

SHROPSHIRE COUNCIL

Pharmaceutical Needs Assessment (PNA)

SHROPSHIRE



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 2018. 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 pharmacies. It is also used by commissioners reviewing the health needs for services within their particular area, to identify if any of their services can be commissioned through community pharmacies.

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, including 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 through 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 18th January 2018 to 19st March 2018. 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

This PNA Covers the area of Shropshire Local Authority, which has a coterminous geography with Shropshire CCG.

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 (16.1%) than England (15.4%) 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 50.5% of the County's residents were aged 45 or over, compared to only 42.5% nationally.
- Shropshire, like most parts of the country, has an ageing population – Table 1, shows that by 2027 the current population aged 85 or over is expected to rise by 50% (10,600 to 15,900).
- 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, Sundorne, Castlefields and Ditherington, Prees, Oswestry West 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 2.5%, compared to a fall of 11% nationally. This age group accounts for 9.3% of the county's population compared to 12% for England.

Access to pharmaceutical services

- There are currently 52 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 9 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. Dispensing doctors offer services to help fulfil the pharmaceutical needs of the patients in these areas.
- There appears to be good access to most services commissioned by Public Health in Shropshire, such as emergency hormonal contraception and smoking cessation services.

Current pharmaceutical provision

- The distribution of pharmacies per head-of-population is similar to the national average. However there seem to be some parts of the county where there is over provision.
- There are five 100-hour pharmacies which are located in Shrewsbury and the north of the county.
- Some advanced services AUR and SAC are only provided by a small number of pharmacies.

Gaps in pharmaceutical provision

- The patient survey highlighted that communications about the specific services that community pharmacies provide and which pharmacies have signed up to provide them need to be more visible.
- There appears to be less provision on Sundays in the South of the county.
- Stakeholders identified training between community pharmacy and other providers as a potential gap.

Recommendations

- Increase the opening times of pharmacies on Sundays specifically in South Shropshire.
- Consider future joint training sessions bringing together representative from community pharmacy and other organisations pharmacists to promote integrated working
- Explore options for improving communications around provision of services delivered in community pharmacy
- Consideration should be given to including community pharmacy and the services they can provide in future commissioning plans and strategies in order to support the delivery of community based services.

Table of Contents

Executive Summary	1
Introduction and Background	5
Health Needs Analysis.....	10
Current Pharmaceutical Provision	18
Access to pharmaceutical services.....	72
Gaps in pharmaceutical services in Shropshire	83
Appendix 1 Overview of Contract Applications and Market Entry	86
Appendix 2 PNA Steering Group Terms of Reference	91
Appendix 3 Community Pharmacy Questionnaire.....	93
Appendix 4 Community Pharmacy Patient Survey	101
Appendix 5 Community Pharmacy Opening Times	106
Appendix 6 Dispensing GP practices opening hours.....	122
Appendix 7 Equality Impact Assessment	126

Introduction and Background

The Pharmaceutical Needs Assessment (PNA) is a statutory requirement of Local Authority Health and Wellbeing Boards and has to be updated every three years, with the latest update due by the 1st of April 2018. 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 2015 and it is this version that has been referred to for the 2018 update. There is a statutory requirement to hold a 60 day consultation period before publishing the PNA, in Shropshire this period was from the 18th of January until the 19th of March 2018.

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 (Appendix 1). 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

Sustainability and Transformation Plans (STP)

The Shropshire, Telford & Wrekin NHS Sustainability and Transformation Programme is the local five-year plan put in place to transform health and care services for local people so they are fit for the future.

The STP acknowledges that the demand on health and care services continues to rise and outstrips the available funding, which puts pressure on all services, especially hospitals, GP surgeries and social care. Demographic change contributes to the picture, as the number of older people in our population grows and many people have more than one long-term health condition, leading to a greater need for certain services. The challenging financial climate means changes are essential to ensure health and care services become sustainable in the long term at the same time as well as meeting the public's health and care needs more effectively.

Community pharmacy has the potential to contribute to the delivery of all the aims in the local STP, which are as follows:

- To build resilience and social capital
- Integrated care across the NHS and Social Care
- More appropriate use of hospital care
- Working as one health system
- Sustainable workforce
- Sustainable finances

Community Pharmacy Clinical Services Review

This independent report was commissioned by the Chief Pharmaceutical Officer and published by the Kings Fund in December 2016. The report highlights areas where pharmacies and pharmacists can work with other parts of the health and care system in order to be part of a fully integrated system. The report makes several recommendations that if implemented would see an expansion in the role of community pharmacies.

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.

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.

PNA Steering Group

A PNA Steering group was established that included members from the above organisations. The steering group was involved in the production of the PNA and worked together to design the questionnaires, ensure that relevant activity data was available, identify local needs and support the consultation. The terms of reference for the PNA steering group are available in Appendix 2.

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 (Appendix 3).

A patient survey was also undertaken supported by Health Watch Shropshire to gather patient's views and experience of using local pharmacies (Appendix 4).

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 19th of January and the 19th of March, where stakeholders and the public were asked to comment on the assessment and the assumptions that it is making.

The consultation received several responses and views from the LPC, neighbouring Local Authorities, pharmacists, GPs, members of the public and other organisations. There was generally a lot of very positive comments about pharmaceutical services across Shropshire, with responses stating that they would like to see the level of service maintained and emphasising the importance of pharmacies in rural areas. In terms of the gaps that were highlighted in the PNA there was agreement from several responses about the lack of provision on Sunday's in the South of Shropshire. It was suggested in consultation responses that this could be addressed by working with existing pharmacies to provide opening hours that would cover these times.

There were comments on the recommendations. There was support from responses to the consultation around the recommendation on joint training between different organisations and community pharmacy. It was suggested that Pharmacy teams in hospital and community pharmacy could develop 'Refer to Pharmacy' services to help discharge patients back to their own homes with the appropriate medication support.

Responses to the consultation also stated that improving communications around what was provided in community pharmacies would be useful and could be a way of educating patients and the public as to how pharmacy can support them through service delivery. It was also highlighted that community pharmacies could support national campaigns that are aimed at reducing pressure on GP practices.

The responses received on the recommendation around community pharmacy supporting the delivery of community based health care, stated that it was important that they did so. In addition to the overall comments about the importance of these services in rural areas; the importance of pharmacies open access to all people was also highlighted.

Finally, there was a response received around the role of full pharmaceutical services in future plans for dispensing GP practices and that currently, patients accessing dispensing only services from GP dispensaries, are denied access to pharmaceutical services. It was stated that such services could support both GPs and patients.

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 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 priorities identified by the strategy are the following:

- Prevention – health promotion and resilience
- Sustainability – promoting independence at home
- Promoting easy access to joined up care

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 (16.1%) than England (15.4%) 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 50.5% of the County's residents were aged 45 or over, compared to only 42.5% nationally.
- Shropshire, like most parts of the country, has an ageing population – Table 1, shows that by 2027 the current population aged 85 or over is expected to rise by 50% (10,600 to 15,900).
- 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, Sundorne, Castlefields and Ditherington, Prees, Oswestry West 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 2.5%, compared to a fall of 11% nationally. This age group accounts for 9.3% 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 1 Population growth in Shropshire (2017 – 2027)

Age Band	Population Projection		Increase from 2017-2027	
	2017	2027	Number	%
0-4	15300	14900	-400	-2.6%
5-15	37120	37520	400	1.1%
16-24	28080	27380	-700	-2.5%
25-44	68000	68300	300	0.4%
45-64	89700	85500	-4200	-4.7%
65-74	41300	43200	1900	4.6%
75-84	24100	34800	10700	44.4%
85+	10600	15900	5300	50.0%
Total	314200	327500	13300	4.2%

Source: 2014 population projections, National Statistics website: www.statistics.gov.uk, Crown copyright

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 2 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.

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 9 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) 2015 is an index calculated from 37 indicators measuring deprivation in its broadest sense. The overall IMD 2015 score combines scores from seven areas (called domains), which are weighted as follows:

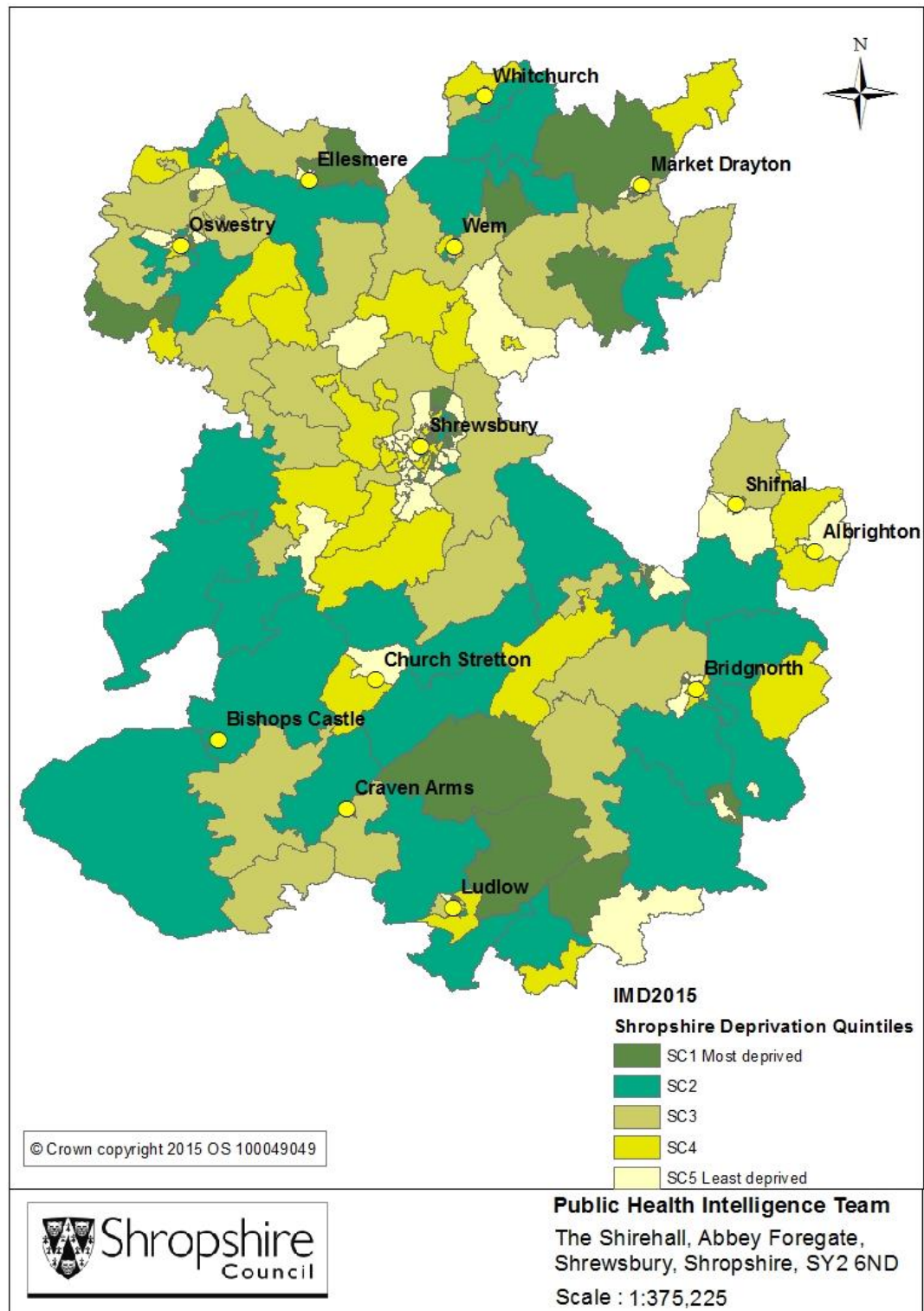
- Income (22.5%)
- Employment (22.5%)
- Health and disability (13.5%)
- Education, skills and training (13.5%)
- Barriers to housing and services (9.3%)
- Crime (9.3%)
- Living environment (9.3%)

Overall in 2015, Shropshire County was a relatively affluent area and was ranked as the 129th 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 32,844 LSOAs in England; of these only 9 in Shropshire County fell within the most deprived fifth of all LSOAs in England. These LSOAs were located within the electoral wards of Market Drayton West, Oswestry South, Oswestry West, in North Shropshire; Castlefields and Ditherington, Harlescott, Meole, Monkmoor and Sundorne in Shrewsbury and Ludlow East in South 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).

Figure 1 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, Market Drayton, Ellesmere, Ludlow, Craven Arms, Highley, and Wem.

Figure 1 Index of Multiple Deprivation in Shropshire

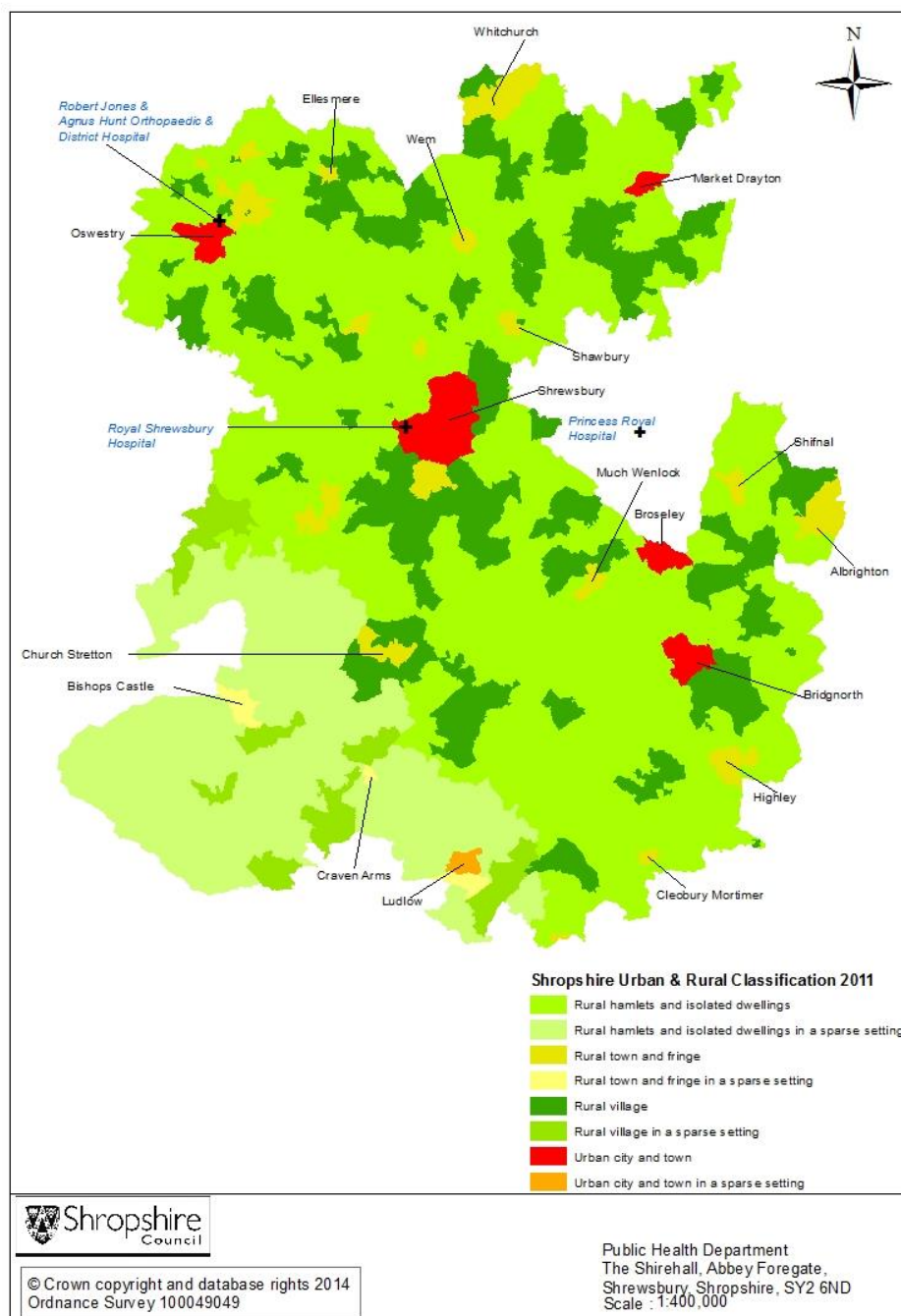


Source: Index of Multiple Deprivation 2015, Neighbourhood Renewal Unit, Department for Communities and Local Government

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 2 Rural and Urban Classification 2011 in Shropshire



Source: Rural and urban classification, ONS, 2011

Housing Developments

The table below sets out the number of proposed new houses in each market town in Shropshire. There is projected to be a significant number of new houses built by 2036 and therefore there is likely to be an increase in population in these areas of new development.

Table 3 Proposed Development Distribution 2016-2036

Settlement	Proposed Housing Guideline 2016-36
<i>Strategic Centre</i>	
Shrewsbury	8,625
<i>Principal Centres</i>	
Bridgnorth	1,500
Ludlow	1,000
Market Drayton	1,200
Oswestry	1,800
Whitchurch	1,600
Sub-Total	7,100
<i>Key Centres</i>	
Albrighton	500
Bishop's Castle	150
Broseley	250
Church Stretton	250
Cleobury Mortimer	200
Craven Arms	500
Ellesmere	800
Highley	250
Much Wenlock	150
Shifnal	1,500
Wem	600
Sub-total	5,150
Rural Areas	7,875
Total	28,750

Source: Shropshire Local Plan Review, 2017

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 17.2% and is similar to the national average.
- 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 65.2% of adults in Shropshire are either overweight or obese, which is similar to the national figure.
- Just under a third of adults (19%) 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.

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.

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.

- 6.9% of people in Shropshire reported a low score for happiness, similar to the national figures.
- 20.1% of people in Shropshire reported a low score for anxiety, similar to the national figures.
- 33.6% of non-opiate users and 5.2% of opiate users successfully completed drug treatment in Shropshire, similar to the national figures.

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. In 2015-16 Children and young people aged 0-14 years had a significantly higher rate of hospital admissions from unintentional and deliberate injuries in Shropshire compared to the national figures.
- 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 20.9% of reception and 31% of year 6 pupils were classed as either overweight or obese. These figure for reception age is similar to national proportion and the figure for year six is significantly lower than the national proportion.

Current Pharmaceutical Provision

Pharmaceutical services in Shropshire are provided by the following:

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

The NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations (2013 Regulations) also provides the legal framework that govern the services that pharmaceutical providers can provide. Although dispensing practices provide a wide range of services for their patients, for the purpose of the PNA, only the prescription dispensing services are considered within the regulation and PNA.

There are three levels of pharmaceutical services that community pharmacies can provide:

- Essential services – services all pharmacies are required to provide
- Advanced services – a range of services that pharmacies can choose to offer, providing Secretary of State Directions are met
- Enhanced services – services that can be commissioned locally by NHS England

Pharmacies can also provide locally commissioned services which are commissioned by local commissioners such as Shropshire Council and Shropshire Clinical Commissioning Group. This section describes the current provision of these services within Shropshire.

There are 52 pharmaceutical service providers of which one is distance-selling. There are no appliance contractors. There are also 18 GP dispensing practices spread throughout Shropshire.

Table 4: Number of pharmacies and dispensing practices

Community pharmacies	Distance selling pharmacies	Dispensing practices
51	1	18

Source: NHS England North Midlands 2017, NHS Business Services Authority 2017

There are 43 GP practices in Shropshire and 18 GP Practices that are dispensing in Shropshire. 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 **Error! Reference source not found.**). 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 Hospital 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

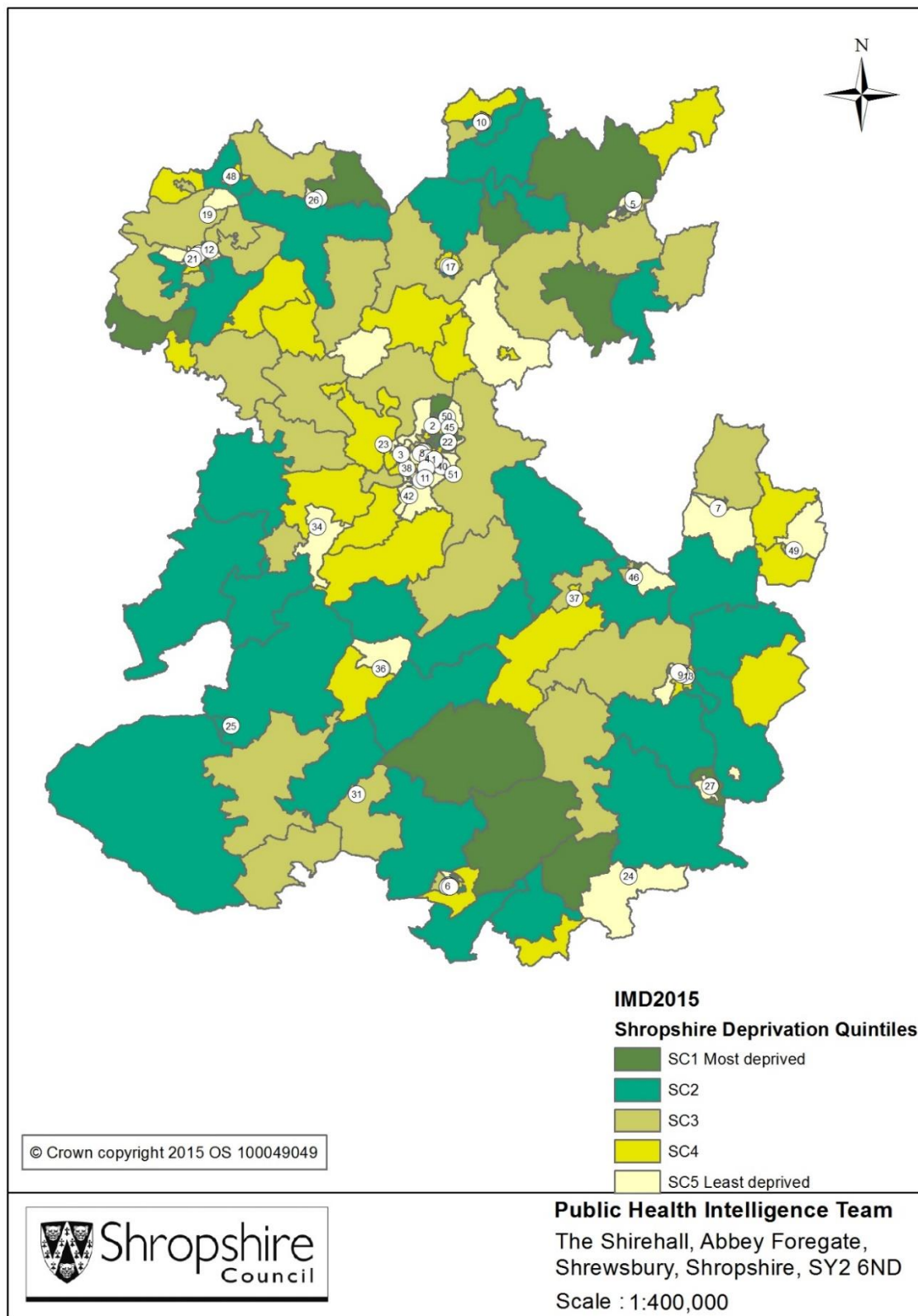
(Ludlow, Bridgnorth and Whitchurch). The MIU in Oswestry is located at the Oswestry Health Centre which is a multi-purpose outpatient health centre.

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, The Shrewsbury and Telford Hospital 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 near Oswestry. Mental health services are provided by South Staffordshire and Shropshire Healthcare NHS Foundation Health Trust and community services from Shropshire Community Health NHS Trust.

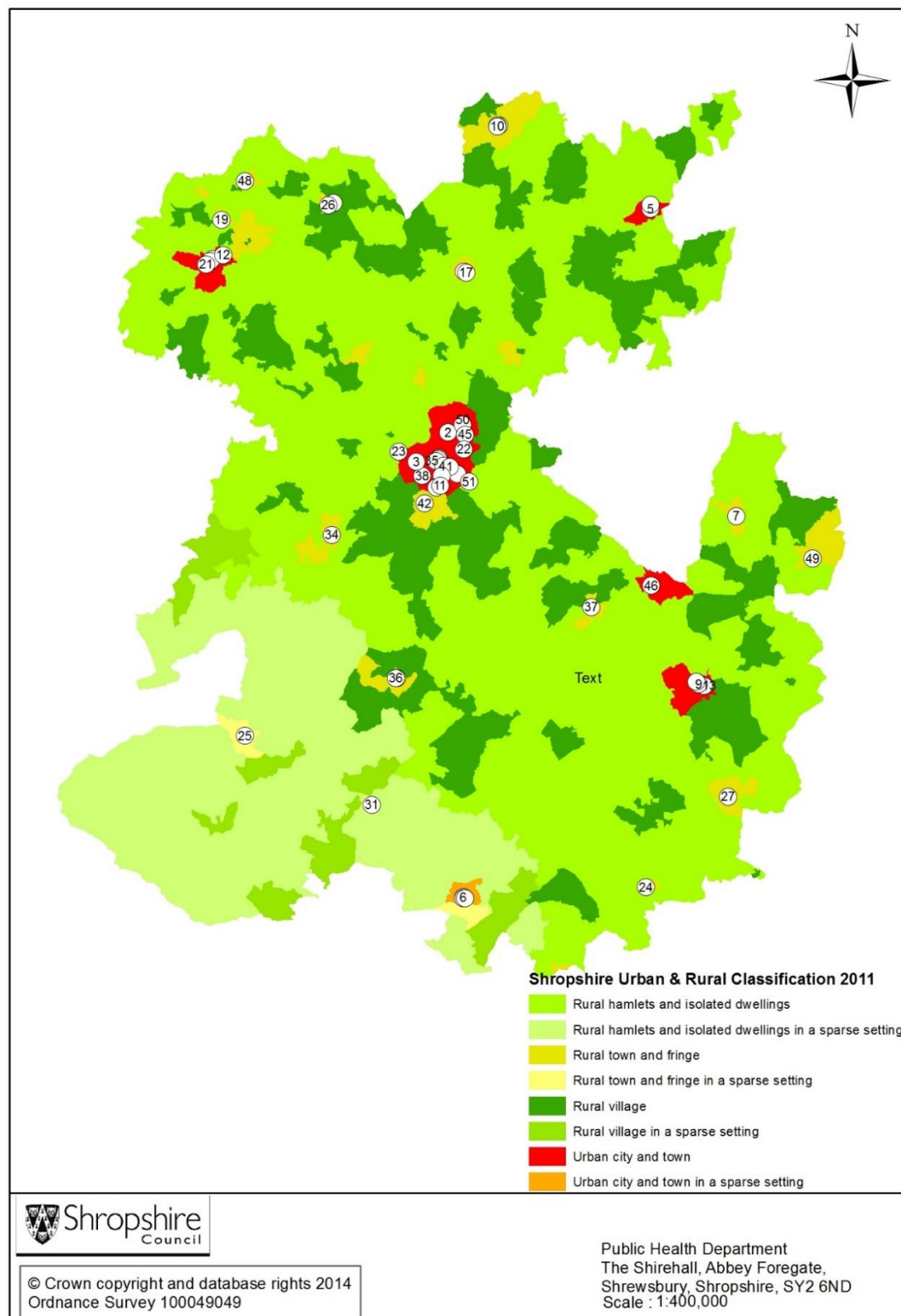
The following maps show the locations of community pharmacies and dispensing practices in Shropshire, by deprivation and rural and urban classification.

