

## **Health and Well-Being Board**

**Tuesday, 27 September 2022, 2.00 pm, Council Chamber,  
County Hall**

### **Membership**

#### **Councillors:**

Cllr Karen May (Chairman), Dr Sarah Raistrick (Vice Chairman), Simon Adams, Liz Altay, Cllr Christopher Day, Cllr Lynn Denham, Kevin Dicks, Sarah Dugan, Mark Fitton, Cllr Adrian Hardman, Supt Rebecca Love, Cllr Nicky Martin, David Mehaffey, Cllr Nyear Nazir, Jo Newton, Cllr Andy Roberts, Tina Russell, Jonathan Sutton, Simon Trickett, Cllr Shirley Webb, Dr Jonathan Wells and Gary Woodman

### **Agenda Supplement**

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All the above reports and supporting information can be accessed via the Council's website [here](#)

Date of Issue: Friday, 16 September 2022

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**Appendix 1: Worcestershire Pharmaceutical Needs Assessment****Development Working Group Membership**

Member	Job title	Organisation
Matthew Fung (Chair)	Public Health Consultant	Worcestershire County Council
Cameron Russell	Advanced Public Health Practitioner	Worcestershire County Council
Kim Elliott	Research Project Manager, Management Information Analytics & Research	Worcestershire County Council
Dr James Rankin	General Practitioner (Partner)	Local Medical Committee (LMC), Pershore Medical Practice
Fiona Lowe	Chief Officer, Community Pharmacy Herefordshire & Worcestershire	Herefordshire & Worcestershire Local Pharmaceutical Committee (LPC)
Margaret Reilly	Engagement Officer	Healthwatch Worcestershire
Christine Price	Chief Officer	Healthwatch Herefordshire
Satyan Kotecha	Local Professional Network (LPN Pharmacy) Chair	NHS England, K&K Healthcare Ltd
Frances Howie	Public Health Consultant	Herefordshire County Council
Darren Plant	Commissioning Manager – Pharmacy/Optometry	NHS England and NHS Improvement West Midlands
Alison Rogers	Governance Pharmacist Medicines Commissioning Team	Herefordshire & Worcestershire Clinical Commissioning Group

Member	Job title	Organisation
Jane Freeguard	Associate Director of Medicines Commissioning	Herefordshire & Worcestershire Clinical Commissioning Group

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## Appendix 2: PNA Working Group Terms of Reference

### Herefordshire and Worcestershire Pharmaceutical Needs Assessment Working Group

#### Terms of Reference

Date	10/09/2021
Background	<ol style="list-style-type: none"><li>1. In 2009 all PCTs were required to prepare a Pharmaceutical Needs Assessment (PNA), for publication by February 2011, to present a picture of pharmaceutical service provision, reviewing access, range and adequacy of service provision and choice of provider.</li><li>2. The PNA is an assessment of the need for a type of service rather than a service provided by a particular type of contractor. Pharmaceutical services can be provided by Dispensing Doctors, Dispensing Appliance Contractors, Local Pharmaceutical Service Contractors as well as Community Pharmacies</li><li>3. PNAs are used to guide decisions on which NHS funded services need to be provided by local community pharmacies and other providers.</li><li>4. PNAs are also relevant when deciding if new pharmacies are needed, in response to applications by businesses, including independent owners and large pharmacy companies. Applications by applicants and existing NHS contractors can be open to legal challenge if not handled properly. As a consequence it is important to have an up to date and locally relevant PNA.</li><li>5. The NHS regulations of April 2013 state that responsibility has transferred (from PCTs) to Health &amp; Wellbeing Boards (HWP) to produce their first PNA no later than 1<sup>st</sup> April 2015. Board-level sign-off is required alongside a period of public consultation beforehand. An update is due every 3 years thereafter – for Worcestershire this was 31 March 2018.</li><li>6. Due to COVID-19 pressures, the requirement to publish the most recent PNA was agreed nationally to be suspended until October 2022.</li><li>7. The content of PNAs is set out in Schedule 1 of the</li></ol>

	<p>NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. The PNA must contain:</p> <ul style="list-style-type: none"> <li>• A statement of the pharmaceutical services provided that are necessary to meet needs in the area;</li> <li>• A statement of the pharmaceutical services that have been identified by the HWB that are needed in the area, and are not provided (gaps in provision);</li> <li>• A statement of the other services which are provided, which are not needed, but which have secured improvements or better access to pharmaceutical services in the area;</li> <li>• A statement of the services that the HWB has identified as not being provided, but which would, if they were to be provided, secure improvements or better access to pharmaceutical services in the area;</li> <li>• A statement of other NHS services provided by a local authority, the NHS Commissioning Board (NHS England), a Clinical Commissioning Group (CCG) or an NHS Trust, which affect the needs for pharmaceutical services;</li> <li>• An explanation of how the assessment has been carried out (including how the consultation was carried out);</li> <li>• A map of providers of pharmaceutical services.</li> </ul> <p>The development of the PNA will take into account the Joint Strategic Needs Assessment and the Joint Health and Wellbeing Strategy – and present information about current and future provision of services.</p>
Working group	<p>9. The purpose of the PNA working group is to ensure that a robust Pharmaceutical Needs Assessment (PNA) is published by 31/10/2022.</p> <p>10. The PNA Development Working Group will agree the project plan and assure itself that the PNA meets the requirements of The Health and Social Care Act 2012 and NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 and is in line with DH guidance.</p> <p>11. The PNA Development Working Group will develop a robust Pharmaceutical Needs Assessment to satisfy control of entry regulations</p>
Membership	<p>12. The working group will include:</p> <p>Matthew Fung      Public Health Consultant, Worcestershire County Council</p> <p>Cameron Russell   Advanced Public Health Practitioner</p> <p>Satyan Kotecha LPN Chair</p>

	Jane Freeguard Fiona Lowe – CCG Christine Price – Margaret Reilly Plant Frances Howie- Herefordshire County Council	Head of Medicines Commissioning LPC Chair Alison Rogers – H&W Healthwatch Worcestershire Healthwatch Herefordshire Darren NHSE/I Consultant in Public Health, Herefordshire County Council
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	13. Other members with relevant expertise will be co- opted by invitation as appropriate
Principles and behaviours	<p>14. Members of the Working group are expected to:</p> <ul style="list-style-type: none"> <li>• Attend meetings or send a substitute where possible.</li> <li>• Work together and take collective responsibility for decisions except where that conflicts with other roles.</li> <li>• Honour any commitments made insofar as they relate to their own organisations.</li> </ul>
Meeting frequency	<p>15. Meetings of the working group will be scheduled as required.</p> <p>16. Papers and documents should for discussion should be sent to Matthew Fung or Janette Fulton. Documents will usually be circulated 1 week in advance of meetings.</p>
Relationship to other groups	<p>17. The PNA Working Group will provide reports to</p> <p>other groups, including the JSNA working group &amp; Health and Wellbeing Board(s).</p>



## **Appendix 3 – PNA Pharmacy Questionnaire 2022**

[PNA Pharmacy Questionnaire 2022](#)

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## **Appendix 4 – Dispensing Practice Questionnaire 2022 – Herefordshire and Worcestershire**

[PNA Dispensing Practice Questionnaire 2022](#)

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## **Appendix 5 – Herefordshire and Worcestershire Pharmacy Services Public**

## Questionnaire

<https://online1.snapsurveys.com/PNA2022>

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## Appendix 6a PNA Focus Group Suggested Questions

### Context:

In the United Kingdom, pharmaceutical services can be provided from Community pharmacies and, in rural areas without a pharmacy, dispensing GP practices

Community pharmacies are situated in high street locations, in neighbourhood centres, in supermarkets and in the heart of the most deprived communities. There are several different types and sizes of community pharmacies, ranging from the large chains with shops on every High Street or in edge of town supermarkets, to small individually owned pharmacies in small communities, in the suburbs and often in deprived areas or rural settings.

In a dispensing GP practice, the GP is able to provide medication prescribed to a patient from the practice's own stocks, so the patient need not go to a pharmacy

“Pharmacy” refers to both community pharmacy and GP dispensing practice and “pharmaceutical service” refers to services offered by both or either community pharmacy or GP dispensing practice.

### Objective:

To gain insights from identified hard-to-reach population groups who live or work in the county on their experiences and views of using pharmaceutical services

### Questions / prompts to guide focus group discussion:

#### Access

1. What do you go to the pharmacy for? (Prompt – advice, to purchase medication, fill prescriptions, vaccinations etc – full list of pharmacy services to be provided)
2. How do you decide which pharmacy to go to? (Prompt - distance, specific company/a particular provider, services available, opening times, accessibility, community languages spoken)
3. What is your experience of pharmacy services? What is good about it? (Prompt– customer service, accessible, community languages spoken, knowledge etc)
4. Could pharmacy services be improved? If so, how?

#### Advice and Information

Experiences of accessing advice on general health, healthy lifestyle and disease prevention from the pharmacy

#### Covid-19

5. How was your experience of using pharmacy during Covid-19 lockdown? Did you use pharmacy differently? (Prompt - What were your reasons for use? Did you find it easy to access? Do you have any complaints or compliments about the service during lockdown?)

#### Services

6. Aside from the services that we have already discussed, do you know of any other services a pharmacy offers? (Facilitator to be provided with a prompt list of pharmacy provided services\*)
7. All pharmacies now provide a consultation service either face to face or remotely. This service can be accessed via an NHS 111 call for minor ailments and for urgent supply of previously prescribed medication:

Did you know about this service?

Have you used the service? What was your experience of using the service?

If you have not heard about this service what do you think would be the best ways of letting people know about it?

8. Are there any other services that you would like to see pharmacy provide that it doesn't at the moment?
9. Anything else you want to say about pharmacy services that we haven't already discussed?

\*examples include vaccinations and immunisation, minor illness, Sexual health services (accessing morning after pill, Chlamydia screening, regular contraception), Getting medical appliances (eg: incontinence products), Disposing unwanted medicines , Information and advice on lifestyle services (blood pressure checks, stop smoking advice, weight management), Medicine service to help with discharge from hospital, Getting your prescriptions

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**Appendix 6b: Demographic and other participant characteristics for the PNA focus groups (numbered F1-F7)**

<b>Age Group</b>	<b>%</b>	<b>Total (n)</b>	<b>F1</b>	<b>F2</b>	<b>F3</b>	<b>F4</b>	<b>F5</b>	<b>F6</b>	<b>F7</b>
18-24	31%	22	0	0	2	0	0	10	10
25-34	10%	7	0	0	3	3	1	0	0
35-44	8%	6	0	0	3	2	1	0	0
45-54	8%	6	0	0	0	3	3	0	0
55-64	10%	7	3	0	1	0	3	0	0
65-74	8%	6	2	0	1	1	2	0	0
75+	22%	16	4	10	0	0	2	0	0
Declined	3%	2	1	0	0	1	0	0	0
<b>Sex</b>	<b>%</b>	<b>Total (n)</b>	<b>F1</b>	<b>F2</b>	<b>F3</b>	<b>F4</b>	<b>F5</b>	<b>F6</b>	<b>F7</b>
Male	35	25	2	3	5	3	5	3	4
Female	65	47	7	8	5	7	7	7	6
<b>Ethnicity</b>	<b>%</b>	<b>Total (n)</b>	<b>F1</b>	<b>F2</b>	<b>F3</b>	<b>F4</b>	<b>F5</b>	<b>F6</b>	<b>F7</b>
Asian or Asian British	3%	2	0	0	0	1	1	0	0
Black, Black British, Caribbean or African	3%	2	0	0	2	0	0	0	0
White British	54%	39	10	10	0	8	11	0	0
White (Other)	31%	22	0	0	2	0	0	10	10
Other ethnic group	10%	7	0	0	6	1	0	0	0
<b>Sexual Orientation</b>	<b>%</b>	<b>Total (n)</b>	<b>F1</b>	<b>F2</b>	<b>F3</b>	<b>F4</b>	<b>F5</b>	<b>F6</b>	<b>F7</b>
Heterosexual	85%	61	8	10	10	5	11	9	8
Bisexual	4%	3	0	0	0	0	0	1	2
Gay	1%	1	0	0	0	1	0	0	0
Lesbian	1%	1	0	0	0	0	1	0	0
Not disclosed	8%	6	2	0	0	4	0	0	0
<b>Religion</b>	<b>%</b>	<b>Total (n)</b>	<b>F1</b>	<b>F2</b>	<b>F3</b>	<b>F4</b>	<b>F5</b>	<b>F6</b>	<b>F7</b>
Christian	43%	31	10	10	2	6	3	0	0
Catholic	15%	11	0	0	0	0	0	5	6
Muslim	10%	7	0	0	7	0	0	0	0
Jewish	1%	1	0	0	0	0	0	0	1
Other	3%	2	0	0	0	0	0	1	1
None	24%	17	0	0	1	2	9	3	2
Declined	4%	3	0	0	0	2	0	1	0



## **Appendix 7a: Worcestershire Pharmacy Opening Hours**

[illegible]

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	TOTAL HOURS MONDAY	TOTAL HOURS TUESDAY	TOTAL HOURS WEDNESDAY	TOTAL HOURS THURSDAY	TOTAL HOURS FRIDAY	TOTAL HOURS SATURDAY	TOTAL HOURS SUNDAY
	Ltd	Pharmacy						1330-2000	1330-2000"	1330-2000"	1330-2000"	1300 - 1330 - 2000 "	1330-1700"	
Bromsgrove	Knights Pharmacy	Knights Pharmacy	36 Birmingham Road		Bromsgrove	B61 0DD	Worcestershire	0900-1800	0900-1800	0900-1800	0900-1800	0900 - 1800	0930-1230	Closed
Bromsgrove	Knights Chemist Ltd	Knights Pharmacy	102 New Road		Rubery	B45 9HY	Worcestershire	0845-1800	0845-1800	0845-1800	0845-1800	0845 - 1800	0900-1300	CLOSED
Bromsgrove	Knights Chemist	Knights Chemist	155-157 Golden Cross Lane	Catshill	Bromsgrove	B61 0JZ	Worcestershire	0900-1800	0900-1800	0900-1800	0900-1700	0900 - 1800	0900-1300	Closed
Bromsgrove	Lloyds Pharmacy Ltd	Lloydspharmacy	46 New Road		Bromsgrove	B60 2JT	Worcestershire	0830-1930	0830-1830	0830-1830	0830-1830	0830 - 1830	0900-1300	CLOSED
Bromsgrove	A2Z Healthcare (UK) Ltd	Rubery Late Night Pharmacy	196 New Road		Rubery	B45 9JA	Worcestershire	0730-2300	0730-2300	0730-2300	0730-2300	0730 - 2300	0800-2200	0900-1730
Droitwich and Ombersley	Flintlow Ltd	Droitwich Pharmacy	Droitwich Medical Centre	Ombersley Street East	Droitwich	WR9 8RD	Worcestershire	0830-1900	0830-1900	0830-1900	0830-1900	0830 - 1900	0900-1700	Closed
Droitwich and Ombersley	Boots UK Ltd	Boots UK Ltd	50 St Andrew's Square		Droitwich	WR9 8JT	Worcestershire	0830-1300, 1400-1800	0830-1300, 1400-1800	0830-1300, 1400-1800	0830-1300, 1400-1800	0830 - 1300 , 1400	0830-1300, 1400-1800	1000-1600

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	<b>TOTAL HOURS MONDAY</b>	<b>TOTAL HOURS TUESDAY</b>	<b>TOTAL HOURS WEDNESDAY</b>	<b>TOTAL HOURS THURSDAY</b>	<b>TOTAL HOURS FRIDAY</b>	<b>TOTAL HOURS SATURDAY</b>	<b>TOTAL HOURS SUNDAY</b>
												- 1800		
Droitwich and Ombersley	Avicenna Ltd	Corbett Pharmacy	36 Corbett Avenue		Droitwich	WR9 7BE	Worcestershire	0830-1830	0830-1830	0830-1830	0830-1830	0830-1830	0830-1230	Closed
Droitwich and Ombersley	Worcestershire Pharmacy Services Limited	Worcester Pharmacy	Unit 16 K-L Top Barn Business Centre (relocation granted)	Holt Heath	Worcester	WR6 6NH	Worcestershire	0900-1700	0900-1700	0900-1700	0900-1700	0900-1700	Closed	Closed
Droitwich and Ombersley	Makar RR (Mrs)	St Mary Pharmacy	Farmers Way	Westlands	Droitwich	WR9 9EQ	Worcestershire	0830-1300, 1330-1700	0830-1300, 1330-1700	0830-1300, 1330-1700	0830-1300, 1330-1700	0830-1300, 1330-1700	Closed	Closed
Evesham, Broadway, Bredon, Inkberrow	Boots UK Ltd	Boots UK Ltd	Evesham Retail Park	Worcester Road	Evesham	WR11 4AB	Worcestershire	0800-0000	0800-0000	0800-0000	0800-0000	0800-0000	0800-2200	1000-1800
Evesham, Broadway, Bredon, Inkberrow	Shaunaks Ltd	Waterside Pharmacy	Waterside Pharmacy		Evesham	WR11 6JZ	Worcestershire	0830-1800	0830-1800	0830-1800	0830-1800	0830-1800	0900-1200	Closed
Evesham, Broadway	Boots UK Ltd	Boots UK Ltd	19-21 Bridge		Evesham	WR11 4SQ	Worcestershire	0900-1300,	0900-1300,	0900-1300,	0900-1300,	0900-	0900-1300,	Closed

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	<b>TOTAL HOURS MONDAY</b>	<b>TOTAL HOURS TUESDAY</b>	<b>TOTAL HOURS WEDNESDAY</b>	<b>TOTAL HOURS THURSDAY</b>	<b>TOTAL HOURS FRIDAY</b>	<b>TOTAL HOURS SATURDAY</b>	<b>TOTAL HOURS SUNDAY</b>
, Bredon, Inkberrow			Street					1400-1730	1400-1730	1400-1730	1400-1730	1300-1400-1730	1400-1730	
Evesham, Broadway, Bredon, Inkberrow	Shaunaks Ltd	Vale Pharmacy	Evesham Medical Centre	Abbey Lane	Evesham	WR11 4BS	Worcestershire	0830-1800	0830-1800	0830-1800	0830-1800	0830-1800	CLOSED	CLOSED
Evesham, Broadway, Bredon, Inkberrow	Shaunaks Ltd	Bengeworth Pharmacy (stewarts pharmacy)	75/77 Port Street		Evesham	WR11 1LR	Worcestershire	0830-1730	0830-1730	0830-1730	0830-1730	0830-1730	0930-1200	CLOSED
Evesham, Broadway, Bredon, Inkberrow	Matrix Primary Healthcare Ltd	Evesham Pharmacy	30-36 High Street		Evesham	WR11 4HJ	Worcestershire	0830-1830	0830-1830	0830-1830	0830-1830	0830-1830	0900-1300	CLOSED
Evesham, Broadway, Bredon, Inkberrow	Lloyds Pharmacy Ltd	Lloyds pharmacy	22 High Street		Broadway	WR12 7DT	Worcestershire	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1730	Closed
Evesham, Broadway, Bredon, Inkberrow	Morrisons WM Supermarkets PLC	Morrisons Pharmacy	The Link	Four Pools Estate	Evesham	WR11 6UT	Worcestershire	0830-1300, 1330-2000	0830-1300, 1330-2000	0830-1300, 1330-2000	0830-1300, 1330-2000	0830-1300, 1330-2000	0830-1300, 1330-1800	1000-1600
Kingfisher	Boots UK	Boots UK	1-		Redditch	B97	Worcester	0830-	0830-	0830-	0830-	0830	0830-	1030-

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	<u>TOTAL HOURS MONDAY</u>	<u>TOTAL HOURS TUESDAY</u>	<u>TOTAL HOURS WEDNESDAY</u>	<u>TOTAL HOURS THURSDAY</u>	<u>TOTAL HOURS FRIDAY</u>	<u>TOTAL HOURS SATURDAY</u>	<u>TOTAL HOURS SUNDAY</u>
	Ltd	Ltd	4Kingfisher Walk			4EY	shire	1730	1730	1730	1900	- 1730	1730	1630
Kingfisher	Lloyds Pharmacy Ltd	Lloydspharmacy	Elgar House Surgery	Church Road	Redditch	B97 4AB	Worcester shire	0830-1800	0830-1800	0830-1800	0830-1800	0830 - 1800	Closed	Close d
Kingfisher	Lloyds Pharmacy Ltd	Lloydspharmacy	15 William Street		Redditch	B97 4AJ	Worcester shire	0800-2230	0800-2230	0800-2230	0800-2230	0800 - 2230	0830-2230	0900-2230
Kingfisher	Patel KP	Hillview Pharmacy	60 Bromsgrove Rd		Redditch	B97 4RN	Worcester shire	0830-1800	0830-1800	0830-1800	0830-1800	0830 - 1800	Closed	Close d
Kingfisher	Rowlands & Co (Retail) Ltd	Rowlands Pharmacy	7 Church Green West		Redditch	B97 4DU	Worcester shire	0830-1300, 1320-1830	0830-1300, 1320-1830	0830-1300, 1320-1830	0830-1300, 1320-1830	0830 - 1300 , 1320 - 1830	0900-1200	CLOSE D
Kingfisher	Pascal Solutions Ltd	County Pharmacy	13-15 Church Road		Redditch	B97 4AB	Worcester shire	0800-2100	0800-2100	0800-2100	0800-2100	0800 - 2100	0900-0000	0000-2000
Malvern	Boots UK Ltd	Boots UK Ltd	33-35 Church Street		Malvern	WR14 2AA	Worcester shire	0900-1315, 1415-1730	0900-1315, 1415-1730	0900-1315, 1415-1730	0900-1315, 1415-1730	0900 - 1315 , 1415 - 1730	0900-1315, 1415-1730	Close d

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	<b>TOTAL HOURS MONDAY</b>	<b>TOTAL HOURS TUESDAY</b>	<b>TOTAL HOURS WEDNESDAY</b>	<b>TOTAL HOURS THURSDAY</b>	<b>TOTAL HOURS FRIDAY</b>	<b>TOTAL HOURS SATURDAY</b>	<b>TOTAL HOURS SUNDAY</b>
Malvern	Virdee G	Lygon Pharmacy	84 Worcester Road		Malvern	WR14 1NY	Worcester shire	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	0900-1300	Closed
Malvern	Boots UK Ltd	Boots UK Ltd	Unit 11	Enigma Retail Park	Malvern	WR14 1JQ	Worcester shire	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	1000-1600
Malvern	PCT Healthcare Ltd	Murrays Healthcare	Maple Road	Enigma Business Park	Malvern	WR14 1GQ	Worcester shire	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	Closed	Closed
Malvern	PCT Healthcare Ltd	Victoria Pharmacy	146 Worcester Road	Malvern Link	Malvern	WR14 1SS	Worcester shire	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1700	Closed
Malvern	First Health	Claremont Pharmacy	84 Barnards Green Road		Malvern	WR14 3LZ	Worcester shire	0900-1700	0900-1700	0900-1700	0900-1700	0900-1700	Closed	Closed
Malvern	PCT Healthcare Ltd	Malvern Pharmacy	75 Church Street		Malvern	WR14 2AE	Worcester shire	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	Closed
Malvern	PCT Healthcare Ltd	Murrays Healthcare	Prospect View Medical Centre	300 Pickersleigh Road	Malvern	WR14 2GP	Worcester shire	0845-1800	0845-1800	0845-1800	0845-1800	0845-1800	0900-1300	CLOSED
Malvern	Lloyds Pharmacy Ltd	Lloyds pharmacy	93-95 Barnards Green Road		Malvern	WR14 3LU	Worcester shire	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1730	Closed
Malvern	WM Morrisons	Morrisons Pharmacy	Roman Way		Malvern	WR14 1pZ	Worcester shire	0830-1400,	0830-1400,	0830-1400,	0830-1400,	0830-	0800-1400,	1000-1600

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	Supermarkets Ltd							1500-2000	1500-2000	1500-2000	1500-2000	1400, 1500 - 2000	1500-1800	
Malvern	PM Hawkes Ltd (was Evans SJ & JW Ltd)	Evans Pharmacy	Galen House	231 Worcester Road	Malvern	WR14 1SU	Worcestershire	0900-1730	0900-1730	0900-1730	0900-1730	0900 - 1730	0900-1300	Closed
Nightingale	Knights Chemist Ltd	Knights Pharmacy Winyates	Winyates Health Centre	Winyates Way	Redditch	B98 0NR	Worcestershire	0830-1830	0830-1830	0830-1830	0830-1830	0830 - 1830	0900-1230	Closed
Nightingale	Knights Pharmacy	Knights Pharmacy	65 Evesham Road	Headless Cross	Redditch	B97 4JX	Worcestershire	0900-1800	0900-1800	0900-1800	0900-1800	0900 - 1800	0900-1230	CLOSED
Nightingale	Pure Health Ltd	Chemist.net	18 Oxleasow Road	East Moons Moat	Redditch	B98 0RE	Worcestershire	0900-1730	0900-1730	0900-1730	0900-1730	0900 - 1730	Closed	Closed
Nightingale	Stock and Lindsay Ltd	Matchborough Pharmacy	3 Matchborough Centre	Matchborough	Redditch	B98 0EP	Worcestershire	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1800	0900 - 1300, 1400 - 1800	0900-1300	CLOSED
Nightingale	Saltley Ltd	Woodrow Pharmacy	9 Woodrow Centre		Redditch	B98 7RY	Worcestershire	0900-1330, 1430-	0900-1330, 1430-	0900-1330, 1430-	0900-1330, 1430-	0900 - 1330	0900-1200	Closed



[illegible]

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	TOTAL HOURS MONDAY	TOTAL HOURS TUESDAY	TOTAL HOURS WEDNESDAY	TOTAL HOURS THURSDAY	TOTAL HOURS FRIDAY	TOTAL HOURS SATURDAY	TOTAL HOURS SUNDAY
Nightingale	Tesco Stores Ltd	Tesco Instore Pharmacy	Tesco Extra	Coldfield Drive	Redditch	B98 7RU	Worcestershire	0730-2230	0630-2230	0630-2230	0630-2230	0630 - 2230	0630-2200	1000-1600
Nightingale	Knights Pharmacy	Knights Pharmacy	434 Evesham Road	Crabbs Cross	Redditch	B97 5JB	Worcestershire	0900-1830	0900-1830	0900-1830	0900-1830	0900 - 1830	0900-1600	Closed
North & West  Page 24	Rowlands & Co (Retail) Ltd	Rowlands Pharmacy	7-9 Teme Street		Tenbury Wells	WR15 8BB	Worcestershire	0900-1300, 1320-1830	0900-1300, 1320-1830	0900-1300, 1320-1830	0900-1300, 1320-1830	0900 - 1300 , 1320 - 1830	0900-1300	Closed
Pershore & Upton	Ogles CM Ltd	Ogles CM Ltd	1 High Street		Pershore	WR10 1AB	Worcestershire	0830-1300, 1415-1800	0830-1300, 1415-1800	0830-1300, 1415-1800	0830-1300, 1415-1800	0830 - 1300 , 1415 - 1800	0830-1230	Closed
Pershore & Upton	Boots UK Ltd	Boots UK Ltd	28 High Street		Pershore	WR10 1BG	Worcestershire	0900-1330, 1430-1730	0900-1330, 1430-1730	0900-1330, 1430-1730	0900-1330, 1430-1730	0900 - 1330 , 1430 - 1730	0900-1330, 1430-1730	Closed
Pershore & Upton	Boots UK Ltd	Your local Boots	12 High Street		Upton Upon	WR8 0HB	Worcestershire	0900-1830	0900-1830	0900-1830	0900-1830	0900 -	0900-1730	Closed

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	<b>TOTAL HOURS MONDAY</b>	<b>TOTAL HOURS TUESDAY</b>	<b>TOTAL HOURS WEDNESDAY</b>	<b>TOTAL HOURS THURSDAY</b>	<b>TOTAL HOURS FRIDAY</b>	<b>TOTAL HOURS SATURDAY</b>	<b>TOTAL HOURS SUNDAY</b>
					Severn							1830		
WF Health Partners	Cube Pharmacy Ltd	Kidderminster Pharmacy	Primary Care Centre	Coventry Street/Waterloo Street	Kidderminster	DY10 2BG	Worcestershire	08:30 – 17:30	08:30 – 17:30	08:30 – 17:30	08:30 – 17:30	08:30 – 17:30	08:30 – 17:30	closed
WF Health Partners	Patel PK	York Pharmacy	14 York Street		Stourport-on-Severn	DY13 9EF	Worcestershire	0900-1830	0900-1830	0900-1830	0900-1830	0900-1830	0900-1300	Closed
WF Health Partners	Cube Pharmacy Ltd	Kidderminster Pharmacy	24 Comberton Hill		Kidderminster	DY10 1QN	Worcestershire	0900-1700	0900-1700	0900-1700	0900-1700	0900-1700	CLOSED	Closed
WF Health Partners	B & H Jagpal Ltd	Healthpoint Pharmacy	66 Load Street		Bewdley	DY12 2AW	Worcestershire	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1730	Closed
WF Health Partners	Church Street Healthcare Ltd	The Church Street Pharmacy	David Corbett House	Callows Lane	Kidderminster	DY10 2JG	Worcestershire	0815-1830	0815-1830	0815-1830	0815-1830	0815-1830	CLOSED	CLOSED
WF Health Partners	Boots UK Ltd	Boots UK Ltd	15 Weavers Wharf		Kidderminster	DY10 2BA	Worcestershire	"0800-1330-1430-1800"	"0800-1330-1430-1800"	"0800-1330-1430-1800"	"0800-1330-1430-1800"	"0800-1330-1430-1800"	"0800-1330-1430-1800"	1030-1630
WF Health	Stourport Healthcare	Stourport (SMC)	Stourport Medical	Dunley Road	Stourport-on-	DY13 0AA	Worcestershire	0850-1750	0850-1750	0850-1750	0850-1750	0850-	0905-1255	Closed

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	<b>TOTAL HOURS MONDAY</b>	<b>TOTAL HOURS TUESDAY</b>	<b>TOTAL HOURS WEDNESDAY</b>	<b>TOTAL HOURS THURSDAY</b>	<b>TOTAL HOURS FRIDAY</b>	<b>TOTAL HOURS SATURDAY</b>	<b>TOTAL HOURS SUNDAY</b>
Partners	Ltd	Pharmacy	Centre		Severn							1750		
WF Health Partners	Matrix Primary Healthcare Ltd	Areley Kings Pharmacy	38 Areley Common		Areley Kings	DY10 2BA	Worcestershire	0830-1830	0830-1830	0830-1830	0830-1830	0830-1830	0900-1300	CLOSED
WF Health Partners	Lloyds Pharmacy Ltd	Lloyds pharmacy	in Sainsbury 2 Carpet Trades Way		Kidderminster	DY10 2BA	Worcestershire	0700-2300	0700-2300	0700-2300	0700-2300	0700-2300	0700-2200	1000-1600
WF Health Partners	Tesco Stores Ltd	Tesco Instore Pharmacy	Tesco Superstore	Castle Road	Kidderminster	DY11 6SW	Worcestershire	0800-2230	0630-2230	0630-2230	0630-2230	0630-2230	0630-2200	1000-1600
WF Health Partners	Well/Best way	Well	96 Worcester Road		Hagley	DY90NJ	Worcestershire	0845-1830	0845-1730	0830-1830	0845-1830	0845-1830	0900-1200	Closed
WF Health Partners	PCT Healthcare Ltd	Bewdley Pharmacy	Bewdley Medical Centre	Dog Lane	Bewdley	DY12 2BA	Worcestershire	0800-1830	0800-1830	0800-1830	0800-1830	0800-1830	0900-1700	Closed
WF Health Partners	Patel PK	Nightingale Pharmacy	Unit 2, Heronswood Road	Spennells	Kidderminster	DY10 4EX	Worcestershire	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300	0900-1300, 1400-1800	0900-1300, 1400-1800	0900-1300, 1400-1700	Closed
WF Health Partners	Matrix Primary Healthcare	Instore Pharmacy	Co-op Superstore	Lombard Street/ Tan Lane	Stourport-on-Severn	DY13 8ND	Worcestershire	0800-1400-1430-	0800-1400-1430-	0800-1400-1430-	0800-1400-1430-	0800-1400	0800-1400-1430-	1000-1600

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	<b>TOTAL HOURS MONDAY</b>	<b>TOTAL HOURS TUESDAY</b>	<b>TOTAL HOURS WEDNESDAY</b>	<b>TOTAL HOURS THURSDAY</b>	<b>TOTAL HOURS FRIDAY</b>	<b>TOTAL HOURS SATURDAY</b>	<b>TOTAL HOURS SUNDAY</b>
	Ltd							2000	2000	2000	2000	1430 - 2000	2000	
WF network indep	Gorgemead Limited	Cohens Chemist	Hume Street Medical Centre	Hume Street	Kidderminster	DY11 6SF	Worcestershire	0830-1300, 1400-1830	0830-1300, 1400-1830	0830-1300, 1400-1830	0830-1300, 1400-1830	0830 - 1300, 1400 - 1830	Closed	Closed
WF network indep	The Cube Pharmacy	Kidderminster Pharmacy	81 Stourport Road	Foley Park	Kidderminster	DY11 7BQ	Worcestershire	0845-1330, 1400-1800	0845-1330, 1400-1800	0845-1330, 1400-1800	0845-1330, 1400-1800	0845 - 1330, 1400 - 1800	Closed	Closed
WF network indep	Bluecross Health Ltd	Crest Pharmacy	46 Linden Avenue		Kidderminster	DY10 3AB	Worcestershire	0830-1300 / 1330-1900	0830-1300 / 1330-1900	0830-1300 / 1330-1900	0830-1300 / 1330-1900	0830 - 1300 / 1330 - 1900	0900-1700	Closed
WF network indep	Bluecross Health Ltd	Franchise Road Pharmacy	87 Franchise Road		Kidderminster	DY11 5BJ	Worcestershire	0800-1400, 1430-2000	0800-1400, 1430-2000	0800-1400, 1430-2000	0800-1400, 1430-2000	0800 - 1400, 1430 - 1430	0900-1400 1430-2000	1000-1600

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	TOTAL HOURS MONDAY	TOTAL HOURS TUESDAY	TOTAL HOURS WEDNESDAY	TOTAL HOURS THURSDAY	TOTAL HOURS FRIDAY	TOTAL HOURS SATURDAY	TOTAL HOURS SUNDAY
												- 2000		
Worcester City	Tesco Stores Ltd	Tesco Instore Pharmacy	Millwood Drive		Worcester	WR4 0UJ	Worcestershire	0800-1300, 1330-2000	0800-1300, 1330-2000	0800-1300, 1330-2000	0800-1300, 1330-2000	0800 - 1300 , 1330 - 2000	0800-1300, 1330-2000	1000-1300, 1330-1600
Worcester City	Lloyds Pharmacy Ltd	Lloydspharmacy	Spring Gardens Health Centre	Providence Street	Worcester	WR1 2BS	Worcestershire	0900-1830	0900-1830	0900-1830	0900-1830	0900 - 1830	0900-1730	Closed
Worcester City	A Sohal	Kitsons Pharmacy	12 Broad Street		Worcester	WR1 3LH	Worcestershire	0900-1730	0900-1730	0900-1730	0900-1730	0900 - 1730	0900-1700	Closed
Worcester City	Lloyds Pharmacy Ltd	Lloydspharmacy	3-4 St Peter the Great Shopping Centre	St Peter's Drive	Worcester	WR5 3TA	Worcestershire	0900-1800	0900-1800	0900-1800	0900-1800	0900 - 1800	0900-1700	CLOSED
Worcester City	Scales (Worcester) Ltd	Scales Pharmacy	27 Lichfield Avenue	Ronkswood	Worcester	WR5 1NW	Worcestershire	0900-1730	0900-1730	0900-1730	0900-1730	0900 - 1730	0900-1300	CLOSED
Worcester City	Scales (Worcester) Ltd	Scales Pharmacy	42 Astwood Road		Worcester	WR3 8EZ	Worcestershire	0900-1730	0900-1730	0900-1730	0900-1730	0900 - 1730	0900-1300	CLOSED
Worcester City	PCT Healthcare	Halt Pharmacy	1a Ingles Drive	Henwick Halt	Worcester	WR2 5HL	Worcestershire	0830-1830	0830-1830	0830-1830	0830-1830	0830 -	0830-1230	Closed

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	<b>TOTAL HOURS MONDAY</b>	<b>TOTAL HOURS TUESDAY</b>	<b>TOTAL HOURS WEDNESDAY</b>	<b>TOTAL HOURS THURSDAY</b>	<b>TOTAL HOURS FRIDAY</b>	<b>TOTAL HOURS SATURDAY</b>	<b>TOTAL HOURS SUNDAY</b>
	Ltd											1830		
Worcester City	Ogles DL Ltd	Ogles DL Ltd	18-20 St John's		Worcester	WR2 5AH	Worcestershire	0830-1800	0830-1800	0830-1800	0830-1800	0830-1800	0830-1700	Closed
Worcester City	Asda Stores Ltd	Asda Pharmacy	Silver Street	Lowesmoor	Worcester	WR1 2DA	Worcestershire	0800-2200	0600-2200	0600-2200	0600-2200	0600-2200	0600-2200	1100-1700
Worcester City	Avicenna Retail Ltd	Avicenna Pharmacy	20-22 Cranham Drive		Worcester	WR4 9PA	Worcestershire	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed
Worcester City	PCT Healthcare Ltd	Murrays Pharmacy	St John's Medical Centre	Bromyard road	Worcester	WR2 5FB	Worcestershire	0830-1800	0830-1800	0830-1800	0830-1800	0830-1800	0900-1300	Closed
Worcester City	Patel DS	Claines Pharmacy	153/155 Ombersley Road		Worcester	WR3 7BX	Worcestershire	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1300	Closed
Worcester City	Boots UK Ltd	Boots UK Ltd	72-74 High Street		Worcester	WR1 2EU	Worcestershire	0800-1800	0800-1800	0800-1800	0800-1800	0800-1800	0800-1530, 1730-1800	1030-1630
Worcester City	Yau PM	J & J Pharmacy	177 Bath Road		Worcester	WR5 3AQ	Worcestershire	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	0900-1200	CLOSED
Worcester City	PCT Healthcare Ltd	Barbourne Pharmacy	4 Droitwich Road		Worcester	WR3 7LH	Worcestershire	0800-1800	0800-1800	0800-1800	0800-1800	0800-1800	0845-1245	CLOSED
Worcester City	PCT Healthcare Ltd	Murrays Healthcare	Elbury Moor Medical	Fairfield Close	Worcester	WR4 9TX	Worcestershire	0800-1300 / 1330-	0800-1300 / 1330-	0800-1300 / 1330-	0800-1300 / 1330-	0800-1300	Closed	Closed

<u>PCN (May 2021)</u>	<u>Contractor</u>	<u>Pharmacy Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Area / Town</u>	<u>Postcode</u>	<u>City / County</u>	<b>TOTAL HOURS MONDAY</b>	<b>TOTAL HOURS TUESDAY</b>	<b>TOTAL HOURS WEDNESDAY</b>	<b>TOTAL HOURS THURSDAY</b>	<b>TOTAL HOURS FRIDAY</b>	<b>TOTAL HOURS SATURDAY</b>	<b>TOTAL HOURS SUNDAY</b>
			Centre					1800	1800	1800	1800	/ 1330 - 1800		
Worcester City	PCT Healthcare Ltd	Murrays Healthcare	Turnpike House Medical Centre	35 Newtown Road	Worcester	WR5 1HG	Worcestershire	0800-2000	0800-2000	0800-2000	0800-2000	0800 - 2000	0800-1400	Closed
Worcester City	Superdrug Stores PLC	Superdrug Stores PLC	4-5 St Swithins Street		Worcester	WR1 2PY	Worcestershire	0830-1730	0830-1730	0830-1730	0830-1730	0830 - 1730	0900-1730	Closed
Worcester City	Scales (Worcester) Ltd	Scales Pharmacy	37-38 Upper Tything		Worcester	WR1 1JZ	Worcestershire	0830-1800	0830-1800	0830-1800	0830-1800	0830 - 1800	0900-1300	CLOSED



## **Appendix 7b: Worcestershire Dispensing Practices Opening Hours**

GP Practice code	Name of GP Practice	Name of Branch Site (if applicable)	Does the dispensary open in the evening? (After 6pm)	Does the dispensary open on Saturdays?	Does the dispensary open on Sundays?
M81058	Merstow Green Medical Practice		No	No	No
M81042	Tenbury	Dispensing site - Brunswick House Clee Hill	No	No	No
M81094	Abbey Medical Practice	Richard Allen	Dispensary is open until 6.30 p.m. Monday to Friday	No	No
M81022	Haresfield & Kempsey Surgeries	Kempsey Surgery	No	No	No
M81011	Ombersley Medical Centre		18:30	No	No
M81038	Upton Surgery	Ben Kent	6pm-6:30pm	no	no
M81082	St John's Surgery	Wychbold Surgery	No	No	No
M81004	Riverside Surgery		No	no	No
M81605	The Glebeland Surgery		No	No	No
M81007	Bredon Hill Surgery		yes, until 6.30pm	no	no

M81077	The Ridgeway Surgery	Navpreet Kaur	yes until 6:30pm	no	no
M81608	Wolverley Surgery	N/A	No	No - surgery is closed	No
Y03602	Grey Gable Surgery		yes, to 6.30pm plus 24/7 prescription collection machine	No but 24/7 prescription collection machine	No but 24/7 prescription collection machine
M81033	Great Witley Surgery	Martley	Until 1830	No	No
M81069	Davenal House Surgery	The Surgery	Open till 6.30pm on Mon,Tues and Fri	No	No
M81074	Pershore Medical Practice	No branch	Yes	No	No
M81090	Chaddesley Corbett Surgery	Denise Mason	NO	NO	NO
M81045	Knightwick Surgery		Yes	No	No
M81068	Aylmer Lodge Cookley Partnership	Cookley Surgery	Until 18.30pm	No	NO
M81046	Abbottswood Medical Centre		Until 18:30	No	No
M81042	Tenbury Wells Surgery	Clee Hill Surgery	Yes	No	No



## **Appendix 8a: Current Provision and Description of Pharmaceutical Services and Locally Commissioned Services**

### Pharmaceutical lists

If a person (a pharmacist, a dispenser of appliances, or dispensing doctor) wants to provide NHS pharmaceutical services, they are required to apply to the NHS to be included on a pharmaceutical list. Pharmaceutical lists are compiled and held by NHS England. This is commonly known as the NHS “market entry” system.

Under the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations, a person who wishes to provide NHS pharmaceutical services must apply to NHS England to be included on a relevant list by proving they are able to meet a pharmaceutical need as set out in the relevant PNA. There are exceptions to this, such as applications for needs not foreseen in the PNA or to provide pharmaceutical services on a distance-selling (internet or mail order only) basis.

The following are included in a pharmaceutical list. They are:

1. pharmacy contractors (individuals or companies)
2. Dispensing appliance contractors (DACs); appliance suppliers are a specific sub-set of NHS pharmaceutical contractors who supply, on prescription, appliances such as stoma and incontinence aids, dressings, bandages etc.). They cannot supply medicines.
3. Dispensing doctors - medical practitioners authorised to provide drugs and appliances in designated rural areas known as “controlled localities”.

### Dispensing Doctors

A Dispensing Doctor is a General Practitioner (GP) who under regulation can dispense medication to patients in their care. Only the provision of those services set out in their pharmaceutical services terms of service (Schedules to the 2013 Regulations) is included within the definition of pharmaceutical services and relates only to the dispensing of medicines.

Dispensing doctors provide primary healthcare to people in rural areas. Only certain people are eligible to receive dispensing services from a dispensing doctor. Many live remotely from a community pharmacy and so dispensing doctors are allowed to dispense prescribed medicines.

### Distance selling (internet) pharmacies

Distance selling pharmacies do not have a local presence in the community as they do not have a community pharmacy premises that service users can readily access. They are internet based and as a result provide a service to users across the country irrespective of the locality in which the pharmacy is based.

A distance selling pharmacy must not provide Essential services to a person who is present at the pharmacy. However, the pharmacy must be able to provide Essential services safely and effectively without face-to-face contact with staff on the premises.

The pharmacy will receive prescriptions via the post or by electronic means (EPS) and then after dispensing, will send items via courier or a delivery driver to the patient. The pharmacist can talk to the patient via the telephone. A distance selling pharmacy may provide Advanced and Enhanced services on the premises, as long as any Essential service is not provided to persons present at the premises.

### Dispensing Appliance Contractors

Dispensing Appliance Contractors supply appliances such as stoma bags and accessories, continence bags and catheters and wound management dressings. They do not dispense medicines.

### Community pharmacy contract

Community pharmacies, still often referred to colloquially as “chemists”, provide pharmaceutical services under the NHS Community Pharmacy Contractual Framework(contract).

This consists of three sets of services:

4. Essential services
5. Advanced services
6. Enhanced and locally commissioned services

Pharmacies must provide all Essential services, but they can choose whether or not they wish to provide Advanced and Enhanced services.

## Essential services

### Discharge Medicines Service

The Discharge Medicines Service (DMS) became a new Essential service within the Community Pharmacy Contractual Framework (CPCF) on 15th February 2021. This service, which all pharmacy contractors have to provide, was originally trailed in the 5-year CPCF agreement, with a formal announcement regarding the service made by the Secretary of State for Health and Social Care in February 2020.

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

### Dispensing Appliances

Pharmacists may regularly dispense appliances in the course of their business, or they may dispense such prescriptions infrequently, or they may have taken a decision not to dispense them at all. Whilst the Terms of Service requires a pharmacist to dispense any (non-Part XVIII A listed) medicine "with reasonable promptness", for appliances the obligation to dispense arises only if the pharmacist supplies such products "in the normal course of business".

### Dispensing Medicines

Pharmacies are required to maintain a record of all medicines dispensed, and also keep records of any interventions made which they judge to be significant. The Electronic Prescription Service (EPS) is also being implemented as part of the dispensing service.

### Disposal of unwanted medicines

Pharmacies are obliged to accept back unwanted medicines from patients. The local NHS England and NHS Improvement team will make arrangements for a waste contractor to collect the medicines from pharmacies at regular intervals.

The pharmacy must, if required by NHS England and NHS Improvement or the waste contractor, sort them into solids (including ampoules and vials), liquids and aerosols; the waste contractor will be able to advise on whether this is necessary. Additional segregation is also required under the Hazardous Waste Regulations.

### Public Health (Promotion of Healthy Lifestyles)

Each financial year (1st April to 31st March), pharmacies are required to participate in up to six health campaigns at the request of NHS England and NHS Improvement (NHSE&I). This generally involves the display and distribution of leaflets provided by NHSE&I.

In addition, pharmacies are required to undertake prescription-linked interventions on major areas of public health concern, such as encouraging smoking cessation. Opportunistic one to one advice is given on healthy lifestyle topics, such as stopping smoking, to certain patient groups who present prescriptions for dispensing.

Pharmacies will also get involved in six local campaigns a year, organised by NHS England. Campaign examples may include promotion of flu vaccination uptake or advice on increasing physical activity. In 2021/22 pharmacies participated in the following campaigns: Covid-19 vaccination campaign, winter vaccines, smoking cessation and weight management.

## Repeat Dispensing/electronic Repeat Dispensing (eRD)

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

Under the repeat dispensing service pharmacy teams will:

1. Dispense repeat dispensing prescriptions issued by a GP;
2. Ensure that each repeat supply is required; and
3. Seek to ascertain that there is no reason why the patient should be referred back to their GP.

Originally this service was mainly carried out using paper prescriptions, but as the Electronic Prescription Service (EPS) has developed, the majority of repeat dispensing is now carried out via EPS release 2 and is termed electronic Repeat Dispensing (eRD). eRD is much more efficient and convenient.

### Managed repeats

The provision of regular medicines to patients is facilitated by a variety of different mechanisms and these repeat

medication services offer benefits, choice and flexibility to patients.

In recent years, there has been much discussion by Clinical Commissioning Groups (CCGs) and general practices around medicines waste and the mismanagement of non-NHS repeat medication services such as “managed repeats”. Whilst a “managed repeats” service is not part of the Essential Services set out in the Community Pharmacy Contractual Framework nor is it in the terms of service, community pharmacy contractors regularly offer this type of service as a matter of goodwill and without charge to their patients, particularly those who are vulnerable, time poor and/or require assistance.

