A Short Summary of the Luton 2015 Pharmaceutical Needs Assessment (PNA)
What the Pharmaceutical Needs Assessment is

A Pharmaceutical Needs Assessment is a health needs assessment which is specifically considers the extent to which existing pharmacy services help to meet the health needs of the population, identify any gaps in required provision, any services provided that do not meet a need, and any ways in which services could be improved. It takes into account the characteristics of the area and its population and the local health priorities as set out by Luton's Health and Wellbeing Board. The Health and Wellbeing Board is a Council-led forum responsible for identifying health needs and priorities and for planning and commissioning public services to meet those needs. The Pharmaceutical Needs Assessment is separate from and sits alongside the Joint Strategic Needs Assessment, which covers the overall remit of health and social needs. This replaces the original 2011 Pharmaceutical Needs Assessment done by the then Primary Care Trust.

Why we are doing it

The NHS Act 2006, amended by the Health and Social Care Act 2012, set out a wide definition of pharmaceutical services and set out the requirements for developing and updating Pharmaceutical Needs Assessments. Primary Care Trusts no longer exist, and responsibility for Pharmaceutical Needs Assessments now rests with the Health and Wellbeing Board. The Act places a statutory duty on Health and Wellbeing Boards to publish a Pharmaceutical Needs Assessment to cover the period 2015 - 2018 by 1 April 2015.

What the Pharmaceutical Needs Assessment is for

The purpose of the Pharmaceutical Needs Assessment is to identify pharmaceutical services that we may wish to commission from community pharmacists in line with our local health priorities, the aspirations of the pharmacy profession, and the identified needs of the population of Luton. It is a key document for NHS England as they consider applications to open new pharmacies and dispensing appliance contractor premises and commissioning additional services from pharmacies in the Luton.

How we developed the Pharmaceutical Needs Assessment

Luton's Health and Wellbeing Board formed a steering group under the chairmanship of a Consultant in Public Health Medicine, that included representation from;
- Bedfordshire and Hertfordshire Local Pharmaceutical Committee, which represents all pharmacists in the area;
- Luton Clinical Commissioning Group, which represents all GP practice in Luton;
- NHS England's Local Area Team, which will make decision on opening new pharmacies and commissioning additional services from pharmacies;
- the local Healthwatch. Healthwatch is a watchdog organisation with statutory powers to ensure the voice of the consumer is taken into account by those who commission, deliver, and regulate health and care services;
- the Council's communication department, to ensure the quality of the public consultation; and
- public health information and intelligence for statistical analysis and mapping.

The group first convened in June 2014.
We considered the existing service provision: where the pharmacies are, what services they provide, what their opening hours are, and how conveniently they are located.

We looked at the local health priorities to see how pharmacies might support these.

We examined the characteristics of the population of Luton:

- the age and sex structure, as areas with a large proportion of young people have a different balance of health needs (e.g. more contraceptive and sexual health services) from those with a large proportion of older people (e.g. more services for long term conditions). We included in our analysis expected population changes and anticipated future housing development to 2018, using estimates provide by the Council's Demography Department;
- the ethnic make-up of the population, as some health problems are known to be more prevalent in some ethnic groups than others, and some groups are harder to reach;
- the degree of deprivation of the population, as it is known that more deprived people are more likely to have poor health and to die early, an inequality it is important to minimise;
- a range of health indicators, including life expectancy and premature mortality and various long term conditions, identifying potential implications and opportunities for pharmacies to help; and
- the proportion of the population with various aspects of a healthy lifestyle.

We carried out a Residents' and Service Users' Survey in July and August 2014 to determine the views of our population on the quality of the current pharmaceutical services (216 responses), and included a question on this in the Council's Annual Residents Survey (1125 responses). We surveyed the local pharmacies to obtain their views of how services performed and how they might be developed or improved. About three quarters of all pharmacies responded to this.

We published the draft document for consultation with relevant professional stake-holders during December 2014 and January and February 2015.

What we found

This section contains only the major findings. Readers are referred to the full Pharmaceutical Needs Assessment document for more details.