Figure 3 Community Pharmacies by Index of Multiple Deprivation local quintile



Source: Index of Multiple Deprivation 2015, Neighbourhood Renewal Unit, Department for Communities and Local Government

Figure 4 Community Pharmacies by rural and urban classification

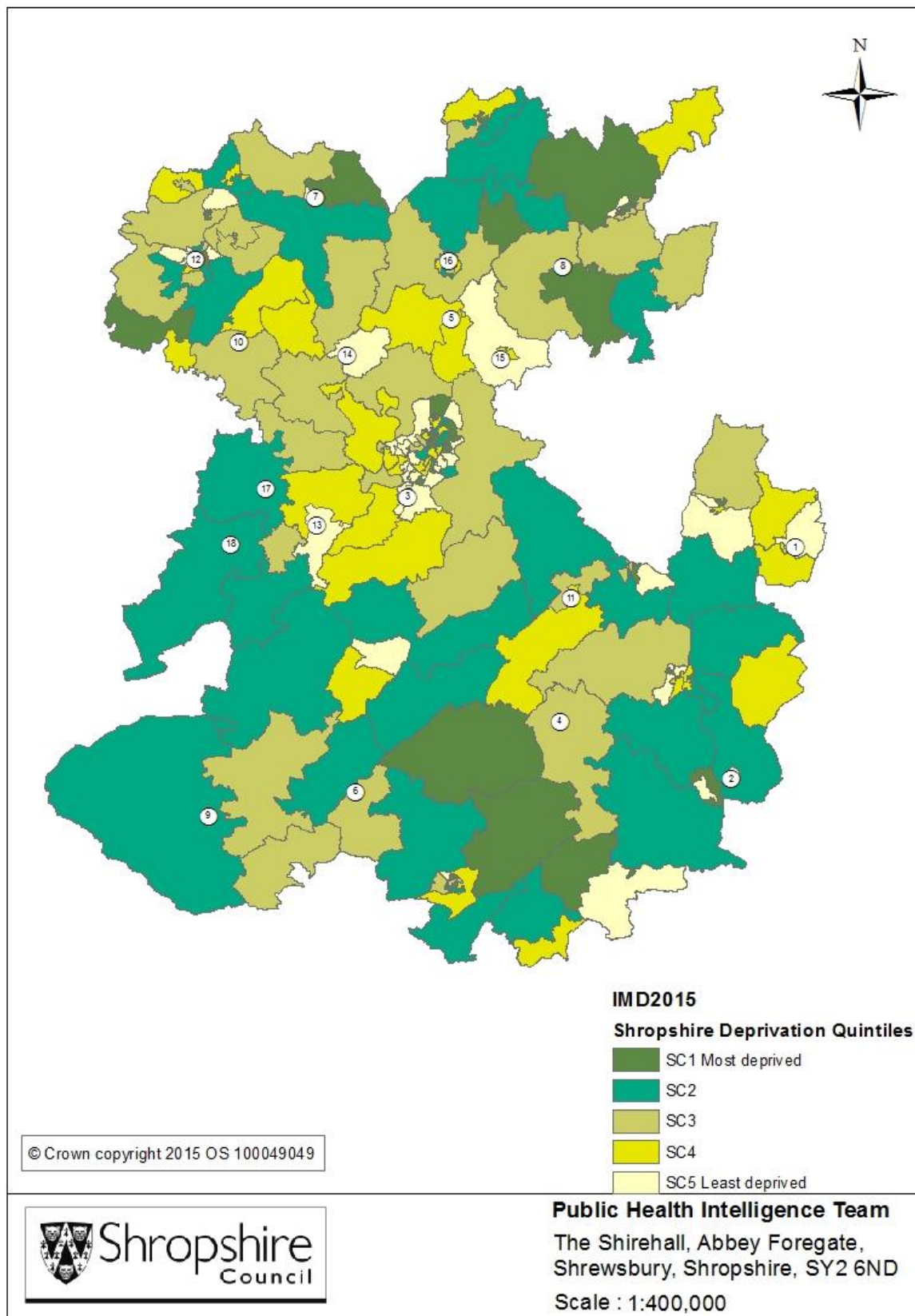


Source: Rural and urban classification, ONS, 2011

Table 5 Key for pharmacy maps

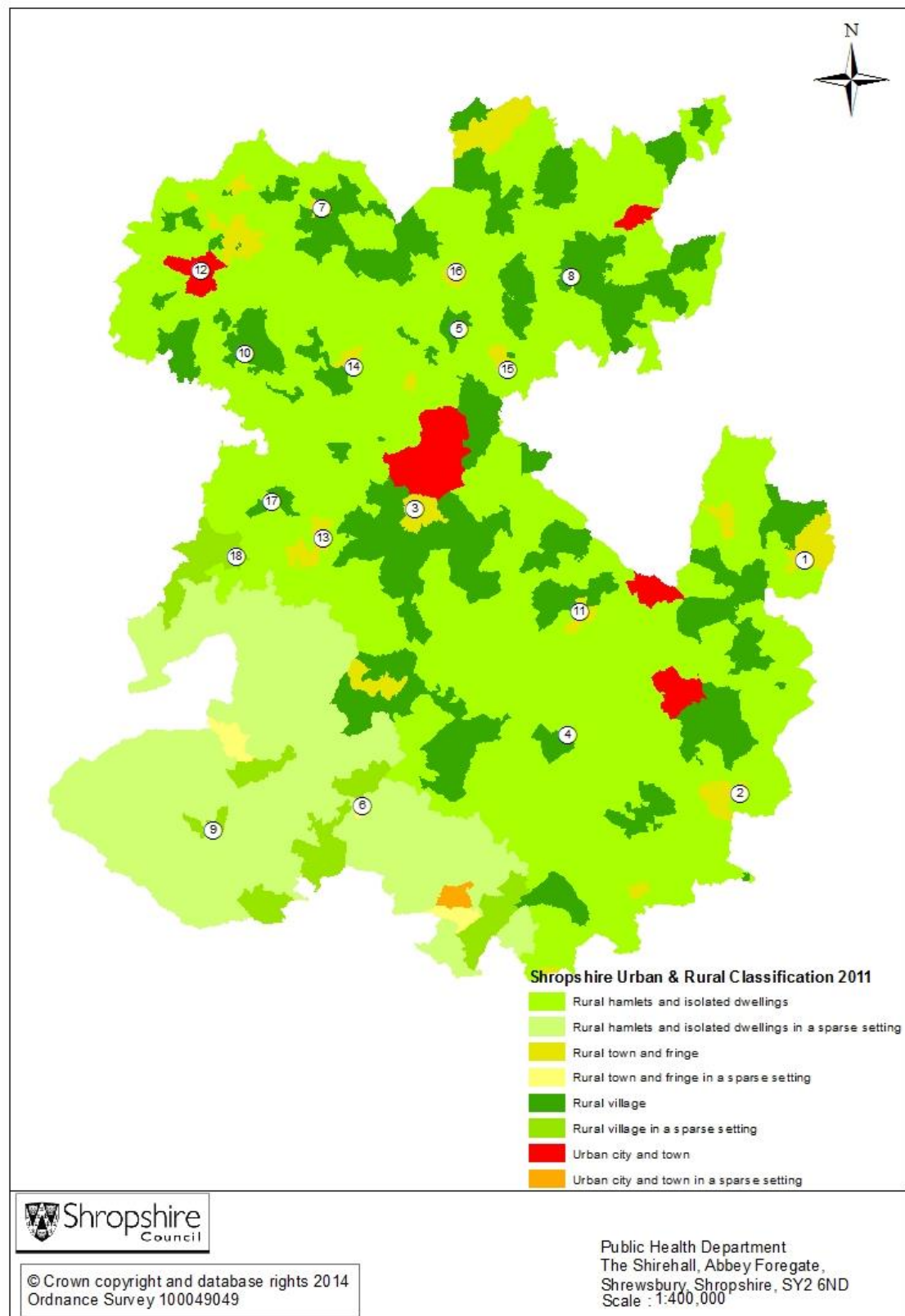
Code	Community Pharmacy	Address	Town
1	Asda Pharmacy	Old Potts Way	Shrewsbury
2	Co-Op Pharmacy	101 Mount Pleasant Road	Shrewsbury
3	Boots	37 Mytton Oak Road	Shrewsbury
4	Boots	129 Longden Coleham	Shrewsbury
5	Boots	48-50 Cheshire Street	Market Drayton
6	Boots	34 The Bull Ring	Ludlow
7	Boots	7 Cheapside	Shifnal
8	Boots	7-9 Pride Hill	Shrewsbury
9	Boots	30-31 High Street	Bridgnorth
10	Boots	10-12 Watergate Street	Whitchurch
11	Boots	Meole Brace Retail Park	Shrewsbury
12	Boots	5-7 Church Street	Oswestry
13	Bridgnorth Pharmacy	2 Mill Street	Bridgnorth
14	Murrays Healthcare	Northgate Health Centre	Bridgnorth
15	Murrays Healthcare	Drayton Health Centre	Market Drayton
16	Brown & Francis	49 Bull Ring	Ludlow
17	Rowlands Pharmacy	Unit 1 Morris Central Shopping Park	Wem
18	Pharmacy@Caxton	Oswald Road	Oswestry
19	Day Lewis Pharmacy	Station Road	Gobowen
20	Cambrian Pharmacy	Thomas Savin Road	Oswestry
21	Day Lewis Pharmacy	23 Church Street	Oswestry
22	Conway Pharmacy	238 Monkmoor	Shrewsbury
23	Bicton Heath Pharmacy	Unit 2 Bicton Heath Shopping Centre	Shrewsbury
24	Cleobury Pharmacy	Off Vaughn Road	Cleobury Mortimer
25	Bishops Castle Pharmacy	Church Street	Bishop's Castle
26	Ellesmere Pharmacy	18 Scotland Street	Ellesmere
27	Highley Pharmacy	High Street	Highley
28	Lloyds Pharmacy	116-119 Galdeford	Ludlow
29	Lloyds Pharmacy	Sainsbury's Meole Brace Retail Park	Shrewsbury
30	Jhoots Pharmacy	53 Riverside Shopping Centre, Shrewsbury	Shrewsbury
31	Lunts Pharmacies	Drovers House	Craven Arms
32	Lunts Pharmacies	1-3 Hereford Road	Shrewsbury
33	Lunts Pharmacies	Roushill	Shrewsbury
34	Pontesbury Pharmacy	Main Road	Pontesbury
35	Rhodes Pharmacy	28 Claremont Hill	Shrewsbury
36	Hillside Pharmacy	18 Sandford Avenue	Church Stretton
37	Wenlock Pharmacy	14 High Street	Much Wenlock
38	Radbroke Green Pharmacy	Bank Farm Road	Shrewsbury
39	Rowlands Pharmacy	19-21 High Street	Wem
40	Rowlands Pharmacy	25 Sutton Road	Shrewsbury
41	Rowlands Pharmacy	40 Sandford Avenue	Church Stretton
42	Rowlands Pharmacy	7 Lansdowne Road	Bayston Hill
43	Rowlands Pharmacy	5 Cross Street	Ellesmere
44	Rowlands Pharmacy	11 High Street	Whitchurch
45	Rowlands Pharmacy	Severn Fields Health Centre, Sundorne Road	Shrewsbury
46	Rowlands Pharmacy	80 High Street	Broseley
47	Station Pharmacy	Middleton Road	Oswestry
48	St Martins Pharmacy	Stans Superstore	St Martins
49	T A Rhodes Ltd	77 High Street	Albrighton
50	T/A Tesco Pharmacy	Cattle Market	Shrewsbury
51	Pharmacy Xpress	Anchorage Avenue	Shrewsbury
52	Green End Pharmacy	13-13A Green End	Whitchurch

Figure 5 Dispensing GP Practices by Index of Multiple Deprivation local quintile



Source: Index of Multiple Deprivation 2015, Neighbourhood Renewal Unit, Department for Communities and Local Government

Figure 6 Dispensing GP Practices by rural and urban classification



Source: Rural and urban classification, ONS, 2011

Table 6 Key for dispensing GP practice maps

Dispensing GP Map Code	GP Dispensing Pharmacy	Practice Population
1	Albrighton Medical Practice	3175
2	Alveley Medical Practice	2322
3	Beeches Medical Practice	6056
4	Brown Clee Medical Practice	3323
5	Clive Surgery	4485
6	Craven Arms Medical Practice	3827
7	Ellesmere Medical Practice	7524
8	Hodnet Medical Practice	3475
9	Meadows Medical Practice	3827
10	Knockin Medical Centre	3280
11	Much Wenlock & Cressage Medical Practice	7937
12	Plas Ffynnon Medical Centre	8973
13	Pontesbury Medical Practice	7405
14	Prescott Surgery	6404
15	Shawbury Medical Practice	3778
16	Wem & Prees Medical Practice	11164
17	Westbury Medical Centre	2877
18	Worthen Medical Practice	2045
	Total All Dispensing Practices	91877

Table 7 shows the number of pharmacies per head of population 2017-18. The number of pharmacies per head of population in Shropshire is similar to the national figure.

Table 7 Pharmacies per head of population in Shropshire 2017

England	1:4,990
Shropshire	1:5,823

Source: GP Patient Registration System (Exeter), 2017, NHS Digital

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

These are services which pharmacies on the NHS pharmaceutical list must provide as part of the NHS Community Pharmacy Contractual Framework. Whilst distance-selling pharmacy contractors provide Essential services they must not provide these services face- to-face at their premises.

Essential services include:

- Dispensing medicines
- Dispensing appliances
- Repeat dispensing
- Disposal of unwanted medicines

- Public Health – promotion of healthy lifestyles
- Signposting
- Support for self-care
- Clinical governance

Dispensing medicines and/or appliances – the safe supply of medicines or appliances. Advice is given to the patient about the medicines being dispensed and how to use them. Records are kept of all medicines dispensed and significant advice provided, referrals and interventions made. Nationally there has been a growth in the number of monthly items prescribed from 5,658 per month in 2006/07 to 7,096 in 2015/16. Some of the reasons which help to explain why rates have been increasing are shown below:

The size of the population

- The age structure of the population, notably the proportion of those aged 60 and over, who generally receive more prescriptions than the young
- Improvements in diagnosis, leading to earlier recognition of conditions and earlier treatment with medicines
- Development of new medicines for conditions with limited treatment options
- Development of more medicines to treat common conditions
- Increased prevalence of some long term conditions, for example, diabetes
- Shifts in prescribing practice in response to national policy, and new guidance and evidence
- Increased prescribing for prevention or reducing risk of serious events, for example use of lipid-lowering drugs to reduce risk of stroke or heart attack

Source: Health and Social Care Information Centre 2014

Repeat dispensing – the management of repeat medication for up to one year, in partnership with the patient and prescriber. The patient will return to the pharmacy for repeat supplies, without first having to visit the GP surgery. Before each supply the pharmacy will ascertain the patient's need for a repeat supply of a particular medicine. It is a great way for the GP practice to stay in control of prescription items and the service specification states that pharmacies must ask if anything has changed since the previous items were issued and do they need everything on the script today. It is suitable for stable patients on regular medication and pharmacies can help identify suitable patients.

Electronic Prescription Service (EPS) – the Electronic Prescription Service allows prescriptions to be sent direct to pharmacies and appliance contractors through IT systems used in GP surgeries. This means that patients do not have to collect a paper repeat prescription from the GP practice, but can go straight to the nominated pharmacy or dispensing appliance contractor to pick up their medicines or medical appliances.

Currently 44% of prescriptions issued in Shropshire are via the EPS. Prescriptions for acute items such as antibiotics can also be sent electronically if it is practical to do so. Eventually EPS will remove the need for most paper prescriptions, but the expectation currently is that up to 75% of all prescriptions should be issued electronically where the GP practice has EPS enabled. Patients have to nominate a particular community pharmacy or appliance contractor such that the electronic prescription can be sent to them securely, but this nomination can be changed at any time if a patient consents to do so.

Disposal of unwanted medicines – pharmacies accept unwanted medicines from individuals. This does not include sharps which have to be returned to GP practices or Health Centres. The medicines

are then safely disposed of and NHS England make arrangements for a waste contractor to collect the medicines from pharmacies at regular intervals.

Promotion of healthy lifestyles (public health) – opportunistic one to one advice is given on healthy lifestyle topics, such as stopping smoking, to certain patient groups who present prescriptions for dispensing. Pharmacies will also get involved in up to six local campaigns every year as directed by NHS England. Campaign examples may include promotion of flu vaccination uptake or advice on increasing physical activity.

In Shropshire campaigns are coordinated by NHS England across the West Midlands region with every pharmacy normally provided with posters and/or leaflets or links on where to access them. During 2016/17 the public health campaigns were: dementia awareness and sun awareness/skin cancer. The following campaigns are planned for this financial year (2017/18):

- Be Clear on Cancer (respiratory symptoms)
- Stay Well (Flu campaign)
- Antimicrobial resistance awareness
- Know your numbers (blood pressure awareness)

Feedback from pharmacies has generally been good – going forward it will be collected electronically by NHS England so further work can be done to evaluate the campaigns. Future campaigns should continue to be planned to complement identified local needs.

Signposting patients to other healthcare providers – pharmacists and staff will refer patients to other healthcare professionals or care providers when appropriate. The service also includes referral on to other sources of help such as local or national patient support groups.

Support for self-care – the provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families. The main focus is on self-limiting illness, but support for people with long-term conditions is also a feature of the service.

Clinical governance – pharmacies must have a system of clinical governance to support the provision of excellent care. Requirements include:

- Provision of a practice leaflet for patients
- Use of standard operating procedures
- Patient safety incident reporting to the National Reporting and Learning Service
- Conducting clinical audits and patient satisfaction surveys
- Having complaints and whistle-blowing policies
- Acting upon drug alerts and product recalls to minimise patient harm
- Having cleanliness and infection control measures in place

Advanced pharmacy services

There are five advanced services within the community pharmacy contract, and a sixth advanced service is currently being piloted. Community pharmacies can choose to provide any of these services commissioned by NHS England as long as they meet the requirements set out in the Secretary of State Directions.

The number of pharmacies who provide these services in Shropshire is shown in Table 8. There is overall good coverage of Medicines Use Review (MUR) and New Medicine Service (NMS) across the area. There is higher coverage of Appliance Use Review (AUR) and Influenza Vaccination services than the England average and similar cover of Stoma Appliance Customisation (SAC) compared to the national figure.

Table 8 Number of pharmacies providing advanced services in Shropshire

Area	Medicines Use Review Services	New Medicine Services	Appliance Use Review Services	Stoma Appliance Customisation Service	National Influenza Adult Vaccination Services
Shropshire	49 (94%)	46 (88%)	5 (10%)	8 (15%)	37 (71%)
England*	11,029 (94%)	9,439 (81%)	140 (1%)	1,732 (15%)	7,195 (62%)

Source: NHS England North Midlands 2017

Medicines Use Review (MUR) – the pharmacist conducts an adherence medicines review with the patient. The review assesses the patient's use of their medicines and identifies any problems they may be experiencing. The service aims to increase the patient's knowledge of their medication and improve their adherence to the regimen. At least 70% of the MURs provided each year must be for patients who fall within one of the national target groups:

- Patients taking high risk medicines
- Patients recently discharged from 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

National evidence suggests that between 5-8% of unplanned emergency admissions in adults are due to avoidable issues related to medicines.

The average number of MURs during 2016/17 for Shropshire per participating pharmacy was 302. This is similar to the national average (300) but below the maximum number of MURs (400) that pharmacies can claim for which indicates there may be some potential for increasing the numbers of MURs undertaken by pharmacies every year. In addition, the annual average number of MURs varies significantly between areas and between pharmacies across the area (see below at Table 9). Some pharmacies fall considerably below the maximum number of MURs they can claim for, both locally and nationally.

Table 9 Medicines Use Review activity 2016-17

Area	Number of pharmacies	Number of MURs	Average number per pharmacy
Shropshire	49	14,817	302
England*	11,029	3,313,309	300

Source: NHS England North Midlands 2017

* England = 2015/16

Figure 7 Map of pharmacies providing MURs 2016-17

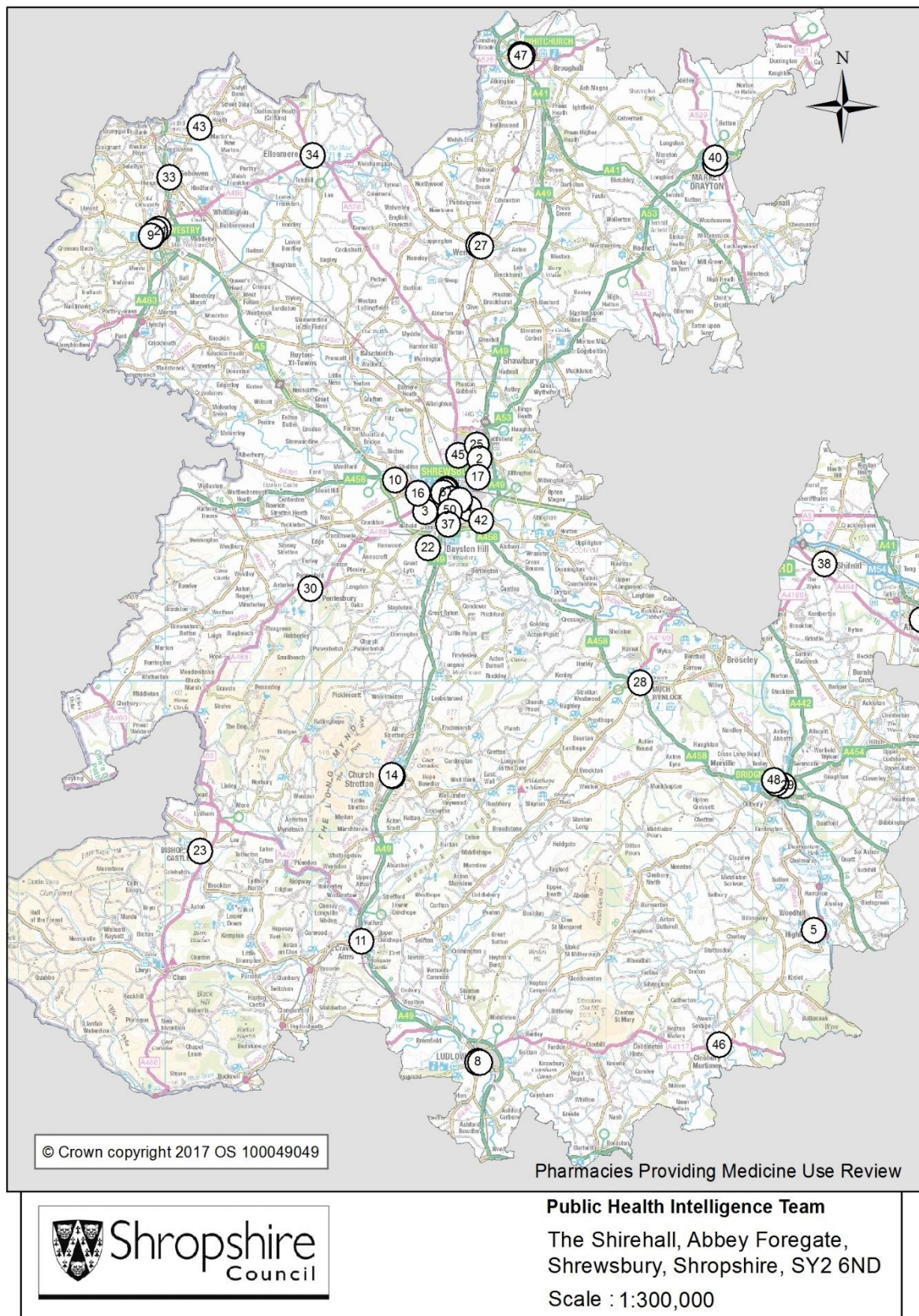


Table 10 Key to map of pharmacies providing MURs 2016-17

MUR Map Code	Pharmacy
1	Boots The Chemist, 7 - 9 Pride Hill, Shrewsbury
2	Rowlands Pharmacy, Severn Fields Health Centre, Sundorne Road
3	Radbrook Green Pharmacy, Shrewsbury
4	Rowlands Pharmacy, 25 Sutton Road, Shrewsbury
5	Highley Pharmacy, Highley
6	Rhodes Pharmacy, 28 Claremont Hill, Shrewsbury
7	T A Rhodes Ltd, 77 High Street, Albrighton
8	Boots, 34 The Bull Ring, Ludlow
9	Day Lewis Pharmacy, 23 Church Street, Oswestry
10	Bicton Heath Pharmacy, Shrewsbury
11	Lunts Pharmacies, Drovers House, Craven Arms
12	Rowlands Pharmacy, 40 Sandford Avenue, Church Stretton
13	Lunts Pharmacies, Roushill, Shrewsbury
14	Hillside Pharmacy, 18 Sandford Avenue, Church Stretton
15	Boots, 129 Longden Coleham, Shrewsbury
16	Boots, 37 Mytton Oak Road, Shrewsbury
17	Conway Pharmacy, 238 Monkmoor, Shrewsbury
18	Lloyds Pharmacy, 116-119 Galdeford, Ludlow
19	Rowlands Pharmacy, 11 High Street, Whitchurch
20	Asda Stores Ltd, Old Potts Way, Shrewsbury
21	Day Lewis Caxton Pharmacy, Oswald Road, Oswestry
22	Rowlands Pharmacy, 7 Landsdowne Road, Bayston Hill
23	Bishop's Castle Pharmacy, Bishop's Castle
24	Station Pharmacy, Oswald Road, Oswestry
25	T/A Tesco Pharmacy, Shrewsbury
26	Cambrian Pharmacy, Thomas Savin Road, Oswestry
27	Rowlands Pharmacy, Morris Central Shopping Park, Wem
28	Wenlock Pharmacy, 14 High Street, Much Wenlock
29	Bridgnorth Pharmacy, Mill Street, Bridgnorth
30	Pontesbury Pharmacy, Main Road, Pontesbury
31	Rowlands Pharmacy, 19-21 High Street, Wem
32	Green End Pharmacy, 11-13 Green End, Whitchurch
33	Day Lewis Pharmacy, Station Road, Gobowen
34	Rowlands Pharmacy, 5 Cross Street, Ellesmere
35	Boots, 30-31 High Street, Bridgnorth
36	Jhoots Pharmacy, Riverside Shopping Centre, Shrewsbury
37	Lloyds Pharmacy, Meole Brace Retail Park, Shrewsbury
38	Boots, 7 Cheapside, Shifnal
39	Brown & Francis, 49 Bull Ring, Ludlow
40	Murrays Healthcare, Drayton Health Center, Market Drayton
41	Boots, 48-50 Cheshire Street, Market Drayton
42	Pharmacy Xpress, Morgan Place, Shrewsbury
43	St Martins Pharmacy, Stan's Superstore, Oswestry
44	Day Lewis Old chapel Pharmacy, Oswestry
45	Co-Op Pharmacy, 101 Mount Pleasant Road, Shrewsbury
46	Cleobury Pharmacy, Cleobury Mortimer
47	Boots, 10-12 Watgate Street, Whitchurch
48	Murrays Healthcare, Northgate Health Centre, Bridgnorth
49	Boots, Meole Brace Retail Park, Shrewsbury
50	Lunts Pharmacies, 1-3 Hereford Road, Shrewsbury

New Medicine Service (NMS) – this service is designed to improve patients’ understanding of a newly prescribed medicine for a long-term condition, and help them get the most from the medicine. Research has shown that after ten days, two thirds of patients prescribed a new medicine reported problems including side effects, difficulties taking the medicine and a need for further information. The successful implementation of NMS is designed to:

- improve patient adherence which will generally lead to better health outcomes
- increase patient engagement with their condition and medicines, supporting patients in making decisions about their treatment and self-management
- reduce medicines wastage
- reduce hospital admissions due to adverse events from medicines

The Department of Health commissioned researchers from the University of Nottingham to lead an academic evaluation of the service, investigating both the clinical and economic benefits of it. 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 this advanced service.

The pharmacist will provide the patient with information on their new medicine and how to use it when it is first dispensed. The pharmacist and patient will then agree to meet or speak by telephone in around a fortnight and a final consultation around 21-28 days after starting the medicine. Any issues or concerns identified can therefore be resolved.

On average every participating pharmacy saw 67 patients annually which is lower than the national average of 87. This may be an area where greater activity could produce improved outcomes.

