



Northumberland

County Council

HEALTH AND WELL BEING BOARD

11TH AUGUST 2023

NOTIFICATION OF CLOSURE OF 100-HOUR PHARMACY IN CRAMLINGTON

Report of Councillor Veronica Jones - Improving Public Health and Wellbeing
Lead Officer Pam Lee, Public Health Consultant

Purpose of report

NHS England has notified the Health and Wellbeing Board of the closure of the 100-hour pharmacy, located in Sainsburys supermarket, Manor Walk, Cramlington. This pharmacy closed on 13th June 2023.

Lloyds PLC operated the pharmacy as part of a national franchise within Sainsburys supermarket, with extended opening hours between 7am and 11pm Monday to Saturday, and between 10am and 4pm on Sundays. This pharmacy formed part of the emergency and out of hours hub, which ensured that patients, medical staff and the general population knew where accessible pharmacy services could be found outside normal hours, across the whole of Northumberland.

Recommendations

The Executive Director of Public Health recommends that the Health and Wellbeing Board agrees to an update to the Pharmaceutical Needs Assessment 2022, by means of a supplementary statement. This statement (draft attached) declares that there is a gap in essential, advanced, additional and locally commissioned pharmaceutical services in Cramlington between the hours of 6pm and 10pm Monday to Saturday, and on Sundays between 10am and 4pm. A second supplementary statement is required to acknowledge the change of ownership of all Lloyds pharmacies in Northumberland.

Link to Corporate Plan

This links to the Corporate Plan 2023-26, supporting the priority everybody to live their best lives.

All adults living well, regardless of age, background, illness or disability – we need to find ways to help people to remain independent whatever their disability or condition. We must

support people to live healthier lives and provide good quality equitable services for those who need extra support to maintain health, wellbeing and independence.

Key issues

The closure of a 100-hour pharmacy in Cramlington leaves a gap for patients, public and healthcare professionals between 6 and 9 pm on weekdays, when GP practices in the area are providing extra hours and the public are being encouraged to use pharmacies to relief pressure on other primary care services.

Background

Cramlington (population 30,778) is a bustling “new town” built onto a former mining village. It continues to expand in planned, sector developments. It has three GP surgeries and had 4 pharmacies in January 2023. GPs offer extended hours services from the hub at The Village medical centre in Cramlington for practices in Ponteland and Cramlington during weekday evenings, and additionally for practices from further afield at the weekends and bank holidays.

A new Health and Wellbeing Campus on the site of Northumbria Specialist Emergency Care Hospital (NSECH) in Cramlington is currently under construction. Part of the project involves the relocation of Brockwell Medical centre, currently located on Northumbrian Road, into the ground floor of this new building. Other community-based health services will be co-located in this facility. An application to open a new pharmacy as part of this project has been approved, following an appeal.

The report of the appeal panel was published in March 2023, and noted that there was the need for additional pharmaceutical services in Cramlington at that time. This followed a site visit to Cramlington by the appeal panel in February 2023. The panel noted the long queues at pharmacy counters in each of the four pharmacies they visited across Cramlington. They also noted the high prescription volumes being dispensed by the pharmacies and the lack of accessibility to Boots after the shopping centre closes, and the fact that the Village pharmacy was in the entrance to the GP surgery and was only accessible when the surgery was open.

Engagement undertaken by Healthwatch Northumberland following notification of the impending closure of the pharmacy found that residents valued the easy accessibility of the pharmacy, its proximity to bus stops, long opening hours and easy parking. The range of concerns led Healthwatch to ask for an Equalities Impact Assessment to be carried out to understand the effect of the closure on people with Protected Characteristics and who are vulnerable because of other life circumstances.

The conclusions of the Equalities Impact assessment undertaken by NHS England were

- Patients and carers will not be able to access pharmaceutical services in Cramlington after 6 pm and will need to travel 4.2 miles (to Blyth) should they wish to obtain medication or advice between 6 and 9 pm. Consideration may need to be given as to the communication for patients requiring access to urgent prescriptions after 6pm.
- There will continue to be choice of provider within the town.
- Patients who accessed the closed branch by car, bus or on foot will continue to be able to access the other pharmacies in town during usual opening hours;
- Services which patients obtained from the closed branch are available from at least one of the remaining three pharmacies.

Following the closure of Lloyds in Sainsburys there will be a need for pharmacy services to replace those provided from that pharmacy. Although approval has been granted for a new pharmacy at the Health and Wellbeing Campus it is not going to happen quickly and legally has until March 2025 to open.

The current funding of community pharmacy means that a replacement 100-hour pharmacy is unlikely to be commercially viable and is unlikely to attract a new pharmacy business. As the pharmacy regulations have changed, new 100-hour contracts are no longer awarded, with 40hour contracts being given to applicants who offer to fill identified gaps in services. To try to ensure that any applicant includes evenings as part of their core hours, we recommend identifying the evenings as a gap in pharmacy services in Cramlington, although it must be recognised that with the current funding crisis this gap may not attract any applicants. Appendix 1 is the draft supplementary statement number 1 giving notice of a gap in pharmacy services in Cramlington between the hours of 6pm and 10pm.

The current funding crisis in community pharmacy is resulting in numerous pharmacy closures both nationally and regionally. Lloyds have closed all their pharmacies in Sainsburys supermarkets across the country. Other companies such as Boots, Asda and Tesco have also given notice to close some of their 100 hour pharmacies. To try to protect out of hours services, changes were made to pharmacy regulations in May 2023, which allow 100 hour pharmacies to reduce their hours to a minimum of 72 hours per week. The reduced opening hours must include opening until 9pm in the evening and retention of their current Sunday opening hours. Boots in Blyth has requested a reduction in hours until 9pm Monday to Saturday, which may affect Cramlington residents who need to access pharmacy services in the evening.

