

Warrington
Health and Wellbeing Board

Pharmaceutical Needs
Assessment

2018 - 2021

Foreword

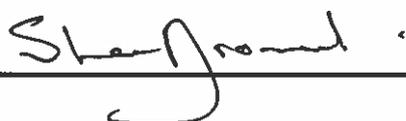
Warrington Local Authority's Joint Health and Wellbeing Board (HWB) have responsibility for the on-going review, development and publication of the Pharmaceutical Needs Assessment (a responsibility transferred from the now abolished Warrington Primary Care Trust).

This is a statutory document, by virtue of the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. Its content has to be taken into account by those responsible (at NHS England) for the approval of pharmacy contract applications, as well as those commissioning all other health services for the local population. From a Primary Care perspective, this includes Clinical Commissioning Groups and Local Authorities looking to commission and develop local services from General Practice, Dental, Optometry and Pharmacy Contractors.

This document outlines the Pharmaceutical Services available to the Warrington population and provides information around current enhanced services being commissioned by NHS England, other services locally commissioned by Warrington Borough Council (WBC) and Warrington Clinical Commissioning Group (CCG), and proposals for future changes and developments. An overview of locally commissioned services has been included to provide a more comprehensive picture of provision within Warrington. It should be noted that this is intended to support and inform commissioners of future service provision, but in accordance with the regulations, any gaps in locally commissioned services would not constitute a gap in standard pharmaceutical services provided under the NHS contract. Where there is a desire to develop or expand the availability of a locally commissioned service from pharmacies, this will be done by working with existing contractors. In order to help assess overall provision, the PNA also includes information on certain other services available in the local community.

It is recognised that Community Pharmacy colleagues have a key role to play in helping to develop and deliver the best possible pharmaceutical services for the local population. This document will assist commissioners across the local health economy, when reviewing the commissioning strategies upon which decisions are based.

Signed



Chair

Warrington Joint Health and Wellbeing Board

Developed by:
Warrington Borough Council Public Health Knowledge and Intelligence Team
in partnership with members of the PNA Working Group

Issue Date: 1st April 2018

Review Date: Supplementary Statements when necessary. Formal review by April 2021

Version Control

Version	Status	Description of amendments	Date of publication or amendment
1.0	Draft	Draft to Warrington Health and Wellbeing Board, to be approved for public consultation	09/10/17
1.1	Draft	Draft for statutory public consultation (minor amendments to v1.0)	10/10/17
2.1	Draft	Post-consultation draft to Warrington Health and Wellbeing Board for approval for final publication. Amendments made to main document due to responses received from public consultation. Appendix 6 added to list these responses along with the amendments made as a result. Appendix 7 added to list amendments resulting from closure of one pharmacy during consultation period, and other minor amendments	16/01/18
2.2	Final	Approved by Warrington Health and Wellbeing Board on 25/1/18 for final publication on 1/4/18.	1/4/18

Executive Summary

The production and publication of a Pharmaceutical Needs Assessment (PNA) became a statutory requirement in the Health Act 2009. Following the abolition of Primary Care Trusts in 2013, this statutory responsibility was passed to Health and Wellbeing Boards by virtue of the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, which came into force on 1st April 2013.

Pharmaceutical services are provided across primary, secondary and community care settings. Pharmacy has much more to offer than the safe and effective dispensing of medicines. It is increasingly expanding its provision of additional clinical services, becoming a valuable force in improving health and wellbeing and reducing health inequalities.

The commissioning of effective and appropriate pharmaceutical services is as important as the commissioning of other primary healthcare services. However, this area of commissioning is complex, with a number of distinctive features that are unique to pharmacy. Primary care commissioners will require robust and up-to-date information regarding current pharmaceutical service provision if they are to maximise the opportunities that pharmacies can offer to help improve the health of the local population. A PNA provides the localised information needed to support them in that role.

The assessment made in this PNA concludes that across Warrington as a whole there are currently no pharmaceutical needs that cannot be met by existing contractors. It is recognised however that provision does vary between localities and there is substantial housing developed planned. Regular review is therefore recommended.

- As at February 2018, Warrington has 42 community pharmacy contractors (one of which is also contracted by NHS England to provide the Local Pharmaceutical Services (LPS) 'Out of Hours' service). There are also two Distance Selling (internet) pharmacy contractors. All responded to a survey undertaken to gather information for this PNA on the services they offer and their opening hours.
- The population of Warrington Local Authority area as a whole is adequately served in terms of the range, availability and accessibility of community pharmaceutical services. Warrington has approximately one pharmacy for every 4,970 residents. The England average is approximately one pharmacy per 4,600 residents.
- The number of pharmacies per head of population varies across the borough. Geographical mapping of provision highlights that more services are delivered in the most densely populated areas of the borough. In the main, these are also the areas with the highest levels of socio-economic deprivation and ill-health. Service delivery must continue to be in line with both population growth and deprivation.
- Warrington is a growing town, and there is planned and proposed development in all Warrington neighbourhood areas over the next five years. It is anticipated that capacity within existing services should be able to support the pharmaceutical needs of future populations overall. However, it is important that provision continues to be in line with

population growth, levels of need, and service configuration across different areas of the borough. Regular review will therefore be needed and for NHSE to work, in the first instance, with existing contractors to secure appropriate distribution and accessibility of services wherever possible.

- Across Warrington as a whole, there is adequate access to 'out of hours' pharmacy services, in that there are 5 '100 hour contract' pharmacies, 3 of which are in the central areas of Warrington, one in South Warrington and one in West Warrington. The East of the borough has no pharmacy delivering a 100 hour contract; it does have good coverage on Saturday, with all 6 pharmacies opening for at least half a day, although none currently open on Sunday. The vast majority of pharmacies open in excess of their core contract hours. There is an 'out of hours' pharmacy which is open evenings, weekends and Bank Holidays; it is located in Warrington town centre and is thus readily accessible.
- 'Locally Commissioned Services' (i.e. services not commissioned by NHS England) are delivered by many pharmacies throughout the borough. The pharmacies delivering these services are, in the main, located in the areas of highest need. However there are opportunities for all pharmacies to further develop provision to support the improvement of population health and wellbeing. This will help ensure that the needs of specific localities are met in an accessible and cost-effective manner which further utilises the skills and expertise of community pharmacists.
- 171 members of the public responded to the public survey. Overall, there was much positive feedback, especially regarding customer service, advice from pharmacists, and the facility to have pharmacies collecting prescriptions from GPs. Issues highlighted by some respondents related to the opening hours of their usual local pharmacy, communication about provision, and lack of privacy during consultations.
- This version of the PNA reflects the number of pharmacies in existence as at 1st February 2018. This differs from the number included in the draft of the document that was available for statutory consultation between 10th November 2017 and 9th January 2018. This is due to the closure of a pharmacy in Great Sankey and Whittle Hall ward on 31st January 2018.

Recommendations

- **Provision and Accessibility:** The number of pharmacies across Warrington as a whole is adequate. However provision per head of population varies by neighbourhood. Warrington is a growing town and thus there will be a need for regular review to ensure that service provision continues to be in line with population growth, levels of need, and service configuration across different areas of the borough, with NHSE working, wherever possible, with existing contractors to ensure appropriate distribution and accessibility of services.
- **Communication:** To work with commissioners and pharmacy contactors to improve advertising of available pharmacy services and opening hours.
- **Development of Services:** To work with local pharmacies to further explore the potential offered to improve health and wellbeing and reduce health inequalities.

Regulatory Statements

The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulation 2013 set out the legislative basis for developing and updating PNAs and can be found at:

<http://www.dh.gov.uk/health/2013/02/pharmaceutical-services-regulations/>

Schedule 1 sets out the minimum information to be contained in pharmaceutical needs assessments. Detailed below are the six statements included in schedule 1.

Statement 1:

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

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

There is adequate provision of community pharmacy services. Warrington has 42 community pharmacy contractors (one of which is also contracted by NHS England to provide the Local Pharmaceutical Services (LPS) 'Out of Hours' service). There are also two Distance Selling contractors. Together these contractors serve a total resident population of over 208,800¹. This equates to approximately one community pharmacy for every 4,970 residents, compared to the England average of one pharmacy for every 4,600 residents.

Statement 2:

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

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

Current provision for areas across Warrington as a whole is adequate. No gaps in the provision of essential pharmaceutical services have been identified in this PNA. Warrington is a growing town, with on-going development anticipated over the lifetime of this PNA. It is anticipated that capacity within existing services should be able to support the pharmaceutical needs of future populations of overall, however there will be a need for regular review to ensure provision is equitably distributed in light of development.

¹ The GP Registered population is higher – currently approximately 215,000

Some geographical differences in provision have been highlighted through this PNA. In-keeping with the national picture, services are predominantly situated in more densely populated areas of the town. Thus, more rural neighbourhoods such as the East ward grouping, have fewer pharmacies per head of population. No pharmacies in the East ward grouping currently deliver a 100 hour contract, although there is some evening and weekend provision.

Statement 3:

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

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

This PNA has included an assessment of current need and service provision and has concluded that access to pharmaceutical services is adequate for the current population. Residents of many of the more rural areas, particularly around the border of Warrington, might also choose to use the services available in pharmacies in neighbouring local authorities.

Statement 4:

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

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

This PNA has included an assessment of current need and service provision, and has concluded that access to pharmaceutical services is adequate for the current population. However, the skills and expertise of community pharmacists could be further utilised in the provision of locally commissioned services aimed at improving population health. Assessment of future plans for housing development within Warrington has highlighted potential growth across all of the 4 ward groupings. It is envisaged that capacity within existing services overall will be able to absorb the increased demand anticipated over lifespan of this PNA, however regular review will be needed to ensure equitable distribution of provision in light of population growth.

Statement 5:

A statement of any NHS services provided or arranged by the HWB, NHS Commissioning Board (NHSCB)², a Clinical Commissioning Group (CCG), an NHS trust or an NHS foundation trust to which the HWB has had regard in its assessment, which affect-

- (a) The need for pharmaceutical services, or pharmaceutical services of a specified type, in its area; or**
- (b) Whether further provision of pharmaceutical services in its area would secure improvements, or better access to pharmaceutical services, or pharmaceutical services of a specific type in its area.**

This PNA provides an overview of services commissioned locally to improve population health. This PNA has identified that there are opportunities to further develop and extend the delivery of some of these services within pharmacies, particularly needle exchange and some sexual health services.

Statement 6:

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

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

The boundary of Warrington Borough Council is coterminous with that of Warrington Clinical Commissioning Group (CCG), and this is also the area covered by Warrington Health and Wellbeing Board. Warrington has 22 electoral wards. Much of the data in this PNA has been calculated and mapped at ward level in order to show the variations in health and lifestyle between smaller areas of the borough. Data in Warrington's Joint Strategic Needs Assessment (JSNA) is also often presented at ward level, and can therefore be used as a supporting document. However, when detailing the services that pharmacies provide, it is impractical to group them at such a small level of geography. Instead, wards have been allocated to one of four larger ward groupings: Central wards – comprising the six wards in the centre of Warrington, (these wards roughly approximate to the Central Area Neighbourhood Renewal locality, which is the geographical focus for targeted interventions and regeneration to address health inequalities). The remaining wards have been grouped into South, West and East localities. Aggregation at this level better reflects the areas that customers are likely to travel to in order to access a pharmacy, especially residents of more rural areas. Warrington town centre lies within the Central ward grouping.

² Following publication of the Regulations, the NHS Commissioning Board was renamed NHS England (NHSE)

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Pharmaceutical Needs Assessment

Part 1

Purpose, Process, and Explanation of Pharmaceutical Services

Part 1

Introduction and Purpose

The effective commissioning of accessible primary care services is central to improving quality and implementing the vision for health and healthcare. Community pharmacy is one of the most accessible healthcare settings. Nationally, 99% of the population, including those living in the most deprived areas, can get to a pharmacy within 20 minutes by car. In the most deprived areas, 96% of people have access to a pharmacy either through walking or via public transport³.

The Pharmaceutical Needs Assessment (PNA) presents a picture of community pharmacies and other providers of pharmaceutical services, reviewing services currently provided and how these could be utilised further. Community pharmacies can support the health and wellbeing of the population of Warrington, in partnership with other community services and GP practices. Services can be directed towards addressing health inequalities and supporting self-care in the areas of greatest need. Therefore, mapping service provision and identifying gaps in demand or provision are essential to provide commissioners with the market intelligence they need to take forward appropriate and cost-effective commissioning of services.

The Health Act 2009 outlined the process of market entry onto a 'Pharmaceutical List', by means of PNAs, and provided information to Primary Care Trusts (PCTs) for their production. It amended the National Health Service Act 2006 to include provisions for regulations to set out the minimum standards for PNAs. The regulations came into force on 24 May 2010, requiring PCTs to:

- develop and publish PNAs
- use PNAs as the basis for determining market entry to NHS pharmaceutical services provision.

Following the abolition of PCTs, this statutory responsibility was passed to Health and Wellbeing Boards (HWBs) by virtue of the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, which came into force on 1st April 2013. These regulations also outline the process that NHS England must comply with in dealing with applications for new pharmacies or changes to existing pharmacies.

The Health and Social Care Act 2012 further describes the duty of commissioners, in accordance with the regulations, to arrange for the adequate provision and commissioning of pharmaceutical services for their population.

The PNA is thus a key tool for NHS England and local commissioners, to support the decision making process for pharmacy applications and to ensure that commissioning intentions for services that could be delivered via community pharmacies, in addition to other providers, are incorporated into local planning cycles. Local commissioning priorities need to be driven by the Joint Strategic Needs Assessment (JSNA), of which the PNA is a key component.

See Appendix 1 for policy context.

³ DH (2008) Pharmacy in England: Building on strengths – delivering the future

Scope of the PNA

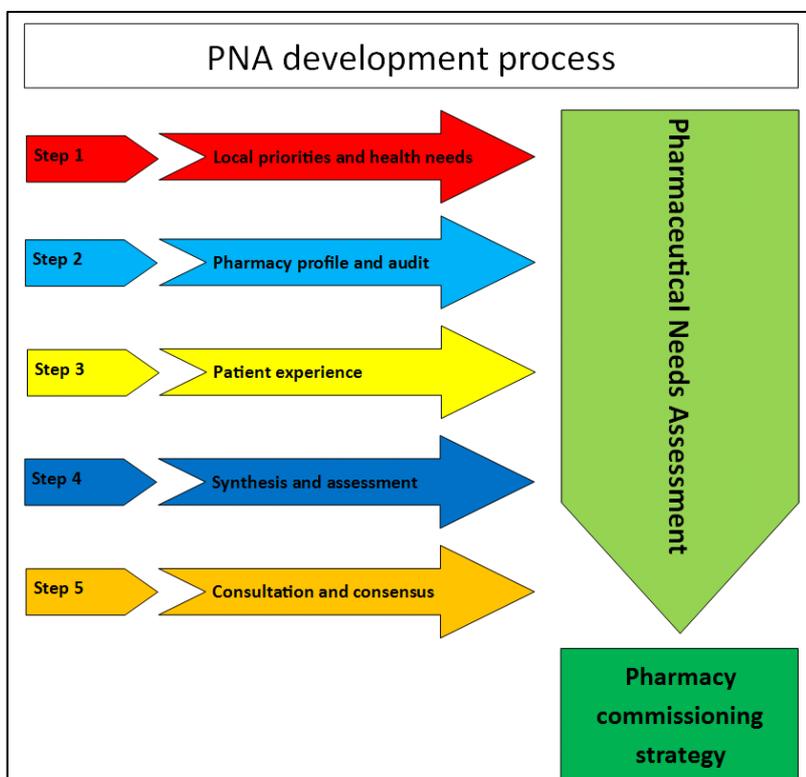
The assessment of need addresses the following principles:

- The safe and efficient supply of medicines, for example the additional (non-NHS commissioned) support services provided by pharmacies for:
 - their housebound patients and older people,
 - people with learning difficulties, and
 - medication administration support, such as monitored dosage systems (MDS)
- Pharmaceutical care that supports safe and effective use of medicines
- Pharmaceutical care that provides quality healthcare and public health information and advice to all members of the population
- High quality pharmacy premises that increase capacity and improve access to primary care services and medicines
- Enhanced services which increase access, choice and support for self-care
- Locally commissioned pharmaceutical services that have the potential to reduce impact on GP practices and secondary care
- High quality pharmaceutical support to prescribers for clinical and cost-effective use of resources.

Methodology and process followed in developing the PNA

Key principles of the PNA are:

- It is an iterative process involving patients, the public and key stakeholders
- It focuses on identifying health needs which can be supported by pharmaceutical services and makes recommendations for the commissioning of those services



Development of Warrington HWB's PNA has been undertaken by a small working group and overseen by Warrington Joint Strategic Needs Assessment (JSNA) Steering Group. The working group consists of representatives from the following:

- Public Health (Warrington Borough Council)
- Community Pharmacy Professional Lead (Community Pharmacy Cheshire and Wirral)
- NHS England local area team
- Healthwatch Warrington
- Warrington CCG
- Communications Team, WBC

Aspects informing this PNA were undertaken on a Cheshire & Merseyside level, and acknowledgments are also due to Liverpool City Council for administering the public survey and Halton Borough Council for leading on the evidence base.

The content of the document is closely linked to the local JSNA and has been produced by means of a structured analysis and distillation of complex and comprehensive data sources in order to identify the following:

- current local provision of pharmaceutical services
- the health and pharmaceutical needs of the population
- gaps in provision of pharmaceutical services.

A range of data sources have been used for the purposes of this PNA, including, but not restricted to:

- Joint Strategic Needs Assessment
- Public Health Annual Report
- Office of National Statistics data
- Warrington Health and Wellbeing Survey 2013
- Public survey on experience and opinion of local pharmacy services
- Survey of local pharmacists

A formal 60 day public consultation was undertaken on the draft PNA, and relevant amendments have been made to it in order to produce this final publication. Responses to the consultation and the associated amendments where relevant are listed in Appendix 6.

PNA Consultation

A draft PNA was published on the Warrington Borough Council website <https://warrington.gov.uk/consultations> on 10th November 2017. Various stakeholders were notified and invited to take part in the consultation which closed on 9th January 2018. The survey questions for the consultation are listed in Appendix 6. Stakeholders include:

- Dispensing Doctors
- GPs and other Primary Care Staff
- Community pharmacists
- LPS pharmacy contractor
- Bridgewater Community Health Trust
- North West Boroughs Partnership Mental Health Trust
- Warrington and Halton Hospitals Foundation Trust (WHHFT)
- Local Pharmaceutical Committee (LPC)
- Local Medical Committee (LMC)
- Local hospices
- Public Health staff
- NHS England staff
- Warrington Clinical Commissioning Group (CCG)
- Neighbouring Health and Wellbeing Boards (HWBs)
- Healthwatch Warrington

Website and online survey

Full documentation was published on the Warrington Borough Council website on 10th November 2017 with an online survey facility to enable readers to make comments on the PNA. Respondents were also offered paper copies of the survey if required and freepost systems were available to ensure people were able to make their views known.

PNA Review Process

The PNA will be refreshed, or supplementary statements produced, when any changes to the pharmacy contractor list occurs. This action will be overseen by Warrington HWB, with input from NHS England. The PNA will be updated or added to via supplementary statements should any of the following occur:

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

How to use this Pharmaceutical Needs Assessment

The PNA should be utilised as a service development tool in conjunction with the Joint Strategic Needs Assessment (JSNA) and the strategic plans from local commissioners. Mapping out current services and gaining a sense of current and future service needs will pinpoint the areas where the development of local pharmaceutical services may be necessary.

The PNA can be used by patients, current service providers, future service providers and commissioners in the following ways:

- Maps and tables detailing specific services will mean patients can see clearly where they can access a particular service.
- Current service providers will be better able to understand the unmet needs of patients in their area and take steps to address this need.
- Future service providers will be able to tailor their applications to be added to the pharmaceutical list, to ensure that they provide the services most needed by the local community.
- Commissioners will be able to move away from the 'one-size fits all' approach to ensure that pharmaceutical services are delivered in a targeted way.
- NHS England will have information on existing provision and on the needs of local populations to help assess new applications to join the pharmaceutical list, in order to ensure that patients receive quality services and adequate access.

Setting the Scene – National Pharmaceutical Services Contract Overview

All national NHS pharmaceutical service providers must comply with the contractual framework that came into force on 1st April 2013. The national framework is set out below and can be found in greater detail on the PSNC website⁴:

The pharmaceutical services contract consists of three different levels:

- Essential services
- Advanced services
- Enhanced services

⁴ Pharmacy Services Negotiating Committee: <http://psnc.org.uk/services-commissioning/>

Essential services

The following services must be offered by all community pharmacy contractors:

Dispensing - Supply of medicines or appliances, advice given to the patient about the medicines being dispensed and advice about possible interactions with other medicines. Also, the recording of all medicines dispensed, significant advice provided, referrals and interventions made using a Patient Medication Record.

Prescriptions - During 2016/17, the 28 GP practices in Warrington issued a total of 3,802,681 individual prescription items. Of these, 94% (3,576,033) were dispensed by the 47 pharmacies located *at that time* within Warrington (including the 2 internet pharmacies, the Out of Hours pharmacy, and the 2 community pharmacies which have since closed⁵), 0.8% (28,665) by the one dispensing doctor in Warrington (Stretton Medical Centre), and 5.2% (197,983) were dispensed outside Warrington. The 3,576,033 items dispensed by the 46 pharmacies in Warrington gave an average of 77,739 items per pharmacy. Appendix 4 shows the number and proportion of items prescribed at each GP practice and dispensed by each pharmacy. It also shows this data by GP cluster⁶.

Table 1.1: Items prescribed by Warrington Practices 2016/17 by dispenser

Dispensed by	Number of items dispensed	Percentage of items dispensed
Warrington pharmacies (<i>including 44 community, 2 internet pharmacies and the Out of Hours pharmacy</i>)	3,576,033	94.0%
Dispensing doctor (Stretton Medical Centre)	28,665	0.8%
Outside Warrington	197,983	5.2%
Total	3,802,681	100.00%

Data source: NHS Business Services Authority

Repeat dispensing - Management of repeat medication for up to one year, in partnership with the patient and prescriber. The patient will return to the pharmacy for repeat supplies, without first having to visit the GP surgery. Before each supply, the pharmacy will ascertain the patient's need for a repeat supply of a particular medicine. The pharmacist will communicate all significant issues to the prescriber with suggestions on medication changes, as appropriate.

Disposal of unwanted medicines – Pharmacies act as collection points for returned unwanted medicines from households and individuals. Special arrangements apply to Controlled Drugs (post Shipman Inquiry) and private arrangements must be adopted for waste returned from nursing homes.

Promotion of healthy lifestyles (Public Health) - Opportunistic one to one advice provided on healthy lifestyle topics such as smoking cessation, weight management etc., to certain patient groups who present prescriptions for dispensing. Also, involvement in local public health campaigns organised by NHS England and by Public Health on behalf of the HWB.

Signposting patients to other health care providers - Pharmacists and their staff will refer patients to other healthcare professionals or care providers when appropriate.

⁵ Two pharmacies closed since 2016/17 data; Rowlands (Wilderspool Causeway) and the Hub Pharmacy (Barrowhall Lane).

⁶ GP practices in Warrington work together in 7 clusters to optimise the delivery of primary care services.

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

Clinical Governance – Pharmacists must ensure the following processes are in place:

- Use of standard operating procedures
- Patient safety incident reporting
- Demonstrating evidence of pharmacist Continuing Professional Development
- Operating a complaints procedure
- Compliance with Health and Safety legislation
- Compliance with the Disability Discrimination Act 1995 (now superseded by the Equality Act 2010)
- Significant event analysis
- Commitment to staff training, management and appraisals
- Undertaking patient satisfaction surveys

Advanced services

There are currently six advanced services⁷ within the NHS Community Pharmacy contract. Community pharmacies can opt to provide any of these services as long as they meet the requirements set out in the Secretary of State Directions.

1. Medicines Use Review (MUR) The pharmacist conducts a concordance medication review with the patient, whereby the patient's knowledge of their medication regime is assessed. The review assesses any problems with understanding current medication, its administration and patient compliance. During the course of the MUR, if the pharmacist thinks there are issues the GP should be aware of, a report is provided to the patient's GP. The patient's knowledge of their medication and why they are taking it is increased, and problems with their medication are identified and addressed. The service includes MURs undertaken periodically, i.e. where the MUR is conducted on a regular basis, for example, every 12 months, and MURs undertaken when the need to make an adherence-focussed intervention is identified during provision of the dispensing service. MURs must be conducted in a consultation area which ensures patient confidentiality and privacy. Pharmacists must successfully pass a competency assessment before they can provide MUR services.

2. Appliance Use Review (AUR) – An Appliance Use Review was the second advanced service, introduced in April 2010. This service is similar to that above, but relates to a patient's prescribed appliances such as leg bags, catheters and stoma products.

3. Stoma appliance customisation (SAC) service

Stoma appliance customisation was the third advanced service, introduced in April 2010. This service involves the customisation of stoma appliances, based on the patient's measurements or on a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve how long they are used for, thereby reducing waste and unnecessary patient discomfort. This service can be provided by either pharmacy or appliance contractors.

4. New Medicines Service (NMS) – This service was introduced in October 2011 and provides support with medicines adherence for patients being treated with new medicines in four conditions/therapy areas. These are: asthma/COPD, type 2 diabetes, hypertension, and antiplatelet/anticoagulation therapy. The pharmacist provides face-to-face counselling about the medicine when the patient first presents with their prescription at the pharmacy. Arrangements are then made for the patient to be seen 7-14 days later to assess

⁷ Pharmaceutical Service Negotiating Committee (PSNC) accessed from <http://psnc.org.uk/services-commissioning/advanced-services/>

adherence and discuss any problems with the new medicine. The patient is followed up 14 days later to check all is well, at which point they exit this service.

5. Community Pharmacy Seasonal Influenza Vaccination Programme As part of the community pharmacy funding settlement community pharmacies in England are now able to offer a seasonal influenza (flu) vaccination service for all adults at risk of developing more serious complications from the virus. These include people aged 65 years and over, pregnant women and those with certain health conditions. This service is the fifth Advanced Service in the English Community Pharmacy Contractual Framework (CPCF). Immunisation is one of the most successful and cost-effective health protection interventions and is a cornerstone of public health. High immunisation rates are key to preventing the spread of infectious disease, complications and possible early death among individuals and protecting the population's health. For most healthy people, influenza is an unpleasant but usually self-limiting disease. However those with underlying disease are at particular risk of severe illness if they catch it. The aim of the seasonal influenza vaccination programme is to protect adults and children who are most at risk of serious illness or death should they develop influenza, by offering protection against the most prevalent strains of influenza virus.

The service can be provided for adults by any community pharmacy in England that fully meets the requirements for provision of the service and has notified NHS England of their intention to begin providing the service by completing a notification form on the NHS BSA website.

6. NHS Urgent Medicine Supply Advanced Service (NUMSAS) From 1st December 2016, community pharmacies across England have been able to register on the NHS Business Services Authority (BSA) portal to provide the NHS Urgent Medicines Supply Advanced Service (NUMSAS) as part of a national pilot. The Service, which is commissioned by NHS England, will allow community pharmacies to supply a repeat medicine at NHS expense, following a referral from NHS111 and where the pharmacist identifies that the patient has an immediate need for the medicine and that it is impractical to obtain a prescription without undue delay.

Enhanced services

Enhanced services are those pharmacy services commissioned on behalf of the NHS by NHS England. Enhanced services can only be commissioned by NHS England.

Locally commissioned services

Locally commissioned services are those developed and negotiated locally based on the needs of the local population. The PNA will inform the future commissioning need for these services. These services can be commissioned from the pharmacy by the Local Authority (LA), Clinical Commissioning Group (CCG) or other commissioner. Competency and training frameworks to support the commissioners of such services are available from the Centre for Pharmacy Postgraduate Education (CPPE)⁸. Likewise, the Pharmacy and Public Health Forum which now reports to Public Health England has a task group responsible for professional standards for public health practice.

It is possible for neighbouring LAs and CCGs to commission similar services from pharmacies at differing remuneration rates or using different service specifications or patient group directions. This is because financial and/or commissioning arrangements for services are based on local negotiation and are dependent on available resources. This does, however, lead to duplication of effort for commissioning staff and difficulties for locum pharmacists working across LA and CCG boundaries. Wherever possible, commissioners are advised to work together to eliminate such anomalies.

⁸ www.ccpe.ac.uk

The continuity of locally commissioned service provision has often been difficult to achieve. There have been on-going challenges around pharmacists gaining accreditation to deliver those services and individual pharmacists/locums who were accredited to provide these services may move around. This has had the potential to lead to gaps in services. Some work has been undertaken by the Community Pharmacy Competence Group (CPCG) to allow pharmacy professionals to be able to declare their own competence to deliver locally commissioned community pharmacy services, via self-Declaration of Competence documents (DoCs). This self-declaration process provides assurance that pharmacy professionals are competent to provide a service while minimising bureaucracy. The requirement for self-declaration is included within local contracts for locally commissioned services, and pharmacists who fail to meet this requirement will be removed from the Warrington Borough Council provider list.

Examples of some pharmacy-based locally commissioned services are as follows:

- Minor ailment management
- Diabetes screening
- Substance misuse medication services / Needle exchange scheme
- Palliative care services
- Emergency Hormonal Contraception service / Sexual health services
- Vascular screening
- Care home services
- Smoking cessation service
- Flu vaccination services

Funding of the service elements of the pharmacy contract

The essential services and the advanced services elements of the community pharmacy contract are funded from a national 'Pharmacy Global Sum' agreed between the Pharmaceutical Services Negotiating Committee, NHS England and NHS employers. This is divided up and devolved to NHS England as a cash-limited budget which is then used to reimburse pharmaceutical service activity as per the Drug Tariff (Surelines Ltd: Drug Tariff Listing Service www.drugtariff.com) Funding for enhanced or locally commissioned services has to be identified and negotiated locally from the commissioner's own budget.

Overview of current providers of pharmaceutical services

At February 2018, Warrington has 45 pharmacy contractors on the pharmaceutical list:

- 42 are community pharmacies; 37 of which deliver a minimum of 40 core service hours per week, although many open for longer, and 5 deliver a minimum of 100 hours service per week
- 1 is the LPS 'out of hours' (OOH) pharmacy (located at one of the community pharmacies)
- 2 are distance selling (internet) pharmacies.

Map 3.1 in Part 3 shows the location of pharmacy service providers.

Community pharmacy contractors can be individuals who independently own one or two pharmacies, or can be large multi-national companies who may own many hundreds of pharmacies UK-wide.

The resident population of the Warrington is 208,800 (ONS mid-2016)⁹ which equates to 20.1 community pharmacies per 100,000 population. The average for England is 21.5 pharmacies per 100,000 population.

⁹ ONS Mid-Year Estimates 2016 for Local Authorities. Sub-borough estimates for 2016 are not yet available. Ward estimates presented for the new ward boundaries are based on internal calculations using Mid 2015 LSOA level estimates

Whilst this is a crude comparator in that it does not take account of geographical spread or accessibility, it does suggest that, overall, provision in Warrington is slightly lower than the average for England.

In general, pharmacy services are provided free of charge, without an appointment, on a 'walk-in' basis. Pharmacists dispense medicines and appliances, as requested by prescribers, via both NHS and private prescriptions.

Dispensing Doctors – Warrington has one dispensing doctor whose services consist mainly of dispensing for those patients on their “dispensing list”, who live in more remote, rural areas. There are strict regulations which stipulate when, and to whom, doctors can dispense. Dispensing practices do not offer as comprehensive a range of medication-related services as community pharmacists. It is not a requirement for dispensing practices to employ a qualified pharmacist, although they could choose to do so.

Appliance Contractors cannot supply medicines but are able to supply products such as dressings, stoma bags, catheters etc. Currently, Warrington does not have an appliance contractor physically located within its area, but patients can access services from appliance contractors registered in other areas.

Acute Hospital Pharmacy Services - There is one acute hospital trust within Warrington, namely Warrington and Halton Hospitals NHS Foundation Trust. Hospital Trusts have Pharmacy Departments, the main responsibility of which is to dispense medications for use on the hospital wards for in-patients and during the out-patient clinics.

Mental Health Pharmacy Services - The population of Warrington is served by the North West Boroughs Healthcare NHS Foundation Trust. They employ pharmacists to provide clinical advice within their specialist areas and have a pharmacy department that dispenses medications for use on the hospital wards for in-patients and during the out-patient clinics.

GP Out of Hours (OOH) Services– The GP OOH service in Warrington operates Monday to Friday 6:30pm to 8:00am and 24 hours weekends and Public Holidays for patients who feel their illness cannot wait until their GP surgery re-opens. Appointments are held at the OOH located at Bath Street Health and Wellbeing Centre in Warrington town centre.

Local Pharmaceutical Services (LPS) - OOH pharmacy: the LPS pharmacy contract is a time-limited contract which allows commissioners to contract locally for the provision of pharmaceutical and other services, including services not traditionally associated with pharmacy, within a single contract. Given different local priorities, LPS provides commissioners with the flexibility to review the contract periodically and to commission services that address specific local needs, which may include services not covered by the community pharmacy contractual framework. There is currently one LPS contract in Warrington that was established in 2004 to support the Out of Hours GP service (located at Bath Street Health and Wellbeing Centre in Warrington town centre) and to provide access to emergency medication for patients requiring it at the point of prescribing. The pharmacy is open 6:30pm to 10:30pm Monday to Wednesday, 6:30pm to 10:45pm Thursday and Friday, 12:15pm to 10:45pm on Saturday, and 09:30am to 10:30pm Sunday. It is also open on Bank Holidays. Patients attending the GP OOH service, who subsequently require a medicine to be dispensed, are provided with a prescription to take to any local community pharmacy, or to the OOH pharmacy on-site.

Bordering Services / Neighbouring Providers

The population of Warrington can access services from pharmaceutical providers located outside the Local Authority's own boundary. When considering pharmacy contract applications or making enhanced service commissioning decisions, the accessibility of services close to the border must be taken into account. For further information on such services please refer to the relevant neighbouring Health and Wellbeing Board's PNA.

Quality Standards for Pharmaceutical Service Providers

Community Pharmacy Contract Monitoring

NHS England requires all pharmaceutical service providers to meet the high standards expected by patients and the public. All pharmacies are included within a programme of contract monitoring visits as independent providers of services provided under the national pharmacy contract.

As stated within the NHS review 2008, high quality care should be as safe and effective as possible, with patients treated with compassion, dignity and respect. As well as clinical quality and safety, quality means care that is personal to each individual. This statement is as meaningful to pharmacies as to other NHS service providers and is the principle which NHS England adopts when carrying out the Community Pharmacy Contract Monitoring visits.

The community pharmacy contract assurance process follows a structured sequence of events including:

- A rolling programme of pre-arranged visits to pharmacies for observation of processes and procedures and a detailed interview with the pharmacist in charge and support staff.
- Self-assessment declarations
- Scrutiny of payment submission processes
- Scrutiny of internal processes for confidential data management
- Structured action plan with set timescales for completion

In addition to the structured process outlined above, NHS England will also take account of the voluntary submission of the findings from the annual community pharmacy patient questionnaire that is undertaken by the pharmacy contractor as well as any patient complaints relevant to pharmacy services. In cases where the professional standards of an individual pharmacist are found to fall below the expected level, NHS England will work with the relevant professional regulatory body, such as the General Pharmaceutical Council to ensure appropriate steps are taken to protect the public.

The Dispensing Doctor Quality Scheme introduces defined quality markers for service delivery and sets standards around governance and training. Its aim is to develop and ensure good/safe dispensing practice by rewarding dispensing practices for providing high quality dispensing services by making a payment per dispensing patient. Payment is based on an assessment of compliance against set standards and criteria. Participation in the scheme is voluntary.

Locally Commissioned Services

Warrington Borough Council currently commission pharmacies to provide:

- Emergency Hormonal Contraception (EHC)
- Quick Start contraceptive services
- Supervised Consumption of Methadone and Buprenorphine
- Needle Exchange

Pharmacies providing or seeking to provide any of the above services need to complete a quality assurance questionnaire, to ensure that the quality of the service recommended in the Service Level Agreement is fulfilled, and best value is achieved. Pharmacists delivering the service must also complete all relevant training to deliver these services and submit a self-declaration of competency, a signed contract and Patient Group Direction (PGD) must be returned prior to service commencement. Services are monitored on a regular basis using an assurance framework and quality visits are carried out at premises as required. For provision of Needle Exchange services, an Integrated Monitoring System (IMS) is also used across Cheshire and Merseyside. This enables prevalence, drug usage and demographics to be monitored and cross-referenced with the invoice payment schedule, to provide a comprehensive overview of provision.

