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Acknowledgements

The PNA steering group coordinated the PNA refresh process on behalf of the Telford & Wrekin Health & Wellbeing Board during 2021/22, for the first time the group covered the Shropshire PNA process given the establishing of the new Shropshire Telford & Wrekin Integrated Care System.

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Executive Summary

It is well acknowledged that the NHS needs to transform and future proof itself so that healthcare services meet the needs of our ageing population and the increasing number of people living with long-term health conditions. Community pharmacies are often located in the heart of local communities, on high streets, supermarkets and neighbourhood centres. As such pharmacists and their teams are vital a primary care service providing patient care, services, support and advice which people are known to value.

The new Integrated Care Systems (ICSs) bring together providers and commissioners of NHS services, with local authorities and other local partners to collectively plan healthcare services that meet the needs of their local population. Building on the new ways of working established during the pandemic, pharmacies in partnership with other parts of the healthcare system - other professionals and critically with patients will be a core part of the integrated, convenient services closer to home. Reducing inequalities needs to be a mainstream activity in ICSs, including delivering the NHS England health inequalities programme known as the [CORE20PLUS5](#), in which pharmacies can play a key role.

From April 2013 health and wellbeing boards (HWBs) have had responsibilities for pharmaceutical needs assessment (PNA) - the statement of pharmaceutical service needs for their population. The PNA should look at the current provision of pharmacy services across the local area, assessing whether this meets current and future population needs and identify any potential gaps. PNAs also inform market entry applications to NHS England for opening new pharmacy services or changes to existing pharmacy services provision. The rolling three year cycle for updating PNAs has been extended given the disruption cause by the pandemic.

This PNA for 2022/23 – 2025/26 updates the Telford & Wrekin PNAs published in 2015 and 2018. For the first time in the life span of the local PNA process there has been a joint steering group with Shropshire Council, given the merging of the two NHS Clinical Commissioning Groups – and the creation of the Shropshire, Telford & Wrekin ICS.

This PNA refresh process has paid due regard to relevant legislation and associated guidance, including the statutory consultation period. The PNA is a key part of the local joint strategic needs assessment, drawing on intelligence to build a picture of the local population, demographic characteristics and the health and wellbeing and inequalities experience of our residents. The PNA also includes intelligence and insight from resident and pharmacy contractor surveys and analyses of pharmacy services statistics, which where possible are mapped to understand the picture of pharmacy provision with respect to population needs.

Community pharmacies are commissioned through NHS England to provide essential services e.g. the dispensing and management of medicines and appliances and advanced services, including: vaccinations, smoking cessation and hypertension case finding. Pharmacies are also commissioned by the NHS to provide enhanced services such as extended care for minor ailments and by local authorities to provide public health services, such as contraception and substance misuse services.

Telford & Wrekin is a place of contrasts, a distinctive blend of urban and rural areas, with some neighbourhoods and communities in the Borough are among the most deprived areas nationally, communities are amongst the more affluent in England. Our population continues to grow at above national rates and is increasingly ageing and becoming more diverse.

Life expectancy and healthy life expectancy – the years people live in good health, have stalled and remain worse than the England average. Health inequalities are all too evident with the lowest levels of life expectancy in our more deprived communities. There are a series of health and wellbeing outcomes which are worse than average in Telford & Wrekin, many of these outcomes can be directly improved by community pharmacy services and support.

The assessment of community pharmacy services provision, defined through the PNA process, is summarised on the following pages. A set of recommendations are proposed, in light of the gaps identified in the PNA and the opportunities offered for pharmacies to further contribute to improving the health and wellbeing outcomes of local residents.

The Health & Wellbeing Board would like to record their thanks to community pharmacies in Telford & Wrekin for their significant contribution during the pandemic, in respect to the on-going support for their customers and patients and also for the delivery of covid-19 specific services, which supported and strengthened the pandemic response in the borough.

Recommendations

- I. Shropshire, Telford & Wrekin Integrated Care Board (ICB) should ensure that community pharmacy is well represented at relevant strategic and operational levels through the partnership, 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.**
-

Recommendations (cont.)

- II. **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.**
 - III. **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.**
 - IV. **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.**
 - V. **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 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.**
 - VI. **All pharmacies in Telford & 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**
 - VII. **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.**
 - VIII. **To complement the wider sexual health services offer in the borough and improve choice, all pharmacies in Telford & 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.**
 - IX. **The number of community pharmacies providing Supervised Consumption services, Needle and Syringe Programmes and Naloxone are expanded in the specified postcode where there are gaps.**
-

Summary Pharmacy Services Assessment

Essential Services

Assessment of community pharmacy provision

In Telford & Wrekin there currently are: 36 community pharmacies, 1 dispensing doctor practice in Newport and 1 dispensing appliance provider. There are five '100' hour community pharmacies, which offer Extended Hours Provision, which are located serve the north and central communities in the borough.

- The Telford & Wrekin community pharmacy and dispensing practices combined rate is currently 19.9 per 100,000 population, compared to 22 per 100,000 in England overall
- 13 pharmacies open during the evening on weekdays, including pharmacies across all localities, giving good weekday evening provision
- 27 pharmacies are open on a Saturday, 11 are open mornings only. Three south Telford pharmacies are open on Saturdays and one of these is open all day until 5pm. There is evening opening on Saturdays in the north and central localities. There is good Saturday provision during the daytime and the evening apart from in south Telford
- 10 pharmacies are open on a Sunday during the day, and one Donnington pharmacy, a 100 hour pharmacy is also open on Sunday evenings. There are currently no pharmacies open in south Telford on Sundays
- 14 pharmacies offer staff who speak languages other than English, and these are well distributed across all localities in the borough

In summary dispensing provision overall has decreased slightly since the last PNA but remains adequate. There is good pharmacy provision in Telford & Wrekin on weekdays, including in the evenings and also good Saturday daytime provision, with provision on Saturday evenings and Sundays across the central and north localities. However, there is a comparatively lower level of provision in south Telford, with no opening on Saturday evenings or on Sundays. While pharmacy opening times do reflect the GP practice opening hours in south Telford, nevertheless the levels of deprivation are higher than average and car ownership is lower in this locality.

Advanced Services

Assessment of provision: New Medicines Service

- During 2021/22 Telford & Wrekin community pharmacies delivered 8,293 NMS interactions
- At a Shropshire, Telford & Wrekin LPC level service the PSNC dashboards indicate that uptake rates for NMS in 2021/22 were in the top 20% - 40% of all LPCs in England with the highest levels of NMS service activity (for April-Sept 2021 and Jan-March 2022)
- In 2022/23 35 out of 36 Telford & Wrekin pharmacies are currently providing the New Medicines Service and the remaining pharmacy in Trench has indicated an intention to begin providing this service within the next 12 months
- This means that 97% of Telford & Wrekin pharmacies are currently signed up to deliver the NMS, and in the next 12 months that will be 100%, which compares to 82% of pharmacies in England overall, so there is good coverage of the NMS service across Telford & Wrekin.

Assessment of provision: Community Pharmacy Consultation Service (CPCS)

- During 2021/22 Telford & Wrekin community pharmacies delivered 2,298 CPCS interactions
 - At a Shropshire, Telford & Wrekin LPC level service the PSNC dashboards indicates that uptake rates for CPCS in 2021/22 were in the bottom 20% - 40% of all LPCs with the lowest levels of CPCS service activity during the year.
 - In 2021/22 35 out of 36 Telford & Wrekin Pharmacies were providing the CPCS and the pharmacy in Trench has indicated an intention to begin providing this service within the next 12 months
 - This means that 97% of Telford & Wrekin pharmacies are currently signed up to deliver the CPCS, and in the next 12 months that will be 100%, which compares to 80% of pharmacies in England overall.
 - There is good coverage of the CPSC across Telford & Wrekin and the majority of pharmacies delivered CPCS activity during 2021/22.
-

Advanced Services (Cont.)

Assessment of provision: Stoma Appliance Customisation Service

- During 2021/22 Telford & Wrekin community pharmacies delivered 110 Stoma Appliance Customisation Service interactions. Nucare, the local appliance contractor delivered 2,046 in the year, on average 170 each month.
- At a Shropshire, Telford & Wrekin LPC level service the PSNC dashboards indicate that stoma customisations rates in 2021/22 were in the top 20% of all LPCs in England.
- In 2021/22 5 out of 36 Telford & Wrekin Pharmacies indicated they were providing the Stoma Appliance Customisation Service, with at least 1 pharmacy in each locality. A further four pharmacies have indicated an intention to begin providing this service within the next 12 months
- This means that 25% of Telford & Wrekin pharmacies are signed up to deliver the Stoma Appliance Customisation Service, which compares to 10% of pharmacies in England overall. There is good coverage of the Stoma Appliance Customisation Service across Telford & Wrekin.

Assessment of provision: Appliance Use Review

- Nationally the coverage of appliance use reviews and stoma appliance customisation services are low, given that this is a specialist area and many patients receive the support they require either from a clinic, hospital or from a dispensing appliance contractor.
 - In 2021/22 two Telford & Wrekin pharmacies indicated that they were providing the Appliance Use Review service – one in the north in Newport and one in the south in Aqueduct. However no activity was recorded by Telford & Wrekin pharmacies for this service during 2021/22.
 - There is no evidence to suggest that there is unmet need for appliance use reviews in Telford & Wrekin community pharmacies.
-

Advanced Services (Cont.)

Assessment of provision: Flu Vaccination Service

- During September 2021 and March 2022, 31 (86%) of Telford & Wrekin pharmacies delivered a total of 24,170 flu vaccinations, an increase of 14,053 on the previous 2020/21 season.
- 34 out of 36 Telford & Wrekin pharmacies indicate that they will be providing the Flu Vaccination Service during the winter 2022/23 and the remaining two pharmacies have indicated an intention to begin providing this service this season.
- This means that 100% of Telford & Wrekin pharmacies are signed up to deliver flu vaccinations, compared to 84% of pharmacies in England overall.
- Last winter flu vaccination uptake among Telford & Wrekin adults eligible for a free NHS vaccine increased, for both adults aged over 65 years and adults in at risk groups
- **Community pharmacies in Telford & Wrekin play an important role in the annual seasonal flu vaccination programme alongside our GPs, and offer residents extended choice and flexibility for appointment days and times**

Assessment of provision: Hypertension Case Finding Service

- During 2021/22 Telford & Wrekin pharmacies delivered 54 hypertension case finding interactions.
 - In 2021/22 11 out of 36 Telford & Wrekin pharmacies indicated that they were providing the Hypertension Case Finding Service, none of these are in South Telford. However, only 3 pharmacies in Telford & Wrekin were recorded as carrying out checks in 2021/22.
 - A further 18 pharmacies have indicated that they will start to offer this service within the next 12 months, and this includes all those in South Telford. On this basis it is expected that in the coming year there will be improved coverage, with 84% of Telford & Wrekin pharmacies will be signed up to delivering blood pressure checks.
-

Advanced Services (Cont.)

Assessment of provision: Smoking Cessation Service (NHS funded)

- Since March 2022 when the service was contracted, no smoking cessation interactions have been recorded at Telford & Wrekin pharmacies.
- 4 out of 36 Telford & Wrekin pharmacies indicate that they are now offering the smoking cessation service, although none of these are in South Telford.
- A further 11 pharmacies have indicated that they will start to offer this service within the next 12 months, and this includes all those in South Telford – on this basis it is expected that in the coming year there will be improved coverage, with 42% of Telford & Wrekin pharmacies signed up to delivering this NHS funded smoking cessation service.

Enhanced Services:

Assessment of provision: Emergency Supply Service

- In 2021/22 there were 3,811 emergency supply service interactions in Telford & Wrekin, 48% of those accessing the service were aged 60 years and over.
- In 2021/22 21 out of 36 (58%) Telford & Wrekin pharmacies reported emergency supply activity, with delivery across all three localities.

Assessment of provision: Community Pharmacy COVID-19 vaccination

- From Autumn 2022 seven pharmacies across the borough will be delivering COVID-19 vaccinations.
 - Community pharmacies in Telford & Wrekin play an important role in the COVID-19 vaccination programme alongside our GPs and Vaccination Centre which offers residents extended choice and flexibility for appointment days and times.
-

Locally Commissioned Services: Sexual Health Services

Assessment of provision: Pregnancy Testing

- From April 2022 Telford & Wrekin pharmacies delivered a small number of Pregnancy Test interactions.
- From April 2022 7 out of 36 (19%) Telford & Wrekin pharmacies have been signed up to provide pregnancy testing. Six of these are in the north of the borough giving good coverage, however there is only one pharmacy in central Telford – and none in Telford Town Centre and no offer from pharmacies in the south of the borough.

Assessment of provision: Emergency Contraception

- From April 2022 Telford & Wrekin pharmacies delivered 237 EHC interactions.
- From April 2022 25 out of 36 (69%) Telford & Wrekin pharmacies were signed up to provide EHC. There is a good offer across the borough in terms of daytime and evening opening times, Monday to Friday and on Saturdays. There is Sunday provision in the north and central areas, but no Sunday provision in the south of the borough, where teenage pregnancy is highest.

Assessment of provision: Chlamydia and Gonorrhoea Screening and Treatment

- From April 2022 Telford & Wrekin pharmacies delivered 10 Chlamydia and Gonorrhoea Testing interactions.
 - In 2021/22 15 out of 36 (42%) Telford & Wrekin pharmacies are signed up to provide Chlamydia and Gonorrhoea Screening and 8 (22%) of these pharmacies also offer treatment for people whose test is positive, however limited activity from April – July 2022 was delivered.
-

Locally Commissioned Services: Drug Treatment and Harm Reduction

Assessment of provision: Supervised Consumption

- The busiest days for supervised consumption services are Tuesday - Thursday. Around four fifths of supervised consumption service users are aged between 30 to 49 years.
- In 2021/22 all Telford & Wrekin pharmacists are signed up to provide supervised consumption, but in practice most do not, and service provision is concentrated in a small number of pharmacies. There is currently no supervised consumption service provision in Wellington. An analysis of STaRS service user postcodes identifies the TF1, TF3, TF7, TF4 and TF2 postcode areas as having the highest demand.

Assessment of provision: Needle and Syringe Programme and Naloxone Provision

- The busiest days for needle and syringe exchange is Tuesday - Thursday. Almost three quarters of service users are aged between 30 to 49 years, and Almost 95% of service users are male.
 - Throughout 2021/22 only five pharmacies had signed up to provide needle and syringe and naloxone programme, but almost all activity was concentrated in only two pharmacies. Three more pharmacies have recently signed up to provide the service. An analysis of service user postcodes highlights that over half of service users live in the TF3 postcode area. The TF4, TF7, TF1 and TF2 postcode areas also have high demand for the service. The busiest days for the service are Tuesday, Thursday and Friday, accounting for 62% of all service activity.
-

1. Introduction

1.1. Background

The [NHS Five Year Forward View](#), published in 2014, set out the NHS change needed to best meet the needs of our ageing population and the increase in the number of people living with long-term health conditions. The [NHS Long Term Plan in 2019](#) set out the ambition to accelerate the redesign of patient care to future proof the NHS for the decade ahead, acknowledging the essential role pharmacists play within a health and care system with a commitment to community pharmacy.

An Independent Review of Community Pharmacy Clinical Services - the [Murray Report 2016](#), aimed to inform the commissioning of community pharmacy services in the context of the NHS Five Year Forward View. It proposed that pharmacy work in partnership with other parts of the health and care system with other professionals and critically with patients to and be a core part of the integrated, convenient services that people need.

Changes as part of the [Health and Care Act 2022](#) enabled integrated care systems (ICSs) of providers and commissioners of NHS services together with local authorities and other local partners to collectively plan health and care services to meet the needs of their local population. NHS England has funded senior post in each ICS to support pharmacy integration.

The Royal Pharmaceutical Society and The King's Fund are developing a [vision for the future of pharmacy practice in England](#) in the context of the NHS Long Term Plan and the [Fuller stocktake report 2022](#), which specifies community pharmacy as one of the four pillars important for accelerating primary care integration. The proposed vision sets out the role of and value of pharmacists and pharmacy teams in providing patient care and NHS services across primary and secondary care and beyond, providing patients with better care closer to home. Building on the new ways of working established during the pandemic, the vision recognises how community pharmacy can support ICSs meet the increasingly complex health needs of people and improve patient outcomes.

The [Equality Act 2010](#) protected characteristics are clear context for health inequalities faced by certain groups of people. The Health and Care Act expects reducing inequalities to be a mainstream activity in ICSs, and this includes the NHS England and Improvement approach to tackling health inequalities known as [CORE20PLUS5](#).

1.2. Purpose of PNA

The [Health and Social Care Act 2012](#) established health and wellbeing boards (HWBs) to bring together leaders from the local health and care system to improve the health and wellbeing of their population and reduce health inequalities. The Act also transferred the responsibility to develop and update PNAs from the NHS to local HWBs from April 2013.

The [NHS Local Pharmaceutical Services Regulations \(2013\)](#) expected HWBs to publish their first PNA by April 2015 and subsequently update the process at least once every three years, or before if there is significant change in service need or provision. HWBs are also required to keep up-to-date a map of provision of NHS pharmaceutical services within its area through supplementary statements. The three year cycle for updating PNAs has been extended given the disruption cause by the pandemic.

A pharmaceutical needs assessment (PNA) is a statement of pharmaceutical service needs for a specified population. The PNA looks at the current provision of pharmaceutical services across a defined area, making an assessment of whether this meets current and future population needs and identifies any potential gaps to service delivery.

Uses of the PNA include:

- Identifying areas where pharmacies can contribute to improving population health and reducing health inequalities
- Providing an evidence base to NHS England and Improvement, local authorities and ICSSs (formerly CCGs) to identify and commission services from community pharmacies
- Informing [Market entry](#) – applications to NHS England for opening new pharmacy services or changes to current pharmacy services existing provision including;
 - Pharmacy providers – known as community pharmacies which provide NHS Pharmaceutical Services under the direct supervision of a pharmacist registered with the General Pharmaceutical Councils
 - Dispensing doctors: medical practitioners authorised to provide drugs and appliances in designated rural areas known as [‘controlled localities’](#)
 - Dispensing appliance providers: which supply on prescription appliances such as stoma and incontinence aids, dressings, bandages etc
 - Distance selling providers are internet and mail order based providers who deliver their services across England
 - Local pharmaceutical services (LPS) providers in some HWB areas

1.3. The PNA process

This PNA for 2022/23 – 2025/26 updates the Telford & Wrekin [PNAs published in 2015 and 2018](#). A steering group of key stakeholders has provided governance and overseen the refresh of the PNA during 2021 and 2022, on behalf of the Telford & Wrekin Health & Wellbeing Board. For the first time in the life span of the local PNA process there has been a joint steering group with Shropshire Council, given the merging of the two Clinical Commissioning Groups – and the creation of the Shropshire, Telford & Wrekin ICS.

The process to develop this PNA has paid due regard to the relevant legislation - [The NHS \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#) and the Department of Health & Social Care [PNA Information pack](#) which provides support for local areas.

The steering group has included members from: Shropshire & Telford & Wrekin local authority Public Health Teams, the population health analysts jointly employed by the ICS and the local authorities, the CCG (now ICS) Medicines Management Team, Shropshire Local Pharmaceutical Committee (LPC), NHS England Midlands and Health Watch Telford & Wrekin and Health Watch Shropshire. In line with national guidance and advice the steering group has aimed to:

- Coordinate update of the PNA for each Health & Wellbeing Board in line with current legislation
- Oversee the overall process for updating the PNA within the required timescales
- Agree the statement of the needs for local pharmaceutical services
- Oversee the process for assessing the current provision of pharmaceutical services by pharmacies, appliance providers and dispensing practices within Shropshire, Telford and Wrekin (and neighbouring areas where appropriate)
- Ensure that accurate maps identifying the premises where services are provided are produced
- Agree and oversee the process required for the statutory consultation with all relevant parties as laid out in the regulations
- Develop a framework for subsequent assessments and supplementary statements
- Take into account any further legislation that may impact on the PNA

The guiding principles used previously for the PNA process, which align to the national expectations and advice have remained in place for this PNA cycle:

- The PNA is integrated with the HWB's Joint Strategic Needs Assessment process as one of the key elements
- Engagement takes place with residents and key local partners: community pharmacy providers, the Local Pharmaceutical Committee (LPC), GPs/ Primary Care Networks and Health Watch
- Mapping of service provision as commissioned by NHS England Midlands, NHS Shropshire, Telford and Wrekin, Telford & Wrekin Council and the LPC
- Commitment to involve as many partners as possible during the PNA refresh and consultation process
- Consultation on the draft PNA with official consultees, professionals and residents is delivered in line with national requirements
- The Equalities Impact Assessment is undertaken on the key findings and proposed PNA recommendations
- The PNA and consultation responses are formally reviewed by the HWB

1.4. Data and intelligence sources

This PNA reviews and assesses the current pharmaceutical service provision in Telford & Wrekin across: essential, advanced, enhanced services and locally commissioned services, with reference to the local population and their health needs. A range of data and intelligence sources have been used including the following:

- Engagement with Telford & Wrekin community pharmacies through the contractor survey
- Engagement with the public through an online survey and with reference to the Council's Residents Survey
- Identification of local needs derived from the JSNA
- PharmOutcomes – local activity and performance monitoring data
- [NHS Business Services Authority General pharmaceutical services England 2020/21](#)
- [Pharmaceutical Services Negotiating Committee \(PSNC\) Clinical services statistics dashboards 2021/22](#)
- [Strategic Health Asset Planning and Evaluation \(SHAPE\) tool](#)
- [NHS Business Service Authority - Catalyst \(Public Insight Portal\)](#)

1.5. Public Survey

A survey of public views on community pharmacy in Shropshire, Telford & Wrekin was undertaken between 24th June 2022 to 11th July 2022. The survey consisted of 27 questions relating to pharmacies, such as awareness of and access to services, and levels of satisfaction, standard socio- demographic questions were also asked of the respondents.

The survey was circulated by the then CCG - NHS Shropshire, Telford and Wrekin (now the ICS) and publicised by Telford & Wrekin and Shropshire Councils.

There were 121 survey responses, which represents 0.1% of the total borough population. This was a decrease from the previous PNA survey where there were 282 responses, however this number is consistent with residents surveys in PNAs in other areas.

In terms of the profile of respondents: females were over represented in the survey and young people were under represented in the survey. Ethnic diversity of the borough was well represented and the respondents included people with longstanding illness and disabilities, carers, parents, people who are employed and retired.

Appendix I includes a detailed survey report. The insight from the survey responses are referenced through the PNA chapters, the wordle diagram on the title page of the PNA was derived from the most common words used by the survey respondents.

1.6. Pharmacy Contractor Survey

All local providers were asked to complete the practice questionnaire in June 2022. The questionnaire was developed nationally and approved by the PSNC (Pharmaceutical Services Negotiating Committee). Returned questionnaires were analysed by the Local Authority and ICB. Information regarding the dispensing service at Wellington Road Surgery (Newport) was obtained directly from the GP practice. Responses to the questionnaire are summarised in Appendix II and maps of current provision are based on data from this survey. Where pharmacies have indicated that services are currently being provided, this has also been validated against NHS and local contracts and services. Responses will also be reviewed by pharmacies for validation purposes.

1.7. Consultation on the Draft PNA

A 60-day consultation is being held to seek views on the key findings and the proposed recommendations in the PNA, in line with statutory duties. The consultation period is due to run from 21 October to 21 December 2022. The list of consultees, as defined through PNA regulations, were proactively engaged by PNA Steering Group members to ensure their involvement.

The consultation aimed to be open and transparent and as such the draft PNA is being made widely available through the NHS Shropshire, Telford & Wrekin website and will be publicised by the ICS and the Council. All the feedback received during the consultation will be considered by the Health & Wellbeing Board in November 2022 and again in 2023.

The responses to the 60 day consultation will be published in full in Appendix III.

1.8. Equalities Impact Assessment

The EIA is currently in progress and will be included in the PNA once completed during November 2022. Summary of EIA findings in this section and the full EIA in Appendix IV

2. Local context

2.1. Borough Vision

Building on the progress of the past 10 years, the 2032 vision for the borough identifies what needs to be delivered in the next decade. It sets out a clear direction of travel for the borough, working in collaboratively in partnership, to tackle some of the big issues facing our communities and shape the borough through four key ambitions.



[Building a more inclusive Telford & Wrekin 10 year vision 2023](#)

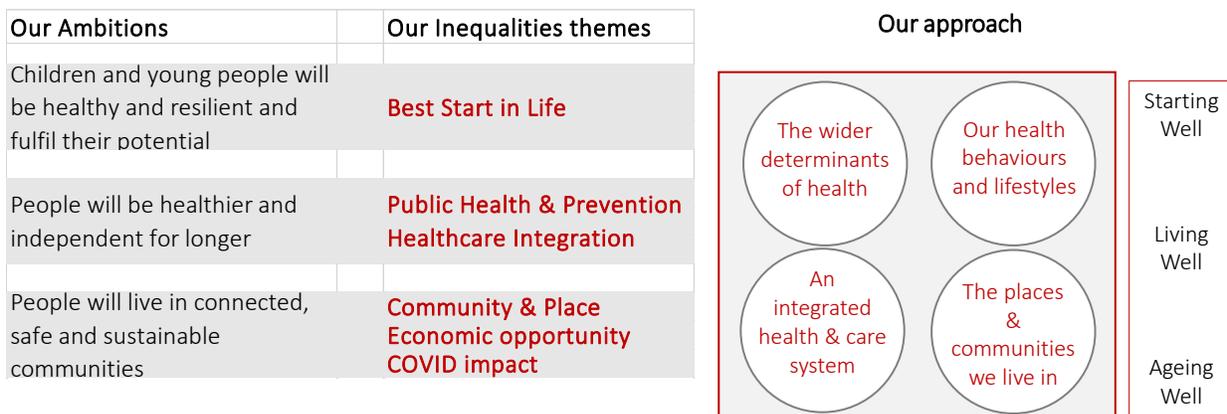
The [Telford & Wrekin Local Plan 2011-2031](#) is a framework to help manage change and development over the coming decades, which aspires to improve the health and wellbeing of local residents through the provision and quality of its housing, community green space, transport, social, cultural and health infrastructure. One of the plan's objectives is to enhance the network of urban centres across the borough, strengthening their development with a healthy diversity which meets the needs of residents and visitors. Community pharmacy is an integral part of health infrastructure and therefore the development proposals in the Plan have key significance for the PNA process.

2.2. Health & Wellbeing strategy

The Telford & Wrekin Health & Wellbeing Strategy is currently being refreshed and is undergoing consultation during the remainder of 2022. The refresh proposals, based on JSNA intelligence and community engagement insight, aim to deliver the vision of happier, healthier, longer lives through a population health approach. Community pharmacy will play a significant role in delivering many of the priorities proposed in the health & wellbeing strategy across the three integration themes: population health and prevention, inequalities and health and care. This includes through the direct services they offer and the unique relationship with their customers to communicate and raise awareness, letting people know what support is available in their own communities.

Telford & Wrekin Health & Wellbeing Strategy Refresh Proposals

Happier, healthier, longer lives



Vision 2032 – build a more inclusive borough

Telford & Wrekin Health & Wellbeing Strategy Refresh Proposals: integration priorities

	START WELL	LIVE WELL	AGE WELL
Population health & prevention	excess weight and obesity		
	mental & emotional health		
	impact of alcohol		
	preventable diseases (e.g. CVD and cancer)		
Inequalities	Marmot Borough		
	cost of living crisis		
	barriers to access (transport & digital)		
	domestic abuse, drugs & alcohol and dual diagnosis		
Health & care	<ul style="list-style-type: none"> • healthy and safe pregnancy • parents/carers empowered to care for & nurture their children 	<ul style="list-style-type: none"> • Community Mental Health Services Transformation 	<ul style="list-style-type: none"> • proactive prevention to maximise independence • control, choice & flexibility in care and support
	strong integrated model of community-centred care (e.g. local care programme)		
	integrated primary care in the heart of our communities		
	homelessness, affordable housing & specialist accommodation		
Enablers	population health management	workforce	sustainability of resources

2.3. Shropshire, Telford & Wrekin Integrated Care System

The [Shropshire, Telford and Wrekin ICS](#) includes the following healthcare providers:

- The Shrewsbury and Telford Hospital NHS Trust
- The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS FT
- Shropshire Community Health NHS Trust
- Midlands Partnership NHS Foundation Trust
- West Midlands Ambulance Service Foundation Trust
- Shropdoc – the GP member organisation which provides medically necessary care to the local population out-of-hours
- Eight Primary Care Networks (PCNs - four in Telford & Wrekin and four in Shropshire) which are bringing together local general practices to work at scale. As per the Fuller Report expectations - community pharmacy forms a key pillar integrated primary care and therefore the work of the local PCNs.

NHS Shropshire, Telford & Wrekin is the main commissioning body within the ICS and the system spans two “places” covering Shropshire and Telford & Wrekin local authorities which provide and also commission health and care services. The ICS delivery will be driven by the four aims of what it means to be an ICS, with integration at the centre of the strategy to wrap around our populations and communities.

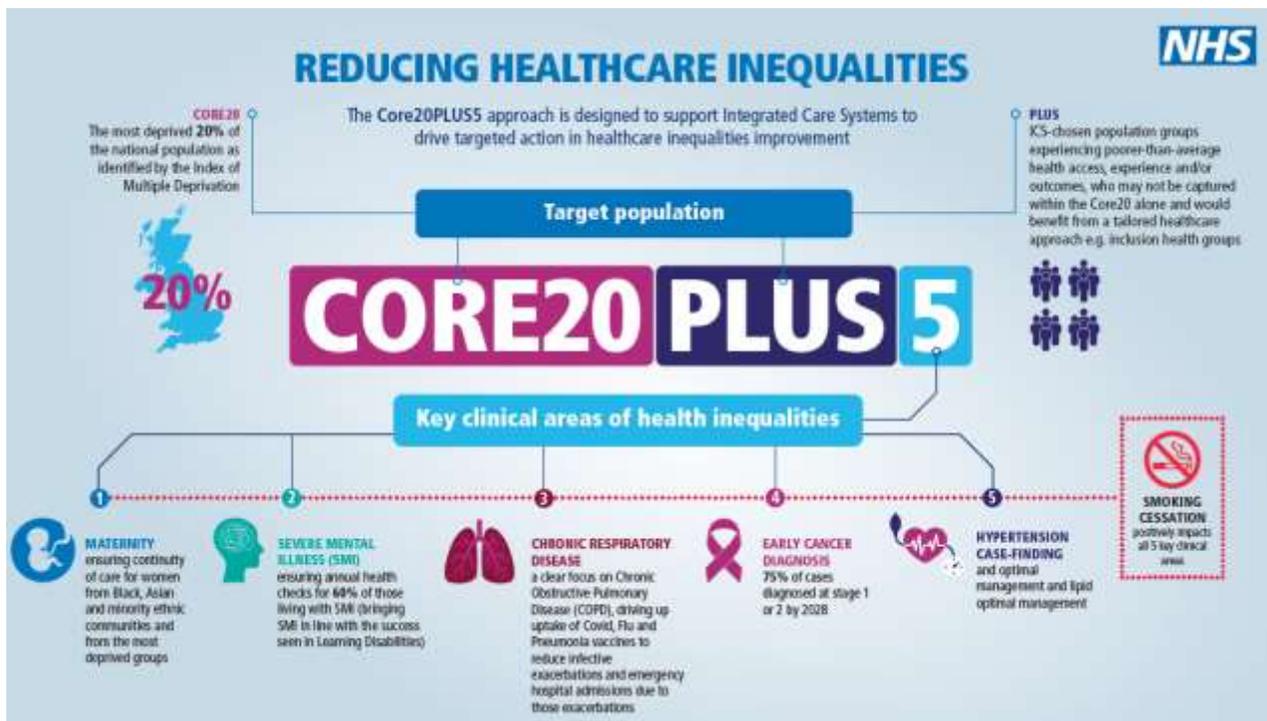
The integrated care partnership (ICP) is a wide set of system partners which will develop a plan to address the broader health, public health and social care needs of the local population.



ISCs are being expected by NHS England to systematically tackle inequalities in outcomes, experience and access through the programme known as CORE20PLUS5 (see below)

The 5 key clinical areas of health inequalities defined are important context for community pharmacy, particularly the focus on chronic respiratory disease, hypertension and the cross cutting smoking cessation.

The CORE20 component of the NHS health inequalities programme relates to people living in the 20% most deprived areas in England, which is especially important context for Telford & Wrekin (see section 3.3 for more details)



2.4. Telford & Wrekin Integrated Place Partnership

The Telford & Wrekin Integrated Place Partnership (TWIPP) was established agree and drive the delivery of community-centred health and care integration at place. Informed by JSNA health intelligence, the TWIPP is focussing on reducing health inequalities, improving place-based proactive prevention and delivering seamless services and support for local residents of all ages. The TWIPP's programme is a complex set of activities bringing together all aspects of community-centred approaches under the same strategic vision and principles of working to achieve the outcomes for people in Telford and Wrekin. The TWIPP is accountable to both the Telford & Wrekin Health and Wellbeing Board and Shropshire, Telford & Wrekin Integrated Care Board (ICB).

