

Telford and Wrekin Pharmaceutical Needs Assessment

Terms of Reference

1 Membership

Name	Role/Title	Organisation
Helen Onions	Consultant in Public Health (chair)	Telford & Wrekin Council
Paul Thomas	Senior Research & Intelligence Officer	Telford & Wrekin Council
Lynne Deavin	LPC Business Development Officer	Shropshire Local Pharmaceutical Committee
Kate Ballinger	Patient/Public Representation	Healthwatch Telford & Wrekin
Dr A Egleston	Dispensing Doctors Representative	GP Wellington Road, Newport
Ruth Bolderston	Assistant Contracts Manager	Shropshire and Staffordshire Area Team
Jacqui Seaton	Head of Medicines Management	NHS Telford & Wrekin CCG
Manir Hussain	Chair – Pharmacy Local Professional Network	NHS England Area Team
Hitesh Patel	Pharmaceutical Adviser	NHS Telford & Wrekin CCG

2 Reporting and Governance Arrangements

PNA developments will be reported as follows:

- Jacqui Seaton/Hitesh Patel will report to CCG Governance Board
- Manir Hussain/Helen Onions will report to Area Team Primary Care Quality Group
- Manir Hussain will report PNA development to the Area Team
- Helen Onions/Jacqui Seaton/Hitesh Patel will report to the Strategic Commissioning Group and Health & Wellbeing Board
- Kate Ballinger will report PNA development to Healthwatch representatives where necessary

3 Purpose and Aims of the PNA Steering Group

- Coordinate update of the Pharmaceutical Needs Assessment (PNA) in line with current legislation.
- Oversee the overall process for updating the PNA within the required timescale.
- To agree the statement of the needs for pharmaceutical services in Telford and Wrekin.
- To agree and oversee the process for assessing the current provision of pharmaceutical services by pharmacies, appliance contractors and dispensing practices within Telford and Wrekin (and neighbouring areas where appropriate).
- To ensure that accurate maps identifying the premises where services are provided are produced.

- To agree and oversee the process required for the statutory consultation with all relevant parties as laid out in the regulations.
- To develop a framework for subsequent assessments and supplementary statements.
- To take into account any further legislation that may impact on the PNA.

4 Frequency of Meetings / Communications

- The group will meet as deemed necessary (2 monthly). Wherever possible email will be used to communicate ongoing PNA development.
- Through the development phases the Public health lead and Medicines Management lead will coordinate the PNA development.
- Specific meetings around public consultation and formal consultation will be led by the communications team (LA and CCG).
- Other stakeholders will attend meetings only as necessary
- A formal meeting/communication will be arranged to agree a final draft PNA prior to consultation.
- Hitesh Patel will coordinate communication with the LPC during the PNA development. (LPC meeting updates will be scheduled as necessary)
- Hitesh Patel will coordinate communication with Wellington Road Medical Practice, Newport during the PNA development.

Public engagement and consultation will be coordinated with support from Healthwatch Telford & Wrekin and local CCG patient group representatives.

TELFORD & WREKIN COUNCIL HEALTH & WELLBEING BOARD
TITLE: PHARMACEUTICAL NEEDS ASSESSMENT BRIEFING
REPORT OF: HELEN ONIONS, CONSULTANT IN PUBLIC HEALTH, TELFORD & WREKIN COUNCIL, HITESH PATEL, PHARMACEUTICAL ADVISER, NHS TELFORD AND WREKIN CCG
DATE: 24th September 2014
LEAD CABINET MEMBER – N/A

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

Health and Wellbeing Boards have a legal duty¹ publish revised Pharmaceutical Needs Assessments (PNA) for their area by 1st April 2015. The process requires board-level sign-off and a period of public consultation beforehand. This report outlines the approach and process taking place for the PNA refresh in Telford and Wrekin.

2. RECOMMENDATIONS

The Board is requested to endorse the PNA refresh process described in this briefing report

3. IMPACT OF ACTION - (How it is intended that action will make a difference)

- The PNA, which is part of the wider JSNA, will be used to make decisions on which services, including public health services, need to be provided by local community pharmacies
- In addition, the PNA will be used by NHS England when deciding if new pharmacies are needed, in response to applications by businesses, including independent owners and large pharmacy companies

4. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to a specific HWB Priority	
	Yes	Potentially all health and wellbeing priorities can be influenced by the role of community pharmacy as a key provider of primary health care services.
	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<ul style="list-style-type: none"> • Improving the health and wellbeing of our communities and addressing health inequalities

¹ Part 2 of NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013

COMMUNITY IMPACT (cont.)	Will the proposals impact on specific groups of people?	
	Yes	Local pharmacy has a key role in providing primary care services within our local communities.
TARGET COMPLETION/DELIVERY DATE	The PNA will be published in March 2015.	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes/No	<i>This must be decided by an officer from Finance. If yes, briefly summarise any impact(s) – financial impact must be completed by an officer from Finance</i>
LEGAL ISSUES	Yes/No	<i>This must be decided by an officer from Legal. If yes, briefly summarise any impacts – legal issues must be completed by an officer from Legal Services</i>
EQUALITY & DIVERSITY	Yes	There is evidence that community pharmacy has a key role to play in health inequalities as often pharmacies are the first point of call for those requiring support who may not have engaged with other health services.
IMPACT ON SPECIFIC WARDS	No	<i>None</i>
PATIENTS & PUBLIC ENGAGEMENT	Yes	Consultation and engagement is a specific requirement of the PNA process. As part of this a survey of community views is now live and runs until 11 th October 2014. Survey link here
OTHER IMPACTS, RISKS & OPPORTUNITIES	No	<i>None</i>

PART B) – ADDITIONAL INFORMATION

1.1 Background

- Community pharmacies are a valuable and trusted public health service. The scale of daily contacts with the public means there is real potential to use community pharmacy teams more effectively to improve health and wellbeing and to reduce health inequalities.
- From 1st April 2013, Health and Wellbeing Boards (HWB) in England assumed the responsibility² to publish and keep up-to-date a statement of the needs for pharmaceutical services of the population in its area, through Pharmaceutical Needs Assessment (PNA).
- PNAs have been used historically by the NHS to make decisions on which NHS-funded services need to be provided by local community pharmacies. Now following transition of public health services to local authorities, PNAs should also be used to assess the contribution of community pharmacies to local public health programmes.
- In addition, PNAs will be used by NHS England when deciding if new pharmacies are needed, in response to applications by businesses, including independent owners and large pharmacy companies. Applications are keenly contested by applicants and existing NHS contractors and can be open to legal challenge if not handled properly.