Pharmaceutical Needs Assessment

Part 2

Public Health needs based on demography, localities and linked to the Joint Strategic Needs Assessment

This section contains extracts from Warrington Health and Wellbeing Board's Joint Strategic Needs Assessment. These are areas where it is considered that pharmacy services could, or already do, contribute to those needs. This information is taken into account in Part 3 where the commissioning of pharmacy services is considered. For more detailed information readers are requested to refer to the JSNA itself, at <https://www.warrington.gov.uk/jsna>

Part 2

2.1: Geographical Localities - Wards and Ward Groupings

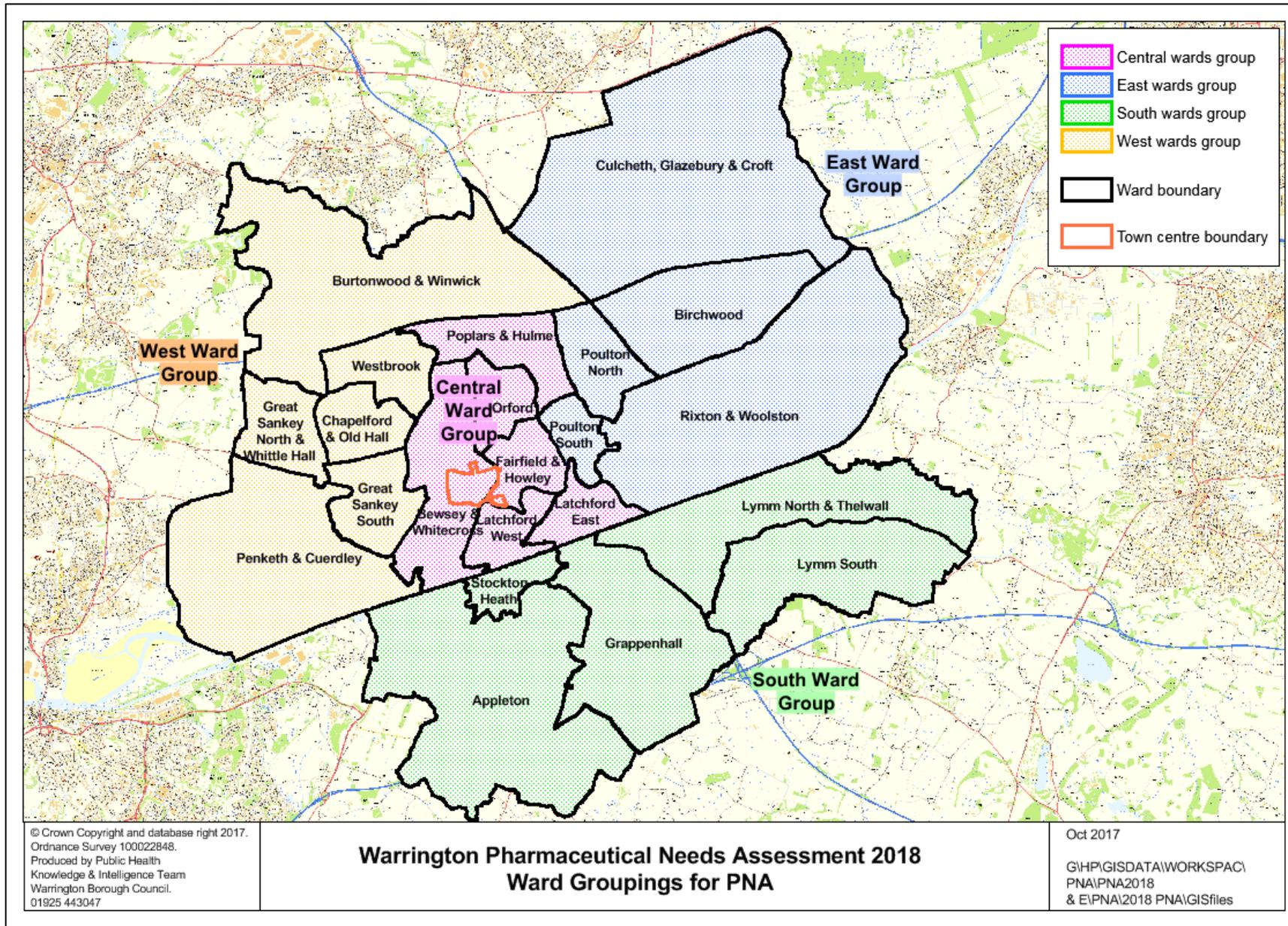
The boundary of Warrington Borough Council is coterminous with that of Warrington Clinical Commissioning Group (CCG), and this is the area covered by the Health and Wellbeing Board. The advantage of one Local Authority (LA) and one CCG means that the mapping and consultation applies to the geographical footprint of both organisations.

Warrington has 22 electoral wards which are displayed on Map 2.1. Much of the data in this PNA has been calculated and mapped at ward level in order to show the variations in health and lifestyle between smaller areas of the borough. Data in Warrington's Joint Strategic Needs Assessment (JSNA) is also often presented at ward level, and can therefore be used as a supporting document. However, when detailing the services that pharmacies provide, it is impractical to group them at such a small level of geography. Instead, pharmacies have been grouped as being in one of 4 ward groupings; this will better reflect the areas that customers are likely to travel to in order to access a pharmacy, especially residents of more rural areas. Warrington town centre lies within the group of Central wards. The ward groupings are as follows:

- Central wards: Bewsey & Whitecross, Fairfield & Howley, Latchford East, Latchford West, Orford, Poplars & Hulme
- East wards: Birchwood, Culcheth, Croft & Glazebury, Poulton North, Poulton South, Rixton & Woolston
- South wards: Appleton, Grappenhall, Lymm North & Thelwall, Lymm South, Stockton Heath
- West wards: Burtonwood & Winwick, Chapelford & Old Hall, Penketh & Cuerdley, Great Sankey North & Whittle Hall, Great Sankey South, Westbrook.

GP practices in Warrington work together in seven clusters to optimise the delivery of primary care services. The tables in Appendix 4 help to illustrate patient flow by Cluster.

Map 2.1: Ward Groupings used in the Warrington PNA



2.2: Socio-Economic Deprivation

Socio-economic deprivation is a major determinant of health and wellbeing. Many of the measures of ill-health and health-related lifestyle factors follow patterns of socio-economic deprivation, with more ill-health in the more deprived areas.

Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not solely financial. The English Indices of Deprivation (Department for Communities and Local Government, 2015) cover 7 'domains'; Income, Employment, Health and Disability, Education, Barriers to Housing and Services, Crime, and Living Environment. The overall Index of Multiple Deprivation 2015 (IMD 2015) is calculated as a weighted aggregation of these seven domains. Full details of all of the domains and the indicators they contain can be found in the full technical report produced on behalf of the DCLG:

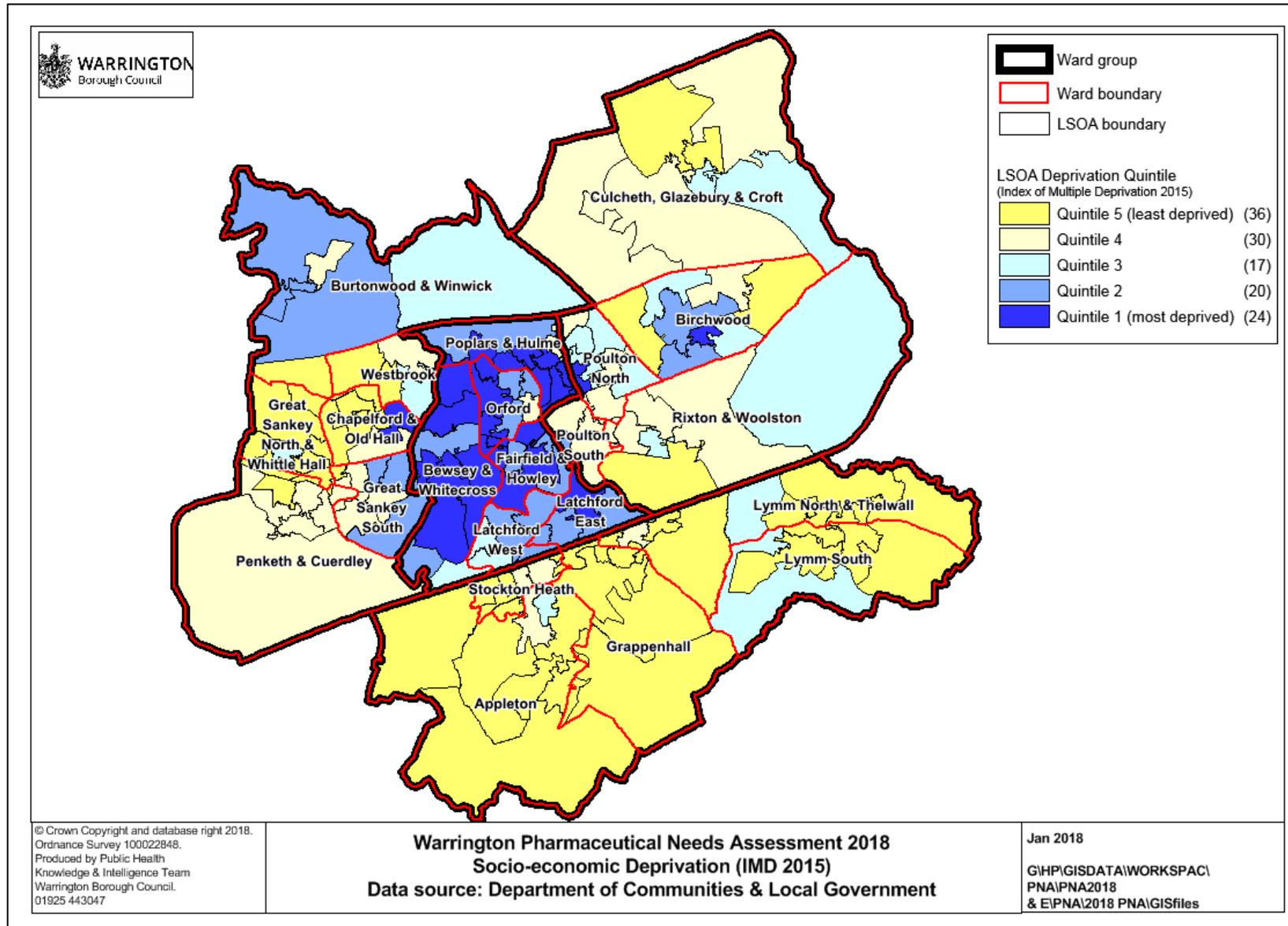
<https://www.gov.uk/government/collections/english-indices-of-deprivation>

The lowest geographical level for which the indices are produced is at Lower Super Output Area (LSOA) level. LSOAs are small geographical units, each of which has a minimum of 400 households and an average population of approximately 1500 people. Warrington contains 127 LSOAs. These do not all neatly 'nest' inside the 22 electoral wards.

LSOAs can be grouped by 'deprivation quintile'; all LSOAs in England were split into 5 equal-sized groups (quintiles) based on levels of deprivation. Each LSOA in Warrington is allocated to a deprivation quintile based on how deprived that LSOA is compared to the rest of England: Quintile 1 contains areas of Warrington that are in the most deprived fifth in England, and Quintile 5 contains the areas in the least deprived fifth. Map 2.2 shows levels of deprivation in Warrington. Table 2.1 shows the composition of the four groups of wards in terms of the population and the number of LSOAs in each deprivation quintile.

Detailed analysis of the pattern of deprivation across Warrington is available in the Warrington JSNA at <http://www.warrington.gov.uk/jsna>

Map 2.2: Deprivation in Warrington - Index of Multiple Deprivation (IMD) 2015



Data source: Department of Communities and Local Government (DCLG), Indices of Deprivation 2015, © Crown Copyright.

Table 2.1: Ward Population in Each Deprivation Quintile

	Population in each deprivation quintile (mid-2015)						Percentage of population in each deprivation quintile (mid-2015)					
	Quintile 1 (the 20% most deprived)	Quintile 2	Quintile 3	Quintile 4	Quintile 5 (the 20% least deprived)	TOTAL	Quintile 1 (the 20% most deprived)	Quintile 2	Quintile 3	Quintile 4	Quintile 5 (the 20% least deprived)	TOTAL
Appleton	0	0	1593	1422	7192	10207	0%	0%	16%	14%	70%	100%
Bewsey & Whitecross	8318	2423	607	0	0	11348	73%	21%	5%	0%	0%	100%
Birchwood	1459	2822	2620	1257	2430	10588	14%	27%	25%	12%	23%	100%
Burtonwood & Winwick	0	2716	2507	1223	0	6446	0%	42%	39%	19%	0%	100%
Chapelford & Old Hall	1165	0	0	2923	7515	11603	10%	0%	0%	25%	65%	100%
Culcheth, Glazebury & Croft	0	0	2956	5660	3013	11629	0%	0%	25%	49%	26%	100%
Fairfield & Howley	6734	4806	0	0	0	11541	58%	42%	0%	0%	0%	100%
Grappenhall	0	0	0	0	7215	7215	0%	0%	0%	0%	100%	100%
Great Sankey North & Whittle Hall	0	0	1396	0	7317	8713	0%	0%	16%	0%	84%	100%
Great Sankey South	0	5456	0	5786	285	11526	0%	47%	0%	50%	2%	100%
Latchford East	3207	5038	0	0	0	8245	39%	61%	0%	0%	0%	100%
Latchford West	0	4540	3047	0	0	7587	0%	60%	40%	0%	0%	100%
Lymm North & Thelwall	0	0	361	1599	9649	11609	0%	0%	3%	14%	83%	100%
Lymm South	0	0	1208	0	5302	6510	0%	0%	19%	0%	81%	100%
Orford	6162	4343	0	1485	0	11990	51%	36%	0%	12%	0%	100%
Penketh & Cuerdley	0	0	0	7454	2621	10074	0%	0%	0%	74%	26%	100%
Poplars & Hulme	10367	1554	0	527	0	12448	83%	12%	0%	4%	0%	100%
Poulton North	805	0	5339	3982	0	10126	8%	0%	53%	39%	0%	100%
Poulton South	0	1320	0	4531	0	5851	0%	23%	0%	77%	0%	100%
Rixton & Woolston	0	0	3358	4665	1298	9321	0%	0%	36%	50%	14%	100%
Stockton Heath	0	0	0	2990	4070	7060	0%	0%	0%	42%	58%	100%
Westbrook	0	0	1344	1502	3213	6059	0%	0%	22%	25%	53%	100%
Warrington	38217	35017	26336	47005	61120	207695	18%	17%	13%	23%	29%	100%
Central group of wards	34788	22703	3654	2012	0	63157	55%	36%	6%	3%	0%	100%
East group of wards	2264	4142	14273	20095	6741	47515	5%	9%	30%	42%	14%	100%
South group of wards	0	0	3162	6011	33428	42601	0%	0%	7%	14%	78%	100%
West group of wards	1165	8172	5247	18887	20951	54422	2%	15%	10%	35%	38%	100%

Data sources: ONS Census 2015 population estimates, DCLG Index of Multiple Deprivation 2015

Inequalities in relation to socio-economic deprivation within Warrington are quite stark. The majority of the population of the East, South and West ward groupings live in quintiles 3, 4 and 5 (the 60% least deprived areas in England). In particular, over three-quarters (78%) of the population in the South grouping live in quintile 5 (the 20% least deprived areas in England). In contrast, over half of the population (55%) of the Central grouping live in quintile 1, and over a third (36%) live in quintile 2; this means that 91% of residents of the Central ward grouping live in the most deprived 40% of areas in England.

2.3: Population

The *resident population* of Warrington for mid-year 2016 is estimated at 208,800.^x The population of the borough overall is increasing, with an increase of over 3% over the past five years. Resident population estimates are available at LSOA level from the Office of National Statistics (ONS). These have been aggregated to give population estimates for wards and ward groupings, and are shown in Table 2.2.

The *GP registered population* of Warrington is higher than the resident population; currently over 215,000.^{xi}

Warrington has a relatively small, but growing, ethnic population. Based on the 2011 Census almost 92.9% of Warrington residents were 'White British'^{xii}.

Table 2.2: Warrington Wards Resident Population

Ward	ONS 2015 MID-YEAR POPULATION, WARRINGTON, BY NEW WARD								
	Total population	Number Aged 65 and over	Percentage aged 65 and over	Number Aged 75 and over	Percentage aged 75 and over	Number Women aged 15-44	Percentage Women aged 15-44	Number Children aged 0-4	Percentage Children aged 0-4
Appleton	10,207	2,283	22.4%	1,064	10.4%	1,481	14.5%	449	4.4%
Bewsey & Whitecross	11,348	1,189	10.5%	465	4.1%	2,613	23.0%	997	8.8%
Birchwood	10,588	1,751	16.5%	590	5.6%	1,891	17.9%	659	6.2%
Burtonwood & Winwick	6,446	1,525	23.7%	723	11.2%	1,103	17.1%	323	5.0%
Chapelford & Old Hall	11,603	1,081	9.3%	381	3.3%	2,533	21.8%	854	7.4%
Culcheth, Glazebury & Croft	11,629	2,610	22.4%	1,258	10.8%	1,563	13.4%	462	4.0%
Fairfield & Howley	11,541	1,499	13.0%	780	6.8%	2,686	23.3%	966	8.4%
Grappenhall	7,215	1,488	20.6%	724	10.0%	1,031	14.3%	315	4.4%
Great Sankey North & Whittle Hall	8,713	1,585	18.2%	621	7.1%	1,517	17.4%	439	5.0%
Great Sankey South	11,526	1,619	14.0%	621	5.4%	2,397	20.8%	787	6.8%
Latchford East	8,245	1,042	12.6%	484	5.9%	1,933	23.4%	673	8.2%
Latchford West	7,587	1,567	20.6%	764	10.1%	1,472	19.4%	410	5.4%
Lymm North & Thelwall	11,609	2,445	21.1%	1,106	9.5%	1,889	16.3%	665	5.7%
Lymm South	6,510	1,419	21.8%	652	10.0%	1,035	15.9%	388	6.0%
Orford	11,990	1,855	15.5%	799	6.7%	2,341	19.5%	794	6.6%
Penketh & Cuedley	10,074	2,791	27.7%	1,302	12.9%	1,585	15.7%	427	4.2%
Poplars & Hulme	12,448	1,469	11.8%	644	5.2%	2,700	21.7%	1,082	8.7%
Poulton North	10,126	2,042	20.2%	714	7.0%	1,814	17.9%	488	4.8%
Poulton South	5,851	1,309	22.4%	606	10.4%	989	16.9%	329	5.6%
Rixton & Woolston	9,321	2,085	22.4%	772	8.3%	1,402	15.0%	423	4.5%
Stockton Heath	7,060	1,381	19.6%	613	8.7%	1,171	16.6%	407	5.8%
Westbrook	6,059	840	13.9%	307	5.1%	1,082	17.9%	299	4.9%
Warrington	207,695	36,876	17.8%	15,990	7.7%	38,226	18.4%	12,636	6.1%
Central group of wards	63157	8620	13.6%	3936	6.2%	13744	21.8%	4921	7.8%
East group of wards	47515	9798	20.6%	3939	8.3%	7659	16.1%	2362	5.0%
South group of wards	42601	9016	21.2%	4159	9.8%	6606	15.5%	2224	5.2%
West group of wards	54422	9442	17.3%	3956	7.3%	10217	18.8%	3129	5.7%
	5,500-7,000	800-1,000	9-10.9%	300-500	3-4.9%	900-1,200	13-14.9%	300-400	4-4.9%
	7,000-8,000	1,000-1,500	11-14.9%	500-700	5-6.9%	1,400-1,600	15-17.9%	400-500	5-5.9%
	8,000-10,000	1,500-2,000	15-19.9%	700-800	7-9.9%	1,800-2,000	18-20.9%	600-700	6-6.9%
	10,000-11,000	2,000-2,500	20-23.9%	1,000-1,200	10-11.9%	2,300-2,400	21-22.9%	700-900	7-7.9%
	11,000-12,500	2,500-2,800	24-27.9%	1,200-1,400	12-13%	2,500-2,700	23-23.9%	900-1100	8-8.9%

Source: Internally calculated using Office for National Statistics LSOA population estimates for 2015.

^x ONS 2016 Estimates for Local Authorities. Sub-borough estimates for 2016 are not yet available. Ward estimates presented for the new ward boundaries are based on internal calculations using Mid 2015 LSOA level estimates

^{xi} NHS Digital, Nov 2016

^{xii} Includes: White Irish, Scottish, Welsh and English

Population estimates for ward groupings:

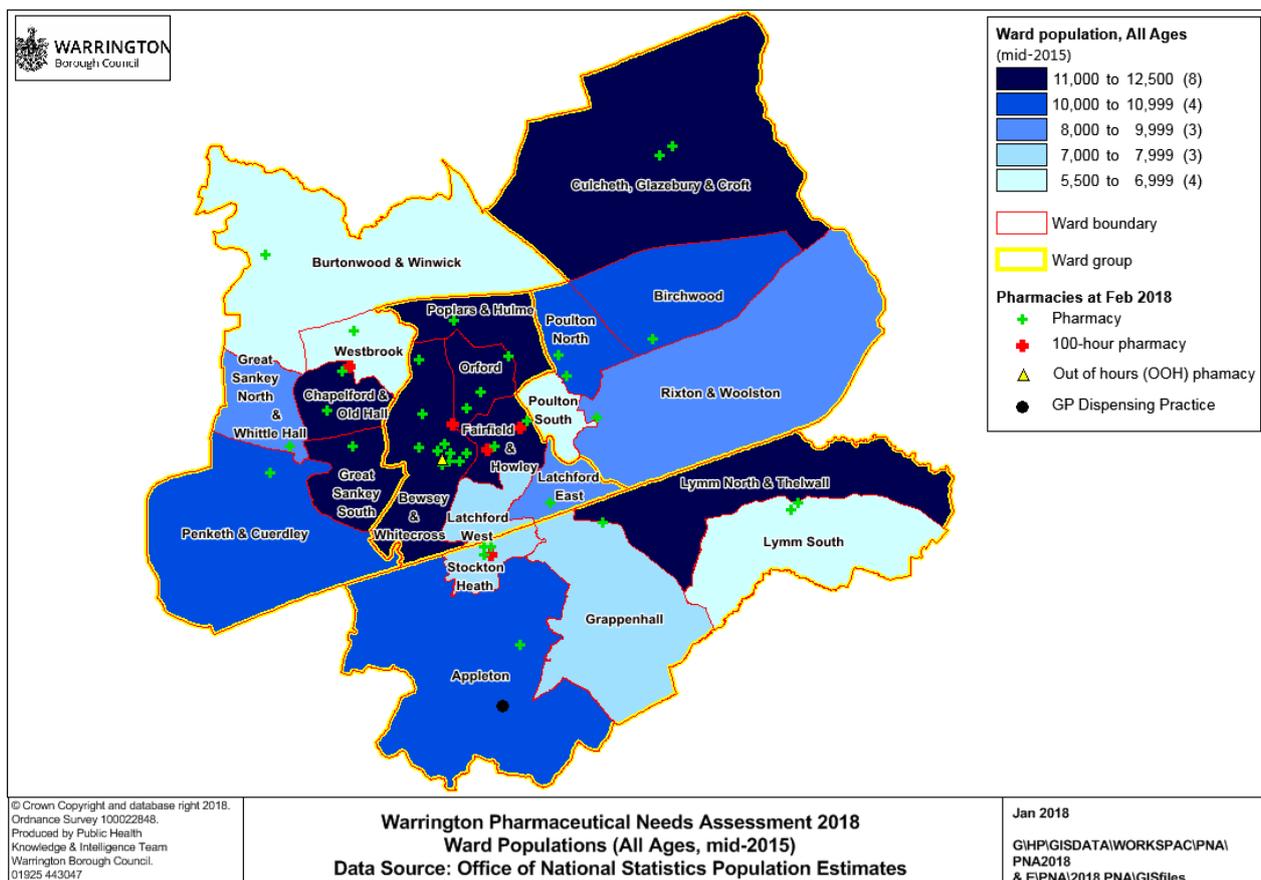
- The Central group of wards has by far the largest overall population, at over 63,000, and has a much younger population. It has the lowest number and proportion of people aged 65+ (8,620, 13.6%), the highest number and proportion of women of child-bearing age (13,744, 21.8%), and the highest number and proportion of children aged 0-4 years (4,921, 7.8%).
- South and East ward groups have quite a high proportion (over 20%) of people aged 65+. East has the highest number, at almost 9,800.

Population estimates for wards:

- Ward population vary from just under 6,000 in Poulton South to over 12,000 in Poplars & Hulme.
- The wards with the highest number of people aged 65+ are Penketh and Cuerdley (about 2,800), followed by Culcheth, Glazebury & Croft (over 2,600). They also have the highest number of people aged 75+ (about 1,300 and 1,260).
- (Bewsey & Whitecross, Fairfield & Howley, and Poplars & Hulme (all central wards) have a very high number (between 900 and 1,100) of children aged 0-4.

Map 2.3 displays the all-age population by ward.

Map 2.3: Warrington Population (All Ages)



Population projections suggest a 6% increase in overall population from 2014 to 2024 (see Table 2.3). Whilst an increase is projected in all age-bands, by far the biggest increase is in those aged 65 and over, both in terms of percentage increase (22%) and in absolute numbers (approximately an extra 7,900).

Table 2.3: Warrington Resident Population Projections 2014 to 2024

	Age group			
	0-15	16-64	65+	All ages
2,014	39,407	130,955	36,066	206,428
2,015	39,570	131,380	36,801	207,752
2,016	39,811	131,750	37,557	209,118
2,017	40,199	132,023	38,257	210,479
2,018	40,542	132,269	39,030	211,841
2,019	41,004	132,434	39,793	213,231
2,020	41,345	132,734	40,536	214,615
2,021	41,669	133,016	41,269	215,954
2,022	41,943	133,265	42,083	217,291
2,023	42,114	133,500	42,959	218,573
2,024	42,230	133,594	43,993	219,817
INCREASE FROM 2011 TO 2021	2,823	2,639	7,927	13,389
PERCENTAGE INCREASE FROM 2014 TO 2024	7%	2%	22%	6%

2.4: Health Related Behaviour and Lifestyle Risk Factors

Much of the analysis on lifestyle risk factors is based on the Warrington Health and Wellbeing Survey, a comprehensive, large scale survey of 6,673 Warrington residents (aged 18+), undertaken early in 2013 by the Public Health Team, Warrington Borough Council. By ward, the number of respondents ranged from 183 from Burtonwood and Winwick to 430 in Culcheth, Glazebury and Croft. It should be noted that, although it is now over 4 years since the survey this remains the most up to date intelligence available at a sub-Warrington (e. g. ward) level in relation to many lifestyle factors and behaviours.

2.4a) Overweight and Obesity

Rates of overweight and obesity vary within Warrington. Locally collected data on overweight and obesity prevalence is available from the aforementioned Warrington Health and Wellbeing Surveys, which are population-based surveys undertaken within Warrington in 2001, 2006 and 2013. It is important to note that respondents were not weighed or measured; instead, height and weight were self-reported. Self-reported measures^{xiii} are likely to under-estimate true population prevalence, but this is the only source of data that can be analysed at a sub-Warrington level, to investigate differences between sub-groups of the population. Even if rates are underestimates of true prevalence, the patterns between different sub-groups are likely to be accurate. .

Results from these surveys, presented in Table 2.4, show that the percentage of residents with excess weight (overweight and obese combined; i.e. a BMI of over 25) increased from 48.3% in 2001, to 53.2% in 2006, and to 55.1% in 2013. A prevalence of 55%, applied to the mid-2015 Warrington population aged 18+, suggests that almost 90,000 adults in Warrington are overweight or obese.

The percentage of obese residents (a BMI of over 30) increased from 13.8% in 2001, to 18.2% in 2006, and to 19.3% in 2013. A prevalence of 19.3%, applied to the mid-2015 Warrington population aged 18+, suggests that over 31,500 adults in Warrington are obese.

^{xiii} NB Self-reported data has been shown to underestimate overweight and obesity prevalence. The Health Survey for England 2011 suggested that prevalence calculated from self-reported heights and weights was 6 or 7 percentage points lower than prevalence calculated from data where participants had been weighed and measured by an interviewer (HSCIC, 2012).

Table 2.4: Local Trend in Overweight and Obesity Prevalence

Warrington Health and Wellbeing Surveys		
Year	% obese (BMI of over 30)	% excess weight (overweight/obese combined; BMI of over 25)
2001	13.8%	48.3%
2006	18.2%	53.2%
2013	19.3%	55.1%

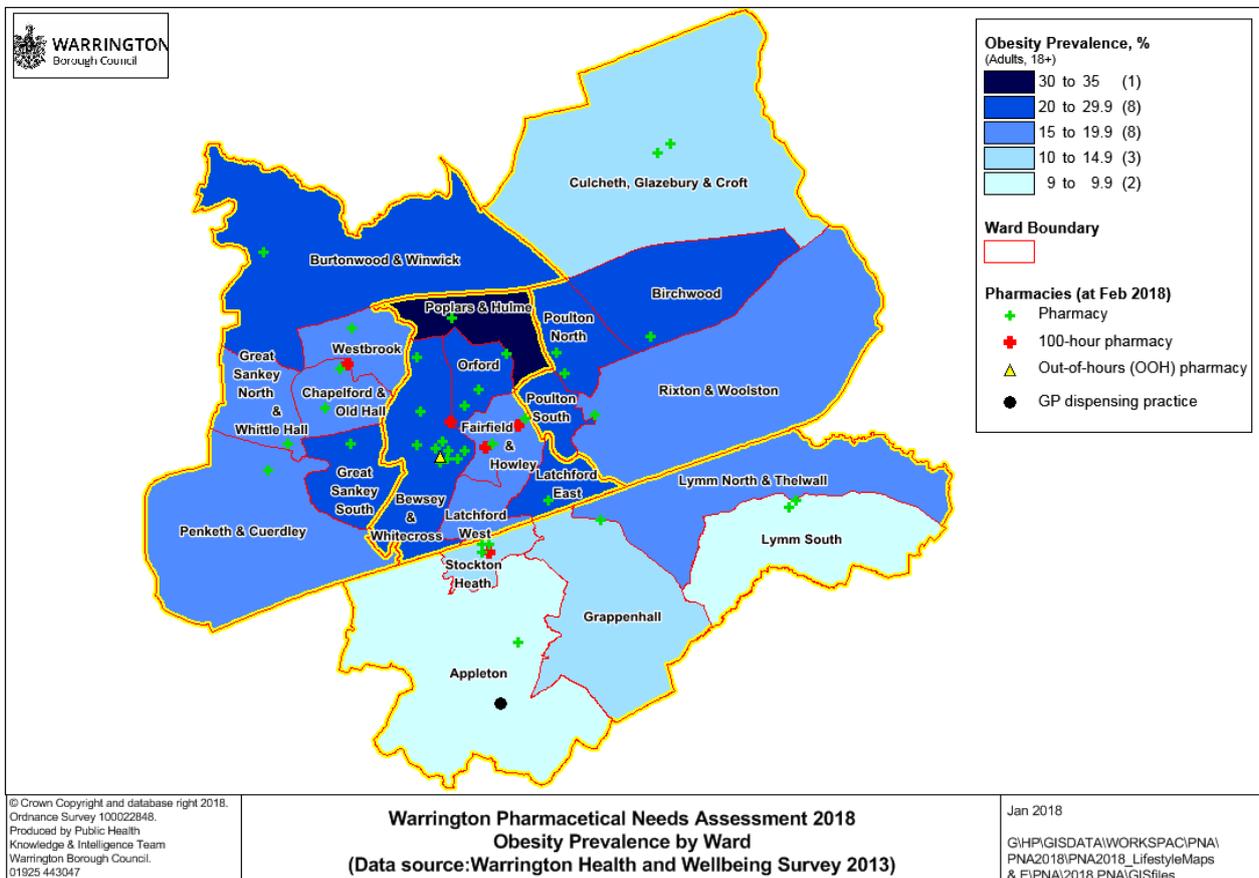
Source: Warrington Health and Wellbeing Survey, 2013

Map 2.4 shows the differences in obesity prevalence across Warrington. In the 2013 survey:

- Wards with significantly higher rates of obesity compared to Warrington overall were Poplars & Hulme (32.7%) and Birchwood (26.3%). Wards with significantly lower rates were: Appleton, Culcheth, Glazebury & Croft, and Lymm South.
- Obesity prevalence generally follows the pattern of deprivation, with higher rates in the more deprived areas.
- The population group with highest prevalence of excess weight was men aged 40-64, of whom 23% were obese, and a further 47% overweight, i.e. 70% were overweight or obese. Obesity prevalence was similar amongst men (19.0%) and women (19.6%). However, substantially more men than women were in the overweight category (43.3% and 28.2% respectively).

For further information see the JSNA Healthy Weight chapter <http://www.warrington.gov.uk/jsna>

Map 2.4: Obesity Prevalence 2013 by Warrington Ward with pharmacy locations



Local Health Impact of Obesity: There are a number of adverse health effects associated with obesity. Prevalence of many of these health conditions is reported by GP practices as part of their contract. Table 2.5 contains statistics for Warrington and England from the Primary Care Quality and Outcomes Framework (QOF) data. It shows that Warrington has higher reported prevalence of coronary heart disease (CHD), diabetes, hypertension and heart failure than England. Obesity prevalence is very similar to England.

Table 2.5: Prevalence of Selected Conditions, QOF, 2015/16^{xiv}

	CHD (All ages)	Diabetes (Aged 17+)	Hypertension (All ages)	Heart Failure (All ages)	Obesity (aged 16+)
<i>Warrington (no. of patients)</i>	7341	10836	28063	1614	15096
Warrington	3.65%	6.68%	13.94%	0.80%	9.44%
England	3.20%	6.55%	13.81%	0.76%	9.45%

Data Source: NHS Digital, Quality and Outcomes Framework (QOF) for April 2015- March 2016

Modelled estimates^{xv} suggest that there may be under-reporting or under-diagnosis of certain conditions:

- Hypertension: Based on latest QOF data there are 28,063 people in Warrington known to have hypertension. Modelled estimates from PHE suggest that there may be as many as 50,250 people in total. This means there may be approximately 22,200 people in the borough who have high blood pressure, but have not yet been diagnosed.
- Diabetes: According to latest QOF data there are 10,836 people aged 17+ in Warrington diagnosed with diabetes. However, modelled estimates from PHE, which take into account the demographic and socio-economic structure of Warrington, suggest that there may be approximately as 13,250 people with diabetes. This means that there could be around 2,400 people who don't yet know that they have the condition.
- Non-diabetic hyperglycaemia (pre-diabetes): In addition, PHE modelled estimates suggest that approximately 18,200 people in Warrington have non-diabetic hyperglycaemia (an estimated prevalence of 10.8% of the adult population).

Evidence of effectiveness of pharmacy interventions is mixed. A review of the role of community pharmacy in delivering the public health agenda reviewed three studies concerning weight management interventions delivered by community pharmacists. In two studies positive impacts on weight and waist circumference were found for programmes that offered behaviour change support.^[1] NICE guidance on obesity^[2] includes pharmacists in the range of primary healthcare professionals who should take action to support behaviour change in relation to weight loss. However, it does not contain specific recommendations for pharmacies. A systematic review of alcohol reduction, smoking cessation and weight management interventions included 5 high quality studies on weight management within community pharmacy settings. The review concluded that primary care, including pharmacy settings, were not as cost effective as community settings in producing positive weight management outcomes.^[3] This is supported by other reviews and studies such as Gordon^[4] and Phimarn.^[5] Added to this, there are differing perceptions amongst the public and pharmacy staff even when prescribing weight loss medications or over-the-counter weight loss products, with issues such as conflict of interest^[6] and preference for dietician-led or commercial weight loss programmes.^[7]

Although not commissioned to do so, some pharmacies did report offering a weight management service. It is not possible to determine which types of intervention they provide, nor how they are operating. Although the available evidence suggests that interventions in community pharmacies may not be a cost-effective way of achieving good weight management outcomes, pharmacies may be able to play a useful role in helping people access other weight management services. In the public survey 71% stated that they would like to see weight management services within community pharmacies.

^{xiv} QOF data available for Warrington for 2015/16 is missing data for one Warrington Practice, thus Warrington numbers presented here are lower than actual

^{xv} Public Health England: Disease Prevalence Models

2.4b) Smoking

Smoking, and exposure to second-hand smoke, causes a wide variety of disease, death and disability on an immense scale. Tobacco use is a highly complex behaviour that is particularly resistant to change. It is determined by a wide range of personal, social and environmental influences and so must be approached simultaneously from multiple angles and on various levels.

It is one of the most significant contributory factors to reduced life expectancy, health inequalities and ill-health, particularly cancer, coronary heart disease and respiratory disease. Smoking-attributable mortality rates in Warrington are significantly higher than the average for England, as are lung cancer mortality rates and the rate of new registrations for lung cancer.

