



Making the Most of Your Local Pharmacy



Wigan Borough
Pharmaceutical Needs Assessment
2022

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Executive Summary

1. This document provides an assessment of the need for pharmaceutical services in Wigan Borough. It follows and updates the position of the Pharmaceutical Needs Assessment (PNA) published in March 2018. The purpose of the document is to inform future planning and commissioning decisions in respect of future pharmaceutical services in the Borough.
2. The PNA presents and assesses the needs of the population according to both demographic and prevalence data. The PNA also includes evidence and data on the particular needs and issues experienced by groups with a protected characteristic as defined in the Equality Act 2010.
3. The PNA has identified the current pharmaceutical provision within Wigan Borough along with services provided outside of the Borough and by other providers and considered how these meet the current and future needs of the Wigan Borough population. The outcome of the assessment has been summarised in the key statements below.

Current pharmaceutical provision – necessary services

4. There is adequate provision of essential pharmacy services in Wigan Borough throughout 66 community pharmacies and one appliance contractor. In addition, there are a number of pharmacies located in neighbouring Boroughs outside the Wigan area that Wigan residents can reasonably access along with a significant number of internet pharmacies. These pharmacies increase choice and accessibility for Wigan residents.

Gaps in pharmaceutical provision – necessary services

5. This PNA has not identified any gaps in the provision of pharmaceutical services in the Borough.
6. Wigan Borough is a growing area, with on-going development anticipated over the lifetime of this PNA. Following assessment of the current population demographics, housing projections and the distribution of pharmacies across the Borough, it is anticipated that the current pharmaceutical service providers will be sufficient to meet local needs over the lifetime of this PNA.

Current pharmaceutical services – other relevant services

7. The PNA has considered the current provision of pharmaceutical services across the Borough and outside of the health and wellbeing board area which secure improvements or better access to other pharmaceutical services, specifically in relation to the demography and health needs of the population. It has identified that current provision of pharmaceutical services offered by both community pharmacies and other health care providers meet the needs of the population of Wigan Borough.

Improvements and better access - gaps in provision

8. The PNA has considered the current provision of pharmaceutical services across the Borough and the need for any additional services to meet the health needs of the Wigan Borough population. It has not identified any services which are not currently provided in the health and wellbeing board area that would secure improvements or better access to pharmaceutical services or pharmaceutical services of a specific type in its area.

NHS services affecting pharmaceutical need and development of pharmaceutical services to secure improvements or better access

9. This PNA provides an overview of services commissioned locally and provided by other NHS services to improve population health and which have an impact on pharmaceutical need. This PNA has identified that there may be opportunities to further develop and extend the delivery of some of the existing services within pharmacies to secure health improvements or better access to services. Local commissioners will continue to explore options for improvements in service delivery and accessibility as part of their on-going service monitoring and review.

Assessment of needs

10. For purpose of the PNA, factors affecting the demographics and needs of the population have been considered across the Borough and an overview of pharmaceutical services, along with more detailed information on the provision of pharmaceutical services at service delivery footprint level has been provided. The PNA also includes evidence and data on the particular needs and issues, experienced by groups with a protected characteristic as defined in the Equality Act 2010.

Introduction

What is a Pharmaceutical Needs Assessment?

11. The Pharmaceutical Needs Assessment (PNA) is a health needs assessment specifically identifying how pharmacy services are helping to meet the health needs of the population and how they could help in the future.
12. The process and requirements that Health and Wellbeing boards are required to follow when producing their PNA are given in Appendix 1.

How will the PNA be used?

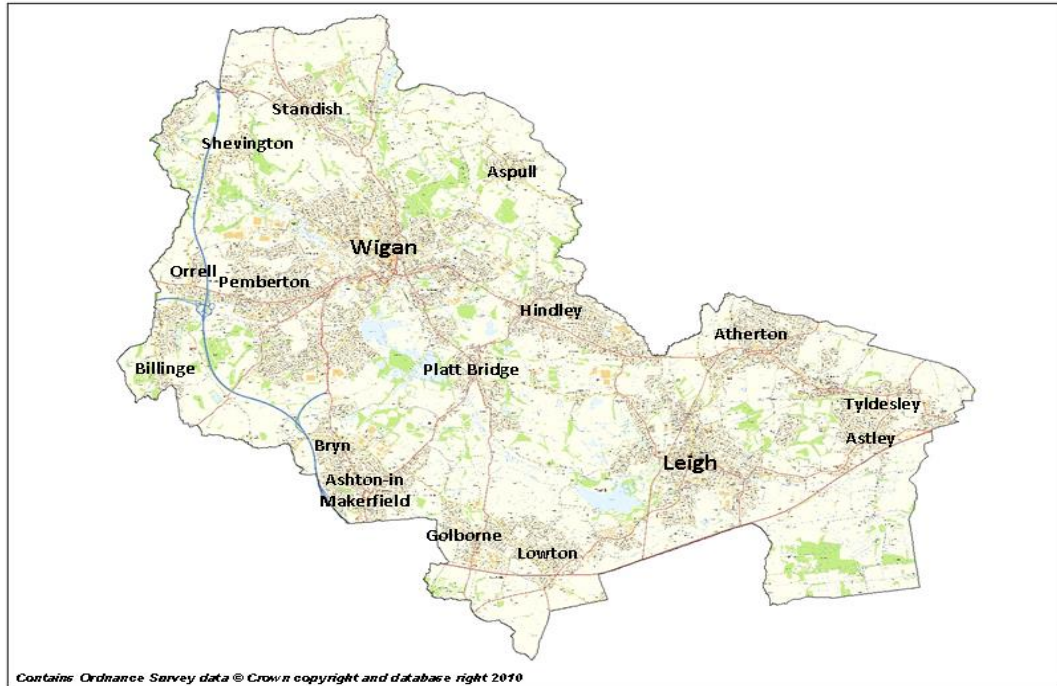
13. The PNA is a key commissioning tool used to inform and support the future commissioning of pharmaceutical services. If a person wants to provide pharmaceutical services, they are required to apply to NHS England to be included on the pharmaceutical list. The PNA is used by NHS England as a basis for making decisions when applications are received to enter or amend the entry on the list of pharmaceutical service providers within the Health and Wellbeing Board (HWB) area.
14. This document provides an update to the Pharmaceutical Needs Assessment published by Wigan Council in March 2018. The production of this PNA has been led by Wigan Council (Public Health) with a significant contribution from the medicines management team within the Wigan NHS Locality Team of Greater Manchester Integrated Care (previously Wigan Borough CCG).

Wigan Borough Profile

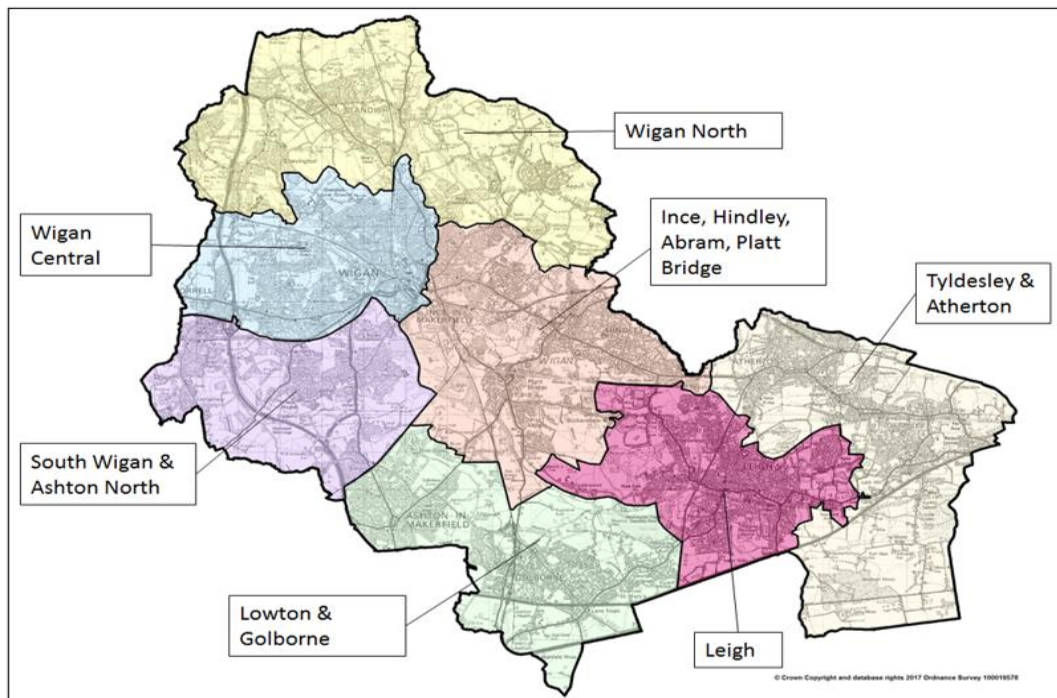
Geography

15. Wigan Borough is located in the North West of England, between Manchester, Liverpool and Preston and is part of Greater Manchester. It is one of the largest Metropolitan Boroughs in England and borders Bolton, Chorley, Salford, St Helens, Warrington and West Lancashire. The Borough is made up of a number of towns and districts, the largest of which is Wigan (See Figure 1).
16. Historically, Wigan Borough was a mining area and the towns developed reflecting the workforce demands of that industry. Although, with development, the towns have merged in places there remains a considerable area of green space within the Borough. Wigan NHS Locality Team of Greater Manchester Integrated Care covers the same geographical area as Wigan Council.
17. Wigan Borough is divided into seven Service Delivery Footprints with the aim to deliver integrated health and social care services within each of these areas (see Figure 2).

18. Figure 1. Map of Wigan Borough



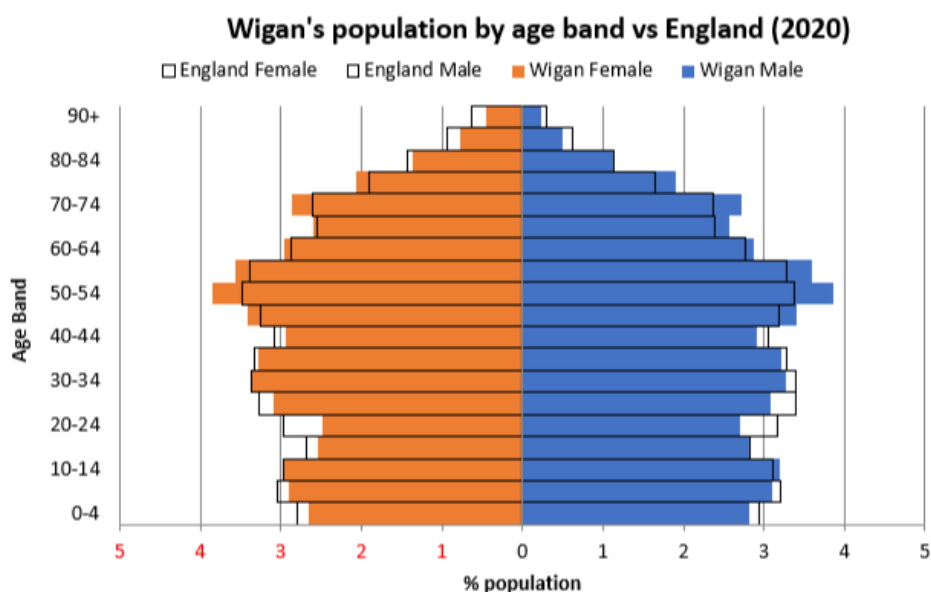
19. Figure 2. Service delivery footprints in Wigan Borough



Population

Age/sex distribution and future trend in population size

23. Figure 5 shows the age/sex distribution of the population of Wigan Borough using the Office of national Statistics (ONS) mid-2020 population estimates. Overlying this is the estimate for England. As at 2020, the population of Wigan Borough was 330,700.
24. **Figure 5. Wigan Borough population by age and sex, with comparison to England (Source: ONS Mid-Year Population Estimates for 2020)**

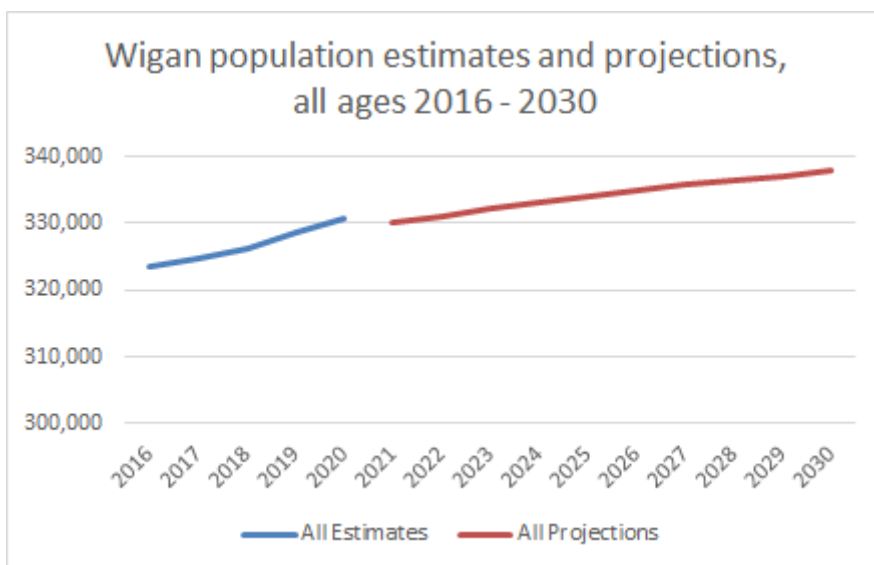


25. Table 1 shows the latest population estimates split by sex and broad age band. There are numerically and proportionately more females aged 65 and over, compared with males.
26. **Table 1. Wigan Borough population by sex and broad age band (Source: ONS Mid-Year Population Estimates for 2020)**

