

Sandwell Pharmaceutical Needs Assessment 2022

Appendices

Appendices

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Appendix 1: Terms of Reference

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 third revised PNA must be published by 1st April 2022.

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.

Membership

Chair: Stephanie Lacey – Registrar in Public Health, Sandwell MBC

Clair Norton (tbc) - Health and Wellbeing Board

Lina Martino - Consultant in Public Health, Sandwell MBC

Christine Wright – Research & Intelligence Specialist, Sandwell MBC

Nathan Lauder – Information Officer, Sandwell MBC

Ali Din - Sandwell Local Pharmaceutical Committee

Melissa Elders - Healthwatch

Jonathan Boyd – Head of Medicines, Sandwell. Black Country and West Birmingham 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.

Key Responsibilities

1. To revise the current PNA and to develop a new PNA for Sandwell HWB that fulfils 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) and a range of other teams within Sandwell Council.
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 electronically 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.

[illegible]

Sandwell Pharmaceutical Needs Assessment 2022 Appendices

[illegible]

Sandwell Pharmaceutical Needs Assessment 2022 Appendices

Lloydspharmacy	518 Hagley Road West	B68 0BZ	Oldbury	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
Boots Pharmacy	Unit 2 Gt Bridge Retail Park	B70 0EN	Tipton	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
Khaira Pharmacy	6A High Street	B70 6JX	West Bromwich	09:00	19:00	09:00	19:00	09:00	19:00	09:00	19:00	09:00	19:00	09:00	14:00		
Lloyds Pharmacy	152 Walsall Road	B71 3HP	West Bromwich	09:00	19:00	09:00	19:00	09:00	19:00	09:00	19:00	09:00	19:00	09:00	17:30		
Your Local Boots Pharmacy	1 Hartlebury Road	B69 1DF	Oldbury	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00		
Lloydspharmacy	Oldbury Health Centre	B69 4DE	Oldbury	09:00	18:00	09:00	18:00	09:00	17:30	09:00	18:00	09:00	18:00				
C H White Pharmacy	Unity House, 6 Unity Place,	B69 4DB	Oldbury	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00		
Boots Pharmacy	Unit D Gallagher Retail Park	WS10 9QY	Wednesbury	09:00	20:00	09:00	20:00	09:00	20:00	09:00	20:00	09:00	20:00	09:00	18:00	10:30	16:30
Boots Pharmacy	Oakeswell Hc	WS10 9HP	Wednesbury	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00				
Portway Pharmacy	51A New Birmingham Road	B69 2JQ	Rowley Regis	08:30	18:30	08:30	18:30	08:30	18:30	08:30	13:00	08:30	18:30	10:00	12:00		
Lloyds Pharmacy	Halesowen Street	B65 0HG	Rowley Regis	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
Swanpool Pharmacy	Swanpool Medical Centre	DY4 0SZ	Tipton	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
Murrays Healthcare	Neptune Health Park	DY4 8LY	Tipton	08:30	18:30	08:30	18:30	08:30	18:30	08:30	18:30	08:30	18:30	09:00	13:00		
Hingleys Chemist	95 High Street	B64 5HF	Rowley Regis	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00				
Victoria Pharmacy	5A Suffrage Street	B66 3PZ	Smethwick	09:00	18:30	09:00	18:30	09:00	18:30	09:00	18:30	09:00	18:30	09:00	12:00		
Well Pharmacy	1 Union Street	WS10 7HD	Wednesbury	08:30	19:00	08:30	19:00	08:30	19:00	08:30	19:00	08:30	19:00	09:00	14:00		
Langley Pharmacy	21 Langley High Street	B69 4SN	Oldbury	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	14:00		
Lloydspharmacy	52 Lodge Road	B70 8PA	West Bromwich	09:00	17:30	09:00	17:30	09:00	17:30	09:00	17:30	09:00	17:30				
Well Pharmacy	86 Hill Top	B70 0RT	Wednesbury	09:00	18:30	09:00	18:30	09:00	18:30	09:00	18:00	09:00	18:30				
Sidhu's Pharmacy	369 High Street	B70 9QL	West Bromwich	08:00	18:00	08:00	18:00	08:00	18:00	08:00	18:00	08:00	18:00	09:00	13:00		

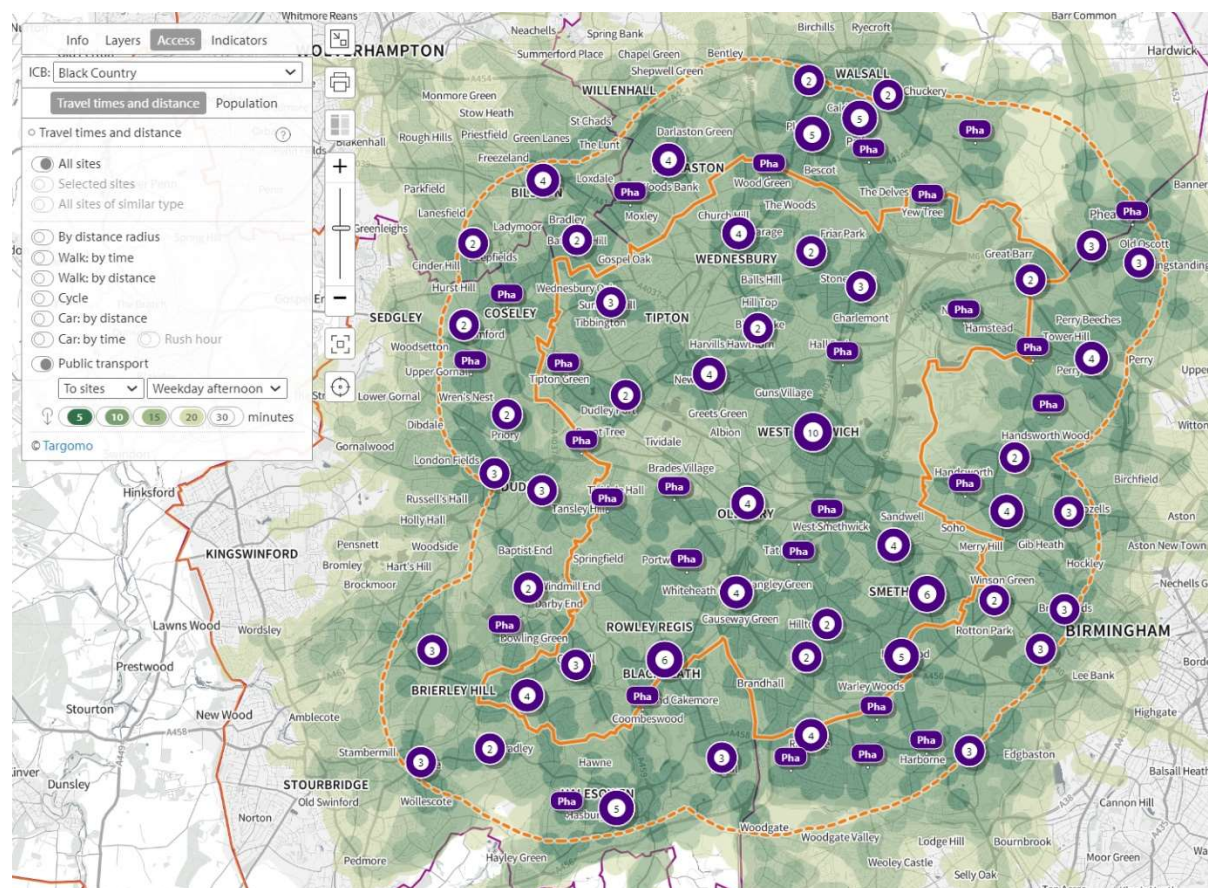
Sandwell Pharmaceutical Needs Assessment 2022 Appendices

Lloydspharmacy	Warley Medical Centre	B68 0RT	Oldbury	08:30	18:30	08:30	18:30	08:30	18:30	08:30	18:30	08:30	18:30				
Oldbury Pharmacy	196 Causeway Green Road	B68 8LS	Oldbury	09:00	20:00	09:00	20:00	09:00	20:00	09:00	20:00	09:00	20:00	09:00	18:00	10:00	16:00
Bearwood Pharmacy	348A Bearwood Road	B66 4ES	Smethwick	09:00	19:00	09:00	19:00	09:00	19:00	09:00	14:00	09:00	19:00	10:00	13:00		
Hingleys Chemist	59 Cradley Road	B64 6AG	Rowley Regis	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00				
Asda Pharmacy	Asda Superstore	DY4 7HW	Tipton	09:00	20:00	09:00	20:00	09:00	20:00	09:00	20:00	09:00	20:00	09:00	22:00	10:00	16:00
M W Phillips	396 Long Lane	B65 0JF	Rowley Regis	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00		
Jubilee Pharmacy	2 Upper Russell Street	WS10 7DF	Wednesbury	08:30	18:30	08:30	18:30	08:30	18:30	08:30	17:00	08:30	18:30	09:00	13:00		
Tivdale Pharmacy	213 Regent Road	B69 1RZ	Rowley Regis	08:00	18:00	08:00	18:00	08:00	18:00	08:00	18:00	08:00	18:00				
Lloyds Pharmacy	Freeth Street	B69 3DB	Oldbury	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
Asda Pharmacy	Old Park Lane	B69 4PU	Oldbury	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
Lloyds Pharmacy	Cape Hill Medical Centre	B66 3NR	Smethwick	08:30	18:30	08:30	18:30	08:30	18:30	08:30	18:30	08:30	18:30				
Jhoots Pharmacy	Scott Arms Medical Centre	B43 6EE	West Bromwich	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00				
Carters Green Clinic	185 Halesowen Road	B64 6HF	Rowley Regis	08:30	18:15	08:30	18:15	08:30	18:15	08:30	18:00	08:30	18:15	08:30	17:00		
Yew Tree Pharmacy	20 Redwood Road	WS5 4LB	West Bromwich	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00		
Michaels Chemist	262 High Street	B66 3NL	Smethwick	09:00	18:30	09:00	18:30	09:00	18:30	09:00	18:30	09:00	18:30	09:00	13:00		
Malchem Chemists	60 High Street	B66 1DT	Smethwick	09:00	19:00	09:00	19:00	09:00	19:00	09:00	19:00	09:00	19:00	09:30	17:30		
Park Lane Pharmacy	3 Park Lane	WS10 9PR	Wednesbury	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00		
Jhoots Pharmacy	Rowley Village	B65 9HJ	Rowley Regis	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00				
Ingrams Chemist	351 High Street	B70 9QG	West Bromwich	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	17:00		
Your Local Boots Pharmacy	48 Three Shires Oak Road	B67 5BS	Smethwick	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00		
Haden Vale Pharmacy	50 Barrs Road	B64 7HG	Rowley Regis	09:00	18:30	09:00	18:30	09:00	18:30	09:00	18:30	09:00	18:30				

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Tesco Instore Pharmacy	Foxoak Street	B64 5HJ	Rowley Regis	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
Regent Street Chemist	Smethwick Medical Centre	B66 3BQ	Smethwick	08:30	20:00	08:30	20:00	08:30	18:30	08:30	18:30	08:30	18:30				
Murrays Healthcare	232 Halesowen Road	B64 6HN	Rowley Regis	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	09:00	13:00		
Superdrug Pharmacy	Unit 36, Kings Square	B70 6NZ	West Bromwich	08:30	17:30	08:30	17:30	08:30	17:30	08:30	17:30	08:30	17:30	09:00	17:30		
Friar Park Pharmacy	158 Crankhall Lane	WS10 0EB	Wednesbury	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00		
D P Forrest Ltd	145 Hamstead Road	B43 5BB	West Bromwich	08:30	19:00	08:30	19:00	08:30	19:00	08:30	18:00	08:30	19:00	09:00	13:00		
Sandwell Pharmacy	85 Church Vale	B71 4DH	West Bromwich	08:30	18:30	08:30	18:30	08:30	18:30	08:30	18:30	08:30	18:30	09:00	13:00		

Appendix 3: 20-minute travel to pharmacy by public transport (weekday afternoons)

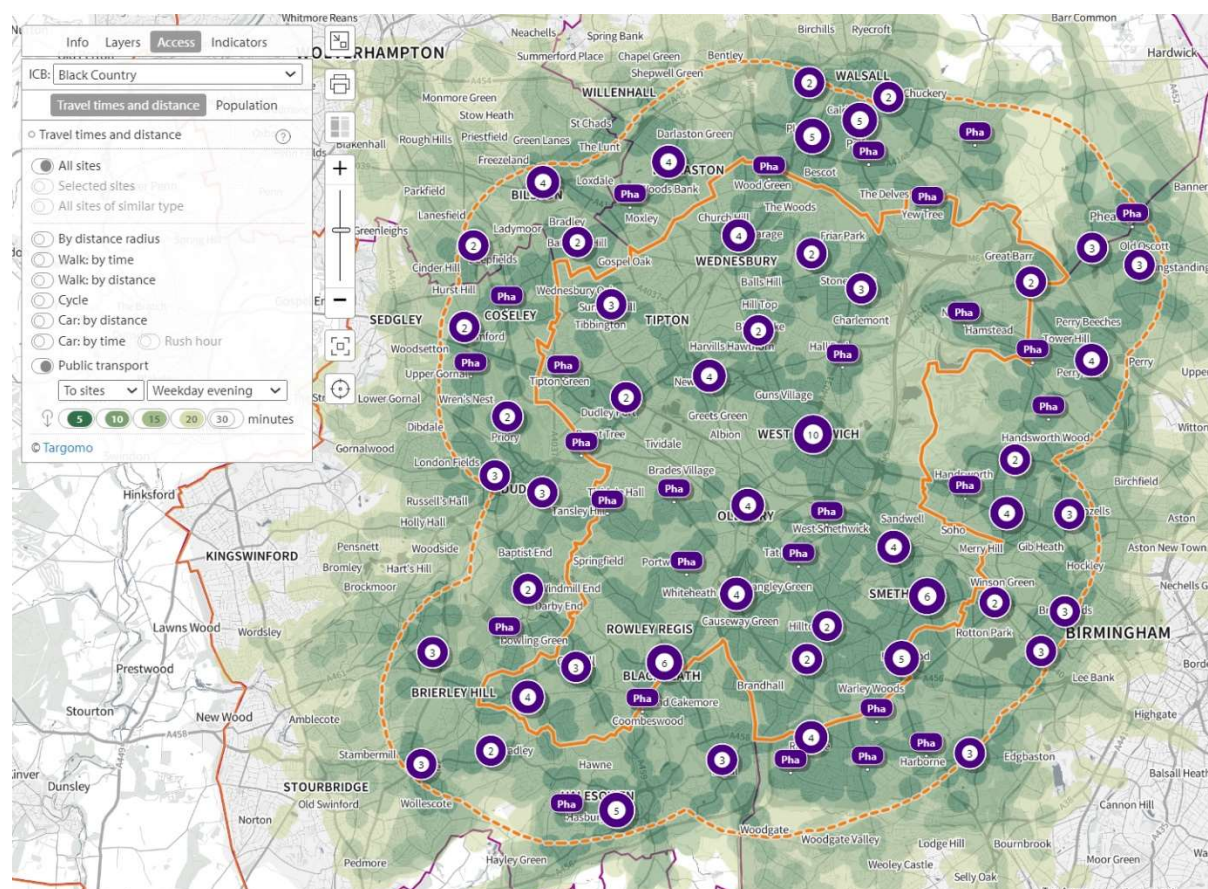


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Source: SHAPE Place Atlas

The map was exported from the SHAPE Place Atlas on 17/08/2022

Appendix 4: 20-minute travel to pharmacy by public transport (weekday evenings)



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Source: SHAPE Place Atlas

The map was exported from the SHAPE Place Atlas on 17/08/2022

Appendix 5: Pharmacy contractor questionnaire

Pharmaceutical Needs Assessment Contractor Questionnaire 2022

Please complete this survey online if possible at
<https://wh1.snapsurveys.com/s.asp?k=163653614047>

Q1 Pharmacy details

Contractor Code (ODS Code)

Contractor Name

Contractor Trading Name (if different from above)

Address of contractor pharmacy

Q2 Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?