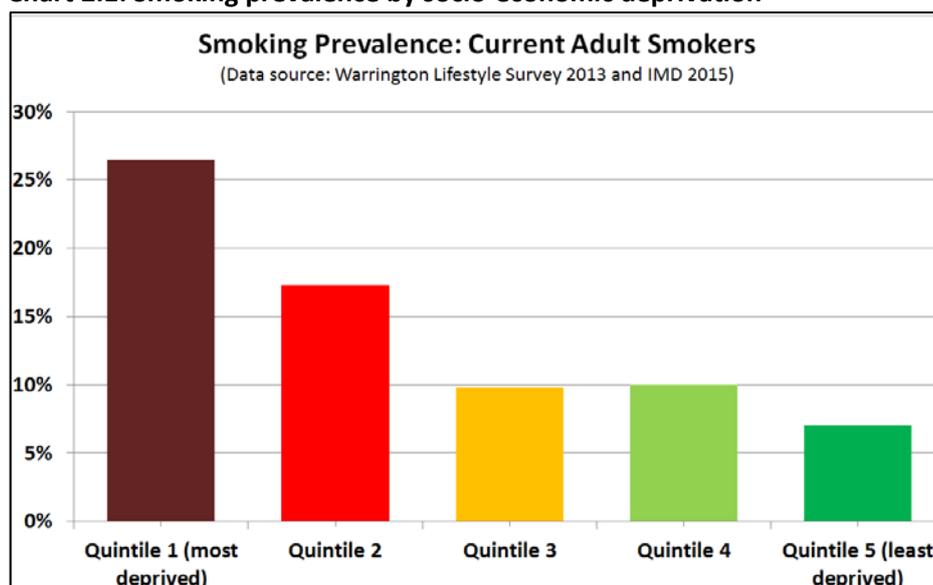
Smoking in pregnancy rates have been reducing both locally and nationally. The smoking in pregnancy rate in Warrington is 9.1% (2015/16)^{xvi}, lower than England (10.6%). However, rates are substantially higher in the most deprived quintile (19.4% in 2015/16 compared to 5.9% in the rest of Warrington). This is in-keeping with the pattern in the general population of higher prevalence in more deprived areas.

Young people's smoking prevalence is estimated in the WAY (What About Youth) survey. In the 2014/15 survey, smoking prevalence at age 15 (current smokers) in Warrington was 9.0%, higher than 8.2% in England and 8.0% in the North West.

Results from the Warrington Health and Wellbeing Survey 2013 suggest that smoking prevalence amongst adults reduced from 21.3% in 2001, to 20.4% in 2006, to 13.0% in 2013. A prevalence of 13.0%, applied to the 18+ population of Warrington for mid-2015 suggests that approximately 21,200 adults in Warrington smoke (assuming that prevalence has not changed much since 2013). Increased use of e-cigarettes is likely to have contributed to the reduction in cigarette smoking over recent years.

Prevalence varied between men (14%) and women (11%), and varied by age: 16.0% of 18-39 year-olds, 12.9% of 40-64 year-olds, and 8.2% of those aged 65+ said they smoked. It strongly followed the pattern of socio-economic deprivation, ranging from 26% in the most deprived quintile, to 7% in the least deprived quintile (see Chart 2.1).

Chart 2.1: Smoking prevalence by socio-economic deprivation

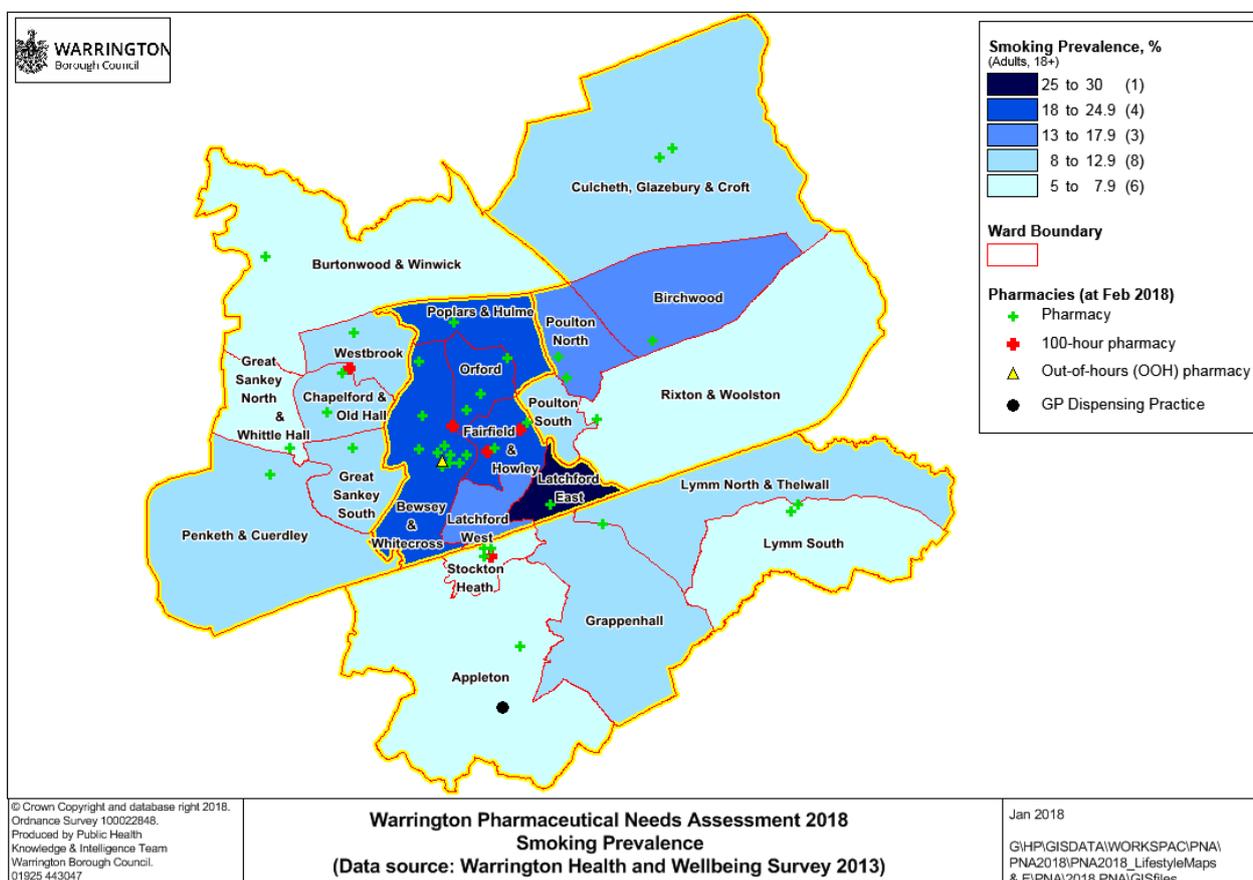


^{xvi} Public Health Outcomes Framework 2015/16 (PHE)

Evidence of effectiveness of pharmacy interventions suggests that community pharmacies have a key role to play in providing advice, support and even brief interventions for smoking cessation.^{[8][9][10][11][12][13]} Details of how they can provide this support can be found in guidance such as that published by Pharmacy Health Link.^[14] However, this requires adequate training to enhance confidence and skills,^{[15][16]} something pharmacy staff may feel they lack.^[17] Training on how to match patient history and smoking status can enable pharmacy staff to tailor advice more accurately.^[18] This is based on evidence which suggests that whilst community pharmacy smoking cessation services may produce lower quit rates than those of specialist advisors, pharmacy-led smoking cessation support can have significant impact on quit rates.^[19] Evidence shows that both types of support are cost effective.^{[20][21]} and both patients and pharmacy staff have a positive view of smoking cessation counselling by community pharmacy staff.^[22]

Map 2.5 shows smoking prevalence by ward. Highest rates were found in the Central ward grouping. Latchford East had by far the highest prevalence at 28%. The location of all community pharmacies is shown on the map. Currently, the Stop Smoking service in Warrington is commissioned from Livewire and no Warrington pharmacies are commissioned to provide smoking cessation support.

Map 2.5: Smoking Prevalence by Warrington Ward 2013 with pharmacy locations



For further information see the Warrington JSNA chapter on smoking. <http://www.warrington.gov.uk/jsna>

2.4c) Alcohol

The impact of alcohol misuse is widespread, encompassing alcohol-related illness and injuries as well as significant social impacts including crime and violence, teenage pregnancy, loss of workplace productivity, and homelessness.

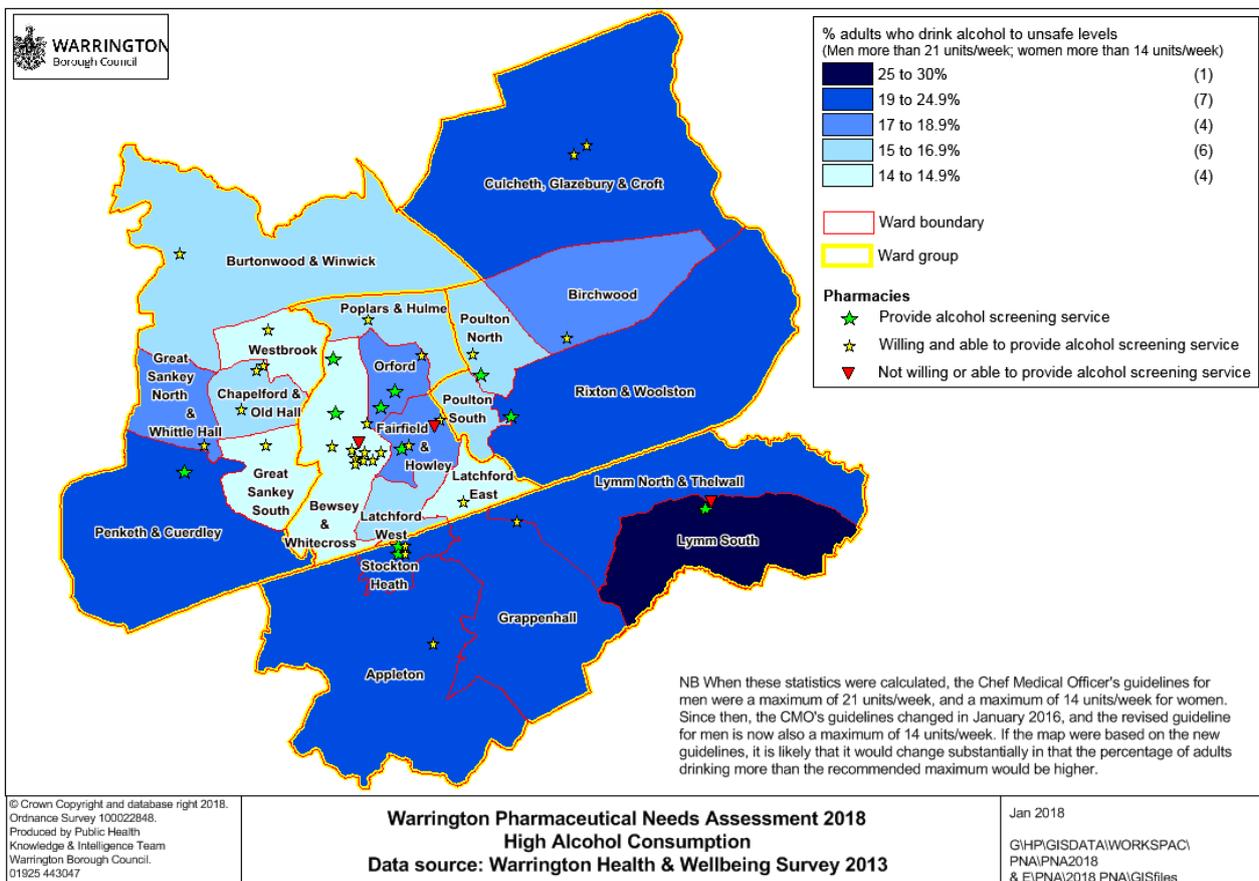
Warrington has consistently had significantly higher hospital admission rates^{xvii} than England for alcohol-related conditions, although Warrington rates have almost always been lower than the North West region.

In the Warrington Health and Wellbeing Survey 2013, 86% of respondents said they drank alcohol. In terms of unsafe levels of alcohol consumption^{xviii}, overall, *of those who drank*, 21% of respondents indicated that they drank more units per week than is considered safe. Prevalence, i.e. the percentage of *all respondents including non-drinkers*, was 18% in Warrington overall.

There was variation within Warrington, with excess alcohol consumption showing an inverse relationship with deprivation, i.e. it was worst in the *least* deprived areas. The proportion of women who said they never drank alcohol was highest in the *most* deprived quintile (24%) and gradually reduced to only 13% of women in the *least* deprived quintile. Furthermore, of those who did drink alcohol, 21% of women in the least deprived quintile drank to unsafe levels, compared to 15% in the most deprived areas. Amongst men, again the proportion who said they never drank alcohol was highest in the most deprived quintile (19%), and gradually reduced to only 6% in the least deprived quintile. Of men who said they did drink alcohol, about a quarter of them drank to unsafe levels (although there was no obvious pattern with deprivation in the proportion who drank to unsafe levels).

By ward, the prevalence of people drinking to unsafe levels ranged from 16% to 29%. The highest rates were in the South ward grouping, plus Culcheth Glazebury & Croft, Rixton & Woolston, and Penketh & Cuerdley (see Map 2.6). Lymm South was the only ward which was significantly higher than Warrington overall.

Map 2.6: Alcohol Consumption

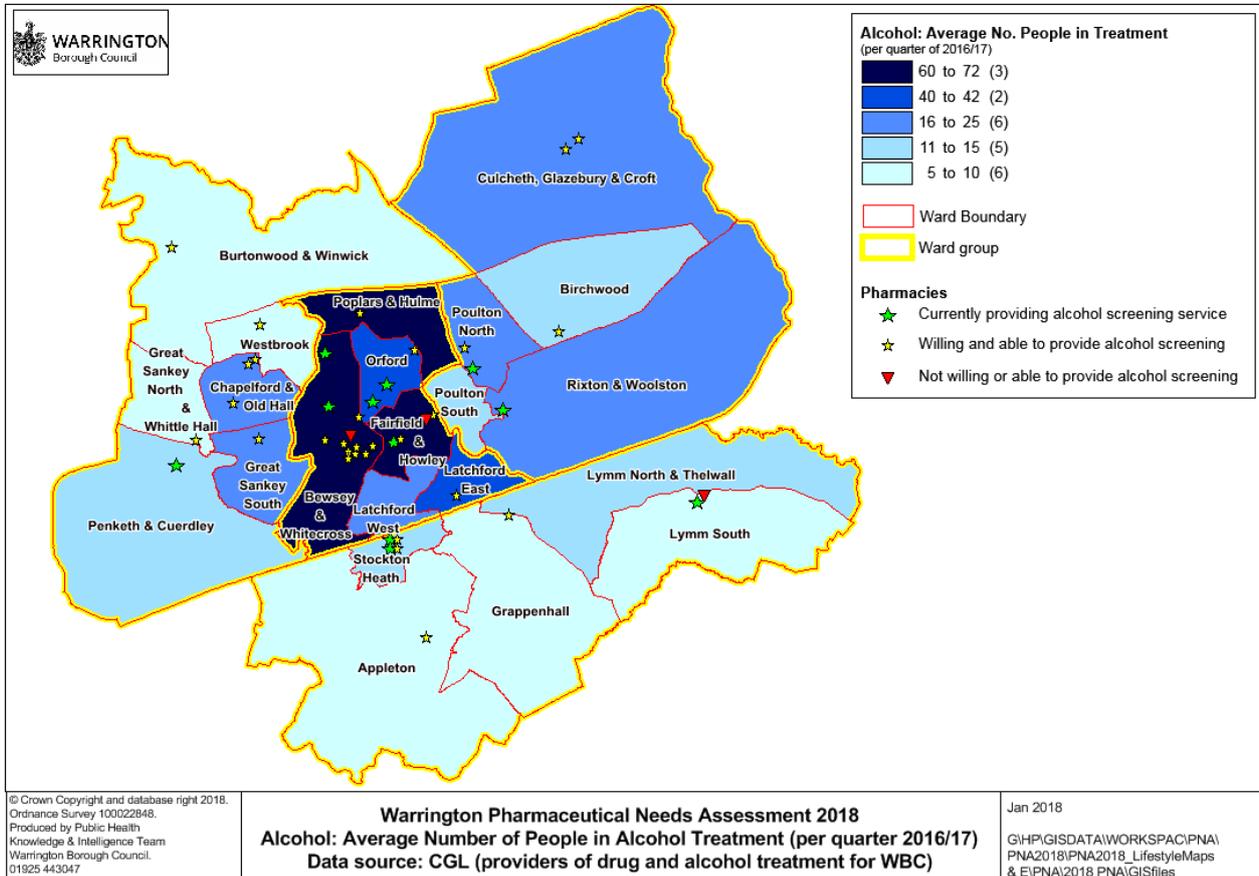


^{xvii} Source: Local Alcohol Profiles for England, calculated by Public Health England using data from NHS Digital Hospital Episode Statistics (HES) and Office for National Statistics (ONS) - Mid Year Population Estimates.

^{xviii} "Unsafe" was considered to be more than 14 units/week for women and more than 21 units/week for men, which was the guidance at that time, although guidance has since changed for men to be the same as for women, i.e. 14 units/week.

However, as Map 2.7 illustrates, the wards with the highest number of people in the alcohol treatment service commissioned by Warrington Borough Council are all in the Central ward grouping. (Note that this is a number of people, not a rate, i.e. does not relate to the population size).

Map 2.7: Average number of clients in alcohol treatment



Evidence of effectiveness of pharmacy interventions is limited and there is little published research on the role and impact of community pharmacies in delivering alcohol harm reduction interventions. Evidence shows that community pharmacies have been effective in supporting people to stop smoking using brief interventions (BI), and there is work which shows that such an approach is also effective for alcohol within other primary care settings.^{[23][24]} Research undertaken in the North West indicates that pharmacy-led alcohol BIs and referral to services is acceptable to both pharmacies and the public. However, this research did not consider the effectiveness of such services.^[25] Results from elsewhere in the UK suggest that the picture is not clear cut; a randomised controlled trial (RCT) was conducted in all community pharmacists in the London borough of Hammersmith and Fulham,^[26] and concluded that BI for alcohol via community pharmacies was not effective.

Currently no Warrington pharmacies deliver BI for alcohol, but a number are providing or willing to provide alcohol screening services. All support national and local alcohol harm reduction campaigns, in-line with the national pharmacy contract.

2.4d) Other Lifestyle Risk Factors

Physical activity: The Health and Wellbeing Survey 2013 findings suggest that the majority (76.4%) of adults in Warrington do the minimum recommended amount of physical activity per week^{xix}.

Diet: The Health and Wellbeing Survey 2013 findings suggested that 56.7% of Warrington residents eat the recommended 5 or more portions of fruit/ vegetables per day. This is a substantial increase on the 2006 figure. People living in the more deprived areas are more likely to have a poor diet, i.e. are less likely to eat the recommended portions of fruit and vegetables, and are likely to have more takeaways and fast food.

Multiple Lifestyle Risks: In terms of multiple lifestyle risk factors, there has been much research into the clustering of unhealthy lifestyle behaviours and their impact. The World Health Organisation (WHO, 2002) estimated that 30% of the burden of illness in developed countries is associated with four main unhealthy behaviours: smoking, excess consumption of alcohol, poor diet and low levels of physical activity. These behaviours, in turn, are linked to high cholesterol and overweight or obesity, which are associated with a further 15 per cent of the disease burden in these countries. Prevalence of these multiple behaviours locally, nationally and internationally are clustered amongst more disadvantaged populations.

In the 2013 Health and Wellbeing Survey, 53% of respondents (equating to 84,000 adults in Warrington) reported 2 or more lifestyle risk factors^{xx}. 21% of respondents reported three or more risk factors (suggesting an estimated 34,000 adults in Warrington).

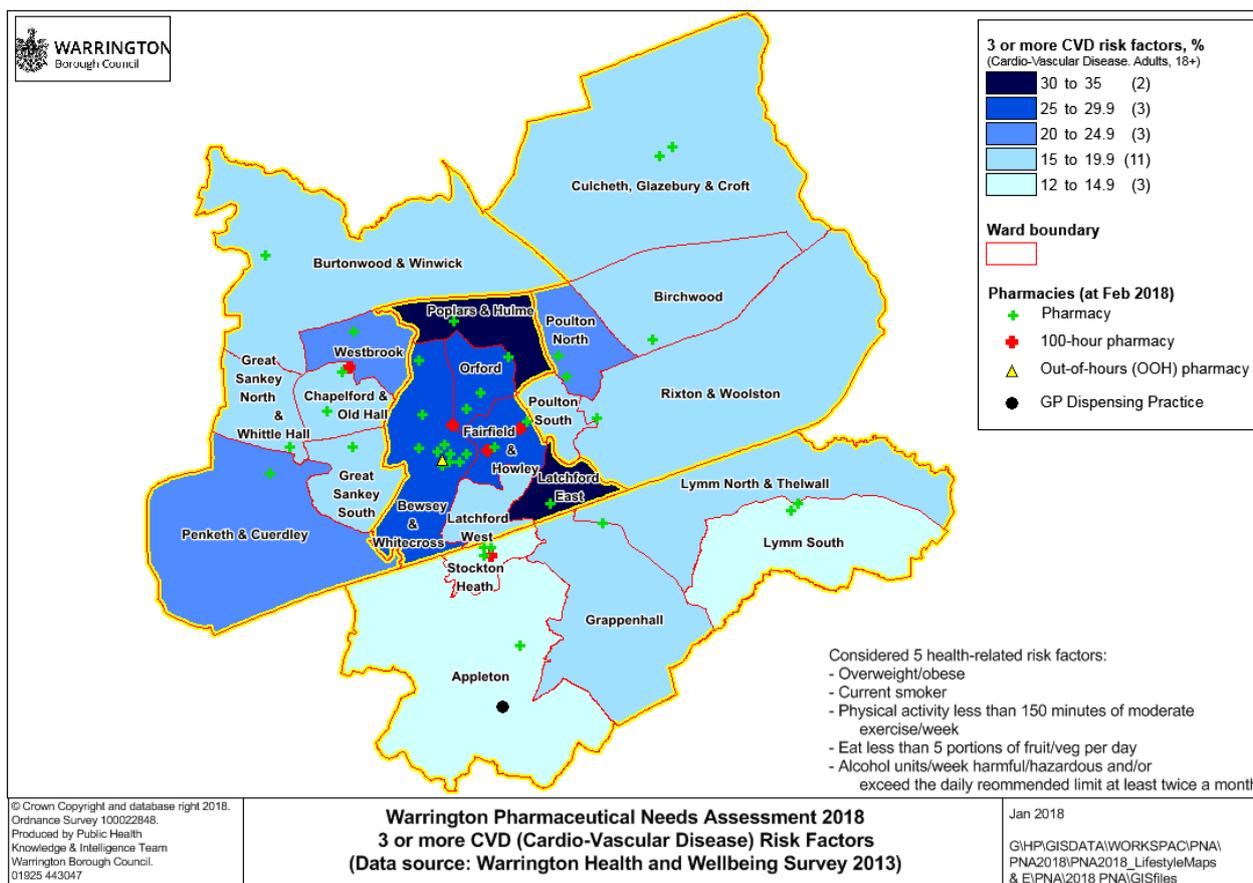
There were big differences by age-band, by sex and by deprivation. Women were less likely to have 3 or more risk factors (16%), especially those in the least deprived areas; men were most likely to have 3+ risk factors (25%), especially those in the most deprived areas. By deprivation quintile, the proportion of people with 3+ risk factors ranged from 29.1% in the most deprived quintile to 16.8% in the least deprived. By age-band, middle-aged people had the highest proportion of people with 3+ risk factors; 18.6% of those aged 18-39, 23.9% of those aged 40-64, and 16.7% of those aged 65+.

The Central ward grouping (except Latchford West) had the highest proportions of people with 3+ risk factors; about a third of adults in Poplars & Hulme and in Latchford East, and about a quarter of adults in Orford, in Fairfield & Howley, and in Bewsey & Whitecross. Map 2.8 shows variation by ward.

^{xix} The Chief Medical Officer's guidance states that everyday activity such as active travel, heavy housework and occupational activity counts towards the 150 minute guideline. This definition differs from that used in the Sport England Survey, which excludes occupational activity and housework. Thus figures are not comparable with Sport England findings or those reported in the Public Health Outcomes Framework.

^{xx} Of obesity, smoking, low physical activity, diet and high alcohol consumption.

Map 2.8: Percentage of adults with 3 or more lifestyle risk factors, by Warrington ward



2.4e) Substance Misuse

The Warrington Public Health Team commission services to support people to live a drug-free life. Some services are currently provided by CGL Pathways to Recovery (located in Warrington town centre) and by some pharmacies. CGL and 4 pharmacies in Warrington (one of which also operates the 'Out of Hours' service at the Bath Street Health and Wellbeing Centre in Warrington town centre) currently provide both a needle exchange service (NEX) where a client can receive new injecting equipment and return used items, and a supervised consumption service where a service user is required to take their opiate substitute on the pharmacy premises, under supervision of a pharmacist. A further 26 community pharmacies provide a supervised consumption service (but not NEX).

In 2016/17, 31,543 supervised consumption doses were dispensed by pharmacies.

The following NEX service data^{xxi} (for CGL, the 4 community pharmacies and the OOH service) has been based on client contacts that took place during 2015/16:

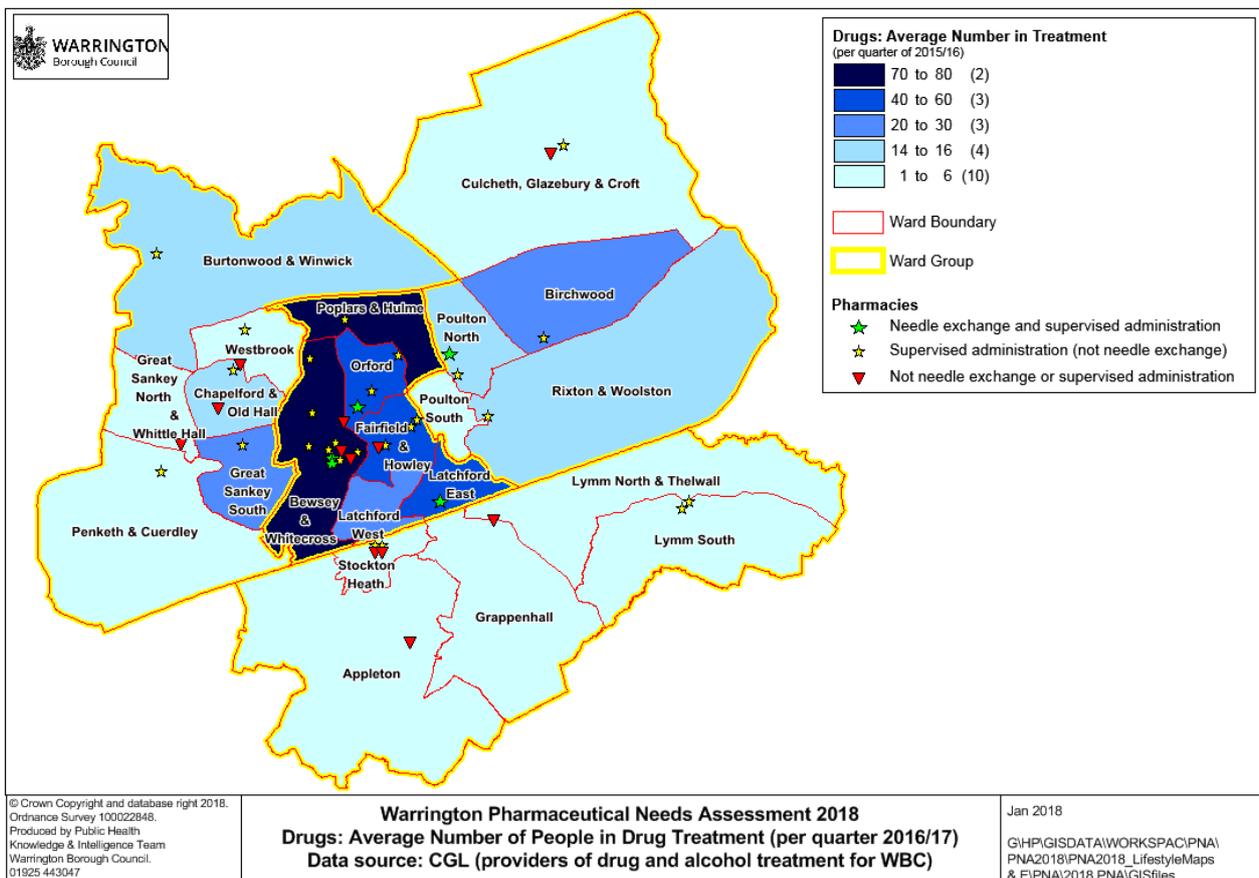
- There were 1,574 individuals who used NEX services in Warrington.
- Data completeness within NEX services appears to be an issue in that the main substance used was not recorded for over a third of clients (35%). Of those where it was recorded, approximately 60% said that steroids and IPEDs (image and performing enhancing drugs) were their main substance, and approximately 40% said heroin. (Very small numbers of clients said amphetamines, cocaine, or prescription drugs, but the numbers were so small that for these substances, the data has been suppressed).

^{xxi} Data source: Integrated Monitoring System (IMS) hosted by Liverpool John Moores University

- In total, there were 5,007 needle exchange transactions in Warrington, of which 92% took place in a pharmacy.
- Those who said that heroin was their main substance were much more likely to attend NEX services in a pharmacy setting, 98% went to a pharmacy and only 2% went to CGL.

Map 2.9 shows the number of clients in the CGL drug treatment service by ward (NB Not all clients gave an address from which ward could be determined). The 5 wards with the highest numbers of people in drug treatment are all in the Central ward grouping; Poplars & Hulme and Bewsey & Whitecross had on average between 70 and 80 people in drug treatment; Fairfield & Howley, Latchford East and Orford had between 40 and 60.

Map 2.9: Average number of people in drug treatment services per quarter during 2016/17, by ward



Evidence of effectiveness of pharmacy interventions demonstrates that community pharmacy-based supervised methadone consumption services can achieve high attendance rates and are acceptable to clients.^[27] NICE guidelines recommend that each new treatment of opiate dependence be subject to supervised consumption for the first three months or a period considered appropriate by the prescriber. The rationale for this recommendation is to provide routine and structure for the client, helping to promote a move away from chaotic and risky behaviour. This service requires the pharmacist to supervise the consumption of prescribed medicines at the point of dispensing in the pharmacy – ideally within a private consultation room, and ensuring that the dose has been administered to the patient.^[28] NICE guidance PH52 on the optimum provision of Needle & Syringe Programmes^[29] places community pharmacies at the heart of the provision of these programmes.

2.4f) Sexual Health

Good sexual health is an important aspect of health and wellbeing and it is vital that people have the information, confidence and the means to make choices that are right for them. It helps people to develop positive relationships and enables them to protect themselves and their partners from infections and unintended pregnancy. Sexual health services can provide cost savings to the NHS and can significantly reduce physical and emotional ill-health through prevention and early intervention.

If left untreated, sexually transmitted infections can lead to long term fertility problems, cervical cancer, long term illness, HIV, and can reduce life span and cause premature death. Teenage parenthood can lead to many health and social disadvantages for mother and baby, but an unplanned pregnancy can have a devastating effect both emotionally and economically for people of any age. Termination of pregnancy can have long term emotional consequences and sexual dysfunction can lead to low self-esteem, relationship problems and possible marriage and family break-up. All of these aspects of poor sexual health can occur at any stage of life and can have an enduring and severe impact upon people's overall quality of life.

Increasing access and uptake of the most effective contraception methods, and facilitating earlier diagnosis of HIV, are important priorities in reducing poor sexual health in Warrington. Enhancing service provision and delivery, particularly through service integration, has the potential to increase the quality of patient experiences and outcomes, and deliver cost savings.

Sexually Transmitted Infections (STIs): The following information on STIs is from the Public Health England Sexual and Reproductive Health Profiles ^{xxii}

In 2015, 1,023 new STIs were diagnosed in Warrington, equivalent to a rate of 495.6 per 100,000 residents (lower than 767.6 in England). In Warrington, over half of the diagnoses (53%) were in young people aged 15-24, compared to 45% in England.

Table 2.6 shows the rates per 100,000 population of the 5 most common STIs in 2015, for Warrington, the North West and England. Warrington had lower rates than England and the North West for all 5 of the STIs. However it should be noted that whilst ideally the reason for low rates could be less infections, it could potentially be a result of lower screening rates.

Chlamydia infections often have no noticeable symptoms. The aim of the National Chlamydia Screening Programme is that, by detecting and treating sufficient chlamydia infections that have no noticeable symptoms, it will result in a decrease in incidence. Young adults (under 25s) are disproportionately affected by STIs, as shown in Table 2.6, where the diagnosis rate of chlamydia in Warrington in the 15 to 24 year-old population was nearly 15 times higher than in the population aged 25 years and over. However, it should be recognised that the high rates are also likely to be partly due to the National Chlamydia Screening Programme, which targets the 15 to 24 age group. Chlamydia diagnoses for those aged 15 to 24 are measured against a national target of 2,300 per 100,000 young people, and higher numbers are better.

Table 2.6: Diagnosis rate of the 4 most common sexually transmitted infections (STIs), 2015

	No. of Diagnoses	Rate per 100,000 population		
		Warrington	North West	England
Chlamydia 15-24 years	377	1,587	2,328	1,887
Chlamydia 25+ years	163	108	176	179
Genital warts	235	113.8	120.0	118.9
Genital herpes	75	36.3	56.2	57.6
Gonorrhoea	60	29.1	42.6	70.7

Source: PHE - Sexual & Reproductive Health Profiles, 2017

^{xxii} Public Health England Sexual and Reproductive Health Profiles <http://fingertips.phe.org.uk/profile/sexualhealth>

In 2015, Warrington had a prevalence rate of 0.91 cases of HIV per 1,000 people, significantly better than the current England (2.26) and North West (1.78) averages. Warrington's rate was based on 111 cases of HIV. New diagnoses of HIV in Warrington are low, with less than 10 cases per year. In 2015 there were 6 new diagnoses, equivalent to a rate of 3.5 per 100,000 population, lower than the North West rate of 6.8, and statistically significantly lower than the England rate of 12.1. Early diagnosis of HIV, and prompt treatment with antiretroviral therapy improves life expectancy for the individual and helps reduce further transmission of the virus. In the period 2013-15, 45.5% of new cases in Warrington were diagnosed at a late stage of infection; this is not significantly different to the England rate of 40.3%.

For most STIs, there are so few cases that it not feasible to produce a map showing variation across Warrington. The only STI for which there are enough cases to make mapping feasible is chlamydia (the most recent data for which is 2013-2015). However, it could be misleading to do so because sometimes the person's home postcode was not known at point of data collection; in that situation, it is possible that the postcode of the sexual health clinic was entered instead, particularly in the early years of data, thereby artificially inflating rates for those areas which contain clinics (and artificially decreasing the rates in other areas).

2.4g) Teenage Conceptions:

In 2015, the under-18 conception rate in Warrington was 20.3 per 1000 females (aged 15-17), compared to 20.8 in England and 24.7 in the North West. Overall, the long term trend in Warrington shows a reduction. Actual numbers of teenage pregnancies are at their lowest ever since monitoring this indicator, with 74 pregnancies in 2015.

Although under-18 conception rates are reducing in Warrington, rates in the most deprived areas of the borough are significantly higher than the rest of Warrington. Latest data from the Office for National Statistics covering the period 2012 to 2014, show that the 20% most deprived areas of Warrington have a rate of 47.9 per 1000 females (aged 15-17) compared to 14.8 in the remainder of the borough.

Although ward-level (pre-2016 ward boundaries) data is available to local authorities, they are not allowed to publish this data externally. The latest ward-level data available is for the 3-year period 2012-2014, during which there were 267 under-18 conceptions in Warrington borough, (i.e. an average of 89 per year). About half were in 5 of the 6 wards in the Central ward grouping (Poplars & Hulme, Bewsey & Whitecross, Orford, Fairfield & Howley, and Latchford East).

For further information see the Warrington JSNA sexual health chapter <https://www.warrington.gov.uk/jsna>

Evidence of effectiveness of pharmacy interventions for sexual health and teenage pregnancy is available. NICE guidance on contraceptive services for young people (up to the age of 25)^[30] identifies pharmacies as a part of the comprehensive open-access services that should be available to young people. A review of the contribution of community pharmacists to the public health agenda^[31] found that:

- Emergency hormonal contraception (EHC) can be effectively and appropriately supplied by pharmacists.
- Pharmacy supply of EHC enables most women to receive it within 24 hours of unprotected intercourse.
- Community pharmacies are highly rated by women as a source of supply and associated advice for EHC on prescription, by Patient Group Directions (PGDs), or over-the-counter (OTC) sales.
- 10% of women choose pharmacy supply of EHC in order to maintain anonymity.
- Pharmacists were positive about their experience of providing emergency hormonal contraception through PGDs and over-the-counter sales

- The role of pharmacy support staff in provision of EHC services is reported by pharmacists to be important.

