

TELFORD & WREKIN COUNCIL

HEALTH & WELLBEING BOARD - 9 DECEMBER 2015

PHARMACEUTICAL NEEDS ASSESSMENT 2015/16 – 2017/18: REVIEW OF PROVISION IN SOUTH TELFORD UPDATE

REPORT OF: HELEN ONIONS (CONSULTANT IN PUBLIC HEALTH, TELFORD & WREKIN COUNCIL), HITESH PATEL (PHARMACEUTICAL ADVISER, NHS TELFORD AND WREKIN CCG), DAMION CLAYTON (RESEARCH & INTELLIGENCE OFFICER, TELFORD & WREKIN COUNCIL)

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

- The Health and Wellbeing Board approved the Telford & Wrekin Pharmacy Needs Assessment (PNA) 2015/16 – 2017/18 for publication in March 2015, in line with their legal duties¹. The Board agreed the proposed recommendations, but requested that a more in-depth review of pharmacy provision in South Telford be undertaken within six months.
- The South Telford PNA review indicates higher than average levels of need for pharmacy services within the population living in the South Telford cluster. There are areas of poverty and disadvantage and low levels of car ownership. Health needs in the cluster are high, with poor levels of health, particularly amongst older people.
- Community engagement work suggests that people in South Telford have longer journey times to their nearest pharmacy and access to pharmacies in the evenings and at weekends is poorer than the borough population as a whole. These access issues perhaps underpin the lower than average levels of use community pharmacy and awareness of pharmacy services reported. Longer opening times were suggested as an area for improvement by survey respondents.
- Existing pharmacy contractors in South Telford do cover the opening hours of the local GP practices and prescription collection and delivery services are offered. The pharmacy contractors in South Telford consulted and the Local Pharmaceutical Committee consider there is sufficient out of hours service provision (late night and weekends) located in easily accessible centrally located '100' hour pharmacies. There have been no complaints about the current service provision to local pharmacies. However, contractors in South Telford are willing to review provision should this be considered necessary by local residents.

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

- In line with PNA regulations a Supplementary PNA Statement could now be prepared in light of the South Telford review findings, given the current provision and level of need identified.

2. RECOMMENDATIONS

It is recommended the Board:

- Consider whether a PNA Supplementary Statement on dispensing provision (see current statement below) needs to be issued in light of the South Telford review. It is expected that any Supplementary Statement would not be subject to full consultation prior to September 2016, given the early PNA review date agreed by the HWB.

Telford and Wrekin has reviewed its coverage of dispensing services. The PNA process has highlighted that there is currently sufficient coverage with existing community pharmacies and GP dispensing practice (Newport). The current geographical location and opening hours of dispensing services provides adequate choice and accessibility for the majority of the public.

An early review of this recommendation, will be required within 18 months (by September 2016) to take into account any changes to: primary care and community health services provision and to reflect housing expansion and potential population growth in the Borough.

The Health & Wellbeing Board recognises that there is less community pharmacy provision in the south of Telford and Wrekin, specifically for evening opening and weekend opening hours. A more detailed review of community pharmacy provision in the South of Telford and Wrekin will be completed within six months following publication of the PNA (by September 2015) to better understand needs and demands in this locality.

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

- The PNA is being used by NHS England to decide if new pharmacies are needed, in response to applications by businesses, including independent owners and large pharmacy companies.
- The PNA, which is part of the wider JSNA, is also used to make decisions on which services, including public health services, need to be provided by local community pharmacies
- The South Telford review of the PNA provides further detail on pharmacy provision in the south of the borough, taking into account issues with local access and inequalities.

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
	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	There was legal requirement for the HWB to publish the PNA by April 2015. The HWB approved the draft PNA and recommendations in March 2015 and requested that a review of pharmacy provision was undertaken by September 2015.	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes	<p>The PNA is used to inform commissioning decisions of NHS England, the Clinical Commissioning Group and local authority in terms of Public Health services.</p> <p>The cost of community views survey fieldwork for the South Telford PNA review undertaken by Health Watch Telford & Wrekin was £1.6k. This was funded jointly by the CCG, the Council and NHS England.</p>
LEGAL ISSUES	Yes	<p>Legal requirements and obligations for the HWBB in relation to the PNA are set out in the main body of this report at the summary of main proposals section.</p> <p>The work referred to in this report is not a full consultation in accordance with The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. Further, regard would also need to have be given to the Department of Health's supporting document entitled "Pharmaceutical needs assessments, Information Pack for Local</p>

		<p>Authority Health and Wellbeing Boards”.</p> <p>Accordingly it is not advised that any significant changes are made to the PNA as a result of the findings in this report. Any major changes could only follow a full and proper consultation.</p> <p>However, in the event that any changes are made to the PNA following this report it is recommended that the amended version is published in accordance with the same statutory provisions that required the publication of the PNA approved by the HWBB in March 2016. MC 27/11/2015</p>
EQUALITY & DIVERSITY	Yes	<p>The PNA has a significant potential to positively influence health inequalities determined directly, or indirectly, by an individual’s protected characteristics. The process relevance to our Public Sector Equality Duty and as such a Community Impact Assessment was conducted as part of the wider PNA process.</p> <p>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.</p>
IMPACT ON SPECIFIC WARDS	No	<p>The South Telford PNA review specifically covered the following electoral wards, Cuckoo Oak, Ironbridge Gorge Madeley and Woodside</p>
PATIENTS & PUBLIC ENGAGEMENT	Yes	<p>Public engagement is a specific requirement of the PNA process. A survey of community views, undertaken in September and October 2014, was a key part of the PNA development.</p> <p>The South Telford PNA review undertaken in 2015 incorporated another survey of community views. The survey report can be found in Appendix II.</p>
OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes	<p>The PNA has relevance to the work of the Better Care Fund and the wider NHS services reconfiguration Future Fit work programme. The PNA should be used to support these programmes by defining community pharmacy current and future needs and provision.</p>

PART B) – ADDITIONAL INFORMATION

1.1 Background

The Telford & Wrekin Health & Wellbeing Board considered the draft PNA and all the consultation responses on 11th March 2015. The PNA recommendations were approved², however the Board requested that a more in-depth review of pharmacy provision in South Telford be undertaken within six months. The HWB had specific concerns regarding access to dispensing provision in south Telford given the:

- out of hours (evening) and weekend provision of community pharmacies in the area
- perceived low levels of car ownership and access to transport issues in the area
- large numbers of older people in the area

1.2 Scope of the PNA South Telford Review

A core group of members of the PNA Steering Group undertook the review of pharmacy provision in South Telford on behalf of the Health & Wellbeing Board, as follows:

Hitesh Patel, Pharmaceutical Advisor, NHS Telford & Wrekin CCG
Helen Onions, Consultant in Public Health, Telford & Wrekin Council
Damion Clayton, Research & Intelligence Officer, Telford & Wrekin Council
Kate Ballinger, Health Watch Telford & Wrekin
Lynne Deavin, Shropshire Local Pharmaceutical Committee

Key elements of the review included the following:

- Production of population profile for South Telford to explore socio-economic, demographic and health needs information at an electoral ward level.
- A further survey of community views undertaken in GP and dental practice Patient Participating Groups and a variety of community groups, care homes and other relevant venues.
- Engagement with South Telford community pharmacies, GP practices and Shropshire Pharmaceutical Committee to understand professionals views and opinions on local dispensing provision.

1.3 South Telford Population Profile

The production of a profile for the South Telford area was a key element of the PNA review. The profile, which provides information at an electoral ward level, can be found in Appendix I.

² <http://apps.telford.gov.uk/CouncilAndDemocracy/Meetings/Meeting/MTM1MA%3d%3d>

Key messages from the South Telford profile are as follows:

- The South Telford area, defined as covering the pre 2015 election wards of, Cuckoo Oak, Ironbridge Gorge, Madeley and Woodside, has a population of circa 20,160 people.
- The proportion of children and young people aged under 16 (22.3%) is slightly higher than the borough average (15.7%).
- The proportion of older people aged 65 years and over (15.9%) in South Telford as a whole is similar to the borough average (15.7%). However, Cuckoo Oak, Ironbridge and Madeley wards have higher proportions of older people than the Telford & Wrekin average.
- Levels of long term limiting illness and ill health in South Telford are above the borough average, particularly in Cuckoo Oak and Madeley wards.
- The South Telford area contains some of the most deprived areas in the borough, these are predominately in Cuckoo Oak and Woodside wards.
- Mosaic geo-demographic profiling indicates that the most common household classification is the Family Basics group. Poor health is general a feature of this group, with people more likely to lead unhealthy lifestyles. In Madeley ward almost a fifth households are classified as being in the Vintage Value group, where older residents experience high levels of poor health.
- As predicted car ownership in the South Telford cluster is low, with 28.2% of households not owning a vehicle, compared to the 20.6% in Telford & Wrekin as a whole.

1.4 South Telford Survey of Community Views

An additional survey of community views of pharmacy provision in South Telford was undertaken in August 2015, as part of the South Telford review. (See Appendix II Survey Report). The survey questionnaire mirrored the original PNA survey tool to allow comparability. Health Watch Telford & Wrekin undertook the fieldwork in four South Telford GP practices and a total of 371 people contributed.

