Letter from the petitioner JUDITH M. EVANS PHARMACY

Please reply to:

Ffon /Tel: 01446 733789

38 Maes y Sarn, Pentyrch, Cardiff CF15 900

88 High Street BARRY Vale of Glamorgan CF62 7DX

Mr Alun Davidson, Deputy Cl**e**rk, Petitions Committee, National assembly for Wales, Cardiff Bay, Caerdydd CF99 1NA

18<sup>th</sup> May 2009

Dear Alun.

Petition presented by Judith Evans' Pharmacy & Aneurin Evans Chemists Ltd

I have spoken recently to your colleague Siân Phipps with regard to the above petition and it was agreed that we write a further letter to you in order to clarify a few points.

Our intention in submitting the petition was to point out the current anomalies of the present system of "neighbourhoods" as they stand with regard to relocating pharmacies in Wales. As you know, no pharmacy is allowed to make a "minor" relocation as defined by the Pharmacy Regulations 1992 unless it falls within the defined neighbourhood.

The neighbourhood, when large in area, is able to include pharmacies over a distance of miles thus enabling a pharmacy within the neighbourhood to apply for a "minor" relocation from a considerable distance away. The Pharmacy Regulations suggest a short distance but do not specify the distance. There has been an instance in Briton Ferry of the Welsh Assembly Government allowing on appeal (ref 23-144 2006), Davies Chemists to move a distance of a mile but consideration was given to "serving the same population" rather than distance.

In order to serve the same population many pharmacies would have to breech the neighbourhood boundary – this is especially true if a surgery close to pharmacy moves and the pharmacy applies to move with it in order to serve the same patients. Current Guidelines to LHBs emphasise *that serving the same population* is important in patient care. It is this point that the petition addresses and one which will ultimately affect the patients of our two pharmacies who have reacted very strongly to our inability to move.

By not allowing neighbourhood boundaries to be moved and/or pharmacies to cross these boundaries where the relocation is a matter of yards rather than miles, WAG is not allowing LHBs to take patient care in to account when considering applications in Wales.

I know that Mrs Edwina Hart, the Minister for Health, is currently chairing a committee to look at Pharmaceutical services in Wales. We would therefore like this petition accepted so that she may consider its implications when drafting new measures for Pharmacy in Wales generally.

Yours sincerely,

Lucetta y Evans

Judith Evans (for Judith Evans' Pharmacy)

Jane Winstanley ( for Aneurin Evans Chemists Ltd.)

, contesus

Letter from Royal Pharmaceutical Society



**Ffôn** Tel: 029 2073 0310 **Ffacs** Fax: 029 2073 0311 **e-bost** e-mail: wales@rpsgb.org

Sandy Mewies Chair of the Petitions Committee National Assembly for Wales Cardiff CF99 1NA

13 July 2009

Dear Ms Mewies

# Petition - Pharmacies in Barry

Thank you for the letter addressed to Marc Donovan, our Board Chairman, I have enclosed the following response from the Welsh Pharmacy Board.

If you require any further information or clarification on any issues please do not hesitate to contact the office of the Welsh Directorate.

Yours sincerely

**Jocelyn Parkes** 

Principal Policy Advisor

#### Petition - Pharmacies in Barry

The Royal Pharmaceutical Society of Great Britain is the professional and regulatory body for pharmacists in England, Scotland and Wales. It also regulates pharmacy technicians on a voluntary basis, which is expected to become statutory under anticipated legislation. The primary objectives of the Society are to lead, regulate, develop and represent the profession of pharmacy. The Society leads and supports the development of the profession within the context of the public benefit. This includes the advancement of science, practice, education and knowledge in pharmacy. In addition, it promotes the profession's policies and views to a range of external stakeholders in a number of different forums. Following the publication in 2007 of the Government White Paper *Trust, Assurance and Safety - The Regulation of Health Professionals in the 21st Century*, the Society is working towards the demerger of its regulatory and professional roles. This will see the establishment of a new General Pharmaceutical Council and a new professional body for pharmacy in 2010.

