

PHARMACEUTICAL NEEDS ASSESSMENT (PNA)

31 January 2011

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All	Community Groups	LiNK, Age Concern, YMCA, etc.	Wakefield District - made available via website for all.	1

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1. Executive Summary

The White Paper *Pharmacy in England: Building on strengths – delivering the future* was published by the Department of Health in April 2008. It highlighted the variation in the structure and data requirements of Primary Care Trust (PCT) Pharmaceutical Needs Assessment (PNA) and confirmed that they required further review and strengthening to ensure they are an effective and robust commissioning tool which supports PCT decisions. The Health Act 2009 amended the National Health Service Act 2006 to include provisions for regulations to set out the minimum standards for PNAs. The regulations were consulted on in late 2009/ early 2010 and were laid before Parliament on 26 March 2010, coming into force on 24 May 2010.

The key findings of this PNA are that:

- Overall pharmaceutical provision in Wakefield District is good in terms of access, quality and the range of services provided.
- Levels of satisfaction with pharmacy services are high although there is evidence that service users are not all aware of the range of services or the extended access available (e.g. 100 hour pharmacies).
- Current pharmacy providers have identified opportunities to extend the range of services available through community pharmacies.
- The Joint Strategic Needs Assessment and NHS Wakefield District (NHSWD) Strategic Plan have both identified the priorities for health and wellbeing locally, and these have some correlation with the opportunities identified by community pharmacists.

2. Introduction

The recent Pharmacy White Paper highlights the need for PCTs to have effective PNAs in place in light of the focus on world-class commissioning.

With a dual purpose, the PNA will support the control of entry and pharmacy application process and service commissioning from pharmacies. It is the key tool for identifying what is needed at a local level to support the commissioning intentions for pharmaceutical services and other services that could be delivered by community pharmacies. The scope will include consideration of the action required to meet the needs of NHSWD, areas of current provision which could be improved and the development objectives for pharmaceutical services.

The aim of the PNA is to provide a coherent account of the commissioning environment for pharmaceutical services in NHSWD. This will present a picture of NHSWD, covering its demographics and the balance of health needs, our strategic goals which emerged from these findings and our current service needs. The PNA provides clarity and direction about which services may be commissioned from pharmacy applications granted under the exempt categories, for example the 100 hour Pharmacies.

To achieve this dual purpose NHSWD needs to be clear about what, and where, services are required. Information has been gathered from key

national documents for drivers and guidance on developing PNAs. NHSWD have also set the strategic and commissioning context using NHSWD Joint Strategic Needs Assessment (JSNA). In addition we have carried out a survey to ensure that the views of patients and the public are understood and are incorporated as a key part of the PNA.

This PNA is a working document and will be reviewed every 6 months.

3. NHS Wakefield District Health Profile

As the former county town of West Riding, Wakefield is one of five metropolitan districts in West Yorkshire and covers some 350 square kilometres. With over two-thirds of the area being open countryside, it has a vibrant mix of urban and rural communities. Apart from Wakefield City, the district includes the five major towns of Castleford, Knottingley, Featherstone, Normanton and Pontefract, as well as the towns of Hemsworth, South Elmsall and South Kirkby to the South East, and Ossett, Horbury to the West. NHSWD has used the Lower Super Output Areas identified in the JSNA as the defined localities for the purposes of this document.

Although there are signs of improvement, Wakefield District still displays high levels of multiple deprivations. Wakefield District is particularly affected by low levels of skills and training and high levels of health, disability and employment deprivation. Key findings include:

- According to the local authority district (LAD) summaries, Wakefield District has improved its rankings in five of the six district summaries and remains unchanged on the employment measure.
- As in 2004, two district summaries (income and employment) remain in the 'most deprived 50' in England. It should be noted that these two summary domains measure the actual number of people affected by income and employment deprivation and as Wakefield District is the 11th largest local authority area, it is likely to remain near the top rankings. Although the LAD income summary deprivation rank has improved, it would appear that the actual number of people experiencing income deprivation has risen by around 2,295 (4.6%). The LAD employment summary deprivation rank is unchanged. Initial findings suggest that the number of people experiencing employment deprivation has in fact fallen by 1,419 (5.3%).
- The IMD 2007 shows that 30% of the district's population live in the most deprived areas in England compared with 35% in 2004.
- When looking at deprivation overall there were 64 SOAs listed in 20% most deprived in 2007 compared with 73 in 2004. 11 SOAs have moved out of the 20% most deprived and two have entered.
- The supplementary Income Deprivation indices show that 71% of children and 42% of older people living in some parts of Wakefield District are affected by income deprivation.

The map on the following page charts the index of Multiple Deprivation by Lower Super Output Area (LSOA) in the Wakefield District.

Overall Health Needs

- Health in the Wakefield District is generally worse than for England as a whole.
- Life expectancy, early deaths from heart disease and stroke and from cancer are all worse than the England averages.
- There are health inequalities in the Wakefield District by location, gender and deprivation.
- Over the last ten years, all age all cause mortality, early deaths from heart disease and stroke and from cancer have fallen, but remain above the England averages.
- Wakefield District has worse rates than the England average for smoking in pregnancy, breastfeeding initiation, teenage pregnancy, children classified as obese, and children's tooth decay.
- Over 14.4% of men and women have harmful or hazardous alcohol intake. The problem is greater with males and more prevalent amongst the unemployed who are available to work (29.2% for men and 16.9% for women). Those drinking heavily are more likely to also say they suffer from problems with pain or depression.
- 21.4% of males and 22.6% of females are obese or morbidly obese.
- Almost two thirds of residents say they are consuming at least five portions of fruit and vegetables per day. The majority consider their current diet to be healthy or very healthy. Interest in having a healthier diet is extremely strong among young women aged 16-24. Generally interest in achieving a healthy diet decreases with age.
- Those in lower income groups, where obesity is higher and where fruit and vegetables consumption is lower, claims to have a strong interest in achieving a healthier diet than higher income groups.
- The prevalence of respiratory disease is much higher than the national and regional averages, with significant Chronic Obstructive Pulmonary Disease (COPD) yet to be diagnosed. Diagnosed prevalence of COPD is 2.4%. However, modelling suggests a predicted prevalence of 4.9%.
- Coronary Heart Disease (CHD) incidence is forecast to increase from 16,350 in 2008 to 18,600 in 2015.
- Rates of admission for circulatory disease are forecast to rise by 7% by 2012 and 16% by 2017.
- Quality and Outcome Framework (QOF) data shows hypertension prevalence was 13.4% in Wakefield District in 2007/08. However, modelling suggests that the predicted prevalence is almost double.
- The prevalence of diabetes in the Wakefield District population is expected to increase from 4.5% in 2008 to 6.8% in 2015.
- Hospital admissions for cancer are forecast to increase from 12,000 in 2007 to 13,000 in 2012.
- Wakefield District's emergency care admissions are higher than the national average, with a national percentile ranking of 81%.

Burden of ill health

Key Conditions via Quality & Outcome Framework (QOF) data

Analysis performed in the 2008 Joint Strategic Needs Assessment (JSNA) data from the Quality and Outcomes Framework (QOF) shows overall rates of cardiovascular disease, diabetes and cancer are in line with expected levels.

Rates of respiratory illness are higher than would be expected, although this fact is not entirely surprising and is consistent with previous measures of respiratory disease in the Wakefield District. Assigning cause for this higher than expected rate is not possible based solely on these figures, however, the findings of other local needs assessment work would suggest that this is not necessarily due to Wakefield District's mining history and the associated respiratory diseases, but primarily due to high levels of tobacco smoking.

The table below contains index values which are based on national averages equivalent to a value of 100. These index scores are ratios which compare the observed to the expected rate. A value of 100 would indicate an observed rate equal to the expected value, a value of 50 indicating only half the expected rate, and a value of 200 twice the expected rate, and so on.

	QOF Observed Counts	QOF Expected Counts	QOF Index (Observed / Expected)
Cardiovascular	16,325	16,606	98
Respiratory **	7,935	5,197	153
Diabetes***	12,830	14,410	89
Cancer	2,577	2,456	105
** Emphysema, bronchitis and COPD			
*** QOF expected is the 2001 estimated prevalence from the YHPHO model			

Observed and expected prevalence estimates with QOF indexed score. Source: QOF registers

Cancer

Mortality rate from all cancers for Wakefield District are above the national and Yorkshire and Humber average. The three leading causes of mortality from cancer in the Wakefield District include lung and colorectal cancer, as well as prostate cancer for males and breast cancer for females.

Chronic Obstructive Pulmonary Disease (COPD)

There is evidence of a considerable variation in the prevalence of COPD in a population, including western populations such as the UK. The prevalence of COPD has been estimated to be as high as 10% of the total population (Halbert, 2003; Bandalier, 2007). Applying this rate to the GP practice population of NHSWD the actual number of cases could be as high as 34,400 people.

The Public Health Observatory COPD Modeller (ERPHO, 2007) estimates the prevalence of COPD in the Wakefield District as 4.9% of the adult population (average smoking prevalence 29%). Applying this rate to the GP registered

population of Wakefield District around 17,000 people would be affected by COPD.

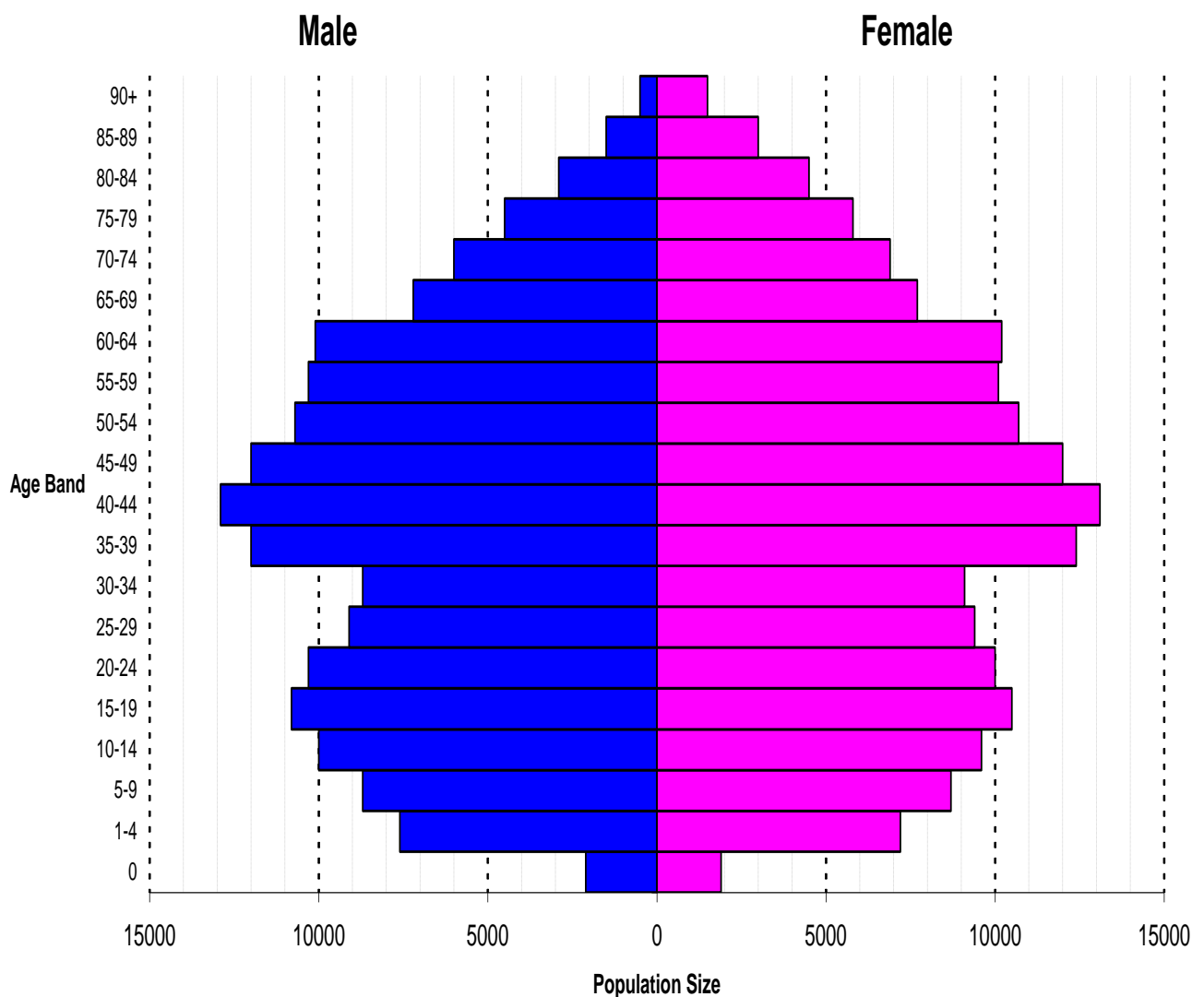
Obesity

The regional picture of obesity shows Wakefield District as being above the national and Strategic Health Authority average. Wakefield District has a raw prevalence of 9.1%, while the national average is 7.3%, based on a population of NHS registered patients.

Population Demographics

NHSWD serves a registered population of around 345,000 people and shares the same geographic boundaries as the Wakefield Council which has a resident population of approximately 322,415 people. Projection figures suggest that the total resident population is expected to grow to around 337,500 by 2017.

Wakefield District - Mid 2008 Population Estimates



When we look at the age profile of the population we can see that Wakefield District has an ageing population. Looking at the over-65s as a whole, we expect a 25% increase in the over 64 population, rising from just over 51,400 to just over 64,400 by 2022. The male over-65 population, in particular, is expected to grow by 33%, representing an increase from 22,000 individuals to just fewer than 29,300. In contrast, the female over-65 population is expected to rise from just over 29,400 to 35,150 – representing a 19.5% increase. The total number of people over 65 will start to increase more quickly after 2010 increasing from 16% of the population to 18% by 2014, and then to 20% by 2027. The male 80-84 age range is expected to rise by 28% and the male 85+ range is expected to rise by 53% (representing an increase of approximately 770 and 1,000 individuals, respectively). This trend is mirrored with smaller gains in the female older age range equivalents (4.3% increases in 80-84's, 18.2% in 85+).

Births are expected to stay roughly consistent over the next ten years with 2007 and 2017 showing 3742 (1921 male and 1820 female) and 3763 (1942 male and 1820 female) births respectively.

Health Inequalities

There are two significant issues facing the population of Wakefield District and the NHSWD in addressing the challenge of reducing health inequalities. Compared to other districts in England, the Wakefield District has consistently poorer health outcomes than even its statistical peer group. In addition inequalities in health across communities within the district mean a large number of people will not live as long as others in the district and will suffer health problems that will affect their quality of life and prospects. The underlying factors which produce poor health are distributed unevenly.

- 15% of people aged between 50 and retirement age claim incapacity benefit, compared to 11% nationally;
- People living in social housing in deprived areas (19% of the population) have typically low levels of social capital and poor health. Relatively few such people report that neighbours are helpful. Instead they report high rates of fear of crime and vandalism, high rates of ill health and very poor lifestyles, with the highest rates of smoking, heavy drinking and poor diet and the lowest levels of physical activity; and,
- Some children will have experiences in early childhood which means they have a much lower chance of leading the longer and healthier lives that those with a better start are likely to enjoy.

Ethnicity

The regional ethnic profile has a BME population of just over 2.25%. These figures are derived from using the most recent (2005) ethnicity projections from the Office for National Statistics.

There is a predominance of Bangladeshi and Pakistani communities concentrated on the old Wakefield East and Wakefield North wards. Although in smaller concentrations, the same pattern is found for Eastern European communities, although pockets are also found throughout Wakefield Central, Ossett, Castleford, Knottingley, Pontefract and South Kirby.

Hindi communities appear to be spread throughout the central Wakefield wards, with particular concentrations around Walton and Ossett.

Pharmacies will need to be aware of the language and cultural needs of their service users and ensure that they develop systems which support those needs.

Learning Disabilities

The number of service users using learning disability services is expected to rise to 1,420 users by 2012 and 1,443 users by 2017.

As with all providers of primary care services, pharmacies will need to ensure that the provision of services meets the needs of all service users. This should include, for example, the provision of monitored dosage systems, larger print labelling and staffing who have an understanding of supporting service users.

Physical Disabilities, Frailty and Sensory Impairment

The number of service users with physical disability, frailty and sensory impairment is expected to rise from 7,188 to 8026 by 2012 and to 8,805 by 2017.

Pharmacies and NHSWD have invested significantly to improve access to pharmacy services, including disabled access to most premises, installation of hearing loops, improvements to signage and practice leaflets for those with visual impairment. The approval of premises is the responsibility of the General Pharmaceutical Council, rather than the NHS. This occasionally can lead to premises opening which may not be deemed to provide optimum accessibility. Adaptations have been made where possible to manage accessibility issues, for example the use of mobile ramps and door bells for summoning assistance. NHSWD will continue to work with pharmacies and the Local Authority to promote the use of appropriate premises and facilities to meet the needs of all patients.

The provision of monitored dosage systems, larger print labelling and staff who have an understanding of supporting service users, for example, will be necessary to ensure that all service users have equal access to services provided by pharmacies.

4. Current Pharmaceutical Service Provision

There are 69 Pharmacies in the Wakefield district. Of these six are 100 hour Pharmacies and two are mail order/distance selling pharmacies. All Pharmacies are commissioned via the National Contractual Framework. These Pharmacies dispense prescriptions, mainly generated, from the 40 General Practices, 33 Dental Practices and two orthodontic Practices in the district.

The map on page 10 of this document identifies the location of all Pharmacies in the District, with a key to the map on the following pages.

Sunday and Bank holiday services are covered through additional commissioning by NHSWD which will be reviewed on an ongoing basis.

The 100 hour Pharmacies undertake a list of Directed Enhanced services. All 100 hour Pharmacies are required to provide all the existing Enhanced Services commissioned by NHSWD at the date of application and any new Enhanced Services developed by the commissioner. Since the list is changeable as new services develop, applicants are advised to seek up-to-date information from NHSWD. NHSWD considers there is sufficient 100 hour Pharmacies within the district to meet the needs of patients, with the exception of the city centre of Wakefield. In the centre of the city is a GP-led Walk-in Centre which opens 8.00am to 8.00pm, seven days a week. In addition the GP out-of-hours service is also located in the centre. While the NHSWD currently commissions additional opening hours to support these services, a 100 hour Pharmacy covering an extended period into the evening and at weekends would enhance access for patients in need of medicines.

All Community Pharmacies provide Essential services with an option of providing Advanced services along with a number of Enhanced services that the NHSWD wishes to commission from specific Pharmacies.

The NHSWD also has four Dispensing General Practices. These are located at Netherton and Middlestown, covering Flockton, Overton, and Emley areas, Ferrybridge covering Byram, Brotherton areas and South Hiendley which is a branch surgery of a practice within district.

NHSWD also has a GP-led health centre in Wakefield City Centre with opening hours of 08:00 – 20:00, seven days each week. There are two city centre Pharmacies which have been commissioned to provide extended opening hours to cover the opening hours of the GP-led health centre.

There are two appliance contractors located at Ossett and Upton.

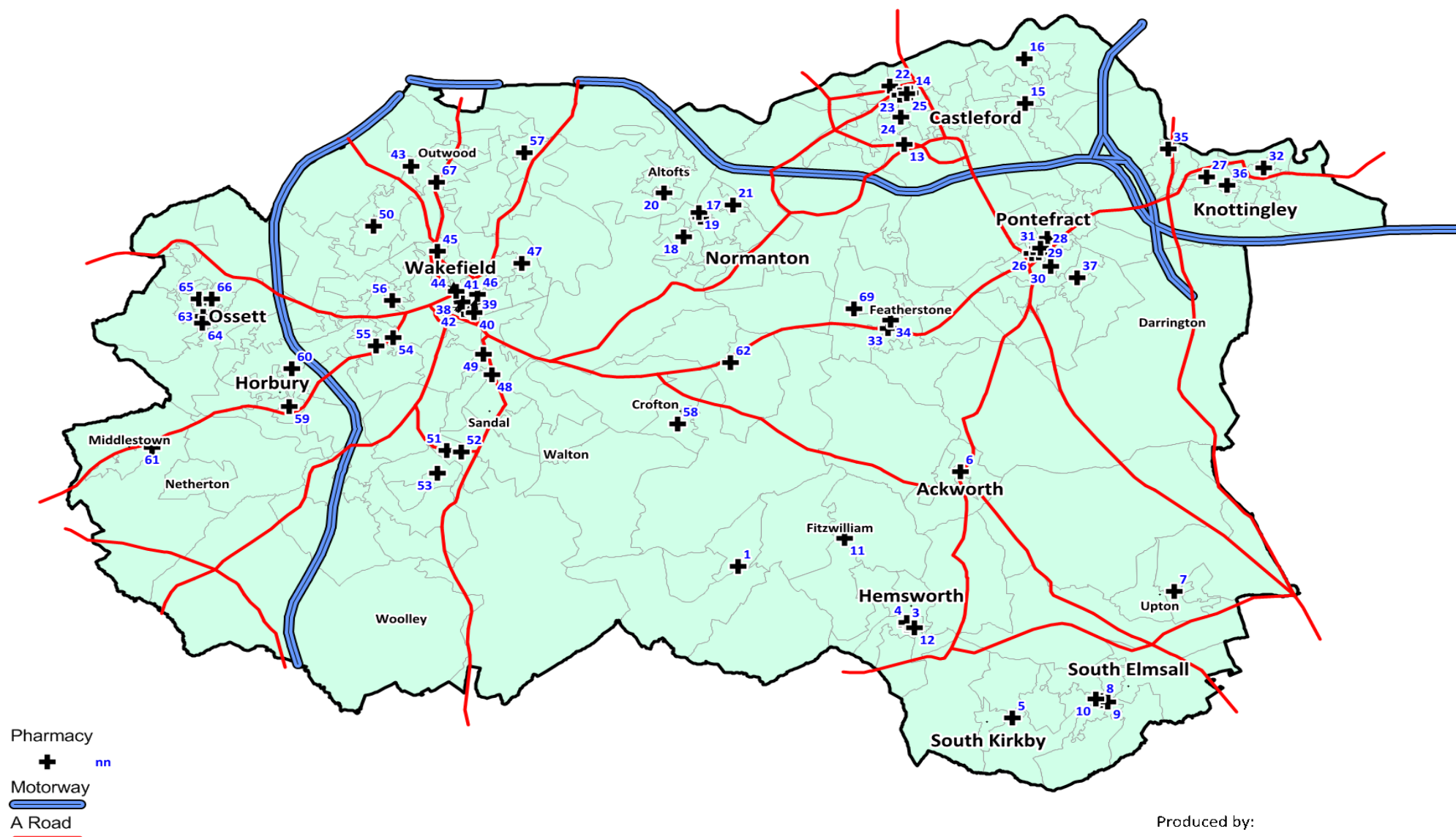
The controlled localities within Wakefield District have changed from those previously identified due to the increased number of residents in the areas. NHSWD is undertaking a review of the controlled localities and will be consulting with the LPC on this issue. Once completed the updated controlled locality map will be appended to this PNA.

The map on page 10 of this document identifies which pharmacies within Wakefield District are providing essential services.

The map on page 31 identifies which Practices are undertaking advanced services, namely medicines use reviews (MURs). Following this, on pages 32 - 35 is a table identifying all pharmacies and the enhanced services which they are providing. This information is then converted into a series of maps which indicate the locations of services and where appropriate, prevalence data of patient need relating to that service.

This data has been used to identify where gaps in service provision by pharmacies exist and this has been cross matched to services delivered by other contractors in the table 'Identified Health Needs and Current and Potential Pharmacy Input', which starts on page 44.

Wakefield District - Map of Pharmacies



Produced by:
Information Team, NHS Wakefield

All Dispensing Pharmaceutical Service Providers within NHS Wakefield District

Key Code

	Community Pharmacies		Pharmacies with Internet Access only
	100 hrs Community Pharmacies		Dispensing GP Practices

1 Hughes Chemist (Northern) Ltd Rycroft Primary Care Centre, Madeley Road, Havercroft, WF4 2QG	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-12.30 14.00-18.00	9.00-12.30 14.00-18.00	9.00-12.30 14.00-18.00	9.00-12.30 14.00-18.00	9.00-12.30 14.00-18.00	9.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	18.00-18.30	18.00-18.30	18.00-18.30	18.00-18.30	18.00-18.30	11.30-12.30		
	Total	0.5	0.5	0.5	0.5	0.5	1	0	3.5

43.5

2 Lloyds Pharmacy Ltd 6 Highfield Road, Hemsworth, WF9 4DP	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-11.30 12.30-18.00	9.00-11.30 12.30-18.00	9.00-11.30 12.30-18.00	9.00-11.30 12.30-18.00	9.00-11.30 12.30-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	11.30-12.30	11.30-12.30	11.30-12.30	11.30-12.30	11.30-12.30			
	Total	1	1	1	1	1	0	0	5

45

3 The Grange Pharmacy Highfield Road, Hemsworth, Pontefract, WF9 4DP	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.00-23.00	8.00-23.00	8.00-23.00	8.00-23.00	8.00-23.00	8.00-23.00	10.00-20.00	
	Total	15	15	15	15	15	15	10	100
	Supple- mentary								
	Total	0	0	0	0	0	0	0	0

100

4 Lloyds Pharmacy Ltd 10 Market Street, Hemsworth, WF9 4LA	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-12.30 15.00-18.30	9.00-12.30 15.00-18.30	9.00-12.30 15.00-18.30	9.00-12.30 15.00-18.30	9.00-12.30 15.00-18.30	9.00-12.00 15.00-17.00		
	Total	7	7	7	7	7	5	0	40
	Supple- mentary	12.30-15.00	12.30-15.00	12.30-15.00	12.30-15.00	12.30-15.00	12.00-15.00		
	Total	2.5	2.5	2.5	2.5	2.5	3	0	15.5

55.5

5 Lloyds Pharmacy Ltd 71 Stockingate, South Kirkby, WF9 3NU	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-12.00 14.00-18.30	9.00-12.00 14.00-18.30	9.00-12.00 14.00-18.30	9.00-13.00 14.00-18.30	9.00-12.00 15.00-18.30	10.00-12.30		
	Total	7.5	7.5	7.5	8.5	6.5	2.5	0	40
	Supple- mentary	12.00-14.00	12.00-14.00	12.00-14.00	13.00-14.00	12.00-15.00	9.00-10.00		
	Total	2	2	2	1	3	1	0	11

51

6 Lo S K F (Mr) 29A Barnsley Road, Ackworth, WF7 7HZ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	9.00-12.00		
	Total	1	1	1	1	1	3	0	8

48

7 Lloyds Pharmacy Ltd Wrangbrook Road, Upton, WF9 1JU	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	9.00-12.30		
	Total	1	1	1	1	1	3.5	0	8.5

48.5

8 Rowland & Co (Retail) Ltd 62-64 Barnsley Road, South Elmsall, WF9 2RF	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supplementary	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	11.30-13.00 13.20-16.30		
	Total	1.17	1.17	1.17	1.16	1.16	4.67	0	10.5

50.5

9 Alliance Pharmacy 39 Barnsley Road, South Elmsall, WF9 2RN	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supplementary	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	11.30-17.00		
	Total	1	1	1	1	1	5.5	0	10.5

50.5

10 White Rose Surgery Pharmacy Exchange Street, South Elmsall, WF9 2RD	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	7.00-22.00	7.00-22.00	7.00-22.00	7.00-22.00	7.00-22.00	8.00-22.00	9.00-20.00	
	Total	15	15	15	15	15	14	11	100
	Supplementary								
	Total	0	0	0	0	0	0	0	0

100

11 Whitworth Chemists Ltd Kinsley Medical Centre, Wakefield Road, Fitzwilliam, WF9 5BP	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supplementary								
	Total	0	0	0	0	0	0	0	0

40

12 Tesco Superstore Tesco Superstore, Market Street, Hemsworth, WF9 4LB	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.00-22.30	6.30-22.30	6.30-22.30	6.30-22.30	6.30-22.30	6.30-22.00	10.00-16.00	
	Total	14.5	16	16	16	16	15.5	6	100
	Supple- mentary								
	Total	0	0	0	0	0	0	0	0

100

13 Asda Pharmacy Asda Stores Ltd, Leeds Road, Glasshoughton, Castleford, WF10 5EL	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.00-23.00	7.00-23.00	7.00-23.00	7.00-23.00	7.00-23.00	7.00-22.00	10.00-16.00	
	Total	15	16	16	16	16	15	6	100
	Supple- mentary								
	Total	0	0	0	0	0	0	0	0

100

14 Your Local Boots Pharmacy Units 20-21, Carlton Lanes Shopping Centre, Castleford, WF10 1AN	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	09.00-14.00 15.00-17.30	09.00-14.00 15.00-17.30	09.00-14.00 15.00-17.30	09.00-14.00 15.00-17.30	09.00-14.00 15.00-17.30	09.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary						11.30-14.00 15.00-17.30	10.00-16.00	
	Total	0	0	0	0	0	5	6	11

51

15 Lloyds Pharmacy Ltd 25 The Square, Airedale, Castleford, WF10 3JJ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-13.00 16.30-19.00	8.30-13.00 16.30-19.00	8.30-13.00 16.30-19.00	8.30-13.00 16.30-19.00	8.30-13.00 16.30-19.00	8.30-12.30 15.00-16.00		
	Total	7	7	7	7	7	5	0	40
	Supple- mentary	13.00-16.30	13.00-16.30	13.00-16.30	13.00-16.30	13.00-16.30	12.30-15.00		
	Total	3.5	3.5	3.5	3.5	3.5	2.5	0	20

60

16 Lloyds Pharmacy Ltd Tieve Tara Medical Centre, Park Dale, Airedale, Castleford, WF10 2QP	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-11.00 13.00-18.30	9.00-11.00 13.00-18.30	9.00-11.00 13.00-18.30	9.00-11.00 13.00-18.30	9.00-11.00 13.00-18.30	9.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	11.00-13.00	11.00-13.00	11.00-13.00	11.00-13.00	11.00-13.00	11.30-12.00		
	Total	2	2	2	2	2	0.5	0	10.5
									50.5

17 Lloyds Pharmacy Ltd 6-8 High Street, Normanton, Wakefield, WF6 2AB	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 16.30-19.00	9.00-13.00 17.00-19.00	9.00-13.00 16.30-19.00	9.00-13.00 16.30-19.00	9.00-13.00 16.30-19.00	9.00-17.00		
	Total	6.5	6	6.5	6.5	6.5	8	0	40
	Supple- mentary	13.00-16.30	13.00-17.00	13.00-16.30	13.00-16.30	13.00-16.30			
	Total	3.5	4	3.5	3.5	3.5	0	0	18
									58

18 Lloyds Pharmacy Ltd 2 St Michaels Green, Normanton, Wakefield, WF6 1PX	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-12.30 13.00-18.00	9.00-12.30 13.00-18.00	9.00-12.30 13.00-18.00	9.00-12.30	9.00-12.30 13.00-18.00	9.30-12.00		
	Total	8.5	8.5	8.5	3.5	8.5	2.5	0	40
	Supple- mentary	8.30-9.00 12.30-13.00	8.30-9.00 12.30-13.00	8.30-9.00 12.30-13.00	8.30-9.00 12.30-13.00	8.30-9.00 12.30-13.00	9.00-9.30 12.00-13.00		
	Total	1	1	1	1	1	1.5	0	6.5
									46.5

19 Lloyds Pharmacy Ltd King's Medical Centre, King Edward Street, Normanton, Wakefield, WF6 2AZ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-11.30 13.00-18.00	9.00-11.30 13.00-18.00	9.00-11.30 13.00-18.00	9.00-11.30 13.00-18.00	9.00-11.30 13.00-18.00	9.30-12.00		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	8.30-9.00 11.30-13.00 18.00-18.30	8.30-9.00 11.30-13.00 18.00-18.30	8.30-9.00 11.30-13.00 18.00-18.30	8.30-9.00 11.30-13.00 18.00-18.30	8.30-9.00 11.30-13.00 18.00-18.30	9.00-9.30 12.00-13.00		
	Total	2.5	2.5	2.5	2.5	2.5	1.5	0	14
									54

20 M & A Dispensing Chemist Ltd 1A Lee Brig, Altofts, Normanton, Wakefield, WF6 2JJ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	18.00-18.30	18.00-18.30			18.00-18.30			
	Total	0.5	0.5	0	0	0.5	0	0	1.5

41.5

21 M & A Dispensing Chemist Ltd 146a Castleford Road, Normanton, Wakefield, WF6 2EP	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.30	9.00-13.00 14.00-18.30	9.00-15.00	9.00-13.00 14.00-18.30	9.00-13.00 14.00-18.30			
	Total	8.5	8.5	6	8.5	8.5	0	0	40
	Supple- mentary								
	Total	0	0	0	0	0	0	0	0

40

22 National Co-op Chemist Ltd Riverside Pharmacy, Saville Road, Castleford, WF10 1PD	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-13.00 15.00-18.30	8.30-13.00 15.00-18.30	8.30-13.00 13.30-17.30	9.00-11.30 13.30-18.30	8.30-13.00 15.00-18.30			
	Total	8	8	8.5	7.5	8	0	0	40
	Supple- mentary	13.00-15.00	13.00-15.00	13.00-13.30 17.30-18.30	8.30-9.00 11.30-13.30	13.00-15.00	9.00-12.00		
	Total	2	2	1.5	2.5	2	3	0	13

53

23 Lloyds Pharmacy Ltd 119 Carlton Street, Castleford, WF10 1DX	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	8.30-9.00 13.00-14.00 18.00-18.30	8.30-9.00 13.00-14.00 18.00-18.30	8.30-9.00 13.00-14.00 18.00-18.30	8.30-9.00 13.00-14.00 18.00-18.30	8.30-9.00 13.00-14.00	9.00-12.30		
	Total	2	2	2	2	1.5	3.5	0	13

53

24 Cohens Chemist (Pathvalley Ltd) 28 Smawthorne Lane, Castleford, WF10 4EN	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-17.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	8.30-9.00 13.00-14.00 18.00-18.15	8.30-9.00	8.30-9.00 13.00-14.00 18.00-18.15	8.30-9.00 13.00-14.00 18.00-18.15	8.30-9.00 13.00-14.00 18.00-18.15	9.00-12.30		
	Total	1.75	0.5	1.75	1.75	1.75	3.5	0	11

51

25 Superdrug Stores PLC 74 Carlton Street, Castleford, WF10 1DE	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 15.00-17.30	9.00-13.00 15.00-17.30	9.00-13.00 15.00-17.30	9.00-13.00 15.00-17.30	9.00-13.00 15.30-17.30	9.00-13.00 14.30-17.30		
	Total	6.5	6.5	6.5	6.5	6	7	0	39
	Supple- mentary	13.30-15.00	13.30-15.00	13.30-15.00	13.30-15.00	13.30-15.30	13.30-14.30		
	Total	1.5	1.5	1.5	1.5	2	1	0	9

48

26 Boots UK Ltd 3-5 Beastfair, Pontefract, WF8 1AL	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.30-14.00 15.00-17.30	9.30-14.00 15.00-17.30	9.30-14.00 15.00-17.30	9.30-14.00 15.00-17.30	9.30-14.00 15.00-17.30	9.00-14.00		
	Total	7	7	7	7	7	5	0	40
	Supple- mentary	8.30-9.30 14.00-15.00	8.30-9.30 14.00-15.00	8.30-9.30 14.00-15.00	8.30-9.30 14.00-15.00	8.30-9.30 14.00-15.00	8.30-9.00 14.00-17.30	11.00-15.00	
	Total	2	2	2	2	2	4	0	14

54

27 Gorgemead Ltd 5 Headlands Lane, Knottingley, WF11 0LA	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary								
	Total							0	0

40

28 Lloyds Pharmacy Ltd Northgate Close, Pontefract, WF8 1HJ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-12.00 14.00-18.30	9.00-12.00 14.00-18.30	9.00-12.00 14.00-18.30	9.00-12.00 14.00-18.30	9.00-12.00 14.00-18.30	9.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	12.00-14.00	12.00-14.00	12.00-14.00	12.00-14.00	12.00-14.00	11.30-12.30		
	Total	2	2	2	2	2	1	0	11

51

29 Lloyds Pharmacy Ltd 29 Market Place, Pontefract, WF8 1AG	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-14.00 17.00-18.30	9.00-14.00 17.00-18.30	9.00-14.00 17.00-18.30	9.00-14.00 17.00-18.30	9.00-14.00 17.00-18.30	9.00-13.00 13.30-17.00		
	Total	6.5	6.5	6.5	6.5	6.5	7.5	0	40
	Supple- mentary	8.00-9.00 14.00-17.00	8.00-9.00 14.00-17.00	8.00-9.00 14.00-17.00	8.00-9.00 14.00-17.00	8.00-9.00 14.00-17.00	13.00-13.30		
	Total	4	4	4	4	4	0.5	0	20.5

60.5

30 Lloyds Pharmacy Ltd Carleton Glen, Pontefract, WF8 1SU	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.45-11.30 13.30-18.15	8.45-11.30 13.30-18.15	8.45-11.30 13.30-18.15	8.45-11.30 13.30-18.15	8.45-11.30 13.30-18.15	10.00-12.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	8.00-8.45 11.30-13.30	8.00-8.45 11.30-13.30	8.00-8.45 11.30-13.30	8.00-8.45 11.30-13.30	8.00-8.45 11.30-13.30	9.00-10.00		
	Total	2.75	2.75	2.75	2.75	2.75	0.5	0	14.25

54.25

31 Lloyds Pharmacy Ltd 7 Bridge Street, Pontefract, WF8 1PG	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-11.30 13.30 17.30	9.00-11.30 13.30 17.30	9.00-11.30 13.30 17.30	9.00-11.30 13.30 17.30	9.00-11.30 13.30 17.30	9.00-11.30 12.00-17.00		
	Total	6.5	6.5	6.5	6.5	6.5	7.5	0	40
	Supple- mentary	11.30-13.30	11.30-13.30	11.30-13.30	11.30-13.30	11.30-13.30	11.30-12.00		
	Total	2	2	2	2	2	0.5	0	10.5

50.5

32 Rowland & Co (Retail) Ltd 44 Cow Lane, Knottingley, Pontefract, WF11 9BX	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	11.30-12.30		
	Total	1.17	1.17	1.17	1.16	1.16	1	0	6.83

46.83

33 Cohens Chemist 2 Station Lane, Featherstone, Pontefract, WF7 5BE	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	13.00-14.00 18.00-18.30	13.00-14.00 18.00-18.30	13.00-14.00	13.00-14.00 18.00-18.30	13.00-14.00 18.00-18.30	9.00-13.00		
	Total	1.5	1.5	1	1.5	1.5	4	0	11