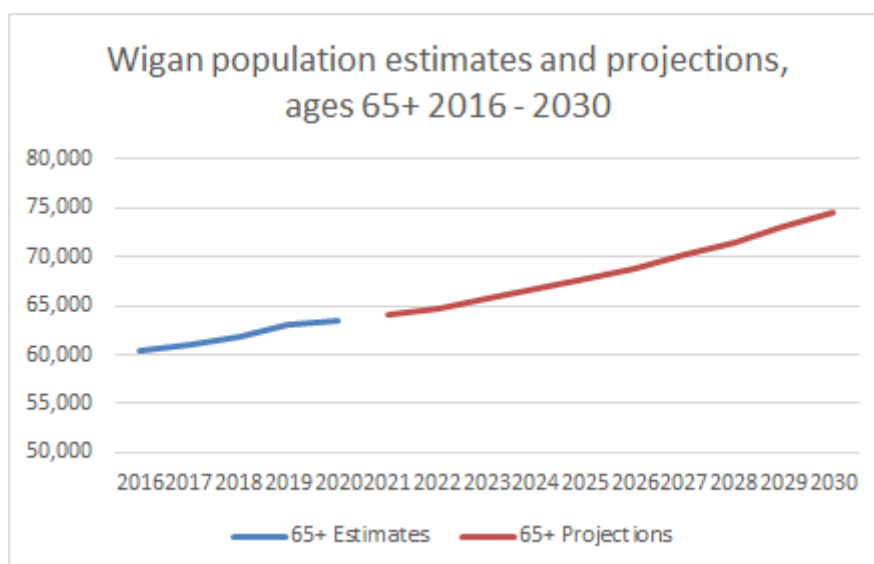
| Age | Males | | Females | | All | |
|--------------|---------------|-------------|---------------|-------------|---------------|-------------|
| | Number | % | Number | % | Number | % |
| 0 to 15 | 32050 | 19% | 29970 | 18% | 62020 | 19% |
| 16 to 64 | 102860 | 62% | 102410 | 62% | 205270 | 62% |
| 65+ | 29990 | 18% | 33430 | 20% | 63420 | 19% |
| Total | 164900 | 100% | 165810 | 100% | 330710 | 100% |

27. Caution is needed in regard to population projections as errors accumulate the further one projects into the future. Present projections suggest that the Wigan Borough 85+ population will increase by nearly 40% by 2030.

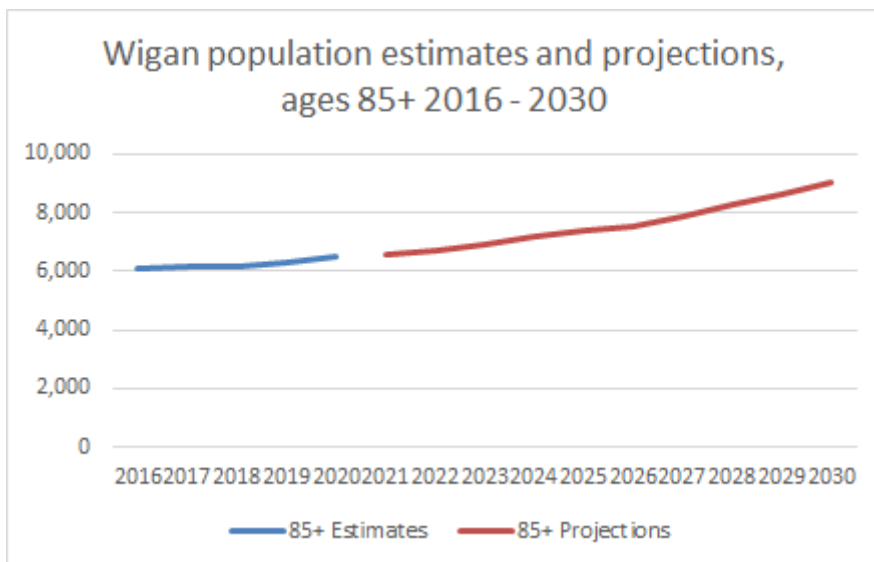
28. Figure 6 shows the latest five years of population estimates for Wigan, along with projections until 2030. It is estimated that the population grew by 2.2% in the 5 years 2016 to 2020 and will grow a further 2.4% by 2030.
29. **Figure 6. Estimates and projections of the Wigan Borough population, all ages (Source: ONS Mid Year Estimates and 2018-based population projections)**



30. Figure 7 shows the population estimates and projections over the same time period for those aged 65 and over. It is estimated that the 65 and over population grew by 5% in the 5 years 2016 to 2020 and will grow a further 16% by 2030.
31. **Figure 7. Estimates and projections of the Wigan Borough population, ages 65+ (Source: ONS Mid Year Estimates and 2018-based population projections)**



32. Figure 8 shows the population estimates and projections over the same time period for those aged 85 and over. It is estimated that the 85 and over population grew by 7% in the 5 years 2016 to 2020 and will grow a further 38% by 2030.
33. **Figure 8. Estimates and projections of the Wigan Borough population, ages 65+ (Source: ONS Mid Year Estimates and 2018-based population projections)**

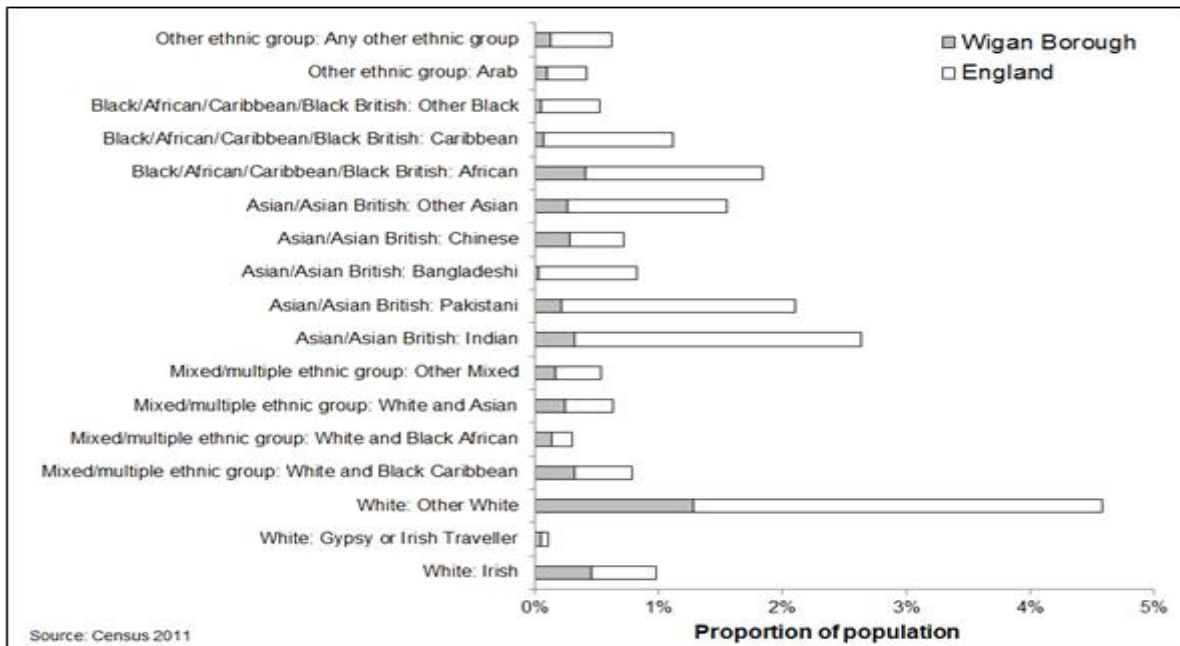


34. However, if the growth rate of the 65+ population of Wigan Borough turns out to be accurate, it will have a significant effect on the local health and social care system. More people will be living with a long-term health condition and more people will be living with multiple health conditions. Therefore, demand for health and social care services will increase. Community pharmacies will have to adapt to this both in terms of meeting the increase in demand for pharmacy services and ameliorating the demand for other health and social care services within the Borough.

Ethnicity

35. Figure 9 shows the distribution of ethnic groups (excluding White British) within Wigan Borough compared with England as a whole. It should be noted that this is based on data from the 2011 census. There is no recent data. Although Wigan Borough is active in accepting refugees and other migrants, it is unlikely that this has greatly changed the ethnic mix of the population since the last census. The population of Wigan Borough is predominantly White British (95.5%) as compared to England (79.8%) where the proportion is smaller. Wigan Borough has had an increase in migrants, refugees and asylum seekers in recent years. Although the numbers are small compared to the size of the total population and some only stay for a short period of time, it is important that they are not ignored as some will have specific health needs that require support. In addition, it is important that individuals with infectious diseases such as tuberculosis are identified quickly in order that they can be treated and to protect the public health.

36. **Figure 9. Ethnic mix of the Wigan Borough population excluding White British (2011)**

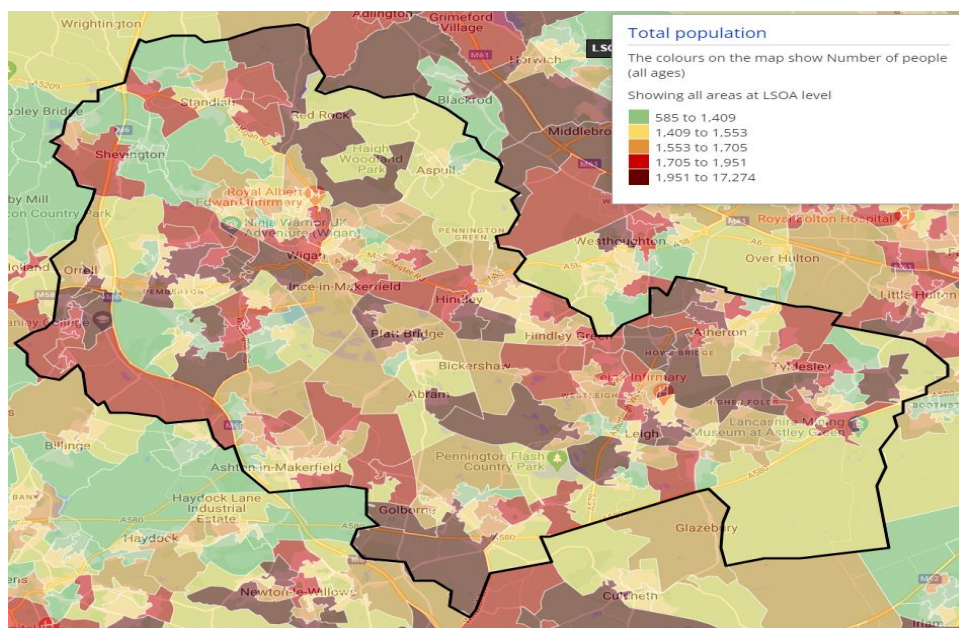


37. Some ethnic communities have faced a disproportionately high toll from COVID-19, including higher infection and mortality rates. There are also signs of disproportionate social and economic harm to some ethnic minority communities as a result of containment measures.

Population Density

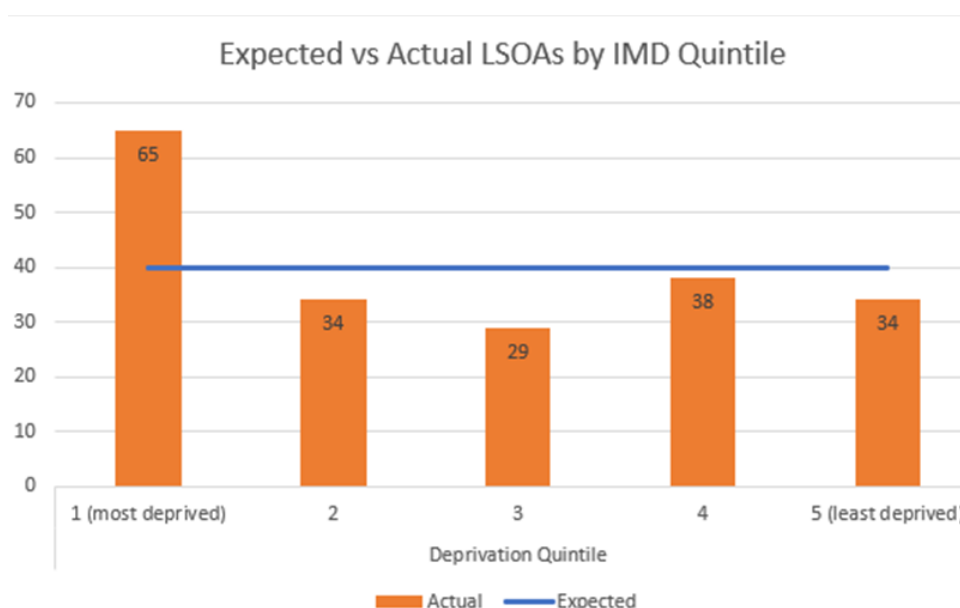
38. Figure 10 shows the population density within Wigan Borough by Local Super Output Area (LSOA) and thus shows the main population centres in the Borough.