1.2 Expectations for Health and Wellbeing Boards

- HWBs have a legal duty³ to check the suitability of existing PNAs, originally compiled by primary care trusts (PCTs), and publish supplementary statements explaining any changes.
- Each HWB will need to publish its own revised PNA for its area by 1st April 2015. This will require board-level sign-off and a period of consultation beforehand.
- HWBs need to ensure that the NHS England Area Teams have access to their PNAs.
- Failure to produce a robust PNA could lead to legal challenges because of the PNA's relevance to decisions about commissioning services and new pharmacy openings.

1.3 Key Elements of PNA

- PNAs should include pharmacies and the services they already provide, including dispensing, providing advice on health, medicines reviews and local public health services, such as stop smoking, sexual health and support for drug users.

² Section 128A of NHS Act 2006, as amended by Health Act 2009 and Health and Social Care Act 2012

³ Part 2 of NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013

- PNAs should also consider other services, such as dispensing by GP surgeries, dispensing appliance contractors, and services available in neighbouring HWB areas that might affect the local need for services.
- PNAs should examine demographics of the local population, across the area and in different localities, and their health and wellbeing needs.
- PNAs should consider gaps that could be met by providing more pharmacy services, or through opening more pharmacies. It should also take account of likely future needs.

1.4 Refreshing the Telford and Wrekin PNA

The Telford & Wrekin PNA was originally published by the PCT in February 2011. A core group (including the CCG Pharmaceutical Adviser and the Council's Consultant in Public Health and Senior Research & Intelligence Officer) began working on the PNA refresh plan in April 2014. A steering group has been established and will be meeting on a two monthly basis during 2014/15 to ensure that the refreshed PNA is prepared for the Health and Wellbeing Board in March 2015. The group includes representatives from key HWB organisations, including: the CGG, the Council, NHS England Shropshire and Staffordshire Area Team, the Local Pharmaceutical Committee and Healthwatch Telford & Wrekin. The purpose and aims of the Telford and Wrekin PNA Steering Group are to:

- Coordinate the update of the Pharmaceutical Needs Assessment (PNA) in line with current legislation
- Oversee the overall process for updating the PNA within the required timescale
- To agree the statement of the needs for pharmaceutical services in Telford and Wrekin
- To agree and oversee the process for assessing the current provision of pharmaceutical services by pharmacies, appliance contractors and dispensing practices within Telford and Wrekin (and neighbouring areas where appropriate)
- To ensure that accurate maps identifying the premises where services are provided are produced
- To agree and oversee the process required for the statutory consultation with all relevant parties as laid out in the regulations
- To develop a framework for subsequent assessments and supplementary statements
- To take into account any further legislation that may impact on the PNA

The terms of reference of the steering group, which includes the membership, are shown in Appendix I. A timeline has been produced for key milestones in the process, this includes: a consultation phase and briefing dates for relevant Boards and Committees. (Appendix II)

1.5 Wider links

There is a key requirement for PNAs to be aligned with other plans for local health and social care. The Telford and Wrekin PNA will be strongly aligned to the Health and Wellbeing Strategy and associated priorities and will be an integral part of the wider JSNA process.

The PNA also has relevance to the work of the Better Care Fund and the wider NHS services reconfiguration Futurefit work programme. Specifically, the PNA should support these programmes by defining community pharmacy current and future needs and provision.

2 IMPACT ASSESSMENT – ADDITIONAL INFORMATION

Please see section 2 for detailed information on impacts associated with CATP work.

