

Appendix I: Summary of consultation responses

As required by the Pharmaceutical Regulations 2013¹, Norfolk HWB held a 60-day consultation on the draft PNA from 20 June to 19 August.

The draft PNA was hosted on the Norfolk County Council website and invitations to review the assessment, and comment, were sent to a wide range of stakeholders including all community pharmacies in Norfolk. 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 Norfolk as identified by Norfolk County Council and Norfolk Healthwatch. Responses to the consultation were possible via an online survey, paper or email.

There were a total of 98 responses, all of them from the internet survey. Responses received:

- 87 (89%) from a member of the public
- 2 (2%) from a healthcare or social care professional
- 5 (5%) from those who identified as “other”
- 3 (3%) from a voluntary or community sector organisation
- 1 (1%) who did not provide a response

Below is a summary of key themes from the comments:

- Provision and access to services
- Population growth
- Quality of service
- Workforce capacity
- Medicine supply
- Provision of other healthcare services across the county

Responses were considered by the PNA Steering Group at its meeting on 6 September for the final report.

Below is a summary of responses to the specific questions asked during the consultation.

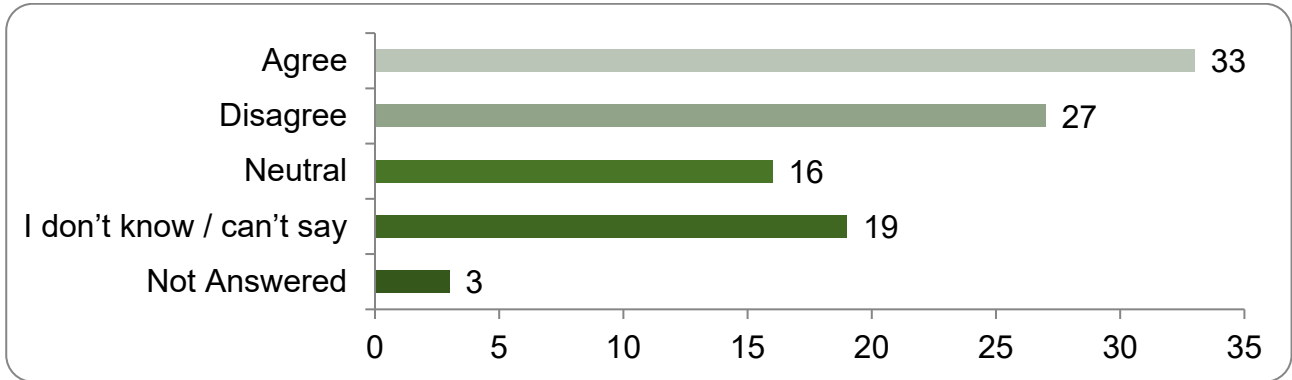
¹ Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/uksi/2013/349/contents/made>

Consultation questions and responses:

Q1-3 Personal information questions not included due to privacy.

Q4- The Draft Norfolk PNA does not identify any gaps in the provision of pharmaceutical services.

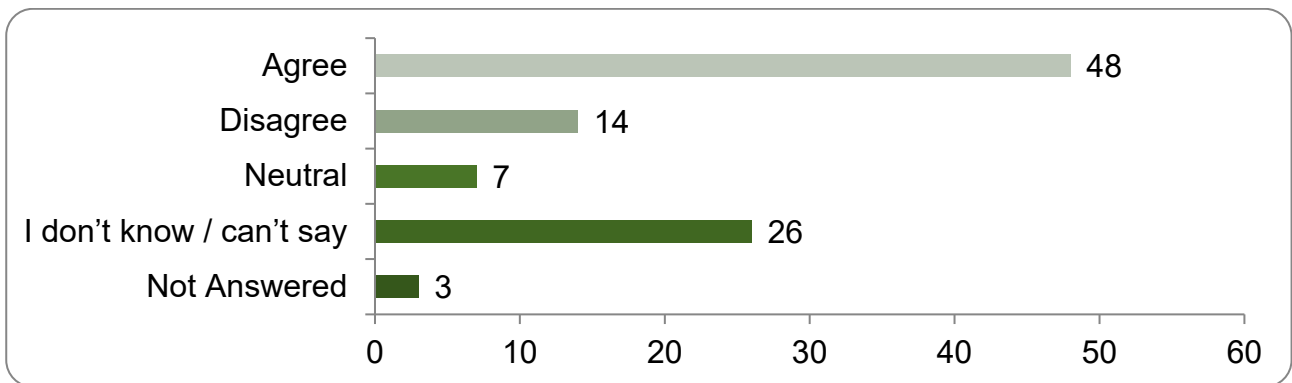
Answered - 95; skipped - 3



Answer choices	Percentage	Responses
Agree	33	34%
Disagree	27	28%
Neutral	16	16%
I don't know / can't say	19	19%
Not Answered	3	3%

Q5- The Draft Norfolk PNA reflects the current provision (supply) of pharmaceutical services within Norfolk County Council.

