

Pharmaceutical Needs Assessment 2025

DRAFT

May 2025

Aims & objectives

All health and wellbeing boards have a statutory duty to produce a pharmaceutical needs assessment (PNA) every 3 years, following the health act of 2009.

Previous PNAs for Shropshire were produced in 2011, 2015, 2018 and 2022. The final version has to be published by 1st October 2025, preceded by a 60-day public consultation.

The purpose of PNAs is to:

- Look at current and future health of the county
- Examine current pharmaceutical service provided
- Gather views of residents and contractors
- Identify gaps and unmet needs

The finished report will be used to plan future services including new contractors

Contents so far (for context)

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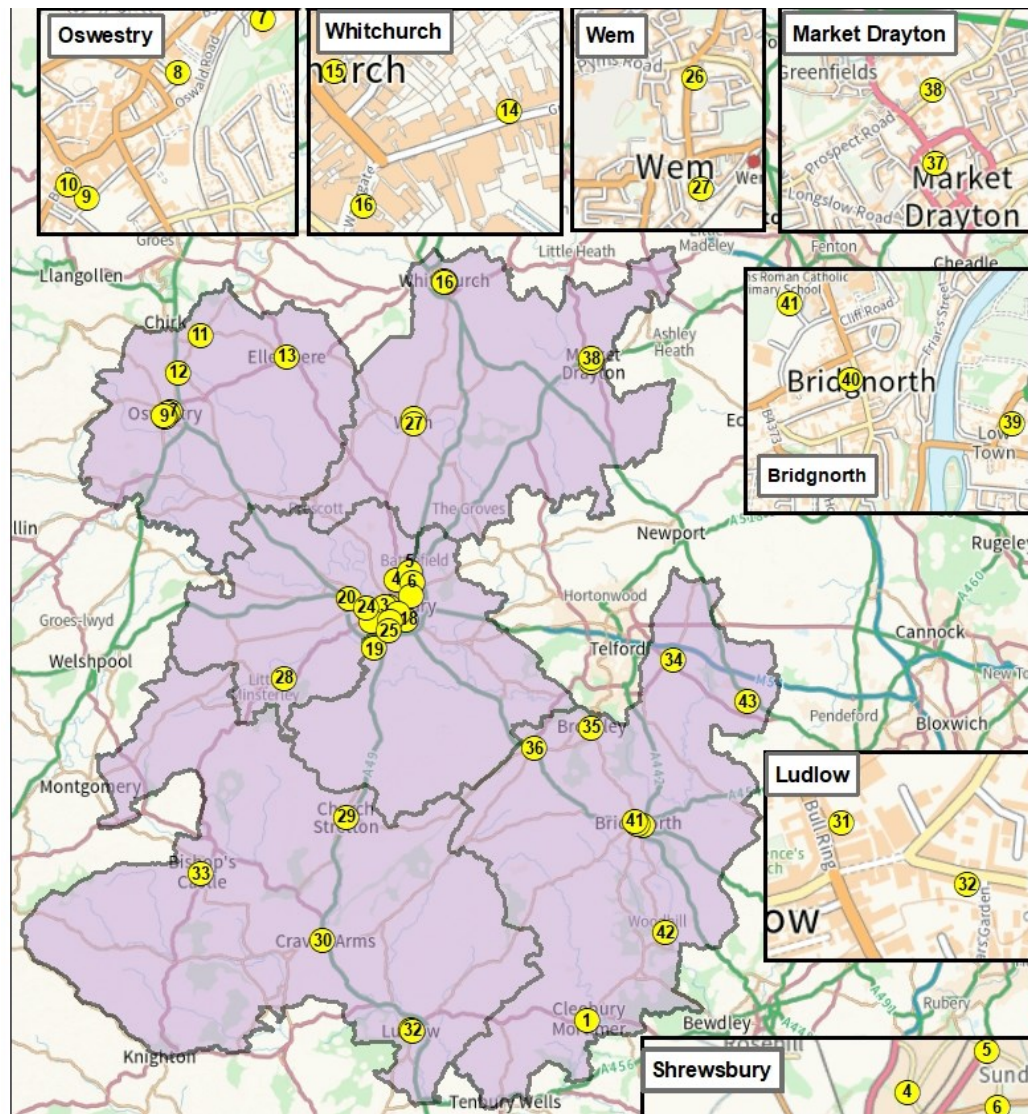
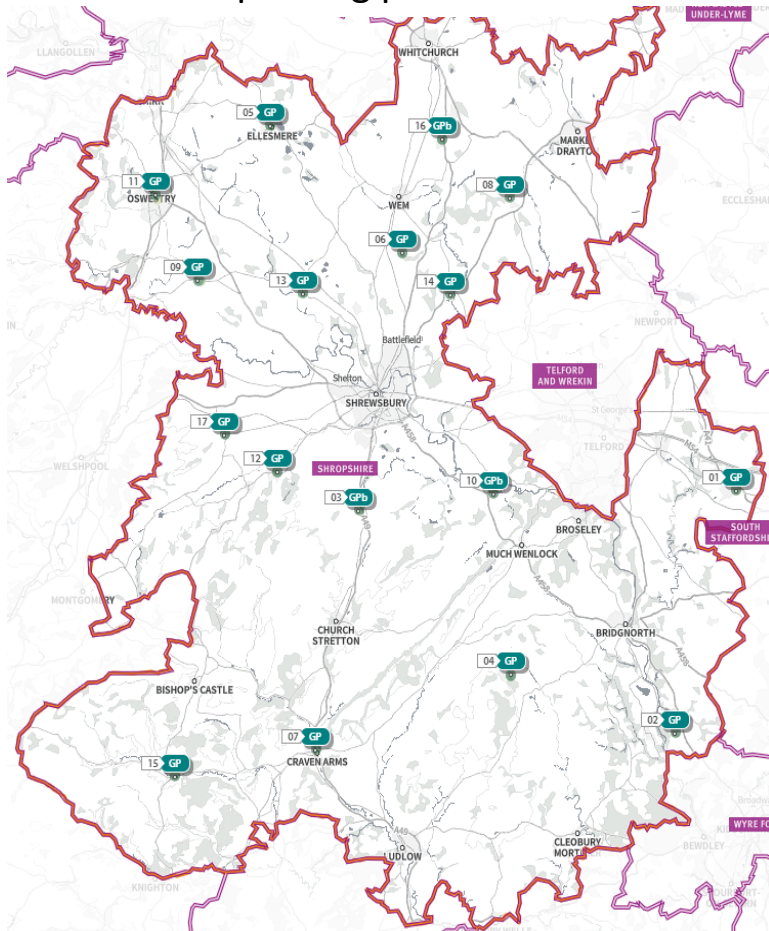
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Provision