3 PREVIOUS MINUTES

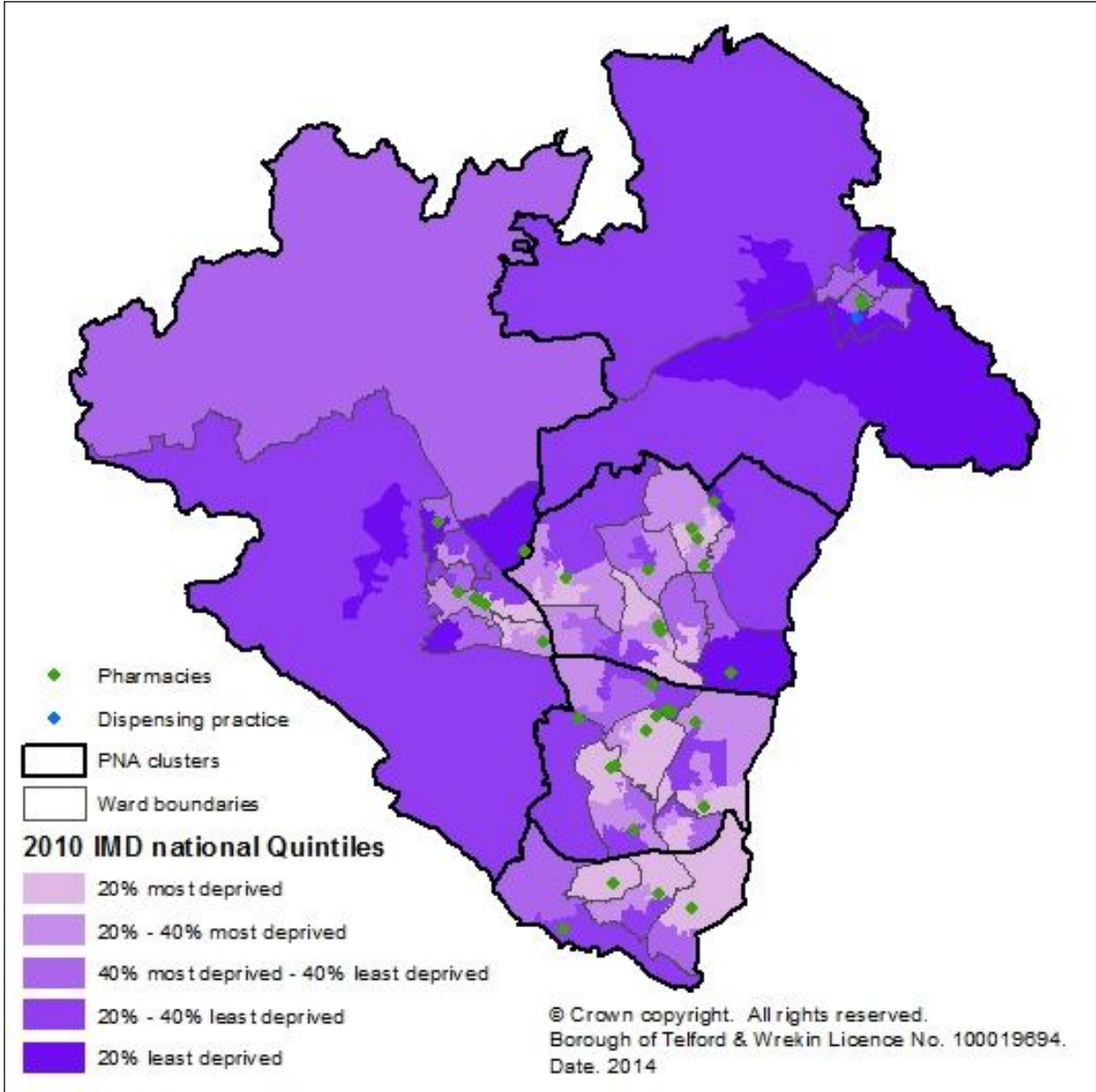
There are no previous minutes – this is the first PNA report to the HWBB.

4 BACKGROUND PAPERS

None.

**Report prepared by Helen Onions, Consultant in Public Health
Telephone: 01952 381028**

Community Pharmacy and Dispensing Practice Locations and Socio-economic Deprivation Levels



APPENDIX IV

Telford & Wrekin Pharmacy Service Provision Community Pharmaceutical Contractors

Practice/business address	Address	Address	Address	Postcode	Tel Number	Fax Number
A S Kitching Ltd	Limes Walk	Oakengates	Telford	TF2 6EP	01952 612964	01952 612290
Aqueduct Pharmacy	Majestic Way	Aqueduct	Telford	TF4 3RB	01952 593220	01952 593220
Asda Instore Pharmacy	St Georges Road	Donnington Wood	Telford	TF2 7RX	01952 621710	01952 621711
Asda Instore Pharmacy	Southwater Way	Mallinsgate	Telford	TF3 4HZ	01952 741028	01952 741027
Boots the Chemist Ltd	2-3 Acorn Way	Shawbirch	Telford	TF5 0LW	01952 260800	01952 260800
Boots the Chemist Ltd	52 High Street	Newport	Shropshire	TF10 7AQ	01952 811391	01952 820390
Boots the Chemist Ltd	21-25 New Street	Wellington	Telford	TF1 1LU	01952 223468	01952 240559
Boots the Chemist Ltd	4-10 North Sherwood Street	Town Centre	Telford	TF3 4AS	01952 291351	01952 291122
Boots the Chemist Ltd	Forge Retail Park	Colliers Way	Telford	TF3 4AG	01952 204243	01952 204245
Donnington Pharmacy	Health Centre Wrekin Drive	Donnington	Telford	TF2 8EA	019952 676556	01952 606121
High Street Pharmacy	4 High Street	Newport	Telford	TF10 7AN	01952 820946	01952 820946
Ironbridge Pharmacy	The Square	Ironbridge	Telford	TF8 7AQ	01952 433330	01952 433330
Jhoots Pharmacy	32 Market Street	Oakengates	Telford	TF2 6ED	01952 613074	01952 613074
Lawley Pharmacy	Off Birchfield Roundabout	Lawley Bank	Telford	TF4 2LL	01952 504666	01952 504777
Legomery Pharmacy	Legomery Local Centre	Legomery	Telford	TF1 4XQ	01952 222164	01952 222164
Lloyds Pharmacy	Chapel Lane	Wellington	Telford	TF1 1SS	01952 255833	01952 255833
Lloyds Chemist	15a Market Square	Wellington	Telford	TF1 1BU	01952 253190	01952 253190
Lloyds Pharmacy	Charlton Medical Centre	Lion Street, Oakengates	Telford	TF2 6AQ	01952 613930	01952 613930
Lloyds Pharmacy	6 The Parade	Donnington	Telford	TF2 8EB	01952 605441	01952 608715
Lloyds Pharmacy	Webb House, King St	Dawley	Telford	TF4 2AA	01952 502260	01952 504615
Lloyds Chemist	46 High Street	Dawley	Telford	TF4 2EX	01952 505029	01952 505029
M.R. Clarke, Dispensing Chemist	76 Upper Bar	Newport	Shropshire	TF10 7AW	01952 810059	01952 418410
Malinslee Pharmacy	Church Road	Malinslee	Telford	TF3 2JZ	01952	01952

