

SHROPSHIRE COUNCIL

Pharmaceutical Needs Assessment (PNA)

Shropshire

NHS
Shropshire
Clinical Commissioning Group



Executive Summary

Introduction

The production and publication of a Pharmaceutical Needs Assessment (PNA) became a statutory requirement in the Health Act 2009. Following the abolition of Primary Care Trusts (PCT) in 2013 this statutory responsibility was passed to Health and Wellbeing Boards (HWB) by virtue of the National Health Service (NHS) Pharmaceutical and Local Pharmaceutical Services (Amended) Regulations 2013, which came into force on 1st April 2013.

Each HWB is required to publish its own revised PNA for its area by 1st April 2015. In Shropshire, the HWB must describe the current pharmaceutical services in the county, systematically identify any gaps, unmet needs, and in consultation with stakeholders make recommendations on future development.

The PNA is a key document used by NHS England local area teams to make decisions on new applications for pharmacies and change of services or relocations by current community pharmacies. It is also used by commissioners to help them to commission local services from community pharmacies in areas of need.

Community pharmacy has much more to offer than the safe and effective dispensing of medicines. It is increasingly expanding its provision of additional clinical services, becoming a persuasive force in improving the health and wellbeing of individuals and communities, and reducing health inequalities. They are easily accessible and are often first point of contact, especially for those who might otherwise not access health services.

Shropshire HWB considers community pharmacies to be a key public health resource and recognises that they offer potential opportunities to commission health improvement initiatives and work closely with partners to promote health and wellbeing. Indeed patient and public feedback has been key throughout the development of this PNA and one comment that is representative of many of the responses:

“My local pharmacy provides an excellent service; always ready to help and offer advice. All staff are friendly and welcoming.”

The consultation of the key findings and proposed recommendations is taking place from 13th February 2015 to 15th April 2015. The consultation is seeking the views of the statutory consultees, other stakeholders and members of the public on whether it addressed the issues that they consider relevant and important

Local Context

Key demographic messages for Shropshire

- Shropshire is a diverse, large, predominantly rural inland county with a wide range of land use, economic activities, employment and social conditions
- Shropshire's population has been increasing at a faster rate (7%) than England (5.3%) as a whole since 1991. Much of that has been due to migration.
- Shropshire has a relatively high concentration of people in the older age groups. In 2013, approximately 51% of the county's residents were aged 45 and over, compared with only 43% nationally.
- Shropshire, like most parts of the country, has an ageing population. By 2012 the current population aged 85 and over is expected to rise by 44%.
- A new university has been established in Shrewsbury which is currently providing a number of post graduate courses. In September 2015 there will be an intake of under-graduate students. Initially there are expected to be around 400 students at the university with the potential for the student population to reach 2,000 in the future.

Access to pharmaceutical services

- As at 31st December there are 53 community pharmacies in Shropshire, located throughout the county in towns, market towns and larger villages.
- The pharmacies are close to GP practices providing choice and convenience for patients.
- Most pharmacies opening times generally mirror those of the GP practices, however most pharmacies also open for at least some of the day on a Saturday. There are 7 pharmacies open on a Sunday.
- Due to the rural nature of Shropshire, many localities are supported by GP practices that dispense to their patients (18). Dispensary opening hours reflect the opening times of the practice.
- There appears to be good access to most services commissioned by Public Health in Shropshire, such as emergency hormonal contraception and smoking cessation services.

Gaps in pharmaceutical provision

- The distribution of pharmacies per head-of-population is similar to the national average. However there are some parts of the county where there is over provision.
- Patient feedback and evidence from community pharmacy questionnaire demonstrates opening hours at weekends and later in the evening are not suitable in some parts of the county.
- There appear to be gaps in provision from 4pm on a Sunday or Bank Holiday until late into the evening.

- Patient access to pharmaceutical services out of hours and at weekends means that many are directed to Shropdoc the out of hours provider for prescribing repeat medicines.
- There appears to be poor coverage across the county for needle exchange services. There is only one pharmacy in Shrewsbury providing needle exchange and none in Market Drayton. The Community Substance Misuse Team at Crown House in Shrewsbury also provides needle exchange services.
- There is only 100-hour pharmacies in Shrewsbury and Oswestry with no provision elsewhere in Shropshire, however there are 100 hour pharmacies in Telford.
- Some advanced services Appliance Use Review and Stoma Appliance Customisation are only provided by a small number of pharmacies.
- There is a lack of awareness with some patients to the extent of advice that community pharmacies can provide on the services that they provide.
- Some data for various services provided by pharmacies has not been available.
- There is not always clear communication around which pharmacies are delivering seasonal services, e.g. flu vaccinations
- It is not clear what the arrangements for resilience are with community pharmacies

Recommendations

- The number and distribution of pharmaceutical service provision in Shropshire is adequate. No current need for more pharmaceutical providers was identified by this PNA.
- The key recommendation made by this PNA is that commissioners should continue to explore potential services that could be commissioned from existing community pharmacies. This would contribute to improving the health of Shropshire's population and reduce pressures elsewhere in the health system, for example minor ailment and self-care schemes; emergency supply of prescribed medicines.
- Encourage the coordinated and structured implementation of electronic prescribing and NHS repeat dispensing services.
- Ensure continued access to pharmaceutical services is provided over extended hours including Sundays and Bank Holidays.
- Commissioners should maximise the potential of delivering public health interventions through community pharmacies, in particular to the younger age groups to minimise ill health in older age.
- Commissioners should continue to support the Healthy Living Pharmacies project and to consider community pharmacy as a key player in delivering public health interventions.
- CCGs should further engage with community pharmacy leaders to enhance integration of these nationally commissioned services to maximise the patient

benefits of safe and appropriate use of medicines and appliances whilst reducing waste.

- Access to some pharmacy activity data has been limited; Pharm Outcomes would be a useful way for Public Health commissioners to routinely collect service activity data. This would also be useful for future PNA's.

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Introduction and Background

The Pharmaceutical Needs Assessment (PNA) is a statutory requirement of Local Authority Health and Wellbeing Boards and has to be published by April 2015. The PNA should highlight the needs for pharmaceutical services in the area, current provision of services and any future services that are required. The PNA will be used by organisations including Clinical Commissioning Groups (CCG), NHS England and the Local Authority (LA) to plan and commission future services. It will also be used by NHS England to identify whether new pharmacies are needed when applications are made.

The PNA is not new. Shropshire County PCT developed an initial PNA in 2005 in preparation for the new community pharmacy contractual framework and the reform of market entry regulations. The PNA was subsequently updated in 2011 and it is this version that has been referred to for the 2015 update. There is a statutory requirement to hold a 60 day consultation period before publishing the PNA, in Shropshire this period was from the 13th of February until the 15th of April 2015.

The purpose of a Pharmaceutical Needs Assessment (PNA) is to:

- Assess the pharmaceutical needs for its area
- Publish a statement of its assessment

In order for new pharmacies to open they must apply through a formal application process to NHS England (See Appendix 1 Overview of Contract Applications and Market Entry). NHS England will then review the PNA to determine whether there is a need in the particular area for a new pharmacy. It will enable them to assess the services pharmacists currently provide, identify any gaps in services and if there are any changes required to services based on health needs.

National Context

The NHS Five Year Forward View

The Health and Social Care Act 2012 gave the responsibility for commissioning the community pharmacy contract to NHS England. The NHS Five Year Forward View has identified three gaps that if not addressed will lead to the NHS becoming unsustainable.

- The health and well-being gap – which requires a radical upgrade in prevention and public health
- The care and quality gap – which requires new ways of delivering care and reducing variations in care
- The funding and efficiency gap – which requires investment and improved system efficiencies

Providers of pharmaceutical services have a crucial role to play in improving the health of local people. They are often the first point of contact, especially for those who might otherwise struggle to access health services. The NHS Five Year Forward View recognizes that primary care services are key to its success. More effective use of the skills and abilities of community pharmacists, in particular,

working in partnership with other service providers, will play an important part in achieving its strategic goals. Increasing the public's awareness of pharmacies and what they can offer are highlighted in the report. The role that pharmacies can play in supporting the prevention agenda is also emphasized.

Co-Commissioning of Primary Care

In May 2014, NHS England invited clinical commissioning groups (CCGs) to take on an increased role in the commissioning of primary care services.

Primary care co-commissioning is one of a series of changes set out in the NHS Five Year Forward View. Co-commissioning is seen as a key enabler in developing seamless, integrated out-of-hospital services based around the needs of local populations. It will also drive the development of new models of care such as multispecialty community providers and primary and acute care systems.

Co-commissioning could potentially lead to a range of benefits for the public and patients, including:

- Improved access to primary care and wider out-of-hospitals services, with more services available closer to home;
- High quality out-of-hospitals care;
- Improved health outcomes, equity of access, reduced inequalities; and
- A better patient experience through more joined up services.

Shropshire CCG has applied for full delegated responsibility for Primary Care in 2015-16 and is awaiting confirmation of approval.

The White Paper, Pharmacy in England

The White Paper, Pharmacy in England: building on strengths – delivering the future was published in April 2008. The aim of the paper was to identify practical, achievable ways in which pharmacists and their teams can contribute towards improving patient care. Three main themes were identified:

- Pharmacies to become healthy living centres promoting health and wellbeing and helping people to take better care of themselves
- Pharmacies to supply certain common medications and to be the first port of call for people with minor ailments, saving every GP up to the equivalent of one hour per day or up to 57 million GP consultations per year
- Support people with long term conditions, especially those starting out on new courses of treatment

The Health and Wellbeing Board and PNA

NHS Pharmaceutical services are defined and governed by the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. The Shropshire Health and Wellbeing Board have a statutory responsibility to publish and keep an up-to-date statement of pharmaceutical need for the local area, which is known as the Pharmaceutical Needs Assessment (PNA). The PNA will enable

services to be commissioned to address local priorities and meet locally identified needs.

NHS England will be the organisation responsible for deciding whether new pharmacies can open and they will refer to the PNA when making these decisions. As these decisions may be challenged legally it is important that the PNA complies with regulations and are kept up-to-date. In order to meet these obligations the Shropshire PNA will be up-dated every three years. The PNA will also be updated with supplementary statements indicating significant changes in health needs and provision before the three years.

The PNA will determine what is required at a local level which will help commissioners; NHS England, the Local Authority and CCGs, with their commissioning plans. It will provide a focus on the public health role of community pharmacies, the dispensing services and the wider services they can offer to the community

Local Priorities

Joint Strategic Needs Assessment and Health and Wellbeing Strategy

Joint Strategic Needs Assessments (JSNAs) establishes the current and future health and wellbeing needs of a population and have been a statutory responsibility since 2007. They are developed in order to provide a single picture of health needs in the local area that identifies local priorities and can support and improve partnerships and strategic planning. The priorities in the Shropshire Health and Wellbeing Strategy are based upon the information from the JSNA. The preparation of a PNA should take into account the work of the JSNA.

Future Fit

NHS Future Fit is about designing healthcare in Shropshire and Telford and Wrekin for the future. One of the key areas that NHS Future Fit will address is the way acute or emergency treatment is provided for patients who need it.

Futurefit2 has convened GPs and other community stakeholders from across the county to define in more detail the integrated models of care which will provide support for more people in the community, keep more people independent and reduce hospital admissions and lengths of stay. Community pharmacy services and innovations will be important to the development of these models of care.

Better Care Fund

The Better Care Fund is helping to bring together health and social care. Keeping people in good health for as long as possible; reducing the time they spend in ill health and reducing time spent in hospital.

There is an increase in long-term conditions such as diabetes and heart disease. More people now live with dementia. There has been an increase in hospital admissions and it can take longer for people to be discharged home. People have greater expectations about their care and want to have more of a say.

The BCF is focusing upon 4 areas:

Prevention – Empowering people to make better lifestyle and health choices to prevent ill health and the need for services.

Early intervention – Health and social care will identify people who are ‘at risk’ and will act early to ensure a robust and co-ordinated plan is put in place to help.

Supporting people in crisis – Support will be fast and focused. The aim is to help people to be able to stay in their own home, or to get back there as soon as possible. 7 day services will help people to get the support they need, when they need it. Supporting people to live independently for longer – Helping to remain independent for as long as possible; reducing the need for paid support. Using community resources and networks will allow people to remain in control.

The scope of the assessment

The PNA will include the following information:

- Current services provided by local pharmacies, including dispensing, public health services and medicines reviews.
- Information about other pharmaceutical services, such as dispensing GP’s
- Services in neighbouring Health & Wellbeing Boards areas that may have an impact on needs in Shropshire
- Identifying gaps in provision in Shropshire, where additional services may be required

Information from the PNA will address the following principles:

- Pharmaceutical care that supports safe and effective use of medicines
- Pharmaceutical care that provides quality healthcare and public health information and advice to all members of the population
- High quality pharmacy premises that improve access and capacity to primary care services and medicines
- High quality pharmacy premises and standards of services that support key public health priorities
- Locally commissioned enhanced pharmaceutical services that have the potential to reduce avoidable hospital admissions and reduce bed-days
- High quality pharmaceutical support to prescribers for clinical and cost-effective use of resources

Process followed for updating the PNA

In order to up-date the previous PNA partners were involved to gather information and engage with the community and stakeholders, this included representatives from:

- The Local Pharmaceutical Committee (LPC)
- NHS England
- Shropshire CCG
- Public Health

- Health Watch

The aim of working with partners was to ensure that the PNA fulfilled all of the requirements outlined in the scope of the assessment above.

Overview of actions

Supporting information was collated using data extracted from the JSNA and Public Health Statistics.

All community pharmacies were contacted and asked to complete a questionnaire to capture and update information (see Appendix 3 Community Pharmacy Survey).

A patient survey was also undertaken supported by Health Watch Shropshire to gather patient's views and experience of using local pharmacies (see Appendix 5 Patient Survey).

A process for mapping pharmaceutical services outside of the LA / CCG borders was undertaken using dispensing reports from ePACT data (electronically accessed prescription data). A summary of the findings have been included in the PNA.

Services provided across the border by other Local Authorities

Shropshire Council has 6 other neighbouring Local Authorities (LA) and two Welsh Health Boards and some of their pharmacies are close to the Shropshire border. As patients can have their prescriptions dispensed at a pharmacy of their choice, it is often more convenient for them to receive pharmaceutical services (including dispensing) from pharmacies in other LA / Health Board areas. This public consultation document includes the locations and therefore possible impact of services that other LAs' pharmacies, near to our border, provide.

Consultation on pharmaceutical needs assessments

Regulation 8 of the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 state that when making an assessment for the purposes of publishing a pharmaceutical needs assessment, each HWB must consult the following about the contents of the assessment it is making.

- a) Any Local Pharmaceutical Committee for its area (including any Local Pharmaceutical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs);
- b) Any Local Medical Committee for its area (including any Local Medical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs);
- c) Any persons on the pharmaceutical lists and any dispensing doctors list for its area;
- d) Any LPS chemist in its area with whom the NHSCB has made arrangements for the provision of any local pharmaceutical services;
- e) Any Local Healthwatch organisation for its area, and any other patient, consumer or community group in its area which in the opinion of HWB1 has an interest in the provision of pharmaceutical services in its area
- f) Any NHS trust or NHS foundation trust in its area;

- g) The NHSCB
- h) Any neighbouring HWB

A formal consultation on the draft PNA was held between the 13th of February and 15th of April 2015 where stakeholders and the public were asked to comment on the assessment and the assumptions that it is making.

Consultation Report

As specified in the draft PNA the findings from the consultation have been incorporated into the report. The following highlights the comments that were received:

The Shropshire Pharmaceutical Needs Assessment (PNA) consultation ran between February the 13th and April the 15th. A 60 day consultation is a statutory requirement for PNA's. The consultation was made available on the Clinical Commissioning Group (CCG) website and also the Shropshire Council website. Additionally it was sent to the Local Pharmaceutical Committee, Local Medical Committee, local pharmacies, local dispensing GP practices, Shropshire Healthwatch, NHS Trusts / Foundation Trusts in the area, NHS England Local Area Team and all neighbouring Health and Wellbeing Boards.

Overall there were 17 responses to the PNA and the responses came from the following:

- Shropshire LPC
- ShropDoc
- Pharmacists
- Public Health
- Dispensing Practices
- Wrexham Health Board
- Worcestershire Health and Well Being Board
- South Staffordshire LPC
- Shropshire Healthwatch

Once the consultation period had ended all the comments were reviewed and where it was thought appropriate changes were made to the draft PNA.

The majority of the comments that were received were about inaccuracies in some of the detail about pharmacies, e.g. that the name / address had changed, queries about opening times and about what pharmacies provided. All these queries were noted and the information was updated to reflect what the comments had said.

There were a few comments which highlighted the fact that the figure that had been included in the consultation document for patients accessing GP dispensing was not correct. This was noted and information on the correct number of patients was obtained and the figure updated.

There were comments about out of hour's provision of repeat medicines. Information from ShropDoc was provided on the number of calls in the last 5 months about repeat medicines. This was new information and has been included in the PNA.

Comments were received about communications around what pharmacies provided, in particular about it not always being clear which pharmacies was taking part in some of the seasonal services, e.g. flu vaccination and that the communications could be improved. Comments were also received about what processes were in place in the event of a major incident such as swine flu.

There were several comments on various other aspects of pharmaceutical provision, e.g. definition of controlled localities, additional information that needed to be included and accuracy of some of the technical detail. Changes were made to the final document to reflect some these comments.

Bordering organisations are: Telford and Wrekin UA, Staffordshire, Worcestershire, West Cheshire and Chester, Cheshire East and Hereford UA. Within Wales the Health Boards are; Betsi Cadwaladr University Health Board and Powys Teaching Health Board.

Current Pharmaceutical Provision

Context

Pharmaceutical services in Shropshire are provided by the following:

- Community pharmacy contractors, including distance selling pharmacies
- Dispensing appliance contractors
- Dispensing GP practices

There are 44 GP practices in Shropshire and 18 GP Practices that are dispensing in Shropshire. Many of the dispensing practices are based in rural areas or market towns. The GP Out-of-hours service in Shropshire is provided by Shropdoc. They can prescribe medicines in emergency circumstances, but do not routinely prescribe medication.

In Shropshire there is one urgent care centre, based at the Royal Shrewsbury Hospital site of the Shrewsbury and Telford Hospitals NHS Trust (SaTH), four Minor Injury Units (MIU) one in Ludlow, Bridgnorth, Whitchurch and Oswestry. Three of the MIUs are located at the community hospitals (Ludlow, Bridgnorth and Whitchurch). The MIU in Oswestry is located at the Oswestry Health Centre which is a multi-purpose outpatient health centre.

There are four community hospitals in Shropshire which are sited throughout the county. The community hospitals are based in Ludlow, Whitchurch, Bridgnorth and Bishop's Castle.

There is one acute trust in Shropshire, Shrewsbury and Telford Hospitals NHS Trust, which is based on two sites, one in Shrewsbury (Royal Shrewsbury Hospital) and one in Telford (Princess Royal Hospital). There is also the Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust based in Oswestry. Mental health services are provided by South Staffordshire and Shropshire Foundation Health Trust and community services from Shropshire Community Health NHS Trust.

In order to gather data on community pharmacy provision for this PNA a questionnaire was sent to all community pharmacies in Shropshire. The results were then analysed by the Public Health Intelligence Team. Information on Shropshire pharmacies and dispensing GP practices was also obtained from the NHS England Local Area Team.

As of the 31st December 2014 there were 53 pharmacies in Shropshire (see the Health Needs Analysis for maps which show the location of Pharmacies and GP Practices in Shropshire). A detailed analysis of community pharmacy services (see Appendix 2 Analysis of Current Pharmaceutical Provision) includes maps of locations of pharmacies and information on pharmacy service activity.

Table 1 shows the number of pharmacies per head of population 2013-14. The number of pharmacies per head of population in Shropshire is similar to the national figure.

Table 1 Pharmacies per head of population in Shropshire 2013-14

England	1:4,625
Shropshire	1:4,660

Source: GP Patient Registration System (Exeter), 2013, Midlands and Lancashire CSU

Community Pharmacy Contractual Framework and Services

All Shropshire pharmacies have an NHS Pharmaceutical Services Contract with NHS England. The contract consists of three different levels of services; essential, advanced and enhanced.

Essential Services

Essential services are offered by all contractors and commissioned by NHS England and include:

Dispensing

Supply of medicines, appliances and advice to patients regarding medicines dispensed including possible interactions with other medication. Records kept of all medicines dispensed, advice provided and any referrals/interventions made.

Repeat dispensing

This is the management of repeat medication for up to one year, in partnership with the patient and prescriber. The patient returns to the pharmacy for repeat supplies, without first having to visit the GP surgery. Before each supply the pharmacist will ascertain the patient's need for a repeat supply of a particular medicine. The pharmacist will communicate all significant issues to the prescriber with suggestions on medication changes as appropriate.

Disposal of unwanted medicines

Patients with unwanted medicines can return them to a local pharmacy where they are collected and disposed appropriately. Special arrangements are made to collect and dispose of controlled drugs.

Promotion of Healthy Lifestyles

One to one advice on healthy lifestyle topics such as smoking cessation to certain patient groups who present prescriptions for dispensing.

Signposting patients to other health care providers

Pharmacist and staff refer patients to other health care professionals or care providers.

Support for Self Care

Advice and support by Pharmaceutical staff to enable patients to manage their health.

Clinical governance

Contractual requirements include:

- Use of standard operating procedures,
- Patient safety incident reporting to National Patient Safety Agency,
- Conducting clinical audits
- Complaints procedures
- Compliance with health & safety legislation
- Compliance with Disability Discrimination Act
- Patient satisfaction surveys.

All the pharmacies offer a full dispensing service for NHS prescriptions. Collection and delivery services are voluntary and not an essential service but the majority of pharmacies provide this service with most offering email or telephone re-order service.

Advanced Services

Advanced services may be provided by the pharmacy. They require the Pharmacist to be accredited against a competency framework and their premises should meet the required standards that enable them to provide these services in a suitable confidential environment. These services are commissioned by NHS England. There are four advanced services provided by pharmacies:

Medicines Use Reviews (MURs) and Prescription Intervention Service

A pharmacist reviews a patient's medication and provides a report to their GP. They can also make a prescription intervention during the dispensing process. Each pharmacy can provide up to 400 MURs each year; this includes MURs carried out in patients own home subject to area team approval. Each pharmacy has to be accredited to provide MURs, including private consultation rooms. There are four national target groups for MUR:

- Patients taking high risk medicines
- Patients recently discharged from hospital that had changes made to their medicines while they were in hospital. Ideally patients discharged from hospital will receive an MUR within four weeks of discharge but in certain circumstances the MUR can take place within eight weeks of discharge
- Patients with respiratory disease
- Patients at risk of or diagnosed with cardiovascular disease and regularly being prescribed at least four medicines

At least 50% of all MURs undertaken by each pharmacy in each year should be on patients within the national target groups. From 1st April 2015 community pharmacies must carry out at least 70% of their MURs within any given financial year on patients in one or more of the agreed target groups.

In 2013/14 there were 10,866 MUR's completed in Shropshire pharmacies. Of this total there were six pharmacies that provided over 400 MURs.

Appliance Use Review (AUR)

Appliance Use Review (AUR) is the second advanced service to be introduced into the NHS community pharmacy contract. It is similar to MURs but relates to patients prescribed appliances such as leg bags or catheters. It can be undertaken by a pharmacist or specialist nurse in the pharmacy or at the patient's home, subject to area team approval.

Stoma Appliance Customisation (SAC)

This service involves the customization of stoma appliances, based on the patient's measurements or on a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve how long they are used for, thereby reducing waste and unnecessary patient discomfort.

New Medicines Service (NMS)

This service was introduced in October 2011 and provides support with medicines adherence for patients being treated with new medicines in four long-term conditions / therapy areas. These are: asthma/COPD, type 2 diabetes, hypertension, and antiplatelet/anticoagulation therapy.

The pharmacist provides face-to-face counselling about the medicine when the patient first presents with their prescription at the pharmacy. Arrangements are then made for the patient to be seen 7-14 days later to assess adherence and discuss any problems with the new medicine. The patient is followed up 14 days later, at which point they exit the service.

Initial funding for the service was agreed until March 2013, and since then funding has been extended pending a decision on the long-term future of the service.

To inform the longer-term commissioning decision, the Department of Health (DH) commissioned researchers at the University of Nottingham to lead an academic evaluation of the service, investigating both the clinical and economic benefits of it. In March 2014 NHS England agreed to continue funding the service until 31st March 2015, subject to the results of this evaluation.

The [findings from the evaluation](#) were published in August 2014 and were overwhelmingly positive, with the researchers concluding that as the NMS delivered better patient outcomes for a reduced cost to the NHS, it should be continued. This was the basis for NHS England's firm decision to continue commissioning the service throughout 2014/15.

Locally Commissioned Services

Locally Commissioned Services are local services commissioned by the CCG, Local Authority and NHS England Area Team and reflect the needs of an area. The majority of Enhanced Services are offered to all Pharmacies i.e. Smoking Cessation and Emergency Hormonal Contraception. Pharmacies are not obliged to provide Enhanced Services.

The Local Authority currently commissions the following enhanced services across Shropshire:

- Smoking cessation services
- Supervised consumption
- Emergency Hormonal Contraception
- Needle and syringe exchange schemes
- Condom Distribution Scheme

Shropshire Clinical Commissioning Group currently commission the following enhanced services:

- Primary Eye care Assessment Referral Service (PEARS)

NHS England Staffordshire and Shropshire Area Team commission:

- Community pharmacy influenza vaccination service
- Common ailments scheme (Pharmacy First Scheme)

Table 2 Current services provided by community pharmacy in Shropshire

	Shropshire
Population (2013)	308,567
Number of 100 hour Pharmacies	4
Number of Dispensing Practices	18
Essential Services	
Number of Community pharmacies	53
Advanced Services	
Medicines Use Reviews	49
New Medicines Service	47
Appliance Use Reviews	6
Stoma Appliance Customisation	9
Enhanced Services	
Smoking Cessation	30
Emergency Hormonal Contraception	42
Needle Exchange	10
Supervised consumption	38
PEARS	32
Influenza vaccination	8
Minor Ailments	20

Health Living Pharmacies

Healthy Living Pharmacies recognise the significant role community pharmacies can play in helping reduce health inequalities by delivering consistent and high quality health and wellbeing services, promoting health and providing proactive health advice and interventions.

A healthy living pharmacy should:

- Tailor HLP services to the local community
- Have a team that proactively promotes health and wellbeing and offers advice on a range of health issues
- Has a Healthy Living Champion

In Shropshire there are 20 Healthy Living Pharmacies.

Access to pharmacies

In Shropshire many pharmacies are located adjacent to or near GP practices. Although not all practices, particularly those in rural areas have pharmacies nearby. Pharmacy opening hours and closing times generally mirror GP practice opening hours. Over a third of pharmacies close at lunch time. In most areas of Shropshire pharmacies are open on a Saturday morning, with peak hours between 9am and 1pm.

In Shropshire there are four 100-hour Pharmacies, two based in Shrewsbury and two based in Oswestry.

In Shrewsbury one pharmacy is open Monday to Friday 7am-11pm, Saturday 7am-10pm and Sunday 10am-4pm. The other pharmacy is open Monday 8am-10.30pm, Tuesday to Saturday 6.30am-10.30pm and Sunday 10am-4pm.

In Oswestry one pharmacy is open Monday to Friday 7am-10pm and Saturday and Sunday 8am-6pm. The other pharmacy is open Monday to Wednesday 8am-8pm, Thursday 8am-11.59pm, Friday 12am-8pm, Saturday 9am-11.59pm and Sunday 12am-4.30pm.

In addition to opening 100 hours per week, pharmacies have to demonstrate how they provide information about their hours. NHS England, Staffordshire and Shropshire Area Team monitors the hours, services and information provided. (see Appendix 4 Community Pharmacy and Dispensing GP Practice Opening Times).

Provision of Pharmaceutical services to Care Homes

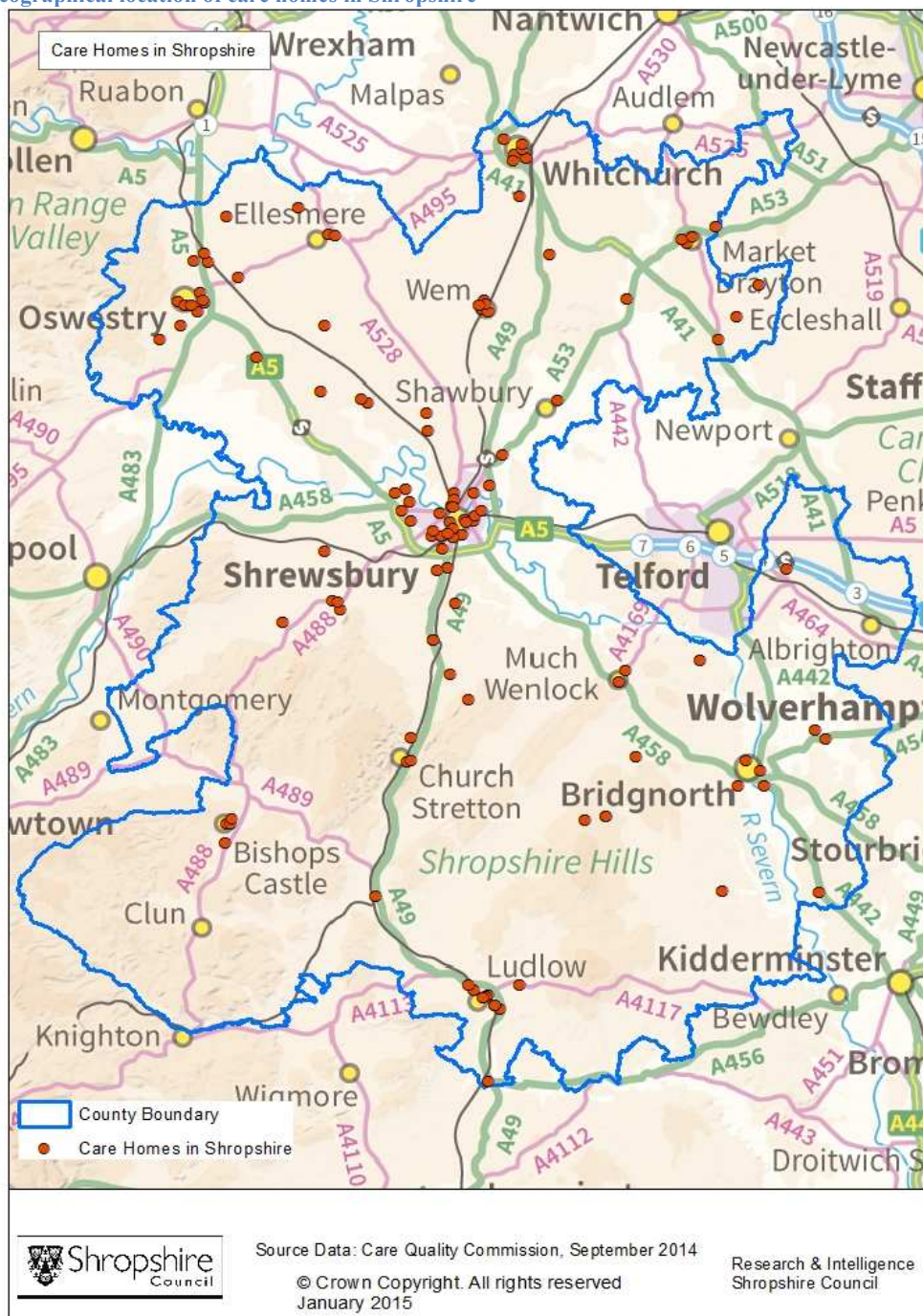
Shropshire has a significant number of care home beds per head of population. Within Shropshire there are 124 care homes for adults. There are also a considerable number of children's homes and many children are placed in these homes from outside of the county.