3. Overview of local health needs

3.1. Our population

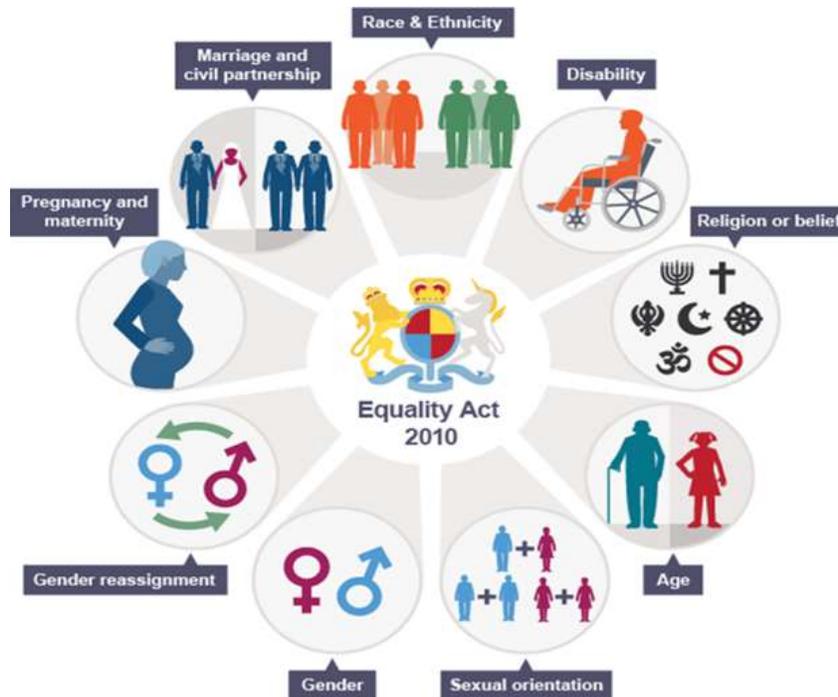
Telford & Wrekin is a place of contrasts, a distinctive blend of urban and rural areas, with green open spaces alongside contemporary housing developments and traditional market towns. Some neighbourhoods and communities in the Borough are among the most deprived areas nationally, whereas equally some 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 demographic highlights from the JSNA

- The 2021 Census estimated the population of Telford & Wrekin to be 185,600 - an increase of 11.4% since the 2011 Census (166,641)
- The borough's population growth between 2011 and 2021 was the highest of all West Midlands upper tier local authorities, and the 21st highest of all 151 upper tier local authorities in England
- The local population is estimated to have grown by circa 12,600 people since the last PNA published in 2018
- The number of births has been decreasing in recent years, between mid-2019 and mid-2020 the borough saw the lowest annual number of births (1,989) and the highest number of deaths (1,717) in the ten-year period 2011-2020 internal migration has become the key driver of population change in the borough
- Our population is no longer younger than average, the median age of borough residents increased by 3.5 years from 2001 and in mid-2020 the average age of residents was 39.6 years, similar to West Midlands (39.6) and only slightly lower than England (40.2)
- The borough saw one of the largest increases in population aged 65+ in England between the 2011 and 2021 Census, with an increase of 35.7% (England 20.1%) – the highest increase of all West Midlands upper tier local authorities and the second highest of all 151 upper tier authorities in England

NB Much of the key demographic data in our JSNA below the high level population figures shown above are currently based on the 2011 Census, as detailed data from the 2021 Census has not yet been released. These figures will be updated during 2023 once 2021 Census data become available.

3.2. Equality and Diversity in our population



Key equality and diversity messages for Telford & Wrekin¹

- In 2011 for Telford & Wrekin residents aged 16+ years:
 - 48% (63,300 people) were married or in same-sex civil partnerships couples
 - 19% (25,600 people) were widowed/surviving partner, separated, divorced/legally dissolved same-sex partnership
 - 33% (43,500 people) were single
- In the UK 6.8% of males and 5.9% of females aged 16+ years classify their sexual identity in an LGBT group other than heterosexual or straight²
- Disability to add
- 66.1% of Telford & Wrekin residents reported their religion in the 2011 Census, with 61.7% reporting Christian beliefs, 1.8% Muslim, 1.3% Sikh and 0.5% Hindu
- 10.5% (circa 17,600 people) of Telford & Wrekin residents identified themselves in a Black and Minority Ethnic Group in 2011. Asian/Asian British accounted for 4.2% (3,075 people), 3.2% (1,784 people) white non British, 1.8% (1008 people) mixed ethnic group and 1.1% (1,779 people) Black African/Caribbean
- In 66,608 households (18.5%) in Telford & Wrekin all residents were aged 65 and over (2011)

¹ These figures are mostly based on 2011 Census data

² [ONS: Sexual Identity in the UK](#)

3.3. Our deprivation picture

Our JSNA demonstrates that Telford & Wrekin is a place of socio-economic contrasts - parts of the borough are amongst the most deprived in England, with deprivation rates comparable with inner cities, whilst other areas are amongst the least deprived in England. Key messages are given below and more detailed deprivation maps are shown in Appendix V.

The headline key deprivation messages are:

- 17.3% (30,408 people) of the population live in income deprived families
- 23.9% (8,603) of children aged 0-15 live in income deprived households and 18.1% (7,243) of older adults aged 60 & over live in income deprived households
- 14,610 (19.6%) of households claim housing benefit in 2017. Around 40% of these households, (5,839) had dependent children
- More than two in five lone parents (43.5%) are not in employment, higher than the England average (40.5%)
- 12.1% of households were in fuel poverty in 2016, compared 11.1% in England overall
- A quarter of the population (circa 45,000 people) live in areas classified in the most deprived 20% of areas in England (see section 2.3 for further details on the NHS CORE20PLUS 5), these are predominately in south and central Telford

Economic wellbeing key messages

- According to the 2015 Indices of Multiple Deprivation, 23.9% of children were in income deprived households, which equates to around 8,600 children
- Around 15.7% of households with children are estimated to be workless households, higher than the England rate (10.4%)
- There are around 5,362 lone parents households in Telford and Wrekin, of which 43.5% the parent is not in employment, higher than the England rate (40.5%)
- Youth unemployment (aged 16-24) was 20.4% between July 2017 and June 2018, higher than the England rate (12.0%)
- Around 2.5% of young people (aged 16-24) claim unemployment benefits, which compares to 2.3% in England as a whole
- As with all age groups, there remain challenges around levels of deprivation for some of the older population, with around 18.1% (7,243 people) of older adults aged 60 & over living in income deprived households

- Around 12.1% of households (all age) are in fuel poverty, higher than the England rate (11.1%)
- In 2011 79% of households had access to car or van, the highest levels of car ownership are generally in the more rural areas of the borough and the lowest areas seen in the more socially deprived urban areas

3.4. Our health & wellbeing picture

The JSNA and the [Telford & Wrekin Annual Public Health Reports](#) both describe the picture of health and wellbeing in the borough, tracking changes over time. Many of the measures of health & wellbeing where experience in the borough is worse than the England average is driven by deprivation and our inequalities picture.

Figure 1 to Figure 5 provide an overview of life expectancy and inequalities and explore a range measures of health and wellbeing across the life course – starting well, living well and ageing well. Community pharmacy has a significant role to play in 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.

Figure 1 Telford and Wrekin Health & Wellbeing Needs: life expectancy and inequalities

- Life expectancy at birth was worse than England average pre-pandemic and remained so during 2018-20
- Latest data show during 2018-20 average life expectancy was 78.2 years for males and 81.9 years for females and both rates are significantly worse than the England average
- Inequalities gap in life expectancy, between the most deprived and least deprived areas slightly narrowed (from 2017-19 to 2018-20):
 - males 8.8 years (from 9.4 years)
 - female 6.4 years (from 8.1 years)
- Healthy life expectancy was **worse** than England average and declined (from 2017-19 to 2018-20)
 - males fallen to 57.6 years from (0.6 years less)
 - females fallen to 60.3 years (2.2 years less)
- Healthy life expectancy was **worse** than England average and declined (from 2017-19 to 2018-20)
 - males fallen to 57.6 years from (0.6 years less)
 - females fallen to 60.3 years (2.2 years less)
- Cardiovascular disease and cancers are the main causes of the inequalities gaps in life expectancy between:
 - the overall borough and the England average and also
 - the gap within the borough between the most deprived and least deprived areas

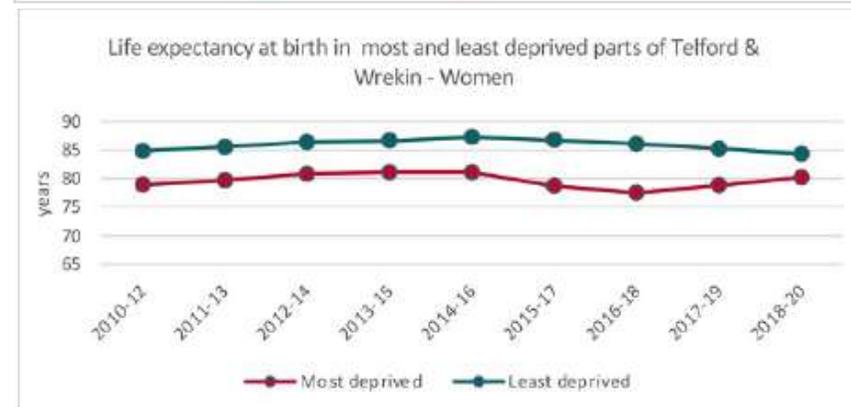
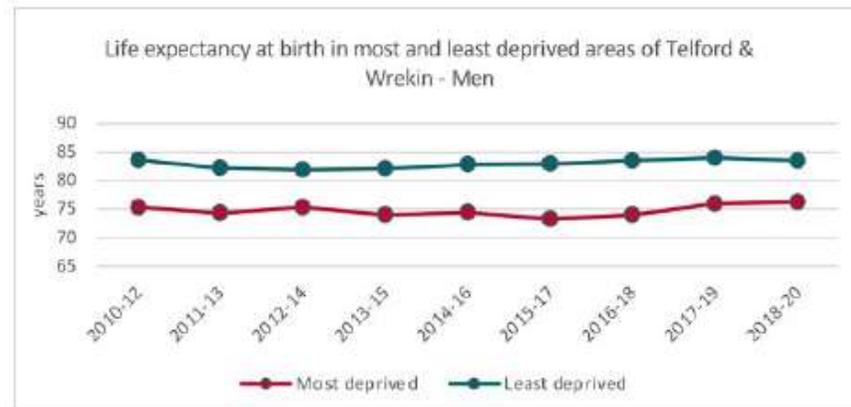
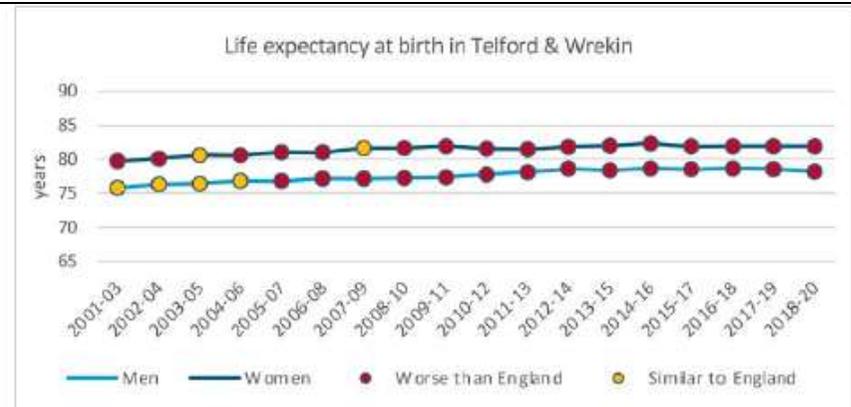


Figure 2 Telford and Wrekin Health & Wellbeing Needs: Overarching indicators

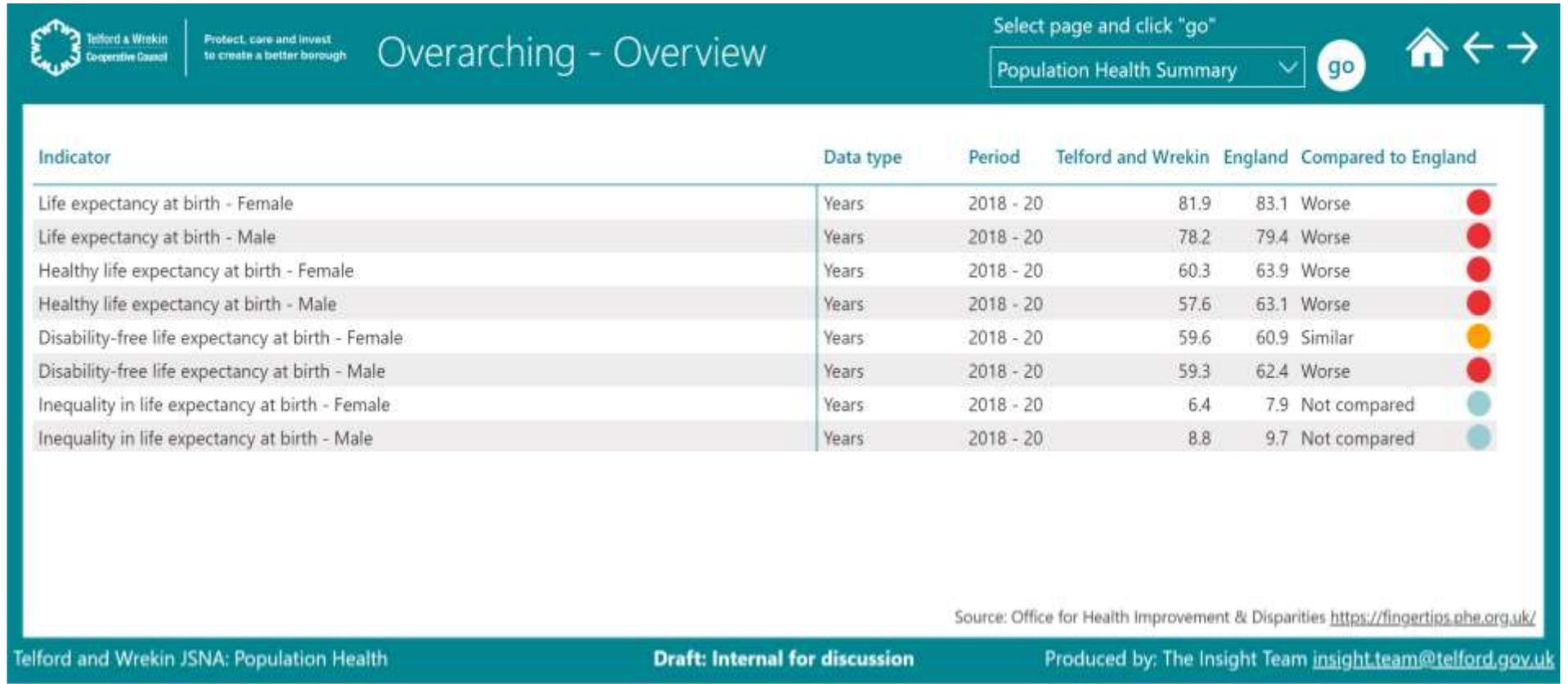


Figure 3 Telford and Wrekin Health & Wellbeing Needs: Starting Well

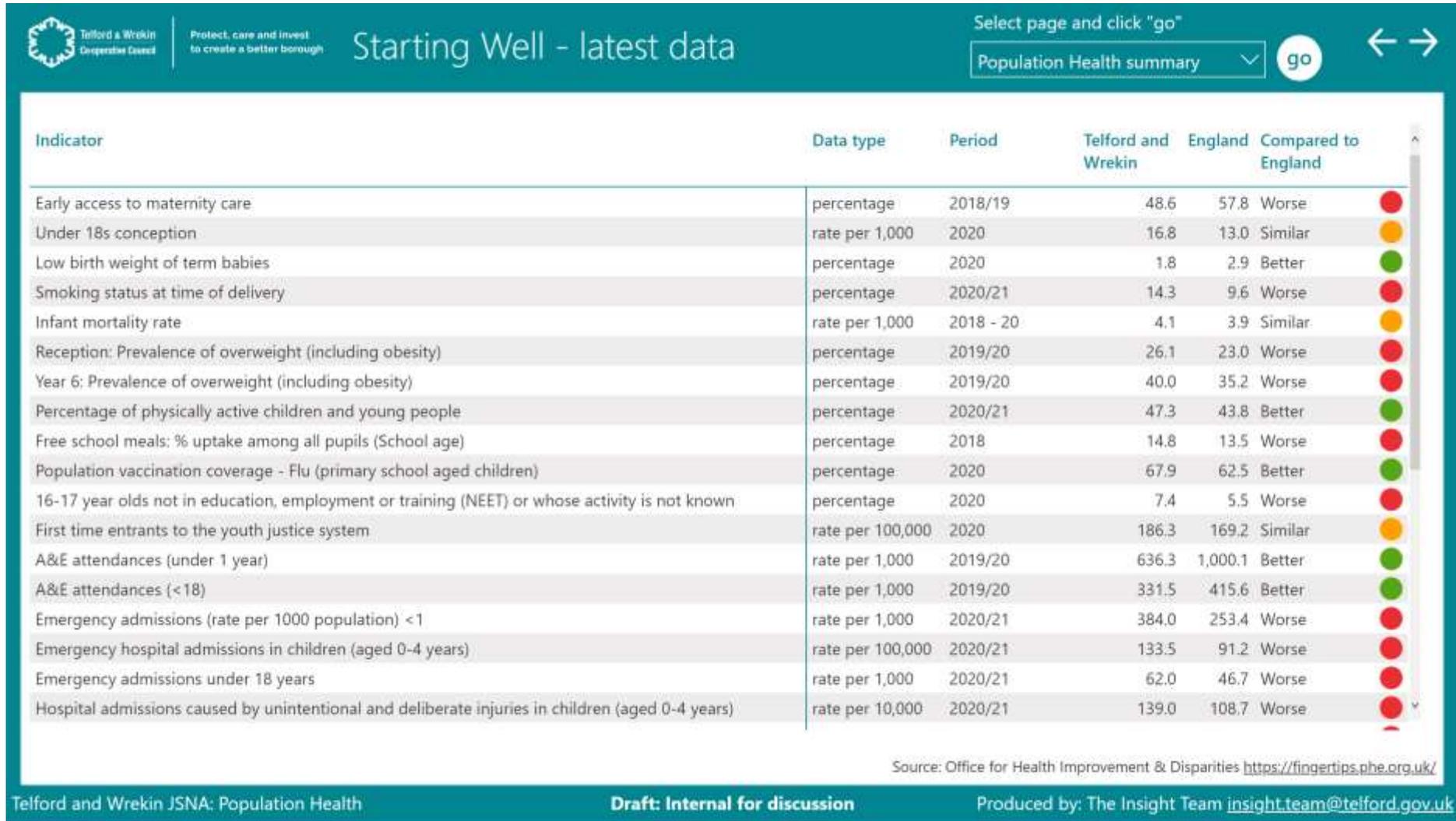


Figure 4 Telford and Wrekin Health & Wellbeing Needs: Living Well

Telford & Wrekin Co-operative Council | Protect, care and invest to create a better borough

Living Well - latest data

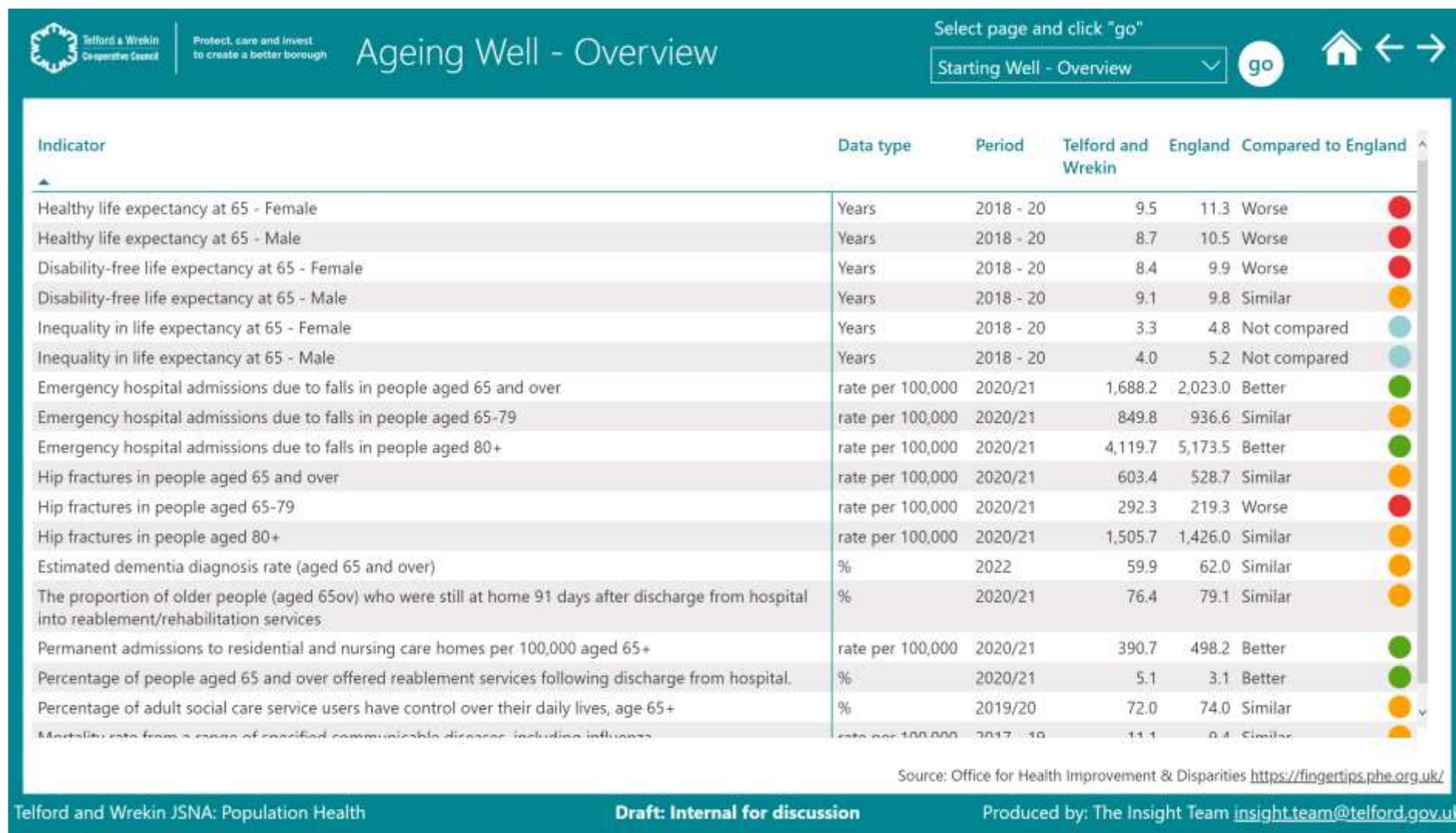
Select page and click "go" | Contents | go

Indicator	Data type	Period	Telford and Wrekin	England	Compared to England	
Percentage reporting a long-term Musculoskeletal (MSK) problem	percentage	2021	19.9	17.0	Worse	Red
Percentage of physically active adults	percentage	2020/21	61.0	65.9	Worse	Red
Percentage of physically inactive adults	percentage	2020/21	26.5	23.4	Similar	Yellow
Proportion of the population meeting the recommended '5-a-day' on a 'usual day' (adults)	percentage	2019/20	51.1	55.4	Worse	Red
Percentage of adults (aged 18+) classified as overweight or obese	percentage	2020/21	70.6	63.5	Worse	Red
Estimated diabetes diagnosis rate	percentage	2018	85.6	78.0	Better	Green
Smoking Prevalence in adults (18+) - current smokers (APS)	percentage	2019	15.4	13.9	Similar	Yellow
Smoking Prevalence in adults (18+) - current smokers (APS) (2020 definition)	percentage	2020	13.2	12.1	Similar	Yellow
Smoking attributable mortality	rate per 100,000	2017 - 19	246.1	202.2	Worse	Red
HIV late diagnosis (all CD4 less than 350)	percentage	2018 - 20	54.5	42.4	Similar	Yellow
Total prescribed LARC excluding injections	rate per 1,000	2020	43.5	34.6	Not compared	Light Blue
Successful completion of drug treatment - opiate users	percentage	2020	6.9	4.7	Better	Green
Successful completion of drug treatment - non-opiate users	percentage	2020	47.2	33.0	Better	Green
Successful completion of alcohol treatment	percentage	2020	50.5	35.3	Better	Green
Proportion of drug sensitive TB cases who had completed a full course of treatment by 12 months	percentage	2019	77.8	82.0	Similar	Yellow
Deaths from drug misuse	rate per 100,000	2018 - 20	4.6	5.0	Similar	Yellow
Admission episodes for alcohol-related conditions (Narrow): New method	rate per 100,000	2020/21	512.3	455.9	Worse	Red
TB incidence	3 year average	2018 - 20	4.5	8.0	Better	Green
Percentage of cancers diagnosed at stages 1 and 2	percentage	2019	50.3	55.0	Worse	Red

Source: Office for Health Improvement & Disparities <https://fingertips.phe.org.uk/>

Telford and Wrekin JSNA: Population Health | Draft: Internal for discussion | Produced by: The Insight Team insight.team@telford.gov.uk

Figure 5 Telford and Wrekin Health & Wellbeing Needs: Ageing Well



4. Pharmaceutical Services Overview

NHS England Midlands, as the local representative of NHS England, is responsible for the provision of NHS pharmaceutical services. The [NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations \(2013 Regulations\)](#) provides the legal framework that govern the services that pharmaceutical services providers can provide. Pharmacy's adherence to the contract is monitored by the local NHS England Director of Commissioning Operations (DCO) Team. In previous years, contracts have been monitored using a self-assessment process and a number of site visits. Monitoring has helped to ensure that high standards of pharmaceutical care are being consistently delivered.

4.1. Community pharmacy services

Community pharmacies are often located in the heart of local communities, on high streets, supermarkets and neighbourhood centres. There are different types of community pharmacies, ranging from small, independent pharmacies to large chains and supermarket pharmacies. Community pharmacies are well recognised as making a significant contribution to the health and wellbeing of the local population.

There are three levels of pharmaceutical services that community pharmacies can provide, which are commissioned by NHS England:

- **Essential services** – services all pharmacies are required to provide
- **Advanced services** – services to support patients with safe use of medicines
- **Enhanced services** – services that can be commissioned locally by NHS England

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

4.2. Pharmacy contract applications – Market Entry³

Applications for new, additional or relocated community pharmacy premises need to be made to NHS England, with routine applications for new pharmacies assessed against this Pharmaceutical Needs Assessment or subsequent updates produced by the HWB.

³ [Market entry regulations](#)

4.3. Dispensing Doctors and Rural Dispensing

NHS legislation enables certain rural areas to be classified [controlled localities](#) allowing general practitioners to dispense NHS prescriptions as 'dispensing doctors'. Since 2005, a practice can only apply to be a dispensing practice if it is located in a 'controlled locality' and the total of all patient lists for the area within a 1.6km (1 mile) radius of the premises is fewer than 2,750. In the majority of cases, patients eligible to use the dispensing practice will be located more than 1.6km (as the crow flies) away from the nearest pharmacy.

Dispensing GP practices are able to offer a dispensing service to meet pharmaceutical service needs for eligible patients. 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 remains a gap as to the clarity of controlled localities and reserved locations. NHS England Midlands are currently undertaking further mapping of controlled localities, dispensing practice areas and reserved locations to provide assurance on the patients who fall into dispensing and prescribing groups for these practices, and clarity on the status of these areas, to support applications for new pharmacies or relocations.

4.4. Dispensing Appliance Providers

Telford & Wrekin has one dispensing appliance provider - [Nucare Ltd](#), Unit C5 & C6 Hortonwood, Telford, Shropshire TF1 7ES (0800 783 3909). Nucare provides a home delivery dispensing service for NHS prescriptions for continence, stoma and wound care products along with compression products and services. Nucare also have healthcare professionals who are able to answer queries and support patients with regards their appliance use. They also offer a stoma customisation service. Nucare's current opening hours are 8:30am to 6pm on weekdays only.

4.5. Prescription Collection and Delivery

There is no requirement for community pharmacies or dispensing doctors to offer a prescription collection and delivery service within the current pharmacy/dispensing doctors contract. Many pharmacies however do offer this as an additional service for patients in their area. Prescription collection services are widely used by all patient groups. The service has been especially useful for those who are unable to routinely attend their GP practice to order or pick up their prescription. Housebound and elderly people often rely on their pharmacy to support them with access to their prescriptions. Equally, GP practices utilise prescription collection and delivery services to ensure their patients receive medicines in a timely manner.

5. Assessment of Pharmacy Service Provision

5.1. Community Pharmacy Services overview

Map 1 shows the following pharmacy locations in Telford & Wrekin:

- 36 community pharmacies
- 1 dispensing doctor practice - Wellington Road Surgery, Newport
- 1 dispensing appliance provider – NuCare Ltd, Hortonwood

There are no distance selling (internet and mail order) providers located in Telford and Wrekin.

There are five [‘100’ hour community pharmacies](#), which offer Extended Hours Provision:

- High Street pharmacy, Newport
- Donnington pharmacy, Donnington
- Wellington pharmacy, Chapel Lane, Wellington
- Asda Pharmacy Donnington
- Asda Pharmacy in Malinsgate

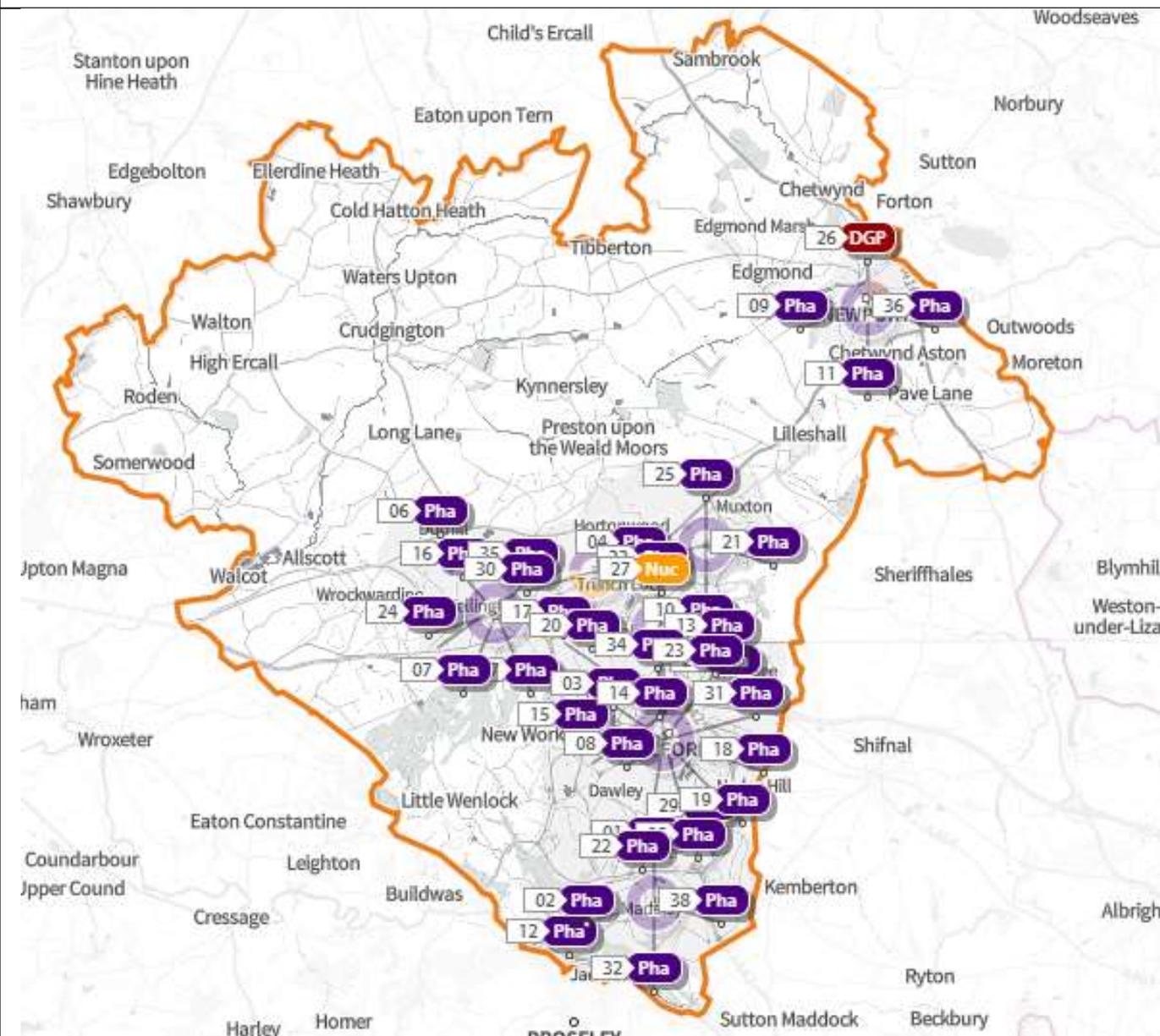
The ‘100’ hour provision, is generally centrally located and is especially useful during evenings, bank holiday periods and during weekends. The long hours provide essential dispensing cover during times when other pharmacies are closed. The NHS England closely monitors contractual hours to ensure service continuity is being met.

Since the publication of the last PNA in 2018 one pharmacy – Jhoots, Lightmoor has closed. The 2021 Census indicates that the local population has increased by 12,600 people.