In compiling our response to your request for our views on the Petition – Pharmacies in Barry – we have limited our comments to the principles that we feel should be applied within the overall process rather than limiting our answer to the Barry area.

#### **Background**

The NHS (Pharmaceutical Services) Regulations 1992 Statutory Instrument No: 662 were introduced to combat concerns that allowing an open market for the provision of pharmaceutical services would result in clustering of pharmacies around GP premises which would have a negative impact on the existing distribution of independent pharmaceutical services providers. The regulations were intended to introduce a more strategic approach to the provision of pharmaceutical services to benefit the population as a whole and introduce some degree of control to the community Pharmacy market, whilst taking into account the business operations of individual community pharmacies.

## **General comments**

The regulations that are currently in place relating to "Control of Entry" including minor relocations do not necessarily reflect existing and developing service provision under the community pharmacy contract and lack flexibility to ensure that they can encompass future service modernisation.

The premise for NHS (Pharmaceutical Services) Regulations 1992 Statutory Instrument No: 662. is that "pharmaceutical services" are the supply of prescribed drugs and appliances .This definition is now out dated and a more encompassing definition is needed to reflect both the essential and advanced services in the pharmacy contract and the potential developments for service delivery that enhanced services offer.

Any consideration for a pharmacy contract or minor relocation should be based around an assessment of adequacy of pharmaceutical service provision needs, within the context of the broader definition of "pharmaceutical services". This assessment needs to take a patient centred approach to the medicines management; health promotion and access to medication needs of patients but also needs to appraise "pharmaceutical services" within the wider provision of health and social care service delivery.

Any control of entry process based on pharmaceutical needs assessment and application process should be consistent across Wales whilst allowing reflection of local need and encouraging innovation of service.

Cymdeithas Fferyllol Frenhinol Prydain Fawr: Bwrdd Fferylliaeth Cymru

Procedures should be open, transparent, subject to scrutiny and followed in a consistent manner across all the Local Health Boards. It may be advantageous to require LHBs to appoint a "responsible officer" for the process and to ensure that panel members for application approval are provided with appropriate training.

The application process should take place within a clear designated timeframe; with allowances for exceptional circumstances should they arise.

Consultation on any application process should include patient groups and organisations likely to be effected by changes to pharmaceutical service provision. These should include organisations within a designated radius or one appropriate to the geographical considerations.

There is also a need to ensure that the updated process removes some of the perversities of the current system and encourages an appropriate distribution of location and access to services.

#### Minor relocation

Prior to the introduction of the **NHS (Pharmaceutical Services) Regulations 1992**, minor relocations were used as business opportunities to site a pharmacy in close proximity to a GP surgery. The regulations introduced parameters for minor relocations which include the concept of neighbourhoods

#### Minor Relocations - Regulation 4(3)(A)

Where a pharmacy wishes to relocate the business to other premises, provided the relocation is minor, the LHB normally grants the application if it meets the following conditions:

- the move is within the same neighbourhood and is minor
- the same services are to be provided, and
- there will be no break in provision between the old premises closing and the new premises opening.

The concept of neighbourhood plays a central part in minor relocation applications.

The leading case on this issue is the case of **R-v-Yorkshire Regional Health Authority ex parte Suri & Gompels (1995)**. Here the court said that the definition of neighbourhood is primarily to be related to geography as well as physical and social factors. It would, therefore, seem that if a proposed minor relocation is over a short distance with no physical barriers or social factors for the users and the new premises serves essentially the same population as before, and then the application will normally be granted

In the definition of neighbourhood distance is only one, albeit it an important, factor, consideration should be given to whether the same neighbourhood, or population who rely on the pharmacy for its services, would continue to have adequate service provision.

In conclusion, we would recommend that the Welsh Assembly Government reviews the current regulations relating to control of Entry requirements to update the process and allow for a new wider definition of pharmaceutical services and a full pharmaceutical needs assessment. Within this revised process there should be an option to reconsider existing provision, taking into account changes in patient need, service advancement and changes in demographics. We would further suggest that, when launching the new mechanisms, appropriate training be put in place to ensure complete understanding of the regulations and their interpretation and this training should include Local Health Boards and Business Service Centres.