Care homes access support, advice and guidance from the Shropshire CCG Primary Care Support and Medicines Management Team by way of a care homes medicines management officer and other team members (pharmacists and technicians). The team carry out initial system checks within the homes, complete medication reviews for residents and provide clinical advice to people involved in the care of the residents. Community pharmacies also give advice, supply medicines, remove waste medicines and provide compliance aids to care homes in Shropshire.

Provision of Out of Hours Pharmacy Services

ShropDoc is the GP out of hour's provider in Shropshire and often provide patients with prescriptions in urgent situations out of hours. There were 899 repeat prescription requests to ShropDoc in the five months from October 2014 to February 2015. This may be an indication of pharmaceutical need not currently being met.

Figure 1 Geographical location of care homes in Shropshire



Distance Selling Pharmacies

Distance-selling pharmacies are pharmacies where essential services are provided from registered premises but the means of providing those services are such that all persons receiving them do so otherwise than at those premises. They were introduced in April 2005 as one of four categories of applications that were exempt from the market entry system and continue to exist under the NHS (Pharmaceutical Services) Regulations 2012, as amended. In Shropshire there is currently one distance selling pharmacy which is based in Shrewsbury.

Pharmacy Contract Monitoring

The NHS England Local Area Team is responsible for monitoring the community pharmacy contract. Self-assessment questionnaires will be sent to every pharmacy and dispensing GP practice. These will be reviewed by the Local Area Team and any areas that require further assessment will be followed up with individual contractors. Any complaints from the public or health professionals about the delivery of the national contractual framework will be investigated by the Local Area Team visiting the particular contractor. Monitoring of advanced services MUR / NMS will continue with pharmacies reporting performance on a quarterly basis using the nationally agreed templates.

Dispensing by GP Practices

Dispensing doctors are GP practices who are allowed to both prescribe and dispense prescription only medicines to their patients from within their surgeries. GPs are only allowed to become dispensing practices in specific circumstances. Due to the rural nature of Shropshire dispensing practices are located throughout the county, please see the Health Needs Analysis section for the maps of their location. There are 18 GP Practices that dispense to approximately 54,973 patients in Shropshire. Dispensary opening hours reflect the opening times of the practice (see Appendix 4 Community Pharmacy and Dispensing GP Practice Opening Times).

Dispensing Services Quality Scheme

All dispensing practices in Shropshire actively participate in the national 'Dispensary Services Quality Scheme' (DSQS). The DSQS was introduced in 2006/07 following work completed by the NHS Employers, the GPC and the Dispensing Doctors Association. It is a useful portfolio to demonstrate the quality of services dispensing practices provide. It covers the governance of dispensary services, including risk management, information provided to patients, audit; and the training and education of staff. As part of the DSQS, the *Dispensing Review of Use of Medicines* (DRUM), to support patients' understanding of their medicines through face-to-face medicine review, is offered to 10% of the practices' dispensing patients, or their carers, at least once a year. *All dispensing practices in Shropshire have signed to undertake DSQS for 2014/15.*

See Appendix 1 Overview of Contract Applications and Market Entry

Future Developments in Shropshire

Housing Developments

The table below sets out the number of proposed new houses in each locality in Shropshire. There is projected to be a significant number of new houses built by 2026 and therefore there is likely to be an increase in population in these areas of new development. The north of the county is projected to have the largest increase in housing developments.

Table 3 Number of new houses in each locality

	Proposed Total (NET) 2006 - 2026
North Locality	11,275 – 12,375
Central Locality	8,250 – 8,800
South Locality	6,600 – 7,975 Plus up to 1,000 for military needs if required
Shropshire	27,500

University Centre Shrewsbury

A new university has been established in Shrewsbury which is currently providing a number of post graduate courses. In September 2015 there will be an intake of under-graduate students. Initially it there are expected to be around 400 students at the university with the potential for the student population to reach 2,000 in the future.

Health Needs Analysis

Introduction

Overall the health and wellbeing of people in Shropshire is good and life expectancy is higher than the national average. However, as more of us live longer, we want to ensure that we are able to maintain good health, and quality of life, for longer – adding life to years as well as years to life.

Most people in Shropshire can expect to live a long life, have a good education, earn a decent wage and live in good accommodation. There are exceptions though, and health inequalities do exist meaning that some of us do not have the same life chances. This may be done due to where we live or other factors such as having a physical or learning disability. Other factors that can affect our health and wellbeing are the lifestyle choices we make such as smoking, drinking alcohol and not being physically active.

The Shropshire Health and Well-being Strategy (HWBS) identifies key challenges that affect the health and wellbeing of the whole population. It uses evidence presented in the Joint Strategic Needs Assessment (JSNA) to determine five priority areas that need to be addressed in order to improve the health of the population. The following table includes the priorities identified by the strategy:

Our strategy in summary				
Our vision - Everyone living in Shropshire is able to flourish by leading healthy lives, reaching their full potential and making a positive contribution to their communities.				
Outcome 1 - Health inequalities are reduced	Outcome 2 - People are empowered to make better lifestyle and health choices for their own and their family's health and wellbeing	Outcome 3 - Better emotional and mental health and wellbeing for all	Outcome 4 - Older people and those with long term conditions will remain independent for longer	Outcome 5 - Health, social care and wellbeing services are accessible, good quality and 'seamless'
Priority - Work with partners to address the root causes of inequalities such as education, income, housing, access to services.	Priority - Support more people to have a healthy weight.	Priority - Improve the emotional wellbeing and mental health of children and young people, by focussing on prevention and early support. Priority - Making Shropshire a dementia friendly county to enable earlier diagnosis and improved outlook for people with dementia.	Priority - Increase the availability and use of aids and adaptations, including remote support over the telephone or internet. Priority - Prevent isolation and loneliness amongst older people, those with long term conditions, and their carers.	Priority - Developing collaborative commissioning between the local authority and the Clinical Commissioning Group. Priority - Making it easier for the public and professionals to access information, advice and support
Cross cutting principles	Keeping people well Trust and responsibility Choice and control	Recognising the wider determinants of health, Evidence based decisions, Innovation, Using resources wisely, Quality		
Key supporting plans and strategies				
Shropshire Community Strategy		Children and Young People's Plan	Community Safety Plan	
Shropshire Economic Growth Strategy		Shropshire Core Strategy		
Shropshire and Herefordshire Housing Strategy		CCG Operational Plan and QIPP Plan		

The Shropshire JSNA highlights key health and social care issues that can have an impact upon the population of Shropshire. This section uses information contained in the JSNA to summarise and map the key demographic factors and health needs against the county's main pre-existing diseases and services. The section then proposes new services that pharmacies could provide, subject to funding availability, in response to the health needs identified in the JSNA and HWBS priorities.

Demography

Key Demographic Messages for Shropshire:

- Shropshire is a diverse, large, predominately rural inland county with a wide range of land use, economic activities, employment and social conditions
- Shropshire's population has been increasing at a faster rate (7%) than England (5.3%) as a whole since 1991. Much of this has been due to migration.
- Shropshire has a relatively high concentration of people in the older age groups. In 2013, about 51% of the County's residents were aged 45 or over, compared to only 43% nationally.
- Shropshire, like most parts of the country, has an ageing population – table 1, shows that by 2021 the current population aged 85 or over is expected to rise by 44% (8,592 to 12,401).
- There are significantly lower proportions of older people living in poverty in Shropshire compared to national figures. However, the proportion of older people living in poverty increased between 2007 and 2010. Areas in the wards of Monkmoor, Harlescott and Castlefields & Quarry have the highest proportions of older people living in poverty in Shropshire.
- In contrast the number of people aged 16-24 is projected to decrease by 19%, compared to a fall of 6% nationally. This age group accounts for 10% of the county's population compared to 12% for England.
- 1.9% of the population identified themselves as being from black, mixed or other non-white minority ethnic groups, significantly lower than the national figure of 13.5% and the West Midlands regional figure of 16.1%.

Table 4 Population Growth in Shropshire County (2011 to 2021)

Age band	Population Projections		Increase from 2011 to 2021	
	2011	2021	Number	%
0-4	15,732	16,655	923	5.9%
5-15	37,225	39,997	2,771	7.4%
16-24	32,163	25,969	-6,194	-19.3%
25-44	70,855	67,788	-3,067	-4.3%
45-64	87,204	89,322	2,118	2.4%
65-74	34,524	41,533	7,009	20.3%
75-84	20,813	28,594	7,781	37.4%
85+	8,592	12,401	3,809	44.3%
All ages	307,108	322,259	15,151	4.9%

Source: 2011 population projections, National Statistics website: www.statistics.gov.uk, Crown copyright

Potential Pharmacy Solutions to an Increased Ageing Population

- Minor ailment schemes and access to over the counter medication
- Working partnerships across health and social care
- Support to reduce hospital admissions – to include MURs, education and expert patient programmes
- Aids to daily living
- Signposting to social care services
- Referral to social care services
- Healthy lifestyle and living advice

Ethnicity

The number of people from a black and minority ethnic group in Shropshire County has increased from 3,431 (1.2%) in 2001 to 5,490 (1.9%) in 2011 but remains significantly lower than the national average of 13.5%.

Table 5 Ethnic populations, 2011

	England		West Midlands		Shropshire	
	Number	%	Number	%	Number	%
Population	53,012,456		5,601,847		306,129	
White British	42,279,236	79.8	4,434,333	79.2	292,047	95.4
White other	3,001,906	5.7	199,336	3.6	7,827	2.6
Mixed	777,263	1.4	63,181	1.2	1,403	0.5
Asian and Chinese	4,143,403	7.7	604,435	10.8	3,089	1
Black	1,846,614	3.4	182,125	3.2	580	0.2
Other ethnic groups	548,418	1	49,904	0.9	418	0.2

Source: Key statistics for Local Authorities, 2011 Census, Office for National Statistics, © Crown copyright 2003

Generally the age profile of people belonging to black and minority ethnic groups is younger than the white population and, unlike national trends; the local ethnic population is not concentrated within deprived areas but distributed evenly throughout the County.

Potential pharmacy solutions for Black and Minority Ethnic Group needs

- Language specific services/ multilingual services
- Diabetes screening and monitoring for type 2 diabetes
- Culturally and gender sensitive health promotion and healthy lifestyle advice
- Increase access to available community mental health services
- Screening services
- Ethnic specific vascular screening services where matched to demography

Deprivation

Key Socio-Economic Messages for Shropshire County

- Overall Shropshire County is a relatively affluent area. In England there are 32,482 'super output areas' (SOA) of these only 5 SOAs in Shropshire fall within the most deprived fifth of SOAs in England.
- Shropshire is a diverse, large, predominantly rural, inland County, situated in the West Midlands. Overall Shropshire is a rural county with around 66% of the population living in areas classified as rural. Around 34% of the population resides in areas classed as being urban. Much of the south west of Shropshire is classified as being sparsely populated.
- Shrewsbury is home to around a quarter of the population and is a key employment, shopping and cultural centre for Shropshire, as well as being a popular destination for tourists and visitors. The county's economy is based mainly on agriculture, tourism, food industries, healthcare and other public services. The profile of Shropshire County, its history, geography and population distribution makes delivering services effectively and efficiently more difficult.
- Shropshire covers 1,235 square miles and there are no areas in Shropshire that are considered major or minor conurbations.

The Index of Multiple Deprivation

The Index of Multiple Deprivation (IMD) 2010 is an index calculated from 38 indicators measuring deprivation in its broadest sense. The overall IMD 2010 score combines scores from seven areas (called domains), which are weighted as follows:

- Income (22.5%)
- Employment (22.5%)
- Health and disability (13.5%)
- Education, skills and training (13.5%)
- Barriers to housing and services (9.3%)
- Crime (9.3%)

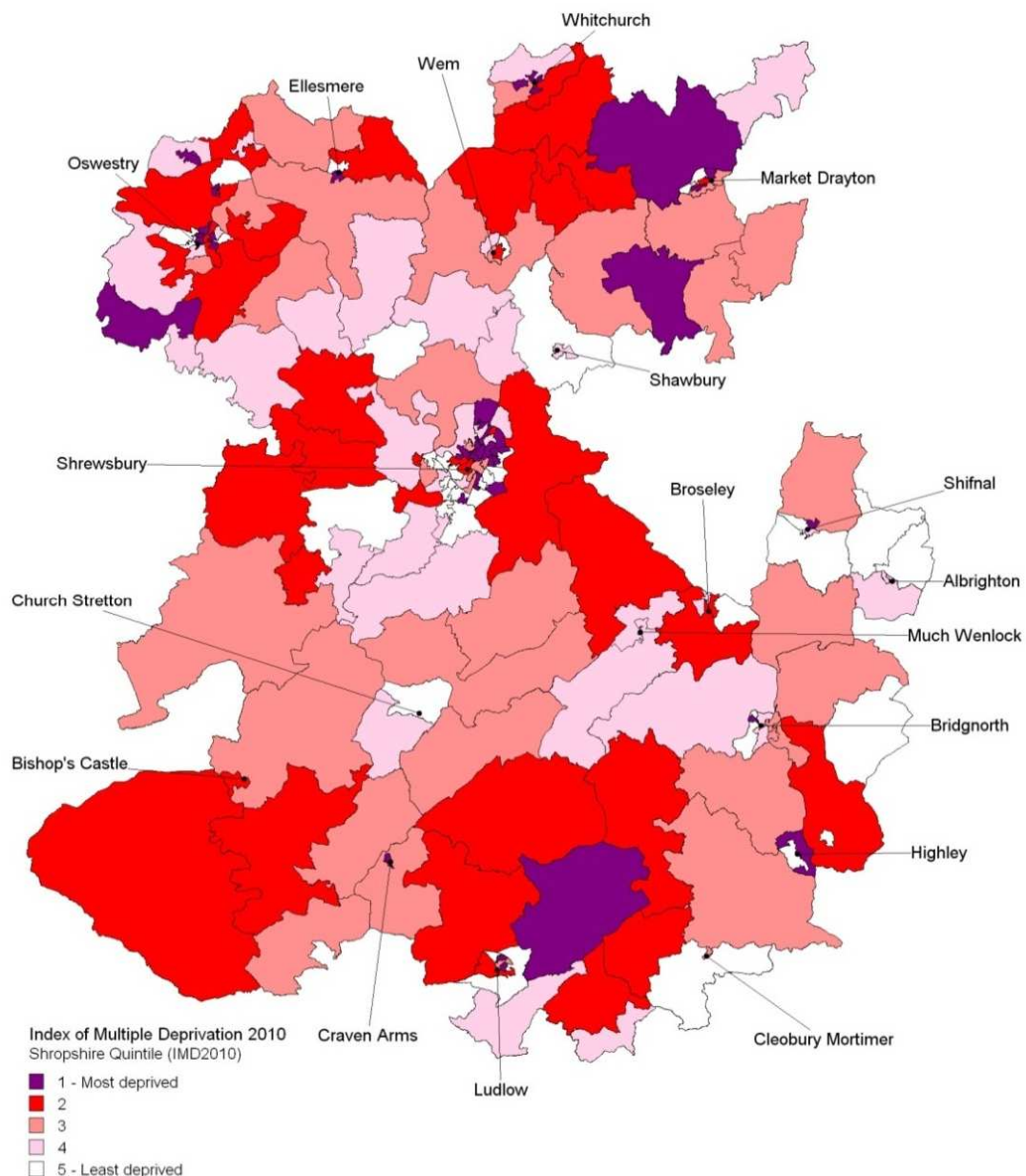
- Living environment (9.3%)

Overall in 2010, Shropshire County was a relatively affluent area and was ranked as the 130th most deprived County out of all 149 Counties in England. The IMD is based on sub-electoral ward areas called Lower level Super Output Areas (LSOAs), which were devised in the 2001 Census. Each LSOA is allocated an IMD score, which is weighted on the basis of its population. There were 32,482 LSOAs in England; of these only five in Shropshire County fell within the most deprived fifth of all LSOAs in England. These LSOAs were located within the electoral wards of Harlescott, Meole Brace, Monkmoor and Battlefield and Heathgates in Shrewsbury and Atcham District and Market Drayton East in North Shropshire.

To get a more meaningful local picture, each LSOA in Shropshire County was ranked from 1 (most deprived in Shropshire) to 192 (least deprived in Shropshire). Shropshire LSOAs were then divided into local deprivation quintiles which are used for profiling and monitoring of health and social inequalities in Shropshire County (1 representing the most deprived fifth of local areas and 5 the least).

The following map shows the most deprived areas shaded in the darkest colour – these tend to be situated around the major settlements in Shropshire. These include Shrewsbury, Oswestry, Whitchurch, Market Drayton, Ellesmere, Ludlow, Craven Arms, Highley, Shifnal and Broseley.

Figure 2 Index of Multiple Deprivation in Shropshire

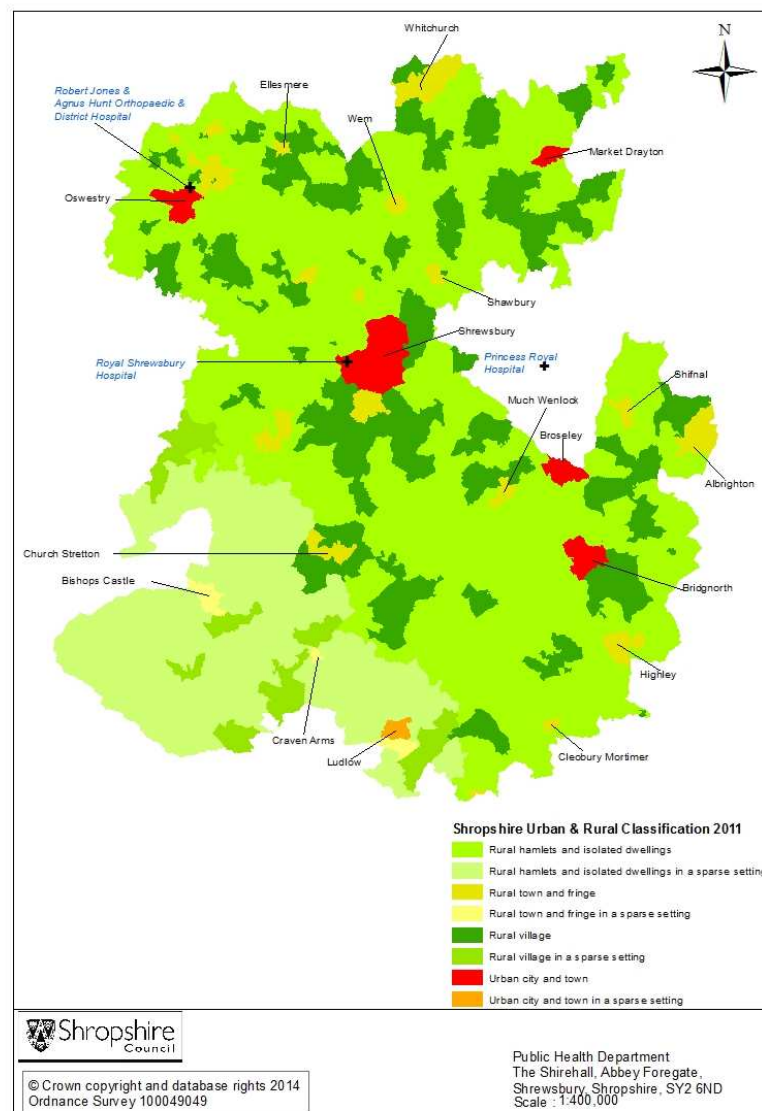


Source: *Index of Multiple Deprivation 2010, Neighbourhood Renewal Unit, Department for Communities and Local Government*

Rural and Urban Classification in Shropshire

The Rural/Urban classification was introduced in 2004 and defines the rurality of very small geographies. The classification has been updated in 2011 to account for the changes in the population identified in the 2011 Census. The updated classification identifies six settlement types (major conurbation, minor conurbation, city & town, town & fringe, village and hamlet and isolated dwelling) and with the exception of the major and minor conurbation categories classifications are assigned to either a 'sparse' or 'less sparse' regional setting. There are no areas in Shropshire classed as either a major or a minor conurbation.

Figure 3 Rural and Urban Classification 2011 in Shropshire



Source: Rural and urban classification, ONS, 2011

Potential services that could be commissioned from community pharmacy to support health needs

- Healthy weight – Healthy Lives – to include Body Mass Index (BMI) and waist circumference measurements, weight management clinics with or without associated prescribing of weight reduction pharmaceuticals, education, advice, vascular screening and lifestyle checks.
- Smoking – brief advice and interventions, provision of Nicotine Replacement Therapy (NRT) over the counter, provision of NRT under PGDs, one to one and group counselling and support for smoking cessation, PGD provision of *varenicline* or *bupropion* and tailored support after 4 week quit is achieved to maintain smoking cessation.

- Sexual health – advise on safer sex, prevention and treatment of Sexually Transmitted Diseases as appropriate, sign posting, availability of Emergency Hormonal Contraception (under a Patient Group Direction [PGD]).
- Alcohol use – brief advice and interventions, to include screening. Provision of medicines to manage alcohol misuse under a PGD and within an extended alcohol management service.
- Management of long term conditions including repeat dispensing and medicines related advice to reduce emergency admissions, MURs, population screening to include blood pressure, cholesterol and glucose.
- Mental health – signposting to services, including substance misuse services.
- Services to support self-care and increasing access to medicines via minor ailments scheme and PGD.

Health Need

Lifestyle Risk Factors

Lifestyle risk factors to health are lifestyle behaviours that adversely affect health, e.g. smoking, lack of physical activity, etc. These behaviours are important as many of them lead to developing long term conditions and non-communicable diseases, for example smoking can cause lung cancer. Therefore, disease can be prevented by tackling poor lifestyle behaviours. Lifestyle risk factors are of a concern to the health of the population in Shropshire as they are affected by health inequalities, e.g. more smokers in more deprived areas and fewer people are physically active in older age groups.

- Smoking prevalence in Shropshire is 17.9% and is similar to the national average; however smoking prevalence amongst routine and manual workers is 28.2%.
- Smoking in pregnancy in Shropshire is significantly higher than the national average. Shropshire women aged under 25 years are more likely to smoke during pregnancy compared older age groups and there are also significantly more women smoking in pregnancy in the most deprived fifth of areas in Shropshire compared to the county average.
- It is estimated that 62.5% of adults in Shropshire are either overweight or obese, which is similar to the national figure.
- Just under a third of adults (28.5%) are classed as physically inactive in Shropshire, similar to the national figures.

Long-term Conditions

Long term conditions are defined as health problems that require on-going management over a period of years or decades. This can include non-communicable diseases such as cardio-vascular disease (CVD), some communicable disease such as HIV, some mental health disorders such as depression and some on-going impairment such as blindness. Long term conditions are conditions that cannot, at present, be cured, but can be controlled by medication and other therapies.

Many long term conditions and non-communicable disease are the result of lifestyle risk factors and changing demographics. Increases in the ageing population, increases in obesity and other lifestyle risk factors and possible increases in health inequalities will all lead to an increase in the prevalence of long term conditions. This can lead to pressure on current service provision. Long term conditions therefore are a significant area of concern in Shropshire. There is also a higher recorded prevalence of long term conditions in Shropshire compared to the national.

Potential pharmacy solutions to CVD needs

- Screening for blood pressure, cholesterol and glucose as part of vascular checks and cardiovascular risk management programme
- Measurement of BMI and waist circumference
- Obesity management clinics and services
- Smoking cessation services
- MURs and compliance of medication, including PGD prescribing in these conditions
- Healthy heart review service
- Male and female tailored vascular screening services
- Ethnic specific vascular screening services where matched to demography
- Health trainers in pharmacies – trained to ensure quality and consistency
- Healthy lifestyle, advice, eating and exercise under the ethos of self-care – as part of a co-ordinated patient care pathway.

Potential pharmacy solutions to Smoking Cessation needs

- Advice and interventions from pharmacies
- Provision of Nicotine Replacement Therapy (NRT) over the counter
- Provision of NRT under PGDs
- One to one and group counselling and support for smoking cessation
- PGD provision of *varenicline* or *bupropion*
- Tailored support after 4 week quit is achieved to maintain smoking cessation

Potential pharmacy solutions to Stroke needs

- Blood pressure and cholesterol screening
- Smoking cessation services
- Obesity management clinics and services
- Anti-coagulant monitoring services
- Health trainers in pharmacies
- Healthy lifestyle, advice, eating and exercise

Potential pharmacy solutions to Cancer needs

- Out of hours availability of medication
- Oral anti-cancer chemotherapy services via community pharmacy
- Smoking cessation services

- Encourage uptake of screening services including bowel, cervical and breast cancer
- Human Papilloma Virus immunisation in pharmacies
- Obesity management clinics and services
- Healthy lifestyle, advice, eating and exercise

Potential pharmacy solutions to Respiratory needs

- Reduction of unintended hospital admissions via asthma and Chronic Obstructive Pulmonary Disease – targeted MURs
- Smoking cessation services
- Healthy lifestyle, advice, eating and exercise
- Advice on inhaler techniques
- Advice and management of how to manage exacerbations

Potential pharmacy solutions to Alcohol needs

- Interventions and alcohol screening services
- Healthy lifestyle advice and unit calculations
- Prescribing/PGDs for medication to reduce alcohol intake
- Prescribing/PGDs for medication to treat alcohol withdrawal
- Nutritional and healthy eating advice
- Managing alcohol misuse as a long term condition, and associated prescribing advice.
- Vascular screening services
- Mental health and wellbeing screening services

Potential pharmacy solutions to Weight Management needs

- Weight management clinics (with or without PGD anti-obesity medication) – weight, measurements, advice
- Individual/group weight management
- Exercise on prescription

Potential pharmacy solutions to Physical Exercise needs

- Advice and interventions for physical activity
- Active lifestyle promotion campaigns – walk to work/school
- ‘Exercise on prescription’ (including non-medical prescribers)
- PGD referrals for exercise

Under 18 conception rates

In Shropshire the overall under-18 conception rate is similar to the national figure; however inequalities exist amongst certain sections of the population. Young women from deprived backgrounds, care leavers and those with low educational attainment are significantly more likely to become teenage mothers than the general population.

Potential pharmacy solutions to Sexual Health needs

- EHC provision via PGD
- Out of hours availability of EHC service
- STD screening and advice (as part of a wider sexual health remit)
- Oral contraception service from community pharmacy
- Provision of free condoms and safe sex promotion material through pharmacies
- Pregnancy testing services and early detection

Mental Health and Substance Misuse

The Public Health Outcomes Framework (PHOF) includes measures of general well-being in the population. These measures assess whether people feel anxious, happy and whether they feel the things they do are worthwhile. The PHOF also looks at how many people successfully complete drug treatment.

- 3.4% of people in Shropshire reported a low score for thinking that the things they do are worthwhile, similar to the national figures.
- 10.6% of people in Shropshire reported a low score for happiness, similar to the national figures.
- 19.8% of people in Shropshire reported a low score for anxiety, similar to the national figures.
- 39.9% of non-opiate users and 6.4% of opiate users successfully completed drug treatment in Shropshire, similar to the national figures.

