Y	-	Y	Y	-	Y	Y	-																						
Lloyds Pharmacy	FJH92	Community	67 Norton Way, Letchworth	SG6 1BH	08:45-19:00	09:00-12:00	Closed	-	-	Y	-	Y	Y	-	Y	Y	-																						
NuCross Chemist	FJW18	Community	8-9 Hermitage Road, Hitchin	SG5 1BS	08:30-18:00	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-																						
Lloyds Pharmacy	FKH38	Community	Astonia House, High Street, Baldock	SG7 6BP	08:30-18:30	Closed	Closed	-	-	Y	-	Y	Y	-	Y	Y	-																						
Manor Pharmacy	FKT16	Community	One Garden City Broadway, Letchworth	SG6 3BF	08:30-19:00	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	Y																						
Globe Pharmacy	FLQ01	Community	61 Station Road, Letchworth	SG6 3BJ	09:00-18:45	09:00-17:00	Closed	-	-	-	-	-	Y	-	Y	Y	-																						
Tesco Pharmacy	FLX85	Community	58 High Street, Baldock	SG7 6BN	08:00-20:00	08:00-20:00	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-																						

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	NHSE&I Advanced														NHSE&I Enhanced	HVC CG & ENHerts CCG	HVC CG		CPCCG	LA							
								100 hrs	PhAS	NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination	Immediate access to emergency services			Care home reviews	Reducing waste		Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange
Grange Pharmacy	FMJ00	Community	5 The Parade, Southfields Grange, Letchworth	SG6 4NB	09:00-18:00	09:00-13:30	Closed	-	-	Y	-	-	-	-	Y	Y	-			Y	-	-	-	-	-	-	-	-	-	-	Y	-		
Morrisons Pharmacy	FMT82	Community	The Broadway, Letchworth	SG6 3TS	08:30-20:00	08:30-18:00	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	Y	Y	Y	Y			
Lloyds Pharmacy	FNY63	Community	Unit 2-5, Rear of 95-98 Bancroft, Hitchin	SG5 1NQ	08:45-19:00	08:45-17:00	Closed	-	-	Y	-	Y	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	-	-			
Cross Chemist	FPG27	Community	8 Redhill Road, Hitchin	SG5 2NQ	09:00-18:00	09:00-13:30	Closed	-	-	Y	-	-	-	-	Y	Y	-			Y	-	-	-	-	-	-	-	-	-	Y	-			
Ashwell Pharmacy	FQF86	Community	22 High Street, Ashwell	SG7 5NW	09:00-18:30 (Tue 09:00-17:30)	09:00-13:00	Closed	-	-	-	-	-	Y	-	Y	Y	Y			-	-	-	-	-	-	-	-	-	-	-	-			
Codicote Pharmacy	FV334	Community	123 High Street, Codicote	SG4 8UB	09:00-18:00	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-			Y	-	-	-	-	-	-	Y	Y	Y	Y	-			
Lloyds Pharmacy	FVJ85	Community	Sainsbury's, Third Avenue Business Park, Letchworth	SG6 2HX	07:00-23:00	07:00-22:00	10:00-16:00	Y	Y	Y	-	-	Y	-	Y	Y	-			-	Y	-	-	-	-	-	-	-	-	-	-			
Superdrug Pharmacy	FWX89	Community	40 Eastcheap, Letchworth	SG6 3DL	08:30-17:30	09:00-17:30	Closed	-	-	Y	-	-	-	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	Y	-			
Bell Chemist	FY170	Community	21b Bancroft, Hitchin	SG5 1JW	09:00-18:00	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			Y	Y	-	-	-	-	Y	-	-	-	-	-			
Lloyds Pharmacy	FY639	Community	Knebworth Health Centre, 7 St Martins Road, Knebworth	SG3 6ER	08:30-18:30	09:00-17:00	Closed	-	Y	Y	-	Y	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	Y	-			

**Stevenage locality**

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	NHSE&I Advanced													NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA												
									PhAS	NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination	Immediate access to emergency services					Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange			
King George Surgery	E82086	GP Disp Practice	135 High Street, Stevenage	SG1 3HT	08:00-18:30 (Wed 08:00-12:30, 13:30-18:30)	Closed	Closed	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Coopers Chemist	FA888	Community	12 The Glebe, Stevenage	SG2 0DJ	09:00-13:00, 14:00-18:00	Closed	Closed	-	Y	Y	-	-	Y	-	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
S L Anderson Chemist	FAJ64	Community	8 The Hyde, Stevenage	SG2 9SE	09:00-18:30 (Thu 09:00-18:00)	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-
Stearns Pharmacy	FAY86	Community	48 High Street, Stevenage	SG1 3EF	09:00-18:00	09:00-13:00	Closed	-	-	Y	-	-	-	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Superdrug Pharmacy	FC307	Community	39-41 Queensway, Stevenage	SG1 1DN	08:30-17:30	09:00-17:30	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y
Asda Pharmacy	FD124	Community	Monkswood Way, Stevenage	SG1 1LA	07:00-23:00 (Mon 08:00-23:00)	07:00-22:00	10:00-16:00	Y	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bedwell Pharmacy	FDG33	Community	113 Bedwell Crescent, Stevenage	SG1 1NA	09:00-18:30 (Thu 09:00-18:00)	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-
Archer Pharmacy	FEA73	Community	277 Archer Road, Stevenage	SG1 5HF	09:00-13:00, 14:00-18:00 (Thu 09:00-13:00)	09:00-13:00	Closed	-	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	Y
Well Pharmacy	FEG10	Community	108 Broadwater Crescent, Stevenage	SG2 8EE	08:30-18:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y
Oaks Cross Pharmacy	FFF22	Community	118 Oaks Cross, Broadwater, Stevenage	SG2 8LU	09:00-13:00, 14:00-18:00	Closed	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
St Nicholas Pharmacy	FH880	Community	61 Canterbury Way, Stevenage	SG1 4LJ	08:30-18:00	Closed	Closed	-	-	Y	-	-	-	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced										NHSE&I Enhanced	C-19 vaccination	HVCCG & ENHertsCCG	Immediate access to emergency services	Care home reviews	HVCCG	Reducing waste	CPCCG	Palliative care	LA					
										NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking										Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption
Oval Pharmacy	FHC89	Community	8 The Oval, Pin Green, Stevenage	SG1 5RB	09:00-18:00 (Fri 09:00-13:00, 14:00-18:00)	Closed	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	Y	-					
Lloyds Pharmacy	FHE66	Community	Unit 1, Sainsbury's, Magpie Crescent, The Poplars, Stevenage	SG2 9RZ	08:30-18:00	09:00-17:00	Closed	-	-	Y	-	Y	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	Y	-	Y	-				
Stevenage Pharmacy	FHE75	Community	12a Emperors Gate, Stevenage	SG2 7QX	09:00-18:00	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-	Y	Y	-	-	-	-	Y	Y	-	Y	-	Y	-				
Lloyds Pharmacy	FJG35	Community	Sainsbury's, Hitchin Road (Coreys Mill), Stevenage	SG1 4AE	08:00-20:00	08:00-20:00	11:00-17:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	Y	-	-	-				
MD Chemist	FK140	Community	4 Elex Close, Symonds Green, Stevenage	SG1 2JW	09:00-18:00	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-				
Tesco Pharmacy	FLM36	Community	Broadwater Retail Park, London Road, Stevenage	SG2 8DT	06:30-22:30 (Mon 08:00-22:30)	06:30-22:00	12:00-18:00	Y	-	Y	-	-	Y	-	Y	Y	-	-	Y	-	-	-	-	-	-	-	-	-	-	-				
Well Pharmacy	FMT64	Community	241 Broadwater Crescent, Stevenage	SG2 8ET	09:00-18:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-				
Boots	FNX42	Community	43-45 Queensway, Stevenage	SG1 1DN	08:30-13:00, 14:00-17:30	08:30-13:00, 14:00-17:30	10:00-14:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	Y	Y	Y	-				
Jhoots Pharmacy	FQM19	Community	Unit 4 Whitehorse Lane, Great Ashby, Stevenage	SG1 6NH	09:00-18:00	Closed	Closed	-	Y	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Tesco Pharmacy	FRF64	Community	The Forum Centre, Stevenage	SG1 1ES	08:00-20:00	08:00-20:00	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Boots	FTK88	Community	Unit 1c, Roaring Meg Retail Park, Stevenage	SG1 1XN	09:00-18:00	10:30-16:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	Y	-	-	-	-	Y	-					
Medix Pharmacy	FW448	Community	84 High Street, Stevenage	SG1 3DW	09:00-18:00	09:00-13:00	Closed	-	-	-	-	-	-	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-				

## Stort Valley and Villages locality

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	NHSE&I Advanced												NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA																
								100 hrs	PhAS	NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination	Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange									
Much Hadham Health Centre	E82021	GP Disp Practice	Ash Meadow, Much Hadham	SG10 6DE	08:30-18:30	Closed	Closed	-																																
Tesco Pharmacy	FAY98	Community	Bishops Park, Lancaster Way, Bishops Stortford	CM23 4DD	08:00-20:00	08:00-20:00	10:00-16:00	-	Y	Y	-	-	Y	-	Y	Y	-			-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Village Pharmacy	FE081	Community	7 Bell Street, Sawbridgeworth	CM21 9AR	09:00-18:30	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	
Bell Pharmacy	FGE24	Community	Unit 3 Forelands Place, Bell Street, Sawbridgeworth	CM21 9QD	09:00-18:30	09:00-13:00	Closed	-	-	-	-	-	Y	-	Y	Y	Y			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Speed Service Appliance Contractor	FJM85	DAC	91 South Street, Bishops Stortford	CM23 3AL	08:30-17:45	08:45-12:30	Closed	-	-	-	-	Y	-	-	-	-	-			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Trinity Pharmacy	FL884	Community	87 South Street, Bishops Stortford	CM23 3AL	08:30-17:45	08:45-12:30	Closed	-	Y	Y	-	Y	Y	-	Y	Y	Y			Y	-	-	-	-	Y	-	Y	Y	-	Y	Y	-	Y	Y	-	Y	Y	-	Y	
Hobbs Pharmacy	FLV92	Community	Herts & Essex Hospital, Cavell Drive, Bishops Stortford	CM23 5JH	09:00-18:00	Closed	Closed	-	Y	Y	-	-	-	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Boots Pharmacy	FRV59	Community	16-18 Potter Street, Bishops Stortford	CM23 3UL	09:00-17:30	09:00-17:30	10:00-16:00	-	Y	Y	-	-	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
JE Williamson Chemist	FTE33	Community	1 Snowley Parade, Manston Drive, Bishops Stortford	CM23 5EP	09:00-18:00 (Tue 09:00-19:00)	09:00-13:00, 14:00-17:30	Closed	-	Y	Y	-	-	Y	-	Y	Y	-			-	Y	-	-	-	-	-	-	Y	-	Y	Y	-	Y	Y	-	Y	Y	-	Y	
Lloyds Pharmacy	FXN52	Community	5 Thorley Centre, Bishops Stortford	CM23 4EG	08:30-19:00	09:00-17:00	Closed	-	Y	Y	-	Y	Y	-	Y	Y	-			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Upper Lea Valley locality

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	NHSE&I Advanced														NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA								
								100 hrs	PhAS	NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination	Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange			
Watton Place Clinic	E82121	GP Disp Practice	60 High Street, Watton-At-Stone, Hertford	SG14 3SY	08:00-18:30 (Wed 08:00-13:00)	Closed	Closed	-																										
Crescent Pharmacy	FC215	Community	2 Fleming Crescent, Sele Farm, Hertford	SG14 2DJ	09:00-18:00	09:30-13:00	Closed	-	Y	-	-	-	Y	-	Y	Y	-									Y	Y	Y	Y	-	-	-		
Elgon Chemist	FDK78	Community	53 High Road, Broxbourne	EN10 7HX	09:00-18:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-																	Y	-		
Laxtons Pharmacy	FDV25	Community	45 High Road, Broxbourne	EN10 7HX	08:45-18:45	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-																	
Ware Cross Pharmacy	FE817	Community	40 Christian Close, Hoddesdon	EN11 9FF	08:30-19:00	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-																	
Lloyds Pharmacy	FE852	Community	29 High Street, Buntingford	SG9 9AB	09:00-18:00	09:00-17:00	Closed	-	-	Y	-	Y	Y	-	Y	Y	-																	
Andrews Pharmacy	FEV06	Community	104 High Street, Ware	SG12 9AP	09:00-19:00	09:00-17:30	Closed	-	-	-	-	-	Y	-	Y	Y	-																	
iMed Pharmacy	FFD30	Community	38 High Street, Puckeridge	SG11 1RN	09:00-13:00, 14:00-18:00	09:00-13:00	Closed	-	Y	-	-	-	-	-	Y	-																		
Boots	FFV36	Community	4-6 Fawkon Walk, Hoddesdon	EN11 8TJ	09:00-18:00	09:00-17:00	Closed	-	-	Y	-	-	-	-	Y	Y	-																	
Well Pharmacy	FH787	Community	105 Rye Road, Hoddesdon	EN11 0JL	09:00-17:30	Closed	Closed	-	-	Y	-	-	Y	-	Y	Y	-																	
Eastware Pharmacy	FHM55	Community	Burgage Lane, Ware	SG12 9FT	08:15-18:30	09:00-17:00	Closed	-	-	Y	-	-	Y	-	-	Y	-																	
Boots Pharmacy	FK502	Community	31 Railway Street, Hertford	SG14 1BA	09:00-17:30	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-																	
St Andrews Pharmacy	FKP55	Community	44a St Andrews Street, Hertford	SG14 1JA	09:00-18:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-																	

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced										NHSE&I Enhanced	HVCCG & ENHertsCCG		HVCCG		CPCCG		LA					
										AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination		Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange	
Tesco Pharmacy	FLM19	Community	Ware Road, Hertford	SG14 1QA	06:30-22:30 (Mon 08:00-22:30)	06:30-22:00	10:00-16:00	Y	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	
Hoddesdon Pharmacy	FLV38	Community	1-4 Limes Court, Conduit Lane, Hoddesdon	EN11 8EP	09:00-18:00	08:30-11:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	
Lloyds Pharmacy	FME98	Community	5-7 St Andrews Street, Hertford	SG14 1HZ	08:30-18:30	09:00-13:00	Closed	-	-	Y	-	Y	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	-	-	Y	-		
Well Pharmacy	FMF53	Community	14 Maidenhead Street, Hertford	SG14 1DR	08:30-17:30	09:00-13:00	Closed	-	-	Y	-	-	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-		
Avenue Pharmacy	FNE02	Community	73 The Avenue, Bengoe	SG14 3DU	09:00-18:00	09:00-13:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	Y	-	-		
Lloyds Pharmacy	FPJ58	Community	Sainsbury's, Brewery Road, Hoddesdon	EN11 8HF	08:00-20:00	08:00-20:00	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	-	-	-	-		
Sheffield Pharmacy	FRH38	Community	64 Fore Street, Hertford	SG14 1BT	09:00-17:30	09:00-13:00	Closed	-	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	Y	Y			
Tesco Pharmacy	FTP36	Community	5 West Street, Ware	SG12 9EE	08:00-19:00	08:00-19:00	11:00-17:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Village Pharmacy	FTW38	Community	62 High Street, Stanstead Abbots	SG12 8AQ	09:00-17:30	09:00-12:00	Closed	-	Y	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	Y	-	-	-	-	Y	-			
Buntingford Pharmacy	FW371	Community	55 High Street, Buntingford	SG9 9AD	09:00-18:00	09:00-14:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-			
Lloyds Pharmacy	FX040	Community	16 Fawkon Walk, Hoddesdon	EN11 8TJ	08:00-18:45	09:00-16:00	Closed	-	-	Y	-	Y	Y	-	Y	Y	-	-	-	-	-	-	Y	-	-	Y	-	Y	-			
Boots	FXG44	Community	66 High Street, Ware	SG12 9BA	08:30-17:00	09:00-17:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	Y	Y			



Welwyn Hatfield locality

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced										NHSE&I Enhanced	HVC CG & ENHerts CCG	HVC CG	CPCCG	LA												
										AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination					Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual Health	Health Checks	HCC Flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange		
Gate 2 Pharma	FA631	DSP	Unit 18b Weltech Centre, Ridgeway, Welwyn Garden City	AL7 2AA	09:00-17:00	Closed	Closed	-	-	Y	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Boots	FD297	Community	31 Cole Green Lane, Welwyn Garden City	AL7 3PP	09:00-18:30	09:00-17:30	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	
Lloyds Pharmacy	FD748	Community	Sainsbury's, Church Rd, Welwyn Garden City	AL8 6SA	08:00-21:00	08:00-21:00	11:00-17:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	
Asda Pharmacy	FDW45	Community	98 Town Centre, Hatfield	AL10 0JP	07:00-23:00 (Mon 08:00-23:00)	07:00-22:00	10:00-16:00	Y	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	
Boots Pharmacy	FFG97	Community	65 Moors Walk, Welwyn Garden City	AL7 2BQ	08:00-18:30	09:00-16:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	Y	-	-	-	-	
Care 2 Homes	FFW15	DSP	Unit 6 Polaris Centre, Brownfields, Welwyn Garden City	AL7 1AN	09:00-18:00	14:00-18:00	Closed	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Boots	FJJ76	Community	31 The Howard Centre, Welwyn Garden City	AL8 6HA	08:00-18:00	08:30-17:00	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	Y	-	
Boots	FJL44	Community	47 Town Centre, Hatfield	AL10 0LD	08:45-18:00	08:45-17:30	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	Y	Y	-	
Lloyds Pharmacy	FJT10	Community	9 Shoplands, Welwyn Garden City	AL8 7RH	09:00-18:00	09:00-17:30	Closed	-	Y	Y	-	Y	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	
Tesco Pharmacy	FL209	Community	Mount Pleasant, Oldings Corner, Hatfield	AL9 5JY	08:00-21:00	08:00-20:00	10:00-16:00	-	Y	Y	-	-	Y	-	Y	Y	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	-	
Jhoots Pharmacy	FLM57	Community	41 Bradmore Green, Brookmans Park	AL9 7QR	09:00-13:00, 14:00-18:00	Closed	Closed	-	Y	Y	-	-	Y	-	Y	Y	Y	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Kean Pharmacy	FNV17	Community	59 Dellsome Lane, Welham Green	AL9 7DY	09:00-18:00	09:00-13:00	Closed	-	Y	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Boots	FQY52	Community	126 Peartree Lane, Welwyn Garden City	AL7 3XW	08:30-17:30	09:00-15:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	NHSE&I Advanced													NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA						
								100 hrs	PhAS	NMS	AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination	Immediate access to emergency services	Care fone reviews	Reducing waste	Palliative care	Sexual Health	Health Checks	HCC Flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange
Johns & Kelynack Pharmacy	FR022	Community	Waitrose Store, Bridge Road, Welwyn Garden City	AL8 6AB	09:00-18:00	09:00-18:00	11:00-17:00	-	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	-	Y	-	Y	-	-	-	-	-
Lloyds Pharmacy	FTR08	Community	40 High Street, Welwyn	AL6 9EQ	08:00-18:30	09:00-12:00	Closed	-	-	Y	-	Y	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	-	-	Y	-	
Bridge Cottage Pharmacy	FTV61	Community	Bridge Cottage Surgery, 41 High Street, Welwyn	AL6 9EF	07:00-22:00	07:00-22:00	10:00-20:00	Y	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	Y	-	-	-	-	-	-	
Jade Pharmacy	FWM41	Community	31 Town Centre, Hatfield	AL10 0JT	09:00-17:30	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	-	
Jade Pharmacy	FWQ65	Community	1 Robin Hood Lane, Hatfield	AL10 0LP	08:30-13:30, 14:30-19:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	Y	Y	
Peartree Pharmacy	FXA85	Community	Peartree Lane Surgery, 110 Peartree Lane, Welwyn Garden City	AL7 3UJ	07:00-22:00 (Fri 07:00-23:00)	08:00-23:00	08:00-17:00	Y	-	-	-	-	Y	-	Y	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Jhoots Pharmacy	FXH92	Community	16 High View, Hatfield	AL10 8HZ	09:00-13:00, 14:00-18:00	Closed	Closed	-	Y	Y	-	-	Y	-	Y	Y	Y	-	-	-	-	-	-	-	-	-	-	-	Y	-	

### Royston locality

Pharmacy name	ODS number	Pharmacy type	Address	Postcode	Monday to Friday opening hours	Saturday opening hours	Sunday opening hours	100 hrs	PhAS	NHSE&I Advanced										NHSE&I Enhanced	HVCCG & ENHertsCCG	HVCCG	CPCCG	LA											
										AUR	SAC	CPCS	Hep C testing	Flu vaccination	C-19 LFD distribution	C-19 delivery	Hypertension case-finding	Stop smoking	C-19 vaccination					Immediate access to emergency services	Care home reviews	Reducing waste	Palliative care	Sexual health	Health Checks	HCC flu vaccine	Stop smoking	Varenicline PGD	Supervised consumption	Needle exchange	
Orchard Surgery	D81018	GP Disp Practice	New Road, Melbourn, Royston	SG8 6BX	08:30-18:00	Closed	Closed	-																											
Barley Surgery	D81043	GP Disp Practice	High Street, Barley, Royston	SG8 8HY	08:30-18:00 (Mon 08:30-20:00)	Closed	Closed	-																											
The Health Centre Practice	E82072	GP Disp Practice	Melbourn Street, Royston	SG8 7BS	08:30-18:30	Closed	Closed	-																											
Boots	FGD16	Community	Burns Road, Royston	SG8 5PT	09:00-13:30, 14:00-18:00	09:00-13:00	Closed	-	-	Y	-	-	Y	-	Y	Y	-															Y	Y		
Boots	FJF71	Community	34-38 High Street, Royston	SG8 9AG	08:30-17:30	09:00-17:30	10:00-15:00	-	-	Y	-	-	Y	-	Y	Y	-																Y	-	
Tesco Pharmacy	FL933	Community	Old North Road, Royston	SG8 5UA	08:00-20:00	08:00-18:00	10:00-16:00	-	-	Y	-	-	Y	-	Y	Y	-																	Y	-
Lloyds Pharmacy	FXV53	Community	10 High Street, Royston	SG8 9AG	08:45-17:30	09:00-17:00	Closed	-	-	Y	-	Y	Y	-	Y	Y	-																	Y	-

## Appendix B: PNA Steering Group Terms of Reference

### Objective/Purpose

To support the production of a Pharmaceutical Needs Assessment (PNA) on behalf of Hertfordshire County Council, to ensure that it satisfies the relevant regulations including consultation requirements.