51

34 Featherstone Pharmacy 72 Station Lane, Featherstone, Pontefract, WF7 5BB	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.15-18.00	9.00-13.00 14.15-18.00	9.00-18.30	9.00-13.00 14.15-18.00	9.00-13.00 14.15-18.00			
	Total	7.75	7.75	9	7.75	7.75	0	0	40
	Supple- mentary								
	Total	0	0	0	0	0	0	0	0

40

35 Rowland & Co (Retail) Ltd 2 The Square, Ferrybridge, Knottingley, WF11 8PQ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	8.45-9.00 13.20-14.00 17.30-18.15	8.45-9.00 13.20-14.00 17.30-18.15	8.45-9.00 13.20-14.00 17.30-18.15	8.45-9.00 13.20-14.00 17.30-18.15	8.30-9.00 13.20-14.00 17.30-18.30	11.30-12.30		
	Total	1.67	1.67	1.67	1.66	1.66	1	0	9.33

49.33

36 Ash Grove Pharmacy, England Lane, Knottingley, WF11 0JF	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	6.30-22.30	6.30-22.30	6.30-22.30	6.30-22.30	6.30-22.30	7.00-22.00	15.00-20.00	
	Total	16	16	16	16	16	15	5	100
	Supple- mentary								
	Total	0	0	0	0	0	0	0	0

100

37 Chequerfield Pharmacy 1 The Circle, Pontefract, WF8 2AY	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-12.15 14.00-18.00	9.00-12.15 14.00-18.00	9.00-12.15 14.00-18.00	9.00-12.15 14.00-18.00	9.00-12.00 14.00-18.00	9.00-13.00		
	Total	7.25	7.25	7.25	7.25	7	4	0	40
	Supple- mentary	12.15-14.00	12.15-14.00	12.15-14.00	12.15-14.00	12.00-14.00			
	Total	1.75	1.75	1.75	1.75	2	0	0	9

49

38 Lloyds Pharmacy Ltd Trinity Medical Centre, Thornhill Street, Wakefield, WF1 1PL	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-12.00 14.30-18.30	8.30-12.00 14.30-18.30	8.30-12.00 14.30-18.30	8.30-12.00 14.30-18.30	8.30-12.00 14.30-18.30	9.30-12.00		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	12.00-14.30 18.30-20.00	12.00-14.30 18.30-20.00	12.00-14.30 18.30-20.00	12.00-14.30 18.30-20.00	12.00-14.30 18.30-20.00	8.30-9.30 12.00-20.00	9.00-20.00	
	Total	4	4	4	4	4	9	11	40

80

39 Living Care Pharmacy Union Square, Wakefield, WF1 1TT	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	10.00-18.00	10.00-18.00	10.00-18.00	10.00-18.00	10.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	8.30-10.00 18.00-18.15	8.30-10.00 18.00-18.15	8.30-10.00 18.00-18.15	8.30-10.00 18.00-18.15	8.30-10.00 18.00-18.15			
	Total	1.75	1.75	1.75	1.75	1.75	0	0	8.75

48.75

40 Kingfisher Pharmacy 192 Kirkgate, Wakefield, WF1 1UE	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-17.00	9.00-17.00	9.00-17.00	9.00-17.00	9.00-17.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	8.30-9.00 17.00-18.00	8.30-9.00 17.00-18.00	8.30-9.00 17.00-18.00	8.30-9.00 17.00-18.00	8.30-9.00 17.00-18.00	8.30-12.00		
	Total	1.5	1.5	1.5	1.5	1.5	3.5	0	11

51

41 Boots UK Ltd 26-28 Upper Kirkgate, Wakefield WF1 1UP	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-14.00 15.00-17.30	8.30-14.00 15.00-17.30	8.30-14.00 15.00-17.30	8.30-14.00 15.00-17.30	8.30-14.00 15.00-17.30			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	14.00-15.00	14.00-15.00	14.00-15.00	14.00-15.00	14.00-15.00	08.30-17.30	10.30-16.30	
	Total	1	1	1	1	1	9	6	20

60

42 Superdrug Stores PLC All Saints Walk, The Ridings, Wakefield, WF1 1US	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 15.00-17.30	9.00-13.00 15.00-17.30	9.00-13.00 15.00-17.30	9.00-13.00 15.00-17.30	9.00-13.00 15.00-17.30	9.00-13.30 14.30-17.30		
	Total	6.5	6.5	6.5	6.5	6.5	7.5	0	40
	Supple- mentary	8.30-9.00 13.00-13.30 14.00-15.00	8.30-9.00 13.00-13.30 14.00-15.00	8.30-9.00 13.00-13.30 14.00-15.00	8.30-9.00 13.00-13.30 14.00-15.00	8.30-9.00 13.00-13.30 14.00-15.00	8.30-9.00 13.30-14.00	10.00-16.00	
	Total	2	2	2	2	2	1	6	17

57

43 Lloyds Pharmacy Ltd Outwood Park Medical Centre, Potovens Lane, Outwood, Wakefield	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-13.00 14.45-18.15	8.30-13.00 14.45-18.15	8.30-13.00 14.45-18.15	8.30-13.00 14.45-18.15	8.30-13.00 14.45-18.15			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	13.00-14.45	13.00-14.45	13.00-14.45	13.00-14.45	13.00-14.45	8.30-11.30		
	Total	1.75	1.75	1.75	1.75	1.75	3	0	11.75

51.75

44 Lloyds Pharmacy Ltd 40/42 Northgate, Wakefield, WF1 3AN	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-14.30 16.30-17.30	9.00-11.30 13.00-17.30	9.00-11.30 13.00-17.30	9.00-11.30 13.00-17.30	9.00-11.30 13.00-17.30	9.00-13.00 16.00-17.00		
	Total	7	7	7	7	7	5	0	40
	Supple- mentary	8.00-8.30 14.30-16.30	8.00-9.00 11.30-13.00	8.00-9.00 11.30-13.00	8.00-9.00 11.30-13.00	8.00-9.00 11.30-13.00	13.00-16.00		
	Total	2.5	2.5	2.5	2.5	2.5	3	0	15.5

55.5

45 National Co-op Chemist Ltd Buxton Place, Newton Bar, Wakefield, WF1 3JQ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-13.00 14.30-18.00	8.30-13.00 14.30-18.00	8.30-13.00 14.30-18.00	8.30-13.00 14.30-18.00	8.30-13.00 14.30-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	13.00-14.30	13.00-14.30	13.00-14.30	13.00-14.30	13.00-14.30			
	Total	1.5	1.5	1.5	1.5	1.5	0	0	7.5

47.5

46 Your Local Boots Pharmacy 82-84 Upper Warrengate, Peterson Road, Wakefield, WF1 4JZ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	9.00-13.00		
	Total	1	1	1	1	1	4	0	9

49

47 Your Local Boots Pharmacy 64a Windhill Road, Eastmoor, Wakefield, WF1 4SD	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00			
	Total	1	1	1	1	1	0	0	5

45

48 Cohens Pharmacy 102 Barnsley Road, Sandal, Wakefield, WF1 5NX	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple - mentary								
	Total	0	0	0	0	0	0	0	0

40

49 Belle Isle Pharmacy Portobello Road, Wakefield, WF1 5PN	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.30-13.00 13.45-18.15	9.30-13.00 13.45-18.15	9.30-13.00 13.45-18.15	9.30-13.00 13.45-18.15	9.30-13.00 13.45-18.15			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	8.45-9.30	8.45-9.30	8.45-9.30	8.45-9.30	8.45-9.30			
	Total	0.75	0.75	0.75	0.75	0.75	0	0	3.75

43.75

50 Rowland & Co (Retail) Ltd 130 Wrenthorpe Road, Wrenthorpe, Wakefield, WF2 0JG	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	13.20-14.00 17.30-18.00	11.30-12.30		
	Total	1.17	1.17	1.17	1.16	1.16	1	0	6.83

46.83

51 Asda Stores Pharmacy Asdale Road, Sandal, Wakefield, WF2 7EQ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.00-23.00	7.00-23.00	7.00-23.00	7.00-23.00	7.00-23.00	7.00-23.00	10.00-16.00	
	Total	15	16	16	16	16	15	6	100
	Supple- mentary								
	Total	0	0	0	0	0	0	0	0

100

52 Rowland & Co (Retail) Ltd Sandal Castle Medical Centre, Asdale Road, Wakefield, WF2 7JE	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	8.30-9.00 13.20-14.00 17.30-18.00	8.30-9.00 13.20-14.00 17.30-18.00	8.30-9.00 13.20-14.00 17.30-18.00	8.30-9.00 13.20-14.00 17.30-18.00	8.30-9.00 13.20-14.00 17.30-18.00	11.30-14.00		
	Total	1.67	1.67	1.67	1.66	1.66	2.5	0	10.83

50.83

53 Rowland & Co (Retail) Ltd Chapelthorpe Medical Centre, Standbridge Lane, Kettlethorpe, WF2 7NN	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	13.00-13.20 13.40-14.00	13.00-13.20 13.40-14.00	13.00-13.20 13.40-14.00	13.00-13.20 13.40-14.00	13.00-13.20 13.40-14.00			
	Total	0.67	0.67	0.67	0.66	0.66	0	0	3.33

43.33

54 Horbury Road Pharmacy 186 Horbury Road, Wakefield, WF2 8BQ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-13.00 14.00-17.30	9.00-11.30		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	17.30-17.45	17.30-17.45	17.30-17.45	17.30-17.45	17.30-17.45	11.30-12.30		
	Total	0.25	0.25	0.25	0.25	0.25	1	0	2.25

42.25

55 Your Local Boots Pharmacy Lupset Health Centre, George-A-Green Court, Wakefield, WF2 8FE	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	8.45-9.00 13.00-14.00 18.00-18.15	8.45-9.00 13.00-14.00 18.00-18.15	8.45-9.00 13.00-14.00 18.00-18.15	8.45-9.00 13.00-14.00 18.00-18.15	8.45-9.00 13.00-14.00 18.00-18.15	9.00-12.00		
	Total	1.5	1.5	1.5	1.5	1.5	3	0	10.5

50.5

56 Your Local Boots Pharmacy Homestead Drive, Wakefield, WF2 9PE	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	13.00-14.00	9.00-12.30		
	Total	1	1	1	1	1	3.5	0	8.5

48.5

57 Alliance Pharmacy Stanley Health Centre, Lake Lock Road, Stanley, Wakefield, WF3 4HS	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	8.45-9.00	8.45-9.00	8.45-9.00	8.45-9.00	8.45-9.00			
	Total	0.25	0.25	0.25	0.25	0.25	0	0	1.25

41.25

58 Lloyds Pharmacy Ltd 45/49 High Street, Crofton Wakefield, WF4 1NG	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.30-13.00 14.00-18.00	9.30-13.00 14.00-18.00	9.30-13.00 14.00-18.00	9.30-13.00 14.00-18.00	9.30-13.00 14.00-18.00	9.30-12.00		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supple- mentary	8.45-9.30 13.00-14.00	8.45-9.30 13.00-14.00	8.45-9.30 13.00-14.00	8.45-9.30 13.00-14.00	8.45-9.30 13.00-14.00	9.00-9.30 12.00-12.30		
	Total	1.75	1.75	1.75	1.75	1.75	1	0	9.75

49.75

59 Lloyds Pharmacy Ltd Orchard Croft, Cluntergate, Horbury, Wakefield, WF4 5AF	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-14.00 16.30-18.15	8.30-14.00 16.30-18.15	8.30-14.00 16.30-18.15	8.30-14.00 16.30-18.15	8.30-14.00 16.30-18.15	10.00-12.30		
	Total	7.25	7.25	7.25	7.25	7.25	2.5	0	38.75
	Supple- mentary	14.00-16.30	14.00-16.30	14.00-16.30	14.00-16.30	14.00-16.30	9.00-10.00 12.30-13.00		
	Total	2.5	2.5	2.5	2.5	2.5	1.5	0	14

52.75

60 National Co-op Chemist Ltd Orchard Croft, Cluntergate, Horbury, Wakefield, WF4 5AF	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	8.30-9.00 13.00-14.00 18.00-18.30	8.30-9.00 13.00-14.00 18.00-18.30	8.30-9.00 13.00-14.00 18.00-18.30	8.30-9.00 13.00-14.00 18.00-18.30	8.30-9.00 13.00-14.00 18.00-18.30	8.30-13.00		
	Total	2	2	2	2	2	4.5	0	14.5

54.5

61 Middlestown Pharmacy 97 New Road, Middlestown, WF4 4NS	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00	9.00-13.00 14.00-18.00			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary								
	Total	0	0	0	0	0	0	0	0

40

62 Sharlston Pharmacy 134b Weeland Road, Sharlston, Wakefield, WF4 1DD	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-16.30	8.30-16.30	8.30-16.30	8.30-16.30	8.30-16.30			
	Total	8	8	8	8	8	0	0	40
	Supple- mentary	16.30-18.00	16.30-18.00	16.30-18.00	16.30-18.00	16.30-18.00	8.30-13.00		
	Total	1.5	1.5	1.5	1.5	1.5	4.5	0	12

52

63 A S Carlton Ltd 10 Station Road, Ossett, WF5 8AD	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-12.30 1.30-6.00	9.00-12.30 1.30-6.00	9.00-12.30 1.30-5.00	9.00-12.30 1.30-6.00	9.00-6.00			
	Total	8	8	7	8	9	0	0	40
	Supple- mentary		12.30-1.30	5.00-6.00			9.00-12.30		
	Total	0	1	1	0	0	3.5	0	5.5

45.5

64 MedicX Pharmacy Ltd Ossett Health Village, Kingsway, Ossett, WF5 8DF	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	9.00-12.45 13.45-17.30	9.00-12.45 13.45-17.30	9.00-12.45 13.45-17.30	9.00-12.45 13.45-17.30	9.00-12.30 14.30-17.30	9.00-12.30		
	Total	7.5	7.5	7.5	7.5	6.5	3.5	0	40
	Supplementary	8.30-9.00 12.45-13.45 17.30-18.30	8.30-9.00 12.45-13.45 17.30-18.30	8.30-9.00 12.45-13.45 17.30-18.30	8.30-9.00 12.45-13.45 17.30-18.30	8.30-9.00 12.30-14.30 17.30-18.30			
	Total	2.5	2.5	2.5	2.5	3.5	0	0	13.5
									<u><u>53.5</u></u>

65 Giles & Ward Limited 21 Church Street, Ossett, WF5 9DG	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	10.00-18.00	10.00-18.00	10.00-18.00	10.00-18.00	10.00-18.00			
	Totals	8	8	8	8	8	0	0	40
	Supplementary	8.45-10.00 18.00-18.30	8.45-10.00 18.00-18.30	8.45-10.00 18.00-18.30	8.45-10.00 18.00-18.30	8.45-10.00 18.00-18.30	9.00-12.00		
	Totals	1.75	1.75	1.75	1.75	1.75	3	0	11.75
									<u><u>51.75</u></u>

66 National Co-op Chemist Ltd Dale Street, Ossett, WF5 9HQ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-13.00 14.30-18.00	8.30-13.00 14.30-18.00	8.30-13.00 14.30-18.00	8.30-13.00 14.30-18.00	8.30-13.00 14.30-18.00			
	Total	8	8	8	8	8	0	0	40
	Supplementary	13.00-14.30	13.00-14.30	13.00-14.30	13.00-14.30	13.00-14.30	8.30-17.00		
	Total	1.5	1.5	1.5	1.5	1.5	8.5	0	16
									<u><u>56</u></u>

67 Outwood Pharmacy 466 Leeds Road, Outwood, WF1 2DU	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.30-13.00 14.00-17.00	8.30-13.00 14.00-17.30	8.30-13.00 14.00-17.30	8.30-13.00 14.00-17.30	8.30-13.00 14.00-17.30	9.30-12.00		
	Total	7.5	7.5	7.5	7.5	7.5	2.5	0	40
	Supplementary	13.00-14.00 17.00-18.00	13.00-14.00 17.00-18.00	13.00-14.00 17.00-18.00	13.00-14.00 17.00-18.00	13.00-14.00 17.00-18.00	8.30-9.30 12.00-13.00		
	Total	2	2	2	2	2	2	0	12
									<u><u>52</u></u>

Pharmacies with Internet Access only

68 Tomms Pharmacy Junction Close, Green Lane Industrial Estate, Featherstone, WF7 6TA	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00			
	Total	8	8	8	8	8	0	0	40
	Supplementary	17.00-18.00	17.00-18.00	17.00-18.00	17.00-18.00	17.00-18.00	10.00-16.00		
	Total	1	1	1	1	1	6	0	11

51

69 Applied Dispensary Services Unit 4, Pioneer Way, Castleford, WF10 5QU	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Totals
	Core	8.00-18.00	8.00-18.00	8.00-18.00	8.00-18.00	8.00-18.00			
	Total	10	10	10	10	10	0	0	50
	Supplementary								
	Total							0	0

50

Dispensing GP Practices Only

Rycroft Primary Care Centre Main Street, South Hiendley, Barnsley, S72 9AB	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Total
	Core	08.30 - 11.30 16.00 - 18.00	08.30 - 11.30 16.00 - 18.00	08.30 - 11.30 16.00 - 18.00	08.30 - 11.30	08.30 - 11.30			
	Total	5	5	5	3	3	0	0	21
	Supplementary								
	Total								

21

Orchard Croft Medical Centre Dispensing Surgery, Nertherton Surgery, Nertherton Place, Nertherton, WF4 5BY	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Total
	Core	09.00 - 19.00	09.00 - 13.30	09.00 - 18.00	09.00 - 19.00	09.00 - 13.30			
	Total	10	4.5	9	10	4.5	0	0	38
	Supple- mentary								
	Total								

38

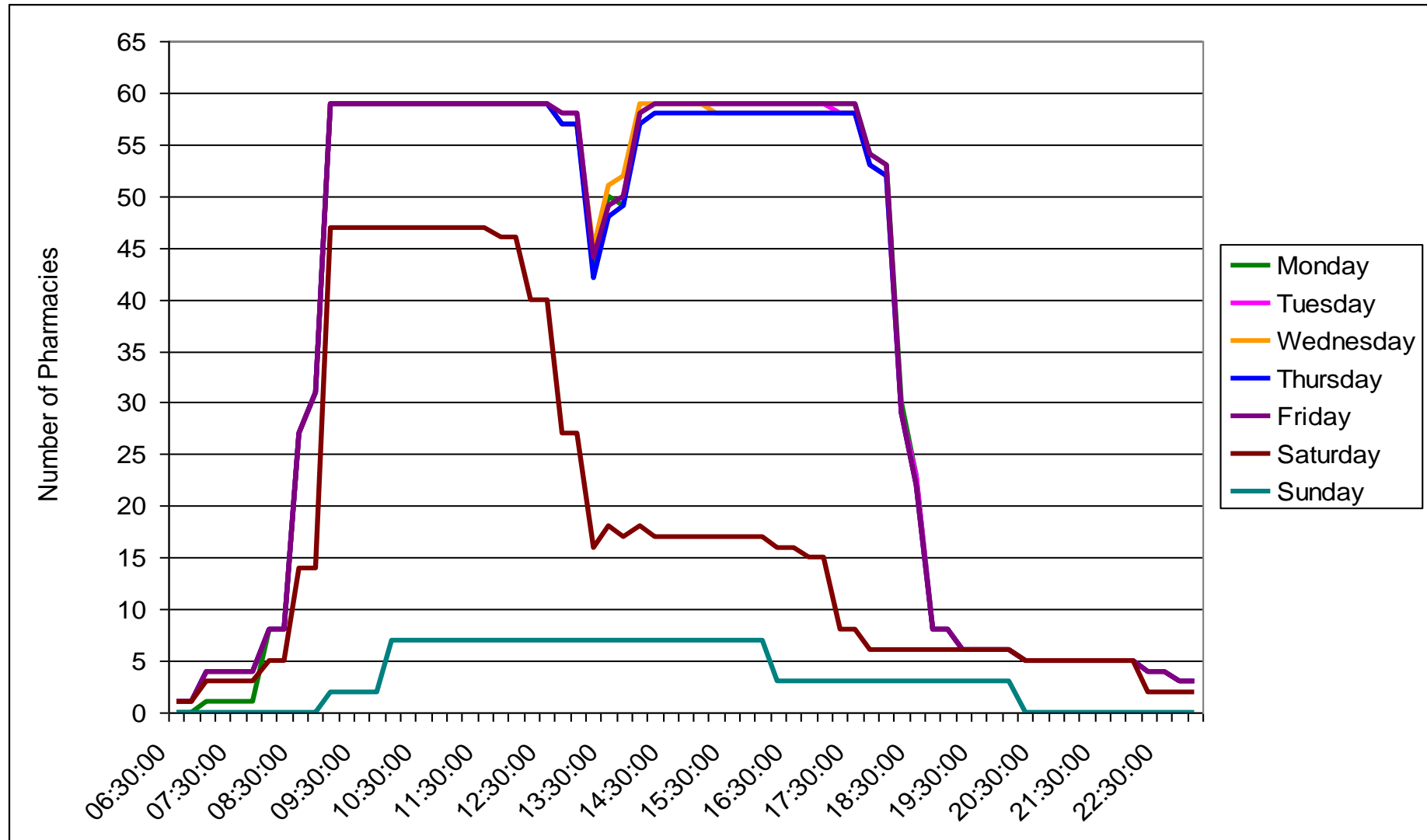
Middlestown Medical Centre New Road, Middlestown, Wakefield, WF4 4PA	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Total
	Core	08.00 - 13.00 14.00 - 18.00	08.00 - 13.00 14.00 - 18.00	08.00 - 13.00 14.00 - 18.00	08.00 - 13.00 14.00 - 18.00	08.00 - 13.00 14.00 - 18.00	08.00 - 12.00		
	Total	9	9	9	9	9	4	0	49
	Supple- mentary								
	Total								

49

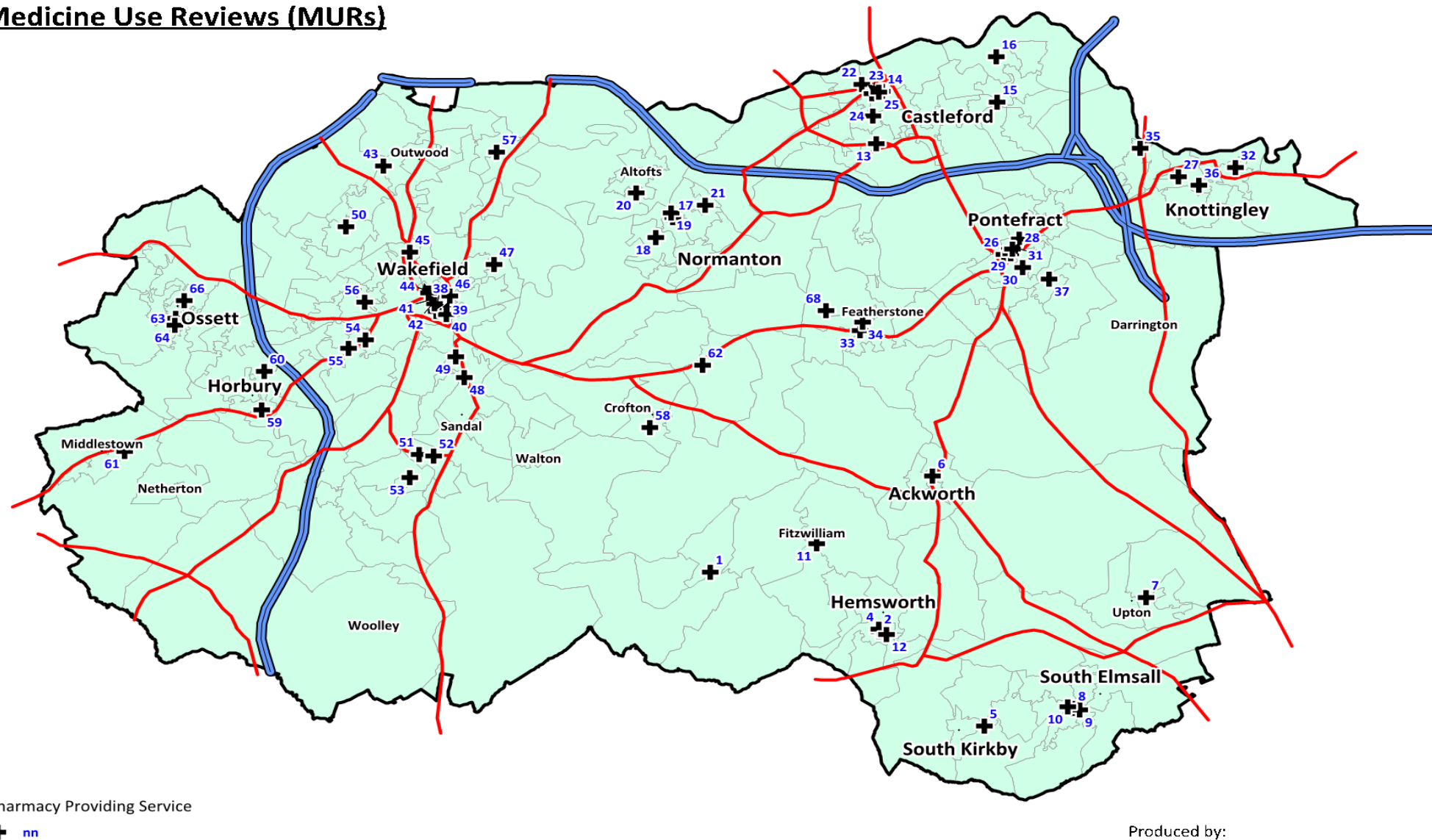
Ferrybridge Medical Centre 8-10 High Street, Ferrybridge, WF11 8NQ	Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Total
	Core	08.00 - 18.00	08.30 - 18.00	08.30 - 18.00	08.30 - 18.00	08.30 - 18.00			
	Total	10	9.5	9.5	9.5	9.5	0	0	48
	Supple- mentary								
	Total								

48

Community Pharmacies Opening Hours mapped over a week across the Wakefield District



Wakefield District - Map of Pharmacies Medicine Use Reviews (MURs)



Produced by:
 Information Team, NHS Wakefield

Enhanced Services as Provided by each Pharmacy

Map No.	Name	Post Code	Medicines Use Reviews	Supervised Administration Schemes	Needle & Syringe Exchange (Pilot)	Stop Smoking	NRT Voucher Scheme	EHC	Palliative Care Services	Decol of MRSA	Antiviral Pandemic FLU	Chlamydia Newly Developed	Influenza (Pilot)	Total
1	Hughes Chemist (Northern) Ltd - Havercroft	WF4 2QG	1	1			1		1					4
2	Lloyds Pharmacy Ltd - Highfield Road Hemsworth	WF9 4DP	1											1
3	The Grange Pharmacy - Hemsworth	WF9 4DP				1	1	1	1					4
4	Lloyds Pharmacy Ltd - Market Street Hemsworth	WF9 4LA	1	1										2
5	Lloyds Pharmacy Ltd - South Kirkby	WF9 3NU	1	1				1						3
6	Lo S K F (Mr) - Ackworth	WF7 7HZ	1			1	1	1						4
7	Lloyds Pharmacy Ltd - Upton	WF9 1JU	1	1		1	1							4
8	Rowland & Co (Retail) Ltd - South Elmsall	WF9 2RF	1	1		1	1	1		1				6
9	Alliance Pharmacy - South Elmsall	WF9 2RN	1			1	1							3
10	White Rose Surgery Pharmacy - South Elmsall	WF9 2RD	1	1		1	1	1	1					6
11	Whitworth Chemists Ltd - Kinsley Medical Centre	WF9 5BP	1	1				1						3
12	Tesco Superstore - Hemsworth	WF9 4LB	1		1	1	1	1	1				1	7
13	Asda Pharmacy - Glasshoughton	WF10 5EL	1	1	1			1	1	1			1	7
14	Boots UK Ltd - Castleford	WF10 1AN	1	1		1	1	1						5
15	Lloyds Pharmacy Ltd - Airedale	WF10 3JJ	1	1		1	1	1						5
16	Lloyds Pharmacy Ltd - Tieve Tara Medical Centre	WF10 2QP	1	1										2
17	Lloyds Pharmacy Ltd - Normanton High Street	WF6 2AB	1	1		1	1							4
18	Lloyds Pharmacy Ltd - Normanton St Michaels Green	WF6 1PX	1											1
19	Lloyds Pharmacy Ltd - King's Medical Centre	WF6 2AZ	1	1			1	1	1	1		1		7

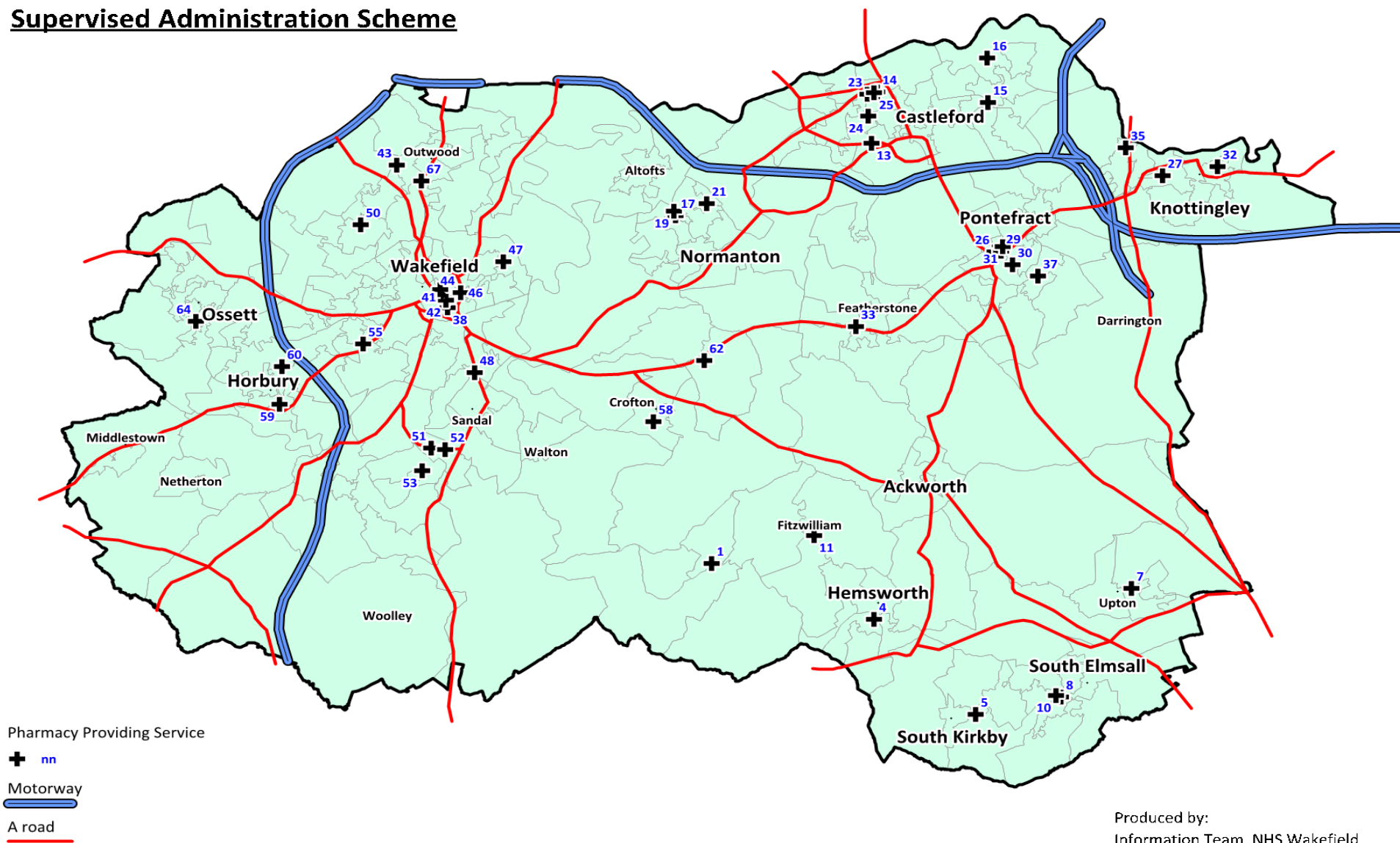
Map No.	Name	Post Code	Medicines Use Reviews	Supervised Administration Schemes	Needle & Syringe Exchange (Pilot)	Stop Smoking	NRT Voucher Scheme	EHC	Palliative Care Services	Decol of MRSA	Antiviral Pandemic FLU	Chlamydia Newly Developed	Influenza (Pilot)	Total
20	M & A Dispensing Chemist Ltd - Altofts	WF6 2JJ	1											1
21	M & A Dispensing Chemist Ltd - Normanton	WF6 2EP	1	1		1	1			1				5
22	National Co-op Chemist Ltd - Riverside	WF10 1PD	1			1	1							3
23	Lloyds Pharmacy Ltd - Castleford Carlton Street	WF10 1DX	1	1				1						3
24	Cohens Chemist (Pathvalley Ltd) - Castleford	WF10 4EN	1	1		1	1	1						5
25	Superdrug Stores PLC - Castleford	WF10 1DE	1	1						1				3
26	Boots UK Ltd - Pontefract	WF8 1AL	1	1		1	1	1	1	1				7
27	Gorgemead Ltd - Knottingley	WF11 0LA	1	1		1	1			1		1		6
28	Lloyds Pharmacy Ltd - Northgate Close Pontefract	WF8 1HJ	1											1
29	Lloyds Pharmacy Ltd - Market Place Pontefract	WF8 1AG	1	1				1						3
30	Lloyds Pharmacy Ltd - Carleton Glen Pontefract	WF8 1SU	1	1		1	1	1						5
31	Lloyds Pharmacy Ltd - Bridge Street Pontefract	WF8 1PG	1	1										2
32	Rowland & Co (Retail) Ltd - Knottingley	WF11 9BX	1	1		1	1	1	1					6
33	Cohens Chemist - Featherstone	WF7 5BE	1	1		1	1	1						5
34	Featherstone Pharmacy	WF7 5BB	1			1	1	1	1	1				6
35	Rowland & Co (Retail) Ltd - Ferrybridge	WF11 8PQ	1	1				1						3
36	Ash Grove Pharmacy - Knottingley	WF11 0JF	1		1			1	1					4
37	Chequerfield Pharmacy - Pontefract	WF8 2AY	1	1				1						3
38	Lloyds Pharmacy Ltd - Trinity Medical Centre	WF1 1PL	1	1		1	1	1						5

Map No.	Name	Post Code	Medicines Use Reviews	Supervised Administration Schemes	Needle & Syringe Exchange (Pilot)	Stop Smoking	NRT Voucher Scheme	EHC	Palliative Care Services	Decol of MRSA	Antiviral Pandemic FLU	Chlamydia Newly Developed	Influenza (Pilot)	Total
39	Living Care Pharmacy - Wakefield	WF1 1TT	1					1						2
40	Kingfisher Pharmacy - Wakefield	WF1 1UE	1			1	1			1				4
41	Boots UK Ltd - Wakefield Upper Kirkgate	WF1 1UP	1	1				1						3
42	Superdrug Stores PLC - Wakefield	WF1 1US	1	1				1		1		1		5
43	Lloyds Pharmacy Ltd - Outwood Park M C	WF1 2PE	1	1		1	1	1		1		1		7
44	Lloyds Pharmacy Ltd - Wakefield Northgate	WF1 3AN	1	1		1	1	1						5
45	National Co-op Chemist Ltd - New Southgate	WF1 3JQ	1					1				1		3
46	Your Local Boots Pharmacy - Warrengate	WF1 4JZ	1	1		1	1	1						5
47	Your Local Boots Pharmacy - Eastmoor	WF1 4SD	1	1		1	1	1						5
48	Cohens Pharmacy - Sandal	WF1 5NX	1	1		1	1							4
49	Belle Isle Pharmacy - Wakefield	WF1 5PN	1				1	1		1				4
50	Rowland & Co (Retail) Ltd - Wrenthorpe	WF2 0JG	1	1				1		1		1		5
51	Asda Stores Pharmacy - Wakefield	WF2 7EQ	1	1	1	1	1	1	1	1				8
52	Rowland & Co (Retail) Ltd - Sandal Castle M C	WF2 7JE	1	1				1		1				4
53	Rowland & Co (Retail) Ltd - Chapelthorpe M C	WF2 7NN	1	1		1	1	1		1		1		7
54	Horbury Road Pharmacy - Wakefield	WF2 8BQ	1											1
55	Boots Pharmacy - Lupset Health Centre	WF2 8FE	1	1				1						3
56	Your Local Boots Pharmacy – Homestead Wakefield	WF2 9PE	1					1						2
57	Alliance Pharmacy - Stanley Health Centre	WF3 4HS	1			1	1							3

Map No.	Name	Post Code	Medicines Use Reviews	Supervised Administration Schemes	Needle & Syringe Exchange (Pilot)	Stop Smoking	NRT Voucher Scheme	EHC	Palliative Care Services	Decol of MRSA	Antiviral Pandemic FLU	Chlamydia Newly Developed	Influenza (Pilot)	Total
58	Lloyds Pharmacy Ltd - Crofton	WF4 1NG	1	1										2
59	Lloyds Pharmacy Ltd - Orchard Croft	WF4 5AF	1	1		1	1							4
60	National Co-op Chemist Ltd - Orchard Croft	WF4 6DA	1	1		1	1	1						5
61	Middlestown Pharmacy	WF4 4NS	1											1
62	Sharlston Pharmacy	WF4 1DD	1	1		1	1							4
63	A S Carlton Ltd - Ossett	WF5 8AD	1				1							2
64	MedicX Pharmacy Ltd - Ossett Health Village	WF5 8DF	1	1		1	1	1		1		1		7
65	Giles & Ward Limited - Ossett	WF5 9DG					1		1	1				3
66	National Co-op Chemist Ltd - Ossett	WF5 9HQ	1											1
67	Outwood Pharmacy	WF1 2DU		1										1
68	Tomms Pharmacy (internet)	WF7 6TA	1											1
69	Healthcare at Home Ltd	WF7 6TA												0
TOTAL FOR EACH SCHEME			65	45	4	33	38	40	12	18	0	8	2	265