The key findings of the South Telford survey were as follows:

- Over half (58%) of South Telford survey respondents reported having a long term illness, disability or infirmity, compared to just over a fifth (21%) of respondents in the original borough survey.
- Responses to the South Telford survey confirmed the findings of the original survey in the following areas:

- The principal reasons for visiting a pharmacy – to collect a prescription or buy over the counter medicines.
 - Preferences for the location of pharmacies – close to their home or GP surgery.
 - The opinion that pharmacies are helpful, friendly and offer helpful advice on NHS services.
- The survey responses highlighted key differences between South Telford and the rest of the borough in respect to the following:
- Frequency of visits – users of pharmacies in South Telford visit less frequently than those who responded to the borough wide survey.
 - Journey times – a greater proportion of users of pharmacies in South Telford have journey times of over 10 minutes to reach a pharmacy.
 - Access to pharmacies in the evenings and at weekends – fewer respondents in the South Telford survey said that they could find a pharmacy open after 5pm or at weekends.
 - Awareness of services – across all services offered by pharmacies, awareness in the South Telford survey was lower than reported in the borough survey.

1.5 Views Professionals of South Telford Pharmacy Provision

Views of the Shropshire Local Pharmaceutical Committee (LPC), local community pharmacy providers and GP surgeries in South Telford were requested as part of the review. Community pharmacies providing pharmaceutical services for people in the South Telford cluster are:

- Anstice Pharmacy, 7 Anstice Square, Madeley
- Ironbridge Pharmacy, The Square, Ironbridge
- Rowlands Pharmacy, Maythorne Close, Sutton Hill
- Woodside Pharmacy, Parklane Centre, Park Lane

The detailed responses received as part of this professional engagement are included in Appendix III. In summary the pharmacy contractor responses indicated that:

- Existing pharmacy contractors in South Telford cover the opening hours of the local GP practices. Pharmacies in the cluster also offer prescription collection and delivery services to local residents to ensure patients have access to essential medicines.
- There is sufficient out of hours service provision (late night and weekends) located in easily accessible centrally located '100' hour pharmacies. Transport links in Telford & Wrekin support access to

centralised services in the Town Centre, reducing the need for late night and weekend pharmacy provision in the south of Telford.

- Pharmacy contractors reported that they felt the current definition of 'South Telford' was not an appropriate representation of the local area. The suggestion was made that any pharmacy located south of the Town Centre could be considered as a 'local provider' to residents of the south of the borough.
- Contractors have not received complaints about current service provision. However, they would be willing to review provision should this be considered necessary by local residents.

1.6 Commissioning of Community Pharmacy Provision

NHS England is responsible for direct commissioning of services beyond the remit of clinical commissioning groups, namely primary care, offender health, military health and specialised services.

The Pharmaceutical needs assessment is a key document used by NHS England to make informed decisions regarding applications it receives for new, or changes to the existing pharmaceutical services in the local health economy. The PNA is also used by NHS England to make decisions in the commissioning of NHS-funded services which can be provided by local community pharmacies. Any additional and updated information about the local health economy aids the Commissioner in their decision making. NHS England are responding to local issues within a national framework, and our way of working across NHS England is to be proportionate in our actions.

1.7 Wider links

There is a key requirement that the PNA process aligns with other strategic plans for health and social care. The Telford and Wrekin PNA is part of the wider Joint Strategic Needs Assessment process and therefore links to the Health and Wellbeing Strategy and associated priorities.

The PNA also has relevance to the work of the Better Care Fund and the wider NHS services reconfiguration Future Fit work programmes. The Futurefit2 phase will involve GPs and other stakeholders to define in more detail the integrated models of care which will provide support for more people for them remain independent and reduce hospital admissions and lengths of stay.

Community pharmacy services and innovations will be important to the development of the models of care developed through these programmes and the PNA should be used to defining community pharmacy current and future needs and provision in an integrated way.

2 IMPACT ASSESSMENT – ADDITIONAL INFORMATION

- See page 3-4 for the Equality and Diversity comment.
- The Equalities Impact Assessment (EIA) for the PNA process can be found at http://www.telford.gov.uk/downloads/download/488/pharmacy_needs_assessment_pna

3 PREVIOUS MINUTES

Health and Wellbeing Board 11th March 2015

Health and Wellbeing Board 24th September 2014, Minute Number – HWB-12

4 BACKGROUND PAPERS

None.

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South Telford Profile

The South Telford cluster is made up of the areas covered by the pre 2015 election wards of, Cuckoo Oak, Ironbridge Gorge, Madeley and Woodside.

In 2014 ONS³ estimated the population of the cluster at 20,164 with the greatest proportion of the cluster population (34.6%) living in Woodside and fewest living in Ironbridge Gorge (12.4%).

Ward	Number	% of cluster
Cuckoo Oak	5,405	26.8%
Ironbridge Gorge	2,492	12.4%
Madeley	5,290	26.2%
Woodside	6,977	34.6%



Age profile

The proportion of people in South Telford aged under 16 (22.3%) is greater than the borough average (20.4%), whilst the proportion of people aged 65 and over (15.9%) is similar to the average for Telford & Wrekin (15.7%).

Within the cluster Woodside has the greatest population proportion aged under 16 (30.4%) and the lowest aged 65 and over (9.9%). Cuckoo Oak (18.7%), Ironbridge Gorge (17.9%) and Madeley (20.1%) all have population proportions aged 65 and over that are greater than the borough average.

Population aged	T&W Average	South Telford	Cuckoo Oak	Ironbridge Gorge	Madeley	Woodside
Under 16	20.4%	22.3%	22.0%	14.4%	15.7%	30.4%
16-24	12.0%	11.2%	10.6%	8.0%	10.6%	13.4%
25-34	12.7%	12.5%	13.5%	9.6%	11.0%	13.9%
35-44	13.4%	12.3%	10.0%	14.2%	13.0%	13.0%
45-54	14.4%	13.3%	12.9%	18.1%	14.9%	10.7%
55-64	11.5%	12.3%	12.2%	17.8%	14.7%	8.7%
65+	15.7%	15.9%	18.7%	17.9%	20.1%	9.9%

Source: ONS 2013 Mid Year Population Estimate Small Area Population Estimates published October 2014

³ ONS 2013 Mid Year Population Estimate Small Area Population Estimates published October 2014

General health and long term limiting illness

A greater proportion of residents in South Telford (7.3%) reported that their general health was bad or very bad in the 2011 census compared with the average for Telford & Wrekin (6.2%).

Similarly, a greater proportion of South Telford residents (20.9%) reported having a long term limiting illness compared with the borough average (18.6%).

Within the cluster, the proportion with bad or very health was greatest in Cuckoo Oak and Madeley (both 8.0%) and fewest in Ironbridge Gorge (5.3%). The proportion of residents with a long term limiting illness was greatest in Madeley (23.4%) and fewest in Ironbridge Gorge (17.0%)

Population with	T&W Average	South Telford	Cuckoo Oak	Ironbridge Gorge	Madeley	Woodside
Health bad or very bad	6.2%	7.3%	8.0%	5.3%	8.0%	6.9%
Long term limiting illness	18.6%	20.9%	22.2%	17.0%	23.4%	19.5%

Source: ONS 2011 census

Deprivation

The South Telford cluster contains some of the most deprived areas of the borough. Four of the five Lower Super Output Areas (LSOAs) within Woodside ward are ranked in the most deprived decile nationally as are two of the four LSOAs that fall within Cuckoo Oak.

By contrast, Ironbridge Gorge and Madeley contain LSOAs which are amongst the least deprived in Telford & Wrekin.

LSOA code	Ward (pre 2015)	2015 IMD Decile (where 1 is most deprived 10% of LSOAs)
E01014118	Cuckoo Oak	1
E01014116	Cuckoo Oak	1
E01014115	Cuckoo Oak	2
E01014117	Cuckoo Oak	6
E01014149	Ironbridge Gorge	5
E01014148	Ironbridge Gorge	7
E01014162	Madeley	2
E01014159	Madeley	3
E01014161	Madeley	4
E01014160	Madeley	8
E01014198	Woodside	1
E01014201	Woodside	1
E01014200	Woodside	1
E01014197	Woodside	1
E01014199	Woodside	2

Source: DCLG English Indices of Deprivation 2015

Health - Mosaic classification

Experian's Mosaic public sector profiling shows that the greatest proportion of households in South Telford (29.4%) belong to Group M Family Basics. This proportion is greater than the average for Telford & Wrekin (16.0%), whilst in Woodside almost two thirds (65.3%) of households are classed as Group M.

Poor general health is a particular feature of this population group with people more likely to smoke and less likely to eat healthily, exercise or play sport than the general population.

In Madeley, the largest single Mosaic group is Group N Vintage Value (19.8%). Consisting of elderly residents this group experience the greatest levels of poor health.

In Ironbridge Gorge the largest Mosaic group is Group G Rural Reality (30.7%). This group is characterised as having average levels of good health.