Perceived quality of services

Levels of customer satisfaction are high: 95% regard services as Very Good or Fairly Good. More than 90% say staff are friendly, and more than 85% regard their customer service as good.

Existing Provision

There are 46 community pharmacies in Luton. Map 1 shows their locations. There is a concentration of pharmacies in the commercial heart of the town.

Luton has 22.6 pharmacies per 100,000 population. The average for England as at March 2013 was 22 pharmacies per 100,000, so overall provision in Luton is very close to the national average.

There are 17 pharmacies open after 6:30 in the evening, one of which is only open on Thursday evenings. Map 2 shows their locations. There are seven pharmacies which are open for at least
100 hours per week. **Map 3** shows their locations. There are 40 pharmacies which open on Saturdays, of which twelve also open on Sundays. **Map 4** shows their locations.

Of those who responded to the survey of residents and service users, 34% were in favour of more pharmacies being open between 6:30 and 8:00 pm, and 26% were in favour of more pharmacies being open after 8:00 pm, 47% were in favour of more pharmacies being open on Saturdays, and 43% were in favour of more pharmacies being open on Sundays.

The population of Luton is expected to grow by about 7000 (3%) between 2015 and 2018. As **Map 5** shows, the greatest increases are expected to be in areas that are well-provisioned with existing pharmacies. While there is no specific trigger point to establish new need, this level of population change would not generally be expected to require new pharmacies opening.

All pharmacies provide "Essential Services": Dispensing medicines and actions associated with dispensing (e.g. keeping records), Dispensing appliances, Repeat dispensing, Disposal of unwanted medicines, Public health (promotion of healthy lifestyles), Signposting, Support for self-care, and Clinical Governance.

Most pharmacies provide "Advanced Services" which are commissioned by NHS England: over 95% provide a Medicines Review Service, where pharmacists review a patient’s current medication to ensure patients get best use of their medicines and to resolve any problems with compliance, and almost three quarters provide a New Medicines Service, where the aim is to promote the health and well being of patients prescribed with new medicines for long term conditions.

There is a range of services which are known as "Enhanced Services" if commissioned by NHS England. These include Sexual Health services (emergency hormonal contraception and screening and treatment for chlamydia), substance misuse services, and Stop Smoking services. In Luton these are locally commissioned by the Local Authority's Public Health Department and do not count as enhanced service. At present, over 40% of pharmacies do not offer any sexual health services, and almost 40% do not provide Stop Smoking services. Only 65 (30%) respondents to the Residents' and Service Users' Survey were aware of sexual health services from pharmacies, and of these only 14 were females of fertile age (18-44 year age band). These services would benefit from clearer signposting.

Twenty-eight pharmacies offer facilities for witnessed consumption of methadone or bupronephine, five of which offer the facility seven days a week. Four pharmacies provide a needle exchange service. 27% of survey respondents were aware of these services.

Other Enhanced Services (except winter flu vaccination) have not been commissioned in Luton.

