

Out of Hours Pharmacy

Litherland Town Hall Health Centre

Following a review of the Out of Hours Pharmacy, NHS South Sefton and NHS Southport and Formby Clinical Commissioning Groups (CCGs) are proposing to close the service. A decision has not yet been made.

Our review found that the service is used by a small number of people and the money it costs could be better spent on more priority health services which benefit a greater number of Sefton residents. We also spoke to people who used the service and after listening to their views, we have looked at some ways to address their concerns.

Inside you can read more about the review and proposal and also tell us what you think by completing the survey.



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Before we make a decision we are asking you to spend a couple of minutes reading through the information before telling us whether you believe that:

- **the proposal to close the service would make better use of NHS resources, and;**
- **the proposed alternative would be accessible and meet the needs of patients.**

Your views will help us to decide if our proposal is the right thing to do, so please complete the survey on pages 3–6 and return your responses in the Freepost envelope provided.

The closing date for responses is **16 January 2015.**

About the Out of Hours Pharmacy

The current Out of Hours Pharmacy was set up 10 years ago to support the borough-wide GP Out of Hours service and help people get their medicines when high street chemists were closed. Things have changed since then and we now have chemists on the high street and in superstores that match the opening hours of the Town Hall pharmacy and several

of these are within walking distance of the health centre.

The majority of patients already use high street chemists, so the Out of Hours Pharmacy is not relied on as much and therefore is no longer well used.

We have a responsibility to manage your local NHS finances wisely and fairly, so it is difficult to justify spending £124,000 per year on this under used service when this money could be used more efficiently to fund other health services in your area.

If the current Out of Hours Pharmacy is closed, we would advise patients to use the nearby chemists. When these chemists are closed we would provide a 'wrap-around' GP prescribing service which would ensure that patients are not disadvantaged during these times.

The GP 'wrap-around' prescribing service would involve the doctors from the Out of Hours service dispensing medicines directly to patients. This would be available when all other chemists nearby are closed on a Saturday night (9–10pm) and on a Sunday night (4–11pm).

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What do you think about the proposal?

Please help us by completing and returning the following survey - simply pull out the centre pages and post the completed survey to us in the Freepost envelope provided.

1. Are you completing this survey as a patient to the Out of Hours Pharmacy? (please circle your answer)	Yes	No
2. If you are not a visiting patient, have you used the Out of Hours Pharmacy at Litherland Town Hall Health Centre before?	Yes	No
3. Do you agree that your local NHS should try and save money on underused services and redesign services to improve efficiency?	Yes	No

If not, please tell us why here:

4. Do you agree with the proposal to close the service?	Yes	No
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If not, please tell us why here:

5. What would the closure of the current service mean for you? (Please tick the answer that applies to you)

It wouldn't affect you - you don't use it	
You would be able to get your medicines by visiting a local chemist or through the 'wrap-around' GP prescribing service	
You would have to make alternative travel arrangements to get your prescription from a local chemist	
It would be difficult to get your medicines for another reason	
None of the above	

Please provide further information if applicable:

6. If you would have to make alternative travel arrangements to get your prescription, would this be:
(please tick the answer that applies to you)

Fairly easy to do	
A little inconvenient to do	
Very hard to do	
None of the above	

Please provide further information if applicable:

About you

Please provide the following information so we can gather an overall profile of the people that use or might use the service. We will not be able to identify you from this information, it will just help ensure that we are meeting the needs of all our patients.

Please provide the first part of your postcode: (e.g. L12)

Please state your gender:

Male Female Transgender Prefer not to say

Please tell us your age:

What is your ethnic background? (please tick only one answer)

Asian or Asian British

Bangladeshi Indian Pakistani Other Asian background

Black or Black British

African Caribbean Other Black background

Mixed heritage

White and Asian White and Black African
 White and Black Caribbean Other mixed heritage

White

British Irish Polish Gypsy/Traveller/Roma
 Other white background

Chinese or any other ethnic group

Chinese Other ethnic group

Disability: do you have any of the following?