#### Signposting

NHS England will provide pharmacies with lists of sources of care and support in the area. Pharmacies will be expected to help people who ask for assistance by directing them to the most appropriate source of help, for example other healthcare professionals or care providers when appropriate. The service also includes referral on to other sources of help such as local or national support groups.

#### Support for Self-Care

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

Pharmacies will help manage minor ailments and common conditions, by the provision of advice and where appropriate, the sale of medicines, including dealing with referrals from NHS 111. Records will be kept where the pharmacist considers it relevant to the care of the patient.

## Healthy Living Pharmacy

The Healthy Living Pharmacy (HLP) concept was developed by the Department of Health with the aim of achieving consistent delivery of a broad range of health improvement interventions through community pharmacies to meet local needs, improve the health and well-being of the local population and to help reduce health inequalities. In 2020/21 as agreed in the 5-year CPCF, it is now an Essential Service requirement for community pharmacy contractors to become a HLP.

What is an HLP?

HLP is an organisational development framework underpinned by three enablers of:

1. Workforce Development – A skilled team to pro-actively support and promote behaviour change and improve health and wellbeing, including a qualified Health Champion who has undertaken the Royal Society for Public Health (RSPH) Level 2 Award ‘Understanding Health Improvement’, and a team member who has undertaken leadership training.
2. Engagement – Local stakeholder engagement with other health and care professionals (especially general practice), community services, local authorities and members of the public; and
3. Environment (Premises Requirements) – Premises that facilitate health promoting interventions with a dedicated health promotion zone.

The adoption of HLPs marked a significant development for community pharmacy and its contribution to health promoting interventions. The HLP framework aims to improve people’s health, help reduce health inequalities and ensures community pharmacy can continue to contribute to the Government’s ambition of putting prevention at the heart of the NHS, as set out in the NHS Long Term Plan.

It provides a mechanism for community pharmacy teams to utilise their local insight and experience in the delivery of high-quality health promoting initiatives. By requiring contractors to have trained Health Champions on site who pro-actively engage in local community outreach within and outside the pharmacy, HLPs have cemented the idea that every interaction in the pharmacy and the community is an opportunity for a health promoting intervention.

The HLP framework is primarily about adopting a change in culture and ethos within the whole pharmacy team. The HLP framework means community pharmacies can supplement their medicines optimisation role with an enhanced commitment to health promoting interventions in the pharmacy setting and engagement in community outreach activities.

## The Pharmacy Access Scheme

In December 2016 the Government introduced the Pharmacy Access Scheme (PhAS). The stated aims are to support access where pharmacies are sparsely spread, and patients depend on them most. Qualifying pharmacies receive additional monthly payments (PhAS payments).

From 1 January, eligibility for the 2022 PhAS was based on meeting all of the following criteria:

- The pharmacy is on the pharmaceutical list of 31 March 2021. Distance-selling pharmacies (DSPs), dispensing appliance contractors, local pharmaceutical services (LPS) contractors, and dispensing doctors are not eligible for PhAS
- The pharmacy is more than one mile from the next nearest pharmacy, based on pharmacy to pharmacy distance calculations using Ordnance Survey.
- Where a pharmacy is in a deprived area (that is, the premises are in the area assigned to IMD decile 1 to 2), distance to the next nearest pharmacy is reduced to more than 0.8 miles
- The pharmacy had a dispensing volume between 1,200 and 104,789 in 2019 to 2020. For pharmacies that opened after March 2019, a mixture of scaling and data from following months was utilised to get a full 12 months.
- The pharmacy premises are directly accessible to the public, that is, not in an area with restricted access (for example, beyond airport security)

In Worcestershire, 18 pharmacies are listed as part of the PhAS, these are listed below

Fcode	Trading Name	Address 1	Address 2	Address 3	Address 4	P
FAD08	TESCO IN-STORE PHARMACY	IN-STORE PHARMACY	TESCO	MILLWOOD DRIVE	WARNDON, WORCESTER	W
FCJ67	BARNT GREEN	32 HEWELL ROAD	BARNT GREEN	BIRMINGHAM	WEST MIDLANDS	B



	PHARMACY					
FEX59	ARELEY KINGS PHARMACY	38 ARELEY COMMON	ARELEY KINGS	STOURPORT-ON-SEVERN	WORCESTERSHIRE	D
FF707	LLOYDSPHARMACY	UNIT 3-4 TESCO'S COMPLEX	ST.PETERS DRIVE	WORCESTER		W
FFV57	MORRISONS PHARMACY	BUNTSFORD PARK ROAD		BROMSGROVE	WORCESTERSHIRE	B
FGE31	STOCK AND LINDSAY LTD	3 MATCHBOROUGH CENTRE	REDDITCH	WORCESTER		B
FGT31	WOODROW PHARMACY	9 WOODROW CENTRE	WOODROW	REDDITCH	WORCESTERSHIRE	B
FKT11	ROWLANDS PHARMACY	CHURCH HILL N/HOOD CENTRE	TANHOUSE LANE	REDDITCH	WORCESTERSHIRE	B
FLF99	KNIGHTS ASTWOOD BANK PHARMACY	1196B EVERS HAM ROAD	ASTWOOD BANK	REDDITCH	WORCESTERSHIRE	B
FNJ44	WELL WEST HAGLEY - WORCESTER ROAD	96 WORCESTER ROAD	WEST HAGLEY	STOURBRIDGE	WEST MIDLANDS	D
FP076	LLOYDSPHARMACY	7-8 THE SQUARE	ALVECHURCH	BIRMINGHAM		B
FPD67	WYTHALL PHARMACY	221 STATION ROAD	WYTHALL	BIRMINGHAM	WORCESTERSHIRE	B
FT243	NIGHTINGALE PHARMACY	UNIT 2,HERONSWOOD ROAD	SPENNELLS ESTATE	KIDDERMINSTER	WORCESTERSHIRE	D
FV426	J & J PHARMACY	177 BATH ROAD		WORCESTER		W
FV552	LLOYDSPHARMACY	FISH HILL	22 HIGH STREET	BROADWAY	WORCESTERSHIRE	W
FWW91	KNIGHTS CATSHILL PHARMACY	155-157 GOLDEN CROSS LANE	CATSHILL	BROMSGROVE	WORCESTERSHIRE	B
FX620	ST MARY PHARMACY	FARMERS WAY	WESTLANDS	DROITWICH	WORCESTERSHIRE	W
FX853	MORRISONS PHARMACY	THE LINK	FOUR POOLS ESTATE	EVESHAM	WORCESTERSHIRE	W

## Advanced services

### Activity data for Pharmacy and Appliance Contractors by STP for Advanced Services for April- December 2021, Herefordshire and Worcestershire STP

Advanced Service	Number-Pharmacy contractors	Number-Appliance contractors
New Medicine Service (NMS) interventions declared	14332	0
Appliance Use Reviews (AURs) conducted in user's home	0	84
Appliance Use Reviews (AURs) conducted at premises	0	57
Stoma Customisation Fees	88	10279
Community Pharmacist Consultation Service (CPCS) Fees	5364	0
Community Pharmacy Hepatitis C Antibody Testing Service Fees	0	0
Community Pharmacy Completed Transactions for Covid-19 Lateral Flow Device Distribution Service	221366	0
Community Pharmacy Clinic Blood Pressure checks	49(started Oct 2021)	0
Community Pharmacy Ambulatory Blood Pressure Monitoring (ABPM)	59(started Oct 2021)	0
Community Pharmacy Seasonal Influenza Vaccination Advanced Service Fees	40203	0
Community Pharmacy Claims associated with initial local engagement in preparation for delivering GP referral pathway of the CPCS	0 (started late 2021, data to follow)	0

NB. 80% of pharmacies are in Worcestershire

#### Appliance Use Review (AUR)

Appliance Use Reviews (AURs) can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. Alternatively, where clinically appropriate and with the agreement of the patient, AURs can be provided by telephone or video consultation, in circumstances where the conversation cannot be overheard by others (except by someone whom the patient wants to hear the conversation, for example a carer).

AURs should help patients better understand and use any 'specified appliance' by:

1. Establishing the way, the patient uses the appliance and the patient's experience of such use.
2. Identifying, discussing and assisting in the resolution of poor or ineffective use of the appliance by the patient.
3. Advising the patient on the safe and appropriate storage of the appliance; and
4. Advising the patient on the safe and proper disposal of the appliances that are used or unwanted.

NHS Community Pharmacist Consultation Service: (Minor Illness and Urgent Repeat Medicines Supply pathways)

#### Community Pharmacist Consultation Service (CPCS)

The service, which replaced the NUMSAS and DMIRS pilots, connects patients who have a minor illness or need an urgent supply of a medicine with a community pharmacy.

The service takes referrals to community pharmacy from NHS 111 (and NHS 111 online for requests for urgent supply and minor illness), Integrated Urgent Care Clinical Assessment Services and in some cases patients referred via the 999 service.

The CPCS aims to relieve pressure on the wider NHS by connecting patients with community pharmacy, which should be their first port of call and can deliver a swift, convenient and effective service to meet their needs. Since 2016, the Pharmacy Integration Fund has funded and tested several operational service models throughout England that can be used to enhance community pharmacy's role in urgent care provision.

Using the evidence from these pilots, the Community Pharmacist Consultation Service (CPCS) was commissioned as an advanced service from 29 October 2019, with the expectation that additional strands to the service would continue to be tested and developed in the future.

At the time-of-service commencement, the referrals to community pharmacies were made by NHS 111 or Integrated Urgent Care Clinical Assessment Services (IUC CAS). Further referral routes were piloted for inclusion in the service and will continue to be developed. In line with the ambitions set out in the NHS Long Term Plan, this service is expected to relieve pressure on urgent and emergency care (UEC), by referring patients to a consultation with a community pharmacist where otherwise they would have attended a GP appointment, GP out of hours appointment or A&E having run out of regular medicines or requiring support with low acuity/minor illness.

The service will also help to tackle elements of existing health inequalities by providing urgent access to patients who are not registered with a GP.

The service, which replaced the NUMSAS and DMIRS pilots, connects patients who have a minor illness or need an urgent supply of a medicine with a community pharmacy. As well as referrals from general practices, the service takes referrals to community pharmacy from NHS 111 (and NHS 111 online for requests for urgent supply), Integrated Urgent Care Clinical Assessment Services and in some cases, patients referred via the 999 service.

The CPCS aims to relieve pressure on the wider NHS by connecting patients with community pharmacy, which should be their first port of call and can deliver a swift, convenient and effective service to meet their needs. Since the CPCS was launched, an average of 10,500 patients per week being referred for a consultation with a pharmacist following a call to NHS 111; these are patients who might otherwise have gone to see a GP.

The CPCS provides the opportunity for community pharmacy to play a bigger role than ever within the urgent care system.

#### GP Community Pharmacist Consultation Service (GPCPCS)

From 1st November 2020, the CPCS was extended across England to include referrals from general practices for minor illness only as well as from NHS 111. Unlike NHS 111, GPs cannot refer patients for an urgent supply of a medicine or appliance).

The purpose of the GP CPCS is to reduce the burden on general practices by referring patients needing advice and treatment for certain low acuity conditions from a GP practice to a community pharmacist. The aim is for community pharmacists to work closely with the local GP teams to reduce pressure on GP appointments.

#### Flu Vaccination Service

Community pharmacy has been providing flu vaccinations under a nationally commissioned service since September 2015. Each year from September through to March the NHS runs a seasonal flu vaccination campaign aiming to vaccinate all patients who are at risk of developing more serious complications from the virus. The accessibility of pharmacies, their extended opening hours and the option to walk in without an appointment have proved popular with patients seeking vaccinations.

During 2020 to 2021, in response to the COVID-19 pandemic, an expanded offer was made which enabled those aged 50 to 64 years to receive the flu vaccine as part of an NHS funded programme. This offer continued for this age group, as a temporary measure, for the 2021 to 2022 programme.

In 2021/22 the following groups were eligible for flu vaccination:

- all children aged 2 to 15 (but not 16 years or older) on 31 August 2021
- those aged 6 months to under 50 years in clinical risk groups
- pregnant women
- those aged 50 years and over
- those in long-stay residential care homes
- carers
- close contacts of immunocompromised individuals
- frontline health and social care workers (HSCWs) should receive a vaccination provided by their employer

The 2022/23 Community Pharmacy Seasonal Influenza Vaccination Advanced Service for three cohorts (65 years and over, 50-64s and at-risk adults aged 18-64). For 2022/23 the NHS flu vaccination programme will only be offered to patient groups eligible in line with pre-pandemic recommendations. Two cohorts (65 years and over and

at-risk adults aged 18-64) will be covered under the 2022/23 Community Pharmacy Seasonal Influenza Vaccination Advanced Service

#### Hepatitis C testing service

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

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

#### Hypertension case-finding service

The Hypertension case-finding service was commissioned as an Advanced service from 1st October 2021. The 5-year Community Pharmacy Contractual Framework (CPCF) agreement reached in July 2019 included a plan to pilot case finding for undiagnosed cardiovascular disease.

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

Following the initial findings of the pilot, the Department of Health and Social Care (DHSC) and NHSE&I proposed the commissioning of a new Hypertension case-finding service, as an Advanced service, in the Year 3 negotiations. There are 55 pharmacies in Worcestershire currently signed up to provide this service. A list of pharmacies signed up to provide this service is shown below.

#### Hypertension case-finding service- Pharmacies signed up (55) April 2022

Name	Address Line 1	Address Line 2	Address Line 3	Address Line 4
STOURPORT HEALTHCARE LTD	13 YORK STREET	STOURPORT-ON-SEVERN	WORCESTER SHIRE	
A2Z HEALTHCARE (UK) LTD	196 NEW ROAD		RUBERY	BIRMINGHAM
CUBE PHARMACY LIMITED	24 COMBERTON HILL		KIDDERMINSTER	WORCESTER SHIRE
CUBE PHARMACY LIMITED	81 STOURPORT ROAD	FOLEY PARK	KIDDERMINSTER	WORCESTER SHIRE
CUBE PHARMACY LIMITED	KIDDERMINSTER MEDICAL CTR	COVENTRY ST/WATERLOO ST	KIDDERMINSTER	WORCESTER SHIRE
BLUECROSS HEALTH LIMITED	46 LINDEN AVENUE		KIDDERMINSTER	WORCESTER SHIRE
PM HAWKES LIMITED	GALEN HOUSE	231 WORCESTER ROAD	MALVERN	WORCESTER SHIRE
BESTWAY NATIONAL CHEMISTS LIMITED	96 WORCESTER ROAD	WEST HAGLEY	STOURBRIDGE	WEST MIDLANDS
BLUECROSS HEALTH LIMITED	87 FRANCHE ROAD		KIDDERMINSTER	WORCESTER SHIRE
PCT HEALTHCARE LIMITED	BARBOURNE HEALTH CENTRE	4 DROITWICH ROAD	WORCESTER	
PCT HEALTHCARE LIMITED	BEWDLEY MEDICAL CENTRE	DOG LANE	BEWDLEY	WORCESTER SHIRE

PCT HEALTHCARE LIMITED	ST JOHN'S MEDICAL CENTRE	299 BROMYARD ROAD	WORCESTER	WORCESTER SHIRE
PCT HEALTHCARE LIMITED	ELBURY MOOR MEDICAL CTR	FAIRFIELD CLOSE	BRICKFIELDS, WORCESTER	
PCT HEALTHCARE LIMITED	1A INGLES DRIVE	HENWICK HALT	WORCESTER	
PCT HEALTHCARE LIMITED	THE PHARMACY	146 WORCESTER ROAD	MALVERN LINK	WORCESTER SHIRE
PCT HEALTHCARE LIMITED	75 CHURCH STREET		MALVERN	WORCESTER SHIRE
PCT HEALTHCARE LIMITED	PROSPECT VIEW MED CTR	3 PICKERSLEIGH ROAD	MALVERN	WORCESTER SHIRE
PCT HEALTHCARE LIMITED	MAPLE ROAD	ENIGMA BUSINESS PARK	MALVERN	WORCESTER SHIRE
PCT HEALTHCARE LIMITED	TURNPIKE HOUSE MED CENTRE	35 NEWTOWN ROAD	WORCESTER	WORCESTER SHIRE
KNIGHTS CHEMIST LTD	65 EVESHAM ROAD	HEADLESS CROSS	REDDITCH	WORCESTER SHIRE
KNIGHTS CHEMIST LTD	155-157 GOLDEN CROSS LANE	CATSHILL	BROMSGROVE	WORCESTER SHIRE
KNIGHTS CHEMIST LIMITED	434 EVESHAM ROAD	CRABBS CROSS	REDDITCH	WORCESTER SHIRE
KNIGHTS CHEMIST LIMITED	12 NEW ROAD	RUBERY	BIRMINGHAM	
KNIGHTS CHEMIST LIMITED	36 BIRMINGHAM ROAD	BROMSGROVE	WORCESTER SHIRE	
KNIGHTS CHEMIST LIMITED	1196B EVERS HAM ROAD	ASTWOOD BANK	REDDITCH	WORCESTER SHIRE
KNIGHTS CHEMIST LIMITED	WINYATES HEALTH CENTRE	WINYATES WAY	REDDITCH	WORCESTER SHIRE
KNIGHTS CHEMIST LIMITED	18 MARKET STREET		BROMSGROVE	WORCESTER SHIRE
FLINTLOW LIMITED	OMBERSLEY STREET EAST	DROITWICH SPA		WORCESTER SHIRE
SCALES (WORCESTER) LTD	27 LICHFIELD AVENUE		RONKSWOOD	WORCESTER
GORGEMEAD LIMITED	HUME STREET MEDICAL CTR	HUME STREET	KIDDERMINSTER	WORCESTER SHIRE
CHEPSTER LTD	59 MAY LANE	HOLLYWOOD	BIRMINGHAM	
LLOYDS PHARMACY LTD	7-8 THE SQUARE	ALVECHURCH	BIRMINGHAM	
SHAUNAKS LIMITED	75/77 PORT STREET		EVESHAM	WORCESTER SHIRE
SHAUNAKS LIMITED	EVESHAM MEDICAL CENTRE	ABBAY LANE	EVESHAM	WORCESTER SHIRE

SHAUNAKS LIMITED	THE CHAPEL	WATERSIDE	EVESHAM	
LLOYDS PHARMACY LTD	2 CARPET TRADES WAY	KIDDERMINSTER		WORCESTER SHIRE
ASDA STORES LTD	SILVER STREET	LOWESMOOR	WORCESTER	
SUPERDRUG STORES PLC	4-5 ST.SWITHIN'S STREET		WORCESTER	
BOOTS UK LIMITED	5 ST ANDREWS SQUARE	DROITWICH	WORCESTER SHIRE	
BOOTS UK LIMITED	78 HIGH STREET	BROMSGROVE	WORCESTER SHIRE	
BOOTS UK LIMITED	72-74 HIGH STREET		WORCESTER	
LLOYDS PHARMACY LTD	22 NEW ROAD	RUBERY	REDNAL	BIRMINGHAM
LLOYDS PHARMACY LTD	15 WILLIAM STREET		REDDITCH	WORCESTER SHIRE
LLOYDS PHARMACY LTD	93-95 BARNARDS GREEN ROAD		MALVERN	WORCESTER SHIRE
LLOYDS PHARMACY LTD	FISH HILL	22 HIGH STREET	BROADWAY	WORCESTER SHIRE
LLOYDS PHARMACY LTD	46 NEW ROAD	BROMSGROVE	WORCESTER SHIRE	
LLOYDS PHARMACY LTD	SPRING GARDENS HEALTH CTR	SPRING GARDENS	WORCESTER	
LLOYDS PHARMACY LTD	BHI PARKSIDE MED CENTRE	STOURBRIDGE ROAD	BROMSGROVE	WORCESTER SHIRE
LLOYDS PHARMACY LTD	ELGAR HOUSE SURGERY	CHURCH ROAD	REDDITCH	WORCESTER SHIRE
LLOYDS PHARMACY LTD	UNIT 3-4 TESCO'S COMPLEX	ST.PETERS DRIVE	WORCESTER	
SUMEDHA PHARMA LIMITED	42 HIGH STREET		KINGTON	HEREFORDS HIRE
BOOTS UK LIMITED	EVESHAM RETAIL PARK	WORCESTER ROAD	EVESHAM	WORCESTER SHIRE
AVICENNA RETAIL LTD	2-22 CRANHAM DRIVE	WARNDON	WORCESTER	
AVICENNA RETAIL LTD	36 CORBETT AVENUE		DROITWICH	WORCESTER SHIRE
AVICENNA RETAIL LTD	32 HEWELL ROAD	BARNT GREEN	BIRMINGHAM	WEST MIDLANDS

## New Medicine Service

The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is focused on specific patient groups and conditions. It is designed to improve patients' understanding of a newly prescribed medicine for a long-term condition and to help them get the most from their medicines.

Research has shown that after 10 days, two thirds of patients prescribed a new medicine reported problems including side effects, difficulties taking the medicine and a need for further information. The New Medicine Service (NMS) has been designed to fill this identified gap in patient need.

The service provides support to people who are newly prescribed a medicine to manage a long-term condition, which will generally help them to appropriately improve their medication adherence and enhance self-management of the LTC. Specific conditions/medicines are covered by the service, which are detailed below.

The conditions eligible for the service are:

- Asthma and COPD
- Diabetes (Type 2)
- Hypertension
- hypercholesterolaemia
- Osteoporosis
- Gout
- Glaucoma
- Epilepsy
- Parkinson's disease
- Urinary incontinence/retention
- Heart failure
- Acute coronary syndromes
- Atrial fibrillation
- Long term risks of venous thromboembolism/embolism
- Stroke / transient ischemic attack
- Coronary heart disease

The service is split into three stages, which are:

- 1. Patient engagement** – Following the prescribing of a new medicine for the management of a LTC, patients will be recruited to the service by prescriber referral (which could include referral for medicines prescribed to the patient as a hospital inpatient or outpatient) or opportunistically by the community pharmacy staff.
- 2. Intervention** – The pharmacist and patient will have a discussion either face-to-face in the pharmacy's consultation room or alternatively via telephone or video consultation. The pharmacist will assess the patient's adherence to the medicine(s), identify problems and determine the patient's need for further information and support. The NMS intervention interview schedule will normally be used to guide this conversation. The pharmacist will provide advice and further support and where no problems have been identified, will agree a time for the follow up stage, typically between 14 and 21 days after the intervention stage. If problems are identified and it is the clinical judgement of the pharmacist that intervention by the patient's prescriber is required, the issue will be referred to them to consider.
- 3. Follow up** – The pharmacist and patient will again have a discussion either face-to-face in the pharmacy's consultation room or alternatively via telephone or video consultation. The pharmacist will assess the patient's adherence to the medicine(s), identify problems and determine the patient's need for further information and support. The NMS follow up interview schedule will normally be used to guide this conversation. The pharmacist will provide advice and further support where necessary. If a problem is identified, the pharmacist and patients will either agree a solution or, where necessary, the patient will be referred to their prescriber to consider the matter.

### Stoma Appliance Customisation (SAC)

Stoma Appliance Customisation (SAC) is the third Advanced Service to be introduced into the English Community Pharmacy Contractual Framework (CPCF). The service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste. The stoma appliances that can be customised are listed in Part IXC of the Drug Tariff.

If on the presentation of a prescription for such an appliance, a community pharmacy contractor is not able to provide the service, because the provision of the appliance or the customisation is not within the pharmacist's normal course of business, the prescription must, subject to patient consent, be referred to another pharmacy contractor or provider of appliances. If the patient does not consent to the referral, the patient must be given the contact details of at least two pharmacies or suppliers of appliances who are able to provide the appliance or the stoma appliance customisation service, if contact details are known to the pharmacist. The local NHS England team may provide the information, or it may be established by the pharmacist.

### Smoking Cessation Service

This service has been designed to enable NHS trusts to undertake a transfer of care on patient discharge, referring patients (where they consent) to a community pharmacy of their choice to continue their smoking cessation treatment, including providing medication and support as required. The ambition is for referral from NHS trusts to community pharmacy to create additional capacity in the smoking cessation pathway.

The aim of the service is to reduce morbidity and mortality from smoking, and to reduce health inequalities associated with higher rates of smoking.

The objective of the service is to ensure that any patients referred by NHS trusts to community pharmacy for the SCS receive a consistent and effective offer, in line with NICE guidelines and the OMSC.

### Locally commissioned services

Pharmaceutical services for the purpose of a PNA do not include any services commissioned directly from pharmaceutical contractors by local authorities (LAs) or Clinical Commissioning Groups (CCGs). However, a decision was made by the PNA Working Group to include in the PNA all additional services that were provided by local pharmacies to allow presentation of a complete picture of commissioning and to help guide future local commissioning decisions.

It must be stressed that these services cannot be taken into account when considering applications for entry onto the pharmaceutical list. Such services may be commissioned locally by CCGs and LAs in order to meet the needs of their population. The largest group of locally commissioned services fall under the heading of public health services.

### NHSE Commissioned Services

#### NHSE – Extended Care

NHSEI Midlands has extended the local enhanced service (LES) agreements for Tier 1 and 2 of the Extended Care Services for the financial year 2022/2023. The service will be provided through Community Pharmacies contracted to NHS England & Improvement Midlands Region who have signed this local enhanced service agreement to provide this service

As of August 2022, there are 43 pharmacies in Worcestershire providing these services (tier 1 services), of whom 37 also provide tier 2 services.

The Community Pharmacy Extended Care Service, Tier 1, aims to provide eligible patients who are registered with a General Practitioner (GP) contracted to NHS England & Improvement Midlands Region with access to support for the treatment of the following:

- Treatment of Simple UTI in Females (from 16 years up to 65 years of age) ): 30 pharmacies in Worcestershire recorded activity in 2021/22
- Treatment of Acute Bacterial Conjunctivitis (for children aged 3 months to 2 years) ): 7 pharmacies in Worcestershire recorded activity in 2021/22

The Community Pharmacy Extended Care Service, Tier 2, aims to provide eligible patients who are registered with a GP practice contracted to NHS England Midlands Region with access to support for the treatment of the following:



- Treatment of Impetigo: 5 pharmacies in Worcestershire recorded activity in 2021/22
- Treatment of Infected Insect Bites: 8 pharmacies in Worcestershire recorded activity in 2021/22
- Treatment of Infected Eczema: 1 pharmacy in Worcestershire recorded activity in 2021/22

#### NHSE – Extended Care

NHSE Midlands has extended the local enhanced service (LES) agreements for Tier 1 and 2 of the Extended Care Services for the financial year 2022/2023. The service will be provided through Community Pharmacies contracted to NHS England & Improvement Midlands Region who have signed this local enhanced service agreement to provide this service

The Community Pharmacy Extended Care Service, Tier 1, aims to provide eligible patients who are registered with a General Practitioner (GP) contracted to NHS England & Improvement Midlands Region with access to support for the treatment of the following:

- Treatment of Simple UTI in Females (from 16 years up to 65 years of age) ): 30 pharmacies in Worcestershire recorded activity in 2021/22 – listed below
- Treatment of Acute Bacterial Conjunctivitis (for children aged 3 months to 2 years) ): 7 pharmacies in Worcestershire recorded activity in 2021/22

The Community Pharmacy Extended Care Service, Tier 2, aims to provide eligible patients who are registered with a GP practice contracted to NHS England Midlands Region with access to support for the treatment of the following:

- Treatment of Impetigo: 5 pharmacies in Worcestershire recorded activity in 2021/22
- Treatment of Infected Insect Bites: 8 pharmacies in Worcestershire recorded activity in 2021/22
- Treatment of Infected Eczema: 1 pharmacy in Worcestershire recorded activity in 2021/22

Treatment of Simple UTI in Females (from 16 years up to 65 years of age)

<b>Provider</b>	<b>Address</b>
<b>A2Z Healthcare (UK) Ltd</b>	<b>196 New Road, Rubery, Birmingham, B45 9JA</b>
<b>Asda</b>	<b>Silver Street, Lowesmore, Worcester, WR1 2DA</b>
<b>Boots UK Ltd</b>	<b>1-4 Kingfisher Walk, Redditch, B97 4EY</b>
<b>Boots UK Ltd</b>	<b>50 St Andrew's Square, Droitwich, WR9 8HE</b>
<b>Boots UK Ltd</b>	<b>Unit 15, Weavers Wharf, Kidderminster, DY10 1AA</b>
<b>Chepester Ltd</b>	<b>59 May Lane, Hollywood, Birmingham, B47 5PA</b>
<b>Cube Pharmacy Ltd</b>	<b>24 Comberton Hill, Kidderminster, DY10 1QN</b>
<b>Cube Pharmacy Ltd t/a Kidderminster Pharmacy</b>	<b>81 Stourport Road, Kidderminster, Worcestershire, DY11 7BQ</b>
<b>Evans Pharmacy</b>	<b>Galen House, 231 Worcester Road, Malvern, WR14 1SU</b>
<b>Instore Pharmacy</b>	<b>Lombard Street/Tan Lane, Stourport-on-Severn, DY13 8ND</b>
<b>Jagpal (B&amp;H) Ltd</b>	<b>66 Load Street, Bewdley, DY12 2AW</b>
<b>Kidderminster Pharmacy</b>	<b>Coventry Street/Waterloo Street, Kidderminster, Worcestershire, DY10 2BG</b>
<b>Kitsons Pharmacy</b>	<b>12 Broad Street, Worcester, WR1 3LH</b>
<b>Knights Chemist Ltd</b>	<b>36 Birmingham Road, Bromsgrove, B61 0DD</b>
<b>Knights Chemist Ltd</b>	<b>18 Market Street, Bromsgrove, B61 8DA</b>

<b>Knights Chemist Ltd</b>	<b>102 New Road, Rubery, Birmingham, B45 9HY</b>
<b>LloydsPharmacy</b>	<b>Spring Gardens Medical Centre, Providence Street, Worcester, WR1 2BS</b>
<b>LloydsPharmacy</b>	<b>202 New Road, Rubery, Rednal, Birmingham, B45 9JA</b>
<b>LloydsPharmacy</b>	<b>15 William Street, Redditch, B97 4AJ</b>
<b>LloydsPharmacy in Sainsburys</b>	<b>2 Carpet Trades Way, Kidderminster, DY11 6XP</b>
<b>Millstream-Saltley Ltd</b>	<b>9 Woodrow Centre, Redditch, B98 7RY</b>
<b>Patel KP-Scriptcare Ltd</b>	<b>60 Bromsgrove Road, Redditch, B97 4RN</b>
<b>Rowlands Pharmacy</b>	<b>Church Hill Centre, Loxley Close, Redditch, B98 9JG</b>
<b>Scales Pharmacy</b>	<b>27 Lichfield Avenue, Ronkswood, Worcester, WR5 1NW</b>
<b>Scales Pharmacy</b>	<b>37-38 Upper Tything, Worcester, WR1 1JZ</b>
<b>Shaunak's Ltd</b>	<b>Evesham Medical Centre, Abbey Lane, Evesham, WR11 4BS</b>
<b>Shaunak's Ltd-Stewart PH</b>	<b>75/77 Port Street, Evesham, WR11 3LF</b>
<b>Stock &amp; Lindsay Ltd</b>	<b>3 Matchborough Centre, Matchborough Way, Redditch, B98 0EP</b>
<b>Stourport Healthcare Ltd</b>	<b>13 York Street, Stourport-on-Severn, DY13 9EF</b>
<b>Yau PM</b>	<b>177 Bath Road, Worcester, WR5 3AQ</b>

## Worcestershire County Council Commissioned Services

Worcestershire County Council commissions the following services from local designated pharmacies:

1. Needle and Syringe Exchange (through Cranstoun)
2. Supervised Methadone and Buprenorphine Consumption (through Cranstoun)
3. Emergency Hormonal Contraception (under Patient Group Direction (PGD) through the Worcestershire Health and Care Trust), COC Service (Combined Oral Contraceptive) and POP Service (Progestosterone Only Pill)
4. Disposal of patient used sharps (directly commissioned)

Providing needle syringe programme

The service provides managed access to sterile needles and syringes, sharps containers and associated materials (including citric acid and swabs), in exchange for the return of used injecting equipment wherever reasonably practicable. This increases the availability of the service across the area and greater flexibility in terms of the hours that the service is available.

The service will help reduce the transmission of blood borne viruses (BBVs) such as HIV and Hepatitis C amongst injecting drug users by providing service-users with convenient access to sterile injecting equipment and a facility for the safe disposal of used equipment. There is also an opportunity for the pharmacy staff to provide advice on harm reduction.

The service aims to reduce the rate of sharing and other high-risk injecting behaviours amongst service-users, promote safe injecting practices and reduce the risk of BBVs, ensure the safe disposal of used injecting equipment, provide a point of referral into the specialist drug and alcohol service. A “pick and mix” derivative of the needle and syringe exchange service is offered in a limited number of pharmacies.

There are 33 Accredited Providers of this service, of whom 28 have been active in the last six months. A list of pharmacies signed up to provide this service is shown below.

### Needle Syringe Programme - Accredited Providers

2022 update

Kitsons Pharmacy - FF122
Murrays Healthcare (Worcester-Elbury Moor) - FX085
Murrays Healthcare (Malvern-Victoria Pharmacy, Worcester Rd) - FNN21
Stourport Healthcare Ltd (Stourport Pharmacy) - FED42
LloydsPharmacy (Branch: 6035 - Worcester-Spring Gardens) - FC157
LloydsPharmacy (Branch: 7414 - Redditch-William Street) - FG071
Shaunak's Ltd-Stewart PH (Bengeworth Pharmacy) - FN081
Millstream-Saltley Ltd (Woodrow Pharmacy) - FGT31
LloydsPharmacy (Branch: 7385 - Rubery-202 New Road) - FCD39
Knights Chemist Ltd (Redditch-Crabbs Cross) - FX918

Boots UK Ltd (Branch: 1837 - Pershore) - FKQ60
Shaunak's Ltd (Evesham-Vale Pharmacy) - FLK28
Boots UK Ltd (Branch: 0252 - Evesham-Bridge Street) - FLE44
Stock & Lindsay Ltd (Stock & Lindsay Pharmacy) - FGE31
Gorgemead Ltd (Branch: 734 - Cohens Chemist) - FGA01
Murrays Healthcare (Worcester-Henwick Halt) - FJT77
Knights Chemist Ltd (Bromsgrove-Birmingham Road) - FR583
Murrays Healthcare (Bewdley Pharmacy) - FP510
Shaunak's Ltd-Stewart (Evesham-Waterside Pharmacy) - FEM42
Knights Chemist Ltd (Redditch-Headless Cross) - FD681
Boots UK Ltd (Branch: 0148 - Malvern-Church Street) - FFX09
Murrays Healthcare (Worcester-St Johns) - FMQ07
Boots UK Ltd (Branch: 5087 - Upton) - FQA38
Knights Chemist Ltd (Redditch-Winyates) - FAV46
Boots UK Ltd (Branch: 6705 - Evesham-Retail Park) - FA227
Boots UK Ltd (Branch: 0353 - Droitwich) - FKC01
Cube Pharmacy Ltd (Kidderminster Pharmacy) - FD652
LloydsPharmacy (Branch: 0253 - Malvern-Barnards Green) - FV477
Patel KP-Scriptcare Ltd (Hillview Pharmacy) - FPE29
Rowlands Pharmacy (Branch: 1418 - Redditch-Church Hill) - FKT11
Scales Pharmacy (Worcester-Upper Tything) - FYH10
Superdrug Pharmacy (Branch: 0257 - Worcester St Swithins) - FY495
Patel PK (York Pharmacy), Stourport - FAP45

Supervised Consumption

Methadone and Buprenorphine are suitable substitutes for withdrawal from opiates and are beneficial in terms of harm reduction. This service allows pharmacists to supervise the consumption of methadone and buprenorphine to service-users at the point of such medicines being dispensed by the pharmacy ensuring that the correct dose has been administered to the service user and that it has been consumed in its entirety.

The aims of the service are to:

1. Increase service-user compliance with the prescribing regime they are on as part of the agreed treatment plan
2. Increase retention in structured drug treatment
3. Reduce the overuse or underuse of prescribed opiates substitutes
4. Reduce the diversion of prescribed medications onto the illicit drug market
5. Advise the service user and liaise with the Drugs and Alcohol teams

There are 82 Accredited Providers of this service, of whom 62 have been active in the last six months. A list of pharmacies signed up to provide this service is shown below.

### **Supervised Consumption - Accredited Providers**

2022 update

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**Cube Pharmacy Ltd t/a Kidderminster Late Night Pharmacy (Kidderminster) - FQW95**

**Kitsons Pharmacy - FF122**

**Day Lewis Plc (Worcester) - FKN71**

**Knights Chemist Ltd (Bromsgrove-Market Street (Central)) - FQR31**

**Matrix Primary Healthcare Ltd (Branch: 6036 - Evesham Pharmacy) - FQR64**

**Knights Chemist Ltd (Redditch-Winyates) - FAV46**

**LloydsPharmacy (Branch: 7385 - Rubery-202 New Road) - FCD39**

**Asda Pharmacy (Branch: 4273 - Worcester ) - FKH25**

**Cube Pharmacy Ltd (Kidderminster Pharmacy) - FD652**

**Morrisons Pharmacy (Bromsgrove) - FFV57**

**Tesco Pharmacy (Kidderminster) - FJH90**

**Murrays Healthcare (Worcester-Turnpike) - FX759**

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**Tesco Pharmacy (Worcester) - FAD08**

**Shaunak's Ltd-Stewart PH (Bengeworth Pharmacy) - FN081**

**Co-operative Pharmacy (Kidderminster-Franche) - FH827**

**LloydsPharmacy (Branch: 6035 - Worcester-Spring Gardens) - FC157**

**Millstream-Saltley Ltd (Woodrow Pharmacy) - FGT31**

**Murrays Healthcare (Malvern-Prospect View) - FT381**

**Stock & Lindsay Ltd (Stock & Lindsay Pharmacy) - FGE31**

**Boots UK Ltd (Branch: 1837 - Pershore) - FKQ60**

**Patel PK (York Pharmacy) - FAP45**

**Shaunak's Ltd (Evesham-Vale Pharmacy) - FLK28**

**Murrays Healthcare (Bewdley Pharmacy) - FP510**

**Scales Pharmacy (Worcester-Upper Tything) - FYH10**

**Knights Chemist Ltd (Bromsgrove-Birmingham Road) - FR583**

**Flintlow Ltd (Droitwich Pharmacy) - FD998**

**Murrays Healthcare (Malvern-Victoria Pharmacy, Worcester Rd) - FNN21**

**Boots UK Ltd (Branch: 0259 - Worcester) - FQT70**

**Knights Chemist Ltd (Bromsgrove-Catshill) - FWW91**

**Superdrug Pharmacy (Branch: 0257 - Worcester St Swithins) - FY495**

**Scales Pharmacy (Worcester-Astwood/Rainbow Hill) - FHT47**

**Co-operative Pharmacy (Stourport) - FVR26**

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**Knights Chemist Ltd (Rubery) - FTX59**

**LloydsPharmacy (Branch: 0205 - Bromsgrove-New Road) - FYD21**

**Boots UK Ltd (Branch: 6705 - Evesham-Retail Park) - FA227**

**Kidderminster Pharmacy - FAH30**

**Knights Chemist Ltd (Redditch-Crabbs Cross) - FX918**

**Boots UK Ltd (Branch: 0353 - Droitwich) - FKC01**

**Murrays Healthcare (Worcester-Elbury Moor) - FX085**

**Patel PK (Nightingale Pharmacy) - FT243**

**Shaunak's Ltd-Stewart (Evesham-Waterside Pharmacy) - FEM42**

**Scales Pharmacy (Worcester-Ronkswood) - FGQ33**

**Makar RR (St Mary Pharmacy) - FX620**

**Ogle (DL) Ltd - FK177**

**LloydsPharmacy (Branch: 0253 - Malvern-Barnards Green) - FV477**

**Rowlands Pharmacy (Branch: 1503 - Tenbury) - FNN38**

**LloydsPharmacy (Branch: 0759 - Bromsgrove-BHI Parkside) - FPQ61**

**LloydsPharmacy (Branch: 7414 - Redditch-William Street) - FG071**

**Boots UK Ltd (Branch: 0258 - Bromsgrove) - FLX98**

**Boots UK Ltd (Branch: 1104 - Kidderminster-Weavers Wharf) - FE890**

**Boots UK Limited (Branch: 6546 - Malvern-Enigma Retail Park) - FLR25**

**Rowlands Pharmacy (Branch: 1502 - Redditch-Church Green) - FRJ05**

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**Murrays Healthcare (Worcester-Henwick Halt) - FJT77**

**Boots UK Ltd (Branch: 0148 - Malvern-Church Street) - FFX09**

**Boots UK Ltd (Branch: 0252 - Evesham-Bridge Street) - FLE44**

**Boots UK Ltd (Branch: 5087 - Upton) - FQA38**

**Gorgemead Ltd (Branch: 734 - Cohens Chemist) - FGA01**

**Jagpal (B&H) Ltd (Healthpoint Pharmacy) - FDD92**

**Knights Chemist Ltd (Redditch-Headless Cross) - FD681**

**LloydsPharmacy (Branch: 0606 - Worcester-St Peters) - FF707**

**LloydsPharmacy (Branch: 0647 - Alvechurch) - FP076**

**LloydsPharmacy (Branch: 0974 - Broadway) - FV552**

**Morrisons Pharmacy (Evesham) - FX853**

**Murrays Healthcare (Malvern-Malvern Pharmacies Group) - FNK08**

**Murrays Healthcare (Malvern-Malvern Pharmacy, Church St) - FP660**

**Murrays Healthcare (Worcester-Barbourne Health Centre ) - FWN65**

**Murrays Healthcare (Worcester-St Johns) - FMQ07**

**Patel DS (Claines Pharmacy) - FNK94**

**Patel KP-Scriptcare Ltd (Hillview Pharmacy) - FPE29**

**Rowlands Pharmacy (Branch: 1418 - Redditch-Church Hill) - FKT11**

**Stourport Healthcare Ltd (Stourport Pharmacy) - FED42**

**Virdee G (Lygon Pharmacy) - FJ818**

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**Yau PM (J&J Pharmacy) - FV426****Wythall Pharmacy (Wythall)****Matrix Primary Healthcare Ltd****Pascal Solutions Ltd (****Evans SJ & JW Ltd (Evans Pharmacy)****Cube Pharmacy Ltd****Church Street Healthcare Ltd**

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Emergency Hormonal Contraception (under Patient Group Direction (PGD) through the Worcestershire Health and Care Trust)

Accredited community pharmacies currently offer emergency hormonal contraception. This service provides consultation and free supply of Levonorgestrel under a Patient Group Directive (PGD). The service aims to reduce the number of unwanted pregnancies and terminations for eligible women aged 13 years and over and also provide advice on STIs and contraception and signposting to other sexual health services.

When dispensing Emergency Hormonal Contraception (EHC) a practitioner is required to discuss LARC, ongoing contraception and chlamydia testing and screening at two weeks post unprotected sex. Pharmacists also have access to an on-call senior clinician for any queries including signposting into the WISH service. The process is monitored by WISH through Pharm-outcomes and this directs the dispensing pharmacist to the information which needs to be given to a patient when accessing EHC.

Across Worcestershire there are 55 active providers and 83 accredited providers who can deliver EHC in the community. A list of pharmacies signed up to provide this service is shown below.

This service improves patient choice and access to Emergency Hormonal Contraception (EHC) (in the form of levonorgestrel 1500mcg tablets).

The service aims to help reduce the numbers of unwanted pregnancies and terminations in females, aged 13 years or over and to provide advice on sexually transmitted diseases and contraception.

The pharmacist will also signpost where necessary to other sexual health services.

**Pharmacies signed up to provide Emergency Hormonal Contraception**

Asda	FKH25	Silver Street	Worcester
Boots UK Limited	FLR25	Unit 11	Malvern
Boots UK Ltd	FFX09	33-35 Church Street	Malvern
Boots UK Ltd	FLE44	19-21 Bridge Street	Evesham
Boots UK Ltd	FCH56	1-4 Kingfisher Walk	Redditch
Boots UK Ltd	FLX98	78 High Street	Bromsgrove
Boots UK Ltd	FQT70	72-74 High Street	Worcester
Boots UK Ltd	FKC01	50 St Andrew's Square	Droitwich

Boots UK Ltd	FE890	15 Weavers Wharf	Kidderminster
Boots UK Ltd	FQA38	12 High Street	Upton Upon Severn
Boots UK Ltd	FA227	Evesham Retail Park	Evesham
Chepester Ltd	FTA06	59 May Lane	Hollywood
Church Street Healthcare Ltd	FE746	David Corbett House	Kidderminster
Claremont House Pharmacy	FNR17	84 Barnards Green Road	Malvern
Crest Pharmacy	FWQ33	87 Franche Road	Kidderminster
Cube Pharmacy Ltd	FD652	24 Comberton Hill	Kidderminster
Cube Pharmacy Ltd t/a Kidderminster Late Night Pharmacy	FAH30	Primary Care Centre	Kidderminster
Day Lewis Plc	FKN71	20-22 Cranham Drive	Worcester
Dudley Taylor Pharmacies	FQ104	36 Corbett Avenue	Droitwich
Dudley Taylor Pharmacies Ltd	FCJ67	32 Hewell Road	Barnt Green
Evans Pharmacy	FVK39	Galen House	Malvern
Flintlow Ltd	FD998	Droitwich Medical Centre	Droitwich
Giles (AS & EEF) Ltd	ff122	12 Broad Street	Worcester
Gorgemead Ltd	FGA01	Hume Street Medical Centre	Kidderminster
Jagpal (B&H) Ltd	FDD92	66 Load Street	Bewdley
Kidderminster Pharmacy	FAH30	Primary Care Centre	Kidderminster
Kitsons Pharmacy	FF122	12 Broad Street	Worcester
Knights Chemist Ltd	FR583	36 Birmingham Road	Bromsgrove
Knights Chemist Ltd	FWW91	155-157 Golden Cross Lane	Bromsgrove
Knights Chemist Ltd	FQR31	18 Market Street	Bromsgrove
Knights Chemist Ltd	FX918	434 Evesham Road	Redditch
Knights Chemist Ltd	FD681	65 Evesham Road	Redditch
Knights Chemist Ltd	FAV46	Winyates Health Centre	Redditch
Knights Chemist Ltd	FTX59	102 New Road	Rubery
Knights Chemist Ltd	FLF99	1196b Evesham Road	Redditch
LloydsPharmacy	FYD21	46 New Road	Bromsgrove
LloydsPharmacy	FV477	93-95 Barnards Green Road	Malvern
LloydsPharmacy	FP076	9 The Square	Alvechurch
LloydsPharmacy	FPQ61	BHI Parkside Medical Centre	Bromsgrove
LloydsPharmacy	FC157	Spring Gardens Health Centre	Worcester
LloydsPharmacy	FCD39	202 New Road	Rubery
LloydsPharmacy	FG071	15 William Street	Redditch
LloydsPharmacy in Sainsburys	FH412		Kidderminster

Makar RR	FX620	Farmers Way	Droitwich
Matrix Primary Healthcare Ltd	FEX59	38 Areley Common	Areley Kings
Matrix Primary Healthcare Ltd	FQR64	30-36 High Street	Evesham
Millstream-Saltley Ltd	FGT31	9 Woodrow Centre	Redditch
Morrisons Pharmacy	FX853	The Link	Evesham
Morrisons Pharmacy	FXT27	Roman Way	Malvern
Murrays Healthcare	FP510	Bewdley Medical Centre	Bewdley
Murrays Healthcare	FNK08	Maple Road	Malvern
Murrays Healthcare	FP660	75 Church Street	Malvern
Murrays Healthcare	FT381	Prospect View Medical Centre	Malvern
Murrays Healthcare	FNN21	146 Worcester Road	Malvern
Murrays Healthcare	FWN65	4 Droitwich Road	Worcester
Murrays Healthcare	FX085	Elbury Moor Medical Centre	Worcester
Murrays Healthcare	FJT77	1a Ingles Drive	Worcester
Murrays Healthcare	FMQ07	St John's Medical Centre	Worcester
Murrays Healthcare	FX759	Turnpike House Medical Centre	Worcester
Patel DS	FNK94	153/155 Ombersley Road	Worcester
Patel KP-Scriptcare Ltd	FPE29	60 Bromsgrove Rd	Redditch
Patel PK	FT243	Unit 2, Heronswood Road	Kidderminster
Patel PK	FAP45	14 York Street	Stourport-on-Severn
Rowlands Pharmacy	FKT11	Unit 4, Church Hill Neighbourhood Centre,	Redditch
Rowlands Pharmacy	FRJ05	7 Church Green West	Redditch
Rowlands Pharmacy	FNN38	Westfield Walk	
Scales Pharmacy	FHT47	42 Astwood Road	Worcester
Scales Pharmacy	FGQ33	27 Lichfield Avenue	Worcester
Scales Pharmacy	FYH10	37-38 Upper Tything	Worcester
Shaunak's Ltd	FLK28	Evesham Medical Centre	Evesham
Shaunak's Ltd-Stewart	FEM42	Waterside Pharmacy	Evesham
Shaunak's Ltd-Stewart PH	FN081	75/77 Port Street	Evesham
Stock & Lindsay Ltd	FGE31	3 Matchborough Centre	Redditch
Stourport Healthcare Ltd	FED42	13 York St	Stourport-on-Severn
Superdrug Pharmacy	FY495	4-5 St Swithins Street	Worcester
Tesco Pharmacy	FJH90	Tesco Superstore	Kidderminster
Tesco Pharmacy	FWA18	Tesco Extra	Redditch
Virdee G	FJ818	84 Worcester Road	Malvern

Well	FNJ44	96 Worcester Road	Hagley
Wythall Pharmacy	FPD67	221 Station Road	Wythall
Yau PM	FV426	177 Bath Road	Worcester

### COC Service (Combined Oral Contraceptive)

There are 13 pharmacies signed up to provide the service, these are listed below.