One pharmacy is commissioned by Luton Clinical Commissioning Group to provide specialist drugs for end-of-life care.
Map 1: Location of pharmacies
<table>
<thead>
<tr>
<th>Map Key Pharmacy Name</th>
<th>Address</th>
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<tbody>
<tr>
<td>1 Acorn Dispensing Chemist</td>
<td>Dallow Road</td>
<td>25 Lloyds Pharmacy</td>
<td>Crawley Green Road</td>
</tr>
<tr>
<td>2 Acorn Dispensing Chemist</td>
<td>Hancock Drive, Bushmead</td>
<td>26 Lloyds Pharmacy</td>
<td>Bramingham Park Centre, Whitehorse Vale</td>
</tr>
<tr>
<td>3 Acorn Pharmacy</td>
<td>Dunstable Road</td>
<td>27 Lloyds Pharmacy</td>
<td>Purley Centre Marsh Farm</td>
</tr>
<tr>
<td>4 Asda Stores Ltd Luton</td>
<td>Wigmore Lane, Stopsley</td>
<td>28 Makan MPS Dispensing Chemist</td>
<td>Dunstable Road</td>
</tr>
<tr>
<td>5 Ashcroft Pharmacy Ltd</td>
<td>Ashcroft Road, Stopsley</td>
<td>29 Oakley Pharmacy</td>
<td>Addington Road</td>
</tr>
<tr>
<td>6 Birdsfoot Lane Pharmacy</td>
<td>Birdsfoot Lane</td>
<td>30 P&amp;I Smith Ltd</td>
<td>Dominic Square, Lewsey Farm</td>
</tr>
<tr>
<td>7 Biscot Pharmacy</td>
<td>Biscot Road</td>
<td>31 Rank Chemists</td>
<td>Leagrave Road</td>
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<tr>
<td>8 Bishopscote Dispensing Chemist</td>
<td>Bishopscote Road</td>
<td>32 Rowlands Pharmacy</td>
<td>The Parade, Sundon Park</td>
</tr>
<tr>
<td>9 Blenheim Pharmacy</td>
<td>Blenheim Crescent</td>
<td>33 Rowlands Pharmacy</td>
<td>Sundon Park Road</td>
</tr>
<tr>
<td>10 Boots Pharmacy</td>
<td>The Mall Arndale Centre</td>
<td>34 Royal Pharmacy</td>
<td>High Town Road</td>
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<tr>
<td>11 Bulls Pharmacy</td>
<td>CastleStreet</td>
<td>35 Sai Luton Ltd</td>
<td>Dunstable Road</td>
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<tr>
<td>12 Calverton Pharmacy</td>
<td>Calverton Road</td>
<td>36 Sainsbury in-store Pharmacy</td>
<td>Dunstable Road</td>
</tr>
<tr>
<td>14 Denbigh Pharmacy</td>
<td>Denbigh Road</td>
<td>37 Sainsbury in-store Pharmacy</td>
<td>Quantock Rise, Bramingham Park</td>
</tr>
<tr>
<td>15 Dr. Pharmacy</td>
<td>Dunstable Road</td>
<td>38 SE Morgan</td>
<td>Dunstable Road</td>
</tr>
<tr>
<td>16 Farley Hill Pharmacy</td>
<td>Market Square</td>
<td>39 Superdrug</td>
<td>The Luton Mall, The Arndale Centre</td>
</tr>
<tr>
<td>17 Featherfield Pharmacy</td>
<td>Birdsfoot Lane</td>
<td>40 Tejani’s Chemist</td>
<td>Dunstable Road</td>
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<tr>
<td>18 Halfway Chemist</td>
<td>Dunstable Road</td>
<td>41 Tejanis Dispensing Chemist</td>
<td>The Green, Hockwell Ring</td>
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<tr>
<td>19 Harris Chemist</td>
<td>Dunstable Road</td>
<td>42 The Mall Pharmacy</td>
<td>George Street</td>
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<tr>
<td>20 Jardines Pharmacy</td>
<td>Oakley Road</td>
<td>43 Warden Hill Chemist</td>
<td>Barton Road, Warden Hill</td>
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<tr>
<td>21 Kamsons Pharmacy</td>
<td>Windsor Street</td>
<td>44 Westbourne Pharmacy</td>
<td>Dunstable Road</td>
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<tr>
<td>22 Krish Chemist</td>
<td>Hitchin Road</td>
<td>45 Wheatfield Pharmacy</td>
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<td>24 Lloyds Pharmacy</td>
<td>Marsh Road</td>
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</table>
There is a concentration of pharmacies in the commercial heart of the town.

There are seventeen pharmacies located in the 5 priority wards in Luton, i.e. those wards with the lowest life expectancy, eight in Biscot ward, two in Challney ward, four in Dallow ward, two in Farley ward, and one in High Town ward.

Luton has 22.6 pharmacies per 100,000 population. The average for England as at March 2013 was 22 pharmacies per 100,000, so overall provision in Luton is very close to the national average.
Deprivation and health inequalities

It is well known that health status is generally worse and life expectancy shorter in more deprived areas. According to the 2010 Indices of Multiple, Luton is ranked as the 69th (out of 326) most deprived local authority. In 2007 Luton was ranked as the 87th most deprived local authority and in 2004 as the 101st (out of 354 authorities). This indicates that Luton is becoming relatively more deprived in comparison to the other local authorities in England.