Practice/business address	Address	Address	Address	Postcode	Tel Number	Fax Number
					501234	505182
Morrisons Instore Pharmacy	Springhill	Wellington	Telford	TF1 1RP	01952 242846	01952 242846
Muxton Pharmacy	9 Fieldhouse Drive	Muxton	Telford	TF2 8JQ	01952 670686	01952 670686
N & E Jones Ltd	7 Anstice Square	Madeley	Telford	TF7 5HB	01952 585717	01952 585717
Priorslee Pharmacy	Local Centre	Priorslee	Telford	TF2 9RS	01952 290658	01952 290658
Rowlands Pharmacy	Unit 2, Downmead	Hollinswood	Telford	TF3 2EW	01952 299925	01952 290427
Rowlands Pharmacy	The Pharmacy, Stirchley Health Centre	Sandino Road	Telford	TF3 1DY	01952 596620	01952 596620
Rowlands Pharmacy	Maythorne Close	Sutton Hill	Telford	TF7 4DH	01952 586151	01952 586151
Rowlands Pharmacy	Shop 14, Gladstone Centre	Hadley	Telford	TF7 5NF	01952 242179	01952 242179
Sainsbury's Instore Pharmacy	Forge Retail Park	Colliers Way	Telford	TF3 4AG	01952 210039	01952 210039
Shire Pharmacy	Unit 3 The Shops, Teagues Crescent	Trench	Telford	TF2 6RY	01952 618415	01952 615142
Superdrug Stores	12-13 Dean Street	Town Centre	Telford	TF3 4BT	01952 291524	01952 291524
Tesco Instore Pharmacy	The Retail Park, Arleston	Wellington	Telford	TF1 2DE	01952 426847	01952 426849
Wellington Pharmacy	Chapel Lane	Wellington	Telford	TF1 1PZ	01952 226017	01952 226018
Woodside Pharmacy	Park Lane Centre	Park Lane	Telford	TF7 5QZ	01952 586516	01952 586516

Dispensing appliance contractor

Practice address	Address	Address	Postcode	Contact Numbers
The Surgery	Wellington Road	Newport, Telford	TF10 7HG	Telephone: 01952 811677 Fax: 01952 825981

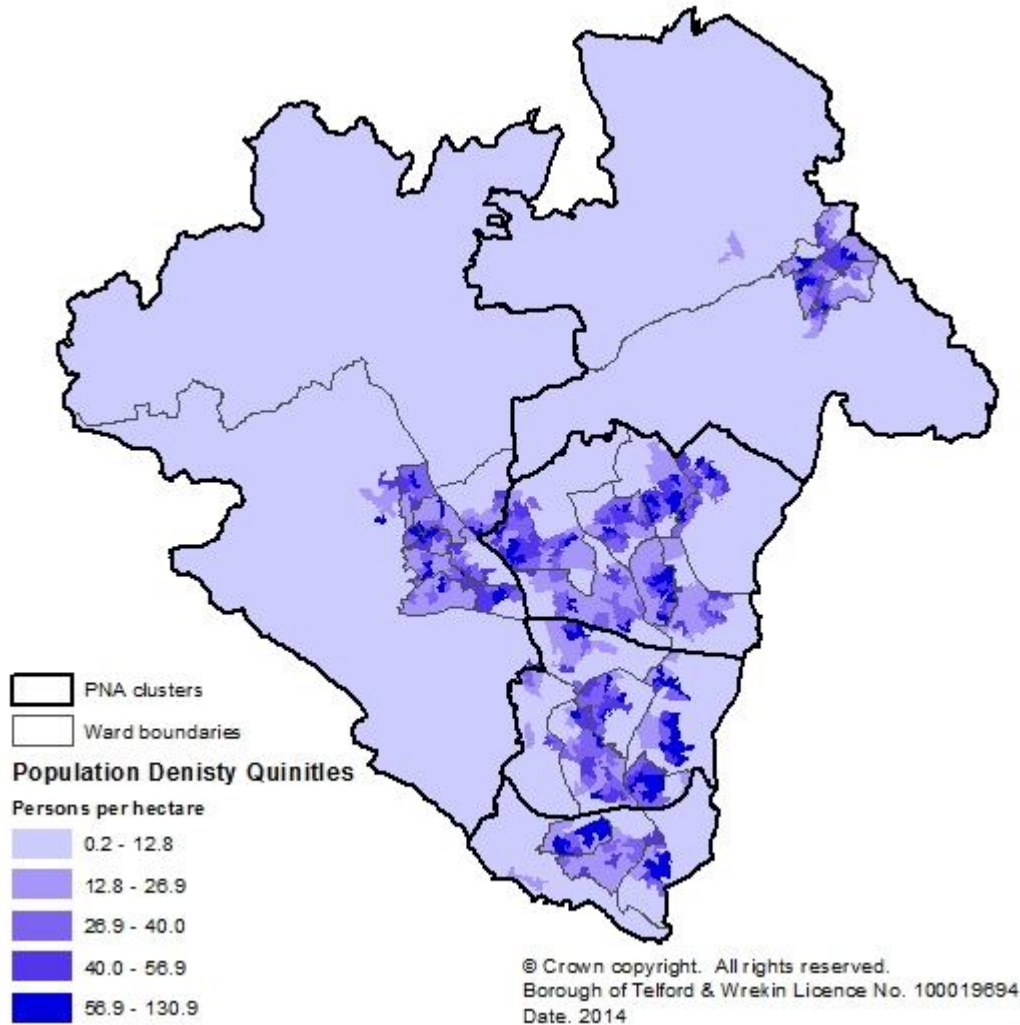
Dispensary opening hours – The Surgery, Wellington Road, Newport