### Accountability

The Steering Group is to report to the Consultant in Public Health (Evidence and Intelligence)

### Membership

Core members:

- Consultant for Public Health
- NHS England representative
- Beds and Herts Local Medical Committee (LMC) representative
- Herts Local Pharmaceutical Committee (LPC) representative
- Herts Valleys CCG representative
- East and North Herts CCG representative
- Cambridgeshire and Peterborough CCG representative
- Council – Consultant in Public Health
- Council – Commissioning Manager
- Health Watch representative (lay member)

Soar Beyond are not to be a core member however will chair the meetings. Each core member has one vote. The Consultant in Public Health (Evidence and Intelligence) will have the casting vote, if required. Core members may provide a deputy to meetings in their absence.

The Steering Group shall be quorate with three core members in attendance. Non-attending members are unable to cast a vote – that vote may otherwise sway the casting decision.

Additional members (if required):

- CCG commissioning managers
- NHS trust chief pharmacists
- Dispensing doctors representative

In attendance at meetings will be representatives of Soar Beyond Ltd who have been commissioned by Hertfordshire County Council to support the development of the PNA. Other additional members may be co-opted if required.

### Frequency of meetings

Meetings will be arranged at key stages of the project plan. The Steering Group will meet in summer 2022 to sign off the PNA for submission to the Health and Wellbeing Board (HWB).

## Responsibilities

- Provide a clear and concise PNA process
- Review and validate information and data on population, demographics, pharmaceutical provision, and health needs
- To consult with the bodies stated in Regulation 8 of the Pharmaceutical Regulations 2013:
  - Any LPC for its area
  - Any LMC for its area
  - Any persons on the pharmaceutical lists and any dispensing doctors list for its area
  - Any LPS chemist in its area
  - Any local Healthwatch organisation for its area
  - Any NHS trust or NHS foundation trust in its area
  - NHS England
  - Any neighbouring HWB
- Ensure that due process is followed
- Report to HWB on both a draft and final PNA
- Publish a final PNA by 1 October 2022.

## Appendix C: PNA project plan

	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Stage 1: Project Planning & Governance <ul style="list-style-type: none"> <li>Stakeholders identified</li> <li>First Steering Group meeting conducted</li> <li>Project Plan, Communications Plan and Terms of Reference agreed</li> <li>PNA localities agreed</li> <li>Questionnaire templates shared and agreed</li> </ul>													
Stage 2: Research & analysis <ul style="list-style-type: none"> <li>Collation of data from NHSE&amp;I, PH, LPC and other providers of services</li> <li>Listing and mapping of services and facilities with the area</li> <li>Collation of information regarding housing and new care home developments</li> <li>Equalities Impact Assessment</li> <li>Electronic, distribution and collation</li> <li>Analysis of questionnaire responses</li> <li>Steering Group Meeting Two</li> <li>Draft Update for HWB</li> </ul>													
Stage 3: PNA development <ul style="list-style-type: none"> <li>Triangulation, review and analysis of all data and information collated to identify gaps in services based on current and future population needs</li> <li>Develop Consultation Plan</li> <li>Draft PNA</li> <li>Engagement for Consultation</li> <li>Steering Group Meeting Three</li> <li>Draft update for HWB</li> </ul>													
Stage 4: Consultation & final draft production <ul style="list-style-type: none"> <li>Coordination and management of consultation</li> <li>Analysis of Consultation responses</li> <li>Production of Consultation findings report</li> <li>Draft Final PNA for approval</li> <li>Steering Group Meeting Four</li> <li>Minutes to meetings</li> <li>Edit and finalise final PNA 2022</li> <li>Draft update for HWB</li> </ul>													

## Appendix D: Public questionnaire



### Tell us what you think of Pharmacy Services in Hertfordshire

We would like to hear what you think of pharmacy services in Hertfordshire to help us develop services in the future. Your views will help us to develop our Pharmaceutical Needs Assessment (PNA) which will look at:

- health needs in Hertfordshire
- the level and accessibility of pharmacy services
- how these will be maintained and developed in the future

We would be grateful if you could answer some questions about your own experience and views. The questionnaire should take no longer than five minutes to complete. Please be honest with your answers so we can accurately assess areas where pharmacies are already performing well and areas that need improvement.

**The information in the questionnaire you provide is confidential.** Information returned in the Equalities Monitoring section will be recorded separately from your questionnaire response.

If you would like to complete this online, please go to:

[www.hertfordshire.gov.uk/pna](http://www.hertfordshire.gov.uk/pna)



**Closing date for this questionnaire is Friday 10<sup>th</sup> December 2021**

Please return the questionnaire to:

Soar Beyond, 1 Marchmont Gate, Maxted Road, Hemel Hempstead, HP2 7BE

Should you require this questionnaire in any other format (including paper) or language, please contact: Soar Beyond, 1 Marchmont Gate, Maxted Road, Hemel Hempstead HP2 7BE

01442 927 972 / [info@soarbeyond.co.uk](mailto:info@soarbeyond.co.uk)

N.B. All information supplied will be kept strictly confidential, held securely and used for the purpose of planning appropriate services for all communities. It will not be passed on to any third party. For more detail on the Public Health privacy notice please visit:

<https://www.hertfordshire.gov.uk/about-the-council/legal/privacy-policy/privacy-policy.aspx>

**1) How often have you visited / used online a pharmacy in the last six months for yourself?**

- Once a week or more
- Once a month
- Once every few months
- Once in six months
- I haven't visited / used online a pharmacy for myself in the last six months

**2) How often have you visited / used online a pharmacy in the last six months for someone else?**

- Once a week or more
- Once a month
- Once every few months
- Once in six months
- I haven't visited / used online a pharmacy for someone else in the last six months

**3) Do you have a regular or preferred pharmacy that you visit / use online?**

- Yes
- No

If happy to do so, please provide the name, address and website:

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**4) When considering a choice of pharmacy, which of the following helps you choose? (Please select all that apply)**

- Close to home
- Close to work
- They offer a specific service
- Friendly staff
- Visiting on behalf of a child
- Free delivery of prescriptions
- Other, please specify \_\_\_\_\_
- Close to GP surgery
- Efficiency
- Expertise/quality of advice
- Visiting on behalf of an elderly person
- Visiting on behalf of a disabled person

**5) Who would you normally visit / use online a pharmacy for? (Please select all that apply)**

- Yourself
- A family member
- Neighbour / friend
- Someone you are a carer for
- All of the above
- Other, please specify \_\_\_\_\_

**6) If you visit/use online a pharmacy on behalf of someone else, please give a reason why (Please select all that apply)**

- Opening hours of the pharmacy not suitable for patient
- Access (for example disability / transport)
- English not first spoken language of person visiting for
- Other, please specify \_\_\_\_\_
- Most convenient
- Housebound person
- All of the above



**7) How would you usually travel to the pharmacy? (Please select one answer)**

- Car                       Taxi                       Public transport  
 Walk                       Bicycle  
 Other, please specify \_\_\_\_\_

**8) On average, how long does it take you to travel to a pharmacy? (Please select one answer)**

- 0 to 15 minutes       16 to 30 minutes       Over 30 minutes       Varies  
 Don't know

**9) Do you have any difficulties when travelling to a pharmacy?**

- Yes                       No

*If you have answered No, please go to question 11*

**10) Please select one of the following reasons for you to have difficulties when travelling to the pharmacy:**

- Location of pharmacy                       Parking difficulties  
 Public transport availability                       Wheelchair or other access problems  
 Other, please specify \_\_\_\_\_

**11) What is the most convenient day for you to visit/use online a pharmacy? (Please select one answer)**

- Monday to Friday       Saturday                       Sunday  
 Varies                       Don't know

**12) When do you prefer to visit/use online a pharmacy? (Please select one answer)**

- Morning (8 am–12 pm)       Lunchtime (12 pm–2 pm)       Afternoon (2 pm–6 pm)  
 Early evening (6 pm–8 pm)       Late evening (after 8 pm)       Varies  
 Don't know

**13) How regularly do you typically buy an over-the-counter (i.e. non-prescription) medicine from a pharmacy? (Please select one answer)**

- Daily       Weekly       Fortnightly       Monthly       Yearly       Never

14) Which of the following are you aware that a pharmacy may provide? (Please select all that apply)

<b>Service</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
Dispensing of prescriptions			
Repeat dispensing services			
Home delivery and prescription collection services			
Needle exchange			
Advice from your pharmacist			
Disposal of unwanted medicines			
Minor Ailments Service			
Emergency supply of prescription medicines			
Stopping smoking/nicotine replacement therapy			
Flu vaccination services			
Detailed discussion with your pharmacist how – to take your existing and newly prescribed medicines			
Sexual health services (e.g. chlamydia testing/treating, condom distribution, emergency contraception)			
Immediate access to specialist drugs, e.g. palliative care medicines			
Supervised consumption of methadone and buprenorphine			
Community Pharmacy Consultation Service (through NHS 111)			

Other, please specify \_\_\_\_\_

15) Which services would you like to see provided by your local pharmacy?

Service	Yes	No	Don't know
Dispensing of prescriptions			
Repeat dispensing services			
Home delivery and prescription collection services			
Needle exchange			
Advice from your pharmacist			
Disposal of unwanted medicines			
Minor Ailments Service			
Emergency supply of prescription medicines			
Stopping smoking/nicotine replacement therapy			
Flu vaccination services			
Detailed discussion with your pharmacist how – to take your existing and newly prescribed medicines			
Sexual health services (e.g. chlamydia testing/treating, condom distribution, emergency contraception)			
Immediate access to specialist drugs e.g. palliative care medicines			
Supervised consumption of methadone and buprenorphine			
Hepatitis C testing			
Travel vaccinations			
Are you aware if your pharmacy is a Healthy Living Pharmacy			
Hospital discharge			
Are you aware if your pharmacy provides dementia-friendly services			
End-of-life care medicine service			
Hypertension and/or atrial fibrillation service			
Point of care testing			

Other, please specify \_\_\_\_\_

16) What could a pharmacy offer to make it your first port of call for your health needs?

\_\_\_\_\_

17) Is there a consultation room available where you cannot be overheard in the pharmacy you normally visit?

- Yes       No       Don't know

**18)** Have you ever used an internet pharmacy to obtain prescription medicines?

- Yes                       No

**19)** If yes, how would you rate your overall satisfaction with the internet pharmacy?

- Excellent       Good       Fair       Poor

**20)** Are you aware if your GP practice can send your prescription electronically to your chosen pharmacy?

- Yes                       No

**21)** If you use your pharmacy to collect regular prescriptions, how do you order your prescriptions?  
(Please select all that apply)

- Paper request form to my GP practice                       Paper request form through my pharmacy  
 By email to my GP practice                                               Online request to my GP practice  
 My pharmacy orders on my behalf                                       Varies  
 Other (please specify) \_\_\_\_\_

**22)** Any other comments you would like to make about your pharmacy?

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**Thank you for completing this questionnaire**

## About you

### Equal Opportunities Form

This Equal Opportunities Form is confidential and anonymous. It does not ask about your name or address (apart from your postcode). When we receive the completed form, we keep it separate from any other information that could link it to you. The information you give us will remain strictly confidential, will be used for monitoring purposes only, and will only be held for as long as is necessary for monitoring purposes in accordance with the Data Protection Act 2018.

#### Postcode

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#### Age

- |                                   |                                |
|-----------------------------------|--------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 18–24 |
| <input type="checkbox"/> 25–34    | <input type="checkbox"/> 35–44 |
| <input type="checkbox"/> 45–54    | <input type="checkbox"/> 55–64 |
| <input type="checkbox"/> 65–74    | <input type="checkbox"/> 75–84 |
| <input type="checkbox"/> 85–89    | <input type="checkbox"/> 90+   |

#### Gender

- |                                    |                                 |
|------------------------------------|---------------------------------|
| <input type="checkbox"/> Male      | <input type="checkbox"/> Female |
| <input type="checkbox"/> Nonbinary | <input type="checkbox"/> Other  |

#### Ethnicity

##### Asian

- Bangladeshi
- Chinese
- Indian
- Pakistani
- Other Asian background

##### Mixed

- White & Asian
- White & Black African
- White & Black Caribbean
- Other Mixed background

##### Black

- African
- Caribbean
- Other Black background

##### White

- White British
- White Irish
- Other White background

##### Other

- |                                    |                                            |
|------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Traveller | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other     |                                            |

#### Disability – Do you consider yourself to have a disability?

- |                                            |                             |
|--------------------------------------------|-----------------------------|
| <input type="checkbox"/> Yes               | <input type="checkbox"/> No |
| <input type="checkbox"/> Prefer not to say |                             |

Do you have a caring responsibility for an adult and /or a child with a disability?

- |                                            |                             |
|--------------------------------------------|-----------------------------|
| <input type="checkbox"/> Yes               | <input type="checkbox"/> No |
| <input type="checkbox"/> Prefer not to say |                             |

**Language – Is English your first language?**

Yes

No

Prefer not to say

If no, please specify \_\_\_\_\_

**Why do you want to know more about me?**

We are committed to building a community where everyone can flourish and achieve their full potential and the information you give us will help us achieve our commitment of being fair to all.

We value diversity and acknowledge that our customers come from different backgrounds and have different needs, experiences and interests. It's important we get to know you better so that we can plan and deliver fair and inclusive services that are tailored to your specific needs.

The information you give us will enable us to:

- check whether our services are equally accessible to everyone who is entitled to them
- identify and address any barriers to accessing (information about) our services
- continually improve the services we deliver

**What is an Equal Opportunities Form?**

Hertfordshire County Council monitors the age, disability, gender, race and preferred first language of our service users, as well as whether or not they have caring responsibilities for an adult or a child with a disability. We collect this information by asking you to fill in an Equal Opportunities Form. The form is very straightforward and should only take a minute to complete.

**Who chooses the questions listed on the Equal Opportunities Form?**

The questions in the Equal Opportunities Form are based on:

- legislation (Equality Act 2010)
- advice from advisory bodies (Equality and Human Rights Commission)
- best practice by other local authorities

**Is it just Hertfordshire County Council that carries out equal opportunities monitoring?**

No. All local authorities across the country monitor characteristics such as the age, gender, disability and ethnic origin of those who use their services.

**Do I have to give you this information?**

No. All questions in the Equal Opportunities Form are voluntary. If you feel uncomfortable giving us this information, simply tick the 'prefer not to say' box or do not answer the question. However, we can't get things right without your help, so we ask you to help us by completing this form.

**I've already given you this information, why do you want it again?**

We recognise that people's circumstances change all the time and we want to make sure that our services are reflective of people's changing circumstances.

**Still have questions?**

If you have further questions or want more information about this form, please contact us on [info@soarbeyond.co.uk](mailto:info@soarbeyond.co.uk)

## Appendix E: Results of the public questionnaire

Total number of responses:<sup>1</sup> 575

1. How often have you visited/used online a pharmacy in the last six months for yourself?	%	Responses
Once a week or more	10%	55
Once a month	53%	283
Once every few months	19%	104
Once in six months	5%	28
I haven't visited/used online a pharmacy for myself in the last six months	11%	60

**Skipped: 45**

2. How often have you visited/used online a pharmacy in the last six months for someone else?	%	Responses
Once a week or more	6%	34
Once a month	25%	132
Once every few months	16%	89
Once in six months	8%	43
I haven't visited/used online a pharmacy for someone else in the last six months	43%	230

**Skipped: 47**

3. Do you have a regular or preferred pharmacy that you visit/use?	%	Responses
Yes	85%	451
No	14%	74

**Skipped: 50**

4. When considering a choice of pharmacy, which of the following helps you to choose? (Please select all that apply)	%	Responses
Close to home	81%	437
Close to GP surgery	38%	203
Close to work	10%	54
Efficiency	53%	280
They offer a specific service	12%	62
Expertise/quality of advice	43%	230

**Skipped: -**

<sup>1</sup> Please note that some percentage figures will add up to more or less than 100%. This is either due to respondents being able to give more than one response to a question, or figures have been rounded up to the nearest whole percent.