Mosaic group	T&W Average	South Telford	Cuckoo Oak	Ironbridge Gorge	Madeley	Woodside
A Country Living	3.8%	0.7%	0.0%	5.1%	0.0%	0.0%
B Prestige Positions	5.4%	5.8%	3.6%	17.6%	7.5%	0.6%
D Domestic Success	10.1%	5.9%	3.3%	24.2%	5.8%	0.0%
E Suburban Stability	7.6%	4.3%	5.5%	3.8%	7.1%	0.6%
F Senior Security	7.6%	4.8%	12.6%	2.1%	3.4%	0.0%
G Rural Reality	1.9%	4.1%	0.0%	30.7%	0.0%	0.0%
H Aspiring Homemakers	15.3%	5.2%	2.3%	7.2%	7.8%	4.5%
I Urban Cohesion	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%
J Rental Hubs	1.4%	1.3%	0.0%	5.9%	1.6%	0.0%
K Modest Traditions	7.5%	7.0%	4.9%	0.0%	18.8%	0.4%
L Transient Renters	9.1%	9.3%	13.1%	2.2%	11.5%	6.7%
M Family Basics	16.0%	29.4%	28.1%	0.0%	8.3%	65.3%
N Vintage Value	7.4%	9.3%	6.9%	1.1%	19.8%	4.5%
O Municipal Challenge	6.1%	13.0%	19.7%	0.0%	8.3%	17.5%

Source: Experian Mosaic Public Sector

Vehicle ownership

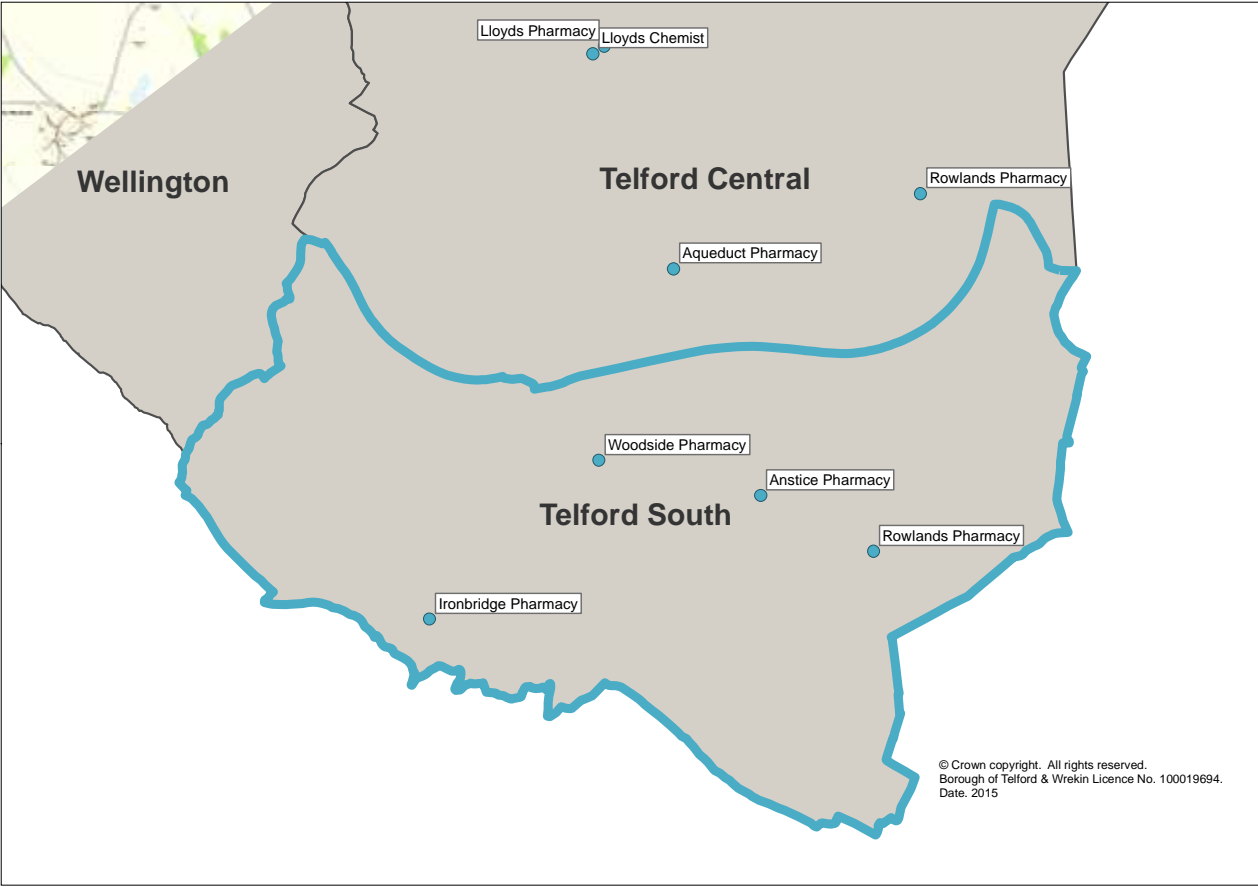
The 2011 census showed vehicle ownership in South Telford to be lower than the average for the borough with 28.2% households having no cars or vans compared to 20.6% for Telford & Wrekin as a whole.

Within the cluster access to vehicles was lowest in Woodside, where greater than one third of households (34.7%) indicated that they did not have a car or van. Vehicle ownership was greatest in Ironbridge Gorge with 91.6% of households having at least one car or van.

Households with	T&W Average	South Telford	Cuckoo Oak	Ironbridge Gorge	Madeley	Woodside
No cars or vans	20.6%	28.2%	31.0%	8.4%	28.2%	34.7%
One or more cars or vans	79.4%	71.8%	69.0%	91.6%	71.8%	65.3%

Source: ONS 2011 census

Location of pharmacies South Telford



South Telford Community Pharmacy Survey 2015

Introduction

The Telford & Wrekin Health & Wellbeing Board approved and published the Pharmacy Needs Assessment (PNA) for 2015/16 – 2017/18 in March 2015. As part of the ongoing PNA process, the Board requested that a more in-depth review of pharmacy provision in South Telford be undertaken. The key concerns were out of hours and weekend dispensing provision and perceived accessibility issues for this locality. An additional survey of community views formed part of the South Telford PNA review.

A total of 371 people contributed to the survey of community views on pharmacy provision in South Telford during August 2015. Health Watch Telford & Wrekin carried out the survey fieldwork, in the following GP practices: Woodside, Madeley, Ironbridge and Sutton Hill.

Headline messages

Over half (58%) of South Telford survey respondents reported having a long term illness, disability or infirmity, compared to just over a fifth (21%) of respondents in the original borough survey.

Responses to the South Telford survey confirm the outcome of the original survey in the following areas:

- The principal reasons for visiting a pharmacy – to collect a prescription or buy over the counter medicines.
- Preferences for the location of pharmacies – close to their homes or GP surgery,
- The opinion that pharmacies are helpful, friendly and offer helpful advice on NHS services.

The survey responses highlighted key differences between South Telford and the rest of the borough in respect to the following:

- **Frequency of visits** – users of pharmacies in South Telford visit less frequently than those who responded to the borough wide survey.
- **Journey times** – a greater proportion of users of pharmacies in South Telford have journey times of over 10 minutes to reach a pharmacy.
- **Access to pharmacies in the evenings and at weekends** – fewer respondents in the South Telford survey said that they could find a pharmacy open after 5pm or at weekends.
- **Awareness of services** – across all services offered by pharmacies, awareness in the South Telford survey was lower than reported in the borough survey.

Methodology

As part of the review of pharmacy provision in South Telford, a further community pharmacy survey was carried out focusing specifically on the requirements of users of pharmacies from the South Telford cluster (the area covered by the pre 2015 wards of, Cuckoo Oak, Ironbridge Gorge, Madeley and Woodside). The survey repeated the questions asked in the original pharmacy needs analysis survey (in 2014) focusing on awareness of and access to pharmacy services. This allows comparability between the South Telford cluster and the wider borough.

To gain additional insight into how respondents access pharmacy services, one new question was asked about how the respondents normally travel to their usual pharmacy.

A copy of the questionnaire is included at appendix A.

A total of 371 responses were received. The original borough wide survey received 417 responses of which 53 were from the South Telford cluster.

Sample make-up

Gender: The gender split of respondents to the survey was 35% male and 65% female. Although the proportion of male respondents from South Telford was 13 percentage points higher than the original survey, they remain under-represented in the survey compared with the 49% male and 51% female actual gender split in the cluster.⁴

Age: The most common age groups represented in the survey were 65-74 (19%) and 35-44 (16%), the most under-represented groups were under 16's (1%) and 85 and over (2%)

Long term limiting illness: The proportion of respondents with a long term illness, disability or infirmity was 58%, this compares with the overall cluster population with a self reported long term limiting illness of 21%.⁵

⁴ ONS 2013 Mid Year Population Estimate Small Area Population Estimates

⁵ ONS Census 2011

Survey Analysis

Key findings

Frequency of visits:

- Respondents to the South Telford survey visit a pharmacy less frequently than respondents to the borough wide survey. One fifth (21%) visiting a pharmacy more than once a month compared with one third (34%) of respondents in the original survey.

Reason for visits and services used:

- The main reasons for using pharmacies in South Telford were the same as for the borough as a whole however a greater proportion of respondents use the pharmacy to collect prescriptions (93% compared to 83%) and buy over the counter medicines (43% compared to 11%).