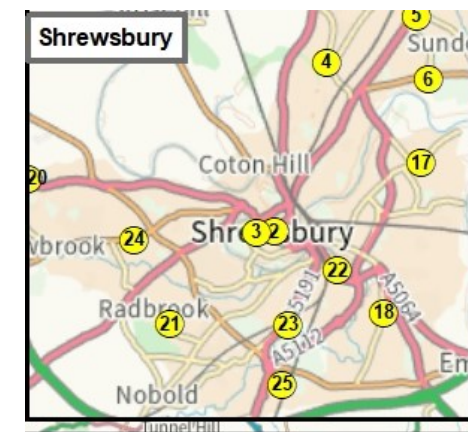
Community Pharmacies

More detail
can be
found in
the full
report.

GP Dispensing practices



	Operating in Shropshire	Operating in T&W
GP Dispensing practices	17	2
Community Pharmacies	43	35
Distance Selling Pharmacies	0	1 (+1 application in process)
Appliance Contractors	0	1

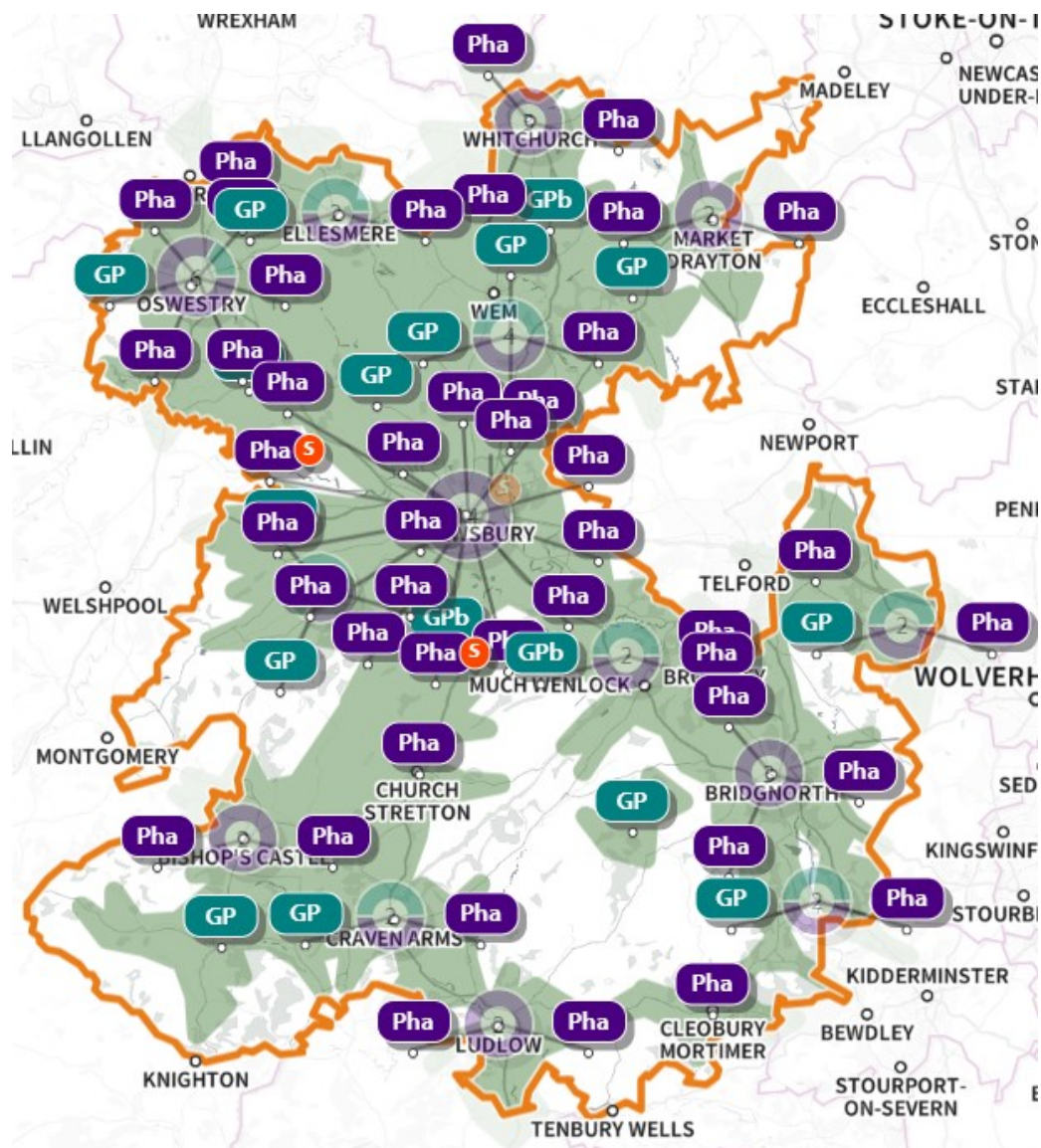


Number of Residents per pharmacy	Shropshire 2025	England 2025	Shropshire 2022	England 2022
Community Pharmacies	7,637	5,127	6,829	4,870
Community Pharmacies + Dispensing GP practices	5,473	4,761	4,863	4,462

- 4 less community pharmacies in Shropshire since the last PNA of 2022
- Shropshire has more people per community pharmacy (7,637) than England (5,127), and the number has grown since 2022 (6,829)
- Impact reduced when you add in dispensing GP practices, although Shropshire still has more people per pharmacy (5,473) than England (4,761) and number has increased since 2022

Accessibility

More detail
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report.