☐ Yes

☐ No

Q3 Is this pharmacy a 100-hour pharmacy?

☐ Yes

☐ No

Q4 Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract?

☐ Yes

☐ No

Q5 Is this pharmacy a distance selling pharmacy?

☐ Yes

☐ No

Q6 NHS Shared email address allocated to this pharmacy

Q7 Pharmacy Telephone Number

Q8 Pharmacy website address (if applicable)

Q9 Sandwell Metropolitan Borough Council will share your email information with NHS England and Sandwell LPC. Are you happy for us to do so?

☐ Yes

☐ No

Q10 We will be using NHS Choices to publish your opening hours. Are they up to date?

☐ Yes

☐ Don't know

☐ No

Q11 Is parking available close to the pharmacy?

☐ Yes

☐ No

Q12 Does this pharmacy have wheelchair access?

☐ Yes

☐ Not sure

☐ No

Q13 Information Technology.

This pharmacy has the following:

☐ Electronic Prescription Services Release 2 enabled

☐ An active NHS Mail address

☐ Summary Care Record Access

☐ An up to date NHS Choices Profile

☐ An up to date entry on the DOS (Directory of Services)

Q14 Consultation facilities

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

- ☐ None, have submitted a request to the NHS England and NHS Improvement (NHSE&I) regional team that the premises are too small for a consultation room
- ☐ None, the NHSE&I regional team has approved my request that the premises are too small for a consultation room
- ☐ None (Distance Selling Pharmacy)
- ☐ Available (including wheelchair access)
- ☐ Available (without wheelchair access)
- ☐ Planned before 1st April 2023
- ☐ Other

If other, please specify

Q14b Where there is a consultation area, is it a closed room?

- ☐ Yes ☐ No

Q14c During consultations are there hand-washing facilities

- ☐ In the consultation area
- ☐ Close to the consultation area
- ☐ None

Q14d Patients attending for consultations have access to toilet facilities

- ☐ Yes ☐ No

Q15 Languages and Communication.

Please indicate which of the following languages (in addition to English) members of your pharmacy team are able to speak for the majority of your working week to assist patients.

- ☐ Punjabi ☐ Gujarati ☐ Other
- ☐ Urdu ☐ Hindi

"Other" please specify

Q16 Healthy Living Pharmacy.

Please mark which statement applies

- ☐ This pharmacy has achieved HLP status
- ☐ This pharmacy is working towards HLP status
- ☐ This pharmacy has no plans to implement HLP status

Q17 Services

Does the pharmacy dispense appliances?

- ☐ Yes – All types
- ☐ Yes, excluding stoma appliances, or
- ☐ Yes, excluding incontinence appliances, or
- ☐ Yes, excluding stoma and incontinence appliances, or
- ☐ Yes, just dressings, or
- ☐ Other
- ☐ None

If "other", please specify

Q18 Advanced Services. Does the pharmacy provide the following services?

	Yes	Intending to begin within next 12 months	No - not intending to provide
Appliance Use Review service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Pharmacist Consultation Service (CPCS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C-19 LFD distribution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flu Vaccination Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis C testing service (Until 31st March 2022)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension case finding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicine Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pandemic Delivery Service (Until 31st March 2022)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoma Appliance Customisation service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop smoking service (from January 2022)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Which of the following other services does the pharmacy provide, or would be willing to provide?

	Currently providing under contract with NHSE&I regional team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Testing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EC)	<input type="checkbox"/>					
Disease Specific Medicines Management Service:						
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Palliative care service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>					
Emergency Contraception Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Supply Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten Free Food Supply Service (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an Independent Prescribing Service, what therapeutic areas are covered?	<input type="text"/>					

Q20 Which of the following other services does the pharmacy provide, or would be willing to provide?

[illegible]

Q21 Which of the following other services does the pharmacy provide, or would be willing to provide?

	Currently providing under contract with NHSE&I regional team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately
Childhood vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COVID-19 vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at risk workers or patients) vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meningococcal vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pneumococcal vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="text"/>					
Sharps Disposal Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplementary Prescribing Service (name therapeutic areas)	<input type="text"/>					
Vascular Risk Assessment Service (NHS Health Check)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 Non-commissioned services. Does the pharmacy provide any of the following?

	Yes	No
Collection of prescriptions from GP practices - with charge	<input type="checkbox"/>	<input type="checkbox"/>
Collection of prescriptions from GP practices – Free of charge on request	<input type="checkbox"/>	<input type="checkbox"/>
We deliver prescriptions to all patients	<input type="checkbox"/>	<input type="checkbox"/>
Delivery of dispensed medicines – Selected patient groups (list criteria)	<input type="text"/>	
Delivery of dispensed medicines – Selected areas (list areas)	<input type="text"/>	
Delivery of dispensed medicines – Free of charge on request	<input type="checkbox"/>	<input type="checkbox"/>
Delivery of dispensed medicines – With charge	<input type="checkbox"/>	<input type="checkbox"/>
Monitored Dosage Systems – Free of charge on request	<input type="checkbox"/>	<input type="checkbox"/>
Monitored Dosage Systems – With charge	<input type="checkbox"/>	<input type="checkbox"/>

Q23 Is there a particular need for a locally commissioned service in your area?

☐ Yes ☐ No

Q23a If yes, what is the service requirement and why?

Q24 May the LPC update its opening hours and related matters and services details for you with the above information?

☐ Yes

Q25 Details of the person completing this form on behalf of the contractor if questions arise:

Contact name

Contact email

Contact telephone number

Impact of COVID-19 on pharmacy staff and services

Q26 How has COVID-19 affected service provision?

- ☐ We are offering more services to patients than before the pandemic
- ☐ We are offering less services to patients than before the pandemic
- ☐ Service provision has not changed

Q27 How has COVID-19 affected the delivery of services? *Please tick all that apply*

- ☐ Some of our face-to-face services have moved online
- ☐ Some of our face-to-face services have moved to over the phone
- ☐ Some of our face-to-face services have been stopped (not delivered by another route)
- ☐ For face-to-face services we have stopped we are always able to sign post the patient to another provider offering this service

Q28 How has COVID-19 affected access to services?

- ☐ Our opening times have been extended
- ☐ Our opening times have been reduced
- ☐ Our opening times have remained the same

Q29 How has COVID-19 affected waiting times for medicine dispensing?

- ☐ Waiting times have increased
- ☐ Waiting times have decreased
- ☐ Waiting times have stayed the same

Q30 How has COVID-19 affected waiting times for other services e.g. flu vaccinations and health checks?

- ☐ Waiting times have increased
- ☐ Waiting times have decreased
- ☐ Waiting times have stayed the same

Q31 How has COVID-19 affected patient demand for pharmacy services? *e.g. medical advice, using pharmacy as first point of contact as opposed to GP*

- ☐ Overall, patients are relying more on pharmacy services
- ☐ Overall, patients are relying less on pharmacy services
- ☐ Patient demand for pharmacy services has remained the same

Thank you for taking the time to complete this survey

Appendix 6: Pharmacy contractor questionnaire responses

Counts		Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?	
		Yes	No
Respondents	Base		
Total	72	10	62
Locality			
Oldbury	13	2	11
Rowley Regis	12	3	9
Smethwick	15	4	11
Tipton	10	-	10
Wednesbury	8	-	8
West Bromwich	14	1	13
Ward			
Bristnall	4	-	4
Langley	5	1	4
Old Warley	-	-	-
Oldbury	4	1	3
Blackheath	4	-	4
Cradley Heath and Old Hill	6	2	4
Rowley	-	-	-
Tividale	2	1	1
Abbey	4	1	3
Smethwick	2	1	1
Soho and Victoria	6	2	4
St Pauls	3	-	3
Great Bridge	5	-	5
Princes End	3	-	3
Tipton Green	2	-	2
Friar Park	1	-	1
Wednesbury North	4	-	4
Wednesbury South	3	-	3
Charlemont with Grove Vale	3	1	2
Great Barr with Yew Tree	1	-	1
Greets Green and Lyng	3	-	3
Hateley Heath	-	-	-
Newton	1	-	1
West Bromwich Central	6	-	6

Counts Respondents	Base	Is this pharmacy a 100-hour pharmacy?	
		Yes	No
Total	72	10	62
Locality			
Oldbury	13	3	10
Rowley Regis	12	1	11
Smethwick	15	3	12
Tipton	10	2	8
Wednesbury	8	-	8
West Bromwich	14	1	13
Ward			
Bristnall	4	1	3
Langley	5	1	4
Old Warley	-	-	-
Oldbury	4	1	3
Blackheath	4	-	4
Cradley Heath and Old Hill	6	1	5
Rowley	-	-	-
Tividale	2	-	2
Abbey	4	-	4
Smethwick	2	-	2
Soho and Victoria	6	3	3
St Pauls	3	-	3
Great Bridge	5	1	4
Princes End	3	1	2
Tipton Green	2	-	2
Friar Park	1	-	1
Wednesbury North	4	-	4
Wednesbury South	3	-	3
Charlemont with Grove Vale	3	-	3
Great Barr with Yew Tree	1	-	1
Greets Green and Lyng	3	1	2
Hateley Heath	-	-	-
Newton	1	-	1
West Bromwich Central	6	-	6

Counts		Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract?	
		Yes	No
Respondents	Base		
Total	71	28	43
Locality			
Oldbury	13	4	9
Rowley Regis	12	6	6
Smethwick	14	6	8
Tipton	10	3	7
Wednesbury	8	3	5
West Bromwich	14	6	8
Ward			
Bristnall	4	2	2
Langley	5	2	3
Old Warley	-	-	-
Oldbury	4	-	4
Blackheath	4	1	3
Cradley Heath and Old Hill	6	4	2
Rowley	-	-	-
Tividale	2	1	1
Abbey	4	2	2
Smethwick	1	1	-
Soho and Victoria	6	2	4
St Pauls	3	1	2
Great Bridge	5	1	4
Princes End	3	1	2
Tipton Green	2	1	1
Friar Park	1	-	1
Wednesbury North	4	2	2
Wednesbury South	3	1	2
Charlemont with Grove Vale	3	2	1
Great Barr with Yew Tree	1	1	-
Greets Green and Lyng	3	-	3
Hateley Heath	-	-	-
Newton	1	1	-
West Bromwich Central	6	2	4

Counts		Is this pharmacy a distance selling pharmacy?	
		Yes	No
Respondents	Base		
Total	71	2	69
Locality			
Oldbury	13	1	12
Rowley Regis	12	-	12
Smethwick	14	-	14
Tipton	10	1	9
Wednesbury	8	-	8
West Bromwich	14	-	14
Ward			
Bristnall	4	-	4
Langley	5	-	5
Old Warley	-	-	-
Oldbury	4	1	3
Blackheath	4	-	4
Cradley Heath and Old Hill	6	-	6
Rowley	-	-	-
Tividale	2	-	2
Abbey	3	-	3
Smethwick	2	-	2
Soho and Victoria	6	-	6
St Pauls	3	-	3
Great Bridge	5	1	4
Princes End	3	-	3
Tipton Green	2	-	2
Friar Park	1	-	1
Wednesbury North	4	-	4
Wednesbury South	3	-	3
Charlemont with Grove Vale	3	-	3
Great Barr with Yew Tree	1	-	1
Greets Green and Lyng	3	-	3
Hateley Heath	-	-	-
Newton	1	-	1
West Bromwich Central	6	-	6

Counts		Is parking available close to the pharmacy?	
		Yes	No
Respondents	Base		
Total	72	72	-
Locality			
Oldbury	13	13	-
Rowley Regis	13	13	-
Smethwick	15	15	-
Tipton	9	9	-
Wednesbury	8	8	-
West Bromwich	14	14	-
Ward			
Bristnall	4	4	-
Langley	5	5	-
Old Warley	-	-	-
Oldbury	4	4	-
Blackheath	4	4	-
Cradley Heath and Old Hill	6	6	-
Rowley	1	1	-
Tividale	2	2	-
Abbey	4	4	-
Smethwick	2	2	-
Soho and Victoria	6	6	-
St Pauls	3	3	-
Great Bridge	4	4	-
Princes End	3	3	-
Tipton Green	2	2	-
Friar Park	1	1	-
Wednesbury North	4	4	-
Wednesbury South	3	3	-
Charlemont with Grove Vale	3	3	-
Great Barr with Yew Tree	1	1	-
Greets Green and Lyng	3	3	-
Hateley Heath	-	-	-
Newton	1	1	-
West Bromwich Central	6	6	-

Counts Respondents	Base	Does this pharmacy have wheelchair access?		
		Yes	No	Not sure
Total	72	67	2	3
Locality				
Oldbury	13	10	1	2
Rowley Regis	13	12	1	-
Smethwick	15	15	-	-
Tipton	9	9	-	-
Wednesbury	8	8	-	-
West Bromwich	14	13	-	1
Ward				
Bristnall	4	2	1	1
Langley	5	5	-	-
Old Warley	-	-	-	-
Oldbury	4	3	-	1
Blackheath	4	4	-	-
Cradley Heath and Old Hill	6	5	1	-
Rowley	1	1	-	-
Tividale	2	2	-	-
Abbey	4	4	-	-
Smethwick	2	2	-	-
Soho and Victoria	6	6	-	-
St Pauls	3	3	-	-
Great Bridge	4	4	-	-
Princes End	3	3	-	-
Tipton Green	2	2	-	-
Friar Park	1	1	-	-
Wednesbury North	4	4	-	-
Wednesbury South	3	3	-	-
Charlemont with Grove Vale	3	3	-	-
Great Barr with Yew Tree	1	1	-	-
Greets Green and Lyng	3	3	-	-
Hateley Heath	-	-	-	-
Newton	1	-	-	1
West Bromwich Central	6	6	-	-