Monday	8.30am – 1pm	2.30am – 6.30pm
Tuesday	8.30am – 1pm	2.30am – 6.30pm
Wednesday	8.30am – 1pm	2.30am – 6.30pm
Thursday	8.30am – 1pm	2.30am – 6.30pm
Friday	8.30am – 1pm	2.30am – 6.30pm
Saturday	Closed	
Sunday	Closed	

Telford & Wrekin Community Pharmacies Opening hours (core and additional hours)

APPENDIX VI

Community Pharmacy Locations and Population Density



APPENDIX VII

Delivery of Enhanced, Advanced and locally commissioned services NHS England and NHS Telford and Wrekin CCG

Currently providing under contract														
Willing to provide if commissioned														
Not able or willing to provide														
No response														
Pharmacy Name	NHS England Services							CCG Services						
	MURS	New Medicine Service	Appliance Use review	Stoma Appliance Customisation service	MA Scheme (NHS Eng)	Emergency supply (NHS Eng)	Seasonal Influenza Vaccine	Palliative care boxes	PEARS					
Newport Cluster														
Boots, Newport														
High Street pharmacy, Newport														
MR Clarke, Newport														
Wellington Cluster														
Boots, Shawburch														
Boots, Wellington														
Lloyds Pharmacy, Chapel Lane, Wellington														
Lloyds Pharmacy, Market Sq, Wellington														
Morrisons, Wellington														
Tesco, Wrekin Retail Park														
Wellington pharmacy, Chapel Lane														
Telford North														
A.S Kitchings, Oakengates														
Asda, Donnington														
Asda, Mallinsgate														
Donnington pharmacy, Donnington														
Jhoots, Oakengates														
Leegomery Chemist, Leegomery														
Lloyds Pharmacy, Oakengates														
Lloyds Pharmacy, Donnington														
Priorslee Pharmacy, Priorslee														
L Rowlands, Hadley														
Shire Pharmacy, Trench														
Muxton Pharmacy, Muxton														
Telford Central														
Aqueduct Pharmacy, Aqueduct														
Boots, TTC														
Boots, Forge Retail Park														
Ironbridge pharmacy, Ironbridge														
Lawley Pharmacy, Lawley														
Lloyds Pharmacy, High St, Dawley														
Lloyds Pharmacy, King St, Dawley														
L Rowlands, Hollinswood														
L Rowlands, Stinchley														
Sainsbury's, Forge Retail Park														
Superdrug, TTC														
Malinslee Pharmacy, Malinslee														
Telford South														
Anstice Pharmacy, Madeley														
L Rowlands, Sutton Hill														
Woodside Pharmacy, Wensley Green														

APPENDIX VIII

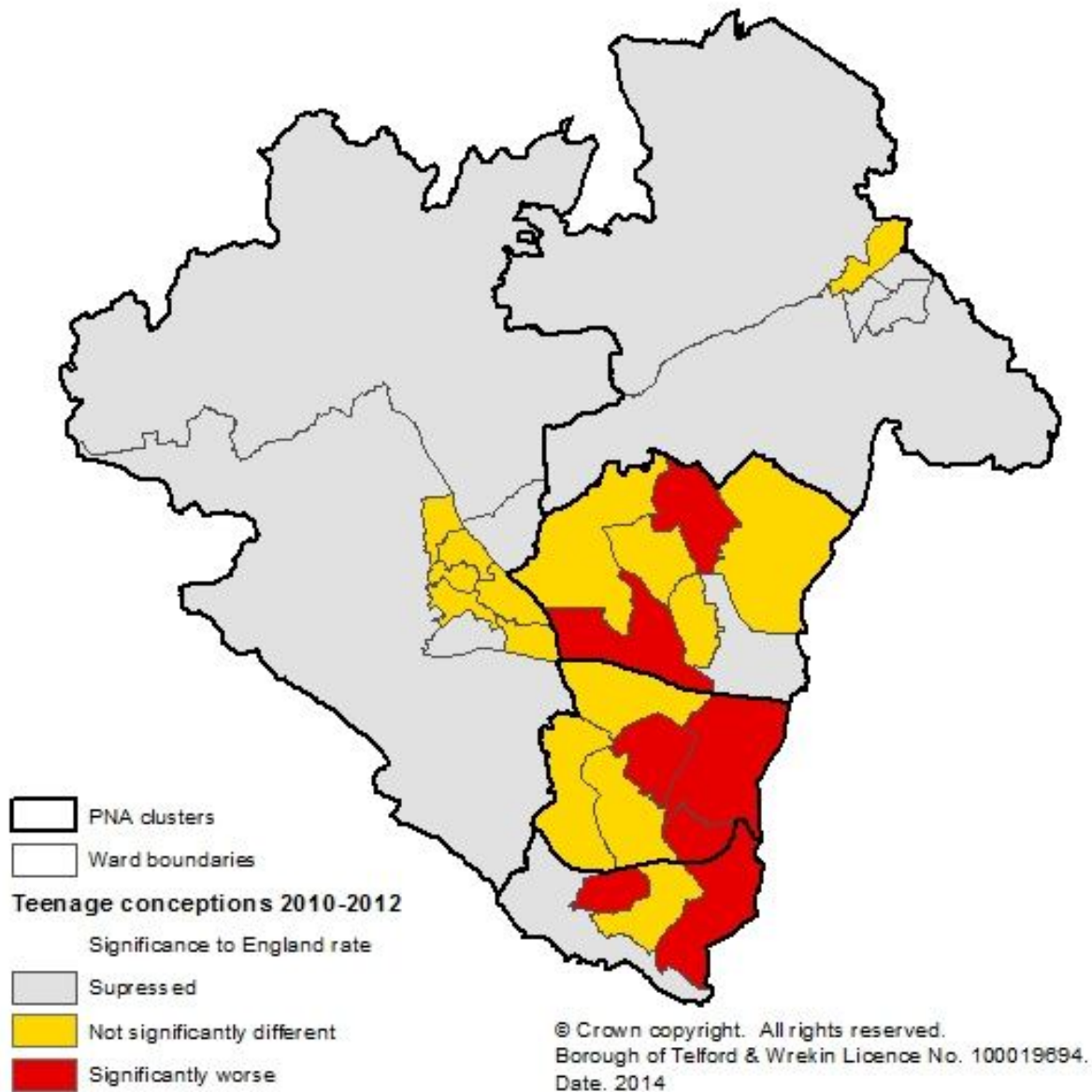
Alternative Sexual Health Services Locations and Opening Hours