Green on the map shows areas where residents can get to a community pharmacy or dispensing GP practice within in a car in 10 minutes.

Transport	Shropshire residents able to get to a pharmacy	Shropshire residents unable to get to a pharmacy	% of residents able to get to a pharmacy in time period
Walking in 10 mins	149,283	177,895	45.6%
Car in 10 mins	299,400	27,778	91.5%
Car at rush hour in 10 mins	294,767	32,411	90.1%
Public Transport (weekday morning) in 10 mins	158,064	169,114	48.3%

Pharmacy Services

- Community Pharmacies offer a number of services to residents as part of the NHS Pharmaceutical Services contract with the ICB.
- All offer the 9 essential services but can choose to offer the advanced services and additional services as long as they meet the requirements.
- However, dispensing GP practices do not offer the full range of these essential services and if they do offer some it might be via an appointment, which negates one of the aims of reducing pressure on GP practices

Essential Services	Advanced services	Additional services
Discharged medicines service	Appliance User Review	Supervised consumption (Local Authority)
Dispensing appliances	Flu Vaccination Service	Needle and Syringe Exchange (Local Authority)
Dispensing medicines	Hypertension Case-Finding Service	Sexual Health: Issue of treatment for Chlamydia (Local Authority)
Repeat dispensing and electronic repeat dispensing	Lateral Flow Device service	Sexual Health: Issue of Chlamydia/Gonorrhoea Smartkits (Local Authority)
Disposal of unwanted medicines	New Medicine Service	Condom Distribution Scheme (Local Authority)
Healthy Living Pharmacies	Pharmacy Contraception Service	Emergency Hormonal Contraception (Local Authority)
Public Health (promotion of healthy lifestyles)	Pharmacy First service	Covid vaccinations (National)
Signposting	Smoking Cessation Service	Influenza anti-viral (ICB)
Support for self-care	Stoma Appliance Customisation	IP pathfinder (ICB)
		End of life (ICB)

Community Pharmacy Activity

- Community Pharmacies dispensed 4,971,668 items (December 23 to Nov 24)
- More items dispensed to people using pharmacies in the North West family hub area than anywhere else, which has a higher rate when using per head of population – although people don't have to use the nearest pharmacy to their homes and people from elsewhere could be using them
- Lowest numbers in the South West family hub area, however, the rate per head of population here is above 3 other areas

Area	Number of Items dispensed	Number of pharmacies in area	Items per pharmacy	Population	Items per head of population
North East	818,201	7	116,886	58,366	14.02
North West	1,050,590	7	150,084	51,791	20.29
Central East	797,561	7	113,937	50,334	15.85
Central West	845,176	8	105,647	59,342	14.24
South East	919,802	9	102,200	67,568	13.61
South West	540,338	5	108,068	36,237	14.91
Shropshire	4,971,668	43	115,620	323,606	15.36