There is support from both customers and pharmacists for the provision of a wider range of sexual health services beyond EHC, including short supply progesterone-only pill^{[32][33]} and progestogen-only injections^[34] to ensure ease of access to effective contraception as well as to chlamydia screening.^[35] In particular, evidence suggests that EHC customers are at high risk of chlamydia and would be willing to accept a chlamydia test from a pharmacy.^[36]

Current Pharmacy Provision: Pharmacies in Warrington are currently commissioned by Warrington Council Public Health to provide some sexual health services:

Emergency Hormonal Contraception: 26 community pharmacies, and the OOH service, are currently commissioned to provide EHC. In the survey of Warrington pharmacies, conducted in Spring 2017, 17 pharmacies indicated they would be willing to provide such a service should the commissioning need arise, and one pharmacy said it provided a private service.

Chlamydia screening is commissioned from pharmacies by Bridgewater Community Trust on behalf of Public Health as part of the integrated sexual health service. Based on data as at October 2017, 22 community pharmacies and the OOH service are commissioned to provide chlamydia screening. In the survey in Spring 2017, 20 indicated they would be willing to provide this service if commissioned, one said it was not willing and/or able to provide this service, and one pharmacy said it provided a private service^{xxiii}.

Quickstart: Commissioning of Quickstart in Warrington is a relatively recent development. As at October 2017 5 community pharmacies (one of which also provides the OOH service) had fulfilled all requirements to provide the service. A number of others had indicated that they were keen to provide the service and work is on-going with those pharmacies to ensure that appropriate accreditation and documentation is in place.

2.4h) Long-term conditions: GP practices hold registers of patients diagnosed with certain long-term conditions. The number of people with each condition, along with a crude prevalence rate is recorded in the Quality Outcomes Framework (QOF) data. Table 2.7 shows 2015/16 QOF data for certain long-term conditions. NB it only included 25 of the 28 Warrington GP practices in existence at that time, therefore the numbers of patients in Table 2.7 are an under-representation of the real numbers. (Prevalence figures shown in the table are likely to be similar even if the 3 missing practices were included).

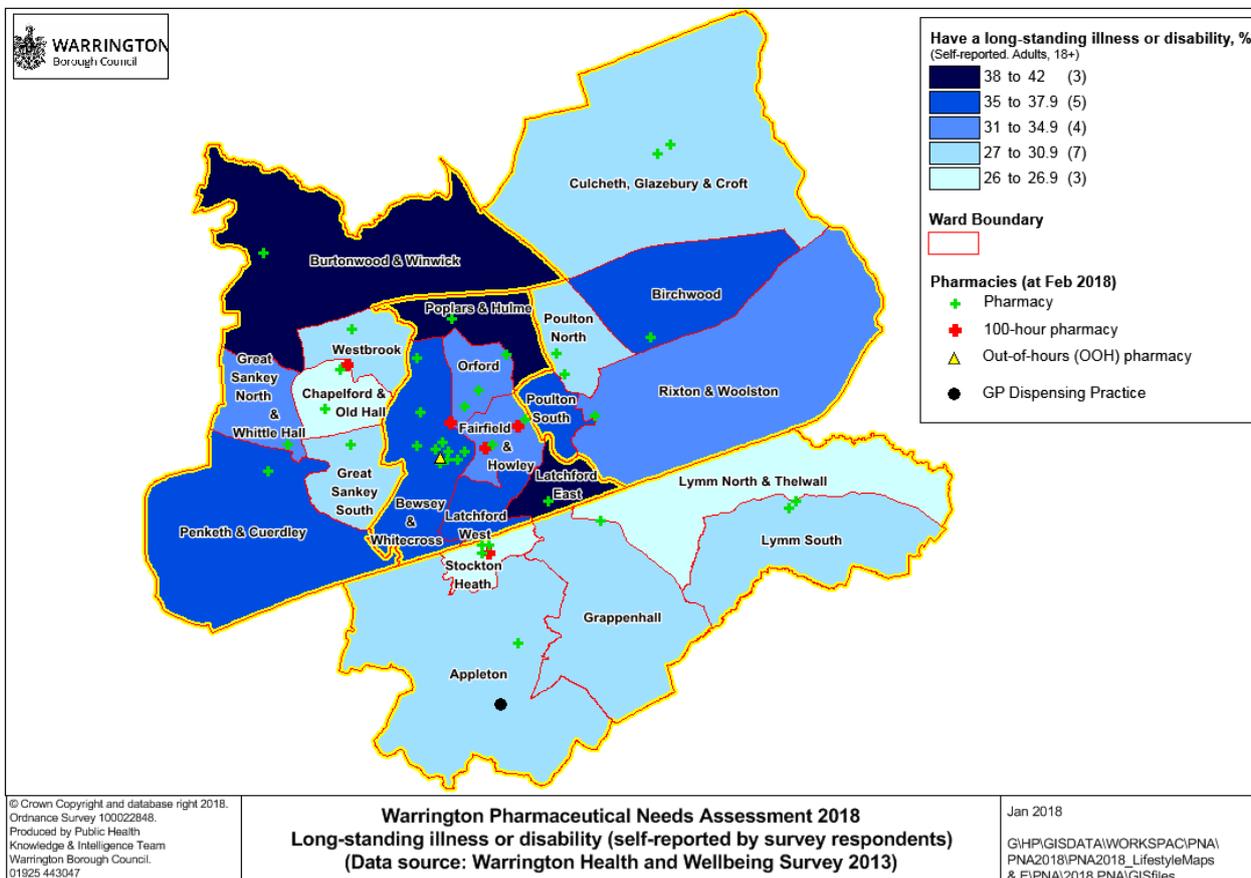
Table 2.7: Long-term conditions

Long-Term Condition	England Prevalence	Warrington Prevalence	No. people on register at Warrington GP practices (only includes 25 of 28 practices)
Asthma	5.91%	6.12%	12,320
Cancer	2.42%	2.48%	4,985
CKD (Chronic Kidney Disease) (aged 18+)	4.10%	3.72%	5,945
Chronic Obstructive Pulmonary Disease (COPD)	1.85%	1.83%	3,684
Coronary Heart Disease	3.20%	3.65%	7,341
Diabetes (aged 17+)	6.55%	6.68%	10,836
Depression (18+)	8.26%	9.40%	15,026
Hypertension	13.81%	13.94%	28,063

^{xxiii} NB Totals may not necessarily sum to total number of pharmacies due to the time lag in the two data sources: i.e. some pharmacies who indicated in April 2017 that they were willing to provide the service, may now be doing so.

The Health & Wellbeing Survey 2013 asked respondents whether they had a longstanding illness or disability (these conditions didn't necessarily limit a respondent's day-to-day activities). Map 2.10 shows variation by ward.

Map 2.10: Longstanding illness or disability, by Warrington ward



Evidence of effectiveness of pharmacy role in reducing the risk and improving outcomes for patients with certain long-term conditions is one of the areas where evidence of effectiveness is strongest.

Hypertension: Community pharmacy-based initiatives are particularly effective in reducing systolic blood pressure.^{[37][38][39]} High blood pressure is a major risk factor for cardiovascular disease and stroke. Yet data has shown a high percentage of undiagnosed high blood pressure in the population. Community pharmacies can play an effective and cost-effective role in both opportunistic screening^{[40][41]} and management of high blood pressure.^{[42][43][44][45][46][47][48]} This is especially effective when done as part of a wider multidisciplinary team collaborative.^{[49][50]} Such collaborative models have been recognised as valuable by both the Royal College of General Practitioners and Royal Pharmaceutical Society^[51] This is the case for both uncontrolled high blood pressure^[52] and when it is already well controlled.^[53] Initiatives are most cost-effective when managing high risk patients.^[54] There is also a high degree of patient satisfaction with community pharmacist-led high blood pressure management programmes.^{[55][56][57]} This is especially so amongst those with long term conditions where a long-term relationship underpins high levels of engagement.^[58]

Diabetes: Community pharmacy-based interventions can be effective in the management of those with type 2 diabetes and the pharmacist can be an important member of the multidisciplinary team managing patients with diabetes.^{[59][60]} Research has shown that interventions can reduce HbA1c levels,^{[61][62][63][64][65]} improve glycaemic control,^{[66][67][68]} bring about improvements in CVD risk in patients with diabetes^[69] and general adherence to clinical guidelines through patient education and medicines assessments.^[70] Type 2 diabetes

and other CVD screening is effective in diagnosing new cases and bringing about positive therapy changes^{[71][72]} and simple tools can be developed to do this.^[73]

In addition to screening and management of high blood pressure, community pharmacy is an effective setting for risk assessment and management of cholesterol and management of people at risk of cardiovascular disease.^[74]

Current Provision: Public Health are currently working with community pharmacists on a pilot project which seeks to improve the screening and management of hypertension and to enhance opportunities for patient self-care and behavioural change.

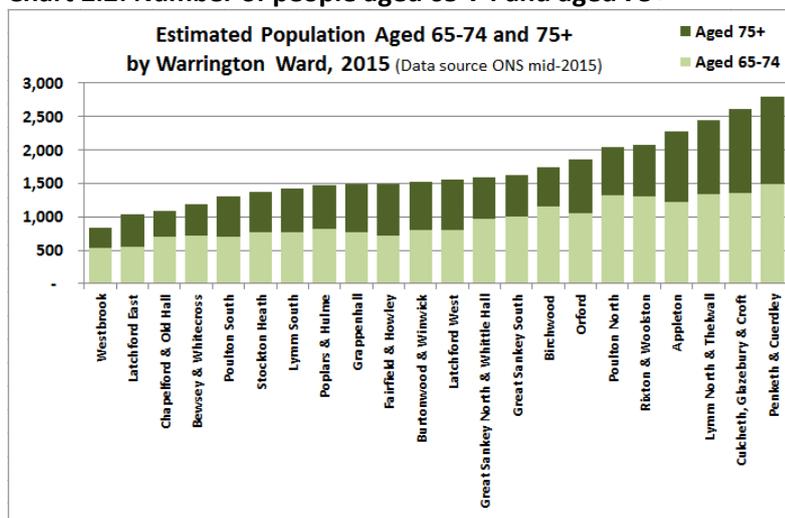
2.4i) Older people: Age is a risk factor for most diseases, with prevalence rates of most conditions rising with increasing age. Most chronic or long-term conditions are more prevalent amongst older people. Some mental health problems, notably dementia, are most common among older people. Although Warrington currently has a young population compared to England, with a slightly lower proportion of people aged over 65, this is forecast to change. The projected increases in the older population will have a considerable impact on the burden of ill-health locally and on local services, with rates of dementia and various chronic diseases projected to increase. Statistics suggest that the health of older people within Warrington is worse than the England average. Male life expectancy at age 65 is 17.8 years in Warrington, lower than 18.7 years in England^{xxiv}. Female life expectancy at age 65 is 20.0 years in Warrington, lower than 21.1 years in England.

Population projections suggest a 6% increase in overall population from 2014 to 2024 (see section 2.3). Whilst an increase is projected in all age-bands, by far the biggest increase is in those aged 65 and over, both in terms of percentage increase (22%) and in absolute numbers (approximately an extra 7,900).

Ward grouping populations: the Central grouping has the lowest estimated number and proportion of people aged 65+ (8,620, 13.6%). South and East ward groups have quite a high proportion (over 20%) of people aged 65+. East has the highest number, at almost 9,800.

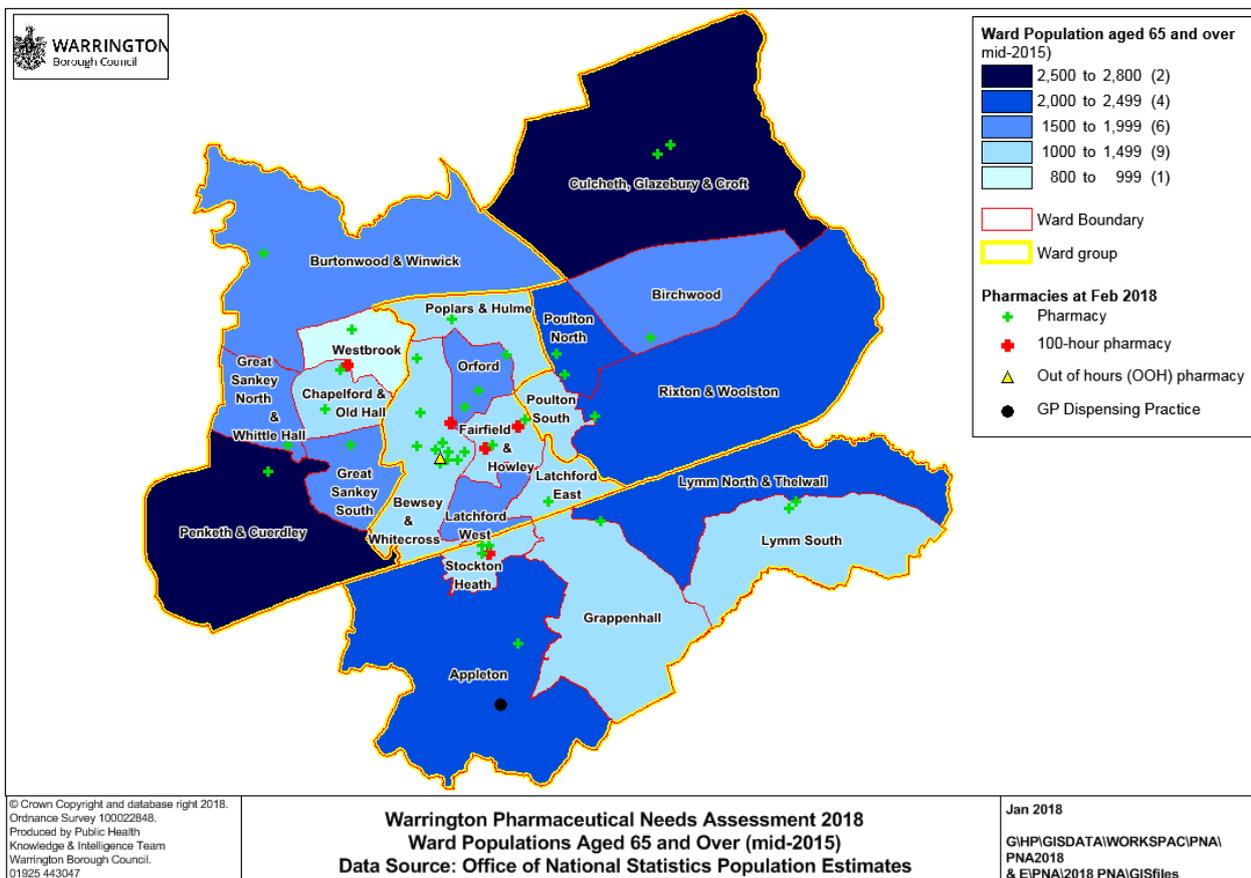
Ward populations: the wards with the highest estimated number of people aged 65+ are Penketh and Cuerdley (about 2,800) and Culcheth, Glazebury & Croft (over 2,600). They also have the highest number of people aged 75+ (about 1,300 and 1,260). Chart 2.2 shows older age-bands for all wards. Map 2.11 displays the population aged 65 and over by ward.

Chart 2.2: Number of people aged 65-74 and aged 75+



^{xxiv} 2013-15 Office for National Statistics contained in the PHE Older People's Health and Wellbeing Profile <http://fingertips.phe.org.uk/profile/older-people-health>

Map 2.11: Warrington Population Aged 65 and Over



Dementia is a condition in which there is a gradual loss of brain function. Symptoms include memory loss, problems with reasoning and communication, and a reduction in ability to carry out daily activities. There are various forms of dementia, although the most common ones predominantly affect older people.

In QOF figures for 2014/15, 1,591 people registered at Warrington GP practices had been *diagnosed* with dementia. However, applying age-and-sex-specific dementia prevalence rates^{xxxv} to the 2015 Warrington population aged 65+, suggests that there may be over 2,300 people living in Warrington with dementia, although many are undiagnosed.

Prevalence rates can also be applied to ward populations to give ward-level estimates of the number of people with dementia, shown on Map 2.12. Prevalence rises steeply with age (Table 2.8), so those wards with larger older populations are likely to have more people with dementia; estimates range from 48 in Westbrook to 188 in Culcheth Glazebury and Croft and 179 in Penketh & Cuedley.

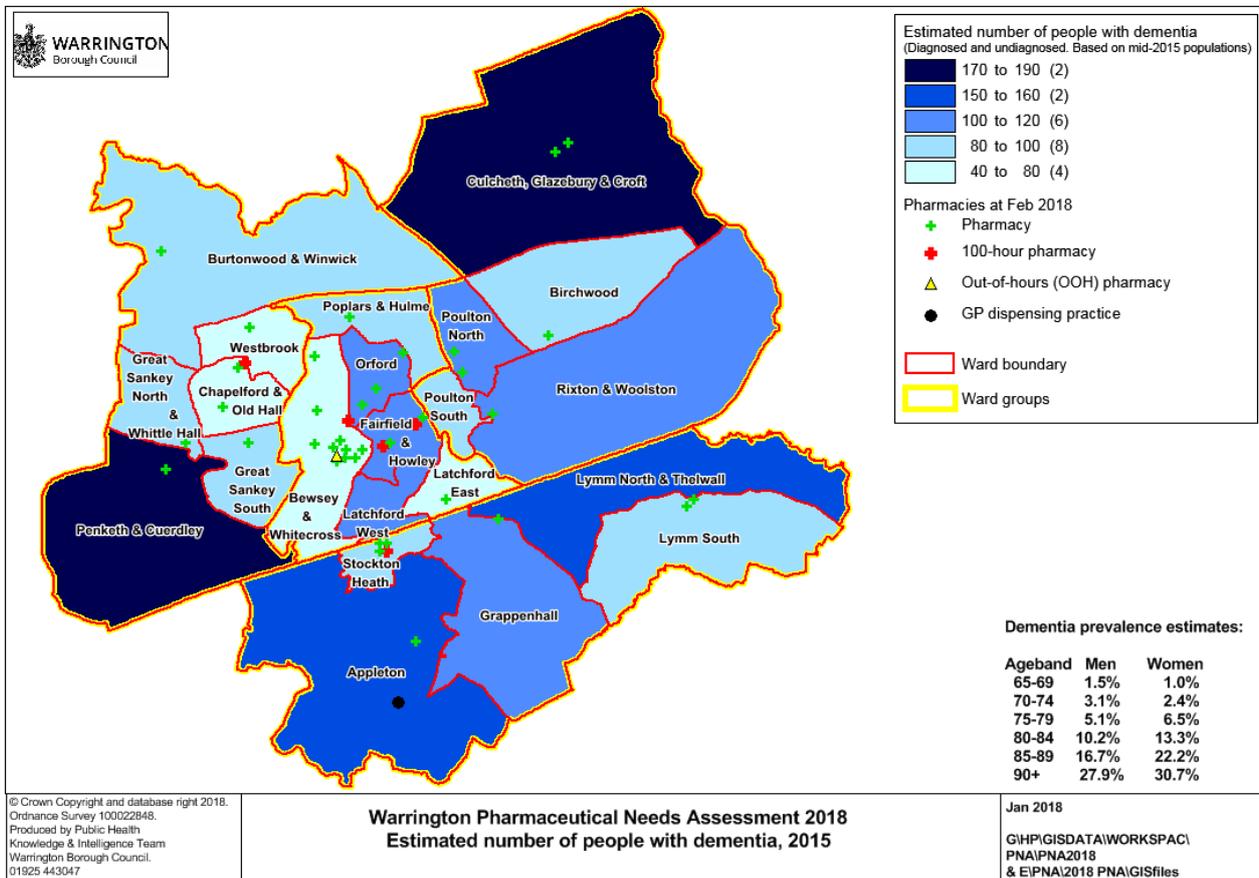
Table 2.8: Estimated Dementia Prevalence

Ageband	ESTIMATED DEMENTIA PREVALENCE, BY AGE AND SEX					
	65-69	70-74	75-79	80-84	85-89	90+
Men	1.5%	3.1%	5.1%	10.2%	16.7%	27.9%
Women	1.0%	2.4%	6.5%	13.3%	22.2%	30.7%

^{xxxv} *Dementia UK: A report into the prevalence and cost of dementia* prepared by the Personal Social Services Research Unit (PSSRU) at the London School of Economics and the Institute of Psychiatry at King's College London, for the Alzheimer's Society, 2007.

The increasing older population means that the number of people with dementia is likely to rise over coming years.

Map 2.12: Estimated number of people with dementia, by Warrington ward



Flu Vaccinations: Influenza, or 'flu', is a highly contagious acute viral infection that can affect people of all ages. Although most people who are infected recover within 1-2 weeks, the disease can cause serious complications and death amongst older or more vulnerable people.

Since 2000/2001 there has been a national campaign to vaccinate all patients aged 65 and over against the disease on an annual basis, as well as younger patients in certain high risk groups including those with certain medical conditions (e.g. asthma, diabetes) and pregnant women. In 2016/17 in Warrington, the overall uptake in those aged 65+ was 69.9%^{xxvi}, slightly lower than England (70.5%) and lower than the target set by the World Health Organisation (75%). In 2016/17, the uptake in Warrington in the-at risk group with medical conditions was 45.1%, lower than England (48.6%).

The NHS seasonal flu vaccination programme is delivered predominantly through GP practices and also as an advanced service commissioned by NHS England from community pharmacies within Warrington.

^{xxvi} Public Health England 2017: <https://www.gov.uk/government/statistics/seasonal-flu-vaccine-uptake-in-gp-patients-in-england-winter-season-2016-to-2017>

Table 2.9: Health Indicators by Ward and Ward Grouping (collation of health indicators used to shade the preceding maps)

Ward Group	WardName	No. community pharmacies**	Smoking prevalence 2013	Smoking Significance	Obesity Prevalence 2013	Obesity Significance	Unsafe alcohol consumption, prevalence, 2013	Alcohol Significance	Average Quarterly No. People in Alcohol Treatment Service 2016/17	3 or More Lifestyle Risk Factors (2013)	3+ Lifestyle Risk Factors Significance	Average Quarterly No. People in Drug Treatment Service 2016/17	No. community pharmacies providing needle/ syringe exchange	No. community pharmacies providing supervised consumption	Estimated no. people with dementia 2015	Longstanding illness/ Disability/Infirmary 2013	Longstanding illness/ disability /infirmary Signif	Longstanding illness/ Disability/Infirmary that Limits Activity A Lot 2013	Longstanding illness/ disability that limits activity a lot, significance	Low Emotional Wellbeing 2013	Low Emotional Wellbeing Significance	Unplanned Hospital Admissions, 13/14 - 15/16			
																						Chronic Ambulatory Conditions, Avg No. People/year	Chronic Ambulatory Significance	Acute Conditions that shouldn't require admission, Avg No. People/year	Acute Conditions significance
Central	Bewsey & Whitecross	11	23.2	H	22.4	-	14.9	-	60	27.1	H	79	1	8	73	35.4	-	15.1	H	35.5	H	76	H	154	H
	Fairfield & Howley	4	23.2	H	19.1	-	18.8	-	71	27.4	H	59		3	119	33.6	-	13.8	-	30.3	H	86	H	176	H
	Latchford East	1	28.1	H	23.0	-	14.0	-	40	30.9	H	44	1	1	71	38.6	-	18.2	-	27.5	-	67	H	116	H
	Latchford West	0	13.3	-	16.6	-	15.2	-	25	18.0	-	20			110	36.9	-	11.0	-	20.5	-	56	-	95	-
	Orford	3	18.1	H	24.1	-	17.7	-	42	25.9	H	58	1	3	114	32.7	-	14.5	-	32.5	H	85	H	145	-
	Poplars & Hulme	1	23.0	H	32.7	H	15.7	-	60	31.7	H	75		1	97	39.8	H	21.0	H	35.9	H	78	H	155	-
Central		20						297			335	3	16	584								1341		2524	
East	Birchwood	1	13.6	-	26.3	H	18.1	-	15	19.7	-	28		1	89	36.8	-	12.3	-	28.2	-	87	H	138	H
	Culcheth, Glazebury & Croft	2	9.1	-	14.1	L	19.6	-	22	16.0	-	6		1	183	29.9	-	10.6	-	20.5	-	78	-	124	L
	Poulton North	2	16.6	-	21.4	-	17.0	-	21	22.7	-	16	1	2	107	30.4	-	8.1	-	29.3	-	82	H	134	H
	Poulton South	0	11.3	-	20.5	-	16.2	-	13	18.5	-	1			82	36.0	-	14.7	-	25.9	-	47	-	71	-
	Rixton & Woolston	1	7.1	L	19.8	-	20.7	-	19	17.0	-	14		1	112	33.4	-	13.6	-	20.5	-	49	L	104	-
East		6						90			65	1	5	573								1028		1714	
South	Appleton	1	5.7	L	9.4	L	19.6	-	6	13.6	L	4			158	29.2	-	5.8	L	16.8	L	62	L	100	L
	Grappenhall	1	9.6	-	14.0	-	20.5	-	8	16.5	-	1			115	30.7	-	5.4	L	15.5	L	29	L	67	L
	Lymm North & Thelwall	0	9.1	-	15.3	-	21.5	-	14	19.5	-	4			156	26.7	L	7.7	-	18.9	-	60	L	108	L
	Lymm South	2	5.6	L	9.4	L	26.3	H	5	12.3	L	4		2	98	28.2	-	5.7	L	17.2	L	36	L	66	L
	Stockton Heath	4	6.0	L	14.1	-	22.1	-	13	14.3	L	1		2	95	26.4	-	5.5	L	14.8	L	37	L	61	L
South		8						46			15	0	4	622								669		1204	
West	Burtonwood & Winwick	1	6.9	L	23.7	-	16.2	-	7	19.2	-	14		1	100	41.5	H	11.9	-	22.6	-	58	H	114	H
	ChapelFord & Old Hall	3	10.2	-	18.7	-	15.4	-	21	19.6	-	16		1	63	26.7	-	6.0	L	19.9	-	49	-	129	-
	Great Sankey North & Whittle Hall	1	6.3	L	18.8	-	18.1	-	10	16.6	-	3			90	32.3	-	5.8	L	21.3	-	56	-	109	H
	Great Sankey South	1	11.4	-	22.0	-	14.1	-	25	18.3	-	25		1	84	30.1	-	9.8	-	25.5	-	59	-	117	-
	Penketh & Cuerdley	1	9.9	-	19.6	-	20.6	-	14	21.9	-	5		1	179	35.9	-	11.3	-	23.5	-	75	-	120	L
	Westbrook	1	10.6	-	17.1	-	14.8	-	6	21.0	-	4		1	48	29.5	-	10.2	-	18.9	-	40	-	70	-
West		8						83			67	0	5	565								1009		1977	
All Warrington		42	13.0%		19.3%		18.1%		516	20.6%		481	4	30	2343	32.5%		10.9%		24.2%					
Key to shading:			5-7.9		9-9.9		14-14.9		5-10	12-14.9		1-6			40-79	26-26.9		3-6		15-17.9		25-39		60-75	
			8-12.9		10-14.9		15-16.9		11-15	15-19.9		14-16			80-99	27-30.9		6-9		18-19.9		40-54		95-109	
			13-17.9		15-19.9		17-18.9		16-25	20-24.9		20-30			100-119	31-34.9		9-12		20-24.9		55-69		110-129	
			18-24.9		20-29.9		19-24.9		40-42	25-29.9		40-60			150-160	35-37.9		12-15		25-29.9		70-79		130-155	
			25-30		30-35		25-30		60-72	30-35		70-80			170-190	38-42		15+		30-35		80-89		170-180	

** Community pharmacies, i.e. excluding distance-selling (internet) and Out of Hours. Statistical significance higher/lower (H/L) tested at 95% level against Warrington overall. Data sources: smoking, obesity, alcohol, 3+ lifestyle risk factors, longstanding illness, low emotional wellbeing - Health & Wellbeing Survey 2013; dementia estimates based on ONS 2015 populations and prevalence rates from 'Dementia UK: A report into the prevalence and cost of dementia' (Alzheimer's Society, 2007); No. people in WBC-commissioned drug/ alcohol treatment service- numbers do not sum to Warrington total because not all clients gave an address from which ward could be determined. Hospital admissions: individuals could have had more than one admission.

2.5: Housing Developments

Changes in population can affect need for pharmaceutical services. Detail about potential development is available from the Warrington Strategic Housing Land Availability Assessment (SHLAA). The SHLAA makes an assessment about the likelihood that sites are suitable, available and achievable.

For the purposes of this PNA those developments that are likely to be achievable by 2022 have been considered. Over that time period, there could be potentially 2,674 new dwellings built across Warrington²⁷. The biggest individual potential developments are in West Warrington; Omega, Lingley Mere and Dawson House with potentially 338, 150 and 122 dwellings respectively, South Warrington in Grappenhall (192 dwellings) and Appleton (137), and Central Warrington at Peel Hall with 135 dwellings.

Map 2.13 shows the distribution of all potential developments of 50+ houses. There are other smaller developments planned or underway; these are spread across the borough and difficult to visualize on a map of this scale. Total potential numbers are provided in Table 2.10.

Table 2.10: Potential number of new dwellings by area 2017 to 2022

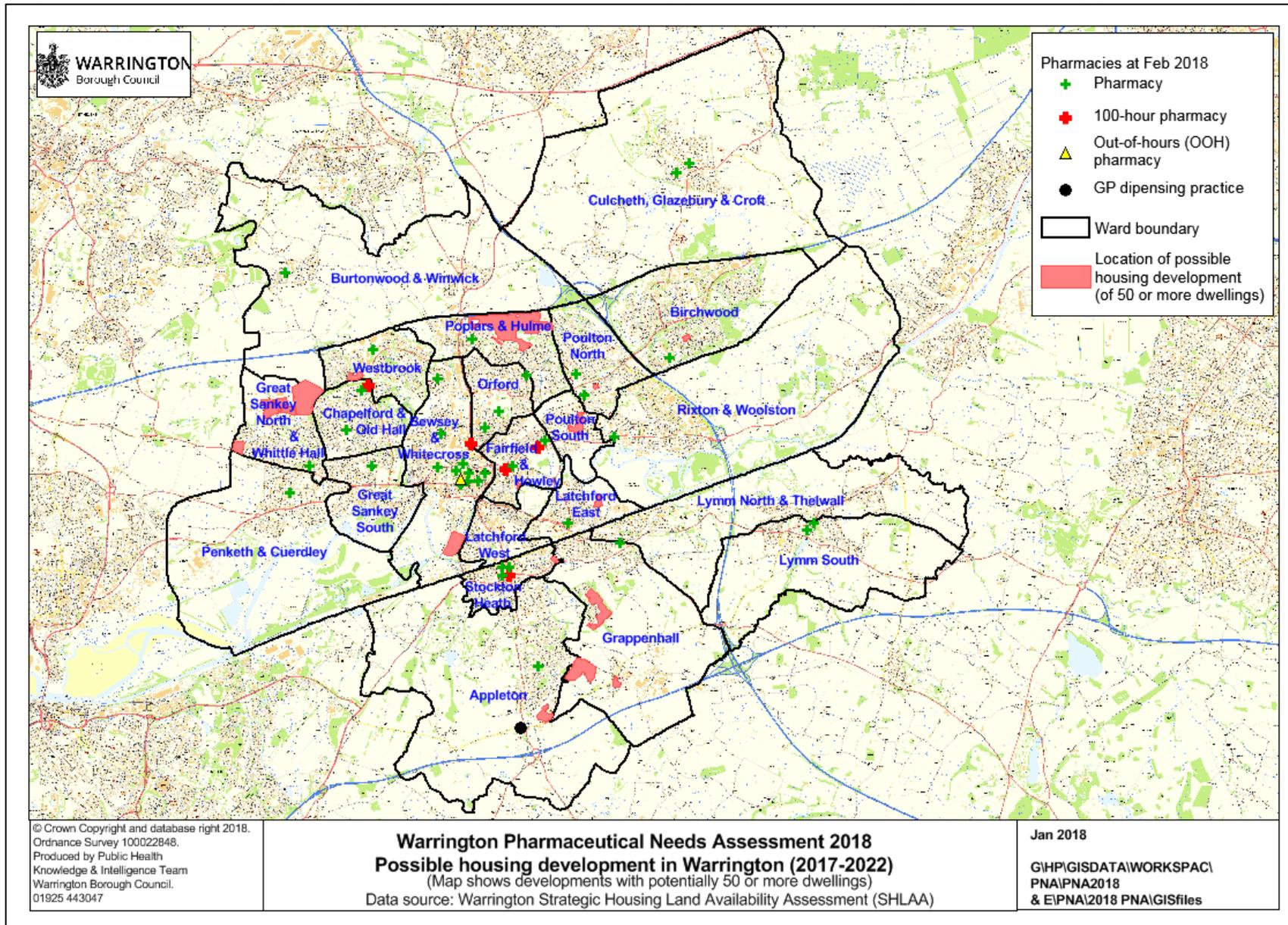
Ward Group Area	Number of possible dwellings
Central	575
East	298
South	593
West	773
Small Sites Allowance	435

There are no reliable estimates of population change relating to these housing developments.

In terms of longer term development, the Council is currently undertaking a review of its Local Plan. This could see a significant increase in new homes over the next 20 years.

²⁷ This includes a 'small sites allowance' to account for smaller developments over the period for which there is no site attached at present

Map 2.13: Potential housing developments (of 50 or more dwellings) 2017-2022 in Warrington, with existing pharmacies



Pharmaceutical Needs Assessment

Part 3

Current service provision and potential future pharmaceutical service development and commissioning intentions based on need

This document should be read in conjunction with parts 1 and 2 of the Pharmaceutical Needs Assessment.

Any changes to part 2 must be appropriately reflected in part 3.

Part 3

3.1 Introduction: Service Development and Future Commissioning

The effective commissioning of accessible Primary Care Services is central to improving quality and implementing the vision for health and healthcare. Community Pharmacy is one of the most accessible healthcare settings, and is a key component in the provision of healthcare.

In order for the potential of community pharmacy to be realised, local commissioners and Health and Wellbeing Boards should ensure that they consult fully with pharmacy when developing commissioning plans for healthcare services in their areas and NHS England should assess the lengths to which Clinical Commissioning Groups engage with pharmacy when commissioning services.

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

This section provides a detailed overview of current pharmacy provision across Warrington and within the locality groupings.

3.2 Current Pharmaceutical Service Provision and links to future needs

As Map 3.1 illustrates, most of the inner areas of Warrington have good pharmacy provision. The outer areas of Warrington with no pharmacies are more rural and sparsely populated areas, and generally are much less economically deprived, with high levels of car ownership. Due to the rural nature of many of these areas, residents will currently travel to their GP. Results from the public survey (questions listed in Appendix 5), conducted for this PNA, suggest that one of the most important factors for residents when choosing a pharmacy is proximity to their GP practice. (Appendix 4 shows the number and proportion of items prescribed at each GP practice and dispensed by each pharmacy).