39. **Figure 10. Population density of Wigan LSOAs (Source: ONS Mid-Year Estimates for 2020, via OCSI Local Insight tool)**



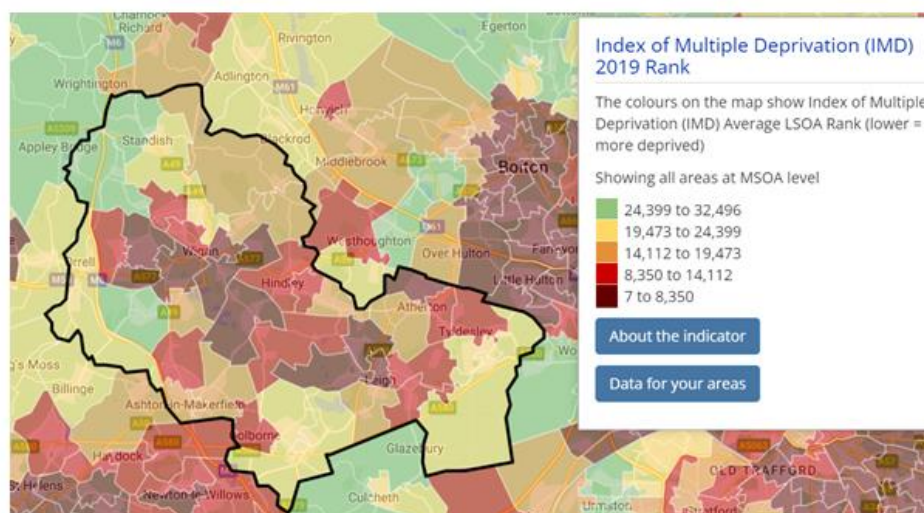
Deprivation

40. Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not solely financial. The English Indices of Deprivation (Department for Communities and Local Government, 2019) cover 7 'domains'; Income, Employment, Health and Disability, Education, Barriers to Housing and Services, Crime, and Living Environment. The overall Index of Multiple Deprivation 2019 (IMD 2019) is calculated as a weighted aggregation of these seven domains. Full details of all of the domains and the indicators they contain can be found in the full technical report produced on behalf of the DCLG¹.
41. The lowest geographical level for which the indices are produced is at Lower Super Output Area (LSOA) level. LSOAs are small geographical units, each of which has a minimum of 400 households and an average population of approximately 1500 people.
42. Wigan Borough has a higher proportion of LSOAs that are within the 20% most deprived in England compared to England as a whole, and a concomitant reduction in LSOAs in the three least deprived quintiles. Figure 11 shows how deprivation is distributed within the borough and Figure 12 shows the areas (MSOAs) in Wigan that are most deprived in dark red/red.
43. **Figure 11. Distribution of deprivation in Wigan Borough**



¹ [English indices of deprivation - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

44. Figure 12. Distribution of deprivation in Wigan Borough by MSOA



Population with Protected Characteristics.

45. This section of the PNA looks at the particular health needs of individuals who share one or more of the nine protected characteristics as defined in the Equality Act 2010² namely:
- Age
 - Disability - defined as a physical or mental impairment, that has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities
 - Pregnancy and maternity
 - Race which includes colour, nationality, ethnic or national origins
 - Religion (including a lack of religion) or belief (any religious or philosophical belief)
 - Gender
 - Sexual orientation
 - Gender re-assignment
 - Marriage and civil partnership
46. Demographic and health needs data relating to the above characteristics may also be referred to elsewhere in this demographic and health section.
47. The Equality Act 2010² also details other groups with a shared protected characteristic such as refugees and asylum seekers, offenders and homeless and rough sleepers, traveller and gypsy communities, and military veterans. These groups can also face barriers to accessing health, social care and general support services. It is also recognised that experiences of poor health can be because of circumstances often affected by, but going beyond, sharing a protected characteristic or socio-economic status.
48. Please note that in this section, where local figures are not available, national evidence and insight is also presented.

² [Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/equality-act-2010)

Age

Older Residents

49. 75% of 75 year olds in the UK have more than one long term condition, rising to 82% of 85 year olds³.
50. In the next 20 years, the over 65 population will see increases in the number of individuals who are independent but also in those with complex care needs. This increase is due to more people reaching 85 years or older and have higher levels of dependency, dementia and comorbidity⁴.
51. Elderly patients often receive multiple drugs for their multiple diseases. This greatly increases the risk of drug interactions as well as adverse reactions and may affect compliance in taking medication appropriately. Elderly patients' medicines should be reviewed regularly⁵.

Children and Young People

52. All evidence supports the long-term value of focusing on children and young people's health and wellbeing outcomes. The best start in life provides important foundations for good health and wellbeing into adulthood and throughout life.
53. Breastfeeding provides ideal nutrition for infants in the first stages of life. Increases in breastfeeding are expected to reduce illness in young children. The prevalence of breastfeeding at 6-8 weeks after birth in Wigan is 32.7%. This is significantly worse than the England average (48%).
54. Immunisations, Wigan is higher than the England averages for Population Vaccination Coverage including MMR and the combined DTaP/IPV/Hib.
55. National Child Measurement Programme (NCMP) figures for 2019/20 in Wigan showed that the prevalence of obesity for Reception (10.9%) is not significantly different to England (9.9%) and that Year 6 (23.9%) is significantly worse than England (21%). *Caution must be used when interpreting the 2019/20 data as the NCMP program stopped in March 2020 when schools were closed due to the Covid-19 pandemic.*
56. In 2019, more than 1.3 million chlamydia tests were carried out among young people aged 15 to 24 years in England. A total of 134,418 chlamydia diagnoses were made among this age group⁶. The Chlamydia Detection rate (for those aged 15-24) in Wigan is 1,392 per 100,000.
57. In 2016, 19% of pupils reported they had tried smoking at least once, and a quarter of pupils (25%) reported they had ever used e-cigarettes. Pupils were more likely to smoke themselves if they lived in a household with other smokers⁷.

³ [NHS England » Improving care for older people](#)

⁴ [NHS England » Improving care for older people](#)

⁵ [Prescribing in the elderly | Medicines guidance | BNF | NICE](#)

⁶ [National chlamydia screening programme \(NCSP\): data tables - GOV.UK \(www.gov.uk\)](#)

⁷ [Part 4: Smoking patterns among young people - NHS Digital](#)

58. Under 18 Conception Rates in Wigan rose slightly in 2020 on the previous year. Since 2016, the rate has been significantly worse than the England averages (except for 2018).
59. Wigan's rate for hospital admissions for alcohol-specific conditions (under 18s) and Substance Misuse (15-24 years) are significantly higher than the England averages.

Gender

60. Male life expectancy at age 65 (3 year range) is 17.5 years in Wigan, lower than 18.7 years in England. Female life expectancy at age 65 (3 year range) is 19.7 years in Wigan, lower than 21.1 years in England⁸.
61. Women are more likely to experience common mental health conditions than men, and while rates remain relatively stable in men, prevalence is increasing in women⁹.
62. Suicide rates nationally are consistently higher in males, males were less likely than females to have received a mental health diagnosis or be in the care of mental health services, suggesting that males may not be seeking or receiving the support they need¹⁰. The Suicide rate (per 100,000) in Wigan is 13.6 (2018-2020) and is significantly worse than the England average (10.4).
63. Females in Wigan have a significantly higher rate of emergency hospital admission for intentional self-harm than males, this is a pattern also seen nationally.
64. Male mortality rates from causes considered preventable are significantly higher than females in Wigan, a pattern also seen nationally. In 2017-19 in Wigan, the rate for males was 235.9 compared to 132.2 for females.

Sexual Orientation

65. Health Survey for England (HSE) data showed 16% of LGB adults said they had a mental, behavioural or neurodevelopmental disorder as a longstanding condition. The proportion of heterosexual adults reporting the same was much lower at 6%¹¹.
66. 16% of respondents to a national LGBT survey who accessed or tried to access public health services reported a negative experience because of their sexual orientation, and at least 38% had a negative experience because of their gender identity¹².
67. One in five LGBT people surveyed for Stonewall had not disclosed their sexual orientation to any healthcare professional when seeking general medical care¹³.

⁸ [Public Health Outcomes Framework - OHID \(phe.org.uk\)](https://www.phe.org.uk)

⁹ [The Women's Mental Health Taskforce report - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

¹⁰ [Suicide prevention profile updates - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

¹¹ [National representative data on the health of lesbian, gay and bisexual adults in England published for the first time - NHS Digital](https://www.nhs.uk)

¹² [NHS England » LGBT health](https://www.nhs.uk)

¹³ [lgbt_in_britain_health.pdf \(stonewall.org.uk\)](https://www.stonewall.org.uk)

68. HSE data showed LGB adults were more likely to drink at levels which put them at increased or higher risk of alcohol-related harm; 32% of LGB adults compared with 24% of heterosexual adults. Findings also showed more LGB adults (27%) than heterosexual adults (18%) were current smokers¹⁴.

Gender Re-assignment

69. Since the passing of the Gender Recognition Act 2004, there has been increasing public awareness of the transgender population. Evidence is mounting that this community experiences significant health inequalities due to numerous factors. One such determinant is termed 'minority stress' – this is the lifelong, cumulative, psychological and physical effects of having a minority identity¹⁵.
70. Two thirds of transgender people surveyed for Stonewall had experienced depression in the last year¹⁶.
71. 62% of transgender people said they had experienced a lack of understanding of specific trans health needs by healthcare staff¹⁷.
72. Transgender people with other protected characteristics often face multiple barriers to accessing healthcare. A Race Equality Foundation report found that transgender people of colour experience higher rates of discrimination when trying to access mental health support, substance abuse treatment and domestic violence support¹⁸.

Disability

73. Physical health problems significantly increase the risk of poor mental health, and vice versa. Around 30% of all people with a long-term physical health condition also have a mental health problem, most commonly depression/anxiety. Many of them experience significantly poorer health outcomes and reduced quality of life as a result¹⁹.
74. On average, the life expectancy of women with a learning disability is 18 years shorter than for women in the general population. The life expectancy of men with a learning disability is 14 years shorter than for men in the general population. Common associated health conditions for people with a learning disability include mental health problems, epilepsy, and being underweight or overweight²⁰.
75. It is estimated that for people with severe mental illness (SMI), 2 in 3 deaths are from physical illnesses that can be prevented. Major causes of death in people with SMI include chronic physical medical conditions such as cardiovascular disease, respiratory disease, diabetes and hypertension²¹.

¹⁴ [National representative data on the health of lesbian, gay and bisexual adults in England published for the first time - NHS Digital](#)

¹⁵ [Meeting the health promotion needs of the transgender population | Nursing Times](#)

¹⁶ [lgbt_in_britain_health.pdf \(stonewall.org.uk\)](#)

¹⁷ [lgbt_in_britain_health.pdf \(stonewall.org.uk\)](#)

¹⁸ [Better-Health-41-Trans-NB-final.pdf \(raceequalityfoundation.org.uk\)](#)

¹⁹ [Mental health | The King's Fund \(kingsfund.org.uk\)](#)

²⁰ [Learning Disability - Health Inequalities Research | Mencap](#)

²¹ [Severe mental illness \(SMI\) and physical health inequalities: briefing - GOV.UK \(www.gov.uk\)](#)

Race

76. Among minority ethnic groups structural racism can reinforce inequalities, for example, in housing, employment and the criminal justice system, which in turn can have a negative impact on health.
77. Evidence shows that racism and discrimination can also have a negative impact on the physical and mental health of people from ethnic minority groups²².
78. Wigan's population is less ethnically diverse than the North West and England. In the 2011 Census, only 3% were non-white, compared to 15% for England, and 10% for the North West.
79. 93% of pupils have English as a first language, and Polish, Romanian and Arabic are the main languages spoken in Wigan schools as a first language other than English.
80. The Covid-19 pandemic has had a disproportionate impact on ethnic minority communities, who have experienced higher infection and mortality rates than the white population. Geography, deprivation, occupation, living arrangements and health conditions such as CVD and diabetes accounted for a large proportion, but not all, of the excess mortality risk of Covid-19 in ethnic minority groups²³.
81. Although stillbirth and infant mortality rates in England and Wales have fallen in all ethnic groups since 2007, they remain higher among ethnic minority groups. They are highest among babies from the Pakistani and Black ethnic groups²⁴.
82. Cardiovascular disease (CVD) is a leading cause of death nationally and in ethnic minority groups, causing 24% of all deaths in England and Wales in 2019²⁵.
83. The risk of developing diabetes is up to six times higher in South Asian groups than in white groups and South Asian groups have higher mortality from diabetes²⁶.