Comments:

Location	10	Service	10
Easy parking	9	Opening hours	5
Wheelchair access	2	Delivery offered	2
Flu vaccine	2	Cost	1
Online prescriptions	1	eRD	1

5. Who would you normally visit/ use online a pharmacy for? (Please select all that apply)	%	Responses
Yourself	91%	471
A family member	51%	266
Neighbour/friend	5%	24
Someone you are a carer for	8%	41
All of the above	3%	17
Other	2%	9

**Skipped: -**

Comments:

Don't use	8	Online for repeat prescriptions	1
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6. If you visit/ use online a pharmacy on behalf of someone else, please give a reason why (please select all that apply)	%	Responses
Opening hours of the pharmacy were not suitable for patient	9%	27
Most convenient	54%	166
Access (for example disability/ transport)	10%	32
English not first spoken language	2%	6
Housebound person	20%	60
All of the above	3%	10
Other	21%	65

**Skipped: -**

Comments:

On behalf of a family member	38	To pick up multiple prescriptions	5
More convenient	2	Shielding	1

7. How would you usually travel to the pharmacy? (Please select one answer)	%	Responses
Car	52%	283
Taxi	0.4%	2
Public Transport	2%	10
Walk	43%	231



7. How would you usually travel to the pharmacy? (Please select one answer)	%	Responses
Bicycle	0.4%	2
Other	3%	14

**Skipped: 33**

Comments:

Mobility scooter	1	Electric wheelchair	1
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8. On average, how long does it take you to travel to a pharmacy? (Please select one answer)	%	Responses
0 to 15 minutes	84%	447
16 to 30 minutes	12%	65
Over 30 minutes	1%	7
Varies	2%	9
Don't know	1%	4

**Skipped: 43**

9. Do you have any difficulties when travelling to a pharmacy?	%	Responses
Yes	5%	28
No	95%	503

**Skipped: 44**

10. Please select one of the following reasons for you to have difficulties when travelling to the pharmacy	%	Responses
Location of pharmacy	7%	2
Parking difficulties	43%	12
Public transport availability	4%	1
Wheelchair or other access problems	18%	5
Other	29%	8

**Skipped: 547**

Comments:

Mobility issues	7	Public transport issues	1
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11. What is the most convenient day for you to visit/use online a pharmacy? (Please select one answer)	%	Responses
Monday to Friday	35%	184
Saturday	7%	39
Sunday	1%	4
Varies	53%	278

11. What is the most convenient day for you to visit/use online a pharmacy? (Please select one answer)	%	Responses
Don't know	4%	22

**Skipped: 48**

12. When do you prefer to visit/use online a pharmacy? (Please select one answer)	%	Responses
Morning (8 am-12 pm)	22%	116
Lunchtime (12 pm-2 pm)	5%	26
Afternoon (2 pm-6 pm)	12%	62
Early evening (6 pm-8 pm)	6%	30
Late evening (after 8 pm)	2%	11
Varies	49%	261
Don't know	4%	22

**Skipped: 47**

13. How regularly do you typically buy an over-the-counter (i.e. non-prescription) medicine from a pharmacy? (Please select one answer)	%	Responses
Daily	0%	0
Weekly	5%	28
Fortnightly	5%	28
Monthly	49%	260
Yearly	30%	159
Never	10%	55

**Skipped: 45**

14. Which of the following are you aware that a pharmacy may provide? (Please select all that apply)	Yes	No	Don't know	Responses
Dispensing of prescriptions	99% (527)	0.2% (1)	1% (6)	534
Repeat dispensing services	95% (503)	2% (9)	3% (16)	528
Home delivery and prescription collection services	76% (395)	9% (46)	15% (78)	519
Needle exchange	26% (123)	24% (115)	51% (243)	481
Advice from your pharmacist	97% (513)	1% (7)	2% (8)	528
Disposal of unwanted medicines	83% (432)	5% (28)	12% (61)	521
Minor Ailments Service	66% (331)	11% (56)	23% (118)	505

<b>14. Which of the following are you aware that a pharmacy may provide? (Please select all that apply)</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Responses</b>
Emergency supply of prescription medicines	55% (281)	14% (72)	31% (158)	511
Stopping smoking/nicotine replacement therapy	53% (269)	12% (60)	35% (176)	505
Flu vaccination services	88% (458)	4% (18)	9% (45)	521
Detailed discussion with your pharmacist how to take your existing and newly prescribed medicines	76% (390)	10% (50)	14% (74)	514
Sexual health services (e.g. chlamydia testing/ treating, condom distribution, emergency contraception)	27% (134)	23% (115)	50% (245)	494
Immediate access to specialist drugs, e.g. palliative care medicines	15% (73)	26% (130)	59% (289)	492
Supervised consumption of methadone and buprenorphine	23% (112)	23% (111)	55% (267)	490
Community Pharmacy Consultation Service (through NHS 111)	21% (101)	24% (117)	55% (270)	488

## Comments:

COVID vaccinations and supply of lateral flow test kits. No free pharmacy delivery	1
Combined with stock of other items: shampoos, make up etc.	1
Medication review	1
Earwax removal	1
Safe space scheme	1
Home delivery service but told cannot be used due to understaffing	1

<b>15. Which services would you like to see provided by your local pharmacy?</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Responses</b>
Dispensing of prescriptions	98% (481)	1% (3)	1% (4)	488
Repeat dispensing services	97% (473)	1% (5)	2% (11)	489
Home delivery and prescription collection services	90% (424)	5% (22)	6% (26)	472
Needle exchange	41% (173)	16% (66)	44% (186)	425
Advice from your pharmacist	99% (472)	1% (5)	1% (4)	481
Disposal of unwanted medicines	95% (449)	2% (10)	3% (15)	474
Minor Ailments Service	91% (431)	4% (20)	5% (22)	473
Emergency supply of prescription medicines	95% (458)	2% (9)	3% (13)	480
Stopping smoking/nicotine replacement therapy	59% (258)	15% (67)	25% (110)	435
Flu vaccination services	92% (429)	3% (14)	5% (25)	468
Detailed discussion with your pharmacist how – to take your existing and newly prescribed medicines	92% (431)	3% (15)	5% (21)	467
Sexual health services (e.g. chlamydia testing/ treating, condom distribution, emergency contraception)	59% (258)	14% (61)	27% (120)	439

15. Which services would you like to see provided by your local pharmacy?	Yes	No	Don't know	Responses
Immediate access to specialist drugs, e.g. palliative care medicines	72% (321)	7% (29)	22% (96)	446
Supervised consumption of methadone and buprenorphine	43% (179)	16% (67)	42% (175)	421
Hepatitis C testing	51% (226)	15% (67)	33% (147)	440
Travel vaccinations	77% (356)	8% (38)	15% (69)	463
Are you aware if your pharmacy is a Healthy Living Pharmacy	17% (85)	31% (154)	51% (252)	491
Hospital discharge	40% (184)	16% (76)	44% (206)	466
Are you aware if your pharmacy provides dementia friendly services	15% (73)	27% (130)	58% (283)	486
End-of-life care medicine service	35% (168)	12% (58)	53% (250)	476
Hypertension and/or atrial fibrillation service	39% (187)	11% (54)	50% (237)	478
Point of care testing	28% (129)	12% (58)	60% (281)	468

## Comments:

Difficult to understand services	4	COVID vaccination	4
Ear wax removal	3	Diabetic checks and obesity info	3
BP checks	2	Provide correct medicine on time	1
Accept untouched returned medicine	1	On-site nurse practitioner	1
Access menopause medication	1	Health checks	1
More staff	1	Close relationship with GP surgery	1
Minor Ailments Service	1	Additional facilities	1
PCR testing	1	Dosette boxes	1

16. What could the pharmacy offer to make it your first point of call for your health needs?	%	Responses
Answers received	100%	253

**Skipped: 322**

## Comments:

Already very happy	46	Better customer service	20
Better hours	17	Quick service	14
Reliable service is key	14	More knowledgeable service	13
Minor ailment service	12	More staff	11
More privacy	10	Offering BP checks	10
Gives good advice	10	Ability to prescribe limited medicine	9
Doctor on staff	7	Better advertising of services	6
More OTC medications	5	Better parking	4
Vaccine offers	3	Free delivery service	2
Wheelchair access	2	eRD is unreliable	1
Appointment system	1	Click-and-collect-style lockers	1
Drive through collection service	1	Sexual health services	1
Ear syringing	1	Lower prices	1

Offering COVID boosters	1	Better community engagement	1
General health awareness campaign	1	Point of care service	1
Better COVID regulations adherence	1	Mental health support	1
Joint pharmacy database for stocks	1	Weighing machine	1
eRD delivery service	1	More chairs in waiting area	1
Well woman clinics	1	Allergy testing	1

17. Is there a consultation room available where you cannot be overheard in the pharmacy you normally visit?	%	Responses
Yes	74%	393
No	6%	32
Don't know	19%	104

**Skipped: 46**

18. Have you ever used an internet pharmacy to obtain prescription medicines?	%	Responses
Yes	15%	393
No	84%	446

**Skipped: 48**

19. If yes, how would you rate your overall satisfaction with the internet pharmacy?	%	Responses
Excellent	40%	49
Good	35%	43
Fair	9%	11
Poor	15%	19

**Skipped: 453**

20. Are you aware if your GP practice can send your prescription electronically to your chosen pharmacy	%	Responses
Yes	97%	509
No	2%	15

**Skipped: 51**

21. If you use your pharmacy to collect regular prescriptions, how do you order your prescriptions (please select all that apply):	%	Responses
Paper request form to my GP	12%	64
Paper request form through my pharmacy	7%	35
By email to my GP practice	10%	50
Online request to my GP practice	46%	225
My pharmacy orders for me	31%	152

21. If you use your pharmacy to collect regular prescriptions, how do you order your prescriptions (please select all that apply):	%	Responses
Varies	6%	28
Other	10%	47

**Skipped: -**

Comments:

Telephone	19	NHS app	4
GP yearly subscription	4	Monthly repeat prescription	4
Private app	3	Private delivery scheme	2
Internet pharmacy order	2	Email	1

22. Any other comments you would like to make about your pharmacy	%	Responses
Comments received	100%	210

**Skipped: 365**

Comments:

Good service	138	Poor customer service	39
Long waiting times	6	Lack of privacy	4
Store layout poor	4	No eRD	3
Emergency opening hours not given	2	Insufficient advice	1
Minor ailment service should be key	1	Lack of product	1
Masks should be compulsory	1	Convenient for minor health issues	1
Should do COVID vaccines	1	eRD is very convenient	1
Poor English language skills of staff	1	Online system is confusing	1
Menopause service would be great	1	Questionnaire is confusing	1
Monthly prescriptions to be automatic	1	Opening hours difficult	1
Pharmacy does not monitor fliers	1	No delivery service	1
No GPs should be giving advice	1		

### 'About you'

23. Postcode	%	Responses
Responses received	100%	465

**Skipped: 110**

24. Age	%	Responses
Under 18	0.4%	2
18-24	2%	12
25-34	6%	33
35-44	9%	46
45-54	14%	74
55-64	24%	128

<b>24. Age</b>	<b>%</b>	<b>Responses</b>
65-74	27%	142
75-84	14%	73
85-89	2%	12
90+	0.2%	1

**Skipped: 52**

<b>25. Gender</b>	<b>%</b>	<b>Responses</b>
Male	26%	138
Female	73%	384
Nonbinary	0%	0
Other	0.6%	3

**Skipped: 50**

<b>26. Ethnicity</b>	<b>%</b>	<b>Responses</b>
White British	83%	433
White Irish	2%	11
Other White Background	4%	21
Bangladeshi	0.2%	1
Chinese	0.2%	1
Indian	3%	16
Pakistani	0.0%	0
Any Other Asian Background	1%	4
White and Asian	1%	6
White and Black Caribbean	0.4%	2
White and Black African	0.4%	2
Other Mixed Background	1%	3
African	0.2%	1
Caribbean	1%	3
Other Black Background	0%	0
Traveller	0.4%	2
Other	1%	4
Prefer not to say	2%	12

**Skipped: 53**

<b>27. Do you consider yourself to have a disability?</b>	<b>%</b>	<b>Responses</b>
Yes	15%	76

27. Do you consider yourself to have a disability?	%	Responses
No	81%	416
Prefer not to say	4%	22

**Skipped: 61**

28. Do you have a caring responsibility for an adult and/or a child with a disability?	%	Responses
Yes	19%	100
No	76%	392
Prefer not to say	5%	25

**Skipped: 58**

29. Is English your first language?	%	Responses
Yes	93%	484
No	5%	27
Prefer not to say	1%	7

**Skipped: 57**

Comments:

Turkish	2	Greek	1
Gujarati	1	Italian	1



## **Appendix F: Pharmacy contractor questionnaire**

### **PNA Pharmacy Contractor Questionnaire 2022**

#### **Hertfordshire Health and Wellbeing Board**

Soar Beyond are supporting Hertfordshire County Council to produce their 2022 Pharmaceutical Needs Assessment. We are undertaking a survey of all pharmacy contractors within Hertfordshire.

We would therefore be grateful if you could spend a few minutes to complete the questions below. If you prefer, you may complete the survey online at

**<https://www.surveymonkey.com/r/HertfordshirePNA2022PharmacyContractor>**



**Please complete this questionnaire by 3<sup>rd</sup> December 2021**

**Premises and contact details**

Contractor code (ODS Code)	
Name of contractor (i.e. name of individual, partnership or company owning the pharmacy business)	
Trading name	
Address of contractor pharmacy	
Opening hours and related matters	Contact NHSE&I

**Services – Does the pharmacy dispense appliances?**

Yes – All types	<input type="checkbox"/>
Yes, excluding stoma appliances, or	<input type="checkbox"/>
Yes, excluding incontinence appliances, or	<input type="checkbox"/>
Yes, excluding stoma and incontinence appliances, or	<input type="checkbox"/>
Yes, just dressings, or	<input type="checkbox"/>
Other [identify]	
None	<input type="checkbox"/>
Is there a particular need for a locally commissioned service in your area? If so, what is the service requirement and why?	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Non-commissioned services – Does the pharmacy provide any of the following?**

Collection of prescriptions from GP practices	<input type="checkbox"/> Yes <input type="checkbox"/> No
Delivery of dispensed medicines – Selected patient groups (list criteria)	
Delivery of dispensed medicines – Selected areas (list areas)	
Delivery of dispensed medicines – Free of charge on request	<input type="checkbox"/> Yes <input type="checkbox"/> No
Delivery of dispensed medicines – With charge	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there any services you would like to provide that are not currently commissioned in your area?	

**Details of the person completing this form:**

Contact name of person completing questionnaire on behalf of the contractor if questions arise	Contact telephone number

## Appendix G: Results of the pharmacy contractor questionnaire

Total number of responses:<sup>1</sup> 123

1. Pharmacy-specific questions: ODS code, trading name, etc	Answered	Skipped
	122	1

2. Does the pharmacy dispense appliances?	%	Responses
None	7%	8
Yes – All types	72%	82
Yes, excluding stoma appliances or	1%	1
Yes, excluding incontinence appliances or	3%	3
Yes, excluding stoma and incontinence appliances or	3%	3
Yes, just dressings or	13%	15
Other	2%	2

**Answered: 114, Skipped: 9**

Comments:

Yes, excluding incontinence appliances	1	Dressing, some catheters	1
----------------------------------------	---	--------------------------	---

3. Is there a particular need for a locally commissioned service in your area?	%	Responses
Yes	32%	35
No	68%	75

**Answered: 110, Skipped: 13**

Comments:

Minor illness	10	Sexual health	4
UTI treatment	3	Weekly dosette trays*	2
Cholesterol	2	Appliance review	1
Blood pressure service	1	Diabetes	1
Many	1	COVID vaccination in pharmacy	1
NHS Health Check service	1	Methadone	1
EHC services	1	Emergency supply service	1
Sharps disposal	1	T1 and T2 extended care services *	1

\* To note – majority are commissioned services across Hertfordshire already or pilot stage

<sup>1</sup> Please note that some percentage figures will add up to more or less than 100%. This is either due to respondents being able to give more than one response to a question, or figures have been rounded up to the nearest whole percent.

<b>4. Non-commissioned services. Does the pharmacy provide any of the following?</b>	<b>%</b>	<b>Responses</b>
Collection of prescriptions from GP practices - Yes	95%	106
Collection of prescriptions from GP practices - No	5%	6
Delivery of dispensed medicines – selected patient groups – Yes	85%	85
Delivery of dispensed medicines – selected patient groups – No	15%	15
Delivery of dispensed medicines – selected areas – Yes	81%	76
Delivery of dispensed medicines – selected areas – No	19%	18
Delivery of dispensed medicines – free of charge on request – Yes	77%	82
Delivery of dispensed medicines – free of charge on request – No	23%	24
Delivery of dispensed medicines – with charge – Yes	32%	27
Delivery of dispensed medicines – with charge – No	68%	57

**Answered: 112, Skipped: 11**

Patient groups:

Elderly and housebound	17	Any with delivery charge	4
On request	2	Delivery agreement	1

Areas:

Local	15	Watford	4
Hertfordshire	3	Bushey	3
St Albans	2	All postcodes	2
Nationwide	2	Hemel Hempstead	1
Radlett	1	Potters Bar	1
Letchworth	1	Harpenden	1
Cheshunt	1	Oxhey	1
Chorleywood	1	Rickmansworth	1

<b>5. Are there any services you would like to provide that are not currently commissioned in your area?</b>	<b>%</b>	<b>Responses</b>
Yes	35%	38
No	65%	72

**Answered: 110, Skipped: 13**

Comments:

Minor ailments	15	EHC	4
Diabetes	3	UTI treatment*	3
NHS health checks*	3	Blood pressure	2
Travel vaccines*	2	Infant services*	1
Dosette trays*	1	Weight management	1
Sexual health services	1	Needle exchange	1
Commissioned supply of antibiotics *	1	Smoking	1
Ear wax syringe*	1	Falls prevention service*	1

\* Not currently commissioned

## Appendix H: Commissioner questionnaire

### **PNA Commissioner Questionnaire 2022 Hertfordshire Health and Wellbeing Board**

Soar Beyond are supporting Hertfordshire County Council to produce their 2022 Pharmaceutical Needs Assessment. We are undertaking a survey of all commissioners who are responsible for commissioning services from community pharmacies in Hertfordshire (even if they do not commission services currently).

We would be grateful if you could spend a few minutes to complete the questions below. If you prefer, you may complete the survey online by following the QR code or going to

**<https://www.surveymonkey.com/r/HertfordshirePNA2022Commissioner>**



**Please complete the questionnaire by 3<sup>rd</sup> December 2021**

## **Community pharmacy services overview**

### ***Community Pharmacy Contractual Framework (CPCF)<sup>2</sup>***

Community pharmacies are contracted and commissioned in England under the national Community Pharmacy Contractual Framework (CPCF). This sets out the services that need to be provided, how quality is assured and other expectations, such as safety. CPCF is made up of three different service types and below are examples of what is already commissioned in community pharmacy:

1. Essential Services – provided by all pharmacy contractors and are commissioned by NHS England
  - a. Dispensing medicines and appliances
  - b. Repeat dispensing
  - c. Discharge medicines service
  - d. Disposal of unwanted medicines
  - e. Promotion of Health Lifestyles – Public Health
  - f. Signposting to other healthcare providers
  - g. Clinical governance
  - h. Support for self-care
2. Advanced Services – provided by all contractors once accreditation requirements have been met and are commissioned by NHS England
  - a. Appliance use reviews (AUR)
  - b. Community pharmacist consultation service (CPCS)
  - c. C-19 Lateral flow device distribution service
  - d. Flu vaccination service
  - e. Hepatitis C testing service
  - f. Hypertension case-finding service
  - g. New medicines service
  - h. Pandemic delivery service – active until 31<sup>st</sup> March 2022
  - i. Stoma appliance customisation
  - j. Stop smoking advanced service – will be commissioned from January 2022
3. Locally commissioned services – services commissioned by Local Authorities, Clinical Commissioning Groups and NHS England in response to the needs of the local populations.