Service	List of pharmacies signed up to provide the service	OCS Number	Active during last 6 months? (Y?N)
<b>COC Service</b>			
	Boots UK Limited	FLR25	No
	Boots UK Ltd	FLE44	Yes
	Boots UK Ltd	FCH56	Yes
	Boots UK Ltd	FQT70	No
	Cube Pharmacy Ltd t/a Kidderminster Late Night Pharmacy	FQW95 (See FAH30)	No
	Kidderminster Pharmacy	FAH30	No
	Knights Chemist Ltd	FQR31	Yes
	Knights Chemist Ltd	FX918	Yes
	Lloyds Pharmacy	FG071	Yes
	Lloyds Pharmacy in Sainsburys	FH412	No
	Matrix Primary Healthcare Ltd	FQR64	No
	Murrays Healthcare	FX759	No
	Tesco Pharmacy	FWA18	No

### POP Service (Progesterone Only Pill)

12 pharmacies are signed up to provide this service, these are listed below.

#### POP Service

Service	List of pharmacies signed up to provide the service	OCS Number	Active during last 6 months? (Y?N)
<b>POP Service</b>			
	Boots UK Limited	FLR25	No
	Boots UK Ltd	FLE44	No
	Boots UK Ltd	FCH56	Yes
	Boots UK Ltd	FQT70	No
	Cube Pharmacy Ltd t/a Kidderminster Late Night Pharmacy	FQW95 (See FAH30)	No
	Kidderminster Pharmacy	FAH30	No
	Knights Chemist Ltd	FQR31	No
	Knights Chemist Ltd	FX918	Yes
	Lloyds Pharmacy	FG071	Yes
	Lloyds Pharmacy in Sainsburys	FH412	No
	Matrix Primary Healthcare Ltd	FQR64	No
	Murrays Healthcare	FX759	No

Disposal of patient used sharps (directly commissioned)

The aims of the service are to: reduce the risk of needle stick injury in the community, reduce the inappropriate disposal of patient's personal used sharps and to provide a safe, secure and convenient means of disposal of patient's personal sharps.

Participating Service Providers accept sharps containers from patients - safely and securely storing them until collected by the nominated disposal service in accordance with the Environment Agency Waste Regulations. 65 pharmacies participate in this programme, these are listed below.

#### Sharps Disposal Providers (2022 update)

<b>A2Z Healthcare (UK) Ltd (Rubery Late Night Pharmacy)</b>
196 New Road, Rubery, Birmingham, B45 9JA
<b>Asda Pharmacy (Worcester )</b>
Silver Street, Lowesmore, Worcester, WR1 2DA
<b>Chepester Ltd (Hollywood Pharmacy)</b>
59 May Lane, Hollywood, Birmingham, B47 5PA
<b>Co-operative Pharmacy (Kidderminster-Foley)</b>
81 Stourport Road, Foley Park, Kidderminster, DY11 7BQ
<b>Co-operative Pharmacy (Stourport)</b>
Co-op Superstore, Lombard Street/Tan Lane, Stourport-on-Severn, DY13 8ND
<b>Cube Pharmacy Ltd (Kidderminster Pharmacy)</b>
24 Comberton Hill, Kidderminster, DY10 1QN
<b>Cube Pharmacy Ltd t/a Kidderminster Late Night Pharmacy (Kidderminster)</b>
9 Lower Mill Street, Kidderminster, DY11 6UU
<b>Dudley Taylor Pharmacies (Corbett Pharmacy)</b>
36 Corbett Avenue, Droitwich, WR9 7BE
<b>Evans SJ &amp; JW Ltd (Evans Pharmacy)</b>
Galen House, 231 Worcester Road, Malvern, WR14 1SU
<b>Gorgemead Ltd (Cohens Chemist)</b>
Hume Street Medical Centre, Hume Street, Kidderminster, DY11 6SF
<b>Jagpal (B&amp;H) Ltd (Healthpoint Pharmacy)</b>

66 Load Street, Bewdley, DY12 2AW
<b>Kitsons Pharmacy</b>
12 Broad Street, , Worcester, WR1 3LH
<b>Knights Chemist Ltd (Bromsgrove-Birmingham Road)</b>
36 Birmingham Road, Bromsgrove, B61 0DD
<b>Knights Chemist Ltd (Bromsgrove-Catshill)</b>
155-157 Golden Cross Lane, Catshill, Bromsgrove, B61 0JZ
<b>Knights Chemist Ltd (Bromsgrove-Market Street (Central))</b>
18 Market Street, Bromsgrove, B61 8DA
<b>Knights Chemist Ltd (Redditch-Astwood Bank)</b>
1196B Evesham Road, Astwood Bank, Redditch, B96 6AA
<b>Knights Chemist Ltd (Redditch-Crabbs Cross)</b>
434 Evesham Road, Crabbs Cross, Redditch, B97 5JB
<b>Knights Chemist Ltd (Redditch-Headless Cross)</b>
65 Evesham Road, Headless Cross, Redditch, B97 4JX
<b>Knights Chemist Ltd (Redditch-Winyates)</b>
18 Winyates Centre, Winyates, Redditch, B98 0NR
<b>LloydsPharmacy (Alvechurch)</b>
7-8 The Square, Alvechurch, Birmingham, B48 7LA
<b>LloydsPharmacy (Broadway)</b>
Fish Hill, 22 High Street, Broadway, WR12 7DT
<b>LloydsPharmacy (Redditch-William Street)</b>
15 William Street, Redditch, B97 4AJ
<b>LloydsPharmacy (Rubery-202 New Road)</b>
202 New Road, Rubery, Rednal, Birmingham, B45 9JA
<b>LloydsPharmacy (Worcester-Spring Gardens)</b>
Spring Gardens Medical Centre, Providence Street, Worcester, WR1 2BS
<b>LloydsPharmacy (Worcester-St Peters)</b>
3-4 St Peter the Great Shopping Centre, St.Peters Drive, Worcester, WR5 3TA
<b>LloydsPharmacy (Wythall)</b>

221 Station Road, Wythall, Birmingham, B47 6ET
<b>Lloyds Pharmacy in Sainsburys (Kidderminster)</b>
2 Carpet Trades Way, Kidderminster, DY11 6XP
<b>Lloyds Pharmacy (Malvern)</b>
93-95 Barnards Green Road, Malvern WR14 3LU
<b>Makar RR (St Mary Pharmacy)</b>
Farmers Way, Westlands, Droitwich, WR9 9EQ
<b>Matrix Primary Healthcare Ltd (Areley Kings Pharmacy)</b>
38 Areley Common, Areley Kings, DY13 0NQ
<b>Matrix Primary Healthcare Ltd (Evesham Pharmacy)</b>
30-36 High Street, Evesham, WR11 4HJ
<b>Millstream-Saltley Ltd (Woodrow Pharmacy)</b>
9 Woodrow Centre, Redditch, B98 7RY
<b>Morrisons Pharmacy (Bromsgrove)</b>
Buntsford Park Road, Bromsgrove, B60 3DX
<b>Morrisons Pharmacy (Evesham)</b>
The Link, Four Pools Estate, Evesham, WR11 6UT
<b>Murrays Healthcare (Bewdley Pharmacy)</b>
68 Load Street, Bewdley, Worcester, DY12 2AW
<b>Murrays Healthcare (Malvern-Malvern Pharmacies Group)</b>
Maple Road, Enigma Business Park, Malvern, WR14 1GQ
<b>Murrays Healthcare (Malvern-Malvern Pharmacy, Church St)</b>
75 Church Street, Malvern, WR14 2AE
<b>Murrays Healthcare (Malvern-Prospect View)</b>
Prospect View Medical Centre, 300 Pickersleigh Road, Malvern, WR14 2GP
<b>Murrays Healthcare (Malvern-Victoria Pharmacy, Worcester Rd)</b>
146 Worcester Road, Malvern Link, WR14 1SS
<b>Murrays Healthcare (Worcester-Barbourne Health Centre )</b>
44 Droitwich Road, Worcester, WR3 7LH
<b>Murrays Healthcare (Worcester-Elbury Moor)</b>
Elbury Moor Medical Centre, Fairfield Close, Brickfields, Worcester, WR4 9TX



<b>Murrays Healthcare (Worcester-Henwick Halt)</b>
1A Ingles Drive, Henwick Halt, Worcester, WR2 5AH
<b>Murrays Healthcare (Worcester-St Johns)</b>
St Johns Medical Centre, 299 Bromyard Road, St Johns, Worcester, WR2 5FB
<b>Murrays Healthcare (Worcester-Turnpike)</b>
Turnpike House Medical Centre, 35 Newtown Road, Ronkswood, Worcester, WR5 1HG
<b>Ogle (DL) Ltd</b>
18-20 St Johns, Worcester, WR2 5AH
<b>Patel DS (Claines Pharmacy)</b>
153-155 Ombersley Road, Worcester, WR3 7BX
<b>Patel PK (Nightingale Pharmacy)</b>
Unit 2, Heronswood Road, Spennells, Kidderminster, DY10 4EX
<b>Patel PK (York Pharmacy)</b>
14-15 York Street, Stourport-on-Severn, DY13 9EF
<b>Pinhoe Pharmacy Ltd (Giles Pharmacy)</b>
22 Cranham Drive, Warndon, Worcester, WR4 9PA
<b>L Rowland &amp; Co (Retail) Ltd</b>
<b>Rowlands Pharmacy (Redditch - Church Hill Centre)</b>
<b>Rowlands Pharmacy (Redditch-Church Green)</b>
7 Church Green West, Redditch, B97 4DU
<b>Rowlands Pharmacy (Tenbury)</b>
7-9 Teme Street, Tenbury Wells, WR15 8BB
<b>Scales Pharmacy (Worcester-Astwood/Rainbow Hill)</b>
42 Astwood Road, Rainbow Hill, Worcester, WR3 8EZ
<b>Scales Pharmacy (Worcester-Ronkswood)</b>
27 Lichfield Avenue, Ronkswood, Worcester, WR5 1NW
<b>Scales Pharmacy (Worcester-Upper Tything)</b>
37-38 Upper Tything, Worcester, WR1 1JZ
<b>Shaunak's Ltd-Stewart (Evesham-Waterside Pharmacy)</b>
Evesham, WR11 6JZ
<b>Shaunak's Ltd-Stewart PH (Bengeworth Pharmacy)</b>
75/77 Port Street, Evesham, WR11 1LR

<b>Stock &amp; Lindsay Ltd (Stock &amp; Lindsay Pharmacy)</b>
3 Matchborough Centre, Matchborough Way, Redditch, B98 0EP
<b>Stourport Healthcare Ltd (Stourport Pharmacy)</b>
13 York Street, Stourport-on-Severn, DY13 8EF
<b>Superdrug Pharmacy (Worcester St Swithins)</b>
4-5 St.Swithins Street, Worcester, WR1 2PY
<b>Tesco Pharmacy (Kidderminster)</b>
Tesco Superstore, Castle Road, Kidderminster DY11 6SW
<b>Tesco Pharmacy (Redditch)</b>
Tesco Extra, Coldfield Drive, Oakenshaw, Redditch, B98 7RU
<b>Tesco Pharmacy (Worcester)</b>
In-Store Pharmacy, Millwood Drive, Warndon, Worcester, WR4 0UJ
<b>Virdee G (Lygon Pharmacy)</b>
84 Worcester Road, Malvern, WR14 1NY
<b>Yau PM (J&amp;J Pharmacy)</b>
177 Bath Road, Worcester, WR5 3AQ

## Herefordshire and Worcestershire CCG Commissioned Services

### Worcestershire Community pharmacy palliative care medicines hubs

All NHS community pharmacies will stock medicines commonly used in palliative care. NHS Herefordshire Worcestershire CCG has commissioned 35 NHS community pharmacies to always keep in stock an agreed list of medicines which may be accessed urgently if required. Having good and convenient access to these medicines means that patients can have the medicines at home they may need and if appropriate can remain in their place of choice.

The list of medicines which pharmacies are asked to try and keep in stock always are agreed with the CCG and in line with the Herefordshire Worcestershire Drug Formulary and current Prescribing Guidance. Equitable access across both counties is a key factor in the number and location of the pharmacies which are commissioned to provide these services.

All NHS community pharmacies will stock medicines commonly used in palliative care but this may be referenced for options for those pharmacies which may stock increased levels of palliative care medicines. A list of pharmacies commissioned to provide this service is shown below.

<b>NHS COMMUNITY PHARMACY</b>	<b>LOCALITY</b>	<b>USUAL Saturday opening hours</b>	<b>USUAL Sunday opening hours</b>
<b>MURRAY HEALTHCARE LIMITED</b>	<b>BEWDLEY</b>	<b>9am - 5pm</b>	<b>Closed</b>
<b>BOOTS UK LIMITED</b>	<b>BROMSGROVE</b>	<b>9:30am- 5pm</b>	<b>10am-4pm</b>
<b>KNIGHTS CHEMIST</b>	<b>BROMSGROVE</b>	<b>9:30am- 12:30</b>	<b>Closed</b>
<b>KNIGHTS MARKET STREET</b>	<b>BROMSGROVE</b>	<b>9am-5pm</b>	<b>10am- 4pm</b>
<b>BOOTS UK LIMITED</b>	<b>EVESHAM</b>	<b>9am-6pm</b>	<b>10am-4pm</b>
<b>STEWART PHARMACY</b>	<b>EVESHAM</b>	<b>8:30am-6pm</b>	<b>9am-12midday</b>
<b>CHURCH STREET PHARMACY</b>	<b>KIDDERMINSTER</b>	<b>Closed</b>	<b>Closed</b>
<b>KIDDERMINSTER MEDICAL CENTRE</b>	<b>KIDDERMINSTER</b>	<b>8:30 am- 5:30pm</b>	<b>Closed</b>
<b>LLOYDS PHARMACY INSIDE SAINSBURYS</b>	<b>KIDDERMINSTER</b>	<b>7am - 10pm</b>	<b>10am - 4pm</b>
<b>LLOYDS PHARMACY LTD</b>	<b>MALVERN</b>	<b>9am-5:30pm</b>	<b>Closed</b>
<b>BOOTS UK LIMITED ENIGMA PARK</b>	<b>MALVERN</b>	<b>8am- 11:59am</b>	<b>10:30am-4:30pm</b>
<b>MURRAY HEALTHCARE LTD</b>	<b>MALVERN</b>	<b>9am-1pm</b>	<b>Closed</b>
<b>KNIGHTS CRABBS CROSS</b>	<b>REDDITCH</b>	<b>9am-5:30pm</b>	<b>Closed</b>

<b>KNIGHTS WINYATES HEALTH CENTRE</b>	<b>REDDITCH</b>	<b>9am-12:30pm</b>	<b>Closed</b>
<b>LLOYDSPHARMACY REDDITCH</b>	<b>REDDITCH</b>	<b>8.30am - 10.30pm</b>	<b>9am - 10.30pm</b>
<b>STOURPORT HEALTHCARE LTD</b>	<b>STOURPORT</b>	<b>9am-1pm</b>	<b>Closed</b>
<b>L ROWLAND &amp; CO (RETAIL) LTD TENBURY WELLS</b>	<b>TENBURY WELLS</b>	<b>9am-1pm</b>	<b>Closed</b>
<b>BOOTS UK LIMITED 72-74 HIGH STREET</b>	<b>WORCESTER</b>	<b>9am - 5pm</b>	<b>10:30am- 4:30pm</b>
<b>KITSONS PHARMACY</b>	<b>WORCESTER</b>	<b>9am-5pm</b>	<b>Closed</b>
<b>MURRAY HEALTHCARE LIMITED 35 NEWTOWN ROAD</b>	<b>WORCESTER</b>	<b>8am-2pm</b>	<b>6pm-8pm</b>
<b>MURRAY HEALTHCARE LTD ST JOHN'S MED CENTRE</b>	<b>WORCESTER</b>	<b>9am -1pm</b>	<b>Closed</b>
<b>MURRAYS HEALTHCARE LTD, ELBURY MOORE MED CENTRE</b>	<b>WORCESTER</b>	<b>Closed</b>	<b>Closed</b>
<b>ASDA PHARMACY</b>	<b>WORCESTER</b>	<b>6am - 10pm</b>	<b>11am - 5pm</b>

#### Urgent Access Medicines Scheme

NHS Herefordshire and Worcestershire has commissioned 35 community pharmacies to keep in stock a particular antibiotic which is required to commence treatment promptly to treat an infection C. Difficile which would otherwise involve a hospital admission. This allows the patient to remain at home if appropriate. 35 community pharmacies therefore keep in stock a particular antibiotic to facilitate prompt access and start of treatment since

pharmacies are open long hours including weekend and Bank Holidays.

Going forward it is likely that these two schemes will be amalgamated into one “Urgent Access Medicines Scheme” since prompt access to pharmaceutical advice and supply of medicines in the community across Herefordshire and Worcestershire is supporting patients to remain in their place of care as appropriate. Equitable prompt access across both counties is a key factor in the number and location of the pharmacies which are commissioned to provide these services

All pharmacies stock a wide range of medicines to respond to prescriptions where prompt commencement of treatments is required. This list may be referenced for pharmacies which are asked to keep increased levels of medicines used in the management of Clostridium Difficile. . A list of pharmacies commissioned to provide this service is shown below.

<b>NHS COMMUNITY PHARMACY</b>	<b>LOCALITY</b>	<b>USUAL Saturday opening hours</b>	<b>USUAL Sunday opening hours</b>
<b>ASDA PHARMACY</b>	<b>HEREFORD</b>	<b>7am-10pm</b>	<b>10am-4pm</b>
<b>BOOTS THE CHEMIST LTD</b>	<b>HEREFORD</b>	<b>8am-5:30pm</b>	<b>10am-4pm</b>
<b>CHAVE &amp; JACKSON LTD</b>	<b>HEREFORD</b>	<b>9am-5:30pm</b>	<b>Closed</b>
<b>DAY LEWIS PHARMACY GRANDSTAND RD</b>	<b>HEREFORD</b>	<b>9am-12:30pm</b>	<b>Closed</b>
<b>MORRISONS PHARMACY</b>	<b>HEREFORD</b>	<b>8am- 7pm</b>	<b>10am-4pm</b>
<b>LLOYDS IN SAINSBURYS</b>	<b>HEREFORD</b>	<b>7:30am-7pm</b>	<b>10am-4pm</b>
<b>KINGTON PHARMACY</b>	<b>KINGTON</b>	<b>9am-5pm</b>	<b>Closed</b>
<b>H.G. CLEWER LTD PHARMACY</b>	<b>LEOMINSTER</b>	<b>9am-12midday</b>	<b>Closed</b>
<b>DAY LEWIS LEDBURY</b>	<b>LEDBURY</b>	<b>9am-1pm</b>	<b>Closed</b>
<b>COLWALL HEALTHPOINT PHARMACY</b>	<b>COLWALL</b>	<b>9am- 12 midday</b>	<b>Closed</b>
<b>BENJAMINS PHARMACY</b>	<b>ROSS</b>	<b>Closed</b>	<b>Closed</b>
<b>BOOTS THE CHEMIST LTD ROSS ON WYE</b>	<b>ROSS</b>	<b>9:30-3:40pm</b>	<b>10am-4pm</b>
<b>MURRAY HEALTHCARE LIMITED</b>	<b>BEWDLEY</b>	<b>9am - 5pm</b>	<b>Closed</b>
<b>BOOTS UK LIMITED</b>	<b>BROMSGROVE</b>	<b>9:30am- 5pm</b>	<b>10am-4pm</b>
<b>KNIGHTS CHEMIST</b>	<b>BROMSGROVE</b>	<b>9:30am- 12:30</b>	<b>Closed</b>
<b>KNIGHTS MARKET STREET</b>	<b>BROMSGROVE</b>	<b>9am-5pm</b>	<b>10am- 4pm</b>
<b>BOOTS UK LIMITED</b>	<b>EVESHAM</b>	<b>9am-6pm</b>	<b>10am-4pm</b>

<b>STEWART PHARMACY</b>	<b>EVESHAM</b>	<b>8:30am-6pm</b>	<b>9am-12midday</b>
<b>CHURCH STREET PHARMACY</b>	<b>KIDDERMINSTER</b>	<b>Closed</b>	<b>Closed</b>
<b>KIDDERMINSTER MEDICAL CENTRE</b>	<b>KIDDERMINSTER</b>	<b>8:30 am-5:30pm</b>	<b>Closed</b>
<b>LLOYDS PHARMACY INSIDE SAINSBURYS</b>	<b>KIDDERMINSTER</b>	<b>7am - 10pm</b>	<b>10am - 4pm</b>
<b>BOOTS UK LIMITED ENIGMA PARK</b>	<b>MALVERN</b>	<b>8am-11:59am</b>	<b>10:30am-4:30pm</b>
<b>MURRAY HEALTHCARE LTD</b>	<b>MALVERN</b>	<b>9am-1pm</b>	<b>Closed</b>
<b>KNIGHTS CRABBS CROSS</b>	<b>REDDITCH</b>	<b>9am-5:30pm</b>	<b>Closed</b>
<b>KNIGHTS WINYATES HEALTH CENTRE</b>	<b>REDDITCH</b>	<b>9am-12:30pm</b>	<b>Closed</b>
<b>LLOYDSPHARMACY REDDITCH</b>	<b>REDDITCH</b>	<b>8.30am - 10.30pm</b>	<b>9am - 10.30pm</b>
<b>STOURPORT HEALTHCARE LTD</b>	<b>STOURPORT</b>	<b>9am-1pm</b>	<b>Closed</b>
<b>L ROWLAND &amp; CO (RETAIL) LTD TENBURY WELLS</b>	<b>TENBURY WELLS</b>	<b>9am-1pm</b>	<b>Closed</b>
<b>BOOTS UK LIMITED 72-74 HIGH STREET</b>	<b>WORCESTER</b>	<b>9am - 5pm</b>	<b>10:30am- 4:30pm</b>
<b>KITSONS PHARMACY</b>	<b>WORCESTER</b>	<b>9am-5pm</b>	<b>Closed</b>
<b>MURRAY HEALTHCARE LIMITED 35 NEWTOWN ROAD</b>	<b>WORCESTER</b>	<b>8am-2pm</b>	<b>6pm-8pm</b>
<b>MURRAY HEALTHCARE LTD ST JOHN'S MED CENTRE</b>	<b>WORCESTER</b>	<b>9am -1pm</b>	<b>Closed</b>
<b>MURRAYS HEALTHCARE LTD, ELBURY MOORE MED CENTRE</b>	<b>WORCESTER</b>	<b>Closed</b>	<b>Closed</b>
<b>ASDA PHARMACY</b>	<b>WORCESTER</b>	<b>6am - 10pm</b>	<b>11am - 5pm</b>

Access to Antiviral medicines for outbreaks of flu in the out of season period.

Nine NHS community pharmacies are commissioned to hold in stock a range of antiviral medicines which need to be accessed promptly to commence supportive treatment for early out of season outbreaks of flu.

Early outbreaks of flu are often required in the care home setting and before the national prescribing arrangements permit routine prescribing through GP practices a specific clinical assessment of the patient is undertaken and arrangements to access these medicines is available across both counties. Equitable access across both counties is a key factor in the number and location of the pharmacies which are commissioned to provide these services.

Support for the safe management of medicines in quarantine/ isolated settings

NHS Herefordshire and Worcestershire CCG has commissioned using community pharmacies a service whereby patients are being managed in a self- contained setting to receive pharmaceutical advice and supply of medicines for short term conditions where self-care has been clinically appropriate.

This has included support in several circumstances:

1. An outbreak of COVID-19 on an isolated agricultural farm with a number of agricultural workers affected
2. Persons required to isolate in RED Hotels due to national travel restrictions,
3. Persons residing under refugee status, seeking asylum or from specific countries in closed settings.

Working closely with other healthcare professionals' community pharmacy has provided pharmaceutical advice, supplied medicines over the counter to manage self-limiting short term conditions within a governance framework including making arrangements for the secure handover and advice on use to the correct person in the quarantine setting.

These services have been developed within the last 2 years due to pandemic conditions but has underpinned management of the general health and welfare of patients in a closed setting and have been commissioned on a case-by-case basis in proximity to the site needing support working closely with Council and Public health colleagues.

Transportation of COVID-19 vaccines within NHS Herefordshire and Worcestershire ICS

To maximise the uptake and availability of vaccinations of COVID-19 a community pharmacy has transferred vaccine stocks between vaccination sites in line with national directives on COVID-19 vaccination movements thereby maintaining detailed cold chain requirements for vaccine integrity. This is a specific service commissioned by NHS Herefordshire and Worcestershire CCG which has played a significant role within the vaccine programme in both counties.

## Appendix 8b: Pharmacies registered under the Pharmacy Access Scheme

### *The Pharmacy Access Scheme*

In December 2016 the Government introduced the Pharmacy Access Scheme (PhAS). The stated aims are to support access where pharmacies are sparsely spread, and patients depend on them most. Qualifying pharmacies receive additional monthly payments (PhAS payments).

From 1 January, eligibility for the 2022 PhAS was based on meeting all of the following criteria:

- The pharmacy is on the pharmaceutical list of 31 March 2021. Distance-selling pharmacies (DSPs), dispensing appliance contractors, local pharmaceutical services (LPS) contractors, and dispensing doctors are not eligible for PhAS
- The pharmacy is more than one mile from the next nearest pharmacy, based on pharmacy to pharmacy distance calculations using Ordnance Survey.
- Where a pharmacy is in a deprived area (that is, the premises are in the area assigned to IMD decile 1 to 2), distance to the next nearest pharmacy is reduced to more than 0.8 miles
- The pharmacy had a dispensing volume between 1,200 and 104,789 in 2019 to 2020. For pharmacies that opened after March 2019, a mixture of scaling and data from following months was utilised to get a full 12 months.
- The pharmacy premises are directly accessible to the public, that is, not in an area with restricted access (for example, beyond airport security)

In Worcestershire, 18 pharmacies are listed as part of the PhAS, these are listed below

Pharmacy Code	Trading Name	Address 1	Address 2	Address 3	Address 4	Postcode
FAD68	TESCO IN-STORE PHARMACY	IN-STORE PHARMACY	TESCO	MILLWOOD DRIVE	WARNDON, WORCESTER	WR4 0UJ
FCJ67	BARNT GREEN PHARMACY	32 HEWELL ROAD	BARNT GREEN	BIRMINGHAM	WEST MIDLANDS	B45 8NE
FEX59	ARELEY KINGS PHARMACY	38 ARELEY COMMON	ARELEY KINGS	STOURPORT-ON-SEVERN	WORCESTERSHIRE	DY13 0NQ
FF707	LLOYDSPHARMACY	UNIT 3-4 TESCO'S COMPLEX	ST.PETERS DRIVE	WORCESTER		WR5 3TA
FFV57	MORRISONS PHARMACY	BUNTSFORD PARK ROAD		BROMSGROVE	WORCESTERSHIRE	B60 3DX
FGE31	STOCK AND LINDSAY LTD	3 MATCHBOROUGH CENTRE	REDDITCH	WORCESTER		B98 0EP
FGT31	WOODROW PHARMACY	9 WOODROW CENTRE	WOODROW	REDDITCH	WORCESTERSHIRE	B98 7RY
FKT11	ROWLANDS PHARMACY	CHURCH HILL N/HOOD CENTRE	TANHOUSE LANE	REDDITCH	WORCESTERSHIRE	B98 9AA
FLF99	KNIGHTS ASTWOOD BANK PHARMACY	1196B EVERSHAM ROAD	ASTWOOD BANK	REDDITCH	WORCESTERSHIRE	B96 6AA
FNJ44	WELL WEST HAGLEY - WORCESTER ROAD	96 WORCESTER ROAD	WEST HAGLEY	STOURBRIDGE	WEST MIDLANDS	DY9 0NJ
FP076	LLOYDSPHARMACY	7-8 THE SQUARE	ALVECHURCH	BIRMINGHAM		B48 7LA



FPD67	WYTHALL PHARMACY	221 STATION ROAD	WYTHALL	BIRMINGHAM	WORCESTERSHIRE	B47 6ET
FT243	NIGHTINGALE PHARMACY	UNIT 2,HERONSWOOD ROAD	SPENNELLS ESTATE	KIDDERMINSTER	WORCESTERSHIRE	DY10 4EX
FV426	J & J PHARMACY	177 BATH ROAD		WORCESTER		WR5 3AQ
FV552	LLOYDSPHARMACY	FISH HILL	22 HIGH STREET	BROADWAY	WORCESTERSHIRE	WR12 7DT
FWW91	KNIGHTS CATSHILL PHARMACY	155-157 GOLDEN CROSS LANE	CATSHILL	BROMSGROVE	WORCESTERSHIRE	B61 0JZ
FX620	ST MARY PHARMACY	FARMERS WAY	WESTLANDS	DROITWICH	WORCESTERSHIRE	WR9 9EQ
FX853	MORRISONS PHARMACY	THE LINK	FOUR POOLS ESTATE	EVESHAM	WORCESTERSHIRE	WR11 2UT

## **Appendix 9 – Pharmacies in Worcestershire**

Legend

Bromsgrove district

Pharmacies

IMO 2019 - quintile 1

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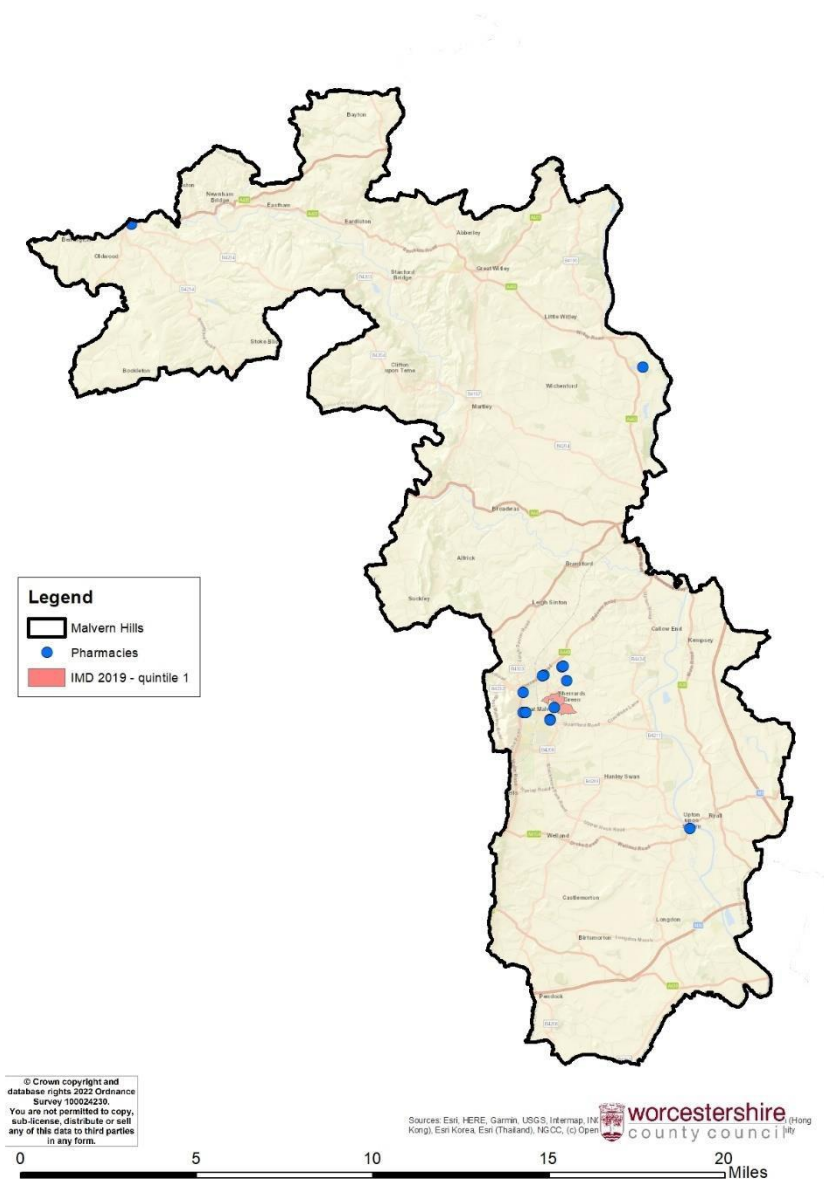
Map showing Pharmacies in Bromsgrove

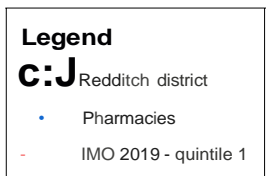
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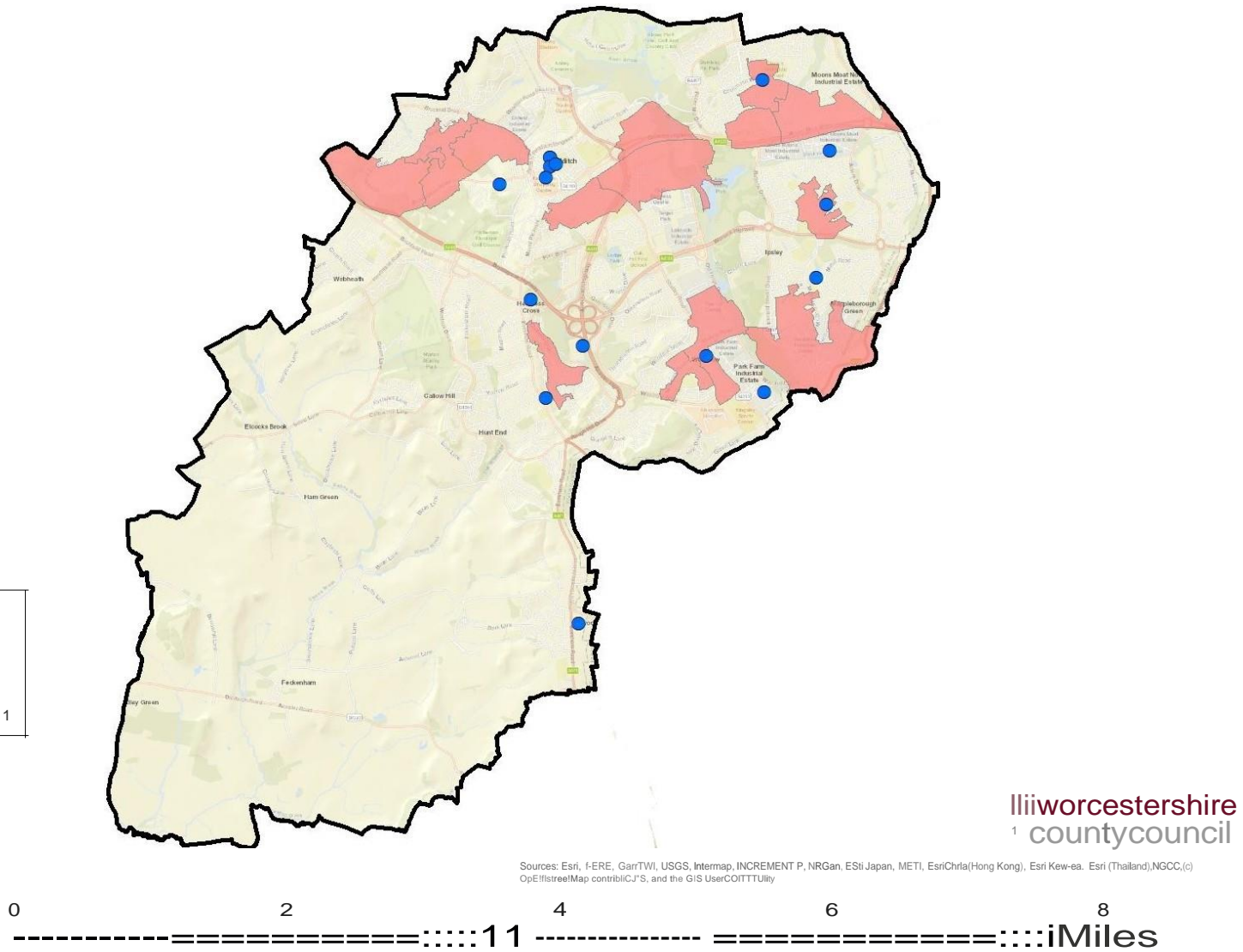
Sources: Esri, f-ERE, GarrTWI, USGS, Intermap, INCREMENT P, NRCan, ESRI Japan, METI, EsriChria(Hong Kong), Esri Kew-ea, Esri (Thailand), NGCC,(c) OpEiffrestree/Map contrib(C)S, and the GIS UserCOITTTUity

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### Map showing Pharmacies in Redditch

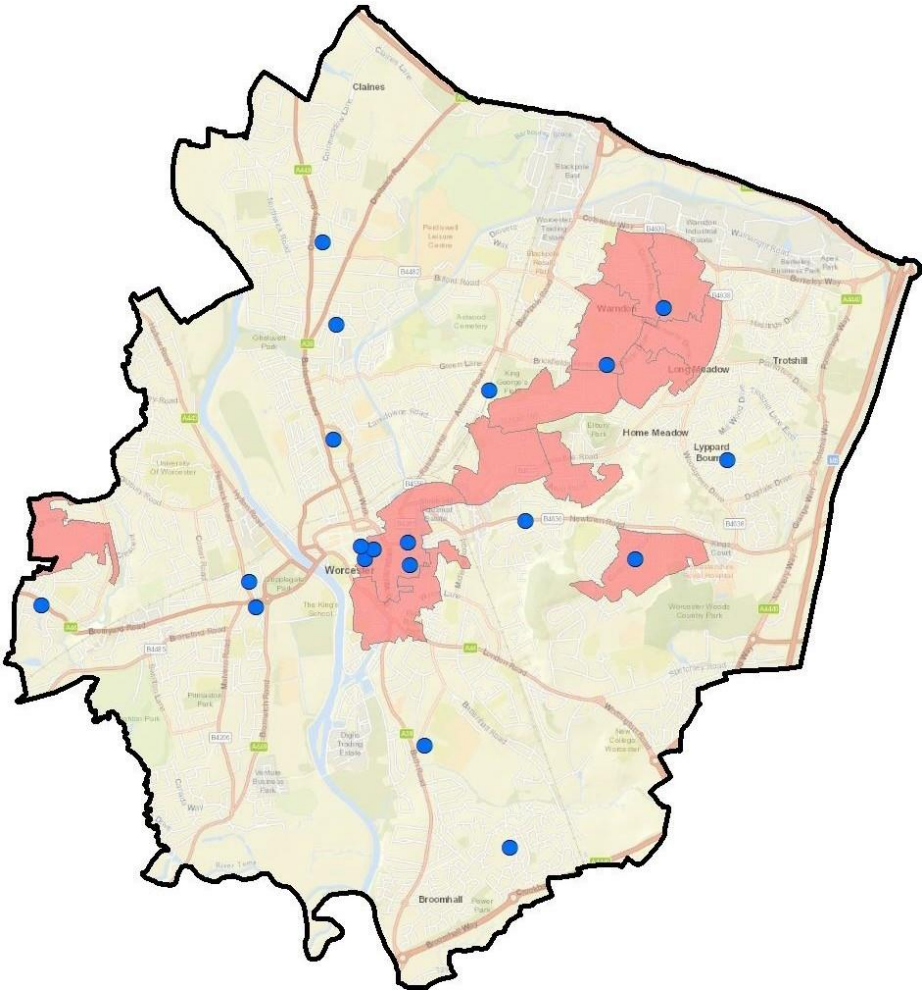
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Worcester City

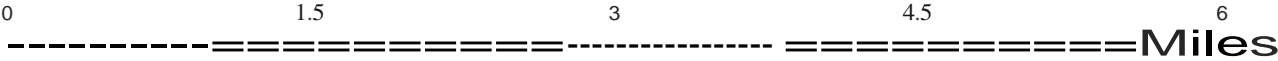
Pharmacies

IMO 2019 - quintile 1

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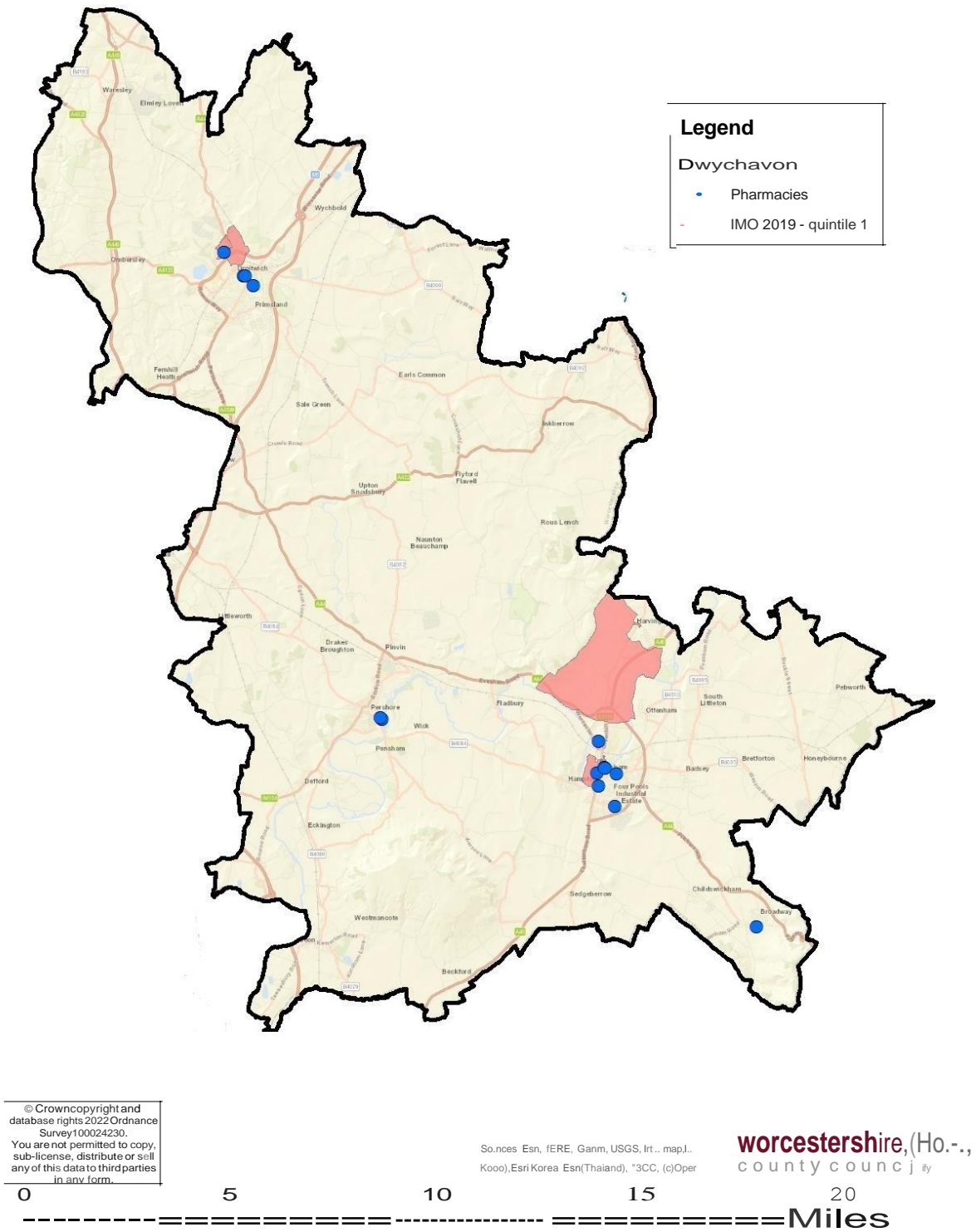
Sources: Esri, f-ERE, GarriTwi, USGS, Intermap, INCREMENT P, NRCan, ESRI Japan, METI, EsriChria(Hong Kong), Esri Kew-ee, Esri (Thailand),NGCC,(c) OpEItfreetMap contribICJ'S, and the GIS UserCOITTTUity



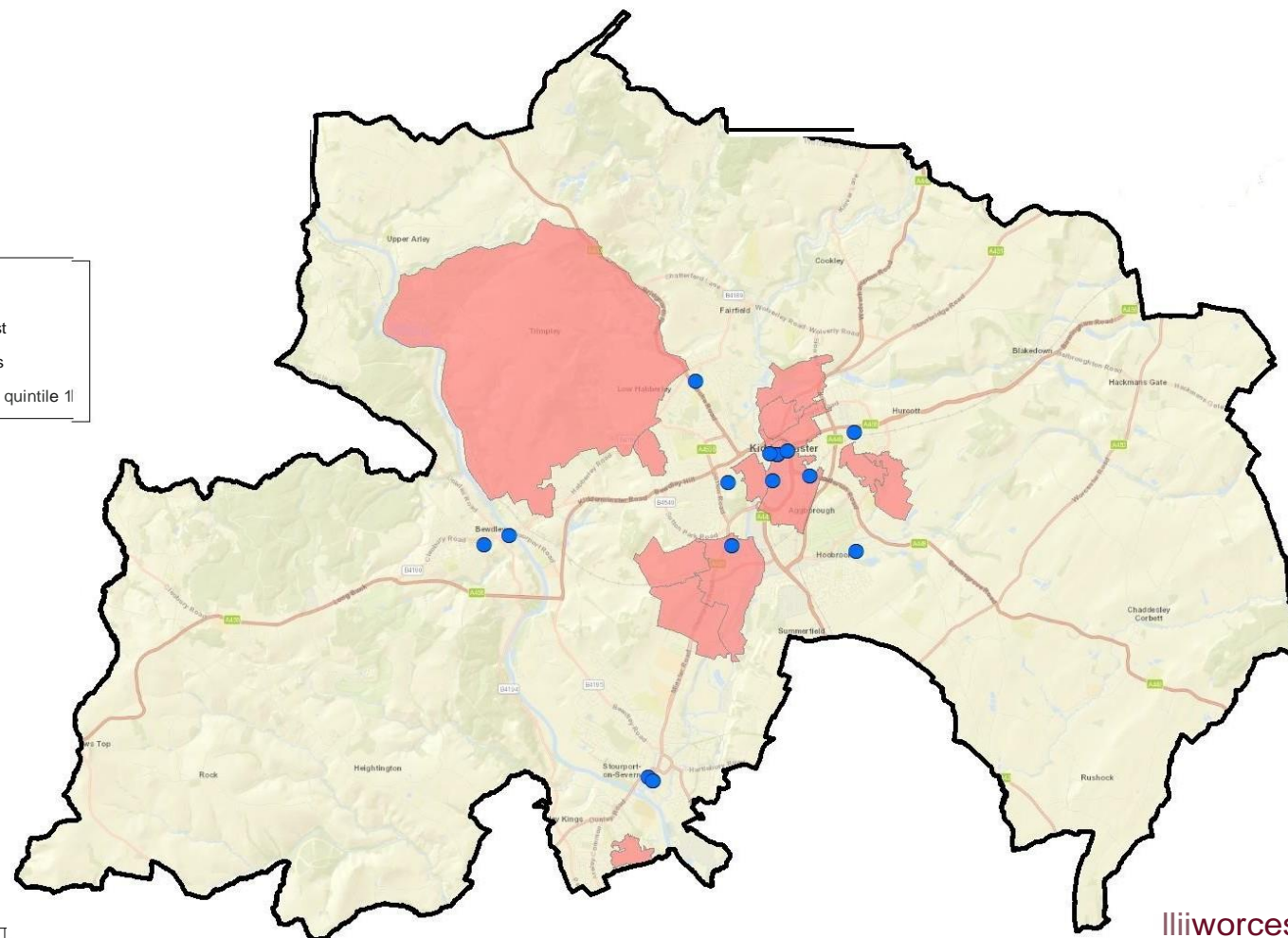
Map showing Pharmacies in Worcester City

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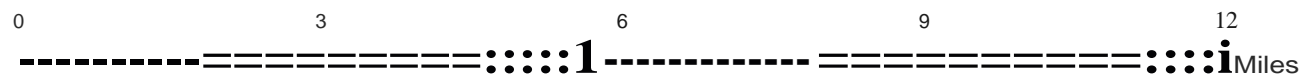
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**D** Wyre Forest  
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Map showing Pharmacies in Wyre Forest



Legend

Worcestershire districts

Dispensing GP Practices

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Map showing Dispensing GP Practices in Worcestershire

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Worcestershire  
1 county council

Sources: Esri, f-ERE, GarrTWI, USGS, Intermap, INCREMENT P, NRCan, Esri Japan, METI, EsriChria(Hong Kong), Esri Kew-ea, Esri (Thailand), NGCC,(c) OpEiffelstree/Mapcontrib/CJ'S, and the GIS UserCOITTTUility

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Legend

Pharmacies

Dispensing GP Practices

Worcestershire districts

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The map displays the county of Worcestershire, outlined in black. It shows the distribution of pharmacies (blue dots) and dispensing GP practices (green dots) across the county. Major towns and cities labeled include Kidderminster, Stourport, Worcester, Hereford, Evesham, and Worcester. The map includes a scale bar at the bottom indicating distances from 0 to 40 miles. The logo for Ilii worcestershire 1 county council is located in the bottom right corner.