Pregnancy and Maternity

84. Women who are healthier at conception have a better chance of becoming pregnant, having a safe and healthy pregnancy and giving birth to a healthy baby. Opportunities to promote preconception health and reduce risk occur across the early and reproductive years of the life-course²⁷.
85. Overweight and obese women have a higher risk of poor birth outcomes and of their children being overweight or obese.

²² [The health of people from ethnic minority groups in England | The King's Fund \(kingsfund.org.uk\)](https://www.kingsfund.org.uk/publications/ethnic-minority-groups-in-england)

²³ [Health of women before and during pregnancy: health behaviours, risk factors and inequalities \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/421444/Health_of_women_before_and_during_pregnancy_health_behaviours_risk_factors_and_inequalities.pdf)

²⁴ [Health of women before and during pregnancy: health behaviours, risk factors and inequalities \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/421444/Health_of_women_before_and_during_pregnancy_health_behaviours_risk_factors_and_inequalities.pdf)

²⁵ [Health of women before and during pregnancy: health behaviours, risk factors and inequalities \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/421444/Health_of_women_before_and_during_pregnancy_health_behaviours_risk_factors_and_inequalities.pdf)

²⁶ [Health of women before and during pregnancy: health behaviours, risk factors and inequalities \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/421444/Health_of_women_before_and_during_pregnancy_health_behaviours_risk_factors_and_inequalities.pdf)

²⁷ [Preconception care: making the case - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/421444/Preconception_care_making_the_case.pdf)

86. Smoking in pregnancy is the single biggest modifiable risk factor for miscarriages, stillbirths, premature birth and birth defects. Younger women were more likely to smoke at the time of their booking appointment, with almost 1 in 4 women (24.8%) aged under 25 smoking compared to 7.1% of women aged 35 and over²⁸.

Religion

87. Cultural, spiritual and religious beliefs and practices can impact on health behaviours and practices, health outcomes, use of and access to healthcare, and decision-making regarding medical treatment²⁹.
88. It is important for professionals to deliver culturally responsive healthcare, providing healthcare to individuals that is tailored to their needs and that takes into account the unique cultural, spiritual and religious factors that influence their health. Religious literacy involves being open to the role that religion may play in an individuals' understanding of their health needs. It does not require specific knowledge of religious traditions³⁰.
89. Cultural, spiritual and religious considerations are important when requesting language interpreters. In some situations, patients may wish to have an interpreter of the same religion, cultural background and sex³¹.
90. 2011 census data shows a larger proportion of Christians living in Wigan (78%) compared with the North West (67%) and England (59%). People with no religion account for the next highest group (15%)³².

Homelessness

91. Homelessness is associated with severe poverty and is a social determinant of health. Homelessness is linked to adverse health, education and social outcomes, particularly for children. To be deemed statutorily homeless, a household must have become unintentionally homeless and must be considered to be in priority need. As such, statutorily homeless households contain some of the most vulnerable members of the community. Figure 13 shows the estimated proportion of households in temporary accommodation per 1,000 households for Wigan Borough and England. Wigan Borough has consistently had a far smaller proportion of households (0.7) in temporary accommodation compared to England as a whole (4.0).

²⁸ [Health of women before and during pregnancy: health behaviours, risk factors and inequalities \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk)

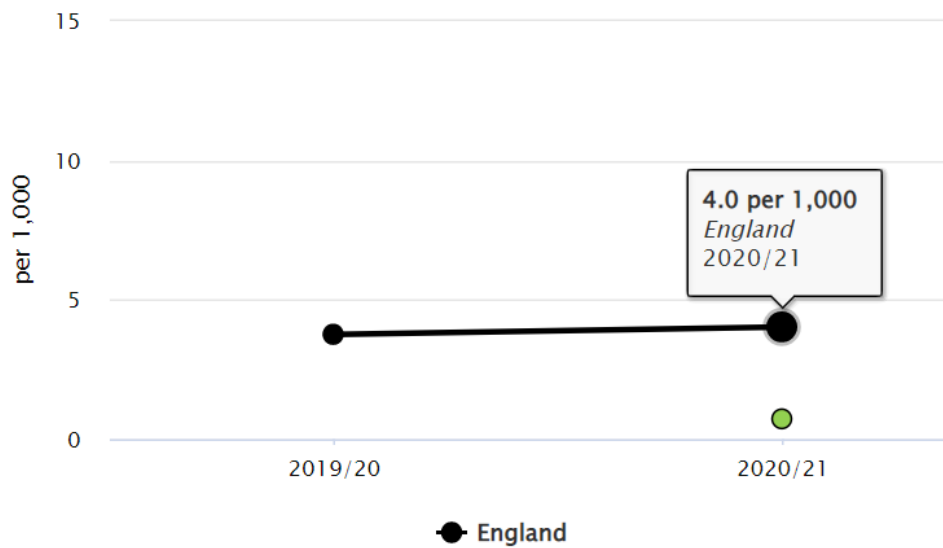
²⁹ [Culture, spirituality and religion: migrant health guide - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/culture-spirituality-and-religion)

³⁰ <https://www.gov.uk/guidance/culture-spirituality-and-religion>

³¹ <https://www.gov.uk/guidance/culture-spirituality-and-religion>

³² [2011 Census - Census of Population - Data Sources - home - Nomis - Official Census and Labour Market Statistics \(nomisweb.co.uk\)](https://www.nomisweb.co.uk)

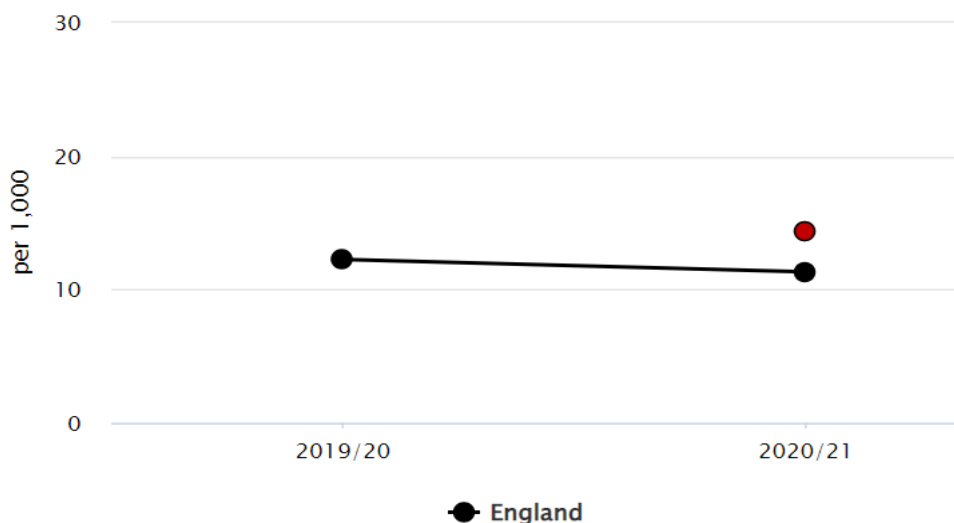
92. **Figure 13. Homelessness - households in temporary accommodation (2020/21)**
Source: Ministry of Housing, Communities and Local Government.



93. The Homelessness Reduction Act (HRA) introduced new homelessness duties which meant significantly more households are being provided with a statutory service by local housing authorities than before the Act came into force in April 2018. The HRA introduced new prevention and relief duties, that are owed to all eligible households who are homeless or threatened with becoming homeless, including those single adult households who do not have ‘priority need’ under the legislation.

94. Figure 14 shows the number of households owed a duty under the Homelessness Reduction Act. A significant number of homeless people (including travellers) do not access health and social care services and many will have some degree of mental health problem and/or substance misuse.

95. **Figure 14. Homelessness – Number of households owed a duty under the Homelessness Reduction Act (2020/21).** **Source: Ministry of Housing, Communities and Local Government.**



96. The Health Outreach and Inclusion Service, provided by Wrightington, Wigan and Leigh NHS Foundation Trust, provides targeted clinical interventions, screening and advice to key vulnerable groups (homeless people, asylum seekers and refugees, gypsy and traveller communities, boaters and sex workers). Through their proactive outreach work they help encourage and empower vulnerable people to manage their own health and wellbeing and improve health outcomes.

Migration

97. Table 2 shows the long-term international and internal migration flows to and from Wigan between 2019 and 2020. It is estimated there was a total net gain of around 2,200 people into the Borough during that period.

98. Internal migration is defined as residential moves between different Local Authorities in the UK.

99. The ONS included the following caveat regarding the impact of Covid-19: The restrictions in place during the 2020 lockdown in the UK had direct impacts on population change at both the national and subnational level. Global restrictions also impacted the volume of international migration to and from the UK. The pandemic disturbed the collection and processing of demographic data from surveys, registration and administrative sources, for example the international passenger survey (the main source of data on migration flows) was suspended in March 2020.

100. **Table 2. Estimates of migration in Wigan Borough, 2020 (source: ONS Local Area Migration Indicators)**

| Mid-2019 to Mid-2020 | | | | |
|------------------------------------|--------------------------------------|---------|-----------------------------------|---------|
| Mid-2020 Population Estimate | Long-Term International Migration | | Internal Migration (within UK) | |
| | Inflow | Outflow | Inflow | Outflow |
| 330,712 | 1,074 | 532 | 10,393 | 8,694 |
| Net Migration | 542 | | 1,699 | |
| Total Migration | 2,241 | | | |

Health

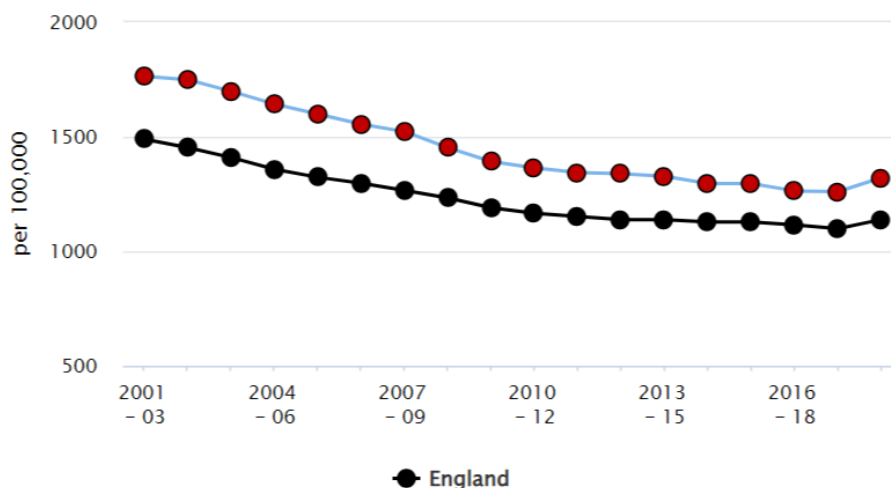
101. The population changes taking place in Wigan Borough and elsewhere including the aging of the population give rise to a number of challenges for the health and social care system. Greater Manchester devolution of health and social care funding continues to provide an opportunity to develop health and social care services that meet the needs of local people in the face of population changes.

102. The focus of devolution of health and social care will be:
- Preventing people getting ill, helping people find employment, and helping people to remain independent.
 - Joining up health and social care services, to reduce gaps in the system and make services work better together and facilitated by the development of Integrated Care Organisations (ICOs).
 - Providing better community-based care near people's homes.
 - Providing better care and support for people with mental health problems.
103. Wigan Council recognises that health and wellbeing requires a partnership with local people and communities as set out in the Deal for Health and Wellness³³.
104. The Deal for Health and Wellness is part of a wider Deal with residents and communities that Wigan Council has been promoting since 2010. It is an informal agreement between the Council and everyone who lives or works here to work together to create a better Borough. The aim is to work with people and communities, recognising the many skills, talents and assets that are available in this Borough³⁴.

Mortality

105. Figure 15 shows the trend in all-age mortality for males for both Wigan Borough and England. In both cases the rate has increased for the latest time period (2018-20) following a long period of reduction, and mortality remains significantly higher for Wigan Borough.

106. **Figure 15. Trend in mortality for males in Wigan Borough compared to England (Source: Fingertips, OHID)**

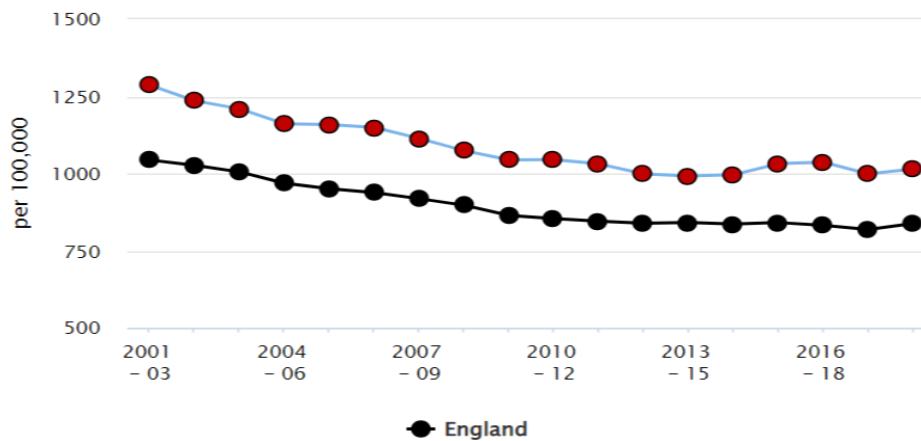


107. Figure 16 shows the trend in all-age mortality for females for both Wigan Borough and England. As above, mortality remains significantly higher for Wigan Borough and rates have increased for the latest time period (2018-20).