Counts		Information Technology. This pharmacy has the following:				
		Electronic Prescription Services Release 2 enabled	An active NHS Mail address	Summary Care Record Access	An up to date NHS Choices Profile	An up to date entry on the DOS (Directory of Services)
Respondents	Base					
Total	73	73	73	71	71	69
Locality						
Oldbury	13	13	13	13	12	13
Rowley Regis	13	13	13	12	12	12
Smethwick	15	15	15	14	15	15
Tipton	10	10	10	10	10	10
Wednesbury	8	8	8	8	8	7
West Bromwich	14	14	14	14	14	12
Ward						
Bristnall	4	4	4	4	4	4
Langley	5	5	5	5	4	5
Old Warley	-	-	-	-	-	-
Oldbury	4	4	4	4	4	4
Blackheath	4	4	4	4	4	4
Cradley Heath and Old Hill	6	6	6	6	6	6
Rowley	1	1	1	-	-	-
Tividale	2	2	2	2	2	2
Abbey	4	4	4	4	4	4
Smethwick	2	2	2	2	2	2
Soho and Victoria	6	6	6	6	6	6
St Pauls	3	3	3	2	3	3
Great Bridge	5	5	5	5	5	5
Princes End	3	3	3	3	3	3
Tipton Green	2	2	2	2	2	2
Friar Park	1	1	1	1	1	1
Wednesbury North	4	4	4	4	4	4
Wednesbury South	3	3	3	3	3	2
Charlemont with Grove Vale	3	3	3	3	3	2
Great Barr with Yew Tree	1	1	1	1	1	1
Greets Green and Lyng	3	3	3	3	3	3
Hateley Heath	-	-	-	-	-	-
Newton	1	1	1	1	1	-
West Bromwich Central	6	6	6	6	6	6

Counts		There is a consultation room (that is clearly designated as a room for confidential conversations; distinct from the general public areas of the pharmacy premises; and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially)							
		None, have submitted a request to the NHS England and NHS Improvement (NHSE&I) regional team that the premises are too small for a consultation room	None, the NHSE&I regional team has approved my request that the premises are too small for a consultation room	None (Distance Selling Pharmacy)	Available (including wheelchair access)	Available (without wheelchair access)	Planned before 1st April 2023	Other	
Respondents	Base								
Total	73	-	-	-	58	13	2		
Locality									
Oldbury	13	-	-	-	9	3	1		
Rowley Regis	13	-	-	-	8	5	-		
Smethwick	15	-	-	-	12	3	-		
Tipton	10	-	-	-	9	-	1		
Wednesbury	8	-	-	-	7	1	-		
West Bromwich	14	-	-	-	13	1	-		
Ward									
Bristnall	4	-	-	-	2	2	-		
Langley	5	-	-	-	4	-	1		
Old Warley	-	-	-	-	-	-	-		
Oldbury	4	-	-	-	3	1	-		
Blackheath	4	-	-	-	4	-	-		
Cradley Heath and Old Hill	6	-	-	-	3	3	-		
Rowley	1	-	-	-	-	1	-		
Tividale	2	-	-	-	1	1	-		
Abbey	4	-	-	-	3	1	-		
Smethwick	2	-	-	-	2	-	-		
Soho and Victoria	6	-	-	-	5	1	-		
St Pauls	3	-	-	-	2	1	-		
Great Bridge	5	-	-	-	5	-	-		
Princes End	3	-	-	-	2	-	1		
Tipton Green	2	-	-	-	2	-	-		
Friar Park	1	-	-	-	1	-	-		
Wednesbury North	4	-	-	-	3	1	-		
Wednesbury South	3	-	-	-	3	-	-		
Charlemont with Grove Vale	3	-	-	-	3	-	-		
Great Barr with Yew Tree	1	-	-	-	1	-	-		
Greets Green and Lyng	3	-	-	-	3	-	-		
Hateley Heath	-	-	-	-	-	-	-		
Newton	1	-	-	-	1	-	-		
West Bromwich Central	6	-	-	-	5	1	-		

Counts Respondents	Base	Where there is a consultation area, is it a closed room?	
		Yes	No
Total	71	71	-
Locality			
Oldbury	13	13	-
Rowley Regis	13	13	-
Smethwick	13	13	-
Tipton	10	10	-
Wednesbury	8	8	-
West Bromwich	14	14	-
Ward			
Bristnall	4	4	-
Langley	5	5	-
Old Warley	-	-	-
Oldbury	4	4	-
Blackheath	4	4	-
Cradley Heath and Old Hill	6	6	-
Rowley	1	1	-
Tividale	2	2	-
Abbey	3	3	-
Smethwick	2	2	-
Soho and Victoria	5	5	-
St Pauls	3	3	-
Great Bridge	5	5	-
Princes End	3	3	-
Tipton Green	2	2	-
Friar Park	1	1	-
Wednesbury North	4	4	-
Wednesbury South	3	3	-
Charlemont with Grove Vale	3	3	-
Great Barr with Yew Tree	1	1	-
Greets Green and Lyng	3	3	-
Hateley Heath	-	-	-
Newton	1	1	-
West Bromwich Central	6	6	-

Counts Respondents		During consultations are there hand-washing facilities		
		In the consultation area	Close to the consultation area	None
Total	73	45	22	6
Locality				
Oldbury	13	9	3	1
Rowley Regis	13	7	5	1
Smethwick	15	9	5	1
Tipton	10	7	3	-
Wednesbury	8	4	2	2
West Bromwich	14	9	4	1
Ward				
Bristnall	4	4	-	-
Langley	5	3	2	-
Old Warley	-	-	-	-
Oldbury	4	2	1	1
Blackheath	4	2	2	-
Cradley Heath and Old Hill	6	3	2	1
Rowley	1	1	-	-
Tividale	2	1	1	-
Abbey	4	4	-	-
Smethwick	2	-	1	1
Soho and Victoria	6	3	3	-
St Pauls	3	2	1	-
Great Bridge	5	4	1	-
Princes End	3	2	1	-
Tipton Green	2	1	1	-
Friar Park	1	1	-	-
Wednesbury North	4	2	1	1
Wednesbury South	3	1	1	1
Charlemont with Grove Vale	3	2	1	-
Great Barr with Yew Tree	1	1	-	-
Greets Green and Lyng	3	2	1	-
Hateley Heath	-	-	-	-
Newton	1	1	-	-
West Bromwich Central	6	3	2	1

Counts Respondents	Base	Patients attending for consultations have access to toilet facilities	
		Yes	No
Total	73	26	47
Locality			
Oldbury	13	6	7
Rowley Regis	13	5	8
Smethwick	15	5	10
Tipton	10	5	5
Wednesbury	8	3	5
West Bromwich	14	2	12
Ward			
Bristnall	4	1	3
Langley	5	1	4
Old Warley	-	-	-
Oldbury	4	4	-
Blackheath	4	2	2
Cradley Heath and Old Hill	6	2	4
Rowley	1	-	1
Tividale	2	1	1
Abbey	4	1	3
Smethwick	2	-	2
Soho and Victoria	6	3	3
St Pauls	3	1	2
Great Bridge	5	3	2
Princes End	3	1	2
Tipton Green	2	1	1
Friar Park	1	1	-
Wednesbury North	4	-	4
Wednesbury South	3	2	1
Charlemont with Grove Vale	3	-	3
Great Barr with Yew Tree	1	-	1
Greets Green and Lyng	3	-	3
Hateley Heath	-	-	-
Newton	1	-	1
West Bromwich Central	6	2	4

Counts Respondents	Base	Languages and Communication.				
		Punjabi	Urdu	Gujarati	Hindi	Other
Total	64	56	39	25	43	15
Locality						
Oldbury	13	11	7	3	8	2
Rowley Regis	7	4	6	5	6	2
Smethwick	15	15	10	6	12	4
Tipton	7	6	4	3	5	1
Wednesbury	8	7	4	3	5	1
West Bromwich	14	13	8	5	8	5
Ward						
Bristnall	4	3	3	2	2	-
Langleigh	5	5	1	-	4	1
Old Warley	-	-	-	-	-	-
Oldbury	4	3	3	1	2	1
Blackheath	1	1	1	1	1	-
Cradley Heath and Old Hill	3	1	3	2	2	-
Rowley	1	-	-	-	-	1
Tividale	2	2	2	2	2	1
Abbey	4	4	2	1	3	1
Smethwick	2	2	1	-	1	-
Soho and Victoria	6	6	4	2	5	1
St Pauls	3	3	3	3	3	2
Great Bridge	4	3	1	2	2	1
Princes End	2	2	2	-	2	-
Tipton Green	1	1	1	1	1	-
Friar Park	1	1	1	1	1	-
Wednesbury North	4	3	2	2	2	1
Wednesbury South	3	3	1	-	2	-
Charlemont with Grove Vale	3	3	1	-	2	-
Great Barr with Yew Tree	1	1	-	1	-	1
Greets Green and Lyng	3	2	2	1	2	2
Hateley Heath	-	-	-	-	-	-
Newton	1	1	1	-	-	-
West Bromwich Central	6	6	4	3	4	2

Counts		Healthy Living Pharmacy		
		This pharmacy has achieved HLP status	This pharmacy is working towards HLP status	This pharmacy has no plans to implement HLP status
Respondents	Base			
Total	71	56	12	3
Locality				
Oldbury	12	8	4	-
Rowley Regis	12	12	-	-
Smethwick	15	12	1	2
Tipton	10	5	4	1
Wednesbury	8	7	1	-
West Bromwich	14	12	2	-
Ward				
Bristnall	3	1	2	-
Langley	5	3	2	-
Old Warley	-	-	-	-
Oldbury	4	4	-	-
Blackheath	4	4	-	-
Cradley Heath and Old Hill	6	6	-	-
Rowley	-	-	-	-
Tividale	2	2	-	-
Abbey	4	3	1	-
Smethwick	2	2	-	-
Soho and Victoria	6	5	-	1
St Pauls	3	2	-	1
Great Bridge	5	4	1	-
Princes End	3	-	2	1
Tipton Green	2	1	1	-
Friar Park	1	1	-	-
Wednesbury North	4	4	-	-
Wednesbury South	3	2	1	-
Charlemont with Grove Vale	3	2	1	-
Great Barr with Yew Tree	1	-	1	-
Greets Green and Lyng	3	3	-	-
Hateley Heath	-	-	-	-
Newton	1	1	-	-
West Bromwich Central	6	6	-	-

Counts		Services Does the pharmacy dispense appliances?						
			Yes, excluding stoma appliances, or	Yes, excluding incontinence appliances, or	Yes, excluding stoma and incontinence appliances, or	Yes, just dressings, or	Other	None
Respondents	Base	Yes – All types						
Total	72	58	-	1	1	8	1	3
Locality								
Oldbury	13	8	-	-	-	5	-	-
Rowley Regis	13	10	-	-	1	1	1	-
Smethwick	14	13	-	-	-	-	-	1
Tipton	10	8	-	-	-	-	-	2
Wednesbury	8	6	-	1	-	1	-	-
West Bromwich	14	13	-	-	-	1	-	-
Ward								
Bristnall	4	2	-	-	-	2	-	-
Langley	5	4	-	-	-	1	-	-
Old Warley	-	-	-	-	-	-	-	-
Oldbury	4	2	-	-	-	2	-	-
Blackheath	4	4	-	-	-	-	-	-
Cradley Heath and Old Hill	6	4	-	-	1	1	-	-
Rowley	1	-	-	-	-	-	1	-
Tividale	2	2	-	-	-	-	-	-
Abbey	3	3	-	-	-	-	-	-
Smethwick	2	1	-	-	-	-	-	1
Soho and Victoria	6	6	-	-	-	-	-	-
St Pauls	3	3	-	-	-	-	-	-
Great Bridge	5	4	-	-	-	-	-	1
Princes End	3	3	-	-	-	-	-	-
Tipton Green	2	1	-	-	-	-	-	1
Friar Park	1	1	-	-	-	-	-	-
Wednesbury North	4	3	-	1	-	-	-	-
Wednesbury South	3	2	-	-	-	1	-	-
Charlemont with Grove Vale	3	3	-	-	-	-	-	-
Great Barr with Yew Tree	1	1	-	-	-	-	-	-
Greets Green and Lyng	3	3	-	-	-	-	-	-
Hateley Heath	-	-	-	-	-	-	-	-
Newton	1	1	-	-	-	-	-	-
West Bromwich Central	6	5	-	-	-	1	-	-

Counts											
		Appliance Use Review service	Community Pharmacist Consultation Service (CPCS)	C-19 LFD distribution	Flu Vaccination Service	Hepatitis C testing service (Until 31st March 2022)	Hypertension case finding	New Medicine Service	Pandemic Delivery Service (Until 31st March 2022)	Stoma Appliance Customisation service	Stop smoking service (from January 2022)
Respondents	Base										
Total	707	69	73	73	73	67	71	73	70	68	70
Locality											
Oldbury	130	13	13	13	13	13	13	13	13	13	13
Rowley Regis	129	12	13	13	13	13	13	13	13	13	13
Smethwick	145	14	15	15	15	13	15	15	15	13	15
Tipton	91	9	10	10	10	8	9	10	9	8	8
Wednesbury	79	8	8	8	8	7	8	8	8	8	8
West Bromwich	133	13	14	14	14	13	13	14	12	13	13
Ward											
Bristnall	40	4	4	4	4	4	4	4	4	4	4
Langley	50	5	5	5	5	5	5	5	5	5	5
Old Warley	-	-	-	-	-	-	-	-	-	-	-
Oldbury	40	4	4	4	4	4	4	4	4	4	4
Blackheath	40	4	4	4	4	4	4	4	4	4	4
Cradley Heath and Old Hill	60	6	6	6	6	6	6	6	6	6	6
Rowley	10	1	1	1	1	1	1	1	1	1	1
Tividale	19	1	2	2	2	2	2	2	2	2	2
Abbey	40	4	4	4	4	4	4	4	4	4	4
Smethwick	17	1	2	2	2	1	2	2	2	1	2
Soho and Victoria	59	6	6	6	6	5	6	6	6	6	6
St Pauls	29	3	3	3	3	3	3	3	3	2	3
Great Bridge	41	4	5	5	5	3	4	5	4	3	3
Princes End	30	3	3	3	3	3	3	3	3	3	3
Tipton Green	20	2	2	2	2	2	2	2	2	2	2
Friar Park	9	1	1	1	1	-	1	1	1	1	1
Wednesbury North	40	4	4	4	4	4	4	4	4	4	4
Wednesbury South	30	3	3	3	3	3	3	3	3	3	3
Charlemont with Grove Vale	30	3	3	3	3	3	3	3	3	3	3
Great Barr with Yew Tree	10	1	1	1	1	1	1	1	1	1	1
Greets Green and Lyng	29	3	3	3	3	3	3	3	2	3	3
Hateley Heath	-	-	-	-	-	-	-	-	-	-	-
Newton	10	1	1	1	1	1	1	1	1	1	1
West Bromwich Central	54	5	6	6	6	5	5	6	5	5	5