- Physical impairment Visual Impairment
 - Learning Difficulty Hearing Impairment/Deaf
 - Mental Health/Mental Distress
 - Long-term illness that affects your daily activity
 - Other (please specify below)
-

Sexual Orientation

- Heterosexual Gay Lesbian Bisexual
- Prefer not to say

Religion or belief

- Buddhist Christian Hindu Jewish Muslim Sikh
 - Other (please specify below)
-

Do you currently live in the gender you were given at birth?

Yes

No

Thank you for your time and contribution!

Please detach and return your completed questionnaire in the Freepost envelope provided.

Freepost: Patient and Public Voice, Cheshire and Merseyside CSU, Third Floor, 65 Bevan House, Stephenson Way, Liverpool L13 1HN

You can also complete the survey online at:
www.southseftonccg.org.uk or
www.southportformbyccg.org.uk

The closing date for responses is
16 January 2015.

If you require support completing the survey, please call the Patient Advice and Liaison Service (PALS) on **0800 218 2333.**

Why we are proposing changes

We reviewed the service earlier in 2014 and spoke to people who used it. People told us they valued the service and found it convenient, but it was not used or viewed as an emergency service.

We have found from our review that 99% of people in the borough do not use the Town Hall Pharmacy and less than 1% of borough-wide prescriptions are dispensed from this pharmacy.

This is because there are now alternative ways that patients can get their medicines 'Out of Hours'.

Some patients expressed concern about the proposed GP 'wrap-around' prescription service. They felt it could lead to GPs spending more time having to dispense medicines and this could impact on waiting times and the quality of GPs' advice to patients. We have looked at the number of patients who would use this option and these are small and manageable numbers.

On a Saturday, this would be an average of two patients per hour (9–10pm) and five patients per hour on a Sunday (4–11pm).

We are confident that these changes would enable all patients to receive their medicines in a timely manner and also save your local NHS £124,000.

The options we considered

Following the review of the service, we considered the following options:

1: do nothing

This was discounted as it is difficult to justify spending £124,000 on an under-used service.

2: open only late at night

This would bring the cost down, but we would still be paying a high cost for an under-used service.

3: close the service

This is our preferred option as local chemists are open and accessible for most of the time, and a 'wrap-around' GP prescribing service would be available when these are closed at the weekend.

What the proposals would mean for patients

If the Out of Hours Pharmacy service is closed, patients would have the option to:

- Take their prescriptions to one of the chemists nearby during their opening hours (see below)
- When these chemists are closed (mainly on a Saturday and Sunday evening), receive their medicines from the 'wrap-around' GP prescription service

The proposal is to close the service and put the new GP prescription service in place from 1 April 2015.

Chemists with closest match to Out of Hours Pharmacy service:

Bridge Road Late Night Chemist 54–56 Bridge Road Pharmacy: Mon–Fri 7.15am–11.15pm. Sat 8am–8pm. Sun 8.15am–3pm. 640 metres (m) from Town Hall Pharmacy (THP).

ASDA Pharmacy 81 Strand Road: Mon–Fri 8am–11pm. Sat 7am–10pm. Sun 10am–4pm. 2.7km from THP.

Other local Community chemists and their opening times:

Boots Pharmacy 6 Sefton Road Litherland: Mon–Fri 9am–6.30pm. Sat 9am–5pm. Closed Sundays. 100m from THP.

Rowlands Pharmacy 106 Sefton Road Litherland: Mon–Fri 9am–1pm and 2pm–6.30pm. Sat 9am–1pm and 2pm–5pm. Closed Sundays. 640m from THP.

Whitworths Pharmacy 93 Knowsley Road Bootle: Mon–Fri 9am–6.30pm. Sat 9am–1pm. Closed Sundays. 1.7km from THP.

Lloyds Pharmacy 125 Knowsley Road: Mon–Fri 9am–7pm. Sat 9am–1pm. Closed Sundays. 1.7km from THP.

SK Chemists 516 Stanley Road: Mon–Fri 9am–6pm. Sat 9am–1pm. Closed Sundays. 1.7km from THP.

There are other chemists across Sefton, many open until late. Visit www.nhs.uk to see a full list.