Access

- Responses to the South Telford survey indicate that journey times to pharmacies are longer in the South Telford cluster than across the borough as a whole. Almost one third of respondents (31%) indicated that their journey took between 10 and 20 minutes compared with around one quarter of respondents (23%) to the borough survey.
- The survey responses suggest that access to pharmacies later in the evening and at weekends is more of an issue in the South Telford cluster than across the borough as a whole. The proportion of respondents who agreed or strongly agreed with being able to find a pharmacy open during the weekend was 18 percentage points lower than in the borough wide survey and 22% disagreed or strongly disagreed.
- 57% agreed or strongly agreed that they can find a pharmacy open after 5pm compared with 72% in the borough survey.

Awareness of services

- As with the borough survey responses indicated differing levels of awareness which varied according to the age of respondents and the need for the service.
- Across all services, awareness in the South Telford survey was lower than in the borough survey. The greatest difference was in awareness of substance misuse services with 39% of South Telford respondents aware of the service compared with 52% in the borough survey.

Analysis of survey responses

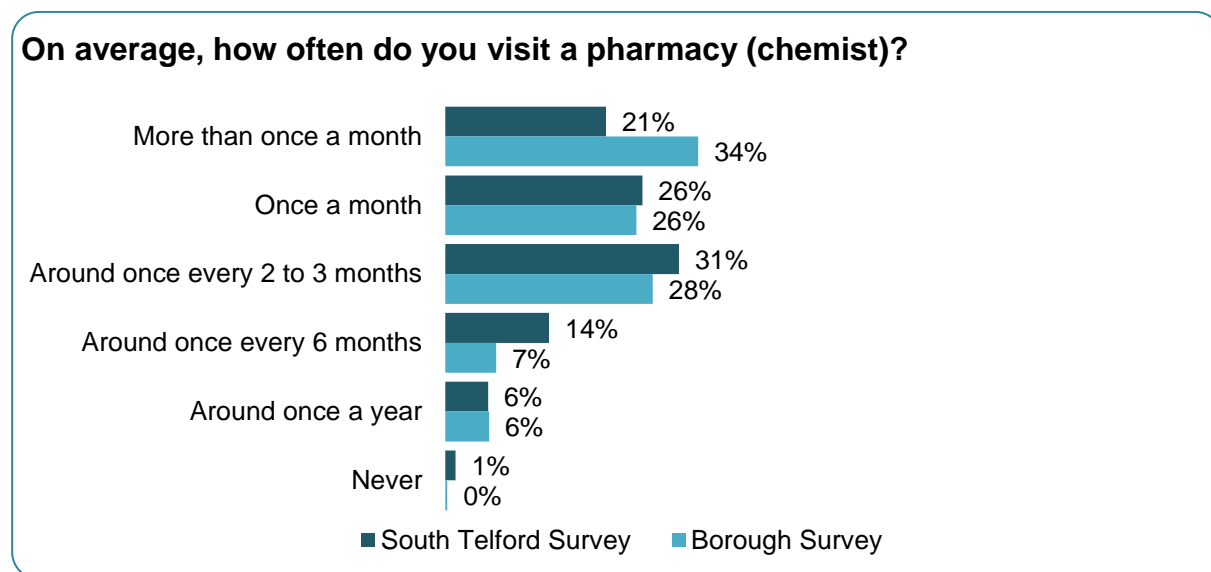
The following section compares the responses to individual questions in the South Telford survey to those of the original borough wide survey. As with the previous borough wide survey, analysis of the survey results has been split into four themes:

- Frequency of visits
- Reason for visits
- Access
- Awareness of services

Frequency of visits

Respondents to the South Telford survey visit a pharmacy less frequently than respondents to the borough wide survey. One fifth (21%) of respondents indicated that they visit a pharmacy more than once a month. This compares with one third (34%) of respondents across the borough in the original survey.

Almost one third of respondents (31%) said that they visited the pharmacy once every two to three months. Over one quarter (26%) visited the pharmacy once a month. 14% said that they visit around once every 6 months compared with 7% in the original borough survey.



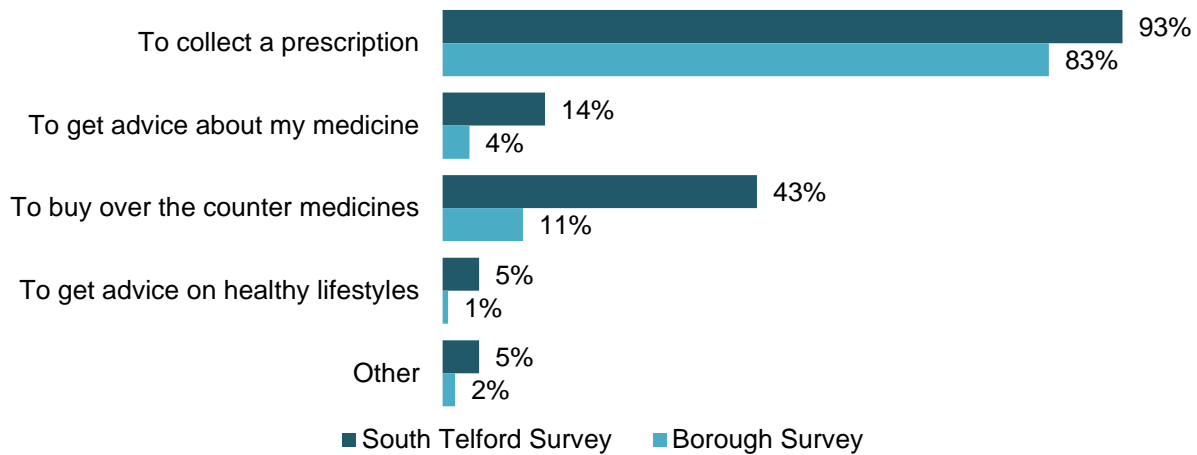
Reason for visits and services used

The main reasons for using pharmacies in South Telford were the same as for the borough as a whole, however the proportion of respondents in South Telford for using the pharmacy to collect prescriptions (93%), was ten percentage points greater than in the borough wide survey.

The proportion of respondents getting advice from pharmacies about medicines (14%) was also ten percentage points greater in the South Telford cluster than across the borough as a whole, whilst the proportion of respondents using the pharmacy to buy over the counter medicines (43%) was nearly four times greater in the South Telford survey than for the borough.

Other reasons given for visiting the pharmacy included to use other co-located services such as post office and general retail.

Why do you visit the pharmacy (chemist)?



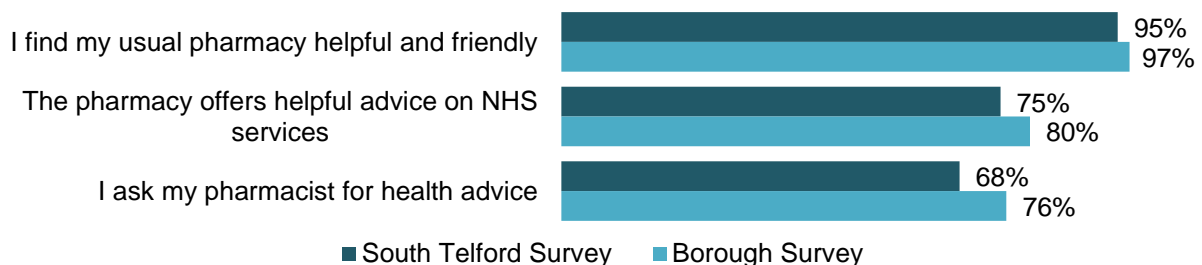
Similar to the borough wide survey, the majority of respondents to the South Telford survey agreed or strongly agreed that their usual pharmacy/pharmacist is helpful, friendly, offers helpful advice on NHS services and can be asked for general health advice.

The proportion of respondents (95%) who agreed or strongly agreed that their usual pharmacy was helpful and friendly was two percentage points lower than that for the whole borough (97%).

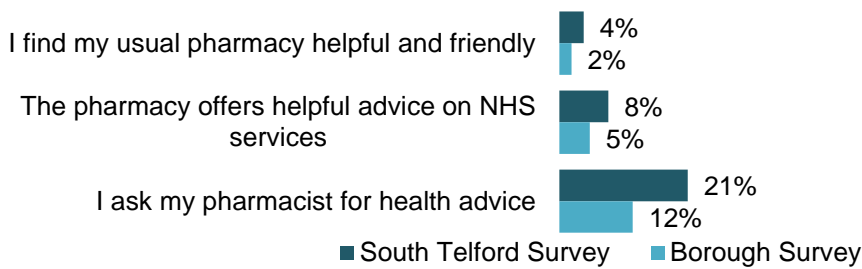
Fewer respondents in South Telford (75%) agreed or strongly agreed that the pharmacy offers helpful advice on NHS services than in the borough survey (80%).

The greatest difference between surveys was the proportion of respondents who agreed or strongly agreed that they ask their pharmacist for health advice. This was eight percentage points lower in the South Telford survey (68%) than for the whole borough (76%). This was also the statement that attracted the greatest disagreement with 21% of South Telford respondents disagreeing or strongly disagreeing.

Percentage who agree or strongly agree that...



Percentage who disagree or strongly disagree that...



