

Telford and Wrekin

Pharmaceutical Needs Assessment (PNA) 2026/27 – 2028/29

March 2026

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Executive Summary

Introduction

Since 2013 health and wellbeing boards have been responsible for developing and updating Pharmaceutical Needs Assessments (PNA) every three years. The purpose of the PNA, which is part of the Telford & Wrekin Joint Strategy Needs Assessment, is to assess the local needs for pharmaceutical services. The PNA will be used by the NHS and the Local Authority to plan and commission future services. It will also be used by the Integrated Care Board to identify whether new pharmacies are needed when applications are made.

PNAs should include: maps of pharmacy provision by defined PNA localities, information on demography and health, accounting for different needs and protected characteristics in the localities, a consultation on draft proposals for specific organisations and a comprehensive assessment of local provision of pharmaceutical services.

PNA development

During 2025 a PNA Steering Group, including representatives from Telford & Wrekin Council, Shropshire, Telford and Wrekin Integrated Care Board (ICB), the Local Pharmaceutical Committee (LPC) and Healthwatch, developed and shaped the PNA refresh on behalf on the Health & Wellbeing Board. Colleagues from Shropshire Council and NHS England also supported the process.

A wide range of data and intelligence sources were used to refresh the PNA, covering demographic and socio-economic factors, population health measures and pharmacy services activity. Resident engagement was captured through a pharmacy users survey and also findings from a local HealthWatch survey of Pharmacy First, which took place in 2024. Another key component of the PNA was survey of community pharmacy contractors.

The previous PNA for Telford and Wrekin was approved by the Health and Wellbeing Board in March 2023 covering the period up to the ending March 2026. This PNA will be published in April 2026 covering the three year period up to March 2029. Before publishing the PNA, there is a statutory requirement to hold a 60-day consultation, and this period ran from 9th January 2026 until 10th March 2026. Four responses were received on the draft PNA.

The 2026/27-2028/29 PNA was approved by the Telford and Wrekin Health and Wellbeing Board on 19th March 2026.

Strategic Context

The Telford & Wrekin Council Plan Protect, Care and Invest includes the priority – every child and adult lives well in their community. A partnership ambition of the Telford Vision 2032 is for everyone to live healthy independent lives. The PNA closely aligns to the commitments in these strategic plans given the key role community pharmacies as the first point of call for NHS services in communities.

The Telford and Wrekin Health & Wellbeing Strategy aims to improve the lives of everyone in the borough, with a particular focus on people who face the greatest risks of poor health and disadvantage. This strategy in turn informs the commitments of the Shropshire Telford & Wrekin Integrated Care Strategy and Joint Forward Plan.

Neighbourhood Health

The NHS 10 year plan Fit for the Future, expects a shift from hospital to community care with a Neighbourhood Health Service designed around individuals and communities. As a key provider of health services in the community, the community pharmacy sector will be an integral partner in the formation and delivery of the new Neighbourhood Health Service. The other two shifts expected in the 10 year plan – from analogue to digital and from sickness to prevention also have clear context for community pharmacy transformation.

The Telford & Wrekin Integrated Place Partnership (TWIPP) will going forward oversee the local transformation of integrated health and care services at neighbourhood level. With community health services, GPs, opticians, dentists, and community pharmacies progressively working together with local authorities and the Voluntary Community Services to deliver care that better helps residents.

Demographic needs overview

Telford and Wrekin's population reached 195,952 in 2024, growing 14.9% over the past decade, this is mainly due to migration into the borough as the birth rate is declining. The population is ageing rapidly, and by 2029 the population is projected to be 203,230 with; nearly one in five residents aged 65 years and over, fewer under-16s, and a sharp rise in 80–84 year olds. Over the lifetime of this PNA around 4,000 new houses are planned with the vast majority of these expected in the north and central localities.

Across the PNA localities there are very differing age profiles. Central South has a noticeably younger population with 22.5% of people aged under 16 and the lowest proportion of people aged 65 and over. The North East and West localities have an age older aged 65 and over profile compared to the borough average and a smaller proportion of under 16s.

Equity and Equalities Profile overview

The PNA considers the Public Sector Equality Duty under the Equality Act 2010, identifying potential barriers for older and disabled residents, diverse communities, and those in deprived areas, with recommendations to improve accessibility, expand targeted services, and promote inclusive communication.

During 2011 to 2021 the proportion of residents from an ethnic minority background increased to 17.0% from 10.5%, this remains below the England average. After White British, the largest ethnic groups are: Other White, Indian, African and Pakistani. The Central North PNA locality had the most ethnically diverse population, with over a fifth of residents (21.6%) from an ethnic minority background, compared to fewer than 10% in the North East and West localities.

In terms of religion 47.6% indicated that they were Christian in 2021, and 40.9% of people stated that they had no religion. The second largest religion in the borough was Muslim (2.7%) followed by Sikh (1.5%).

In 2021 1 in 4 of the borough's population (36,525 people) were disabled under the Equality Act. With a further 6.6% reporting a long-term physical or mental health condition. The Central South locality had the highest proportion of disabled people (20.7%, 14,122 people) whilst the Central North locality had the highest number (15,735 people). North East and West localities had the highest proportions of people living with a long-term physical or mental health conditions.

The proportion of people reporting they were straight or heterosexual (90%), gay or lesbian (1.3%), bisexual and other sexual orientations (1.5%) in 2021 was broadly similar to the England average. In terms of gender identity, 0.5% of residents indicate that they were trans or an unspecified gender identity.

Telford and Wrekin has areas of significant deprivation, with 13% of the Census areas - LSOAs¹ ranked in the 10% most deprived areas in England, and 24% of LSOAs ranked in the 20% most deprived nationally. Levels of deprivation are greatest in the Central South locality where 27% of the population live in areas ranked in the 10% most deprived and 44% in areas in the 20% most deprived. The North East locality is the least deprived with no LSOAs in the 20% most deprived and 2 that are in the 10% least deprived nationally.

Health Needs Overview

In recent year some health measures have improved – e.g. smoking and teenage pregnancies and vaccination, drug & alcohol treatment and STI prevalence remain better than average. However, life expectancy and healthy life expectancy rates remain worse than average and have not improved in the past 10 years – early death (under 75) and preventable deaths are high. Deprivation levels and increasing diversity of local residents mean clear health inequalities.

¹ Lower Layer Super Output Areas (LSOAs)

Review of recommendations from previous PNA 2023/24 - 2025/26

- I. **Recommendation:** Shropshire, Telford & Wrekin Integrated Care Board (ICB) should ensure that community pharmacy is well represented at relevant strategic and operational levels throughout the system, so the role of community pharmacy in delivering key priorities is comprehensively understood and opportunities to improve health and wellbeing outcomes are fully maximised through relevant strategies and commissioning plans.

2025 Progress: Recruitment of senior pharmacist with community pharmacy experience has taken place to hold role of Community Pharmacy Clinical Lead (CPCL) within ICB. This role has strategic responsibility for local community pharmacy development and provides assurance on the delivery community pharmacy clinical services. Community pharmacy is represented on several key groups within the ICS. Representation is either via CPCL or LPC. Groups include, but not limited to:

- Primary Care Operational Group
- Primary Care Commissioning Group
- Pharmacy Leadership Group
- SHIPP & TWIPP
- Pharmacy Faculty
- PCN Development Group
- UEC Group

- II. **Recommendation:** Shropshire, Telford & Wrekin Integrated Care Board (ICB) should develop a communications strategy to raise the awareness of community pharmacies services with residents, improving signposting by partners across the system, enhancing online information to promote the range of services and support more widely.

2025 Progress: Strong links with communications team to ensure community pharmacy is featured within system wide campaigns such as 'Think Which Service'. In addition, specific work undertaken to directly promote pharmacy services, such as promotion of Pharmacy First and Oral Contraception services to Nurseries, Schools and Colleges. Participation of national comms campaigns promoting pharmacy. Planning underway to develop further local comms campaign promoting Pharmacy First.

- III. **Recommendation:** Dispensing provision overall has decreased slightly since the last PNA but remains adequate - the six pharmacies in south Telford are encouraged to extend their opening times to cover Saturday evenings and on Sundays to improve the equity of provision in this locality.

2025 Progress: Although there is no Saturday evening or Sunday openings in the south of the borough, pharmacy services can be accessed at the Telford Town Centre during these times. It is reasonable to expect that patients may have to travel a little further to access services at times when local pharmacies may be closed.

- IV. **Recommendation:** Commissioners of pharmacy services should improve the collection of data and intelligence to enable health equity profiling of the uptake and outcome of local services to determine the inequalities gaps which can then be tackled through action plans the commissioning process.

2025 Progress: Detailed demographic data is available for locally commissioned services to support profiling and identification of inequalities gaps. **More to gather to ensure equitable access to services.**

- V. **Recommendation:** The Community Pharmacy Consultation Service (CPCS), which covers care for minor injuries and urgent medicine supply, is now offered by the majority (97%) of pharmacies. The CPCS should be widely publicised within general practice to ensure comprehensive uptake, given the way the service supports pharmacies being the first port of call for patients to reduce demand in wider NHS.

2025 Progress: The CPCS has now been superseded by 'Pharmacy First' - with 100% sign up by in Telford and Wrekin community pharmacies. The service is strongly promoted as part of national and local comms campaigns. There is a strong self-referral utilisation within Telford and Wrekin and work is ongoing to increase referrals into minor ailments part of the service.

- VI. **Recommendation:** All pharmacies in Telford and Wrekin are encouraged to start offering and promoting the hypertension case finding service and the NHS funded smoking cessation service, given the significant local impact that preventable diseases have on hospital admissions, early deaths, reduced life expectancy and inequalities.

2025 Progress:

Hypertension case finding: there is strong presence and utilisation of hypertension case finding service with only 1 local pharmacy not signed up to deliver. Case finding elements of the service have delivered well and work continues to maximise the utilisation of referral elements of the service.

Smoking Cessation Service: there are currently challenges with provision of the Smoking Cessation Service across the area. The LPC is working closely with SaTH stop smoking team to extend the number of pharmacies actively providing the national SCS. There are ongoing discussions with Telford & Wrekin Council on the potential to include community pharmacies in their locally delivered service, especially with PGDs for POM treatments available as national templates and increased funding being provided to Local Authorities for smoking cessation.

- VII. **Recommendation:** The Community Pharmacy Extended Care Services, like the CPCS, enables self-care for people with minor ailments. All pharmacies are encouraged to offer these services to expand primary care capacity and reduce the demand for urgent care.

2025 Progress: Absorbed into Pharmacy First - see above

- VIII. **Recommendation:** To complement the wider sexual health services offer in the borough and improve choice, all pharmacies in Telford and Wrekin are encouraged to offer sexual health services, including through Sunday opening. Sexual health services should be promoted and advertised by pharmacies, using Making Every Contact principles with both their customers and in their communities.

2025 Progress: The national Pharmacy Contraception Service has been launched

since last PNA with the availability of oral contraception (initiation and ongoing). From the end of October 2025, this has also included EHC. Nearly all pharmacies are signed up to deliver this service, and data shows growing utilisation of the service, with further rises likely with the launch of EHC. Further work needs to be done to ensure that there are appropriate links between other locally commissioned sexual health offers and the national services. Additionally, there is a need to ensure funds previously earmarked for the local service can be repurposed into expanding pharmacy provision of sexual health services.

- IX. **Recommendation:** The number of community pharmacies providing Supervised Consumption services, Needle and Syringe Programmes and Naloxone are expanded in the specified postcodes where there are gaps.

2025 Progress: The number of active providers of supervised consumption has increased since the previous PNA. Further work is required to increase the number of active providers of needle and syringe programmes in the TF1 postcode area.

Recommendations 2026/27 - 2028/29

PNA assessment of local pharmacy provision

- There is good pharmacy provision across Telford and Wrekin. Dispensing provision remains adequate and is expected to over the period of this PNA, given the pace of projected population growth predicted in this PNA. There is no gap or need identified in the PNA, currently or in the lifetime of the document, which could only be met by the granting of an application to meet that need.

Pharmacy First

- ICB should work with integrated healthcare system partners to encourage other providers such as 111 and GPs to increase referral rates into the service.
- The LA, LPC and ICB should work together on coordinated comms and messaging to promote the Pharmacy First Service to drive public acceptability to be the service of choice for minor ailments and common conditions.

New Medicine Service (NMS)

- The universal offer of the New Medicine Service across all Telford and Wrekin pharmacies should be maintained given the key role this service has in supporting better health outcomes for residents and managing demand in General Practice.

Hypertension Case-finding

- Community pharmacies should continue to develop close collaboration with GPs, PCNs, Healthy Lifestyles Service, through new neighbourhood health integrated care models.

Smoking Cessation Service (SCS)

- The SCS is offered to patients following initiation of smoking cessation services in secondary care so is limited in scope. Beyond the SCS, Community pharmacies are encouraged to collaborate with public health colleagues NHS Tobacco Dependency Programmes and wider partners as part of local smoke free generation ambitions, through the evolving neighbourhood health model and in line with the 2025 Annual Report of the Director of Public Health recommendations.

Flu Vaccination

- All Telford and Wrekin community pharmacies are encouraged to sign up and to deliver flu vaccinations to ensure there is a strong offer across localities, with particular reference to low take up groups from previous campaigns.
- Collaboration across the integrated care system with the local authority and NHS to tackle inequalities in take up is encouraged.

- Community pharmacies were able to offer flu vaccination to 2-3 year olds for the first time in the 2025/26 season and this offer should be widely promoted to parents and carers to improve access and uptake of vaccination in this key group.

Pharmacy Contraception Service (PCS)

- Community pharmacies are encouraged to continue to deliver the PCS and enhance their activity, especially in the Central South locality where there is a younger population profile, higher general fertility rates and teenage conceptions.

Needle exchange programme & Naloxone provision

- Increase pharmacy participation in Needle Exchange and Naloxone schemes, prioritising TF3, TF1, and TF7, and address any Naloxone uptake gap.

Supervised consumption

- Expand the number of community pharmacies actively providing Supervised Consumption services in TF1, TF2, TF3, TF4, and TF7, with specific focus on TF3 and TF1.

1. Introduction

1.1 Background and purpose

From April 2013, health and wellbeing boards became responsible for producing Pharmaceutical Needs Assessments (PNA) and it is a statutory requirement for health and wellbeing boards (HWBB) to develop and update PNAs and produce one every three years.

Under the 2013 regulations anyone who wishes to provide pharmaceutical services must apply through a formal application process to the ICB and demonstrate they are able to meet a need or provide better access to pharmaceutical services as set out in the PNA.

The purpose of a PNA is to:

- Assess the pharmaceutical needs for its area
- Publish a statement of its assessment

The 2013 regulations require the PNA to include the following series of statements:

- the pharmaceutical services that the HWB has identified as services that are necessary to meet the need for pharmaceutical services
- the pharmaceutical services that have been identified as services that are not provided but which the HWB is satisfied need to be provided in order to meet a current or future need for a range of pharmaceutical services or a specific pharmaceutical service
- the pharmaceutical services that the HWB has identified as not being necessary to meet the need for pharmaceutical services but have secured improvements or better access
- the pharmaceutical services that have been identified as services that would secure improvements or better access to a range of pharmaceutical services or a specific pharmaceutical service, either now or in the future
- other NHS services that affect the need for pharmaceutical services or a specific pharmaceutical service

Other information that is to be included or taken into account includes:

- how the HWB has determined the localities in its area
- how it has taken into account the different needs of the different localities, and the different needs of those who share a protected characteristic
- a report on the consultation
- a map that identifies the premises at which pharmaceutical services are provided
- information on the demography of the area

- whether there is sufficient choice with regard to obtaining pharmaceutical services
- any different needs of the different localities
- the provision of pharmaceutical services in neighbouring HWB areas

The PNA will be used by organisations including Integrated Care Boards (ICB) and the Local Authority (LA) to plan and commission future services. It will also be used by ICBs to identify whether new pharmacies are needed when applications are made.

The previous PNA for Telford and Wrekin was approved by the Health and Wellbeing Board in March 2023 covering the period up to the ending March 2026.

Before publishing the PNA, there is a statutory requirement to hold a 60-day consultation, and this period ran from 9th January 2026 until 10th March 2026. This document has been prepared by on behalf of the Telford and Wrekin Health & Wellbeing Board in accordance with the NHS Pharmaceutical and Local Pharmaceutical Services Regulations 2013 and replaces the PNA published in 2023.

1.2 The PNA Process

In order to up-date the previous PNA, a range of partners were involved to gather information and engage with the community and stakeholders, this included representatives from:

- Telford & Wrekin Council
- Shropshire Council Public Health Team
- NHS Shropshire, Telford and Wrekin, Integrated Care Board
- The Local Pharmaceutical Committee (LPC)
- NHS England
- Healthwatch
- Local Medical Committee

A PNA Steering group was established that included members from the above organisations. The steering group was involved in the production of the PNA and worked together to design the survey, ensure that relevant activity data was available, identify local needs and support the consultation. The terms of reference for the PNA steering group are available in Appendix 4.

1.3 Data and intelligence sources

The following data and intelligence sources have been used to produce this PNA.

- Telford & Wrekin Council Joint Strategic Needs Assessment (JSNA)
- Department of Health & Social Care Fingertips Public Health Profiles

- Department of Health & Social Care SHAPE tool
- Office for National Statistics Census 2021
- Ministry of Housing, Communities and Local Government English Indices of Deprivation 2025
- NHS Business Services Authority Dispensing Contractors' Data
- PNA Patient Survey
- PNA Pharmacy Contractors Survey
- Healthwatch Pharmacy Report 2025

1.4 PNA Patient Survey

Telford & Wrekin Council ran an online survey in conjunction with Shropshire Council between 11th February 2025 and 28th February 2025. The purpose of the survey was to find out about people's experience of pharmacies in Shropshire and Telford and Wrekin and forms an integral part of the Pharmaceutical Needs Assessment for 2025.

A copy of the questionnaire is contained within Appendix 2, and the results of the survey included at relevant points within this PNA.

In total 405 questionnaires were completed, with 148 (37%) respondents stating that the pharmacy they used most regularly was located within Telford and Wrekin, of these, 140 (95%) indicated that they were residents of Telford and Wrekin.

Respondent demographics

Compared with the overall borough population, women (80% of respondents), older adults (44% aged 65 and over), people with disabilities (70%) and people from a White British ethnic background (5%) were significantly over-represented amongst those respondents who indicated that they were residents of Telford and Wrekin. 95% of respondents who were borough residents were from the central urban area.

The small sample size and over-representation of certain demographics means that the results of the survey must be interpreted with caution.

1.5 PNA Pharmacy Contractor Survey

The PNA Pharmacy Contractor Survey was also devised and delivered in conjunction with Shropshire Council. A copy of the questionnaire is contained in Appendix 3.

The survey was hosted by Telford and Wrekin Council and all pharmacies in Shropshire and Telford and Wrekin were sent a link to the survey. The survey was carried out between 11th February 2025 and 22nd March 2025. Email reminders were also sent out to increase the number completing the survey. In total, surveys were received from 21 pharmacy contractors within Telford and Wrekin, which is 60% of the pharmacies operating in Telford and Wrekin (35).

1.6 Healthwatch Pharmacy Report

Healthwatch are an independent for people who use health and social care services. Their sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

Between July and October Healthwatch Telford and Wrekin visited 28 community pharmacies in Telford and Wrekin. The purpose of these visits was to understand the challenges that the Pharmacists were encountering having to deliver additional work such as Pharmacy First. In addition, a public survey was carried out around understanding of Pharmacy First. 80 people engaged with this survey.

The results of this engagement were published on 29th January 2025 and can be found here: [Healthwatch Telford and Wrekin Pharmacy Report Jan 2025 | Healthwatch Telfordandwrekin.](#)

1.7 Consultation on the Draft PNA

A 60-day consultation was held to seek views on the key findings and the proposed recommendations in the PNA, in line with statutory duties. The consultation period ran from 9th January 2026 to 10th March 2026. The list of consultees, as defined through PNA regulations, were proactively engaged by PNA Steering Group members to ensure their involvement. A total of four feedback responses were received on the draft PNA from the following statutory consultees and in addition the Health Scrutiny Committee as follows:

- Shropshire Telford & Wrekin Integrated Care Board
- Community Pharmacy Shropshire (Local Pharmacy Committee)
- Telford & Wrekin Council Health Scrutiny Committee
- Shropshire Local Medical Committee.

These responses are included in appendices 5 to 8.

1.8 Equality Impact Analysis

Under the **Equality Act 2010**, public bodies including Local Authorities and Integrated Care Boards, have a statutory duty to comply with the **Public Sector Equality Duty (PSED)**. This requires us to:

- **Eliminate unlawful discrimination, harassment and victimisation** and other conduct prohibited by the Act.
- **Advance equality of opportunity** between people who share a protected characteristic and those who do not.
- **Foster good relations** between people who share a protected characteristic and those who do not.

As part of this duty, we must **analyse the impact of our policies, decisions and actions** on individuals and groups with protected characteristics. For the Pharmaceutical Needs Assessment (PNA), this means:

- **Assessing whether the provision of pharmaceutical services meets the needs of all communities**, including those who share protected characteristics.
- **Identifying any potential adverse impacts or barriers to access** that could disproportionately affect who share protected characteristics.
- **Using demographic and health data** to highlight inequalities and inform recommendations for improvement.

The available data and engagement undertaken so far indicates a number of specific focal points related to the PSED;

- Older people and disabled residents, particularly in rural and deprived areas, may face barriers to accessing pharmacies.
- Diverse communities in Central North need additional culturally appropriate support.
- Improved access to specialist services in Central South Telford such as contraception and hormonal emergency contraception (higher rates of fertility but lower levels of mobility) and smoking cessation services.

Actions should where possible seek to;

- **Improve accessibility:** Encourage pharmacies to adopt inclusive practices (e.g., wheelchair access, interpretation services, enhance privacy of consultation spaces).
- **Targeted service expansion:** Increase provision of smoking cessation and sexual health services in Central South.
- **Enhanced communication:** Promote awareness of services in diverse communities using culturally appropriate materials.
- **Monitor uptake by protected groups:** Collect and analyse service data by age, disability, ethnicity, and other characteristics to identify gaps.

1.9 Localities for the purposes of the PNA

The 2013 regulations require the HWB to divide its area up into localities. To do this, it is suggested that the steering group uses existing boundaries such as:

- borough or district council boundaries
- super output areas
- electoral wards
- those used in the JSNA

It is recommended that the localities should not be so large that they mask variations in need, but not too small that the document becomes too unwieldy.

At the first meeting the PNA steering group considered the options for localities within Telford and Wrekin.

The borough is currently divided into 32 electoral wards and 24 middle layer super output areas (MSOAs). It was felt that these were too many to allow meaningful, yet concise analysis of need and an alternative was required.

For the purpose of the PNA, Telford and Wrekin has been split into 4 localities. These are based on MSOAs to allow analysis of the available population data. In creating these areas consideration was given to the population demographics, rural/urban characteristics and transport infrastructure within the localities.

The four localities that have been created for the PNA are:

- North East – including Newport and the surrounding rural areas.
- Central North – covering the urban area to the north of the M54 motorway.
- Central South – covering the urban area to the south of the M54 motorway.
- West – covering the rural area on the western side of Telford and Wrekin.

The following map shows the four localities.

Map 1: PNA Localities



2. Local Context

2.1 Council Plan

The [Telford & Wrekin Council Council Plan 2024/25 - 2026/27](#) sets out the local authority's ambition and aspirations for the borough and the outcomes that the Council wants to achieve for our residents. At the heart of the plan is commitment to tackle those issues which impact on the potential of some of our communities and to enhance their resilience and prosperity. The goal is to ensure that everyone in the borough has the same life chances, irrespective of their background.



2.2 Vision 2032

The [Vision 2032](#) was created in 2022 by a partnership of organisations from across the borough. It identifies what we want to see delivered in the next decade in order to create a place where all residents prosper, whatever their background, while tackling some of the big issues facing the borough. The overall vision is to build a more inclusive borough and one of the three key ambitions is for everyone to live healthy independent lives.



2.3 Health & Wellbeing Strategy

The refreshed [Telford & Wrekin Health and Wellbeing Strategy](#) approved in June 2023, acknowledged the challenges in the coming 5 years, including the ongoing recovery from the pandemic and the impact of the cost of living crisis. The strategy re-framed the way partners should work together to improve the lives of everyone in Telford and Wrekin, with a particular focus on people who face the greatest risks of poor health and disadvantage.

The Strategy re-committed to use the approaches agreed in the previous health and wellbeing strategies. These approaches are:

- **population health** – improving health by being community centred and recognising the role wider determinants of health, healthy lifestyles and an integrated health and care system play.
- **closing the gap** - tackling inequalities by being intelligence-led, system-wide and place-based as appropriate, by targeting those most in need and through co-production.

- **strong focus on prevention** - offering advice and support universally, with a more targeted approach for those who need more support.
- **person-centred care and support** - keeping people at the heart of everything, offering tailored and personal support, in the right place and at the right time.

Our vision - happier, healthier, fulfilled lives



2.4 Telford & Wrekin Integrated Place Partnership

From July 2022 [Shropshire, Telford and Wrekin Integrated Care Board](#) has been the key local NHS commissioning body. The ICB is currently in the process of clustering with Staffordshire and Stoke on Trent ICB. Going forward the local integrated health and care services will be progressively delivered at neighbourhood level. At neighbourhood level community health service, GPs, opticians, dentists, and community pharmacies will work together to deliver care that better help patients locally. TWIPP - the Telford and Wrekin Integrated Place-based Partnership oversees the local development and delivery of the new neighbourhood health ambition on behalf of the ICB.

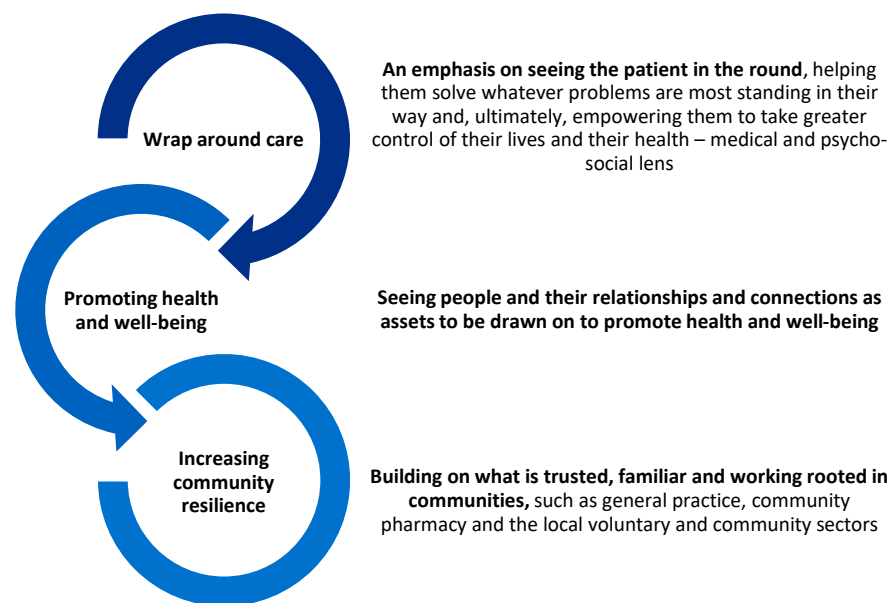
2.5 Neighbourhood Health

Fit for the Future, the 10-year Health Plan for England describes a shift from hospital to community care with a Neighbourhood Health Service designed around individuals and communities. The Neighbourhood Health Service aims to create an NHS that:

- Delivers convenient care, at a time and place that fits around people's lives.
- Is easy to get health advice from or book a GP appointment.
- Where people can personalise their care to their own individual needs, choices and preferences.
- Works for its patients, not demand they fit around the way it has chosen to organise care.

As a key provider of health services in the community, the community pharmacy sector will be an integral partner in the formation and delivery of the new Neighbourhood Health Service.

Based around the principles of **Wrap around care, promoting health and well-being**, and **increasing community resilience**, community pharmacy will continue a transformation and integration journey to meet the needs of the new Neighbourhood Health Service and the residents they serve.



Whilst the journey into neighbourhood health is still early in development, experiences with trailblazing areas and national ambitions outline some possible key changes for community pharmacy over the following years

- An expansion of clinical services offered, underpinned by independent prescribing capability
- A greater emphasis on long-term condition management, going beyond episodic care

- An increased role in prevention and screening, linking in with other health providers, local authorities and the VCSE sector to empower a holistic view of health and well-being
- Greater integration into local care teams, utilising the unique experiences and expertise of community pharmacy teams to improve patient outcomes and experience across multi-disciplinary teams
- A shift in workflow across primary care ensuring sustainability and resilience.

3. Demographic profile of Telford and Wrekin

3.1 Our population

Telford and Wrekin is a place of contrasts, some neighbourhoods and communities in the borough are among the most deprived areas nationally, whereas equally some communities are amongst the more affluent in England. The population of the borough continues to grow at above national rates and as the population grows, it has continued to change, with the population becoming more diverse and ageing.

Key population headlines

- In mid-2024 the population of Telford and Wrekin was estimated to be 195,952.
- Over the last 10 years the borough has been amongst the fastest growing upper tier local authorities in England and the fastest growing in the West Midlands, growing by 14.9% between 2014 and 2024 compared to 7.8% for England.
- The proportion of the population aged 65 and over has seen the biggest increase, growing by 27.6% since 2014 (twice the regional and national average).
- The number of births in the borough has decreased by 11.0% over the last decade.
- With a growing and ageing population, the number of deaths in Telford and Wrekin increased by 21% between 2014 and 2024.
- As a result, natural change (the difference between births and deaths) is accounting for a smaller proportion of population change year on year.
- Internal migration from elsewhere in the UK and international migration are the biggest drivers of population growth in the borough.
- The population of the borough is projected to continue growing at a faster rate than England as a whole. Latest projections estimate that by 2029 the population of Telford and Wrekin will be 203,230.
- By 2029 it is estimated that growth in the older population will see almost 1 in 5 of the population (39,319 people) aged 65 and over, whereas the number of people aged under 16 will reduce and make up 18.2% of the population compared to 19.9% in 2022.
- The greatest projected increase is in people aged 80-84 with a growth by 2029 of 39.1% (+1,761) from 2022.

3.2 Housing Supply

Over the lifetime of this PNA it is anticipated that there will be around 4,000 new housing completions in Telford and Wrekin. Half of these new homes are planned to be constructed in the Central North locality with a further 500 in the neighbouring North East locality.

Anticipated housing completions by locality 2026/27-2028/29

Locality	Housing allocations	Major site commitments	Minor site commitments	Total
Central North	852	1,094	71	2,017
Central South	481	782	82	1,345
North East	170	290	51	511
West	60	120	25	205
Total	1,563	2,286	229	4,078

Source: Telford & Wrekin Council

3.3 Populations with protected characteristics

Some groups within our community can experience worse health outcomes or face barriers accessing services.

Under the Equality Act there are 9 'protected characteristic' groups.

- Age
- Disability
- Gender reassignment
- Marriage & civil partnership
- Pregnancy & maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

This section of the PNA details the numbers of these groups in Telford and Wrekin and their particular health issues.

In addition to groups with protected characteristics, it is recommended that the PNA also identifies other patient groups that may exist within the area, and these groups are also considered in this section.

3.4 Age and Sex

The median age for people in Telford and Wrekin in 2024 was 39.8 years compared to 40.2 years for England as a whole.

The total population of 195,952 was made up of:

- 39,173 people aged 0 to 15 years, (20.0%)
- 121,785 people aged 16 to 64 years, (62.2%)
- 34,994 people aged 65 years and over, (17.9%)

Compared with England as a whole, Telford and Wrekin had a slightly higher proportion of people aged 0 to 15 years (20% compared with 18.4% for England) and a slightly lower proportion of people aged 65 and over (17.9% compared with 18.7% for England).

The PNA localities have very differing age profiles. Central South has a noticeably younger population with 22.5% of people aged under 16 and the lowest proportion of people aged 65 and over. Central North has a profile that is closest to the borough average. The North East and West localities have an age profile that is noticeably older than the borough average with the largest proportions of people aged 65 and over in addition to the smallest proportion of under 16s.

Locality total population by broad age group (mid-2024)

Age	Central North		Central South		North East		West	
	number	%	number	%	number	%	number	%
0-15	16,530	19.6%	16,215	22.4%	4,605	16.6%	1,823	15.8%
16-64	52,685	62.5%	45,608	63.0%	16,505	59.6%	6,987	60.4%
65+	15,135	17.9%	10,531	14.6%	6,579	23.8%	2,749	23.8%
All ages	84,350	100.0%	72,354	100.0%	27,689	100.0%	11,559	100.0%

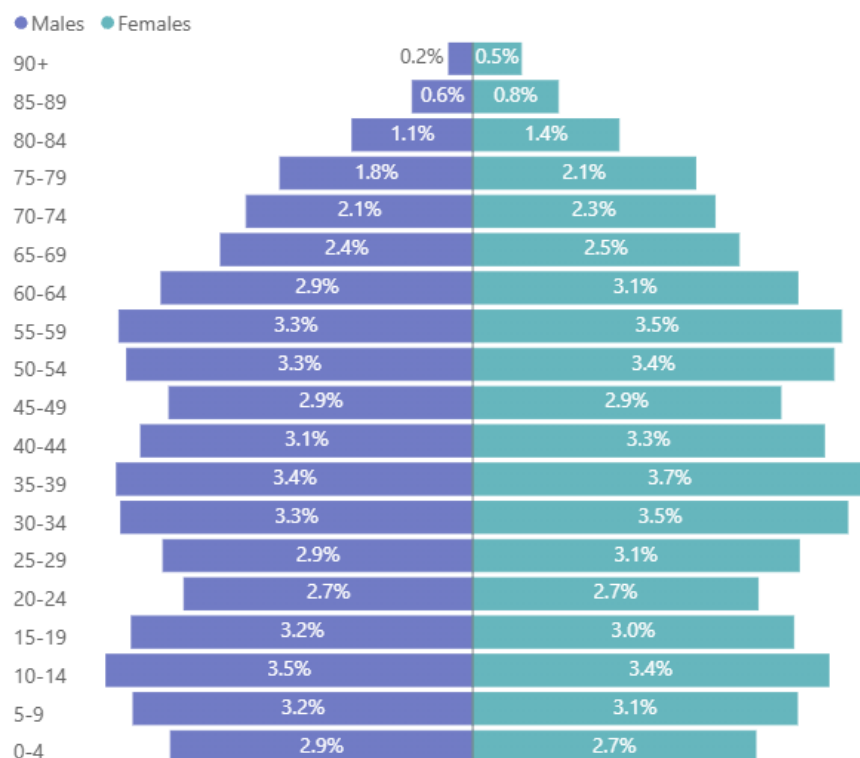
Source: ONS 2024 mid-year population estimate

51% of Telford and Wrekin's population are female and 49% male. The following chart shows the profile of the population by gender and 5-year age group.

The data shows that in 2024 there were more men aged under 25 (30,371) than women (29,102).

The difference in life expectancy between men and women becomes apparent in the older population with 13,816 women aged 70 and over compared to 11,567 men.

