



Sandwell
Health & Wellbeing Board



CENTRAL HEALTH

PHARMACEUTICAL NEEDS ASSESSMENT

SANDWELL

HEALTH AND WELLBEING BOARD

Made in accordance with the National Health Service (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013

May 2018

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Produced by: Central Health Solutions Limited

In collaboration with: Public Health Department, Sandwell MBC
Sandwell Local Pharmaceutical Committee
Sandwell Healthwatch
Sandwell Clinical Commissioning Group

Approved by: Sandwell Health and Wellbeing Board

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This document builds on Sandwell Health and Wellbeing Board's first PNA published 1st April 2015.

Please note data regarding community pharmacies are accurate to December 2017.

Supplementary statements will be issued in response to significant changes to pharmaceutical services since the publication of this PNA.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Chapter		Page
	Executive Summary	5 - 8
	Regulatory Statements	9 - 14
1	Introduction to Pharmaceutical Needs Assessments	15 - 18
	<i>What is a Pharmaceutical Needs Assessment?</i>	15
	<i>What is Excluded from the Scope of the Assessment?</i>	16
	<i>Process Followed in the Development of the PNA</i>	16
	<i>PNA Review Process</i>	17
	<i>Steering Group</i>	18
2	Public Health Needs and Demography	19 - 42
	<i>Identification of Local Health Needs</i>	19
	<i>Sandwell Borough Geography</i>	20
	<i>Sandwell Demographics</i>	21 - 35
	<i>Age Profile</i>	23 - 26
	<i>Population Projections</i>	27 - 29
	<i>Ethnicity</i>	30
	<i>Life Expectancy</i>	31 - 32
	<i>Deprivation in localities</i>	33 - 35
	<i>Local Health Needs and Priorities</i>	36 - 42
	<i>Smoking</i>	36
	<i>Alcohol</i>	37
	<i>Physical Activity</i>	38
	<i>Obesity</i>	39
	<i>Teenage Conceptions</i>	40
	<i>Disease Prevalence</i>	41 - 42
3	Community Pharmacy Provision in Sandwell	43 - 52
	<i>Location of Pharmacies</i>	43 - 47
	<i>Pharmacy Access Scheme</i>	48
	<i>Identification of Pharmaceutical Service Provision</i>	48
	<i>Access to Community Pharmacy and Services</i>	48
	<i>Opening Hours</i>	49
	<i>Walking and Public Transport Distance to Pharmacies</i>	51 - 52

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Chapter		Page
4	Pharmaceutical Services	53 - 74
	<i>Definition of Pharmaceutical Services</i>	53
	<i>Essential Services</i>	54 - 55
	<i>Advanced Services</i>	56 - 61
	<i>Medicines Use Review (MUR)</i>	57 - 58
	<i>New Medicines Service (NMS)</i>	59 - 60
	<i>NHS Urgent Medicine Supply Advanced Service (NUMSAS)</i>	61
	<i>Flu Vaccination Service</i>	61
	<i>Enhanced Services</i>	61 - 65
	<i>Minor Ailments Scheme</i>	63 - 64
	<i>Palliative Care Access Service</i>	65
	<i>Assisted Medication Scheme</i>	65
	<i>Locally Commissioned Services</i>	61 - 63
	<i>Emergency Hormonal Contraception</i>	67
	<i>Supervised Consumption</i>	67
	<i>Needle Exchange</i>	68
	<i>NHS Health Checks</i>	68
	<i>Quality Payment Scheme</i>	68 - 71
	<i>Healthy Living Pharmacy</i>	72 - 74
5	Public Experiences of Sandwell Pharmacies	75 - 76
	<i>The Process</i>	75
	<i>Results from Questionnaires</i>	75 - 76
6	Future Pharmaceutical Service Development and Commissioning Intentions	77 - 83
	<i>The Future</i>	77 - 82
	<i>Conclusion</i>	83
7	Consultation	85
8	Appendices and References	86 -

Executive Summary

The local Pharmaceutical Needs Assessment (PNA) is a document that describes the current provision of pharmaceutical services across Sandwell. It ensures that services both meet the needs of the population and that they are in the correct locations to support the residents of the Metropolitan Borough of Sandwell.

The PNA became the responsibility of Sandwell MBC following the Health and Social Care Act 2012. The previous PNA was produced by Sandwell Health and Wellbeing Board (HWB) in 2015.

NHS England will use the PNA to inform their decisions for new pharmacy contract applications in line with the latest regulatory statute.

The PNA can also support other commissioners and stakeholders in developing and shaping individual patient and population based services through the network of community pharmacies.

This report includes an overview of the pharmacy regulations relating to pharmacy needs assessment in addition to a review of the range of pharmaceutical services that are currently provided or may be commissioned in the future.

The geographical area of Sandwell has been divided into localities for the purpose of reviewing health needs and service provision at local level.

A range of data including current and projected population, access times, and specific locality health and community data, are considered for Sandwell as a whole and in relation to each of the localities.

Overall, the population in Sandwell is projected to rise 8.4% by 2024, which is a higher growth rate than that forecast for England overall (7.5%)¹. This may be further impacted by changes to planned housing developments, or changes in any policy that affects migration in and out of the area.

Executive Summary continued

The PNA considers whether this projected population increase will trigger the need for additional community pharmacies providing essential services, alongside a range of other factors that include whether existing contractor arrangements could manage serving an increased population through working more efficiently.

Sandwell currently has 86 patient-facing community pharmacy contractors. There are also 3 Distance Selling Contractors (internet pharmacies). Together these contractors serve a total resident population of over 322,712. This equates to approximately one community pharmacy for every 3,626 residents. This compares to the England average of one pharmacy for every 4,600 residents. The projected increase in population across Sandwell would take its population to 348,529 by 2024. This would equate to approximately one community pharmacy for every 3,916 residents, which is still well below the England average. Based on the current service provision it is anticipated that the current distribution of pharmacies should be able to provide adequate services for the increasing population.

The pharmaceutical services that Sandwell community pharmacies provide, under NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations 2013² are made up of three different service levels:

- **Essential services** – provided by all community pharmacy contractors during their standard 40 core hours in line with their terms of service as set out in the 2013 regulations.
- **Advanced services** – can be provided by all contractors once accreditation requirements for pharmacists and premises have been met. These services include Medicines Use Reviews (MUR), New Medicines Service (NMS), Appliance Use Reviews (AUR), NHS Urgent Medicine Supply Service (NUMSAS), Flu Vaccination Service and Stoma Appliance Customisation (SAC). There is excellent coverage across Sandwell and neighbouring local authorities for advanced services with 98% Sandell pharmacies offering MURs, 88% providing the NMS and 72% providing or willing to provide flu vaccinations.
- **Enhanced services** – commissioned directly by NHS England in response to local needs, including the Minor Ailments Scheme (MAS), Palliative Care Scheme and Assisted Medication Scheme.

Executive Summary continued

Over half (9,667) of all MAS consultations within the West Midlands took place in Sandwell and West Birmingham which demonstrates the need, and acceptance, of this service with Sandwell residents.

The Palliative Care Scheme is provided by 4 pharmacies across Sandwell, although 60 pharmacy contractors have stated they would be willing to offer the service if there was need.

The Assisted Medication Service was closed to new entrants a number of years ago and is currently funding only those still receiving the service from the original cohort of pharmacies.

We have also looked at locally commissioned services which are provided through Sandwell pharmacies, including Emergency Hormonal Contraception (EHC), NHS Health Checks and Substance Misuse services. There is good access across all localities for all of these public health services.

A comprehensive range of sources have been used to describe the health and social conditions of the localities across Sandwell Borough. This document provides details of:

- *Population demographics: age, deprivation and health needs*
- *Number and location of community pharmacies and the services commissioned*
- *Analysis of any gaps in locally commissioned services or access to services*
- *Description of pharmaceutical services and access across the borough including opening hours and travel times*
- *Impact of population changes and house building*
- *Formal consultation on the final draft PNA*

Executive Summary continued

We have considered geographical access to community pharmacies in Sandwell, the services they provide and their opening hours. In addition, through identification of needs linked to the Joint Strategic Needs Assessments (JSNAs)³ and the publication of the Sandwell Joint Health and Wellbeing Strategy 2016-2020⁴ we have assessed the potential for those needs to be met through existing pharmaceutical services.

We conclude that there are sufficient pharmacies in Sandwell to provide essential and advanced pharmaceutical services to the residents. No gaps in geographical provision across the borough have been identified. There are many pharmacies open for extended hours and within reasonable travel distances for people living in Sandwell.

The assessment made in this PNA concludes that there are no current pharmaceutical needs that cannot be met, for the current or foreseeable future, by existing contractors and that improvements and better access in the future would be best addressed, in the first instance, through working with the existing network of community pharmacies.

Regulatory Statements

The National Health Service (Pharmaceutical Services and Local Pharmaceutical Services) Regulation 2013² set out the legislative basis for developing and updating PNAs. Schedule 1 sets out the minimum information to be contained in pharmaceutical needs assessments.

Detailed below are the six statements included in schedule 1.

STATEMENT 1:

A statement of the pharmaceutical services that the Health and Wellbeing Board (HWB) has identified as services that are provided:

- (a) In the area of the HWB and which are necessary to meet the need for pharmaceutical services in its area; and
- (b) Outside the area of the HWB but which nevertheless contribute towards meeting the need for pharmaceutical services in its area (if the HWB has identified such services).

There is currently sufficient provision of community pharmacies delivering essential and advanced pharmaceutical services provided within the standard core 40 hours of pharmacy opening hours. Sandwell has 86 patient-facing community pharmacy contractors. There are also 3 Distance Selling contractors. Together these contractors serve a total resident population of over 322,712. This equates to approximately one community pharmacy for every 3,626 residents, compared to the England average of one pharmacy for every 4,600 residents.

When considering pharmacy contract applications or making enhanced service commissioning decisions, the accessibility of services close to the border should be taken into account.

STATEMENT 2:

A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are not provided in the area of the HWB but which is satisfied:

- (a) Need to be provided (whether or not they are located in the area of the HWB) in order to meet a current need for pharmaceutical services, or pharmaceutical services of a specified type, in its area;
- (b) Will, in specified future circumstances, need to be provided (whether or not they are located in the area of the HWB) in order to meet a future need for pharmaceutical services, or pharmaceutical services of a specified type, in its area.

Current provision for areas across Sandwell is good. No gaps in the provision of essential pharmaceutical services have been identified in this PNA. It has been recognised that there are no current gaps in the need for provision of essential services during normal working hours nor are there any current gaps in the provision of essential services outside normal working hours. Additionally, there are no current gaps in the provision of advanced and enhanced services that have been identified nor have there been any gaps in the need for pharmaceutical services in specified future circumstances.

Sandwell has projected a growth in the residential population through home building in specific towns. This has been recognised and we believe that there is sufficient capacity within the current pharmaceutical service to cater for even substantial population growth.

STATEMENT 3:

A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are provided:

- (a) In the area of the HWB and which, although they are not necessary to meet the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access to pharmaceutical services in its area;
- (b) Outside the area of the HWB and which, although they do not contribute towards meeting the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access to pharmaceutical services in its area;
- (c) In or outside the area of the HWB and, whilst not being services of the types described in sub-paragraph (a) or (b), or paragraph 1, they nevertheless affect the assessment by the HWB of the need for pharmaceutical services in its area.

This assessment has concluded that no gaps have been identified in essential or advanced services. This PNA has included an assessment of current need and service provision across Sandwell, and has concluded that access to locally commissioned services is adequate for the current and future projected population.

STATEMENT 4:

A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are not provided in the area of the HWB but which the HWB is satisfied:

- (a) Would, if they were provided (whether or not they were located in the area of the HWB), secure improvements or better access to pharmaceutical services or pharmaceutical services of a specific type, in its area;
- (b) Would, if in specified future circumstances they were provided (whether or not they were located in the area of the HWB) secure future improvements or better access to pharmaceutical services or pharmaceutical services or a specified type in its' area.

This PNA has included an assessment of current need and service provision, and has concluded that access to pharmaceutical services is adequate for the current population. However, the skills and expertise of community pharmacists could be further utilised in the provision of locally commissioned services aimed at improving population health. Assessment of future plans for housing development within Sandwell has highlighted potential growth but it is envisaged that the existing services will be able to absorb the increased demand anticipated over lifespan of this PNA.

STATEMENT 5:

A statement of any NHS services provided or arranged by the HWB, NHS Commissioning Board (NHSCB), a Clinical Commissioning Group (CCG), an NHS trust or an NHS foundation trust to which the HWB has had regard in its assessment, which affect:

(a) The need for pharmaceutical services, or pharmaceutical services of a specified type, in its area;

or

(b) Whether further provision of pharmaceutical services in its area would secure improvements, or better access to pharmaceutical services, or pharmaceutical services of a specific type in its area.

This PNA provides an overview of services commissioned locally to improve population health. This PNA has identified that there is excellent coverage of pharmaceutical services across Sandwell.

STATEMENT 6:

An explanation of how the assessment has been carried out, in particular:

- (a) How it has determined what are the localities in its area;
- (b) How it has taken into account (where applicable)–
 - (i) The different needs of different localities in its area, and
 - (ii) The different needs of people in its area who share a protected characteristic; and;
- (c) A report on the consultation that it has undertaken.

The area of Sandwell Borough Council is covered by Sandwell Health and Wellbeing Board and has 24 electoral wards. Much of the data in this PNA has been calculated and mapped at ward level in order to show the variations in health and lifestyle between smaller areas of the borough. However, when detailing the services that pharmacies provide, it is impractical to group them at such a small level of geography. Instead, wards have been allocated to one of six larger ward groupings. Aggregation at this level better reflects the areas that residents are likely to travel to in order to access a pharmacy. It is also recognised the ease of accessibility of pharmacies across the six towns.

A draft PNA was published on Central Health Solutions Limited website plus a link from Sandwell Health and Wellbeing Board's website from 15th February 2018. Various stakeholders were invited to take part in the consultation which ran until 16th April 2018. The survey questions for the consultation are listed in Appendix A. Feedback from the consultation is presented in the final document (Appendix

Chapter 1

Introduction to Pharmaceutical Needs Assessments

What is a Pharmaceutical Needs Assessment

A Pharmaceutical Needs Assessment (PNA) is a comprehensive, structured assessment of the current pharmaceutical provision as required by the local population. The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013² set out the legislative basis for developing and updating PNAs.

A PNA should identify where there are gaps in service provision, help in commissioning of pharmaceutical services in the context of local priorities, and is primarily used by NHS England when making decisions on applications to open new pharmacies (referred to as the "Market Entry Test")⁵. Decisions made by NHS England regarding market entry based on the findings of the PNA are open to appeal and legal challenge, it is therefore important that PNAs comply with regulations and that mechanisms are established to keep the PNA up-to-date.

The PNA should take into account the characteristics of the area and its population, and the local health priorities set out by Health and Wellbeing Boards (HWB). The HWB is a council led forum responsible for identifying health needs and priorities and for planning and commissioning public service to meet those needs.

Public health became the responsibility of local government when the Health and Social Care Act 2012 transferred it from the NHS to Local Authorities in April 2013. The Act also transferred responsibility for developing and updating Pharmaceutical Needs Assessments (PNA) to the HWB⁴. Sandwell Metropolitan Borough Council runs the HWB on behalf of the citizens of Sandwell to ensure services work better together with the same aims, so that resources (time, money and people) are used where they can make the biggest impact.

The previous PNA was published by Sandwell MBC in April 2015 and has a maximum lifetime of three years.

Objective

The objective of this PNA is to help NHS England, Sandwell MBC, Sandwell Health and Wellbeing Board, Sandwell Clinical Commissioning Group (CCG), Sandwell Local Pharmaceutical Committee (LPC), pharmacy contractors and other key stakeholders to:

- Understand the current and future pharmaceutical needs for the population of Sandwell
- Obtain a clear picture of pharmaceutical services currently provided
- Clearly identify and address any local gaps in pharmaceutical services
- Make appropriate decisions regarding applications for NHS pharmacy contracts
- Commission appropriate and accessible services from community pharmacy where the PNA has identified areas for future investment or development or areas where decommissioning is required.

What is excluded from the scope of the assessment?

The PNA has a regulatory purpose which sets the scope of the assessment. There are elements of pharmaceutical services and pharmacists working in other areas that are excluded from this assessment. These include Distance Selling Pharmacies, GP practices, prisons, secondary and tertiary care sites (such as hospital and intermediate care homes) where patients may be obtaining a type of pharmaceutical service.

Process followed in the development of the PNA

This PNA was undertaken by Sandwell PNA Steering Group, in accordance with the requirements set out in regulations 3-9 Schedule 1 of the NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations 2013.

The current pharmaceutical provision in Sandwell has been reviewed and the needs of the population assessed from the perspective of pharmaceutical services.

A survey to gather information from all community pharmacies in Sandwell was developed on Survey Monkey using the Pharmaceutical Services Negotiating Committee (PSNC)⁵ pharmacy survey as a basis, and with locally determined questions added to this. See Appendix B for full questionnaire. 97% of patient facing pharmacies completed this survey.

The regulations also state that HWBs must consult with the bodies set out in Regulation 8 at least once during the process of developing the PNA. These bodies include the Local Pharmaceutical Committee (LPC), Local Medical Committee (LMC) and patient groups. Any neighbouring HWBs who are consulted should ensure any LPC in the area which is different from the LPC for the original HWBs area is consulted.

A patient questionnaire was completed with the following groups via survey monkey:

- Patient Participation Groups via Healthwatch Sandwell
- Sandwell residents through Sandwell Council and 'Healthy Sandwell' Twitter and Facebook accounts
- Pharmacy users through surveys taken in Sandwell community pharmacies

A statutory 60-day public consultation is planned from 15th February 2018 to 16th April 2018 to enable the public and other stakeholders to review the draft PNA. Any comments or feedback gathered will be presented in the final report.

PNA Review Process

The PNA will be refreshed, or supplementary statements produced, when any significant changes to the need for pharmaceutical services are identified. This action will be overseen by Sandwell HWB. The PNA will be updated or added to via supplementary statements should any of the following occur:

- New pharmacy contracts
- Pharmacy closures
- Pharmacies merge or consolidate
- Changes to pharmacy locations
- Changes to pharmacy opening hours
- Local intelligence and significant issues relating to pharmacy enhanced service provision
- Appliance provision changes
- Significant changes in public health intelligence or primary care service developments that may impact either beneficially or adversely on pharmacy-based services.

Significant changes in public health intelligence or primary care service developments that may impact either beneficially or adversely on pharmacy-based services.

Steering Group

A PNA Steering Group was set up in accordance with Department of Health Guidance b. This group included representatives from the following organisations:

- Central Health Solutions Ltd
- Healthwatch Sandwell;
- NHS England;
- Sandwell Clinical Commissioning Group;
- Sandwell Local Pharmaceutical Committee;
- Sandwell MBC Public Health;

A copy of the Terms of Reference and full membership of the group are included in Appendix C.

Central Health Solutions Limited and Sandwell HWB would like to express their gratitude and thanks to the organisations above for their support in this PNA development.

Chapter 2

Public Health Needs and Demography

Identification of Local Health Needs

The purpose of this PNA is to review the pharmaceutical service provision within Sandwell. For more comprehensive information on the health and wellbeing needs for the local population, please see Sandwell's Joint Strategic Needs Assessments (JSNA). The Sandwell approach to conducting a JSNA uses an individual assessment for each identified need or priority. There are a number of JSNAs already published which can be accessed by viewing the Sandwell Trends pages available here <https://www.sandwelltrends.info/themedpages/Health/JSNA>. There are further JSNAs currently in progress which will be published as soon as they are completed.

The current Sandwell JSNA work programme includes the following:

1. Frail Older people
2. Environment and Health in Sandwell 2013
3. Learning Disabilities 2014
4. Long Term Conditions 2014
5. Alcohol JSNA - needs across the lifecourse 2013
6. Sandwell Children and Young People (0 to 19 Years) JSNA 2014
7. Children and Young People Emotional Wellbeing & Mental Health JSNA 2016
8. Children's 0 to 4 Years JSNA 2017
9. Adult Mental Health & Wellbeing JSNA 2017 (Executive Summary)
10. Children and Young People JSNA 5 to 19 Years (2017)

This PNA does not replicate these detailed descriptions of health needs and it should be read alongside the Sandwell JSNAs.

Data and intelligence for this PNA was obtained from various sources, these include:

- Public Health England intelligence such as Health Profiles
- Sandwell MBC data including from the Joint Strategic Needs Assessment programme
- NHS England Business Services Authority
- Office for National Statistics
- Health and Wellbeing Board Strategy
- SHAPE Atlas

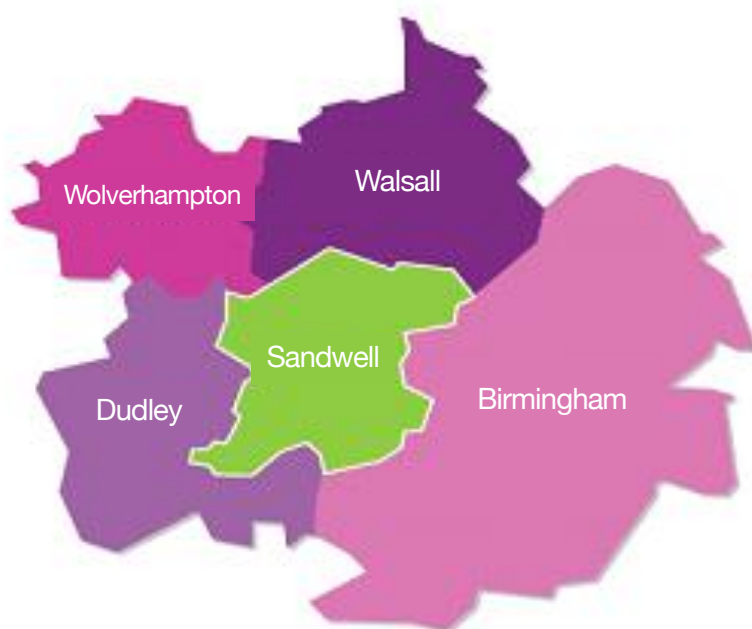
Sandwell Borough Geography

Sandwell Borough is located at the heart of the West Midlands and is a densely populated urban area that covers a geographical area of 85.56 square kilometres. The borough has 1,200 hectares of parks, playing fields and local green space, and over 30 miles of canals.

Sandwell is surrounded by similar urban local authority areas of:

- Walsall
- Dudley
- Wolverhampton
- Birmingham

Sandwell Metropolitan Borough and Surrounding Districts



Sandwell Borough resident population

According to ONS estimates (2016) is approximately 322,712. The PNA regulations require that the Health and Wellbeing Board divide its area into localities (townships) which are then used as a basis for structuring the assessment. The Borough of Sandwell has traditionally been divided into six localities: Oldbury, Rowley Regis, Smethwick, Tipton, Wednesbury and West Bromwich. The resident population varies from 39,103 in Wednesbury to 79,308 in West Bromwich.

<i>Sandwell Council</i>	<i>Ward Count</i>	<i>Population</i>
<i>Locality Name</i>	<i>24</i>	<i>322,712</i>
<i>Oldbury</i>	<i>4</i>	<i>52,870</i>
<i>Rowley Regis</i>	<i>4</i>	<i>51,187</i>
<i>Smethwick</i>	<i>4</i>	<i>59,238</i>
<i>Tipton</i>	<i>3</i>	<i>41,006</i>
<i>Wednesbury</i>	<i>3</i>	<i>39,103</i>
<i>West Bromwich</i>	<i>6</i>	<i>79,308</i>

Table 1: ward count and population by locality

Source:

ONS, Table SAPE19DT8:
Mid-2016 Population Estimates
for 2016

Wards in England and Wales by
Single Year of Age and Sex -
Experimental Statistics

Throughout this document, where data is available, we refer to these localities in describing services or assessing the need for services. These localities can be subdivided into electoral wards or into lower super output areas (LSOAs). Electoral wards are political units of geography whose boundaries are managed by the electoral commission and are subject to change over time. LSOAs are designed to depict information in small areas and are less likely to change, therefore provide a consistent basis for tracking changes in population over time.

Where data is available the PNA describes the health needs and current provision of pharmaceutical services at all three levels: Sandwell, locality and ward or LSOA level.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Sandwell Borough population by ward

Individual wards are fairly consistent in size, see table below.

Town (population)	Wards	Population
Oldbury (52,870)	Bristnall	12,466
	Langley	13,554
	Old Warley	12,287
	Oldbury	14,563
Rowley Regis (51,187)	Blackheath	12,434
	Cradley Heath and Old Hill	14,027
	Rowley	11,906
	Tividale	12,820
Smethwick (59,238)	Abbey	12,308
	Smethwick	14,986
	Soho and Victoria	16,807
	St Pauls	15,137
Tipton (41,006)	Great Bridge	13,510
	Princes End	13,580
	Tipton Green	13,916
Wednesbury (39,103)	Friar Park	12,818
	Wednesbury North	13,077
	Wednesbury South	13,208
West Bromwich (79,308)	Charlemont with Grove Vale	12,209
	Great Barr with Yew Tree	12,805
	Greets Green and Lyng	13,036
	Hateley Heath	14,862
	Newton	12,432
	West Bromwich Central	13,964
Sandwell Total		322,712

Table 2:
population by
ward

Source:
ONS, Table
SAPE19DT8:
Mid-2016
Population
Estimates for 2016
Wards in England
and Wales by
Single Year of Age
and Sex -
Experimental
Statistics

Sandwell Borough population by ward continued

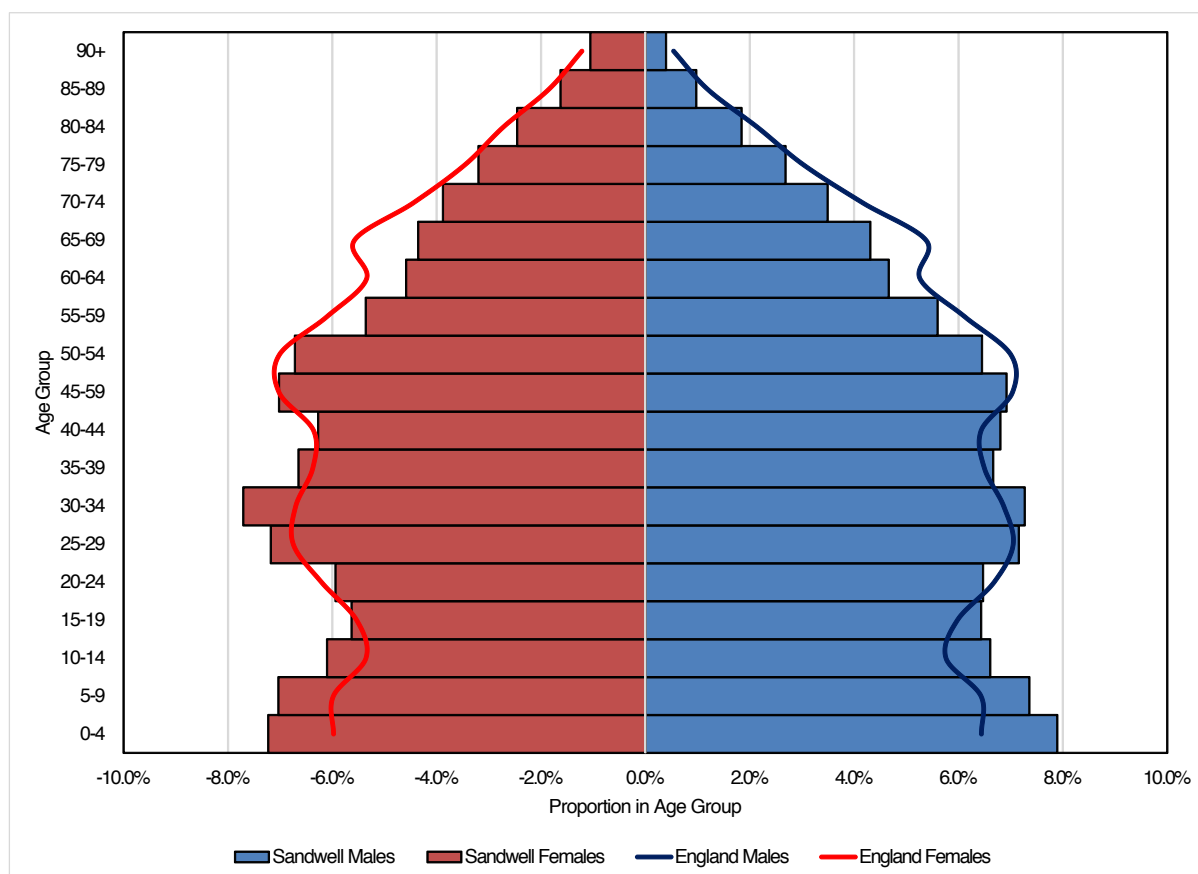
To make sensible comparisons to other areas, Sandwell's data is compared against other Local Authorities using an Office for National Statistics (ONS) classification "Centres with Industry" peer group. These are often referred to as statistical neighbours. In this way we can compare Sandwell with areas that are similar in terms of deprivation and other socio-economic characteristics – rather than just comparing Sandwell Borough with geographic neighbours. Poorer health is often associated with less affluent areas.

Sandwell Demographics - Age Profile

Sandwell's population has a younger profile than that of England, with Sandwell having more people aged under 20, young adults aged 25-34, but fewer people aged between 45 and 69 years.

Figure 1: Sandwell population pyramid mid-2016

Source: ONS, ONS Mid-2016 Population Estimates: Single year of age and sex for local authorities in England and Wales



Age profile structure by locality

The age profile varies across the borough. The wards with the highest proportion of younger people are found in Smethwick, which has three of the top five wards in Sandwell. The other wards are located in West Bromwich (Greets Green and Lyng) and Wednesbury (Friar Park).

Ward	Within Town Area	Percentage Under 16 Year Olds
Soho and Victoria	Smethwick	29.4%
St Pauls	Smethwick	27.0%
Smethwick	Smethwick	25.2%
Greets Green and Lyng	West Bromwich	24.9%
Friar Park	Wednesbury	24.1%

Table 3: ward under 16s population; top 5

Source: ONS, Table SAPE19DT8: Mid-2016 Population Estimates for 2016 Wards in England and Wales by Single Year of Age and Sex - Experimental Statistics

The wards with the highest proportion of older people include two in West Bromwich (Newton and Charlemont) and one each in Oldbury, Rowley Regis and Wednesbury.