Map showing Pharmacies & Dispensing GP Practices in Worcestershire

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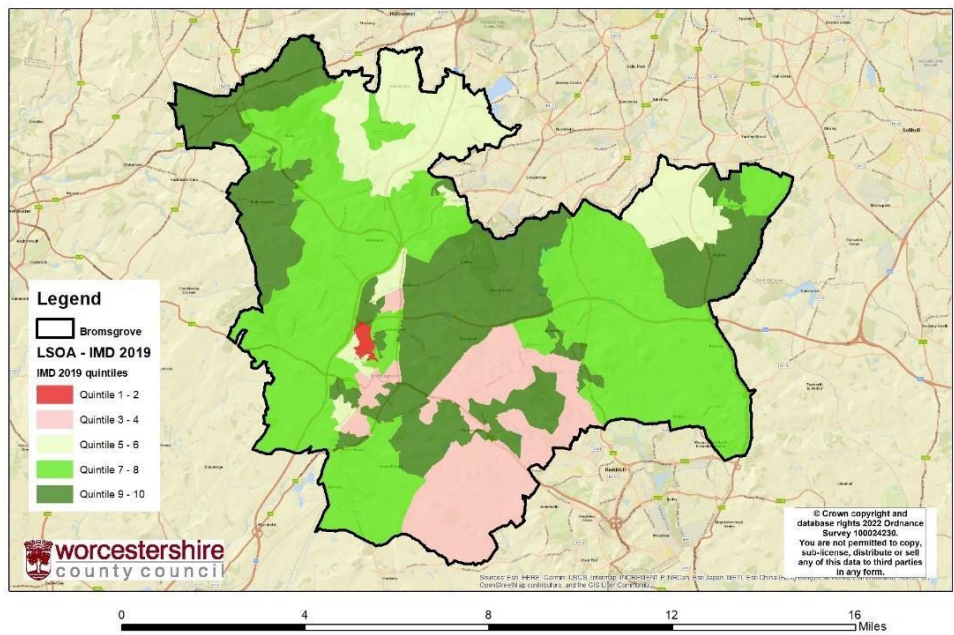
## **Appendix 10 – District Profiles**

## Bromsgrove District

### Population & Demographics

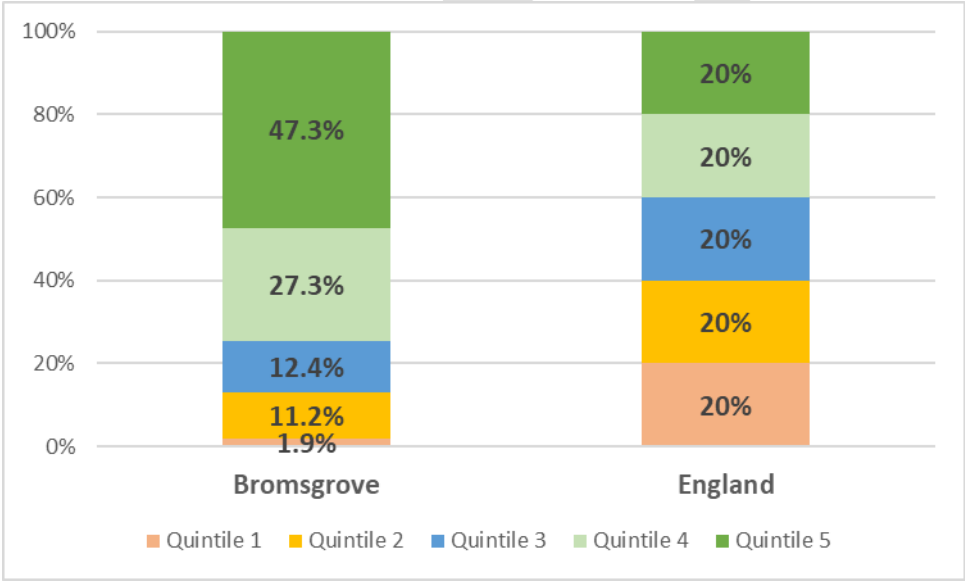
- Population of Bromsgrove is 100,569.
- Bromsgrove has a similar population age structure to Worcestershire. Bromsgrove has a higher proportion of people aged 65-plus and a lower proportion of children compared to England & Wales.
- Bromsgrove district is not relatively deprived as a whole – less than 2% of the population live in the most deprived quintile in the IMD, and no areas in Bromsgrove are in the 10% most deprived areas in the country. There is a small area in Bromsgrove town in the most deprived quintile, in Sidemoor.
- 6.4% of Bromsgrove residents are not White British, lower than the Worcestershire average of 7.6%. Bromsgrove has relatively high proportions of people in the Indian and Irish ethnic groups relative to Worcestershire.
- Almost 2,100 children aged 15 and under are living in relative poverty in Bromsgrove, representing 11.1% of all children in Bromsgrove the 0-15 age group.
- Key Stage 4 results in Bromsgrove are better than the Worcestershire and national averages. The average Attainment 8 score of all pupils in Bromsgrove is 53.0 compared to 49.6 in Worcestershire and 50.9 nationally, and the percentage of pupils achieving grade 5 or above in English and Mathematics GCSE's is 53.7%, compared to 48.7% in Worcestershire and 52.0% nationally.
- Life expectancy at birth in Bromsgrove is 80.9 years for males and 84.2 years among females. These values are both higher than the national average.
- The difference in life expectancy at birth between the most deprived and least deprived areas in Bromsgrove is 8.8 years for males and 7.7 years for females. This is lower than the national average of 9.7 years for males and 7.9 years for females.
- The difference in life expectancy at age 65 between the most deprived and least deprived areas is however worse in Bromsgrove than the national average. Figures in Bromsgrove are 5.8 years for males and 6.8 years for females, compared to 5.2 and 4.8 for males and females nationally.
- The under 75 mortality rate from causes considered preventable in Bromsgrove is better than the national average.

Map of Index of Multiple Deprivation 2019 (Quintiles) by LSOA - Bromsgrove



Map showing IMD quintiles for Bromsgrove LSOAs

Population Proportion by IMD 2019 (Quintiles) - Bromsgrove

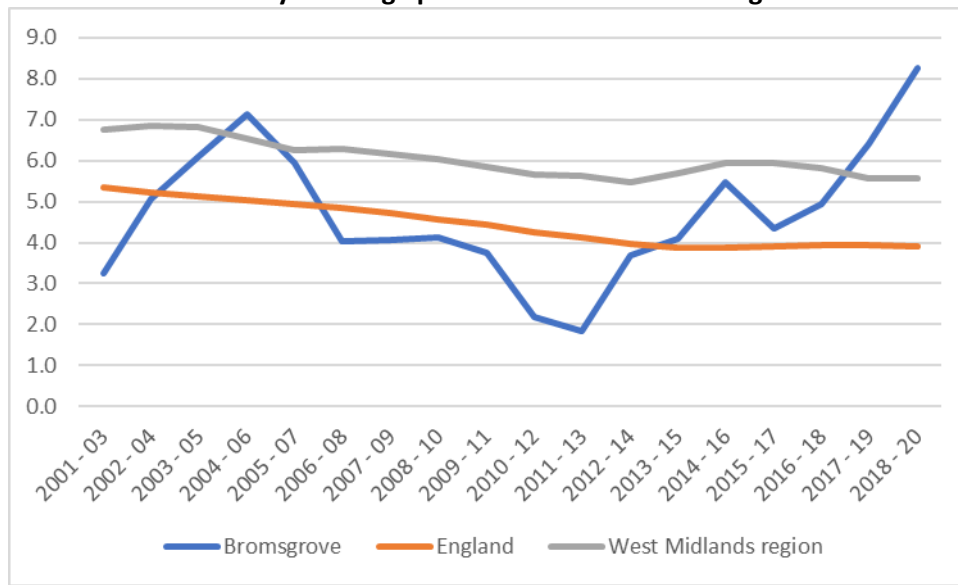


Areas of Concern and Changing Needs

## Infant mortality rate

The rationale for including infant mortality rate is commented on in the Worcestershire section of the main document on page 104.

### Infant deaths under 1 year of age per 1000 live births - Bromsgrove



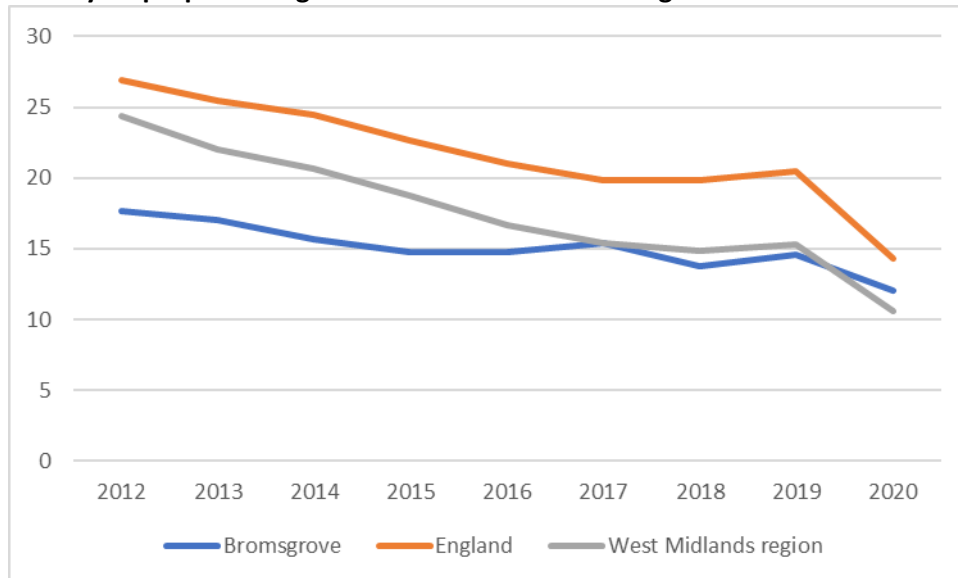
Infant mortality rate in Bromsgrove has increased notably in recent years. Between 2006-08 and 2012-14, infant mortality rate in Bromsgrove was lower than the national average but has increased to be significantly worse than the national average in 2018-20 and is also larger than the regional average.

The infant mortality rate in Bromsgrove in 2018-20 was 8.2 per 1000 live births, compared to the national average of 3.9 per 1000 live births.

### Chlamydia proportion aged 15 to 24 screened

The rationale for including Chlamydia proportion aged 15 to 24 screened is commented on in the Worcestershire section of the main document on page 102.

#### Chlamydia proportion aged 15 to 24 screened - Bromsgrove



The proportion of people aged 15 to 24 screened in Bromsgrove has been consistently significantly below the national average since 2012. Rates in Bromsgrove and in England as a whole have fallen over the time frame and the decline is directly due to the Covid 19 pandemic ([STI rates remain a concern despite fall in 2020 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/sti-rates-remain-a-concern-despite-fall-in-2020) ).

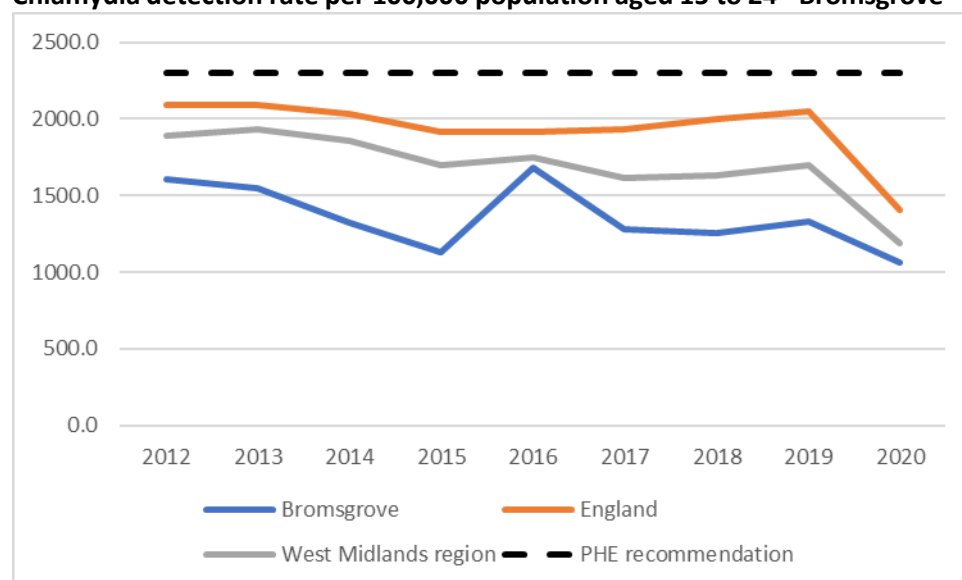
In 2020 the proportion of 15–24-year-olds screened for chlamydia in Worcestershire was 12.0%, significantly below the national average of 14.3%.



### Chlamydia detection rate in people aged 15 to 24

The rationale for including chlamydia detection rate and the PHE recommendation of 2,300 per 100,000 population is commented on in the Worcestershire section of the main document on page 103.

#### Chlamydia detection rate per 100,000 population aged 15 to 24 - Bromsgrove



Chlamydia screening in Bromsgrove has declined in the past few years, with the fall particularly prevalent between 2019 and 2020. This is in line with national and regional trends which are below the recommended detection rate, and is directly due to the Covid 19 pandemic<sup>3</sup> but screenings in Bromsgrove in 2020 significantly below the PHE recommendation of 2,300 per 100,000, at 1,066 per 100,000 population aged 15-24.

### HIV late diagnosis

A HIV key strategic priority is to decrease HIV-related mortality and morbidity through reducing the proportion and number of HIV diagnoses made at a late stage of HIV infection.

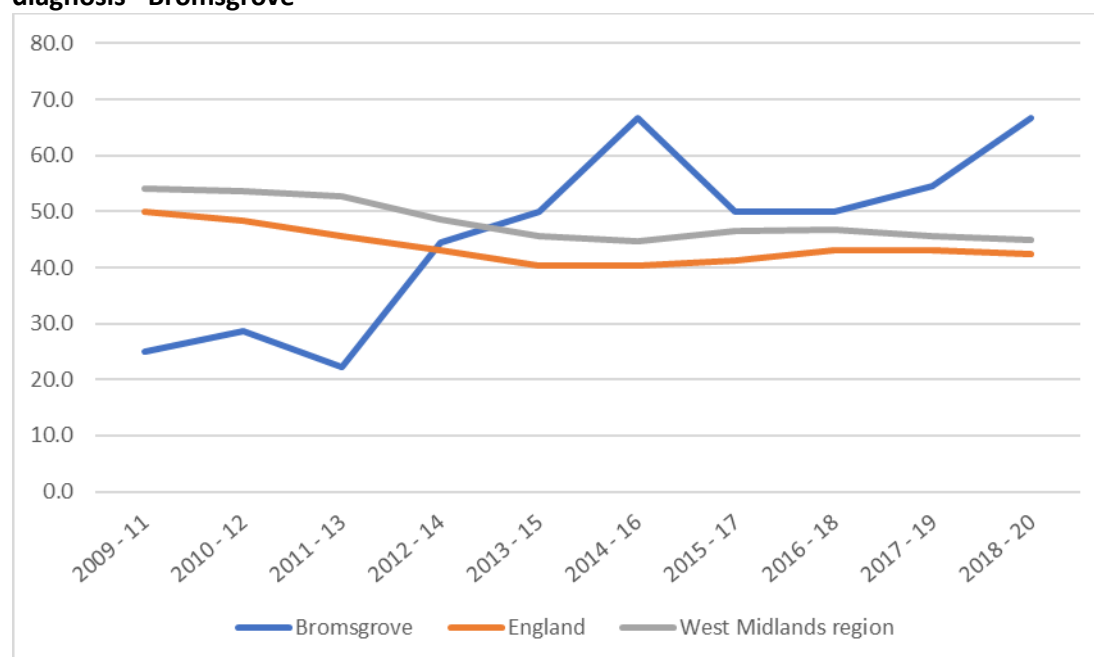
Late diagnosis is the most important predictor of morbidity and mortality among those with HIV infection. Those diagnosed late have a 10-fold risk of death compared to those diagnosed promptly and is essential to evaluate the success of expanded HIV testing.

This indicator directly measures late diagnoses and indirectly informs our understanding of the proportion of HIV infections undiagnosed.

The graph shows percentage of adults (aged 15 years or more) diagnosed with a CD4 cell count less than 350 cells per mm<sup>3</sup> among all newly diagnosed adults with CD4 cell count available within 91 days of diagnosis. Three-year combined data are shown due to small numbers in an individual year by local authority health area.



**Percentage of adults (aged 15 years or more) diagnosed with a CD4 cell count less than 350 cells per mm3 among all newly diagnosed adults with CD4 cell count available within 91 days of diagnosis - Bromsgrove**



It is noted that the raw numbers of people in Bromsgrove with a CD4 count less than 350 cells per mm3 is very low – the counts number 6 or less for each three-year period. The proportions have however changed from below the regional and national averages up to 2012-14 to being significantly worse in later years.

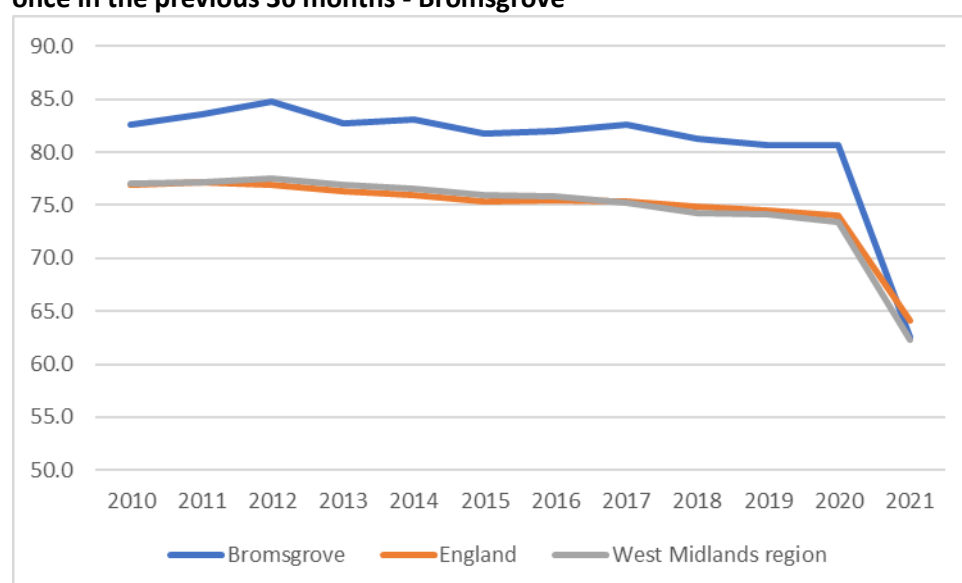
In 2018-20 the proportion of late diagnoses of HIV was 66.7% in Bromsgrove compared to the national average of 42.4%.

### **Cancer Screening Coverage – Breast cancer**

Breast screening supports early detection of cancer and is estimated to save 1,400 lives in England each year. This indicator provides an opportunity to incentivise screening promotion and other local initiatives to increase coverage of breast screening. Improvements in coverage would mean more breast cancers are detected at earlier, more treatable stages.

Breast screening supports early detection of cancer and is estimated to save 1,400 lives in England each year. This indicator provides an opportunity to incentivise screening promotion and other local initiatives to increase coverage of breast screening. Improvements in coverage would mean more breast cancers are detected at earlier, more treatable stages.

**The proportion of women eligible for screening who have had a test with a recorded result at least once in the previous 36 months - Bromsgrove**



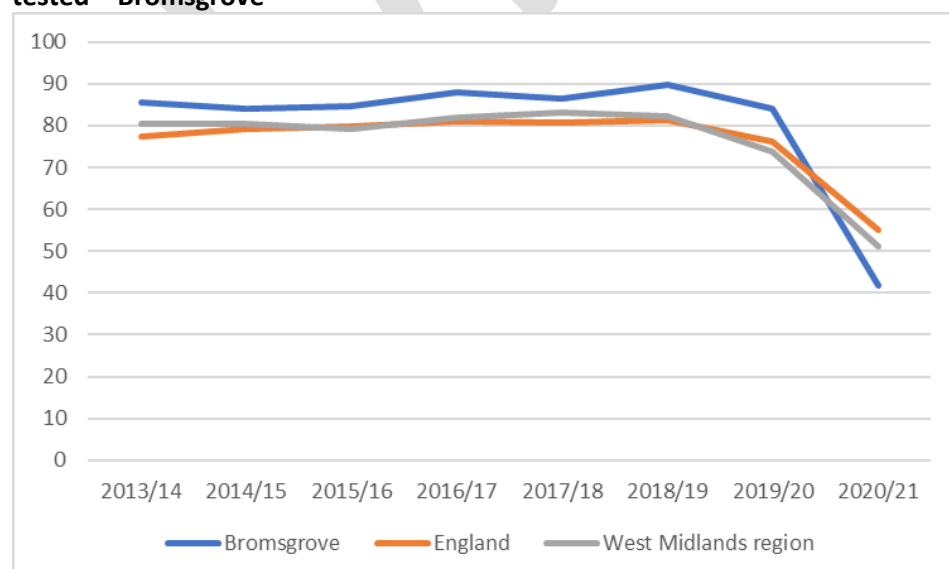
The proportion of women eligible for screening receiving a test for breast cancer in Bromsgrove was above the national and regional average for previous years, but the most recent year shows a significant reduction in screenings, both in Bromsgrove and nationally. The response to Covid-19 will have had an effect on the number of screenings, but the decrease in Bromsgrove has brought levels below the national average, to a level that is significantly below the England figure.

Proportions in Bromsgrove in 2021 were 62.6% compared to the national average of 64.1%.

**Abdominal Aortic Aneurysm Screening – Coverage**

The rationale for including Abdominal Aortic Aneurysm Screening Coverage is commented on in the Worcestershire section of the main document on page 96.

**The proportion of men eligible for Abdominal Aortic Aneurysm screening who are conclusively tested – Bromsgrove**



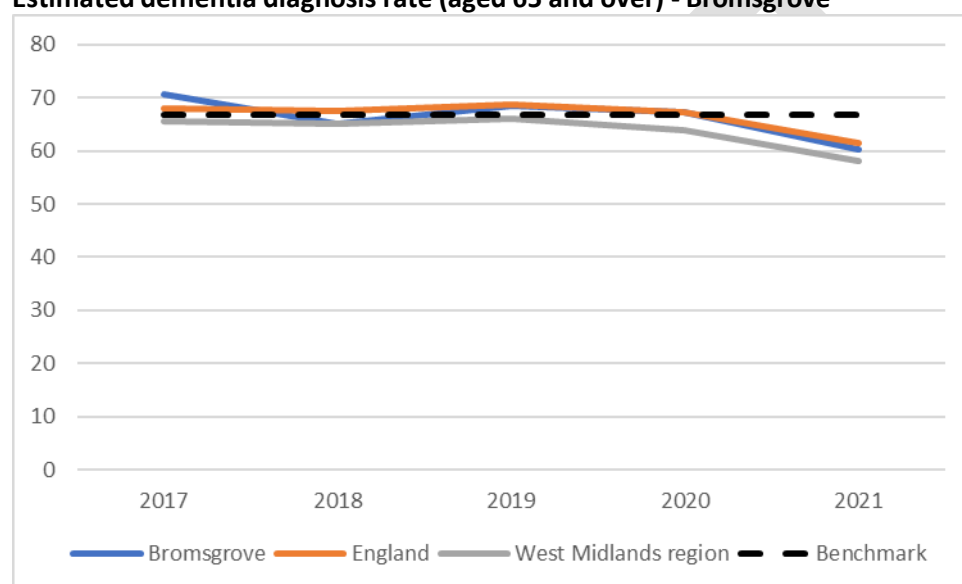
Up until 2019-20, Abdominal Aortic Aneurysm screenings in Bromsgrove were better than the national average. In 2020-21 however the proportion of screenings fell dramatically in Bromsgrove, from over 84% to under 42%.

A notable decline was also seen in both national and regional figures due to the effects of the Covid-19 pandemic on number of screenings, but the decline in Bromsgrove was particularly pronounced. The national average in 2020-21 was 55.0%.

### Estimated dementia diagnosis rate (aged 65 and over)

The rationale for including estimated diagnosis rate is commented on in the Worcestershire section of the main document on page 104.

#### Estimated dementia diagnosis rate (aged 65 and over) - Bromsgrove

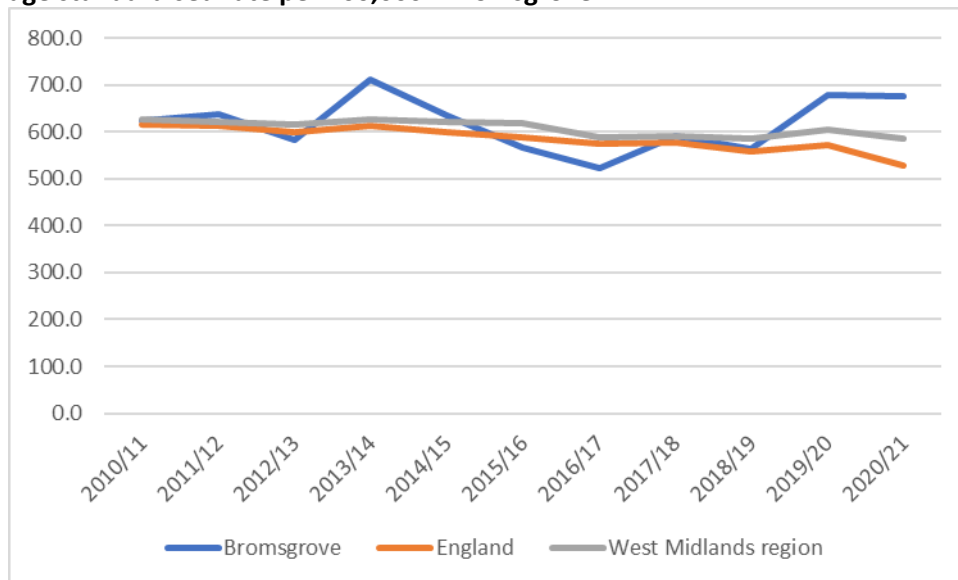


The rate of dementia diagnosis in Bromsgrove has been consistently similar to the national averages since 2017. The recent decline in the rate is in line with national trends, but in 2021 the rate of dementia diagnosis was significantly below the benchmark of 66.7%, at 60.3%. This is also slightly lower than the national average of 61.6%

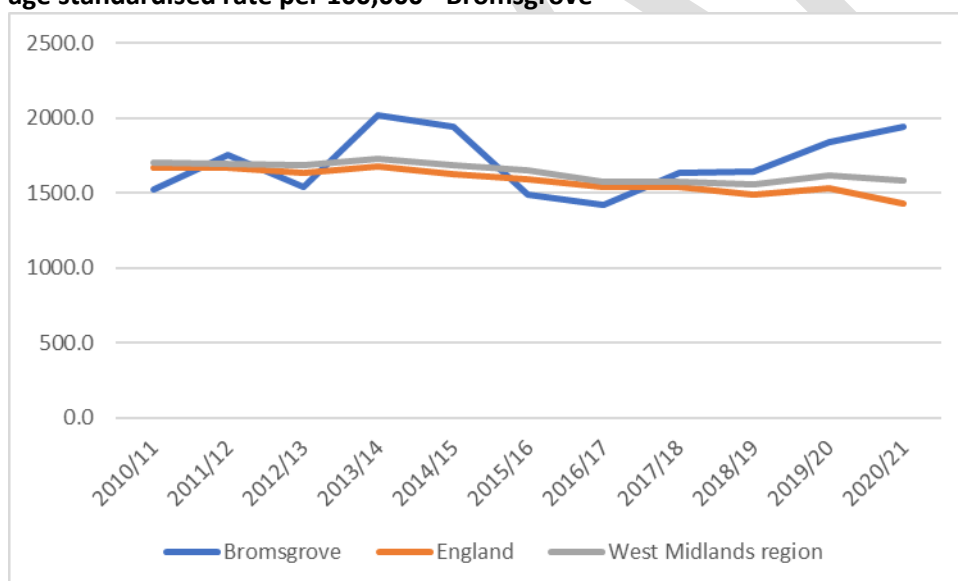
### Hip fractures

The rationale for including hip fractures is commented on in the Worcestershire section in the main document on page 105.

**Emergency Hospital Admission for fractured neck of femur in persons aged 65 and over, directly age standardised rate per 100,000 - Bromsgrove**



**Emergency Hospital Admission for fractured neck of femur in persons aged 80 and over, directly age standardised rate per 100,000 - Bromsgrove**



Rates of hip fractures in Bromsgrove have fluctuated but have been above the regional and national averages for both 65-plus and 80-plus age range for the last two years.

The rate in Bromsgrove among the 65-plus age group in 2020-21 was 676 per 100,000 population compared to the national average of 529 per 100,000 population, and in the 80-plus age group the rate in Bromsgrove was 1,945 per 100,000 population compared to the national average of 1,426 per 100,000 population.

## Summary of Pharmaceutical Services and Need

- Bromsgrove has 15 pharmacies. Of these, 10 are open before 9am Monday to Friday, and 11 are open after 18:00 on at least one weekday.
- Three pharmacies in Bromsgrove close for at least half an hour over lunchtime.
- All 15 pharmacies in Bromsgrove are open on a Saturday, and three are open on a Sunday.
- Bromsgrove also has 3 dispensing GP practices.
- The population of Bromsgrove (estimated at 100,600 in 2020) is therefore served by 15 pharmacies and 3 dispensing GP practices, 17.9 contractors per 100,000 population. This is slightly lower than the Worcestershire average of 19.4 contractors per 100,000 population.
- Provision in Bromsgrove is however good overall, with high proportions of pharmacies open early and late on weekdays and on Saturdays. The proportion open on a Sunday is in line with the county average.
- There are no pharmacies or dispensing GPs located in the Sidemoor area of Bromsgrove, which is identified as in the most deprived quintile, although several are in Bromsgrove town centre nearby, and in Catshill.
- There are potential gaps in provision in the north-east and south-west of the district. There are also no pharmacies or dispensing GPs in the wards of Cofton, Marlbrook and Lickey Hills to the north of Bromsgrove town.

## Conclusions

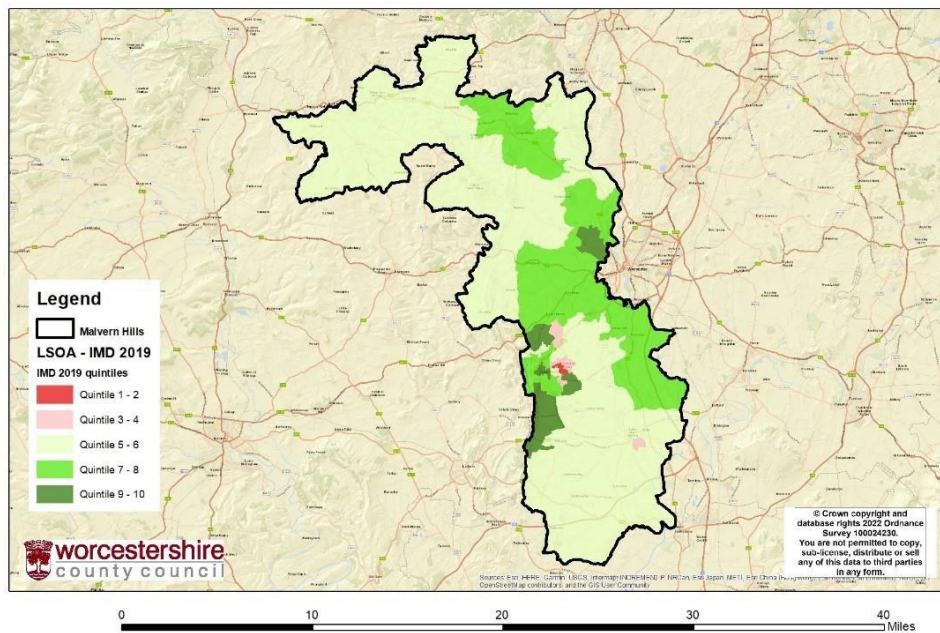
- Bromsgrove has a lower number of contractors per 100,000 population than Worcestershire. However, in general Bromsgrove has a good provision of service from pharmacies and dispensing GPs.
- Two thirds of pharmacies in Bromsgrove are open early at least one weekday, whilst almost three quarters are open late in the evening after 18:00 on a weekday.
- All pharmacies in Bromsgrove are open on Saturdays, although the proportion open on a Sunday is low at less than 20%.
- Bromsgrove performs poorly compared to the national average in the following indicators: -
  - Infant mortality rate
  - Chlamydia proportion aged 15 to 24 screened
  - Chlamydia detection rate in people aged 15 to 24
  - HIV late diagnosis
  - Cancer Screening Coverage – Breast cancer
  - Abdominal Aortic Aneurysm Screening – Coverage
  - Estimated dementia diagnosis rate (aged 65 and over)
  - Hip fractures

## Malvern Hills District

### Population & Demographics

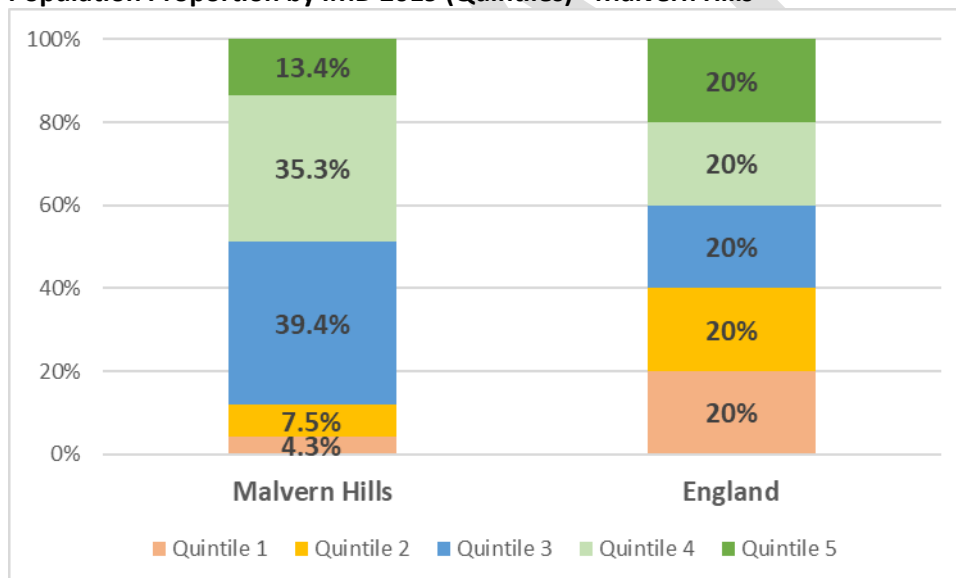
- Population of Malvern Hills is 79,445
- Malvern Hills has an older population age structure compared to Worcestershire. Bromsgrove has a higher proportion of people aged 65-plus and a lower proportion of children compared to county and national averages. Over 28% of the population in Malvern Hills are 65-plus, and over 4% are aged 85 and over.
- Malvern Hills is not relatively deprived as a whole – Just over 4% of the population live in the most deprived quintile in the IMD. Less than 2% of Malvern Hills residents live in the 10% most deprived of areas in the country, so there is a small pocket of deprivation in the district, within Pickersleigh in Malvern town.
- Less than 5% of Malvern Hills residents are not White British, lower than the Worcestershire average of 7.6%. Malvern Hills has relatively high proportions of people in the Chinese ethnic group relative to Worcestershire.
- Almost 1,900 children aged 15 and under are living in relative poverty in Malvern Hills, representing 14.8% of all children in Malvern Hills in the 0-15 age group.
- Key Stage 4 results in Malvern Hills are slightly better than the Worcestershire average, but worse than the national average for pupils achieving grade 5 or above in English and Mathematics GCSE's. The average Attainment 8 score of all pupils in Malvern Hills is 51.5 compared to 49.6 in Worcestershire and 50.9 nationally, and the percentage of pupils achieving grade 5 or above in English and Mathematics GCSE's is 49.0%, compared to 48.7% in Worcestershire and 52.0% nationally.
- Life expectancy at birth in Malvern Hills is 81.2 years for males (higher than the national average) and 83.7 years among females (similar to the national average).
- The difference in life expectancy at birth between the most deprived and least deprived areas in Malvern Hills is 3.0 years for males and 3.5 years for females. This is lower than the national average of 9.7 years for males and 7.9 years for females.
- The difference in life expectancy at age 65 between the most deprived and least deprived areas in Malvern Hills is better than the national average. Figures in Malvern Hills are 2.1 years for males and 2.1 years for females, compared to 5.2 and 4.8 for males and females nationally.
- The under 75 mortality rate from causes considered preventable in Malvern Hills is better than the national average.

## Map of Index of Multiple Deprivation 2019 (Quintiles) by LSOA – Malvern Hills



Map showing IMD quintiles for Malvern Hills LSOAs

## Population Proportion by IMD 2019 (Quintiles) - Malvern Hills

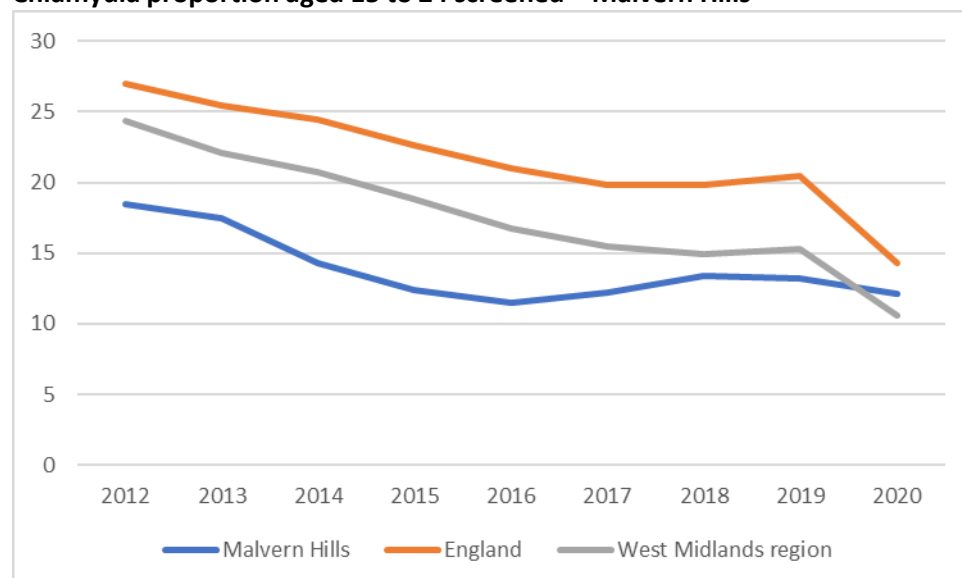


Areas of Concern and Changing Needs

### Chlamydia proportion aged 15 to 24 screened

The rationale for including Chlamydia proportion aged 15 to 24 screened is commented on in the Worcestershire section of the main document on page 102.

#### Chlamydia proportion aged 15 to 24 screened – Malvern Hills



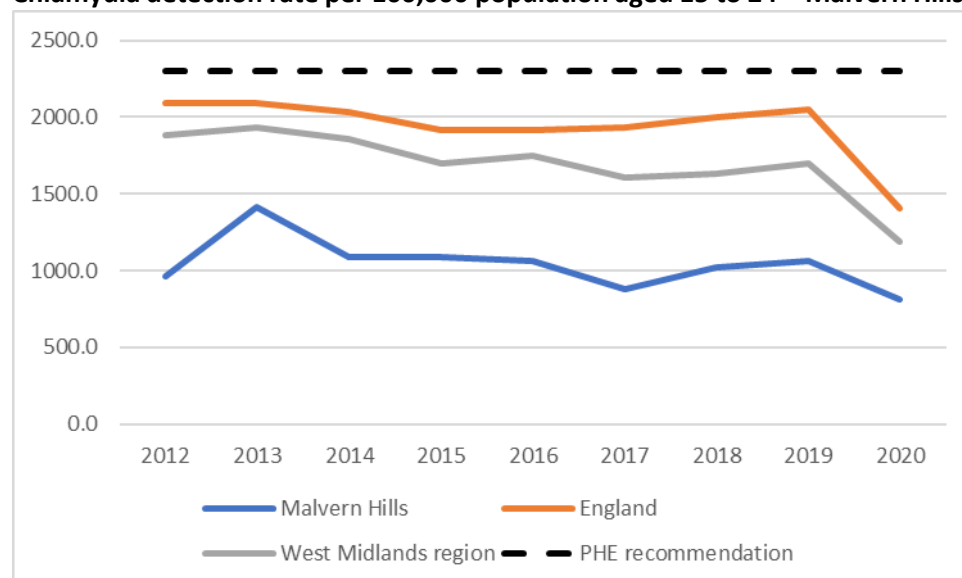
The proportion of people aged 15 to 24 screened in Malvern Hills has been consistently significantly below the national average since 2012. Rates in Malvern Hills and in England as a whole have fallen over the time frame and the decline is directly due to the Covid 19 pandemic ([STI rates remain a concern despite fall in 2020 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/sti-rates-remain-a-concern-despite-fall-in-2020)). In 2020 the proportion of 15–24-year-olds screened for chlamydia in Malvern Hills was 12.1%, significantly below the national average of 14.3%.

#### Chlamydia detection rate in people aged 15 to 24

The rationale for including chlamydia detection rate and the PHE recommendation of 2,300 per 100,000 population is commented on in the Worcestershire section of the main document on page 103.



### Chlamydia detection rate per 100,000 population aged 15 to 24 – Malvern Hills



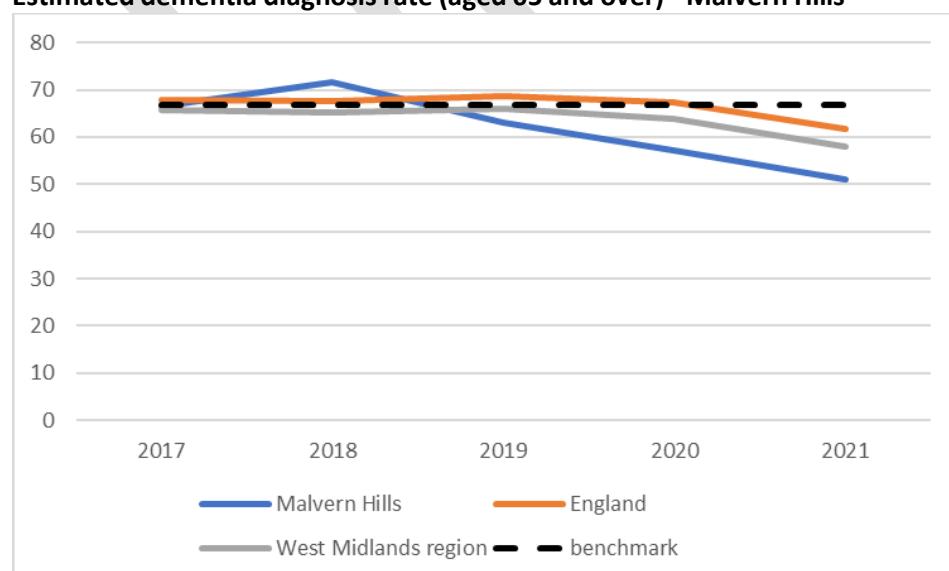
Chlamydia screening in Malvern Hills has been consistently below the national and regional rates, and notably below the PHE recommendation of 2,300 per 100,000 population. Screenings in Malvern Hills further declined in 2020 due to the effects of the Covid-19, in line with national and regional trends.

The chlamydia detection rate in Malvern Hills in 2020 was 810 per 100,000 population aged 15-24, compared to the national average of 1,408 per 100,000 population aged 15-24

### Estimated dementia diagnosis rate (aged 65 and over)

The rationale for including estimated diagnosis rate is commented on in the Worcestershire section of the main document on page 104.

### Estimated dementia diagnosis rate (aged 65 and over) - Malvern Hills

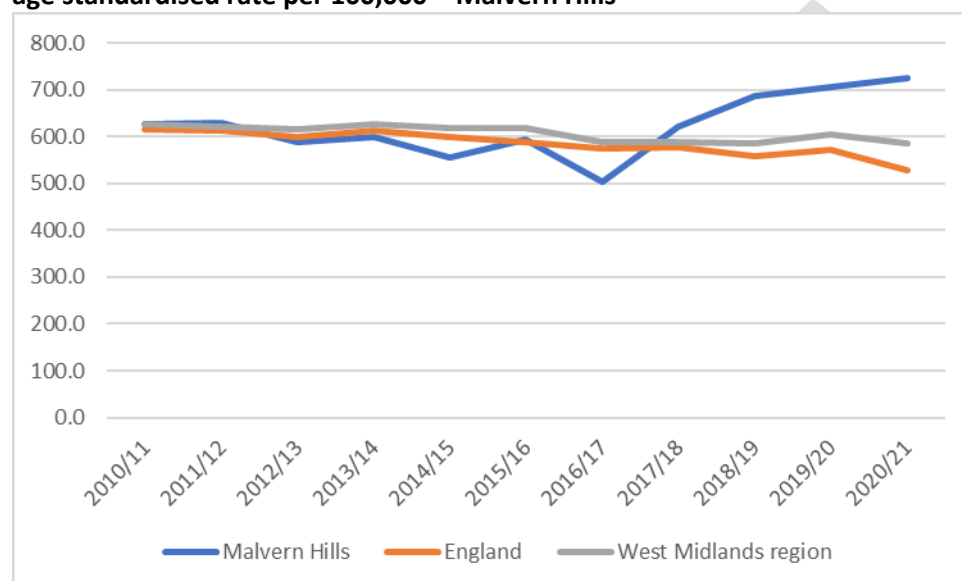


The rate of dementia diagnosis in Malvern Hills has fallen in recent years, from above the national and regional averages in 2018, to fall significantly below the benchmark of 66.7% in 2021, at 51.0%. This was also lower than the national average of 61.6%.