Telford and Wrekin age and sex profile 2024



Source: ONS 2024 mid-year population estimate

Population by 5 year age group (mid-2024)

Age Group	Female	Male	Persons	Female %	Male %	Persons %
0-4	5,246	5,601	10,847	5.2%	5.8%	5.5%
5-9	6,016	6,294	12,310	6.0%	6.6%	6.3%
10-14	6,602	6,799	13,401	6.6%	7.1%	6.8%
15-19	5,949	6,326	12,275	6.0%	6.6%	6.3%
20-24	5,289	5,351	10,640	5.3%	5.6%	5.4%
25-29	6,053	5,740	11,793	6.1%	6.0%	6.0%
30-34	6,951	6,524	13,475	7.0%	6.8%	6.9%
35-39	7,297	6,602	13,899	7.3%	6.9%	7.1%
40-44	6,518	6,154	12,672	6.5%	6.4%	6.5%
45-49	5,711	5,630	11,341	5.7%	5.9%	5.8%
50-54	6,695	6,415	13,110	6.7%	6.7%	6.7%
55-59	6,835	6,556	13,391	6.8%	6.8%	6.8%
60-64	6,027	5,777	11,804	6.0%	6.0%	6.0%
65-69	4,937	4,674	9,611	4.9%	4.9%	4.9%
70-74	4,491	4,198	8,689	4.5%	4.4%	4.4%
75-79	4,132	3,572	7,704	4.1%	3.7%	3.9%
80-84	2,710	2,237	4,947	2.7%	2.3%	2.5%
85-89	1,584	1,118	2,702	1.6%	1.2%	1.4%
90+	899	442	1,341	0.9%	0.5%	0.7%
All ages	99,942	96,010	195,952	100.0%	100.0%	100.0%

Source: ONS 2024 mid-year population estimate

The following tables show the distribution of the population by broad age group and sex in each of the PNA localities.

Locality female population by broad age group (mid-2024)

Age	Central North		Central South		North East		West	
	number	%	number	%	number	%	number	%
0-15	8,128	19.0%	7,866	21.3%	2,229	15.4%	864	14.8%
16-64	26,607	62.2%	23,265	63.1%	8,701	60.2%	3,529	60.4%
65+	8,037	18.8%	5,736	15.6%	3,527	24.4%	1,453	24.9%
All ages	42,772	100.0%	36,867	100.0%	14,457	100.0%	5,846	100.0%

Source: ONS 2024 mid-year population estimate

Locality male population by broad age group (mid-2024)

Age	Central North		Central South		North East		West	
	number	%	number	%	number	%	number	%
0-15	8,402	20.2%	8,349	23.5%	2,376	18.0%	959	16.8%
16-64	26,078	62.7%	22,343	63.0%	7,804	59.0%	3,458	60.5%
65+	7,098	17.1%	4,795	13.5%	3,052	23.1%	1,296	22.7%
All ages	41,578	100.0%	35,487	100.0%	13,232	100.0%	5,713	100.0%

Source: ONS 2024 mid-year population estimate

Health Issues

Health issues tend to be greater amongst the very young and the very old.

For children:

- There is evidence that childhood poverty results in poor childhood health and leads to premature mortality and poor health outcomes for adults. Within Telford and Wrekin childhood poverty is significantly worse than for England as a whole and 27.1% of under 16s were living in relative low-income families and 22.9% in absolute low-income families in 2023/24.
- Studies tracking child obesity into adulthood have found that the probability of children who are overweight or living with obesity becoming overweight or obese adults increases with age. Historically rates of excess weight in reception and year 6 children have been worse than England. In 2024/25 the rates in both age groups were similar to the England average, however, 25.3% of reception year children and 37.4% of children in year 6 were classified as overweight or obese.
- Asthma is an issue for children and young people in the borough and in 2023/24 the rate of hospital admissions for asthma in Telford and Wrekin was more than twice the national average.

For older people (65+):

- As people get older, the proportion of people living with a long-term condition increases. In the 2021 census, 39% of people aged 65 and over had a condition which limited their day-to-day activities, this compares with 35% for England as a

whole.

- A higher proportion of people aged 65+ live alone which can lead to loneliness and social isolation. In 2021, 37% of people aged 65 and over in Telford and Wrekin were living on their own compared with 38% for England.

There are also significant differences in health outcomes between men and women. These include:

- Life expectancy at birth for both men and women is significantly worse than the England average and men in Telford and Wrekin live shorter lives than women. Latest data (2021-23) shows life expectancy at birth for men to be 78.3 years compared to 82.0 years for women.
- Healthy life expectancy at birth is also worse than the England average for both men and women, however women live longer lives in poor health. For 2021-23, healthy life expectancy at birth for men was 57.1 years compared to 56.0 years for women.
- Men have significantly higher rates of premature mortality from CVD however women's risk of CVD increases in later life and they are more likely to die as a result of a stroke than men.

3.5 Ethnicity

In 2021, 83.0% of the population of Telford and Wrekin were from a White British ethnic background compared to 73.5% for England. Although the proportion of people from an ethnic minority background was lower than the England average, the proportion increased to 17.0% in 2021 from 10.5% in 2011.

After people from a White British ethnic background, the largest ethnic groups in the borough were Other White (4.6%), Indian (2.5%), African (2.1%) and Pakistani (1.8%).

Population by ethnic group

Ethnic Group	Telford and Wrekin		England
	number	%	%
Asian, Asian British or Asian Welsh: Bangladeshi	206	0.1%	1.1%
Asian, Asian British or Asian Welsh: Chinese	817	0.4%	0.8%
Asian, Asian British or Asian Welsh: Indian	4,559	2.5%	3.3%
Asian, Asian British or Asian Welsh: Pakistani	3,369	1.8%	2.8%
Asian, Asian British or Asian Welsh: Other Asian	1,118	0.6%	1.7%
Black, Black British, Black Welsh, Caribbean or African: African	3,969	2.1%	2.6%
Black, Black British, Black Welsh, Caribbean or African: Caribbean	746	0.4%	1.1%
Black, Black British, Black Welsh, Caribbean or African: Other Black	640	0.3%	0.5%
Mixed or Multiple ethnic groups: White and Asian	1,314	0.7%	0.8%
Mixed or Multiple ethnic groups: White and Black African	674	0.4%	0.4%
Mixed or Multiple ethnic groups: White and Black Caribbean	2,087	1.1%	0.9%
Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups	767	0.4%	0.8%
White: English, Welsh, Scottish, Northern Irish or British	153,934	83.0%	73.5%
White: Gypsy or Irish Traveller	205	0.1%	0.1%
White: Irish	726	0.4%	0.9%
White: Roma	187	0.1%	0.2%
White: Other White	8,588	4.6%	6.3%
Other ethnic group: Arab	241	0.1%	0.6%
Other ethnic group: Any other ethnic group	1,401	0.8%	1.6%
Total	185,548	100.0%	100.0%

Source: ONS Census 2021

The Central North locality had the most ethnically diverse population in the borough with 21.6% (17,369 people) from an ethnic minority background. This locality contained 86.6% of the borough's Pakistani population, 54.6% of the Other White population and 52.8% of the Indian population. By contrast fewer than 10% of the population in the North East and West localities were from an ethnic minority background.

Locality population by ethnic group

Ethnic Group	Central North		Central South		North East		West	
	Num.	%	Num.	%	Num.	%	Num.	%
African	1,675	2.1%	2,136	3.1%	106	0.4%	52	0.5%
Any other ethnic group	864	1.1%	388	0.6%	110	0.4%	39	0.4%
Arab	170	0.2%	46	0.1%	20	0.1%	5	0.0%
Bangladeshi	138	0.2%	56	0.1%	6	0.0%	6	0.1%
Caribbean	407	0.5%	263	0.4%	51	0.2%	25	0.2%
Chinese	400	0.5%	213	0.3%	178	0.7%	26	0.2%
Gypsy or Irish Traveller	70	0.1%	93	0.1%	11	0.0%	31	0.3%
Indian	2,405	3.0%	1,508	2.2%	426	1.6%	220	2.0%
Irish	268	0.3%	236	0.3%	157	0.6%	65	0.6%
Other Asian	655	0.8%	301	0.4%	130	0.5%	32	0.3%
Other Black	248	0.3%	358	0.5%	16	0.1%	18	0.2%
Other Mixed or Multiple	380	0.5%	282	0.4%	80	0.3%	25	0.2%
Other White	4,693	5.8%	3,194	4.7%	552	2.1%	149	1.4%
Pakistani	2,916	3.6%	343	0.5%	76	0.3%	34	0.3%
Roma	125	0.2%	54	0.1%	7	0.0%	1	0.0%
White & Asian	621	0.8%	434	0.6%	186	0.7%	73	0.7%
White & Black African	311	0.4%	328	0.5%	16	0.1%	19	0.2%
White & Black Caribbean	1,023	1.3%	845	1.2%	145	0.6%	74	0.7%
White British	62,960	78.4%	57,105	83.8%	24,014	91.4%	9,855	91.7%
Total	80,329	100.0%	68,183	100.0%	26,287	100.0%	10,749	100.0%

Source: ONS Census 2021

Health Issues

Although ethnic minority groups broadly experience the same range of illnesses and diseases as others, there is evidence of worse health and increased prevalence of conditions within certain ethnic minority groups:

- In England and also within Telford and Wrekin, White Gypsy or Irish Traveller groups are more likely to have long-term limiting disability. In Telford and Wrekin, a higher proportion of people from a Black Caribbean ethnic background have a long-term limiting disability than the general population.
- Nationally, Black Caribbean, Indian, Bangladeshi and Pakistani are at a higher risk of developing type 2 diabetes.
- Data for England in 2024 showed that new STI diagnosis rates in people from Black and Mixed ethnic backgrounds were significantly higher than the general population.

3.6 Disability

Disability is defined in the Equality Act 2010 as a physical or mental impairment that has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities.

In 2021, 1 in 4 of the borough's population (36,525 people) were disabled under the Equality Act. In addition, a further 6.6% of the population had a long-term physical or mental health condition but their day-to-day activities were not limited.

Population by disability

Category	Telford and Wrekin		England
	number	%	%
Disabled under the Equality Act	36,525	19.7%	17.3%
Day-to-day activities limited a little	20,481	11.0%	10.0%
Day-to-day activities limited a lot	16,044	8.6%	7.3%
Not disabled under the Equality Act	149,013	80.3%	82.7%
Has long-term physical or mental health condition but day-to-day activities are not limited	12,169	6.6%	6.8%
No long-term physical or mental health conditions	136,844	73.8%	75.9%
Total	185,538	100.0%	100.0%

Source: ONS Census 2021

The Central South locality had the highest proportion of disabled people (20.7%, 14,122 people) whilst the Central North locality had the highest number (15,735 people).

North East and West localities had the highest proportions of people living with a long-term physical or mental health condition that did not limit their day-to-day activities.

Category	Central North		Central South		North East		West	
	Num.	%	Num.	%	Num.	%	Num.	%
Disabled under the Equality Act	15,735	19.6%	14,122	20.7%	4,680	17.8%	1,988	18.5%
Day-to-day activities limited a little	8,739	10.9%	7,726	11.3%	2,840	10.8%	1,176	10.9%
Day-to-day activities limited a lot	6,996	8.7%	6,396	9.4%	1,840	7.0%	812	7.6%
Not disabled under the Equality Act	64,595	80.4%	54,054	79.3%	21,607	82.2%	8,757	81.5%
Has long-term physical or mental health condition but day-to-day activities are not limited	5,186	6.5%	4,107	6.0%	2,050	7.8%	826	7.7%
No long-term physical or mental health conditions	59,409	74.0%	49,947	73.3%	19,557	74.4%	7,931	73.8%
Total	80,330	100.0%	68,176	100.0%	26,287	100.0%	10,745	100.0%

Source: ONS Census 2021

Health Issues

People living with disabilities may experience poorer health outcomes than the general population, this includes:

- Greater risk of factors contributing to health inequalities such as unemployment, deprivation and loneliness.
- Difficulties accessing health services due to inaccessible physical environments and difficulties getting to and inside GP surgeries and pharmacies.
- Increased likelihood of co-morbidities especially as they age.
- People with learning disabilities may also find it difficult to access assessment and treatment for general health problems that are not related to their disability.
- People with severe mental illness who are twice as likely as the general population to smoke and are at higher risk of obesity, asthma, diabetes, chronic obstructive pulmonary disease and cardiovascular disease.

3.7 Pregnancy & Maternity

The number of births and general fertility rate in Telford and Wrekin has been decreasing and between 2021 and 2023 there were fewer than 2,000 births per year.

Between 2013 and 2023 the number of live births decreased by 12.1% and although the general fertility rate in 2023 was greater than England, the rate decreased by 22.1% between 2013 and 2023 compared with a decrease of 20.1% for England.

Live births and general fertility rate (GFR)

Year	Live Births	General fertility rate Telford and Wrekin	General fertility rate England
2013	2,190	66.5	61.8
2014	2,044	62.1	61.5
2015	2,075	62.5	61.6
2016	2,079	62.1	61.2
2017	2,079	61.9	59.7
2018	2,054	60.8	57.6
2019	2,021	58.9	55.9
2020	2,003	57.8	53.5
2021	1,984	56.2	54.2
2022	1,991	55.1	51.7
2023	1,924	51.8	49.4
Change 2013-2023	-12.1%	-22.1%	-20.1%

Source: Department of Health & Social Care Fingertips Public Health Profiles

Live births and GFR by locality

Area	Live Births 2018-22	General fertility rate 2018-22
Central North	4,389	58.4
Central South	4,379	64.5
North East	884	37.8
West	401	52.3
Telford and Wrekin	10,053	57.7

Source: Department of Health & Social Care Fingertips Public Health Profiles

Health Issues

- Around 10 to 15% of mothers experience depression during pregnancy or postnatally. Research indicates that the risk is greater amongst younger women and those living in more deprived communities.
- Studies show that domestic abuse often begins or escalates during pregnancy and up to 1 in 3 pregnant women experience domestic abuse.
- Although rates have reduced significantly in recent years, 7.1% of mothers in Telford and Wrekin were still smokers at the time of delivery in 2024/25 with the proportion greater amongst mothers from deprived areas.

- Additional health issues that are associated with pregnancy include backache, constipation, sleeplessness, dental health and morning sickness.
- Breastfeeding rates vary among different population groups. It is highest amongst mother from a Black ethnic background and lowest amongst those from a White ethnic group. Older mothers are most likely to breastfeed and those from more deprived areas the least likely.

3.8 Religion

The largest proportion of people in Telford and Wrekin (47.6%) indicated that they were Christian in 2021. 40.9% of people stated that they had no religion. The second largest religion in the borough in 2021 was Muslim (2.7%) followed by Sikh (1.5%).

Population by religion

Religion	Telford and Wrekin		England
	number	%	%
Buddhist	598	0.3%	0.5%
Christian	88,276	47.6%	46.3%
Hindu	1,350	0.7%	1.8%
Jewish	78	0.0%	0.5%
Muslim	5,043	2.7%	6.7%
No religion	75,962	40.9%	36.7%
Sikh	2,855	1.5%	0.9%
Other religion	937	0.5%	0.6%
Not answered	10,449	5.6%	6.0%
Total	185,548	100.0%	100.0%

Source: ONS Census 2021

The Central North locality had the largest proportions of people who were Muslim (5.0%) and Sikh (2.2%).

Locality population by religion

Category	Central North		Central South		North East		West	
	Num.	%	Num.	%	Num.	%	Num.	%
Buddhist	325	0.4%	176	0.3%	80	0.3%	17	0.2%
Christian	38,344	47.7%	29,752	43.6%	14,467	55.0%	5,713	53.2%
Hindu	542	0.7%	621	0.9%	139	0.5%	48	0.4%
Jewish	32	0.0%	28	0.0%	9	0.0%	9	0.1%
Muslim	3,986	5.0%	855	1.3%	138	0.5%	64	0.6%
No religion	30,261	37.7%	32,104	47.1%	9,446	35.9%	4,151	38.6%
Sikh	1,752	2.2%	705	1.0%	269	1.0%	129	1.2%
Other religion	407	0.5%	378	0.6%	97	0.4%	55	0.5%
Not answered	4,683	5.8%	3,560	5.2%	1,647	6.3%	559	5.2%
Total	80,332	100.0%	68,179	100.0%	26,292	100.0%	10,745	100.0%

Source: ONS Census 2021

Health Issues

Religious views and beliefs may impact health in the following ways:

- Views on contraception, unwanted pregnancies and abortion, reproductive medicine and neonatal care.
- The types of treatments, medicines and vaccines able to be used.

- The effect of fasting on those with long-term conditions or those breastfeeding.
- Potential stigma attached to health problems, such as mental health conditions.
- Impact on mental health of religious prohibitions of some sexual orientations and gender reassignment

3.9 Sexual Orientation

The 2021 Census found that the proportion of people in Telford and Wrekin who were straight or heterosexual, gay or lesbian, bisexual and other sexual orientations was broadly similar to the England average.

Population by sexual orientation

Sexual orientation	Telford and Wrekin		England
	number	%	%
Straight or Heterosexual	134,069	90.2%	89.4%
Gay or Lesbian	1,974	1.3%	1.5%
Bisexual	1,726	1.2%	1.3%
All other sexual orientations	405	0.3%	0.4%
Not answered	10,497	7.1%	7.5%
Total	148,671	100.0%	100.0%

Source: ONS Census 2021

Health Issues

Research carried out by Stonewall² identified issues around mental health and accessing healthcare services in the LGBT community. According to a survey:

- Half of LGBT people (52%) said they've experienced depression in the last year.
- 41% of non-binary people said they harmed themselves in the last year compared to 20 per cent of LGBT women and 12 per cent of GBT men.
- One in eight LGBT people aged 18-24 (13%) said they've attempted to take their own life in the last year.
- One in six LGBT people (16%) said they drank alcohol almost every day over the last year.
- One in eight LGBT people aged 18-24 (13%) took drugs at least once a month.
- One in eight LGBT people (13%) have experienced some form of unequal treatment

² <https://www.stonewall.org.uk/resources/lgbtq-facts-and-figures>

from healthcare staff because they're LGBT.

- Almost one in four LGBT people (23%) have witnessed discriminatory or negative remarks against LGBT people by healthcare staff.
- One in seven LGBT people (14%) have avoided treatment for fear of discrimination because they're LGBT.

3.10 Gender re-assignment

The gender identity dataset from the 2021 Census is classified as official statistics in development.

The borough's population showed a proportion of gender identity that was similar to the national average with 0.5% indicating that they were trans or an unspecified gender identity from their sex registered at birth.

Population by gender identity

Category	Telford and Wrekin		England
	number	%	%
Gender identity the same as sex registered at birth	139,411	93.8%	93.5%
Gender identity different from sex registered at birth but no specific identity given	361	0.2%	0.2%
Trans woman	118	0.1%	0.1%
Trans man	149	0.1%	0.1%
All other gender identities	100	0.1%	0.1%
Not answered	8,535	5.7%	6.0%
Total	148,674	100.0%	100.0%

Source: ONS Census 2021. These estimates are official statistics in development

Health Issues

Transgender individuals can face discrimination and harassment; they may also be possible targets for hate crime which may increase their risk of poorer mental health.

The Stonewall survey found that:

- Two thirds of trans people (67 per cent) have experienced depression in the last year.
- More than a third of trans people (35 per cent) have self-harmed in the last year, compared to 14 per cent of LGB people who aren't trans.
- One in five trans people (20 per cent) have been pressured to access services to suppress their gender identity when accessing healthcare services.

3.11 Marriage & civil partnership

In 2021, the marriage and civil partnership status of the borough's adult population was broadly similar to the England average.

The largest proportion of people (44.8%, 66,617 people) were married or in a registered civil partnership. 36.5% were never married and never in a registered civil partnership.

10.3% of adults were divorced or had a civil partnership dissolved, with 5.9% widowed or surviving civil partnership partners and 2.5% separated.

Population by marriage & civil partnership status

Category	Telford and Wrekin		England
	number	%	%
Never married and never registered a civil partnership	54,205	36.5%	37.9%
Married or in a registered civil partnership	66,617	44.8%	44.7%
Separated, but still legally married or still legally in a civil partnership	3,646	2.5%	2.2%
Divorced or civil partnership dissolved	15,372	10.3%	9.1%
Widowed or surviving civil partnership partner	8,836	5.9%	6.1%
Total	148,676	100.0%	100.0%

Source: ONS Census 2021.

50% or more of adults in North East and West localities were married or in civil partnerships. Central South locality had the greatest proportion of people never married or in civil partnerships (40.0%), divorced or civil partnership dissolved (10.8%) or separated (2.8%). North East locality had the largest proportion of widowed or surviving civil partnership partners (6.9%) whilst Central North had the largest number (3,906 people).

Locality population by marriage & civil partnership status

Category	Central North		Central South		North East		West	
	Num.	%	Num.	%	Num.	%	Num.	%
Never married and never registered a civil partnership	23,415	36.2%	21,185	40.0%	7,023	31.9%	2,582	28.2%
Married or in a registered civil partnership	28,987	44.9%	21,655	40.9%	11,067	50.3%	4,908	53.7%
Separated, but still legally married or still legally in a civil partnership	1,562	2.4%	1,508	2.8%	391	1.8%	185	2.0%
Divorced or civil partnership dissolved	6,732	10.4%	5,732	10.8%	2,021	9.2%	887	9.7%
Widowed or surviving civil partnership partner	3,906	6.0%	2,840	5.4%	1,508	6.9%	582	6.4%
Total	64,602	100.0%	52,920	100.0%	22,010	100.0%	9,144	100.0%

Source: ONS Census 2021.

Health Issues

- Research on health and mortality by marital status indicates that people who are unmarried generally report poorer health and have a higher mortality risk than those who are married.

3.12 Armed forces veterans

In 2021, 5.4% of adults (8,066 people) in Telford and Wrekin had previously served in the UK armed forces. This was greater than the England average (3.8%).

Armed forces veteran population

Category	Telford and Wrekin		England
	number	%	%
Previously served in the UK regular armed forces	6,286	4.2%	2.9%
Previously served in UK reserve armed forces	1,416	1.0%	0.7%
Previously served in both regular and reserve UK armed forces	364	0.2%	0.2%
Previously served	8,066	5.4%	3.8%
Has not previously served in any UK armed forces	140,608	94.6%	96.2%
Total	148,674	100.0%	100.0%

Source: ONS Census 2021

45% of the borough's armed forces veterans (3,634 people) were located in Central North locality. The West locality had the highest proportion of armed forces veterans in the population (5.9%).

Armed forces veteran locality population

Category	Central North		Central South		North East		West	
	Num.	%	Num.	%	Num.	%	Num.	%
Previously served in the UK regular armed forces	2,827	4.4%	2,041	3.9%	1,008	4.6%	410	4.5%
Previously served in UK reserve armed forces	652	1.0%	464	0.9%	195	0.9%	105	1.1%
Previously served in both regular and reserve UK armed forces	155	0.2%	125	0.2%	60	0.3%	24	0.3%
Previously served	3,634	5.6%	2,630	5.0%	1,263	5.7%	539	5.9%
Has not previously served in any UK armed forces	60,971	94.4%	50,289	95.0%	20,745	94.3%	8,603	94.1%
Total	64,605	100.0%	52,919	100.0%	22,008	100.0%	9,142	100.0%

Source: ONS Census 2021

In 2021, the proportion of armed forces veterans who were disabled (31.6%) was significantly greater than for those who had not served in the UK armed forces (22.8%). The proportion of veterans with a long-term physical or mental health condition that didn't limit their day-to-day activities (9.2%) was also greater than for those who had not served (7.5%).

Armed forces veteran population by disability

Category	Previously served		Not previously served		Telford and Wrekin	
	Num.	%	Num.	%	Num.	%
Disabled under the Equality Act	2,547	31.6%	31,331	22.3%	33,878	22.8%

Day-to-day activities limited a little	1,387	17.2%	17,540	12.5%	18,927	12.7%
Day-to-day activities limited a lot	1,160	14.4%	13,791	9.8%	14,951	10.1%
Not disabled under the Equality Act	5,519	68.4%	109,278	77.7%	114,797	77.2%
Has long-term physical or mental health condition but day-to-day activities are not limited	741	9.2%	10,604	7.5%	11,345	7.6%
No long-term physical or mental health conditions	4,778	59.2%	98,674	70.2%	103,452	69.6%
Total	8,066	100.0%	140,609	100.0%	148,675	100.0%

Source: ONS Census 2021

Health Issues

UK armed forces veterans experience a higher proportion of physical and mental conditions than the general population. Often this is linked to their service and difficulties transitioning to civilian life.

Mental health issues include:

- Stress, anxiety and depression
- Post-Traumatic Stress Disorder
- Alcohol Misuse
- Loneliness

Physical health issues include:

- Musculoskeletal Issues
- Hearing loss
- Amputations and injuries

3.13 Students

Located in the North East locality, Harper Adams University has around 5,000 students.

Health Issues

University students often face a unique set of health challenges due to academic pressures, lifestyle changes, and social factors. Common issues include:

- Stress, anxiety and depression
- Alcohol and drug use
- Eating disorders
- Sexually transmitted infections

3.14 Deprivation

The English Indices of Deprivation provide data on relative deprivation for small areas in Telford and Wrekin and nationally.

The Indices of Deprivation 2025 (IoD25) are the primary measure of deprivation for small areas or Lower layer Super Output Areas (LSOAs) in England. The indices were published by the Ministry of Housing, Communities & Local Government (MHCLG) in October 2025 and replace the 2019 indices used in the previous PNA.

Each LSOA in England is ranked in order of deprivation and then grouped into ten percentage groups known as deciles. LSOAs in decile 1 are in the 10 most deprived in the country, and LSOAs in decile 10 are in the 10 least deprived in the country. Telford and Wrekin has 115 LSOAs.

The main output of the Indices of Deprivation is the Index of Multiple Deprivation (IMD) which combines measures across seven distinct aspects of deprivation: income, employment, education, health, crime, barriers to housing and services, and living environment. The IMD is the most widely used output of the indices, but each domain provides insight into a particular area of deprivation.

Telford and Wrekin is ranked 62 out of 153 upper tier local authorities in England (where 1 is the most deprived), this represents a worsening compared to 2015 when the borough was ranked 65 out of 151. Telford and Wrekin's relative ranking is worst for the Health and Disability index where the borough ranks 45 out of 153.

Telford and Wrekin has areas of significant deprivation. Overall 13% of the borough's LSOAs (15 LSOAs) are ranked in the 10% most deprived areas in England and 24% (28 LSOAs) are ranked in the 20% most deprived, forming the basis of the [CORE20PLUS5](#) approach to reducing health inequalities.

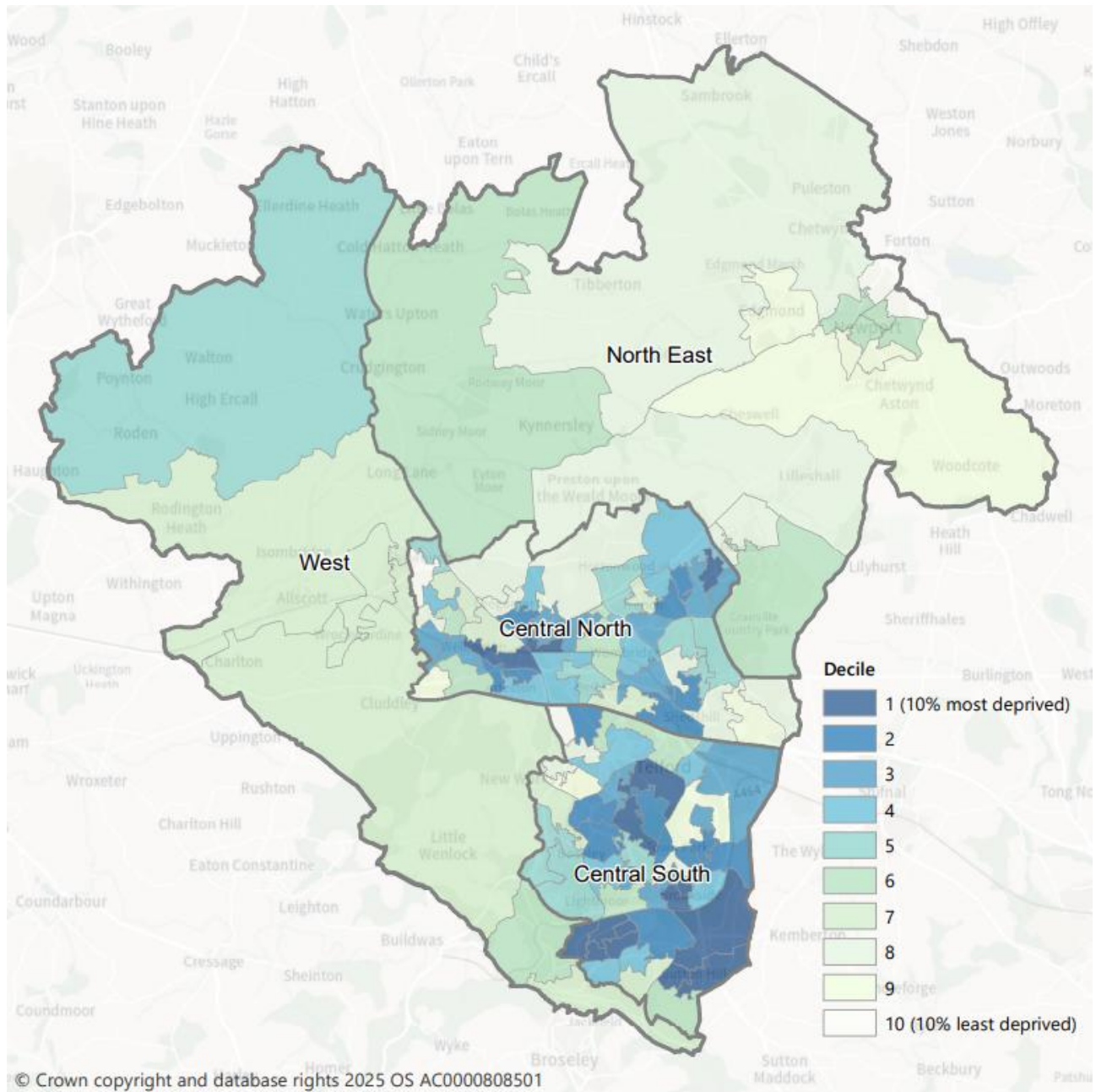
Levels of deprivation are greatest in the Central South locality where 27% of the population live in areas ranked in the 10% most deprived and 44% in areas in the 20% most deprived.

North East locality is the least deprived with no LSOAs in the 20% most deprived and 2 that are in the 10% least deprived nationally.

Locality	LSOAs in 10% most deprived	Population in 10% most deprived	LSOAs in 20% most deprived	Population in 20% most deprived
Central North	3 (6%)	4,878 (6%)	9 (18%)	14,605 (18%)
Central South	12 (27%)	18,911 (27%)	21 (43%)	30,993 (44%)
North East	0 (0%)	0 (0%)	0 (0%)	0 (0%)
West	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Total	15 (13%)	12,789 (13%)	28 (24%)	45,598 (24%)

The following map shows the distribution of deprivation across Telford and Wrekin.

Map 2: Telford and Wrekin LSOAs by IMD25 decile



4. Health Profile of Telford and Wrekin

4.1 Summary of health issues

Telford and Wrekin faces continuing health challenges and generally the health of the borough's population is worse than the England average.

Despite this, a number of the key indicators of health are better than the England average or have shown signs of improvement in recent years. Some of these highlights include:

- A marked decline in smoking prevalence in adults. In 2024 the borough rate was better than the England average for the first time.
- There has also been a significant decrease in the proportion of mother smoking at time of delivery. Historically the borough rate has been significantly worse than England but in 2024/25 was similar to the England average.
- Diagnosis of cancers at stages 1 and 2. This has improved to be in line with the national average.
- Emergency hospital admissions for intentional self-harm have been decreasing. The rate has more than halved since 2019/20 and in 2023/24 was better than the England average.
- The under 18 conception rate which has more than halved between 2013 and 2022.
- STI diagnosis rates for Chlamydia, Syphilis, Gonorrhoea and Genital Warts that have consistently been better than the national average.
- Vaccination rates for children in the borough that are better than the England average.
- Successful completions for drug and alcohol treatment that are consistently amongst the best in England.

Despite this there are some areas that have seen no improvement or have worsened

- Overall life expectancy and healthy life expectancy at birth for both men and women remain statistically worse than the England average and have shown no signs of improvement over the last decade.
- Infant mortality has increased since 2019-21 and the rates are worse than England.
- Premature mortality and preventable early mortality have remained worse than the national average.
- Despite improvements in cancer diagnosis rates at stages 1 and 2, premature mortality from cancer is worse than the England average.
- More than 1 in 5 children in the borough live in absolute low-income families.

- Hospital admission episodes for alcohol related conditions (narrow) remain consistently worse than the national average.
- Flu vaccination rates in older people, at risk individuals and children have worsened since the last PNA and were significantly below the England average in 2024/25.

Community pharmacy has a significant role to play in improving many of the indicators where the local position is worse than average, directly in terms of service provision and in terms of the wider role of pharmacy teams in signposting and offering advice.

The following pages provide a summary of health and wellbeing measures for Telford and Wrekin from the Department of Health & Social Care's [Public Health Outcomes Framework \(PHOF\)](#) which is regularly updated. The data in the tables below show the November 2025 position.