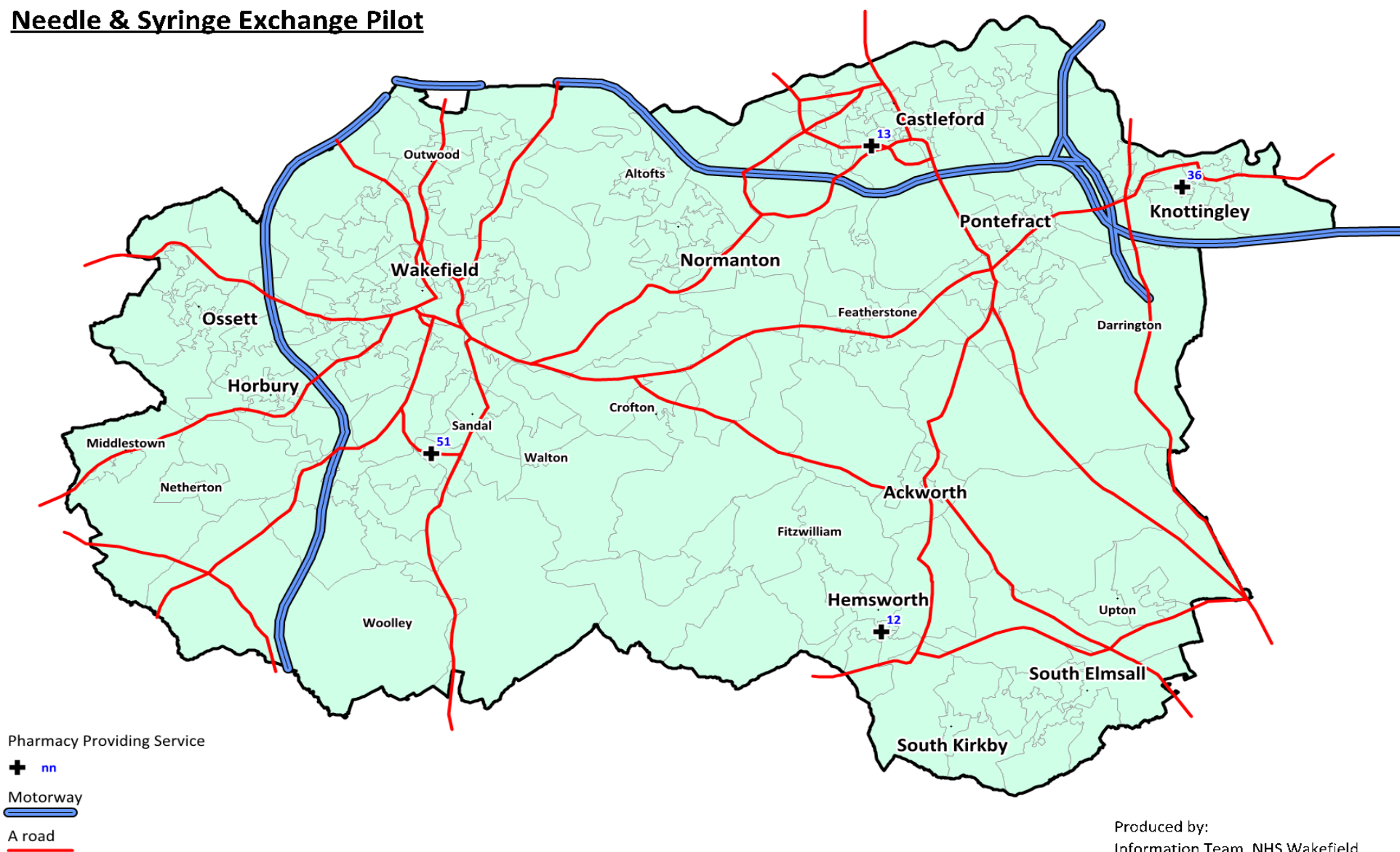
This table is up to date as of the 14.01.2011

Wakefield District - Map of Pharmacies Supervised Administration Scheme

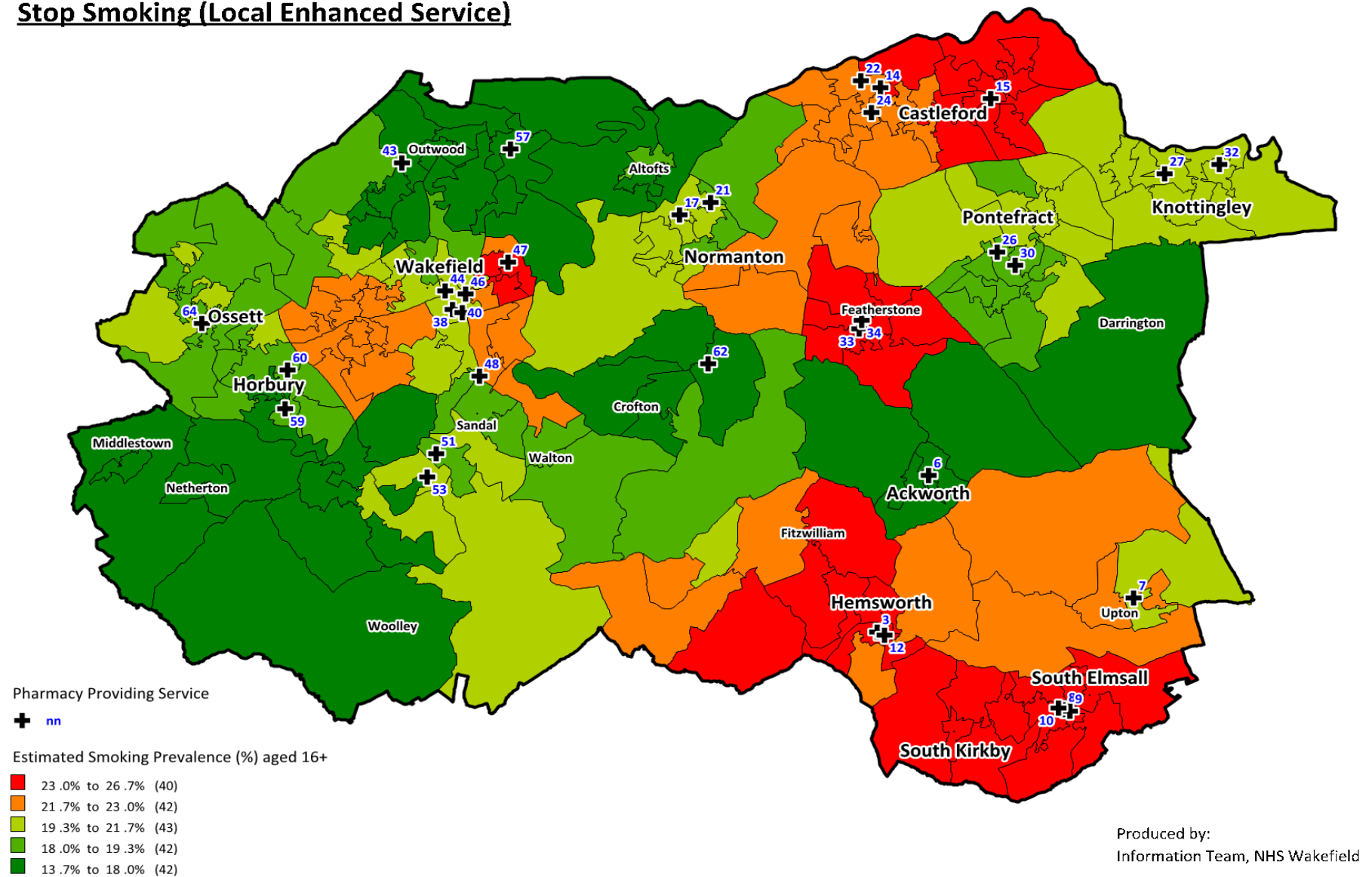


Wakefield District - Map of Pharmacies

Needle & Syringe Exchange Pilot



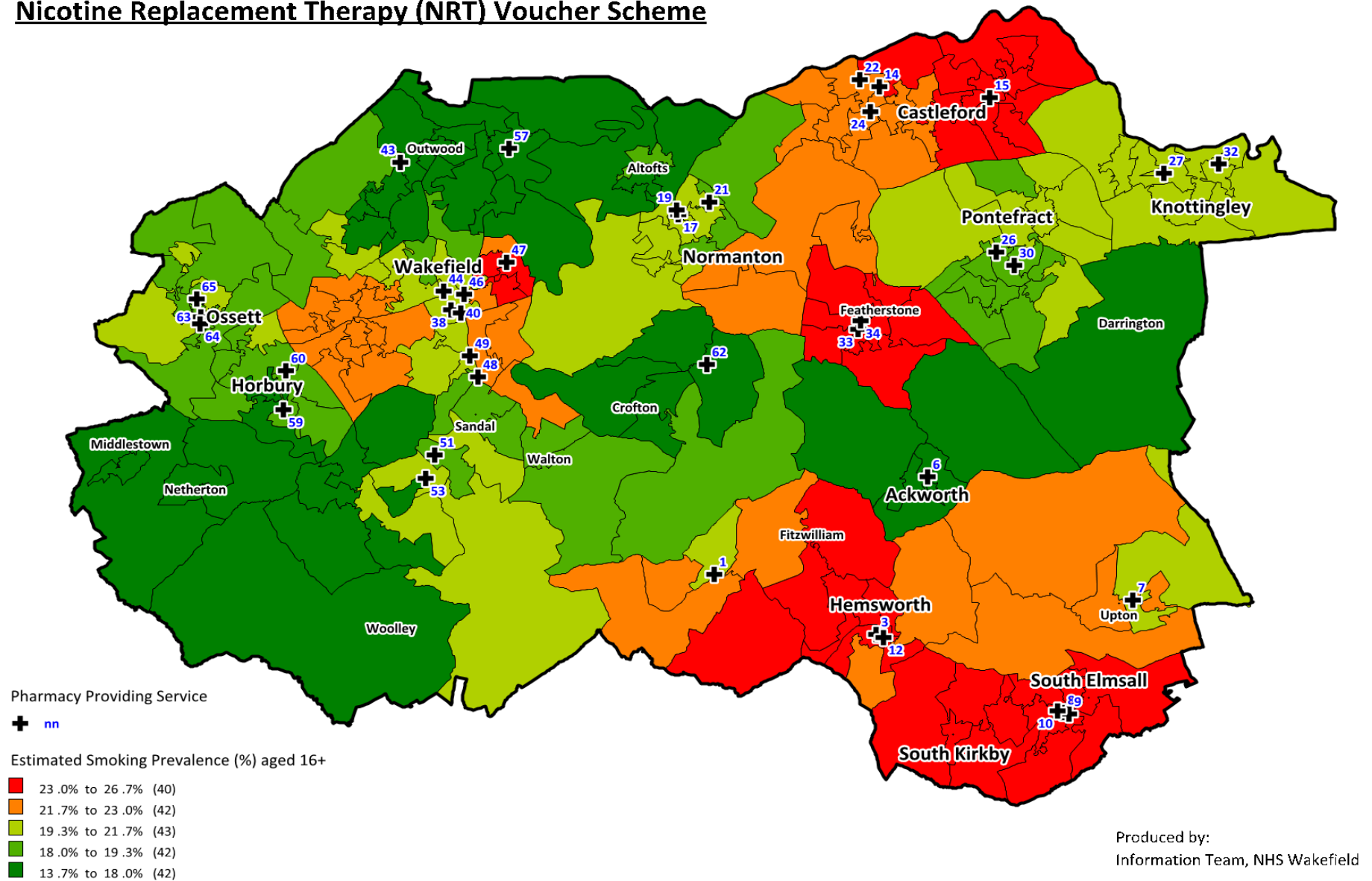
Wakefield District - Map of Pharmacies Stop Smoking (Local Enhanced Service)



Produced by:
 Information Team, NHS Wakefield

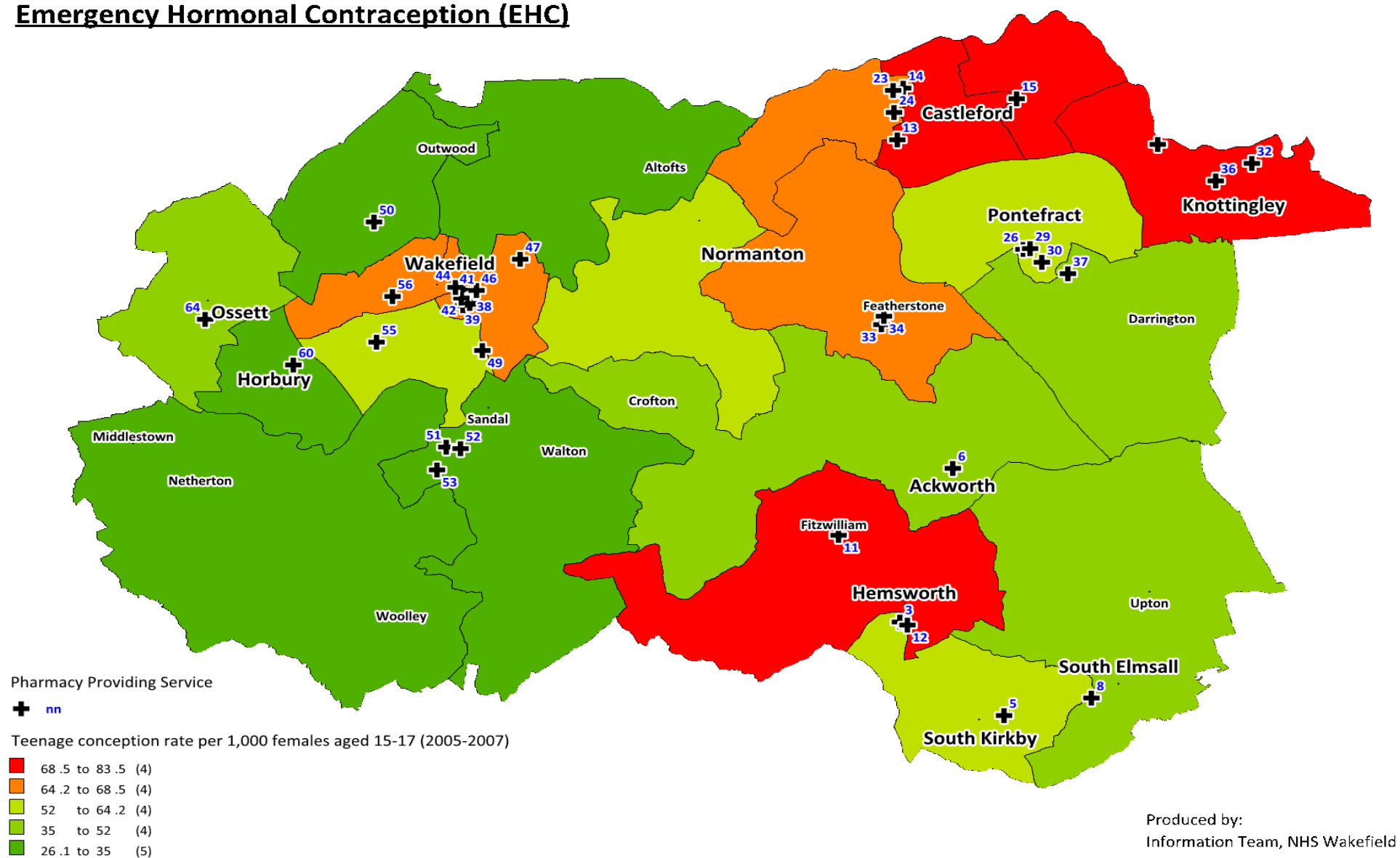
Wakefield District - Map of Pharmacies

Nicotine Replacement Therapy (NRT) Voucher Scheme



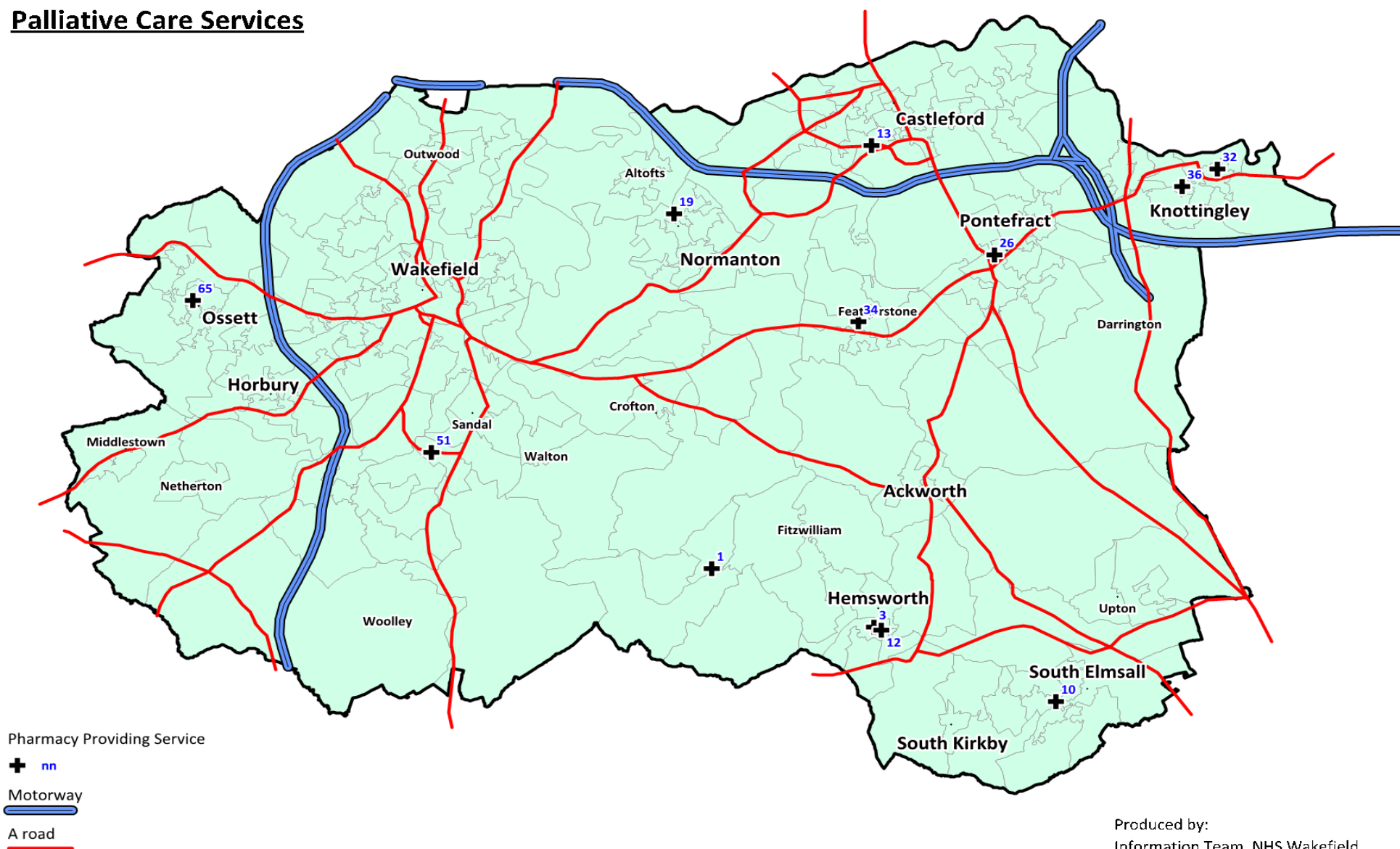
Wakefield District - Map of Pharmacies

Emergency Hormonal Contraception (EHC)



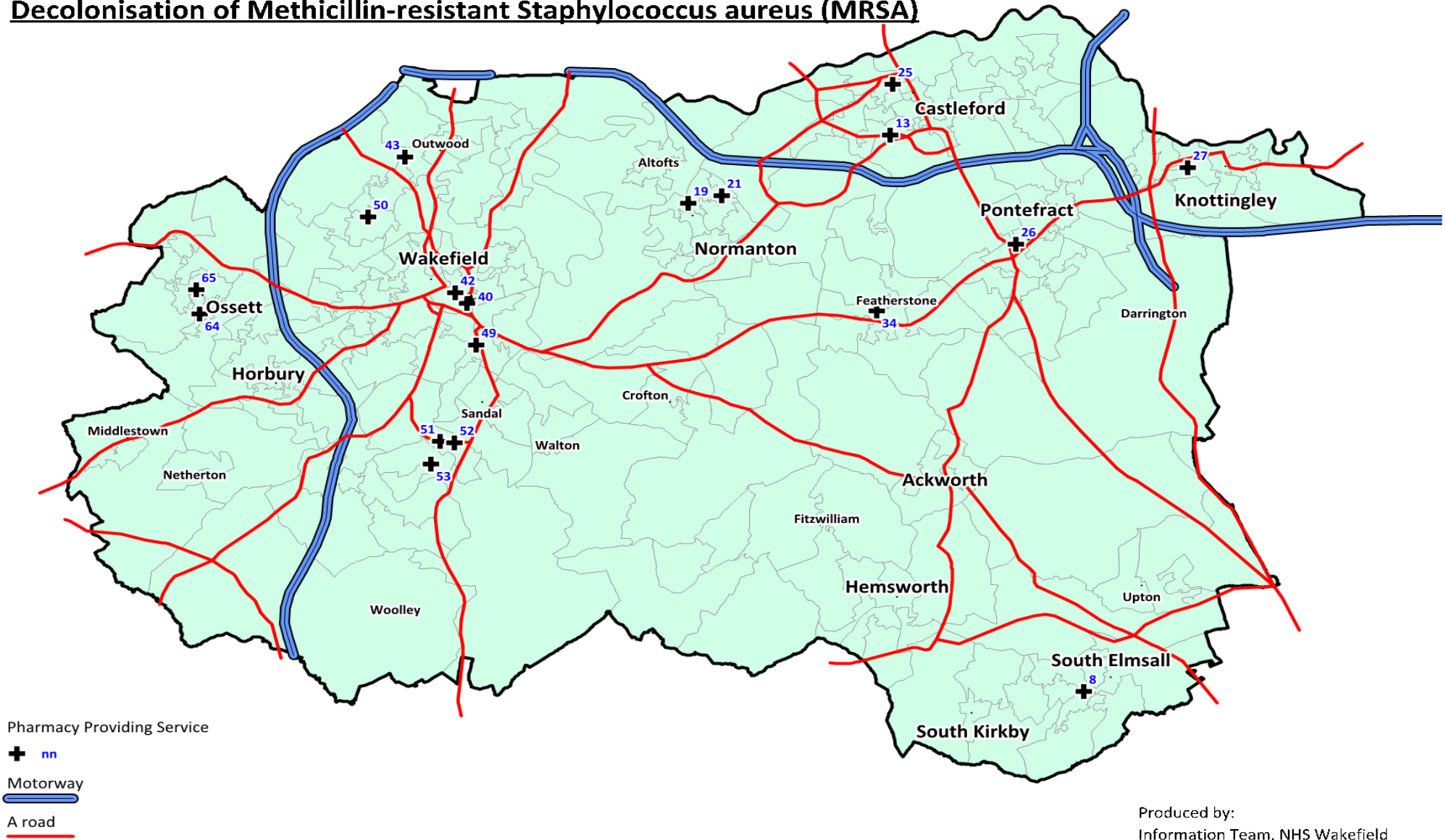
Wakefield District - Map of Pharmacies

Palliative Care Services



Wakefield District - Map of Pharmacies

Decolonisation of Methicillin-resistant Staphylococcus aureus (MRSA)



5. Identified Health Needs with Current and Potential Pharmacy Input

Pharmacy has a significant role to play in meeting the health needs of the Wakefield District population. The following table, starting on page 44, outlines the outcome goals as defined in the NHSWD Strategic Plan and other areas of need which are important within the Wakefield District. It identifies what is currently being provided by pharmacies and other service providers to meet those needs, where there are gaps in service provision and how community pharmacies could help to meet those needs in the future.

Identified Health Needs and Current and Potential Pharmacy Input

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
Improved life expectancy particularly in the most deprived communities	<p>Outcome Goal 1 – Improve life expectancy through:</p> <p>Raising average life expectancy for men from 76.3 years in 2005-2007 to 79.8 years in 2014-16; and,</p> <p>Raising average life expectancy for women from 80.6 years in 2005-2007 to 82.8 years in 2014-16.</p>	<p>All pharmacies dispense medication requested by GPs as part of their core contract, but also act as a point of contact within the health community. They are therefore valuable signposting agents to other NHS services.</p> <p>They are involved in yearly Health Promotion Campaigns which impact on the life expectancy issues, for example, smoking cessation, Sun Safe campaigns, Diabetes Awareness, Mental Health issues and Chronic Obstructive Pulmonary Disease (COPD).</p> <p>Some pharmacies carry out opportunistic screening and are the first point of contact for some patients seeking advice on self medication.</p>	<p>GP practices support the NHSWD in many areas to identify factors in individuals which may reduce that person's life expectancy.</p> <p>All Primary Care contractors routinely input to improve life expectancy through early detection of disease, treatment and signposting/ referring to appropriate services.</p> <p>Patients between the ages of 40 and 74 are eligible for a full NHS Health Check every 5 years with their GP. Uptake has been exceptional with 24% of patients having been assessed since January 2009. This is included with Key Performance indicators within the new PMS contract.</p>	<p>Further health promotion activities would continue to raise awareness of health limiting conditions.</p>	<p>Pharmacies can help to meet this goal by continuing to be actively involved in the health promotion campaigns.</p> <p>The 100 hour pharmacies provide improved access to services through their longer opening hours. These are essential to the communities which they serve. Under the 'Every Contact Counts' framework, these pharmacies provide a valuable resource for patients through this extended cover.</p> <p>Opportunities exist to extend the range of services provided by pharmacies and options should be explored.</p>

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
Reducing Health Inequalities/ Improving access to Primary Care services	Outcome Goal 2 – Maintain the health inequalities gap between the best and worst off in Wakefield District in terms of the difference in life expectancy, recognising that in doing so the current trend of a worsening health inequalities gap will have been reversed.	<p>Pharmacies are a point of contact within the health community and are often the only regular point of contact for certain groups – for example men between the ages of 20 and 35.</p> <p>The 100 hour pharmacies provide a broader range of opening hours and therefore improved access to services. The current level of 100 hours pharmacy provision in Wakefield district is sufficient to meet access needs.</p> <p>Health promotion activity within pharmacies empowers patients to identify potential symptoms and access services by a raised awareness.</p>	<p>Reducing health inequalities and improving access to Primary Care services is currently achieved, in the main, through the complex range of services provided by GP practices.</p> <p>All patients are able to access services with a GP and have medication prescribed for minor complaints as well as long term conditions.</p>	<p>Pharmacy opening hours do not currently reflect GP opening hours, particularly with respect to the GP Extended Hours Local Enhanced Service (LES). Reliance is placed upon the 100 hours pharmacies for most late evening access requirements arising from the LES.</p> <p>Currently there are 2 city centre pharmacies covering the opening hours of the GP-led health centre.</p> <p>There are no gaps in access to Primary Care services provided by GP practices. These practices are available to all patients for both minor illnesses and long term conditions.</p>	<p>Pharmacies can support this goal through aligning their opening hours to those of their local GP Surgeries.</p> <p>It is essential that the 100 hour pharmacies continue to provide that level of access whilst ensuring that their opening hours also support those of their local GP practices. A pharmacy opening 100 hours is required in the centre of the city of Wakefield to improve access for patients outside normal opening hours.</p> <p>Opportunities exist to extend the range of services provided by pharmacies and options should be explored.</p>

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
Tobacco control	<p>Outcome Goal 3 – Reduce the level of smoking in pregnancy.</p> <p>Outcome Goal 10 – Increasing the number of smoking quitters.</p>	<p>33 out of the 67 face-to-face community pharmacies in Wakefield District provide Stop Smoking Services through their Level 2 Stop Smoking Advisers.</p> <p>38 out of these 67 community pharmacies provide Nicotine Replacement Therapy (NRT) Voucher Services. Including both of the city centre pharmacies covering the GP-led health centre.</p> <p>Both these services are available to pregnant women.</p> <p>The current Smoking Cessation SLAs for pharmacies and GP practices are being amended to include the requirement for a lung age test to be undertaken. This will also assist in identifying undiagnosed COPD in patients.</p>	<p>All GP practices in Wakefield district offer brief intervention services for Smoking Cessation. In addition a further 25 out of 40 practices and 1 dental practice offer Stop Smoking services.</p> <p>The Wakefield District Stop Smoking Service co-ordinates all Smoking Cessation services. It has a 'Quit Shop' in central Wakefield which is available to all residents.</p> <p>The Quit Shop specialises in supporting pregnant women and their partners to quit. There are also drop-in sessions at Pontefract Health Centre on Wednesdays and Thursdays.</p>	<p>Smoking prevalence in Ryhill and Fitzwilliam is very high, with no local pharmacy providing Stop Smoking services. NRT services are available from the Havercroft pharmacy. However, the GP practices that cover the areas both offer Stop Smoking clinics.</p> <p>Smoking Cessation services in South Kirkby are provided by the GP practices covering that area.</p> <p>3 pharmacies in the city centre of Wakefield offer Stop Smoking and NRT services.</p>	<p>While no gaps in access have been identified, increased accessibility to services through provision of NRT and Stop Smoking services by existing pharmacies would be beneficial.</p> <p>In particular, access outside the normal GP opening hours (that is 8.00am to 6.30pm Monday to Friday) through the existing 100 hours pharmacies would be helpful to patients who, for example, are in full time employment.</p> <p>Training opportunities for pharmacists and Counter staff need improvement.</p> <p>The potential for pharmacies to become involved in issuing drug therapies for Smoking Cessation, for example Champix and Zyban, should be investigated.</p>

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
Tobacco control (continued)		COPD service provision has been addressed within the new PMS contract. This is expected to improve identification of patients and includes self management planning for all patients. New patients will be offered a lung health assessment on joining a GP practice.	GP practice staff will routinely refer pregnant smokers to specialist Stop Smoking services unless the patient chooses to opt out.	8 out of the 9 GP practices in that area also provide Smoking Cessation services, including the GP-led health centre which provides the service to all patients on request. Additionally the 'Quit Shop' provides cover to anyone wishing to access services. All other areas are either effectively covered by a pharmacy and/or a GP practice.	
Obesity	Outcome Goal 4 – Reduce the level of obesity in reception class children from 10.51% in 2007/8 to 8.2% in 2015.	Pharmacists do not currently have a formal role within the management of childhood obesity. Childhood dietetics is a specialist clinical service which should be provided by appropriately qualified dietitians.	The Public Health, health trainers support individuals with diet and exercise advice. Referrals can be made to appropriate services, for example dietitians, where this is required. GPs and health visitors play a role in identifying and referring children to appropriate services.	Pharmacists, dentists and optometrists do not routinely signpost parents to services to support them unless requested by the parent.	Pharmacist can support this Goal through brief intervention and advice on the use of sugar free medicines. They have a role in signposting to appropriate services. This could be extended for pharmacists to proactively address the issue with parents opportunistically and where appropriate.

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
Respiratory conditions	Outcome Goal 5 – Reduce the rate per 100,000 of people dying from Chronic Bronchitis and Emphysema (Chronic Obstructive Pulmonary Disease (COPD) mortality) from its 2007-09 level of 40.47 deaths per 100,000 to 36.19 by 2013-15.	<p>33 out of 67 community accessible pharmacies in Wakefield District provide Stop Smoking services. 38 out of these community pharmacies provide Nicotine Replacement Therapy Voucher Services.</p> <p>Through MURs, pharmacists are able to check that medicines prescribed for COPD are being taken correctly.</p> <p>The current Smoking Cessation service level agreements are being amended to include the requirement for a Lung Age/lung function test to be undertaken. This will also assist in identifying undiagnosed COPD in patients</p>	GPs, practice nurses and secondary care provide the main focus of identification and management of Chronic Respiratory conditions	A COPD Local Enhanced service is being developed for GPs which will support this Goal	<p>This Goal requires input from all primary care contractors. While no gaps in service provision for the NRT and Stop Smoking schemes have been identified, improved access and raised awareness through service delivery in existing pharmacies would have a positive impact upon Wakefield District respiratory health.</p> <p>The potential for commissioning pharmacies to be become involved in checking inhaler techniques is to be investigated.</p>

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
Cardio-vascular Disease	Outcome Goals 6 & 7 – Reduce number of people dying prematurely from heart attacks and strokes (under 75s CVD) mortality	Through MURs, pharmacists are able to check that medicines prescribed for CVD are being taken correctly	GPs, practice nurses and secondary care provide the main focus of identification and management of people with CVD. Patients between the ages of 40 and 74 are eligible for a full NHS health check every 5 years with their GP. Uptake has been exceptional with 24% of patients already having been assessed between January 2009 and September 2010, and puts the NHSWD on target to achieve the target of 90% of patients assessed within a rolling 5 year period. This is included with Key Performance indicators within the new PMS contract. All patients will be offered lifestyle advice as part of the health check	No gap in current services identified. However there is a need to increase public awareness of the health checks service which is available in all GP practices to ensure that uptake continues in line with expectations.	Pharmacist can support this Goal through support for health promotion campaigns, MURs and sign posting patients that they believe may benefit from a lifestyle or a NHS health check to their GP.

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
Cardio-vascular Disease (Continued)			Patients with a risk of more than 20% will be monitored, appropriately treated and lifestyle advice supplied. Referral to supporting services such as smoking cessation, dietetics etc will be made.		
Diabetes	Outcome Goal 8 – improve Diabetes care by increasing the percentage of patients with Diabetes whose blood sugar is better controlled (HbA1c is 8.0 or less)	MURs in pharmacies provide an opportunity for patients to check that they are taking their medicines appropriately. Health campaigns have targeted diabetes. A number of pharmacies do provide diabetes checks privately.	All GP practices provide care to diabetic patients, and, where appropriate, through shared care with secondary care. This includes Phlebotomy services to measure HbA1c, as part of the Quality and Outcomes Framework (QOF) for GPs. Within the new PMS contract all practices are required to reach 100% attainment of the higher QOF target for diabetes management.	The introduction of Key Performance Indicators around diabetes within the new PMS contract will improve monitoring and control of HbA1c levels and other measures in the care of diabetic patients.	Pharmacists, through MURs and brief intervention should signpost patients with diabetes, or whom they suspect may have the condition, to the patient's GP for management and support services.

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
Reducing Acute Emergency Admission	Outcome Goal 9 – Reduce the number of acute emergency bed days from 209,458 in 2008/09 to 200,000 by 2015 saving 50,000 bed days over the life of the Strategic Plan.	<p>Many acute emergency admissions are as a result of medication issues. 54 out of the 67 community accessible Pharmacies offer MURs with 4 more to join the scheme this year. This will support a reduction in emergency admissions.</p> <p>Pharmacies offer Monitored Dosage systems to patients who need this support. This reduces the incidence of mistakes in medication use and will have an impact on emergency admissions.</p>	All GP Practices are required to undertake appropriate medication reviews with patients. Services have been developed to support GPs in the management of patients in a primary care setting or through intermediate care facilities. Enhanced services in addition to the core services provided by GP Practices also contribute to the management of long term conditions which account for many Emergency admissions.	No gaps have been identified at this time; however all Primary Care contractors should signposting patients to appropriate Primary Care and Secondary Care services.	<p>Pharmacists and their staff have a role through 'Making Every Contact Count' to signpost patients to appropriate services should they consider that the patient is at risk or needs further support for their condition.</p> <p>The use of Monitored Dosage systems requires further exploration to ensure that patients are being supported appropriately.</p>
End of Life Care	To ensure appropriate and effective end of life care.	All Pharmacies provide palliative care drugs on prescription. In order to ensure that these drugs are always in stock across the district, a palliative care service scheme is available in 12 pharmacies covering the district.	All GP practices support end of life care and PMS GP Practices will be required to identify a key co-ordinator for this responsibility.	Wakefield District is adequately covered for the palliative care service through the 100 hour pharmacies.	Continued input by the 100 hour pharmacies to this scheme is essential to ensure palliative care drugs are accessible outside usual pharmacy opening times. This is supported by the findings of the patient PNA survey.

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
End of Life Care (Continued)					The addition of a 100 hour pharmacy in the centre of Wakefield city will improve accessibility to palliative care drugs and reduce travel time for care staff to other 100 hour pharmacies.
Infection Control	Reducing the number of infections from Methicillin-resistant Staphylococcus aureus (MRSA) .	An enhanced service for the decolonisation of MRSA has been introduced in 2010 for the Wakefield District. 19 out of the 67 community pharmacies are delivering this service.	This is mainly a secondary care issue; however GPs do manage patients with MRSA infections.	The provision of the MRSA decolonisation service is limited across Wakefield district, with some towns not directly covered. This makes access to the service difficult for patients.	Access to services could be improved if more of the existing pharmacies were to provide the service. The 100 hour pharmacies improve access outside the usual core opening times. A central Wakefield 100 hour pharmacy would enhance access further.

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
Sexual Health and Teenage Pregnancy	<p>Reduction in the number of Teenage Pregnancies.</p> <p>Improved uptake of Chlamydia Screening.</p>	<p>Uptake of this new service has been disappointing; however this may be due to public awareness.</p> <p>40 out of the 67 pharmacies in Wakefield district provide emergency hormonal contraception (EHC) services to teenagers.</p> <p>All of the 100 hours pharmacies provide EHC services which dramatically improves access to this treatment.</p> <p>8 pharmacies are also providing Chlamydia testing service through the provision of testing kits to patients. However this is a newly introduced enhanced service for community pharmacies and the participation is expected to increase.</p>	<p>All GP practices and the CaSH (Contraceptive and Sexual Health) service provide access of contraceptive services, including emergency hormonal contraception.</p> <p>The majority of GP practices and the CaSH service provide Chlamydia screening services and treatment where infection is detected.</p>	<p>There are no gaps in service provision, however accessibility and uptake could be improved</p>	<p>Improved accessibility through all pharmacies offering this service would improve uptake, in turn reducing unplanned teenage pregnancies.</p> <p>It is particularly important that all the 100 hours pharmacies provide this service throughout their opening hours to ensure urgent access to a medicine whose effectiveness is reduced through delay in administering the first dose.</p> <p>The provision of Chlamydia testing kits by all pharmacies, especially the existing 100 hour pharmacies would be beneficial to improving availability to patients, increasing the detection rate across Wakefield district.</p>

Identified Health Need	NHSWD Target/Aim (Outcome Goals are taken from the NHSWD Strategic Plan 2010/11 – 2014/15)	Current Service provided by Community Pharmacy	Service provided by other agencies to address need	Gap between need and current provision	How could Community Pharmacy help to meet the needs in the future
Substance misuse	<p>To reduce the number of people within Wakefield District using illegal drugs, and reduce the incidence of needle sharing infections/ conditions.</p> <p>To promote more responsible use of alcohol in order to improve the health of individuals and the wellbeing of their families.</p>	<p><u>Drug Misuse:</u> All pharmacies issue medication related to drug misuse as part of their core contract. In addition supervised methadone services are currently available in 46 out of the 67 public access community pharmacies</p> <p>A needle and syringe exchange pilot is being assessed through 4 pharmacies in the Wakefield district, commissioned by Turning Point</p> <p><u>Alcohol Misuse</u> All pharmacies dispense medication relating to alcohol misuse as part of their core contract.</p>	<p>Turning Point provides the substance misuse service in Wakefield district. It works in partnership with a number of GP practices where prevalence is high to support them in delivering substance misuse services to patients</p> <p>Turning Point provides support to patients, and relatives of patients, with alcohol related issues.</p>	<p>There are no gaps in service provision within Wakefield district for support services for people with substance misuse issues. However, the needle exchange pilot should be audited to determine it's success and ongoing viability</p>	<p>Pharmacists have a role in signposting patients to appropriate services for all substance misuse.</p> <p>Once the needle exchange pilot is audited, if it is deemed to be a success, then the roll-out of this service to other pharmacies in the Wakefield District may have a positive impact upon the incidence rate of needle sharing infections/conditions.</p>

6. Pharmacy Questionnaire Input

Predecessor Primary Care Trusts in Wakefield District had undertaken Community Pharmacy Baseline Assessment and basic Pharmaceutical Needs Assessments. In 2010, in order to produce a more comprehensive and up to date Pharmaceutical Needs Assessment, the NHSWD needed to reaffirm:

- What structure is already in place,
- What Pharmaceutical services are currently being provided and their quality,
- What other Pharmaceutical services are requested/required,
- Who will be best able and willing to provide these services.