Map 3.1 Location of pharmacies in Warrington (as at 1st Feb 2018)

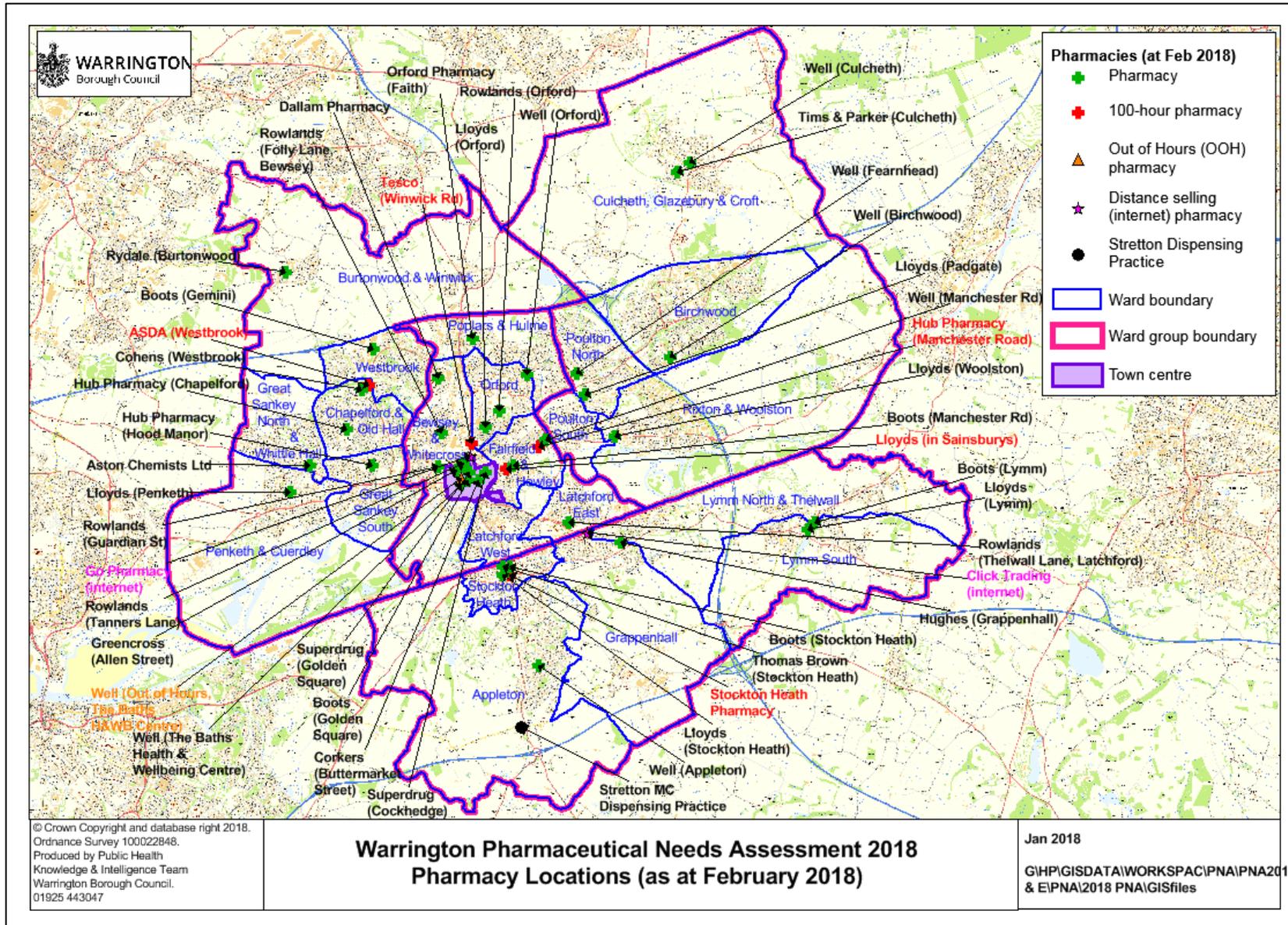
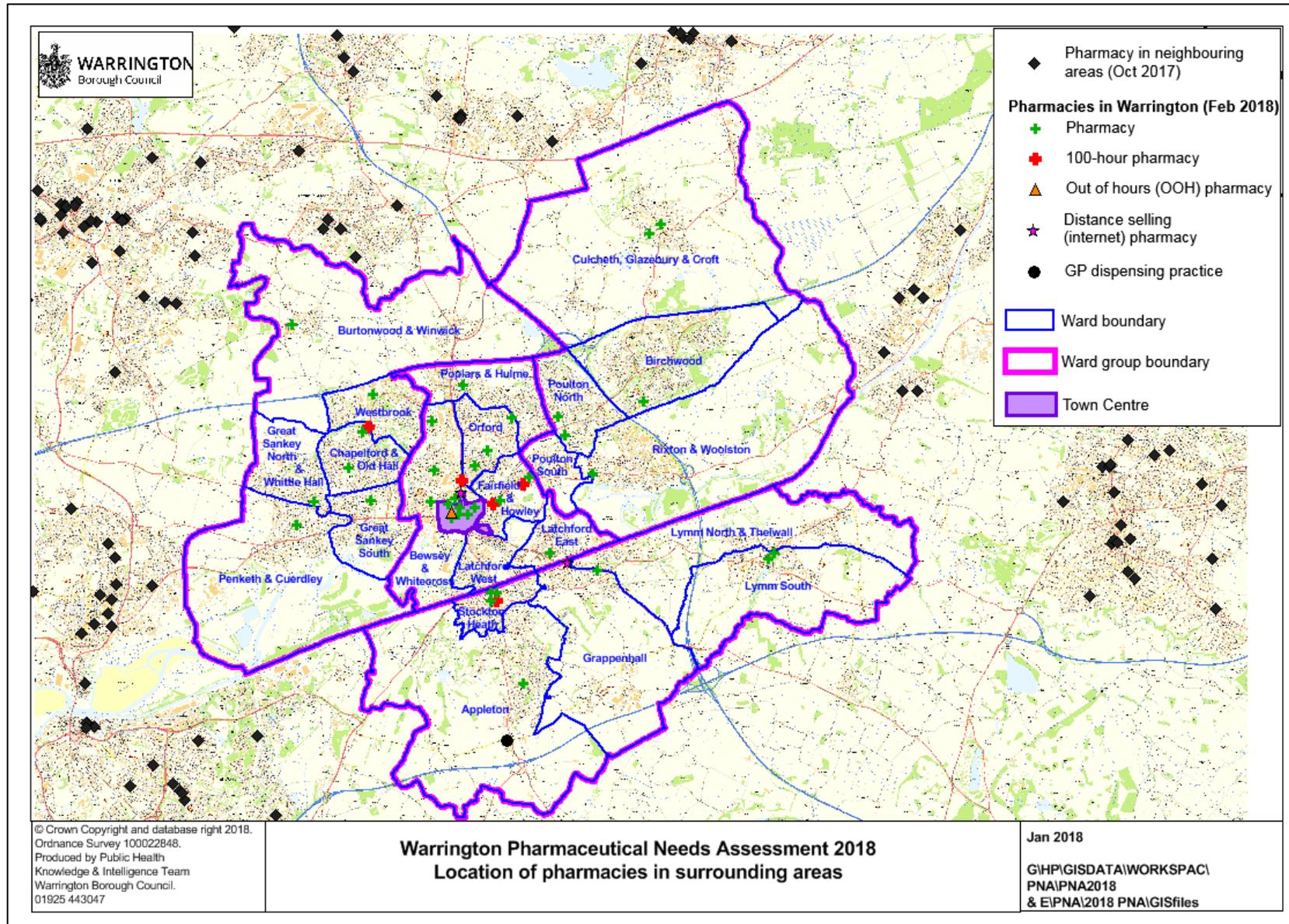


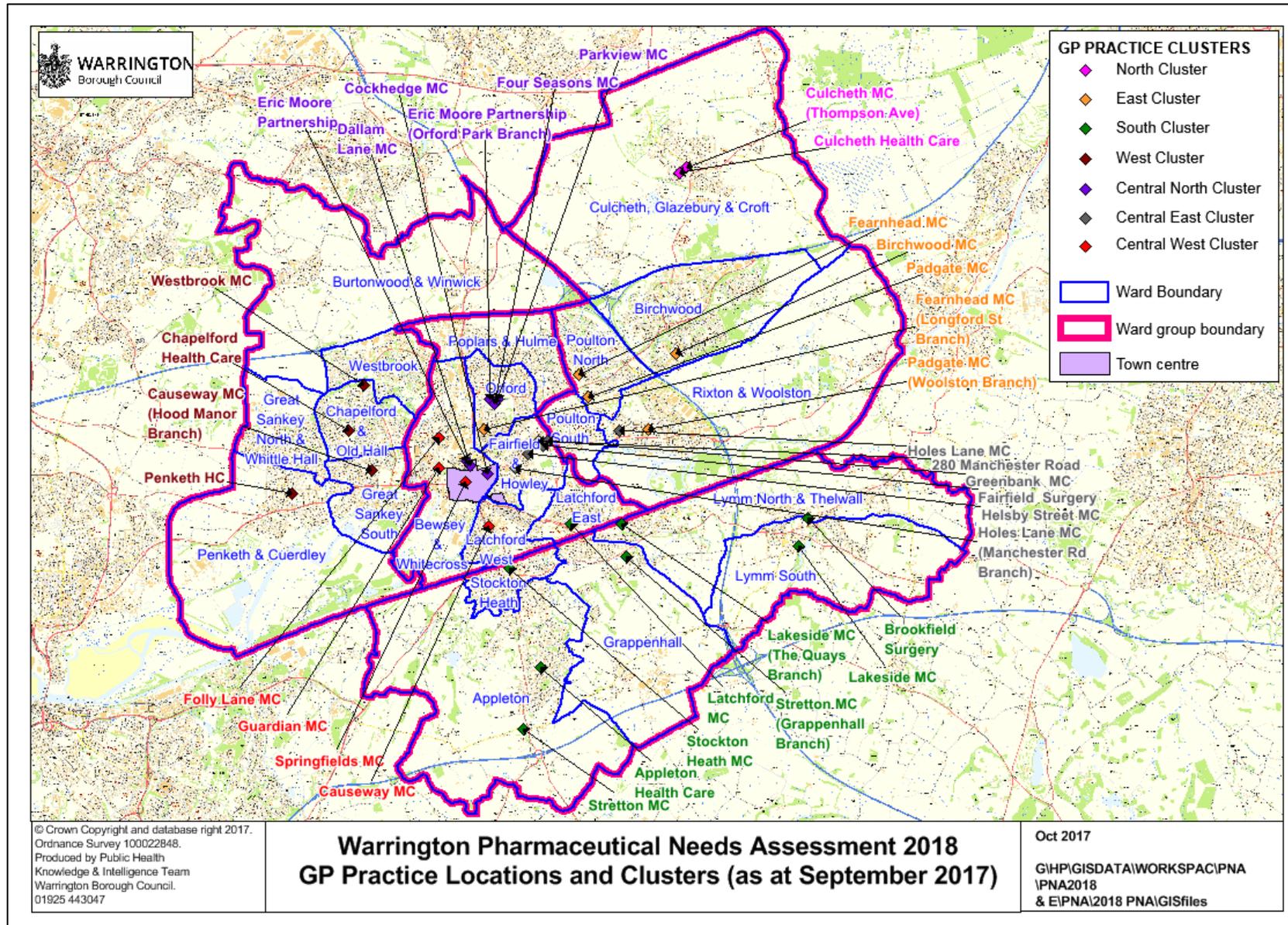
Table 3.1: List of Pharmacies in Warrington (as at 1st Feb 2018)

		Name	Address
Central Ward Group	Non- Town Centre	Boots (Manchester Rd)	19 Manchester Road, Warrington WA1 3AB
		Dallam Pharmacy	7 Harrison Square, Dallam, Warrington, Cheshire, WA5 0HQ
		Go Pharmacy (Internet)	Unit F, The Stables, Erwood Street, Warrington, WA2 7NW
		Greencross (Allen Street)	1 Allen Street, Warrington WA2 7JD
		Lloyds (Orford)	52 Earl Street, Warrington WA2 7PW
		Lloyds (in Sainsburys)	100 Church Street, Warrington WA1 2TN
		Orford Pharmacy (Faith)	45 Cotswold Road, Orford, Warrington WA2 9SF
		Rowlands (Folly Lane, Bewsey)	Folly Lane, Bewsey, Warrington WA5 0LZ
		Rowlands (Guardian St)	Guardian Street, Warrington WA5 1UP
		Rowlands (Thelwall Lane, Latchford)	3 Thelwall Lane, Latchford, Warrington WA4 1LJ
		Rowlands (Orford)	Orford Park, Primary Care Resource Centre, Jubilee Way, Orford, Warrington, WA2 8AG
		Rowlands (Tanners Lane)	6 Tanners Lane, Warrington WA2 7NJ
		Tesco (Winwick Rd)	Winwick Road, WARRINGTON, WA2 7NE
		The Hub Pharmacy (Manchester Rd)	264 Manchester Rd, Warrington WA1 3RB
		Well (Manchester Rd)	276 Manchester Road, Warrington WA1 3RB
	Well (Orford)	96 Capesthorpe Road, Orford, Warrington WA2 9LN	
	Town Centre	Boots (Golden Square)	19 The Mall, Golden Square, Warrington WA1 1QE
		Corkers (Buttermarket Street)	14-16 Buttermarket Street, Warrington WA1 2LR
		Superdrug (Cockhedge)	Unit E, Cockhedge Centre, Warrington WA1 2QQ
		Superdrug (Golden Square)	36/38 The Mall, Golden Square, Warrington WA1 1QE
		Well (The Baths Health & Wellbeing Centre)	The Baths Health & Wellbeing Centre, Legh Street, Warrington, WA1 1UG
		Well (Out of Hours, The Baths Health & Wellbeing Centre) (LPS OOH)	The Baths Health & Wellbeing Centre, Legh Street, Warrington, WA1 1UG
	East Ward Group	Lloyds (Padgate)	1 Station Road, Padgate, Warrington WA2 0PD
		Lloyds (Woolston)	22 Manchester Road, Woolston, Warrington WA1 3PP
		Tims & Parker (Culcheth)	Culcheth Clinic, Jackson Avenue, Culcheth, Warrington WA3 4DZ
		Well (Birchwood)	28 Benson Road, Birchwood, Warrington WA3 7PQ
Well (Culcheth)		70-72 Lodge Drive, Culcheth, Warrington WA3 4ER	
Well (Fearnhead)		14-15 Insall Road, Fearnhead Cross, Warrington WA2 0HD	
South Ward Group	Boots (Lymm)	33 The Cross, Lymm WA13 0HR	
	Boots (Stockton Heath)	19 London Road, Stockton Heath, Warrington WA4 6SG	
	Click Trading (Internet)	Unit 3 Osborne Court, Thelwall New Road, Warrington WA4 2LS	
	Co-op (Appleton)	45 Dudlow Green Road, Appleton, Warrington WA4 5EQ	
	Hughes (Grappenhall)	158 Knutsford Road, Grappenhall, Warrington WA4 2QU	
	Lloyds (Lymm)	12 The Cross, Lymm WA13 0HP	
	Lloyds (Stockton Heath)	Unit 1, The Forge, Stockton Heath, Warrington WA4 6HW	
	Stockton Heath Pharmacy	Stockton Heath Medical Centre, The Forge, London Rd, Stockton Heath, Warrington, WA4 6HJ	
	Thomas Brown (Stockton Heath)	51 London Road, Stockton Heath, Warrington WA4 6SG	
West Ward Group	ASDA (Westbrook)	Westbrook Centre, Cromwell Ave, Westbrook, WARRINGTON, WA5 8UQ	
	Aston Chemists Ltd	2 Station Road, Great Sankey, Warrington WA5 1RQ	
	Boots (Gemini)	Gemini Retail Park, Warrington WA5 7TY	
	Cohens (Westbrook)	Unit 6, Westbrook Shopping Centre, Westbrook, Warrington WA5 8UG	
	Lloyds (Penketh)	Honiton Way, Penketh, Warrington WA5 2EY	
	Rydale (Burtonwood)	16 Chapel Lane, Burtonwood, Warrington WA5 4HF	
	The Hub (Chapelford)	Chapelford Medical Centre, Burtonwood Road, Warrington WA5 3AN	
	The Hub (Hood Manor)	Great Sankey Medical Centre, Hood Manor Centre, Dorchester Road, Great Sankey, Warrington WA5 1UH	

Map 3.2 Location of pharmacies in Warrington and surrounding areas (as at 1st Feb 2018)



Map 3.3 Location of GP practices in Warrington (as at 1st Feb 2018)²⁸



²⁸ GP practices in Warrington work together in 7 clusters to optimise the delivery of Primary care services.

Table 3.2 List of GP practices with Wards and GP Clusters (at 1st Feb 2018)

GP Practice Code	GP Practice	New Ward Name 2016	Ward group	GP Cluster
N81107	280 Manchester Road	Fairfield and Howley	Central ward group	Central East
Y04926	Appleton Health Care	Appleton	South ward group	South
N81114	Birchwood MC	Birchwood	East ward group	East
N81014	Brookfield Surgery	Lymm North and Thelwall	South ward group	South
N81028	Causeway MC	Latchford West	Central ward group	Central West
N81028	Causeway MC (Hood Manor Branch)	Great Sankey South	West ward group	West
Y04925	Chapelford Health Care	Chapelford and Old Hall	West ward group	West
N81637	Cockhedge MC	Bewsey and Whitecross	Central ward group	Central North
Y04927	Culcheth Health Care	Culcheth, Glazebury & Croft	East ward group	North
N81059	Culcheth MC (Thompson Ave)	Culcheth, Glazebury & Croft	East ward group	North
N81097	Dallam Lane MC	Bewsey and Whitecross	Central ward group	Central North
N81628	Eric Moore Partnership	Bewsey and Whitecross	Central ward group	Central North
N81628	Eric Moore Partnership (Orford Park Branch)	Orford	Central ward group	Central North
Y01108	Fairfield Surgery	Fairfield and Howley	Central ward group	Central East
N81048	Fearnhead MC	Poulton North	East ward group	East
N81048	Fearnhead MC (Longford St Branch)	Orford	Central ward group	East
N81056	Folly Lane MC	Bewsey and Whitecross	Central ward group	Central West
N81645	Four Seasons MC	Orford	Central ward group	Central North
N81089	Greenbank MC	Fairfield and Howley	Central ward group	Central East
N81012	Guardian MC	Bewsey and Whitecross	Central ward group	Central West
N81041	Helsby Street MC	Fairfield and Howley	Central ward group	Central East
N81007	Holes Lane MC	Rixton and Woolston	East ward group	Central East
N81007	Holes Lane MC (Manchester Rd Branch)	Fairfield and Howley	Central ward group	Central East
N81108	Lakeside MC	Lymm South	South ward group	South
N81108	Lakeside MC (The Quays Branch)	Lymm North and Thelwall	South ward group	South
N81065	Latchford MC	Latchford East	Central ward group	South
N81109	Padgate MC	Poulton North	East ward group	East
N81109	Padgate MC (Woolston Branch)	Rixton and Woolston	East ward group	East
N81083	Parkview MC	Orford	Central ward group	Central North
N81020	Penketh HC	Penketh and Cuerdley	West ward group	West
N81036	Springfields MC	Bewsey and Whitecross	Central ward group	Central West
N81075	Stockton Heath MC	Stockton Heath	South ward group	South
N81623	Stretton MC	Appleton	South ward group	South
N81623	Stretton MC (Grappenhall Branch)	Grappenhall	South ward group	South
N81122	Westbrook MC	Chapelford and Old Hall	West ward group	West

3.2 Current Provision and Future Development within Warrington

3.2a) Central Ward Grouping

Warrington town centre is located within the Central wards grouping. Figures for Central include the five pharmacies situated in the town centre. (See Appendix 3 for pharmacy opening times and services.)

The Central ward area has 20 community pharmacies (one of which also holds the contract for 'out of hours' (OOH) pharmacy service) and 1 distance-selling (internet) pharmacy. There are 14 main GP Surgeries located in central wards. In addition, there are 3 branch surgeries.

On the whole, pharmacy services are well distributed throughout the area, and per head of population, the wards in the Central ward group have the highest number of pharmacies within the borough²⁹ with approximately 31.7 pharmacies per 100,000 population, compared with 20.1 per 100,000 across Warrington as a whole.

The number of pharmacies in the central group of wards suggests a very good level of service to meet need and secure access. There is also a good choice of service provider.

There is good access to essential pharmacy services and appliances. All 20 community pharmacies offer medicines use reviews and new medicine services. 18 of them offer delivery to patients, mostly free of charge.

Pharmacy opening hours provide excellent coverage in central wards, including three pharmacies that open for 100 hours per week. The pharmacy that provides the Out of Hours GP service, located at The Baths Health and Wellbeing Centre, also lies in the central area in Warrington town centre.

All 20 community pharmacies in the central ward area have a consultation area, and all are accessible by wheelchair.

Needle exchange and supervised consumption services are important in this area, as wards in the central area of the borough have many more people in the WBC-commissioned drug treatment service than wards elsewhere in the borough. There is good provision of these services, with 3 community pharmacies offering needle exchange, and 16 offering supervised consumption. The OOH also offers NEX and supervised consumption. After a lengthy review of Needle Exchange provision, Warrington Borough Council's Public Health team is looking to enhance needle exchange provision across Warrington, with the aim of more pharmacies offering the service, depending on finances available. This will help with the overarching ethos of harm minimisation, ensuring that injecting service users have the opportunity to exchange used needles for new ones and receive local safer injection information alongside this service. Need is greatest within the Central grouping, and the town centre area is accessible.

Emergency Hormonal Contraception is offered by 10 community pharmacies in this area and by the OOH service. The rationale behind community pharmacies offering this service is to ensure free access to this medication for all women and particularly teenagers to reduce the teenage conception rate. Good levels of service provision and accessibility are ensured as two of the three 100-hour pharmacies in this area provide this service.

As described in Part 2, over the next five years there will potentially be almost 600 new homes built in central Warrington. Given the very good level of provision currently in this area, it is envisaged that existing

²⁹ Sub-borough estimates for 2016 are not yet available. Ward estimates presented for the new ward boundaries/ward groupings are based on internal calculations using mid 2015 LSOA level estimates

services will be able to support the pharmaceutical needs of future populations of this area, and any additional demand will be absorbed.

3.2b) East ward Grouping

There are 6 pharmacies in wards in the East of Warrington. (See Appendix 3 for pharmacy opening times and services.) There are six main GP surgeries, and one branch practice.

Per head of population, East has the fewest pharmacies; however, on the whole, services are relatively well distributed throughout the area. There is a varied choice of provider offering essential services. Although residents in the more sparsely populated areas (such as Glazebury, Glazebrook, Croft and Rixton) have to travel further to access a pharmacy, all six pharmacies offer free delivery to patients.

There is good pharmacy coverage Monday to Friday. Five pharmacies are open half day Saturday, and the pharmacy in Birchwood opens all day Saturday.

All of the pharmacies provide medicines use reviews and new medicine services, and all have consultation areas which are accessible by wheelchair.

Provision of locally commissioned services in the area is good. Five of the six pharmacies offer emergency hormonal contraception. Five of the six pharmacies offer supervised consumption, and one currently offers needle exchange services.

3.2c) South Ward Grouping

There are 8 community pharmacies in this area (one of which is a 100-hour pharmacy), and one dispensing doctor. One of the internet/distance-selling pharmacies, which provides services across the country, is also located in the South of Warrington. (See Appendix 3 for pharmacy opening times and services.) There are five main GP surgeries and two branch surgeries.

The number of pharmacies and the dispensing doctor ensures there is an adequate level of service provision and a varied choice of provider offering essential services, and delivery services. A lot of South Warrington is relatively rural and more sparsely populated than much of the rest of Warrington. Pharmacies in the area are predominantly concentrated in the more populated areas of Stockton Heath and Lymm. However, although South residents may have to travel further to get to a pharmacy, 7 of the 8 pharmacies offer free delivery to all patients, and one delivers free to certain patient groups. The distance selling pharmacy also offers free delivery.

Stretton Medical Centre is a dispensing practice within a locality deemed to be rural in nature and can supply patients who live more than 1.6km away from a pharmacy with their medicines. The service is only a dispensing service and it does not provide the essential services required of community pharmacy contractors such as self-care or signposting.

Pharmacy opening hours provide excellent coverage in South. Of the 8 community pharmacies in South, one is 100-hour, and the other 7 open for a full or half day on Saturdays, one of which also opens 10am to 5pm on Sunday.

The internet pharmacy provides an extensive collection and delivery service. Its services are not exclusive to residents of South Warrington, as internet pharmacies are required to serve the population of England.

All of the 8 community pharmacies in South have consultation areas, 5 of which are accessible by wheelchair. They all provide medicines use reviews and new medicine services.

The provision of locally commissioned services for supervised consumption is adequate for the level of need in this affluent area of the town which has the lowest number of people in the WBC commissioned drug treatment service. No pharmacy in South provides needle exchange, although 7 indicated that they were willing to do so should the commissioning need arise. As WBC DAAT wish to increase the provision of needle exchange across the borough as steroid usage becomes more prevalent, there may be opportunities for pharmacies in this area to consider providing this service in the future, depending on need budget considerations. Four of the eight community pharmacies provide a supervised consumption service, which is adequate given levels of need in the area. Six pharmacies offer emergency hormonal contraception services.

Almost 600 new homes may be built in South Warrington over the next five years. However, given the distribution and level of provision in this area, it is anticipated that existing services will be able to support the pharmaceutical needs of future populations of this area, and any additional demand will be absorbed.

3.2d) West Ward Grouping³⁰

There are 8 community pharmacies in the West of Warrington. (See Appendix 3 for pharmacy opening times and services.) There are three main GP surgeries and one branch surgery.

Whilst per head of population, provision is lower in West overall than the average for Warrington, the majority of West is currently reasonably well served by pharmacies. However, there is no provision in some of the more sparsely populated areas such as Winwick and Cuerdley and residents in these areas may have to travel further to access a pharmacy. However, 4 of the 8 pharmacies offer free delivery to all patients, two deliver free to certain patient groups, and one provides a chargeable delivery service. In addition, residents of these areas may access services in neighbouring boroughs due to local natural community boundaries and geography. There is a reasonably wide choice of providers.

All 8 pharmacies have consultation areas, 7 of which are accessible by wheelchair. All pharmacies offer medicines use reviews and new medicine services.

Two pharmacies (one of which is a 100-hour pharmacy) are open both Saturday and Sunday, and a further three are open for a full or half day on Saturdays.

Many of the pharmacies in West offer good access to emergency hormonal contraception and supervised consumption. Five provide emergency hormonal contraception. The provision of locally commissioned services for substance misuse is adequate for the level of need. Five of the 8 provide a supervised consumption service. None provide a needle exchange service, but most indicated that they would be willing to do so should the commissioning need arise; this will be considered by Warrington Public Health team as part of their aspiration to increase provision.

As described in Part 2, there is fairly substantial housing development likely in West Warrington over the next five years. It is anticipated that existing services should have the capacity to support the pharmaceutical needs of future populations of this area. There will be a need for regular review to ensure that provision is equitably distributed and in-keeping with population growth.

³⁰ In the period between public consultation on the 2018-2021 PNA closing and publication date a pharmacy in West Warrington closed. The PNA was updated to reflect the closure.

Table 3.3: Pharmacies per Head of Population, by ward grouping

Ward Grouping	Population (Mid 2015)	No. of pharmacies (excluding internet)	Population per pharmacy	Pharmacies per 100,000 population
Central wards	63,157	20	3158	31.7
East wards	47,515	6	7919	12.6
South wards	42,601	8	5325	18.8
West wards	54,422	8	6803	14.7
Warrington (2016 estimates)	208,809	42	4972	20.1

3.3: Quality of Provision: Customer Feedback

To help inform this PNA a public survey was undertaken to find out about local people's views and experiences of pharmacy provision³¹. The survey questions are listed in Appendix 5. Additional intelligence on user experience is also collected and collated by Healthwatch. This section provides an overview of key findings from both of these sources.

3.3a) Public Survey - Methodology

A pharmacy user questionnaire was developed and made available for completion as an internet-based questionnaire on Survey Monkey. Hard copies of the questionnaire were also made available on request. The survey ran from April 2017 to July 2017. Flyers were used to publicise the survey and were disseminated widely at several events and through a range of organisations and community groups.

Information about the survey was also shared with the local press, was included on the WBC Facebook page, and Warrington Clinical Commissioning Group promoted the survey via Twitter.

3.3b) Public Survey - Profile of respondents

Responses were received from a total of 171 pharmacy users across Warrington. Results were analysed using the analysis facility within Survey Monkey, and in an Excel spreadsheet. 122 respondents provided a valid Warrington postcode, from which ward and ward group could be determined. All of Warrington's 22 wards were represented. For 46 of the surveys returned the postcode was either missing or invalid. Three postcodes were from Wirral addresses.

Nearly half of the known Warrington postcodes (46%) were from the West ward grouping, with the remainder spread across the rest of the borough. Although the survey methodology did not aim for a representative sample, this large representation of views from residents of the West ward should be noted when considering findings.

Table 3.4: Public Survey Responses

Ward grouping	Number of responses	Percentage of responses		Population (MYE 2015)	Proportion of the Warrington population
Central	23	19%		63157	30%
East	20	16%		47515	23%
South	23	19%		42601	21%
West	56	46%		54422	26%
Total Known	122	100%		207695	100%
Unknown	46				
Total	168				

³¹ Detailed analysis available separately on request as a pdf document from Carole Boyle cboyle@warrington.gov.uk

Nearly three quarters of respondents were female (n=149)^{*32}. Respondents ranged in age from 16 to over 70 (n=148). The majority of respondents were over 40, with nearly half of all respondents aged between 50-69 years. 99% of respondents (n=147) were White English/Welsh/Scottish/Northern Irish/British; the remaining 1% belonged to two different ethnic groups. Over a third of respondents reported having one or more disability; a breakdown of responses is given in Table 3.5.

Table 3.5: Public Survey – Disabled Respondents by type of disability

Type of disability	No. of respondents	Percentage (as a % of all 171 respondents)	Percentage (as a % of the 60 respondents who said they had at least one disability)
Physical disability	15	9%	25%
Visual disability	<10	*	*
Hearing disability	10	6%	17%
Mental ill-health	13	8%	22%
Learning disability	<5	*	*
Long term illness that affects your daily activity	24	14%	40%
Other	19	11%	32%

*Suppressed to avoid identification of respondents

3.3c) Public Survey – Main Findings

Pharmacy use: When asked the reason(s) for visiting a pharmacy, 63% said to collect a prescription for themselves, 23% to collect a prescription for someone else, 5% to get advice from a pharmacist, and 5% to buy medicines they couldn't buy elsewhere. Of the 3% who specified 'other', the main reason given was the collection of a prescription for themselves or someone else.

Over half (54%) of respondents didn't know whether their pharmacy would deliver medication to a patient's home if they were unable to collect themselves; 41% said their pharmacy did deliver, and 5% said their pharmacy did not (n=168).

Access and choice: 96% of respondents said that it was 'very' or 'quite' easy to get to their usual pharmacy. Respondents were also asked about factors that affected their choice of pharmacy (respondents could choose more than one answer). The three main reasons given were: 'proximity to GP practice' (51%); 'proximity to home' (50%); and 'ease of parking' (32%). 9% answered 'other' with half of these respondents stating convenient opening times with particular reference to opening times outside of standard hours.

85% of respondents were happy with pharmacy opening times. Of the 15% who provided negative responses to this question, comments related to wanting more pharmacies to open on Saturdays and Sundays, and later in the evening. One respondent pointed to the importance of late night pharmacies for people with children, and 12% of respondents said that in the last year, they had had a problem finding a pharmacy to get a medicine dispensed, to get advice or to buy medicines (n=170). Another comment suggested that pharmacies should clearly display where to get service (locations and phone numbers) outside of normal opening hours.

Experience of service: 46% of respondents had had a consultation with a pharmacist in the last year (n=156*). Of these, 66% said the level of privacy had been excellent/very good/good, 23% said fair, and 11% said poor/very poor. When asked for views on what customers valued as a service from their pharmacy, comments related to being given advice and the knowledge of the pharmacist (n=19); the convenience of

³² N= numbers in brackets indicate the number of responses to the particular question where not all survey respondents answered the question.

repeat prescriptions and/or pharmacies collecting prescriptions from GPs (n=12); friendly/helpful service and personal knowledge of their customers (n=11); convenient opening hours (n=9); accessibility/convenience of speaking to a health care professional with no appointment needed (n=7); and convenience of getting their prescription and services such as the flu jab (n=5).

Further comments and suggestions: Respondents were asked what, if anything, they would like to change about their pharmacy. Whilst 15 people said there was nothing they wanted to change, themes identified in feedback from those who did identify areas for improvement were as follows: ability to deal with minor ailments/dispense certain medications e.g. antibiotics following consultations (n=8); dispensing of prescriptions, particularly repeat prescriptions and improving the process (n=6); improving poor customer service (n=5); need for adequate resources where pharmacies are increasing the services offered (n=5); provision of additional health checks and tests and review of long term conditions (n=4); child health care advice and checks (n=4).

Table 3.6 shows a breakdown of responses to a question regarding the services that should be available locally through pharmacies.

Table 3.6: Public Survey – Views on specific services

Service	Percentage who thought service should be available via pharmacies
To get treatment of a minor illness such as a cold (instead of visiting my doctor)	90%
Advice on stopping smoking and/or vouchers for nicotine patches/gum etc	86%
Tests to check blood pressure, cholesterol, whether I might get diabetes or other conditions	86%
Review of medicines on repeat prescription with advice on when it is best to take them, what they are for and possible side-effects to expect	85%
Provision of the 'flu' vaccinations	84%
Advice on contraception and supply of the 'morning after' pill free of charge	83%
Weight management services and advice on diet/exercise for weight management	71%
Advice and treatment for alcohol misuse	46%
Advice and treatment for drug misuse	43%

3.3d) Healthwatch Intelligence on Public Experience of Pharmacies

The intelligence Healthwatch Warrington holds about local pharmacies has been drawn from a number of sources: an online Feedback Centre (with data collected online and at events), online and paper surveys, as well as an advocacy and complaints CRM database. The date range covered is from April 2015 to October 2017; over this period Healthwatch Warrington has received a total of 81 public reviews about local pharmacies.

The full report is available from Healthwatch³³. In the main the report indicates that feedback received about pharmacies in Warrington has been largely positive and highlights areas of good practice. People appear especially happy with staff attitudes, as well as the advice and signposting help given to them. However, feedback suggests there are aspects of patient experience that suggest improvements could be made in terms of medicines management processes, waiting times and staffing levels of some pharmacies.

³³ <https://www.healthwatchwarrington.co.uk/partners/intelligence-reports/>

3.4 Premises and general accessibility

3.4a) Number of pharmacies and geographical spread

General pharmaceutical provision in Warrington is adequate. There are currently 42 community pharmacies serving a resident population of 208,800 (mid 2016 ONS estimate), which equates to approximately one pharmacy for every 4970 residents. The England average is approximately one pharmacy per 4,600 population³⁴. Whilst this is a crude comparator, in that it does not take account of geographical spread or accessibility, it suggests that overall provision in Warrington is lower than that in England.

As discussed, within each of the four areas of Warrington there is currently adequate provision of essential services. The majority of community pharmacies including the internet pharmacies provide a prescription collection and delivery service which increase patient access to the medicines they require.

3.4b) General hours of availability

The opening hours of the pharmacies provide good access to pharmaceutical services. Most pharmacies open in excess of their core contract hours. The vast majority of respondents to the public survey indicated that they were happy with the general opening hours.

3.4c) Provision of services on Saturdays and Sundays

There is good provision at weekends; over 85% of community pharmacies open for at least part of Saturday, and almost 20% of pharmacies across the town open on a Sunday.

3.4d) Out of Hours (OOH) Pharmacy Provision

The GP OOH service in Warrington operates Monday to Friday 6:30pm to 8:00am and 24 hours weekends and Public Holidays for patients who feel their illness cannot wait until their GP surgery re-opens. Appointments are held at the OOH located at Bath Street Health and Wellbeing Centre in Warrington town centre; the OOH pharmacy is also located in the same building and is open 6:30pm to 10:30pm Monday to Wednesday, 6:30pm to 10:45pm Thursday and Friday, 12:15pm to 10:45pm on Saturday, and 09:30 to 10:30pm Sunday. It is also open on Bank Holidays. Patients attending the GP OOH service, who subsequently require a medicine to be dispensed, are provided with a prescription to take to any local community pharmacy, or to the OOH pharmacy on-site. Pharmacy services are required to support patients in obtaining their medicines often in situations of acute illness. The five 100-hour pharmacies support the local pharmaceutical service in doing this.

3.4e) Directed Rotas (Christmas, New Year, Easter)

NHS England has the responsibility to ensure patients are able to access an appropriate level of Pharmaceutical Services. In accordance with NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, NHS England will carry out an assessment to assist with the notification of directions to pharmacy contractors to provide pharmaceutical services at set times and on set days. Locally, NHS England's North Cheshire and Merseyside Area Team have developed a rota policy which explains the processes they have in place and requirements of local contractors. Whilst this is not currently relevant to Warrington contractors, as Warrington has a dedicated LPS 'Out of Hours' service, this policy can be enforced locally should it become necessary.

³⁴ NHS Business Services Authority reports show that there were 11,495 community pharmacies in England at 31 March 2013. The ONS Mid-2012 population estimate for England is 53.5 million.

3.5 Advanced Services

3.5a) Medicines Use Reviews (MURs)

MURs are offered by all community pharmacies³⁵ across Warrington. NHS England would expect those pharmacies providing the MUR service to develop a strong professional working relationship with their local GP practices to ensure that any MURs provided meet the needs of the local population and are in line with current CCG medicines management initiatives.

3.5b) New Medicines Service (NMS)

Excluding the Distance Selling Pharmacies and 'Out of Hours' Pharmacy, all pharmacies in Warrington offer a new medicines service.

3.5c) Appliance Use Reviews (AUR)

There are no appliance contractors situated within Warrington offering this service. However, four community pharmacy contractors stated that they offer this service and this is likely to further develop over time. There are a number of specialist nurses working within the area who provide support to these patients, and who can establish links with appliance contractors at the patients' request.

3.6 Locally commissioned services to meet health need

Many pharmacies currently provide a range of locally commissioned services that support Warrington's public health and health improvement targets. In particular, pharmacies have been actively involved in supervised consumption, needle exchange and the provision of emergency hormonal contraception. However there are opportunities for all pharmacies to further develop the provision to support improving population health and wellbeing. As is detailed in the following sections, the current pharmacy contractors situated within Warrington should consider increasing their provision of locally commissioned services, particularly needle exchange services and provision of sexual health services as outlined in this pharmaceutical needs assessment.