Telford and Wrekin Profile Public Health Outcomes Framework: Overarching Indicators

Indicator	Period	Tel & Wrek			West Midlands Value	England Value	England		
		Recent Trend	Count	Value			Worst	Range	Best
Overarching indicators at birth									
A01a - Healthy life expectancy at birth (Male)	2021 - 23	-	-	57.1	60.3	61.5	51.8		3.7
A01a - Healthy life expectancy at birth (Female)	2021 - 23	-	-	56.0	60.0	61.9	52.6		
A01b - Life expectancy at birth (Male, 3 year range)	2021 - 23	-	-	78.3	78.4	79.1	73.1		82.5
A01b - Life expectancy at birth (Female, 3 year range)	2021 - 23	-	-	82.0	82.5	83.1	78.9		6.5
A01b - Life expectancy at birth (Male, 1 year range)	2023	-	-	78.7	78.6	79.3	73.4		82.7
A01b - Life expectancy at birth (Female, 1 year range)	2023	-	-	81.8	82.6	83.2	78.2		86.8
A01c - Disability free life expectancy at birth (Male)	2018 - 20	-	-	59.3	61.6	62.4	52.7		68.9
A01c - Disability free life expectancy at birth (Female)	2018 - 20	-	-	59.6	59.9	60.9	51.5		8.8
A02a - Inequality in life expectancy at birth (Male)	2021 - 23	-	-	8.6*	10.5*	10.5*	17.2		
A02a - Inequality in life expectancy at birth (Female)	2021 - 23	-	-	8.2*	8.5*	8.3*	14.9		
A02c - Inequality in healthy life expectancy at birth LA (Male)	2009 - 13	-	-	11.8	-	-	-		-
A02c - Inequality in healthy life expectancy at birth LA (Female)	2009 - 13	-	-	12.1	-	-	-		-
Overarching indicators at age 65									
A01a - Healthy life expectancy at 65 (Male)	2021 - 23	-	-	8.5	9.6	10.1	6.9		
A01a - Healthy life expectancy at 65 (Female)	2021 - 23	-	-	9.0	10.6	11.2	7.8		
A01b - Life expectancy at 65 (Male, 3 year range)	2021 - 23	-	-	18.0	18.4	18.7	16.1		20.5
A01b - Life expectancy at 65 (Female, 3 year range)	2021 - 23	-	-	20.4	20.9	21.1	18.7		3.2
A01b - Life expectancy at 65 (Male, 1 year range)	2023	-	-	18.5	18.6	18.8	16.3		20.8
A01b - Life expectancy at 65 (Female, 1 year range)	2023	-	-	20.3	21.0	21.3	19.0		
A01c - Disability-free life expectancy at 65 (Male)	2018 - 20	-	-	9.1	9.4	9.8	6.2		
A01c - Disability-free life expectancy at 65 (Female)	2018 - 20	-	-	8.4	9.2	9.9	6.4		
A02a - Inequality in life expectancy at 65 (Male)	2021 - 23	-	-	5.2*	5.7*	5.6*	9.7		
A02a - Inequality in life expectancy at 65 (Female)	2021 - 23	-	-	4.5*	5.0*	5.0*	9.7		

Telford and Wrekin Profile Public Health Outcomes Framework: Wider Determinants

Indicator	Period	Tel & Wrek			West Midlands	England	England		
		Recent Trend	Count	Value	Value	Value	Worst/ Lowest	Range	Best/ Highest
B01b - Children in absolute low income families (under 16s) New data	2023/24	↑	8,744	22.9%	25.5%	19.1%	40.2%		4.7%
B01b - Children in relative low income families (under 16s) New data	2023/24	↑	10,359	27.1%	29.2%	22.1%	44.2%		5.6%
B02a - School readiness: percentage of children achieving a good level of development at the end of Reception	2023/24	-	-	69.0%	66.2%	67.7%	59.6%		
B02a - School readiness: percentage of children with free school meal status achieving a good level of development at the end of Reception	2023/24	-	252	55.6%	53.9%	51.5%	29.4%		6.8%
B02b - School readiness: percentage of children achieving the expected level in the phonics screening check in Year 1	2023/24	-	1,839	80.4%	79.8%	80.2%	74.0%		
B02b - School readiness: percentage of children with free school meal status achieving the expected level in the phonics screening check in Year 1	2023/24	-	444	71.4%	70.6%	68.1%	54.5%		
B02c - School readiness: percentage of children achieving at least the expected level in communication and language skills at the end of Reception	2023/24	-	1,754	78.8%	77.3%	79.3%	70.3%		
B02d - School readiness: percentage of children achieving at least the expected level of development in communication and language and literacy skills at the end of Reception	2023/24	-	1,572	70.6%	67.5%	69.2%	60.7%		
B03 - Pupil absence	2023/24	-	659,687	6.7%	7.3%	7.1%	8.6%		
B04 - First time entrants to the youth justice system New data	2024	↓	-	*	140.8	137.7	316.1		62.7
B05 - 16 to 17 year olds not in education, employment or training (NEET) or whose activity is not known	2023/24	↓	187	4.0%	6.1%	5.4%	22.0%		0.9%
B06a - Adults with a learning disability who live in their own home or with their family	2023/24	→	451	82.8%	77.2%	81.6%	48.8%		97.4%
B06b - Adults in contact with secondary mental health services who live in stable and appropriate accommodation	2020/21	-	-	59.0%	48.0%	58.0%	5.0%		86.0%
B07 - People in prison who have a mental illness or a significant mental illness	2018/19	-	-	-	-	7.35%	-	Insufficient number of values for a spine chart	
B08d - Percentage of people in employment New data	2024/25	→	80,600	72.7%	73.9%	75.7%	61.0%		83.8%
B09a - Sickness absence: the percentage of employees who had at least one day off in the previous week	2021 - 23	-	-	1.7%	2.0%	2.2%	4.5%		
B09b - Sickness absence: the percentage of working days lost due to sickness absence	2021 - 23	-	-	0.9%	1.2%	1.2%	2.7%		1.1%
B10 - Killed and seriously injured casualties on England's roads New data	2024	→	43	45.3	71.8*	89.8*	527.3		25.0
B11 - Domestic abuse related incidents and crimes	2023/24	-	-	23.8*	30.9	27.1	9.9		
B12a - Violent crime - hospital admissions for violence (including sexual violence)	2021/22 - 23/24	-	120	21.0	40.6	34.2	170.5		12.0
B12b - Violent crime - violence offences per 1,000 population New data	2024/25	→	-	31.9	33.7	31.4	14.5		
B12c - Violent crime - sexual offences per 1,000 population New data	2024/25	→	645	3.4	3.2	3.1	1.4		
B13a - Reoffending levels: percentage of offenders who reoffend	2022/23	-	191	20.1%	23.3%	26.2%	15.1%		
B13b - Reoffending levels: average number of reoffences per reoffender	2022/23	-	1,185	6.20	3.98	4.04	2.63		
B13c - First time offenders	2022	↓	263	161	142	166	74		
B14a - The rate of complaints about noise	2023/24	-	757	3.9*	3.8*	5.9*	68.1		0.7
B14b - The percentage of the population exposed to road, rail and air transport noise of 65dB(A) or more, during the daytime	2021	-	1,920	1.1%*	3.2%*	4.3%*	19.0%		0.9%
B14c - The percentage of the population exposed to road, rail and air transport noise of 55 dB(A) or more during the night-time	2021	-	4,620	2.6%*	7.2%*	8.4%*	27.8%		1.5%
B15a - Homelessness: households owed a duty under the Homelessness Reduction Act	2023/24	↑	1,364	18.1	12.6	13.4	30.6		3.6
B15c - Homelessness: households in temporary accommodation	2023/24	→	69	0.9	2.9	4.6	51.9		0.2
B16 - Utilisation of outdoor space for exercise or health reasons	Mar 2015 - Feb 2016	-	-	14.5%	17.7%	17.9%	5.1%		
B17 - Fuel poverty (low income, low energy efficiency methodology) New data	2023	-	11,320	14.6%	16.7%	11.4%	21.3%		6.2%
B18a - Social Isolation: percentage of adult social care users who have as much social contact as they would like (18+ yrs)	2023/24	-	800	43.5%	46.2%	45.6%	33.9%		3%
B18b - Social Isolation: percentage of adult carers who have as much social contact as they would like (18+ yrs)	2023/24	-	45	25.0%	32.2%	30.0%	15.4%		
B19 - Loneliness: Percentage of adults who feel lonely often or always New data	2022/23 - 23/24	-	-	6.4%	7.3%	7.0%	12.7%		4.2%
1.01i - Children in low income families (all dependent children under 20)	2016	↓	7,940	20.0%	20.2%	17.0%	32.5%		6.3%

Telford and Wrekin Profile Public Health Outcomes Framework: Health Improvement

Indicator	Period	Tel & Wrek		West Midlands	England	England			
		Recent Trend	Count	Value	Value	Value	Worst/ Lowest	Range	Best/ Highest
C01 - Total prescribed LARC excluding injections rate / 1,000	2023	→	1,745	47.3	36.7	43.5	10.3		7
C02a - Under 18s conception rate	2022	→	55	15.8	15.9	13.9	34.4		5.1
C02b - Under 16s conception rate	2022	→	17	4.8*	2.5	2.2	7.2		0.5
C03a - Obesity in early pregnancy	2023/24	-	-	*	28.7%	26.2%	-	Insufficient number of values for a spine chart	
C03c - Smoking in early pregnancy	2023/24	-	375	21.2%	13.0%	13.6%	-	Insufficient number of values for a spine chart	
C04 - Low birth weight of term babies	2024	→	49	2.7%	3.2%	3.0%	5.2%		1.7%
C05a - Baby's first feed breastmilk	2023/24	↑	1,445	79.8%	69.7%	71.9%	41.3%		4.3%
C05b - Breastfeeding prevalence at 6 to 8 weeks	2024/25	-	882	*	*	55.6%*	-	Insufficient number of values for a spine chart	
C06 - Smoking status at time of delivery	2024/25	↓	130	7.1%	6.2%	6.1%	13.2%		2.2%
C07 - Proportion of New Birth Visits (NBVs) completed within 14 days	2024/25	→	1,749	90.5%	82.1%	85.2%*	9.7%		99.1%
C08a - Child development: percentage of children achieving a good level of development at 2 to 2 and a half years	2024/25	→	979	64.3%	78.0%	81.4%*	60.3%		7.5%
C08b - Child development: percentage of children achieving the expected level in communication skills at 2 to 2 and a half years	2024/25	→	1,156	76.0%	85.2%	87.6%*	68.0%		97.8%
C08c - Child development: percentage of children achieving the expected level in personal social skills at 2 to 2 and a half years	2024/25	→	1,230	80.8%	90.4%	91.8%*	73.4%		99.3%
C09a - Reception prevalence of overweight (including obesity) (4-5 yrs)	2024/25	-	535	25.3%	24.4%	23.5%	32.4%		7.0%
C09b - Year 6 prevalence of overweight (including obesity) (10-11 yrs)	2024/25	-	855	37.4%	38.9%	36.2%	45.6%		
C10 - Percentage of physically active children and young people	2023/24	-	-	50.8%	47.1%	47.8%	34.5%		
C11a - Hospital admissions caused by unintentional and deliberate injuries in children (aged 0 to 14 years)	2023/24	↓	315	88.0	73.2	72.7	149.0		29.3
C11a - Hospital admissions caused by unintentional and deliberate injuries in children (aged 0 to 4 years)	2023/24	↓	130	121.8	92.7	93.2	252.2		37.3
C11b - Hospital admissions caused by unintentional and deliberate injuries in young people (aged 15 to 24 years)	2023/24	↓	180	80.4	89.4	88.6	253.0		39.7
C12 - Percentage of looked after children whose emotional wellbeing is a cause for concern	2023/24	→	76	43.0%	40.0%	41.0%	61.0%		
C14b - Emergency Hospital Admissions for Intentional Self-Harm	2023/24	↓	185	96.0	107.8	117.0	342.5		36.1
C15 - Percentage of adults meeting the '5-a-day' fruit and vegetable consumption recommendations (new method)	2023/24	-	-	31.0%	28.7%	31.3%	18.8%		
C15 - Proportion of the population meeting the recommended '5 a day' on a 'usual day' (adults) (old method)	2019/20	-	-	51.1%	52.6%	55.4%	41.4%		3.8%
C16 - Overweight (including obesity) prevalence in adults, (using adjusted self-reported height and weight) (18+ yrs)	2023/24	-	-	69.4%	67.1%	64.5%	77.2%		
C17a - Percentage of physically active adults	2023/24	-	-	66.4%	64.1%	67.4%	48.9%		0.6%
C17b - Percentage of physically inactive adults	2023/24	-	-	23.6%	24.9%	22.0%	36.6%		8%
C18 - Smoking Prevalence in adults (aged 18 and over) - current smokers (APS)	2024	-	-	6.8%	11.3%	10.4%	20.8%		5.0%
C19a - Successful completion of drug treatment: opiate users	2023/24	-	37	8.1%	4.7%	5.1%	1.6%		
C19b - Successful completion of drug treatment: non opiate users	2023/24	→	71	46.1%	29.1%	29.5%	16.1%		
C19c - Successful completion of alcohol treatment	2023/24	→	137	50.9%	34.3%	34.2%	16.8%		
C19d - Deaths from drug misuse	2021 - 23	-	30	5.5	5.6	5.5	20.5		1.6
C20 - Adults with substance misuse treatment need who successfully engage in community based structured treatment following release from prison	2024/25	↑	63	74.1%	52.4%	57.1%	0.0%		8.0%
C21 - Admission episodes for alcohol-related conditions (Narrow) (Persons)	2023/24	→	1,052	573	607	504	890		240
C21 - Admission episodes for alcohol-related conditions (Narrow) (Male)	2023/24	→	669	756	810	686	1,190		334
C21 - Admission episodes for alcohol-related conditions (Narrow) (Female)	2023/24	→	383	406	422	340	654		144
C22 - Estimated diabetes diagnosis rate	2018	-	-	85.6%	86.3%	78.0%	54.3%		5%
C23 - Percentage of cancers diagnosed at stages 1 and 2	2022	→	371	53.8%	56.2%	56.8%	48.6%		
C24a - Cancer screening coverage: breast cancer	2024	→	15,815	72.3%	69.1%*	69.9%*	45.8%		80.7%
C24b - Cancer screening coverage: cervical cancer (aged 25 to 49 years old)	2024	↓	23,844	69.6%	65.2%*	66.1%*	43.4%		77.3%
C24c - Cancer screening coverage: cervical cancer (aged 50 to 64 years old)	2024	→	13,521	74.7%	73.7%*	74.3%*	55.3%		78.8%
C24d - Cancer screening coverage: bowel cancer	2024	↑	21,702	71.2%	70.2%*	71.8%*	52.4%		79.3%
C24e - Abdominal Aortic Aneurysm Screening Coverage	2023/24	↑	919	86.0%	81.9%*	81.9%*	61.2%		90.5%
C24m - Newborn Hearing Screening: Coverage	2023/24	↑	1,895	99.6%	99.2%*	99.0%*	92.2%		99.9%
C24n - Newborn and Infant Physical Examination Screening Coverage	2023/24	-	1,822	95.5%	96.8%*	96.1%*	86.6%		98.6%
C26a - Cumulative percentage of the eligible population aged 40 to 74 offered an NHS Health Check	2020/21 - 24/25	-	20,998	39.3%	77.6%	76.0%	4.3%		
C26b - Cumulative percentage of the eligible population aged 40 to 74 offered an NHS Health Check who received an NHS Health Check	2020/21 - 24/25	-	9,985	47.6%	35.3%	38.9%	15.4%		
C26c - Cumulative percentage of the eligible population aged 40 to 74 who received an NHS Health check	2020/21 - 24/25	-	9,985	18.7%	27.4%	29.6%	1.6%		
C27 - Percentage reporting a long-term Musculoskeletal (MSK) problem	2023	-	-	25.8%	20.5%	18.4%	28.4%		7%
C28a - Self reported wellbeing: people with a low satisfaction score	2022/23	-	-	5.9%	5.2%	5.6%	12.5%		1.9%
C28b - Self reported wellbeing: people with a low worthwhile score	2022/23	-	-	3.3%	4.2%	4.4%	9.8%		1.6%
C28c - Self reported wellbeing: people with a low happiness score	2022/23	-	-	6.8%	8.5%	8.9%	17.1%		3.5%
C28d - Self reported wellbeing: people with a high anxiety score	2022/23	-	-	19.5%	22.9%	23.3%	33.8%		
C29 - Emergency hospital admissions due to falls in people aged 65 and over	2023/24	↓	455	1,395	1,998	1,984	3,311		1,330
C29 - Emergency hospital admissions due to falls in people aged 65 to 79	2023/24	→	185	722	973	955	1,806		625
C29 - Emergency hospital admissions due to falls in people aged 80 plus	2023/24	↓	270	3,347	4,969	4,969	8,322		3,194

Telford and Wrekin Profile Public Health Outcomes Framework: Health Protection

Indicator	Period	Tel & Wrek		West Midlands	England	England			
		Recent Trend	Count	Value	Value	Value	Worst/ Lowest	Range	Best/ Highest
D01 - Air pollution: estimated fraction of mortality attributable to particulate air pollution	2023	–	–	4.3%	5.1%	5.2%	3.4%		%
D02a - Chlamydia detection rate per 100,000 aged 15 to 24 years (Female)	2024	–	210	1,911	1,290	1,589	606		
D02a - Chlamydia detection rate per 100,000 aged 15 to 24 years (Male)	2024	–	90	789	614	837	349		
D02a - Chlamydia detection rate per 100,000 aged 15 to 24 years (Persons)	2024	–	301	1,344	974	1,250	564		
D02b - New STI diagnoses (excluding chlamydia aged 24 years and under) per 100,000	2024	↑	620	323	330	482	2,903		180
D03a - Population vaccination coverage BCG: areas offering universal BCG only	2021/22	–	260	*	*	*	–		–
D03b - Population vaccination coverage: Hepatitis B (1 year old) New data	2024/25	–	–	*	96.0%	93.6%*	–	Insufficient number of values for a spine chart	
D03c - Population vaccination coverage: Dtap IPV Hib HepB (1 year old) New data	2024/25	→	1,829	93.6%	91.1%	91.3%*	61.5%		97.2%
D03d - Population vaccination coverage: MenB (1 year) New data	2024/25	↓	1,817	93.0%	90.6%	91.0%*	61.3%		97.2%
D03e - Population vaccination coverage: Rotavirus (Rota) (1 year) New data	2024/25	→	1,782	91.2%	88.5%	88.8%*	56.9%		96.3%
D03f - Population vaccination coverage: PCV New data	2024/25	–	1,858	95.1%	92.8%	93.1%*	67.1%		98.0%
D03g - Population vaccination coverage: Hepatitis B (2 years old) New data	2024/25	–	–	*	92.2%	89.3%*	–	Insufficient number of values for a spine chart	
D03h - Population vaccination coverage: Dtap IPV Hib HepB (2 years old) New data	2024/25	↓	1,992	94.5%	92.6%	92.5%*	67.9%		100%
D03i - Population vaccination coverage: MenB booster (2 years) New data	2024/25	→	1,896	89.9%	86.9%	87.3%*	58.0%		95.9%
D03j - Population vaccination coverage: MMR for one dose (2 years old) New data	2024/25	→	1,922	91.2%	88.6%	88.9%*	65.3%		96.3%
D03k - Population vaccination coverage: PCV booster New data	2024/25	→	1,904	90.3%	87.7%	88.0%*	61.9%		96.2%
D03l - Population vaccination coverage: Flu (2 to 3 years old) New data	2024/25	↓	1,661	38.0%	36.9%*	42.6%*	22.6%		
D03m - Population vaccination coverage: Hib and MenC booster (2 years old) New data	2024/25	→	1,912	90.7%	88.2%	88.6%*	60.8%		96.3%
D04a - Population vaccination coverage: DTaP and IPV booster (5 years) New data	2024/25	→	2,022	86.4%	82.0%	81.3%*	44.0%		93.7%
D04b - Population vaccination coverage: MMR for one dose (5 years old) New data	2024/25	→	2,204	94.2%	91.9%	91.8%*	76.1%		97.9%
D04c - Population vaccination coverage: MMR for two doses (5 years old) New data	2024/25	→	2,055	87.9%	83.6%	83.7%*	56.3%		94.2%
D04d - Population vaccination coverage: Flu (primary school aged children) New data	2024	↓	7,743	45.5%	49.3%*	54.5%*	27.1%		1.6%
D04e - Population vaccination coverage: HPV vaccination coverage for one dose (12 to 13 year old) (Female)	2023/24	→	960	70.6%	70.8%	72.9%	32.9%		89.2%
D04e - Population vaccination coverage: HPV vaccination coverage for one dose (12 to 13 year old) (Male)	2023/24	→	925	65.5%	66.0%	67.7%	27.4%		85.2%
D04f - Population vaccination coverage: HPV vaccination coverage for two doses (13 to 14 years old) (Female)	2022/23	↓	742	61.6%	62.9%	62.9%	0.0%		90.7%
D04f - Population vaccination coverage: HPV vaccination coverage for two doses (13 to 14 years old) (Male)	2022/23	–	725	50.7%	57.0%	56.1%	0.0%		87.4%
D04g - Population vaccination coverage: Meningococcal ACWY conjugate vaccine (MenACWY) (14 to 15 years)	2023/24	↓	1,504	56.9%	71.9%	73.0%	31.9%		97.7%
D05 - Population vaccination coverage: Flu (at risk individuals) New data	2024/25	↓	12,545	38.5%	38.5%*	40.0%*	24.1%		1.6%
D06a - Population vaccination coverage: Flu (aged 65 and over) New data	2024/25	↓	26,515	72.9%	73.5%*	74.9%*	53.3%		83.3%
D06b - Population vaccination coverage: PPV New data	2024/25	–	25,513	70.4%	73.5%	73.6%	53.8%		80.9%
D06c - Population vaccination coverage: Shingles vaccination coverage (71 years)	2022/23	↓	641	35.7%	45.9%	48.3%	26.3%		4.2%
D07 - HIV late diagnosis New data	2022 - 24	–	6	54.5%	47.2%	43.3%	80.0%		
D08a - Proportion of drug sensitive TB notifications who had completed a full course of treatment by 12 months New data	2023	→	7	70.0%	84.4%	84.4%	40.0%		100%
D08b - TB incidence (three year average) New data	2022 - 24	–	34	5.9	10.0	8.5	42.1		0.7
D09 - NHS organisations with a board approved sustainable development management plan	2015/16	→	3	60.0%	55.8%	66.2%	25.0%		0%
D10 - Adjusted antibiotic prescribing in primary care by the NHS New data	2024	↑	98,818	0.86	0.92	0.85	1.14		

Telford and Wrekin Profile Public Health Outcomes Framework: Healthcare & Premature Mortality

Indicator	Period	Tel & Wrek			West Midlands	England	England		
		Recent Trend	Count	Value	Value	Value	Worst	Range	Best
E01 - Infant mortality rate New data	2022 - 24	–	42	7.2	6.1	4.2	8.7		1.2
E02 - Percentage of 5 year olds with experience of visually obvious dental decay	2023/24	–	-	27.0%	21.9%	22.4%	43.4%		11.4%
E03 - Under 75 mortality rate from causes considered preventable (1 year range) New data	2024	↓	259	155.0	157.2	145.8	283.3		82.7
E03 - Under 75 mortality rate from causes considered preventable (3 year range) New data	2022 - 24	–	820	166.4	161.6	151.2	305.6		89.3
E04a - Under 75 mortality rate from cardiovascular disease (1 year range) New data	2024	→	116	69.8	83.0	74.3	138.9		33.8
E04a - Under 75 mortality rate from cardiovascular disease (3 year range) New data	2022 - 24	–	405	82.6	84.6	76.5	136.1		43.5
E04b - Under 75 mortality rate from cardiovascular disease considered preventable New data	2022 - 24	–	152	30.9	33.9	30.2	54.4		15.7
E05a - Under 75 mortality rate from cancer (1 year range) New data	2024	→	211	127.2	121.7	117.9	169.0		6.2
E05a - Under 75 mortality rate from cancer (3 year range) New data	2022 - 24	–	658	133.4	125.5	120.3	170.4		31.6
E05b - Under 75 mortality rate from cancer considered preventable New data	2022 - 24	–	276	56.5	50.3	48.6	86.4		29.9
E06a - Under 75 mortality rate from liver disease (1 year range) New data	2024	→	34	20.3	23.3	20.1	43.9		10.8
E06a - Under 75 mortality rate from liver disease (3 year range) New data	2022 - 24	–	105	21.4	23.7	21.1	43.4		10.1
E06b - Under 75 mortality rate from liver disease considered preventable New data	2022 - 24	–	93	19.0	21.4	18.9	38.8		8.5
E07a - Under 75 mortality rate from respiratory disease (1 year range) New data	2024	→	65	39.2	37.6	32.7	76.6		12.3
E07a - Under 75 mortality rate from respiratory disease (3 year range) New data	2022 - 24	–	183	37.0	36.4	32.4	77.9		14.5
E07b - Under 75 mortality rate from respiratory disease considered preventable New data	2022 - 24	–	110	22.3	21.2	19.3	49.2		7.8
E08 - Mortality rate from a range of specified communicable diseases, including influenza New data	2022 - 24	–	81	15.8	16.5	15.2	29.3		8.5
E09a - Premature mortality in adults with severe mental illness (SMI)	2021 - 23	–	450	116.4	115.1	110.8	232.5		55.2
E09b - Excess under 75 mortality rate in adults with severe mental illness (SMI)	2021 - 23	–	-	350.5%	328.5%	383.7%	644.7%		7%
E10 - Suicide rate New data	2022 - 24	–	-	11.0	10.5	10.9	20.2		4.6
E11 - Emergency readmissions within 30 days of discharge from hospital	2023/24	→	3,230	14.7%	15.2%	14.8%	20.6%		10.8%
E12a - Preventable sight loss: age related macular degeneration (AMD)	2023/24	→	39	114.5	108.5*	105.1	227.2		36.6
E12b - Preventable sight loss: glaucoma	2023/24	→	18	18.8	15.7*	14.3	31.9		4.0
E12c - Preventable sight loss: diabetic eye disease	2023/24	–	6	3.7	2.9*	3.0	12.7		1.1
E12d - Preventable sight loss: sight loss certifications	2023/24	→	78	40.6	45.4*	43.5	92.5		9.1
E13 - Hip fractures in people aged 65 and over	2023/24	→	175	542	581	547	849		362
E13 - Hip fractures in people aged 65 to 79	2023/24	→	55	215.0	259.1	237.8	375.0		140.4
E13 - Hip fractures in people aged 80 and over	2023/24	→	120	1,489	1,513	1,444	2,224		916
E14 - Winter mortality index	Aug 2021 - Jul 2022	→	10	0.8%	8.8%	8.1%	30.1%		-6.8%
E14 - Winter mortality index (age 85 plus)	Aug 2021 - Jul 2022	→	0	0.8%	12.4%	11.3%	49.3%		-11.3%
E15 - Estimated dementia diagnosis rate (aged 65 and older) New data	2025	→	1,388	63.2	63.6	65.6	52.4		

5. Pharmaceutical Services Provision

5.1 Pharmaceutical services overview

Pharmaceutical services in Telford and Wrekin are provided by the following:

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

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

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

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

Pharmacies can also provide locally commissioned services which are commissioned by local commissioners such as Shropshire Council and Shropshire, Telford and Wrekin ICB.

As of November 2025, there are 37 pharmaceutical service providers in Telford and Wrekin Community pharmacy services.

Community Pharmacy Contractors

Community pharmacy contractors can be individuals who independently own one or two pharmacies or large multinational companies e.g. Asda, Boots, Tesco, Superdrug etc. who may own many hundreds of pharmacies UK wide.

At the time of publishing this document. There are 35 community pharmacies located in Telford and Wrekin.

Dispensing appliance contractors

Appliance contractors cannot supply medicines but are able to supply products such as dressings, stoma bags, catheters etc.

There is 1 dispensing appliance contractor in Telford and Wrekin, NuCare Limited based in Hortonwood.

Dispensing Doctors

Dispensing doctors are GP practices who are allowed to both prescribe and dispense prescription only medicines from within their surgeries to patients that are outside of a 1.6km radius of a community pharmacy. GPs are only allowed to become dispensing practices in specific circumstances.

As of November 2025, there is 1 dispensing doctor practice located in the borough at Wellington Road Surgery in Newport.

Pharmacies per 100,000 resident population

As of November 2025, there are 17.9 community pharmacies per 100,000 population which compares with 19.5 for England.

When combined with dispensing practices the rate for Telford and Wrekin is 18.4 per 100,000 population compared to 21.0 per 100,000 population for England overall.

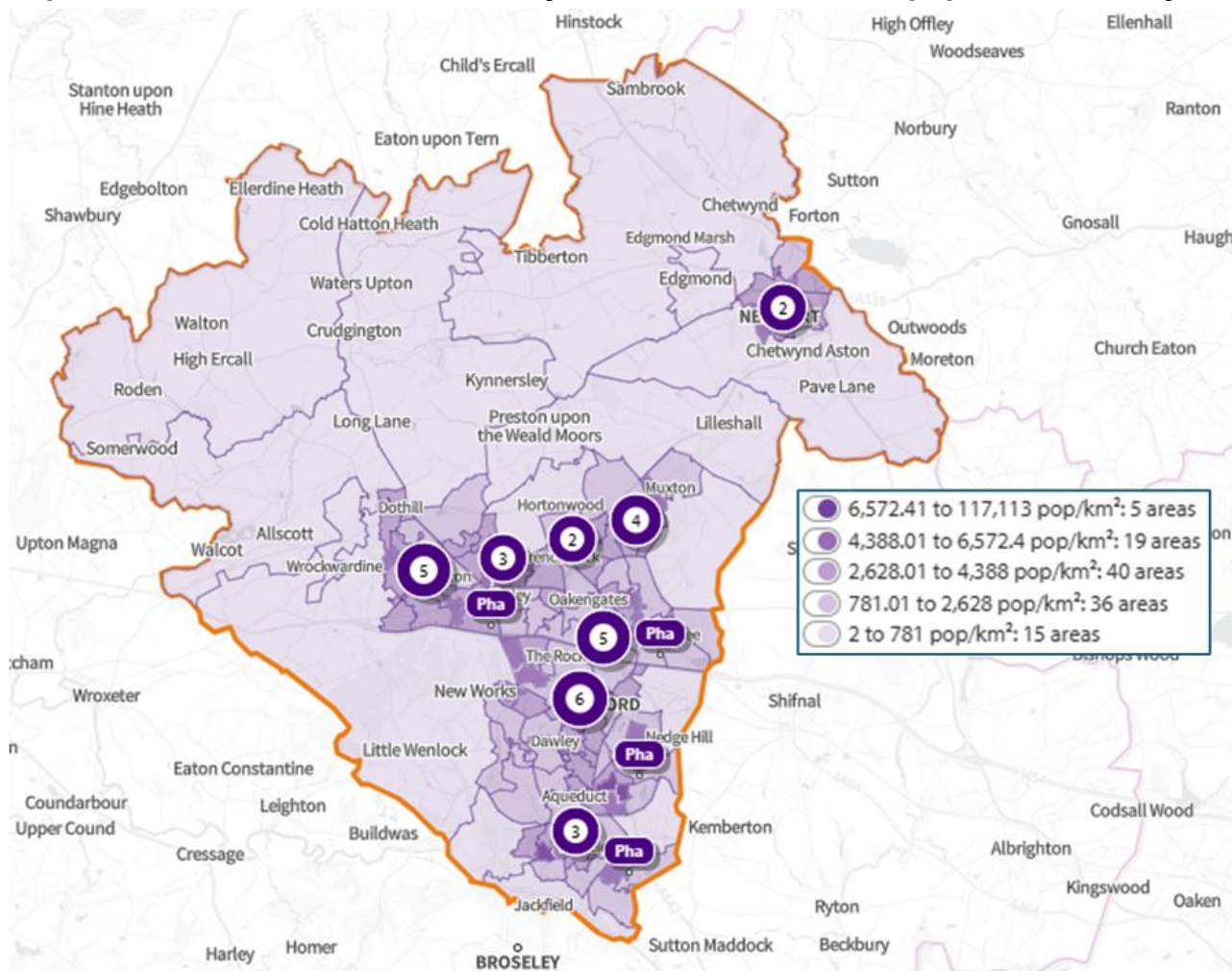
For Telford and Wrekin this is a reduction from the previous PNA in 2023, when there were 19.9 pharmacies per population. The population of Telford and Wrekin has grown at twice the national average rate in the last 10 years and is projected to continue growing at the same level over the next 10 years, therefore pressures on existing pharmacy services are likely to increase.

5.2 Location of pharmaceutical service provision

Map 3 shows the locations of the 37 pharmaceutical service providers in the borough.

The community pharmacies are located around local community centres, shopping centres and GP surgeries in urban areas in the centre and south of the borough as well as Newport in the North East. There are no community pharmacies in areas classified as rural, however the one dispensing practice in Newport increases provision in the north of Telford and Wrekin.

Map 5: Telford and Wrekin Community Pharmacies and LSOA population density

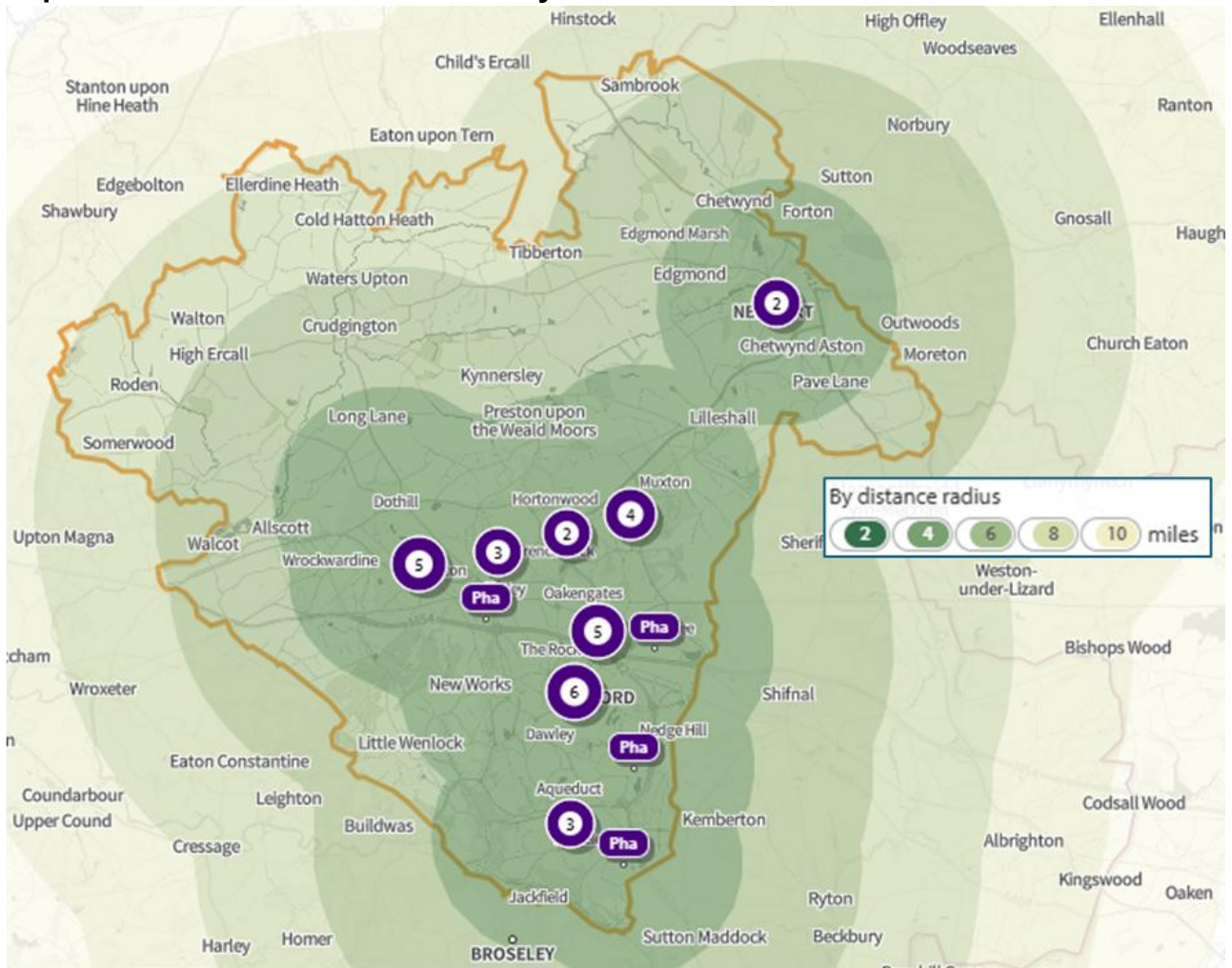


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Despite the lack of pharmacy provision in the rural areas, the compact nature of Telford and Wrekin means that virtually all households within the borough are within a 6-mile radius of a community pharmacy³.

³ The number of properties that are more than a 6 mile radius from a pharmacy is estimated to be fewer than 30 (October 2025).

Map 6: Telford and Wrekin Community Pharmacies and distance radius



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5.3 Opening times and access

Pharmacy opening hours are part of pharmacies' Terms of Service for providing NHS pharmaceutical services.