Table 11 New Medicine Service activity 2016/17

Area	Number of pharmacies	Number of NMS	Average number per pharmacy
Shropshire	46	3,076	67
England*	9,439	821,893	87

Source: NHS England North Midlands 2017

* England = 2015/16

Figure 8 Map of Provision of New Medicine Service in Shropshire 2016-17

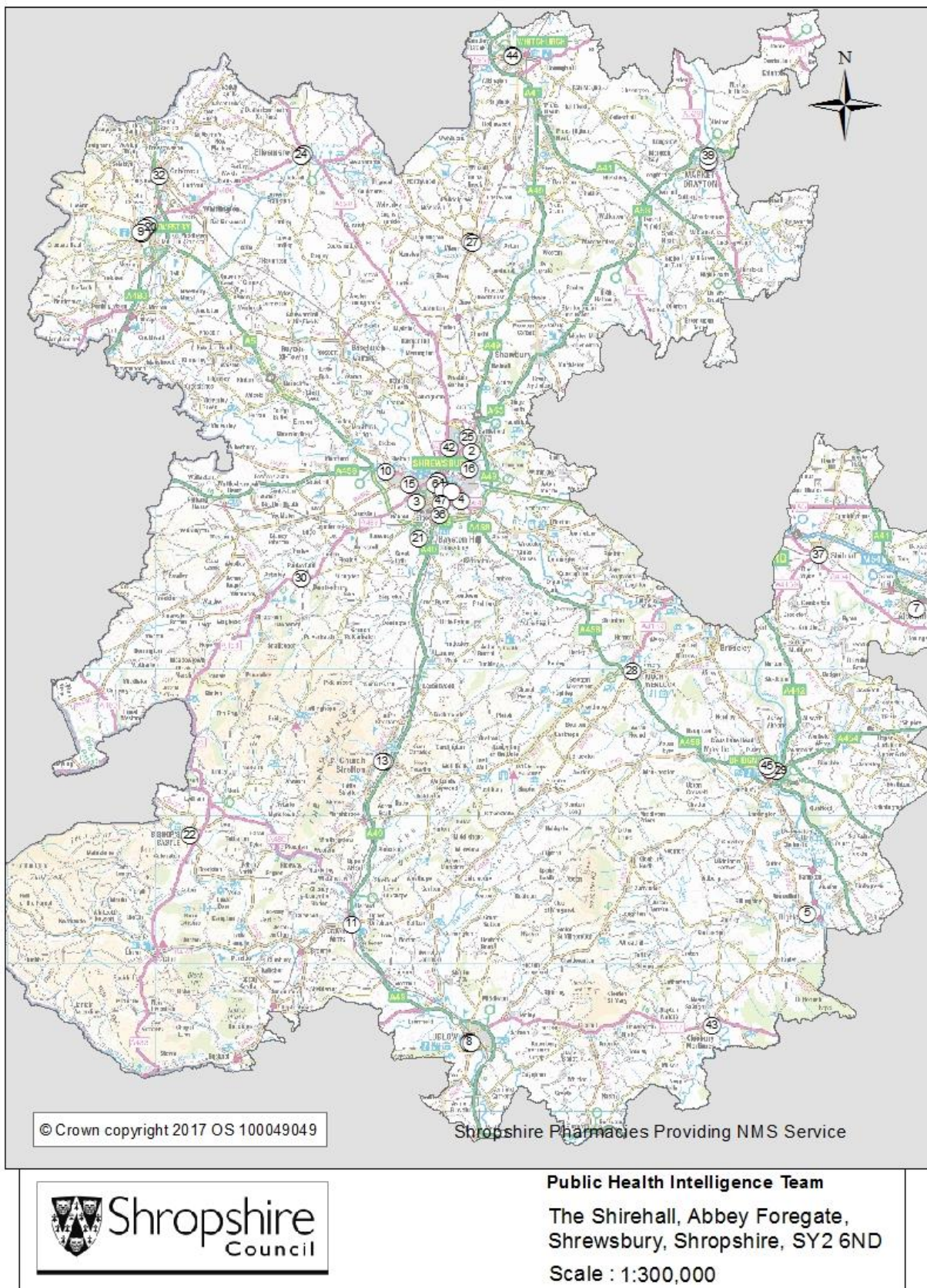


Table 12 Key for map of Provision of New Medicine Service in Shropshire 2016-17

NMS Map Code	Pharmacy
1	Boots The Chemist, 7 - 9 Pride Hill, Shrewsbury
2	Rowlands Pharmacy, Severn Fields Health Centre, Sundorne Road
3	Radbrook Green Pharmacy
4	Rowlands Pharmacy, 25 Sutton Road, Shrewsbury
5	Highley Pharmacy
6	Rhodes Pharmacy, 28 Claremont Hill, Shrewsbury
7	T A Rhodes Ltd, 77 High Street, Albrighton
8	Boots, 34 The Bull Ring, Ludlow
9	Day Lewis Pharmacy, 23 Church Street, Oswestry
10	Bicton Heath Pharmacy
11	Lunts Pharmacies, Drovers House, Craven Arms
12	Rowlands Pharmacy, 40 Sandford Avenue, Church Stretton
13	Hillside Pharmacy, 18 Sandford Avenue, Church Stretton
14	Boots, 129 Longden Coleham, Shrewsbury
15	Boots, 37 Mytton Oak Road, Shrewsbury
16	Conway Pharmacy, 238 Monkmoor, Shrewsbury
17	Lloyds Pharmacy, 116-119 Galdeford, Ludlow
18	Rowlands Pharmacy, 11 High Street, Whitchurch
19	Asda Stores Ltd, Old Potts Way, Shrewsbury
20	Day Lewis Caxton Pharmacy, Oswald Road, Oswestry
21	Rowlands Pharmacy, 7 Landsdowne Road, Bayston Hill
22	Bishops Castle Pharmacy
23	Station Pharmacy, Oswald Road, Oswestry
24	Ellesmere Pharmacy, 18 Scotland Street, Ellesmere
25	T/A Tesco Pharmacy, Shrewsbury
26	Cambrian Pharmacy, Thomas Savin Road, Oswestry
27	Rowlands Pharmacy, Morris Central Shopping Park, Wem
28	Wenlock Pharmacy, 14 High Street, Much Wenlock
29	Bridgnorth Pharmacy, Mill Street, Bridgnorth
30	Pontesbury Pharmacy, Main Road, Pontesbury
31	Rowlands Pharmacy, 19-21 High Street, Wem
32	Day Lewis Pharmacy, Station Road, Gobowen
33	Rowlands Pharmacy, 5 Cross Street, Ellesmere
34	Boots, 30-31 High Street, Bridgnorth
35	Jhoots Pharmacy, Riverside Shopping Centre, Shrewsbury
36	Boots, Meole Brace Retail Park, Shrewsbury
37	Boots, 7 Cheapside, Shifnal
38	Brown & Francis, 49 Bull Ring, Ludlow
39	Murrays Healthcare, Drayton Health Center, Market Drayton
40	Boots, 48-50 Cheshire Street, Market Drayton
41	Day Lewis Old chapel Pharmacy, Oswestry
42	Co-Op Pharmacy, 101 Mount Pleasant Road, Shrewsbury
43	Cleobury Pharmacy, Cleobury Mortimer
44	Boots, 10-12 Watergate Street, Whitchurch
45	Murrays Healthcare, Northgate Health Centre, Bridgnorth
46	Lloyds Pharmacy, Meole Brace Retails Park, Shrewsbury
47	Lunts Pharmacies, 1-3 Hereford Road, Shrewsbury

Appliance Use Review (AUR) Service – this service aims to help patients better understand and use their prescribed appliances (for example, stoma appliances) by establishing the way the patient uses the appliance and the patient's experience of such use. The review allows identification, discussion and assistance in the resolution of poor or ineffective use of the appliance by the patient. Advice is provided to patients on the safe and appropriate storage of the appliance and proper disposal of the appliances that are used or unwanted. The service is conducted in a private consultation area or in the patient's home.

Stoma Appliance Customisation (SAC) Service

This service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.

There were no AUR's completed in 2016-17 in Shropshire pharmacies and there were 197 SAC's completed during the same time.

Influenza Adult Vaccination Service – this service supports the provision of the national flu vaccination programme between 1st September and 31st March every year and provides an alternative option to general practice. For most healthy people, influenza is usually a self-limiting disease. However, children, older people, pregnant women and those with certain long-term conditions are at increased risk of severe illness if they catch it. The vaccination provides protection against the most prevalent strains of the virus.

The proportion of pharmacies signed up to provide flu vaccination services is better than the national average and provision per pharmacy during 2016/17 in Shropshire was also high (Table 13 and

Figure 9). Further work could still be done to support community pharmacies to increase provision, although uptake of seasonal flu vaccination in the eligible population is higher in Shropshire than the national average.

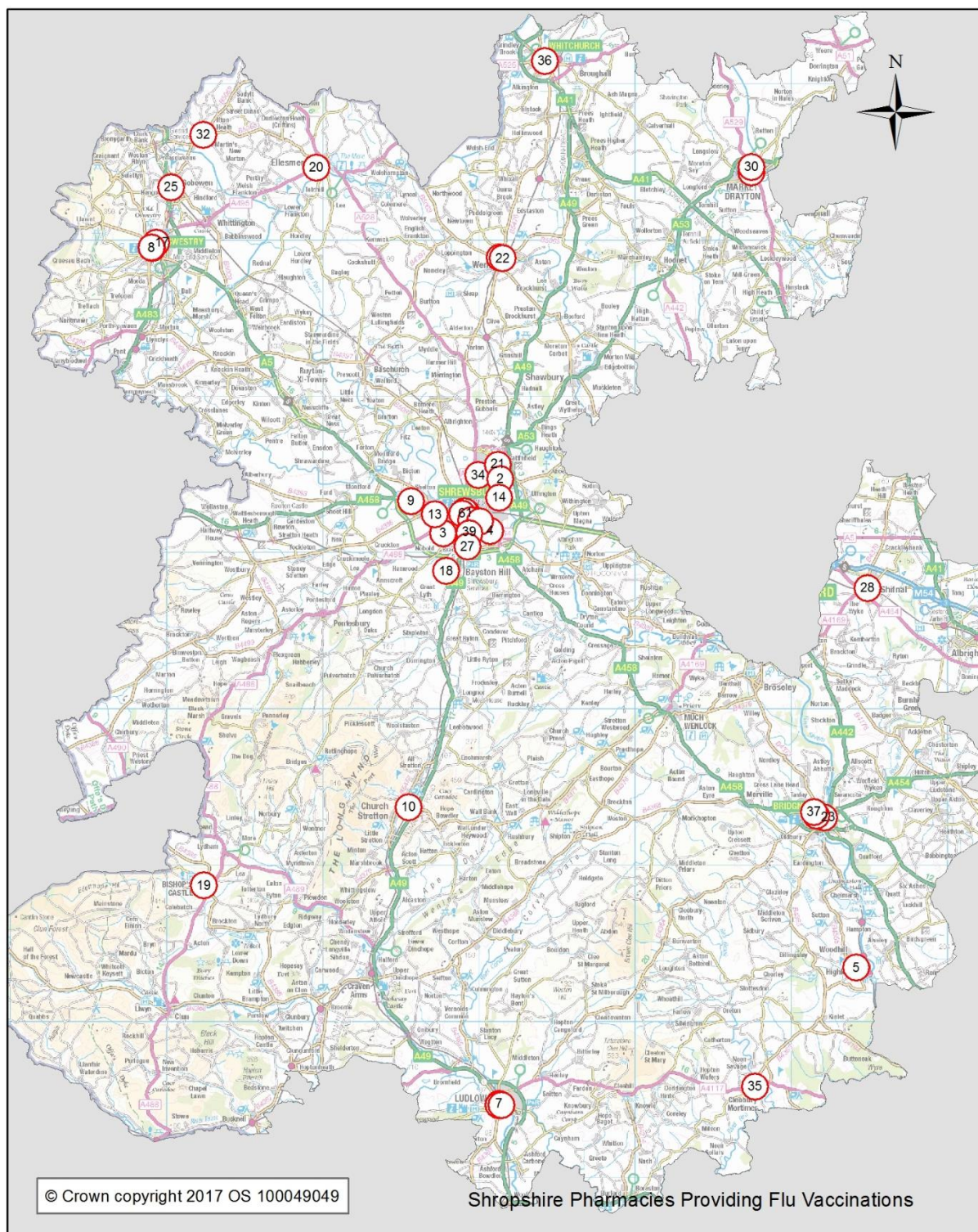
Table 13 Influenza Adult Vaccination Service activity 2016/17

Area	Number of pharmacies	Number of vaccinations	Average number per pharmacy
Shropshire	37	3,337	90
England*	7,195	595,467	83

Source: NHS England North Midlands 2017, Health NHS Digital 2016

* England = 2015/16

Figure 9 Map of pharmacies providing Influenza Adult Vaccination Service



Shropshire
Council

Public Health Intelligence Team
The Shirehall, Abbey Foregate,
Shrewsbury, Shropshire, SY2 6ND
Scale : 1:300,000

Table 14 Key for map of Provision of Influenza Vaccination Service in Shropshire 2016-17

Map Key	Pharmacy
1	Boots The Chemist, 7 - 9 Pride Hill, Shrewsbury
2	Rowlands Pharmacy, Severn Fields Health Centre, Sundorne Road
3	Radbrook Green Pharmacy
4	Rowlands Pharmacy, 25 Sutton Road, Shrewsbury
5	Highley Pharmacy
6	Rhodes Pharmacy, 28 Claremont Hill, Shrewsbury
7	Boots, 34 The Bull Ring, Ludlow
8	Day Lewis Pharmacy, 23 Church Street, Oswestry
9	Bicton Heath Pharmacy
10	Rowlands Pharmacy, 40 Sandford Avenue, Church Stretton
11	Lunts Pharmacies, Roushill, Shrewsbury
12	Boots, 129 Longden Coleham, Shrewsbury
13	Boots, 37 Mytton Oak Road, Shrewsbury
14	Conway Pharmacy, 238 Monkmoor, Shrewsbury
15	Lloyds Pharmacy, 116-119 Galdeford, Ludlow
16	Asda Stores Ltd, Old Potts Way, Shrewsbury
17	Day Lewis Caxton Pharmacy, Oswald Road, Oswestry
18	Rowlands Pharmacy, 7 Landsdowne Road, Bayston Hill
19	Bishops Castle Pharmacy
20	Ellesmere Pharmacy, 18 Scotland Street, Ellesmere
21	T/A Tesco Pharmacy, Shrewsbury
22	Rowlands Pharmacy, Morris Central Shopping Park, Wem
23	Bridgnorth Pharmacy, Mill Street, Bridgnorth
24	Rowlands Pharmacy, 19-21 High Street, Wem
25	Day Lewis Pharmacy, Station Road, Gobowen
26	Boots, 30-31 High Street, Bridgnorth
27	Lloyds Pharmacy, Meole Brace Retails Park, Shrewsbury
28	Boots, 7 Cheapside, Shifnal
29	Brown & Francis, 49 Bull Ring, Ludlow
30	Murrays Healthcare, Drayton Health Center, Market Drayton
31	Boots, 48-50 Cheshire Street, Market Drayton
32	St Martins Pharmacy, Stan's Superstore, Oswestry
33	Day Lewis Old chapel Pharmacy, Oswestry
34	Co-Op Pharmacy, 101 Mount Pleasant Road, Shrewsbury
35	Cleobury Pharmacy, Cleobury Mortimer
36	Boots, 10-12 Watergate Street, Whitchurch
37	Murrays Healthcare, Northgate Health Centre, Bridgnorth
38	Boots, Meole Brace Retail Park, Shrewsbury
39	Lunts Pharmacies, 1-3 Hereford Road, Shrewsbury

NHS Urgent Medicine Supply Advanced Service (NUMSAS) – this service is currently a pilot service commissioned by NHS England that manages a referral from NHS 111 to a community pharmacy where a patient has contacted NHS 111 because they need urgent access to a medicine or appliance that they have been previously prescribed on an NHS prescription. The service enables appropriate access to medicines or appliances Out of Hours (OOH) via community pharmacies, relieving pressure

on urgent and emergency care services by shifting demand from GP OOH providers to community pharmacies. There must be an urgent need for the medicine or appliance and it must be impractical for the patient to obtain an NHS prescription for it without undue delay. This service is being commissioned as a national pilot Advanced Service and it will run until 30th September 2018.

Locally commissioned (enhanced) services

Local commissioners (for example, NHSE North Midlands, Shropshire Council and Shropshire Clinical Commissioning Group) can commission additional services through service level agreements. These services are commissioned to reflect the needs of the area. Services that are commissioned in Shropshire are shown in Table 15.

Table 15 Provision of locally commissioned services in Shropshire (Nov 2017)

Locally commissioned service	Commissioner	Number of Pharmacies providing	Percentage of pharmacies providing (%)
Smoking Cessation	Local Authority	25	48%
Emergency Hormonal Contraception	Local Authority	36	69%
Needle and Syringe Exchange	Local Authority	22	42%
Supervised consumption	Local Authority	43	83%
Primary Eye care Assessment Referral Service (PEARS)	Shropshire CCG	32	62%
Pharmacy First Common Ailments	NHSE North Midlands	45	86%
Pharmacy First UTI / Impetigo	NHSE North Midlands	28	54%
Pharmacy First Emergency Supply	NHSE North Midlands	50	96%
Condom Distribution Scheme	Local Authority	42	81%
Carpal Tunnel Splints	Shropshire CCG	9	17%

Local Authority Public Health

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
- Weight management services
- Healthy start vitamins

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 2016-17, 19 of 26 eligible 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 services at ASDA in Shrewsbury were delivered by the H2C staff using the pharmacy premises. The scheme delivers clients structured, evidence-based approaches including behavioural support and pharmacotherapy. In 2016-17, 16% of the total number of 4 week quitters were seen through the pharmacy service (148 out of 919).

Table 16 Stop Smoking Service activity by pharmacies sub-contracted through Help-2-Quit 1 April 2016 - 31 March 2017

	Started	4 Week Stops	12 Week Stops	4 week % Quits	12 week % Quits
Bicton Heath Pharmacy	5	5	1	100%	20%
Boots – Bridgnorth	5	3	1	60%	20%
Boots - Meole Brace	7	3	1	43%	14%
Boots Oswestry	25	13	4	52%	16%
Boots Pride Hill	4	3	2	75%	50%
Boots Whitchurch	17	9	3	53%	18%
Cleobury Pharmacy	29	10	8	34%	28%
Conway Pharmacy - Monkmoor	1	1	1	100%	100%
Highley Pharmacy	32	15	10	47%	31%
Hillside Pharmacy - Church Stretton	16	5	1	31%	6%
Lunts - Craven Arms	5	2	1	40%	20%
Lunts - Hereford Road	2	2	1	100%	50%
Lunts – Pontesbury	37	20	13	54%	35%
Rhodes - Claremont Bank, Shrewsbury	18	11	8	61%	44%
Rowlands Bayston Hill	15	7	4	47%	27%
Rowlands High St Wem	24	14	5	58%	21%
Shrewsbury Asda Old Potts Way	54	22	6	41%	11%

Taylors – Radbrook	3	1	0	33%	0%
Wenlock Pharmacy - Much Wenlock	6	2	1	33%	17%
Total	305	148	71	49%	23%

Source: *Help 2 Quit activity data, Help 2 Change, Shropshire Council, 2016-17*

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.

The following is a summary of the activity data for the pharmacies-based substitute prescribing of either methadone or buprenorphine to clients who had been provided with a prescription between the dates 01 April 2017 and 30 September 2017 in Shropshire.

Data for the financial year 01 April 2016 to 31 March 2017 was not readily available. Since 01 April 2017 activity for the pharmacy-based service in Shropshire for substitute prescribing of Methadone and Buprenorphine has been tracked using PharmOutcomes.

Registrations

There were 240 registrations of clients to receive substitute prescribing of either methadone or buprenorphine at 38 different pharmacies. Table 17 shows a breakdown of client registrations by pharmacy (if less than 5 individuals registered at a particular pharmacy these numbers are not shown in the table). There were 216 individuals who accessed the service at pharmacies across Shropshire County, and 23 individuals registered to receive substitute prescribing at 2 or more pharmacies in the county.

Treatment Activity

There were a total of 1442 treatments of methadone or buprenorphine given out by pharmacies across Shropshire between 01 April 2017 and 30 September 2017. Of these, 253 treatments were buprenorphine and 1,189 treatments were methadone. Table 18 shows a breakdown of the treatment activity by pharmacy. (If less than 5 individuals registered at a particular pharmacy these numbers are not shown in the table).

Table 17 Number of Client Registrations for Substitute Prescribing per Pharmacy in Shropshire 01 April 2017 to 30 September 2017

Pharmacy Name	Address	Count of Registrations
Boots UK Ltd	7-9 Pride Hill, Shrewsbury SY1 1DD	34
Rowlands Pharmacy	Severn Fields Health Centre, Sundorne Road, SY1 4RQ	5
Taylor's Chemists	Radbrook Green Shopping Centre, Bank Farm Road, Radbrook Green, Shrewsbury SY3 6DU	5
Highley Pharmacy	Beulah House, High Street, Highley WV16 6LP	6
Rhodes Shrewsbury	28 Claremont Hill, Shrewsbury SY1 1RD	<5
Rhodes TA Ltd	77 High Street, Albrighton, Wolverhampton WV7 3JA	<5
Boots UK Ltd	34 Bull Ring, Ludlow SY8 1AA	5
Bicton Heath Pharmacy	Unit 2 Bicton Heath Shopping Centre, Welshpool Road, Bicton Heath, Shrewsbury SY3 5AD	<5
Lunts Pharmacy (Craven Arms)	Drovers House, Auction Yard, Craven Arms, Ludlow SY7 9BZ	<5
Rowlands Pharmacy	40 Sandford Avenue, Church Stretton SY6 6BH	6
Lunts Pharmacies Ltd (Roushill)	Roushill, Shrewsbury SY1 1PQ	12
Your Local Boots Pharmacy	129 Longden Coleman, Shrewsbury SY3 7DW	<5
Your Local Boots Pharmacy	37 Mytton Oak Road, Shrewsbury SY3 8UG	<5
Conway Pharmacy	238 Monkmoor Road, Telford Shopping Centre, Shrewsbury SY2 5SR	8
Lloyds Pharmacy	116-119 Lower Galdeford, Ludlow, Salop, Shropshire, SY8 1RU	8
Asda Pharmacy	Asda Stores Ltd, Old Potts Way, Shrewsbury SY3 7ET	11
Day Lewis (Caxton Pharmacy)	Oswald Road, Oswestry SY11 1RD	15
Rowlands Pharmacy	7 Landsdowne Road, Bayston Hill, Shrewsbury SY3 0HT	<5
Ellesmere Pharmacy	18 Scotland Street, Ellesmere, Shropshire, SY12 0ED	<5
Tesco Instore Pharmacy	Cattle Market, Battlefield Road, Shrewsbury SY1 4HA	<5
Rowlands Pharmacy	Unit 1 Morris Central Shopping Parade, Shropshire, SY4 5NY	8
Wenlock Pharmacy	14 High Street, Much Wenlock TF13 6AA	<5
Bridgnorth Pharmacy	2 Mill Street, Bridgnorth, Shropshire, WV15 5AL	14
Pontesbury Pharmacy	Main Road, Pontesbury, Shrewsbury SY5 0RR	<5
Rowlands Pharmacy	19-21 High Street, Wem SY4 5DG	8
Green End Pharmacy	11-13 Green End, Whitchurch SY13 1AD	7

Rowlands Pharmacy	5 Cross Street, Ellesmere, Shropshire SY12 0AW	<5
Boots UK Ltd	30-31 High Street, Bridgnorth WV16 4DB	<5
Jhoots Pharmacy	53 Riverside Shopping Centre, Shrewsbury, Shropshire, SY1 1PH	5
LloydsPharmacy in Sainsburys	Meole Brace Retail Park, Hereford Road, Shrewsbury SY3 9NB	<5
Your Local Boots Pharmacy	7 Cheapside, Shifnal TF11 8BN	7
Murrays Healthcare	Medical Centre, Maer Lane, Market Drayton TF9 3AL	6
Boots UK Ltd	48-50 Cheshire Street, Market Drayton, Shropshire TF9 1PR	<5
Day Lewis (Old Chapel Pharmacy)	14 English Walls, Oswestry, Shropshire SY11 2PA	7
Well	101 Mount Pleasant Road, Shrewsbury SY1 3EL	13
Boots UK Ltd	10-14 Watergate Street, Whitchurch SY13 1DW	<5
Murrays Healthcare	Northgate Health Centre, Northgate, Bridgnorth WV16 4EN	<5
Boots UK Ltd	Meole Brace Retail Park, Hereford Road, Shrewsbury SY3 9NB	6
Total		240

Source: Shropshire substitute prescribing activity data covering 01 April 2017 to 30 September 2017 extracted from PharmOutcomes reports October 2017, Shropshire Public Health.

Table 18 Number of Treatments of Buprenorphine or Methadone given out per Pharmacy in Shropshire from 01 April 2017 to 30 September 2017

Pharmacy Name	Address	No. of Treatments Buprenorphine Tablets	No. of Treatments Methadone Solution	Total
Boots UK Ltd	7-9 Pride Hill, Shrewsbury SY1 1DD	33	157	190
Rowlands Pharmacy	Severn Fields Health Centre, Sundorne Rd, SY1 4RQ	8	17	25
Taylor's Chemists	Radbrook Green, Bank Farm Road, Shrewsbury SY3 6DU		27	27
Highley Pharmacy	Beulah House, High Street, Highley WV16 6LP		41	41
Rhodes Shrewsbury	28 Claremont Hill, Shrewsbury SY1 1RD		14	14
Rhodes TA Ltd	77 High Street, Albrighton, Wolverhampton WV7 3JA	9	30	39
Boots UK Ltd	34 Bull Ring, Ludlow SY8 1AA	5	29	34
Bicton Heath Pharmacy	Bicton Heath Shopping Centre, Welshpool Rd, SY3 5AD	<5	6	-
Lunts (Craven Arms)	Drovers House, Auction Yard, Craven Arms, SY7 9BZ		26	26
Rowlands Pharmacy	40 Sandford Avenue, Church Stretton SY6 6BH	9	19	28
Lunts Pharmacies (Roushill)	Roushill, Shrewsbury SY1 1PQ	26	58	84
Your Local Boots Pharmacy	129 Longden Coleman, Shrewsbury SY3 7DW		18	18
Your Local Boots Pharmacy	37 Mytton Oak Road, Shrewsbury SY3 8UG		6	6
Conway Pharmacy	238 Monkmoor Road, Shrewsbury SY2 5SR		51	51
Lloyds Pharmacy	116-119 Lower Galdeford, Ludlow, Shropshire, SY8 1RU	<5	64	-
Asda Pharmacy	Asda Stores Ltd, Old Potts Way, Shrewsbury SY3 7ET	14	44	58
Day Lewis (Caxton Pharmacy)	Oswald Road, Oswestry SY11 1RD	21	62	83
Rowlands Pharmacy	7 Landsdowne Road, Bayston Hill, Shrewsbury SY3 0HT		10	10
Ellesmere Pharmacy	18 Scotland Street, Ellesmere, Shropshire, SY12 0ED		6	6
Tesco Instore Pharmacy	Cattle Market, Battlefield Road, Shrewsbury SY1 4HA	7	9	16
Rowlands Pharmacy	Unit 1 Morris Central Shopping Parade, SY4 5NY	6	48	54
Wenlock Pharmacy	14 High Street, Much Wenlock TF13 6AA		15	15
Bridgnorth Pharmacy	2 Mill Street, Bridgnorth, Shropshire, WV15 5AL	9	83	92
Pontesbury Pharmacy	Main Road, Pontesbury, Shrewsbury SY5 0RR		<5	<5
Rowlands Pharmacy	19-21 High Street, Wem SY4 5DG		55	55
Green End Pharmacy	11-13 Green End, Whitchurch SY13 1AD		20	20
Rowlands Pharmacy	5 Cross Street, Ellesmere, Shropshire SY12 0AW		<5	<5
Boots UK Ltd	30-31 High Street, Bridgnorth WV16 4DB	42	11	53
Jhoots Pharmacy	53 Riverside Shopping Centre, Shrewsbury, SY1 1PH	10	15	25
Lloyds in Sainsburys	Meole Brace Retail Park, Shrewsbury SY3 9NB	13	14	27
Your Local Boots Pharmacy	7 Cheapside, Shifnal TF11 8BN	6	44	50
Murrays Healthcare	Medical Centre, Maer Lane, Market Drayton TF9 3AL		43	43
Boots UK Ltd	48-50 Cheshire Street, Market Drayton, TF9 1PR		15	15
Day Lewis (Old Chapel)	14 English Walls, Oswestry, Shropshire SY11 2PA		39	39
Well	101 Mount Pleasant Road, Shrewsbury SY1 3EL	15	48	63
Boots UK Ltd	10-14 Watergate Street, Whitchurch SY13 1DW	16	19	35
Murrays Healthcare	Northgate Health Centre, Bridgnorth WV16 4EN	<5	20	-
		253	1189	1442

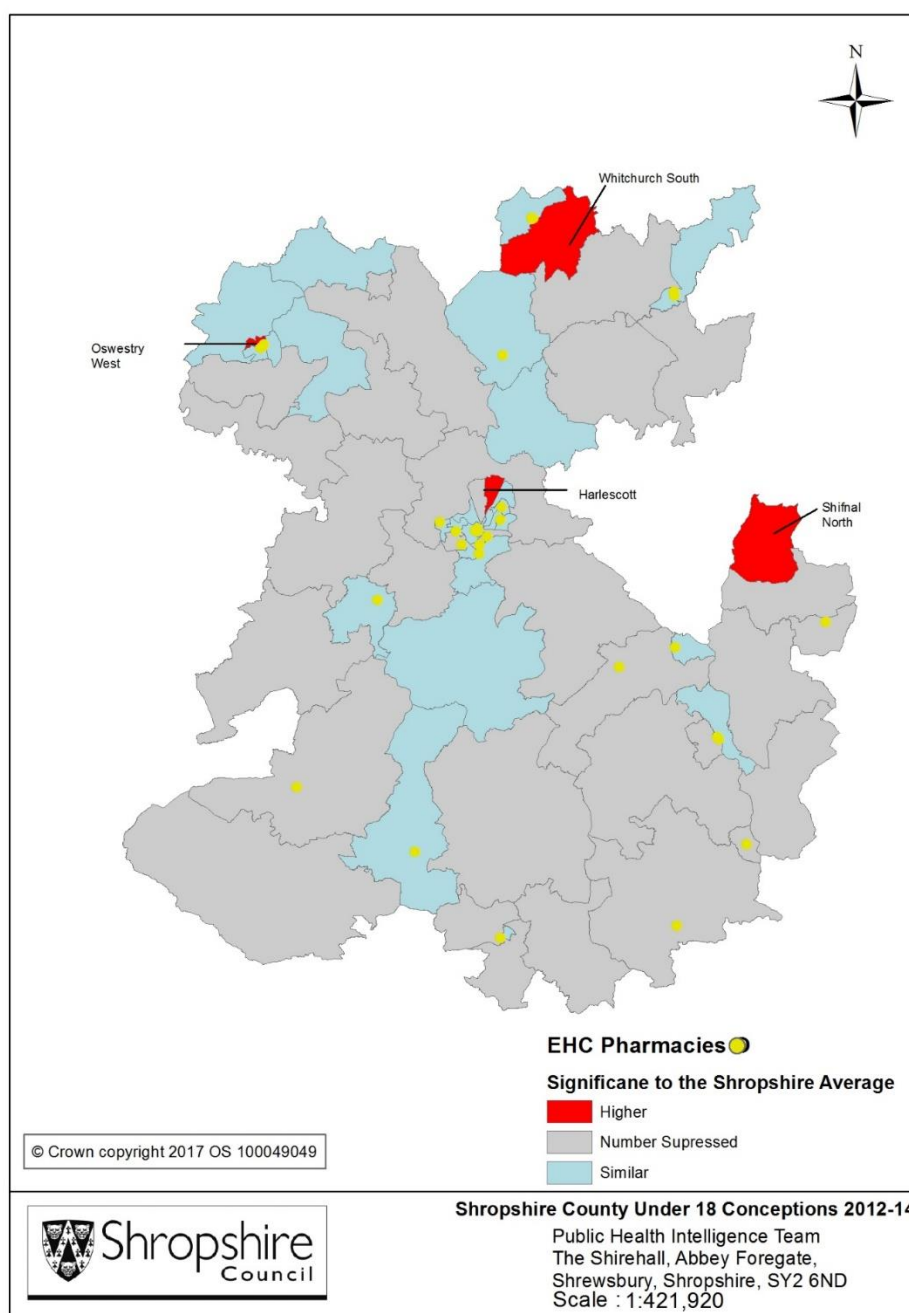
Source: Shropshire substitute prescribing activity data covering 01 April 2017 to 30 September 2017 extracted from PharmOutcomes reports October 2017, Shropshire Public Health.