The Primary Care team developed a questionnaire tailored to ensure NHSWD could build an accurate and clear picture of current and potential Pharmaceutical services for the Wakefield District. This was shared with the Local Pharmaceutical Committee and comments received.

The questionnaire has assisted NHSWD in identifying any possible gaps within the current commissioned Pharmaceutical services and to allow an opportunity for the pharmacist themselves to express their views on how future Pharmaceutical services may be developed.

The questionnaire focused on the following main areas:

- Location and opening hours,
- Access to the pharmacy,
- Premises and their facilities,
- Information technology,
- Workforce,
- Services,
 - Advanced Services,
 - Enhanced Services,
- Collection service of prescriptions from local GP practices 'electronic prescription service',
- Delivery service,
- Any additional service provision untaken,
- Current gaps in pharmaceutical services.

The findings have been mapped to help identify any possible gaps in current service provision and the full pharmaceutical services survey 2010 summary report is available as Appendix B.

The main findings from this questionnaire were that:

- 59 out of the 69 community pharmacies (including the Distance Selling pharmacies) responded to the questionnaire.
- In the main pharmacies indicated that access for disabled access was good, however 7 did indicate that wheel chair access is an issue

- 59 of the 69 pharmacies had consulting rooms in which they could provide advanced and enhanced services.
- Pharmacists are willing to consider providing more enhanced services than they do currently.
- Nearly 80% of pharmacies were willing to provide needle and syringe exchange services.
- More than 95% of pharmacies are willing to provide emergency hormonal contraceptive services.
- Approximately 70% are willing to consider providing out of hours services which may improve access in line with GP extended opening hours.
- More than 90% are willing to provide stop smoking services.

7. Public Involvement Questionnaire Input

In May 2010, the Primary Care team and Patient and Public Involvement team together designed a questionnaire tailored to the local population. The questionnaire was intended to gauge patient satisfaction with the pharmaceutical service they are receiving and to give local residents the opportunity to express their views on how future pharmaceutical services may be developed.

The Patient and Public Involvement (PPI) Pharmaceutical Services Survey was undertaken with the objective of providing a robust and representative picture of 'Pharmacy services' within Wakefield District from the patients' perspective.

The questionnaire focused on three main areas:

- Patients' experience of pharmacy services.
- Repeat prescriptions.
- Access to pharmacy services.

This PPI survey is part of the overall analysis that has been undertaken for the Pharmaceutical Needs Assessment 2010. The findings have been mapped to help identify any possible gaps in current service provision and the summary report on the findings of the survey is available as Appendix C.

The main findings from this questionnaire were that:

- Patients tended to use pharmacies most regularly to have their prescription dispensed (83%).
- The majority of patients (83%) found it easy to access pharmacy services.
- Most patients said that they tend to always use the same pharmacy or have one in particular that they use most often.
- The most important element of the service delivered to them was that it was efficient (38%), that their medicines were in stock (32%) and that a collection and delivery service was available (21%).
- Most patients said that it was important that the pharmacy was located near to their GP practice (67%).
- While 75% of respondents were happy with the way their prescriptions were dispensed some patients commented that the service could be slow and medicines were not always in stock. The reason for medicines not being in

stock may vary but usually this is rectified quickly by the pharmacist unless there are issues with suppliers or supplies.

- 71% of patients said that they had not had any problems in finding a pharmacy to get a medicine dispensed.
- With regard to the 18% of patients who did struggle to find a pharmacy this did not seem to show a pattern relating to the day of the week, time of day or area.
- Patients felt that the experienced friendly and helpful staff were a particularly good aspect of the service.

The information submitted through the questionnaire regarding the likelihood of patients using enhanced services if they were available within their local pharmacy will be useful in assessing the likely uptake of services. This in turn will form part of the process for deciding on which services should be developed to meet patient needs within specific locations.

8. Summary

NHSWD has a well established pharmaceutical service provision across Wakefield district. For community pharmacies which are open to the public to enter, the average number of clients is 4,694 based on the population of Wakefield district estimate of 323,900 as at mid 2009 (Population Estimates Unit, ONS Crown Copyright 2010). This compares favourably with the national average of 5,000 patients per pharmacy. In addition there are four dispensing practices in Wakefield district. There are no areas of Wakefield district where provision is below acceptable levels.

The range and availability of advanced and enhanced services is good, however increased provision by existing pharmacies of these services, particularly where a health need has been identified, for example emergency hormonal contraception services.

Wakefield district is well served by 100 hour pharmacies which provide essential accessibility for all patients. NHSWD would wish to see these pharmacies in particular increase the range and times of availability of the enhanced services which are currently being commissioned for the area.

Patients are enthusiastic to have high quality, efficient and effective core pharmaceutical services near to their GP practice. For them, the most important considerations are the waiting times to be served within the pharmacy, the availability of their medicine and the helpful, experienced staff.

Pharmacists are keen to use the skills that they have to deliver a broader range of service to patients. However this has to be considered in the context of who within the pharmacy will deliver the service and whether this would impact on the main need of patients, as they themselves identified; efficient and speedy service within the pharmacy for the dispensing of their medicines.

In the future development and extension of both new and existing enhanced services, NHSWD will need to consider;

- The impact of those services on the provision of core pharmacy services,
- Whether pharmacy is best placed to deliver that service,
- Whether there is a willingness amongst pharmacists to provide the service,
- Whether that service is being effectively provided already or if there is a gap in service provision,
- How the service fits with the strategic aims of NHS Wakefield District,
- If services were available, would they be used by patients,
- Raising awareness in the community of the availability of services,
- Resource availability,
- Training implications.

Working in partnership with our pharmacy colleagues, the Local Pharmaceutical Committee, patients and other stakeholders the prospects are very positive for the continued provision and development of high quality pharmaceutical services in the Wakefield district.

This PNA is a working document and will be reviewed every 6 months.

9. Resources

- The Joint Strategic Needs Assessment for Wakefield, Developing Healthier Communities 2008-2011
- NHS Wakefield District Strategic Plan 2010/11 – 2014/15
- Community pharmacy national contractual framework accessed via PSNC website
- Pharmaceutical Services Negotiating Committee (PSNC)

APPENDIX A

Enhanced Services provided by GP Practices

2010/11	Directed Enhanced Services								Local Enhanced Services																	LES (GMS ONLY)		
Practices	Childhood Vacc and Imms	Pandemic Influenza (H1N1) Vaccination Scheme	Pandemic Influenza (H1N1) Vaccination	Minor Surgery	Alcohol	Osteoporosis	Ethnicity	Leaning Disabilities	Additional Immunisation	Breath Testing	Choice and Booking	COPD	Diabetes Management	Extended Opening Hours	Implanon	Influnza and Pneumococcal Vaccination Scheme	Intermediate Care Facilities - Queen Elizabeth House	LNG_IUS Mirena for Menorrhagia	NHS Health Checks	Phlebotomy	Prostap	Prostap WP Addendum	Shared Care of Specified Prescribed Drugs	Smoking Cessation	Supporting Quality Information	Violent Patient Service	Westgate Hostel	IUCD's (Review Date Dec. 09)
Middlestown Medical Centre, Wakefield		1		1	1	1		1	1	1			1	1	1	1		1	1	1	1	1	1	1				
Orchard Croft Medical Centre, Wakefield	1	1		1	1	1		1	1	1	1	1	1	1	1	1			1	1	1		1		1			1
College Lane Surgery, Ackworth		1		1	1	1	1	1	1	1	1	1	1	1		1		1	1	1	1		1		1			
Warrengate Medical Centre, Wakefield		1		1	1		1	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1	1			
Riverside Medical Centre, Castleford	1	1		1		1		1	1	1	1		1	1	1	1			1	1	1		1	1	1			1
Stockingate Surgery, South Kirby		1		1					1	1	1	1	1	1	1	1		1	1	1	1		1	1	1			
Northgate Surgery, Pontefract	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1			1	1	1		1		1			1
Lupset Health Centre, Wakefield		1		1	1	1	1	1	1	1	1		1	1	1			1	1	1	1		1	1	1	1		

2010/11	Directed Enhanced Services								Local Enhanced Services																				LES (GMS ONLY)
Practices	Childhood Vacc and Imms	Pandemic Influenza (H1N1) Vaccination Scheme	Pandemic Influenza (H1N1) Vaccination	Minor Surgery	Alcohol	Osteoporosis	Ethnicity	Leaning Disabilities	Additional Immunisation	Breath Testing	Choice and Booking	COPD	Diabetes Management	Extended Opening Hours	Implanon	Infunza and Pneumococcal Vaccinatin Scheme	Intermediate Care Facilities - Queen Elizabeth House	LNG_IUS Mirena for Menorrhagia	NHS Health Checks	Phlebotomy	Prostap	Prostap WP Addendum	Shared Care of Specified Prescribed Drugs	Smoking Cessation	Supporting Quality Information	Violent Patient Service	Westgate Hostel	IUCD's (Review Date Dec. 09)	
St Thomas Road Surgery, Featherstone		1		1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1	1				
Friarwood Surgery, Pontefract		1		1	1	1	1		1	1	1		1	1	1	1		1	1	1	1		1		1				
Maybush Medical Centre, Wakefield		1		1	1	1	1	1	1	1	1		1	1	1			1	1	1			1	1	1				
Outwood Park Medical Centre, Wakefield		1		1	1	1	1	1	1	1	1		1	1	1	1		1	1	1	1		1		1				
Stuart Road Surgery, Pontefract		1		1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1		1	1	1				
White Rose Surgery, South Elmsall		1	1	1	1	1	1	1	1	1	1		1	1	1	1		1	1	1	1		1	1	1				
Almshouse Surgery, Wakefield		1		1					1	1	1		1	1	1				1	1	1	1	1	1	1				
Henry Moore Clinic, Castleford	1	1		1	1	1	1	1	1	1		1	1	1	1	1				1	1		1	1	1			1	
Stanley Health Centre, Wakefield	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1			1	1	1		1	1	1			1	

2010/11	Directed Enhanced Services								Local Enhanced Services																		LES (GMS ONLY)	
Practices	Childhood Vacc and Imms	Pandemic Influenza (H1N1) Vaccination Scheme	Pandemic Influenza (H1N1) Vaccination	Minor Surgery	Alcohol	Osteoporosis	Ethnicity	Leaning Disabilities	Additional Immunisation	Breath Testing	Choice and Booking	COPD	Diabetes Management	Extended Opening Hours	Implanon	Influnza and Pneumococcal Vaccinatin Scheme	Intermediate Care Facilities - Queen Elizabeth House	LNG_IUS Mirena for Menorrhagia	NHS Health Checks	Phlebotomy	Prostap	Prostap WP Addendum	Shared Care of Specified Prescribed Drugs	Smoking Cessation	Supporting Quality Information	Violent Patient Service	Westgate Hostel	IUCD's (Review Date Dec. 09)
Chapelthorpe Medical Centre, Wakefield		1		1	1	1		1	1	1			1	1	1	1		1	1	1	1		1	1	1			
Ash Grove Surgery, Knottingley		1		1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1	1	1		
Homestead Clinic, Wakefield		1		1	1		1	1	1	1	1	1	1	1	1	1		1	1	1	1		1		1			
Pinfold Surgery, Methley, Leeds		1		1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1		1	1	1			
Rycroft Primary Care, Havercroft		1		1	1	1	1	1	1	1	1		1	1	1	1		1	1	1	1	1	1	1	1			
The Health Centre, Castleford		1		1	1	1	1	1	1	1	1		1	1		1			1	1	1		1	1	1			
The Grange Surgery, Hemsworth		1		1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1		1	1	1			
New Southgate Surgery, Wakefield	1	1		1	1	1	1		1	1			1	1	1	1			1	1	1		1		1			1
Crofton Health Centre, Wakefield		1		1	1	1	1		1	1	1		1	1				1	1	1			1	1	1			
Grove Surgery, Wakefield		1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1		1	

2010/11	Directed Enhanced Services								Local Enhanced Services																		LES (GMS ONLY)	
Practices	Childhood Vacc and Imms	Pandemic Influenza (H1N1) Vaccination Scheme	Pandemic Influenza (H1N1) Vaccination	Minor Surgery	Alcohol	Osteoporosis	Ethnicity	Leaning Disabilities	Additional Immunisation	Breath Testing	Choice and Booking	COPD	Diabetes Management	Extended Opening Hours	Implanon	Influnza and Pneumococcal Vaccinatin Scheme	Intermediate Care Facilities - Queen Elizabeth House	LNG_IUS Mirena for Menorrhagia	NHS Health Checks	Phlebotomy	Prostap	Prostap WP Addendum	Shared Care of Specified Prescribed Drugs	Smoking Cessation	Supporting Quality Information	Violent Patient Service	Westgate Hostel	IUCD's (Review Date Dec. 09)
Ferrybridge Medical Centre, Ferrybridge		1		1	1	1	1		1	1	1		1	1	1	1		1	1	1			1		1			
Church Street Surgery, Wakefield		1		1	1	1	1	1	1	1	1		1	1	1	1		1	1	1	1		1	1	1			
Station Lane Medical Centre, Featherstone		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1			1		1			
Newland Lane Surgery, Normanton		1		1	1			1	1	1	1			1		1			1	1			1		1			
Little Lane Health Centre, South Elmsall		1		1	1	1	1		1		1	1	1	1	1	1			1	1	1		1	1	1			
King's Medical Practice, Normanton		1		1	1	1	1	1	1	1	1		1	1	1	1		1	1	1	1	1	1	1	1			
Prospect Surgery, Wakefield	1	1		1	1	1	1	1	1	1	1		1	1	1	1			1	1	1	1	1		1			1
Park View Surgery, Normanton		1		1	1	1	1		1	1	1	1	1	1	1	1		1	1	1			1		1			
Tieve-Tara Medical Centre, Castleford		1		1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1		1	1	1			

2010/11	Directed Enhanced Services								Local Enhanced Services																		LES (GMS ONLY)	
Practices	Childhood Vacc and Imms	Pandemic Influenza (H1N1) Vaccination Scheme	Pandemic Influenza (H1N1) Vaccination	Minor Surgery	Alcohol	Osteoporosis	Ethnicity	Leaning Disabilities	Additional Immunisation	Breath Testing	Choice and Booking	COPD	Diabetes Management	Extended Opening Hours	Implanon	Influnza and Pneumococcal Vaccinatin Scheme	Intermediate Care Facilities - Queen Elizabeth House	LNG_IUS Mirena for Menorrhagia	NHS Health Checks	Phlebotomy	Prostap	Prostap WP Addendum	Shared Care of Specified Prescribed Drugs	Smoking Cessation	Supporting Quality Information	Violent Patient Service	Westgate Hostel	IUCD's (Review Date Dec. 09)
Alverthorpe Surgery, Wakefield		1			1	1	1	1	1	1	1		1			1			1	1			1	1	1			
Queen Street Surgery, Normanton		1		1	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1			1	1	1			
Patience Lane Surgery, Normanton		1		1	1		1	1	1	1	1	1	1	1		1			1	1	1		1	1	1			
Eastmoor Health Centre, Wakefield		1		1	1	1	1	1	1	1	1	1	1	1	1	1			1	1	1		1	1	1			
King Street Health Centre, Wakefield																												
	7	40	2	39	37	34	33	32	40	39	38	21	39	39	34	36	1	26	39	40	31	8	40	28	40	1	1	7

This table is up to date as of the 14.01.2011



**NHS WAKEFIELD DISTRICT
PHARMACUETICAL SERVICES SURVEY 2010**

SUMMARY REPORT

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1. Introduction
2. Pharmaceutical Services Survey
 - a. 2.1 Respondents and Coverage from NHS Wakefield District Pharmacies to Pharmaceutical Service Survey
3. Results
 - 3.1 Location and Opening Hours of Current Pharmacy Services
 - 3.2 Access to the Pharmacy
 - 3.3 Premises and their facilities
 - 3.4 Information Technology
 - 3.5 Workforce
 - 3.6 Services
 - Advanced Services
 - Enhanced Services
 - 3.7 Collection service of prescription(s) from local Surgeries
'Electronic Prescription Service'
 - 3.8 Delivery Service
 - 3.9 Any additional Service provision undertaken by Pharmacists
 - 3.10 Current Gaps in Pharmaceutical Services
4. Conclusion
5. Acknowledgement
6. Further Information
7. Appendix
 - Appendix 1 – The Pharmaceutical Needs Assessment covering letter
 - Appendix 2 - The Pharmaceutical Needs Assessment Questionnaire

NHS Wakefield District is committed to transforming the health of local people and reducing the long standing health inequalities within our community.

We will do this by:

- Focussing on tackling the big killers which have the greatest impact on reducing years of life lost;
- Addressing and targeting health inequalities within and across communities in the district;
- Delivering improvements on a broad front so that services are delivered in ways, at locations and to a quality that meets the needs and expectations of patients and their carers;

We aim to see a transformed health and social care system which will:

- Reduce avoidable death and disease;
- Reduce inequalities in health status across communities;
- Reduce feelings of frustration amongst service users and staff;
- Improve access to services;
- Be responsive to patient and public feedback; and,
- Make the best use of available resources.

National Policy and Priorities

The NHS Constitution was published in January 2009 and for the first time in the history of the NHS brings together in one place details of what staff, patients and the public can expect from the National Health Service (NHS).

It explains that by working together we can make the best of NHS money to improve our health and well-being, to maintain mental and physical well-being, to get better when we are ill, and to stay as well as we can during terminal illness.

The Constitution reaffirms that everyone has a role to play in the success of the NHS. All NHS bodies and private and third-sector providers that supply NHS services in England will be required by law to consider the Constitution when making decisions and taking action.

The publication of the “NHS 2010 – 2015 From good to great: a preventative, people-centred, productive NHS” identifies that the NHS is entering a new era requiring it to keep moving forward, focusing its efforts on getting more for the public from a much expanded, more capable and resilient system.

“Delivering Healthy Ambitions - Better for Less” is the regional response to the changed economic climate in which we are seeking to improve NHS care. Good quality care can realise savings. Poor care often costs more. “Delivering Healthy Ambitions - Better for Less” identifies specific opportunities to deliver the best patient care more efficiently.

Within NHS Wakefield District's *Health Strategy*, one of the goals is to ensure that the right service is provided to the right user, by the right person, in the right place at the right time. By this we mean:

- The right service user is ensured by having proper selection criteria and referral guidelines,
- The right service is ensured by offering evidence based services which are both clinically and cost effective,
- The right person is ensured by having agreed standards against which services are monitored,
- The right place is ensured by maximising access without unnecessary duplication.

A major role of primary care is to provide quality medication treatment and services to the population. When medicine is involved, invariably it would involve a pharmacy, particularly a community pharmacy for primary care.

Medicines are an essential component of health services and are the most common clinical intervention provided within the NHS. In recent years, the focus on preventative health and early use of medicines, the wider availability of specialist medicines for previously untreatable conditions and an ageing population have all led to increases in medicines usage.

Moreover, medicines are intrinsically linked with many of the overall policy objectives of the NHS. It would be unthinkable to manage long-term conditions, reduce inequalities in the treatment of cardiovascular disease and help smokers to quit, for example, without the use of medicines to some extent. Equally, re-designing services to be more personalised and easier to access for many patients will have medicines as a key component.

Medicines, when used effectively, make an enormous contribution to patient's health and well being. There are a wide range of factors which influence how patients can access medicines, what medicines are prescribed and whether patients ultimately take them. These factors range from legal frameworks and standards, through to attitudes and preferences of prescribers and patients.

In order to produce a more comprehensive and up to date *Pharmaceutical Needs Assessment*, the NHSWD needs to reaffirm:

- What structure is already in place,
- What pharmaceutical services are currently being provided and their quality,
- What other pharmaceutical services are requested/required,
- Who will be best able and willing to provide these services.

The 'patient' is central to achieving the NHSWD's aim of 'how best to ensure that local health needs of the population are met'.

The Primary Care team along with the Local Pharmaceutical Committee collaborated together and designed a questionnaire tailored to ensure the NHSWD could build an accurate and clear picture of current and potential pharmaceutical services for the district.

The questionnaire is intended to assist the NHSWD in identifying if any, possible gaps within the current commissioned pharmaceutical services and to allow an opportunity for the pharmacist themselves to express their views on how future pharmaceutical services may be developed.

The questionnaire focused on the following main areas:

- Location and Opening Hours
- Access to the pharmacy
- Premises and their facilities
- Information technology
- Workforce
- Services
 - advanced services
 - enhanced services
- Collection service of prescriptions from local practices
 - 'Electronic Prescription Service'
- Delivery service
- Any additional service provision untaken
- Current gaps in pharmaceutical services

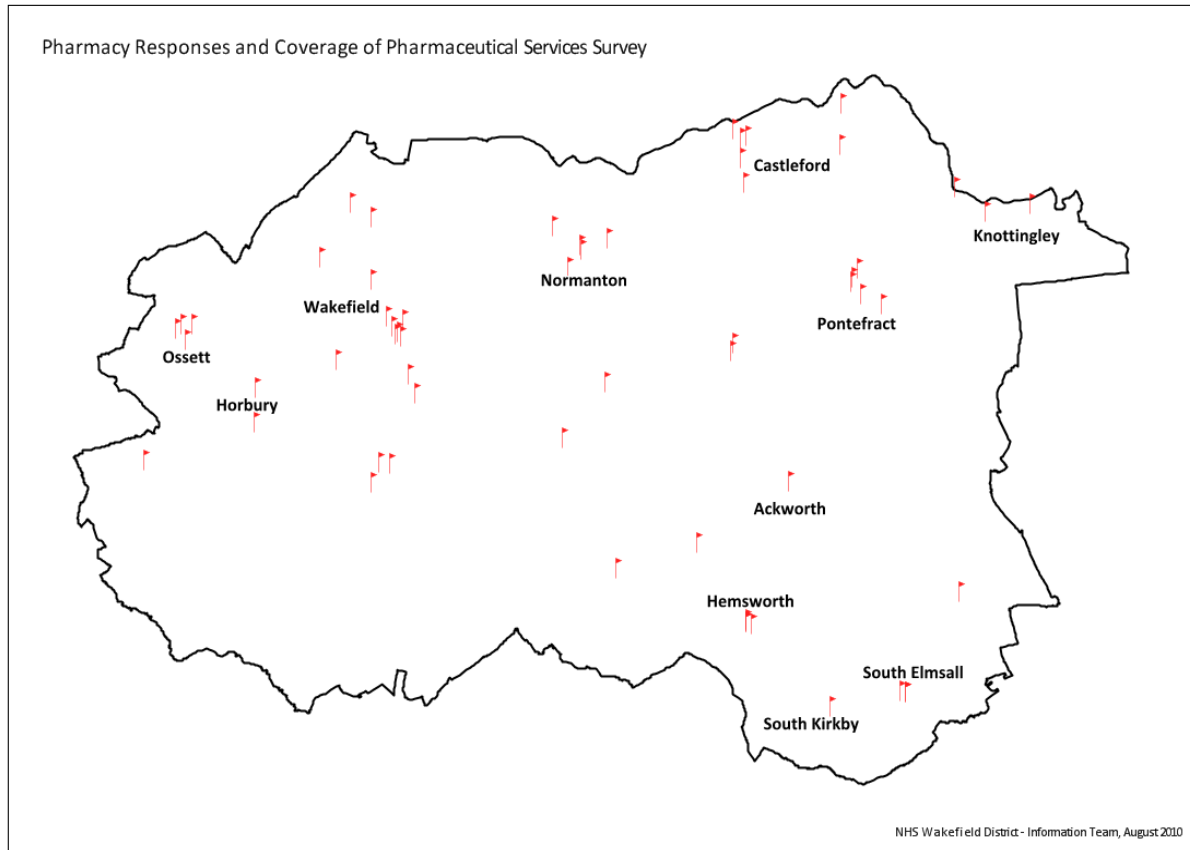
This survey is part of the overall analysis currently being undertaken for our Pharmaceutical Needs Assessment, 2010. The findings will be mapped and may help identify any possible gaps in current service provision.

The survey was conducted using a multi-mode approach which involved the distribution of individual questionnaires to every registered pharmacy within the Wakefield District by post and an electronic version, of the questionnaire offered. Respondents were able to return the questionnaire using a FREEPOST mailing address or prepaid reply envelope alternatively complete and return the questionnaire electronically.

RESPONDENTS TO THE PHARMACEUTICAL NEEDS ASSESSMENT SURVEY

2.1

Below is the mapped pharmacy responses and coverage from the Pharmaceutical Services Survey.



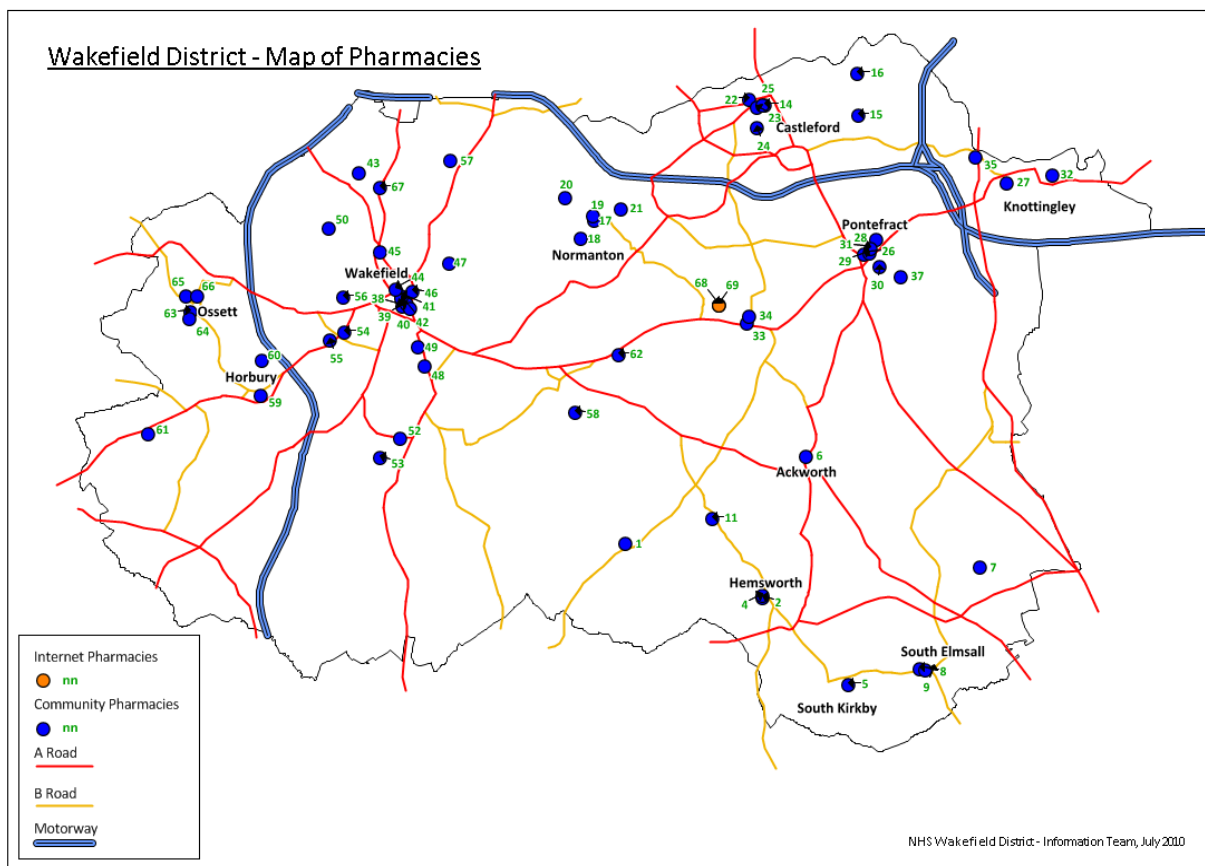
Of the 67 community pharmacies within our district 59 responded (as demonstrated above), achieving a substantive 88% response.

LOCATION AND OPENING HOURS OF PHARMACY SERVICES

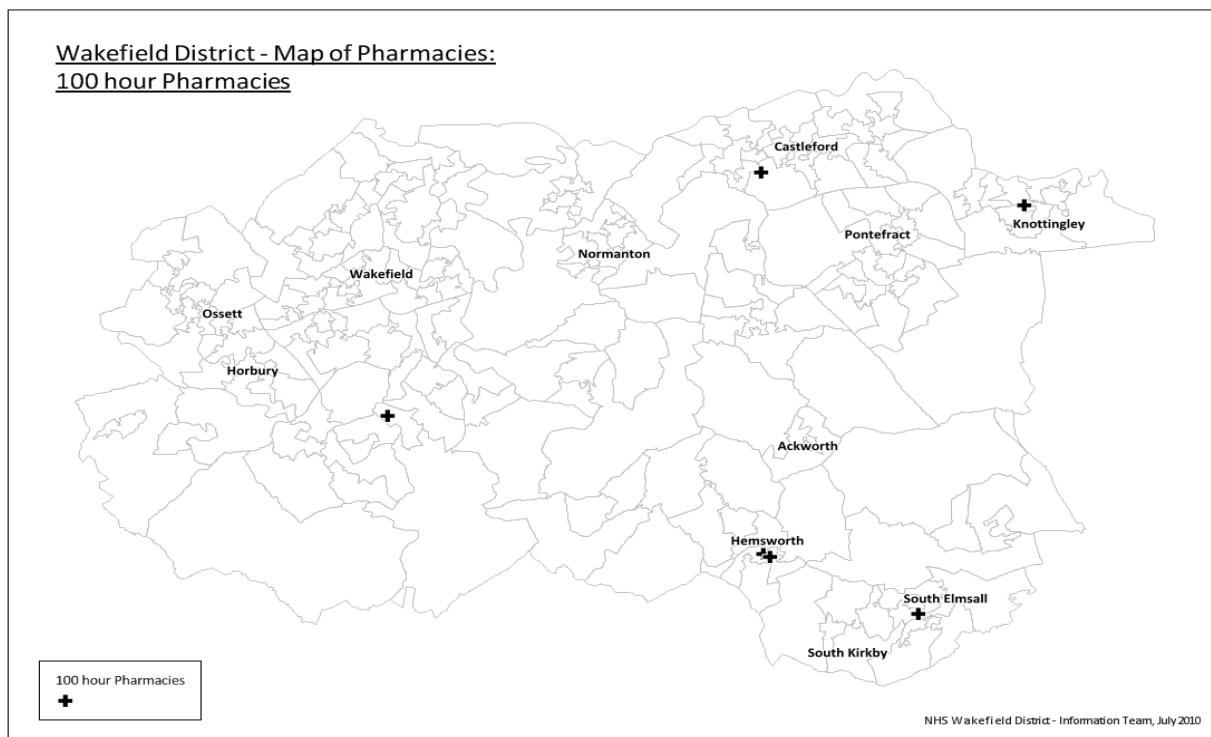
3.1

Every pharmacy must be open and available to dispense medication for a minimum of 40 hours per week. These are referred to as pharmacy core hours. Each pharmacy can decide how and when they undertake these core hours.

Below is a map of all the pharmacies within the Wakefield District.



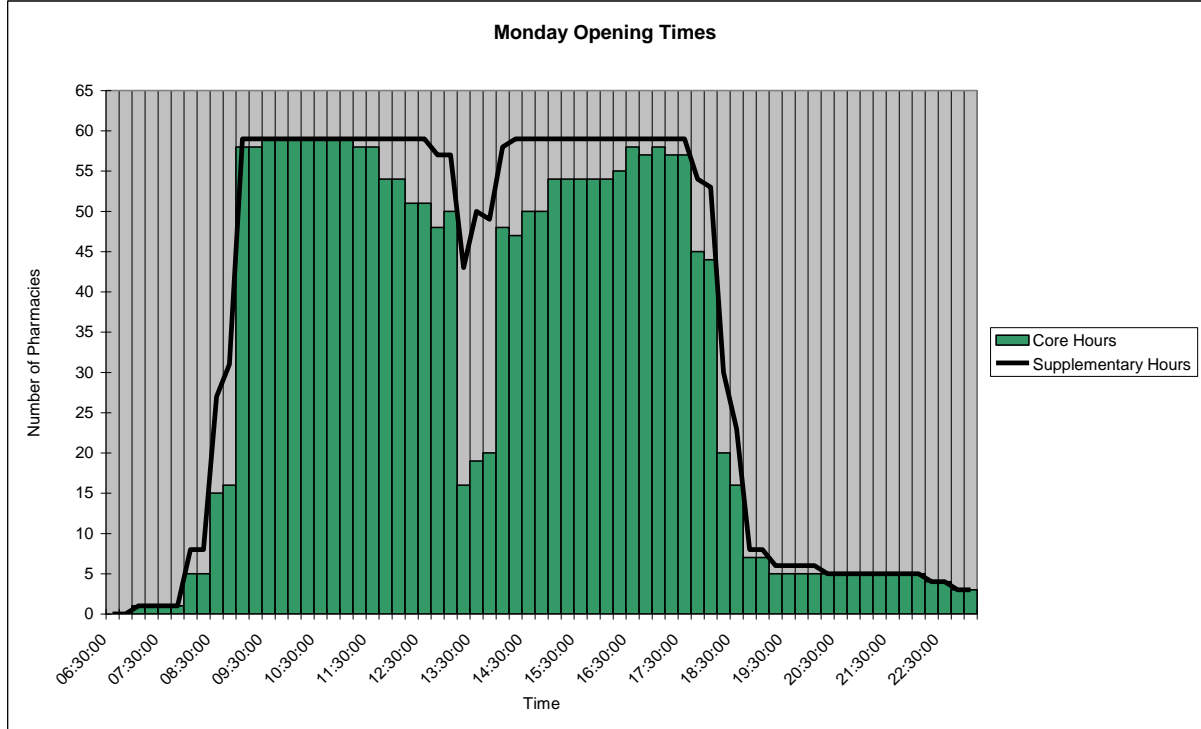
Below is a map identifying the 100 hours Pharmacies

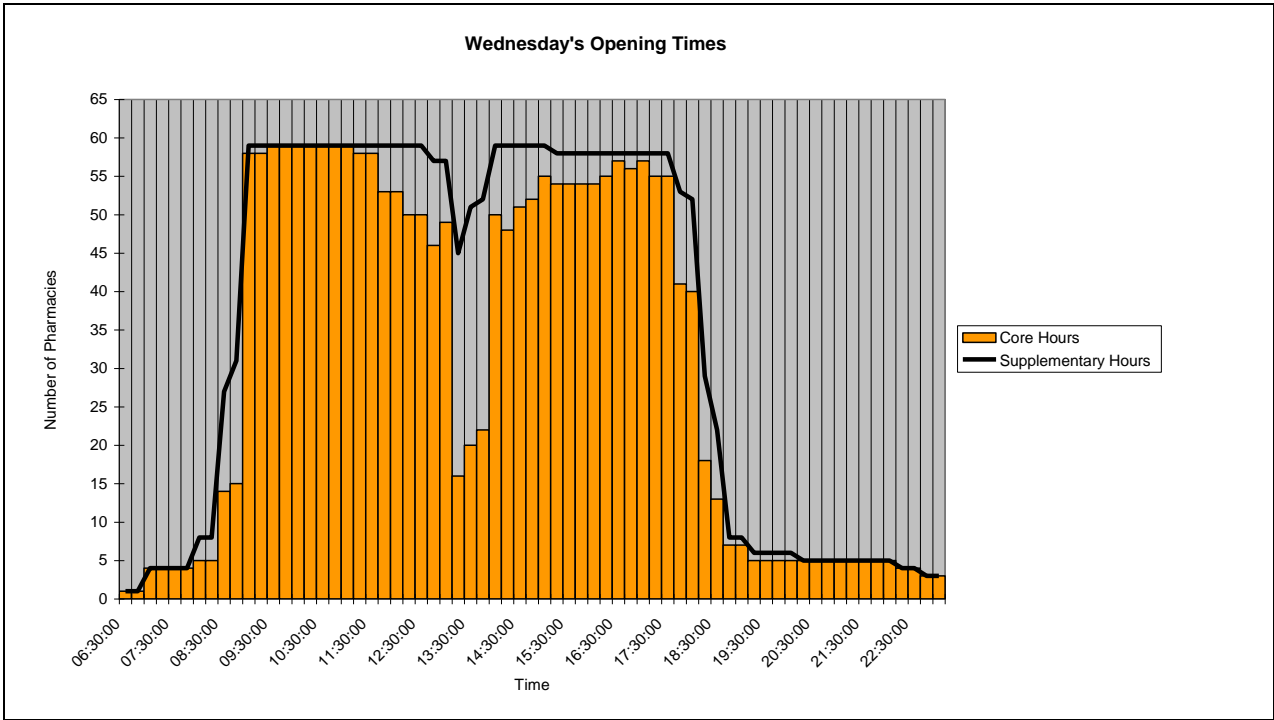
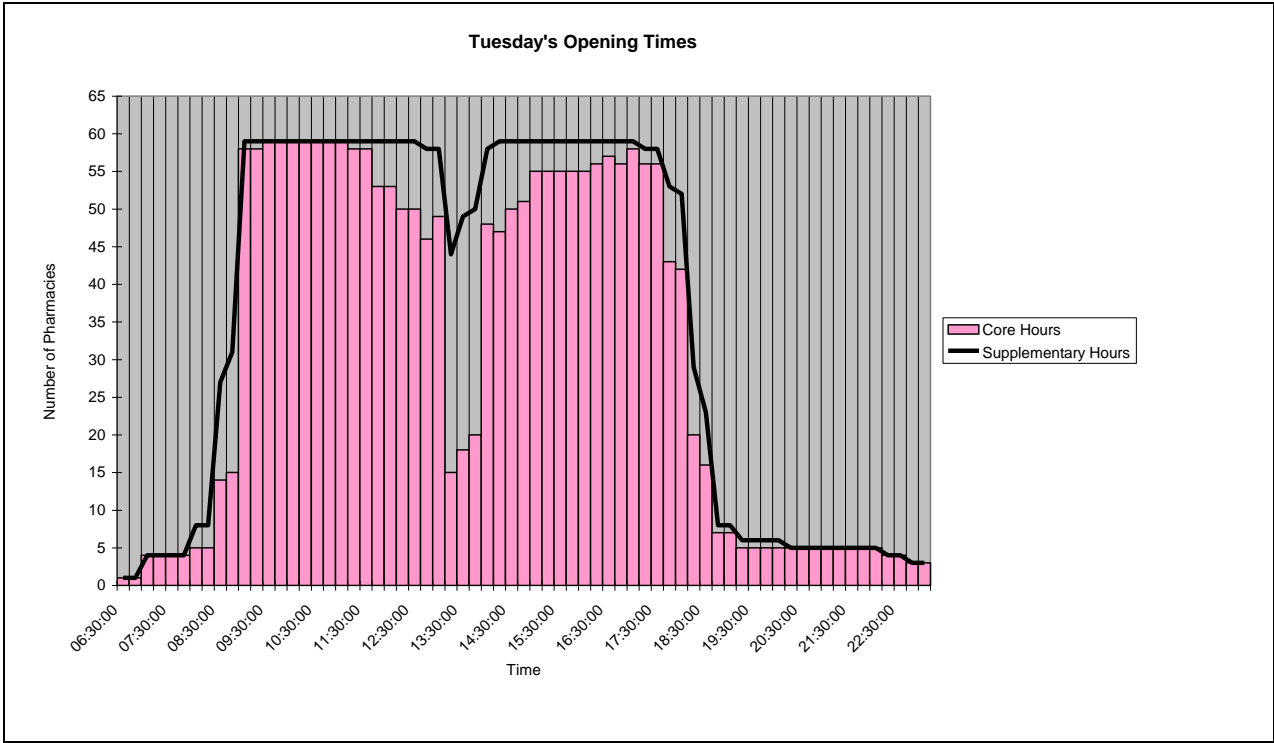