### ***Pharmacy Quality Scheme (PQS)***

The Pharmacy Quality Scheme (PQS) forms part of the CPCF. It supports delivery of the NHS Long Term Plan and rewards community pharmacy contractors that achieve quality criteria in the three domains of healthcare quality: clinical effectiveness, patient safety and patient experience.<sup>3</sup>

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<sup>2</sup> **PSNC, Pharmaceutical Services Negotiating Committee.** Community Pharmacy Contractual Framework. *PSNC*. [Online] [Cited: October 06, 2021.] <https://psnc.org.uk/contract-it/the-pharmacy-contract/>

<sup>3</sup> **PSNC, Pharmaceutical Services Negotiating Committee.** Pharmacy Quality Scheme. *PSNC*. [Online] [Cited: October 2021, 2021.] <https://psnc.org.uk/services-commissioning/pharmacy-quality-scheme/>

The new PQS for 2021/22 from September 2021 will focus on priorities supporting recovery from Covid-19 and examples of criteria include:<sup>4</sup>

- 20 new NMS provisions
- Identifying people who would benefit from weight management advice and onward referral, including to the recently introduced NHS Digital Weight and/or Local Authority funded tier 2 weight management service
- Checking inhaler technique, as part of catch-up NMS, ensuring patients have personalised asthma action plans and use of spacers in children, and encouraging return of unwanted and used inhalers for disposal to protect the environment

Full details of PQS 2021/21 can be found here:

[Pharmacy Quality Scheme Announcement September 2021-2022.pdf \(nhsbsa.nhs.uk\)](https://www.nhs.uk/medicines/pharmacy-quality-scheme/2021-2022)

**Which of the following services do you commission or may be considering commissioning from local community pharmacies?**

SERVICE	Currently commissioning	Would consider commissioning in the future	Not likely to commission in the future
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Testing Service <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EC) <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disease-Specific Medicines Management Service:			
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Contraception Service <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>4</sup> **NHSBA, NHS Business Services Authority.** Pharmacy Quality Scheme (PQS) 2021/22. NHSBA. [Online] [Cited: October 06, 2021.] <https://www.nhsbsa.nhs.uk/sites/default/files/2021-08/Pharmacy%20Quality%20Scheme%20Announcement%20September%202021-2022.pdf>

<b>SERVICE</b>	<b>Currently commissioning</b>	<b>Would consider commissioning in the future</b>	<b>Not likely to commission in the future</b>
Emergency Supply Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten-Free Food Supply Service (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances) <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently commissioning an Independent Prescribing Service, what therapeutic areas are covered?			
Language Access Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Optimisation Service <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently commissioning a Medicines Optimisation Service, what therapeutic areas are covered?			
Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management (adults and children) <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Dispensed Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-Demand Availability of Specialist Drugs Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out-of-Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Group Direction Service (name the medicines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy Service <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescriber Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening Service:			
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seasonal Influenza Vaccination Service <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other vaccinations:			



<b>SERVICE</b>	<b>Currently commissioning</b>	<b>Would consider commissioning in the future</b>	<b>Not likely to commission in the future</b>
Childhood vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COVID-19 vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at-risk workers or patients) vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meningococcal vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pneumococcal vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharps Disposal Service <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplementary Prescribing Service (name therapeutic areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vascular Risk Assessment Service (NHS Health Check) <sup>(1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything further you would like to add regarding pharmaceutical service provision across PCNs?

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**Details of the Person Completing this Questionnaire – if questions arise**

<b>Contact name</b>	<b>Contact telephone number</b>

# **Appendix I: Dispensing Practice Questionnaire**

## **Hertfordshire County Council**

### **Pharmaceutical Needs Assessment 2022:**

### **Dispensing Practice Questionnaire**

#### **What is this questionnaire about?**

As you may be aware, Hertfordshire County Council has a statutory duty to develop and publish a revised Pharmaceutical Needs Assessment (PNA) at least every three years. The next PNA will be published by October 2022. Work has been underway on the PNA for some time and I would like to update you on the process so far.

A core Steering Group was established to lead the work. The Steering Group includes LMC representation.

Information is being collated on the population and health needs of each of the localities in Hertfordshire. Alongside that, information is being collated on the pharmaceutical services that are currently available.

The conclusions will now start to be drawn leading to the draft PNA for consultation being completed by summer 2022. All dispensing doctor contractors will be asked to comment as part of the consultation.

To help us form a clearer picture of the services available to patients living in the more rural parts of the Health and Wellbeing Board area who may have problems accessing services, please can you answer the following questions **by 3<sup>rd</sup> December 2021 at the latest**, so that the information can be incorporated into the needs assessment.

#### **Who should complete the questionnaire?**

This questionnaire should be completed by the Dispensing Doctor / Practice Manager. The responses should be about the dispensary. If your practice offers dispensing services from several branch surgeries, please complete a return for each dispensing site.

If you do not wish to answer a question for any reason, then leave it blank.

If you would like to complete this online go to:

**<https://www.surveymonkey.com/r/HertfordshirePNA2022DispensingPractice>**



**Please complete this questionnaire by 3<sup>rd</sup> December 2021**

**Questions relating to provision of service**

1) When was the last time your locality was assessed as being rural?

- 1–2 years ago       3–4 years ago       5–10 years ago       10+ years ago  
 I don't know

2) Does the practice dispense to a 'reserved location'? (A reserved location is an area within a controlled locality where the GP-registered population within 1.6 km of the proposed location of a pharmacy is less than 2,750 at the date the application is received).

- Yes       No       I don't know

3) When was the population number last assessed?

- 1–2 years ago     3–4 years ago       5–10 years ago       10+ years ago  
 I don't know

4) Is the practice participating in the current Dispensary Services Quality Scheme (DSQS)?

- Yes       No

5) What is the total number of hours each week when dispensing is available by the practice?

- 10–19       20–29       30–39       40–49       50–59  
 60–69       70–79       80–89       90–99       100+

6) Do the dispensary hours match the surgery hours? If not, what are the gaps?

- Yes       No – the following hours are the gaps: \_\_\_\_\_

7) Do you provide any of the following services outside the dispensing service? (Please tick those that apply)

- DRUMs       NHS Health Checks commissioned by Public Health  
 Sexual health services       Home delivery (if yes, please answer questions 9–12)  
 Compliance aids (please list) \_\_\_\_\_  
 Other, please specify \_\_\_\_\_  
 No additional services

8) Is your practice planning to provide any of the following services? (Please tick those that apply)

- DRUMs       NHS Health Checks commissioned by Public Health  
 Sexual health services       Home delivery  
 Compliance aids (please list) \_\_\_\_\_  
 Other, please specify \_\_\_\_\_  
 No additional services

**Only complete the following questions if you provide a delivery service  
or are planning to do so in the future**

**9)** Please tell us about your delivery/planned delivery service

- We currently offer a delivery service
- We plan to offer a delivery service from \_\_\_\_\_ (provide date/timescale if known)

**10)** If you provide a delivery service, or are planning to do so in the future, which of these groups do you offer free delivery to? Please select all that apply.

- All patients
- Disabled people
- Nursing home residents
- Those specifically requesting delivery
- Other (please specify) \_\_\_\_\_
- Older people
- People that are housebound
- Residential home residents
- Requested by GP

**11)** Where do you offer, or plan to offer, free delivery to? Please select one answer.

- Any eligible patient within our practice inner boundary
- Any eligible patient within a smaller area than our practice boundary
- Any eligible patient wherever they live

**12)** Do you place any other restrictions on the free delivery (or planned free delivery) of dispensed medicine?

\_\_\_\_\_

**Thank you for your time completing this questionnaire**

Your answers to this survey are private and will be kept in line with the Data Protection Act.

**Please return the questionnaire to:**

Soar Beyond, 1 Marchmont Gate, Maxted Road, Hemel Hempstead HP2 7BE

## Appendix J: Consultation plan and list of stakeholders

### Consultee as required by Pharmaceutical Regulations 2013, Part 2(8)

Stakeholder role	PNA briefing letter sent (Y/N)	Steering Group representation (Y/N)	PNA production engagement: Questionnaire (pharmacy contractor/public)	Draft PNA link sent
LPC – Hertfordshire	Y	Y	Contractor & Public	Y
LMC – Bedfordshire & Hertfordshire	Y	Y	Public	Y
Any person on pharmaceutical list (community pharmacies)	-	-	Contractor	Y
Dispensing GP practices	-	-	Dispensing	Y
Hertfordshire Healthwatch	Y	Y	Public	Y
Hertfordshire Partnership University NHS Foundation Trust	N	N	Public	Y
Hertfordshire HWB	Y	N	Public	Y
NHSE&I	Y	-	Public	Y
Hertfordshire Council website	-	-	Public	Y
HCC social media channels – organic and paid	-	-	Public	Y
Hertfordshire residents' e-newsletters (circulation 13k+)	-	-	Public	Y
Hertfordshire hard-to-reach groups	-	-	Public	Y
Posters and questionnaires distributed to 415 libraries, pharmacies and GP practices throughout county	-	-	Public	-
Circulated to all employees within Hertfordshire council	-	-	Public	Y
Hertfordshire county councillors	-	-	Public	Y
Hertfordshire community partners – ICS, NHS and district council communications teams	-	-	Public	Y

<b>Stakeholder role</b>	<b>PNA briefing letter sent (Y/N)</b>	<b>Steering Group representation (Y/N)</b>	<b>PNA production engagement: Questionnaire (pharmacy contractor/public)</b>	<b>Draft PNA link sent</b>
Buckinghamshire HWB	-	-	-	Y
Cambridgeshire HWB	-	-	-	Y
Bedfordshire HWB	-	-	-	Y
Central Bedfordshire HWB	-	-	-	Y
Essex HWB	-	-	-	Y
Harrow HWB	-	-	-	Y
Barnet HWB	-	-	-	Y
Enfield HWB	-	-	-	Y
Hillingdon HWB	-	-	-	Y

**Other consultees**

<b>Stakeholder role</b>	<b>PNA briefing letter sent (Y/N)</b>	<b>Steering Group representation (Y/N)</b>	<b>PNA production engagement: Questionnaire (pharmacy contractor/public)</b>	<b>Draft PNA link sent (Y/N)</b>
Associate Director of Pharmacy & Medicines Optimisation, NHS East and North Hertfordshire CCG	Y	Y	Public Commissioner	Y
Head of Pharmacy and Medicines Optimisation, Hertfordshire Valleys Clinical Commissioning Group (HVCCG)	-	-	-	Y
Buckinghamshire LMC	-	-	-	Y
Cambridgeshire LMC	-	-	-	Y
Bedfordshire LMC	-	-	-	Y
Essex LMC	-	-	-	Y
Londonwide LMC	-	-	-	Y
Harrow LMC	-	-	-	Y
Barnet LMC	-	-	-	Y
Enfield LMC	-	-	-	Y
Hillingdon LMC	-	-	-	Y
Buckinghamshire LPC	-	-	-	Y
Cambridgeshire LPC	-	-	-	Y
Bedfordshire LPC	-	-	-	Y
Essex LPC	-	-	-	Y
Middlesex LPC	-	-	-	Y

<b>Stakeholder role</b>	<b>PNA briefing letter sent (Y/N)</b>	<b>Steering Group representation (Y/N)</b>	<b>PNA production engagement: Questionnaire (pharmacy contractor/public)</b>	<b>Draft PNA link sent (Y/N)</b>
Harrow LPC	-	-	-	Y
Barnet LPC	-	-	-	Y
Enfield LPC	-	-	-	Y
Hillingdon LPC	-	-	-	Y
Herts Deputy Director of Public Health, Hertfordshire County Council (HCC)	Y	Y	Public Contractor Dispensing Commissioner	Y
Herts Senior Commissioning Manager, HCC	Y	N	Public Contractor Dispensing Commissioner	Y
Herts Senior Communications Officer	Y	Y	Public Contractor Dispensing Commissioner	Y
Herts Web Support Officer	-	-	Public	Y
Herts Services Communications Manager	-	-	-	Y
University of Hertfordshire – Student Wellbeing	-	-	Public	Y
University of Hertfordshire – General Services	-	-	Public	Y
Herts Senior Librarian: Information and Digital Services, Libraries and Heritages Services	-	-	Public	Y



<b>Stakeholder role</b>	<b>PNA briefing letter sent (Y/N)</b>	<b>Steering Group representation (Y/N)</b>	<b>PNA production engagement: Questionnaire (pharmacy contractor/public)</b>	<b>Draft PNA link sent (Y/N)</b>
West Herts Hospital Trust – Hospital Chief Pharmacist	-	-	-	Y
East & North Herts Hospital Trust – Hospital Chief Pharmacist	-	-	-	Y
Princess Alexandra Hospital – Hospital Chief Pharmacist	-	-	-	Y
Essex Partnership University Trust (EPUT – Mental Health and Community Services, West Essex, Bedfordshire and Luton) – Hospital Chief Pharmacist	-	-	-	Y
Bedford Hospital – Hospital Chief Pharmacist	-	-	-	Y
East London Foundation Trust (Mental Health Services, Bedfordshire and Luton) – Hospital Chief Pharmacist	-	-	-	Y
Peterborough (North West Anglia Foundation Trust) – Hospital Chief Pharmacist	-	-	-	Y
Hertfordshire Partnership Foundation Trust (Mental Health Service, Herts) – Hospital Chief Pharmacist	-	-	-	Y
Hertfordshire Community Trust (Community Services, Herts) – Hospital Chief Pharmacist	-	-	-	Y
Royal Free Hospital (including Barnet & Chase Farm sites) – Hospital Chief Pharmacist	-	-	-	Y
Royal National Orthopaedic Hospital – Hospital Chief Pharmacist	-	-	-	Y
Oxford Heath (Mental Health Services, Bucks) – Hospital Chief Pharmacist	-	-	-	Y
Buckinghamshire Healthcare Trust – Hospital Chief Pharmacist	-	-	-	Y

## Appendix K: Summary of consultation responses

As required by the Pharmaceutical Regulations 2013,<sup>1</sup> Hertfordshire HWB held a 60-day consultation on the draft PNA from 11 April 2022 to 10 June 2022.

The draft PNA was hosted on the Hertfordshire County Council website and invitations to review the assessment and comment were sent to a wide range of stakeholders, including all community pharmacies in Hertfordshire. A number of members of the public had expressed an interest in the PNA and were invited to participate in the consultation, as well as a range of public engagement groups in Hertfordshire as identified by Hertfordshire County Council and Healthwatch Hertfordshire. Responses to the consultation were possible via an online survey or email.

There were in total 34 responses, all of them from the internet survey. Responses received:

- 11 (32%) from the public
- 18 (53%) from healthcare or social care providers
- 2 (6%) from organisations, businesses and 'other'
- 3 (9%) did not provide their role

The following are the main themes, and the PNA Steering Group's response, to feedback received during the consultation on the draft PNA:

- Information provided in the PNA
- Consideration which services are 'necessary' and 'relevant'
- Issues over access to services
- Availability of services currently, and not currently, provided by pharmacies
- Correction of data in the PNA

All responses were considered by the PNA Steering Group at its meeting on 13 July 2022 for the final report. A number of additional comments were received that were considered by the Steering Group in the production of the final PNA. Please see Appendix M, Consultation comments report, for detailed responses.







Below is a summary of responses to the specific questions, asked during the consultation.<sup>2</sup>







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<sup>1</sup> Pharmaceutical Regulations 2013. [www.legislation.gov.uk/ukxi/2013/349/contents/made](http://www.legislation.gov.uk/ukxi/2013/349/contents/made)





<sup>2</sup> Please note that some percentage figures will add up to more or less than 100%, figures have been rounded up to the nearest whole percent.

### Consultation questions and responses:





1. The Hertfordshire draft PNA does not identify any gaps in the provision of pharmaceutical services. To what extent do you agree or disagree with this assessment?			
			Response Percent
			Response Total
1	Strongly agree		26%
2	Agree		42%
3	Neither agree nor disagree		3%
4	Disagree		10%
5	Strongly disagree		10%
6	Don't know / can't say		10%
			answered
			31
			skipped
			3





2. To what extent do you agree or disagree with the other conclusions contained within the draft PNA? (See the Executive Summary)			
			Response Percent
			Response Total
1	Strongly agree		27%
2	Agree		37%
3	Neither agree nor disagree		20%
4	Disagree		3%
5	Strongly disagree		3%
6	Don't know / can't say		10%
			answered
			30
			skipped
			4

**3. In your opinion, how accurately does the draft PNA reflect what is currently being provided in terms of pharmaceutical services in Hertfordshire? (See Sections 3, 4 and 7 of the Draft PNA)**

			Response Percent	Response Total
1	Very accurately		29%	9
2	Moderately accurately		39%	12
3	Not at all accurately		16%	5
4	Don't know / can't say		16%	5
			answered	31
			skipped	3

**4. In your opinion, how accurately does the draft PNA reflect the current pharmaceutical needs of Hertfordshire's population? (See Section 7 of the Draft PNA)**

			Response Percent	Response Total
1	Very accurately		38.71%	12
2	Moderately accurately		29.03%	9
3	Not at all accurately		12.90%	4
4	Don't know / can't say		19.35%	6
			answered	31
			skipped	3

5. In your opinion, how accurately does the draft PNA reflect the future pharmaceutical needs of Hertfordshire's population (over the next three years)?					
				Response Percent	Response Total
1	Very accurately			31%	10
2	Moderately accurately			34%	11
3	Not at all accurately			9%	3
4	Don't know / can't say			25%	8
				answered	32
				skipped	2

6. Would the conclusion of the PNA have a positive or negative impact on you due to any of the following? (Please tick all that apply)					
	Positive	Negative	No impact	Response Total	
Age	16% (4)	4% (1)	80% (20)	25	
Sex (gender)	20% (5)	0% (0)	80% (20)	25	
Religion or belief	12% (3)	4% (1)	84% (21)	25	
Marriage and civil partnership	12% (3)	0% (0)	88% (22)	25	
Pregnancy and maternity	20% (5)	0% (0)	80% (20)	25	
Gender reassignment	12% (3)	0% (0)	88% (22)	25	
Sexual orientation	12% (3)	0% (0)	88% (22)	25	
Race (ethnicity)	20% (5)	0% (0)	80% (20)	25	
Disability	20% (5)	8% (2)	72% (18)	25	
				answered	25
				skipped	9

8. Are you mainly responding as? (please tick one)				
			Response Percent	Response Total
1	A member of the public	<input checked="" type="checkbox"/>	35%	11
2	A healthcare or social care professional	<input type="checkbox"/>	58%	18
3	An employee of Hertfordshire County Council	<input type="checkbox"/>	0%	0
4	A voluntary or community sector organisation	<input type="checkbox"/>	0%	0
5	Other	<input type="checkbox"/>	6%	2
			answered	31
			skipped	3

All free text comments are included in the full consultation report available under request (e.g. Question 7).

## Appendix L: Consultation comments report

Comment number	Question	Responding as	Comment	SG response
1	Does not identify any gaps	Member of the Public	I agree with the PNA for dispensing of pharmaceuticals but not the disposal. I have found it hard to arrange for the disposal of out of date medicines and disposal of medical equipment e.g. inhalers without having to travel significant distances and the pharmacies that offer disposal do not make it easy to do so. There is frequently only one member of staff able to receive disposals and they are not always available. This encourages unsafe disposal.	All community pharmacies offer the disposal of unwanted medicines service and therefore access should be available at all. Capacity is out of scope of the PNA. Patients can follow the complaints process and can complain to the pharmacy in the first instance and if this is not resolved you are able to take this further to NHSE.
2	Does not identify any gaps	Member of the Public	There are massive gaps – getting a simple prescription filled in this country including this area is a 3-act play and a proper nightmare, often leaving me for several days without medication. Why for example do people on long-term medication have to get a prescription every month?, then go to the pharmacy every month? Why can't they just electronically send the Rx to the pharmacy and you can pick up 6 months' supply? Also why don't these pharmacies offer delivery services? Totally inadequate and another failing of the broken down NHS. Also opening times of the pharmacies are not convenient.	Prescriptions are able to be sent to the pharmacy digitally by the GP practice. Delivery services are not a commissioned service. Capacity is out of scope of the PNA. Patients can follow the complaints process and can complain to the pharmacy in the first instance and if this is not resolved you are able to take this further to NHSE.