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 36 community pharmacies in Shropshire.

The following map highlights the wards in Shropshire with conception rates and their significant difference to the average under 18 conception rates for Shropshire. Wards coloured in red are those that are significantly higher than the county average, those in pale blue are similar to the county average and those in grey have numbers that are too small to publish. Pharmacies that are providing the EHC service are marked by yellow dots and are distributed throughout the county.

Figure 10 Pharmacies providing EHC and ward based under 18 conception rates



Source: Under 18 conceptions data by ward, ChiMat, PHE

Table 19 Emergency Hormonal Contraception activity by pharmacy in Shropshire

Pharmacy	EHC Consultation	All EHC Supplies	% Conversion Rate
Rowlands Pharmacy, 7 Landsdowne Road, Bayston Hill, Shrewsbury	7	7	100%
Lunts Pharmacy, Drovers' House, Auction Yard, Craven Arms	8	8	100%
Boots Pharmacy, 129 Longden Coleham, Shrewsbury, Shrewsbury	8	8	100%
Brown & Francis, 49 Bull Ring, Ludlow	8	8	100%
Highley Pharmacy, Beulah House, High Street, Highley	9	9	100%
Lunts Pharmacies, 1 - 3 Hereford Road, Shrewsbury	10	10	100%
Hillside Pharmacy, 18 Sandford Avenue, Church Stretton	11	11	100%
Bishops Castle Pharmacy, Church Street, Bishops Castle	11	8	73%
Rowlands Pharmacy, 40 Sandford Avenue, Church Stretton	12	10	83%
Conway Pharmacy, 238 Monkmoor Road, Shrewsbury	13	13	100%
Wenlock Pharmacy, 14 High Street, Much Wenlock	14	13	93%
Radbrook Green Pharmacy, Bank Farm Road, Shrewsbury	17	16	94%
Lunts Pharmacies, Roushill, Shrewsbury	17	17	100%
Boots The Chemist, 48 - 50 Cheshire Street, Market Drayton	17	16	94%
Cleobury Mortimer Pharmacy, Off Vaughan Road, Cleobury Mortimer	18	18	100%
Boots Pharmacy, 37 Mytton Oak Road, Shrewsbury, Shrewsbury	23	22	96%
Bicton Heath Pharmacy, Welshpool Road, Shrewsbury	28	27	96%
Rowlands Pharmacy, 19 - 21 High Street, Wem	30	30	100%
Boots The Chemist, 34 Bull Ring, Ludlow	32	29	91%
Lloyds Pharmacy, 116-119 Lower Galdeford, Ludlow	39	39	100%
Boots The Chemist, 10 - 12 Watergate Street, Whitchurch	41	40	98%
Murrays Healthcare, Northgate Health Centre, Bridgnorth	42	42	100%
Murrays Healthcare, Medical Centre, Maer Lane, Market Drayton	49	49	100%
Boots The Chemist, 30 - 31 High Street, Bridgnorth	75	74	99%
Rhodes, 28 Claremont Road, Shrewsbury	79	77	97%
Boots The Chemist, 5 - 7 Church Street, Oswestry	117	113	97%
Asda Instore Pharmacy, Old Potts Way, Shrewsbury	121	118	98%
Boots The Chemist, 7 - 9 Pride Hill, Shrewsbury	386	365	95%
T A Rhodes Chemist, 77 High Street, Albrighton, Wolverhampton	<5	<5	100%
Pontesbury Pharmacy, Main Road, Pontesbury	<5	<5	100%
St Martins Pharmacy, Morgan Place, Anchorage Avenue	<5	<5	100%
Day Lewis Pharmacy, 14 English Walls, Oswestry, St Martins	<5	<5	100%
Well Pharmacy, 101 Mount Pleasant Road, Shrewsbury	<5	<5	50%
N/A	8	8	100%
Total	1261	1215	96.4%

Needle Exchange

The following is a summary of the activity data for the pharmacies-based needle exchange programme in Shropshire and covers the year between the dates 01 October 2016 and 30 September 2017.

The pharmacy-based needle exchange programme was re-commissioned and launched on 01 October 2016. Beginning from 01 October 2016 activity data has been collected using PharmOutcomes which is a web-based reporting platform for community pharmacies. On 1st October 2016, 24 pharmacies in Shropshire had signed up to provide Needle Exchange Packs to injecting drug users. A list of these are shown in Table 20. One pharmacy, Lloyds Pharmacy located at Riverside Shopping Centre in Shrewsbury has since closed.

Registrations

In order to receive the different packs containing needles and other injecting drug paraphernalia, clients are asked to first register at a pharmacy. They are then given a card which they can present at any pharmacy in Shropshire which participates in the needle exchange programme and receive further packs. The idea is that a client only has to register once. For the year from 01 October 2016 to 30 September 2017, there were 386 registrations of clients to receive Needle Exchange Packs from 17 different pharmacies in Shropshire. Table 20 shows a breakdown of client registrations by pharmacy (if there were less than 5 registrations at a particular pharmacy these numbers are not shown in the table).

The three pharmacies with the most registrations were: Boots; Church Street, Oswestry with 75 registrations, Lunts, Roushill, Shrewsbury with 71 registrations and Boots, Pride Hill, Shrewsbury with 40 registrations. Both Highley Pharmacy and Boots, Bull Ring, Ludlow recorded less than 5 registrations each. Of the 23 pharmacies who are currently signed up to provide needle exchange, seven reported no registrations (see Table 20). There is no way to prevent clients from registering more than once at different pharmacies within Shropshire, however, the number of registrations is our closest estimate to the number of different people accessing the pharmacy-base needle exchange service across the county.

Activity Data

The number of needle exchange packs and the number bins returned to pharmacies are monitored.

Needle Exchange Pack Activity

A total of 5,356 needle exchange packs were given out by pharmacies across Shropshire for the period 01 October 2016 to 30 September 2017 (see Table 21). The last period of recorded activity was 2013/14 when a total of 6,168 packs were given out in Shropshire.

Number of Bins Returned

A total of 3802 bins were returned during the period 01 October 2016 to 30 September 2017 (see Table 21). The last period of recorded activity for the number of bin returns was in 2013/14 when a total of 1,318 bins were returned in Shropshire. The three pharmacies that had received the most returned bins were; Boots, Church Street, Oswestry with 969 bins returned, Rowlands, Wem with 725 bins returned and Lunts, Roushill, Shrewsbury with 548 bins returned. There were seven pharmacies who did not receive any returned bins.

Bin Return Rates

The total bin return rate for the county was 71%, i.e. that 71% of the packs given out were returned during the period 01 October 2016 to 30 September 2017. The three highest bin rates were 93% at Rhodes Pharmacy, Claremont Hill, Shrewsbury, 91% at Highley Pharmacy and 90% at Day Lewis Pharmacy, Oswald Street, Shropshire. There were two pharmacies which gave out needle exchange packs but didn't take any returned bins during the year long period (see Table 21).

Table 20 Number of Client Registrations for Pharmacy-based Needle Exchange Programme per Pharmacy in Shropshire 01 October 2016 to 30 September 2017

ODS Code of Pharmacy	Pharmacy Name	Address	Count of Registrations
FA688	Boots UK Ltd	7-9 Pride Hill, Shrewsbury SY1 1DD	40
FCP52	Highley Pharmacy	Beulah House, High Street, Highley WV16 6LP	<5
FCQ01	Rhodes Shrewsbury	28 Claremont Hill, Shrewsbury SY1 1RD	7
FCX86	Boots UK Ltd	34 Bull Ring, Ludlow SY8 1AA	<5
FFY53	Boots UK Ltd	5 Church Street, Oswestry SY11 2SU	75
FH024	Lunts Pharmacies Ltd (Roushill)	Roushill, Shrewsbury SY1 1PQ	71
FJL97	Your Local Boots Pharmacy	129 Longden Coleman, Shrewsbury SY3 7DW	19
FKY28	LloydsPharmacy	116-119 Lower Galdeford, Ludlow, Salop, Shropshire, SY8 1RU	17
FLN24	Day Lewis (Caxton Pharmacy)	Oswald Road, Oswestry SY11 1RD	31
FNF88	Rowlands Pharmacy	Unit 1 Morris Central Shopping Parade, Wem, Shropshire, SY4 5NY	21
FPQ64	Rowlands Pharmacy	5 Cross Street, Ellesmere, Shropshire SY12 0AW	9
FR857	Jhoots Pharmacy	53 Riverside Shopping Centre, Shrewsbury, Shropshire, SY1 1PH	11
FTL94	Murrays Healthcare	Medical Centre, Maer Lane, Market Drayton TF9 3AL	10
FTX21	Boots UK Ltd	48-50 Cheshire Street, Market Drayton, Shropshire TF9 1PR	21
FVG82	Day Lewis (Old Chapel Pharmacy)	14 English Walls, Oswestry, Shropshire SY11 2PA	12
FVN98	Boots UK Ltd	10-14 Watergate Street, Whitchurch SY13 1DW	7

FWG73	Murrays Healthcare	Northgate Health Centre, Northgate, Bridgnorth WV16 4EN	27
FQN20	Boots UK Ltd	30-31 High Street, Bridgnorth WV16 4DB	0
FVH82	Cleobury Mortimer Pharmacy	Off Vaughan Road, , Cleobury Mortimer, , DY14 8DB	0
FMT40	Ellesmere Pharmacy	18 Scotland Street, Ellesmere, Shropshire, SY12 0ED	0
FJL83	Lloyds Pharmacy [CLOSED]	53 Riverside Shop Ctr., Shrewsbury SY1 1PH	0
FG592	Lunts Pharmacy (Craven Arms)	Drovers House, Auction Yard, Craven Arms, Ludlow SY7 9BZ	0
FCV56	Rhodes TA Ltd	77 High Street, Albrighton, Wolverhampton WV7 3JA	0
FLA00	Rowlands Pharmacy	11 High Street, Whitchurch SY13 1AX	0
Grand Total			386

Source: Shropshire pharmacy-based needle exchange activity data covering 01 October 2016 to 30 September 2017 extracted from PharmOutcomes reports October 2017, Shropshire Public Health.

Table 21 Number of Needle Exchange Packs given out and Bins returned per Pharmacy in Shropshire from 01 October 2016 to 30 September 2017

Pharmacy Name	Address	Count of Total Packs	Count Returned Bins	Bin Return Rate
Boots UK Ltd	7-9 Pride Hill, Shrewsbury SY1 1DD	175	67	38%
Highley Pharmacy	Beulah House, Highley WV16 6LP	64	58	91%
Rhodes Shrewsbury	28 Claremont Hill, Shrewsbury SY1 1RD	197	183	93%
Boots UK Ltd	34 Bull Ring, Ludlow SY8 1AA	16	11	69%
Boots UK Ltd	5 Church Street, Oswestry SY11 2SU	1350	969	72%
Lunts Pharmacies (Roushill)	Roushill, Shrewsbury SY1 1PQ	883	548	62%
Your Local Boots Pharmacy	129 Longden Coleman, Shrewsbury SY3 7DW	250	116	46%
LloydsPharmacy	Lower Galdeford, Ludlow, Shropshire, SY8 1RU	55	36	65%
Day Lewis (Caxton)	Oswald Road, Oswestry SY11 1RD	385	346	90%
Rowlands Pharmacy	Morris Central Shopping Parade, Wem, SY4 5NY	877	725	83%
Rowlands Pharmacy	5 Cross Street, Ellesmere, Shropshire SY12 0AW	249	221	89%
Jhoots Pharmacy	Riverside Shopping Centre, Shrewsbury, SY1 1PH	20	<5	15%
Murrays Healthcare	Medical Centre, Market Drayton TF9 3AL	67	44	66%
Boots UK Ltd	Cheshire Street, Market Drayton, TF9 1PR	343	236	69%
Day Lewis (Old Chapel)	14 English Walls, Oswestry, Shropshire SY11 2PA	164	119	73%
Boots UK Ltd	10-14 Watergate Street, Whitchurch SY13 1DW	45	27	60%
Murrays Healthcare	Northgate Health Centre, Bridgnorth WV16 4EN	162	93	57%
Boots UK Ltd	30-31 High Street, Bridgnorth WV16 4DB	52	0	0%
Cleobury Mortimer Pharmacy	Off Vaughan Road, Cleobury Mortimer, DY14 8DB	0	0	0%
Ellesmere Pharmacy	18 Scotland Street, Ellesmere, SY12 0ED	0	0	0%
Lloyds Pharmacy [CLOSED]	Riverside Shop Ctr., Shrewsbury SY1 1PH	0	0	0%
Lunts Pharmacy (Craven Arms)	Drovers House, Craven Arms, SY7 9BZ	<5	0	<5%
Rhodes TA Ltd	77 High Street, Albrighton, WV7 3JA	0	0	0%
Rowlands Pharmacy	11 High Street, Whitchurch SY13 1AX	<5	<5	<5%
Total		5356	3802	71%

Source: Shropshire pharmacy-based needle exchange activity data covering 01 October 2016 to 30 September 2017 extracted from PharmOutcomes reports October 2017, Shropshire Public Health.

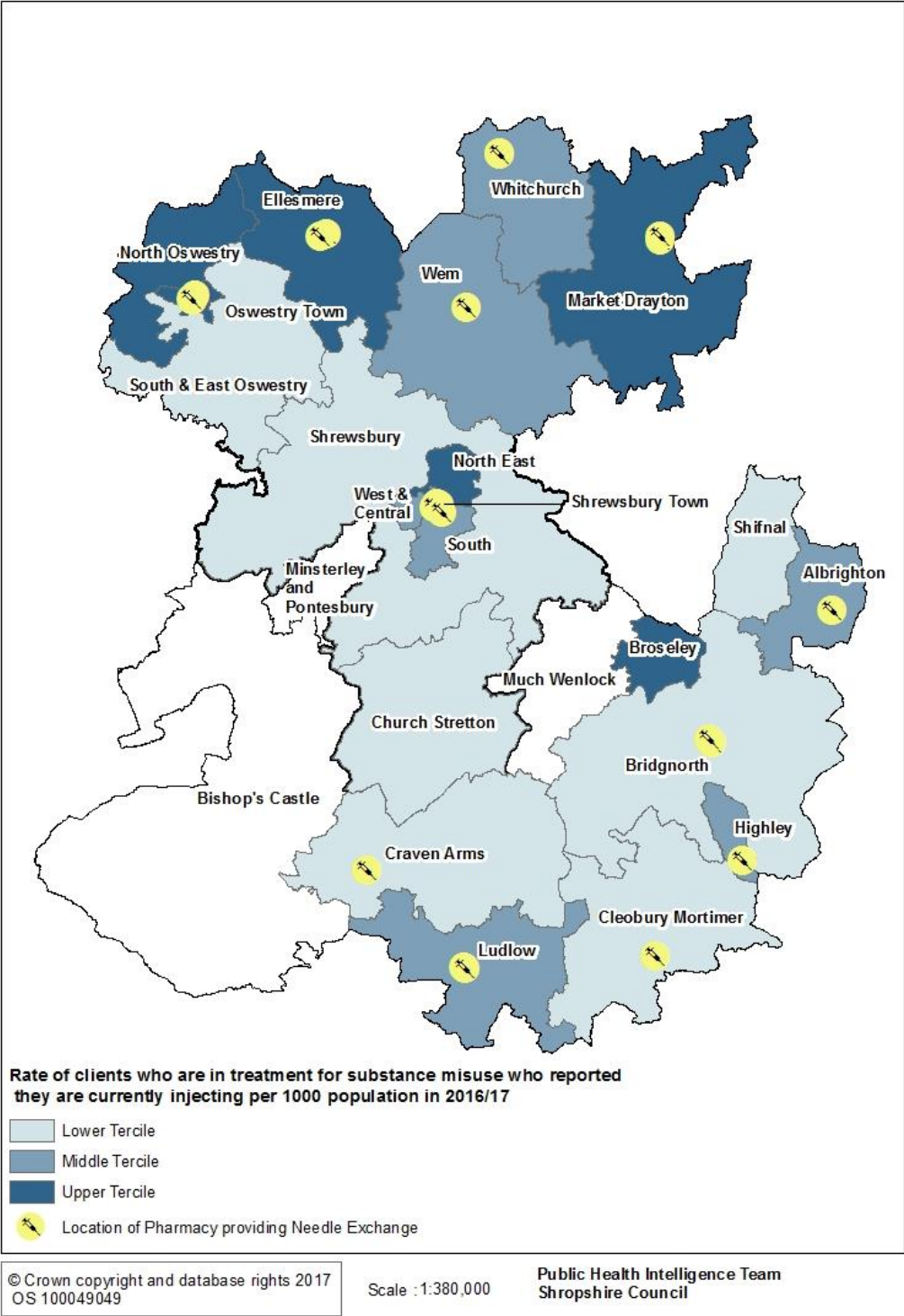
In 2016/17 approximately 14.5% of service users in structured treatment were currently injecting (192). The approximate crude rate of currently injecting drug users who were in treatment in Shropshire was 0.62 per 1000 of the resident population in 2016/17. Figure 11 shows the concentration of service users who were known to treatment services and who are currently injecting as a rate per 1000 of the population in each place plan area across Shropshire. The location of pharmacies providing Needle Exchange Services in 2017 have also been shown and are indicated on the map by yellow circles.

Each individual area on the map shows a place plan area. The 2016/17 rate of currently injecting service users in treatment per 1000 of the population in each place plan area was calculated, and these 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 in Figure 11. Please note the shading does **not** indicate statistical significance. If place plan areas appear as white on the map that indicates that there was no or insufficient data available to calculate a rate per 1000 of the resident population.

Figure 11 shows that place plan areas of North Oswestry, Ellesmere, Market Drayton, North East Shrewsbury and Broeseley fall in the upper third and had higher rates of service users in treatment who were currently injecting in 2016/17. Figure 11 also allows for the comparison of the location of needle exchange services with place plan areas which have a higher concentrations of service users who were currently injecting in 2016/17. The location of needle exchange services are distributed across the county with services being offered by at least one pharmacy in most of the large market towns.

Figure 11. Map showing the rate of service users in treatment who are currently injecting per 1000 of population in Shropshire by place plan area and the location of pharmacies providing needle exchange services in 2017.



Source: Shropshire Recovery Partnership Activity Data and Shropshire pharmacy-based needle exchange activity data, Shropshire Public Health., Midyear Population Estimates 2015, ONS.

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** - 42/52 (81%) act as Distribution outlets. This means a young person aged 24 and under, 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)** – Accredited pharmacists offer free registration and distribution of condoms in the local Condom Distribution Scheme (CDS) to women accessing Emergency Contraception aged up to 25 years. This ensures instant access to free contraception following an episode of unprotected sex. 42 out of 52 pharmacies are involved in delivering this service.

Table 22 Condom Distribution Scheme activity 2016-17

Total condoms on returns.	Condoms issued	First	Repeat
3,665	8,875	10 No data Jan/Feb/Mar 17	181 No data Jan/Feb/Mar 17

Source: Pharmoutcomes, Condom Distribution Scheme activity report 2016-17

Help2Slim weight management services

Help2Slim is a local evidence-based adult weight management service developed by Public Health and delivered in collaboration with Shropshire GP Surgeries, pharmacies and community providers. The service forms part of a local integrated adult obesity care pathway and supports adults with a Body Mass Index (BMI) of 30 or more (or BMI 27 with weight-related disease) who are resident and/or GP registered in Shropshire to achieve and maintain clinically beneficial weight loss. Help2Slim offers supported behaviour change to help eligible individuals lose weight and keep it off through realistic dietary changes, together with support to become more physically active and less sedentary. Specially trained Help2change Advisors work with individuals to strengthen their ability to make sustainable lifestyle changes. The service is free at point of use and aims to reduce levels of weight-related disease, disability, premature death and health equality in Shropshire's adult population.

Since April 2017 8 - 8 clients recruited by community pharmacies and 3/8 (38%) have reached 3-month review point of which all have successfully achieved 5% target weight loss.

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 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.

The following table shows the pharmacies that have issued healthy start vitamins to women in Shropshire in 2016-17. The two pharmacies issuing the most were both in supermarkets, (ASDA and Tesco) and between them they issued around a third of all the vitamins across Shropshire.

Table 23 Number of Health Start Vitamins by pharmacy 2016-17

Pharmacy Name	Pharmacy Address	Tab	Drops
Tesco, Cattle Market	Battlefield Road	29	36
Asda	Old Potts Way	18	48
Murrays Pharmacy T/A Morgans Chemist	Medical Centre, Maer Lane	14	11
Boots the Chemist	7/9 Pride Hill	12	20
St Martins pharmacy	Stans Superstore, Oswestry	10	15
Boots the Chemist	10-14 Watergate Street	7	9
Lunts Pharmacy	Drovers House, Auction Yard	6	14
Lunts, Hereford Road	1-3 Hereford Road	6	0
Rowlands Pharmacy	1 Morris Centre Shopping Park	6	6
The Taylor Chemists	Radbrook Green Shopping Centre, Bank Farm Rd	6	7
Ellesmere Pharmacy	18 Scotland Street, Ellesmere	6	10
Murray Cg & Son	49 Bull Ring	4	26
Highley Pharmacy	Beulah House, High Street	3	2
Boots the Chemist	5-7 Church Street	2	22
Bicton Heath Pharmacy	Bicton Heath Shopping Centre, Welshpool Road	2	6
Murrays Healthcare	Northgate Health Centre, Northgate,	2	0
Rowlands Pharmacy	19-21 High Street,	1	12
Rowlands Pharmacy	7 Lansdowne Road, Bayston Hill	0	9
Cambrian Pharmacy	C/o Cambrian Medical Centre, Oswestry	0	6

Shropshire Clinical Commissioning Group

Shropshire Clinical Commissioning Group currently commission the following enhanced services:

Primary Eye Care Assessment 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, 638 consultations were undertaken during 2016/17.

[Splints for carpal tunnel syndrome](#)

Shropshire CCG has recently established a service for issuing splints for patients with carpal tunnel syndrome in pharmacies. The purpose of the service is to issue night splints to patients who are in possession of a voucher provided by the patients GP. The CCG are implementing this service in order to improve access to support and self-management of osteoarthritis in the community and in primary care and is being developed as part of a collaboration with Keele University. This will involve offering more information to those complaining about joint pain, osteoarthritis and rheumatism as a way to facilitate evidence based self-care where appropriate and by signposting to osteoarthritis clinics.

[NHS England](#)

NHS England Staffordshire and Shropshire Area Team commission:

- Common ailments scheme (Pharmacy First Scheme)
- UTI and Impetigo service
- Emergency supply

[Common ailments scheme \(Pharmacy First Scheme\)](#) – patients can be directed to community pharmacies for the self-management of a range of conditions. The service enables pharmacies to undertake consultations, provide advice and medications if appropriate for their condition similar to a consultation at a GP practice. Around a fifth of GP consultations are thought to be related to minor ailments that could largely be dealt with by self-care and support from community pharmacies.

There are 45 Shropshire pharmacies signed up to provide the service (

Figure 12) and 3,337 provisions were made during 2016/17 (average of 74 per pharmacy).