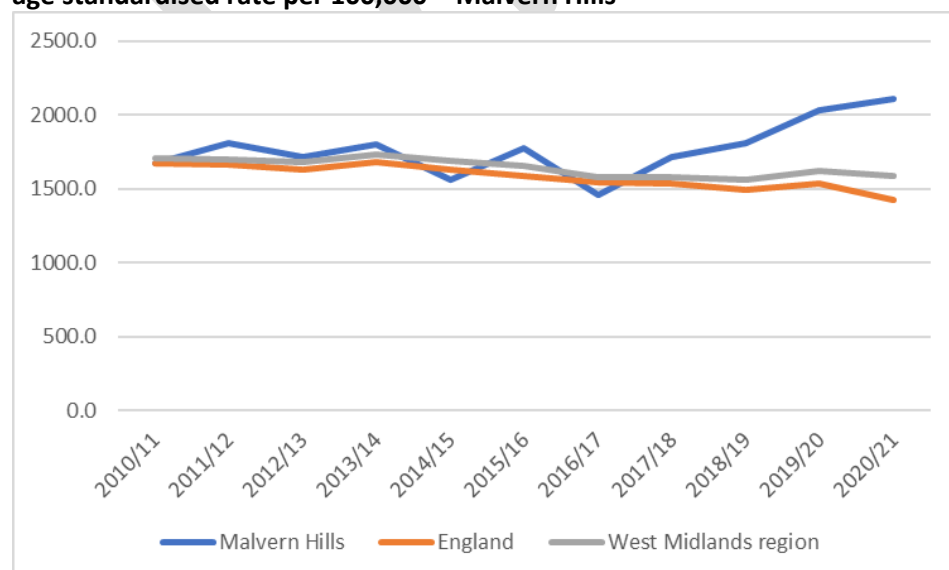
## Hip fractures

The rationale for including hip fractures is commented on in the Worcestershire section of the main document on page 105.

### Emergency Hospital Admission for fractured neck of femur in persons aged 65 and over, directly age standardised rate per 100,000 – Malvern Hills



### Emergency Hospital Admission for fractured neck of femur in persons aged 80 and over, directly age standardised rate per 100,000 – Malvern Hills



Rates of hip fractures resulting in hospital admissions in Malvern Hills have fluctuated and were around the national average for most of the time period up to 2017-18, a notable increase has seen rates significantly above the regional and national averages for both 65-plus and 80-plus age range for the last two years.

The rate for hip fractures resulting in emergency admissions in Malvern Hills in 2020-21 was 725 per 100,000 population, compared to the national average of 529 per 100,000 population. Among the 80-plus age group, the rate in Malvern Hills was per 2,108 100,000 population, compared to the national average of 1,426 per 100,000 population.

### Summary of Pharmaceutical Services and Need

- Malvern Hills has 14 pharmacies. Of these, 2 are open before 9am Monday to Friday, and 2 are open after 18:00 on at least one weekday.
- Three pharmacies in Malvern Hills close for at least half an hour over lunchtime.
- 11 pharmacies in Malvern Hills are open on a Saturday, and two are open on a Sunday.
- Malvern Hills also has 4 dispensing GP practices.
- The population of Malvern Hills (estimated at 79,400 in 2020) is therefore served by 14 pharmacies and 4 dispensing GP practices, 22.7 contractors per 100,000 population. This is higher than the Worcestershire average of 19.4 contractors per 100,000 population.
- However, provision in Malvern Hills is lower than the county average outside of working hours, with low proportions of pharmacies open early and late on weekdays, as well as on Saturdays and Sundays.
- There are no pharmacies or dispensing GPs located in the area of Pickersleigh in Malvern, which is identified as in the most deprived quintile, although several are in Malvern town centre nearby.
- Provision outside Malvern town is also low. There are two pharmacies and two dispensing GPs in the north of the district outside Malvern, and one pharmacy and one dispensing GP in the south of the district.
- Results from the Public Survey showed that 5% of respondents in Malvern Hills used the delivery service for prescriptions, the highest of all districts.

### Conclusion

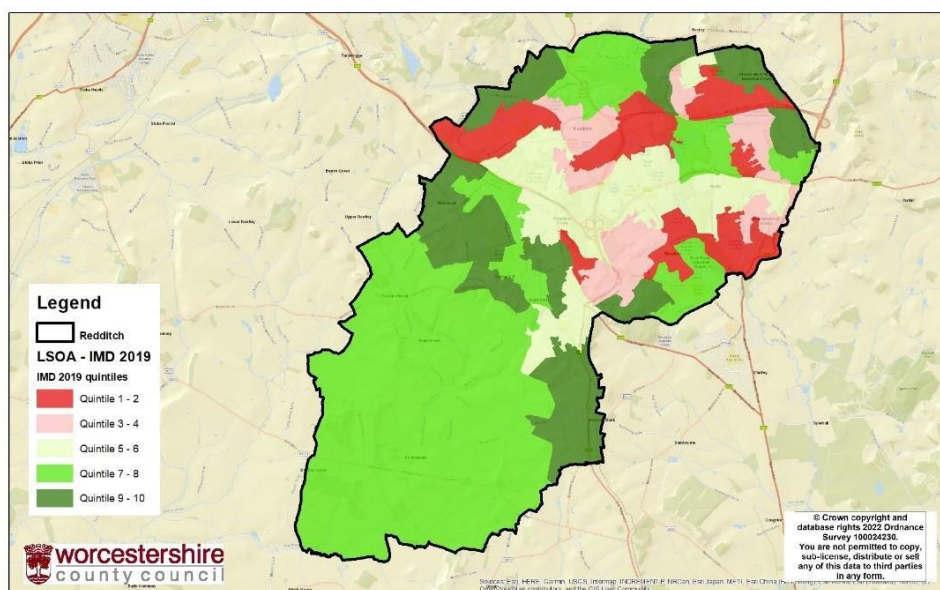
- Malvern Hills has a higher number of contractors per 100,000 population than Worcestershire. Pharmacies in Malvern Hills offer a lower provision outside of working hours than is the case across Worcestershire as a whole, however.
- Less than 15% of pharmacies in Malvern Hills are open early at least one weekday, whilst a similar proportion are open late in the evening after 18:00 on a weekday.
- Less than 80% of pharmacies in Malvern Hills are open on Saturdays, and less than 15% are open on a Sunday.
- Malvern Hills performs poorly compared to the national average in the following indicators:
  - - Chlamydia proportion aged 15 to 24 screened
    - Chlamydia detection rate in people aged 15 to 24
    - Estimated dementia diagnosis rate (aged 65 and over)
    - Hip fractures

## Redditch District

### Population & Demographics

- Population of Redditch is 85,568
- Redditch has a younger population age structure compared to Worcestershire. Redditch has a higher proportion of children compared to county and national averages, whilst proportions of people aged 65-plus are lower than Worcestershire, and similar to national levels. Over 22% of the population in Redditch are 17 and under, and over 6% are aged 0-4.
- In Redditch, almost 26% of the population live in the most deprived quintile in the IMD. Over 8% of Redditch residents live in the 10% most deprived of areas in the country, so levels of deprivation are evident in Redditch district, across several areas in Redditch town, notably areas in Batchley, Matchborough, Winyates, Lodge Park, Greenlands and Headless Cross.
- Just under 13% of Redditch residents are not White British, higher than the Worcestershire average of 7.6%. Redditch has relatively high proportions of people in the Other White, Mixed White and Black Caribbean, Indian, Pakistani and Caribbean ethnic groups relative to Worcestershire.
- Over 3,300 children aged 15 and under are living in relative poverty in Redditch, representing 19.2% of all children in Redditch in the 0-15 age group.
- Key Stage 4 results in Redditch are lower than the Worcestershire and national averages. The average Attainment 8 score of all pupils in Redditch is 46.9 compared to 49.6 in Worcestershire and 50.9 nationally, and the percentage of pupils achieving grade 5 or above in English and Mathematics GCSE's is 47.6%, compared to 48.7% in Worcestershire and 52.0% nationally.
- Life expectancy at birth in Redditch is 78.9 years for males (similar to the national average) and 82.4 years among females (significantly lower than the national average).
- The difference in life expectancy at birth between the most deprived and least deprived areas in Redditch is 11.6 years for males and 10.4 years for females. This is higher than the national average of 9.7 years for males and 7.9 years for females. Redditch has the highest difference in life expectancy at birth between the most and least deprived areas of all districts in Worcestershire.
- The difference in life expectancy at age 65 between the most deprived and least deprived areas is also worse in Redditch than the national average. Figures in Redditch are 8.1 years for males and 6.4 years for females, compared to 5.2 and 4.8 for males and females nationally.
- The under 75 mortality rate from causes considered preventable in Redditch is similar to the national average

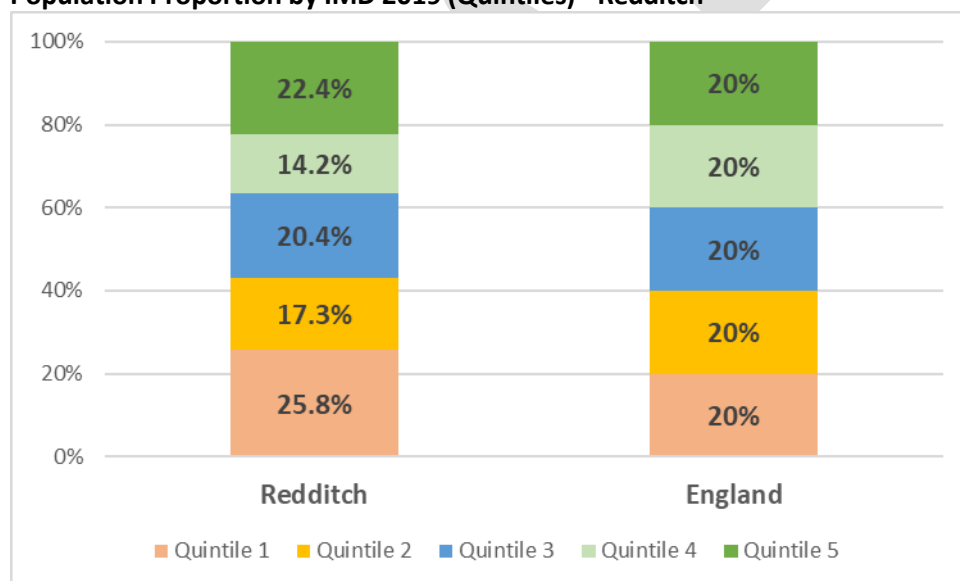
## Map of Index of Multiple Deprivation 2019 (Quintiles) by LSOA - Redditch



0 2 4 6 8 Miles

Map showing IMD quintiles for Redditch LSOAs

## Population Proportion by IMD 2019 (Quintiles) - Redditch



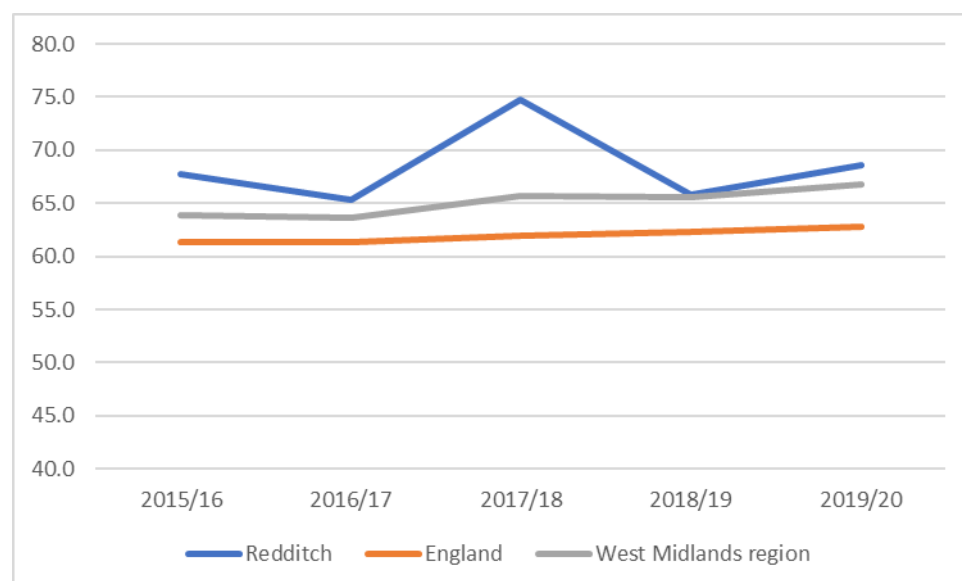
## Areas of Concern and Changing Needs

### Percentage of adults aged 18-plus classified as overweight or obese

Obesity is a priority area for Government. The Government's "Call to Action" on obesity (published Oct 2011) included national ambitions relating to excess weight in adults, which is recognised as a major determinant of premature mortality and avoidable ill

health. <https://www.gov.uk/government/publications/healthy-lives-healthy-people-a-call-to-action-on-obesity-in-england>

#### Percentage of adults aged 18 and over classified as overweight or obese – Redditch



The percentage of adults classed as overweight or obese in Redditch has fluctuated between being similar to and significantly higher than the national average. The most recent value in 2019-20 stands at almost 69%, significantly above the national average of almost 63%.

#### Percentage of physically active adults

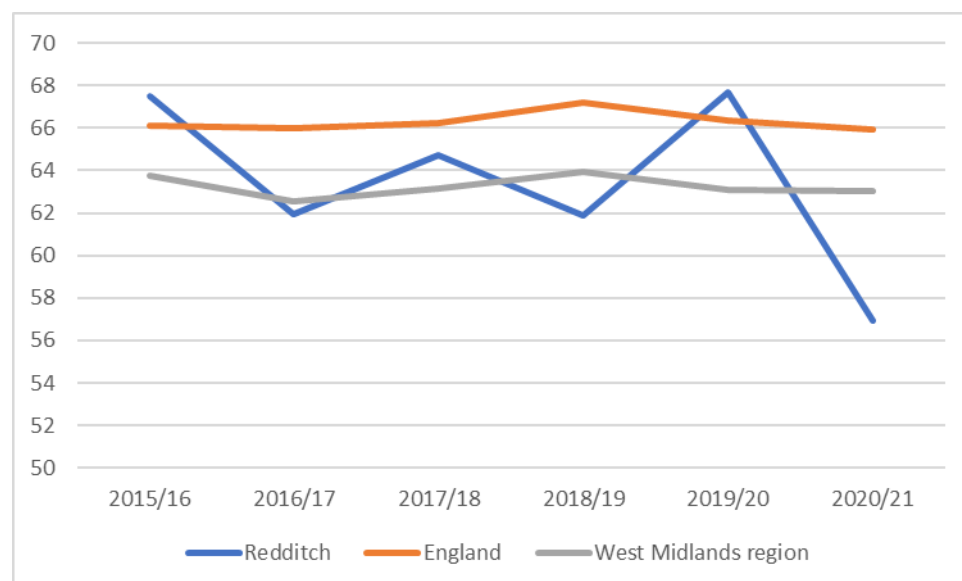
Physical inactivity is the 4th leading risk factor for global mortality accounting for 6% of deaths globally. People who have a physically active lifestyle have a 20-35% lower risk of cardiovascular disease, coronary heart disease and stroke compared to those who have a sedentary lifestyle. Regular physical activity is also associated with a reduced risk of diabetes, obesity, osteoporosis and colon/breast cancer and with improved mental health. In older adults physical activity is associated with increased functional capacities. The estimated direct cost of physical inactivity to the NHS across the UK is over £0.9 billion per year.

The CMO currently recommends that adults undertake a minimum of 150 minutes (2.5 hours) of moderate physical activity per week, or 75 minutes of vigorous physical activity per week or an equivalent combination of the two (MVPA), in bouts of 10 minutes or more. The overall amount of activity is more important than the type, intensity or frequency.

PHE has co-produced the 'Everybody active, every day' framework. This is a national, evidence-based approach to support all sectors to embed physical activity into the fabric of daily life and make it an easy, cost-effective and 'normal' choice in every community in England.

To make everybody active every day a reality we need to monitor progress and measure the impact at a population, organisational, programme and individual level. The key outcomes within the public health outcomes framework (PHOF) will be central, ie, the percentage of adults physically inactive and physically active.

**The percentage of respondents aged 19 and over doing at least 150 moderate intensity equivalent (MIE) minutes physical activity per week in bouts of 10 minutes or more in the previous 28 days – Redditch**



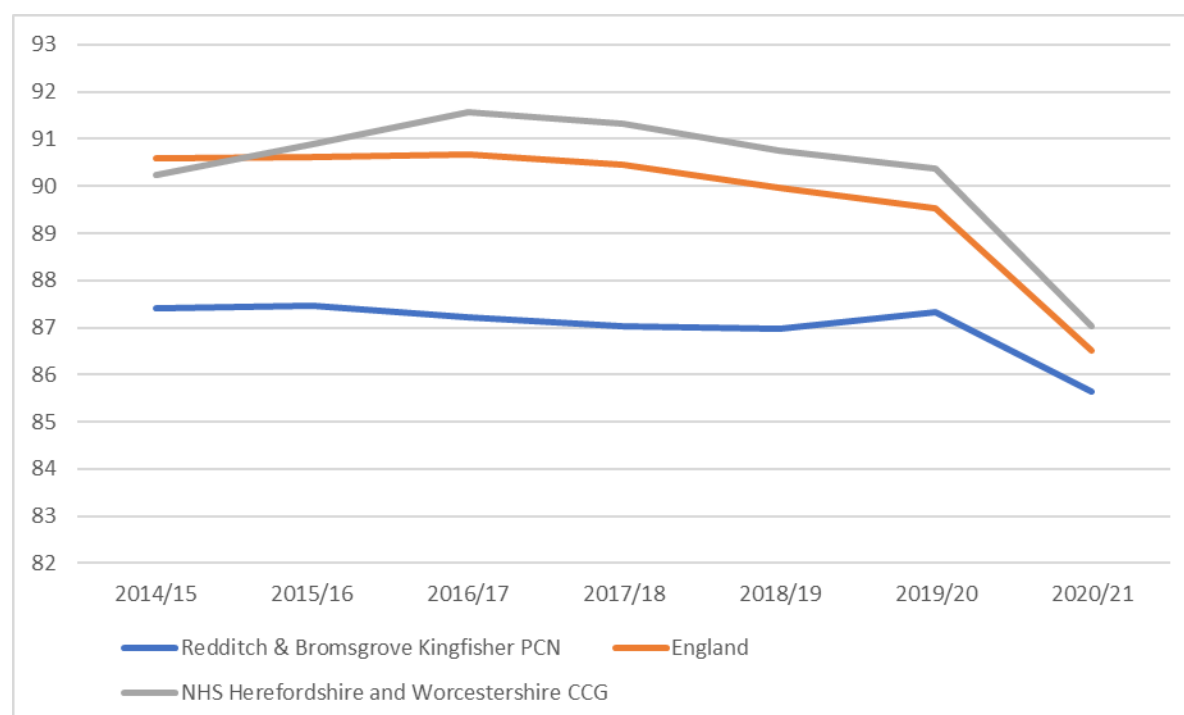
The percentage of physically active adults in Redditch was similar to the national average in 2019-20 but a notable decrease in the most recent year has brought the value significantly below the national average. In 2020-21 the percentage of physically active adults in Redditch is 56.9% compared to the national average of 65.9%.

**Patients aged 45 or over, who have a record of a blood pressure reading in the preceding 5 years**

This indicator measures the percentage of patients aged 45 or over, who have a record of a blood pressure reading in the preceding 5 years.

Many pharmacies offer free blood pressure checks.

**Patients aged 45 or over, who have a record of a blood pressure reading in the preceding 5 years – Redditch and Bromsgrove Kingfisher PCN**



Results for blood pressure readings are available at PCN level rather than district level. Redditch and Bromsgrove Kingfisher PCN which covers much of Redditch town.

Rates of patients aged 45 and over receiving a blood pressure test in the previous 5 years have been consistently significantly below the national average in Redditch and Bromsgrove Kingfisher PCN since 2014-15. There was a notable fall in tests in 2020-21 both nationally and locally due to Covid restrictions.

In 2020-21, the proportion of patients aged 45 or over, who have a record of a blood pressure reading in the preceding 5 years in Redditch and Bromsgrove Kingfisher PCN was 85.7% compared to the national average of 86.5%.

### **Admission episodes for alcohol-related conditions**

Alcohol consumption is a contributing factor to hospital admissions and deaths from a diverse range of conditions. Alcohol misuse is estimated to cost the NHS about £3.5 billion per year and society as a whole £21 billion annually.

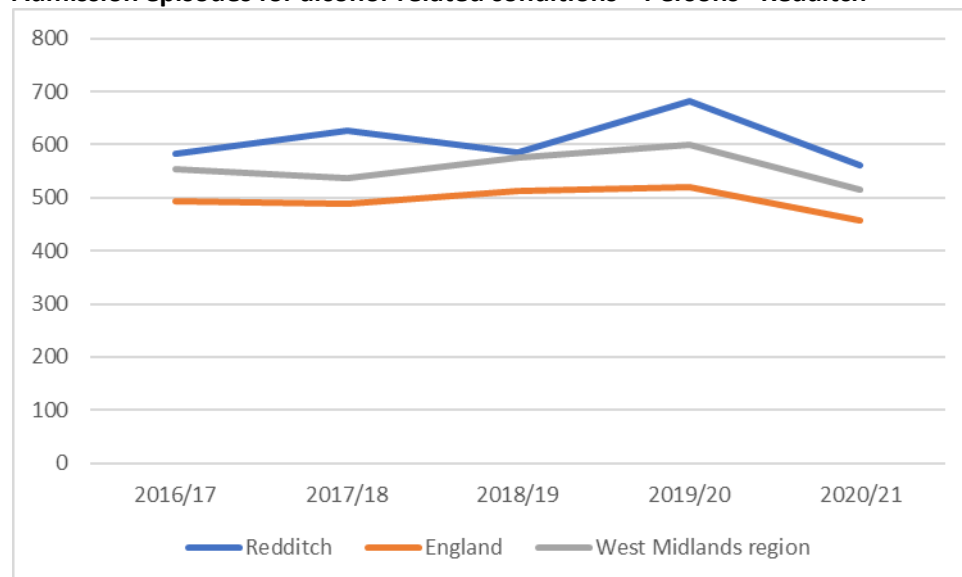
The Government has said that everyone has a role to play in reducing the harmful use of alcohol - this indicator is one of the key contributions by the Government (and the Department of Health and Social Care) to promote measurable, evidence-based prevention activities at a local level, and supports the national ambitions to reduce harm set out in the Government's Alcohol Strategy. This ambition is part of the monitoring arrangements for the Responsibility Deal Alcohol Network. Alcohol-related admissions can be reduced through local interventions to reduce alcohol misuse and harm.

The proportion of disease attributable to alcohol (alcohol attributable fraction) is calculated using a



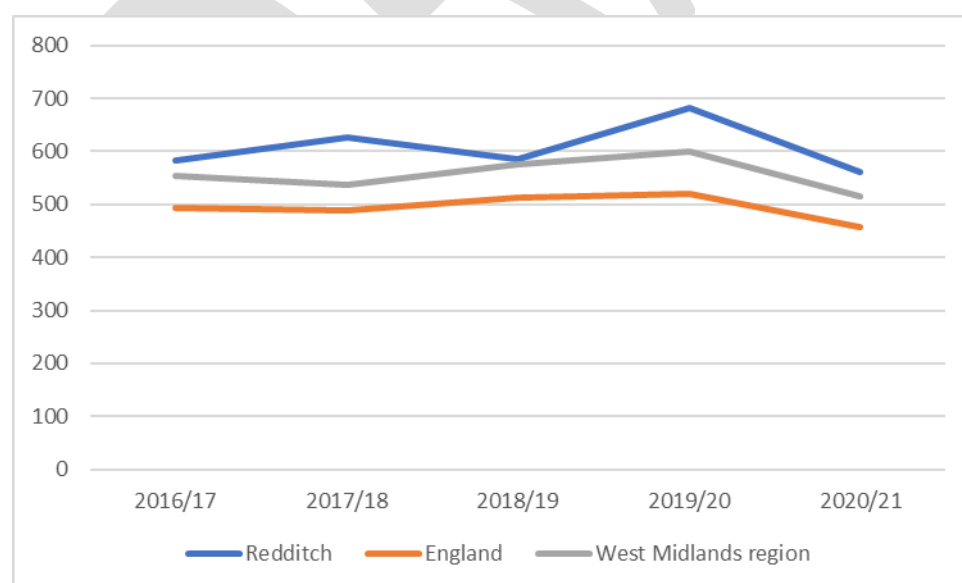
relative risk (a fraction between 0 and 1) specific to each disease, age group and sex combined with the prevalence of alcohol consumption in the population.

#### Admission episodes for alcohol-related conditions – Persons - Redditch



For admission episodes for alcohol-related conditions, Redditch has been significantly higher than the national average since 2016/17. In 2020-21, admission episodes for alcohol-related conditions in Redditch were almost 560 per 100,000 population, compared to a national average of less than 456 per 100,000 population.

#### Admissions to hospital where the primary diagnosis is an alcohol-attributable code or a secondary diagnosis is an alcohol-attributable external cause code, age standardised rate per 100,000 population - Redditch



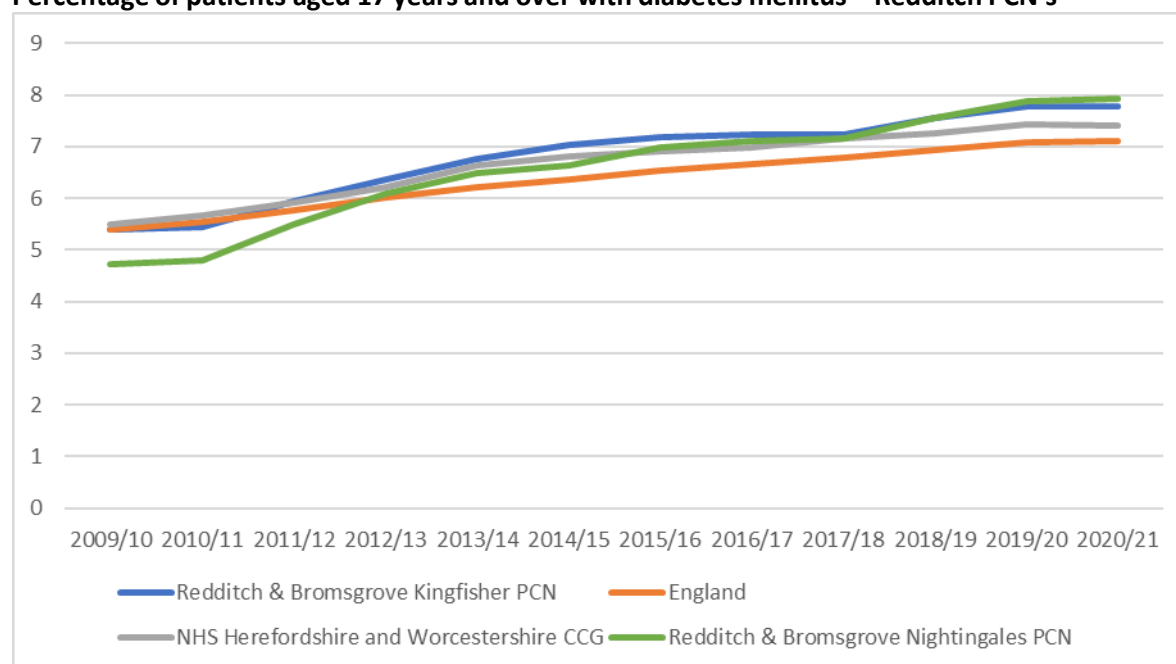
Alcohol admissions in Redditch have been significantly higher than the national average since 2016-17 when the indicator was introduced. Most recent rates in 2020-21 in Redditch stand at almost 560 per 100,000 population compared to national average of 456 per 100,000 population. Admissions in

Redditch are particularly high among females.

### Diabetes QOF prevalence among people aged 17-plus

The rationale for including diabetes prevalence is commented on in the Worcestershire section of the main document on page 100.

#### Percentage of patients aged 17 years and over with diabetes mellitus – Redditch PCN's



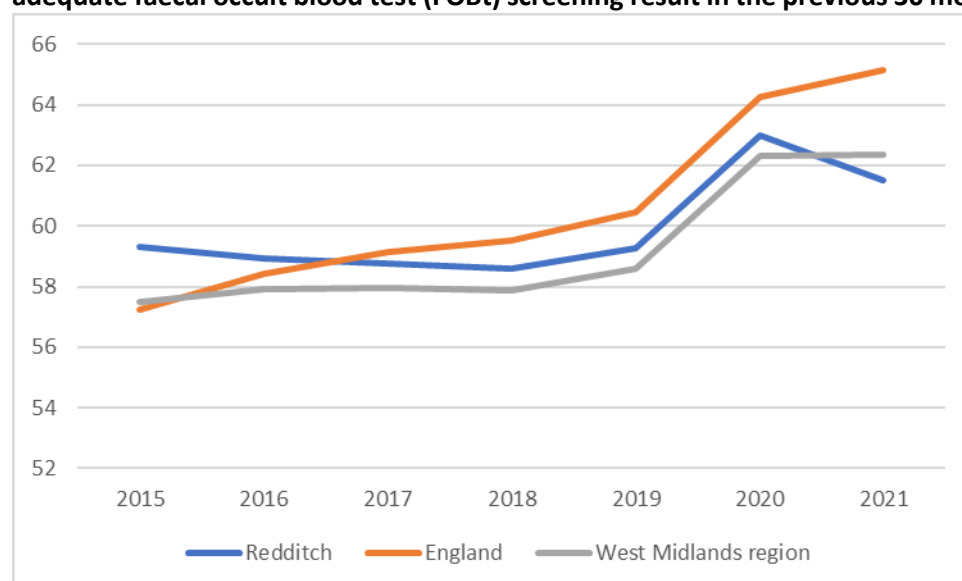
The proportion of patients aged 17 years and over with diabetes mellitus in both Kingfisher PCN and Nightingales PCN has higher than the national average, since 2013-14 and 2018-19 respectively. In 2020-21 the percentage of patients aged 17 years and over with diabetes mellitus was 7.8% in Kingfisher PCN and 7.9% in Nightingales PCN compared to a national average of 7.1%.

### Cancer screening coverage - bowel cancer

Bowel cancer screening supports early detection of cancer and polyps which are not cancers but may develop into cancers overtime. About one in 20 people in the UK will develop bowel cancer during their lifetime. This indicator provides an opportunity to incentivise screening promotion and other local initiatives to increase coverage of bowel cancer screening.

Improvements in coverage would mean more bowel cancers are detected at earlier, more treatable stages, and more polyps are detected and removed - reducing the risk of bowel cancer developing.

**The proportion of eligible men and women aged 60 to 74 invited for screening who had an adequate faecal occult blood test (FOBT) screening result in the previous 30 months – Redditch**



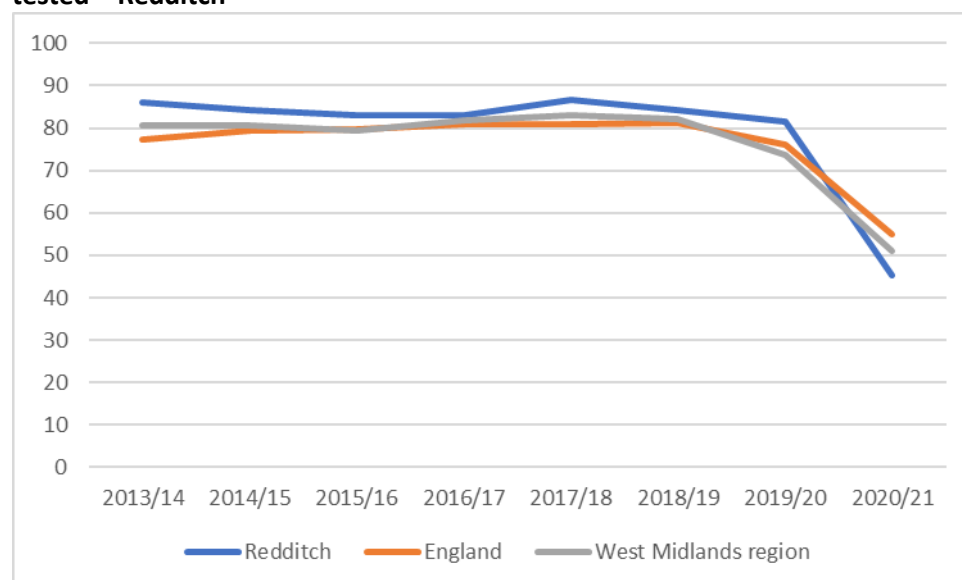
Bowel cancer screening rates in Redditch were better than national rates in 2015, have been significantly worse since 2018. In 2021, the most recent year for which data is available, the proportion in Redditch was 61.5%, compared to the national average of 65.2%.

There was not a significant decline in bowel cancer screening nationally due to Covid-19. It is noted however that whilst faecal occult blood testing for bowel cancer screening could safely continue, the capacity of second-line colonoscopy was significantly reduced.

## Abdominal Aortic Aneurysm Screening – Coverage

The rationale for including Abdominal Aortic Aneurysm Screening Coverage is commented on in the Worcestershire section of the main document on page 96.

### The proportion of men eligible for Abdominal Aortic Aneurysm screening who are conclusively tested – Redditch



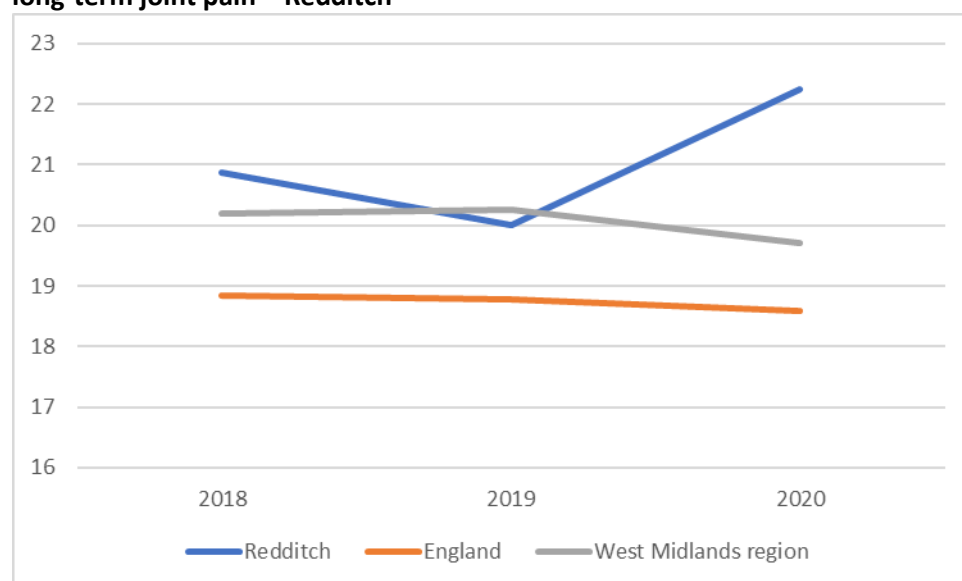
Up until 2019-20, Abdominal Aortic Aneurysm screenings in Redditch were similar or better than the national average. In 2020-21 however the proportion of screenings fell dramatically in Redditch, from almost 78% to just over 45%.

A notable decline was also seen in both national and regional figures due to the effects of the Covid-19 pandemic on number of screenings, but the decline in Redditch was particularly pronounced. The national average in 2020-21 was 55.0%.

### Percentage reporting a long term Musculoskeletal (MSK) problem

The rationale for including the percentage reporting a long term Musculoskeletal (MSK) problem is commented on in the Worcestershire section of the main document on page 101.

**The percentage of people aged 16-plus reporting an MSK condition, either long-term back pain or long-term joint pain – Redditch**

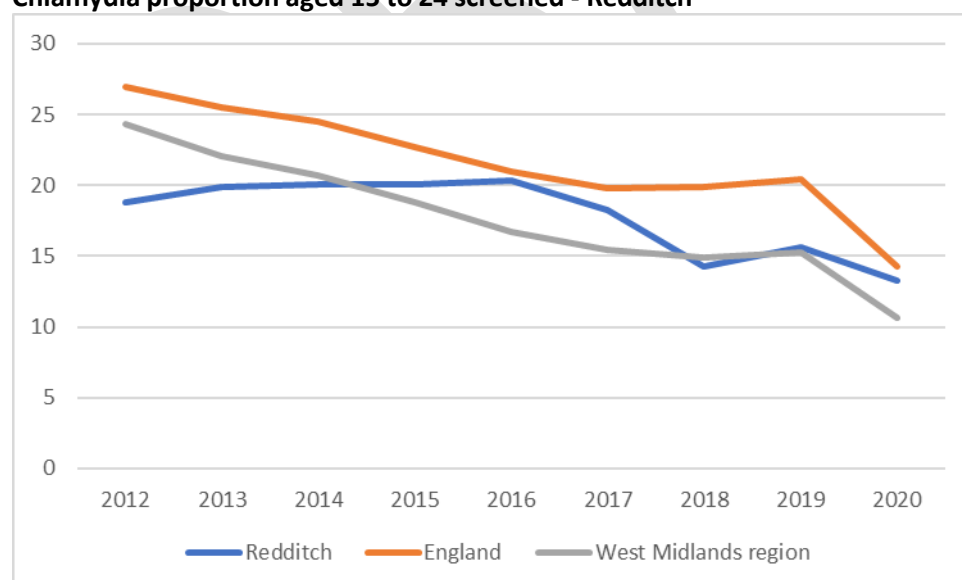


The percentage of people in Redditch reporting an MSK condition has been similar to the national average until the most recent value in 2020. The value in Redditch was just over 22% in 2020 compared to the national figure of 18.6%.

**Chlamydia proportion aged 15 to 24 screened**

The rationale for including Chlamydia proportion aged 15 to 24 screened is commented on in the Worcestershire section of the main document on page 102.

**Chlamydia proportion aged 15 to 24 screened - Redditch**



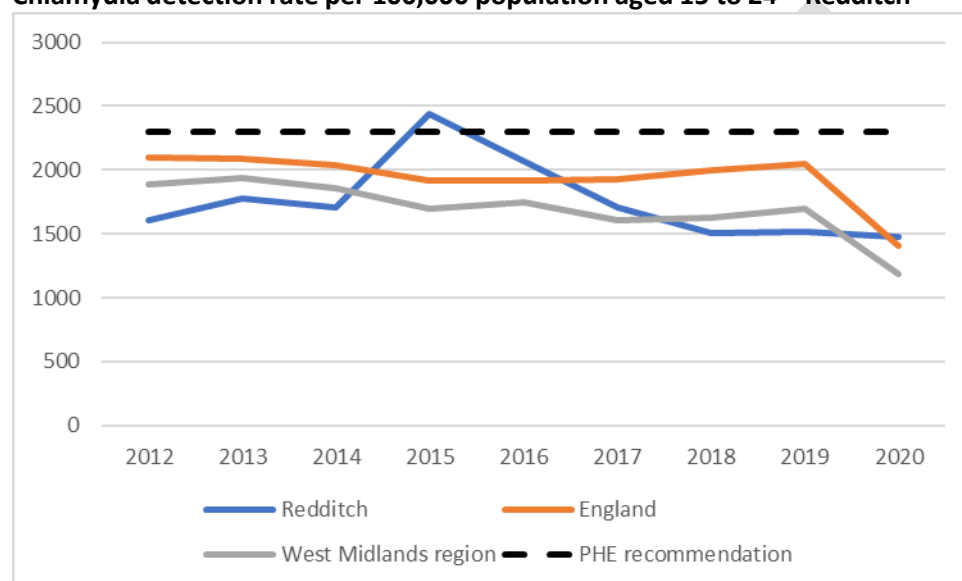
The proportion of people aged 15 to 24 screened in Redditch has been consistently significantly below the national average for most of the time period since 2012. Rates in Redditch and in England as a whole have fallen over the time frame and the decline is directly due to the Covid 19 pandemic ([STI rates remain a concern despite fall in 2020 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/sti-rates-remain-a-concern-despite-fall-in-2020) ). In 2020 the proportion of

15–24-year-olds screened for chlamydia in Redditch was 13.2%, significantly below the national average of 14.3%.

### Chlamydia detection rate in people aged 15 to 24

The rationale for including chlamydia detection rate and the PHE recommendation of 2,300 per 100,000 population is commented on in the Worcestershire section of the main document on page 103.

#### Chlamydia detection rate per 100,000 population aged 15 to 24 – Redditch

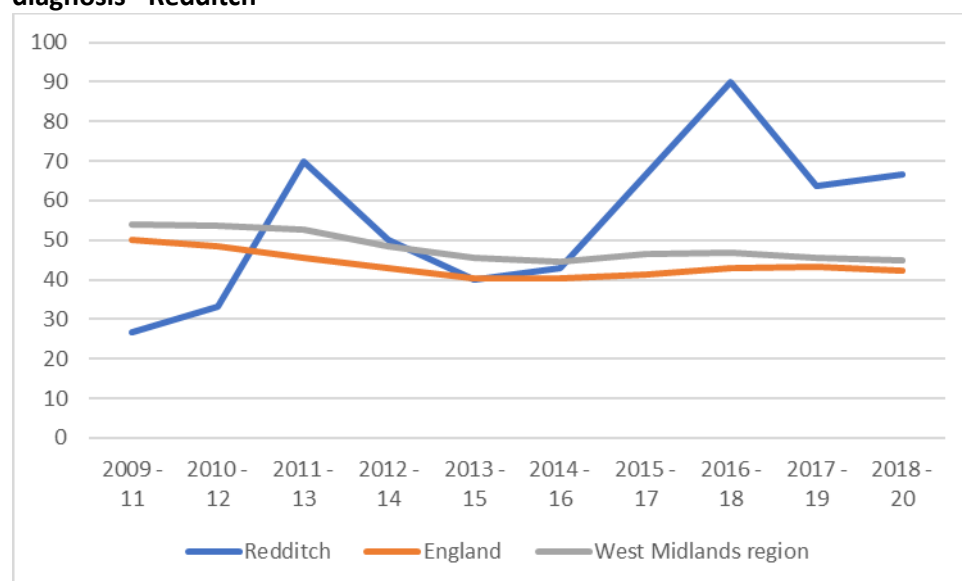


Chlamydia screening in Redditch has declined noticeably since 2015 when the value was higher than the PHE recommendation of 2,300 per 100,000 population aged 15 to 24, to stand at 1,480 per 100,000 population in 2020. This is similar to the national average but considerably lower than the PHE recommended rate.

### HIV late diagnosis

The rationale for including late HIV diagnosis is commented on in the Bromsgrove section of this Appendix on page 4.

**Percentage of adults (aged 15 years or more) diagnosed with a CD4 cell count less than 350 cells per mm3 among all newly diagnosed adults with CD4 cell count available within 91 days of diagnosis - Redditch**

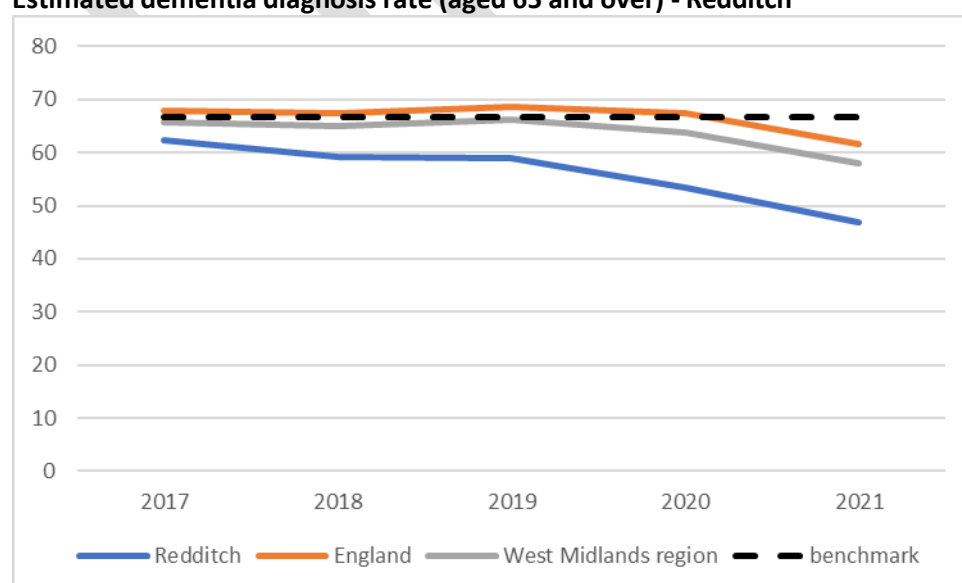


It is noted that the raw numbers of people in Redditch with a CD4 count less than 350 cells per mm3 is very low – the counts number 9 or less for each three-year period. The proportions have however changed from similar to the national averages for 2013-15 and 2014-16 to being significantly worse in later years. The most recent value for Redditch in 2018-20 was 66.7% compared to the national average of 42.4%.

**Estimated dementia diagnosis rate (aged 65 and over)**

The rationale for including estimated diagnosis rate is commented on in the Worcestershire section of the main document on page 104.

**Estimated dementia diagnosis rate (aged 65 and over) - Redditch**



The rate of dementia diagnosis in Redditch has fallen in recent years and has been significantly

below the benchmark of 66.7% since 2018. Rate of diagnosis in Redditch was 46.8% in 2021 compared to the national average of 61.6%.

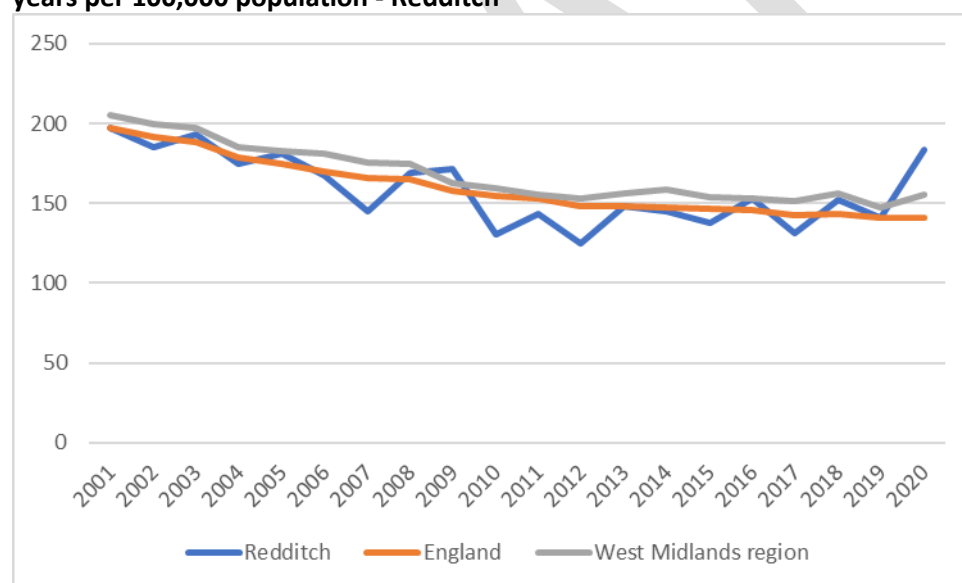
### **Under 75 mortality rate from causes considered preventable**

The basic concept of preventable mortality is that deaths are considered preventable if, in the light of the understanding of the determinants of health at the time of death, all or most deaths from the underlying cause (subject to age limits if appropriate) could mainly be avoided through effective public health and primary prevention interventions.

Preventable mortality overlaps with but is not the same as 'treatable' mortality, which includes causes of deaths which could potentially be avoided through effective healthcare interventions, including secondary prevention and treatment.

Preventable mortality and treatable mortality are the two components of 'avoidable' mortality. The inclusion of this indicator (alongside others in the Public Health and NHS Outcomes Frameworks) reinforces the Government's commitment to reducing avoidable deaths through public health policy and interventions and sends out a clear signal that prevention is just as important as treatment.

### **Age-standardised mortality rate from causes considered preventable in persons aged less than 75 years per 100,000 population - Redditch**



From 2001-19 the mortality rate from causes considered preventable in Redditch has been declining and has been similar to the national average. However, the most recent data value in 2020 showed a notable increase in Redditch, leading to the indicator being significantly higher than the national average.

In 2020, the mortality rate from causes considered preventable in Redditch was 187.3 per 100,000 population, compared to the national average of 140.5 per 100,000 population.

Redditch also records values significantly higher than the national average for several under 75 mortality rates for individual conditions and diseases. These include: -



- Under 75 mortality rate from all cardiovascular diseases – Redditch value in 2020 is 102.5 per 100,000 population compared to the national average of 73.8 per 100,000 population.
- Under 75 mortality rate from cardiovascular diseases considered preventable - Redditch value in 2020 is 44.7 per 100,000 population compared to the national average of 29.2 per 100,000 population.
- Under 75 mortality rate from cancer considered preventable - Redditch value in 2020 is 69.9 per 100,000 population compared to the national average of 51.5 per 100,000 population.
- Under 75 mortality rate from respiratory disease - Redditch value in 2020 is 44.1 per 100,000 population compared to the national average of 29.4 per 100,000 population.