		Base	Appliance Use Review service		
			Yes	Intending to begin within next 12 months	No - not intending to provide
Total	Sandwell	69	12	14	43
Locality	Oldbury	13	3	2	8
	Rowley Regis	12	-	2	10
	Smethwick	14	5	4	5
	Tipton	9	1	1	7
	Wednesbury	8	1	2	5
	West Bromwich	13	2	3	8
Ward	Bristnall	4	1	1	2
	Langley	5	-	1	4
	Old Warley	-	-	-	-
	Oldbury	4	2	-	2
	Blackheath	4	-	1	3
	Cradley Heath and Old Hill	6	-	-	6
	Rowley	1	-	-	1
	Tividale	1	-	1	-
	Abbey	4	1	2	1
	Smethwick	1	-	1	-
	Soho and Victoria	6	2	1	3
	St Pauls	3	2	-	1
	Great Bridge	4	1	1	2
	Princes End	3	-	-	3
	Tipton Green	2	-	-	2
	Friar Park	1	1	-	-
	Wednesbury North	4	-	1	3
	Wednesbury South	3	-	1	2
	Charlemont with Grove Vale	3	1	-	2
	Great Barr with Yew Tree	1	-	-	1
	Greets Green and Lyng	3	-	1	2
	Hateley Heath	-	-	-	-
	Newton	1	-	-	1
	West Bromwich Central	5	1	2	2

		Base	Community Pharmacist Consultation Service (CPCS)		
			Yes	Intending to begin within next 12 months	No - not intending to provide
Total	Sandwell	73	70	2	1
Locality	Oldbury	13	12	-	1
	Rowley Regis	13	13	-	-
	Smethwick	15	14	1	-
	Tipton	10	10	-	-
	Wednesbury	8	8	-	-
	West Bromwich	14	13	1	-
Ward	Bristnall	4	3	-	1
	Langley	5	5	-	-
	Old Warley	-	-	-	-
	Oldbury	4	4	-	-
	Blackheath	4	4	-	-
	Cradley Heath and Old Hill	6	6	-	-
	Rowley	1	1	-	-
	Tividale	2	2	-	-
	Abbey	4	4	-	-
	Smethwick	2	1	1	-
	Soho and Victoria	6	6	-	-
	St Pauls	3	3	-	-
	Great Bridge	5	5	-	-
	Princes End	3	3	-	-
	Tipton Green	2	2	-	-
	Friar Park	1	1	-	-
	Wednesbury North	4	4	-	-
	Wednesbury South	3	3	-	-
	Charlemont with Grove Vale	3	3	-	-
	Great Barr with Yew Tree	1	1	-	-
	Greets Green and Lyng	3	3	-	-
	Hateley Heath	-	-	-	-
	Newton	1	1	-	-
	West Bromwich Central	6	5	1	-

		Base	C-19 LFD distribution		
			Yes	Intending to begin within next 12 months	No - not intending to provide
Total	Sandwell	73	72	1	-
Locality	Oldbury	13	13	-	-
	Rowley Regis	13	13	-	-
	Smethwick	15	14	1	-
	Tipton	10	10	-	-
	Wednesbury	8	8	-	-
	West Bromwich	14	14	-	-
Ward	Bristnall	4	4	-	-
	Langley	5	5	-	-
	Old Warley	-	-	-	-
	Oldbury	4	4	-	-
	Blackheath	4	4	-	-
	Cradley Heath and Old Hill	6	6	-	-
	Rowley	1	1	-	-
	Tividale	2	2	-	-
	Abbey	4	4	-	-
	Smethwick	2	1	1	-
	Soho and Victoria	6	6	-	-
	St Pauls	3	3	-	-
	Great Bridge	5	5	-	-
	Princes End	3	3	-	-
	Tipton Green	2	2	-	-
	Friar Park	1	1	-	-
	Wednesbury North	4	4	-	-
	Wednesbury South	3	3	-	-
	Charlemont with Grove Vale	3	3	-	-
	Great Barr with Yew Tree	1	1	-	-
	Greets Green and Lyng	3	3	-	-
	Hateley Heath	-	-	-	-
	Newton	1	1	-	-
	West Bromwich Central	6	6	-	-

		Flu Vaccination Service			
		Base			
			Intending to begin within next 12 months	No - not intending to provide	
		Yes			
Total	Sandwell	73	67	3	3
Locality	Oldbury	13	12	-	1
	Rowley Regis	13	12	-	1
	Smethwick	15	14	1	-
	Tipton	10	8	2	-
	Wednesbury	8	7	-	1
	West Bromwich	14	14	-	-
Ward	Bristnall	4	3	-	1
	Langley	5	5	-	-
	Old Warley	-	-	-	-
	Oldbury	4	4	-	-
	Blackheath	4	4	-	-
	Cradley Heath and Old Hill	6	6	-	-
	Rowley	1	-	-	1
	Tividale	2	2	-	-
	Abbey	4	4	-	-
	Smethwick	2	2	-	-
	Soho and Victoria	6	6	-	-
	St Pauls	3	2	1	-
	Great Bridge	5	5	-	-
	Princes End	3	2	1	-
	Tipton Green	2	1	1	-
	Friar Park	1	1	-	-
	Wednesbury North	4	3	-	1
	Wednesbury South	3	3	-	-
	Charlemont with Grove				
	Vale	3	3	-	-
	Great Barr with Yew Tree	1	1	-	-
	Greets Green and Lyng	3	3	-	-
	Hateley Heath	-	-	-	-
	Newton	1	1	-	-
	West Bromwich Central	6	6	-	-

		Base	Hepatitis C testing service (Until 31st March 2022)		
				Intending to begin within next 12 months	No - not intending to provide
Total	Sandwell	67	7	15	45
Locality	Oldbury	13	-	1	12
	Rowley Regis	13	1	3	9
	Smethwick	13	1	4	8
	Tipton	8	2	4	2
	Wednesbury	7	-	2	5
	West Bromwich	13	3	1	9
Ward	Bristnall	4	-	1	3
	Langley	5	-	-	5
	Old Warley	-	-	-	-
	Oldbury	4	-	-	4
	Blackheath	4	1	-	3
	Cradley Heath and Old Hill	6	-	1	5
	Rowley	1	-	-	1
	Tivdale	2	-	2	-
	Abbey	4	1	2	1
	Smethwick	1	-	-	1
	Soho and Victoria	5	-	-	5
	St Pauls	3	-	2	1
	Great Bridge	3	-	2	1
	Princes End	3	1	1	1
	Tipton Green	2	1	1	-
	Friar Park	-	-	-	-
	Wednesbury North	4	-	1	3
	Wednesbury South	3	-	1	2
	Charlemont with Grove Vale	3	-	-	3
	Great Barr with Yew Tree	1	-	-	1
	Greets Green and Lyng	3	2	-	1
	Hateley Heath	-	-	-	-
	Newton	1	-	-	1
	West Bromwich Central	5	1	1	3

		Base	Hypertension case finding		
			Yes	Intending to begin within next 12 months	No - not intending to provide
Total	Sandwell	71	31	27	13
Locality	Oldbury	13	3	5	5
	Rowley Regis	13	5	4	4
	Smethwick	15	7	6	2
	Tipton	9	6	3	-
	Wednesbury	8	4	4	-
	West Bromwich	13	6	5	2
Ward	Bristnall	4	1	-	3
	Langley	5	1	2	2
	Old Warley	-	-	-	-
	Oldbury	4	1	3	-
	Blackheath	4	2	-	2
	Cradley Heath and Old Hill	6	1	3	2
	Rowley	1	1	-	-
	Tivdale	2	1	1	-
	Abbey	4	2	1	1
	Smethwick	2	-	2	-
	Soho and Victoria	6	2	3	1
	St Pauls	3	3	-	-
	Great Bridge	4	3	1	-
	Princes End	3	2	1	-
	Tipton Green	2	1	1	-
	Friar Park	1	1	-	-
	Wednesbury North	4	1	3	-
	Wednesbury South	3	2	1	-
	Charlemont with Grove Vale	3	1	2	-
	Great Barr with Yew Tree	1	-	1	-
	Greets Green and Lyng	3	2	-	1
	Hateley Heath	-	-	-	-
	Newton	1	1	-	-
	West Bromwich Central	5	2	2	1

		Base	New Medicine Service		
			Yes	Intending to begin within next 12 months	No - not intending to provide
Total	Sandwell	73	73	-	-
Locality	Oldbury	13	13	-	-
	Rowley Regis	13	13	-	-
	Smethwick	15	15	-	-
	Tipton	10	10	-	-
	Wednesbury	8	8	-	-
	West Bromwich	14	14	-	-
Ward	Bristnall	4	4	-	-
	Langley	5	5	-	-
	Old Warley	-	-	-	-
	Oldbury	4	4	-	-
	Blackheath	4	4	-	-
	Cradley Heath and Old Hill	6	6	-	-
	Rowley	1	1	-	-
	Tividale	2	2	-	-
	Abbey	4	4	-	-
	Smethwick	2	2	-	-
	Soho and Victoria	6	6	-	-
	St Pauls	3	3	-	-
	Great Bridge	5	5	-	-
	Princes End	3	3	-	-
	Tipton Green	2	2	-	-
	Friar Park	1	1	-	-
	Wednesbury North	4	4	-	-
	Wednesbury South	3	3	-	-
	Charlemont with Grove Vale	3	3	-	-
	Great Barr with Yew Tree	1	1	-	-
	Greets Green and Lyng	3	3	-	-
	Hateley Heath	-	-	-	-
	Newton	1	1	-	-
	West Bromwich Central	6	6	-	-

		Base	Pandemic Delivery Service (Until 31st March 2022)		
			Yes	Intending to begin within next 12 months	No - not intending to provide
Total	Sandwell	70	52	3	15
Locality	Oldbury	13	9	-	4
	Rowley Regis	13	9	1	3
	Smethwick	15	12	-	3
	Tipton	9	6	2	1
	Wednesbury	8	5	-	3
	West Bromwich	12	11	-	1
Ward	Bristnall	4	3	-	1
	Langley	5	4	-	1
	Old Warley	-	-	-	-
	Oldbury	4	2	-	2
	Blackheath	4	3	-	1
	Cradley Heath and Old Hill	6	4	1	1
	Rowley	1	-	-	1
	Tividale	2	2	-	-
	Abbey	4	4	-	-
	Smethwick	2	1	-	1
	Soho and Victoria	6	4	-	2
	St Pauls	3	3	-	-
	Great Bridge	4	2	2	-
	Princes End	3	2	-	1
	Tipton Green	2	2	-	-
	Friar Park	1	1	-	-
	Wednesbury North	4	3	-	1
	Wednesbury South	3	1	-	2
	Charlemont with Grove Vale	3	3	-	-
	Great Barr with Yew Tree	1	1	-	-
	Greets Green and Lyng	2	2	-	-
	Hateley Heath	-	-	-	-
	Newton	1	-	-	1
	West Bromwich Central	5	5	-	-

		Base	Stoma Appliance Customisation service		
			Yes	Intending to begin within next 12 months	No - not intending to provide
Total	Sandwell	68	11	9	48
Locality	Oldbury	13	2	1	10
	Rowley Regis	13	1	1	11
	Smethwick	13	3	3	7
	Tipton	8	1	1	6
	Wednesbury	8	3	1	4
	West Bromwich	13	1	2	10
Ward	Bristnall	4	2	-	2
	Langley	5	-	1	4
	Old Warley	-	-	-	-
	Oldbury	4	-	-	4
	Blackheath	4	-	1	3
	Cradley Heath and Old Hill	6	-	-	6
	Rowley	1	-	-	1
	Tividale	2	1	-	1
	Abbey	4	-	2	2
	Smethwick	1	-	-	1
	Soho and Victoria	6	2	1	3
	St Pauls	2	1	-	1
	Great Bridge	3	-	1	2
	Princes End	3	1	-	2
	Tipton Green	2	-	-	2
	Friar Park	1	1	-	-
	Wednesbury North	4	2	-	2
	Wednesbury South	3	-	1	2
	Charlemont with Grove Vale	3	-	-	3
	Great Barr with Yew Tree	1	-	-	1
	Greets Green and Lyng	3	-	1	2
	Hateley Heath	-	-	-	-
	Newton	1	-	-	1
	West Bromwich Central	5	1	1	3

		Base	Stop smoking service (from January 2022)		
			Yes	Intending to begin within next 12 months	No - not intending to provide
Total	Sandwell	70	10	30	30
Locality	Oldbury	13	1	4	8
	Rowley Regis	13	4	4	5
	Smethwick	15	1	10	4
	Tipton	8	2	4	2
	Wednesbury	8	1	4	3
	West Bromwich	13	1	4	8
Ward	Bristnall	4	1	1	2
	Langley	5 -		3	2
	Old Warley	-	-	-	-
	Oldbury	4 -	-		4
	Blackheath	4	2 -		2
	Cradley Heath and Old Hill	6	2	2	2
	Rowley	1 -	-		1
	Tividale	2 -		2 -	
	Abbey	4	1	3 -	
	Smethwick	2 -		2 -	
	Soho and Victoria	6 -		3	3
	St Pauls	3 -		2	1
	Great Bridge	3 -		3 -	
	Princes End	3	1	1	1
	Tipton Green	2	1 -		1
	Friar Park	1	1 -		-
	Wednesbury North	4 -		2	2
	Wednesbury South	3 -		2	1
	Charlemont with Grove Vale	3	1 -		2
	Great Barr with Yew Tree	1 -	-		1
	Greets Green and Lyng	3 -		1	2
	Hateley Heath	-	-	-	-
	Newton	1 -	-		1
	West Bromwich Central	5 -		3	2

