# Executive Summary

This Pharmaceutical Needs Assessment (PNA) evaluates the current landscape of pharmacy services in Milton Keynes and identifies potential service gaps. The Health and Social Care Act 2012

[[1]](#endnote-1) transferred responsibility for developing and maintaining PNAs from Primary Care Trusts (PCTs) to Health and Wellbeing Boards. Under this legislation, each board was mandated to publish its first PNA by 1 April 2015, with subsequent updates required every three years or sooner if significant changes in service provision arise, provided an earlier review is justified. The previous PNA[[2]](#endnote-2) for Milton Keynes was published on 1 October 2022 and has prepared an updated PNA for publication by the 1 October 2025.

The Health and Care Act 2022[[3]](#endnote-3) restructured the commissioning of community pharmacy services, shifting responsibility from NHS England (NHSE) to Integrated Care Boards (ICBs), while NHSE retained oversight. As of 1 April 2023, NHS Bedfordshire, Luton, and Milton Keynes (BLMK) ICB assumed this role, with NHS Hertfordshire and West Essex (HWE) ICB managing the function on behalf of the East of England. Recent announcements indicate that the architecture of the NHS is likely to undergo significant changes during the lifespan of this Pharmaceutical Needs Assessment (2025-2028). These potential changes include shifts in service delivery models and integration with local healthcare systems. As these developments are subject to ongoing policy discussions and government reviews, the information provided in this document reflects the current position as of the date of publication.

The PNA remains a crucial document for the ICB in evaluating applications for inclusion in the pharmaceutical list and plays a key role in commissioning enhanced community pharmacy and locally tailored services.

To develop this PNA, Milton Keynes Health and Care Partnership commissioned North of England Commissioning Support (NECS), an independent subject matter expert organisation. NECS collaborated with Milton Keynes City Council’s shared Public Health team, which led the development process. A steering group, comprising representatives from BLMK ICB, Milton Keynes City Council, Community Pharmacy BLMK & Northants and Healthwatch Milton Keynes provided strategic guidance. Their collective aim was to assess current service provision, address commissioning challenges, and set future priorities for community pharmacy services in Milton Keynes.

A statutory consultation was conducted between XXXX and XXXX, gathering input from statutory consultees, the public, and other stakeholders. The final PNA integrates this feedback and aligns with the health priorities outlined in Milton Keynes’s Joint Strategic Needs Assessment (JSNA)[[4]](#endnote-4). The reference section in appendix 10 details data sources utilised in the production of this PNA and time periods covered by the data utilised. The information relating to services is correct as of 1st September 2025.

This PNA examines the current provision of pharmacy services in Milton Keynes and evaluates potential gaps in service delivery.

This PNA covers the following areas:

* An overview of the PNA process, including the identification of localities.
* An analysis of current and future health needs.
* A description of community pharmacies in Milton Keynes.
* An evaluation of existing service provision, accessibility, and any gaps.
* Insights into potential future roles for community pharmacies.
* An assessment of community pharmacy’s contributions to the Health and Wellbeing Strategy[[5]](#endnote-5).
* Key findings from stakeholder engagement and the statutory consultation.
* A summary of findings and the PNA statement.

The assessment concludes that there are no gaps in the provision of necessary services across localities in Milton Keynes, but better access to essential services could be secured by some improvements to out of hours provision in rural areas.

Whilst better access to essential services in North would be secured by their provision on weekday evenings after 6pm and by some provision on Saturday evening and Sunday, this does not highlight a specific need for an additional community pharmacy. Access issues should be better understood to establish whether any further action is required. Whilst access is considered adequate in all localities, better access to essential services in North would be secured by their provision on weekday evenings after 6pm and by some provision on Saturday evening and Sunday.

Almost all pharmacies provide some advanced services, and a recommendation of the PNA is that further work be undertaken with partners to understand variation on provision to encourage all community pharmacies to make greater use of all advanced services. There is adequate provision of existing locally commissioned services across Milton Keynes, although access and equity of provision could be improved for some services. In addition, it is recommended that further work is undertaken so community pharmacies better understand how to access translation services.

The Milton Keynes economy of community pharmacies has been relatively stable since the last PNA, with no changes resulting in identification of gaps, despite some pharmacy closures. However, it is not certain that this stability will continue and any changes occurring in the life of the PNA will need to be considered fully to ensure their impact is understood.

1. The Health and Social Care Act 2012: <https://www.legislation.gov.uk/ukpga/2012/7/contents> [↑](#endnote-ref-1)
2. Milton Keynes PNA 2022: <https://www.milton-keynes.gov.uk/MK-PNA> [↑](#endnote-ref-2)
3. The Health and Care Act 2022: <https://www.legislation.gov.uk/ukpga/2022/31/contents> [↑](#endnote-ref-3)
4. Milton Keynes Joint Strategic Needs Assessment (JSNA): <https://miltonkeynes.jsna.uk/> [↑](#endnote-ref-4)
5. Milton Keynes Health and Wellbeing Strategy: <https://www.milton-keynes.gov.uk/health-and-wellbeing-strategy-2018-2028> [↑](#endnote-ref-5)