Ward	Within Town Area	Percentage Aged 65+
Newton	West Bromwich	20.2%
Charlemont with Grove	West Bromwich	20.2%
Old Warley	Oldbury	19.3%
Blackheath	Rowley Regis	18.7%
Wednesbury South	Wednesbury	18.0%

Table 4: ward under 16s population; top 5

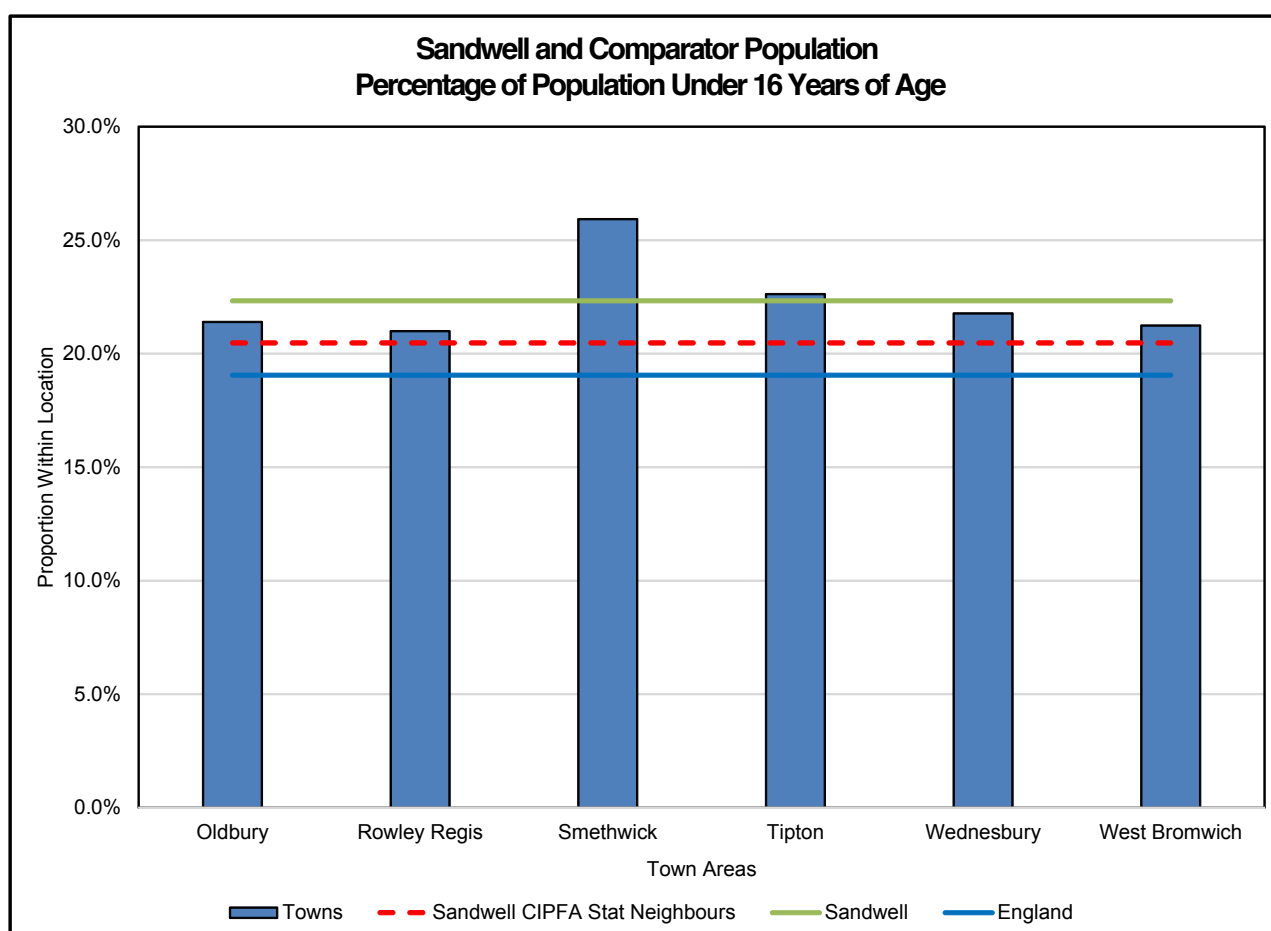
Source: ONS, Table SAPE19DT8: Mid-2016 Population Estimates for 2016 Wards in England and Wales by Single Year of Age and Sex - Experimental Statistics

Age profile structure by locality continued

The variation in population age structure can be seen when the wards populations are aggregated up to locality level. **Smethwick and Tipton have younger populations when compared to Sandwell as a whole, which in turn has a younger population than England.**

Figure 2: population structure by locality (under 16s)

Source: ONS, Table SAPE19DT8: Mid-2016 Population Estimates for 2016 Wards in England and Wales by Single Year of Age and Sex - Experimental Statistics

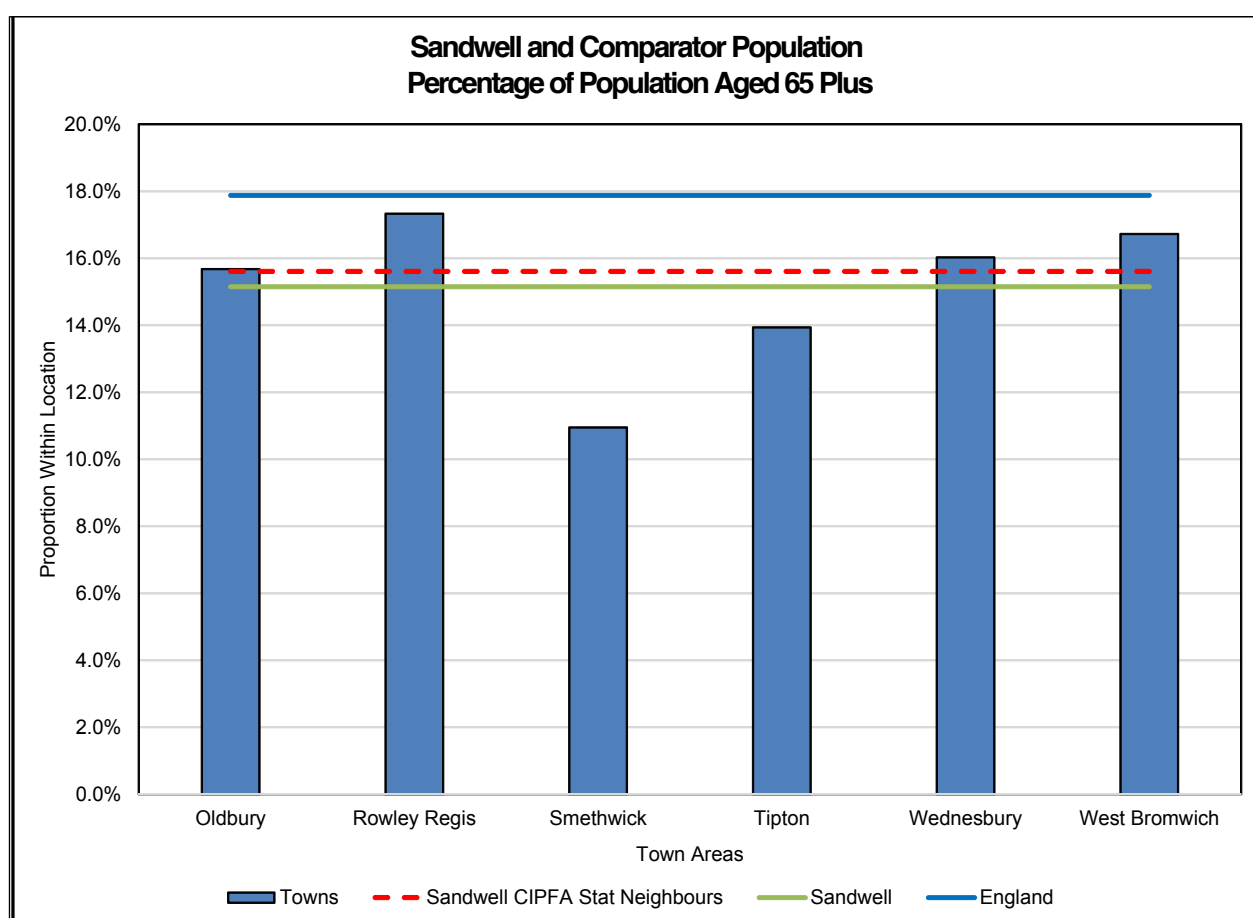


Age profile structure by locality continued

Rowley Regis and West Bromwich have the highest proportion of population in the 65 plus age group. The borough as a whole has a lower proportion of population in the 65 plus age group than England and Sandwell's statistical neighbours.

Figure 3: population structure by locality (over 65s)

Source: ONS, Table SAPE19DT8: Mid-2016 Population Estimates for 2016 Wards in England and Wales by Single Year of Age and Sex - Experimental Statistics



- **What this means for our PNA?**

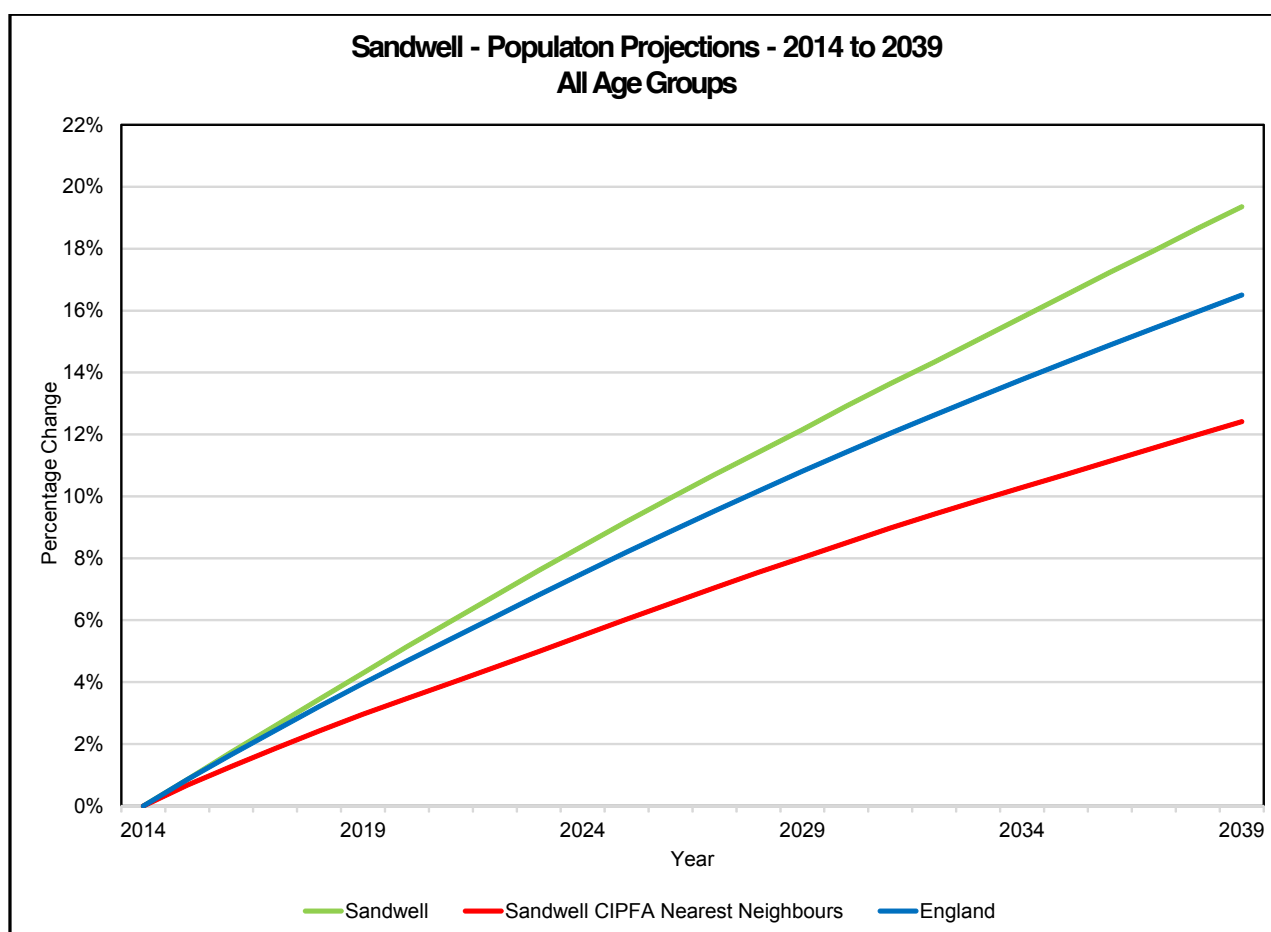
Caution is needed when using the locality level population profiles as these mask variation at ward level. However, the general picture for pharmacy services is that there is likely to be proportionally greater demand from families and younger people in Smethwick and Tipton and from older people in the other four localities.

Population projections

Population projections by the ONS predict that the population of Sandwell will grow by 8.4% by 2024 and by 12.9% by 2030, from a 2014 base. This growth is greater than that of its statistical neighbours England as a whole. However, there is some concern that the ONS model under-estimates the population growth that will result from the higher birth rate among BME populations.

Figure 4: population growth 2014 - 2039

Source: ONS, 2014-based Subnational Population Projections for Local Authorities and Higher Administrative Areas in England



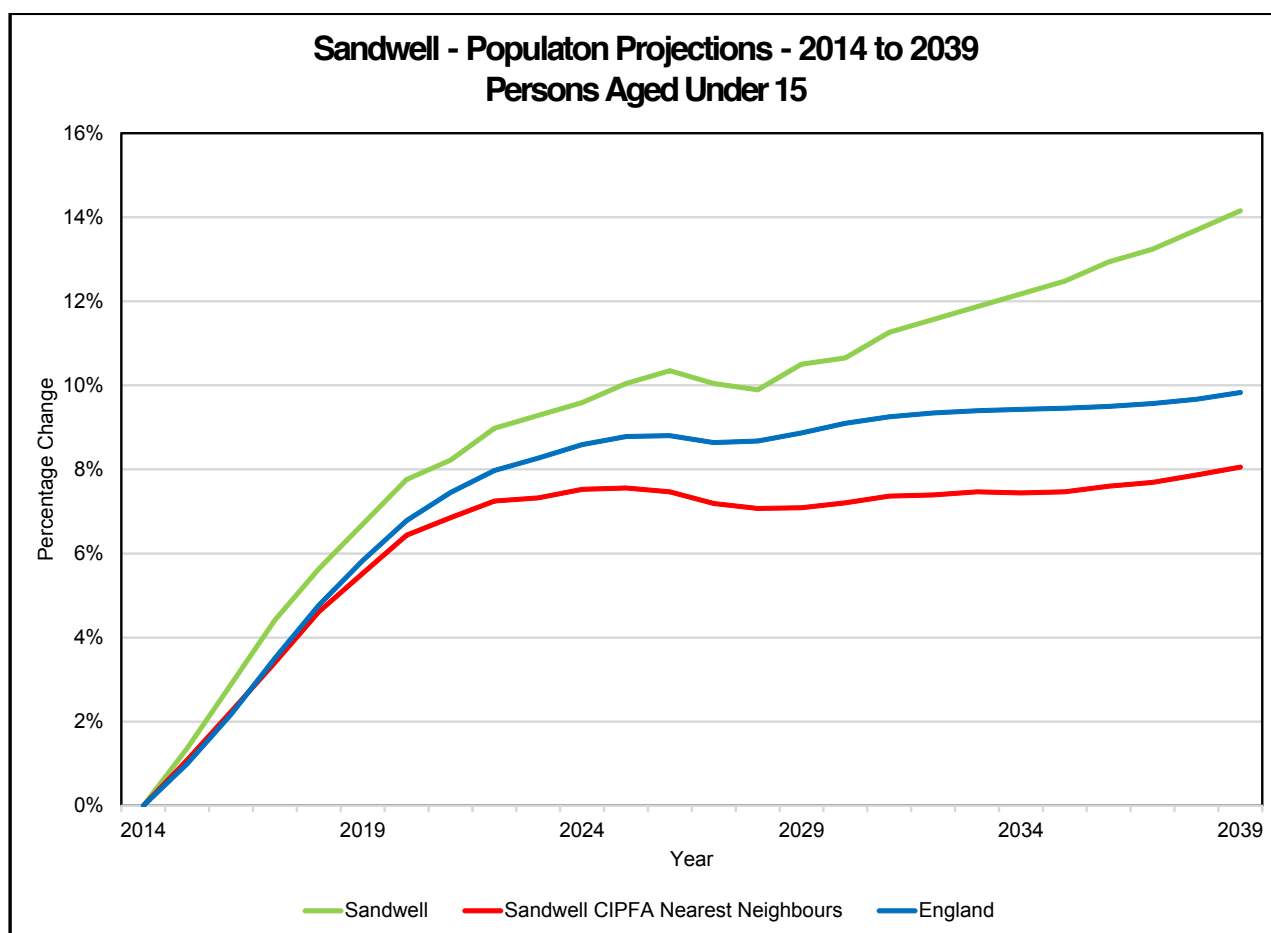
This moderate growth however will include some quite significant changes in the profile of the population.

Population projections continued

From a 2014 base, the proportion of Sandwell's population aged 14 years and under is expected to increase by 7.8% by 2020. The growth in population in this age group is expected to slow after 2020, but is still above the growth rate for the same age group for England and statistical neighbours and is expected to reach 10.7% by 2030.

Figure 5: population growth in under 15s

Source: ONS, 2014-based Subnational Population Projections for Local Authorities and Higher Administrative Areas in England



This moderate growth however will include some quite significant changes in the profile of the population.

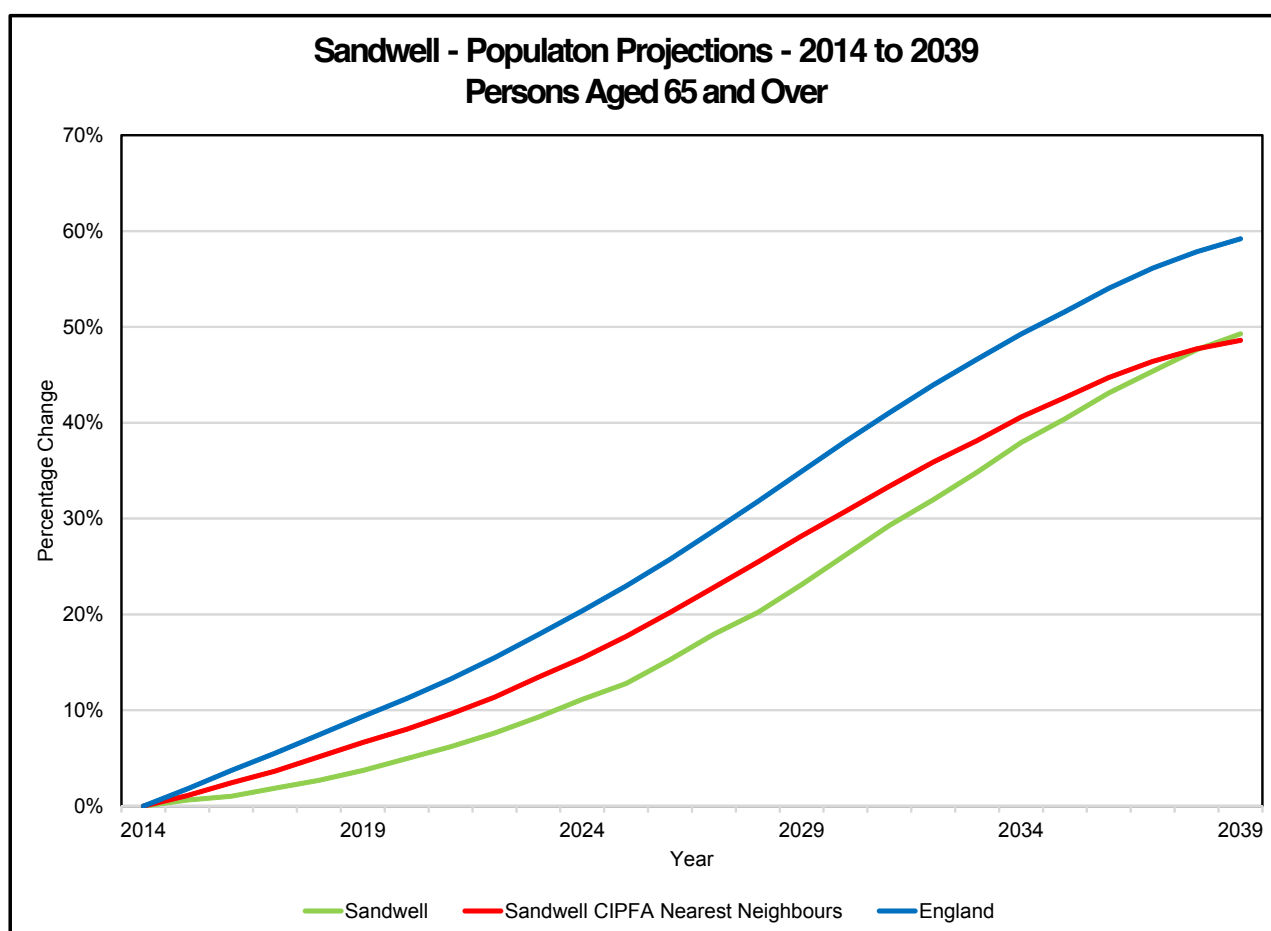
The projected periods described above exceed the scope of the PNA which is expected to be updated regularly and completely refreshed every three years.

Population projections continued

The growth in population for the over 65 age group is expected to be below that for England and statistical neighbours but is expected to catch up by 2039.

Figure 6: population growth, over 65s

Source: ONS, 2014-based Subnational Population Projections for Local Authorities and Higher Administrative Areas in England



Housing growth

There is planned housing in the adjoining areas of Greater Icknield, in Birmingham. and Smethwick, in Sandwell, which has the potential for 5,000 new homes. The 3 areas that fall under Sandwell are Windmill Eye (450 new homes), Grove Lane (900 new homes) and part of Brindley Canalside (755 new homes). More details can be seen here <https://www.wmca.org.uk/media/1695/icknield-prospectus-1016.pdf>.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Analysis of this housing data did not indicate that in the next three years there will be population increases of a sufficient size to impact on need for new pharmaceutical providers.

- **What this means for our PNA?**

The combined effect of these changes will be to decrease the proportion of our population of working age while increasing the proportion of our population more likely to require care and as a result support from pharmacy services.

Even with the projected increase in population, it is envisaged that existing services will be able to absorb the increased demand over the lifespan of this PNA.

Ethnicity

The 2011 census showed that Sandwell is an ethnically diverse place with 30% of the population from a BME group. Smethwick locality has the highest proportion of the population from a BME group with over half of all persons aged 16 years and under and over one-third of all persons aged over 65 being of those ethnicities.

Area	% non-White British Under 16 Years of Age	% non-White British Aged 65+
Sandwell	46.9%	13.4%
West Midlands	31.2%	8.9%
England	38.4%	9.4%
Town		
Oldbury	44.7%	13.4%
Rowley Regis	21.4%	4.0%
Smethwick	74.2%	35.8%
Tipton	30.8%	7.2%
Wednesbury	29.9%	7.7%
West Bromwich	53.9%	17.0%

Table 5: ward ethnicity

Source: ONS Population Denominators by Ethnic Group 2015 (Sandwell, West Midlands & England), 2011 Census, Table: Ethnic group by sex by age (DC2101EW) (Towns)

- ***What this means for our PNA?***

For pharmacy services, the main drivers of demand are from the younger and older extremes of the population within those ethnic groups with high prevalence of long term conditions among the older population and demand for primary care access high among families with young children.

There is correlation between health inequalities and the levels of diversity in the population. Ethnic minority communities are exposed to a range of health challenges, from low birth weight and infant mortality through to higher incidence of limiting illnesses like diabetes and cardio vascular disease. **The pharmacy contractor survey indicated that 78% of Sandwell pharmacies have staff and pharmacists that areas speak a range of languages to overcome communication barriers to meet local needs.**

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Life expectancy - male

Life expectancy is a measure of how long a person born in an area would be expected to live using current observed rates of mortality. The gap in life expectancy between the best and worst helps us to understand the extent of health inequalities.

Life expectancy (LE) in Sandwell for men is 77.1 (England 79.4) and for women is 81.3 (England 83.1). The table below shows the wards with the best and worst life expectancies for both men and women. The wards with the lowest life expectancy are in the Smethwick and Tipton localities. **The gap between men living in Great Barr (West Bromwich) and Soho and Victoria (Smethwick) is 7 years.**

Sandwell Town	Ward Name	Quintile	Male LE at Birth
Smethwick	Soho and Victoria	Worst	73.8
Tipton	Great Bridge		74.3
Tipton	Tipton Green		74.5
West Bromwich	Greets Green and Lyng		75.4
Rowley Regis	Cradley Heath and Old Hill		75.9
Sandwell Town	Ward Name	Quintile	Male LE at Birth
Smethwick	Abbey	Best	79.3
Rowley Regis	Blackheath		79.4
West Bromwich	Newton		80.3
Oldbury	Old Warley		80.3
West Bromwich	Great Barr with Yew Tree		80.8

Table 6: male life expectancy by ward (2011-2015)

Source: PHE Local Health, ONS Life Expectancies Crown Copyright 2017

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Life expectancy - female

The gap for women is similar at 7.3 years between the lowest life expectancy of 78.1 years in Soho and Victoria (Smethwick) and the highest of 85.4 years in Newton (West Bromwich).

Sandwell Town	Ward Name	Quintile	Female LE at Birth
Smethwick	Soho and Victoria	Worst	78.1
Wednesbury	Wednesbury North		78.9
Tipton	Princes End		79.1
Tipton	Great Bridge		79.4
Smethwick	Smethwick		79.6
Sandwell Town	Ward Name	Quintile	Female LE at Birth
Rowley Regis	Rowley	Best	83.3
West Bromwich	Charlemont with Grove Vale		84.1
Smethwick	Abbey		84.2
Oldbury	Old Warley		84.2
West Bromwich	Newton		85.4

Table 7: female life expectancy by ward (2011-2015)

Source: PHE Local Health, ONS Life Expectancies Crown Copyright 2017

• What this means for our PNA?

Closing the gap in life expectancy is a key outcome for the HWB. This requires targeted effort focusing on communities that have the worst outcomes and the health, social and environmental factors which impact on the health of our population.

Examples of relevant pharmacy services which can impact on factors affecting life expectancy include: smoking cessation, vascular risk assessment, alcohol interventions, healthy living advice and Medicines Use Review. **Uptake of these services among contractors and developing models for delivery of some of the other services could have a positive impact on life expectancy.**

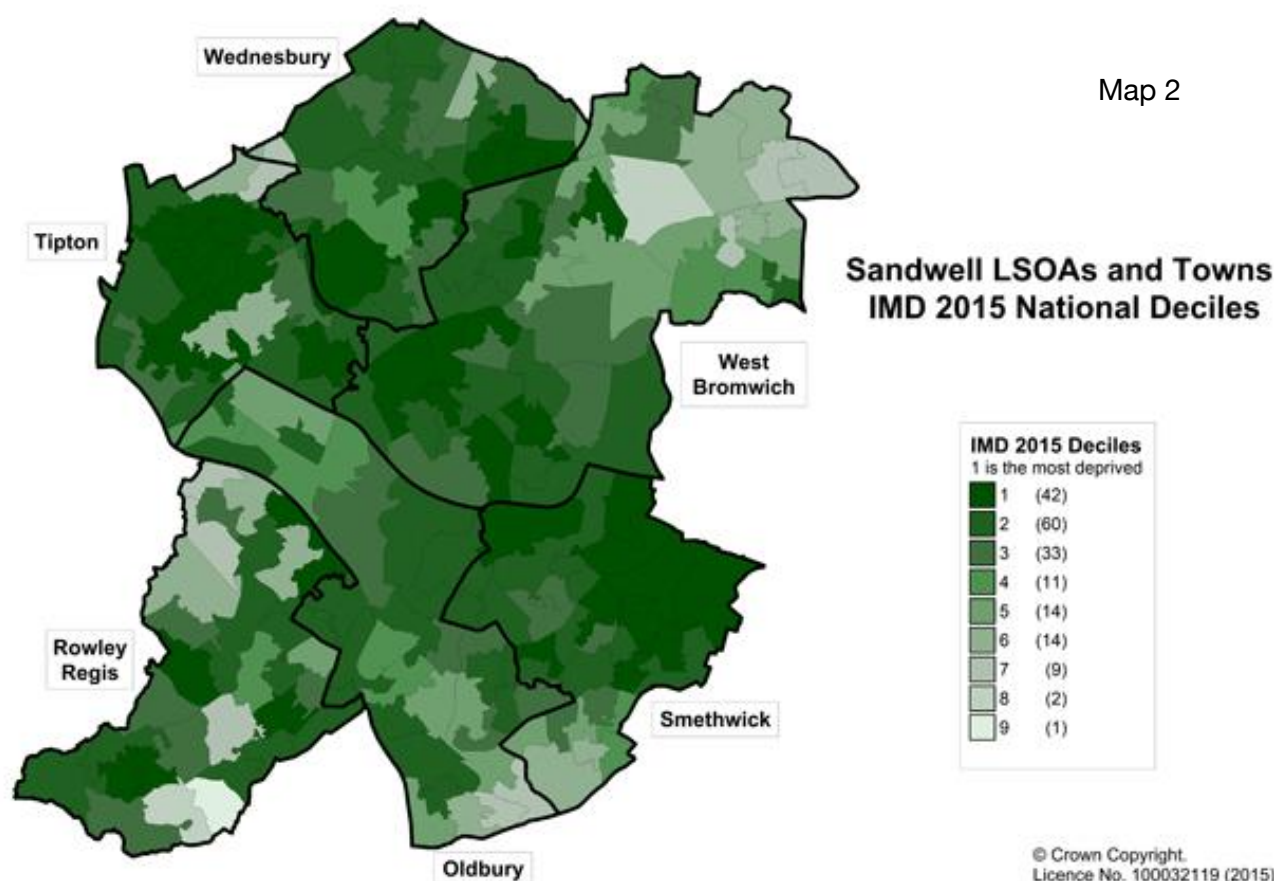
SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Deprivation in localities

Deprivation is a determinant of poor health, and is linked to higher levels of morbidity, and premature mortality. People living in areas of high deprivation will have a lower healthy life expectancy, and increased health inequalities. The England Index of Multiple Deprivation (IMD) is a measure of relative deprivation for LSOAs in England. The LSOAs use weighted figures for the following: income; employment; education, skills and training; health deprivation and disability; crime; barriers to housing and services; and the living environment.

The IMD provides a comparative measure of the deprivation experienced by a population based on their circumstances which can then be applied to a geography. The index provides a score for each LSOA and ranks areas relative to each other. The relative level of deprivation experienced by a population has a direct correlation with health outcomes for that population.



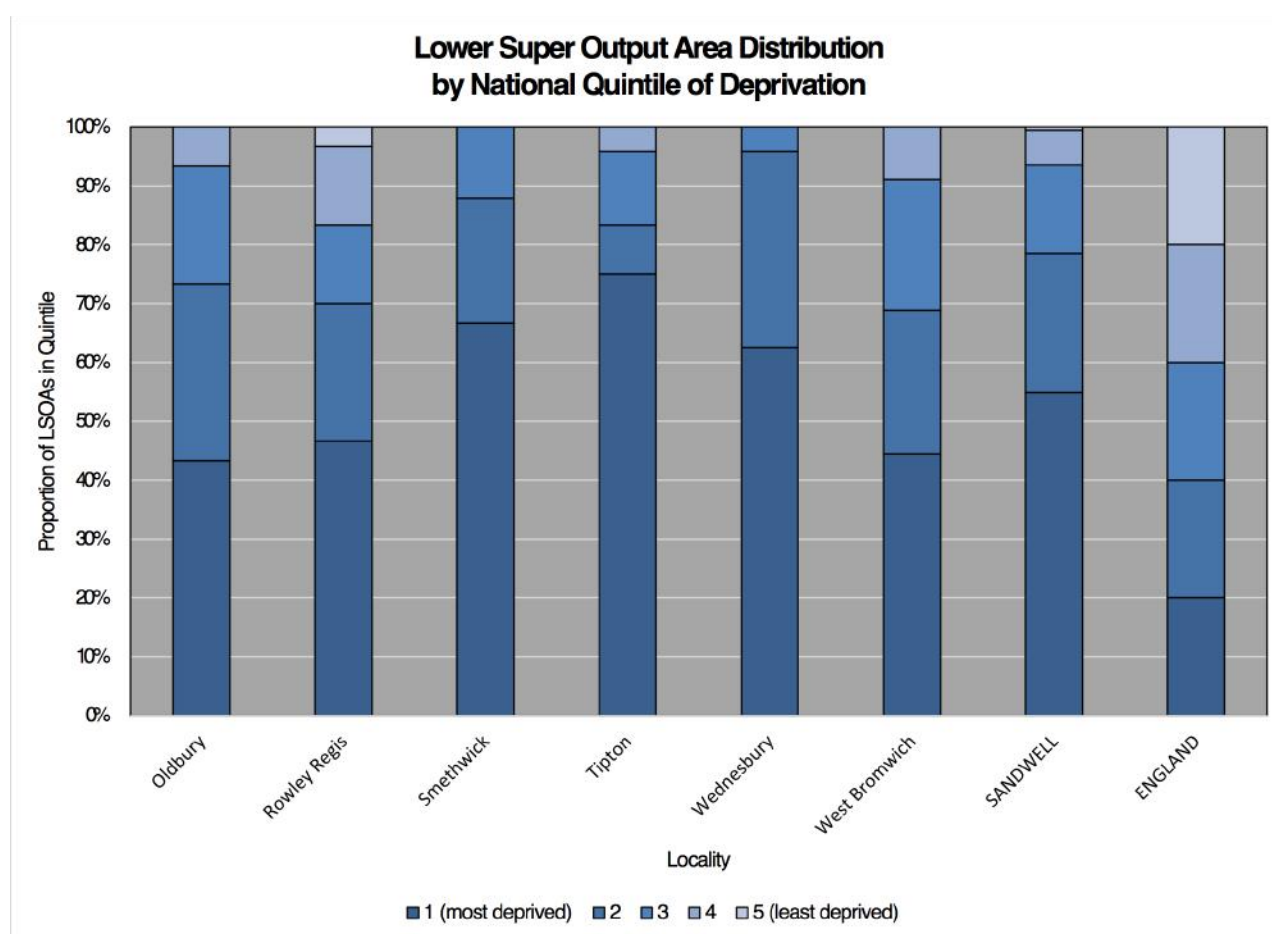
Deprivation in localities continued

Overall Sandwell has a higher concentration of deprivation than England as a whole, with most of the Borough living in the bottom 20% of areas in England.