The table below lists alternative providers (opening hours will vary according to site).

Service	Address
Integrated Sexual Health Service (all ages) - Wellington	Victoria Avenue, Wellington
Integrated Sexual Health Service (all ages) - Aqueduct	Majestic Way, Telford
School Nurses (school ages)	Various locations both within a school or other community setting
Malling Health	Sherwood Way, Telford Town Centre TF3 4DZ
Malling Health	Princess Royal Hospital, Apley Castle, Telford TF1 6TF
YMCA	Consort House, Victoria Avenue, Wellington TF1 1NH
A number of Telford & Wrekin Council Youth Workers	Various locations
Family Nurse Partnership team	Various locations
Teenage Identified Midwives	Various locations

APPENDIX IX

Community Pharmacy and Dispensing Practice Locations and Teenage Conception Rates



Telford & Wrekin Community Pharmacy Survey Report

Key Headlines

- There was over representation from women in the survey and therefore men were under represented. Young people under 25 years were under represented and middle aged people (aged 45-64 years) were over represented. People from BME groups were appropriately represented
- In general the survey responses were very positive with:
 - 73.2% of respondents stating they could access pharmacy services in under 10 minutes travel time
 - 92.4% of respondents stating they were happy with current opening times of their usual pharmacy
 - The majority of respondents (80%) found their community pharmacies helpful and supportive.
- The main reason reported for using pharmacy services was to collect prescriptions (82.9%) or to buy over the counter medicines (10.9%).
- Only a small percentage of respondents used pharmacies to obtain advice about healthy lifestyles, although 76% agreed that they could ask their pharmacist for health advice.

Survey Methodology

A survey of public views on community pharmacy in Telford & Wrekin was undertaken between 11th September 2014 and 9th October 2014. The survey consisted of 16 questions covering themes such as awareness of and access to services and levels of satisfaction. Standard socio-demographic questions were included. (See questionnaire attached)

The survey was publicised through the NHS Telford and Wrekin CCG website and also to all Telford & Wrekin Council staff through the intranet. Paper copies of the survey were distributed to community pharmacies for completion. A number of patient groups were contacted and given printed copies of the survey, including: the Rheumatoid Arthritis Support Group, Bumps to Baby, Stroke Carers Group, Stirchley Medical Practice Patient Group, the Carers Association and the local branch of Diabetes UK.

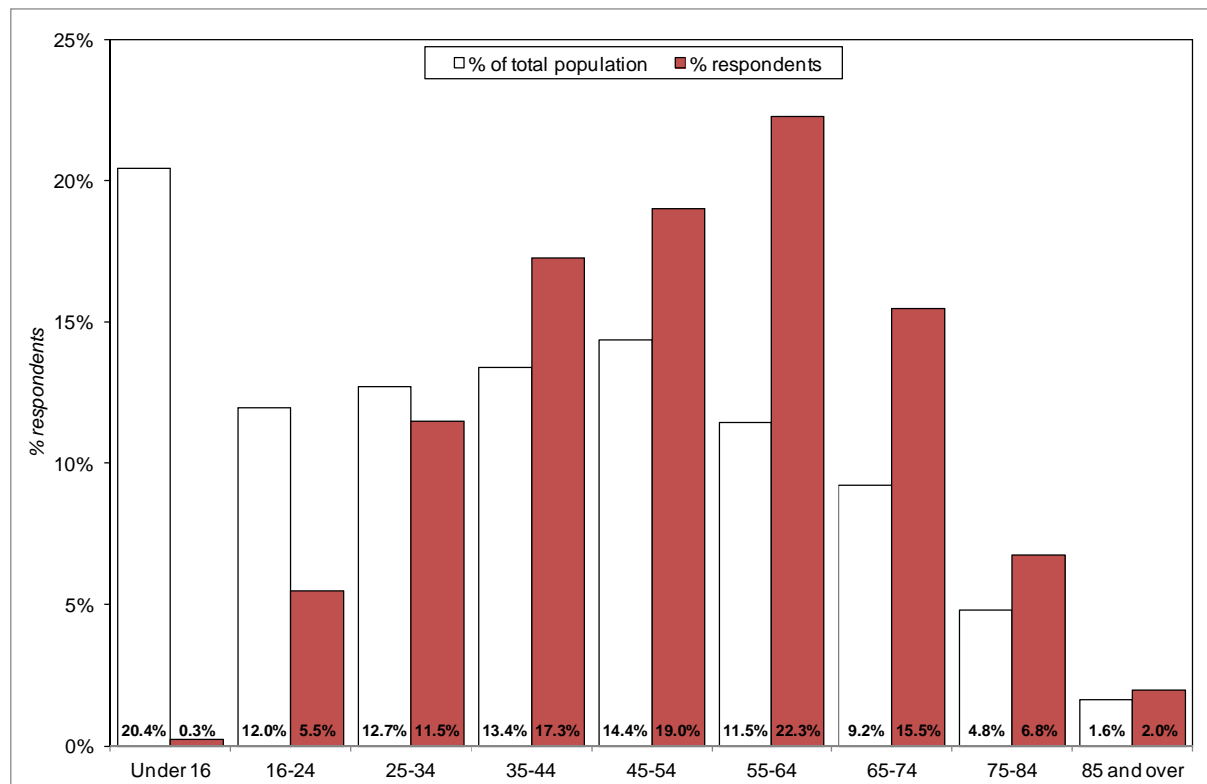
Healthwatch Telford & Wrekin fully supported completion of the survey through their extensive local contacts, which maximized the reach of the survey.