Charts 1 and 2 show life expectancy in Luton (red) for males and females since the turn of the century, with comparative values for England, the East of England region, and local comparator authorities. While life expectancy has been steadily improving, Luton's remains lower than its comparators.

Chart 1: Male life expectancy

Chart 2: Female life expectancy

Map 6 shows variation in deprivation within Luton, at Middle Super Output Area\(^1\) level, with pharmacy locations.

Map 6: Deprivation at MSOA level, and pharmacy locations

As may be seen, while some of the most deprived areas are well served by community pharmacies, there are some highly deprived parts of the town with no pharmacy premises.

The association of higher deprivation with shorter life expectancy holds within Luton. Men who live in the least deprived areas of Luton can expect to live about seven years longer, and women about five years longer, than those who live in the most deprived areas of the town.

A major contributor to premature mortality and shorter life expectancy, and one which can be ameliorated by is circulatory disease (also known as Cardio Vascular Disease), a term which includes Coronary Heart Disease), Stroke, Acute Myocardial Infarct, Heart Failure, Atrial Fibrillation, and

\(^1\) Middle Super Output Areas are geographical localities developed by the Office of National Statistics for publishing Census data.
hypertension. Prevalence data on these below borough level is not available, but as Map 7 shows, rates of emergency hospital admissions for coronary heart disease vary two fold across the borough, and are linked to the level of deprivation: the more deprived the area the more emergency admissions.

**Map 7 Emergency Admissions for CHD**

Smoking is a major contributor to ill health, including coronary heart disease, respiratory disease and cancer and is a key priority in Luton. Smoking is a major contributor to mortality, and smoking prevalence rates are higher in more deprived areas. As Chart 3 shows, prevalence of smoking is higher in Luton than in comparator areas.

**Chart 3 Smoking Prevalence 2011-12**

At present, 17 pharmacies in Luton (38%) do not offer Stop Smoking services.

Stop Smoking services can be implemented at three levels. Level 2 involves Stop Smoking Service Advisors, who offer client advice and on-going stop in stopping smoking. Only trained and accredited staff can provide Stop Smoking Advisor services to clients, and staff attend an update/refresher Stop Smoking course on an annual basis. Stop Smoking services in Luton are commissioned at Level 2. Map 8 shows pharmacies currently commissioned to offer Stop Smoking services.

**Map 8 Stop Smoking Pharmacies**

Smoking cessation services need to be commissioned in a variety of settings and areas across Luton, particularly in deprived areas, as these are generally the areas with the highest smoking prevalence.
**Obesity and health lifestyles**

Obesity is a major contributor to ill health and premature mortality. Obesity in adults may be influenced by services provided in pharmaceutical premises. About a quarter of all adults in Luton are classified as obese.

About 30% of adults in Luton eat healthily, and this is linked to deprivation: the more deprived the area the smaller percentage deprivation: the more deprived the area the smaller percentage with a healthy diet.

About 13.5% of adults in Luton binge drink, which is well below the average for England (20%). Alcohol services for the community are provided at Napier House, LU1 1RF.

Four pharmacies offer Needle exchange schemes and 28 offer supervised consumption of methadone for problematic drug users in treatment commissioned by Luton's Local Authority Public Health department.

**Sexual Health**

Reducing teenage (defined for this purpose as age <18) conceptions is a national priority. It is also a risk factor for infant mortality with higher infant mortality rates in babies born to young mothers. Nationally there is a strong correlation between teenage conceptions and deprivation. Luton's teenage pregnancy rate is similar to England's, and in common with most of the comparators, Luton's teenage pregnancy rate has fallen by about a third since the turn of the century. Emergency hormonal contraception (the "morning after pill") is a locally commissioned service from pharmacies. Currently almost 60% of pharmacies offer this service, but according to the Residents and Service Users Survey, not all women of fertile age are aware of this. Pharmacies which offer emergency hormonal contraception also offer screening services for the most common sexually transmitted disease, chlamydia, and some also offer treatment for it. In future it is intended that all pharmacies providing sexual health services will provide EHC, offer screening for chlamydia, and offer treatment for chlamydia. **Map 9** shows the location of pharmacies offering these services.