The figure below illustrates the extent to which deprivation in Sandwell contrasts with England. The column for England shows the national distribution of deprivation and then compares this to Sandwell's localities. The darker blues in each column indicate the more deprived areas which make up each locality.

Figure 7: deprivation in localities

Source: Department of Communities and Local Government, Index of Multiple Deprivation (IMD) 2015



Deprivation in localities continued

Analysis of the IMD for the LSOAs in Sandwell shows that each of the localities has **significant levels of deprivation**. Only Rowley Regis has an LSOA in the least deprived 20% nationally, and very few areas in Sandwell fall into the 40% of least deprived areas in England (Tipton, Smethwick and Wednesbury have no areas in the 40% of least deprived areas in England).

- ***What this means for our PNA?***

People in more deprived areas generally live with poorer health. There are also higher incidents of smoking, alcohol use, poor diet and poor mental health. **Community pharmacy has an extended role to play in educating and supporting communities to adopt healthier lifestyles.**

Local Health Needs and Priorities

Smoking

The single biggest determinant of health is whether a person smokes. Rates of smoking have fallen in recent years, however it remains a focus for health services to reduce rates further, especially among harder to reach groups.

Smoking prevalence is estimated from a household. Smoking rates in Sandwell are significantly higher than in England or the West Midlands, at 19.0%.

Area	Smoking Prevalence 18+
Sandwell	19.0
West Midlands	15.4
England	15.5

Table 7: smoking prevalence, 2016

Source: PHE Local Tobacco Control Profiles, ONS Annual Population Survey

- **What this means for our PNA?**

Pharmacies already play an active role in providing support for smoking cessation. The role of community pharmacy is two-fold; providing access to nicotine replacement therapy and providing advice from pharmacists and trained staff.

Pharmacy is a unique provider, in that pharmacies have access to NRT at the point of care, they also provide a “walk in” service across extended hours of service.

The smoking cessation service has been decommissioned from Sandwell pharmacies since the 2015 PNA, but is still offered through GP Practices and a community provider. Sandwell MBC believe that there is adequate access to smoking cessation services in Sandwell.

Local Health Needs and Priorities continued

Alcohol

Mortality from alcohol is a significant problem in Sandwell.

The table below shows that male deaths from alcohol related diseases and conditions is considerably more than the West Midlands and England. The rate for women is also above the regional and national rate.

Area	Alcohol Related Mortality: Males	Alcohol Related Mortality: Females
Sandwell	95.2	34.9
West Midlands	72.1	31.6
England	66.3	28.8

Table 8: alcohol deaths (rates per 100,000 2016)

Source: PHE Local Alcohol Profiles

Area	Alcohol Related Hospital Admission (Narrow): Males	Alcohol Related Hospital Admission (Narrow): Females
Sandwell	1,007	576
West Midlands	908	566
England	830	483

Table 9: alcohol hospital admissions (rates per 100,000, 2015/16)

Source: PHE Local Alcohol Profiles

- **What this means for our PNA?**

Pharmacies have a potential role in providing structured brief interventions in alcohol use.

Local Health Needs and Priorities

Physical activity

The Active People survey organised by Sport England provides rates of adults reporting taking recommended levels of physical exercise per week. This data shows that Sandwell is lower than the England average (64.9%) for adults (56.4%). **Sandwell has the 5th lowest percentage in England.**

Area	% of Adults Physically Active
Sandwell	56.4
West Midlands	62.5
England	64.9

Table 10: adults achieving at least 150 mins of physical activity per week

Source: Public Health Outcomes Framework, Sport England Active Lives Survey 2015/16

Obesity

Obesity in adults is also estimated from the Active People survey. The table below shows there is a higher percentage of obese adults in Sandwell.

Area	% of Adults Overweight or Obese
Sandwell	69.4
West Midlands	63.9
England	61.3

Table 11: obese adults, 2012

Source: Public Health Outcomes Framework, Sport England Active Lives Survey 2015/16

Obesity in children is measured through the National Child Measurement Programme (NCMP). The figures for Sandwell wards and localities can be seen below, for reception year and year 6.

For Sandwell as a whole, 11.1% of 4-5 year olds (England 9.3%), and 25.5% 10-11 year olds (England 19.3%) are obese.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Obesity continued

Town	Ward	% of 4-5 year olds who are obese	% of 10-11 year olds who are obese
Oldbury	Bristnall	10.9	25.9
	Langley	10.5	21.2
	Old Warley	9.6	20.7
	Oldbury	12.0	25.3
	Total	10.9	23.4
Rowley Regis	Blackheath	11.2	26.4
	Cradley Heath and Old Hill	11.7	27.4
	Rowley	9.9	20.2
	Tivdale	9.7	22.3
	Total	10.6	24.0
Smethwick	Abbey	8.7	19.3
	Smethwick	11.9	28.0
	Soho and Victoria	11.3	25.0
	St Pauls	12.8	28.6
	Total	11.5	25.9
Tipton	Great Bridge	12.3	27.4
	Princes End	13.2	29.4
	Tipton Green	10.9	26.8
	Total	12.2	27.9
Wednesbury	Friar Park	12.4	27.1
	Wednesbury North	11.1	26.6
	Wednesbury South	11.7	29.0
	Total	11.8	27.5
West Bromwich	Charlemont with Grove	9.5	21.3
	Great Barr with Yew Tree	9.2	24.0
	Greets Green and Lyng	13.5	27.8
	Hateley Heath	10.9	29.0
	Newton	11.7	20.9
	West Bromwich Central	14.4	25.5
	Total	11.7	25.1
Sandwell Grand Total		11.4	25.5

Table 12: childhood obesity by ward and locality

Source: PHE Local Health, National Child Measurement Programme (NCMP) 2013/14 – 2015/16

Local Health Needs and Priorities

Obesity continued

Note: The data presented in table 12 only includes children participating in the NCMP in state maintained schools.

- **What this means for our PNA?**

Pharmacies provide advice and support for healthy lifestyles as part of their core contract.

However examples of enhanced services are evolving where the pharmacy is playing an increasing role in actively supporting adults and children to increase level of exercise, chose healthier food options and maintain a healthy weight.

Teenage conceptions

Teenage pregnancy remains high in Sandwell, but the rate has reduced dramatically over the past 10 years compared to England.

Area	Rate of Teenage (Under 18) Conceptions
Sandwell	31.6
West Midlands	23.7
England	20.8

Table 13: under 18 conception rates per 1000, 2015

Source: Public Health Outcomes Framework

- **What this means for our PNA?**

Pharmacies in Sandwell provide access to Emergency Hormonal Contraception through a Patient Group Direction (PGD). The service is free of charge to women using the service. Pharmacies are seen as a safe, accessible and non-judgemental provider of EHC services.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Disease prevalence

Disease prevalence can be measured using data recorded for the Quality and Outcomes Framework (QoF) used by GPs. This data is helpful but has its limitations; there can be under recording which is not apparent meaning that prevalence looks lower than in practice. However as a comparative tool it can help to demonstrate variation across the localities.

Generally, Sandwell has comparable prevalence across all diseases when compared to England; with the exception of diabetes, cancer and depression.

<i>Disease</i>	<i>Sandwell (%)</i>	<i>England (%)</i>
<i>Asthma</i>	5.8%	5.9%
<i>Atrial fibrillation</i>	1.2%	1.8%
<i>Cancer</i>	1.6%	2.6%
<i>Cardiovascular disease – primary prevention</i>	1.1%	1.2%
<i>Chronic kidney disease (18+)</i>	3.6%	4.1%
<i>Chronic obstructive pulmonary disease</i>	1.5%	1.9%
<i>Dementia</i>	0.5%	0.8%
<i>Depression (18+)</i>	7.3%	9.1%
<i>Diabetes mellitus (17+)</i>	9.1%	6.7%
<i>Epilepsy (18+)</i>	0.8%	0.8%
<i>Heart failure</i>	0.7%	0.8%
<i>Hypertension</i>	13.6%	13.8%
<i>Learning Disability</i>	0.5%	0.5%
<i>Mental health</i>	1.1%	0.9%
<i>Obesity (18+)</i>	10.5%	9.7%
<i>Osteoporosis: secondary prevention of fragility fractures (50+)</i>	0.4%	0.5%
<i>Palliative care</i>	0.2%	0.4%
<i>Peripheral arterial disease</i>	0.4%	0.6%
<i>Rheumatoid arthritis (16+)</i>	0.7%	0.7%
<i>Secondary prevention of coronary heart disease</i>	3.0%	3.2%
<i>Stroke and transient ischaemic attack</i>	1.4%	1.7%

Table 14: disease prevalence, 2016/17

Source: NHS Digital, QoF

NB THIS IS CURRENTLY DATA FOR SANDWELL AND WEST BIRMINGHAM CCG

Disease prevalence continued

- **What this means for our PNA?**

Pharmacy services are an important, but often overlooked part of the long term conditions pathway. One in three people have a long term condition and most long term conditions are treated or managed using medicines.

Ensuring that medicines are used safely and effectively improves outcomes and reduces the risk of hospital admission. It is estimated that around 20% of all admissions to hospital are medicines related, so while the above admissions categories may be disease specific one in five is likely to be related to a failure or unintended consequence of using prescribed medicines.

Pharmacy has a role in ensuring patients, clinicians and carers can obtain the maximum benefit from medicines while reducing risks associated with treatment.

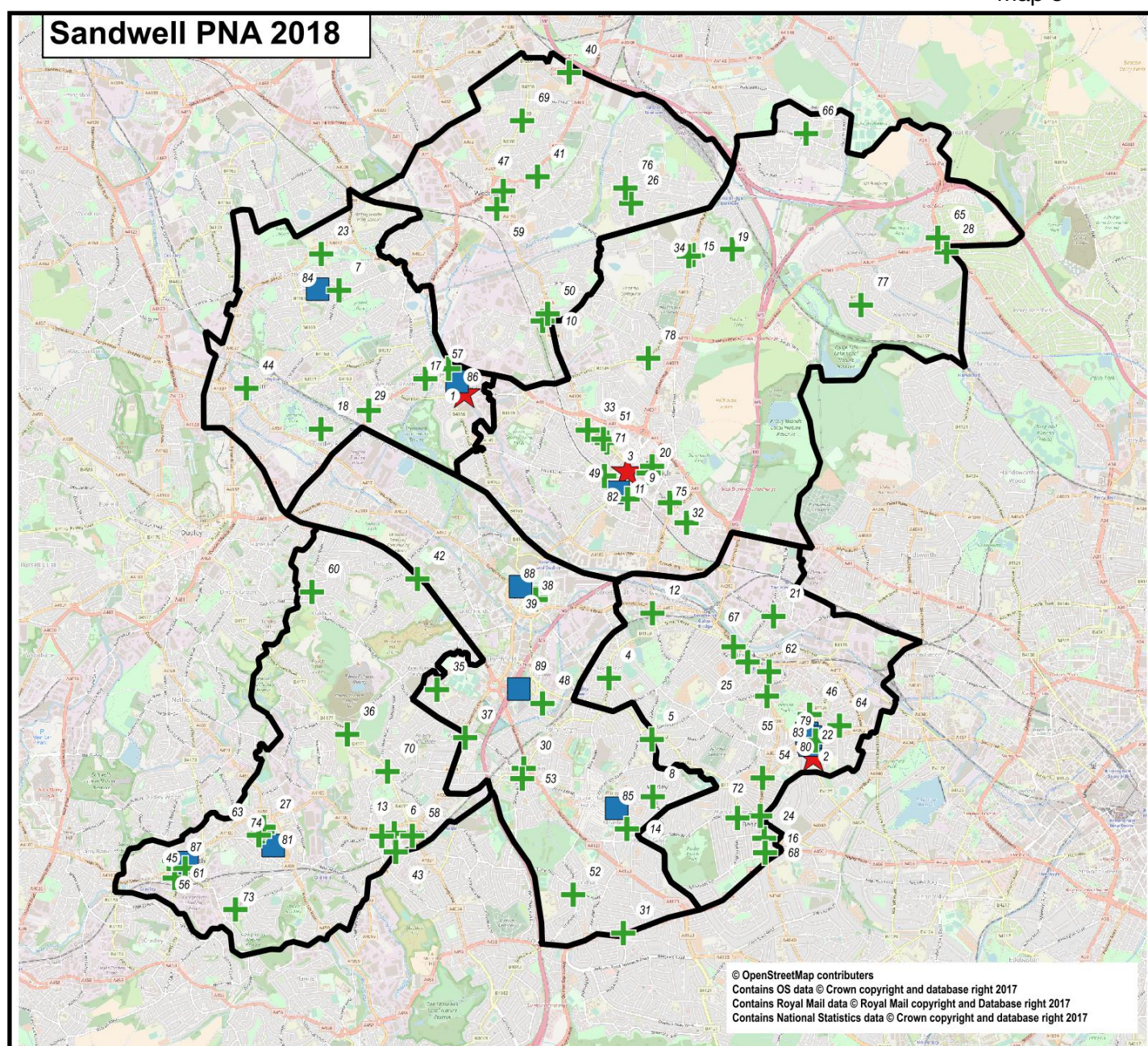
Chapter 3

Community Pharmacy Provision in Sandwell

Location of pharmacies




The map below shows all pharmacies in Sandwell, including distance selling and 100 hour pharmacies.

Map 3



Location of pharmacies continued

The list below lists all pharmacies in Sandwell, shown in map 3.

Community pharmacies 				Distance selling pharmacies 
4 Masters Pharmacy	23 Asda Pharmacy	42 Portway Pharmacy	61 Jhoots Pharmacy	1 Pharmassured Limited
5 Ashworth Pharmacy	24 D R Dalvair Pharmacy	43 Lloyds Pharmacy	62 Lloyds Pharmacy	2 Pharmacylocal
6 Boots The Chemist	25 Lloyds pharmacy	44 Murrays Pharmacy	63 Lloyds Pharmacy	3 GP DISPENSARY
7 Murrays Healthcare	26 Wednesbury Pharmacy	45 Hingleys Chemist	64 Lloyds Pharmacy	
8 Vishnu Pharmacy	27 Peaches Pharmacy	46 Victoria Pharmacy	65 Jhoots Pharmacy	
9 Boots Pharmacy	28 Well Pharmacy	47 Well Pharmacy	66 Yew Tree Pharmacy	
10 New Street Pharmacy	29 Duggals Chemist	48 Langley Pharmacy	67 Malchem Chemists	
11 Lyng Pharmacy	30 Oldbury Pharmacy	49 Lloyds pharmacy	68 Boots Pharmacy	
12 Dunstones Chemist	31 Lloyds pharmacy	50 Well Pharmacy	69 Park Lane Pharmacy	
13 Hingley Pharmacy	32 Khaira Pharmacy	51 Sidhu's Pharmacy	70 Jhoots Pharmacy	
14 Hill Top Pharmacy Ltd	33 Day Lewis Pharmacy	52 Lloyds pharmacy	71 Ingrams Chemist	
15 Medipharma Chemist	34 Lloyds Pharmacy	53 Coopers Pharmacy	72 Your Local Boots Pharmacy	
16 Lloyds pharmacy	35 Your Local Boots Pharmacy	54 Bearwood Pharmacy	73 Haden Vale Pharmacy	
17 Great Bridge Pharmacy	36 Jhoots Pharmacy	55 Michaels Chemist	74 Murrays Pharmacy	
18 Duggals Chemist	37 Rowlands Pharmacy	56 Hingleys Chemist	75 Superdrug Pharmacy	
19 Beaconview Pharmacy	38 Lloyds pharmacy	57 Asda Pharmacy	76 Friar Park Pharmacy	
20 Lloyds pharmacy	39 C H White Pharmacy	58 M W Phillips	77 D P Forrest Ltd	
21 R K Pharmacy	40 Boots Pharmacy	59 Jubilee Pharmacy	78 Vicarage Pharmacy	
22 Jhoots Pharmacy	41 Boots Pharmacy	60 Tivdale Pharmacy		
				100 hour pharmacies 
				79 Boots The Chemist
				80 Al-Shafa Pharmacy
				81 Pharmacy 365
				82 Lloyds Pharmacy
				83 Asda Pharmacy
				84 Swanspool Pharmacy
				85 Hills Pharmacy
				86 Boots Pharmacy
				87 Tesco Instore Pharmacy
				88 Lloyds Pharmacy
				89 Asda Pharmacy

There are 89 community pharmacies across Sandwell which serve a total resident population of over 322,712. This equates to approximately one community pharmacy for every 3,626 residents, compared to the England average of one pharmacy for every 4,600 residents.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

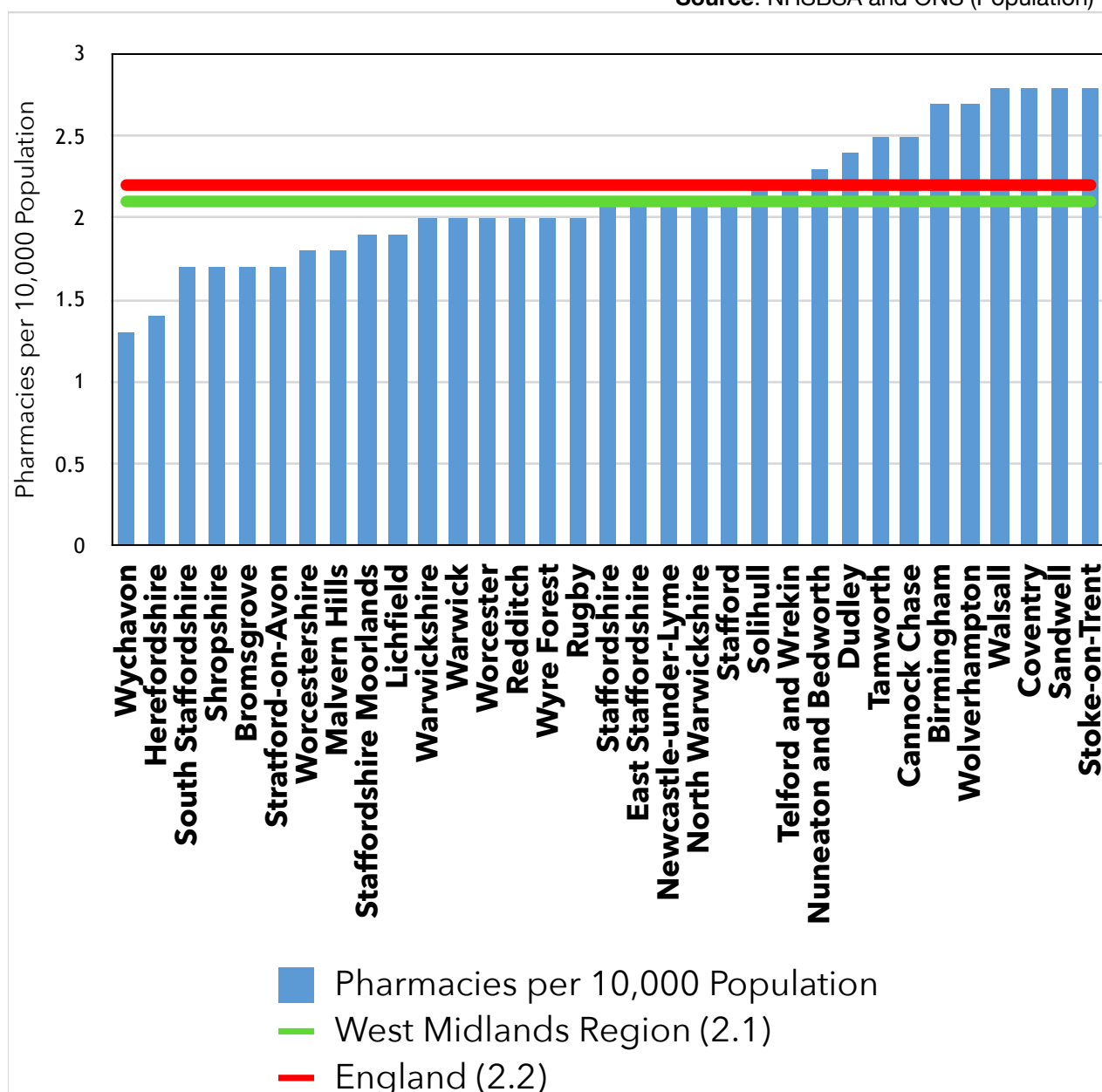
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Location of pharmacies continued

Sandwell Borough has one of the highest number of pharmacies per 10,000 population across the West Midlands, as shown below.

Figure 8: Pharmacies per 10,000 Population

Source: NHSBSA and ONS (Population)

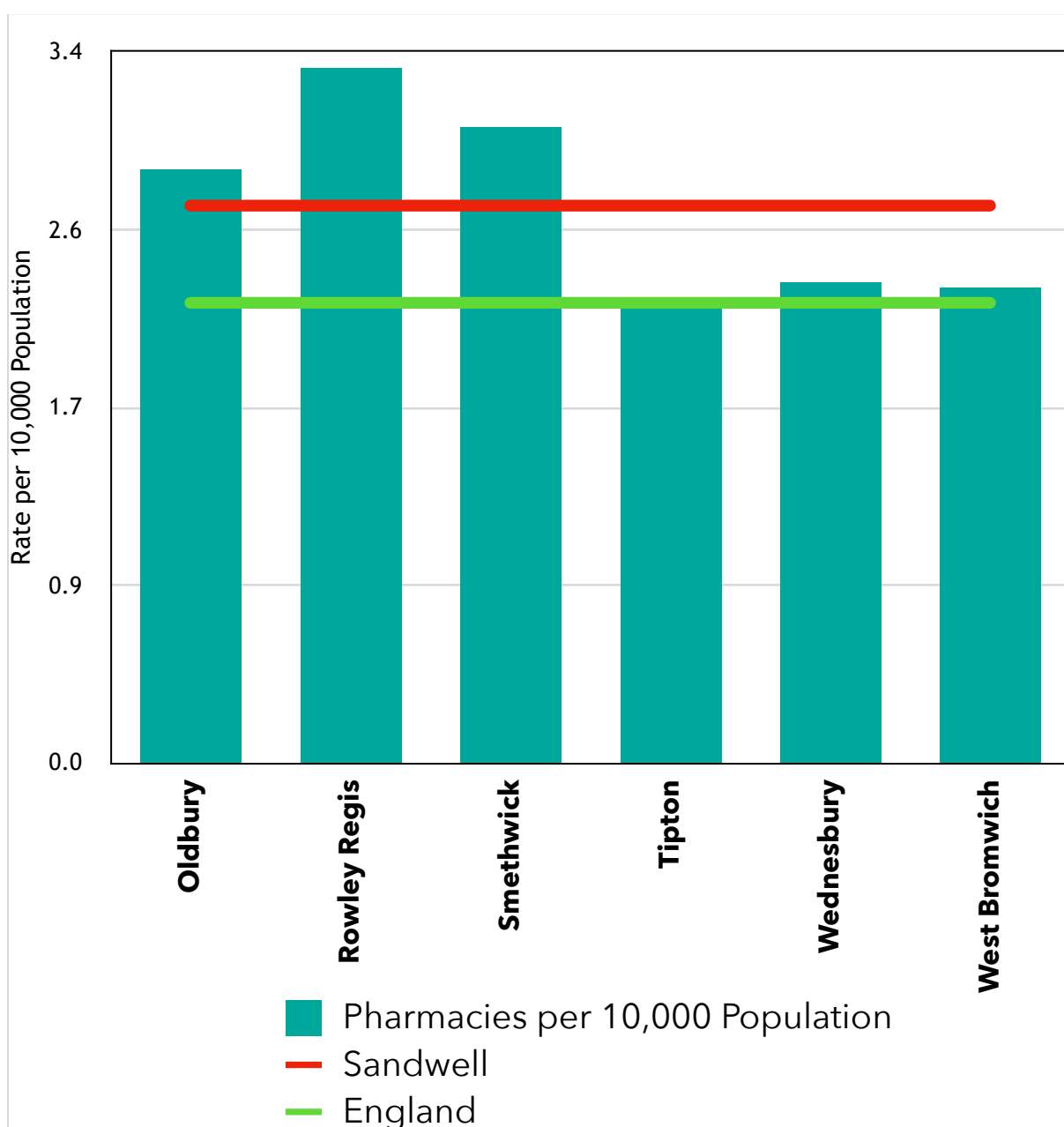


Location of pharmacies continued

The graph below illustrates that Sandwell community pharmacies are well spread across each locality and have excellent coverage for populated areas, deprived areas and areas with higher numbers of BME groups.

Figure 9: Pharmacies per 10,000 Population

Source: NHSBSA and ONS (Population)



SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Location of pharmacies continued

Pharmacies across Sandwell are spread evenly compared to the population of each town. Tipton has the lowest number of pharmacies with one pharmacy per 4,556 people, but is still more than the national average of one pharmacy for every 4,600 residents.

Table 15: pharmacies by locality **Source:** NHSBSA and ONS (Population)

Locality	Ward	All Pharmacies	100 Hour Pharmacies	Popluation
Oldbury	Bristnall	4	1	52,870
	Langley	6	1	
	Old Warley	2		
	Oldbury	3	1	
	Total	15	3	
Rowley Regis	Blackheath	4		51,187
	Cradley Heath and Old Hill	9	2	
	Rowley	2		
	Tividale	2		
	Total	17	2	
Smethwick	Abbey	5		59,238
	Smethwick	2		
	Soho and Victoria	8	3	
	St Pauls	3		
	Total	18	3	
Tipton	Great Bridge	4	1	41,006
	Princes End	3	1	
	Tipton Green	2		
	Total	9	2	
Wednesbury	Friar Park	2		39,103
	Wednesbury North	4		
	Wednesbury South	3		
	Total	9	0	
West Bromwich	Charlemont with Grove Vale	4		79,308
	Great Barr with Yew Tree	2		
	Greets Green and Lyng	3	1	
	Newton	2		
	West Bromwich Central	7		
	Total	18	1	
Internet	Internet	3		
	Total	3		
Sandwell	Grand Total	89	11	322,712

Pharmacy Access Scheme

On 20th October 2016, as part of the two-year final funding package imposed upon community pharmacies in England, the Department of Health confirmed the introduction of a Pharmacy Access Scheme (PhAS)⁷, with the stated aim of ensuring that a baseline level of patient access to NHS community pharmacy services is protected.

The scheme pays a supplement to specific pharmacies where their business is not in the top 25% of pharmacies nationally by dispensing volume, on the pharmaceutical list as of 1st September 2016 and is more than 1 mile away from nearest pharmacy measured by road distance. The scheme excludes distance selling pharmacies. The payment has been set up until March 2018.

The pharmacies in Sandwell that qualify for this scheme are listed below:

Table 16: pharmacies pharmacy Access Scheme

Source: NHSBSA

Pharmacy Code	Pharmacy name	Address	Locality	Postcode
FL134	Portway Pharmacy	Tividale Family Practice, 51A New Birmingham Road	Tividale	B69 2JQ
FYL65	Forrest DP LTD	145 Hamstead Road	Great Barr	B43 5BB

Identification of Pharmaceutical Service Provision

NHS England was able to provide routine contracting and activity data. A questionnaire was also sent to Sandwell community pharmacies via Survey Monkey. Data on public health services were obtained from Sandwell MBC.

Access to Community Pharmacy and Pharmaceutical Services

The maps in this PNA illustrate that the geographical location of Sandwell community pharmacies is well spread across the populated areas, covering deprived areas and those with higher numbers of BME groups.

Patients are not registered with individual pharmacies and so have choices about where to have their prescriptions dispensed and where to access essential, advanced, enhanced and local pharmacy services.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Opening Hours

For a full list of pharmacies, their opening hours and link to NHS Choices please see Appendix F. In total there are 68 pharmacies that open Saturdays and 21 pharmacies that are open on a Sunday.

Table 17: pharmacies by locality **Source:** NHSBSA

Locality	Ward	All Pharmacies	Open Saturdays	Open Sundays
Oldbury	Bristnall	4	3	1
	Langley	6	5	3
	Old Warley	2	2	1
	Oldbury	3	4	1
	Total	15	14	6
Rowley Regis	Blackheath	4	4	1
	Cradley Heath and Old Hill	9	5	2
	Rowley	2		
	Tividale	2	1	
	Total	17	10	3
Smethwick	Abbey	5	4	
	Smethwick	2	5	
	Soho and Victoria	8	6	3
	St Pauls	3		
	Total	18	15	3
Tipton	Great Bridge	4	3	2
	Princes End	3	3	2
	Tipton Green	2	2	
	Total	9	8	4
Wednesbury	Friar Park	2	2	
	Wednesbury North	4	3	1
	Wednesbury South	3	2	
	Total	9	7	1
West Bromwich	Charlemont with Grove Vale	4	2	1
	Great Barr with Yew Tree	2	1	
	Greets Green and Lyng	3	1	
	Newton	2	2	
	West Bromwich Central	7	8	3
	Total	18	14	4
Internet	Internet	3		
	Total	3		
Sandwell	Grand Total	89	68	21

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

There are also have 20 pharmacies that are open after 6.30pm and 34 pharmacies that are open before 9am which again demonstrates good access to pharmaceutical services across the Borough, out of normal office hours. There are only 2 localities - Rowley Regis and Tipton that don't have a pharmacy open after 6.30pm but as there are pharmacies in neighbouring localities that do open later this cannot be seen as a gap in provision.

Table 18: pharmacies by locality **Source:** NHSBSA

Locality	Ward	All Pharmacies	Open Before 9am	Open After 6:30pm
Oldbury	Bristnall	4	1	1
	Langley	6	1	2
	Old Warley	2	1	2
	Oldbury	3	2	
	Total	15	5	5
Rowley Regis	Blackheath	4	2	
	Cradley Heath and Old Hill	9	4	
	Rowley	2		
	Tividale	2	2	
	Total	17	8	
Smethwick	Abbey	5	1	1
	Smethwick	2		4
	Soho and Victoria	8	4	1
	St Pauls	3		1
	Total	18	5	7
Tipton	Great Bridge	4	4	
	Princes End	3	2	
	Tipton Green	2	1	
	Total	9	7	
Wednesbury	Friar Park	2		1
	Wednesbury North	4	2	1
	Wednesbury South	3	1	1
	Total	9	3	3
West Bromwich	Charlemont with Grove Vale	4		1
	Great Barr with Yew Tree	2	2	1
	Greets Green and Lyng	3	1	
	Newton	2		
	West Bromwich Central	7	3	3
	Total	18	6	5
Internet	Bristnall	4	1	1
	Langley	6	1	2
Sandwell	Grand Total	89	68	21

Walking and Public Transport Distance to Pharmacies

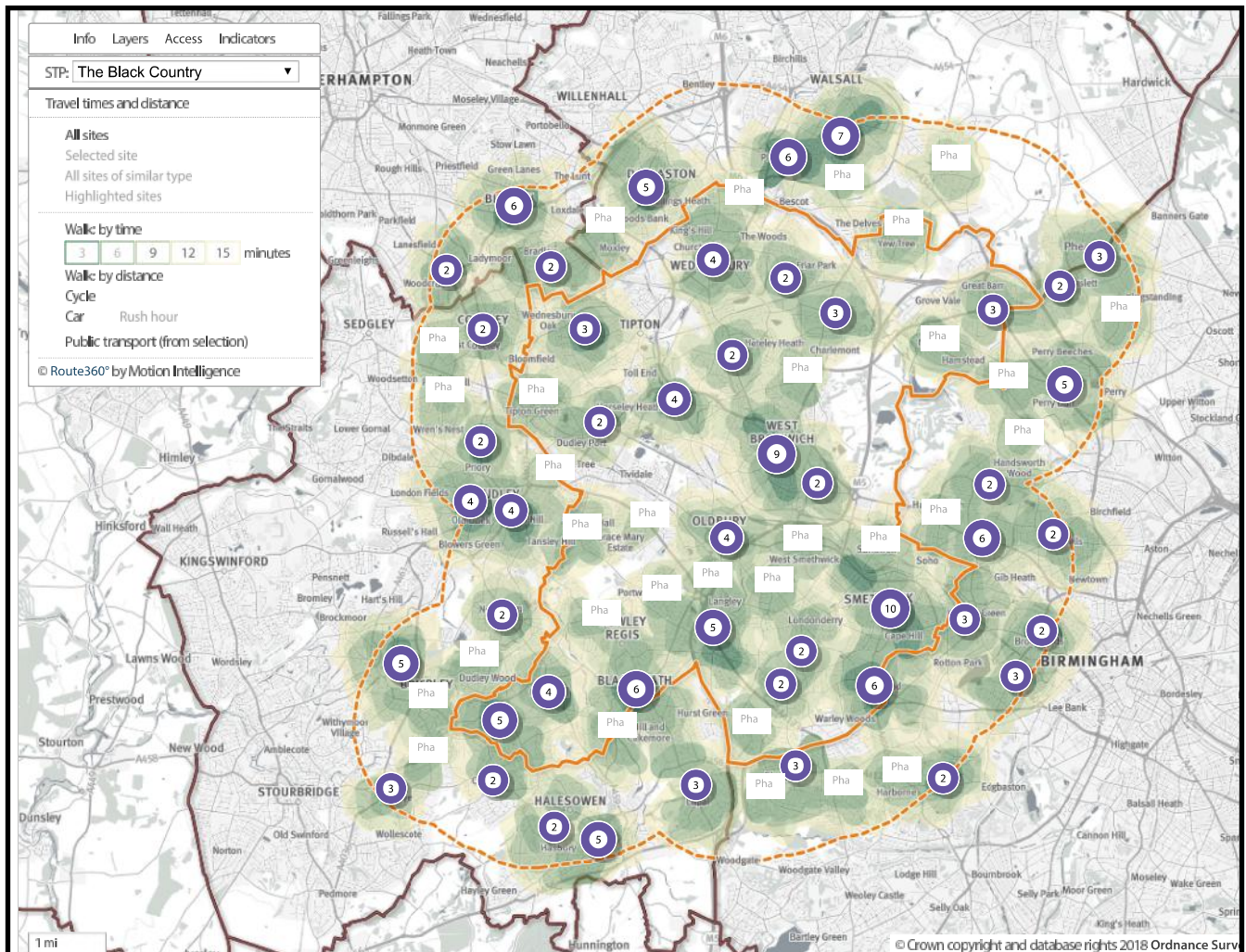
The map below shows areas within 15 minutes walking distance of pharmacies which cover Sandwell residents.