³³ [Health-Devolution.pdf \(wigan.gov.uk\)](https://www.wigan.gov.uk/Health-Devolution.pdf)

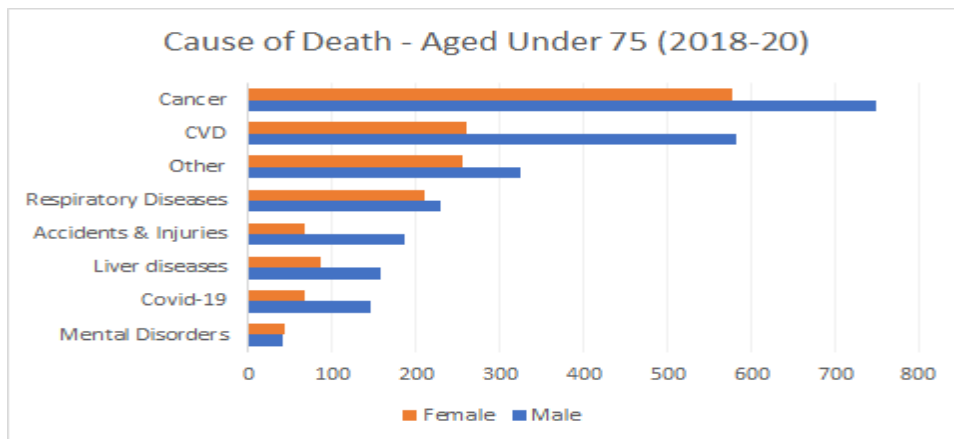
³⁴ [The Deal for Health and Wellness \(wigan.gov.uk\)](https://www.wigan.gov.uk/The-Deal-for-Health-and-Wellness)

108. **Figure 16. Trend in mortality for females in Wigan Borough compared to England (Source: Fingertips, OHID)**



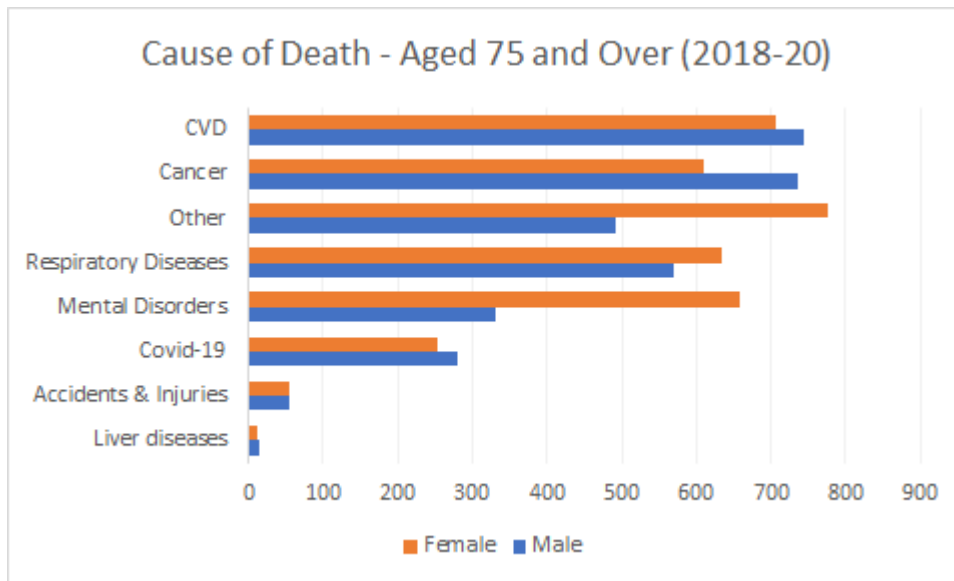
109. During the three-year period 2018 to 2020 there were just over 3,400 deaths in Wigan Borough per year. Figure 17 shows the main causes of death for people aged less than 75 in the Borough, and by males and females respectively. Cancer and cardiovascular disease are the two most common causes of deaths under age 75. In each category there are more male than female deaths.

110. **Figure 17. Causes of deaths registered between 2018 and 2020 for Wigan residents aged under 75 (Source: Primary Care Mortality Database)**



111. Figure 18 shows the main causes of death for people aged 75 and over in the Borough. Cardiovascular disease and cancer still account for a significant proportion of deaths, but 'other' (which includes dying of 'old age'), and respiratory disease are also significant. Mental disorders (including Dementia) were the third highest category for females aged 75 and over.

112. **Figure 18. Causes of deaths registered between 2018 and 2020 for Wigan residents aged 75 and over (Source: Primary Care Mortality Database)**



113. With an aging population it is highly likely that the number of people with dementia and respiratory disease in Wigan Borough will increase. Therefore, both the need for pharmaceutical services and the ability to access pharmaceutical services are issues that need to be considered for these two groups of people.

Long Term Conditions

114. Table 3 shows the number of Wigan Borough patients on GP disease registers during the year 2020/21 together with the prevalence of each condition, as reported as part of the Quality Outcome framework.

115. Table 3. Prevalence of long term conditions (Source: Quality and Outcomes Framework 2020-21)

| | Long Term Condition | Wigan Borough Clinical Commissioning Group | | England |
|-----------------------------------|---------------------------------------|--|------------|------------|
| | | Number | Prevalence | Prevalence |
| CARDIOVASCULAR DISEASE | Atrial Fibrillation | 7,746 | 2.31% | 2.04% |
| | Coronary Heart Disease | 13,210 | 3.94% | 3.04% |
| | Heart Failure | 3,645 | 1.0% | 0.9% |
| | Hypertension | 53,264 | 15.9% | 13.9% |
| | Peripheral Arterial Disease | 2,610 | 0.77% | 0.58% |
| | Stroke or Transient Ischaemic Attacks | 6,937 | 2.07% | 1.8% |
| RESPIRATORY DISEASE | Asthma | 23,708 | 7.55% | 6.37% |
| | Chronic Obstructive Pulmonary Disease | 8,955 | 2.6% | 1.92% |
| NEUROLOGICAL DISEASE | Epilepsy (18+) | 2,510 | 0.9% | 0.79% |
| | Dementia | 2,458 | 0.7% | 0.7% |
| MENTAL HEALTH CONDITIONS | Depression (18+) | 41,646 | 15.58% | 12.26% |
| | Mental Illness (Excludes depression) | 3,088 | 0.92% | 0.94% |
| | Learning Disabilities | 2,133 | 0.63% | 0.53% |
| OTHER LONG TERM CONDITIONS | Cancer | 11,222 | 3.35% | 3.20% |
| | Chronic Kidney Disease (18+) | 12,464 | 4.66% | 3.95% |
| | Diabetes Mellitus(17+) | 21,272 | 7.85% | 7.10% |
| | Obesity (18+) | 16,834 | 6.30% | 6.88% |
| | Osteoporosis (50+) | 769 | 0.57% | 0.75% |
| | Palliative Care | 1,314 | 0.39% | 0.46% |
| | Rheumatoid Arthritis (16+) | 2,206 | 0.8% | 0.76% |

116. The recorded prevalence from general practice based registers should be treated with caution, as many factors can affect reported prevalence. These factors apply more to some conditions rather than others, for instance, recognition and labelling of diabetes where there is a clear clinical definition is more accurate than for depression. Therefore, any comparison with England as a whole also must be treated with caution as a higher recorded prevalence of a condition in Wigan Borough may just be a reflection of higher case ascertainment compared to England rather than an actual higher prevalence.

117. However, the information in Table 3 is still of value as it provides an indication of the burden of long-term conditions in the population. This is important in the face of an ageing population. It is likely that despite falling incidence and mortality rates for key diseases such as coronary heart disease and stroke, particularly in the under 75 population, that there will be an increase in number of people within the Borough who will be suffering a long-term condition. This is simply due to the increase in the number of older people, particularly in the 85+ population where conditions such as dementia are common.

118. In addition to the larger number of people with a long-term condition, there will also be more people with multiple conditions and inequalities as a result of Covid 19. This is another reflection of an ageing population that needs to be considered in planning the future provision of local pharmaceutical services.

119. Table 4 shows the diagnosis rate of the major sexually transmitted diseases, comparing Wigan Borough and England as a whole. Wigan Borough has lower diagnosis rates for syphilis, gonorrhoea, chlamydia, genital warts, genital herpes and HIV. With regards to chlamydia, the aim is to detect cases in the 15 to 24 age group in order to reduce future complications such as infertility in women. Chlamydia detection rates for this age group in Wigan, and nationally, are lower than the Public Health England recommended minimum detection rate of 2,300 per 100,000 per year.

120. **Table 4. Sexual health in Wigan Borough compared to England (Source: Sexual and Reproductive Health Profile for Wigan Borough 2021, OHID)**

| | Year | Wigan Borough | England |
|---|------|---------------|---------|
| Syphilis diagnosis rate per 100,000 per year | 2020 | 5.4 | 12.2 |
| Gonorrhoea diagnosis rate per 100,000 per year | 2020 | 45 | 101 |
| Chlamydia diagnosis rate per 100,000 per year | 2020 | 220 | 286 |
| Chlamydia detection rate per 100,000 aged 15 to 24 per year | 2020 | 1392 | 1408 |
| % screened for chlamydia aged 15 to 24 | 2020 | 11.9% | 14.3% |
| Genital warts diagnosis rate per 100,000 per year | 2020 | 39.9 | 48.6 |
| Genital herpes diagnosis rate per 100,000 per year | 2020 | 34.8 | 36.3 |
| Prevalence of diagnosed HIV infection per 1,000 aged 15 to 59 | 2020 | 1.19 | 2.31 |
| New HIV diagnosis rate per 100,000 per year aged 15+ | 2020 | 3.3 | 5.7 |

121. Table 5 shows the under-18 conception and birth rates in Wigan Borough compared to England. Rates remain higher than seen nationally, and the under-18 conception rate has increased in the latest two years of data, after a period of decline.

122. **Table 5. Under 18 conception and birth rates compared to England (Source: Sexual and Reproductive Health Profile for Wigan Borough 2021, OHID)**

| | Year | Wigan Borough | England |
|--|------|---------------|---------|
| Under 18s conception rate per 1,000 per year | 2020 | 22.0 | 13.0 |
| Under 18s birth rate per 1,000 per year | 2020 | 5.4 | 3.8 |

Health Inequalities

123. Health inequalities are differences between people or groups due to social, geographical, biological or other factors such as housing, employment, transport, money and resources. These differences have a huge impact, because they result in people who are worst off experiencing poorer health and shorter lives³⁵.
124. Female life expectancy in the Borough is 81.2 years, 1.9 years less than England (Source: Office of National Statistics 2018 – 2020). Male life expectancy is 77.5 years, also 1.9 years less than England. Life expectancy in Wigan Borough and England have seen a slight decrease in the latest data point, after a period of general increase.
125. Deprivation has a considerable impact on life expectancy, and the gap in life expectancy between areas of high deprivation and areas of low deprivation remains. During the 3 year period 2018 - 2020 life expectancy was 10.1 years lower for men and 10.3 lower for women in the most deprived areas in Wigan Borough compared to the least deprived areas. The gap for women has increased though there is evidence of a slight fall for men.
126. While there are historical reasons for the level of variation in life expectancy within the Borough efforts continue to reduce this level of health inequality. This includes providing better access to services that help people improve their health. For example, stopping smoking, weight management, increasing physical activity, support with alcohol problems, as well as support with general wellbeing via Healthy Routes ([Healthy Routes \(wigan.gov.uk\)](http://wigan.gov.uk)).
127. The Covid 19 pandemic has hit the country unevenly with a disproportionate effect on the North of England. People living in more socio-economically disadvantaged neighbourhoods and minority ethnic groups have higher rates of almost all of the known underlying clinical risk factors that increase the severity and mortality of COVID-19.
128. The Covid-19 pandemic has placed, and will continue to place, a greater focus on the role of pharmacies and pharmacists as key partners in the primary care response to meeting the health needs of our population.

Factors Affecting Health

Smoking

129. Smoking remains the most significant contributing factor regarding ill health, health inequality across the Borough, and reduced life expectancy particularly in respect of cancer (especially lung cancer), coronary heart disease and respiratory disease. Reducing smoking prevalence across the Borough, therefore, remains a key priority.
130. The prevalence of smoking in adults in Wigan Borough has fallen from 2016 (despite a rise in 2019). Between 2016 and 2019 smoking prevalence in Wigan Borough fell from 17.7% to 17.0% (old definition). In 2020 (new definition) the smoking prevalence was 16.6%, compared to England 12.1%.

³⁵ [What are health inequalities? | The King's Fund \(kingsfund.org.uk\)](https://www.kingsfund.org.uk/what-are-health-inequalities/)

131. The prevalence of smoking in adults in routine and manual occupations in Wigan Borough is 28.1% in 2020 (cannot compare to previous years as definition has changed). Table 6 shows the prevalence of smoking in Wigan Borough for 2020 compared to England as a whole. Overall, smoking prevalence and smoking prevalence in adults in routine and manual occupations in Wigan Borough remains higher than England. However, it should be noted that this information is derived from a survey of a sample of the population (Annual Population Survey). Therefore, these results for smoking prevalence are subject to potentially high year-on-year variation.