**Map 9 Sexual health at pharmacies**

There is an opportunity for more community pharmacies to become involved in providing EHC and chlamydia services in Luton.

**End of Life Care**

Improving end of life care by increasing the percentage of people who die in their own homes or in hospices rather than in acute hospitals is regard nationally as a priority for the health services. Luton Clinical Commissioning Group commissions specialist end of life pharmaceutical service from one pharmacy.
Other health conditions

We also looked at cancer, respiratory disease, diabetes, and mental health. In general, we considered the contribution pharmacies could make to these lay in signposting to relevant services rather than in direct provision of services.

Accessibility

All residential parts of Luton are within 10 minutes drive of a pharmacy. All of Luton is served by pharmacies which will collect prescriptions and deliver dispensed medicines, but not all residents may be aware of these services. Delivery services are not funded by the NHS but by the pharmacies themselves. About 85% of Luton's residents live within 20 minutes walk of a pharmacy. In Map 10 shaded areas mark 20 minutes walk from pharmacies. Pharmacies are represented by yellow circles, and GP practices by red crosses.

Map 10: Areas within 20 minutes walk of a pharmacy, with GP practices

As would be expected, there is a tendency for pharmacies and GP practices to be found in fairly close proximity. Half of all responders to the survey of residents and service users walk to their preferred pharmacy, 40% drive, and 4% use public transport. Three quarters of respondents chose to use a pharmacy close to their home, and 41% chose a pharmacy close to their GP's surgery. Adequate parking close to a pharmacy was a factor for 28% of respondents. Over 90% of respondents access their preferred pharmacy within 20 minutes.
**What the Pharmacies thought**

About three quarters of pharmacies in Luton responded to the survey. Of these, 96% said they offered to collect prescriptions from GP surgeries, and 86% said they offered free (to patients) delivery of dispensed medicines. Delivery of prescribed medicines is not funded by the NHS, but by pharmacies themselves.

The following tables show the categories of patient they were willing to deliver to, and the areas they covered.

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<thead>
<tr>
<th>Delivery recipients</th>
<th>Responders</th>
<th>percent of responders</th>
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<tbody>
<tr>
<td>all patients</td>
<td>16</td>
<td>67%</td>
</tr>
<tr>
<td>people that are housebound</td>
<td>10</td>
<td>42%</td>
</tr>
<tr>
<td>older people</td>
<td>9</td>
<td>38%</td>
</tr>
<tr>
<td>disabled people</td>
<td>9</td>
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<tr>
<td>service users specifically requesting delivery</td>
<td>8</td>
<td>50%</td>
</tr>
<tr>
<td>residential home residents</td>
<td>5</td>
<td>21%</td>
</tr>
<tr>
<td>nursing home residents</td>
<td>4</td>
<td>17%</td>
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<tr>
<td>other: hospital, hospice, anyone who has the need for a delivery</td>
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Over 85% of responding pharmacies rated the service provision in Luton to be very good or fairly good. A third of responding pharmacies thought there was a need to improve the provision of services in Luton, while two thirds thought there was no such need. Some thought there should be more pharmacies, others thought there were already too many. More than half the responders who identified possible improvements suggested providing a minor ailments service at pharmacies, more than a quarter suggested involving pharmacies in the NHS Health Checks programme (which is currently provided in Luton only by GP practices), and almost a fifth suggested a warfarin monitoring/anticoagulation service.

**Other Relevant Services: current provision**

An Anti-coagulant service is provided to Luton's residents by Cambridge Community Services, from the Luton Treatment Centre, Vestry Close, LU1 1AR. Referrals to this service are made from the Anticoagulant Clinic at Luton and Dunstable Hospitals (outside Luton's boundaries).

A Minor illness service is available 12 hour a day every day at the Luton Walk-in Centre, Town Centre GP Practice LU1 2SE.

There is also an Urgent Care GP service located at the Luton and Dunstable hospital. This service is operational seven days a week from 8 am until midnight. Patients must access the A&E department in order to be streamlined into the Urgent Care GP service. Patients who are not appropriate for this service will be seen at A&E.