Community Pharmacy Activity

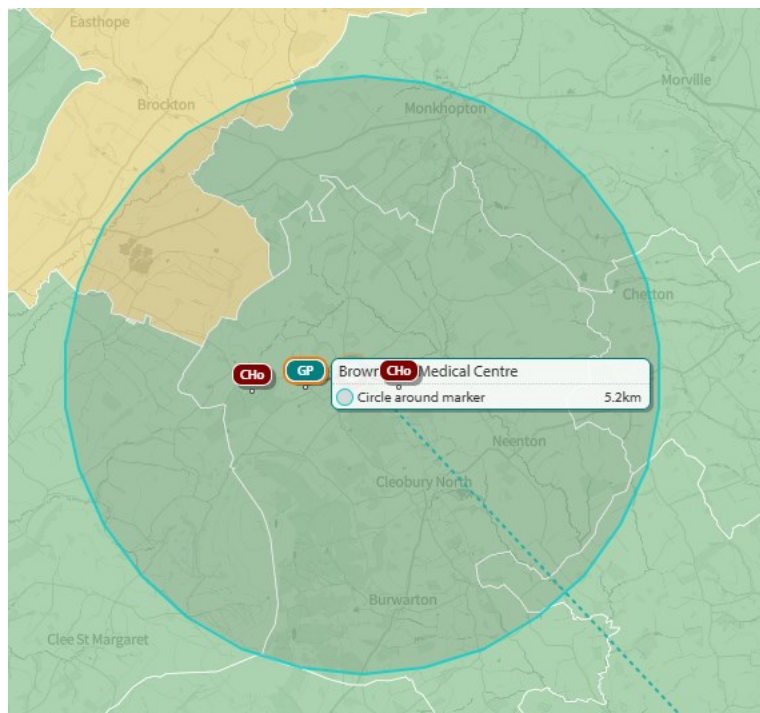
Other services offered at pharmacies

Advanced services	Pharmacies signed up	Activity	Additional services	Pharmacies signed up	Activity
Appliance User Review	0		Supervised consumption	31	127 registrations 2,283 provisions
Flu Vaccination Service	43	27,916	Needle and Syringe Exchange	26	127 registrations 1,919 packs
Hypertension Case-Finding Service	40	8,613	Issue of treatment for Chlamydia	26	<5 (2023-2025)
Lateral Flow Device service	38	874	Issue of Chlamydia/Gonorrhoea Smartkits	26	26 (2020-2024)
New Medicine Service	43	19,613	Condom Distribution Scheme	26	95 (2020-2024)
Pharmacy Contraception Service	40	109 initiated 834 ongoing	Emergency Hormonal Contraception	27	918 (2023/24-2024/25)
Pharmacy First service	43	14,701	Covid vaccinations	21	No data
Smoking Cessation Service		47	Influenza anti-viral	1	No data
Stoma Appliance Customisation		79	IP pathfinder	3	No data
			End of life	9	

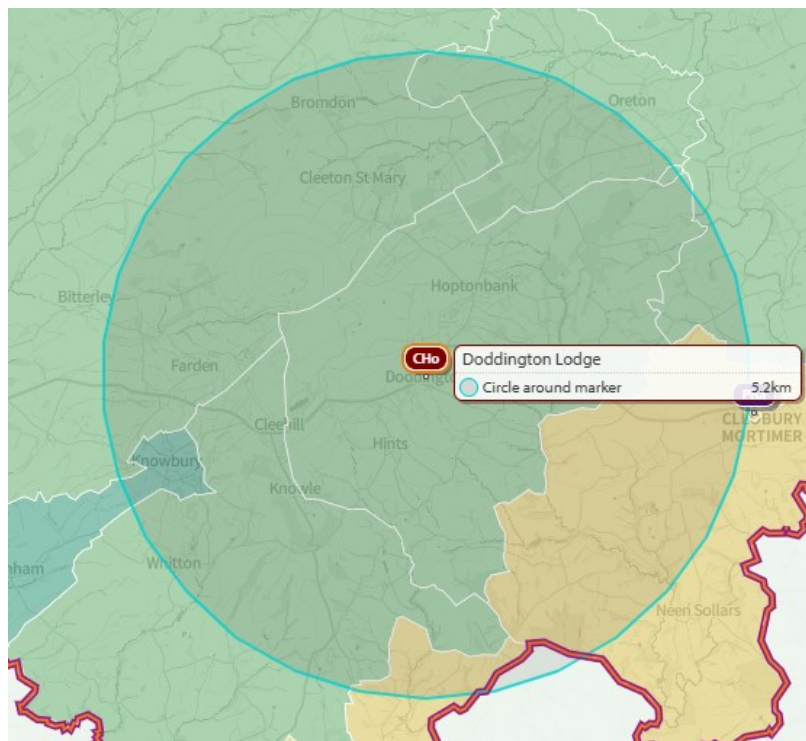
Care homes

Significant number of care homes for adult and children (114) who may need medicines dispensed, advice, removal of waste medicines and provision of compliance aids. However, possible gap in South of the county