Lloyds are also in the process of selling their entire national network of community pharmacies. All of Lloyds pharmacies in Northumberland are in the process of being sold to new owners and this should not affect the network of pharmacies across the county.

Appendix 2 is the draft supplementary statement giving the names of the new owners of Lloyds pharmacies.

Implications

Policy	Consideration must be given to how this closure will impact the residents of Cramlington and South East Northumberland
Finance and value for money	There are no direct financial implications for the council.
Legal	The council has a duty to inform NHS England if any changes to pharmacy arrangements will create a gap in pharmacy services. The duties and responsibilities of a Health and Wellbeing Board as set out in the Health and Social Care Act 2012. The Local Authorities (Functions and Responsibilities) (England) Regulations 2000 confirm that the matters within this report are not functions of the Executive
Procurement	N/A
Human Resources	There are no specific implications for human resources,
Property	N/A
Equalities (Impact Assessment attached) Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Closure of a centrally located pharmacy which is open for extended hours may impact the ability of disadvantaged members of the community to access pharmacy services. The EIA was undertaken by the Integrated Care Board.
Risk Assessment	The council is obligated to update the PNA on a regular basis and when there are significant changes to pharmacy services.
Crime & Disorder	Commissioned services for opiate substitution provided by community pharmacies reduce the crime associated with illegal substance misuse
Customer Consideration	The fundamental aim is to ensure that pharmacy services are available to Northumberland residents.
Carbon reduction	N/A

Health and Wellbeing	The fundamental aim is to ensure that pharmacy services are available to Northumberland residents.
Wards	All

Background papers:

Report sign off.

Authors must ensure that officers and members have agreed the content of the report:

	Full Name of Officer
Interim Director of Law and Governance and Monitoring Officer	Stephen Gerrard
Executive Director of Resources and Transformation (S151 Officer)	Jan Willis
Executive Director	Gill O'Neill
Chief Executive	Helen Paterson
Portfolio Holder(s)	Cllr Veronica Jones

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APPENDIX 1: Supplementary Statement 1

This supplementary statement has been prepared and issued by the Director of Public Health on behalf of the Health and Wellbeing Board of Northumberland County Council, and forms part of the Pharmaceutical Needs Assessment.

Since the publication of Northumberland's Pharmaceutical Needs Assessment (PNA) on 30th September 2022, the following change in pharmaceutical services has occurred:

PNA Details

PNA Published	30 th September 2022
Date of Supplementary Statement	12 th August 2023
Supplementary Statement Number	1

Type of Change

New Opening	
Pharmacy Closure	Pharmacy Closure
Change in Hours	
Change in Ownership	
Pharmacy Relocation	

Details of Change

Lloyds pharmacy which was based in Sainsbury supermarket in Cramlington provided 100 hours of pharmacy services per week, between 7am and 11pm Monday to Saturday and between 10am and 4pm each Sunday. Notice was given in January that Lloyds would cease trading within all Sainsbury stores nationally. Services ceased in Cramlington on 13th June 2023.

A gap in essential, additional, advanced and locally commissioned, pharmaceutical services between the hours of 6pm and 10pm Monday to Saturday and 10am until 4pm on Sunday has been left following this closure.

This supplementary statement to Northumberland's Pharmaceutical Needs Assessment is issued in accordance with paragraph 3D (3) in Part 1A of the NHS (Pharmaceutical Services) Regulations 2005. If you require further information please contact Pamela.forster@northumberland.gov.uk

Prepared by Anne Everden, Pharmacy Consultant to Public Health

APPENDIX 2 Supplementary Statement 2

This supplementary statement has been prepared and issued by the Director of Public Health on behalf of the Health and Wellbeing Board of Northumberland County Council, and forms part of the Pharmaceutical Needs Assessment.

Since the publication of Northumberland's Pharmaceutical Needs Assessment (PNA) on 30th September 2022, the following change in pharmaceutical services has occurred:

PNA Details

PNA Published	30 th September 2022
Date of Supplementary Statement	12 th August 2023
Supplementary Statement Number	2

Type of Change

New Opening	
Pharmacy Closure	Changes in Ownership
Change in Hours	
Change in Ownership	
Pharmacy Relocation	

Details of Change

Lloyds pharmacy has transferred ownership of the following pharmacies

- (7) Brockwell Centre, Cramlington to tbc
- (14) 4, Delaval Terrace, Blyth to Seaton Healthcare Ltd
- (22) Leadgate House, Glebe Rd, Bedlington to Welcome Health Pharmacies Ltd
- (34) Seaton Hirst Medical Centre, Ashington to tbc
- (56) Well Close, Castlegate, Berwick on Tweed to LP SD Two Ltd
- (57) Union Brae, Tweedmouth to tbc
- (67) Hexham General Hospital to tbc

AP Booth has transferred ownership of

- (53) Belford Pharmacy, 22 West St Belford to Alphega Pharmacy Ltd

This supplementary statement to Northumberland's Pharmaceutical Needs Assessment is issued in accordance with paragraph 3D (3) in Part 1A of the NHS (Pharmaceutical Services) Regulations 2005. If you require further information please contact Pamela.forster@northumberland.gov.uk

Prepared by Anne Everden, Pharmacy Consultant to Public Health