The solid orange line shows the borough of Sandwell, whilst the broken orange line shows the 2km boundary of Sandwell.

This demonstrates that most of the borough can get to a pharmacy within a reasonable walking time.

Source: SHAPE Atlas 2017

Map 4



Walking and Public Transport Distance to Pharmacies continued

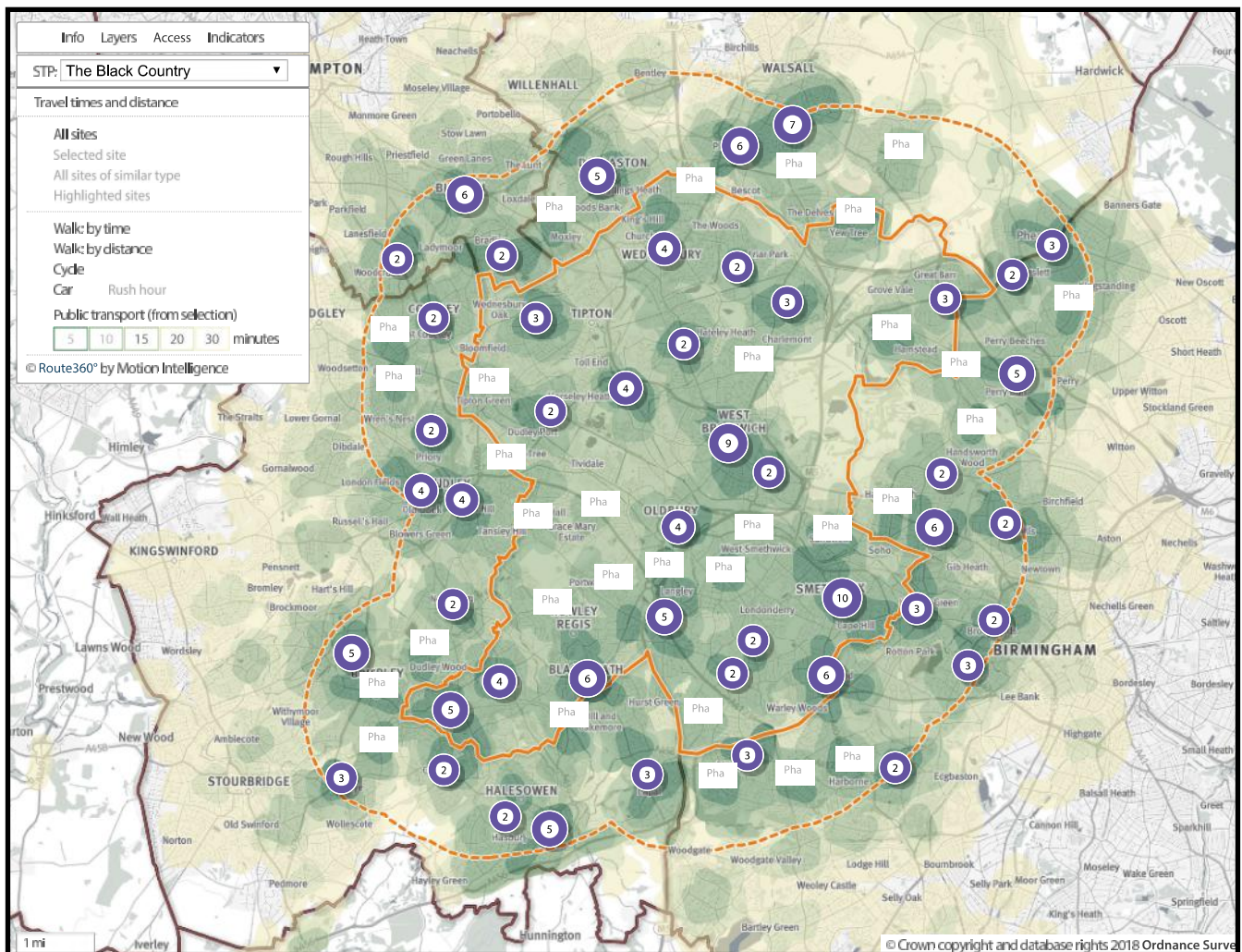
The public transport map below demonstrates that all Sandwell residents can get to a pharmacy within 20 minutes by public transport.

From our evaluation of the geographical location and number of pharmacies per head of population, we conclude that there are sufficient pharmacies in Sandwell and the surrounding area to provide essential pharmaceutical services to its residents.

No gaps in geographical provision of pharmaceutical services have been identified in Sandwell.

Source: SHAPE Atlas 2017

Map 5



Chapter 4

Pharmaceutical Services

Definition of Pharmaceutical Services

The NHS Community Pharmacy Contractual Framework⁶ (*or contract*) consists of three levels of service provision. These are;

- **Essential Services** which all Pharmacies have to provide as part of their contract and which are commissioned by NHS England.
- **Advanced Services** and
- **Locally Commissioned (*Enhanced*) Services**, which contractors can choose whether they wish to provide.

Advanced Services can be offered from any contractor where all specified criteria are met and accreditation is achieved, and are commissioned by NHS England.

Locally Commissioned (*Enhanced*) Services can be commissioned by Local Authorities, Clinical Commissioning Groups (CCGs) and NHS England (ie Enhanced Services section of the Drug Tariff).

Terms of Service for Pharmacy Contractors can be found at
<http://www.legislation.gov.uk/ukxi/2013/349/schedule/4/made>

For community pharmacy contractors in Sandwell, the HWB, with NHS England, has considered as pharmaceutical services all Essential Services, all Advanced Services and those Enhanced Services as set out in Directions and outlined in the Community Pharmacy Contractual Framework. These have been used in this document to assess the adequacy of provision of pharmaceutical services.

Essential Services

Essential services are provided by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework (CPCF) and include:

	Service	Description
1	Dispensing medicines	The safe dispensing of medicines and keeping records of all such supply. Any significant interventions or advice given must also be recorded, as well as any referrals made. Dispensing from electronic prescriptions; Electronic Prescription Service (EPS) is also part of this service. ⁸
2	Dispensing appliances	Whilst this service is identified as Essential, for the dispensing of appliances, pharmacy contractors do have an element of choice. The Terms of Service requires a pharmacist to dispense any (non-blacklisted) medicine 'with reasonable promptness', for appliances the obligation to dispense arises only if the pharmacist supplies such products 'in the normal course of his business'. ⁹ As a result, contractors may choose to dispense appliances as part of their usual business, or they may choose to do so on an ad-hoc basis or not at all.
3	Repeat Dispensing	This service enables the pharmacy to support the GP in managing repeat medication for up to twelve months. For stable treatments the GP can issue up to one year's medication supply which the patient can obtain direct from the pharmacy without any need to see a GP. Prior to each supply made from the pharmacy, the pharmacist must confirm that the patient request for repeat medication is appropriate and required. This is often on a monthly or bi-monthly basis.
4	Clinical Governance	Pharmacies are expected to provide excellent patient care as part of the contract. Pharmacy contractors need to meet specific requirements to support that. These include providing a practice leaflet for patients, having Standard Operating Procedures (SOPs) which cover all areas of practice, reporting and recording incidents, collating near-miss information, completing patient satisfaction surveys and clinical audits. ^{10,11}
5	Public Health or Promotion of Healthy Lifestyles	This is defined as an ad-hoc and opportunistic service offering patients support on living healthier lifestyles. However, with the advent of Quality Payments it is developing into a wider and more day-to-day function under Healthy Living Pharmacies. It is designed to ensure that advice is regularly offered by pharmacies on a number of lifestyle topics like smoking cessation, obesity, healthy diets, exercise, sexual health, alcohol etc. Pharmacies also take part in up to six health campaigns per year, identified by NHS England or local teams.
6	Disposal of unwanted medicines	Pharmacies accept and dispose of in a safe manner, all unused and unwanted medicines from individual patients. This does not include medicines from Care Homes. ¹²
7	Signposting	Pharmacies are often the most accessible health care professional and may, at times, need to refer a patient to another health care provider. This might be to a GP or nurse, or to other sources of help such as support groups or charitable organisations. Pharmacists and their staff have an obligation to always signpost whenever it is appropriate to do so.
8	Support for self-care	This is the provision of advice to help people manage minor ailments, common and self-limiting conditions, whether it is for themselves or their families. The service also covers providing support to those who have long term conditions, to help them derive maximum benefit from caring for themselves. This may also include referral patients from NHS 111.

Essential Services continued

86 community pharmacies currently provide the following essential pharmaceutical services to the people of Sandwell. Contract monitoring by NHS England has found no major deficiencies in this service.

- 1) Dispensing medicines - All pharmacies provide a dispensing service.
- 2) Dispensing appliances - All pharmacies are able to provide this service should they choose to.
- 3) Repeat dispensing - All pharmacies are accredited to provide this service.
- 4) Clinical governance - all pharmacies will have SOPs in place, record incidents and produce clinical audits to NHS England. Results of patient surveys are displayed on NHS Choices.
- 5) Promotion of healthy lifestyles - Pharmacies across Sandwell proactively promote healthy lifestyles through campaigns and targeted advice. This service is difficult to monitor, however, Healthy Living Pharmacies, as part of their declaration keep evidence of health promotion activity. Every HLP has a designated Health Promotion Zone which is aimed at promoting health and wellbeing messages. Pharmacies are encouraged to take and keep photographic evidence of campaign work.
- 6) Disposal of unwanted medicines - All pharmacies across Sandwell are able to collect and dispose of waste medicines from patients. NHS England area team provides suitable arrangements for the collection and disposal of these medicines from pharmacies.
- 7) Signposting - Pharmacies should be aware of local and national services and signpost patient when necessary. This service is difficult to monitor but again forms part of the HLP initiative, where pharmacies should record any signposting activity.
- 8) Support for self care - This element is an integral part of community pharmacy services but difficult to measure.

Community pharmacies in Sandwell dispensed 6,891,864 prescription items for the National Health Service in the twelve month period 1st September 2016 to 31st August 2017. This equates to an average for each community pharmacy of approximately 6453 items per month.

Advanced services

There are six Advanced Services within the NHS CPCF of which pharmacy contractors can choose to provide any of these services as long as they meet the requirements set out in the Secretary of State Directions¹³:

Service	Description
Medicine Use Review (MUR)	An accredited pharmacist undertakes a medicine review with the patient, focussing on adherence and maximising derived benefit. Any problems causing a reduction in adherence are identified and any issues or difficulties are addressed. One aim is to increase patient understanding of their treatments. A MUR can be carried out once every twelve months with a patient, or more ad-hoc if there are medicine changes or new problems identified during dispensing. 70% or more of the MURs carried out in each pharmacy should fall within national target groups and a quarterly summary must be submitted to NHS England to support the monitoring and evaluation of the service. The target groups include respiratory disease ie COPD and asthma, cardiovascular disease where the patient is prescribed four or more medications, patients discharged from hospital, and patients taking high risk medicines such as NSAIDs, diuretics and anticoagulants.
New Medicine Service (NMS)	This service is to ensure that patients with a long-term condition have a good understanding of the reason for being prescribed new medicines and how to get the best from them. This in turn will increase adherence. It has been reported that when prescribed a new medicine, two thirds of patients have problems or would like additional information within 10 days, this service is designed to support that need. At first dispensing, the accredited pharmacist has a conversation explaining the new medicine to the patient. They then agree a follow up conversation by phone or face-to-face around two weeks later to discuss how the patient is getting on with the medicine and to identify and potentially overcome any problems. A final consultation is agreed for about a month after initial dispensing to have another check-in. Pharmacies have to provide a quarterly report to NHS England of NMSs conducted.
NHS Urgent Medicine Supply Service (NUMSAS)	This is a pilot service commissioned until September 2018 at which point it will be evaluated. The service aim is to manage NHS 111 requests for urgent medicine supply, reducing demand on the remaining urgent care system and resolving the issue of patients running out of their medicines. The service is available to any patient who has been referred to the pharmacy by NHS 111. The call handler at NHS 111 identifies that the optimal solution for the patient is to visit the pharmacy and they then send an NHS email to the providing pharmacy. The pharmacy will check whether there is an electronic prescription available on the spine for dispensing in the first instance. If not, then the pharmacist has the option of providing an emergency supply based on patient consultation and their professional judgement. They should also consider the professional guidance around providing emergency supplies. ¹⁴
Flu vaccination service	Flu is, for most of the public, a self-limiting irritant, but older people, pregnant women and those with underlying diseases are at particular risk of severe illness if they catch it. Flu is a key factor in NHS resilience and managing its spread effectively has impacts on those who become ill, the NHS services that provide direct care as a result, and on the wider health and social care system. The annual flu vaccination programme helps to reduce unplanned hospital admissions and pressure on A&E. In order to offer the service, the pharmacy must register their details with NHS England. The pharmacy must have a consultation room and appropriately trained staff. ¹⁵
Stoma Appliance Customisation (SAC)	This service aims to ensure the proper fitting and comfortable customisation of more than one stoma appliance at any time. This is to improve the duration of use of stoma appliances and reduce waste.
Appliance Use Review (AUR)	This service can be carried out by a pharmacist or a specialist nurse and can be done in the patient's home. It is designed to improve the patient's understanding of the appliance. The service also aims to reduce wastage through ineffective use, and to advise on safe storage and disposal. The service is not dissimilar to that for MUR in that it runs through the appliances and identifies where there may be problems and how they may be overcome.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Medicines Use Reviews (MUR)

Of the 86 patient-facing pharmacies in Sandwell, 84 (98%) provide MURs: this indicates excellent provision of the MUR service across the borough, and is an increase from the 2015 PNA where 79 pharmacies were providing this service.

Table 19: MURs by locality **Source:** Pharmaceutical Services Negotiating Committee (PSNC) July 17

Town	Ward	All Pharmacies	Provide MUR
Oldbury	Bristnall	4	4
	Langley	6	6
	Old Warley	2	2
	Oldbury	3	3
	Total	15	15
Rowley Regis	Blackheath	4	4
	Cradley Heath and Old Hill	9	9
	Rowley	2	2
	Tividale	2	2
	Total	17	17
Smethwick	Abbey	5	5
	Smethwick	2	2
	Soho and Victoria	8	6
	St Pauls	3	3
	Total	18	16
Tipton	Great Bridge	4	4
	Princes End	3	3
	Tipton Green	2	2
	Total	9	9
Wednesbury	Friar Park	2	2
	Wednesbury North	4	4
	Wednesbury South	3	3
	Total	9	9
West Bromwich	Charlemont with Grove Vale	4	4
	Great Barr with Yew Tree	2	2
	Greets Green and Lyng	3	3
	Newton	2	2
	West Bromwich Central	7	7
	Total	18	18
Sandwell	Grand Total	86	84

Medicines Use Reviews (MUR) continued

Medicines Use Reviews (MUR) are used to improve patients' knowledge of their prescribed medication. They are conducted by a pharmacist who provides a structured review with patients about their medicines use.

The overall aim of the MUR is to improve the clinical and cost-effectiveness of drugs as well as reducing waste. They ensure a patient understands why a medicine has been prescribed, how to use it effectively, and identify side effects and interactions.

The National Health Service Business Services Authority publishes data on many community pharmacy services.

The data for the period September 2016 through to August 2017 shows that Sandwell Pharmacies delivered an average of 299 MURs per pharmacy, with a total of 26,643 having taken place in the year.

The average number of MURs provided is higher than the West Midlands and England averages of, 269.1 and 277.9, respectively.

There is just one locality, Soho and Victoria, which does not have 100% of pharmacies offering the MUR service. There are, however, pharmacies in surrounding towns that do offer the service.

There is excellent access for the MUR service across the Borough.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

New Medicines Service (NMS)

Of the 86 patient-facing pharmacies, 76 (88%) provide this service, which is an increase from the previous PNA where 62 pharmacies provided the NMS service.

Table 20: NMS by locality **Source:** Pharmaceutical Services Negotiating Committee (PSNC) July 17

Town	Ward	All Pharmacies	Provide NMS
Oldbury	Bristnall	4	3
	Langley	6	4
	Old Warley	2	2
	Oldbury	3	3
	Total	15	12
Rowley Regis	Blackheath	4	4
	Cradley Heath and Old Hill	9	9
	Rowley	2	2
	Tividale	2	2
	Total	17	17
Smethwick	Abbey	5	5
	Smethwick	2	1
	Soho and Victoria	8	6
	St Pauls	3	2
	Total	18	14
Tipton	Great Bridge	4	3
	Princes End	3	3
	Tipton Green	2	1
	Total	9	7
Wednesbury	Friar Park	2	2
	Wednesbury North	4	4
	Wednesbury South	3	3
	Total	9	9
West Bromwich	Charlemont with Grove Vale	4	4
	Great Barr with Yew Tree	2	2
	Greets Green and Lyng	3	3
	Newton	2	1
	West Bromwich Central	7	7
	Total	18	17
Sandwell	Grand Total	86	76

New Medicines Service (NMS) continued

The New Medicines Service (NMS) is targeted at patients who have been newly prescribed a medicine for a long term condition. The aim of a NMS is to support patients to manage their condition and develop effective medication adherence.

The New Medicines Service is limited to the prescribing of new medicines to patients in only four disease areas. These are:

- 1 Asthma and Chronic Obstructive Pulmonary Disease
- 2 Type 2 Diabetes
- 3 Antiplatelet / Anticoagulation Therapy
- 4 Hypertension.

The National Health Service Business Services Authority publishes data on many community pharmacy services.

The data for the period September 2016 through to August 2017 shows that Sandwell Pharmacies delivered an average of 72.4 NMSs per pharmacy, which equals a total of 6,445 NMS across 89 pharmacies.

The average number of NMS provided is higher than the West Midlands average (62.7) and compares well with the England average of 72.0

Of the 86 patient-facing pharmacies, 76 (88%) provide this service, which is an increase from the previous PNA where 62 pharmacies provided the NMS service.

There is excellent access for the NMS service across the Borough.

NHS Urgent Medicines Supply Service (NUMSAS)

15 Sandwell pharmacies have provided this service since December 2016. According to the pharmacy contractor questionnaire there are a further 13 pharmacies that are either signed up to provide the service but have not yet received a referral or are prepared to offer the service.

Flu Vaccination Service

According to the pharmacy questionnaire, 62 (72%) Sandwell pharmacies provide, or are willing to provide the flu vaccination service.

Enhanced Services

These are services commissioned locally by **NHS England** in response to the needs of the local population. The full list of Enhanced Services is shown below¹³.

- Needle and Syringe Exchange Service
- Supervised Consumption Service (buprenorphine, methadone)
- Patient Group Direction (PGD) Service (Emergency Hormonal Contraception)
- Smoking Cessation Service
- Anticoagulant Monitoring Service
- Care Homes Service
- Disease Specific Medicines Management Service
- Gluten Free Food Supply Service
- Home Delivery Service
- Independent Prescribing Service
- Seasonal Influenza Vaccination
- Language Access Service

Enhanced Services continued

These are services commissioned locally by **NHS England** in response to the needs of the local population.

- Medication Review Service
- Medicines Assessment and Compliance Support Service
- Minor Ailments Scheme
- On Demand Availability Of Specialist Drugs Service
- Out of Hours Service
- Patient Group Direction (PGD) Service
- Prescriber Support Service
- Schools Service
- Screening Service
- Stop Smoking Service
- Supervised Administration Service (e.g. directly observed tuberculosis drugs service – known as “DOTS”).
- Supplementary Prescribing Service

The services listed above, and other services, as required according to the needs of the population, could be commissioned directly by, or co-commissioned jointly by Commissioners e.g. Local Authorities, Clinical Commissioning Groups, NHS England if there is a need. However, only NHS England has the authority to commission the above services as “Enhanced Services”.

Enhanced Services continued

Sandwell and West Birmingham CCG currently commission the following enhanced services from pharmacy contractors:

- Minor ailments service (under 16s only)
- Palliative care access service
- Assisted medication scheme

This section explores the provision of these services in Sandwell and draws on the results of the pharmacy contractor questionnaire to describe willingness to provide among pharmacies not currently commissioned to provide.

Minor ailments service (under 16s only)

The Minor Ailments Scheme is currently commissioned by NSH England and is available to under 16s only; it will, however, be decommissioned by NHS England end of May 2018. Sandwell and West Birmingham CCG will commission the Minor Ailment Service from 1st June 2018.

NHS England analysed the first 6 months (June – November 2017) of the under 16s only service across the West Midlands and outlined a number of key outcomes:

18,557 Community Pharmacy MAS consultations undertaken

- ▶ 79% of all community pharmacy MAS consultations were shown to shift workload from local General Practices to community pharmacy (calculated given 88% of all patients seen during original evaluation reported they would have booked a GP appointment had the scheme not been available and a GP re-consultation rate of 9% as identified by correlating a random 1% (270) sample of all consultations against respective GP appointment systems)
- ▶ 14,660 (79%) MAS consultations shifted from local General Practice workloads to community pharmacy representing better “health value” when comparing utilisation of skills-set and “costs” of community pharmacy MAS versus the same for a GP appointment

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Minor ailments service (under 16s only) continued

- ▶ 4.5% (835) of all community pharmacy MAS consultations were shown to shift workload from urgent care to community pharmacy (after applying a 9% re-consultation rate)
- ▶ Up to 6.5 hours per week of GP appointments “liberated” per 5,900 registered patients; ranging from 0-6.5 hours which reflects differences in current take-up/awareness of the scheme across and within participating CCGs
- ▶ 88% of patients accessing the service did so between 9am and 7pm during the week

The breakdown by each CCG is shown below:

Table 21: MAS by CCG

Source: NHS England, November 17

CCG	MAS consultations	(%)
NHS Sandwell and West Birmingham CCG	9,667	52.1%
NHS Birmingham South and Central CCG	3,629	19.6%
NHS Walsall CCG	1,849	10.0%
NHS Birmingham Crosscity CCG	1,815	9.8%
NHS Wolverhampton CCG	1,093	5.9%
NHS Dudley CCG	504	2.7%
[Unknown]	2	0%

Over half (52.1%) of all consultations took place in Sandwell and West Birmingham which demonstrates the need, and acceptance, of this service with Sandwell residents.

Sandwell LPC are working alongside Sandwell and West Birmingham CCG to review, implement, and manage this service from 1st June 2018.

Palliative Care Access Service

Sandwell and West Birmingham CCG commissions an important service for patients and healthcare professionals which ensures that there is easy access to advice and supply of palliative care drugs for end of life care. Making these drugs available, and having a network of pharmacies that undertake to hold stock of these rarely prescribed, but urgently needed drugs, facilitates the choice of patients to die at home and in the care of their family.

This service was provided by 4 Sandwell contractors during 2016/17:

- ▶ Ingrams Chemist, 351 High Street, West Bromwich
- ▶ Churchview Pharmacy (Pharmacy 365), 249 Halesowen Road, Cradley Heath
- ▶ Hill Top Pharmacy, 1 Pottery Road, Oldbury
- ▶ Boots Pharmacy, Great Bridge Retail Park, Tipton

The provision in 2010 was 20 pharmacies and in 2015 was 6 pharmacies.

60 pharmacies that responded to the pharmacy questionnaire declared that they would be willing to offer this service if there was a commissioning need.

Assisted Medication Scheme

The Assisted Medication Service was originally commissioned by Sandwell Primary Care Trust (PCT) to provide vulnerable patients who didn't fall within the DDA criteria with a managed Medipac service.

This invaluable service was closed to new entrants a number of years ago and is currently funding only those still receiving the service from the original cohort of pharmacies.

Locally Commissioned Services

Services may be commissioned at a local level by Local Authority Public Health and Clinical Commissioning Groups, or indirectly via service providers. These, however fall outside of the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013. Hence, local pharmacy services have no influence on the commissioning of new pharmacy contract applications by NHS England.

In Sandwell, local commissioned services include:

- Emergency Hormonal Contraception (EHC) *
- Supervised Consumption of Methadone *
- Needle Exchange *

* Local commissioned services, either directly commissioned by Sandwell Public Health, Sandwell MBC or sub-contracted through organisations Sandwell Public Health works with to provide wider services

- NHS Health Checks
- Palliative Care Service
- Assisted Medication Scheme

In making its assessment, the Health and Wellbeing Board needs to take account of any services provided to its population which may affect the need for pharmaceutical services in its area. This could include services provided across a border to the population of Sandwell by pharmacy contractors outside Sandwell, or by GPs, or other health services providers including those provided by the NHS trust staff.

When considering pharmacy contract applications or making enhanced service commissioning decisions, the accessibility of services close to the border must be taken into account. Sandwell has sufficient pharmacies for residents to access services, residents also have access to pharmacies across the borders of Sandwell.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Emergency Hormonal Contraception (EHC)

20 pharmacies provide this locally commissioned service:

Table 22: EHC pharmacies by locality **Source:** Sandwell Public Health November 17

Locality	All Pharmacies	Emergency Contraception
Oldbury	15	5
Rowley Regis	17	1
Smethwick	18	3
Tipton	9	3
Wednesbury	9	1
West Bromwich	18	7
Sandwell	86	20

There is currently at least one pharmacy in each locality offering EHC. The new commissioner is working with Sandwell LPC to expand the service to other pharmacy contractors. There is good access for the EHC service across the Borough, expansion of the service will ensure excellent coverage.

Supervised Consumption (SC)

59 pharmacies across Sandwell provide a supervised consumption service, and as the table below shows there is excellent access across each locality.

Table 23: NE pharmacies by locality **Source:** Sandwell Public Health November 17

Locality	All Pharmacies	Supervised Consumption
Oldbury	15	10
Rowley Regis	17	13
Smethwick	18	11
Tipton	9	7
Wednesbury	9	7
West Bromwich	18	11
Sandwell	86	59

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

Needle Exchange (NE)

16 pharmacies across Sandwell provide a needle exchange service:

Table 23: SC pharmacies by locality **Source:** Sandwell Public Health November 17

<i>Locality</i>	<i>All Pharmacies</i>	<i>Needle Exchange</i>
<i>Oldbury</i>	15	4
<i>Rowley Regis</i>	17	2
<i>Smethwick</i>	18	3
<i>Tipton</i>	9	3
<i>Wednesbury</i>	9	1
<i>West Bromwich</i>	18	3
<i>Sandwell</i>	86	16

There is currently at least one pharmacy in each locality offering needle exchange which is sufficient for this service.

NHS Health Checks

6 pharmacies provide this Sandwell MBC service, sub-contracted through MyTime Active.

Quality Payment Scheme (QPS)

The Community Pharmacy Quality Payments Scheme¹⁶ has been in place since 1st December 2016 and will run in its current format until 31st March 2018. After that point it may cease, continue as is or evolve. The Scheme forms part of the Community Pharmacy Contractual Framework and is a payment scheme which rewards contractors financially for delivering specific criteria in three broad areas. These are Clinical Effectiveness, Patient Safety and Patient Experience. The scheme is designed to encourage all pharmacies to take certain steps to improve their performance in each of these areas.

There are two review points during the year, at which payments can be claimed ie April and November and this is done via an online declaration on the NHSBSA website. The details of the Quality Payments Scheme are set out in Part VIIA of the Drug Tariff.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

The Scheme has four Gateway Criteria which the Pharmacy must meet 100%. Payment is not made based on the Gateway Criteria but Pharmacies can only apply within the Scheme once they have met all of them and then met one or more of the Quality Criteria.

Quality Payment Scheme (QPS) continued

Payment is made according to which Quality Criteria are met. Some of the Quality Criteria can be claimed at each of the two review points, and some of them at only one.

Gateway Criteria	Description
Provision of at least one Specified Advance Service	At the review the Pharmacy must be offering Medicine Use Review (MUR) or New Medicine Service (NMS) or must be registered for NHS Urgent Medicine Supply Advanced Service (NUMSAS)
NHS choices entry up to date	At the review the NHS choices entry must be completely up-to-date. NHS Choices is the official website of the NHS in England. It contains a directory of services and Pharmacies can self-manage the content of their entries which must include their opening hours, the facilities and their services.
Able to send and receive NHSmail	At review the Pharmacy must have applied for an NHSmail account and the staff in store must be able to send and receive messages using it. The account may be a shared NHSmail account or an individual one of a regular member of staff. NHSmail is accredited to the NHS secure email standard and is suitable for sharing patient identifiable and sensitive information.
Ongoing use of electronic prescriptions	At review the Pharmacy must be able to demonstrate the ongoing dispensing from electronic prescriptions. Most Pharmacies re enabled and using this on a day to day basis reducing the need for paper based services.

Once the Gateway Criteria have been met, Pharmacies can then claim payments for achieving the Quality Criteria. Each Criterion is awarded points and if all criteria are claimed at the maximum number of reviews available, the Pharmacy can attain 100 points. Payment is then awarded per point gained.

The value apportioned to each point will vary between £64 and a cap of £128. This is a variable as it will depend upon how many contractors claim how many of the criteria. There will be a reconciliation process to take this into account and settle on a value.

SANDWELL PHARMACEUTICAL NEEDS ASSESSMENT

MAY 2018

When completing the declarations regarding Quality Payments, many of the measures are specified as being “on the day of the review”. This is literal, as it means that on the day of completing the declarations, this is true.

The Quality Criteria.

