



Shropshire
Council



Integrated
Care System
Shropshire, Telford and Wrekin

Pharmaceutical Needs Assessment (PNA) 2022-23

SHROPSHIRE

**DRAFT FOR STATUTORY
CONSULTATION**



Version Control

Authors and main contributors to the production of this report:

PNA Steering Group: The following organisations had key and strategic input to the production of this draft report: Shropshire Council, Shropshire Local Pharmaceutical Committee, Healthwatch Shropshire and NHS Shropshire Telford and Wrekin (prior to 1st July 2022 Shropshire, Telford and Wrekin ICS)

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This document is an update to the 2018 Shropshire PNA document. Any necessary supplementary statements will be published with the PNA on the Shropshire Council website.

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. The requirement is to publish a PNA at least every 3 years; there have been three previous PNAs in 2011, 2015 and 2018. The publication of this PNA was extended to October 2022 due to the impact of COVID-19.

Each HWB is required to publish its own revised PNA for its area. 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.

The consultation of the key findings and proposed recommendations is taking place from 2nd August 2022 to 30th September 2022. 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; together with Telford and Wrekin Council both form the geography which is Coterminous with NHS Shropshire, Telford and Wrekin Integrated Care System (ICS).

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 slightly slower rate (8.3%) than England (9.1%) between 2000 and 2020 (using ONS population estimates). Much the Shropshire population growth has been due to migration.
- Shropshire has a relatively high concentration of people in the older age groups. In 2020, about 52.7% of the County's residents were aged 45 or over, compared to only 42.9% nationally (ONS 2020 Estimates).
- Shropshire, like many parts of the country, has an ageing population. Between 2000 and 2020 Shropshire median population age rose from 41.2 to 48.2. Whilst England's median age rose from 37.8 to 40.2 years old (ONS 2020 Estimates).
- LSOAs in Harlescott, Mookmoor and Ludlow East wards are the three LSOAs with the highest deprivation levels within Shropshire. All three fall within the top 10% of most deprived LSOA areas within England. Looking at whole wards, the three most deprived wards within Shropshire are Monksmoor, Harlescott and Castlefields & Ditherington, (ONS 2019)
- The number of people aged 0-18 is projected to decrease. In 2020 this age group accounts for 19.6% of Shropshire's population compared to 22.5% for England.

Access to pharmaceutical services

- There are currently 47 community pharmacies in Shropshire, located throughout the county in towns, market towns and larger villages.
- The pharmacies are usually 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 6 pharmacies open on a Sunday in Shropshire.
- Due to the rural nature of much of Shropshire, many localities are supported by GP practices that dispense to their patients. Dispensary opening hours usually 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 reasonable access to most services commissioned by Public Health in Shropshire, such as emergency hormonal contraception. However, this appears to be lower than some peer and neighbouring systems.

Current pharmaceutical provision

- The distribution of pharmacies per head-of-population shows the overall rate to be lower than the national average.
- There are three 100-hour pharmacies two of which are located in Shrewsbury and one in Oswestry.
- Some advanced services AUR and SAC are only provided by a small number of pharmacies.

Gaps in pharmaceutical provision

- Visibility of services - The patient survey highlighted communications about the specific services that community pharmacies provide, and which pharmacies have signed up to provide them. These services need to be more visible.
- Weekend access - There is limited provision on Sundays in the South of the county.
- Further investigation and consideration is perhaps necessary to evaluate if there is enough pharmacy provision given growth in housing stock and projected population growth in the county.

Recommendations

- Review and expand the opening times of pharmacies on Sundays specifically in South Shropshire.
- Consider future joint training sessions bringing together representatives from community pharmacy and other organisations' pharmacists to promote integrated working
- Explore options for improving communications around provision of services delivered in community pharmacy
- There is a need to raise awareness, signposting and improve the availability of online information to promote the services currently available. There are also opportunities for both the HWB and within the Integrated Care System to capitalise on the capacity within the range of services offered from community pharmacies and for future service development. 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.
- Considering information from stakeholders including community pharmacies and dispensing doctor practices, the number and distribution of the current pharmaceutical service provision in Shropshire is assessed as insufficient.
- During the period of 2017 to 2038 an estimated 28,750 houses will be built in Shropshire. In areas of significant development and population growth, additional future pharmacy provision will need to be considered. The HWB will monitor the development of major housing sites and produce supplementary statements to the PNA if deemed necessary, to ensure that appropriate information on pharmacy needs is available.

Contents

| | |
|---|----|
| Executive Summary..... | 3 |
| Introduction and Background..... | 10 |
| The purpose of a Pharmaceutical Needs Assessment (PNA) is to:..... | 10 |
| National Context..... | 10 |
| Integrated Care System | 10 |
| In 2019 the NHS Long Term Plan confirmed that every area will be served by an Integrated Care System ICS by 2021, later extended to July 2022 due to COVID-19. | 10 |
| Sustainability and Transformation Plans (STP) | 10 |
| Community Pharmacy Clinical Services Review..... | 10 |
| The Health and Wellbeing Board and PNA..... | 11 |
| Local Priorities..... | 11 |
| Joint Strategic Needs Assessment and Health and Wellbeing Strategy..... | 11 |
| The scope of the assessment..... | 11 |
| Process followed for updating the PNA | 12 |
| PNA Steering Group..... | 12 |
| Overview of actions | 12 |
| Services provided across the border by other Local Authorities..... | 12 |
| Consultation on pharmaceutical needs assessments | 13 |
| Health Needs Analysis..... | 14 |
| Introduction | 14 |
| Demography..... | 15 |
| Key Demographic Messages for Shropshire:..... | 15 |
| Ethnicity | 17 |
| Deprivation | 18 |
| Key Socio-Economic Messages for Shropshire County | 18 |
| The Index of Multiple Deprivation | 18 |
| Rural and Urban Classification in Shropshire | 20 |
| Housing Developments | 21 |
| Overview of Health Needs | 22 |
| Lifestyle Risk Factors | 23 |
| Long-term Conditions | 23 |
| Under 18 conception rates | 23 |
| Mental Health and Substance Misuse | 23 |
| Maternal and Infant Health | 24 |
| Healthy life expectancy in Shropshire..... | 24 |
| Older people in Shropshire | 26 |
| Causes of death and ill health in Shropshire..... | 29 |
| Healthy Living..... | 31 |
| Children's health in Shropshire | 33 |
| Current Pharmaceutical Provision | 36 |
| Community Pharmacy Contractual Framework and Services | 45 |
| Essential Services | 45 |

| | |
|--|----|
| Dispensing medicines and/or appliances..... | 45 |
| Repeat dispensing..... | 45 |
| Electronic Prescription Service (EPS) | 46 |
| Disposal of unwanted medicines | 46 |
| Promotion of healthy lifestyles (public health)..... | 46 |
| Signposting patients to other healthcare providers | 46 |
| Support for self-care..... | 46 |
| Clinical governance..... | 46 |
| Healthy living pharmacies..... | 46 |
| Electronic Prescription Service | 47 |
| Discharge Medicines Service | 47 |
| Advanced pharmacy services | 48 |
| Community Pharmacist Consultation Service (CPCS)..... | 49 |
| Influenza Adult Vaccination Service | 51 |
| Hepatitis C testing service | 53 |
| Hypertension case-finding service | 53 |
| New Medicine Service (NMS)..... | 54 |
| Smoking Cessation Service..... | 57 |
| Appliance Use Review (AUR) Service | 57 |
| Stoma Appliance Customisation (SAC) Service | 57 |
| Locally commissioned (enhanced) services..... | 58 |
| Joint Pain in Pharmacy (JPiP) | 58 |
| Community Pharmacy AF Screening (Telford & Wrekin and Shropshire Areas)..... | 58 |
| Local Authority Public Health..... | 59 |
| Supervised consumption | 59 |
| Emergency Hormonal Contraception..... | 62 |
| Needle Exchange | 64 |
| Condom Distribution Scheme..... | 66 |
| Sexual Health Services: Issue of treatment for Chlamydia | 69 |
| Sexual Health Services: Issue of Chlamydia/Gonorrhoea Smartkits | 71 |
| Healthy Start Vitamins..... | 73 |
| NHS England..... | 75 |
| Patient Group Direction Service (PGD) | 76 |
| Emergency Supply | 77 |
| Provision of Pharmaceutical services to Care Homes..... | 79 |
| Areas of potential focus for care home provision | 80 |
| Other services | 82 |
| Shropshire Community Pharmacy Questionnaire | 83 |
| Disease Specific Management Services | 83 |
| Additional Services | 84 |
| Screening Services | 85 |
| Additional Vaccinations and Services | 87 |
| Medications Collection & Delivery Services | 88 |

| | |
|--|-----|
| Patient Pharmacy Questionnaire | 89 |
| Sample profile | 89 |
| Cluster Characteristics | 90 |
| Demographic breakdown of the three clusters..... | 90 |
| Use of pharmacies and opinions of advice for the three identified clusters | 91 |
| Awareness of Pharmacy Services | 92 |
| Awareness of Pharmacy advice | 93 |
| Willingness to seek advice from a pharmacist | 94 |
| Incidence versus consideration of minor ailments..... | 94 |
| Usefulness of advice | 95 |
| Agreements attitudes to benefits | 95 |
| Satisfaction with functional issues | 96 |
| Agreement – Attitudes towards pharmacies | 97 |
| Recorded reasons for not asking for advice..... | 98 |
| Willingness to use pharmacy services | 99 |
| Not aware of pharmacy services but would use..... | 100 |
| Types of pharmacy used | 101 |
| Use of pharmacies by cluster | 102 |
| Whether GP sent prescription..... | 103 |
| Method of transport – to pharmacy | 104 |
| Visiting Pharmacies – times and travel | 105 |
| Minor ailments | 106 |
| Access to pharmaceutical services..... | 107 |
| Geographical access | 107 |
| Shropshire Community Pharmacy Questionnaires..... | 112 |
| Pharmacy Consultation Facilities..... | 112 |
| Languages – within pharmacies | 112 |
| Gaps in pharmaceutical services in Shropshire | 113 |
| Recommendations from LPC..... | 114 |
| Appendix 2 PNA Steering Group Terms of Reference | 120 |
| Appendix 3 – Summary of Advanced Services provided by pharmacy..... | 122 |
| Appendix 4 - Community Pharmacy Questionnaire..... | 123 |
| Appendix 5 Community Pharmacy Patient Survey..... | 129 |

| | |
|--|----|
| Figure 1: Population rank of Shropshire at the time of the 2011 and 2021 Censuses | 15 |
| Figure 2: Population change (%) by age group in Shropshire, 2011 to 2021..... | 16 |
| Figure 3 Population growth in Shropshire (2022 – 2032) | 16 |
| Figure 4 : Index of Multiple Deprivation in Shropshire | 19 |
| Figure 5: Rural and Urban Classification 2011 in Shropshire | 20 |
| Figure 6 Life expectancy at birth - male (from 2013-15 to 2018-20) & Life expectancy at birth - female (from 2013-15 to 2018-20) for Shropshire & England..... | 24 |
| Figure 7: Healthy life expectancy at birth - male (from 2016-18 to 2018-20) & Healthy life expectancy at birth - female (from 2016-18 to 2018-20) for Shropshire & England | 25 |
| Figure 8: % of people with a limiting long-term illness or disability (2011) & % of people in bad or very bad health (2011) for Shropshire & England..... | 25 |
| Figure 9: IMD Income Deprivation Affecting Older People Index (IDAOP1) - Rank for all single tier and county authorities 2019 for Shropshire (quantiles of All English single tier and county councils)..... | 26 |
| Figure 10: Disability-free life expectancy at age 65 - male (2018-20) & Disability-free life expectancy at age 65 - female (2018-20) for Shropshire | 26 |
| Figure 11: Percentage of pensioners who live alone (2011) in Shropshire and England | 27 |
| Figure 12:Proportion of people who use services who reported that they had as much social contact as they would like (2014/15) for Shropshire and England..... | 27 |
| Figure 13:Excess winter deaths index (3 years, all ages) (%) (2014/15-16/17 (Winter)) for Shropshire (Quantiles of All English single tier and county councils) | 28 |
| Figure 14: Excess winter deaths index (3 years, all ages) (%) (2014/15-16/17 (Winter)) for Shropshire | 28 |
| Figure 15: Deaths from all causes, all ages (standardised mortality ratio) (2015-2019), Deaths from all causes, under 75 years (standardised mortality ratio) (2015-2019) & Deaths from all causes, under 65 years (standardised mortality ratio) (2011-2015) for Shropshire | 29 |
| Figure 16: Standardised mortality ratio for cancer, respiratory diseases, circulatory disease and stroke among all ages for Shropshire and All English unitary authorities | 29 |
| Figure 17:Deaths from all cancer, aged under 75 (standardised mortality ratio) (2015-2019) & Deaths from circulatory disease, under 75 years (standardised mortality ratio) (2015-2019) for Shropshire | 30 |
| Figure 18: Mortality rate from all cancers at ages under 75 - all persons (from 2014-16 to 2018-20) & Mortality rate from all circulatory diseases at ages under 75 - all persons (from 2014-16 to 2018-20) for Shropshire & England..... | 30 |
| Figure 19: Percentage of people aged 17 years and over with diabetes (2013/14) in Shropshire and England | 31 |
| Figure 20: Percentage of adults (aged 18+) classified as overweight or obese (2020/21) & Percentage of adults (aged 18+) classified as obese (2020/21) for Shropshire & England | 31 |
| Figure 21:Number of fast food outlets per 100,000 (2011) for Shropshire and All English single tier and county councils..... | 32 |
| Figure 22: Number of fast-food outlets per 100,000 (2011) for Shropshire and All English unitary authorities | 32 |
| Figure 23: IMD Income Deprivation Affecting Children Index (IDACI) - Rank for all single tier and county authorities (2019) for Shropshire (quantiles of All English single tier and county councils)..... | 33 |
| Figure 24: Percentage of babies with low birthweight (2013) for Shropshire and England | 33 |
| Figure 25: Excess weight (overweight or obese) and obesity in primary school aged children in Shropshire and England | 33 |
| Figure 26: Excess weight (overweight or obese) in children in Shropshire and England | 34 |
| Figure 27: Percentage of all children achieving at least the expected level in the prime areas of learning and in the specific areas of literacy and mathematics at foundation stage (2018/19 (academic)) for Shropshire | 34 |
| Figure 28: Percentage of half days missed due to overall absence in primary schools (2020/21 (academic)) & Percentage of half days missed due to overall absence in secondary schools (2020/21 (academic)) for Shropshire & England..... | 35 |
| Figure 29: Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (2015) for Shropshire | 35 |
| Figure 30: Under 18 conception rate (per 1,000 girls aged 15-17 years) (2013) for Shropshire and England | 35 |
| Figure 31: Number of pharmacies and dispensing practices..... | 36 |
| Figure 32: Community Pharmacies by Index of Multiple Deprivation local quintile | 37 |
| Figure 33: Community Pharmacies by rural and urban classification | 38 |
| Figure 34:Key for pharmacy maps | 39 |
| Figure 35: Dispensing GP Practices by Index of Multiple Deprivation local quintile..... | 40 |

| | |
|---|-----|
| Figure 36 – Dispensing GP Practices and deprivation score..... | 41 |
| Figure 37: Dispensing GP Practices by rural and urban classification..... | 42 |
| Figure 38: Key for dispensing GP practice maps | 43 |
| Figure 40: Pharmacies per head of population in Shropshire 2022 vs 2022 in England..... | 43 |
| Figure 39: Pharmacies per head of population in Shropshire 2017..... | 44 |
| Figure 41 – Pharmacies providing CPCS | 49 |
| Figure 42 – Pharmacies providing CPCS | 50 |
| Figure 43: Map of pharmacies providing Influenza Adult Vaccination Service..... | 51 |
| Figure 44: Key for map of Provision of Influenza Vaccination Service in Shropshire 2021-22 with activity numbers | 52 |
| Figure 45: New Medicine Service activity 2020-21..... | 54 |
| Figure 46 Map of Provision of New Medicine Service in Shropshire 2021-22 | 55 |
| Figure 47: Key for map of Provision of New Medicine Service in Shropshire 2021-22 | 56 |
| Figure 48: Summary of provision of locally commissioned services in Shropshire (2022)..... | 58 |
| Figure 49 Number of Client Registrations for Substitute Prescribing per Pharmacy in Shropshire 01 April 2021 to 31 March 2022..... | 59 |
| Figure 50 Number of Treatments of Buprenorphine or Methadone given out per Pharmacy in Shropshire from 01 April 2022 to 31 March 2022..... | 60 |
| Figure 51 Pharmacies providing EHC and ward based under 18 conception rates | 62 |
| Figure 52 Emergency Hormonal Contraception by pharmacy in Shropshire | 63 |
| Figure 53 Number of Client Registrations for Pharmacy-based Needle Exchange Programme per Pharmacy in Shropshire 01 April 2021 to 31st March 2022 | 65 |
| Figure 54 Number of Provisions or Personal Interactions of Needle Exchange Packs per Pharmacy in Shropshire from 01 April 2021 to 31 March 2022..... | 65 |
| Figure 55 Condom Distribution Scheme activity 01 April 2019 – 31 March 2022 – Number of interactions by month/year | 66 |
| Figure 56a Condom Distribution Scheme activity 01 April 2019 – 31 March 2022 – Active Providers | 67 |
| Figure 57: Pharmacies in Shropshire actively providing Sexual Health Services: Issue of treatment for Chlamydia 01 April 2019 to 31 March 2022 | 69 |
| Figure 58:Pharmacies in Shropshire actively providing Sexual Health Services: Issue of treatment for Chlamydia 01 April 2019 to 31 March 2022 | 69 |
| Figure 59: Pharmacies in Shropshire offering Sexual Health Services: Issue of treatment for Chlamydia 01 April 2022 | 70 |
| Figure 60: Pharmacies in Shropshire offering Sexual Health Services: Number of interactions with patients for the issue of Chlamydia/Gonorrhoea Smartkits 01 April 2019 to 31 March 2022..... | 71 |
| Figure 61: Pharmacies in Shropshire offering Sexual Health Services: Number of interactions with patients for the issue of Chlamydia/Gonorrhoea Smartkits 01 April 2019 to 31 March 2022..... | 71 |
| Figure 62: Pharmacies in Shropshire offering Sexual Health Services: Issue of Chlamydia/Gonorrhoea Smartkits 01 April 2022..... | 72 |
| Figure 63 Pharmacies offering Healthy Start Vitamins 2021-22 | 74 |
| Figure 64 – Pharmacies providing PGD services..... | 76 |
| Figure 65: Pharmacies providing PGD services..... | 76 |
| Figure 66: UTI and Impetigo service provision in Shropshire 2020-21 | 77 |
| Figure 67: Key of map of Emergency Supply service provision in Shropshire 2021-22 | 78 |
| Figure 68: Ditton priors; 06 - Arden Grange Nursing & Residential Care Home and 55 – Ditten Priors Care Centre. Only have close access to a dispensing practice | 81 |
| Figure 69: Doddington and Kirbet; 56 – Doddington Lodge and 123 – Park House Nursing Home. Significant distance to nearest pharmacies in Cleobury Mortimer and Alveley respectively. | 81 |
| Figure 70: Indices of Multiple Deprivation 2019; Geographical Barriers Sub-Domain | 107 |
| Figure 71: Count of included and excluded citizens and LSOAs areas by method of transport and travel time | 108 |
| Figure 72: Count of included and excluded citizens in different rural/urban classifications by method of transport and travel time | 108 |
| Figure 73: Count of included and excluded citizens in deprivation deciles by method of transport and travel time | 109 |
| Figure 74: Ratio of total population excluded in deprivation deciles by method of transport and travel | 109 |
| Figure 75: List of most excluded neighbourhoods by number of travel type and time combination conditions not met | 110 |
| Figure 76: Map of most excluded neighbourhoods by number of travel type and time combination conditions not met | 111 |

Introduction and Background

The Pharmaceutical Needs Assessment (PNA) is a statutory requirement of Local Authority Health and Wellbeing Boards with the latest update due by 1st October 2022. 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 Integrated Care Systems (ICS), 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. There have been three previous PNAs in 2011, 2015 and 2018. There is a statutory requirement to hold a 60-day consultation period before publishing the PNA, in Shropshire this period was from the 2nd of August until the 30th of September 2022.

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

Integrated Care System

In 2019 the NHS Long Term Plan confirmed that every area will be served by an Integrated Care System ICS by 2021, later extended to July 2022 due to COVID-19.

Sustainability and Transformation Plans (STP)

The Shropshire, Telford and 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 ICS 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 area, 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 ICSs, 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 consider 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
- NHS Shropshire, Telford and Wrekin, Integrated Care System
- Public Health
- Healthwatch

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 various data sources, for example, ONS 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).

Services provided across the border by other Local Authorities

Shropshire Council has nine 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 planned 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 2nd August and the 30th September 2022, where stakeholders and the public were asked to comment on the assessment and the assumptions that it is making.

Statutory Consultation response to be included (When available)

Health Needs Analysis

Introduction

Overall, the health and wellbeing of people in Shropshire is predominately good and life expectancy is higher than the national average. Life expectancy at birth for males in Shropshire is 80.2 years, versus 79.4 years for England as a whole. For females, 83.7 years for Shropshire versus 83.1 years for England as a whole (OHID 2018-20 data). However, as more of us live longer, we want to ensure that we can maintain good health, and quality of life, for longer – adding life to years as well as years to life.

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

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

Shropshire Health and Wellbeing Board has developed a long-term vision for the local population to be healthy and fulfilled. The following priorities for the strategy have been identified:

- Joined up working
- Improving population health
- Working with and building strong and vibrant communities
- Reducing inequalities

Key Focus: These are specific areas of health and being need in Shropshire which have been identified through careful analysis of data – the Joint Strategic Needs Assessment (JSNA)

| Key area of focus | Evidence of need in Shropshire | What will enable this? |
|--|---|---|
| Workforce During COVID many people lost their job or had to take lower paid and less stable employment. We will work to make Shropshire workplaces fair, happy and healthy places for people to work in and promote wellbeing for all, no matter where they are employed. This includes promotion of a fair living wage, and opportunities to progress. | COVID-19 has had a measured impact on mental health and general wellbeing. Rates of in-work poverty have increased and Shropshire is a low wage economy. Shropshire often loses young people due to lack of opportunity to progress, or lack of employment sector/industry which they wish to enter. | Across all sectors (Health, Local Authority, Business, VCS) senior leadership commitment, embedment in policies and training plans to enable: <ul style="list-style-type: none">- Promotion of a fair living wage to reduce in-work poverty and promote better health- Adoption of 'Thrive at Work' West Midlands across all sectors. A workplace commitment that promotes employee health and wellbeing. Needs of Small & Medium Enterprises (SME)s will be considered.- Make Every Contact Count (MECC) training to build an informed workforce on preventative health choices. |
| Mental Health The 5-year Mental Health Strategy For Shropshire and Telford & Wrekin will guide our ambitions over the next five years. This strategy has a 'life course' approach from pregnancy to childhood to older age. We also want to reduce stigma, normalise mental wellbeing and consider the needs of those providing unpaid care for someone with mental illness. | The Healthwatch Shropshire May 2020 survey of 568 people, 64% reported a slight or significant impact on mental health. There are an estimated 4,000 children with a mental health disorder in Shropshire. Mental Health Services have noticed a around a 30% increase in children's mental health services activity. Data is showing excess under 75's mortality rate adults with severe mental illness. All this is a concern for Shropshire. | The 5-year Mental Health Strategy for Shropshire and Telford & Wrekin will guide our ambitions over the next five years. This includes the Community Mental Health Transformation programme which will help improve access, deliver better outcomes and experiences for people through a more integrated and a holistic care model. A key element is increasing physical health checks for people with Serious Mental Illness. |
| Children and Young People (CYP) COVID has had a huge impact on many families, and particular focus will be CYP mental health and wellbeing. This includes children with SEND, the transition stage from child to adult, and support for parents. In addition, plans to create a Trauma Informed workforce will be implemented. Trauma has a life course effect, and although under the CYP header, all age is included. We will also continue to monitor child development at 2.5 years. | HOW DOES IT IMPACT THE LIVES OF YOUNG PEOPLE? ACPs report a child's development, their relationships with others, and increase the risk of engaging in health-harming behaviours, and experiencing poorer mental and physical health outcomes in adulthood. Compared with peers with no ACAs, those with 4-6CAs are: <ul style="list-style-type: none">2x more likely to drink alcohol and have a poor diet3x more likely to be a current smoker4x more likely to have low levels of overall wellbeing & life satisfaction5x more likely to have had an attempt to take their own life Nationally and locally, there is growing concern regarding eating disorders in young people along with self-reported suicidal thoughts and self-harm. | As a system, create a trauma informed workforce through training and implementation. This will help professionals, volunteers and communities better identify and support people who have suffered from trauma and build a trauma informed workforce. We will continue to receive and scrutinise reports to the Board for the 0-25 Emotional Health and Wellbeing service provision for CYP. Mental Health work will be led by the 5-year strategy above. Social Prescribing will remain a HWBB priority, and a pilot for CYP in south-west Shropshire is rolling out. |
| Healthy weight and physical activity Our ambition is to reduce levels of obesity in Shropshire across all ages. This priority will be linked to drugs and alcohol, smoking and mental health, through preventative work around Musculoskeletal (MSK) conditions, respiratory health, Cardio-Vascular Disease (CVD), and cancer risk; food insecurity and reasons around obesity will all be included. | 64.6% of adults in Shropshire are classed as overweight or obese. Health risks associated with excess weight include: type 2 diabetes , coronary heart disease ; some types of cancer, such as breast cancer and bowel cancer , stroke and self-esteem. | This work, including actions, will be driven by the Shropshire Healthy Weight Strategy, currently in development. This will also include the effect of food insecurity and build on work being undertaken currently into the causes and links to the CYP priority above. Promotion of e.g. NHS on line 12-week weight loss plan , Couch to 5k running plan and referral to and uptake of NHS Health Check , National Diabetes Prevention Programme and Social Prescribing development will continue. Exercise costs will also be considered. |

Analysis of the data within the Shropshire Joint Strategic Needs Assessment have identified key areas of focus regarding health and care in the area. These key areas of focus for Shropshire, as outlined in the Shropshire Joint Health and Wellbeing Strategy, are summarised in the framework

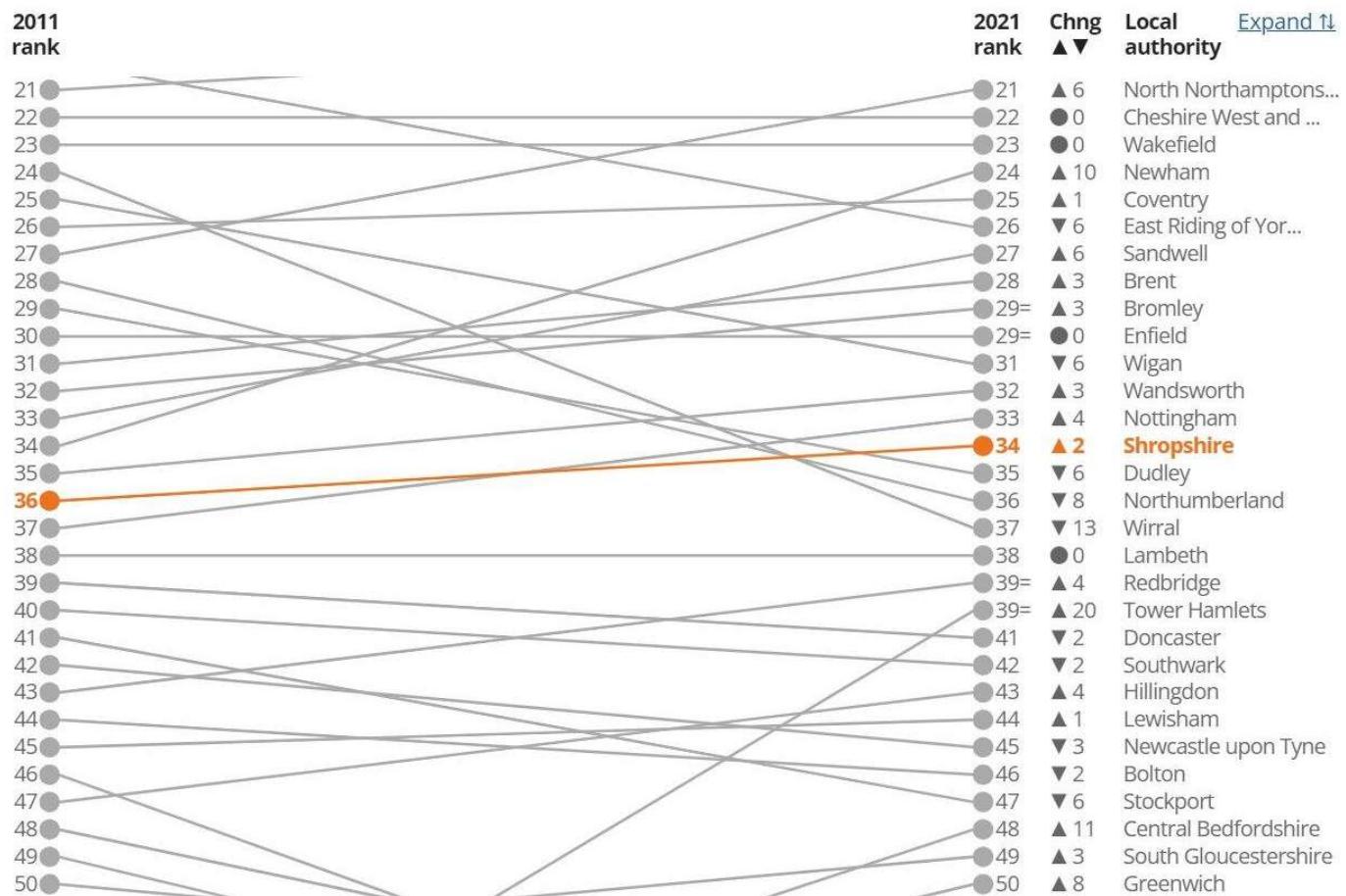
The Shropshire JSNA highlights key health and social care issues that can have an impact upon the population of Shropshire.

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 slightly slower rate (8.3%) than England (9.1%) between 2000 and 2020 (using ONS population estimates). Much of the Shropshire population growth has been due to migration.

Figure 1: Population rank of Shropshire at the time of the 2011 and 2021 Censuses



- Shropshire has a relatively high concentration of people in the older age groups. In 2020, about 52.7% of the County's residents were aged 45 or over, compared to only 42.9% nationally (ONS 2020 Estimates).
- Shropshire, like many parts of the country, has an ageing population. Between 2000 and 2020 Shropshire median population age rose from 41.2 to 48.2. Whilst England's median age rose from 37.8 to 40.2 years old (ONS 2020 Estimates).
- There are significantly lower proportions of older people living in poverty in Shropshire. In 2019 3% of Shropshire's population aged over 60 lived in areas within the most deprived 20% of areas within England.
- The number of people aged 0-18 is projected to decrease. In 2020 this age group accounts for 19.6% of Shropshire's population compared to 22.5% for England.
- 2% of the Shropshire population identified themselves as being from black, mixed or other non-white minority ethnic groups, significantly lower than the national figure of 14.6% and the West Midlands regional figure of 17.3%, (2011 census)

Figure 2: Population change (%) by age group in Shropshire, 2011 to 2021

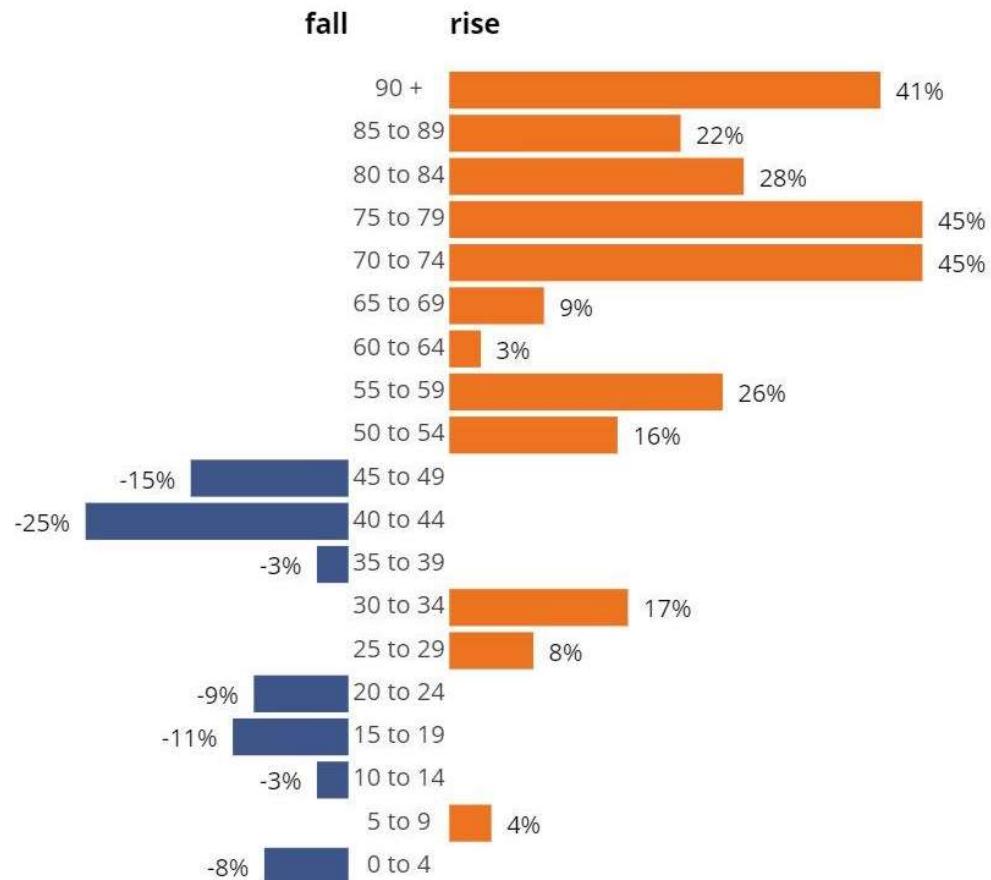


Figure 3 Population growth in Shropshire (2022 – 2032)

| AGE GROUP | Population Projection 2022 | Population Projection 2032 | Change 2022 - 2027 | % Change 2022-2027 |
|-----------|-------------------------------|-------------------------------|-----------------------|--------------------|
| 0-4 | 14,592 | 14,755 | 163 | 1.12% |
| 5-9 | 16,767 | 16,123 | -643 | -3.84% |
| 10-14 | 18,675 | 17,767 | -908 | -4.86% |
| 15-19 | 17,266 | 18,781 | 1,515 | 8.77% |
| 20-24 | 13,439 | 14,896 | 1,457 | 10.84% |
| 25-29 | 16,227 | 15,023 | -1,204 | -7.42% |
| 30-34 | 18,247 | 15,978 | -2,270 | -12.44% |
| 35-39 | 18,518 | 19,110 | 592 | 3.20% |
| 40-44 | 18,412 | 21,626 | 3,214 | 17.46% |
| 45-49 | 19,148 | 21,806 | 2,659 | 13.88% |
| 50-54 | 24,642 | 21,834 | -2,807 | -11.39% |
| 55-59 | 26,859 | 22,791 | -4,067 | -15.14% |
| 60-64 | 24,806 | 28,651 | 3,846 | 15.50% |
| 65-69 | 22,007 | 30,005 | 7,998 | 36.34% |
| 70-74 | 21,482 | 25,693 | 4,211 | 19.60% |
| 75-79 | 18,742 | 20,277 | 1,534 | 8.19% |
| 80-84 | 11,780 | 16,954 | 5,174 | 43.92% |
| 85-89 | 7,131 | 11,446 | 4,315 | 60.52% |
| 90+ | 4,148 | 5,638 | 1,490 | 35.92% |
| All ages | 332,884 | 359,152 | 26,268 | 7.89% |

Source: 2018 ONS Population Projections for Las

Ethnicity

Table 2 Ethnic Populations, 2011 census

| | Shropshire Unitary Authority | | West Midlands Region | | England | |
|---|------------------------------|------|----------------------|------|------------|------|
| | No. | % | No. | % | No. | % |
| All categories | 306,129 | - | 5,601,847 | - | 53,012,456 | - |
| White: English/Welsh/Scottish/Northern Irish/British | 292,047 | 95.4 | 4,434,333 | 79.2 | 42,279,236 | 79.8 |
| White: Irish | 1,410 | 0.5 | 55,216 | 1.0 | 517,001 | 1.0 |
| White: Gypsy or Irish Traveller | 312 | 0.1 | 4,734 | 0.1 | 54,895 | 0.1 |
| White: Other White | 6,105 | 2.0 | 139,386 | 2.5 | 2,430,010 | 4.6 |
| Mixed/multiple ethnic group: White and Black Caribbean | 765 | 0.2 | 68,533 | 1.2 | 415,616 | 0.8 |
| Mixed/multiple ethnic group: White and Black African | 231 | 0.1 | 9,232 | 0.2 | 161,550 | 0.3 |
| Mixed/multiple ethnic group: White and Asian | 669 | 0.2 | 32,561 | 0.6 | 332,708 | 0.6 |
| Mixed/multiple ethnic group: Other Mixed | 503 | 0.2 | 21,388 | 0.4 | 283,005 | 0.5 |
| Asian/Asian British: Indian | 752 | 0.2 | 218,439 | 3.9 | 1,395,702 | 2.6 |
| Asian/Asian British: Pakistani | 216 | 0.1 | 227,248 | 4.1 | 1,112,282 | 2.1 |
| Asian/Asian British: Bangladeshi | 208 | 0.1 | 52,477 | 0.9 | 436,514 | 0.8 |
| Asian/Asian British: Chinese | 1,020 | 0.3 | 31,274 | 0.6 | 379,503 | 0.7 |
| Asian/Asian British: Other Asian | 893 | 0.3 | 74,997 | 1.3 | 819,402 | 1.5 |
| Black/African/Caribbean/Black British: African | 302 | 0.1 | 64,253 | 1.1 | 977,741 | 1.8 |
| Black/African/Caribbean/Black British: Caribbean | 164 | 0.1 | 86,794 | 1.5 | 591,016 | 1.1 |
| Black/African/Caribbean/Black British: Other Black | 114 | 0.0 | 31,078 | 0.6 | 277,857 | 0.5 |
| Other ethnic group: Arab | 179 | 0.1 | 18,079 | 0.3 | 220,985 | 0.4 |
| Other ethnic group: Other | 239 | 0.1 | 31,825 | 0.6 | 327,433 | 0.6 |

The number of people from a black and minority ethnic group in Shropshire County has increased from 3,431 (1.2%) in 2001 to 6,255 (2.0%) in 2011 but remains significantly lower than the national average of 14.6%.

Source: *Key statistics for Local Authorities, 2011 Census, Office for National Statistics, © Crown copyright 2014*

Generally, the age profile of people belonging to the 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 32,485 'super output areas' (LSOA) of these only 9 LSOAs in Shropshire fall within the most deprived fifth of SOAs in England, (ONS).
- 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 third 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) 2019 is an index calculated from 39 indicators measuring deprivation in its broadest sense. The overall IMD 2019 score combines scores from seven areas (called domains), which are weighted as follows:

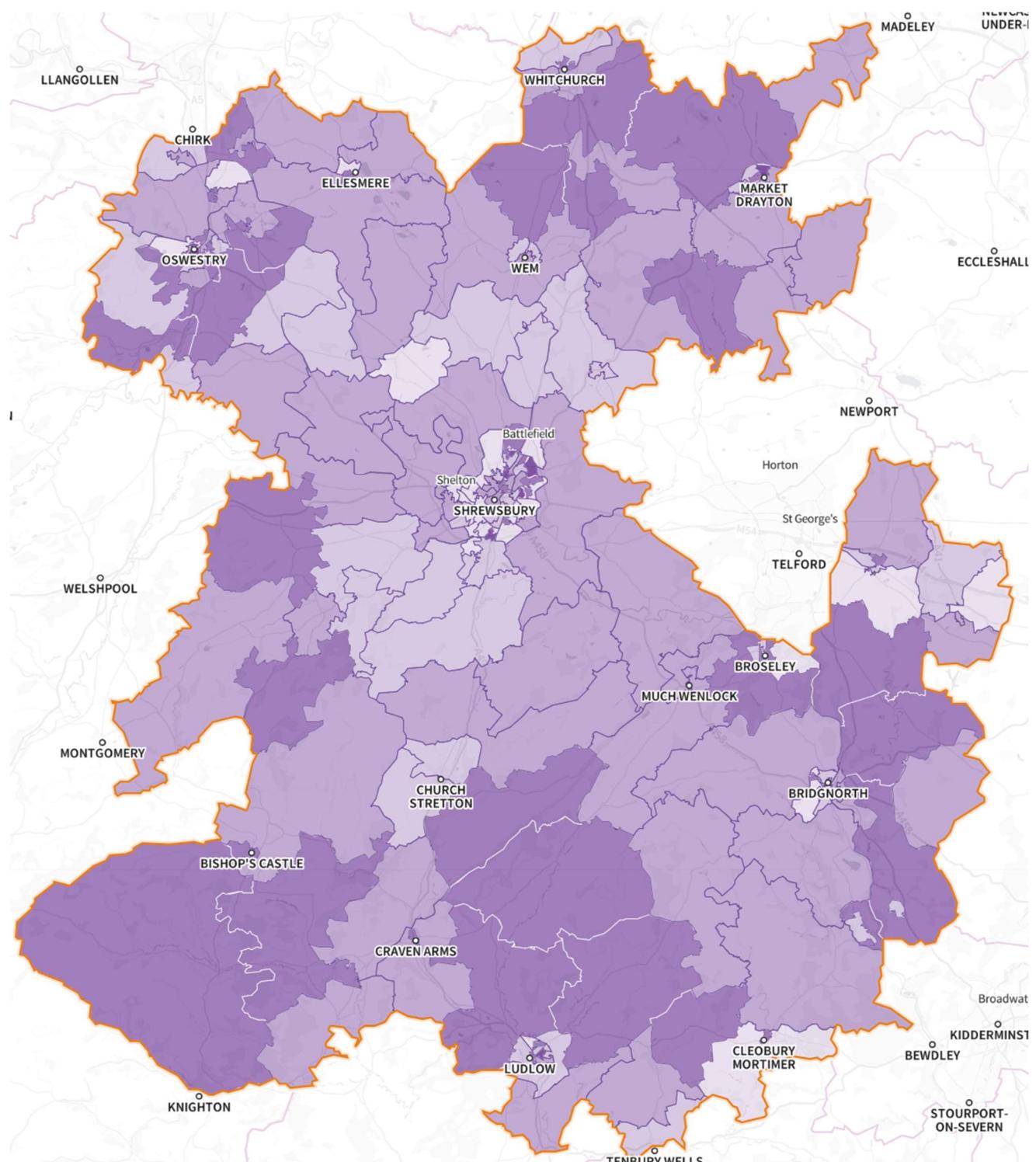
- Income (22.5%)
- Employment (22.5%)
- Health and disability (13.5%)
- Education, skills and training (13.5%)
- Barriers to housing and services (9.3%)
- Crime (9.3%)
- Living environment (9.3%)

Overall, in 2019, Shropshire LA was a relatively affluent area and was ranked as the 192nd most deprived County out of all 316 Local Authorities in England. The IMD is based on sub-electoral ward areas called Lower-level Super Output Areas (LSOAs), which were devised in the 2011 Census. Each LSOA is allocated an IMD score, which is weighted based on its population. There were 32,845 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 LA was ranked from 1 (most deprived in Shropshire) to 194 (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 in Shropshire – the deeper the purple, the greater the deprivation. Deprivation tends to be situated around the major urban settlements in Shropshire (for example, include Shrewsbury, Oswestry, Market Drayton, Ellesmere, Ludlow, Wem) but there are significant areas of deprivation in the County's less densely populated rural areas.

Figure 4 : Index of Multiple Deprivation in Shropshire



The colours represent the quintiles:

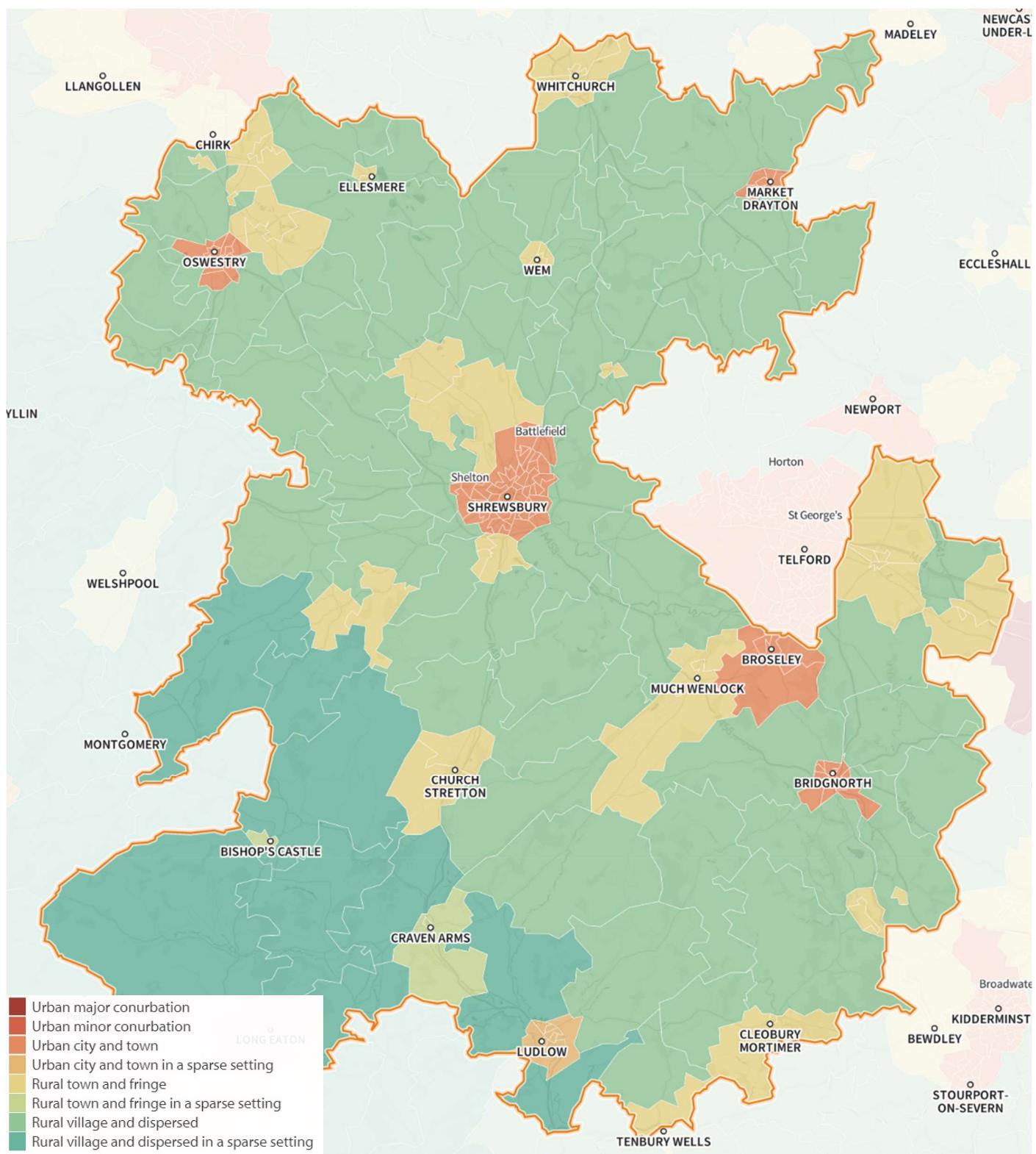
- 33.26 to 92.73: 9 areas
- 21.56 to 33.25: 46 areas
- 14.25 to 21.55: 66 areas
- 8.63 to 14.24: 46 areas
- 0.54 to 8.62: 26 areas

Index of Multiple Deprivation 2019, Ministry of Housing, Communities and Local Government
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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 eight settlement types and except for 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 urban conurbation, but the major urban cities or towns are Shrewsbury, Oswestry, Market Drayton, Broseley and Bridgnorth.

Figure 5: Rural and Urban Classification 2011 in Shropshire



Source: Rural and urban classification, ONS, 2011
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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 |
|-------------------|-------------------|------------------------------------|
| Strategic Centre | Shrewsbury | 8,625 |
| Principal Centres | Bridgnorth | 1,500 |
| | Ludlow | 1,000 |
| | Market Drayton | 1,200 |
| | Oswestry | 1,800 |
| | Whitchurch | 1,600 |
| | Sub-Total | 7,100 |
| Key Centres | 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 | Rural Areas | 7,875 |
| | Total | 28,750 |

Source: Shropshire Local Plan Review, 2017

Overview of Health Needs

The following section is an overview of health and wellbeing in Shropshire looking at both outcomes and wider determinants. It pulls together a range of measures, with the purpose of prompting discussions about local challenges and successes around health and wellbeing across the lifespan.

Shropshire has a total population of 325,400 residents. 18.5% of the population are aged under 18, and 25.0% of the population are aged 65 or over. 2.0% of the population are from a black or minority ethnic (BME) population, and 4.6% of the population described themselves as non-white UK (i.e. not white British, English, Northern Irish, Scottish, or Welsh) at the last Census (2011). This compares to a BME population of 14.6% and a non-white UK population of 20.3% for England as a whole. 0.4% of the population report that they cannot speak English well or at all.

The Indices of Deprivation (IMD) combine a range of economic, social and housing indicators to provide a measure of relative deprivation, i.e. they measure the position of areas against each other within different domains. A rank of 1 indicates highest deprivation. Shropshire is ranked 110 out of 152 Local Authorities in England on overall deprivation and is ranked 121 out of 152 local authorities on income deprivation.

17.1% of pupils attending nursery and primary schools and 15.3% of pupils attending secondary school in Shropshire are eligible for and claiming free school meals. This compares with 23.0% of pupils attending nursery and primary schools and 20.9% of pupils attending secondary school for England as a whole.