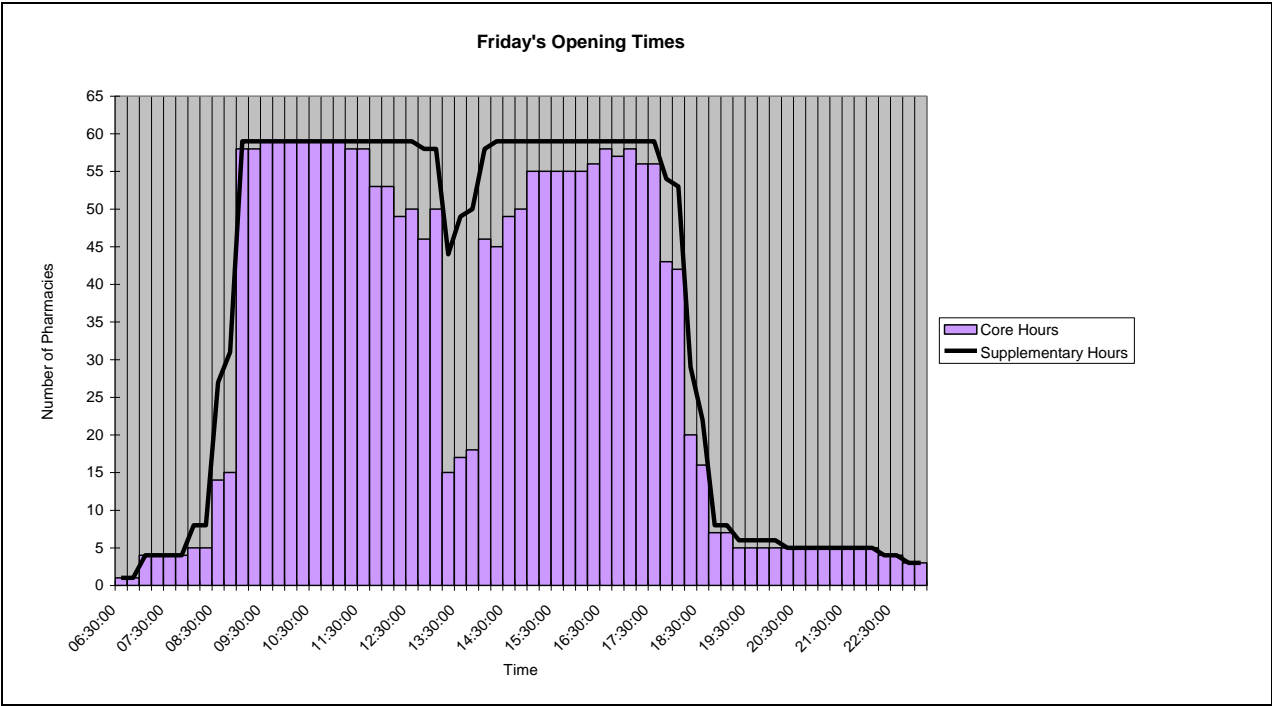
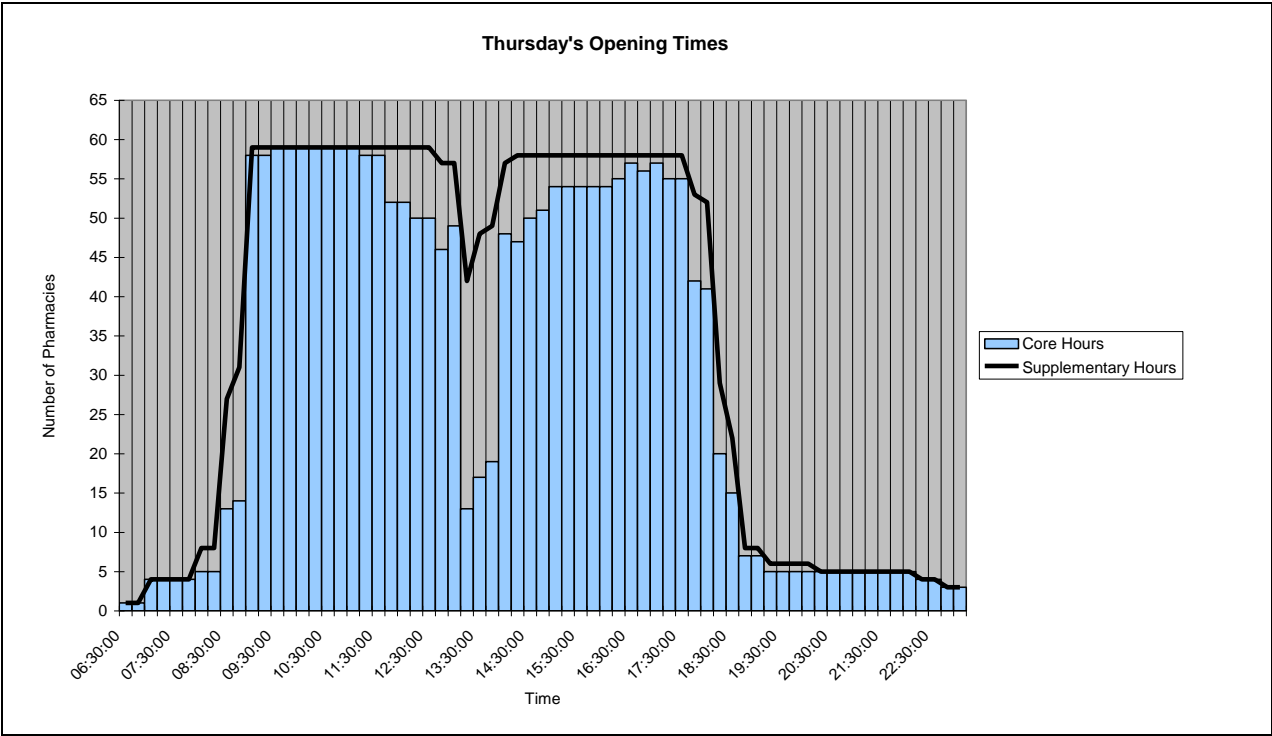
The supplementary hours are part of the terms of service. These hours are which pharmacies undertake each day/week, which are over and above their contracted core hours (40 hours). The supplementary hours undertaken - open and dispensing for patients - range from 0.5 – 40 hours per week, depending on the pharmacy.

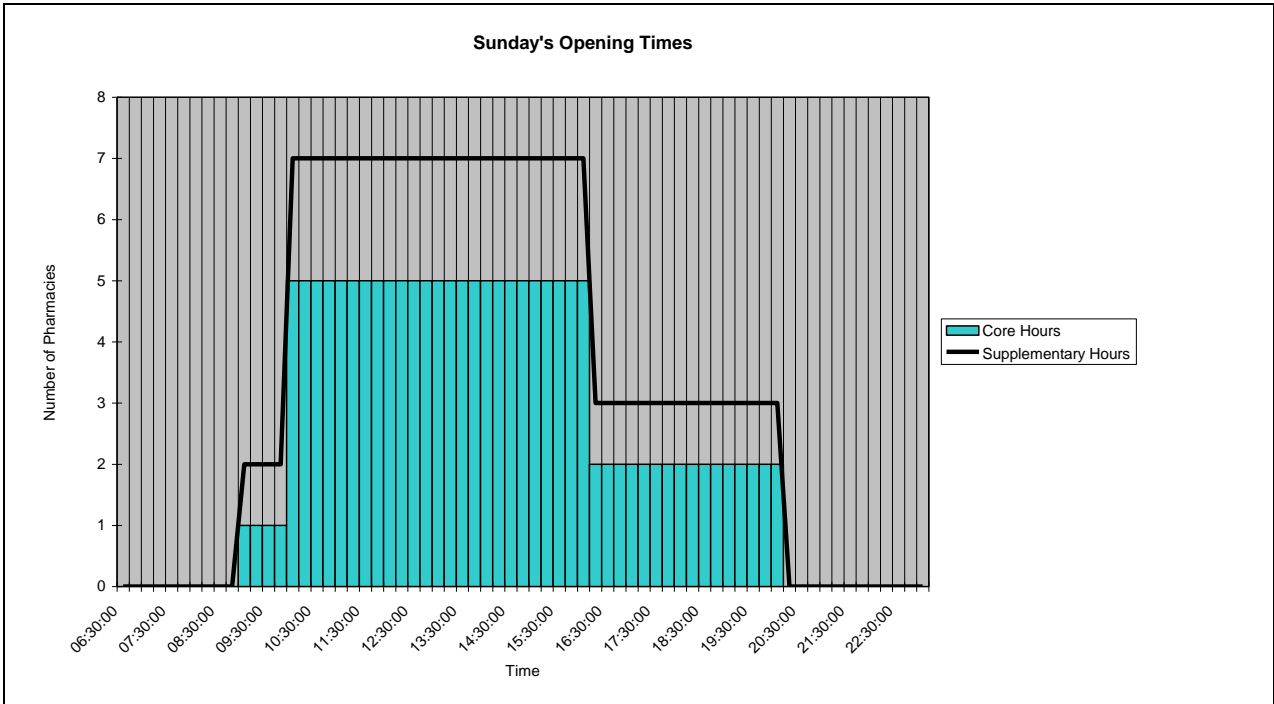
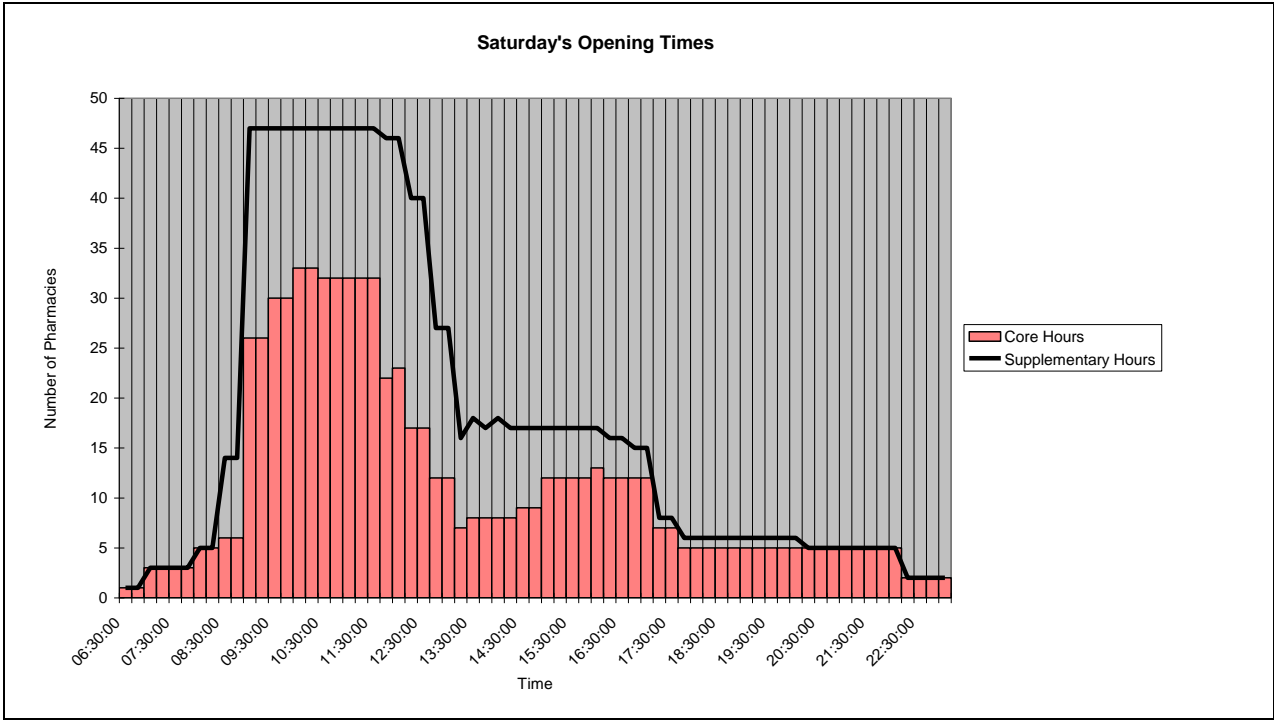
The 100 hour pharmacies provide pharmaceutical services for a full

Within the following daily charts we have mapped all the specified core hours pharmacies assume against the supplementary hours pharmacy have advised us that they undertake. Clearly the supplementary hours pharmacies provide over the lunchtime period (12.30 – 14.30) ensures we have full and adequate dispensing availability across the Wakefield district.

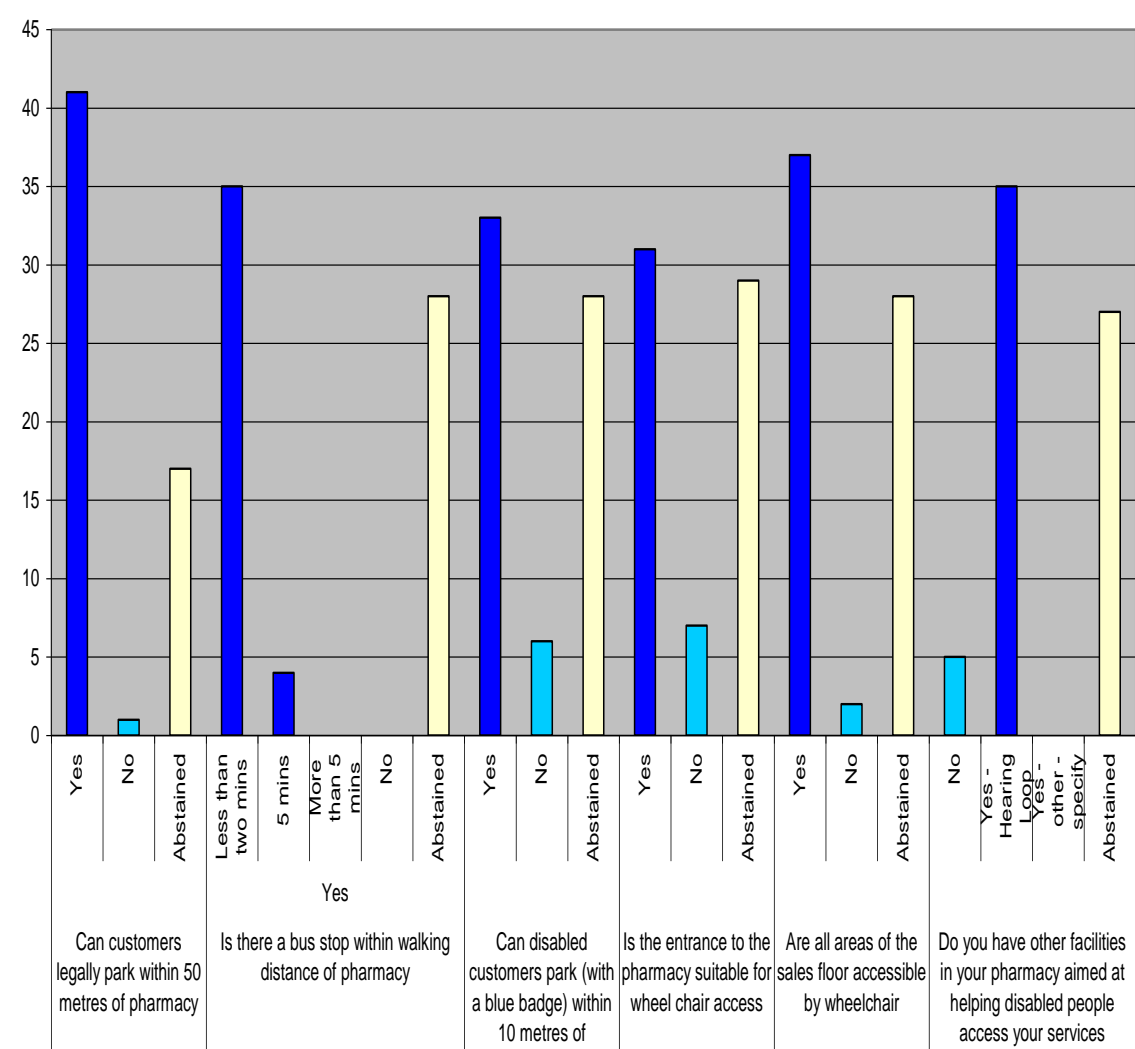






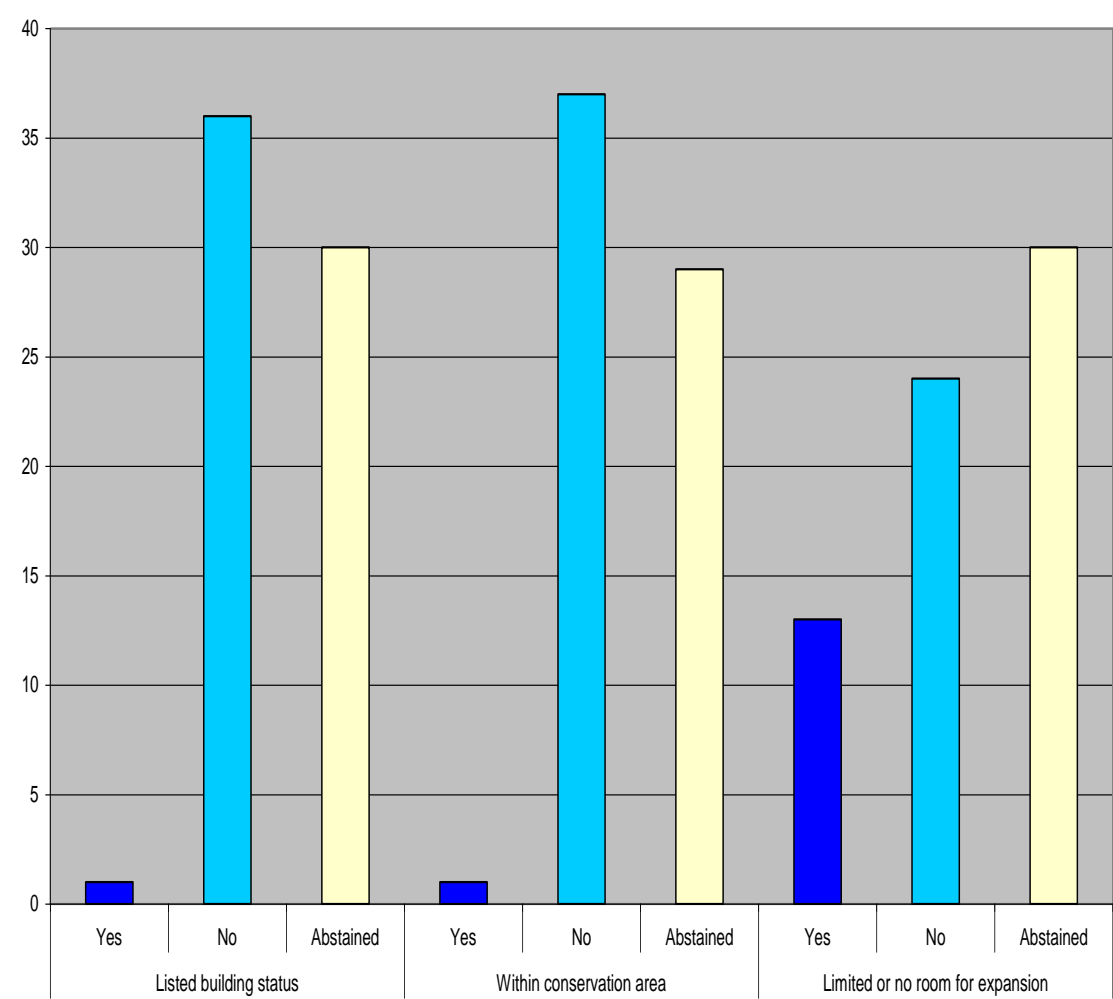


We asked pharmacies to confirm a number of questions about the access to and around their pharmacy, taking account of all categories and mobility of patients/customers they serve.



No pharmacy made any addition comments regarding access to their Pharmacy even though invited too.

We then asked pharmacist if their premises are subject to any of the following development constraints:



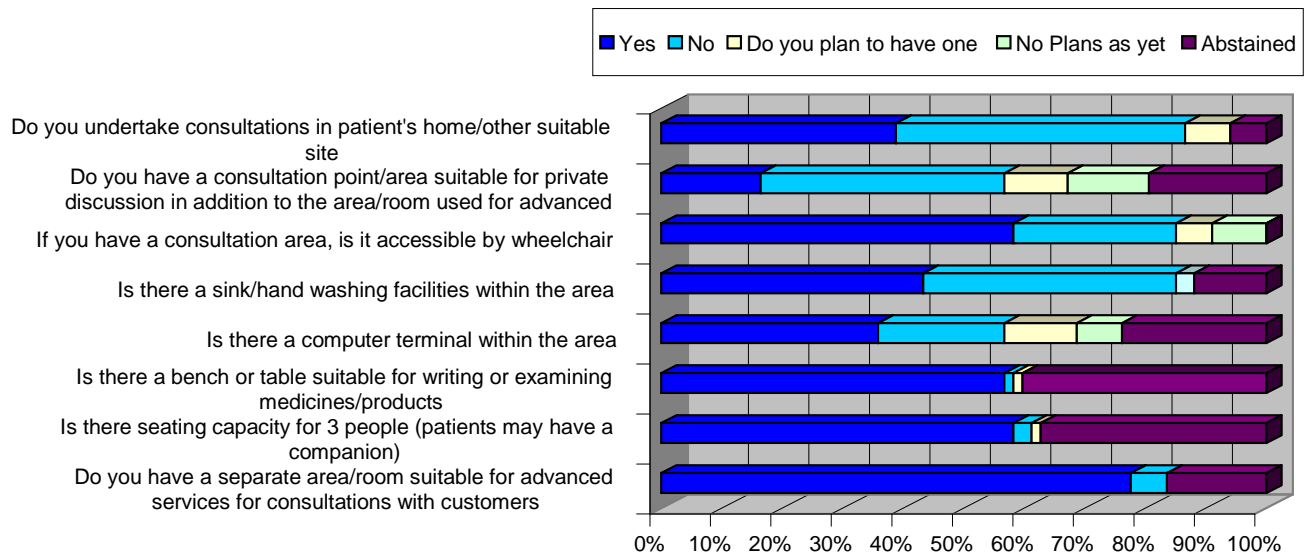
We then asked pharmacist about their consultation areas reminding them that -

For advanced services pharmacy premises will need to meet standards to ensure the review takes place in a confidential environment. Consultation areas must meet the following standards:

- the patient and the pharmacist can sit down together,
- they can talk at normal speaking volumes without being overheard by staff or customers,
- the area is clearly signed as a private consultation area.

It is advisable for a consultation area to include a table or workbench. Pharmacist may also wish to include space for a computer terminal to be installed in the consultation area.

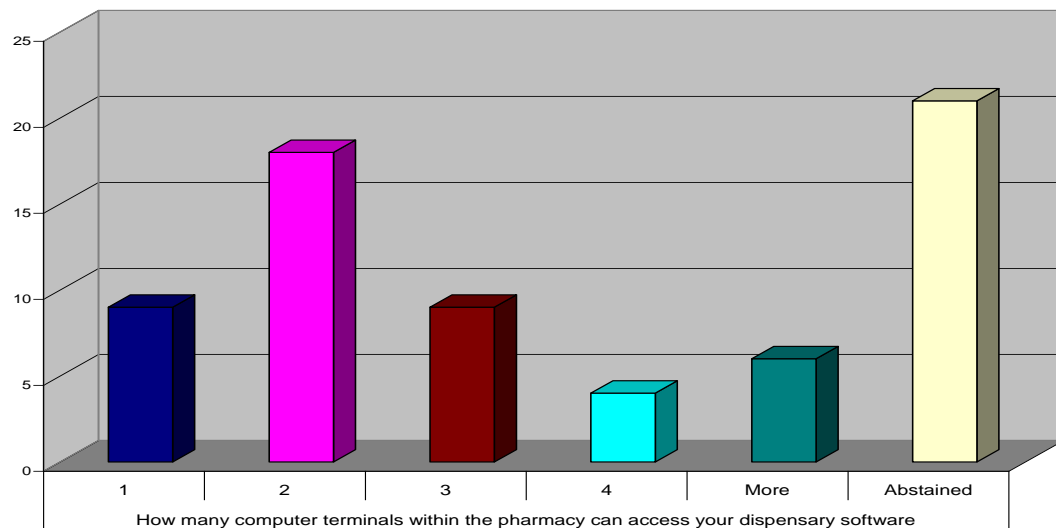
Here are the responses we received



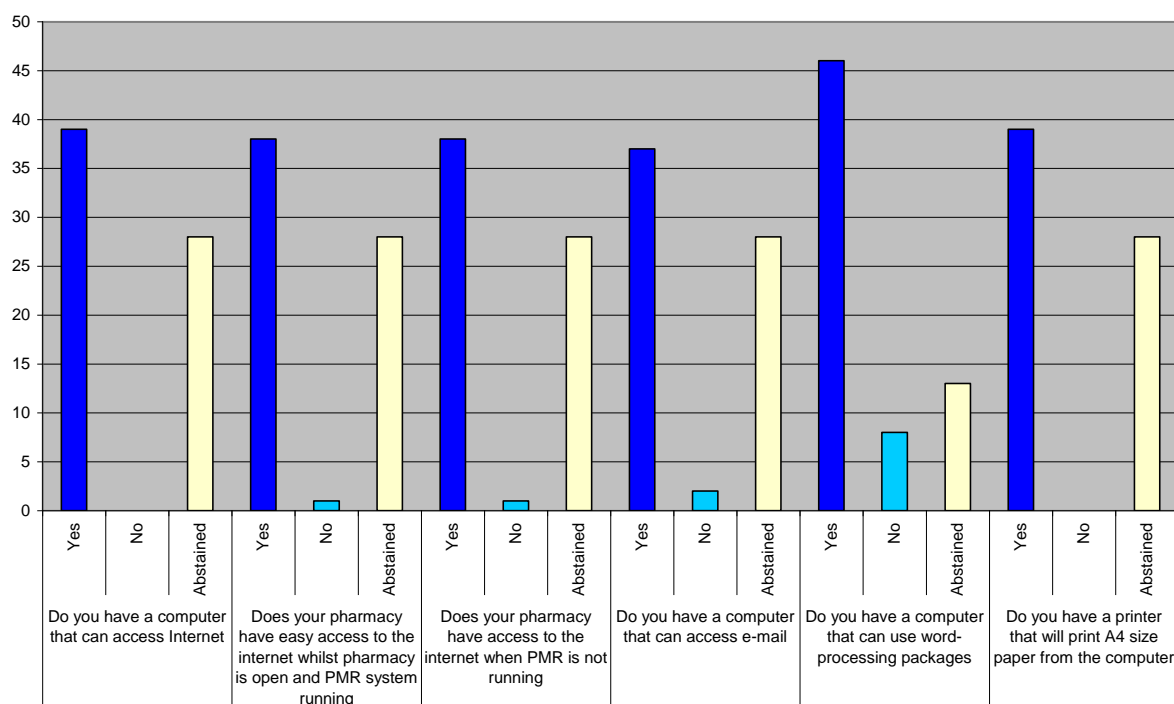
INFORMATION TECHNOLOGY

3.4

We then enquired around each pharmacies information technology (IT) equipment and system availability. Firstly, by asking how many computer terminals within the pharmacy can access their dispensary software.



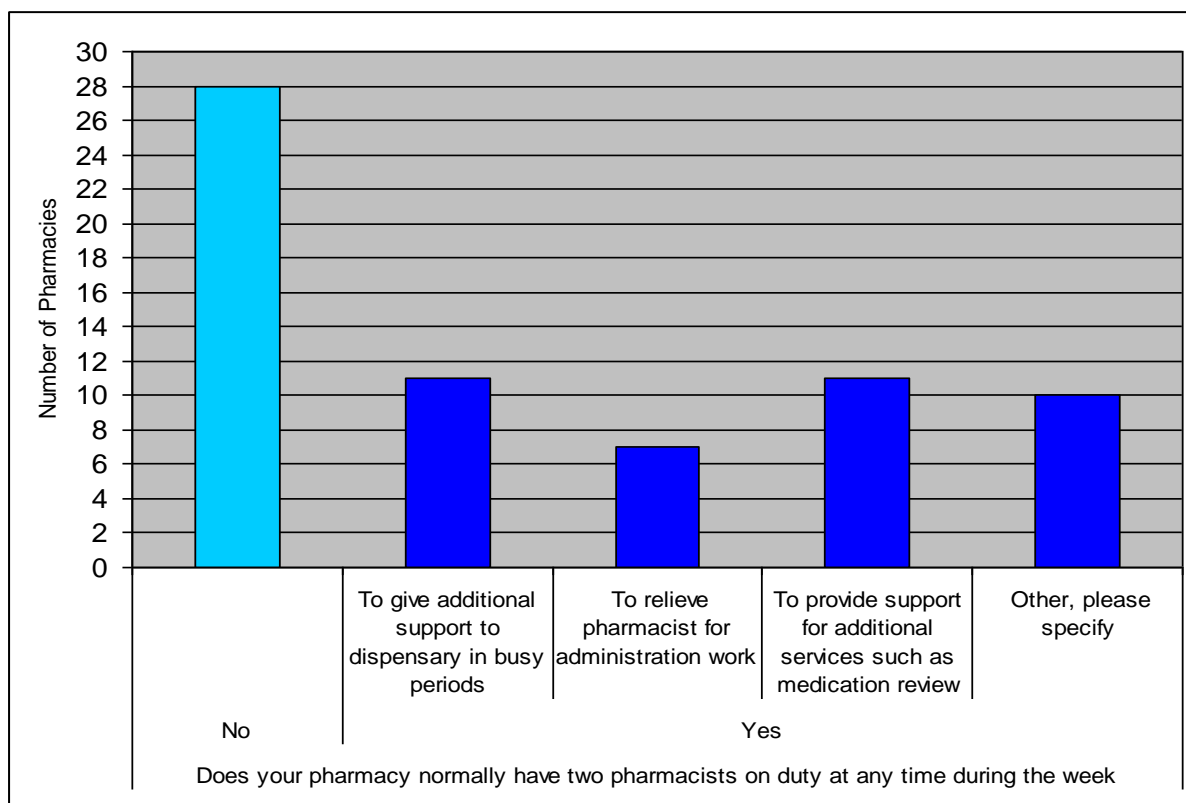
We then investigated further by asking specific questions around internet, e-mail, word processing, printers etc. These are the findings



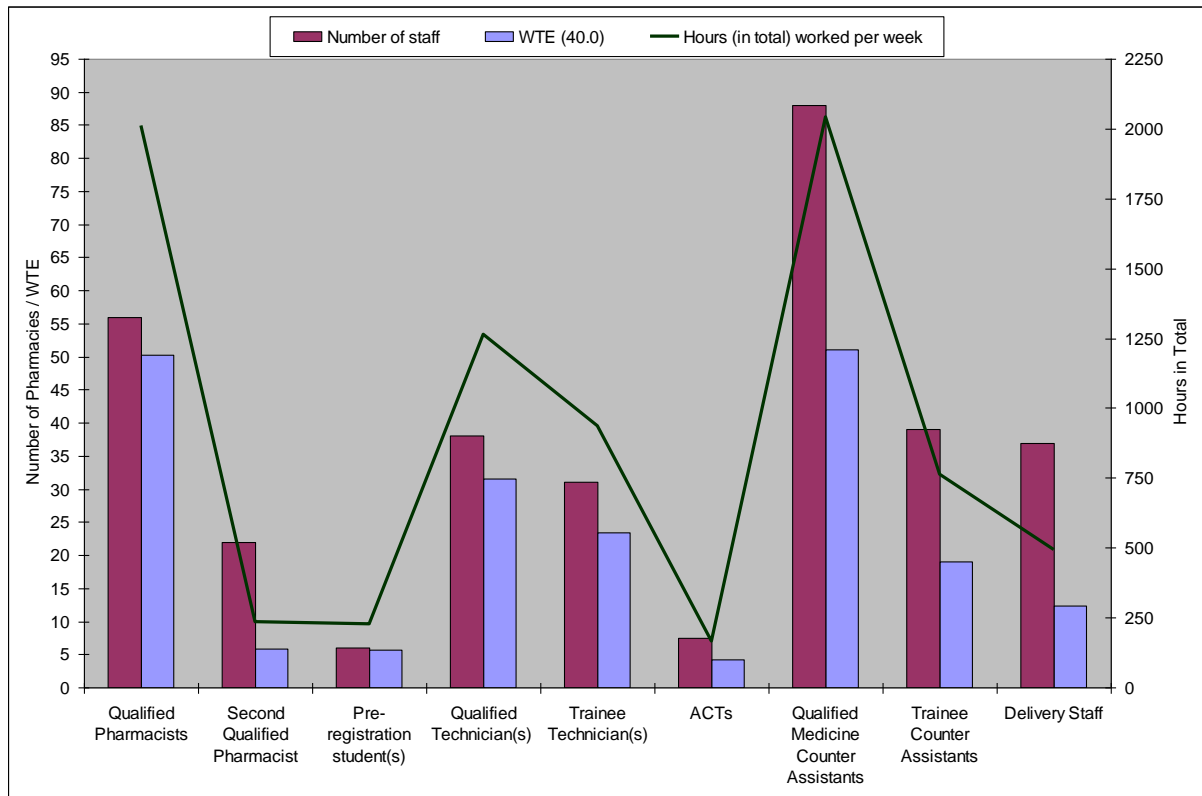
WORKFORCE

3.5

The first and main question the NHSWD asked was in connection to pharmacies workforce and whether the pharmacies have two pharmacists on duty at any given time during the week and if so the specific reason why.



The NHSWD asked each pharmacy to confirm the total number of staff they employed and the average number of hours worked per week. Each wte represents 40 hours.