Figure 12 Map of common ailments scheme provision in Shropshire 2016-17

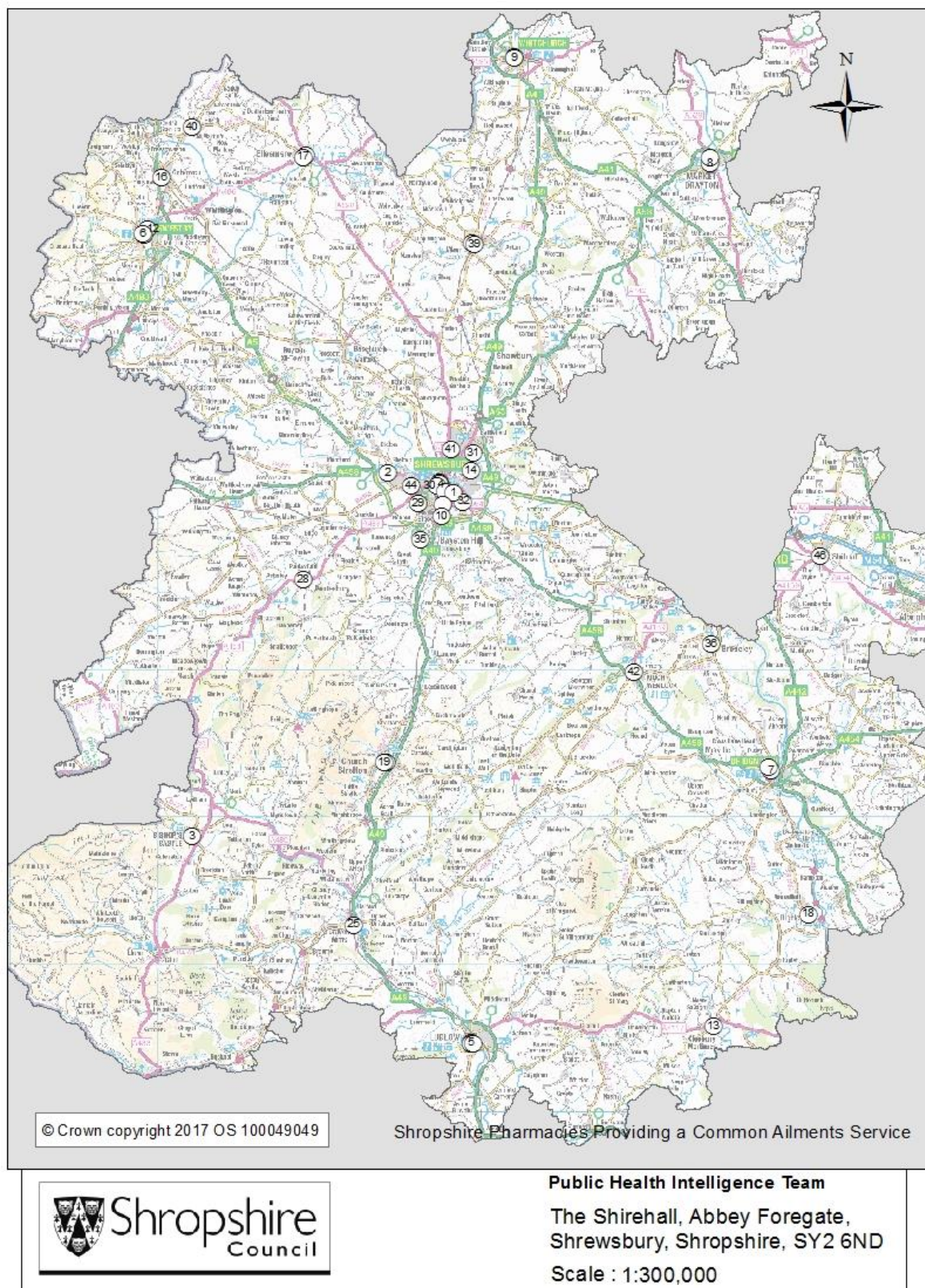


Table 24 Key for map of common ailments scheme provision in Shropshire 2016-17

Common Ailment Map Code	Pharmacy
1	Asda Stores Ltd, Old Potts Way, Shrewsbury
2	Bicton Heath Pharmacy
3	Bishops Castle Pharmacy
4	Boots The Chemist, 7 - 9 Pride Hill, Shrewsbury
5	Boots, 34 The Bull Ring, Ludlow
6	Day Lewis Pharmacy, 23 Church Street, Oswestry
7	Boots, 30-31 High Street, Bridgnorth
8	Boots, 48-50 Cheshire Street, Market Drayton
9	Boots, 10-12 Watergate Street, Whitchurch
10	Boots, Meole Brace Retail Park, Shrewsbury
11	Brown & Francis, 49 Bull Ring, Ludlow
12	Day Lewis Caxton Pharmacy, Oswald Road, Oswestry
13	Cleobury Pharmacy, Cleobury Mortimer
14	Conway Pharmacy, 238 Monkmoor, Shrewsbury
15	Day Lewis Old chapel Pharmacy, Oswestry
16	Day Lewis Pharmacy, Station Road, Gobowen
17	Ellesmere Pharmacy, 18 Scotland Street, Ellesmere
18	Highley Pharmacy
19	Hillside Pharmacy, 18 Sandford Avenue, Church Stretton
20	Jhoots Pharmacy, Riverside Shopping Centre, Shrewsbury
21	Lloyds Pharmacy, 116-119 Galdeford, Ludlow
22	Lloyds Pharmacy, Meole Brace Retail Park, Shrewsbury
23	Lunts Pharmacies, Roushill, Shrewsbury
24	Lunts Pharmacies, 1-3 Hereford Road, Shrewsbury
25	Lunts Pharmacies, Drovers House, Craven Arms
26	Murrays Healthcare, Northgate Health Centre, Bridgnorth
27	Murrays Healthcare, Drayton Health Center, Market Drayton
28	Pontesbury Pharmacy, Main Road, Pontesbury
29	Radbrook Green Pharmacy
30	Rhodes Pharmacy, 28 Claremont Hill, Shrewsbury
31	Rowlands Pharmacy, Severn Fields Health Centre, Sundorne Road
32	Rowlands Pharmacy, 25 Sutton Road, Shrewsbury
33	Rowlands Pharmacy, 40 Sandford Avenue, Church Stretton
34	Rowlands Pharmacy, 11 High Street, Whitchurch
35	Rowlands Pharmacy, 7 Landsdowne Road, Bayston Hill
36	Rowlands Pharmacy, High Street, Broseley
37	Rowlands Pharmacy, 19-21 High Street, Wem
38	Rowlands Pharmacy, 5 Cross Street, Ellesmere
39	Rowlands Pharmacy, Morris Central Shopping Park, Wem
40	St Martins Pharmacy, Stan's Superstore, Oswestry
41	Co-Op Pharmacy, 101 Mount Pleasant Road, Shrewsbury
42	Wenlock Pharmacy, 14 High Street, Much Wenlock
43	Boots, 129 Longden Coleham, Shrewsbury
44	Boots, 37 Mytton Oak Road, Shrewsbury
45	CLOSED - Boots The Chemist, 4-5 Market Street, Shrewsbury
46	Boots, 7 Cheapside, Shifnal

Findings from the common ailments service across Shropshire and Staffordshire during 2016/17 found:

- 59% of patients were under 20 compared with about a quarter being aged 50 and over

- The largest condition provided for were fever management (14%), colds and flu-like symptoms (12%), conjunctivitis (11%), cough (8%) and hay fever (8%)
- Around 87% of patients said they would have gone to their GP had the service not been available (Table 25)

Table 25 where patients would have gone if common ailments service was not available in Shropshire and Staffordshire (2016/17)

Alternative consequence	Number	Percentage
Would have gone to GP	17,656	87.2
Bought product over the counter	944	4.7
Would have gone to Walk-in Centre	489	2.4
Would have gone to out-of-hours medical service	147	0.7
Gone without treatment	144	0.7
Would have gone to A&E	115	0.6
Contacted NHS 111	18	0.1
Unsure/not known	168	0.8
Other	569	2.8
<i>Staffordshire and Shropshire</i>	<i>20,250</i>	<i>100</i>

Source: NHS England North Midlands 2017

Urinary tract infections (UTI) and impetigo – this service allows pharmacies to provide antibiotic treatment for urinary tract infections (UTI) for women aged 16-74 and impetigo in children and adults who meet the inclusion criteria following accreditation of pharmacists under a Patient Group Direction (PGD). There are 28 (52.8%) pharmacies in Shropshire who are signed up to provide at least one of these services (Figure 13).

During 2016/17 across Shropshire:

- There were 7 active providers for treatment of UTI with 13 provisions being made (average of 1.8 per active pharmacy) – the majority of these were women aged 50-74 and 20-49
- There were 5 active providers for treatment of impetigo with 10 provisions being made of which the majority were to children under 13

Figure 13 Map of UTI and Impetigo service provision in Shropshire 2016-17

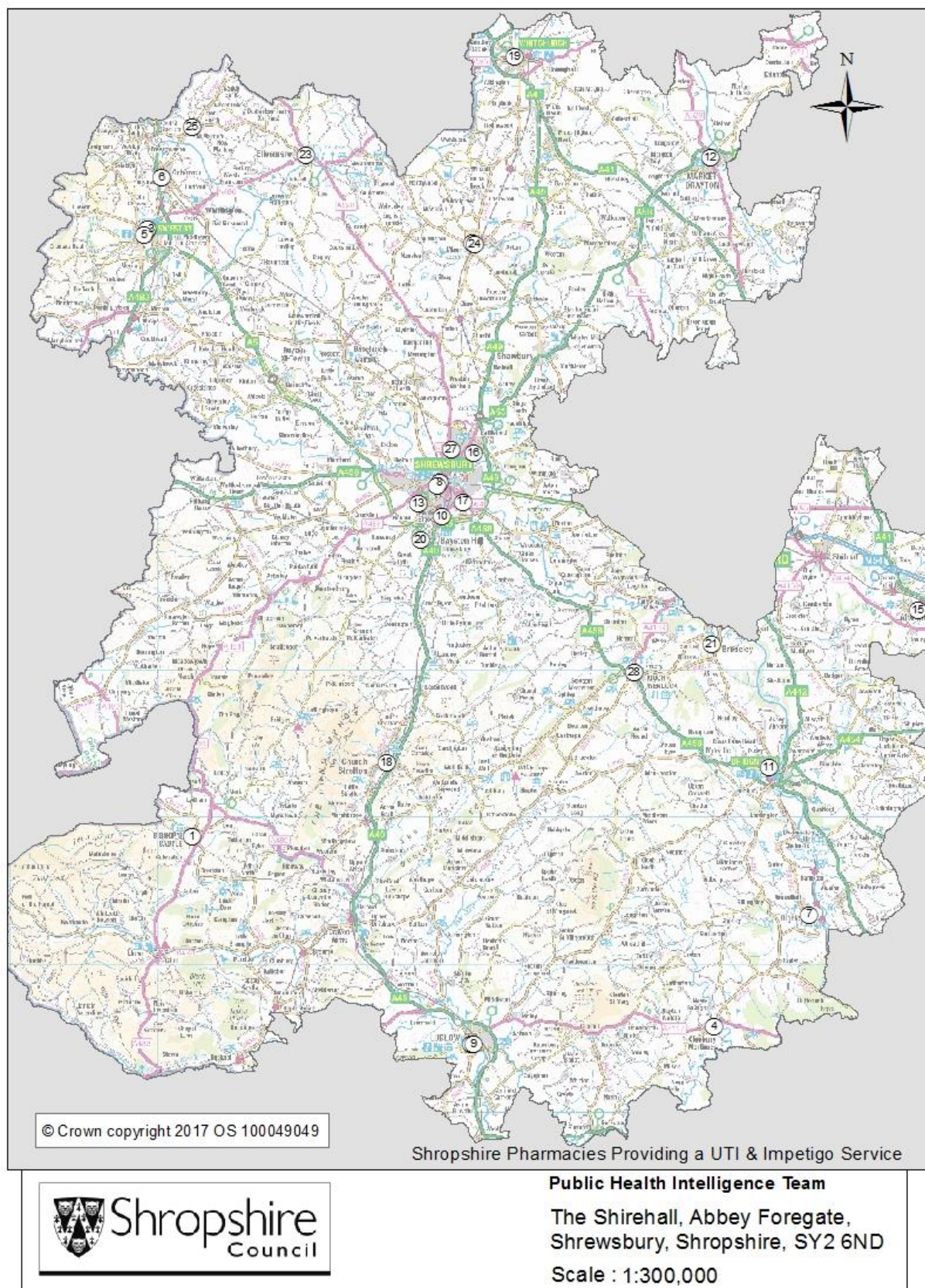


Table 26 Key for map of UTI and Impetigo service provision in Shropshire 2016-17

UTI & Impetigo Map Code	Pharmacy
1	Bishops Castle Pharmacy
2	Brown & Francis, 49 Bull Ring, Ludlow
3	Day Lewis Caxton Pharmacy, Oswald Road, Oswestry
4	Cleobury Pharmacy, Cleobury Mortimer
5	Day Lewis Old chapel Pharmacy, Oswestry
6	Day Lewis Pharmacy, Station Road, Gobowen
7	Highley Pharmacy
8	Jhoots Pharmacy, Riverside Shopping Centre, Shrewsbury
9	Lloyds Pharmacy, 116-119 Galdeford, Ludlow
10	Lloyds Pharmacy, Meole Brace Retails Park, Shrewsbury
11	Murrays Healthcare, Northgate Health Centre, Bridgnorth
12	Murrays Healthcare, Drayton Health Center, Market Drayton
13	Radbrook Green Pharmacy
14	Rhodes Pharmacy, 28 Claremont Hill, Shrewsbury
15	T A Rhodes Ltd, 77 High Street, Albrighton
16	Rowlands Pharmacy, Severn Fields Health Centre, Sundorne Road
17	Rowlands Pharmacy, 25 Sutton Road, Shrewsbury
18	Rowlands Pharmacy, 40 Sandford Avenue, Church Stretton
19	Rowlands Pharmacy, 11 High Street, Whitchurch
20	Rowlands Pharmacy, 7 Landsdowne Road, Bayston Hill
21	Rowlands Pharmacy, High Street, Broseley
22	Rowlands Pharmacy, 19-21 High Street, Wem
23	Rowlands Pharmacy, 5 Cross Street, Ellesmere
24	Rowlands Pharmacy, Morris Central Shopping Park, Wem
25	St Martins Pharmacy, Stan's Superstore, Oswestry
26	Station Pharmacy, Oswald Road, Oswestry
27	Co-Op Pharmacy, 101 Mount Pleasant Road, Shrewsbury
28	Wenlock Pharmacy, 14 High Street, Much Wenlock

Emergency Supply – this service enables pharmacies to issue up to 14 days' worth of medication to patients who had run out of their prescribed medication during the pharmacy's regular opening hours.

During 2016/17 there were 37 pharmacies signed up to provide the service in Shropshire (Figure 14) with 798 provisions being made during the year (an average of around 22 per year for each pharmacy). This accounted for 13.7% of the total amount of emergency supplies throughout the NHS England Shropshire and Staffordshire area.

Figure 14 Map of Emergency Supply service provision in Shropshire 2016-17

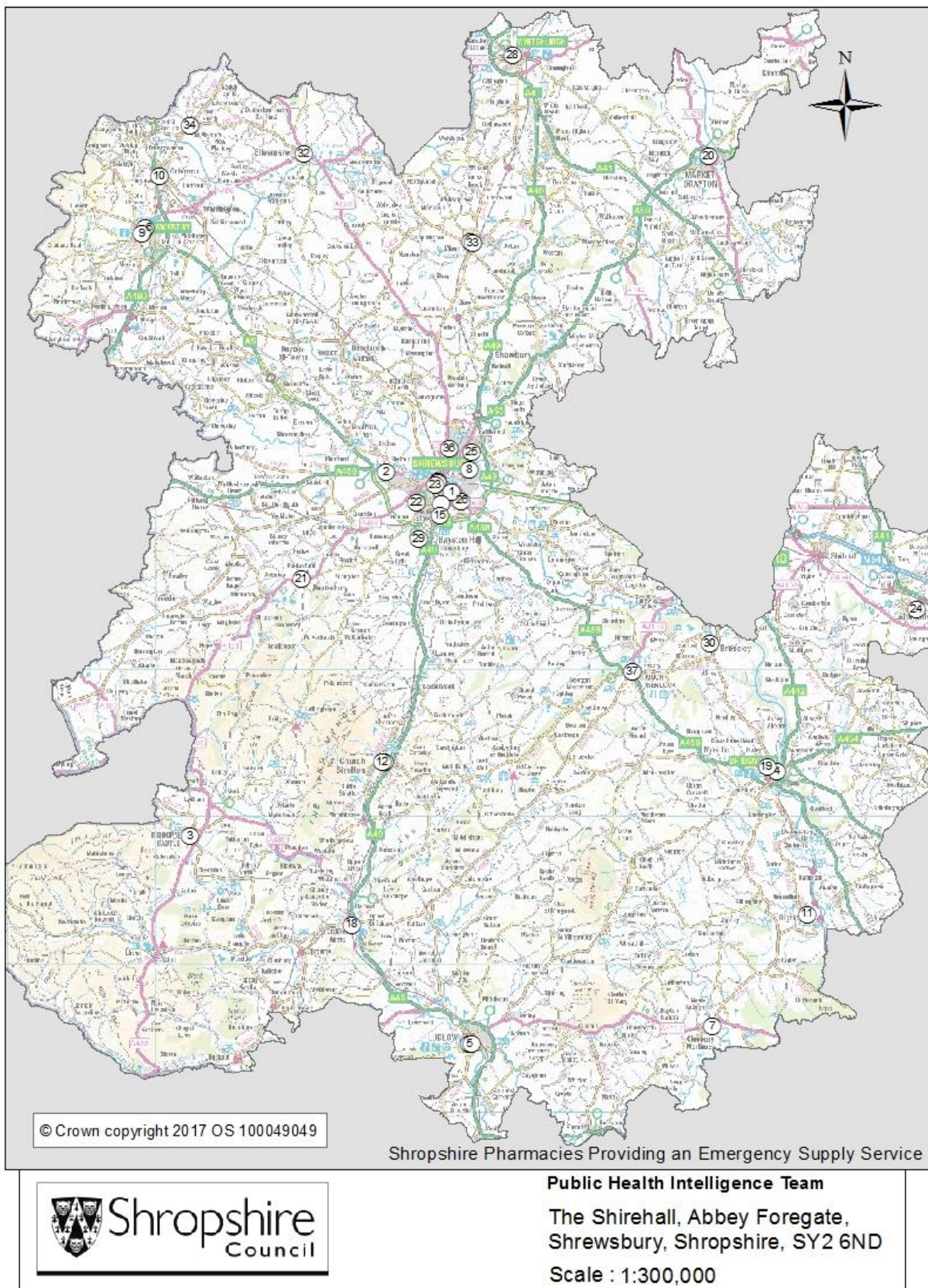


Table 27 Key of map of Emergency Supply service provision in Shropshire 2016-17

Emergency Supply Services Map Code	Pharmacy
1	Asda Stores Ltd, Old Potts Way, Shrewsbury
2	Bicton Heath Pharmacy
3	Bishops Castle Pharmacy
4	Bridgnorth Pharmacy, Mill Street, Bridgnorth
5	Brown & Francis, 49 Bull Ring, Ludlow
6	Day Lewis Caxton Pharmacy, Oswald Road, Oswestry
7	Cleobury Pharmacy, Cleobury Mortimer
8	Conway Pharmacy, 238 Monkmoor, Shrewsbury
9	Day Lewis Old chapel Pharmacy, Oswestry
10	Day Lewis Pharmacy, Station Road, Gobowen
11	Highley Pharmacy
12	Hillside Pharmacy, 18 Sandford Avenue, Church Stretton
13	Jhoots Pharmacy, Riverside Shopping Centre, Shrewsbury
14	Lloyds Pharmacy, 116-119 Galdeford, Ludlow
15	Lloyds Pharmacy, Meole Brace Retail Park, Shrewsbury
16	Lunts Pharmacies, Roushill, Shrewsbury
17	Lunts Pharmacies, 1-3 Hereford Road, Shrewsbury
18	Lunts Pharmacies, Drovers House, Craven Arms
19	Murrays Healthcare, Northgate Health Centre, Bridgnorth
20	Murrays Healthcare, Drayton Health Center, Market Drayton
21	Pontesbury Pharmacy, Main Road, Pontesbury
22	Radbrook Green Pharmacy
23	Rhodes Pharmacy, 28 Claremont Hill, Shrewsbury
24	T A Rhodes Ltd, 77 High Street, Albrighton
25	Rowlands Pharmacy, Severn Fields Health Centre, Sundorne Road
26	Rowlands Pharmacy, 25 Sutton Road, Shrewsbury
27	Rowlands Pharmacy, 40 Sandford Avenue, Church Stretton
28	Rowlands Pharmacy, 11 High Street, Whitchurch
29	Rowlands Pharmacy, 7 Landsdowne Road, Bayston Hill
30	Rowlands Pharmacy, High Street, Broseley
31	Rowlands Pharmacy, 19-21 High Street, Wem
32	Rowlands Pharmacy, 5 Cross Street, Ellesmere
33	Rowlands Pharmacy, Morris Central Shopping Park, Wem
34	St Martins Pharmacy, Stan's Superstore, Oswestry
35	Station Pharmacy, Oswald Road, Oswestry
36	Co-Op Pharmacy, 101 Mount Pleasant Road, Shrewsbury
37	Wenlock Pharmacy, 14 High Street, Much Wenlock

Findings from the emergency supply service across Shropshire and Staffordshire during 2016/17 found:

- Only 5% of patients were under 20 compared with over two-thirds being aged 50 and over
- Around 42% of patients would have gone without medication whilst 28% would have contacted their out-of-hours GP had the service not been available (Table 28).

Table 28 where patients would have gone if emergency supply service was not available in Shropshire and Staffordshire (2016/17)

Alternative consequence	Number	Percentage
Gone without your medication	2,465	42.5
Contacted Out of Hours GP	1,651	28.4
Contacted GP practice	532	9.2
Gone to a Walk In Centre	532	9.2
Gone to A&E	498	8.6
Other	126	2.2
Shropshire and Staffordshire	5,804	100

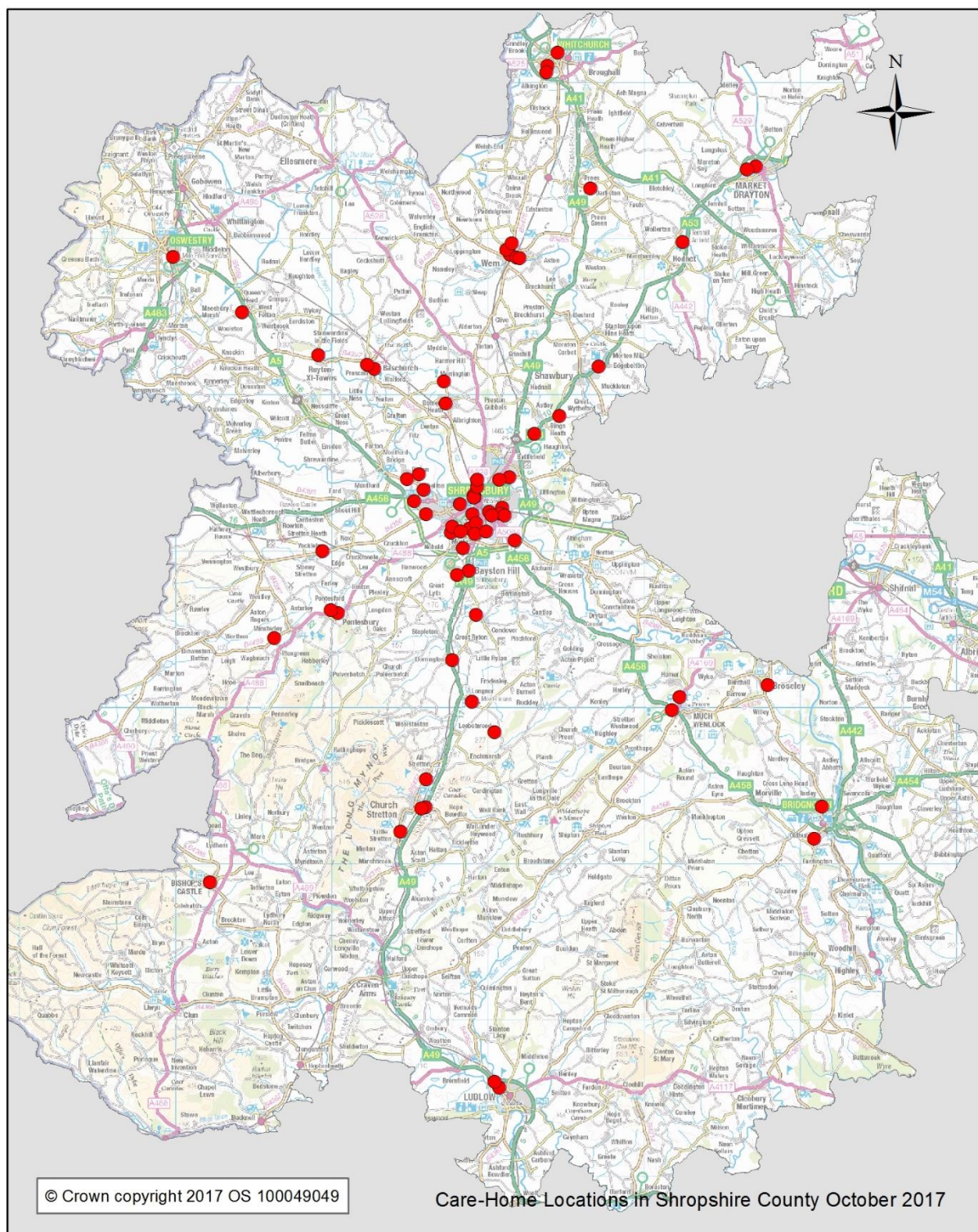
Source: NHS England North Midlands 2017

Provision of Pharmaceutical services to Care Homes

Shropshire has a significant number of care home beds per head of population. Within Shropshire there are 91 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.

Figure 15 Location of care homes in Shropshire



Public Health Intelligence Team
 The Shirehall, Abbey Foregate,
 Shrewsbury, Shropshire, SY2 6ND
 Scale : 1:300,000

Other services – there are also a range of non-commissioned services that pharmacies provide. These are either privately arranged or are provided free of charge to their communities and include: home delivery service (not appliances), care home service, contraceptive service, sharps disposal service, medicines assessment and compliance support service, on demand availability of specialist drugs service, language access service, gluten free food supply service, anti-viral distribution service, allergies, travel vaccines, obesity management and prescriber support service.

Shropshire Community Pharmacy Questionnaire

The PNA Pharmacy Questionnaire was emailed to all 52 Shropshire County pharmacies on 28th June 2017 with reminders posted on the 18th and 26th July, for completion by 31st July. The Public Health Department received 50 completed questionnaires out of the 52 (96.2%).

The questionnaire had nine categories; six core categories: ***premises details; opening/closing times; consultation facilities; essential services, commissioned services*** and ***IT facilities*** and three peripheral categories: ***healthy living pharmacy, collection & delivery services and languages***.

Based on the Community Pharmacy Questionnaire (completed by 50 local pharmacies), pharmacies were also willing to provide:

Disease Specific Management Services

Table 29 shows the percentages of pharmacies willing to provide specific disease management services. Between 2%-6% of pharmacies currently provide management services; primarily for Asthma and Hypertension; however, 70-80% of pharmacies were willing to provide services across all the specific diseases.

Table 29: Disease specific management services by responses

Service Summary	% Currently providing NHS funded service	% Currently providing private service	% Willing and able to provide if commissioned	% Willing to provide if commissioned but require facilities adjustment	% Willing to provide if commissioned but would need training
Allergies	0.0%	0.0%	12.0%	4.0%	64.0%
Alzheimer's/Dementia	0.0%	0.0%	12.0%	4.0%	62.0%
Asthma	6.0%	2.0%	12.0%	4.0%	60.0%
CHD	0.0%	0.0%	10.0%	2.0%	64.0%
Depression	0.0%	0.0%	10.0%	2.0%	60.0%
Diabetes Type 1	0.0%	0.0%	12.0%	6.0%	62.0%
Diabetes Type 2	0.0%	0.0%	12.0%	6.0%	64.0%
Epilepsy	0.0%	0.0%	10.0%	4.0%	56.0%
Heart Failure	0.0%	0.0%	10.0%	6.0%	58.0%
Hypertension	0.0%	2.0%	16.0%	4.0%	58.0%
Parkinson's Disease	0.0%	0.0%	10.0%	6.0%	56.0%

Source: PNA Pharmacy Questionnaire 2017

Additional Services

Table 30 shows the additional service provision responses by pharmacies. Overall, the highest percentage of current service provision by responding pharmacies was for home delivery, minor

ailment scheme and EHC, and are between 72%-82% as shown in Figure 16. There was some current provision in some of the other services but the majority of pharmacies were willing to provide a provision for all the services.

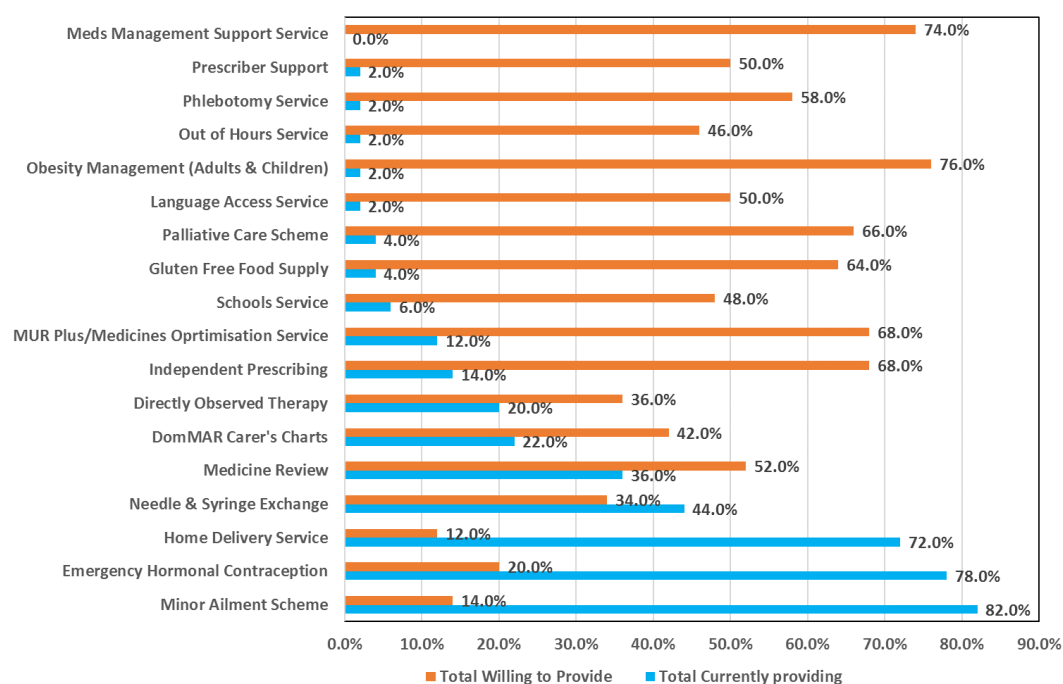
Table 30: Additional Services Provision

Services	% Currently providing NHS funded service	% Currently providing private service	% Willing and able to provide if commissioned	% Willing to provide if commissioned but require facilities adjustment	% Willing to provide if commissioned but would need training
Minor Ailment Scheme	82.0%	0.0%	6.0%	2.0%	6.0%
Emergency Hormonal Contraception	72.0%	6.0%	6.0%	2.0%	12.0%
Home Delivery Service	58.0%	14.0%	10.0%	0.0%	2.0%
Needle & Syringe Exchange	44.0%	0.0%	12.0%	8.0%	14.0%
Medicine Review	36.0%	0.0%	18.0%	2.0%	32.0%
DomMAR Carer's Charts	20.0%	2.0%	14.0%	2.0%	26.0%
Directly Observed Therapy	20.0%	0.0%	4.0%	2.0%	30.0%
Independent Prescribing	14.0%	0.0%	14.0%	2.0%	52.0%
MUR Plus/Medicines Optimisation Service	12.0%	0.0%	16.0%	2.0%	50.0%
Schools Service	2.0%	4.0%	6.0%	2.0%	40.0%
Gluten Free Food Supply	4.0%	0.0%	20.0%	4.0%	40.0%
Palliative Care Scheme	4.0%	0.0%	22.0%	2.0%	42.0%
Language Access Service	2.0%	0.0%	4.0%	2.0%	44.0%
Obesity Management (Adults & Children)	2.0%	0.0%	16.0%	4.0%	56.0%
Out of Hours Service	2.0%	0.0%	18.0%	6.0%	22.0%
Phlebotomy Service	0.0%	2.0%	2.0%	8.0%	48.0%
Prescriber Support	0.0%	2.0%	6.0%	2.0%	42.0%
Meds Management Support Service	0.0%	0.0%	18.0%	4.0%	52.0%

Source: PNA Pharmacy Questionnaire 2017

Note: Emergency Hormonal Contraception, Directly Observed Therapy and Needle Exchange services are funded by the Local Authority Public Health Department. Home delivery, MAR charts and independent prescribing are provided wholly as private services.