The controlled locality rules have been used to determine the Newport area as rural in character and The Surgery, Wellington Road Newport offers a dispensing service to its registered patients who live more than 1.6km from the nearest local pharmacy and reside within the controlled locality.

- **In Telford & Wrekin there are 19.3 community pharmacies per 100,000 population, which compares to 17.3 per 100,000 population in England overall – excluding dispensing practices**
- **The Telford & Wrekin community pharmacy and dispensing practices combined rate per 100,000 is 19.9 per 100,000 population, compared to 22 per 100,000 in England overall**

Map 1 Community Pharmacy, Dispensing Doctor and Appliance Contractor Locations in Telford & Wrekin 2022



Map index	Name	Locality	Type
4	Asda, Donnington Wood	North	Pharmacy
6	Boots, Shawbirch	North	Pharmacy
7	Boots, New Street Wellington	North	Pharmacy
9	Boots, Newport	North	Pharmacy
10	Donnington Pharmacy	North	Pharmacy
11	High Street Pharmacy, Newport	North	Pharmacy
13	Jhoots, Oakengates	North	Pharmacy
14	Kitchings, Oakengates	North	Pharmacy
16	Leegomery Chemist	North	Pharmacy
17	Lloyds, Wellington	North	Pharmacy
20	Lloyds, Oakengates	North	Pharmacy
21	Lloyds, Donnington	North	Pharmacy
24	Morrisons, Wellington	North	Pharmacy
25	Muxton Pharmacy	North	Pharmacy
26	Wellington Road Surgery, Newport	North	Dispensing GP
33	Shire Pharmacy, Trench	North	Pharmacy
35	Tesco, Wellington Retail Park	North	Pharmacy
36	The Pharmacy, Newport	North	Pharmacy
37	Wellington Pharmacy	North	Pharmacy
3	Asda, Telford Town Centre	Central	Pharmacy
5	Boots, Forge Retail Park	Central	Pharmacy
8	Boots, Telford Town Centre	Central	Pharmacy
15	Lawley Pharmacy	Central	Pharmacy
18	Lloyds High Street, Dawley	Central	Pharmacy
19	Lloyds King Street, Dawley	Central	Pharmacy
22	Lloyds, Forge Retail Park	Central	Pharmacy
23	Malinslee Pharmacy	Central	Pharmacy
27	Nucare Ltd	Central	Dispensing Appliance Provider
28	Priorslee Pharmacy	Central	Pharmacy
30	Rowlands, Hadley	Central	Pharmacy
31	Rowlands, Hollinswood	Central	Pharmacy
34	Superdrug, Telford Town Centre	Central	Pharmacy
1	Anstice, Madeley	South	Pharmacy
2	Aqueduct Pharmacy	South	Pharmacy
12	Ironbridge Pharmacy	South	Pharmacy
29	Rowlands, Stirchley	South	Pharmacy
32	Rowlands, Sutton Hill	South	Pharmacy
38	Woodside Pharmacy	South	Pharmacy

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Source: SHAPE Place Atlas - <https://app.shapeatlas.net/>

5.2. Geographical Spread

Maps 2 and 3 identify the community pharmacies in Telford and Wrekin, in the context of rural and urban classification and average travel times by car. Our pharmacies are conveniently located around local community and shopping centres and GP practices, ensuring the availability of pharmacy services for residents. The vast majority of the borough can access a community pharmacy by car within 10 minutes (public transport travel times and car ownership are shown in the map in Appendix VI). Further detailed locality maps are shown in Appendix VIII.

Telford Town Centre has three community pharmacies which are easily accessible via local public transport. These providers deliver essential pharmaceutical services to people who use the town centre facilities, including those who work in the town centre. Telford also has two large retail parks, where three pharmacies are located - Tesco Pharmacy at Wrekin Retail Park in the north and Boots and Sainsbury's Pharmacy at Forge Retail Park in central Telford.

Population density in specific areas in the north of the borough is significantly lower and this is naturally reflected in the number of pharmacies located in these more rural areas. The one dispensing practice in Newport supports increases provision in north Telford.

The Health & Wellbeing Board, through the 2015 PNA, highlighted the lack of community pharmacy provision in the south of the borough, specifically in terms of evening opening and weekend opening hours.

As the 2015 PNA recommended, a more detailed review of community pharmacy provision in the South of Telford and Wrekin was undertaken to better understand needs and demands in this locality. The September 2016 supplementary statement recorded extended provision at the Anstice Pharmacy, Madeley, which included weekday evenings and Saturday opening hours. Anstice Pharmacy continues to operate in 2022.

Map 2 Telford & Wrekin Community Pharmacies and Rural and Urban Classification



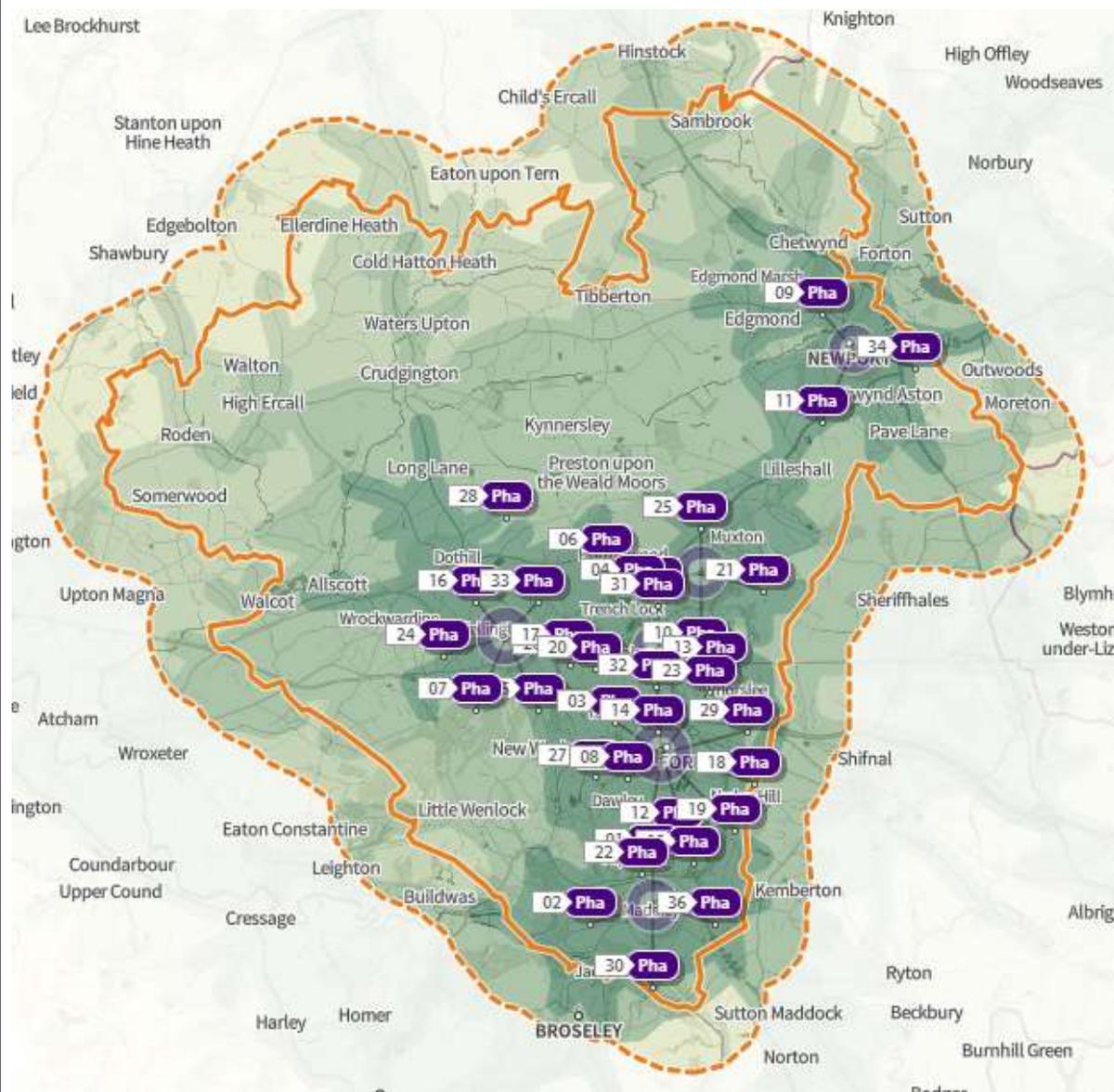
○ Rural/Urban Classification
 Classification of Lower Super Output Areas.
 Key
 Urban major conurbation
 Urban minor conurbation
 Urban city and town
 Urban city and town in a sparse setting
 Rural town and fringe
 Rural town and fringe in a sparse setting
 Rural village and dispersed
 Rural village and dispersed in a sparse setting
 Data
 ONS 2011 rural/urban classification
ons.gov.uk/.../2011ruralurbanclassification

Map index	Pharmacy	Postcode	Locality
4	Asda, Donnington Wood	TF4 7RX	North
9	Boots, Newport	TF10 7AQ	North
6	Boots, Shawburch	TF5 0LW	North
7	Boots, Wellington	TF1 1LU	North
10	Donnington Pharmacy	TF2 8EA	North
11	High Street Pharmacy, Newport	TF10 7AN	North
13	Jhoots, Oakengates	TF2 6ED	North
14	Kitchings, Oakengates	TF2 6EP	North
16	Leegomery Chemist	TF1 6XQ	North
17	Lloyds, Wellington	TF1 1SS	North
20	Lloyds, Oakengates	TF2 6AQ	North
21	Lloyds, Donnington	TF2 8EB	North
24	Morrisons, Wellington	TF1 1RP	North
25	Muxton Pharmacy	TF2 8JQ	North
28	Rowlands, Hadley	TF1 5GQ	North
31	Shire Pharmacy, Trench	TF2 6RX	North
33	Tesco, Wellington Retail Park	TF1 2DE	North
34	The Pharmacy, Newport	TF10 7AW	North
35	Wellington Pharmacy	TF1 1PZ	North
3	Asda, Telford Town Centre	TF3 4HZ	Central
5	Boots, Forge Retail Park	TF3 4AG	Central
8	Boots, Telford Town Centre	TF3 4AU	Central
15	Lawley Pharmacy	TF4 2LL	Central
18	Lloyds High Street, Dawley	TF4 2EX	Central
19	Lloyds King Street, Dawley	TF4 2AA	Central
22	Lloyds, Forge Retail Park	TF3 4AG	Central
23	Malinslee Pharmacy	TF3 2JZ	Central
26	Priorslee Pharmacy	TF2 9NR	Central
29	Rowlands, Hollinswood	TF3 2EW	Central
32	Superdrug, Telford Town Centre	TF3 4BT	Central
1	Anstice, Madeley	TF7 5BD	South
2	Aqueduct Pharmacy	TF4 3RB	South
12	Ironbridge Pharmacy	TF8 7AD	South
27	Rowlands, Stirchley	TF3 1FB	South
30	Rowlands, SUTTON Hill	TF7 4DH	South
36	Woodside Pharmacy	TF7 5QZ	South

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Source: SHAPE Place Atlas - <https://app.shapeatlas.net/>

Map 3 Telford & Wrekin Community Pharmacies and Average Travel Times



Map index	Pharmacy	Postcode	Locality
4	Asda, Donnington Wood	TF4 7RX	North
9	Boots, Newport	TF10 7AQ	North
6	Boots, Shawbirch	TF5 0LW	North
7	Boots, Wellington	TF1 1LU	North
10	Donnington Pharmacy	TF2 8EA	North
11	High Street Pharmacy, Newport	TF10 7AN	North
13	Jhoots, Oakengates	TF2 6ED	North
14	Kitchings, Oakengates	TF2 6EP	North
16	Leegomery Chemist	TF1 6XQ	North
17	Lloyds, Wellington	TF1 1SS	North
20	Lloyds, Oakengates	TF2 6AQ	North
21	Lloyds, Donnington	TF2 8EB	North
24	Morrisons, Wellington	TF1 1RP	North
25	Muxton Pharmacy	TF2 8JQ	North
28	Rowlands, Hadley	TF1 5GQ	North
31	Shire Pharmacy, Trench	TF2 6RX	North
33	Tesco, Wellington Retail Park	TF1 2DE	North
34	The Pharmacy, Newport	TF10 7AW	North
35	Wellington Pharmacy	TF1 1PZ	North
3	Asda, Telford Town Centre	TF3 4HZ	Central
5	Boots, Forge Retail Park	TF3 4AG	Central
8	Boots, Telford Town Centre	TF3 4AU	Central
15	Lawley Pharmacy	TF4 2LL	Central
18	Lloyds High Street, Dawley	TF4 2EX	Central
19	Lloyds King Street, Dawley	TF4 2AA	Central
22	Lloyds, Forge Retail Park	TF3 4AG	Central
23	Malinslee Pharmacy	TF3 2JZ	Central
26	Priorslee Pharmacy	TF2 9NR	Central
29	Rowlands, Hollinswood	TF3 2EW	Central
32	Superdrug, Telford Town Centre	TF3 4BT	Central
1	Anstice, Madeley	TF7 5BD	South
2	Aqueduct Pharmacy	TF4 3RB	South
12	Ironbridge Pharmacy	TF8 7AD	South
27	Rowlands, Stirchley	TF3 1FB	South
30	Rowlands, SUTTON Hill	TF7 4DH	South
36	Woodside Pharmacy	TF7 5QZ	South

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Source: SHAPE Place Atlas - <https://app.shapeatlas.net/>

5.3. Opening times

All community pharmacies must provide pharmaceutical services for their contracted hours (minimum 40 core contractual hours or 100 for those that have opened under that exemption), which cannot be amended without the consent of NHS England. Many community pharmacies provide supplementary opening hours - these can be amended by the pharmacy with 90 days notice. Opening hours for every pharmacy provider can also be found on the NHS UK website www.nhs.uk

A number of pharmacies are also now open on Bank Holidays and NHS England work with community pharmacies to ensure there are adequate pharmaceutical services available on Christmas Day and Easter Sunday as the two days where pharmacies are still traditionally closed.

Table 1 shows a summary current opening days and hours of community pharmacies in Telford and Wrekin by locality, and Table 2 provides an overview by pharmacy, with further locality maps providing additional detail in Appendix VIII). The opening hours of community pharmacies located close to GP practices reflect the opening hours of those practices, ensuring pharmacy services are provided at appropriate times and locations. Pharmacies have been offering great flexibility in their hours of service to accommodate their local practices, for example a number are open on Saturday mornings to allow for prescription collection for those people unable to visit the pharmacy during weekdays.

The 100 hour pharmacies and Telford town centre pharmacies offer extended weekday opening hours as well as weekend opening and these are accessible by local travel links. Pharmaceutical service coverage over the weekend is less than that during the week, which generally reflects the opening times and prescribing patterns of GPs.

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.

Table 1 Summary of opening times by locality

Locality	No of 100 hour pharmacies	Week days	Saturdays	Sunday
North	4	7.00am - 11.00pm	7.00am - 10.00pm	9.00am - 8.00pm
Central	1	8.00am - 11.00pm	7.00am - 10.00pm	10.00am - 10.00pm
South		8.00am - 8.00pm	9.00am - 5.00pm	10.00am - 4.30pm

Resident Survey Highlights

- ✓ 44% of respondents reported that the pharmacy they visited most often took between 5-10 minutes to reach, with 21% travelling between 10-15 minutes
- ✓ the majority of respondents report using pharmacies near to home or at a supermarket
- ✓ 89% of respondents were happy with the distance they need to travel to their pharmacy, with 90% finding travel is of ease
- ✓ 57% of respondents travel by car to the pharmacy, with public transport used rarely, and walking was a popular option
- ✓ 79% of respondents were satisfied with parking facilities at their pharmacy
- ✓ 39% of respondents visit a pharmacy “about once a month”
- ✓ the most preferred time of day to visit the pharmacy reported is a weekday, during 9am-5pm (58% of respondents), with the least popular time reported as a weekday before 9am
- ✓ the majority of respondents are satisfied with pharmacy opening hours, although overall, they are more satisfied with weekday opening times than weekends, 86% were satisfied with weekday opening and 70% satisfied with weekend opening – with 8% reporting they are dissatisfied with weekend opening

The pharmacy contractor survey indicated that 14 pharmacies in Telford & Wrekin have members of staff who speak languages other than English to support their customers and patients. The most common second languages offered by pharmacy staff are Punjabi and Urdu. The 14 pharmacies where second languages are offered are well distributed across the borough in all localities, reflecting the diversity of the local communities they serve.

Assessment of community pharmacy geographical spread and opening hours

- 13 pharmacies open during the evening on weekdays, including pharmacies across all localities, giving good weekday evening provision
- 27 pharmacies are open on a Saturday, 11 are open mornings only. Three south Telford pharmacies are open on Saturdays and one of these is open all day until 5pm. There is evening opening on Saturdays in the north and central localities. There is good Saturday provision during the daytime and evening apart from in south Telford
- 10 pharmacies are open on a Sunday during the day, and one Donnington pharmacy, a 100 hour pharmacy is also open on Sunday evenings. There are currently no pharmacies open in south Telford on Sundays
- 14 pharmacies offer staff who speak languages other than English, and these are well distributed across all localities in the borough

Assessment of community pharmacy geographical spread and opening hours (Cont.)

In summary there is good pharmacy provision in Telford & Wrekin on weekdays, including in the evenings and also good Saturday daytime provision, with provision on Saturday evenings and Sundays across the central and north localities. However, there is a comparatively lower level of provision in south Telford, with no opening on Saturday evenings or on Sundays. While pharmacy opening times do reflect the GP practice opening hours in south Telford, nevertheless the levels of deprivation are higher than average and car ownership is lower in this locality.

Recommendation: 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.

5.4. Pharmaceutical Coverage Outside of Telford & Wrekin's Boundaries

It is recognised that local residents may obtain pharmaceutical services outside of its borders with Shropshire and South Staffordshire. Dispensing information demonstrates that the vast majority of prescriptions issued in the Telford and Wrekin area are dispensed within its boundaries. A number of pharmacies located close to the boundaries are used by local residents and a number of pharmacies that offer dispensing services to care homes are located within the borough.

There is a very limited need for dispensing provision outside of the current Telford & Wrekin boundaries for patients located close to boundary lines. Analysis shows a number of patients registered at practices not located close to boundary lines, who were using pharmacies outside of the boundaries. It is concluded that personal choice by specific patients plays a factor as dispensing provision at these locations is considered adequate. Cross border provision from neighbouring HWBs is being assessed following publication of PNAs from these areas, however intelligence suggests this is being adequately met.

Table 2 Telford & Wrekin Community Pharmacy Opening Days and Times

Map Ref.	Pharmacy Name	Day	Weekday opening times														Saturday	Sunday	Locality			
			07.00am-08.00am	08.00am-09.00am	09.00am-10.00am	10.00am-11.00am	11.00am-12.00pm	12.00am-13.00pm	13.00pm-14.00pm	14.00pm-15.00pm	15.00pm-16.00pm	16.00pm-17.00pm	17.00pm-18.00pm	18.00pm-19.00pm	19.00pm-20.00pm	20.00pm-21.00pm				21.00pm-22.00pm	22.00pm-23.00pm	
4	Asda, Donnington Wood	Mon																		07.00am - 22.00pm	11.00am - 17.00pm	North
		Tues-Fri																				
9	Boots, Newport	Mon-Fri																	09.00am - 17:30pm		North	
6	Boots, Shawburch	Mon-Fri																	09.00am - 17.00pm		North	
7	Boots, New Street Wellington	Mon-Fri																	09.00am - 17:30pm		North	
10	Donnington Pharmacy	Mon-Fri																	07.00am - 21.00pm	09.00am - 20.00pm	North	
11	High Street Pharmacy, Newport	Mon-Fri																	07:30am - 22:30pm	09.00am - 19.00pm	North	
13	Jhoots, Oakengates	Mon-Fri																	09:00am - 13:15pm		North	
14	Kitchings, Oakengates	Mon-Fri																	08:30am - 14:30pm		North	
16	Leegomery Chemist	Mon-Fri																			North	
20	Lloyds, Oakengates	Mon-Fri																			North	
21	Lloyds, Donnington	Mon-Fri																	09:00am - 14:00pm		North	
17	Lloyds, Wellington	Mon-Fri																			North	
24	Morrisons, Wellington	Mon-Fri																	09:00am - 18:00pm	10:00am - 16:00pm	North	
25	Muxton Pharmacy	Mon-Thurs																	09:00am - 13:00pm		North	
		Fri																				
28	Rowlands, Hadley	Mon-Fri																	09:00am - 12:00pm		North	
31	Shire Pharmacy, Trench	Mon-Fri																			North	
34	The Pharmacy, Newport	Mon-Fri																	09:00am - 13:00pm		North	
33	Tesco, Wellington Retail Park	Mon-Fri																	08:00am - 21:00pm	10:00am - 16:00pm	North	
35	Wellington Pharmacy	Mon-Fri																	08:00am - 22:00pm	09:00am - 17:30pm	North	
3	Asda, Telford Town Centre	Mon																	07.00am - 22.00pm	10.00am - 16.00pm	Central	
		Tues-Fri																				
5	Boots, Forge Retail Park	Mon-Fri																	09.00am - 19.00pm	10:30am - 16:00pm	Central	
8	Boots, Telford Town Centre	Mon-Fri																	09.00am - 17:30pm	10:30am - 16:30pm	Central	
15	Lawley Pharmacy	Mon-Fri																	09:30am - 12:30pm		Central	
18	Lloyds, King Street, Dawley	Mon-Fri																	09:00am - 17:00pm		Central	
19	Lloyds, High Street, Dawley	Mon-Fri																			Central	
22	Lloyds, Forge Retail Park	Mon-Wed																	08:00am - 20:00pm	10:30am - 16:30pm	Central	
		Thurs-Fri																				
23	Malinslee Pharmacy	Mon-Fri																			Central	
26	Priorslee Pharmacy	Mon-Fri																	09:00am - 13:00pm		Central	
29	Rowlands, Hollinswood	Mon-Fri																	09:00am - 12:00pm		Central	
32	Superdrug Pharmacy	Mon-Fri																	09:00am - 17:30pm		Central	
1	Anstice, Madeley	Mon-Fri																	09.00am - 17.00pm		South	
2	Aqueduct Pharmacy	Mon-Fri																			South	
12	Ironbridge Pharmacy	Mon-Fri																			South	
27	Rowlands, Sutton Hill	Mon-Fri																	09:00am - 12:00pm		South	
30	Rowlands, Stirchley	Mon-Fri																			South	
36	Woodside Pharmacy	Mon-Fri																	09:00am - 12:00pm		South	

5.5. Essential Services overview

From October 2022 there are seven service elements required as part of the essential services component of the [NHS community pharmacy contract](#). (see Table).

Resident Survey Highlights

- ✓ Most respondents (75%) reported knowing about and using the dispensing prescriptions service (605)
- ✓ 31% of respondents know pharmacies give advice on healthy lifestyles, although only 9% took advantage of this service
- ✓ 60% of respondents know about pharmacies being able to dispose of their unwanted medicines, but only 24% of respondents had used this

Electronic Prescribing

The development of a dedicated prescription ordering department (POD) in recent years has enabled electronic prescription services (EPS) - transmission of a patient's medication request electronically from their GP to their nominated pharmacy. Electronic Repeat Dispensing (ERD) and established repeat prescription collection and delivery services⁴, has provided comprehensive local coverage of dispensing service provision, ensuring provision of prescribed medication for people unable to easily access community pharmacies. For people living in more remote locations, collection and delivery services have been essential in ensuring housebound patients and those that have difficulties with accessing pharmacies are able to receive their prescribed treatment. The expectation on pharmacies currently is that up to 95% of all prescriptions should be issued electronically - where the GP practice has EPS enabled

At the Shropshire LPC level (Shropshire and Telford and Wrekin combined) the PSNC dashboards indicate that electronic prescribing (EPS) rates are lower than average and among the lowest in England. During April – December 2021 the EPS rate in Shropshire, Telford & Wrekin LPC was 82%, compared to the national average of 94.2%. In January – March 2022 the local LPC rate had increased to 84.3%.

Resident Survey Highlights

- ✓ 84% of residents survey respondents reported that they have their prescriptions sent directly to a pharmacy through (EPS), with 29% preferring pharmacy near their home

⁴ NB collection and delivery is not an NHS pharmaceutical services contract requirement

Table Essential Services (from October 2022)
Dispensing medicines and appliances - the supply of medicines and appliances ordered on NHS prescriptions, together with information and advice, to enable safe and effective use by patients and carers, and maintenance of appropriate records
Electronic Prescription Service (EPS) - prescriptions sent direct to pharmacies/appliance contractors securely from GP IT systems, so patients do not have to collect a paper repeat prescription from the GP practice, but can go straight to pick up their medicines or medical appliances, with choice to nominate a particular contractor
Repeat dispensing - the management of repeat medication for up to one year, in partnership with the patient and prescriber e.g. GP
Discharge medicine service – NHS Trusts are able to refer patients who would benefit from extra guidance around prescribed medicines to their local community pharmacy, contributing to patient safety at transitions of care and to support the reduction of hospital readmissions
Disposal of unwanted medicines - acceptance, by community pharmacies, of unwanted medicines from households and individuals which require safe disposal
Support for self-care - pharmacies will help manage minor ailments and common conditions, by providing advice and where appropriate, the sale of medicines, including dealing with referrals from NHS 111
Healthy living pharmacies (HLP) range of services to promote a healthy living environment to the communities based on local need and health inequalities
Promotion of healthy lifestyles (public health) - opportunistic one to one advice is given on healthy lifestyle topics, and support for up to six local campaigns every year as directed by NHS England
Signposting - pharmacies are expected to help people who ask for assistance by directing them to the most appropriate source of care, help and support
Clinical governance - system to support the provision of excellent care

6. Assessment of Pharmaceutical Service Provision: Advanced Services

6.1. Advance services overview

There are currently eight advanced services set out within the [NHS community pharmacy contract](#). Community pharmacies can choose to provide any of these services commissioned by NHS England, as long as the requirements set out in the Secretary of State Directions are met. The Advanced Services options in 2021/22 were as follows:

- New Medicine Service
- Use Review Consultation Service (CPCS)
- Stoma Appliance Customisation
- Appliance Use Review
- Flu Vaccination
- Hypertension case finding
- Hepatitis C testing⁵
- Smoking Cessation

During the first wave of the pandemic, community pharmacies provided services Covid-19 services and these are reviewed at the end of this chapter.

A summary of advanced services provision in Telford & Wrekin is shown in Table 3 and a breakdown of service elements by pharmacy and locality is shown in Table 4.

Table 3 Summary of Advanced Services provision in Telford & Wrekin

	No. of community pharmacies		% of total
	Already provided	Already provided & signed up to start providing in the next 12 months	
New Medicine Service	35	36	100%
Use Review Consultation Service (CPCS)	34	35	97%
Stoma Appliance Customisation	5	9	25%
Appliance Use Review	2	9	25%
Flu Vaccination	34	36	100%
Hypertension case finding	11	29	81%
Smoking Cessation	4	15	42%

Source: Telford & Wrekin Community Pharmacy Contractor Survey 2022

⁵ Nationally, only ten pharmacies provide Hepatitis C testing and none of these are in Telford & Wrekin, there is good local community provision of Hep C testing through the [Telford & Wrekin STaRS service](#).

Table 4 Advanced Services Provision in Telford & Wrekin by pharmacy and locality

Pharmacy	Locality	NMS - New Medicine Service	Community Pharmacy Consultation Service	Stoma Appliance Customisation	Appliance Use Review Service	Flu Vaccination Service	Hypertension Case Finding	Hepatitis C Testing Service (ends 31/03/2022)	Smoking Cessation (from Jan 2022)
Asda, Donnington Wood	North								
Boots, Newport	North								
Boots, Shawbirch	North								
Boots, New Street Wellington	North								
Donnington Pharmacy	North								
High Street, Newport	North								
Jhoots, Oakengates	North								
Kitchings, Oakengates	North								
Wellington Pharmacy	North								
Lloyds, Oakengates	North								
Lloyds, Donnington	North								
Lloyds, Wellington	North								
Morrisons, Wellington	North								
Muxton Pharmacy	North								
Rowlands, Hadley	North								
Shire Pharmacy, Trench	North								
Tesco, Wellington Retail Park	North								
The Pharmacy, Newport	North								
Wellington Pharmacy	North								
Asda, Telford Town Centre	Central								
Boots, Forge Retail Park	Central								
Boots, Telford Town Centre	Central								
Lawley Pharmacy	Central								
Lloyds King Street, Dawley	Central								
Lloyds High Street, Dawley	Central								
Lloyds, Forge Retail Park	Central								
Malinslee Pharmacy	Central								
Priorslee Pharmacy	Central								
Rowlands, Hollinswood	Central								
Superdrug, Town Centre	Central								
Anstice, Madeley	South								
Aqueduct Pharmacy	South								
Ironbridge Pharmacy	South								
Rowlands, Sutton Hill	South								
Rowlands, Stirchley	South								
Woodside Pharmacy	South								

Source: Telford & Wrekin Community Pharmacy Contractor Survey 2022

Provides service	Intending to begin within next 12	Not intending to provide
------------------	-----------------------------------	--------------------------

6.2. New Medicines Service

The New Medicines Service (NMS) provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; with a focus on 16 [particular patient groups and conditions](#). The aims of the service are to:

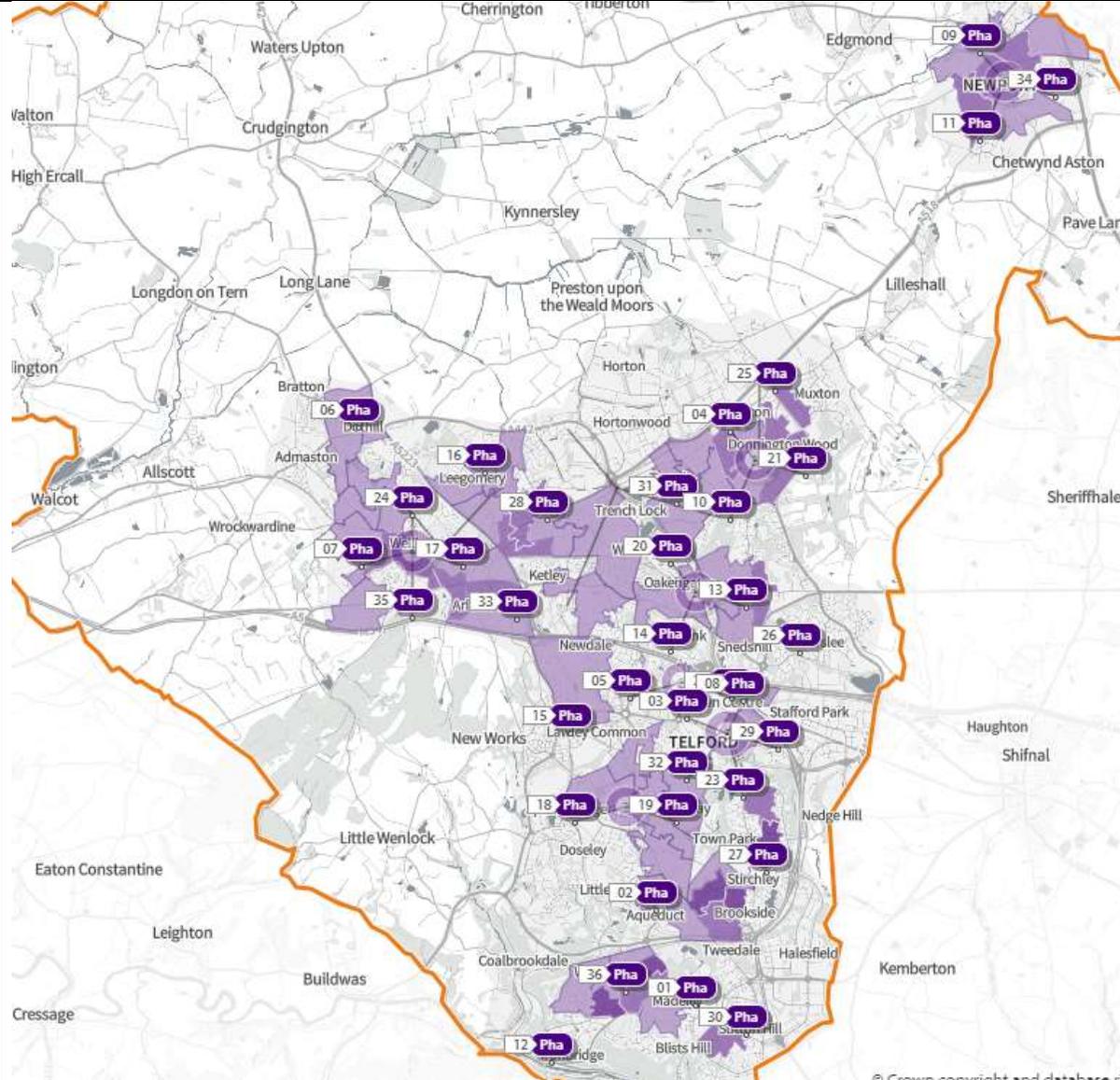
- Improve patient adherence which will generally lead to better health outcomes
- Increase patient engagement with their condition and medicines, supporting patients in making decisions about their treatment and self-management
- Reduce medicines wastage
- Reduce hospital admissions due to adverse events from medicines
- Lead to increased Yellow Card reporting of adverse reactions to medicines by pharmacists and patients, thereby supporting what is referred to as improved [pharmacovigilance](#)

The Telford & Wrekin pharmacies providing the New Medicines Service is shown in Map 4.