Most pharmacies must open for 40 core contractual hours (this includes Distance Selling Premises (DSP) pharmacies).

Some pharmacies must open between 72-100 core contractual hours (called 100-hour pharmacies for those that have opened under the former exemption from the control of entry test).

All pharmacies may open for additional supplementary hours.

Pharmacies are not required to open (to provide core contractual hours) on, for example, Bank holidays but some may be directed by the NHS to provide Bank holiday opening hours.

Extended Hours

Following the changes to regulations in 2023⁴ there are no longer any '100 hour' pharmacies within Telford and Wrekin. There are, however, six pharmacies that offer extended hours with a minimum of 72 opening hours:

- Asda Pharmacy Donnington (Central North locality)
- Asda Pharmacy Malinslee (Central South locality)
- Donnington Pharmacy (Central North locality)
- High Street Pharmacy Newport (North East locality)
- Wellington Pharmacy (Central North locality)
- Tesco Instore Pharmacy (Central North locality)

The following table shows a summary of the earliest and latest opening times for community pharmacies by locality.

A detailed list of opening times for individual pharmacies is available in appendix 1.

⁴ <https://www.england.nhs.uk/long-read/guidance-on-the-nhs-pharmaceutical-and-local-pharmaceutical-services-amendment-regulations-2023/>

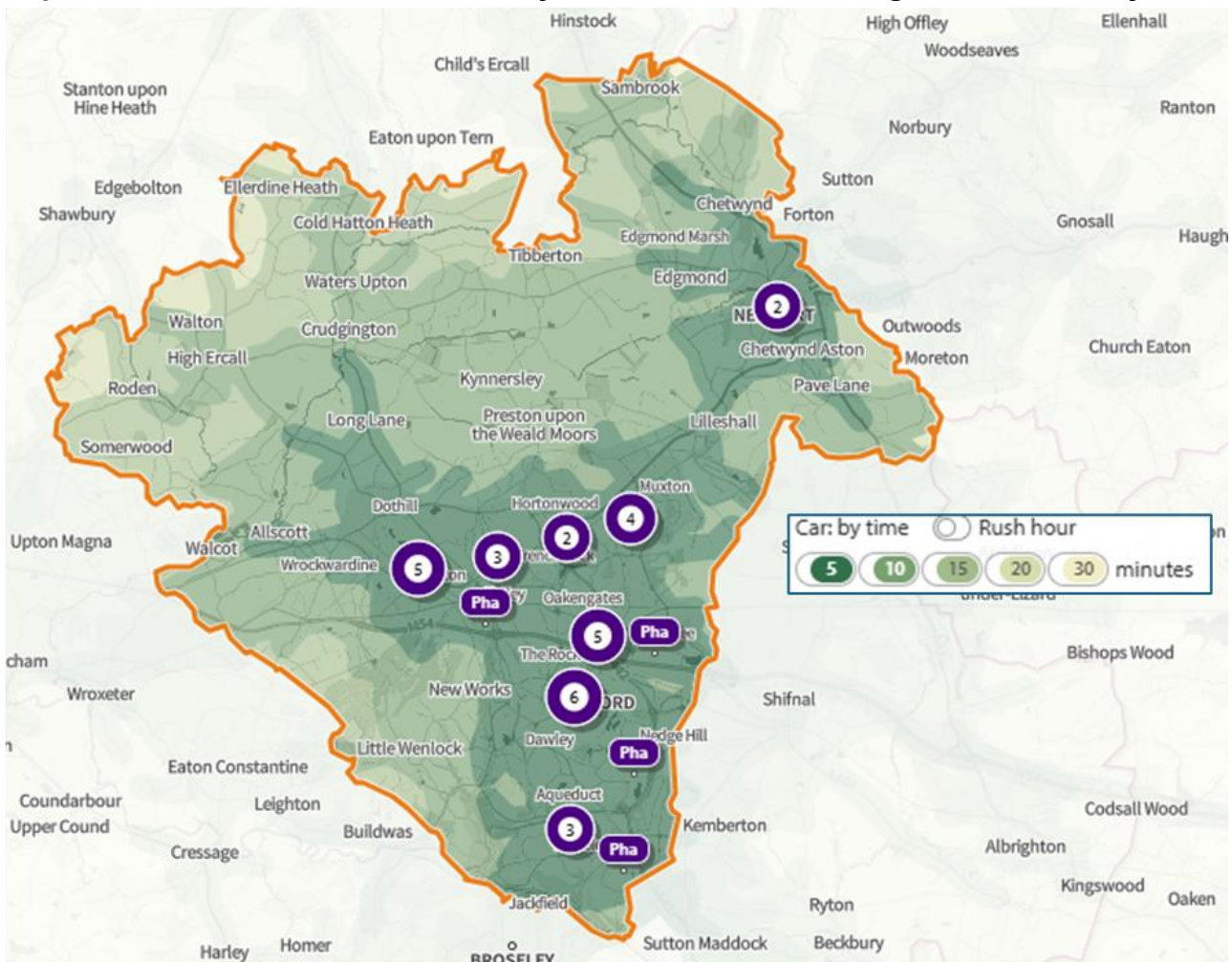
Summary of earliest and latest opening times by locality

Locality	Weekdays	Saturdays	Sundays
Central North	08:00-21:00	08:00-21:00	09:00-20:00
Central South	08:30-21:00	08:30-21:00	10:00-16:30
North East	08:30-21:00	08:30-21:00	09:00-19:00
West	09:00-18:00	-	-

Wellington Road Surgery (Newport) dispensing practice provides a dispensing service to eligible patients registered at the practice. Opening hours reflect those of the practice opening hours. No weekend dispensing provision is available for eligible patients.

81% of households in the borough have access to at least one car or van. This is greater than the national average (77%). The entirety of Telford and Wrekin is within 20 minutes travel time by car of a community pharmacy that is open on weekdays with the population in the urban areas of the borough within 5 minutes travel time of a pharmacy by car.

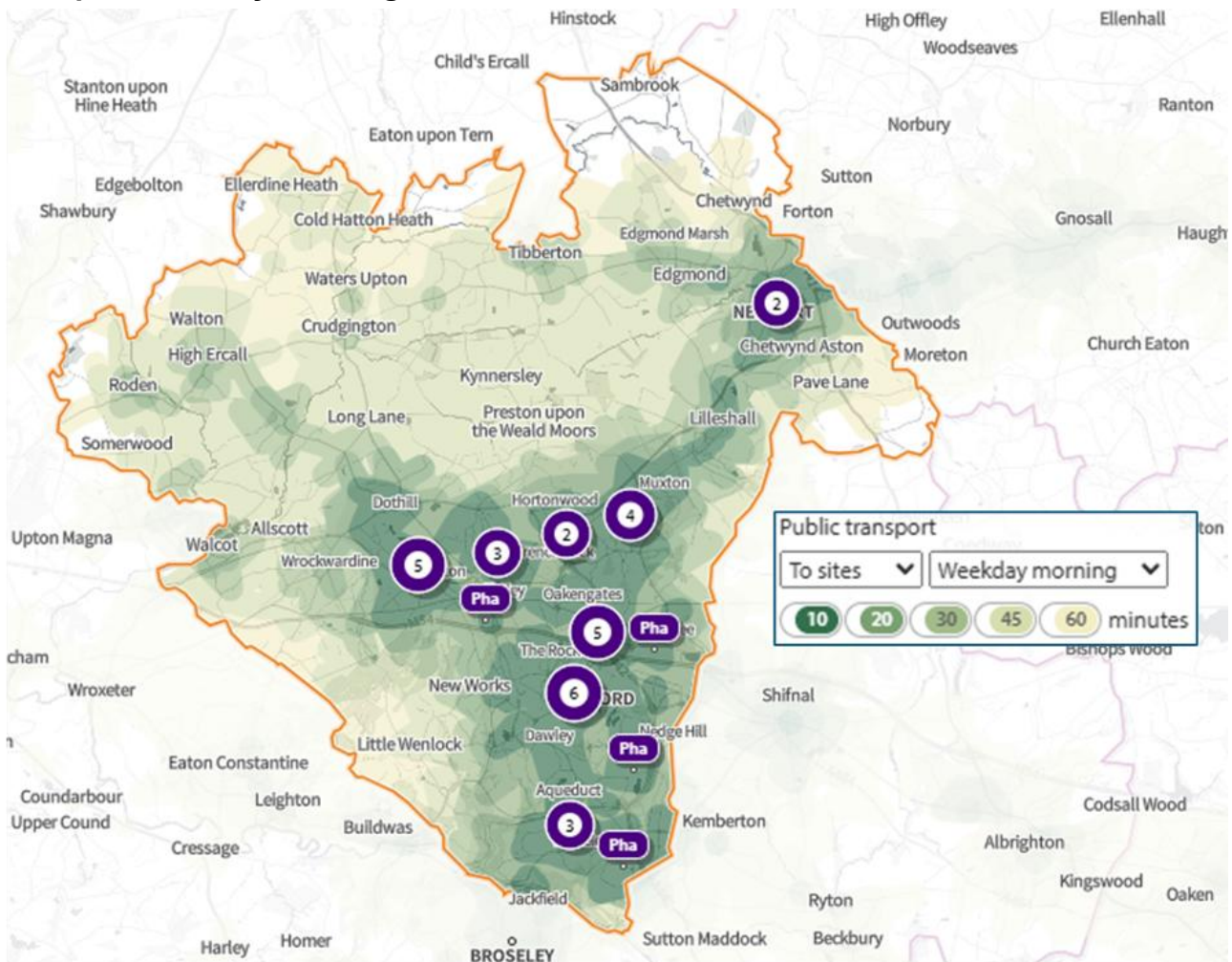
Map 7: Telford and Wrekin Community Pharmacies and average travel times by car



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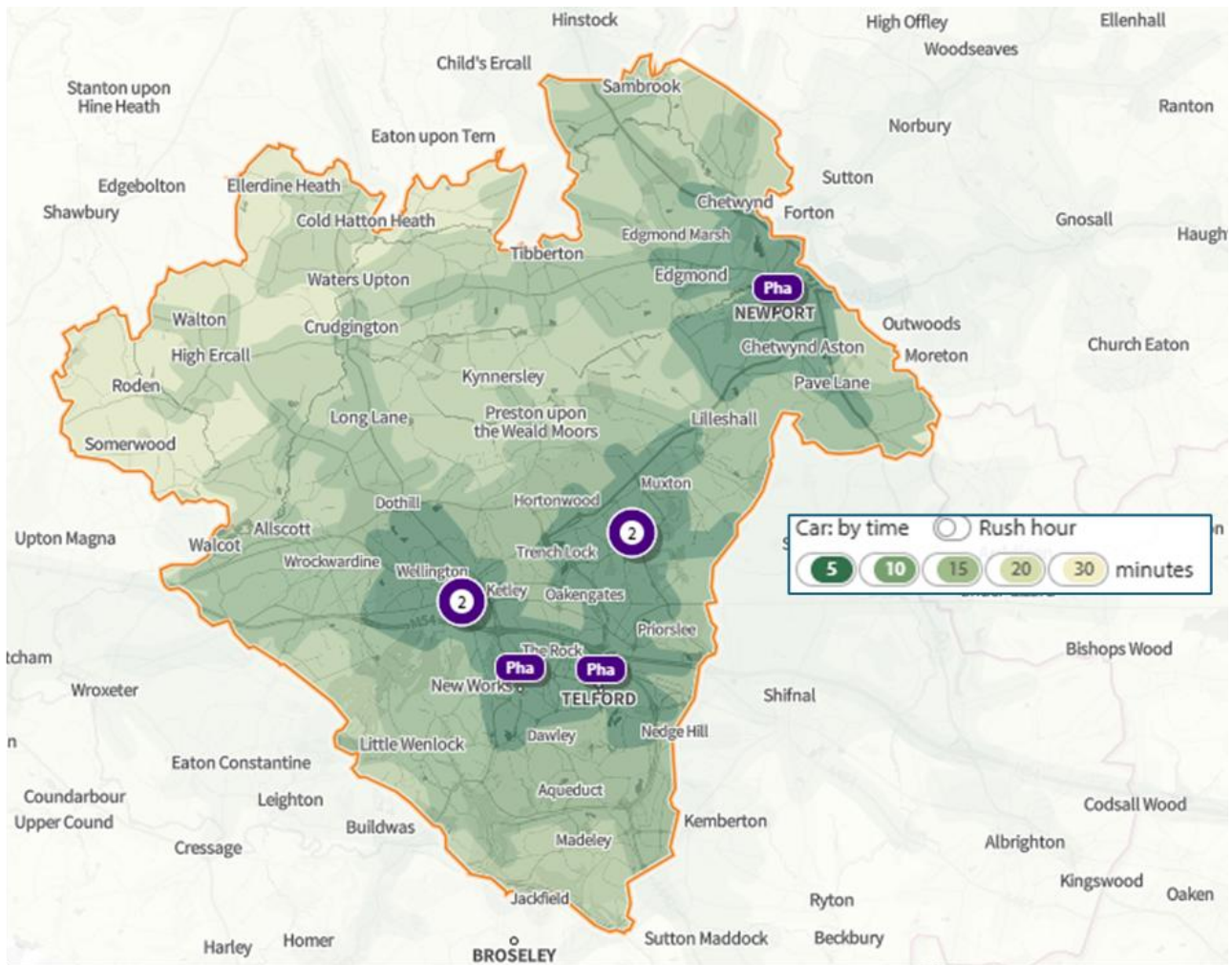
Using public transport virtually all residents in the borough can access a pharmacy on weekdays within 60 minutes.

Map 8: Telford and Wrekin Community Pharmacies and average travel times public transport weekday mornings



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Map 10: Average travel times by car to pharmacies open weekday evenings



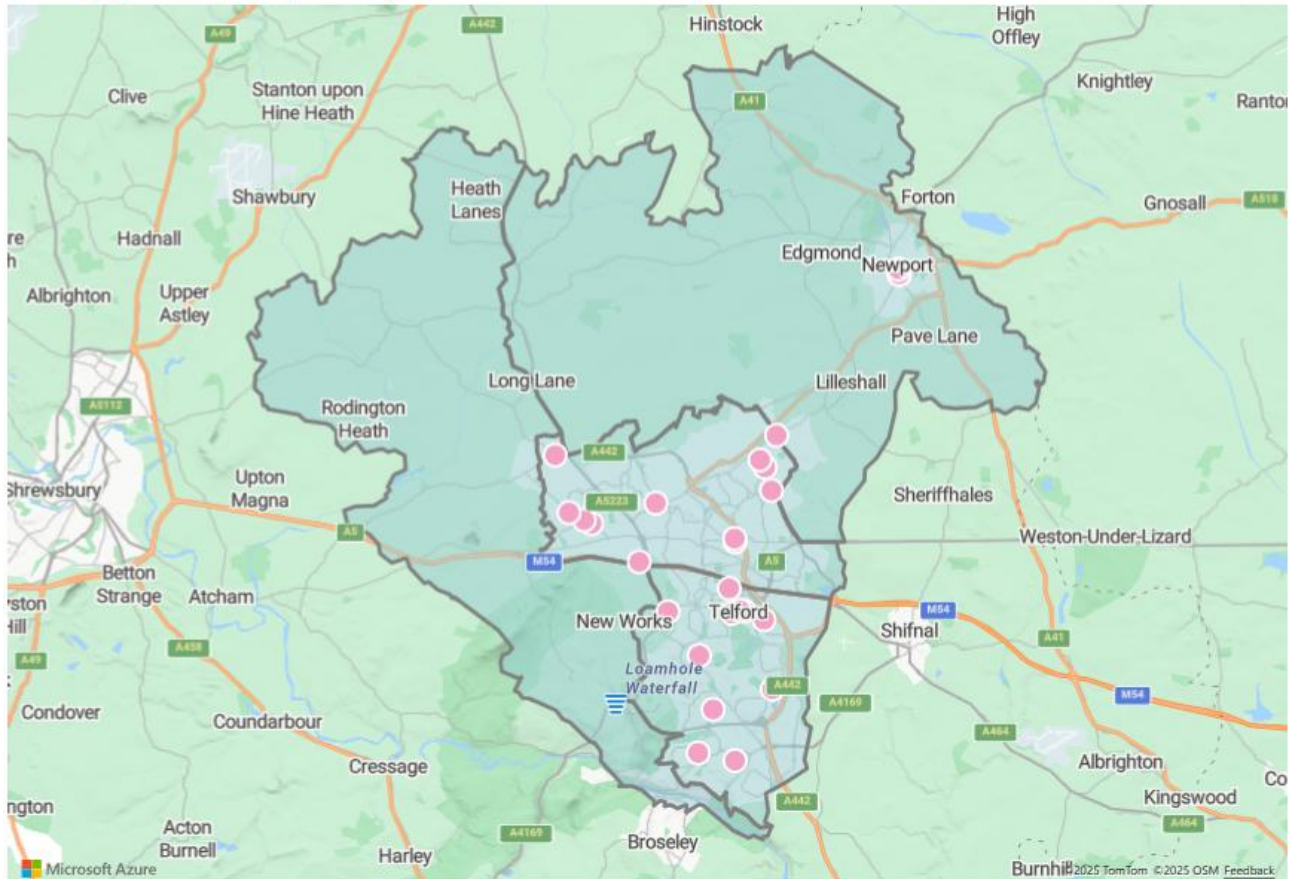
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Pharmacies open Saturdays

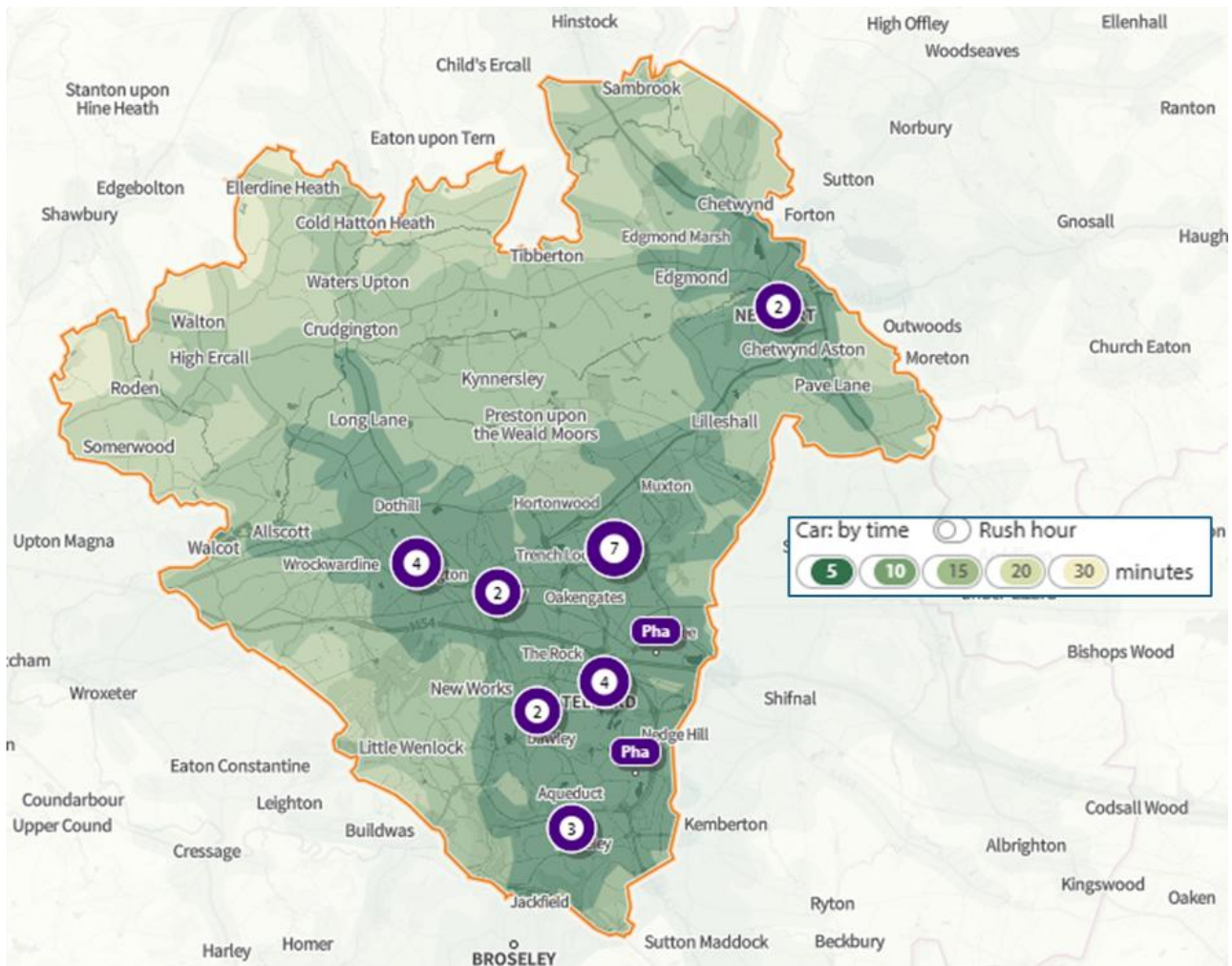
There are 26 community pharmacies open on Saturdays in Telford and Wrekin: 12 in Central North, 11 in Central South and 3 in North East. All parts of the borough are within 20 minutes travel time by car of a community pharmacy open on Saturdays during the day.

Map 11: Pharmacies open Saturdays

Pharmacy Type ● Community Pharmacy



Map 12: Average travel times by car to pharmacies open Saturdays



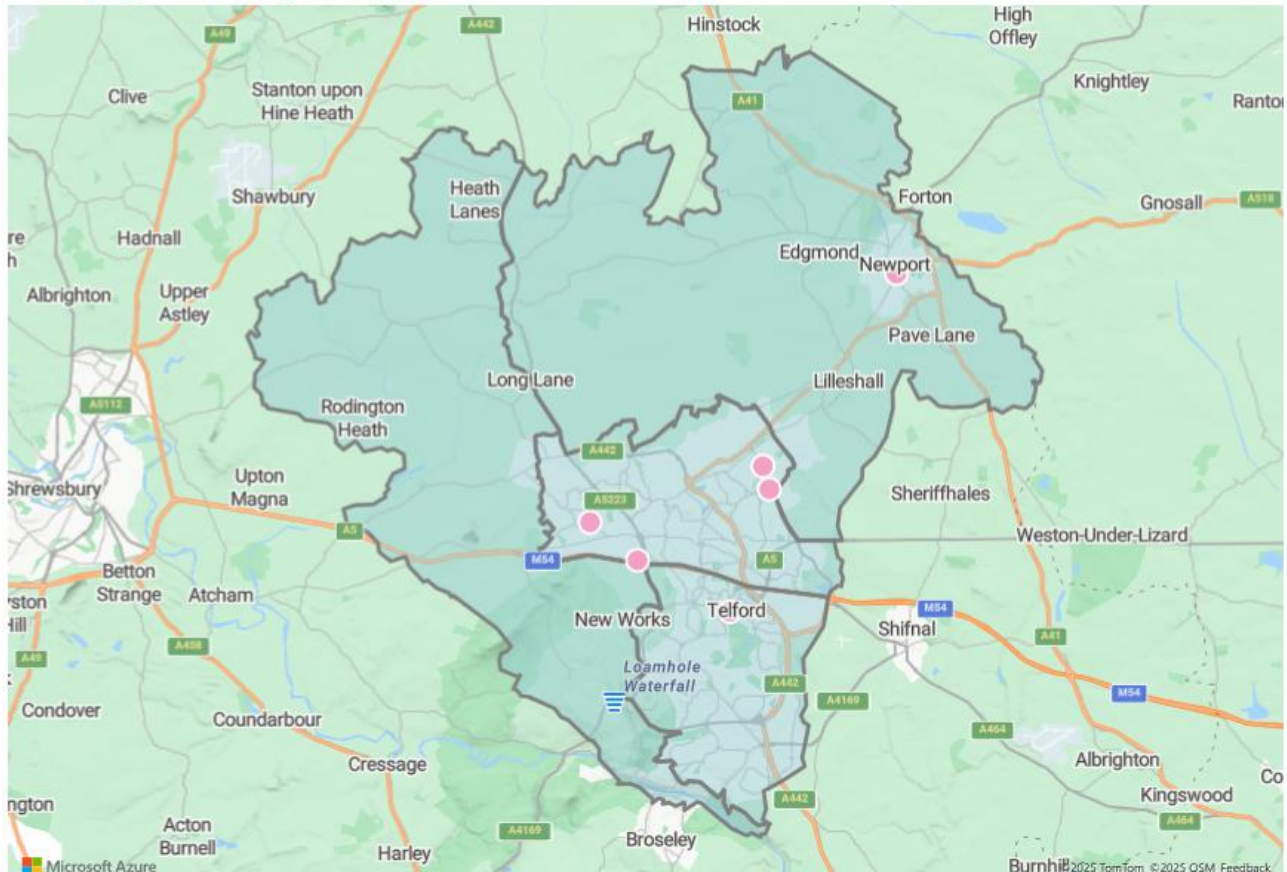
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Pharmacies open Saturday evenings

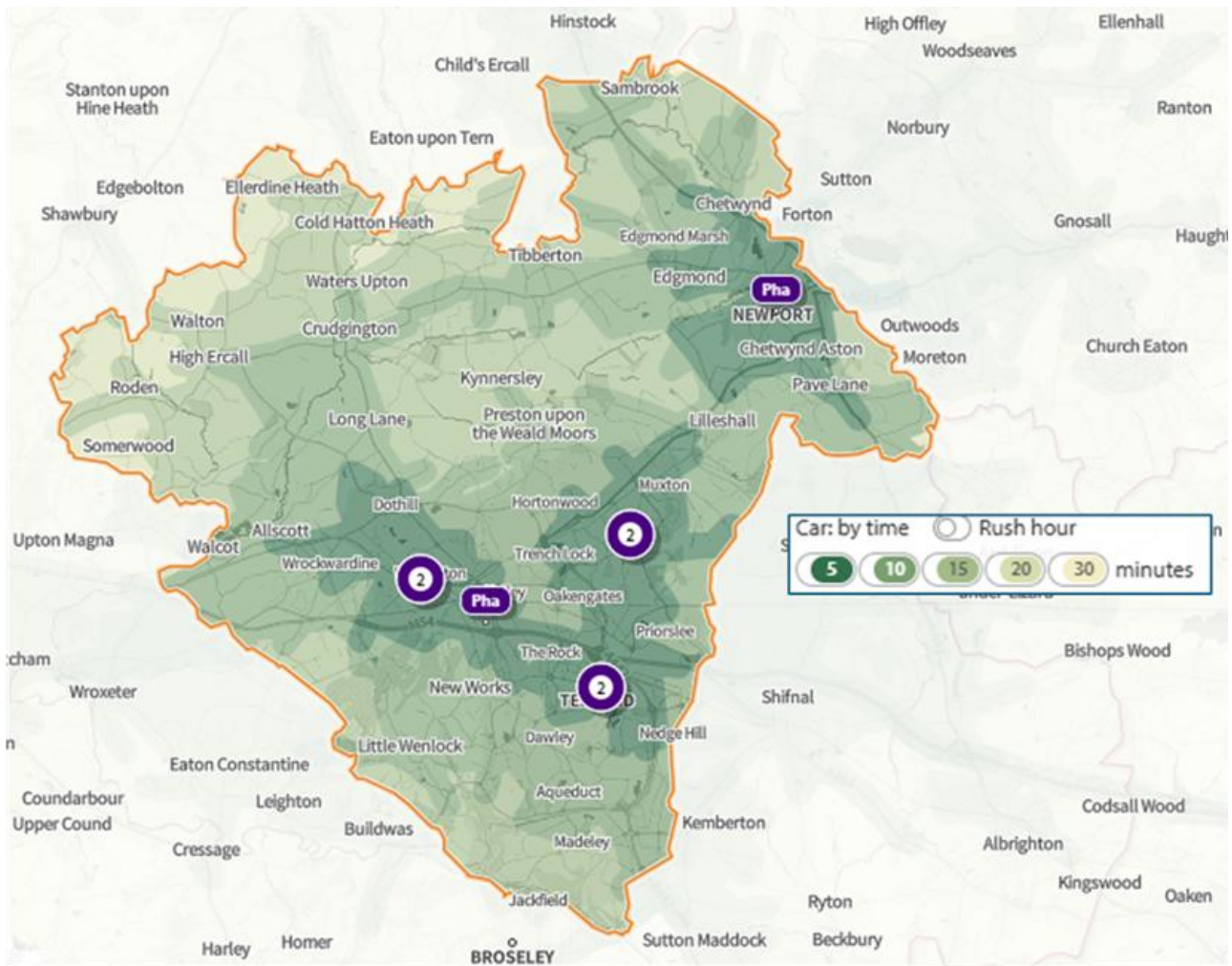
6 pharmacies have opening hours on Saturday evenings: 4 in Central North, 1 in Central South and 1 in North East providing coverage until 21:00. All parts of the borough are within 20 minutes travel time by car of a community pharmacy open on Saturday evening.

Map 13: Pharmacies open Saturday evenings

Pharmacy Type ● Community Pharmacy



Map 16: Average travel times by car to pharmacies open Sundays



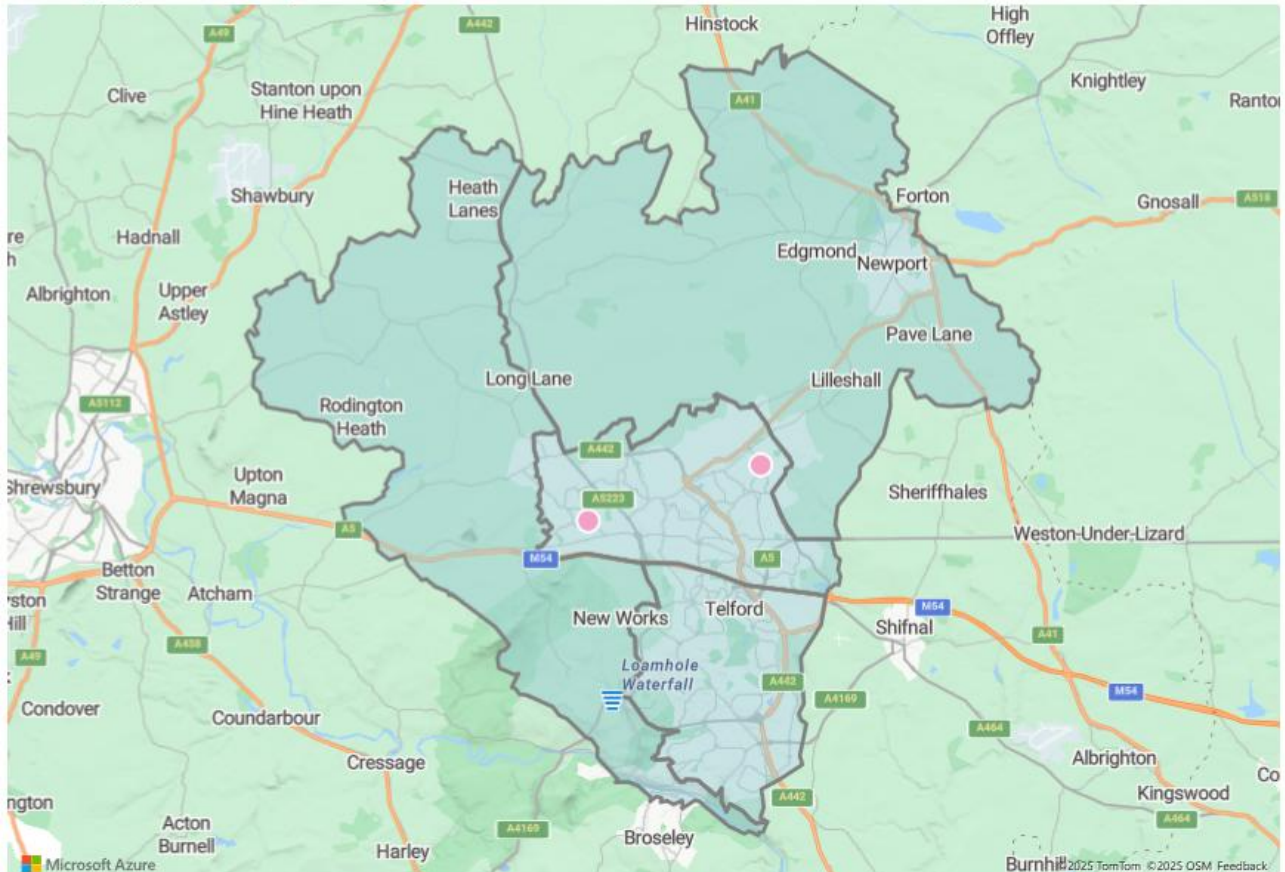
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Pharmacies open Sunday evenings

There are 2 community pharmacies that are open on Sunday evenings. Both are located in Central North and provide availability until 20:00. All parts of Telford and Wrekin are within 30 minutes travel time by car of a community pharmacy open on Sunday evenings.

Map 17: Pharmacies open Sunday evenings

Pharmacy Type ● Community Pharmacy



Map 18: Average travel times by car to pharmacies open Sunday evenings



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5.4 Pharmaceutical Coverage Outside of Telford and Wrekin's boundaries

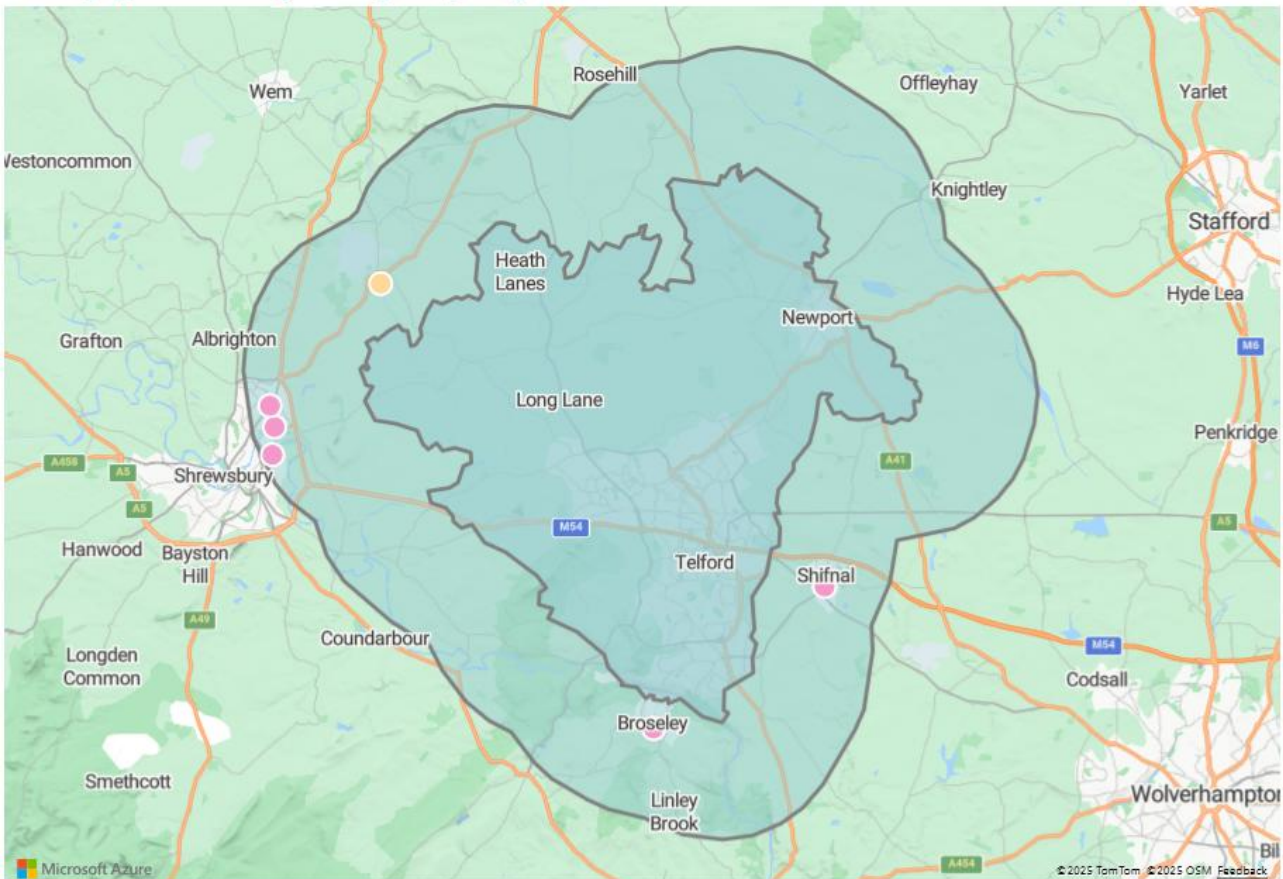
Telford and Wrekin is neighboured largely by Shropshire with a smaller border with Staffordshire to the east. Pharmacies in these areas may provide services to Telford and Wrekin residents. To identify those pharmacies near the border of Shropshire, a 5km 'buffer' was drawn around it. This identified 6 providers of pharmaceutical services that are within 5 kilometres of Telford and Wrekin. These are all within the area covered by Shropshire Health and Wellbeing Board and map 2 shows the following pharmacy locations in Shropshire:

- 5 community pharmacies (3 in Shrewsbury, 1 in Shifnal and 1 in Broseley)
- 1 dispensing doctor practice – Shawbury Medical Practice

Of the 5 community pharmacies, all are open on Saturdays but only Tesco pharmacy in Shrewsbury is open on weekday evenings and Sundays.