Figure 16: Additional Service Provision



Source: PNA Pharmacy Questionnaire 2017

Screening Services

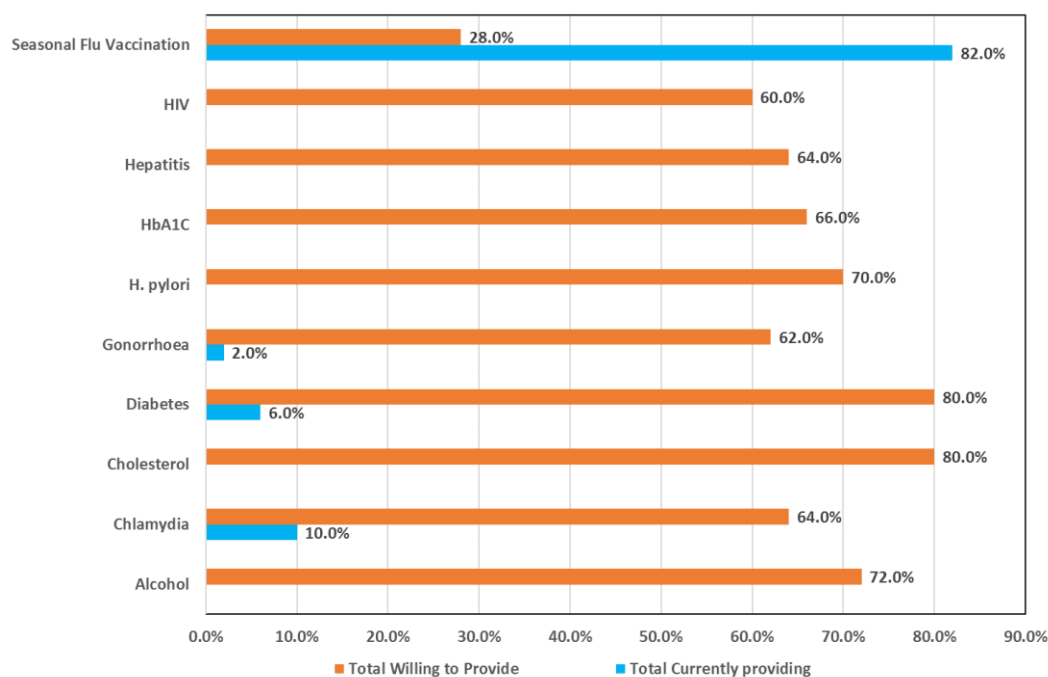
Table 31 shows all responses on whether pharmacies were willing to provide screening services. The highest percentage of current provision overall was for seasonal flu vaccination at 82%; however, there was some provision for chlamydia, diabetes and gonorrhoea screening but the majority of pharmacies indicated that they would be willing to provide a screening service for all those listed.

Table 31 Pharmacies Willing to Provide Screening Services

Screening Services Summary	% Currently providing NHS funded service	% Currently providing private service	% Willing and able to provide if commissioned	% Willing to provide if commissioned but require facilities adjustment	% Willing to provide if commissioned but would need training
Alcohol	0.0%	0.0%	10.0%	2.0%	60.0%
Chlamydia	10.0%	0.0%	10.0%	2.0%	52.0%
Cholesterol	0.0%	0.0%	12.0%	8.0%	60.0%
Diabetes	0.0%	6.0%	14.0%	8.0%	58.0%
Gonorrhoea	2.0%	0.0%	4.0%	6.0%	52.0%
H. pylori	0.0%	0.0%	6.0%	4.0%	60.0%
HbA1C	0.0%	0.0%	4.0%	6.0%	56.0%
Hepatitis	0.0%	0.0%	4.0%	6.0%	54.0%
HIV	0.0%	0.0%	4.0%	6.0%	50.0%
Seasonal Flu Vaccination	66.0%	16.0%	2.0%	4.0%	22.0%

Source: PNA Pharmacy Questionnaire 2017

Figure 17: Pharmacies Willing to Provide Screening Services



Source: PNA Pharmacy Questionnaire 2017

Additional Vaccinations and Services

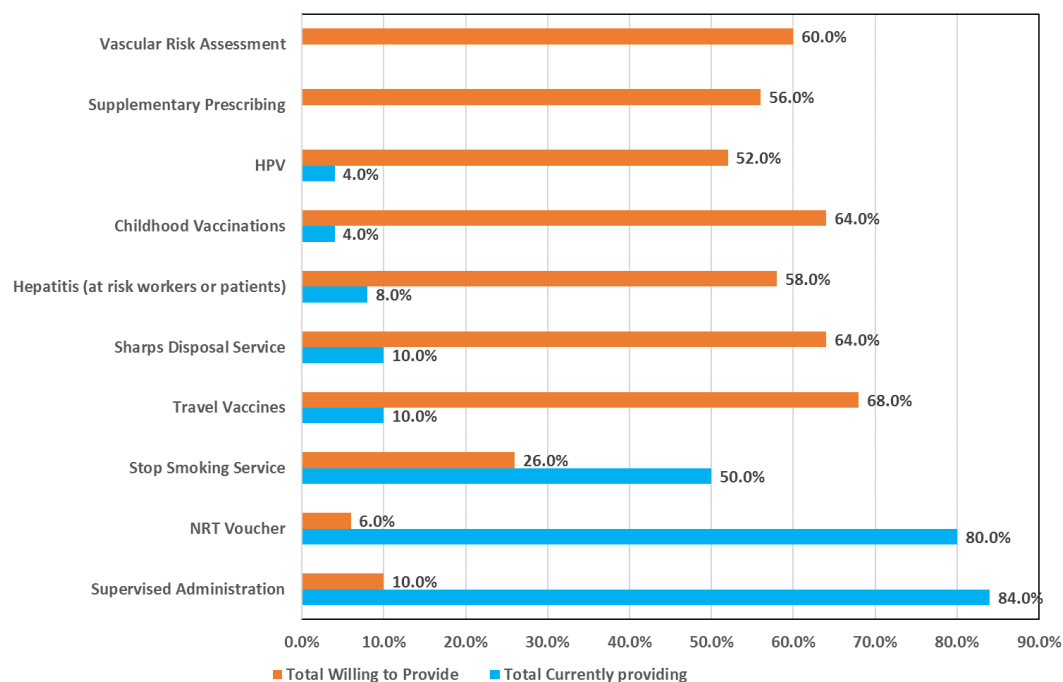
Table 32 Table 34 shows all responses on whether pharmacies are willing to provide additional vaccination services. The follow table shows that the highest percentage of current provision overall was for supervised administration and NRT vouchers; however, there was some provision for stop smoking service, travel vaccines, sharps disposal, hepatitis, childhood vaccination and HPV; the majority of pharmacies however, indicated that they would be willing to provide a screening service for all those listed.

Table 32: Pharmacies providing or willing to provide additional vaccination and services by all responses

Service	% Currently providing NHS funded service	% Currently providing private service	% Willing and able to provide if commissioned	% Willing to provide if commissioned but require facilities adjustment
Supervised Administration	84.0%	0.0%	6.0%	2.0%
NRT Voucher	80.0%	0.0%	2.0%	0.0%
Stop Smoking Service	50.0%	0.0%	2.0%	2.0%
Travel Vaccines	6.0%	4.0%	6.0%	4.0%
Sharps Disposal Service	10.0%	0.0%	18.0%	4.0%
Hepatitis (at risk workers or patients)	6.0%	2.0%	6.0%	4.0%
Childhood Vaccinations	2.0%	2.0%	8.0%	4.0%
HPV	2.0%	2.0%	8.0%	4.0%
Supplementary Prescribing	0.0%	0.0%	2.0%	6.0%
Vascular Risk Assessment	0.0%	0.0%	4.0%	4.0%

Source: PNA Pharmacy Questionnaire 2017

Figure 18 Pharmacies Providing or Willing to Provide Additional Vaccination and Services



Source: PNA Pharmacy Questionnaire 2017

Medications Collection & Delivery Services

Of the pharmacies that responded, 98% said that they signed up to GP prescription collections and 84% provided a free medications delivery service.

Pharmacies were asked to categorise their selected patient delivery criteria and Table 33 shows the categorised results with 40% of pharmacies implementing criteria; the highest proportions were for the elderly, those who were housebound and those who requested it, whilst 8% provided free delivery to all patients. 6.1% of pharmacies indicated charging for meds delivery.

Table 33: Patient group delivery categories

Selected Patient Groups Meds Delivery (categorised)	%
All patients	8.0%
Elderly	10.0%
Housebound etc	8.0%
Upon request/need	8.0%
Fit criteria	2.0%
Unable to collect	4.0%
No	2.0%
Blank	58.0%

Source: PNA Pharmacy Questionnaire 2017

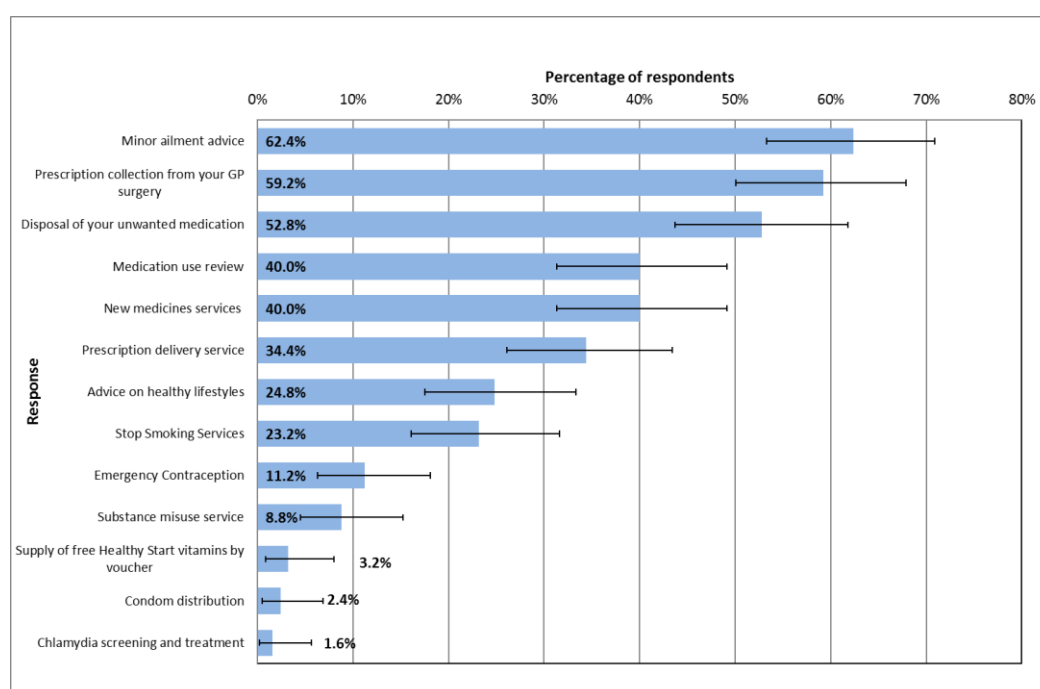
Of those pharmacies that responded, 38% indicated a restriction in medications delivery areas with the highest proportion of 22% being 'local to the pharmacy'.

Shropshire Council and Shropshire Healthwatch invited patients to participate in a short questionnaire about community pharmacy services in Shropshire in order to find out about patients experiences and forms an integral part of the Pharmaceutical Needs Assessment for 2017. In total 125 completed questionnaires were returned and a copy of the questionnaire is contained within Appendix 4. In all, responses came in from people registered at 33 of the 43 medical practices.

Respondents were asked about what extra services their usual pharmacy provided and the following figure shows the responses on one chart. It shows the percentage of all respondents who said yes the pharmacy provided those services. The 'minor ailment advice' service was the one that the highest number of people said their pharmacy provided with 62.4%, and was similar to the next three services but significantly higher than the remainder. 'Prescription collection from your GP surgery' was the second highest with 59.2% followed by 'disposal of unwanted medication' with (52.8%), 'medication use review' (40%) and 'new medicines services' (40%). The prescription delivery service was something that 34.4% of respondents said their surgery offered, with advice on healthy lifestyles (24.8%). 'Stop smoking advice and treatment' (23.2%) and 11.2% of respondents said their pharmacy offered emergency contraception and contraception advice while 8.8% said their pharmacy had a substance misuse service and 3.2% 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.

Only 2.4% said their pharmacy offered the 'condom distribution' service where eligible people get a free supply and similarly 1.6% said the surgery offered chlamydia screening and treatment.

Figure 19: Which of the following services does your pharmacy provide?



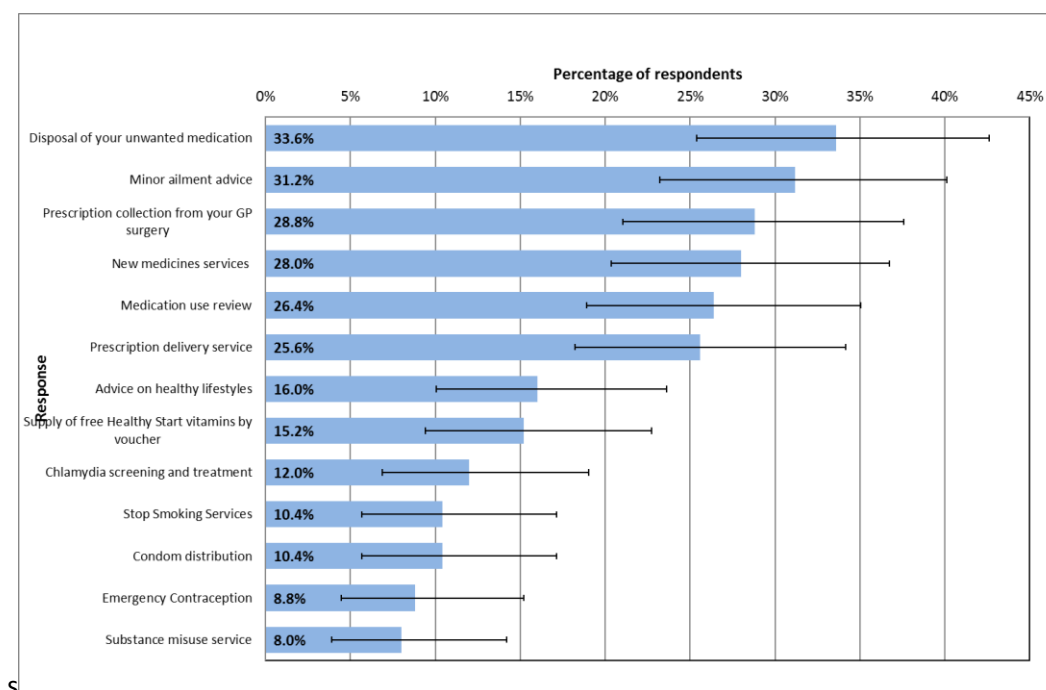
Source: Pharmacy Patient Questionnaire 2017

The community pharmacy patient questionnaire also asked respondents which other services they would like their pharmacy to provide. The following chart highlights the results and providing 'disposal of unwanted medication' (33.6%) had the highest proportion, followed by 'minor ailment advice' at 31.2%.

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:

- 8.8% of respondents said their pharmacy provided a substance misuse service, while only 8% of respondents said they would like their pharmacy to provide this.
- 3.2% of people said their pharmacy provided a supply of healthy start vitamins by voucher, but 15.2% of people said they would like their pharmacy to provide this service.
- Only 2.4% of people said their pharmacy provided the condom distribution service (free supply to eligible people), but 10.4% said they would like their pharmacy to provide this
- Only 1.6% said their pharmacy provided chlamydia screening and treatment, but 12% said they would like their pharmacy to provide this.

Figure 20: Which of the following services would you like your pharmacy to provide?

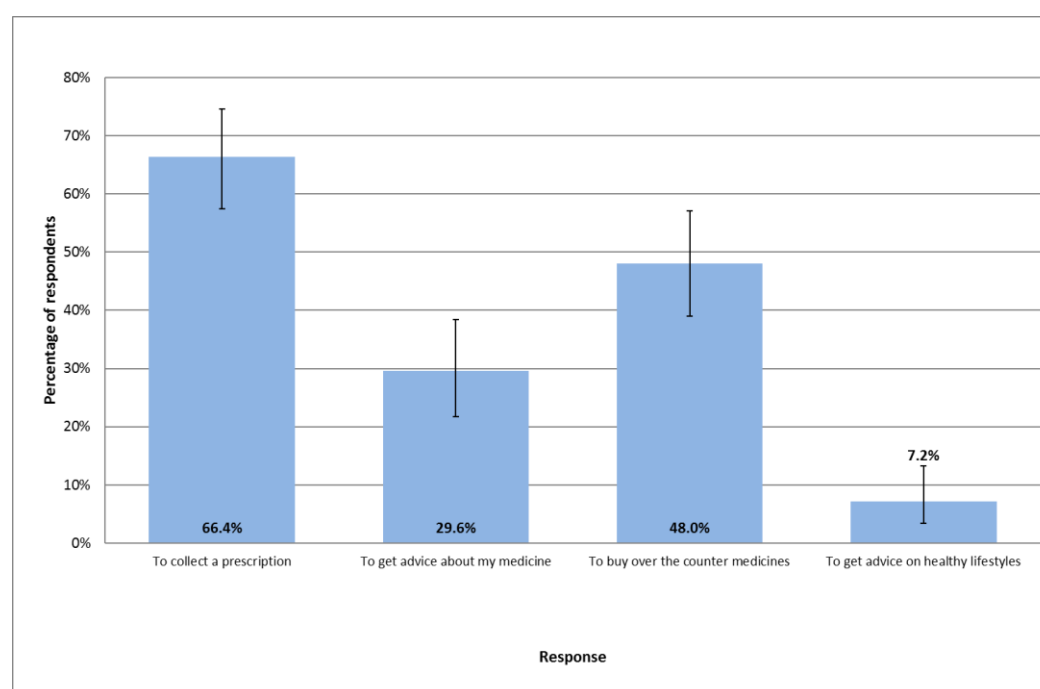


Source: Pharmacy Patient Questionnaire 2017

Reasons patients visit community pharmacy

The local patient community pharmacy questionnaire highlights the reasons that patients gave for visiting community pharmacies in the following chart. A significantly higher proportion of respondents visited the pharmacy to collect prescriptions (66.4%), followed by purchasing over the counter medicines (48%). 29.6% sought advice about medicines and the remainder (7.2%) asked advice about healthy lifestyles.

Figure 21: Why do you visit the pharmacy?



Source: Pharmacy Patient Questionnaire 2017

The table below shows 'other' reasons that were recorded as to why patients visit community pharmacies; with examples of comments as follows:

- Consult with minor queries
- To collect repeat prescriptions for my wife
- To ask for up to date information about gluten free products now Shropshire CCG have withdrawn them from prescription.
- To buy various toiletries and diabetic jam.

Table 34: Other reasons to visit the pharmacy

'Other' Reasons to visit the pharmacy	Number	% of Total
Blood pressure check	1	9.1%
Product price comparisons to other retailers	1	9.1%
Minor ailments consultation	2	18.2%
Meds review	1	9.1%
Purchase non-pharmaceutical products	1	9.1%
Collect repeat prescriptions	1	9.1%
Contraceptive advice	1	9.1%
Allergy advice	1	9.1%

Source: Pharmacy Patient Questionnaire 2017

Healthy living pharmacies

The healthy living pharmacy (HLP) framework is a tiered commissioning framework which allows community pharmacies to provide a broad range of services to meet local need, improve population health and wellbeing and reduce health inequalities. HLPs are required to deliver a range of commissioned services based on local need and promote a healthy living environment to the communities they serve.

Figure 22 Characteristics of a Healthy Living Pharmacy



Level 1 is around promoting health, wellbeing and self-care which from July 2016 onwards changed from being a commissioner-led process to a profession-led self-assessment process. Achieving HLP

level 1 (self-assessment) is also now a Quality Payment criterion as part of the 2017/18 Quality Payments Scheme of the pharmacy contract.

The Community Pharmacy Questionnaire asked about whether pharmacies were currently or working towards HLP status. The results showed that 40% of respondents were HLPs with a further 54% currently working towards HLP status.

Stakeholder feedback about services

As part of the PNA interviews with key stakeholders took place, this included the lead pharmacists from Shrewsbury and Telford Hospitals NHS Trust (SaTH), Shropshire Community Health Trust (SCHT) and South Staffordshire and Shropshire Healthcare Foundation Trust (SSSFT). The interviews explored the interface between the organisations and community pharmacy.

SaTH

The SaTH pharmacy are encouraging more routine dispensing from community pharmacy, this is something that was recommended in the report called 'operational productivity and performance in the English NHS acute hospitals'. This has helped focus more on medication review and optimisation, e.g. medicines stopped if necessary. This was implemented in February 2016 and has improved the interface between primary and secondary care pharmacy has improved as a result. It has also increased the pharmacists time in contact with the patients.

SaTH Pharmacy stated that they would like to work even more proactively with community pharmacy, particularly around medicines optimisation and use of patient compliance aids. It is thought that this will enable patients to move across interfaces with pharmacy more effectively and increase communications around medicines.

SSSFT

The pharmacist from SSSFT stated that there was not a lot of interface between themselves and community pharmacies. However, they had organised an evening event for pharmacy around issues relating to the prescribing to those with a mental health condition. This covered dispelling myths around dispensing drugs to people with serious mental health conditions and ensuring that their conditions are seen as a long-term condition in the way physical health conditions are.

SCHT

SCHT stated that they had a contract with community pharmacy for the supply of medicines for Community Hospitals and the Prison. Other than this they reported that they did not have much interface with community pharmacy on a systematic basis. They stated that they tried to let community pharmacies know when patients were discharged from hospital and would fax a copy of their discharge medicines. District nurses also sometimes liaised with community pharmacy and that they would sometimes refer patients to the pharmacy as the first port of call for minor ailments.

Access to pharmaceutical services

Geographical access

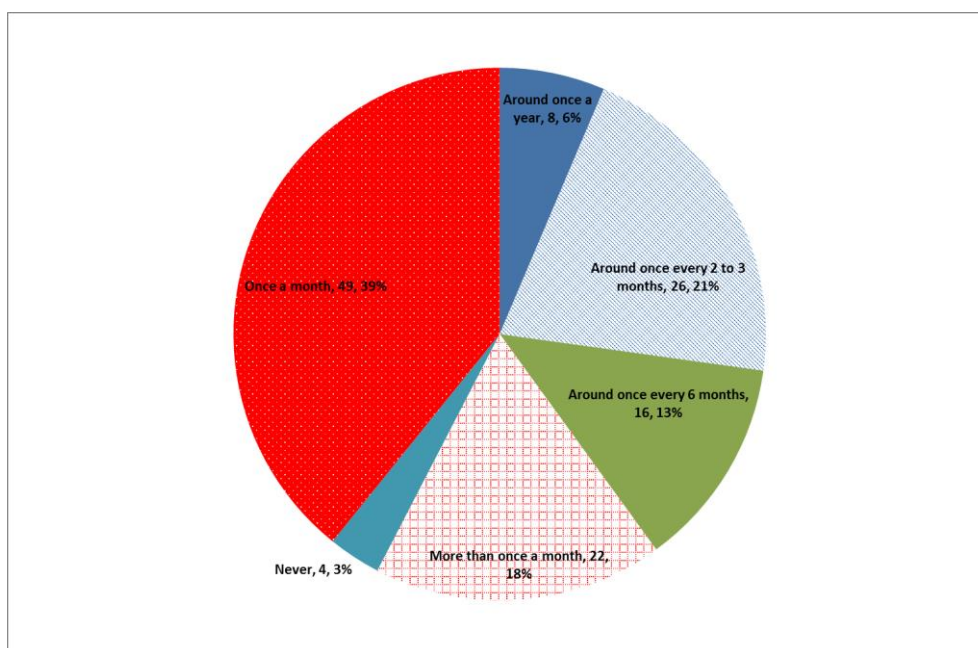
According to the Census 2011 in Shropshire there is a high proportion of households (84.5%) that own at least one car. This means that although many areas of the county are rural in nature people are still able to access services. It may also reflect the fact that public transport is limited in many of the rural parts of the county.

Shropshire Community Pharmacy Patient Questionnaire

Shropshire Council and Shropshire Healthwatch invited patients to participate in a short questionnaire about community pharmacy services in Shropshire in order to find out about patients experiences and forms an integral part of the Pharmaceutical Needs Assessment for 2017. In total 125 completed questionnaires were returned and a copy of the questionnaire is contained within Appendix 4. In all, responses came in from people registered at 33 of the 43 medical practices.

Respondents were asked how often they visited the pharmacy and that the most popular response was that people tended to visit a pharmacy once a month (39.2%), followed by once every 2-3 months (20.8%) and more than once a month (17.6%). After this, once a year (6.4%) was followed by once every 6 months (12.8%). 4 people (3.2%) said they never visited.

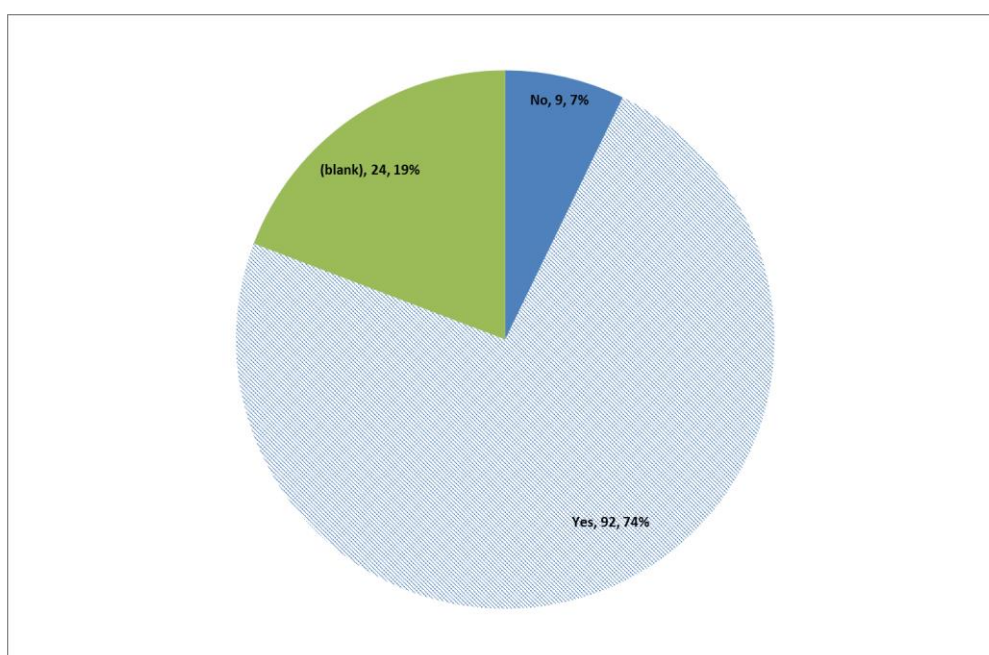
Figure 23: How often do you visit a pharmacy?



Source: Pharmacy Patient Questionnaire 2017

Respondents were also asked whether they had a usual pharmacy and the majority of respondents stated that they did have a usual pharmacy (73.6%), compared to 7.2% who said they didn't. 19.2% gave no response.