There were a total of 417 survey responses, which represents 0.3% of the total borough population. This was an increase from the previous PNA survey where there were 203 responses at the end of the consultation.

Survey Respondents Representation

- **Gender split:** 67.9% of survey respondents were female and 31.6% were male. In terms of comparison with the total population is 50.4% are female and 49.6% male. Therefore women are over-represented in the survey and men are under-presented.
- **Age profile:** the age profile of survey respondents compared to the overall population is compared in Figure i. The most common age groups of survey respondents were those middle aged i.e. 45-54 years (19.0%) and 55-64 years (22.5%). These age groups were over represented compared to the overall population. Only 12% of respondents were aged under 25 and therefore young people were especially under represented in the survey.
- **Ethnicity:** there was good representation in the survey of people from Black and Minority Ethnic (BME) groups compared to the overall population make up, 6.5% of respondents were from BME groups compared to 7% in the Borough overall.
- **Longstanding illness, disability or infirmity:** 60.9% of survey respondents stated they had a longstanding illness, disability or infirmity, which compares to 18.6% in the overall population. Therefore people with a long standing illness or disability were over represented in the survey.




Figure i Age Profile: Survey Respondents and Overall Population



Key findings:

The majority of respondents have a usual pharmacy (89.4%), with most visiting their pharmacist once a month (25.5%) or more than once a month (33.8%).

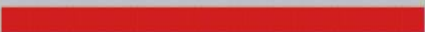



Do you have a usual pharmacy (Chemist)?

Yes		89.37%	370
No		8.94%	37
Not sure		1.69%	7

Total # of respondents 417.
Statistics based on 414 respondents; 0 filtered; 3 skipped.



In general the responses were very positive with 73.2% of those that responded stating they could access pharmacy services in under 10 minutes travel time, and 92.4% of those stating they were happy with current opening times of their usual pharmacy. The main reason for using pharmacy services was to collect prescriptions (82.9%) or to buy over the counter medicines (10.9%). Only a small percentage of patients used pharmacies to obtain advice about healthy lifestyles, although 76% agreed or strongly agreed that they could ask their pharmacist for health advice. The majority found their community pharmacies supportive.

Approximately how long does your journey take when making a visit to your pharmacy?


Under 10 minutes		73.22%	298
Between 10 and 20 minutes		22.6%	92
20 to 30 minutes		2.7%	11
Over 30 minutes		1.47%	6

Total # of respondents 417.
Statistics based on 407 respondents; 0 filtered; 10 skipped.

Is your usual pharmacy open at the times you want to use it?

Yes		92.35%	374
No		7.65%	31

Total # of respondents 417.
Statistics based on 405 respondents; 0 filtered; 12 skipped.

I find my usual pharmacy helpful and friendly	65.1 % (250)	32.03 % (123)	1.3 % (5)	0.52 % (2)	1.04 % (4)		384
The pharmacy offers helpful advice on NHS services	49.47 % (187)	30.69 % (116)	4.5 % (17)	0.79 % (3)	14.55 % (55)		378
I ask my pharmacist for health advice	42.18 % (159)	33.95 % (128)	11.94 % (45)	3.71 % (14)	8.22 % (31)		377

Overall Survey Analysis



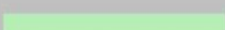



The survey can be split into four main themes: Frequency of visits, Reason for visits and services used, Access, and Awareness of services. Participants were also given the opportunity to add any additional comments.

Further analysis has been done around access in relation to postcode data, this is analysed by community cluster and those who had indicated that they had a long standing illness, disability or infirmity.

Frequency of visits

The majority (33.8%) visited a pharmacy more than once a month. 27.7% visited a pharmacy around once every 2 to 3 months and of those filling in the questionnaire only 0.2% never visited a pharmacy.






On average how often do you visit a pharmacy (chemist)?

Around once a year		5.84%	24
Around once every 2 to 3 months		27.74%	114
More than once a month		33.82%	139
Around once every 6 months		6.81%	28
Once a month		25.55%	105
Never		0.24%	1
Total # of respondents 417. Statistics based on 411 respondents; 0 filtered; 6 skipped.			

Reason for visits and services used

The main reason for using the pharmacy was to collect prescriptions (82.9%) and to buy over the counter medicines (10.9%). 3.6% used the pharmacy to get advice about their medicine however a number of people commented that they sought advice about their medicines from their pharmacy. 76% strongly agreed or agreed that they could ask their pharmacy for health advice. 97% strongly agreed or agreed that their pharmacy was helpful and friendly. 80% strongly agreed and agreed that the pharmacy offered helpful advice on NHS services. However, 14.5% did state that they did not know that pharmacies could offer advice on NHS services.



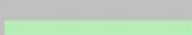



Why do you visit the pharmacy?

To collect a prescription		82.97%	341
To get advice about my medicine		3.65%	15
To buy over the counter medicines		10.95%	45
To get advice on healthy lifestyles		0.73%	3
Other		1.7%	7
Total # of respondents 417. Statistics based on 411 respondents; 0 filtered; 6 skipped.			