Map 19: Pharmacies within 5km of Telford and Wrekin boundary

Pharmacy Type ● Community Pharmacy ● Dispensing Practice



5.5 Changes to pharmacy provision

During the consultation period notification was received that Donnington Pharmacy will cease to provide pharmaceutical services on 30 April 2026. However, it is intended that Parade Pharmacy will relocate into the current Donnington Pharmacy premises and adjust supplementary hours to match the existing Donnington Pharmacy hours.

This change will reduce the number of Community Pharmacies in the borough to 34 and the rate of pharmacies per 100,000 population to 17.4 from 17.9.

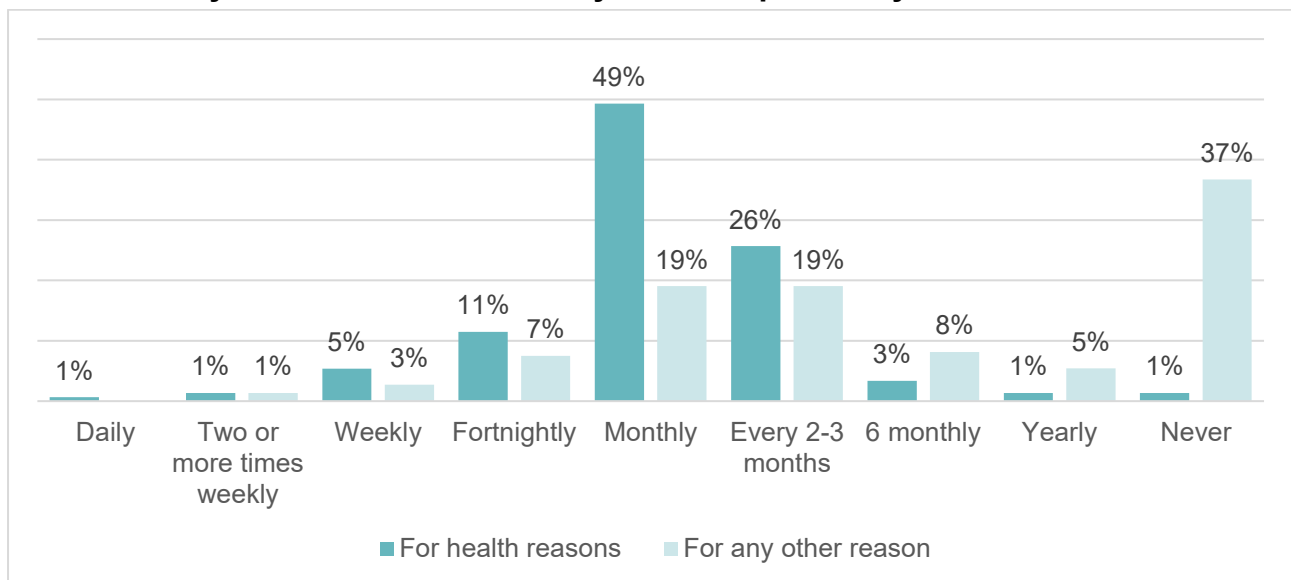
There will be a loss of 47.5 hours of pharmaceutical provision (5% of current capacity in Central North). However, Sunday evening provision of 2 pharmacies will be retained.

5.6 PNA Patients Survey opinions on pharmacy provision

Around half or respondents to the PNA patients survey (49%) indicated that they visit a pharmacy monthly for health reasons with a further 26% visiting every 2-3 months.

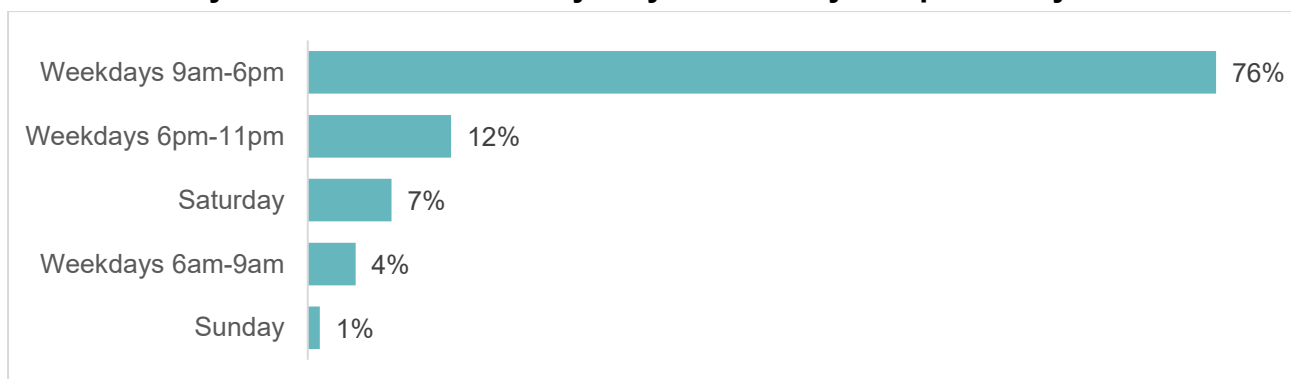
19% said that they visit a pharmacy monthly for non-health reasons with 19% indicating that they visit every 2-3 months. 37% said that they never visit a pharmacy for non-health reasons.

Patient survey Q2 & Q3: How often do you visit a pharmacy?



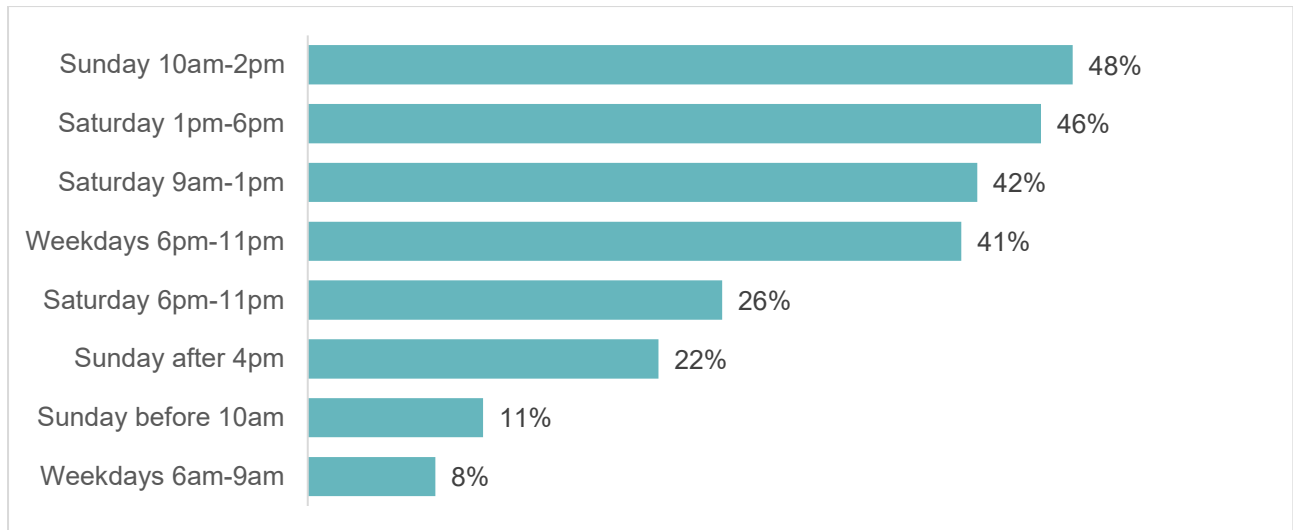
Three quarters of respondents (76%) said that they normally use pharmacy services between 9am and 6pm on weekdays. 12% said that normal time for using pharmacy services was between 6pm and 11pm on weekday evenings.

Patient survey Q4: At what time of day do you normally use pharmacy services?



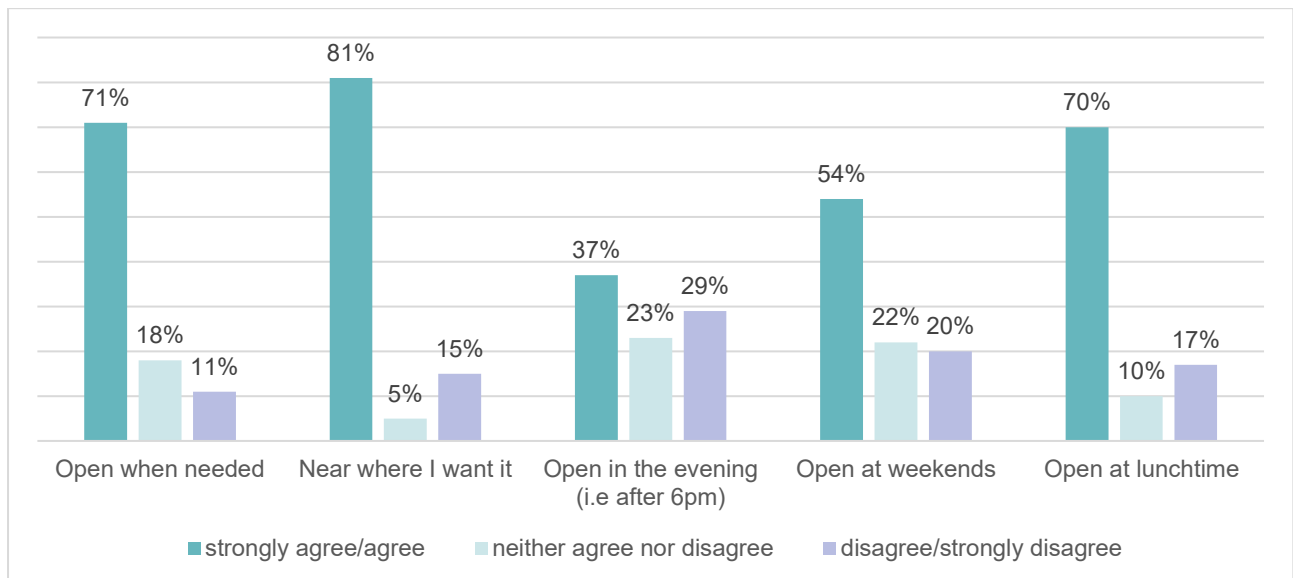
When asked what other times they would find it most useful to visit a pharmacy increased weekend provision and later weekday evenings were the options selected by the largest number of respondents.

Patient survey Q5: Other than normal opening hours, what other times would you find it most useful to visit a pharmacy?



Most respondents indicated that they can easily find a pharmacy near where they want it (81%), open when needed (71%), open at lunchtime (70%) and open at weekends (54%). Fewest respondents (37%) agreed that they could easily find a pharmacy open in the evening.

Patient survey Q6: I can easily find a pharmacy...



Assessment of Pharmacy opening times and access

- There is good pharmacy provision across Telford and Wrekin with all parts of the borough within 20 mins average travel time by car of a community pharmacy during the day and evenings on weekdays, Saturdays and on Sundays during the day.
- The majority of the population are within 10 minutes average time by car of a community pharmacy on weekdays and Saturdays during the day. There is also good access to pharmacies from all parts of the borough using public transport on weekdays.
- Although there are only 2 pharmacies open on Sunday evenings, their central location means that they can be reached from all parts of the borough within 30 minutes.
- In the West locality the dispensing practice service in Newport reflects the GP surgery opening times.
- Despite being the most densely populated part of the borough, there are no pharmacies in the borough to the south of Telford Town Centre that are open in the evening or on Sundays. Neither are there any pharmacies in Shropshire that border this part of Telford and Wrekin that offer evening or Sunday opening. Although those pharmacies that are open can be easily accessed by car, this is potentially an area of concern given that levels of vehicle ownership are lowest in this part of Telford and Wrekin. However, the same is applicable for residents of this area accessing emergency hospital services that do not require an ambulance.

Recommendations:

- There is no gap or need identified in the PNA, currently or in the lifetime of the document, which could only be met by the granting of an application to meet that need.
- Dispensing provision remains adequate and is expected to over the period of this PNA, given the pace of projected population growth predicted in this PNA.
- Supplementary statements may be required in the event of changes to the number of providers, opening hours or services provided.

6. Essential Services overview

Essential Services are services which pharmacies on the NHS pharmaceutical list must provide as part of the NHS Community Pharmacy Contractual Framework, also known as the 'pharmacy contract'. These nine are:

- Discharged medicines service
- Dispensing appliances
- Dispensing medicines
- Repeat dispensing and electronic repeat dispensing
- Disposal of unwanted medicines
- Healthy Living Pharmacies
- Public Health (promotion of healthy lifestyles)
- Signposting
- Support for self-care

There are also clinical governance requirements on pharmacies as part of the contract.

6.1 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 trialled in the 5-year CPCF agreement, with a formal announcement regarding the service made by the Secretary of State for Health and Social Care in February 2020.

From 15th February 2021, NHS Trusts were able to refer patients who would benefit from extra guidance around prescribed medicines for provision of the DMS at their pharmacy. The service has been identified by NHS England Medicines Safety Improvement Programme to be a significant contributor to the safety of patients at transitions of care, by reducing readmissions to hospital. Discharge from hospital is associated with an increased risk of avoidable medication related harm and NICE Guidelines include recommendations that medicine related communication systems should be in place when patients move from one care setting to another, and that a medicines reconciliation process should be in place for all patients discharged from a hospital or another care setting back into primary care and this should happen within a week of discharge. Research has shown that 79% of patients were prescribed at least one medication after discharge from hospital, but new prescriptions can sometimes cause side-effects or negatively interact with existing medication and further research has shown that people over 65 are less likely to be readmitted to hospital if they are given help with their medication after discharge, and further research has shown that

patients who see their community pharmacist after they have been in hospital are less likely to be readmitted and will experience a shorter stay if they are.

6.2 Dispensing appliances

Pharmacists may choose to regularly dispense, or they may dispense such prescriptions infrequently, or they may have taken a decision not to dispense them at all. Any pharmacy owner choosing to dispense appliances have to comply with requirements specified in the NHS Community Pharmacy Contractual Framework.

There is one appliance contractor in Telford and Wrekin. Based in Hortonwood, Nuicare supports patients with a complete range of incontinence, ostomy, wound care, compression therapy and medical device services and products. Nuicare is a national provider and therefore dispenses prescriptions for other areas rather than just across the ICB.

6.3 Dispensing Medicines

The NHS Community Pharmacy Contractual Framework sets out the service description for dispensing medicines as ‘the supply of medicines and appliances on NHS prescriptions, together with information and advice, to enable safe and effective use by patients and carers, and maintenance of appropriate records.

Orders for medicines and appliances are dispensed for patients on demand promptly. Records are kept of all medicines dispensed and significant advice provided, referrals and interventions made. Advice is given to the patient about the medicines being dispensed, how to use them, how to store them and how any unwanted medicines should be returned to the pharmacy.

Between May 2024 and April 2025, a total of 3,038,309 items were dispensed by community pharmacies in Telford and Wrekin, an average of 253,192 items per month. However, this data will include residents from outside of the borough using Telford and Wrekin pharmacies. It also does not include Telford and Wrekin residents using pharmacies outside of the borough, distance selling pharmacies or dispensing practices.

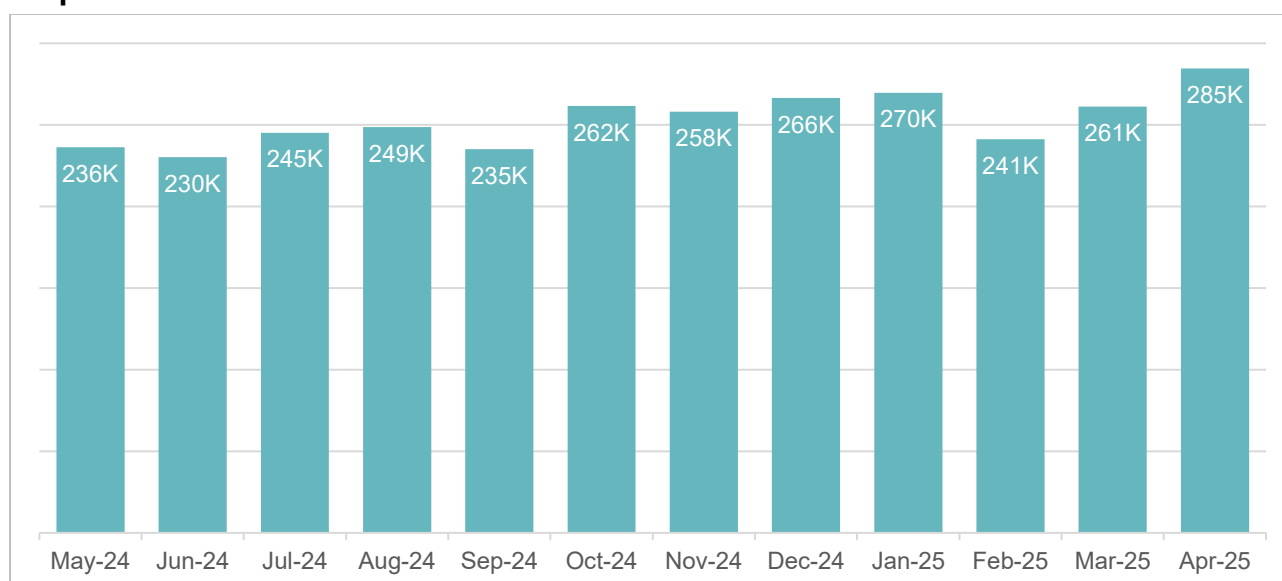
The number of items dispensed per head of population was similar for the Central North (16.7) and Central South (16.6) urban localities. The number of items dispensed per head in North East locality was lower at 13.6 and with only one pharmacy located in the south the lowest number was in West locality (4.7). Residents in this locality will most likely be using pharmacies located in Central North and Central South or obtaining their prescribed medicines from dispensing practices in Shropshire if they are registered with them.

The average number of items dispensed per pharmacy between May 2024 and April 2025 was 86,809. Pharmacies in the North East locality had the highest number of items dispensed per pharmacy at 125,485 whilst the one pharmacy in the West locality dispensed fewest items at 54,572.

Number of items dispensed by Community Pharmacies by locality May 2024 – April 2025

Locality	Number of items dispensed	Number of pharmacies	Population	Items per head of population	Avg. items per pharmacy
Central North	1,407,824	18	84,350	16.7	78,212
Central South	1,199,428	13	72,354	16.6	92,264
North East	376,485	3	27,689	13.6	125,485
West	54,572	1	11,559	4.7	54,572
Total	3,038,309	35	195,952	15.5	86,809

Number of items dispensed by Telford and Wrekin Community Pharmacies May 2024 – April 2025



The Electronic Prescription Service (EPS) allows prescriptions to be sent direct to pharmacies and appliance contractors through IT systems used in GP surgeries. This means that patients do not have to collect a paper repeat prescription from the GP practice but can go straight to the nominated pharmacy or dispensing appliance contractor to pick up their medicines or medical appliances. Patients have to nominate a particular community pharmacy or appliance contractor such that the electronic prescription can be sent to them securely, but this nomination can be changed at any time if a patient consents to do so.

Prescriptions for acute items such as antibiotics can also be sent electronically if it is practical to do so. Eventually EPS will remove the need for most paper prescriptions, and between May 2024 and April 2025, 91.6% of forms received by Telford and Wrekin pharmacies and 92.9% of items were via EPS.

6.4 Repeat Dispensing and electronic repeat dispensing (eRD)

At least two thirds of all prescriptions in primary care are for patients needing repeat supplies of regular medicines. Using this service allows repeat supplies of NHS prescriptions without the GP practice needing to issue a prescription each time and saves time for the GP practice and the patient.

The eRD allows the prescriber to authorise a prescription for a specified number of issues and each issue contains the same prescribed items and allows a batch of repeat prescription issues for use for up to 12 months. The prescription issues are then made available electronically for dispensing at the specified interval by the patient's nominated pharmacy. Before each supply the pharmacy will ascertain the patient's need for a repeat supply of a particular medicine. It enables the GP practice to stay in control of prescription items and the service specification states that pharmacies must ask if anything has changed since the previous items were issued and do they need everything on the script today. It is suitable for stable patients on regular medication and pharmacies can help identify suitable patients.

6.5 Disposal of unwanted medicines

Community pharmacy owners are obliged to accept back unwanted medicines from patients, although this does not include sharps. The medicines are then safely disposed of, and NHS England arrange for a waste contractor to collect the medicines from pharmacies at regular intervals. The pharmacy owner must, if required by the local NHS contract management team 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.

6.6 Healthy living pharmacies

The Healthy Living Pharmacy (HLP) framework is aimed at achieving consistent provision of a broad range of health promotion interventions through community pharmacies to meet local need, improving the health and wellbeing of the local population and helping to reduce health inequalities. HLPs have cemented the idea that every interaction in the pharmacy and the community is an opportunity for a health promoting intervention, for example, people walking into a HLP are twice as likely to set a quit date for smoking and then quit than if they walked into a non-HLP.

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

6.7 Promotion of healthy lifestyles (public health)

Every financial year pharmacies are required to participate in up to four health campaigns – two national campaigns and two ICB campaigns - so this will involve displaying and distributing leaflets provided by NHS England such as the campaign in 2022/23 on weight management which lasted most of January 2023. Other campaigns could include promotion of flu vaccination uptake or advice on increasing physical activity. Pharmacies will also get involved in a number of local campaigns every year as directed by ICBs.

When requested to do so by NHS England or ICBs, each pharmacy may have to provide some information such as the number of people who were given information about this campaign, so that the impact of the campaign can be evaluated and developed in the future.

6.8 Signposting patients to other healthcare providers

NHS England will provide pharmacies with lists of sources of care and support in the area and pharmacists and staff will be expected to help people who ask for assistance by directing them to the most appropriate source when it can't be provided by the pharmacy. This may involve referring patients to other healthcare professionals or care providers, or other sources of help such as local or national patient support groups. A written referral note may be provided if appropriate, and where the patient is known to the pharmacy staff, a record of this referral may be made on the patient's pharmacy record if this is clinically significant.

6.9 Support for self-care

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.

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

7. Assessment of Pharmaceutical Service Provision: Advanced Services

7.1 Advance services overview

There are nine advanced services within the [NHS Community Pharmacy Contractual Framework \(CPCF\)](#). Community pharmacies can choose to provide any of these services commissioned by NHS England, as long as they meet the requirements set out in the Secretary of State Directions. The nine advanced services are:

- Appliance Use Review (AUR)
- Flu Vaccination Service
- Hypertension Case-Finding Service
- Lateral Flow Device (LFD) service
- New Medicine Service (NMS)
- Pharmacy Contraception Service (PCS)
- Pharmacy First service
- Smoking Cessation Service (SCS)
- Stoma Appliance Customisation (SAC)

7.2 Appliance Use Review (AUR)

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).

Between May 2024 and April 2025 there were no pharmacies in Telford and Wrekin that carried out any AURs.

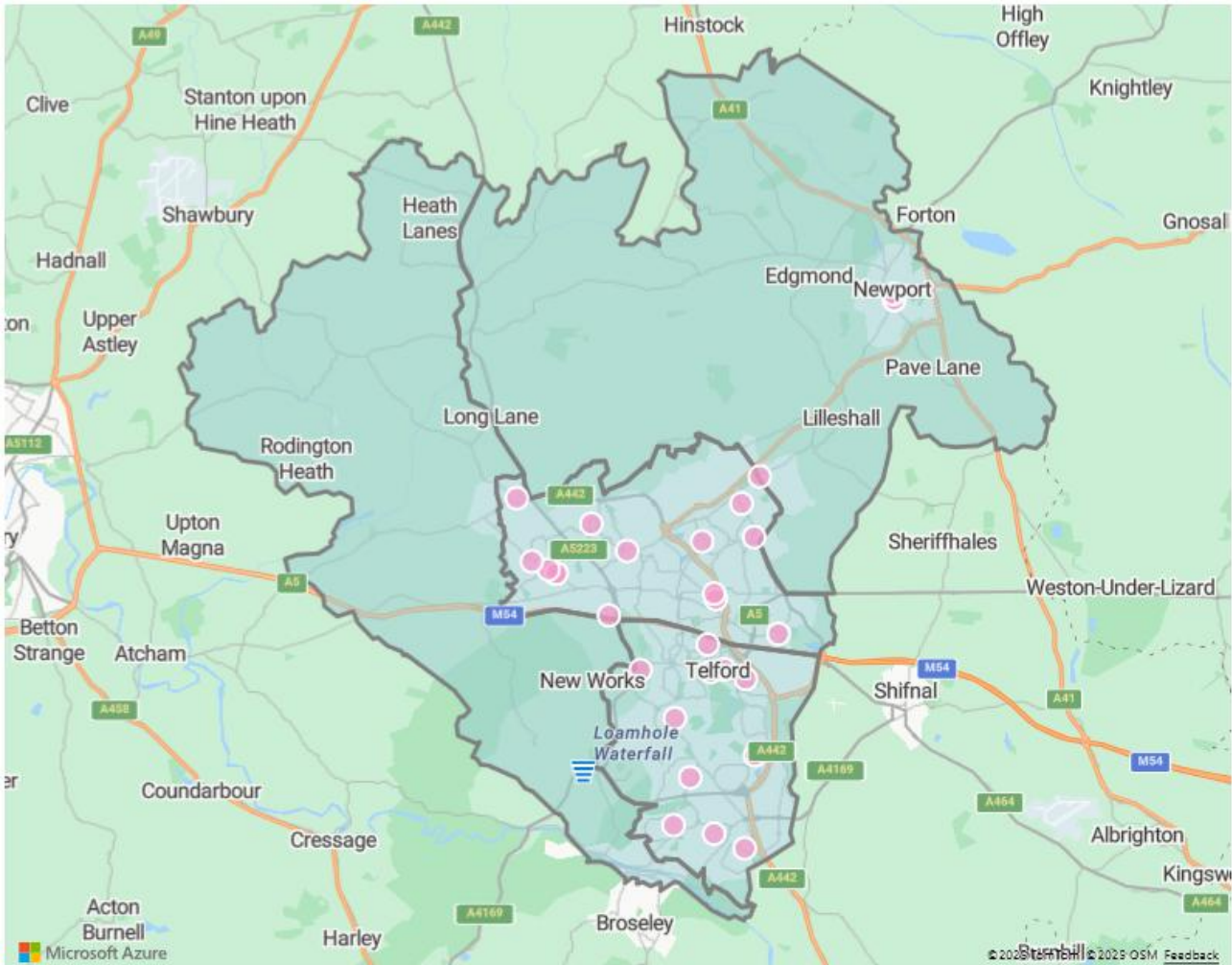
7.3 Flu Vaccination Service

Community pharmacies have been providing flu vaccinations under a nationally commissioned Advanced service since September 2015. Each year the NHS runs a seasonal flu vaccination campaign between September and March aiming to vaccinate all patients at risk of developing more serious complications from the virus. People seeking vaccinations have found pharmacies useful due to their accessibility, extended opening hours and ability to walk in without an appointment.

Between May 2024 and April 2025, there were 16,923 influenza administered fees at 29 of the 35 community pharmacies in Telford and Wrekin.

Data from the NHS Federated Data Platform shows that Community Pharmacies accounted for 30.4% of flu vaccinations in the borough.

Map 20: Community pharmacies administering influenza fees



Flu Vaccination Service activity May 2024 – April 2025

Locality	Influenza Administered Fees		Pharmacies delivering	
	number	% of total	number	% pharmacies
Central North	9,025	53.3%	15	83%
Central South	6,509	38.5%	11	85%
North East	1,389	8.2%	3	100%
West	-	-	-	-
Total	16,923	100.0%	29	83%

Assessment of provision: Flu Vaccination Service

- There is good provision of the Flu Vaccination Service across Telford and Wrekin with 33 of 35 community pharmacies (94%) signed up to deliver the service, however only 29 pharmacies (83%) delivered vaccines.
- Flu vaccination uptake in at risk individuals has been declining in recent years and overall uptake in the borough in 2024/25 was 38.5%, compared to a benchmarked goal of 55%.
- The trend in flu vaccination uptake in older people is also worsening and in 2024/25 was 72.9%, the lowest since 2019/20.
- Community pharmacies in Telford and Wrekin play a crucial role in the annual seasonal flu vaccination programme, alongside GP practices. Offering residents extended choice and flexibility for appointment days and times they are vital in helping improve vaccination rates.

Recommendations:

- All Telford and Wrekin community pharmacies are encouraged to sign up and to deliver flu vaccinations to ensure there is a strong offer across localities, with particular reference to low take up groups from previous campaigns.
- Collaboration across the integrated care system with the local authority and NHS to tackle inequalities in take up is encouraged.
- Community pharmacies were able to offer flu vaccination to 2-3 year olds for the first time in the 2025/26 season and this offer should be widely promoted to parents and carers to improve access and uptake of vaccination in this key group.

7.4 Hypertension Case-finding Service

Hypertension case-finding was commissioned as an Advanced service from 1st October 2021. In public facing communications, the service is described as the NHS Blood Pressure Check Service.

Hypertension is the biggest risk factor for CVD and is one of the top five risk factors for all premature death and disability in England. An estimated 5.5 million people have undiagnosed hypertension across the country.

CVD is a key driver of health inequalities, accounting for around 25% of the life expectancy gap (27% in men and 24% in women) between rich and poor populations in England. Those in the most deprived 10% of the population are almost twice as likely to die as a result of CVD than those in the least deprived 10% of the population. Additionally, 60% of excess mortality for those living with severe mental illness can be attributed to preventable physical health conditions, such as heart disease.

The service aims to:

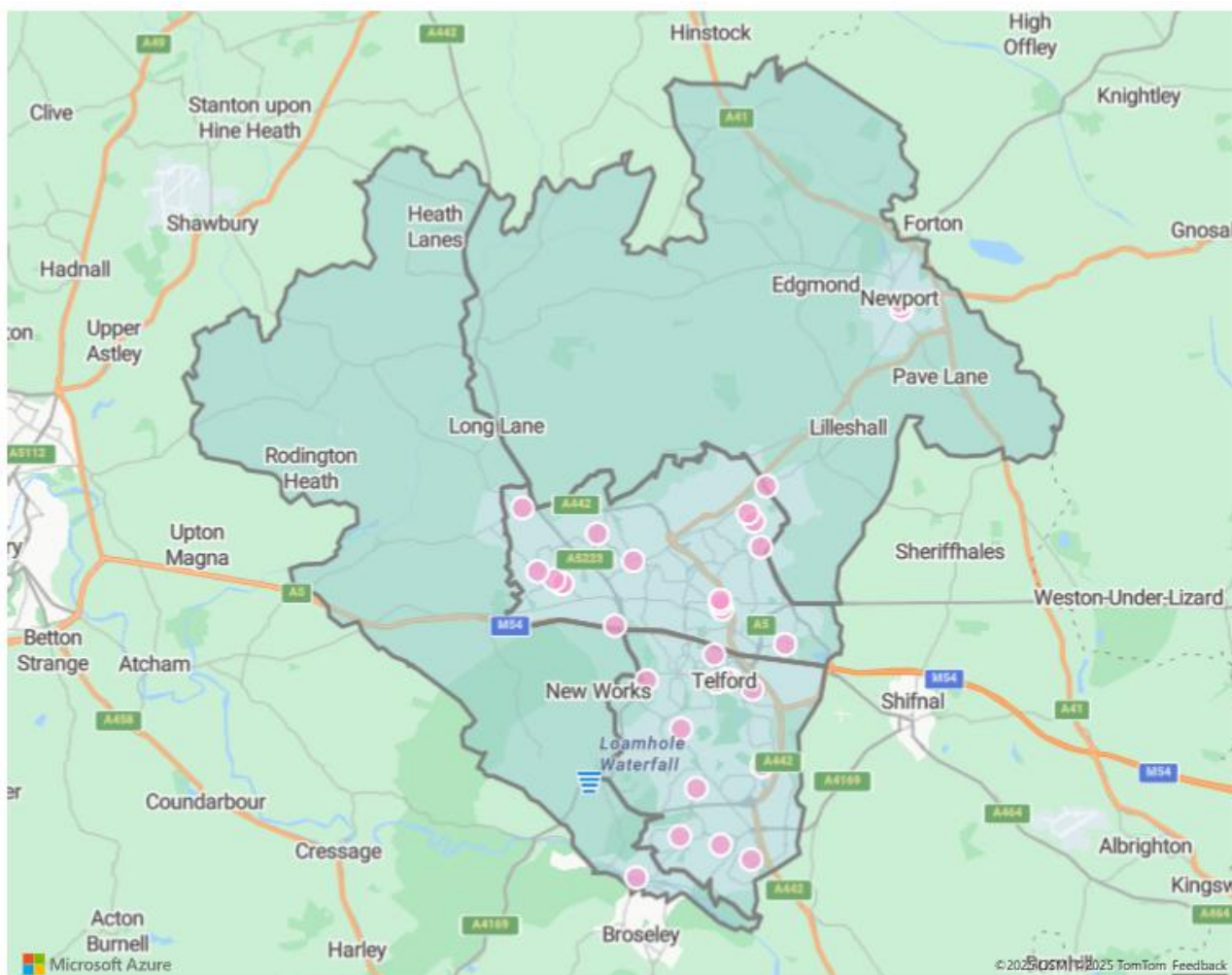
- Identify people aged 40 years or older, or at the discretion of pharmacy staff, people under the age of 40, with high blood pressure (who have previously not had a confirmed diagnosis of hypertension), and to refer them to general practice to confirm diagnosis and for appropriate management;
- At the request of a general practice, undertake ad hoc clinic and ambulatory blood pressure measurements. These requests can be in relation to people either with or without a diagnosis of hypertension; and
- Provide another opportunity to promote healthy behaviours to patients.