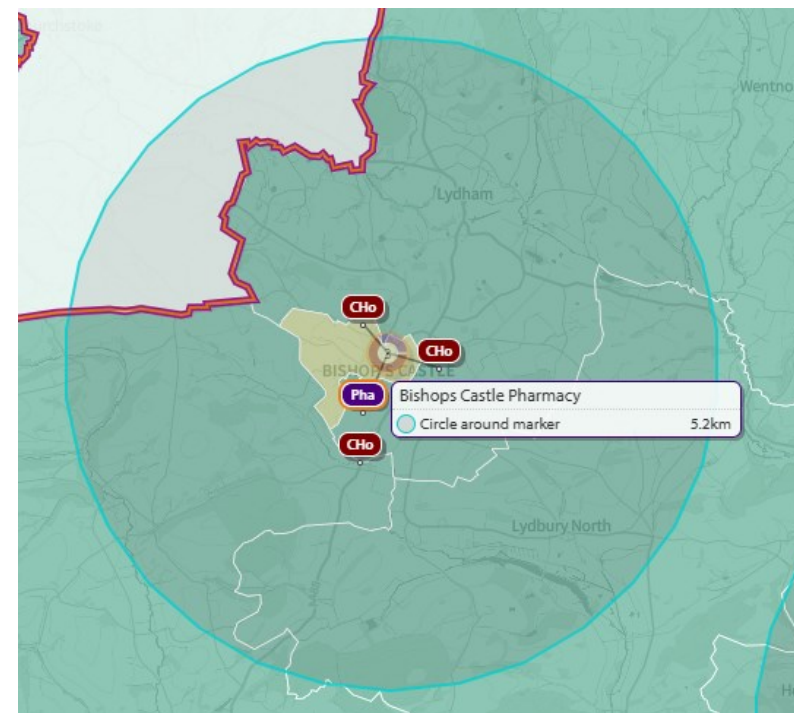
Brown Clee Medical Centre, Arden Grange Nursing & Residential Care Home and Ditton Priors Care Centre. Only have a dispensing practice within 5.2km



Doddington Lodge. 5.2km to nearest pharmacies in Cleobury Mortimer



Bishop's Castle Pharmacy – only pharmacy or dispensing practice in over 5km of 3 homes



Resident survey

- Online survey for residents, 259 responses from Shropshire residents – 65% female, just 8.5% below 45 years old, vast majority White British and more completed the survey from the North-West family hub area than anywhere else and less responses from the 2 most deprived quintiles.
- Around 40-50% of people would want to visit a pharmacy on weekends, but there are limited pharmacies opening at these times,.
- The questionnaire indicated there were a majority of people were not aware of some additional services, such as sexual health or substance misuse services, but also some of the advanced services such as medicines use reviews and new medicines services.
- 93% said they had a pharmacy where their prescription is sent by their GP, but just 15% said they had used a prescription delivery service – the most cited reason was because they were unable to leave their home
- 27% said they had used the pharmacy first service – people can go for advice and treatment for some minor conditions, 83% of those self referred.
- 81% said the pharmacy advice received was fairly or very useful – just 3% said it was not very useful. Some of the comments regarding this included how using pharmacies could save the time of waiting to be seen by a GP which could be exhausting; there were also comments saying how helpful the pharmacist had been and how they were able to listen and had better knowledge of medications
- Overall, 67% of people with very or were satisfied with pharmacy services, with 8% saying they were dissatisfied or very dissatisfied. The main themes for the dissatisfaction were around opening hours particularly evenings and weekends when someone is acutely ill, waits for medicines being prepared or not in stock and being short staffed.
- Lots of further comments were received, with praise for staff and time saved on waiting for appointments, although some issues raised included opening hours; concerns about increasing workload; staffing; pay or poor attitudes from the public