	Base	Currently providing under contract with NHSE&I regional team	Currently providing under contract with CCG	Currently providing under contract with Local	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately
Anticoagulant Monitoring Service	70	2	-	-	46	19	3
Anti-viral Distribution Service	68	1	-	-	48	16	3
Care Home Service	67	2	-	-	38	24	3
Chlamydia Testing Service	70	1	-	-	55	10	4
Chlamydia Treatment Service	69	1	-	-	55	9	4
Contraceptive service (not EC)	16	16	-	-	-	-	-
Disease Specific Medicines Management Service:	-	-	-	-	-	-	-
Allergies	69	2	-	-	47	17	3
Alzheimer's/dementia	67	2	-	-	47	17	1
Asthma	70	3	-	-	55	10	2
CHD	68	2	-	-	52	12	2
COPD	68	2	-	-	54	10	2
Depression	67	2	-	-	49	14	2
Diabetes type I	68	3	-	-	50	12	3

Diabetes type II	67	3	-	-	50	11	3
Epilepsy	66	2	-	-	47	15	2
Heart Failure	67	2	-	-	50	13	2
Hypertension	70	16	-	-	45	8	1
Parkinson's disease	67	2	-	-	47	15	3
Palliative care service	65	4	1	-	46	12	2
Emergency Contraception Service	69	14	3	8	32	4	8
Emergency Supply Service	71	28	3	-	30	4	6
Gluten Free Food Supply Service (i.e. not via FP10)	67	5	1	-	41	16	4
Home Delivery Service (not appliances)	68	17	-	2	25	11	13
Independent Prescribing Service	67	2	-	-	39	19	7
Language Access Service	66	2	-	-	37	25	2
Medication Review Service	70	11	-	-	49	8	2
Medicines Assessment and Compliance Support Service	65	5	-	-	48	11	1
Minor Ailment Scheme	71	32	12	5	16	5	1

Medicines Optimisation Service	68	3	-	-	51	12	2
Needle and Syringe Exchange Service	69	14	-	2	28	25	-
Distribution of naloxone	67	3	-	-	42	21	1
Obesity management (adults and children)	70	5	-	1	47	13	4
Not Dispensed Scheme	66	3	-	-	45	17	1
On Demand Availability of Specialist Drugs Service	65	4	-	-	41	19	1
Out of Hours Services	67	3	-	-	37	26	1
Phlebotomy Service	68	1	-	-	38	27	2
Prescriber Support Service	66	1	-	-	43	20	2
Schools Service	66	1	-	-	41	22	2
Screening Service	-	-	-	-	-	-	-
Alcohol	68	1	-	-	47	18	2
Cholesterol	68	4	-	-	51	11	2
Diabetes	68	4	-	-	52	10	2
Gonorrhoea	66	1	-	-	46	17	2
H. pylori	66	1	-	-	47	15	3
HbA1C	68	1	-	-	50	14	3
Hepatitis	67	3	-	-	43	18	3
HIV	65	1	-	-	39	23	2

Seasonal Influenza Vaccination Service	66	51	1	2	7	5	-
Childhood vaccinations	68	1	-	-	44	22	1
COVID-19 vaccinations	70	23	-	1	30	15	1
Hepatitis (at risk workers or patients) vaccinations	68	3	-	-	43	19	3
HPV vaccinations	69	2	1	-	47	16	3
Meningococcal vaccinations	71	3	-	-	49	14	5
Pneumococcal vaccinations	71	6	-	-	47	10	8
Travel vaccinations	71	3	-	-	41	15	12
Sharps Disposal Service	67	5	-	-	42	19	1
Stop Smoking Service	70	5	-	2	54	8	1
Supervised Administration Service	69	23	4	9	19	12	2
Vascular Risk Assessment Service (NHS Health Check)	68	1	-	-	47	18	2

Counts																						
Respondents	Base	Anticoagulant Monitoring Service	Anti-viral Distribution Service	Care Home Service	Chlamydia Testing Service	Chlamydia Treatment Service	Contraceptive service (not EC)	Disease Specific Medicines Management Service:			Alzheimer's/ dementia	Asthma	CHD	COPD	Depression	Diabetes type I	Diabetes type II	Epilepsy	Heart Failure	Hypertension	Parkinson's disease	Palliative care service
Total	1239	70	68	67	70	69	16	-	69	67	70	68	68	67	68	67	66	67	70	67	65	
Locality																						
Oldbury	234	13	13	13	13	13	1	-	13	13	13	13	13	13	13	13	13	13	13	13	12	
Rowley Regis	200	11	11	11	11	11	3	-	11	11	11	11	11	11	11	11	10	11	12	11	10	
Smethwick	261	15	14	14	15	14	4	-	14	13	15	14	15	14	14	15	14	14	15	14	14	
Tipton	170	10	9	9	10	10	1	-	10	9	10	9	9	9	9	9	9	9	10	9	10	
Wednesbury	147	8	8	8	8	8	3	-	8	8	8	8	8	8	8	8	8	8	8	8	8	
West Bromwich	227	13	13	12	13	13	4	-	13	13	13	13	12	12	12	12	12	12	12	12	11	
Ward																						
Bristnall	72	4	4	4	4	4	-	-	4	4	4	4	4	4	4	4	4	4	4	4	4	
Langley	91	5	5	5	5	5	1	-	5	5	5	5	5	5	5	5	5	5	5	5	5	
Old Warley	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Oldbury	71	4	4	4	4	4	-	-	4	4	4	4	4	4	4	4	4	4	4	4	3	
Blackheath	74	4	4	4	4	4	2	-	4	4	4	4	4	4	4	4	4	4	4	4	4	
Cradley Heath and Old Hill	106	6	6	6	6	6	-	-	6	6	6	6	6	6	6	6	5	6	6	6	5	
Rowley	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	
Tividale	19	1	1	1	1	1	1	-	1	1	1	1	1	1	1	1	1	1	1	1	1	
Abbey	70	4	3	4	4	3	1	-	4	3	4	4	4	4	4	4	4	4	4	4	4	
Smethwick	29	2	2	1	2	2	1	-	2	1	2	1	2	1	2	2	1	1	2	1	1	
Soho and Victoria	107	6	6	6	6	6	1	-	5	6	6	6	6	6	6	6	5	6	6	6	6	
St Pauls	55	3	3	3	3	3	1	-	3	3	3	3	3	3	3	3	3	3	3	3	3	
Great Bridge	79	5	4	4	5	5	-	-	5	4	5	4	4	4	4	4	4	4	5	4	5	
Princes End	55	3	3	3	3	3	1	-	3	3	3	3	3	3	3	3	3	3	3	3	3	
Tipton Green	36	2	2	2	2	2	-	-	2	2	2	2	2	2	2	2	2	2	2	2	2	
Friar Park	18	1	1	1	1	1	-	-	1	1	1	1	1	1	1	1	1	1	1	1	1	
Wednesbury North	74	4	4	4	4	4	2	-	4	4	4	4	4	4	4	4	4	4	4	4	4	
Wednesbury South	55	3	3	3	3	3	1	-	3	3	3	3	3	3	3	3	3	3	3	3	3	
Charlemont with Grove Vale	46	3	3	3	3	3	1	-	3	3	3	3	2	2	2	2	2	2	2	2	2	
Great Barr with Yew Tree	18	1	1	1	1	1	-	-	1	1	1	1	1	1	1	1	1	1	1	1	1	
Greets Green and Lyng	56	3	3	3	3	3	2	-	3	3	3	3	3	3	3	3	3	3	3	3	3	
Hateley Heath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Newton	17	1	1	-	1	1	-	-	1	1	1	1	1	1	1	1	1	1	1	1	1	
West Bromwich Central	90	5	5	5	5	5	1	-	5	5	5	5	5	5	5	5	5	5	5	5	5	

Counts						
		Emergency Contraception Service	Emergency Supply Service	Gluten Free Food Supply Service (i.e. not via FP10)	Home Delivery Service (not appliances)	Independent Prescribing Service
Respondents	Base					
Total	342	69	71	67	68	67
Locality						
Oldbury	65	13	13	13	13	13
Rowley Regis	57	11	12	11	12	11
Smethwick	70	14	15	14	14	13
Tipton	48	10	10	9	9	10
Wednesbury	40	8	8	8	8	8
West Bromwich	62	13	13	12	12	12
Ward						
Bristnall	20	4	4	4	4	4
Langley	25	5	5	5	5	5
Old Warley	-	-	-	-	-	-
Oldbury	20	4	4	4	4	4
Blackheath	20	4	4	4	4	4
Cradley Heath and Old Hill	30	6	6	6	6	6
Rowley	2	-	1	-	1	-
Tividale	5	1	1	1	1	1
Abbey	17	4	4	3	3	3
Smethwick	8	1	2	2	2	1
Soho and Victoria	30	6	6	6	6	6
St Pauls	15	3	3	3	3	3
Great Bridge	23	5	5	4	4	5
Princes End	15	3	3	3	3	3
Tipton Green	10	2	2	2	2	2
Friar Park	5	1	1	1	1	1
Wednesbury North	20	4	4	4	4	4
Wednesbury South	15	3	3	3	3	3
Charlemont with Grove Vale	9	2	2	2	1	2
Great Barr with Yew Tree	5	1	1	1	1	1
Greets Green and Lyng	15	3	3	3	3	3
Hateley Heath	-	-	-	-	-	-
Newton	5	1	1	1	1	1
West Bromwich Central	28	6	6	5	6	5

Counts						
Respondents	Base	Language Access Service	Medication Review Service	Medicines Assessment and Compliance Support Service	Minor Ailment Scheme	Medicines Optimisation Service
Total	340	66	70	65	711	68
Locality						
Oldbury	62	12	13	12	12	13
Rowley Regis	61	12	12	12	13	12
Smethwick	68	13	14	13	15	13
Tipton	45	8	10	8	10	9
Wednesbury	39	8	8	7	8	8
West Bromwich	65	13	13	13	13	13
Ward						
Bristnall	19	4	4	3	4	4
Langley	23	4	5	5	4	5
Old Warley	-	-	-	-	-	-
Oldbury	20	4	4	4	4	4
Blackheath	20	4	4	4	4	4
Cradley Heath and Old Hill	30	6	6	6	6	6
Rowley	1	-	-	-	1	-
Tividale	10	2	2	2	2	2
Abbey	16	3	3	3	4	3
Smethwick	8	1	2	2	2	1
Soho and Victoria	29	6	6	5	6	6
St Pauls	15	3	3	3	3	3
Great Bridge	20	3	5	3	5	4
Princes End	15	3	3	3	3	3
Tipton Green	10	2	2	2	2	2
Friar Park	5	1	1	1	1	1
Wednesbury North	19	4	4	3	4	4
Wednesbury South	15	3	3	3	3	3
Charlemont with Grove Vale	15	3	3	3	3	3
Great Barr with Yew Tree	5	1	1	1	1	1
Greets Green and Lyng	15	3	3	3	3	3
Hateley Heath	-	-	-	-	-	-
Newton	5	1	1	1	1	1
West Bromwich Central	25	5	5	5	5	5

Counts Respondents	Base						
		Needle and Syringe Exchange Service	Distribution of naloxone	Obesity management (adults and children)	Not Dispensed Scheme	On Demand Availability of Specialist Drugs Service	Out of Hours Services
Total	404	69	67	70	66	65	67
Locality							
Oldbury	75	13	13	13	12	11	13
Rowley Regis	68	12	12	12	10	11	11
Smethwick	80	14	12	14	13	13	14
Tipton	55	9	9	10	10	9	8
Wednesbury	48	8	8	8	8	8	8
West Bromwich	78	13	13	13	13	13	13
Ward							
Bristnall	23	4	4	4	4	3	4
Langley	28	5	5	5	4	4	5
Old Warley	-	-	-	-	-	-	-
Oldbury	24	4	4	4	4	4	4
Blackheath	24	4	4	4	4	4	4
Cradley Heath and Old Hill	35	6	6	6	5	6	6
Rowley	-	-	-	-	-	-	-
Tividale	9	2	2	2	1	1	1
Abbey	22	4	3	4	4	3	4
Smethwick	4	1	-	1	-	1	1
Soho and Victoria	36	6	6	6	6	6	6
St Pauls	18	3	3	3	3	3	3
Great Bridge	25	4	4	5	5	4	3
Princes End	18	3	3	3	3	3	3
Tipton Green	12	2	2	2	2	2	2
Friar Park	6	1	1	1	1	1	1
Wednesbury North	24	4	4	4	4	4	4
Wednesbury South	18	3	3	3	3	3	3
Charlemont with Grove Vale	18	3	3	3	3	3	3
Great Barr with Yew Tree	6	1	1	1	1	1	1
Greets Green and Lyng	18	3	3	3	3	3	3
Hateley Heath	-	-	-	-	-	-	-
Newton	6	1	1	1	1	1	1
West Bromwich Central	30	5	5	5	5	5	5

Counts													
Respondents	Base	Phlebotomy Service	Prescriber Support Service	Schools Service	Screening Service	Alcohol	Cholesterol	Diabetes	Gonorrhoea	H. pylori	HbA1C	Hepatitis	HIV
Total	736	68	66	66	-	68	68	68	66	66	68	67	65
Locality													
Oldbury	143	13	13	13	-	13	13	13	13	13	13	13	13
Rowley Regis	111	11	10	10	-	10	10	10	10	10	10	10	10
Smethwick	155	14	13	13	-	15	15	15	13	14	15	15	13
Tipton	98	9	9	9	-	9	9	9	9	9	9	8	9
Wednesbury	86	8	8	8	-	8	8	8	8	7	8	8	7
West Bromwich	143	13	13	13	-	13	13	13	13	13	13	13	13
Ward													
Bristnall	44	4	4	4	-	4	4	4	4	4	4	4	4
Langley	55	5	5	5	-	5	5	5	5	5	5	5	5
Old Warley	-	-	-	-	-	-	-	-	-	-	-	-	-
Oldbury	44	4	4	4	-	4	4	4	4	4	4	4	4
Blackheath	44	4	4	4	-	4	4	4	4	4	4	4	4
Cradley Heath and Old Hill	66	6	6	6	-	6	6	6	6	6	6	6	6
Rowley	-	-	-	-	-	-	-	-	-	-	-	-	-
Tividale	1	1	-	-	-	-	-	-	-	-	-	-	-
Abbey	39	4	3	3	-	4	4	4	3	3	4	4	3
Smethwick	17	1	1	1	-	2	2	2	1	2	2	2	1
Soho and Victoria	66	6	6	6	-	6	6	6	6	6	6	6	6
St Pauls	33	3	3	3	-	3	3	3	3	3	3	3	3
Great Bridge	43	4	4	4	-	4	4	4	4	4	4	3	4
Princes End	33	3	3	3	-	3	3	3	3	3	3	3	3
Tipton Green	22	2	2	2	-	2	2	2	2	2	2	2	2
Friar Park	11	1	1	1	-	1	1	1	1	1	1	1	1
Wednesbury North	42	4	4	4	-	4	4	4	4	3	4	4	3
Wednesbury South	33	3	3	3	-	3	3	3	3	3	3	3	3
Charlemont with Grove Vale	33	3	3	3	-	3	3	3	3	3	3	3	3
Great Barr with Yew Tree	11	1	1	1	-	1	1	1	1	1	1	1	1
Greets Green and Lyng	33	3	3	3	-	3	3	3	3	3	3	3	3
Hateley Heath	-	-	-	-	-	-	-	-	-	-	-	-	-
Newton	11	1	1	1	-	1	1	1	1	1	1	1	1
West Bromwich Central	55	5	5	5	-	5	5	5	5	5	5	5	5