The service has two stages – the first is identifying people at risk of hypertension and offering them a blood pressure measurement (a 'clinic check').

The second stage, where clinically indicated, is offering ambulatory blood pressure monitoring (ABPM). The blood pressure test results will then be shared with the patient's GP practice to inform a potential diagnosis of hypertension.

Between May 2024 and April 2025, there were 11,613 blood pressure checks carried out at 32 of the 35 community pharmacies in Telford and Wrekin. As a result of these checks 520 people (7.1% of those checked) were found to have raised blood pressure and were offered subsequent ABPM.

Map 21: Community pharmacies providing Hypertension Case-finding Service



Hypertension Case-finding Service activity May 2024 – April 2025

Locality	BP checks		ABPM		% having ABPM	Pharmacies delivering	
	number	% of total	number	% of total		number	% pharmacies
Central North	5,922	51.0%	222	42.7%	3.7%	16	89%
Central South	4,637	39.9%	203	39.0%	4.4%	12	92%
North East	1,031	8.9%	95	18.3%	9.2%	3	100%
West	23	0.2%	-	-	-	1	100%
Total	11,613		520	100.0%	7.1%	32	91%

Assessment of provision: Hypertension Case-finding Service

- CVD has a significant impact on life expectancy and health inequalities in Telford and Wrekin and community pharmacies are now playing a key role in identifying cases of hypertension as part of the developing neighbourhood health model.
- There is good provision of the Hypertension Case-finding service across Telford and Wrekin with 34 of 35 community pharmacies (97%) signed up to deliver the service compared with 11 in 2021/22. 32 pharmacies (91%) delivered BP checks between May 2025 and April 2025.
- The expansion in coverage has seen a significant increase in the number of blood pressure checks carried out with 11,613 in the 12 months ending April 2025 compared with 54 in 2021/22.

Recommendations:

- Community pharmacies should continue to develop close collaboration with GPs, PCNs, Healthy Lifestyles Services, through new neighbourhood health integrated care models.

7.5 Lateral Flow Device (LFD) Service

The Lateral flow device test supply service for patients potentially eligible for COVID-19 treatments (LFD service) was commissioned as an Advanced service from 6th November 2023.

In March 2024 it was announced that the service would continue to be commissioned in 2024/25 and that additional patient groups became eligible to access the service. On 31st March 2025, NHS England and DHSC confirmed the service would continue to be commissioned during 2025/26.

Between May 2024 and April 2025, there were 5,968 lateral flow device (LFD) test supply service fees across 28 of the 35 community pharmacies in Telford and Wrekin.

Assessment of provision: Lateral Flow Device (LFD) Service

- There is good provision of the Lateral Flow Device (LFD) service across Telford and Wrekin with 28 of 35 community pharmacies (80%) signed up to deliver the service.
- However, delivery of the service is focused on pharmacies in the Central North locality, with 4 pharmacies providing 92% of all LFD tests in the borough between May 2024 and April 2025.

7.6 New Medicine Service (NMS)

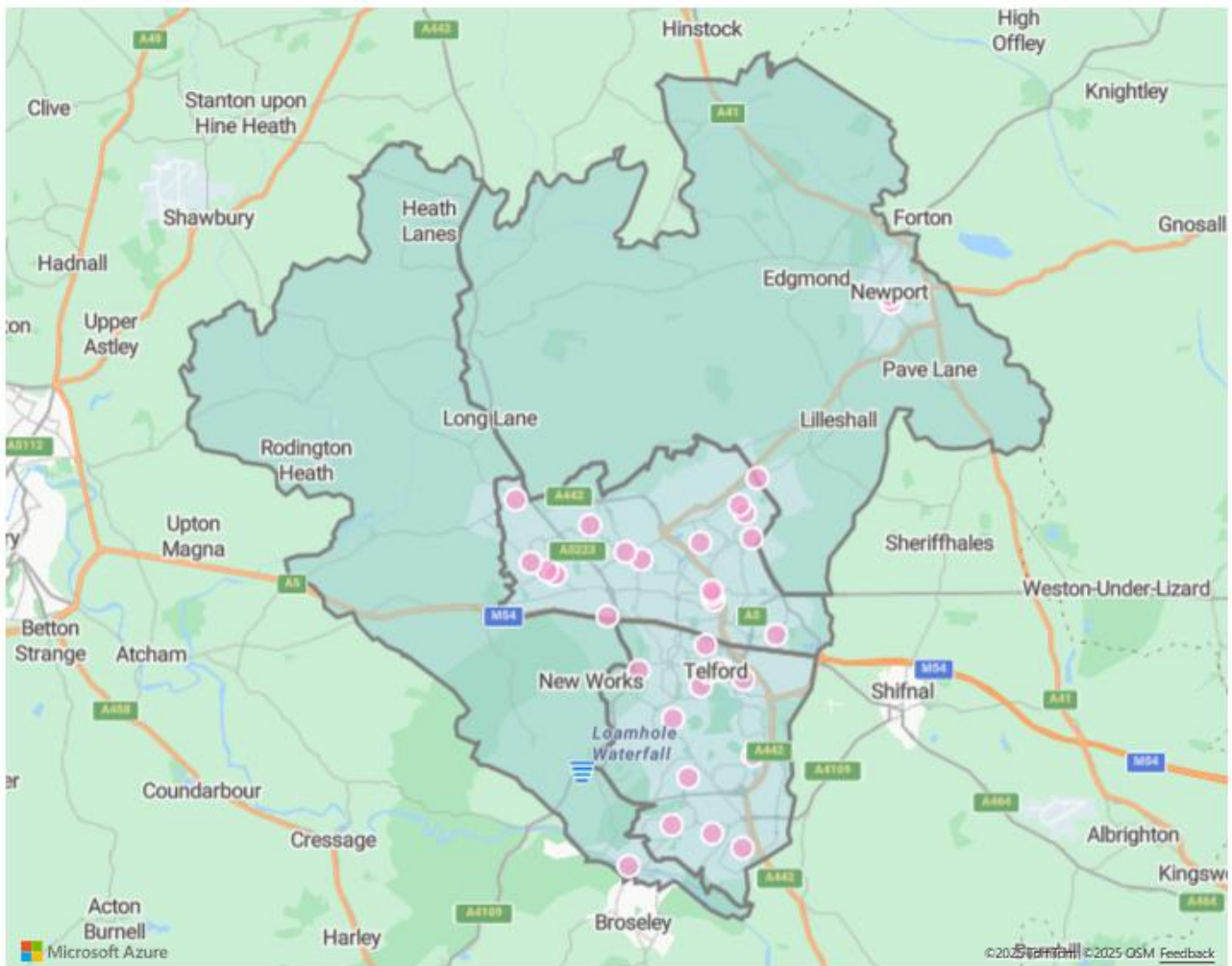
This service provides support for people with long-term conditions (LTC) newly prescribed a medicine to help improve medicines adherence; it is focused on specific patient groups and conditions.

Patients who have been newly prescribed a medicine for a long term condition will be offered the choice to use the NMS, and if they do, the patient and pharmacy will agree to meet a week or two later, where they will assess the patient's adherence to the medicine and identify any problems or support needed, and then there will be another meeting a few weeks later to further assess adherence and identify issues.

The aim of the service is to improve adherence which will lead to better health outcomes, improve patient understanding and decision making about their treatment, reduce medicine wastage and reduce any issues from adverse effects of the medication

Between May 2024 and April 2025, there were 17,101 new medicine service (NMS) interventions across all 35 community pharmacies in Telford and Wrekin.

Map 23: Community pharmacies providing New Medicine Service



New Medicine Service (NMS) activity May 2024 – April 2025

Locality	NMS interventions		Pharmacies delivering	
	number	%	number	%
Central North	8,071	47.2%	18	100%
Central South	7,465	43.7%	13	100%
North East	1,399	8.2%	3	100%
West	166	1.0%	1	100%
Total	17,101	100.0%	35	100%

Assessment of provision: New Medicine Service (NMS)

- There is excellent provision of the New Medicine Service across Telford and Wrekin with all 35 community pharmacies providing the service.

Recommendations:

- The universal offer of the New Medicine Service across all Telford and Wrekin pharmacies should be maintained given the key role this service has in supporting better health outcomes for residents and managing demand in General Practice.

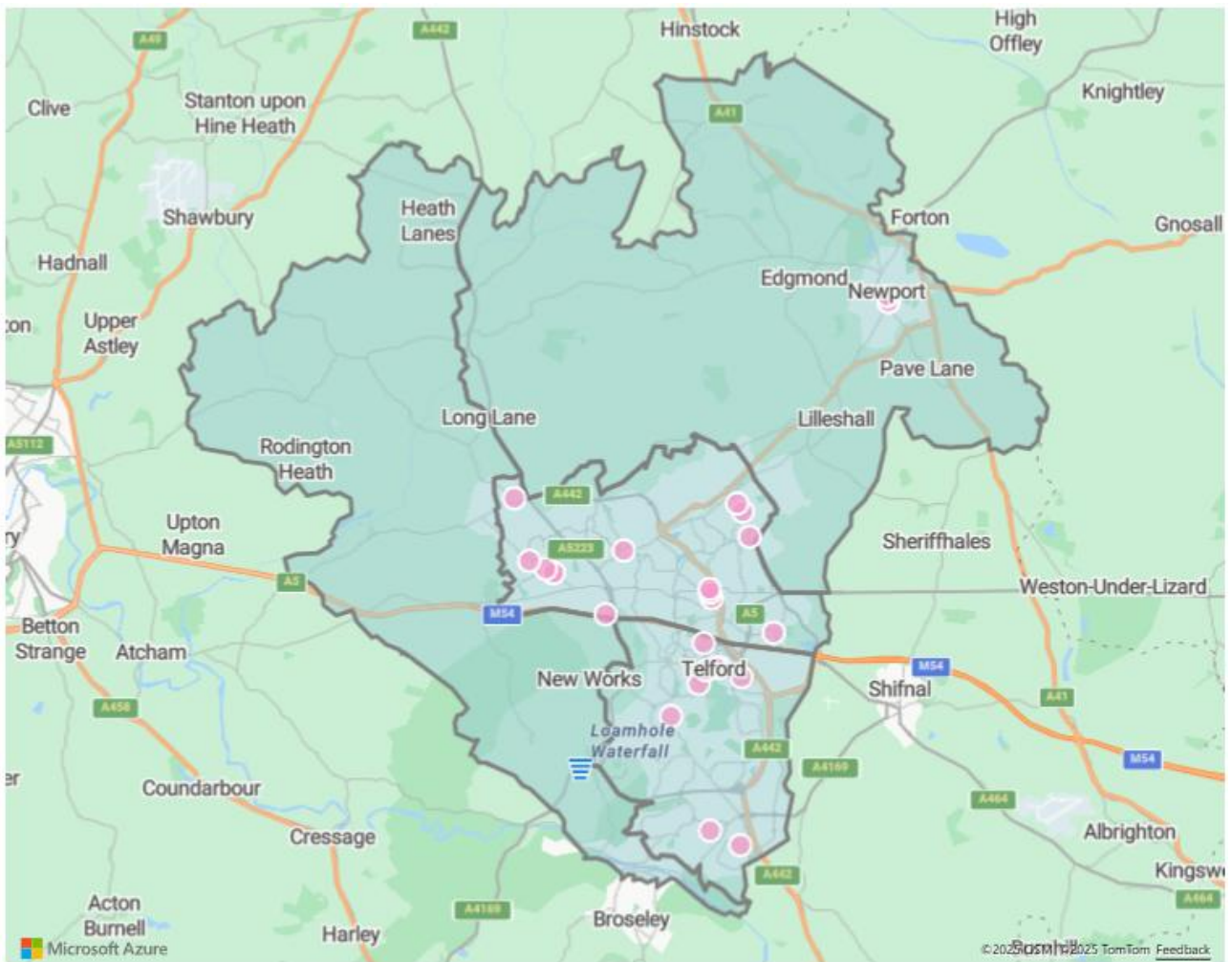
7.7 Pharmacy Contraception Service (PCS)

Beginning in April 2023, the PCS initially involved community pharmacists providing ongoing management of routine oral contraception that was initiated in general practice or a sexual health clinic. This was subsequently expanded to enable community pharmacists to also initiate oral contraception, via a [Patient Group Direction](#)⁵ (PGD).

Between May 2024 and April 2025, there were 694 ongoing consultations at 26 of the 35 community pharmacies in Telford and Wrekin. Over the same period there were 169 initiation consultations at 21 of the 35 community pharmacies.

⁵ Patient group directions (PGDs) are written instructions to support the supply or administer medicines to patients, in planned circumstances

Map 24: Community pharmacies providing ongoing consultations



Assessment of provision: Pharmacy Contraception Service (PCS)

- There is good provision of the Pharmacy Contraception Service in Telford and Wrekin with 30 of 35 community pharmacies (86%) signed up to deliver the service. 26 pharmacies (74%) have delivered ongoing consultations between May 2024 and April 25 and 21 (60%) carried out initiation consultations.
- The service is very much in the growth phase and rapid growth is anticipated over the next few years with the incorporation of emergency hormonal contraception into the service in October 2025.

Recommendations:

- Community pharmacies are encouraged to continue to deliver the PCS and enhance their activity, especially in the Central South locality where there is a younger population profile, higher general fertility rates and teenage conceptions.

7.8 Pharmacy First Service

The Pharmacy First Service, which commenced on 31st January 2024, is a crucial first step in recognising and appropriately funding the significant volume of healthcare advice that community pharmacies provide to the public every day. Pharmacy First establishes and funds community pharmacy to be the first port of call in the NHS for healthcare advice.

This advanced service involves pharmacists providing advice and NHS funded treatment where appropriate for the following seven common conditions:

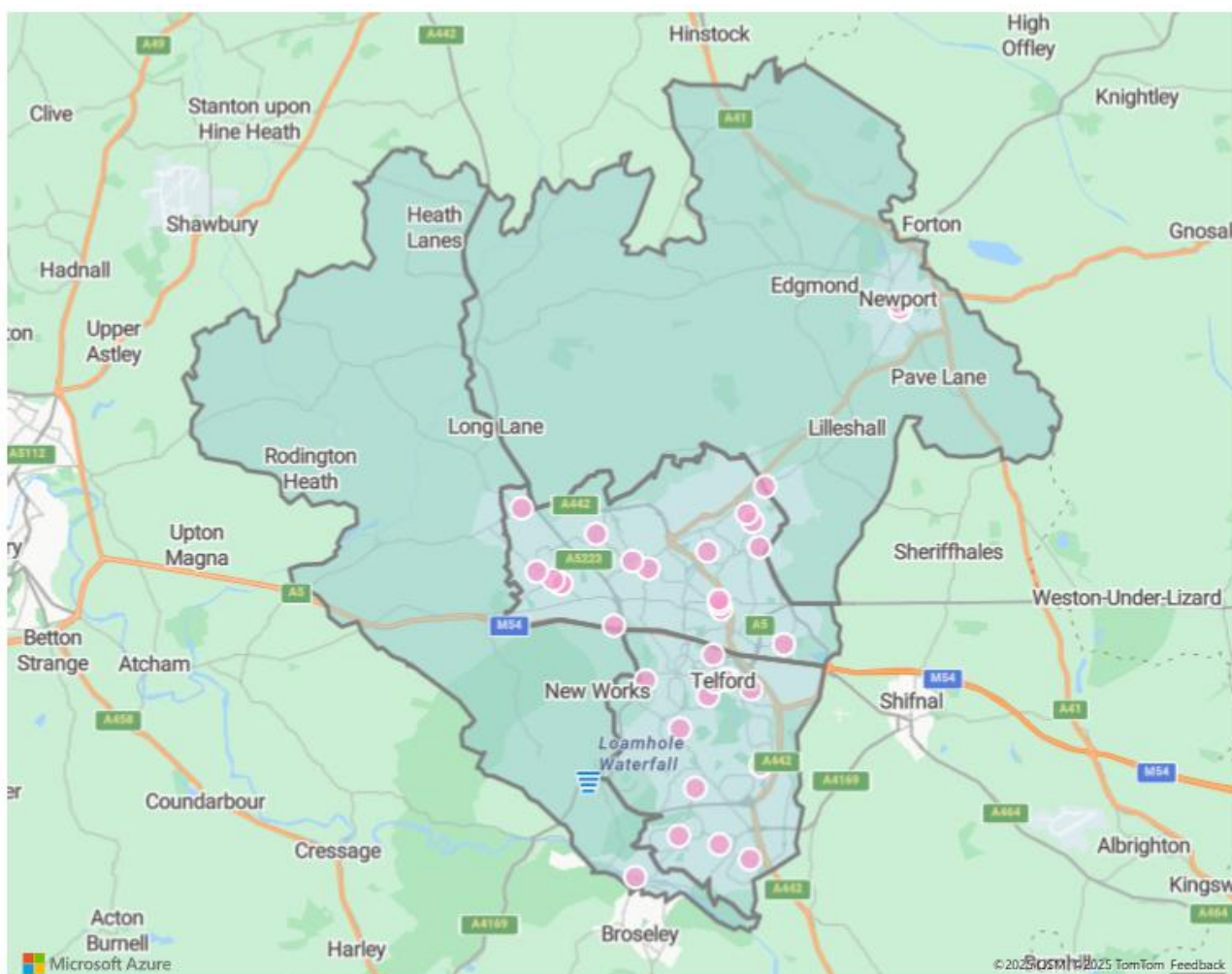
- Sinusitis (12 years and over)
- Sore throat (5 years and over)
- Acute otitis media (1 to 17 years)
- Infected insect bite (1 year and over)
- Impetigo (1 year and over)
- Shingles (18 years and over)
- Uncomplicated UTI (Women 16 to 64 years)

Consultations for these seven clinical pathways can be provided to patients presenting to the pharmacy as well as those referred electronically by NHS 111, general practices and others. The service also covers minor illness consultations with a pharmacist and the supply of urgent medicines (and appliances) if the conditions are met. These elements are referral only and patients cannot self-present.

Between May 2024 and April 2025, there were 21,236 Pharmacy First consultations for all conditions across all 35 community pharmacies in Telford and Wrekin. This equates to 3,500

clinical hours delivered in pharmacies that would otherwise be needed to be delivered in other settings.

Map 26: Community pharmacies providing Pharmacy First Service



Pharmacy First Service activity May 2024 – April 2025

Locality	Pharmacy First consultations		Pharmacies delivering	
	number	% of total	number	% pharmacies
Central North	10,861	51.1%	18	100%
Central South	8,139	38.3%	13	100%
North East	2,163	10.2%	3	100%
West	73	0.3%	1	100%
Total	21,236	100.0%	35	100%

Pharmacy First Consultation types May 2024 – April 2025

Pharmacy First Consultations	Central North	Central South	North East	West	Total
Acute otitis media	445	422	136	2	1,005
Acute sore throat	1,398	987	384	5	2,774
Impetigo	125	140	40	1	306
Infected insect bites	531	429	88	2	1,050
Shingles	114	82	35	0	231
Sinusitis	317	281	70	2	670
Uncomplicated UT	912	827	336	4	2,079
Urgent medicine supply	5,342	3,205	633	29	9,209
Minor illness referral	1,677	1,766	441	28	3,912

Assessment of provision: Pharmacy First Service

- There is excellent provision of the Pharmacy First Service across Telford and Wrekin with all 35 community pharmacies providing the service.
- Since the start of the service in Telford and Wrekin, the pace of delivery of the Pharmacy First service has been impressive, with significantly higher levels than in Shropshire, the neighbouring local authority. Despite a smaller population, Telford and Wrekin pharmacies accounted for 62.7% of Pharmacy First consultations in the Shropshire Telford & Wrekin Integrated Care Board between February and November 2024. The proximity of Telford and Wrekin residents to their local pharmacies may account for the greater proportions accessing the service compared to Shropshire.

Recommendations:

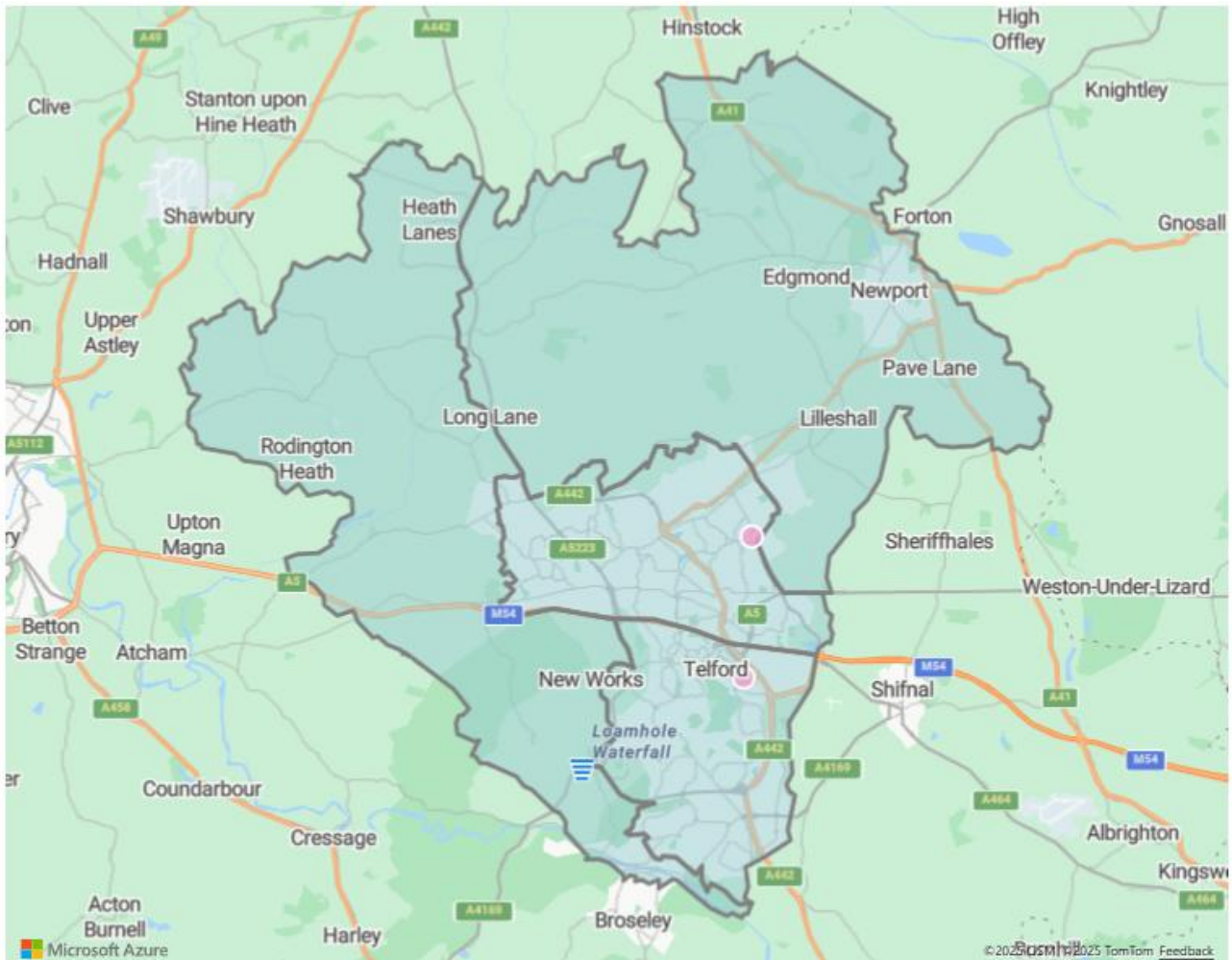
- ICB should work with integrated healthcare system partners to encourage other providers such as 111 and GPs to increase referral rates into the service.
- The LA, LPC and ICB should work together on coordinated comms and messaging to promote Pharmacy First to drive public acceptability to be the service of choice for minor ailments and common conditions.

7.9 Smoking Cessation Service (SCS)

The Smoking Cessation Service (SCS) commenced as an Advanced service in March 2022. 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.

Between May 2024 and April 2025, there were 62 Smoking Cessation Service consultations carried out at 2 pharmacies within Telford and Wrekin.

Map 27: Community pharmacies providing Smoking Cessation Service



Smoking Cessation Service activity May 2024 – April 2025

Locality	SCS interventions		Pharmacies delivering	
	number	% of total	number	% pharmacies
Central North	37	59.7%	1	6%
Central South	25	40.3%	1	8%
North East	-	-	-	-
West	-	-	-	-
Total	62	100.0%	2	6%

Assessment of provision: Smoking Cessation Service (SCS)

- Smoking is a key risk factor for cardiovascular disease, cancer and many other preventable conditions. In Telford and Wrekin early death (before 75 years) from preventable diseases, smoking attributable mortality and hospital admissions are all significantly worse than the national average.
- There are 3 community pharmacies signed up to deliver the Smoking Cessation Service of which 2 delivered 62 SCS interventions between May 2024 and April 2024. Neither of these pharmacies are located in the southernmost part of the borough where rates of smoking are highest.

Recommendations:

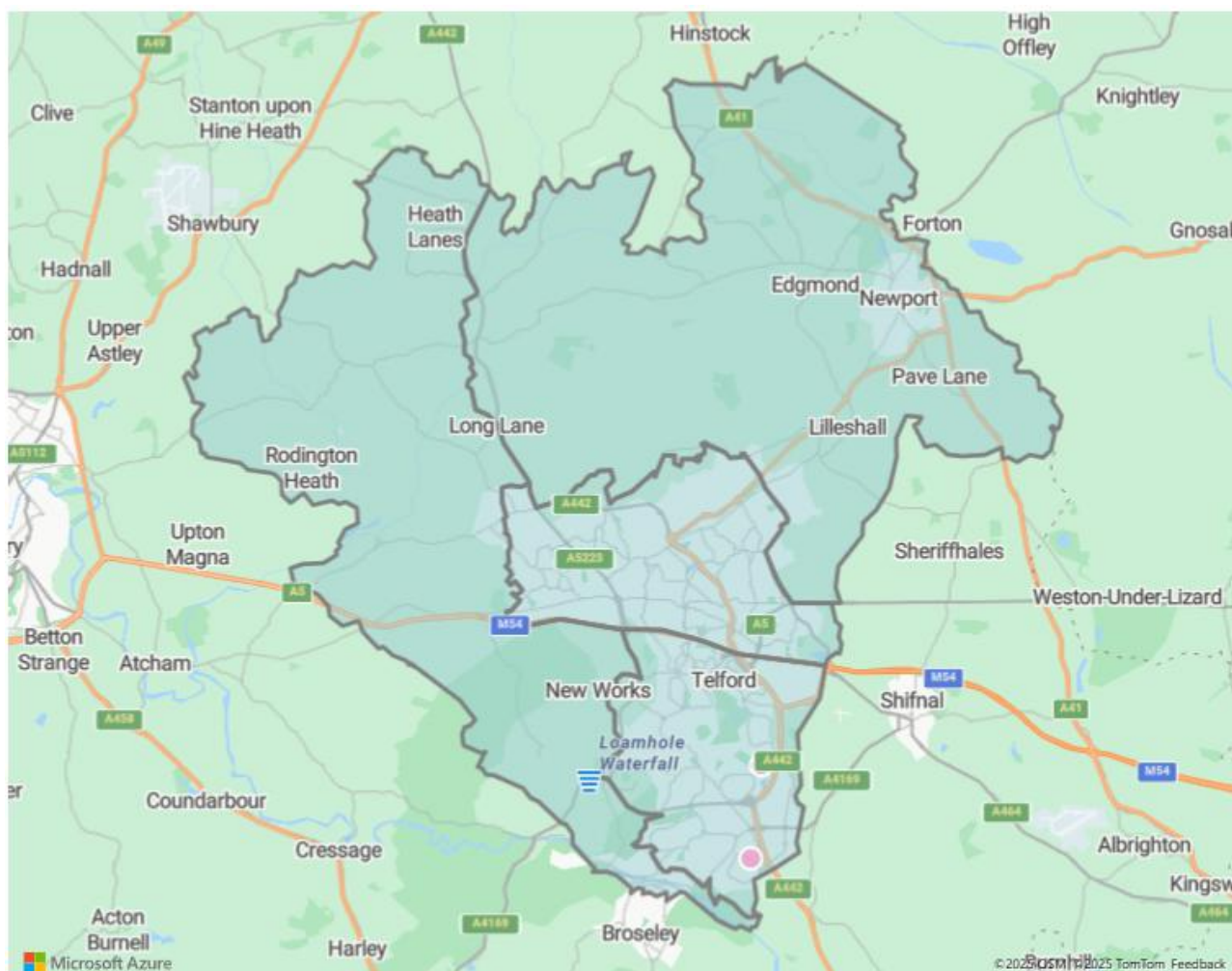
- The SCS is offered to patients following initiation of smoking cessation services in secondary care so is limited in scope. Beyond the SCS, Community pharmacies are encouraged to collaborate with public health colleagues, the NHS Tobacco Dependency Programmes and wider partners as part of local smoke free generation ambitions, through the evolving neighbourhood health model and in line with the 2025 Annual Report of the Director of Public Health recommendations.

7.10 Stoma Appliance Customisation (SAC) Service

The Stoma Appliance Customisation (SAC) 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.

Between May 2024 and April 2025, there were 24 SAC fees carried out at 2 pharmacies in the Central South Locality.

Map 28: Community pharmacies providing Stoma Appliance Customisation Service



Stoma Appliance Customisation (SAC) Service activity May 2024 – April 2025

Locality	SAC fees		Pharmacies delivering	
	number	% of total	number	% pharmacies
Central North	37	59.7%	1	6%
Central South	25	40.3%	1	8%
North East	-	-	-	-
West	-	-	-	-
Total	62	100.0%	2	6%

Assessment of provision: Stoma Appliance Customisation (SAC) Service

- There is limited provision of the Stoma Appliance Customisation Service in Telford and Wrekin with 3 pharmacies (9%) indicating that they are providing the service and 2 pharmacies active in the 12 months ending April 2025.
- Majority of these services are delivered through dispensing appliance contractors rather than community pharmacies

8. Locally commissioned services

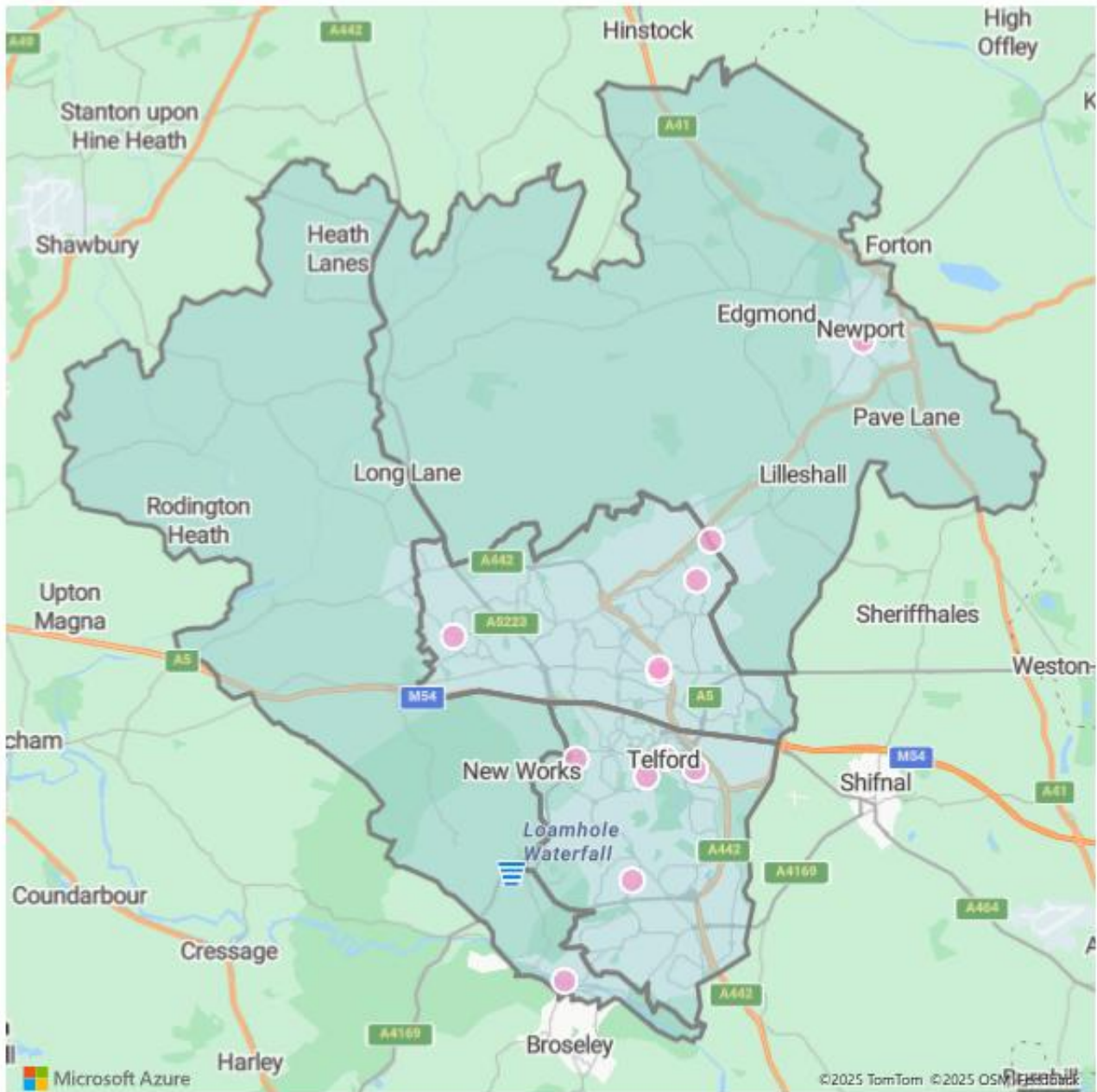
Local commissioners can commission additional services through service level agreements. These services are commissioned to reflect the needs of the area. The following services are currently commissioned within Telford and Wrekin:

- Chlamydia & Gonorrhoea Screening
- Emergency Hormonal Contraception
- Naloxone Service
- Needle Exchange
- Observed Consumption

8.1 Chlamydia & Gonorrhoea Screening

Between April 2024 and March 2025 there were 5 Chlamydia and Gonorrhoea screening interactions carried out at 2 of the 12 accredited community pharmacies in Telford and Wrekin.

Map 29: Community pharmacies providing Chlamydia and Gonorrhoea screening



Locality	Screenings		Active providers		Accredited providers	
	number	% of total	number	%	number	%
Central North	-	-	-	-	5	28%
Central South	5	100.0%	2	15%	5	38%
North East	-	-	-	-	1	33%
West	-	-	-	-	1	100%
Total	5	100.0%	2	6%	12	34%

Assessment of provision: Chlamydia and Gonorrhoea screening

- Take up of chlamydia and gonorrhoea screening in community pharmacies has historically been very low, compared with the free online testing service contracted by Telford & Wrekin's specialist sexual health service, which sends out on average 1,600 testing kits per quarter and has a return rate of above 70%, and identifies around 70 cases of chlamydia and 18 cases of gonorrhoea per quarter.