Potential pharmacy solutions to Mental Health and Substance Misuse needs

- Supervised consumption services
- Cognitive Behavioural Therapy
- Needle exchange provision
- Harm reduction information
- Promotion and advice on health lifestyles
- Early detection and referral
- Signposting to age appropriate services

Maternal and Infant Health

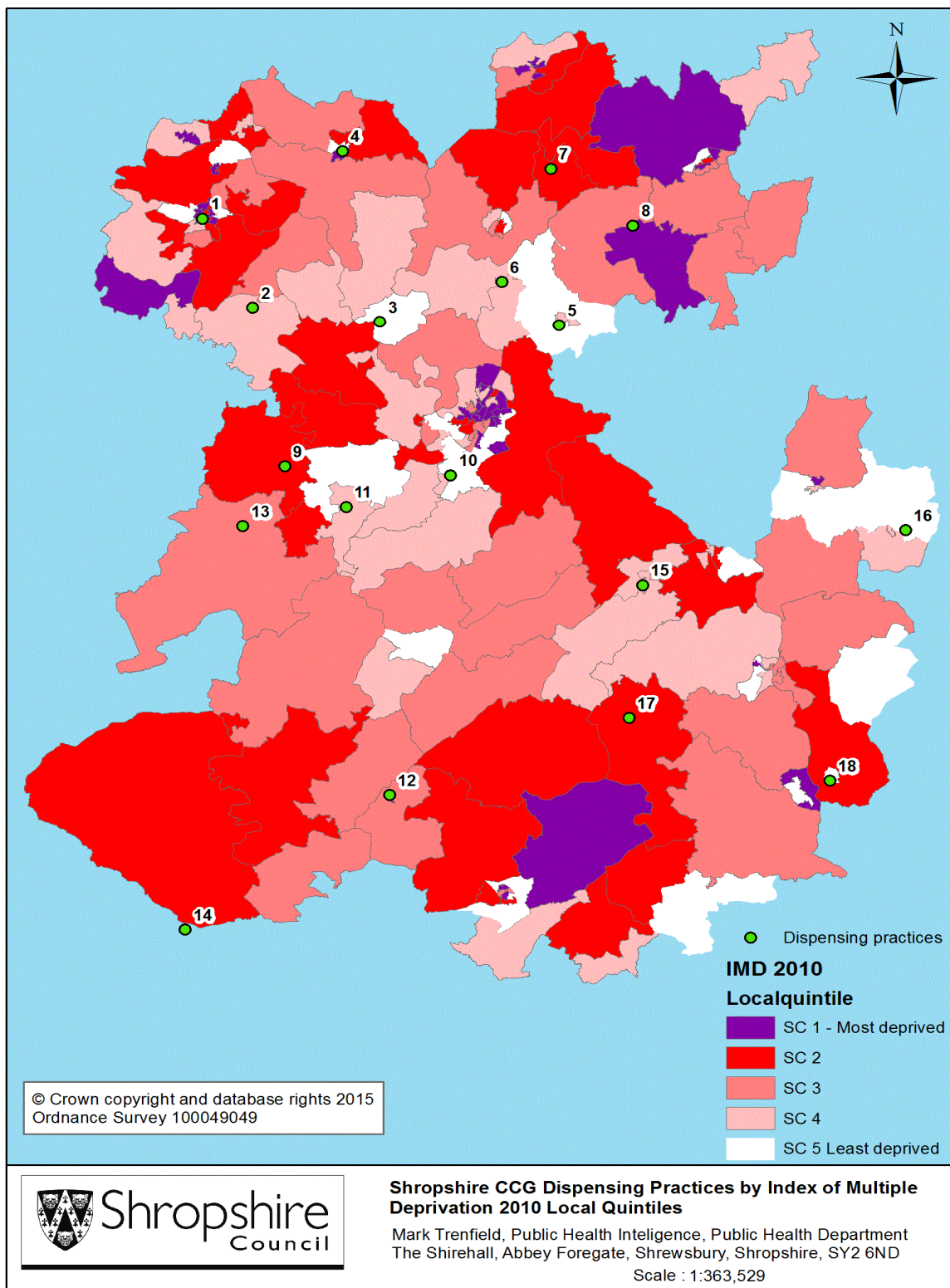
- A significantly lower proportion of children in Shropshire live in poverty compared to the national average. In Shropshire, areas with the most child poverty include Monkmoor, Harlescott and Battlefields and Heathgates.
- Chlamydia infection rates are highest in young people aged between 15-24 years.
- Accidents are the most common cause of death in people aged 0-24 years in Shropshire. Between 1993-95 in Shropshire. Children and young people in Shropshire are significantly more likely to die from accidents than the national figure.

- Immunisation is one of the most important mechanisms for protecting individuals and the community from serious diseases. In Shropshire, vaccination coverage for most primary immunisations is higher than the national figure.
- In 2012/13 21.9% of reception and 32.8% of year 6 pupils were classed as either overweight or obese. These figures are similar to national proportions.

Potential pharmacy solutions to Maternal and Infant Health needs

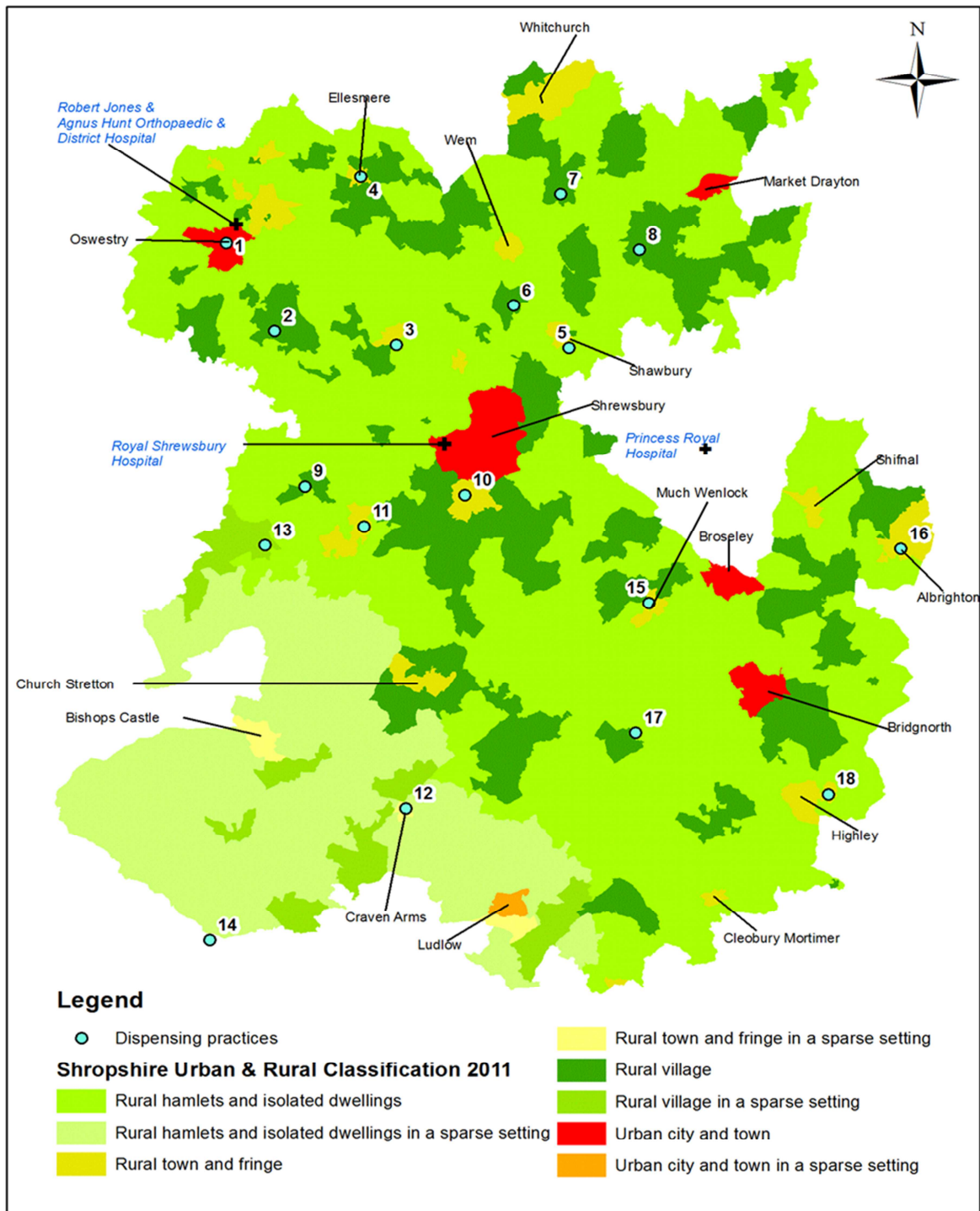
- Provision of folic acid
- Integrated service provision from pharmacist and health visitor
- Encouragement, advice and support for breast feeding (reduce childhood obesity)
- Advice and support on milk formula and supplements
- Advice and support on child nutrition and supplementation
- Advice and support on child development
- Advice and support on childhood immunisation programme
- First aid for babies and toddlers

Figure 4 Map of dispensing practices and deprivation in Shropshire



Source: Index of Multiple Deprivation 2010, Neighbourhood Renewal Unit, Department for Communities and Local Government and Super Output Area Boundaries, National Statistics, © Crown Copyright

Figure 5 Map of dispensing practices and rural and urban classification 2011 in Shropshire



Shropshire CCG Dispensing Practices by Urban and Rural Classification 2011

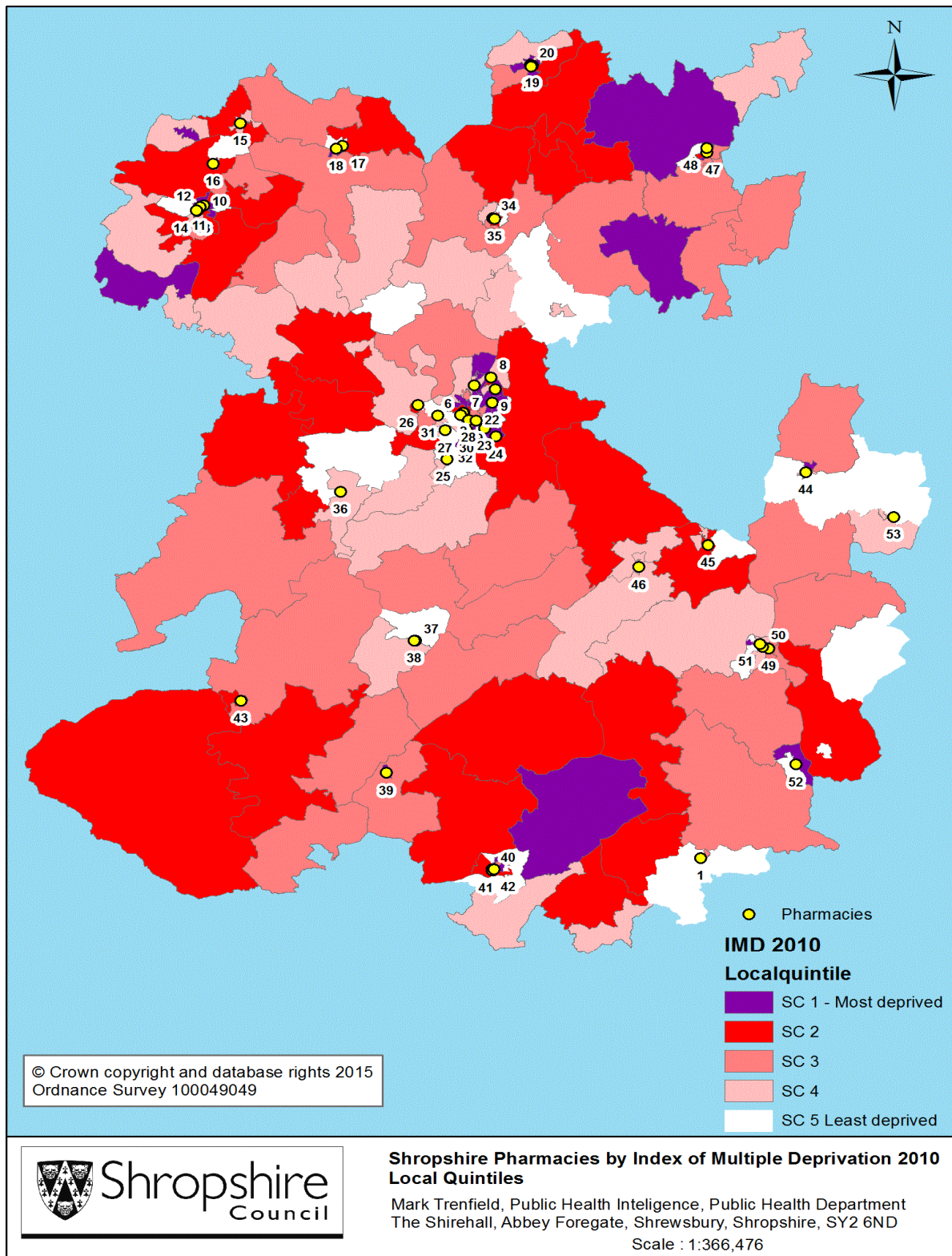
Mark Trenfield, Public Health Intelligence, Public Health Department
 The Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND
 Scale : 1:387,417

Source: Urban and rural classification 2011, ONS

Key to dispensing practices (Figure 4 and Figure 5)

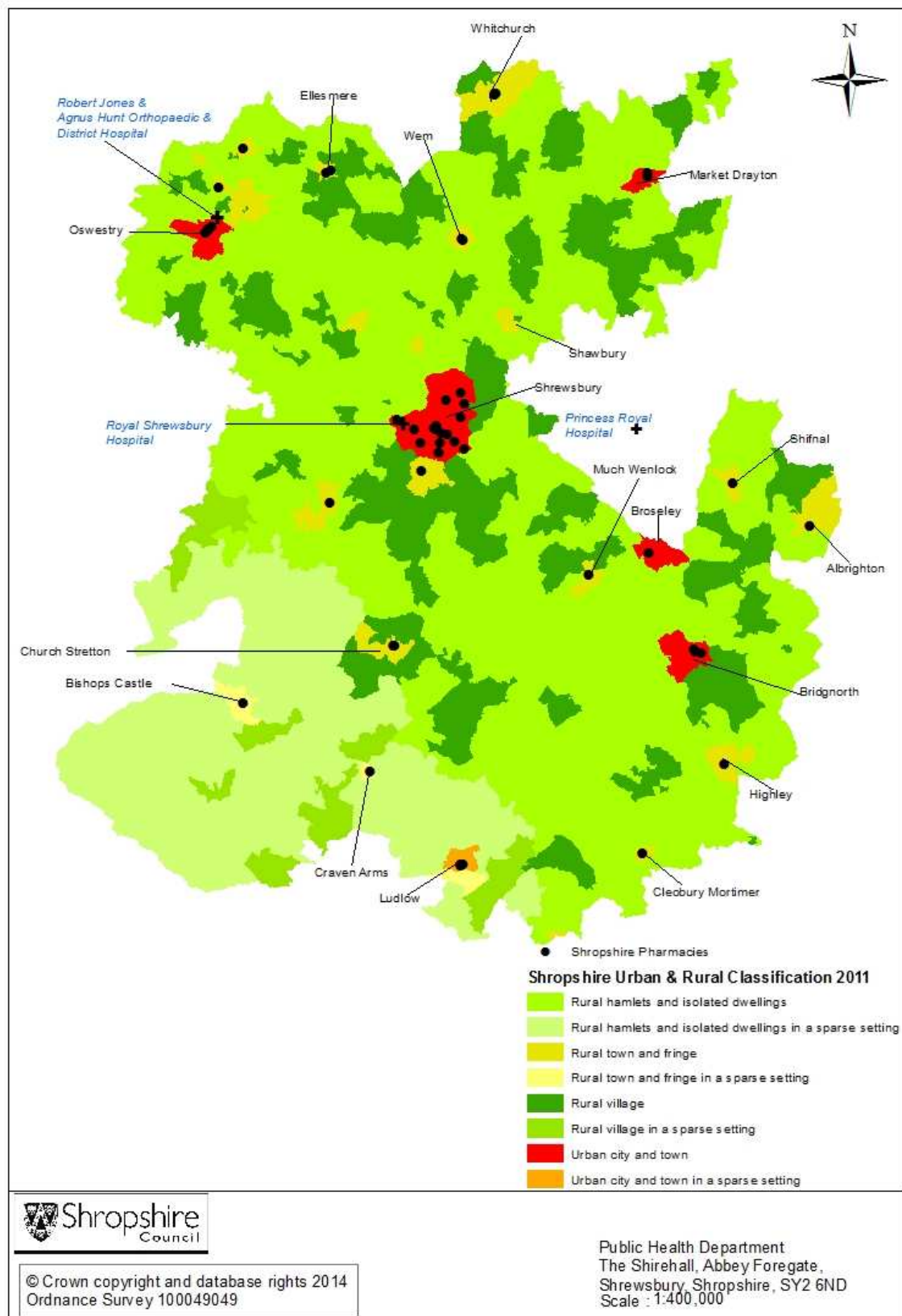
Code	Practice Name	Registered population April 2014
1	Plas Ffynnon Medical Centre	9,050
2	Knockin Medical Centre	3,150
3	Prescott Surgery	6,247
4	Ellesmere Medical Centre	7,511
5	Shawbury Medical Practice	3,687
6	Clive Surgery	4,464
7	Wem and Prees Medical Practice	10,307
8	Hodnet Medical Centre	3,617
9	Westbury Medical Centre	3,061
10	The Beeches Medical Practice	5,899
11	Pontesbury Medical Practice	7,015
12	Craven Arms	3,766
13	Worthen Medical Practice	2,031
14	The Meadows Surgery	3,667
15	Much Wenlock and Cressage Medical Practice	7,956
16	Albrighton Medical Practice	8,359
17	Brown Clee Medical Practice	3,140
18	Alveley Medical Practice	2,318
Total registered at all dispensing practices		95,245

Figure 6 Map of community pharmacies and deprivation in Shropshire



Source: Index of Multiple Deprivation 2010, Neighbourhood Renewal Unit, Department for Communities and Local Government.

Figure 7 Map of community pharmacies and urban and rural classification in Shropshire



Source: Urban and rural classification 2011, ONS

List of Shropshire community pharmacies

Code	Pharm	Address	Town
1	Cleobury Pharmacy	Off Vaught Street	Cleobury Mortimer
2	Boots UK Ltd	7/9 Pride Hill	Shrewsbury
3	Alliance Pharmacy	4/5 Market Street	Shrewsbury
4	Jhoots Pharmacy	53 Riverside Shopping Centre	Shrewsbury
5	Lunts Pharmacies Ltd	Roushill	Shrewsbury
6	Rhodes Pharmacy	28 Claremont Hill	Shrewsbury
7	Co-operative Pharmacy	101 Mount Pleasant Road	Shrewsbury
8	Tesco Stores Ltd	Cattle Market, Battlefield Road	Shrewsbury
9	L Rowland & Co Ltd	Severn Fields Health Centre, Sundome Road	Shrewsbury
10	Cambrian Pharmacy	Thomas Savin Road	Oswestry
11	Station Pharmacy	Old Station Road, Oswald Road	Oswestry
12	Caxton Pharmacy Ltd	Oswald Road	Oswestry
13	Old Chapel Pharmacy Ltd	14 English Walls	Oswestry
14	Boots UK Ltd	5 Church Street	Oswestry
15	St Martins Pharmacy	Stans Superstore, Overton Road	St Martin's
16	Gobowen Pharmacy	The Former Ticket Office, The Cross	Gobowen
17	L Rowland & Co	5 Cross Street	Ellesmere
18	Ellesmere Pharmacy	18 Scotland Street	Ellesmere
19	Green End Pharmacy	11-13 Green End	Whitchurch
20	L Rowland & Co Ltd	11 High Street	Whitchurch
21	Boots UK Ltd	10-14 Watergate Street	Whitchurch
22	Conway Pharmacy	238 Monkmoor Road	Shrewsbury
23	L Rowland & Co Ltd	Marden Medical Practice, 25 Sutton Road	Shrewsbury
24	Pharmacy Xpress	Ground Floor Morgan Place, Anchorage Avenue	Shrewsbury
25	L Rowland & Co Ltd	7 Lansdowne Road	Bayston Hill
26	Dudley Taylor Pharmacies Ltd	Bicton Heath Shopping Centre, Welshpool Road	Shrewsbury
27	Dudley Taylor Pharmacies Ltd	Radbrook Green Shopping Centre, Bank Farm Road	Shrewsbury
28	Boots UK Ltd	129 Longden Coleham	Shrewsbury
29	Asda Pharmacy	Old Potts Way	Shrewsbury
30	Lunts Pharmacies Ltd	1-3 Hereford Road	Shrewsbury
31	Boots UK Ltd	Mytton Oak Road	Shrewsbury
32	Sainsburys Pharmacy	Meole Brace Retail Park	Shrewsbury
33	Boots UK Ltd	Unit 2, Meole Brace Retail Park	Shrewsbury
34	L Rowland & Co Ltd	19-21 High Street	Wem
35	L Rowland & Co Ltd	Unit 1, Morris Central Shopping Centre	Wem
36	Lunts Pharmacies Ltd	Main Road	Pontesbury
37	L Rowland & Co Ltd	40 Sandford Avenue	Church Stretton
38	RE & CO Alman Ltd	18 Sandford Avenue	Church Stretton
39	Lunts Pharmacies Ltd	Drovers House, Auction Yard	Craven Arms
40	Boots UK Ltd	34 Bull Ring	Ludlow
41	Murrays Healthcare	49 Bull Ring	Ludlow
42	Lloyds Pharmacy	1 & 2 Upper Galdeford, /2 Lower Galdeford	Ludlow
43	Dudley Taylor Pharmacy	Church Street	Bishops Castle
44	Boots UK Ltd	7 Cheapside	Shifnal
45	L Rowland & Co Ltd	80 High Street	Broseley

46	RE & CO Alman	14 High Street	Much Wenlock
47	Boots UK Ltd	48-50 Cheshire Street	Market Drayton
48	Murrays Healthcare	Medical Centre, Maer Lane	Market Drayton
49	Bridgnorth Pharmacy	2 Mill Street	Bridgnorth
50	Boots UK Ltd	30/31 High Street	Bridgnorth
51	Murrays Healthcare	Northgate Health Centre	Bridgnorth
52	Highley Pharmacy	Beulah House, High Street	Highley
53	TA Rhodes Ltd	77 High Street	Albrighton

Table 6 summary of current services delivered by community pharmacy in Shropshire

	MUR	NMS	AURs	Stoma App	EHC	Home Delivery	Medicine Review	Medicine Assessment	Minor Ailment	MUR+	Needle Exchange	PG Direction	Supervised consumption	Travel Vacs	Stop Smoking
Asda Pharmacy, Old Potts Way Shrewsbury	Yes	Yes			Yes		Yes						Yes		
Co-operative Pharmacy, 101 Mount Pleasant Road, Shrewsbury	Yes	Yes			Yes				Yes				Yes		Yes
Boots, 37 Mytton Oak Road, Shrewsbury	Yes	Yes			Yes		Yes	Yes	Yes				Yes		Yes
Boots, 129 Longden Coleham, Shrewsbury	Yes	Yes			Yes		Yes								Yes
Boots, 48-50 Cheshire Street, Market Drayton	Yes	Yes			Yes		Yes						Yes		
Boots, 34 The Bull Ring, Ludlow	Yes	Yes			Yes	Yes							Yes		Yes
Boots, 7 Cheapside, Shifnal	Yes	Yes			Yes		Yes						Yes		Yes
Boots, 7-9 Pride Hill, Shrewsbury	Yes	Yes			Yes	Yes	Yes						Yes	Yes	Yes
Boots, 30-31 High Street, Bridgnorth	Yes	Yes	Yes	Yes	Yes		Yes						Yes		Yes
Boots, 4/5 Market Street, Shrewsbury	Yes	Yes			Yes		Yes		Yes						
Boots, 10-12 Watergate Street, Whitchurch	Yes	Yes			Yes		Yes		Yes				Yes		Yes
Boots, Meole Brace Retail Park, Shrewsbury	Yes	Yes			Yes		Yes		Yes				Yes		Yes
C G Murray & Son Ltd, Northgate Health Centre, Bridgnorth	Yes	Yes			Yes				Yes		Yes		Yes		Yes
C G Murray & Son Ltd, Drayton Health Centre, Market Drayton	Yes	Yes			Yes				Yes				Yes		Yes
C G Murray & Son Ltd, 49 Bull Ring, Ludlow	Yes	Yes			Yes				Yes						Yes
L Rowland & Co Ltd, Unit 1 Morris	Yes	Yes			Yes	Yes					Yes		Yes		

Central Shopping Park, Wem															
Cambrian Pharmacy (Dispense 2U), Thomas Savin Road, Oswestry	Yes	Yes	Yes				Yes		Yes						
Caxton Pharmacy Ltd, Oswald Road, Oswestry	Yes	Yes		Yes	Yes		Yes	Yes	Yes		Yes	Yes	Yes		Yes
Station Pharmacy Ltd, Station Road, Oswestry	Yes	Yes			Yes		Yes						Yes		
Old Chapel Pharmacy, 14 English Walls, Oswestry SY11 2PA	Yes	Yes			Yes	Yes	Yes	Yes	Yes				Yes		
Conway Pharmacy, 238 Monkmoor Road, Shrewsbury	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes				Yes		Yes
Dudley Taylor Pharmacies Ltd, Unit 2 Bicton Heath Shopping Centre, Shrewsbury	Yes	Yes	Yes		Yes	Yes			Yes				Yes		Yes
Dudley Taylor Pharmacies Ltd, Off Vaughn Road, Cleobury Mortimer	Yes	Yes			Yes	Yes			Yes				Yes		Yes
Dudley Taylor Pharmacies Ltd, Church Street, Bishops Castle	Yes	Yes			Yes	Yes			Yes				Yes		Yes
Ellesmere Pharmacy, 18 Scotland Street, Ellesmere	Yes	Yes		Yes	Yes		Yes								Yes
Highley Pharmacy, High Street, Highley	Yes			Yes	Yes		Yes				Yes		Yes		Yes
Health Village Plus Ltd, Oswald Road, Oswestry	Yes	Yes					Yes						Yes		
Jeffrey Soo, 2 Mill Street, Bridgnorth	Yes	Yes													
Jhoots Healthcare Ltd, 53 Riverside Shopping Centre, Shrewsbury	Yes	Yes			Yes	Yes	Yes		Yes				Yes		
L Rowland & Co Ltd, 5 Cross Street, Ellesmere	Yes	Yes		Yes		Yes					Yes		Yes		Yes
Lloyds Pharmacy, 1 & 2 Galdeford, Ludlow	Yes	Yes									Yes		Yes		Yes
Lunts Pharmacies, Drovers House, Craven Arms	Yes	Yes			Yes							Yes	Yes		Yes
Lunts Pharmacies, 1-3 Hereford Road, Shrewsbury	Yes	Yes			Yes				Yes				Yes		Yes
Lunts Pharmacies, Roushill,	Yes	Yes			Yes				Yes	Yes	Yes		Yes		Yes

Shrewsbury															
Lunts Pharmacies, Main Road, Pontesbury	Yes	Yes			Yes	Yes	Yes		Yes				Yes		Yes
Rhodes Pharmacy, 28 Claremont Hill, Shrewsbury	Yes	Yes	Yes		Yes		Yes		Yes				Yes		Yes
R E & C O Alman Ltd, 18 Sandford Avenue, Church Stretton	Yes	Yes	Yes	Yes	Yes				Yes						Yes
R E & C O Alman Ltd, 14 High Street, Much Wenlock	Yes	Yes	Yes	Yes	Yes				Yes				Yes		Yes
L Rowland & Co Ltd, 11 High Street, Whitchurch	Yes	Yes		Yes		Yes					Yes		Yes		Yes
L Rowland & Co Ltd, 19-21 High Street, Wem	Yes	Yes			Yes	Yes	Yes						Yes		Yes
L Rowland & Co Ltd, Severn Fields Health Centre, Shrewsbury	Yes	Yes			Yes	Yes							Yes		Yes
L Rowland & Co Ltd, 25 Sutton Road, Shrewsbury	Yes	Yes			Yes	Yes							Yes		Yes
L Rowland & Co Ltd, 40 Sandford Avenue, Church Stretton	Yes	Yes			Yes	Yes	Yes						Yes		
L Rowland & Co Ltd, 7 Lansdowne Road, Bayston Hill	Yes	Yes			Yes	Yes	Yes		Yes				Yes		Yes
L Rowland & Co Ltd, 80 High Street, Broseley	Yes	Yes				Yes	Yes								Yes
Shropshire Healthcare Limited, Stans Superstore, St Martins	Yes			Yes	Yes				Yes	Yes					Yes
T A Rhodes Ltd, 77 High Street, Albrighton	Yes	Yes			Yes			Yes			Yes		Yes		Yes
Dudley Taylor Pharmacies Ltd, Bank Farm Road, Radbrook, Shrewsbury	Yes	Yes			Yes	Yes	Yes						Yes		Yes
Tesco Stores Ltd, Cattle Market, Shrewsbury	Yes	Yes			Yes		Yes						Yes		Yes
Sainsburys , Meole Brace Retail Park, Shrewsbury	Yes	Yes													

Services provided by pharmacies outside of Shropshire to patients from Shropshire

It is acknowledged that the majority of patients in Shropshire will obtain pharmaceutical services from within its boundaries.

However, in order to identify out of area dispensing an analysis of electronic prescribing data (ePACT) held by the Prescription Pricing Division (PPD) of the NHS Business Services Authority (NHSBSA) was undertaken.

Table 7 shows community pharmacies that dispense to Shropshire patients outside Shropshire boundaries

Pharmacy Name	Location	Post code
ASDA STORES	TELFORD TOWN CENTRE	TF2 7RX
BOOTS UK LIMITED	TELFORD TOWN CENTRE	TF3 4AU
BOOTS UK LIMITED	NEWCASTLE, STAFFORDSHIRE	ST5 1QL
BOOTS UK LIMITED	LEOMINSTER, HEREFORD	HR6 8LR
BW PHARMA LTD	DUDLEY	DY1 2ER
MATRIX PRIMARY HEALTHCARE LTD	LEOMINSTER	HR6 8EP
PHARMACY2U LTD	LEEDS	LS14 1PQ

Table 8 shows dispensing appliance contractors

Contractor	Location	Post code
DONALD WARDLE & SON	STOKE-ON-TRENT	ST1 2HH
COLOPLAST LTD	ORTON SOUTHGATE, PETERBOROUGH	PE2 6BJ
MOORLAND SURGICAL SUPPLIES LIMITED	MANCHESTER	M34 3AG
FITTLEWORTH MEDICAL LTD	ALTRINGHAM	WA14 5EL

As with the previous PNA, South Staffordshire pharmacies do not play a substantial role in meeting the need for pharmaceutical services for Shropshire patients.

However, pharmacies in Telford, Newcastle-Under-Lyme, Leominster, Leeds and Dudley provide services for patients registered at Albrighton, Shifnal, Bridgnorth, Ludlow Portcullis and Ludlow Station Drive Cleobury and Market Drayton.

Table 9 summarises potential services that could be commissioned to support health needs

	Enhanced Services to Commission by Service
Demography	Targeted MURs for older people, medication review and domiciliary services in line with Quality, Innovation, Productivity and Prevention (QIPP) agenda.
Deprivation	NHS Health checks, including blood pressure, cholesterol and blood glucose levels Treatment of minor ailments Screening for conditions, e.g. diabetes Initiation of 'health trainers' project.
Mortality	Target MURs for Long Term Conditions (CHD, Stroke, Cancer, pain management and Respiratory Disease). Vaccinations, e.g. flu, Hep B Advice on managing long term conditions, e.g. diabetes
Smoking	Review provision spread in these areas and extend to group counselling and PGD supported cessation.
Alcohol	Alcohol screening services and referral and PGD medication support for service
Obesity & Healthy Eating	Weight management clinics with PGD support, physical activity support and pharmacy staff as health trainers
Physical Activity	Supports for exercise regimes i.e. walk to work etc. Exercise on prescription available for referral from pharmacies.
Sexual Health	Review provision of EHC and Chlamydia screening in these areas and extend for early pregnancy testing, free condom supply, PGD supply of oral contraception.
Mental Health & Substance Misuse	Review of existing spread of supervised consumption and needle exchange and extend for mental health screening, behavioural support for daily collection, BBV screening, Naloxone PGD and wound management
Infant & Maternal Health	Breast feeding support, nutritional advice via pharmacy

Insights from Patients & the Public

Patient Questionnaire

As part of the PNA a questionnaire was developed in partnership between Shropshire Council and Shropshire Healthwatch to ask patients and the public about their use of pharmacy services in Shropshire. The patient questionnaire was supported by Shropshire Healthwatch and was available on line on the Shropshire Council website and paper copies were also made available (see Appendix 5 Patient Survey).