132. **Table 6. Smoking prevalence (2020) New Definition (Public Health Outcomes Framework – Annual Population Survey)**

| | Wigan Borough | England |
|---|---------------|---------|
| Smoking prevalence - Overall | 16.6% | 12.1% |
| Smoking prevalence - Routine and manual | 28.1% | 21.4% |

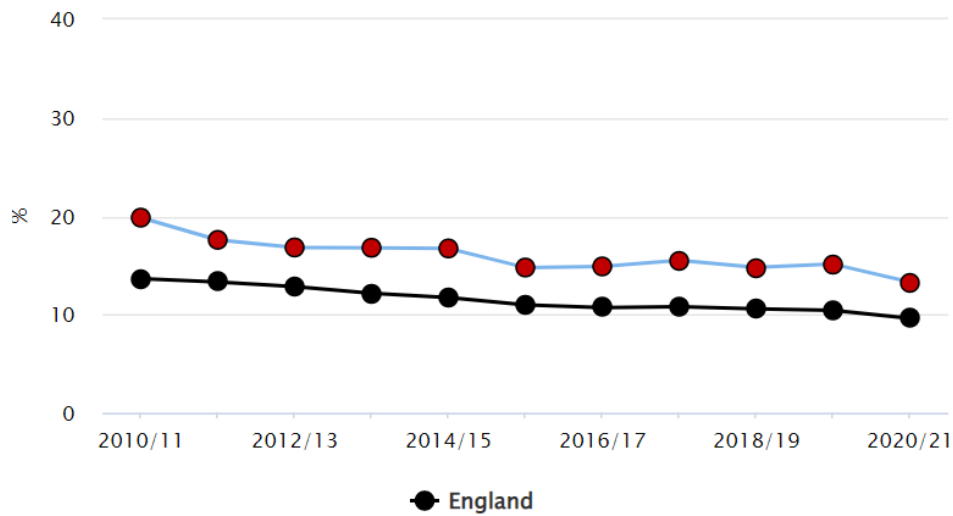
133. Wigan Borough in comparison with its nearest 15 statistical neighbours (ie, have similar demographic, deprivation and other characteristics) as defined by the Chartered Institute of Public Finance and Accountancy (CIPFA). Overall, Wigan is ranked 6th highest for smoking prevalence (based on the 2020 definition). For Routine and Manual smoking prevalence, Wigan is ranked second highest against its nearest neighbours.

134. Smoking in pregnancy can have adverse health effects on the unborn child including increasing the risk of low birth weight and premature birth. Table 7 shows smoking status at time of delivery in Wigan Borough compared to England as a whole. Since 2010/11 the proportion of women smoking at the time of delivery has fallen from 19.8% (734 women) to 13.3% (433 women) (see Figure 19). However, the proportion of women smoking at the time of delivery in Wigan Borough remains higher than England as a whole.

135. **Table 7. Smoking status at time of delivery (2020/21) (Source: Public Health Outcomes Framework)**

| | Wigan Borough | | England |
|---|---------------|-------|---------|
| | Number | % | % |
| Proportion of women who smoke at time of delivery | 433 | 13.3% | 9.6% |

136. **Figure 19. Trend in proportion of women smoking at time of delivery In Wigan Borough compared to England (Source: Public Health Outcomes Framework)**



137. Wigan is ranked 9th highest for smoking at the time of delivery in comparison to nearest statistical neighbours.

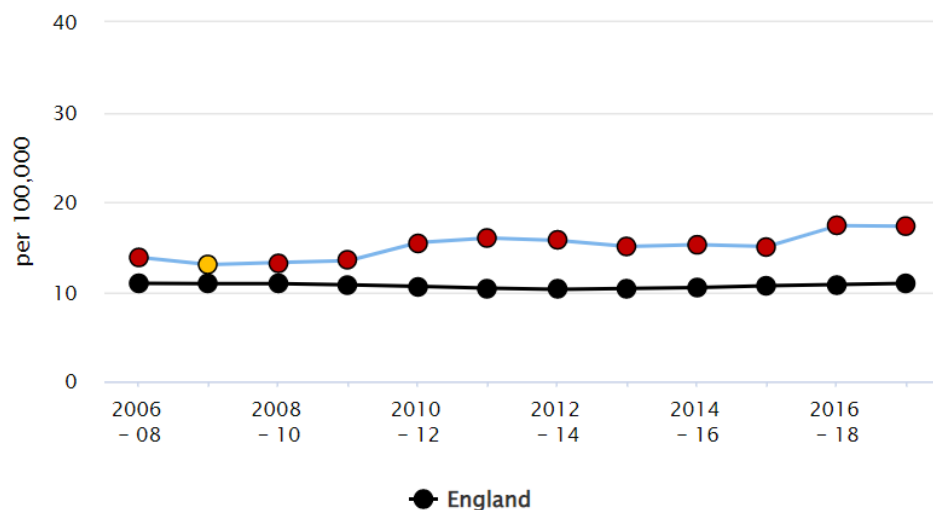
Alcohol

138. Excessive alcohol consumption can have a serious effect on an individual’s health. Binge drinking can cause acute liver damage, respiratory depression and even death. Long term excessive alcohol use can be more insidious with people thinking that their health is fine until their liver fails as a result of liver damage including cirrhosis of the liver. Excessive alcohol use has also been linked to an increased risk in respect of a number of cancers including breast cancer and oesophageal cancer.

139. As well as the effects of alcohol on the individual, excessive alcohol use can have serious effects on families and society. For example, domestic violence and crime in an area can have a significant alcohol component.

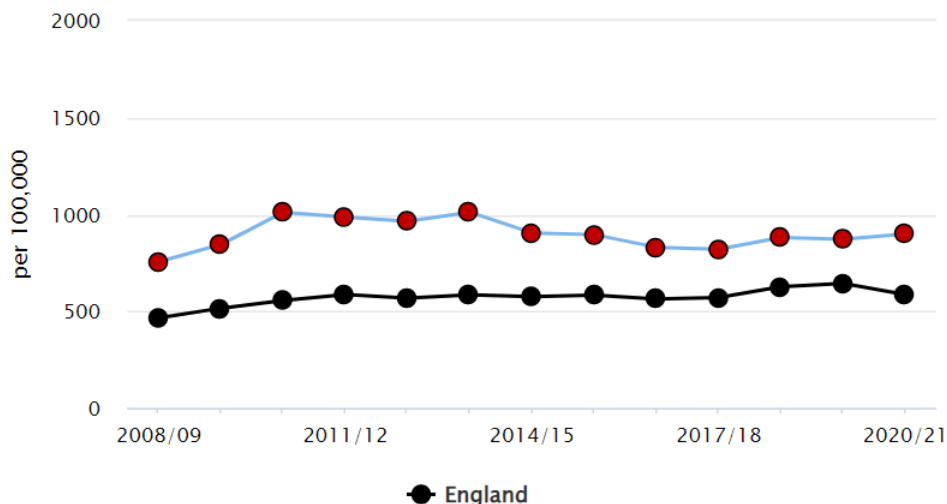
140. Figures 20 and 21 show the trend in alcohol-specific mortality and hospital admission episode rates per 100,000 respectively for Wigan Borough and England as a whole. In both cases, the rates for Wigan Borough for both males and females are higher than England.

141. **Figure 20. Trend in alcohol-specific mortality in Wigan Borough and England**



142. Wigan is ranked 4th highest for alcohol-specific mortality in comparison to nearest statistical neighbours.

143. **Figure 21. Trend in alcohol-specific admission episodes in Wigan Borough and England**



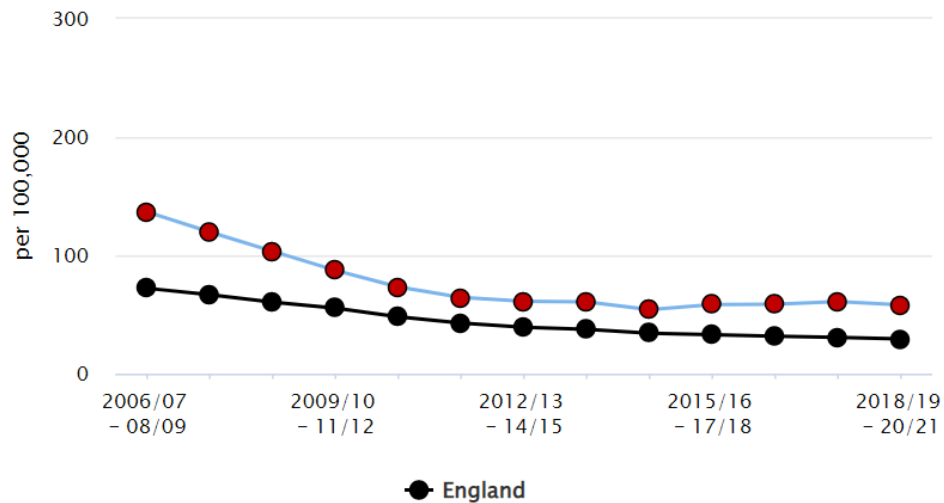
144. Wigan is ranked 2nd highest for alcohol-specific admission episodes in comparison to nearest statistical neighbours.

145. Care must be taken in interpreting rises in alcohol-specific mortality. Deaths that can be specifically attributed to alcohol are generally due to over consumption lasting years or even decades. For this reason, any improvement in alcohol-specific mortality rates as a result of effective preventive measures can take time before they manifest.

146. With regard to alcohol-specific hospital admission rates for Wigan Borough these are also higher than England as a whole.

147. Alcohol admission rates for the under-18s (persons) have generally been reducing, with some small fluctuations (see Figure 22). It should be noted that unlike all-age admission rates, females aged under 18 have higher alcohol-specific admission rates than males.

148. **Figure 22. Trend in under-18 alcohol-specific admissions in Wigan Borough and England**



149. Wigan is ranked 2nd highest for under-18 alcohol-specific admission episodes in comparison to nearest statistical neighbours.

Drug Use

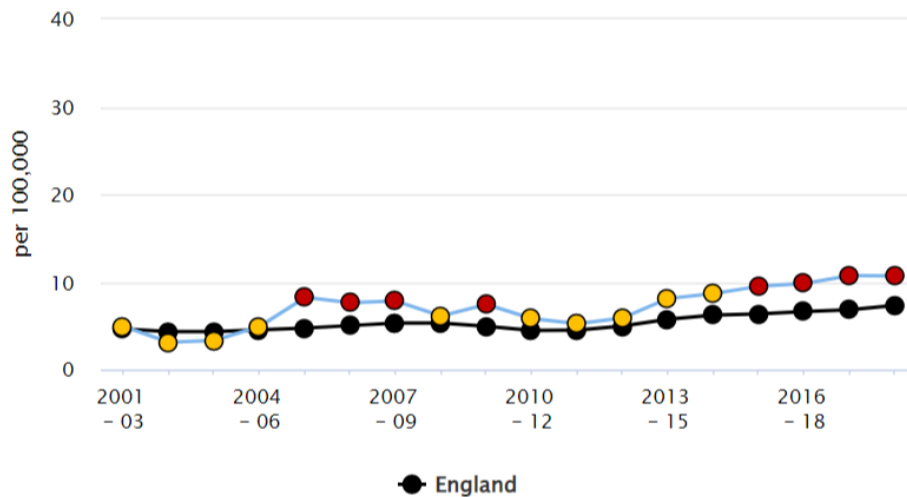
150. The use of recreational drugs can have a severe impact on health and sometimes cause death. Injecting drug users risk infection with blood born viruses (eg hepatitis B, hepatitis C, HIV, etc.) as well as adverse effects of the drugs, additional substances with which the drugs are cut, and any contaminants (e.g. anthrax).

151. Even drugs such as cannabis and the new psychoactive substances can have considerable adverse health effects. Cannabis has been linked to increased risk of mental disorders such as depression and psychosis as well as being associated with poor concentration and reduced ability to organise and use information.³⁶

152. Figures 23 and 24 show the trend in mortality due to drug misuse for Wigan Borough, compared to England as a whole, for males and females respectively.

³⁶ [Cannabis | Royal College of Psychiatrists \(rcpsych.ac.uk\)](https://www.rcpsych.ac.uk)

153. **Figure 23. Mortality due to drug misuse in males in Wigan Borough compared to England**

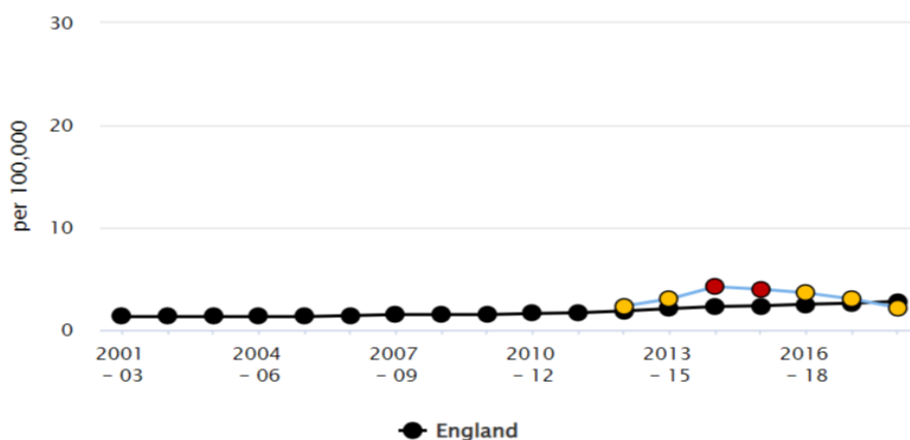


154. Wigan is ranked 8th highest for mortality due to drug misuse in Males in comparison to nearest statistical neighbours.