### Emergency readmissions within 30 days of discharge from hospital

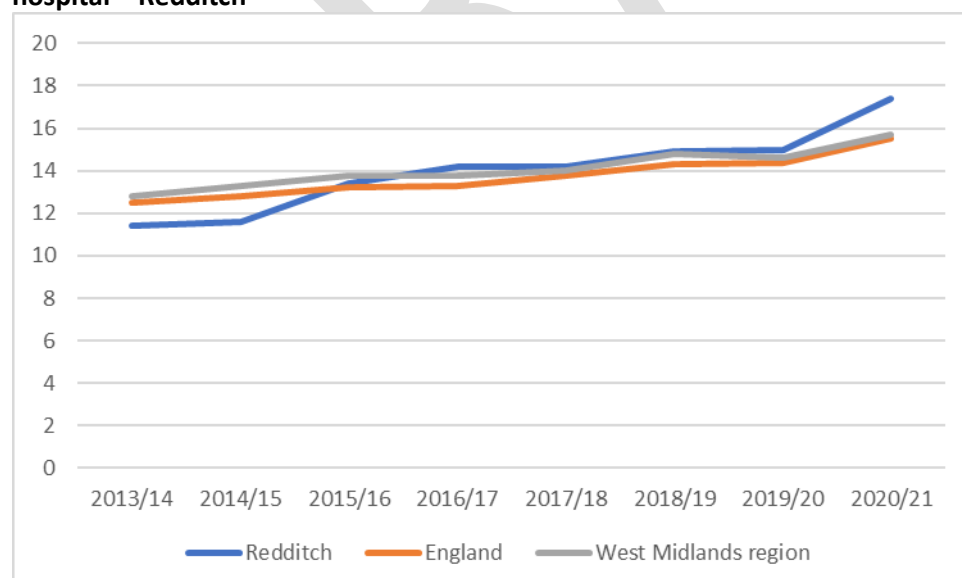
This indicator reflects the importance of helping people to recover from episodes of ill health or following injury. These can be seen as two complementary objectives: -

- preventing conditions from becoming more serious (wherever possible) and
- helping people to recover effectively

Healthcare, along with social care, is a major determinant of how well a patient recovers (including through rehabilitation) following illness or injury; if a person does not recover well, it is more likely that they will require hospital treatment again within the next 30 days. Thus, readmissions have been widely used as an indicator of the success of health and social care in helping people to recover.

This indicator is also included within the NHS Outcomes Framework under the domain 'Helping to recover from episodes of ill health or following injury'.

### Percentage of emergency admissions occurring within 30 days of the most recent discharge from hospital – Redditch



The percentage of emergency admissions occurring within 30 days of the most recent discharge from hospital in Redditch has been similar or better than the national average up to 2020-21, but the rate has increased to be significantly above the national rate and higher than the national average in the final two years that data is available. The national rate has also increased steadily over the time

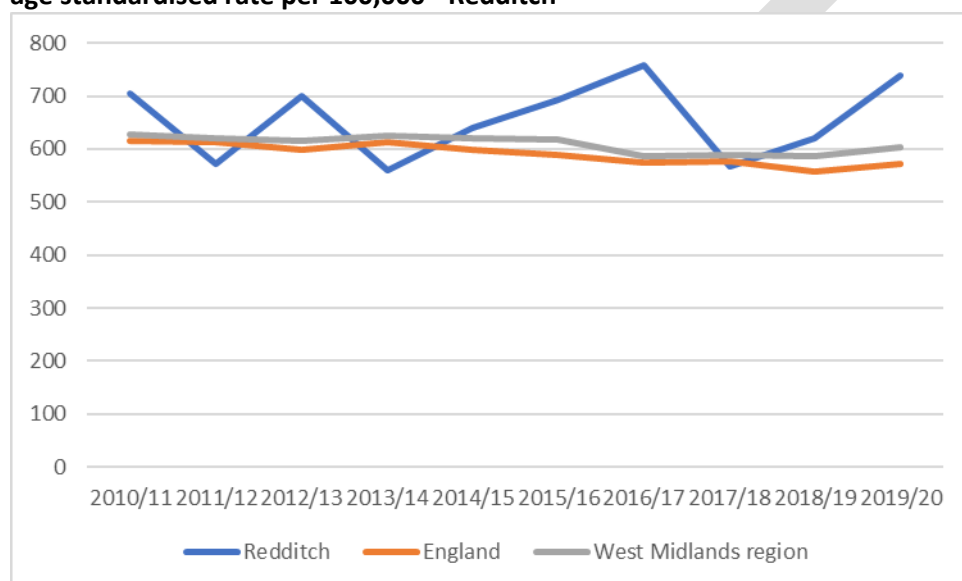
period.

In 2020-21 the percentage of emergency admissions occurring within 30 days of the most recent discharge from hospital in Redditch was 17.4% compared to the national average of 15.5%.

### Hip fractures

The rationale for including hip fractures is commented on in the Worcestershire section of the main document on page 105.

#### Emergency Hospital Admission for fractured neck of femur in persons aged 65 and over, directly age standardised rate per 100,000 - Redditch



The rate of hip fractures in Redditch in the 65-plus age group has been broadly similar to the national average up to 2018-19, but the last two years have seen an increase in the rate in Redditch. The rate of hip fractures among those aged 65-plus in Redditch was 738 per 100,000 population in 2019-20, significantly higher than the national average of 572 per 100,000 population.

### Summary of Pharmaceutical Services and Need

- Redditch has 16 pharmacies. Of these, 10 are open before 9am Monday to Friday, and 7 are open after 18:00 on at least one weekday.
- Four pharmacies in Redditch close for at least half an hour over lunchtime.
- 11 pharmacies in Redditch are open on a Saturday, and five are open on a Sunday.
- Redditch also has one dispensing GP practice.
- The population of Redditch (estimated at 85,600 in 2020) is therefore served by 16 pharmacies and 1 dispensing GP practice, 19.9 contractors per 100,000 population. This is slightly higher than the Worcestershire average of 19.4 contractors per 100,000 population.
- Provision in Redditch is similar to the county average for proportions of pharmacies open early and late on weekdays. A higher proportion of Redditch pharmacies are open on Sundays, but a lower proportion are open on Saturdays.

- There are no pharmacies or dispensing GPs located in the areas of Batchley & Brockhill as well as the area in the north of Redditch which are identified as in the most deprived quintile. Several pharmacies are nearby in the north-east of Redditch town centre nearby.
- There are also no pharmacies or dispensing GPs in West ward in Redditch.

## Conclusions

- Redditch has a similar number of contractors per 100,000 population as Worcestershire. Pharmacies in Redditch offer a similar provision outside of working hours than is the case across Worcestershire as a whole, although provision on a Sunday is higher, and on a Saturday is notably lower.
- Over 60% of pharmacies in Redditch are open early at least one weekday, whilst over 40% are open late in the evening after 18:00 on a weekday.
- Less than 70% of pharmacies in Redditch are open on Saturdays, and almost a third are open on a Sunday.
- Redditch performs poorly compared to the national average in the following indicators: -
  - Percentage of adults aged 18-plus classified as overweight or obese
  - Percentage of physically active adults
  - Blood pressure
  - Flu vaccinations
  - Proportion with diabetes
  - Admission episodes for alcohol-related conditions
  - Cancer screening coverage - bowel cancer
  - Abdominal Aortic Aneurysm Screening – Coverage
  - Percentage reporting a long term Musculoskeletal (MSK) problem
  - Chlamydia proportion aged 15 to 24 screened
  - Chlamydia detection rate in people aged 15 to 24
  - HIV late diagnosis
  - Estimated dementia diagnosis rate (aged 65 and over)
  - Under 75 mortality rate from causes considered preventable
  - Emergency readmissions within 30 days of discharge from hospital
  - Hip fractures

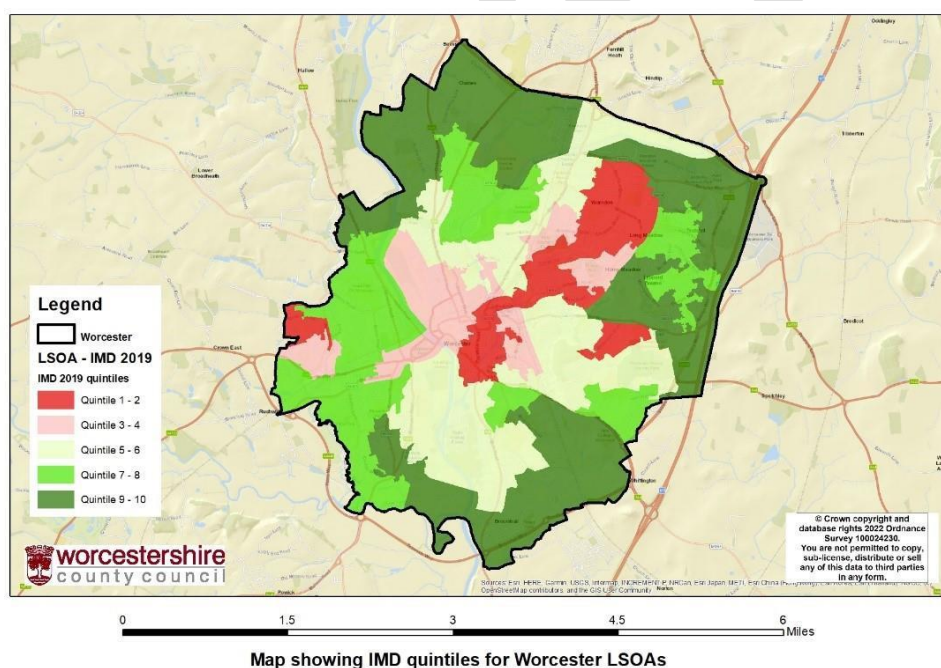
## Worcester District

### Population & Demographics:

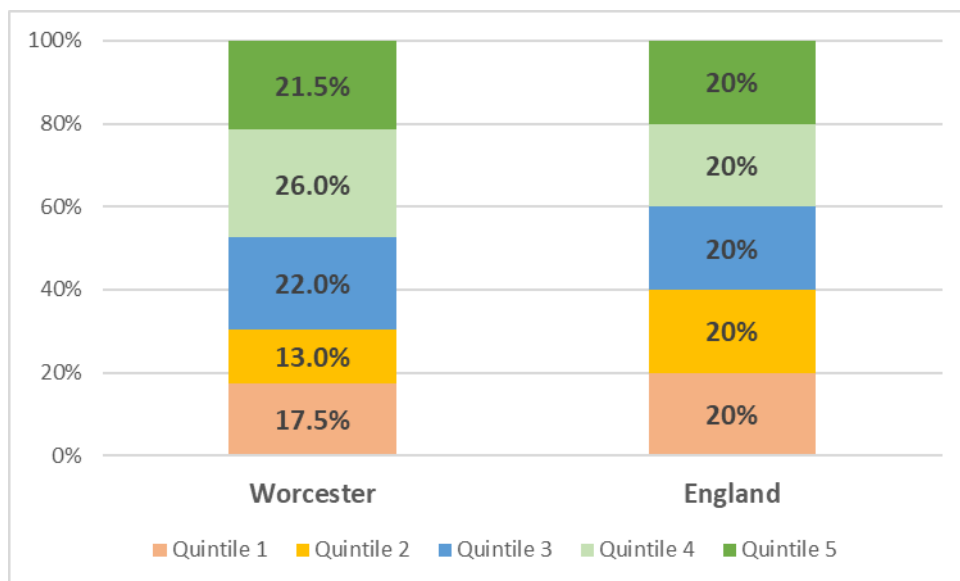
- Population of Worcester City is 100,265
- Worcester has a younger population age structure compared to Worcestershire. Worcester has a lower proportion of people aged 65-plus than county and national averages, and a slightly higher proportion of children than Worcestershire as a whole. Over 20% of the population in Worcester are 17 and under.
- In Worcester, almost 18% of the population live in the most deprived quintile in the IMD. This is lower than the national average, but almost 12% of Worcester residents live in the 10% most deprived of areas in the country, so levels of deprivation are evident in many areas of Worcester City, most notably in the Warndon, Gorse Hill, Cathedral and St John areas.

- Almost 11% of Worcester residents are not White British, higher than the Worcestershire average of 7.6%. Worcester has relatively high proportions of people in the Other White, Pakistani, Bangladeshi and African ethnic groups relative to Worcestershire.
- Over 3,800 children aged 15 and under are living in relative poverty in Worcester, representing 20.8% of all children in Worcester in the 0-15 age group. This is significantly higher than the national average.
- Key Stage 4 results in Worcester are better than the Worcestershire average, but slightly lower than the national average for pupils achieving grade 5 or above in English and Mathematics GCSE's. The average Attainment 8 score of all pupils in Worcester is 51.2 compared to 49.6 in Worcestershire and 50.9 nationally, and the percentage of pupils achieving grade 5 or above in English and Mathematics GCSE's is 51.2%, compared to 48.7% in Worcestershire and 52.0% nationally.
- Life expectancy at birth in Worcester is 79.2 years for males and 82.5 years among females. These values are both similar to the national average.
- The difference in life expectancy at birth between the most deprived and least deprived areas in Worcester is 7.1 years for males and 3.1 years for females. This is lower than the national average of 9.7 years for males and 7.9 years for females.
- The difference in life expectancy at age 65 between the most deprived and least deprived areas is better in Worcester than the national average. Figures in Worcester are 3.4 years for males and 0.9 years for females, compared to 5.2 and 4.8 for males and females nationally.
- The under 75 mortality rate from causes considered preventable in Worcester is similar to the national average

#### Map of Index of Multiple Deprivation 2019 (Quintiles) by LSOA - Worcester



#### Population Proportion by IMD 2019 (Quintiles) - Worcester



## Areas of Concern and Changing Needs

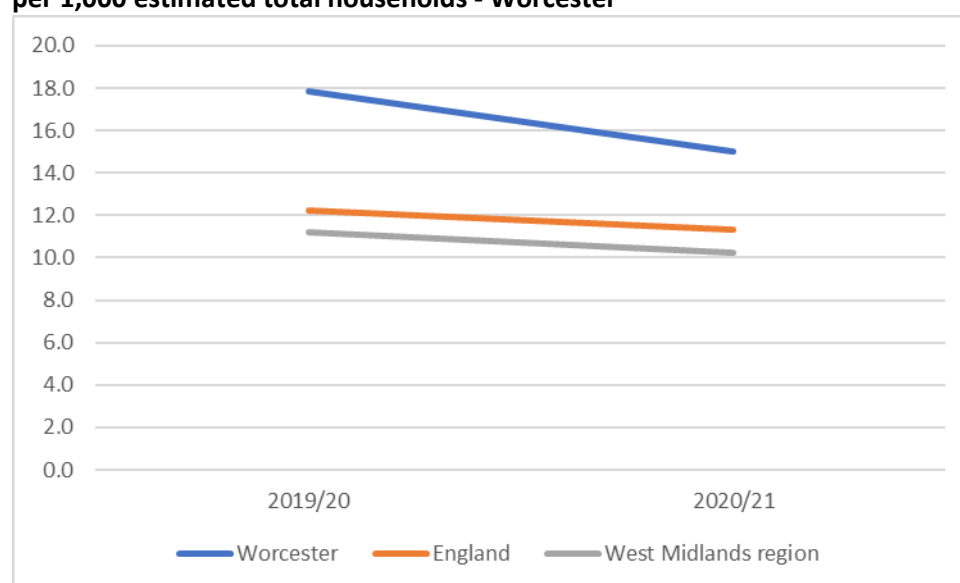
### Homelessness - households owed a duty under the Homelessness Reduction Act

Homelessness is associated with severe poverty and is a social determinant of health. It often results from a combination of events such as relationship breakdown, debt, adverse experiences in childhood and through ill health.

Homelessness is associated with poor health, education and social outcomes, particularly for children. (The Impact of Homelessness on Health, LGA 2017, <https://www.local.gov.uk/impact-health-homelessness-guide-local-authorities>)

The Homelessness Reduction Act (HRA) introduced new homelessness duties which meant significantly more households are being provided with a statutory service by local housing authorities than before the Act came into force in April 2018. The HRA introduced new prevention and relief duties, that are owed to all eligible households who are homeless or threatened with becoming homeless, including those single adult households who do not have 'priority need' under the legislation (<https://www.legislation.gov.uk/ukpga/2017/13/contents/enacted>).

### Households owed a prevention or relief duty under the Homelessness Reduction Act, crude rate per 1,000 estimated total households - Worcester



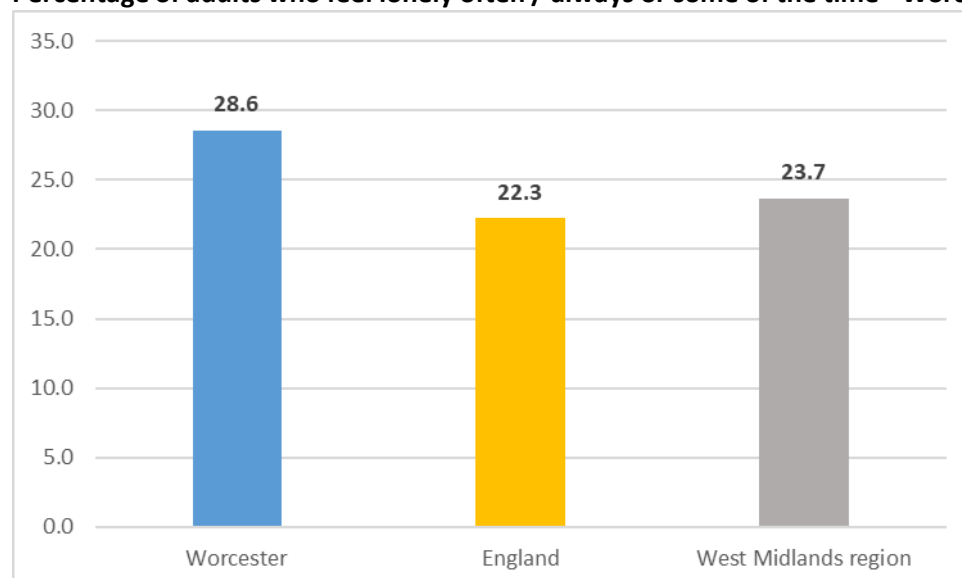
This is a relatively new indicator with only a few data points. The rate of households owed a duty under the Homelessness Reduction Act in Worcester has declined in 2020-21 compared to the previous year but is still significantly higher than the national rate.

### Loneliness: Percentage of adults who feel lonely often / always or some of the time

Loneliness is a feeling that most people will experience at some point in their lives. When people feel lonely most or all of the time, it can have a serious impact on an individual's well-being, and their ability to function in society. Feeling lonely frequently is linked to early deaths and its health impact is thought to be on a par with other public health priorities like obesity or smoking. Lonely people are more likely to be readmitted to hospital or have a longer stay and there is also evidence that lonely people are more likely to visit a GP or A&E and more likely to enter local authority funded residential care. At work, higher loneliness among employees is associated with poorer performance on tasks and in a team, while social interaction at work has been linked to increased productivity. Loneliness can affect anyone of any age and background. It is important to measure loneliness because the evidence on loneliness is currently much more robust and extensive on loneliness in older people, but much less for other age groups including children and young people. If more people measure loneliness in the same way, we will build a much better evidence base more quickly.

When reporting the prevalence of loneliness, ONS advise using the responses from the direct question, "How often do you feel lonely?". The inclusion of the direct loneliness measure in the PHOF will help inform and focus future work on loneliness at both a national and local level, providing a focus to support strategic leadership, policy decisions and service commissioning. In this first set of data on loneliness prevalence at a local authority level, we have merged the two most frequent categories of feeling lonely (often/always and some of the time). This is due to small sample sizes.

### Percentage of adults who feel lonely often / always or some of the time - Worcester

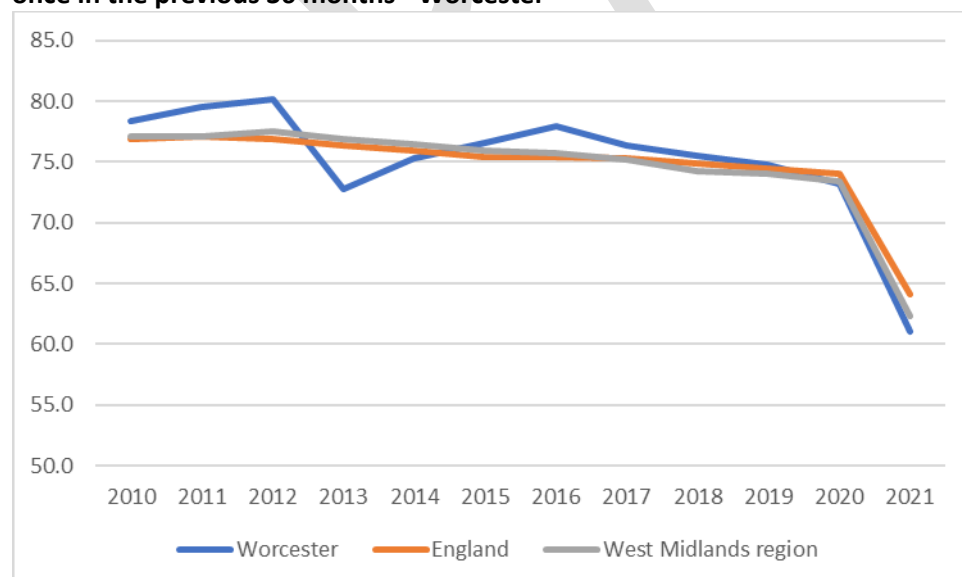


This is a new indicator being reported for the first time so only one data point exists. The percentage of adults feeling lonely often / always or some of the time was 28.6% in Worcester in 2019-20, significantly higher than the national average of 22.3%.

### Cancer screening coverage - breast cancer

The rationale for including Breast Cancer Screening Coverage is commented on in the Bromsgrove section of this Appendix on page 5.

### The proportion of women eligible for screening who have had a test with a recorded result at least once in the previous 36 months - Worcester



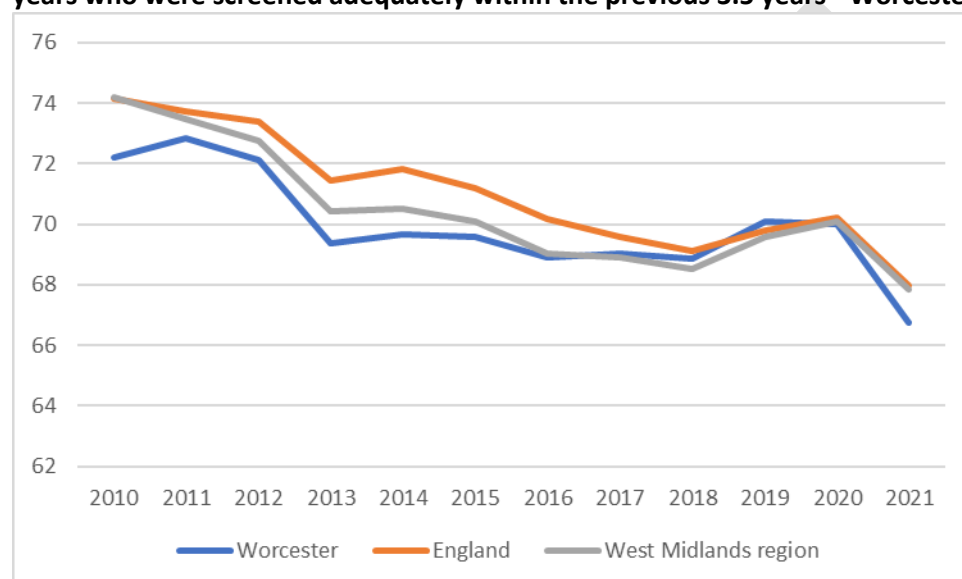
Breast screening rates in Worcester have largely been similar or better than the national average since 2010. However, in 2021 the rate in Worcester fell to 61.1%, significantly below the national average of 64.1%. The decline in both local and national rates of breast screening was due to the NHS Breast Screening Programme being seriously impacted by disruption from the COVID-19 pandemic.

## Cancer screening coverage - cervical cancer

Cervical screening supports detection of cell abnormalities that may become cancer and is estimated to save 4,500 lives in England each year. Inclusion of this indicator provides an opportunity to incentivise screening promotion and other local initiatives to increase coverage of cervical cancer screening.

Improvements in coverage would mean more cervical cancer is prevented or detected at earlier, more treatable stages.

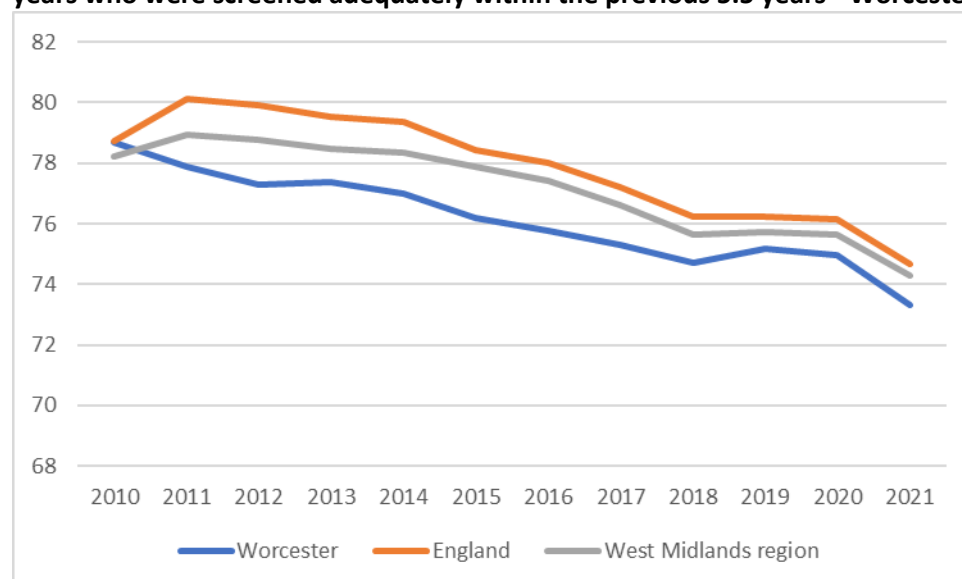
### The proportion of women in the resident population eligible for cervical screening aged 25 to 49 years who were screened adequately within the previous 3.5 years - Worcester



Cervical cancer screening in Worcester for 25–49-year-olds had been similar to the national average for the years 2017–20 but declined in 2021 to be 66.8%, significantly worse than the national average of 68.0%. The decline is also apparent in the national data - due to COVID-19 measures, attendance for cervical screening was less than usual, especially in the early part of 2020–21.



**The proportion of women in the resident population eligible for cervical screening aged 50 to 64 years who were screened adequately within the previous 5.5 years - Worcester**

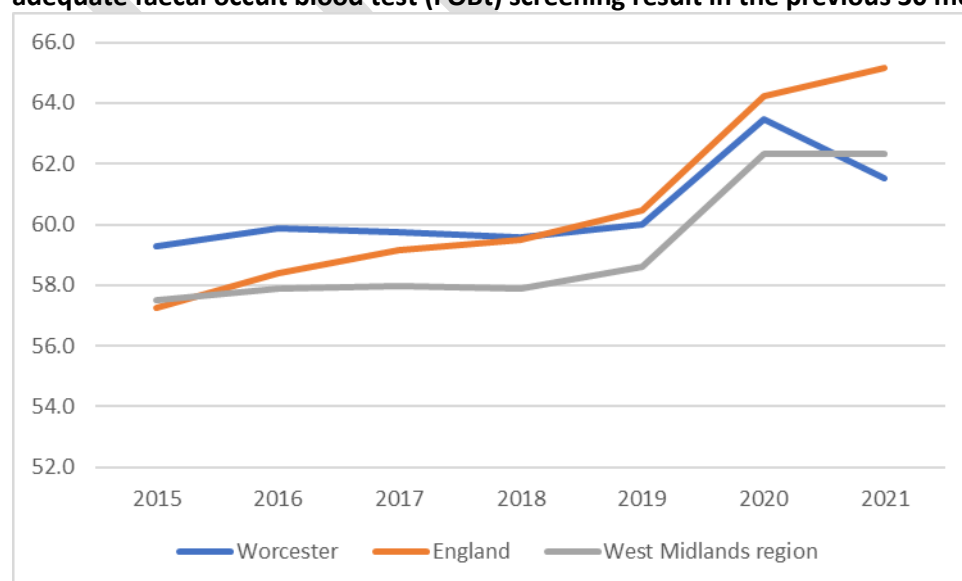


Cervical cancer screening in Worcester for 50-64-year-olds have been significantly lower than the national average consistently since 2011. Again, a notable decline in the national and local data is due to COVID-19 measures affecting attendance for cervical screening. Levels of cervical cancer screening in Worcester among 50-64 years olds in 2021 were 73.3% compared to the national average of 74.7%

**Cancer screening coverage - bowel cancer**

The rationale for including Bowel Cancer Screening Coverage is commented on in the Redditch section of this Appendix on page 21.

**The proportion of eligible men and women aged 60 to 74 invited for screening who had an adequate faecal occult blood test (FOBT) screening result in the previous 30 months**



Bowel cancer screening rates in Worcester were better or similar to national rates up to 2019, but

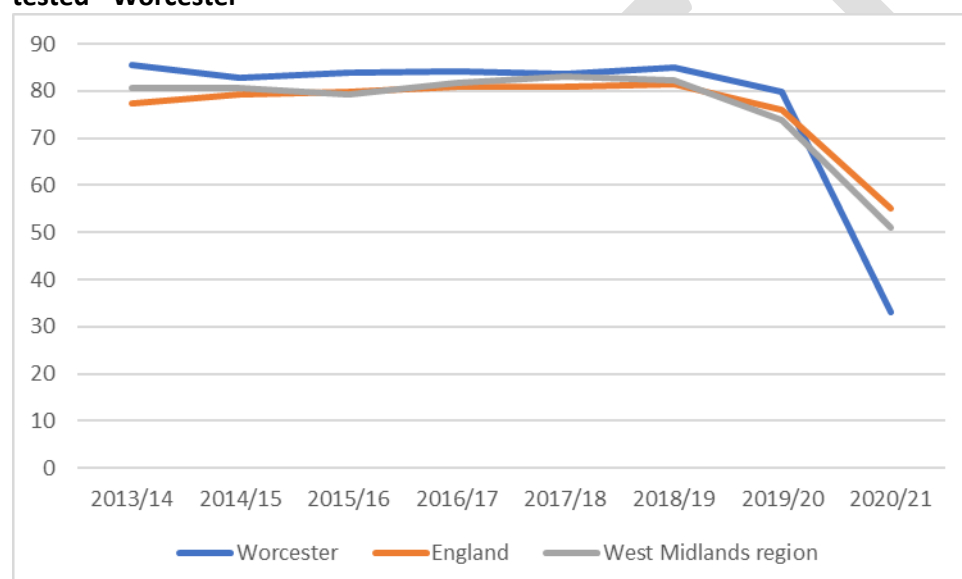
the last two years have seen rates significantly below the national average. A notable decline in bowel cancer screenings can be seen in Worcester between 2020 and 2021, from 63.5% to 61.5%. This compares to the national average in 2021 of 65.2%.

There was not a significant decline in bowel cancer screening nationally due to Covid-19. It is noted however that whilst faecal occult blood testing for bowel cancer screening could safely continue, the capacity of second-line colonoscopy was significantly reduced.

### Abdominal Aortic Aneurysm Screening – Coverage

The rationale for including Abdominal Aortic Aneurysm Screening Coverage is commented on in the Worcestershire section of the main document on page 96.

#### The proportion of men eligible for Abdominal Aortic Aneurysm screening who are conclusively tested - Worcester

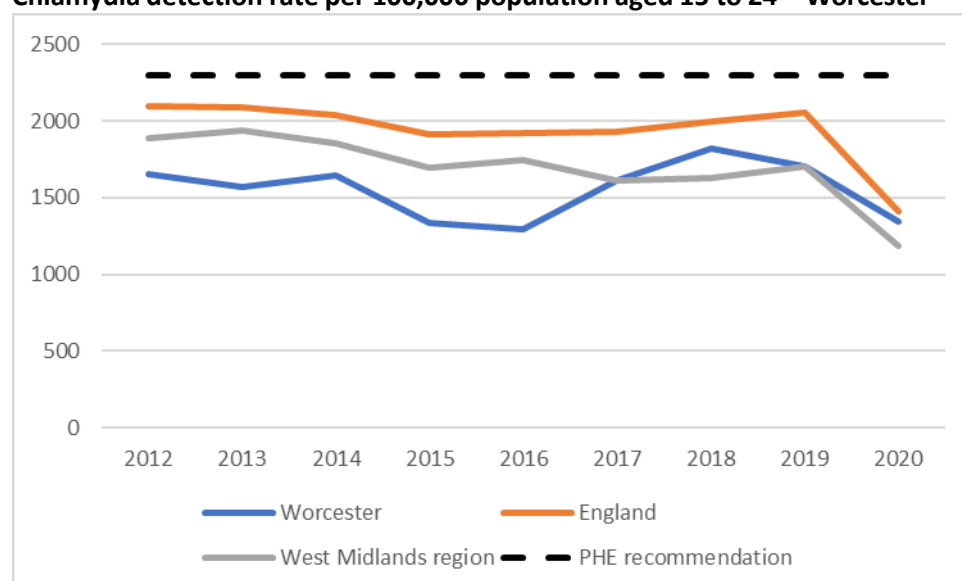


Up until 2019-20, Abdominal Aortic Aneurysm screenings in Worcester were similar or better than the national average. In 2020-21 however the proportion of screenings fell dramatically in Worcester, from almost 80% to just 33%. A notable decline was also seen in both national and regional figures due to the effects of the Covid-19 pandemic on number of screenings, but the decline in Worcester was particularly pronounced. The national average in 2020-21 was 55.0%.

### Chlamydia detection rate in people aged 15 to 24

The rationale for including chlamydia detection rate and the PHE recommendation of 2,300 per 100,000 population is commented on in the Worcestershire section of the main document on page 103.

### Chlamydia detection rate per 100,000 population aged 15 to 24 – Worcester



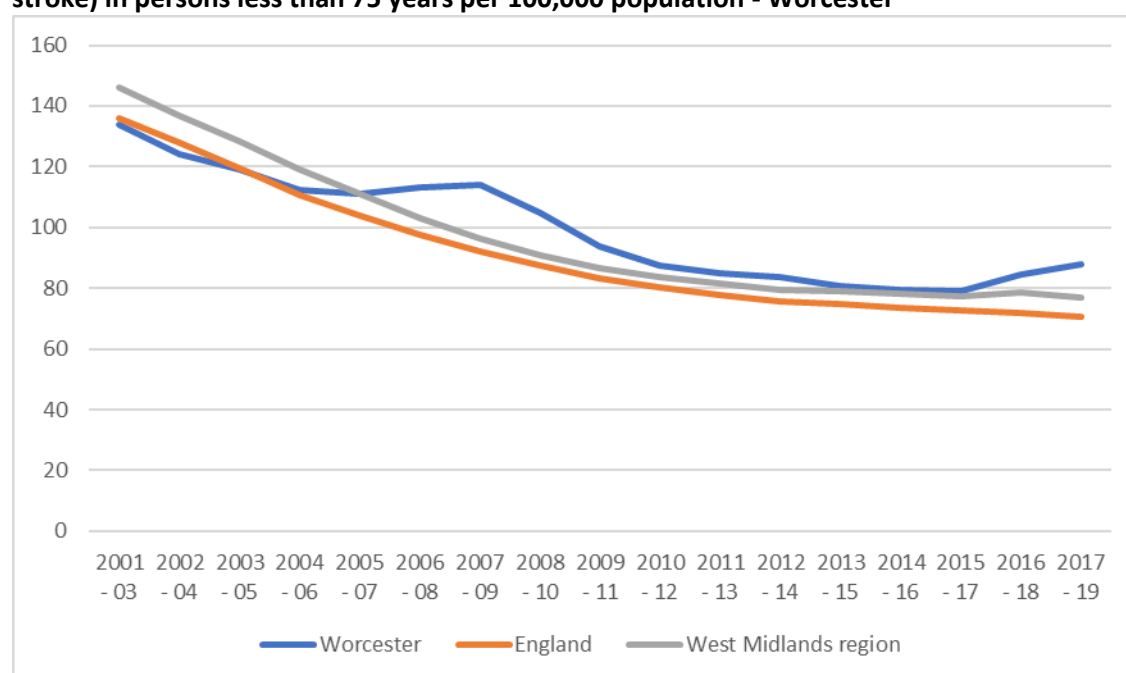
Chlamydia screening in Worcester has been consistently below the national and regional rates, and notably below the PHE recommendation of 2,300 per 100,000 population. Screenings in Worcester further declined in 2020 due to the effects of the Covid-19, to stand at 1,346 per 100,000 people aged 15-24. This is in line with national and regional trends, which also declined in that time period.

### Under 75 mortality rate from all cardiovascular diseases

Cardiovascular disease (CVD) is one of the major causes of death in under 75s in England. There have been huge gains over the past decades in terms of better treatment for CVD and improvements in lifestyle, but to ensure that there continues to be a reduction in the rate of premature mortality from CVD, there needs to be concerted action in both prevention and treatment.

The inclusion of this indicator (alongside others in the Public Health and NHS Outcomes Frameworks) reinforces the Government's commitment to reducing avoidable deaths through public health policy and interventions and sends out a clear signal that prevention of CVD is just as important as treatment.

**Age-standardised rate of mortality from all cardiovascular diseases (including heart disease and stroke) in persons less than 75 years per 100,000 population - Worcester**



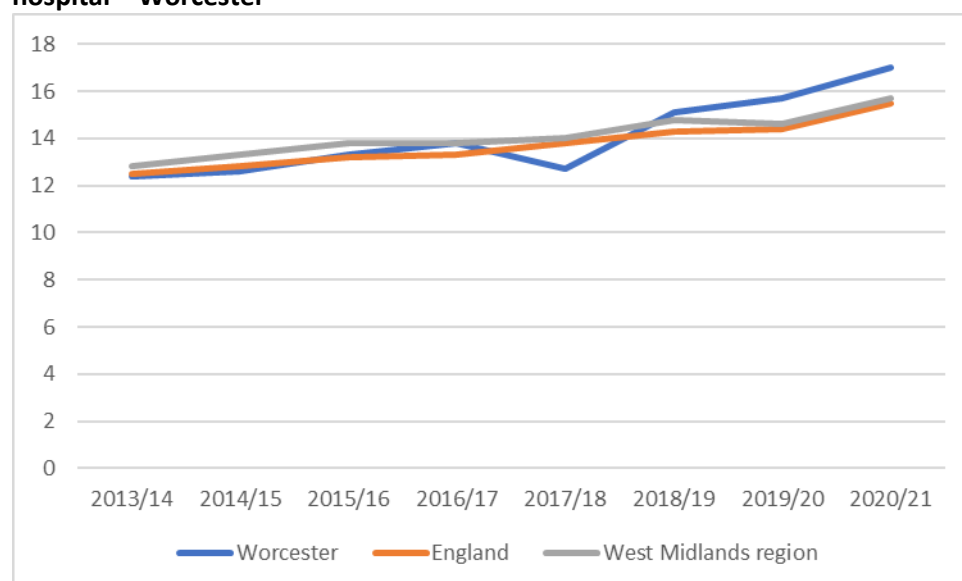
The age standardised mortality rate among people aged 75 and under was similar to the national average between 2009-11 and 2015-17. The last two years that data is available showed Worcester significantly above the national average, however.

The under 75 mortality rate for cardiovascular disease in Worcester in 2017-19 was 87.7 per 100,000 compared to the national average of 70.4 per 100,000.

**Emergency readmissions within 30 days of discharge from hospital**

The rationale for including Emergency readmissions within 30 days of discharge from hospital is commented on in the Redditch section of this Appendix on page 27.

### Percentage of emergency admissions occurring within 30 days of the most recent discharge from hospital – Worcester



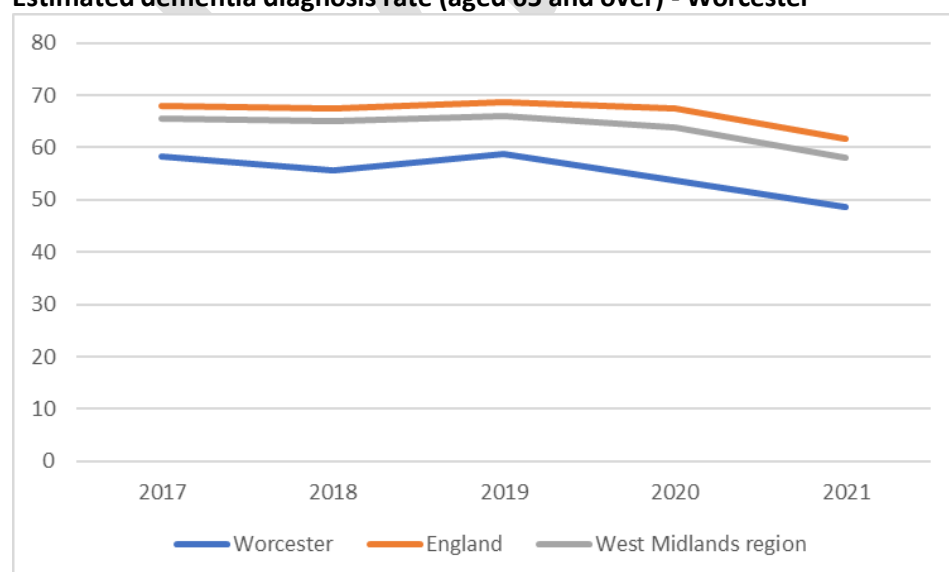
The percentage of emergency admissions occurring within 30 days of the most recent discharge from hospital in Worcester has been similar or better than the national average up to 2017-18, but the rate has increased to be significantly above the national rate and higher than the national average in the final three years that data is available. Proportions have risen steadily over the time period both within Worcester and nationally.

In 2020-21 the percentage of emergency admissions occurring within 30 days of the most recent discharge from hospital in Worcester was 17.0% compared to the national average of 15.5%.

### Estimated dementia diagnosis rate (aged 65 and over)

The rationale for including estimated diagnosis rate is commented on in the Worcestershire section of the main document on page 104.

### Estimated dementia diagnosis rate (aged 65 and over) - Worcester



The rate of dementia diagnosis in Worcester has been consistently below the national and regional averages since 2017 and has been significantly below the benchmark of 66.7% throughout that time period. The dementia diagnosis rate in Worcester in 2021 was 48.6%, compared to the national average of 61.6%.

### Summary of Pharmaceutical Services and Need

- Worcester has 19 pharmacies. Of these, 11 are open before 9am Monday to Friday, and 5 are open after 18:00 on at least one weekday.
- Two pharmacies in Worcester close for at least half an hour over lunchtime.
- 18 pharmacies in Worcester are open on a Saturday, and three are open on a Sunday.
- Worcester City also has two dispensing GP practices.
- The population of Worcester (estimated at 100,300 in 2020) is therefore served by 19 pharmacies and 2 dispensing GP practice, 20.9 contractors per 100,000 population. This is higher than the Worcestershire average of 19.4 contractors per 100,000 population.
- Provision in Worcester is similar to the county average for proportions of pharmacies open early, but lower for those open late on weekdays. A lower proportion of Worcester pharmacies than the county average are open on Sundays, with a higher proportion open on Saturdays.
- There are no pharmacies located in the areas of Dines Green to the west of the city which are identified as in the most deprived quintile, although one is nearby. The other deprived areas in Worcester City are reasonably well served by pharmacies.

### Conclusions

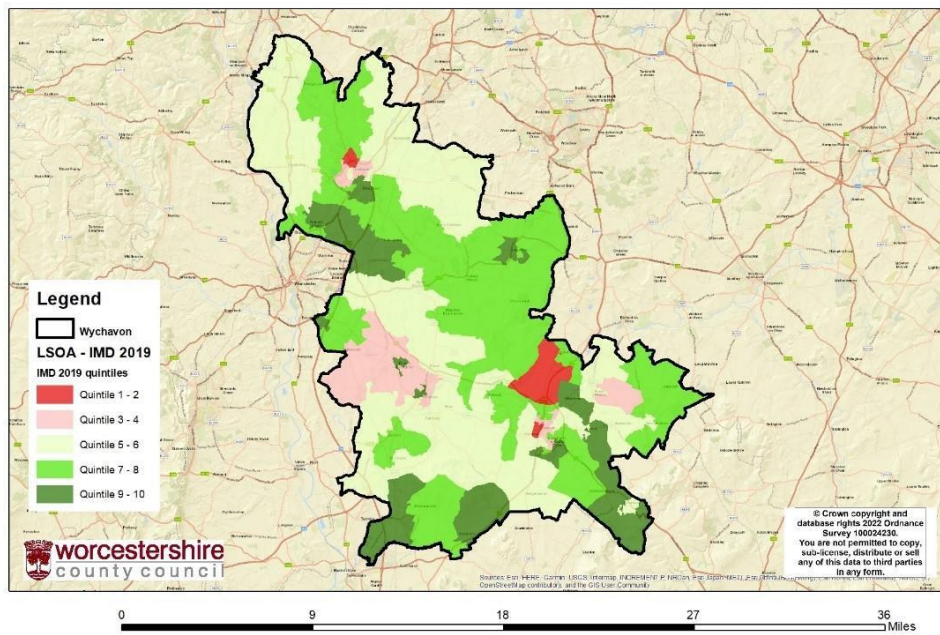
- Worcester City has a higher number of contractors per 100,000 population as Worcestershire. Pharmacies in Worcester offer a similar provision outside of working hours than is the case across Worcestershire as a whole in terms of those open early, and a high proportion are open on Saturdays, although a lower proportion are open in the evening and on Sundays.
- Almost 60% of pharmacies in Worcester are open early at least one weekday, whilst just over a quarter are open late in the evening after 18:00 on a weekday.
- Almost 95% of pharmacies in Worcester are open on Saturdays, and less than 16% are open on a Sunday.
- Worcester performs poorly compared to the national average in the following indicators: -
  - Homelessness - households owed a duty under the Homelessness Reduction Act
  - Loneliness: Percentage of adults who feel lonely often / always or some of the time
  - Flu vaccinations
  - Cancer screening coverage - breast cancer
  - Cancer screening coverage - cervical cancer
  - Cancer screening coverage - bowel cancer
  - Abdominal Aortic Aneurysm Screening – Coverage
  - Chlamydia detection rate in people aged 15 to 24
  - Under 75 mortality rate from all cardiovascular diseases
  - Emergency readmissions within 30 days of discharge from hospital
  - Estimated dementia diagnosis rate (aged 65 and over)

## Wychavon District

### Population & Demographics

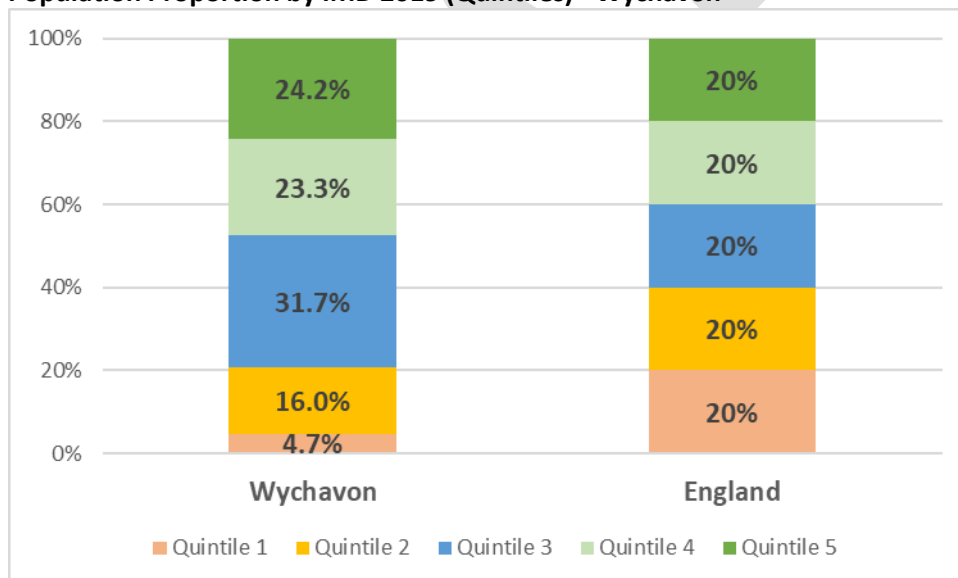
- Population of Wychavon is 131,084
- Wychavon has an older population age structure compared to Worcestershire. Wychavon has a higher proportion of people aged 65-plus, and a lower proportion of children than both county and national averages. Over a quarter of the population in Wychavon are aged 65-plus, and 3.4% are aged 85 and over.
- In Wychavon, less than 5% of the population live in the most deprived quintile in the IMD. This is lower than the national average. There are no areas in Wychavon within the 10% most deprived of areas in the country, but some pockets of relative deprivation are evident, most notably in Droitwich West, Evesham North and an area in Harvington and Norton just north of Evesham.
- Just over 6% of Wychavon residents are not White British, lower than the Worcestershire average of 7.6%. Wychavon has relatively high proportions of people in the Gypsy or Irish Traveller and Other White ethnic groups relative to Worcestershire.
- Almost 3,300 children aged 15 and under are living in relative poverty in Wychavon, representing 14.6% of all children in Wychavon in the 0-15 age group.
- Key Stage 4 results in Wychavon are better than the Worcestershire average, but lower than the national average. The average Attainment 8 score of all pupils in Wychavon is 50.5 compared to 49.6 in Worcestershire and 50.9 nationally, and the percentage of pupils achieving grade 5 or above in English and Mathematics GCSE's is 51.4%, compared to 48.7% in Worcestershire and 52.0% nationally.
- Life expectancy at birth in Wychavon is 81.0 years for males and 84.5 years among females. These values are both higher than the national average.
- The difference in life expectancy at birth between the most deprived and least deprived areas in Wychavon is 5.3 years for males and 5.8 years for females. This is lower than the national average of 9.7 years for males and 7.9 years for females.
- The difference in life expectancy at age 65 between the most deprived and least deprived areas is better in Wychavon than the national average. Figures in Wychavon are 3.6 years for males and 2.4 years for females, compared to 5.2 and 4.8 for males and females nationally.
- The under 75 mortality rate from causes considered preventable in Wychavon is better than the national average.