In total 113 completed questionnaires were returned and responses came in from people registered at 32 of the 44 medical practices. The majority of people who answered the questionnaire were women (61%), with men making up 27%. The age group with the highest response rate was people aged 65-74 years (24%) and only 3% of respondents were aged under 25 years old. 44% of respondents said that they didn't have a long-standing illness or disability, while 39% said they did (for a full analysis of the questionnaire see Appendix 6 Analysis of the patient survey).

Some of the key findings from the questionnaire are as follows:

- Over half of the respondents stated that they visited a pharmacy every 2-3 months or every month.
- Over three quarters of respondents stated that they had a usual pharmacy that they used.
- Their usual pharmacy was most likely to be near their home or near their GP Practice and that this was the most important factor about the location of their usual pharmacy.
- Over half of the respondents stated that it took under 10 minutes to get to their usual pharmacy, with a further 30% stating that it took 10-20 minutes.
- 72% of respondents stated that their usual pharmacy was open at the times they wanted to use it and 17% stated that it was not open at the times they wanted to use it.
- Almost three quarters of respondents stated that they could find a pharmacy open when they needed one, with only 9% of respondents disagreeing with this.
- 84% of respondents stated that they found it easy to find a pharmacy near to where they lived and only 8% disagreed with this.
- Over 50% of respondents stated that they could find a pharmacy open after 5pm, with 20% disagreeing.
- Over 60% of respondents stated that they could find a pharmacy open on the weekend, compared to 18% who disagreed.
- When asked whether they found their usual pharmacy helpful and friendly 80% of respondents agreed, with only 5% disagreeing.
- 45% of respondents stated that the pharmacy offered helpful advice about NHS services, with only 9% disagreeing. However, 35% stated that they didn't know.
- 54% of respondents stated that they asked their pharmacist for health advice, with 23% stating that they did not.

- The most likely reason for people to visit their pharmacy was to collect prescriptions, followed by to buy over the counter medicines and to get advice about medicine.
- The services that respondents stated that their pharmacy was most likely to provide were prescription collection from GP, followed by minor ailment advice and disposal of unwanted medicines.
- The services that most respondents stated that they would like to see provided were minor ailment service, prescription delivery service and new medicines service. However, there was not much variation between all the answers listed.

There were also a number of other comments from respondents about services in their local pharmacy, some of which have been included below:

- 'At least one Pharmacy (we have three) in the town being open after 5pm and on Sunday by rotation'
- 'Being able to dispose of needles'
- 'Blood pressure and diabetes screening. Organ donor registration forms (in addition to above) should be available in all medium/large pharmacies'
- 'Walk in service for minor ailments service like Scotland, Wales and even Stafford'

There were also some additional comments about the community pharmacy service overall. Some of these comments have been included below:

- 'A local pharmacy is great but I am always conscious that local people work in there so know your medical needs... can be embarrassing'
- 'Community pharmacists can be key person of advice, support and general checks on health and well-being in a person's life - people build relationships with their pharmacists; where there is inconsistent cover for absences (e.g. A different locum every time) a bond cannot be established and previous strong bonds broken'
- 'Usually excellent services. The pharmacists are so absolutely knowledgeable about all medication and also carry out in-depth review'
- 'I wait, or my partner, for too long every single visit to the pharmacy - averaging 30-minutes +'

Comments made to Shropshire Healthwatch

Between January 2014 and August 2014 there were 5 comments made to Shropshire Healthwatch about community pharmacy services. One comment was positive and four were negative. Out of the four negative comments two were about the same community pharmacy.

Equality Impact Assessment

A full equality impact assessment has been undertaken on this consultation for the Pharmacy Needs Assessment, which is appended in (Appendix 7 Equality Impact Assessment). There is no evidence from this assessment that the Health and Wellbeing Boards approach to communication and engagement is impacting negatively on people from equalities groups.

Appendix 1 Overview of Contract Applications and Market Entry

Pharmacy Contract Applications

NHS England, Staffordshire and Shropshire Area Team are responsible for local provision of pharmaceutical services and maintaining pharmaceutical lists. Applications, once received into NHS England are reviewed by the pharmacy committee on a monthly basis.

In respect of the area of each HWB, the NHSCB must prepare, maintain and publish 2 lists of persons other than medical or dental practitioners, who provide pharmaceutical services in that area.

Those lists (which are pharmaceutical lists) are:

- a) a list of persons who undertake to provide pharmaceutical services in particular by way of the provision of drugs; and
- b) a list of persons who undertake to provide pharmaceutical services only by way of the provision of appliances.

Those lists must include:

- a) the address of the premises in the area of the HWB at which the listed person has undertaken to provide pharmaceutical services (“the listed chemist premises”);
- b) the days on which and times at which, at those premises, the listed person is to provide those services during the core opening hours and any supplementary opening hours of the premises.

In respect of the area of each HWB the NHSCB must:

- a) prepare, maintain and publish an “EPS list” of all the NHS chemists situated in that area who participate in the Electronic Prescription Service; and
- b) include on its EPS list the address of any premises at which the Electronic Prescription Service is provided

Any applications for new or additional pharmacy premises and any relocation of services are made to NHS Commissioning Board.

The pharmaceutical services to which each PNA relates are all the pharmaceutical services that may be provided under arrangements with NHSCB for:

- a) the provision of pharmaceutical services (including directed services) by a person on a pharmaceutical list;
- b) the provision of local pharmaceutical services under an LPS scheme (but not LP services which are not local pharmaceutical services); or
- c) the dispensing of drugs and appliances by a person on a dispensing doctors list (but not other NHS services that may be provided under arrangements made by the NHSCB with a dispensing doctor).

Market Entry Regulations

Applications for inclusion in a pharmaceutical list are now considered by NHS England (through their Area Teams) and the 'market entry test' is now an assessment against the pharmaceutical needs assessment produced by the local authority's Health and Wellbeing Board. The exemptions introduced in 2005 have been removed (other than the exception for distance selling pharmacies) and 'neighbourhoods' are no longer relevant for relocations.

Local Pharmaceutical Committees (LPCs) and the Pharmaceutical Services Negotiating Committee (PSNC) are both recognised as representing pharmacy contractors on NHS matters, and these matters are largely set out in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. More than half of those regulations are taken up with market entry.

Relocations

The 'Relocations which do not result in significant change' application was brought in under The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, to replace the Minor Relocation application of the 2005 regulations. The new regulations judge applications based on whether the relocation would affect the patient groups which use the pharmacy, and whether the relocation would result in a significant change to the arrangement for pharmaceutical services, rather than whether the relocation would be above or below 500m, or in the same neighbourhood.

The Area Team must endeavour to determine the application as soon as is practicable, however this must be within four months from the date on which the complete application is received. There is a further thirty day appeal period before the pharmacy can relocate, and the pharmacy must relocate within six months of being granted (subject to a possible 3 month extension).

Relocations which do not result in significant change are a notifiable application, meaning that all applications are circulated to the LPC and contractors likely to be affected if the application were to be granted, and they are allowed 45 days in which to make representations. This differs for some relocations processed under the 2005 Regulations in that those which were relocating less than 500m would be determined without consultation, and within 30 days. All relocations now are subject to the statutory consultation period.

Relocations that do not cause significant change are not judged against a Pharmaceutical Needs Assessment (PNA).

Pharmaceutical Needs Assessments

The PNA is produced by the local authority's Health and Wellbeing Board at least every four years. Until April 2015, the PNA produced by the former PCT may be used until the HWB has produced its own. Between versions of the PNA a supplementary statement may be issued to record changes in the provision of

pharmaceutical services (e.g. the opening or closure of a pharmacy) but a supplementary statement cannot be used to record changes to the needs for pharmaceutical services.

The PNA will identify the pharmaceutical services that are needed, those that are provided, and hence those which are needed but not currently provided. It will also identify pharmaceutical services which are not needed, but which, if they were to be provided, would bring about improvements in or better access to pharmaceutical services. Again, such services that are provided are identified in the PNA. The PNA will also include details of other NHS services commissioned in the area which have an impact on the need to commission pharmaceutical services.

Applications

An applicant must submit an application form, a fee, and if they are not already on a pharmaceutical list, their fitness to practise declarations.

It is always for the applicant to decide if and when to make an application – there is a fee associated with each application, and once an application has been made, this will enter the public domain and other interested parties may consider making applications in the same area.

Fees

Applications must be accompanied by a fee in most cases – see the Pharmaceutical Services (Fees for Applications) Directions 2013. An exception exists allowing the Area Team to waive the fee where it has invited the applicant to make that application.

The Area team is required by the regulations to consider, before it seeks representations from interested parties, whether it would be beneficial to consider other applications alongside the application. This could arise for example if an application appeared to be meeting part of the needs identified in the PNA, where the Area Team thinks that opening up the opportunity to apply to others, in the light of that first application, may stimulate a more comprehensive offering. For this reason, applications must be as strong as possible, as the Area Team is not obliged to accept an application on a first past the post principle.

If the Area Team does decide to defer an application to invite other applications, it must do so for no longer than 6 months. The application is put on hold pending other applications.

The Area Team may also defer an application if there are other applications in the pipeline, or if there are relevant appeals in process.

Timescales

If the application is a notifiable application (the meaning of which is set out in paragraph 18 of that schedule) including all routine applications as well as relocations, distance selling applications and relocations combined with change of

ownership, then NHS England must endeavour to determine the application as soon as is practicable, and unless there is deferral of the application (see above) must determine it within 4 months of the date on which it had received all the information it required to determine the application.

For the applications which are not 'notifiable' such as change of ownership, NHS England must determine the application within 30 days of receiving all the information it needed. These limits can be extended if there is 'good cause' for delay.

Exemptions / Exceptions

The change in the market entry test to refer to the PNA means that it is no longer necessary to have exemptions to the test for the large out of town retail developments, the one stop primary medical centres, or the pharmacies undertaking to provide pharmaceutical services for at least 100 hours per week. These exemptions therefore cannot be used by an applicant (although existing pharmacies and those granted under the exemption continue).

There were misunderstandings about whether a 100 hour pharmacy would be able to apply to reduce its hours. The regulations have made it clear that such pharmacies cannot apply to reduce their hours.

The exemption for distance selling pharmacies continues. The reason this exception (as it is now called) is required, is because a true internet or mail order pharmacy, servicing a population spread throughout the country, cannot argue a strong enough case for meeting needs set out in a local PNA, nor could it be said to bring about a significant benefit under an unforeseen benefits application. New conditions have been introduced in regulation 64, which requires the pharmacy to be able to provide essential services safely, without face to face contact at the premises, and must ensure that persons anywhere in England are able to access the essential services.

There have been several applications refused by NHS England, and some of these have been the subject of appeals to the NHS Litigation Authority's Family Health Services Appeals Unit. In several cases, the applicant had failed to satisfy the Area Team or the Appeals Unit, that they would be able to provide all the essential services without face to face contact at the pharmacy. In some cases, SOPs had not been provided, and in others, the SOPs had not been sufficient to satisfy the Area Team or the Appeals Unit. It is likely that over time, the new requirements will be tested further, both at the Appeals Unit and in the High Court. Applicants and affected contractors wishing to make representations on applications may find it helpful to examine similar cases that have been considered by the Appeals Unit, and of course, legal advice may be needed to establish the latest position as to how the exemption requirements should be interpreted.

Making representations on applications

A pharmacy contractor that in the opinion of the Area Team is likely to be affected by an application if it were to be granted will be notified if the application is a 'notifiable' application.

If invited to make representations, they will be taken into account only if they are substantial (e.g. they contain a reasonable attempt to describe the reasons why the application should be granted or refused). There will be a right of appeal in most cases, but only if the pharmacy contractor made a reasonable attempt to express the grounds for opposing the application.

When invited to make representations, or when given a right to appeal it is essential to comply with timescales as late submissions will not be permitted.

Rurality, controlled localities and the provision of pharmaceutical services by doctors

Controlled localities

GP dispensing may be required where a pharmacy service would not be viable due to the nature or size of the population. GPs may dispense for their patients who have requested them to do so, if permission has been granted by NHS England (previously this permission was granted by the PCT). Generally, in order for permission to be granted the patients who ask their GP to dispense must be resident in a 'controlled locality' for which the GP has dispensing rights (i.e. an area which is rural in character which the GP has appropriate permission to dispense) and live at least 1.6km from an existing pharmacy.

If a new pharmacy wishes to open in a controlled locality then there are additional tests that the applicant must satisfy, so as not to prejudice any dispensing by doctors being undertaken for patients in that area.

Similarly if a GP is asked to dispense by his patients resident in a controlled locality, NHS England must undertake a test to ensure that there is no prejudice to any local pharmacies.

NHS England is responsible for ensuring maps are available which show the areas which have been determined in the past to be controlled localities, and these will remain controlled localities unless and until a new determination finds that they no longer satisfy the requirements of being rural in character.

It is the responsibility of NHS England to publish a map defining controlled locality areas for Shropshire; the last review was undertaken in 2010.

Reserved location

Where an application for a new pharmacy is made in a controlled locality, a determination must also be made as to whether the location of the pharmacy is in a 'reserved location'.

A reserved location is an area within a controlled locality where the total of all patient lists for the area within a radius of 1.6km (1 mile) of the proposed premises or

location is fewer than 2750. The effect of determining a reserved location is that the pharmacy application is not required to satisfy the prejudice test (but the market entry test still applies) in order to be entered onto the pharmaceutical list. However a reserved location pharmacy is not afforded the so called 'one mile rule' and patients in a controlled locality both within one mile of the pharmacy and beyond have the right to choose whether to have their medicines dispensed at a pharmacy or GP surgery. Should the population reach or exceed 2750 the pharmacy if already open can apply to NHS England for a re-determination of reserved location status. If this status is removed then, subject to the prejudice test, the normal one mile rule would apply (i.e. the doctors lose dispensing rights within a mile of the pharmacy).

Registration of dispensing doctor premises

NHS England (through the Area Teams) keep a list of dispensing doctors (regulation 46(1)) and a list of premises from which those doctors are authorised to dispense (regulation 46(2)(a)). The list also includes the area in relation to which the GP has been granted outline consent (regulation 46(2)(b)).

New applications to dispense by GPs

New applications to dispense by GPs (outline consent and premises approval) are not be permitted or considered if there is a pharmacy within 1.6km of the premises from which the practice wishes to start dispensing.

Relocations

Dispensing practices are able to relocate their premises if the granting of the application would not result in a significant change to the arrangements that are in place for the provision of pharmaceutical services (or local pharmaceutical services).

Further applications for relocation may be considered by NHS England only after 12 months has elapsed since the dispensing practice commenced providing services from the new premises.

Practice amalgamations

The amalgamation of a dispensing practice with a non-dispensing practice will trigger a new application for outline consent to dispense, and application for premises approval.

Appendix 2 Analysis of Current Pharmaceutical Provision

The information provided in this section assesses the data with regards to the contracted service provision and activity by community pharmacies and the results of a survey sent to all community pharmacies about the services they currently provide and those they may be willing to provide in the future.

Current contractual activity of Community Pharmacies

Provision of essential services by pharmacies in Shropshire

All 53 pharmacies in Shropshire provide the following essential services: dispensing, repeat dispensing, disposal of unwanted medicines, promotion of healthy lifestyles, signposting, support for self-care, and clinical governance.

Provision of advanced services by pharmacies in Shropshire

Medicine Use Review and prescription intervention service

The medicines use review (MUR) service is provided by accredited community pharmacists, from approved premises, to help patients to manage their medicines safely and effectively, and provide patients with information and advice about their medicines (including those purchased over the counter). The MUR aims to improve understanding of how and why the medicines should be used, and identify any problems experienced with medicines. It supports but does not replace the clinical medication review with the GP. Currently 50 Shropshire community pharmacies provide this service.

In 2013/14 there were 10,866 MUR's completed in Shropshire pharmacies. Of this total there were six pharmacies that provided over 400 MURs.

Provision of Enhanced Services by pharmacies in Shropshire

Enhanced services are those that are commissioned locally by the LA, CCG and NHS England in response to local health need. Enhanced services are voluntary on the part of the pharmacy and attract an additional payment if delivered. The regulations do not allow for these services to be commissioned from wholly mail order pharmacies (internet). The following services are currently commissioned: smoking cessation service, emergency hormonal contraception, supervised consumption, needle exchange, Healthy Start Vitamins, Condom Distribution Scheme and PEARS.

Smoking Cessation Service

The purpose of stop smoking services is to reduce the number of smokers by providing evidence-based treatment and behavioural support to smokers making quit attempts. This service will reduce levels of smoking-related illness, disability, premature death, and health inequality. Smokers quitting using the stop smoking services are four times more likely to succeed than if quitting on their own.

Shropshire's service, Help2Quit, is delivered in-line with the most recent best practice recommendations issued by the National Institute for Health and Care Excellence (NICE) and the Department of Health (DH).

In 2013-14, thirty community pharmacies offered clients accredited stop smoking support for their quit attempt via a subcontracting arrangement with the Help-2-Quit service, offering one-to-one support for smokers. The scheme delivers clients structured, evidence-based approaches including behavioural support and pharmacotherapy. In 2013-14, 18% of the total number of 4 week quitters were seen through the pharmacy service (310 out of 1688; 53 more quitters than achieved in 2011-12).

Table 10 Stop Smoking Service activity by pharmacies sub-contracted through Help-2-Quit 1 April 2013 - 31 March 2014

Pharmacy Name	No. clients set a quit date	No. clients reached 4 weeks quit	% clients reached 4 weeks quit
Bicton Heath Pharmacy	14	8	57%
Bishops Castle Pharmacy	15	3	20%
Boots, Whitchurch	20	11	55%
Boots, 129 Longden, Coleham, Shrewsbury	3	2	67%
Boots, 30/31 High Street, Bridgnorth	8	6	75%
Boots, 34 Bull Ring, Ludlow	8	4	50%
Boots, 5-7 Church Street, Oswestry	7	0	0%
Boots, Shifnal	5	3	60%
Boots, 7-9 Pride Hill, Shrewsbury	43	18	42%
Boots, Mytton Oak Road, Shrewsbury	2	1	50%
Boots, Unit 2, Meole Brace, Shrewsbury	12	7	58%
Brown and Francis, Ludlow	2	1	50%
Cleobury Pharmacy	37	10	27%
Conway Pharmacy, Monkmoor, Shrewsbury	34	21	62%
Highley Pharmacy	52	27	52%
Hillside Pharmacy, Church Stretton	56	24	43%
Lunts Pharmacy, Hereford Road, Shrewsbury	6	4	67%
Lunts Pharmacy, Craven Arms	7	0	0%

Lunts Pharmacy, Pontesbury	49	20	41%
Lunts Pharmacy, Roushill	4	2	50%
Murrays Healthcare, Bridgnorth	30	15	50%
Murrays Healthcare, Market Drayton	71	31	44%
Rhodes, Claremont Bank	8	4	50%
L Rowland & Co Ltd, High Street, Whitchurch	25	10	40%
L Rowland & Co Ltd, High Street, Wem	29	17	59%
L Rowland & Co Ltd, Bayston Hill	9	4	44%
L Rowland & Co Ltd, Marden Med. Practice	12	6	50%
Taylor's Pharmacy, Radbrook, Shrewsbury	14	4	28%
Tesco Pharmacy, Battlefield, Shrewsbury	63	43	68%
Wenlock Pharmacy	10	4	40%
TOTAL	655	310	47%

Source: Help 2 Quit activity data, Help 2 Change, Shropshire Council, 2013-14

Table 11 Additional services that community pharmacy could provide

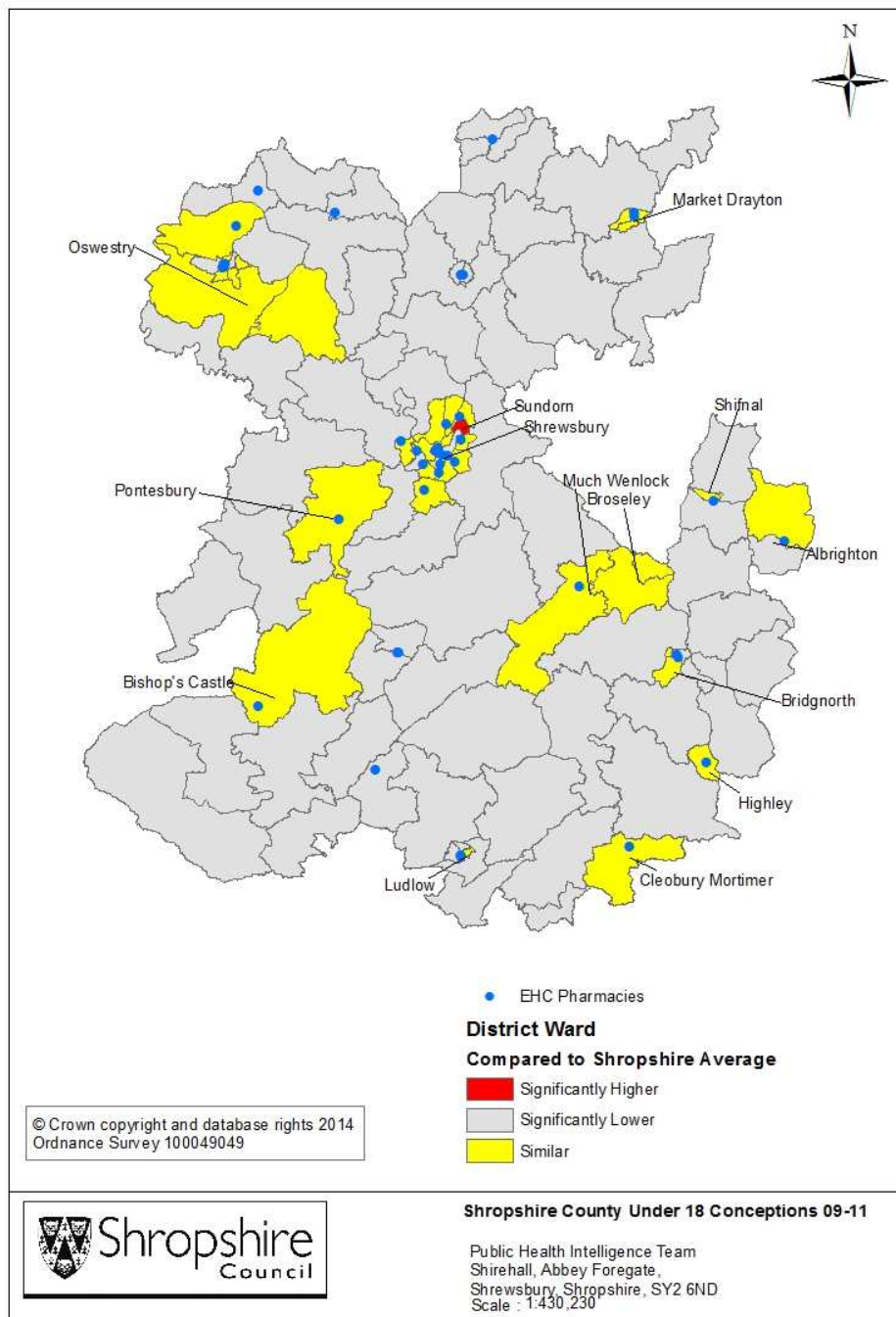
Identified Need: Smoking quitters
Current Services Provided by Community Pharmacy
Smoking cessation services in some (Supply of NRT by PGD) Provision of Nicotine Replacement Therapy (NRT) over the counter
Proposed additional services that Pharmacy could provide
Increased provision by existing pharmacies through: <ul style="list-style-type: none"> - recruitment of more smokers to increase the number setting a quit date - sub-contractual arrangements with existing accredited stop smoking service providers or - Completion of the procurement process to become contracted providers of stop smoking services.

Emergency Hormonal Contraception

Emergency Hormonal Contraception (EHC) is provided by accredited community pharmacists, free of charge and without prescription, under a 'patient group direction'. The service is available to young women up to the age of 25 years, from 42 community pharmacies in Shropshire.

The following map shows the under-18 conception rates by ward in Shropshire and pharmacies that prescribe EHC. The areas shaded in the darkest colours show the highest rates and there is only one ward (Sundorne) in Shropshire with significantly higher rates of under-18 conceptions compared to the national figure. The map shows that there is relatively good access to pharmacies prescribing EHC in Shropshire, particularly in areas where the rates are high.

Figure 8 map of under-18 conceptions by Shropshire County ward, 2005-2007 and EHC pharmacies



Source: Under 18 Conception rates, National Statistics, 2005-07

Key to figure 1

Number	Name	Address	Town
1	Asda Pharmacy	Old Potts Way	Shrewsbury
2	Co-Op Pharmacy	101 Mount Pleasant Road	Shrewsbury
3	Boots	37 Mytton Oak Road	Shrewsbury
4	Boots	129 Longden Coleham	Shrewsbury
5	Boots	48-50 Cheshire Street	Market Drayton
6	Boots	34 The Bull Ring	Ludlow
7	Boots	7 Cheapside	Shifnal
8	Boots	7-9 Pride Hill	Shrewsbury
9	Boots	30-31 High Street	Bridgnorth
10	Boots	4/5 Market Street	Shrewsbury
11	Boots	10-12 Watergate Street	Whitchurch
12	Boots	Meole Brace Retail Park	Shrewsbury
13	Murrays Healthcare	Northgate Health Centre	Bridgnorth
14	Murrays Healthcare	Drayton Health Centre	Market Drayton
15	Brown & Francis	49 Bull Ring	Ludlow
16	L Rowland & Co Ltd	Unit 1 Morris Central Shopping Park	Wem
17	Caxton Pharmacy Ltd	Oswald Road	Oswestry
18	Gobowen Pharmacy	Station Road	Gobowen
19	Old Chapel Pharmacy	14 English Walls	Oswestry
20	Conway Pharmacy	238 Monkmoor	Shrewsbury
21	Bicton Heath Pharmacy	Unit 2 Bicton Heath Shopping Centre	Shrewsbury
22	Cleobury Pharmacy	Off Vaughn Road	Cleobury Mortimer
23	Bishops Castle Pharmacy	Church Street	Bishops Castle
24	Ellesmere Pharmacy	18 Scotland Street	Ellesmere
25	Highley Pharmacy	High Street	Highley
26	Jhoots Pharmacy	53 Riverside Shopping Centre	Shrewsbury
27	Lunts Pharmacies	Drovers House	Craven Arms
28	Lunts Pharmacies	1-3 Hereford Road	Shrewsbury
29	Lunts Pharmacies	Roushill	Shrewsbury
30	Pontesbury Pharmacy	Main Road	Pontesbury
31	Rhodes Pharmacy	28 Claremont Hill	Shrewsbury
32	Hillside Pharmacy	18 Sandford Avenue	Church Stretton
33	Wenlock Pharmacy	14 High Street	Much Wenlock
34	L Rowland & Co Ltd	19-21 High Street	Wem
35	L Rowland & Co Ltd	25 Sutton Road	Shrewsbury
36	L Rowland & Co Ltd	40 Sandford Avenue	Church Stretton
37	L Rowland & Co Ltd	7 Lansdowne Road	Baystonhill
38	St Martins Pharmacy	Stans Superstore	St Martins
39	T A Rhodes Ltd	77 High Street	Albrighton
40	Taylor's Pharmacy	Bank Farm Road	Shrewsbury
41	T/A Tesco Pharmacy	Cattle Market	Shrewsbury
42	Boots	Church Street	Oswestry

The following table shows EHC prescribing by pharmacy. The pharmacies with the highest numbers of EHC prescribed are located in Shrewsbury and Oswestry. This may reflect the fact that these areas have the largest populations in Shropshire. Overall in Shropshire there were 753 EHC prescriptions dispensed in 2013-14 and there were 742 consultations.

Table 12 EHC prescribing activity by pharmacy in Shropshire (2013-14)

Pharmacy	Number of consultations	No of supplies
Boots, Market Street, Shrewsbury	178	175
Boots, 7-9 Pride Hill, Shrewsbury	94	88
Rhodes Pharmacy, 28 Claremont Hill, Shrewsbury	92	78
Boots, 5-9 Church Street, Oswestry	77	77
Old Chapel, 14 English Walls, Oswestry	43	43
Boots, Hereford Road, Meole Brace, Shrewsbury	42	41
Boots, 34 The Bull Ring, Ludlow	35	28
Boots, 30-31 High Street, Bridgnorth	34	34
Boots, 48-50 Cheshire Street, Market Drayton	33	33
Conway Pharmacy, Monkmoor Rd	19	22
Murrays Healthcare, Northgate Health Centre, Bridgnorth	15	15
L Rowland & Co Ltd, 1 Morris Central Shopping Park, Wem	12	12
Murrays Healthcare, Maer Lane, Market Drayton	12	11
L Rowland & Co Ltd, 19-21 High St, Wem	11	8
Boots, 10-14 Watergate Street, Whitchurch	10	31
Asda Pharmacy, Old Potts Way, Shrewsbury	9	9
Caxton Pharmacy, Oswald Rd, Oswestry	9	9
Lunts, Roushill, Shrewsbury	9	9
Boots, 129 Longden Coleham, Shrewsbury	8	8
RE & CO Alman, Wenlock Pharmacy, 14 High Street, Much Wenlock	6	6
Tesco Pharmacy, Battlefield Road, Shrewsbury	5	5
Lunts, 1 Hereford Rd, Shrewsbury	<5	<5
Murrays Healthcare (Brown & Francis, 49 Bull Ring, Ludlow)	<5	<5
T A Rhodes Ltd, 77 High Street, Albrighton	<5	<5
Giles Evans (Highley Pharmacy) High Street, Highley	<5	<5
L Rowland & Co Ltd, 7 Lansdowne Rd, Bayston Hill	<5	<5
Lunts, Drovers House, Craven Arms	<5	<5
Lunts, Main Rd, Pontesbury	<5	<5
Murrays Healthcare, PO Box 2256, Stourbridge, West Midlands	<5	<5
	753	742

Source: Prescribing data for pharmacies, Shropshire Council, 2013-14

Needle Exchange Service

As part of harm reduction, ten community pharmacies in Shropshire participate in the needle exchange scheme for those injecting drugs.