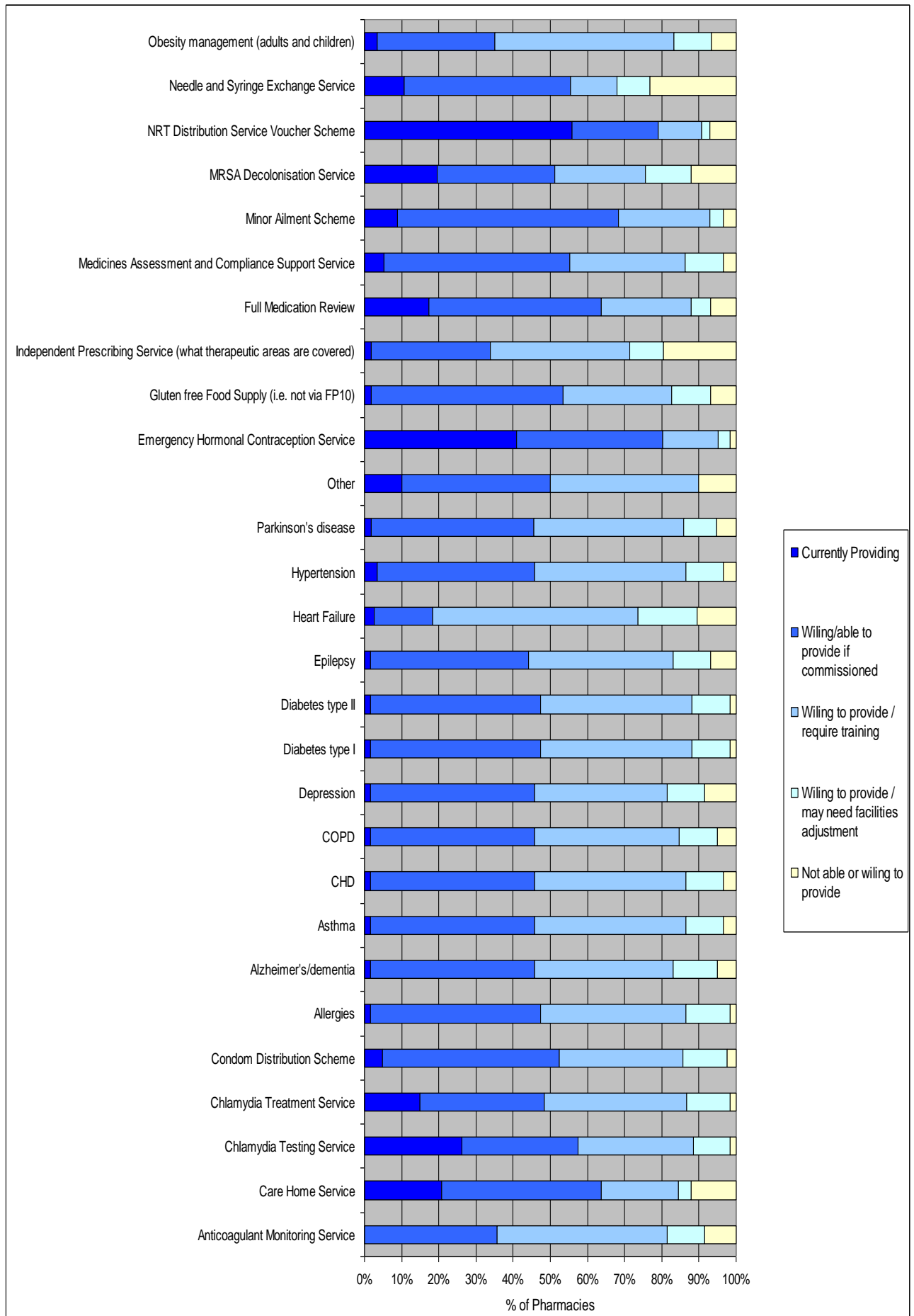
SERVICES

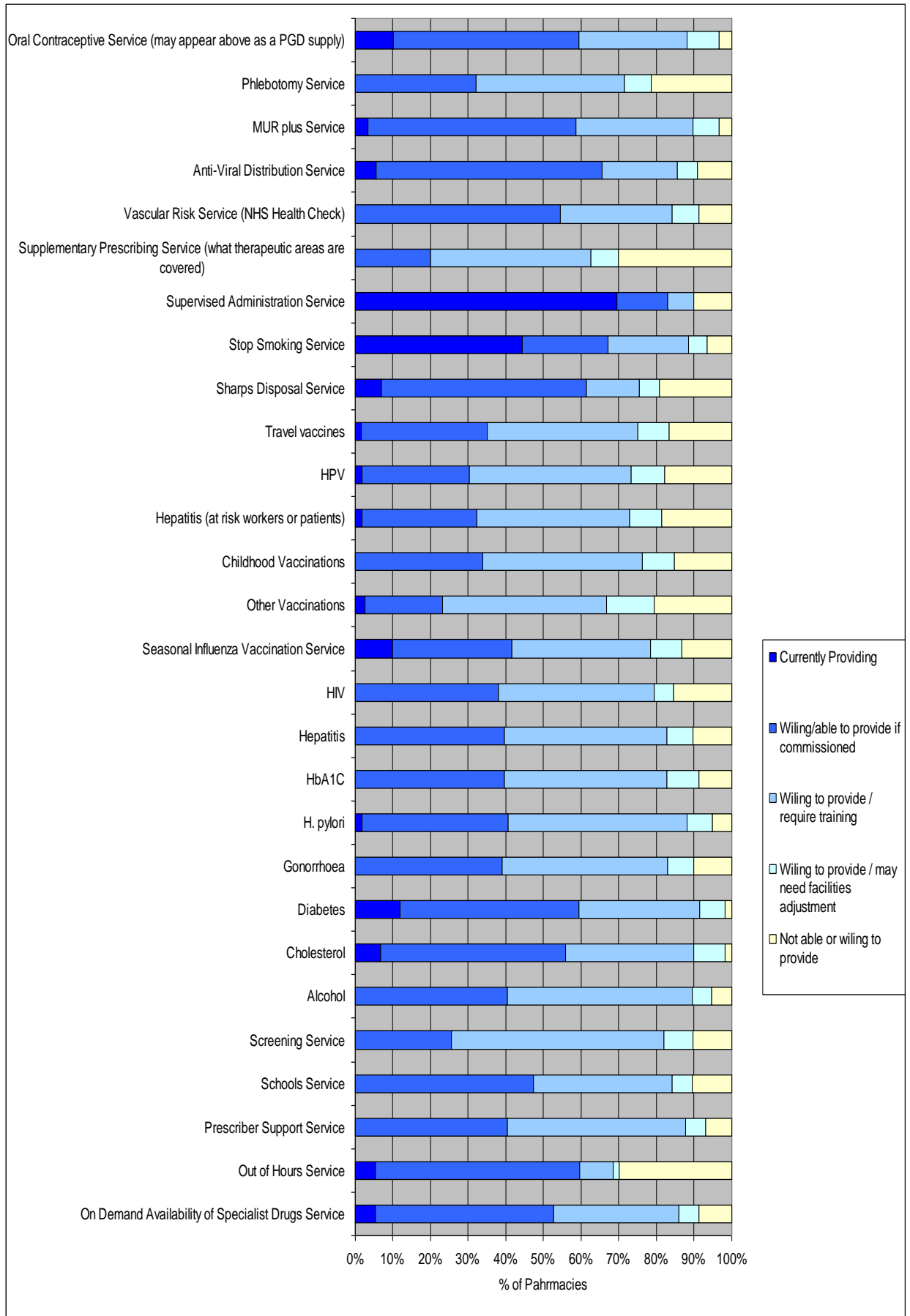
3.6

The following data has been compiled for a dual purpose

- To confirm the assess and coverage of specific services that are both available or may be considered with specific caveats
- To ascertain pharmacists interest and requirements to enable them to provide these services.

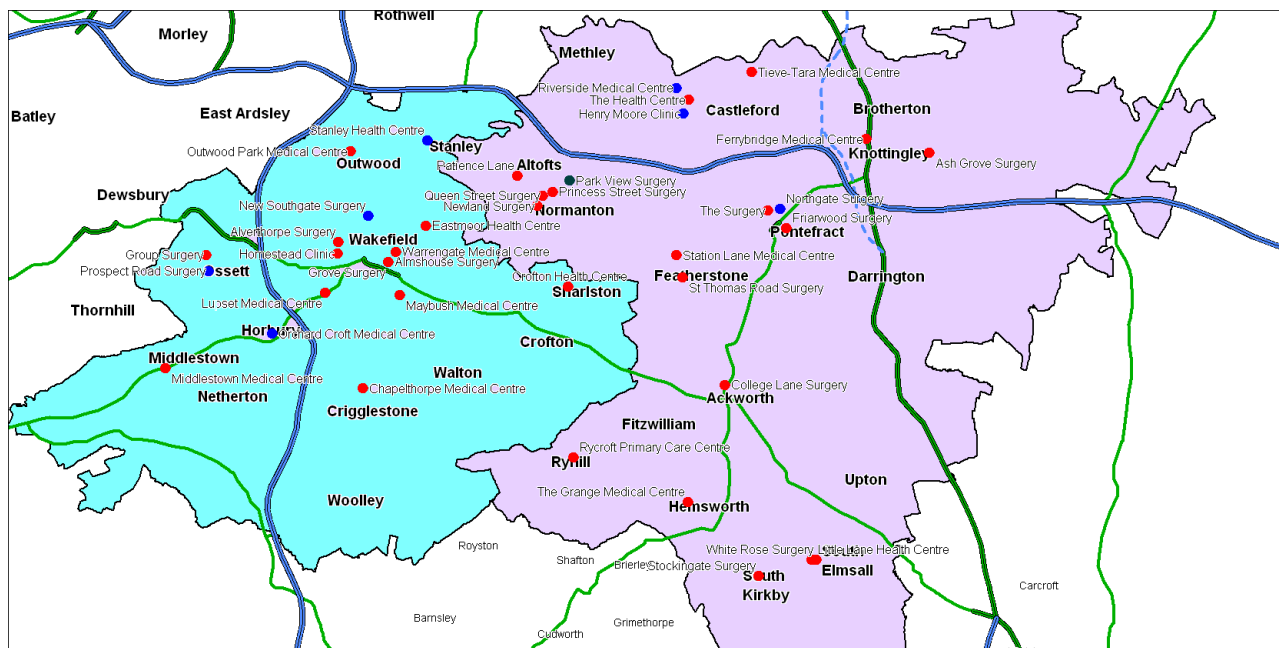
Advanced and Enhanced Services





Each pharmacy was asked if they provide a collection of prescription service and if so could they specify the GP practice/s their service incorporates.

Following a reconciliation and analysis of the responses we can confirm that every GP practice within the Wakefield district are covered by the service.



Electronic Prescription Service

This new system will free dispensing staff from the work associated with re-keying prescription information. Once patients have nominated their specific dispenser the nominated electronic prescription (both acute and repeat) may be received prior to the patient arriving. EPS Release 2 will also give them scope to streamline their workflow by preparing medications in advance. It can also help them to manage stock control more effectively and order out-of stock items in a timely manner.



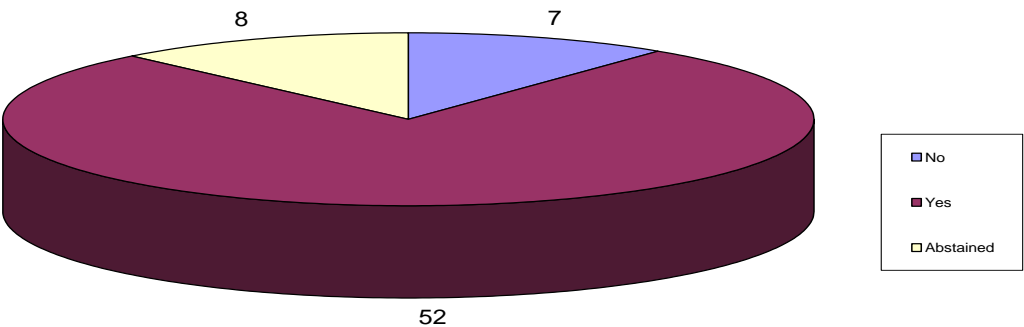
The introduction of nomination will mean that dispensing contractors currently offering prescription collection services will no longer be required to physically collect prescriptions from GP practices for patients who have nominated them.

The main difference with nomination is that patients who choose to have their prescription sent electronically can now choose to use an alternative pharmacy than the one they currently use and this may not be a place that is closest to their GP practice. For example, they could choose to nominate a place that is convenient to where they live, work or shop.

DELIVERY SERVICE

3.8

Each pharmacy was asked whether they provide a delivery service, free of charge, to patients' own homes.



Of the 52 who do provide a delivery service, we then asked if their service was limited (e.g. to specific patient groups, or by distance):

Elderly/disabled/housebound patients	(4)
Service provided on demand	(1)
Only if patient finds it difficult to get back to the pharmacy	(1)
3-4 mile radius	(1)
Within a reasonable distance	(1)
Within a 5 mile radius	(3)
Not limited/No limitations	(13)
Available to anyone between 3-6pm Monday to Friday	(1)
By distance	(3)
Specific areas stated	(2)

One even confirmed most of their deliveries are done by the pharmacist personally.

ANY ADDITIONAL SERVICE PROVISION UNDERTAKEN BY PHARMACISTS 3.9

Each pharmacy was then asked to list any additional services they currently provide:

Care for the elderly, in particular MDS preparation	(2)
Chlamydia testing	(2)
Supervised Methadone	(4)
Blood pressure testing	(7)
Diabetes testing	(3)
ExRx Service	(1)
7 Day blister packs	(1)
Medicine use reviews (MUR)	(3)
Weight management service (inc Alli and Lipotrim)	(7)
Pregnancy testing	(1)

CURRENT GAPS IN PHARMACEUTICAL SERVICES

3.10

The NHSWD is keen to harness local knowledge of our local population, we therefore asked each pharmacy to consider the people who come into their pharmacy and use their services with examples such as:

- Elderly
- Disabled, poor mobility, impaired vision or hearing
- Carers for housebound
- Mothers with young families
- Are you close to school(s)?
- Are you close to offices / factories?
- Are you close to large nursing/residential homes?
- People with mental health problems
- High numbers of young people (close to 6th form college / university)
- People for whom English is not a first language

What gaps in pharmaceutical services do they think exist for these groups?

Please list up to 3 areas that you consider being **priorities in your local area:-**

Elderly	(11)
Offices/factories	(2)
Mothers with young families	(7)
People with mental health problems	(2)
Education and training for carers	(1)
Minor Aliments scheme	(5)
Head lice scheme	(1)
Language – communication- sign language	(3)
None	(1)
GP surgeries offer a wide range of services	(1)
COPD patients: help & advice to reduce emergency admissions	(3)
Disabled	(2)
Local INR service	(1)
Help for Polish customers	(1)
Young people	(1)
Sexual Health/Chlamydia testing	(2)

Sharps disposal service/Needle exchange	(2)
Oral/Emergency contraceptive service	(2)
Palliative care	(1)
Substance Misuse	(3)
Pharmacies been able to close alongside doctors for training days	(1)
MUR's in homes for housebound partners/carers	(2)
MUR's in homes for disabled, poor mobility	(1)
Healthy living advice	(1)
Screening for young people/adults	(1)
Stop smoking	(4)
Alcohol awareness	(1)
Diabetes awareness	(1)
More information for carers	(1)
Asthma	(2)
Vascular checks	(1)
Weight management service	(1)

CONCLUSION

4

This pharmacy questionnaire has provided the NHSWD with a true and accurate representation from our community pharmacists achieving an 88% response rate.

It visibly confirmed that the NHSWD achieved both the support and engagement from our community pharmacists and are working together to ensure a full and thorough Pharmaceutical Needs Assessment is produced.

Without doubt our community pharmacist take pride in their work and are a major contributor towards meeting the health needs and securing the well being of our population.

Clearly the evidence from the graphs presented around community pharmacist core hours and the additional supplement hours they undertake does not hinder or deprive patients from access to local pharmaceutical services however we do feel a mapping exercise of pharmacies hours against GP practices opening/extending hours could prove beneficial and very relevant for patients and their needs.

Again in response to any possible access issues, nothing was identified as an issue, hindrance or of concern. The vast majority of pharmacies do not have any concerns in regard to their premises being listed buildings or being within a conservation area although a few have disclosed that they may encounter a problem should their productivity increase due to their inability to expand their premises.

All our community pharmacies appear to be up to date and have the appropriate and necessary technical support systems in place.

Every pharmacy has confirmed they have sufficient employees and utilise the services of an additional pharmacist when required.

In regard to enhanced services clearly the support and availability of both the current service provision and willingness to undertake some of these services has been mapped out previously.

Pharmacists were given the opportunity to confirm if they were:

- Currently providing.
- Willing and able to provide if commissioned.
- Willing to provide if commissioned but require training.
- Willing to provide if commissioned but may need facilities adjustment.
- Not able or willing to provide.

Every GP practice 100% benefits from a prescription collection service and in-fact may receive this service from one or more pharmacies in the area. Where by the vision of Electronic Prescription Service Release 2 is to reduce the need for a prescription collection service significantly. 77% of the responding pharmacies confirmed they offer a delivery service although some acknowledged they have chosen (understandably) to limit the service around need or environs.

Most of the additional services that some pharmacies have stated they offer have been duplicated within the enhanced service section.

Building on pharmacist knowledge of their local population clearly they feel more such be done to bridge the gap with the Elderly and Mothers with young families.

ACKNOWLEDGEMENT

5

On behalf of the NHSWD, I would like to thank all those who gave their time and support by completing and returning the questionnaire.

FURTHER INFORMATION

6

If further information or assistance with any aspect of this report is required, please do not hesitate to contact:

Julie Howard
NHS Wakefield District White Rose House
West Parade
WAKEFIELD
WF1 1LT

Telephone: 01924 317576
E-mail: julie.howard@wdpct.nhs.uk

31st July 2010

3rd May 2010

Dear Pharmacist

Pharmaceutical Needs Assessment Questionnaire

NHS Wakefield District is currently revising its Pharmaceutical Needs Assessment (PNA). We need to build an accurate account of pharmaceutical services in the district to guide and inform this needs assessment and support the organisation in developing appropriate services.

In due time the Pharmaceutical Needs Assessment will replace the current market entry test, therefore it is critical that your input is provided during the development.

This questionnaire has been developed in collaboration with your Local Pharmaceutical Committee and is the first stage of input from providers of pharmaceutical services within the Wakefield District.

The completed questionnaire will be collated and analysed by the NHSWD and held in a secure and confidential database. Please be assured that the data used by the NHSWD in undertaking the analysis and in preparing any published reports of the needs assessment will be completely anonymised. This data will be used in line with service development planning within the Wakefield District.

Please complete and return the enclosed questionnaire by **21 May 2010** either by post or fax, as above, marked for the attention of Julie M Howard.

If you have any further queries please do not hesitate to contact me on 01924 317576.

Yours sincerely

Julie M Howard
Primary Care Commissioning Manager

Appendix 2

Pharmaceutical Services Questionnaire

Premises Details			
Pharmacy Name:			
Trading Name (if different to above):			
Address:			
Postcode:			
Telephone:			
Fax number:			
E mail address:			
NACS code:			
Name of Superintendent Pharmacist if applicable:			
Name designation and contact number of person completing this form:			
What are the current regular opening hours of this pharmacy?			
Day of week	Core Hours	Supplementary Hours	Total Hours
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			
Does the dispensary close for pharmacist lunch? Yes <input type="checkbox"/> No <input type="checkbox"/>			
If yes – please state closure period			

Access to the Pharmacy for customers

Can customers legally park within 50 metres of your pharmacy?

Yes ☐

No ☐

Is there a bus stop within walking distance of your pharmacy?

Yes ☐

No ☐

If Yes how long does the walk take(at average walking pace)?

Less than two minutes walk of pharmacy ☐

5 minutes walk of pharmacy ☐

more than 5 minutes ☐

Can disabled customers park (with a 'blue badge') within 10 metres of your pharmacy?

Yes ☐

No ☐

Is the entrance to the pharmacy suitable for wheel chair access unaided i.e. *wide doorway at least 850mm, level entrance or easily used ramp, door not too heavy to open?*

Yes ☐

No ☐

Are all areas of the sales floor accessible by wheelchair?

Yes ☐

No ☐

Do you have other facilities in your pharmacy aimed at helping disabled people access your services?

No ☐

Yes - Hearing Loop ☐

Yes - other ☐

Please specify.....

If you wish to make any comments regarding access to the Pharmacy, please note them here:

.....

.....

.....

.....

.....

.....

.....

.....

Premises		
Are the premises subject to any of the following development constraints:		
Listed building status	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Within conservation area	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Limited or no room for expansion	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other (please specify)		
Do the premises have toilets available for patients?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Consultation areas			
<p>For advanced services pharmacy premises will need to meet standards to ensure the review takes place in a confidential environment. Consultation areas must meet the following standards:</p> <ul style="list-style-type: none"> the patient (plus companion) and the pharmacist can sit down together, they can talk at normal speaking volumes without being overheard by staff or customers, the area is clearly signed as a private consultation area. <p>It is advisable for a consultation area to include a table or workbench. You may also wish to include space for a computer terminal to be installed in the consultation area.</p>			
<i>Please tick the appropriate columns</i>	Yes/No	Do you plan to have one?	No Plans as yet
Do you have a separate area/room, suitable for advanced services, for consultations with customers?			
Is there seating capacity for 3 people (patients may have a companion)?			
Is there a bench or table suitable for writing or examining medicines/products?			

Is there a computer terminal within the area?			
Is there a sink/hand washing facilities within the area?			
If you have a consultation area, is it accessible by wheelchair?			
<p>Your pharmacy may not have a formal consultation area, with seating, but have some provision for privacy off site (e.g. the use of a consultation room in a GP's surgery)?</p> <p>If yes, please state</p> <p>.....</p> <p>.....</p> <p>.....</p>			
Please tick the appropriate columns	Yes/No	Do you plan to have one?	No Plans as yet
Do you have a consultation point/area suitable for private discussion in addition to the area/room used for advanced services?			
Do you undertake consultations in patient's home/other suitable site			

Information Technology	
<p>How many computer terminals within the pharmacy can access your dispensary software?</p> <p>1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> More than 4 <input type="checkbox"/> Please specify no</p>	
<p>Do you have a computer that can access Internet?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
<p>Does your pharmacy have easy access to the internet whilst pharmacy is open and PMR system running?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	

<p>Does your pharmacy have access to the internet when PMR is not running?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>If connected to the internet then do you use:</p> <p>Broadband <input type="checkbox"/> If Yes, what is the speed of connection?</p> <p>Dial up link <input type="checkbox"/></p> <p>Other <input type="checkbox"/> Please specify</p>
<p>Do you have a computer that can access E-mail?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>If yes how often do you access your email address?</p> <p>Once a day <input type="checkbox"/> Two or more times a day <input type="checkbox"/></p> <p>The email is loaded in the background and so we are aware of new mail arriving <input type="checkbox"/></p>
<p>Do you have a computer that can use word-processing packages?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Do you have a printer that will print A4 size paper from the computer?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Do you 'back up' your patient medication records?</p> <p>Once each day <input type="checkbox"/> More often <input type="checkbox"/> Less Often <input type="checkbox"/></p>
<p>Do you have systems in place to ensure that patient information is stored and accessed securely?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Does your pharmacy have a web site?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, please give the web address:</p>

Is your pharmacy system ready for connection to NHS net?		
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
How many pharmacists working in your premises have SMART cards?		
How many members of staff working in your premises have SMART cards?		
Electronic Prescription Service		
Release 1 enabled	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Release 2 enabled	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Intending to become Release 1 enabled within the next 12 months	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Intending to become Release 2 enabled within the next 12 months	Yes <input type="checkbox"/>	No <input type="checkbox"/>
No plans for EPS at present	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Workforce	
Does your pharmacy normally have two pharmacists on duty at any time during the week?	
Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, then for how many hours per week?	
And if yes, then is the second pharmacist there for a specific reason? (<i>Tick any box that applies</i>)	
To give additional support to dispensary in busy periods	<input type="checkbox"/>
To relieve pharmacist for administration work	<input type="checkbox"/>
To provide support for additional services such as medication review	<input type="checkbox"/>
Other	<input type="checkbox"/>
Please specify:	
.....	

Please insert in columns below the number of staff employed in each category.

Average number of hours worked per week	Number of staff	Hours (in total) worked per week	WTE (37.5)
Qualified Pharmacist(s)			
Second Qualified Pharmacists			
Pre-registration student(s)			
Qualified technician(s) (BTech, NVQ 3 or grandparent exemption)			
Trainee Technician(s)			
ACTs			
Qualified Medicine Counter Assistants			
Trainee Counter Assistants			
Delivery Staff			

Services

The following questions are being asked to assess the coverage and usage of Community Pharmacy in the locality.

Does the pharmacy dispense appliances?

All types	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Customised appliance	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Excluding stoma appliances	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Excluding incontinence appliances	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Excluding stoma and incontinence appliances	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Just dressings	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Other	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

If other, please identify

.....

Advanced Services	Yes	Intending to begin within next 12 months/when	No – not intending to provide
Medicines Use Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appliance Use Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoma Appliance Customisation Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Enhanced Services	Currently providing	Willing and able to provide if commissioned	Willing to provide if commissioned but will require training	Willing to provide if commissioned but may need facilities adjustment	Not able or willing to provide
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Testing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condom Distribution Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disease Specific Medicines Management Service, tick boxes for following diseases					
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other					
Emergency Hormonal Contraception Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten free Food Supply (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service (what therapeutic areas are covered?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Full Medication Review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MRSA Decolonisation Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NRT Distribution Service Voucher Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management (adults and children)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On Demand Availability of Specialist Drugs Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out of Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Group Direction Service, (Name the medicines covered by the Patient Group Direction)					
Prescriber Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seasonal Influenza Vaccination Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childhood vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at risk workers or patients)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – (identify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharps Disposal Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplementary Prescribing Service (what therapeutic areas are covered?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vascular Risk Service (NHS Health Check)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services not currently in list of Directed Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Anti-Viral Distribution Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MUR plus Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oral Contraceptive Service (may appear above as a PGD supply)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you provide a collection service of prescriptions from local surgeries? Yes ☐ No ☐

If yes please specify the surgery(ies)

.....

Does your pharmacy deliver, free of charge, dispensed medicines to patients' own homes?

Yes ☐ No ☐

If yes, is the service limited? (e.g. to specific patient groups, or by distance).

Please describe

.....

.....

.....

.....

Please list below any additional services currently provided:

.....

.....

.....

Current Gaps in Pharmaceutical Services

The NHSWD is keen to harness your knowledge of your local population.

Consider the people who come into to your pharmacy and use your services, for example:

- Elderly
- Disabled, poor mobility, impaired vision or hearing
- Carers for housebound
- Mothers with young families
- Are you close to school(s)?
- Are you close to offices / factories?
- Are you close to large nursing/residential homes?
- People with mental health problems
- High numbers of young people (close to 6th form college / university)
- People for whom English is not a first language

What gaps in pharmaceutical services do you think exist for these groups?

Please list up to 3 areas that you consider being **priorities in your local area:-**

1.

2.

3.

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE

APPENDIX C



Wakefield District

**NHS WAKEFIELD DISTRICT
PATIENT AND PUBLIC INVOLVEMENT –
PHARMACUETICAL NEEDS ASSESSMENT SURVEY 2010**

SUMMARY REPORT

CONTENT

1. Introduction
2. Patient and Public Involvement in Pharmaceutical Services Survey
 - 2.1 Respondents and Coverage from Patient and Public Involvement in Pharmaceutical Service Survey
3. Results
 - 3.1 Patients' Experience of Pharmacy Services
 - 3.2 Repeat Prescription
 - 3.2.1 Electronic Prescription Service
 - 3.3 Access to Pharmacy Services
4. Conclusion
5. Acknowledgement
6. Further Information
7. Appendix
 - Appendix 1 – The PPI Pharmaceutical Services Survey covering letter
 - Appendix 2 - The PPI Pharmaceutical Services Survey Questionnaire

Within NHS Wakefield District's *Health Strategy*, one of the goals is to ensure that the right service is provided to the right user, by the right person, in the right place at the right time. By this we mean:

- The right service user is ensured by having proper selection criteria and referral guidelines,
- The right service is ensured by offering evidence based services which are both clinically and cost effective,
- The right person is ensured by having agreed standards against which services are monitored,
- The right place is ensured by maximising access without unnecessary duplication.

A major role of primary care is to provide quality medication treatment and services to the population. When medicine is involved, invariably it would involve pharmacy, particularly community pharmacy for primary care.

In order to produce a more comprehensive and up to date *Pharmaceutical Needs Assessment*, the NHSWD needs to reaffirm:

- What structure is already in place,
- What pharmaceutical services are currently being provided and their quality,
- What other pharmaceutical services are requested/required,
- Who will be best able and willing to provide these services.

The 'patient' is central to achieving the NHSWD's aim of 'how best to ensure that local health needs of the population are met'.

In May 2010, the Primary Care team and Patient Advise & Liaison Service (PALS) together designed a questionnaire tailored to the local population.

The Patient and Public Involvement (PPI) Pharmaceutical Services Survey was undertaken with the objective of providing a robust and representative picture of 'pharmacy services' within the district from the patients' perspective.

The questionnaire was intended to identify patient satisfaction with the pharmaceutical service they are receiving and to allow an opportunity for the population to express their views on how future pharmaceutical services may be developed.

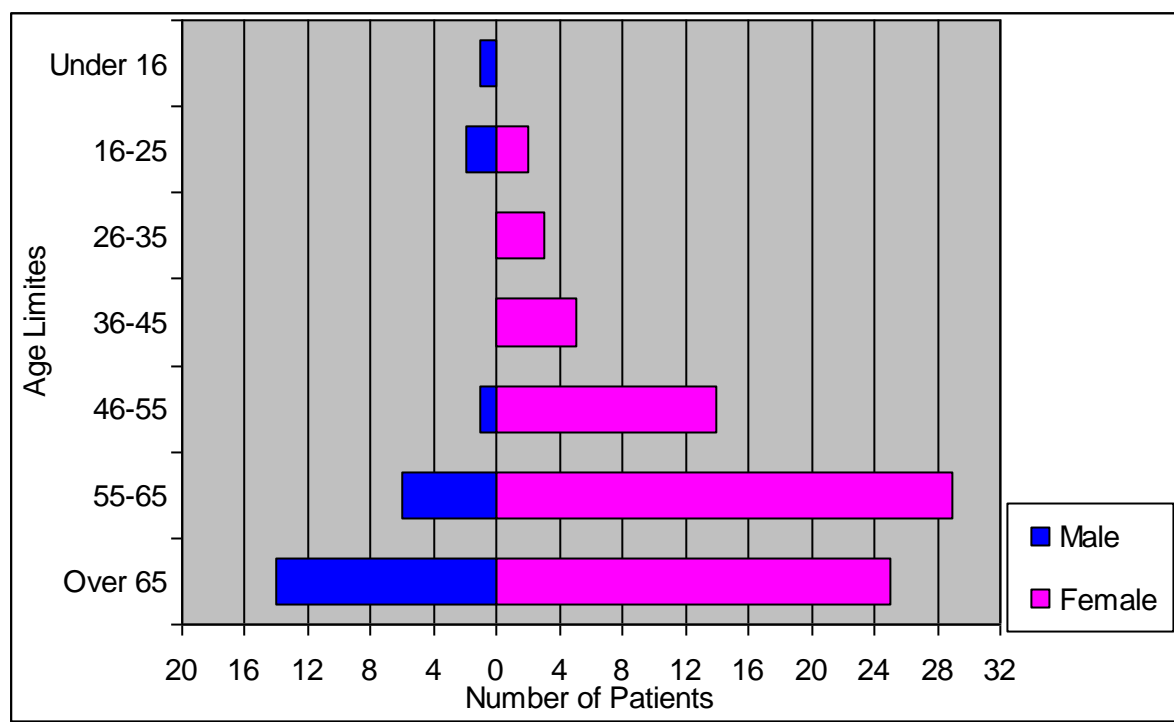
The questionnaire focused on three main areas:

- Patients' Experience of pharmacy Services
- Repeat prescriptions
 'Electronic Prescription Service'
- Access to pharmacy services

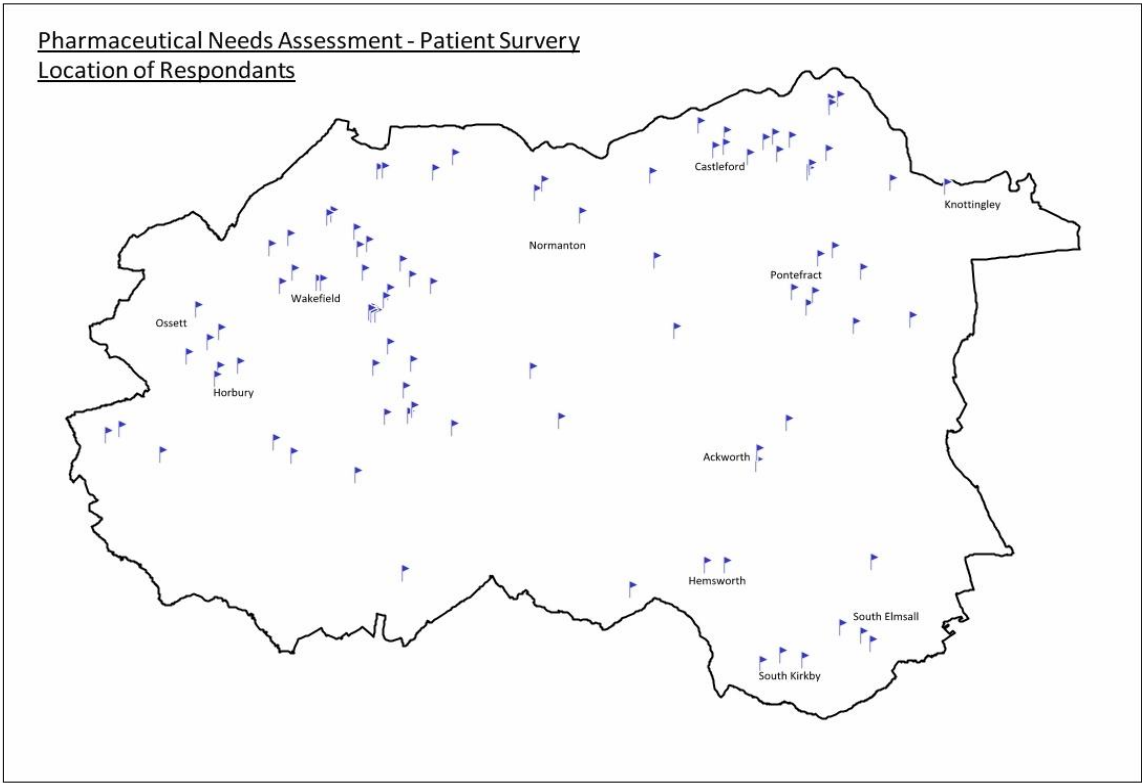
This PPI survey is just part of the overall analysis currently being undertaken for our Pharmaceutical Needs Assessment 2010. The findings will be mapped and may help identify any possible gaps in current service provision.

The survey was conducted using a multi-mode approach which included a postal questionnaire, through all NHS Wakefield District GP practices, an online version of the questionnaire and a telephone interview to assist in the completion of questionnaires. Respondents were able to return the questionnaire using a FREEPOST mailing address or prepaid reply envelope alternatively complete and return the questionnaire electronically.

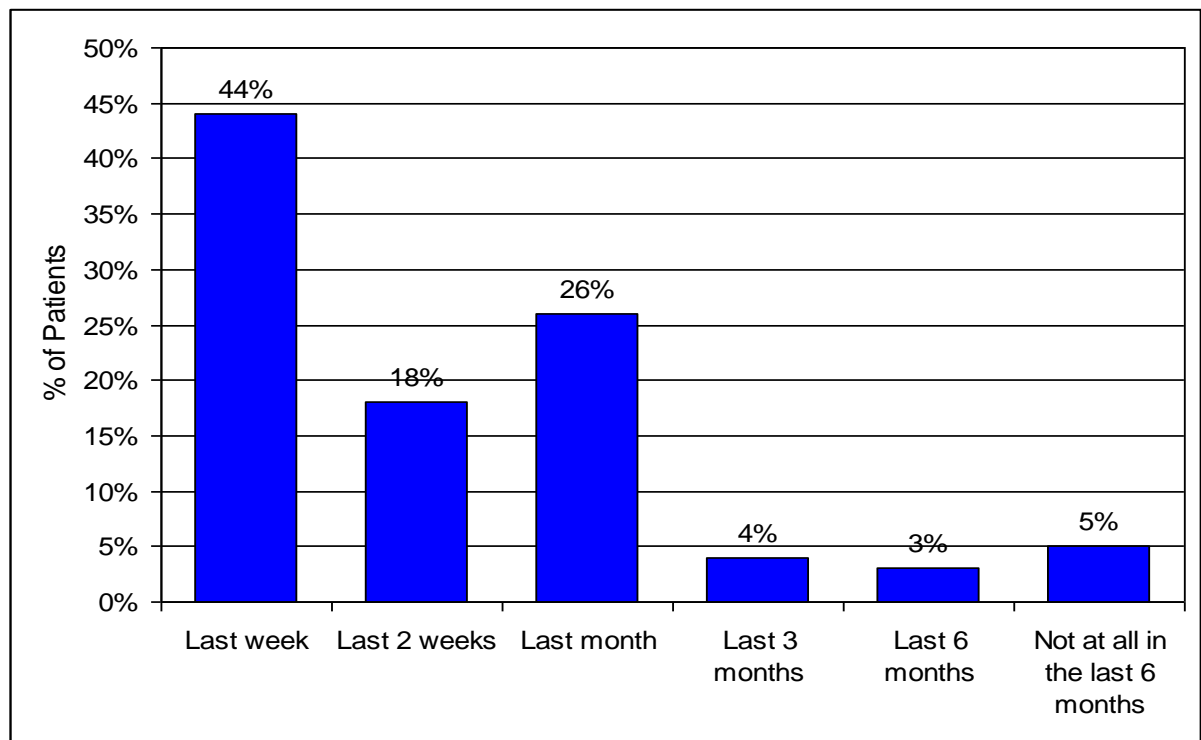
Below is the charted identity through both Gender and Age range of respondents



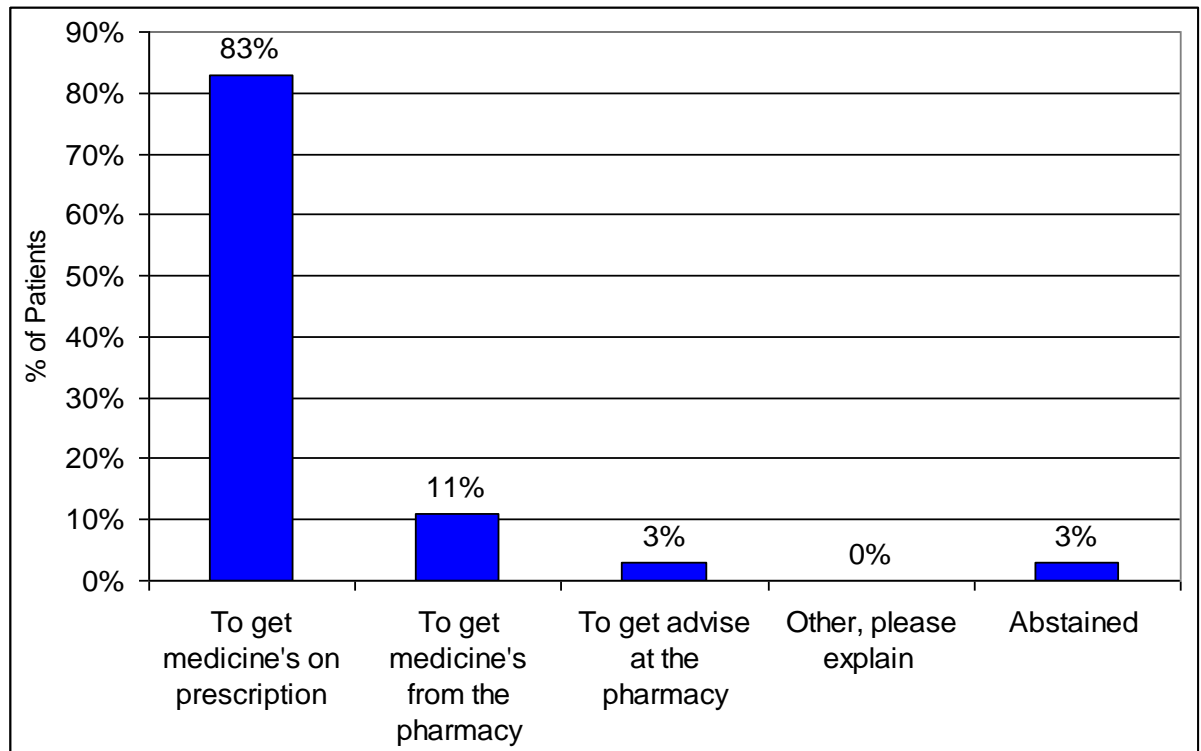
Below is the mapped coverage achieved from the PPI survey.