Comment number	Question	Responding as	Comment	SG response
3	Does not identify any gaps	Member of the Public	This overlooks disparities across areas within Herts and assumes that one pharmacy offering needle exchange for a whole district is sufficient. To report on pharmacies open later than 18:30 without really specifying an expectation of late-night opening. In the US, 24-hour pharmacies are commonplace.	Needle exchange is not a service commissioned by NHSE&I and therefore out of scope of the PNA process. Comments will be noted and passed on to the commissioning team. Late-night opening is not part of the commissioning landscape currently. Capacity is out of scope of the PNA.
4	Does not identify any gaps	Healthcare or Social Care Professional	There are lots of services that pharmacies can offer to take the pressure away from GPs	Thank you for your comment. We have included an opportunities section within the PNA for potential services.
5	Does not identify any gaps	Healthcare or Social Care Professional	An area I would like to see is a standardised cheap stand in each pharmacy with 'NHS' OTC medicines for purchase. Guaranteed low prices for patients and prices that other HCP e.g. GPs and nurses know the prices wherever the patient buys them in Hertfordshire. This would reduce prescribing costs as patients will be more likely to pay and GPs would be more likely to suggest the purchase of them. This could be a Hertfordshire and West Essex pilot but I believe it could be adopted nationally. Some of the projected savings on GP budgets could be used to reduce the price for patients on these medications.	OTC medicines are privately provided by community pharmacies and therefore subject to competitive and market forces, therefore outside of the scope of the PNA.



<b>Comment number</b>	<b>Question</b>	<b>Responding as</b>	<b>Comment</b>	<b>SG response</b>
6	Does not identify any gaps	Member of the Public	No pharmaceutical services for Menopause – no support, no advice, no services and MAJOR issues with the supply of HRT Been going on for YEARS!	Menopause is a service that commissioners could look at, however, all community pharmacies will provide advice to the public when requested. Supply issues are outside of the scope of the PNA and are typically outside of the control of the community pharmacy.
7	Agree or disagree with other conclusions	Member of the Public	Not enough provision in Welwyn Hatfield and population is increasing NOT GOOD ENOUGH	Housing and population growth was reviewed as part of the assessment, and it was concluded there was sufficient provision across all localities.
8	Reflect current provision	Member of the Public	Opening hours difficult to access as GP sends through to nearest pharmacy to the practice not the nearest to home	It is the patient's choice where they choose to have their prescription dispensed – if your GP is directing your prescription to a pharmacy not of your choice you are able to report to NHSE.
9	Reflect current provision	Member of the Public	There seem to be 'pockets' where there is a good provision against areas where there is poor or limited provision – e.g. 3 dispensing chemists in Abbots Langley but only 1 small one in Kings Langley.	The assessment concluded there was sufficient provision in all localities based upon the population size.
10	Reflect current provision	Member of the Public	The NHS and the provision of pharmaceuticals in this country is a total mess	Noted, however, this is outside of the scope of the PNA.

Comment number	Question	Responding as	Comment	SG response
11	Reflect current provision	Healthcare or Social Care Professional	<p>It appears that due to the timing of production of this draft, and the recent changes to the opening hours of a number of Boots pharmacies in the Health and Wellbeing Board Area, the opening times of some of the Boots pharmacies within Appendix A are no longer correct. Also the changes may have an effect on the statements made within the relevant sections with regards to the number of pharmacies available at given times. Approximately 26 Boots pharmacies hours are different to those in the PNA . A spreadsheet of the correct hours can be provided if necessary as the data will not transpose easily into this feedback form. Please contact us at <a href="mailto:NHS.Contracts@boots.co.uk">NHS.Contracts@boots.co.uk</a> if the spreadsheet is required. Furthermore, the Boots store at Waterfields Retail Park, Watford, ceased the provision of services 9 April 2022. NHS England were advised and given the appropriate amount of notice.</p>	Amended within the PNA as per NHSE notifications to their contracted hours.
12	Reflect current needs of population	Member of the Public	Needs to be more flexible and offer more advice services	Comment noted. We have included an opportunities section to the PNA to explore further potential services.
13	Reflect current needs of population	Member of the Public	<p>It reports on what is not what could be. There is no reference to how often medicines are not actually available and need to be ordered. No reference to the prevalence of home delivery options.</p>	Thank you for your comment, however, the supply and availability of stock is outside of the scope of the PNA. Delivery services are not a commissioned service.

<b>Comment number</b>	<b>Question</b>	<b>Responding as</b>	<b>Comment</b>	<b>SG response</b>
14	Reflect future pharmaceutical needs	Member of the Public	This does not take into account the new housing estates to be built and an increase in the population, plus an aging population who in all probability require more medications	Noted, housing and population growth were reviewed as part of the assessment and the assessment concluded there was sufficient provision.
15	Reflect future pharmaceutical needs	Member of the Public	Not sure how anyone can predict that other than talking about increases in housing stock and therefore population	Noted, housing and population growth were reviewed as part of the assessment and the assessment concluded there was sufficient provision.
16	Reflect future pharmaceutical needs	-	Please could you remove the word 'and tuberculosis' from the paragraph below: 6.5.6 Immediate access to emergency medicines (HVCCG and EN Herts CCG) This service is aimed at the supply of specialist medicines, the demand of which may be urgent or unpredictable and to improve the access to these medicines. Examples of the medicines are those for palliative care and tuberculosis. The service is not provided out of normal opening hours.	Amended within the PNA as per comment.
17	Protected characteristics impact	Member of the Public	Making all pharmacies accessible to all the number of pharmacies where you see a wheelchair user stuck outside in the rain waiting for someone to see them a local pharmacy was redone about 4 years ago and was still not made wheelchair accessible	Under the Equality Act 2010, community pharmacies are required to make 'reasonable adjustments' to their services to ensure they are accessible by all groups, including less-abled persons. If you are unhappy with the pharmacy accessibility, please raise a complaint with the pharmacy for them to consider.

Comment number	Question	Responding as	Comment	SG response
18	Protected characteristics impact	Member of the Public	The lack of pharmacies available on a Sunday negatively impacts on those whose sabbath is on Saturday and so their only day to get to a pharmacy would be Sunday. Mitigation: increase opening hours across the week to include more late nights and Sunday hours. Accepting that single provider in a whole district is sufficient negatively impacts those with a disability who may be less able to travel to neighbouring towns. Mitigation: increase number of provisions.	Thank you for your comment. The assessment concluded there was sufficient provision at weekends and evenings. Sunday opening is not part of the commissioning landscape currently and provision is deemed adequate based upon patient need and mirroring other healthcare service providers.
19	Any other comments	Member of the Public	My chronic fatigue along with COVID fatigue means I am not able to read the full document, but I feel that most people do not give enough weight to access to pharmacies for Blue Badge holders. I live in Hatfield, and I now find that the distance between a blue badge space and the pharmacy desk means that Asda, and possibly Boots are probably the only pharmacy that I can now use. Given that this report is probably written by 'able bodied people', I felt it right to submit my comments.	Under the Equality Act 2010, community pharmacies are required to make 'reasonable adjustments' to their services to ensure they are accessible by all groups, including less-abled persons. If you are unhappy with the pharmacy accessibility, please raise a complaint with the pharmacy for them to consider.
20	Any other comments	Member of the Public	Home deliveries from more pharmacies for those who need them. My pharmacy does not deliver which has been difficult during the pandemic due to shielding and poor health	Delivery services are not a commissioned service.

<b>Comment number</b>	<b>Question</b>	<b>Responding as</b>	<b>Comment</b>	<b>SG response</b>
21	Any other comments	Healthcare or Social Care Professional	The opening time of Village Pharmacy FL149 have now changed to now Monday-Friday 9 am–6 pm, Saturday and Sunday closed	Amended within the PNA as per NHSE notifications to their contracted hours.
22	Any other comments	Healthcare or Social Care Professional	In my experience as a GP working in Hertfordshire there is a lot of over-ordering of medications by pharmacies on behalf of patients. This leads to a waste of medication and NHS money and potentially dangerous stockpiling of medication for patients. It also may create shortages of medication. In addition surely it is NHS fraud by the pharmacies as they are claiming dispensing charges for each item dispensed? I have proof of this as I have questioned many patients when I am not happy about what has been requested for them. I have raised this with the Medicines Management at East & North Herts CCG many times over the last 20 years but little has been done.	This is outside of the scope of the PNA however you are able to raise directly with the pharmacy concerned or with your local representative committee.

## Appendix M: New housing across Hertfordshire

### Broxbourne (forms part of Lower Lea Valley and Upper Lea Valley CCG localities)

Potential new housing growth (greater than 100 dwellings planned)

Site name	Area	No of planned dwellings (2022-25)	No of dwellings under construction (2022-25)	Comments
Broxbourne School, High Road, Broxbourne EN10 7DD	Broxbourne	153	28	Includes associated improvements; public open space; car parking and landscaping
Land at Delamare Road, Cheshunt	Cheshunt	1,725	0	Granted to start 2/8/19. Lapsed till 2/8/22
Land east of Delamare Road Cheshunt, Road (phase 1A), Cheshunt	Cheshunt	195	0	
Tudor Nurseries, Burton Lane, Goffs Oak EN7 6SH	Goffs Oak	360	0	Includes dwelling and retail spaces
Land north and south of Andrew's Lane, and south of Peakes Way, Cheshunt EN7 6SP	Cheshunt	416	0	Granted to start 30/6/20. Lapsed till 1/7/23
Land to the west of Hoddesdon and east of the A10 incorporating land to the north and south of the Dinant Link Road between Hertford Road and Lord Street and Land to the south of Lord Street	Hoddesdon	529	0	Mixed use development including primary school, hotel and retail spaces
High Leigh Garden Village (Phase 2), Hoddesdon	Hoddesdon	100	55	
<b>Total</b>		<b>3,478</b>	<b>83</b>	

**East Hertfordshire (covers Stort Valley and Villages and Upper Lea Valley CCG localities)**

Potential new housing growth (greater than 100 dwellings planned)

Site name	Area	No of planned dwellings (2022-25)	No of dwellings under construction (2022-25)	Comments
Land at Bishop's Stortford North, Bishop's Stortford	Bishop's Stortford	2,200	10	
Bishop's Stortford Goods Yard, Station Road, Bishop's Stortford CM23 3BL	Bishop's Stortford	617	149	Includes primary school, residential, community/culture/ leisure place
Former Sainsbury's Distribution Depot, London Road, Buntingford SG9 9JR	Buntingford	316	0	Hybrid planning includes residential, office space, healthcare and car park
Land east of Marshgate Drive, Hertford	Hertford	375	0	Granted on 18/3/20. Lapsed till 18/3/23
Swains Mill, Crane Mead, Ware	Ware	101	0	Hybrid planning includes residential and gym
Land between Hazel End Road and Farnham Road, Bishop's Stortford CM23 1JJ	Bishop's Stortford	128	19	
Land between Farham Road, Kitchner Road and Morbury Avenue, Bishop's Stortford CM23 1JJ	Bishop's Stortford	260	0	Granted on 21/10/20. Lapsed till 21/1/23
Land at Bishop's Stortford North, Bishop's Stortford CM23 2QB	Bishop's Stortford	123	19	

Site name	Area	No of planned dwellings (2022-25)	No of dwellings under construction (2022-25)	Comments
Land at Chalks Farm, south of West Road, Sawbridgeworth	Sawbridgeworth	200	21	
Land north of West Road, Sawbridgeworth	Sawbridgeworth	140	7	
B10, B13–B17, B20 & B27-B29, land at Bishop's Stortford North, Bishop's Stortford	Bishop's Stortford	326	82	Includes residential and extension of Mandeville primary school
Land at Bishop's Stortford South (BISH5) off Whittington Way, Bishop's Stortford	Bishop's Stortford	794	50	Includes residential, healthcare facilities, commercial floor space and leisure/ culture/community space. Two primary schools
Land east of Stevenage, (EOS1) Gresley Way, Stevenage	Stevenage	712	0	Granted on 18/12/20. Lapsed till 18/12/23
Land west of Thieves Lane, Hertford SG14 2E	Hertford	254	13	Hybrid planning includes residential, primary school and preschool
Land to the South of Hadham Road, Bishop's Stortford	Bishop's Stortford	159	0	Due for completion 2024
<b>Total</b>		<b>6,705</b>	<b>370</b>	



**Dacorum locality**

Potential new housing growth (greater than 100 dwellings planned)

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2022-25+)</b>	<b>No of dwellings under construction (2022-25)</b>	<b>Comments</b>
66-72 Wood Lane End, Maylands Avenue, Hemel Hempstead	Hemel Hempstead	158	0	Granted 8/12/20. Lapsed till 8/12/23
Land north of Dacorum Way, West Herts College, Marlowes, Hemel Hempstead HP1 1HD	Hemel Hempstead	110	110	
Frogmore Road Industrial Estate, Frogmore Road, Hemel Hempstead HP3 9RW	Hemel Hempstead	170	83	
Land adjacent to The Forum and Dacorum Way, Hemel Hempstead HP1 1HL	Hemel Hempstead	150	150	Includes residential and retail space
LA5, Land at Icknield Way, Tring	Tring	226	76	Includes residential flats and retail spaces
Land adj. The Manor Estate, Apsley, Hemel Hempstead	Hemel Hempstead	325	1	Includes dwellings, cemetery park and open space
Spencers Park Phase 2, Land between Three Cherry Trees Lane and Cherry Tree Lane, Hemel Hempstead	Hemel Hempstead	440	0	Granted on 30/4/19. Lapsed till 30/4/22
<b>Total</b>		<b>1,579</b>	<b>420</b>	

**Hertsmere locality**

Potential new housing growth (greater than 100 dwellings planned).

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2022-2025+)</b>	<b>No of dwellings under construction (2022-25)</b>	<b>Comments</b>
International University	Bushey	214	0	Net gain 211 units
<b>Total</b>		<b>214</b>	<b>0</b>	

**Lower Lea Valley locality (see Broxbourne)**

**North Hertfordshire locality**

Potential new housing growth (greater than 100 dwellings planned).

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2022-25)</b>	<b>No of dwellings under construction (2022-25)</b>	<b>Comments</b>
North Hertfordshire College, Cambridge Road, Hitchin SG4 0JD	Hitchin	116	0	
Land east of Garden Walk and north of Newmarket Road, Garden Walk, Royston	Royston	330	0	Includes sports facilities and residential
Land surrounding Burloes Cottages, Newmarket Road, Royston	Royston	325	0	Granted on 28/2/20. Lapses till 28/2/23
Land adjacent and to the east of McDonalds Restaurant, Baldock Road, Royston SG8 9NT	Royston	279	50	
Land to the east of Bedford Road and west of Old Ramerick Manor, Bedford Road, Ickleford	Ickleford	144	68	
Land east of Garden Walk and north of Newmarket Road, Garden Walk, Royston	Royston	108	14	
<b>Total</b>		<b>1,302</b>	<b>132</b>	

**Royston locality (see North Hertfordshire)**

**St Albans and Harpenden locality**

Potential new housing growth (greater than 100 dwellings planned).

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2022-2025+)</b>	<b>No of dwellings under construction (2022-25)</b>	<b>Comments</b>
Oaklands College, Smallford Campus, St Albans AL4 0JA	St Albans	389	101	
Land at Harperbury Hospital, Harper Lane Shenley, Radlett WD7 9HH	Radlett	206	39	Includes residential and refurbished college
Land at Three Cherry Trees Lane and, Cherry Tree Lane, Hemel Hempstead	Hemel Hempstead	160	0	Granted on 20/4/19. Lapsed till 29/4/22
Building Research Establishment, Bucknalls Lane, Garston WD25 9XX	Garston	100	1	Includes primary school, local shops and residential
Former HSBC Training Centre, Smug Oak Lane, Bricket Wood AL2 3UE	Bricket Wood	129	55	
<b>Total</b>		<b>984</b>	<b>196</b>	

**Stevenage locality**

Potential new housing growth (greater than 100 dwellings planned).

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2022-25)</b>	<b>No. of dwellings under construction (2022-25)</b>	<b>Comments</b>
The Bragbury Centre, Kenilworth Close, Stevenage SG2 8TB	Stevenage	169	0	
Land to west of A1(M) and south of Stevenage Road, Todds Green, Stevenage	Stevenage	133	0	
<b>Total</b>		<b>302</b>	<b>0</b>	

**Stort Valley and Villages locality (see East Hertfordshire)**

**Upper Lea Valley locality (see Broxbourne and East Hertfordshire)**

**Watford and Three Rivers locality**

Potential new housing growth (greater than 100 dwellings planned).

Site name	Area	No of planned dwellings (2022-25)	No of dwellings under construction (2022-25)	Comments
St Andrews Road, South Oxhey	Oxhey	514	0	
Land at South Oxhey Central, South Oxhey	Oxhey	174	0	
St Andrews Road, South Oxhey	Oxhey	345	0	Granted on 25/9/20. Lapsed till 25/9/23
Central Meriden Estate, The Gossamers, Watford WD25 9AD	Watford	133	17	
37 and 39 Hannay House, Clarendon Road, Watford WD17 1JA	Watford	154	0	Includes residential and 10 commercial units
Land to the south of Thomas Sawyer Way, comprising the waterside area and forming part of the Watford Riverwell Development	Watford	408	407	Mixed development includes residential, restaurants, gym and shops
149A, 149B and Land to the rear of 149, St Albans Road, Watford WD24 5BB	Watford	146	106	
Land to the east of, Ascot Road, Watford	Watford	486	486	Includes residential, play space area and commercial units
Land to the rear of 1-43, Sydney Road & Plot Between 7 & 9, Sydney Road (inc Humphreys Plus), Watford WD18 7PZ	Watford	279	0	

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2022-25)</b>	<b>No of dwellings under construction (2022-25)</b>	<b>Comments</b>
94-98 St Albans Road and 114 St Albans Road, Watford WD24 4AD	Watford	1,214	0	
Land to the south of Thomas Sawyer Way comprising the waterside area and forming part of the Watford Riverwell Development (formerly known as Watford Health Campus), Watford	Watford	255	253	Hybrid development including residential and commercial space
45-69 Sydney Road, Watford WD18 7QA	Watford	248	0	Granted on 14/9/20. Lapsed till 14/9/23
1 Cherry Tree Road, Watford WD24 6SH	Watford	101	0	Granted on 25/9/20. Lapsed till 25/9/2023
<b>Total</b>		<b>4,457</b>	<b>1269</b>	

**Welwyn Hatfield locality**

Potential new housing growth (greater than 100 dwellings planned).