There are also opportunities to ensure that the potential of community pharmacists and pharmacy technicians in new, integrated local care models is fully maximised. The Community Pharmacy Contractual Framework is a package of proposals aimed at supporting the development of clinical pharmacy practice in a wider range of primary care settings. Public Health are currently working with community pharmacists on a pilot project which seeks to improve the screening and management of hypertension and to enhance opportunities for patient self-care and behavioural change. There is scope to further develop the role of community pharmacists within Primary Care in order to maximise the opportunity for fully embedding prevention within Primary Care.

3.6a) Stop smoking service

Smoking prevalence has decreased substantially in Warrington over recent years. However, smoking remains entrenched in many of the more disadvantaged communities within the borough. Review of local need and service provision highlights that those people who continue to smoke need targeted and intensive support to successfully quit. Thus, whilst there is national evidence on the effectiveness of community pharmacy smoking cessation services, local intelligence and current budget constraints led to the difficult decision to cease the pharmacy contract. This decision will be reviewed annually to ensure there is no negative impact on local quit figures. Pharmacists have a role in supporting the wider Public Health agenda through Public Health and health promotion campaigns and signposting and offering health promotion advice, but at this time there is no plan to further develop the role and provision offered by pharmacies.

³⁵ Excluding the Out of Hours Pharmacy and the Distance Selling Pharmacy

3.6b) Sexual Health Services - Emergency Hormonal Contraception (EHC)

Access to emergency contraception via pharmacies is a highly valued service acknowledged by service users, teenage pregnancy leads, GPs and nurses, and as such needs to be maintained across all the wards of Warrington. Although the products used for the purpose are available to purchase over the counter, the retail price (range between £19-25 for Levonelle) could be a barrier to its use, particularly in more deprived wards of the town where our teenage pregnancy rates are highest. The locally commissioned service is currently available free of charge, using a Patient Group Direction (PGD), from a large number of community pharmacies in Warrington. Pharmacists providing this service have completed a Declaration of Competence in Emergency Hormonal Contraception, via the Centre for Pharmacy Postgraduate Education (CPPE) which includes a requirement to complete appropriate safeguarding training.

Within Warrington, there is considerable variation in teenage conception rates. The pattern follows that of deprivation, with inner wards having much higher rates of teenage conceptions. It is therefore important that there is equity of service in these areas of deprivation, as the cost of a retail sale may be a barrier to obtaining EHC.

The 2015-18 PNA found a lack of service provision for EHC in some areas of the borough. This has been addressed and currently 26 community pharmacies, spread across the borough, and the OOH service, are commissioned to provide this service.

Sexual health services provided by pharmacies will be comprehensively reviewed by Warrington Public Health as part of the next integrated sexual health service tender process, scheduled for 2019. Prior to that Warrington Public Health are keen to explore the potential for utilising pharmacy to deliver a more holistic contraception offer.

3.6c) Substance misuse services

Some Warrington pharmacies are commissioned by Warrington Public Health to provide both harm reduction services in the form of needle exchange, as well as the supervised consumption of Methadone and Buprenorphine

3.6c) (i) Needle / Syringe Exchange Schemes

Four Warrington community pharmacies (one of which also provides the OOH service) currently participate in a needle exchange scheme. This service is important in order to keep drug users healthy and plays a vital role in Warrington's Harm Reduction Agenda. This PNA has identified a need to increase provision of this service, and Warrington Borough Council will be seeking to enhance provision subject to financial review.

3.6c) (ii) Supervised Consumption of Methadone

This service is currently provided by 30 pharmacies across Warrington, 4 of which also offer a needle exchange service. There is an adequate spread of pharmacies across Warrington currently delivering supervised consumption. Those wards with the highest emergency admission rates due to substance misuse are adequately served.

3.7 Recommendations for Service Development and Future Commissioning

3.7 (a) Pharmacy Contractors

Warrington currently has 42 community pharmacy premises (one of which also holds the LPS contract to provide the 'out-of-hours' service), and two distance selling pharmacies, which it considers sufficient for the provision of services to its population. Whilst there may be occasions where, in line with the regulations, new pharmacy contract applications may not be refused, Warrington would not actively seek further applications. It may be that to improve accessibility in the future in line with population growth or the

configuration and location of other relevant services the physical relocation of existing pharmacies should be considered.

3.7 (b) Dispensing Doctors

Warrington currently has one dispensing doctor contractor. The majority of such service provision is an historical legacy to allow patients in pockets of largely rural, sparsely populated areas, who may in the past have had difficulty with transport links, to access medicines from their GP where a community pharmacy service was not available. Due to the significant increase over the years in the number of pharmacy premises, road and transport improvements, and advances in information technology, all residents in the area would now have reasonable access to community pharmacy services. Consequently, NHS England would not support applications to increase the number of dispensing doctor practices, and equally, should the current dispensing doctor cease to provide such services, NHS England would not seek to replace them.

3.7c) Internet / Distance Selling Pharmacies

Warrington currently has two distance selling (internet) pharmacies. By the very nature of this service, the contractor provides a service not only to Warrington residents, but across the country. Conversely, Warrington residents can use internet pharmacies across the country, not just the one located within Warrington.

3.8 Service Commissioning

Priorities for pharmaceutical service development for 2018 and beyond should focus on the key public health challenges for Warrington and be aligned to tackling the health inequalities across the area.

The data in Part 2 of the PNA highlights current and predicted health problems for the residents of Warrington where pharmacies could be commissioned to provide additional services or support for preventative work programmes. Any developments would need to be considered in conjunction with the commissioners' current priorities and the financial resources available.

3.9 Conclusion

This PNA provides a comprehensive overview of current pharmaceutical services available within Warrington and also highlights where patients and the population in general can benefit from the wider provision of services from pharmacies.

Commissioners are reminded of the support this document provides and their need to consult it when making decisions on contract applications and the development and commissioning of local pharmacy services.

Pharmaceutical Needs Assessment

Part 4

Appendices and supporting information

Appendix 1: Policy Context

This section summarises some of the most relevant policy in relation to pharmacy provision introduced over the last decade.

'Pharmacy in England - Building on strengths delivering the future'

In April 2008 the government set out its plans in this Pharmacy White Paper and subsequently a consultation was undertaken on the proposed changes to the regulations for pharmacy.

This White Paper sets out a vision for improved quality and effectiveness of pharmaceutical services, and a wider contribution to public health. Whilst acknowledging good overall provision and much good practice amongst providers, it revealed several areas of real concern about medicines usage across the country which it seeks to address through a work programme which will challenge and engage PCTs, pharmacists and the NHS.

It identifies practical, achievable ways in which pharmacists and their teams can improve patient care in the coming years. It sets out a reinvigorated vision of pharmacy's potential to contribute further to a fair, personalised, safe and effective NHS. This vision demonstrates how pharmacy can continue, and expand further, its role in an NHS that focuses as much on prevention as it does on treating sick people, helping to reduce health inequalities, supporting healthy choices, improving quality and promoting wellbeing for patients and public alike.

This White Paper has put forward a broad range of proposals to build on progress over the last three years which has succeeded in embedding community pharmacy's role in improving health and wellbeing and reducing health inequalities. An overview is set out below in Figure 1. This includes proposals for nationally commissioned additions to the contract in future years for how pharmacies will, over time:

- offer NHS funded treatment for many minor ailments (e.g. coughs, colds, stomach problems) for people who do not need to go to their local GP;
- provide specific support for people who are starting out on a new course of treatment for long term conditions such as high blood pressure or high cholesterol;
- be commissioned based on the range and quality of services they deliver.

Figure 1: Pharmacy White Paper – Summary

Building on strengths – delivering the future The Aims of the White Paper, Pharmacy in England

Supporting healthy living and better care

Community pharmacies will become ‘healthy living’ centres providing a primary source of information for healthy living and health improvement.

Pharmacy will be integrated into public health initiatives such as stop smoking, sexual health services and weight management, or offer screening for those at risk of vascular disease – an area where there are significant variations in access to services and life expectancy around the country.

Better, safe use of medicines

Safe medication practices should be embedded in patient care by identifying, introducing and evaluating systems designed to reduce unintended hospital admissions related to medicines use.

Identifying specific patient groups for MURs, using MURs and repeat dispensing to identify and reduce the amount of unused medicines and including pharmacists in care pathways for longterm conditions are all examples of this.

Access and choice

Community pharmacies improve access and choice through more help with medicines. This will be realised by developing MURs, repeat dispensing, access to urgent medicines, emergency supply and working with hospitals on medicine reconciliation.

Integration and interfaces

Community based pharmaceutical care will be developed which will involve creating new alliances between hospital and community pharmacists as well as primary care pharmacists and pharmacy technicians.

Quality

Underpinning all of this in the White Paper and the other policy drivers mentioned earlier is continual improvement in quality. This is a recurring theme throughout all the policy drivers currently influencing the development of community pharmacy. This refers to staff, premises and services alike. PCTs have a responsibility to ensure continuous quality by monitoring the community pharmacy services against the strategic tests.

‘Our health, our care, our say’

This White Paper in January 2006 set out a new strategic direction for improving the health and wellbeing of the population. It focused on a strategic shift to locate more services in local communities closer to people’s homes. This recognised the vital role that community pharmacies play in providing services which support patients with long term conditions and make treatment for minor illnesses accessible and convenient.

‘Healthy lives, healthy people’

The public health strategy for England (2010) stated: “Community pharmacies are a valuable and trusted public health resource. With millions of contacts with the public each day, there is real potential to use community pharmacy teams more effectively to improve health and wellbeing and to reduce health inequalities.” This will be relevant to local authorities as they take on responsibility for public health in their communities.

In addition, Community pharmacy is an important investor in local communities through employment, supporting neighbourhood and high street economies, as a health asset and long term partner.

Equity and excellence: Liberating the NHS (2010)

“Information, combined with the right support, is the key to better care, better outcomes and reduced

costs. Patients need and should have far more information and data on all aspects of healthcare, to enable them to share in decisions made about their care and find out much more easily about services that are available. Our aim is to give people access to comprehensive, trustworthy and easy to understand information from a range of sources on conditions, treatments, lifestyle choices and how to look after their own and their family's health".

Community pharmacy is at the forefront of self-care, health promotion and is ably qualified to assist people to manage long term conditions, the vast majority of which are managed via the use of medication. Advanced services under the contract should be maximized to ensure patients get access to the support that they need.

Market entry by means of pharmaceutical needs assessments and quality and performance (market exit) – October 2011

The NHS Act 2006 required the Secretary of State for Health to make regulations concerning the provision of NHS pharmaceutical services in England. The Health Act 2009 amended these provisions by providing that:

- PCTs must develop and publish local pharmaceutical needs assessments (PNAs); and
- PCTs would then use their PNAs as the basis for determining entry to the NHS pharmaceutical services market.

The Health Act 2009 also introduced new provisions which allow the Secretary of State to make regulations about what remedial actions PCTs can take against pharmacy and dispensing appliance contractors who breach their terms of service or whose performance is poor or below standard.

The first set of regulations dealing with the development and publication of PNAs, the *NHS (Pharmaceutical Services and Local Pharmaceutical Services) (Amendment) Regulations 2010* (S.I. 2010/914) were laid on 26 March 2010 and came into force on 24 May 2010.

Later, the *National Health Service (Pharmaceutical Services) Regulations 2013* and draft guidance came into force concerning the remaining provision under the Health Act 2009.

Health and Social Care Act 2012, and Health Act 2009 amended Section 128A of NHS Act 2006

From 1st April 2013, every Health and Wellbeing Board (HWPB) in England will have a statutory responsibility to publish and keep up to date a statement of the needs for pharmaceutical services of the population in its area, referred to as a pharmaceutical needs assessment (PNA). This is of particular relevance for local authorities and commissioning bodies. Guidance outlines the steps required to produce relevant, helpful and legally robust PNAs.

Consolidation Applications

On 5 December 2016, amendments to the 2013 Regulations came into effect. NHS pharmacy businesses may now apply to consolidate the services provided on two or more sites onto a single site. Applications to consolidate will be dealt with as "excepted applications" under the 2013 Regulations, which means they will not be assessed against the pharmaceutical needs assessment. Instead, consolidation applications will follow a simpler procedure, the key to which is whether or not a gap in pharmaceutical service provision would be created by the consolidation. Some provision is also made in respect of continuity of services so, if NHS England commissions enhanced services from the contract the closing premises, then the applicant is required to give an undertaking to continue to provide those services following consolidation. If NHS England is satisfied that the consolidation would create a gap in pharmaceutical services provision, it must refuse the application. If NHS England grants the application, it must then refuse any further "unforeseen benefits applications" seeking inclusion in the pharmaceutical list, if the applicant is seeking to rely on the consolidation as a reason for saying there is now a gap in provision, at least until the next revision of the PNA.

Appendix 2: Acronyms, Abbreviations and Glossary of Terms

A&E	Accident and Emergency
APHO	Association of Public Health Observatories
AUR	Appliance Use Review
BMI	Body Mass Index
CCG	Clinical Commissioning Group
CHD	Chronic Heart Disease
COPD	Chronic Obstructive Pulmonary Disease
CPPE	Centre for Pharmacy Postgraduate Education
CRI	Crime Reduction Initiatives (Pathways to Recovery)
DCLG	Department of Communities and Local Government
EHC	Emergency Hormonal Contraception
ESPSLPS	Essential Small Pharmacy Services Local Pharmaceutical Services
GP	General Practice / General Practitioner
HIV	Human Immunodeficiency Virus
HPA	Health Protection Agency
HSCIC	Health & Social Care Information Centre
HWB	Health and Wellbeing Board
H&WB survey	Health and Wellbeing survey
IMD	Index of Multiple Deprivation
JSNA	Joint Strategic Needs Assessment
LA	Local Authority
LMC	Local Medical Committee
LPC	Local Pharmaceutical Committee
LPS	Local Pharmaceutical Services
LSOA	Lower Super Output Area - small geographical units, each of which has a minimum of 400 households and an average population of approximately 1500. Warrington Local Authority contains 127 LSOAs.
MDS	Monitored Dose System
MSOA	Middle Super Output Area – small geographical units with an average population of approximately 7200. Warrington Local Authority contains 22 MSOAs.
MUR	Medicines Use Review
NCMP	National Child Measurement Programme
NMS	New Medicines Service
NRT	Nicotine Replacement Therapy
NHS	National Health Service
NHSCB	NHS Commissioning Board (renamed NHS England in April 2013)
NHSE	NHS England
ONS	Office of National Statistics
OOH	Out of Hours
PCT	Primary Care Trust
PNA	Pharmaceutical Needs Assessment
PSNC	Pharmaceutical Services Negotiating Committee
QOF	Quality and Outcomes Framework
SAC	Stoma Appliance Customisation
STI	Sexually Transmitted Infection
WBC	Warrington Borough Council
WHHFT	Warrington and Halton Hospital Foundation Trust
WHO	World Health Organisation

Appendix 2 continued: Glossary of Terms

Term	Definition as per 2013 Regulations	Explanation
Controlled localities / controlled locality	Means an area that is a controlled locality by virtue of regulation 36(1) or is determined to be so in accordance with regulation 36(2).	A controlled locality is an area which has been determined, either by NHS England, a primary care trust a predecessor organisation or on appeal by the NHS Litigation Authority (whose appeal unit handles appeals for pharmaceutical market entry and performance sanctions matters), to be “rural in character”. It should be noted that areas that have not been formally determined as rural in character and therefore controlled localities, are not controlled localities unless and until NHS England determines them to be. Such areas may be considered as rural because they consist of open fields with few houses but they are not a controlled locality until they have been subject to a formal determination.
Core opening hours	Is to be construed, as the context requires, in accordance with paragraph 23(2) of Schedule 4 or paragraph 13(2) of Schedule 5, or both.	Pharmacies are required to be open for 40 hours per week, unless they were approved under Regulation 13(1)(b) of the 2005 Regulations in which case they are required to open for 100 hours per week. Dispensing appliance contractors (DACs) are required to be open for not less than 30 hours per week.
Directed services	Means additional pharmaceutical services provided in accordance with directions under section 127 of the 2006 Act.	These are advanced and enhanced services as set out in Directions.
Dispensing doctor(s)	Is to be construed in accordance with regulation 46(1).	These are providers of primary medical services who provide pharmaceutical services from medical practice premises in the area of NHS England; and general practitioners who are not providers of primary medical services but who provide pharmaceutical services from medical practice premises in the area of the HWB.
Distance selling premises	Listed chemist premises, or potential pharmacy premises, at which essential services are or are to be provided but the means of providing those services are such that all persons receiving those services do so otherwise than at those premises.	These premises could have been approved under the 2005 Regulations in which case they could be pharmacies or DACs. Under the 2012 and 2013 Regulations only pharmacy contractors may apply to provide services from distance selling premises. Distance-selling contractors are in the main internet and some mail-order, but they all cannot provide “essential services” to persons face to face at their premises and must provide a service across England to anyone who requests it.
Enhanced services	Means the additional pharmaceutical services that are referred to in direction 4 of the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013.	These are pharmaceutical services commissioned by NHS England, such as services to Care Homes, language access and patient group directions.
Essential services	Except in the context of the definition of “distance selling premises”, is to be construed in accordance with paragraph 3 of Schedule 4.	These are services which every community pharmacy providing NHS pharmaceutical services must provide and is set out in their terms of service – these include the dispensing of medicines, promotion of healthy styles and support for self-care. Distance-selling pharmacy contractors cannot provide essential services face to face at their premises.
Neighbouring Health & Wellbeing Board	In relation to a HWB (HWB1), means the HWB of an area that borders any part of HWB1.	Used when, for example, an HWB is consulting on their draft PNA and needs to inform the HWBs which border their HWB area.
NHS chemist	Means an NHS appliance contractor or an NHS pharmacist.	

Data source: Department of Health (2013) “Pharmaceutical needs assessments Information Pack for local authority Health and Wellbeing Boards”

Appendix 3: Pharmacy opening hours and service details

Appendix 3a: Central Ward Group Pharmacy Services (** denotes pharmacies located in the town centre)

Pharmacy Code	Pharmacy	Distance selling (internet)	100-hour pharmacy	Stoma Appliances	Incontinence Appliances	Dressings	Medicines Use Review	New Medicines Service	Appliance Use Review	Stoma Appliance Customisation	Needle Exchange Service	Supervised Consumption (SC)	SA done in separate room	Emergency Hormonal Contraception (EHC)	Quickstart Contraception Service	Chlamydia Testing	Chlamydia treatment	NHS Flu Vaccination	NUMSAS (NHS Urgent Medicine Supply Advanced Service)	Emergency Supply Service	Healthy Living Pharmacy (HLP)	Consultation Area*	Delivery free/ chargeable	Monitored Dose Systems free/ chargeable	Parking within 50M	Distance to bus stop / train station	Designated disabled parking space	Wheelchair Access to pharmacy entrance	All areas of pharmacy floor accessible by wheelchair?	Automatic door assistance	Bell at front door	Toilet facilities accessible by wheelchair users	Hearing loop	Sign language	Large print labels	Large print leaflets	Support for patients whose first language isn't English	Interpreter / Language Line	Can speak to staff member of same sex		
FEL21	Boots (Golden Square)**	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	PR	CP	WA	CP	WA	Y	N	CP	WT	Y(W)	F	F	N	Within 100m	Y	Y	Y	N	N	N	Y	N	N	N	N	N	N	Y(BA)	
FKQ21	Boots (Manchester Rd)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	Y	WA	WA	CP	WA	Y	N	WA	WT	Y(W)	F	F	Y	Within 100m	Y	Y	Y	Y	N	N	Y	N	Y	Y	Y	Y	Y	Y	
FV857	Corkers (Buttermarket Street)**	N	N	Y	Y	Y	Y	Y	S*	Y	WA	WA	n/a	WA	WA	CP	WA	Y	S*	WA	Y	Y(W)	F	N	Y	Within 100m	N	Y	Y	N	N	N	N	N	Y	N	N	N	N	Y(BA)	
FD639	Dallam Pharmacy	N	N	Y	Y	Y	Y	Y	Y	Y	WA	CP	Y	WA	WA	WA	CP	Y	N	WA	WT	Y(W)	F	F/C	Y	Within 100m	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y	
FGD48	Go Pharmacy (internet)	Y	N	N	N	Y	S*	S*	N	N	WA	WA	n/a	WA	WA	WA	WA	N	N	WA	WT	Y(NW)	F/C	F/C	Y	100-500m	N	N	Y	N	N	N	N	N	Y	N	Y	N	Y	Y(BA)	
FK402	Greencross (Allen Street)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	Y	CP	WA	WA	WA	Y	Y	CP	Y	Y(W)	F	F	Y	Within 100m	N	Y	Y	N	N	N	N	N	N	Y	Y	Y	Y	Y(BA)	
FK321	Hub Pharmacy (Manchester Road)	N	Y	N	N	Y	Y	Y	N	N	NW	CP	Y	CP	WA	CP	NW	Y	S*	WA	Y	Y(W)	F	F	Y	Within 100m	Y	Y	Y	N	Y	N	N	N	Y	Y	N	N	Y(BA)		
FEW87	Lloyds (in Sainsburys)	N	Y	Y	Y	Y	Y	Y	N	N	NW	NW	n/a	CP	WA	CP	WA	Y	N	WA	WT	Y(W)	N	N	Y	100-500m	Y	Y	Y	Y	N	Y	Y	N	Y	N	N	N	Y(BA)		
FNV60	Lloyds (Orford)	N	N	Y	Y	Y	Y	Y	N	N	CP	CP	PR	CP	WA	WA	WA	Y	N	PP	WT	Y(W)	F	F	Y	100-500m	N	Y	Y	Y	N	N	Y	N	Y	Y	Y	Y	Y		
FW716	Orford Pharmacy (Faith)	N	N	Y	Y	Y	Y	Y	S*	N	WA	CP	Y	WA	WA	WA	WA	Y	N	WA	Y	Y(W)	F	F	Y	Within 100m	N	Y	Y	N	Y	N	N	N	Y	N	N	N	N	Y	
FCC94	Rowlands (Folly Lane, Bewsey)	N	N	N	N	N	Y	Y	N	N	NW	CP	Y	CP	CP	WA	WA	Y	S*	WA	Y	Y(W)	F	F	Y	Within 100m	Y	Y	Y	N	N	N	Y	N	N	Y	N	Y	N	Y	
FXH02	Rowlands (Guardian St)	N	N	Y	N	Y	Y	Y	N	N	WA	CP	Y	CP	WA	CP	WA	Y	N	WA	WT	Y(W)	F	F	Y	100-500m	Y	Y	Y	N	N	N	N	N	Y	N	N	N	N	Y(BA)	
FXV35	Rowlands (Orford)	N	N	N	N	Y	Y	Y	N	N	NW	CP	PR	CP	WA	WA	WA	Y	N	PP	WT	Y(W)	F	F	Y	Within 100m	Y	Y	Y	Y	N	N	N	N	Y	N	N	N	N	Y(BA)	
FXX89	Rowlands (Tanners Lane)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	Y	WA	WA	NW	NW	Y	N	NW	WT	Y(W)	F	F	Y	500-1000m	N	N	Y	N	N	N	Y	N	N	N	N	N	N	N	
FPA75	Rowlands (Thelwall Lane, Latchford)	N	N	Y	Y	Y	Y	Y	N	N	CP	CP	Y	WA	WA	WA	WA	Y	N	WA	Y	Y(W)	F	F	Y	Within 100m	N	Y	Y	N	Y	N	Y	N	N	N	N	N	N	Y	
FME80	Superdrug (Cockhedge)**	N	N	N	N	N	Y	Y	N	N	WA	CP	PR	WA	WA	WA	WA	S*	N	WA	WT	Y(W)	F/C	N	Y	100-500m	Y	Y	Y	N	N	N	N	N	Y	N	Y	Y	Y	Y(BA)	
FM011	Superdrug (Golden Square)**	N	N	Y	Y	Y	Y	Y	N	N	WA	WA	n/a	PP	WA	CP	WA	Y	N	WA	WT	Y(W)	F	F	Y	Within 100m	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	N	N	Y	
FP793	Tesco (Winwick Rd)	N	Y	N	N	N	Y	Y	N	N	WA	WA	n/a	WA	WA	CP	WA	Y	S*	WA	WT	Y(W)	N	F	Y	Within 100m	Y	Y	Y	Y	N	Y	Y	N	Y	N	Y	N	N	N	Y(BA)
FR798	Well (Manchester Rd)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	PR	CP	WA	WA	WA	Y	N	WA	WT	Y(W)	F	F	Y	Within 100m	N	Y	Y	N	N	N	Y	N	Y	N	Y	N	N	N	N
FM256	Well (Orford)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	PR	WA	WA	WA	WA	Y	N	WA	WT	Y(W)	F	F	Y	100-500m	N	Y	Y	N	N	N	Y	N	Y	N	Y	N	N	N	N
FAJ51	Well (Out of Hours, The Baths H&WB Centre)**	N	N	Y	Y	Y	Y	Y	N	N	CP	CP	PR	CP	CP	CP	WA	Y	N	WA	WT	Y(W)	F	F	Y	Within 100m	Y	Y	Y	Y	N	N	Y	N	Y	N	N	N	N	N	
FAA49	Well (The Baths Health & Wellbeing Centre)**	N	N	Y	Y	Y	Y	Y	N	N	CP	CP	PR	CP	CP	CP	WA	Y	N	WA	WT	Y(W)	F	F	Y	Within 100m	Y	Y	Y	Y	N	N	Y	N	Y	N	Y	N	N	N	N

Data source: a survey of pharmacies was conducted between 13/4/17 and 3/6/17. The table shows survey responses from pharmacies (apart from a few amendments due to anomalies in the data). The exception is chlamydia testing, which is a recently commissioned service and the number of pharmacies providing this service is increasing over time, as gradually more pharmacies start a contract; the table shows which pharmacies were commissioned to provide the service in late October.

CP=Provide (NHS); PP=Provide (private); WA=Willing and able to provide; NW=Not willing to provide. S* = plan to provide within next 12 months. PR=At patient request.

* A consultation area where a patient and pharmacist can sit down together, talk at a normal speaking volume without being overheard by customers or staff and is clearly signed as private consultation. Y(W)=Yes with wheelchair access; Y(NW)=Yes but no wheelchair access; N=No consultation area.

Healthy Living Pharmacy: Y=Yes; WT=Working towards HLP status; NW=not currently working toward HLP status but would be interested in becoming a HLP in the future.

Delivery and Monitored Dose Systems: F=Free; C=Chargeable; F/C=free only for certain patient groups and/or within a certain distance; N=Don't deliver.

Speaking to staff member of same sex: Y=Yes at all times; N=No; Y(BA)=Yes by arrangement.

Appendix 3a continued: Central Ward Group Pharmacy Opening Times (** denotes pharmacies located in the town centre)

Pharmacy	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		100 hour pharmacy?	Distance Selling?
Boots (Golden Square)**	09:00	18:00	09:00	18:00	09:00	18:00	09:00	20:00	09:00	18:00	09:00	18:00	11:00	17:00	N	N
Boots (Manchester Rd)	08:30	18:00	08:30	18:00	08:30	18:00	08:30	18:00	08:30	18:00	N/A	N/A	N/A	N/A	N	N
Corkers (Buttermarket Street)**	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	09:00	15:00	N/A	N/A	N	N
Dallam Pharmacy	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	17:00	N/A	N/A	N	N
Go Pharmacy (internet)	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	N/A	N/A	N/A	N/A	N	Y
Greencross (Allen Street)	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00	N/A	N/A	N	N
Hub Pharmacy (Manchester Road)	07:00	22:00	07:00	22:00	07:00	22:00	07:00	22:00	07:00	22:00	07:00	22:00	09:00	19:00	Y	N
Lloyds (in Sainsburys)	07:00	23:00	07:00	23:00	07:00	23:00	07:00	23:00	07:00	23:00	07:00	22:00	10:00	16:00	Y	N
Lloyds (Orford)	08:30	18:00	08:30	18:00	08:30	18:00	08:30	18:00	08:30	18:00	09:00	13:00	N/A	N/A	N	N
Orford Pharmacy (Faith)	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	9:00-13:00	14:00-18:00	09:00	13:00	N/A	N/A	N	N
Rowlands (Folly Lane, Bewsey)	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	09:00	12:00	N/A	N/A	N	N
Rowlands (Guardian St)	08:30	18:00	08:30	18:00	08:30	18:00	08:30	18:00	08:30	18:00	N/A	N/A	N/A	N/A	N	N
Rowlands (Orford)	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00	N/A	N/A	N	N
Rowlands (Tanners Lane)	09:00	17:30	09:00	17:30	09:00	17:30	09:00	17:30	09:00	17:30	09:00	12:00	N/A	N/A	N	N
Rowlands (Thelwall Lane, Latchford)	08:30	18:00	08:30	18:00	08:30	18:00	08:30	18:00	08:30	18:00	09:00	13:00	N/A	N/A	N	N
Superdrug (Cockhedge)**	09:00	17:30	09:00	17:30	09:00	17:30	09:00	17:30	09:00	17:30	09:00	17:30	N/A	N/A	N	N
Superdrug (Golden Square)**	08:30-13:00	13:30-17:30	08:30-13:00	13:30-17:30	08:30-13:00	13:30-17:30	08:30-13:00	13:30-17:30	08:30-13:00	13:30-17:30	09:00-13:00	13:30-17:30	N/A	N/A	N	N
Tesco (Winwick Rd)	08:00	22:30	06:30	22:30	06:30	22:30	06:30	22:30	06:30	22:30	06:30	22:00	10:00	16:00	Y	N
Well (Manchester Rd)	08:00	18:15	08:00	18:15	08:00	18:15	08:00	18:15	08:00	18:15	09:00	12:00	N/A	N/A	N	N
Well (Orford)	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00	N/A	N/A	N	N
Well (Out of Hours, The Baths)	18:30	22:30	18:30	22:30	18:30	22:30	18:30	22:45	18:30	22:45	12:15	22:45	09:30	22:30	N	N
Well (The Baths Health & Wellbeing Centre)**	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	09:00	12:00	N/A	N/A	N	N

Data source: a survey of pharmacies was conducted between 13/4/17 and 3/6/17 regarding services and opening times. The table shows responses from pharmacies.

Appendix 3b: East Ward Group Pharmacy Services

Pharmacy Code	Pharmacy	Distance selling (internet)	100-hour pharmacy	Stoma Appliances	Incontinence Appliances	Dressings	Medicines Use Review	New Medicines Service	Appliance Use Review	Stoma Appliance Customisation	Needle Exchange Service	Supervised Consumption (SC)	SA done in separate room	Emergency Hormonal Contraception (EHC)	Quickstart Contraception Service	Chlamydia Testing	Chlamydia treatment	NHS Flu Vaccination	NUMSAS (NHS Urgent Medicine Supply Advanced Service)	Emergency Supply Service	Healthy Living Pharmacy (HLP)	Consultation Area*	Delivery free/ chargeable	Monitored Dose Systems free/ chargeable	Parking within 50M	Distance to bus stop / train station	Designated disabled parking space	Wheelchair Access to pharmacy entrance	All areas of pharmacy floor accessible by wheelchair?	Automatic door assistance	Bell at front door	Toilet facilities accessible by wheelchair users	Hearing loop	Sign language	Large print labels	Large print leaflets	Support for patients whose first language isn't English	Interpreter / Language Line	Can speak to staff member of same sex		
FXY88	Lloyds (Padgate)	N	N	Y	Y	Y	Y	Y	Y	N	WA	CP	Y	CP	WA	WA	WA	Y	N	PP	Y	Y(W)	F	F	Y	Within 100m	N	Y	Y	N	N	N	Y	N	N	N	N	N	N	Y(BA)	
FTD67	Lloyds (Woolston)	N	N	Y	Y	Y	Y	Y	Y	Y	WA	CP	Y	WA	WA	CP	WA	Y	S*	WA	Y	Y(W)	F	F	Y	Within 100m	N	Y	Y	N	N	N	Y	N	N	N	N	N	N	Y(BA)	
FQX29	Tims & Parker (Culcheth)	N	N	Y	Y	Y	Y	Y	N	Y	WA	WA	n/a	CP	CP	CP	WA	Y	N	CP	Y	Y(W)	F	F	Y	Within 100m	Y	Y	Y	Y	N	N	N	N	Y	N	Y	N	N	N	Y(BA)
FN408	Well (Birchwood)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	PR	CP	CP	CP	WA	Y	N	WA	WT	Y(W)	F	F	N	100-500m	N	Y	Y	N	N	N	Y	N	Y	N	N	N	N	Y(BA)	
FTM77	Well (Culcheth)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	PR	CP	WA	CP	WA	Y	N	WA	WT	Y(W)	F	F	Y	100-500m	N	Y	Y	Y	N	N	Y	N	Y	N	N	N	N	N	
FWX22	Well (Fearnhead)	N	N	Y	Y	Y	Y	Y	N	N	CP	CP	PR	CP	WA	WA	WA	Y	N	WA	WT	Y(W)	F	F	Y	100-500m	Y	Y	Y	N	N	N	Y	N	Y	N	N	N	N	N	

Data source: a survey of pharmacies was conducted between 13/4/17 and 3/6/17. The table shows survey responses from pharmacies (apart from a few amendments due to anomalies in the data). The exception is chlamydia testing, which is a recently commissioned service and the number of pharmacies providing this service is increasing over time, as gradually more pharmacies start a contract; the table shows which pharmacies were commissioned to provide the service in late October.

CP=Provide (NHS); PP=Provide (private); WA=Willing and able to provide; NW=Not willing to provide. S* = plan to provide within next 12 months. PR=At patient request.

* A consultation area where a patient and pharmacist can sit down together, talk at a normal speaking volume without being overhead by customers or staff and is clearly signed as private consultation. Y(W)=Yes with wheelchair access; Y(NW)=Yes but no wheelchair access; N=No consultation area.

Healthy Living Pharmacy: Y=Yes; WT=Working towards HLP status; NW=not currently working toward HLP status but would be interested in becoming a HLP in the future.

Delivery and Monitored Dose Systems: F=Free; C=Chargeable; F/C=free only for certain patient groups and/or within a certain distance; N=Don't deliver.

Speaking to staff member of same sex: Y=Yes at all times; N=No; Y(BA)=Yes by arrangement.

East Ward Group Opening Times

Pharmacy	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		100 hour pharmacy?	Distance selling?
Lloyds (Padgate)	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	09:00	13:00	N/A	N/A	N	N
Lloyds (Woolston)	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	09:00	13:00	N/A	N/A	N	N
Tims & Parker (Culcheth)	9:00-13:30	14:00-18:00	9:00-13:30	14:00-18:00	9:00-13:30	14:00-18:00	9:00-13:30	14:00-18:00	9:00-13:30	14:00-18:00	09:00	13:00	N/A	N/A	N	N
Well (Birchwood)	08:30	18:30	08:30	18:30	08:30	18:30	08:30	19:00	08:30	19:00	09:00	17:00	N/A	N/A	N	N
Well (Culcheth)	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00	N/A	N/A	N	N
Well (Fearnhead)	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	08:45	18:15	09:00	12:00	N/A	N/A	N	N

Data source: a survey of pharmacies was conducted between 13/4/17 and 3/6/17 regarding services and opening times. The table shows responses from pharmacies.