50.3% of children in Shropshire achieved 5 and above in 2020/21 (academic) in English and Maths GCSE. This compares with 51.9% for England. Among pupils eligible for free school meals, 26.8% achieved 5 or above in English and Maths in 2020/21 (academic), compared to 29.9% nationally. 2.2% of working age people in Shropshire are unemployed, compared with 4.6% for England overall. The median gross weekly wage for employees living in Shropshire is £584.6. This compares with an England wage of £613.3.

The life expectancy at birth in Shropshire is 80.2 years for males and 83.7 years for females. This compares with 79.4 years for males and 83.1 years for females for England overall. At the last Census (2011) 5.0% of residents in Shropshire reported their health as poor or very poor, and 18.6% reported a long-term illness or disability that impacts on their day-to-day activities. People in Shropshire can expect a healthy life expectancy of 62.8 years for males and 67.1 years for females. This compares with 63.1 years for males and 63.9 years for females nationally. The standardised mortality rate for deaths from all causes under 75 is 89.7. For comparison, the standardised mortality rate for England is 100.

68.0% of adults in Shropshire are reported as obese or overweight (2013-15). This compares to 63.5% for England as a whole. 30.4% of adults in Shropshire report that they take part in sport and active recreation for an equivalent of 30 minutes three times per week. In 2020/21, 90.77% of the eligible population aged 40-74 in Shropshire were offered an NHS Health Check, and 38.65% received one. This compares to 71.82% and 33.39% respectively for England overall. 6.17% of people in Shropshire have a recorded diagnosis of diabetes, which compares to a national average of 6.37%. In no value no value% of children aged 4-5 years and no value% of children aged 10-11 whose weight was recorded were reported as obese or overweight. This compares with 27.73% of children aged 4-5 years and 40.91% of children aged 10-11 for England as a whole.

This report has been designed for viewing at single tier and county local authority geography. The following charts show a range of measures of health and wellbeing for Shropshire compared with either England or the average across all English single tier and county councils, and also with your chosen comparison group. You can select your chosen single tier or county authority and comparison group, such as all local authorities in the South-East, using the boxes above (start typing in 'South-East' and it will appear in the search box).

Topics included in this report are:

- Healthy life expectancy
- Older people's health and wellbeing
- Causes of death and ill health
- Healthy living
- Children's health and wellbeing

Lifestyle Risk Factors

Lifestyle risk factors to health are lifestyle behaviours that adversely affect health, for example, 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, for example, more smokers in more deprived areas and fewer people are physically active in older age groups.

- Smoking prevalence in adults 18+ in Shropshire is 13.7% and is similar to the England average of 13.9%, (OHID 2019 data).
- Smoking in early pregnancy in Shropshire is higher than the England average, 14.2% compared to 12.8%, (OHID 2018-19 data).
- It is estimated that 68% of adults in Shropshire are either overweight or obese, which is slightly higher than the England figure of 63.5%.
- Just under a quarter of adults (18.7%) are classed as physically inactive in Shropshire, lower than the England figures of 23.4%.
- Shropshire has a significantly higher rate of admissions for alcohol-related conditions in females, with 352 per 100,000 people compared to 332 for England. Admission episodes are also significantly higher for over 65 year old females.
- Shropshire has a significantly lower rate of alcohol abstinence than England (8.4% compared to 16.2%) and has a significantly higher percentage of population of who have ever had an alcoholic drink at the age of 15 (68.1% compared to 62.4%)

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, 13.1% compared to the England figure of 9.2%, (OHID).

Under 18 conception rates

In Shropshire the overall under-18 conception rate is slightly lower than the national figure; 3.4 births per 1,000 females aged 10-18 versus 3.9 for England. 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.

- 8.2% of people in Shropshire reported a low score for happiness, similar, but slightly lower to the England figures at 9.2%, (OHID, 2020-21).
- 26.4% of people in Shropshire reported a high score for anxiety, similar, but slightly higher to the England figures at 24.2%, (OHID 2020-21).
- 21.2% of non-opiate users and 3.9% of opiate users successfully completed drug treatment in Shropshire. Corresponding England values were noticeably higher at 33% and 4.7%.

Maternal and Infant Health

- A significantly lower proportion of children in Shropshire live in poverty compared to the national average. (OHID 2016 and 2019)
- Chlamydia infection rates are noticeably lower than the England average for LAs
- Accidents are the most common cause of death in people aged 0-24 years in Shropshire.
- 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 (21 of 24 metrics detailed on OHID).
- In 2019/20 22.6% of reception and 29.7% of year 6 pupils were classed as either overweight or obese. Both measures are slightly lower than the England score at 23% and 35.2% respectively.

Healthy life expectancy in Shropshire

Life expectancy at birth is the average number of years that a person can be expected to live from birth, assuming that age-specific mortality levels remain constant. Healthy life expectancy is an estimate of expected years of life spent in good health. It has value in the assessment of healthy ageing, health improvement monitoring and health and social care need. There are important socio-demographic differences in healthy life expectancy. People from more deprived populations are more likely to live shorter lives, as well as live a greater proportion of their life in poor health.

Figure 6 Life expectancy at birth - male (from 2013-15 to 2018-20) & Life expectancy at birth - female (from 2013-15 to 2018-20) for Shropshire & England

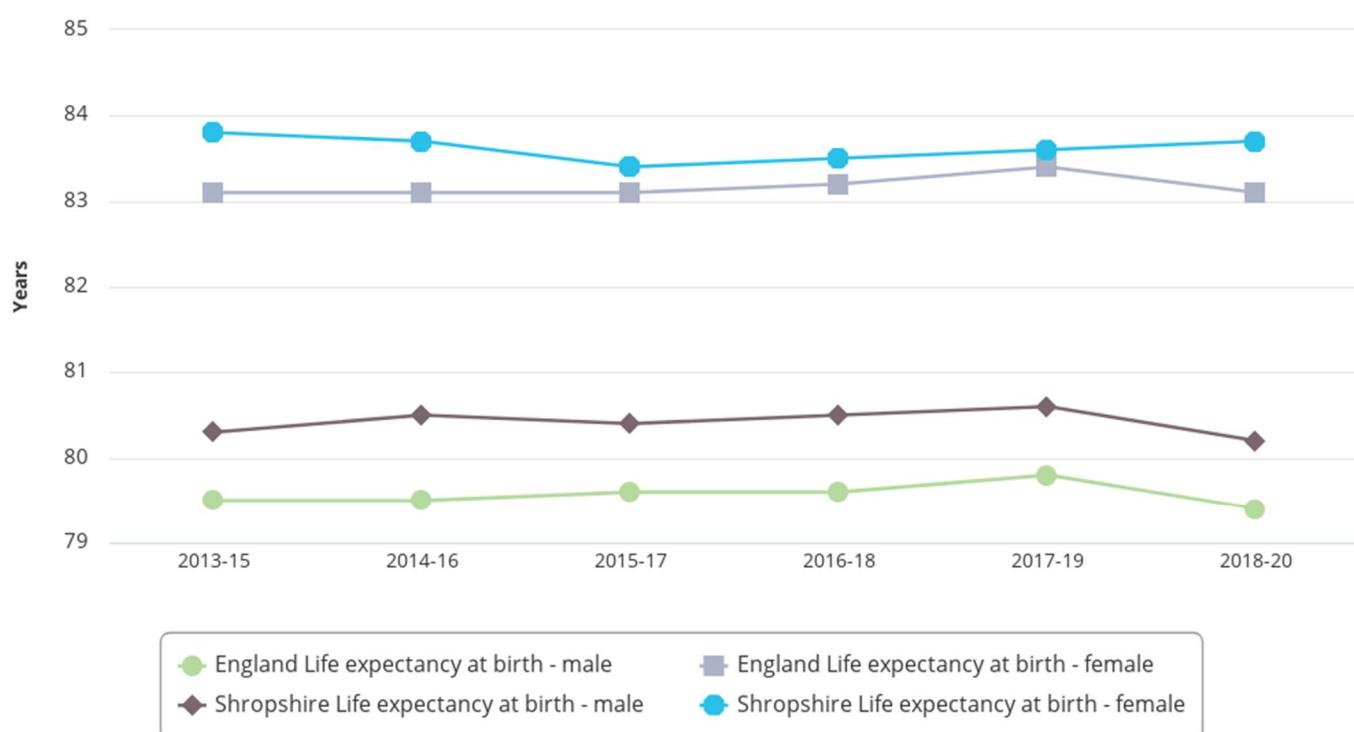


Figure 7: Healthy life expectancy at birth - male (from 2016-18 to 2018-20) & Healthy life expectancy at birth - female (from 2016-18 to 2018-20) for Shropshire & England

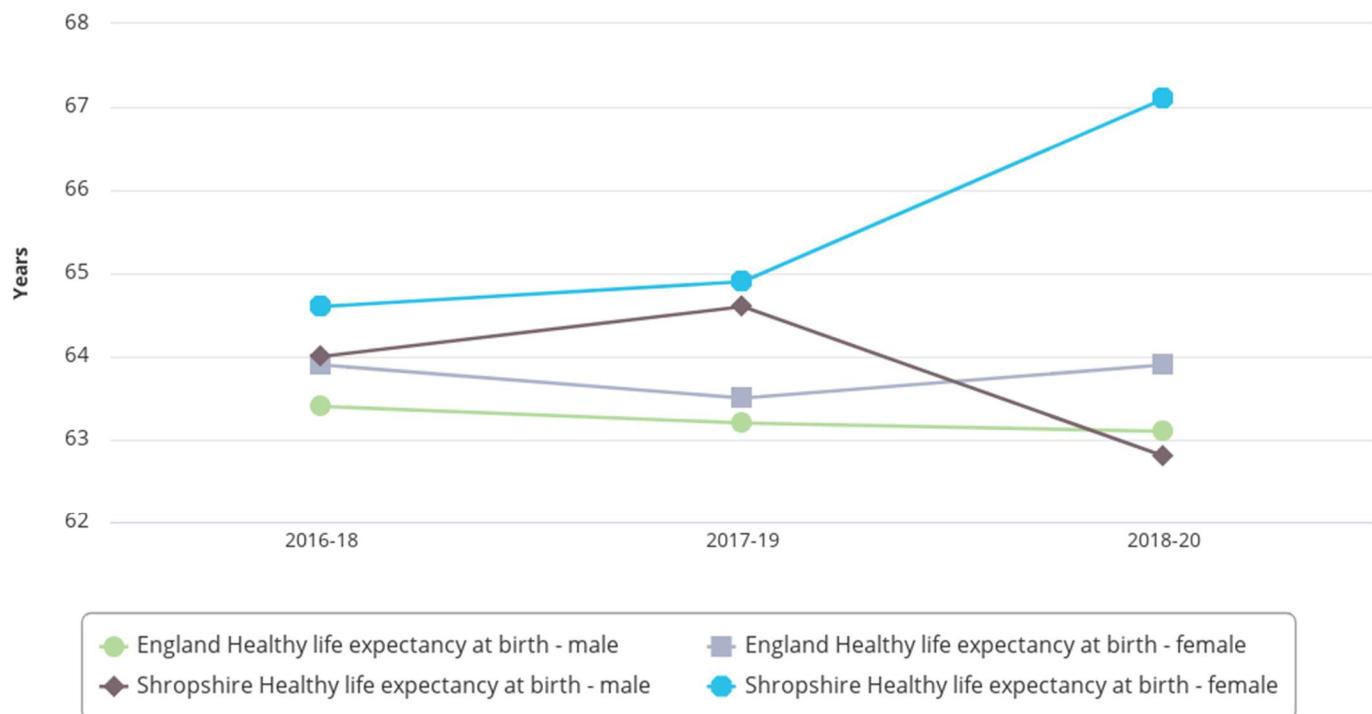
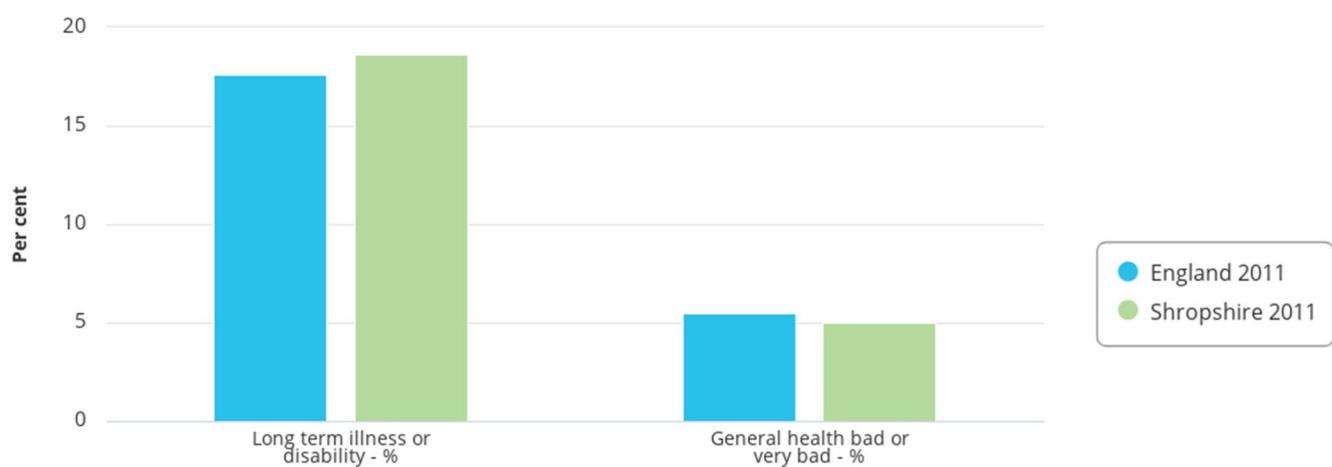


Figure 8: % of people with a limiting long-term illness or disability (2011) & % of people in bad or very bad health (2011) for Shropshire & England



Older people in Shropshire

The growing population of older people is one of the greatest challenges facing health and social care. As the population ages, the health and wellbeing of older people and the provision of services to meet their needs becomes increasingly important.

This section explores the relative health and wellbeing of older people in your area.

The Income Deprivation Affecting Older People Index (IDAOPI) is based on the percentage of the population aged 60 and over who receive income support, income based job seekers allowance, pension credit or child tax credit claimants aged 60 and over, and their partners (if also aged 60 or over). A rank of 1 indicates highest deprivation.

Figure 9: IMD Income Deprivation Affecting Older People Index (IDAOPI) - Rank for all single tier and county authorities 2019 for Shropshire (quantiles of All English single tier and county councils)



Disability free life expectancy is an estimate of expected years of life spent without a limiting long-standing illness or disability. It is calculated using self-reports of activity limiting illness, and is therefore a measure of functional health status, which has relevance for fitness for work and independent living.

Figure 10: Disability-free life expectancy at age 65 - male (2018-20) & Disability-free life expectancy at age 65 - female (2018-20) for Shropshire

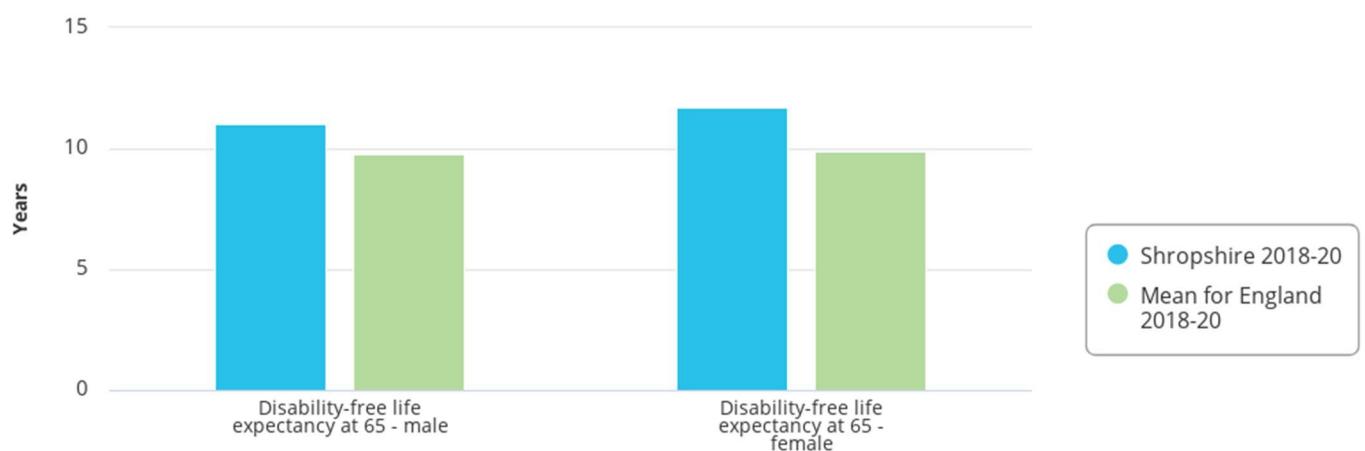


Figure 11: Percentage of pensioners who live alone (2011) in Shropshire and England

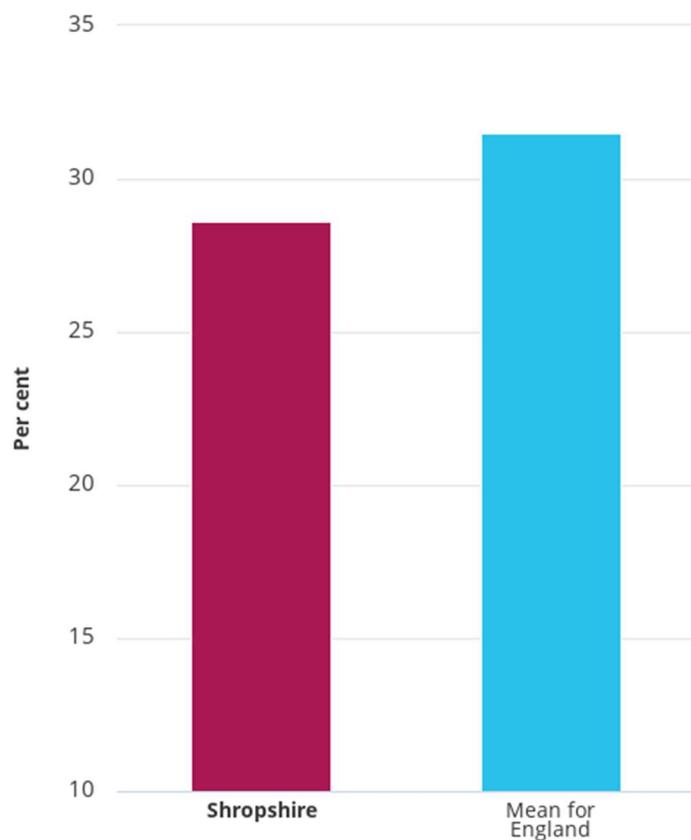
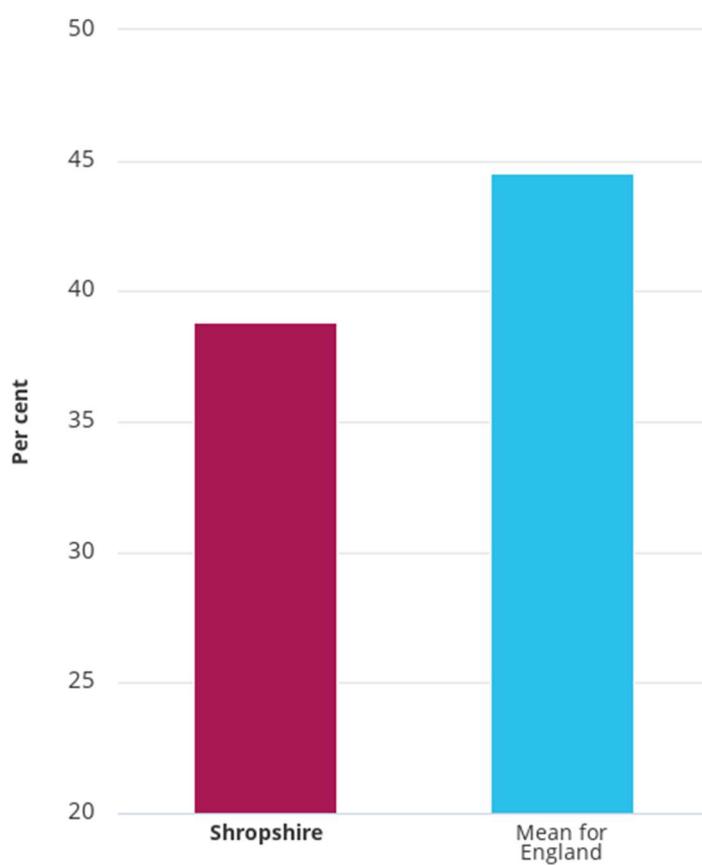


Figure 12: Proportion of people who use services who reported that they had as much social contact as they would like (2014/15) for Shropshire and England



The Excess Winter Deaths Index (EWD Index) is the excess winter deaths measured as the ratio of extra deaths from all causes that occur in the winter months compared with the expected number of deaths, based on the average of the number of non-winter deaths. It is calculated as the number of excess winter deaths divided by the average non-winter deaths, expressed as a percentage. So for example, an EWD index of 20 shows that there were 20 per cent more deaths in winter compared with the non-winter period. The number of excess winter deaths depends on the temperature and the level of disease in the population as well as other factors, such as how well equipped people are to cope with the drop in temperature. Most excess winter deaths are due to circulatory and respiratory diseases, and the majority occur amongst the elderly population.

Figure 13: Excess winter deaths index (3 years, all ages) (%) (2014/15-16/17 (Winter)) for Shropshire (Quantiles of All English single tier and county councils)

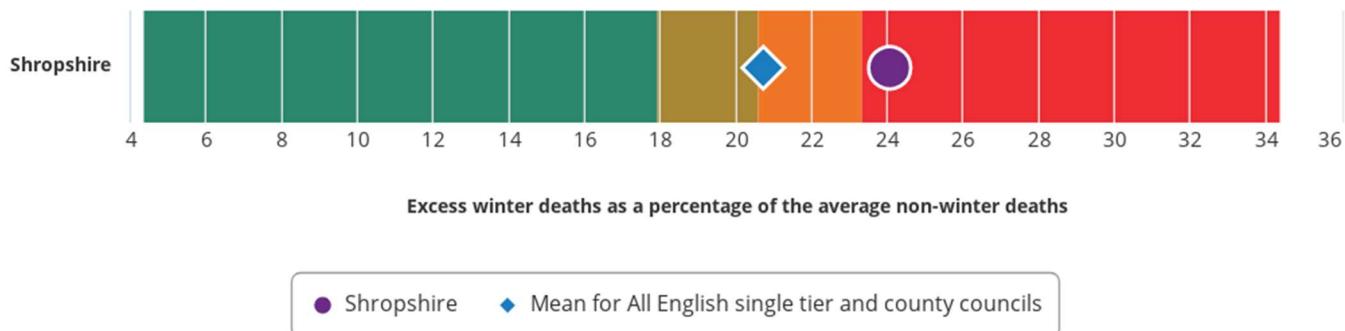
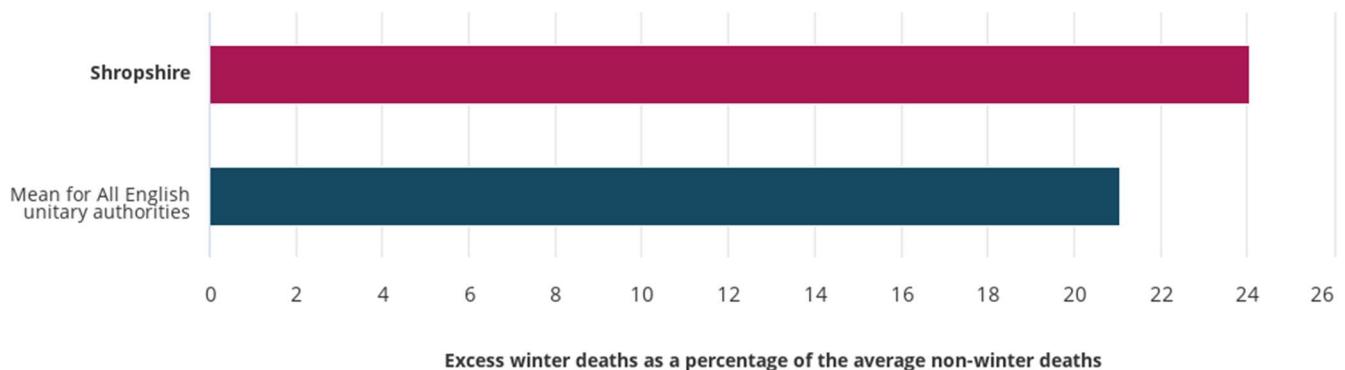


Figure 14: Excess winter deaths index (3 years, all ages) (%) (2014/15-16/17 (Winter)) for Shropshire



Causes of death and ill health in Shropshire

Premature mortality (early death) is a major public health concern. Mortality and premature mortality rates are often used as an indicator of population health. The charts below provide a comparison of mortality and premature mortality rates, highlighting some of the most common causes of death. For comparison, **the standardised mortality ratio for England is always 100**.

Figure 15: Deaths from all causes, all ages (standardised mortality ratio) (2015-2019), Deaths from all causes, under 75 years (standardised mortality ratio) (2015-2019) & Deaths from all causes, under 65 years (standardised mortality ratio) (2011-2015) for Shropshire

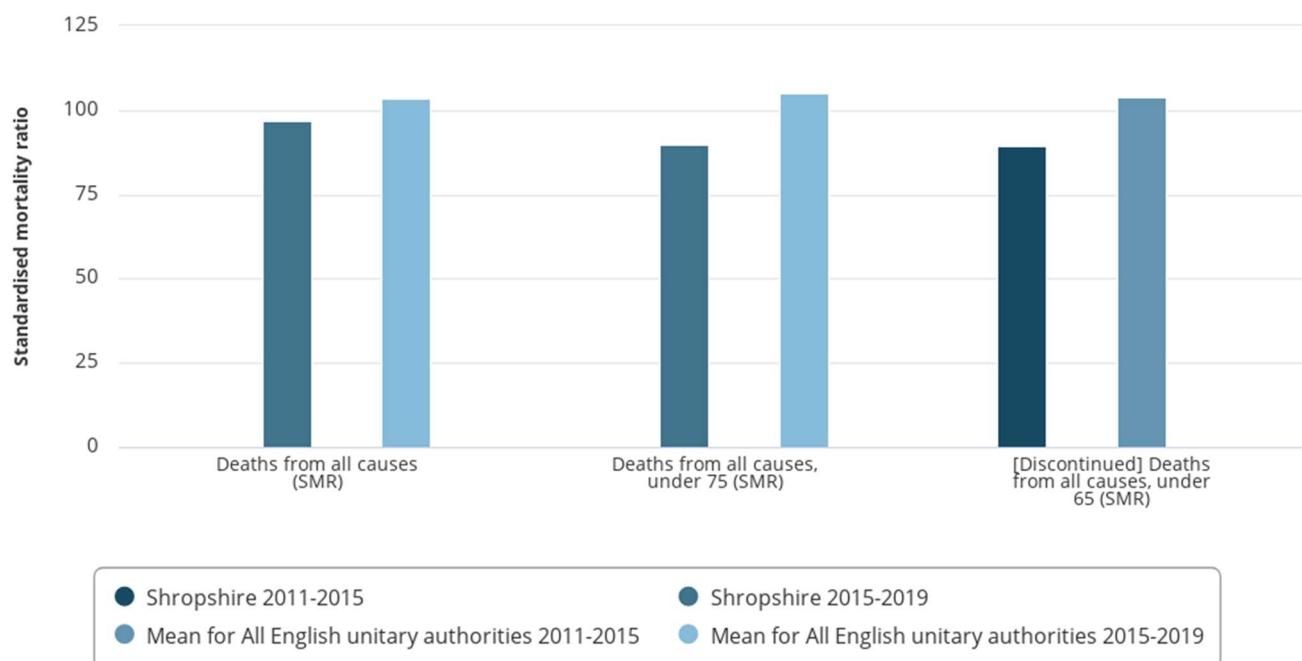


Figure 16: Standardised mortality ratio for cancer, respiratory diseases, circulatory disease and stroke among all ages for Shropshire and All English unitary authorities

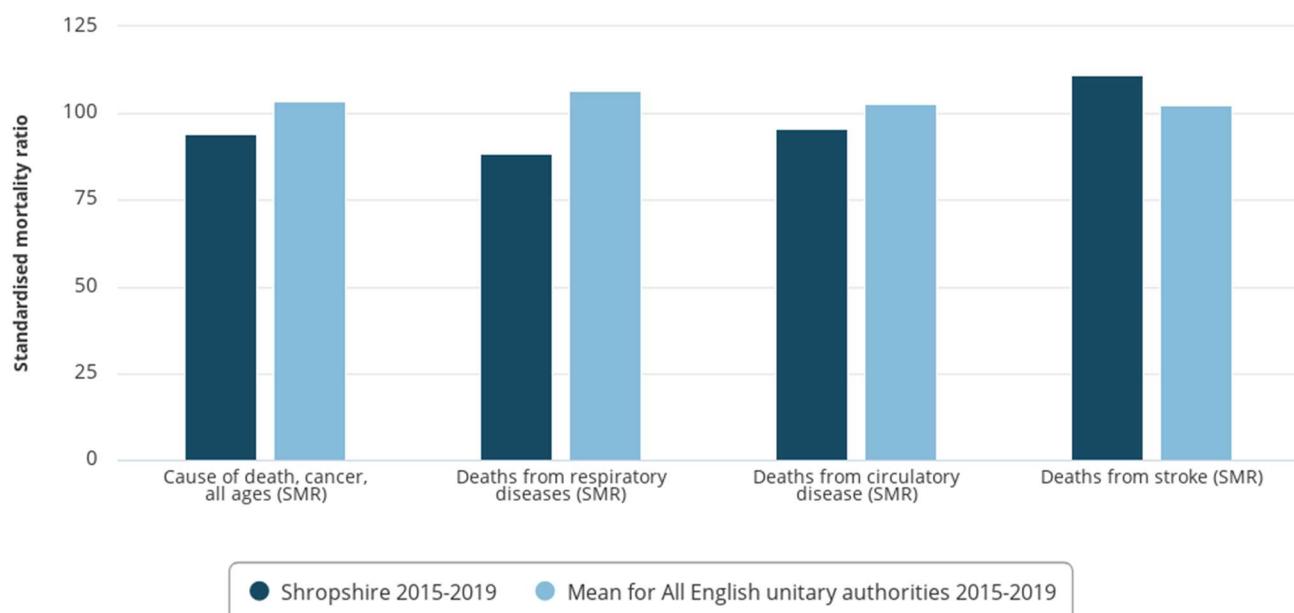


Figure 17: Deaths from all cancer, aged under 75 (standardised mortality ratio) (2015-2019) & Deaths from circulatory disease, under 75 years (standardised mortality ratio) (2015-2019) for Shropshire

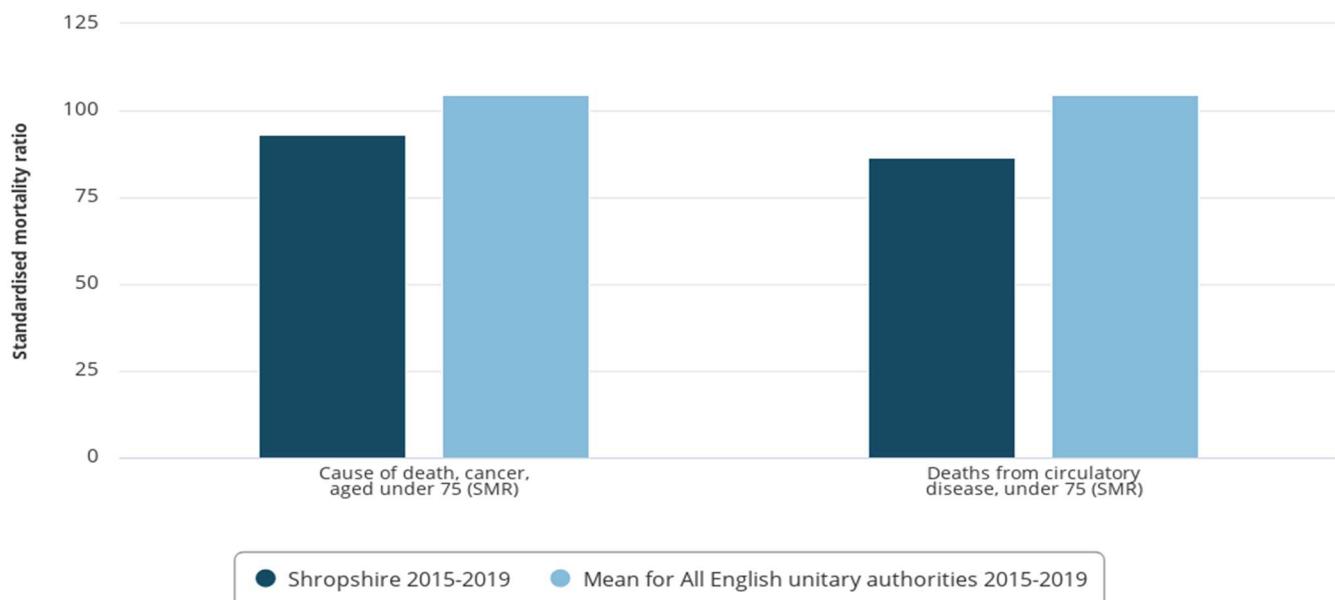
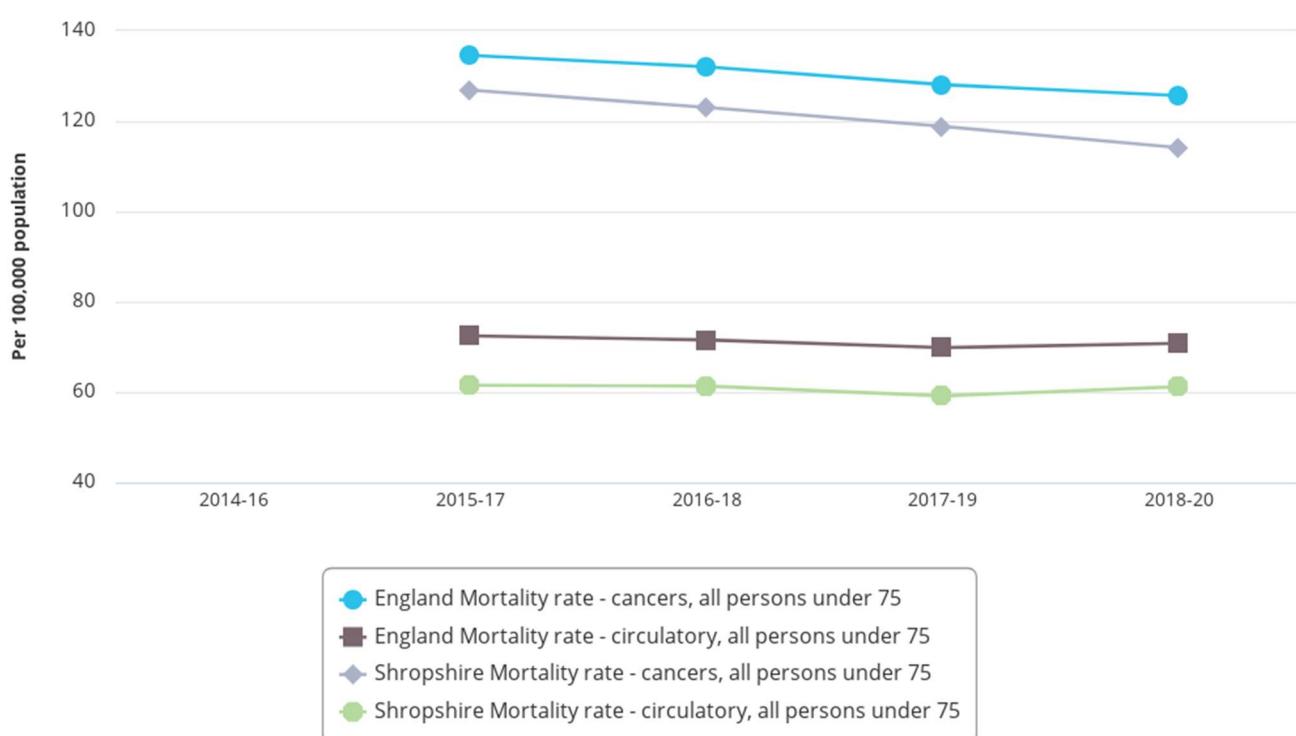


Figure 18: Mortality rate from all cancers at ages under 75 - all persons (from 2014-16 to 2018-20) & Mortality rate from all circulatory diseases at ages under 75 - all persons (from 2014-16 to 2018-20) for Shropshire & England



Healthy Living

Lifestyle and behaviour choices are important factors in influencing health. Unhealthy diets and physical inactivity are major risk factors for excess weight and obesity, and a number of serious health conditions including diabetes, cardiovascular disease and certain cancers.

Figure 19: Percentage of people aged 17 years and over with diabetes (2013/14) in Shropshire and England

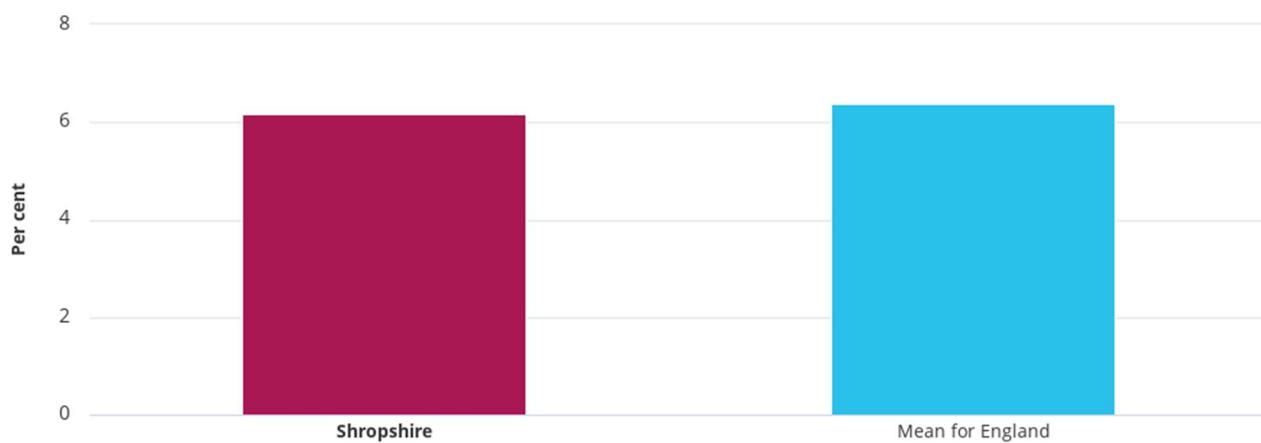


Figure 20: Percentage of adults (aged 18+) classified as overweight or obese (2020/21) & Percentage of adults (aged 18+) classified as obese (2020/21) for Shropshire & England

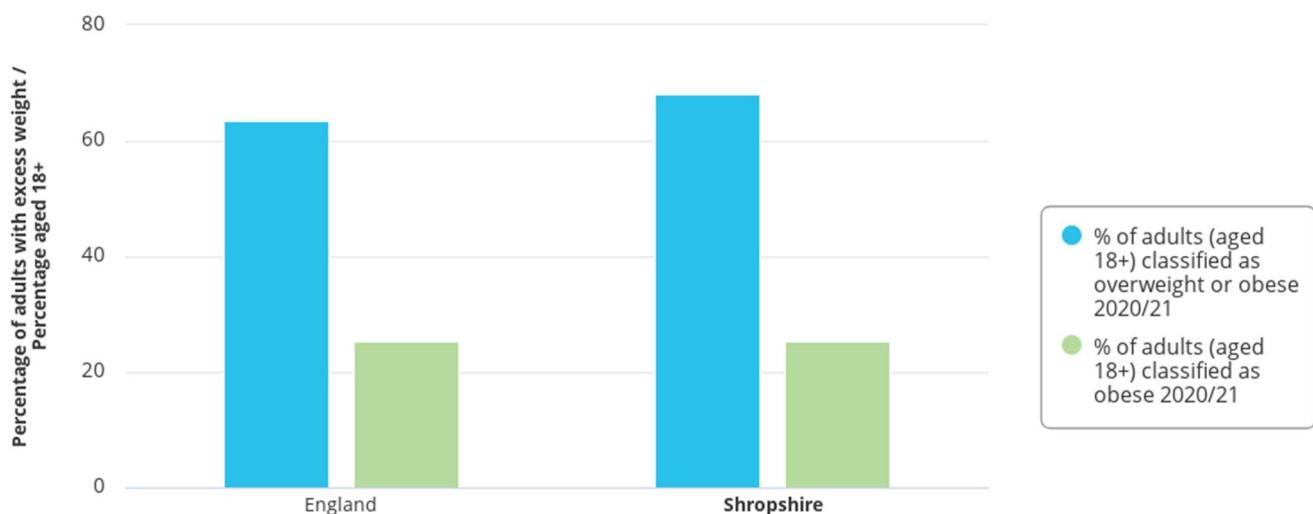


Figure 21: Number of fast food outlets per 100,000 (2011) for Shropshire and All English single tier and county councils

Quartiles for All English single tier and county councils

33.2 ≤ 74.0 74.0 ≤ 90.4 90.4 ≤ 110.1 110.1 ≤ 4,409.8

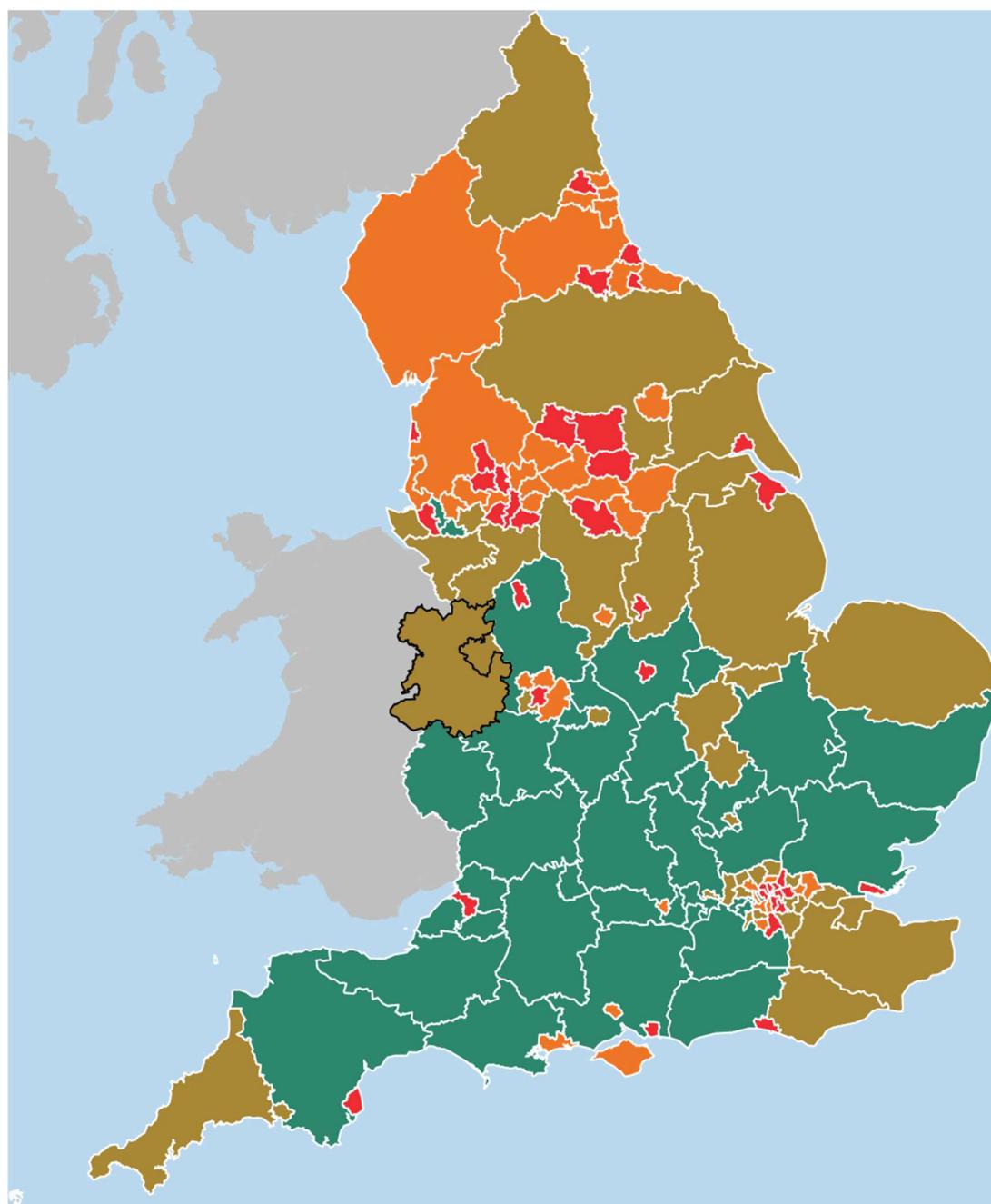
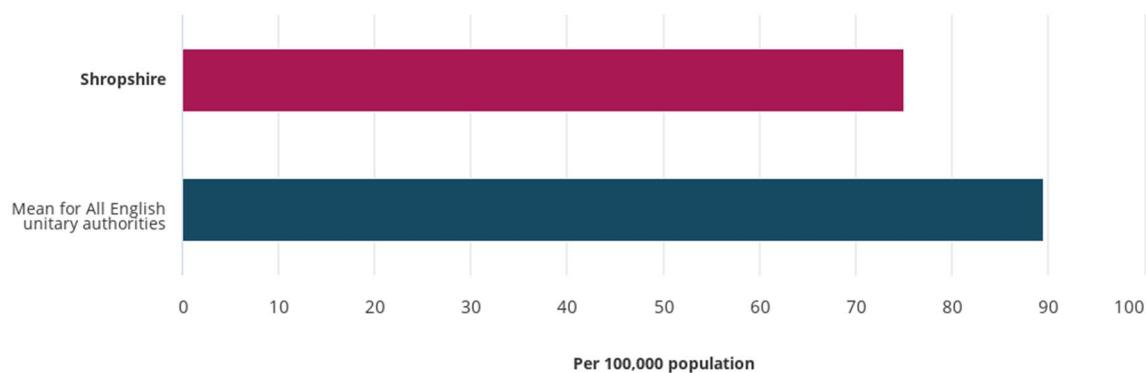


Figure 22: Number of fast-food outlets per 100,000 (2011) for Shropshire and All English unitary authorities



Children's health in Shropshire

The Income Deprivation Affecting Children Index (IDACI) is based on the percentage of children aged 0-15 living in families that are income deprived - i.e. in receipt of income support, income based jobseeker's allowance or pension credit, or those not in receipt of these benefits but in receipt of Child Tax Credit with an equivalised income (excluding housing benefits) below 60% of the national median before housing costs. A rank of 1 indicates highest deprivation.