155. During the last four time periods males have had a consistently higher mortality rate for drug misuse in Wigan compared to England as a whole, with the gap with England generally widening in the same time frame. The female mortality rate from drug misuse in Wigan has decreased in the latest four time periods and is now not significantly different from the national rate.

156. For the 3 year period 2018 – 2020, there were a total of 62 deaths due to drug misuse in Wigan Borough. 51 were in males and 11 in females. This compares with the period 2014 – 2016 where 61 deaths were due to drug misuse (41 male, 20 female). The proportion of people dying from drug misuse in Wigan Borough that were female has decreased from 1 in 3 in 2014-16 to under 1 in 5 during 2018 – 2020.

157. **Figure 24. Mortality due to drug misuse in females in Wigan Borough compared to England.**



158. Wigan is ranked 3rd lowest for mortality due to drug misuse in females in comparison to nearest statistical neighbours.

159. Drug use impacts on the immediate household, including children if the individual's lifestyle becomes chaotic. It can also fuel crime. Therefore, drug use can give rise to considerable health and social consequences that costs society as a whole.

160. The estimated prevalence of opiate and/or crack cocaine use in Wigan Borough during 2016/17 was 8.9 per 1,000 people aged 15 to 64 (Source: OHID). There is no more recent data. This compares with 8.4 per 1,000 people within England as a whole during the same period.

161. Table 8 shows both the number and proportion of drug users that left drug treatment successfully within Wigan Borough compared to England. Clearly, non-opiate users experience a much higher level of success than opiate users. Wigan Borough has proportionately had a similar level of success compared to England as a whole.

162. **Table 8. Successful treatment of drug users (Source: OHID - 2020 data)**

| | Wigan Borough | | England |
|--|---------------|-------|---------|
| | Number | % | % |
| Successful completion of drug treatment – opiate users | 42 | 4.5% | 4.7% |
| Successful completion of drug treatment – non-opiate users | 158 | 30.6% | 33.0% |

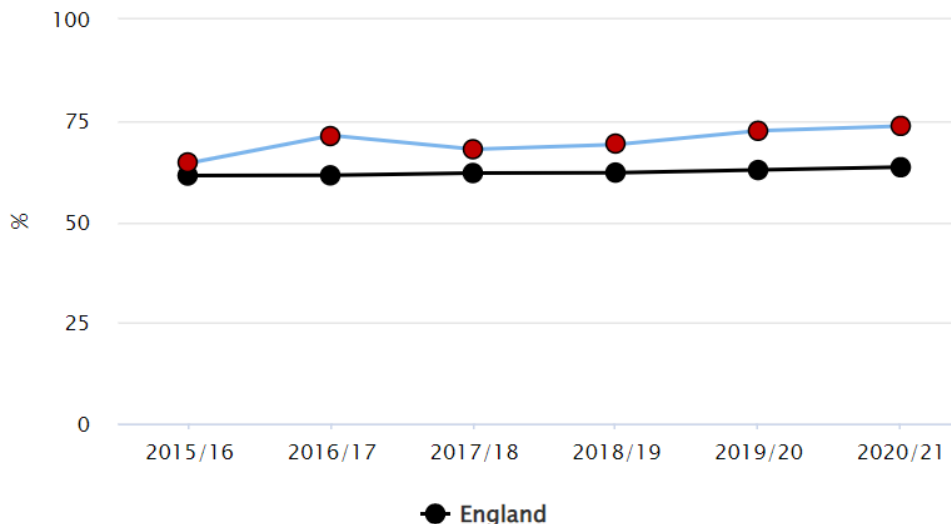
Overweight and Obesity

163. Overweight and obesity can have significant implications for health, social care, the economy and educational attainment. Being obese or overweight increases the risk of developing a range of serious diseases, including heart disease, type II diabetes and has been linked to a number of cancers. Table 9 shows the % of adults (aged 18+) classified as overweight or obese in Wigan Borough compared to England as a whole. Therefore, over two-thirds of adults in Wigan Borough are estimated to be classified as overweight or obese, around 10% higher than England as a whole.

164. **Table 9. Adults classified as overweight or obese (Source: Public Health Outcomes Framework - Active People Survey, Sport England)**

| Time period | Wigan Borough | England |
|-------------|---------------|---------|
| 2021 | 73.7% | 63.5% |

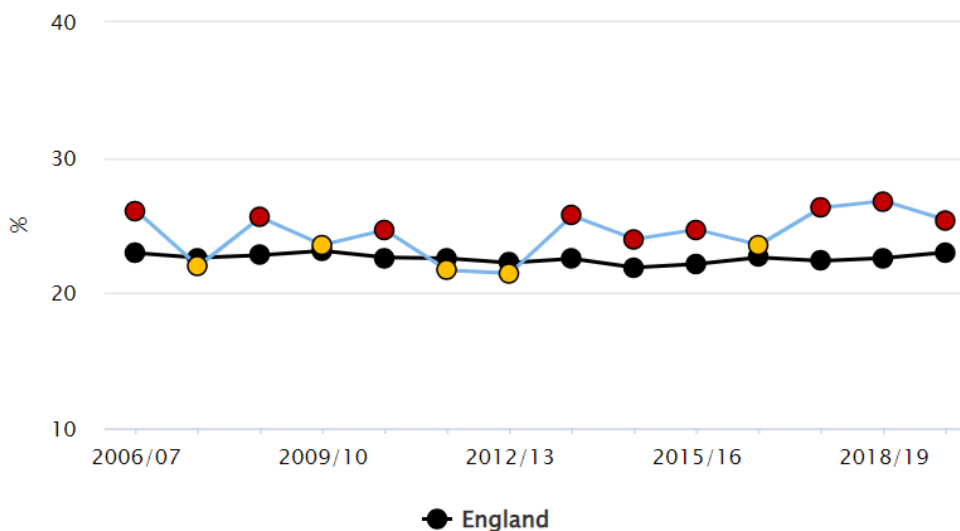
165. **Figure 25. Proportion of adults that are overweight (2015 – 2021)**



166. Wigan is ranked highest for the proportion of adults that are overweight (2020/21) in comparison to nearest statistical neighbours.

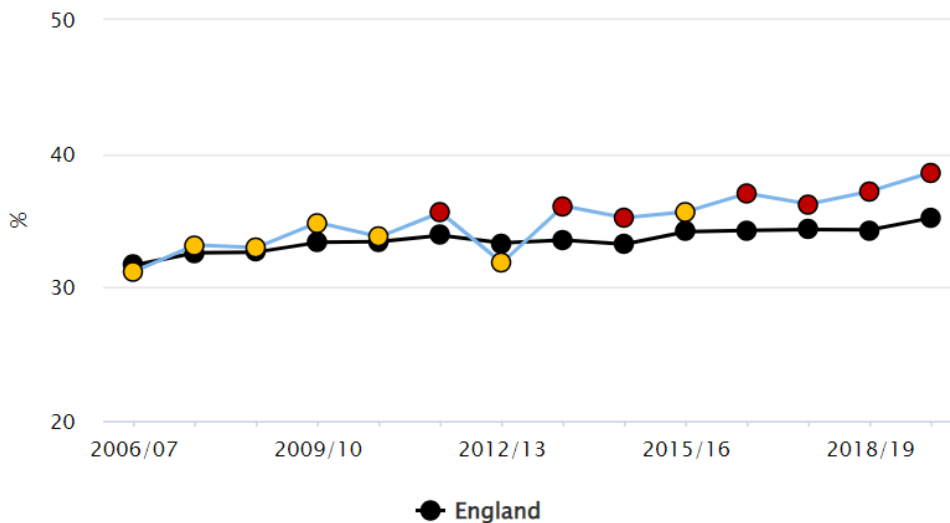
167. Figures 26 and 27 show the same information but for children aged 4 to 5 years old and children aged 10 to 11 years old respectively. The difference between Wigan Borough and England is less than for adults. However, there is a need to continue to explore ways to reduce overweight in children in order to reduce the likelihood of this translating into overweight in adults in the future.

168. **Figure 26. Proportion of children aged 4 - 5 (Reception) that are overweight (including obesity) (2019/20)**



169. Wigan is ranked 11th highest for the proportion of children (Reception) that are overweight/obese in comparison to nearest statistical neighbours.

170. **Figure 27. Proportion of children aged 10 - 11 (Year 6) that are overweight (including obesity) (2019/20)**

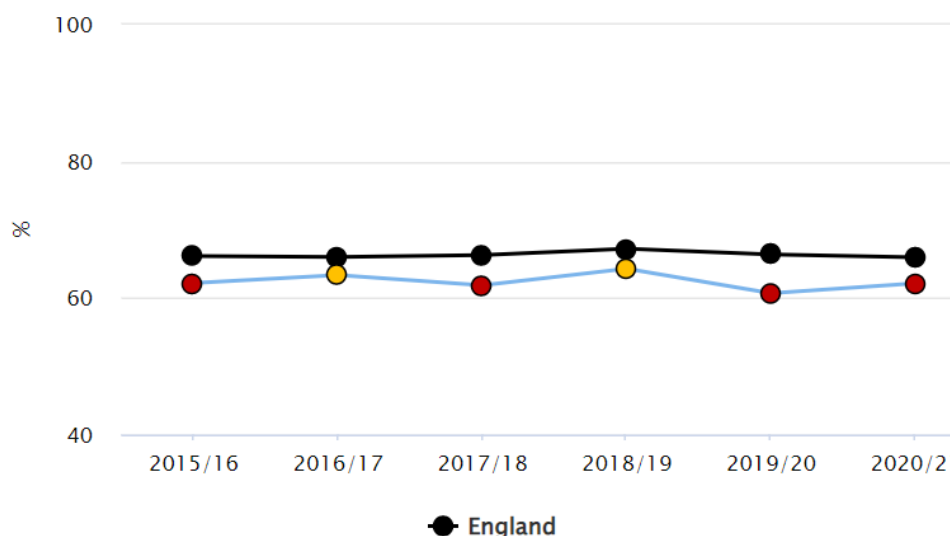


171. Wigan is ranked 7th highest for the proportion of children (Year 6) that are overweight/obese in comparison to nearest statistical neighbours.

Physical Activity

172. Good levels of physical activity reduce the risk of being overweight and obesity, and the diseases that arise as a result of these. In addition, there is evidence that physical activity is good for health and wellbeing. For example, a good level of physical activity benefits an individual’s mental health. Figure 28 shows an increase in the proportion for physically active adults in Wigan Borough as estimated by the Active Sports Survey. However, this remains below England as a whole.

173. **Figure 28. Proportion of physically active adults in Wigan Borough and England**



174. Wigan is ranked 7th highest for the proportion of physically active adults in comparison to nearest statistical neighbours.

Future developments

175. Changes in population can affect need for pharmaceutical services. The Wigan Strategic Housing Land Availability Assessment (SHLAA) identifies sites with potential for housing development over a 15-year period. The SHLAA is produced annually and makes an assessment about the suitability, availability and achievability of sites for housing development. For the purposes of this PNA, development that is likely to be achievable by the end of the financial year 2024-25 has been considered. Over the period 2022-2025 it is estimated that 4,313 new dwellings could be built across Wigan Borough. The expectation is that much of this housing will accommodate movements of families already living within the Borough and it is not anticipated that additional pharmaceutical services will be required.
176. The developments identified to deliver the most dwellings over this period (50 or more dwellings) are:
- Ashton-in-Makerfield: Landgate (55)
 - Ince-in-Makerfield: Wigan Enterprise Park (132)
 - Golborne/Lowton: Rothwell's Farm Golborne (150), Stone Cross Lane Lowton (103), Land North of Bainbridge Avenue, Lowton (72)
 - Leigh: Walmsley Farm, Higher Folds (53), Bridgewater Business Park (150), Bickershaw Colliery, Plank Lane (99), Parsonage (54), Land at Thames Avenue (55), North Leigh Park (197), Former Plank Lane Nissan Garage (52)
 - Orrell: Former Abraham Guest High School (61)
 - Platt Bridge: Land at Ribble Road (63)
 - Standish: Land at Langham Road (75), Land to rear of Rectory Farm (50), Land south of Pepper Lane (141), Land at Bradley Hall Industrial Estate (80), Former Noel Chadwick Butchers and adjoining land, High Street (92)
 - Tyldesley/Mosley Common: Garrett Hall (176), Land off Bankfield Road (50), Site of Parr Bridge Works (84), Land off Garrett Hall Road (55)
 - Wigan/Pemberton: Land adjacent Frog Lane Depot (57), Former Pemberton Colliery (100), The Galleries Centre (240)
177. At the time of writing there are no primary care developments planned during the lifetime of this PNA which are expected to affect the pharmaceutical or health needs of the Borough.