Appendix 3c: South Ward Group Pharmacy Services

Pharmacy Code	Pharmacy	Distance selling (internet)	100-hour pharmacy	Stoma Appliances	Incontinence Appliances	Dressings	Medicines Use Review	New Medicines Service	Appliance Use Review	Stoma Appliance Customisation	Needle Exchange Service	Supervised Consumption (SC)	SA done in separate room	Emergency Hormonal Contraception (EHC)	Quickstart Contraception Service	Chlamydia Testing	Chlamydia treatment	NHS Flu Vaccination	NUMSAS (NHS Urgent Medicine Supply Advanced Service)	Emergency Supply Service	Healthy Living Pharmacy (HLP)	Consultation Area*	Delivery free/ chargeable	Monitored Dose Systems free/ chargeable	Parking within 50M	Distance to bus stop / train station	Designated disabled parking space	Wheelchair Access to pharmacy entrance	All areas of pharmacy floor accessible by wheelchair?	Automatic door assistance	Bell at front door	Toilet facilities accessible by wheelchair users	Hearing loop	Sign language	Large print leaflets	Support for patients whose first language isn't English	Interpreter / Language Line	Can speak to staff member of same sex	
FN185	Boots (Lymm)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	Y	CP	WA	CP	WA	WA	Y	N	WA	WT	Y(NW)	F	F	Y	Within 100m	Y	N	Y	Y	Y	N	Y	N	N	N	N	Y(BA)
FVC77	Boots (Stockton Heath)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	Y	CP	WA	CP	WA	WA	Y	N	WA	WT	Y(W)	F	F	Y	Within 100m	Y	Y	Y	Y	N	N	Y	N	N	N	N	Y(BA)
FE279	Click Trading (internet)	Y	N	Y	Y	Y	N	N	N	N	WA	WA	n/a	WA	WA	WA	WA	WA	N	S*	WA	WT	N	F	F	Y	Within 100m	N	N	N	N	N	N	N	N	N	N	N	Y
FYT65	Hughes (Grappenhall)	N	N	Y	Y	Y	Y	Y	N	N	WA	WA	n/a	CP	WA	WA	WA	WA	Y	Y	PP	WT	Y(W)	F	C	Y	Within 100m	Y	N	Y	N	Y	N	N	Y	Y	Y	N	Y
FLA08	Lloyds (Lymm)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	Y	CP	WA	PP	PP	Y	Y	WA	WT	Y(W)	F	F	Y	Within 100m	Y	Y	Y	Y	N	N	Y	N	N	N	N	Y(BA)	
FDG62	Lloyds (Stockton Heath)	N	N	Y	Y	Y	Y	Y	Y	Y	WA	WA	n/a	WA	WA	WA	WA	WA	Y	S*	CP	WT	Y(W)	F	F	Y	Within 100m	Y	Y	Y	Y	N	N	Y	N	N	N	N	Y
FWK62	Stockton Heath Pharmacy	N	Y	Y	Y	Y	Y	N	N	NW	WA	n/a	CP	WA	WA	WA	WA	WA	Y	S*	WA	Y	Y(NW)	F	F	Y	100-500m	N	N	Y	N	Y	N	Y	N	Y	Y	N	N
FD825	Thomas Brown (Stockton Heath)	N	N	Y	Y	Y	Y	N	N	N	WA	CP	Y	CP	CP	CP	WA	Y	Y	CP	Y	Y(NW)	F/C	F/C	Y	Within 100m	Y	N	Y	N	Y	N	N	N	Y	Y	Y	Y	Y
FPX39	Well (Appleton)	N	N	Y	Y	Y	Y	Y	N	N	WA	WA	n/a	WA	WA	WA	WA	Y	N	WA	NW	Y(W)	F	F	Y	100-500m	Y	Y	Y	N	N	N	Y	N	Y	N	N	N	Y

Data source: a survey of pharmacies was conducted between 13/4/17 and 3/6/17. The table shows survey responses from pharmacies (apart from a few amendments due to anomalies in the data). The exception is chlamydia testing, which is a recently commissioned service and the number of pharmacies providing this service is increasing over time, as gradually more pharmacies start a contract; the table shows which pharmacies were commissioned to provide the service in late October.

CP=Provide (NHS); PP=Provide (private); WA=Willing and able to provide; NW=Not willing to provide. S* = plan to provide within next 12 months. PR=At patient request.

* A consultation area where a patient and pharmacist can sit down together, talk at a normal speaking volume without being overhead by customers or staff and is clearly signed as private consultation. Y(W)=Yes with wheelchair access; Y(NW)=Yes but no wheelchair access; N=No consultation area.

Healthy Living Pharmacy: Y=Yes; WT=Working towards HLP status; NW=not currently working toward HLP status but would be interested in becoming a HLP in the future.

Delivery and Monitored Dose Systems: F=Free; C=Chargeable; F/C=free only for certain patient groups and/or within a certain distance; N=Don't deliver.

Speaking to staff member of same sex: Y=Yes at all times; N=No; Y(BA)=Yes by arrangement.

South Ward Group Opening Times

Pharmacy	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	100 hour pharmacy?	Distance Selling?
Boots (Lymm)	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 17:00	N/A	N	N
Boots (Stockton Heath)	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	08:30 - 17:30	08:30 - 18:00	09:00 - 17:00	N/A	N	N
Click Trading (internet)	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	N/A	N/A	N	Y
Hughes (Grappenhall)	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	N/A	N	N
Lloyds (Lymm)	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	09:00 - 17:00	N/A	N	N
Lloyds (Stockton Heath)	08:45 - 18:00	08:45 - 18:00	08:45 - 18:00	08:45 - 18:00	08:45 - 18:00	09:00 - 17:00	N/A	N	N
Stockton Heath Pharmacy	07:00 - 22:30	07:00 - 22:30	07:00 - 22:30	07:00 - 22:30	07:00 - 22:30	07:00 - 22:30	10:00 - 17:00	Y	N
Thomas Brown (Stockton Heath)	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 17:30	09:00 - 18:00	09:00 - 13:00	N/A	N	N
Well (Appleton)	08:45 - 18:00	08:45 - 18:00	08:45 - 18:00	08:45 - 18:00	08:45 - 18:00	N/A	N/A	N	N

Data source: a survey of pharmacies was conducted between 13/4/17 and 3/6/17 regarding services and opening times. The table shows responses from pharmacies.

Appendix 3d: West Ward Group Pharmacy Services

Pharmacy Code	Pharmacy	Distance selling (internet)	100-hour pharmacy	Stoma Appliances	Incontinence Appliances	Dressings	Medicines Use Review	New Medicines Service	Appliance Use Review	Stoma Appliance Customisation	Needle Exchange Service	Supervised Consumption (SC)	SA done in separate room	Emergency Hormonal Contraception (EHC)	Quickstart Contraception Service	Chlamydia Testing	Chlamydia treatment	NHS Flu Vaccination	NUMSAS (NHS Urgent Medicine Supply Advanced Service)	Emergency Supply Service	Healthy Living Pharmacy (HLP)	Consultation Area*	Delivery free/ chargeable	Monitored Dose Systems free/ chargeable	Parking within 50M	Distance to bus stop / train station	Designated disabled parking space	Wheelchair Access to pharmacy entrance	All areas of pharmacy floor accessible by wheelchair?	Automatic door assistance	Bell at front door	Toilet facilities accessible by wheelchair users	Hearing loop	Sign language	Large print labels	Large print leaflets	Support for patients whose first language isn't English	Interpreter / Language Line	Can speak to staff member of same sex	
FRQ87	ASDA (Westbrook)	N	Y	N	N	Y	Y	Y	N	N	WA	NW	n/a	WA	WA	CP	WA	Y	S*	WA	NW	Y(W)	N	F	Y	Within 100m	Y	Y	Y	Y	N	Y	Y	N	Y	Y	Y	N	Y	Y(BA)
FV558	Aston Chemists Ltd	N	N	Y	Y	Y	Y	Y	N	N	NW	NW	n/a	WA	WA	CP	CP	Y	N	CP	WT	Y(NW)	F	F	Y	Within 100m	N	N	Y	N	N	N	N	N	Y	Y	Y	N	Y	Y(BA)
FJ729	Boots (Gemini)	N	N	N	N	Y	Y	Y	N	N	WA	CP	Y	CP	NW	WA	WA	Y	N	CP	WT	Y(W)	F	F/C	Y	Within 100m	Y	Y	Y	Y	Y	N	Y	Y	N	Y	Y	N	Y	Y
FQV12	Cohens (Westbrook)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	Y	WA	WA	CP	WA	Y	S*	WA	WT	Y(W)	F	F/C	Y	Within 100m	Y	Y	Y	N	Y	N	Y	Y	N	Y	N	N	Y	Y(BA)
FE361	Hub Pharmacy (Chapelford)	N	N	Y	Y	Y	Y	Y	N	N	NW	NW	n/a	CP	NW	CP	WA	Y	N	WA	Y	Y(W)	F/C	F/C	Y	100-500m	Y	Y	Y	N	N	Y	N	Y	N	Y	N	N	Y	Y(BA)
FR245	Hub Pharmacy (Hood Manor)	N	N	N	Y	Y	Y	Y	N	N	WA	CP	Y	CP	WA	CP	WA	Y	N	PP	Y	Y(W)	F/C	F/C	Y	Within 100m	Y	Y	Y	Y	N	Y	N	Y	N	Y	N	Y	Y	
FT175	Lloyds (Penketh)	N	N	N	Y	Y	Y	Y	Y	Y	WA	CP	Y	CP	WA	CP	WA	Y	S*	CP	WT	Y(W)	F	F	Y	Within 100m	Y	Y	Y	N	N	N	Y	N	Y	N	Y	N	Y	Y(BA)
FL789	Rydale (Burtonwood)	N	N	Y	Y	Y	Y	Y	N	N	WA	CP	Y	CP	WA	CP	WA	Y	S*	PP	NW	Y(W)	C	F	Y	Within 100m	N	N	Y	N	Y	Y	N	Y	N	Y	N	Y	Y	Y(BA)

Data source: a survey of pharmacies was conducted between 13/4/17 and 3/6/17. The table shows survey responses from pharmacies (apart from a few amendments due to anomalies in the data). The exception is chlamydia testing, which is a recently commissioned service and the number of pharmacies providing this service is increasing over time, as gradually more pharmacies start a contract; the table shows which pharmacies were commissioned to provide the service in late October.

CP=Provide (NHS); PP=Provide (private); WA=Willing and able to provide; NW=Not willing to provide. S* = plan to provide within next 12 months. PR=At patient request.

* A consultation area where a patient and pharmacist can sit down together, talk at a normal speaking volume without being overheard by customers or staff and is clearly signed as private consultation. Y(W)=Yes with wheelchair access; Y(NW)=Yes but no wheelchair access; N=No consultation area.

Healthy Living Pharmacy: Y=Yes; WT=Working towards HLP status; NW=not currently working toward HLP status but would be interested in becoming a HLP in the future.

Delivery and Monitored Dose Systems: F=Free; C=Chargeable; F/C=free only for certain patient groups and/or within a certain distance; N=Don't deliver.

Speaking to staff member of same sex: Y=Yes at all times; N=No; Y(BA)=Yes by arrangement.

West Ward Group Opening Times

Pharmacy	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		100 hour pharmacy?	Distance Selling?
ASDA (Westbrook)	08:00	23:00	07:00	23:00	07:00	23:00	07:00	23:00	07:00	23:00	07:00	22:00	10:30	16:30	Y	N
Aston Chemists Ltd	09:00-13:00	14:00-18:00	09:00-13:00	14:00-18:00	09:00-13:00	14:00-18:00	09:00-13:00	14:00-18:00	09:00-13:00	14:00-18:00	N/A	N/A	N/A	N/A	N	N
Boots (Gemini)	09:00	21:00	09:00	21:00	09:00	21:00	09:00	21:00	09:00	21:00	09:00	20:00	11:00	17:00	N	N
Cohens (Westbrook)	08:30	18:30	08:30	18:30	08:30	18:30	08:30	18:30	08:30	18:30	N/A	N/A	N/A	N/A	N	N
Hub Pharmacy (Chapelford)	08:30	18:00	08:30	18:00	08:30	18:00	08:30	18:00	08:30	18:00	N/A	N/A	N/A	N/A	N	N
Hub Pharmacy (Hood Manor)	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	13:00	N/A	N/A	N	N
Lloyds (Penketh)	08:30	18:15	08:30	18:15	08:30	18:15	08:30	18:15	08:30	18:15	09:00	17:30	N/A	N/A	N	N
Rydale (Burtonwood)	08:30-12:45	13:45-17:30	08:30-12:45	13:45-17:30	08:30-12:45	13:45-17:30	08:30-12:45	13:45-17:30	08:30-12:45	13:45-17:30	09:00	12:30	N/A	N/A	N	N

Data source: a survey of pharmacies was conducted between 13/4/17 and 3/6/17 regarding services and opening times. The table shows responses from pharmacies.

Appendix 4a: Number of items prescribed at each GP practice and dispensed at each pharmacy

APPENDIX 4 continued: Number of items prescribed at each GP practice and dispensed at each pharmacy, F/Y 2016/17 (Data source: NHS Business Services Authority)

Pharmacy	GP PRACTICE																								ALL PRESCRIBERS									
	260 Manchester Road	Appleton Health Care	Birchwood MC	Brookfield Surgery	Causeway MC	Chapelford Health Care	Cockhedge MC	Culcheth Health Care	Calcutt MC (Thompson Ave)	Dallam Lane MC	Eric Moore Partnership	Fairfield Surgery	Fearnhead MC	Folly Lane MC	Four Seasons MC	Greenbank MC	Guardian MC	Heilsa Street MC	Holes Lane MC	Lakeside MC	Latchford MC	Padgate MC	Parkview MC	Penketh HC		Springfields MC	Stockton Heath MC	Stretton MC	Vestbrook MC	Warrington Out of Hours	Branch of St Helens practice in Burtonwood	Other Warrington Provider	Not Warrington GP/Provider or St Helens branch surgery in Burtonwood	
Boots (Golden Square)**	765	92	1042	680	12450	554	2592	2641	12091	2997	9256	586	4501	5219	948	5738	6199	9530	4407	1030	7841	1634	4501	2337	6835	9812	2674	8168	567	5080	586	75320	208733	
Boots (Manchester Rd)	302	7	201	6	73		587	8	101	26	289	284	651	199	159	1293	173	19832	36782	17	329	393	32	1	159	49	2	4	7	464	1417	64447		
Corkers (Buttermarket St)**	489		359	35	1339	2	1720	40	17	2325	2993	519	2413	2973	1036	3121	1802	3743	2642	180	1678	1716	739	945	2054	671	257	890	65	40	39	892	37734	
Dallam Pharmacy	81				1297	36	406	4		1532	3738	143	2131	7466	964	1538	2039	1456	350	148	637	315	1481	147	891	125	354	20	41	736	4541	32617		
Go Pharmacy (internet)					101			39	58	376		73	496	24		1805	74	7672	42	70	140	84	17	1013	70	10	120	23		6	2876	15166		
Greencross (Allen Street)	420		85	5	991		388	4	6444	13762	190	618	1570	599	930	3582	1359	528	3	75	477	579	352	9839	1562	1	260	23	16	62	438	45162		
Hub Pharmacy (Manchester Rd)	16171	5	1284	151	753	11	1454	31	307	1913	1864	11330	3241	1343	458	38206	2111	32485	19348	419	1984	6466	1138	213	1584	651	135	100	1167	133	2393	1973	150822	
Lloyds (in Sainsburys)	1281	70	451	568	828	13	1985	240	87	627	1317	1259	2591	1213	375	2844	1521	16049	13184	2211	2511	2806	826	320	1410	457	167	254	924	175	217	1742	60523	
Lloyds (Orford)	730		274	6	850		734	10	6	3100	4128	511	76714	4712	781	1339	1912	5501	2158	93	415	1031	2258	22	1462	236	48	201	81	9	732	646	110700	
Orford Pharmacy (Faith)	642		97	1	3550	178	1546	228	123	3286	6943	1063	4559	6199	6342	3027	2463	3624	4387	69	2033	1638	2631	158	1430	192	42	57	47	39	1066	973	58653	
Rowlands (Folly Lane, Bewsey)	595		37	49	848	2	121	20	67	1204	1658	493	899	116990	717	260	900	876	619	21	9	90	81	24	1783	117	55	66	31	651	166	12349		
Rowlands (Guardian St)	132	5	48	7	274	4	48	8	12	73	478	24	265	279	466	121	84767	262	101	82	44	60	266	206	183	30	14	32	60	29	448	420	89248	
Rowlands (Orford)	287		111	34	297	3	333	46	44	1019	40074	413	2083	937	13258	1450	491	1424	726	188	271	403	40937	100	925	212	4	219	82	31	1081	957	108440	
Rowlands (Tanners Lane)	13		10	337	13	174	2	27	18685	24250	135	781	293	1151	808	499	974	330	2	12	12	435	146	672	96	194	126	8	11	113	181	50490		
Rowlands (Thelwall Lane, Latchford)	658	5	48	166	783	1	637	6	2	213	1242	261	206	662	138	900	738	2902	1143	1408	82090	264	34	4	1117	910	180	13	83	662	509	97985		
Rowlands (Wilderspool Causeway)	1143	21	7	13	33682	1	450	5	2	579	793	214	545	623	23	463	11478	2411	646	317	413	151	2901	16	1058	829	856	52	37	18	291	518	60546	
Superdrug (Cockhedge)**	336	1	36	406	763	7	18586	30	21	1000	2029	239	1940	1771	509	817	725	2371	1398	290	595	641	243	277	1174	249	20	56	76	117	339	1178	35240	
Superdrug (Golden Square)**	158		37	47	423	24	385	185	92	1315	1174	96	1164	825	498	509	629	2327	1850	417	505	234	387	442	4673	788	41	144	85	83	38	808	20363	
Tesco (Winwick Rd)	631	8	311	294	771	32	420	152	81	2427	4634	1173	5289	2678	1060	1936	2279	2037	2002	555	428	823	987	714	993	336	131	263	670	701	330	2310	38920	
Well (Baths Health & Wellbeing)	511		155	14	227	5	902	12		227	645	395	401	580	131	3468	1123	850	138	33	88	33	156	228	38282	5148	139	91	10085	97	993	1229	66386	
Well (Manchester Rd)	16609	1	59	8	144		142	6	8	287	104	18832	104	111	3	95988	106	3345	1948	76	420	187	100	24	151	490	4	10	16	3	153	318	139757	
Well (Orford)	1175	1	86	2	1248		6	104	10	15	3683	8652	1053	8305	4288	14348	5761	2188	5071	6953	32	3042	2418	5299	80	1498	152	173	170	114	157	1039	717	78340
Well (Out of Hours, Bath, H&WB Centre)	1		4		5	2		2	4	1	4		9	3	1	9	7	13	2		2		20	7			3	6506		9	187	6801		
CENTRAL WARDS	43730	216	4732	2502	62034	894	34214	3729	13165	53339	130017	39286	119906	160858	43965	172331	127806	127114	101684	7721	105626	21876	66028	7789	78250	23122	5080	11640	20766	6818	12468	100316	1709022	
Lloyds (Padgate)	958	5	1205	3	242		142	240	121	189	329	539	5884	443	31	1696	500	2632	12810	33	577	59099	744	5	845	460	48	52	36	114	330	519	90831	
Lloyds (Woolston)	389	4	122	24	73		119	10	4	302	336	450	1143	258	185	1297	275	1971	65834	51	425	1165	140	6	547	90	130	10	30	20	125	546	86081	
Tims & Parker (Culcheth)	122	36	563	1158	1	11	4	56354	72481	18	5	129	424	77		59	1	9	123	8		88	6		74	5	1	163	26	17	748	1752	134463	
Well (Birchwood)	310		151876	89	217	5	95	835	1890	108	313	245	2321	359	364	520	134	860	2168	242	260	2194	51	49	253	48	17	47	282	94	717	2302	163265	
Well (Culcheth)	337	7	1890	803	3	15	5	23687	51032	36	37	5	481	46	125	30	5	56	518	138	3	228	3	1	65	6		21	25	114	181	2421	82324	
Well (Fearnhead)	1010	5	8860	3	243		596	363	728	945	1329	678	93131	1073	1843	1860	417	3848	9375	16	460	4247	706	18	1305	155	7	68	53	217	892	880	135331	
EAST WARDS GROUPING	3126	57	164516	2080	779	31	961	81489	126256	1598	2349	2046	103384	2256	2548	5462	1332	9376	90828	488	1762	77021	1650	79	3089	764	203	361	452	576	2993	8420	698295	
Boots (Lymm)	13	10	1	49101	3		1	5	34			5	4			2	5	17	1	32373	79	5	6		120	35	2	25	27		210	484	82568	
Boots (Stockton Heath)	511	176	10	499	1064	1	219	65	1	277	165	81	305	370		817	268	1909	721	883	1296	172	9	26	854	35898	1269	77	31	31	135	909	49049	
Click Trading (internet)	1984	262	5757	8592	989	4	858	166	251	1834	1406	561	1608	1234	181	3015	1031	3501	410	806	3801	1040	863	5085	2010	6460	730	1157	15	24	12891	1087	80723	
Hughes (Grappenhall)	402	22	5	6365	299	11	122	41	1	711	162	596	340	392	144	1137	461	7390	1000	27708	2148	273	2	35	1001	4867	1987	3	44	30	146	683	58528	
Lloyds (Lymm)	35	1	3	62549	5		1	10	7	16	13	33	2	12	105	8	3	60	11	53825	72	6	4	11	4	11	4	31	70	68	3	424	751	118143
Lloyds (Stockton Heath)	1062	574	15	1580	2806	563	756	761	35	1714	1779	738	3623	2606	413	7928	3658	8902	4710	9556	4582	1613	1108	11615	4909	57038	6240	448	104	6500	344	59174	207454	
Stockton Heath Pharmacy	30	194	6	224	342	4	8	127	3	81	318	43	105	151	32	187	131	232	191	458	125	8	118	16	180	128779	228	82	251	63	2970	918	136605	
Thomas Brown (Stockton Heath)	39	212	1	178	711		229	214	1	169	297	157	222	361	188	579	1021	981	719	366	296	200	170	51	1166	24117	1357	32	10	16	41	201	34302	
Well (Appleton)	72	20793		4481	99	14	29	10063	35	16	10	186	265	187	144	358	478	1701	564	1019	61	93	3	1	275	3809	2072	81	10		58	4577	51554	
SOUTH WARDS GROUPING	4148	22244	5798	133563	6318	597	2223	11452	368	4818	4150	2395	6475	5317	1207	14031	7056	24693	12227	134204	12460	3410	2279	16833	10526	261007	13916	1975	560	6667	17219	68784	818	

Appendix 4b: Percentage of items dispensed by a pharmacy, by the GP practice that prescribed those items

APPENDIX 4 continued: Percentage of items dispensed by a pharmacy, by the GP cluster that prescribed those items, F/Y 2016/17 (Each pharmacy totals 100%. Data source: NHS Business Services Authority)																																						
Pharmacy	FOR EACH PHARMACY: WHICH GP PRACTICES THE PRESCRIPTIONS WERE PRESCRIBED AT																																					
	280 Manchester Road	Appleton Health Care	Birchwood MC	Brookfield Surgery	Causeway MC	Chapelford Health Care	Cockhedge MC	Culcheth Health Care	Culcheth MC (Theopson Ave)	Dallam Lane MC	Eric Moore Partnership	Fairfield Surgery	Fearnhead MC	Folly Lane MC	Four Seasons MC	Greenbank MC	Guardian MC	Helsby Street MC	Holes Lane MC	Lakeside MC	Latchford MC	Padgate MC	Parkview MC	Penketh HC	Springfields MC	Stockton Heath MC	Stretton MC	Vestbrook MC	Warrington Out of Hours	Branch of St Helens practice in Burtonwood	Other Warrington Provider	Not Warrington GP provider or St Helens branch surgery in Burtonwood	ALL PRESCRIBERS					
Boots (Golden Square)					6%		1%	1%	6%	1%	4%		2%	3%		3%	3%	5%	2%	1%	4%	1%	2%	1%	3%	5%	1%	4%			2%		36%	100%				
Boots (Manchester Rd)	1%						1%						1%				2%	31%	57%		1%	1%										1%		2%	100%			
Corkers (Buttermarket St)	1%		1%		4%		5%		6%	8%	1%	6%	8%	3%	8%	5%	10%	7%		4%	5%	2%	3%	5%	2%	1%	2%						2%		100%			
Dallam Pharmacy					4%		1%		5%	11%		7%	23%	3%	5%	6%	4%	1%		2%	1%	5%		3%								2%		14%	100%			
Go Pharmacy (internet)					1%				2%			3%				12%	51%			1%	1%			7%										19%	100%			
Greencross (Allen Street)		1%			2%		1%		14%	30%		1%	3%	1%	2%	8%	3%	1%		1%	1%	1%	1%	22%	3%								1%	100%				
Hub Pharmacy (Manchester Rd)	11%		1%				1%	1%	1%	8%	2%	1%			25%	1%	22%	13%			1%	4%	1%							1%		2%		1%	100%			
Lloyds (in Sainsbury's)	2%		1%	1%	1%		3%		1%	2%	2%	4%	2%	1%	5%	3%	27%	22%	4%	4%	5%	1%	1%	2%	1%	1%				2%			3%	100%				
Lloyds (Orford)	1%						1%		3%	4%		69%	4%	1%	1%	2%	5%	2%				1%	2%									1%		1%	100%			
Orford Pharmacy (Faith)	1%				6%		3%		6%	12%	2%	8%	11%	11%	5%	4%	6%	7%			3%	3%	4%		2%							2%		2%	100%			
Rowlands (Folly Lane, Bewsey)					1%				1%	1%		1%	90%	1%	1%	1%																	1%		1%	100%		
Rowlands (Guardian St)											1%						95%																	1%		100%		
Rowlands (Orford)										37%	37%		1%	12%	1%		1%	1%					38%										1%		1%	100%		
Rowlands (Tanners Lane)					1%				37%	48%		2%	1%	2%	1%	2%	1%	2%	1%				1%											1%		100%		
Rowlands (Thelwall Lane, Latchford)	1%				1%		1%			1%		1%		1%	1%	1%	3%	1%	1%	84%					1%	1%							1%		1%	100%		
Rowlands (Wilderspool Causeway)	2%				56%		1%		1%	1%		1%	1%	1%	1%	19%	4%	1%	1%	1%		5%			2%	1%	1%							1%	100%			
Superdrug (Cockhedge)	1%			1%	2%		49%		3%	5%	1%	5%	5%	1%	2%	2%	6%	4%	1%	2%	2%	1%	1%	3%	1%							1%		3%	100%			
Superdrug (Golden Square)	1%				2%		2%	1%	6%	6%		6%	4%	2%	2%	3%	11%	9%	2%	2%	2%	2%	2%	23%	4%								4%		100%			
Tesco (Winwick Rd)	2%		1%	1%	2%		1%		6%	12%	3%	14%	7%	3%	5%	6%	8%	5%	1%	1%	2%	3%	2%	3%	1%			1%	2%	2%	1%		6%		100%			
Well (Baths Health & Wellbeing)	1%						1%			1%	1%	1%	1%		5%	2%	1%								58%	8%							1%	2%		100%		
Well (Manchester Rd)	12%											13%				69%		2%	1%														1%		1%	100%		
Well (Orford)	1%				2%		1%		5%	11%	1%	11%	5%	18%	7%	3%	6%	9%			4%	3%	7%		2%								1%		1%	100%		
Well (Out of Hours, Baths H&WB Centre)																																96%			3%	100%		
CENTRAL WARDS	3%				4%		2%		1%	3%	8%	2%	7%	9%	3%	10%	7%	7%	6%		6%	1%	4%		5%	1%		1%				1%		6%	100%			
Lloyds (Padgate)	1%		1%									1%	6%			2%	1%	3%	14%		1%	65%	1%		1%	1%								1%		100%		
Lloyds (Woolston)												1%	1%			2%		2%	76%			13%				1%									1%		100%	
Tims & Parker (Culcheth)				1%				42%	54%																										1%		100%	
Well (Birchwood)			90%					1%				1%																								1%		100%
Well (Culcheth)			2%	1%				29%	62%																											3%		100%
Well (Fearnhead)	1%		7%					1%	1%	1%	1%	69%	1%	1%	1%	1%		3%	7%			3%	1%		1%								1%		1%	100%		
EAST WARDS GROUPING			24%					12%	18%				15%			1%		1%	13%			11%													1%	100%		
Boots (Lymm)				59%																39%																1%	100%	
Boots (Stockton Heath)	1%			1%	2%				1%			1%	1%		2%	1%	4%	1%	2%	3%					2%	73%	3%								2%		100%	
Click Trading (internet)	2%		7%	1%	1%		1%		2%	2%	1%	2%	2%		4%	1%	4%	5%	10%	5%	1%	1%	6%	2%	8%	1%	1%						16%		1%	100%		
Hughes (Grappenhall)	1%			1%	1%				1%		1%	1%	1%		2%	1%	13%	2%	47%	4%				2%	8%	3%									1%	100%		
Lloyds (Lymm)				53%															46%																		1%	100%
Lloyds (Stockton Heath)	1%			1%	1%				1%	1%		2%	1%		4%	2%	4%	2%	5%	2%	1%	1%	6%	2%	27%	3%						3%	29%		1%	100%		
Stockton Heath Pharmacy																																		94%		1%	100%	
Thomas Brown (Stockton Heath)		1%		1%	2%		1%	1%			1%	1%	1%	1%	2%	3%	3%	2%	1%	1%	1%				3%	70%	4%								1%	100%		
Well (Appleton)		40%		9%				20%				1%	1%	1%	1%	1%	3%	1%	2%	1%	1%				3%	7%	4%								9%		100%	
SOUTH WARDS GROUPING	1%	3%	1%	16%	1%			1%		1%	1%		1%	1%		2%	1%	3%	1%	16%	2%			2%	1%	32%	2%				1%	2%		8%	100%			
ASDA (Westbrook)					2%	2%	1%	1%		2%	3%		2%	4%	1%	2%	7%	2%	1%				4%	7%	2%									4%		100%		
Aston Chemists Ltd	1%				1%				1%								2%																			1%	100%	
Boots (Gemini)	1%		1%		2%	2%	1%	2%	1%	2%	3%		5%	4%	1%	2%	4%	2%	4%	1%			2%	9%	2%								32%		10%	100%		
Cohens (Westbrook)				1%						1%		1%	1%			1%	1%							2%	1%									90%		1%	100%	
Hub Pharmacy (Barrow Hall)				2%	1%	1%						1%	1%		2%	1%						66%	15%	3%	1%									5%		100%		
Hub Pharmacy (Chapel Ford)				1%		72%		22%									1%							1%											1%		100%	
Hub Pharmacy (Hood Manor)					73%		1%				1%	1%	2%	1%	1%	3%								6%	2%			4%						1%		1%	100%	
Lloyds (Penketh)																	2%							93%	1%									1%		1%	100%	
Rydale (Burtonwood)																																	93%			6%	100%	
WEST WARDS GROUPING					8%	6%		2%		1%	1%		1%	1%		1%	2%						5%	32%	1%							22%		12%	2%	100%		
Stretton MC dispensing practice																																		100%			100%	
Not a pharmacy in Warrington	1%	1%	4%	6%	2%	2%	1%	4%	4%	2%	5%	1%	4%	5%	1%	4%	3%	4%	4%	8%	3%	2%	1%	10%	2%	7%	2%	5%							100%			
ALL DISPENSERS	1%	1%	4%	4%	3%	1%	1%	3%	4%	2%	4%	1%	6%	5%	1%	5%	4%	4%	5%	4%	3%	3%	3%	6%	3%	7%	1%	4%	1%	2%	1%		5%		100%			

*No Warrington GP practices are located in Burtonwood, but two St Helen's practices have branch surgeries in Burtonwood. **Other Warrington providers include, e.g. intermediate care at Padgate House, Warrington Substance Misuse Service
 NB Percentages may not sum to 100% due to rounding error.

NB Two pharmacies listed in the table have closed since this 2016/17 data; Rowlands (Wilderspool Causeway) and the Hub Pharmacy (Barrowhall Lane).

Appendix 4c: Percentage of items prescribed by a GP practice, by the pharmacy that dispensed those items

APPENDIX 4 continued:Percentage of items prescribed by a GP cluster, by the pharmacy that dispensed those items, F/Y 2016/17 (Each practice totals 100%. Data source: NHS Business Services Authority)																																			
PHARMACY	GP PRACTICE																																		
	280 Manchester Road	Appleton Health Care	Birchwood MC	Brookfield Surgery	Causeway MC	Chapelford Health Care	Cockhedge MC	Culcheth Health Care	Culcheth MC (Thompson Ave)	Dallam Lane MC	Eric Moore Partnership	Fairfield Surgery	Fearnhead MC	Folly Lane MC	Four Seasons MC	Greenbank MC	Guardian MC	Helsby Street MC	Holes Lane MC	Lakeside MC	Latchford MC	Padgate MC	Parkview MC	Penketh HC	Springfields MC	Stockton Heath MC	Stretton MC	Vestbrook MC	Warrington Out of Hours	Branch of St Helens practice in Burtonwood	Other Warrington Provider	Not Warrington GP practice in Burtonwood	ALL PRESCRIBERS		
Boots (Golden Square)	1%		1%		3%	1%	6%	2%	8%	5%	6%	1%	2%	3%	2%	3%	4%	6%	2%	1%	6%	2%	4%	1%	7%	3%	5%	5%	2%	5%	2%		39%	5%	
Boots (Manchester Rd)	2%																																	2%	
Cokers (Buttermarket Street)	1%				1%		4%			3%	2%	1%	1%	2%	2%	2%	1%	2%	1%		1%	2%	1%		2%		1%							1%	
Dallam Pharmacy					1%		1%			2%	2%		1%	4%	2%	1%	1%	1%			1%	2%	1%		1%									2%	
Go Pharmacy (internet)										1%																								1%	
Greencross (Allen Street)	1%				1%		1%			10%	9%			1%	1%		2%	1%							9%	1%								1%	
Hub Pharmacy (Manchester Road)	23%		1%		1%		3%			3%	1%	24%	1%	1%	1%	19%	1%	19%	9%		2%	6%	1%		2%					5%		7%		1%	
Lloyds (In Sainsburys)	2%				1%		5%			1%	1%	3%	1%	1%	1%	1%	1%	9%	6%	1%	2%	3%	1%		1%									1%	
Lloyds (Orford)	1%						1%			5%	3%	1%	31%	3%	1%	1%	1%	3%	1%															2%	
Orford Pharmacy (Faith)	1%				3%		4%			5%	5%	2%	2%	3%	12%	1%	2%	2%	2%		2%	2%	2%		1%									3%	
Rowlands (Folly Lane, Bewsey)	1%									2%	1%	1%			63%	1%	1%	1%							2%									2%	
Rowlands (Guardian St)																																		1%	
Rowlands (Orford)	1%						1%			2%	26%	1%	1%	1%	25%	1%								39%	1%									3%	
Rowlands (Tanners Lane)										28%	16%					2%																			1%
Rowlands (Thelwall Lane, Latchford)	1%				1%		1%				1%	1%						7%	1%	1%	1%				1%									2%	
Rowlands (Wilderspool Causeway)	2%				25%		1%			1%	1%														1%									1%	
Superdrug (Cockhedge)	1%				1%		44%			2%	1%	1%	1%	1%	1%							1%			1%									1%	
Superdrug (Golden Square)							1%			2%	1%				1%										4%										1%
Tesco (Winwick Rd)	1%				1%		1%			4%	3%	3%	2%	1%	2%	1%	1%	2%	1%				1%	1%		1%									1%
Well (Baths Health & Wellbeing)	1%						2%									2%	1%	2%	1%															1%	
Well (Manchester Rd)	30%															47%		2%	1%						37%	2%								3%	
Well (Orford)	2%				1%		1%			6%	6%	2%	3%	2%	27%	3%	1%	3%	3%		2%	2%	5%		1%									3%	
Well (Out of Hours, Baths H&WB)																																		28%	
CENTRAL WARDS	79%	1%	3%	2%	47%	2%	80%	3%	9%	80%	86%	84%	49%	86%	83%	84%	81%	74%	47%	5%	83%	20%	62%	3%	75%	8%	10%	7%	91%	7%	35%		52%	41%	
Lloyds (Padgate)	2%		1%									1%	2%			1%		2%	6%			55%	1%		1%										2%
Lloyds (Woolston)	1%											1%				1%		1%	31%			10%			1%										2%
Tims & Parker (Culcheth)				1%				48%	49%																										3%
Well (Birchwood)	1%		82%					1%	1%			1%	1%		1%				1%			2%													4%
Well (Culcheth)	1%		1%	1%				20%	34%																										2%
Well (Fearnhead)	2%		5%				1%			1%	1%	1%	38%	1%	3%	1%		2%	4%				4%	1%		1%								2%	
EAST WARDS GROUPING	6%		89%	1%	1%		2%	69%	85%	2%	2%	4%	42%	1%	5%	3%	1%	5%	42%		1%	72%	2%		3%					2%	1%	8%		4%	17%
Boots (Lymm)				33%																	20%														2%
Boots (Stockton Heath)	1%	1%			1%		1%											1%			1%	1%		1%	1%	12%	2%							1%	
Click Trading (internet)	4%	1%	3%	6%	1%		2%			3%	1%	1%	1%	1%	1%	1%	1%	2%	2%	5%	3%	1%	1%	2%	2%	2%	1%	1%						36%	
Hughes (Grappenhall)	1%				4%					1%		1%				1%		4%			17%	2%			1%	2%	4%								1%
Lloyds (Lymm)				42%																	34%														3%
Lloyds (Stockton Heath)	2%	2%		1%	2%	1%	2%	1%		3%	1%	2%	1%	1%	1%	4%	2%	5%	2%	6%	4%	1%	1%	4%	5%	19%	12%							6%	
Stockton Heath Pharmacy		1%																								43%								3%	
Thomas Brown (Stockton Heath)		1%			1%		1%											1%	1%						1%	8%	3%							1%	
Well (Appleton)		87%		3%				8%										1%		1%						1%	4%							2%	
SOUTH WARDS GROUPING	7%	93%	3%	89%	5%	1%	5%	10%		7%	3%	5%	3%	3%	2%	7%	4%	14%	6%	84%	10%	3%	2%	6%	10%	87%	27%	1%	2%	7%	48%		36%	20%	
ASDA (Westbrook)					1%	3%	2%	1%		1%	1%	1%	1%	1%	2%	1%	3%	1%																	2%
Aston Chemists Ltd	1%									1%								1%																	1%
Boots (Gemini)	1%				1%	3%	2%	1%		2%	1%		1%	1%	1%			1%	1%	1%															1%
Cohens (Westbrook)										1%	1%							1%																	3%
Hub Pharmacy (Barrow Hall)					1%	1%	1%																27%	2%	1%										1%
Hub Pharmacy (Chapelford)							80%																												1%
Hub Pharmacy (Hood Manor)					41%	1%	2%							1%	1%			2%																	2%
Lloyds (Penketh)							1%	1%							1%			2%																	4%
Rydale (Burtonwood)																																			2%
WEST WARDS GROUPING	3%				45%	88%	7%	11%	1%	5%	4%	2%	3%	4%	5%	2%	9%	2%	1%		1%	1%	31%	84%	8%									8%	
Stretton MC dispensing practice																																			1%
Z2 Not a pharmacy in Warrington	5%	6%	5%	8%	3%	8%	5%	7%	5%	5%	6%	4%	3%	5%	5%	4%	4%	5%	3%	10%	5%	4%	3%	7%	4%	5%	6%	6%						5%	
ALL DISPENSERS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Appendix 4d: Number of items prescribed by each GP cluster and dispensed at each pharmacy