Access

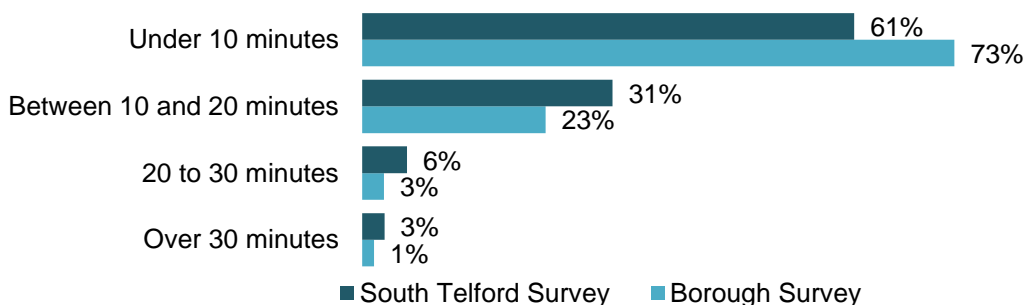
Responses to the South Telford survey indicate that journey times to pharmacies are longer in the South Telford cluster than across the borough as a whole.

Although the majority (61%) of respondents in South Telford were travelling for under 10 minutes to reach their pharmacy this was 12 percentage points fewer than the borough survey.

Almost one third of respondents (31%) in South Telford indicated that their journey took between 10 and 20 minutes. This compares with around one quarter of respondents (23%) to the borough survey.

The proportion of respondents in South Telford travelling between 20 to 30 minutes (6%) and over 30 minutes (3%) was greater than in the borough survey (3% and 1%)

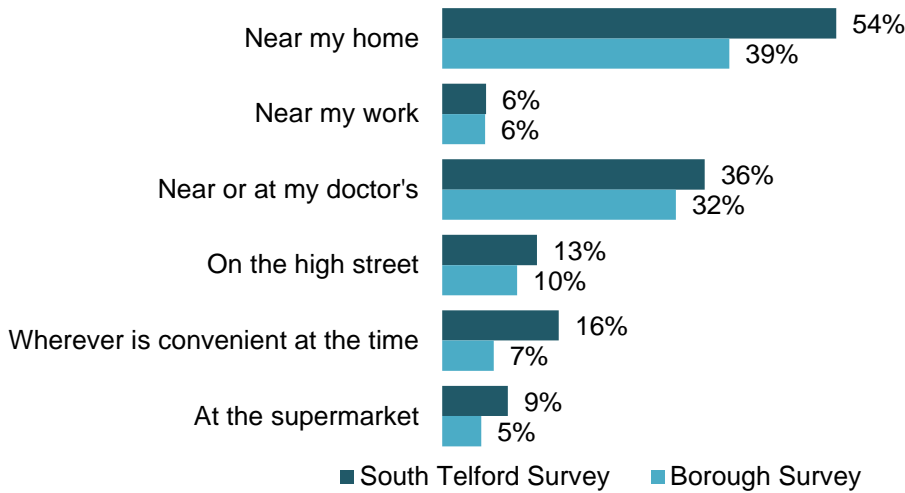
Approximately how long does your journey take...



The majority of respondents (54%) in South Telford visited a pharmacy that is near to their home. This compares with 39% who indicated that this was the case in the borough survey.

Fewest respondents (6%) in South Telford visited a pharmacy near their work, whilst the proportion visiting supermarket pharmacies was higher in the South Telford survey (9%) than in the borough survey (5%)

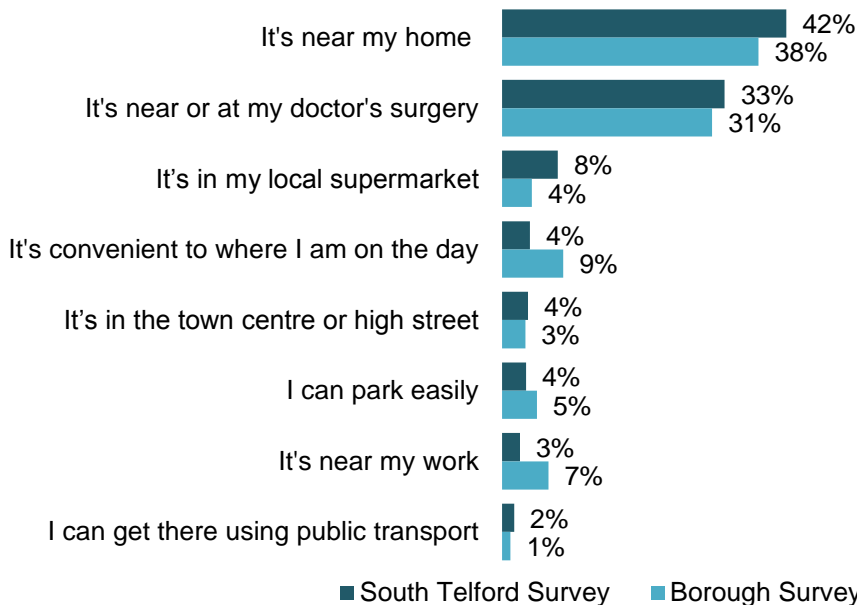
Where do you visit the pharmacy?



As in the borough survey, the majority of respondents in South Telford stated that it was important for the pharmacy to be near their home (42%) or near their doctor's surgery (31%).

Fewest respondents (2%) indicated that getting to the pharmacy using public transport was the most important factor regarding the location.

Thinking about the location of the pharmacy you use regularly, which of the following is most important to you?

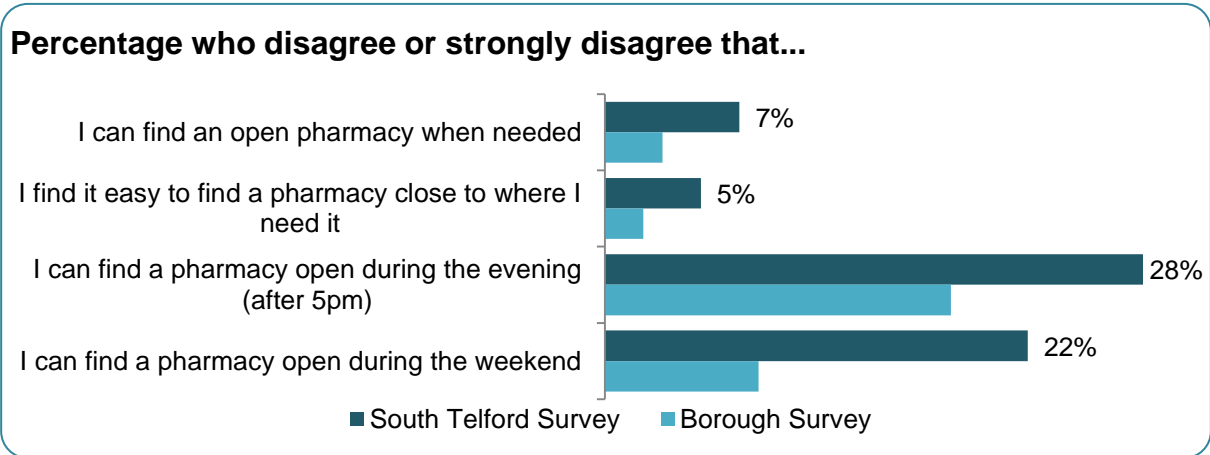
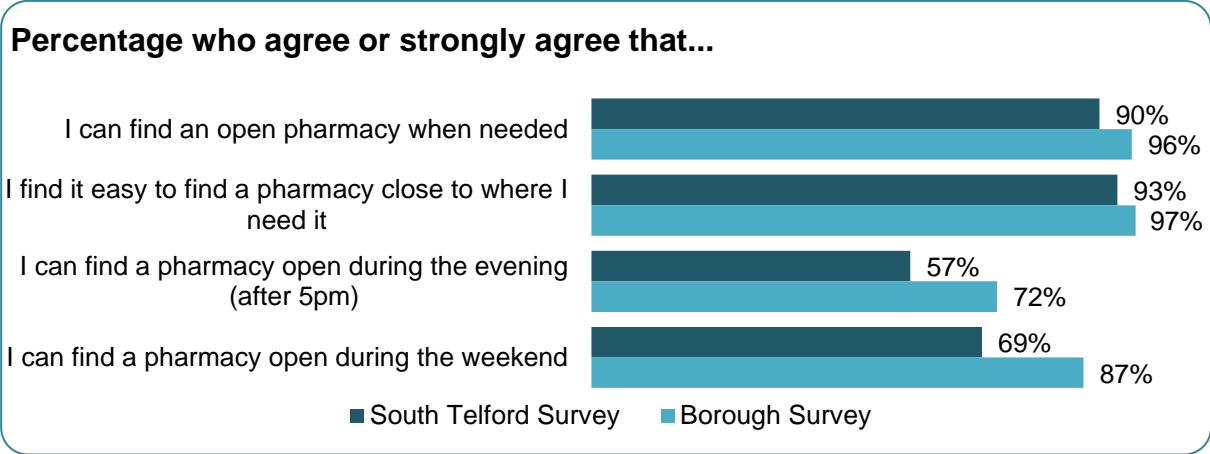


Although the majority of respondents in South Telford agreed or strongly agreed that they can find an open pharmacy when needed (90%) and that they find it easy to find a pharmacy close to where they need it (93%), the proportions in agreement were lower than in the borough wide survey (96% and 97%)

The survey responses indicate that access to pharmacies later in the evening and at weekends is more of an issue in the South Telford cluster than across the borough as a whole. Whilst 69% of respondents agreed or

strongly agreed with being able to find a pharmacy open during the weekend, this was 18 percentage points lower than in the borough wide survey and 22% disagreed or strongly disagreed.