<b>Site name</b>	<b>Area</b>	<b>No of planned dwellings (2022-25)</b>	<b>No of dwellings under construction (2022-25)</b>	<b>Comments</b>
Hill-Top Neighbourhood Centre, High View, Hatfield AL10 8HZ	Hatfield	146	24	
Former Shredded Wheat Factory, Welwyn Garden City AL8 6UN	Welwyn Garden City	1454	208	Redevelopment includes residential, doctor's surgery, retail units and children's play area
Ratcliff Tail Lifts Ltd site, Bessemer Road, Welwyn Garden City AL7 1ET	Welwyn Garden City	110	21	Residential including extra care homes
Land to north-east of Welwyn Garden City, Panshanger, Welwyn Garden City AL7 2QJ	Welwyn Garden City	656	0	Granted on 13/2/20. Lapsed till 13/2/23
<b>Total</b>		<b>2366</b>	<b>253</b>	



## Appendix N: New care home developments across Hertfordshire

New home location	Area	Proposed development	No of units under construction
Broxbourne	Hoddesdon	80 units	0 units
	Wormley	77 units dementia care	77 units
	Cheshunt	64 units	0 units
Dacorum	Berkhamsted	103 units	0 units
	Berkhamsted	4 units – four-bedroom en suites	4 units
	Hemel Hempstead	15 units	0 units
East Hertfordshire (covers Stort Valleys and Villages and Upper Lea Valley)	Bishop's Stortford	55 units	55 units
	Bishop's Stortford	80 units	0 units
	Bishop's Stortford	78 units	0 units
	Ware	37 units	37 units
	Wickford	20 bedroom – specialist care home	0 units
	Stevenage	80 beds	0 units
	Sawbridge	10 units	0 units
Hertsmere	Potters Bar	20 bed – dementia care	20 units
	Borehamwood	80 bed dementia/residential care	0 units
	Borehamwood	33-bedroom extension	0 units
	Shenley	4-bedroom extension	4 units
	Bushey	5 units extension	0 units
	Bushey	72 bed – care home	0 units
	Barnet	6 isolation admission units	0 units
North Hertfordshire	Little Wymondley	15 en suite bedroom extensions	0 units

<b>New home location</b>	<b>Area</b>	<b>Proposed development</b>	<b>No of units under construction</b>
St Albans and Harpenden	St Albans	83-bed residential care home	0 units
	St Albans	Demolition of existing and construction of 45-bed residential care	0 units
	Redbourn	4 en suite bedroom for isolation admission	0 units
	Bricket Wood	2 en suite bedroom extension	2 units
Stevenage	Stevenage	3-bed extension	0 units
	Stevenage	4 units	0 units
Watford and Three Rivers	Chorleywood	Demolition of existing care home and construction of replacement three-storey care home – 46 units	0 units
	Rickmansworth	5-unit extension	5 units
	Rickmansworth	75 bed – care home	0 units
	South Oxhey	75 bed – care home	0 units

## Appendix O: Opportunities for possible community pharmacy services in Hertfordshire

Any local commissioning of services for delivery by community pharmacy lies outside the requirements of a PNA; it is considered as being additional to any Necessary Services required under the Pharmaceutical Regulations 2013.

In reviewing the provision of Necessary Services and considering Advanced, Enhanced and Locally Commissioned Services for Hertfordshire as part of the PNA process, it was possible to identify opportunities for service delivery via the community pharmacy infrastructure that could positively impact the population.

Not every service can be provided from every pharmacy and that service development and delivery must be planned carefully. However, many of the health priorities either at a national or local level can be positively impacted by services provided from community pharmacies, albeit being out of the scope of the PNA process.

The take-up of some services from pharmacies has been low; a review to identify the factors that contribute to this low uptake should form part of a review to rectify the shortfall.

### 1 Health needs identified in the NHS Long Term Plan (LTP)

Priority clinical areas in the LTP include:

- Prevention
  - Smoking
  - Obesity
  - Alcohol
  - Antimicrobial resistance
  - Stronger NHS action on health inequalities
- Better care for major health conditions
  - Cancer
  - Cardiovascular Disease (CVD)
  - Stroke care
  - Diabetes
  - Respiratory disease
  - Adult mental health services

### 2 Health needs identified in Hertfordshire

Causes of ill health in Hertfordshire are discussed in detail in [Section 2](#) of this PNA. In summary:

- The health of people in Hertfordshire is generally better than the England average; more people exercise and meet the recommended '5-a-day' than the England average, and the percentage of adults presenting as overweight or obese is lower than the England average.
- Index of Multiple Deprivation scores: Hertfordshire ranks 135 out of 151 upper tier local authorities in England, with rank 1 being the most deprived.

- Crime rates are highest and life expectancy the lowest in Stevenage and Watford.

The leading causes of gaps in life expectancy in both males and females in Hertfordshire overall are:

- Heart disease: although prevalence of CHD is lower than the England average
- Stroke
- Cancer: new cancer cases are at about the same level as the England average

These are also the leading causes of death. The leading three causes of Disability Adjusted Life Years (DALYs) in Hertfordshire are heart disease, low back pain and Chronic Obstructive Pulmonary Disease (COPD).

### Substance misuse

- Hertfordshire has a greater proportion of successful completion of drug treatment and a lower number of deaths when compared to England
- Persons in drug misuse treatment who inject drugs – percentage of eligible persons who have received a hepatitis C test in Hertfordshire is lower (80%) than England (84.2%)

### Alcohol

- Admission episodes per 100,000 population for alcohol-related conditions in 2020-21 were statistically higher than the national average in Welwyn Hatfield, Watford and Stevenage

### Obesity

In Hertfordshire the levels of obesity are below the national average, however obesity impacts on health in a multitude of ways including increased prevalence of CVD and diabetes. Obesity rates in Hertfordshire:

- **21.5%** of adults are obese and **61.8%** are either overweight or obese
- **20.8%** of 4–5-year-olds are overweight or obese
- **28.6%** of 10–11-year-olds are overweight or obese
- Overweight and obese children are more likely to become obese adults, with current trends suggesting that **80%** of children who are obese at age 10–14 will become obese adults

### Respiratory

- Asthma prevalence varies in Hertfordshire by locality. The highest levels are 7.8% (2020-21 QOF data) in the north-east of Hertfordshire and as low as 5.7% in Herts Valleys CCG (the England average is 6.4%).
- COPD prevalence is below the East of England and national averages (2020-21 QOF data) as are emergency admission rates for COPD.

## **Infectious diseases**

- The proportion of drug-sensitive tuberculosis cases who had completed a full course of treatment by 12 months is also lower in Hertfordshire (74.6%) than England (82%)

## **Sexual health**

- Chlamydia is the most common STI in Hertfordshire, with a detection rate of 1,300 per 100,000 of the 15–24-year-old population in 2020; this is lower than the England average of 1,408
- The screening rate for chlamydia in those aged 15–24 is 12.2%, which is lower than the England rate of 14.3%
- The gonorrhoea detection rate is also below the England average
- HIV testing coverage in Hertfordshire is 36.4%, compared with 46% in England

## **3 Opportunities for further community pharmacy provision**

The Steering Group has considered opportunities for further community pharmacy provision particularly as it has been cited in the NHS LTP that greater use of community pharmacists' skills and opportunities to engage patients should be optimised.

Should these be priority target areas for commissioners, they may want to consider the current and future service provision from community pharmacies. In light of the Advanced Services that are currently commissioned and the impact of the COVID-19 pandemic it is suggested that consideration is given to the following examples that may reduce demand on other settings whilst supporting patients:

- Long COVID opportunities
- Walk-in minor illness service
- Independent prescribing or Patient Group Directions (PGDs) for minor illness in community pharmacy where training has been provided to reduce demand on other settings such as general practice

From the public questionnaire there is a wish for new services to be made available from community pharmacies. It is particularly notable that many patients believe that a minor ailments service is already in operation and a large majority of patients would wish this service to be offered. This is why a walk-in minor illness service has been cited.

Based on these priorities and health needs, community pharmacy could be commissioned to provide services that can help manage and support in these areas.

## **4 Existing services**

Optimising the awareness of existing services in community pharmacy would support the ambitions in the NHS LTP. There are further opportunities to get community pharmacy to support signposting for all the priority conditions within the LTP at an earlier stage.

- Antimicrobial resistance

There is an opportunity to work closely with community pharmacies, through promotion and training where necessary, to help support antimicrobial resistance as a key part of the local health economy to help patients to self-care without the use of unnecessary antibiotics.

#### 4.1 Advanced Services

These services are currently commissioned by NHSE&I.

There are several new Advanced Services that have only recently been implemented that could be beneficial to the population of Hertfordshire based on the identified health needs, including:

- Hypertension case-finding service

This is a new Advanced Service that is due to be introduced imminently. The service has two stages – the first is identifying people at risk of hypertension and offering them blood pressure measurement (a ‘clinic check’). The second stage, where clinically indicated, is offering 24-hour ambulatory blood pressure monitoring. The blood pressure test results will then be shared with the patient’s GP to inform a potential diagnosis of hypertension.

- Smoking cessation Advanced Service

There is a new Smoking Cessation Advanced Service for people referred to pharmacies by a hospital, which will be commissioned from January 2022 (delayed). The service is aimed at ‘stop smoking support’ for those beginning a programme of smoking cessation in secondary care and referred for completion in community pharmacy. The Department of Health and Social Care (DHSC) and NHSE&I proposed the commissioning of this service, as an Advanced Service.

In addition, some of the existing Advanced Services could be better utilised within Hertfordshire, i.e. CPCS and NMS, including a focus on particular health needs in the population for these services.

There is an opportunity for Advanced Services to be commissioned based upon a plethora of local services that may support the LTP, for example sexual health services. It is of note that there is a contraception management pilot that is not currently available in Hertfordshire.

#### 4.2 Locally Commissioned Services

Based on the local and national health needs identified throughout this document, there are opportunities for community pharmacy to positively impact outcomes.

Below are examples of services that have been commissioned in some areas of England either by NHSE or CCGs. These would be seen as add-on services to Advanced Services or could be commissioned separately.

There are many examples of different service types that would meet the priority long-term conditions on the [PSNC website](#), those below are described to give an idea of the type of service available. The conditions listed have been identified as health priorities either as causes of ill health in Hertfordshire ([Section 2](#)) or the NHS LTP.

### 4.3 Possible disease-specific services

- Obesity

Community pharmacies are well situated to deliver patient-centred, integrated weight management service to improve patients' health and quality of life, providing psychological support and behavioural interventions as well as interventions to increase physical activity and improve diet. Where appropriate, pharmacological interventions may also be provided.

- Alcohol

Pharmacies could screen and provide one-to-one support and advice to people identifying increasing-risk drinking and higher-risk drinking and provide brief advice to motivate individuals to take positive action and help them modify their drinking patterns. The pharmacy could provide referral to specialist services if necessary.

- Respiratory

Community pharmacies have many contacts with patients with respiratory diseases. To ensure consistent provision amongst community pharmacies, they could be identified to support in a number of areas:

- Support patients' ability to manage their own asthma and/or COPD through improving inhaler technique and ensuring that they are able to use their inhalers effectively and correctly.
- Proactively check that patients with COPD are aware of what to do if they start an exacerbation and that they have a rescue pack at home if this is part of the plan, which can be supplied to patients via a PGD.
- Early identification of symptomatic lung cancer patients to enable local awareness raising for example – 'not ALL cough is COVID'. This could support pharmacies in identifying symptomatic patients who may come into the pharmacy and provide a pathway for those patients which the pharmacist can use.  
Identify previously undiagnosed patients with COPD by providing screening for patients.

- Diabetes

Diabetes-focussed pharmacy (West Essex LPN; Dorset LPC). The framework is categorised into six elements: 1. The pharmacy team; 2. Prevention and lifestyle; 3. Complications of diabetes; 4. Education programmes; 5. Medicines adherence; 6. Signposting

The service was funded by NHSE and is one of several service examples that can be found on the PSNC website ([Diabetes Focus Pharmacy Framework : PSNC Main site](#))

- Point-of-Care Testing (POCT)

There are opportunities to increase POCT from community pharmacies in a number of areas such as diabetes and HIV screening.

Diabetes diagnosis rates are low within Hertfordshire and there could be an opportunity for community pharmacy to identify those at risk of diabetes. Community pharmacy could be used to support those with diabetes, such as the Patient Activation Project Cornwall.

The Advanced Service for Hepatitis C testing uses a POCT methodology and these tests are also available for HIV testing. HIV testing coverage in Hertfordshire is 36.4% compared with 46% in England.

There have been many such services delivered from community pharmacies around England. This service could be combined with the **needle exchange service** or as a supplementary service to the **Emergency Hormonal Contraception** service, which are available already.

- Cardiovascular

AF screening service (multiple areas). This service provides patients at high risk of Atrial Fibrillation (AF) with a consultation which gathers information and screens them for AF using a portable heart monitoring device called an AliveCor monitor. Patients who have this arrhythmia detected will be counselled by the pharmacist about the implications of the diagnosis and referred to their GP for ongoing management. The pharmacy consultation will: 1. screen identified cohorts for AF using a portable heart monitor device; 2. counsel the patient on the results of the analysis; 3. where appropriate, send the report and refer the patient to their GP for further investigation and management; 4. offer advice on a healthier lifestyle; and 5. signpost the patient to other services available in the pharmacy such as a Stop Smoking Service or Weight Loss Support Service

- Health Checks

The numbers of community pharmacies providing Health Checks varies across the localities in Hertfordshire as the service is currently in pilot form and has seen slow take-up due to the COVID-19 pandemic. As heart disease and stroke are among the leading causes of gaps in life expectancy and the leading causes of death and DALYs in both males and females in Hertfordshire, then the provision of Health Checks through a greater number of pharmacies within the existing infrastructure could be considered or reviewed.

## 5 Recommendations

1. Highlight to the public the services that are currently available from community pharmacies. This will help to manage the following issues:
  - The existing services are used sub-optimally
  - The public questionnaire made it clear that members of the public were not aware of all the currently available services
  - Members of the public wish to see many of these services provided ([Section 5](#))
2. Consider the optimal utilisation of NHS Health Checks from community pharmacies



Heart disease and stroke are among the leading causes of gaps in life expectancy and the leading causes of death and DALYs in both males and females in Hertfordshire. Diabetes diagnosis rates for diabetes are generally low across Hertfordshire. NHS Health Checks can impact these specific health areas and are available in many healthcare settings in Hertfordshire but in relatively few community pharmacies. It is recognised that the service is in a pilot stage and had been commissioned during a pandemic that has impacted on the rollout of such a service.

3. Identify the best way to deliver the new Advanced Services and engage with new Advanced Services as commissioned

Smoking cessation and hypertension case-finding can meet the health needs of Hertfordshire either in targeted localities or to the broader population.

4. Consider the provision of new Locally Commissioned Services

To meet specific health needs in Hertfordshire but also to meet the LTP ambitions, the above services outlined could be considered to meet local patient need.