Figure 24: Do you have a usual pharmacy?



Source: Pharmacy Patient Questionnaire 2017

Of the usual pharmacies mentioned, the majority were stand-alone ones (86.4% - of total responses) and 13.6% comprised of supermarket pharmacies and dispensing GP practices. The full list is shown below.

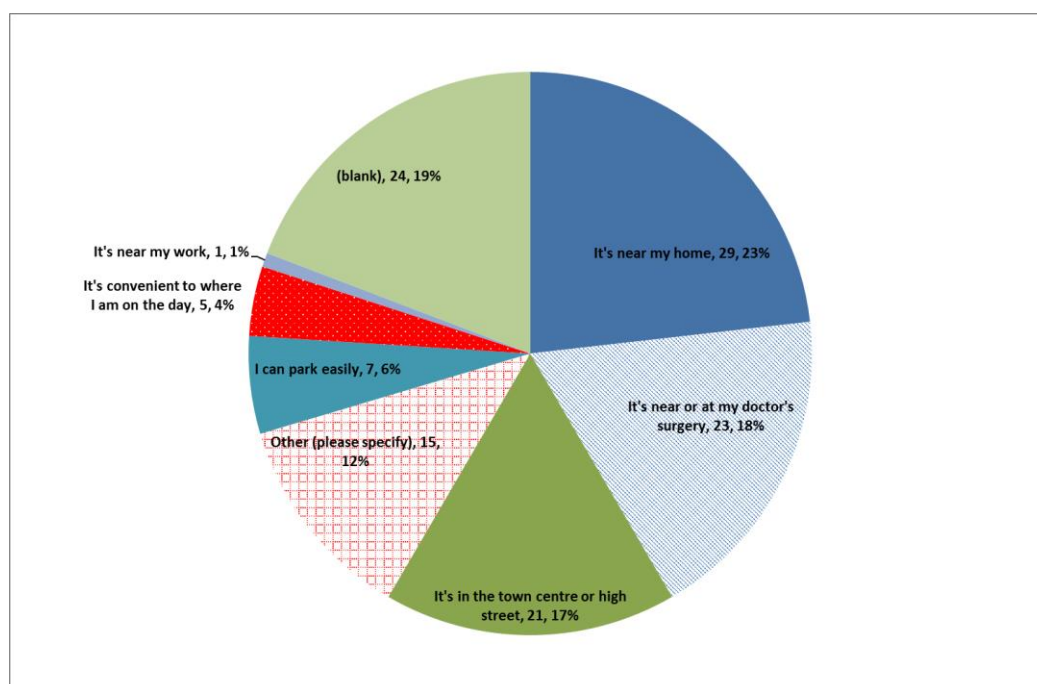
Table 35: List of the usual pharmacies

Pharmacy Name	Town	Number	% of Total	Pharmacy Name	Town	Number	% of Total
ASDA	Shrewsbury	1	0.8%	Prescott Surgery	Baschurch	1	0.8%
Boots		2	1.6%	Priorslee Pharmacy	Priorslee	1	0.8%
Boots	Longden Coleham	1	0.8%	Rhodes Chemist	Albrighton	1	0.8%
Boots	Ludlow	1	0.8%	Rowland Pharmacy	Ellesmere	4	3.2%
Boots	Oswestry	2	1.6%	Rowlands		1	0.8%
Boots	Market Drayton	4	3.2%	Rowlands	Bayston Hill	3	2.4%
Boots	Meole Brace	1	0.8%	Rowlands	Church Stretton	2	1.6%
Boots	Pride Hill, Shrewsbury	1	0.8%	Rowlands	Wem	2	1.6%
Boots	Welshpool	1	0.8%	Rowlands with Marden Medical Practice		1	0.8%
Brown and Francis	Ludlow	1	0.8%	Tesco	Harlescott	3	2.4%
Conway Pharmacy	Monkmoor Road, Shrewsbury	1	0.8%	The Meadows	Clun	1	0.8%
Days	Oswestry	1	0.8%	Well Chemist	Shrewsbury	1	0.8%
Ellesmere Pharmacy		3	2.4%		Albrighton	1	0.8%
Greenend Pharmacy	Whitchurch	3	2.4%		Bayston Hill	1	0.8%
Hillside Pharmacy	Church Stretton	2	1.6%		Bishop's Castle	4	3.2%
Hodnet Medical Practice		2	1.6%		Ditton Priors	1	0.8%
In doctors surgery.		1	0.8%		Gobowen	1	0.8%
Lunts	Pontesbury	5	4.0%		Much Wenlock	2	1.6%
Lunts	Bellevue Road, Shrewsbury	1	0.8%		Pontesbury	10	8.0%
Meadows Surgery Pharmacy	Clun	1	0.8%		Radbrook	2	1.6%
Murrays	Bridgnorth	1	0.8%		Stirchley	1	0.8%
Murrays	Market Drayton	5	4.0%		Wem	2	1.6%
Plas Ffynnon Medical Centre Pharmacy		1	0.8%	(blank)		38	30.4%

Source: Pharmacy Patient Questionnaire 2017

The questionnaire also asked patients what they thought was the most important factor about the location of their pharmacy. 23.2% said that it being near their own home while 18.4% said it being near or at their doctor's surgery were the 2 most popular reasons. 19.2% didn't answer this question.

Figure 25: Most important factor about the location of your pharmacy?



Source: Pharmacy Patient Questionnaire 2017

Of those patients who selected 'other' reasons why the location of their usual pharmacy was important to them, 26.7% said that having a pharmacy near to their home or having a dispensing GP practice was important to them, with 13.3% saying that helpful, friendly staff was important. The remaining 26.8% was a combination of reasons such as being near to the shops. The full-categorised list is shown in the following table.

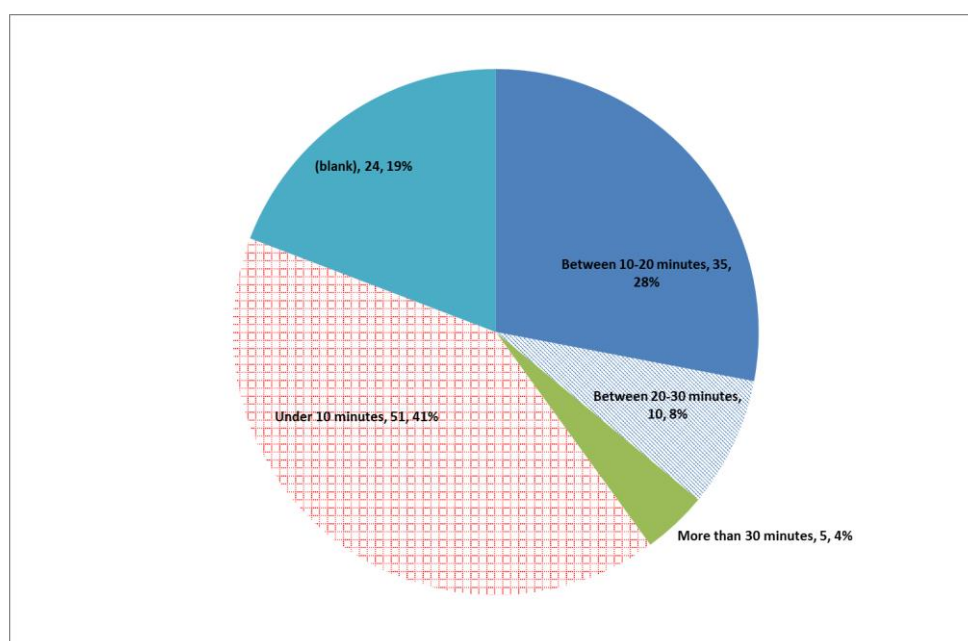
Table 36: 'Other' category for importance of pharmacy location

'Other' Reason for importance of pharmacy location	Number	% of Total
Near to the surgery	1	6.7%
Near to my home	4	26.7%
Dispensing GP Practice	4	26.7%
Friendly/helpful staff	2	13.3%
The pharmacy that my prescriptions are sent to	1	6.7%
Near to the shops	1	6.7%
Excellent service	1	6.7%

Source: Pharmacy Patient Questionnaire 2017

Patients were also asked about the journey time to their usual pharmacy in order to ascertain the approximate time it takes them to get to their usual pharmacy. Under 10 minutes was significantly higher (40.8%) compared to all the other responses except for those who indicated 10-20 minutes which was similar at 28%. There was no response from 19.2% of respondents.

Figure 26: Approximate journey time to get to usual pharmacy?



Source: Pharmacy Patient Questionnaire 2017

Opening hours

There are five '100 hour' pharmacies across Shropshire which are open for a minimum of 100 hours per week. These are:

Pharmacy Name	Address
Cambrian Pharmacy	Thomas Savin Road, Oswestry, SY11 1GA
Day Night Pharmacy Ltd	18 Scotland Street, Ellesmere, SY12 0DE
Lloyds Pharmacy (in store Sainsbury's)	Meole Brace Retail Park, Hereford Rd, Shrewsbury, SY3 9NB
Station Pharmacy	The Old Station Building, Oswald Road, Oswestry, SY11 1RB
Tesco Pharmacy	Cattle Market, Battlefield Road, Shrewsbury, SY1 4HA

Additionally, Shropshire also benefits from close borders with Telford & Wrekin where there are a further five 100-hour pharmacies.

Community pharmacies in Shropshire (excluding 100 hours pharmacies) are open from 8.30am on Monday to Fridays. The majority are open by 9am when there is likely to be an increase in demand for dispensing of prescriptions generated by GP services. On a weekday, most pharmacies close by 6.30pm in the evening apart from 1 pharmacy in Shrewsbury within a supermarket which is open until 10pm Monday – Saturday, (see Appendix 5 for opening times).

45 of the 52 pharmacies are also open on Saturdays, the times ranging from 7am in the morning to on average around 4-5pm in the evening with six pharmacies open until at least 10pm.

9 pharmacies (17%) are also open on Sunday from around 8.30am but the majority tend to close by around 4pm. These include the 100 hour pharmacies. The majority of those open are in the Shrewsbury and Oswestry area. Some of this is due to trading regulations which restricts opening hours for pharmacies located in supermarkets and shopping centres to six hours. All districts have at least one pharmacy open on Sundays. One pharmacy (Cambrian in Oswestry) is open until 6pm.

Demand for dispensing services is much lower at weekends as GP surgeries are usually closed. In addition, residents do have access to dispensing services on Sundays from alternative provision, for example walk-in-centres, minor injury units or from pharmacies in bordering areas.

Several pharmacies are also open on Bank Holidays and NHS England North Midlands work with community pharmacies to ensure there are adequate pharmaceutical services available on the two days where pharmacies are still traditionally closed (Christmas Day and Easter Sunday).

Information on the latest opening hours for every pharmacy is available at NHS Choices <http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>. Pharmaceutical providers are encouraged to check their details and update it where necessary.

Opening and Closing Hours:

The Shropshire Community Pharmacy Survey highlighted responses from pharmacies that took part around their opening hours. The following table shows that 49* responding pharmacies opened Monday to Friday (98%); whilst 72% (36) also opened on a Saturday and 14% (7) opened on a Sunday.

Table 37 Pharmacy opening days

Day of the Week	Open	% Open	Closed/Unknown	% Closed
Monday	49	98.0%	1	2.0%
Tuesday	49	98.0%	1	2.0%
Wednesday	49	98.0%	1	2.0%
Thursday	49	98.0%	1	2.0%
Friday	48	96.0%	1	2.0%
Saturday	36	72.0%	15	30.0%
Sunday	7	14.0%	42	84.0%

Source: PNA Pharmacy Questionnaire 2017. * 1 practice provided no time details

On average 79.9% of pharmacies opened at 9.00am and 87.3% close between 5.00pm and 6.00pm Monday to Friday. 72% opened on a Saturday with 75% opened by 9.00am and 45.7% closing between 12.00 and 13.00 and 34.3% between 17.00 and 17.30. Of the 14% open on a Sunday, 71.5% open between 10.00 and 10.30 and the majority (87.5%) close between 16.00 and 16.30.

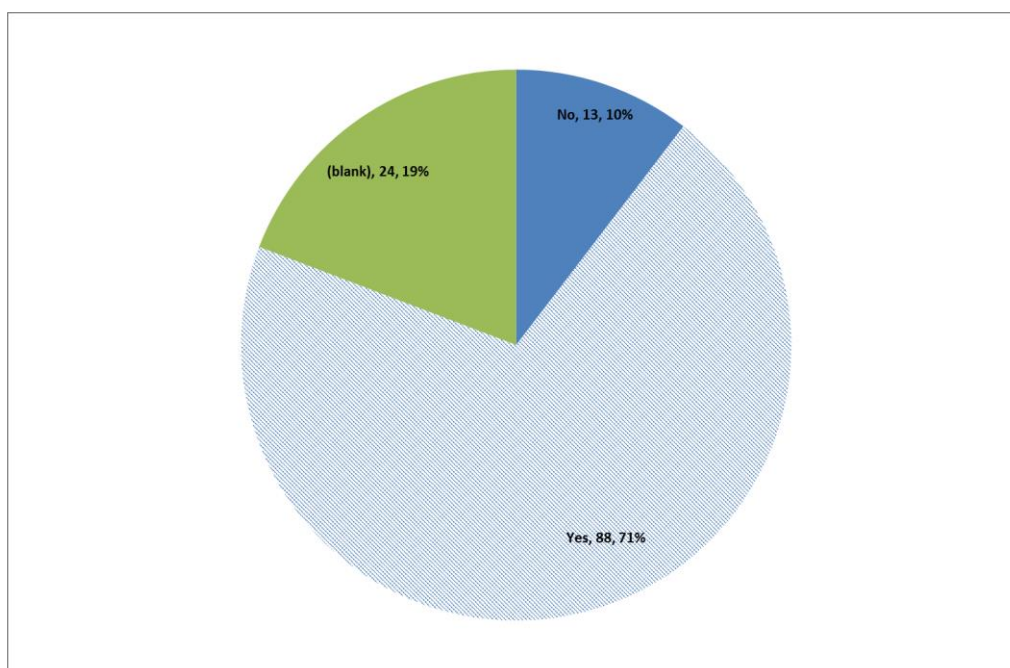
Accessing the Pharmacy

Shropshire Community Pharmacy Patient Questionnaire

Shropshire Council and Shropshire Healthwatch invited patients to participate in a short questionnaire about community pharmacy services in Shropshire in order to find out about patients experiences and forms an integral part of the Pharmaceutical Needs Assessment for 2017. In total 125 completed questionnaires were returned and a copy of the questionnaire is contained within Appendix 4. In all, responses came in from people registered at 33 of the 43 medical practices.

Respondents were whether their usual pharmacy was open at times they wanted to use it. The majority of respondents stated that it was with 70.4% reporting this which was significantly higher than all the other answers. 13 people (10.4%) said it wasn't. 19.2% of respondents gave no answer.

Figure 27: Is your usual pharmacy open at times you want to use it?



Source: Pharmacy Patient Questionnaire 2017

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

- They wanted the pharmacy open later in the evenings
- Their pharmacy closed during lunchtimes and wanted all-day opening
- They wanted weekend opening

Comments that were made included:

- All day (it is closed for lunch) and at least Saturday morning.
- I would like it to open after 5.30, so I can pick up medicines when I finish work
- Need longer opening on a Saturday and a couple of days a week later than they are open.

Respondents were asked several questions about the current pharmacy services and gave the following results:

I can find an open pharmacy when I need it:

- 58.6% either agreed or strongly agreed
- 8% disagreed or strongly disagreed
- 16% neither agreed nor disagreed and 19.2% did not answer the question

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

- 56.8% either agreed or strongly agreed
- 9.6% disagreed or strongly disagreed
- 14.4% neither agreed nor disagreed
- 19.2% did not answer the question

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

- 24.8% either agreed or strongly agreed
- 34.4% disagreed or strongly disagreed
- 21.6% neither agreed nor disagreed
- 19.2% did not answer the question

I can find a pharmacy open during the weekend

- 37.6% either agreed or strongly agreed
- 25.6% disagreed or strongly disagreed
- 17.6% neither agreed nor disagreed
- 19.2% did not answer the question

I find me usual pharmacy helpful and friendly

- 67.2% either agreed or strongly agreed
- 4% disagreed or strongly disagreed
- 9.6% neither agreed nor disagreed
- 19.2% did not answer the question

The pharmacy offers helpful advice on NHS services

- 51.2% either agreed or strongly agreed
- 3.2% disagreed or strongly disagreed
- 26.4% neither agreed nor disagreed
- 19.2% did not answer the question

I ask my pharmacist for health advice

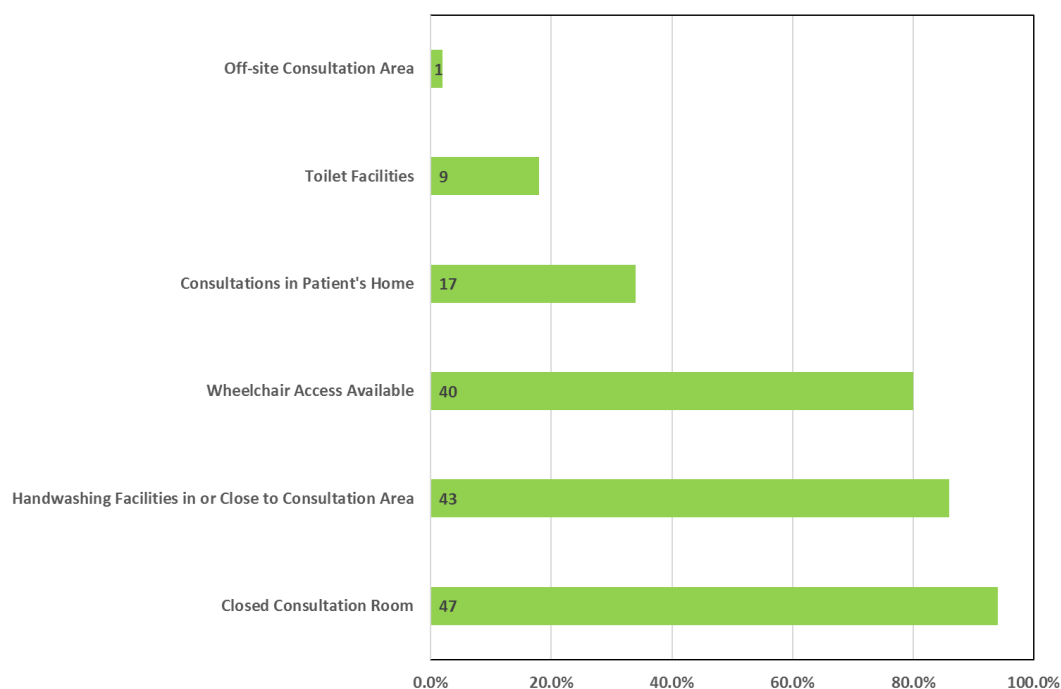
- 60% either agreed or strongly agreed
- 4.8% disagreed or strongly disagreed
- 16% neither agreed nor disagreed
- 19.2% did not answer the question

Shropshire Community Pharmacy Questionnaires

Pharmacy Consultation Facilities

The community pharmacy questionnaire asked about consultation facilities in the pharmacy. The figure below indicates the types of consultation facilities provided by the responding pharmacies. The majority have wheelchair access, closed consultation rooms and hand washing facilities; 18% have access to toilet facilities whilst 34% provide consultations in patient's homes.

Figure 28 Pharmacy Consultation Facilities



Source: PNA Pharmacy Questionnaire 2017

Pharmacy IT Facilities

There was also a question about the IT facilities available in the pharmacy. The following table shows the breakdown of IT programmes within the responding pharmacies; over 90% of pharmacies have either Microsoft Excel, Word and PDF with 11% using Microsoft Access.

Table 38 Pharmacy IT Facilities

Format	Number	%
Microsoft Excel	45	90.0%
Microsoft word	45	90.0%
Microsoft Access	11	22.0%
PDF	49	98.0%

Source: PNA Pharmacy Questionnaire 2017

Languages – within pharmacies

The Shropshire Community Pharmacy Questionnaire asked about languages that were spoken within the pharmacy. Respondents were asked to give an indication of the languages other than English available within their pharmacies; 28 responded indicating the use of 16 languages with the highest proportion being Polish (12%) and Punjabi (10%) as shown on Table 39.

Table 39: Languages available in pharmacies

Languages spoken in pharmacies	% of respondents
Bengali	2.0%
Cantonese	2.0%
Danish	2.0%
Farsi	2.0%
French	2.0%
German	2.0%
Gujarati	6.0%
Hindi	6.0%
Hungarian	2.0%
Malay	4.0%
Mandarin	4.0%
Polish	12.0%
Punjabi	10.0%
Spanish	4.0%
Urdu	8.0%
Welsh	4.0%

Source: PNA Pharmacy Questionnaire 2017

Languages – within the community

Pharmacies were also asked to give an indication of the languages other than English spoken in the communities around their pharmacy. 27 pharmacies responded and the following table shows the diversity of languages spoken as identified by the pharmacies, with Polish being the highest at 14%.

Table 40: Languages spoken in the community around the pharmacy

Languages spoken in the community	% of respondents
Arabic	4.0%
Cantonese	2.0%
Chinese	2.0%
German	2.0%
Greek	2.0%
Hindu	2.0%
Hungarian	2.0%
Malay	2.0%
Mandarin	4.0%
Polish	14.0%
Portuguese	2.0%
Punjabi	4.0%
Romanian	2.0%
Spanish	2.0%
Welsh	4.0%

Source: PNA Pharmacy Questionnaire 2017

Comments from Patients and the Public about accessing pharmacy services in Shropshire

Healthwatch Shropshire

Healthwatch Shropshire is the health and social care champion for people and local communities in Shropshire. They work to ensure people in Shropshire get the best from local health and social care services and that those services are as good as they can be and work in a joined-up way.

Healthwatch Shropshire encourage the local population to report to them any comments and feedback, both positive and negative, about the health and social care services that they receive.

In 2017 there were 12 comments to HealthWatch Shropshire about pharmacy services, all of which were negative. However, five of these comments were about decisions made by the CCG, one about the withdrawal of a specific type of medication, one about access to the new Prescription Ordering Direct Service and three about the withdrawal of gluten free products on prescription. The remaining comments were about local community pharmacies. This included two comments about the attitude of staff at two different pharmacies. There were another two comments about the lack of stock at the same pharmacy, an example is shown below:

‘Every time I go for my prescription as sent by my GP, they never have the correct things. They always blame the doctor and the doctor blames the pharmacist, but it is never right’

There was one comment about an incident with a prescription from a community pharmacy and once comment about an incorrect prescription from a different pharmacy. The final comment was about out of hours prescriptions on Sunday evenings after 8pm and not being able to get the prescription until the following morning.

Shropshire Community Pharmacy Patient Questionnaire

There were several questions that were part of the Shropshire Community Pharmacy Patient Questionnaire that asked patients for their views on accessing pharmacy services. When asked if there were any other services that they would like their pharmacy to offer 27 patients responded. The two comments with the most responses were firstly extended opening times and secondly provision of NHS health checks in the pharmacy.

There were several comments about accessing pharmacy services, both positive and negative from the patient survey. Many of these mentioned geographical accesses to services:

‘The local pharmacy is a big MUST especially in rural areas and despite the fact that you may have a pharmacy dispensary in the local GPs. It is not enough to have these services in the larger supermarkets that may be many miles away. The local pharmacy offers advice and treatments on minor ailments and this takes away some pressure from the GPs.’

‘Community pharmacy services are great if you can get to them. With very little public transport in rural areas it makes life difficult for people without a car.’

‘There is no public transport after 6pm to Shrewsbury or Newcastle-under-Lyme in the week or transport to other surrounding towns during the week and at weekend. It is very difficult to get prescriptions completed during these times if you have no means of transport.’

Finally there were some comments about patients not knowing which services were available at which pharmacies, e.g. whether they provided a service like minor ailments or smoking cessation services.

Access to pharmaceutical services for protected groups

The Equality Act (2010) protects people on the basis of nine protected characteristics. The equality duty covers the following nine protected characteristics: age, disability, gender (sex), gender reassignment, marriage and civil partnership, pregnancy and maternity, race (this includes ethnic or national origins, colour or nationality), religion or belief (this includes lack of belief) and sexual orientation.

The PNA regulations require that the HWBB considers the different needs of people who share protected characteristics. This section of the PNA summarises how these have been considered and addressed for each of the protected characteristics. In addition, all pharmacies are expected to comply with the provisions of the Equality Act 2010, (see Appendix 7).

Gaps in pharmaceutical services in Shropshire

Overall there are sufficient numbers and a good choice of pharmacy contractors to meet Shropshire's pharmaceutical needs.

Shropshire has 52 community pharmacies, of which one is distance-selling and in rural areas there are 18 GP practices that can dispense to patients registered with their practice. The rate of community pharmacies and dispensing practices is 1:5,823 population which is similar to the national average of 1:4,990. There is good geographical coverage of pharmaceutical services across Shropshire and the majority of residents can access them easily.

In terms of opening hours, there are 5 '100 hour' pharmacies across Shropshire equating to around one in ten pharmacies, with residents in Shrewsbury and North Shropshire having access to a community pharmacy for at least 100 hours during the week. Most residents have good access to a pharmacy during weekdays and Saturdays. However there appears to be less provision and choice on Sundays in South Shropshire and in particular on Sunday evenings.

Recommendation: increase the opening times of pharmacies on Sundays specifically in South Shropshire

A number of pharmacies also now open on Bank Holidays. NHS England also work with community pharmacies to ensure there are adequate pharmaceutical services available on Christmas Day and Easter Sunday as the two days where pharmacies are still traditionally closed.

There were a number of areas that stakeholders identified as gaps in service provision. This included the potential training between community pharmacy and other providers. An example that was given was training around prescribing for those with specific conditions, such mental health conditions. Another area where stakeholders thought there could be improvement was by implementing electronic prescriptions between community pharmacy and other organisations, e.g. hospital. Educating vulnerable patients about prescription collections was also identified as an area that could improve patients access to community pharmacies. Finally, stakeholders thought that there would be a benefit of having more information about patients' medication at interfaces between services and community pharmacy.

Recommendation: consider future joint training sessions bringing together representative from community pharmacy and other organisations pharmacists to promote integrated working

Although responses to the patient survey were generally positive about community pharmacy a gap that was highlighted in some of the comments was that there needed to be better communications about the specific services that community pharmacies provide and which pharmacies have signed up to provide these services.

Recommendation: explore options for improving communications around provision of services delivered in community pharmacy

There is an overarching commitment from the STP to identify ways in which health care can increasingly be delivered outside hospital and traditional health care settings. As demand for health and social care services is rising due to demographic changes, it is important that more can be done to improve the health and wellbeing of the population in communities. Community Pharmacies are therefore well placed to deliver services in local communities.

Recommendation: consideration should be given to including community pharmacy and the services they can provide in future commissioning plans and strategies in order to support the delivery of community based services.

Appendix 1 Overview of Contract Applications and Market Entry

Pharmacy Contract Applications

NHS England is responsible for local provision of pharmaceutical services and maintaining pharmaceutical lists. Applications, once received into NHS England via Primary Care Services England (PCSE) website are reviewed by the Pharmacy Regulations Committee based in the Regional Team on a monthly basis.

In respect of the area of each Health and Well Being Board (HWB), the NHS England's representative PCSE 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 Regional 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 Regional 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 (HWB) 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. This is via the PCSE Website <https://pcse.england.nhs.uk/services/market-entry/>

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 Regional Team to waive the fee where it has invited the applicant to make that application.

The Regional 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 Regional 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 Regional Team is not obliged to accept an application on a first past the post principle.

If the Regional 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 Regional 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 endeavor 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 Regional 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 Regional 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 Regional 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 Regional 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 PNA Steering Group Terms of Reference

Background

The Pharmaceutical Needs Assessment (PNA) is a legal requirement of the Health and Wellbeing Board (HWB) and each HWB will need to publish a revised PNA every three years. The current PNA was published in April 2015 and a refresh will need to be published by the 1st of April 2018.

The purpose of the PNA steering group is to oversee the update and production of the revised PNA. This should enable the group to work together to establish a timetable for the development of the PNA, agree its format and ensure that it fulfils statutory duties around consultation for the PNA.

The steering group will meet between January 2017 and March 2018.

Role

- To oversee and drive the process to develop the PNA for Shropshire's Health and Wellbeing Board (HWB)
- Ensure that the PNA complies with regulatory requirements
- Work collaboratively with partners across Shropshire to ensure that the evidence base enables NHS England, Shropshire CCG and Shropshire Council to make effective commissioning decisions
- Ensure that all stakeholders are engaged
- Communicate to stakeholders how the PNA is being developed
- To identify need and current provision in the Shropshire population
- Map current provision of all pharmaceutical services in Shropshire
- Identify gaps in pharmaceutical provision
- Identify and future pharmaceutical provision
- Highlight provision of pharmaceutical services in neighbouring areas
- Establish arrangements to ensure maintenance of the PNA once it is published

Governance

Shropshire Health and Wellbeing Board is responsible for the PNA and the governance is as follows:

The Shropshire HWB has given the responsibility of ensuring the PNA is completed in accordance with legislation to the Health and Wellbeing Delivery Group. The HWB Delivery Group will report directly to the HWB Board.