Fewest respondents in South Telford (57%) agreed or strongly agreed that they can find a pharmacy open after 5pm compared with 72% in the borough survey. This statement also attracted the greatest level of disagreement with 28% of South Telford respondents disagreeing or strongly disagreeing.



Respondents to the South Telford survey were asked an additional question about how they normally travel to their pharmacy. The majority of respondents (57%) stated that they normally drive, with 37% walking. Fewest respondents (6%) indicated that they used public transport to access pharmacies.



Awareness of services

As with the borough survey responses indicated differing levels of awareness which varied according to the age of respondents and the need for the service. The lowest overall awareness was for services such as

condom distribution (25%) and Chlamydia screening (23%). Among respondents aged under 25 however, 47% were aware of condom distribution and 40% were aware of the Chlamydia screening and treatment services.

Across all services, awareness in the South Telford survey was lower than in the borough survey. The greatest difference was in awareness of substance misuse services with 39% of South Telford respondents aware of the service compared with 52% in the borough survey.

Percentage who knew that the following “extra” services could be available at the pharmacy?	South Telford Survey	Borough Survey
Stop smoking advice and treatment	75%	80%
Emergency contraception and contraception advice	57%	67%
Medication use review	65%	77%
New medicines service	68%	76%
Prescription collection from your GP surgery	87%	93%
Prescription delivery service	62%	71%
Disposal of your unwanted medication	77%	88%
Minor ailment advice	81%	86%
Substance misuse service	39%	52%
Supply of Healthy Start vitamins by voucher	24%	32%
Advice on healthy lifestyles	56%	67%
Chlamydia screening and treatment	23%	24%
Condom distribution (free supply to eligible people)	25%	32%

Comments

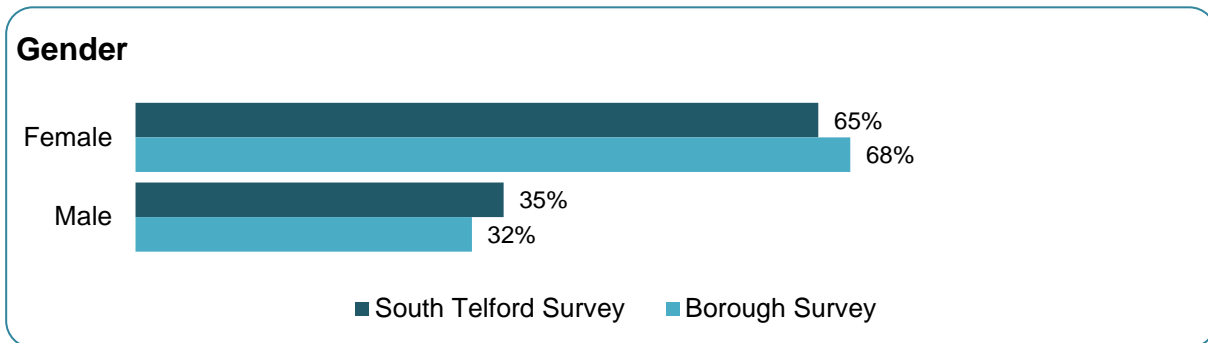
There were 60 responses to the question **are there any other services that you would like your pharmacy to offer?** 36 indicated that there were no other services required. Suggestions included quicker service for repeat prescriptions, blood pressure checks, delivery of prescriptions, disposal of items such as epi-pens, flu vaccinations and longer weekday and weekend opening

Of 75 responses to the question **would you like to add any other comments about community pharmacy services** 21 had no further comments. Of the remaining 54 comments, half (50%) were positive comments about the quality of service and the pharmacy staff.

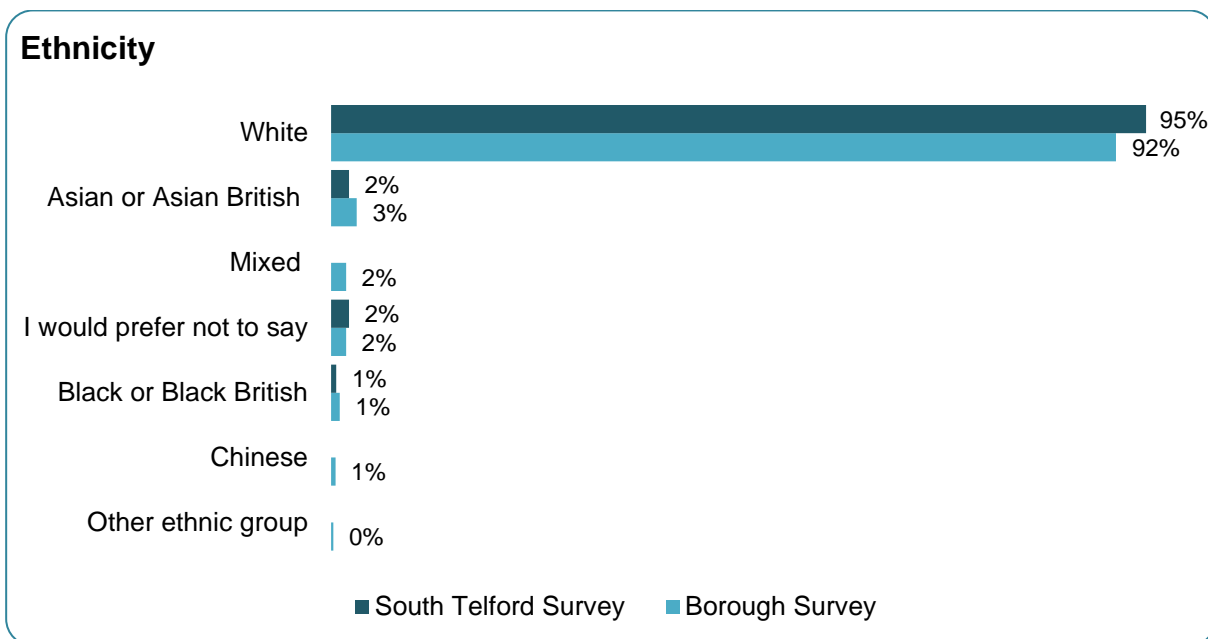
A number of comments were made about the levels of stock held by a specific pharmacy and having to wait for medicines to be ordered in or go elsewhere. Further comments included locating pharmacies closer to GP surgeries, extending opening hours and issues with long wait times for prescriptions.

Demographics

The proportion of male respondents to the South Telford survey (35%) was greater than the borough survey (32%).

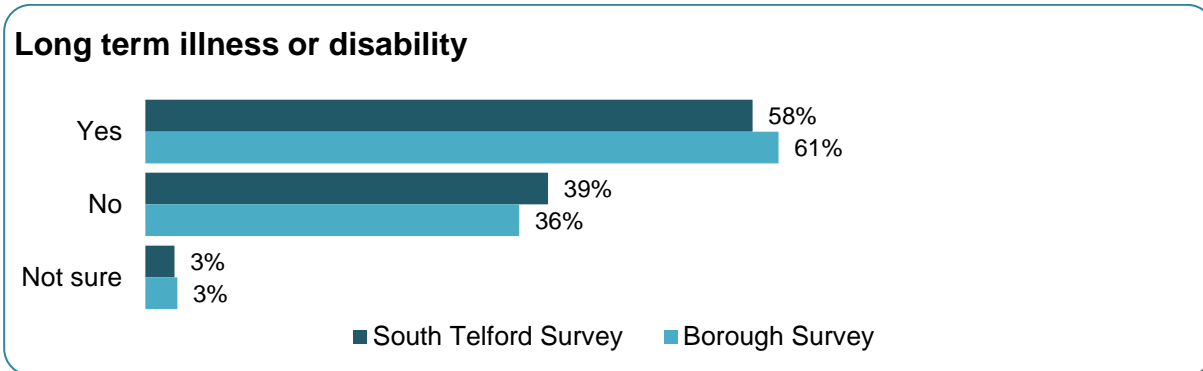


The proportion of respondents from a white ethnic background (95%) was greater than for the borough survey (92%) and compares with the proportion of residents in the cluster from a white ethnic background of 96%.⁶