Domain		
Criteria	Description	Payment Available
Patient Safety	The aim of this measure is to reduce patient risk by creating open, learning based environments which are based on a safety culture. Pharmacies should write a report which should include documentation of dispensing incidents or near misses which have either caused patient harm, or had the potential to do so. The report is designed to review and reflect on circumstances leading to issues and identify actions to reduce risk in procedures and behaviours. Patient safety incidents have to also be reported to the National Reporting and Learning Service (NRLS). 17, 18	One review 20 points
Written Safety Report		
Patient Safety	At review, 80% of registered pharmacy professionals working at the pharmacy should have passed the level 2 safeguarding children and vulnerable adults within the last 2 years. The aim of the measure is to raise awareness in pharmacy professionals of their role in safeguarding vulnerable people and so that they are confident in taking the appropriate actions should concerns arise. Accredited training for this is available through Centre for Pharmacy Postgraduate Education (CPPE). Registered professionals include all pharmacists and pharmacy technicians.	Two reviews 5 points each
Level 2 Safeguarding for Children and Vulnerable Adults		
Patient Experience	Each year pharmacies carry out a patient survey and the results of this should be publicly available. The number of patients involved is specified according to how busy the pharmacy is. For this criterion the outcome of the survey must be displayed on the pharmacy's NHS Choices page.	One review 5 points
Community Pharmacy Patient Questionnaire (CPPQ)		
Public Health	Encouraging Pharmacies to become HLPs is to maximise the role that they can play in preventing ill health and supporting health and wellbeing in the community. 19 There is more on Healthy Living Pharmacy later in this document.	One review 20 points
Healthy Living Pharmacy Level 1 (HLP)		
Digital	Accessing Summary Care Records is a major breakthrough in providing excellent and thorough patient care. Pharmacists have to complete training before declaring competence to access patient data. Once competent, the pharmacist's smart card can be amended by the Registration Authority to allow access. Summary Care Records support clinical decision making and they should be appropriately accessed as part of normal daily practice.	Two reviews 5 points each
Summary Care Record Access (SCR)		
Digital	The Directory of Services is a central directory which provides information about local availability of services to call handlers at NHS 111. Having up to date and accurate information available enables more accurate signposting for NHS 111 staff. This criteria is designed to ensure that the information available to anyone at NHS 111 is of the highest quality.	Two reviews 2½ points each
Up to date NHS 111 Directory of Services		
Clinical Effectiveness	Pharmacies need to show evidence that asthma patients (for whom more than 6 short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6 month period) were referred to an appropriate health care professional for an asthma review. The aim of the criteria is to reduce the preventable deaths of asthma sufferers by monitoring their inhaler use.	Two reviews 10 points each
Referral of specified asthma patients		
Workforce	At the time of review 80% of all patient facing staff should be “Dementia Friends”. The Dementia Friends initiative is about widening pharmacy teams’ awareness of dementia.	Two reviews 5 points each
80% staff in patient facing roles are Dementia Friends		

Quality Payment Scheme (QPS) continued

On 28th April 2017, 82 pharmacies across Sandwell met the Gateway Criteria which means they:

- provide advanced services
 - have ensured their NHS Choices entry is up to date
 - have access to NHS mail
 - can demonstrate use of the Electronic Prescription Service
 - Many of these pharmacies also applied for Quality Payments:
- ▶ 50 pharmacies produced a written safety report
 - ▶ 76 pharmacies ensured that at least 80% of registered pharmacy professionals working in their pharmacy achieved level 2 safeguarding status for children and vulnerable adults
 - ▶ 75 pharmacies published results of their latest patient questionnaire on the pharmacy's NHS Choices page
 - ▶ 9 pharmacies declared they were Healthy Living Pharmacies
 - ▶ 74 pharmacies were able to demonstrate an increase in access to patients Summary Care Records
 - ▶ 80 stated that their NHS 11 Directory of Services was up to date
 - ▶ 76 pharmacies were able to show evidence that asthma patients (for whom more than 6 short acting bronchodilator inhalers were dispensed without any corticosteroid inhaler within a 6 month period) were referred to an appropriate health care professional for an asthma review.
 - ▶ 78 pharmacies had 80% of their staff as Dementia Friends

There has been another review date of 24th November 2017 but the data has not been released yet. We surmise there will be a significant increase in these figures, particularly with quality question 4 as many pharmacies declared they were HLP accredited after the April 28th.

Healthy Living Pharmacy

Healthy Living Pharmacies (HLP) are community pharmacies where the focus of their local community's health and wellbeing is at the heart of everything the team does. They promote a healthy living ethos and deliver high quality public health services, including smoking cessation, sexual health, and advice on alcohol and weight management. The HLP initiative started in Portsmouth in 2009 and following this success, national pharmacy bodies together with Department of Health aimed to roll out HLP in other geographical areas to strengthen the evidence base and answer the key question - 'is this concept replicable in other areas?'

The portfolio of public health services is now provided under a single, recognisable brand - 'Healthy Living Pharmacy'. This allows us to extend beyond traditional pharmacy services to focus on a spectrum of needs relating to healthy living and lifestyles, through direct provision of advice and interventions and sign-posting to other services. As such this brings together strands from both national pharmacy policy contained in the Pharmacy White Paper and the broader public health policy in Our Healthier Nation, and the accompanying Choose Health through Pharmacy and was recognised in the public health white paper Healthy Lives, Healthy People.

In 2017 the Department of Health (DH) introduced a Quality Payment Scheme as part of the national Community Pharmacy Contractual Framework (CPCF) changes (for 2016-17 & 2017-18) involving payments being made to community pharmacy contractors meeting certain gateway and quality criteria. The introduction of HLP into the CPCF follows the success of the original pathfinder sites for HLP rollout.

More information can be found here <http://psnc.org.uk/services-commissioning/essential-services/quality-payments-healthy-living-pharmacy-hlp-self-assessment/>

Community pharmacy contractors passing the gateway criteria will receive a Quality Payment if they meet one or more of the quality criteria. The DH has weighted the quality payments based on an assessment of the difficulty of achieving them and the benefit to patients for doing so, with each criterion being designated a number of points. This supports payments for achievement of defined outcomes rather than activity alone.

Healthy Living Pharmacy continued

The total number of points that each contractor can qualify for over the two reviews is 100 (per annum). One of the quality criteria, which attracts 20 points, is: 'On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment).' The aim of this quality criterion is to maximise the role of pharmacy in prevention of ill health, reduction of disease burden, reduction of health inequalities and in support of health and wellbeing. The HLP concept is designed to develop (in respect of health and wellbeing services):

- the community pharmacy workforce
- community pharmacy engagement with the general public
- community pharmacy engagement with local stakeholders such as local authorities, voluntary organisations and other health and social care professionals
- the environment in which health and wellbeing services are delivered

There are two review points during the year, at which a Quality Payment can be claimed. These are:

Friday 28th April 2017 – the declaration period for this review point is now finished; and
Friday 24th November 2017.

There is an expectation that the number of accredited HLPs will increase after the November review point.

More details on the HLP: Level 1 quality criteria are available here <https://www.gov.uk/government/publications/healthy-living-pharmacy-level-1-quality-criteria>

Pharmacies are awarded the Healthy Living Pharmacy quality mark following a robust accreditation process, ensuring they comply with the national quality criteria. Each pharmacy has a Health Champion (with the Royal Society of Public Health Level 2: Understanding Health Improvement qualification), who keeps up to date with community health services and spreads this knowledge throughout the team, and a pharmacist / pharmacy manager who has undertaken bespoke leadership training.

Healthy Living Pharmacy continued

The HLP quality criteria aims to develop pharmacy teams further by improving leadership and communication skills, making team working more effective and enabling higher standards of service and care. These pharmacy teams are able to offer both advice and to support people effectively with accurate signposting and referral when the need arises. The teams use every opportunity (i.e. make every contact count) to provide relevant health information.

An evaluation of the Healthy Living Pharmacy Pathfinder programme published by a collaboration of pharmacy organisations (Pharmaceutical Services Negotiating Committee, 2013) and reported nationally concluded that the results of the Portsmouth pilot could be replicated in other areas with different demography and geography.

To date (December 2017), there are 65 (76%) accredited HLPs across Sandwell (Appendix D).

Of the 83 pharmacy contractors that responded to the pharmacy questionnaire, a further 14 declared they were working towards HLP status with only 3 pharmacies stating they had no plans to implant HLP.

There were no HLPs accredited in the last PNA; the current number of accredited HLPs has only been achieved through co-operative working with Sandwell LPC and NHS England West Midlands together with the enthusiasm and commitment of individual community pharmacists and their teams.

The number of HLPs in Sandwell is expected to increase further with the financial incentive within the CPCF and there is a vision that all community pharmacies within the borough should achieve this quality status.

The public have welcomed the HLP concept and feedback demonstrates that HLPs do deliver benefits for the public and patients.

Benefits of HLPs have been realised by commissioners, contractors and employees.

Chapter 5

Public Experiences of Sandwell Pharmacies

The process

107 patient questionnaire were completed over December 2017.

Patients were communicated with and asked to complete the survey through several channels:

- Patient Participation Groups via Healthwatch Sandwell
- Sandwell Council and 'Healthy Sandwell' Twitter and Facebook accounts
- In Sandwell community pharmacies

Results from questionnaires

See Appendix E for full results of patient questionnaire.

Unfortunately there were low numbers of respondents and the demographics of those respondents do not match those of the Sandwell population, therefore the results need to be interpreted with caution.

- ▶ 77% of respondents were female and half were in the 35 - 54 age group.
- ▶ 76% of the respondents described themselves as White British
- ▶ 19% of the respondents were from BME communities (15% Asian or Asian British).
- ▶ 76% of respondents were currently in work and 20% state they were retired

The following summarisations have been made in relation to the patient questionnaire:

87% of respondents stated they were satisfied or very satisfied with the service they received in their pharmacy.

Results from questionnaires *continued*

- ▶ 65% of respondents use their particular pharmacy as it is close to their home, 50% use the pharmacy as it is close to their GP surgery and 44% state they used that pharmacy because it operates the Electronic Prescription Service (EPS).
- ▶ 64% travel to the pharmacy by car, 23% walk to the pharmacy and 9% use public transport
- ▶ Just under half (47%) of those that completed the questionnaire visit their pharmacy monthly, 71% of people stated they visit the pharmacy weekdays between 9am and 6pm, and 16% use the pharmacy in the evening
- ▶ The majority of residents questioned reported they they could find a pharmacy open when they needed one
- ▶ When asking about services there were mixed response; with 91% of respondents stated they were aware that the pharmacist was able to offer advice and information on medicines but only 62% were aware that they could get lifestyle advice from a pharmacy.
- ▶ There were also a number of respondents (approximately a third) that stated they were unaware of services such as Minor Ailments, Flu C+Vaccinations and Health Checks.

We conclude that overall Sandwell residents are happy with their pharmacy and the services they offer. There could, however, be better promotion, awareness and delivery of the extended services available from community pharmacies.

Chapter 6

Future Pharmaceutical Service Development and Commissioning Intentions

The future

As well as considering the likely population changes and accounting for the data analysis completed as part of this report, local pharmaceutical need should be put into context with national and local healthcare strategies. The most relevant of these as far as community pharmacy in Sandwell is concerned are the NHS Five Year Forward View (published in October 2014) ²⁰, the Sandwell Joint Health and Wellbeing Strategy for 2016 to 2020 ⁴(which also refers to the Five Year Sustainability and Transformation Plan for the Black Country 2016 to 2021 ²¹), and the Community Pharmacy Contractual Framework which is currently set until March 2018.

As each of these are updated, it would be good practice to review the PNA within the new context that each update brings, using that review to inform decisions about service requirements and commissioning.

NHS Five Year Forward View (5YFV) sets out how the health service needs to change, arguing for a more engaged relationship with patients, carers and citizens so that we can promote wellbeing and prevent ill-health. It represents the shared view of the NHS' national leadership, and reflects an emerging consensus amongst patient groups, clinicians, local communities and frontline NHS leaders. It sets out a vision of a better NHS, the steps we should now take to get us there, and the actions we need from others.

The first chapter looks at changes in patients' health needs and personal preferences and involvement in their treatment, focussing on the increasing level of long term conditions which accounts for 70% health service budget. Patients with long term conditions want to be more involved and informed, the aim being more supported self-care. **Pharmacy teams can play a vital role in the support network, being easily accessible as well as clinically knowledgeable, alleviating pressures on GPs and hospitals.**

The future continued

The 5YFV report also discusses changes in treatment, technology and care delivery – the aim to be more patient centred, breaking down artificial boundaries between primary and secondary care, and health and social care.

Pharmacies can play a transitional role for discharge patients for example, potentially easing bed-blocking and facilitating communications between hospital, GP and pharmacy, possibly reducing readmissions.

There is also a focus on mental health and on faster diagnosis and treatment of cancer. Being on the front line for patients, pharmacies can be excellent places to have health promotions and early health screening activities, especially valuable for people who may not visit their GP. Ambitions for cancer patients include improvement in outcomes, better prevention, faster diagnosis, better treatment (smoking and obesity links) and end of life care. **There are strong links between smoking and obesity and certain cancers and community pharmacy can support lifestyle changes to reduce the incidents and risk.**

The report warns us not to get complacent or accepting of the three potential gaps, highlighting the consequences of inactivity.

- Health and wellbeing - life expectancies could stall, inequalities widen and costs of treating avoidable illness could sap funds.
- Care and quality - patients changing needs go unmet and unacceptable variations in clinical outcomes.
- Funding and efficiency - worse services, fewer staff, deficits and lack of innovation.

Quality has three aspects enshrined in law – patient safety, clinical effectiveness, patient experience and delivering all three requires a caring culture, professional commitment and strong leadership.

The future continued

The 5YFV also states 'We will continue to redesign the payment system so that there are rewards for improvements in quality. We will invest in leadership by reviewing and refocusing the work of the NHS Leadership Academy and NHS Improving Quality. To reduce variations in when patients receive care, we will develop a framework for how seven day services can be implemented affordably and sustainably, recognising that different solutions will be needed in different localities. As national bodies we can do more by measuring what matters, requiring comprehensive transparency of performance data and ensuring this data increasingly informs payment mechanisms and commissioning decisions.'

The Quality Payments for pharmacy which are in place until March 2018 reflect the above, thinking about leadership and reducing variation in care. As part of the PNA the aim of the seven day service needs to be borne in mind.

In the second chapter there is a focus on prevention of avoidable illness. Smoking, alcohol, exercise, and obesity are key factors leading to many of the avoidable illnesses mentioned. These are highlighted by health inequalities and often cascaded down through generations. Pharmacy has a proven track record of effective interventions with patients who smoke, over-drink or are obese or overweight and as such should be part of any lifestyle change strategy across the borough.

Pharmacists and their teams, especially Healthy Living Pharmacies, are experts in incentivising and supporting healthier behaviour, reducing smoking and alcohol use and identifying and improving poor dietary choices. Pharmacies could play an essential role in planned targeted prevention and gathering evidence for intervention outcomes.

The Forward View also looks at support to help people get and stay in employment, reducing sickness absence particularly linked with mental health. Pharmacy could have a part to play in supporting work place health.

The future continued

The report also recognises the role of carers - Even people with long term conditions, who tend to be heavy users of the health service, are likely to spend less than 1% of their time in contact with health professionals. The rest of the time they, their carers and their families manage on their own. **Pharmacies are instrumental in front line support for carers, largely due to the accessibility and availability of excellent clinical and social advice, and effective sign-posting.**

In the report it is also recognised that 'Two thirds of patients admitted to hospital are over 65, and more than a quarter of hospital inpatients have dementia. About 700,000 people in England are estimated to have dementia, many undiagnosed. Perhaps one in three people aged over 65 will develop dementia before they die. Almost 500,000 unpaid carers look after people living with dementia.'

Pharmacy teams are now expected as part of the Quality Payment Scheme, to be Dementia Friends and as such be ready and able to support people living with Dementia and their carers.

Chapter 3 discusses New Models of care, breaking down the traditional divide between primary care, community services and hospitals. As the CCGs have more influence over the wider NHS budget it is anticipated that there will be a shift in investment from acute care to primary and community services, according to the report. This would suggest that the role of pharmacy will also shift, and one example of this is outlined as 'We should build the public's understanding that pharmacies and on-line resources can help them deal with coughs, colds and other minor ailments without the need for a GP appointment or A&E visit.'

Chapter 4 is about Information Revolution, including Electronic Prescribing, access to Summary Care Records and the generation of phone Apps for self-support in long term conditions. Some of these are changes which have already been accounted for within the Quality Payments Scheme and it is a fair assumption that more changes will come in this area.

The future continued

Sandwell Joint Health and Wellbeing Strategy (2016-2020) identified four priorities:

- 1. Help people stay healthier for longer**
 - 2. Help people stay safe and support communities**
 - 3. Work together to join up services**
 - 4. Work closely with local people, partners and providers of services.**
-

There is an understandable and expected alignment between the Health and Wellbeing Strategy and the NHS Forward View when it comes to the Health Strategy for Sandwell and as such comments from above are applicable.

Specifically under priority 1. The stated aim is to close the healthy life expectancy gap in Sandwell by 20% by 2020, largely by concentrating on long term conditions and their treatment and management. The focus is on improving health literacy and reducing death from cancer, heart disease and respiratory disease. Pharmacies are currently an under-utilised resource and in a perfect position to improve health literacy of the borough. They can also support screening programmes as previously stated.

Priority 1. will also be achieved through lifestyle changes and as previously stated Pharmacies have a successful track record of making effective interventions concerning diet and nutrition, smoking, and alcohol and substance misuse.

Community Pharmacy Contractual Framework is a factor which may need to be taken into consideration when reviewing Pharmacy requirements. There is currently a schedule of payments linked with specific activities and service requirements which is known until March 2018, but which is unknown after that.

The future continued

Quality Payments may continue in order to drive the changes required and identified in the NHS Five Year Forward View, or they may evolve to drive further changes.

The likelihood is that overall money available for pharmacy will continue to reduce and one possible outcome of the Government plan is that pharmacies may close and the numbers of pharmacies reduce.

The Pharmacy Access Scheme identifies where pharmacies may be at risk of closure and not close to any alternative pharmacy. The Government pay those identified pharmacies to protect the community access to Pharmacy Services. There are two such pharmacies in Sandwell, whose support money may cease as of March 2018.

There is an expectation from the Government¹⁴ that Pharmacy numbers should reduce and so the following was agreed: 'Merger amendment to market entry - On 5 December 2016, amendments to the 2013 Regulations come into force which facilitate pharmacy business consolidations from two sites on to a single existing site. Importantly, a new pharmacy would be prevented from stepping in straight away if a chain closes a branch or two pharmacy businesses merge and one closes. This would protect two pharmacies that choose to consolidate on a single existing site - where this does not create a gap in provision.

So, a future pharmacy closure will not automatically mean that an opportunity for a new pharmacy is created. The PNA for that locality would have to have identified a gap in provision.

Pharmacies are easily accessible in terms of geography and their opening hours, they have under-used capability and clinical expertise and could be a really effective tool to be used in a wide array of health challenges and strategic plans. Pharmacies should always be considered when putting together change programmes aligned with identified health priorities now and in the future.

Conclusion

Community pharmacies offer a range of services from dispensing medicines to reviewing medicine use, to offering public health commissioned services. They are integral to supporting the health needs of our local population, with the aim of reducing health inequalities and premature mortality, and increasing life expectancy and healthy outcomes.

The PNA for 2018 - 2021 provides a comprehensive overview of current pharmaceutical services available within Sandwell and also highlights where patients and the population in general can benefit from the wider provision of services from pharmacies. Data shows that there has been an increase in pharmaceutical provision since the 2015 PNA, enabling more people to access pharmaceutical services.

We conclude that there are sufficient pharmacies in Sandwell to provide essential pharmaceutical services to the residents. No gaps in geographical provision across the borough have been identified. There are many pharmacies open for extended hours and within reasonable travel distances for people living in Sandwell.

Evidence in this PNA indicates that provision of pharmaceutical services in Sandwell is well geographically distributed.

The PNA highlights that there is further opportunity for Sandwell Public Health, Sandwell and West Birmingham CCG, Sandwell LPC and community pharmacies to work together to be able to offer more services to more of the local population. Considering the prevalence of long term conditions in Sandwell, more disease-specific management services and screening services are necessary to improve the health of the local population, as well as reducing the burden on primary care.

The assessment made in this PNA concludes that there are no current pharmaceutical needs that cannot be met, for the current or foreseeable future, by existing contractors and that improvements and better access in the future would be best addressed, in the first instance, through working with the existing network of community pharmacies.

Chapter 7

Consultation

A 60 day statutory consultation period was undertaken to enable stakeholders to review and comment on the draft PNA. This consultation period ran from 15th February to 16th April 2018, where the draft PNA was sent to the following:

- a) Sandwell Local Pharmaceutical Committee
- b) Neighbouring Local Pharmaceutical Committees of Dudley, Wolverhampton, Walsall and Birmingham
- c) Sandwell and West Birmingham Clinical Commissioning Group
- d) Sandwell pharmacy contractors
- e) Sandwell Healthwatch and other patient groups
- f) NHS England
- g) Neighbouring Health and Wellbeing Boards of Dudley, Wolverhampton, Walsall and Birmingham

Questions were developed to enable structured feedback to be received (Appendix A).

The feedback received following the statutory consultation has been used to make appropriate changes to the document. A summary of the comments received are provided in appendices G and I. Sandwell LPC formulated a separate response (appendix H).

Upon closure of the consultation period, the comments received were reviewed and any changes incorporated into the final PNA. This will be taken to the HWB for ratification in May 2018. Any further comments and changes requested by the HWB will be made to the PNA, and subsequently published by 1st June 2018.

Chapter 8

Appendices and References

Appendices

[INSERT]

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Appendix A

Sandwell Health & Wellbeing Board Pharmaceutical Needs Assessment (PNA) 2018/2021 Consultation

Which best describes your interest in the consultation?	
A member of the general public	
A family member or carer of someone who uses pharmacy services	
A Health or Social Care Professional	
On behalf of an organisation	
On behalf of a community pharmacy business	

Twelve specific closed questions will be asked as part of the consultation process, with the opportunity to comment freely about any aspect of the full document as well as any of the twelve consultation specific questions within Question 13 (open question).

	Question	Yes	No	Unsure
1	The PNA allows you to understand the local population and the services they need?			
2	The PNA has concluded that there are sufficient community pharmacies in the right variety of locations providing services in Sandwell. Do you agree with this assessment?			
3	The PNA has concluded that its community pharmacies are open at the times needed and used by patients and the public. Do you agree with this assessment?			
4	The PNA has concluded that there is excellent coverage on the provision of the Medicine Use Review (MUR) service, within each locality. Do you agree with this assessment?			
5	The PNA has concluded that although there are gaps in the overall provision of the New Medicines Service (NMS) within each locality, sufficient pharmacies provide the service. This gives patients a reasonable choice to access this service. Do you agree with this assessment?			
6	The PNA has concluded that although there are isolated gaps in the overall provision of the Seasonal Influenza (Flu) Vaccination, within each locality sufficient pharmacies provide this service. This gives patients a reasonable choice to access this service. Do you agree with this assessment?			

7	Sandwell Public Health commissions a range of Public Health Services from Community Pharmacies, mainly emergency contraception, substance misuse services, and NHS Health Checks. Pharmacies can choose to provide these services but require accredited premises and trained personnel. Sandwell Public Health will continue to pay for these services if funding permits. Are you happy with the range of services available?			
8	NHS England, Sandwell CCG, Sandwell MBC and Sandwell LPC are committed to supporting and developing the national Healthy Living Pharmacy (HLP) model within Sandwell. This includes increasing our network of accredited HLPs across the borough and future services may be prioritised for commissioning through HLPs only. Do you agree with this?			
9	Has the PNA given you adequate information to inform your own future service provision? (to be completed by Community Pharmacy staff only)			
10	Is there any additional information that you feel should be included? If yes, please document comments in Question 13.			
11	Do you have any other comments either on above questions or the full document?			

Appendix B

Contractor Questionnaire Responses 2017

Completed Survey?				
Town	Ward	Yes	No	Grand Total
Oldbury	Bristnall	4		4
	Langley	5	1	6
	Old Warley	2		2
	Oldbury	3		3
Oldbury Total		14	1	15
Rowley Regis	Blackheath	4		4
	Cradley Heath and Old Hill	9		9
	Rowley	2		2
	Tividale	2		2
Rowley Regis Total		17		17
Smethwick	Abbey	5		5
	Smethwick	2		2
	Soho and Victoria	8	1	9
	St Pauls	3		3
Smethwick Total		18	1	19
Tipton	Great Bridge	4	1	5
	Princes End	1	2	3
	Tipton Green	2		2
Tipton Total		7	3	10
Wednesbury	Friar Park	2		2
	Wednesbury North	4		4
	Wednesbury South	3		3
Wednesbury Total		9		9
West Bromwich	Charlemont with Grove Vale	4		4
	Great Barr with Yew Tree	2		2
	Greets Green and Lyng	3		3
	Newton	2		2
	West Bromwich Central	7	1	8
West Bromwich Total		18	1	19
Grand Total		83	6	89

Services Provided by ALL?	
	SERVICE
	Consultation Area
	Consultation Area With Hand Washing
	Electronic Prescription Services Release 2 enabled
	An active NHS Mail address
	MUR

Speak Other Languages?			
Contractor ODS Code	Ward	Town	Language
FDP14	Tipton Green	Tipton	Bengali
FHT52	Great Bridge	Tipton	Bengali
FK716	Langley	Oldbury	Shona
FDR60	Cradley Heath and Old Hill	Rowley Regis	Arabic, Dutch
FAK78	Soho and Victoria	Smethwick	Swahili
FN497	West Bromwich Central	West Bromwich	Polish, Jamaican
FWL41	Cradley Heath and Old Hill	Rowley Regis	Pashto
FML19	Wednesbury North	Wednesbury	Bengali
FYV46	Charlemont with Grove Vale	West Bromwich	Mandarin
FRX65	Soho and Victoria	Smethwick	Bengali, Mirpuri
FW075	Wednesbury North	Wednesbury	Danish
FK619	Rowley	Rowley Regis	French
FD816	Abbey	Smethwick	Spanish, Portuguese
FRL60	Cradley Heath and Old Hill	Rowley Regis	Bengali
FF566	St Pauls	Smethwick	Bengali
FG047	Soho and Victoria	Smethwick	Sign language
FCX28	Greets Green and Lyng	West Bromwich	Arabic, Persian
FMG67	Soho and Victoria	Smethwick	Mandarin ,Arabic

Speak Hindi?					
		Yes	No	No response	Grand Total
Town - Ward					
Oldbury		5	9	1	15
	Bristnall	1	3		4
	Langley	3	2	1	6
	Old Warley		2		2
	Oldbury	1	2		3
Rowley Regis		7	10		17
	Blackheath	2	2		4
	Cradley Heath and Old Hill	3	6		9
	Rowley		2		2
	Tividale	2			2
Smethwick		15	3	1	19
	Abbey	3	2		5
	Smethwick	2			2
	Soho and Victoria	7	1	1	9
	St Pauls	3			3
Tipton		4	3	3	10
	Great Bridge	3	1	1	5
	Princes End		1	2	3
	Tipton Green	1	1		2
Wednesbury		6	3		9
	Friar Park		2		2
	Wednesbury North	3	1		4
	Wednesbury South	3			3
West Bromwich		8	10	1	19
	Charlemont with Grove Vale	1	3		4
	Great Barr with Yew Tree	1	1		2
	Greets Green and Lyng	1	2		3
	Newton	1	1		2
	West Bromwich Central	4	3	1	8
Grand Total		45	38	6	89

Speak Gujarati?					
Town - Ward		Yes	No	No response	Grand Total
Oldbury		3	11	1	15
	Bristnall	2	2		4
	Langley	1	4	1	6
	Old Warley		2		2
	Oldbury		3		3
Rowley Regis		3	14		17
	Blackheath		4		4
	Cradley Heath and Old Hill	1	8		9
	Rowley		2		2
	Tividale	2			2
Smethwick		5	13	1	19
	Abbey	1	4		5
	Smethwick		2		2
	Soho and Victoria	1	7	1	9
	St Pauls	3			3
Tipton		1	6	3	10
	Great Bridge	1	3	1	5
	Princes End		1	2	3
	Tipton Green		2		2
Wednesbury		3	6		9
	Friar Park		2		2
	Wednesbury North	2	2		4
	Wednesbury South	1	2		3
West Bromwich		4	14	1	19
	Charlemont with Grove Vale	1	3		4
	Great Barr with Yew Tree	1	1		2
	Greets Green and Lyng	1	2		3
	Newton		2		2
	West Bromwich Central	1	6	1	8
Grand Total		19	64	6	89

Speak Urdu?					
Town - Ward		Yes	No	No response	Grand Total
Oldbury		7	7	1	15
	Bristnall	2	2		4
	Langley	3	2	1	6
	Old Warley	1	1		2
	Oldbury	1	2		3
Rowley Regis		8	9		17
	Blackheath	1	3		4
	Cradley Heath and Old Hill	5	4		9
	Rowley		2		2
	Tividale	2			2
Smethwick		14	4	1	19
	Abbey	1	4		5
	Smethwick	2			2
	Soho and Victoria	8		1	9
	St Pauls	3			3
Tipton		2	5	3	10
	Great Bridge	2	2	1	5
	Princes End		1	2	3
	Tipton Green		2		2
Wednesbury		5	4		9
	Friar Park		2		2
	Wednesbury North	3	1		4
	Wednesbury South	2	1		3
West Bromwich		10	8	1	19
	Charlemont with Grove Vale	2	2		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng	1	2		3
	Newton	1	1		2
	West Bromwich Central	6	1	1	8
Grand Total		46	37	6	89

Speak Punjabi?					
Town - Ward		Yes	No	No response	Grand Total
Oldbury		10	4	1	15
	Bristnall	3	1		4
	Langley	4	1	1	6
	Old Warley	2			2
	Oldbury	1	2		3
Rowley Regis		9	8		17
	Blackheath	3	1		4
	Cradley Heath and Old Hill	3	6		9
	Rowley	1	1		2
	Tividale	2			2
Smethwick		18		1	19
	Abbey	5			5
	Smethwick	2			2
	Soho and Victoria	8		1	9
	St Pauls	3			3
Tipton		5	2	3	10
	Great Bridge	4		1	5
	Princes End		1	2	3
	Tipton Green	1	1		2
Wednesbury		8	1		9
	Friar Park	2			2
	Wednesbury North	3	1		4
	Wednesbury South	3			3
West Bromwich		15	3	1	19
	Charlemont with Grove Vale	3	1		4
	Great Barr with Yew Tree	1	1		2
	Greets Green and Lyng	2	1		3
	Newton	2			2
	West Bromwich Central	7		1	8
Grand Total		65	18	6	89

Charge for Prescriptions?					
Town - Ward		Yes	No	No response	Grand Total
Oldbury		1	13	1	15
	Bristnall		4		4
	Langley		5	1	6
	Old Warley		2		2
	Oldbury	1	2		3
Rowley Regis		1	16		17
	Blackheath		4		4
	Cradley Heath and Old Hill	1	8		9
	Rowley		2		2
	Tividale		2		2
Smethwick			18	1	19
	Abbey		5		5
	Smethwick		2		2
	Soho and Victoria		8	1	9
	St Pauls		3		3
Tipton			7	3	10
	Great Bridge		4	1	5
	Princes End		1	2	3
	Tipton Green		2		2
Wednesbury			9		9
	Friar Park		2		2
	Wednesbury North		4		4
	Wednesbury South		3		3
West Bromwich		2	16	1	19
	Charlemont with Grove Vale		4		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng	2	1		3
	Newton		2		2
	West Bromwich Central		7	1	8
Grand Total		4	79	6	89

Collect Prescriptions?					
Town - Ward		Yes	No	No response	Grand Total
Oldbury		10	4	1	15
	Bristnall	3	1		4
	Langley	4	1	1	6
	Old Warley	2			2
	Oldbury	1	2		3
Rowley Regis		16	1		17
	Blackheath	4			4
	Cradley Heath and Old Hill	9			9
	Rowley	1	1		2
	Tividale	2			2
Smethwick		13	5	1	19
	Abbey	2	3		5
	Smethwick	1	1		2
	Soho and Victoria	8		1	9
	St Pauls	2	1		3
Tipton		6	1	3	10
	Great Bridge	3	1	1	5
	Princes End	1		2	3
	Tipton Green	2			2
Wednesbury		8	1		9
	Friar Park	1	1		2
	Wednesbury North	4			4
	Wednesbury South	3			3
West Bromwich		14	4	1	19
	Charlemont with Grove Vale	4			4
	Great Barr with Yew Tree	2			2
	Greets Green and Lyng	2	1		3
	Newton	1	1		2
	West Bromwich Central	5	2	1	8
Grand Total		67	16	6	89