Edwina Hart AM OStJ MBE

Jaen Saw

DE BUNDON Y Gweinidog dros lechyd a Gwasanaethau Cymdeithas Minister for Health and Social Services

Our ref:

EH/05267/09

Your ref:

PET-03-219

Sandy Mewies AM Temporary Chair of the Petitions Committee **Petitions Committee** National Assembly for Wales Cardiff Bay

Cardiff

**CF99 1NA** 

Llywodraeth Cynulliad Cymru Welsh Assembly Government

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July 2009

Thank you for your letter of 26 June on behalf of the Petitions Committee of the National Assembly for Wales about the regulations governing the relocation of pharmacies in Wales.

The provision of pharmaceutical services to a population is the responsibility of the Local Health Board (LHB).

Persons who wish to provide pharmaceutical services under the NHS apply to the LHB, which then determines the application in accordance with the requirements of the NHS (Pharmaceutical Services) Regulations 1992 (as Amended) ['the Regulations']. Applicants have a right of appeal against the refusal of an application as do interested parties where an application is granted, such appeals are determined by officials on behalf of the Welsh Ministers.

The Weish Ministers are not involved in the determination of applications unless, and until, they are subject to appeal. Each appeal received by the Welsh Ministers is considered upon its merits and in accordance with the criteria set out in 'the Regulations'.

I am aware of a current application by Lloyds Pharmacy Ltd to relocate premises from 99 – 101 Holton Road to the surgery development off Hood Road.

It is not appropriate for me to comment further in detail on any application which may be appealed, or is subject to appeal, as this will jeopardise the Welsh Ministers appellate function.

With regard to considering possible revisions to the Regulations, I have recently established a Task and Finish Group on the provision of pharmacy services in Wales and I will consider this matter when they have reported to me in the Autumn.

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# WRITTEN STATEMENT BY THE WELSH ASSEMBLY GOVERNMENT

Title: The Emerging Themes Report of the Task and Finish Group

to Review Pharmacy Provision in Wales

**Date:** 29 October 2009

By: Edwina Hart, Minister for Health and Social Services

This statement sets out the conclusions contained in the initial report of the expert group I commissioned to review pharmacy services across Wales as part of the Welsh Assembly Government's commitment to develop Pharmacy services as part of an integrated NHS in Wales.

The group was set up in June 2009 under the chairmanship of Chris Martin, Pharmacist and Chair of Hywel Dda LHB. Mel Evans, independent member of the National Advisory Board and former Chief Executive of Rhondda Cynon Taff LHB is also a member of the group. The Task and Finish Group is able to call upon the advice and expertise of its other members who are drawn from a wide range of disciplines from within the Pharmacy network and who are supported by a secondee to the Welsh Assembly Government.

The Task and Finish Group will look at all aspects of pharmaceutical services in Wales but has reported initially on the current Community Pharmacy contract and how Community Pharmacists can play a greater role in delivering high quality healthcare to Welsh patients. Developments include helping patients to manage their medication better; working with the hospital sector to ensure that changes made to patients' medicines in hospital are followed up in the community; and standardising the availability and specifications of enhanced services across Local Health Board areas, raising standards and ensuring that patients across Wales can benefit from a wider range of high quality services.

In addition, the Group has highlighted a package of measures intended to reduce the amount of medication wasted each year in Wales. These measures include increasing the amount of Repeat Dispensing, moving to a 28 day prescribing cycle and running a coordinated national campaign against wasting medication. Waste reduction schemes already running in areas of Wales will be evaluated to see if they can be rolled out nationally.

The Group has looked in detail at Welsh Assembly Government policy documents dating back to 2002 and has also reviewed the key aims of the 2005 Community Pharmacy Contract, one aspect of which was to develop more clinical services within the Pharmacy network. It concludes that the main barrier to progress has been the lack of a system to effectively implement pharmaceutical service policies within appropriate timescales. The Group's main recommendation therefore is to create such a system and thereby ensure the continuous development of pharmacy services to meet the changing needs of patients in Wales.