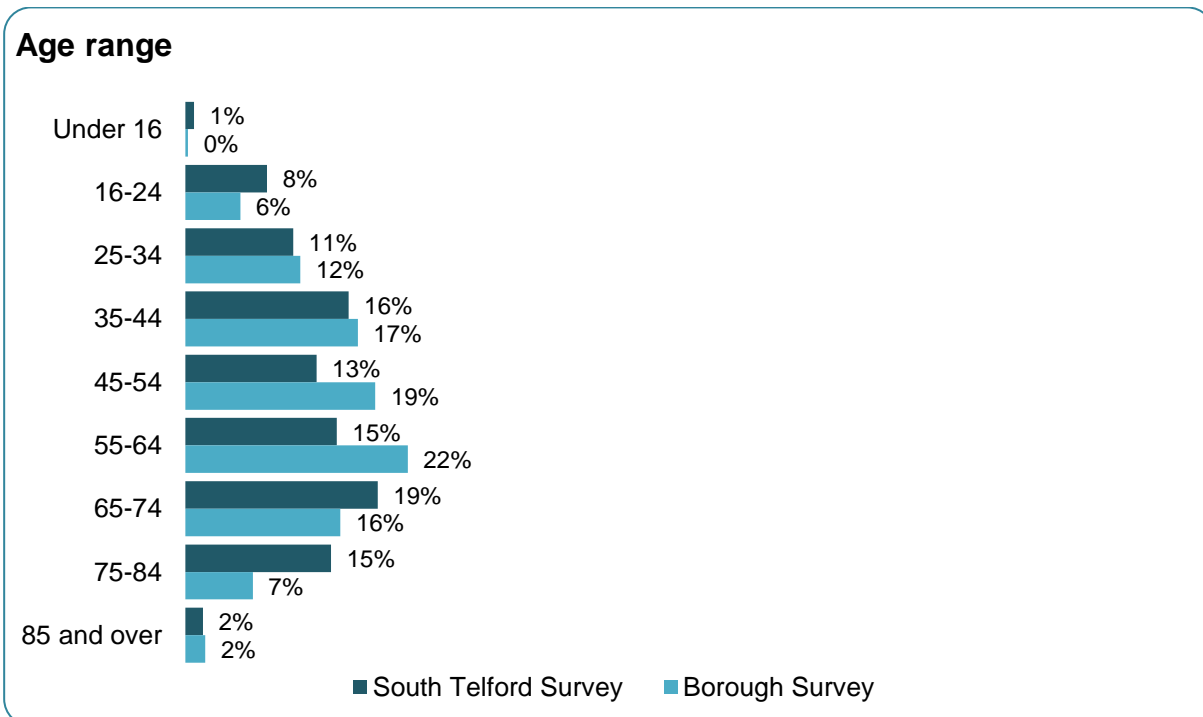
⁶ Source: ONS Census 2011

Fewer respondents to the South Telford survey (58%) had a long term illness or disability than in the borough survey (61%).



A greater proportion of respondents to the South Telford survey (36%) were aged 65 than the borough survey (24%). This compares with the cluster population aged 65 and over of 16%.⁷

The total cluster population aged under 24 (34%) were under-represented in the South Telford survey (9%), while the proportion of survey respondents aged 25-64 (55%) was greater than the proportion of the cluster population in this range (51%).⁸

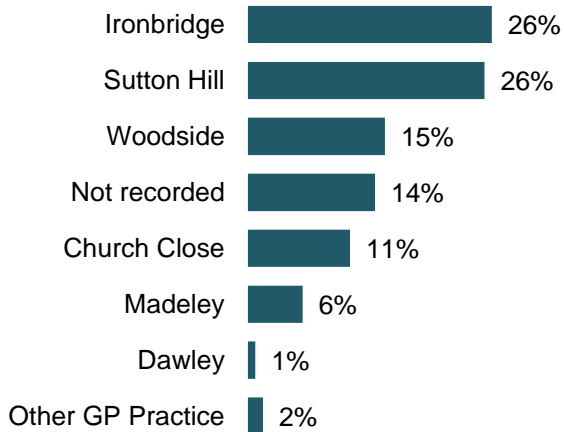


The greatest proportion of survey respondents were registered at Ironbridge and Sutton Hill Medical Practices (both 26%). Madeley was the practice located in the cluster with the fewest patients responding (6%).

⁷ ONS 2013 Mid Year Population Estimate Small Area Population Estimates

⁸ ONS 2013 Mid Year Population Estimate Small Area Population Estimates

Which GP/Medical practice are you registered at?



South Telford population data

Age range	Male		Female		Total	
	Number	%	Number	%	Number	%
Under 16	2,252	23%	2,246	22%	4,498	22%
16-24	1,154	12%	1,114	11%	2,268	11%
25-34	1,183	12%	1,341	13%	2,524	13%
35-44	1,297	13%	1,193	12%	2,490	12%
45-54	1,315	13%	1,369	13%	2,684	13%
55-64	1,247	13%	1,242	12%	2,489	12%
65 and over	1,458	15%	1,753	17%	3,211	16%
Total	9,906	49%	10,258	51%	20,164	100%

Source: ONS 2013 Mid Year Population Estimate Small Area Population Estimates

Appendix A: Questionnaire



Community Pharmacy Survey

You are invited to take part in a short questionnaire about Community pharmacy services in Telford and Wrekin. In order for us to learn from your experience we would be grateful if you could take some time to complete the following questionnaire. All information provided will remain confidential and the results will help us to improve our services to you.

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

- | | | |
|---|--|---|
| <input type="checkbox"/> Around once a year | <input type="checkbox"/> Around once every 2 to 3 months | <input type="checkbox"/> More than once a month |
| <input type="checkbox"/> Around once every 6 months | <input type="checkbox"/> Once a month | <input type="checkbox"/> Never |

2. Do you have a usual pharmacy (Chemist)?

- | | | |
|------------------------------|-----------------------------|-----------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
|------------------------------|-----------------------------|-----------------------------------|

2.a If yes, where is your usual pharmacy (chemist)?

3. Where do you visit the pharmacy (chemist)? please tick all that apply

- | | | |
|---|---|---|
| <input type="checkbox"/> Near my home | <input type="checkbox"/> On the high street | <input type="checkbox"/> Near or at my doctor's |
| <input type="checkbox"/> Wherever is convenient at the time | <input type="checkbox"/> Near my work | <input type="checkbox"/> At the supermarket |

4. Thinking about the location of the pharmacy (chemist) you use regularly, which of the following is most important to you - please tick one box:

- | | | |
|--|---|---|
| <input type="checkbox"/> It's near my home | <input type="checkbox"/> It's near my work | <input type="checkbox"/> It's convenient to where I am on the day |
| <input type="checkbox"/> It's near or at my doctor's surgery | <input type="checkbox"/> I can get there using public transport | <input type="checkbox"/> It's in the town centre or high street |
| <input type="checkbox"/> It's in my local supermarket | <input type="checkbox"/> It's near my child's school | <input type="checkbox"/> I can park easily |

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

- | | |
|--|---|
| <input type="checkbox"/> Under 10 minutes | <input type="checkbox"/> 20 to 30 minutes |
| <input type="checkbox"/> Between 10 and 20 minutes | <input type="checkbox"/> Over 30 minutes |

6. Is the usual pharmacy (chemist) open at the times you want to use it?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

6.a If you have answered no please state what time you would prefer the pharmacy to be open?

7. Thinking about the pharmacy services you currently use, please rate how strongly you agree with the following statements - please tick ONE box for each statement:

	<i>Strongly agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>I do not know</i>
I can find an open pharmacy when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find it easy to find a pharmacy close to where I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find a pharmacy open during the evening (after 5pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find a pharmacy open during the weekend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find my usual pharmacy helpful and friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The pharmacy offers helpful advice on NHS services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I ask my pharmacist for health advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Why do you visit the pharmacy (chemist)? please tick all that apply.

- To collect a prescription
- To buy over the counter medicines
- Other
- To get advice about my medicine
- To get advice on healthy lifestyles

9. If you have answered other, please state below

10. Did you know that the following "extra" services could be available at the pharmacy -

	<i>Yes</i>	<i>No</i>	<i>I'm not sure</i>
Stop smoking advice and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency contraception (morning after pill) and contraception advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication use review (advice on your medication)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APPENDIX III

New medicines services (advice on taking your newly prescribed medicine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescription collection from your GP surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescription delivery service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disposal of your unwanted medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor ailment advice (advice and treatment for minor health problems e.g. sore throat, hay fever)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance misuse service (methadone supply, needle provision)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supply of free Healthy Start vitamins by voucher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on healthy lifestyles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia screening and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condom distribution (free supply to eligible people)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Are there any other services that you would like your pharmacy to offer?

12. Would you like to add any other comments about community pharmacy services

About you

We will not be able to identify you from any of the information you provide for the following questions

13. Please tell us your postcode

14. How do you normally travel to your pharmacy

- Walk Drive Public transport

15. Gender

- Male Female I would prefer not to say

16. Your age range

- Under 16 25-34 45-54 65-74 85 and over
 16-24 35-44 55-64 75-84

17. Ethnicity

- White Asian or Asian British Chinese I would prefer not to say
 Black or Black British Mixed Other ethnic group

18. Do you have a long-standing illness, disability or infirmity? (by long standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time)

- Yes No I am not sure

19. Which GP/Medical Practice are you registered at?

Thank you for taking the time to complete this survey.
Please return your completed survey to



Freepost RTET-YBYS-THGU
 Meeting Point House
 Southwater Square
 Telford
 TF3 4HS

Responses received from Shropshire LPC and Local Pharmacy Contractors

Shropshire Local Pharmaceutical Committee (LPC)

Summarised below are the comments from the Shropshire Local Pharmaceutical Committee (LPC) that relate to the concerns raised by the Telford & Wrekin Health & Wellbeing Board regarding access to dispensing provision in south Telford cluster.

The LPC were surprised at the comments from the Health & Wellbeing Board when it is widely accepted that the present geographical distribution of pharmacies in the South of Telford is more than sufficient to give a good balance of pharmaceutical services to offer patient choice and meet the need.

Existing pharmacies services cover all the hours of GP Practices.

The Out of Hours Centres are not located in South Telford but in North Telford and Central Telford with several 100 hour pharmacies. These pharmacies provide services at the point of need.

Pharmacies offer a collection & deliver service a service that the elderly, housebound and those with long term conditions value and rely on for support.