Assessment of provision: New Medicines Service

- During 2021/22 Telford & Wrekin community pharmacies delivered 8,293 NMS interactions.
- At a Shropshire, Telford & Wrekin LPC level service the PSNC dashboards indicate that uptake rates for NMS in 2021/22 were in the top 20% - 40% of all LPCs in England with the highest levels of NMS service activity (for April-Sept 2021 and Jan-March 2022).
- In 2022/23 35 out of 36 Telford & Wrekin pharmacies are currently providing the New Medicines Service and the remaining pharmacy in Trench has indicated an intention to begin providing this service within the next 12 months
- This means that 97% of Telford & Wrekin pharmacies are currently signed up to deliver the NMS, and in the next 12 months that will be 100%, which compares to 82% of pharmacies in England overall.
- There is good coverage of the NMS service across Telford & Wrekin.

Map 4 New Medicine Service (NMS)



Map index	Pharmacy	Locality	NMS
4	Asda, Donnington Wood	North	Provides service
6	Boots, Shawbirch	North	Provides service
7	Boots, Wellington	North	Provides service
9	Boots, Newport	North	Provides service
10	Donnington Pharmacy	North	Provides service
11	High Street Pharmacy, Newport	North	Provides service
13	Jhoots, Oakengates	North	Provides service
14	Kitchings, Oakengates	North	Provides service
16	Leegomery Chemist	North	Provides service
17	Lloyds, Wellington	North	Provides service
20	Lloyds, Oakengates	North	Provides service
21	Lloyds, Donnington	North	Provides service
24	Morrisons, Wellington	North	Provides service
25	Muxton Pharmacy	North	Provides service
28	Rowlands, Hadley	North	Provides service
31	Shire Pharmacy, Trench	North	Intending to begin within next 12 months
33	Tesco, Wellington Retail Park	North	Provides service
34	The Pharmacy, Newport	North	Provides service
35	Wellington Pharmacy	North	Provides service
3	Asda, Telford Town Centre Pharmacy	Central	Provides service
5	Boots, Forge Retail Park	Central	Provides service
8	Boots, Telford Town Centre	Central	Provides service
15	Lawley Pharmacy	Central	Provides service
18	Lloyds High Street, Dawley	Central	Provides service
19	Lloyds King Street, Dawley	Central	Provides service
22	Lloyds, Forge Retail Park	Central	Provides service
23	Malinslee Pharmacy	Central	Provides service
26	Priorslee Pharmacy	Central	Provides service
29	Rowlands, Hollinswood	Central	Provides service
32	Superdrug, Town Centre	Central	Provides service
1	Anstice, Madeley	South	Provides service
2	Aqueduct Pharmacy	South	Provides service
12	Ironbridge Pharmacy	South	Provides service
27	Rowlands, Stirchley	South	Provides service
30	Rowlands, Sutton Hill	South	Provides service
36	Woodside Pharmacy	South	Provides service

Source: SHAPE Place Atlas - <https://app.shapeatlas.net/>

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6.3. Community Pharmacy Consultation Service (CPSC)

Since 1st November 2020, general practices have been able to refer patients for a minor illness consultation via the CPCS through a local referral pathway. The service connects patients who have a minor illness or need an urgent supply of a medicine with a community pharmacy. Referrals can come from general practice, NHS111, Integrated Urgent Care Assessment Services and in some cases via the 999 service.

The CPCS aims to relieve pressure on the wider NHS by connecting patients with community pharmacy, which should be their first port of call and can deliver a swift, convenient and effective service to meet their needs.

The Telford & Wrekin pharmacies providing the Community Pharmacy Consultation Service is shown in Map 5.

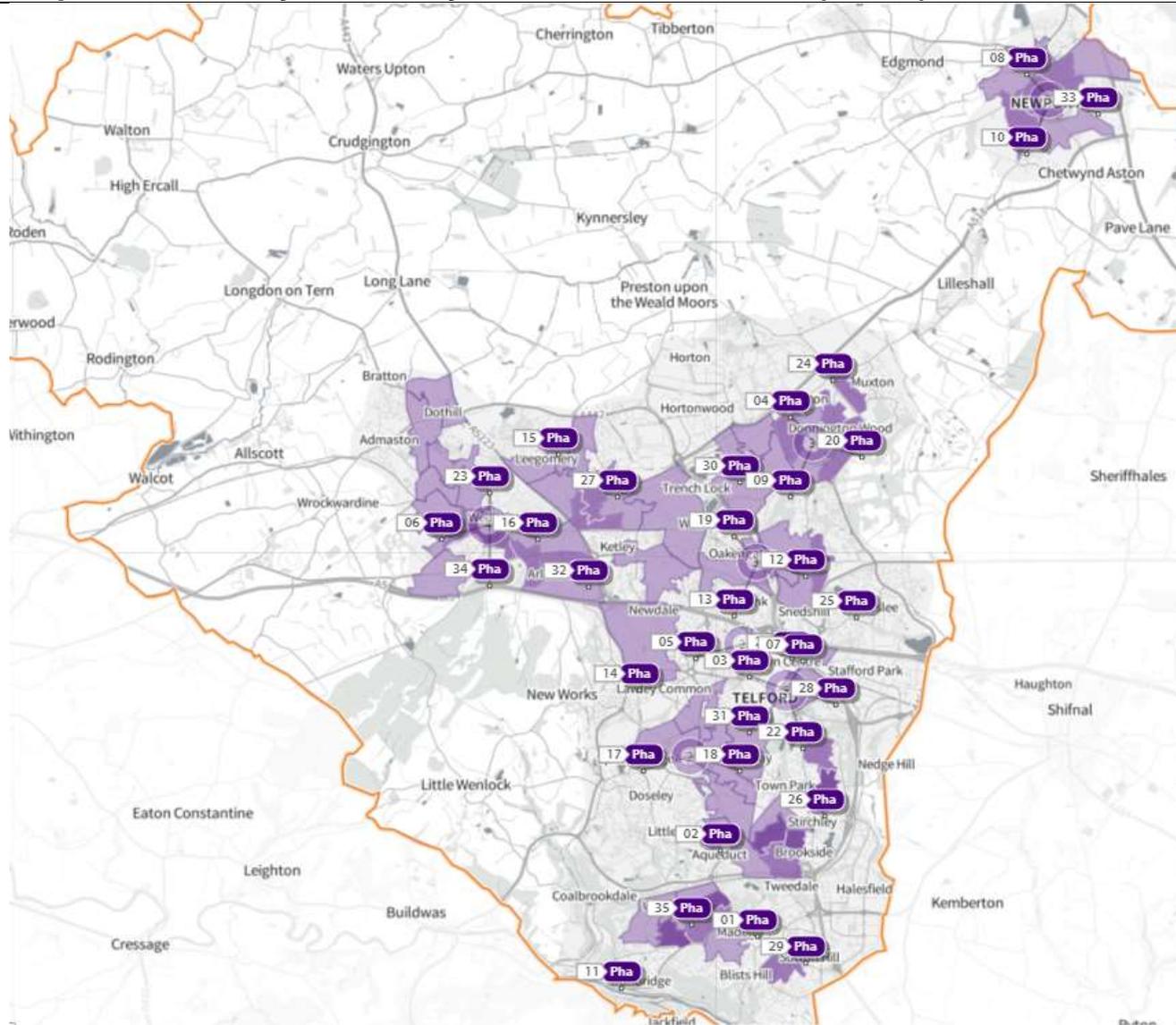
Assessment of provision: Community Pharmacy Consultation Service (CPSC)

- During 2021/22 Telford & Wrekin community pharmacies delivered 2,298 CPCS interactions.
- At a Shropshire, Telford & Wrekin LPC level service the PSNC dashboards indicates that uptake rates for CPCS in 2021/22 were in the bottom 20% - 40% of all LPCs with the lowest levels of CPCS service activity during the year.
- In 2021/22 34 out of 36 Telford & Wrekin Pharmacies were providing the CPCS and the pharmacy in Trench has indicated an intention to begin providing this service within the next 12 months.
- This means that 97% of Telford & Wrekin pharmacies are currently signed up to deliver the CPCS, and in the next 12 months that will be 100%, which compares to 80% of pharmacies in England overall.
- There is good coverage of the CPSC across Telford & Wrekin and the majority of pharmacies delivered CPCS activity during 2021/22.

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 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.

Map 5 Community Pharmacy Consultation Service (CPCS)



Map index	Pharmacy	Locality	CPCS
3	Asda, Donnington Wood	North	Provides service
6	Boots, Wellington	North	Provides service
7	Boots, Newport	North	Provides service
9	Donnington Pharmacy	North	Provides service
10	High Street Pharmacy, Newport	North	Provides service
12	Jhools, Oakengates	North	Provides service
13	Kitchings, Oakengates	North	Provides service
15	Leegomery Chemist	North	Provides service
18	Lloyds, Donnington	North	Provides service
20	Lloyds, Oakengates	North	Provides service
21	Lloyds, Wellington	North	Provides service
23	Morrisons, Wellington	North	Provides service
24	Muxton Pharmacy	North	Provides service
26	Rowlands, Hadley	North	Provides service
26	Rowlands, Hadley	North	Intending to begin within next 12 months
30	Shire Pharmacy, Trench	North	Intending to begin within next 12 months
32	Tesco, Wellington Retail Park	North	Provides service
33	The Pharmacy, Newport	North	Provides service
34	Wellington Pharmacy	North	Provides service
4	Asda, Telford Town Centre Pharmacy	Central	Provides service
5	Boots, Forge Retail Park	Central	Provides service
8	Boots, Telford Town Centre	Central	Provides service
14	Lawley Pharmacy	Central	Provides service
16	Lloyds High Street, Dawley	Central	Provides service
17	Lloyds King Street, Dawley	Central	Provides service
19	Lloyds, Forge Retail Park	Central	Provides service
22	Malinslee Pharmacy	Central	Provides service
25	Priorslee Pharmacy	Central	Provides service
27	Rowlands, Hollinswood	Central	Provides service
31	Superdrug, Town Centre	Central	Provides service
1	Anslice, Madeley	South	Provides service
2	Aqueduct Pharmacy	South	Provides service
11	Ironbridge Pharmacy	South	Provides service
28	Rowlands, Stirchley	South	Provides service
29	Rowlands, Sutton Hill	South	Provides service
35	Woodside Pharmacy	South	Provides service

Source: SHAPE Place Atlas - <https://app.shapeatlas.net/>

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6.4. Stoma Appliance Customisation Service

The Stoma Appliance Customisation (SAC) service involves the customisation 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. If on presentation of a prescription a pharmacy is not able to provide the service because the provision of the appliance or the customisation is not within the pharmacist's normal course of business, the prescription must, subject to patient consent, be referred to another pharmacy or provider of appliances.

The Telford & Wrekin pharmacies providing the Appliance Use Review service is shown in Map 6

Assessment of provision: Stoma Appliance Customisation Service

- During 2021/22 Telford & Wrekin community pharmacies delivered 110 Stoma Appliance Customisation Service interactions. Nucare, the local appliance contractor delivered 2,046 in the year, on average 170 each month.
- At a Shropshire, Telford & Wrekin LPC level service the PSNC dashboards indicate that uptake rates for stoma customisations in 2021/22 were in the top 20% of all LPCs in England.
- In 2021/22 5 out of 36 Telford & Wrekin Pharmacies indicated they were providing the Stoma Appliance Customisation Service, with at least 1 pharmacy in each locality. A further four pharmacies have indicated an intention to begin providing this service within the next 12 months
- This means that 25% of Telford & Wrekin pharmacies are signed up to deliver the Stoma Appliance Customisation Service, which compares to 10% of pharmacies in England overall. There is good coverage of the Stoma Appliance Customisation Service across Telford & Wrekin.

6.5. Appliance Use Review

Appliance Use Review (AUR) can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. AURs should improve the patient's knowledge and use of their appliance by:

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

The service can be provided by pharmacies that normally provide the specified appliances in the normal course of their business. Before providing the service, the pharmacy must notify the NHS Business Services Authority and the CCG (now ICS) that it wishes to provide the service. It must also inform them as to whether the service will be provided at the patient's home and a statement of each location at which the service is to be provided.

The Telford & Wrekin pharmacies providing the Appliance Use Review service is shown in Map 7.

Assessment of provision: Appliance Use Review

- Nationally the coverage of appliance use reviews and stoma appliance customisation services are low, given that this is a specialist area and many patients receive the support they require either from a clinic, hospital or from a dispensing appliance contractor.
- In 2021/22 two Telford & Wrekin pharmacies indicated that they were providing the Appliance Use Review service – one in the north in Newport and one in the south in Aqeduct. However no activity was recorded by Telford & Wrekin pharmacies for this service during 2021/22.
- There is no evidence to suggest that there is unmet need for appliance use reviews in Telford & Wrekin community pharmacies.

6.6. Flu vaccination service

For most healthy people, influenza is usually a self-limiting disease. However, certain groups of people, such as those 65 years and over, pregnant women and those with certain long-term conditions are at increased risk of severe illness if they catch it. The vaccination provides protection against the most prevalent strains of the virus expected that season. Pharmacies support the provision of the national seasonal flu vaccination programme between September and January every year, providing an alternative option to general practice. The aims of the service are:

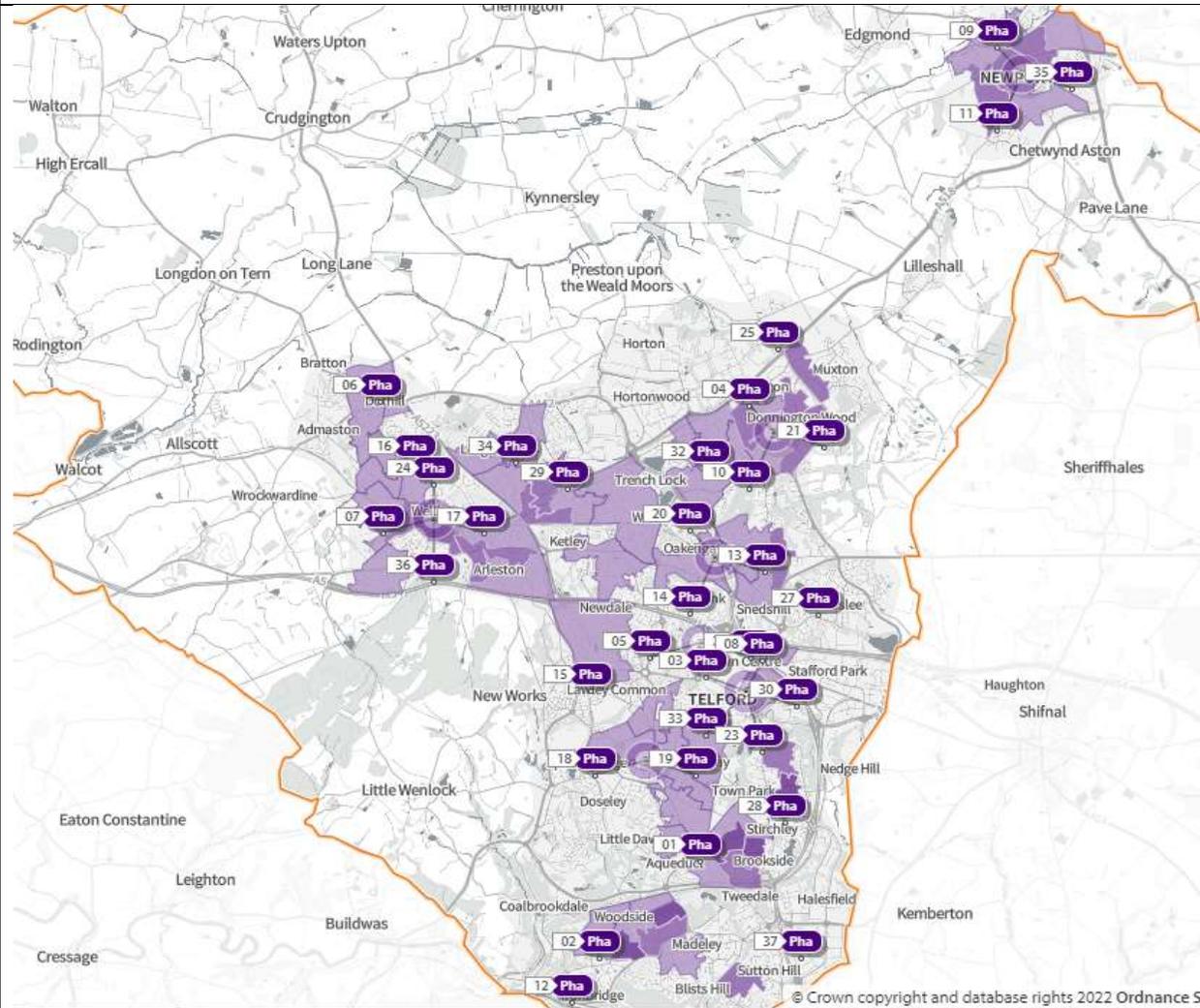
- Increase the uptake of seasonal influenza vaccine in line with Department of Health recommendations
- Reduce the serious morbidity/mortality and hospitalisations from influenza by immunising those most likely to have a serious or complicated illness, should they develop influenza
- Improve access to seasonal influenza vaccine for eligible patients who are registered with a GP practice in Shropshire and Staffordshire.

The Telford & Wrekin pharmacies providing the Flu Vaccination service is shown in Map 8.

Assessment of provision: Flu Vaccination Service

- During September 2021 and March 2022, 31 (86%) of Telford & Wrekin pharmacies delivered a total of 24,170 flu vaccinations, an increase of 14,053 on the previous 2020/21 season
- 34 out of 36 Telford & Wrekin pharmacies indicate that they will be providing the Flu Vaccination Service during the winter 2022/23 and the remaining two pharmacies have indicated an intention to begin providing this service this season
- This means that 100% of Telford & Wrekin pharmacies are signed up to deliver flu vaccinations, compared to 84% of pharmacies in England overall
- Last winter flu vaccination uptake among Telford & Wrekin adults eligible for a free NHS vaccine increased, for both adults aged over 65 years and adults in at risk groups
- **Community pharmacies in Telford & Wrekin play an important role in the annual seasonal flu vaccination programme alongside our GPs, and offer residents extended choice and flexibility for appointment days and times**

Map 8 Flu Vaccination Service



Map index	Pharmacy	Locality	Flu Vaccinations
4	Asda, Donnington Wood	North	Provides service
6	Boots, Shawbirch	North	Provides service
7	Boots, Wellington	North	Provides service
9	Boots, Newport	North	Provides service
10	Donnington Pharmacy	North	Provides service
11	High Street, Newport	North	Provides service
13	Jhoots, Oakengates	North	Provides service
14	Kitchings, Oakengates	North	Provides service
16	Leegomery Chemist	North	Provides service
17	Lloyds, Wellington	North	Provides service
20	Lloyds, Oakengates	North	Provides service
21	Lloyds, Donnington	North	Provides service
24	Morrisons, Wellington	North	Provides service
25	Muxton Pharmacy	North	Provides service
28	Rowlands, Hadley	North	Provides service
31	Shire Pharmacy, Trench	North	Intending to begin within next 12 months
33	Tesco, Wellington Retail Park	North	Provides service
34	The Pharmacy, Newport	North	Provides service
35	Wellington Pharmacy	North	Provides service
3	Asda, Telford Town Centre	Central	Provides service
5	Boots, Forge Retail Park	Central	Provides service
8	Boots, Telford Town Centre	Central	Provides service
15	Lawley Pharmacy	Central	Provides service
19	Lloyds, King Street, Dawley	Central	Provides service
18	Lloyds, High Street, Dawley	Central	Provides service
22	Lloyds, Forge Retail Park	Central	Provides service
23	Malinslee Pharmacy	Central	Provides service
26	Priorslee Pharmacy	Central	Provides service
29	Rowlands, Hollinswood	Central	Provides service
32	Superdrug, Telford Town Centre	Central	Provides service
1	Anstice, Madeley	South	Provides service
2	Aqueduct Pharmacy	South	Provides service
12	Ironbridge Pharmacy	South	Intending to begin within next 12 months
27	Rowlands, Stirchley	South	Provides service
30	Rowlands, Sutton Hill	South	Provides service
36	Woodside Pharmacy	South	Provides service

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6.7. Hypertension Case Finding Service

Identifying hypertension is important as it is the biggest risk factor for CVD and is one of the top five risk factors for all premature death and disability in England. CVD is one of the leading causes of premature death in England, and has been estimated to cost the NHS £9 billion per year. NHS England have prioritised hypertension case finding as one of the top 5 key clinical areas in their health inequalities strategy – [CORE20PLUS5](#).

In 2020, NHS England commenced a pilot involving pharmacies offering blood pressure checks to people 40 years and over. Following the initial findings of the pilot, the Department of Health and Social Care (DHSC) and NHS England proposed the commissioning of a new Hypertension case-finding service, as an Advanced service.

The service aims to:

- Identify people with high blood pressure aged 40 years or older (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
- Provide another opportunity to promote healthy behaviours to patients

In Telford & Wrekin the early death rates from preventable cardiovascular disease are higher than the national average and cardiovascular disease is one of the top causes of health inequalities and reduced life expectancy (see Table 1). Therefore the hypertension case finding service in community pharmacies is an important local offer for residents.

The Telford & Wrekin pharmacies providing the Hypertension Case Finding Service is shown Map 9

Assessment of provision: Hypertension Case Finding Service

- During 2021/22 Telford & Wrekin pharmacies delivered 54 hypertension case finding interactions
- In 2021/22 11 out of 36 Telford & Wrekin pharmacies indicated that they were providing the Hypertension Case Finding Service, none of these are in South Telford. However, only 3 pharmacies in Telford & Wrekin were recorded as carrying out checks in 2021/22.
- A further 18 pharmacies have indicated that they will start to offer this service within the next 12 months, and this includes all those in South Telford. On this basis it is expected that in the coming year there will be improved coverage, with 84% of Telford & Wrekin pharmacies will be signed up to delivering blood pressure checks.

Recommendation: all pharmacies in Telford & Wrekin are encouraged to start offering the hypertension case finding service given the significant impact of cardiovascular disease on life expectancy and health inequalities in the borough.

6.8. Smoking Cessation Service

The smoking cessation service, which became part of the Advanced Services contract from in March 2022, involves community pharmacies taking stop smoking referrals from secondary care following patient's discharge from hospital. It is designed to enable NHS trusts to transfer patients for smoking cessation advice into community support. This service is a key part of the NHS Tobacco Dependency programme. It offers a good opportunity to expand the community-based stop smoking offer – complementing the Telford & Wrekin Council Healthy Lifestyles, which offers stop smoking advice and the maternity services Health Pregnancy Service, which supports mothers who smoke to quit.

Smoking is a key risk factor for cardiovascular disease and cancer and many other conditions. In Telford & Wrekin there are significantly high rates of early death from preventable disease and smoking related mortality and hospital admissions are higher than the national average.

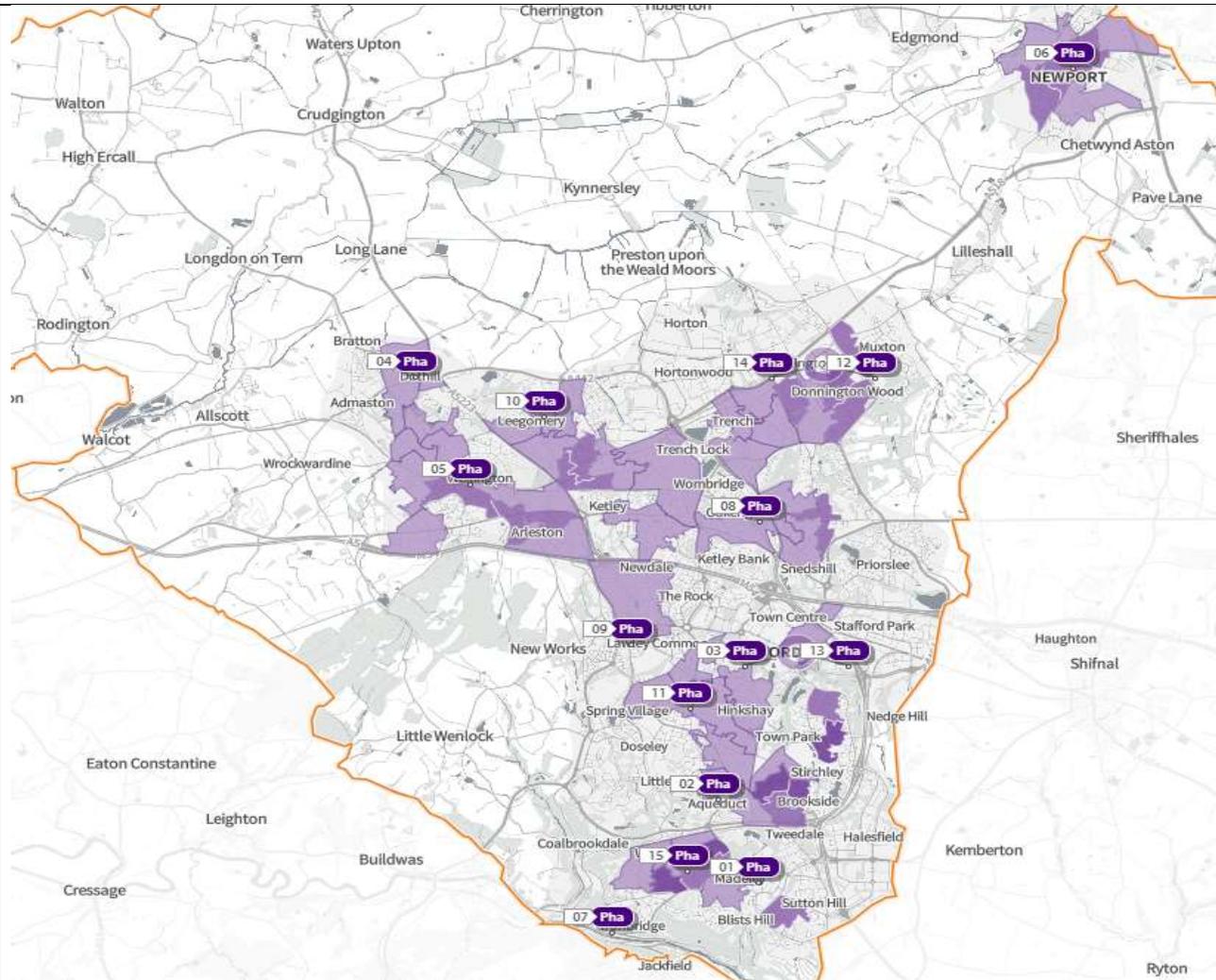
The Telford & Wrekin pharmacies providing the Smoking Cessation Service is shown Map 10.

Assessment of provision: Smoking Cessation Service (NHS funded)

- Since March 2022 when the service was contracted no smoking cessation interactions have been recorded at Telford & Wrekin pharmacies delivered
- 4 out of 36 Telford & Wrekin pharmacies indicate that they are now offering the smoking cessation service, although none of these are in South Telford.
- A further 11 pharmacies have indicated that they will start to offer this service within the next 12 months, and this includes all those in South Telford – on this basis it is expected that in the coming year there will be improved coverage, with 42% of Telford & Wrekin pharmacies signed up to delivering this NHS funded smoking cessation service.

Recommendation: all pharmacies in Telford & Wrekin are encouraged to start offering and promoting this NHS funded smoking cessation service given the significant impact of smoking on premature mortality, hospital admissions and health inequalities in the borough.

Map 10 Advanced Services: Smoking Cessation Service



Map index	Name	Locality	Smoking Cessation
6	Boots, Newport	North	Intending to begin within next 12 months
4	Boots, Shawburch	North	Provides service
5	Boots, Wellington	North	Intending to begin within next 12 months
8	Jhoots, Oakengates	North	Intending to begin within next 12 months
10	Leegomery Chemist	North	Provides service
12	Lloyds, Donnington	North	Intending to begin within next 12 months
3	Asda, Telford Town Centre	Central	Provides service
9	Lawley Pharmacy	Central	Intending to begin within next 12 months
11	Lloyds King Street, Dawley	Central	Intending to begin within next 12 months
13	Malinslee Pharmacy	Central	Provides service
14	Muxton Pharmacy	Central	Intending to begin within next 12 months
1	Anstice, Madeley	South	Intending to begin within next 12 months
2	Aqueduct Pharmacy	South	Intending to begin within next 12 months
7	Ironbridge Pharmacy	South	Intending to begin within next 12 months
15	Woodside Pharmacy	South	Intending to begin within next 12 months

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6.9. COVID-19 Services

During the first wave of the pandemic community pharmacies became the first point of contact for many patients as they struggled to access other healthcare providers, such as GPs, dentists and hospitals. Pharmacies also provided covid-19 specific services to including: the pandemic delivery service, COVID-19 lateral flow device (LFD) assisted testing and the COVID-19 LFD distribution service.

Pandemic delivery service

NHS England commissioned the pandemic delivery service from April 2022 to March 2022, with pharmacy teams delivering medicines and appliances to the homes of patients who were shielding or considered to be at high risk for Covid-19. Across Telford & Wrekin, 6 pharmacies provided the pandemic delivery service, with provision across the borough in all localities.

COVID-19 lateral flow device – assisted testing service

Telford & Wrekin Council locally commissioned pharmacies to provide assisted Lateral Flow Device (LFD) testing from February 2021 to March 2022, expanding the Council's rapid testing centre offer during an important period in the pandemic. The service was commissioned through [Central Health Solutions](#) with subcontracting arrangements in place with seven pharmacies across Telford and Wrekin. Residents aged over 11 years with no symptoms were able to pre-book LFD tests with results available in 20-30 minutes and reported by pharmacies into the NHS Test and Trace system. A total of 2,355 assisted LFD tests were undertaken through this service.

COVID-19 Lateral Flow Device (LFD) Distribution Service – 'Pharmacy Collect'

The national Community Pharmacy COVID-19 Lateral Flow Device (LFD) Distribution Service - known as 'Pharmacy Collect', commissioned by NHS England between March 2021 and February 2022, improved access to testing by making test kits readily available to residents at community pharmacies. Across Telford & Wrekin, 100% of pharmacies provided the lateral flow device distribution service, and they clocked up an impressive total of 94,285 LFD kit interactions. Pharmacy Collect clearly contributed to the especially high testing rate across the borough during this period.

The Health & Wellbeing Board would like to record their thanks to community pharmacies in Telford & Wrekin for their contribution during the pandemic, in respect to the on-going support for their customers and patients and also for the delivery of covid-19 specific services, which supported and strengthened the pandemic response in the borough.

7. Enhanced Services

There are two types of enhanced pharmacy services:

- **National Enhanced Services (NES)**, commissioned by NHS England & Improvement, with a national service specification and remuneration agreed by the PSNC
- **Local Enhanced Service (LES)**, locally developed and designed to meet local health needs, commissioned by NHS England & Improvement in consultation with Local Pharmaceutical Committees (LPCs), allowing the flexibility for local commissioning decisions, as part of a nationally coordinated programme.

The **local enhanced services** agreed with Shropshire LPC and NHS England:

- Emergency Supply Service
- Community Pharmacy Extended Care Suite of Services
- Palliative Care – no Telford & Wrekin pharmacies currently offer this service
- Joint pain in the community (see section 8.9)
- Atrial Fibrillation (see section 8.9)

A summary of enhanced services provision in Telford & Wrekin is shown in Table 5 and a breakdown of service elements by pharmacy and locality is shown in Table 6.

Table 5 Summary of Enhanced Services provision in Telford & Wrekin

	No. of community pharmacies		% of total
	Already provided	Already provided & signed up to start providing in the next 12 months	
COVID-19 Vaccination programme	7	7	19%
Emergency Supply Service	34	35	97%
Extended Care Services: Tier 1			
Simple UTI Service	17		47%
Acute Bacterial Conjunctivitis	7		19%
Extended Care Services: Tier 2			
Impetigo Service	5		14%
Infected Insect Bite Service	8		22%
Infected Eczema Service	4		11%

Table 6 Enhanced Services Provision in Telford & Wrekin by pharmacy and locality

Pharmacy	Locality	COVID-19 Vaccination	Emergency Supply	Extended Care Services				
				Tier 1		Tier 2		
				Simple UTI Service	Acute Bacterial Conjunctivitis	Impetigo Service	Infected Insect Bite Service	Infected Eczema Service
Asda, Donnington Wood	North							
Boots, Newport	North							
Boots, Shawbirch	North							
Boots, New Street Wellington	North							
Donnington Pharmacy	North							
High Street, Newport	North							
Jhoots, Oakengates	North							
Kitchings, Oakengates	North							
Leegomery Pharmacy	North							
Lloyds, Oakengates	North							
Lloyds, Donnington	North							
Lloyds, Wellington	North							
Morrisons, Wellington	North							
Muxton Pharmacy	North							
Rowlands, Hadley	North							
Shire Pharmacy, Trench	North							
Tesco, Wellington Retail Park	North							
The Pharmacy, Newport	North							
Wellington Pharmacy	North							
Asda, Telford Town Centre	Central							
Boots, Forge Retail Park	Central							
Boots, Telford Town Centre	Central							
Lawley Pharmacy	Central							
Lloyds King Street, Dawley	Central							
Lloyds High Street, Dawley	Central							
Lloyds, Forge Retail Park	Central							
Malinslee Pharmacy	Central							
Priorslee Pharmacy	Central							
Rowlands, Hollinswood	Central							
Superdrug, Town Centre	Central							
Anstice, Madeley	South							
Aqueduct Pharmacy	South							
Ironbridge Pharmacy	South							
Rowlands, Sutton Hill	South							
Rowlands, Stirchley	South							
Woodside Pharmacy	South							

Pharmacies shaded green on Extended Care services section of table on basis of those delivering activity in 2021/22 source: PharmOutcomes.