Contractor survey

- 28 of the 43 contractors completed the survey = 65%
- 93% of them said the pharmacy had free parking nearby, 89% said the pharmacy had wheelchair access to all areas, but just 21% had a disabled toilet, 54% had an automatic door, 36% a hearing loop.
- 93% had a consultation room available with wheelchair access, 7% of them had no wheelchair access
- 50% of pharmacies had the ability for an online consultation, 57% a video consultation and 89% said they had a text messaging service for prescriptions being ready
- All pharmacies consultation room was 'closed' but 14% did not have patient access to hand-washing facilities or a toilet.
- Majority of pharmacies said they currently provided or were intending to provide the advanced services, although 32% said they were not intending to provide the appliance use review, or the smoking cessation service (14%) or the stoma appliance customisation (18%)
- Majority of contractors said that if they were not already providing some further services including disease specific or screening ones, they would be willing to provide them if commissioned
- 89% of pharmacies said they offered the collection of prescriptions from GP practices without a charge, and majority would deliver to selected patients
- 64% offered prescription ordering, and of those all offered this by telephone, 83% via email or 78% by reception

Access to pharmaceutical services

- There are currently 43 community pharmacies and 17 dispensing GP practices in Shropshire, located throughout the county. Most community pharmacies are close to GP practices providing choice and convenience for patients.
- Approximately 91% of residents are within a 10-minute car journey of a community pharmacy or dispensing GP practice. However, only 48% of the population within 10 minutes of one using public transport on a weekday morning.
- Many localities are supported by GP practices that dispense to their patients. Dispensary opening hours usually reflect the opening times of the practice.
- Limited opening hours with most pharmacies open on Saturday mornings, with just 2 opening past 6pm on a Saturday – both in Shrewsbury till 8pm and 9pm - and just 6 opening on a Sunday at all (4 in Shrewsbury and 2 in Oswestry). Cambrian Pharmacy in Oswestry is the only pharmacy in Shropshire than is open past 9pm on weekdays – until 11pm. No pharmacy in Shropshire is open 24 hours
- There appears to be reasonable access to some services commissioned by Public Health, e.g. emergency hormonal contraception, however, some services do not operate at all pharmacies, and for some pharmacies activity is very low.

Current pharmaceutical provision

- There are more people per pharmacy in Shropshire than there are in England, although the gap reduced when adding in dispensing GP practices.
- The number of pharmacies has dropped since the previous PNA and therefore the ratio has increased
- There is only one 100-hour pharmacy in Shropshire, as opposed to three in the previous PNA, this pharmacy is in Oswestry.
- Some advanced and locally commissioned pharmacy services are only provided by a small number of pharmacies, if at all. The dispensing appliances service is provided by a national contractor in Telford and Wrekin although pharmacies may be able to supply some appliances
- Community pharmacies have taken on more roles as part of the pharmacy contract such as pharmacy first, which aims to take pressure of GPs and hospitals for which they can get advice and treatment for some minor conditions
- While there are 17 dispensing GP practices, these do not offer the full services community pharmacies do, besides dispensing medication and advice unless the patient makes an appointments.

Gaps in provision

- Weekend and night access - There is limited provision on Sundays, particularly in the South of the county as the only pharmacies open then are in Shrewsbury and Oswestry. There is also limited provision after 6pm on weekdays and Saturdays.
- Visibility of services - The resident survey highlighted that there were several services that community pharmacies provide, but the respondents didn't necessarily know that the pharmacy provided them – for example 66% were unaware of a new medicines service, 72% were unaware of needle and syringe exchange scheme, 65% were unaware of advice on health lifestyles. Likewise, there are some services that the pharmacies offer but activity was very low.
- The contractor survey highlighted a willingness among the majority of the 28 contractors who answered to provide more services if they were commissioned - if they were not always providing them or were intending to provide them - such as disease specific medicines services e.g. COPD, diabetes among others.
- Further investigation and consideration may become necessary to evaluate if there is enough pharmacy provision given the projected growth of the population in future, as growth between 2022 and 2032 is expected to be 7.89% - 26,268 people.

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