From the PNA it can be seen that the Telford area is generally well served by 100 hour and supermarket pharmacies offering extended hours. The nearest being in the town centre where several operate. Transport links, by road and public transport make these readily accessible with one adjacent to the bus station.

Public transport prioritises in getting residents from the periphery to the Town Centre even at weekends. Residents do not stay local at weekends but visit the retail parks either by private or public transport because of good direct links.

It should be noted that a routine application for a further pharmacy in south Telford was previously turned down, went to appeal and was still not granted.

The PNA states that there have been no complaints neither has this been raised as an issue at local meeting or the annual questionnaires.

There has been no changes in health need, GP services in south Telford since the last PNA.

Telford may have changed over the years but South Telford has seen few changes. Should however GP surgeries extend their hours to meet an increased demand pharmacies would consider a review of hours to cover any change in need to ensure that services are high quality, accessible and meet local need.

Pharmacies in south Telford have not been approached by HWB or CCG regarding extended hours necessary, however pharmacies would be open to discussion.

Rowlands Pharmacy

I've been notified that you are looking into the pharmacy provision in south Telford as part of a concern highlighted during the production of the PNA. I understand that your letter asks for contractors' thoughts on the current provision in the area. Please find below some comments from Rowlands pharmacy:

- Our pharmacy in Sutton Hill is open 5 days a week until 6pm. Since our pharmacy is co-located with a GP practice this reflects GP opening hours. We are not aware of any need for us to open for longer but if that evidence exists we would be willing to negotiate different opening hours.
- The changes to the Control of Entry regulations which allowed 100 hour pharmacies to open resulted in the scaling back and, in many cases, the decommissioning of rota services. If there is a need for late opening we would be willing to discuss participation in a rota service if one was recommissioned.
- It is not clear how far the boundaries of south Telford extend for the purposes of this consultation but we note that there are two other pharmacies (Anstice pharmacy and Woodside pharmacy) within the area. These pharmacies also open, for the most part, until 6pm and also have some Saturday opening (NHS Choices). The presence of these other pharmacies operated by different contractors provides an element of choice to the residents of south Telford.
- You will be aware that in 2013 Lloyds Pharmacy applied for a new pharmacy in the area (unforeseen benefits). This was rejected both by the Area Team and by the Litigation Authority Appeal Unit. By definition, therefore, it was felt that a new pharmacy was not required in the area and there had been insufficient change to the local demographics, etc. to warrant a further pharmacy. You will also be aware that consideration of people with protected characteristics, such as the elderly, are part of the regulatory test for this type of application. Clearly, both panels felt that the needs of this cohort of patients were being adequately met.
- As well as providing a dispensing service our pharmacy also provides EHC and supervised consumption local services.
- It is our understanding that public transport routes, like the road system itself, tend to be focussed on transporting people from the 'suburbs' to the town centre. As a consequence, we believe that there are many more options for receiving pharmaceutical services there and these expand the choice available to residents from south Telford. These include the late opening pharmacy at Asda which is also a key destination for residents to complete their 'weekly shop'. This is evidenced by the very frequent bus service through the area on services 1 and 2 which operate a 20minute service (each route) running in opposite directions. The frequency of these services indicates that they are very well-used and is an indicator that the residents, even with lower car ownership, have little difficulty moving around the area.
- Constructing an area bordered by the A442, A4169 and the river to the south indicates that there are 28.9% of households without access to a car or van with the UK average being 26%. However, as already discussed there is an extensive and frequent bus service to offset this.
- Most pharmacies offer a collection and delivery service. For the most part this offered to any patient who requests the service. While a delivery service may not provide face-to-face contact with a pharmacist these services tend to be used for regular repeat medication and therefore face-to-face contact may not be required on every occasion. Nevertheless the patient is able to contact the pharmacy to discuss any concerns that they have (or vice versa).

We hope that these comments are helpful and constructive. If you would like any further information or explanation, please do not hesitate to contact me.

Woodside Pharmacy, Park Lane Centre, Park Lane, Woodside, Telford

In response to issues raised over PNA and South Telford....I have included here my responses to the matter when it was first raised a couple of years ago There are a couple of points to be added.

Considering Woodside, when the old Community Centre was demolished and we re-located into the new Park Lane Centre, Telford and Wrekin Councils policy was such that the area was without a supermarket for over ten years. This reinforced the direction of residents towards services provided at the Telford Centre.

The Out of Hours services are located in North Telford and the Town Centre, with several 100 hour pharmacies within their immediate vicinity. These pharmacies provide the services at the point of need.

I would request that you re-consider the definition of South Telford. The present definition is too selective, artificially ignoring areas ,south of the Centre such as Lawley, with its huge population increase over the last few years, Stirchley, Dawley and Lightmoor...where a contract specifying extended hours has recently been granted. The whole demographic of the area has shifted greatly

Dudley Taylor Pharmacies Ltd

The Area

You have suggested that the area defined as 'South Telford' should include Ironbridge, Woodside and Madeley. These particular localities are just some of those that are located in South Telford and there seems to be no reason to not include other localities that are in an area that may be called 'South Telford'. South Telford might be considered as anywhere South of the town centre, or South of the M54 that falls within the urban Telford area. It certainly includes the localities of Stirchley, Dawley, Horsehay, Lightmoor, Aqueduct, Sutton Hill and Lawley. It could even include Hollinswood and Randlay, though these areas are also close to the town centre.

Availability of Services

The existing pharmacies are well located throughout the South Telford area and the pharmacies are generally open at the same time as the local Doctors and Dental surgeries. They are also open on a Saturday morning when most surgeries are closed. No Doctors or Dentists in the South of Telford open on a Saturday. There are, however, pharmacies open on a Saturday in Dawley, Madeley, Woodside, Ironbridge, Stirchley and Sutton Hill. Since all the medical practices are closed on a Saturday, there is little demand for pharmaceutical services on a Saturday except for patients collecting repeat prescriptions. Due to changing shopping patterns, most of the population now choose to shop in the town centre or at the other retail parks located in Telford at the weekend. Pharmacies throughout the country, that are located in neighbourhood centres of larger towns and cities or those located in villages and small towns now generally close due to a lack of demand for services on Saturday afternoons and on Sundays. There has never been a Sunday pharmacy rota service commissioned in the South of Telford, though if ever deemed necessary this could

have been commissioned in the past by the PCT or CCG.

There are many pharmacies within Telford that have a 100 hour contract or provide extended opening hours. Most of these are on the retail parks or in the town centre which make them readily accessible to the whole population of Telford and surrounding areas.

Access to Services

Pharmacies in the South of Telford are located within the different communities of this area. They are often within close proximity of medical practices. Many patients visiting their doctors will often then use the pharmacy, however with the advent of electronic prescriptions, patients can now nominate any pharmacy as their preferred pharmacy for the collection of their dispensed acute or repeat prescriptions. If they cannot access the pharmacy by foot and do not have a car, the public bus service in the region is excellent. Most pharmacies, including our pharmacy in Madeley, offer a free prescription collection and delivery service for the housebound.

Out of hours medical services are provided in Telford by either the walk in centre in Telford Town Centre or at the Princess Royal Hospital. Malling Health provide walk in services in the town centre from 8am to 8pm Monday to Friday and 9am to 4pm Saturday. There are no Doctors' surgeries open over the weekend in the South Telford area. They provide services from the PRH from 8am to 8pm Monday to Sunday. Outside these hours, Shropdoc provide services from their centre at the PRH. If patients from South Telford using these services require pharmaceutical services then there are pharmacies in close proximity or on their bus route home in the town centre or on one of the retail parks that open late Saturday or on Sunday.

Access to the town centre by bus is frequent even at the weekends. The bus station in the town centre is close to the Asda superstore where there is a 100 hour pharmacy. Telford has indeed been planned over the years to ensure the centre is accessible by an efficient road network and public transport network.

Many other towns in Shropshire, such as Ludlow and Bridgnorth, have no pharmaceutical services available on a Sunday. Even in such large towns where the population live up to 25 miles from a pharmacy that is open at the weekend, there has been found to be little need for pharmaceutical services on a Sunday and rota arrangements have been stopped. The population of Telford, in contrast have an array of pharmacies available at the weekend within easy reach of all the population of Telford.

Dudley Taylor Pharmacies Ltd has recently acquired the pharmacy contract for Madeley. The pharmacy still trades as Anstice Pharmacy. We have already extended the range of services provided by the pharmacy. We will also continually review our hours of service to ensure it matches local need.

We have indeed recently applied to change our hours of service on a Friday to bring that day in line with the rest of the week. The pharmacy currently closes at 5.30pm but that will shortly be 6.00pm when the application for the change in hours is approved by NHS England.

Conclusion

We believe that access to pharmacy services for the population of South Telford is good and that there would be little demand for additional hours of service. If however the review of services in the South of Telford shows there is any need for additional services to be provided, we would welcome the opportunity of discussing this with the CCG, so that along with the other pharmacy contractors in the area, this need can be met.

Response received from GP Practice (located in south Telford)

I was just making comment on pharmacy provision in South Telford. This is a lot less than other parts of Telford enjoy - nothing after 6pm, Saturday mornings only and nothing on a Sunday. Quite a lot of our patients have no transport of their own and/or are elderly and find it difficult to collect scripts. Here in Madeley access has been improved in week days with the new owners of local pharmacy as they are now open until 6pm - although this can be problematic if we GPs are running late.