APPENDIX 4 continued: No. of items prescribed at each GP cluster and where they were dispensed, 2016/17												
Pharmacy	GP CLUSTER											Grand Total
	Central East	Central North	Central West	East	North	South	West	Warrington Out of Hours	Branch of St Helens practice in	Other Warrington Provider	Not Warrington GP/provider or St Helens branch surgery in Burtonwood	
Boots (Golden Square)	21026	20294	30703	7177	14732	22189	11059	567	5080	586	75320	208733
Boots (Manchester Rd)	59093	1093	604	1245	109	408	3	4	7	464	1417	64447
Corkers (Buttermarket Street)	10514	8813	8168	4488	57	2821	1837	65	40	39	892	37734
Dallam Pharmacy	3568	8121	11693	2446	4	910	537	20	41	736	4541	32617
Go Pharmacy (internet)	9592	393	269	580	97	220	1133			6	2876	15166
Greencross (Allen Street)	3427	21772	15982	1180	4	1646	612	23	16	62	438	45162
Hub Pharmacy (Manchester Road)	117540	6827	5791	10991	338	3345	324	1167	133	2393	1973	150822
Lloyds (in Sainsburys)	34617	5130	4972	5848	327	5984	587	924	175	217	1742	60523
Lloyds (Orford)	10239	11001	8936	78019	16	798	223	81	9	732	646	110700
Orford Pharmacy (Faith)	12743	20748	13642	6294	351	2337	393	47	39	1086	973	58653
Rowlands (Folly Lane, Bewsey)	2843	3781	120421	1026	87	196	81	66	31	651	166	129349
Rowlands (Guardian St)	640	1331	85503	373	20	182	242	60	29	448	420	89248
Rowlands (Orford)	4300	95621	2650	2597	90	709	322	82	31	1081	957	108440
Rowlands (Tanners Lane)	2260	44695	1801	793	29	314	285	8	11	113	181	50490
Rowlands (Thelwall Lane, Latchford)	5864	2264	3300	518	8	84759	18	83		662	509	97985
Rowlands (Wilderspool Causeway)	4877	4736	46841	703	7	2449	69	37	18	291	518	60546
Superdrug (Cockhedge)	5161	22367	4433	2617	51	1561	340	76	117	339	1178	38240
Superdrug (Golden Square)	4940	3759	6550	1435	277	1798	610	65	83	38	808	20363
Tesco (Winwick Rd)	8779	9528	6721	6423	233	1816	1009	670	701	330	2310	38520
Well (Manchester Rd)	136722	636	512	350	14	999	34	16	3	153	318	139757
Well (Orford)	20013	32586	9222	10809	25	3402	256	114	157	1039	717	78340
Well (Out of Hours, Baths H&WB)	25	6	22	13	6	2	25	6506		9	187	6801
Well (Baths Health & Wellbeing)	5362	2061	40212	589	12	5422	324	10085	97	993	1229	66386
CENTRAL WARDS	484145	327563	428948	146514	16894	144267	20323	20766	6818	12468	100316	1703022
Lloyds (Padgate)	18635	1435	2030	66188	361	1126	57	36	114	330	519	90831
Lloyds (Woolston)	69941	1082	1153	12430	14	724	16	30	20	125	546	86081
Tims & Parker (Culcheth)	442	33	153	1075	128835	1208	174	26	17	748	1752	134463
Well (Birchwood)	4103	931	963	156391	2725	656	101	282	94	717	2302	169265
Well (Culcheth)	946	206	119	2599	74719	957	37	25	114	181	2421	82324
Well (Fearnhead)	16771	5419	3038	106238	1091	646	86	53	217	892	880	135331
EAST WARDS GROUPING	110838	9106	7456	344921	207745	5317	471	452	576	2993	8420	698295
Boots (Lymm)	33	7	132	11	39	81600	25	27		210	484	82568
Boots (Stockton Heath)	4039	670	2556	487	66	40021	104	31	31	135	909	49049
Click Trading (internet)	13371	5142	5264	8405	417	27861	6246	15	24	12891	1087	80723
Hughes (Grappenhall)	10525	1141	2153	618	42	43097	49	44	30	146	683	58528
Lloyds (Lymm)	147	135	31	11	17	116482	74	68	3	424	751	118143
Lloyds (Stockton Heath)	23340	5770	13979	5251	796	79570	12626	104	6500	344	59174	207454
Stockton Heath Pharmacy	683	557	804	119	130	130008	102	251	63	2970	918	136605
Thomas Brown (Stockton Heath)	2475	1053	3259	423	215	26526	83	10	16	41	201	34302
Well (Appleton)	2881	202	1039	358	10098	32235	96	10		58	4577	51554
SOUTH WARDS GROUPING	57494	14677	29217	15683	11820	577400	19405	560	6667	17219	68784	818926
ASDA (Westbrook)	3460	6627	9115	1665	1102	681	36418	583	770	204	2401	63026
Aston Chemists Ltd	944	1320	3249	150	34	379	47703	26	1	100	683	54589
Boots (Gemini)	4799	4956	6162	3630	1555	823	22596	262	2656	342	5386	53167
Cohens (Westbrook)	1440	1811	3350	798	134	175	100110	35	91	390	538	108872
Hub Pharmacy (Barrow Hall)	1193	28881	2951	507	115	283	8713	18	162	64	122	43009
Hub Pharmacy (Chapelford)	275	283	524	18	11274	305	35940	8	16	479	470	49592
Hub Pharmacy (Hood Manor)	1126	2715	59899	542	296	321	8352	70	2	589	573	74485
Lloyds (Penketh)	767	1477	5445	191	99	475	156348	154	12	849	1071	166888
Rydale (Burtonwood)	83	532	102	117	27	10	457	10	80301	251	4814	86704
VEST WARDS GROUPING	14087	48602	90797	7618	14636	3452	416637	1166	84011	3268	16058	700332
Stretton MC dispensing practice						28665						28665
Not a pharmacy in Warrington	28691	20066	25253	21371	16265	53242	33095					197983
ALL DISPENSERS	695255	420014	581671	536107	267360	812343	489931	22944	98072	35948	193578	4153223
*No Warrington GP practices are located in Burtonwood, but two St Helen's practices have branch surgeries in Burtonwood.												
** Other Warrington providers include, e.g. intermediate care at Padgate House, Warrington Substance Misuse Service												
Data source: NHS Business Services Authority												

NB Two pharmacies listed in the table have closed since this 2016/17 data; Rowlands (Wilderspool Causeway) and the Hub Pharmacy (Barrowhall Lane).

Appendix 4e:

Percentage of items dispensed by a pharmacy, by the GP cluster that prescribed those items

APPENDIX 4 continued: For each pharmacy, proportion of items prescribed by each GP cluster, 2016/17													
Pharmacy	GP CLUSTER											ALL PRESCRIBERS	
	Central East	Central North	Central West	East	North	South	West	Warrington Out of Hours	Branch of St Helens practice in Warrington	Other Warrington Provider	Not Warrington GP/provider or St Helens branch surgery in Burtonwood		
Boots (Golden Square)	10%	10%	15%	3%	7%	11%	5%		2%			36%	100%
Boots (Manchester Rd)	92%	2%	1%	2%		1%				1%		2%	100%
Corkers (Buttermarket St)	28%	23%	22%	12%		7%	5%					2%	100%
Dallam Pharmacy	11%	25%	36%	7%		3%	2%			2%		14%	100%
Go Pharmacy (internet)	63%	3%	2%	4%	1%	1%	7%					19%	100%
Greencross (Allen Street)	8%	48%	35%	3%		4%	1%					1%	100%
Hub Pharmacy (Manchester Rd)	78%	5%	4%	7%		2%		1%		2%		1%	100%
Lloyds (in Sainsburys)	57%	8%	8%	10%	1%	10%	1%	2%				3%	100%
Lloyds (Orford)	9%	10%	8%	70%		1%				1%		1%	100%
Orford Pharmacy (Faith)	22%	35%	23%	11%	1%	4%	1%			2%		2%	100%
Rowlands (Folly Lane, Bewsey)	2%	3%	93%	1%						1%			100%
Rowlands (Guardian St)	1%	1%	96%							1%			100%
Rowlands (Orford)	4%	88%	2%	2%		1%				1%		1%	100%
Rowlands (Tanners Lane)	4%	89%	4%	2%		1%	1%						100%
Rowlands (Thelwall Lane, Latchford)	6%	2%	3%	1%		87%				1%		1%	100%
Rowlands (Wilderspool Causeway)	8%	8%	77%	1%		4%						1%	100%
Superdrug (Cockhedge)	13%	58%	12%	7%		4%	1%			1%		3%	100%
Superdrug (Golden Square)	24%	18%	32%	7%	1%	9%	3%					4%	100%
Tesco (Winwick Rd)	23%	25%	17%	17%	1%	5%	3%	2%	2%	1%		6%	100%
Well (Manchester Rd)	98%					1%							100%
Well (Orford)	26%	42%	12%	14%		4%				1%		1%	100%
Well (Centre)								96%				3%	100%
Well (Baths Health & Wellbeing Centre)	8%	3%	61%	1%		8%		15%		1%		2%	100%
CENTRAL WARDS GROUPING	28%	19%	25%	9%	1%	8%	1%	1%		1%		6%	100%
Lloyds (Padgate)	21%	2%	2%	73%		1%						1%	100%
Lloyds (Woolston)	81%	1%	1%	14%		1%						1%	100%
Tims & Parker (Culcheth)				1%	96%	1%				1%		1%	100%
Well (Birchwood)	2%	1%	1%	92%	2%							1%	100%
Well (Culcheth)	1%			3%	91%	1%						3%	100%
Well (Fearnhead)	12%	4%	2%	79%	1%					1%		1%	100%
EAST WARDS GROUPING	16%	1%	1%	49%	30%	1%						1%	100%
Boots (Lymm)							99%					1%	100%
Boots (Stockton Heath)	8%	1%	5%	1%			82%					2%	100%
Click Trading (internet)	17%	6%	7%	10%	1%	35%	8%			16%		1%	100%
Hughes (Grappenhall)	18%	2%	4%	1%			74%					1%	100%
Lloyds (Lymm)							99%					1%	100%
Lloyds (Stockton Heath)	11%	3%	7%	3%			38%	6%		3%		29%	100%
Stockton Heath Pharmacy			1%				95%			2%		1%	100%
Thomas Brown (Stockton Heath)	7%	3%	10%	1%	1%	77%						1%	100%
Well (Appleton)	6%		2%	1%	20%	63%						9%	100%
SOUTH WARDS GROUPING	7%	2%	4%	2%	1%	71%	2%		1%	2%		8%	100%
ASDA (Westbrook)	5%	11%	14%	3%	2%	1%	58%	1%	1%			4%	100%
Aston Chemists Ltd	2%	2%	6%			1%	87%					1%	100%
Boots (Gemini)	9%	9%	12%	7%	3%	2%	43%		5%	1%		10%	100%
Cohens (Westbrook)	1%	2%	3%	1%			92%						100%
Hub Pharmacy (Barrow Hall)	3%	67%	7%	1%			20%						100%
Hub Pharmacy (Chapelford)	1%	1%	1%		23%	1%	72%			1%		1%	100%
Hub Pharmacy (Hood Manor)	2%	4%	80%	1%			11%			1%		1%	100%
Lloyds (Penketh)		1%	3%				94%			1%		1%	100%
Rydale (Burtonwood)		1%					1%		93%			6%	100%
WEST WARDS GROUPING	2%	7%	13%	1%	2%		59%		12%			2%	100%
Stretton MC dispensing practice							100%						100%
Not a pharmacy in Warrington	14%	10%	13%	11%	8%	27%	17%						100%
ALL DISPENSERS	17%	10%	14%	13%	6%	20%	12%	1%	2%	1%		5%	100%
*No Warrington GP practices are located in Burtonwood, but two St Helen's practices have branch surgeries in Burtonwood.													
** Other Warrington providers include, e.g. intermediate care at Padgate House, Warrington Substance Misuse Service													
NB Percentages may not sum to 100% due to rounding error.													
Data source: NHS Business Services Authority													

NB Two pharmacies listed in the table have closed since this 2016/17 data; Rowlands (Wilderspool Causeway) and the Hub Pharmacy (Barrowhall Lane).

Appendix 4f:

Percentage of items prescribed by a GP cluster, by the pharmacy that dispensed those items

APPENDIX 4 continued: For each GP cluster, proportion of items dispensed by each pharmacy (2016/17)												
PHARMACY	GP CLUSTER											ALL PRESCRIBERS
	Central East	Central North	Central West	East	North	South	West	Warrington Out of Hours	Branch of St Helens practice in	Other Warrington Provider	Not Warrington GP/provider or St Helens branch surgery in Burtonwood	
Boots (Golden Square)	3%	5%	5%	1%	6%	3%	2%	2%	5%	2%	39%	5%
Boots (Manchester Rd)	8%									1%	1%	2%
Corkers (Buttermarket Street)	2%	2%	1%	1%								1%
Dallam Pharmacy	1%	2%	2%							2%	2%	1%
Go Pharmacy (internet)	1%										1%	
Greencross (Allen Street)		5%	3%									1%
Hub Pharmacy (Manchester Road)	17%	2%	1%	2%				5%		7%	1%	4%
Lloyds (in Sainsburys)	5%	1%	1%	1%		1%		4%		1%	1%	1%
Lloyds (Orford)	1%	3%	2%	15%						2%		3%
Orford Pharmacy (Faith)	2%	5%	2%	1%						3%	1%	1%
Rowlands (Folly Lane, Bewsey)		1%	21%							2%		3%
Rowlands (Guardian St)			15%							1%		2%
Rowlands (Orford)	1%	23%								3%		3%
Rowlands (Tanners Lane)		11%										1%
Rowlands (Thelwall Lane, Latchford)	1%	1%	1%			10%				2%		2%
Rowlands (Wilderspool Causeway)	1%	1%	8%							1%		1%
Superdrug (Cockhedge)	1%	5%	1%							1%	1%	1%
Superdrug (Golden Square)	1%	1%	1%									
Tesco (Winwick Rd)	1%	2%	1%	1%				3%	1%	1%	1%	1%
Well (Manchester Rd)	20%											3%
Well (Orford)	3%	8%	2%	2%						3%		2%
Well (Out of Hours, Baths H&WB)								28%				
Well (Baths Health & Wellbeing)	1%		7%			1%		44%		3%	1%	2%
CENTRAL WARDS	70%	78%	74%	27%	6%	18%	4%	91%	7%	35%	52%	41%
Lloyds (Padgate)	3%			12%						1%		2%
Lloyds (Woolston)	10%			2%								2%
Tims & Parker (Culcheth)					48%					2%	1%	3%
Well (Birchwood)	1%			29%	1%			1%		2%	1%	4%
Well (Culcheth)					28%					1%	1%	2%
Well (Fearnhead)	2%	1%	1%	20%						2%		3%
EAST WARDS GROUPING	16%	2%	1%	64%	78%	1%		2%	1%	8%	4%	17%
Boots (Lymm)						10%				1%		2%
Boots (Stockton Heath)	1%					5%						1%
Click Trading (internet)	2%	1%	1%	2%		3%	1%			36%	1%	2%
Hughes (Grappenhall)	2%					5%						1%
Lloyds (Lymm)						14%				1%		3%
Lloyds (Stockton Heath)	3%	1%	2%	1%		10%	3%		7%	1%	31%	5%
Stockton Heath Pharmacy						16%		1%		8%		3%
Thomas Brown (Stockton Heath)			1%			3%						1%
Well (Appleton)					4%	4%					2%	1%
SOUTH WARDS GROUPING	8%	3%	5%	3%	4%	71%	4%	2%	7%	48%	36%	20%
ASDA (Westbrook)		2%	2%				7%	3%	1%	1%	1%	2%
Aston Chemists Ltd			1%				10%					1%
Boots (Gemini)	1%	1%	1%	1%	1%		5%	1%	3%	1%	3%	1%
Cohens (Westbrook)			1%				20%			1%		3%
Hub Pharmacy (Barrow Hall)		7%	1%				2%					1%
Hub Pharmacy (Chapelford)					4%		7%			1%		1%
Hub Pharmacy (Hood Manor)		1%	10%				2%			2%		2%
Lloyds (Penketh)			1%				32%	1%		2%	1%	4%
Rydale (Burtonwood)									82%	1%	2%	2%
WEST WARDS GROUPING	2%	12%	16%	1%	5%		85%	5%	86%	9%	8%	17%
Stretton MC dispensing practice						4%						1%
Not a pharmacy in Warrington	4%	5%	4%	4%	6%	7%	7%					5%
ALL DISPENSERS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

*No Warrington GP practices are located in Burtonwood, but two St Helen's practices have branch surgeries in Burtonwood.
 ** Other Warrington providers include, e.g. intermediate care at Padgate House, Warrington Substance Misuse Service
 NB Percentages may not sum to 100% due to rounding error.
 Data source: NHS Business Services Authority

NB Two pharmacies listed in the table have closed since this 2016/17 data; Rowlands (Wilderspool Causeway) and the Hub Pharmacy (Barrowhall Lane).

Appendix 5: Public Survey of Community Pharmacy Services

To help inform this PNA, the following survey was undertaken to find out about local people's views and experiences of pharmacy provision. It was available as an internet-based questionnaire and hard copies were also available on request. The survey ran from April 2017 to July 2017.

A pharmacy or Chemist is a place you would use to get a prescription dispensed or buy medicines or ask a pharmacist for advice. A pharmacist is the most qualified person in the pharmacy to dispense and sell medicines and give advice.

1. In which Local Authority do you live?

- Cheshire East Cheshire West and Chester Halton Knowsley Liverpool
 Sefton St. Helens Warrington Wirral

The following questions are about the last time you used a pharmacy

2. Why did you visit the pharmacy? (Please one box only)

- To collect a prescription for yourself
 To collect a prescription for someone else
 To get advice from the pharmacist
 To buy other medications I cannot buy elsewhere
 To buy other medications I cannot buy elsewhere
 Other (please specify)

3. When did you last use a pharmacy to get a prescription, buy medicines or to get advice? (Please tick one answer only)

- In the last week In the last two weeks In the last month
 In the last three months In the last six months Not in the last six months

4. How did you get to the pharmacy? (Please tick all that apply)

- Walking Public transport Car Motorbike
 Taxi Bicycle Other (please specify)

5. Thinking about the location of the pharmacy, which of the following are the most important to you?

- It is close to my doctor's surgery
 It is close to my home
 It is close to other shops I use
 It is close to my children's school or nursery
 It is easy to park nearby
 It is near to the bus stop / train station
 It is close to where I work
 It is close to/in my local supermarket
 None of these
 Other (please specify)

6. How easy is to get to your usual pharmacy? (Please tick one answer only)

- It is very easy It is quite easy It is not easy It is not easy at all It is very difficult
 It is very inconvenient for me to get to a pharmacy and can cause a problem for me

7. If you have a condition that affects your mobility, are you able to park close enough to your pharmacy?

- Yes No Don't Know Not Applicable

8. Does your pharmacy deliver medication to your home if you are unable to collect it yourself?

- Yes No Don't Know/ I have never used this service

9. In the last 12 months have you had any problems finding a pharmacy to get a medicine dispensed, to get advice or to buy medicines? Yes No (go to Question 12)

10. If Yes, what was your main reason for going to the pharmacy? (Please tick one answer only)

- To get medicine(s) on a prescription To buy medicine(s) from the pharmacy To get advice at the pharmacy
 Other (please specify)

11. Please tell us what was the problem in finding a pharmacy? _____

12. Are you satisfied with the opening hours of your pharmacy? Yes No (please specify why)

About the last time you found your usual pharmacy, or the one closest to you, closed:

13. In the last 12 months how many times have you needed to use your usual pharmacy (or the pharmacy closest to you) when it was closed? Once or twice Three or four times Five or more times
 I haven't needed to use the pharmacy when it was closed (Go to Question 17)

14. What day of the week was it?

Monday to Friday Saturday Sunday Bank Holiday Can't remember

15. What time of the day was it?

Morning Lunch-time (between 12pm and 2pm) Afternoon Evening (after 7pm) Can't Remember

16. What did you do when your pharmacy was closed?

Went to another pharmacy Waited until the pharmacy was open Went to a hospital
 Went to a Walk in Centre Other (please specify)

About any medicines you receive on prescription and are dispensed by your usual or local pharmacy

17. Did you get a prescription the last time you used a pharmacy?

Yes No (Go to Q20) Can't Remember (Go to Q20)

18. Did the staff at the pharmacy tell you how long you would have to wait for your prescription to be prepared?

Yes No, but I would have liked to have been told No, but I did not mind Can't Remember

19. If 'yes' was this a reasonable period of time? Yes No

20. Did you get all the medicines that you needed on this occasion?

Yes (Go to Q24) No Can't Remember (Go to Q24)

21. What was the main reason for not getting all your medicines on this occasion? (Please tick one answer only)

- The pharmacy had run out of my medicine
- My GP had not prescribed something I wanted
- My prescription had not arrived at the pharmacy
- Some other reason

22. How long did you have to wait to get the rest of your medicines?

Later the same day The next day Two or more days More than a week

23. Did the pharmacist offer to deliver the remainder of your prescription to your home? Yes No

24. If you have needed to use a hospital pharmacy (e.g. as an outpatient or on discharge following a stay in hospital), would you like to have the option to have the prescription dispensed at your local pharmacy?

Yes No I have never used a hospital pharmacy

About times when you needed a consultation, or wished to talk to the pharmacist in the pharmacy

25. Have you had a consultation with the pharmacist in the last 12 months for any health related purpose?

Yes No (Go to Q29) Can't Remember (Go to Q29)

26. What advice were you given during your consultation?

- Lifestyle advice (e.g. stop smoking, diet and nutrition, physical activity etc.)
- Advice about a minor ailment
- Medicine advice
- Emergency contraception advice
- Other (please specify)

27. Where did you have your consultation with the pharmacist? (Please tick one answer only)

At the pharmacy counter In the dispensary or a quiet part of the shop In a separate room
 Over the telephone (Go to Q29) Other (please specify)

28. How do you rate the level of privacy you have in the consultation with the pharmacist?

Excellent Very Good Good Fair Poor Very Poor

About what you feel pharmacies should be able to offer you

29. Please tell us how you would describe your feelings about pharmacies

- I wish pharmacies could provide more services for me
- I am satisfied with the range of services pharmacies provide
- Don't know

30. Which if any of the services below do you think should be available locally through pharmacies? (Please tick one box in each row)

	Yes	No	Not sure
To get treatment of a minor illness such as a cold instead of my doctor (free of charge if you don't pay for prescriptions)			
Advice on stopping smoking and/or vouchers for nicotine patches/gum etc			
Advice on contraception and the supply of the "morning after pill" free of charge			
Weight management services and advice on diet/exercise for weight management			
Tests to check blood pressure, cholesterol, whether I might get diabetes or other conditions			
Advice and treatment for alcohol misuse			
Advice and treatment for drug misuse			
Review of medicines on repeat prescription with advice on when it is best to take them, what they are for and side-effects to expect			
Provision of the "Flu" vaccinations			

31. Is there anything you particularly value as a service from pharmacies? _____

32. Is there anything else, or any service that you feel could be provided by local pharmacies? _____

Finally please provide some details about yourself

33. Are you Male Female

34. How old are you?

- 16-20 years
- 21-30 years
- 31-40 years
- 41-50 years
- 51-59 years
- 60-69 years
- 70 years or over

35. Please tell us your postcode: _____

36. Disability: Do you have any of the following (Please tick all that apply)

- Physical impairment
- Visual impairment
- Hearing impairment/Deaf
- Mental health impairment/Mental distress
- Learning difficulty
- Long term illness that affects your daily activity
- Other (please specify)

37. If you have ticked any of the boxes above, or you have cancer, diabetes or HIV this would be classed as 'disability' under the legislation. Do you consider yourself to be 'disabled'? Yes No

38. Ethnicity: Do you identify yourself as:

- Asian – Bangladeshi
- Asian – Indian
- Asian - Pakistani
- Asian - Other Background
- Black - African
- Black – British
- Black – Caribbean
- Black - Other Background
- Chinese
- Other Chinese background
- White - British
- White – English
- White – Irish
- White - Scottish
- White – Welsh
- White - Gypsy / Traveller
- White – Other
- Mixed Ethnic Background - Asian & White
- Mixed Ethnic Background - Black African & White
- Mixed Ethnic Background - Caribbean & White
- Mixed Ethnic Background - Other

The following questions are a little more personal and you can choose to stop here if you wish. However, it would be helpful if you would consent to complete these questions

39. Do you have a religion or belief? Yes No

40. If "Yes" please tick one of the options:

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- No religion
- Other (please specify)

41. How would you describe your sexual orientation?

- Heterosexual
- Homosexual
- Bisexual
- Rather not say

42. Do you live in the gender you were given at birth? Yes No

Thank you for taking the time to complete this survey. The findings will help inform the development of pharmacy services in your local area. The data you have provided is private and confidential and will not be shared. Only overall anonymised results of this consultation will form part of the final report which will be used to improve the delivery of local services.

Appendix 6: Formal Consultation

Consultation process

The Pharmaceutical Needs Assessment process includes a consultation period on a draft version of the PNA, in order that interested parties can offer their comments and views on the processes and outcomes from the assessment. The draft PNA was published on the Warrington Borough Council website at <https://www.warrington.gov.uk/jsna> on 10th November 2017. A formal 60-day consultation on the draft ran until 9th January 2018. The consultation questions were available as an internet-based survey at <https://warrington.gov.uk/consultations> and hard copies of the questionnaire were available on request. The consultation questions and further information relating to the consultation are listed below, along with the responses and resulting amendments.

Consultation Questionnaire

We would like to invite you to participate in the consultation via this questionnaire to give your comments and feedback. A paper copy of the questionnaire is available from Carole Boyle cboyle@warrington.gov.uk or 01925 443047. All responses must be in writing (either via this internet questionnaire or on a paper copy of the questionnaire). The consultation will run from Friday 10th November 2017 to Tuesday 9th January 2018.

Freedom of Information: Thank you for taking the time to participate in this consultation. We very much value your contribution. We recognise that some of the information you provide may be private and confidential. Any personal information that you provide to the Council as part of this consultation will be handled and used in compliance with the principles of the Data Protection Act 1998. Regardless of whether you provide this electronically or on paper it will be stored and processed securely, and deleted once it is no longer required. Warrington Borough Council will not share your personal data. However, we will share the overall anonymised results of the consultation with partners with whom we work to improve the delivery of local services. The information you give us in response to this survey will form part of a final report but you will not be personally identified.

If you do not wish your comments to be quoted directly in the final Pharmaceutical Needs Assessment, please tick the box on the following page.

Queries: contact Carole Boyle at cboyle@warrington.gov.uk or phone 01925 443047.

To meet statutory requirements the questionnaire will be distributed to a list of stakeholders as directed in the 2013 Regulations.

Summary of requirements of the Pharmaceutical Needs Assessment

The Pharmaceutical Needs Assessment must relate to:

- The provision of pharmaceutical services by community pharmacies and dispensing appliance contractors;
- The provision of local pharmaceutical services under an LPS (Local Pharmaceutical Service) scheme;
- The dispensing of drugs and appliances by a person on a dispensing doctors list, but not other NHS services that may be provided by a dispensing doctor.

The Health and Wellbeing Board must have regard, as far as practicable, to the following:

- The JSNA (Joint Strategic Needs Assessment);
- The different needs of members of different groups in its area – age, disability, gender, reassignment of gender, race, religion or belief, or sexual orientation;
- Demography of the area;
- Benefits of reasonable choice with regard to pharmaceutical services;
- Differing needs of different localities;
- Pharmaceutical services provided in neighbouring Health and Wellbeing Boards which affect need or access to such services;
- Dispensing services or other NHS services which affect need or access to pharmaceutical services;
- Likely future needs – changes in population or risk to the health and wellbeing of the population.

1. I do not wish my comments to be quoted directly in the final Pharmaceutical Needs Assessment

Tick here if you agree with statement

If responding on behalf of an organisation or pharmacy please fill in the contact details below. If you are responding as an individual you do not need to give this information but can do so if you wish.

2. Name: _____

3. Organisation representing: _____

4. Email: _____

5. Contact address including postcode: _____

6. Do you think the purposes of the Pharmaceutical Needs Assessment has been adequately explained?

Yes No Comments: _____

7. Do you think the Pharmaceutical Needs Assessment document provides an adequate assessment of pharmaceutical services in the Warrington area?

Yes No Comments: _____

8. Do you think the Pharmaceutical Needs Assessment provides a satisfactory overview of current and future pharmaceutical needs of the Warrington population?

Yes No Comments: _____

9. Do you agree with the Pharmaceutical Needs Assessment conclusion that pharmaceutical provision in Warrington is generally adequate?

Yes No Comments: _____

10. Do you agree with the Pharmaceutical Needs Assessment (PNA) conclusion that, within each of the four areas of Warrington in the PNA (the four ward groupings), there is adequate provision of essential pharmaceutical services?

Yes No Comments: _____

11. Is the information regarding opening hours (appendix 3) accurate?

Yes No Comments: _____

12. Is the information regarding service provision (appendix 3) accurate?

Yes No Comments: _____

13. Are you aware of any pharmaceutical services currently provided which have not been included within the Pharmaceutical Needs Assessment?

Yes No Comments: _____

14. Do you have any other comments? _____

15. Which of the ward groups does your experience of pharmaceutical services relate to? (please tick all that apply)

<input type="checkbox"/>	Central wards: Bewsey & Whitecross, Fairfield & Howley, Latchford East, Latchford West, Orford, Poplars & Hulme
<input type="checkbox"/>	East wards: Birchwood, Culcheth, Croft & Glazebury, Poulton North, Poulton South, Rixton & Woolston
<input type="checkbox"/>	South wards: Appleton, Grappenhall, Lymm North & Thelwall, Lymm South, Stockton Heath
<input type="checkbox"/>	West wards: Burtonwood & Winwick, Chapelford & Old Hall, Penketh & Cuedley, Great Sankey North & Whittle Hall, Great Sankey South, Westbrook
<input type="checkbox"/>	Warrington Town Centre

If you are a member of the public we would be grateful for the following. It is not compulsory to answer these questions. All answers will be treated in the strictest confidence and processed in accordance with the Data Protection Act 1998. Individuals will not be identified. However, we may share the anonymised results of the survey with partners we work with who deliver local services. Your contributions will be anonymised and your comments will be used for research and consultation purposes.

16. Please tell us your postcode _____

17. Gender (please tick one) Male Female

18. Is your gender identify the same as you were assigned at birth? (please tick one) Yes No

19. Age (please tick one)

Under 16* 16-24 years 25-34 years 35-44 years 45-54 years
 55-64 years 65-74 years 75-84 years 85 or over

* If under 16, please state age _____

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long-term effect, and has an adverse effect on the person's ability to carry out normal day-to-day activities. Also, cancer, multiple sclerosis and HIV are classed as 'disabilities' under the legislation.

(Long term means it has lasted, or is expected to last, at least 12 months. 'Substantial' is more than minor or trivial - eg it takes much longer than it usually would to complete a daily task like getting dressed).

20. Do you consider yourself to have a disability, or a long-term illness, physical or mental health condition? (please tick one) Yes - go to Q21 No - go to Q22

21. What is the nature of your disability, long-term limiting condition or health problem? (tick all that apply)

Physical disability Learning disability Mental ill health Visual disability
 Hearing disability Other (please specify) _____

Caring responsibilities in your personal life:

22. Is there anyone who relies on you for care and attention AND that you assist with their daily routine?

Yes - go to Q23 No - go to Q24

23. If yes, please indicate circumstances (tick as many as apply) Children Adults (18 or over)

24. Your religion or belief. Which group below do you most identify with? (please tick one)

No religion or belief Christian Buddhist Muslim Hindu
 Sikh Jewish Other (please specify) _____

25. What is your ethnic group? Please choose the option that best describes your ethnic group or background

<input type="checkbox"/> White - English/ Welsh/ Scottish/ Northern Irish/ British	<input type="checkbox"/> Asian – Indian	<input type="checkbox"/> Black – African	<input type="checkbox"/> Mixed - White and Black Caribbean
<input type="checkbox"/> White – Irish	<input type="checkbox"/> Asian – Pakistani	<input type="checkbox"/> Black – Caribbean	<input type="checkbox"/> Mixed - White and Black African
<input type="checkbox"/> White – Gypsy	<input type="checkbox"/> Asian – Bangladeshi	<input type="checkbox"/> Any other Black/ African/ Caribbean background	<input type="checkbox"/> Mixed - White and Asian
<input type="checkbox"/> White - Irish Traveller	<input type="checkbox"/> Asian - Chinese		<input type="checkbox"/> Any other mixed background
<input type="checkbox"/> White - Eastern European	<input type="checkbox"/> Asian - any other Asian background	<input type="checkbox"/> Arab	
<input type="checkbox"/> Any other white background		<input type="checkbox"/> Any other ethnic group (please specify _____)	<input type="checkbox"/> Prefer not to say

26. How would you describe yourself? Please tick one

Heterosexual Bisexual Lesbian Gay man Prefer not to say

Thank you for taking the time to read this document and giving us feedback. Please complete the questionnaire by 9th January 2018. If you have any queries, please phone 01925 443047.

Respondent profile

Three responses to the consultation were received:

- One representative of Cheshire West and Cheshire Council
- One representative of Community Pharmacy Cheshire and Wirral (Local Pharmaceutical Committee)
- One unidentified. This disagreed with Questions 8-12, but gave no reasons as to why they disagreed, and no contact details, and thus this response cannot be addressed.

Consultation responses and resulting amendments

	Comment	Amendment/Response
Q14	Inconsistencies in the number of pharmacies providing particular services or located in particular areas.	Some inconsistencies were due to a lack of clarity in the text as to whether the number included / excluded the Out of Hours pharmacy, and some were due to genuine errors. Figures have been amended where necessary, and clarification given, regarding inclusion / exclusion of the OOH.
Q14	Indication that text in section 2.4h and 3.6 should relate to the <i>screening</i> and management of hypertension rather than <i>treatment</i> and management. Also should refer to <i>community</i> pharmacist, rather than <i>clinical</i> pharmacist.	Minor amendment to relevant text in Section 2.4h and Section 3.6
Q14	Suggestion to reword section 3.7a to reflect that the view of NHSE is not relevant to any decision or action relating to the clustering of pharmacies.	Slight amendment to the text in Section 3.7a to reflect that on-going consideration of both the number and location of pharmacies may be useful to ensure adequate distribution in-keeping with population growth and the provision and location of other services
Q14	Comment on whether it is inappropriate to display distance selling (internet) pharmacies on maps, unless they have a public-facing shop front.	Removed the points on maps that represented internet pharmacy base

Appendix 7: Summary of additional amendments between consultation and publication versions

In addition, amendments have had to be made in various sections of the document due to the pharmacy in West Warrington which closed in January 2018 *after* the consultation draft of the PNA had been written; the draft was based on 43 community pharmacies, but this final version based on 42.

(The following amendments are not due to a comment from questionnaire respondent):	
Recalculation of statistics on population per pharmacy due to the closure of the pharmacy in West Warrington	<p>Recalculation of Warrington figures: from 43 to 42 pharmacies, from 4856 to 4972 population per pharmacy, and from 20.6 to 20.1 pharmacies per 100,000 population</p> <p>Recalculation of West Warrington figures: from 9 to 8 pharmacies, from 6047 to 6603 population per pharmacy, and from 16.5 to 14.7 pharmacies per 100,000 population</p> <p>Amendment: from Warrington provision is in-keeping with England, to Warrington provision is slightly lower than England</p>
Consistency in use of the terms supervised consumption / supervised administration	References to supervised administration amended to supervised consumption
Provision of Saturday & Sunday services	Amended from 80% to 85% due to closure of pharmacy in West Warrington
Maps – removal of the pharmacy in West Warrington which closed January 2018	Amended all maps

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