7.1. National Community Pharmacy COVID-19 vaccination programme

Community pharmacies have been a key provider of COVID-19 vaccination since the vaccines first were approved, and from Autumn 2022 the service became an national enhanced service. Pharmacies can also take advantage of NHS England's incentive scheme to prioritise COVID-19 vaccination of care home residents.

In January 2021 [Woodside pharmacy](#) in south Telford, became the first pharmacy in the West Midlands to start offering COVID-19 vaccinations. Donnington pharmacy have operated through the Turreff Hall Vaccination Centre and Wellington pharmacy have operated the AFC Telford Vaccination Centre

From Autumn 2022 the following pharmacies will be offering COVID-19 vaccinations:

- Asda Pharmacy – Telford Town Centre
- Jhoots Pharmacy - Oakengates
- Morrisons Pharmacy - Wellington
- Superdrug – Telford Town Centre
- Wellington Pharmacy – AFC Telford Football Club Vaccination Centre
- Donnington Pharmacy - Turreff Hall Vaccination Centre
- Woodside Pharmacy

Assessment of provision: Community Pharmacy COVID-19 vaccination

- From Autumn 2022 seven pharmacies across the borough will be delivering COVID-19 vaccinations
- **Community pharmacies in Telford & Wrekin play an important role in the COVID-19 vaccination programme alongside our GPs and Vaccination Centre which offers residents extended choice and flexibility for appointment days and times**

7.2. Emergency Supply Service

The [Emergency Supply Service](#) enables pharmacies to issue up to 14 days' worth of medication to patients who have run out of their prescribed medication when it is considered an emergency. Patients can access this service by presenting at their local pharmacy. Local out of hours providers⁶ i.e. GP practices, NHS 111 and ShropDoc actively sign post patients to this service. NB this service is due to cease in March 2023

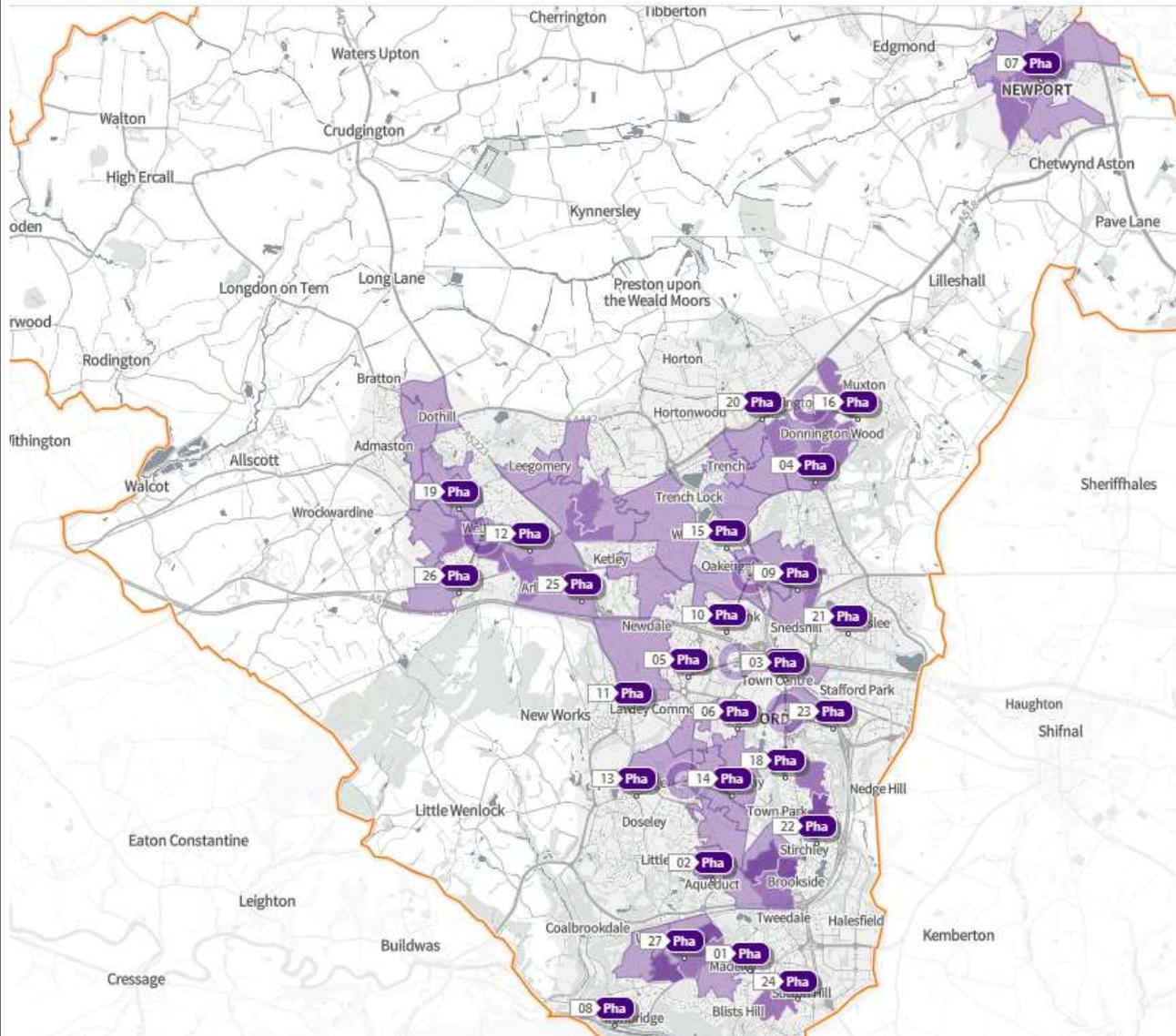
The pharmacies in Telford & Wrekin the emergency supply service are shown in Map 10

Assessment of provision: Emergency Supply Service

- In 2021/22 there were 3,811 emergency supply service interactions in Telford & Wrekin, 48% of those accessing the service were aged 60 years and over
- In 2021/22 21 out of 36 (58%) Telford & Wrekin pharmacies reported emergency supply activity, with delivery across all three localities.

⁶ ShropDoc provide GP out of hours services all localities in Shropshire, Telford & Wrekin and hold stocks of emergency drugs that can be issued to patients when pharmaceutical services are unavailable, or if there should be significant difficulty in obtaining medication that was required without delay.

Map 10 Emergency Supply



Map index	Pharmacy	Locality
4	Asda, Donnington Wood	North
5	Donnington Pharmacy	North
6	High Street, Newport	North
8	Jhoots, Oakengates	North
9	Kitchings, Oakengates	North
13	Lloyds, Donnington	North
12	Lloyds, Oakengates	North
16	Muxton Pharmacy	North
18	Rowlands, Hollinswood	North
3	Asda, Telford Town Centre	Central
10	Lawley Pharmacy	Central
11	Lloyds, King Street, Dawley	Central
14	Malinslee Pharmacy	Central
15	Morrisons, Wellington	Central
17	Priorslee Pharmacy	Central
20	Wellington Pharmacy	Central
1	Anstice, Madeley	South
2	Aqueduct Pharmacy	South
7	Ironbridge Pharmacy	South
19	Rowlands, Sutton Hill	South
21	Woodside Pharmacy	South

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7.3. Community Pharmacy Extended Care Services

The NHS clearly acknowledges that community pharmacy services can play an important role in enabling self-care, particularly amongst patients with minor ailments. The Community Pharmacy Extended Care suite of services, commissioned by NHS England across the whole Midlands from April 2022, can support patient demand in the NHS, including in the following ways:

- Expanding primary care capacity to improve access, local health outcomes and address health inequalities
- Transforming community and urgent and emergency care to prevent inappropriate attendance at Emergency Departments, improving timely admission to hospital for patients and reduce length of stay
- Collaborative working across systems to deliver on urgent and emergency care priorities

The [Community Pharmacy Extended Care](#) suite of services has two tiers:

Tier 1 services can be offered by any interested pharmacy and include the relaunched Urinary Tract Infection (UTI) service and a new eye service.

- Acute Bacterial Conjunctivitis⁷
- Simple UTI Service

Tier 2a skin services can be offered by any interested Tier 1 pharmacy

- Impetigo Service
- Infected Insect Bite Service
- Infected Eczema Service

The pharmacies in Telford & Wrekin offering extended care services are shown in Maps 11 and 12.

Assessment of provision: Community Pharmacy Extended Care Services

- In 2021/22 the extended care service interactions in Telford & Wrekin were as follows:
 - Acute Bacterial Conjunctivitis⁷ = 39
 - Simple UTI Service = 1,536
 - Impetigo Service = 38
 - Infected Insect Bite Service = 8
 - Infected Eczema Service = 172

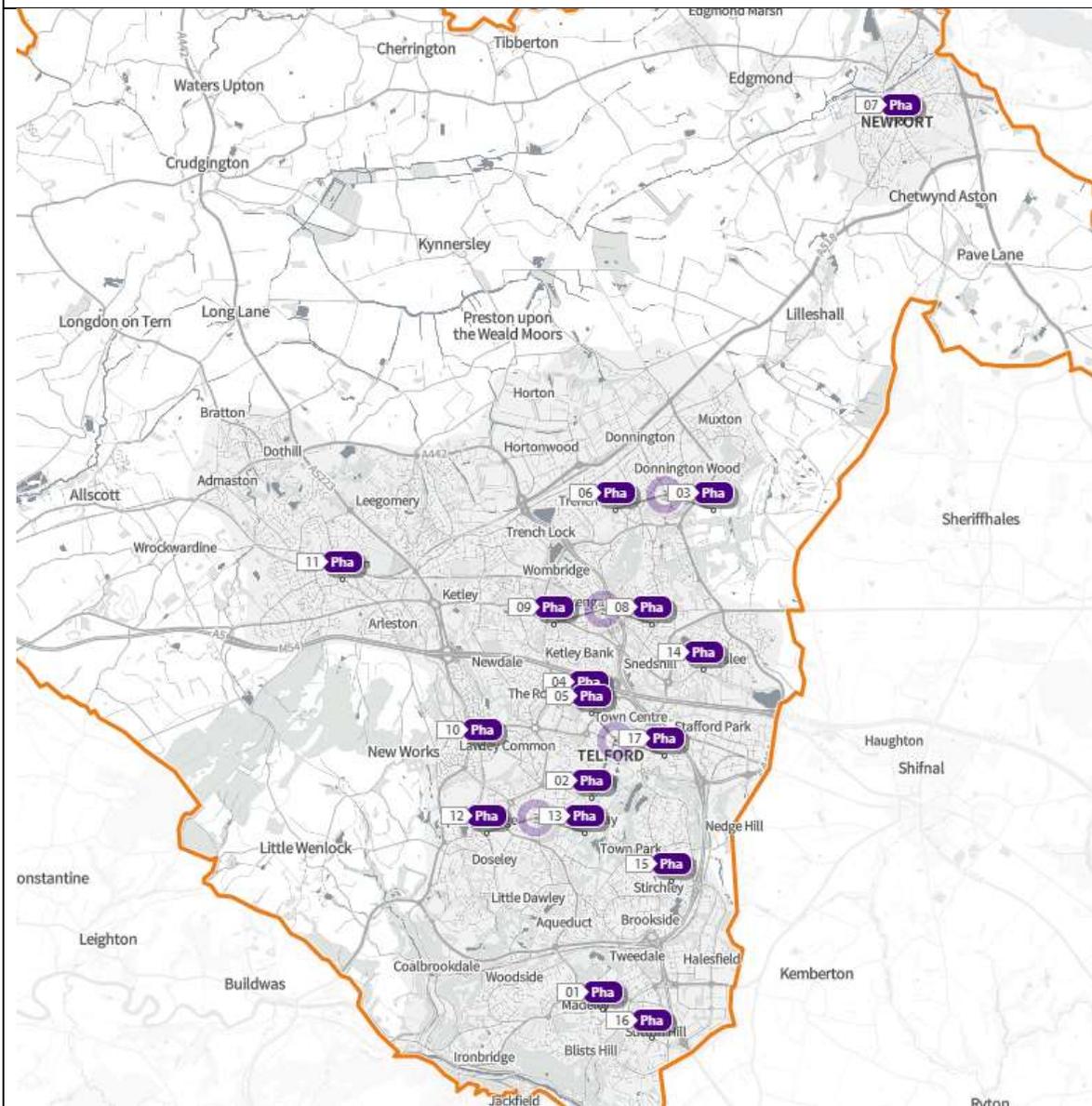
⁷ Acute Bacterial Conjunctivitis (ABC) Service was paused from March 2021 – October 21 year due to issues around the license for use of chloramphenicol in children so this service was only delivered for part of the year.

- In 2021/22 the percentage of Telford & Wrekin pharmacies delivering extended care services activity was as follows:
 - Tier 1 Acute Bacterial Conjunctivitis⁷ = 47% & Simple UTI Service = 19%
 - Tier 2 Impetigo Service = 14%, Infected Insect Bite Service = 22%, Infected Eczema Service = 11%
- There are a number of pharmacies delivering the new suite of extended care services across the borough in all localities

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.

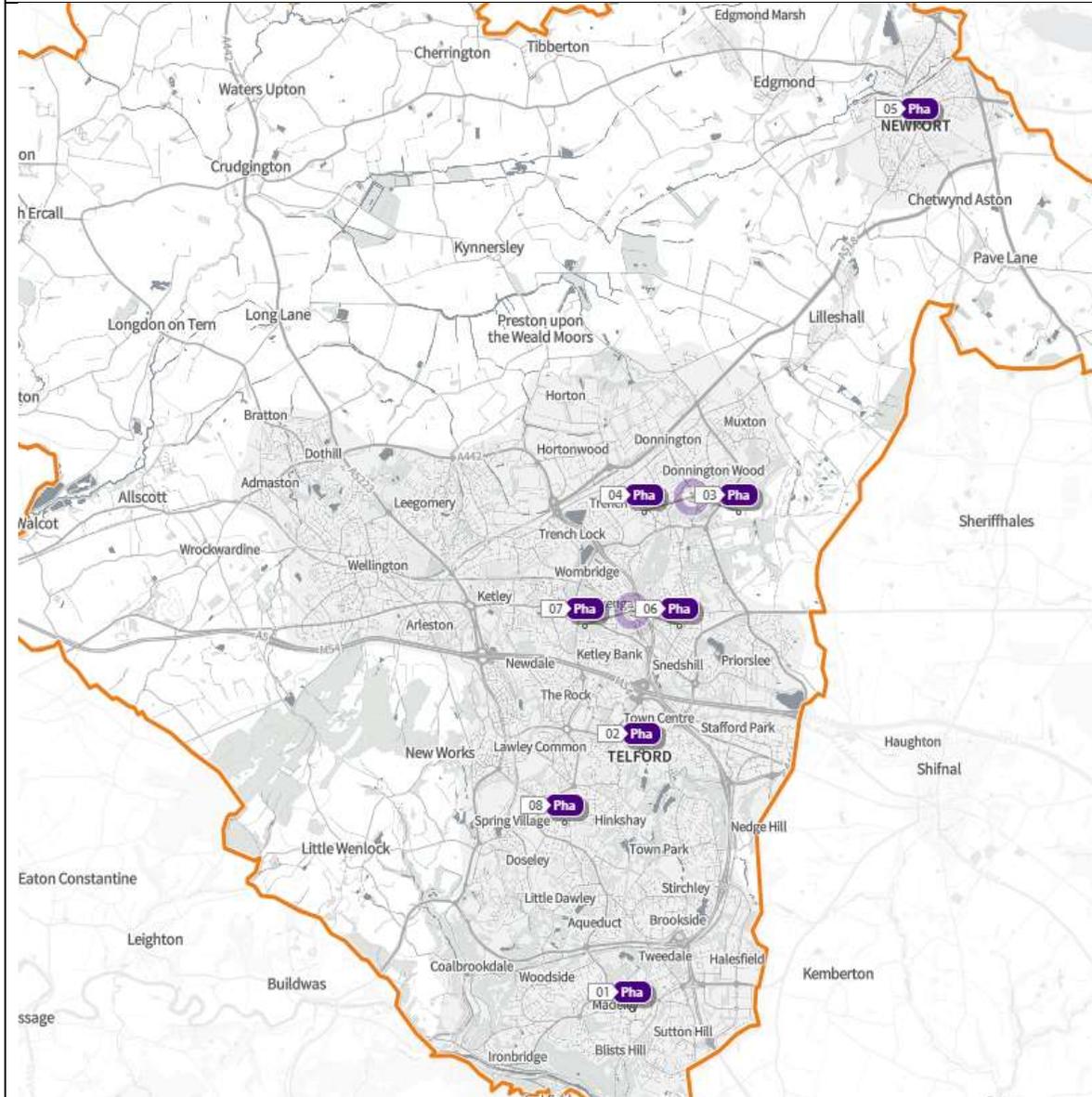
Map 11 Community Pharmacy Extended Care Services: Tier 1 services



Map Index	Name	Locality	Simple UTI	Acute Bacterial Conjunctivitis
3	Asda, Donnington Wood	North	Y	
6	Donnington Pharmacy	North	Y	Y
7	High Street, Newport	North	Y	Y
8	Jhoots, Oakengates	North	Y	
9	Kitchings, Oakengates	North	Y	Y
11	Lloyds, Wellington	North	Y	
2	Asda, Telford Town Centre	Central	Y	
4	Boots, Forge Retail Park	Central	Y	Y
5	Boots, Telford Town Centre	Central	Y	
10	Lawley Pharmacy	Central	Y	Y
12	Lloyds King Street, Dawley	Central	Y	
13	Lloyds High Street, Dawley	Central	Y	
14	Priorslee Pharmacy	Central	Y	
17	Superdrug, Telford Town Centre	Central	Y	
1	Anstice, Madeley	South	Y	
15	Rowlands, Stirchley	South	Y	Y
16	Rowlands, Sutton Hill	South	Y	Y

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 Source: SHAPE Place Atlas - <https://app.shapeatlas.net/> | [parallel](#) | [Mapbox](#) | [OpenStreetMap](#) contributors

Map 12 Community Pharmacy Extended Care Services: Tier 2 services



Map Index	Name	Locality	Impetigo Service	Infected Insect Bite Service	Infected Eczema Service
3	Asda, Donnington Wood	North		y	
4	Donnington Pharmacy	North	y	y	y
5	High Street, Newport	North	y	y	
6	Jhoots, Oakengates	North		y	
7	Kitchings, Oakengates	North	y	y	y
2	Asda, Telford Town Centre	Central	y	y	
8	Lloyds High Street, Dawley	Central	y	y	y
1	Anstice, Madeley	South		y	y

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8. Locally Commissioned pharmacy services

8.1. Sexual Health Services overview

Under 18 conceptions have been historically high in Telford & Wrekin, however rates have been steadily decreasing for the past two decades and from 2015 – 2020 were similar to the England average (apart from in 2019). The highest rates of teenage pregnancy tend to be seen in the most deprived areas in the borough, particularly south Telford.

Sexually transmitted infection rates in Telford & Wrekin have been historically low, however there is a need to raise the profile of the offer of testing in the community in order to improve the reach of testing and screening.

A range of sexual health services are commissioned by Telford & Wrekin Council through [Central Health Solutions](#), who sub contract with local community pharmacies. The contract commenced in April 2022, with the services delivered complementing the [integrated sexual health services](#) provided by Midlands Partnership Foundation NHS Trust and local GPs, which are also commissioned by the council.

The sexual health services available through the Central Health Solutions contract are: emergency contraception, pregnancy testing, condom distribution scheme, Chlamydia and Gonorrhoea Screening and Treatment. A summary of provision of these services is shown in Table 7 and an overview of the activity delivered since April 2022 is shown in

Table 8.

Table 7 Summary of Sexual Health Service provision in Telford & Wrekin

	No. of community pharmacies		% of total
	Already provided	Already provided & signed up to start providing in the next 12 months	
Emergency Contraception	25		69%
Pregnancy Testing	7		20%
Condom Distribution Scheme	8		22%
Chlamydia and Gonorrhoea Screening	15		42%
Chlamydia and Gonorrhoea Treatment	8		22%

**Table 8 Telford & Wrekin Community Pharmacy Sexual Health Services activity
(April – July 2022)**

	Total no. Consultations	STI Kits	C-card
April - July 2022	237	8	10

An assessment of sexual health services provision through community pharmacy is shown in the following sections, on the basis of this assessment and local needs the following recommendation is proposed:

Recommendation: To complement the wider sexual health services offer in the borough and improve choice, all pharmacies in Telford & 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.

8.2. Sexual Health Services: Emergency Contraception (EHC)

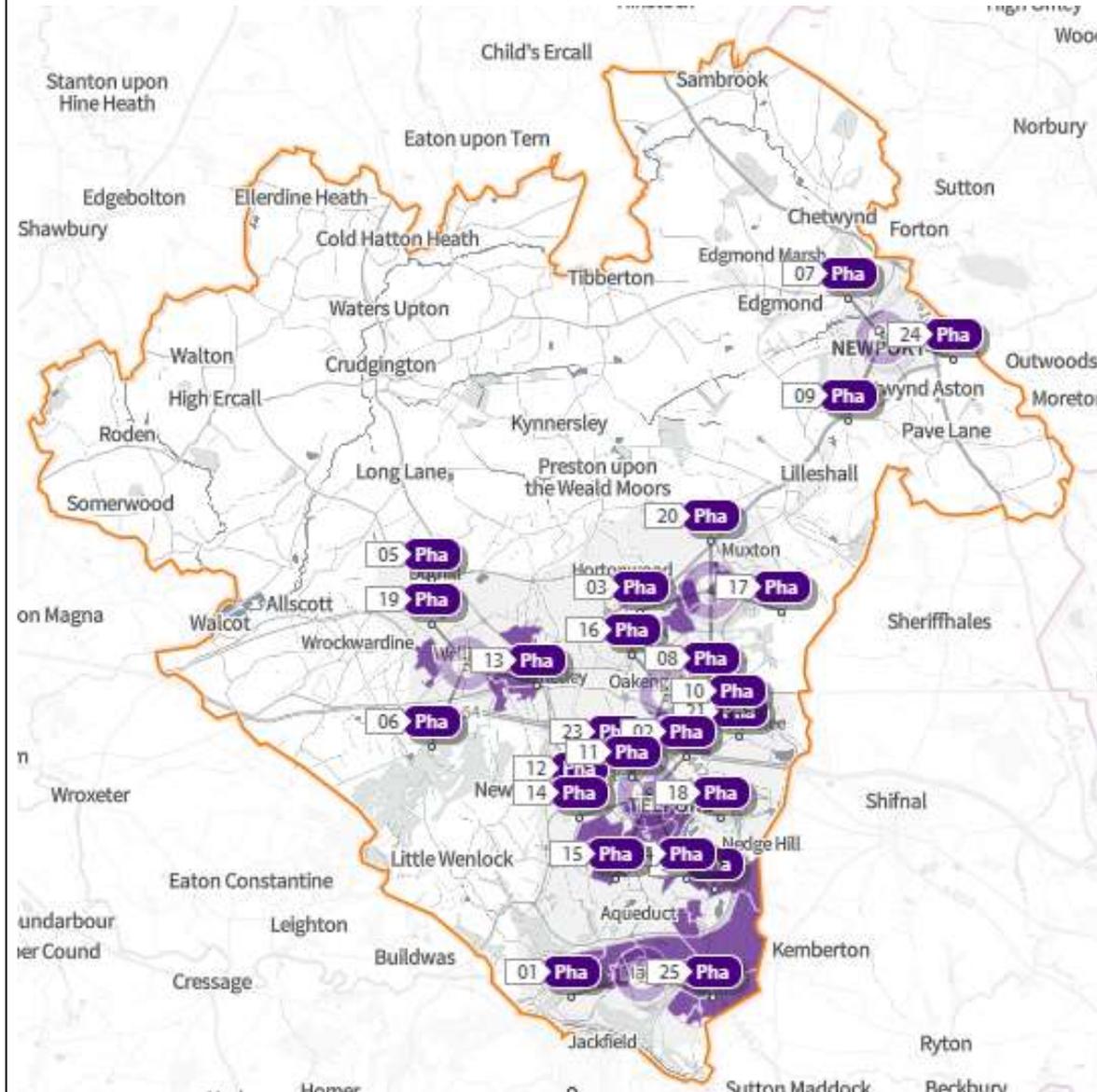
Emergency contraception can prevent pregnancy after unprotected sex or if contraception has failed. Telford & Wrekin pharmacies are able to provide EHC where appropriate, in line with locally agreed Patient Group Directives (PGDs). EHC is also available through GP Practices and the integrated sexual health service. Evidence suggests that community pharmacy-based EHC services provide timely access to treatment supporting the reduction of unwanted pregnancy and in particular teenage pregnancy.

The Telford & Wrekin PNA for 2018/19 – 2020/21 published in March 2018, made specific recommendations regarding EHC given the service was only free of charge to women under 25 years as highlighted through the PNA equalities impact assessment (Box A)

Box A Telford & Wrekin PNA for 2018/19 – 2020/21 Emergency Hormonal Contraception (EHC) recommendation

Assessment of the current provision suggests that there is adequate local coverage for EHC for women aged under 25 years. However, Telford & Wrekin Council encourage all community pharmacies to participate in this enhanced service, especially those open during weekends and extended hours during the week. Generally service provision during weekends is significantly less than that during weekdays. Community

Map 12 Emergency Contraception



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Map index	Name	Locality
3	Asda, Donnington Wood	North
5	Boots, Shawbirch	North
6	Boots, New Street Wellington	North
7	Boots, Newport	North
8	Donnington Pharmacy	North
9	High Street Pharmacy, Newport	North
10	Jhoots, Oakengates	North
11	Kitchings, Oakengates	North
13	Lloyds, Wellington	North
16	Lloyds, Oakengates	North
17	Lloyds, Donnington	North
19	Morrisons, Wellington	North
20	Muxton Pharmacy	North
24	The Pharmacy, Newport	North
2	Asda, Telford Town Centre	Central
4	Boots, Forge Retail Park	Central
12	Lawley Pharmacy	Central
14	Lloyds, High Street, Dawley	Central
15	Lloyds, King Street, Dawley	Central
18	Lloyds, Forge Retail Park	Central
21	Priorslee Pharmacy	Central
23	Superdrug Pharmacy	Central
1	Anstice, Madeley	South
22	Rowlands, Stirchley	South
25	Woodside Pharmacy	South

8.3. Sexual Health Services: Pregnancy Testing

Pregnancy testing is free of charge at Telford & Wrekin GP practices and [integrated sexual health services](#) and tests can be purchased in pharmacies and some supermarkets.

Under the new Council contract Telford & Wrekin pharmacies are now able to supply free pregnancy testing to vulnerable residents and in particular those under 25 years. Referral pathways have been set up with School Nurses and other Health Professionals working with young people. This is a crucial role in preventing unwanted pregnancy in women under 25, and a key part of the health inequalities agenda.

The pharmacies in Telford & Wrekin offering pregnancy testing and their opening times are shown in Map 13 and Table 10.

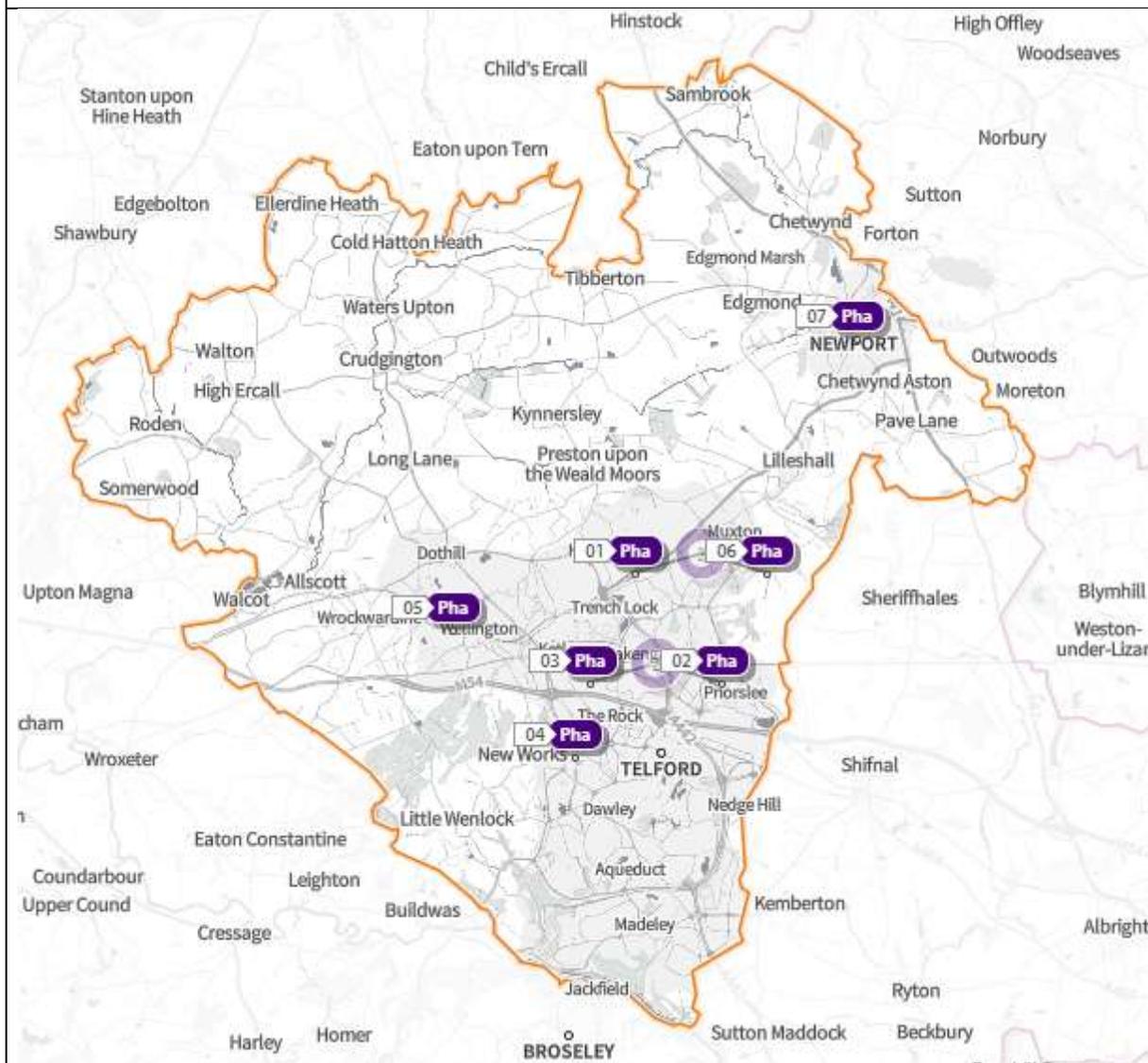
Table 10 Community Pharmacies providing pregnancy testing with opening times

Pharmacy Name	Day	Weekday opening times												Saturday	Sunday	Locality				
		07.00am-08.00am	08.00am-09.00am	09.00am-10.00am	10.00am-11.00am	11.00am-12.00pm	12.00am-13.00pm	13.00pm-14.00pm	14.00pm-15.00pm	15.00pm-16.00pm	16.00pm-17.00pm	17.00pm-18.00pm	18.00pm-19.00pm				19.00pm-20.00pm	20.00pm-21.00pm	21.00pm-22.00pm	22.00pm-23.00pm
Donnington Pharmacy	Mon-Fri																	07.00am - 21.00pm	09.00am - 20.00pm	North
Jhoots, Oakengates	Mon-Fri																	09:00am - 13:15pm		North
Kitchings, Oakengates	Mon-Fri																	08:30am - 14:30pm		North
Morrisons, Wellington	Mon-Fri																	09:00am - 18:00pm	10:00am - 16:00pm	North
Muxton Pharmacy	Mon-Thurs																	09:00am - 13:00pm		North
	Fri																			North
The Pharmacy, Newport	Mon-Fri																	09:00am - 13:00pm		North
Lawley Pharmacy	Mon-Fri																	09:30am - 12:30pm		Central

Assessment of provision: Pregnancy Testing

- From April 2022 Telford & Wrekin pharmacies only delivered a small number of Pregnancy Tests
- From April 2022 7 out of 36 (20%) Telford & Wrekin pharmacies have been signed up to provide pregnancy testing. Six of these are in the north of the borough giving good coverage, however there is only one pharmacy in central Telford – and none in Telford Town Centre and no offer from pharmacies in the south of the borough.