## Map of Index of Multiple Deprivation 2019 (Quintiles) by LSOA - Wychavon



Map showing IMD quintiles for Wychavon LSOAs

## Population Proportion by IMD 2019 (Quintiles) - Wychavon



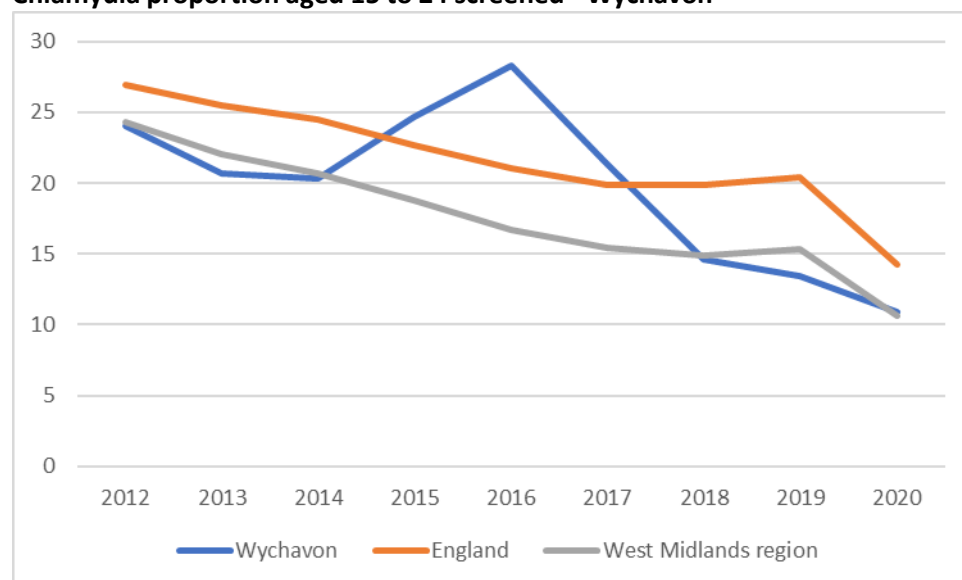
Areas of Concern and Changing Needs



### Chlamydia proportion aged 15 to 24 screened

The rationale for including Chlamydia proportion aged 15 to 24 screened is commented on in the Worcestershire section of the main document on page 102.

#### Chlamydia proportion aged 15 to 24 screened - Wychavon

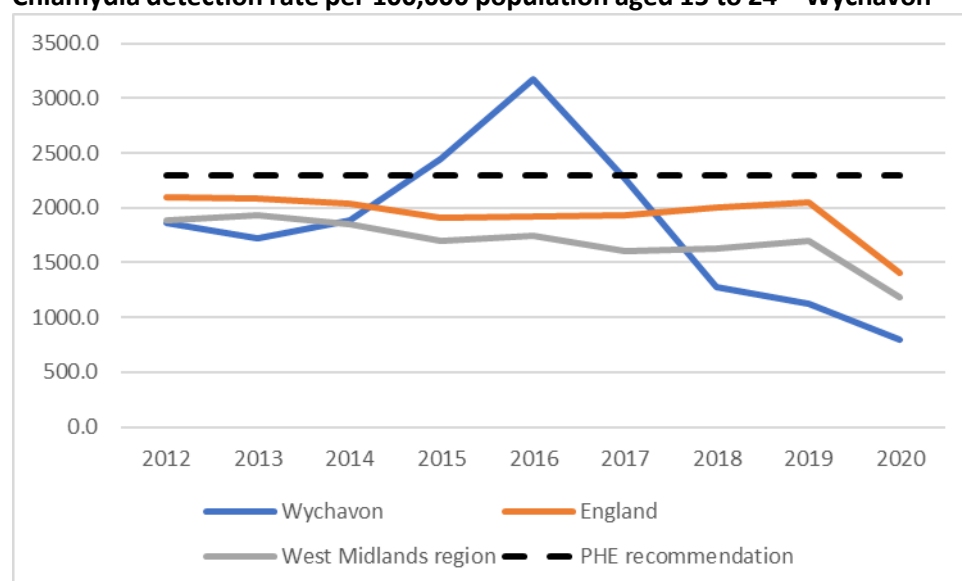


The proportion of people aged 15 to 24 screened in Wychavon has been consistently significantly below the national average since 2018. Rates in Wychavon and in England as a whole have fallen over the time frame and the decline is directly due to the Covid 19 pandemic ([STI rates remain a concern despite fall in 2020 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/sti-rates-remain-a-concern-despite-fall-in-2020)). In 2020 the proportion of 15–24-year-olds screened for chlamydia in Wychavon was 10.9%, significantly below the national average of 14.3%.

### Chlamydia detection rate in people aged 15 to 24

The rationale for including chlamydia detection rate and the PHE recommendation of 2,300 per 100,000 population is commented on in the Worcestershire section of the main document on page 103.

### Chlamydia detection rate per 100,000 population aged 15 to 24 – Wychavon

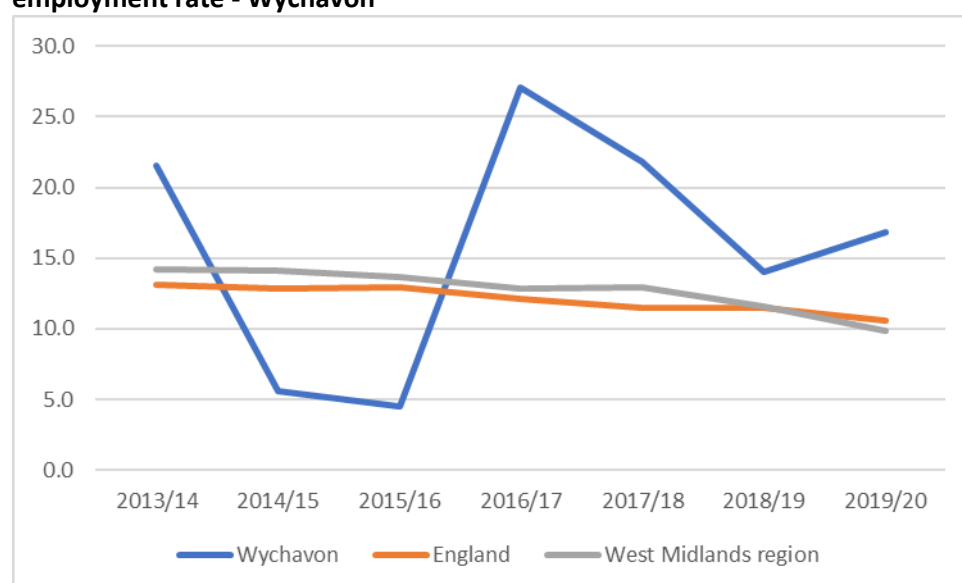


Chlamydia screening in Wychavon has declined noticeably in recent years, from a peak above the national average and above the PHE recommendation of 2,300 per 100,000 population aged 15 to 24 in 2016. The rate in Wychavon has fallen steadily since then however, at a rate notably higher than the national and regional averages, to stand at 800 per 100,000 population aged 15-24 in 2020. Chlamydia screening has been significantly lower than the national rate in Wychavon since 2018.

### Gap in the employment rate between those with a long-term health condition and the overall employment rate

The review "Is work good for your health and wellbeing" (2006) concluded that work was generally good for both physical and mental health and wellbeing, where appropriate for the individual. The strategy for public health takes a life course approach and this indicator provides a good indication of the impact limiting long-term illness has on employment among those in the "working well" life stage.

### Gap in the employment rate between those with a long-term health condition and the overall employment rate - Wychavon



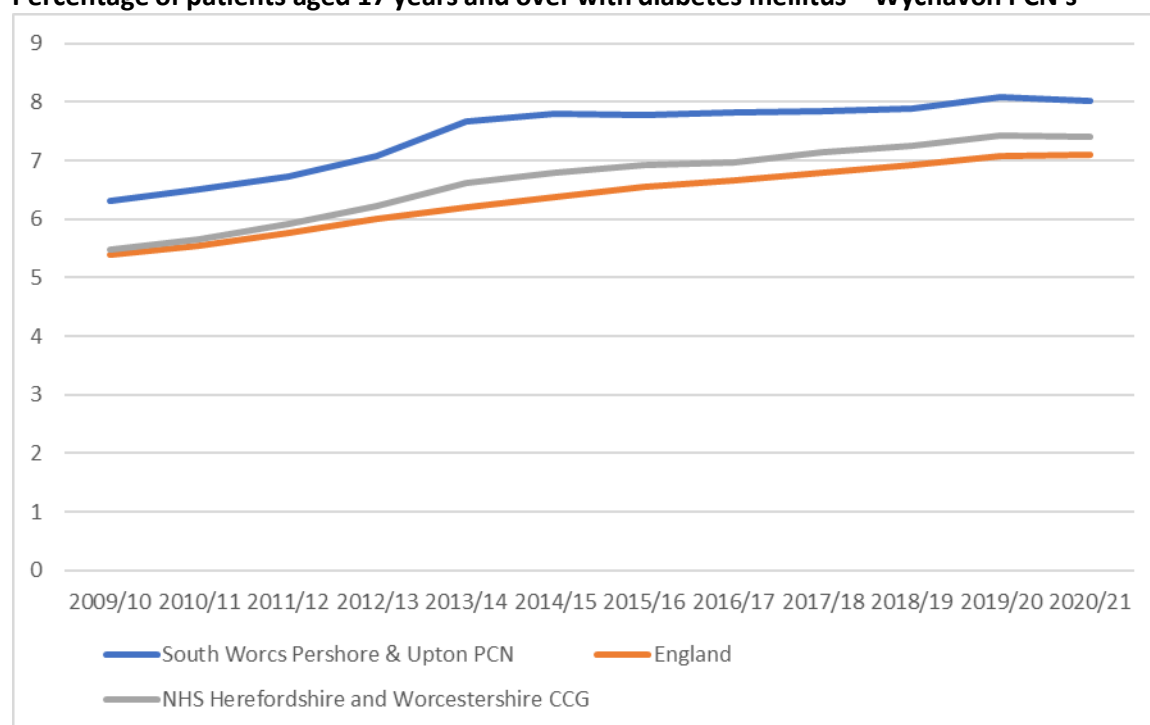
Whilst data is unavailable for most recent years, the gap in the employment rate between those with a long-term health condition and the overall employment rate has been worse than the national and regional averages between 2016-17 and 2019-20 and was significantly worse in the most recent figure available.

In 2019-20 the gap in the employment rate between those with a long-term health condition and the overall employment rate in Wychavon was 16.8 percentage points compared to the national average of 10.6 percentage points.

### Diabetes QOF prevalence among people aged 17-plus

The rationale for including diabetes prevalence is commented on in the Worcestershire section of the main document on page 100.

### Percentage of patients aged 17 years and over with diabetes mellitus – Wychavon PCN's

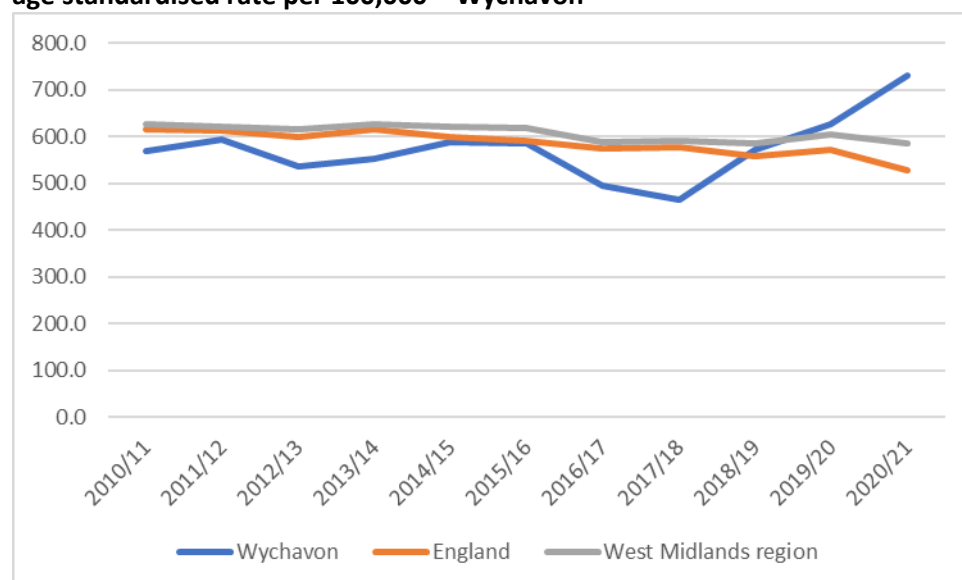


The proportion of patients aged 17 years and over with diabetes mellitus in Pershore & Upton PCN has been higher than the national average, since 2009-10. In 2020-21 the percentage of patients aged 17 years and over with diabetes mellitus was 8.0% in Pershore & Upton PCN compared to a national average of 7.1%.

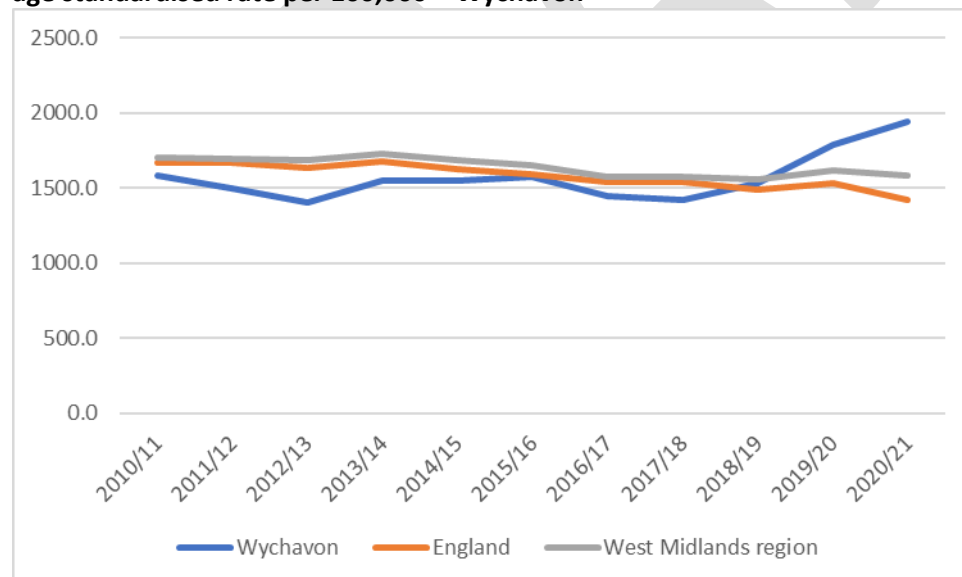
## Hip fractures

The rationale for including hip fractures is commented on in the Worcestershire section of the main document on page 105.

### Emergency Hospital Admission for fractured neck of femur in persons aged 65 and over, directly age standardised rate per 100,000 – Wychavon



### Emergency Hospital Admission for fractured neck of femur in persons aged 80 and over, directly age standardised rate per 100,000 – Wychavon



Rates of hip fractures in Wychavon have fluctuated and were around or below the national average for most of the time period up to 2018-19. However, a notable increase has seen rates significantly above the regional and national averages for both 65-plus and 80-plus age range for the most recent year of 2020-21.

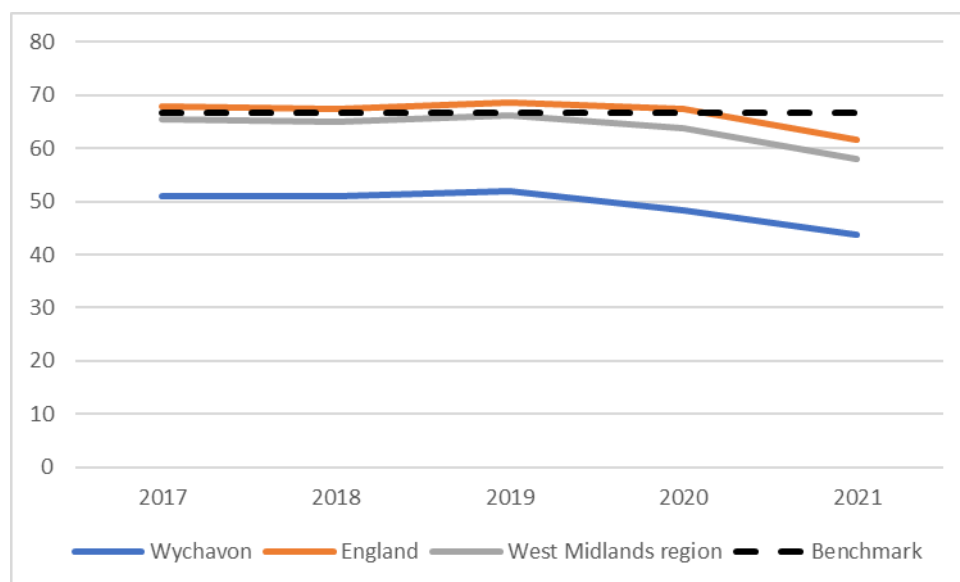
In 2020-21 rates of emergency hospital admissions for people aged 65-plus in Wychavon were 730 per 100,000 compared to the national average of 529 per 100,000. Among people aged 80-plus, the rates were per 100,000 population in Wychavon compared to the national average of per 100,000

population.

### Estimated dementia diagnosis rate (aged 65 and over)

The rationale for including estimated diagnosis rate is commented on in the Worcestershire section of the main document on page 104.

### Estimated dementia diagnosis rate (aged 65 and over) - Wychavon



The rate of dementia diagnosis in Wychavon has been consistently below the national and regional averages since 2017 and has been significantly below the benchmark of 66.7% throughout that time period. In 2021 the dementia diagnosis rate in Wychavon was 43.7% compared to the national rate of 61.6%.

### Admission episodes for alcohol-specific conditions - Under 18s

Alcohol consumption is a contributing factor to hospital admissions and deaths from a diverse range of conditions. Alcohol misuse is estimated to cost the NHS about £3.5 billion per year and society as a whole £21 billion annually.

The Government has said that everyone has a role to play in reducing the harmful use of alcohol - this indicator is one of the key contributions by the Government (and the Department of Health) to promote measurable, evidence-based prevention activities at a local level, and supports the national ambitions to reduce harm set out in the Government's Alcohol Strategy. This ambition is part of the monitoring arrangements for the Responsibility Deal Alcohol Network. Alcohol-related admissions can be reduced through local interventions to reduce alcohol misuse and harm.

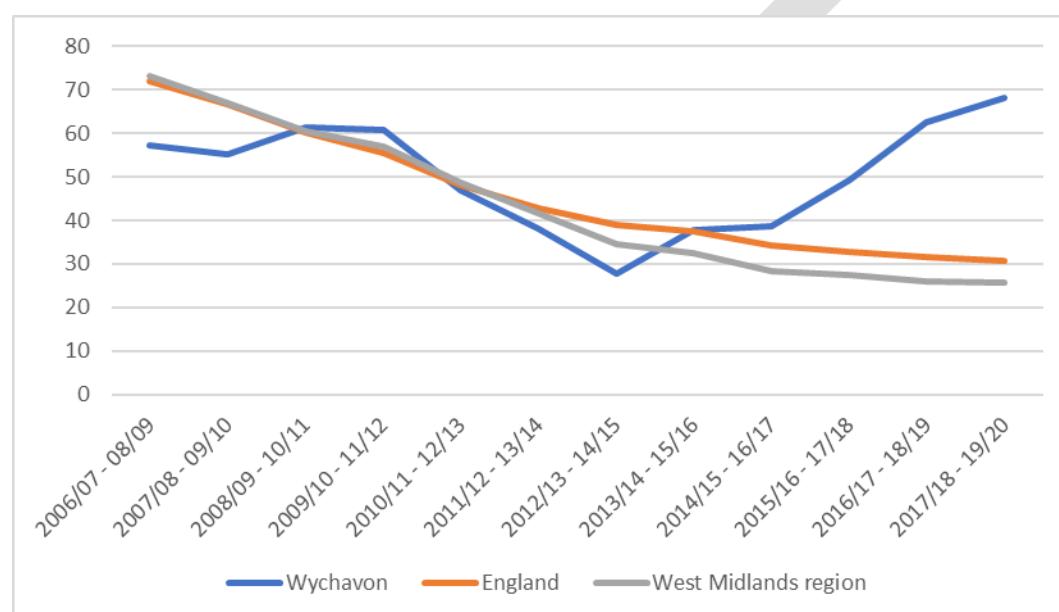
Reducing alcohol-related harm is one of Public Health England's seven priorities for the next five years (from the "Evidence into action" report 2014).

The Sexual Health Framework (2013) highlights the following:

- a. there is an association between alcohol-attributable hospital admissions in both males and females with teenage pregnancy, even after controlling for the overriding and strong effect of deprivation, and the same is true for the more common sexually transmitted infections;

- b. there is evidence that alcohol consumption and being drunk can result in lower inhibitions and poor judgements regarding sexual activity, vulnerability and risky sexual behaviour, such as not using contraception or condoms;
- c. alcohol consumption by young people leads to an increased likelihood that they will have sex at a younger age, and alcohol misuse is linked to a greater number of sexual partners and more regretted or coerced sex;
- d. alcohol also increases the risk of sexual aggression, sexual violence and sexual victimisation of women.

**Admissions to hospital for under 18s where the primary diagnosis or any of the secondary diagnoses are an alcohol-specific (wholly attributable) condition per 100,000 population - Wychavon**



The rate of alcohol admissions among under 18's has increased notably in Wychavon since the 2013/13 - 2014-15 time period. Until then admissions were declining in Wychavon in line with national and regional averages, but rates have been on the increase since. The last three data points have seen the rate in Wychavon be significantly higher than the national rate.

In 2017-18 – 2019-20 the rate of alcohol admissions among under 18's in Wychavon was 68.3 per 100,000 population, compared to a national average of 30.6 per 100,000 population.

### Summary of Pharmaceutical Services and Need

- Wychavon has 14 pharmacies. Of these, 11 are open before 9am Monday to Friday, and 6 are open after 18:00 on at least one weekday.
- Six pharmacies in Wychavon close for at least half an hour over lunchtime.
- 12 pharmacies in Wychavon are open on a Saturday, and three are open on a Sunday.
- Wychavon also has eight dispensing GP practice.
- The population of Wychavon (estimated at 131,100 in 2020) is therefore served by 14 pharmacies and 8 dispensing GP practice, 16.8 contractors per 100,000 population. This is lower than the Worcestershire average of 19.4 contractors per 100,000 population.

- Provision in Wychavon is similar to the county average for proportions of pharmacies open late on weekdays, open on Saturdays and open on Sundays, and a higher proportion are open early on weekdays.
- There are no pharmacies or dispensing GPs located in the area of Lenchwick & Norton just north of Evesham which is identified as in the most deprived quintile. Several pharmacies are nearby in Evesham itself.
- There are also no pharmacies in the more rural areas of Wychavon outside the main towns and settlements of Evesham, Droitwich, Pershore and Broadway. The three dispensing GPs in Wychavon are in rural areas and help to fill some of these gaps.

## Conclusions

- Wychavon has a lower number of contractors per 100,000 population as Worcestershire. Pharmacies in Wychavon offer a similar provision outside of working hours than is the case across Worcestershire as a whole, although provision early on weekdays is slightly higher than the county average.
- Almost 80% of pharmacies in Wychavon are open early at least one weekday, whilst over 40% are open late in the evening after 18:00 on a weekday.
- Over 85% of pharmacies in Wychavon are open on Saturdays, and over 20% are open on a Sunday.
- Wychavon performs poorly compared to the national average in the following indicators: -
  - Chlamydia proportion aged 15 to 24 screened
  - Chlamydia detection rate in people aged 15 to 24
  - Gap in the employment rate between those with a long-term health condition and the overall employment rate
  - Proportion with diabetes
  - Hip fractures
  - Estimated dementia diagnosis rate (aged 65 and over)
  - Admission episodes for alcohol-specific conditions - Under 18s

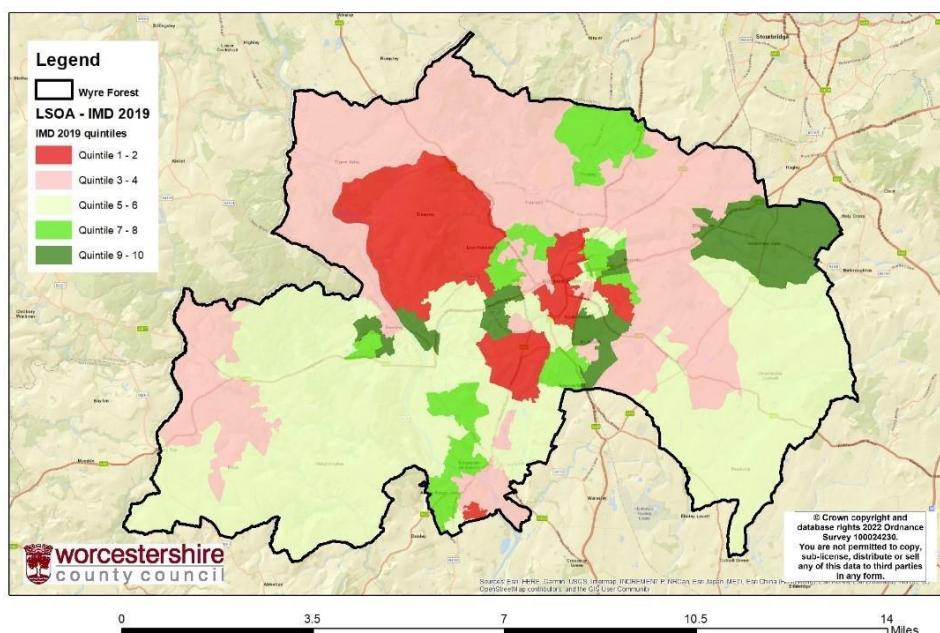


## Wyre Forest District

### Population & Demographics

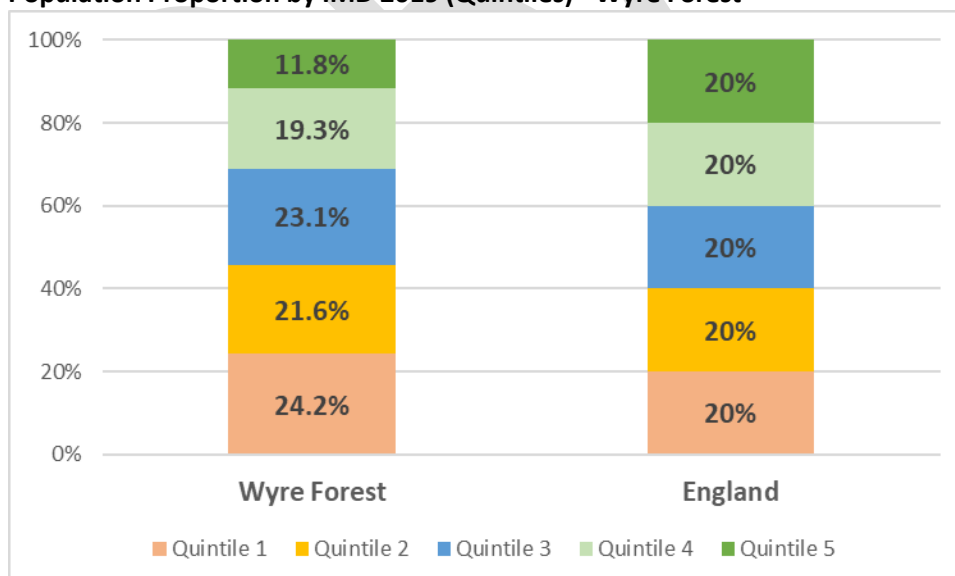
- Population of Wyre Forest is 101,139
- Wyre Forest has an older younger population age structure compared to Worcestershire. Wyre Forest has a higher proportion of people aged 65-plus, and a lower proportion of children than county and national averages. A quarter of the population in Wyre Forest are aged 65-plus.
- In Wyre Forest, over 24% of the population live in the most deprived quintile in the IMD. This is higher than the national average. Over 7% of Wyre Forest residents live in the 10% most deprived of areas in the country, so levels of deprivation are evident in Wyre Forest, notably in the Foley Park, Broadwaters, Offmore & Comberton, and areas in Kidderminster town centre in Kidderminster, an area in the Walshes in Stourport-on-Severn, and Holbeache & Trimpey just west of Kidderminster.
- Over 5% of Wyre Forest residents are not White British, lower than the Worcestershire average of 7.6%. Wyre Forest has relatively high proportions of people in the Gypsy or Irish Traveller and Bangladeshi ethnic groups relative to Worcestershire.
- Almost 3,700 children aged 15 and under are living in relative poverty in Wyre Forest, representing 21.2% of all children in Wyre Forest in the 0-15 age group. This is significantly higher than the national average.
- Key Stage 4 results in Wyre Forest are lower than the Worcestershire and national averages. The average Attainment 8 score of all pupils in Wyre Forest is 47.7 compared to 49.6 in Worcestershire and 50.9 nationally, and the percentage of pupils achieving grade 5 or above in English and Mathematics GCSE's is 44.3%, compared to 48.7% in Worcestershire and 52.0% nationally.
- Life expectancy at birth in Wyre Forest is 78.7 years for males (significantly lower than the national average) and 83.0 years among females (similar to the national average).
- The difference in life expectancy at birth between the most deprived and least deprived areas in Wyre Forest is 7.4 years for males and 4.7 years for females.
- The difference in life expectancy at birth between the most deprived and least deprived areas in Wyre Forest is 7.4 years for males and 4.7 years for females. This is lower than the national average of 9.7 years for males and 7.9 years for females.
- The difference in life expectancy at age 65 between the most deprived and least deprived areas is better in Wyre Forest than the national average. Figures in Wyre Forest are 3.2 years for males and 2.9 years for females, compared to 5.2 and 4.8 for males and females nationally.
- The under 75 mortality rate from causes considered preventable in Wyre Forest is similar to the national average

### Map of Index of Multiple Deprivation 2019 (Quintiles) by LSOA – Wyre Forest



Map showing IMD quintiles for Wyre Forest LSOAs

### Population Proportion by IMD 2019 (Quintiles) - Wyre Forest

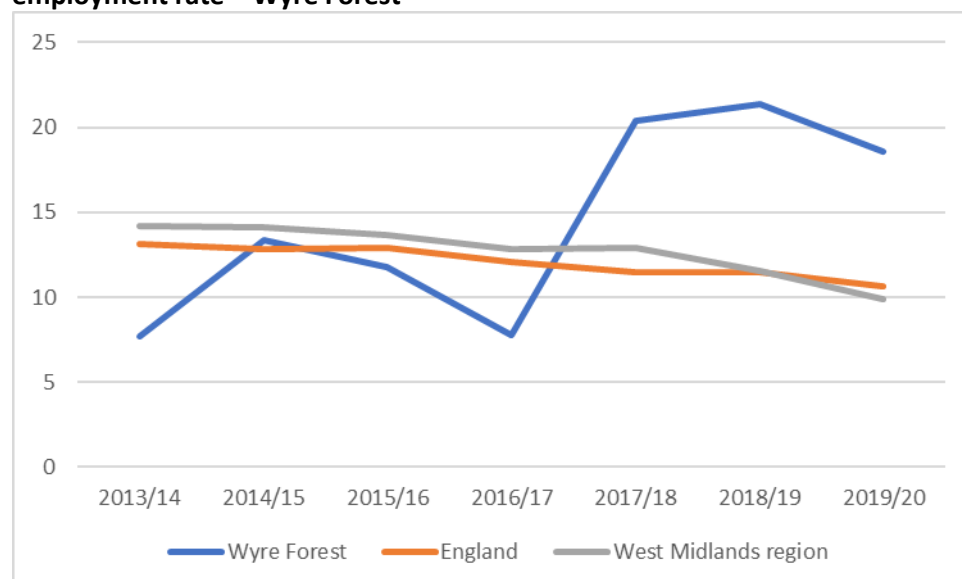


Areas of Concern and Changing Needs

### Gap in the employment rate between those with a long-term health condition and the overall employment rate

The rationale for including the gap in the employment rate between those with a long-term health condition and the overall employment rate is commented on in the Wychavon section of this Appendix on page 44.

### Gap in the employment rate between those with a long-term health condition and the overall employment rate – Wyre Forest



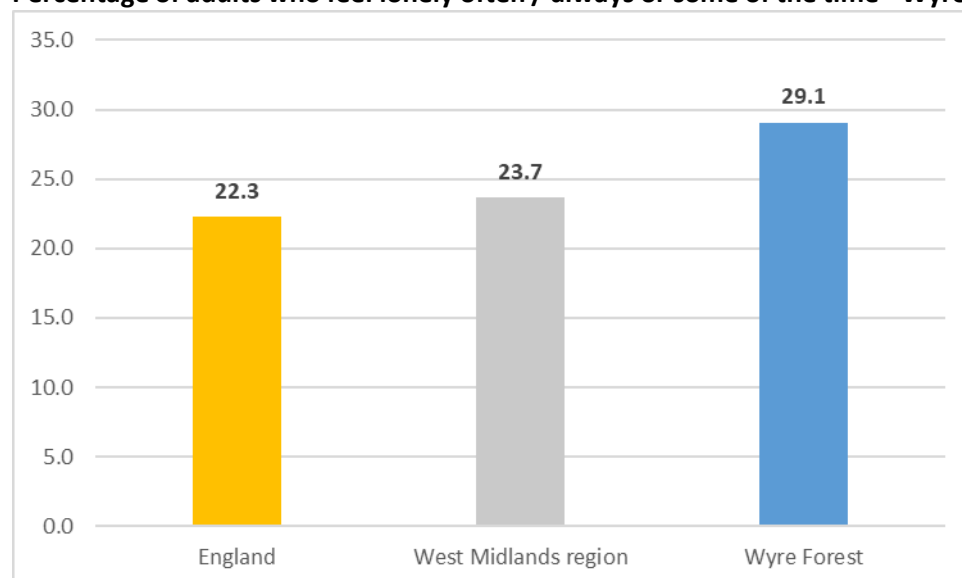
Whilst data is unavailable for most recent years, the gap in the employment rate between those with a long-term health condition and the overall employment rate in Wyre Forest has increases in recent years. From being similar to the national average up to 2016-17, the gap in Wyre Forest has been significantly worse than the national averages between 2016-17 and 2019-20.

In 2019-20 the gap in the employment rate between those with a long-term health condition and the overall employment rate in Wyre Forest was 18.6 percentage points, compared to the national average of 10.6 percentage points.

### Loneliness: Percentage of adults who feel lonely often / always or some of the time

The rationale for including the Percentage of adults who feel lonely often / always or some of the time is commented on in the Worcester section of this Appendix on page 32.

### Percentage of adults who feel lonely often / always or some of the time - Wyre Forest

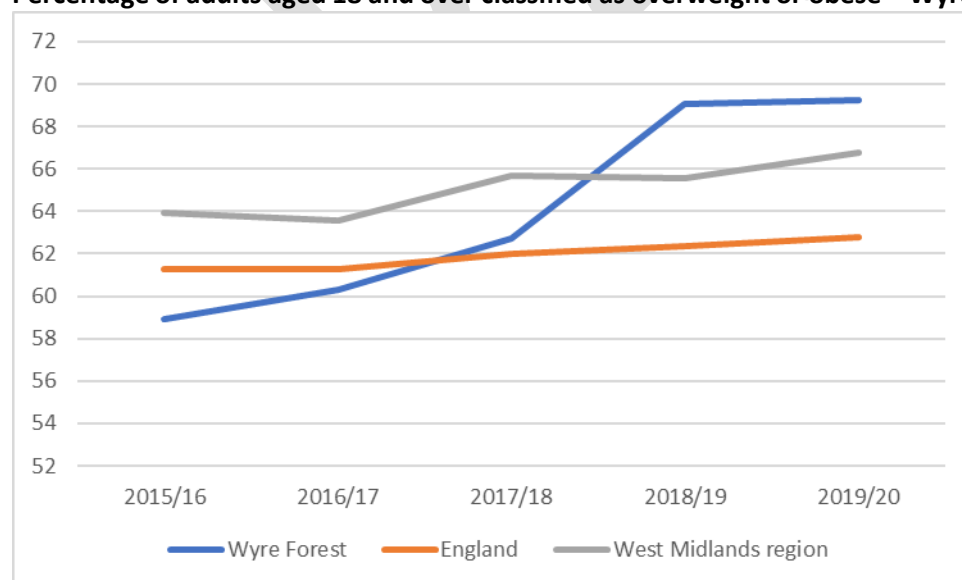


This is a new indicator being reported for the first time so only one data point exists. The percentage of adults feeling lonely often / always or some of the time was 29.1% in Wyre Forest in 2019-20, significantly higher than the national average of 22.3%.

### Percentage of adults aged 18-plus classified as overweight or obese

The rationale for including percentage of adults classified as overweight or obese is commented on in the Redditch section of this Appendix on page 17.

### Percentage of adults aged 18 and over classified as overweight or obese – Wyre Forest

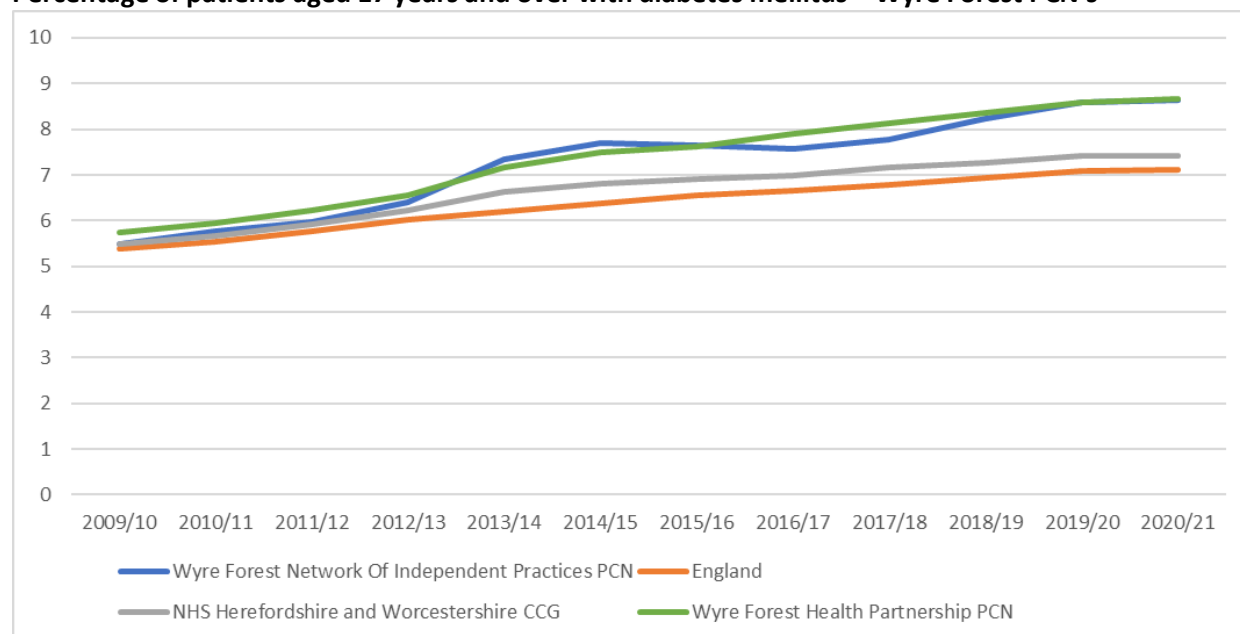


The percentage of adults classed as overweight or obese in Wyre Forest has increased noticeably in the last few years. In 2015-16 to 2017-18 proportions in Wyre Forest were similar to the national average, but currently stand at over 69%, significantly above the national average of 62.8%.

## Diabetes QOF prevalence among people aged 17-plus

The rationale for including diabetes prevalence is commented on in the Worcestershire section of the main document on page 100.

### Percentage of patients aged 17 years and over with diabetes mellitus – Wyre Forest PCN's



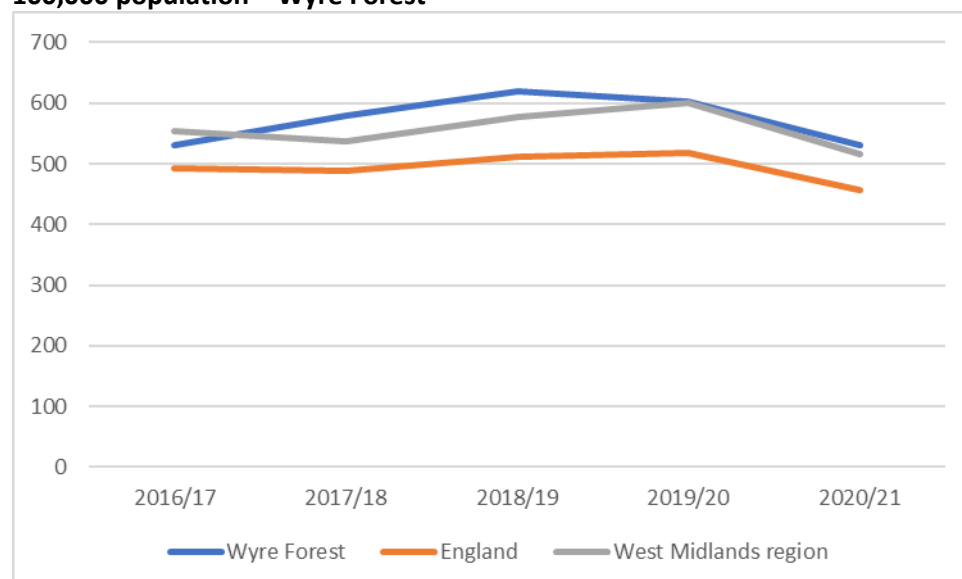
The proportion of patients aged 17 years and over with diabetes mellitus in both Wyre Forest Health Partnership PCN and Wyre Forest Network of Independent Practices PCN has been higher than the national average, since 2009-10 and 2013-14 respectively.

In 2020-21 the percentage of patients aged 17 years and over with diabetes mellitus was 8.7% in Wyre Forest Health Partnership PCN and 8.6% in Wyre Forest Network of Independent Practices PCN compared to a national average of 7.1%.

### Admission episodes for alcohol-related conditions

The rationale for including Admission episodes for alcohol-related conditions is commented on in the Redditch section of this Appendix on page 19.

#### Admissions to hospital where the primary diagnosis is an alcohol-attributable code or a secondary diagnosis is an alcohol-attributable external cause code. Directly age standardised rate per 100,000 population – Wyre Forest

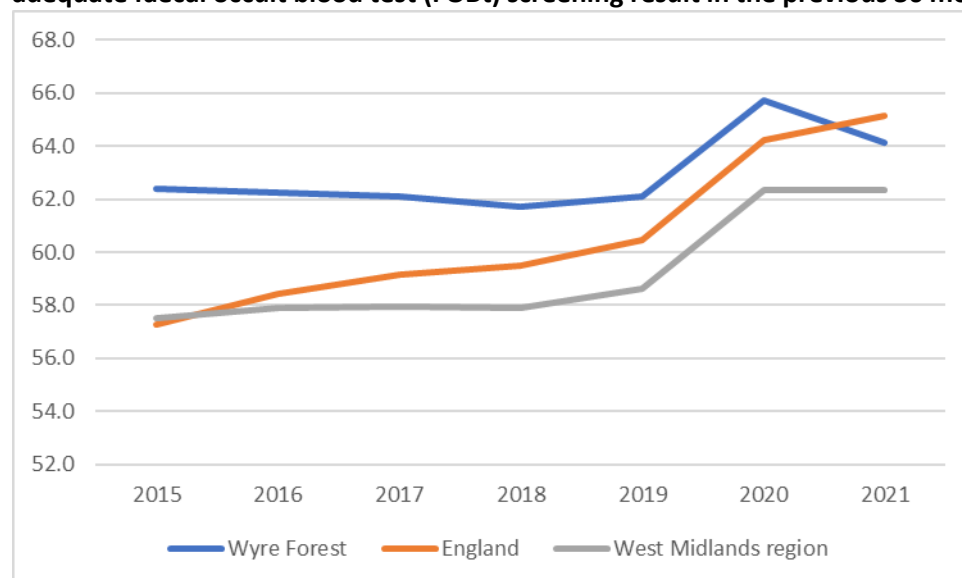


Alcohol admissions in Wyre Forest have been significantly higher than the national average since 2017-18. In 2020-21 alcohol admissions in Wyre Forest were 530 per 100,000 population, compared to the national average of 456 per 100,000 population. Admissions are significantly worse than the national average among both males and females in the most recent data in 2020-21.

## Cancer screening coverage - bowel cancer

The rationale for including Bowel Cancer Screening Coverage is commented on in the Redditch section of this Appendix on page 21.

### The proportion of eligible men and women aged 60 to 74 invited for screening who had an adequate faecal occult blood test (FOBt) screening result in the previous 30 months – Wyre Forest



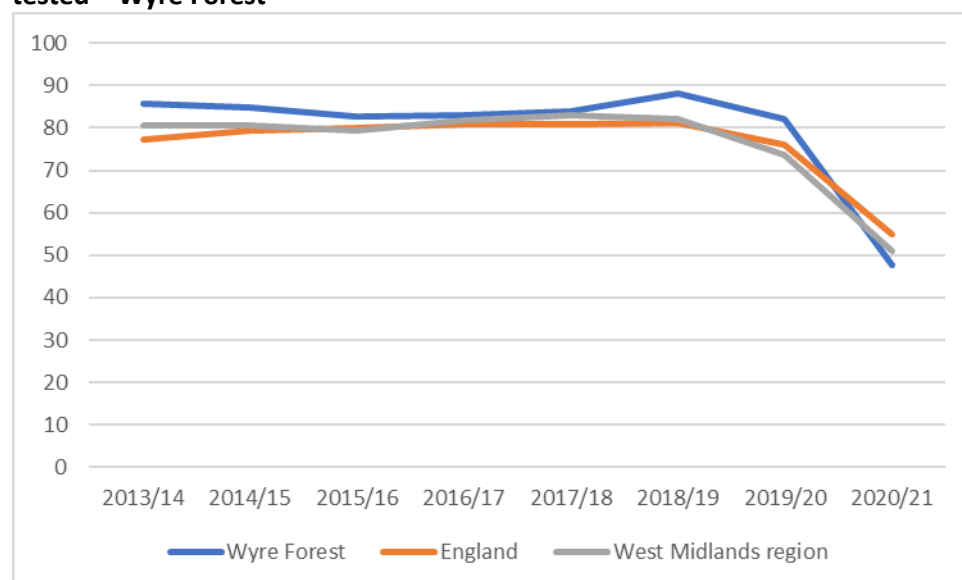
Bowel cancer screening rates in Wyre Forest were better than national rates up to 2020, but the most recent year showed a decline and have seen rates significantly below the national average. Bowel cancer screening rates in Wyre Forest in 2021 were 64.1%, compared to the national average of 65.2%.