Deliver to Local Patients?					
Town - Ward		Yes	No	No response	Grand Total
Oldbury		4	10	1	15
	Bristnall	3	1		4
	Langley	1	4	1	6
	Old Warley		2		2
	Oldbury		3		3
Rowley Regis		6	11		17
	Blackheath	1	3		4
	Cradley Heath and Old Hill	3	6		9
	Rowley	1	1		2
	Tividale	1	1		2
Smethwick		6	12	1	19
	Abbey	1	4		5
	Smethwick	1	1		2
	Soho and Victoria	3	5	1	9
	St Pauls	1	2		3
Tipton		2	5	3	10
	Great Bridge		4	1	5
	Princes End	1		2	3
	Tipton Green	1	1		2
Wednesbury		5	4		9
	Friar Park	1	1		2
	Wednesbury North	2	2		4
	Wednesbury South	2	1		3
West Bromwich		6	12	1	19
	Charlemont with Grove Vale	2	2		4
	Great Barr with Yew Tree	1	1		2
	Greets Green and Lyng	2	1		3
	Newton		2		2
	West Bromwich Central	1	6	1	8
Grand Total		29	54	6	89

Deliver to Selected Groups?					
Town - Ward		Yes	No	No response	Grand Total
Oldbury		5	9	1	15
	Bristnall	1	3		4
	Langley	1	4	1	6
	Old Warley	2			2
	Oldbury	1	2		3
Rowley Regis		1	16		17
	Blackheath	1	3		4
	Cradley Heath and Old Hill		9		9
	Rowley		2		2
	Tividale		2		2
Smethwick		4	14	1	19
	Abbey	2	3		5
	Smethwick		2		2
	Soho and Victoria	2	6	1	9
	St Pauls		3		3
Tipton		1	6	3	10
	Great Bridge	1	3	1	5
	Princes End		1	2	3
	Tipton Green		2		2
Wednesbury		3	6		9
	Friar Park	1	1		2
	Wednesbury North	2	2		4
	Wednesbury South		3		3
West Bromwich		2	16	1	19
	Charlemont with Grove Vale	1	3		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng		3		3
	Newton		2		2
	West Bromwich Central	1	6	1	8
Grand Total		16	67	6	89

Deliver to Patients On Request?					
Town - Ward		Yes	No	No response	Grand Total
Oldbury		9	5	1	15
	Bristnall	3	1		4
	Langley	5		1	6
	Old Warley		2		2
	Oldbury	1	2		3
Rowley Regis		10	7		17
	Blackheath	1	3		4
	Cradley Heath and Old Hill	6	3		9
	Rowley	1	1		2
	Tividale	2			2
Smethwick		13	5	1	19
	Abbey	3	2		5
	Smethwick	2			2
	Soho and Victoria	7	1	1	9
	St Pauls	1	2		3
Tipton		3	4	3	10
	Great Bridge	1	3	1	5
	Princes End	1		2	3
	Tipton Green	1	1		2
Wednesbury		6	3		9
	Friar Park	1	1		2
	Wednesbury North	3	1		4
	Wednesbury South	2	1		3
West Bromwich		12	6	1	19
	Charlemont with Grove Vale	2	2		4
	Great Barr with Yew Tree	2			2
	Greets Green and Lyng	1	2		3
	Newton	1	1		2
	West Bromwich Central	6	1	1	8
Grand Total		53	30	6	89

Deliver to All Patients?					
Town - Ward		Yes	No	No response	Grand Total
Oldbury		3	11	1	15
	Bristnall	1	3		4
	Langley	2	3	1	6
	Old Warley		2		2
	Oldbury		3		3
Rowley Regis		3	14		17
	Blackheath	1	3		4
	Cradley Heath and Old Hill	1	8		9
	Rowley	1	1		2
	Tividale		2		2
Smethwick		3	15	1	19
	Abbey		5		5
	Smethwick		2		2
	Soho and Victoria	1	7	1	9
	St Pauls	2	1		3
Tipton		3	4	3	10
	Great Bridge	2	2	1	5
	Princes End		1	2	3
	Tipton Green	1	1		2
Wednesbury		3	6		9
	Friar Park		2		2
	Wednesbury North	1	3		4
	Wednesbury South	2	1		3
West Bromwich		4	14	1	19
	Charlemont with Grove Vale	1	3		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng	1	2		3
	Newton	1	1		2
	West Bromwich Central	1	6	1	8
Grand Total		19	64	6	89

Other Services Offered?					
Contractor Name	Contractor Trading Name (if different from Q1)	Contractor Code (ODS Code)	Ward	Town	Other Services Offered
mrs jagdish k khaira	khaira pharmacy	FJG17	West Bromwich Central	West Bromwich	allergy testing service as private service, food intolerance testing
Hingley Pharmacy	Mej Hingley and Co ltd	FD174	Blackheath	Rowley Regis	private travel clinic
Optimum Marketing LTD	Beaconview Chemist	FE629	Charlemont with Grove Vale	West Bromwich	Healthy start vitamins voucher
Lyng Pharmacy		FCX28	Greets Green and Lyng	West Bromwich	Plans for travel clinic, Lipotrim Weight Loss service,

Services to Care Home?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall		1	3		4
	Langley		4	1	1	6
	Old Warley		1		1	2
	Oldbury			3		3
Oldbury Total			6	7	2	15
Rowley Regis	Blackheath		2	2		4
	Cradley Heath and Old Hill	1	4	3	1	9
	Rowley		1		1	2
	Tivdale		2			2
Rowley Regis Total		1	9	5	2	17
Smethwick	Abbey		3	2		5
	Smethwick		1	1		2
	Soho and Victoria	1	5	2	1	9
	St Pauls		1	2		3
Smethwick Total		1	10	7	1	19
Tipton	Great Bridge		3		2	5
	Princes End		1		2	3
	Tipton Green		2			2
Tipton Total			6		4	10
Wednesbury	Friar Park	1		1		2
	Wednesbury North		2	2		4
	Wednesbury South	1	2			3
Wednesbury Total		2	4	3		9
West Bromwich	Charlemont with Grove Vale	1	3			4
	Great Barr with Yew Tree		1	1		2
	Greets Green and Lyng		3			3
	Newton		2			2
	West Bromwich Central	1	5	1	1	8
West Bromwich Total		2	14	2	1	19
Grand Total		6	49	24	10	89

Smoking Cessation?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall	2	1	1		4
	Langley	2	3		1	6
	Old Warley		1		1	2
	Oldbury		2	1		3
Oldbury Total		4	7	2	2	15
Rowley Regis	Blackheath	1	3			4
	Cradley Heath and Old Hill	1	8			9
	Rowley		1		1	2
	Tividale	1	1			2
Rowley Regis Total		3	13		1	17
Smethwick	Abbey	1	3	1		5
	Smethwick		1	1		2
	Soho and Victoria	1	7		1	9
	St Pauls		2	1		3
Smethwick Total		2	13	3	1	19
Tipton	Great Bridge	1	2	1	1	5
	Princes End		1		2	3
	Tipton Green		1	1		2
Tipton Total		1	4	2	3	10
Wednesbury	Friar Park	1	1			2
	Wednesbury North	1	2	1		4
	Wednesbury South	3				3
Wednesbury Total		5	3	1		9
West Bromwich	Charlemont with Grove Vale	3	1			4
	Great Barr with Yew Tree	1	1			2
	Greets Green and Lyng	2	1			3
	Newton	1	1			2
	West Bromwich Central	5	2		1	8
West Bromwich Total		12	6		1	19
Grand Total		27	46	8	8	89

Service to Diabetes patients?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall		4			4
	Langley		5		1	6
	Old Warley	1			1	2
	Oldbury	2		1		3
Oldbury Total		3	9	1	2	15
Rowley Regis	Blackheath	1	3			4
	Cradley Heath and Old Hill	1	8			9
	Rowley		1		1	2
	Tividale		2			2
Rowley Regis Total		2	14		1	17
Smethwick	Abbey	1	3	1		5
	Smethwick	1	1			2
	Soho and Victoria	1	6	1	1	9
	St Pauls		2	1		3
Smethwick Total		3	12	3	1	19
Tipton	Great Bridge		2	1	2	5
	Princes End		1		2	3
	Tipton Green		1	1		2
Tipton Total			4	2	4	10
Wednesbury	Friar Park	1		1		2
	Wednesbury North		2	2		4
	Wednesbury South		3			3
Wednesbury Total		1	5	3		9
West Bromwich	Charlemont with Grove Vale		4			4
	Great Barr with Yew Tree		2			2
	Greets Green and Lyng	1	1		1	3
	Newton		2			2
	West Bromwich Central	2	3	1	2	8
West Bromwich Total		3	12	1	3	19
Grand Total		12	56	10	11	89

POC?						
Town	Ward	Current	Wiling	No plans	No response	Grand Total
Oldbury	Bristnall		3	1		4
	Langley		5		1	6
	Old Warley		1		1	2
	Oldbury			3		3
Oldbury Total			9	4	2	15
Rowley Regis	Blackheath		2	2		4
	Cradley Heath and Old Hill		7	2		9
	Rowley		1		1	2
	Tivdale		2			2
Rowley Regis Total			12	4	1	17
Smethwick	Abbey	1	3	1		5
	Smethwick		1	1		2
	Soho and Victoria		6	2	1	9
	St Pauls		2	1		3
Smethwick Total		1	12	5	1	19
Tipton	Great Bridge		2	1	2	5
	Princes End		1		2	3
	Tipton Green		1	1		2
Tipton Total			4	2	4	10
Wednesbury	Friar Park		1	1		2
	Wednesbury North		2	2		4
	Wednesbury South		3			3
Wednesbury Total			6	3		9
West Bromwich	Charlemont with Grove Vale		4			4
	Great Barr with Yew Tree		2			2
	Greets Green and Lyng		2		1	3
	Newton		2			2
	West Bromwich Central		3	3	2	8
West Bromwich Total			13	3	3	19
Grand Total		1	56	21	11	89

Naxolone?					
Town	Ward	Willing	No plans	No response	Grand Total
Oldbury	Bristnall	2	2		4
	Langley	4	1	1	6
	Old Warley	1		1	2
	Oldbury	2	1		3
Oldbury Total		9	4	2	15
Rowley Regis	Blackheath	3	1		4
	Cradley Heath and Old Hill	6	3		9
	Rowley	1		1	2
	Tividale	2			2
Rowley Regis Total		12	4	1	17
Smethwick	Abbey	3	2		5
	Smethwick		2		2
	Soho and Victoria	7	1	1	9
	St Pauls	1	2		3
Smethwick Total		11	7	1	19
Tipton	Great Bridge	2	1	2	5
	Princes End	1		2	3
	Tipton Green	1	1		2
Tipton Total		4	2	4	10
Wednesbury	Friar Park	1	1		2
	Wednesbury North	3	1		4
	Wednesbury South	2	1		3
Wednesbury Total		6	3		9
West Bromwich	Charlemont with Grove Vale	3	1		4
	Great Barr with Yew Tree	1	1		2
	Greets Green and Lyng	2		1	3
	Newton	2			2
	West Bromwich Central	3	3	2	8
West Bromwich Total		11	5	3	19
Grand Total		53	25	11	89

Buprenorphine SC?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall	3		1		4
	Langley	5			1	6
	Old Warley	2				2
	Oldbury	1	1	1		3
Oldbury Total		11	1	2	1	15
Rowley Regis	Blackheath	4				4
	Cradley Heath and Old Hill	4	4	1		9
	Rowley		1		1	2
	Tividale	2				2
Rowley Regis Total		10	5	1	1	17
Smethwick	Abbey	3	1	1		5
	Smethwick	1		1		2
	Soho and Victoria	5	2	1	1	9
	St Pauls	2		1		3
Smethwick Total		11	3	4	1	19
Tipton	Great Bridge	2	1	1	1	5
	Princes End	1			2	3
	Tipton Green	1		1		2
Tipton Total		4	1	2	3	10
Wednesbury	Friar Park	2				2
	Wednesbury North	2	1	1		4
	Wednesbury South	2	1			3
Wednesbury Total		6	2	1		9
West Bromwich	Charlemont with Grove Vale	2	1	1		4
	Great Barr with Yew Tree	1	1			2
	Greets Green and Lyng	3				3
	Newton	1	1			2
	West Bromwich Central	5	2		1	8
West Bromwich Total		12	5	1	1	19
Grand Total		54	17	11	7	89

Methadone SC?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall	3		1		4
	Langley	5			1	6
	Old Warley	2				2
	Oldbury	1	2			3
Oldbury Total		11	2	1	1	15
Rowley Regis	Blackheath	4				4
	Cradley Heath and Old Hill	5	3	1		9
	Rowley		2			2
	Tivdale	2				2
Rowley Regis Total		11	5	1		17
Smethwick	Abbey	3	1	1		5
	Smethwick	1		1		2
	Soho and Victoria	5	2	1	1	9
	St Pauls	2		1		3
Smethwick Total		11	3	4	1	19
Tipton	Great Bridge	2	1	1	1	5
	Princes End	1			2	3
	Tipton Green	1		1		2
Tipton Total		4	1	2	3	10
Wednesbury	Friar Park	2				2
	Wednesbury North	2	1	1		4
	Wednesbury South	2		1		3
Wednesbury Total		6	1	2		9
West Bromwich	Charlemont with Grove Vale	2	1	1		4
	Great Barr with Yew Tree	1	1			2
	Greets Green and Lyng	3				3
	Newton	1	1			2
	West Bromwich Central	5	2		1	8
West Bromwich Total		12	5	1	1	19
Grand Total		55	17	11	6	89

Needle Exchange?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall	2	1	1		4
	Langley	1	3	1	1	6
	Old Warley	1			1	2
	Oldbury	1	1	1		3
Oldbury Total		5	5	3	2	15
Rowley Regis	Blackheath	1	2	1		4
	Cradley Heath and Old Hill	1	5	3		9
	Rowley		1		1	2
	Tivdale		2			2
Rowley Regis Total		2	10	4	1	17
Smethwick	Abbey		3	2		5
	Smethwick			2		2
	Soho and Victoria	2	5	1	1	9
	St Pauls	1		2		3
Smethwick Total		3	8	7	1	19
Tipton	Great Bridge	1	1	1	2	5
	Princes End			1	2	3
	Tipton Green	1		1		2
Tipton Total		2	1	3	4	10
Wednesbury	Friar Park		1	1		2
	Wednesbury North	1	1	2		4
	Wednesbury South		3			3
Wednesbury Total		1	5	3		9
West Bromwich	Charlemont with Grove Vale	2	1	1		4
	Great Barr with Yew Tree		2			2
	Greets Green and Lyng	1	2			3
	Newton		1	1		2
	West Bromwich Central		4	3	1	8
West Bromwich Total		3	10	5	1	19
Grand Total		16	39	25	9	89

NHS Health Check?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall		3		1	4
	Langley	1	4		1	6
	Old Warley		1		1	2
	Oldbury	1		2		3
Oldbury Total		2	8	2	3	15
Rowley Regis	Blackheath	2	2			4
	Cradley Heath and Old Hill	2	7			9
	Rowley		2			2
	Tivdale		2			2
Rowley Regis Total		4	13			17
Smethwick	Abbey		4	1		5
	Smethwick		1	1		2
	Soho and Victoria		8		1	9
	St Pauls		1	2		3
Smethwick Total			14	4	1	19
Tipton	Great Bridge		4		1	5
	Princes End		1		2	3
	Tipton Green		2			2
Tipton Total			7		3	10
Wednesbury	Friar Park		1	1		2
	Wednesbury North		3	1		4
	Wednesbury South		3			3
Wednesbury Total			7	2		9
West Bromwich	Charlemont with Grove Vale	1	2	1		4
	Great Barr with Yew Tree		1	1		2
	Greets Green and Lyng	1	2			3
	Newton		2			2
	West Bromwich Central	3	3	1	1	8
West Bromwich Total		5	10	3	1	19
Grand Total		11	59	11	8	89

Palliative Care?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall	1	2	1		4
	Langley		4	1	1	6
	Old Warley		1		1	2
	Oldbury		1	2		3
Oldbury Total		1	8	4	2	15
Rowley Regis	Blackheath		2	2		4
	Cradley Heath and Old Hill		7	2		9
	Rowley		1		1	2
	Tividale		2			2
Rowley Regis Total			12	4	1	17
Smethwick	Abbey		4	1		5
	Smethwick		1	1		2
	Soho and Victoria		7	1	1	9
	St Pauls		2	1		3
Smethwick Total			14	4	1	19
Tipton	Great Bridge	1	3		1	5
	Princes End		1		2	3
	Tipton Green		1		1	2
Tipton Total		1	5		4	10
Wednesbury	Friar Park		1	1		2
	Wednesbury North	1	3			4
	Wednesbury South		3			3
Wednesbury Total		1	7	1		9
West Bromwich	Charlemont with Grove Vale		4			4
	Great Barr with Yew Tree		2			2
	Greets Green and Lyng		3			3
	Newton		2			2
	West Bromwich Central	2	3	2	1	8
West Bromwich Total		2	14	2	1	19
Grand Total		5	60	15	9	89

Out of Hours?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall	1	1	2		4
	Langley	2	1	2	1	6
	Old Warley	1			1	2
	Oldbury	1		2		3
Oldbury Total		5	2	6	2	15
Rowley Regis	Blackheath		1	3		4
	Cradley Heath and Old Hill	5		4		9
	Rowley			1	1	2
	Tivdale	1		1		2
Rowley Regis Total		6	1	9	1	17
Smethwick	Abbey	2	1	2		5
	Smethwick	1		1		2
	Soho and Victoria	2	4	2	1	9
	St Pauls	2	1			3
Smethwick Total		7	6	5	1	19
Tipton	Great Bridge	1	3		1	5
	Princes End	1			2	3
	Tipton Green		1	1		2
Tipton Total		2	4	1	3	10
Wednesbury	Friar Park	1	1			2
	Wednesbury North	1	3			4
	Wednesbury South	1	2			3
Wednesbury Total		3	6			9
West Bromwich	Charlemont with Grove Vale	1	2	1		4
	Great Barr with Yew Tree	1		1		2
	Greets Green and Lyng		2		1	3
	Newton		1	1		2
	West Bromwich Central	2	2	3	1	8
West Bromwich Total		4	7	6	2	19
Grand Total		27	26	27	9	89

MAS?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall	3	1			4
	Langley	4	1		1	6
	Old Warley	1			1	2
	Oldbury		1	2		3
Oldbury Total		8	3	2	2	15
Rowley Regis	Blackheath	3	1			4
	Cradley Heath and Old Hill	7	2			9
	Rowley		1		1	2
	Tivdale	2				2
Rowley Regis Total		12	4		1	17
Smethwick	Abbey	2	2	1		5
	Smethwick	2				2
	Soho and Victoria	7	1		1	9
	St Pauls	3				3
Smethwick Total		14	3	1	1	19
Tipton	Great Bridge	2	2		1	5
	Princes End	1			2	3
	Tipton Green	2				2
Tipton Total		5	2		3	10
Wednesbury	Friar Park	2				2
	Wednesbury North	3	1			4
	Wednesbury South	3				3
Wednesbury Total		8	1			9
West Bromwich	Charlemont with Grove Vale	3	1			4
	Great Barr with Yew Tree	2				2
	Greets Green and Lyng	3				3
	Newton	2				2
	West Bromwich Central	4	1	2	1	8
West Bromwich Total		14	2	2	1	19
Grand Total		61	15	5	8	89

Chlamydia Treatment?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall		2	2		4
	Langley		5		1	6
	Old Warley		1		1	2
	Oldbury		1	2		3
Oldbury Total			9	4	2	15
Rowley Regis	Blackheath		4			4
	Cradley Heath and Old Hill		8	1		9
	Rowley		1		1	2
	Tividale		2			2
Rowley Regis Total			15	1	1	17
Smethwick	Abbey		4	1		5
	Smethwick		1	1		2
	Soho and Victoria		8		1	9
	St Pauls		2	1		3
Smethwick Total			15	3	1	19
Tipton	Great Bridge		2	1	2	5
	Princes End		1		2	3
	Tipton Green		1	1		2
Tipton Total			4	2	4	10
Wednesbury	Friar Park		1	1		2
	Wednesbury North		3	1		4
	Wednesbury South	1	2			3
Wednesbury Total		1	6	2		9
West Bromwich	Charlemont with Grove Vale		3	1		4
	Great Barr with Yew Tree		2			2
	Greets Green and Lyng		3			3
	Newton		2			2
	West Bromwich Central		4	3	1	8
West Bromwich Total			14	4	1	19
Grand Total		1	63	16	9	89

Chlamydia Screening?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall		3	1		4
	Langley	3	2		1	6
	Old Warley		1		1	2
	Oldbury		1	1	1	3
Oldbury Total		3	7	2	3	15
Rowley Regis	Blackheath		4			4
	Cradley Heath and Old Hill	1	7	1		9
	Rowley		1		1	2
	Tividale		2			2
Rowley Regis Total		1	14	1	1	17
Smethwick	Abbey	1	3	1		5
	Smethwick		1	1		2
	Soho and Victoria		8		1	9
	St Pauls		2	1		3
Smethwick Total		1	14	3	1	19
Tipton	Great Bridge		2	1	2	5
	Princes End	1			2	3
	Tipton Green	1		1		2
Tipton Total		2	2	2	4	10
Wednesbury	Friar Park			2		2
	Wednesbury North		2	2		4
	Wednesbury South		3			3
Wednesbury Total			5	4		9
West Bromwich	Charlemont with Grove Vale	1	2	1		4
	Great Barr with Yew Tree		2			2
	Greets Green and Lyng		3			3
	Newton		2			2
	West Bromwich Central	1	3	3	1	8
West Bromwich Total		2	12	4	1	19
Grand Total		9	54	16	10	89

EHC - ANY?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall	1	3			4
	Langley	3	2		1	6
	Old Warley	1	1			2
	Oldbury	1	2			3
Oldbury Total		6	8		1	15
Rowley Regis	Blackheath	1	3			4
	Cradley Heath and Old Hill	2	7			9
	Rowley		2			2
	Tivdale	1	1			2
Rowley Regis Total		4	13			17
Smethwick	Abbey	3	2			5
	Smethwick		1	1		2
	Soho and Victoria	2	6		1	9
	St Pauls		2	1		3
Smethwick Total		5	11	2	1	19
Tipton	Great Bridge		4		1	5
	Princes End	1			2	3
	Tipton Green	1	1			2
Tipton Total		2	5		3	10
Wednesbury	Friar Park	1		1		2
	Wednesbury North	1	3			4
	Wednesbury South	1	2			3
Wednesbury Total		3	5	1		9
West Bromwich	Charlemont with Grove Vale	4				4
	Great Barr with Yew Tree		2			2
	Greets Green and Lyng	3				3
	Newton		2			2
	West Bromwich Central	1	4	2	1	8
West Bromwich Total		8	8	2	1	19
Grand Total		28	50	5	6	89

EHC - U?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall		3	1		4
	Langley	2	3		1	6
	Old Warley		1		1	2
	Oldbury		3			3
Oldbury Total		2	10	1	2	15
Rowley Regis	Blackheath	1	3			4
	Cradley Heath and Old Hill		8	1		9
	Rowley		1		1	2
	Tividale		2			2
Rowley Regis Total		1	14	1	1	17
Smethwick	Abbey	1	4			5
	Smethwick		1	1		2
	Soho and Victoria	1	7		1	9
	St Pauls		2	1		3
Smethwick Total		2	14	2	1	19
Tipton	Great Bridge		3	1	1	5
	Princes End		1		2	3
	Tipton Green		1	1		2
Tipton Total			5	2	3	10
Wednesbury	Friar Park		1	1		2
	Wednesbury North		4			4
	Wednesbury South		3			3
Wednesbury Total			8	1		9
West Bromwich	Charlemont with Grove Vale	1	1		2	4
	Great Barr with Yew Tree		2			2
	Greets Green and Lyng		3			3
	Newton		2			2
	West Bromwich Central		5	2	1	8
West Bromwich Total		1	13	2	3	19
Grand Total		6	64	9	10	89

EHC - L?						
Town	Ward	Current	Willing	No plans	No response	Grand Total
Oldbury	Bristnall	1	3			4
	Langley	3	2		1	6
	Old Warley	1	1			2
	Oldbury	1	2			3
Oldbury Total		6	8		1	15
Rowley Regis	Blackheath	1	3			4
	Cradley Heath and Old Hill	2	7			9
	Rowley		2			2
	Tivdale	1	1			2
Rowley Regis Total		4	13			17
Smethwick	Abbey	3	2			5
	Smethwick		1	1		2
	Soho and Victoria	2	6		1	9
	St Pauls		2	1		3
Smethwick Total		5	11	2	1	19
Tipton	Great Bridge		4		1	5
	Princes End	1			2	3
	Tipton Green	1	1			2
Tipton Total		2	5		3	10
Wednesbury	Friar Park	1		1		2
	Wednesbury North	1	3			4
	Wednesbury South	1	2			3
Wednesbury Total		3	5	1		9
West Bromwich	Charlemont with Grove Vale	3	1			4
	Great Barr with Yew Tree		2			2
	Greets Green and Lyng	3				3
	Newton		2			2
	West Bromwich Central	1	4	2	1	8
West Bromwich Total		7	9	2	1	19
Grand Total		27	51	5	6	89

NUMSAS?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	1	3		4
	Langley	3	2	1	6
	Old Warley	1	1		2
	Oldbury	1	2		3
Oldbury Total		6	8	1	15
Rowley Regis	Blackheath	2	2		4
	Cradley Heath and Old Hill	3	6		9
	Rowley		2		2
	Tividale	2			2
Rowley Regis Total		7	10		17
Smethwick	Abbey	1	4		5
	Smethwick		2		2
	Soho and Victoria	1	7	1	9
	St Pauls	1	2		3
Smethwick Total		3	15	1	19
Tipton	Great Bridge	2	2	1	5
	Princes End		1	2	3
	Tipton Green	1	1		2
Tipton Total		3	4	3	10
Wednesbury	Friar Park		2		2
	Wednesbury North	1	3		4
	Wednesbury South	1	2		3
Wednesbury Total		2	7		9
West Bromwich	Charlemont with Grove Vale	2	2		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng	2	1		3
	Newton		2		2
	West Bromwich Central	3	4	1	8
West Bromwich Total		7	11	1	19
Grand Total		28	55	6	89

Flu Vaccination?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	3	1		4
	Langley	5		1	6
	Old Warley	2			2
	Oldbury	2	1		3
Oldbury Total		12	2	1	15
Rowley Regis	Blackheath	4			4
	Cradley Heath and Old Hill	7	2		9
	Rowley	1	1		2
	Tividale		2		2
Rowley Regis Total		12	5		17
Smethwick	Abbey	4	1		5
	Smethwick		2		2
	Soho and Victoria	6	2	1	9
	St Pauls	2	1		3
Smethwick Total		12	6	1	19
Tipton	Great Bridge	3	1	1	5
	Princes End	1		2	3
	Tipton Green	1	1		2
Tipton Total		5	2	3	10
Wednesbury	Friar Park	1	1		2
	Wednesbury North	2	2		4
	Wednesbury South	3			3
Wednesbury Total		6	3		9
West Bromwich	Charlemont with Grove Vale	3	1		4
	Great Barr with Yew Tree	2			2
	Greets Green and Lyng	3			3
	Newton	1	1		2
	West Bromwich Central	6	1	1	8
West Bromwich Total		15	3	1	19
Grand Total		62	21	6	89

Stoma Customisation?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	1	3		4
	Langley		5	1	6
	Old Warley		2		2
	Oldbury		3		3
Oldbury Total		1	13	1	15
Rowley Regis	Blackheath		4		4
	Cradley Heath and Old Hill		9		9
	Rowley		2		2
	Tividale		2		2
Rowley Regis Total			17		17
Smethwick	Abbey		5		5
	Smethwick		2		2
	Soho and Victoria		8	1	9
	St Pauls	1	2		3
Smethwick Total		1	17	1	19
Tipton	Great Bridge		4	1	5
	Princes End		1	2	3
	Tipton Green		2		2
Tipton Total			7	3	10
Wednesbury	Friar Park		2		2
	Wednesbury North		4		4
	Wednesbury South		3		3
Wednesbury Total			9		9
West Bromwich	Charlemont with Grove Vale		4		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng		3		3
	Newton		2		2
	West Bromwich Central	1	6	1	8
West Bromwich Total		1	17	1	19
Grand Total		3	80	6	89

Appliance Use Review?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall		4		4
	Langley		5	1	6
	Old Warley		2		2
	Oldbury		3		3
Oldbury Total			14	1	15
Rowley Regis	Blackheath		4		4
	Cradley Heath and Old Hill		9		9
	Rowley		2		2
	Tividale	1	1		2
Rowley Regis Total		1	16		17
Smethwick	Abbey		5		5
	Smethwick		2		2
	Soho and Victoria		8	1	9
	St Pauls	1	2		3
Smethwick Total		1	17	1	19
Tipton	Great Bridge		4	1	5
	Princes End		1	2	3
	Tipton Green		2		2
Tipton Total			7	3	10
Wednesbury	Friar Park		2		2
	Wednesbury North		4		4
	Wednesbury South		3		3
Wednesbury Total			9		9
West Bromwich	Charlemont with Grove Vale		4		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng	2	1		3
	Newton		2		2
	West Bromwich Central	1	6	1	8
West Bromwich Total		3	15	1	19
Grand Total		5	78	6	89

NMS?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	4			4
	Langley	5		1	6
	Old Warley	2			2
	Oldbury	3			3
Oldbury Total		14		1	15
Rowley Regis	Blackheath	4			4
	Cradley Heath and Old Hill	9			9
	Rowley	2			2
	Tividale	2			2
Rowley Regis Total		17			17
Smethwick	Abbey	5			5
	Smethwick	2			2
	Soho and Victoria	8		1	9
	St Pauls	2	1		3
Smethwick Total		17	1	1	19
Tipton	Great Bridge	4		1	5
	Princes End	1		2	3
	Tipton Green	2			2
Tipton Total		7		3	10
Wednesbury	Friar Park	2			2
	Wednesbury North	4			4
	Wednesbury South	3			3
Wednesbury Total		9			9
West Bromwich	Charlemont with Grove Vale	4			4
	Great Barr with Yew Tree	2			2
	Greets Green and Lyng	3			3
	Newton	2			2
	West Bromwich Central	7		1	8
West Bromwich Total		18		1	19
Grand Total		82	1	6	89

No Appliances?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall		4		4
	Langley	1	4	1	6
	Old Warley	1	1		2
	Oldbury		3		3
Oldbury Total		2	12	1	15
Rowley Regis	Blackheath	1	3		4
	Cradley Heath and Old Hill	6	3		9
	Rowley	1	1		2
	Tividale		2		2
Rowley Regis Total		8	9		17
Smethwick	Abbey	1	4		5
	Smethwick	1	1		2
	Soho and Victoria	2	6	1	9
	St Pauls		3		3
Smethwick Total		4	14	1	19
Tipton	Great Bridge		4	1	5
	Princes End		1	2	3
	Tipton Green		2		2
Tipton Total			7	3	10
Wednesbury	Friar Park		2		2
	Wednesbury North	2	2		4
	Wednesbury South	2	1		3
Wednesbury Total		4	5		9
West Bromwich	Charlemont with Grove Vale		4		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng	1	2		3
	Newton		2		2
	West Bromwich Central	3	4	1	8
West Bromwich Total		4	14	1	19
Grand Total		22	61	6	89

Other Appliances?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	2	2		4
	Langley	2	3	1	6
	Old Warley	1	1		2
	Oldbury		3		3
Oldbury Total		5	9	1	15
Rowley Regis	Blackheath	1	3		4
	Cradley Heath and Old Hill	2	7		9
	Rowley	1	1		2
	Tividale	2			2
Rowley Regis Total		6	11		17
Smethwick	Abbey	3	2		5
	Smethwick	1	1		2
	Soho and Victoria	5	3	1	9
	St Pauls	2	1		3
Smethwick Total		11	7	1	19
Tipton	Great Bridge	2	2	1	5
	Princes End	1		2	3
	Tipton Green		2		2
Tipton Total		3	4	3	10
Wednesbury	Friar Park	1	1		2
	Wednesbury North	1	3		4
	Wednesbury South	1	2		3
Wednesbury Total		3	6		9
West Bromwich	Charlemont with Grove Vale	3	1		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng	2	1		3
	Newton	2			2
	West Bromwich Central	2	5	1	8
West Bromwich Total		9	9	1	19
Grand Total		37	46	6	89