Figure 23: IMD Income Deprivation Affecting Children Index (IDACI) - Rank for all single tier and county authorities (2019) for Shropshire (quantiles of All English single tier and county councils)

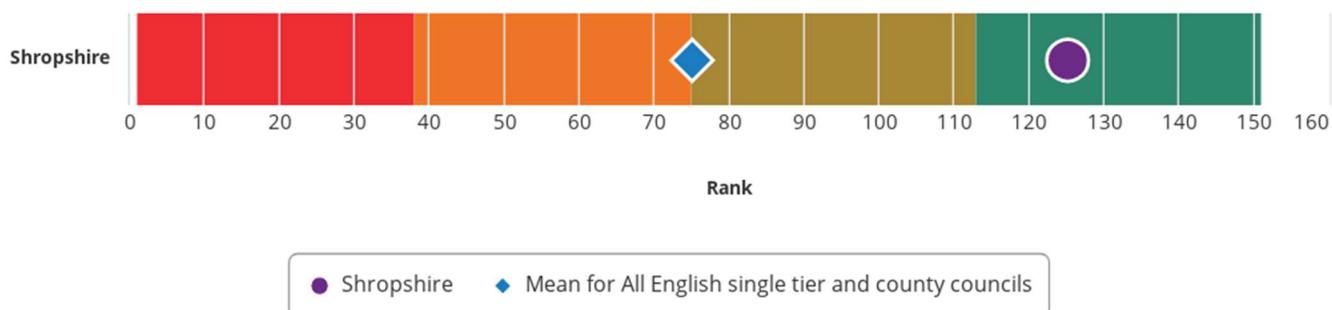


Figure 24: Percentage of babies with low birthweight (2013) for Shropshire and England

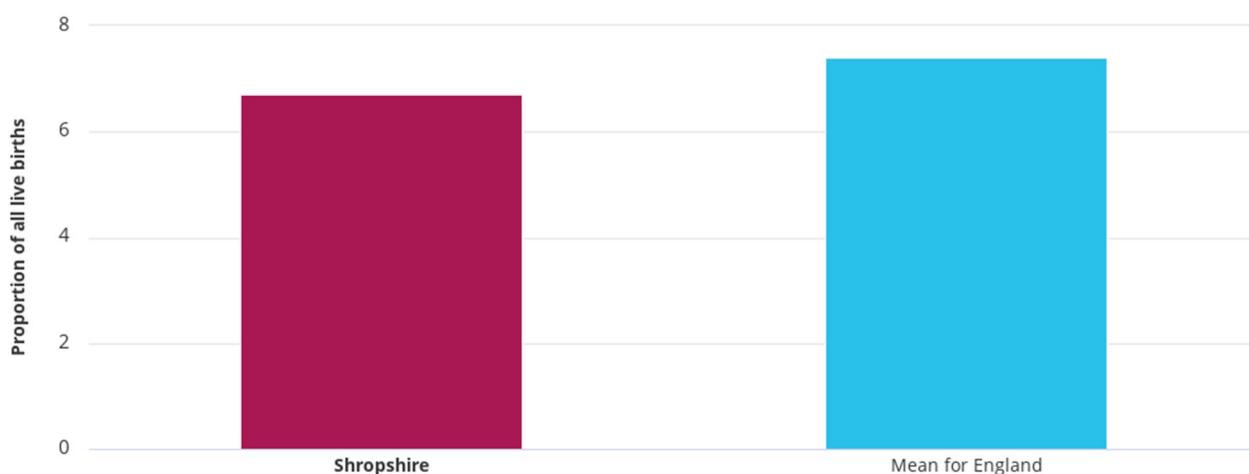


Figure 25: Excess weight (overweight or obese) and obesity in primary school aged children in Shropshire and England

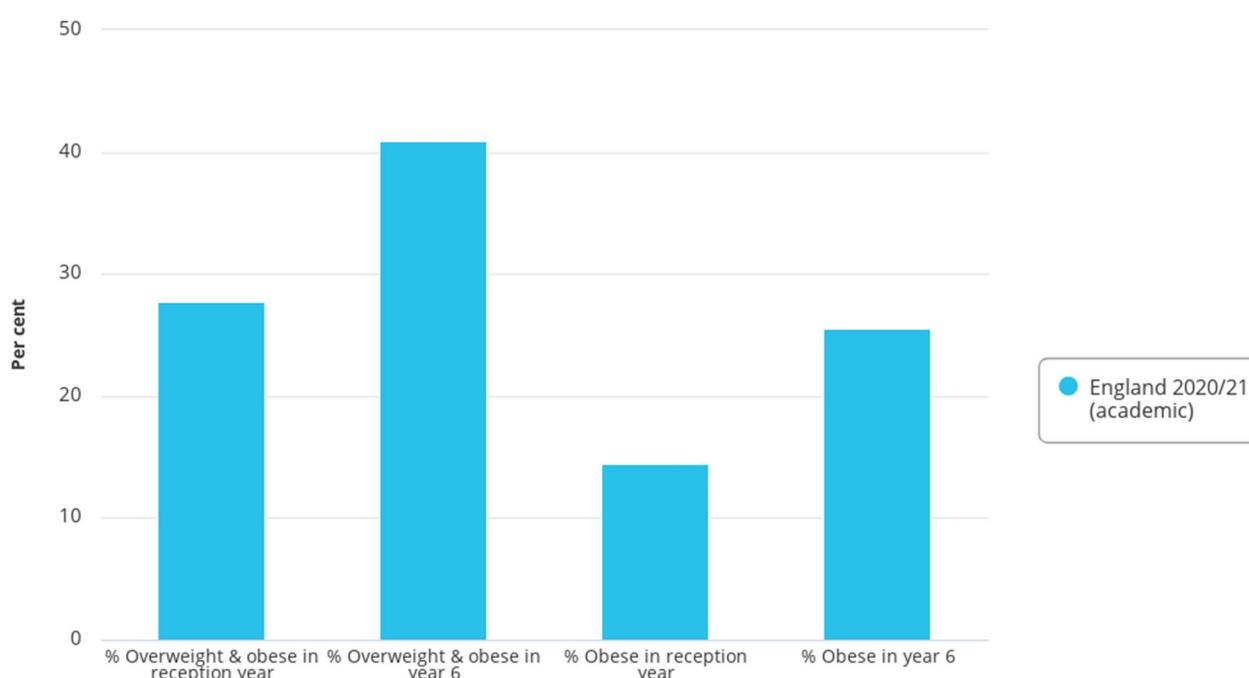
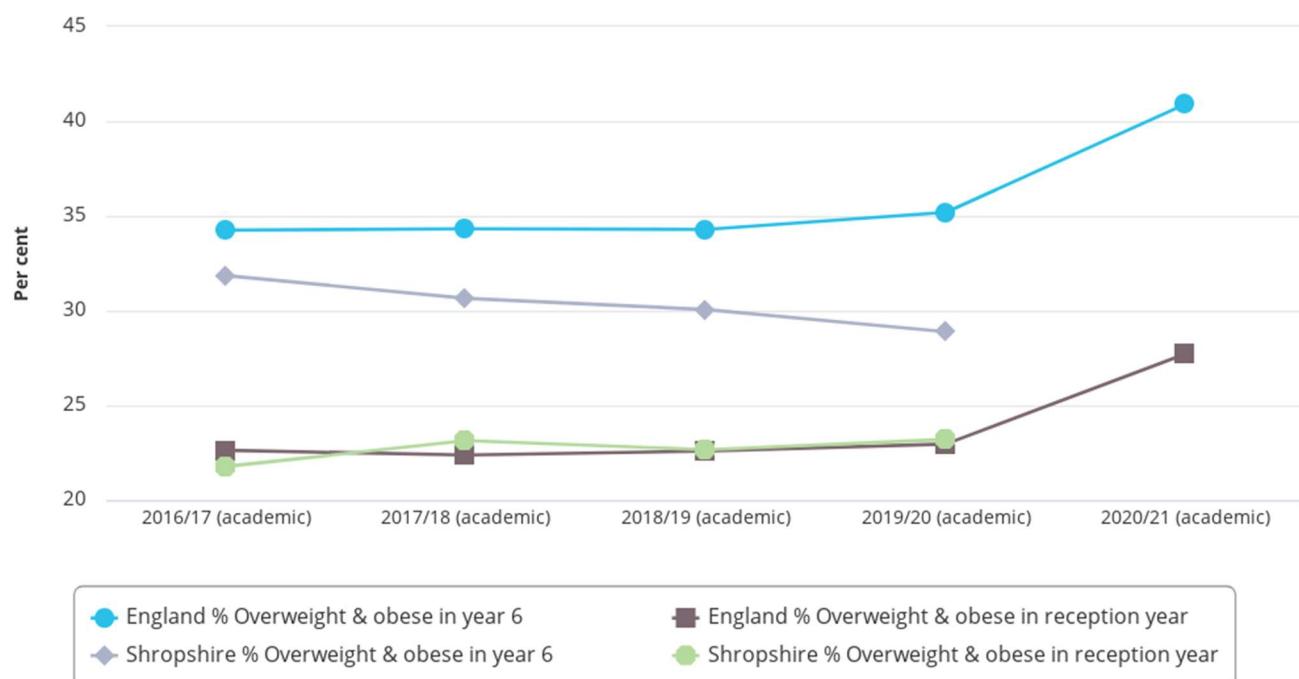


Figure 26: Excess weight (overweight or obese) in children in Shropshire and England



The Early Years Foundation Stage Profile (EYFSP) is a teacher assessment of a child's development at the end of the academic year in which they turn five. This is a key measure of early years development across a wide range of developmental areas. Children from more deprived backgrounds are more at risk of poorer development and the evidence shows that differences related to social background emerge early in life.

Figure 27: Percentage of all children achieving at least the expected level in the prime areas of learning and in the specific areas of literacy and mathematics at foundation stage (2018/19 (academic)) for Shropshire

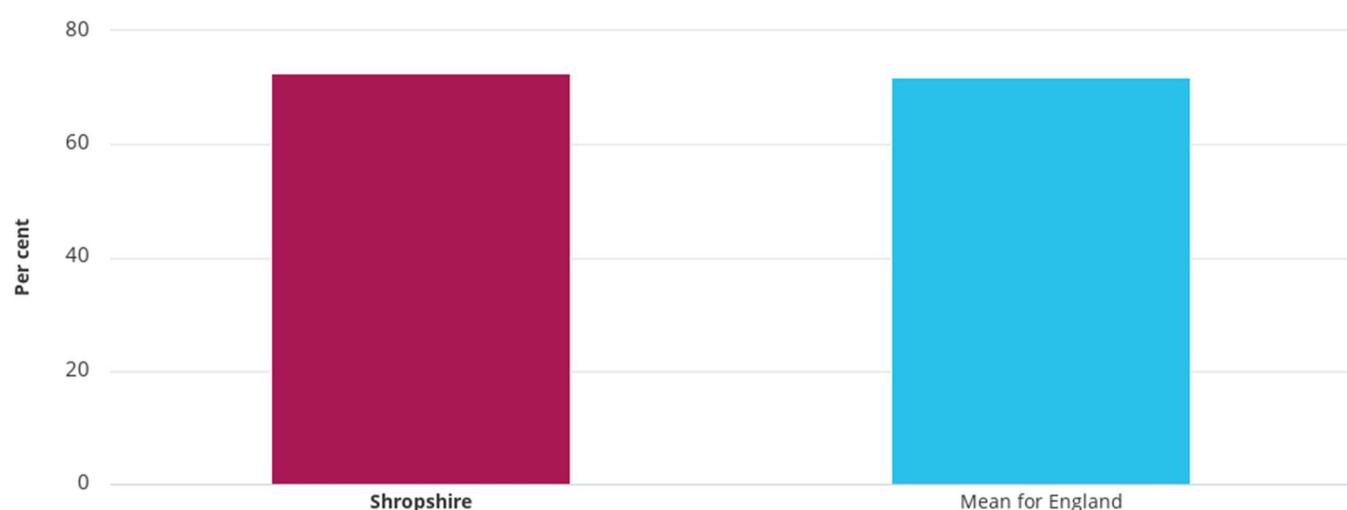


Figure 28: Percentage of half days missed due to overall absence in primary schools (2020/21 (academic)) & Percentage of half days missed due to overall absence in secondary schools (2020/21 (academic)) for Shropshire & England

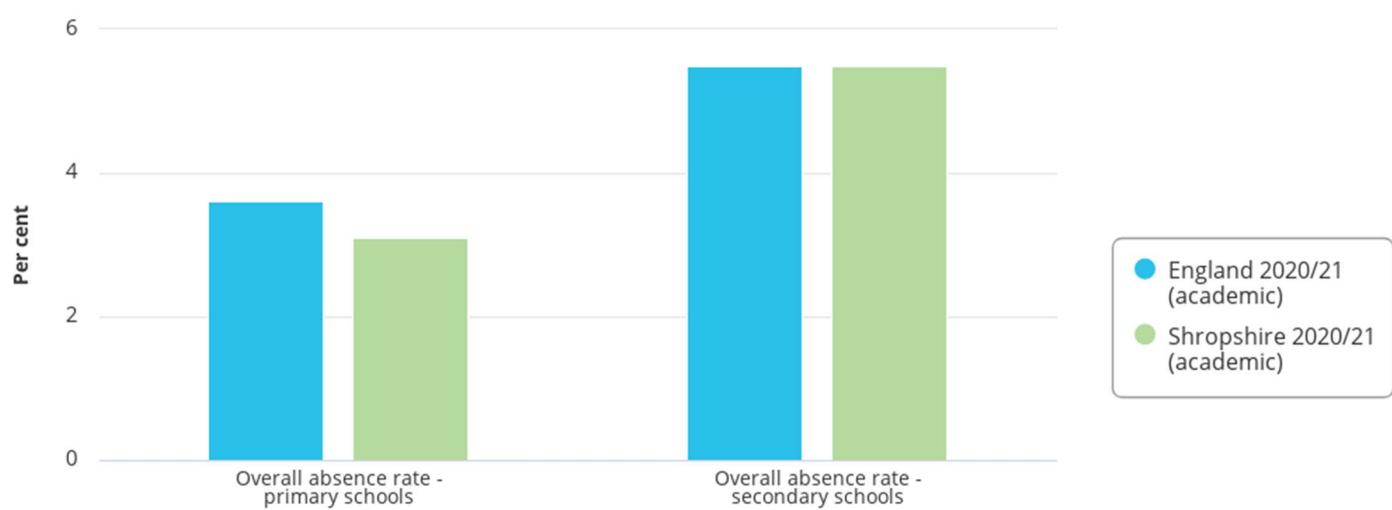


Figure 29: Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (2015) for Shropshire

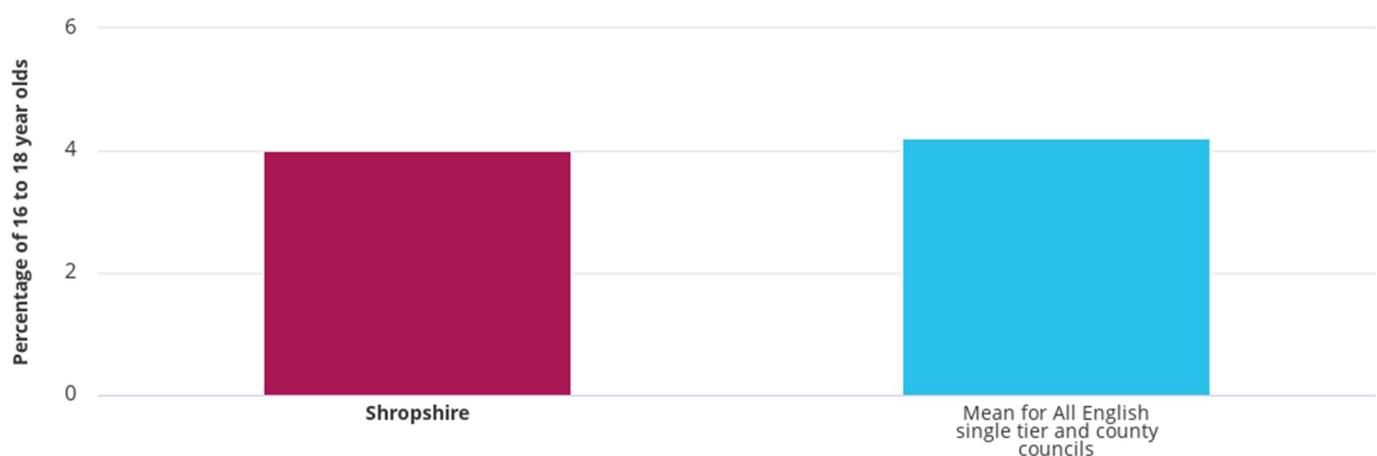
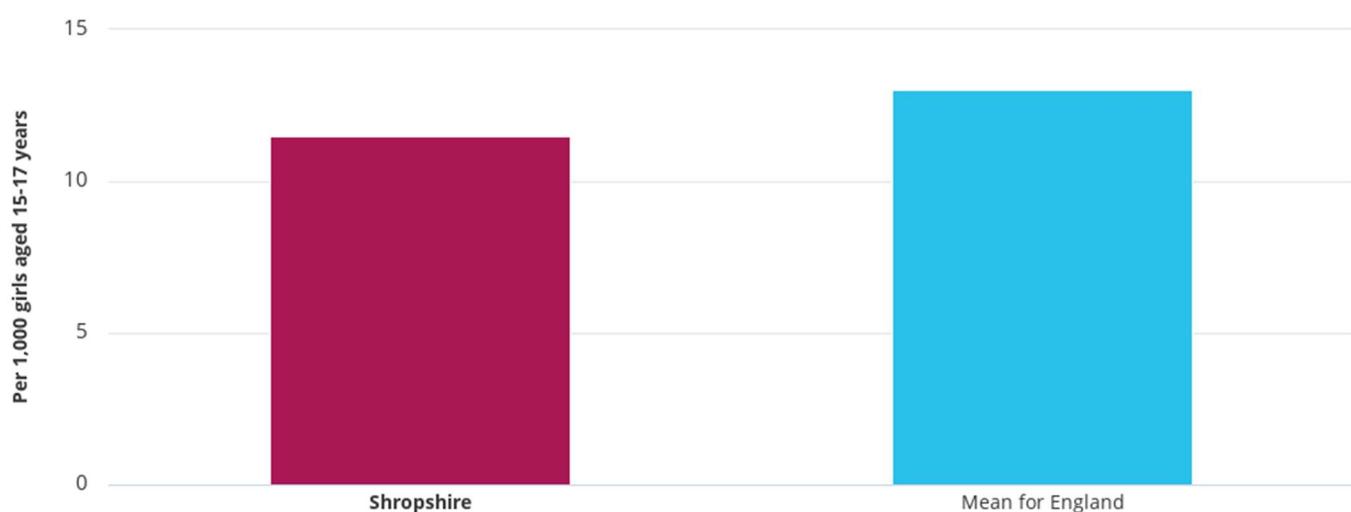


Figure 30: Under 18 conception rate (per 1,000 girls aged 15-17 years) (2013) for Shropshire and England



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, Telford and Wrekin ICB. This section describes the current provision of these services within Shropshire.

There are 47 pharmaceutical service providers of which one is distance-selling. There are no appliance contractors (*Pharmacists which specialise in appliance devices, including customisation*). There are also 17 GP dispensing practices spread throughout Shropshire.

Figure 31: Number of pharmacies and dispensing practices

| Community Pharmacies | Distance Selling Pharmacies | Shropshire, Telford and Wrekin ICS GP Dispensing Practices |
|----------------------|-----------------------------|--|
| 47 | 1 | 17 |

- One STW ICS GP Dispensing Practice operates two branches which are both dispensing sites, (making 18 STW ICS Dispensing Practice sites).
- In addition to STW ICS Dispensing Practices/Sites there is one Dispensing Practice from a neighbouring system physically located with Shropshire (making 19 sites in total for Dispensing Practice sites within Shropshire)

There are 38 GP practices in Shropshire, of which 17 GP Practices are dispensing practices, (1 practice has two dispensing branch sites). 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 15 GP Practices that dispense to approximately 108,750 patients in Shropshire. Dispensary opening hours usually reflect the opening times of the practice. 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.

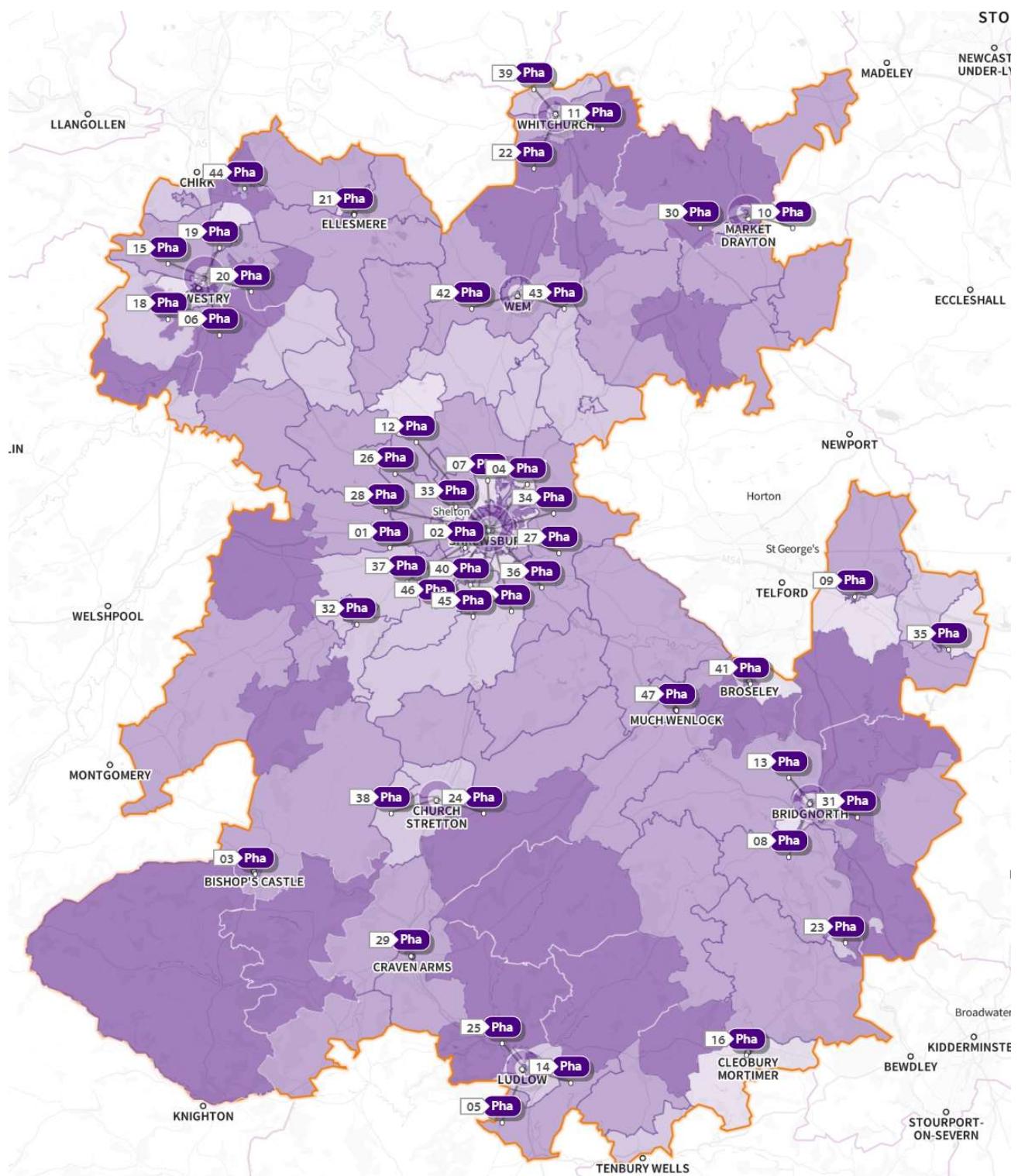
There are three community hospitals open in Shropshire which are sited throughout the county. The community hospitals are based in Ludlow, Whitchurch and Bridgnorth.

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 Midland Partnership 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.

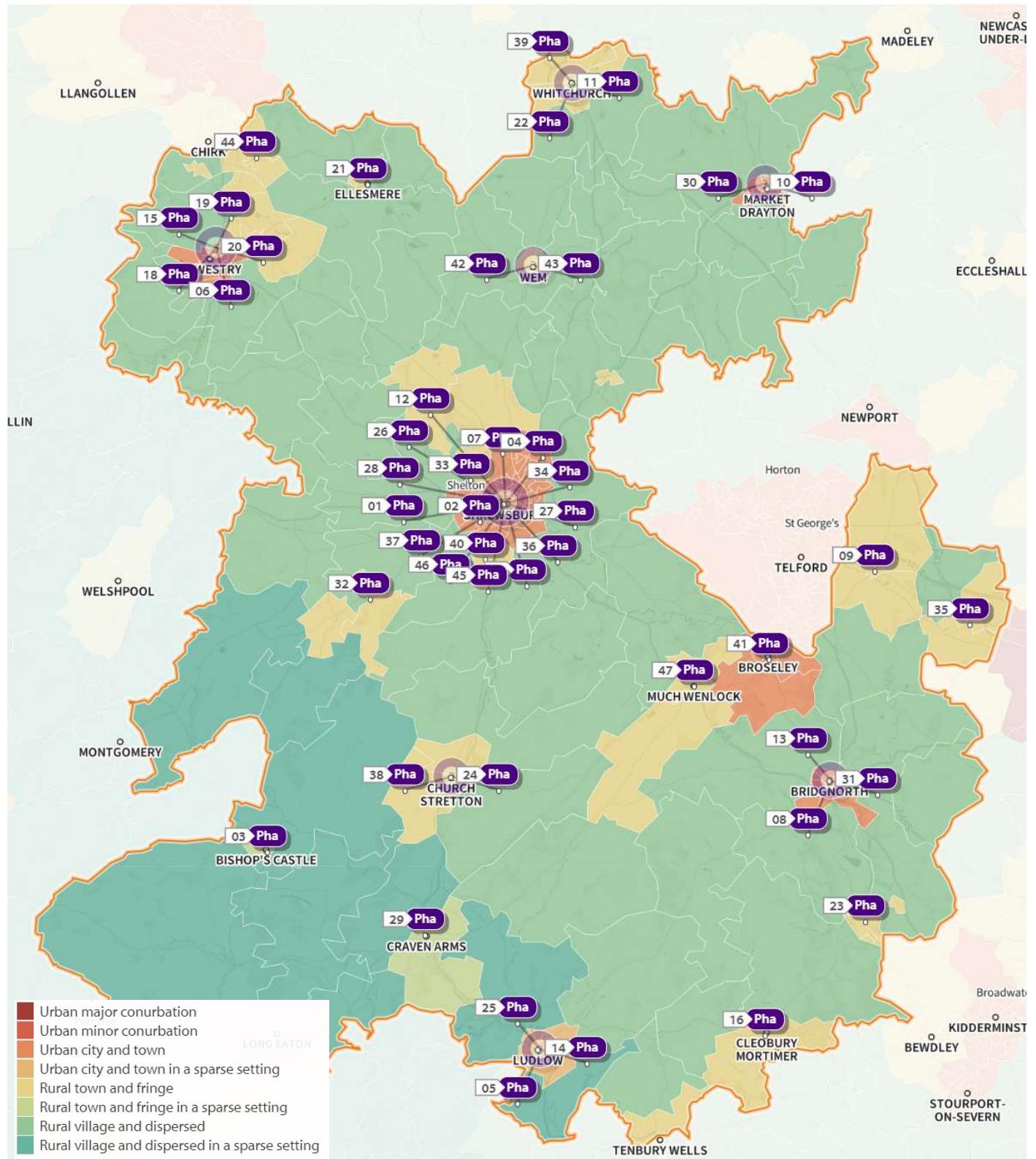
Figure 32: Community Pharmacies by Index of Multiple Deprivation local quintile



The colours represent the quintiles:

- 33.26 to 92.73: 9 areas
- 21.56 to 33.25: 46 areas
- 14.25 to 21.55: 66 areas
- 8.63 to 14.24: 46 areas
- 0.54 to 8.62: 26 areas

Figure 33: Community Pharmacies by rural and urban classification

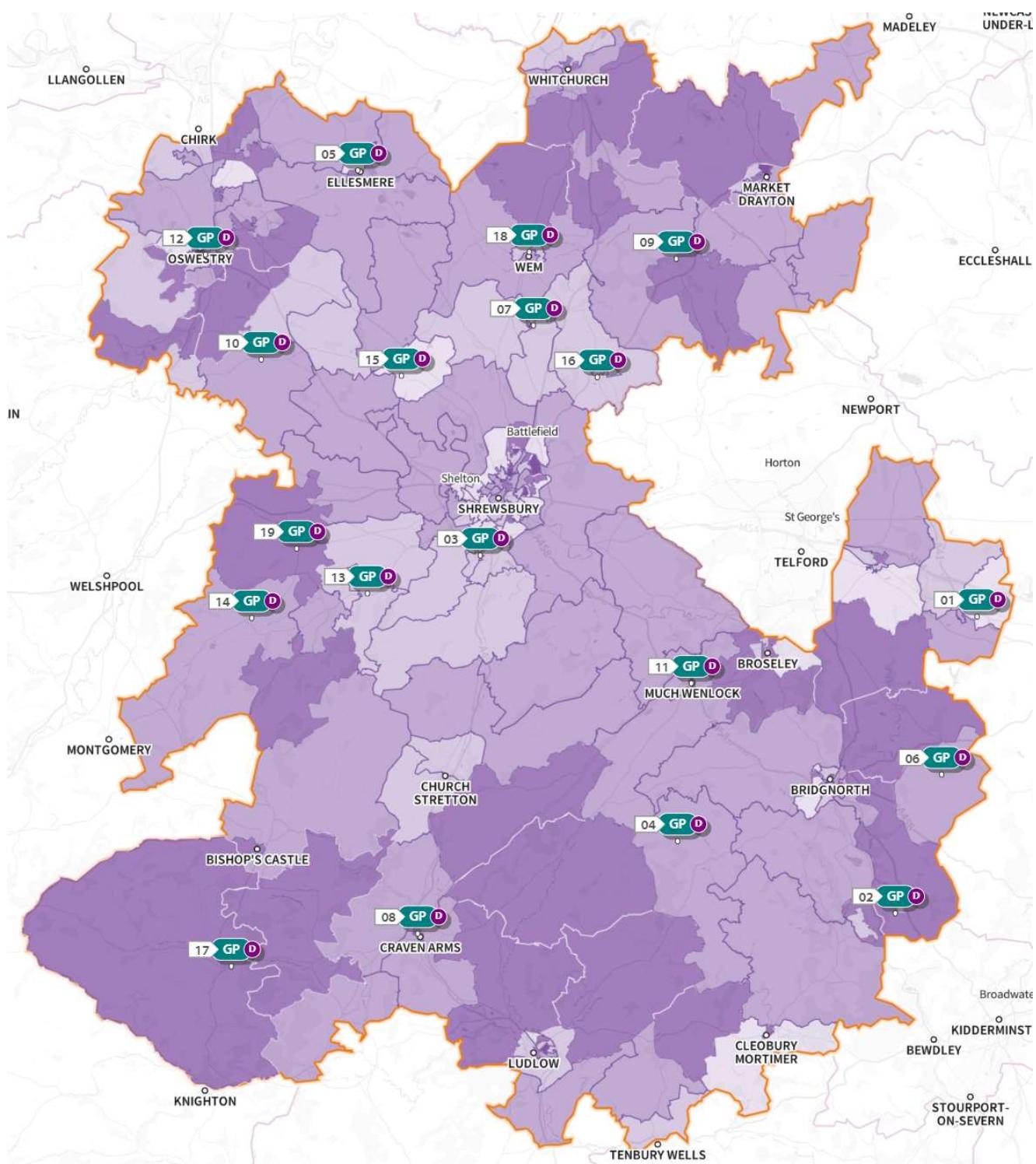


Source: *Rural and urban classification, ONS, 2011*
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Figure 34:Key for pharmacy maps

| Map index | Name | Address | Town |
|-----------|----------------------------|------------------------------|-------------------|
| 1 | Asda Pharmacy | Old Potts Way | Shrewsbury |
| 2 | Bicton Heath Pharmacy | Bicton Heath Shopping Centre | Shrewsbury |
| 3 | Bishops Castle Pharmacy | The Pharmacy | Bishops Castle |
| 4 | Boots | 7-9 Pride Hill | Shrewsbury |
| 5 | Boots | 34 Bull Ring | Ludlow |
| 6 | Boots | 5-7 Church Street | Oswestry |
| 7 | Boots | 37 Mytton Oak Road | Shrewsbury |
| 8 | Boots | 30-31 High Street | Bridgnorth |
| 9 | Boots | 7 Cheapside | Shifnal |
| 10 | Boots | 48-50 Cheshire Street | Market Drayton |
| 11 | Boots | 10-14 Watergate Street | Whitchurch |
| 12 | Boots | Meole Brace Retail Park | Shrewsbury |
| 13 | Bridgnorth Pharmacy | 2 Mill Street | Bridgnorth |
| 14 | Brown and Francis | 49 Bull Ring | Ludlow |
| 15 | Cambrian Pharmacy | Cambrian Medical Centre | Oswestry |
| 16 | Cleobury Pharmacy | Cleobury Pharmacy | Cleobury Mortimer |
| 17 | Conway Pharmacy | 238 Monkmoor Road | Shrewsbury |
| 18 | Day Lewis Pharmacy | Oswald Road | Oswestry |
| 19 | Day Lewis Pharmacy | The Former Ticket Office | Gobowen |
| 20 | Day Lewis Pharmacy | 14 English Walls | Oswestry |
| 21 | Day-Night Pharmacy Limited | 5 Cross Street | Ellesmere |
| 22 | Green End Pharmacy | 11-13 Green End | Whitchurch |
| 23 | Highley Pharmacy | Beulah House | Highley |
| 24 | Hillside Pharmacy | 18 Sandford Avenue | Church Stretton |
| 25 | LloydsPharmacy | 116-119 Lower Galderford | Ludlow |
| 26 | LloydsPharmacy | Meole Brace Retail Park | Shrewsbury |
| 27 | Lunts Healthcare Limited | The Tannery | Shrewsbury |
| 28 | Lunts Pharmacies | 1-3 Hereford Road | Shrewsbury |
| 29 | Lunts Pharmacy | Drovers' House | Craven Arms |
| 30 | Murrays Healthcare | Medical Centre | Market Drayton |
| 31 | Murrays Healthcare | Northgate Health Centre | Bridgnorth |
| 32 | Pontesbury Pharmacy | Main Road | Shrewsbury |
| 33 | Radbroke Green Pharmacy | Bank Farm Road | Shrewsbury |
| 34 | Rhodes | 28 Claremont Hill | Shrewsbury |
| 35 | Rhodes TC Chemist | 77 High Street | Albrighton |
| 36 | Rowlands Pharmacy | Severn Fields Health Centre | Shrewsbury |
| 37 | Rowlands Pharmacy | Marsden Medical Practice | Shrewsbury |
| 38 | Rowlands Pharmacy | 40 Sandford Avenue | Church Stretton |
| 39 | Rowlands Pharmacy | 11 High Street | Whitchurch |
| 40 | Rowlands Pharmacy | 7 Lansdowne Road | Shrewsbury |
| 41 | Rowlands Pharmacy | 80 High Street | Broseley |
| 42 | Rowlands Pharmacy | Unit 1 | Wem |
| 43 | Rowlands Pharmacy | Wem and Prees Med Prac | Wem |
| 44 | St Martins Pharmacy | Stans Superstore | Oswestry |
| 45 | Tesco Pharmacy | Cattle Market | Shrewsbury |
| 46 | Well | 101 Mount Pleasant Road | Shrewsbury |
| 47 | Wenlock Pharmacy | 14 High Street | Much Wenlock |

Figure 35: Dispensing GP Practices by Index of Multiple Deprivation local quintile



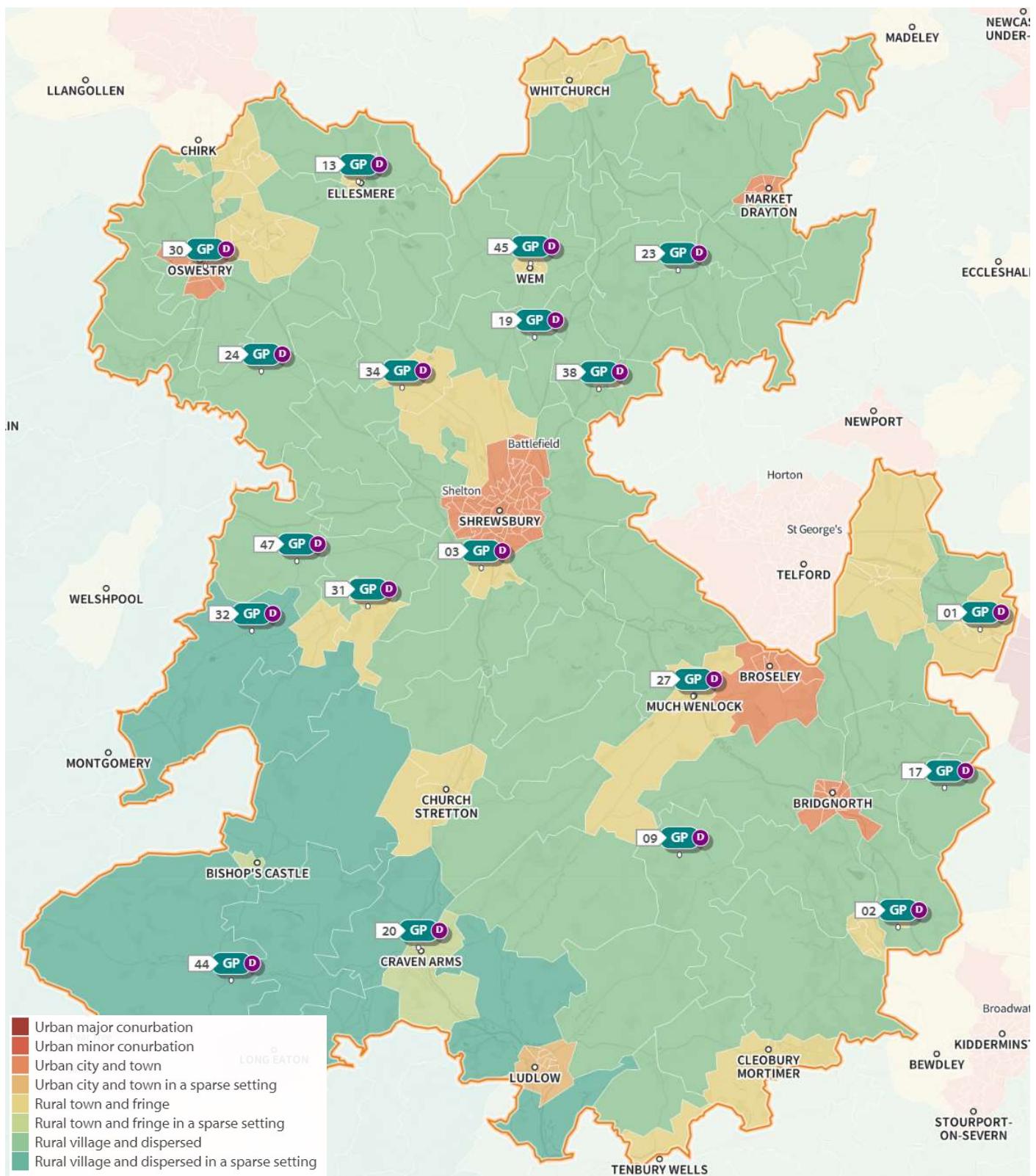
The colours represent the quintiles:

- 33.26 to 92.73: 9 areas
- 21.56 to 33.25: 46 areas
- 14.25 to 21.55: 66 areas
- 8.63 to 14.24: 46 areas
- 0.54 to 8.62: 26 areas

Figure 36 – Dispensing GP Practices and deprivation score

| Map index | Name | Address | Town | IMD Score of Surrounding LSOA |
|-----------|---|--------------------|--------------|-------------------------------|
| 1 | Albrighton Medical Practice | Shaw Lane | Albrighton | 4.70 |
| 2 | Alveley Medical Practice | Village Road | Bridgnorth | 22.23 |
| 3 | Beeches Medical Practice | 1 Beeches Road | Shrewsbury | 9.94 |
| 4 | Brown Clee Medical Centre | Ditton Surgery | Bridgnorth | 19.38 |
| 5 | Churchmere Medical Group | Trimpley Street | Ellesmere | 7.51 |
| 6 | Claverley Medical Practice | Spicers Close | Claverley | 14.62 |
| 7 | Clive Medical Practice | 20 High Street | Shrewsbury | 10.46 |
| 8 | Craven Arms Medical Practice | 20 Shrewsbury Road | Craven Arms | 30.82 |
| 9 | Hodnet Medical Practice | 18 Drayton Road | Hodnet | 23.74 |
| 10 | Knockin Medical Centre | Knockin | Oswestry | 16.66 |
| 11 | Much Wenlock & Cressage Medical Practice | Kingsway Lodge | Much Wenlock | 15.61 |
| 12 | Plas Ffynnon Medical Centre | Middleton Road | Oswestry | 11.01 |
| 13 | Pontesbury & Worthen Medical Practice | Hall Bank | Shrewsbury | 10.13 |
| 14 | Pontesbury & Worthen Medical Practice: Worthen Medical Practice | The Village Hall | Shrewsbury | 21.32 |
| 15 | Prescott Surgery | Prescott Fields | Shrewsbury | 7.01 |
| 16 | Shawbury Medical Practice | Poynton Road | Shrewsbury | 12.62 |
| 17 | The Meadows Medical Practice | Turnpike Meadow | Clun | 22.24 |
| 18 | Wem and Prees Medical Practice | New Street | Shrewsbury | 10.63 |
| 19 | Westbury Medical Centre | Vennington Road | Shrewsbury | 24.49 |

Figure 37: Dispensing GP Practices by rural and urban classification



Source: Rural and urban classification, ONS, 2011
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Figure 38: Key for dispensing GP practice maps

| Dispensing GP Map Code | Shropshire, Telford and Wrekin ICS GP Dispensing Pharmacy | Practice Population (as of 01 st Jan 2022) |
|------------------------|---|---|
| 1 | Albrighton Medical Practice | 8,161 |
| 2 | Alveley Medical Practice | 2,346 |
| 3 | Beeches Medical Practice | 6,695 |
| 19 | Clive Surgery | 4,664 |
| 20 | Craven Arms Medical Practice | 4,045 |
| 13 | Churchmere Medical Practice (Ellesmere branch only) | 20,764 |
| 23 | Hodnet Medical Practice | 3,450 |
| 44 | Meadows Medical Practice | 3,030 |
| 24 | Knockin Medical Centre | 3,797 |
| 27 | Much Wenlock & Cressage Medical Practice (Cressage Branch only) | 8,303 |
| 30 | Plas Ffynnon Medical Centre | 9,265 |
| 31 + 32 | Pontesbury & Worthen Medical Practice | 10,362 |
| 34 | Prescott Surgery | 7,345 |
| 38 | Shawbury Medical Practice | 4,459 |
| 45 | Wem & Prees Medical Practice (Prees branch only) | 12,064 |
| 47 | Westbury Medical Centre | 2,790 |
| 19 | Brown Clee Medical Practice | 3,782 |
| | Total All Dispensing Practices | 115,382 |

Figure 39: Pharmacies per head of population in Shropshire 2022 vs 2022 in England

| | |
|---|----------------|
| England (Pharmacies only) | 1:4,870 |
| England (Pharmacies + Dispensing GP Practices) | 1:4,462 |
| Shropshire (Pharmacies only) | 1:6,829 |
| Shropshire (Pharmacies + Dispensing GP Practice sites*) | 1:4,863 |

*Dispensing GP Practice sites = 17 Shropshire, Telford and Wrekin dispensing GP Practices +1 Practices dispenses from two branch sites + 1 Staffordshire GP Dispensing Practice which is on the border between Shropshire and Staffordshire (47 pharmacies + 19 different sites for GP dispensing Practices)

Source: GP Patient Registered Population (CSU Q1 2022-23), ONS for England population 2021 estimate and Pharmaceutical Journal (quoting NHS source)

The number of pharmacies per head of population in Shropshire is nearly a third lower than the national figure.

Financial pressures and viability of pharmacies has led to a reduction in overall supply.

When comparing 2022 to 2017 one can see there's been a slight increase population per pharmacy. This is likely a consequent of a combination of demographic change and financial pressures with a changes to the viability of pharmacies leading to pressure on overall supply.

Figure 40: 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

When comparing the ratio of pharmacies between England and Shropshire one can see a significant difference; there are 4,870 people per pharmacy in England compared to 6,829 in Shropshire. However, when adding in dispensing practices the ratios are very similar.

This dependence on dispensing practices is characteristic of largely rural areas with dispersed populations. This is particularly true for Shropshire, which has over 3 times the number of dispensing practices compared to neighbouring Staffordshire, despite its larger population.

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
- Electronic Prescription Service
- Discharge Medicine Service
- Healthy Living Pharmacies

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. Both nationally and within Shropshire there has been a growth in the number of monthly items prescribed; on average 518,258 items were prescribed each month in 2021-22 within Shropshire, (ePACT2). 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.

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 95% 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 a number of 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.

Feedback from pharmacies has generally been good. NHS England is carrying out further work 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

Healthy living pharmacies

The Healthy Living Pharmacy (HLP) framework is aimed at achieving consistent provision of a broad range of health promotion interventions through community pharmacies to meet local need, improving the health and wellbeing of the local population and helping to reduce health inequalities.

Community pharmacy contractors will be required to become an HLP in 2020/21 as agreed in the five-year CPCF; this reflects the priority attached to public health and prevention work.

Electronic Prescription Service

The Electronic Prescription Service (EPS) enables prescriptions to be sent electronically from a prescriber to the pharmacy and then on to the NHSBSA for payment.

At least two thirds of all prescriptions generated in primary care are for patients needing repeat supplies of regular medicines, and since 2005 repeat dispensing has been an Essential Service within the Community Pharmacy Contractual Framework (CPCF).

Discharge Medicines Service

The Discharge Medicines Service (DMS) became a new Essential service within the Community Pharmacy Contractual Framework (CPCF) on 15th February 2021.

This service, which all pharmacy contractors have to provide, was originally trialed in the 5-year CPCF agreement, with a formal announcement regarding the service made by the Secretary of State for Health and Social Care in February 2020.

From 15th February 2021, NHS Trusts were able to refer patients who would benefit from extra guidance around prescribed medicines for provision of the DMS at their community pharmacy. The service has been identified by NHS England's Medicines Safety Improvement Programme to be a significant contributor to the safety of patients at transitions of care, by reducing readmissions to hospital.

Advanced pharmacy services

There are eight advanced services within the NHS Community Pharmacy Contractual Framework (CPCF). 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.

A summary of each pharmacy and advanced services they provide can be found in appendix 3.

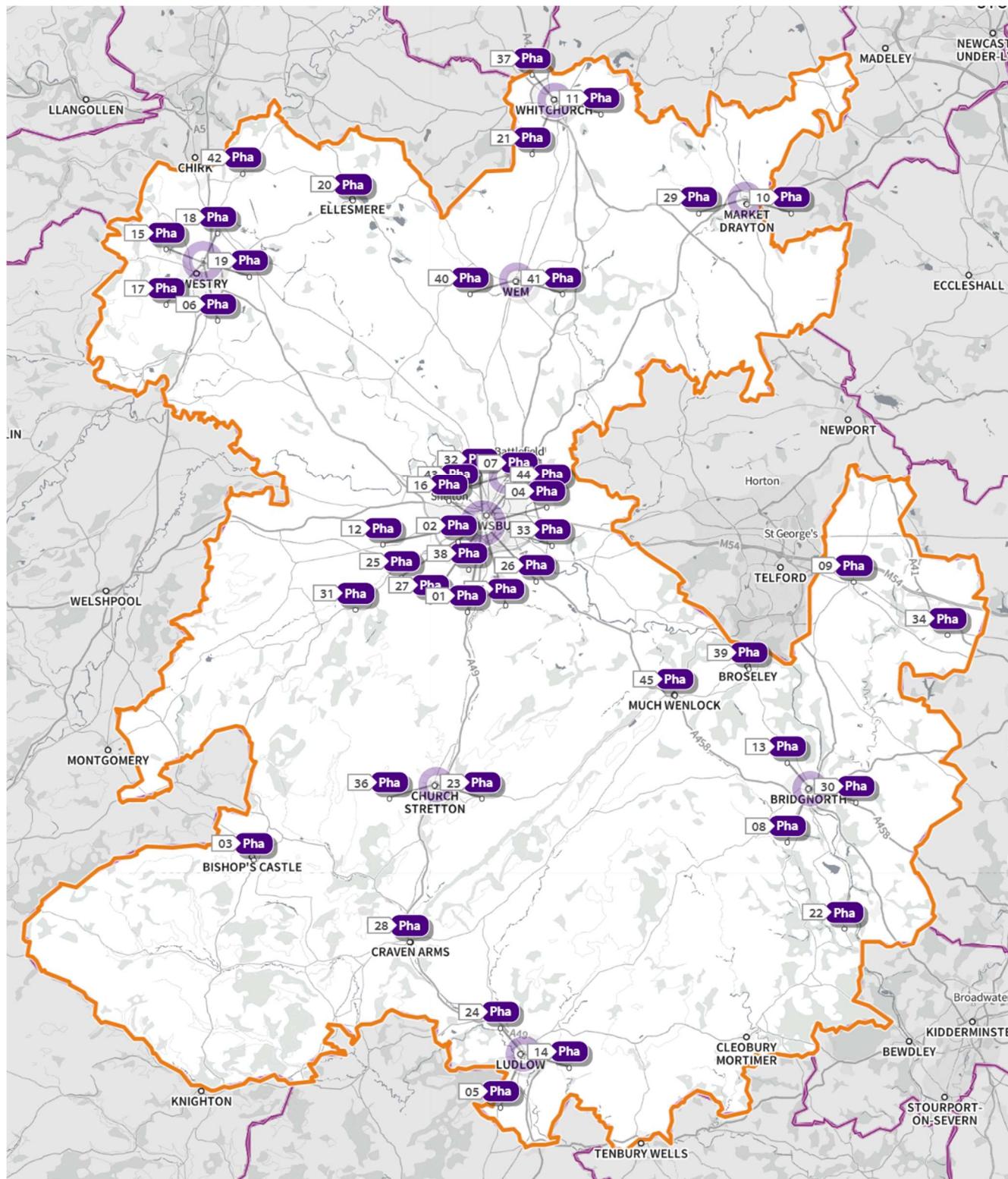
Community Pharmacist Consultation Service (CPCS)

The NHS Community Pharmacist Consultation Service launched on 29th October 2019 as an Advanced Service.

Since 1st November 2020, general practices have been able to refer patients for a minor illness consultation via CPCS, once a local referral pathway has been agreed.

It replaces services offered previously through the Common and Minor Ailment scheme.