Table 13 needle exchange - participating pharmacies and Community Misuse Service

Name	Address	Contact Numbers
T.A. Rhodes	77 High Street, Albrighton, Shropshire, WV7 3JA	Tel: 01902 372363
Murray's Healthcare	Northgate Health Centre, Bridgnorth, Shropshire, WV16 4EN	Tel: 01746 763297
Giles Evans Ltd Highley Pharmacy	High Street, Highley, Bridgnorth, Shropshire, WV16 6LP	Tel: 01746 861255
L Rowland & Co Ltd	5 Cross Street, Ellesmere, Shropshire, SY12 0AN	Tel: 01691 622698 Fax: 01691 622698
Lloyds Pharmacy	1&2 Upper Galdeford, Ludlow, Shropshire, SY8 1QB	Tel: 01584 872230
Boots	5 Church Street, Oswestry, Shropshire, SY11 2SU	Tel: 01691 659249 Fax: 01691 670322
Caxton Pharmacy Ltd	Oswald Road, Oswestry, Shropshire, SY11 1RD	Tel: 01691 653033
Lunt's Pharmacies Ltd	Roushill, Shrewsbury, Shropshire, SY1 1PQ	Tel: 01743 232857 Fax: 01743 241143
L Rowland & Co Ltd	1 Morris Central Shopping Park, Wem, Shropshire, SY4 5NY	Tel: 01939 234004 Fax: 01939 234004
L Rowland & Co Ltd	11 High Street Whitchurch, Shropshire, SY13 1AX	Tel: 01948 662813
Crown House	1 st Floor, Crown House, St Mary's Street, SHREWSBURY, Shropshire, SY1 1DS	Tel: 01743 258800

In 2013/14 approximately 28% of service users in treatment were currently injecting. The approximate rate of currently injecting drug users who are in treatment in Shropshire is 0.83 per 1,000 of the resident population.

The following map shows the concentration of service users who are known to treatment services and who are currently injecting as a rate per 1,000 of the population in each postal district across Shropshire. The location of pharmacies providing Needle Exchange Services in 2013/14 has also been shown.

Each individual area on the map shows a postal district. The rate of currently injecting service users in treatment per 1,000 of the population in each postal district was calculated, and postal districts were ranked according to their rate of currently injecting service users. They were then split into three quantile (terciles, i.e. the lower, middle and upper third) and these have been labelled Lower, Middle and Upper terciles and are coloured in respective darker shades as shown in the legend. Please note the shading does not indicate statistical significance. If postal districts appear as white on the map it indicates that there was no or insufficient data available to calculate a rate per 1,000 of the resident population.

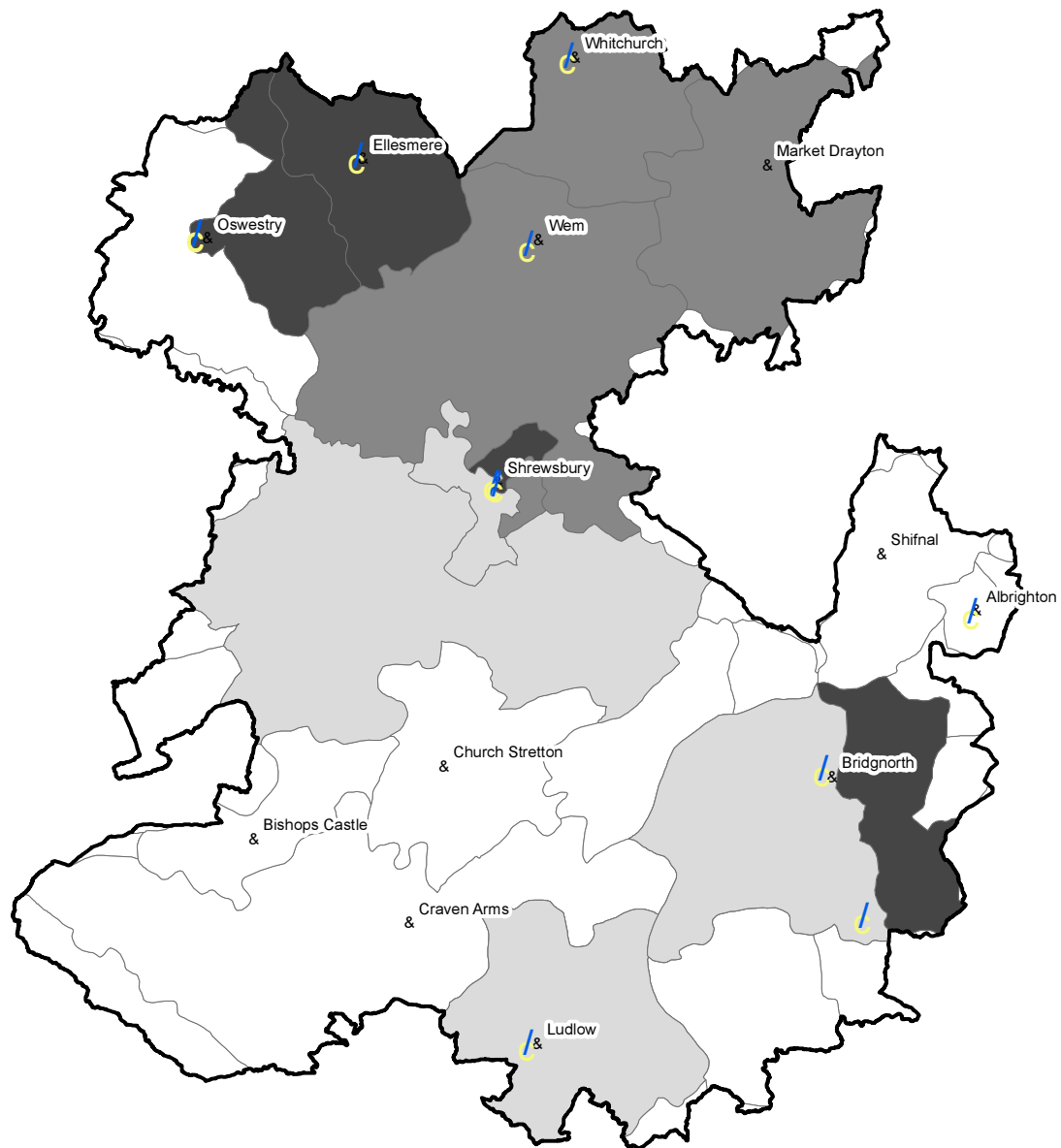
Figure 9 gives an indication of the concentration of service users in Shropshire who are currently injecting. Postal districts around Oswestry, Ellesmere, Brignorth and Shrewsbury fall in the upper third and have higher rates of service users currently injecting.

Figure 9 also allows for the comparison of the location of needle exchange services with postal districts which have a higher concentration of service users who are currently injecting. The location of needle exchange services are well distributed across the county. Postal districts which fall in the upper tercile for service users who are currently injecting i.e. have a higher concentration of service user who are currently injecting, have at least one needle exchange service located very near to or within each of their boundaries.

The postal district surrounding Market Drayton falls in the middle tercile for concentration of currently injecting service users in the resident population, for those service users who are living in this area and who require access to needle exchange services the nearest services are located in the towns of Wem and Whitchurch.

Sainsbury's Pharmacy in Shrewsbury provided this service in 2012-13, however they no longer provide this service.

Figure 9 Map showing the rate of service users in treatment who are currently injecting per 1,000 of population in Shropshire by postal district and the location of pharmacies providing needle exchange services



Rate of service users currently injecting per 1000 of population

Lower Tercile

Middle Tercile

Upper Tercile

Location of Pharmacies Providing Needle Exchange

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Ordnance Survey 100049049

Scale : 1:375,000

Public Health Intelligence Team
Shropshire Council

Source: Community Substance Misuse Team, Shropshire, Resident Exeter Population Data 2013/14.

The following table highlights the estimated number of clients accessing the Needle Exchange Services in Shropshire in 2012-13 and the number of packs given out annually by pharmacy. The most packs were given out in Shrewsbury, Oswestry and Whitchurch where there were a higher estimated number of clients. They are also areas with larger populations.

Table 14 Estimates of the Number of Clients accessing Needle Exchange Services at Pharmacies in Shropshire in 2012/13 by Pharmacy

Pharmacies	Estimated Total No. of Clients attending Needle Exchange in 2012/13	Total Packs given out in 2012/13	Estimated No. of Packs per Client
TA Rhodes, Albrighton	12	44	3.67
Murrays Healthcare, Bridgnorth	39	360	9.23
L Rowland & Co Ltd, Ellesmere	29	618	21
Giles Evans Ltd, Highley Pharmacy	19	231	11.21
Lloyds Pharmacy, Ludlow	30	267	8.90
Boots Pharmacy, Oswestry	183	1527	8.34
Caxton Pharmacy Ltd, Oswestry	52	338	6.5
Lunts Pharmacies Ltd, Shrewsbury	175	2179	12.45
L Rowland & Co Ltd, Wem	20	225	11.25
L Rowland & Co Ltd, Whitchurch	56	1204	21.5
Sainsbuys Pharmacy, Shrewsbury	132	1137	8.61

Source: Needle Exchange Programme Activity Reports which are submitted by each pharmacy to the needle exchange coordinator at the Community Substance Misuse Team 2012/13.

Supervised Consumption

This service requires an accredited pharmacist to supervise the consumption of prescribed medicines at the point of dispensing. The Pharmacist offers a client focused non-judgmental, confidential service, providing support and advice to the patient, including referral to primary care or specialist centre's where appropriate. Supervision of medicines includes methadone and other medicines used for the management of opiate dependence. Community pharmacists link in with existing local networks for substance misuse services where necessary. Forty-nine community pharmacies in Shropshire offer this service.

In 2013/14 approximately 81% of service users in treatment cited opiates as their main drug. The approximate rate of opiate users in treatment in Shropshire 591/244513 2.42 per 1000 of the resident population.

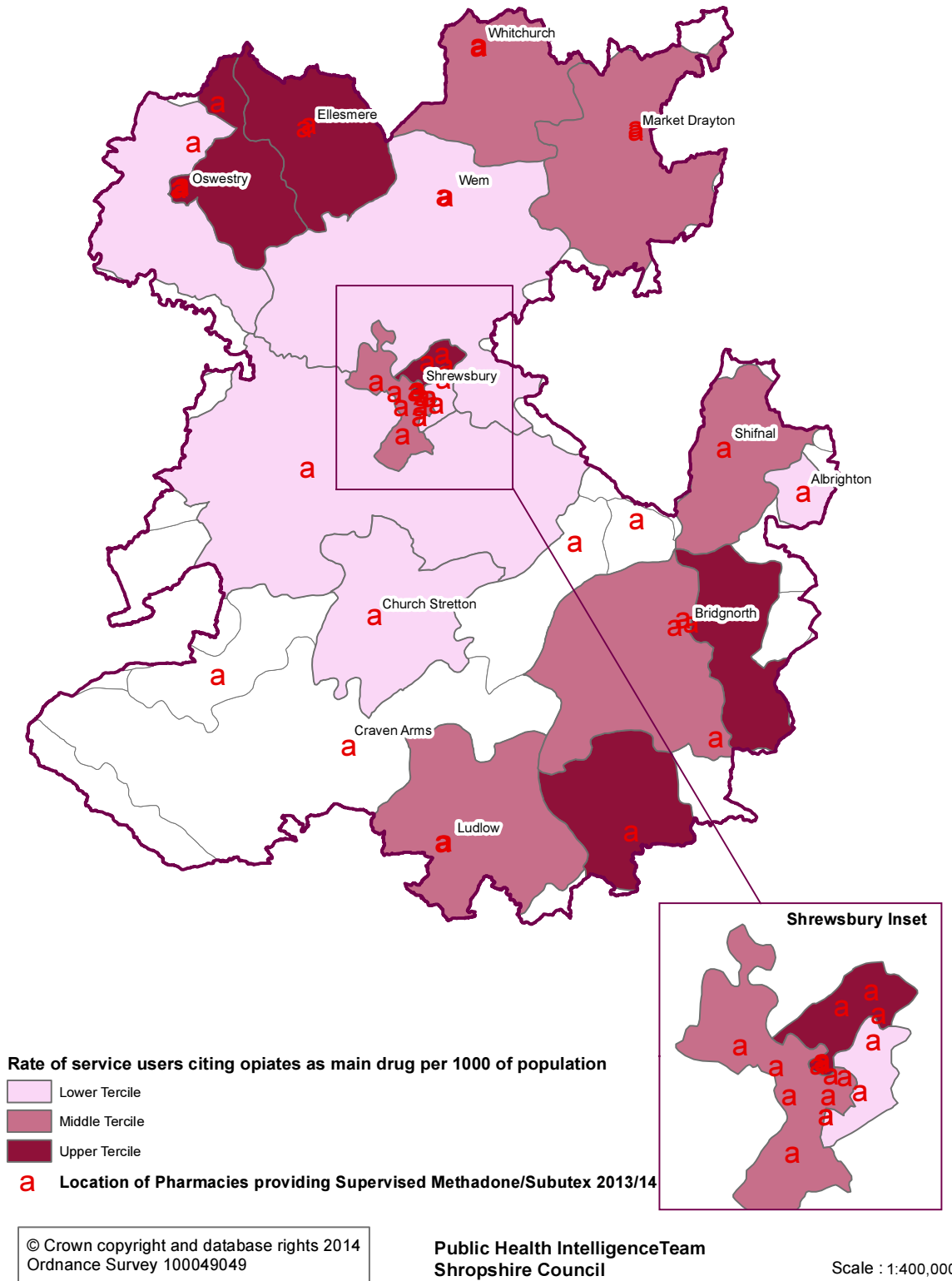
Figure 10 shows the concentration of service users who are known to treatment services and who cited opiates as their main drug as a rate per 1,000 of the population in each postal district. The location of pharmacies providing supervised methadone/subutex are also shown.

Each individual area on the map shows a postal district. The rate of service users in treatment who cited opiates as their main drug per 1,000 of the population in each Postal district was calculated, and postal districts were ranked according to their rate of service users citing opiates. They were then split into three quantile (terciles, i.e. the lower, middle and upper third) and these have been labelled Lower, Middle and Upper terciles and are coloured in respective darker shades as shown in the legend in Figure 10. Please note the shading does not indicate statistical significance. If postal districts appear as white on the map that indicates that there was no or insufficient data available to calculate a rate per 1,000 of the resident population.

Figure 10 gives an indication of the concentration of service users in Shropshire who cited opiates as their main drug. Five postal districts around Oswestry, Ellesmere, Brignorth and Shrewsbury as well as one to the east of Ludlow fall in the upper third and which have higher rates of service users who cited opiates as their main drug.

Figure 10 also allows for the comparison of the location pharmacies providing supervised methadone and subutex with postal districts which have a higher concentration of service users who are opiate users. It shows that the location these pharmacies are very well distributed across the county and that for postal districts which fall in the upper tercile for service users who use opiates there is at least one of these pharmacies located very near to or within each of their boundaries.

Figure 10 Map showing the rate of service users in treatment that cited opiates as their main drug per 1000 of population in Shropshire by postal district and the location of pharmacies providing supervised methadone/subutex



Source: Community Substance Misuse Team, Shropshire, Resident Exeter Population Data 2013/14.

Healthy Start Vitamins

Healthy Start is a UK-wide government scheme to improve the health of low-income pregnant women and families receiving benefits and tax credits. Women who are at least 10 weeks pregnant and families with children under four years old qualify for Healthy Start if the family is receiving:

- Income Support, or
- Income-based Jobseeker's Allowance, or
- Income-related Employment and Support Allowance, or
- Child Tax Credit and has an annual income of £16,190 or less (2014/15).

Women also qualify during the whole of their pregnancy if they are under-18 when they apply, even if they are not in receipt of the above benefits or tax credits.

Every eight weeks, women get sent green vitamin coupons, which they can swap for Healthy Start vitamins in their local area. The coupons are either for Healthy Start women's tablets or Healthy Start children's drops. In Shropshire there are 43 pharmacies where women can use their Healthy Start vitamin coupons:

Table 15 Pharmacies providing healthy start vitamins

Community Pharmacy	Address 1	Town
T A RHODES LTD	77 High Street	Albrighton
L ROWLAND & CO LTD	7 Lansdowne Road	Shrewsbury
DUDLEY TAYLOR PHARMACY	The Pharmacy	Bishops Castle
BOOTS THE CHEMIST LTD	30/31 High Street	Bridgnorth
MURRAYS HEALTHCARE	Northgate Health Centre	Bridgnorth
L ROWLAND & CO LTD	79/80 High Street	Broseley
R E & C O ALMAN & LTD	18 Sandford Avenue	Church Stretton
L ROWLAND & CO LTD	40 Sandford Avenue	Church Stretton
BW PHARMA LTD	T/A Cleobury Mortimer Pharmacy	Cleobury Mortimer
LUNTS PHARMACIES	Drovers House	Craven Arms
L ROWLAND & CO LTD	5 Cross Street	Ellesmere
GOBOWEN PHARMACY	The Cross	Gobowen
HIGHLEY PHARMACY	Beulah House	Highley
BOOTS THE CHEMIST LTD	34 Bull Ring	Ludlow
LLOYDS CHEMIST	1 & 2 Upper Galdeford	Ludlow
MURRAYS HEALTHCARE	T/A Brown & Francis	Ludlow
MURRAYS HEALTHCARE	T/A Morgans Chemist, Medical Centre	Market Drayton
R E & C O ALMAN	Wenlock Pharmacy	Much Wenlock
BOOTS THE CHEMIST LTD	5 Church Street	Oswestry
CAXTON PHARMACY LTD	Oswald Road	Oswestry
OLD CHAPEL PHARMACY	14 English Walls	Oswestry
ST. MARTINS PHARMACY	Stans Superstore, St. Martins	Oswestry
XPRESS HEALTHCARE T/A STATION PHARMACY	The Old Station Building	Oswestry
LUNTS PHARMACIES	Main Road	Pontesbury
YOUR LOCAL BOOTS PHARMACY	7 Cheapside	Shifnal
BOOTS THE CHEMIST	Mytton Oak Road	Shrewsbury
ASDA STORES LTD	In-store Pharmacy	Shrewsbury
BOOTS THE CHEMIST LTD	7/9 Pride Hill	Shrewsbury
CONWAY PHARMACY	238 Monkmoor Road	Shrewsbury
JHOOTS PHARMACY	53 Riverside Shopping Centre	Shrewsbury

LUNTS PHARMACIES	1-3 Hereford Road	Shrewsbury
LUNTS PHARMACIES	Roushill	Shrewsbury
RHODES PHARMACY	28 Claremont Hill	Shrewsbury
L ROWLAND & CO LTD	The Pharmacy	Shrewsbury
L ROWLAND & CO LTD	77 Whitchurch Road	Shrewsbury
SAINSBURY'S PHARMACY	Meole Brace Retail Park	Shrewsbury
DUDLEY TAYLOR PHARMACIES	T/A The Taylor Chemists	Shrewsbury
TESCO	Cattle Market	Shrewsbury
W TAYLOR (BICTON HEATH PHARMACY)	Bicton Heath Shopping Centre	Shrewsbury
L ROWLAND & CO LTD	T/A Wem Pharmacy	Wem
L ROWLAND & CO LTD	19-21 High Street	Wem
BOOTS THE CHEMIST LTD	10-14 Watergate Street	Whitchurch
L ROWLAND & CO LTD	10-12 Bredwood Arcade	Whitchurch

The following table shows the number of vouchers received for tablets and drops at Shropshire pharmacies. Pharmacies in Shrewsbury had received the most vouchers for drops and tablets; however the population is greater in Shrewsbury.

Table 16 Number of vouchers received at pharmacies for Health Start Vitamins 2013-14

Pharmacy	2013-14 Vouchers received at pharmacies	
	Tablets	Drops
Tesco, Battlefield, Shrewsbury	20	36
Boots, Pride Hill, Shrewsbury	17	17
Boots, Whitchurch	13	26
Murray Cg & Son, Ludlow	12	8
Asda, Shrewsbury	8	9
L Rowland & Co Ltd, Ellesmere	6	5
Old Chapel Pharmacy	6	11
Caxton Pharmacy, Oswestry	6	3
Murrays, Market Drayton	5	9
Taylors, Radbrook, Shrewsbury	5	5
Murrays Healthcare, Bridgnorth	4	16
Lloyds, Ludlow	4	4
Highley	3	5
L Rowland & Co Ltd, High St, Wem	2	3
L Rowland & Co Ltd, Bayston Hill	2	0
Lunts, Craven Arms	2	7
Boots, Oswestry	1	0
Lloyds, Riverside	1	3
Hillside, Church Stretton	1	0
Bicton Heath, Shrewsbury	0	2
Bishops Castle Pharmacy	0	1
Total	118	170

Source: *Healthy Start Vitamins Vouchers Returned from Pharmacy, Shropshire Council, 2013-14*

Condom Distribution Scheme

The Shropshire Condom Distribution Scheme (CDS) offers free condoms to young people from age 13 to 19, and in some services up to 25 years. To obtain a C (Condom) card, young people access a health or other trained professional, who following a short sexual health consultation; who will then issue them with an age related card with an expiry date. Under 16's are assessed under Fraser Guidelines and safeguarding is an integral part of the registration process for all. C-card holders can then obtain free condoms from a variety of places including GP Practices, pharmacies or their place of education if the scheme is offered on site. Once the card expires, the young person needs to re-access a health or other trained professional to have it re-validated.

Pharmacies are an integral and essential part of the operation of CDS, and participate in either one of or both ways:

- **Distribution outlet** - 43/50 (86%) act as Distribution outlets. This means a young person, who has signed up for a C-card, can collect a bag of pre-packed condoms relating to the star rating on their card. This is an over the counter transaction.
- **Provision of a C-card with Emergency Hormonal Contraception (EHC)** – A pharmacy pilot is running whereby young people aged 21 and under can be offered a C-card at the same time as provision of EHC by an accredited pharmacist. This ensures instant access to free contraception following an episode of unprotected sex. 18 pharmacists within 15 pharmacies are currently involved.

The following table lists the pharmacies that are included in the CDS.

Table 17 Pharmacies included in the Condom Distribution Scheme

Pharmacy Name	Address
Asda Stores Ltd – Pharmacy - 01743 276810	Old Potts Way Shrewsbury SY3 7ET
Bicton Heath Pharmacy - 01743 249129	Bicton Heath Shopping Centre Welshpool Road Bicton Heath Shrewsbury SY3 5AD
Bishops Castle Pharmacy -01588 638408	Church Street, Bishops Castle SY9 5AE
Boots Pharmacy - 01630 652660	48-50 Cheshire St, Market Drayton TF9 1PR
Boots Pharmacy - 01691 659249	5-7 Church Street Oswestry SY11 2SU
Boots Pharmacy - 01743 362746	Market Street, Shrewsbury, SY1 1LE
Boots Pharmacy - 01743 351311	7-9 Pride Hill Shrewsbury SY1 1DD

Boots Pharmacy - 01743 350747	37 Mytton Oak Rd Shrewsbury Shropshire SY3 8UG
Boots Pharmacy - 01743 236973	Meole Brace Retail Park Shrewsbury Shropshire SY3 9NB
Boots Pharmacy - 01743 362496	129 Longde Coleham, Shrewsbury, Shropshire SY3 7DW
Boots Pharmacy - 01584 872548	34 Bull Ring Ludlow Shropshire SY8 1AA
Boots Pharmacy - 01948 662060	10-12 Watergate St Whitchurch Shropshire SY13 1DW
Boots Pharmacy - 01746 763127	30-31 High St Bridgnorth Shropshire WV16 4DB
Boots Pharmacy - 01952461273	7 Cheapside, Shifnal, Shropshire TF11 8BN
Cambrian Pharmacy - 01691 670292	Oswestry Health Centre, Thomas Savin Road, Oswestry SY11 1GA
Caxton Pharmacy - 01691 653033	Oswald Road, Oswestry, SY11 1RD
Old Chapel Pharmacy - 01691 652160	14 English Walls Oswestry SY112PA
Conway Pharmacy - 01743 352352	238 Monkmoor Rd, Shrewsbury SY2 5SR
The Co-operative Pharmacy - 01743 344 277	101 Mount Pleasant Road, Shrewsbury, Shropshire, SY13EL
Cleobury Mortimer Pharmacy - 01299 270219	Church Street, Cleobury Mortimer, Nr Kidderminster DY14 8BU
Ellesmere Pharmacy - 01691 623118	18 Scotland Street, Ellesmere, Shropshire, SY12 0ED
Gobowen Pharmacy - 01691 652377	The Former Ticket Office, The Cross, Station Road, Gobowen, SY11 3JS
Green End Pharmacy - 01948 662109	11-13 Green End Whitchurch Shropshire SY13 1AD
Highley Pharmacy - 01746 861255	Beulah House, High Street Highley, WV16 6LP
Hillside Pharmacy - 01694 722799	18 Sandford Avenue, Church Stretton SY6 6BW
Jhoots Pharmacy - 01743 344523	53 Riverside Shop Ctr. Shrewsbury SY1 1PH
Lunts Pharmacy - 01588 672327	Drovers House, Craven Arms SY7 9BZ
Lunts Pharmacy - 01743 790273	Main Rd, Pontesbury SY5 ORR
Lunts Pharmacy - 01743 351918	1-3 Hereford Road Shrewsbury SY3 7QT
Lunts Pharmacy - 01743 232857	Roushill, Shrewsbury, Shropshire SY1 1PQ
Murrays Pharmacy - 01746 763297	Northgate Health Centre, Northgate, Bridgnorth WV16 4EN
Murrays Pharmacy - 01630 652784	Maer Lane, Market Drayton TF9 3AL
Murrays Pharmacy (Brown & Francis) 01584 872910	49 Bull Ring Ludlow SY8 1AB

Radbrook Green (Taylors) Pharmacy 01743 249931	Bank Farm Rd, Radbrook Green, Shrewsbury, SY3 6DU
Rhodes Pharmacy - 01743 343998	28 Claremont Hill, Shrewsbury SY1 1RD
Rhodes Ta Ltd - 01902 372363	77 High Street, Albrighton, Wolverhampton, WV7 3JA
L Rowland & Co Ltd - 01743 872 154	Lansdowne Road, Bayston Hill, Shrewsbury SY3 0HT
L Rowland & Co Ltd - 01691 622698	5 Cross Street, Ellesmere SY12 0AW
L Rowland & Co Ltd	19-21 High St, Wem SY4 5DG
L Rowland & Co Ltd - 01743 369446	Marden Medical Practice, 25 Sutton Rd, Shrewsbury SY2 6DL
Sainsburys Pharmacy - 01743 248307	Meole Brace Retail Park Hereford Road Shrewsbury SY3 9NB
St Martins Pharmacy - 01691 772348	Overton Road, St Martins, Oswestry SY11 3AY
Tesco Pharmacy - 01743 493847	Cattle Market Battlefield Road Shrewsbury SY1 4HA
Wenlock Pharmacy - 01952 727253	14 High Street, Much Wenlock TF13 6AA

The following information highlights activity relating to pharmacies in Shropshire that are part of the CDS:

- 479 young people accessed pharmacies for CDS in the period 1 April 2013 to 31 March 2014
- In the same period, pharmacies formed 22% of overall access to CDS by young people
- Pharmacies had the most significance increase in access by service type, compared to previous financial years. This is a reflection of the increase of pharmacies becoming part of the CDS scheme
- Pharmacies in Shrewsbury town centres are the highest accessed. This is likely to be because of the accessibility of Shrewsbury by public transport, a larger population size and further education facilities for young people
- Access by gender tends to be equally split
- Data so far, for the period 1 April 2014 to 31 March 2015, is showing a similar pattern of access

Primary Eye care Assessment and Referral Service (PEARS)

This has been established in Shropshire CCG as a service for patients presenting with eye conditions that could be treated in primary care. Community pharmacists can supply medication where a diagnosis is made by local optometrists. The service aims to improve services for people with minor eye conditions, reducing the need for them to access their GP or attendance at acute service providers. Thirty-two pharmacies are signed up to the scheme in Shropshire, 202 consultations were undertaken during 2013/14.

Community pharmacy influenza vaccination service

NHS England Shropshire & Staffordshire have commissioned a community pharmacy vaccination service to contribute towards the national flu immunisation programme targeting the following cohort of patients:

- those aged 65 years and over
- those aged from 18 years to under 65 in clinical risk groups
- pregnant women aged 18 years and over

The aims of this service are:

- To increase the uptake of seasonal influenza vaccine across Shropshire & Staffordshire in line with Department of Health recommendations
- To reduce the serious morbidity/mortality and hospitalisations from influenza by immunising those most likely to have a serious or complicated illness should they develop influenza.
- To improve access to seasonal influenza vaccine for eligible patients aged 18 years and over who are registered with a GP practice in Shropshire and Staffordshire

The service commenced on the 1st of November 2014.

Minor Ailments Service

The service was commissioned to enable patients to access self-care advice for the treatment of common ailments and if appropriate to provide over-the-counter medicines at NHS expense. The service was commissioned to support increased demand on primary care services during the winter period of 1st Dec 2014 to 31st March 2015.

Results of Community Pharmacy Survey

Pharmacy Survey

It is essential that accurate information is reflected in the PNA, in order to ensure robust commissioning decisions are taken. Questionnaires were sent to all pharmacies in Shropshire. Ninety-one percent of pharmacies (49) completed the questionnaire (see Appendix 3 Community Pharmacy Survey).

The analysis was completed in August 2010 and was based on the information provided by the 49 pharmacies replying to the questionnaire.

The questionnaire was divided into key areas:

- Hours of opening
- Consultation facilities
- IT facilities
- Details of commissioned and non-commissioned services

Hours of opening

The following table shows that all responding pharmacies opened Monday to Friday; whilst 83.7% (41) also opened on a Saturday and 14.3% (7) opened on a Sunday.

Table 18 Pharmacy opening days

Day of the Week	Open	% Open	Closed	% Closed
Monday	49	100.0%	0	0.0%
Tuesday	49	100.0%	0	0.0%
Wednesday	49	100.0%	0	0.0%
Thursday	49	100.0%	0	0.0%
Friday	49	100.0%	0	0.0%
Saturday	41	83.7%	8	16.3%
Sunday	7	14.3%	42	85.7%

Source: PNA Pharmacy Questionnaire 2014

On average 81.6% of pharmacies open at 9.00am and 83.9% close between 5.00pm and 6.00pm Monday to Friday. 82.9% open on a Saturday at 9.00am with the majority closing between 11.30 and 13.00 or 5.30pm. Of the 14.3% open on a Sunday, 71.5% open between 10.00 and 10.30 and the majority (57.1%) close at 4.00pm.