Dressings?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	4			4
	Langley	4	1	1	6
	Old Warley	1	1		2
	Oldbury	3			3
Oldbury Total		12	2	1	15
Rowley Regis	Blackheath	3	1		4
	Cradley Heath and Old Hill	3	6		9
	Rowley	1	1		2
	Tividale	2			2
Rowley Regis Total		9	8		17
Smethwick	Abbey	4	1		5
	Smethwick	1	1		2
	Soho and Victoria	6	2	1	9
	St Pauls	3			3
Smethwick Total		14	4	1	19
Tipton	Great Bridge	4		1	5
	Princes End	1		2	3
	Tipton Green	2			2
Tipton Total		7		3	10
Wednesbury	Friar Park	2			2
	Wednesbury North	2	2		4
	Wednesbury South	1	2		3
Wednesbury Total		5	4		9
West Bromwich	Charlemont with Grove Vale	4			4
	Great Barr with Yew Tree	2			2
	Greets Green and Lyng	2	1		3
	Newton	2			2
	West Bromwich Central	4	3	1	8
West Bromwich Total		14	4	1	19
Grand Total		61	22	6	89

Incontinence?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	3	1		4
	Langley	4	1	1	6
	Old Warley	1	1		2
	Oldbury	1	2		3
Oldbury Total		9	5	1	15
Rowley Regis	Blackheath	2	2		4
	Cradley Heath and Old Hill	2	7		9
	Rowley	1	1		2
	Tividale	2			2
Rowley Regis Total		7	10		17
Smethwick	Abbey	3	2		5
	Smethwick		2		2
	Soho and Victoria	5	3	1	9
	St Pauls	3			3
Smethwick Total		11	7	1	19
Tipton	Great Bridge	1	3	1	5
	Princes End	1		2	3
	Tipton Green	1	1		2
Tipton Total		3	4	3	10
Wednesbury	Friar Park	2			2
	Wednesbury North	1	3		4
	Wednesbury South	1	2		3
Wednesbury Total		4	5		9
West Bromwich	Charlemont with Grove Vale	4			4
	Great Barr with Yew Tree	2			2
	Greets Green and Lyng	2	1		3
	Newton	2			2
	West Bromwich Central	3	4	1	8
West Bromwich Total		13	5	1	19
Grand Total		47	36	6	89

Stoma?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	3	1		4
	Langley	4	1	1	6
	Old Warley	1	1		2
	Oldbury	1	2		3
Oldbury Total		9	5	1	15
Rowley Regis	Blackheath	2	2		4
	Cradley Heath and Old Hill	2	7		9
	Rowley	1	1		2
	Tividale	2			2
Rowley Regis Total		7	10		17
Smethwick	Abbey	3	2		5
	Smethwick		2		2
	Soho and Victoria	5	3	1	9
	St Pauls	3			3
Smethwick Total		11	7	1	19
Tipton	Great Bridge	1	3	1	5
	Princes End	1		2	3
	Tipton Green	1	1		2
Tipton Total		3	4	3	10
Wednesbury	Friar Park	2			2
	Wednesbury North		4		4
	Wednesbury South	1	2		3
Wednesbury Total		3	6		9
West Bromwich	Charlemont with Grove Vale	3	1		4
	Great Barr with Yew Tree	2			2
	Greets Green and Lyng	2	1		3
	Newton	2			2
	West Bromwich Central	1	6	1	8
West Bromwich Total		10	8	1	19
Grand Total		43	40	6	89

HLP?						
Town	Ward	Achieved HLP status	Working towards HLP status	No plans to implement HLP status	No Response	Grand Total
Oldbury	Bristnall	2	2			4
	Langley	3	2		1	6
	Old Warley	2				2
	Oldbury	3				3
Oldbury Total		10	4		1	15
Rowley Regis	Blackheath	4				4
	Cradley Heath and Old Hill	7	2			9
	Rowley	2				2
	Tividale	2				2
Rowley Regis Total		15	2			17
Smethwick	Abbey	5				5
	Smethwick	1	1			2
	Soho and Victoria	6	1	1	1	9
	St Pauls	1	2			3
Smethwick Total		13	4	1	1	19
Tipton	Great Bridge	3		1	1	5
	Princes End	1			2	3
	Tipton Green		1	1		2
Tipton Total		4	1	2	3	10
Wednesbury	Friar Park	1	1			2
	Wednesbury North	4				4
	Wednesbury South	3				3
Wednesbury Total		8	1			9
West Bromwich	Charlemont with Grove Vale	3	1			4
	Great Barr with Yew Tree	2				2
	Greets Green and Lyng	3				3
	Newton	1	1			2
	West Bromwich Central	7			1	8
West Bromwich Total		16	2		1	19
Grand Total		66	14	3	6	89

Up to Date DOS Entry?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	4			4
	Langley	5		1	6
	Old Warley	1	1		2
	Oldbury	3			3
Oldbury Total		13	1	1	15
Rowley Regis	Blackheath	3	1		4
	Cradley Heath and Old Hill	9			9
	Rowley	2			2
	Tividale	2			2
Rowley Regis Total		16	1		17
Smethwick	Abbey	5			5
	Smethwick	2			2
	Soho and Victoria	7	1	1	9
	St Pauls	3			3
Smethwick Total		17	1	1	19
Tipton	Great Bridge	4		1	5
	Princes End	1		2	3
	Tipton Green	2			2
Tipton Total		7		3	10
Wednesbury	Friar Park	1	1		2
	Wednesbury North	4			4
	Wednesbury South	3			3
Wednesbury Total		8	1		9
West Bromwich	Charlemont with Grove Vale	4			4
	Great Barr with Yew Tree	2			2
	Greets Green and Lyng	2	1		3
	Newton	2			2
	West Bromwich Central	4	3	1	8
West Bromwich Total		14	4	1	19
Grand Total		75	8	6	89

NHS Choices Profile?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	3	1		4
	Langley	5		1	6
	Old Warley	2			2
	Oldbury	3			3
Oldbury Total		13	1	1	15
Rowley Regis	Blackheath	4			4
	Cradley Heath and Old Hill	9			9
	Rowley	2			2
	Tividale	2			2
Rowley Regis Total		17			17
Smethwick	Abbey	5			5
	Smethwick	2			2
	Soho and Victoria	8		1	9
	St Pauls	3			3
Smethwick Total		18		1	19
Tipton	Great Bridge	4		1	5
	Princes End	1		2	3
	Tipton Green	2			2
Tipton Total		7		3	10
Wednesbury	Friar Park	1	1		2
	Wednesbury North	4			4
	Wednesbury South	3			3
Wednesbury Total		8	1		9
West Bromwich	Charlemont with Grove Vale	4			4
	Great Barr with Yew Tree	2			2
	Greets Green and Lyng	3			3
	Newton	2			2
	West Bromwich Central	7		1	8
West Bromwich Total		18		1	19
Grand Total		81	2	6	89

Access to Summary Care Record?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall	4			4
	Langley	5		1	6
	Old Warley	2			2
	Oldbury	3			3
Oldbury Total		14		1	15
Rowley Regis	Blackheath	4			4
	Cradley Heath and Old Hill	9			9
	Rowley	2			2
	Tividale	2			2
Rowley Regis Total		17			17
Smethwick	Abbey	5			5
	Smethwick	2			2
	Soho and Victoria	6	2	1	9
	St Pauls	2	1		3
Smethwick Total		15	3	1	19
Tipton	Great Bridge	3	1	1	5
	Princes End	1		2	3
	Tipton Green	1	1		2
Tipton Total		5	2	3	10
Wednesbury	Friar Park	1	1		2
	Wednesbury North	4			4
	Wednesbury South	3			3
Wednesbury Total		8	1		9
West Bromwich	Charlemont with Grove Vale	3	1		4
	Great Barr with Yew Tree	2			2
	Greets Green and Lyng	3			3
	Newton	2			2
	West Bromwich Central	7		1	8
West Bromwich Total		17	1	1	19
Grand Total		76	7	6	89

Additional Consultation Facs?					
Town	Ward	Yes	No	No Response	Grand Total
Oldbury	Bristnall		4		4
	Langley		5	1	6
	Old Warley		2		2
	Oldbury		3		3
Oldbury Total			14	1	15
Rowley Regis	Blackheath		4		4
	Cradley Heath and Old Hill	1	8		9
	Rowley		2		2
	Tividale		2		2
Rowley Regis Total		1	16		17
Smethwick	Abbey		5		5
	Smethwick		2		2
	Soho and Victoria		8	1	9
	St Pauls		3		3
Smethwick Total			18	1	19
Tipton	Great Bridge		4	1	5
	Princes End		1	2	3
	Tipton Green		2		2
Tipton Total			7	3	10
Wednesbury	Friar Park	1	1		2
	Wednesbury North		4		4
	Wednesbury South		3		3
Wednesbury Total		1	8		9
West Bromwich	Charlemont with Grove Vale		4		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng	1	2		3
	Newton		2		2
	West Bromwich Central		7	1	8
West Bromwich Total		1	17	1	19
Grand Total		3	80	6	89

Hand washing Close to C Area?					
		Yes	No	No Response	Grand Total
Town	Ward				
Oldbury	Bristnall	2	2		4
	Langley	2	3	1	6
	Old Warley		2		2
	Oldbury	1	2		3
Oldbury Total		5	9	1	15
Rowley Regis	Blackheath	1	3		4
	Cradley Heath and Old Hill	1	8		9
	Rowley		2		2
	Tividale	1	1		2
Rowley Regis Total		3	14		17
Smethwick	Abbey		5		5
	Smethwick		2		2
	Soho and Victoria	2	6	1	9
	St Pauls	1	2		3
Smethwick Total		3	15	1	19
Tipton	Great Bridge	2	2	1	5
	Princes End		1	2	3
	Tipton Green	1	1		2
Tipton Total		3	4	3	10
Wednesbury	Friar Park		2		2
	Wednesbury North	2	2		4
	Wednesbury South	2	1		3
Wednesbury Total		4	5		9
West Bromwich	Charlemont with Grove Vale	1	3		4
	Great Barr with Yew Tree		2		2
	Greets Green and Lyng	1	2		3
	Newton		2		2
	West Bromwich Central	2	5	1	8
West Bromwich Total		4	14	1	19
Grand Total		22	61	6	89

Sandwell Pharmaceutical Needs Assessment (PNA) Steering Group

Terms of Reference

Background

From 1st April 2013, the Health and Social Care Act 2012 established Health and Wellbeing Boards (HWBs). Every Health and Wellbeing Board in England has a statutory responsibility to publish and keep up to date a statement of the needs for pharmaceutical services for the population in its area, referred to as a 'Pharmaceutical Needs Assessment' (PNA). The HWB's second revised PNA must be published by 1st April 2018.

The PNA will help in the commissioning of pharmaceutical services in the context of local priorities, and will be used by NHS England when making decisions on applications to open new pharmacies (referred to as the market entry test). As these decisions may be appealed and challenged via the courts, it is important that PNAs comply with regulations and that mechanisms are established to keep the PNA up-to-date.

To comply with the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, widespread consultation of the draft PNA is needed with a minimum period of 60 days for response.

Core Membership

Chair: Consultant in Public Health, Sandwell MBC
Director, Central Health
Health and Wellbeing Board Project Officer
Sandwell Local Pharmaceutical Committee
HealthWatch
Sandwell CCG

Quoracy

A meeting of the group shall be regarded as quorate provided that when a core member is unable to attend a representative shall be in attendance.

Other stakeholders

NHS England
Pharmacy Contractors
Sandwell residents

Key Responsibilities

1. To revise the current PNA and to develop a new PNA for Sandwell HWB that fulfills the statutory requirements in accordance with the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, the NHS Act 2006 (as amended by the Health and Social Care Act 2012) and the NHS Act 2009 (chapter 21, part 3).
2. To assure the HWB that all statutory requirements regarding the PNA and Supplementary Statements are met.
3. To ensure systems and processes are in place for assuring that the pharmaceutical needs of the local population are identified, optimised and provided for.
4. To ensure active engagement with key stakeholders throughout the process of revision including the Local Pharmaceutical Committee (LPC), the Local Medical Committee (LMC), Public

Health, the NHS England Area Team (AT), the Clinical Commissioning Group (CCG), the Local Professional Network (LPN), other teams within Sandwell Council and Sandwell residents.

5. To ascertain and collate the core information needed from local needs data to support the process and to consider other sources of information where needed.
6. To ensure that the PNA reflects future needs of Sandwell's population.
7. To produce reports and briefing papers for the HWB.
8. To integrate with Sandwell's Joint Strategic Needs Assessments and to ensure that the outputs of the PNA are suitable to be utilised to influence commissioning.
9. To establish milestones for completion of the PNA and to oversee the progress of revision.
10. To establish arrangements to ensure the appropriate maintenance of the PNA, following publication, as required by the Regulations.

Reports and Briefings for HWB Assurance

Two HWB reports will be prepared, one prior to consultation and one prior to publication of the PNA.

Frequency of the Meetings

It is envisaged that the group will communicate both electronically and in person as often as required to ensure successful completion of the PNA.

Following publication of the final PNA, the PNA Steering Group will be convened on an 'as required' basis to fulfil its role in timely maintenance of the PNA.

Appendix D

Sandwell Pharmacies HLP - Dec 7 2017

PHARMACY NAME	TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE	HLP
Boots UK Ltd	Boots The Chemist	Unit 2 Windmill Shopping Park (Off Windmill Lane)	Cape Hill	Smethwick	B66 3PR	Y
MASTER M MR	Masters Pharmacy	182 Vicarage Road	Oldbury		B68 8JB	Y
Clinpharm Healthcare Ltd	Al-Shafa Pharmacy	93 Shireland Road	Smethwick		B66 4QJ	Y
Boots UK Ltd	Boots The Chemist	24 High Street	Rowley Regis		B65 0DR	Y
Pan Healthcare Ltd	Vishnu Pharmacy	57 Hurst Road	Smethwick		B67 6LY	Y
Boots UK Ltd	Boots Pharmacy	27 The Sandwell Centre	West Bromwich		B70 7NG	Y
West Midlands Co-operative Chemists Ltd	New Street Pharmacy	4 New Street	Hill Top	West Bromwich	B70 0HN	Y
Gurdal Ltd	Lyng Pharmacy	1 Lyng Lane	West Bromwich		B70 7RW	Y
Dunstones Chemist Ltd	Dunstones Chemist	62 Mallin Street	Smethwick	West Midlands	B66 1QZ	
M E J Hingley & Co Ltd	Hingley Pharmacy	Regis Medical Centre	Darby Street	Rowley Regis	B65 0BA	Y
RRM Locum Ltd	Hill Top Pharmacy Ltd	1 Pottery Road	Oldbury		B68 9EX	Y
Medipharma UK Ltd	Medipharma Chemist	279 Walsall Road	West Bromwich		B71 3HR	Y
Lloyds Pharmacy Ltd	Lloydspharmacy	581 Bearwood Road	Smethwick		B66 4BH	Y
Optimum Marketing Ltd	Beaconview Pharmacy	314 Beaconview Road	West Bromwich		B71 3NX	Y
Lloyds Pharmacy Ltd	Lloydspharmacy	41 New Square	West Bromwich		B70 7PP	Y
Lloyds Pharmacy Ltd	Lloyds Pharmacy	19 West Gate Plaza	Moor Street	West Bromwich	B70 7AR	Y
Asda Stores Ltd	Asda Pharmacy	Off Windmill Lane	Smethwick		B66 3EN	Y
Pasab Ltd	Jhoots Pharmacy	44-46 Cape Hill	Smethwick		B66 4PB	Y
Asda Stores Ltd	Asda Pharmacy	Asda Superstore	Wednesbury Oak Road	Tipton	DY4 0BP	Y
Dalvair Healthcare Ltd	D R Dalvair Pharmacy	479 Bearwood Road	Smethwick		B66 4DH	Y
Lloyds Pharmacy Ltd	Lloydspharmacy	Unit 9-10 Tollgate Precinct	High Street	Smethwick	B67 7RA	Y
Narendrakumar Chouhan	Peaches Pharmacy	185 Halesowen Road	Cradley Heath		B64 6HF	Y
Pharmassured Limited	Pharmassured Limited	Unit 2 Great Bridge Centre	Charles Street	West Bromwich	B70 0BF	Y
Bestway National Chemists Ltd	Well Pharmacy	938 Walsall Road	Great Barr	Birmingham	B42 1TQ	Y
B D Healthcare Ltd	Oldbury Pharmacy	196 Causeway Green Road	Oldbury		B68 8LS	Y
Lloyds Pharmacy Ltd	Lloydspharmacy	518 Hagley Road West	Oldbury		B68 0BZ	Y
Boots UK Ltd	Boots Pharmacy	Unit 2 Gt Bridge Retail Park	Gt Bridge St	Tipton	B70 0EN	Y
Jagdish Kaur Khaira	Khaira Pharmacy	6A High Street	West Bromwich		B70 6JX	Y

PHARMACY NAME	TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE	HLP?
Day Lewis PLC	Day Lewis Pharmacy	34-36 Carters Green	West Bromwich		B70 9LW	Y
Tesco Stores Ltd	Tesco Instore Pharmacy	Foxoak Street	Cradley Heath		B64 5HJ	Y
Lloyds Pharmacy Ltd	Lloyds Pharmacy	152 Walsall Road	West Bromwich		B71 3HP	Y
Boots UK Ltd	Your Local Boots Pharmacy	1 Hartlebury Road	Oldbury		B69 1DF	Y
Pasab Ltd	Jhoots Pharmacy	51 Dudley Road	Rowley Regis		B65 8JH	Y
L.Rowland & Company (Retail) Ltd	Rowlands Pharmacy	352 Oldbury Road	Rowley Regis		B65 0QH	Y
Lloyds Pharmacy Ltd	Lloydspharmacy	Oldbury Health Centre	Albert Street	Oldbury	B69 4DE	Y
J Docter Ltd	C H White Pharmacy	Unity House, 6 Unity Place,	Oldbury	West Midlands	B69 4DB	Y
Boots UK Ltd	Boots Pharmacy	Oakeswell Hc	Brunswick Park Road	Wednesbury	WS10 9HP	Y
Portway Healthcare Ltd	Portway Pharmacy	51A New Birmingham Road	Tivdale		B69 2JQ	Y
Lloyds Pharmacy Ltd	Lloyds Pharmacy	Halesowen Street	Rowley Regis		B65 0HF	Y
M E J Hingley & Co Ltd	Hingleys Chemist	95 High Street	Cradley Heath		B64 5HF	Y
Victoria Healthcare Ltd	Victoria Pharmacy	5A Suffrage Street	Smethwick		B66 3PZ	Y
Bestway National Chemists Ltd	Well Pharmacy	1 Union Street	Wednesbury		WS10 7HD	Y
B D Healthcare Limited	Langley Pharmacy	21 Langley High Street	Oldbury		B69 4SN	Y
Lloyds Pharmacy Ltd	Lloydspharmacy	52 Lodge Road	West Bromwich		B70 8PA	Y
Bestway National Chemist Ltd	Well Pharmacy	86 Hill Top	West Bromwich		B70 0RT	Y
Lloyds Pharmacy Ltd	Lloydspharmacy	Warley Medical Centre	Ambrose House	Kingsway	B68 0RT	Y
BDS Pharmacy (UK) Ltd	Coopers Pharmacy	28 Poundl Lane	Oldbury		B68 8LY	Y
Jalal & Sons Ltd	Bearwood Pharmacy	348A Bearwood Road	Smethwick		B66 4ES	Y
M E J Hingley & Co Ltd	Hingleys Chemist	59 Cradley Road	Cradley Heath		B64 6AG	Y
Rajja Ltd	M W Phillips	396 Long Lane	Rowley Regis		B65 0JE	Y
Jubilee Pharmacy Ltd	Jubilee Pharmacy	2 Upper Russell Street	Wednesbury		WS10 7DF	Y
D S P (UK) Ltd	Tivdale Pharmacy	213 Regent Road	Tivdale		B69 1RZ	Y
Lloyds Pharmacy Ltd	Lloyds Pharmacy	Freeth Street	Oldbury		B69 3DB	Y
Jhoots Healthcare Ltd	Jhoots Pharmacy	20 Market Square	Cradley Heath		B64 5HH	Y
Asda Stores Ltd	Asda Pharmacy	Old Park Lane	Oldbury	West Midlands	B69 4PU	Y
Lloyds Pharmacy Ltd	Lloyds Pharmacy	Mace Street Health Centre	Mace Street	Cradley Heath	B64 6HP	Y
Lloyds Pharmacy Ltd	Lloyds Pharmacy	Cape Hill Medical Centre	Raglan Road	Smethwick	B66 3NR	Y
Jhoots Healthcare Ltd	Jhoots Pharmacy	8 Birmingham Road	Great Barr	Birmingham	B43 6NR	Y
Yew Tree Pharmacy Ltd	Yew Tree Pharmacy	20 Redwood Road	Yew Tree Estate	Walsall	WS5 4LB	Y

PHARMACY NAME	TRADING NAME	ADDRESS 1	ADDRESS 2	ADDRESS 3	POSTCODE	HLP?
Boots UK Ltd	Boots Pharmacy	612/614 Bearwood Road	Smethwick		B66 4BW	Y
J, J, and J Enterprises Ltd	Park Lane Pharmacy	3 Park Lane	Wednesbury		WS10 9PR	Y
Jhoots Healthcare Ltd	Jhoots Pharmacy	Rowley Village	Rowley Regis		B65 9EN	Y
C B Pharmacies Limited	Ingrams Chemist	351 High Street	West Bromwich		B70 9QG	Y
Boots UK Ltd	Your Local Boots Pharmacy	48 Three Shires Oak Road	Smethwick		B67 5BS	Y
C G Murray & Son Ltd	Murrays Pharmacy	232 Halesowen Road	Cradley Heath	Halesowen	B64 6HN	Y
Superdrug Stores PLC	Superdrug Pharmacy	Unit 36, Kings Square	Sandwell Centre	West Bromwich	B70 6NZ	Y

Appendix E

Sandwell Public Questionnaire results

Count of Gender	Column Labels		
Row Labels	Male	Female	Grand Total
Under 16		1	1
16-24	1	3	4
25-34	2	9	11
35-44	7	15	22
45-54	5	27	32
55-64	3	10	13
65-74	7	11	18
75-84	3	1	4
prefer not to say		1	1
No Response		1	1
Grand Total	28	79	107
Age Group	Male	Female	Grand Total
Under 16		1	1
16-24	1	3	4
25-34	2	9	11
35-44	7	15	22
45-54	5	27	32
55-64	3	10	13
65-74	7	11	18
75-84	3	1	4
Prefer not to say		1	1
No response		1	1
Grand Total	28	79	107

Ethnic Group	Count
I am White	81
I am Asian or Asian British	16
I am Black or Black British	2
I am Mixed Race	1
I am part of another Ethnic Group	1
I prefer not to say	5
No Response	1
Grand Total	107

Involvement in Pharmacy Service	Count
Customer or patient	96
Pharmacy service provider	7
Other (please specify)	3
No response	1
Grand Total	107

Employment Status	Count
Employed or self employed (working)	77
Retired	21
Unemployed	3
Carer	2
Full time parent	2
Student	1
No Response	1
Grand Total	107

Satisfaction With Service	Count
Very Satisfied	47
Satisfied	46
Neither satisfied or dissatisfied	7
Dissatisfied	3
Very dissatisfied	3
No Response	1
Grand Total	107

Questionnaire Source	Count of Response
From my local pharmacy	40
From Sandwell MBC	22
via email	12
Other (please specify)	11
From Healthy Sandwell	8
From Sandwell Health and Well being board	8
Website	5
From Sandwell twitter	1
Grand Total	107

Reason	Count
It is near my home	70
It is near or at my local GP surgery	53
It operates the Electronic Prescription Service	47
It has the services I require	44
It stocks the medicines that I need	43
It has opening hours that suit me	40
It has on-site parking	34
It is easy to get to whilst shopping	24
It is near my work	17

Postcode Area/District	Count
B67	17
B71	17
B70	15
DY4	13
B69	9
B68	7
B65	6
WS10	4
B66	3
B62	2
WS5	2
B43	2
WV14	2
B64	2
B16	1
DY8	1
DY5	1
DY1	1
Invalid	1
No Response	1
Grand Total	107

Locality	Count
West Bromwich	29
Oldbury	17
Smethwick	16
Wednesbury	15
Tipton	15
Rowley Regis	10
Dudley	5
Grand Total	107

Transport Method	Count
Car	68
Walk	25
Public Transport	10
Taxi	2
No Response	2
Grand Total	107

Pharmacy Code	Trading Name	Locality	Count
FW507	Ingrams Chemist	West Bromwich	11
FMG67	Victoria Pharmacy	Smethwick	8
FN086	Well Pharmacy	Wednesbury	8
FC399	Murrays Healthcare	Tipton	5
FC667	Vishnu Pharmacy	Oldbury	4
FAP40	Ashworth Pharmacy	Oldbury	4
FCX28	Lyng Pharmacy	West Bromwich	3
FQG53	Tivdale Pharmacy	Rowley Regis	3
FHJ26	Well Pharmacy	West Bromwich	3
FKE95	Boots Pharmacy	Wednesbury	3
FP892	Oldbury Pharmacy	Oldbury	2
FGM75	Hills Pharmacy	Oldbury	2
FN029	Lloydspharmacy	West Bromwich	2
FFJ61	Great Bridge Pharmacy	Tipton	2
FN497	Sidhu's Pharmacy	West Bromwich	2
FLE88	Murrays Pharmacy	Tipton	2
FD801	Medipharma Chemist	West Bromwich	2
FF566	R K Pharmacy	Smethwick	2
FVT65	Boots Pharmacy	Smethwick	2
FJF84	Boots Pharmacy	Tipton	2
FYH42	Friar Park Pharmacy	Wednesbury	2
FD174	Hingley Pharmacy	Rowley Regis	1
FWA64	Your Local Boots Pharmacy	Smethwick	1
FV008	Yew Tree Pharmacy	West Bromwich	1
FCR09	Boots Pharmacy	West Bromwich	1
FG606	Asda Pharmacy	Tipton	1
FYG74	Superdrug Pharmacy	West Bromwich	1
FQF60	Jubilee Pharmacy	Wednesbury	1
FE629	Beaconview Pharmacy	West Bromwich	1
FW075	Park Lane Pharmacy	Wednesbury	1
FK052	Your Local Boots Pharmacy	Oldbury	1
FYD26	Murrays Pharmacy	Rowley Regis	1
FK716	Rowlands Pharmacy	Oldbury	1
FGG25	Lloyds Pharmacy	Smethwick	1
FAY45	Boots The Chemist	Rowley Regis	1
FQ140	Asda Pharmacy	Tipton	1
FL253	Lloyds Pharmacy	Rowley Regis	1
FGV35	Peaches Pharmacy	Rowley Regis	1
FF663	Asda Pharmacy	Smethwick	1
FD488	Hill Top Pharmacy Ltd	Oldbury	1
FM186	Hingleys Chemist	Rowley Regis	1
FHT52	Duggals Chemist	Tipton	1
FFA70	Swanspool Pharmacy	Tipton	1
FWL41	Haden Vale Pharmacy	Rowley Regis	1
FMT97	Langley Pharmacy	Oldbury	1
FJ669	Coopers Pharmacy	Oldbury	1
FD120	Dunstones Chemist	Smethwick	1
FJG17	Khaira Pharmacy	West Bromwich	1
FJG48	Day Lewis Pharmacy	West Bromwich	1
Dudley Pharmacy		Dudley	5
Grand Total			107

How Often Do You Visit	Count
Yearly	5
6 Monthly	8
Every 2-3 Months	29
Monthly	50
Fortnightly	8
Two or more times weekly	2
Daily	2
Never	1
No Response	2
Grand Total	107

Time Like to Visit	Count
Weekdays 6am-9am	8
Weekdays 6pm-11pm	26
Saturday 9am-1pm	44
Saturday 1pm-6pm	32
Saturday 6pm-11pm	14
Sunday before 10am	6
Sunday 10am-2pm	31
Sunday after 4pm	25

How Often Do You Visit	Count
Yearly	5
6 Monthly	8
Every 2-3 Months	14
Monthly	20
Fortnightly	8
Two or more times weekly	6
Weekly	7
Daily	3
Never	35
No Response	1
Grand Total	107

Time of Visit	Count
Weekdays 6am-9am	6
Weekdays 9am-6pm	76
Weekdays 6pm-11pm	17
Saturday	6
No Response	2
Grand Total	107

	I can easily find an open pharmacy when needed	I can easily find a pharmacy near where I want it	I can easily find a pharmacy open in the evening (i.e after 6pm)	I can easily find a pharmacy open at weekends	I can easily find a pharmacy open at lunchtime
Strongly agree	26	26	13	17	30
Agree	39	40	27	30	48
Neither agree or disagree	13	13	21	21	7
Disagree	5	5	22	18	2
Strongly disagree	1	2	4	2	7
Total Responses	84	86	87	88	94

	My pharmacy is customer friendly and polite	My pharmacy is easy to get to by public transport or car	I find my pharmacist helpful	My pharmacy has a confidential and private area
Strongly agree	67	56	64	59
Agree	26	34	30	25
Neither agree or disagree	5	6	4	8
Disagree	3	4	0	6
Strongly disagree	5	2	5	4
Total Responses	106	102	103	102

	Seating area	Electronic Prescription Service	Wheelchair Accessibility	Stocks of Living Aids to support Independent Living
Yes	93	84	67	34
No	0	0	0	0
Not Sure	5	21	24	62
Total Responses	98	105	91	96

	Hearing Aid Loop	Prescription Delivery Service	Information and advice on medicines	Information and advice on healthy lifestyles (eg diet and nutrition, physical activity)
Yes	22	69	96	64
No	0	0	0	0
Not Sure	76	33	9	40
Total Responses	98	102	105	104

Used Prescription Delivery Service	Count
Yes	30
No	74
No Response	2
Grand Total	106

Reason For Use	Count
I was unable to leave home	18
I could not get to a pharmacy during their opening times	11
I don't have a pharmacy near me	0
Other	6

Other Responses
Need regular medication work related
Parent has mobility issues so used delivery, however she kept missing them so I decided to collect instead
Didn't have all of my medication available
convenience
THOUGHT IT WAS A GOOD IDEA.