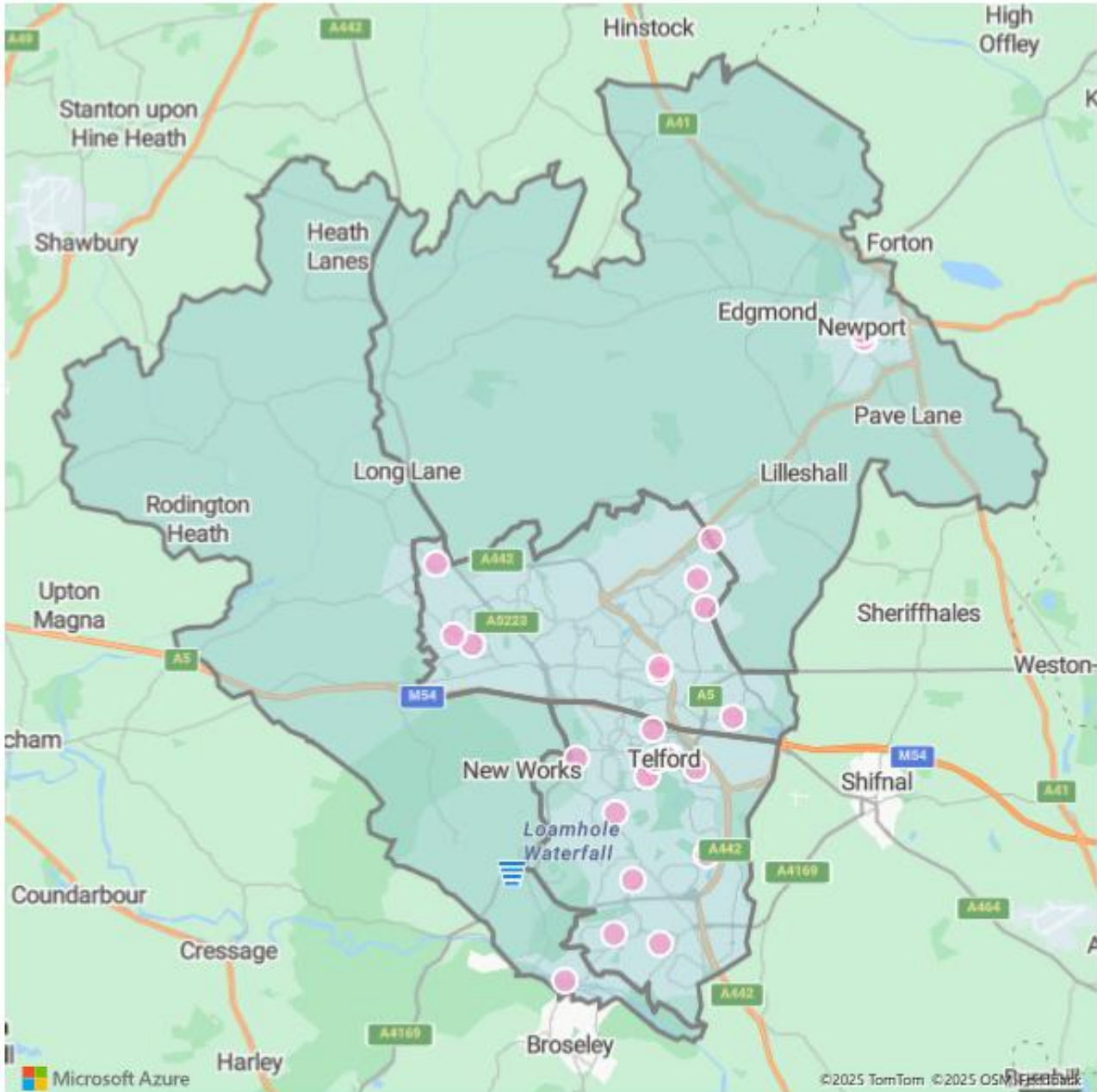
Recommendations:

- Encourage uptake and activity of these services in every pharmacy that is offering PCS

8.2 Emergency Hormonal Contraception (EHC)

Between April 2024 and March 2025 there were 937 EHC interactions carried out at 21 of the 25 accredited community pharmacies in Telford and Wrekin.

Map 30: Community pharmacies providing emergency hormonal contraception



Locality	EHC interactions		Active providers		Accredited providers	
	number	% of total	number	%	number	%
Central North	433	46.2%	7	39%	9	50%
Central South	413	44.1%	12	92%	12	92%
North East	91	9.7%	2	67%	3	100%
West	0	-	-	-	1	100%
Total	937	100.0%	21	60%	25	71%

Assessment of provision: Emergency Hormonal Contraception (EHC)

England's new national pharmacy contract, effective October 2025, expands the NHS Pharmacy Contraception Service to provide free oral emergency contraception (EHC) for all women of childbearing potential in community pharmacies, removing previous local variations and improving access, integrating EHC into standard contraceptive care, and supporting health inequalities by making it freely available without GP visits.

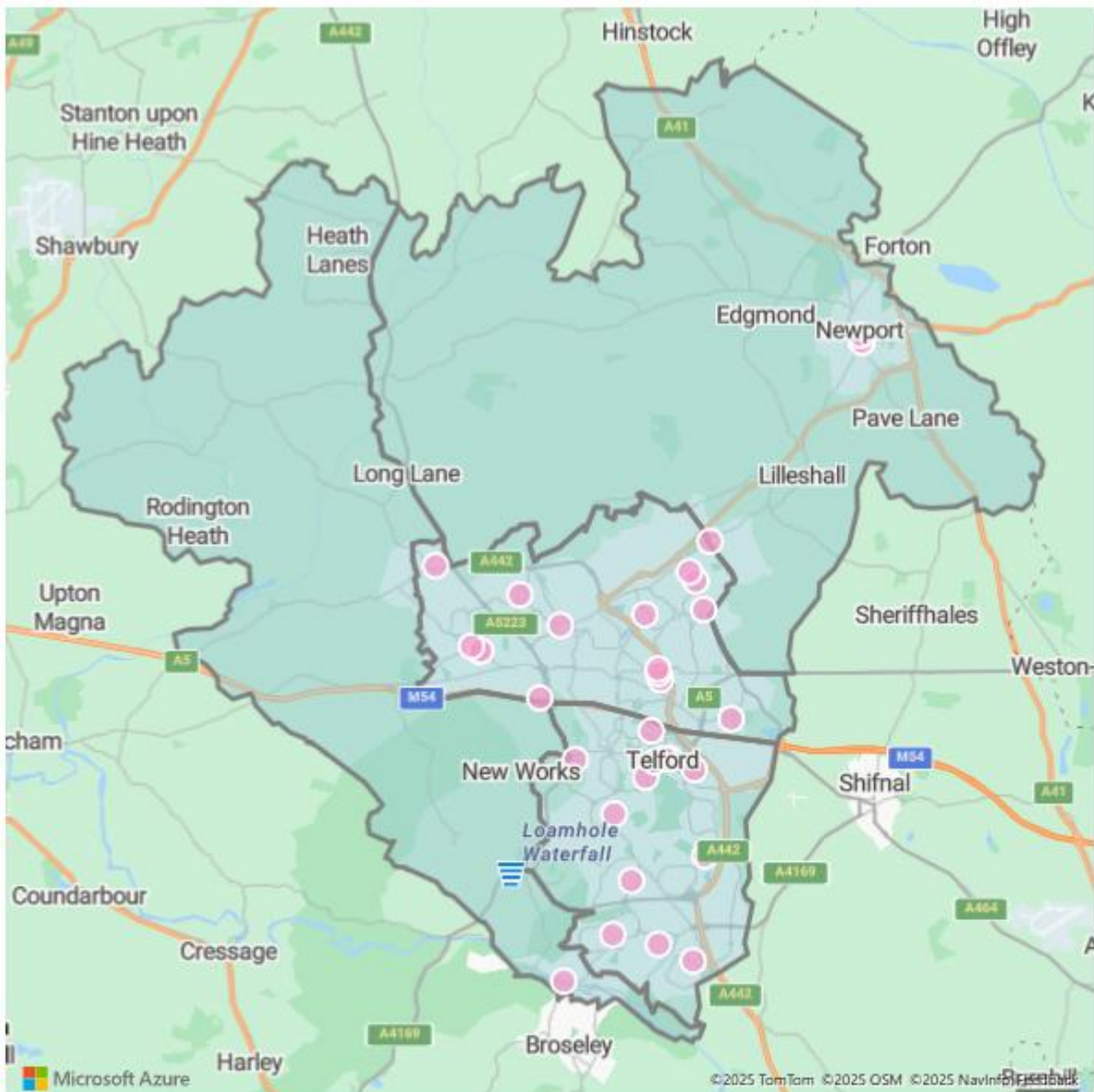
8.3 Needle exchange programme & Naloxone provision

The provision of sterile needles, syringes, and other injecting equipment remains a cornerstone of harm reduction and one of the most significant public health achievements in preventing the transmission of blood-borne viruses such as HIV, Hepatitis B, and Hepatitis C. Community pharmacies delivering Needle and Syringe Programmes in Telford and Wrekin offer a confidential, non-judgmental, and client-focused service. This includes safe disposal of used equipment, advice on safer injecting practices, sexual health, and reducing the risks of infections. Pharmacies also act as a gateway to wider health and support services, providing referrals to specialist drug and alcohol treatment services (STaRS) and other healthcare professionals where appropriate. In addition to improving individual health outcomes, the service contributes to community safety by reducing drug-related litter and limiting the spread of blood-borne viruses among vulnerable populations.

The rate of drug-related deaths in Telford (5.3 per 100,000) remains below the national average (5.8 per 100,000). Naloxone, supplied under brand names such as Prenoxad and Nyxoid, is a life-saving medication that rapidly reverses the effects of opioid overdose. Since its wider availability in 2015 as a 'take-home' emergency intervention, Naloxone can be provided by trained pharmacists within community settings. The service has been embedded across pharmacies offering harm reduction interventions, including Needle and Syringe Programmes. Pharmacy staff delivering Naloxone receive specialist training and competency sign-off from the STaRS Clinical Lead. Each supply is accompanied by practical instruction and demonstration to ensure correct use, supported by a post-training checklist to confirm understanding.

Between April 2024 and March 2025 there were 119 needle exchange client registrations and 626 needle exchange supply carried out at 6 of the 33 accredited community pharmacies in Telford and Wrekin.

Map 31: Community pharmacies providing needle exchange April 2024 – March 2025

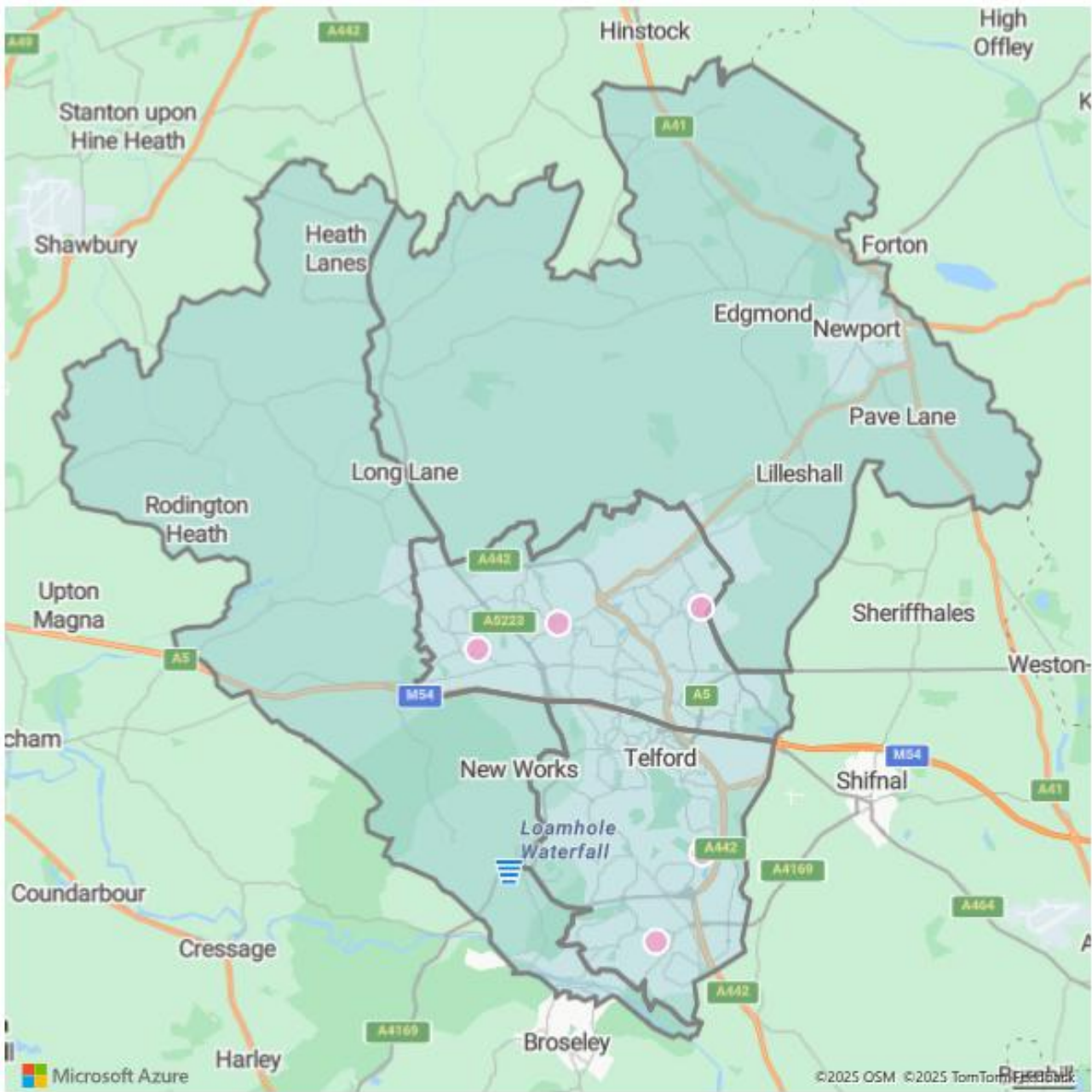


Needle exchange activity April 2024 - March 2025

Locality	Registrations		Supply		Active providers		Accredited providers	
	number	% total	number	% total	number	%	number	%
Central North	20	16.8%	89	14.2%	2	11%	16	89%
Central South	99	83.2%	537	85.8%	4	31%	13	100%
North East	-	-	-	-	-	-	3	100%
West	-	-	-	-	-	-	1	100%
Total	119	100.0%	626	100.0%	6	17%	33	94%

Between April 2024 and March 2025 there were 2 Naloxone Service supply interactions carried out at 1 of the 5 accredited community pharmacies in Telford and Wrekin.

Map 32: Community pharmacies providing Naloxone service



Locality	Service interactions		Active providers		Accredited providers	
	number	% total	number	% total	number	% total
Central North	-	-	-	-	3	17%
Central South	2	100.0%	1	8%	2	15%
North East	-	-	-	-	-	-
West	-	-	-	-	-	-
Total	2	100.0%	1	3%	5	14%

Assessment of provision: Needle exchange programme & Naloxone provision

- In 2024/25, 626 supply interactions and 119 client registrations were recorded across 6 active providers (out of 35 accredited). Activity remains concentrated in Rowlands Stirchley (51), Anstice (30), and Malinslee (15).
- The busiest days are Tuesday (28.6%) and Friday (21%), followed by Monday.
- Service users are predominantly aged 30–49 years; 90% are male.
- Postcode demand: TF3 (26.1%) highest, followed by TF1, TF7, TF4, and TF2.
- Naloxone provision remains extremely low—only 2 supplies recorded in 2024/25, both at Anstice Pharmacy; both were re-issues following use or loss.

Recommendations:

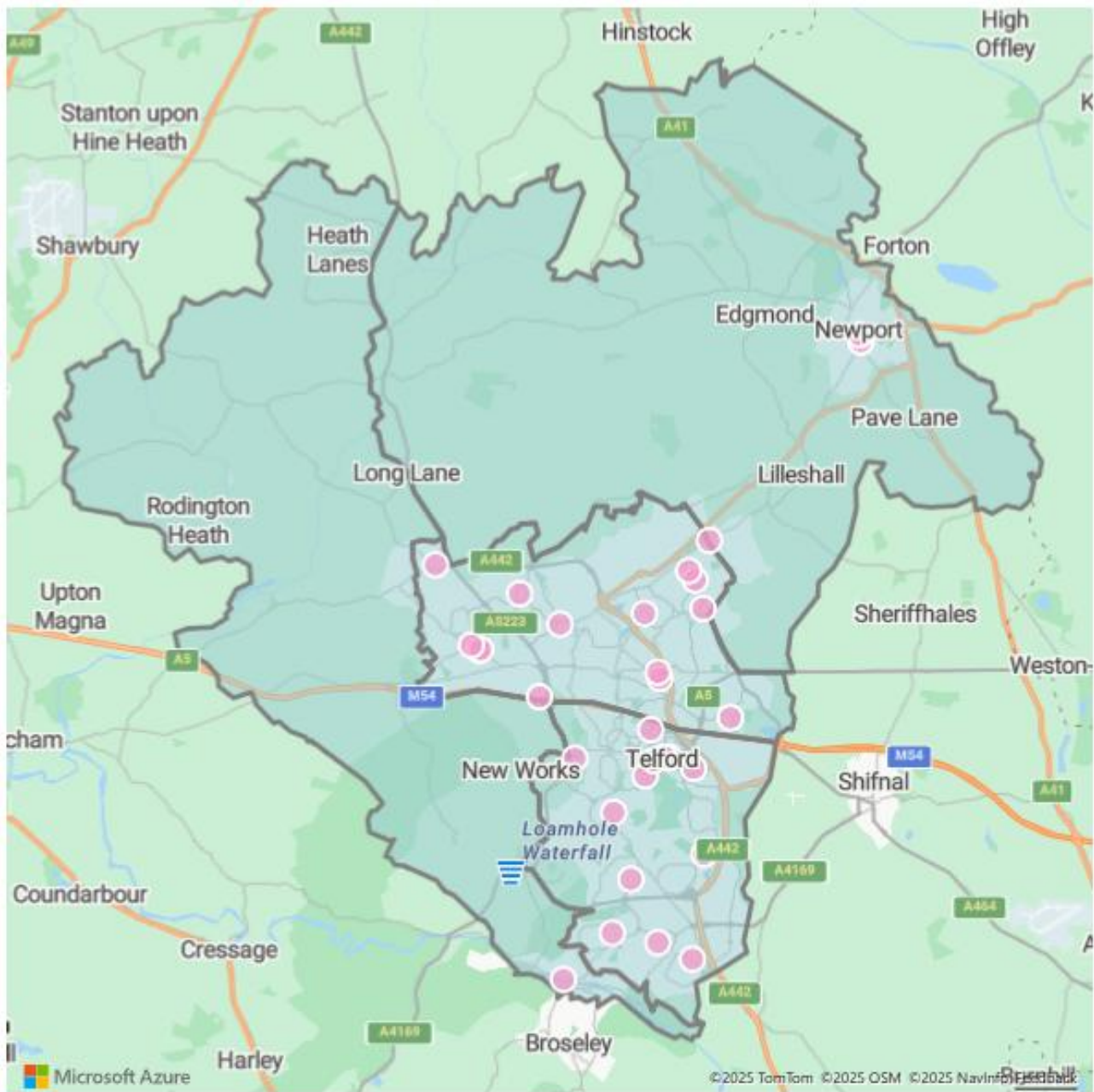
- Increase pharmacy participation in Needle Exchange and Naloxone schemes, prioritising TF3, TF1, and TF7, and address any Naloxone uptake gap.

8.4 Supervised Consumption

Supervised consumption is a confidential, client-focused and non-judgmental service that supports the safe administration of prescribed opioid substitution medicines, such as methadone and buprenorphine. Delivered by accredited pharmacists within community pharmacies, the service ensures that each dose is taken correctly by the intended patient at the point of dispensing. This approach helps prevent diversion of medication into the illicit drugs market, reduces the risk of overdose, and safeguards against accidental ingestion by others, including children. In addition to supervising consumption, pharmacies provide advice and support tailored to individual needs and can facilitate onward referral to primary care or specialist health services where appropriate.

Between April 2024 and March 2025 there were 139 supervised consumption client registrations carried out at 20 of the 32 accredited community pharmacies in Telford and Wrekin. Over the same period there were 1,728 supervised consumptions at 25 of the 32 accredited community pharmacies.

Map 33: Community pharmacies providing observed consumption



Locality	Registrations			Supervisions			Accredited providers
	number	% total	Active providers	number	% total	Active providers	
Central North	50	36.0%	8 (44%)	731	42.2%	12 (67%)	15 (83%)
Central South	84	60.4%	10 (77%)	964	55.7%	11 (85%)	13 (100%)
North East	1	0.7%	1 (33%)	5	0.3%	3 (100%)	3 (100%)
West	4	2.9%	1 (100%)	32	1.8%	1 (100%)	1 (100%)
Total	139	100.0%	20 (57%)	1,732	100.0%	27 (77%)	32 (91%)

Assessment of provision: Supervised consumption

- In 2024/25, 1,732 supervised interactions were recorded across 26 active providers. Methadone accounted for 81.8% of supervised doses, Buprenorphine 18.2%.
- The busiest days for supervised consumption services are Tuesday and Wednesday (each ~25% of activity), followed by Thursday.
- Service users are predominantly aged 30–49 years, with 35–39 and 40–44 most common.
- Activity remains concentrated in a small number of pharmacies: Malinslee (228), Aqueduct (204), Donnington (183), Hollinswood (151).
- Wellington continues to have low provision (91 interactions at Boots Wellington).
- Highest demand postcodes remain TF3, TF2, TF1, TF7, and TF4.

Recommendations:

- Expand the number of community pharmacies actively providing Supervised Consumption services in TF1, TF2, TF3, TF4, and TF7, with specific focus on TF3 and TF1.

Appendices

Appendix 1: Pharmaceutical Service Provider Opening Times

Community Pharmacies

Name & address	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Hours Open
Anstice Pharmacy, 7 Anstice Square, Telford, TF7 5BD	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-17:00	CLOSED	53
Aqueduct Pharmacy, Majestic Way, Telford, TF4 3RB	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49
Asda Pharmacy, Malinsgate, Telford, TF3 4HZ	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	10:00-16:00	72
Asda Pharmacy, St Georges Road, Telford, TF2 7RX	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	11:00-17:00	72
Boots, 21-25 New Street, Telford, TF1 1LU	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	51
Boots, 2-3 Acorn Way, Telford, TF5 0LW	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-17:00	CLOSED	53
Boots, 4-10 Sherwood Street, Telford, TF3 4AU	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	10:30-16:30	57
Boots, 52 High Street, Newport, TF10 7AQ	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-17:30	CLOSED	53.5
Boots, Units 14a & B, Telford, TF3 4AG	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-15:00	CLOSED	48.5
Chapel Lane Pharmacy, Chapel Lane, Telford, TF1 1SS	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45
Donnington Pharmacy,	08:00-21	08:00-21:00	08:00-21:00	08:00-21:00	08:00-21:00	08:00-21:00	09:00-20:00	89

Name & address	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Hours Open
Donnington Med Practice, Telford, TF2 8EA	:00							
Hadley Pharmacy, Unit 6 The Stirling Centre, Telford, TF1 5GQ	09:00-13:00, 13:20-17:30	09:00-13:00, 13:20-17:30	09:00-13:00, 13:20-17:30	09:00-13:00, 13:20-17:30	09:00-13:00, 13:20-17:30	09:00-12:00	CLOSED	43.8
High Street Pharmacy, 2-4 High Street, Newport, TF10 7AN	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	09:00-12:45, 14:45-21:00	10:00-13:00, 14:00-21:00	09:00-19:00	74
Hollinswood Pharmacy, New Unit 4, Telford, TF3 2EW	08:30-13:00, 13:20-18:00	08:30-13:00, 13:20-18:00	08:30-13:00, 13:20-18:00	08:30-13:00, 13:20-18:00	08:30-13:00, 13:20-18:00	09:00-12:00	CLOSED	48.8
Ironbridge Pharmacy, 9 The Square, Telford, TF8 7AQ	09:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	CLOSED	CLOSED	41
Jhoots Pharmacy, 32 Market Street, Telford, TF2 6ED	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:15	CLOSED	49.2
Kitchings Chemist, 23-25 Limes Walk, Telford, TF2 6EP	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	08:30-14:30	CLOSED	51
Lawley Pharmacy, Farriers Green, Telford, TF4 2LL	08:45-20:00	08:45-20:00	08:45-19:30	08:45-19:30	08:45-20:00	09:30-12:30	CLOSED	58.2
Leegomery Chemist, Leegomery Local Centre, Telford, TF1 6XQ	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	CLOSED	CLOSED	40
LloydsPharmacy, Dawley Medical Centre, Telford, TF4 2AA	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-13:00	CLOSED	52
Malinslee Pharmacy, Malinslee Medical Centre,	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	CLOSED	CLOSED	40

Name & address	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Hours Open
Telford, TF3 2JZ								
Morrisons Pharmacy, Springhill, Telford, TF1 1RP	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-17:00	10:00-16:00	64
Muxton Pharmacy, 9C Fieldhouse Drive, Telford, TF2 8JQ	08:45-18:00	08:45-18:00	08:45-18:00	08:45-18:00	08:45-12:45, 13:45-18:00	09:00-13:00	CLOSED	49.2
Oakengates Pharmacy, The Surgery, Telford, TF2 6AQ	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	CLOSED	CLOSED	47.5
Parade Pharmacy, 6 The Parade, Telford, TF2 8EB	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-14:00	CLOSED	47.5
Peak Pharmacy, 76 Upper Bar, Newport, TF10 7AW	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-13:00	CLOSED	46.5
Priorslee Pharmacy, The Barn, Telford, TF2 9NR	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45
Rowlands Pharmacy, Maythorne Close, Telford, TF7 4DH	09:00-12:45, 13:45-18:00	09:00-12:45, 13:45-18:00	09:00-12:45, 13:45-18:00	09:00-12:45, 13:45-18:00	09:00-12:45, 13:45-18:00	CLOSED	CLOSED	40
Rowlands Pharmacy, The Pharmacy, Telford, TF3 1FB	09:00-13:00, 13:20-18:00	09:00-13:00, 13:20-18:00	09:00-13:00, 13:20-18:00	09:00-13:00, 13:20-18:00	09:00-13:00, 13:20-18:00	09:00-12:00	CLOSED	46.3
Shire Pharmacy, Unit 3 The Shops, Telford, TF2 6RX	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45
Superdrug Pharmacy, 12-13 Dean Street, Telford, TF3 4BT	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	51
Tesco Instore Pharmacy, The Retail Park, Wellington, TF1 2DE	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	10:00-16:00	78

Name & address	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Hours Open
Top Pharmacy, Highfield Clinic, Telford, TF1 5NX	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	CLOSED	CLOSED	40
Wellington Pharmacy, Wellington M/P, Wellington, TF1 1PZ	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	15:00-21:00	09:00-20:00	72
Woodside Pharmacy, Park Lane Centre, Telford, TF7 5QZ	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	09:00-12:00	CLOSED	50.5

Dispensing Practices

Name & address	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Hours Open
Wellington Road Surgery, Wellington Road, Newport, TF10 7HG	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	CLOSED	CLOSED	47.5

Dispensing Appliance Contractors

Name & address	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Hours Open
Nucare, Units C5 and C6, Telford, TF1 7ES	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	CLOSED	42.5

Appendix 2: PNA Patient Survey Questionnaire

Your views on community pharmacy (chemist) services in Shropshire, Telford and Wrekin

Introduction

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

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

Shropshire Council and Telford & Wrekin Council are collecting your personal data for the purposes of statistical analysis related to the topics in this survey.

All of your answers will remain confidential and you will not be identified in any way in the reporting and use of this survey unless you tell us something that we are required by law to disclose.

For further details of the Councils privacy arrangements please view the privacy pages on the Councils websites www.telford.gov.uk/terms and www.shropshire.gov.uk/privacy.

1. Which local authority area do you live in?

- Shropshire Somewhere else
 Telford & Wrekin

Use of pharmacies

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

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

3. How often do you visit a pharmacy for any other reason (e.g. shopping, toiletries, baby products)?

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

4. At what time of day do you normally use pharmacy services?

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

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

- | | |
|--|---|
| <input type="checkbox"/> Weekdays 6am-9am | <input type="checkbox"/> Saturday 6pm-11pm |
| <input type="checkbox"/> Weekdays 6pm-11pm | <input type="checkbox"/> Sunday before 10am |
| <input type="checkbox"/> Saturday 9am-1pm | <input type="checkbox"/> Sunday 10am-2pm |
| <input type="checkbox"/> Saturday 1pm-6pm | <input type="checkbox"/> Sunday after 4pm |

6. Please rate how strongly you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
I can easily find an open pharmacy when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy near where I want it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy open in the evening (i.e after 6pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy open at weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy open at lunchtime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About your regular pharmacy

7. Which local authority area is the pharmacy located in that you use most regularly?

- | | |
|---|---|
| <input type="checkbox"/> Shropshire | <input type="checkbox"/> Somewhere else |
| <input type="checkbox"/> Telford & Wrekin | |

8. Which pharmacy do you use most regularly?

- | | |
|--|--|
| <input type="checkbox"/> Albrighton Medical Practice | <input type="checkbox"/> Lunts Pharmacy, Barker Street Shrewsbury |
| <input type="checkbox"/> Alveley Medical Practice | <input type="checkbox"/> Lunts Pharmacy, Craven Arms |
| <input type="checkbox"/> Asda Pharmacy, Shrewsbury | <input type="checkbox"/> Lunts Pharmacy, Hereford Road Shrewsbury |
| <input type="checkbox"/> Bicton Heath Pharmacy, Welshpool Road | <input type="checkbox"/> Lunts Pharmacy, Ludlow |
| <input type="checkbox"/> Bishops Castle Pharmacy, Church Street | <input type="checkbox"/> MSN & Lunts Pharmacy, Church Stretton |
| <input type="checkbox"/> Boots, Bridgnorth | <input type="checkbox"/> MSN & Lunts Pharmacy, Shrewsbury |
| <input type="checkbox"/> Boots, Hereford Road Shrewsbury | <input type="checkbox"/> Much Wenlock & Cressage Medical Practice |
| <input type="checkbox"/> Boots, Ludlow | <input type="checkbox"/> Peak Pharmacy, Bridgnorth |
| <input type="checkbox"/> Boots, Market Drayton | <input type="checkbox"/> Peak Pharmacy, Market Drayton |
| <input type="checkbox"/> Boots, Mytton Oak Road Shrewsbury | <input type="checkbox"/> Plas Ffynnon Medical Centre, Oswestry |
| <input type="checkbox"/> Boots, Oswestry | <input type="checkbox"/> Pontesbury & Worthen Medical Practice |
| <input type="checkbox"/> Boots, Pride Hill Shrewsbury | <input type="checkbox"/> Pontesbury Pharmacy |
| <input type="checkbox"/> Boots, Shifnal | <input type="checkbox"/> Prescott Surgery, Baschurch |
| <input type="checkbox"/> Boots, Whitchurch | <input type="checkbox"/> Radbrook Green Pharmacy |
| <input type="checkbox"/> Bridgnorth Pharmacy, | <input type="checkbox"/> Rhodes TC Chemist, Albrighton |
| <input type="checkbox"/> Brown Clee Medical Practice | <input type="checkbox"/> Rowlands Pharmacy, Bayston Hill |
| <input type="checkbox"/> Cambrian Pharmacy, Oswestry | <input type="checkbox"/> Rowlands Pharmacy, Broseley |
| <input type="checkbox"/> Churchmere Medical Group (Ellesmere Medical Centre) | <input type="checkbox"/> Rowlands Pharmacy, Shrewsbury |
| <input type="checkbox"/> Cleobury Pharmacy, Cleaobury Mortimer | <input type="checkbox"/> Rowlands Pharmacy, Wem |
| <input type="checkbox"/> Clive Medical Practice | <input type="checkbox"/> Rowlands Pharmacy, Wem & Prees Medical Practice |
| <input type="checkbox"/> Conway Pharmacy, Shrewsbury | <input type="checkbox"/> Rowlands Pharmacy, Whitchurch |
| <input type="checkbox"/> Craven Arms Medical Practice | <input type="checkbox"/> Shawbury Medical Practice |
| <input type="checkbox"/> Day Lewis Pharmacy, English Walls Oswestry | <input type="checkbox"/> St Martins Pharmacy |
| <input type="checkbox"/> Day Lewis Pharmacy, Gobowen | <input type="checkbox"/> Tesco Pharmacy, Shrewsbury |
| <input type="checkbox"/> Day Lewis Pharmacy, Oswald Road Oswestry | <input type="checkbox"/> The Beeches Medical Practice Dorrington Surgery |
| <input type="checkbox"/> Ellesmere Pharmacy | <input type="checkbox"/> The Meadows Medical Practice, Craven Arms |
| <input type="checkbox"/> Green End Pharmacy, Whitchurch | <input type="checkbox"/> Well, Shrewsbury |
| <input type="checkbox"/> Highley Pharmacy | <input type="checkbox"/> Wenlock Pharmacy, Much Wenlock |
| <input type="checkbox"/> Hodnet Medical Centre | <input type="checkbox"/> Westbury Medical Practice |
| <input type="checkbox"/> Knockin Medical Centre | |

9. Which pharmacy do you use most regularly?

- | | |
|---|---|
| <input type="checkbox"/> Anstice Pharmacy, Madeley | <input type="checkbox"/> Lloyds Pharmacy, Dawley |
| <input type="checkbox"/> Aqueduct Pharmacy | <input type="checkbox"/> Malinslee Pharmacy |
| <input type="checkbox"/> Asda Pharmacy, Donnington Wood | <input type="checkbox"/> Morrisons Pharmacy, Wellington |
| <input type="checkbox"/> Asda Pharmacy, Telford Town Centre | <input type="checkbox"/> Muxton Pharmacy |
| <input type="checkbox"/> Boots, Newport | <input type="checkbox"/> Nucare, Hortonwood |
| <input type="checkbox"/> Boots, Shawbirch | <input type="checkbox"/> Oakengates Pharmacy |
| <input type="checkbox"/> Boots, Telford Forge Retail Park | <input type="checkbox"/> Parade Pharmacy, Donnington |
| <input type="checkbox"/> Boots, Telford Town Centre | <input type="checkbox"/> Peak Pharmacy, Newport |
| <input type="checkbox"/> Boots, Wellington | <input type="checkbox"/> Priorslee Pharmacy |
| <input type="checkbox"/> Chapel Lane Pharmacy, Wellington | <input type="checkbox"/> Rowlands Pharmacy, Stirchley |
| <input type="checkbox"/> Donnington Pharmacy | <input type="checkbox"/> Rowlands Pharmacy, Sutton Hill |
| <input type="checkbox"/> Hadley Pharmacy | <input type="checkbox"/> Shire Pharmacy, Trench |
| <input type="checkbox"/> High Street Pharmacy, Newport | <input type="checkbox"/> Superdrug Pharmacy, Telford Town Centre |
| <input type="checkbox"/> Hollinswood Pharmacy | <input type="checkbox"/> Tesco Instore Pharmacy, Wrekin Retail Park |
| <input type="checkbox"/> Ironbridge Pharmacy | <input type="checkbox"/> Top Pharmacy, Hadley |
| <input type="checkbox"/> Jhoots Pharmacy, Oakengates | <input type="checkbox"/> Wellington Pharmacy |
| <input type="checkbox"/> Kitchings Chemist, Oakengates | <input type="checkbox"/> Wellington Road Surgery, Newport |
| <input type="checkbox"/> Lawley Pharmacy | <input type="checkbox"/> Woodside Pharmacy |
| <input type="checkbox"/> Legomery Chemist | |

10. Why do you normally use this pharmacy? *(please select all that apply)*

- | | |
|---|--|
| <input type="checkbox"/> It is near my home | <input type="checkbox"/> It stocks the medicines that I need |
| <input type="checkbox"/> It is near my work | <input type="checkbox"/> It has opening hours that suit me |
| <input type="checkbox"/> It is near or at my local GP surgery | <input type="checkbox"/> It operates the Electronic Prescription Service |
| <input type="checkbox"/> It is easy to get to whilst shopping | <input type="checkbox"/> It is near my child's school |
| <input type="checkbox"/> It has on-site parking | <input type="checkbox"/> I can get there using public transport |
| <input type="checkbox"/> It has the services I require | |

11. How do you normally travel to your regular pharmacy?

- | | |
|---|--|
| <input type="checkbox"/> Car | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Public Transport | <input type="checkbox"/> I don't go to my regular pharmacy as they deliver to me |
| <input type="checkbox"/> Cycle | |
| <input type="checkbox"/> Taxi | |

12. Thinking about your regular pharmacy, how strongly do you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
My pharmacy is customer friendly and polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacy is easy to get to by public transport or car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find my pharmacist helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacy has a confidential and private area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacist explains information clearly so that I can understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacy makes changes to help people with disabilities e.g. large print labels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacy usually has the medicines I need in stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Does your regular pharmacy have any of the following?