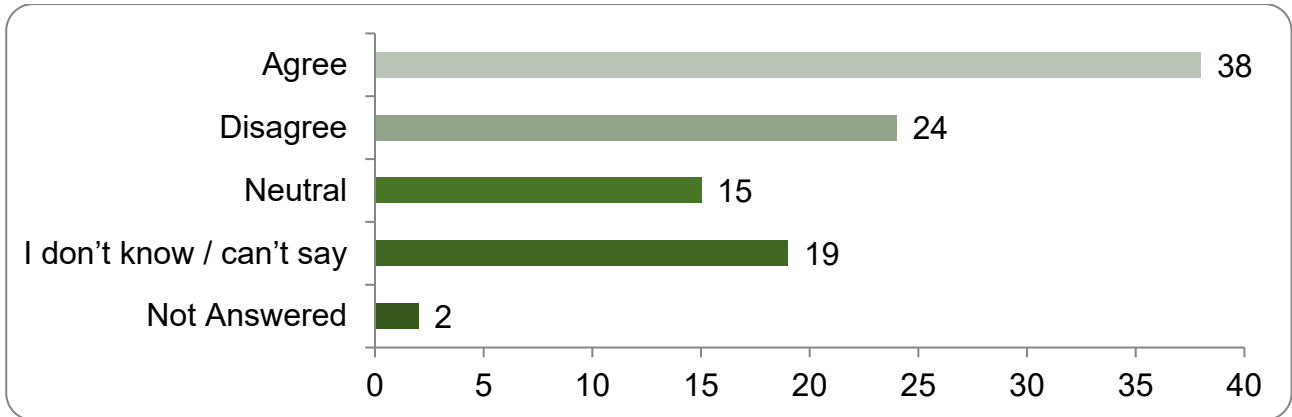
Answered - 95 ; skipped - 3



Answer choices	Percentage	Responses
Agree	48	49%
Disagree	14	14%
Neutral	7	7%
I don't know / can't say	26	27%
Not Answered	3	3%

Q6- The Draft Norfolk PNA reflects the current pharmaceutical needs of Norfolk residents.

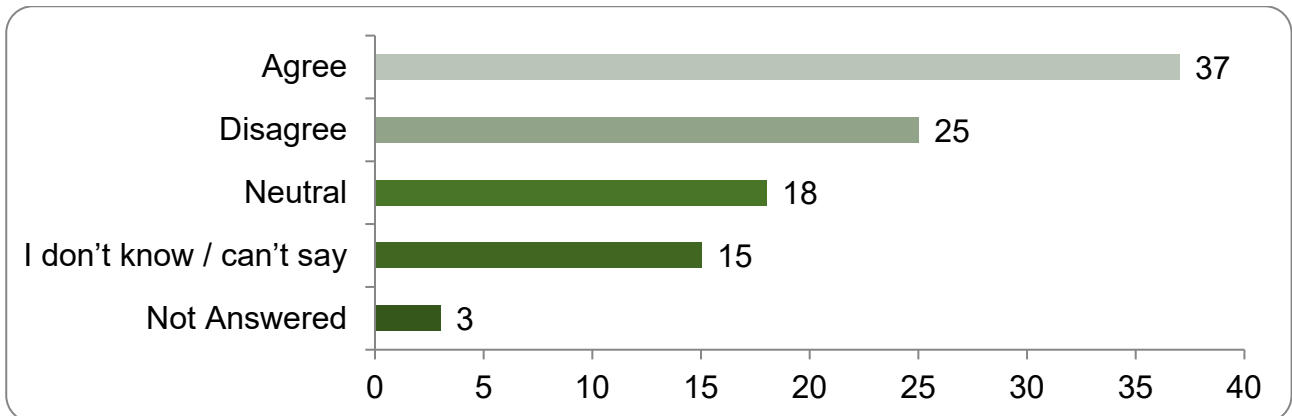
Answered - 96; skipped - 2



Answer choices	Percentage	Responses
Agree	38	39%
Disagree	24	24%
Neutral	15	15%
I don't know / can't say	19	19%
Not Answered	2	2%

Q7- The Draft Norfolk PNA reflects the future (over the next three years) pharmaceutical needs of Norfolk residents.