Figure 41 – Pharmacies providing CPCS



Source: PNA Community Pharmacy Questionnaire 2022
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Figure 42 – Pharmacies providing CPCS

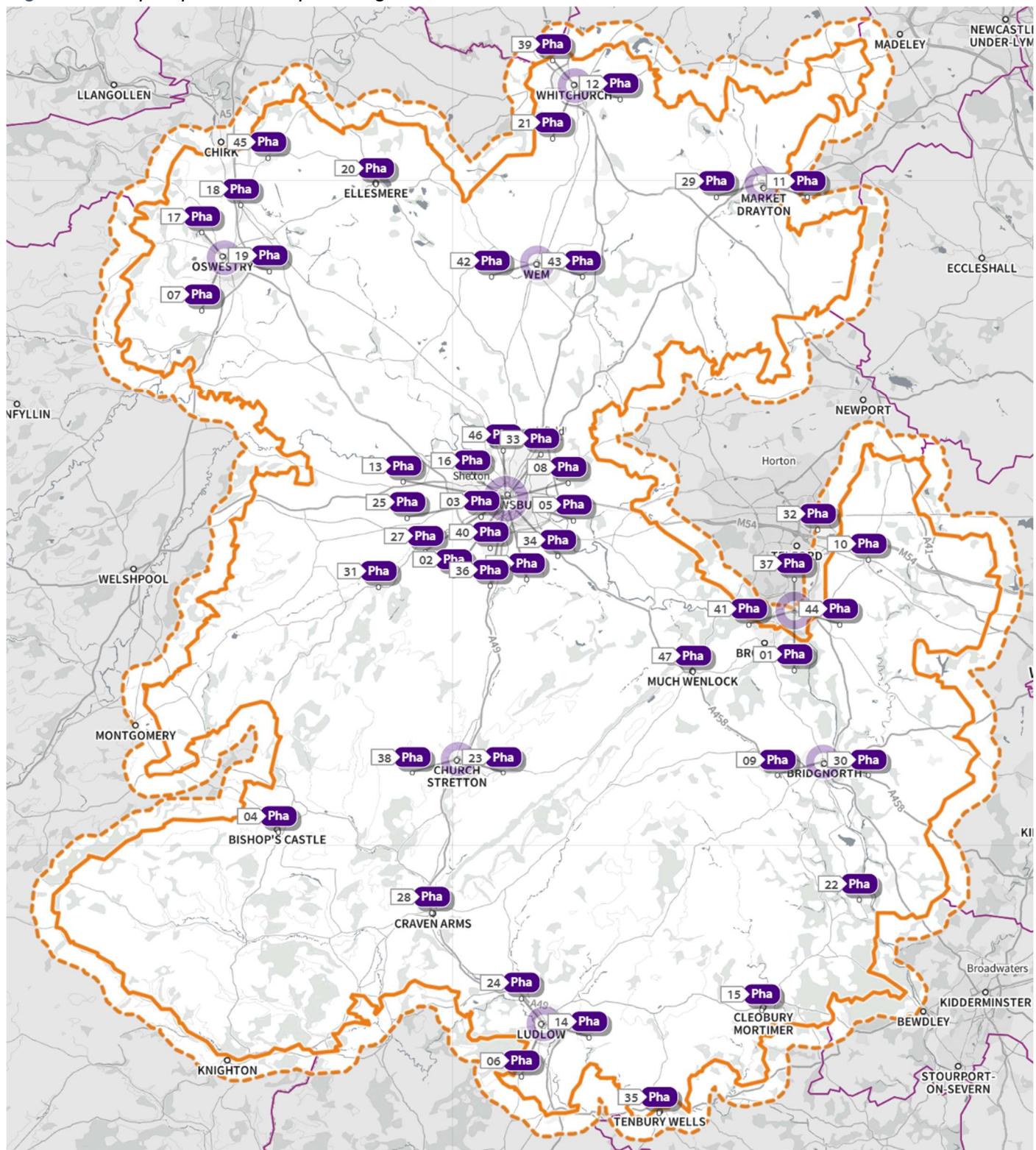
| Map index | Name | Address | Town |
|-----------|----------------------------|------------------------------|-----------------|
| 1 | Asda Pharmacy | Old Potts Way | Shrewsbury |
| 2 | Bicton Heath Pharmacy | Bicton Heath Shopping Centre | Shrewsbury |
| 3 | Bishops Castle Pharmacy | The Pharmacy | Bishops Castle |
| 4 | Boots | 7-9 Pride Hill | Shrewsbury |
| 5 | Boots | 34 Bull Ring | Ludlow |
| 6 | Boots | 5-7 Church Street | Oswestry |
| 7 | Boots | 37 Mytton Oak Road | Shrewsbury |
| 8 | Boots | 30-31 High Street | Bridgnorth |
| 9 | Boots | 7 Cheapside | Shifnal |
| 10 | Boots | 48-50 Cheshire Street | Market Drayton |
| 11 | Boots | 10-14 Watergate Street | Whitchurch |
| 12 | Boots | Meole Brace Retail Park | Shrewsbury |
| 13 | Bridgnorth Pharmacy | 2 Mill Street | Bridgnorth |
| 14 | Brown and Francis | 49 Bull Ring | Ludlow |
| 15 | Cambrian Pharmacy | Cambrian Medical Centre | Oswestry |
| 16 | Conway Pharmacy | 238 Monkmoor Road | Shrewsbury |
| 17 | Day Lewis Pharmacy | Oswald Road | Oswestry |
| 18 | Day Lewis Pharmacy | The Former Ticket Office | Gobowen |
| 19 | Day Lewis Pharmacy | 14 English Walls | Oswestry |
| 20 | Day-Night Pharmacy Limited | 5 Cross Street | Ellesmere |
| 21 | Green End Pharmacy | 11-13 Green End | Whitchurch |
| 22 | Highley Pharmacy | Beulah House | Highley |
| 23 | Hillside Pharmacy | 18 Sandford Avenue | Church Stretton |
| 24 | LloydsPharmacy | 116-119 Lower Galderford | Ludlow |
| 25 | LloydsPharmacy | Meole Brace Retail Park | Shrewsbury |
| 26 | Lunts Healthcare Limited | The Tannery | Shrewsbury |
| 27 | Lunts Pharmacies | 1-3 Hereford Road | Shrewsbury |
| 28 | Lunts Pharmacy | Drovers' House | Craven Arms |
| 29 | Murrays Healthcare | Medical Centre | Market Drayton |
| 30 | Murrays Healthcare | Northgate Health Centre | Bridgnorth |
| 31 | Pontesbury Pharmacy | Main Road | Shrewsbury |
| 32 | Radbrook Green Pharmacy | Bank Farm Road | Shrewsbury |
| 33 | Rhodes | 28 Claremont Hill | Shrewsbury |
| 34 | Rhodes TC Chemist | 77 High Street | Wolverhampton |
| 35 | Rowlands Pharmacy | Marsden Medical Practice | Shrewsbury |
| 36 | Rowlands Pharmacy | 40 Sandford Avenue | Church Stretton |
| 37 | Rowlands Pharmacy | 11 High Street | Whitchurch |
| 38 | Rowlands Pharmacy | 7 Lansdowne Road | Shrewsbury |
| 39 | Rowlands Pharmacy | 80 High Street | Broseley |
| 40 | Rowlands Pharmacy | Unit 1 | Wem |
| 41 | Rowlands Pharmacy | Wem and Prees Med Prac | Wem |
| 42 | St Martins Pharmacy | Stans Superstore | Oswestry |
| 43 | Tesco Pharmacy | Cattle Market | Shrewsbury |
| 44 | Well | 101 Mount Pleasant Road | Shrewsbury |
| 45 | Wenlock Pharmacy | 14 High Street | Much Wenlock |

Rowlands Pharmacy (Branch: 1071 – Harlescott, FA94) are due to offer soon. Only Cleobury Mortimer Pharmacy have indicated they do not provide or intend to provide this service according to the community pharmacy questionnaire.

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.

Figure 43: Map of pharmacies providing Influenza Adult Vaccination Service



Source: NHSE 2021/22

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Figure 44: Key for map of Provision of Influenza Vaccination Service in Shropshire 2021-22 with activity numbers

| Map index | Name | Address | Town | Activity |
|-----------|----------------------------|------------------------------|-------------------|----------|
| 1 | Anstice Pharmacy | 7 Anstice Square | Telford | 159 |
| 2 | Asda Pharmacy | Old Potts Way | Shrewsbury | 85 |
| 3 | Bicton Heath Pharmacy | Bicton Heath Shopping Centre | Shrewsbury | 344 |
| 4 | Bishops Castle Pharmacy | The Pharmacy | Bishops Castle | 48 |
| 5 | Boots | 7-9 Pride Hill | Shrewsbury | 2302 |
| 6 | Boots | 34 Bull Ring | Ludlow | 511 |
| 7 | Boots | 5-7 Church Street | Oswestry | 1487 |
| 8 | Boots | 37 Mytton Oak Road | Shrewsbury | 1136 |
| 9 | Boots | 30-31 High Street | Bridgnorth | 966 |
| 10 | Boots | 7 Cheapside | Shifnal | 850 |
| 11 | Boots | 48-50 Cheshire Street | Market Drayton | 995 |
| 12 | Boots | 10-14 Watergate Street | Whitchurch | 776 |
| 13 | Boots | Meole Brace Retail Park | Shrewsbury | 1048 |
| 14 | Brown and Francis | 49 Bull Ring | Ludlow | 71 |
| 15 | Cleobury Pharmacy | Cleobury Pharmacy | Cleobury Mortimer | 87 |
| 16 | Conway Pharmacy | 238 Monkmoor Road | Shrewsbury | 1843 |
| 17 | Day Lewis Pharmacy | Oswald Road | Oswestry | 221 |
| 18 | Day Lewis Pharmacy | The Former Ticket Office | Gobowen | 373 |
| 19 | Day Lewis Pharmacy | 14 English Walls | Oswestry | 1844 |
| 20 | Day-Night Pharmacy Limited | 5 Cross Street | Ellesmere | 286 |
| 21 | Green End Pharmacy | 11-13 Green End | Whitchurch | 1027 |
| 22 | Highley Pharmacy | Beulah House | Highley | 438 |
| 23 | Hillside Pharmacy | 18 Sandford Avenue | Church Stretton | 218 |
| 24 | LloydsPharmacy | 116-119 Lower Galderford | Ludlow | 547 |
| 25 | LloydsPharmacy | Meole Brace Retail Park | Shrewsbury | 1038 |
| 26 | Lunts Healthcare Limited | The Tannery | Shrewsbury | 552 |
| 27 | Lunts Pharmacies | 1-3 Hereford Road | Shrewsbury | 352 |
| 28 | Lunts Pharmacy | Drovers' House | Craven Arms | 647 |
| 29 | Murrays Healthcare | Medical Centre | Market Drayton | 78 |
| 30 | Murrays Healthcare | Northgate Health Centre | Bridgnorth | 178 |
| 31 | Pontesbury Pharmacy | Main Road | Shrewsbury | 1654 |
| 32 | Priorslee Pharmacy | The Barn | Telford | 111 |
| 33 | Radbrook Green Pharmacy | Bank Farm Road | Shrewsbury | 234 |
| 34 | Rhodes | 28 Claremont Hill | Shrewsbury | 719 |
| 35 | Rowlands Pharmacy | 7-9 Teme Street | Tenbury Wells | 292 |
| 36 | Rowlands Pharmacy | Marsden Medical Practice | Shrewsbury | 172 |
| 37 | Rowlands Pharmacy | The Pharmacy | Telford | 448 |
| 38 | Rowlands Pharmacy | 40 Sandford Avenue | Church Stretton | 146 |
| 39 | Rowlands Pharmacy | 11 High Street | Whitchurch | 205 |
| 40 | Rowlands Pharmacy | 7 Lansdowne Road | Shrewsbury | 255 |
| 41 | Rowlands Pharmacy | 80 High Street | Broseley | 186 |
| 42 | Rowlands Pharmacy | Unit 1 | Wem | 159 |
| 43 | Rowlands Pharmacy | Wem and Prees Med Prac | Wem | 293 |
| 44 | Rowlands Pharmacy | Maythorne Close | Telford | 171 |
| 45 | St Martins Pharmacy | Stans Superstore | Oswestry | 436 |
| 46 | Well | 101 Mount Pleasant Road | Shrewsbury | 916 |
| 47 | Wenlock Pharmacy | 14 High Street | Much Wenlock | 341 |

Hepatitis C testing service

The Community Pharmacy Hepatitis C Antibody Testing Service was added to the Community Pharmacy Contractual Framework (CPCF) in 2020, commencing on 1st September. The introduction of this new Advanced Service was originally trailed in the 5-year CPCF agreement, but its planned introduction in April 2020 was delayed by five months because of the COVID-19 pandemic.

The service is focused on provision of point of care testing (POCT) for Hepatitis C (Hep C) antibodies to people who inject drugs (PWIDs), i.e. individuals who inject illicit drugs, e.g. steroids or heroin, but who haven't yet moved to the point of accepting treatment for their substance use. Where people test positive for Hep C antibodies, they will be referred for a confirmatory test and treatment, where appropriate.

The overall aim of the service is to increase levels of testing for HCV amongst PWIDS who are not engaged in community drug and alcohol treatment services to:

- increase the number of diagnoses of HCV infection;
- permit effective interventions to lessen the burden of illness to the individual;
- decrease long-term costs of treatment; and
- decrease onward transmission of HCV.

As the national Hepatitis C Programme is an elimination exercise, the service will be time limited. In the first instance ran until 31st March 2022, but in March 2022, NHS England and NHS Improvement, the Department of Health and Social Care and PSNC agreed that the service should continue to be commissioned until 31st March 2023.

Hypertension case-finding service

Hypertension case-finding was commissioned as an Advanced service from 1st October 2021.

The 5-year Community Pharmacy Contractual Framework (CPCF) agreement reached in July 2019 included a plan to pilot case finding for undiagnosed cardiovascular disease.

In 2020, NHS England commenced a pilot involving pharmacies offering blood pressure checks to people 40 years and over. In some pharmacies within the pilot, where the patient's initial blood pressure reading was elevated, they would be offered 24 hour ambulatory blood pressure monitoring (ABPM), which is the gold-standard for diagnosis of hypertension.

Following the initial findings of the pilot, the Department of Health and Social Care (DHSC) and NHS England proposed the commissioning of a new Hypertension case-finding service, as an Advanced service, in the Year 3 negotiations.

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 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.

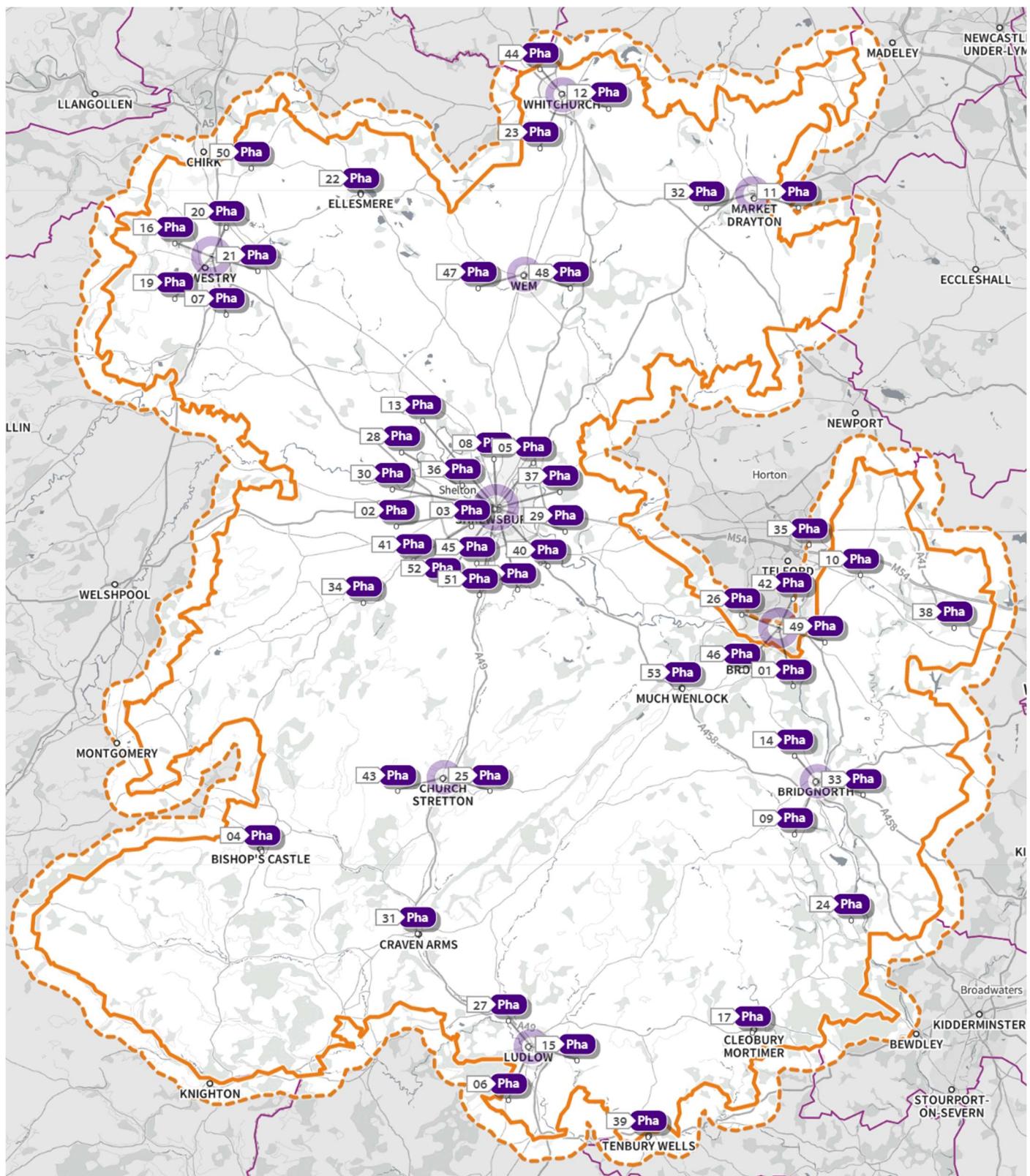
Figure 45: New Medicine Service activity 2020-21

| Area | Number of pharmacies | Number of NMS | Average number per pharmacy |
|------------|----------------------|---------------|-----------------------------|
| Shropshire | 47 | 17,030 | 362 |
| England* | 11,233** | 2,088,176 | 186 |

* England = 2021-22, <https://psnc.org.uk/>

** Using Q1 number of contractors

Figure 46 Map of Provision of New Medicine Service in Shropshire 2021-22



Source:

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Figure 47: Key for map of Provision of New Medicine Service in Shropshire 2021-22

| Map index | Name | Address | Town |
|-----------|----------------------------|------------------------------|-------------------|
| 1 | Anstice Pharmacy | 7 Anstice Square | Telford |
| 2 | Asda Pharmacy | Old Potts Way | Shrewsbury |
| 3 | Bicton Heath Pharmacy | Bicton Heath Shopping Centre | Shrewsbury |
| 4 | Bishops Castle Pharmacy | The Pharmacy | Bishops Castle |
| 5 | Boots | 7-9 Pride Hill | Shrewsbury |
| 6 | Boots | 34 Bull Ring | Ludlow |
| 7 | Boots | 5-7 Church Street | Oswestry |
| 8 | Boots | 37 Mytton Oak Road | Shrewsbury |
| 9 | Boots | 30-31 High Street | Bridgnorth |
| 10 | Boots | 7 Cheapside | Shifnal |
| 11 | Boots | 48-50 Cheshire Street | Market Drayton |
| 12 | Boots | 10-14 Watergate Street | Whitchurch |
| 13 | Boots | Meole Brace Retail Park | Shrewsbury |
| 14 | Bridgnorth Pharmacy | 2 Mill Street | Bridgnorth |
| 15 | Brown and Francis | 49 Bull Ring | Ludlow |
| 16 | Cambrian Pharmacy | Cambrian Medical Centre | Oswestry |
| 17 | Cleobury Pharmacy | Cleobury Pharmacy | Cleobury Mortimer |
| 18 | Conway Pharmacy | 238 Monkmoor Road | Shrewsbury |
| 19 | Day Lewis Pharmacy | Oswald Road | Oswestry |
| 20 | Day Lewis Pharmacy | The Former Ticket Office | Gobowen |
| 21 | Day Lewis Pharmacy | 14 English Walls | Oswestry |
| 22 | Day-Night Pharmacy Limited | 5 Cross Street | Ellesmere |
| 23 | Green End Pharmacy | 11-13 Green End | Whitchurch |
| 24 | Highley Pharmacy | Beulah House | Highley |
| 25 | Hillside Pharmacy | 18 Sandford Avenue | Church Stretton |
| 26 | Ironbridge Pharmacy | The Square | Telford |
| 27 | LloydsPharmacy | 116-119 Lower Galderford | Ludlow |
| 28 | LloydsPharmacy | Meole Brace Retail Park | Shrewsbury |
| 29 | Lunts Healthcare Limited | The Tannery | Shrewsbury |
| 30 | Lunts Pharmacies | 1-3 Hereford Road | Shrewsbury |
| 31 | Lunts Pharmacy | Drovers' House | Craven Arms |
| 32 | Murrays Healthcare | Medical Centre | Market Drayton |
| 33 | Murrays Healthcare | Northgate Health Centre | Bridgnorth |
| 34 | Pontesbury Pharmacy | Main Road | Shrewsbury |
| 35 | Priorslee Pharmacy | The Barn | Telford |
| 36 | Radbrook Green Pharmacy | Bank Farm Road | Shrewsbury |
| 37 | Rhodes | 28 Claremont Hill | Shrewsbury |
| 38 | Rhodes TC Chemist | 77 High Street | Wolverhampton |
| 39 | Rowlands Pharmacy | 7-9 Teme Street | Tenbury Wells |
| 40 | Rowlands Pharmacy | Severn Fields Health Centre | Shrewsbury |
| 41 | Rowlands Pharmacy | Marsden Medical Practice | Shrewsbury |
| 42 | Rowlands Pharmacy | The Pharmacy | Telford |
| 43 | Rowlands Pharmacy | 40 Sandford Avenue | Church Stretton |
| 44 | Rowlands Pharmacy | 11 High Street | Whitchurch |
| 45 | Rowlands Pharmacy | 7 Lansdowne Road | Shrewsbury |
| 46 | Rowlands Pharmacy | 80 High Street | Broseley |
| 47 | Rowlands Pharmacy | Unit 1 | Wem |
| 48 | Rowlands Pharmacy | Wem and Prees Med Prac | Wem |
| 49 | Rowlands Pharmacy | Maythorne Close | Telford |
| 50 | St Martins Pharmacy | Stans Superstore | Oswestry |
| 51 | Tesco Pharmacy | Cattle Market | Shrewsbury |
| 52 | Well | 101 Mount Pleasant Road | Shrewsbury |
| 53 | Wenlock Pharmacy | 14 High Street | Much Wenlock |

Smoking Cessation Service

Smoking Cessation Service (SCS) which was commissioned as an Advanced service from 10th March 2022.

In July 2019, PSNC, NHS England and the Department of Health and Social Care (DHSC) agreed a five-year deal for community pharmacies, which included piloting a service to take stop smoking referrals from secondary care and then if successful, in Year 3 (2021/22) to commission such a service nationally.

Appliance Use Review (AUR) Service

Appliance Use Review (AUR) was the second Advanced Service to be introduced into the NHS Community Pharmacy Contractual Framework (CPCF).

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.

There were no AUR's completed in Apr-21 to Dec-21 in Shropshire pharmacies.

Stoma Appliance Customisation (SAC) Service

Stoma Appliance Customisation (SAC) is the third Advanced Service to be introduced into the English Community Pharmacy Contractual Framework (CPCF). 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 196 SAC's completed in Apr-21 to Dec-21 in Shropshire pharmacies

Locally commissioned (enhanced) services

Local commissioners (for example, NHSE North Midlands, Shropshire Council and Shropshire, Telford and Wrekin ICS) 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 Figure 47.

Figure 48: Summary of provision of locally commissioned services in Shropshire (2022)

| Locally commissioned service | Commissioner | Number of Pharmacies providing | Percentage of pharmacies providing (%) |
|---|-----------------|--------------------------------|--|
| Emergency Hormonal Contraception | Local Authority | 23 | 49% |
| Needle and Syringe Exchange | Local Authority | 16 | 34% |
| Supervised consumption | Local Authority | 35 | 74% |
| Sexual Health Services: Issue of treatment for Chlamydia | Local Authority | 27 | 57% |
| Sexual Health Services: Issue of Chlamydia/Gonorrhoea Smartkits | Local Authority | 29 | 62% |
| Emergency Supply | NHS England | 29 | 62% |
| Condom Distribution Scheme | Local Authority | 30 | 64% |

In addition, pilots are being undertaken for:

Joint Pain in Pharmacy (JPiP)

This involves the undertaking of free training and delivering support to patients for self-management of joint pain/

Community Pharmacy AF Screening (Telford & Wrekin and Shropshire Areas)

This pilot scheme will screen for atrial fibrillation (AF) in a targeted population of patients registered with a GP practice in Shropshire & Telford. This scheme is available to patients who are registered with a GP practice in either Telford or Shropshire only.

The overall aim of the scheme is to screen over 65 year olds for atrial fibrillation. The service aims to target those most at risk, i.e. anyone aged 65 and over with:

- coronary heart disease (angina, previous myocardial infarction, coronary artery bypass graft/stent)
- diabetes
- hypertension
- heart failure
- stroke/transient ischemic attack
- peripheral arterial disease

Local Authority Public Health

The Local Authority currently commissions the following enhanced services across Shropshire

- Supervised consumption
- Emergency Hormonal Contraception
- Needle and syringe exchange schemes
- Condom Distribution Scheme
- Sexual Health Services: Issue of treatment for Chlamydia
- Sexual Health Services: Issue of Chlamydia/Gonorrhoea Smartkits
- Healthy start vitamins

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 centres 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. All community pharmacies in Shropshire offer this service, (Source: PharmOutcomes website).

Registrations

There were 147 registrations of clients to receive substitute prescribing of either methadone or buprenorphine at 32 different pharmacies. Table 13 shows a breakdown of client registrations by pharmacy.

Treatment Activity

There was a total of 1,913 treatments of methadone or buprenorphine given out by pharmacies across Shropshire between 01 March 2022 and 31 March 2022. Table 14 shows a breakdown of the treatment activity by pharmacy. Tracking has been using PharmOutcomes.

Data for the time period 01 April 2017 to 30 September 2017 shows activity for the pharmacy-based service in Shropshire for substitute prescribing of Methadone and Buprenorphine 1,442 treatments.

Figure 49 Number of Client Registrations for Substitute Prescribing per Pharmacy in Shropshire 01 April 2021 to 31 March 2022

| Provider | Number of People |
|---|------------------|
| Lunts Pharmacies; Tannery | 40 |
| Bridgnorth Pharmacy Mill Street | 12 |
| Day Lewis PLC Oswestry, Oswald Road | 8 |
| Well Shrewsbury - Mount Pleasant Road | 8 |
| Bicton Heath Pharmacy | 6 |
| Boots UK Ltd Oswestry Church St | 6 |
| Your Local Boots Pharmacy Shrewsbury | 6 |
| Boots UK Ltd Bridgnorth High St | 5 |
| Boots UK Ltd Market Drayton Cheshire St | 5 |
| Rowlands Pharmacy Whitchurch | 5 |
| Lunts Pharmacy Hereford Rd | <5 |
| Rhodes Shrewsbury | <5 |
| Boots UK Ltd Ludlow Bull Ring | <5 |
| Day Lewis PLC Oswestry | <5 |
| LloydsPharmacy Ludlow | <5 |

| Provider | Number of People |
|---|------------------|
| LloydsPharmacy in Sainsburys Shrewsbury | <5 |
| Rowlands Pharmacy Sutton Farm | <5 |
| Cleobury Mortimer Pharmacy | <5 |
| Conway Pharmacy | <5 |
| Day-night Pharmacy Ltd | <5 |
| Green End Pharmacy | <5 |
| Lunts Pharmacy Craven Arms | <5 |
| Rowlands Pharmacy Church Stretton | <5 |
| Rowlands Pharmacy Wem | <5 |
| Your Local Boots Pharmacy Shifnal Cheapside | <5 |
| Asda Shrewsbury | <5 |
| Boots UK Ltd Shrewsbury Pride Hill | <5 |
| Highley Pharmacy | <5 |
| Pontesbury Pharmacy | <5 |
| Rhodes TA Ltd | <5 |
| St Martins Pharmacy; Stans Superstore, Overton Road | <5 |
| Taylors Chemists Radbrook Green | <5 |

Source: Shropshire substitute prescribing activity data covering 01 March 2022 to 31 April 2022 extracted from PharmOutcomes reports July 2022, Shropshire Public Health.

Figure 50 Number of Treatments of Buprenorphine or Methadone given out per Pharmacy in Shropshire from 01 April 2022 to 31 March 2022

| Provider | Number of Interactions |
|--|------------------------|
| Lunts Pharmacies; Tannery | 396 |
| Bridgnorth Pharmacy; Mill Street | 149 |
| Rowlands Pharmacy; Whitchurch | 113 |
| Well; Shrewsbury - Mount Pleasant Road | 108 |
| Day Lewis PLC Oswestry, Oswald Road | 95 |
| Your Local Boots Pharmacy; Shrewsbury Mytton | 93 |
| Boots UK Ltd Market Drayton Cheshire St | 84 |
| Boots UK Ltd Ludlow Bull Ring) | 82 |
| LloydsPharmacy in Sainsburys; Shrewsbury | 63 |
| Boots UK Ltd; Oswestry Church St | 60 |
| Rowlands Pharmacy Church Stretton | 58 |
| Bicton Heath Pharmacy | 55 |
| Day Lewis PLC Oswestry | 55 |
| Your Local Boots Pharmacy; Shifnal | 50 |
| Boots UK Ltd Bridgnorth High St | 48 |
| Green End Pharmacy | 42 |
| LloydsPharmacy Ludlow | 42 |
| Boots UK Ltd Shrewsbury Pride Hill | 36 |
| Rowlands Pharmacy; Sutton Farm | 33 |

| Provider | Number of Interactions |
|---|------------------------|
| Cleobury Mortimer Pharmacy | 26 |
| Lunts Pharmacy; Craven Arms | 26 |
| Rhodes Shrewsbury | 24 |
| Rowlands Pharmacy; Wem | 24 |
| Boots UK Ltd Shrewsbury Meole Brace | 23 |
| Day-night Pharmacy Ltd Ellesmere | 23 |
| Highley Pharmacy | 22 |
| Pontesbury Pharmacy | 22 |
| Conway Pharmacy | 14 |
| Lunts Pharmacy; Hereford Rd | 14 |
| Wenlock Pharmacy | 11 |
| Rhodes TA Ltd | 9 |
| PCT Healthcare Ltd t/a Murrays Healthcare; Market Drayton | <5 |
| Rowlands Pharmacy, Wem | <5 |
| Asda Shrewsbury | <5 |
| Taylors Chemists Radbrook Green | <5 |

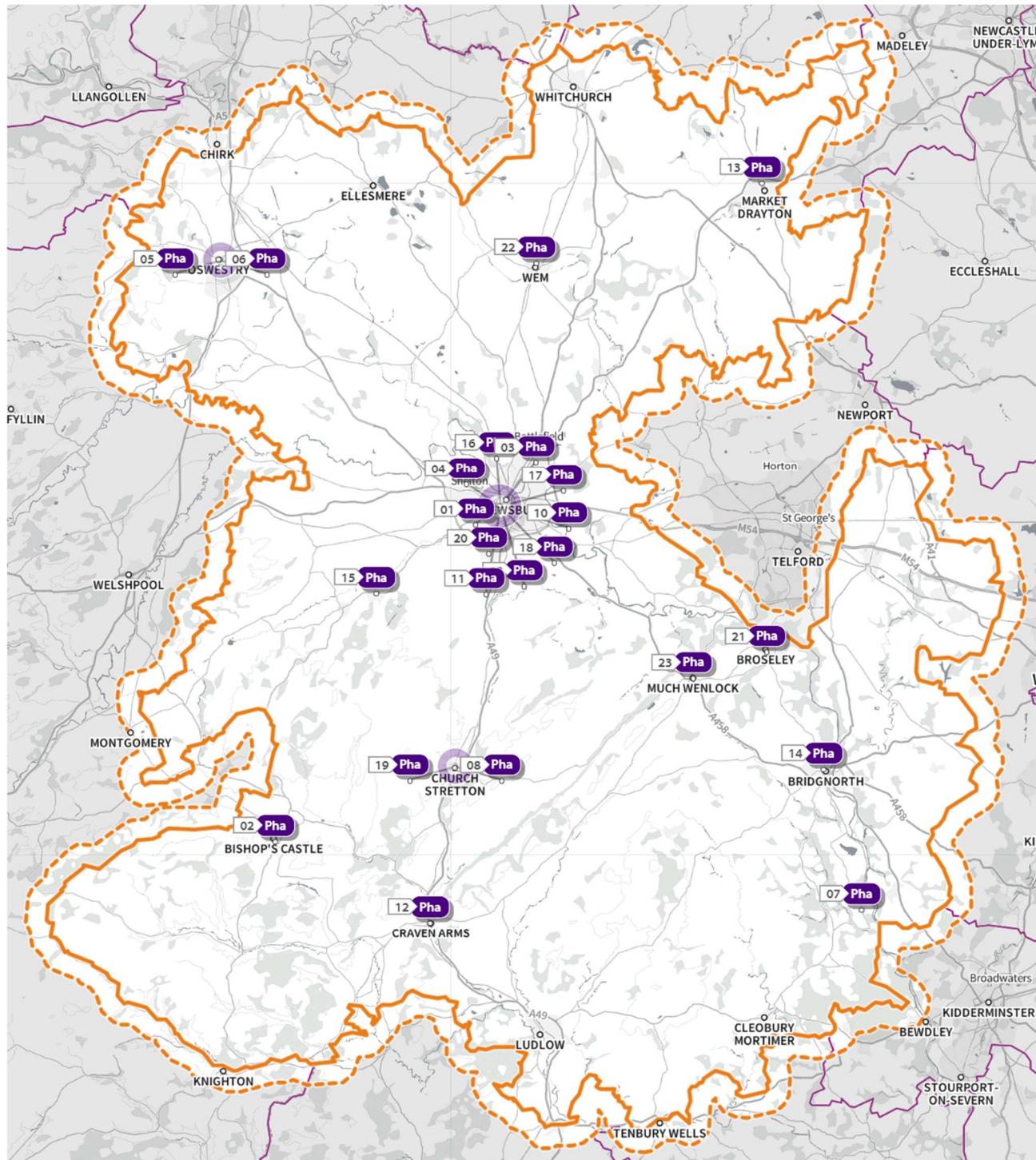
Source: Shropshire substitute prescribing activity data covering 01 April 2022 to 31 March 2022 extracted from PharmOutcomes reports July 2022, Shropshire Public Health.

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 21 community pharmacies in Shropshire.

Shropshire has a lower under 18 conception rates than England as a whole. For 2020-21, England was 12.2 conceptions per 1,000 women aged 15-17. Whilst Shropshire was 10.0 conceptions per 1,000 women aged 15-17. (ONS 2021 quarterly report)

Figure 51 Pharmacies providing EHC and ward based under 18 conception rates



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

Figure 52 Emergency Hormonal Contraception by pharmacy in Shropshire

| Map index | Name | Address | Town | Interaction s |
|-----------|--------------------------|------------------------------|-------------------|---------------|
| 1 | ASDA | Old Potts Way | Shrewsbury | <5 |
| 2 | Bicton Heath Pharmacy | Bicton Heath Shopping Centre | Shrewsbury | 25 |
| 3 | Cleobury Pharmacy | Vaunghan Rd | Cleobury Mortimer | 9 |
| 4 | Conway Pharmacy | 238 Monkmoor Road | Shrewsbury | <5 |
| 5 | Day Lewis Pharmacy | Oswald Road | Oswestry | <5 |
| 6 | Day Lewis Pharmacy | 14 English Walls | Oswestry | 56 |
| 7 | Highley Pharmacy | Beulah House | Highley | 13 |
| 8 | Hillside Pharmacy | 18 Sandford Avenue | Church Stretton | 15 |
| 9 | LloydsPharmacy | Meole Brace Retail Park | Shrewsbury | 149 |
| 10 | Lunts Healthcare Limited | The Tannery | Shrewsbury | 80 |
| 11 | Lunts Pharmacies | 1-3 Hereford Road | Shrewsbury | 23 |
| 12 | Lunts Pharmacy | Drovers' House | Craven Arms | 7 |
| 13 | Murrays Healthcare | Medical Centre | Market Drayton | 6 |
| 14 | Pontesbury Pharmacy | Main Road | Shrewsbury | 14 |
| 15 | Radbrook Green Pharmacy | Bank Farm Road | Shrewsbury | 20 |
| 16 | Rhodes | 28 Claremont Hill | Shrewsbury | 129 |
| 17 | Rowlands Pharmacy | Sutton Rd | Shrewsbury | 19 |
| 18 | Rowlands Pharmacy | 40 Sandford Avenue | Church Stretton | 6 |
| 19 | Rowlands Pharmacy | 7 Lansdowne Road | Shrewsbury | 24 |
| 20 | Rowlands Pharmacy | High St | Broseley | 10 |
| 21 | Rowlands Pharmacy | Wem and Prees Med Prac | Wem | 21 |
| 22 | Wenlock Pharmacy | 14 High Street | Much Wenlock | 12 |

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 April 2021 and 31 March 2022.

Beginning from 01 October 2016 activity data has been collected using PharmOutcomes which is a web-based reporting platform for community pharmacies. On 31st March 2022, 25 pharmacies in Shropshire had signed up to provide Needle Exchange Packs to injecting drug users. A list of the active providers (60%) is shown in Table 16.

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 March 2021 to 31 March 2022, there were 127 registrations of clients to receive Needle Exchange Packs from 15 different pharmacies in Shropshire. Table 16 shows a breakdown of client registrations by pharmacy.

Activity Data

Needle Exchange Pack Activity

A total of 4,680 needle exchange packs were given out by pharmacies across Shropshire for the period 01 April 2021 to 31 March 2022 (see Table 17). The last period of recorded activity was 2016/17 when a total of 5,356 packs were given out in Shropshire.

Figure 53 Number of Client Registrations for Pharmacy-based Needle Exchange Programme per Pharmacy in Shropshire 01 April 2021 to 31st March 2022

| Provider | Number of Interactions |
|---|-------------------------------|
| Boots UK Ltd; Oswestry Church St | 44 |
| Boots UK Ltd; Shrewsbury Pride Hill | 39 |
| LloydsPharmacy; Ludlow | 7 |
| PCT Healthcare Ltd t/a Murrays Healthcare Bridgnorth | 6 |
| Day Lewis PLC Oswestry, Oswald Road | 5 |
| Day-night Pharmacy Ltd Ellesmere | 5 |
| Rowlands Pharmacy Whitchurch | 5 |
| Cleobury Mortimer Pharmacy ; Cleobury Mortimer | <5 |
| Day Lewis PLC Oswestry | <5 |
| Rhodes TA Ltd; Albrighton | <5 |
| Lunts Pharmacy Hereford Rd, Shrewsbury | <5 |
| PCT Healthcare Ltd t/a Murrays Healthcare, Market Drayton | <5 |
| Boots UK Ltd Market Drayton Cheshire St | <5 |
| Lunts Pharmacies; Tannery | <5 |
| Lunts Pharmacy; Craven Arms | <5 |

Source: Shropshire pharmacy-based needle exchange activity data covering 01 March 2021 to 31 March 2022 extracted from PharmOutcomes reports July 2022, Shropshire Public Health.

Figure 54 Number of Provisions or Personal Interactions of Needle Exchange Packs per Pharmacy in Shropshire from 01 April 2021 to 31 March 2022

| Provider | Number of Interactions |
|--|-------------------------------|
| Boots UK Ltd Shrewsbury Pride Hill | 1923 |
| Boots UK Ltd Oswestry Church St | 683 |
| Lunts Pharmacies; Tannery | 529 |
| Rowlands Pharmacy; Whitchurch | 288 |
| Boots UK Ltd Market Drayton Cheshire St | 286 |
| Day Lewis PLC Oswestry, Oswald Road | 241 |
| Day-night Pharmacy Ltd Ellesmere | 181 |
| LloydsPharmacy Ludlow | 176 |
| Rhodes TA Ltd | 158 |
| Day Lewis PLC Oswestry | 63 |
| Cleobury Mortimer Pharmacy | 41 |
| PCT Healthcare Ltd t/a Murrays Healthcare Market Drayton | 33 |
| PCT Healthcare Ltd t/a Murrays Healthcare Bridgnorth | 27 |
| Lunts Pharmacy Craven Arms | 25 |
| Boots UK Ltd Whitchurch | 15 |
| Lunts Pharmacy Hereford Rd | 11 |

Source: Shropshire pharmacy-based needle exchange activity data covering 01 April 2021 to 31 March 2022 extracted from PharmOutcomes reports July 2022, Shropshire Public Health.

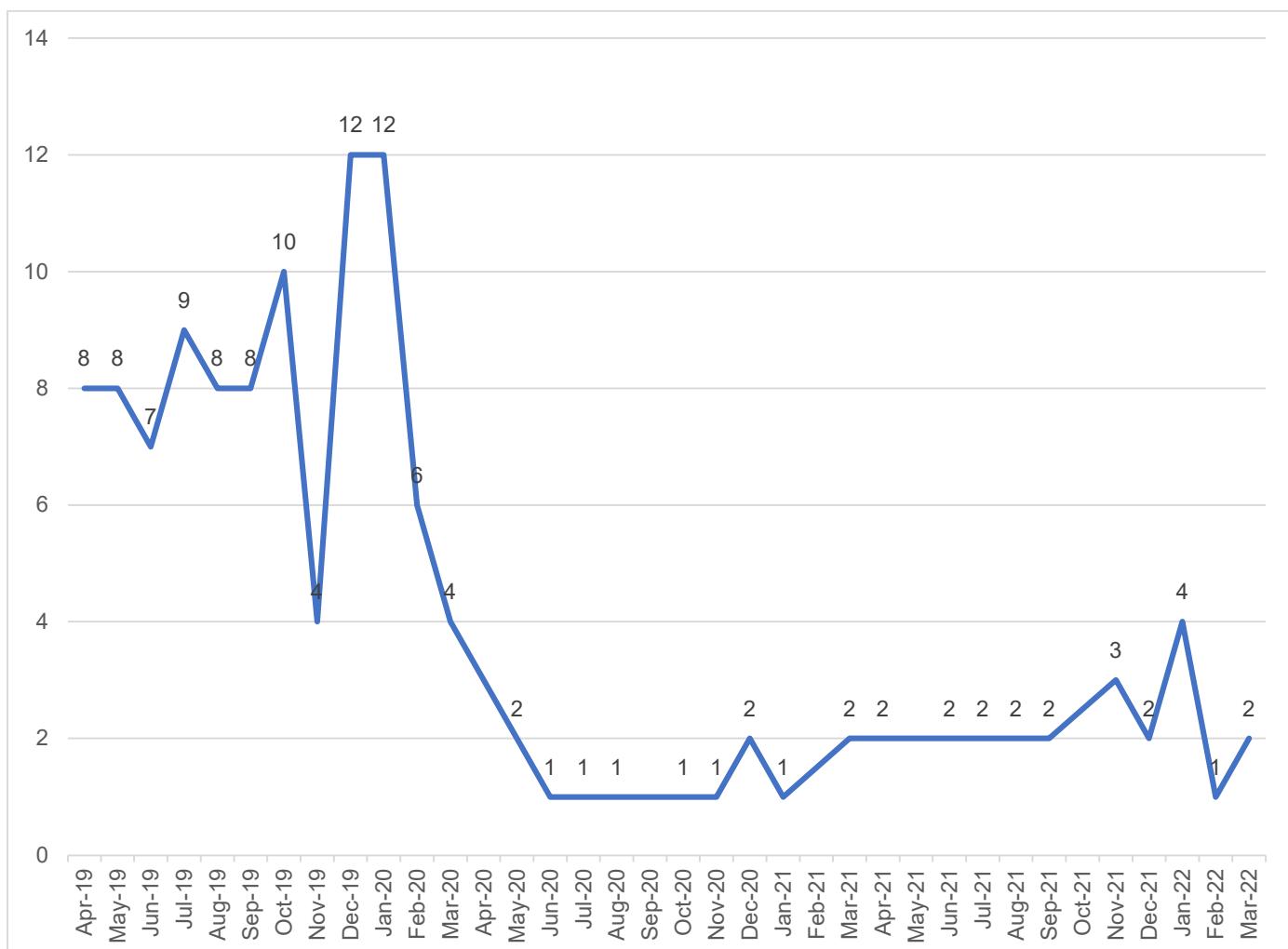
Condom Distribution Scheme

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** – 16 pharmacies located over Shropshire are part of the 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 is ensuring instant access to free contraception following an episode of unprotected sex.

Figure 55 Condom Distribution Scheme activity 01 April 2019 – 31 March 2022 – Number of interactions by month/year



Source: Pharmoutcomes, Condom Distribution Scheme activity report 01 April 2019 to 31 March 2022, accessed July 2022

Figure 56a Condom Distribution Scheme activity 01 April 2019 – 31 March 2022 – Active Providers

| Provider | Number of Interactions |
|--|------------------------|
| Rhodes Shrewsbury | 53 |
| Rowlands Pharmacy (Wem) | 19 |
| Conway Pharmacy | 14 |
| Taylors Chemists (Rabrook Green) | 12 |
| MSN Healthcare LTD T/A Severn Pharmacy (Riverside Shopping Centre) - | 8 |
| Lunts Pharmacies (Tannery) | 5 |
| PCT Healthcare Ltd t/a Murrays Healthcare (Bridgnorth) | <5 |
| Rowlands Pharmacy (Bayston Hill) | <5 |
| Day Lewis PLC (Oswestry, Oswald Road) | <5 |
| Pontesbury Pharmacy | <5 |
| Lunts Pharmacy (Hereford Rd) | <5 |
| LloydsPharmacy (Ludlow) | <5 |
| Lunts Pharmacy (Craven Arms) - | <5 |
| PCT Healthcare Ltd t/a Murrays Healthcare Market Drayton | <5 |

Source: PharmOutcomes, Condom Distribution Scheme activity report 01 April 2019 to 31 March 2022, accessed July 2022

Table 18 Pharmacies in Shropshire taking part in the Condom Distribution Scheme April 2022

| Name of Company/Organisation awarded to | Branch Address |
|--|--|
| Bicton Heath Pharmacy (Avicenna Partner) | Unit 2 Bicton Heath Shopping Centre Welshpool Road Bicton Heath Shrewsbury SY3 5AD |
| Bishops Castle (Avicenna Partner) | The Pharmacy, Church Street, Bishops Castle, Shropshire SY9 5AE |
| Cleobury Pharmacy (Avicenna Partner) | Off Vaughan road, Cleobury Mortimer, Kidderminster DY1 48BB |
| Radbrook Green Pharmacy (Avicenna Partner) | Bank Farm Road, Radbrook, Shrewsbury SY3 6DU |
| Conway Pharmacy | 238 Monkmoor Road, Shrewsbury SY2 5SR |
| Day Lewis Pharmacy | The Former Ticket Office, the Cross, Gobowen Oswestry SY11 3JS |
| Day Lewis Pharmacy | Pharmacy at Caxton, Oswald Rd, Oswestry SY11 1RD |
| Day Lewis Pharmacy | Old Chapel Pharmacy 14 English Walls Oswestry, Shropshire SY11 2PA |
| Lloyds Pharmacy Limited, Ludlow | 116-119 Lower Galdeford, Ludlow, Shropshire, SY8 1RU |
| Lunts Pharmacies Ltd (Craven Arms) | Drovers House, The Auction Yard, Craven Arms SY7 9BZ |
| Lunts Pharmacies Ltd (Hereford Road, Shrewsbury) | 1-3 Hereford Road, Shrewsbury SY3 7QT |
| Lunts Pharmacies Ltd (Pontesbury) | Main Rd, Pontesbury, Shrewsbury SY5 0RR |
| Lunts Healthcare Ltd (The Tannery, Shrewsbury) | The Tannery, Barker St, Shrewsbury SY1 1QJ |
| Giles Evans Ltd - Highley Pharmacy | High St, Highley, Bridgnorth WV16 6LP |
| MSN Pharm Ltd - Rhodes Pharmacy, Claremont, Shrewsbury | 28 Claremont Hill, Shrewsbury SY1 1RD |
| PCT Healthcare Ltd (Peak Pharmacy, Murrays Healthcare Ludlow) | Brown & Francis, 49 Bull Ring, Ludlow SY8 1AB |
| PCT Healthcare Ltd (Peak Pharmacy, Murrays Healthcare, Market Drayton) | Medical Centre, Maer Ln, Market Drayton TF9 3AL |
| PCT Healthcare Ltd (Peak Pharmacy, Murrays Healthcare, Bridgnorth) | Northgate Medical Centre, Old Smithfield, Bridgnorth WV16 4EN |
| R.E. & C.O. Alman Limited (Wenlock Pharmacy) | 14 High St, Much Wenlock TF13 6AA |
| R.E. & C.O. Alman Limited, (Hillside Pharmacy, Church Stretton) | 18 Sandford Avenue Church Stretton Shropshire SY6 6BW |
| L Rowland & Co (Retail) Ltd, Ellesmere | 5 Cross Street, Ellesmere, Shropshire SY12 0AW |
| L Rowland & Co (Retail) Ltd, Church Stretton | 40 Sandford Avenue, Church Stretton, Shropshire SY6 6BH |
| L Rowland & Co (Retail) Ltd, Whitchurch | 11 High Street, Whitchurch, Shropshire SY13 1AX |
| L Rowland & Co (Retail) Ltd, Wem & Prees MP, Wem | Wem & Prees Medical Practice, New Street, Wem SY4 5AF |
| L Rowland & Co (Retail) Ltd, Marden MP, Shrewsbury | Marden Medical Practice, 25 Sutton Road, Shrewsbury SY2 6DL |
| L Rowland & Co (Retail) Ltd, Bayston Hill, Shrewsbury | 7 Lansdowne Road, Bayston Hill, Shrewsbury SY3 9HT |
| L Rowland & Co (Retail) Ltd, Severn Fields, Shrewsbury | Severn Fields Health Centre, Sundorne Road, Harlescott, Shrewsbury SY1 4RQ |
| L Rowland & Co (Retail) Ltd, Broseley | 80 High Street, Broseley, Shropshire TF12 5ET |
| L Rowland & Co (Retail) Ltd, Unit 1 Morris Central, Wem | Unit 1 Morris Central Shopping Parade, Wem, Shropshire SY4 5NY |
| T.A Rhodes Limited | 77 High St Albrighton WV7 3JA |

Source: Pharmoutcomes, Condom Distribution Scheme activity report 01 April 2019 to 31 March 2022, accessed July 2022

Sexual Health Services: Issue of treatment for Chlamydia

Many Chlamydia cases go undiagnosed as Chlamydia is often asymptomatic. The National Chlamydia Screening Programme (NCSP) was set up to control and prevent the spread of chlamydia, targeting the higher risk group of young people aged under 25 who are sexually active.