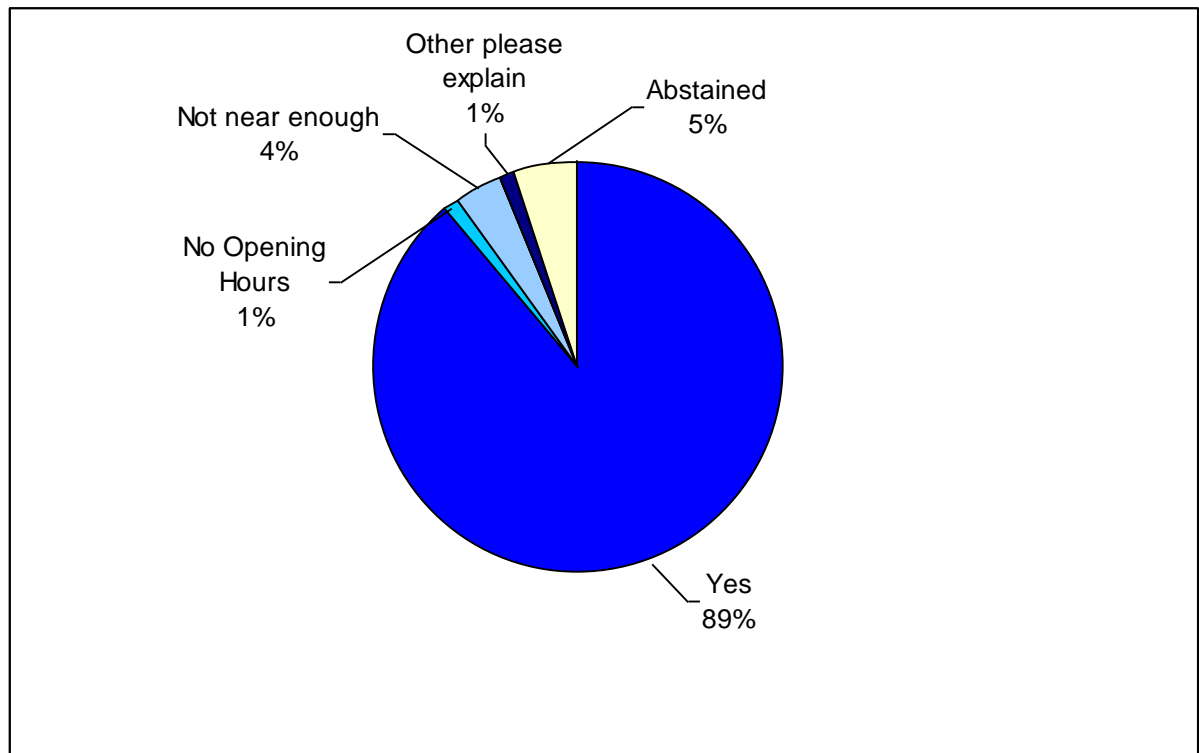
Overall, the vast majority of residents (95%) confirmed they had used a pharmacy to get medicine or health advice within the last 6 months and of those, 44% confirmed that it had been within the last week.



Exploring further 83% confirmed they had used the pharmacy to get medication issued by prescription, with 11% to get medicines and 3% to get advice.

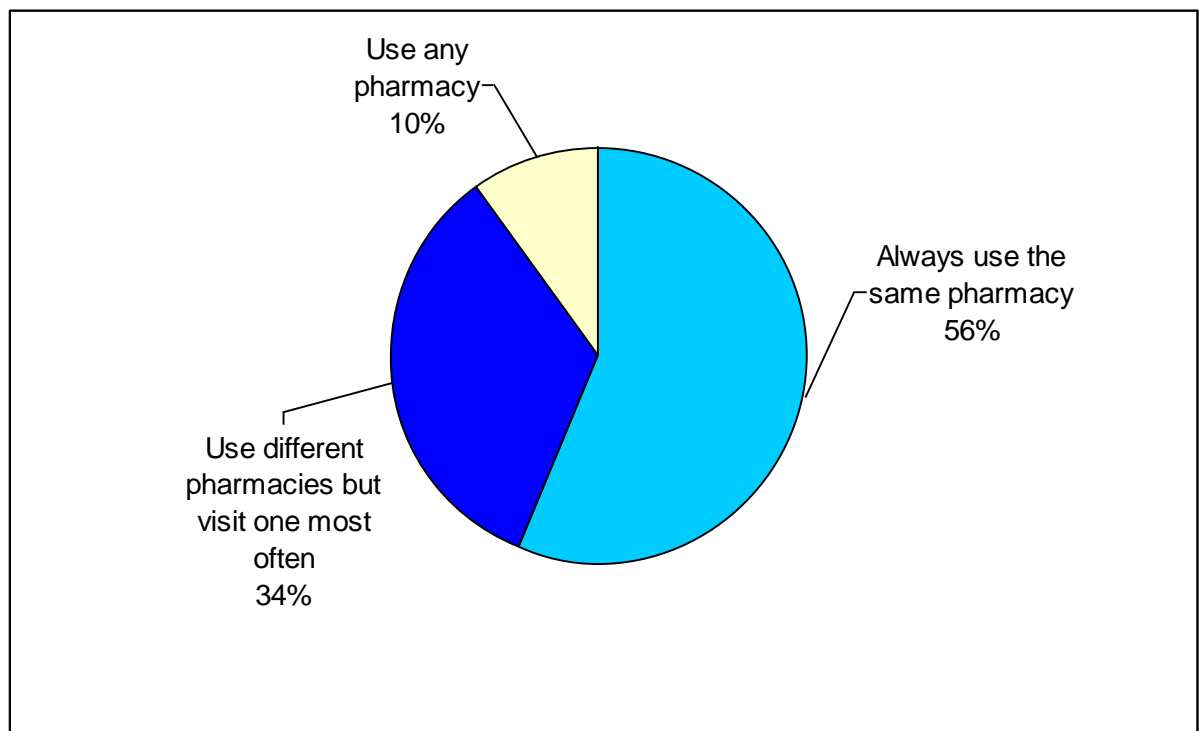


Respondents were then asked to confirm whether or not they found it easy to access pharmacy services? Of the 95% who responded 89% overwhelmingly confirmed they could with only 6% stating they have a problem.

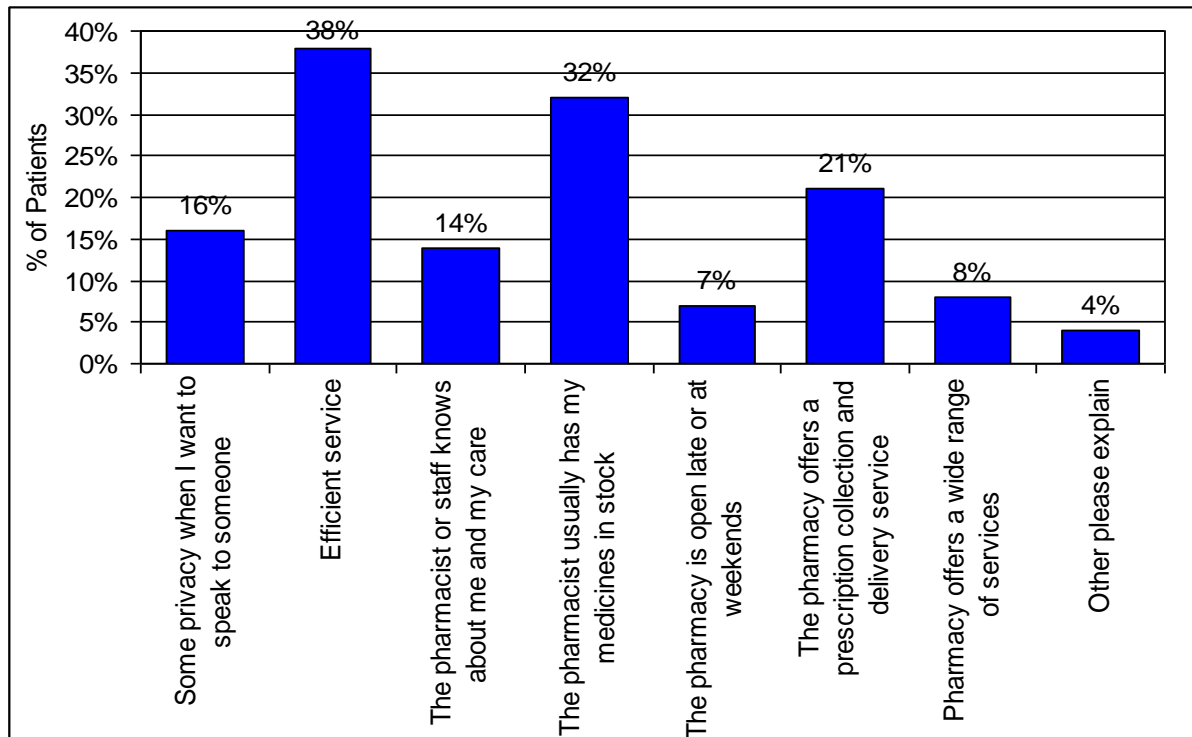


Respondents were then asked to confirm whether they:

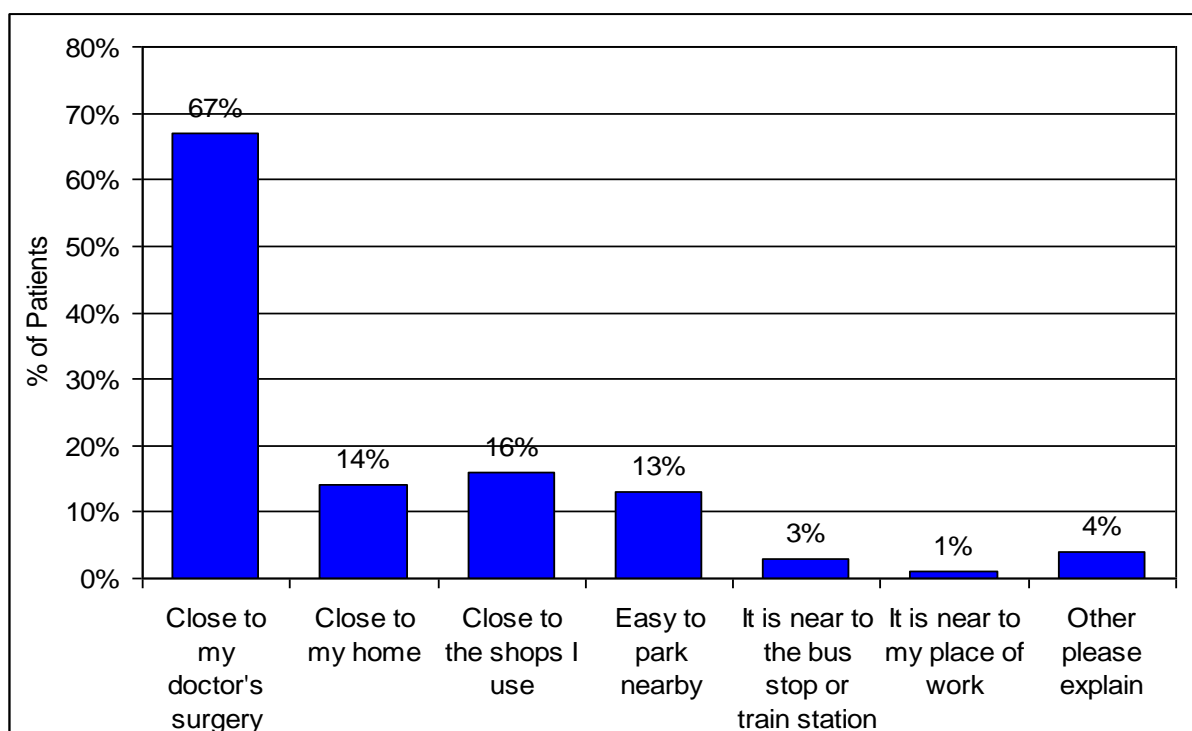
- Always use the same pharmacy
- Use a different pharmacies but visit one most often
- Use any pharmacy



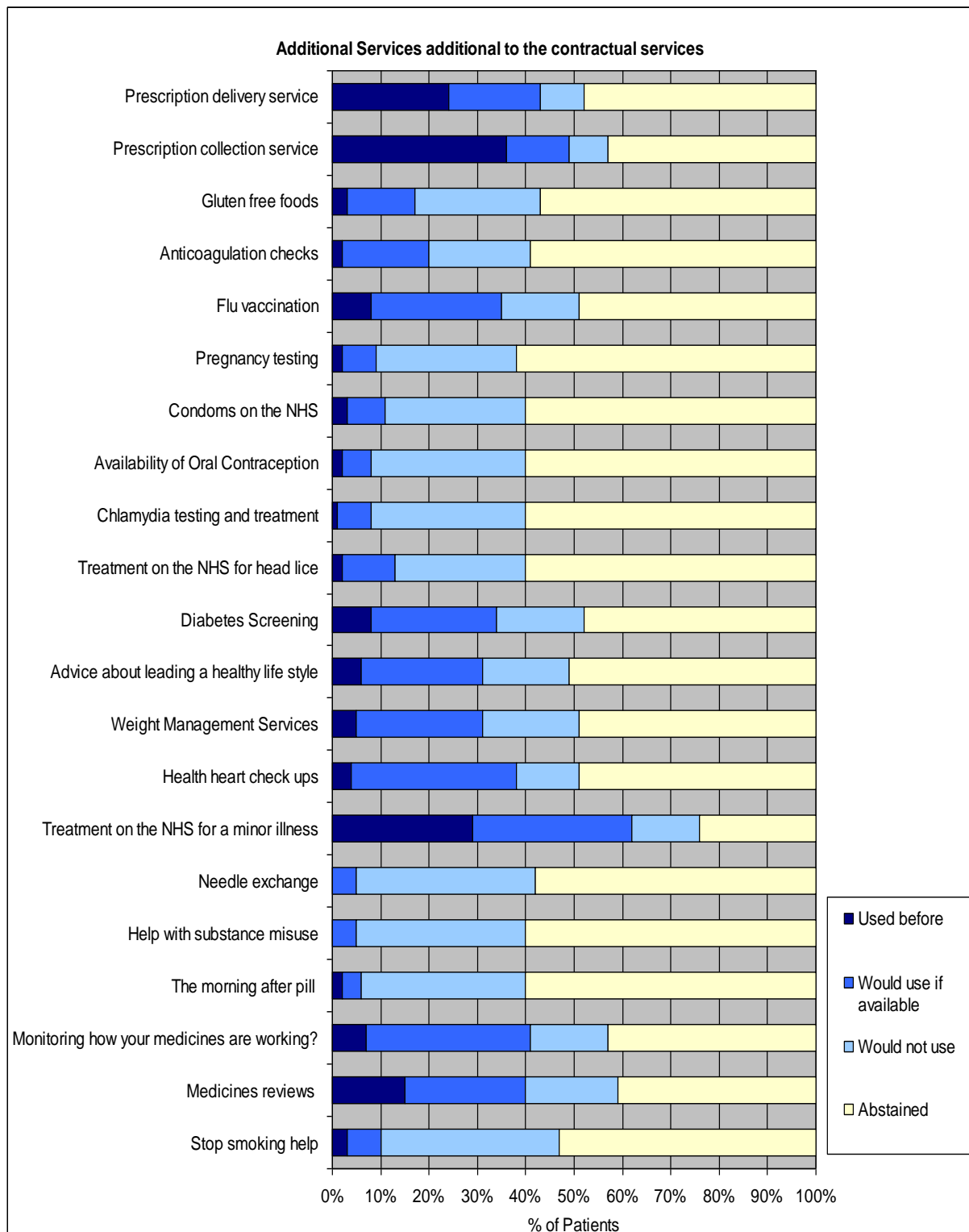
We then asked respondents to think about the services that the pharmacy provides and quantify which of the following were most important to them. 38% want an efficient service, 32% because the pharmacy has the necessary medicines in stock whilst 21% because the pharmacy offers a prescription collection and delivery service.



We then asked respondents whilst thinking about the location of the pharmacy if they could again quantify which of the following was most important to them. 67% acknowledged it was because it was close to their doctor's surgery, were 16% stated it was close to the shops they use and 14% because it was close to their home whilst 13% felt it was easy to park nearby.



Our pharmacy baseline evaluation has shown community pharmacies are providing numerous additional services along with their contractual dispensing service. Although we are aware that approximately 50% of the responses abstained from completing this section of the survey, it did however show that a number of patients are not aware of some of the services being offered through pharmacies and acknowledged they would use them if available whilst in contrast the vast majority of responses indicated they would not use any of these additional services even when offered.



Following the theme of additional services we then asked patients if there are any other services that they would like to see available through their pharmacy. These are the services that patients indicated:

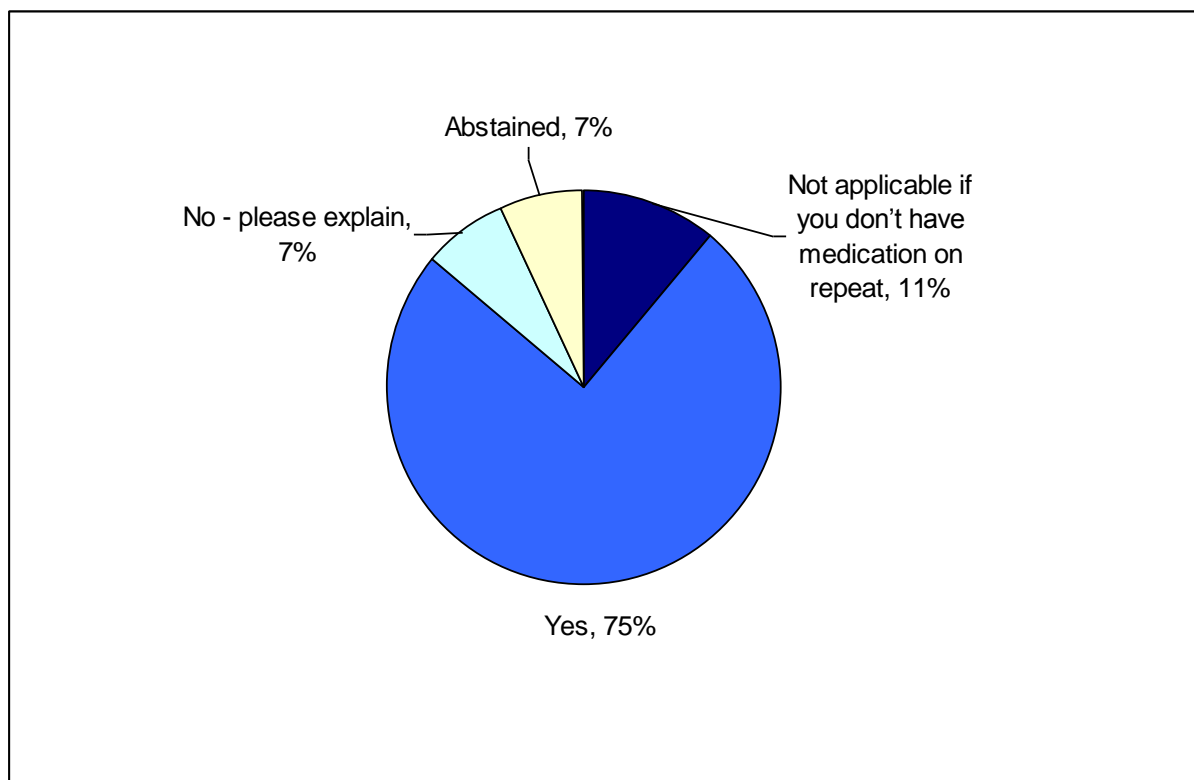
- Well woman clinic
- Checking up on diet
- Ideal weight
- Check heart condition
- Blood pressure
- Cholesterol
- Body fat
- Bone density
- Chiropody

REPEAT PRESCRIPTIONS

3.2

Around 1.5 million paper prescriptions are issued every working day in England. In particular, about 70% of prescriptions are for repeat medication that equates to approximately 7 out of 10 prescriptions issued are repeat prescriptions. This section of the survey focuses on these specific patients.

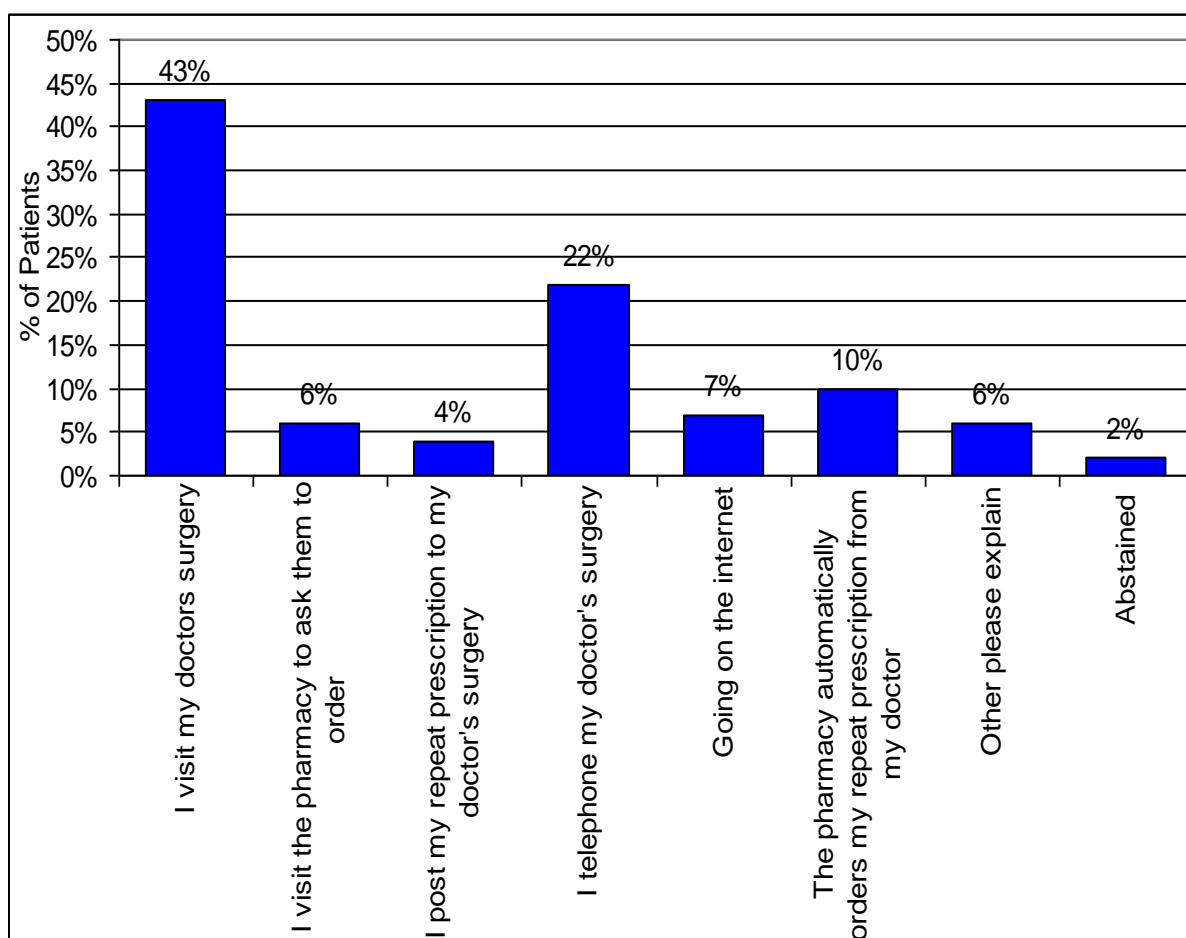
Firstly we asked responders if they are satisfied with the way they get their repeat medication. 75% confirmed they were happy with the current system.



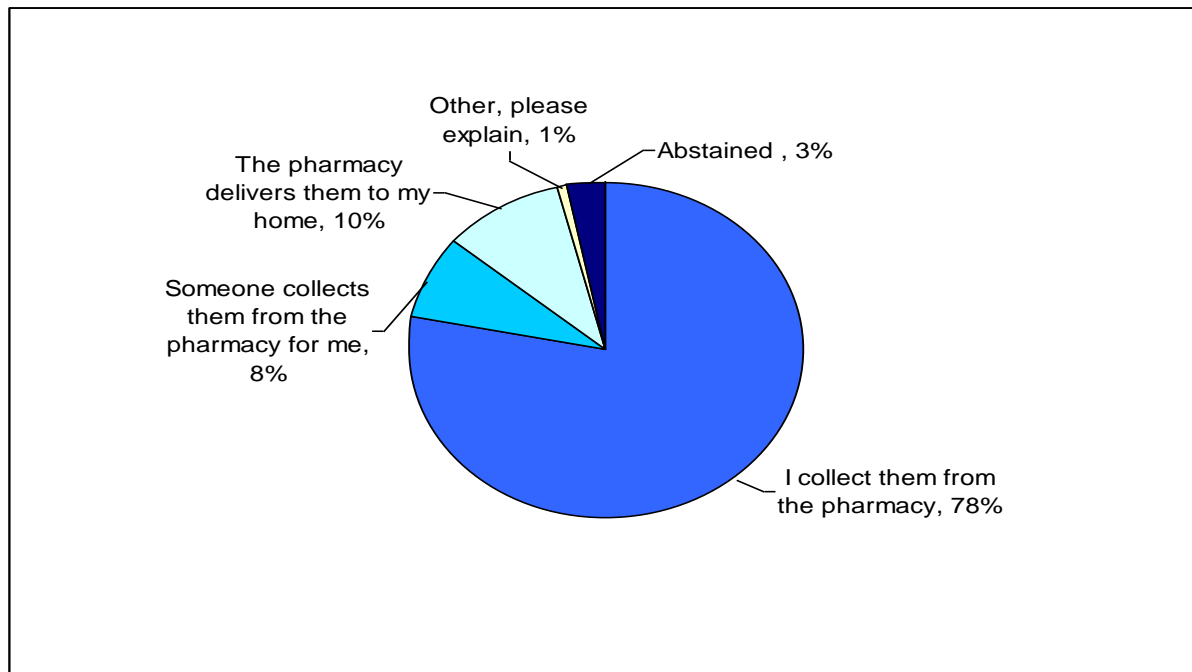
However 7% were not. Listed below are the reasons given for their dissatisfaction.

- Because you have to wait 48 hours. What do you do if you forget and have no tablets.
- Have to wait 48 hours for doctor to sign prescription.
- Although it always has to be ordered in you have to give pharmacist notice that a repeat prescription has been requested from GP.
- My prescriptions are ordered at doctor, pharmacy to collect them. I go to the pharmacy but they aren't ready.
- Time to ring and re-order is 10.00 – 13.00. If working not able to ring.
- If I could get a six monthly prescription it would be easier because my pharmacy and GP are quite a distance away. When in full-time work it is difficult.
- Unless you drop forms in it can take up to 2 weeks to receive by post although I would like to see it online.
- As stated never ready very slow poor service.

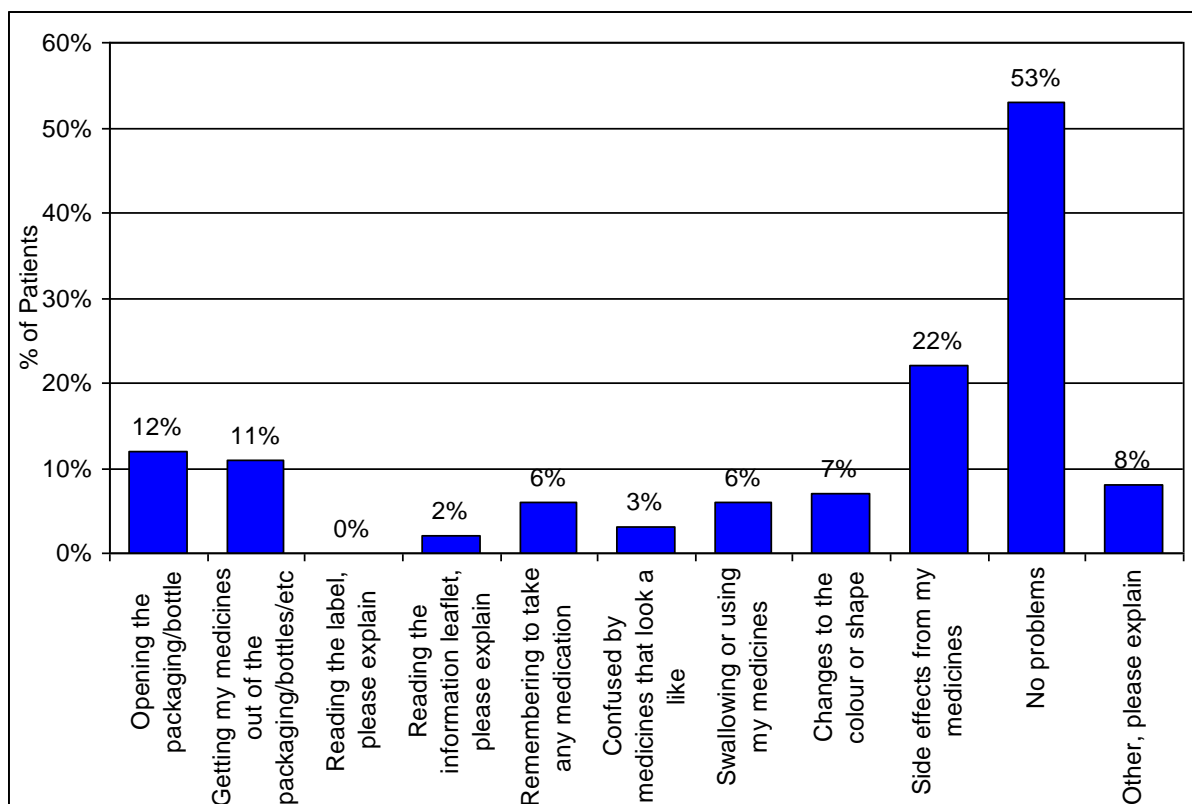
Responders were then asked how they order their repeat prescription.



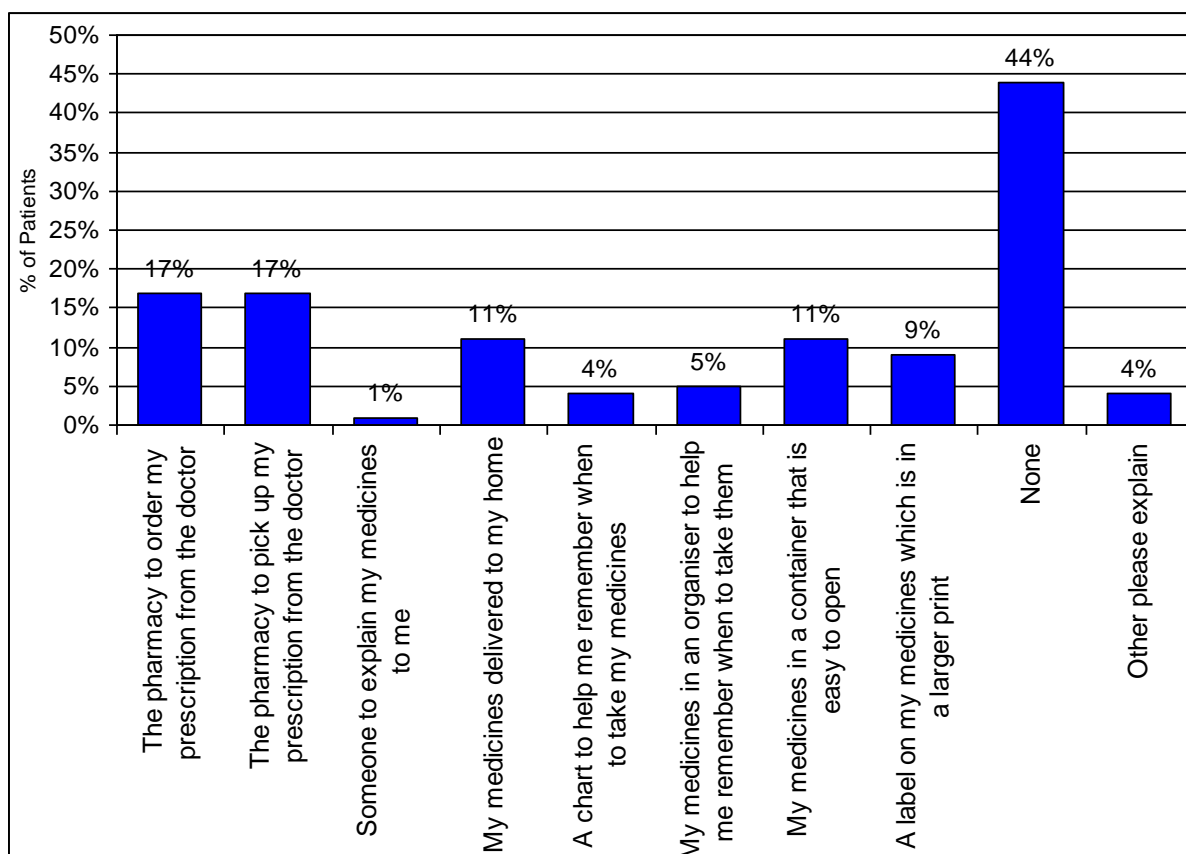
We then asked respondents how they usually get their medicine(s) when they are ready. 78% collect them in person from the pharmacy, 8% get someone else to collect them for them whilst 10% have the pharmacy deliver them to their home.



Respondents were asked if they had ever had any problems with their medicines. 53% confirmed they had had no problems, whilst 22% affirmed they had experienced side effects from the medicine(s), 12% experience difficulty opening the packaging/bottle and 11% actually had difficulty getting the medicine(s) out of the packaging/bottles/etc.



Still based on repeat prescriptions we then went on to ask if the respondents would like any of the following



Electronic Prescription Service

3.2.1

This sub section of the survey was added as an additional tool to assist the NHSWD in indentifying and arousing patients' interest in the forthcoming Electronic Prescription Service (Release 2). This new system lets your GP practice send your prescription electronically to the place you choose to get your medication or appliance from – without the need for paper in some cases. This means there is less need for people with repeat prescriptions to call at their GP practice just to collect a prescription form.



Respondents were asked if they were aware of Electronic Prescription Service and if not would they like to know more. 73% confirmed they were not aware, with 24% of them requesting to know more (a letter and information booklet has been sent to each of these individual who left details).

How will the Electronic Prescription Service work? At first, if you want your GP to send your prescription electronically, you must choose, or 'nominate', a place to receive your electronic prescriptions. Nomination works in a similar way to a prescription collection service where the pharmacy collects your prescription for you – instead of you having to collect it from your GP practice. The main difference with nomination is that your prescription will be sent electronically and you don't have to nominate a place that is close to your GP practice. For example, you could choose to nominate a place that is convenient to where you live, work or shop.

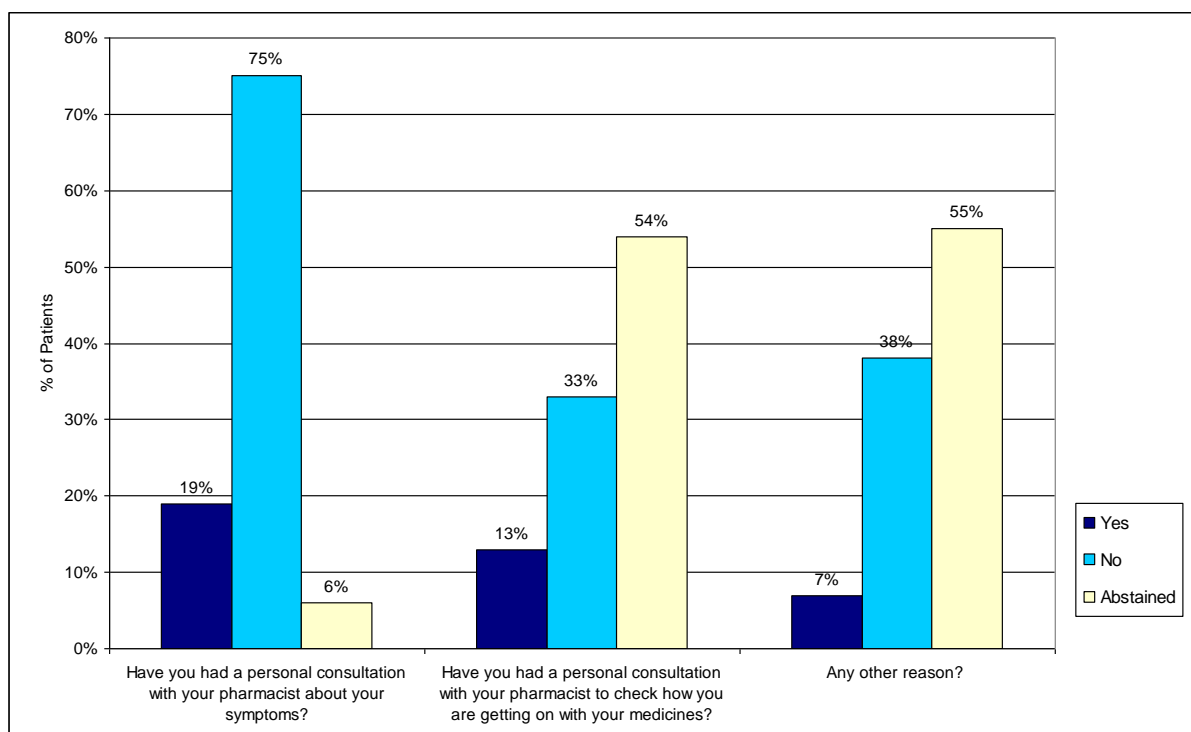
With this in mind, respondents were therefore asked if any pharmacy had asked them to nominate them as their main dispenser. Surprisingly 6% confirmed that they had been asked to nominate, clearly because this service has yet to be implemented the NHSWD are concerned if this is the case.

ACCESS TO PHARMACY SERVICES

3.3

We asked respondents, in the past year whether they have had a personal consultation with their pharmacist about:

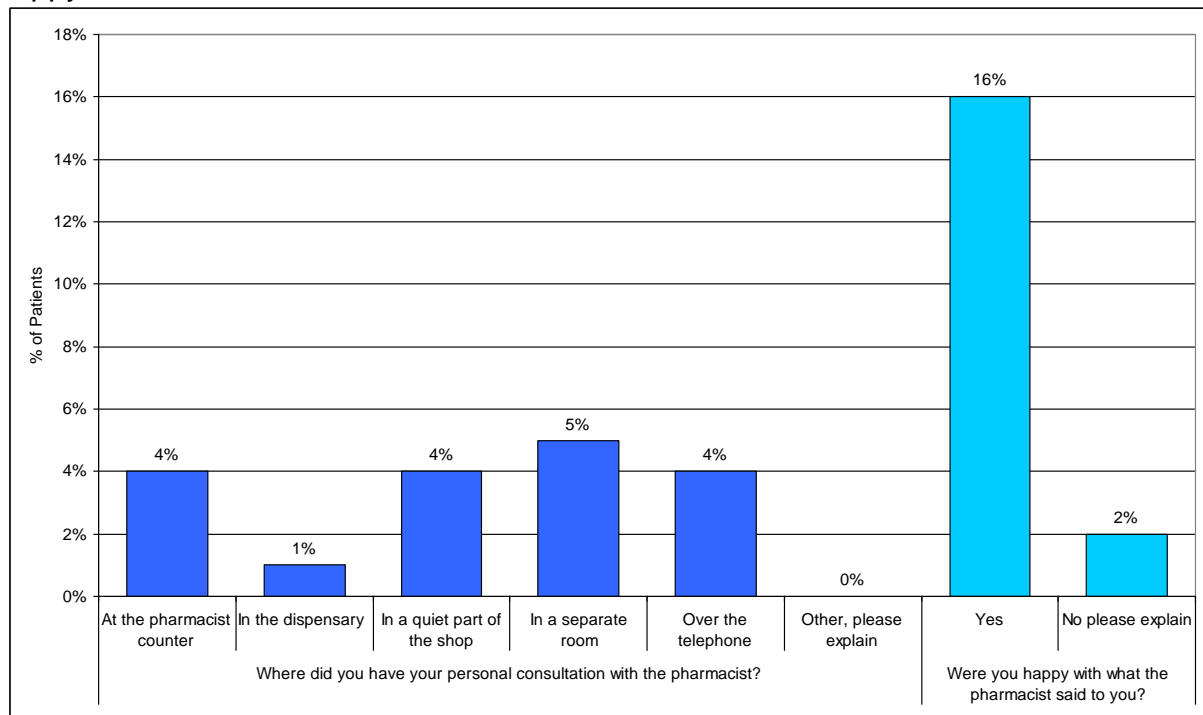
- Their symptoms
- Check on how they are getting on with their medicine(s)
- Any other reason



The other reasons identified ranged from:

- An eye infection
- Rash
- Side effects of tablets
- New prescription explained in more detail
- Blood pressure checked

With these consultations in mind we then asked respondents to confirm where the personal consultation with the pharmacist actually took place and whether they were happy with what had been said to them.