Counts		Seasonal Influenza Vaccination Service					
		Currently providing under contract with NHSE&I regional team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately
Respondents	Base						
Total	66	51	1	2	7	5	-
Locality							
Oldbury	12	9	1	-	1	1	-
Rowley Regis	11	8	-	-	2	1	-
Smethwick	14	12	-	1	1	-	-
Tipton	8	5	-	-	1	2	-
Wednesbury	8	6	-	1	-	1	-
West Bromwich	13	11	-	-	2	-	-
Ward							
Bristnall	3	2	-	-	-	1	-
Langley	5	5	-	-	-	-	-
Old Warley	-	-	-	-	-	-	-
Oldbury	4	2	1	-	1	-	-
Blackheath	4	3	-	-	-	1	-
Cradley Heath and Old Hill	5	3	-	-	2	-	-
Rowley	-	-	-	-	-	-	-
Tividale	2	2	-	-	-	-	-
Abbey	3	3	-	-	-	-	-
Smethwick	2	2	-	-	-	-	-
Soho and Victoria	6	5	-	1	-	-	-
St Pauls	3	2	-	-	1	-	-
Great Bridge	5	4	-	-	1	-	-
Princes End	1	-	-	-	-	1	-
Tipton Green	2	1	-	-	-	1	-
Friar Park	1	1	-	-	-	-	-
Wednesbury North	4	3	-	-	-	1	-
Wednesbury South	3	2	-	1	-	-	-
Charlemont with Grove Vale	2	1	-	-	1	-	-
Great Barr with Yew Tree	1	1	-	-	-	-	-
Greets Green and Lyng	3	3	-	-	-	-	-
Hateley Heath	-	-	-	-	-	-	-
Newton	1	1	-	-	-	-	-
West Bromwich Central	6	5	-	-	1	-	-

Counts								
Respondents	Base	Childhood	COVID-19	Hepatitis (at	HPV	Meningococcal	Pneumococcal	Travel
		vaccinations	vaccinations	risk workers or	vaccinations	vaccinations	vaccinations	vaccinations
Total	488	68	70	68	69	71	71	71
Locality								
Oldbury	91	13	13	13	13	13	13	13
Rowley Regis	79	10	12	10	11	12	12	12
Smethwick	105	15	15	15	15	15	15	15
Tipton	66	9	9	9	9	10	10	10
Wednesbury	56	8	8	8	8	8	8	8
West Bromwich	91	13	13	13	13	13	13	13
Ward								
Bristnall	28	4	4	4	4	4	4	4
Langley	35	5	5	5	5	5	5	5
Old Warley	-	-	-	-	-	-	-	-
Oldbury	28	4	4	4	4	4	4	4
Blackheath	28	4	4	4	4	4	4	4
Cradley Heath and Old Hill	42	6	6	6	6	6	6	6
Rowley	-	-	-	-	-	-	-	-
Tividale	9	-	2	-	1	2	2	2
Abbey	28	4	4	4	4	4	4	4
Smethwick	14	2	2	2	2	2	2	2
Soho and Victoria	42	6	6	6	6	6	6	6
St Pauls	21	3	3	3	3	3	3	3
Great Bridge	31	4	4	4	4	5	5	5
Princes End	21	3	3	3	3	3	3	3
Tipton Green	14	2	2	2	2	2	2	2
Friar Park	7	1	1	1	1	1	1	1
Wednesbury North	28	4	4	4	4	4	4	4
Wednesbury South	21	3	3	3	3	3	3	3
Charlemont with Grove Vale	21	3	3	3	3	3	3	3
Great Barr with Yew Tree	7	1	1	1	1	1	1	1
Greets Green and Lyng	21	3	3	3	3	3	3	3
Hateley Heath	-	-	-	-	-	-	-	-
Newton	7	1	1	1	1	1	1	1
West Bromwich Central	35	5	5	5	5	5	5	5

Counts				
Respondents	Base	Sharps Disposal Service	Stop Smoking Service	Supervised Administration Service
Total	206	67	70	69
Locality				
Oldbury	39	13	13	13
Rowley Regis	35	11	12	12
Smethwick	42	14	15	13
Tipton	28	9	9	10
Wednesbury	24	8	8	8
West Bromwich	38	12	13	13
Ward				
Bristnall	12	4	4	4
Langley	15	5	5	5
Old Warley	-	-	-	-
Oldbury	12	4	4	4
Blackheath	12	4	4	4
Cradley Heath and Old Hill	18	6	6	6
Rowley	-	-	-	-
Tividale	5	1	2	2
Abbey	11	3	4	4
Smethwick	5	2	2	1
Soho and Victoria	17	6	6	5
St Pauls	9	3	3	3
Great Bridge	13	4	4	5
Princes End	9	3	3	3
Tipton Green	6	2	2	2
Friar Park	3	1	1	1
Wednesbury North	12	4	4	4
Wednesbury South	9	3	3	3
Charlemont with Grove Vale	8	2	3	3
Great Barr with Yew Tree	3	1	1	1
Greets Green and Lyng	9	3	3	3
Hateley Heath	-	-	-	-
Newton	3	1	1	1
West Bromwich Central	15	5	5	5

Counts		Vascular Risk Assessment Service (NHS Health Check)					
		Currently providing under contract with NHSE&I regional team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately
Respondents	Base						
Total	68	1	-	-	47	18	2
Locality							
Oldbury	13	-	-	-	11	2	-
Rowley Regis	11	-	-	-	8	3	-
Smethwick	14	1	-	-	7	5	1
Tipton	9	-	-	-	5	3	1
Wednesbury	8	-	-	-	5	3	-
West Bromwich	13	-	-	-	11	2	-
Ward							
Bristnall	4	-	-	-	3	1	-
Langley	5	-	-	-	5	-	-
Old Warley	-	-	-	-	-	-	-
Oldbury	4	-	-	-	3	1	-
Blackheath	4	-	-	-	2	2	-
Cradley Heath and Old Hill	6	-	-	-	6	-	-
Rowley	-	-	-	-	-	-	-
Tividale	1	-	-	-	-	1	-
Abbey	4	1	-	-	2	1	-
Smethwick	1	-	-	-	-	-	1
Soho and Victoria	6	-	-	-	3	3	-
St Pauls	3	-	-	-	2	1	-
Great Bridge	4	-	-	-	2	1	1
Princes End	3	-	-	-	2	1	-
Tipton Green	2	-	-	-	1	1	-
Friar Park	1	-	-	-	1	-	-
Wednesbury North	4	-	-	-	2	2	-
Wednesbury South	3	-	-	-	2	1	-
Charlemont with Grove Vale	3	-	-	-	2	1	-
Great Barr with Yew Tree	1	-	-	-	1	-	-
Greets Green and Lyng	3	-	-	-	3	-	-
Hateley Heath	-	-	-	-	-	-	-
Newton	1	-	-	-	1	-	-
West Bromwich Central	5	-	-	-	4	1	-

Counts				
		Collection of prescriptions from GP practices - with charge	Collection of prescriptions from GP practices – Free of charge on request	We deliver prescriptions to all patients
Respondents	Base			
Total	209	69	71	69
Locality				
Oldbury	37	12	12	13
Rowley Regis	35	12	12	11
Smethwick	42	13	15	14
Tipton	30	10	10	10
Wednesbury	24	8	8	8
West Bromwich	41	14	14	13
Ward				
Bristnall	11	4	3	4
Langley	15	5	5	5
Old Warley	-	-	-	-
Oldbury	11	3	4	4
Blackheath	10	4	4	2
Cradley Heath and Old Hill	18	6	6	6
Rowley	3	1	1	1
Tividale	4	1	1	2
Abbey	12	4	4	4
Smethwick	4	1	2	1
Soho and Victoria	18	6	6	6
St Pauls	8	2	3	3
Great Bridge	15	5	5	5
Princes End	9	3	3	3
Tipton Green	6	2	2	2
Friar Park	3	1	1	1
Wednesbury North	12	4	4	4
Wednesbury South	9	3	3	3
Charlemont with Grove Vale	9	3	3	3
Great Barr with Yew Tree	3	1	1	1
Greets Green and Lyng	8	3	3	2
Hateley Heath	-	-	-	-
Newton	3	1	1	1
West Bromwich Central	18	6	6	6

Counts Respondents	Base				
		Delivery of dispensed medicines – Free of charge on request	Delivery of dispensed medicines – With charge	Monitored Dosage Systems – Free of charge on request	Monitored Dosage Systems – With charge
Total	267	71	63	71	62
Locality					
Oldbury	48	12	12	12	12
Rowley Regis	44	12	10	13	9
Smethwick	52	15	11	14	12
Tipton	37	10	9	10	8
Wednesbury	32	8	8	8	8
West Bromwich	54	14	13	14	13
Ward					
Bristnall	14	4	3	4	3
Langley	20	5	5	5	5
Old Warley	-	-	-	-	-
Oldbury	14	3	4	3	4
Blackheath	14	3	4	4	3
Cradley Heath and Old Hill	22	6	5	6	5
Rowley	4	1	1	1	1
Tividale	4	2	-	2	-
Abbey	16	4	4	4	4
Smethwick	6	2	1	2	1
Soho and Victoria	19	6	4	5	4
St Pauls	11	3	2	3	3
Great Bridge	20	5	5	5	5
Princes End	10	3	2	3	2
Tipton Green	7	2	2	2	1
Friar Park	4	1	1	1	1
Wednesbury North	16	4	4	4	4
Wednesbury South	12	3	3	3	3
Charlemont with Grove Vale	12	3	3	3	3
Great Barr with Yew Tree	4	1	1	1	1
Greets Green and Lyng	12	3	3	3	3
Hateley Heath	-	-	-	-	-
Newton	4	1	1	1	1
West Bromwich Central	22	6	5	6	5

Counts Respondents	Base	Is there a particular need for a locally commissioned service in your area?	
		Yes	No
Total	71	26	45
Locality			
Oldbury	13	3	10
Rowley Regis	13	8	5
Smethwick	14	4	10
Tipton	10	4	6
Wednesbury	8	4	4
West Bromwich	13	3	10
Ward			
Bristnall	4	1	3
Langley	5	2	3
Old Warley	-	-	-
Oldbury	4	-	4
Blackheath	4	2	2
Cradley Heath and Old Hill	6	5	1
Rowley	1	-	1
Tividale	2	1	1
Abbey	4	2	2
Smethwick	1	1	-
Soho and Victoria	6	1	5
St Pauls	3	-	3
Great Bridge	5	-	5
Princes End	3	2	1
Tipton Green	2	2	-
Friar Park	1	1	-
Wednesbury North	4	1	3
Wednesbury South	3	2	1
Charlemont with Grove Vale	3	1	2
Great Barr with Yew Tree	1	-	1
Greets Green and Lyng	3	2	1
Hateley Heath	-	-	-
Newton	1	-	1
West Bromwich Central	5	-	5

Counts Break % Respondents		Locality					
		Total	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury
Base	71	13	13	14	10	7	14
How has COVID-19 affected service provision?							
We are offering more services to patients than before the pandemic	39 54.90%	6 46.20%	6 46.20%	10 71.40%	6 60.00%	3 42.90%	8 57.10%
We are offering less services to patients than before the pandemic	11 15.50%	3 23.10%	3 23.10%	- -	3 30.00%	1 14.30%	1 7.10%
Service provision has not changed	21 29.60%	4 30.80%	4 30.80%	4 28.60%	1 10.00%	3 42.90%	5 35.70%

Counts Break % Respondents		Locality					
		Total	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury
Base	72	13	13	15	10	7	14
How has COVID-19 affected access to services?							
Our opening times have been extended	4 5.60%	1 7.70%	- -	1 6.70%	1 10.00%	- -	1 7.10%
Our opening times have been reduced	6 8.30%	4 30.80%	- -	- -	- -	1 14.30%	1 7.10%
Our opening times have remained the same	62 86.10%	8 61.50%	13 100.00%	14 93.30%	9 90.00%	6 85.70%	12 85.70%

Counts Break % Respondents		Locality						
		Total	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Bromwich
Base		72	13	13	15	10	7	14
How has COVID-19 affected waiting times for medicine dispensing?								
Waiting times have increased		39	5	8	3	7	6	10
		54.20%	38.50%	61.50%	20.00%	70.00%	85.70%	71.40%
Waiting times have decreased		1	1	-	-	-	-	-
		1.40%	7.70%	-	-	-	-	-
Waiting times have stayed the same		32	7	5	12	3	1	4
		44.40%	53.80%	38.50%	80.00%	30.00%	14.30%	28.60%

Counts Break % Respondents		Locality						
		Total	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Bromwich
Base		71	13	13	14	10	7	14
How has COVID-19 affected waiting times for other services e.g. flu vaccinations and health checks?								
Waiting times have increased		35	5	6	5	8	3	8
		49.30%	38.50%	46.20%	35.70%	80.00%	42.90%	57.10%
Waiting times have decreased		1	1	-	-	-	-	-
		1.40%	7.70%	-	-	-	-	-
Waiting times have stayed the same		35	7	7	9	2	4	6
		49.30%	53.80%	53.80%	64.30%	20.00%	57.10%	42.90%

Counts Break % Respondents	Total	Locality					
		Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Bromwich
Base	72	13	13	15	10	7	14
How has COVID-19 affected patient demand for pharmacy services?							
Overall, patients are relying more on pharmacy services	69 95.80%	12 92.30%	13 100.00%	13 86.70%	10 100.00%	7 100.00%	14 100.00%
Overall, patients are relying less on pharmacy services	-	-	-	-	-	-	-
Patient demand for pharmacy services has remained the same	3 4.20%	1 7.70%	-	2 13.30%	-	-	-

Appendix 7: Public survey

Your views on Community Pharmacy (Chemists) Services in Sandwell

If you are able, please complete this survey online at:
<https://www.sandwell.gov.uk/consultation>. The survey closes on 10th December

Q1 Which pharmacy (chemist) do you most regularly use?
 Please enter name of pharmacy

Q2 Where is this pharmacy (Chemist) located. eg Bearwood Road Smethwick

Name of Road
 (if known)

Town

Q3 Why do you normally use this pharmacy? *Please tick all that apply*

- ☐ It is near my home
- ☐ It is near my work
- ☐ It is near or at my local GP surgery
- ☐ It is easy to get to whilst shopping
- ☐ It has on-site parking
- ☐ It has the services I require
- ☐ It stocks the medicines that I need
- ☐ It has opening hours that suit me
- ☐ It operates the Electronic Prescription Service

Q4 How do you normally travel to your regular pharmacy?