Figure 57: Pharmacies in Shropshire actively providing Sexual Health Services: Issue of treatment for Chlamydia 01 April 2019 to 31 March 2022

| Month Commencing | Number of Interactions |
|------------------|------------------------|
| Apr 2019 | <5 |
| Jun 2019 | <5 |
| Sep 2019 | <5 |

PharmOutcomes, 01 April 2019 to 31 March 2022, accessed July 2022

Figure 58: Pharmacies in Shropshire actively providing Sexual Health Services: Issue of treatment for Chlamydia 01 April 2019 to 31 March 2022

| Provider | Number of Interactions |
|-----------------------------------|------------------------|
| Lunts Pharmacy (Hereford Rd) - | 5 |
| Taylors Chemists (Radbrook Green) | <5 |

PharmOutcomes, 01 April 2019 to 31 March 2022, accessed July 2022

Although just two pharmacies had interactions recorded for treatment of Chlamydia, many more pharmacies are registered for this service (see table 58), perhaps, indicating a need to promote this service with the residents and patients within Shropshire. This services, and enhanced services more generally are recovering from the impact of the Covid pandemic and the demands this has brought.

Figure 59: Pharmacies in Shropshire offering Sexual Health Services: Issue of treatment for Chlamydia 01 April 2022

| Name of Company/Organisation awarded to | Branch Address |
|--|--|
| Cleobury Pharmacy (Avicenna Partner) | Off Vaughan road, Cleobury Mortimer, Kidderminster DY1 48BB |
| Radbrook Green Pharmacy (Avicenna Partner) | Bank Farm Road, Radbrook, Shrewsbury SY3 6DU |
| Conway Pharmacy | 238 Monkmoor Road, Shrewsbury SY2 5SR |
| Day Lewis Pharmacy | The Former Ticket Office, the Cross, Gobowen Oswestry SY11 3JS |
| Day Lewis Pharmacy | Pharmacy at Caxton, Oswald Rd, Oswestry SY11 1RD |
| Day Lewis Pharmacy | Old Chapel Pharmacy 14 English Walls Oswestry, Shropshire SY11 2PA |
| Lloyds Pharmacy Limited, Ludlow | 116-119 Lower Galdeford, Ludlow, Shropshire, SY8 1RU |
| Lunts Pharmacies Ltd (Craven Arms) | Drovers House, The Auction Yard, Craven Arms SY7 9BZ |
| Lunts Pharmacies Ltd (Hereford Road, Shrewsbury) | 1-3 Hereford Road, Shrewsbury SY3 7QT |
| Lunts Pharmacies Ltd (Pontesbury) | Main Rd, Pontesbury, Shrewsbury SY5 0RR |
| Lunts Healthcare Ltd (The Tannery, Shrewsbury) | The Tannery, Barker St, Shrewsbury SY1 1QJ |
| Giles Evans Ltd - Highley Pharmacy | High St, Highley, Bridgnorth WV16 6LP |
| PCT Healthcare Ltd (Peak Pharmacy. Murrays Healthcare Ludlow) | Brown & Francis, 49 Bull Ring, Ludlow SY8 1AB |
| PCT Healthcare Ltd (Peak Pharmacy, Murrays Healthcare, Market Drayton) | Medical Centre, Maer Ln, Market Drayton TF9 3AL |
| PCT Healthcare Ltd (Peak Pharmacy, Murrays Healthcare, Bridgnorth) | Northgate Medical Centre, Old Smithfield, Bridgnorth WV16 4EN |
| R.E. & C.O. Alman Limited (Wenlock Pharmacy) | 14 High St, Much Wenlock TF13 6AA |
| R.E. & C.O. Alman Limited, (Hillside Pharmacy, Church Stretton) | 18 Sandford Avenue Church Stretton Shropshire SY6 6BW |
| L Rowland & Co (Retail) Ltd, Ellesmere | 5 Cross Street, Ellesmere, Shropshire SY12 0AW |
| L Rowland & Co (Retail) Ltd, Church Stretton | 40 Sandford Avenue, Church Stretton, Shropshire SY6 6BH |
| L Rowland & Co (Retail) Ltd, Whitchurch | 11 High Street, Whitchurch, Shropshire SY13 1AX |
| L Rowland & Co (Retail) Ltd, Wem & Prees MP, Wem | Wem & Prees Medical Practice, New Street, Wem SY4 5AF |
| L Rowland & Co (Retail) Ltd, Marden MP, Shrewsbury | Marden Medical Practice, 25 Sutton Road, Shrewsbury SY2 6DL |
| L Rowland & Co (Retail) Ltd, Bayston Hill, Shrewsbury | 7 Lansdowne Road, Bayston Hill, Shrewsbury SY3 9HT |
| L Rowland & Co (Retail) Ltd, Severn Fields, Shrewsbury | Severn Fields Health Centre, Sundorne Road, Harlescott, Shrewsbury SY1 4RQ |
| L Rowland & Co (Retail) Ltd, Broseley | 80 High Street, Broseley, Shropshire TF12 5ET |
| L Rowland & Co (Retail) Ltd, Unit 1 Morris Central, Wem | Unit 1 Morris Central Shopping Parade, Wem, Shropshire SY4 5NY |
| T.A Rhodes Limited | 77 High St Albrighton WV7 3JA |

Source: Public Health Contracts – Shropshire LA, July 2022

Sexual Health Services: Issue of Chlamydia/Gonorrhoea Smartkits

Chlamydia and Gonorrhoea cause avoidable sexual and reproductive ill-health. The Chlamydia/Gonorrhoea Screening Smartkit services provides a unisex kit for 16–24-year-olds. Which offers either a swab or urine collection and also includes a condom for the user. The kits can be tracked and monitored in terms of who's issued the kit to patients and those kits subsequently returned.

Figure 60: Pharmacies in Shropshire offering Sexual Health Services: Number of interactions with patients for the issue of Chlamydia/Gonorrhoea Smartkits 01 April 2019 to 31 March 2022

| Month Commencing | Number of Interactions |
|-------------------------|-------------------------------|
| May 2019 | <5 |
| Jun 2019 | <5 |
| Jul 2019 | <5 |
| Aug 2019 | <5 |
| Oct 2019 | <5 |
| Nov 2019 | <5 |
| Jan 2020 | <5 |
| Feb 2020 | <5 |
| Mar 2020 | <5 |
| Aug 2020 | <5 |
| Sep 2020 | <5 |
| Oct 2020 | <5 |
| Nov 2021 | <5 |
| Mar 2022 | <5 |

Figure 61: Pharmacies in Shropshire offering Sexual Health Services: Number of interactions with patients for the issue of Chlamydia/Gonorrhoea Smartkits 01 April 2019 to 31 March 2022

| Provider | Number of Interactions |
|--|-------------------------------|
| MSN Healthcare LTD T/A Severn Pharmacy (Riverside Shopping Centre) - | 5 |
| PCT Healthcare Ltd t/a Murrays Healthcare (Market Drayton) | <5 |
| Hillside Pharmacy (RE and CO Alman Ltd) | <5 |
| Lunts Pharmacy (Craven Arms) | <5 |
| Conway Pharmacy | <5 |
| Dudley Taylor Pharmacies Ltd | <5 |
| Lunts Pharmacy (Hereford Rd) | <5 |
| PCT Healthcare Ltd t/a Murrays Healthcare (Bridgnorth) | <5 |
| Rhodes Shrewsbury | <5 |

PharmOutcomes, 01 April 2019 to 31 March 2022, accessed July 2022

Although nine pharmacies had interactions recorded for interactions for the Chlamydia/Gonorrhoea Smartkit, many more pharmacies are registered for this service, see table 62. Perhaps, indicating a need to promote this service with the residents and patients within Shropshire.

Figure 62: Pharmacies in Shropshire offering Sexual Health Services: Issue of Chlamydia/Gonorrhoea Smartkits 01 April 2022

| Name of Company/Organisation awarded to | Branch Address |
|--|--|
| Bicton Heath Pharmacy (Avicenna Partner) | Unit 2 Bicton Heath Shopping Centre Welshpool Road Bicton Heath Shrewsbury SY3 5AD |
| Bishops Castle (Avicenna Partner) | The Pharmacy, Church Street, Bishops Castle, Shropshire SY9 5AE |
| Cleobury Pharmacy (Avicenna Partner) | Off Vaughan road, Cleobury Mortimer, Kidderminster DY1 4BB |
| Radbrook Green Pharmacy (Avicenna Partner) | Bank Farm Road, Radbrook, Shrewsbury SY3 6DU |
| Conway Pharmacy | 238 Monkmoor Road, Shrewsbury SY2 5SR |
| Day Lewis Pharmacy | The Former Ticket Office, the Cross, Gobowen Oswestry SY11 3JS |
| Day Lewis Pharmacy | Pharmacy at Caxton, Oswald Rd, Oswestry SY11 1RD |
| Day Lewis Pharmacy | Old Chapel Pharmacy 14 English Walls Oswestry, Shropshire SY11 2PA |
| Lloyds Pharmacy Limited, Ludlow | 116-119 Lower Galdeford, Ludlow, Shropshire, SY8 1RU |
| Lunts Pharmacies Ltd (Craven Arms) | Drovers House, The Auction Yard, Craven Arms SY7 9BZ |
| Lunts Pharmacies Ltd (Hereford Road, Shrewsbury) | 1-3 Hereford Road, Shrewsbury SY3 7QT |
| Lunts Pharmacies Ltd (Pontesbury) | Main Rd, Pontesbury, Shrewsbury SY5 0RR |
| Giles Evans Ltd - Highley Pharmacy | High St, Highley, Bridgnorth WV16 6LP |
| MSN Pharm Ltd - Rhodes Pharmacy, Claremont, Shrewsbury | 28 Claremont Hill, Shrewsbury SY1 1RD |
| PCT Healthcare Ltd (Peak Pharmacy. Murrays Healthcare Ludlow) | Brown & Francis, 49 Bull Ring, Ludlow SY8 1AB |
| PCT Healthcare Ltd (Peak Pharmacy, Murrays Healthcare, Market Drayton) | Medical Centre, Maer Ln, Market Drayton TF9 3AL |
| PCT Healthcare Ltd (Peak Pharmacy, Murrays Healthcare, Bridgnorth) | Northgate Medical Centre, Old Smithfield, Bridgnorth WV16 4EN |
| R.E. & C.O. Alman Limited (Wenlock Pharmacy) | 14 High St, Much Wenlock TF13 6AA |
| R.E. & C.O. Alman Limited, (Hillside Pharmacy, Church Stretton) | 18 Sandford Avenue Church Stretton Shropshire SY6 6BW |
| L Rowland & Co (Retail) Ltd, Ellesmere | 5 Cross Street, Ellesmere, Shropshire SY12 0AW |
| L Rowland & Co (Retail) Ltd, Church Stretton | 40 Sandford Avenue, Church Stretton, Shropshire SY6 6BH |
| L Rowland & Co (Retail) Ltd, Whitchurch | 11 High Street, Whitchurch, Shropshire SY13 1AX |
| L Rowland & Co (Retail) Ltd, Wem & Prees MP, Wem | Wem & Prees Medical Practice, New Street, Wem SY4 5AF |
| L Rowland & Co (Retail) Ltd, Marden MP, Shrewsbury | Marden Medical Practice, 25 Sutton Road, Shrewsbury SY2 6DL |
| L Rowland & Co (Retail) Ltd, Bayston Hill, Shrewsbury | 7 Lansdowne Road, Bayston Hill, Shrewsbury SY3 9HT |
| L Rowland & Co (Retail) Ltd, Severn Fields, Shrewsbury | Severn Fields Health Centre, Sundorne Road, Harlescott, Shrewsbury SY1 4RQ |
| L Rowland & Co (Retail) Ltd, Broseley | 80 High Street, Broseley, Shropshire TF12 5ET |
| L Rowland & Co (Retail) Ltd, Unit 1 Morris Central, Wem | Unit 1 Morris Central Shopping Parade, Wem, Shropshire SY4 5NY |
| T.A Rhodes Limited | 77 High St Albrighton WV7 3JA |

Source: Public Health Contracts – Shropshire LA, July 2022

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.

NHS Healthy start vitamins are available in select pharmacies in Shropshire, however following changes in licensing, Shropshire Council's Public Health team are currently reviewing processes between commissioned providers and local pharmacies to ensure healthy start vitamins are available for those who are eligible.

The following table shows the pharmacies that have issued healthy start vitamins to women in Shropshire in 2021-22. 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.

Figure 63 Pharmacies offering Healthy Start Vitamins 2021-22

| Code | Pharmacy | | |
|------|----------------------------|--|-----------------------------|
| 1 | Asda Pharmacy | Old Potts Way | Shrewsbury |
| 2 | Bicton Heath Pharmacy | Bicton Heath Shopping Centre | Shrewsbury |
| 3 | Boots The Chemist | 7 - 9 Pride Hill | Shrewsbury |
| 4 | Boots The Chemist | 34 Bull Ring | Ludlow |
| 5 | Boots The Chemist | 5 - 7 Church Street | Oswestry |
| 6 | Boots The Chemist | 30 - 31 High Street | Bridgnorth |
| 7 | Boots The Chemist | 48 - 50 Cheshire Street | Market Drayton |
| 8 | Boots The Chemist | 10 - 12 Watergate Street | Whitchurch |
| 9 | Boots The Chemist | Meole Brace Retail Park | Shrewsbury |
| 10 | Brown & Francis | 49 Bull Ring | Ludlow |
| 11 | Cambrian Pharmacy | Thomas Savin Road | Oswestry |
| 12 | Caxton Pharmacy | Oswald Road | Oswestry |
| 13 | Cleobury Mortimer Pharmacy | Off Vaughan Road | Cleobury Mortimer |
| 14 | Conway Pharmacy | 238 Monkmoor Road | Telford Est Shopping Centre |
| 15 | Day Lewis Pharmacy | The Former Ticket Office, The Cross | Gobowen |
| 16 | Day Lewis Pharmacy | 14 English Walls | Oswestry |
| 17 | Daynight Pharmacy | 5 Cross Street | Ellesmere |
| 18 | Highley Pharmacy | Beulah House, High St | Highley |
| 19 | Hillside Pharmacy | 18 Sandford Avenue | Church Stretton |
| 20 | Lunts Pharmacies | Drovers' House, Auction Yard | Craven Arms |
| 21 | Lunts Pharmacies | 1 - 3 Hereford Road | Shrewsbury |
| 22 | Lunts Pharmacy | The Tannery, Barker St | Shrewsbury |
| 23 | Murrays Healthcare | Medical Centre, Maer Lane | Market Drayton |
| 24 | Murrays Healthcare | Northgate Health Centre, Northgate | Bridgnorth |
| 25 | Pontesbury Pharmacy | Main Road | Pontesbury |
| 26 | Radbrook Green Pharmacy | Adjacent to Radbrook Green Surgery | Radbrook |
| 27 | Rowlands Pharmacy | Severn Fields Heath Village | Shrewsbury |
| 28 | Rowlands Pharmacy | 80 High Street | Broseley |
| 29 | Rowlands Pharmacy | Unit 1, Morris Central Shopping Parade | Wem |
| 30 | Rowlands Pharmacy | Wem & Prees Medical Practice | Wem |
| 31 | St Martins Pharmacy | Stan's Superstore, Overton Lane | St Martins |
| 32 | Tesco Pharmacy | Cattle Market, Battlefield Rd | Shrewsbury |
| 33 | Wenlock Pharmacy | 14 High Street | Much Wenlock |

Source: <https://www.nhs.uk/service-search/other-services/Healthy-start-vitamins/Shropshire/Results/108-2.732/52.633/348/19019?distance=25>

NHS England

NHS England Staffordshire and Shropshire Area Team commission:

- Patient Group Direction Service (PGD)
- Emergency supply

Note:

- The common/minor ailments scheme is now covered by CPCS – see Advanced Services.
- From autumn 2022, the Covid-19 Vaccination Service will be commissioned as a National Enhanced Service (NES).

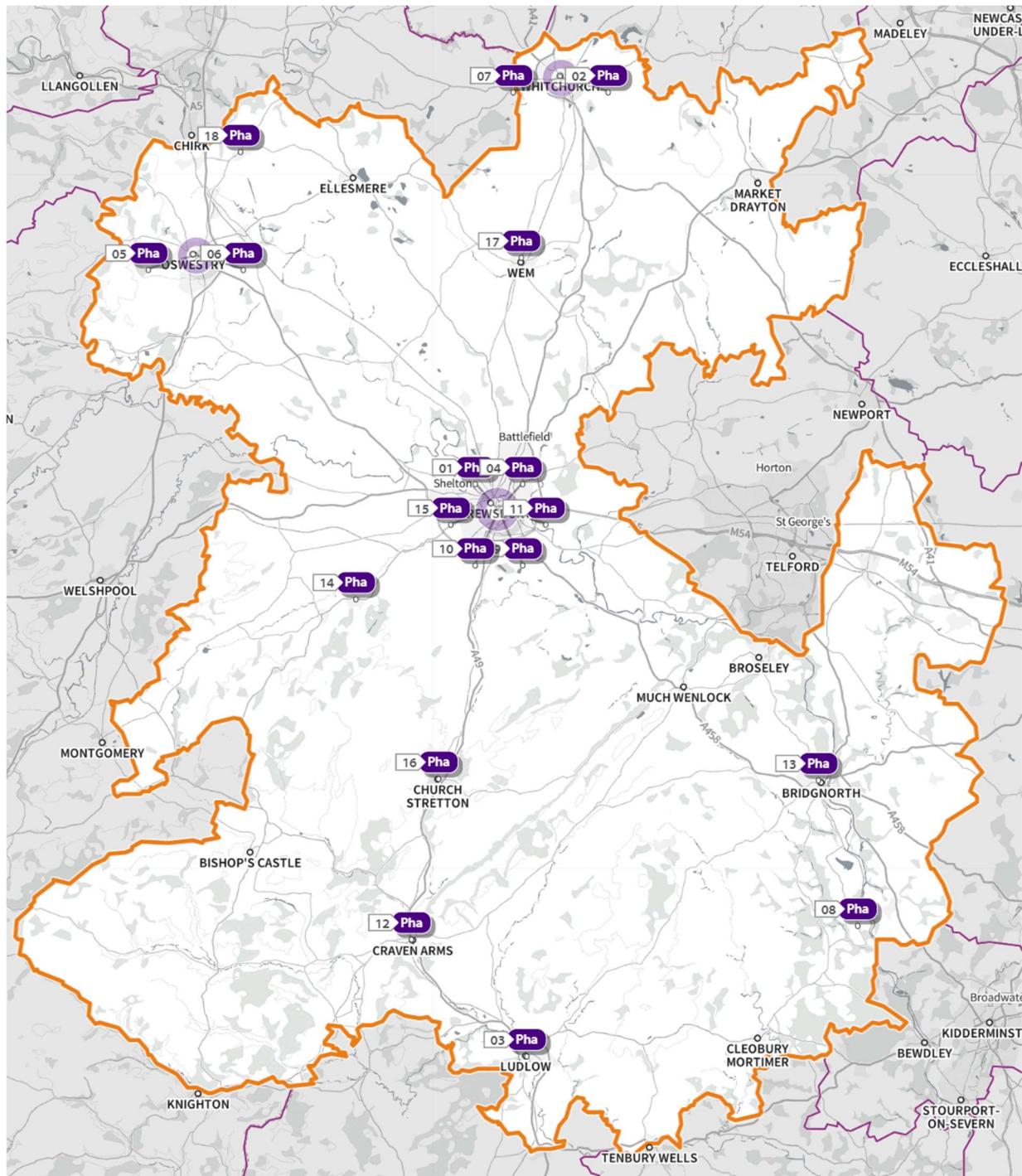
Patient Group Direction Service (PGD)

Patient Group Directions (PGDs) provide a legal framework that allows some medicines to be supplied and/or administered by named, authorised, registered health professionals, to a pre-defined group of patients needing preventative treatment or treatment for a condition without the need for a prescription.

PGDs may be appropriate when medicine use follows a predictable pattern, such as for patients attending for contraception, or where patients seek unscheduled care, such as for a minor ailment in a community pharmacy or walk-in centre.

- Extended Care Tier 1 and Tier 2 are listed as PGD services
- UTI and Impetigo services are now delivered under this contract.

Figure 64 – Pharmacies providing PGD services



Source: PNA Community Pharmacy Questionnaire 2022
© Crown copyright and database rights 2022 Ordnance Survey 100016969
Figure 65: Pharmacies providing PGD services

| Map index | Name | Address | Town |
|-----------|--------------------------|-------------------------|-----------------|
| 1 | Asda Pharmacy | Old Potts Way | Shrewsbury |
| 2 | Boots | 10-14 Watergate Street | Whitchurch |
| 3 | Brown and Francis | 49 Bull Ring | Ludlow |
| 4 | Conway Pharmacy | 238 Monkmoor Road | Shrewsbury |
| 5 | Day Lewis Pharmacy | Oswald Road | Oswestry |
| 6 | Day Lewis Pharmacy | 14 English Walls | Oswestry |
| 7 | Green End Pharmacy | 11-13 Green End | Whitchurch |
| 8 | Highley Pharmacy | Beulah House | Highley |
| 9 | LloydsPharmacy | Meole Brace Retail Park | Shrewsbury |
| 10 | Lunts Healthcare Limited | The Tannery | Shrewsbury |
| 11 | Lunts Pharmacies | 1-3 Hereford Road | Shrewsbury |
| 12 | Lunts Pharmacy | Drovers' House | Craven Arms |
| 13 | Murrays Healthcare | Northgate Health Centre | Bridgnorth |
| 14 | Pontesbury Pharmacy | Main Road | Shrewsbury |
| 15 | Rhodes | 28 Claremont Hill | Shrewsbury |
| 16 | Rowlands Pharmacy | 40 Sandford Avenue | Church Stretton |
| 17 | Rowlands Pharmacy | Wem and Prees Med Prac | Wem |
| 18 | St Martins Pharmacy | Stans Superstore | Oswestry |

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 6 (12.5%) pharmacies in Shropshire who are signed up to provide at least one of these services (Figure 12).

During 2021/22 across Shropshire:

- There were 6 active providers for treatment of UTI

NB. As UTI and Impetigo services now sit under the PGD specification the provision as understood here comes from community pharmacy questionnaire data. This was an open question following confirmation of PGD provision and it may therefore underrepresent the real provision of UTI and Impetigo services, given the apparent decline in provision when comparison to the previous Needs Assessment.

Figure 66: UTI and Impetigo service provision in Shropshire 2020-21

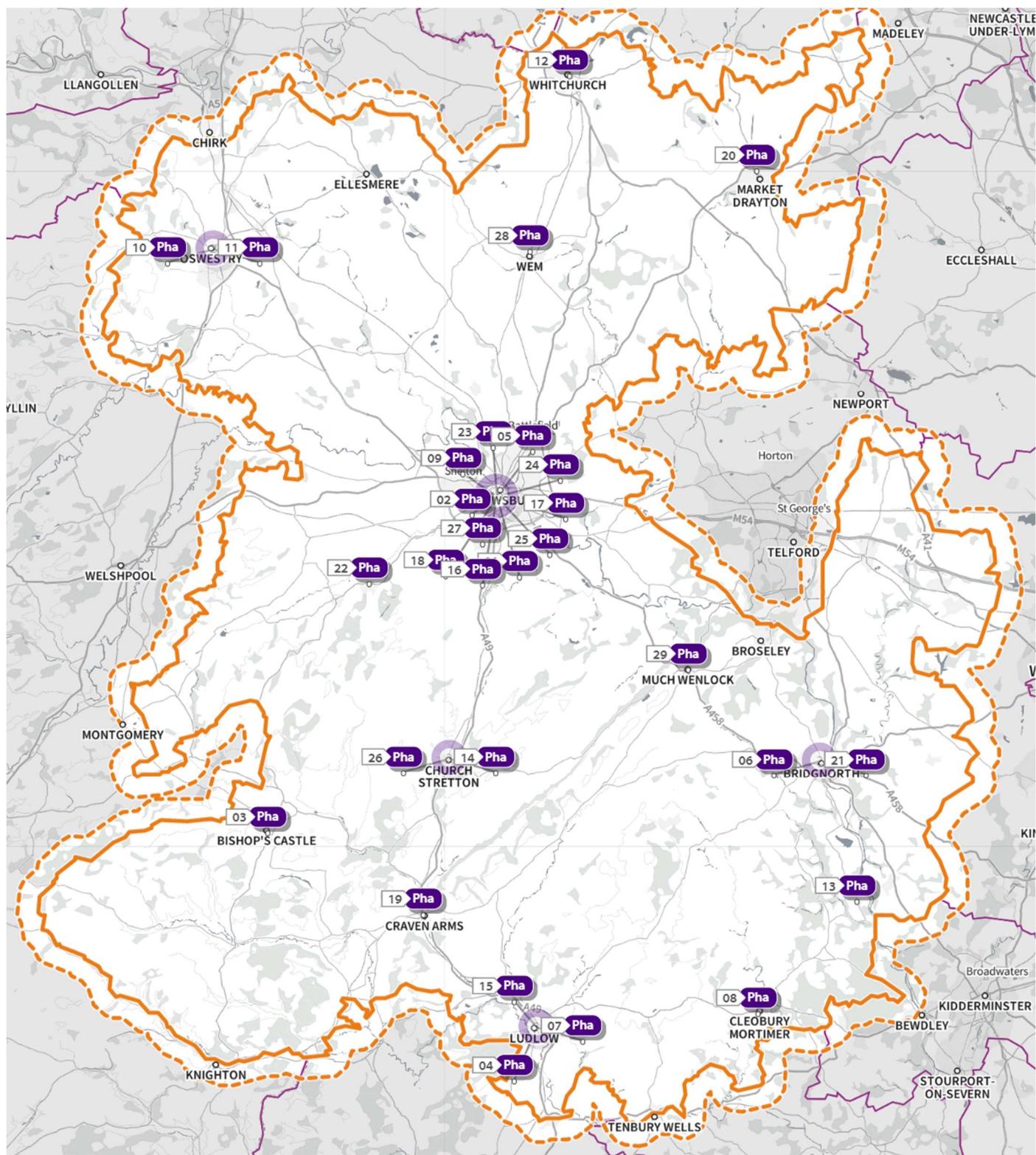
| Map index | Name | Address | Town |
|-----------|---------------------|-------------------------|------------|
| 1 | Asda Pharmacy | Old Potts Way | Shrewsbury |
| 2 | Conway Pharmacy | 238 Monkmoor Road | Shrewsbury |
| 3 | Green End Pharmacy | 11-13 Green End | Whitchurch |
| 4 | LloydsPharmacy | Meole Brace Retail Park | Shrewsbury |
| 5 | Murrays Healthcare | Northgate Health Centre | Bridgnorth |
| 6 | St Martins Pharmacy | Stans Superstore | Oswestry |

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 2021/22 there were 29 pharmacies signed up to provide the service in Shropshire (Figure 14) with 1,013 provisions being made during the year (an average of around 35 per year for each pharmacy, an increase on 22 per year in 2016/17).

Figure 14 Map of Emergency Supply service provision in Shropshire 2021-22



Source – Pharmacy Questionnaire 2022

Figure 67: Key of map of Emergency Supply service provision in Shropshire 2021-22

| Map index | Name | Address | Town |
|-----------|---------------|---------------|------------|
| 1 | Asda Pharmacy | Old Potts Way | Shrewsbury |

| | | | |
|----|--------------------------|------------------------------|-------------------|
| 2 | Bicton Heath Pharmacy | Bicton Heath Shopping Centre | Shrewsbury |
| 3 | Bishops Castle Pharmacy | The Pharmacy | Bishops Castle |
| 4 | Boots | 34 Bull Ring | Ludlow |
| 5 | Boots | 37 Mytton Oak Road | Shrewsbury |
| 6 | Boots | 30-31 High Street | Bridgnorth |
| 7 | Brown and Francis | 49 Bull Ring | Ludlow |
| 8 | Cleobury Pharmacy | Cleobury Pharmacy | Cleobury Mortimer |
| 9 | Conway Pharmacy | 238 Monkmoor Road | Shrewsbury |
| 10 | Day Lewis Pharmacy | Oswald Road | Oswestry |
| 11 | Day Lewis Pharmacy | 14 English Walls | Oswestry |
| 12 | Green End Pharmacy | 11-13 Green End | Whitchurch |
| 13 | Highley Pharmacy | Beulah House | Highley |
| 14 | Hillside Pharmacy | 18 Sandford Avenue | Church Stretton |
| 15 | LloydsPharmacy | 116-119 Lower Galderford | Ludlow |
| 16 | LloydsPharmacy | Meole Brace Retail Park | Shrewsbury |
| 17 | Lunts Healthcare Limited | The Tannery | Shrewsbury |
| 18 | Lunts Pharmacies | 1-3 Hereford Road | Shrewsbury |
| 19 | Lunts Pharmacy | Drovers' House | Craven Arms |
| 20 | Murrays Healthcare | Medical Centre | Market Drayton |
| 21 | Murrays Healthcare | Northgate Health Centre | Bridgnorth |
| 22 | Pontesbury Pharmacy | Main Road | Shrewsbury |
| 23 | Radbrook Green Pharmacy | Bank Farm Road | Shrewsbury |
| 24 | Rhodes | 28 Claremont Hill | Shrewsbury |
| 25 | Rowlands Pharmacy | Marsden Medical Practice | Shrewsbury |
| 26 | Rowlands Pharmacy | 40 Sandford Avenue | Church Stretton |
| 27 | Rowlands Pharmacy | 7 Lansdowne Road | Shrewsbury |
| 28 | Rowlands Pharmacy | Wem and Prees Med Prac | Wem |
| 29 | Wenlock Pharmacy | 14 High Street | Much Wenlock |

Findings from the emergency supply service across Shropshire during 2016/17 found only 4% of patients were under 20 compared with over three-quarters being aged 50 and over

Provision of Pharmaceutical services to Care Homes

Shropshire has a significant number of care home beds per head of population. Within Shropshire there are 160 care homes for adults (43 Nursing Care Homes, 117 Residential Care Homes). 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 ICS 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

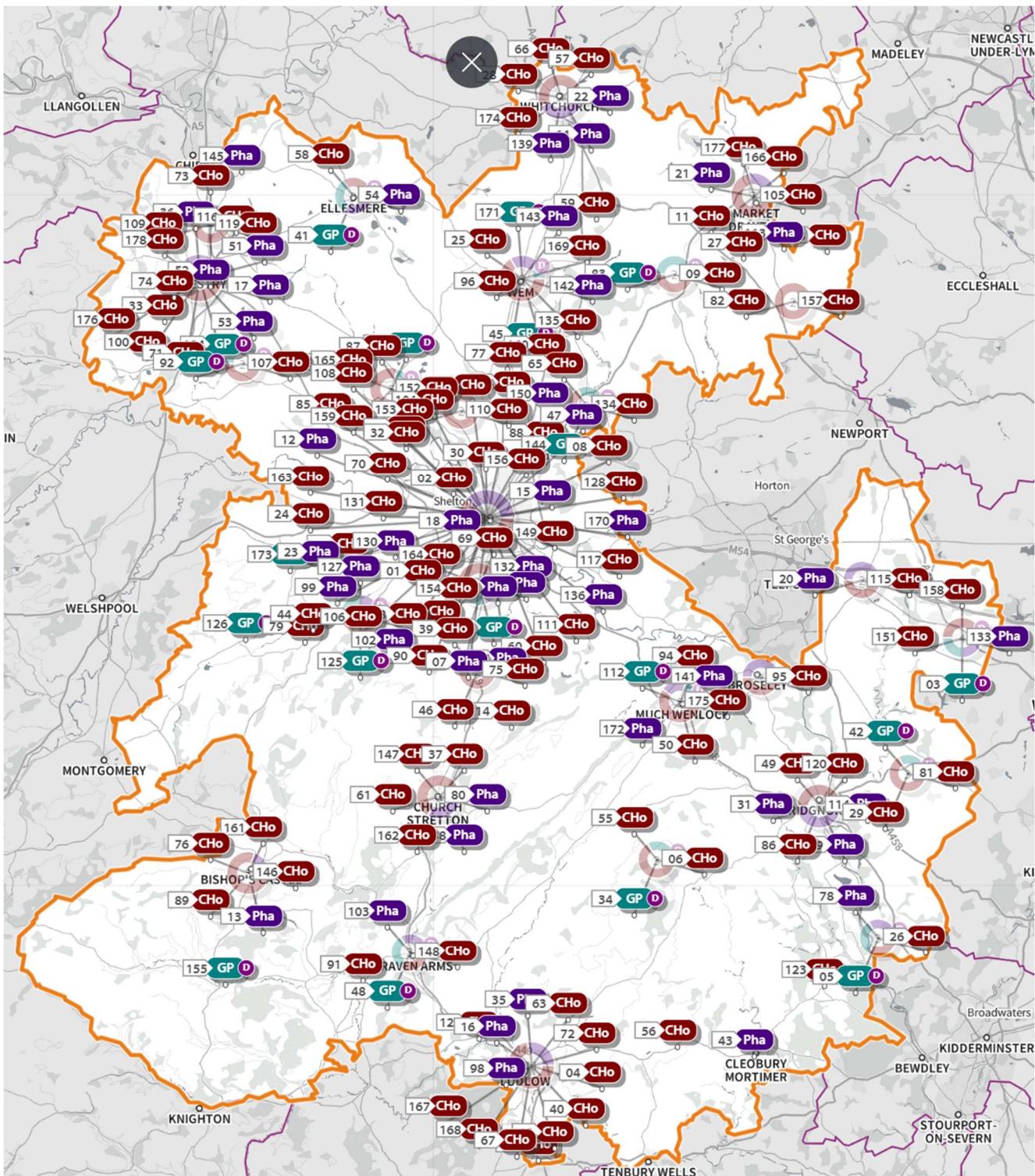


Figure 68: Ditton priors; 06 - Arden Grange Nursing & Residential Care Home and 55 – Ditten Priors Care Centre. Only have close access to a dispensing practice

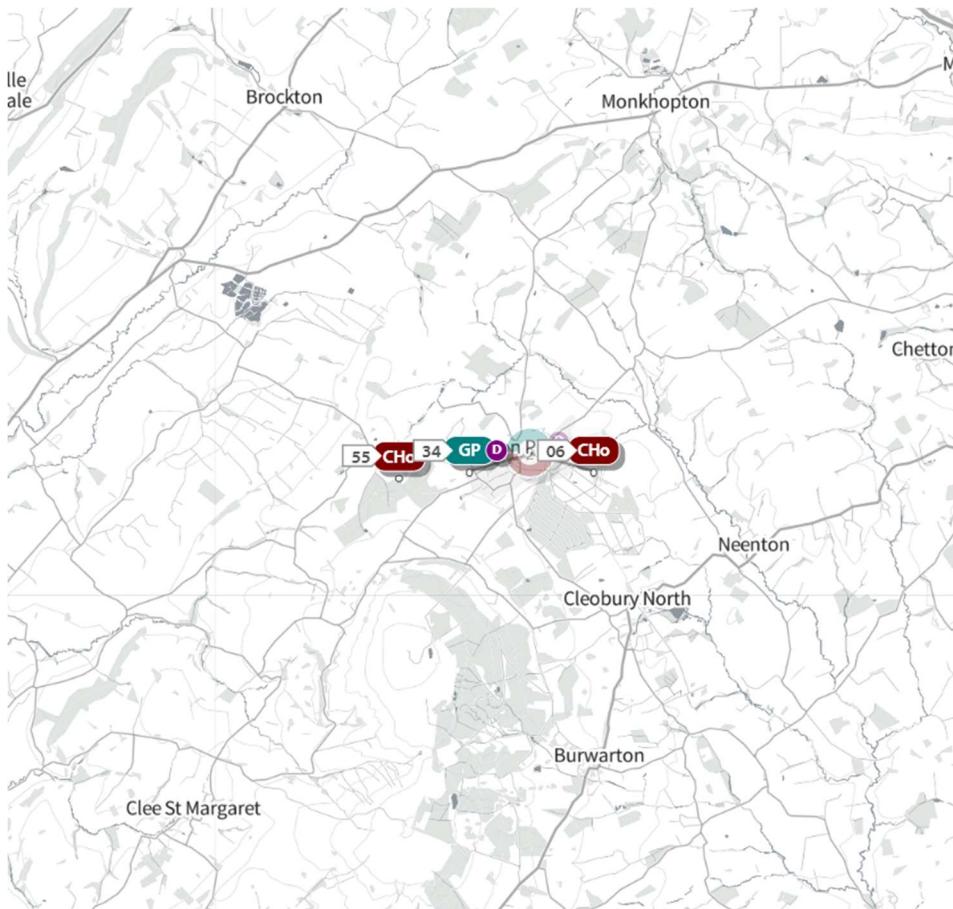
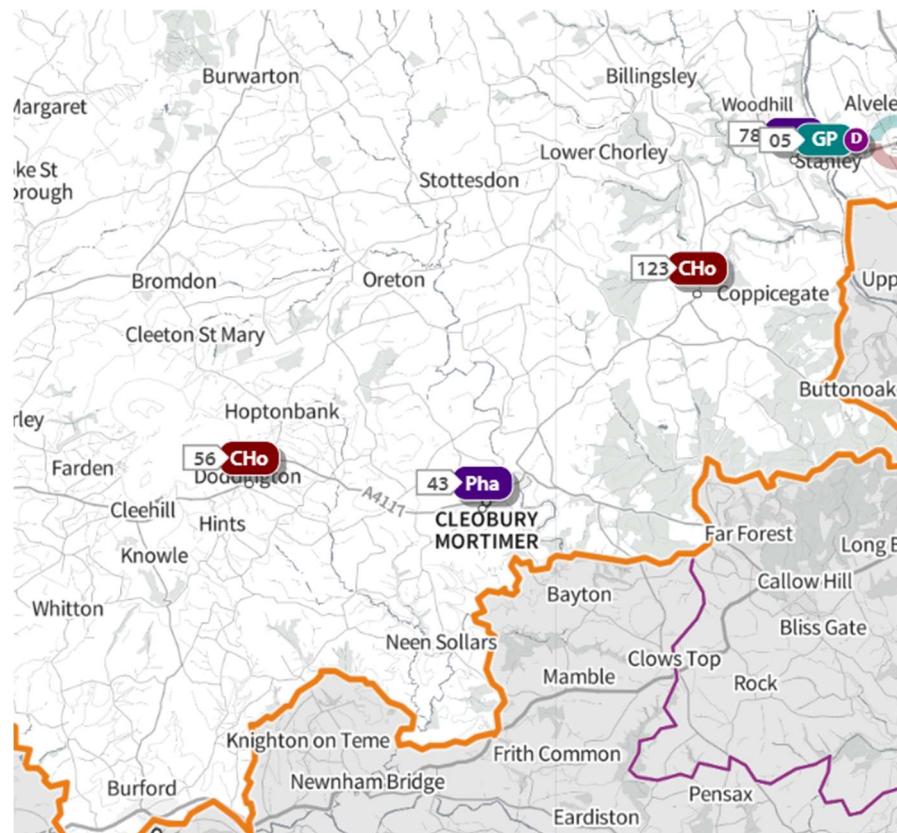


Figure 69: Doddington and Kirbet; 56 – Doddington Lodge and 123 – Park House Nursing Home. Significant distance to nearest pharmacies in Cleobury Mortimer and Alveley respectively.



Source - SHAPE Atlas 2022

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 47 Shropshire County pharmacies. The Public Health Department received 50 completed questionnaires (3 were duplicated)

The questionnaire had several different categories: premises and contact details; opening/closing times; consultation facilities; Services, advanced services, commissioned services, non-commissioned services, screening services and disease specific medicine management service.

Based on the Community Pharmacy Questionnaire (completed by 47 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.

Table 29: Disease specific management services by responses

| Service Summary | % Currently Commissioned | % Willing to Provide if Commissioned | % Willing to Provide Privately | % Not willing to Provide |
|--|--------------------------|--------------------------------------|--------------------------------|--------------------------|
| Allergies | 0% | 61.7% | 10.64% | 0% |
| Alzheimer's/dementia | 0% | 68.09% | 10.64% | 0% |
| Asthma | 2.13% | 70.21% | 10.64% | 0% |
| CHD | 0% | 68.09% | 10.64% | 0% |
| COPD | 0% | 70.21% | 10.64% | 0% |
| Depression | 0% | 68.09% | 10.64% | 0% |
| Diabetes type I | 0% | 70.21% | 10.64% | 0% |
| Diabetes type II | 0% | 70.21% | 10.64% | 0% |
| Epilepsy | 0% | 68.09% | 10.64% | 0% |
| Heart Failure | 0% | 68.09% | 10.64% | 0% |
| Hypertension | 21.28% | 48.94% | 12.77% | 0% |
| Parkinson's disease | 0% | 65.96% | 10.64% | 0% |
| Emergency Contraception Service | 48.94% | 42.55% | 14.89% | 0% |
| Emergency Supply Service | 65.96% | 23.40% | 4.26% | 0% |
| Gluten Free Food Supply Service | 0% | 65.96% | 12.77% | 0% |
| Home Delivery Service (not appliances) | 17.02% | 51.06% | 19.15% | 0% |
| Independent Prescribing Service | 0% | 57.45% | 12.77% | 0% |

Source: PNA Pharmacy Questionnaire 2022

Additional Services

Table 30 shows the additional service provision responses by pharmacies.

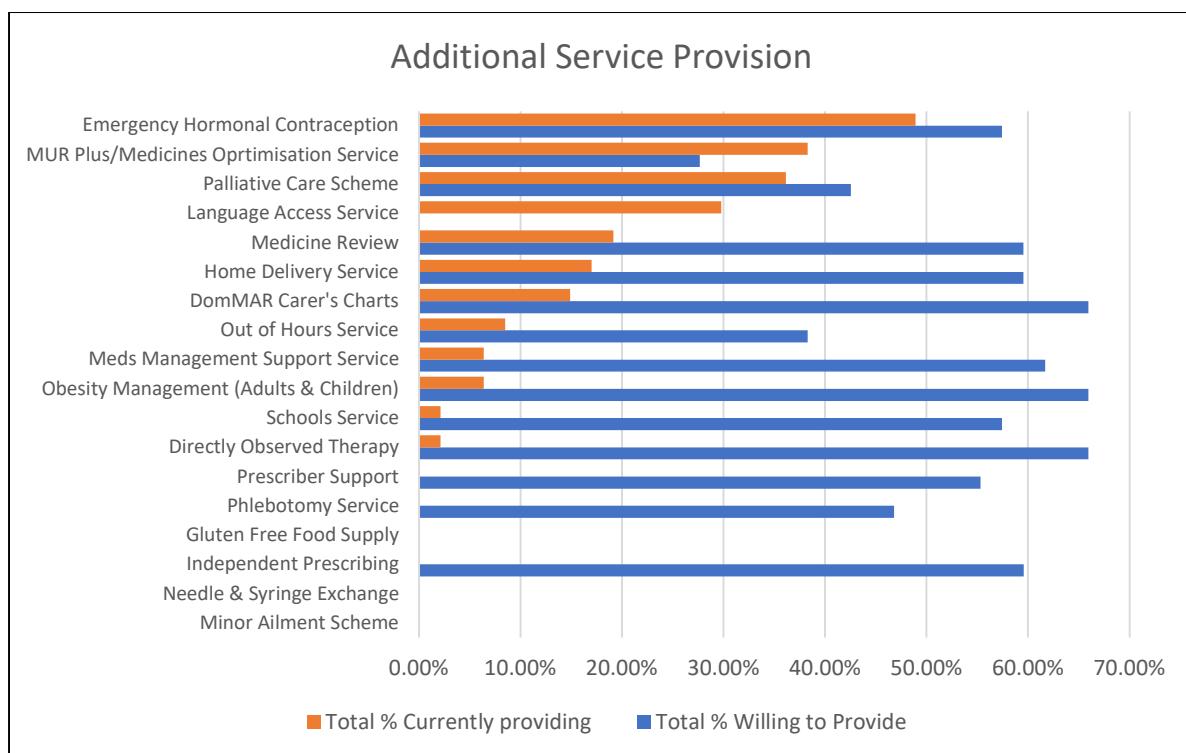
Table 30: Additional Services Provision

| Services | % Currently Commission | % Willing to Provide if Commissioned | % Willing to Provide Privately | % Not willing to Provide |
|---|------------------------|--------------------------------------|--------------------------------|--------------------------|
| Emergency Hormonal Contraception | 48.94% | 42.55% | 14.89% | 0% |
| Home Delivery Service | 17.02% | 51.06% | 8.51% | 0% |
| Needle & Syringe Exchange | 34% | | | |
| Medicine Review | 19.15% | 59.57% | 0% | 0% |
| DomMAR Carer's Charts | 14.89% | 65.96% | 0% | 0% |
| Directly Observed Therapy | 2.13% | 65.96% | 0% | 0% |
| Independent Prescribing | 0% | 57.45% | 2.13% | 0% |
| MUR Plus/Medicines Optimisation Service | 38.3% | 27.66% | 0% | 0% |
| Schools Service | 2.13% | 57.45% | 0% | 0% |
| Palliative Care Scheme | 36.17% | 42.55% | 0% | 0% |
| Language Access Service | 29.8% | 0.0% | 0% | 0% |
| Obesity Management (Adults & Children) | 6.38% | 65.96% | 0% | 0% |
| Out of Hours Service | 8.51% | 38.3% | 0% | 0% |
| Phlebotomy Service | 0% | 46.81% | 0% | 0% |
| Prescriber Support | 0% | 55.32% | 0% | 0% |
| Meds Management Support Service | 6.38% | 61.70% | 0% | 0% |

Source: PNA Pharmacy Questionnaire 2022

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 2022

Screening Services

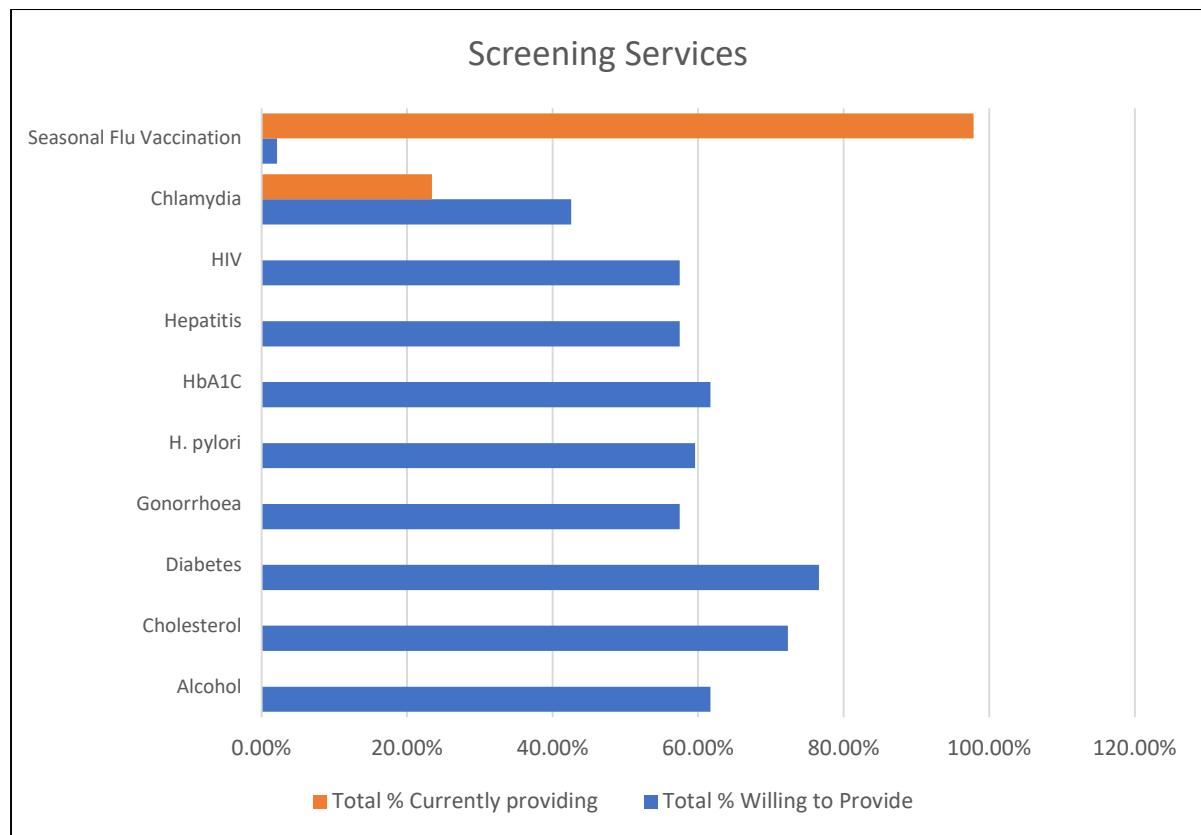
Table 31 shows all responses on whether pharmacies were willing to provide screening services. The majority of pharmacies indicated that they would be willing to provide a screening service for all those listed.