Willing to Pay	Count
Strongly agree	11
Agree	15
Neither agree or disagree	14
Disagree	7
Strongly disagree	5
Total Responses	52

Method	Count
At the Pharmacy	89
Website (NHS Choices)	13
Website (other)	5
Poster	12
Radio	2
Screen Advertising (TV, or moving screens in GP surgeries or post offices)	4
GP or practice staff	30
Leaflets	22
Word of mouth	25
Local Press	0
Mail drop	1

Appendix F

Sandwell Pharmacies / opening times / NHS choices link

Trading Name				Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Lunchtime C	NHS choices Link
Boots The Chemist	Unit 2 Windmill Shopping Park (Off Windmill Lane)	Cape Hill	Smethwick	B66 3PR	08:00 - 23:59	08:00 - 23:59	08:00 - 23:59	08:00 - 23:59	08:00 - 23:59	08:00 - 22:00	11:00 - 17:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=34688
Masters Pharmacy	182 Vicarage	Oldbury		B68 8JB	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 13:00	Closed	13.00-1400	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4032
Ashworth Pharmacy	211A Queens	Smethwick		B67 6NX	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4039
Al-Shafa Pharmacy	93 Shireland Road	Smethwick		B66 4QJ	09:00 - 23:59	09:00 - 23:59	09:00 - 23:59	09:00 - 23:59	09:00 - 23:59	09:00 - 23:59	10:30 - 20:30		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4132
Boots The Chemist	24 High Street	Rowley Regis		B65 0DR	09:00 - 17:30	09:00 - 17:30	09:00 - 17:30	09:00 - 17:30	09:00 - 17:30	09:00 - 14:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4154
Murrays Healthcare	Glebefields Health Centre	St Marks Road	Tipton	DY4 0SN	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4256
Vishnu Pharmacy	57 Hurst Road	Smethwick		B67 6LY	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4314
Boots Pharmacy	27 The Sandwell Centre	West Bromwich		B70 7NG	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	10:00 - 16:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4638
New Street Pharmacy	4 New Street	Hill Top	West Bromwich	B70 0HN	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 12:30	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4714
Lyng Pharmacy	1 Lyng Lane	West Bromwich		B70 7RW	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4715
Dunstones Chemist	62 Mallin Street	Smethwick	West Midlands	B66 1QZ	No entry found								
Hingley Pharmacy	Regis Medical Centre	Darby Street	Rowley Regis	B65 0BA	08:45 - 18:00	08:45 - 18:00	08:45 - 18:00	08:45 - 18:00	08:45 - 18:00	Closed	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4780
Hill Top Pharmacy Ltd	1 Pottery Road	Oldbury		B68 9EX	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	10:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=30720
Medipharma Chemist	279 Walsall Road	West Bromwich		B71 3HR	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	Closed	Closed	13.00-14.00	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4910
Lloydspharmacy	581 Bearwood Road	Smethwick		B66 4BH	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 17:30	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4916
Duggals Chemist	75 Park Lane East	Tipton		DY4 8RP	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 13:00	09:00 - 18:30	Closed	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=5158
Pharmacy 365	249 Halesowen Road	Cradley Heath		B64 6JD	08:00 - 23:00	08:00 - 23:00	08:00 - 23:00	08:00 - 23:00	08:00 - 23:00	09:00 - 23:00	12:00 - 23:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=46664
Beaconview Pharmacy	314 Beaconview Road	West Bromwich		B71 3NX	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=5441
Lloydspharmacy	41 New Square	West Bromwich		B70 7PP	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	11:00 - 17:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=5459
Lloyds Pharmacy	19 West Gate Plaza	Moor Street	West Bromwich	B70 7AR	08:00 - 23:00	08:00 - 23:00	08:00 - 23:00	08:00 - 23:00	08:00 - 23:00	08:00 - 23:00	10:00 - 20:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=5563
R K Pharmacy	90 Lewisham Road	Smethwick		B66 2DD	09:00 - 18:30	09:00 - 18:30	09:00 - 13:00	09:00 - 18:30	09:00 - 18:30	09:00 - 12:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=6007
Asda Pharmacy	Off Windmill Lane	Smethwick		B66 3EN	08:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 22:00	11:00 - 17:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=6029
Swanspool Pharmacy	Swanpool Medical Centre	St Marks Road	Tipton	DY4 0SZ	07:30 - 22:30	07:30 - 22:30	07:30 - 22:30	07:30 - 22:30	07:30 - 22:30	07:30 - 22:30	10:00 - 20:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=93482
Great Bridge Pharmacy	30 Great Bridge	Tipton	West Midlands	DY4 7EN	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	09:00 - 14:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=134060
Jhoots Pharmacy	44-46 Cape Hill	Smethwick		B66 4PB	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=125490
Asda Pharmacy	Asda Superstore	Wednesbury Oak Road	Tipton	DY4 0BP	08:00 - 20:00	08:00 - 20:00	08:00 - 20:00	08:00 - 21:00	08:00 - 21:00	08:00 - 20:00	10:00 - 16:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=6561
D R Dalvair Pharmacy	479 Bearwood Road	Smethwick		B66 4DH	09:00 - 18:00	09:00 - 18:00	09:00 - 14:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=6726
Lloydspharmacy	Unit 9-10 Tollgate Precinct	High Street	Smethwick	B67 7RA	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 17:30	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=6737
Hills Pharmacy	15 Hill Top Road	Oldbury		B68 9DU	07:00 - 22:00	07:00 - 22:00	07:00 - 22:00	07:00 - 22:00	07:00 - 22:00	08:00 - 22:00	11:00 - 22:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=6836
Wednesbury Pharmacy	140 Crankhall Lane	Wednesbury		WS10 0ED	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 17:30	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=46599
Peaches Pharmacy	185 Halesowen Road	Cradley Heath		B64 6HF	08:00 - 18:15	08:00 - 18:15	08:00 - 18:15	08:00 - 18:00	08:00 - 18:15	08:00 - 17:30	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=6943
Well Pharmacy	938 Walsall Road	Great Barr	Birmingham	B42 1TQ	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	09:00 - 17:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=7312
Duggals Chemist	8 Mostyn Buildings	Lower Church Lane	Tipton	DY4 7PE	08:30 - 19:00	08:30 - 19:00	08:30 - 19:00	08:30 - 19:00	08:30 - 19:00	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=7459
Oldbury Pharmacy	196 Causeway Green Road	Oldbury		B68 8LS	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	10:00 - 16:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=89839
Coopers Pharmacy	28 Poundl Lane	Oldbury	West Midlands	B68 8LY	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 12:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=7673
Lloydspharmacy	518 Hagley Road West	Oldbury		B68 0BZ	09:00 - 22:00	09:00 - 22:00	09:00 - 22:00	09:00 - 22:00	09:00 - 22:00	09:00 - 22:00	10:00 - 22:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=7796
Boots Pharmacy	Unit 2 Gt Bridge Retail Park	Gt Bridge St	Tipton	B70 0EN	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	08:00 - 22:00	10:00 - 16:00		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=7834
Khaira Pharmacy	6A High Street	West Bromwich		B70 6JX	09:00 - 19:00	09:00 - 19:00	09:00 - 19:30	09:00 - 19:00	09:00 - 19:00	09:00 - 17:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=7841
Day Lewis Pharmacy	34-36 Carters	West Bromwich		B70 9LW	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 16:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=112219
Lloyds Pharmacy	152 Walsall Road	West Bromwich		B71 3HP	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 17:30	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8046
Your Local Boots Pharmacy	1 Hartlebury Road	Oldbury		B69 1DF	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 17:00	09:00 - 18:30	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8122
Jhoots Pharmacy	51 Dudley Road	Rowley Regis		B65 8JH	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	09:00 - 18:00	Closed	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8239
Rowlands Pharmacy	352 Oldbury Road	Rowley Regis		B65 0QH	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8259
Lloydspharmacy	Oldbury Health Centre	Albert Street	Oldbury	B69 4DE	08:30 - 19:00	08:30 - 19:00	08:30 - 18:30	08:30 - 19:00	08:30 - 19:00	Closed	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8285
C H White Pharmacy	Unity House, 6 Unity Place	Oldbury	West Midlands	B69 4DB	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed		https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8304

Boots Pharmacy	Unit D Gallagher Retail Park	Axle Tree Way	Wednesbury	WS10 9QY	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	08:00 - 20:00	11:00 - 17:00	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8389
Boots Pharmacy	Oakeswell Hc	Brunswick Park Road	Wednesbury	WS10 9HP	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8390
Portway Pharmacy	51A New Birmingham Road	Tivdale		B69 2JQ	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 13:00	08:30 - 18:30	10:00 - 12:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8690
Lloyds Pharmacy	Halesowen Street	Rowley Regis		B65 0HF	08:00 - 20:00	08:00 - 20:00	08:00 - 20:00	08:00 - 20:00	08:00 - 20:00	08:00 - 20:00	10:00 - 16:00	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8717
Murrays Pharmacy	Neptune Health Park	Sedgley Road West	Tipton	DY4 8LY	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	09:00 - 13:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8958
Hingleys Chemist	95 High Street	Cradley Heath		B64 5HF	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 17:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=9288
Victoria Pharmacy	5A Suffrage Street	Smethwick		B66 3PZ	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 12:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=9552
Well Pharmacy	1 Union Street	Wednesbury		WS10 7HD	08:30 - 19:00	08:30 - 19:00	08:30 - 19:00	08:30 - 19:00	08:30 - 19:00	09:00 - 14:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=9632
Langley Pharmacy	21 Langley High Street	Oldbury		B69 4SN	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 14:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=9757
Lloyds Pharmacy	52 Lodge Road	West Bromwich		B70 8PA	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=9815
Well Pharmacy	86 Hill Top	West Bromwich		B70 0RT	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:00	09:00 - 18:30	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=9831
Sidhu's Pharmacy	369 High Street	West Bromwich		B70 9QL	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00	08:00 - 13:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=9905
Lloyds Pharmacy	Warley Medical Centre	Ambrose House	Kingsway, Oldbury	B68 0RT	08:00 - 20:00	08:00 - 18:30	08:00 - 18:30	08:00 - 18:30	08:00 - 18:30	08:00 - 13:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=10098
Coopers Pharmacy	196 Causeway Green Road	Oldbury		B68 8LS	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	09:00 - 21:00	10:00 - 16:00	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=89839
Bearwood Pharmacy	348A Bearwood Road	Smethwick		B66 4ES	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 14:00	09:00 - 19:00	10:00 - 13:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=10519
Hingleys Chemist	59 Cradley Road	Cradley Heath		B64 6AG	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=10879
Asda Pharmacy	Asda Superstore	Gt. Bridge Retail Park	Great Bridge	DY4 7HW	08:30 - 22:00	08:30 - 22:00	08:30 - 22:00	08:30 - 22:00	08:30 - 22:00	08:30 - 22:00	10:00 - 16:00	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=10933
M W Phillips	396 Long Lane	Rowley Regis		B65 0JE	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 17:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=125496
Jubilee Pharmacy	2 Upper Russell	Wednesbury		WS10 7DF	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 17:00	08:30 - 18:30	09:00 - 13:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=11157
Tivdale Pharmacy	213 Regent Road	Tivdale		B69 1RZ	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=11173
Lloyds Pharmacy	Freeth Street	Oldbury		B69 3DB	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 22:00	10:00 - 16:00	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=11208
Jhoots Pharmacy	20 Market Square	Cradley Heath		B64 5HH	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=11241
Lloyds Pharmacy	Smethwick Medical Centre	Regent Street	Smethwick	B66 3BQ	08:30 - 20:00	08:30 - 20:00	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=11281
Asda Pharmacy	Old Park Lane	Oldbury	West Midlands	B69 4PU	08:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 22:00	10:00 - 16:00	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=46321
Lloyds Pharmacy	Mace Street Health Centre	Mace Street	Cradley Heath	B64 6HP	09:00 - 18:15	09:00 - 18:15	09:00 - 18:15	09:00 - 17:30	09:00 - 18:15	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=11809
Lloyds Pharmacy	Cape Hill Medical Centre	Raglan Road	Smethwick	B66 3NR	08:30 - 18:30	08:30 - 20:00	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=11980
Jhoots Pharmacy	8 Birmingham Road	Great Barr	Birmingham	B43 6NR	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=104518
Yew Tree Pharmacy	20 Redwood Road	Yew Tree Estate	Walsall	WS5 4LB	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=12545
Michaels Chemist	262 High Street	Smethwick		B66 3NL	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 14:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=132817
Malchem Chemists	60 High Street	Smethwick		B66 1DT	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:30 - 17:30	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=12585
Boots Pharmacy	612/614 Bearwood Road	Smethwick		B66 4BW	08:30 - 17:30	08:30 - 17:30	08:30 - 17:30	08:30 - 17:30	08:30 - 17:30	08:30 - 17:30	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=13030
Park Lane Pharmacy	3 Park Lane	Wednesbury		WS10 9PR	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:30 - 12:30	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=13129
Jhoots Pharmacy	Rowley Village	Rowley Regis		B65 9EN	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=13155
Ingrams Chemist	351 High Street	West Bromwich		B70 9QG	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 17:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=13204
Your Local Boots Pharmacy	48 Three Shires Oak Road	Smethwick		B67 5BS	09:00 - 18:30	09:00 - 18:30	09:00 - 17:00	09:00 - 18:30	09:00 - 18:30	09:00 - 13:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=13272
Haden Vale Pharmacy	50 Barrs Road	Cradley Heath		B64 7HG	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	09:00 - 18:30	Closed	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=13406
Tesco Instore Pharmacy	Foxoak Street	Cradley Heath		B64 5HJ	08:00 - 22:30	06:30 - 22:30	06:30 - 22:30	06:30 - 22:30	06:30 - 22:30	06:30 - 22:00	10:00 - 16:00	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=13803
Murrays Pharmacy	232 Halesowen Road	Cradley Heath	Halesowen, West Midlands	B64 6HN	08:45 - 18:15	08:45 - 18:15	08:45 - 18:15	08:45 - 18:15	08:45 - 18:15	09:00 - 13:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=14241
Superdrug Pharmacy	Unit 36, Kings Square	Sandwell Centre	West Bromwich	B70 6NZ	08:30 - 17:30	08:30 - 17:30	08:30 - 17:30	08:30 - 17:30	08:30 - 17:30	09:00 - 17:30	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=14279
Friar Park Pharmacy	158 Crankhall Lane	Wednesbury		WS10 0EB	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 15:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=14286
D P Forrest Ltd	145 Hamstead Road	Great Barr	Birmingham	B43 5BB	08:30 - 19:00	08:30 - 19:00	08:30 - 19:00	08:30 - 18:00	08:30 - 19:00	09:00 - 13:00	Closed	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=14307
Vicarage Pharmacy	75 Vicarage Road	West Bromwich		B71 1AW	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	Closed	10:00 - 14:00	https://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=14390

Appendix G

Consultation Comments, Discussion and Decisions by PNA Steering Group

Comments from the consultation period were discussed in detail at the PNA Steering Group meeting on 26th April 2018. Changes to the PNA were made before publication.

Question: 7. The PNA has concluded that although there are gaps in the overall provision of the New Medicines Service (NMS) within each locality, sufficient pharmacies provide the service. This gives patients a reasonable choice to access this service. Do you agree with this assessment?	PNA Steering Group discussion	Changes to final PNA
but then GP refuses to prescribe new drugs due to the cost	Outside of scope of PNA	No
Don't know what the NMS is.	Community pharmacies have a financial incentive to ensure details of services are kept up to date on the NHS Choices website. Sandwell LPC continues to support local pharmacy contractors to ensure their services are publicised. SG agreed to add more info on NMS including the 4 specific disease areas (p56).	Yes
don't know what the NMS is		
Never heard of this service.		
Are there plans to close these gaps?	The PNA concluded that there was excellent coverage for the NMS service (p60)	No

Question: 12. Would you like to add anything else to comment on in this survey?	PNA Steering Group discussion	Changes to final PNA
I have found pharmacists more helpful than GPs in recent years.	Comment acknowledged	No
Pharmacy is not supported enough by GP practice whos main goal is to spend as little as	This is a comment not a pharmaceutical need	No
As my local pharmacy is connected to the Doctors Surgery it is only open when the surgery is open. Also if you purchase off the shelf medications the price is very high. Its much cheaper in supermarkets.	There is at least one pharmacy in each locality that is open extended hours. Comparison of costs of over the counter medicines is outside of scope of PNA.	No
the contractor question was impossible to skip as a non-contractor. This may skew your results.	Acknowledged as an error on the questionnaire template	No
Just to say that a consultation is underway about the proposed closure of a doctor's surgery on Gorsty Hill(Dudley PCT). If it closes there is a possibility that the local pharmacy will close and this will cause major problems for local people many of whom are Sandwell residents.	This will be addressed in a supplementary statement if the closure goes ahead and has an impact on residents.	No
There appear to be almost too many pharmacies within Sandwell, compared to other areas-is this cost effective, and should there be given consideration to reducing the number, as long as there is no detriment to patient access to a convenient and local pharmacy	There are more pharmacies across deprived areas where there is greater need; community pharmacies are typically present in higher numbers where patients need to access their services more frequently. The PNA is designed for market entry and not market exit.	No
As a member of the general public why do I have to respond to Q11? The correct response is N/A. Didn't see a privacy statement to read it - Q14 below. Perhaps I just overlooked it?	Acknowledged as an error on the questionnaire template. Privacy statement was on the website alongside questionnaire	No

I value the services being provided by my local pharmacies and the hours they are open. Some pharmacies take a lot longer than others to dispense medicine but I have the choice to go to another pharmacy.	This is a comment not a pharmaceutical need	No
Boots on Bearwood Road rumoured to be closing, would make our area lacking local facilities.	This will be addressed in a supplementary statement if the closure goes ahead and has an impact on residents.	No
I've been very satisfied with the medication provision service and the link with my GP. A recent medicine review was very helpful.	Comment acknowledged	
There are currently poor out of hours pharmacy provision in the Rowley Regis area. The nearest late night pharmacy is Oldhill which is a long way if you are not a driver.	The requirements for pharmacy core contracted opening hours are 40 hours per week. There are 11 pharmacies across Sandwell that are open 100 hours per week which is more than many other localities. Our public transport map (p52) shows that residents can access at least one community pharmacy within 20 minutes via public transport.	No
This is a Comprehension assessment of the PNA for Sandwell Residents. I believe there should be focus on bringing services out of Primary and Secondary Care into Community pharmacy so they are more accessible to the public such as smoking cessation, anticoagulation.management of long term conditions etc	Sandwell MBC are currently reviewing smoking cessation services. The Steering Group acknowledges that there are other aspirational services that could benefit residents but this falls outside of the PNA and would be a commissioning decision. Pharmacies as part of their core contract support patients with long term conditions with self-care and Medicines Use Reviews.	No
I don't feel there was a lot of background information for me to fully understand what this survey is about.	Background and introduction was at the start of the document	No

<p>There are a number of pharmacies who are now independent prescribers. This allows them to provide extended minor ailment services which will improve medical access. Patients can be seen for UTI, acute asthma, acute tonsillitis etc. They don't have to see a GP and this will improve access. I hope you can design this service. Happy to assist in designing this service.</p>	<p>Decision with recommissioning or redesigning the Pharmacy First / Minor Ailment Scheme falls with NHSE and Sandwell Clinical Commissioning Group (CCG). Since the draft PNA, discussions with Sandwell LPC and Sandwell CCG have progressed and they have ensured this service continues. Need to remove the sentence 'The decommissioning of this service would have a detrimental effect on GP Practices, urgent care and Sandwell residents.' (p64)</p>	<p>Yes</p>
<p>there should be more pharmacy with late hours</p>	<p>Our analysis showed that there are many pharmacies open for extended hours and within reasonable travel distances for people living in Sandwell.</p>	<p>No</p>
<p>Map 3 - key needs amending. P61 - enhanced service needle exchange twice and supervised consumption and administration of bupremorphine and methadone - clarify if these are different? P63 - clarify MAS and palliative Care is commissioned by NHSE or CCG. P66 - palliative care and assisted medicine scheme mentioned again. P67 - number of providers and needle exchange of EHC is very low, have there been concerns raised around inability to access the service? This survey would not allow submission without completing question 11 (but this is for pharmacy contractors only, which i am not). I have answered 'unsure' but only to allow me to submit the form so please do not include this in any post survey analysis.</p>	<p>The key on Map 3 to be reformatted. P61 - Needle and syringe exchange listed twice, remove one entry and reword 'Supervised Administration Service'. P63 - MAS was currently commissioned by NHSE but will be commissioned by Sandwell CCG from 1st June, change wording to reflect this. P66 - Palliative Care and Assisted Medication Scheme is commissioned by Sandwell CCG as stated. P67 - we are happy that there is adequate coverage of both EHC and needle exchange services for Sandwell residents. Since the publication of the draft PNA a new provider will be commissioning EHC and is extending the service to other pharmacy providers; this will be amended in the document.</p>	<p>Yes</p>



Sandwell Local Pharmaceutical Committee

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To

Valerie Dsouza,
Rachel Allchurch (Michelle Dyoss)
Business Strategy Unit,
Health and Wellbeing
Sandwell Council

30th March 2018

Dear HWB

RE: Consultation on Draft Pharmaceutical Needs Assessment 2018

Here is the basis of our submission for the consultation on the Pharmaceutical Needs Assessment for Sandwell Health and Wellbeing.

The Sandwell LPC considers PNA as a crucial document in Planning Pharmacy Services. It needs to be rooted in the needs of our population, JSNA and the commissioning Environment. We believe that the current draft PNA satisfies those requirements and is built around the regulations. However, we have some comments and recommendations below to improve the document.

Methodology

We agree with methodology and division of areas into the wards and for purposes of service need the commissioning of those service provision into six Primary care groups based on locality groups i.e. the Six towns of Sandwell with a rough population of 50k.

Future proofing:

Sandwell PNA considers the expected increase in housing, population but needs to strengthen around NHS changes and state that general changes in NHS changes' have been foreseen a e.g. Consultation around malling healthcentres, movement of Healthcentres e.g Carters Green into Sandwell Hospital, Summerfield out of hours provision changes have been considered and form part of the PNA and that only is there is sufficient provision across the borough but adequate distribution to meet the needs of its population



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We are satisfied that the document has considered these aspects but needs to be explicit for avoidance of doubt.

Supplementary statement

There may be pharmacy closures, mergers under reduced funding and the new Pharmaceutical Framework. We also recognize there is sufficient spare capacity in Sandwell.

Consequently, we need to record that we would only issue supplementary statement if those changes are significant. If a supplementary statement is not issued, then in the view of HWB those closures or mergers or changes in NHS provision are not significant and in the view of HWB nothing has changed to warrant an amendment/clarification.

Borders :

The PNA needs to cover all the population within the MBC including those at the borders. Sandwell is surrounded by built up areas consequently pharmaceutical provision beyond 1km outside Sandwell border needs to be taken into consideration for needs of our population and we cannot abrogate our responsibility at the borders to other PNA s. Consequently, after due consideration the conclusion and finding need to apply across the whole of Sandwell and therefore statements to consider other PNA at the border should be deleted.

Services

Since the PNA is a market entry document any services which are unlikely to be commissioned, do not have any place in the PNA and therefore mentioning those services serves no purpose.

As per our 2015 PNA executive summary on each service. we would wish to highlight the need to conclude at the end of each paragraph of each commissioned service in the body of the PNA that there is sufficient coverage.

For pharmacy first decommissioning, we need to record the new National NHS priorities around self-care and by limiting prescribing for those medication which can be purchased and the conclusions of the PNA around that are reflective of this new environment.

From 1st April Sandwell NHS Trust are responsible for the Emergency Hormone Contraceptive service and we believe that the PNA needs to refresh the data based on provision from the current provider.

Executive Summary

We agree with The final overall conclusion but would add the words “ ***or future needs during the lifespan of this PNA of ..***” after the word “current” in the first line below.



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"..The assessment made in this PNA concludes that there are no current pharmaceutical needs that cannot be met by existing contractors and that improvements and better access in the future would be best addressed, in the first instance, through working with the existing network of community pharmacies."

The PNA follows the structure of regulations i.e. that the first statement outlines and defines what are the necessary services, the second statement identifies the gaps in those Necessary Services. The third statements relates to the provision of local services which are commissioned and although not pharmaceutical services, nevertheless improve access and provision.

The fourth statement considers any gaps in those local services. Finally, we consider any other services provided by others e.g. Sandwell lifestyle services, outside the border provision.

Sandwell LPC response follows the above statements and would help to strengthen wording below for the conclusions which are already the findings in the draft document

On page six, we would like the report to detail more specifically each of the three types of services provided by community pharmacies:

- a) Essential Services - provided by pharmacies during their standard 40 core hours in line with their terms of service as set out in the 2013 regulations. The NHS Business Authority sets out full explanations of these services in detail each month in the Drug Tariff.
- b) Advanced Services – as set out in the document
- c) Enhanced Services – as set out in the document

We would also conclude that the current pharmacy provision has the capability to cater for the future projected population needs of Sandwell

1. Statement 1.

We consider that the Sandwell HWB should consider that a necessary service, for the purposes of this PNA, are defined as both Essential and Advanced services provided within the standard core 40hours of the pharmacy.

Taking into account the totality of the information available, we considered the location, number, distribution and choice of pharmacies covering each of the 24 wards, 6 locality neighbourhoods (care groups) and the whole of Sandwell Health and Wellbeing Board area providing essential and advanced services meet the current and future needs of the population.



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2. Statement 2.

We recognise that there are no current gaps in the need for provision of essential services during normal working hours nor are there any current gaps in the provision of essential services outside normal working hours. Additionally, we recognise that there are no current gaps in the provision of advanced and enhanced services that have been identified nor have there been any gaps in the need for pharmaceutical services in specified future circumstances.

Sandwell has projected a growth in the residential population through home building in specific towns. We recognise this and believe that there is sufficient capacity within the current pharmaceutical service to cater for even substantial population growth.

5. Statement 3.

We acknowledge that no gaps have been identified in essential or advanced services or locally commissioned services that are provided either now or in the future and could not therefore secure improvements, or better access, to essential services

We would emphasise that access to pharmaceutical services is adequate for both the current and future population.

6. Statement 4.

We acknowledge that there are no gaps in respect of securing improvements, or better access, to other NHS services either now or in specified future circumstances that have been identified. We recognise that we have within Sandwell pharmacists with special interests and these could be used to cater for future changes to the pharmaceutical needs of the population of Sandwell.

7. Statement 5.

Change service to services in the final sentence.

8. Statement 6.

We understand the desire to achieve conclusions at a ward level but recognise the ease of accessibility of pharmacies across the six towns.

These are the considered view of the full committee over two-three meetings. If you require any clarification, please do not hesitate to contact us.

Kind regards

Ali Din (chief Officer Sandwell LPC)

Replies to 20th April 2018

Total number of replies: 42

1. Which best describes your interest in the consultation?

Answer Choices		Responses	
A member of the general public		27	66.0%
A family member or carer of someone who uses pharmacy services		4	10.0%
A health or social care professional		7	17.0%
On behalf of an organisation		2	5.0%
On behalf of a community pharmacy organisation		1	2.0%
	Answered	41	
	Skipped	1	

2. The next 12 questions require an answer, YES , NO, or Unsure. There is an opportunity after these questions to give us any further information you would like to add. Please indicate if you are happy to continue with your views on the consultation. PNA is the abbreviation for Pharmaceutical Needs Assessment.

Answer Choices		Responses	
Yes		42	100.0%
No		0	0.0%
	Answered	42	
	Skipped	0	

3. The PNA allows you to understand the local population and the services they need?

Answer Choices		Responses	
Yes		29	69.0%
No		0	0.0%
Unsure		13	31.0%
	Answered	42	
	Skipped	0	

4. The PNA has concluded that there are sufficient community pharmacies in the right variety of locations providing services in Sandwell. Do you agree with this assessment?

Answer Choices		Responses	
Yes		33	78.5%
No		4	9.5%
Unsure		5	12.0%
	Answered	42	
	Skipped	0	

5. The PNA has concluded that Sandwell community pharmacies are open at the times needed and used by patients and the public. Do you agree with this assessment?

Answer Choices		Responses	
Yes		33	78.5%
No		4	9.5%
Unsure		5	12.0%
	Answered	42	
	Skipped	0	

6. The PNA has concluded that there is excellent coverage on the provision of the Medicine Use Review (MUR) service, within each town in Sandwell?

Answer Choices		Responses	
Yes		25	60.0%
No		3	7.0%
Unsure		14	33.0%
	Answered	42	
	Skipped	0	

7. The PNA has concluded that although there are gaps in the overall provision of the New Medicines Service (NMS) within each locality, sufficient pharmacies provide the service. This gives patients a reasonable choice to access this service. Do you agree with this assessment?

Answer Choices		Responses	
Yes		26	62.0%
No		1	2.0%
Unsure		15	36.0%
Please feel free to comment if you are unsure		0	
	Answered	42	
	Skipped	0	

Please feel free to comment if you are unsure

- but then GP refuses to prescribe new drugs due to the cost
- Don't know what the NMS is.
- don't know what the NMS is
- Never heard of this service.
- Are there plans to close these gaps?

8. The PNA has concluded that overall provision of the Seasonal Influenza (Flu) Vaccination, within each locality is good. This gives patients a reasonable choice to access this service. Do you agree with this assessment?

Answer Choices		Responses	
Yes		37	88.0%
No		2	5.0%
Unsure		3	7.0%
	Answered	42	
	Skipped	0	

9. Sandwell Public Health Department commission a range of Public Health Services from Community Pharmacies, mainly Emergency Contraception, Substance Misuse Services, and NHS Health Checks. Pharmacies can choose to provide these services but require accredited premises and trained personnel. Sandwell Public Health will continue to pay for these services if funding permits. Are you happy with the range of services available?

Answer Choices		Responses	
Yes		38	90.5%
No		0	0.0%
Unsure		4	9.5%
	Answered	42	
	Skipped	0	

10. Our local National Health Service providers, Sandwell Clinical Commissioning Group, with Sandwell Metropolitan Borough Council and Sandwell Local Pharmaceutical Committee are committed to supporting and developing the National model for Healthy Living Pharmacies (HLP) within Sandwell. It is a nationally quality standard. Do you agree with this?

Answer Choices		Responses	
Yes		33	79.0%
No		0	0.0%
Unsure		9	21.0%
Please indicate if you need extra information within your response		0	
	Answered	42	
	Skipped	0	

Please indicate if you need extra information within your response

- Unclear on what it is we're being asked to agree with?
- Unsure

11. * FOR PHARMACY CONTRACTORS ONLY.

Has the PNA given you adequate information to inform your own future service provision?

Answer Choices		Responses	
Yes		6	14.0%
No		5	12.0%
Unsure		31	74.0%
	Answered	42	
	Skipped	0	

12. Would you like to add anything else to comment on in this survey?

Please select comments to give us more information.

Answer Choices		Responses	
Yes		2	5.00%
No		23	55.00%
Other		0	0.00%
Your comments are welcome		17	40.00%
	Answered	42	
	Skipped	0	

Your comments are welcome

- I have found pharmacists more helpful than GPs in recent years.
- Pharmacy is not supported enough by GP practice whos main goal is to spend as little as
- As my local pharmacy is connected to the Doctors Surgery it is only open when the surgery is open. Also if you purchase off the shelf medications the price is very high. Its much cheaper in supermarkets.
- the contractor question was impossible to skip as a non-contractor. This may skew your results.
- Just to say that a consultation is underway about the proposed closure of a doctor's surgery on Gorsty Hill(Dudley PCT). If it closes there is a possibility that the local pharmacy will close and this will cause major problems for local people many of whom are Sandwell residents.
- There appear to be almost too many pharmacies within Sandwell, compared to other areas-is this cost effective, and should there be given consideration to reducing the number, as long as there is no detriment to patient access to a convenient and local pharmacy
- As a member of the general public why do I have to respond to Q11? The correct response is N/A. Didn't see a privacy statement to read it - Q14 below. Perhaps I just overlooked it?

- I value the services being provided by my local pharmacies and the hours they are open. Some pharmacies take a lot longer than others to dispense medicine but I have the choice to go to another pharmacy.
- Boots on Bearwood Road rumoured to be closing, would make our area lacking local facilities.
- I've been very satisfied with the medication provision service and the link with my GP. A recent medicine review was very helpful.
- none
- There are currently poor out of hours pharmacy provision in the Rowley Regis area. The nearest late night pharmacy is Oldhill which is a long way if you are not a driver.
- This is a Comprehension assessment of the PNA for Sandwell Residents. I believe there should be focus on bringing services out of Primary and Secondary Care into Community pharmacy so they are more accessible to the public such as smoking cessation, anticoagulation, management of long term conditions etc
- I don't feel there was a lot of background information for me to fully understand what this survey is about.
- There are a number of pharmacies who are now independent prescribers. This allows them to provide extended minor ailment services which will improve medical access. Patients can be seen for UTI, acute asthma, acute tonsillitis etc. They don't have to see a GP and this will improve access. I hope you can design this service. Happy to assist in designing this service.
- there should be more pharmacy with late hours
- Map 3 - key needs amending. P61 - enhanced service needle exchange twice and supervised consumption and administration of bupremorphine and methadone - clarify if these are different? P63 - clarify MAS and palliative Care is commissioned by NHSE or CCG. P66 - palliative care and assisted medicine scheme mentioned again. P67 - number of providers and needle exchange of EHC is very low, have there been concerns raised around inability to access the service? This survey would not allow submission without completing question 11 (but this is for pharmacy contractors only, which I am not). I have answered 'unsure' but only to allow me to submit the form so please do not include this in any post survey analysis.

13. If you are happy for us to contact you about your responses then please enter your details below

Answer Choices		Responses	
First Name:		18	100.0%
Last Name:		18	100.0%
Organisation:		13	72.0%
Address 2:		0	0.0%
City/Town:		0	0.0%
State/Province:		0	0.0%
ZIP/Postal Code:		0	0.0%
Country:		0	0.0%
Email Address:		18	100.0%
Phone Number:		0	0.0%
	Answered	18	
	Skipped	24	

14. Please confirm you have read the privacy statement.

Answer Choices		Responses	
I agree		38	97.0%
I disagree		1	3.0%
	Answered	38	
	Skipped	4	

15. Do you agree that we may contact you directly to explore your responses to this survey?

Answer Choices		Responses	
I agree		21	52.5%
I disagree		19	47.5%
	Answered	40	
	Skipped	2	

16. Do you agree that we may contact you from time to time for further research purposes or related Health and Wellbeing Board activity?

Answer Choices		Responses	
I agree		21	51.0%
I disagree		20	49.0%
	Answered	41	
	Skipped	1	