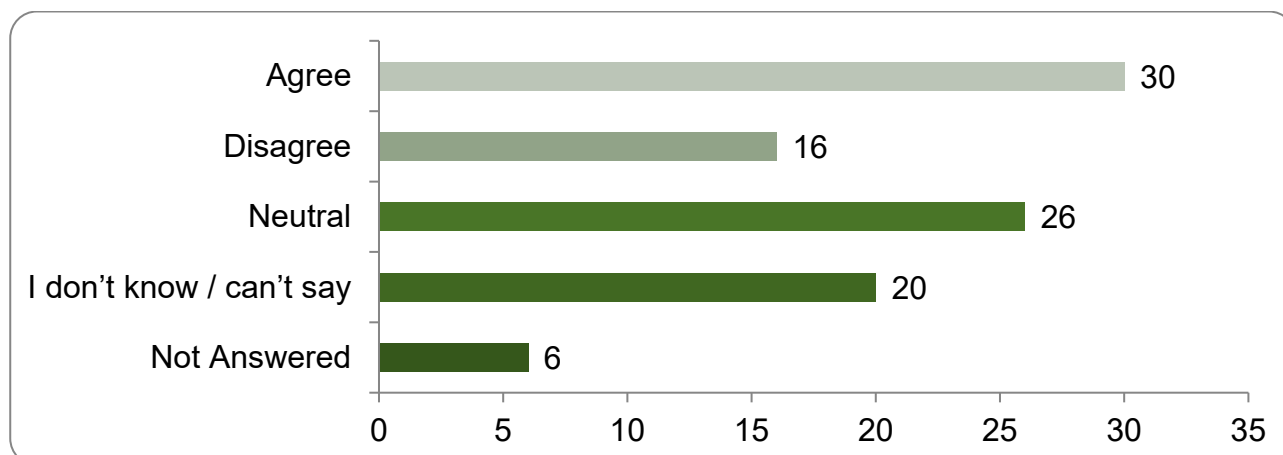
Answered – 95; skipped - 3



Answer choices	Percentage	Responses
Agree	37	38%
Disagree	25	26%
Neutral	18	18%
I don't know / can't say	15	15%
Not Answered	3	3%

Q8- What is your opinion on the conclusions within the Draft Norfolk PNA?

Answered – 92; skipped - 6



Answer choices	Percentage	Responses
Agree	30	31%
Disagree	16	16%
Neutral	26	27%
I don't know / can't say	20	20%
Not Answered	6	6%

Key themes from the consultation comments and responses are shown below.

Theme	Steering Group Response
Provision and access to services	<p>The PNA considered various aspects of access and need, and concluded there were no gaps in provision. See section 6.3 for full details on what measures and data were used to come to this conclusion.</p> <p>Pharmaceutical services are considered to mirror other services available to those living in rural areas e.g. supermarkets.</p> <p>Distance Selling Pharmacies are also available to all residents across Norfolk, which can provide a delivery service.</p>
Population growth	<p>The PNA takes into account the current provision and future three-year provision based on the regulation requirements. The PNA considered various aspects of access and need, concluded there were no gaps in provision. See section 6.3 for full details on what measures and data were used to come to this conclusion.</p>

Quality of service	Quality of service is outside of the 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 are able to take this further to NHSE.
Workforce capacity	There is a national workforce crisis currently and Norfolk is disproportionately affected, however this is outside of the scope of the PNA. If you would like to provide further feedback, please contact your local HealthWatch representative.
Medicine supply	There is a national medicine supply issue currently, however this is outside of the scope of the PNA. If you would like to provide further feedback, please contact your local HealthWatch representative.
Provision of other healthcare services across the county	There is a national workforce crisis currently and Norfolk is disproportionately affected, however this is outside of the scope of the PNA. If you would like to provide further feedback, please contact your local HealthWatch representative.

Comments received from NHSE (as part of the consultation survey):

Comment	SG response
The PNA sets out the wide range of pharmaceutical services available to the population. Compared with the responses to the variety of services, there are no gaps identified.	Noted.
The NHSE commissioned services are clearly detailed. Services commissioned by other organisations are also set out in the draft PNA.	Noted.
Having reviewed the results of the questionnaire and current service provision it appears that the needs of the population are being met.	Noted.
The PNA considers if there are likely to be any future needs and following consideration, it appears that population needs will be met over the next 3 years.	Noted.
Current service provision, current needs and future needs have been considered and there does not appear to be any gaps identified.	Noted.
Contents page 2.6.2 in bold - not sure this is intentional.	Amended for final.
Reference to NHS England and NHS Improvement or NHSE&I. From 1 July 2022, the organisation is to be known as NHS England, NHSE only.	Amended for final.
P.15 - I find the delegation description confusing. From 1 July 2022, primary medical services are delegated to ICSSs. For East of	Amended for final.

England, community pharmacy will not be delegated until 1 April 2023.	
CCGs ceased to exist on 1 July 2022. Noting the publication date will be October 2022 it may be worth referencing ICBs rather than CCGs.	Amended for fina.l