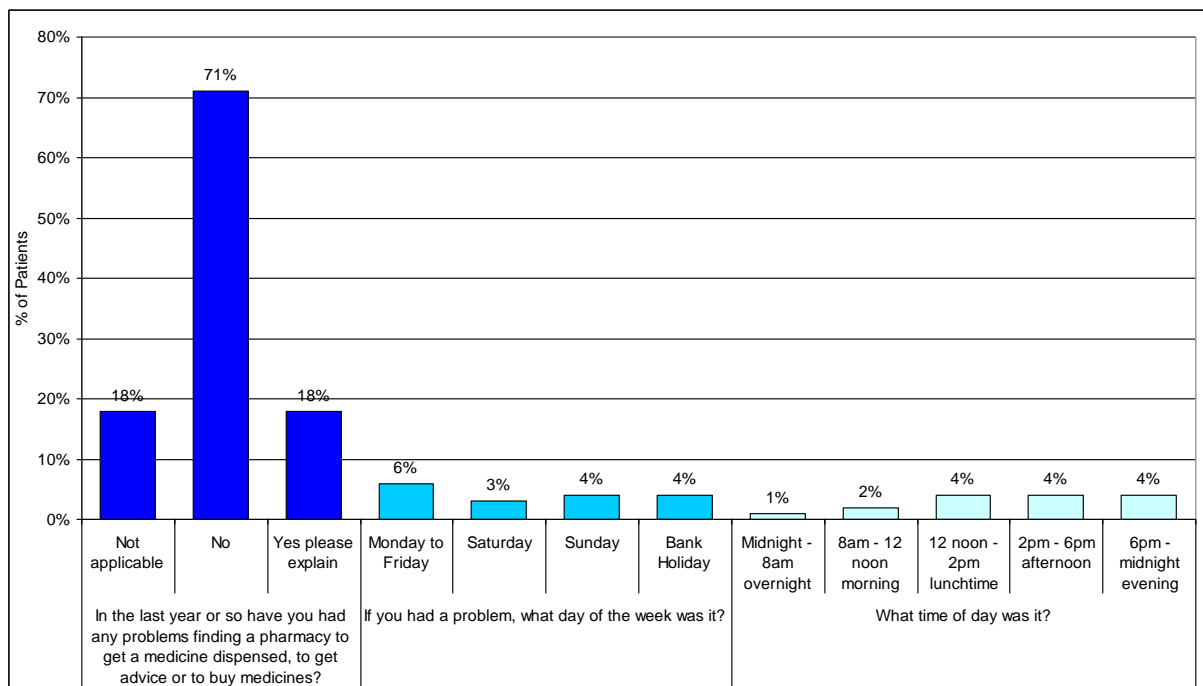


Since community pharmacies are traditionally situated on the high street or near doctors' surgeries, they are deemed easily accessible by the public and open long hours. We therefore asked the respondents to clarify from their perspective if they had encountered a problem, 71% said they had not, however of the 18% who did we asked respondents to confirm:

- The reason for their dissatisfaction
- What day of the week it was
- What time of day it was
- How did they resolve the problem

There seemed to be two main reasons why respondents were dissatisfied:

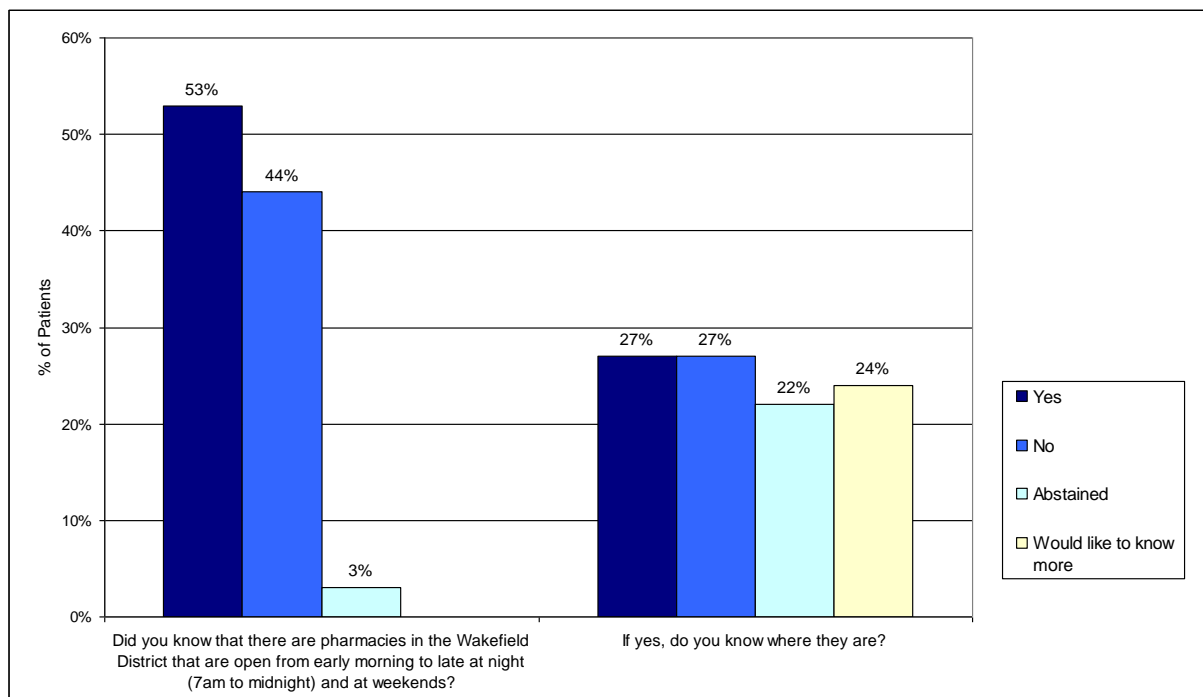
- Items out of stock or non stock items that required ordering.
- Opening hours



These are some of the solutions respondents used to overcome the difficulties they encountered:

- Visited another pharmacy
- Waited until the pharmacy was open
- Visited their local doctor
- Visited the walk-in centre at King Street, Wakefield

We then asked respondents to confirm whether they were aware of any pharmacies in the Wakefield District that are open from early morning to late evening (7am to midnight) and at weekends and if so did they know their location.



The NHSWD offered to provide this information for those respondents who requested it. A formal letter and information sheet has been sent to each of these individual who left details.

The last two questions of the survey were aimed at asking all the respondents to identify if:

- There is anything particularly good about your local pharmacy services
- There is anything that could be done better

We received 57 and 46 respectively comments and they have been grouped as follows:
(Number of suggestion in brackets)

Anything particularly good

Knowledge of staff and knowing patients	(3)
Experienced friendly and helpful staff	(31)
Efficient	(8)
Excellent	(3)
Good Parking	(3)
No/Nothing	(14)
Opening Hours/Open 7 days a week	(2)
Local/near to doctors	(4)
Delivery man very pleasant	(1)
Doctor's surgery has own pharmacy/dispensing done in surgery	(2)
Pharmacy sells all products	(2)
Pharmacist – good advice/knowledgeable	(3)

10 pharmacies were specifically named and received personal endorsements

Anything that could be done better

Longer opening hours and couple of late nights	(2)
Quicker/shorter waiting time for prescriptions	(18)
No/Nothing/Not really	(14)
Order items before they have run out/have required items in stock	(3)
Premises could be bigger	(1)
Better Parking	(1)
Better advertising/displaying of opening hours	(1)
Increased privacy	(1)
Advice from pharmacist rather than a GP visit	(1)
Put the pharmacy where they suit the customer not the pharmacist	(2)
The same medication should always be same shape, size and colour	(1)
Service with a smile/better customer service	(2)
Everything	(1)

This survey has shown that an overwhelming 95% of respondents confirmed they had used pharmaceutical services within the last six months and of those 95%, 44% had in-fact used these services within the last week and over half (57%) within the last two weeks to principally obtain medicines on a prescription.

Furthermore 89% confirmed they had found it easy to access pharmacy services and over half stating that they always use the same one mainly because it is close to their doctors surgery which indicates that the location of community pharmacies within Wakefield district are adequate.

The two most significant components that respondents' want and expect from their pharmaceutical services are:

- An efficient and professional service, with
- Medication readily available on first request

A large section around repeat prescriptions and current prescription collection service will be addressed through the forthcoming Electronic Prescription Service (Release 2). While the extent of patient benefits will depend on individual circumstances, they include a more convenient service with a reduction in trips to the GP practice just to collect a paper prescription. The Electronic Prescription Service will also give patients greater freedom of choice, making it simpler for them to use a dispensing contractor convenient to them (as opposed to one near their GP practice). It also has the potential to reduce pharmacy waiting times as dispensers will have the opportunity to prepare a prescription in advance of the patients arriving, therefore addressing the two most significant components that patients want (as stated above).

It was noted that a number of community pharmacies are providing numerous additional services along with their contractual dispensing service. Although 50% of the responses abstained from completing this section of the survey it did however illustrate that a number of patients are not aware of some of the services being offered through pharmacies and acknowledged they would use them if available. Whilst in contrast the vast majority of responses indicated they would not use any of these additional services even when offered.

Although over half of the respondents had not encountered any problems with medication a significant number had experienced physical side effects, where others clearly struggle opening and getting their medicines out of the packaging, bottles, etc.

Overall the majority of respondents confirmed they had not experienced (within the past year or so) any difficulties finding a pharmacy to get medicine dispensed and of those small numbers who had, the findings were inconclusive around a specific day, date or time of day. However the NHSWD clearly recognises a large proportion of the respondents are unaware of our 100 hours pharmacies and their locations.

The NHSWD believe they obtained the results of this PPI Pharmaceutical Survey through a wide spread audience, with a varied range of both age and gender.

On behalf of the NHSWD, I would like to thanks all those who gave their time and effort distributing and replying to the questionnaire.

If further information or assistance with any aspect of this report is required, please do not hesitate to contact

Julie Howard
NHS Wakefield District White Rose House
West Parade
WAKEFIELD
WF1 1LT

Telephone: 01924 317576
E-mail: julie.howard@wdpct.nhs.uk

31st July 2010

18th May 2010

Dear Member

Patient & Public Involvement - Pharmaceutical Services Survey

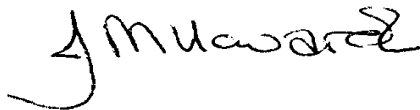
NHS Wakefield District is continuously looking for ways to improve services, to ensure services meet the needs of patients, we regularly ask patients to tell us about their experiences.

We are currently looking at 'pharmacy services'. That includes everything to do with how you get your prescriptions or buy medicines and about any pharmacy/chemist shops you visit.

Please find attached a copy of the survey, we would be grateful if you could spare a few moments to complete the survey. All your answers will be kept confidential.

If you need any help in completing the form or would like further information please do not hesitate to contact the Patient Advice & Liaison Service (PALS) on 0845 602 4832.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J M Howard', with a stylized flourish at the end.

Julie M Howard
Primary Care Commissioning Manager

Patient and Public Involvement Pharmaceutical Services Survey

Introduction

NHS Wakefield District NHSWD is undertaking a review of all the Pharmaceutical Services within their boundary and would appreciate your participation in a survey about the Pharmacy Services in your area.

Your views are important and with your help we will continue to improve Pharmaceutical Services throughout the Wakefield District.

Please spare a few minutes to complete the survey. Your answers will be totally confidential.

Thank You.

The results of our survey will be available on the NHS Wakefield District website by 31st July 2010.

If you have any questions or require any help or assistance, please contact our Patient Advice and Liaison Service (PALS) team by either

Telephone: 0845 602 4832

Email: pals@wdNHSWD.nhs.uk

Fax: 01924 317792

Text: start you text with PALS, add your name and short query, then send to **64446**

Your experience of pharmacy services

1. Does the GP practice that you are registered with personally dispense your medication?

Yes ☐

No ☐

2. When did you last use a pharmacy to get medicine or to get health advice?

- ☐ Last week
- ☐ Last two weeks
- ☐ Last month
- ☐ Last three months
- ☐ Last six months
- ☐ Not at all in the last six months (go to question 4)

<p>3. Why did you use the pharmacy that day?</p> <p> <input type="checkbox"/> To get medicine(s) on a prescription <input type="checkbox"/> To get medicine(s) from the pharmacy <input type="checkbox"/> To get advise at the pharmacy <input type="checkbox"/> Other, please specify </p>
<p>4. Do you find it easy to access Pharmacy Services?</p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/></p> <p>If no, why not?</p> <p> <input type="checkbox"/> Opening Hours <input type="checkbox"/> Not near enough <input type="checkbox"/> Don't know where my nearest one is <input type="checkbox"/> Don't find the Pharmacist/staff approachable <input type="checkbox"/> Other, please explain </p>
<p>5. Do you....?</p> <p> <input type="checkbox"/> Always use the same pharmacy <input type="checkbox"/> Use different pharmacies but visit one most often <input type="checkbox"/> Use any pharmacy </p>
<p>6. Thinking about the services that the pharmacy provides, which ONE of the following is <u>most</u> important to you?</p> <p> <input type="checkbox"/> Some privacy when I want to speak to someone <input type="checkbox"/> Efficient service <input type="checkbox"/> The pharmacist or staff knows about me and my care <input type="checkbox"/> The pharmacist usually has my medicines in stock <input type="checkbox"/> The pharmacy is open late or at weekends <input type="checkbox"/> The pharmacy offers a prescription collection and delivery service <input type="checkbox"/> Pharmacy offers a wide range of services <input type="checkbox"/> Other, please explain </p>
<p>7. Thinking about the location of the pharmacy, which ONE of the following is <u>most</u> important to you?</p> <p> <input type="checkbox"/> Close to my doctor's surgery <input type="checkbox"/> Close to my home <input type="checkbox"/> Close to the shops I use <input type="checkbox"/> Easy to park nearby <input type="checkbox"/> It is near to the bus stop or train station <input type="checkbox"/> It is near to my place of work <input type="checkbox"/> Other, please explain </p>

8. Which of the following services, if available through your pharmacy

- have you used,
- would use if they were available or
- would not be happy to use?

(Please tick all that apply)

Service	Used before	Would use if available	Would not use
Stop smoking help			
Medicines reviews (Supporting you to take your medication)			
Monitoring how your medicines are working? (How effective medicines are)			
The morning after pill (Emergency Hormonal Contraception)			
Help with substance misuse			
Needle exchange			
Treatment on the NHS for a minor illness like a cold or upset stomach (minor ailments scheme)			
Health heart check ups			
Weight Management Services			
Advice about leading a healthy life style			
Diabetes Screening			
Treatment on the NHS for head lice			
Chlamydia testing and treatment			
Availability of Oral Contraception			
Condoms on the NHS			
Pregnancy testing			
Flu vaccination			
Anticoagulation checks (blood thinners)			
Gluten free foods			
Prescription collection service			
Prescription delivery service			
<p>Are there any other services you would like to see?</p> <p>If yes, please state</p> <p>.....</p>			

Repeat Prescriptions

9. Are you happy with the way you get your repeat medication?

- ☐ Not applicable please go to Q14
- ☐ Yes
- ☐ No - please explain

.....

10. How do you order your repeat prescription?

- ☐ I visit my doctor's surgery
- ☐ I visit the pharmacy to ask them to order
- ☐ I post my repeat prescription to my doctor's surgery
- ☐ I telephone my doctor's surgery
- ☐ Going on the internet
- ☐ The pharmacy automatically orders my repeat prescription from my doctor
- ☐ Other, please explain

.....

11. Are you aware of Electronic Prescription Service system?

Yes ☐ No ☐ Would like to know more ☐

12. Has any Pharmacy asked you to nominate them as your main dispenser?

Yes ☐ No ☐ Would like to know more ☐

13. How do you usually get your medicines when they are ready?

- ☐ I collect them from the pharmacy
- ☐ Someone collects them from the pharmacy for me
- ☐ The pharmacy delivers them to my home
- ☐ Other, please explain

.....

14. Have you ever had any problems with your medicines? (please tick as many as necessary)

- ☐ Opening the packaging/bottle
- ☐ Getting my medicine(s) out of the packaging/bottles/etc
- ☐ Reading the label, please explain

- ☐ Reading the information leaflet, please explain

- ☐ Remembering to take any medication
- ☐ Confused by medicines that look a like
- ☐ Swallowing or using my medicines
- ☐ Changes to the colour or shape
- ☐ Side effects from my medicine
- ☐ No problems
- ☐ Other, please explain

.....

15. Would you like

- ☐ The pharmacy to order my prescription from the doctor
- ☐ The pharmacy to pick up my prescription from the doctor
- ☐ Someone to explain my medicines to me
- ☐ My medicines delivered to my home
- ☐ A chart to help me remember when to take my medicines
- ☐ My medicines in an organiser to help me remember when to take them
- ☐ My medicines in a container that is easy to open
- ☐ A label on my medicines which is in a larger print
- ☐ None
- ☐ Other, please explain

.....

Getting advice from the Pharmacist

16. In the past year or so have you had a talk/personal consultation with your pharmacist about your symptoms?

Yes ☐ (please continue onto Q16) No ☐ (please go to Q21)

17. In the last year or so have you had a talk/personal consultation with the pharmacist to check how you are getting on with your medicines?

Yes ☐ No ☐

18. Have you had a talk/personal consultation with the pharmacist in the last year or so for any other reason?

Yes ☐ please explain..... No ☐ (please go to Q21)

.....

19. Where did you have your talk/personal consultation with the pharmacist?

- ☐ At the pharmacist counter
- ☐ In the dispensary (where the prescriptions are made up)
- ☐ In a quiet part of the shop
- ☐ In a separate room
- ☐ Over the telephone
- ☐ Other, please explain

.....

20. Were you happy with what the pharmacist said to you?

Yes ☐ No ☐ please explain

How easy is it to access to pharmacy services?

21. In the last year or so have you had any problems finding a pharmacy to get a medicine dispensed, to get advice or to buy medicines?

- ☐ Not applicable (please go to Q26)
- ☐ No
- ☐ Yes, please explain

.....

22. If you had a problem, what day of the week was it?

- ☐ Monday to Friday
- ☐ Saturday
- ☐ Sunday
- ☐ Bank Holiday

23. What time of the day was it?

- ☐ Midnight – 8am (overnight)
- ☐ 8am – 12 noon (morning)
- ☐ 12 noon – 2pm (lunchtime)
- ☐ 2pm – 6pm (afternoon)
- ☐ 6pm – midnight (evening)

24. What was your main reason for going to the pharmacy on the day you had a problem?

- ☐ To get prescription medicine(s)
- ☐ To buy over the counter medicine(s)
- ☐ To get advice
- ☐ Other, please explain

.....

25. On the day you had the problem what did you do?

- ☐ Visit another pharmacy
- ☐ Waited until the pharmacy was open
- ☐ Visit your local doctor
- ☐ Visit a hospital
- ☐ Visit a Walk-in Centre / King Street Health Centre
- ☐ Called NHS Direct
- ☐ Internet search
- ☐ Contact PALS (Patient Advice & Liaison Services)
- ☐ Other, please explain

.....

26.	Aware you aware, that there are pharmacies in the Wakefield District that are open from early morning to late at night (7am to midnight) and at weekends?
	Yes <input type="checkbox"/> No <input type="checkbox"/>
27.	If Yes, do you know where they are?
	Yes <input type="checkbox"/> No <input type="checkbox"/>
28.	Is there anything particularly good about your local Pharmacy Services that you would like to tell us about?

29.	Is there anything that could be done better?

30.	Could you give us your postcode or the name of your area?

<p>If you have answered to a number of questions asked that you 'would like to know more'. Please state your full name, address and postcode, enabling us to forward all the relevant information.</p> <p>.....</p> <p>.....Post Code</p>	

Thank you for sparing the time to participate in our survey.

Would you please return the survey in the prepaid envelope provided by 15th June 10

Full Equality Impact Assessment

Name of policy/strategy project: NHS Wakefield District Pharmaceutical Needs Assessment	Aims and Objectives of the Policy Strategy Project: The aim of the PNA is to determine the health needs of the NHSWD's population, current provision of pharmaceutical services, gaps in current provision and how the NHSWD proposes to close these gaps. The PNA also considers the future needs for services. NHSWD must develop, consult on and publish a Pharmaceutical Needs Assessment (PNA) by 1 st February 2011. The PNA will be the basis for determining market entry to NHS pharmaceutical services provision and the provision of enhanced services by existing service providers.	
New or Existing policy/strategy project? Health Act 2009 - Review and update PNA carried out in 2005		
Date of Assessment: Initial 06/07/10 Full Review 05/01/11		
Who is responsible for the Assessment? Helen Wilde, Senior Primary Care Commissioning Manager, and Julie Howard, Primary Care Commissioning Manager – Pharmacy Lead	Lead Officer: Andrew Furber, Director of Public Health	Others involved: Public Health Information LPC Medicines Management PPI Communication Finance Primary Care

Department & Section: Primary Care, Medical Directorate, NHS Wakefield District

Consider relevant data and evidence:	Involve and consult Groups
<p>What Data is available? Please list: The Joint Strategic Needs Assessment (JSNA) Patient and Public Involvement Questionnaire/analysis Pharmaceutical Questionnaire/Analysis Neighbouring NHSWD's PNA's and subsequent Analysis (where relevant) Quality and Outcome Framework (QOF) Office for National Statistics</p>	<p>Which groups or people have you consulted? Please list: LiNK PALS Team / Contacts LPCs – including those in the surrounding area Wakefield LMC Age Concern NHSWDs in the surrounding areas Pharmacists in the NHSWD area Allerton Bywater Community Partnership Barnado's British Heart Foundation Cancer Research Castleford Heritage Trust Castleford Men's Group Castleford Panthers & Community Sports & Social Club Cave Castleford Area Voice Deaf Social Group Debra Friends of the Green Ladies Bright Hour Ladies Fellowship Revcom (Radio Emergency Volunteer Communications) Salvation Army Social Group for Visually Impaired People Turning Point Wakefield CAPS (Children's Advocacy and Participation)</p>

Service)
 YMCA
 Young at Heart (over 55s exercise class)
 Awaaz Young People's Group
 Ashiaana
 Central Jamia Masjid
 EMAN
 Muslim Health Information Empowerment Project
 Next Generation
 Sahara Young Men's Group
 Sandal Magna Parent & Toddler Group
 UK Muslim Welfare Association
 Wakefield Asian Community Forum
 Wakefield Mosque Committee
 Wakefield Athletic Football Club
 WAYS
 Chocolate
 Islamic Cultural & Religious Association
 Refugee & Asylum Seekers Advocacy Project
 Sport 4 U
 Wakefield Asian Welfare Association
 Young at Heart Group
 Indian and Muslim Welfare Society
 Pakistan & Kashmir Welfare Centre
 Kirkhamgate Community Association
 Mirfield Town Council
 Normanton Town Council
 Nostell Parish Council
 Notton Parish Council
 Osgoldcross Parish Forum

	<p> Ryhill Parish Council Sharlston Parish Council Sitlington Parish Council South Elmsall Town Council South Hiendley Parish Council South Kirkby & Moorthorpe Town Council Thorpe Audlin Parish Council Upton & North Elmsall Parish Council Walton Parish Council Warmfield-cum-Heath West Bretton Parish Council Winterset Parish Council Woolley Parish Council Morley Parish Council AB World Cancer Care Acceptance Ackworth Community Development Group Ackworth Methodist Church Ackworth Riding for the Disabled Age Concern Wakefield District Airedale & Warwick ADHD Self Help Group Airedale Family Centre Centre Manager - Airedale Library & Learning Centre Methodist Minister Allerton Bywater Community Partnership All Saints' Centre Vicar & Chairman - All Saints Church (C of E) All Saints Community Centre All Saints Youth Project APPLES (Agbrigg Pony Pals Little Equestrian Society) </p>
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	Facilitator - ARC Arthritis Care - Pontefract & District ASPIRE Personal Support Services Aysgarth Community Association Balne Lane Coffee Club Barracks Community Association Treatment, Care & Development Worker - BEGIN (Learning and Living with HIV) Bereavement Support Service - The Prince of Wales Hospice Ms Valerie Gillingham - Fundraiser - Bethany House Braille Guild Breast of Friends Brightsparks Toddler Group British Epilepsy Association British Polio Fellowship - Wakefield & District Branch Carer Support - The Prince of Wales Hospice Carers Wakefield & District Carleton Community Association Carleton Glen & St Giles View Tenants & Residents Association Carleton Park Estate Resident + Tenants Association Castleford & District Cancer Self Help Group Castleford & District Spastic Society Castleford Aid for ME (C.A.M.E) Castleford Community Learning Centre Catholic Women's League Chevin Housing Association Childcare Information Service Ltd Chin Wag Club Christ Church
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	Project Manager - Chrysalis Youth Project Church of Jesus Christ of Latter Day Saints Coach Road Estate Tenants & Residents Association Co-Active Cobblers Estate Community Association Community Awareness Programme (CAP) Continence Service User Group (CSG) Crofton Children's Play Area Association Crofton Community Centre Crofton Community Centre Newsletter Group Crofton Darby & Joan Club Crofton Playgroup - Crofton Community Centre Crofton Playgroup/Creche Cross Project, The Belle Isle Christian Centre Cutsyke Community Group Darrington Ladies Group Deaf Ex-Mainstreamers' Group Decoupage/Parchment Group Hemsworth & District Depression Alliance Diabetes UK DIAL: The Disability Advisory Service Dr Jackson CHRIS (Cancer, Hope, Research, Information Service) Appeal East Flanshaw Tenants & Residents Association Eastmoor & Stanley Area Consultative Committee Eastmoor Community Project Ltd. Eastmoor Community Archives Explorers Club Family Guidance and Support Featherstone & District Community Event Assoc.
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	Featherstone & District Lions Club Featherstone Angels Featherstone Forum Ferry Fryston & Airedale Parents Group Ferrybridge Ladies Guild Ferrybridge Newsletter Group Fit & Friendly Club Fitzwilliam Youth Project Focusability Friends of Halberg House Friends of Westfield Centre Creche Trust Fryston Local Action Group G.E.M. Getting Eastmoor Moving G.O.S.H. Support Group GASPED Gillsyke Area Tenants & Residents Association Glasshoughton Community Centre Glasshoughton Social Club Half Acres Neighbourhood Watch & Community Hall Green Community Association Harewood Centre Playgroup Havercroft Community Group HDP Westenders (Westend Intergeneration Group) Hemsworth & District Community Initiatives Hemsworth & District Partnership Hemsworth Community Sport & Arts Group Holywell Lane Day Centre Home-Start - Hemsworth & South Elmsall Home-Start - Wakefield & District Hopetown Tenants & Residents Association
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	<p> Horbury Carers Group Horbury Community Council Interacting KATRA (Kirkgate Apartments Tenants & Residents Association) Kiddie Patch Playgroup Kinsley & Fitzwilliam Resource Centre Knottingley Over 60's Group Knottingley Town Hall Community Centre Lift-Up Self Advocacy Group Little Nippers Toddler Group Living Hope Church Lock Lane Residents Group Community Centre Association Ltd Lupset Play Areas Association Manorfields Estate Tenants and Residents Association Yorkshire Development Officer Mental Health Matters Methodist Church - Sandal Middlestown & Overton Tenants & Residents Minsthorpe Estate Tenants And Residents Association (META) Moorthorpe Community Partnership Move Ahead Muslim Health Information Empowerment Project Locality Manager - New Era New Sharlston Activities Group North Wakefield Community Group Open House (Castleford) Ossett War Memorial Community Centre Outwood Parish Church </p>
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	Parents United Parklands Tenants Association Pontefract (Sports and Social AFC) Ability Counts Pontefract Cerebral Palsy Group Pontefract Family Centre Pontefract Lioness Club Pontefract Parish Church Pontefract Rangers Pontefract Women's Refuge Portobello Active Kids (P.A.K.) Portobello Community Café Potteries Community Action Group Pre-School Learning Alliance Prick Up Your Ears RCG Tenants and Resident's Assoc. Re-Connect RE-CYCLED TEENAGERS Rethink: Severe Mental Illness Ropewalk Methodist Church Youth Group RRAID (Ryhill Residents Amenity Improvement Development) Action Group Saint Cuthberts & All Saints Churches Head of Centre Sandal Community Association Sandal Magna Parent & Toddler Group SANS Luncheon Club SANS Partnership Centre Manager - Second Chance Service User Forum SESKU Community Partnership
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	<p> SESKU Community Publicity Group Shed, The SIGNPOST Simpsons Lane Tenants & Residents Association Smawthorne Community Project Soroptomist International of Wakefield South Kirkby St John Ambulance South Pontefract Community Partnership Speakability Special Abilities Ltd Springs Advice Centre, The Springs Life Resource Centre, The St Anne's Hall Management Committee St Catherine's Mothers' Union St Giles Church St Helen's Church St John's Church St Luke's Church St Mary's Project St Paul's Church St Paul's Community Project St Swithun's Centre St Thomas's Parish Church Standard 8 - Health & Active Life Group STAR Project Stonham Housing Association Streethouse Village Community Group Teddy Bear Club Pre-School Thornycroft Centre Thorpe Audlin Community Association </p>
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	<p> Three Villages Community Link Trinity Childcare The Vicar - Trinity Church Trinity Methodist Church Trinity Methodist Church (Eastmoor) Tuition and Support Centre Lightwaves Leisure Centre United Playcare Upton & North Elmsall Senior Citizens Benevolent Fund Upton Over 60's Gentle Exercise Group Upton Women's Institute Victim Support VOICE Wakefield & District Down's Syndrome Support Group Wakefield Autism Leisure Club Wakefield Cathedral Wakefield Community Research Group Wakefield & District Carers Wakefield District Childminding Association Wakefield District Children & Young People's Consortium Wakefield District Older Peoples Forums Network Wakefield Early Years Development & Childcare Partnership Wakefield Playbus Association Wakefield Riding for the Disabled Wakefield Society for Deaf People Wakefield Society for the Blind Wakefield Support Group for Autism Walton Women's Institute Well Women Centre West Yorkshire ADHD Support Group West Yorkshire Youth Association </p>
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	Weston Hall Stroke Club Wilson Street Community Group WMP Association Women's Chat Woolley Residents Association Wrenthorpe Aged Welfare Association Wrenthorpe Community Association Wrenthorpe Environmental Society (WRENS) Young at Heart Leisure Group Youth Forward Pontefract
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Please state the information obtained following the data/evidence gathering, and or Consultation: (what did they say?)

Please explain:

Pharmaceutical Needs Assessment – key data identified the following:

- Overall pharmaceutical provision in Wakefield District is good in terms of access, quality and the range of services provided.
- There is a need for a 100 hours pharmacy in the town centre of Wakefield
- Levels of satisfaction with pharmacy services are high although there is evidence that service users are not all always aware of the range of services or the extended access available (e.g. 100 hour pharmacies).
- Current pharmacy providers have identified opportunities to extend the range of services available through community pharmacies.
- JSNA and NHS Wakefield District Strategic Plan have both identified the priorities for health and wellbeing locally, and these have some correlation with the opportunities identified by community pharmacists

Although there are signs of improvement, the district still displays high levels of multiple deprivation. The district is particularly affected by low levels of skills and training and high levels of health, disability and employment deprivation.

Does the evidence /data suggest any group is disadvantaged? Please explain below:

Age - When we look at the age profile of the population, Wakefield has an ageing population. Residents over-65's as a whole, expect a 25% increase. The total number of people over 65 will start to increase more quickly after 2010 increasing from 16% of the population to 18% by 2014, and then to 20% by 2027.

Births are expected to stay roughly consistent over the next ten years with 2007 and 2017 showing 3742 (1921 male and 1820 female) and 3763 (1942 male and 1820 female) births respectively.

Some children will have experiences in early childhood which means they have a much lower chance of leading the longer and healthier lives that those with a better start are likely to enjoy.

Older people – Service provision for the elderly and infirm was identified by our pharmacist as the main area of priority from the consultation. Most pharmacies currently offer medicines use reviews (MURS) and both a collection and delivery service.

Linked further around older people, 15% of people aged between 50 and retirement age claim incapacity benefit,

Religion or Belief – There is national evidence to suggest that different racial groups or ethnic groups respond unequally to public health campaigns many which are run through pharmacies.

With this in mind NHSWD and Pharmacies work together to either assist or arrange translational facilities. The publication of material to avoid cultural misunderstanding.

Where the provision of enhanced service may cause a possible concern on religious grounds has been addressed and therefore avoiding any form of discrimination for either/or all parties.

<p>compared to 11% nationally.</p> <p>Dependents (caring responsibilities) - We have previously alluded to the fact 15% of people aged between 50 and retirement age claim incapacity benefit which is predicted that the vast majority of these people are cared for by dependants.</p> <p>However this evidence is only based on people aged between 50 and retirement age and very little was identified around younger careers needs and requirements</p>	<p>Sexual Orientation - There is very little evidence to show whether the LGBT community have encountered discrimination in the provision of services</p>
<p>Disability - The number of service users using learning disability services is expected to rise to 1420 users by 2012 and 1443 users by 2017.</p> <p>15% of people aged between 50 and retirement age claim incapacity benefit, compared to 11% nationally;</p> <p>Pharmacies and NHSWD has invested significantly to improve access to pharmacy services, including disabled access to most premises, installation of hearing loops, improvements to signage and practice leaflets for those with visual impairment. It is disappointing that the approval of premises is the responsibility of the Royal Pharmaceutical Society of Great Britain, rather than the NHS. This occasionally can lead to premises opening which do not provide adequate accessibility for patients.</p>	<p>Race - The regional ethnic profile has a BME population of just over 2.25%.</p> <p>Pharmacies will need to be aware of the language and cultural needs of their service users and ensure that they develop systems which support those needs.</p>

<p>NHSWD will continue to work with pharmacies to promote the use of appropriate premises and facilities to meet the needs of all patients.</p> <p>The provision of monitored dosage systems, larger print labelling and staff who have an understanding of supporting service users, for example, will be necessary to ensure that all service users have equal access to services provided by pharmacies.</p>	
<p>Gender (including Transgender) - There is no evidence to suggest people within this group have any issues regarding Pharmacy service provision</p>	<p>Other groups - No other groups have been identified.</p>
<p>Does the policy promote equality and diversity? Please explain?</p>	
<p>The following areas have been identified as those where the potential for inequity may exist.</p> <ol style="list-style-type: none"> 1. <i>Access to primary prevention</i>: this may be due to non engagement with health services because of race, religion or belief. This is addressed by the NHSWD Primary Prevention Team in terms of targeting groups and areas within Wakefield. 2. <i>Access to person centred care/peer support</i>: this may be because the currently available solutions to person centred care may not be appropriate for those of different ethnicity or religion, or may only be geared towards certain age groups <p>There is no current evidence that any groups are disadvantaged in these two areas as they have not been previously monitored. All essential and additional service provisions undertaken by pharmacies/pharmacist are subject to equality and diversity.</p>	

Action Planning Template – Equality Impact Assessment
Policy Strategy or Project: NHS Wakefield District Pharmaceutical Needs Assessment

Directorate: Medical Directorate, Primary Care Team

Lead Person: Andrew Furber, Director of Public Health

Date 05/01/11

Group Affected	Actions required to reduce/remove impact.	Start Date	Finish Date	Lead
Race, religion or belief	<ul style="list-style-type: none"> • Signpost to alternative service providers. • Monitor both pharmacy and pharmacist current accreditations. • Use alternative formats and material when providing information. • Continually engage and utilise patient feedback across the whole district either from direct contact or through annual Patient Satisfaction Surveys, ensuring person centred approach to care 	Ongoing Ongoing Ongoing Ongoing	Continuous Continuous Continuous Continuous	Julie M Howard / Helen Wilde
Age	<ul style="list-style-type: none"> • Continually engage and utilise patient feedback across the whole district either from direct contact or through annual Patient Satisfaction Surveys, ensuring person centred approach to care • Encourage the provision of delivery services • Monitor the provision of monitored dosage systems (MDS) which support patients to manage their medication 	Ongoing	Continuous	Julie M Howard / Helen Wilde
Disability	<ul style="list-style-type: none"> • Continue to encourage pharmacies and NHSWD to invest where necessary to improve access to pharmacy services, including <ul style="list-style-type: none"> • disabled access to most premises, 	Ongoing	Continuous	Julie M Howard / Helen Wilde

	<ul style="list-style-type: none"> • installation of hearing loops, • improvements to signage and practice leaflets for those with visual impairment. • Review the provision of monitored dosage systems • larger print labelling and staff who have an understanding of supporting service users, for example, will be necessary to ensure that all service users have equal access to services provided by pharmacies. • Encourage the provision of delivery services • Monitor the provision of monitored dosage systems (MDS) which support patients to manage their medication 			
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Glossary of Terms

BME	Black and Minority Ethnic
CaSH	Contraceptive and Sexual Health
CHD	Coronary Heart Disease
COPD	Chronic Obstructive Pulmonary Disease
CPLES	Community Pharmacy Local Enhanced Service
CVD	Cardio-vascular Disease
EHC	Emergency Hormonal Contraception
EPS	Electronic Prescription Service
ERPHO	ER Public Health Observatories
GMS	General Medical Services
GP	General Practitioner
H. pylori	Helicobacter pylori
HIV	Human Immunodeficiency Viruses
HPV	Human Papilloma Viruses
IMD	Index of Multiple Deprivation
INR	International normalised ratio
IT	Information Technology
JSNA	Joint Strategic Needs Assessment
LAD	Local Authority District
LES	Local Enhanced Service
LSOA	Local Super Output Area
MRSA	Methicillin-resistant Staphylococcus aureus
MUR's	Medicine Use Reviews
NHS	National Health Service
NHSWD	National Health Service Wakefield District
NRT	Nicotine Replacement Therapy
PALS	Patient Advice & Liaison Service
PCT	Primary Care Trust
PGD	Patient Group Directive
PNA	Pharmaceutical Needs Assessment
PPI	Patient and Public Involvement
PSNC	Pharmaceutical Services Negotiating Committee
QOF	Quality and Outcome Framework
SHA	Strategic Health Authority
SOA	Super Output Area
WTE	Whole Time Equivalent
YHPHO	Yorkshire & Humber Public Health Observatories