Consultation rooms

The following chart indicates the types of consultation facilities provided by the responding pharmacies, the majority of which have wheelchair access, closed consultation rooms and hand washing facilities. 34.7% have access to toilet facilities whilst 40.8% provide consultations in patient's homes.

Figure 11 Pharmacy Consultation Facilities



Source: PNA Pharmacy Questionnaire 2014

IT facilities

Electronic Prescription Service (EPS)

The following shows that the majority of pharmacies are either/and Release 1 and 2 enabled with 18.4% expecting to be Release 2 enabled within the next 12- months.

Table 19 Pharmacy IT Facilities

IT Facilities	% Yes
Release 1 Enabled	59.2%
Release 2 Enabled	65.3%
Release 1 Enabled - 12 Months	4.1%
Release 2 Enabled - 12 Months	18.4%
No Plans for EPS at present	6.1%

Source: PNA Pharmacy Questionnaire 2014

Details of services provided/willing to provide

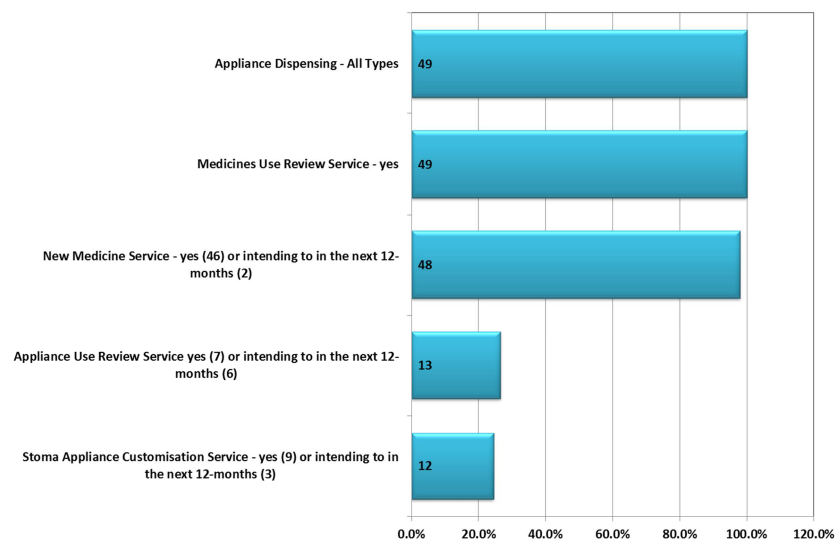
Essential services

All of the pharmacies that were asked whether they dispensed appliances stated that they did.

Advanced services

The following chart shows the advanced services provided by responding pharmacies with 98% of pharmacies currently providing or intending to provide a New Medicines service within the next 12-months.

Figure 12 Pharmacy Advanced Service Provision



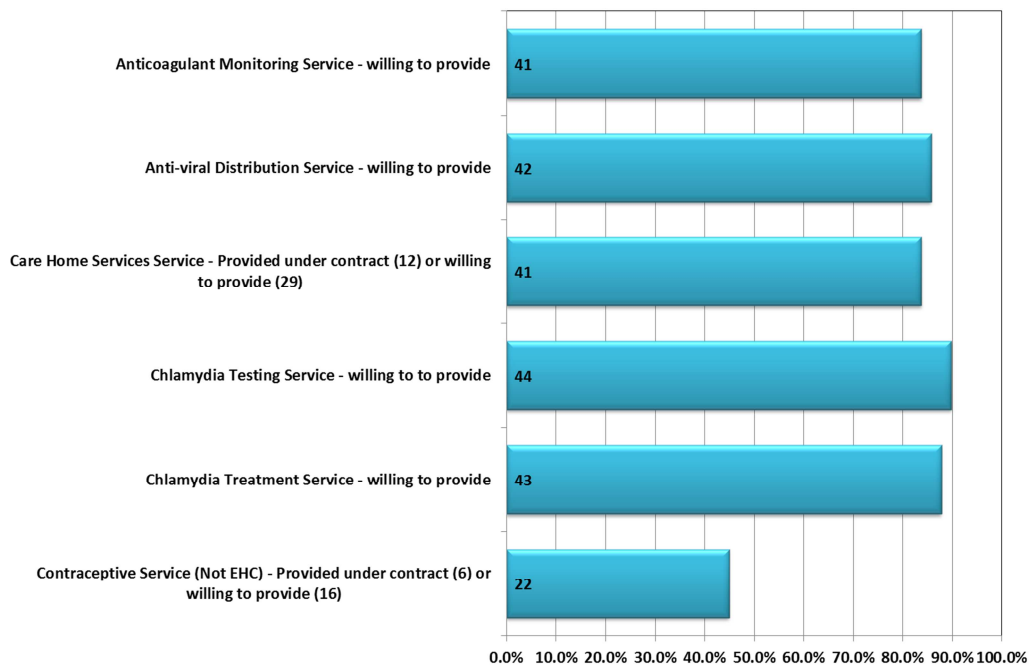
Source: PNA Pharmacy Questionnaire 2014

Enhanced and other locally commissioned services

The following graph shows the percentage of responding pharmacies that currently provide or would be willing to provide enhanced services. The responses available were: currently provide under contract; willing to provide if commissioned and not able or willing to provide.

The majority (83.7% - 89.8%) of responding pharmacies indicated that they were either currently providing or would be willing to provide enhanced and other locally commissioned services; but only 44.9% provide or would be willing to provide a contraceptive service (not EHC).

Figure 13 Enhanced and Other Locally Commissioned Services

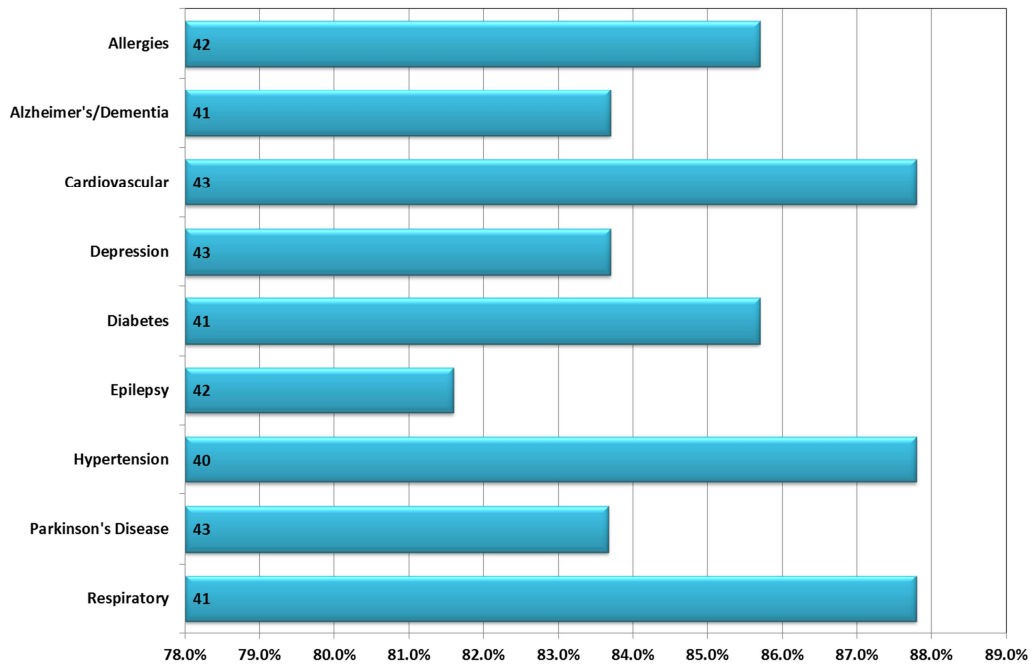


Source: PNA Pharmacy Questionnaire 2014

Disease Specific Management Services

The following chart shows the percentages of pharmacies willing to provide specific disease management services; the majority of pharmacies (81.6% to 87.8%) were willing to provide services across all the specific diseases.

Figure 14 Specific Disease Management Services

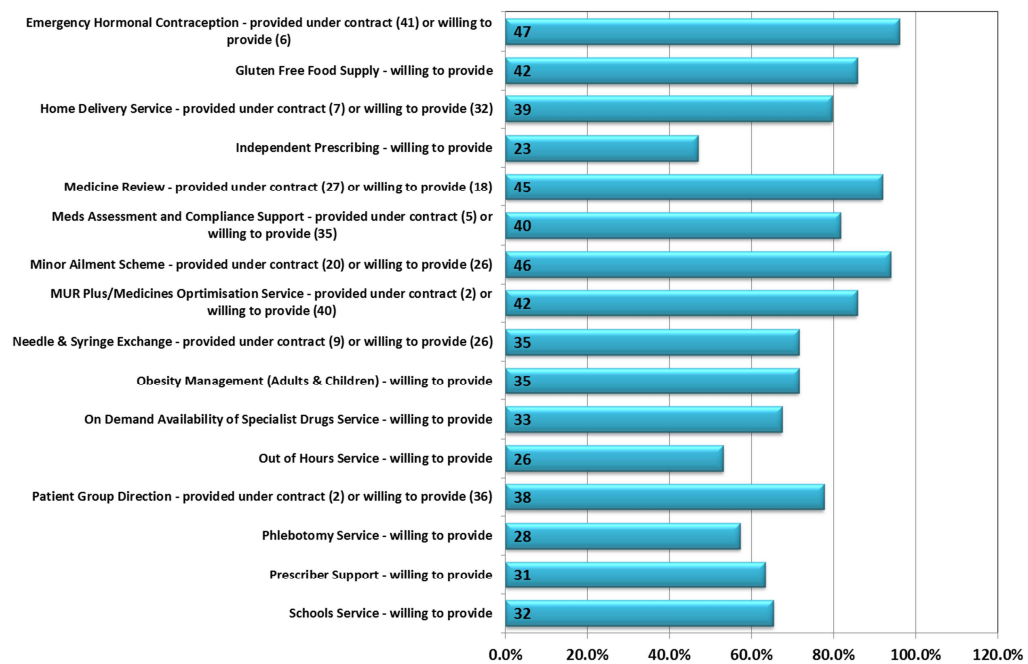


Source: PNA Pharmacy Questionnaire 2014

Additional Services

The responding pharmacies have indicated in figure 5 if they currently provide or are willing to provide the following additional services; 95.9% of the pharmacies currently provide or are willing to provide an emergency hormonal contraception service whilst 46.9% are willing to provide an independent prescribing service.

Figure 15 Additional Services Provision



Source: PNA Pharmacy Questionnaire 2014

Screening Services

The following table shows the numbers and percentages of responding pharmacies willing to provide screening services. The majority of pharmacies (69.4% to 89.8%) are willing to provide the listed services whilst 87.8% of pharmacies currently provide or are willing to provide a flu vaccination service.

Table 20 Pharmacies Willing to Provide Screening Services

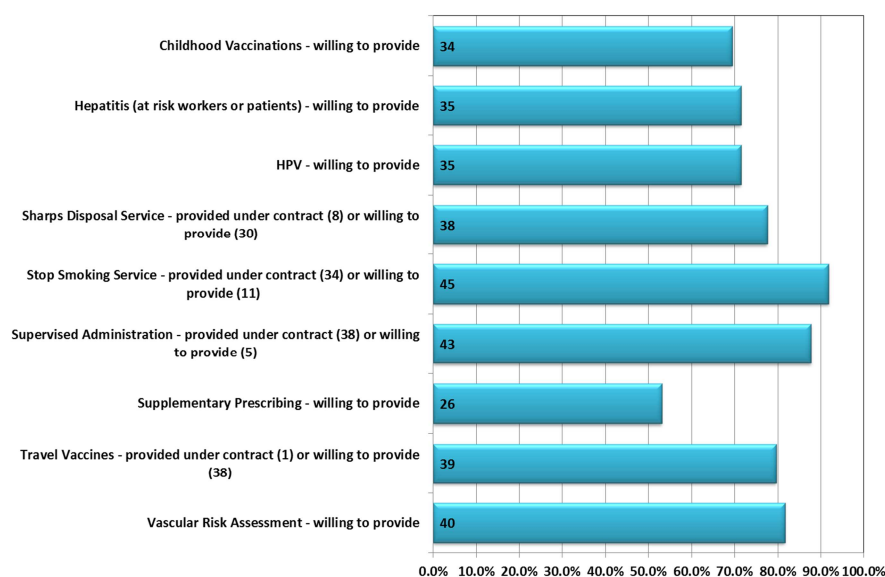
Screening Services	Number	%
Seasonal Flu Vaccination - provided under contract (8) or willing to provide (35)	43	87.8%
HIV	34	69.4%
Hepatitis	38	77.6%
HbA1C	41	83.7%
H. pylori	41	83.7%
Gonorrhoea	38	77.6%
Diabetes	44	89.8%
Cholesterol	44	89.8%
Alcohol	43	87.8%

Source: PNA Pharmacy Questionnaire 201

Additional Vaccinations and Services

The majority of responding pharmacies are providing or are willing to provide the following services; 91.8% of pharmacies currently provide or are willing to provide a smoking cessation service whilst only 53.1% are willing to or currently provide a supplementary prescribing service.

Figure 16 Pharmacies Providing or Willing to Provide Additional Vaccination and Services



Source: PNA Pharmacy Questionnaire 2014

Non-NHS funded services

Pharmacies were also questioned on the non-commissioned services they provided. All pharmacies indicated that they provide a GP prescription collection service. 89.8% said they provided a free dispensed medicine delivery service whilst 2% said that they charged for delivery of dispensed medicine.

10.2% of responding pharmacies provide a dispensed medicine delivery service for selected groups; particularly to those who are housebound and/or infirm or have mobility difficulties and 14.6% of pharmacies delivered medicines to selected local areas; specifying particular areas, days of the week and/or distances.

Appendix 3 Community Pharmacy Survey

PNA Pharmacy Questionnaire

Shropshire Health and Wellbeing Board

Premises Details

Contractor Code (ODS Code)	
Name of contractor (i.e. name of individual, partnership or company owning the pharmacy business)	
Trading Name	
Address of Contractor	
Is this pharmacy a Distance Selling Pharmacy? (i.e. it cannot provide Essential Services to persons present at the pharmacy)	<input type="checkbox"/> Yes
Pharmacy email address	
Pharmacy telephone	
Pharmacy fax	
Pharmacy website address	
Can we store the above information and use this to contact you?	<input type="checkbox"/> Yes

Core hours of opening

Day	Open from	To	Lunchtime (From – To)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Total hours of opening

Day	Open from	To	Lunchtime (From – To)
Monday			
Tuesday			

Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Consultation facilities

There is a consultation area (meeting the criteria for the Medicines Use Review service) (tick as appropriate)

On premises	None, or	<input type="checkbox"/>
	Available (including wheelchair access), or	<input type="checkbox"/>
	Available (without wheelchair access), or	<input type="checkbox"/>
	Planned within the next 12 months, or	<input type="checkbox"/>
	Other (specify)	
Where there is a consultation area, is it a closed room?		<input type="checkbox"/> Yes

Off-site	The pharmacy has access to an off-site consultation area (i.e. one which the former PCT or Area Team has given consent for use)	<input type="checkbox"/> Yes
	The pharmacy is willing to undertake consultations in patient's home / other suitable site	<input type="checkbox"/> Yes

During consultations are there hand-washing facilities	In the consultation area, or	<input type="checkbox"/>
	Close to the consultation area, or	<input type="checkbox"/>
	None	<input type="checkbox"/>

Patients attending for consultations have access to toilet facilities	<input type="checkbox"/> Yes
---	------------------------------

IT Facilities

Electronic Prescription Service (select any that apply)

Release 1 enabled	<input type="checkbox"/>
Release 2 enabled	<input type="checkbox"/>
Intending to become Release 1 enabled within next 12 months	<input type="checkbox"/>

Intending to become Release 2 enabled within next 12 months	<input type="checkbox"/>
No plans for EPS at present	<input type="checkbox"/>

Services

Essential services

Does the pharmacy dispense appliances?

Yes – All types, or	<input type="checkbox"/>
Yes, excluding stoma appliances, or	<input type="checkbox"/>
Yes, excluding incontinence appliances, or	<input type="checkbox"/>
Yes, excluding stoma and incontinence appliances, or	<input type="checkbox"/>
Yes, just dressings, or	<input type="checkbox"/>
Other [identify]	
None	<input type="checkbox"/>

Advanced services

Does the pharmacy provide the following services?

	Yes	Intending to begin within next 12 months	No - not intending to provide
Medicines Use Review service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicine Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appliance Use Review service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoma Appliance Customisation service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Enhanced¹ and Other Locally Commissioned Services

Which of the following services does the pharmacy provide, or would be willing to provide if commissioned?

	Currently providing under contract (shaded areas not currently commissioned)	Willing to provide if commissioned	Not able or willing to provide
Anticoagulant Monitoring Service		<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service ⁽²⁾		<input type="checkbox"/>	<input type="checkbox"/>

¹ 'Enhanced Services' are those commissioned by the NHS England Area Team. CCGs and Local Authorities can commission Other Locally Commissioned Services that are equivalent to the Enhanced Services, but for the purpose of developing the PNA are called 'Other Locally Commissioned Services' not 'Enhanced Services'

	Currently providing under contract (shaded areas not currently commissioned)	Willing to provide if commissioned	Not able or willing to provide
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Testing Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EHC) ⁽²⁾	<input type="checkbox"/> ⁽²⁾		
Disease Specific Management Services:	Shaded area not currently commissioned		
Allergies		<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia		<input type="checkbox"/>	<input type="checkbox"/>
Respiratory		<input type="checkbox"/>	<input type="checkbox"/>
Cardiovascular		<input type="checkbox"/>	<input type="checkbox"/>
Depression		<input type="checkbox"/>	<input type="checkbox"/>
Diabetes		<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy		<input type="checkbox"/>	<input type="checkbox"/>
Hypertension		<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease		<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)			
Emergency Hormonal Contraception Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>
Gluten Free Food Supply Service (i.e. not via FP10)		<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances) ⁽²⁾		<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

² These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the NHS England Area Team. The Area Team may commission them on behalf of the CCG or Local Authority, but when identified in the PNA they will be described as 'Other Locally Commissioned Services' or 'Other NHS Services'

	Currently providing under contract (shaded areas not currently commissioned)	Willing to provide if commissioned	Not able or willing to provide
Medication Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MUR Plus/Medicines Optimisation Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing MUR Plus Medicines Optimisation Service, what therapeutic area are covered			
Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management (adults and children) ⁽²⁾		<input type="checkbox"/>	<input type="checkbox"/>
On Demand Availability of Specialist Drugs Service		<input type="checkbox"/>	<input type="checkbox"/>
Out of Hours Services		<input type="checkbox"/>	<input type="checkbox"/>
Patient Group Direction Service (name the medicines covered by the Patient Group Direction)		<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy Service ⁽²⁾		<input type="checkbox"/>	<input type="checkbox"/>
Prescriber Support Service		<input type="checkbox"/>	<input type="checkbox"/>
Schools Service		<input type="checkbox"/>	<input type="checkbox"/>
Screening Services			
Alcohol		<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol		<input type="checkbox"/>	<input type="checkbox"/>
Diabetes		<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea		<input type="checkbox"/>	<input type="checkbox"/>
H. pylori		<input type="checkbox"/>	<input type="checkbox"/>
HbA1C		<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis		<input type="checkbox"/>	<input type="checkbox"/>
HIV		<input type="checkbox"/>	<input type="checkbox"/>

	Currently providing under contract (shaded areas not currently commissioned)	Willing to provide if commissioned	Not able or willing to provide
Other (please state)			
Seasonal Influenza Vaccination Service ⁽²⁾		<input type="checkbox"/>	<input type="checkbox"/>
Other Vaccinations			
Childhood vaccinations		<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at risk workers or patients)		<input type="checkbox"/>	<input type="checkbox"/>
HPV		<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccines		<input type="checkbox"/>	<input type="checkbox"/>
Other – (please state)			
Sharps Disposal Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplementary Prescribing Service (what therapeutic areas are covered?)		<input type="checkbox"/>	<input type="checkbox"/>
Vascular Risk Assessment Service (NHS Health Check) ⁽²⁾		<input type="checkbox"/>	<input type="checkbox"/>

Non-commissioned services

Does the pharmacy provide any of the following?

Collection of prescriptions from GP practices	<input type="checkbox"/>
Delivery of dispensed medicines – Free of charge on request	<input type="checkbox"/>
Delivery of dispensed medicines – Selected patient groups (list criteria)	
Delivery of dispensed medicines – Selected areas (list areas)	
Delivery of dispensed medicines - chargeable	<input type="checkbox"/>

Details of the person completing this form:

Contact name of person completing	Contact telephone number
-----------------------------------	--------------------------

questionnaire, if questions arise	

Appendix 4 Community Pharmacy and Dispensing GP Practice Opening Times

Trading Pharmacy	Address	Opening Days	Opening Times
Asda Pharmacy	Old Potts Way Shrewsbury	Pharmacy Hours:	
		Monday-Saturday	08:00 – 22:00
	Sunday	10:00 – 16:00	
	Shop Hours:		
	Monday –Saturday	08:00 – 22:00	
	Sunday	10:00 – 16:00	
Co-Op Pharmacy	101 Mount Pleasant Road Shrewsbury	Pharmacy Hours:	
		Monday-Friday	09:00 – 18:00
	Saturday	09:00 – 13:00	
	Shop Hours:		
	Monday –Friday	09:00 – 18:00	
	Saturday	09:00 – 13:00	
Boots	37 Mytton Oak Road Shrewsbury	Pharmacy Hours:	
		Monday-Friday	09:00 – 13:00 14:00 – 18:00
	Saturday	09:00 – 13:00	
	Shop Hours:		
	Monday –Friday	09:00 – 13:00 14:00 – 18:00	
	Saturday	09:00 – 13:00	
Boots	129 Longden Coleham Shrewsbury	Pharmacy Hours:	
		Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 13:00

Boots	48-50 Cheshire Street	Pharmacy Hours:	
	Market Drayton	Monday-Saturday	09:00 – 17:30
Boots	34 The Bull Ring	Pharmacy Hours:	
	Ludlow	Monday-Saturday	09:00 – 17:30
Boots	7 Cheapside	Pharmacy Hours:	
		Shifnal	Monday-Wednesday
		Thursday	09:00 – 17:30
		Friday	09:00 – 18:15
		Saturday	09:00 – 17:30
		Shop Hours:	
		Monday-Wednesday	09:00 – 18.15
		Thursday	09:00 – 17:30
		Friday	09:00 – 18:15
		Saturday	09:00 – 17:30
Boots	7-9 Pride Hill	Pharmacy Hours:	
	Shrewsbury	Monday-Saturday	08:30 – 17:30
		Sunday	10:30 – 16:30
Boots	30-31 High Street	Pharmacy Hours:	
	Bridgnorth	Monday-Saturday	08:45 – 13:30
Boots	4/5 Market Street	Pharmacy Hours:	
	Shrewsbury	Monday-Saturday	09:00 – 17:30
		Shop Hours:	
		Monday-Saturday	09:00 – 17:30
Boots	10-12 Watergate Street	Pharmacy Hours:	
	Whitchurch	Monday-Saturday	09:00 – 17:30
		Shop Hours:	
		Monday-Saturday	09:00 – 17:30

Trading Pharmacy	Address	Opening Days	Opening Times		
Boots	Meole Brace Retail Park Shrewsbury	<i>Pharmacy Hours:</i>			
		Monday-Friday	09:00 – 13:30 14:30 – 20:00		
		Saturday	09:00 – 13:30 14:30 – 18:00		
		Sunday	10:30 – 16:30		
		<i>Shop Hours:</i>			
		Monday-Friday	09:00 – 13:30 14:30 – 20:00		
		Saturday	09:00 – 13:30 14:30 – 18:00		
		Sunday	10:30 – 16:30		
		Murrays Healthcare	Northgate Health Centre Bridgnorth	<i>Pharmacy Hours:</i>	
				Monday-Friday	09:00 – 13:00 14:00 – 18:00
				<i>Shop Hours:</i>	
				Monday-Friday	09:00 – 13:00 14:00 – 18:00
Saturday	09:00 – 13:00				
Murrays Healthcare	Drayton Health Centre Market Drayton			<i>Pharmacy Hours:</i>	
		Monday-Friday	08:45 – 18:00 08:45 – 13:00		
		Saturday	08:45 – 13:00		
		<i>Shop Hours:</i>			
		Monday-Friday	08:45 – 18:00 08:45 – 13:00		
		Saturday	08:45 – 13:00		

Brown & Francis	49 Bull Ring	<i>Pharmacy Hours:</i>	
	Ludlow	Monday-Friday	09:00 – 17:30
		Saturday	09:00 – 17:00
		<i>Shop Hours:</i>	
		Monday-Friday	08:30 – 17:30
		Saturday	08:30 – 17:00
		<i>Pharmacy Hours:</i>	
L Rowland & Co Ltd	Unit 1 Morris Central Shopping Park	Monday-Tuesday	09:00 – 18:00
		Wednesday	09:00 – 17:00
	Wem	Thursday-Friday	09:00 – 18:00
		Saturday	09:00 – 17:00
Cambrian Pharmacy	Thomas Savin Road	<i>Pharmacy Hours:</i>	
	Oswestry	<i>Monday-Friday</i>	07:00 – 23:00
		<i>Saturday - Sunday</i>	08:00 – 18:00
		<i>Shop Hours:</i>	
		<i>Monday-Friday</i>	07:00 – 22:00
		<i>Saturday - Sunday</i>	08:00 – 18:00
Caxton Pharmacy Ltd	Oswald Road	<i>Pharmacy Hours:</i>	
	Oswestry	<i>Monday-Friday</i>	09:00 – 13:00
			14:00 – 18:00
		<i>Saturday</i>	09:00 – 12:00
		<i>Shop Hours:</i>	
		<i>Monday-Friday</i>	08:30 – 13:00
			14:00 – 18:00
		<i>Saturday</i>	08:30 – 12:00

Trading Pharmacy	Address	Opening Days	Opening Times
Gobowen Pharmacy	Station Road Gobowen	<i>Pharmacy Hours:</i>	
		Monday-Friday	09:00 – 13:00 14:00 – 18:00
	Saturday	09:00 – 12:00	
	<i>Shop Hours:</i>		
	Monday-Friday	09:00 – 13:00 14:00 – 18:00	
	Saturday	09:00 – 12:00	
Old Chapel Pharmacy	14 English Walls Oswestry	<i>Pharmacy Hours:</i>	
		Monday-Friday	09:00 – 17:30
	Saturday	09:00 - 12:00	
	<i>Shop Hours:</i>		
	Monday-Saturday	09:00 – 17:30	
	Saturday	09:00 - 12:00	
Conway Pharmacy	238 Monkmoor Shrewsbury	<i>Pharmacy Hours:</i>	
		Monday-Friday	09:00 – 18:00
	Saturday	09:00 – 13:00	
	<i>Shop Hours:</i>		
	Monday-Friday	09:00 – 18:00	
	Saturday	09:00 – 13:00	
Bicton Heath Pharmacy	Unit 2 Bicton Heath Shopping Centre Shrewsbury	<i>Pharmacy Hours:</i>	
		Monday-Friday	09:00 – 13:00 14:00 – 18:00
		Saturday	09:00 – 13:00

Cleobury Pharmacy	Off Vaughn Road	Pharmacy Hours:		
	Cleobury Mortimer	Monday-Friday	08:30 – 18:00	
		Saturday	09:00-13:00	
Bishops Castle Pharmacy	Church Street	Pharmacy Hours:		
	Bishops Castle	Monday & Thursday	08:30 – 18:30	
		Tuesday, Wednesday & Friday	08:30 – 17:30	
		Saturday	09:00 – 16:00	
			Shop Hours:	
			Monday-Friday	08:30 – 17:30
			Saturday	09:00 – 16:00
Ellesmere Pharmacy	18 Scotland Street	Pharmacy Hours:		
	Ellesmere	Monday-Friday	06:30 – 22:30	
		Saturday	06:30 – 20:30	
		Sunday	10:00 – 16:00	
Highley Pharmacy	High Street	Pharmacy Hours:		
	Highley	Monday-Friday	09:00 – 17:00	
				Shop Hours:
			Monday-Friday	09:00 – 17:00
			Saturday	09:00 – 13:00

Trading Pharmacy	Address	Opening Days	Opening Times		
Station Pharmacy	Oswald Road Oswestry	<i>Pharmacy Hours:</i>			
		Monday-Wednesday	08:00 – 20:00		
		Thursday	08:00 – 23:59		
		Friday	00:00 – 20:00		
		Saturday	09:00 – 23:59		
		Sunday	00:00 – 16:00		
		<i>Shop Hours:</i>			
		Monday-Wednesday	08:00 – 20:00		
		Thursday	08:00 – 23:59		
		Friday	00:00 – 20:00		
		Saturday	09:00 – 23:59		
		Sunday	00:00 – 16:30		
		Bridgnorth Pharmacy	2 Mill Street Bridgnorth	<i>Pharmacy Hours:</i>	
				Monday-Friday	09:00 – 17:00
<i>Shop Hours:</i>					
Monday-Friday	09:00 – 18:00				
Saturday	09:00 – 13:00				
<i>Pharmacy Hours:</i>					
Jhoots Pharmacy	53 Riverside Shopping Centre Shrewsbury	<i>Pharmacy Hours:</i>			
		Monday-Friday	09:00 – 17:30		

Trading Pharmacy	Address	Opening Days	Opening Times
Lloyds Pharmacy	1 & 2 Galdeford Ludlow	<i>Pharmacy Hours:</i>	
		Monday-Friday	09:00 – 18:30
	Saturday	09:00 – 17:30	
	<i>Shop Hours:</i>		
	Monday-Friday	09:00 – 18:30	
	Saturday	09:00 – 17:30	
Lunts Pharmacies	Drovers House Craven Arms	<i>Pharmacy Hours:</i>	
		Monday-Friday	09:00 – 13:00 14:00 – 17:30
	Saturday	09:00 – 12:00	
	<i>Shop Hours:</i>		
	Monday-Friday	09:00 – 13:00 14:00 – 17:30	
	Saturday	09:00 – 11:00	
Lunts Pharmacies	1-3 Hereford Road Shrewsbury	<i>Pharmacy Hours:</i>	
		Monday-Friday	09:00 – 13:00 14:00 – 18:00
	Saturday	09:00 – 12:00	
	<i>Shop Hours:</i>		
	Monday-Friday	09:00 – 18:00 09:00 – 12:00	
	Saturday		
Lunts Pharmacies	Roushill	<i>Pharmacy Hours:</i>	
	Shrewsbury	Monday-Friday	09:00 – 17:30
		Saturday	09:00 – 12:00