The PNA Steering Group will be chaired by the lead for the PNA in Shropshire Council

Steering Group Membership

Position	Organisation
Local Authority PNA Lead: Emma Sandbach (Chair)	Shropshire Council
Amanda Alamanos Andrew Pickard	NHS England
Lynne Deavin	LPC
Medicines Management Lead: Sean Mackey	Shropshire CCG
HealthWatch: Jayne Randall-Smith Kate Parslow	HealthWatch Shropshire

Frequency of meetings

The steering group will meet formally quarterly, other communications can take place electronically between members and other contributors.

Support Arrangements

There will be limited support from the Shropshire Partnership.

Declarations of interest

If a member of the steering group has a commercial or financial interest in an item for discussion the interest is to be declared and formally recorded in the minutes of the meeting.

Appendix 3 Community Pharmacy Questionnaire

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 pharmacy	
Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Possibly
Is this pharmacy a 100-hour pharmacy?	<input type="checkbox"/> Yes
Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? (i.e. it is not the 'standard' Pharmaceutical Services contract)	<input type="checkbox"/> Yes
Is this pharmacy a Distance Selling Pharmacy? (i.e. it cannot provide Essential Services to persons present at or in the vicinity of the pharmacy)	<input type="checkbox"/> Yes
Pharmacy email address	
Pharmacy telephone	
Pharmacy fax (if applicable)	
Pharmacy website address (if applicable)	
Can the LPC store the above information and use it 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

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
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Off-site	The pharmacy has access to an off-site consultation area (i.e. one which the former PCT or NHS England local 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

Languages spoken (in addition to English)	
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IT Facilities

Select any that apply.

Electronic Prescription Service Release 2 enabled	<input type="checkbox"/>
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NHSmal being used	<input type="checkbox"/>
NHS Summary Care Record enabled	<input type="checkbox"/>
Up to date NHS Choice entry	

Healthy Living Pharmacies (HLP)

Select the one that applies.

The pharmacy has achieved HLP status	<input type="checkbox"/>
The pharmacy is working toward HLP status	<input type="checkbox"/>
The pharmacy is not currently working toward HLP status	<input type="checkbox"/>

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"/>
Flu Vaccination Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Urgent Medicine Supply Advanced 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?

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Testing Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EC) ⁽²⁾	<input type="checkbox"/> ⁽²⁾				
Disease Specific Medicines Management Service:					
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

¹ 'Enhanced Services' are those commissioned by the local NHS England 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'

² These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the local NHS England Team. The local NHS England 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 with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Other (please state)					
Emergency Contraception Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Supply Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten Free Food Supply Service (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances) ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an Independent Prescribing Service, what therapeutic areas are covered?					
Language Access Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an MUR Plus/ Medicines Optimisation Service, what therapeutic areas are covered?					
Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management (adults and children) ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Dispensed Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
On Demand Availability of Specialist Drugs Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out of Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescriber Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening Service					
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Seasonal Influenza Vaccination Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other vaccinations ⁽²⁾					
Childhood vaccinations	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at risk workers or patients)	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Travel vaccines	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – (please state)					
Sharps Disposal Service ⁽²⁾	<input type="checkbox"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<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"/> ⁽²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>
Monitored Dosage Systems – Free of charge on request	<input type="checkbox"/>
Monitored Dosage Systems – chargeable	<input type="checkbox"/>

Is there a particular need for a locally commissioned service in your area? If so, what is the service requirement and why.	<input type="checkbox"/>
---	--------------------------

Details of the person completing this form:

Contact name of person completing questionnaire, if questions arise	Contact telephone number

Appendix 4 Community Pharmacy Patient Survey

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 as the results will help us to improve services. All information provided will remain confidential.

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 pharmacy (Chemist) that you use most frequently?

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

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

3. 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 |

4. 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 |
| <input type="checkbox"/> Between 10 and 20 minutes | <input type="checkbox"/> Over 30 minutes |

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

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

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

6. 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 easily 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 easily 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 easily 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"/>

7. Why do you visit a pharmacy (chemist)? please tick all that apply.

- | | | |
|--|--|--------------------------------|
| <input type="checkbox"/> To collect a prescription | <input type="checkbox"/> To buy over the counter medicines | <input type="checkbox"/> Other |
| <input type="checkbox"/> To get advice about my medicine | <input type="checkbox"/> To get advice on healthy lifestyles | |

8. If you have answered other, please state below

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

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

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

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

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

11. 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

12. Please tell us your postcode

13. Gender

- ☐ Male ☐ Female ☐ I would prefer not to say

14. Your age range

- ☐ Under 16 ☐ 25-34 ☐ 45-54 ☐ 65-74 ☐ 85 and over
☐ 16-24 ☐ 35-44 ☐ 55-64 ☐ 75-84 ☐ I would prefer not to say

15. Ethnicity

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

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

- ☐ Yes ☐ No ☐ I am not sure

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

Appendix 5 Community Pharmacy Opening Times

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

		Actual Opening Hours:	
		Monday –Friday	09:00 – 18:00
		Saturday	09:00 – 13:00
Boots	48-50 Cheshire Street	Pharmacy Core Hours:	
	Market Drayton	Monday-Thursday	09:00 – 13:15
			13:30 – 17:00
	Friday		09:00 – 14:00
			15:00 – 17:00
	Saturday		09:00 – 14:00
			15:00 – 17:00
		Actual Opening Hours:	
		Monday –Saturday	08:45 – 17:30
	Boots	34 The Bull Ring	Pharmacy Core Hours:
Ludlow		Monday-Friday	09:00 – 13:00
			14:00 – 17:30
Saturday			10:00 – 12:30
		Actual Opening Hours:	
	Monday –Saturday	09:00 – 17:30	
Boots	7 Cheapside	Pharmacy Core Hours:	
	Shifnal	Monday-Friday	09:00 – 13:00
			14:00 – 17:30
	Saturday		09:00 – 13:00

Boots

7-9 Pride Hill

Shrewsbury

Monday –Friday

09:00 – 18.15

Saturday

09:00 – 16:45

Pharmacy Core Hours:

Monday-Thursday

08:30 – 13:30

15:00 – 17:00

Friday

09:00 – 14:00

15:00 – 17:00

Saturday

09:00 – 14:00

15:00 – 17:00

Actual Opening Hours:

Monday –Saturday

08:30 – 17:30

Sunday

10:30 – 16:30

Boots

30-31 High Street

Bridgnorth

Pharmacy Core Hours:

Monday-Thursday

09:00 – 13:30

15:00 – 17:00

Friday

09:00 – 14:00

15:00 – 17:00

Saturday

09:00 – 14:00

15:00 – 17:00

Actual Opening Hours:

Monday –Saturday

08:45 – 17:30

Boots10-12 Watergate
Street

Whitchurch

Pharmacy Core Hours:

Monday-Friday

09:00 – 13:00

14:00 – 17:00

Saturday

09:00 – 14:00

		<i>Actual Opening Hours:</i>	
		Monday –Saturday	9:00 – 17:30
Boots	Meole Brace Retail Park Shrewsbury	<i>Pharmacy Core Hours:</i>	
		Monday-Thursday	09:00 – 13:00
			15:00 – 17:30
		Friday & Saturday	09:00 – 13:30
			14:30 – 17:30
		<i>Actual Opening Hours:</i>	
		Monday –Friday	09:00 – 20:00
		Saturday	09:00 – 18:30
		Sunday	10:30 – 16:30
Murrays Healthcare	Northgate Health Centre Bridgnorth	<i>Pharmacy Core Hours:</i>	
		Monday-Friday	09:00 – 13:00
			14:00 – 18:00
		<i>Actual Opening Hours:</i>	
		Monday –Friday	09:00 – 18:00
		Saturday	09:00 – 13:00
Murrays Healthcare	Drayton Health Centre Market Drayton	<i>Pharmacy Core Hours:</i>	
		Monday & Tuesday	08:45 – 12:45
			15:00 – 18:00
		Wednesday - Friday	08:45 – 13:00
			15:00 – 18:00
		Saturday	08:45 – 13:00

		<i>Actual Opening Hours:</i>	
		Monday –Friday	08:30 – 18:00
		Saturday	08:45 – 13:00
Brown & Francis	49 Bull Ring Ludlow	<i>Pharmacy Core Hours:</i>	
		Monday-Friday	09:00 – 13:00 14:50 – 17:30
		Saturday	09:00 – 13:00 14:20 – 17:00
		<i>Actual Opening Hours:</i>	
		Monday –Friday	08:30 – 17:30
		Saturday	
		Sunday	09:00 – 17:00
Rowlands Pharmacy	Unit 1 Morris Central Shopping Park Wem	<i>Pharmacy Core Hours:</i>	
		Monday-Friday	09:00 – 12:00 13:00 – 17:30
		Saturday	09:00 – 13:30
		<i>Actual Opening Hours:</i>	
		Monday, Tuesday, Thursday and Friday	09:00 – 12:40 13:00 – 18:00
		Wednesday	09:00 – 12:40 13:00 – 17:00 18:00
		Saturday	09:00 – 12:40 13:00 – 17:00 12:00
Cambrian Pharmacy	Thomas Savin Road Oswestry	<i>Pharmacy Core Hours:</i>	
		Monday-Friday	07:00 – 23:00
		Saturday - Sunday	08:00 – 18:00

Actual Opening Hours:

Monday-Friday **07:00 – 23:00**

Saturday - Sunday **08:00 – 18:00**

**Day Lewis Caxton
Pharmacy**

Oswald Road
Oswestry

Pharmacy Hours:

Monday-Friday **09:00 – 13:00**

14:00 – 17:30

Saturday **08:30 – 12:00**

Actual Opening Hours:

Monday-Friday **08:30 – 18:00**

Saturday **09:00 – 13:00**

Day Lewis Pharmacy

Station Road
Gobowen

Pharmacy Core Hours:

Monday-Friday **09:00 – 13:00**

14:00 – 18:00

Actual Opening Hours:

Monday-Friday **09:00 – 13:00**

14:00 – 18:00

Saturday **09:00 – 12:00**

Day Lewis Pharmacy

23 Church Street
Oswestry

Pharmacy Core Hours:

Monday- Thursday **09:00 – 13:00**

14:00 – 17:30

Friday **09:00 – 13:00**

14:00 – 17:30

Saturday **09:00 – 12:00**

Actual Opening Hours:

Monday-Friday **09:00 – 17:30**

		Saturday	09:00 – 12:00
Conway Pharmacy	238 Monkmoor Shrewsbury	<i>Pharmacy Core Hours:</i>	
		Monday- Friday	09:00 – 13:00 14:00 – 18:00
		Saturday	09:00 – 13:00
		<i>Actual Opening 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 Core Hours:</i>	
		Monday- Friday	09:00 – 13:00 14:00 – 17:30
		Saturday	09:00 – 12:00
		<i>Actual Opening Hours:</i>	
		Monday-Friday	09:00 – 13:00
		Saturday	14:00 – 18:00 09:00 – 13:00
Cleobury Pharmacy	Off Vaughn Road Cleobury Mortimer	<i>Pharmacy Core Hours:</i>	
		Monday & Tuesday	09:00 – 13:00 14:30 – 18:00
		Wednesday - Friday	09:00 – 13:00 15:00 – 18:00
		Saturday	09:00 – 13:00
		<i>Actual Opening Hours:</i>	
		Monday-Friday	08:30 – 18:00
		Saturday	09:00 – 13:00
Bishops Castle Pharmacy	Church Street Bishops Castle	<i>Pharmacy Core Hours:</i>	
		Monday- Friday	09:00 – 13:00 14:00 – 17:30

		Saturday	09:00 – 12:00
		<i>Actual Opening Hours:</i>	
		Monday & Thursday	08:30 – 18:00
		Tuesday, Wednesday & Friday	08:30 – 17:30
		Saturday	09:00 – 13:00
Ellesmere Pharmacy	18 Scotland Street Ellesmere	<i>Pharmacy Core Hours:</i>	
		Monday- Friday	06:30 – 22:30
		Saturday	06:30 – 20:30
		Sunday	10:00 – 16:00
		<i>Actual Opening Hours:</i>	
		Monday-Friday	06:30 – 22:30
		Saturday	06:30 – 20:30
		Sunday	10:00 – 16:00
Highley Pharmacy	High Street Highley	<i>Pharmacy Core Hours:</i>	
		Monday- Friday	09:00 – 17:00
		<i>Actual Opening Hours:</i>	
		Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 13:00
Station Pharmacy	Oswald Road Oswestry	<i>Pharmacy Core Hours:</i>	
		Monday-Wednesday	08:00 – 20:00
		Thursday	08:00 – 23:59
		Friday	00:00 – 06:00
			08:00 – 20:00
		Saturday	09:00 – 23:59
		Sunday	00:00 – 16:00

Actual Opening***Hours:*****08:00 – 20:00**

Monday-Wednesday

08:00 – 23:59

Thursday

00:00 – 06:00

Friday

08:00 – 20:00

Saturday

09:00 – 23:59

Sunday

00:00 – 16:00**Bridgnorth Pharmacy**

2 Mill Street

Bridgnorth

Pharmacy Core Hours:

Monday- Friday

09:00 – 17:00***Actual Opening Hours:***

Monday-Friday

09:00 – 18:00**Saturday****09:00 – 13:00****Jhoots Pharmacy**53 Riverside Shopping
Centre

Shrewsbury

Pharmacy Core Hours:

Monday- Friday

09:00 – 17:00***Actual Opening Hours:***

Monday-Friday

09:00 – 17:30**L Rowlands (Rowlands
Pharmacy)**

5 Cross Street

Ellesmere

Pharmacy Core Hours:

Monday- Friday

09:00 – 13:00**13:20 – 17:30****Saturday****09:00 – 11:30*****Actual Opening Hours:***

Monday-Friday

09:00 – 13:00

			13:20 – 18:00
		Saturday	09:00 – 13:00
			13:20 – 17:30
			12:00
Lloyds Pharmacy	116 - 119 Galdeford Ludlow	Pharmacy Core Hours:	
		Monday- Thursday	09:00 – 12:00
			14:30 - 18:30
		Friday	09:00 – 12:00
			15:00 - 17:30
		Saturday	09:00 – 12:00
			15:00 – 17:30
		Actual Opening Hours:	
		Monday-Friday	09:00 – 18:30
		Saturday	09:00 – 17:30
Lunts Pharmacies	Drovers House Craven Arms	Pharmacy Core Hours:	
		Monday- - Thursday	09:00 – 13:00
		Friday	14:00 – 17:30
		Saturday	09:00 – 11:30
		Actual Opening Hours:	
		Monday-Friday	09:00 – 17:30
		Saturday	09:00 – 13:00
Lunts Pharmacies	1-3 Hereford Road Shrewsbury	Pharmacy Core Hours:	
		Monday- Friday	09:00 – 13:00
			14:00 – 17:30
		Saturday	09:00 – 11:30
		Actual Opening Hours:	
		Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 12:00

Lunts Pharmacies	Roushill	<i>Pharmacy Core Hours:</i>	
	Shrewsbury	Monday- Friday	09:00 – 17:30
		Saturday	09:00 – 11:30
		<i>Actual Opening Hours:</i>	
		Monday-Friday	08:45 – 17:45
		Saturday	09:00 – 12:00
Pontesbury Pharmacy	Main Road	<i>Pharmacy Core Hours:</i>	
	Pontesbury	Monday- Friday	09:00 – 13:00
			14:00 – 17:30
		Saturday	09:00 – 11:30
		<i>Actual Opening Hours:</i>	
		Monday, Wednesday,	09:00 – 13:00
		Thursday & Friday	14:00 – 18:00
		Tuesday	09:00 – 13:00
Rhodes Pharmacy	28 Claremont Hill	<i>Pharmacy Core Hours:</i>	
	Shrewsbury	Monday- Friday	09:00 – 17:00
		<i>Actual Opening Hours:</i>	
		Monday-Friday	09:00 – 17:30
		Saturday	09:00 – 13:00
Hillside Pharmacy	18 Sandford Avenue	<i>Pharmacy Core Hours:</i>	
	Church Stretton	Monday- Friday	09:00 – 17:00
		<i>Actual Opening Hours:</i>	

		Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 17:00
Wenlock Pharmacy	14 High Street Much Wenlock	Pharmacy Core Hours:	
		Monday- Friday	09:00 – 17:00
		Actual Opening Hours:	
		Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 16:00
Rowlands Pharmacy	11 High Street Whitchurch	Pharmacy Core Hours:	
		Monday- Friday	09:00 – 13:00 14:00 – 17:30
		Saturday	09:00 – 11:30
		Actual Opening Hours:	
		Monday-Friday	09:00 – 13:00 13:20 – 17:30
		Saturday	09:00 – 13:00 13:20 – 17:00 12:00
Rowlands Pharmacy	19-21 High Street Wem	Pharmacy Core Hours:	
		Monday- Friday	09:00 – 13:00 14:00 – 17:30
		Saturday	09:00 – 11:30
		Actual Opening Hours:	
		Monday-Friday	09:00 – 13:00 14:00 – 18:00
		Saturday	13:30 – 18:00

09:00 – 13:00
12:00

Rowlands Pharmacy

Severn Fields Health
Centre
Sundorne Road
Shrewsbury

Pharmacy Core Hours:

Monday-Friday 09:00 – 13:00
14:00 – 17:30
Saturday 09:00 – 11:30

Actual Opening Hours:

Monday-Friday 08:30 – 13:00
13:20 – 18:00
Saturday 09:00 – 13:00
14:00 – 17:30 14:00

Rowlands Pharmacy

25 Sutton Road
Shrewsbury

Pharmacy Core Hours:

Monday-Friday 09:00 – 13:00
14:00 – 17:30
Saturday 09:00 – 11:30

Actual Opening Hours:

Monday-Friday 08:30 – 18:00
Saturday 09:00 – 13:00 12:00

Rowlands Pharmacy

40 Sandford Avenue
Church Stretton

Pharmacy Core Hours:

Monday-Friday 09:00 – 13:00
14:00 – 17:30
Saturday 09:00 – 11:30

Actual Opening Hours:

Monday-Friday 09:00 – 13:00

			13:20 - 17:30 18:15
		Saturday	09:00 – 13:00
			13:20 - 17:00 12:00
Rowlands Pharmacy	7 Lansdowne Road Bayston Hill	Pharmacy Core Hours:	
		Monday-Friday	09:00 – 13:00
			14:00 – 17:30
		Saturday	09:00 – 11:30
		Actual Opening Hours:	
		Monday	09:00 – 13:00
			14:00 – 18:00
		Tuesday - Friday	09:00 – 13:00
			14:00 – 17:30 18:00
		Saturday	09:00 – 13:00 12:00
Rowlands Pharmacy	80 High Street Broseley	Pharmacy Core Hours:	
		Monday-Friday	09:00 – 13:00
			14:00 – 17:30
		Saturday	09:00 – 11:30
		Actual Opening Hours:	
		Monday-Friday	09:00 – 13:00
			14:00 – 18:00
		Saturday	09:00 – 13:00
St Martins Pharmacy	Stans Superstore Oswestry	Pharmacy Core Hours:	
		Monday-Friday	09:00 – 13:00
			14:00 – 18:00
		Actual Opening Hours:	

		Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 13:00
T A Rhodes Ltd	77 High Street Albrighton	<i>Pharmacy Core Hours:</i> Monday-Friday	09:00 – 17:00
		<i>Actual Opening Hours:</i> Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 16:00
Radbrook Green Pharmacy	Bank Farm Road Shrewsbury	<i>Pharmacy Core Hours:</i> Monday-Friday	09:00 – 13:00 14:00 – 18:00
		<i>Actual Opening Hours:</i> Monday-Friday	09:00 – 18:00
		Saturday	09:00 – 13:00
T/A Tesco Pharmacy	Cattle Market Battlesfield Road Shrewsbury	<i>Pharmacy Core Hours:</i> Monday Tuesday – Friday Saturday Sunday	08:00 – 22:30 06:30 – 22:30 06:30 – 22:00 10:00 – 16:00
		<i>Actual Opening Hours:</i> Monday Tuesday - Friday Saturday Sunday	08:00 – 22:30 06:30 – 22:30 06:30 – 22:00 10:00 – 16:00
Pharmacy Xpress	Ground Floor Morgan Place, Anchorage Avenue Shrewsbury	<i>Pharmacy Hours:</i> Monday-Friday	09:00 – 17:00

Lloyds Pharmacy (In-store Sainsburys)	Meole Brace Retail Park Shrewsbury	<i>Pharmacy Hours:</i>	
		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 Oswestry	<i>Pharmacy Core Hours:</i>	
		Monday-Friday	09:00 – 13:00 14:00 – 18:00
		Saturday	10:00 – 12:30
		<i>Actual Opening Hours:</i>	
		Monday-Friday	08:30 – 18:00
		Saturday	08:30 – 17:00
Green End Pharmacy	11-13 Green End Whitchurch	<i>Pharmacy Core Hours:</i>	
		Monday-Friday	09:00 – 17:00
		<i>Actual Opening Hours:</i>	
		Monday-Friday	08:45 – 17:30
		Saturday	08:45 – 17:00

Please note that some of Rowlands Pharmacies have requested to amend their actual (supplementary) hours from Monday 31 July 2017, the new hours are highlighted in red.

Appendix 6 Dispensing GP practices opening hours

Opening hours and surgery hours																	
Weekday	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday	
Practice Name	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To
Albrighton - opening	08:00	20:45		08:00	18:30		08:00	18:30		08:00	18:30		08:00	18:30		Closed	
Albrighton - surgery	08:15	20:45		08:15	18:30		08:15	18:30		08:15	18:30		08:15	18:30		Closed	
Alveley - opening	08:30	18:00	12:30-14:00	08:30	18:00	12:30-14:00	08:30	12:30		08:30	18:00	12:30-14:00	08:30	18:00	12:30-14:00	Closed	
Alveley - surgery	09:00	17:00	11:30-15:00	09:00	17:00	11:30-15:00	08:30	10:30		09:00	17:00	11:30-15:00	09:00	16:30	11:30-14:30	Closed	
Beeches - opening	08:30	18:00	13:00-14:00	07:00 08:30	08:00 18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	Closed	
Beeches - surgery	08:30	18:00	13:00-14:00	07:00 08:30	08:00 18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	Closed	
Dorrington Branch	09:00	13:00		09:00	13:00		15:30	18:30		09:00	13:00		09:00	13:00		Closed	
Brown Clee - opening	08:00	17:30	13:00-14:00	08:00	17:30	13:00-14:00	08:00	17:30	13:00-14:00	08:00	17:30	13:00-14:00	08:00	17:30	13:00-14:00	Closed	
Brown Clee - surgery	08:00	17:30	13:00-14:00	08:00	17:30	13:00-14:00	08:00	17:30	13:00-14:00	08:00	17:30	13:00-14:00	08:00	17:30	13:00-14:00	Closed	
Stottesdon Branch	11:00	12:00		11:00	12:00		11:00	12:00		11:00	12:00		11:00	12:00		Closed	

Opening hours and surgery hours																	
Weekday	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday	
Practice Name	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To
Clive Surgery - opening	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	Closed	
Clive Surgery - surgery	08:30	17:30	11:30-15:30	08:30	17:30	11:30-15:30	08:30	17:30	11:30-15:30	08:30	17:30	11:30-15:30	08:30	17:30	11:30-15:30	Closed	
Roden Branch				08:30	10:20		08:30	10:20		08:30	10:20					Closed	
Craven Arms - opening	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	17:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	Closed	
Craven Arms - surgery	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	17:00	13:00-14:00	08:30	18:00	13:00-14:00	09:30	18:00	13:00-14:00	Closed	
Ellesmere - opening	08:30	17:40	13:00-14:00	08:30	17:40	13:00-14:00	08:30	17:40	13:00-14:00	08:30	17:40	13:00-14:00	08:30	17:40	13:00-14:00	Closed	
Ellesmere - surgery	08:15	18:00	13:00-14:00	08:15	18:00	13:00-14:00	08:15	18:00	13:00-14:00	08:15	18:00	13:00-14:00	08:15	18:00	13:00-14:00	Closed	
Hodnet - opening	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	12:30		08:30	18:00	13:00-14:00	Closed	
Hodnet - surgery	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	12:30		08:30	18:00	13:00-14:00	Closed	
Knockin - opening	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	08:30	18:00	13:00-14:00	Closed	
Knockin - surgery	09:00	17:30	11:00-15:30	09:00	17:30	11:00-15:30	09:00	17:30	11:00-15:30	09:00	17:30	11:00-15:30	09:00	17:30	11:00-15:30	Closed	
The Meadows - opening	08:00	18:00		08:00	18:00		08:00	18:00		08:00	18:00		08:00	18:00		Closed	

Opening hours and surgery hours																	
Weekday	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday	
Practice Name	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To
The Meadows - surgery	08:30 11:40	11:00 17:40	13:30- 14:00	08:30	17:20	12:00- 14:00	08:30	17:20	11:00- 15:30	08:30	17:20	11:00- 15:30	08:30	17:20	12:00- 14:30	Closed	
Much Wenlock - opening	08:30 18:30	18:00 20:30		08:30	18:00		08:30	18:00		08:30	18:00		08:30	18:00		Closed	
Much Wenlock - surgery	08:30 18:30	18:00 20:30	13:00- 14:00	08:30	18:00	13:00- 14:00	08:30	18:00	13:00- 14:00	08:30	18:00	13:00- 14:00	08:30	18:00	13:00- 14:00	Closed	
Cressage Branch - opening	08:30	18:00	13:00- 14:00	08:30	18:00	12:30- 14:00	08:30	18:00	12:30- 14:00	08:30	18:00	12:30- 14:00	08:30	12:30		Closed	
Cressage Branch - surgery	08:30	18:00	13:00- 14:00	08:30	18:00	12:30- 14:00	08:30	18:00	12:30- 14:00	08:30	18:00	12:30- 14:00	08:30	12:30		Closed	
Plas Ffynnon - opening	08:00	18:00		08:00	18:00		08:00	18:00		08:00	17:00		08:00	18:00		08:30	11:00
Plas Ffynnon - surgery	08:15	18:00		08:15	18:00		08:15	18:00		08:15	17:00		08:15	18:00		08:30	10:45
Pontesbury - opening	08:30	18:30		08:30	18:30		08:30	18:30		08:30	18:30		08:30	18:30		Closed	
Pontesbury - surgery	09:00	18:30	12:00- 15:00*	09:00	18:30	12:00- 15:00*	09:00	18:30	12:00- 15:00*	09:00	18:30	12:00- 15:00*	09:00	18:30	12:00- 15:00*	Closed	
Prescott - opening	08:30	18:30		08:30	18:30		08:30	18:30		08:30	18:30		08:30	18:30		Closed	
Prescott - surgery	08:30	18:00		08:30	18:00		08:30	18:00		08:30	18:00		08:30	18:00		Closed	
Shawbury - opening	08:30	18:00	12:30- 13:30	08:30	18:00	12:30- 13:30	08:30	12:30		08:30	18:00	12:30- 13:30	08:30	18:00	12:30- 13:30	Closed	

Opening hours and surgery hours																	
Weekday	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday	
Practice Name	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To	Lunch	From	To
Shawbury - surgery	08:30	18:00	12:30-13:30	08:30	18:30	12:30-13:30	08:30	12:30		08:30	18:00	12:30-13:30	08:30	18:00	12:30-13:30	Closed	
Worthen - opening	08:30	18:00		08:30	18:00		08:30	12:00		08:30	18:00		08:30	18:00		Closed	
Worthen - surgery	09:00 16:00 18:30	10:00 18:00 19:00		09:00	17:00	10:00-14:00	09:00	10:00		09:00	18:00	10:00-14:00	09:00	17:00	10:00-14:00	Closed	

* The practice is open during these times, but there are no face to face appointments, dispensary times are (8:30 – 13:00 and 14:00 - 18:30)

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 2018. 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 Negative	Almost bordering on non-relevance to the ESIA process (heavily legislation led, very little discretion can be exercised, limited public facing aspect, national policy affecting degree of local impact possible)

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 in poverty; refugees and asylum seekers; rural communities; people you consider to be vulnerable)				X

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
Lead officer carrying out the screening	Emma Sandbach	10/01/2018
Head of service	Rod Thomson	10/01/2018

Sign off at Part One screening stage

Name	Signatures	Date
Emma Sandbach		10/01/2018
Rod Thomson		10/01/2018