#### Other recommendations include:

- Streamlining the claims process to improve administrative efficiency;
- Reviewing the IT strategy for community pharmacy and ensuring that any payments to contractors result in clearly defined benefits to the NHS;
- Scoping the need for a Welsh Pharmacy Contract and identifying the resources needed to develop this; and
- Fully scoping the resource implications of all recommendations.

The Task and Finish group will now continue to develop its recommendations in advance of submitting a final report to me in December 2009. Upon publication of the current Emerging Themes document on the Health of Wales Information Service (HOWIS) website, they will also engage with key stakeholders to ensure that these initial recommendations are acted on. I will expect the NHS in Wales to be fully supportive of the work this group is undertaking.

I am keen to ensure that we strengthen the existing relationship between pharmacists and the public, harness the potential of Community Pharmacy for improving outcomes for patients and demonstrate the importance of Community Pharmacists as an integral part of health provision.

### **Edwina Hart AM OStJ MBE**

Y Gweinidog dros lechyd a Gwasanaethau Cymdeithasol Minister for Health and Social Services

Our ref:

EH/06844/09

Your ref:

PET-03-219

Llywodraeth Cynulliad Cymru Welsh Assembly Government

Val Lloyd AM
Chair
Petitions Committee
National Assembly for Wales

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3 November 2009

Deur val

Thank you for your letter dated 26 October on behalf of the Petitions Committee about statutory regulations governing the provision of pharmaceutical services in Wales.

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The provision of pharmaceutical services is subject to the NHS (Pharmaceutical Services) Regulations 1992 / 662 which have been amended by the NHS (Pharmaceutical Services) (Amendment) (Wales) Regulations 2005 / 1013 (W.67) and the NHS (Pharmaceutical Services) (Amendment) (Wales) Regulations 2009 / 1491 (W.144).

The Pharmacy Task and Finish Group is reviewing the provision of pharmacy services in Wales. Its final recommendations are aimed at improving the efficiency, effectiveness and value for money of pharmacy services in Wales. The Group has recently reported their interim findings to me in an 'Emerging Themes' report which is available on the Health of Wales Information Service (HOWIS) website (www.wales.nhs.uk/pharmacycontract).

I am expecting the final report from the Task and Finish Group in December and have specifically asked them to develop their proposals relating to the location of pharmacies and the regulation which is currently applied, which I will of course consider.

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CDI

# E-mail from Community Pharmacy Wales#1

Dear David,

Sorry for not advising you sooner on this:

If you recall you telephoned last month and explained that a letter addressed to our Chairman, Ian Cowan, had not been responded to. I asked you to send electronic copy to me which I then passed to Ian Cowan for attention.

It would seem that your original letter had been received and passed on by lan Cowan to our then CEO (Paul Gimson) who made a response along the lines that we do not have a position on the Regs.

I hope this information is sufficient for your purposes and, again, I apologise for not advising you sooner.

Regards

Margaret

Letter from Minister for Health and Social Services #3

**Edwina Hart MBE OStJ AM** 

Y Gweinidog dros lechyd a Gwasanaethau Cymdeithasol Minister for Health and Social Services

Our ref:

EH/07571/09

Your ref:

P-03-219

Llywodraeth Cynulliad Cymru Welsh Assembly Government

Val Lloyd AM

Chair

**Petitions Committee** 

National Assembly for Wales

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E-Mail:Correspondence.Edwina.Hart@Wales.gsi.gov.uk

18 January 2010

Dear Val

Thank you for your further letter of 18 December on behalf of the Petitions Committee requesting details of the Pharmacy Task and Finish Group findings and the statutory Regulations governing the provision of pharmaceutical services in Wales.

As you know, the Emerging Themes report was published in October and the Task and Finish Group has since consulted further with key stakeholders in the development of work including Community Pharmacy Wales, the National Pharmacy Association and the Royal Pharmaceutical Society, as well as with branches of pharmacy within the NHS.