NHS Health Checks are offered in Luton via GP Practices.

A palliative care service is provided to Luton's residents by Cambridge Community Services, Radstead Court LU4 8SB. The service is available 9-5 every day, Saturday and Sunday services being provided by Keech the Out of Hours Service. Community Palliative Care Support Workers are available 9am to 10 pm every day. Referrals can be made by any health or social care professional.

All Luton's residents are within 10 minutes drive of a community pharmacy. There are sizable areas where no pharmacy is within 20 minutes' walk, a matter of concern to some who responded to the resident's survey. According to the Pharmacists' survey, at least 10 pharmacies offer free delivery of prescribed medicines, but not all patients will be aware of this facility.

Needle exchange services, with free condoms, are available from Clarendon Link, Clarendon Rd, LU2 7PQ. Drop in facilities are available 12:30 - 3:30 pm Monday to Friday. Appointments are available from 9:00am to 4:30pm daily, and to 7:30pm on Tuesdays and Wednesdays.

Alcohol services for the community are provided at Napier House, LU1 1RF.
How we go forward

Healthy Living Pharmacies (HLP)

The Healthy Living Pharmacy concept is a structured programme of quality assurance that recognises the significant role community pharmacies could play in helping reduce health inequalities by delivering consistent and high quality health and wellbeing services, promoting health and providing proactive health advice and interventions. A Healthy Living Pharmacy

- consistently delivers a range of health and wellbeing services to a high quality
- has achieved defined quality criteria requirements and met productivity targets linked to local health needs e.g. a number of stop smoking quits at 4 weeks
- has a team that proactively promotes health and wellbeing and proactively offers brief advice on a range of health issues such as smoking, activity, sexual health, healthy eating and alcohol
- has a pharmacist who has undergone accredited Leadership training and has a Healthy Living Champion
- is recognisable by the public.

The services provided as part of HLP are tailored to local health needs with the aim of reducing health inequalities by improving health and wellbeing outcomes in their communities. An HLP builds on existing core pharmacy services (Essential and Advanced) with a series of Enhanced Services at three different levels of engagement.

Before a pharmacy can be accredited as an HLP, it must already be meeting all the contractual requirements for all Essential and any Advanced Services provided within the pharmacy contract. In addition, a Healthy Living Champion (previously known as Health Trainer Champion) must be appointed to support the important health and wellbeing role of the HLP, leadership training must be undertaken by the manager and/or pharmacist involved in the HLP so that they can support the development of the pharmacy team and change from reactive to proactive health intervention, the consultation room should be equipped appropriately depending on the services offered, healthy living advice should be provided at every opportunity, and the pharmacy should be actively participating in all core health promotion campaigns listed as a specific requirement of their HLP criteria. Accreditation to become an HLP is led by Bedfordshire LPC. Accreditation criteria are agreed in consultation with a stakeholder steering group.

The Healthy Living Pharmacy programme is being rolled out in Luton, and it is intended that any new pharmaceutical services to be piloted will be introduced in HLPs first.

Conclusions and Recommendations

Existing overall provision of pharmacy services in Luton is sufficient to meet the needs of its population, both currently and for the period to 2018. No need was identified for additional pharmacies to open. There are opportunities for existing pharmacies to extend and develop the services they offer.

Luton's pharmacy provision is average for its population and appears to meet its current needs. There are no major planned residential developments or expected demographic changes that would trigger a need for additional pharmaceutical provision.
About 85% of residents live within 20 minutes walk of their nearest pharmacy, and half of all residents walk to their preferred pharmacy. All of Luton is accessible within 10 minutes drive, and over 40% of residents drive to their preferred pharmacy. Over 90% of users travel less than 20 minutes to their preferred pharmacy. All of Luton is served by pharmacies which will collect prescriptions and deliver dispensed medicines, but not all residents may be aware of these services.

Levels of customer satisfaction are high: 95% regard services as Very Good or Fairly Good. More than 90% say staff are friendly, and more than 85% regard their customer service as good. All but four pharmacies open at weekends, and 10 open on Sundays. Seven pharmacies open for 100 hours or more. However, over 40% of residents would like to see more weekend opening, and a third would like extended evening opening.