Map 13 Pregnancy Testing



Map index	Name	Locality
1	Donnington Pharmacy	North
2	Jhoots, Oakengates	North
3	Kitchings, Oakengates	North
5	Morrisons, Wellington	North
6	Muxton Pharmacy	North
7	The Pharmacy, Newport	North
4	Lawley Pharmacy	Central

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8.4. Sexual Health Services: Condom Distribution Scheme (CDS)

The CDS enables the free distribution of condoms to people aged 13 – 24 years. The person obtains a C-Card by registering with basic information such as name, d.o.b. and postcode. Relevant safeguarding questions based on age and needs are asked. Once complete a c-card and initial condom pack are given. The C-Card can then be shown at any participating pharmacy or distribution point. More awareness is needed to promote the scheme as well as distribution of condoms to young people who visit the pharmacy for EHC and screening.

The pharmacies in Telford & Wrekin offering the CDS and their opening times are shown in Map 14 and Table 11.

Table 11 Community Pharmacies providing CDS (including opening times).

Pharmacy Name	Day	Weekday opening times												Saturday	Sunday	Locality				
		07.00am-08.00am	08.00am-09.00am	09.00am-10.00am	10.00am-11.00am	11.00am-12.00pm	12.00am-13.00pm	13.00pm-14.00pm	14.00pm-15.00pm	15.00pm-16.00pm	16.00pm-17.00pm	17.00pm-18.00pm	18.00pm-19.00pm				19.00pm-20.00pm	20.00pm-21.00pm	21.00pm-22.00pm	22.00pm-23.00pm
Donnington Pharmacy	Mon-Fri																	07.00am - 21.00pm	09.00am - 20.00pm	North
High Street Pharmacy, Newport	Mon-Fri																	07:30am - 22:30pm	09.00am - 19.00pm	North
Jhoots, Oakengates	Mon-Fri																	09:00am - 13:15pm		North
Kitchings, Oakengates	Mon-Fri																	08:30am - 14:30pm		North
Morrisons, Wellington	Mon-Fri																	09:00am - 18:00pm	10:00am - 16:00pm	North
Lawley Pharmacy	Mon-Fri																	09:30am - 12:30pm		Central
Superdrug Pharmacy	Mon-Fri																	09:00am - 17:30pm		Central
Rowlands, Stirchley	Mon-Fri																			South

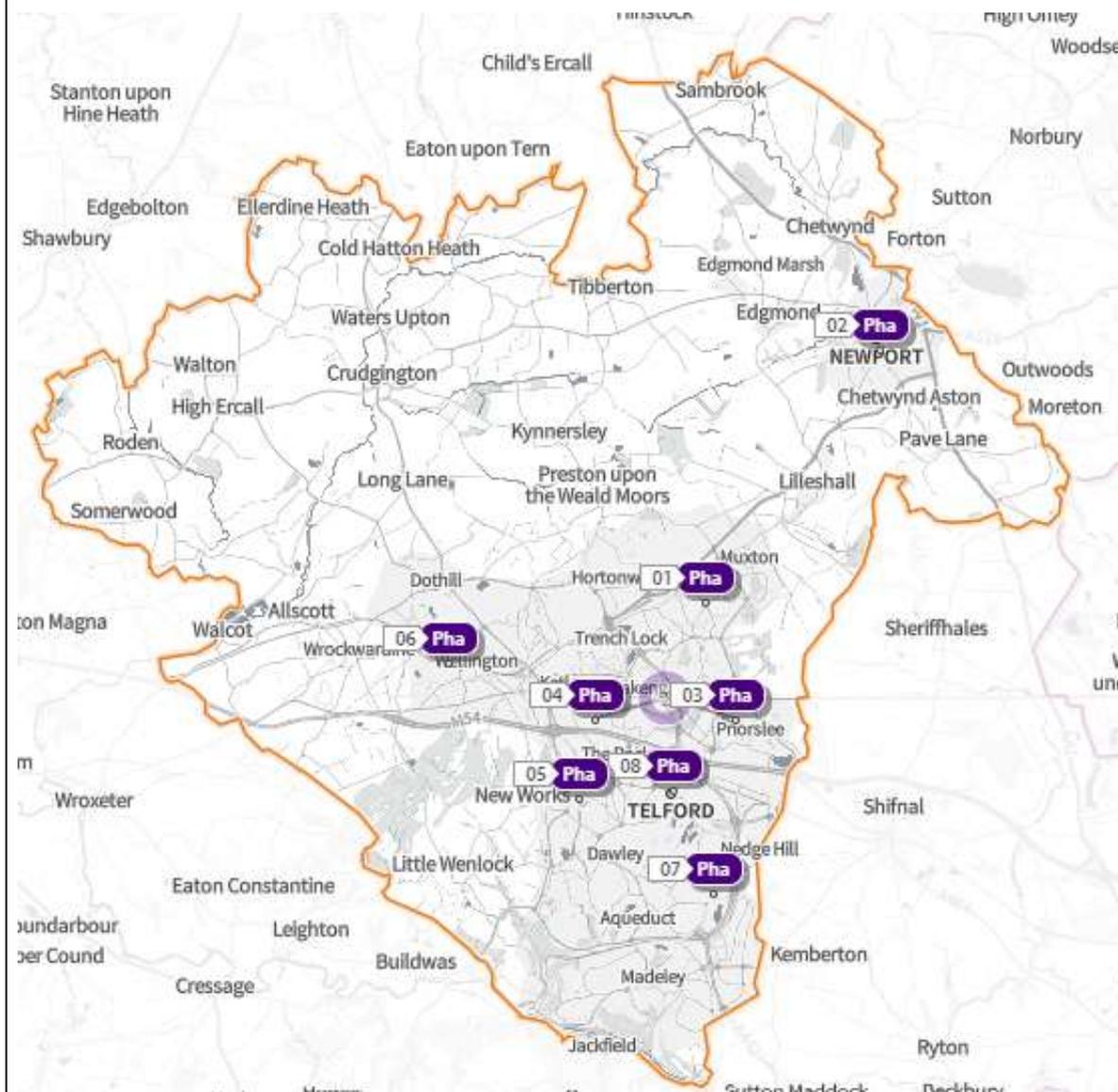
Assessment of provision: Condom Distribution Scheme

- From April 2022 Telford & Wrekin pharmacies delivered 10 Condom Distribution Scheme interactions
- From April 2022 8 out of 36 (22%) Telford & Wrekin pharmacies were signed up to provide the condom distribution scheme, as with pregnancy testing there is good coverage in the north of the borough, including with Sunday opening times. Two pharmacies in central Telford offer the CDS, including Superdrug in the Town Centre, both have Saturday but not Sunday opening hours. One pharmacy in south Telford offers CDS on weekdays only.

Map 14 Condom Distribution Scheme

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Map index	Name	Locality
1	Donnington Pharmacy	North
2	High Street Pharmacy, Newport	North
3	Jhoots, Oakengates	North
4	Kitchings, Oakengates	North
6	Morrisons, Wellington	North
5	Lawley Pharmacy	Central
8	Superdrug Pharmacy	Central
7	Rowlands, Stirchley	South



8.5. Sexual Health Services: Chlamydia and Gonorrhoea Screening and Treatment

Chlamydia infection is often asymptomatic so a large proportion of cases remain undiagnosed. The National Chlamydia Screening Programme (NCP) was set up to control and prevent the spread of chlamydia. Pharmacies have signed up to this programme, but testing and treatment levels are low, particularly in men (see Appendix ?). The new Telford and Wrekin sexual health services contracts identify the need for both testing and treatment to increase and to use the principles of Making Every Contact Count when residents present at pharmacies for other reasons, for example for EHC but not exclusively.

The pharmacies in Telford & Wrekin offering Chlamydia and Gonorrhoea testing and treatment and their opening times are shown in Map 15 and Table 12.

Table 12 Community Pharmacies providing Chlamydia and Gonorrhoea testing and treatment (including opening times)

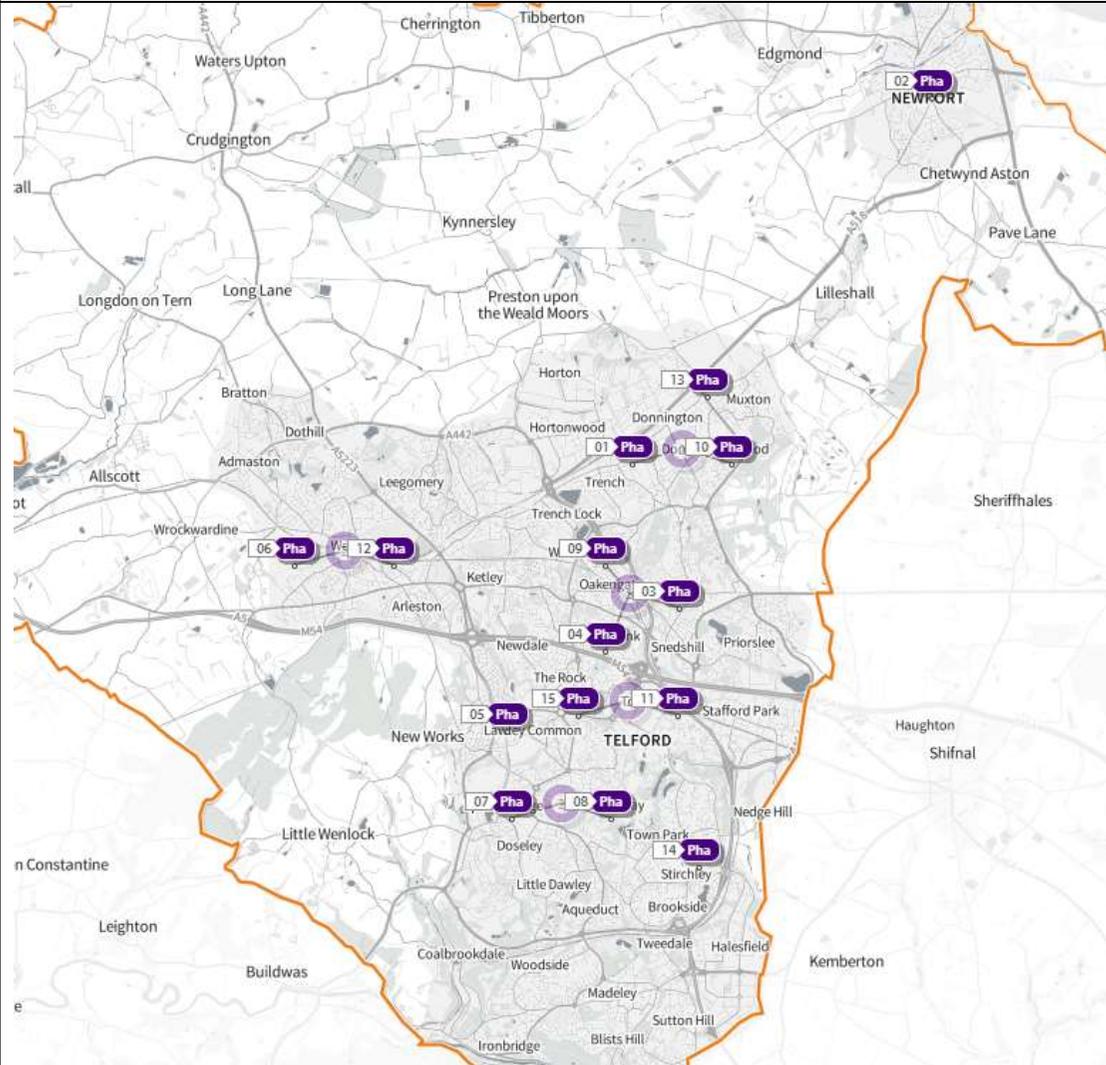
Pharmacy Name	Day	Weekday opening times												Saturday	Sunday	Locality			
		07.00am-08.00am	08.00am-09.00am	09.00am-10.00am	10.00am-11.00am	11.00am-12.00pm	12.00am-13.00pm	13.00pm-14.00pm	14.00pm-15.00pm	15.00pm-16.00pm	16.00pm-17.00pm	17.00pm-18.00pm	18.00pm-19.00pm				19.00pm-20.00pm	20.00pm-21.00pm	21.00pm-22.00pm
Donnington Pharmacy	Mon-Fri																07.00am - 21.00pm	09.00am - 20.00pm	North
High Street Pharmacy, Newport	Mon-Fri																07:30am - 22:30pm	09.00am - 19.00pm	North
Jhoots, Oakengates	Mon-Fri																09:00am - 13:15pm		North
Kitchings, Oakengates	Mon-Fri																08:30am - 14:30pm		North
Morrisons, Wellington	Mon-Fri																09:00am - 18:00pm	10:00am - 16:00pm	North
Muxton Pharmacy	Mon-Thurs Fri																09:00am - 13:00pm		North
Lawley Pharmacy	Mon-Fri																09:30am - 12:30pm		Central
Rowlands, Stirchley	Mon-Fri																		South
Lloyds, Oakengates	Mon-Fri																		North
Lloyds, Donnington	Mon-Fri																09:00am - 14:00pm		North
Lloyds, Wellington	Mon-Fri																		North
Lloyds, King Street, Dawley	Mon-Fri																09:00am - 17:00pm		Central
Lloyds, High Street, Dawley	Mon-Fri																		Central
Lloyds, Forge Retail Park	Mon-Wed Thurs-Fri																08:00am - 20:00pm	10:30am - 16:30pm	Central

15 pharmacies providing screening – of which 8 also provide treatment (see Map 15).

Assessment of provision: Chlamydia and Gonorrhoea Screening and Treatment

- From April 2022 Telford & Wrekin pharmacies delivered 10 Chlamydia and Gonorrhoea Testing interactions
- In 2021/22 15 out of 36 (42%) Telford & Wrekin pharmacies are signed up to provide Chlamydia and Gonorrhoea Screening and 8 (22%) of these pharmacies also offer treatment for people whose test is positive, however limited activity from April – July 2022 was delivered.

Map 15 Chlamydia and Gonorrhoea Screening and Treatment



Map index	Name	Locality	Screening	Treatment
1	Donnington Pharmacy	North		
2	High Street Pharmacy, Newport	North		
3	Jhoots, Oakengates	North		
4	Kitchings, Oakengates	North		
6	Lloyds, Wellington	North		
9	Lloyds, Oakengates	North		
10	Lloyds, Donnington	North		
12	Morrisons, Wellington	North		
13	Muxton Pharmacy	North		
5	Lawley Pharmacy	Central		
7	Lloyds, High Street Dawley	Central		
8	Lloyds, King Street Dawley	Central		
11	Lloyds, Forge Retail Park	Central		
15	Superdrug, Telford Town Centre	Central		
14	Rowlands, Stirchley	South		

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8.6. Drug Treatment and Harm Reduction overview

One of the key priorities of the Telford & Wrekin Drug & Alcohol Strategy 2019 – 2023 is *Improving drug misuse treatment and recovery outcomes further*. The local rate of successful treatment completions for opiate dependency remains among the top 20% of comparable local authority areas. From April 2018 Telford and Wrekin Council commissioned Telford STaRS, a specialist division of the Midlands Partnership Foundation NHS Trust, to coordinate, manage and deliver a transformed system substance use treatment and recovery system. Community pharmacy services have a key role to play in improving treatment and recovery outcomes and minimising harm for people using drugs and STaRS continues to rely on community pharmacies in Telford & Wrekin to deliver supervised consumption services, needle and syringe programmes and provide naloxone, through a subcontracting arrangement.

Table 13 Summary of Sexual Health Service provision in Telford & Wrekin

	No. of community pharmacies signed up provide	% of total
Supervised Consumption ^{NB}	36	100%
Needle and Syringe Programme and Naloxone provision ^{NB}	5	14%

^{NB} Although all pharmacies are signed up to deliver supervised consumption, very few deliver the service and almost all syringe and naloxone programme activity is concentrated in two pharmacies

8.7. Drug Treatment and Harm Reduction: Supervised Consumption

Supervised Consumption is a client-focused non-judgmental, confidential approach to supervising the consumption of prescribed medicines such as methadone and buprenorphine, as part of an Opiate Substitution Therapy programme. for the management of opiate (drugs) dependence by accredited pharmacists/pharmacies. An accredited pharmacist supervises the consumption of prescribed medicines at the point of dispensing in the pharmacy, ensuring that the correct dose has been administered appropriately to the correct patient. This prevents the diversion of prescribed medicines into the illegal drugs market, reducing overdose deaths and prevents accidental consumption by children. The pharmacy also provides appropriate support and advice to the client, including referral to primary care services and other healthcare professionals, as appropriate.

Assessment of provision: Supervised Consumption

- The busiest days for supervised consumption services are Tuesday - Thursday. Around four fifths of supervised consumption service users are aged between 30 to 49 years.
- In 2021/22 all Telford & Wrekin pharmacists are signed up to provide supervised consumption, but in practice most do not, and service provision is concentrated in a small number of pharmacies. There is currently no supervised consumption service provision in Wellington. An analysis of STaRS service user postcodes identifies the TF1, TF3, TF7, TF4 and TF2 postcode areas as having the highest demand for the service.

Recommendation

The number of community pharmacies providing Supervised Consumption services, Needle and Syringe Programmes and Naloxone is expanded in the TF1, TF2, TF3, TF4 and TF7 postcode areas, with a specific focus in the TF1 and TF3 areas.

8.8. Drug Treatment and Harm Reduction: Needle and Syringe Programme and Naloxone Provision

The provision of needles, syringes and other injecting equipment to prevent the transmission of blood borne viruses such as HIV, Hepatitis B and Hepatitis C, among injecting drug users remains one of the greatest achievements in public health over the last four decades. Pharmacies offering Needle and Syringe programmes in Telford and Wrekin provide a non-judgmental, client-centered, confidential service, which includes the safe disposal of used equipment at the pharmacy and information and advice on safer injecting and sexual health and sexually transmitted infections. In addition, they can refer to other healthcare professionals including specialist drug and alcohol treatment services (STARS) as appropriate. The service also contributes to community safety by reducing drugs litter and reducing community transmission of blood borne viruses. It also acts as a gateway to other support services for some of Telford and Wrekin's most marginalized citizens.

The rate of drug related deaths in Telford continues to rise in line with national trends although the current rate (6.1 per 100,000 population) remains lower than the national average (7.6 per 100,000). Naloxone (provided under the brand names Prenoxad and Nyxoid in the UK) is a lifesaving medication used to reverse opiate overdose. Since 2015, this medication has been more widely available in the UK as a 'take home' emergency medication and can be supplied by an appropriately trained pharmacist. Following a

successful pilot scheme where Naloxone was distributed through several community pharmacies, it has now been mainstreamed and is available through all pharmacies providing needle and syringe programmes. All pharmacy staff supplying Naloxone receive appropriate training from Inclusion and are signed off as competent by the STaRS Clinical Lead. Each time a kit is given out or replaced, the process of using Naloxone is explained and demonstrated and an assessment checklist is carried out post training to ensure understanding.

Assessment of provision: Needle and Syringe Programme and Naloxone Provision

- The busiest days for needle and syringe exchange are Tuesday - Thursday. Almost three quarters of service users are aged between 30 to 49 years, and Almost 95% of service users are male.
- In 2021/22 Throughout 2021/22 only five pharmacies had signed up to provide needle and syringe and naloxone programme, but almost all activity was concentrated in only two pharmacies. Three more pharmacies have recently signed up to provide the service. An analysis of service user postcodes highlights that over half of service users live in the TF3 postcode area. The TF4, TF7, TF1 and TF2 postcode areas also have high demand for the service. The busiest days for the service are Tuesday, Thursday and Friday, accounting for 62% of all service activity.

Recommendation:

The number of community pharmacies providing Supervised Consumption services, Needle and Syringe Programmes and Naloxone is expanded in the TF1, TF2, TF3, TF4 and TF7 postcode areas, with a specific focus in the TF3 area.

8.9. Other locally commissioned services

Pilot schemes are being developed for the following:

- **Joint Pain in Pharmacy (JPiP)** – involving free training and delivering support to patients for self-management of joint pain
- **Community Pharmacy Atrial Fibrillation Screening** - this scheme will screen for atrial fibrillation (AF) in a targeted population of patients registered with a GP practice in Shropshire & Telford. The overall aim of the scheme is to screen over 65 year olds for atrial fibrillation, targeting those most at risk, i.e. anyone aged 65 and over with:
 - coronary heart disease (angina, previous myocardial infarction, coronary artery bypass graft/stent)
 - diabetes
 - hypertension
 - heart failure
 - stroke/transient ischemic attack
 - peripheral arterial disease
- **Healthy Start Vitamins** – this service is currently being reviewed and is likely to be re-launched in 2023

APPENDICES

Appendix I	Residents Survey
Appendix II	Pharmacy Contractor Survey
Appendix III	Consultation Responses
Appendix IV	Equalities Impact Assessment
Appendix V	Index of Multiple Deprivation Maps
Appendix VI	Public Transport Map
Appendix VII	Locality maps pharmacy provision and opening times
Appendix VII	Substance Misuse services activity

Public Engagement: Residents Survey

Telford & Wrekin Community Pharmacy Survey Report 2022

Key Headlines

- Due to the relatively small number of respondents from the Borough of Telford & Wrekin (121) any results must be interpreted with caution.
- Of these 121 respondents, 3 chose to complete the survey but not give consent to use their socio-demographic details.
- Out of those consenting to allow use of personal details, there were more female respondents than male (58.5% compared to 41.5%).

Survey Methodology

An on-line survey of resident views on community pharmacy across both Telford & Wrekin and Shropshire was undertaken between 24th June and 11th July 2022. The survey consisted of 27 questions relating to pharmacies and awareness and access to services, and levels of satisfaction, as well as standard socio- demographic questions.

The survey was circulated by the then CCG - NHS Shropshire, Telford and Wrekin (now the ICS) and publicised by Telford & Wrekin and Shropshire Councils.

There were 121 survey responses for Telford and Wrekin, which represents 0.1% of the total borough population. This was a decrease from the previous PNA survey which included 282 responses, however it is consistent with 2022 public survey responses in other published areas PNAs.

The following demographics are taken from those who consented for their personal data to be used (118).

Survey Respondents Representation

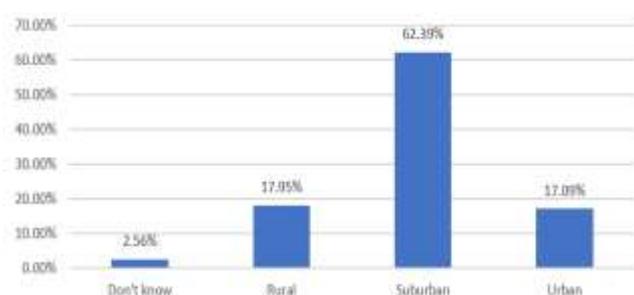
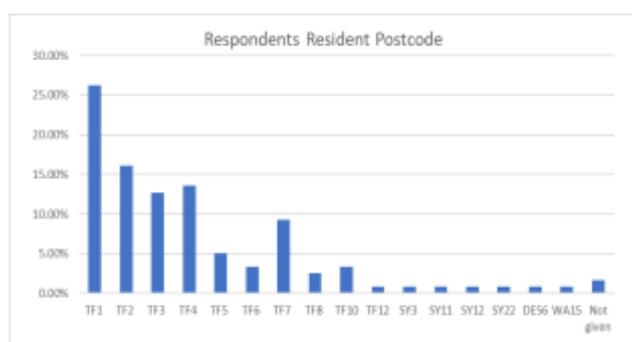
- **Gender split:** 58.5% of survey respondents were female and 41.5% were male (all 121 respondents stated their gender). In terms of comparison with the overall population of the borough being 50.8% are female and 49.2% male (Census 2021) – **so females were over represented in the survey**
- **Age profile:** The most common age groups of survey respondents were 35-44 years and 55-64 years (19.5%). 6.8% of respondents were aged under 25 whereas they make up 30% of Telford and Wrekin's population (Census 2021)

– so young people were under represented in the survey

- **Ethnicity:** 88% of respondents were White British and those in black and minority ethnicity (BAME⁸) groups made up 12% of respondents, which compares to 10.5% in the Borough as a whole – **so the ethnic diversity of the borough was well represented in the survey**
- **Longstanding illness, disability or infirmity:** 46.4% of survey respondents stated they had a longstanding illness, disability or infirmity
- **Carers:** 31.3% of survey respondents had carers responsibilities for family members
- **Employment status:** 21.2% of respondents were retired, 1.7% in full-time education and 60.2% employed in some format
- **Parental Responsibilities:** 20% of respondents said they had children up to the age of 18 years

Geographical Information

Respondents were mainly from the central areas of the Borough, with TF1 being the most common postcode area (26%). 5% were from out of area, reflecting usage of pharmacies by residents from surrounding areas. The majority of respondents live in suburban areas.



⁸ In this report BAME refers to any ethnic group other than White British

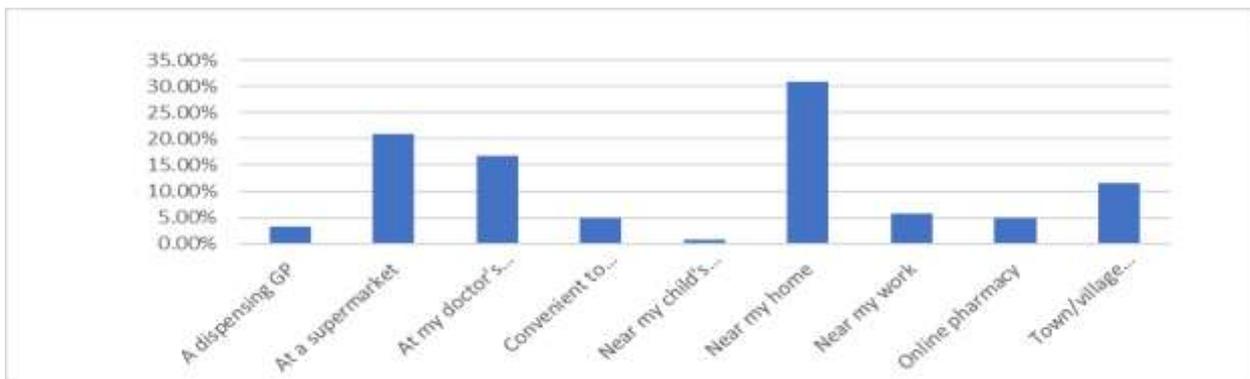
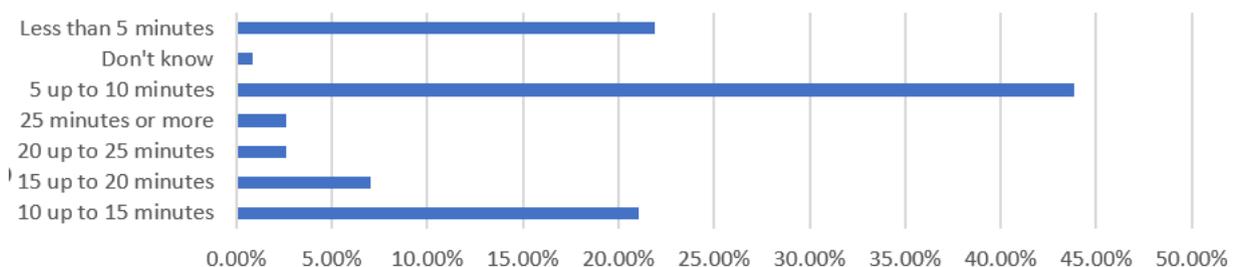
Overall Survey Analysis

The survey explored themes such as frequency of visits, access, reason for visits, and services used and awareness of services. Participants were also given the opportunity to add any additional comments, some of which are included at the end of this section.

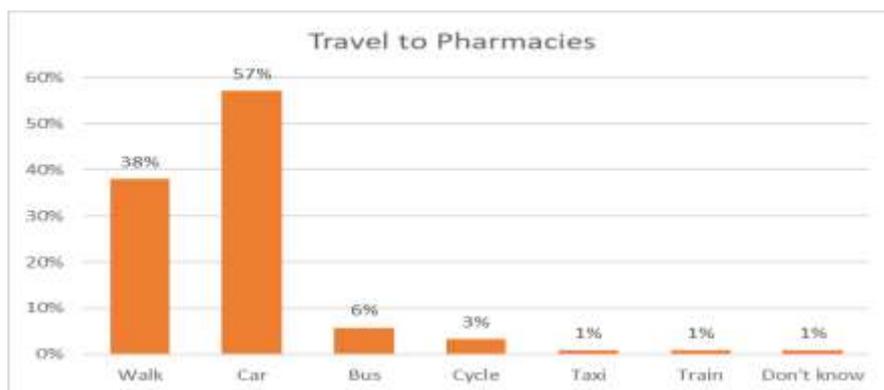
Access

Respondents were asked questions about their visits to pharmacies.

44% said that the pharmacy they visited most often took between 5 and 10 minutes to reach. All were less than one hour. The majority used pharmacies that were near to home or at a supermarket. 89% of respondents were happy with the distance they needed to travel, with 90% finding travel was of ease.



57% traveled by car – by far the most common mode of transport. Public transport was used rarely, but walking was a popular option. There were only 7% that were required to pay for parking on every visit, and 7% that sometimes paid. 79% were satisfied with parking facilities.



Please note the percentages are greater than 100% as some respondents chose more than one mode of transport

Pharmacy Visits

Respondents were asked about their visits to a pharmacy.

The most common frequency to visit a pharmacy was “about once a month” (39%). 12% visited a pharmacy less than once a week. The most preferred time of day to visit was on a weekday, during the hours of 9am to 5pm. The least popular time to visit was early morning on a weekday – before 9am.

Weekday – Early morning (before 9 AM)	8%
Weekday – evening (after 5 PM)	15%
Weekday – Office hours (9 AM – 5 PM)	58%
Weekend	14%
Don't know	5%

The majority of people are satisfied with opening hours, although overall, they are more satisfied with weekday opening times than weekends.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/Not applicable/blank
Weekdays	59%	27%	4%	2%	2%	6%
Weekends	45%	25%	8%	6%	2%	14%

59% of respondents felt that they could speak to a pharmacist in private, with only 2% feeling they were very dissatisfied with this access.

Reason for Visits and Services Used

Respondents were asked about their reason for visiting the pharmacy and the prescription delivery and collection services they used.

84% had their prescriptions sent directly to a pharmacy (EPS) – of these, the preferred pharmacy was ‘Near my home’ (29%).

Appendix I

Supply over the counter remedies and medicines	57.9%	52.1%	44.6%
None of these	1.7%	3.3%	5.0%
Don't Know		9.9%	1.7%

They were then asked how likely they would be to use these services in the future. The biggest demand from the survey shows a needs for advice and treatment of minor ailments, advice on medication, dispensing prescriptions, prescription collection from your surgery and the supply of over the counter remedies an medicines to be those people think they will use the most in the future.

	Definitely use	Probably use	Might or might not use	Probably not use	Don't know
Advice and treatment of minor ailments	42.15%	27.27%	20.66%	3.31%	2.48%
Advice on your medication	42.98%	31.40%	17.36%	4.96%	1.65%
Chlamydia screening and treatment	9.92%	8.26%	14.88%	16.53%	10.74%
Condom distribution (free supply to eligible people)	12.40%	7.44%	12.40%	14.88%	4.96%
Dispensing prescriptions	68.60%	17.36%	9.09%	1.65%	1.65%
Disposal of your unwanted medication	33.88%	28.10%	19.83%	8.26%	2.48%
Emergency contraception (morning after pill) and contraception advice	14.05%	11.57%	8.26%	9.09%	5.79%
Emergency supply of medication	28.10%	22.31%	31.40%	9.09%	3.31%
Healthy lifestyle advice	13.22%	23.14%	33.88%	16.53%	1.65%
Help with choosing appropriate medication	32.23%	34.71%	22.31%	4.13%	4.13%
Organising repeat prescriptions (i.e. the pharmacist organising repeat prescriptions on your behalf)	36.36%	26.45%	20.66%	10.74%	3.31%
Prescription collection from your GP surgery	53.72%	17.36%	16.53%	6.61%	2.48%
Prescription delivery service	24.79%	17.36%	26.45%	18.18%	2.48%
Stop smoking advice and treatment	14.05%	5.79%	10.74%	9.92%	5.79%
Substance misuse service (methadone supply, needle provision)	5.79%	6.61%	10.74%	9.09%	8.26%
Supply of free Healthy Start vitamins by voucher	17.36%	8.26%	17.36%	19.83%	8.26%
Supply over the counter remedies and medicines	57.85%	26.45%	9.09%	2.48%	0.83%

Minor Ailments

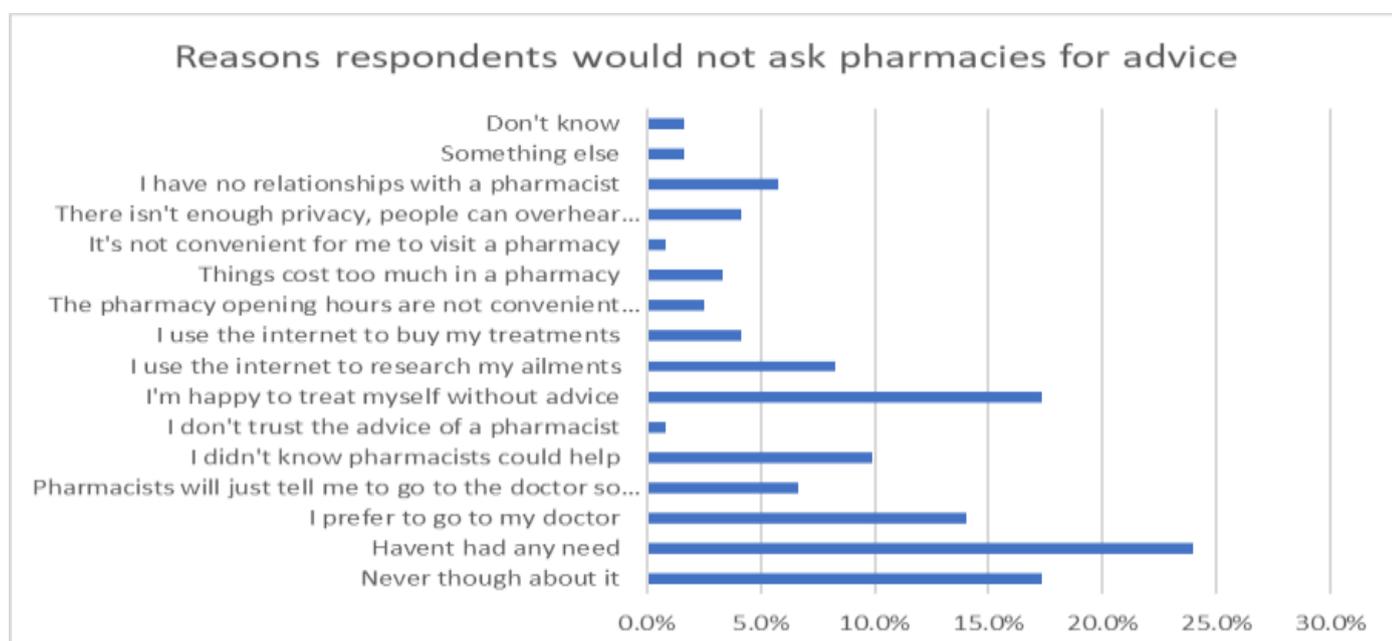
The most common minor ailments the respondents have sought pharmacy assistance for is Coughs, cold and flu. They were more unlikely to seek assistance for thrush and red eyes.