A further report from the Group will be discussed at the National Advisory Board meeting on 18 January. I am pleased that workstreams have progressed and the Group, which has now evolved into a Strategic Delivery Group, will be focusing on the development of a clear vision for how pharmaceutical services will look in the future.

In particular, the Group has recognised that the Regulations in relation to applications for new pharmacies, relocations of existing pharmacies and appeals against these decisions are in need of review in order to develop a more planned approach to providing these essential services across Wales. The Group is currently working on defining both the remit and terms of reference of a review group to take this work forward. The Group will finalise their proposals at its next meeting on the 19 January and my officials will submit their recommendations to me for consideration shortly thereafter.

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## Letter from Community Pharmacy Wales #2





#### **COMMUNITY PHARMACY WALES**

2 Caspian Point Pier Head Street Cardiff CF10 4DQ

Tel. 029 2044 2070 Fax 029 2044 2071

From: Russell Goodway OStJ, FRSA, Chief Executive

18 January 2010

Val Lloyd AM Chair Petitions Committee National Assembly for Wales **CARDIFF** CF99 1NA

# **PETITION: PHARMACIES IN BARRY**

I refer to your letter dated 18 December 2009 addressed to the Chairman of Community Pharmacy Wales (CPW) in the above connection. The Chairman has asked me to respond on his behalf.

CPW was simply seeking to explain that when giving a view in relation to a pharmacy application, it does so taking account of the regulations currently in force<sup>1</sup>.

If the application of the regulations consistently gave rise to outcomes which appeared to be flawed or perverse then CPW would question the validity of the regulations and seek changes in those regulations. CPW is not aware that the application of the current regulations consistently gives rise to flawed or perverse outcomes.

I trust that this clarifies the statement contained in earlier correspondence.

For the record, CPW is not formally represented on the Pharmacy Task & Finish Group, although members of the CPW Board sit on the Group representing other organsiations. Clearly, CPW is eager to be involved in the work of the Group and to provide any assistance the Group feels CPW can provide in connection with its deliberations.

With best wishes,

Siècere Ly Russell

<sup>&</sup>lt;sup>1</sup> The National Health Service (Pharmaceutical Services) Regulations 1992

# Edwina Hart MBE OStJ AM

Y Gweinidog dros lechyd a Gwasanaethau Cymdeithasol Minister for Health and Social Services

Our ref:

EH/00523/10

Your ref:

P-03-219

Christine Chapman AM

Chair

**Petitions Committee** 

National Assembly for Wales

Cardiff Bay

Cardiff

**CF99 1NA** 



Llywodraeth Cynulliad Cymru Welsh Assembly Government

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22 February 2010

Dew Ch

Thank you for your letter dated 10 February on behalf of the Petitions Committee about the findings of the Pharmacy Task and Finish Group.

The final report from the Task and Finish Group was discussed at the National Advisory Board meeting on 18 January and is available at: http://wales.gov.uk/topics/health/nhswales/organisations/advisory/?lang=en.

The Group has since evolved into a Strategic Delivery Group to ensure the recommendations of the Task and Finish Group are progressed to completion.

The Group has recognised that the Regulations on applications for new pharmacies, relocations of existing pharmacies and appeals against these decisions are in need of review in order to develop a more planned approach to providing these essential services across Wales. The Group is currently working on defining the remit, terms of reference and timescales of a review group to take this work forward. I will consider their recommendations shortly and will keep you informed of the outcomes from any such review.

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#### Letter from Minister for Health and Social Services #5

## Edwina Hart MBE OStJ AM

Y Gweinidog dros lechyd a Gwasanaeth au Cymdeithasol Minister for Health and Social Services

Our ref:

EH/01155/10

Your ref:

P-03-219

Christine Chapman AM
Chair - Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA



Llywodraeth Cynulliad Cymru Welsh Assembly Government

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April 2010

Thank you for your further letter dated 31 March on behalf of the Petitions Committee asking for an update on the work of the Strategic Delivery Group in developing proposals for reviewing pharmacy regulations.

The Group has now drafted the remit, terms of reference and timescales of a Review Group to take this work forward and I will shortly be meeting with the Chair, Chris Martin, to discuss this proposal further. I will keep you informed of the outcome of this and the other workstreams of the Strategic Delivery Group as they progress.