		Shop Hours:	
		Monday-Friday	08:45 – 17:45
		Saturday	09:00 – 12:00
Pontesbury Pharmacy	Main Road	Pharmacy Hours:	
	Pontesbury	Monday-Friday	09:00 – 13:00
			14:00 – 17:30
		Saturday	09:00 – 12:00
		Shop Hours:	
		Monday	09:00 – 13:00
			14:00 – 18:00
		Tuesday	09:00 – 13:00
			14:00 – 17:30
		Wednesday-Friday	09:00 – 13:00
			14:00 – 18:00
		Saturday	09:00 – 13:00
Rhodes Pharmacy	28 Claremont Hill	Pharmacy Hours:	
	Shrewsbury	Monday-Friday	09:00 – 17:30
		Saturday	09:00 – 13:00
Hillside Pharmacy	18 Sandford Avenue	Pharmacy Hours:	
	Church Stretton	Monday-Friday	09:00 – 17:00
		Shop Hours:	
		Monday-Friday	09:00 – 17:30
		Saturday	09:00 – 17:00

Trading Pharmacy	Address	Opening Days	Opening Times
Wenlock Pharmacy	14 High Street	<i>Pharmacy Hours:</i>	
	Much Wenlock	Monday-Friday	09:00 – 17:00
		<i>Shop Hours:</i>	
		Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 16:00
L Rowland & Co Ltd	11 High Street	<i>Pharmacy Hours:</i>	
	Whitchurch	Monday-Friday	09:00 – 17:00
		Saturday	09:00 – 17:00
L Rowland & Co Ltd	19-21 High Street	<i>Pharmacy Hours:</i>	
	Wem	Monday-Friday	09:00 – 13:00
			14:00 – 18:00
	Saturday	09:00 – 13:00	
L Rowland & Co Ltd	Severn Fields Health Centre	<i>Pharmacy Hours:</i>	
	Sundorne Road	Monday-Friday	08:30 – 18:00
	Shrewsbury	Saturday	09:00 – 13:00
			14:00 – 17:30
L Rowland & Co Ltd	25 Sutton Road	<i>Pharmacy Hours:</i>	
	Shrewsbury	Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 13:00

L Rowland & Co Ltd	7 Lansdowne Road	<i>Pharmacy Hours:</i>	
	Bayston Hill	Monday & Friday	09:00 – 13:00
			14:00 – 18:00
		Tuesday – Thursday	09:00 – 13:00
			14:00 – 17:30
		Saturday	09:00 – 13:00

L Rowland & Co Ltd	80 High Street	<i>Pharmacy Hours:</i>	
	Broseley	Monday-Friday	09:00 – 13:00
			14:00 – 18:00
		Saturday	09:00 – 13:00

St Martins Pharmacy	Stans Superstore	<i>Pharmacy Hours:</i>	
	Oswestry	Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 13:00
		<i>Shop Hours:</i>	
		Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 13:00

T A Rhodes Ltd	77 High Street	<i>Pharmacy Hours:</i>	
	Albrighton	Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 16:00
		<i>Shop Hours:</i>	
		Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 16:00

Trading Pharmacy	Address	Opening Days	Opening Times
Taylors Pharmacy	Bank Farm Road	<i>Pharmacy Hours:</i>	
	Shrewsbury	Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 13:00
T/A Tesco Pharmacy	Cattle Market	<i>Pharmacy Hours:</i>	
	Battlesfield Road	Monday-Saturday	06:30 – 22:30
	Shrewsbury	Sunday	10:00 – 16:00
		<i>Shop Hours:</i>	
		Monday	08:00 – 22:30
		Tuesday-Saturday	06:30 – 22:30
Pharmacy Xpress	Ground Floor Morgan Place, Anchorage Avenue	Monday-Friday	09:00 – 17:00
	Shrewsbury		
Sainsburys Pharmacy	Meole Brace Retail Park	<i>Pharmacy Hours:</i>	
	Shrewsbury	Monday-Friday	07:00 – 23:00
		Saturday	07:00 – 22:00
		Sunday	10:00 – 16:00
		<i>Shop Hours:</i>	
		Monday-Friday	07:00 – 23:00
		Saturday	07:00 – 22:00
		Sunday	10:00 – 16:00
Boots UK Ltd	5 Church Street	<i>Pharmacy Hours:</i>	
	Oswestry	Monday-Friday	08:30 – 17:30

Saturday 10:00 – 16:00

Sunday

Shop Hours: 08:30 – 18:00

Monday-Friday 08:30 – 17:30

Saturday 10:00 – 16:00

Sunday

Green End Pharmacy 11-13 Green End

Whitchurch

Pharmacy Hours:

Monday-Friday 08:45 – 17:30

Saturday 08:45 – 17:00

Medical Practice	Address	Opening Days	Opening Times
Plas Ffynnon Medical Centre	Middleton Road, Oswestry, Shropshire SY11 2RB	Monday-Friday Thursday	08:30 – 18:00 08:30 – 17:00
Knockin Medical Centre	Knockin Medical Centre, Knockin, Oswestry, Shropshire, SY10 8H	Monday-Friday	08:30 – 13:00 14:00 – 18:30
Prescott Surgery	Prescott Surgery, Prescott Fields, Shrewsbury SY4 2DR	Monday – Friday	08:30 – 18:00
Ellesmere Medical Centre	Trimpley Street, Ellesmere, Shropshire SY12 0DB	Monday-Friday	08:00 - 18:00
Shawbury Medical Practice	Poynton Road, Shrewsbury, Shropshire SY4 4JS	Monday Tuesday Wednesday-Friday	08:30 – 13:30 12:30 – 16:30 08:30 – 12:30 13:30 – 18:30 08:30 – 12:30 13:30 – 18:00
Clive Surgery	High Street, Clive, Shrewsbury, Shropshire SY4 5PS	Monday – Friday	08:30 – 13:00 14:00 – 18:00

Wem and Prees Medical Practice	Walford House, Shrewsbury Street, Prees, Whitchurch, Shropshire SY13 2DH	Monday – Friday	08:30 – 13:00 15:00 – 18:00
Hodnet Medical Centre	Drayton Road, Hodnet, Market Drayton, TF9 3NF	Monday – Friday Thursday	08:30 – 13:00 14:00 – 18:00 08:30 – 12:30
Westbury Medical Centre	Westbury, Shrewsbury, Shropshire SY5 9QX	Mon – Thurs – Fri Tue – Wed	08:00 – 18:00 08:00 – 17:00
The Beeches Medical Practice	1 Beeches Road, Bayston Hill, Shrewsbury SY3 0PF	Monday – Friday Wednesday	09:00 – 13:00 15:30 – 18:00
Pontesbury Medical Practice	Pontesbury, Shrewsbury, Shropshire SY5 0PS	Monday – Friday	08:45 – 13:00 14:00 – 18:30
Craven Arms Medical Practice	20 Shrewsbury Road, Craven Arms, Shropshire SY7 9PY	Monday – Friday	08:30 – 13:00 14:00 – 18:30
Worthen Medical Practice	Westworth, Worthen, Shrewsbury, Shropshire SY5 9HT	Monday Tue – Thur – Fri Wednesday	08:30 – 19:00 08:30 – 18:00 08:30 – 12:00
The Meadows Surgery	Turnpike Meadow, Clun, Craven Arms,	Monday	08:45 – 13:00

	Shropshire SY7 8HZ		14:00 – 17:15
		Tuesday	08:45 – 13:00
			14:00 – 18:00
		Wednesday	08:45 – 13:00
			15:00 – 18:00
		Thursday	08:00 – 13:00
		Friday	08:30 – 13:00
			15:00 – 18:00
Much Wenlock and Cressage Medical Practice	Kingsway Lodge King Street Much Wenlock TF13 6BL	Monday – Thursday	08:30 – 12:30
			14:00 – 18:00
		Friday	08:30 – 12:30
Albrighton Medical Practice	Shaw La, Wolverhampton WV7 3DT	Monday to Friday	08:30 – 18:00
Brown Clee Medical Practice	South Road, Bridgnorth, Shropshire WV16 6TL	Monday – Friday	08:30 – 17:30
Alveley Medical Practice	Alveley, Bridgnorth WV15	Monday – Friday	08:30 – 12:30
			14:00 – 18:00

Appendix 5 Patient Survey



healthwatch

Shropshire

Community Pharmacy Survey

You are invited to take part in a short questionnaire about Community Pharmacy Services in Shropshire. 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 usually 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 your usual pharmacy (chemist), 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 usual pharmacy?

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

Between 10 and 20 minutes *Over 30 minutes*

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

Yes *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. Does your pharmacy provide any of the following "extra" services

	Yes	No	<i>I'm not sure</i>
Stop smoking advice and treatment	☐	☐	☐
Emergency contraception (morning after pill) and contraception advice	☐	☐	☐
Medication use review (advice on your medication)	☐	☐	☐
New medicines services (advice on taking your newly prescribed medicine)	☐	☐	☐
Prescription collection from your GP surgery	☐	☐	☐
Prescription delivery service	☐	☐	☐
Disposal of your unwanted medication	☐	☐	☐
Minor ailment advice (advice and treatment for minor health problems e.g. sore throat, hay fever)	☐	☐	☐
Substance misuse service (methadone supply, needle provision)	☐	☐	☐
Supply of free Healthy Start vitamins by voucher	☐	☐	☐
Advice on healthy lifestyles	☐	☐	☐
Chlamydia screening and treatment	☐	☐	☐
Condom distribution (free supply to eligible people)	☐	☐	☐

10.a If they do not provide extra services which of the following services would you like them to provide?

	Yes	No	I'm not sure
Stop smoking advice and treatment	☐	☐	☐
Emergency contraception (morning after pill) and contraception advice	☐	☐	☐
Medication use review (advice on your medication)	☐	☐	☐
New medicines services (advice on taking your newly prescribed medicine)	☐	☐	☐
Prescription collection from your GP surgery	☐	☐	☐
Prescription delivery service	☐	☐	☐
Disposal of your unwanted medication	☐	☐	☐
Minor ailment advice (advice and treatment for minor health problems e.g. sore throat, hay fever)	☐	☐	☐
Substance misuse service (methadone supply, needle provision)	☐	☐	☐
Supply of free Healthy Start vitamins by voucher	☐	☐	☐
Advice on healthy lifestyles	☐	☐	☐
Chlamydia screening and treatment	☐	☐	☐
Condom distribution (free supply to eligible people)	☐	☐	☐

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. Gender

- Male Female I would prefer not to say

15. Your age range

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

16. Ethnicity

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

17. Do you have a long-standing illness or disability?

- Yes No I am not sure

18. Which GP/Medical practice are you registered at?

Thank you for taking the time to complete this survey.

Please return your completed survey to

**Public Health Intelligence Team, Shropshire Council,
Shirehall, Abbey Forgate, Shrewsbury, SY2 6ND**

Appendix 6 Analysis of the patient survey

Introduction

In order for the Health and Wellbeing Board to meet its statutory requirements, a full pharmacy needs assessment needed to be carried out in 2014/15. Part of this involved a patient questionnaire.

Where does the data come from

Shropshire Healthwatch invited patients to participate in a short questionnaire about community pharmacy services in Shropshire in order to find out about patients experiences. In total 113 completed questionnaires were returned and a copy of the questionnaire is contained within Appendix 1. In all, responses came in from people registered at 32 of the 45 medical practices.

Results

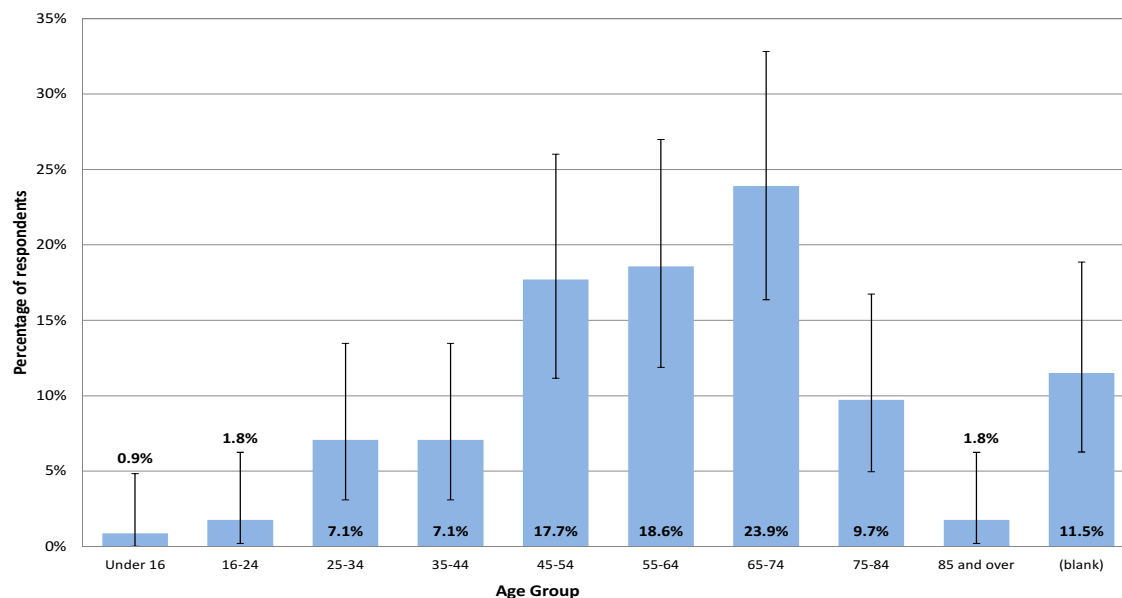
Gender of respondents

The majority of people who answered this questionnaire were women (61%), with men making up 27%. The remaining 12% didn't give an answer.

Age of respondents

The following chart shows that nearly a quarter of respondents (24%) were aged 65-74, with 19% were aged 55-64 and 18% were aged 45-54. Only 3% of respondents were aged under 25 years old.

Figure 17: In which age group do you belong?



Source: Pharmacy Patient Questionnaire 2013/14

Do you have a long-standing illness or disability?

44% of respondents said that they didn't have a long-standing illness or disability, while 39% said they did. 2% weren't sure, while 15% left this blank.

Local Index of Multiple Deprivation (IMD) Quintile of respondents

This came from the patient writing their postcode on the questionnaire. 45% didn't complete their postcode, but of the remainder there was no significance difference between deprivation quintiles – 15% were from the second most deprived quintile and 15% were from the middle quintile:

Table 21: Local IMD Quintile of respondents

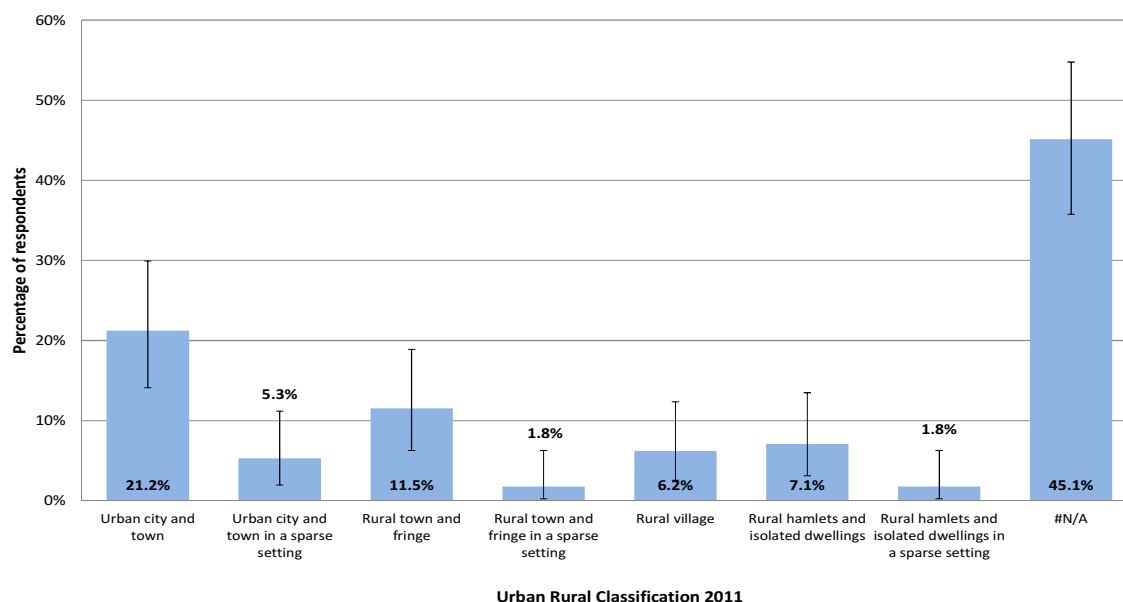
Local IMD2010 Quintile	Percentage of respondents
SC1 – Most deprived	8.0%
SC2 – Second most deprived	15.0%
SC3	15.0%
SC4 – Second least deprived	9.7%
SC5 – Least deprived	7.1%
N/A	45.1%

Source: Pharmacy Patient Questionnaire 2013/14

Urban Rural Classification 2011 of respondents

The following chart shows the urban rural classification of the people who responded based on the postcode. 45% of people didn't put their full postcode. 21% of people were classed as living in 'urban city and town', which was significantly higher than others apart from the 'rural town and fringe' (11.5%).

Figure 18: Urban Rural Classification 2011 of respondents

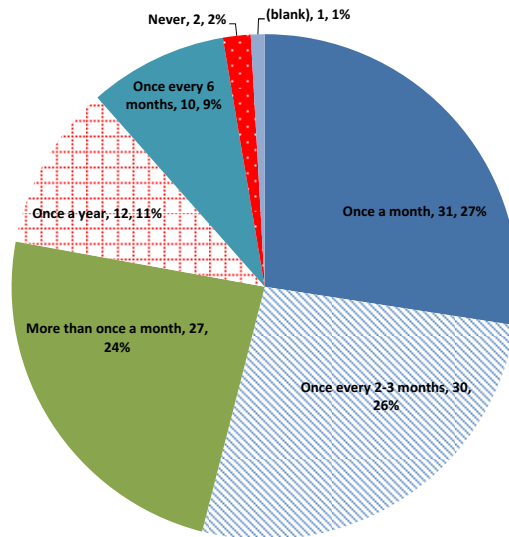


Source: Pharmacy Patient Questionnaire 2013/14

How often do you visit a pharmacy?

The most popular response was that people tended to visit a pharmacy once a month (27%), followed by once every 2-3 months (26%) and more than once a month (24%). After this, once a year (11%) was followed by once every 6 months (9%). 2 people (2%) said they never visited and 1 person (1%) didn't give any response.

Figure 19: How often do you visit a pharmacy?

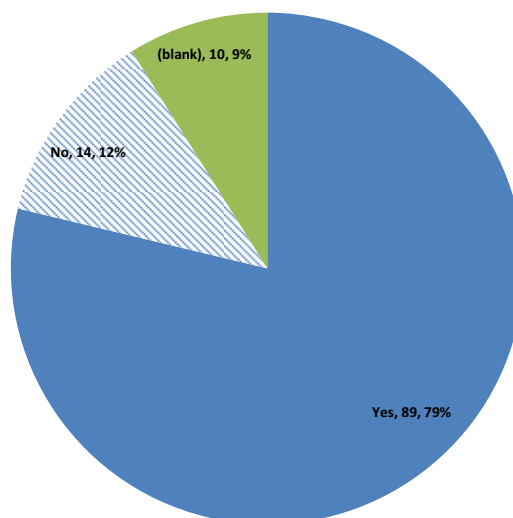


Source: Pharmacy Patient Questionnaire 2013/14

Do you have a usual pharmacy (chemist)?

The chart shows that the majority of respondents had a usual pharmacy (79%), compared to 12% who said they didn't. 9% gave no response.

Figure 20: Do you have a usual pharmacy?



Source: Pharmacy Patient Questionnaire 2013/14

Of the usual pharmacies mentioned, the majority were either supermarket pharmacies or stand-alone ones, along with GP practices.

Table 22: List of the usual pharmacies

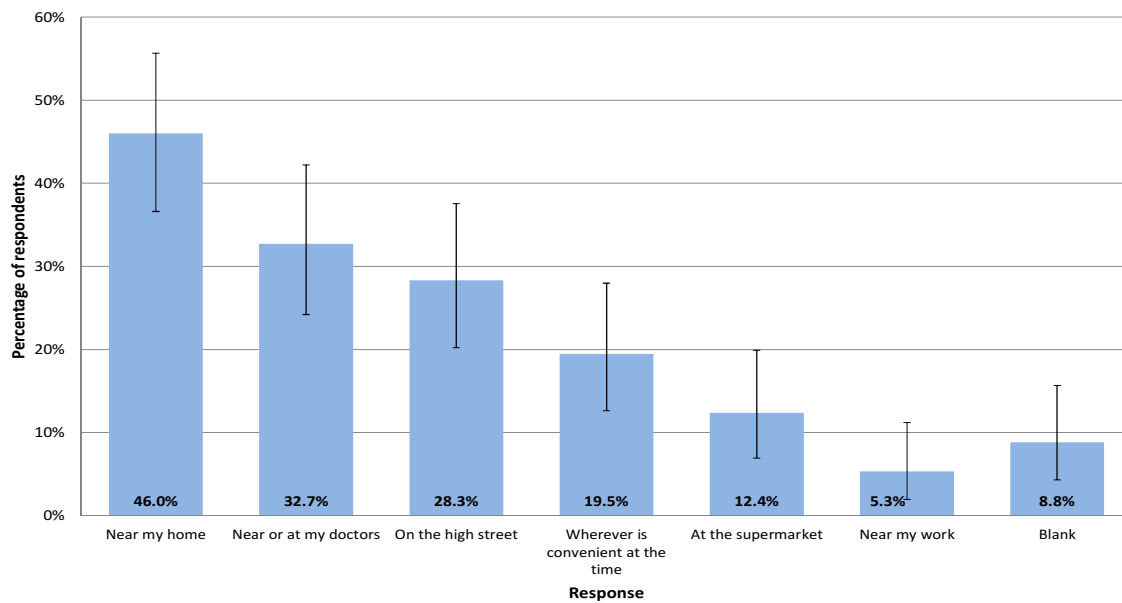
Response	No.	Response	No.
Albrighton	4	Ludlow	4
Asda	7	Lunts, Hereford Road, Shrewsbury	2
Bayston Hill	2	Market Drayton	1
Bishops Castle	4	Market Drayton (Murrays)	2
Boots	3	Much Wenlock	3
Boots - bottom of Swan Hill	1	Murrays	1
Boots Ludlow	3	Newport Shropshire	1
Boots or Sainsbury's	1	Next to Drs in Bridgnorth	1
Boots Oswestry	2	Next to health centre	1
Boots Pride Hill	1	Pontesbury	2
Boots Shrewsbury	1	Radbrook Green	3
Boots, Bridgnorth Shropshire	1	Rhodes	1
Boots, Longden Road	1	Rowlands	1
Boots, Meole Brace	2	Rowlands, Church Stretton	1
Bridgnorth	1	Rowlands, Sundorne	1
Broseley	4	Sainsbury's	1
Bull Ring Whitchurch	1	St. Martins at Stans Superstore	1
Cambrian Surgery	2	Sundorne Health Village near home, or Asda near GP (Walk-in Centre), or supermarket	1
Car Park, Wem	1	Sutton Road Shrewsbury	2
Church Stretton	3	Under Haughmond View Doctors	1
Ellesmere Pharmacy	3	Vaughn Road	1
GP surgery - dispensing practice.	2	Village Health Centre	1
Ironbridge	1	Wem High Street	2
Lloyds - Loots	1	Whitchurch, Green End	1
Local Asda / Sainsbury's	1	(blank)	24

Source: Pharmacy Patient Questionnaire 2013/14

Where do you usually visit the pharmacy?

The following chart shows where people usually visit the pharmacy, people could tick multiple options. The most popular response was 'near my house' (46%), followed by 'near or at my doctors' (33%), 'on the high street' (28%) and 'wherever is most convenient at the time' (19%). At the supermarket (12%) and 'near my work' (5%) were the least selected, although 9% didn't answer.

Figure 21: Where do you usually visit the pharmacy? Tick all that apply

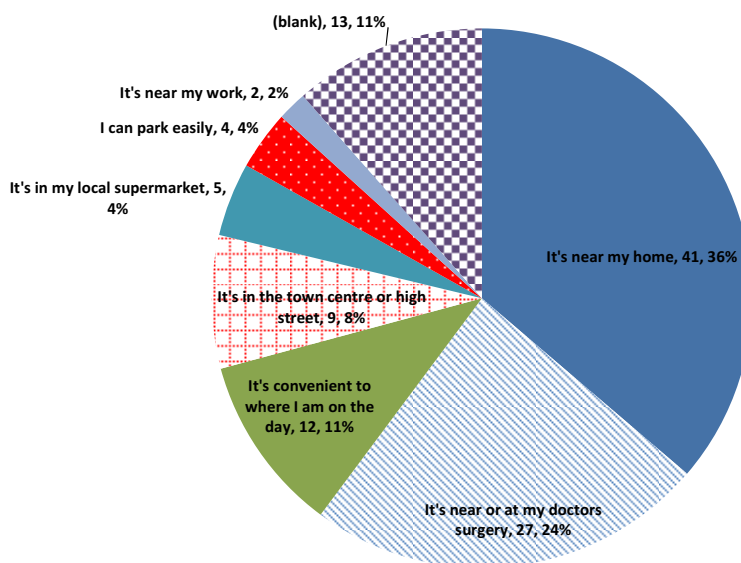


Source: Pharmacy Patient Questionnaire 2013/14

Most important to you about the location of usual pharmacy

Figure 22 shows the most important reason for respondents in terms of the location of their usual pharmacy. 36% said that it being near their own home while 24% said it being near or at their doctor’s surgery were the 2 most popular reasons. 11% didn’t answer this question.

Figure 22: Most important factor about the location of your pharmacy?

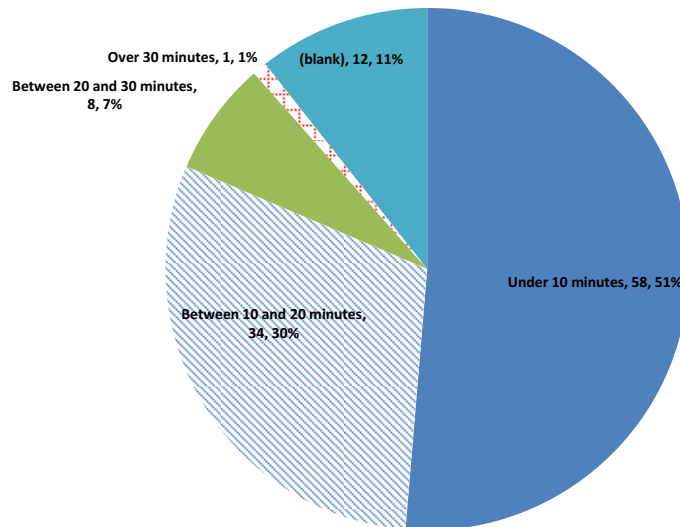


Source: Pharmacy Patient Questionnaire 2013/14

Journey time taken to get to usual pharmacy

Figure 23 shows the approximate time it takes the respondents to get to their usual pharmacy. Under 10 minutes was the significantly highest response (51%), while between 10 and 20 minutes was next most popular with 30%. 11% of respondents gave no answer to this.

Figure 23: Approximate journey time to get to usual pharmacy?

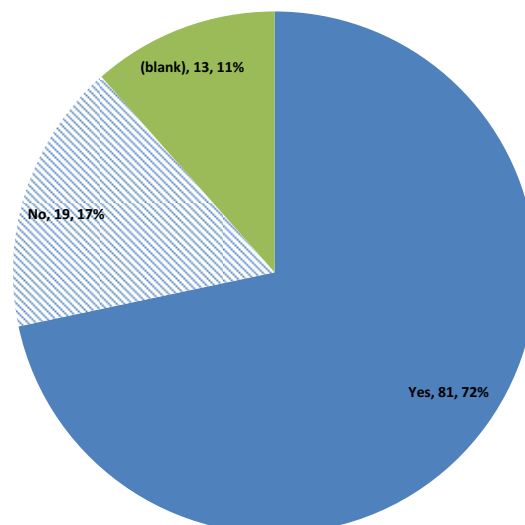


Source: Pharmacy Patient Questionnaire 2013/14

Usual pharmacy opening times

Figure 24 shows if the usual pharmacy was open at the times they wanted to use it. The majority of people (72%) said that it was, while 19 people (17%) said it wasn't. 11% of respondents gave no answer.

Figure 24: Is your usual pharmacy open at times you want to use it?



Source: Pharmacy Patient Questionnaire 2013/14

Of the 19 people who said it wasn't open when they wanted, responses were:

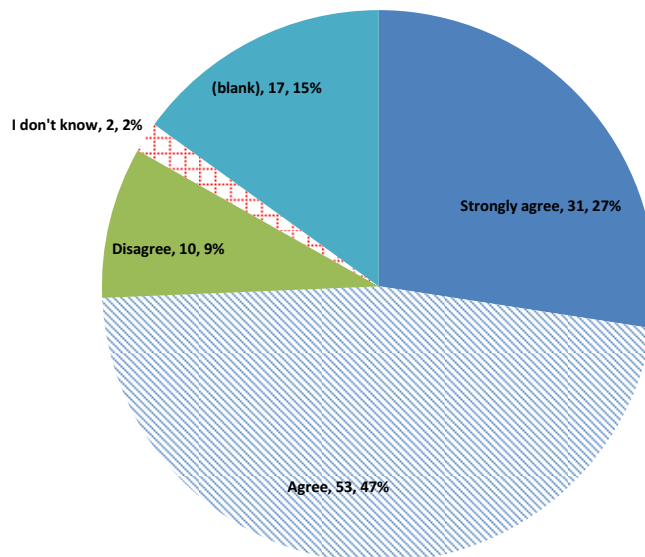
- 9 people said they wanted the pharmacy open later in the evenings
- 4 people mentioned that their pharmacy closed during lunchtimes
- 4 people mentioned opening on a Sunday
- 2 people mentioned having longer opening hours on a Saturday
- 2 people mentioned they would like there to be at least one pharmacy in the town to be open later in day / all hours
- 1 person wanted the pharmacy to be open earlier and another wanted the pharmacy to be open out of hours to suit their working day
- 1 person stated that the opening times at the supermarket they used were fine but that wasn't the case with other pharmacies
- 1 person said their usual pharmacy had closed before the stated time and another said their usual pharmacy didn't display the opening hours

Current pharmacy service – how much do you agree with:

I can find an open pharmacy when I need it

Figure 25 shows that the majority of people broadly agreed with this statement, with 74% agreeing in some way. In contrast, 9% disagreed with the statement. 15% didn't answer the question and 2% didn't know.