Table 31 Pharmacies Willing to Provide Screening Services

| Summary | % Currently Commission | % Willing to Provide if Commissioned | % Willing to Provide Privately | % Not willing to Provide |
|--------------------------|------------------------|--------------------------------------|--------------------------------|--------------------------|
| Alcohol | 0.0% | 61.70% | 0.0% | 0.0% |
| Chlamydia | 23.40% | 42.55% | 10.64% | 0.0% |
| Cholesterol | 0.0% | 72.34% | 0.0% | 0.0% |
| Diabetes | 0.0% | 76.6% | 0.0% | 0.0% |
| Gonorrhoea | 0.0% | 57.45% | 0.0% | 0.0% |
| H. pylori | 0.0% | 59.57% | 0.0% | 0.0% |
| HbA1C | 0.0% | 61.7% | 0.0% | 0.0% |
| Hepatitis | 0.0% | 57.45% | 0.0% | 0.0% |
| HIV | 0.0% | 57.45% | 0.0% | 0.0% |
| Seasonal Flu Vaccination | 97.87% | 2.13% | 0.0% | 0.0% |

Source: PNA Pharmacy Questionnaire 2022

Figure 17: Pharmacies Willing to Provide Screening Services



Source: PNA Pharmacy Questionnaire 2022

Additional Vaccinations and Services

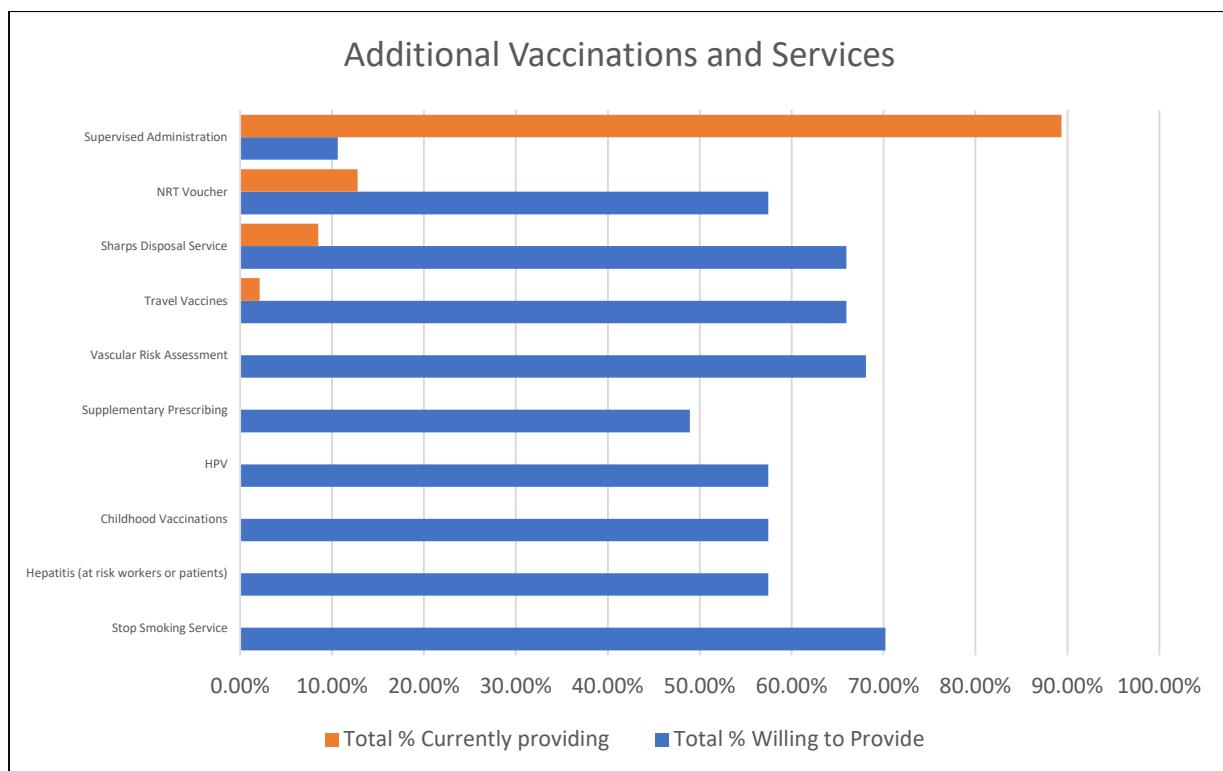
Table 32 shows all responses on whether pharmacies are willing to provide additional vaccination services. The following table shows that the highest percentage of current provision overall was for supervised administration and NRT vouchers; many pharmacies however, indicated that they would be willing 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 Commission | % Willing to Provide if Commissioned | % Willing to Provide Privately | % Not willing to Provide |
|---|------------------------|--------------------------------------|--------------------------------|--------------------------|
| Supervised Administration | 89.36% | 10.64% | 0.0% | 0.0% |
| NRT Voucher | 12.77% | 57.45% | 0.0% | 0.0% |
| Stop Smoking Service | 0.0% | 70.21% | 0.0% | 0.0% |
| Travel Vaccines | 2.13% | 65.96% | 0.0% | 0.0% |
| Sharps Disposal Service | 8.51% | 65.96% | 0.0% | 0.0% |
| Hepatitis (at risk workers or patients) | 0.0% | 57.45% | 0.0% | 0.0% |
| Childhood Vaccinations | 0.0% | 57.45% | 0.0% | 0.0% |
| HPV | 0.0% | 57.45% | 0.0% | 0.0% |
| Supplementary Prescribing | 0.0% | 48.94% | 0.0% | 0.0% |
| Vascular Risk Assessment | 0.0% | 57.45% | 10.64% | 0.0% |

Source: PNA Pharmacy Questionnaire 2022

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



Source: PNA Pharmacy Questionnaire 2022

Medications Collection & Delivery Services

Of the 35 pharmacies that responded to this question (74.4%), 94% (33 of 35) said that they signed up to GP prescription collections and 94% provided a free medications delivery service to some or all patients.

Pharmacies were asked to categorise their selected patient delivery criteria and Table 33 shows the categorised results for the 35 responders. 5.7% of pharmacies indicated charging for meds delivery.

Table 33: Patient group delivery categories (35 responding Pharmacies)

| Selected Patient Groups delivery (Categorised) | % |
|---|----------|
| All Patients | 42.90% |
| Elderly | 11.40% |
| Housebound etc | 25.70% |
| Palliative Care | 5.70% |
| Vulnerable | 2.90% |
| Privately Paid | 5.70% |
| N/a | 5.70% |

Source: PNA Pharmacy Questionnaire 2022

Patient Pharmacy Questionnaire

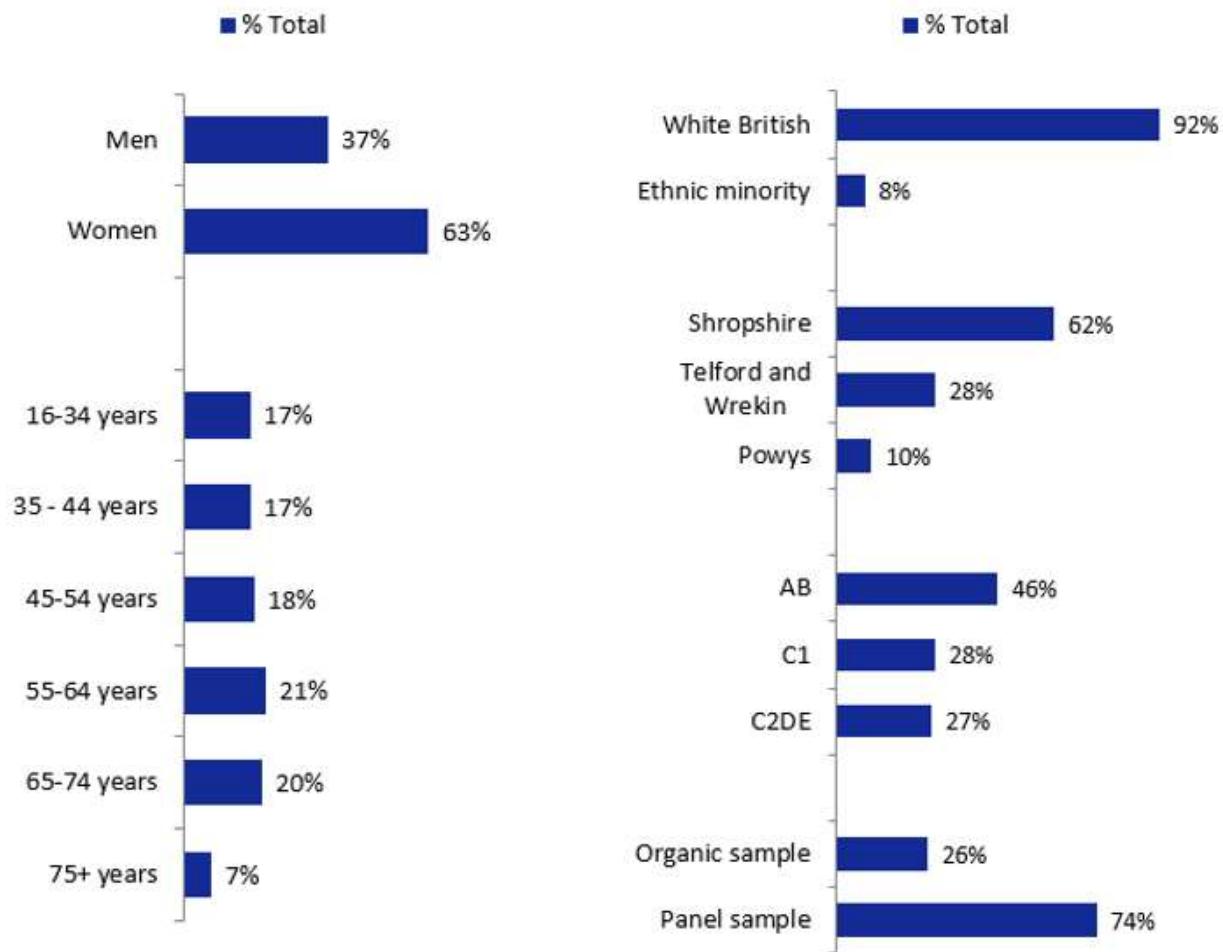
Shropshire Council, Telford and Wrekin Council and Shropshire Healthwatch invited patients to participate in a short on-line questionnaire. This ran from 24th June 2022 to 11th July 2022. The questionnaire was aimed to inform about community pharmacy services in Shropshire in order to find out about patients' experiences and forms an integral part of the Pharmaceutical Needs Assessment for 2022. In total 421 questionnaires were completed, and a copy of the questionnaire is contained within Appendix 4.

Of the respondent questionnaires 311 were recruited by an online commercial panel and 110 were from the organic sample of STW networks.

The respondent sample was slightly skewed towards women. This is often observed with health surveys. The sample was also slightly skewed towards the more affluent socio-economic groups. Almost half the sample identified as coming from the AB social groups. This may cause some bias within the survey. There was representation across all age groups. Finally, 62% of the sample identified themselves as coming from Shropshire LA area of the ICS patch.

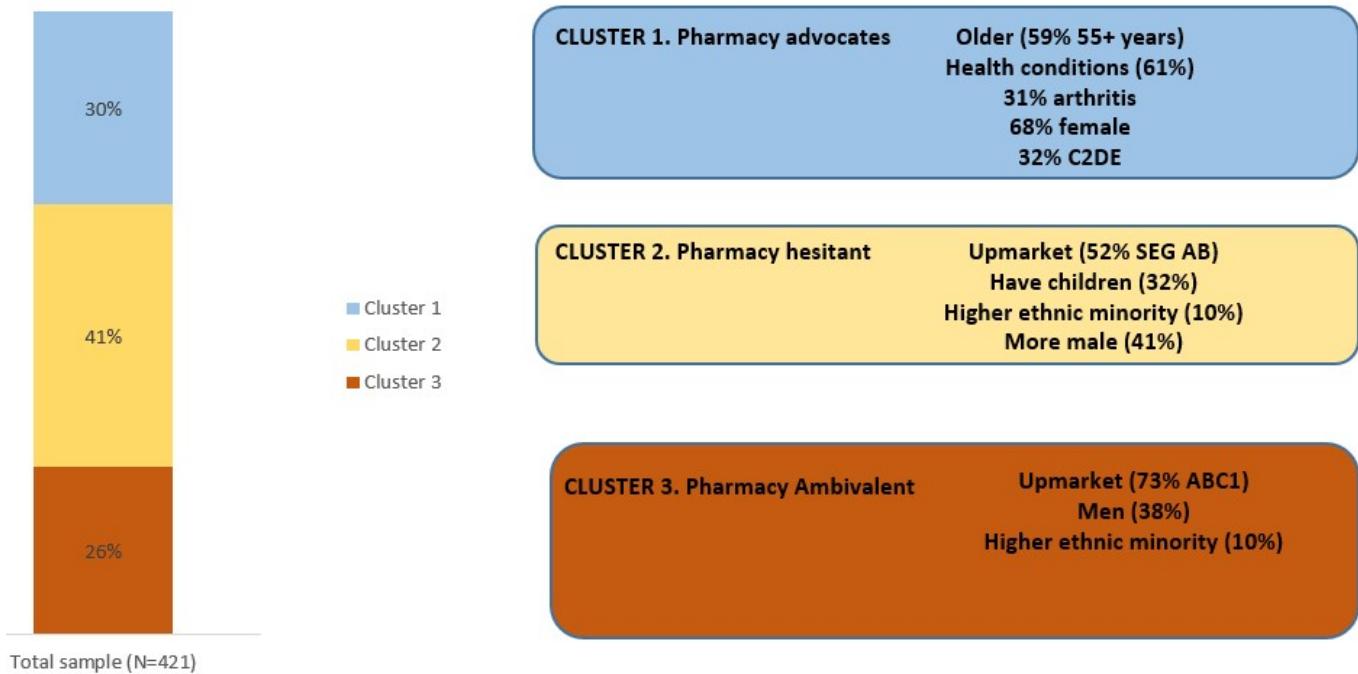
The charts below in the sample profile, give the core components of the sample population. On the left is the gender split, followed by demographic group distribution. On the right we have a broad ethnicity split, followed by a resident LA. Thirdly by socio-economic group and last by the recruiting method of the respondent.

Sample profile

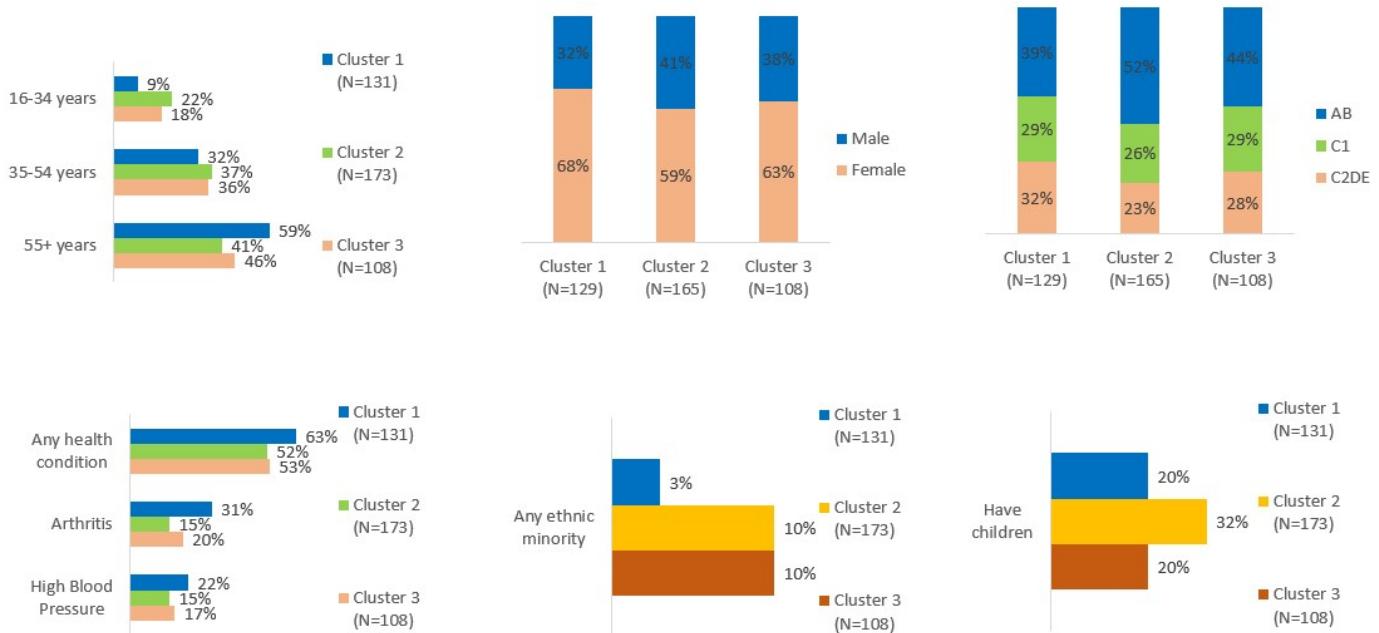


The sample population segmented into three distinct clusters in their attitude towards pharmacies

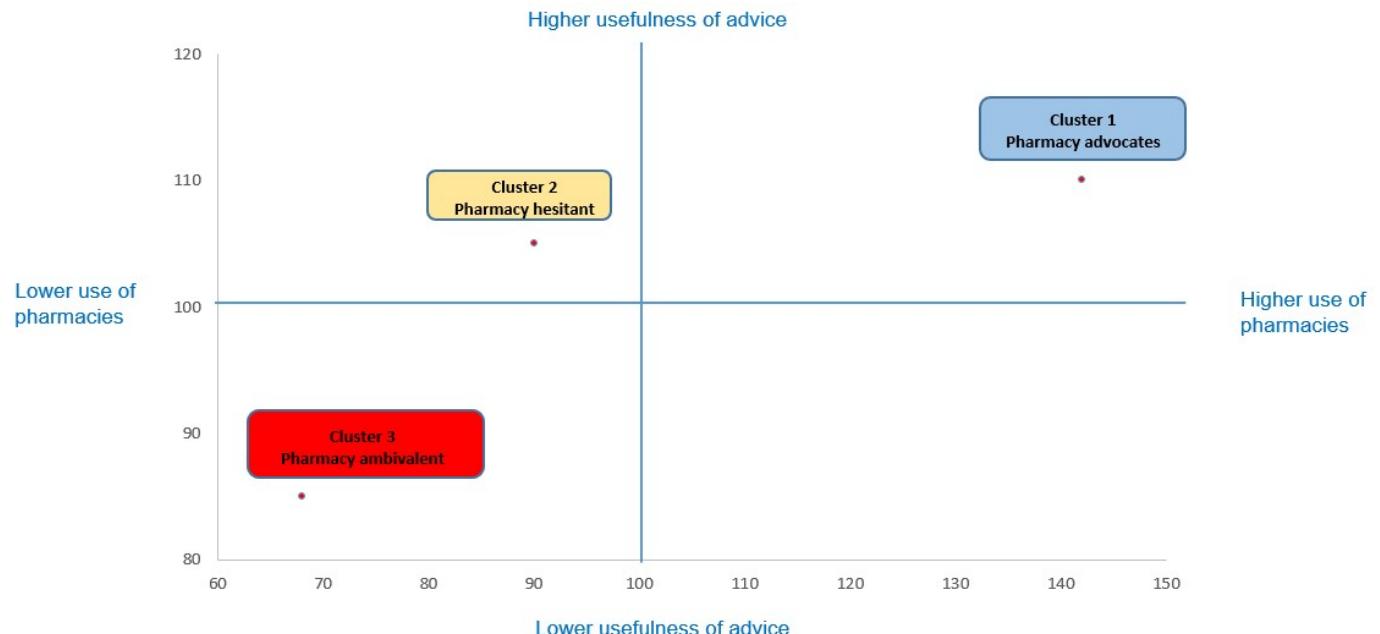
Cluster Characteristics



Demographic breakdown of the three clusters



Use of pharmacies and opinions of advice for the three identified clusters

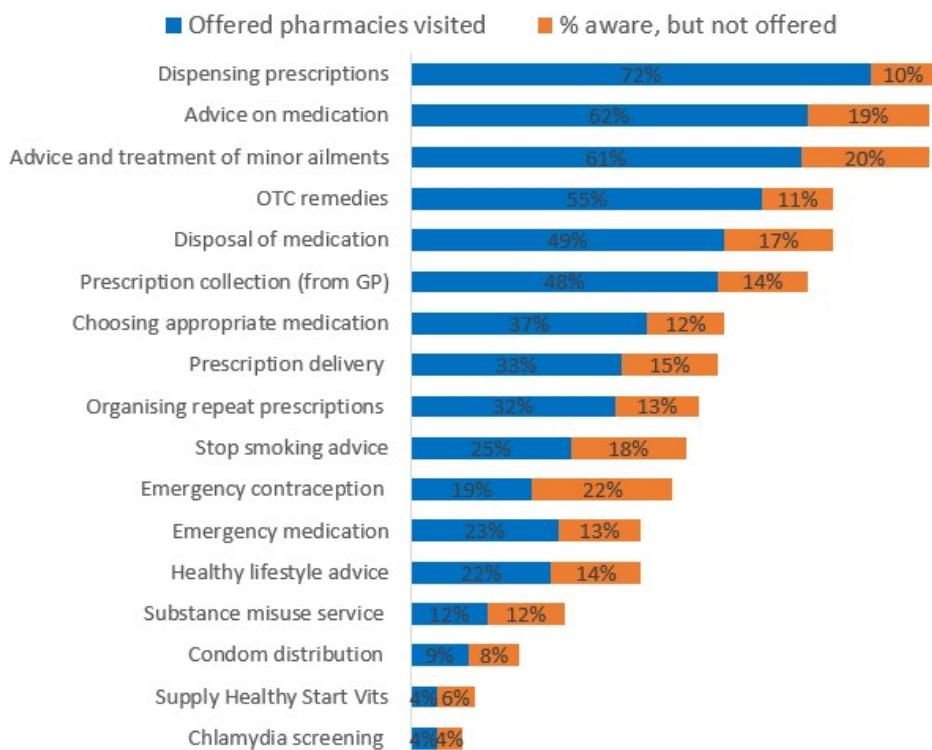


Awareness of Pharmacy Services

Respondents were asked about what extra services their usual pharmacy provided. Awareness was high for the key 'bread and butter' services offered by the pharmacies; dispensing prescriptions (81%), advice on medication (80%) and advice and treatment of minor ailments (80%). Awareness of providing over the counter (OTC) remedies was recorded at 65%, whilst high this would be preferred to be higher.

Awareness of all services was highest in the cluster 1 respondents with the cluster 3 respondents being lowest. Perhaps indicating a need for more effective information dissemination.

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



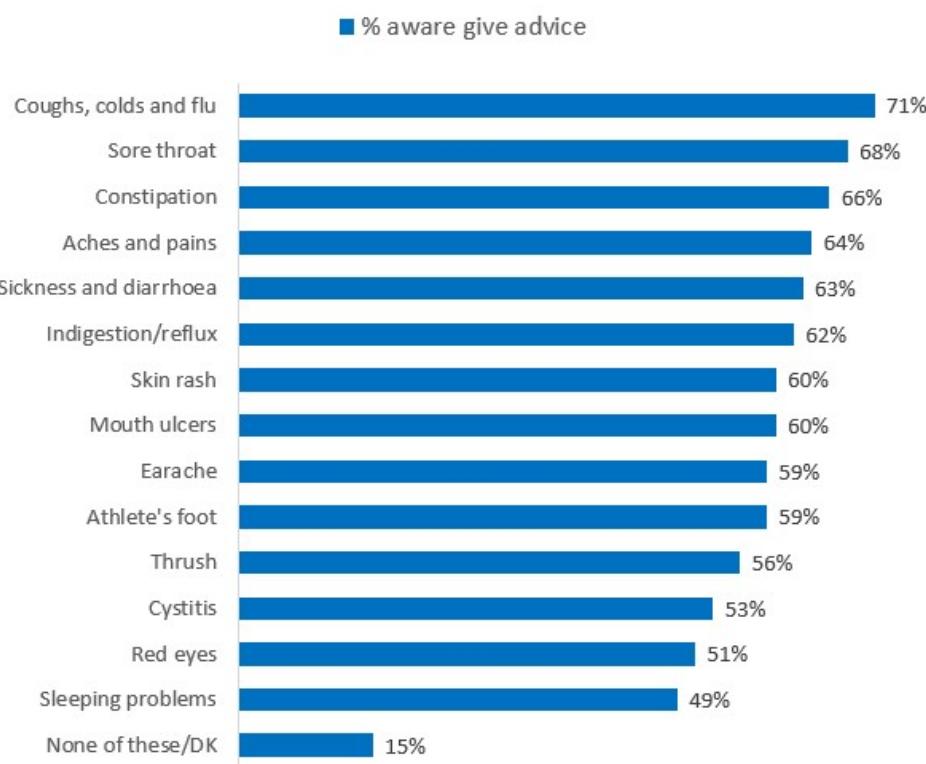
Q Which, if any, of the following services are you aware that pharmacies can offer? Which, if any, of the following services are offered at the pharmacies that you visit?
Base: all respondents (N=421)

Source: Pharmacy Patient Questionnaire 2022

Awareness of Pharmacy advice

Overall awareness of Pharmacists being able to offer advice for specific ailments was high. However, 15% of respondents were recorded as not being aware of any advice services offered by their pharmacist. This again may point to a need for further effective information to be disseminated.

There is a noticeable gap in awareness between clusters one and two. This gap is in the region of 15-20% for most services. Cluster three have a lower awareness again of around 10% on the cluster two respondents.



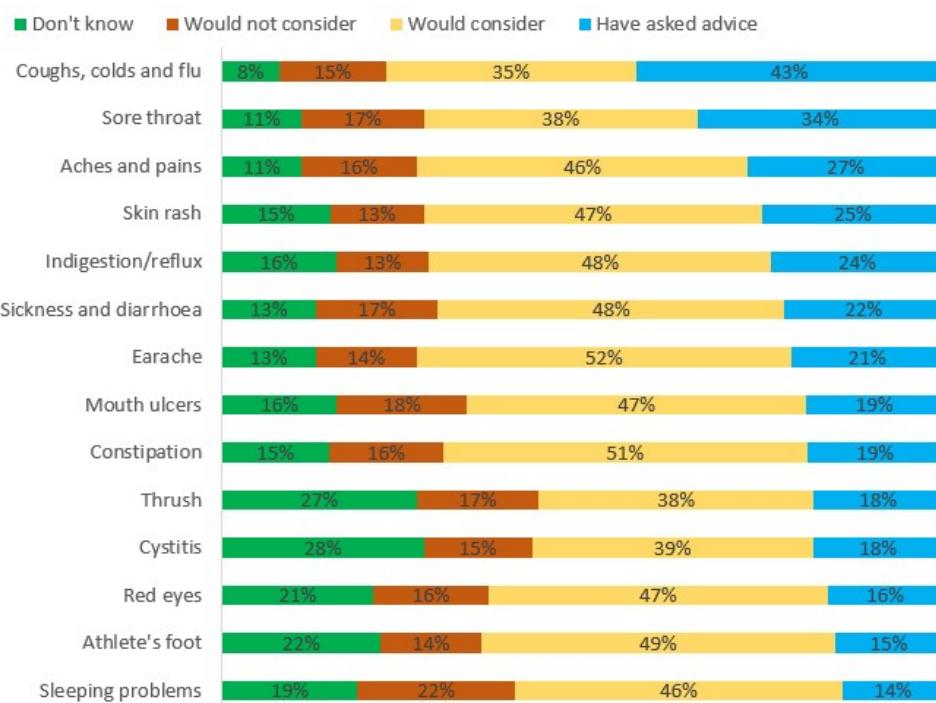
Q Which, if any, of the following are you aware pharmacists can treat or give advice on?

Base: all respondents (N=421)

Source: *Pharmacy Patient Questionnaire 2022*

Willingness to seek advice from a pharmacist

Willingness to approach or consider seeking advice from a pharmacist was high for most ailments. There is a noticeable portion of respondents who recorded don't know for all ailments. Ranging from 8% to 28% for the various ailments. This again perhaps highlights the need for effective communication to give advice on what services and advice pharmacists can offer.



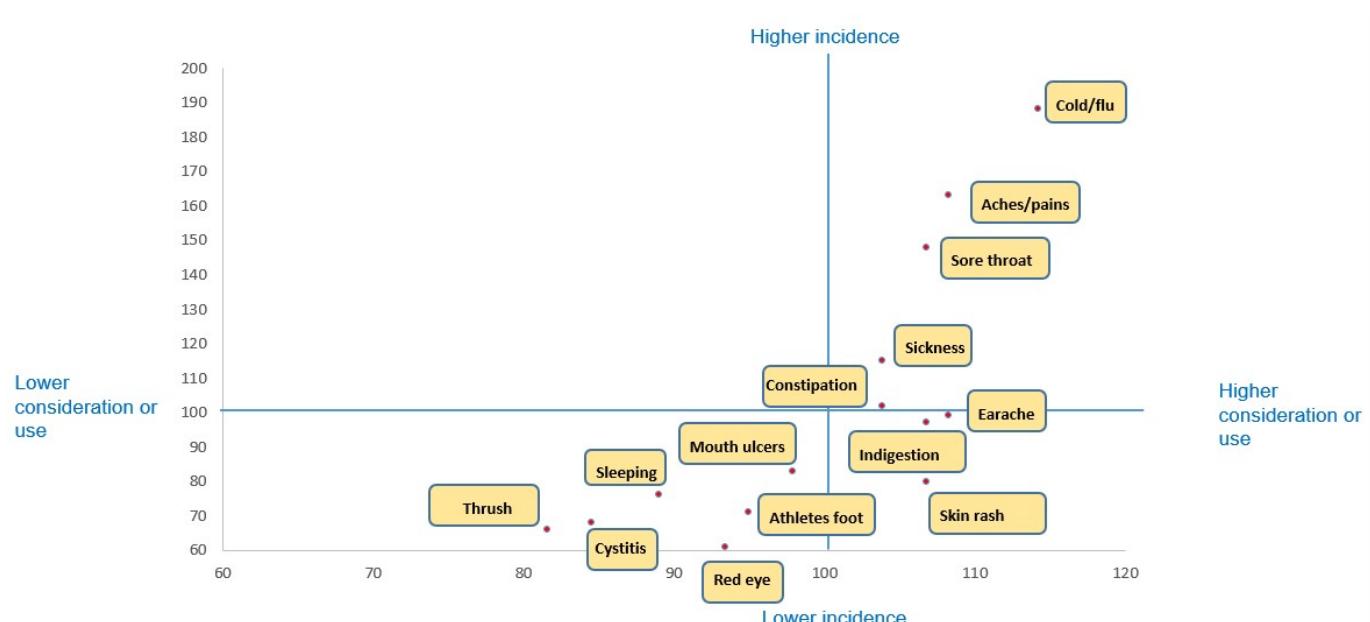
Q For each of these ailments please tell us your opinion of asking a pharmacist to treat this ailment or to provide advice.....?

Base: all respondents who have ever had ailment (N=see chart)

Source: Pharmacy Patient Questionnaire 2022

Incidence versus consideration of minor ailments

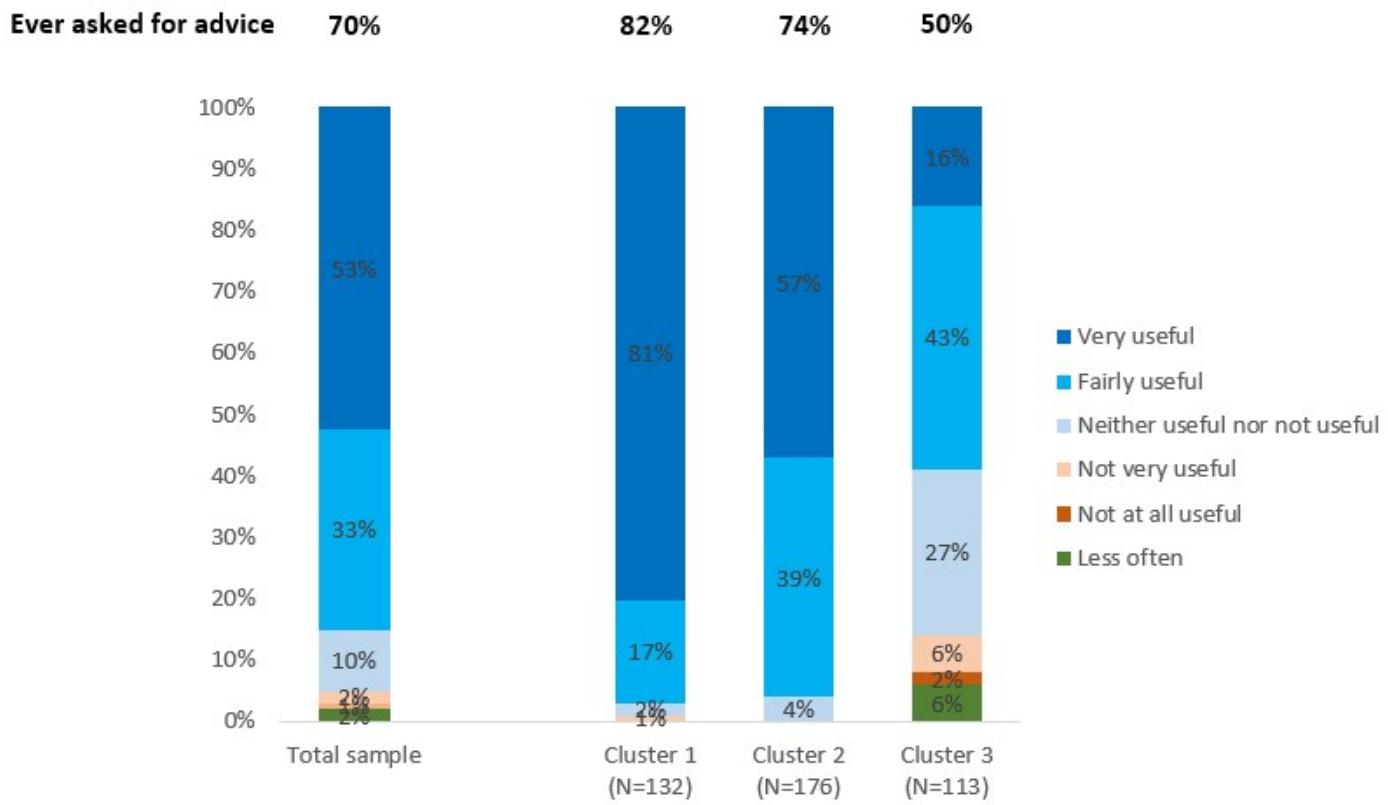
The chart below indicates a potential for some more targeted communication on a selection of common ailments. Those with high to medium incidence and low to medium consideration to seek advice from a pharmacist. This group of ailments would deliver most in promoting the service which pharmacists can offer and help other sections of the care community.



Source: Pharmacy Patient Questionnaire 2022

Usefulness of advice

Clusters one and two are relatively close in their willingness to seek advice from a pharmacist. Cluster three is noticeably lower. However, even here the numbers finding the advice un-useful are low. This really supports the value of the advice service which pharmacists offer.

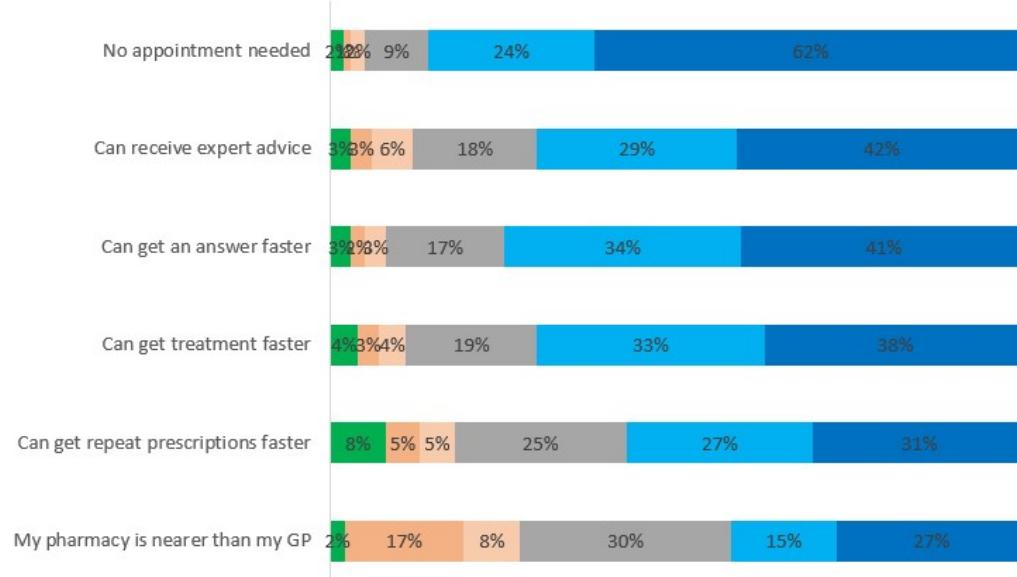


Q Which of these statements describe how useful you think the advice of a pharmacist is? It doesn't matter if you have never received advice?
Base: all respondents (N=1093)

Source: Pharmacy Patient Questionnaire 2022

Agreements attitudes to benefits

■ Don't know ■ Disagree strongly ■ Disagree slightly ■ Neither agree or disagree ■ Agree slightly ■ Agree strongly



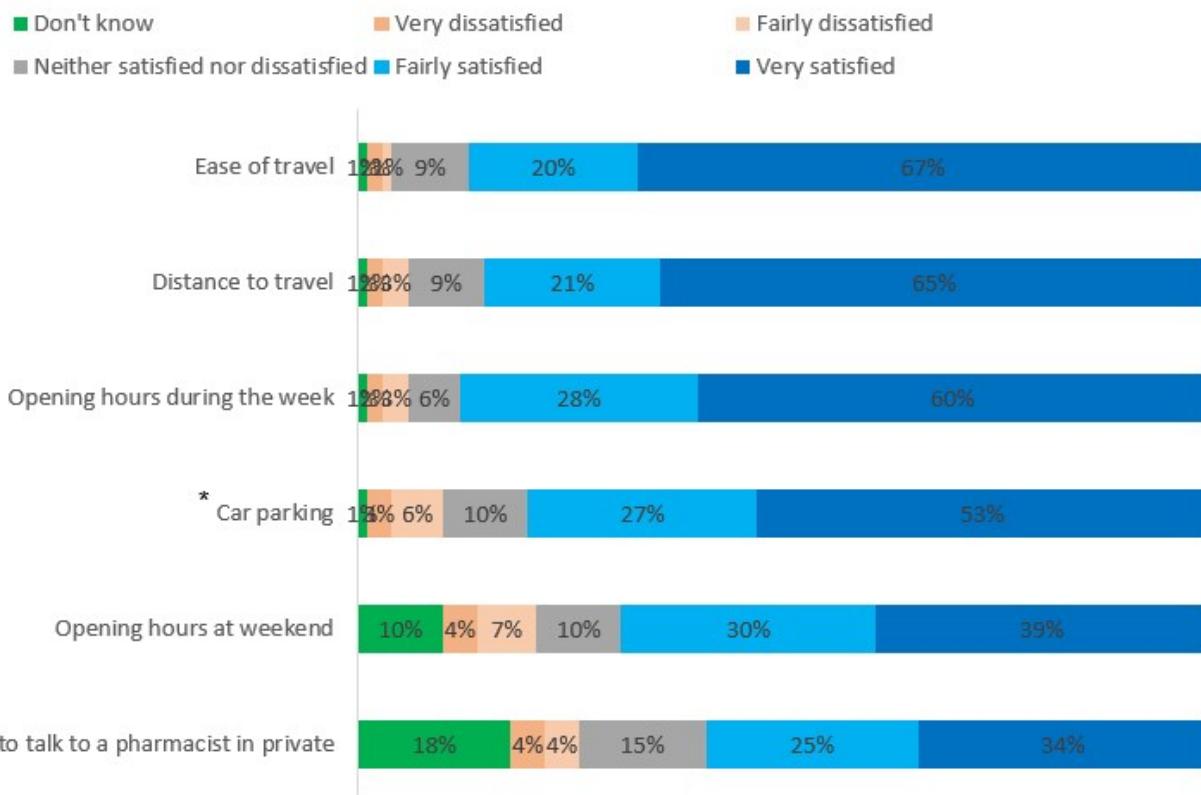
Q There are a number of benefits some people have said about using a pharmacy. How much do you agree or disagree that the following are benefits to you?
Base: all respondents (N=421)

Source: Pharmacy Patient Questionnaire 2022

Satisfaction with functional issues

Overall satisfaction appears relatively good. With higher satisfaction with the distance to travel to see a pharmacist and opening hours in the week being notably high. Lower was the opening times at weekend and ability to talk to a pharmacist in private.

Clusters two and three are recorded as noticeably lower for ability to talk to a pharmacist in private.



Q Still thinking about the pharmacy that you visit most often. How satisfied or dissatisfied are you with the following.....?

Base: all respondents (N=421)

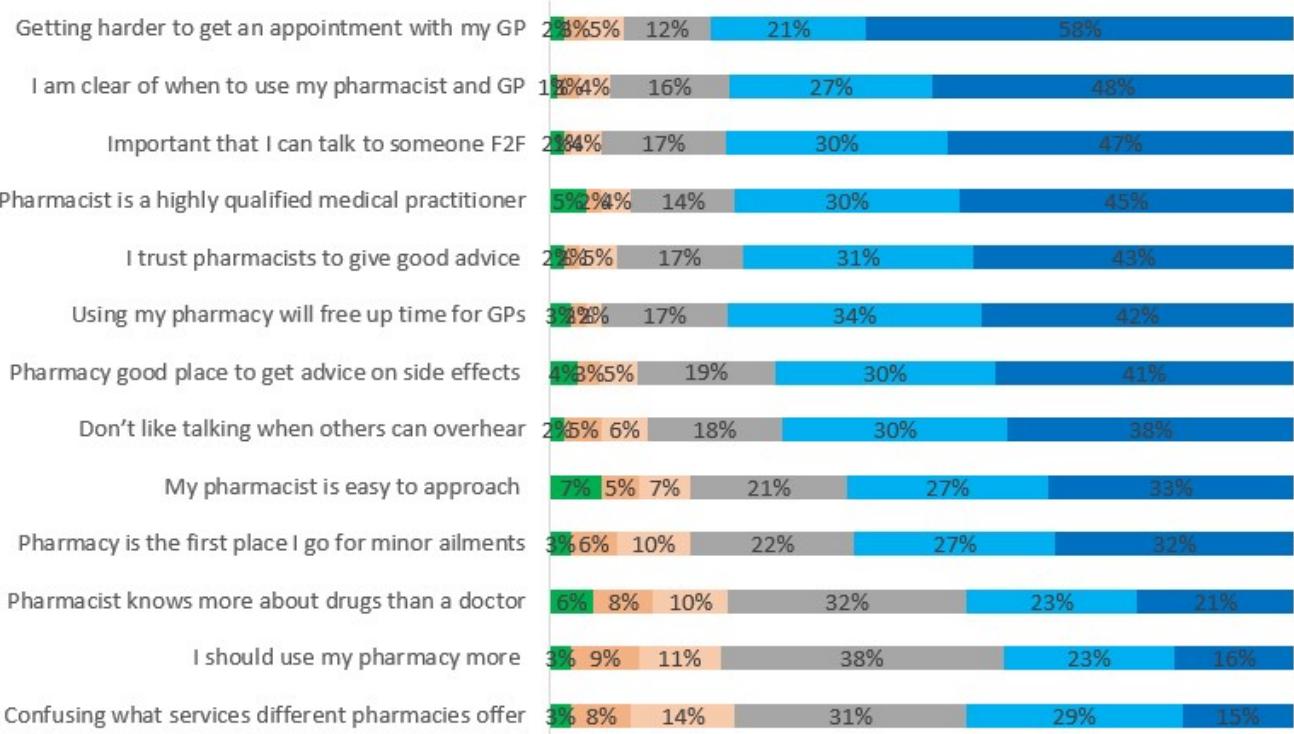
* Those who travel by car

Source: Pharmacy Patient Questionnaire 2022

Agreement – Attitudes towards pharmacies

There was strong agreement (79%) recorded that it is more difficult to get a GP appointment. This could perhaps be used to promote the services pharmacists offer. Pharmacists are recognised as being highly qualified and trusted to give good advice. Almost half of the respondents agreed they could use their pharmacy more. However, 60% recorded their pharmacist was easy to approach and two-thirds don't like talking when others can overhear.

■ Don't know ■ Disagree strongly ■ Disagree slightly ■ Neither agree or disagree ■ Agree slightly ■ Agree strongly

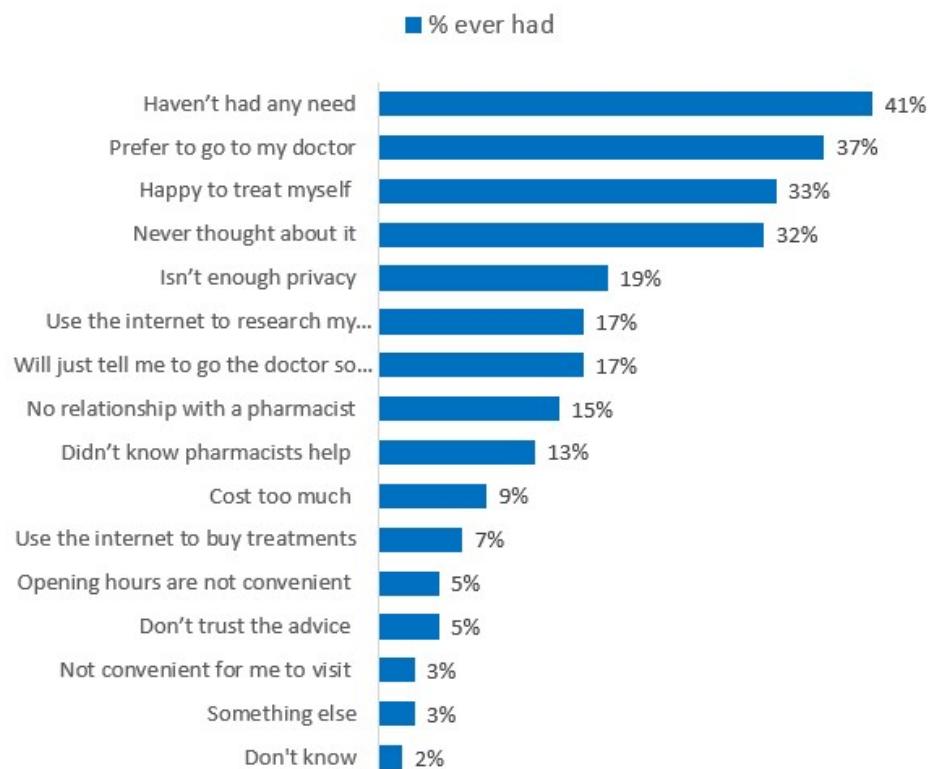


Q Below are something that other people have said about using their pharmacy. Please tell us how much you agree or disagree with each?

Base: all respondents (N=421)

Source: *Pharmacy Patient Questionnaire 2022*

Recorded reasons for not asking for advice



Q You said that there are some ailments that you wouldn't ask the advice of a pharmacist. Which, if any, of the following best describe your reasons?
 Base: all respondents who would not ask for advice(N=207)

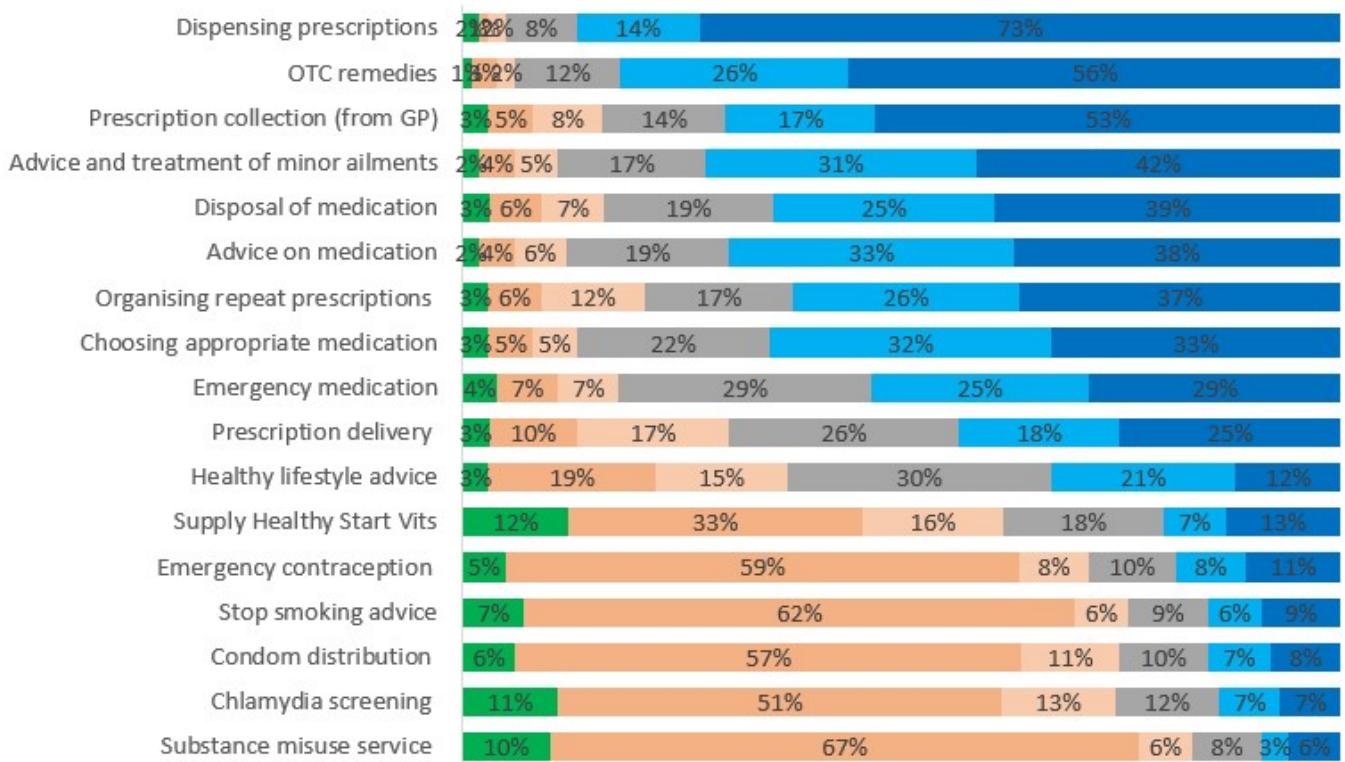
Source: Pharmacy Patient Questionnaire 2022

The different clusters recorded some common themes for not seeking advice from pharmacists. One key theme was the lack of privacy. However, there were some distinct sets within each cluster. Cluster 2 respondents were more likely to favour the non-specific responses like 'never thought about it' or 'no need prefer to go to the doctor'. This suggests that increased promotion may increase uptake within this cluster. Cluster 3 respondents largest answer was 'no relationship with pharmacist' followed by 'will just tell me to go to the doctor'. Self-diagnose and self-treat were also high in cluster 3.