	Yes	No	Not sure
Seating area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic prescription service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wheelchair accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stocks of living aids to support independent living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing aid loop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescription delivery service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and advice on medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and advice on healthy lifestyles (eg diet and nutrition, physical activity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Thinking about your regular pharmacy: Which of the following services are you aware of, have used or would like to see available?

	I am aware of	I have used	I am not aware of	I would like to see available
Minor Ailments Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Healthchecks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Screening Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoking Cessation Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency hormonal contraception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blood pressure monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS repeat prescription services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terminal illness support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol use awareness and treatment services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incontinence support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight management services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Phlebotomy Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-coagulation monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Use Reviews	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicines Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disposal of unwanted medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle and syringe exchange scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised consumption of medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language Access Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance misuse service (methadone supply, needle provision)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support of free healthy start vitamins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on healthy lifestyles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condom distribution (free supply to teenagers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Are there any other services available from your pharmacy not listed that you use?

16. Are there any other services not listed that you would like to see your pharmacy provide?

17. Have you been directed to a different pharmacy for a service not provided by your regular pharmacy?

Yes

No

Prescriptions

18. Do you have a pharmacy where your prescription is directly sent to by your GP?

Yes

Don't know

No

19. Have you ever used a Prescription Delivery Service? (Prescribed medicines delivered from your pharmacy to your door).

Yes

Not sure

No

20. Why did you use a prescription delivery service?

I was unable to leave home

I don't have a pharmacy near me

I could not get to a pharmacy during their opening times

Other

21. How much do you agree or disagree that the Prescription Delivery Service is important to you?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Pharmacy First

22. Have you ever used Pharmacy First? This is a service that allows patients to get advice and/or treatment from a community pharmacist for a minor illness or seven common health conditions (Sinusitis; sore throat; ear infection; infected insect bite; Impetigo; Shingles; uncomplicated urinary tract infection) and the emergency supply of a regular prescription medicine

Yes

No

23. What did you use Pharmacy First for? *(please select all that apply)*
- | | |
|---|--|
| <input type="checkbox"/> Sinusitis | <input type="checkbox"/> Singles |
| <input type="checkbox"/> Sore throat | <input type="checkbox"/> Uncomplicated urinary tract infection |
| <input type="checkbox"/> Ear infection | <input type="checkbox"/> Emergency supply of a regular prescription medicine |
| <input type="checkbox"/> Infected insect bite | <input type="checkbox"/> Minor illness |
| <input type="checkbox"/> Impetigo | |
24. How did you access the service? *(please select all that apply)*
- | | |
|---|---|
| <input type="checkbox"/> Walk-in | <input type="checkbox"/> GP |
| <input type="checkbox"/> NHS 111 | <input type="checkbox"/> Other urgent and emergency care provider |
| <input type="checkbox"/> Out of hours service | |
| <input type="checkbox"/> 999 services | |
25. What was the outcome of the Pharmacy First consultation?
- | | |
|---|---|
| <input type="checkbox"/> Advice only (no medication) | <input type="checkbox"/> Referral to a pharmacy service |
| <input type="checkbox"/> A prescription only medication | <input type="checkbox"/> Urgent referral to GP/out-of-hours service |
| <input type="checkbox"/> An over-the-counter medication | <input type="checkbox"/> Other |
26. Are you aware that pharmacies can help to direct you to other services for health? e.g. patient support groups like Diabetes UK
- | | |
|------------------------------|-----------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> No | |
27. How have you found out about the services offered by your pharmacy? *(please select all that apply)*
- | | |
|---|---|
| <input type="checkbox"/> At the pharmacy | <input type="checkbox"/> GP or practice staff |
| <input type="checkbox"/> Website (NHS Choices) | <input type="checkbox"/> Leaflets |
| <input type="checkbox"/> Website (other) | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Poster | <input type="checkbox"/> Local Press |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Mail drop |
| <input type="checkbox"/> Screen advertising (TV, or moving screens in GP surgeries or post offices) | |
28. Which of these statements describe how useful you think the advice of a pharmacist is?
- | | | | | | |
|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|
| Very useful | Fairly useful | Neither useful nor not useful | Not very useful | Not at all useful | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

29. Why do you think this?

30. Overall, how satisfied are you with pharmacy services in Shropshire, Telford and Wrekin?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied

31. Why do you think this?

32. Are there any further comments you would like to make about your local pharmacy services?

About you

The information you provide will be used for statistical analysis related to this questionnaire. You can find out more about how we hold and process data by visiting www.telford.gov.uk/terms and www.shropshire.gov.uk/privacy.

33. What is your postcode?

34. Are you?

Male

Female

Non-binary

Rather not say

35. What was your age on your last birthday?

Under 16

16-17

18-24

25-34

35-44

45-54

55-64

65-74

75-84

85+

Rather not say

36. Do you have any long-standing illness, health problem or disability?

Yes

No

Rather not say

37. Are you caring for someone who has a long-standing illness or disability that limits their daily activities?

Yes

No

Rather not say

38. Do you have an armed forces connection e.g. currently serving, a reservist, veteran or dependent of a current or former member of the UK armed forces?

Yes

No

Rather not say

39. Have you been under the care of a local authority for more than 24 hours before your 18th birthday?

Yes

No

Rather not say

40. What is your ethnicity?

- | | |
|--|--|
| <input type="checkbox"/> White: | <input type="checkbox"/> Asian/Asian British: Indian |
| <input type="checkbox"/> English/Welsh/Scottish/Northern Irish/British | <input type="checkbox"/> Asian/Asian British: Pakistani |
| <input type="checkbox"/> White: Irish | <input type="checkbox"/> Asian/Asian British: Bangladeshi |
| <input type="checkbox"/> White: Gypsy or Traveller | <input type="checkbox"/> Asian/Asian British: Any other |
| <input type="checkbox"/> White: Polish | <input type="checkbox"/> Black/African/Caribbean/Black British: African |
| <input type="checkbox"/> White: Any other | <input type="checkbox"/> Black/African/Caribbean/Black British: Caribbean |
| <input type="checkbox"/> Mixed/multiple ethnic group: White and Black Caribbean | <input type="checkbox"/> Black/African/Caribbean/Black British: Any other |
| <input type="checkbox"/> Mixed/multiple ethnic group: White and Black African | <input type="checkbox"/> Other ethnic group: Arab |
| <input type="checkbox"/> Mixed/multiple ethnic group: White and Asian | <input type="checkbox"/> Other ethnic group: Chinese |
| <input type="checkbox"/> Mixed/multiple ethnic group: Any other | <input type="checkbox"/> Other ethnic group: Any other |
| | <input type="checkbox"/> Rather not say |

Appendix 3: PNA Pharmacy Contractor Questionnaire

Shropshire, Telford and Wrekin Pharmaceutical Needs Assessment Contractor Questionnaire

Introduction

The Pharmaceutical Needs Assessment (PNA) is a crucial part of the market entry system, and supports commissioning decisions based on patient needs, it is important that Health and Wellbeing Boards (HWBs) prepare PNAs to national comparable standards.

Shropshire Council and Telford & Wrekin Council have been working with NHS colleagues to start the process of publishing the next PNAs; part of this work is the Contractor Survey, which identifies many services provided by contractors, facilities etc along with what sort of services contractors might be willing to provide in the future, should they be commissioned.

We would appreciate it if you could take the time to complete the following survey as the fullest picture of what is currently being provided at pharmacies will help generate a complete, accurate and effective PNA.

Contractor Code

Contractor Name

Contractor trading name (if different from above)

Address of contractor pharmacy

Name of person completing this questionnaire

Contact email

Contact telephone number

1. Telford & Wrekin Council will share your email information with the Shropshire, Telford and Wrekin ICB and Community Pharmacy, Shropshire. Are you happy for us to do so?

Yes

No

Access

2. Is parking available close to the pharmacy?

Yes

No

3. Is this parking free?

Yes

No

4. Does the pharmacy have wheelchair access to the following?

	Yes	No
The entrance (unaided)	<input type="checkbox"/>	<input type="checkbox"/>
Consultation room	<input type="checkbox"/>	<input type="checkbox"/>
All areas	<input type="checkbox"/>	<input type="checkbox"/>

5. Does the pharmacy have the following?

	Yes	No
Disabled toilet	<input type="checkbox"/>	<input type="checkbox"/>
Automatic door	<input type="checkbox"/>	<input type="checkbox"/>
Hearing loop	<input type="checkbox"/>	<input type="checkbox"/>
The facility to produce large print dispensing labels and patient information leaflets	<input type="checkbox"/>	<input type="checkbox"/>
Dedicated disabled parking	<input type="checkbox"/>	<input type="checkbox"/>

Languages and communication

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

Polish

Romanian

Bulgarian

Panjabi

Urdu

Akan

Lithuanian

Other

7. Has the pharmacy adopted the NHS Accessible Information Standard?

Yes

No

8. Is the pharmacy intending to adopt the NHS Accessible Information Standard?

Yes

No

Information Technology

9. Does the pharmacy have the following?

	Yes	No
Online consultation	<input type="checkbox"/>	<input type="checkbox"/>
Video consultation	<input type="checkbox"/>	<input type="checkbox"/>
Text message to patient that prescription is ready	<input type="checkbox"/>	<input type="checkbox"/>

Consultation facilities

10. Is there a consultation room (that is clearly designated as a room for confidential conversations, distinct from the general public areas of the pharmacy premises; and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially). (select all that apply)
- Yes - (including wheelchair access) Yes - planning to increase
 Yes - (without wheelchair access) No - distance selling pharmacy
11. Is the consultation area a closed room?
- Yes No
12. During consultations, are there hand-washing facilities?
- Yes - in the consultation room No
 Yes - close to the consultation room
13. Do patients attending for consultations have access to toilet facilities?
- Yes No

Services

14. Which of the following appliances does the pharmacy dispense? (select all that apply)
- Stoma appliances Made to measure trusses
 Incontinence appliances None
 Dressings Other
 Made to measure hosiery
15. - Do you undertake measuring and fitting?
- Yes No
16. - Do you undertake measuring and fitting?
- Yes No

Advanced services

17. Does the pharmacy provide the following services?

	Yes	Intending to begin within the next 12 months	No - not intending to provide
Appliance use review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension case-finding service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lateral flow device service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New medicine service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy contraception service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy First service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoking cessation service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoma appliance customisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Which of the following other services does the pharmacy provide, or is willing to provide?

	Already provide this service	Intending to provide	Willing to provide if commissioned	Not willing to provide
Anti-coagulant monitoring service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral distribution service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care home service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia testing and treatment service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condom distribution scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distribution of naloxone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early start vitamins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency contraception service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten free food supply service (ie. Not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home delivery service (not appliances)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent prescribing service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language access service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication review service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines assessment and compliance support service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines optimisation service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor ailment scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needs and syringe exchange service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS health check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not dispensed scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On demand availability of specialist drugs service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out of hours service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescriber support service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharps disposal service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised administration service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vascular risk assessment service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In which clinical area do you provide an independent prescribing service?

In which clinical area would you provide an independent prescribing service?

19. Which of the following disease specific medicines services does the pharmacy provide, or is willing to provide?

	Already provide this service	Intending to provide	Willing to provide if commisisoned	Not willing to provide
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimers/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depresssion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Palliative care service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Which of the following screening services does the pharmacy provide, or is willing to provide?

	Already provide this service	Intending to provide	Willing to provide if commisisoned	Not willing to provide
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Atrial fibrillation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Which of the following vaccination services does the pharmacy provide, or is willing to provide?

	Already provide this service	Intending to provide	Willing to provide if commisisoned	Not willing to provide
Childhood vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Covid-19 vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at risk workers or patient vaccination)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Routine vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seasonal influenza vaccination service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. Does the pharmacy provide any of the following non-commissioned services?

	Yes	No
Collection of prescriptions from GP practices – with charge	<input type="checkbox"/>	<input type="checkbox"/>
Collection of prescription from GP practices – free of charge on request	<input type="checkbox"/>	<input type="checkbox"/>
We deliver dispensed medicines to all patients	<input type="checkbox"/>	<input type="checkbox"/>
Delivery of dispensed medicines – selected patient groups	<input type="checkbox"/>	<input type="checkbox"/>
Delivery of dispensed medicines – selected areas	<input type="checkbox"/>	<input type="checkbox"/>
Delivery of dispensed medicines – free of charge on request	<input type="checkbox"/>	<input type="checkbox"/>
Delivery of dispensed medicines – with charge	<input type="checkbox"/>	<input type="checkbox"/>
Monitored dosage systems	<input type="checkbox"/>	<input type="checkbox"/>

23. How are monitored dosage systems provided?

- | | |
|---|--|
| <input type="checkbox"/> Provided for everyone free of charge | <input type="checkbox"/> Provide for those in need only free of charge |
| <input type="checkbox"/> Provide for everyone with charge | <input type="checkbox"/> Provide for those in need only with charge |

24. Do you offer prescription ordering?

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

25. How is this done? (select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> via telephone | <input type="checkbox"/> via front desk |
| <input type="checkbox"/> via email | |

26. Do you support patients in the use of apps for prescription ordering?

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

27. For which app(s)?

- | | |
|----------------------------------|---------------------------------------|
| <input type="checkbox"/> NHS app | <input type="checkbox"/> In house app |
|----------------------------------|---------------------------------------|

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

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

Appendix 4: Steering Group Terms of Reference

Telford & Wrekin Pharmaceutical Needs Assessment

Steering Group 2025/26

Terms of Reference

1. Membership

Name	Role/Title	Organisation
Core Members		
Helen Onions	Director of Public Health (chair)	Telford & Wrekin Council
James Milner	Head of Pharmacy Integration and Workforce	NHS Shropshire Telford & Wrekin
Peter Prokopa	Chief Officer	Community Pharmacy Shropshire
Liz Walker	Head of Primary Care and PCN Development	NHS Shropshire Telford & Wrekin
Damion Clayton	Insight Partner (Corporate)	Telford & Wrekin Council
Billy Hopkins	Specialty Registrar in Public Health	Telford & Wrekin Council
Jan Suckling	Managing Director	HealthWatch Telford & Wrekin
Non-core members		
Tony Mercer	Public Health Commissioner	Telford & Wrekin Council
Darren Plant	Commissioning Manager – Pharmacy and Optometry	NHS Office of the West Midlands
Gavin Ashford	Group Manager Strategic Planning & Investment	Telford & Wrekin Council
Mark Trenfield	Public Health Intelligence Analyst	Shropshire Council
Lauren Tye	Communications Officer	Telford & Wrekin Council

2. Purpose and Aims of the PNA Steering Group

- Coordinate update of the Pharmaceutical Needs Assessment (PNA) in line with current legislation/guidance
- Oversee the overall process for updating the PNA within the required timescale
- To agree the statement of the needs for pharmaceutical services in Telford and Wrekin
- To agree and oversee the process for assessing the current provision of pharmaceutical services by pharmacies, appliance contractors and dispensing practices within Telford and Wrekin (and neighbouring areas where appropriate)
- To ensure that accurate maps identifying the premises where services are provided are produced
- To agree and oversee the process required for the statutory consultation with all relevant parties as laid out in the regulations
- To develop a framework for subsequent assessments and supplementary statements
- To take into account any further legislation/guidance or national policy that may impact on the PNA.

3. Frequency of Meetings / Communications

- The group will meet as deemed necessary, starting monthly from September 2025, and email will be used to communicate ongoing PNA development
- Specific meetings around public consultation and formal consultation will be led by the communications teams
- Other stakeholders will attend meetings only as necessary
- A formal meeting / communication will be arranged to agree a final draft PNA prior to consultation

4. Reporting and Governance Arrangements

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

- Helen Onions/Damion Clayton will report to the Health & Wellbeing Board & TWIPP

- James Milner/Liz Walker will report to the ICB
- Jan Suckling will report to Healthwatch representatives
- Peter Prokopa will report to the Local Pharmaceutical Committee

Appendix 5: Consultation response from Community Pharmacy Shropshire



Community Pharmacy Shropshire is the operating name of Shropshire LPC.

Telford & Wrekin Health & Wellbeing Board
c/o Organisational Delivery and Development
Addenbrooke House
Ironmasters Way
Telford
TF3 4NT

Monday 9th March 2026

Dear Sir/Madam,

Re: Telford & Wrekin Pharmaceutical Needs Assessment (PNA) 2026

Community Pharmacy Shropshire is the operating name of Shropshire Local Pharmaceutical Committee, the body recognised under NHS Act 2006 as being representative of community pharmacy contractors in the geographical area of Shropshire, Telford & Wrekin ICB, is a statutory consultee in the development of the PNA in Telford & Wrekin HWBB area and a key stakeholder member of the PNA steering group.

Our full committee heard at its January meeting from Helen Onions describing the context for, and process by which the consultation draft of the PNA has been developed. Members had the opportunity to further review the document and had a further opportunity to contribute to the committee's response at our meeting on 24th February, and finally by email following the circulation of the proposed response this week.

Following review of the draft Telford & Wrekin Pharmaceutical Needs Assessment (PNA) 2025, the document broadly meets the statutory requirements under the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. However, to ensure the PNA is both legally defensible and responsive to local health needs, some areas could be strengthened. This response aims to highlight these areas and provide suggestions for doing so.

Geography, population and demography

CP Shropshire supports the neighbourhood mapping in the PNA, however while the draft demonstrates that most residents can access a pharmacy (or dispensing GP) by car within 10 minutes, there remain access concerns for those without private transport, especially in rural and deprived areas.

CP Shropshire notes that the number of pharmacies per 100,000 population has reduced since the previous PNA; we support the conclusion that for the duration of the PNA, the provision of pharmaceutical services by location and relevant population is sufficient to meet the needs of those populations. There is evidence to suggest that an increase in housing (particularly in the North Central locality) might increase pressure on services, this impact should be mitigated as the increase will happen over the full period of the PNA, and by changes to how services are delivered – for example the opportunity to use hub and spoke dispensing, and changes to regulations supporting better use of pharmacy team skill mix.

Opening hours:

The PNA highlights the limited evening and weekend provision, with few pharmacies open past 6pm and limited opening on Saturdays and Sundays. Whilst this provision may be seen as a material less than satisfactory, particularly when compared to major urban benchmarks, CP Shropshire is not of the view that there are any specific gaps in services, as all populations might expect to have to travel

further to access any health-related service outside of usual opening hours (for example in the evenings or at weekends). The access issues related to opening times are particularly identified for the South-Central locality, where the population is more deprived, with a lower level of car ownership than in other localities or compared to national averages. CP Shropshire notes the availability of pharmaceutical services in the neighbouring Telford Town Centre area, and that public transport between South Telford and Town Centre is available regularly throughout most of the weekend from the relevant areas. Additionally, we are unaware of whether there has been any attempt to identify the demand for pharmaceutical services in the evenings and weekends; we note that these needs may also be met by other services, such as provision of medicines by OOH GP services and other urgent and emergency care sites where necessary. In conclusion the PNA should consider whether this level of access is sufficient for the needs of the population of the area and, if not, whether targeted commissioning through extended hours schemes is warranted.

Service provision:

While most essential services are covered, the active provision of advanced services though fairly comprehensive, is perhaps not as wide; however, we would draw attention to the most recent figures from NHS BSA on the provision of advanced services (dated February 2026) which state that the % of pharmacy contractors registered to provide the key advanced services in Telford & Wrekin is as follows:

New Medicine Service:	35/35	100%
Pharmacy First:	35/35	100%
Hypertension Case Finding:	35/35	100%
Pharmacy Contraception Service:	34/35	97.1%

The provision of flu and Covid vaccination services changes annually, so it is more difficult to reflect on the level of engagement at this time, however, historically there has been a good level of engagement in recent years.

The picture of provision of locally commissioned services is different, and whilst some of these are unevenly available and awareness among residents is low, provision of services such as supervision of doses of opioid substitution therapy appears to be met in the areas where demand is highest.

In relation to the recommendations made in the document around service provision outside of the Essential Services in the national contractual framework CP Shropshire notes the following:

- As noted, EHC provision is now included as an essential part of the Pharmacy Contraception Service nationally (from the autumn of 2025) and with most pharmacies providing this service there is an improved coverage and availability of the service across the HWBB area, which support those areas particularly identified with higher fertility and teenage pregnancy rates.
- As a consequence of the above, CP Shropshire is working to ensure that funds no longer needed for provision of EC under local services can be reinvested through improving the availability and range of other service supporting better sexual health – including test & treat for chlamydia, condom distribution and long term options for contraception (eg depo injections).
- The availability of observed consumption of opioid substitution therapy is generally good, however the number of clients presenting for this service has substantially reduced since 2019, with most being prescribed OST that is unsupervised.
- Services supporting improved public and patient safety in substance use and misuse (naloxone provision and syringe & needle programme) may not be as widely available as hoped, particularly in higher areas of need, due to the funding associated with provision.
- Anti-viral supply – CP Shropshire worked with STW ICB to ensure that anti-viral treatments for COVID-19 were available across the Christmas and New Year period for those patients at significant risk from COVID-19 and being Covid positive, particularly as there was an extended period of closure of pharmacies in many areas with Christmas Day/Boxing Day being Thursday

& Friday. We hope to continue close working in this area to support relevant access to antivirals for Covid and influenza looking forward.

The contractor survey shows willingness to provide additional services if commissioned. The final PNA should therefore recommend more active commissioning in any areas of unmet need, particularly with reference to locally identified health and care priorities. We note recent developments in this area particularly with reference to smoking cessation and provision of Nicotine Replacement Therapy to patients identified as needing support to quit smoking following identification under the Lung Cancer Screening Programme.

Typographical or accuracy comments:

- Page 16 (Data & Intelligence Sources) – Ministry of Housing should read Ministry of Housing
- Page 90 (NMS recommendation) – Wrekn should read Wrekin

Assessments and Conclusion

CP Shropshire agrees with the overall conclusion of the PNA on page 75 that there are sufficient numbers and a good choice of pharmacy contractors to meet Telford & Wrekin's pharmaceutical needs for the duration of this PNA.

CP Shropshire notes the comment regarding the Central South locality relating to access to pharmaceutical services beyond traditional opening hours, ie in the evenings and at weekends. Whilst the committee acknowledges that services nearby in the Town Centre area are available at these times, access may be impeded by lower-than-average vehicle ownership in this locality however no evidence has been presented to suggest that the reduced availability of services in the evenings and weekends has resulted in patients being unable to access necessary medicines at these times. This suggests that the demand for services at these times is extremely low and is usually met by provision of immediately necessary medicines by OOH GP services and other urgent and emergency care centres; provision of health advice is maintained by services such as NHS111 (telephone and online). CP Shropshire acknowledges the reflection by the HWBB in the document that patients will need to travel further to access other health services at these times (for example, urgent care settings). If a specific need is identified (and evidenced) to improve access to services in this locality in the evenings and weekends, then CP Shropshire suggests that targeted commissioning through extended hours schemes is utilised to achieve that.

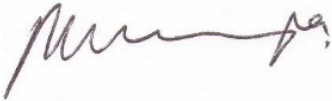
In terms of the assessment of advanced services, CP Shropshire notes the following:

- Influenza vaccination – current data on the provision of vaccines for the 2025–26 season appear to suggest a small increase in the level of vaccinations provided; we particularly note the collaboration between council, ICB and community pharmacies to provide additional targeted services towards the end of the current campaign with the goal of increasing vaccination rates where these have been lower.
- Pharmacy First – CP Shropshire is already working on targeted communications aimed at increasing provision of this service in areas where it is lower, and looks forward to including the plans already made under the planned TWIPP health campaign to increase uptake further
- Smoking Cessation – although the NRT provision service mentioned is in early stages, we support the ambition to collaborate further, either through provision of prescription only medicines supporting smoking cessation under PGDs, or through a full motivational support service.
- Naloxone and Needle Exchange provision – CP Shropshire notes that provision could be more widespread in the areas identified, however this may be impacted by the level of funding related to this service, and suggests that this be reviewed to encourage engagement
- Supervision of opioid substitution therapy – CP Shropshire notes the comment regarding increasing engagement with this service in the postcodes specified, however notes that much

of the prescribing across the area is actually for unsupervised administration, which is outside of the scope of the currently commissioned service.

Finally, it appears from the body of the document, and from the summary, that the conclusion is that there is no gap or need identified in the PNA, currently or in the lifetime of the document, which could only be met by the granting of an application to meet that need; if that is the intention, then this should be clearly stated.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Peter Prokopa', written in a cursive style.

Peter Prokopa MRPharmS (Chief Officer)

Appendix 6: Consultation response from ICB



Telford and Wrekin Health & Wellbeing Board
c/o Telford & Wrekin Council
Lawn Central
Telford
TF3 4JA

Dear Sir/Madam,

Re: Telford & Wrekin Pharmaceutical Needs Assessment (PNA) 2026 - Consultation Response

Shropshire, Telford and Wrekin Integrated Care Board (ICB) welcomes the opportunity to comment on the draft Telford & Wrekin Pharmaceutical Needs Assessment. From 1st April 2023, NHSE delegated the commissioning of primary pharmacy, optometry, and dental (POD) services to Integrated Care Boards. Shropshire, Telford and Wrekin ICB holds this delegated responsibility for Telford & Wrekin Place and is therefore a key stakeholder on the PNA steering group.

A review of the draft PNA was undertaken by the Head of Pharmacy Integration and Workforce and was subsequently shared with the ICB Primary Care Commissioning Group. This review identified the draft PNA as an accurate reflection of local pharmaceutical needs within Telford and Wrekin. The commentary below outlines the key findings from this review.

Assessment of Pharmacy opening times and access

As set out in section 5, the draft PNA identifies that there is generally good pharmacy provision across Telford and Wrekin. This is reflected by all parts of the borough being within 20 mins travel time by car of a community pharmacy during the day and evenings on weekdays, as well as during the day on Saturdays and Sundays.

The draft PNA appropriately recognises the lack of weekend pharmaceutical provision within the West locality. However, the accompanying mapping demonstrates that most of the population across the wider borough remains within a 10-minute travel time by car of a community pharmacy on Saturdays during the day. In addition, the central locations of the two pharmacies open on Sunday evenings provides pharmaceutical access to all parts of Telford and Wrekin within a 30-minute travel time.

The draft PNA also recognises that there are no community pharmacies within the south of Telford Town Centre area that are open during the evenings or on Sundays. This is appropriately identified as a potential area of concern given that levels of vehicle ownership are lowest in this part of Telford.

Community Pharmacies provide a vital service the residents of Telford and Wrekin; however, the ongoing the fragility of the sector remains a concern. The [Economic Analysis of NHS Pharmaceutical Services in England](#) highlights that 99.9% of pharmacies nationally report financial pressures, with 47% operating at a loss. Given the generally



Ambition



Compassion



Optimism



Focus

good provision across the borough, the ICB believes introducing further competition into the borough through the approval of new market entry applications would not be proportionate to the limited gaps identified. Such an approach could risk destabilising existing pharmacy contractors and, in doing so, potentially exacerbate current or future service resilience, workforce retention and access challenges.

The ICB's preferred approach to addressing the limited access gaps identified within the draft PNA is through the optimisation of existing community pharmacy provision, including voluntary extensions to supplementary opening hours, rather than the approval of new market entry applications.

As independent private contractors, community pharmacies are able to assess whether it is commercially viable to extend supplementary hours to improve access within specific localities. Any voluntary extension of supplementary hours by existing pharmacy contractors to address the gaps identified within the south of Telford town centre would be welcomed.

Assessment of Advanced, Enhanced and Locally Commissioned service provision

As set out in sections 7 and 8, the draft PNA appropriately reviews and recognises the positive contribution made by the community pharmacy sector in delivering high-quality, accessible clinical services to the local population. The document sets out a series of recommendations relating to Pharmacy First, Hypertension Case-Finding, Pharmacy Contraception Service, New Medicines Service, Smoking Cessation Service, Flu vaccination, Needle Exchange Programme, and Supervised Consumption.

The overarching themes of these recommendations relate to:

- Increasing referral rates.
- Strengthening collaborative working with system partners including service providers, the local authority, the ICB and the local pharmaceutical committee.
- Improving co-ordination of communications and messaging to support service uptake and public acceptability.
- Developing models of integrated neighbourhood care.
- Using data to encourage service sign-up and to target service delivery towards priority localities and populations.

Healthcare, and in particular primary care and neighbourhood health services, is undergoing a period of significant transformation, with community pharmacy increasingly recognised as an integral delivery partner. The recently published 10-year Health Plan outlines the key role of community pharmacy in the management of long-term conditions, prevention, and deeper integration within neighbourhood care teams. In line with this future direction for neighbourhood health services, the ICB fully supports all the recommendations outlined within the draft PNA.

Conclusion

The ICB supports the overall direction of the draft Pharmaceutical Needs Assessment and the specific recommendations it contains. The ICB is committed to continuing to work closely with Telford and Wrekin Council and the Local Pharmaceutical Committee to explore targeted interventions where gaps persist, ensuring that the community pharmacy provision within Telford and Wrekin is equitable, sustainable, and responsive to the needs of the local population.



The ICB would be pleased to provide further information or to contribute to subsequent reviews of need, as required.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Milner', written in a cursive style.

James Milner, Head of Pharmacy Integration and Workforce
NHS Shropshire, Telford and Wrekin



Appendix 7: Consultation response from Health Scrutiny Committee

The Council's Health Scrutiny Committee is a politically balanced committee of nine non-Executive elected members and three co-opted Members. The Committee is responsible for scrutinising local health and care issues and making recommendations to Cabinet and system partners.

The Committee held a workshop on 30 January 2026 to consider the draft findings of the Pharmacy Needs Assessment (PNA) review and to explore the challenges and opportunities facing community pharmacy across the Borough.

The Committee would like to thank the Director: Public Health, the Integrated Care Board (ICB) and wider partners for their presentations and contributions which assisted Members in their analysis and response to the recommendations proposed.

In reviewing the PNA findings and workshop evidence, the Committee recognised the significant transformation underway across community pharmacy, the vital role pharmacies play in improving access to care, and the importance of the sector within the emerging Neighbourhood Health Service model.

In particular, the Committee made the following observations:-

- a) The Committee expressed concern about the continued low public awareness of Pharmacy First since its launch in January 2024 and the limited number of referrals currently made by GP practices and NHS 111. The Committee suggested that stronger and more consistent signposting would be essential to support the shift from GP and urgent care settings.
- b) The Committee highlighted that while average travel times by car appear reasonable, this proved challenging for residents in areas of high deprivation with low car ownership. Members noted concerns regarding limited Sunday and evening openings in South Telford despite high population density.
- c) Members recognised the opportunities arising from the expansion of independent prescribing and the growing clinical role of pharmacists. However, concerns were raised about the ability of small premises to deliver confidential consultations and to host the full range of Pharmacy First pathways, particularly as the sector transitions towards more clinical services. While the PNA reinforces expanded prescribing and long-term condition management as strategic priorities, Members stressed the need for practical solutions to estate limitations.
- d) The Committee welcomed the increased role of community pharmacy in delivering hypertension case finding, contraception services, flu vaccination, smoking cessation and CVD prevention initiatives, acknowledging the positive contribution pharmacies can make to prevention and early intervention. Members noted that targeted approaches would be needed to address uptake gaps and inequalities across specific localities.
- e) Members highlighted concerns regarding ongoing gaps in needle exchange availability, naloxone provision and supervised consumption capacity in areas with

higher levels of need in the Borough. While the proposed recommendations identify these gaps, the Committee emphasised the importance of ensuring coverage is improved as a priority.

- f) The Committee supported increasing PCS activity and noted the importance of targeting South Telford locality, where the PNA identifies higher fertility rates and a younger population.
- g) Members supported maintaining universal NMS delivery across all pharmacies and emphasised the importance of consistency given its proven role in improving medicine adherence and reducing pressures on GP Practices.
- h) Members welcomed the recommendation encouraging all pharmacies to participate in flu vaccination delivery, with a specific focus on improving uptake among low-coverage groups and promoting the vaccination for 2–3 year olds newly permitted in 2025/26.
- i) The Committee recognised the potential for alternative delivery models such as virtual consultations, mobile clinics and peripatetic approaches to address premises capacity for pharmacies, particularly in high-need localities and encouraged further exploration of these where national regulations allow.
- j) The Committee endorsed the recommendation to strengthen collaboration between GPs, PCNs, Healthy Lifestyles teams and SaTH, recognising the significant role pharmacies can play in identifying undiagnosed hypertension and improving prevention outcomes.

Appendix 8: Consultation response from Local Medical Committee (LMC)

Responses from Dr Julian Povey – Chair, Shropshire & Telford LMC.

Initial response:

I have reviewed the PNA and will report back to the LMC meeting, my initial view is that there is nothing that that the LMC would find contentious.

I feel Map 3 could be clearer as it doesn't show, when I have opened it, the community pharmacies in the same area as the Newport dispensing practice.

With the increasing use of modern general practice, the use of the pharmacy first services will only increase. I personally think clearer communication about the 7 pharmacy first services and the minor illness service and the differences between them would be a useful thing to do.

Response post LMC meeting:

In addition to initial reply, the LMC meeting earlier this month, did not have any concerns about the plan and welcomed the ambitions to maintain and improve pharmacy coverage in T&W