Figure 25: I can find an open pharmacy when needed

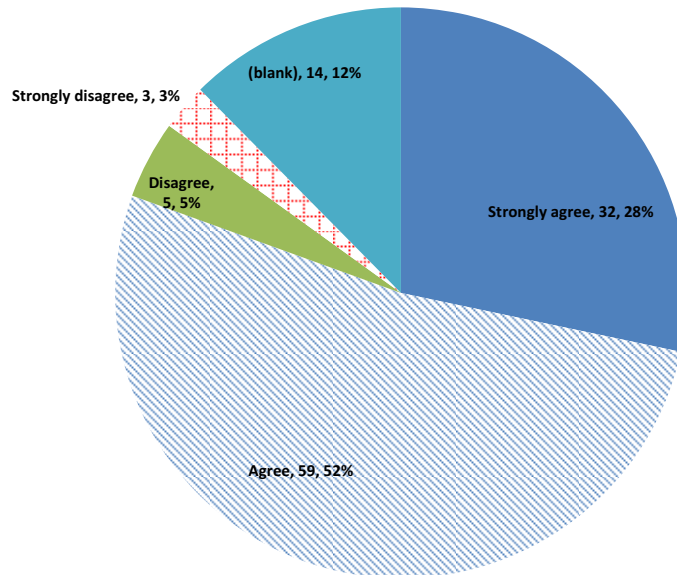


Source: Pharmacy Patient Questionnaire 2013/14

I find it easy to find a pharmacy close to where I need it

Figure 26 shows that the majority of people broadly agreed with this statement, with 80% agreeing. In contrast, 8% disagreed with the statement in some way. 12% didn't answer the question.

Figure 26: I find it easy to find a pharmacy close to where I need it

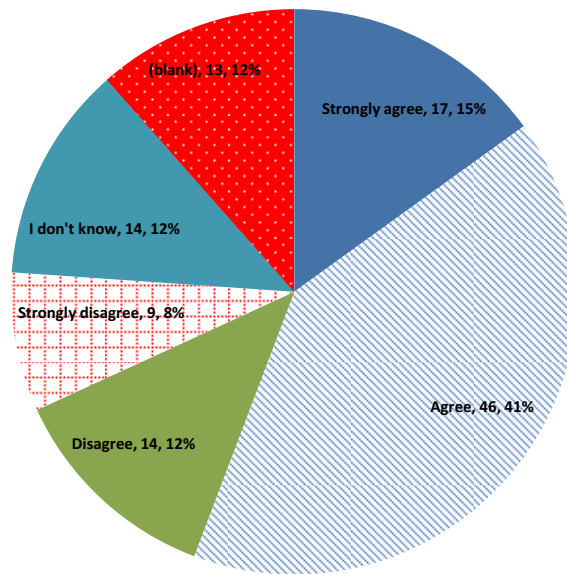


Source: Pharmacy Patient Questionnaire 2013/14

I can find a pharmacy open during the evening (after 5pm)

Figure 27 shows that the majority of people (56%) agreed that they could find a pharmacy open in the evening – as opposed to the 20% who disagreed in some way. 12% of respondents didn't know and 12% were blank.

Figure 27: I can find a pharmacy open during the evening (after 5pm)

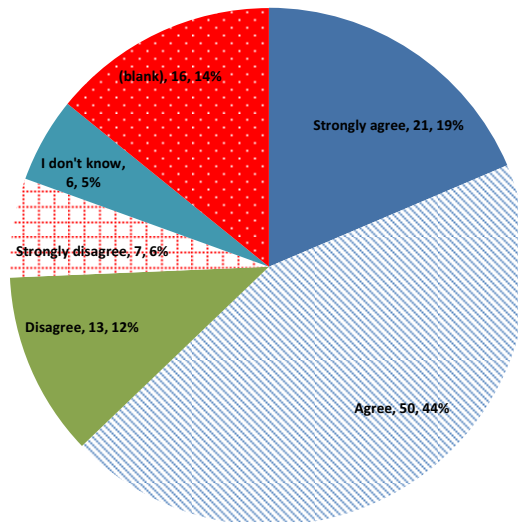


Source: Pharmacy Patient Questionnaire 2013/14

I can find a pharmacy open during the weekend

Figure 28 shows that the majority of people (63%) agreed that they could find a pharmacy open during the weekend – as opposed to the 18% who disagreed. 5% didn't know and 14% were blank.

Figure 28: I can find a pharmacy open during the weekend

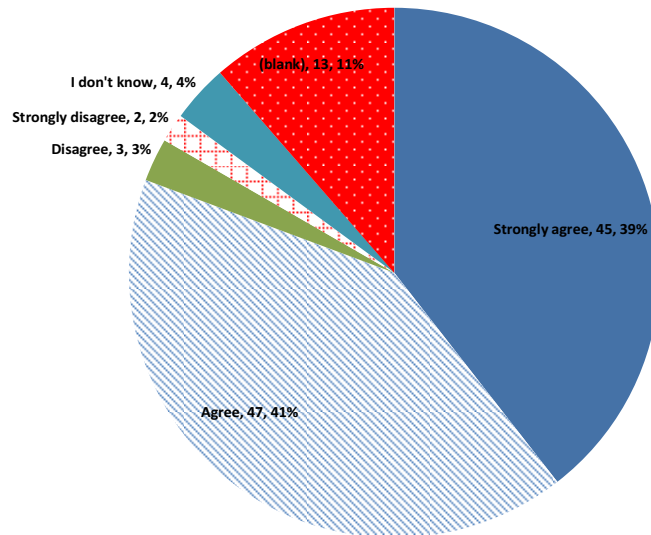


Source: Pharmacy Patient Questionnaire 2013/14

I find my usual pharmacy helpful and friendly

Figure 29 shows that the vast majority of people (80%) agreed with this statement - 39% strongly agreed and 41% agreed. Only 3% disagreed and 2% strongly disagreed. 4% said they didn't know, while 11% were blank.

Figure 29: I my usual pharmacy helpful and friendly

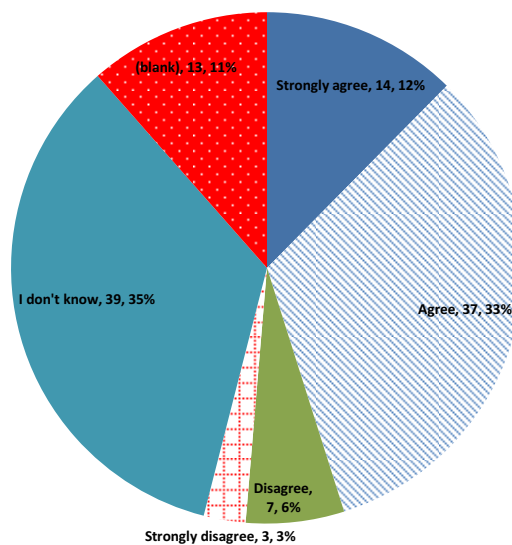


Source: Pharmacy Patient Questionnaire 2013/14

The pharmacy offers helpful advice on NHS services

Figure 30 shows that this had quite a mixed response, as 45% agreed in some way, while 9% disagreed to some extent, however more people didn't know (35%) while 11% left it blank.

Figure 30: The pharmacy offers helpful advice on NHS services

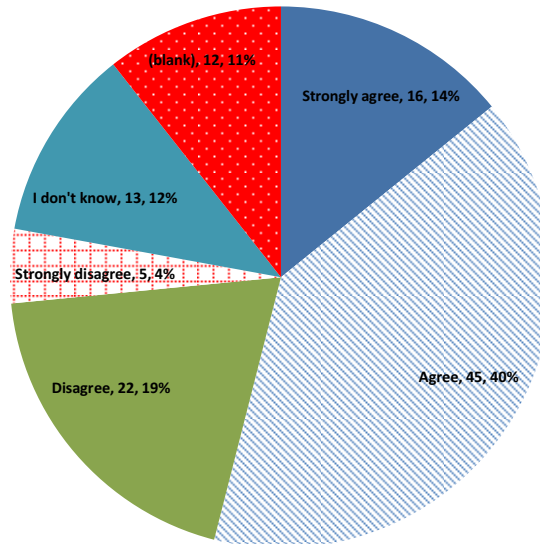


Source: Pharmacy Patient Questionnaire 2013/14

I ask my pharmacist for health advice

Figure 31 shows that the majority of people (54%) agreed to some extent that they asked their pharmacist for health advice – as opposed to the 23% who disagreed to some extent and 12% who didn't know.

Figure 31: I ask my pharmacist for health advice



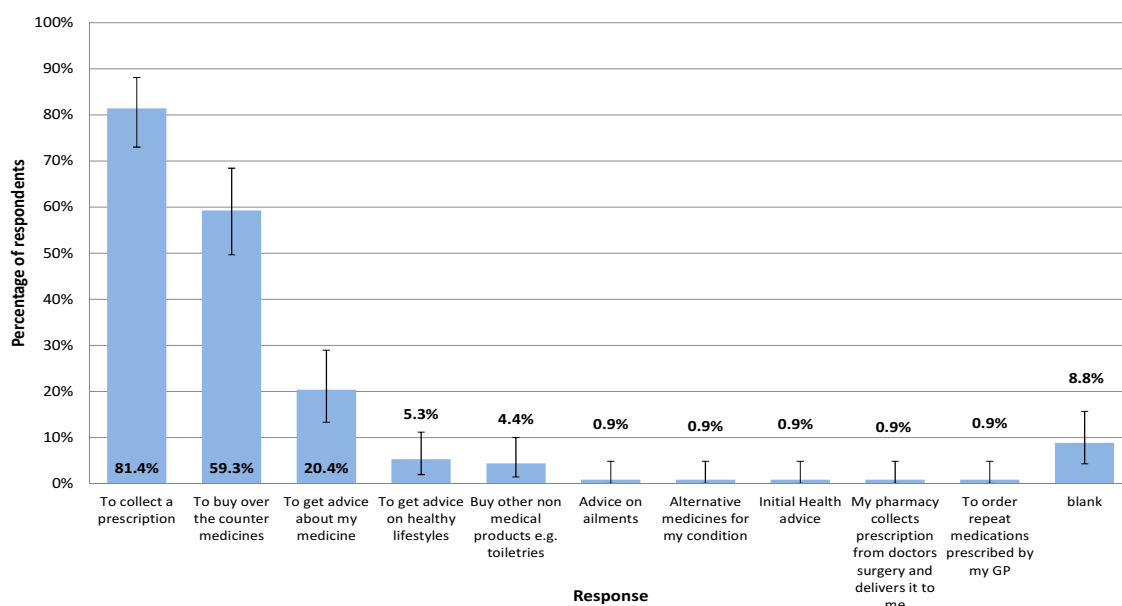
Source: Pharmacy Patient Questionnaire 2013/14

Why do you visit the pharmacy? Tick any that applies

Figure 32 shows the results to this question. The first 4 on the graph appeared as options on the questionnaire, while the others on the graph are options that respondents themselves added. Unsurprisingly 'to collect a prescription' was the most common reason (81%) which was significantly more than any other option. This was followed by 'to buy over the counter medicines' (59%) which was significantly higher than the other reasons. The third most selection reason was 'To get advice about my medicine' 20% and this was followed by 'getting advice on healthy lifestyles' (5%).

Of the other reasons that were recorded, 5 people (4%) put that they went in to buy a range of products (toiletries, contact lens solutions, shaving items and gifts and vitamins. 1 person said they went in to get advice on ailments, another said they went to get alternative medicines for their condition, someone said they went for initial health advice, another said the pharmacy collects their prescription and delivers it to them and another said they went in to order repeat prescriptions from their GP.

Figure 32: Why do you visit the pharmacy? Please tick all that apply



Source: Pharmacy Patient Questionnaire 2013/14

Does your pharmacy provide any of the following 'extra' services?

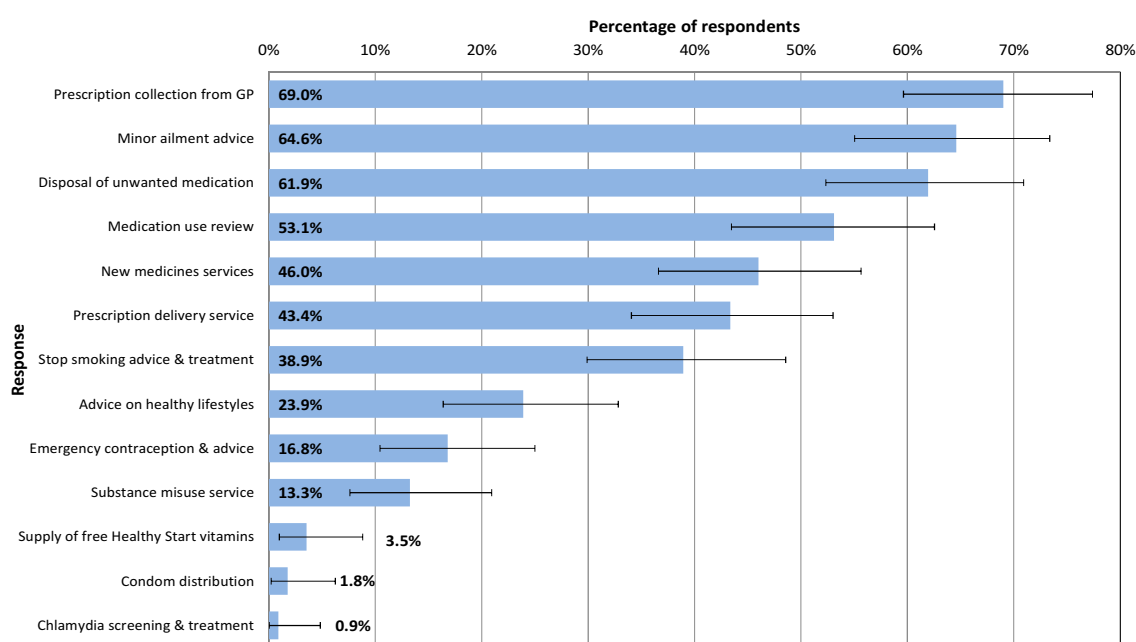
Figure 33 shows responses to the services that their pharmacy provides on one chart. The blue column shows the percentage of all respondents who said yes the pharmacy provided those services. With all services, the majority of answers that weren't 'yes', were 'don't know' rather than 'no', and around 12-17% of responses for each were blank.

The 'prescription collection from your GP surgery' service was the one that the highest amount of people said their pharmacy provided with 69%, and this was significantly more than all but the next 3 services. 'Minor ailment advice' was the second highest with 65% followed by 'disposal of unwanted medication' with (62%), 'medication use review' (53%) and 'new medicines services' (46%). The prescription delivery service was something that 43% of respondents said their surgery offered, with 'stop smoking advice and treatment' (39%) and 'advice on healthy lifestyles (24%).

17% of respondents said their pharmacy offered emergency contraception and contraception advice while 13% said their pharmacy had a substance misuse service and 1% said the surgery offered chlamydia screening and treatment.

Only 4% of people said their pharmacy offered the supply of free healthy start vitamins by voucher service – only people meeting certain conditions would qualify for this service – and similarly only 2% said their pharmacy offered the 'condom distribution' service where eligible people get a free supply.

Figure 33: Which of the following services does your pharmacy provide?



Source: Pharmacy Patient Questionnaire 2013/14

Which of the 'extra' services would you like them to provide?

The questionnaire asked respondents that if their pharmacy didn't provide extra services, would you like them to provide them. A large amount of people who answered yes to services in the previous question also answered this question, so the results for this question are all responses and figure 34 shows the results.

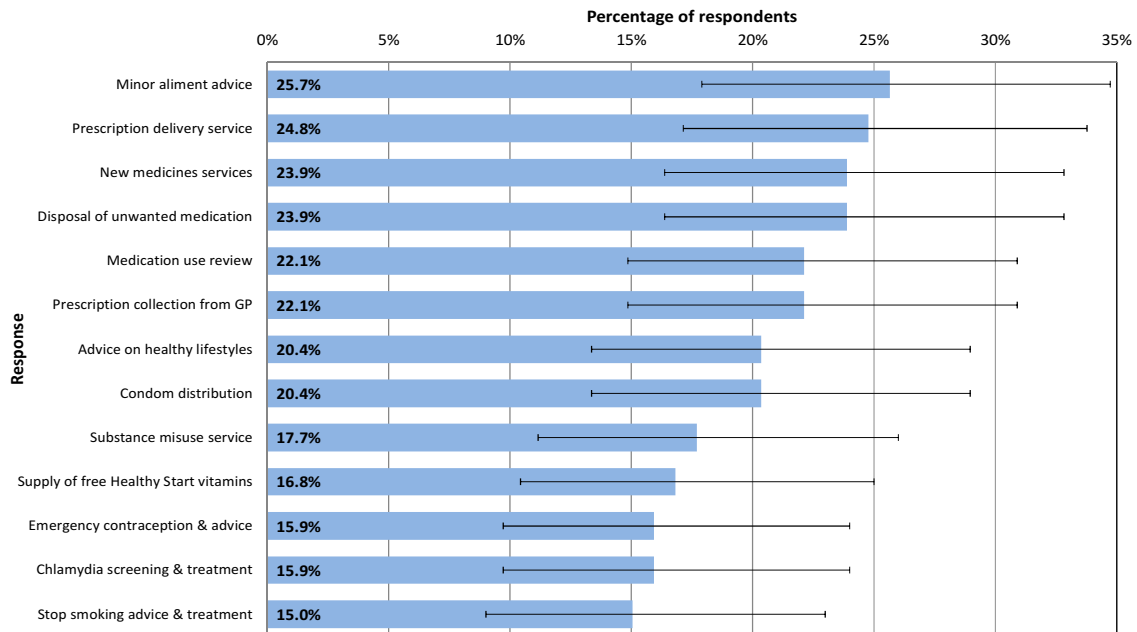
Of the extra services people would like the pharmacy to provide, the results shows that none of the extra services were wanted significantly more or less than any other. Providing 'minor ailment advice' was the most wanted (26%), with 'prescription delivery service' at 25%.

In the previous question when respondents were asked to say whether their pharmacy provided an extra service, the four extra services that had the lowest rate were the most significant in this question:

- 13% of respondents said their pharmacy provided a substance misuse service, while 18% of respondents said they would like their pharmacy to provide this.
- 3.5% of people said their pharmacy provided a supply of healthy start vitamins by voucher, but 17% of people said they would like their pharmacy to provide this service.
- Only 2% of people said their pharmacy provided the condom distribution service (free supply to eligible people), but 20% said they would like their pharmacy to provide this

- Only 1% said their pharmacy provided chlamydia screening and treatment, but 16% said they would like their pharmacy to provide this.

Figure 34: Which of the following services does your pharmacy provide?



Source: Pharmacy Patient Questionnaire 2013/14

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

There were a number of comments made on other services that people would like, a number of these were around opening times and some were around monitoring of blood pressure, cholesterol and diabetes.

- At least one Pharmacy (we have three) in the town being open after 5pm and on Sunday by rotation
- Being able to dispose of needles
- Better, faster and more efficient service. No moral judgements from locums
- Blood pressure and diabetes screening. Organ donor registration forms (in addition to above) should be available in all medium/large pharmacies
- Blood taking and point of care testing, BP monitoring service on a quarterly basis, cholesterol service, ultra sound screening for AA's, body composition monitoring and malnutrition service, balance testing, dementia testing, video conferencing with a doctor.
- Diabetes advice and cancer advice
- Walk in service for minor ailments service like Scotland, Wales and even Stafford.
- I would like them to be more friendly especially when dealing with phone calls
- Minor injuries/wound dressing
- Most should be there for general public
- Open later hours to allow better flexibility

- Proper advice on where to get the medication I need if they haven't got a supply at the surgery pharmacy
- Sunday opening
- Sunday opening in Bridgnorth
- They said they might introduce simple cholesterol testing but this hasn't happened yet. I would find it very helpful.
- They should re-use unused lotions etc. I asked the other day if I could return my daughter's unopened Diprobase cream and they said it would just be chucked so I said I'd recycle it.
- Travel clinic

Additional comments about the community pharmacy service

There were a wide range of further comments made, which are listed below:

- A local pharmacy is great but I am always conscious that local people work in there so know your medical needs... can be embarrassing
- Although I wouldn't necessarily use the services listed in Q10 I think it would be good if they offered these
- Cleobury Patient Voice has been approached about cheap medication and one patient has to go to Boots Ludlow because this pharmacy cannot provide right medication make recommended by consultant and doctor
- Community pharmacists can be key person of advice, support and general checks on health and well-being in a person's life - people build relationships with their pharmacists; where there is inconsistent cover for absences (e.g. A different locum every time) a bond cannot be established and previous strong bonds broken.
- Counter assistants shouldn't attempt to answer your medical questions
- Encourage medical practitioners to apply for a pharmacy licence, much easier in rural locations!
- For the times I use them, I find them to be fantastic, I only ever go to supermarkets or at Boots as they are near my home/work - which is very convenient for me
- From previous experience I think information on costs or prescriptions should be available. How to get free or cheaper ones etc.
- Good service overall
- Great to have choices
- I find them very keen to suggest that for any minor ailment that I see the GP so not convinced that I would present with an illness to pharmacy.
- I have recently changed to this new pharmacy because of the brilliant opening times: 06.30 to 22.30 most days
- I have stopped going to [a particular pharmacy] because it looked like they were just throwing in the bin the part of the prescription that they tear off and keep. This has personal and sensitive information on it which I don't want going in the bin because I take great care to shred things. I have a nasty feeling that other places are probably doing this too but at this pharmacy it was obvious. I never have the confidence to question staff (at any pharmacy) about this but I hate it and it worries me and sometimes is one reason why I avoid going to the doctors or getting a prescription.

- I wait, or my partner, for too long every single visit to the pharmacy - averaging 30-minutes +.
- I'm very satisfied with what we have
- It would be useful to have a wider service
- Keep clean bright airy and cheerful
- Keep the Hospital Pharmacy open beyond 12 mid-day at weekends, to allow patients who are discharged after 12, the ability to get their TTO's and discharge medication
- Living in a town my family is well serviced
- make sure they have more stock of medication
- Might be useful to know pharmacy peak times to avoid sometimes long queues and attendant waiting
- My local pharmacy provides an excellent service; always ready to help and offer advice. All staff friendly and welcoming.
- My GP is dispensing but I really value community pharmacy
- No - we live in central Shrewsbury so the provision is very good
- not enough space to wait
- Our Drs prescribe and dispense medicines. The Pharmacy is open 24-hours every day
- Prescriptions not always there when I go. Also leave prescription at Drs and does not seem to be at the chemists at the right time although it is only next door.
- Provision has gone down since the pharmacy was moved from the local supermarket area into the GP practice. You cannot get half the things you used to get. Very limited access as it is cluttered & less easy for people using any walking aids, mobility scooter, wheelchair (reason is they have crammed stock into every feasible space. Being in with GP practice you would think it is quicker to get a repeat prescription-it's not. I have experienced people & I have done it myself going to chemist, going through to GP to find out what has happened to prescriptions submitted days before-sometimes it's still in doctors room, other times it has been hanging around pharmacy.
- Sometimes there is a problem when a pharmacist doesn't turn up for the day and the pharmacy closes completely.
- The chemist is always very helpful. We would not like to lose this service.
- The pharmacy staff are very helpful but the manager will not always get what is advised because we understand the cost involved
- The Sunday service in Bridgnorth was withdrawn recently by NHS England without consultation. This makes it extremely difficult to get emergency prescriptions dispensed if a patient is reliant on public transport. In a recent case neither Shropdoc nor the Community Hospital seemed to realise there was no Sunday opening and gave conflicting advice. In rural areas with poor transport links at weekends this is not a satisfactory service.
- There is a pharmacy at the doctor's surgery but as I live in the village I am not allowed to use it!
- Usually excellent services. The pharmacists are so absolutely knowledgeable about all medication and also carry out in-depth review
- Very backward level of service- could do lots more innovative stuff e.g. have a nurse for health needs assessments and pre hospital stay planning post in patient hospital follow up service. Could work as part of a discharge from

hospital service. Reduce level of readmission within 30 days. Could provide a wireless monitoring service and collect data for analysis.

- Very good but I live close to the town centre
- We have two pharmacies in Ellesmere plus practice dispensary. One pharmacy stays open later than 5 I think but I am a longstanding customer of the other.
- Why do some 100 hour pharmacies not appear open at their detailed hours, such as Oswestry?

Appendix 7 Equality Impact Assessment

Equality and Social Inclusion Impact Assessment (ESIIA)

Guidance Notes 2014

The What and the Why:

The Equality and Social Inclusion Impact Assessment (ESIIA) tool replaces the Equality Impact Needs Assessment (EINA) tool previously in use by Shropshire Council. It is a tool to help us to identify whether or not any new or significant changes to services, including policies, procedures, functions or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

What we are now doing is broadening out such assessments to consider social inclusion. This is so that we are thinking as carefully and completely as possible about all groups and communities in Shropshire, including people in rural areas and people we may describe as vulnerable, as well as people in what are described as the nine 'protected characteristics' of groups of people in our population, eg Age, eg Disability, eg Gender Reassignment. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging or delivering services.

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services, such as through a new policy or a change in procedure. Carrying out ESIIAs helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010 to have what is called *due regard* to the three equality aims in our decision making processes. These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

The How:

The assessment comprises two parts: a screening part, and a full report part.

Screening (Part One) enables energies to be focussed on the service changes for which there are potentially important equalities and human rights implications. If screening indicates that the impact is likely to be positive overall, or is likely to have a medium or low negative or positive impact on certain groups of people, a full report is not required. Energies should instead focus on review and monitoring and ongoing

evidence collection, enabling incremental improvements and adjustments that will lead to overall positive impacts for all groups in Shropshire.

A **full report (Part Two)** needs to be carried out where screening indicates that there are considered to be or likely to be significant negative impacts for certain groups of people, and/or where there are human rights implications. If you are not sure, a full report is recommended, as it enables more evidence to be collected that will help you to reach an informed opinion.

Shropshire Council Part 1 ESIIA: initial screening and assessment

Note: Prompt questions and guidance within boxes are in italics to be typed over when completing this form. Please extend the boxes if you need more space for your commentary

Name of service change

Pharmaceutical Needs Assessment

Aims of the service change and description

The Pharmaceutical Needs Assessment (PNA) is a statutory requirement of Local Authority Health and Wellbeing Boards and has to be published by April 2015. The PNA should highlight the needs for pharmaceutical services in the area, current provision of services and any future services that are required. The PNA will be used by organisations including Clinical Commissioning Groups (CCG), NHS England and the Local Authority (LA) to plan and commission future services. It will also be used by NHS England to identify whether new pharmacies are needed when applications are made.

Intended audiences and target groups for the service change

Local Pharmaceutical Committee
Local Medical Committee
Local Authority
Clinical Commissioning Group
NHS England
GPs
Pharmacists
Healthwatch
NHS Trusts and Foundation Trusts
Members of the Public
Health and Wellbeing Board
Any neighbouring Health and Wellbeing Boards

Evidence used for screening of the service change

Part of the the Pharmaceutical Needs Assessment is a health needs assessment section which is based on information from the Joint Strategic Needs Assessment and includes:

Local demographics
 Socio-economic indicators
 Rural and urban indicator
 Priority health and lifestyle needs in the local area
 Activity information from pharmacies
 Stakeholder consultation
 Patient and public consultation

Specific consultation and engagement with intended audiences and target groups for the service change

A survey was sent to all community pharmacies in Shropshire and a patient and public questionnaire was also undertaken to capture views.

Potential impact on Protected Characteristic groups and on social inclusion

Using the results of evidence gathering and specific consultation and engagement, assess each of the following areas separately and consider how the policy may affect people within these groups:

- Have you considered the relevant Protected Characteristics and/or consulted people with specialist knowledge?
- Will the service change that is proposed create any problems or barriers to any community or group?
- Will any group be excluded or be at risk of being excluded because of the service change?
- Will the service change have a positive or negative impact on fostering good relations?
- Are there any Human Rights implications?
- Will there be a positive or negative impact on social inclusion because of the service change?

Guidance on what a negative impact might mean

High Negative	Significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available: urgent need for consultation with customers, general public, workforce
Medium Negative	Some potential impact, some mitigating measures in place but no evidence available how effective they are: would be beneficial to consult with customers, general public, workforce
Low	Almost bordering on non-relevance to the ESIIA process (heavily

Negative	legislation led, very little discretion can be exercised, limited public facing aspect, national policy affecting degree of local impact possible)
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Initial assessment for each group

Note: please rate the impact that you perceive the service change is likely to have on a group, through inserting a tick in the relevant column

Protected Characteristic groups and other groups in Shropshire	High negative impact <i>Part Two ESIIA required</i>	High positive impact <i>Part One ESIIA required</i>	Medium positive or negative impact <i>Part One ESIIA required</i>	Low positive or negative impact <i>Part One ESIIA required</i>
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg young person with disability)				X
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				X
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				X
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				X
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				X
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				X
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				X
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				X
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				X
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households)				X

in poverty; refugees and asylum seekers; rural communities; people you consider to be vulnerable)				
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Decision, review and monitoring

Decision	Yes	No
Part One ESIIA Only?	X	
Proceed to Part Two Full Report?		X

If Part One, please now use the boxes below and sign off at the foot of the page. If Part Two, please move on to the full report stage.

Actions to mitigate negative impact or enhance positive impact of the service change

Check: for the groups affected, what actions will you now take to mitigate or enhance impact of the service change? For example, if you are reducing a service there may be further use you could make of publicity and awareness raising through social media and other channels to reach more people who may be affected

Actions to review and monitor the impact of the service change

Check: what arrangements will you have in place to continue to collect evidence and data and to continue to engage with all groups who may be affected by the service change, including the intended audiences? For example, customer feedback and wider community engagement opportunities, including involvement of elected Shropshire Council councillors for a locality.

Scrutiny at Part One screening stage

People involved	Signatures	Date
<i>Lead officer carrying out the screening</i>	Emma Sandbach	09/02/2015
<i>Any internal support</i>		
<i>Any external support</i>	Tracy Savage	09/02/2015
<i>Head of service</i>	Rod Thomson	09/02/2015

Sign off at Part One screening stage

Name	Signatures	Date
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Emma Sandbach	<i>Lucas Gullane</i>	13/02/2015
Rod Thomson	<i>Rod Thomson</i>	13/02/2015