- ☐ Car
- ☐ Public Transport
- ☐ Bicycle
- ☐ Taxi
- ☐ Walk

Q5 How often do you visit a pharmacy for Health reasons (health advice, prescriptions or over the counter medicines)?

- ☐ Daily
- ☐ Two or more times weekly
- ☐ Weekly
- ☐ Fortnightly
- ☐ Monthly
- ☐ Every 2-3 Months
- ☐ 6 Monthly
- ☐ Yearly
- ☐ Never

Q6 How often do you visit a pharmacy for any other reason (eg shopping, toiletries, baby products)?

- ☐ Daily
- ☐ Two or more times weekly
- ☐ Weekly
- ☐ Fortnightly
- ☐ Monthly
- ☐ Every 2-3 Months
- ☐ 6 Monthly
- ☐ Yearly
- ☐ Never

Q7 At what time of day to you normally use pharmacy services?

- ☐ Weekdays 6am-9am
- ☐ Weekdays 9am-6pm
- ☐ Weekdays 6pm-11pm
- ☐ Saturday
- ☐ Sunday

- Q8 Other than normal opening hours (Weekdays 9am-6pm), what other times would you find it most useful to visit a pharmacy? Please tick all that apply

- ☐ Weekdays 6am-9am
☐ Weekdays 6pm-11pm
☐ Saturday 9am-1pm
☐ Saturday 1pm-6pm
☐ Saturday 6pm-11pm
☐ Sunday before 10am
☐ Sunday 10am-2pm
☐ Sunday after 4pm

- Q9 Access to pharmacy services - Please rate how strongly you agree or disagree with the following statements.
Please tick ONE box only for each statement

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I can easily find an open pharmacy when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy near where I want it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy open in the evening (i.e after 6pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy open at weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy open at lunchtime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Q10 Using Pharmacy services - Please rate how strongly you agree or disagree with the following statements.
Please tick ONE box only for each statement

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My pharmacy is customer friendly and polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacy is easy to get to by public transport or car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find my pharmacist helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacy has a confidential and private area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 Does your pharmacy have any of the following?

	Yes	No	Not sure
Seating area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic Prescription Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wheelchair Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stocks of Living Aids to support Independent Living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing Aid Loop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescription Delivery Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and advice on medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and advice on healthy lifestyles (eg diet and nutrition, physical activity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Have you ever used a Prescription Delivery Service?

☐ Yes

☐ No

Go to NEXT PAGE

☐ Not Sure

Go to NEXT PAGE

I used a prescription delivery service because...

☐ I was unable to leave home

☐ I could not get to a pharmacy during their opening times

☐ I don't have a pharmacy near me

☐ Other

If "other", please specify

How much do you agree or disagree that the Prescription Delivery Service is important enough to you that you would be prepared to pay for the service?

☐ Strongly Agree

☐ Agree

☐ Neither agree or disagree

☐ Disagree

☐ Strongly disagree

Q13 Thinking about your regular pharmacy: Which of the following services are you aware of, have used or would like to see available? *Please tick all that apply*

	I am aware of	I have used	I am not aware of	I would like to see available
Minor Ailments Service <i>(advice and support to eligible people for the supply of appropriate medicines without the need for a prescription and without charge)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vaccinations <i>(eg Flu vaccinations)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Healthchecks <i>(a free health MOT for patients aged 50 or over)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Screening Services <i>(eg diabetes, HIV, Hepatitis C, Chlamydia screening)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoking Cessation Services <i>(services to help you quit smoking)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Hormonal Contraception <i>(the morning after pill)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blood Pressure Monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Repeat prescription services <i>(a service where some patient groups are able to obtain supplies of their regular medicines without requesting a new prescription from their GP every time)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terminal Illness support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol Use Awareness and treatment services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight Management Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Phlebotomy Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti Coagulation Monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Use Reviews <i>(private discussion with a pharmacist about how you use your existing medication)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicines Service <i>(three discussions with a pharmacist about your new medicine in the first month of the therapy) (ONLY APPLIES to CERTAIN GROUPS OF MEDICINES)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disposal of Unwanted Medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle and Syringe Exchange scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised consumption of medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language Access Services <i>(advice and support to patients in a language understood by them)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any other services available from your pharmacy that we have not described, that you would use (please state)

Q14 Are you aware that pharmacies can help to direct you to other services for health? eg Patients support groups like Diabetes UK

- ☐ Yes ☐ Not Sure
☐ No

Q15 How have you previously found out about the services offered by your pharmacy?
Please tick all that apply

- | | |
|---|---|
| <input type="checkbox"/> At the Pharmacy | <input type="checkbox"/> GP or practice staff |
| <input type="checkbox"/> Website (NHS Choices) | <input type="checkbox"/> Leaflets |
| <input type="checkbox"/> Website (other) | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Poster | <input type="checkbox"/> Local Press |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Mail drop |
| <input type="checkbox"/> Screen Advertising (TV, or moving screens in GP surgeries or post offices) | |

Q16 Please enter the first 4 digits of your postcode

Q17 Where did you get your questionnaire from?

- | | |
|---|--|
| <input type="checkbox"/> At a pharmacy | <input type="checkbox"/> From work |
| <input type="checkbox"/> At a GP surgery | <input type="checkbox"/> From Sandwell MBC |
| <input type="checkbox"/> From a patient group | <input type="checkbox"/> via Social Media |
| <input type="checkbox"/> From a voluntary organisation | <input type="checkbox"/> via email |
| <input type="checkbox"/> From my local Healthwatch | <input type="checkbox"/> Website |
| <input type="checkbox"/> From my local library | <input type="checkbox"/> Other |
| <input type="checkbox"/> From my Clinical commissioning group (CCG) | |

If "other", please specify

Q18 Overall - How satisfied are you with pharmacy services in Sandwell?

- ☐ Very Satisfied
☐ Satisfied
☐ Neither satisfied or dissatisfied
☐ Dissatisfied
☐ Very dissatisfied

Q19 Please use this comment box to tell us anything you may feel is important about your local pharmacy services

Impact of COVID-19 on my access to pharmacy services

Q20 Has COVID-19 changed how you collect your medication?

☐ Yes

☐ No

Go to Q21

If yes, how has this changed? *Please tick all that apply*

☐ I now get my medication delivered to my home

☐ I used to collect my own medication, now friends or family collect it for me

☐ I used to take a paper prescription to my local pharmacy, now the GP sends my prescription to the pharmacy electronically

☐ Other

If "other", please specify

Q21 How has COVID-19 affected access to your local pharmacy? *Please tick all that apply*

☐ It is easier for me to access my pharmacy due to extended opening times

☐ It is harder for me to access my pharmacy due to reduced opening times

☐ Services I use are now offered over the phone/online and this is easier for me

☐ Services I use are now offered over the phone/online and this is harder for me

☐ Services I would normally use are no longer being offered by my pharmacy

☐ COVID-19 has not affected access to my local pharmacy

Q22 Have any of the services you access from your pharmacy been stopped due to COVID-19?

☐ Yes

☐ I don't use any pharmacy services

☐ No

Q22a If yes, which services have not been available to you? *Please tick all that apply*

☐ Minor Ailments Service

☐ Vaccinations (eg Flu vaccinations)

☐ NHS Healthchecks

☐ NHS Screening Services

☐ Smoking Cessation Services

☐ Emergency Hormonal Contraception (the morning after pill)

☐ Pregnancy Testing

☐ Blood Pressure Monitoring

☐ Cholesterol Testing

☐ NHS Repeat prescription services

☐ Alcohol Use Awareness and treatment services

☐ Weight Management Services

☐ Mental Health Support

☐ NHS Phlebotomy Services

☐ Anti Coagulation Monitoring

☐ Medicines Use Reviews

☐ New Medicines Service

☐ Disposal of Unwanted Medicines

☐ Needle and Syringe Exchange scheme

☐ Supervised consumption of medicines

☐ Language Access Services

Q23 Are there pharmacy services you wouldn't normally use that you have started using since the start of COVID-19?

☐ Yes

☐ No

Go to Q23b

If yes, which services? *Please tick all that apply*

☐ Minor Ailments Service

☐ Vaccinations (eg Flu vaccinations)

☐ NHS Healthchecks

☐ NHS Screening Services

☐ Smoking Cessation Services

☐ Emergency Hormonal

☐ Contraception (the morning after pill)

☐ Pregnancy Testing

☐ Blood Pressure Monitoring

☐ Cholesterol Testing

☐ NHS Repeat prescription services

☐ Alcohol Use Awareness and treatment services

☐ Weight Management Services

☐ Mental Health Support

☐ NHS Phlebotomy Services

☐ Anti Coagulation Monitoring

☐ Medicines Use Reviews

☐ New Medicines Service

☐ Disposal of Unwanted Medicines

☐ Needle and Syringe Exchange scheme

☐ Supervised consumption of medicines

☐ Language Access Services

Q23b Overall, how do you feel COVID-19 has impacted your access to pharmacy services?

☐ It is easier for me to access my local pharmacy

☐ It is harder for me to access my local pharmacy

☐ Access to my local pharmacy has not changed

About You...

The rest of this questionnaire is about you and we will not be able to identify you from the information you share with us.

Q24 Which of the following best describes your involvement in pharmacy services

☐ Customer or patient

☐ Pharmacy service provider

☐ GP surgery staff

☐ Other

Please specify

Q25 How would you best describe yourself?

☐ Employed or self employed

☐ Unemployed

☐ Student

☐ Retired

☐ Full time parent

☐ Carer

Q26 What is your marital status?

☐ Single

☐ Married / cohabiting / civil partnership

☐ Divorced / separated

☐ Widowed

Q27 How old are you?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 85 plus |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> prefer not to say |
| <input type="checkbox"/> 45-54 | |
| <input type="checkbox"/> 55-64 | |

Q28 Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

- ☐ Yes ☐ No

If yes, does your condition or illness reduce your ability to carry out day-to-day activities?

- ☐ Yes, a lot ☐ Not at all
☐ Yes, a little

Q29 What is your sex?

- ☐ Male ☐ Female

Q32 Which of the following groups do you consider you belong to?

- | | |
|--|---|
| <input type="checkbox"/> English / Welsh / Scottish / Northern Irish / British | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Pakistani |
| <input type="checkbox"/> Gypsy or Irish Traveller | <input type="checkbox"/> Bangladeshi |
| <input type="checkbox"/> Eastern European | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Any other White background | <input type="checkbox"/> Any other Asian background |
| <input type="checkbox"/> White and Black Caribbean | <input type="checkbox"/> African |
| <input type="checkbox"/> White and Black African | <input type="checkbox"/> Caribbean |
| <input type="checkbox"/> White and Asian | <input type="checkbox"/> Any other Black / African / Caribbean background |
| <input type="checkbox"/> Any other Mixed / Multiple ethnic background | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Indian | <input type="checkbox"/> Any other ethnic group |
| | <input type="checkbox"/> Prefer not to say |

If "other", please specify

Q33 What is your religion?

- | | | |
|--------------------------------------|---------------------------------|--|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Hindu | <input type="checkbox"/> Buddhist |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Muslim | <input type="checkbox"/> Other |
| <input type="checkbox"/> Jewish | <input type="checkbox"/> Sikh | <input type="checkbox"/> Prefer not to say |

Q30 Is your gender the same as the sex you were registered at birth?

- ☐ Yes ☐ No

If no, please write in your gender identity

Q31 What is your sexual orientation?

- ☐ Heterosexual / straight
☐ Bisexual
☐ Gay man
☐ Gay woman / lesbian
☐ Prefer not to say
☐ Other

If "other", please specify

Thank you for taking the time to complete this questionnaire

Appendix 8: Results of the public survey

Which of the following best describes your involvement in pharmacy services	Count	%
Customer or patient	163	98.2%
Pharmacy service provider	-	-
GP surgery staff	3	1.8%
Other	-	-

How would you best describe yourself?	Count	%
Employed or self employed (working)	79	47.6%
Unemployed	8	4.8%
Student	-	-
Retired	66	39.8%
Full time parent	2	1.2%
Carer	11	6.6%

What is your marital status?	Count	%
Single	29	17.9%
Married / cohabiting / civil partnership	107	66.0%
Divorced / separated	15	9.3%
Widowed	11	6.8%

How old are you?	Total	What is your sex?	
		Male	Female
Under 16	-	-	-
16-24	1	-	1
25-34	4	1	3
35-44	15	1	14
45-54	34	2	32
55-64	51	7	44
65-74	36	22	14
75-84	21	10	11
85 plus	2	1	1
prefer not to say	1	-	1

Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?	Count	%
Yes	100	60.2%
No	66	39.8%

If yes, does your condition or illness reduce your ability to carry-out day-to-day activities?	Count	%
Yes, a lot	33	33.7%
Yes, a little	44	44.9%
Not at all	21	21.4%

Is your gender the same as the sex you were registered at birth?	Count	%
Yes	159	99.4%
No	1	0.6%

What is your sexual orientation?	Count	%
Heterosexual / straight	133	84.2%
Bisexual	2	1.3%
Gay man	2	1.3%
Gay woman / lesbian	2	1.3%
Prefer not to say	18	11.4%
Other	1	0.6%

Which of the following groups do you consider you belong to?	Count	%
English / Welsh / Scottish / Northern Irish / British	140	90.3%
Irish	3	1.9%
Gypsy or Irish Traveller	-	-
Eastern European	-	-
Any other White background	1	0.6%
White and Black Caribbean	-	-
White and Black African	-	-
White and Asian	1	0.6%
Any other Mixed / Multiple ethnic background	1	0.6%
Indian	3	1.9%
Sikh	2	1.3%
Pakistani	1	0.6%
Bangladeshi	2	1.3%
Chinese	-	-
Any other Asian background	-	-
African	-	-
Caribbean	1	0.6%
Any other Black / African / Caribbean background	-	-
Arab	-	-
Any other ethnic group	-	-
Prefer not to say	-	-

What is your religion?	Count	%
No religion	33	20.4%
Christian	102	63.0%
Jewish	-	-
Hindu	3	1.9%
Muslim	6	3.7%
Sikh	2	1.2%
Buddhist	-	-
Other	3	1.9%
Prefer not to say	13	8.0%

Postcode Area/District	Count	%
B43	10	6.0%
B64	3	1.8%
B65	13	7.7%
B66	3	1.8%
B67	13	7.7%
B68	17	10.1%
B69	9	5.4%
B70	20	11.9%
B71	17	10.1%
DY4	33	19.6%
WS10	12	7.1%
WV14	4	2.4%
Outside Sandwell	1	0.6%
No response	10	6.0%
Grand Total	168	

Which pharmacy do you most regularly use?