There was not a significant decline in bowel cancer screening nationally due to Covid-19. It is noted however that whilst faecal occult blood testing for bowel cancer screening could safely continue, the capacity of second-line colonoscopy was significantly reduced.

## Abdominal Aortic Aneurysm Screening – Coverage

The rationale for including Abdominal Aortic Aneurysm Screening Coverage is commented on in the Worcestershire section of the main document on page 96.

### The proportion of men eligible for Abdominal Aortic Aneurysm screening who are conclusively tested – Wyre Forest



Up until 2019-20, Abdominal Aortic Aneurysm screenings in Wyre Forest were similar or better than the national average. In 2020-21 however the proportion of screenings fell dramatically in Wyre Forest, from over 82% to less than 48%. This compares to the national average in 2020-21 of 55%.

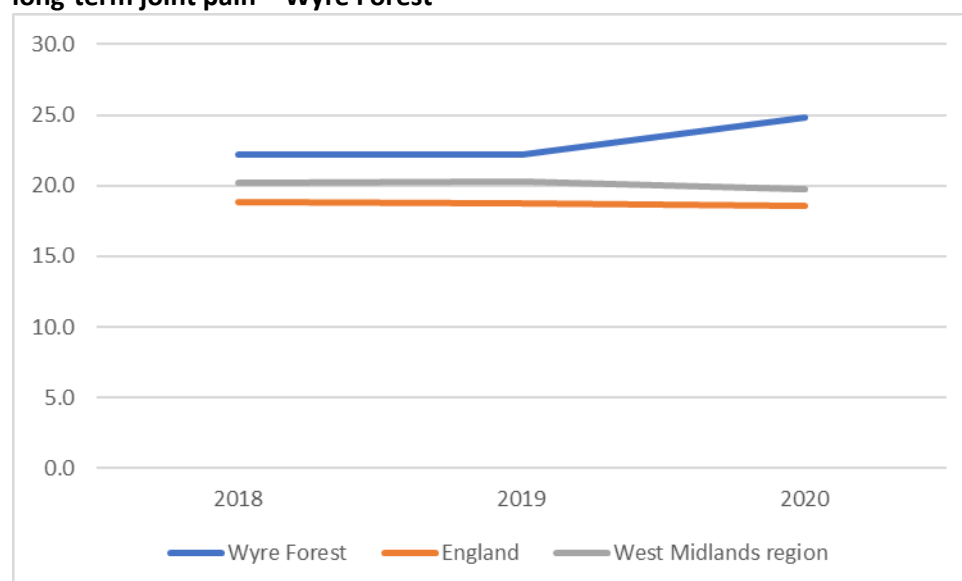
A notable decline was also seen in both national and regional figures due to the effects of the Covid-19 pandemic on number of screenings, but the decline in Wyre Forest was particularly pronounced.

### Percentage reporting a long term Musculoskeletal (MSK) problem

The rationale for including the percentage reporting a long term Musculoskeletal (MSK) problem is commented on in the Worcestershire section of the main document on page 101.



### The percentage of people aged 16+ reporting an MSK condition, either long-term back pain or long-term joint pain – Wyre Forest

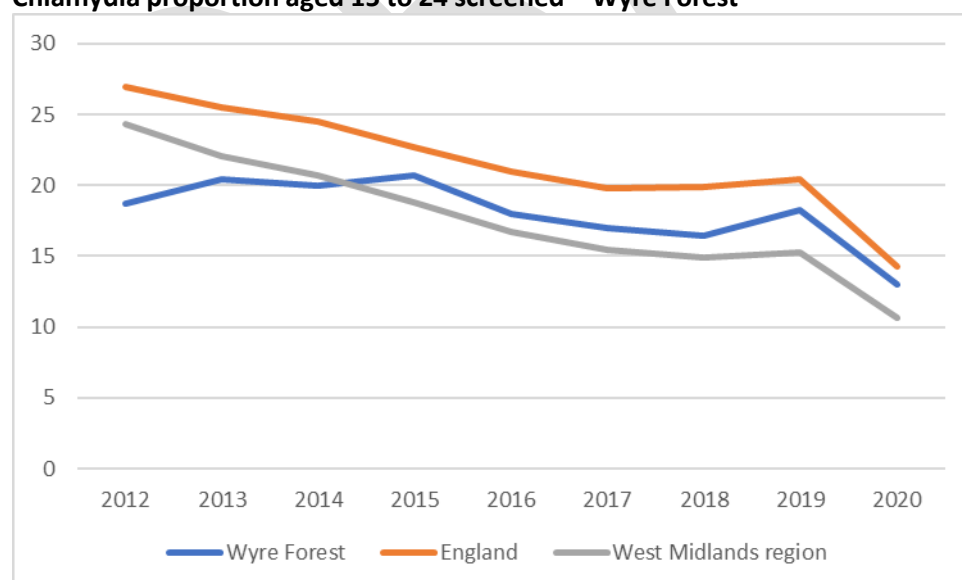


The percentage of people in Wyre Forest reporting an MSK condition has been significantly worse than the national average since the indicator was introduced in 2018. The value in Wyre Forest was almost 25% in 2020 compared to the national figure of 18.6%.

### Chlamydia proportion aged 15 to 24 screened

The rationale for including Chlamydia proportion aged 15 to 24 screened is commented on in the Worcestershire section of the main document on page 102.

### Chlamydia proportion aged 15 to 24 screened – Wyre Forest



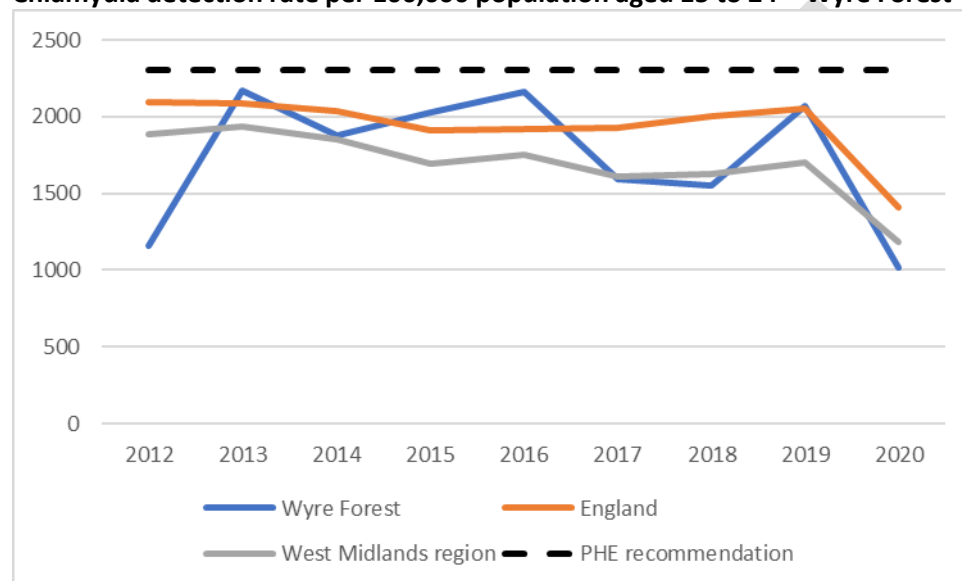
The proportion of people aged 15 to 24 screened in Wyre Forest has been consistently significantly below the national average since 2012. Rates in Wyre Forest and in England as a whole have fallen over the time frame and the decline is directly due to the Covid 19 pandemic ([STI rates remain a concern despite fall in 2020 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/sti-rates-remain-a-concern-despite-fall-in-2020) ).

In 2020 the proportion of 15–24-year-olds screened for chlamydia in Wyre Forest was 13.0%, significantly below the national average of 14.3%.

### Chlamydia detection rate in people aged 15 to 24

The rationale for including chlamydia detection rate and the PHE recommendation of 2,300 per 100,000 population is commented on in the Worcestershire section of the main document on page 103.

#### Chlamydia detection rate per 100,000 population aged 15 to 24 – Wyre Forest



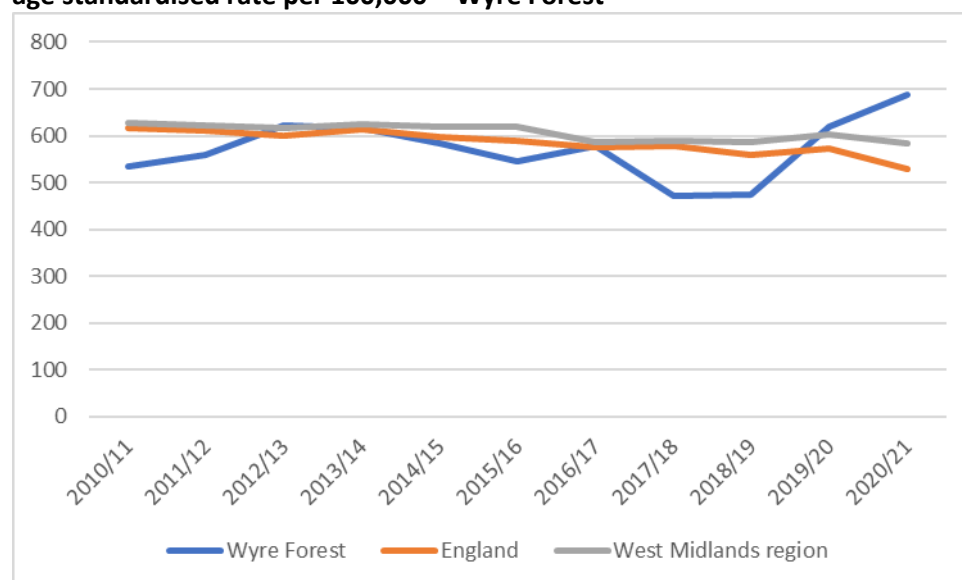
Chlamydia screening in Wyre Forest has declined noticeably from 2069 per 100,000 population in 2019 to 1013 per 100,000 population in 2020, notably below the PHE recommendation of 2,300 per 100,000 population aged 15 to 24. The rate in Wyre Forest was also significantly below the PHE recommendation for the years 2017-18.

Chlamydia detection rates in Wyre Forest in 2020 was 1,013 per 100,000 population aged 15-24 compared to the national average of 1,408 per 100,000 population.

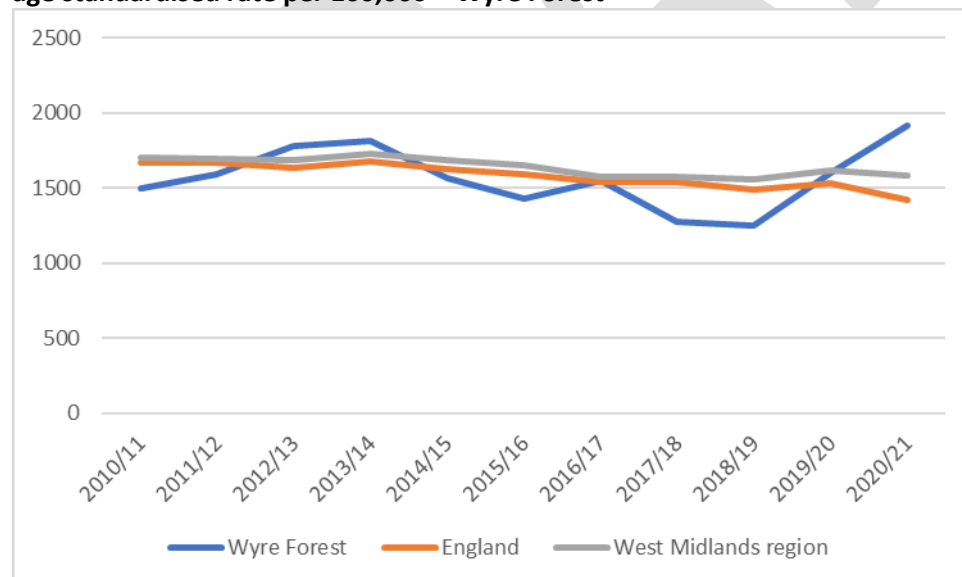
## Hip fractures

The rationale for including hip fractures is commented on in the Worcestershire section of the main document on page 105.

### Emergency Hospital Admission for fractured neck of femur in persons aged 65 and over, directly age standardised rate per 100,000 – Wyre Forest



### Emergency Hospital Admission for fractured neck of femur in persons aged 80 and over, directly age standardised rate per 100,000 – Wyre Forest



Rates of hip fractures in Wyre Forest for both 65-plus and 80-plus age groups have been similar to the national average up to 2018-19. However, a notable increase has seen rates significantly above the regional and national averages for both 65-plus and 80-plus age range for the most recent year of 2020-21.

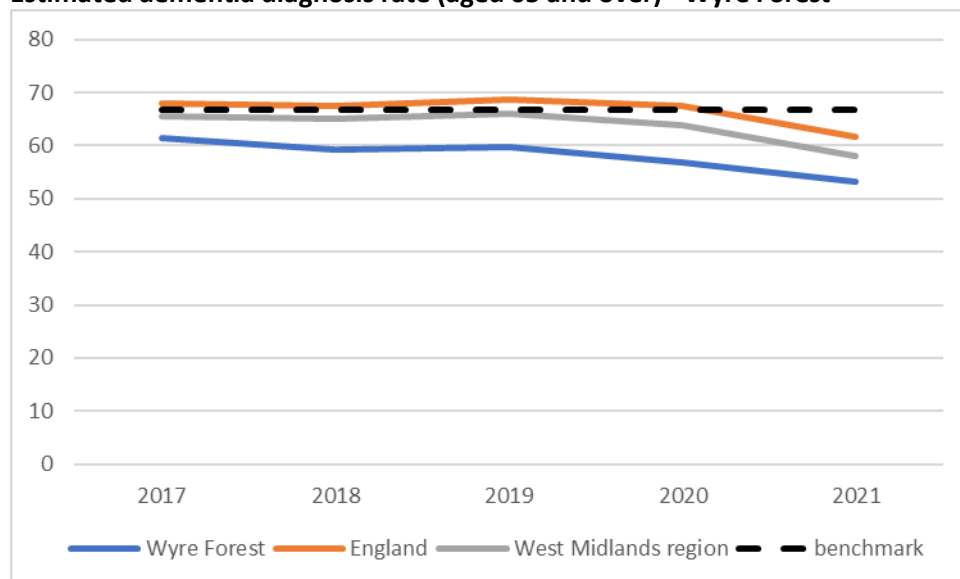
Emergency hospital admissions for people aged 65-plus in 2020-21 in Wyre Forest was 687 per 100,000 population compared to the national average of 529 per 100,000 population, whilst for the 80-plus age group the rate in Wyre Forest was 1,914 per 100,000 population compared to the

national average of 1,426 per 100,000 population.

### Estimated dementia diagnosis rate (aged 65 and over)

The rationale for including estimated diagnosis rate is commented on in the Worcestershire section of the main document on page 104.

#### Estimated dementia diagnosis rate (aged 65 and over) - Wyre Forest



The rate of dementia diagnosis in Wyre Forest has been consistently below the national and regional averages since 2018 and has been significantly below the benchmark of 66.7% throughout that time period.

The rate of dementia diagnosis in Wyre Forest in 2021 was 53.3% compared to the national average of 61.6%.

### Summary of Pharmaceutical Services and Need

- Wyre Forest has 17 pharmacies. Of these, 13 are open before 9am Monday to Friday, and 11 are open after 18:00 on at least one weekday.
- Six pharmacies in Wyre Forest close for at least half an hour over lunchtime.
- 13 pharmacies in Wyre Forest are open on a Saturday, and five are open on a Sunday.
- Wyre Forest also has three dispensing GP practices.
- The population of Wyre Forest (estimated at 101,100 in 2020) is therefore served by 17 pharmacies and 3 dispensing GP practice, 19.8 contractors per 100,000 population. This is slightly higher than the Worcestershire average of 19.4 contractors per 100,000 population.
- Provision in Wyre Forest is better than the county average for proportions of pharmacies open early and late on weekdays, and for pharmacies open on Sundays. A lower proportion of Wyre Forest pharmacies are open on Saturdays, however.
- There are no pharmacies or dispensing GPs located in the area of Habberley in Kidderminster, as well as the neighbouring area of Holbeache & Trimpley to the north-west of Kidderminster which are identified as in the most deprived quintile. Several pharmacies are nearby in Kidderminster and in Bewdley.

- There are also no pharmacies in the rural north, south-east and south-west of the district. A couple of dispensing GPs do help with filling some of these gaps.
- Results from the Public Survey showed that 19% of respondents in Wyre Forest used the delivery service for prescriptions, the highest of all districts.

## Conclusions

- Wyre Forest has a similar number of contractors per 100,000 population as Worcestershire. Pharmacies in Wychavon offer a better provision outside of working hours than is the case across Worcestershire as a whole, although provision on a Saturday is slightly lower than the county average.
- Over three quarters of pharmacies in Wyre Forest are open early at least one weekday, whilst nearly two thirds are open late in the evening after 18:00 on a weekday.
- Just over three quarters of pharmacies in Wyre Forest are open on Saturdays, and almost 30% are open on a Sunday.
- Wyre Forest performs poorly compared to the national average in the following indicators:
  - 
  - Gap in the employment rate between those with a long-term health condition and the overall employment rate
  - Loneliness: Percentage of adults who feel lonely often / always or some of the time
  - Percentage of adults aged 18-plus classified as overweight or obese
  - Proportion with diabetes
  - Admission episodes for alcohol-related conditions
  - Cancer screening coverage - bowel cancer
  - Abdominal Aortic Aneurysm Screening – Coverage
  - Percentage reporting a long term Musculoskeletal (MSK) problem
  - Chlamydia proportion aged 15 to 24 screened
  - Chlamydia detection rate in people aged 15 to 24
  - Hip fractures
  - Estimated dementia diagnosis rate (aged 65 and over)

## Appendix 11 - Key Abbreviations

3sd	Three Standard Deviations
NHSE WM	NHS England West Midland region
AUR	Appliance Use Review
BMI	Body Mass Index
CA	Consultation Area
CCG	Clinical Commissioning Group
CHD	Coronary Heart Disease
COPD	Chronic Obstructive Pulmonary Disease
CVD	Cardiovascular Disease
DAC	Dispensing Appliance Contractor
DSQS	Dispensing Services Quality Scheme
EHC	Emergency Hormonal Contraception
EPS	Electronic Prescription Service
GP	General Practitioner
GUM	Genito-Urinary Medicine
HC	Health Champion
HLP	Healthy Living Pharmacy
HWB	Health & Wellbeing Board
JHWS	Joint Health and Wellbeing Strategy
JSNA	Joint Strategic Needs Assessment
LA	Local Authority
LMC	Local Medical Committee
LPC	Local Pharmaceutical Committee
LPN	Local Professional Networks
LPS	Local Pharmaceutical Services
LRC	Local Representative Committee
MAR	Medication Administration Record
MAS	Minor Ailments Scheme
MDS	Monitored Dosage System
MUR	Medicines Use Review
NHSCB	National Health Service Commissioning Board
NMS	New Medicines Service
NPA	National Pharmacy Association
NRT	Nicotine Replacement Therapy
OCU	Opiate and/or Crack Users
ONS	Office of National Statistics
PCT	Primary Care Trust
PGD	Patient Group Direction
PH	Public Health
PHIT	Public Health Intelligence Team
PID	Pelvic Inflammatory Disease
PNA	Pharmaceutical Needs Assessment
PMR	Patient Medication Record
PSNC	Pharmaceutical Services Negotiating Committee
SOA	Super Output Area
SOP	Standard Operating Procedure
STI	Sexually Transmitted Infection
TB	Tuberculosis
WCC	Worcestershire County Council
WHO	World Health Organisation.

## Appendix 12: Consultation Report

Consultation period: from 10 June 2022 and 9 August 2022

### Consultation Process

Regulations require “Consultation” as part of the statutory duty around production of a Pharmaceutical Needs Assessment.

#### **Extract from NHS (Pharmaceutical & LPS) Regulations 2013 No 349: PART 2: Reg 8:**

*8. (1) When making an assessment for the purposes of publishing a pharmaceutical needs assessment, each HWB (HWB1) must consult the following about the contents of the assessment it is making.*

*The persons mentioned below “must together be consulted at least once during the process of making the assessment on a draft of the proposed pharmaceutical needs assessment”.*

*The consultation should be for a minimum period of **60** days, beginning with the day that all parties are served the draft. A person is to be treated as served with a draft, if that person is notified by the HWB of the address of a website on which the draft is available and is to remain available (except due to accident or unforeseen circumstances) throughout the period for making responses to the consultation.*

*Those served with the draft can request a copy of the draft in hard copy form, the HWB must as soon as is practicable and in any event within 14 days supply a hard copy of the draft to that person (free of charge)*

Table 1. List of consultees for 2022 PNA

Regulation 8(1):	Based on regulation requirements the PNA Working group determined the consultees as:
(a) Any Local Pharmaceutical Committee for its area (including any Local Pharmaceutical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs)	<i>Worcestershire Local Pharmaceutical Committee</i>
(b) Any Local Medical Committee for its area (including any Local Medical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs)	<i>Worcestershire Local Medical Committee</i>
(c) Any persons on the pharmaceutical lists and any dispensing doctors list for its area	<i>All Worcestershire Pharmacy contractors (along with advice to forward to head office where appropriate) All Worcestershire Dispensing Practices (Senior Partner and Practice Manager) All Worcestershire Appliance contractors</i>
(d) Any LPS chemist in its area with whom the NHSCB has made arrangements for the provision of any local pharmaceutical services	<i>N/A</i>
(e) Any Local Healthwatch organisation for its area, and any other patient, consumer or community group in its area which in the opinion of HWB has an interest in the provision of pharmaceutical services in its area	<i>Worcestershire Healthwatch</i>
(f) Any NHS trust or NHS foundation trust in its area	<i>Worcestershire Health and Care NHS Trust Worcestershire Acute Hospitals NHS Trust</i>
(g) The NHSCB	<i>NHSE West Midlands Region</i>
(h) Any neighbouring HWB	<i>Birmingham Health &amp; Wellbeing Board Warwickshire Health &amp; Wellbeing Board Solihull Health &amp; Wellbeing Board Gloucestershire Health &amp; Wellbeing Board Herefordshire Health &amp; Wellbeing Board Shropshire Health &amp; Wellbeing Board Staffordshire Health &amp; Wellbeing Board Dudley Health &amp; Wellbeing Board</i>
Additional consultees:	<i>Herefordshire and Worcestershire CCG Worcestershire residents</i>



The consultees were notified on the first day of consultation via email, directing them to the draft PNA and an online survey on the Worcestershire County Council website. As per regulation a hard copy of this material was also offered. The text of the consultation letter was as follows:

### **“Consultation on the Worcestershire County Council Pharmaceutical Needs Assessment**

The Health and Wellbeing Board of Worcestershire County Council have produced a draft local Pharmaceutical Needs Assessment (PNA) which will help ensure residents have good access to local pharmacy services. The last PNA was published in 2018 and a new PNA is due to be published on 01 October 2022.

This PNA provides an assessment of the current provision of pharmaceutical services across Worcestershire and whether this meets the needs of the population, identifying any potential gaps in service delivery. The PNA will also be used by NHS England to consider applications to open new pharmacies, or to commission additional services from pharmacies. Local commissioners may also use information and evidence contained within the PNA to commission additional services from community pharmacies.

### **How to comment on the draft PNA**

Stakeholders are requested to comment on the contents of the draft PNA before it is finalised and published. We would like to invite you to take part in this consultation which will run from 10 June 2022 until 09 August 2022.

The draft PNA, further information and a link to the online feedback form can be found on the following website: [www.worcestershire.gov.uk/pharmaceuticalneeds](http://www.worcestershire.gov.uk/pharmaceuticalneeds)

To limit the environmental impact of this consultation we would prefer that the document is read electronically. However, if you do require a paper copy of the form or have any queries, please contact [HWBadmin@worcestershire.gov.uk](mailto:HWBadmin@worcestershire.gov.uk)

All feedback will be considered and a consultation report will be included within the final PNA (due to be published by 1st October 2022). This will give an overview of the feedback received and set out how this has impacted the final document.

We look forward to receiving your feedback on the draft PNA.

Yours faithfully,



Liz Altay  
Interim Director of Public Health”

The online survey asked the following questions:

Table 2 Online PNA consultation questions

Name:	
Contact address including postcode:	
Organisation representing (if appropriate):	
Email:	
Please tick if you do not wish your response to be published in a summary of responses.	
Are you responding?	as a member of the public
	as a health or social care professional
	as a pharmacist / appliance contractor
	as a dispensing doctor
	on behalf of an organisation
<b>Q1.</b> Do you think the information contained within the draft PNA adequately reflects the current pharmaceutical services provision in Worcestershire?	Yes
	No (If no, please specify details)
	Don't feel able to comment
<b>Q2.</b> Do you know of any relevant information that we have not included which could affect the statements (or conclusions) in the document?	Yes
	No
	Don't feel able to comment
<b>Q3.</b> Do you think there are any gaps in the provision of pharmaceutical services that Worcestershire HWBB has not identified?	Yes (If yes then please explain:)
	No
	Don't feel able to comment
<b>Q4.</b> Do you agree with the assessment of potential future needs for pharmaceutical services?	Yes
	No (If no, please specify comments)
	Don't feel able to comment
<b>Q5.</b> Do you have any further comments?	Yes (If yes, please specify comments)
	No

All responses to the consultation were considered by the PNA Working Group. During the review the PNA Working Group agreed that responses did not make a material change to the overall conclusions presented with the draft report. Consultation responses and the subsequent actions agreed by the PNA Working Group are summarised in table 3 below:

Table 3 PNA Consultation comments and responses

Comment/Information received	Contributor Type	Route	Date Received	Action	Completed actions	Theme
Out of Hours provision remains sketchy and sometimes unknown by the public	Member of public	SNAP Survey	28/06/2022	None needed	N/A	Awareness and communication and Opening hours
It's a huge document beyond me	Member of public	SNAP Survey	11/07/2022	None needed – Report has been condensed.	N/A	Document format
option for patients to monitor where they are against their health needs and national directives. This would allow patients to be proactive and talk amongst family and friends to help prevent and improve disease awareness	Member of public	SNAP Survey		None needed	N/A	Awareness and communication
Shortage of medicines	Member of public	SNAP Survey		None needed	N/A	Service deficit
I don't think all pharmacies can possibly offer some of the services. For example, I think they require more staff. For example, the Well Pharmacy in Hagley doesn't seem to cope with the issuing of prescriptions and repeat prescriptions. They offer a blood pressure service but	Member of public	SNAP Survey		None needed	N/A	Service delivery

surely things like that are taking the pharmacist away from the job of dispensing/checking prescriptions.						
We note that the PNA does not go into detail regarding any future housing developments that may or may not have an effect on demand for pharmaceutical services. In our experience housing developments not addressed in the PNA are often cited as the reason for submitting unforeseen benefit applications. It could be that there are none, but it may be something that the HWB may wish to consider.	On behalf of an organisation	SNAP Survey		Do we need to do a population projection including any known developments?	No change to document but we will look into the feasibility of undertaking this analysis in future.	Deficit in document
Opening hours of a number of Boots pharmacies may have changed since drafting PNA. NHS England will have a record of current opening hours.	On behalf of an organisation	SNAP Survey		Need updated info on opening hours, make sure we are using 1 source of data in the report.	Document and appendix have been updated to reflect opening hours as of August 2022	Deficit in document
Within the key finding it notes a sentence which seems incomplete ' Disruptions to pharmacy opening can have a significant'	On behalf of an organisation	SNAP Survey		Correct	Assigned to George Morris: Completed	Grammar/terminology/placement change

P5 Community Pharmacy Herefordshire and Worcestershire I think is new title for LPC Community Pharmacy Herefordshire & Worcestershire – The local voice for Pharmacy (hwipc.co.uk) – check how Fiona wants to be known!	NHS Herefordshire and Worcestershire	Email	44757	Email Fiona	No action needed	Grammar/terminology/placement change
P5 CCGs- and add that we are now HW ICB since July 1st 2022	NHS Herefordshire and Worcestershire	Email	15/07/2022	Correct	Completed	Grammar/terminology/placement change
P7 – in general “larger range of services were offered ....” – not sure if this adds anything or would need to be more specific?	NHS Herefordshire and Worcestershire	Email	15/07/2022	No action		Grammar/terminology/placement change
P10 - ....” Make a significant difference to the population per pharmaceutical service “ add “in respect of dispensing”	NHS Herefordshire and Worcestershire	Email	15/07/2022	Check context, may not be valid	pg15 Not relevant, wording changed to clarify sentence. This is about access not type of service.	Grammar/terminology/placement change
P12 – trailed .... Speller	NHS Herefordshire and Worcestershire	Email	15/07/2022	Correct	Changed to trialed	Grammar/terminology/placement change
Table p16 – need a more detailed paragraph on the CPCS service – do you have the words?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Expand	Incorporated in main doc and further detail added to Appendix 8a	Deficit in document
Extended care services – should be described – as a	NHS Herefordshire	Email	15/07/2022	Check appendix	Incorporated in main doc and further detail	Deficit in document

priority for system dialogue and development – do you have the words/ detail?	and Worcestershire				added to Appendix 8a	
P17 Flu vaccination service – data do you have this	NHS Herefordshire and Worcestershire	Email	15/07/2022	Check data, 40203 flu vaccines delivered by pharmacies. p14/15	Added text with an estimate of the proportion of flu vaccinations administered by pharmacies	Deficit in document
Do you have data information on the COVID-19 vaccination service by pharmacies and words?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Check for data. Add paragraph on COVID vaccination service. Add % of pharmacies offering this service during the pandemic	Paragraph on Covid vaccination service added (specific data unavailable at time of publication)	Deficit in document
P17 – Appendix 8 is referenced – is there one?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Check appendix	Yes (8a) - references updated	Grammar/terminology/placement change
P37 – number of respondents at the start?	NHS Herefordshire and Worcestershire	Email	15/07/2022	add no. of respondents into the exec. summary	Completed	Grammar/terminology/placement change
Advice – to advise	NHS Herefordshire and Worcestershire	Email	15/07/2022	change	Completed	Grammar/terminology/placement change

Parking and opening times – not sure what the % mean in terms of “problems with” or whether this needs a caveat to understand further?	NHS Herefordshire and Worcestershire	Email	15/07/2022	% Of people who highlighted a problem with access to pharmacies, specifically with parking/opening times.	Completed: re worded 'problems with'	Grammar/terminology/placement change
Replace “the delivery service” with “a delivery service” since the word “the” implies there is an NHS funded delivery service when there isn’t- there are several changes to make in the text where this appears	NHS Herefordshire and Worcestershire	Email	15/07/2022	Change	Changed to 'a delivery service'	Grammar/terminology/placement change
P38 – “high age” – not sure if need different words?	NHS Herefordshire and Worcestershire	Email	15/07/2022	change to older age	Changed to older age	Grammar/terminology/placement change
23% would you an oohs service- define what we are meaning by oohs i.e. not 2am in the morning but “extended opening hours” over and above.... other primary care-based provider hours?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Clearly define OOH/extended hours. Chk survey questions.	OOH service was not defined in the SNAP survey. No change to document, for future surveys ensure definition is made clear.	Opening hours
P38 put the public survey report earlier in the section to set the context of the findings?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Pg38/exec summary, hyperlink to survey questions in appendix	Completed	Grammar/terminology/placement change
P60 dispensing of methadone – dispensing	NHS Herefordshire	Email	15/07/2022	change	Changed	Grammar/terminology/placement change

	and Worcestershire					
P80 – travel antimalarials and ED – are noted to be private services	NHS Herefordshire and Worcestershire	Email	15/07/2022	Change	Changed: added private	Grammar/terminology/placement change
P80 – “medicines optimisation service” – this isn’t defined as such either by us or nationally ....?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Chk	Change to "a medicines optimisation service" Medicines optimisation is about helping people to get the best outcomes from their medicines. It describes systems and processes used by staff, working in health and social care, which ensure that people receive the best possible care with medicines.	Grammar/terminology/placement change
Are the areas of concern (which are helpful) taken forward into the assessments and conclusions later in the doc? Or ref made to the other stop smoking needs assessment which will inform.....	NHS Herefordshire and Worcestershire	Email	15/07/2022	Refine conclusions	Done, linked to part c and conclusions	Grammar/terminology/placement change



P107 – “review” opening hours I would suggest is tricky since we don’t know the origin of the opening hours issues – whether they were all dispensing practice responses for example, and this is a sig statement to put in a PNA? Unless we have more linked data to this statement?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Change wording	Wording changed and "review" reference removed. Changed to: “Some people may report difficulties with opening times however the majority of the Worcestershire population were able to access pharmacy services when convenient.”	Opening hours
P108 – less than xxxxxxxxx providing the home delivery service – this needs to be stated that this is a voluntary unpaid service and “the” removed	NHS Herefordshire and Worcestershire	Email	15/07/2022	change	Changed: added non-commissioned	Grammar/terminology/placement change
Ditto “the OOHs service” since we haven’t defined this and what it means across 124 pharmacies and the dispensing practices and there isn’t a commissioned OOHs service?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Mentioned not commissioned	Changed: taken out 'the' for future surveys ensure definition is made clear.	Opening hours
Low provision of screening – needs to be either removed or caveated with that these are not commissioned by LA/NHS currently?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Highlight low provision as they are not commissioned.	Changed: added that they are not commissioned	Grammar/terminology/placement change
P108 – low uptake of new medicines service and low confidence in health advice – sorry cam was there	NHS Herefordshire and Worcestershire	Email	15/07/2022	Update with email, screen shot of question and response.	Screenshots of survey results sent by email for both new medicine service and	Grammar/terminology/placement change

supporting data/ statistical analysis of these?					healthy lifestyle advice. Removed low confidence in health advice comment.	
P117 – the prescription delivery service again	NHS Herefordshire and Worcestershire	Email	15/07/2022	as above	Changed: added non-commissioned	Grammar/terminology/placement change
I like the tables at the end, but we must make sure they don't either conflict with earlier statements – e.g. high level of confidence in the trust and advice as opposed to p108 comment above?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Use consistent terminology	Low confidence removed, consistent terminology for trust and confidence in advice on different topics.	Grammar/terminology/placement change
P121 – low levels of other vaccination services reported – they are not commissioned but we need to add in the covid-19 data and paragraph detail?	NHS Herefordshire and Worcestershire	Email	15/07/2022	Add non commissioned to vaccination services.	Changed: added non-commissioned. COVID vaccination added.	Deficit in document
P 7: Reliance on responding pharmacies only. Need to base on data from Commissioners - previously shared. 70% respondents were than evenly spread across all areas - as can't draw conclusions about more or less availability of services without actual info from Commissioners	LPC	Email	27/07/2022	Request updated data, standardise this as the data source.	Emphasised that the findings are from the survey which covers 70% of pharmacies. The data for advanced services from commissioners has been largely provided at HWSTP level and is included in the document. Information on	Data Query

					participating pharmacies has been added for selected advanced services such as CPCS	
P8 Extended Care will be ...Change is currently provided...	LPC	Email	27/07/2022	Change	Changed to currently provided	Grammar/terminology/placement change
P10 add England comparison to table for clarity. Avoid using the word gap --- use difference	LPC	Email	27/07/2022	Remove gap. England already included	Gap replaced with difference	Grammar/terminology/placement change
P11 individualsindependents	LPC	Email	27/07/2022		space added	Grammar/terminology/placement change
P16 BP figures please double check seems high	LPC	Email	27/07/2022		Some bugs found in spreadsheets used to calculate the figures in the whole table – CR corrected	Data query
P16 GPCPCS figures Alice Tucker can supply	LPC	Email	27/07/2022	None needed	Alice emailed CR on 1 June to say that she doesn't have this data, Fiona emailed 23rd Aug to say that Alice does have GPCPCS data. Awaiting response.	Deficit in document
P16 GPCPCS not explained --- still ahs infor relating to pilots Need to add GPCPCS - minor	LPC	Email	27/07/2022		Have added summary info from Alison	Deficit in document

illness part of CPCS only						
P16 add start date	LPC	Email	27/07/2022		Done	Grammar/terminology/placement change
P16 missing need to add reference to the Covid Vacc undertaken - Commissioned NHSEi	LPC	Email	27/07/2022		Information on Covid vaccination service has been added	Deficit in document
P45 using 6pm and 1800stick to one	LPC	Email	27/07/2022	Change	All times standardised to 9:00am format	Grammar/terminology/placement change
P45 not clear what the issues refer to as table doesn't seem to match words NEEDS TO BE CLEAR ____ is the issue raised the hours OR knowing the opening hours? As quite different solution. Says 92% access ok then 20% plus have issues makes no sense -- but some of the issue are just don't know where to find the information	LPC	Email	27/07/2022	Comment added to PNA doc for review. Agree looks contradictory	Removed chart and its description. Agreed contradictory answers from survey data. 2 similar questions about opening times/access answered differently from each other. Kept the results from direct question about accessing pharmacy at convenient times (92% yes)	Presentation of Infographics and data query
P50 needs to be clear this is unfunded - not a commissioned service	LPC	Email	27/07/2022	Change	Added non-commissioned service	Grammar/terminology/placement change
P58 too small font lot of fancy info graphics - this one is not clear - some are not all that easy to read	LPC	Email	27/07/2022	Agreed. To discuss removal with CR	Removed	Presentation of Infographics

P60 doesn't feel a very balanced view. Needs some context - as some of the suggestions appear unlikely	LPC	Email	27/07/2022		Reviewed text to ensure that we are clear about the nature of the focus groups in the context of the local population.	Data query
P117 lack of late opening hours may be a need to extend some opening hours to need the needs of the community	LPC	Email	27/07/2022	suggestion	none required	Opening hours
P118 home visits home consultations maybe a gap to fund home consultations/ pharmacists have 2 hrs 'RP' time which could be utilised better if double cover could be found, may disrupt normal NHS services which can't be provided in the PH absence.	LPC	Email	27/07/2022	suggestion	none required	Service delivery
P118 Online services remote consultations innovation needed to provide web consultations, lots of pharmacies have access to teams or zoom due to the pandemic now, how can this be better used for patients who can access, how would an appointment system work?	LPC	Email	27/07/2022	suggestion	referenced potential for zoom/teams online consultations	Service delivery

P119 flu vaccinations / vaccinations (covid)providing vaccines within the pharmacy already done, work needs to be done between GP and community pharmacy still a lot of bitterness from GP's not supporting CP to deliver vaccines, we should be working together as part of the ICS plan (not necessarily unique to Worcestershire at all, but something to consider across the area / LPC.)	LPC	Email	27/07/2022	suggestion	add COVID vaccine paragraph.	Service delivery
P119 unused / unwanted medication disposing of waste within dispensing practice / CP more information provided to patients through marketing in pharmacies to let them know they can safely dispose of meds via us. If the pharmacy does not take in sharps, then appropriate signposting material to be displayed.	LPC	Email	27/07/2022	suggestion	None required	Awareness and communication

<p>HWW are pleased to see that patient experience, including that gathered through the Patient Survey and Focus Groups, has been integrated into the PNA, and reflected in the Recommendations. We have the following comments to make about the Recommendations identified below: Recommendation One: “Commissioners to continue considering how pharmaceutical service providers can address and respond to patient need as identified through the focus groups, engagement survey, paying particular consideration to access issues and accessibility of information about pharmacy services. We would like to see after “access issues” the following text “ensuring adequate provision and awareness of private spaces to support sensitive issues, including supervised medication”, added to this recommendation. This reflects issues raised through the Focus Groups.</p>	HWW	Email	12/08/2022	suggestion	<p>This is covered in Part A conclusions (added after draft consultation)</p> <p>Providing a private space to discuss more sensitive issues is valued and maintaining privacy around supervised medication was also considered very important.</p>	Deficit in document
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Recommendation Two “Commissioners and pharmaceutical service providers should consider how best to communicate with the public about services provided by community pharmacies (including health promotion messages in line with NICE guideline NG102).”	HWW	Email	12/08/2022	suggestion	This is covered in Part A conclusions (added after draft consultation) Effective communication with the public when advertising services and providing information should be considered with particular awareness of potential barriers within the local population served. These may include language / literacy barriers, digital exclusion and visual or hearing impairments.	Deficit in document
We note that in the 2018 PNA Recommendation Four stated: “Recognise that there are a number of information sources and websites which can be confusing to patients wishing to access pharmacy information. Explore the opportunity for creating a Worcestershire wide portal for pharmaceutical services which is user friendly and searchable	HWW	Email	12/08/2022	suggestion	Discussed at PNA working group. Expanded recommendation 2 in report.	Awareness and communication



by services offered (a feature lacking in NHS Choices).” We believe that the creation of the ICS, and the development of the ICS website, offers potential to take this aspiration forward, and we would like to see this reflected in the 2022 PNA recommendations.						
We note that a number of the recommendations in the 2022 PNA reflect those of the document produced in 2018. We recognise the impact of Covid-19 on the delivery and development of services in the interim timeframe. However, given the potentially growing role for community pharmacy, it is particularly important that the recommendations set out in the PNA are fully and properly considered.	HWW	Email	12/08/2022		To set up H&W PNA working group going forward to work through recommendations. Added to recommendations	Feedback request
We would like to see the covering Report to the Health & Wellbeing Board set out the mechanisms through which the recommendations in the PNA will be considered by commissioners and pharmaceutical providers and establish how actions arising	HWW	Email	12/08/2022	Is this possible?	To set up H&W PNA working group going forward to work through recommendations. Added to recommendations	Feedback request

from these considerations will be identified, appraised and ultimately implemented.

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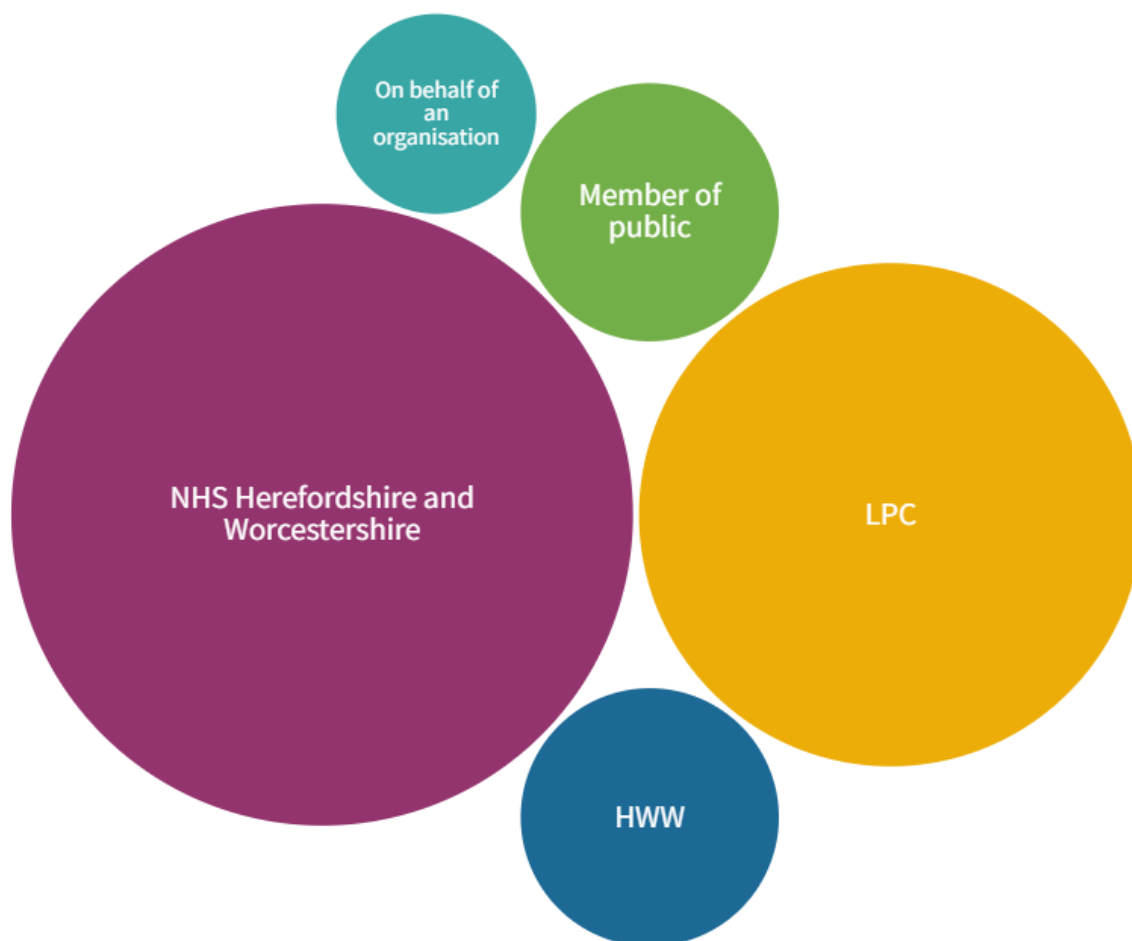
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## Analysis

We had a total of 61 comments from 5 contributors: The proportional circles below show us that our largest contributors of comments were NHS H&W followed by the LPC, HWW, a member of the public and finally an employee of a pharmacy.

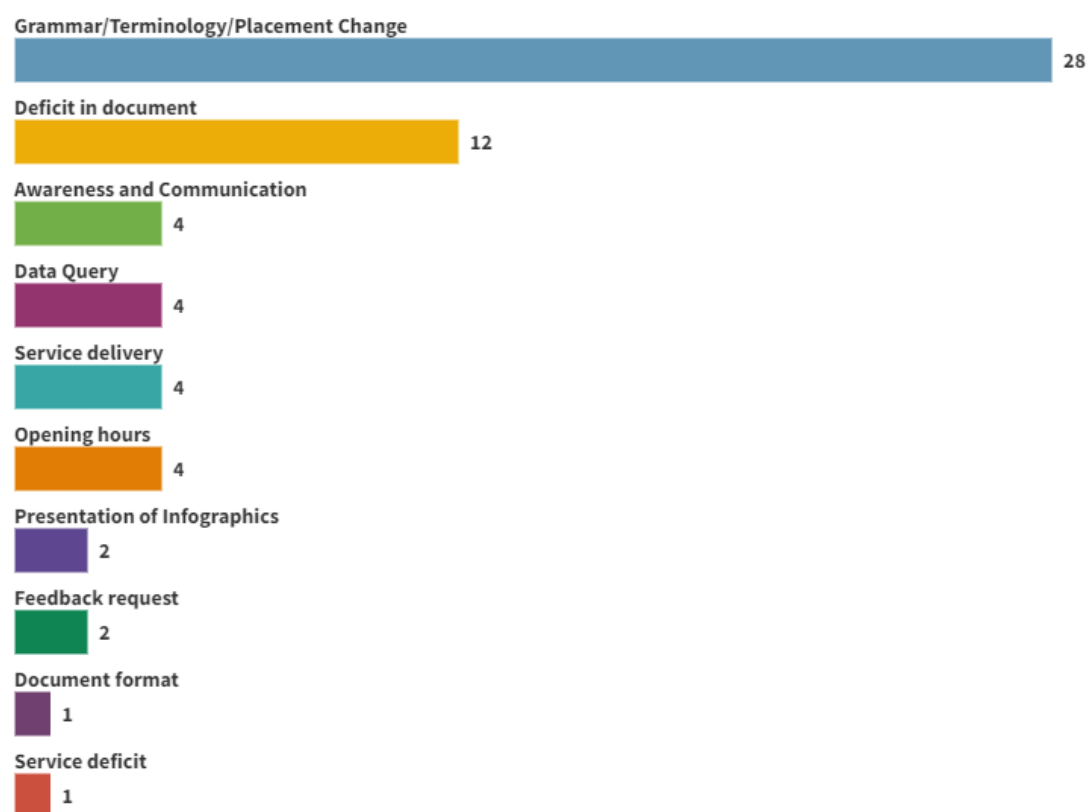


*Table 4 Number of comments on PNA consultation by provider*

Contributor	Count
NHS Herefordshire and Worcestershire	29
LPC	19
HWW	5
Member of public	5
On behalf of an organisation	3

Mainly results were received through email, around 87%, 13% were received through the online Snap survey. 10 area themes were identified whilst working through the comments. The largest number of comments received were themed as grammar/terminology and placement change which have all been actioned, followed by a deficit in the document.

Table 5 Themes identified from PNA consultation



Grammar/Terminology/Placement Change	28
Deficit in document	12
Awareness and Communication	4
Data Query	4
Service delivery	4
Opening hours	4
Presentation of Infographics	2
Feedback request	2
Document format	1
Service deficit	1