The majority were traveling under 10 minutes to get to their pharmacy (73.2%). there was a very small percentage that stated they travelled 20 to 30 minutes (2.7%) or over 30 minutes (1.4%). Of these 16 respondents, 8 had postcodes that were out of the Telford and Wrekin area.









The majority (39.5%) visited a pharmacy near their home, 31.9% visited a pharmacy because it was near their doctor's surgery and only 5.4% visited a pharmacy in a supermarket.

Where do you visit your usual pharmacy?

Near my home		39.51%	162
On the high street		10.24%	42
Near or at my doctor's		31.95%	131
Wherever is convenient at the time		7.07%	29
Near my work		5.85%	24
At the supermarket		5.37%	22
Total # of respondents 417. Statistics based on 410 respondents; 0 filtered; 7 skipped.			

The majority stated that it was important for their pharmacy to be located near the near home (38.2%) or near their doctor's surgery (31.5%). Of very low importance was access to pharmacy near child's school (0%) and getting their by public transport (1.2%).

Thinking about the location of your usual pharmacy, which of the following is most important to you?

It's near my home		38.18%	155
It's near my work		6.9%	28
It's convenient to where I am on the day		9.11%	37
It's near or at my doctor's surgery		31.53%	128
I can get there using public transport		1.23%	5
It's in the town centre or high street		3.45%	14
It's in my local supermarket		4.43%	18
It's near my child's school		0%	0
I can park easily		5.17%	21

Total # of respondents 417.
 Statistics based on 406 respondents; 0 filtered; 11 skipped.

92.3% were happy with the opening times of pharmacies. Additional opening hours that they would like to see are more evenings and longer opening on Saturdays and Sundays, as well as early morning.

However, 96% strongly agreed or agreed with the statement that they could find a pharmacy when they needed one. 72% strongly agreed or agreed that could find one open after 5pm and 87% strongly agreed or agreed they could find a pharmacy open at the weekends.

	A ■	B ■	C ■	D ■	E ■		Resp onse Total
I can find an open pharmacy when needed	46.06 % (181)	49.87 % (196)	2.29 % (9)	0.51 % (2)	1.27 % (5)		393
I find it easy to find a pharmacy close to where I need it	47.91 % (183)	48.69 % (186)	2.36 % (9)	0 % (0)	1.05 % (4)		382
I can find a pharmacy open during the evening (after 5pm)	34.4 % (129)	37.6 % (141)	15.73 % (59)	2.4 % (9)	9.87 % (37)		375
I can find a pharmacy open during the weekend	38.44 % (143)	48.93 % (182)	6.99 % (26)	1.34 % (5)	4.3 % (16)		372

This section asked respondents about their awareness of extra services that may be available at their pharmacy. This question showed that there were some differences in awareness according to age of the respondents and the need for the service, such as emergency contraception and Chlamydia screening services.

Awareness of most extra services was high, with awareness of prescription collection from GP surgery (93.2%), disposal of unwanted medicines (88.5%) and minor ailment advice (86.2%) coming out with the highest scores.

The lowest awareness rating was for Chlamydia screening with 24.3%, last year only 1.7% stated they were aware of this as an extra service. Other services that had low awareness levels were supplying free healthy vitamins (32.5%) and Condom distribution (31.8%).

Awareness of community pharmacy services

	Yes ■	No ■	I'm not sure ■		Response Total
Stop smoking advice and treatment	80.36 % (315)	13.78 % (54)	5.87 % (23)		392
Emergency contraception (morning after pill) and contraception advice	67.27 % (261)	22.17 % (86)	10.57 % (41)		388
Medication use review (advice on your medication)	76.73 % (300)	18.16 % (71)	5.12 % (20)		391
New medicines services (advice on taking your newly prescribed medicine)	76.08 % (299)	17.56 % (69)	6.36 % (25)		393
Prescription collection from your GP surgery	93.17 % (368)	5.32 % (21)	1.52 % (6)		395
Prescription delivery service	70.88 % (275)	22.94 % (89)	6.19 % (24)		388
Disposal of your unwanted medication	88.46 % (345)	8.72 % (34)	2.82 % (11)		390
Minor ailment advice (advise and treatment for minor health problems e.g. sore throat, hay fever)	86.22 % (338)	8.93 % (35)	4.85 % (19)		392

Substance misuse service (methadone supply, needle provision)	51.97 % (198)	29.92 % (114)	18.11 % (69)		381
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Awareness of community pharmacy services (Continued)

Supply of free Healthy Start vitamins by voucher	32.45 % (123)	51.45 % (195)	16.1 % (61)		379
Advice on healthy lifestyles	66.93 % (257)	22.66 % (87)	10.42 % (40)		384
Chlamydia screening and treatment	24.27 % (91)	54.67 % (205)	21.07 % (79)		375
Condom distribution (free supply to eligible people)	31.84 % (121)	47.9 % (182)	20.26 % (77)		380

Other comments

Respondents were given the opportunity to add any other comments about their community pharmacy. Question 11 asked if there were any other services that you would like your pharmacy to offer. 79 responded to this question, with 54 of these saying no other services required. Other responses were, Blood pressure tests, Needle exchange, Warfarin testing and Weight advice. A few would like delivery of prescriptions, e-mail order and text reminders of opening hours. Others would like to NHS health checks, Flu vaccines and free NHS jabs for over 60's.

Question 12, allowed respondents to add any other comments about community pharmacy services. Overall, there were 99 comments, 38 of which stated they had not further comments to add. Of the remaining 61 comments over 70% of these were positive. There were many positive comments related to the friendliness of staff at pharmacies. There were also a few comments on how helpful staff were especially in relation to advice and care given. Although most were happy with their pharmacy, a few commented that prescriptions aren't always there or there in full, not all medication was available, often busy and there can be a wait. There were a small number who would like pharmacies to be more standardised.