## **Abbreviations**

AF – Atrial Fibrillation

AIMp – Association of Independent Multiple Pharmacies

APS – Annual Population Survey

AUR – Appliance Use Review

BAME – Black, Asian and Minority Ethnic

BSA – Business Services Authority

CCA – Company Chemists' Association

CCG – Clinical Commissioning Group

CHD – Coronary Heart Disease

COPD – Chronic Obstructive Pulmonary Disease

CPCF – Community Pharmacy Contractual Framework

CPCS – Community Pharmacist Consultation Service

CVD – Cardiovascular Disease

DAC – Dispensing Appliance Contractor

DALY – Disability Adjusted Life Years

DHSC – Department of Health and Social Care

DMIRS – Digital Minor Illness Referral Service

DMS – Discharge Medicines Service

DRUM – Dispensing Review of Use of Medicines

DSP – Distance-Selling Pharmacy

DSQS – Dispensing Services Quality Scheme

EHC – Emergency Hormonal Contraception

EHCP – Education and Health Care Plan

EN Herts – East and North Herts

EoLC – End-of-Life Care

eRD – Electronic Repeat Dispensing

ES – Essential Services

EU – European Union

GP – General Practitioner

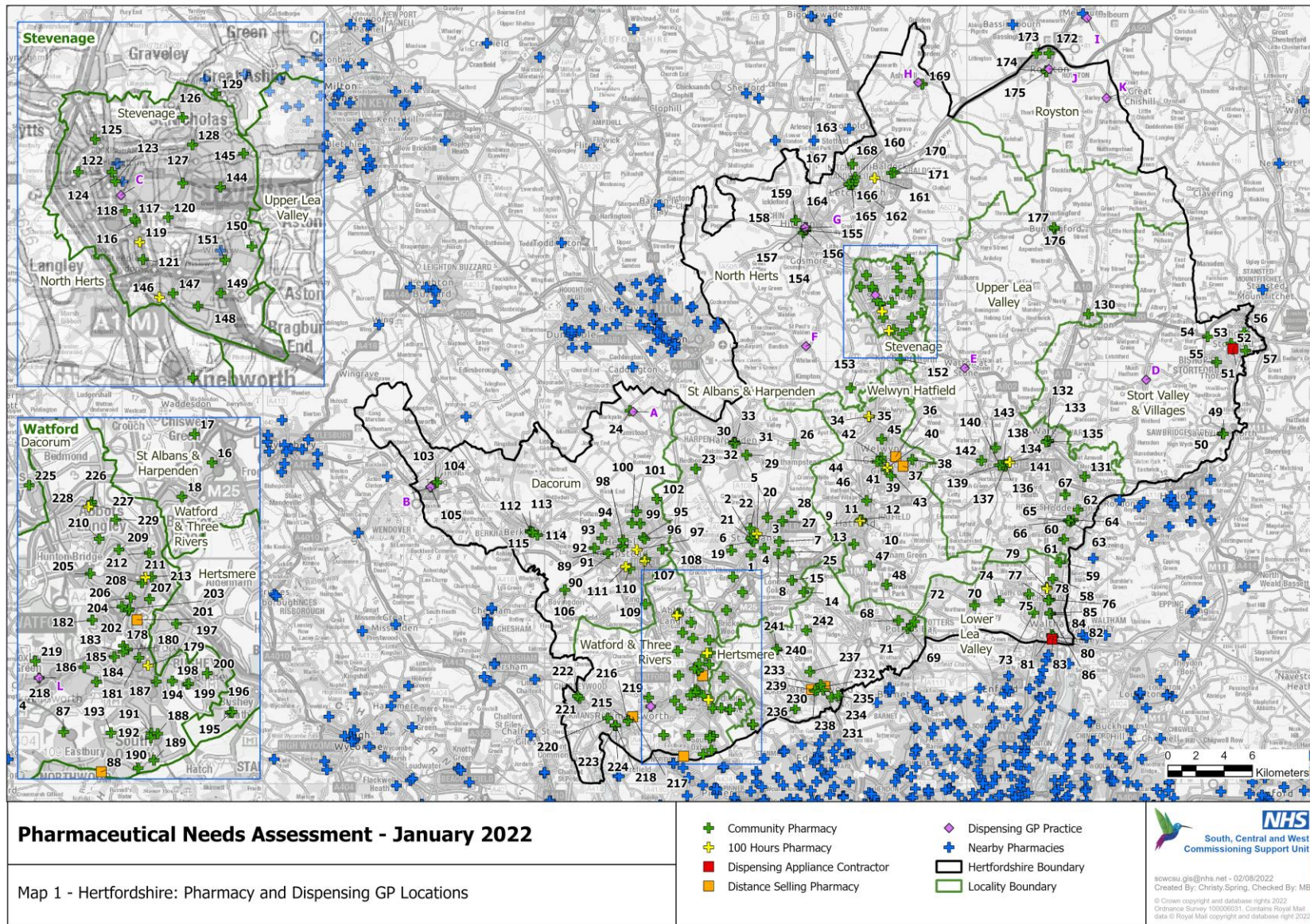
HCC – Hertfordshire County Council

HIV – Human Immunodeficiency Virus

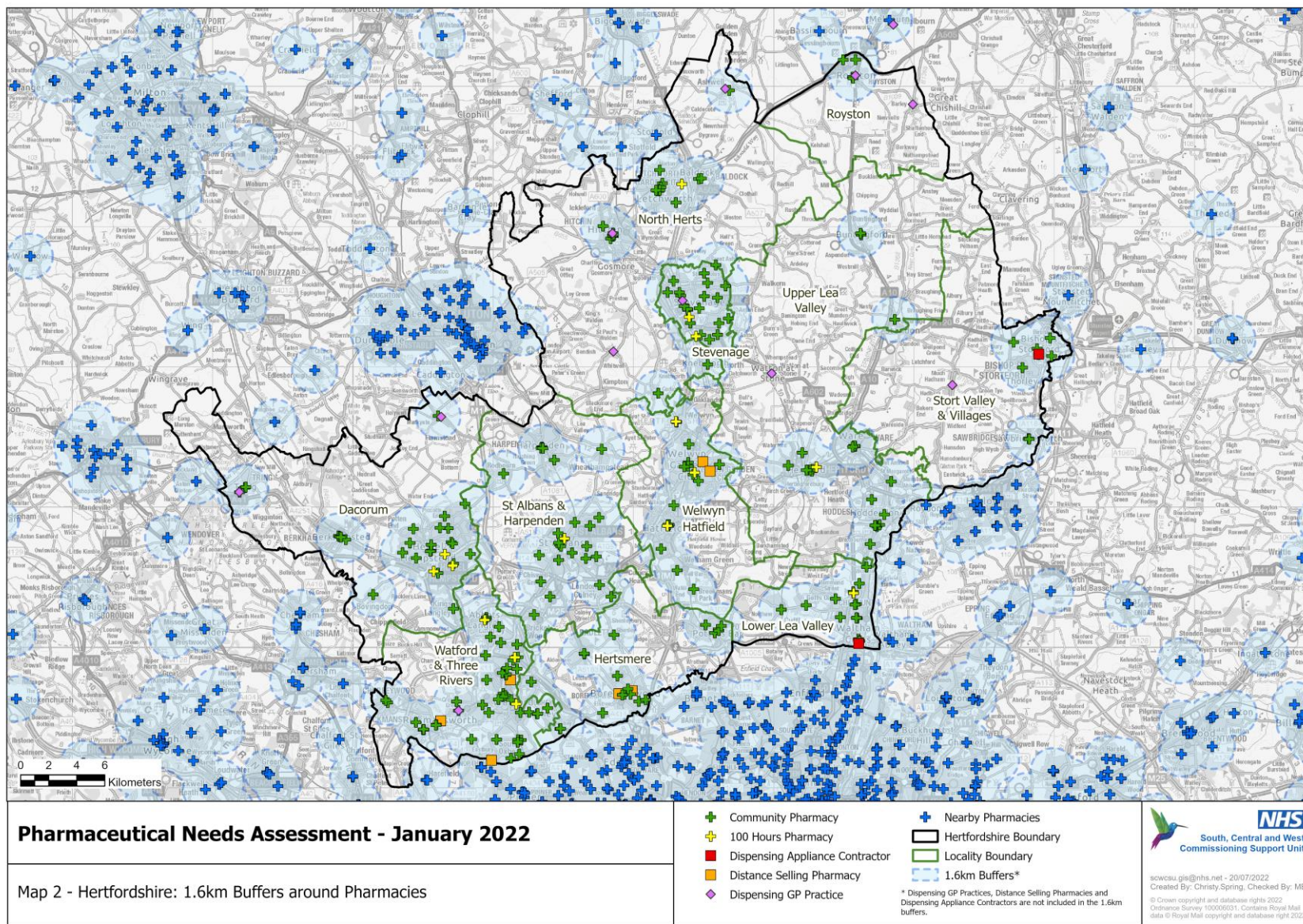
HVCCG – Herts Valley CCG  
HWB – Health and Wellbeing Board  
ICB – Integrated Care Board  
ICS – Integrated Care System  
IMD – Index of Multiple Deprivation  
JHWS – Joint Health and Wellbeing Strategy  
JSNA – Joint Strategic Needs Assessment  
LA – Local Authority  
LARC – Long-Acting Reversible Contraception  
LASA – Look-Alike, Sound-Alike  
LCS – Locally Commissioned Services  
LFD – Lateral Flow Device  
LMC – Local Medical Committee  
LPC – Local Pharmaceutical Committee  
LPS – Local Pharmaceutical Service  
LSOA – Lower Layer Super Output Areas  
LTP – Long Term Plan  
MLD – Moderate Learning Difficulties  
MSK – Musculoskeletal  
MSOA – Middle Layer Super Output Area  
MUR – Medicines Use Review  
MYE – Mid-Year Estimates  
NHS – National Health Service  
NHSE – NHS England  
NHSE&I – NHS England and NHS Improvement  
NICE – National Institute for Health and Care Excellence  
NMS – New Medicine Service  
NSP – Needle Syringe Programme  
NUMSAS – NHS Urgent Medicine Supply Advanced Service  
OHID – Office for Health Improvement and Disparities  
ONS – Office for National Statistics  
OTC – Over the Counter

PCN – Primary Care Network  
PCT – Primary Care Trust  
PGD – Patient Group Direction  
PhAS – Pharmacy Access Scheme  
PHE – Public Health England  
PHOF – Public Health Outcomes Framework  
PMLD – Profound and Multiple Learning Difficulties  
POCT – Point of Care Testing  
POPPI – Projecting Older People Population Information  
PNA – Pharmaceutical Needs Assessment  
PQS – Pharmacy Quality Scheme  
PSNC – Pharmaceutical Services Negotiating Committee  
QOF – Quality and Outcomes Framework  
SAC – Stoma Appliance Customisation  
SEN – Special Educational Needs  
SLD – Severe Learning Difficulties  
STI – Sexually Transmitted Infection  
UASC – Unaccompanied Asylum-Seeking Children  
UKHSA – UK Health Security Agency

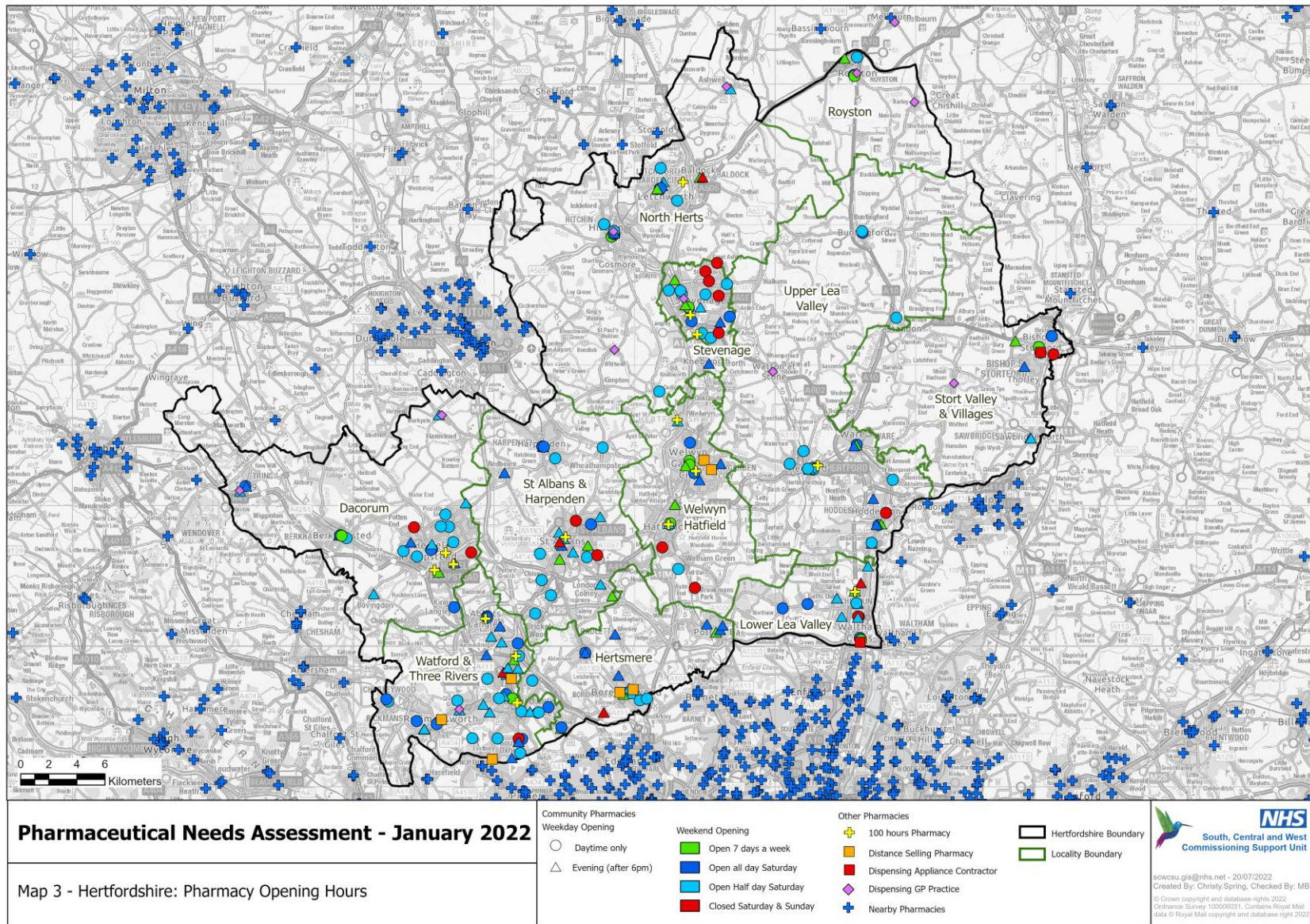
# Map 1: Location of all contractors in Hertfordshire HWB