Appendix I

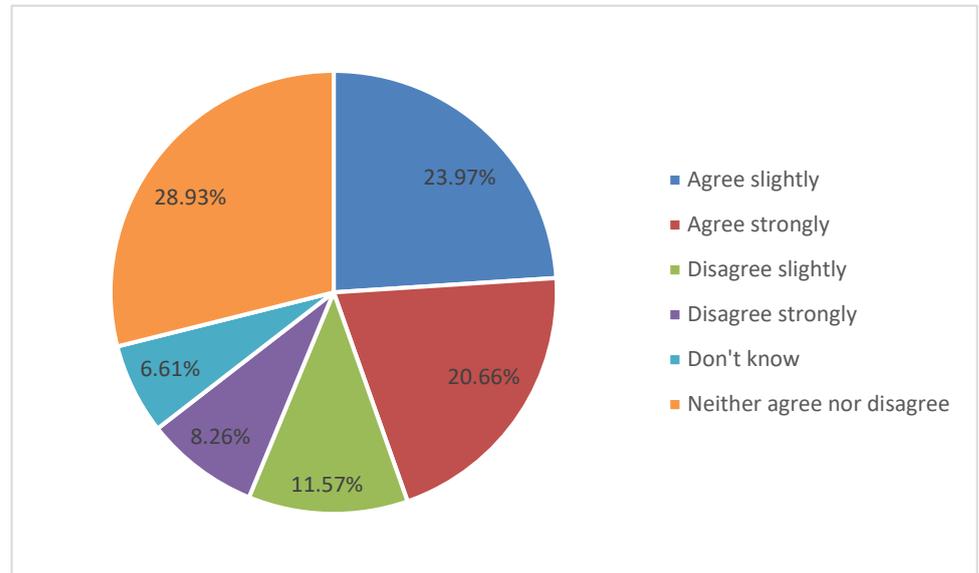
	Have asked advice for this	Would consider asking for advice	Would not consider asking advice	Don't know	Not applicable
Athlete's foot	18.18%	16.53%	42.98%	8.26%	14.05%
Aches and Pains	25.62%	12.40%	49.59%	6.61%	5.79%
Constipation	22.31%	19.01%	47.11%	4.96%	6.61%
Coughs, colds and flu	42.98%	14.05%	35.54%	4.13%	3.31%
Cystitis	14.05%	9.92%	43.80%	14.05%	18.18%
Earache	22.31%	14.05%	52.89%	6.61%	4.13%
Indigestion/reflux	23.14%	14.88%	50.41%	2.48%	9.09%
Mouth ulcers	22.31%	17.36%	44.63%	5.79%	9.92%
Red eyes	11.57%	14.05%	53.72%	9.09%	11.57%
Sickness and diarrhoea	21.49%	18.18%	46.28%	8.26%	5.79%
Skin rash	26.45%	12.40%	48.76%	6.61%	5.79%
Sleeping problems	13.22%	20.66%	47.93%	8.26%	9.92%
Sore throat	33.06%	15.70%	41.32%	6.61%	3.31%
Thrush	10.74%	19.01%	38.84%	7.44%	21.49%

There were some things people would not go to a pharmacy for, and they are shown in the chart below. Those who ticked something else said:

- I prefer to see the GP nurse
- Have to wait too long



Overall, 58.68% of respondents agreed that pharmacies gave useful advice.



When asked about the benefits of using a pharmacy respondents felt that having no appointment was the most beneficial.

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly	Don't know
No appointment needed	65.29%	23.97%	8.26%	0.83%		1.65%
My pharmacy is nearer than my GP	32.23%	17.36%	28.93%	8.26%	12.40%	0.83%
I can get an answer faster	47.11%	33.06%	13.22%	4.13%		2.48%
I can get treatment faster	40.50%	31.40%	19.83%	3.31%	2.48%	2.48%
I can receive expert advice	40.50%	33.06%	15.70%	5.79%	4.13%	0.83%
I can get repeat prescriptions faster	37.19%	28.93%	19.83%	4.96%	2.48%	6.61%

Respondents were asked to comment on some things that people have previously said about using a pharmacy. In most cases, the majority agreed or strongly agreed. It particularly supports the challenges currently faced by GPs,

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly	Don't know
My pharmacy is the first place I go for minor ailments	29.8%	32.2%	16.5%	13.2%	5.8%	2.5%
I am clear of when to use my pharmacist and when to use my doctor	40.5%	28.1%	24.0%	2.5%	4.1%	0.8%

Appendix I

It is getting harder to get an appointment with my GP	53.7%	28.1%	11.6%	4.1%	1.7%	0.8%
Using my pharmacy more will free up time for GPs to treat more serious ailments	46.3%	35.5%	11.6%	0.8%	1.7%	4.1%
I should use my pharmacy more than I currently do	20.7%	30.6%	31.4%	9.1%	5.8%	2.5%
I trust pharmacists to give good advice	46.3%	33.1%	14.0%	4.1%	0.8%	1.7%
I think it's confusing to know what services different pharmacies offer	15.7%	31.4%	29.8%	14.0%	6.6%	2.5%
My pharmacist is easy to approach to get help and advice	36.4%	24.0%	19.8%	5.8%	4.1%	9.9%
I don't like talking to a pharmacist when other people can overhear	33.9%	33.1%	19.0%	7.4%	3.3%	3.3%
It's important to me that I can talk to someone face to face about my ailments	42.1%	31.4%	20.7%	1.7%	0.8%	3.3%
My pharmacy is a good place to go to get advice on side effects of medication I am taking	43.0%	34.7%	12.4%	5.0%	0.8%	4.1%
A pharmacist is a highly qualified medical practitioner	46.3%	30.6%	12.4%	4.1%	1.7%	5.0%
A pharmacist knows more about medication and drugs than a doctor	20.7%	24.0%	28.9%	11.6%	8.3%	6.6%

Other Resident Survey Comments

- Pharmacies are an important part of the NHS. They provide a very useful service. They are probably not appreciated enough.
- Unfortunately the service from our local pharmacy has gone rapidly downhill recently. They don't seem to be able to keep their staff which causes long waiting times and sometimes necessitates repeat visits to collect prescriptions. Don't know what to do about this except change pharmacies
- They are easy to get to, for advice it's quicker than seeing a doctor, they have more knowledge on drugs than a GP, for example side effects and how to take them. I couldn't of managed during Covid if they hadn't delivered my medication. More people should use them for advice if you need an appointment for a GP clinician they will tell you so. They have been good in asking if I have any concerns about medications . They always explain how to take a new medication..
- It would be good if pharmacists are able to help babies. It takes too long for them to be seen through a GP or Shropdoc out of hours when the services offered for over 2s at a pharmacy would be suitable - e.g eye drops for conjunctivitis.
- Ridiculous long waiting time to be served whilst staff seem to be chatting in the back whilst long queues are waiting. Put repeat prescriptions in about 7 to 10 days in advance and when go to collect and after waiting in queue there still not ready. Standing in a queue with arthritis and MS is painful and tiring
- There is no provision/question in the survey regarding online ordering of medication via Patient Access apps., which is automatically sent through to the pharmacy electronically.
- They worked really hard during the pandemic and continue to do so
- Generally convenient to use
- At my Pharmacy, it depends on who you see (who is on duty) as to the level and success of the advice. One thing I do notice is they have a wide range of staff, so building that relationship up is difficult. I end up going on certain days when i "know" I will see the Pharmacist who I like and trust. SOme come over as being much better than others!
- Perfect
- Ok
- I find it easier to get advice and help from a pharmacist than a doctor..they are worth their weight in gold
- Pharmacists are offering a far better service than our DOCTORS
- Pharmacists are very valuable to any community Offering advice and treatment Prescriptions and available if you can't get to the GP
- They are doing a good job
- I wouldn't find a pharmacy a great place to seek health advice
- It would be useful if my pharmacy was open at the weekend, even if only for a couple of hours
- we have very good pharmacists near to us
- It's good that I have easy access to at least two pharmacies and I do not disrespect the possible advice of a pharmacist, but I would only ask for advice if I was concerned about the effects of some medicine or I had not received full advice from my GP beforehand. For minor issues, I tend to trust what I already know.
- They provide a invaluable to the communities that they serve.
- interesting, I can not ever get an appointment with my GP

Appendix I

- The pharmacy has provided me with adequate water and medicine
- The government need to fund the NHS fully. No private healthcare in the NHS would mean money would go to the NHS not businesses.
- They are a great asset and you don't need to see a gp

Pharmacy Contractor Survey Tables

Pharmacy	Locality	On site consultation area - all are closed rooms	Hand-washing facilities available	Languages spoken in addition to English
Asda, Donnington Wood	North	Available (including wheelchair access) on the premises	In the consultation area	
Boots, Newport	North	Available (including wheelchair access) on the premises	None	
Boots, Shawburch	North	Available (including wheelchair access) on the premises	In the consultation area	
Boots, New Street Wellington	North	Available (including wheelchair access) on the premises	None	
Donnington Pharmacy	North	Available (including wheelchair access) on the premises	In the consultation area	Urdu, Punjabi, Farsi, Pashto, Polish
High Street Pharmacy, Newport	North	Available (without wheelchair access) on premises	Close to the consultation area	Urdu, Punjabi, Hindi
Jhoots, Oakengates	North	Available (including wheelchair access) on the premises	In the consultation area	Punjabi
Kitchings, Oakengates	North	Available (including wheelchair access) on the premises	In the consultation area	
Wellington Pharmacy	North	Available (including wheelchair access) on the premises	In the consultation area;Patients have access to toilet facilities	
Lloyds, Oakengates	North	Available (including wheelchair access) on the premises	None	
Lloyds, Donnington	North	Available (including wheelchair access) on the premises	None	Bangali
Lloyds, Wellington	North	Available (including wheelchair access) on the premises	In the consultation area	Urdu, Punjabi
Morrisons,Wellington	North	Available (including wheelchair access) on the premises	In the consultation area;Close to the consultation area;Patients have access to toilet facilities	Urdu, Punjabi, Hindi
Muxton Pharmacy	North	Available (including wheelchair access) on the premises	In the consultation area	
Rowlands, Hadley	North	Available (without wheelchair access) on premises	In the consultation area	
Shire Pharmacy, Trench	North	Available (including wheelchair access) on the premises	In the consultation area	Punjabi
Tesco, Wellington Retail Park	North	Available (including wheelchair access) on the premises	In the consultation area	
The Pharmacy, Newport	North	Available (without wheelchair access) on premises	None	
Wellington Pharmacy	North	Available (including wheelchair access) on the premises	In the consultation area	Urdu, Punjabi
Asda, Telford Town Centre	Central	Available (including wheelchair access) on the premises	In the consultation area	
Boots, Forge Retail Park	Central	Available (including wheelchair access) on the premises	In the consultation area	
Boots, Telford Town Centre	Central	Available (including wheelchair access) on the premises	In the consultation area	
Lawley Pharmacy	Central	Available (including wheelchair access) on the premises	Close to the consultation area;Patients have access to toilet facilities	Punjabi
Lloyds King Street, Dawley	Central	Available (including wheelchair access) on the premises	In the consultation area	
Lloyds High Street, Dawley	Central	Available (including wheelchair access) on the premises	In the consultation area	
Lloyds, Forge Retail Park	Central	Available (including wheelchair access) on the premises	In the consultation area;Close to the consultation area;Patients have access to toilet facilities	
Malinslee Pharmacy	Central	Available (including wheelchair access) on the premises	In the consultation area	Urdu, Punjabi
Priorslee Pharmacy	Central	Available (including wheelchair access) on the premises	Close to the consultation area	
Rowlands, Hollinswood	Central	Available (including wheelchair access) on the premises	In the consultation area	
Superdrug, Telford Town Centre	Central	Available (including wheelchair access) on the premises	In the consultation area	
Anstice, Madeley	South	Available (including wheelchair access) on the premises	In the consultation area	English Mandarin Cantonese Persian Dari/Farsi Urdu Hindi
Aqueduct Pharmacy	South	Available (including wheelchair access) on the premises	In the consultation area	Urdu, Punjabi
Ironbridge Pharmacy	South	Available (without wheelchair access) on premises	Close to the consultation area;Patients have access to toilet facilities	Urdu, Punjabi
Rowlands, Sutton Hill	South	Available (including wheelchair access) on the premises	In the consultation area	
Rowlands, Stirchley	South	Available (including wheelchair access) on the premises	In the consultation area	English Urdu Punjabi
Woodside Pharmacy	South	Available (including wheelchair access) on the premises	None	

Additional Commissioned Services – Screening

Pharmacy	Locality	Alcohol Screening	Cholesterol Screening	Diabetes Screening	Gonorrhoea Screening	H.pylori Screening	HbA1C Screening	Hepatitis Screening	HIV Screening
Asda, Donnington Wood	North								
Boots, Newport	North	WC	WC	WC	WC	WC		WC	WC
Boots, Shawbirch	North								
Boots, New Street Wellington	North								
Donnington Pharmacy	North	LA / WC	LA / WC	LA / WC	LA / WC	LA / WC	LA / WC	LA / WC	LA / WC
High Street Pharmacy, Newport	North	WC	WC	WC	WC	WC	WC		
Jhoots, Oakengates	North								
Kitchings, Oakengates	North	WC	WC	WC	WC	WC	WC	WC	WC
Wellington Pharmacy	North	WC	WC	WC	WC	WC	WC	WC	WC
Lloyds, Oakengates	North								
Lloyds, Donnington	North	WC	WC	WC	WC	WC	WC	WC	WC
Lloyds, Wellington	North	WC	WC	WC	WC	WC	WC	WC	WC
Morrisons, Wellington	North		WC	WC	WC		WC	WC	WC
Muxton Pharmacy	North	WC	WC	WC					
Rowlands, Hadley	North								
Shire Pharmacy, Trench	North	WC	WC	WC	WC	WC	WC	WC	WC
Tesco, Wellington Retail Park	North		CP	CP					
The Pharmacy, Newport	North								
Wellington Pharmacy	North	WC	WC	WC	WC	WC	WC	WC	WC
Asda, Telford Town Centre	Central		WC	WC					
Boots, Forge Retail Park	Central	WC	WC	WC	WC	WC	WC	WC	WC
Boots, Telford Town Centre	Central	WC	WC	WC	WC	WC	WC	WC	WC
Lawley Pharmacy	Central	WC	WC	WC	WC	WC	WC	WC	WC
Lloyds King Street, Dawley	Central	WC	WC	WC	WC	WC	WC	WC	WC
Lloyds High Street, Dawley	Central	WC	CP	CP	WC	WC	WC	WC	WC
Lloyds, Forge Retail Park	Central	WC	WC	WC	WC	WC	WC	WC	WC
Malinslee Pharmacy	Central	WC	WC	WC	WC	WC	WC	WC	WC
Priorslee Pharmacy	Central			WC		WC			
Rowlands, Hollinswood	Central								
Superdrug, Telford Town Centre	Central		WC	WC					
Anstice, Madeley	South								
Aqueduct Pharmacy	South	WC	WC	WC	WC	WC	WC	WC	WC
Ironbridge Pharmacy	South	WC	WC	WC	WC	WC	WC	WC	WC
Rowlands, Sutton Hill	South	WC	WC	WC	WC	WC	WC	WC	WC
Rowlands, Stirchley	South	WC	WC	WC	WC	WC	WC	WC	WC
Woodside Pharmacy	South	WC	WC	WC	WC	WC	WC	WC	WC

'Other screening' offered – privates screening for blood pressure and diabetes by Lloyds Pharmacies in Donnington and Dawley

Additional Commissioned Services – Vaccinations and Stop Smoking

Pharmacy	Locality	Vaccination Services									Stop Smoking		
		Seasonal Influenza Vaccination Service	Childhood Vaccination	COVID Vaccination	Hepatitis B Vaccination	HPV Vaccination	Menigococcal Vaccinations	Pneumococcal Vaccinations	Travel Vaccines	Other vaccinations	Sharps Disposal Service	Nicotine Replacement Therapy Voucher Service	Smoking Cessation Counselling Service
Asda, Donnington Wood	North	CP / WC					WC	WC					
Boots, Newport	North	P / CCG / L	WC	WC	WC	WC	WC	WC	WC				
Boots, Shawbirch	North												
Boots, New Street Wellington	North	CP									WC		
Donnington Pharmacy	North	CP	LA / WC	CP	LA / WC	LA / WC	LA / WC	LA / WC	LA / WC		LA / WC	LA / WC	LA / WC
High Street Pharmacy, Newport	North			CP				WC	WC			WC	WC
Jhoots, Oakengates	North	CP		CP									
Kitchings, Oakengates	North	CP	WC	WC	WC	WC	WC	WC	WC		WC	WC	WC
Wellington Pharmacy	North	CP	WC	WC	WC	WC	WC	WC	WC		CP	CP	WC
Lloyds, Oakengates	North	CP											
Lloyds, Donnington	North	CP	WC	WC	WC	WC	WC	WC	WC		WC	WC	WC
Lloyds, Wellington	North	CP	WC	WC	WC	WC	WC	WC	WC		WC	WC	WC
Morrisons, Wellington	North	CP											WC
Muxton Pharmacy	North	CP			WC	WC	WC	WC	WC		WC	WC	WC
Rowlands, Hadley	North	CP											
Shire Pharmacy, Trench	North	WC	WC	WC	WC	WC	WC	WC	WC		WC	WC	WC
Tesco, Wellington Retail Park	North	CP						for Saudi Arabia only					
The Pharmacy, Newport	North	CP											
Wellington Pharmacy	North	CP	WC	WC	WC	WC	WC	WC	WC		WC	WC	WC
Asda, Telford Town Centre	Central	CP		CP	CP / WC	WC	CP / WC	CP / WC	CP / WC		WC	WC	WC
Boots, Forge Retail Park	Central	CP	WC	WC	WC	WC	WC	WC	WC		WC	WC	WC
Boots, Telford Town Centre	Central	CP	WC	WC		WC	WC	WC	WC		WC	WC	WC
Lawley Pharmacy	Central	CP	WC	CP / WC	WC	WC	WC	WC	WC		WC	WC	WC
Lloyds King Street, Dawley	Central	CP	WC	WC	WC	WC	WC	WC	WC		WC	WC	WC
Lloyds High Street, Dawley	Central	CP	WC	WC	CP	CP	CP	CP	CP		CP	WC	WC
Lloyds, Forge Retail Park	Central	CP	WC	WC	CP	CP	WC	WC	CP		WC	WC	WC
Malinslee Pharmacy	Central	CP	WC	WC	WC	WC	WC	WC	WC		WC	WC	WC
Priorslee Pharmacy	Central	CP		WC					WC			WC	WC
Rowlands, Hollinswood	Central	CP							WC				
Superdrug, Telford Town Centre	Central	CP										WC	WC
Anstice, Madeley	South	CP									WC		
Aqueduct Pharmacy	South	CP	WC	WC	WC	WC	WC	WC	WC		WC	WC	WC
Ironbridge Pharmacy	South	WC	WC	WC	WC	WC	WC	WC	WC		WC	WC	WC
Rowlands, Sutton Hill	South		WC	WC	WC	WC	WC	CP	WC		WC	WC	WC
Rowlands, Stirchley	South	CP	WC	WC	WC	WC	WC	CP	WC		CP		WC
Woodside Pharmacy	South	CP	WC	CP	WC	WC	WC	WC	WC		WC	WC	WC

Summary table of services currently provided / willing to provide if commissioned, PharmOutcomes survey April 2022 (for individual pharmacy responses see Appendix X):

Please note that some pharmacies did not submit responses to some services

Service	Currently Provide	Willing to provide ...		
		if commissioned	if commissioned or privately	privately
Disease-Specific Medicines Management:				
Allergies	2	16	7	1
Alzheimer's / dementia	1	13	8	2
Asthma	2	15	8	2
Coronary Heart Disease (CHD)		14	7	4
COPD	1	15	8	2
Depression		13	8	2
Diabetes type I	2	15	8	1
Diabetes type II	2	15	8	1
Epilepsy		12	8	2
Heart Failure		14	8	2
Hypertension	1	15	8	2
Parkinson's Disease		13	8	2
Screening Services:				
Alcohol	1 – LA commissioned	21		
Chlamydia	2 Plus 1 – LA commissioned	16	8	1
Cholesterol	2 Plus 1 – LA commissioned	23		
Diabetes	2 Plus 1 – LA commissioned	24		
Gonorrhoea	1 – LA commissioned	21		
H.pylori	1 – LA commissioned	21		
HBA1C	1 – LA commissioned	20		
Hepatitis	1 – LA commissioned	20		
HIV	1 – LA commissioned	20		
Vaccinations:				

Appendix II

Seasonal Influenza Vaccination	30 plus 1 - CCG/LA commissioned	2
Childhood vaccinations	1 – LA commissioned	19
Covid Vaccination	6	18
Hepatitis B Vaccination	3 plus 1 – LA commissioned	17
HPV Vaccination	2 plus 2 – LA commissioned	19
Menigococcal Vaccinations	2 plus 1 – LA commissioned	20
Pneumococcal Vaccinations	4 plus 1 – LA commissioned	19
Travel vaccinations	4 (one for Saudi Arabia only) plus 1 – LA commissioned	21

Other Services:

Sharps Disposal Service	1 plus 1 – LA commissioned	19
NRT voucher	1 plus 1 – LA commissioned	21
Smoking Cessation Counselling	1 – LA commissioned	24
Supplementary Prescribing	1 – LA commissioned	20
Vascular Risk Assessment	1 – LA commissioned	21

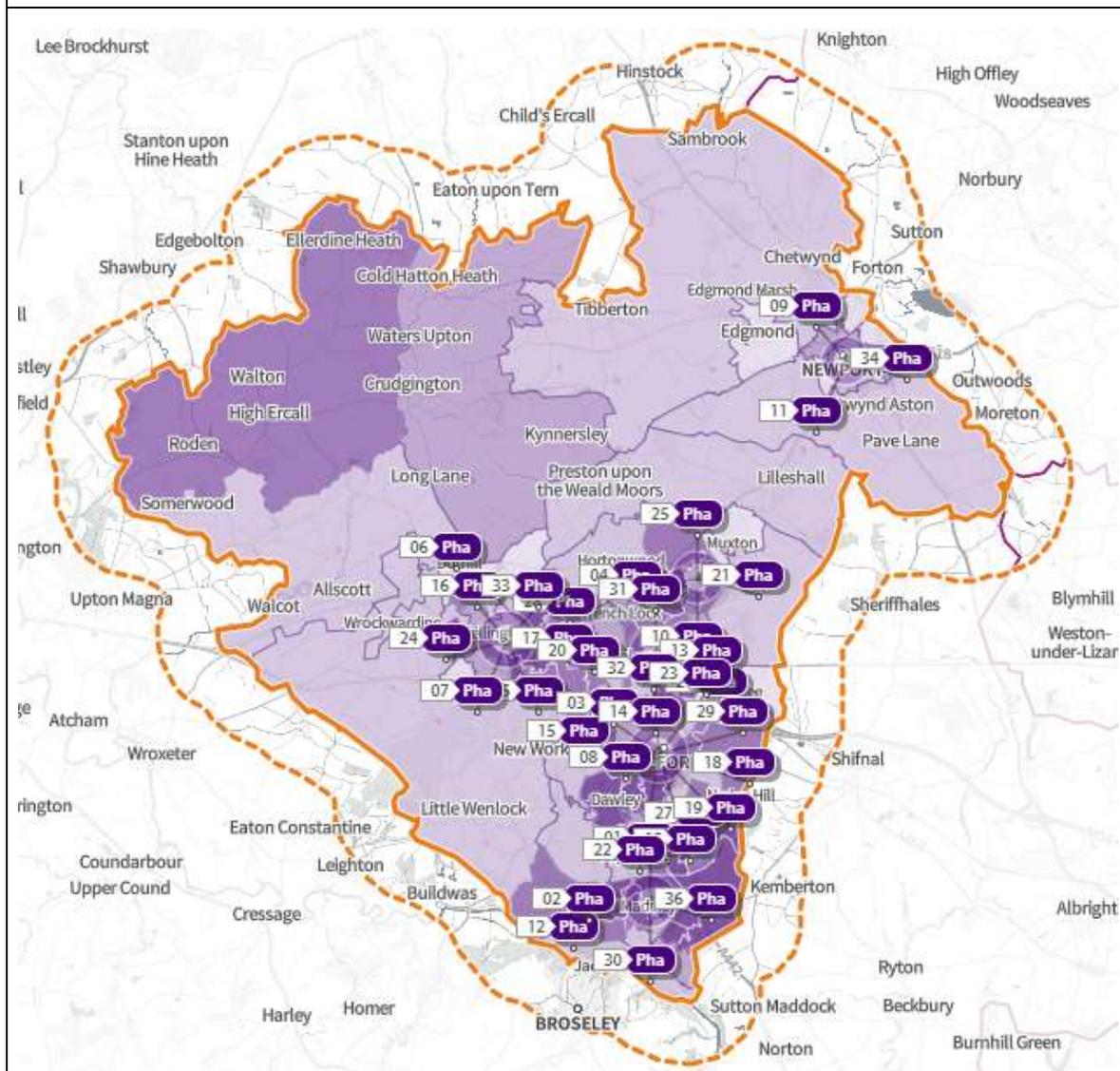
The questionnaire also highlighted the diverse languages spoken by people attending pharmacies in Telford & Wrekin. 14 pharmacies who serve communities speak a language other than English. These pharmacies are shown on maps **xxxx**

Punjabi	Urdu	Hindi	Farsi	Bangali	Cantonese	Gujarati	Mandarin	Pashto	Persian	Polish
11	9	3	2	1	1	1	1	1	1	1

Consultation Responses

Equalities Impact Assessment

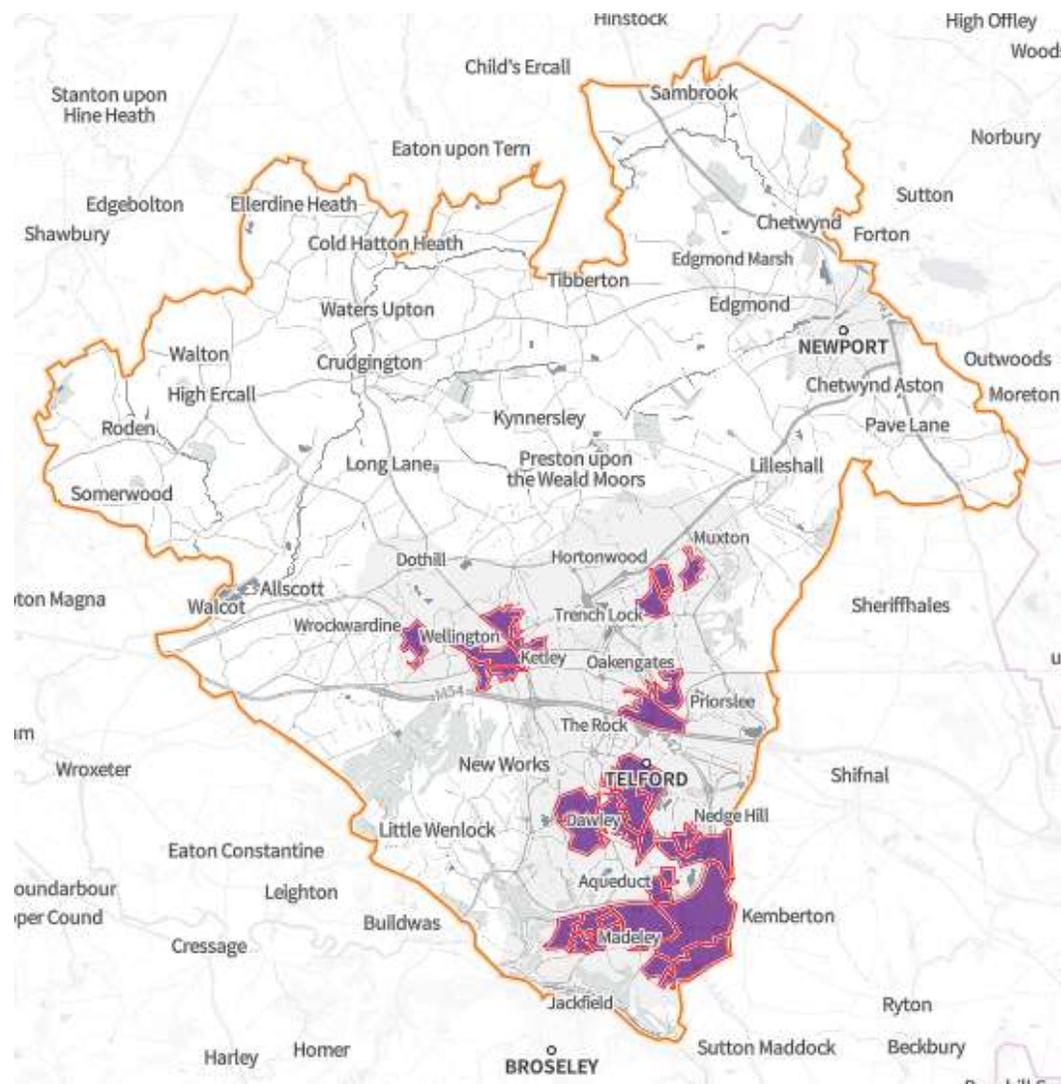
Indices of Deprivation 2019 – Overall



Appendix V

Indices of Deprivation 2019 – Core20

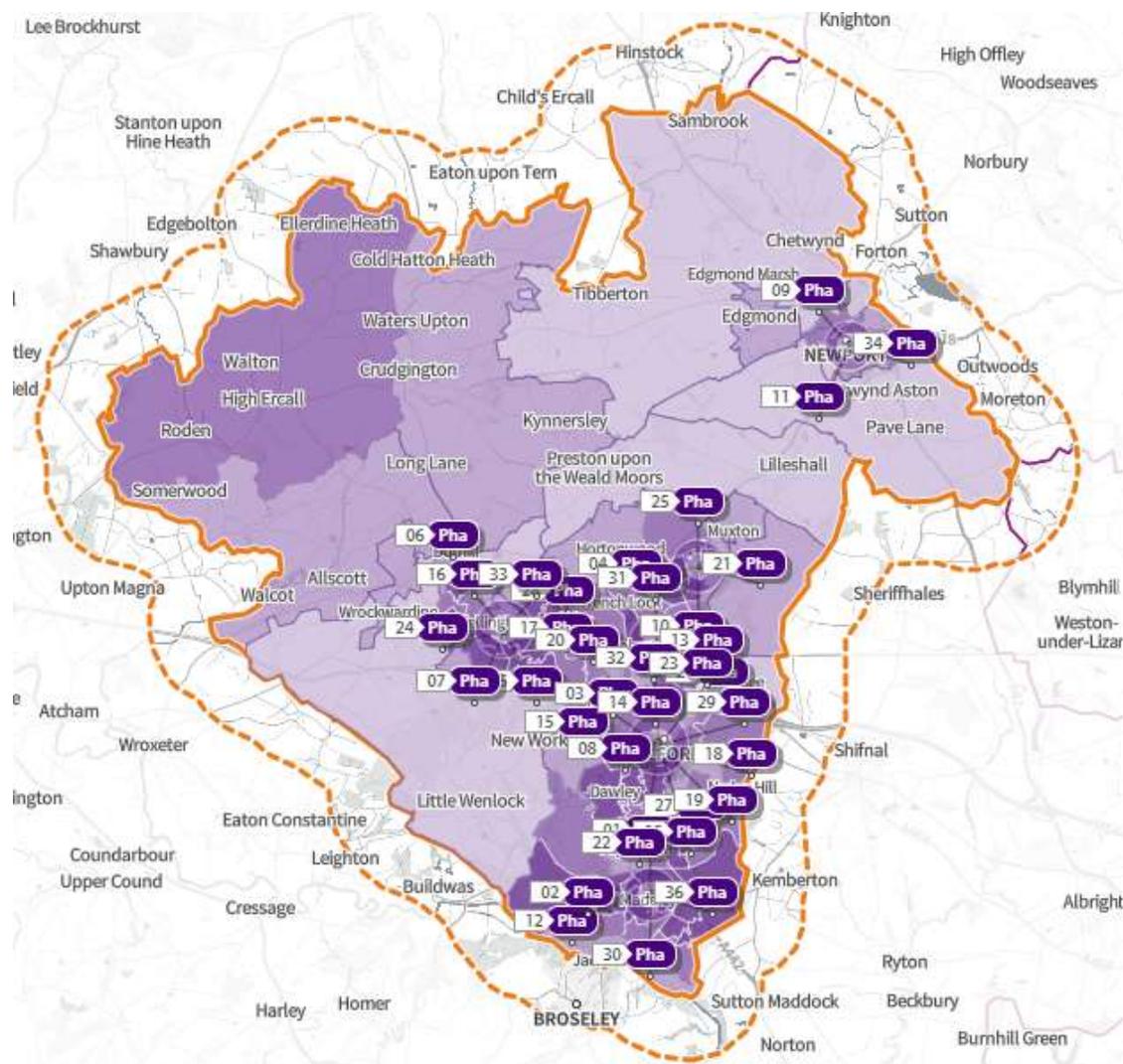
This map represents areas in Telford and Wrekin which are classified within the 20% most deprived areas in England – NHS England refer to these areas as the CORE20 and these areas should be prioritized for reducing health inequalities



Appendix V

Indices of Deprivation 2019 – Health Deprivation and Disability

Areas where there is health deprivation and prevalence of disability mapped along with the location of pharmacies – the number in the blue circles represents a number of pharmacies close together in that area.