Pharmacy Code	Trading Name	Locality	Count
FC399	Murrays Healthcare	Tipton	11
FCX28	Lyng Pharmacy	West Bromwich	8
FQG53	Tividale Pharmacy	Rowley Regis	8
FL368	Swanpool Pharmacy	Tipton	6
FWA64	Your Local Boots Pharmacy	Smethwick	6
FGM75	Hills Pharmacy	Oldbury	5
FKF01	Boots Pharmacy	Wednesbury	5
FQF60	Jubilee Pharmacy	Wednesbury	5
FW507	Ingrams Chemist	West Bromwich	5
FC667	Vishnu Pharmacy	Oldbury	4
FD488	Hill Top Pharmacy Ltd	Oldbury	4
FDP14	Duggals Chemist	Tipton	4
FFJ61	Great Bridge Pharmacy	Tipton	4
FJG17	Khaira Pharmacy	West Bromwich	4
FK052	Your Local Boots Pharmacy	Oldbury	4
FYV46	Sandwell Pharmacy	West Bromwich	4
FED83	Lloyds Pharmacy	West Bromwich	3
FHJ26	Well Pharmacy	West Bromwich	3
FJ013	New Street Pharmacy	Wednesbury	3
FJF84	Boots Pharmacy	Tipton	3
FYD26	Murrays Pharmacy	Rowley Regis	3
FYH42	Friar Park Pharmacy	Wednesbury	3
FAY45	Boots The Chemist	Rowley Regis	2
FCR09	Boots Pharmacy	West Bromwich	2
FD816	Lloyds Pharmacy	Smethwick	2
FG606	Asda Pharmacy	Tipton	2
FJE11	Lloyds Pharmacy	Oldbury	2
FL253	Lloyds Pharmacy	Rowley Regis	2
FLE88	Murrays Pharmacy	Tipton	2
FM186	Hingleys Chemist	Rowley Regis	2
FML19	Well Pharmacy	Wednesbury	2
FN029	Lloyds Pharmacy	West Bromwich	2
FN086	Well Pharmacy	Wednesbury	2
FNG97	Lloyds Pharmacy	Oldbury	2
FRX65	Lloyds Pharmacy	Smethwick	2
FTC53	Jhoots Pharmacy	West Bromwich	2
FYL65	D P Forrest Ltd	West Bromwich	2
FAN84	Masters Pharmacy	Smethwick	1
FD120	Dunstones Chemist	Smethwick	1
FD801	Medipharma Chemist	West Bromwich	1
FD802	Medipharma Chemist	West Bromwich	1
FDR60	Pharmacy 365	Rowley Regis	1
FE629	Beaconview Pharmacy	West Bromwich	1
FF663	Asda Pharmacy	Smethwick	1

Pharmacy Code	Trading Name	Locality	Count
FGF57	D R Dalvair Pharmacy	Smethwick	1
FGG25	Lloyds Pharmacy	Smethwick	1
FGV35	Peaches Pharmacy	Rowley Regis	1
FJT71	Lloyds Pharmacy	West Bromwich	1
FK966	C H White Pharmacy	Oldbury	1
FMT97	Langley Pharmacy	Oldbury	1
FN497	Sidhu's Pharmacy	West Bromwich	1
FP892	Oldbury Pharmacy	Oldbury	1
FPA45	Bearwood Pharmacy	Smethwick	1
FQ140	Asda Pharmacy	Tipton	1
FQE91	M W Phillips	Rowley Regis	1
FQJ11	Lloyds Pharmacy	Oldbury	1
FV008	Yew Tree Pharmacy	West Bromwich	1
FV044	Michaels Chemist	Smethwick	1
FW075	Park Lane Pharmacy	Wednesbury	1
FW220	Jhoots Pharmacy	Rowley Regis	1
FWL41	Haden Vale Pharmacy	Rowley Regis	1
FXF63	Regent Street Chemist	Smethwick	1
Outside Sandwell			6
Total			166

Why do you normally use this pharmacy?	Count	%
It is near my home	98	59.4%
It is near my work	11	6.7%
It is near or at my local GP surgery	89	53.9%
It is easy to get to whilst shopping	37	22.4%
It has on-site parking	30	18.2%
It has the services I require	50	30.3%
It stocks the medicines that I need	58	35.2%
It has opening hours that suit me	54	32.7%
It operates the Electronic Prescription Service	75	45.5%

How do you normally travel to your regular pharmacy?	Count	%
Car	95	57.9%
Public Transport	13	7.9%
Bicycle	-	-
Taxi	3	1.8%
Walk	53	32.3%

How often do you visit a pharmacy for Health reasons?	Count	%
Daily	-	-
Two or more times weekly	3	1.8%
Weekly	3	1.8%
Fortnightly	14	8.5%
Monthly	81	49.1%
Every 2-3 Months	45	27.3%
6 Monthly	10	6.1%
Yearly	4	2.4%
Never	5	3.0%

How often do you visit a pharmacy for any other reason?	Count	%
Daily	-	-
Two or more times weekly	1	0.6%
Weekly	6	3.6%
Fortnightly	10	6.0%
Monthly	33	19.9%
Every 2-3 Months	31	18.7%
6 Monthly	5	3.0%
Yearly	5	3.0%
Never	75	45.2%

At what time of day to you normally use pharmacy services?	Count	%
Weekdays 6am-9am	11	6.7%
Weekdays 9am-6pm	128	78.0%
Weekdays 6pm-11pm	16	9.8%
Saturday	9	5.5%
Sunday	-	-

Other than normal opening hours (Weekdays 9am-6pm), what other times would you find it most useful to visit a pharmacy?	Count	%
Weekdays 6am-9am	21	14.1%
Weekdays 6pm-11pm	35	23.5%
Saturday 9am-1pm	63	42.3%
Saturday 1pm-6pm	66	44.3%
Saturday 6pm-11pm	27	18.1%
Sunday before 10am	16	10.7%
Sunday 10am-2pm	59	39.6%
Sunday after 4pm	41	27.5%

Access to pharmacy services	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	Count	%	Count	%	Count	%	Count	%	Count	%
I can easily find an open pharmacy when needed	44	27.3%	63	39.1%	31	19.3%	19	11.8%	4	2.5%
I can easily find a pharmacy near where I want it	52	32.9%	67	42.4%	31	19.6%	7	4.4%	1	0.6%
I can easily find a pharmacy open in the evening (i.e after 6pm)	22	13.9%	40	25.3%	40	25.3%	47	29.7%	9	5.7%
I can easily pharmacy open at weekends	28	17.6%	58	36.5%	35	22.0%	31	19.5%	7	4.4%
I can easily find a pharmacy open at lunchtime	45	29.0%	70	45.2%	24	15.5%	11	7.1%	5	3.2%

Using pharmacy services	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	Count	%	Count	%	Count	%	Count	%	Count	%
My pharmacy is customer friendly and polite	79	47.9%	43	26.1%	22	13.3%	17	10.3%	4	2.4%
My pharmacy is easy to get to by public transport or car	78	47.9%	70	42.9%	10	6.1%	4	2.5%	1	0.6%
I find my pharmacist helpful	78	48.1%	38	23.5%	26	16.0%	17	10.5%	3	1.9%
My pharmacy has a confidential and private area	69	42.6%	46	28.4%	25	15.4%	17	10.5%	5	3.1%

Does your pharmacy have any of the following?	Yes		No		Not sure	
	Count	%	Count	%	Count	%
Seating area	116	71.6%	38	23.5%	8	4.9%
Electronic Prescription Service	135	83.3%	4	2.5%	23	14.2%
Wheelchair Accessibility	103	64.4%	17	10.6%	40	25.0%
Stocks of Living Aids to support Independent Living	32	19.9%	19	11.8%	110	68.3%
Hearing Aid Loop	18	11.4%	15	9.5%	125	79.1%
Prescription Delivery Service	110	67.5%	9	5.5%	44	27.0%
Information and advice on medicines	120	74.5%	8	5.0%	33	20.5%
Information and advice on healthy lifestyles (eg diet and nutrition, physical activity)	56	34.8%	12	7.5%	93	57.8%

Have you ever used a Prescription Delivery Service?	Count	%
Yes	57	34.3%
No	107	64.5%
Not Sure	2	1.2%

I used a prescription delivery service because...	Count	%
I was unable to leave home	25	44.6%
I could not get to a pharmacy during their opening times	5	8.9%
I don't have a pharmacy near me	1	1.8%
Other	25	44.6%

How much do you agree or disagree that the Prescription Delivery Service is important enough to you that you would be prepared to pay for the service?	Count	%
Strongly Agree	10	17.5%
Agree	8	14.0%
Neither agree or disagree	16	28.1%
Disagree	15	26.3%
Strongly disagree	8	14.0%

Thinking about your regular pharmacy: Which of the following services are you aware of, have used or would like to see available?	I am aware of		I have used		I am not aware of		I would like to see available	
	Count	%	Count	%	Count	%	Count	%
Minor Ailments Service	56	35.0%	31	19.4%	47	29.4%	30	18.8%
Vaccinations	63	40.9%	42	27.3%	36	23.4%	20	13.0%
NHS Healthchecks	31	19.5%	7	4.4%	90	56.6%	37	23.3%
NHS Screening Services	24	15.2%	1	0.6%	104	65.8%	33	20.9%
Smoking Cessation Services	44	28.0%	2	1.3%	97	61.8%	18	11.5%
Emergency Hormonal Contraception	49	31.6%	2	1.3%	91	58.7%	15	9.7%
Pregnancy Testing	49	31.6%	1	0.6%	94	60.6%	14	9.0%
Blood Pressure Monitoring	35	22.2%	3	1.9%	89	56.3%	37	23.4%
Cholesterol Testing	17	10.7%	3	1.9%	104	65.4%	42	26.4%
NHS Repeat prescription services	53	33.3%	66	41.5%	17	10.7%	29	18.2%
Terminal Illness support	6	3.8%	3	1.9%	123	78.8%	28	17.9%
Alcohol Use Awareness and treatment services	14	8.9%	-	-	120	76.4%	26	16.6%
Weight Management Services	18	11.5%	1	0.6%	114	72.6%	28	17.8%
Mental Health Support	5	3.2%	1	0.6%	118	76.1%	34	21.9%
NHS Phlebotomy Services	6	3.8%	2	1.3%	99	62.3%	59	37.1%
Anti Coagulation Monitoring	5	3.3%	-	-	127	83.0%	26	17.0%
Medicines Use Reviews	27	17.1%	27	17.1%	74	46.8%	32	20.3%
New Medicines Service	19	12.3%	9	5.8%	94	61.0%	34	22.1%
Disposal of Unwanted Medicines	62	39.2%	39	24.7%	38	24.1%	24	15.2%
Needle and Syringe Exchange scheme	27	17.4%	1	0.6%	112	72.3%	17	11.0%
Supervised consumption of medicines	26	16.9%	3	1.9%	117	76.0%	11	7.1%
Language Access Services	18	11.7%	1	0.6%	122	79.2%	17	11.0%

Are you aware that pharmacies can help to direct you to other services for health?	Count	%
Yes	45	27.1%
No	77	46.4%
Not Sure	44	26.5%

How have you previously found out about the services offered by your pharmacy?	Count	%
At the Pharmacy	122	79.2%
Website (NHS Choices)	23	14.9%
Website (other)	10	6.5%
Poster	19	12.3%
Radio	2	1.3%
Screen Advertising (TV, or moving screens in GP surgeries or post offices)	7	4.5%
GP or practice staff	33	21.4%
Leaflets	28	18.2%
Word of mouth	41	26.6%
Local Press	2	1.3%
Mail drop	2	1.3%

Where did you get your questionnaire from?	Count	%
At a pharmacy	1	0.6%
At a GP surgery	-	-
From a patient group	-	-
From a voluntary organisation	3	1.9%
From my local Healthwatch	4	2.5%
From my local library	-	-
From my Clinical commissioning group (CCG)	-	-
From work	3	1.9%
From Sandwell MBC	86	54.1%
via Social Media	21	13.2%
via email	32	20.1%
Website	6	3.8%
Other	3	1.9%

Overall - How satisfied are you with pharmacy services in Sandwell?	Count	%
Very Satisfied	55	33.5%
Satisfied	50	30.5%
Neither satisfied or dissatisfied	34	20.7%
Dissatisfied	18	11.0%
Very dissatisfied	7	4.3%

Impacts of COVID-19

Has COVID-19 changed how you collect your medication?	Count	%
Yes	43	25.9%
No	123	74.1%

If yes, how has this changed?	Count	%
I now get my medication delivered to my home	13	31.0%
I used to collect my own medication, now friends or family collect it for me	9	21.4%
I used to take a paper prescription to my local pharmacy, now the GP sends my prescription to the pharmacy electronically	23	54.8%
Other	9	21.4%

How has COVID-19 affected access to your local pharmacy?	Count	%
It is easier for me to access my pharmacy due to extended opening times	6	3.9%
It is harder for me to access my pharmacy due to reduced opening times	15	9.7%
Services I use are now offered over the phone/online and this is easier for me	18	11.7%
Services I use are now offered over the phone/online and this is harder for me	4	2.6%
Services I would normally use are no longer being offered by my pharmacy	1	0.6%
COVID-19 has not affected access to my local pharmacy	120	77.9%

Have any of the services you access from your pharmacy been stopped due to COVID-19?	Count	%
Yes	4	2.4%
No	116	70.7%
I don't use any pharmacy services	44	26.8%

If yes, which services have not been available to you?	Count	%
Minor Ailments Service	1	33.3%
NHS Healthchecks	1	33.3%
Smoking Cessation Services	1	33.3%
Blood Pressure Monitoring	1	33.3%

Are there pharmacy services you wouldn't normally use that you have started using since the start of COVID-19?	Count	%
Yes	15	9.4%
No	144	90.6%

Overall, how do you feel COVID-19 has impacted your access to pharmacy services?	Count	%
It is easier for me to access my local pharmacy	10	6.1%
It is harder for me to access my local pharmacy	26	15.8%
Access to my local pharmacy has not changed	129	78.2%