All pharmacies provide Essential Services, over 95% provide a Medicines Review Service, and almost three quarters provide a New Medicines Use Service. Providing both of these is a prerequisite for a pharmacy to be accredited as a Healthy Living Pharmacy. There is scope for more pharmacies to provide locally commissioned services: at present over 40% of pharmacies do not offer any sexual health services, and almost 40% do not offer Stop Smoking services. Provision of substance misuse services is patchy.

The services currently provided were identified as being not needed.

The full list of recommendations is as follows:

1. Existing overall provision of pharmacy services in Luton is sufficient to meet the needs of its population.
2. Existing pharmaceutical provision is sufficient to meet age-related needs in Luton.
3. Existing pharmaceutical services appear sufficient for the anticipated population changes to 2018. The Luton HWB should monitor the development of major housing sites and produce supplementary statements to the PNA if deemed necessary, in accordance with regulations.
4. The availability of multilingual staff at community pharmacies as aides to the community should be publicised.
5. Deprived areas appear to be adequately served by existing pharmaceutical services.
6. There continue to be opportunities for community pharmacies in Luton to support healthy lifestyles and ameliorate the risk of mortality.
7. Pharmacies have an important role to play in reducing premature mortality.
8. Stop Smoking services provided by community pharmacies play an important role in reduction in smoking rates. There are opportunities for existing pharmacies which do not currently offer such services to do so.
9. When patients have been diagnosed with a CVD pharmaceutical service can have a major role in supporting patients in adherence to prescribed medication.
10. More of Luton's existing pharmacies should offer Stop Smoking services. There are opportunities for existing pharmacies in Lewsey, Wigmore, Leagrave and Chalney wards to provide Stop Smoking services, as none does at the time of writing. There is also scope for more of the pharmacies in the deprived central area of Luton to offer these services.
11. Pharmacies should be encouraged to involve themselves in emphasising the importance of eating well as part of a healthy lifestyle, and ensuring available weight management services are well signposted in Luton. Key to this process will be the roll-out of the Healthy Living Pharmacy programme.

12. Pharmacies should be encouraged to carry out MURs and NMSs, especially for diabetic patients. Those pharmacies which do not currently choose to offer NMSs should be encouraged to do so.

13. As a first point of contact, pharmacists can play an important role in symptom awareness and early diagnosis of cancer. They are in a position to influence other screening services. Pharmacies should continue to support national screening campaigns as part of the essential services they provide.

14. There are opportunities for existing community pharmacies that do not provide sexual health services to become involved in providing EHC, pregnancy testing, and chlamydia services in Luton.

15. The availability of sexual health services from pharmacies in Luton should be more widely advertised.

16. Pharmacies should support patients in the self-care and management of their long term respiratory conditions by using Stop Smoking services, increasing MURs and NMSs, and particularly emphasising correct inhaler technique, ensuring that patients maximise use of their 'preventer inhalers' and reduce reliance on ‘reliever’ inhalers to help prevent avoidable asthma deaths.

17. Commissioners should clarify how they intend to involve community pharmacies in mental health developments.

18. 'Dementia-friendly' training should be made available for pharmacy staff.

19. There are opportunities for community pharmacies to improve the mental health of patients by signposting to appropriate mental wellbeing services. Luton’s Improved Access to Psychological Therapies (IAPT) service accept self-referrals, and community pharmacies are well placed to support this. This should be linked to good practice guidelines established under the Making Every Contact Count (MECC) strategy.

20. Current services meet Luton's need for end of life pharmaceutical services.

21. Existing out-of-hours provision of pharmaceutical services in Luton is sufficient.

22. Provision of Medicines Use Reviews in Luton is good and should continue.

23. More existing pharmacies should be encouraged to provide New Medicines Services.

24. All pharmacies providing sexual health services will provide EHC, offer screening for chlamydia, offer treatment for chlamydia, and provide pregnancy testing kits where clinically appropriate. More existing pharmacies in Luton should be encouraged to provide these services. Their availability should be more widely advertised.