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English Indices of Deprivation 2019: www.gov.uk/.../indices-of-deprivation-2019

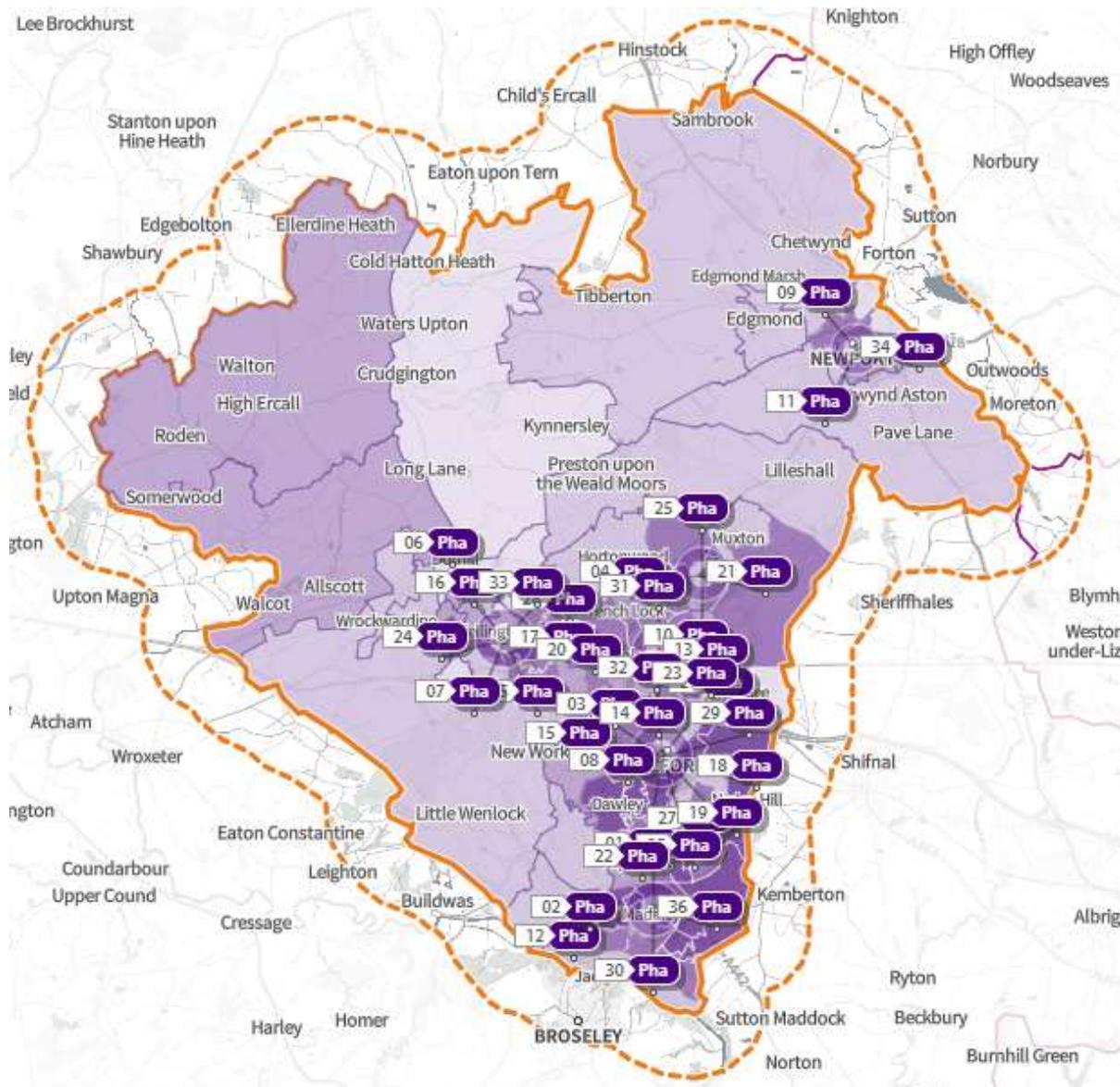
The colours represent the quintiles:

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

Appendix V

Indices of Deprivation 2019 – Income Deprivation Affecting Children

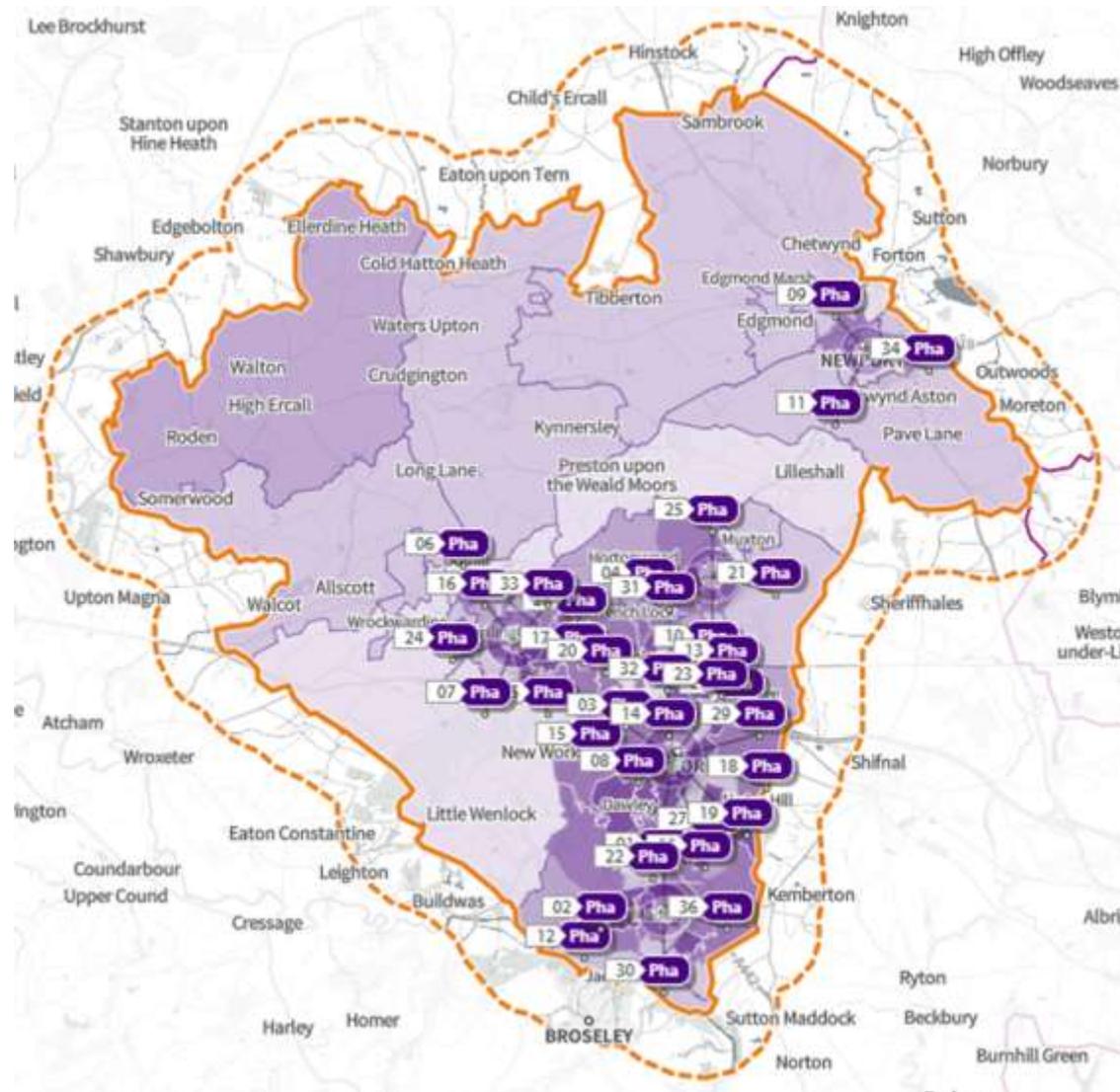
Areas where there are known factors where lower income affects children are mapped along with the location of pharmacies.



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OpenStreetMap contributors
English Indices of Deprivation
2019: www.gov.uk/.../indices-of-deprivation-2019

Indices of Deprivation 2019 2019 – Income Deprivation Affecting Older People

Areas where there are known factors where lower income affects older people are mapped along with the location of pharmacies.



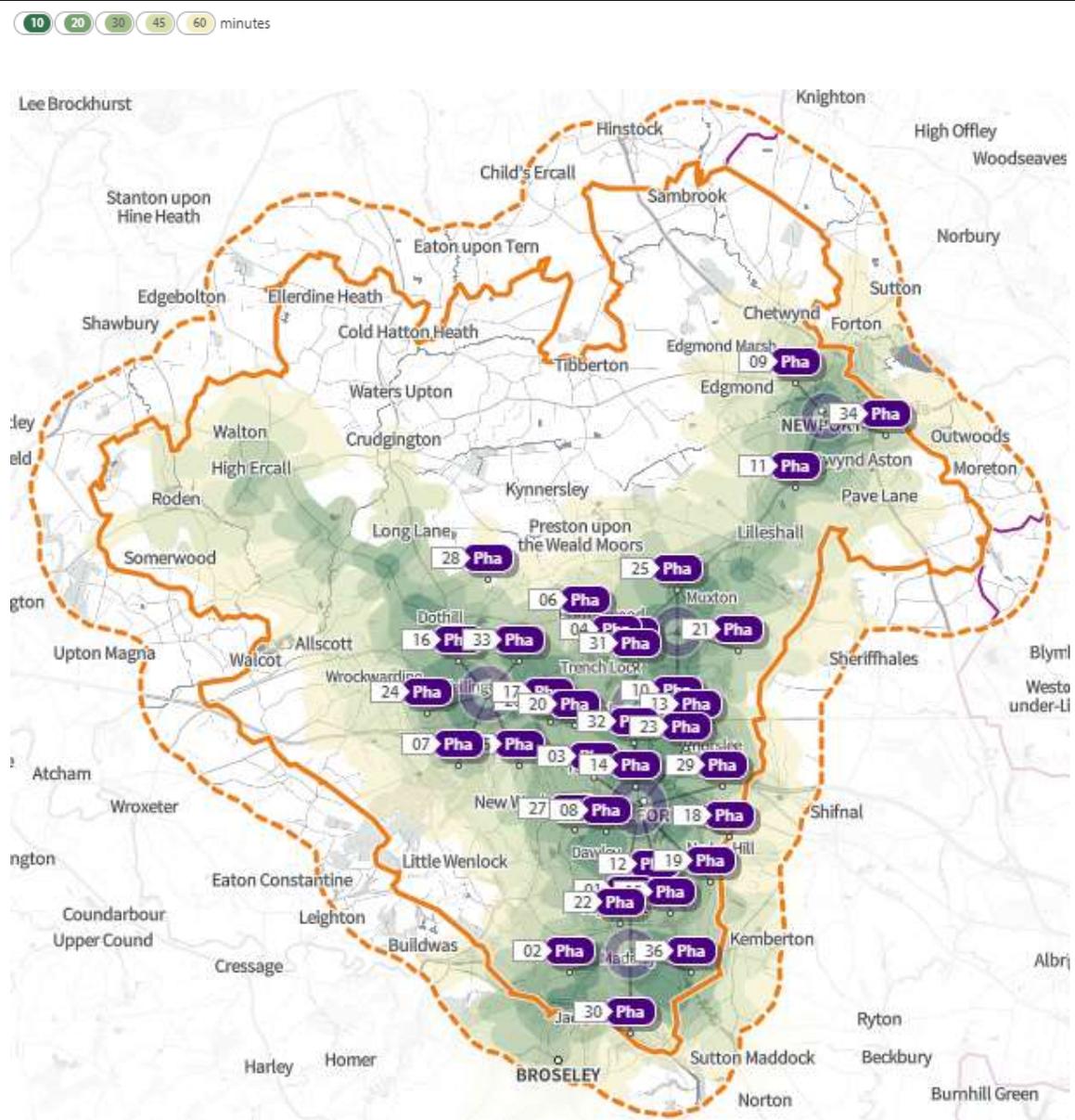
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English Indices of Deprivation 2019: www.gov.uk/.../indices-of-deprivation-2019

The colours represent the quintiles:

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

Travel Times – Public Transport



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English Indices of Deprivation 2019: www.gov.uk/.../indices-of-deprivation-2019

Appendix VI

Car Ownership 2011 Census by Ward

WARD	Rural/Urban Classification	Households	No cars or vans in household	% No car or van	1 car or van in household	2 cars or vans in household	3 cars or vans in household	4 or more cars or vans in household	% with access to car / van
ualad09:Telford and Wrekin		66608	13748	21%	28700	18576	4178	1406	79%
ward011qs:E05001882 : Apley Castle	Urban	1147	115	10%	402	483	119	28	90%
ward011qs:E05001883 : Arleston	Urban	1339	336	25%	632	278	67	26	75%
ward011qs:E05001884 : Brookside	Urban	2671	775	29%	1134	609	122	31	71%
ward011qs:E05001885 : Church Aston and Lilleshall	Urban/Rural	1249	92	7%	448	507	153	49	93%
ward011qs:E05001886 : College	Urban	1292	403	31%	529	279	62	19	69%
ward011qs:E05001887 : Cuckoo Oak	Urban	2257	700	31%	1010	445	79	23	69%
ward011qs:E05001888 : Dawley Magna	Urban	4162	945	23%	1905	1027	212	73	77%
ward011qs:E05001889 : Donnington	Urban	2714	766	28%	1231	572	121	24	72%
ward011qs:E05001890 : Dothill	Urban	1113	233	21%	525	275	69	11	79%
ward011qs:E05001891 : Edgmond	Rural	1034	63	6%	339	424	131	77	94%
ward011qs:E05001892 : Ercall	Urban	1363	217	16%	603	421	92	30	84%
ward011qs:E05001893 : Ercall Magna	Rural	1170	99	8%	417	448	142	64	92%
ward011qs:E05001894 : Hadley and Leegomery	Urban	4392	1026	23%	2058	1021	221	66	77%
ward011qs:E05001895 : Haygate	Urban	1530	515	34%	678	283	45	9	66%
ward011qs:E05001896 : Horsehay and Lightmoor	Urban	1559	114	7%	610	654	139	42	93%
ward011qs:E05001897 : Ironbridge Gorge	Urban	1135	95	8%	494	418	93	35	92%
ward011qs:E05001898 : Ketley and Oakengates	Urban	4063	903	22%	1826	1033	229	72	78%
ward011qs:E05001899 : Lawley and Overdale	Urban	1969	276	14%	822	686	144	41	86%
ward011qs:E05001900 : Madeley	Urban	2429	686	28%	990	590	128	35	72%
ward011qs:E05001901 : Malinslee	Urban	2434	837	34%	1101	390	91	15	66%
ward011qs:E05001902 : Muxton	Urban	2550	289	11%	1048	960	201	52	89%
ward011qs:E05001903 : Newport East	Urban	1109	171	15%	449	349	91	49	85%
ward011qs:E05001904 : Newport North	Urban	1256	142	11%	499	466	113	36	89%
ward011qs:E05001905 : Newport South	Urban	1139	168	15%	543	322	68	38	85%
ward011qs:E05001906 : Newport West	Urban	1249	252	20%	552	331	68	46	80%
ward011qs:E05001907 : Park	Urban	1073	197	18%	506	310	43	17	82%
ward011qs:E05001908 : Priorslee	Urban	2267	139	6%	774	999	257	98	94%
ward011qs:E05001909 : St Georges	Urban	2693	616	23%	1278	642	117	40	77%
ward011qs:E05001910 : Shawbirch	Urban	1196	86	7%	466	491	121	32	93%
ward011qs:E05001911 : The Nedge	Urban	3588	954	27%	1617	805	162	50	73%
ward011qs:E05001912 : Woodside	Urban	2475	859	35%	1131	385	81	19	65%
ward011qs:E05001913 : Wrockwardine	Urban/Rural	2267	147	6%	767	975	271	107	94%
ward011qs:E05001914 : Wrockwardine Wood and Trench	Urban	2724	532	20%	1316	698	126	52	80%

<https://www.nomisweb.co.uk/query/construct/submit.asp?forward=yes&menuopt=201&subcomp=>

Central Telford: Community Pharmacy and GP locations, including pharmacy opening times

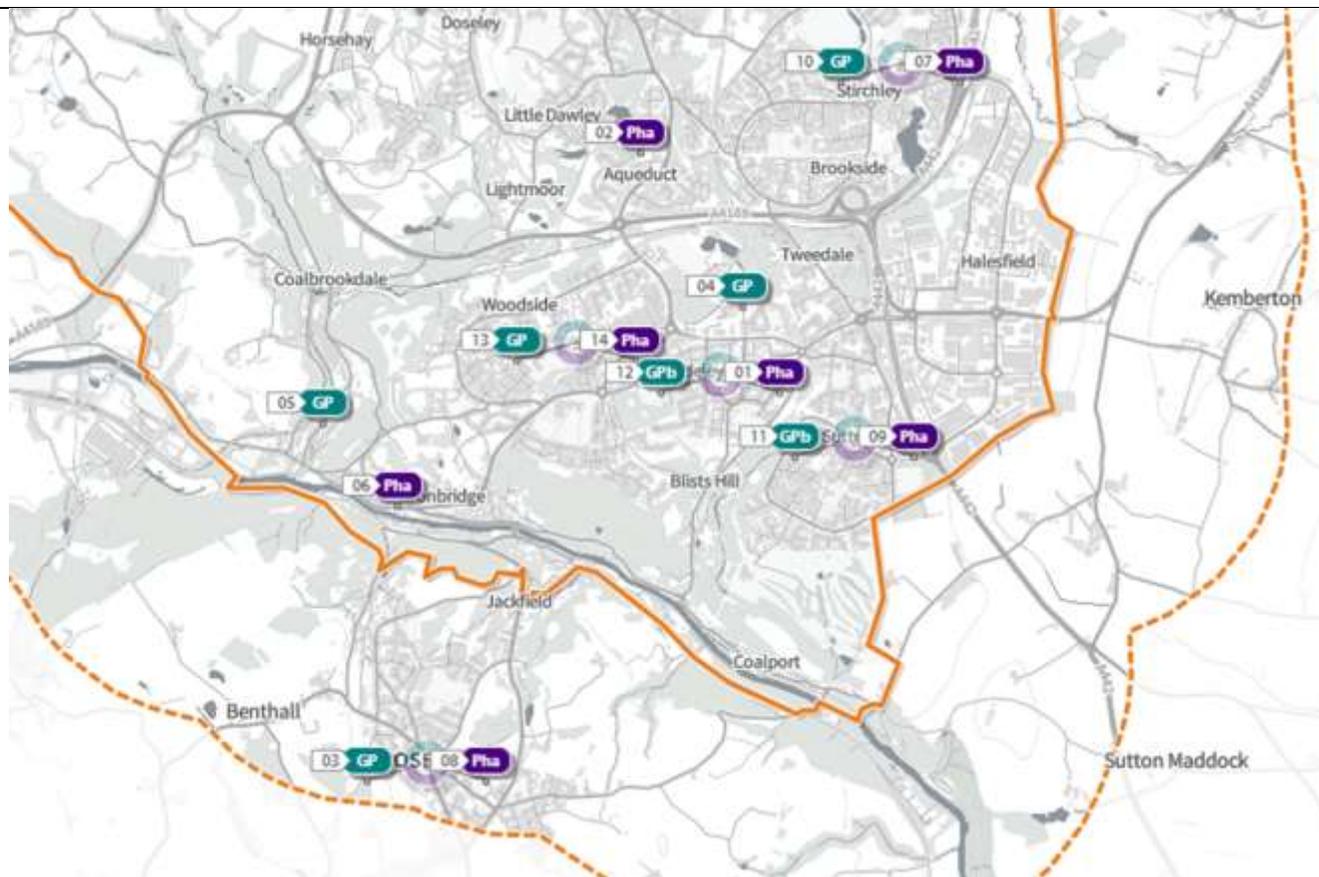


Map index	Name	Type
1	Asda, Telford Town Centre	Pharmacy
2	Boots, Forge Retail Park	Pharmacy
3	Boots, Telford Town Centre	Pharmacy
4	Dawley Medical Practice	GP
5	Hollinswood & Priorslee Medical Practice	GP
6	Hollinswood & Priorslee Medical Practice: Holliwell Surgery	GP
7	Hollinswood & Priorslee Medical Practice: Priorslee Surgery	GP
8	Lawley Pharmacy	Pharmacy
9	Lloyds High Street, Dawley	Pharmacy
10	Lloyds King Street, Dawley	Pharmacy
11	Lloyds, Forge Retail Park	Pharmacy
12	Malinslee Pharmacy	Pharmacy
13	Priorslee Pharmacy	Pharmacy
14	Rowlands, Hollinswood	Pharmacy
15	Superdrug, Telford Town Centre	Pharmacy
16	TelDoc	GP
17	TelDoc: Euston House	GP
18	TelDoc: Lawley	GP

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Pharmacy Name	Day	Weekday opening times												Saturday	Sunday	Locality					
		07.00am-08.00am	08.00am-09.00am	09.00am-10.00am	10.00am-11.00am	11.00am-12.00pm	12.00pm-13.00pm	13.00pm-14.00pm	14.00pm-15.00pm	15.00pm-16.00pm	16.00pm-17.00pm	17.00pm-18.00pm	18.00pm-19.00pm				19.00pm-20.00pm	20.00pm-21.00pm	21.00pm-22.00pm	22.00pm-23.00pm	
Asda, Telford Town Centre	Mon Tues-Fri																		07.00am - 22.00pm	10.00am - 16.00pm	Central
Boots, Forge Retail Park	Mon-Fri																		09.00am - 19.00pm	10:30am - 16:00pm	Central
Lawley Pharmacy	Mon, Tues, Fri Wed-Thurs																		09:30am - 12:30pm		Central
Lloyds, King Street, Dawley	Mon-Fri																		09:00am - 17:00pm		Central
Lloyds, High Street, Dawley	Mon-Fri																				Central
Lloyds, Forge Retail Park	Mon-Wed Thurs-Fri																		08:00am - 20:00pm	10:30am - 16:30pm	Central
Priorslee Pharmacy	Mon-Fri																		09:00am - 13:00pm		Central
Superdrug Pharmacy	Mon-Fri																		09:00am - 17:30pm		Central

South Telford: Community Pharmacy and GP locations, including pharmacy opening times



Map index	Name	Type
1	Anstice, Madeley	Pharmacy
2	Aqueduct Pharmacy	Pharmacy
3	Broseley Medical Practice	GP
4	Court Street Medical Practice	GP
5	Ironbridge Medical Practice	GP
6	Ironbridge Pharmacy	Pharmacy
7	Rowlands, Stirchley	Pharmacy
8	Rowlands, Broseley	Pharmacy
9	Rowlands, Sutton Hill	Pharmacy
10	Stirchley Medical Practice	GP
11	Stirchley Medical Practice; Sutton Hill Surgery	GP
12	TelDoc, Madeley	GP
13	Woodside Medical Practice	GP
14	Woodside Pharmacy	Pharmacy

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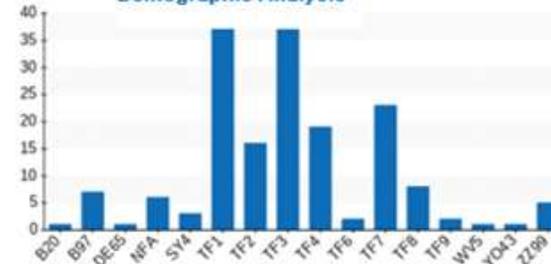
Pharmacy	Location	Day	Weekday opening times												Saturday	Sunday	Locality					
			07.00am-08.00am	08.00am-09.00am	09.00am-10.00am	10.00am-11.00am	11.00am-12.00pm	12.00pm-13.00pm	13.00pm-14.00pm	14.00pm-15.00pm	15.00pm-16.00pm	16.00pm-17.00pm	17.00pm-18.00pm	18.00pm-19.00pm				19.00pm-20.00pm	20.00pm-21.00pm	21.00pm-22.00pm	22.00pm-23.00pm	
Rowlands Pharmacy	Stirchley	Mon-Fri																	09:00am - 12:00pm		south	
Rowlands Pharmacy	Sutton Hill	Mon-Fri																				south
Anstice Pharmacy	Madeley	Mon-Fri																	09.00am - 17.00pm		south	
Aqueduct Pharmacy	Aqueduct	Mon-Fri																				south
Woodside Pharmacy	Woodside	Mon-Fri																	09:00am - 12:00pm		south	
Ironbridge Pharmacy	Ironbridge	Mon-Fri																				south

Substance Misuse Service Analysis: Supervised Consumption⁹

Provider Engagement

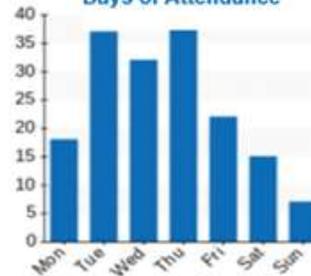
Provider	Number of People
Avicce Pharmacy - FM519	17
Aida (Branch: 5011 - TELFORD) - FXN28	17
LloydsPharmacy (Branch: 0234 - Chapel Lane) - FJ083	13
Rowlands Pharmacy (Branch: 1286 - Strichley (Branch 1286)) - FD018	13
Malmesley Pharmacy - FG767	12
Donnington Pharmacy - FE301	10
Boots UK Ltd (Branch: 0300 - Telford Nth Sherwood St) - FK354	9
Aquaduct Pharmacy - FJ008	8
LloydsPharmacy (Branch: 0057 - Cooks Daley) - FPE81	8
Wellington Pharmacy - FNT17	8
Woodside Pharmacy - FK382	8
Jhools Healthcare Limited (Oakengates) - FR518	6
Boots UK Ltd (Branch: 0277 - Telford Wellington) - FGG64	5
Legomery Chemist (Raja chemist) - FPE75	5
LloydsPharmacy (Branch: 0056 - Charlton Medical Practice) - FPK06	5
Rowlands Pharmacy (Branch: 1042 - Hadley (Branch 1042)) - FF208	5
Rowlands Pharmacy (Branch: 1578 - Downmead (Branch 1578)) - FN658	5
Ironbridge Pharmacy - FC770	4
Superdrug Pharmacy (Branch: 0698 - Telford) - FA742	4
LloydsPharmacy (Branch: 0071 - Daley) - FL357	3
Priorlee Pharmacy - FKT63	2
Boots The Chemist Ltd (Branch: 0361 - Telford Shawbush AP0361) - FEX06	1
High Street Pharmacy - FG695	1
Lawley Pharmacy - FW094	1
Aida (Branch: 4694 - DONNINGTON WOOD) - FJ381	0
Boots The Chemist Ltd (Branch: 0368 - Newport Shropshire High St) - FPD06	0

Demographic Analysis



Postal Outcome	Number of Patients
B20	1
B97	7
DE65	1
NFA	8
SY4	3
TF1	38
TF2	16
TF3	37
TF4	18
TF6	2
TF7	23
TF8	8
TF9	1

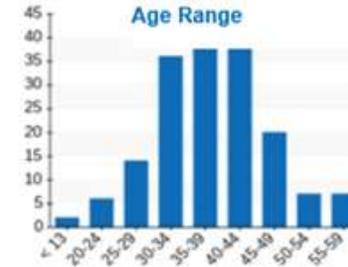
Days of Attendance



Day of the Week

Day of the Week	Number of People
Mon	18 (10.6%)
Tue	37 (21.8%)
Wed	32 (18.8%)
Thu	39 (22.9%)
Fri	22 (12.9%)
Sat	15 (8.8%)
Sun	7 (4.1%)

Age Range



Age Ranges

Age Ranges	Number of Patients
<13	2
20-24	6
25-29	14
30-34	36
35-39	38
40-44	40
45-49	20
50-54	7
55-59	7

⁹ Source: PharmOutcomes, 2021/22

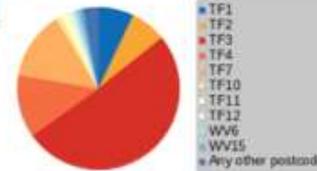
Substance Misuse Service Analysis: Needle and Syringe Programme and Naloxone Provision¹⁰

Provider Engagement

Provider	Number of Interactions
Rowlands Pharmacy (Branch: 1286 - Stinchley (Branch 1286)) - FD018	55
Anstice Pharmacy - FM519	51
Rowlands Pharmacy (Branch: 1042 - Hadley (Branch 1042)) - FF208	4
LloydsPharmacy (Branch: 0071 - Dawley) - FL357	1
Woodside Pharmacy - FKMB2	1
Aqueduct Pharmacy - FJG68	0
Aa Kitching (Oakengates) Ltd - FJD15	0
Aada (Branch: 4604 - DONNINGTON WOOD) - FJ381	0
Asda (Branch: 5011 - TELFORD) - FXN28	0
Boots The Chemist Ltd (Branch: 6366 - Newport Shropsh High St) - FPD06	0
Boots The Chemist Ltd (Branch: 5361 - Telford Shawbirch AP0361) - FEX56	0
Boots UK Ltd (Branch: 0277 - Telford Wellington) - FGD64	0
Boots UK Ltd (Branch: 0300 - Telford Nth Sherwood St) - FK964	0
Boots UK Ltd (Branch: 6577 - Telford Forge Rp) - FA369	0
Donnington Pharmacy - FE301	0
High Street Pharmacy - FG695	0
Ironbridge Pharmacy - FG770	0
Jhooths Healthcare Limited (Oakengates) - FR518	0
Lawley Pharmacy - FWD94	0

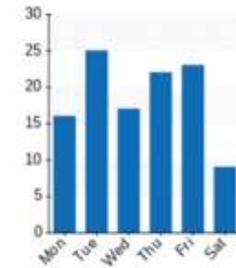
Analysis of Postal Outcode

PostalOutcode	Total
TF1	8 (7.1%)
TF2	8 (7.1%)
TF3	87 (80.9%)
TF4	14 (12.9%)
TF8	0 (0%)
TF6	0 (0%)
TF7	15 (13.4%)
TF8	0 (0%)
TF9	0 (0%)
TF10	1 (0.9%)
TF11	2 (1.8%)
TF12	1 (0.9%)
TF13	0 (0%)
WV6	1 (0.9%)
WV7	0 (0%)
WV8	0 (0%)
WV15	1 (0.9%)
WV16	0 (0%)
Any other postcode	4 (3.6%)

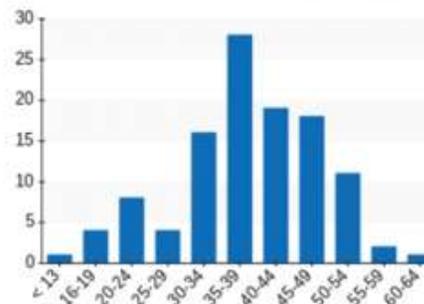


Days of Attendance

Day of the Week	Number of Interactions
Mon	16 (14.3%)
Tue	25 (22.3%)
Wed	17 (15.2%)
Thu	22 (19.6%)
Fri	23 (20.5%)
Sat	9 (8%)



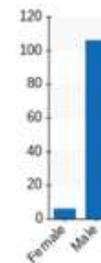
Age Range



Age Ranges	Number of Interactions
< 13	1
16-19	4
20-24	6
25-29	4
30-34	16
35-39	28
40-44	19
45-49	18
50-54	11
55-59	2
60-64	1

Demographic Analysis - Gender

Gender	Number of Interactions
Female	6
Male	106



¹⁰ Source: PharmOutcomes, 2021/22

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