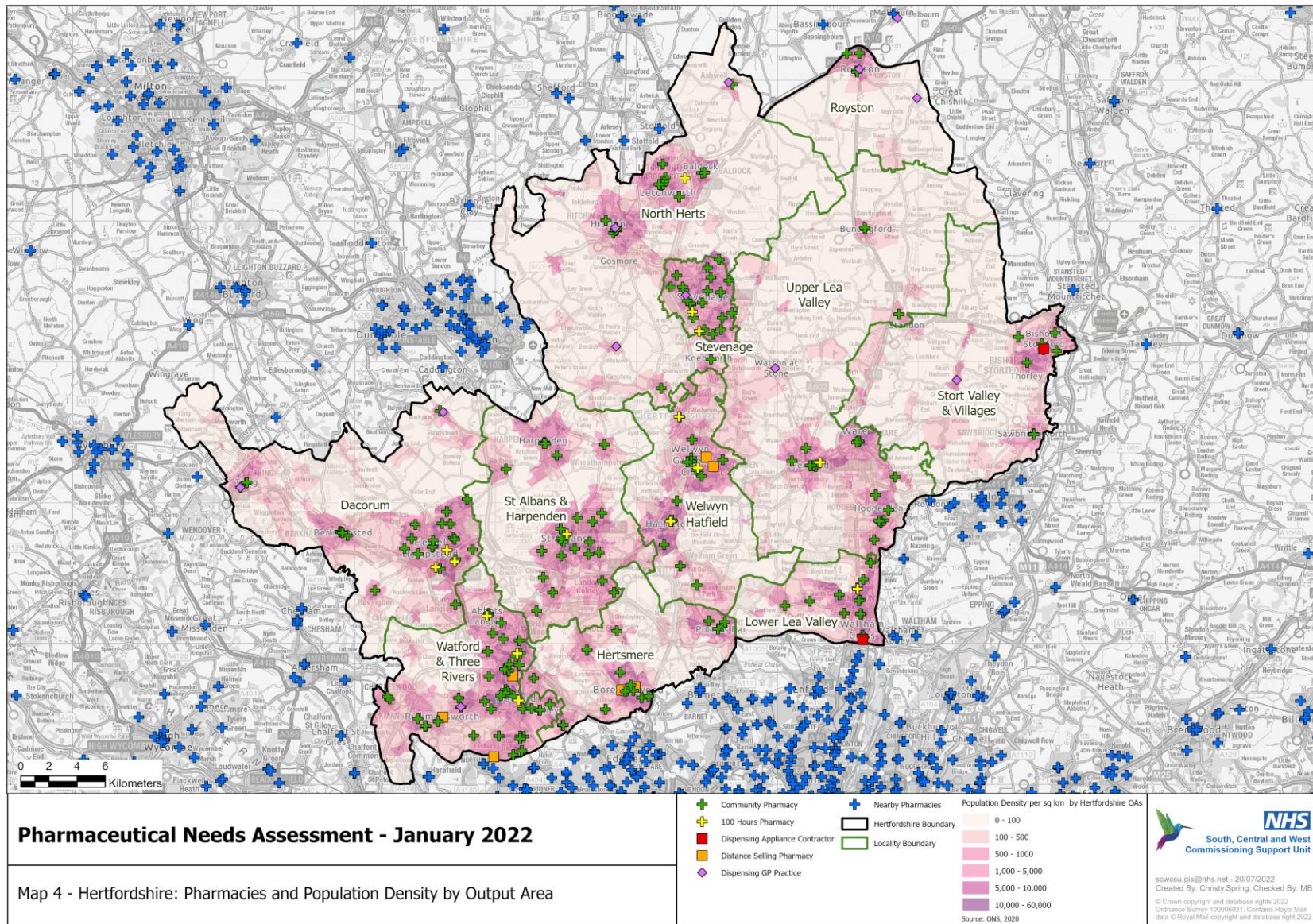
Map 2: 1.6 km buffers around pharmacies



### Map 3: Pharmacy opening hours

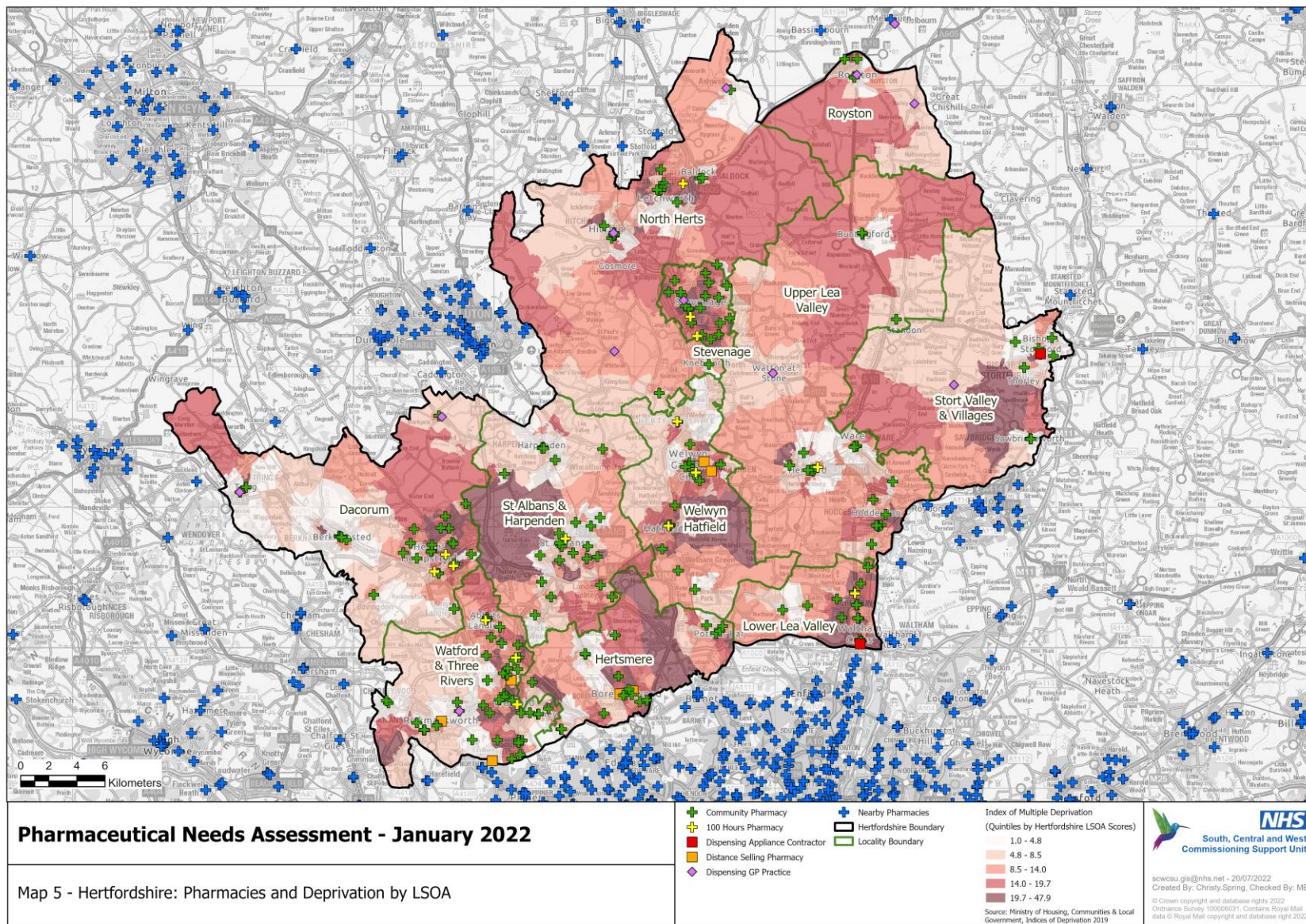


Map 4: Pharmacies and population density by output area

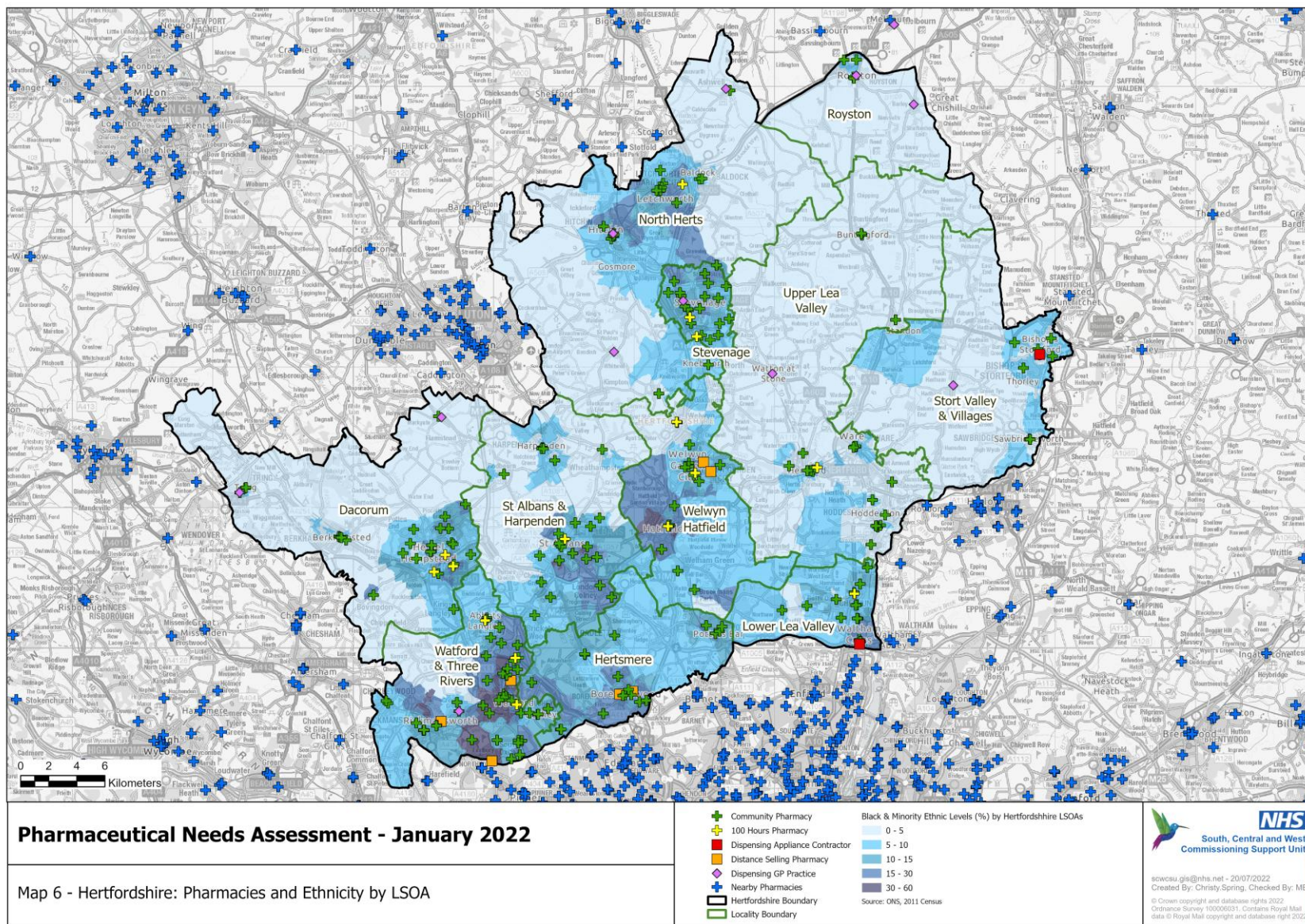




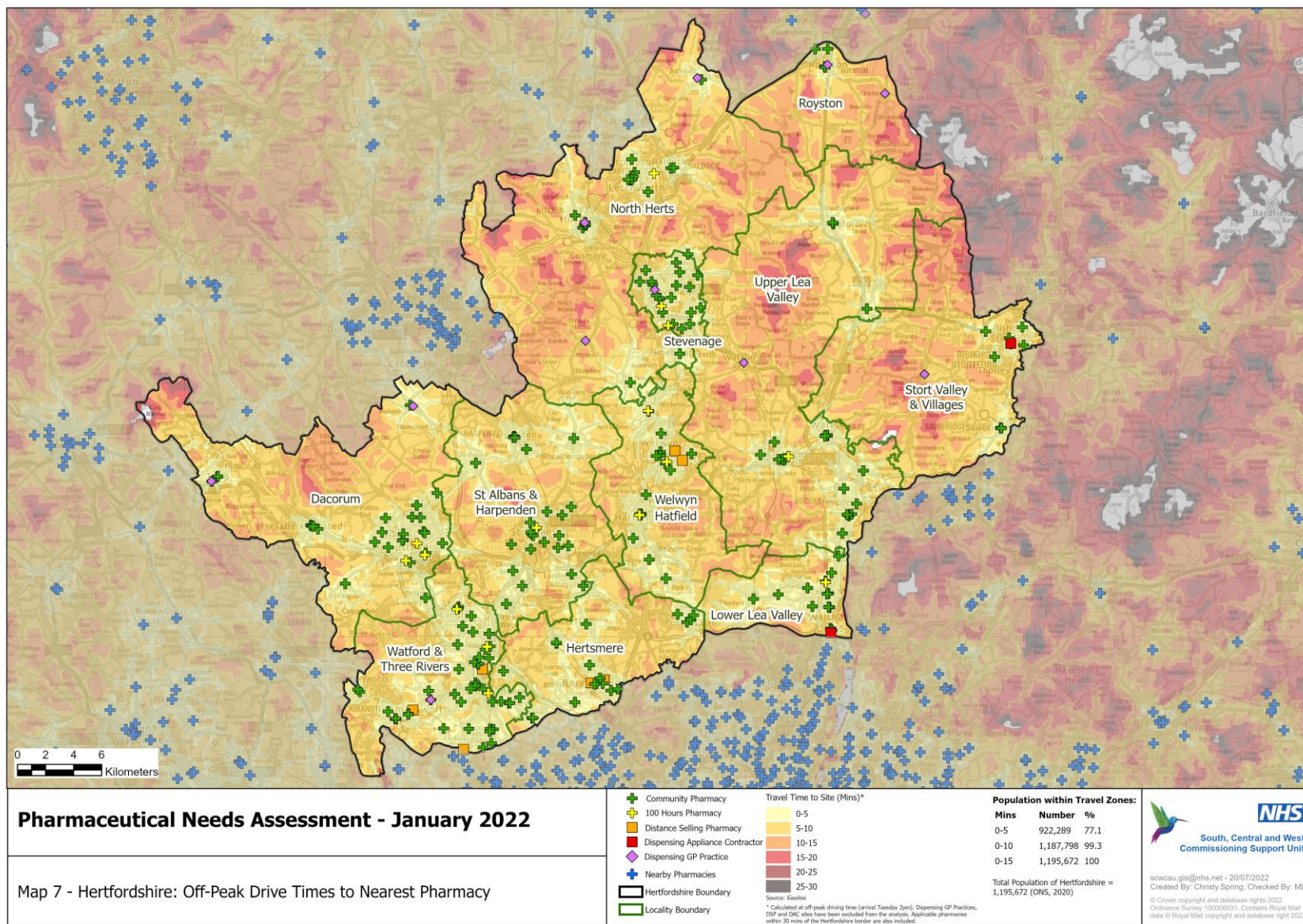
Map 5: Pharmacies and deprivation by LSOA



Map 6: Pharmacies and ethnicity by LSOA

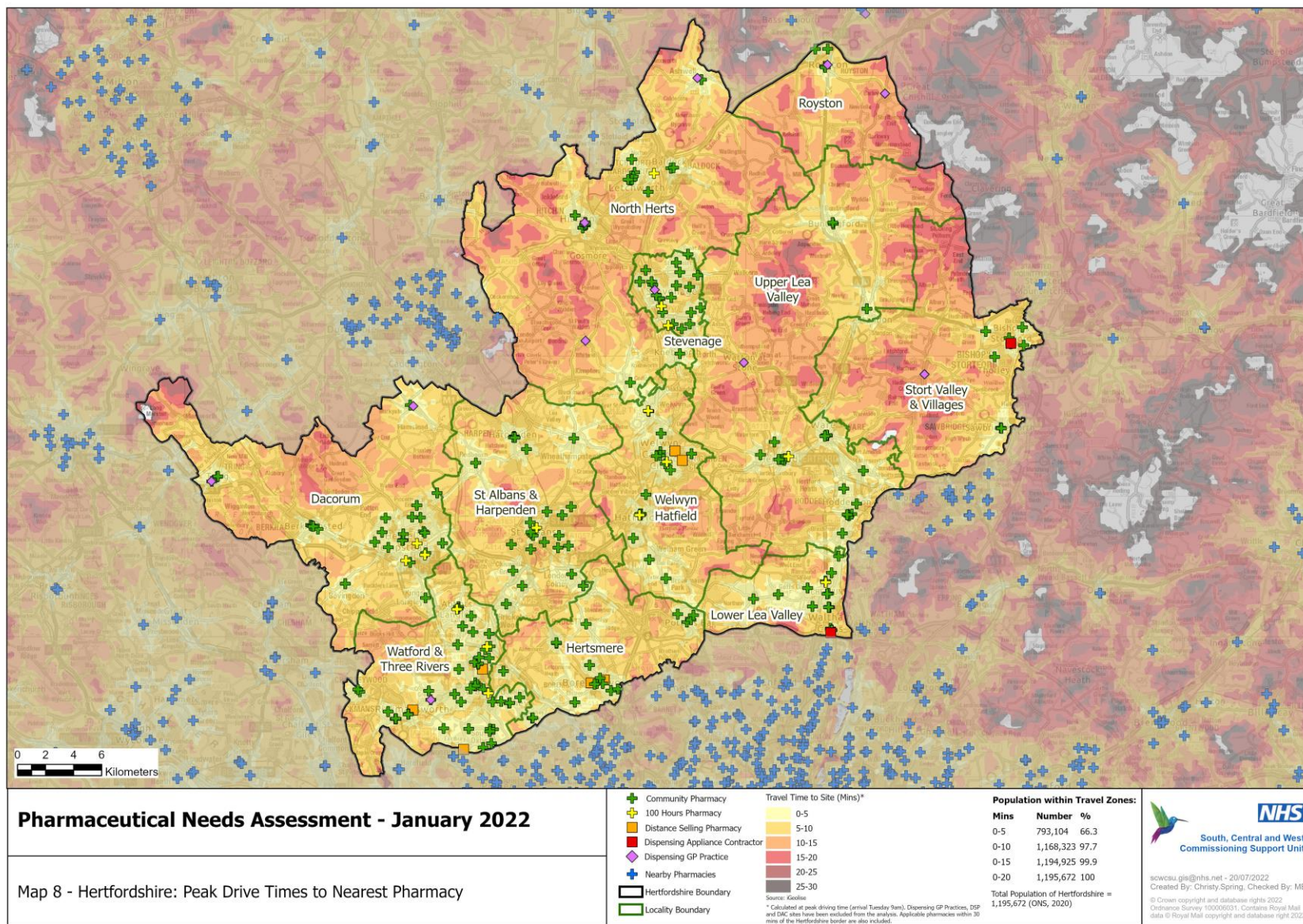


### Map 7: Off-peak drive times to nearest pharmacy



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### Map 8: Peak drive times to nearest pharmacy

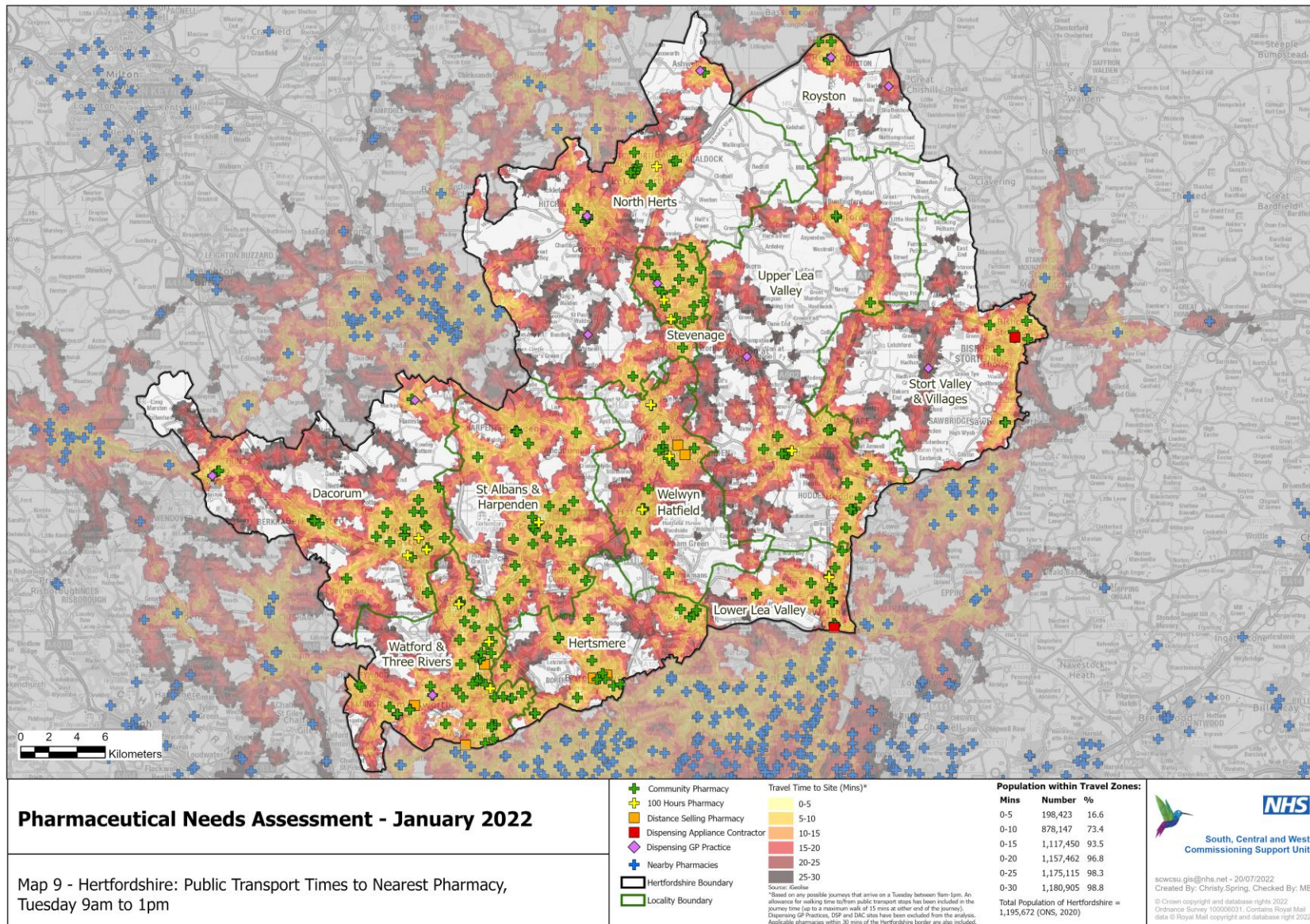


**Pharmaceutical Needs Assessment - January 2022**

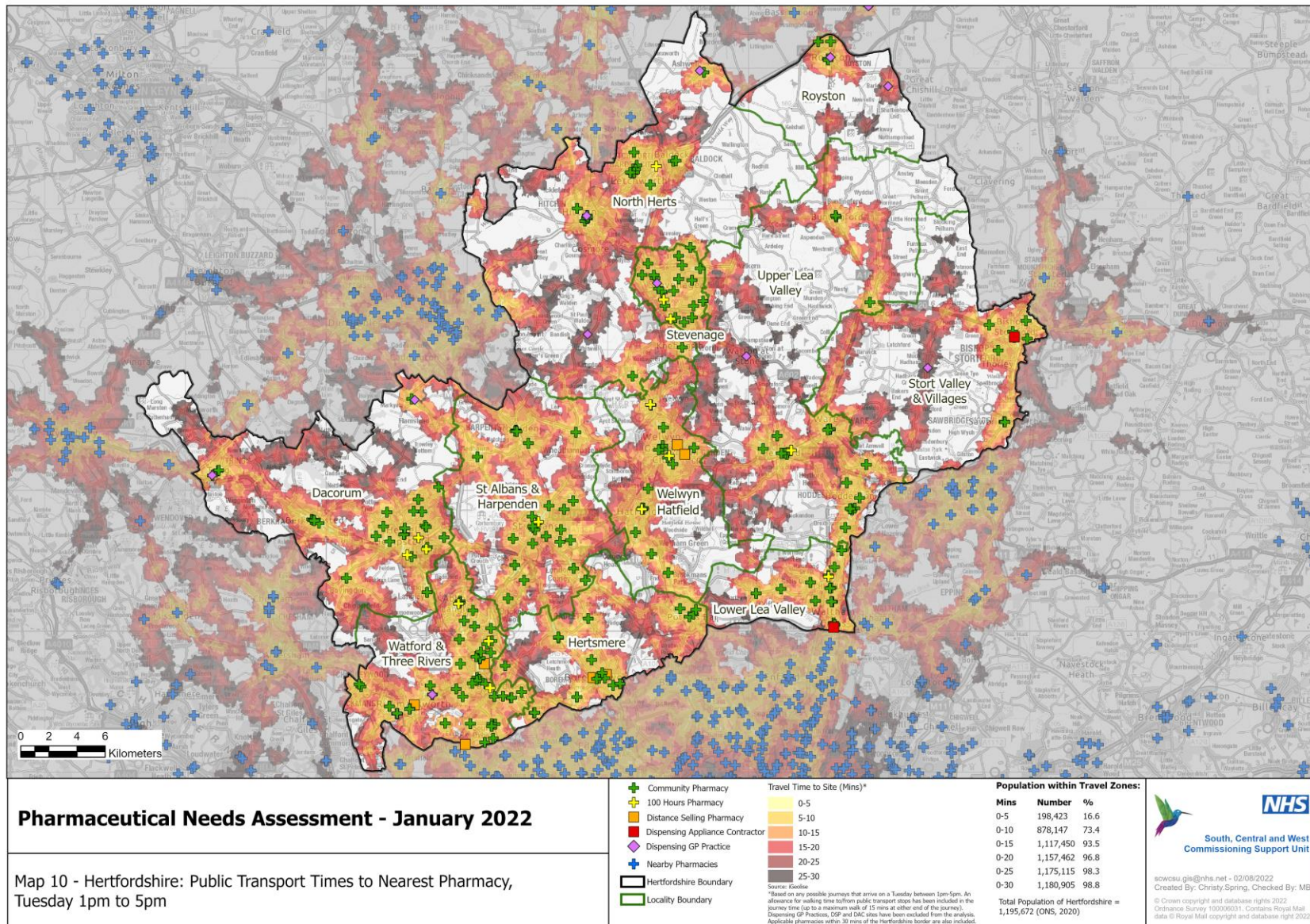
Map 8 - Hertfordshire: Peak Drive Times to Nearest Pharmacy

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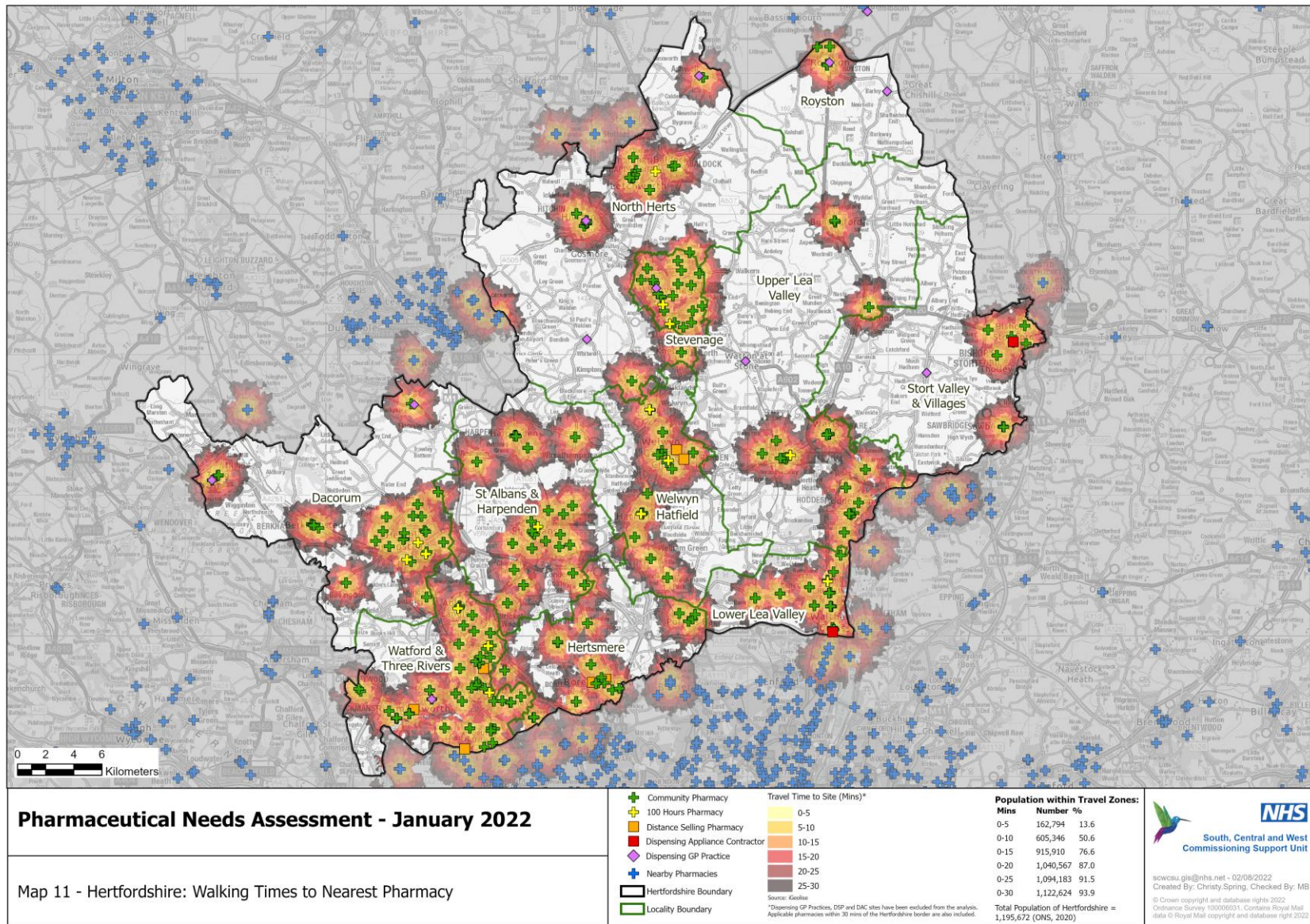
# Map 9: Public transport times to nearest pharmacy, Tuesday 9 am to 1 pm



# Map 10: Public transport times to nearest pharmacy, Tuesday 1 pm to 5 pm



# Map 11: Walking times to nearest pharmacy



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