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### Letter from Minister for Health and Social Services #6

Edwina Hart MBE OStJ AM

Y Gweinidog dros lechyd a Gwasanaethau Cymdeithasol Minister for Health and Social Services

Our ref:

EH/01578/10

Your ref:

P-03-219

Christine Chapman AM
Chair
Petitions Committee
National Assembly for Wales

Cardiff Bay

Cardiff

**CF99 1NA** 

Deur Chi



Llywodraeth Cynulliad Cymru Welsh Assembly Government

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E-Mail:Correspondence.Edwina.Hart@Wales.gsi.gov.uk

13 May 2010

Thank you for your letter of 5 May on behalf of the Petitions Committee.

I will be meeting with members of the Strategic Delivery Group on 9 June to discuss their draft proposals for a review of the Pharmaceutical Regulations in Wales. This will relate to applications for new pharmacies, relocations of existing pharmacies and appeals against these decisions. In particular, I shall be discussing with the group the matter of timescales for completing their work.

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# Edwina Hart MBE OStJ AM

Y Gweinidog dros lechyd a Gwasanaethau Cymdeithasol Minister for Health and Social Services

Our ref:

EH/01912/10

Your ref:

P-03-219

Christine Chapman AM
Chair - Petitions Committee
National Assembly for Wales
Ty Hywel
Cardiff Bay
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2 ( June 2010

PETITION: P-03-219 PHARMACIES IN BARRY

Thank you for your letter of 8 June.

I have met with the Chair of the Strategic Delivery Group to discuss the options available to us with regard to the Regulations. I have subsequently asked Mr Mel Evans to chair an independent Task and Finish Group to develop those options further.

Once Mr Evans has identified his working group and Terms of Reference, we will be able to give more definite timescales for completion of this work.

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# Ministerial response

**Edwina Hart MBE OStJ AM** 

Y Gweinidog dros lechyd a Gwasanaethau Cymdeithasol Minister for Health and Social Services

Our ref:

EH/03939/10

Your ref:

Christine Chapman AM Chair Petitions Committee

petition@wales.gov.uk



Llywodraeth Cynulliad Cymru Welsh Assembly Government

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December 2010

Thank you for your letter of 22 November seeking an update on three petitions:

# P-03-153 Body Piercing

I trust you have by now received my letter of 26 November on this issue.

# P-03-219 Pharmacies in Barry

The Task and Finish Group has been established and is currently scheduling its second meeting to be held before Christmas, the first having been held on 20 October 2010. I initially asked the group to provide me with a report of its findings within six months of being established and I expect the Chair, Mel Evans, to provide me with a report at that time.

# P-03-221 NHS Chiropody Services

The scoping exercise and the steering group established to oversee it has completed its work. However, in anticipation of the impact of the Comprehensive Spending Review we held off launching a consultation on the report recommendations until the full impact of the revised budgetary position could be considered. That work is now underway and we anticipate going out to consultation in the New Year. We will then plan to have an action plan ready for the Assembly Government to consider later in 2011.

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## Response from the Minister for HSS

Edwina Hart MBE OStJ AM

Y Gweinidog dros lechyd a Gwasanaethau Cymdeithasol Minister for Health and Social Services

Our ref:

EH/00546/11

Your ref:

P-03-219

Christine Chapman AM
Chair - Petitions Committee
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Llywodraeth Cynulliad Cymru Welsh Assembly Government

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25 February 2011

Dear Christine,

Thank you for your letter dated 10 February about Petition P-03-219 Pharmacies in Barry.

The Task and Finish Group to review the NHS Pharmaceutical Services Regulations has the following Terms of Reference:

- · To consider the policy on Control of Entry, and
- To make recommendations for changes to legislation, if appropriate, to bring about a long term, cost-effective and sustainable system which will afford patients appropriate access to pharmaceutical services.

The Task and Finish Group has developed its initial findings and is currently discussing the implications of these with wider stakeholders before reporting back to me by the end of March 2011.

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