Willingness to use pharmacy services

The variation in the 'willingness to use' question may be at least partially due to some services are relevant to a specific may be small sub-set of the population. For example, smoking and substance misuse. As may be expected the pharmacists core services recorded the highest percentages for example dispensing prescriptions and OTC remedies.

■ Don't know ■ Definitely not use ■ Probably not use ■ Might or might not ■ Probably use ■ Definitely use



Q How likely or unlikely is it that you would use a pharmacy for each of the following in the future.....?

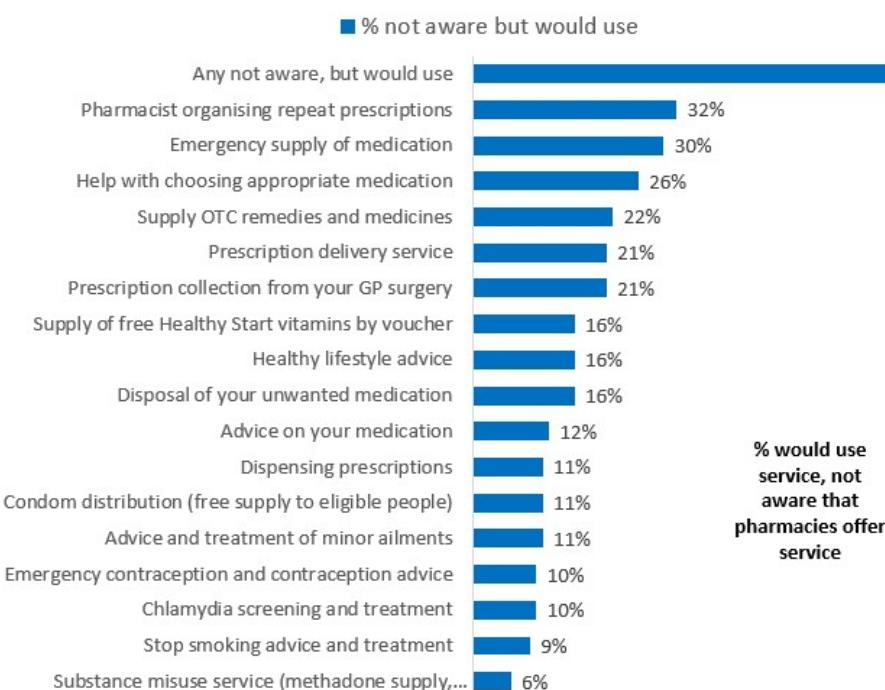
Base: all respondents (N=421)

Source: Pharmacy Patient Questionnaire 2022

Not aware of pharmacy services but would use

The chart below shows services offered by pharmacies which could increase in use if awareness of these services with the public were increased. 69% of respondents said they would use a service currently provided by pharmacists that they were unaware of at present. The largest potential service growth was in 'organising repeat prescriptions', 'emergency supply of medication' and 'help choosing appropriate medication'. Albeit, that some of these services may be used infrequently.

Cluster 2 respondents showed the highest potential for increased use of pharmacy services. Followed by cluster 3, with least potential in cluster 1, perhaps because of their comprehensive existing use of services at pharmacies. With Cluster 2 respondents the largest potential service uptake comes in 'organising repeat prescriptions', 'emergency prescriptions' and 'help choosing medications'. While cluster 3 respondents, 'prescription collection' and 'pharmacists organising repeat prescriptions' have the largest potential uptake.

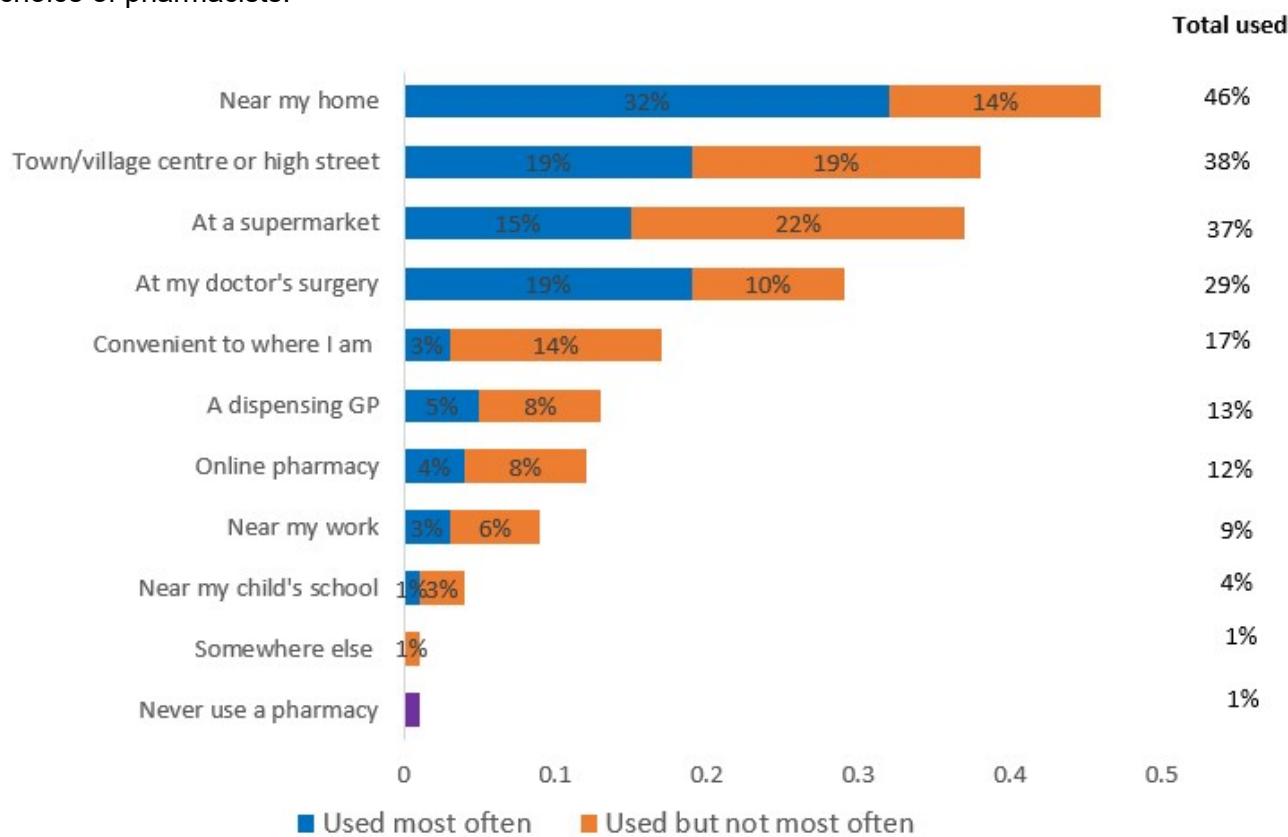


Q Which, if any, of the following services are offered at the pharmacies that you visit? How likely or unlikely is it that you would use a pharmacy for each of the following in the future....
Base: all respondents (N=421)

Source: Pharmacy Patient Questionnaire 2022

Types of pharmacy used

The location of the respondent's pharmacy varied. Most commonly used pharmacies were 'near my home'. Pharmacies 'on the high street' and 'in supermarkets' were often used by respondents. 29% of respondents used pharmacies at GPs, but 66% of respondents had never used these. This is probably due to the rural/urban origin of respondents. Where in a rural setting the GP pharmacists are more common and there is less choice of pharmacists.

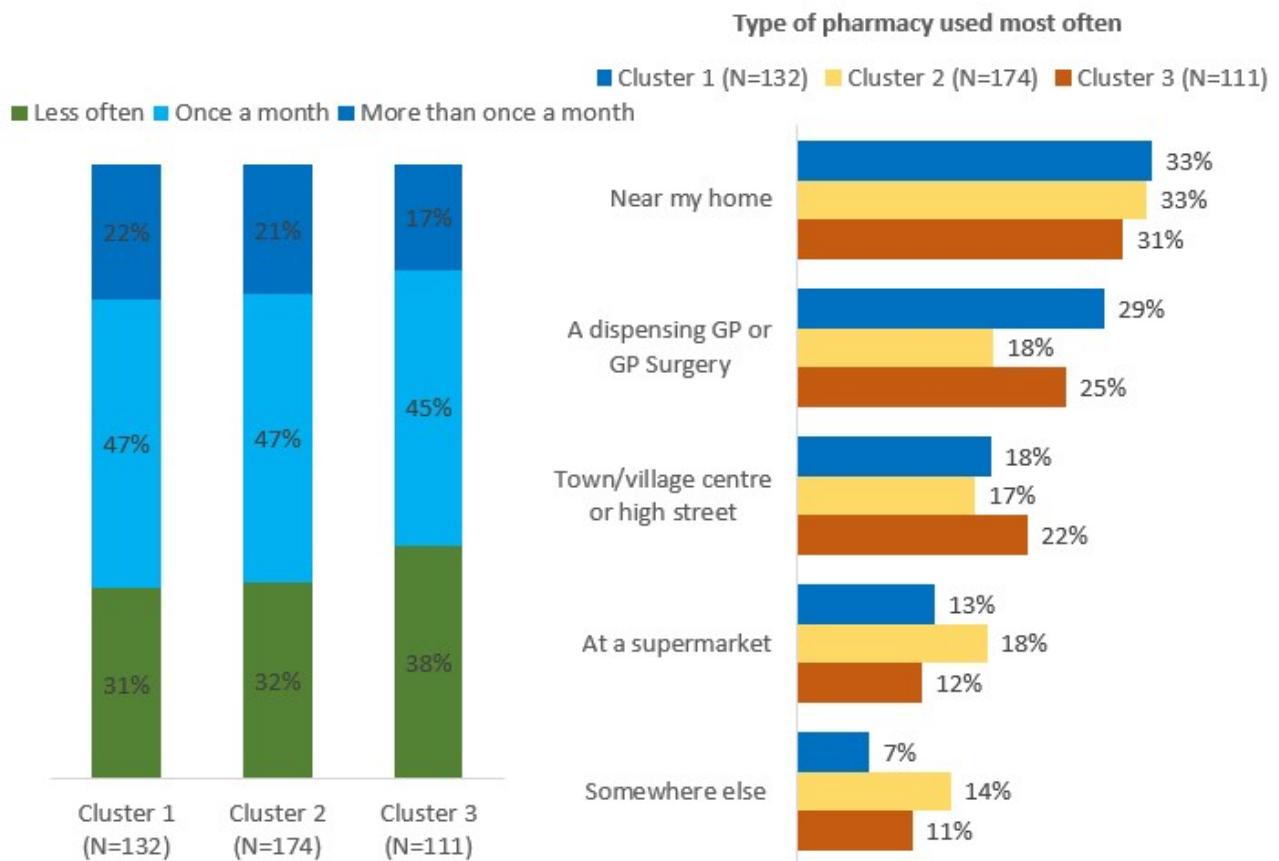


Q In which, if any, of the following places do you ever visit a pharmacy? And which pharmacy do you visit most often?
Base: all respondents (N=421)

Source: Pharmacy Patient Questionnaire 2022

Use of pharmacies by cluster

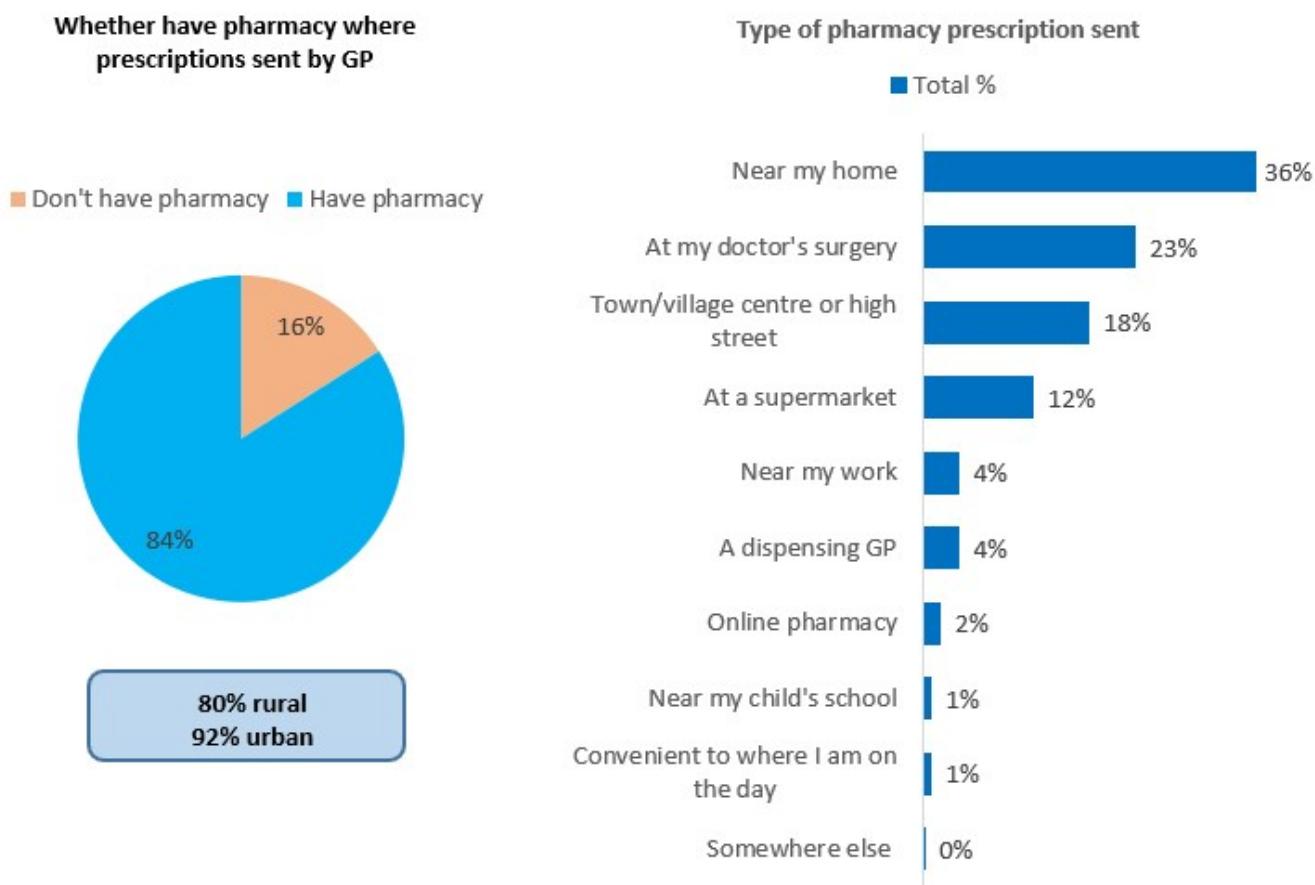
There is little difference in the frequency of visiting between the different clusters. Cluster 3 are the least likely to visit a pharmacy. Cluster 2 were more likely to visit a pharmacy at a supermarket. Due to the environment, this could impact on some key themes like engaging with the pharmacist and lack of privacy?



Q Do you have a pharmacy where your prescription is directly sent to by your GP? And which pharmacy do you visit most often?
 Base: all respondents (N=421)/ all respondents with a pharmacy where prescriptions sent (N=347)

Whether GP sent prescription

Most prescriptions were sent by the respondents GP to their pharmacy. This pharmacy was most likely to be 'near home'. Pharmacies at GP surgeries were also popular to collect prescriptions. Only 12% used pharmacies at supermarkets for collecting prescriptions. Even though more respondents had used these pharmacies (37%).

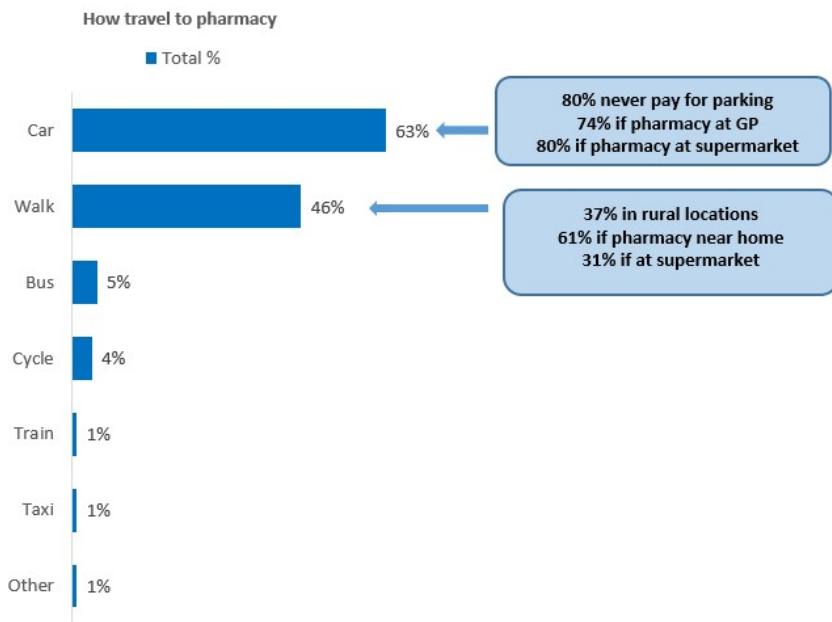


Q Do you have a pharmacy where your prescription is directly sent to by your GP? And which one does your GP send your prescriptions to?
Base: all respondents (N=421)/ all respondents with a pharmacy where prescriptions sent (N=347)

Source: *Pharmacy Patient Questionnaire 2022*

Method of transport – to pharmacy

Respondents living in rural locations were more likely to use their cars to visit pharmacies (70%) and less likely to walk (37%).

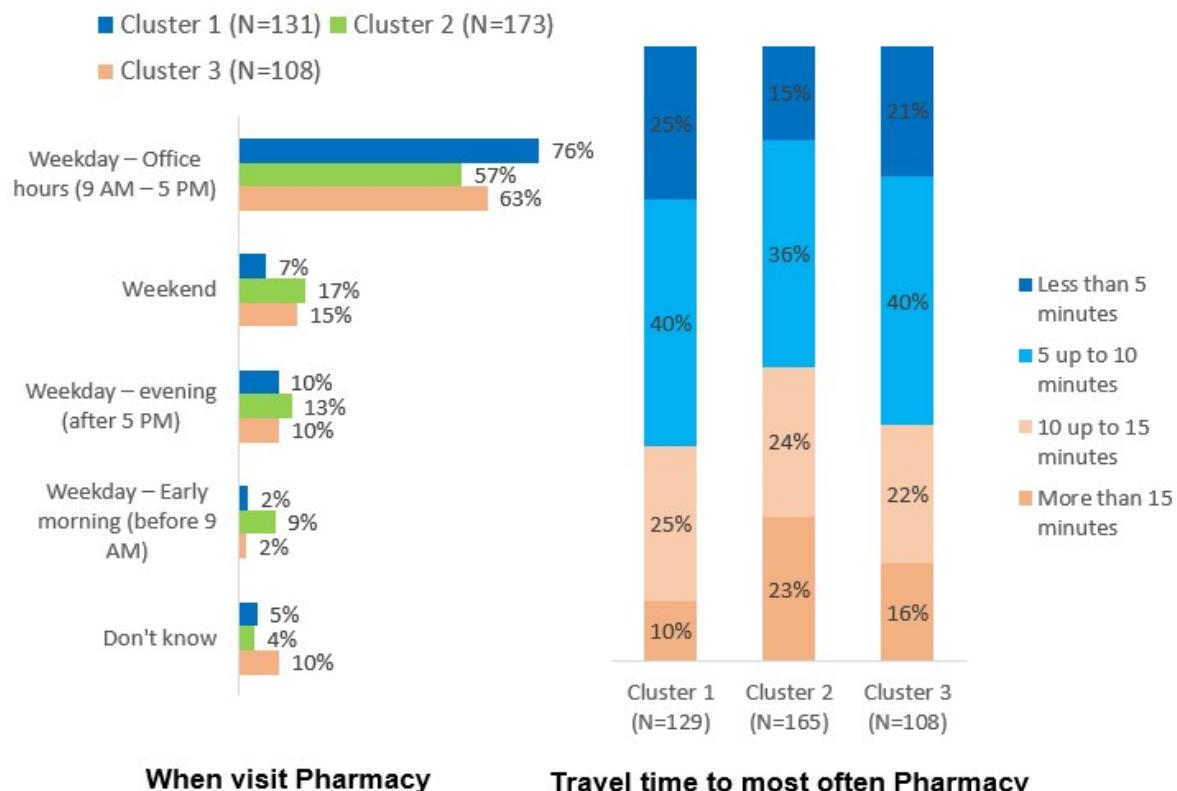


Q Do you have a pharmacy where your prescription is directly sent to by your GP? And which one does your GP send your prescriptions to?
Base: all respondents with most often pharmacy (N=402)

Source: Pharmacy Patient Questionnaire 2022

Visiting Pharmacies – times and travel

The most common time for visiting the pharmacist was ‘weekday, during office hours’. Cluster 2 respondents are more likely to visit outside ‘weekday office hours’, particularly ‘weekday mornings’ and ‘weekday evenings’. Cluster 2 respondents also travelled furthest, with nearly half travelling more than 10 minutes to visit their pharmacy.

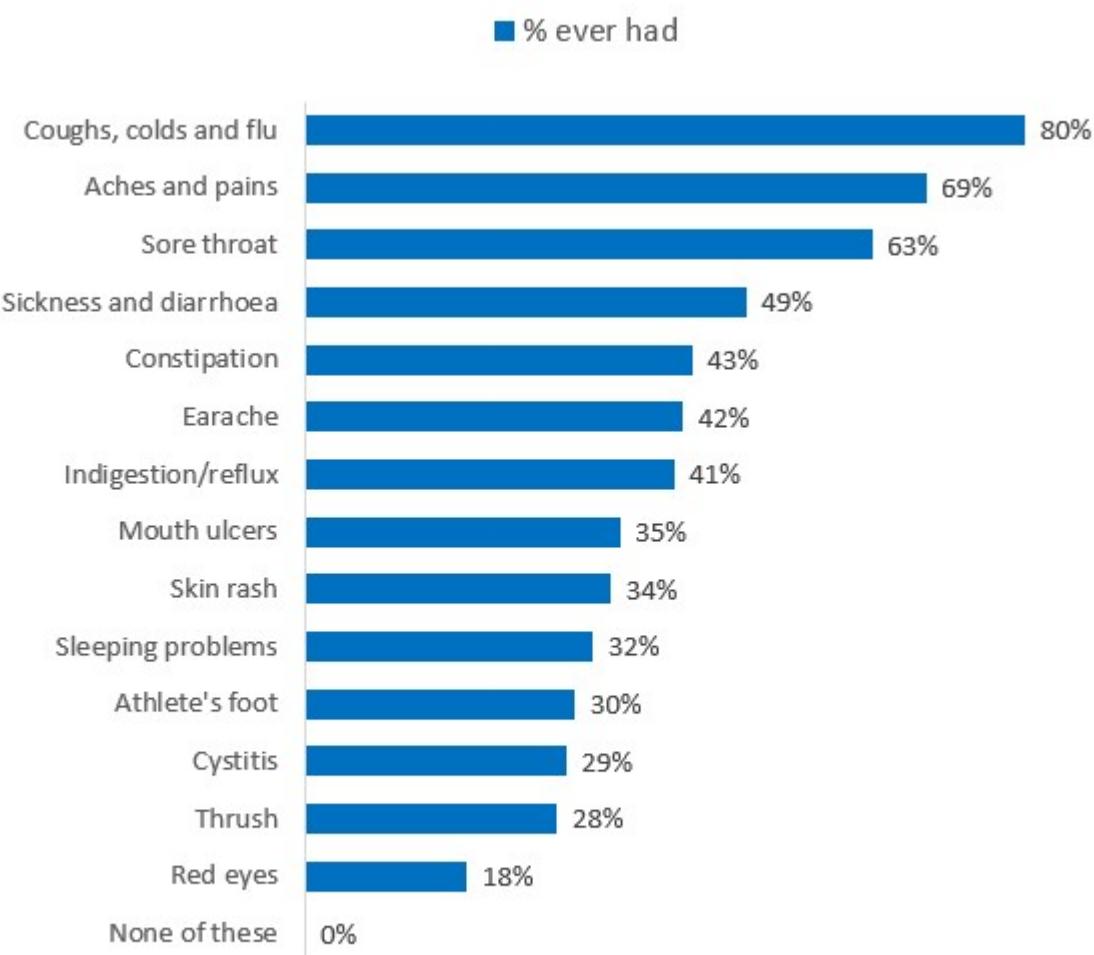


Q When do you usually visit a pharmacy? Thinking about the pharmacy that you visit most often. How long does your journey usually take when making a visit?
 Base: all respondents who visit pharmacies (N=412)

Source: Pharmacy Patient Questionnaire 2022

Minor ailments

All respondents had suffered from at least one of the minor ailments below. All of which the pharmacist can offer advice or services for. Cluster 1 responded with having had slightly more of these minor ailments.



Q Which, if any, of the following minor ailments have you ever had?

Base: all respondents (N=421)

Source: *Pharmacy Patient Questionnaire 2022*

Access to pharmaceutical services

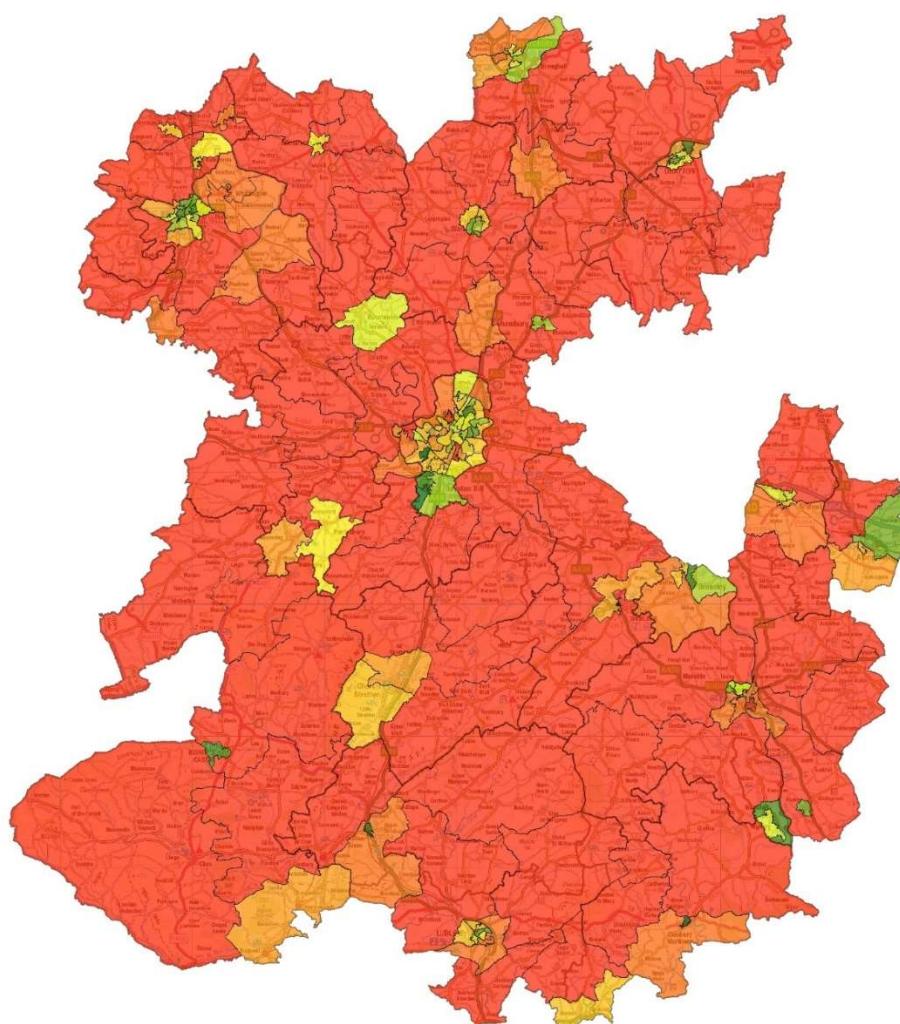
Geographical access

The map below gives a high level overview of 'geographical barriers', which relate to the physical proximity of local services for citizens living in Shropshire. They compare the mean road distance for people living in Shropshire's neighbourhood to the closest:

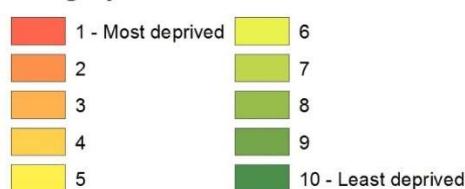
- Post office
- Primary school
- General store or supermarket
- GP surgery

Those areas in the deepest red are in the 1st decile, meaning they are amongst the most deprived in terms of access in whole of England.

Figure 70: Indices of Multiple Deprivation 2019; Geographical Barriers Sub-Domain



Geographical Barriers Sub Domain - National Decile



According to the Census 2011 in Shropshire there is a high proportion of households (84.2%) that own at least one car, partly a reflection of the dispersed nature of the population in the county. Whilst this means that some citizens are still able to access services from access-deprived areas there are significant numbers of in the County for whom access to dispensing services is limited. That public transport is limited in many of the rural parts of the county compounds this issue.

The table below shows how many citizens and neighbourhood areas sit inside and outside of different thresholds for different methods of transport. For example, 146,000 citizens in Shropshire are within 10 minutes' walk of a dispensing service, either through a community pharmacy or dispensing practice. By the same measure, 178,500 are outside of 10 minutes' walk to a dispensing service, and there 88 and 105 neighbourhoods inside and outside of this travel type and travel time respectively. This also included provision situation just outside the border of the country and a 1.5km buffer area has been applied in this analysis.

NB. LSOA inclusion/exclusion calculations use the polygon centroid.

Figure 71: Count of included and excluded citizens and LSOAs areas by method of transport and travel time

| Method of Transport | Travel time | Number of citizens | | LSOAs | |
|---------------------|-------------|--------------------|---------|--------|---------|
| | | Inside | Outside | Inside | Outside |
| Walk | 10 mins | 146,900 | 178,500 | 88 | 105 |
| | 20 mins | 218,200 | 107,200 | 128 | 65 |
| | 30 mins | 230,500 | 94,900 | 135 | 58 |
| Public Transport | 10 mins | 214,600 | 110,800 | 127 | 66 |
| | 20 mins | 259,200 | 66,200 | 153 | 40 |
| | 30 mins | 278,200 | 47,200 | 165 | 28 |
| Car | 5 mins | 242,000 | 83,500 | 142 | 51 |
| | 10 mins | 303,700 | 21,700 | 179 | 14 |
| | 15 mins | 323,100 | 2,400 | 191 | 2 |

Source: Analysis based upon SHAPE data 2022

Most of the potentially excluded populations in Shropshire are in rural villages where access to services and amenities is generally more limited and public transport provision scarcer. Even in the mostly densely populated areas of Shropshire (in urban city and town settings) there are likely to be groups from whom access is inhibited by a lack of access to personal transport or mobility issues.

Figure 72: Count of included and excluded citizens in different rural/urban classifications by method of transport and travel time

| Method of Transport | Travel time | Number of citizens outside by rural/urban classification | | | | | |
|---------------------|-------------|--|---|-----------------------|---|-----------------------------|---|
| | | Urban city and town | Urban city and town in a sparse setting | Rural town and fringe | Rural town and fringe in a sparse setting | Rural village and dispersed | Rural village and dispersed in a sparse setting |
| Walk | 10 mins | 55,100 | 8,600 | 16,200 | - | 85,500 | 13,100 |
| | 20 mins | 5,100 | - | 8,500 | - | 82,700 | 10,900 |
| | 30 mins | - | - | 8,500 | - | 75,500 | 10,900 |
| Public Transport | 10 mins | 11,200 | 1,100 | 7,800 | - | 77,500 | 13,100 |
| | 20 mins | - | - | - | - | 55,300 | 10,900 |
| | 30 mins | - | - | - | - | 37,900 | 9,300 |
| Car | 5 mins | - | - | 3,700 | - | 68,900 | 10,900 |
| | 10 mins | - | - | - | - | 16,400 | 5,400 |
| | 15 mins | - | - | - | - | 1,400 | 900 |

Source: Analysis based upon SHAPE data 2022

Broader deprivation can compound access-deprivation. Although deprivation tends to be concentrated in urban areas, there is a general inverse relationship between deprivation and rurality with less densely population areas being less deprived by measures like the Indices of Multiple Deprivation due to relative material affluence. However this often masks pockets of deprivation compounded by issues of access and other health issues such as social isolation.

The table below, as in the previous tables, shows the number of citizens excluded when taking into account different travel types and travel times. Here the counts are split by deprivation decile. As one would anticipate the exclusion profile is similar to that of the distribution of the general population, with the highest numbers in the middle deciles 4 to 6.

Figure 73: Count of included and excluded citizens in deprivation deciles by method of transport and travel time

| | | Number of citizens outside by deprivation decile (1 is most deprived) | | | | | | | | | |
|---------------------|-------------|---|-------|-------|--------|--------|--------|--------|--------|-------|-------|
| Method of Transport | Travel time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Walk | 10 mins | 2,800 | 1,600 | 1,300 | 37,400 | 44,300 | 35,200 | 22,200 | 17,200 | 9,600 | 6,900 |
| | 20 mins | - | - | - | 23,700 | 33,800 | 26,100 | 13,200 | 10,300 | - | - |
| | 30 mins | - | - | - | 23,700 | 33,800 | 21,100 | 13,200 | 3,100 | - | - |
| Public Transport | 10 mins | - | - | - | 27,700 | 34,900 | 23,400 | 13,200 | 5,400 | 2,600 | 3,600 |
| | 20 mins | - | - | - | 16,300 | 25,300 | 12,300 | 10,300 | 1,900 | - | - |
| | 30 mins | - | - | - | 12,000 | 21,600 | 9,400 | 4,300 | - | - | - |
| Car | 5 mins | - | - | - | 18,800 | 29,300 | 19,100 | 13,200 | 3,100 | - | - |
| | 10 mins | - | - | - | 7,800 | 7,300 | 6,700 | - | - | - | - |
| | 15 mins | - | - | - | 2,400 | - | - | - | - | - | - |

Source: Analysis based upon SHAPE data 2022

To account for these differences in the proportions of overall population in each decile, the table below shows the same data, but rather than numbers of population excluded it shows the ratio of citizens in each deprivation decile in Shropshire who are excluded from each travel type/travel time combination. Each cell is also colour coded red to green, with red cells showing ratios that have very high ratios i.e. the greatest proportion of population is excluded in red cells for that deprivation decile, with greens the least.

Although the most deprived decile (decile 1) has a high proportion of population excluded from being 10 minutes' walk from a dispensing service, the number of citizens in deciles 1 to 3 in Shropshire is relatively low (2,800, 1,600 and 1,300 respectively) and therefore we would need to be careful in drawing strong conclusion amongst these population groups.

Deciles 4 to 8 do have large numbers of citizens within them however, and in these groups we can see a sharp social gradient; note how the numbers decrease and cells change from orange to yellow and green as one traces them to the right where the level of overall deprivation decreases. It shows that when accounting for other factors more deprived neighbourhoods have less access to dispensing services than less deprived areas.

Figure 747: Ratio of total population excluded in deprivation deciles by method of transport and travel

| | | Ratio of citizens outside by deprivation decile (1 is most deprived) | | | | | | | | | |
|---------------------|-------------|--|------|------|------|------|------|------|------|------|------|
| Method of Transport | Travel time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Walk | 10 mins | 0.98 | 0.13 | 0.14 | 0.63 | 0.68 | 0.67 | 0.51 | 0.47 | 0.36 | 0.39 |
| | 20 mins | | | | 0.40 | 0.52 | 0.50 | 0.31 | 0.28 | | |
| | 30 mins | | | | 0.40 | 0.52 | 0.40 | 0.31 | 0.08 | | |
| Public Transport | 10 mins | | | | 0.47 | 0.54 | 0.45 | 0.31 | 0.15 | 0.10 | 0.21 |
| | 20 mins | | | | 0.27 | 0.39 | 0.23 | 0.24 | 0.05 | | |
| | 30 mins | | | | 0.20 | 0.33 | 0.18 | 0.10 | | | |
| Car | 5 mins | | | | 0.32 | 0.45 | 0.36 | 0.31 | 0.08 | | |
| | 10 mins | | | | 0.13 | 0.11 | 0.13 | | | | |
| | 15 mins | | | | 0.04 | | | | | | |

Source: Analysis based upon SHAPE data 2022

The following is a list of those neighbourhoods (LSOAs) which are most excluded. This means that they most frequently appear outside the boundaries of the different combination of travel types and travel times we've used so far in this analysis. All of the areas listed are outside at least 8 of the 9 categories.

Commensurate with the above findings around rural/urban classification, all of the most excluded areas are rural village locations.

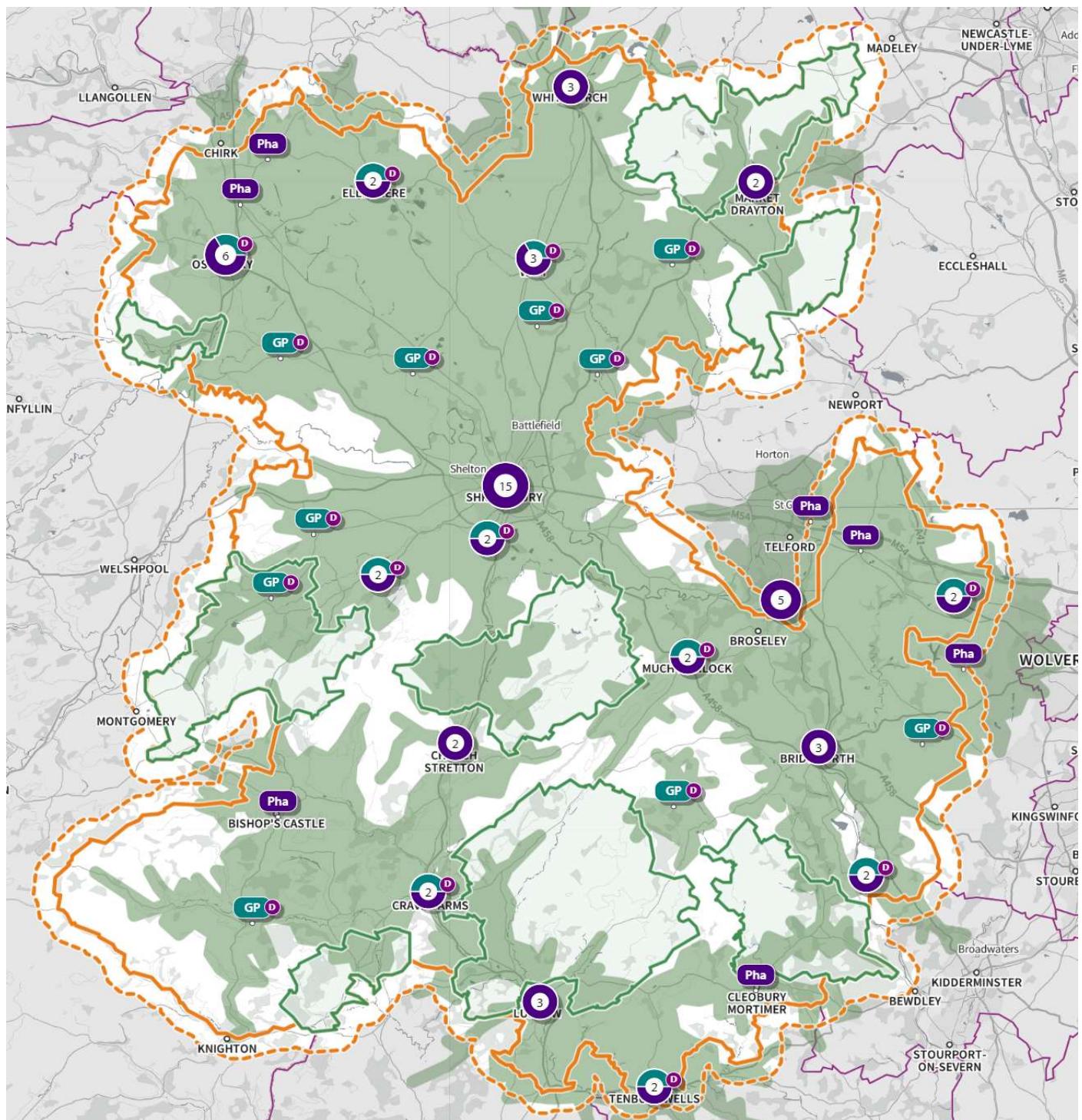
Figure 75: List of most excluded neighbourhoods by number of travel type and time combination conditions not met

| LSOA code | Rural/Urban category | IMD decile | Population | Exclusions |
|-----------|---|------------|------------|------------|
| E01029004 | Rural village and dispersed in a sparse setting | 4 | 923 | 9 |
| E01029015 | Rural village and dispersed | 4 | 1,432 | 9 |
| E01028858 | Rural village and dispersed | 5 | 2,247 | 8 |
| E01028868 | Rural village and dispersed | 6 | 1,466 | 8 |
| E01028869 | Rural village and dispersed | 5 | 1,745 | 8 |
| E01028882 | Rural village and dispersed | 4 | 1,744 | 8 |
| E01028899 | Rural village and dispersed | 6 | 1,868 | 8 |
| E01028960 | Rural village and dispersed | 5 | 1,335 | 8 |
| E01028961 | Rural village and dispersed | 6 | 1,916 | 8 |
| E01028993 | Rural village and dispersed | 4 | 1,529 | 8 |
| E01028994 | Rural village and dispersed in a sparse setting | 6 | 1,424 | 8 |
| E01033529 | Rural village and dispersed in a sparse setting | 4 | 1,051 | 8 |
| E01033530 | Rural village and dispersed in a sparse setting | 5 | 1,970 | 8 |

The map below shows which areas in dark green are accessible in 10 minutes by car in dark green. Those areas and populations which are the most excluded are shown by the green border.

- Some areas on the western border of the county may be served by provision in Wales, for which data is not yet available to integrate into this analysis. For example the area in the west of the map may be served by provision from from Welshpool and Montgomery. There does not seem to be a large conurbation, where dispensing and broader provision is characteristically higher, near the north-western excluded area which may require further attention.
- As observed in previous iterations, the most excluded areas tend to be grouped in south and south-west Shropshire.
- There are potential hinterlands of provision between Shrewsbury, Church Stretton and Much Wenlock, and between Cleobury Mortimer and Highley
- Some areas are no longer excluded when the 1.5km buffer to Shropshire is extended;
 - At 3km – The north Shropshire area west of Market Drayton is served by Boots in Audlem in Cheshire.
 - At 5km - Southern half of the area in the north-east, south of Market Drayton, is served by 3 community pharmacies and 1 dispensing practice in Newport

Figure 76: Map of most excluded neighbourhoods by number of travel type and time combination conditions not met



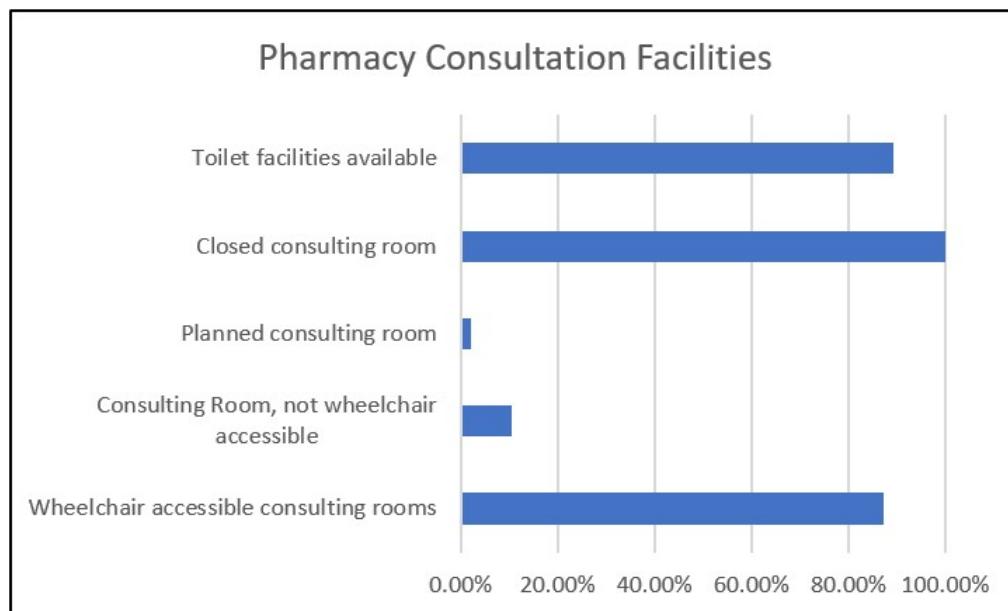
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Shropshire Community Pharmacy Questionnaires

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 and closed consultation rooms; 89% have access to toilet facilities.

Figure 28 Pharmacy Consultation Facilities



Source: PNA Pharmacy Questionnaire 2022

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; 15 responded indicating the use of 15 languages, as shown on Table 39.

Table 39: Languages available in pharmacies

| Languages spoken in pharmacies | Number of respondents |
|--------------------------------|-----------------------|
| Urdu | 5 |
| Punjabi | 5 |
| Hindu | 4 |
| Mandarin | 2 |
| German | 2 |
| Spanish | 2 |
| Welsh | 2 |
| Bengali | 1 |
| Italian | 1 |
| Latvian | 1 |
| Polish | 3 |
| Romanian | 1 |
| Gujarti | 1 |
| Romanian | 1 |
| Cantonese | 1 |

Source: PNA Pharmacy Questionnaire 2022

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 47 community pharmacies, of which one is distance-selling and in rural areas there are 15 GP practices that can dispense to patients registered with their practice. The rate of community pharmacies and dispensing practices is 1:6,829 population which is notably higher than the national average of 1:4,860. 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 3 '100 hour' pharmacies across Shropshire equating to around one in fifteen pharmacies, with residents in Shrewsbury and Oswestry (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 Sundays.

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.

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.

Recommendations from LPC

Recommendation: Provision in South Shropshire needs to be addressed.

Workforce issues are causing extreme difficulties with locums being called in from as far away as Manchester. Pharmacies across the UK are reducing to core hours only due to impact of cost of living pay awards to staff, increased costs of energy and running costs. Extra (supplementary) hours can only be maintained with additional funding. If there are concerns regarding weekend and evening opening, the Council will need to discuss a paid rota with NHSE.

Recommendation: Specific of suicide awareness training and its funding to be outlined

Pharmacies undertook suicide awareness as part of PQS. Pharmacy will need protected learning time to enable pharmacists to book locums to cover any training sessions they attend.

Recommendation: Prescription links between hospitals and community pharmacies

Prescription on discharge is usually fulfilled by hospital pharmacies. We need to ensure DMS is used to the full to ensure communities pharmacies get timely information, including notification of when a patient goes into hospital. This would also help avoid waste from the likes of blister packs etc.

Recommendation: System-wide promotion of Local Pharmaceutical Committee function and signposting to NHS Choices

Recommendation: LPC to be included as key stakeholder in all health relation consultations

Community pharmacies require representation in the new ICS. Recent developments which will have a profound effect on the health of the population and therein pharmacy activity e.g., Shrewsbury Health Hub, did not involve pharmacies in the first phase. The LPC and community pharmacies are keen to be involved as they need to ensure their service provision supports and augments the aims of such innovations.

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

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

Exemptions / Exceptions

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

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

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

There have been several applications refused by NHS England, and some of these have been the subject of appeals to the NHS Litigation Authority's Family Health Services Appeals Unit. In several cases, the applicant had failed to satisfy the 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 considered only if they are substantial (for example, 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 their 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 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 can 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 Working Group is a group which is focused on the delivery of this particular needs assessment. The Group meetings are to be chaired by the Commissioner/Lead or person writing the needs assessment. Other members of this group will include contributors to the needs assessment process, for example people who can access and interpret the necessary data, and the relevant Commissioning Manager. The group exists to meet stakeholder requirements in the delivery of the needs assessment outputs.

The production and publication of a Pharmaceutical Needs Assessment (PNA) became a statutory requirement in the Health Act 2009, with the most recent published in 2015 for both Shropshire and Telford and Wrekin. Due to ongoing COVID-19 pressures the Department of Health and Social Care have announced that the requirement for each Health and Wellbeing Board to publish a revised PNA by October 2022 (an extension of 6 months from the original date).

With the implementation of an Integrated Care System (ICS), it was agreed for the Shropshire and Telford & Wrekin Health and Wellbeing Board to collaborate on the production of a PNA. The proposal is for the creation of two separate PNA documents for each Health and Wellbeing Board and the Working Group will agree the formal content structure of the PNA along with methodology of the range of information intelligence to be collated and analysed. This should enable more efficient use of resources and generate a consistent reporting mechanism for the ICS.

The Pharmaceutical Needs Assessment is a thematic needs assessment that will contribute towards the Joint Strategic Needs Assessment (JSNA). The JSNA provides a framework to examine all the factors that impact on the health and wellbeing of the local population including economic, education, housing and environmental factors. This information enables the prioritising of resources, redesigning services and the commissioning and decommissioning of services that will improve outcomes for Shropshire's residents.

The JSNA is the process by which the current and future health and well-being needs of the local population are identified.

Purpose and Responsibilities of the Needs Assessment Working Group

- To write the needs assessment and provide the data necessary to do so.
- Coordinate update of the Pharmaceutical Needs Assessment (PNA) in line with current legislation
- To regularly refer to the scoping checklist to ensure the outputs from the needs assessment meet stakeholder requirements.
- To monitor work plans and timelines and ensure that the needs assessment is delivered in line with deadlines.
- To provide the expertise, knowledge and guidance to assist and advise on the needs assessment process.
- To support the analyst(s) by helping to identify and source the required data. To assist with providing the data under existing data sharing agreements, or put agreements in place to prevent data sharing issues becoming a blockage in the process.
- To assist with the interpretation of key datasets, particularly those held by partner agencies.
- To make timely useful contributions to the overarching needs assessment process.
- To act in an advisory capacity to the Needs Assessment Delivery Group, as Working Group members will be the specialists who will be contributing to the needs assessment process.
- To report progress to the Needs Assessment Delivery Group, including escalating issues where appropriate.
- To support communication activity once the final document has been approved e.g. publish needs assessment on relevant webpages (JSNA website), writing short articles for Group/Core briefs.
- To ensure that evaluation activity is actioned and followed up.
- To acknowledge the equal importance of all member and stakeholder needs.

Reporting and Governance

The JSNA is a statutory responsibility delivered in partnership across Health and Social Care.

The Needs Assessment Working Group reports to the Needs Assessment Delivery Group which is responsible for the overall ownership and delivery of the JSNA and other needs assessment work.

PNA progress updates will be reported as required to the following:

- **Health & Wellbeing Board**
 - Shropshire HWB Meeting Dates: 2021 - 9 Sep, 11 Nov. 2022 - 13 Jan, 3 Mar
- **ICB Governance Board**
- **NHS England**
- **Healthwatch**
- **Local Pharmaceutical Committee**

Membership

| Position | Organisation |
|--|----------------------------------|
| Local Authority PNA Lead: Gordon Kochane Alex Mclellan | Shropshire Council |
| Population Health Management Lead Andy Fox | |
| Pharmacy Advisor: Andrew Pickard | NHS England |
| Chair of LPC: Lynne Deavin | LPC |
| Medicines Management Lead: Elizabeth Walker | Shropshire, Telford & Wrekin ICS |
| Head of Information: Craig Lovatt | |
| HealthWatch: Jayne Randall-Smith Kate Parslow | HealthWatch Shropshire |

The group will be administered and chaired by the Commissioner/Lead or person writing the needs assessment.

Frequency of Meetings

The group will meet as deemed necessary (2 monthly). Wherever possible email will be used to communicate ongoing PNA development

Specific meetings around public consultation and formal consultation will be led by the Communications team (Local Authority's and ICS)

Other stakeholders will attend meetings only as necessary

A formal meeting / communication will be arranged to agree a final draft PNA prior to consultation
Public engagement and consultation will be coordinated with support from Healthwatch and local ICS patient group representatives.

Appendix 3 – Summary of Advanced Services provided by pharmacy

Based upon activity data in 2021/22

| CODE | Name | Address | Town | New Medicine Service (NMS) | Stoma Customisation (STOMA) | Community Pharmacist Consultation Service (CPCS) | Seasonal Influenza Vaccination Advances Service (FLU) | Covid Vaccination Service |
|-------|----------------------------|------------------------------|-------------------|----------------------------|-----------------------------|--|---|---------------------------|
| FLE79 | Asda Pharmacy | Old Potts Way | Shrewsbury | Y | N | Y | Y | N |
| FG527 | Bicton Heath Pharmacy | Bicton Heath Shopping Centre | Shrewsbury | Y | N | Y | Y | Y |
| FMG15 | Bishops Castle Pharmacy | The Pharmacy | Bishops Castle | Y | N | Y | Y | N |
| FVN98 | Boots | 10-14 Watergate Street | Whitchurch | Y | N | Y | Y | N |
| FA688 | Boots | 7-9 Pride Hill | Shrewsbury | Y | N | N | Y | N |
| FWL73 | Boots | Meole Brace Retail Park | Shrewsbury | Y | N | Y | Y | N |
| FQN20 | Boots | 30-31 High Street | Bridgnorth | Y | N | Y | Y | N |
| FFY53 | Boots | 5-7 Church Street | Oswestry | Y | N | Y | Y | N |
| FCX86 | Boots | 34 Bull Ring | Ludlow | Y | N | Y | Y | N |
| FTX21 | Boots | 48-50 Cheshire Street | Market Drayton | Y | N | N | Y | N |
| FNK63 | Bridgnorth Pharmacy | 2 Mill Street | Bridgnorth | Y | N | Y | N | N |
| FRY06 | Brown and Francis | 49 Bull Ring | Ludlow | Y | N | Y | Y | N |
| FNC79 | Cambrian Pharmacy | Cambrian Medical Centre | Oswestry | Y | N | Y | N | N |
| FLN24 | Day Lewis Pharmacy | Oswald Road | Oswestry | Y | N | Y | Y | Y |
| FVH82 | Cleobury Pharmacy | Cleobury Mortimer | Cleobury Mortimer | Y | N | Y | Y | N |
| FJW10 | Conway Pharmacy | 238 Monkmoor Road | Shrewsbury | Y | N | Y | Y | N |
| FVG82 | Day Lewis Pharmacy | 14 English Walls | Oswestry | Y | N | Y | Y | Y |
| FPG93 | Day Lewis Pharmacy | The Former Ticket Office | Gobowen | Y | N | Y | Y | N |
| FRW67 | Day-Night Pharmacy Limited | 5 Cross Street | Ellesmere | Y | N | N | Y | N |
| FPG90 | Green End Pharmacy | 11-13 Green End | Whitchurch | Y | N | Y | Y | N |
| FCP52 | Highley Pharmacy | Beulah House | Highley | Y | N | Y | Y | N |
| FJ747 | Hillside Pharmacy | 18 Sandford Avenue | Church Stretton | Y | Y | Y | Y | N |
| FKY28 | LloydsPharmacy | 116-119 Lower Galderford | Ludlow | Y | Y | Y | Y | N |
| FRH34 | LloydsPharmacy | Meole Brace Retail Park | Shrewsbury | Y | N | Y | Y | N |
| FH024 | Lunts Healthcare Limited | The Tannery | Shrewsbury | Y | N | Y | Y | N |

| | | | | | | | | |
|-------|-------------------------|-----------------------------|-----------------|---|---|---|---|---|
| FXC75 | Lunts Pharmacies | 1-3 Hereford Road | Shrewsbury | Y | N | N | Y | N |
| FG592 | Lunts Pharmacy | Drovers' House | Craven Arms | Y | N | Y | Y | Y |
| FTL94 | Murrays Healthcare | Medical Centre | Market Drayton | Y | N | Y | Y | N |
| FWG73 | Murrays Healthcare | Northgate Health Centre | Bridgnorth | Y | N | Y | Y | N |
| FP363 | Pontesbury Pharmacy | Main Road | Shrewsbury | Y | N | Y | Y | Y |
| FAC87 | Radbrook Green Pharmacy | Bank Farm Road | Shrewsbury | Y | N | Y | Y | N |
| FCQ01 | Rhodes | 28 Claremont Hill | Shrewsbury | Y | N | Y | Y | N |
| FCV56 | Rhodes TC Chemist | 77 High Street | Wolverhampton | Y | N | Y | N | N |
| FPA00 | Rowlands Pharmacy | Wem and Prees Med Prac | Wem | Y | Y | Y | Y | N |
| FMJ05 | Rowlands Pharmacy | 80 High Street | Broseley | Y | Y | Y | Y | N |
| FA941 | Rowlands Pharmacy | Severn Fields Health Centre | Shrewsbury | Y | Y | N | N | N |
| FM195 | Rowlands Pharmacy | 7 Lansdowne Road | Shrewsbury | Y | Y | Y | Y | N |
| FGP34 | Rowlands Pharmacy | 40 Sandford Avenue | Church Stretton | Y | N | Y | Y | N |
| FNF88 | Rowlands Pharmacy | Unit 1 | Wem | Y | Y | Y | Y | N |
| FCM55 | Rowlands Pharmacy | Marsden Medical Practice | Shrewsbury | Y | Y | Y | Y | N |
| FLA00 | Rowlands Pharmacy | 11 High Street | Whitchurch | Y | Y | Y | Y | Y |
| FVG38 | St Martins Pharmacy | Stans Superstore | Oswestry | Y | N | Y | Y | N |
| FN658 | Tesco Pharmacy | Cattle Market | Shrewsbury | Y | N | Y | N | N |
| FVH68 | Well | 101 Mount Pleasant Road | Shrewsbury | Y | N | Y | Y | N |
| FNK14 | Wenlock Pharmacy | 14 High Street | Much Wenlock | Y | Y | Y | Y | N |
| FJR20 | Boots | 37 Mytton Oak Road | Shrewsbury | Y | N | Y | Y | N |
| FRK71 | Boots | 7 Cheapside | Shifnal | Y | N | N | Y | N |

Appendix 4 - Community Pharmacy Questionnaire

PNA Pharmacy Questionnaire 2021
Health and Wellbeing Board

Premises and contact 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 premises shared NHS mail account | |
| Pharmacy telephone | |
| Pharmacy fax (if applicable) | |
| Pharmacy website address (if applicable) | |
| May the LPC update its premises and contact details for you with the above information? | <input type="checkbox"/> Yes |

Opening hours and related matters

Core hours of opening

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

Total hours of opening

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

Consultation facilities

There is a consultation room (that is clearly designated as a room for confidential conversations; distinct from the general public areas of the pharmacy premises; and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially) (tick as appropriate)

| | | |
|--|--|--|
| On premises | None, have submitted a request to the NHS England and NHS Improvement (NHSE&I) regional team that the premises are too small for a consultation room | <input type="checkbox"/> |
| | None, the NHSE&I regional team has approved my request that the premises are too small for a consultation room | <input type="checkbox"/> |
| | None (Distance Selling Pharmacy) | <input type="checkbox"/> |
| | Available (including wheelchair access) | <input type="checkbox"/> |
| | Available (without wheelchair access), or | <input type="checkbox"/> |
| | Planned before 1st April 2023, or | <input type="checkbox"/> |
| | Other (specify) | |
| Where there is a consultation area, is it a closed room? | | <input type="checkbox"/> Yes <input type="checkbox"/> No |

As a result of the Healthy Living Pharmacy Level 1 (HLP) criteria becoming Terms of Service requirements **from 1st January 2021**, almost all pharmacies will need to have a consultation room.

<https://psnc.org.uk/our-news/regs-reminder-14-consultation-rooms-and-remote-consultations/>

| | | |
|---|------------------------------------|--|
| During consultations are there hand-washing facilities | In the consultation area | <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 <input type="checkbox"/> No |

| | |
|---|--|
| Languages spoken (in addition to English) | |
|---|--|

Services

Does the pharmacy dispense appliances?

| | |
|--|--------------------------|
| Yes – All types | <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 |
|---|--------------------------|--|-------------------------------|
| Appliance Use Review service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community Pharmacist Consultation Service (CPCS) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C-19 LFD distribution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Flu Vaccination Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hepatitis C testing service (Until 31 st March 2022) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hypertension case finding | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| New Medicine Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pandemic Delivery Service (Until 31 st March 2022) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stoma Appliance Customisation service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stop smoking service (from January 2022) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

| | Currently providing under contract with | | | Willing to provide if commissioned | Not able or willing to provide | Willing to provide privately |
|--|---|--------------------------|--------------------------|------------------------------------|--------------------------------|------------------------------|
| | NHSE&I regional team | CCG | Local Authority | | | |
| Anticoagulant Monitoring Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Anti-viral Distribution Service ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Chlamydia Testing Service ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Chlamydia Treatment Service ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Contraceptive service (not EC) ⁽¹⁾ | <input type="checkbox"/> | | | | | |
| Disease Specific Medicines Management Service: | | | | | | |
| Allergies | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Asthma | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| COPD | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Diabetes type I | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Epilepsy | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Hypertension | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

¹ These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the NHSE&I regional team. The NHSE&I regional 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'.

| | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Parkinson's disease | <input type="checkbox"/> |
| Other (please state) | | | | | | |
| Emergency Contraception Service ⁽¹⁾ | <input type="checkbox"/> |
| Emergency Supply Service | <input type="checkbox"/> |
| Gluten Free Food Supply Service (i.e. not via FP10) | <input type="checkbox"/> |
| Home Delivery Service (not appliances) ⁽¹⁾ | <input type="checkbox"/> |
| Independent Prescribing Service | <input type="checkbox"/> |
| If currently providing an Independent Prescribing Service, what therapeutic areas are covered? | | | | | | |

| | Currently providing under contract with | | | Willing to provide if commissioned | Not able or willing to provide | |
|--|---|--------------------------|--------------------------|------------------------------------|--------------------------------|--------------------------|
| | NHSE&I regional team | CCG | Local Authority | | | |
| Language Access Service | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Medicines Assessment and Compliance Support Service | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Medicine Optimisation Service ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If currently providing a 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"/> | <input type="checkbox"/> |
| Obesity management (adults and children) ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| On Demand Availability of Specialist Drugs Service | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Patient Group Direction Service (name the medicines) | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Phlebotomy Service ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Schools Service | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Cholesterol | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Gonorrhoea | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | Currently providing under contract with | | | Willing to provide if commissioned | Not able or willing to provide | |
|---|---|--------------------------|--------------------------|------------------------------------|--------------------------------|--------------------------|
| | NHSE&I regional team | CCG | Local Authority | | | |
| H. pylori | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Hepatitis | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Other (please state) | | | | | | <input type="checkbox"/> |
| Seasonal Influenza Vaccination Service ⁽¹⁾ | <input type="checkbox"/> ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Other vaccinations ⁽¹⁾ | | | | | | |
|--|---|--------------------------|--------------------------|------------------------------------|--------------------------------|--------------------------|
| | Currently providing under contract with | | | Willing to provide if commissioned | Not able or willing to provide | |
| | NHSE&I regional team | CCG | Local Authority | | | |
| Childhood vaccinations | <input type="checkbox"/> ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| COVID-19 vaccinations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hepatitis (at risk workers or patients) vaccinations | <input type="checkbox"/> ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| HPV vaccinations | <input type="checkbox"/> ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Meningococcal vaccinations | | | | | | |
| Pneumococcal vaccinations | | | | | | |
| Travel vaccinations | <input type="checkbox"/> ⁽¹⁾ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other – (please state) | | | | | | <input type="checkbox"/> |
| Sharps Disposal Service ⁽¹⁾ | <input type="checkbox"/> ⁽¹⁾ | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> |
| Supervised Administration Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Supplementary Prescribing Service (name therapeutic areas) | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vascular Risk Assessment Service (NHS Health Check) ⁽¹⁾ | <input type="checkbox"/> ⁽¹⁾ | <input type="checkbox"/> | <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"/> Yes <input type="checkbox"/> No |
| Delivery of dispensed medicines – Selected patient groups (list criteria) | |
| Delivery of dispensed medicines – Selected areas (list areas) | |
| Delivery of dispensed medicines – Free of charge on request | <input type="checkbox"/> Yes <input type="checkbox"/> No |

| | |
|--|--|
| Delivery of dispensed medicines – With charge | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Monitored Dosage Systems – Free of charge on request | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Monitored Dosage Systems – With charge | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 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"/> Yes <input type="checkbox"/> No |

| | |
|---|------------------------------|
| May the LPC update its opening hours and related matters and services details for you with the above information? | <input type="checkbox"/> Yes |
|---|------------------------------|

Details of the person completing this form:

| | |
|--|--------------------------|
| Contact name of person completing questionnaire on behalf of the contractor if questions arise | Contact telephone number |
| | |

Q1 In which of these Local Authorities or principal area do you live in?

Please select one only

- Shropshire
- Telford and Wrekin
- Powys
- Herefordshire
- Newcastle Under Lyme
- South Staffordshire
- Stafford
- Worcester
- Wyre Forest
- Another Local Authority/Area

This survey is about the service you receive from community pharmacies or local chemists in your area.

Some people refer to pharmacies as 'the chemist', but in this survey we will just refer to them as pharmacies.

All the information gathered by us is covered by Data Protection laws. It can only be used for statistical or research purposes and you will never receive sales calls or direct mail as a result of giving us your details.

All our research is conducted in strict accordance with the Market Research Society's Code of Conduct.

- None of the information collected for research purposes is used for other purposes.
- All information collected is kept confidential
- Your anonymity is guaranteed

Q3 In which, if any, of the following places do you ever visit a pharmacy?

Please select all that apply

- Near my home
- At my doctor's surgery
- At a supermarket
- Near my work
- Near my child's school
- Town/village centre or high street
- A dispensing GP
- Convenient to where I am on the day
- Online pharmacy
- Somewhere else (please tell us where)
- I never use a pharmacy
- Don't know

Q4 Where else do you visit a pharmacy? *Please write in*

Q5 And which pharmacy do you visit most often? *Please select one only*

- Near my home
- At my doctor's surgery
- At a supermarket
- Near my work
- Near my child's school
- Town/village centre or high street
- A dispensing GP
- Convenient to where I am on the day

- Online pharmacy
- Somewhere else
- None of these

Q6 Do you have a pharmacy where your prescription is directly sent to by your GP?
Please select one only

- Yes
- No
- Don't know

Q7 And which one does your GP send your prescriptions to?
Please select one only

- Near my home
- At my doctor's surgery
- At a supermarket
- Near my work
- Near my child's school
- Town/village centre or high street
- A dispensing GP
- Convenient to where I am on the day
- Online pharmacy
- Somewhere else
- None of these

Q8 On average how often do you visit a pharmacy?
Please select one only

- More than once a week
- About once a week
- About once a fortnight
- About once a month
- About once every three months
- About once every six months
- Less often
- Don't know

Q9 When do you usually visit a pharmacy?
Please select all that apply

- Weekend
- Weekday – Early morning (before 9 AM)
- Weekday – Office hours (9 AM – 5 PM)
- Weekday – evening (after 5 PM)
- Don't know

Q10 And when do you visit a pharmacy most often?
Please select all that apply

- Weekend
- Weekday – Early morning (before 9 AM)
- Weekday – Office hours (9 AM – 5 PM)
- Weekday – evening (after 5 PM)
- Don't know

Q11 Thinking about the pharmacy that you visit most often. How long does your journey usually take when making a visit?
Please select one only

- Less than 5 minutes
- 5 up to 10 minutes
- 10 up to 15 minutes
- 15 up to 20 minutes
- 20 up to 25 minutes
- 25 minutes or more
- Don't know

Q12 And how do you travel to the pharmacy that you use most often?
Please select all that apply

- Walk
- Car
- Bus
- Cycle
- Train
- Taxi
- Another method
- Don't know

Q13 Do you have to pay for parking when you visit the pharmacy that you visit most often?
Please select one

- Yes, always
- Yes, sometimes
- Never
- Don't know

Q14 Still thinking about the pharmacy that you visit most often. How satisfied or dissatisfied are you with the following
Please select one for each

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/Not applicable |
|--|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|---------------------------|
| Opening hours at weekend | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Opening hours during the week | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of travel | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Car parking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Distance to travel | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ability to talk to a pharmacist in private | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

We would now like you to think about the services provided at pharmacies.

Please click on 'next' to continue.

Q15 What services can you think of that are offered by pharmacies?
Please write in

Q16 Which, if any, of the following services are you aware that pharmacies can offer?

Please select all that apply

- Advice and treatment of minor ailments
- Advice on your medication
- Chlamydia screening and treatment
- Condom distribution (free supply to eligible people)
- Dispensing prescriptions
- Disposal of your unwanted medication
- Emergency contraception (morning after pill) and contraception advice
- Emergency supply of medication
- Healthy lifestyle advice
- Help with choosing appropriate medication
- Organising repeat prescriptions (i.e. the pharmacist organising repeat prescriptions on your behalf)
- Prescription collection from your GP surgery
- Prescription delivery service
- Stop smoking advice and treatment
- Substance misuse service (methadone supply, needle provision)
- Supply of free Healthy Start vitamins by voucher
- Supply over the counter remedies and medicines
- None of these
- Don't know

Q17 Which, if any, of the following services are offered at the pharmacies that you visit?

Please select all that apply

- Advice and treatment of minor ailments
- Advice on your medication
- Chlamydia screening and treatment
- Condom distribution (free supply to eligible people)
- Dispensing prescriptions
- Disposal of your unwanted medication
- Emergency contraception (morning after pill) and contraception advice
- Emergency supply of medication
- Healthy lifestyle advice
- Help with choosing appropriate medication
- Organising repeat prescriptions (i.e. the pharmacist organising repeat prescriptions on your behalf)
- Prescription collection from your GP surgery
- Prescription delivery service
- Stop smoking advice and treatment
- Substance misuse service (methadone supply, needle provision)

- Supply of free Healthy Start vitamins by voucher
- Supply over the counter remedies and medicines
- None of these
- Don't know

Q18 And which, if any, of these services have you ever used at a pharmacy?

Please select all that apply

- Advice and treatment of minor ailments
- Advice on your medication
- Chlamydia screening and treatment
- Condom distribution (free supply to eligible people)
- Dispensing prescriptions
- Disposal of your unwanted medication
- Emergency contraception (morning after pill) and contraception advice
- Emergency supply of medication
- Healthy lifestyle advice
- Help with choosing appropriate medication
- Organising repeat prescriptions (i.e. the pharmacist organising repeat prescriptions on your behalf)
- Prescription collection from your GP surgery
- Prescription delivery service
- Stop smoking advice and treatment
- Substance misuse service (methadone supply, needle provision)
- Supply of free Healthy Start vitamins by voucher
- Supply over the counter remedies and medicines
- None of these
- Don't know

Q19 How likely or unlikely is it that you would use a pharmacy for each of the following in the future

Please select one for each

| | | | | | |
|----------------|--------------|------------------------|------------------|--------------------|------------|
| Definitely use | Probably use | Might or might not use | Probably not use | Definitely not use | Don't know |
|----------------|--------------|------------------------|------------------|--------------------|------------|

Advice and treatment of minor ailments

Dispensing prescriptions

Organising repeat prescriptions (i.e. the pharmacist organising repeat prescriptions on your behalf)

| | | | | | | |
|---|---|---|---|---|---|---|
| Help with choosing appropriate medication | q | q | q | q | q | q |
| Healthy lifestyle advice | q | q | q | q | q | q |
| Supply over the counter remedies and medicines | q | q | q | q | q | q |
| Emergency supply of medication | q | q | q | q | q | q |
| Stop smoking advice and treatment | q | q | q | q | q | q |
| Emergency contraception (morning after pill) and contraception advice | q | q | q | q | q | q |
| Advice on your medication | q | q | q | q | q | q |
| Prescription collection from your GP surgery | q | q | q | q | q | q |
| Prescription delivery service | q | q | q | q | q | q |
| Disposal of your unwanted medication | q | q | q | q | q | q |
| Substance misuse service (methadone supply, needle provision) | q | q | q | q | q | q |
| Supply of free Healthy Start vitamins by voucher | q | q | q | q | q | q |
| Chlamydia screening and treatment | q | q | q | q | q | q |
| Condom distribution (free supply to eligible people) | q | q | q | q | q | q |

We would now like to talk to you about minor ailments.

Q20 Which, if any, of the following minor ailments have you ever had?

Please select all that apply

- Athlete's foot
- Aches and pains
- Constipation
- Coughs, colds and flu
- Cystitis
- Earache
- Indigestion/reflux
- Mouth ulcers
- Red eyes
- Sickness and diarrhoea
- Skin rash
- Sleeping problems
- Sore throat
- Thrush
- None of these
- Don't know

Q21 Which, if any, of the following are you aware pharmacists can treat or give advice on?
Please select all that apply

- Athlete's foot
- Aches and pains
- Constipation
- Coughs, colds and flu
- Cystitis
- Earache
- Indigestion/reflux
- Mouth ulcers
- Red eyes
- Sickness and diarrhoea
- Skin rash
- Sleeping problems
- Sore throat
- Thrush
- None of these
- Don't know

Q22 For each of these ailments please tell us your opinion of asking a pharmacist to treat this ailment or to provide advice? It doesn't matter if you have never had this ailment, it is your opinion that we are interested in. *Please select one for each*

| | Have asked advice for this | Would consider asking for advice | Would not consider asking for advice | Don't know | Not applicable |
|------------------------|----------------------------------|---|---|--------------------------|--------------------------|
| Athlete's foot | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Aches and pains | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Constipation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Coughs, colds and flu | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cystitis | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Earache | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Indigestion/reflux | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mouth ulcers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Red eyes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sickness and diarrhoea | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | |
|-------------------|---|---|---|---|---|
| Skin rash | q | q | q | q | q |
| Sleeping problems | q | q | q | q | q |
| Sore throat | q | q | q | q | q |
| Thrush | q | q | q | q | q |

Q23 You said that there are some ailments that you wouldn't ask the advice of a pharmacist. Which, if any, of the following best describe your reasons?

Please select all that apply

- q Never thought about it
- q Haven't had any need
- q I prefer to go to my doctor
- q Pharmacists will just tell me to go the doctor so it's a waste of time
- q I didn't know pharmacists could help
- q I don't trust the advice of pharmacists
- q I'm happy to treat myself without advice
- q I use the internet to research my ailments
- q I use the internet to buy my treatments
- q The pharmacy opening hours are not convenient for me
- q Things cost too much in a pharmacy
- q It's not convenient for me to visit a pharmacy
- q There isn't enough privacy, people can overhear what I am asking
- q I have no relationship with a pharmacist
- q Something else (please tell us what)
- q Don't know

Q24 Why else would you not ask the advice of a pharmacist? Please write in

Q25 Which of these statements describe how useful you think the advice of a pharmacist is? It doesn't matter if you have never received advice, it is your opinion we are interested in.

Please select one only

- q Very useful
- q Fairly useful
- q Neither useful nor not useful
- q Not very useful
- q Not at all useful
- q Don't know

Q26 We would now like to ask you your opinion of using pharmacies.

There are a number of benefits some people have said about using a pharmacy. How much do you agree or disagree that the following are benefits to you? *Please select one for each*

| | Agree strongly | Agree slightly | Neither agree nor disagree | Disagree slightly | Disagree strongly | Don't know |
|---------------------------------------|-------------------|-------------------|----------------------------------|----------------------|----------------------|---------------|
| No appointment needed | q | q | q | q | q | q |
| My pharmacy is nearer than my GP | q | q | q | q | q | q |
| I can get an answer faster | q | q | q | q | q | q |
| I can get treatment faster | q | q | q | q | q | q |
| I can receive expert advice | q | q | q | q | q | q |
| I can get repeat prescriptions faster | q | q | q | q | q | q |

Q27 Below are something that other people have said about using their pharmacy. Please tell us how much you agree or disagree with each? *Please select one for each*

| | Agree strongly | Agree slightly | Neither agree nor disagree | Disagree slightly | Disagree strongly | Don't know |
|---|-------------------|-------------------|----------------------------------|----------------------|----------------------|---------------|
| My pharmacy is the first place I go for minor ailments | q | q | q | q | q | q |
| I am clear of when to use my pharmacist and when to use my doctor | q | q | q | q | q | q |
| It is getting harder to get an appointment with my GP | q | q | q | q | q | q |
| Using my pharmacy more will free up time for GPs to treat more serious ailments | q | q | q | q | q | q |
| I should use my pharmacy more than I currently do | q | q | q | q | q | q |
| I trust pharmacists to give good advice | q | q | q | q | q | q |
| I think it's confusing to know what services different pharmacies offer | q | q | q | q | q | q |
| My pharmacist is easy to approach to get help and advice | q | q | q | q | q | q |
| I don't like talking to a pharmacist when other people can overhear | q | q | q | q | q | q |
| It's important to me that I can talk to someone face to face about my ailments | q | q | q | q | q | q |

| | | | | | | |
|---|---|---|---|---|---|---|
| My pharmacy is a good place to go to get advice on side effects of medication I am taking | q | q | q | q | q | q |
| A pharmacist is a highly qualified medical practitioner | q | q | q | q | q | q |
| A pharmacist knows more about medication and drugs than a doctor | q | q | q | q | q | q |

We would now like to ask you some questions about yourself.

Some questions may be perceived as sensitive, such as, health, gender and ethnicity. Providing information in response to these questions is entirely voluntary and you may withdraw your consent at any time and click 'prefer not to answer'. The answers that you provide will be used only for market research analysis purposes

Q28 Do you consent to the collection of this information?

Please select one

- q Yes, I consent
- q No, I do not consent

Q29 What is your ethnic group?

Please select one only

- q White English/Welsh/Scottish/Northern Irish
- q Irish
- q Gypsy or Irish Traveller
- q Any Other White background
- q White and Black Caribbean
- q White and Black African
- q White and Asian
- q Any other Mixed/Multiple ethnic background
- q Indian
- q Pakistani
- q Bangladeshi
- q Chinese
- q Any other Asian background Asian or Asian British
- q African
- q Caribbean
- q Any other Black/African/Caribbean background Black, African, Caribbean or Black British
- q Arab
- q Any other ethnic group
- q Prefer not to say

Q30 What is your age?

Please select one only

- q 16 - 24 years
- q 25 - 34 years
- q 35 - 44 years

- 45 - 54 years
- 55 - 64 years
- 65 - 74 years
- 75 years or more
- Prefer not to say

Q31 How would you describe yourself?

Please select one only

- Male
- Female
- Other
- Prefer not to say

Q32 What is the occupation of the MAIN INCOME EARNER in your household?

If retired please select the most appropriate option that fits the job you performed prior to retirement?

Please select one only

- Higher managerial/ professional/ administrative for example, Established doctor, Solicitor, Board Director in a large organisation (200+ employees, top level civil servant/public service employee)
- Intermediate managerial/ professional/ administrative for example, newly qualified (under 3 years) doctor, Solicitor, Board director small organisation, middle manager in large organisation, principal officer in civil service/local government
- Supervisory or clerical/ junior managerial/ professional/ administrative. Office worker, Student Doctor, Foreman with 25+ employees, salesperson.
- Skilled manual worker for example, Skilled Bricklayer, Carpenter, Plumber, Painter, Bus/ Ambulance Driver, HGV driver, AA patrolman.
- Semi or unskilled manual work for example, Manual workers, all apprentices to be skilled trades, Caretaker, Park keeper, non-HGV driver, shop assistant, pub/bar worker.
- Full time education
- Unemployed
- Other
- Prefer not to say

Q33 Are you.....?

Please select one only

- Married or living as married
- Divorced or separated
- Single
- Other
- Prefer not to say
- Don't know
- Prefer not to say

Q34 Which of the following best describes your current work status?

Please select one only

- Employee in full-time job (30 hours or more per week)
- Employee in part-time job (less than 30 hours per week)
- Self-employed - full or part time
- Government-supported training
- Unemployed and available for work
- Wholly retired from work
- Full-time education at school, college or university
- Looking after home/family
- Permanently sick/disabled
- Doing something else
- Prefer not to say

Q35 Do you have children aged under 18 years of age living at home?

Please select as many as apply

- No children
- 0 - 4 years
- 5 - 11 years
- 11-18 years
- Prefer not to say

Q36 Do you look after, or give any help or support to family members, friends, neighbours?

Or others because of either: long-term physical or mental ill health /disability, or problems related to old age.

Please don't count anything you do as part of your paid employment.

Please select one only

- No
- Yes, 1-9 hours a week
- Yes, 10-19 hours a week
- Yes, 20 or more hours a week
- Prefer not to say

Q37 Which, if any, of the following long-term health conditions do you have?

Please select as many as apply

- I DON'T have** any long-term health conditions
- Alzheimer's disease or other cause of dementia
- Arthritis or ongoing problem with back or joints
- Autism or autism spectrum condition
- Blindness or partial sight
- A breathing condition such as asthma or COPD
- Cancer (diagnosis or treatment in the last 5 years)
- Deafness or hearing loss
- Diabetes
- A heart condition, such as angina or atrial fibrillation
- High blood pressure

- Kidney or liver disease
- A learning disability
- A mental health condition
- A neurological condition, such as epilepsy
- A stroke (which affects your day-to-day life)
- Another long-term condition or disability
- Prefer not to say

Q38 Do any of these conditions reduce your ability to carry out day-to-day activities?
Please select one only

- Yes, a lot
- Yes, a little
- No, not at all
- Prefer not to say

Q39 Which of the following types of area do you live in?
Please select one only

- Rural
- Suburban
- Urban
- Somewhere else
- Don't know

Q40 And what is your full postcode? *Please write in*

Q41 If you wish, please use the space below to make any comments about pharmacies, pharmacists or about this survey.

Thank you for taking part in this survey.

Please click on the 'submit' button so that we can receive your answers

Appendix 5 Community Pharmacy Opening Times

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

| | | | |
|--------------|-----------------------|------------------------------|---|
| Boots | 48-50 Cheshire Street | Pharmacy Core Hours: | |
| | Market Drayton | Monday-Thursday | 09:00 – 13:00 14:00 – 17:30 10:00 – |
| | | Saturday | 12:30 |
| | | Actual Opening Hours: | |
| | | Monday –Saturday | 09:00 – 17:30 |

| | | | |
|--------------|------------------|------------------------------|---|
| Boots | 34 The Bull Ring | Pharmacy Core Hours: | |
| | Ludlow | Monday-Friday | 09:00 – 13:00 14:00 – 17:30 10:00 – |
| | | Saturday | 12:30 |
| | | Actual Opening Hours: | |
| | | Monday –Saturday | 09:00 – 17:30 |

| | | | |
|--------------|-------------|------------------------------|---|
| Boots | 7 Cheapside | Pharmacy Core Hours: | |
| | Shifnal | Monday-Tuesday | 09:00 – 13:00 14:00 – 17:30 09:00 – |
| | | Wednesday-Friday | 13:00 14:30 – 17:30 09:00 – |
| | | Saturday | 13:00 |
| | | Actual Opening Hours: | |
| | | Monday-Friday | 09:00-18:15 |
| | | Saturday | 09:00-16:45 |

Boots

| | | Pharmacy Core Hours: |
|--|----------------|-----------------------------|
| | 7-9 Pride Hill | 08:30 – |
| | Shrewsbury | 13:30 |
| | | 15:00 – |
| | | 17:00 |
| | | 09:00 – |
| | Friday | 14:00 |
| | | 15:00 – |
| | | 17:00 |
| | | 09:00 – |
| | Saturday | 14:00 |
| | | 15:00 – |
| | | 17:00 |

Actual Opening Hours:

| | |
|-------------------|---------|
| | 08:30 – |
| Monday – Saturday | 17:30 |
| | 10:30 – |
| Sunday | 16:30 |

Boots

| | | Pharmacy Core Hours: |
|--|-------------------|-----------------------------|
| | 30-31 High Street | 09:00 – |
| | Bridgnorth | 13:30 |
| | | 15:00 – |
| | | 17:00 |
| | | 09:00 – |
| | Friday | 14:00 |
| | | 15:00 – |
| | | 17:00 |
| | | 09:00 – |
| | Saturday | 14:00 |
| | | 15:00 – |
| | | 17:00 |

Actual Opening Hours:

| | |
|-------------------|---------|
| | 09:00 – |
| Monday – Saturday | 17:30 |

Boots

| | | Pharmacy Core Hours: |
|--|------------------------|-----------------------------|
| | 10-12 Watergate Street | 09:00 – |
| | Whitchurch | 13:00 |
| | | 14:00 – |
| | | 17:00 |
| | | 09:00 – |
| | Saturday | 14:00 |

Actual Opening Hours:

Monday-Saturday 09:00-17:30

Boots

| | |
|-------------|-----------------------------|
| Meole Brace | Pharmacy Core Hours: |
| Retail | 09:00 – |
| Park | 13:00 |
| Shrewsbury | 15:00 – |
| | 17:30 |
| | 09:00 – |
| | 13:30 |
| | 14:30 – |
| | 17:30 |

Actual Opening Hours:

| | |
|-----------------|---------|
| Monday – Friday | 09:00 – |
| | 20:00 |
| Saturday | 09:00 – |
| | 18:00 |
| Sunday | 10:30 – |
| | 16:30 |

Murrays
Healthcare

| | |
|-------------------------|--|
| Northgate Health Centre | Pharmacy Core Hours: |
| Bridgnorth | 09:00 – 13:00 14:00 – 18:00 |

Actual Opening Hours:

| | |
|-----------------|---------|
| Monday – Friday | 09:00 – |
| | 18:00 |
| Saturday | 09:00 – |
| | 13:00 |

Murrays
Healthcare

| | |
|-----------------------|--|
| Drayton Health Centre | Pharmacy Core Hours: |
| Market Drayton | 08:45 – 12:45 15:00 – 18:00 08:45 – 13:00 15:00 – 18:00 08:45 – 13:00 |
| | Wednesday - Friday |
| | Saturday |

**Brown &
Francis**

49 Bull Ring

***Actual Opening
Hours:***

Monday –Friday **08:45 – 18:00**
Saturday **08:45 – 13:00**

**Rowlands
Pharmacy**

Unit 1 Morris Central
Shopping Park
Wem

***Pharmacy Core
Hours:***

Monday-Friday **09:00 – 12:00**
Saturday **13:00 – 17:30**
Sunday **09:00 – 11:30**

***Actual Opening
Hours:***

Monday-Friday **09:00 – 12:40**
Saturday **13:00 – 17:30**
Sunday **09:00 – 12:00**

**Cambrian
Pharmacy**

Thomas Savin Road

Oswestry

***Pharmacy Core
Hours:***

Monday-Friday **07:00 – 23:00**
Saturday - Sunday **08:00 – 18:00**

Day Lewis
Caxton
Pharmacy

Oswald Road
Oswestry

***Actual Opening
Hours:***

| | |
|--------------------------|--------------|
| | 07:00 – |
| Monday-Friday | 23:00 |
| | 08:00 – |
| Saturday - Sunday | 18:00 |

Day Lewis
Pharmacy

Station Road
Gobowen

Pharmacy Hours:

| | |
|---------------|---------|
| | 09:00 – |
| Monday-Friday | 13:00 |
| | 14:00 – |
| Saturday | 17:30 |
| | 09:00 – |
| | 12:00 |

***Actual Opening
Hours:***

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

Day Lewis
Pharmacy

14 English Walls
Oswestry

***Pharmacy Core
Hours:***

| | |
|------------------|---------|
| | 09:00 – |
| Monday- Thursday | 13:00 |
| | 14:00 – |
| | 17:30 |
| | 09:00 – |
| Friday | 13:00 |
| | 14:30 – |
| | 17:30 |
| | 09:00 – |
| Saturday | 12:00 |

***Actual Opening
Hours:***

| | |
|---------------|---------|
| | 09:00 – |
| Monday-Friday | 17:30 |
| | 09:00 – |
| Saturday | 12:00 |

**Conway
Pharmacy**

238 Monkmoor

Shrewsbury

**Pharmacy Core
Hours:****09:00 –
13:00
14:00 –
18:00****Actual Opening
Hours:****09:00 –
Monday-Friday
18:00
09:00 –
Saturday
13:00****Bicton
Heath
Pharmacy**Unit 2 Bicton Heath
Shopping Centre

Shrewsbury

**Pharmacy Core
Hours:****09:00 –
Monday- Friday
13:00
14:00 –
17:30
09:00 –
Saturday
12:00****Actual Opening
Hours:****09:00 –
Monday-Friday
13:00
14:00 –
Saturday
18:00
09:00 –
13:00****Cleobury
Pharmacy**

Off Vaughn Road

Cleobury Mortimer

**Pharmacy Core
Hours:****09:00 –
13:00
14:00 –
18:00****Actual Opening
Hours:****08:30 –
Monday-Friday
18:00
09:00 –
Saturday
13:00****Bishops
Castle
Pharmacy**

Church Street

Bishops Castle

**Pharmacy Core
Hours:****09:00 –
13:00
14:00 –
17:30**

| | |
|--|--------------------------|
| Saturday | 09:00 – 12:00 |
| Actual Opening Hours: | |
| Monday & Thursday | 08:30 – 18:00 |
| Tuesday, Wednesday & Friday | 08:30 – 17:30 |
| Saturday | 09:00 – 13:00 |

| | | |
|-------------------------|--------------------|-----------------------------|
| Highley Pharmacy | High Street | Pharmacy Core Hours: |
| | | 09:00 – 17:00 |

| | | |
|---------------------------------------|-----------------------|------------------------------|
| L Rowlands (Rowlands Pharmacy) | 5 Cross Street | Actual Opening Hours: |
| | | 09:00 – 18:00 |
| | | 09:00 – 13:00 |
| | | Saturday |
| | | Pharmacy Core Hours: |
| | | 09:00 – 13:00 |
| | | 14:00 – 17:30 |
| | | 09:00 – 11:30 |

| | | |
|------------------------|----------------------------|------------------------------|
| Lloyds Pharmacy | 116 - 119 Galdeford | Actual Opening Hours: |
| | | 09:00 – 12:00 |
| | | 14:30 - 18:30 |
| | | 09:00 – 12:00 |
| | | 15:00 - 17:30 |
| | | 09:00 – 12:00 |
| | | 15:00 – 17:30 |
| | | 09:00 – 18:30 |

| | | | |
|-----------------------------|--|-----------------|--------------------------|
| Lunts Pharmacies | | Saturday | 09:00 – 17:30 |
|-----------------------------|--|-----------------|--------------------------|

| | | | |
|-----------------------------|---------------|----------------------------------|--------------------------|
| Lunts Pharmacies | Drovers House | Pharmacy Core Hours: | 09:00 – 17:30 |
| | Craven Arms | Monday- - Thursday | 13:00 |
| | | | 14:00 – 17:30 |
| | | Friday | |
| | | | 09:00 – 11:30 |
| | | Actual Opening Hours: | |
| | | Monday-Friday | 09:00 – 17:30 |
| | | | 09:00 – 13:00 |
| | | Saturday | |

| | | | |
|-----------------------------|-------------------|----------------------------------|--------------------------|
| Lunts Pharmacies | 1-3 Hereford Road | Pharmacy Core Hours: | 09:00 – 17:30 |
| | Shrewsbury | Monday- Friday | 13:00 |
| | | | 14:00 – 17:30 |
| | | | 09:00 – 11:30 |
| | | Saturday | |
| | | Actual Opening Hours: | |
| | | Monday-Friday | 09:00 – 18:00 |
| | | | 09:00 – 12:00 |
| | | Saturday | |

| | | | |
|--------------------------------|-----------------------------|----------------------------------|--------------------------|
| Bridgnorth Pharmacy | 2 Mill Street Bridgnorth | Pharmacy core hours: | 09:00 – 17:00 |
| | | Monday - Friday | |
| | | Actual Opening Hours: | |
| | | Monday - Friday | 09:00 – 18:00 |
| | | | 09:00 – 13:00 |
| | | Saturday | |

**Lunts
Pharmacies**

The Tannery
Baker St

Shrewsbury

**Pharmacy Core
Hours:**

09:00 –

13:00

14:00 –

Monday- Friday

17:30

09:00 –

Saturday

11:30

**Actual Opening
Hours:**

09:00 –

Monday-Friday

17:30

09:00 –

Saturday

12:00

**Pontesbury
Pharmacy**

Main Road

Pontesbury

**Pharmacy Core
Hours:**

09:00 –

13:00

14:00 –

17:30

09:00 –

Saturday

11:30

**Actual Opening
Hours:**

09:00 –

Monday, Wednesday,

13:00

14:00 –

Thursday & Friday

18:00

09:00 –

Tuesday

13:00

14:00 –

17:30

09:00 –

Saturday

13:00

**Rhodes
Pharmacy**

28 Claremont Hill

Shrewsbury

**Pharmacy Core
Hours:**

09:00 –

17:00

**Actual Opening
Hours:**

09:00 –

Monday-Friday

17:30

09:00 –

Saturday

13:00

**Hillside
Pharmacy**

18 Sandford Avenue

Church Stretton

**Pharmacy Core
Hours:**

09:00 –

17:00

Wenlock Pharmacy

14 High Street
Much Wenlock

Actual Opening Hours:

| | |
|---------------|------------------|
| Monday-Friday | 09:00 – 17:30 |
| Saturday | 09:00 – 17:00 |

Rowlands Pharmacy

11 High Street
Whitchurch

Pharmacy Core Hours:

| | |
|----------------|------------------|
| Monday- Friday | 09:00 – 18:00 |
| Saturday | 09:00 – 13:00 |

Actual Opening Hours:

| | |
|---------------|--------------------------------------|
| Monday-Friday | 09:00 – 13:00 13:20 – 17:30 |
| Saturday | 09:00 – 12:00 |

Rowlands Pharmacy

New 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 |
|---------------|------------------|

Rowlands Pharmacy

| | |
|-----------------|--|
| Saturday | 13:20 – 17:30 09:00 – 12:00 |
|-----------------|--|

Severn Fields Health
Centre
Sundorne Road
Shrewsbury

**Pharmacy Core
Hours:**

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

**Actual Opening
Hours:**

| | |
|----------------------|--|
| Monday-Friday | 09:00 – 13:00 13:20 – 18:00 09:00 – 12:00 |
| Saturday | |

Rowlands Pharmacy

| | |
|-----------------------|--|
| 25 Sutton Road | Pharmacy Core Hours: |
| Shrewsbury | 09:00 – 13:00 14:00 – 18:00 09:00 – 12:00 |
| | |

**Pharmacy Core
Hours:**

| | |
|----------------------|--|
| Monday-Friday | 09:00 – 13:00 14:00 – 18:00 09:00 – 12:00 |
| Saturday | |

**Actual Opening
Hours:**

| | |
|----------------------|--|
| Monday-Friday | 09:00 – 18:00 09:00 – 12:00 |
| Saturday | |

Rowlands Pharmacy

40 Sandford Avenue
Church Stretton

Pharmacy Core Hours:

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

**Actual Opening
Hours:**

| | |
|----------------------|----------------------------------|
| Monday-Friday | 09:00 – 13:00 13:20 – |
| Saturday | 17:30 |

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

T A Rhodes
Ltd

77 High Street

Albrighton

Pharmacy Core

Hours:

**09:00 –
17:00**

**Monday-Friday
Actual Opening
Hours:**

**09:00 –
18:00
08:30 –
18:00
09:00 –
16:00**

Saturday

Radbrook
Green
Pharmacy

Bank Farm Road

Shrewsbury

Pharmacy Core

Hours:

**09:00 –
13:00
14:00 –
18:00
09:30 –
12:00**

**Saturday
Actual Opening
Hours:**

**09:00 –
18:00
09:00 –
13:00**

Saturday

T/A Tesco
Pharmacy

Cattle Market

Battlesfield Road

Shrewsbury

Pharmacy Core

Hours:

**08:00 –
22:30
06:30 –
22:30
06:30 –
22:00
10:00 –
16:00**

**Actual Opening
Hours:**

**08:00 –
22:30
06:30 –
22:30
06:30 –
22:00
10:00 –
16:00**

Sunday

Lloyds
Pharmacy

(In-store
Sainsburys)

Meole Brace Retail
Park

Shrewsbury

Pharmacy Hours:

**07:00 –
23:00
07:00 –
22:00
10:00 –
16:00**

Sunday

Boots UK
Ltd

5 Church Street

Oswestry

Shop Hours:

| | |
|---------------|----------------------|
| Monday-Friday | 07:00 – 23:00 |
| Saturday | 07:00 – 22:00 |
| Sunday | 10:00 – 16:00 |

Green End
Pharmacy

11-13 Green End

Whitchurch

***Pharmacy Core
Hours:***

| | |
|---------------|----------------------|
| Monday-Friday | 09:00 – 13:00 |
| Saturday | 14:00 – 18:00 |
| Sunday | 10:00 – 12:30 |

***Actual Opening
Hours:***

| | |
|---------------|----------------------|
| Monday-Friday | 08:30 – 18:00 |
| Saturday | 08:30 – 17:00 |
| Sunday | 10:00 – 16:00 |

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 | 20:30 | | 08:00 | 18:30 | | 08:00 | 18:30 | | 08:00 | 18:30 | | 08:00 | 18:30 | | Closed | |
| Albrighton - surgery | 08:15 | 20:30 | | 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 | 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 | 08:00 | 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 | 08:30 | 13:00 | | 08:30 | 13:00 | | 08:30 | 18:00 | 13:00-14:00 | 08:30 | 13:00 | | 08:30 | 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 | 09:00 | 12:30 | | 09:00 | 16:00 | 12:30-13:00 | 09:00 | 12:30 | | 09:00 | 12:30 | | 09:00 | 12:30 | | Closed | |

| 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 | 10:10 | | 09:00 | 10:40 | | 08:30 | 10:10 | | | | | 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 | |
| Clay Pit St - 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 | 18:00 | 13:00-14:00 | 08:30 | 18:00 | 13:00-14:00 | Closed | |
| Bridgewater - 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 | 18:00 | 13:00-14:00 | 08:30 | 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 | |

| 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 - 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 | |
| Much Wenlock - opening | 08:30 | 18:00 | | 08:30 | 18:00 | | 08:30 | 18:00 | | 08:30 | 18:00 | | 08:30 | 18:00 | | Closed | |
| Much Wenlock - 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 | 18:00 | 13:00-14:00 | 08:30 | 18:00 | 13:00-14:00 | Closed | |
| Cressage Branch - opening | 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 | 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 | | Closed | |
| Plas Ffynnon - surgery | 08:30 | 18:00 | | 08:30 | 18:00 | | 08:30 | 18:00 | | 08:30 | 17:00 | | 08:30 | 18:00 | | Closed | |
| 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 | 13:00-14:00* | 09:00 | 18:30 | 13:00-14:00* | 09:00 | 18:30 | 13:00-14:00* | 09:00 | 18:30 | 13:00-14:00* | 09:00 | 18:30 | 13:00-14:00* | Closed | |
| Prescott - opening | 08:30 | 18:00 | | 08:30 | 18:00 | | 08:30 | 18:00 | | 08:30 | 18:00 | | 08:30 | 18:00 | | Closed | |

| Weekday | Monday | | | Tuesday | | | Wednesday | | | Thursday | | | Friday | | | Saturday | | |
|-----------------------|---------------|-------|-------|-------------|-------|-------|-------------|-------|-------|-------------|-------|-------|-------------|-------|-------|-------------|--------|----|
| | Practice Name | 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 | | 08:30 | 18:00 | | 08:30 | 18:00 | | 08:30 | 12:00 | | 08:30 | 18:00 | | 08:30 | 18:00 | | 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 - Surgery | | 08:00 | 18:00 | 13:00-14:00 | 08:00 | 18:00 | 13:00-14:00 | 08:00 | 18:00 | 13:00-14:00 | 08:00 | 18:00 | 13:00-14:00 | 08:00 | 18:00 | 13:00-14:00 | 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 | |

* 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)