Conclusion

178. While on average health is improving within Wigan Borough as evidenced by increasing life expectancy there remains considerable inequality in health experience within the Borough. Some of this may derive from the mining/industrial heritage of the area. Some may be as a result of high historical smoking prevalence. The good news is that smoking prevalence has reduced. However, overweight and lack of exercise remain issues in Wigan Borough.

179. Looking forward, it is the changing population structure that will provide one of the biggest challenges to the local health and social care system, including pharmacy services. With people living longer there will be more people with long term conditions and more people suffering multiple health problems. Community pharmacies already have an important role in providing local services to help people maintain their health. This role will become even more important as the population ages and people are restricted in their movement either through physical infirmity or reduced mental capacity due to dementia. Pharmacies will, therefore, need to adapt to ensure that their services remain accessible.

Pharmaceutical Services

Who can Provide Pharmaceutical Services?

180. Pharmaceutical services may be provided by:

- A pharmacy contractor who is included in the pharmaceutical list for the Health and Wellbeing Board area.
- A pharmacy contractor who is included in the Local Pharmaceutical Services list for the Health and Wellbeing Board area.
- An appliance contractor who is included in the pharmaceutical list for the Health and Wellbeing Board area.
- A doctor or GP practice that is included in a dispensing doctor list for the Health and Wellbeing Board area.

181. For the purposes of the Pharmaceutical Needs Assessment (PNA), all the pharmaceutical services to which each PNA must relate are those provided by a person on a pharmaceutical list both pharmacy contractors and appliance contractors, under a Local Pharmaceutical Service Scheme or the dispensing of drugs and appliances by a person on a dispensing doctors list³⁷.

182. Within Wigan Borough there are no dispensing doctors or Local Pharmaceutical Service Schemes. Therefore, all pharmacy services in Wigan Borough are provided by pharmacy contractors and appliance contractors. Due to the geography of Wigan Borough, we do not anticipate any dispensing doctors or Local Pharmaceutical Service Schemes opening within the lifetime of this PNA.

Pharmacy Contractors

Definition

183. Community pharmacies (also known as retail pharmacies or chemists) play an important role in the UK's healthcare system. They form an extensive network of outlets that allow the majority of people to have their prescriptions dispensed conveniently. In addition, they provide other essential services to the community including the sale of non-prescription medicines and healthcare products, provide professional advice on the safe and responsible use of medicines, and provide lifestyle advice and information on other services available³⁸. Their presence on many high streets, often on a walk-in basis, makes community pharmacy easily accessible for people and provides a ready source of advice and support around their medicines, for minor acute illnesses, or for ongoing long-term conditions.

184. The Community Pharmacy Contractual Framework defines the services that pharmacies offer. These are divided into three categories:

- Essential Services
- Advanced Services
- Enhanced Services

³⁷ <http://www.legislation.gov.uk/uksi/2013/349/part/2/made>

³⁸ The control of entry regulations and retail Pharmacy services in the UK. A report of an OFT market investigation. January 2003

185. In addition, both the Local Authority and NHS Clinical Commissioning Group (CCG) can commission pharmacy services. These services will be referred to as Locally Commissioned Services within this document.

Essential Services

186. These are services which all pharmacy contractors must provide at all times.

Dispensing Medicines

187. All pharmacy contractors dispense prescriptions. In addition to dispensing prescriptions this service requires contractors to have an 'owings' procedure, to provide waiting times, to check for evidence of exemption from prescription charges, and provide people with advice as necessary in the following areas:

- Prescribing interventions
- Patient counselling with prescriptions e.g. advice on side effects, interactions, how to take medicines
- Safe storage advice
- Waste disposal advice

188. In 2021/22, 6,672,866 prescribed items (medicines, medical devices and appliances) were dispensed to people registered with GP practices within the Wigan Borough. This includes any items which were supplied via the repeat dispensing service (see below). Of this, 93% were dispensed by pharmacies within Wigan Borough CCG.

Repeat Dispensing

189. This service allows pharmacies to supply medicines using a repeatable prescription for up to one year without the need for the patient to visit the doctor. The pharmacy must ascertain the patient's need for a repeat supply and communicate any clinically significant issues to the prescriber.

Disposal of Unwanted Medication

190. All pharmacy contractors must accept returned medicines from households if the NHS England Local Area Team has arranged to collect this waste. Within Wigan Borough these arrangements have been made and so all pharmacies in the borough are required to accept and store waste medicines appropriately, separate waste as required by the Environment Agency and Waste Collection Contractor, ensure that staff handling waste medicines are aware of the risks, and have appropriate protective and spillage equipment available.

Promotion of Healthy Lifestyles

191. The pharmacy contract requires prescription linked interventions. This means that where people present prescriptions indicating they are at risk of coronary heart disease (CHD), have diabetes, smoke or are overweight, the pharmacist or their staff will provide opportunistic lifestyle advice with the aim of increasing the persons' knowledge and understanding of health issues relevant to them when appropriate. Pharmacies should provide written advice and referral to other sources of information as necessary. There is provision in the pharmacy contract under this service for NHS England and NHS Improvement (NHSE&I) to require pharmacy contractors to take part in up to six public health campaigns per year.

Signposting

192. This service requires pharmacies to refer people to other services to obtain advice, treatment or support whilst ensuring the appropriate use of health and social services. Referral may be verbal or written if required.

Support for Self-Care

193. This service requires pharmacies to provide advice and support to people caring for themselves or their families including dealing with referrals from NHS 111. This may be by the provision of lifestyle advice, advice regarding the management of a medical condition, advice on the treatment options available to people or advice on the appropriate selection and use of medicines people can purchase without a prescription.

Discharge Medicines Service (DMS)

194. The Discharge Medicines Service was introduced on 15 February 2021 and aims to reduce the risk of medicines related problems when a person is discharged from hospital. NHS Trusts refer people who have been identified as being at risk from adverse effects or needing support with their medicines on discharge. The service aims to improve communication and reduce harm from medicines at the point of transfer of care, optimise and improve people's understanding of medicines following discharge and reduce hospital admissions.

Healthy Living Pharmacy (HLP)

195. The Healthy Living Pharmacy (HLP) framework is aimed at achieving consistent provision of a broad range of health promotion interventions through community pharmacies to meet local need, improving the health and wellbeing of the local population and helping to reduce health inequalities. The NHS Terms of Service were amended to ensure that pharmacy contractors were compliant with the HLP requirements from 1 January 2021.

Advanced Services

196. There are currently eight advanced services within the NHS community pharmacy contract which community pharmacies can opt to provide. These services are regularly reviewed by NHS England, with new services being commissioned to meet current need. For example, two additional services were introduced during the Covid-19 pandemic, the Lateral Flow Device Distribution Service and Pandemic Delivery Service. As the country moved to the 'Living with Covid' phase, these services were decommissioned on 31 March 2022. It should be noted there may be changes to advanced services over the lifetime of the PNA. Please see Pharmaceutical Services Negotiating Committee (PSNC) website for details of current advanced services.³⁹
197. The eight services which are commissioned at the time of writing are described below. Where known at the time of writing service provision by pharmacy contractors within Wigan Borough has been included. In addition, people can also access these services from pharmacies and appliance contractors (where appropriate) outside of Wigan Borough.
198. We have also provided information where people can access an equivalent service through a different provider as provision from other providers informs the needs for the purpose of the PNA.

Community Pharmacist Consultation Service (CPCS)

199. The CPCS aims to relieve pressure on the wider NHS by connecting people with community pharmacy as their first port of call in order that they can receive a swift, convenient and effective service to meet their needs. The service connects people who have a minor illness or need an urgent supply of a medicine with a community pharmacy. Since the CPCS was launched nationally in October 2019, an average of 10,500 people per week have been referred for a consultation with a pharmacist following a call to NHS 111, people who might otherwise have gone to see a GP. Since November 2020, general practices have been able to refer people for a minor illness consultation via CPCS.
200. At the time of writing 63 (95%) of pharmacies in Wigan Borough are providing this service. Recent introduction of GP referrals to CPCS (GPCPCS) for a minor illness consultation further supports people being seen by the most appropriate healthcare professional and although this has only recently begun in Wigan, data for April 2022 shows that 247 patients were referred to their community pharmacy via this service.
201. Although people could access advice and treatment for minor, self-limiting conditions from their GPs and urgent care centres, ideally people should be directed to their community pharmacy to ensure appropriate use of NHS capacity.

³⁹ [Advanced Services - PSNC website](#)

Flu Vaccination Service

202. This Advanced Service has been commissioned annually since September 2015. It allows community pharmacies to administer a seasonal influenza (flu) vaccination to eligible people aged over 18 years, in accordance with a Patient Group Direction (PGD) provided by NHS England. Vaccinations are provided by a suitably trained pharmacist and in addition to minimum requirements specified for the pharmacy premises, there are requirements that the pharmacy must maintain appropriate records and notify the patient's GP practice that a vaccination has been administered. The service runs from 1 September to 31 March each year and aims to support the population uptake of flu vaccine in at-risk groups by improving access and convenience for people.
203. 53 (80%) pharmacies in Wigan Borough provided this service in the 21/22 flu season. Pharmacy contractors (which could include pharmacies outside of Wigan Borough) delivered just over 13,000 flu vaccinations in this season.
204. This service provides one of a number of routes for people to access flu vaccination, to support the NHS to achieve its ambition for flu vaccination uptake within eligible cohorts. Other providers of flu vaccination include GP practices, NHS trusts (including maternity services), health and social care occupational health services for NHS and social care staff, the childhood school service and the drug and alcohol service.

Hepatitis C Testing Service

205. This service is focused on provision of point of care testing (POCT) for Hepatitis C (Hep C) antibodies to people who inject drugs (PWIDs), i.e. individuals who inject illicit drugs, e.g. steroids or heroin, but who haven't yet moved to the point of accepting treatment for their substance misuse. The service is part of NHS England and NHS Improvement's (NHSE&I) national programme to eliminate the Hep C virus by 2025, five years earlier than the World Health Organisation goal. The service uses community pharmacies to target PWIDs for testing, as they are the healthcare venue most likely to be visited by that group of people. Where people test positive for Hep C antibodies, they will be referred for a confirmatory test and treatment, where appropriate. This service is a time limited service and is currently commissioned until 31 March 2023. Any pharmacy that meets the service requirements can provide the service, but it may be of most interest to those contractors providing a locally commissioned needle and syringe exchange service, due to the target client group.
206. At the time of writing, 2 (3%) pharmacies are providing this service within Wigan Borough.
207. This service provides another option for people and compliments the service provided by GP practices, sexual health clinics, genitourinary medicine departments, drug and alcohol services and ante-natal appointments.

Hypertension Case Finding Service

208. In February 2019, as part of the Cardiovascular Disease (CVD) Prevention System Leadership Forum, NHSE&I published new national ambitions for the detection and management of high-risk conditions. The ambition for hypertension (commonly referred to as high blood pressure) is that 80% of the expected number of people with hypertension are detected by 2029, and that 80% of the population diagnosed with hypertension are treated to target. At the time of publication of the NHS Long Term Plan, NHSE&I and Public Health England (PHE) estimated that less than 60% of people with hypertension had been diagnosed. This advanced service came into effect in October 2021, following a successful pilot and supports the work that general practices and wider Primary Care Network (PCN) teams will be undertaking on CVD prevention and management. The service aims to:
- Identify people with high blood pressure aged 40 years or older (who have previously not had a confirmed diagnosis of hypertension), and to refer them to general practice to confirm diagnosis and for appropriate management.
 - At the request of a general practice, undertake ad hoc clinic and ambulatory blood pressure measurements; and
 - Provide another opportunity to promote healthy behaviours to people.
209. The service has two stages. Stage 1 involves identifying people at risk of hypertension and offering them the opportunity to have their blood pressure measured (referred to as a 'clinic check'). Stage 2 involves offering ambulatory blood pressure monitoring (ABPM) if clinically indicated. People identified with high or very high blood pressure will be referred to their general practice.
210. At the time of writing, 37 (56%) pharmacies within Wigan Borough are providing this service.
211. This new service provides a route for people to have their blood pressure checked and is an access ABPM in addition to the service already provided by GP practice and through NHS health checks.

New Medicines Service

212. This service provides support to people (including parents, guardians or carers of children and adults) who are newly prescribed a medicine to manage eligible long-term conditions e.g. asthma and chronic obstructive pulmonary disease (COPD), type II diabetes, antiplatelet/anticoagulant therapy and hypertension, with the aim of improving adherence and enhancing self-management of the long-term condition. People can be recruited to the service via a prescriber/healthcare professional referral or opportunistically identified by the contractor.
213. The pharmacist provides counselling about the medicine at the point when the patient first presents with their prescription at the pharmacy. Arrangements are then made for the patient to be seen 7-14 days later to assess adherence and discuss any problems with the new medicine. The patient is followed up again 14-21 days later when the pharmacist will provide advice and further support or onward referral as required. In September 2021 the list of eligible conditions was increased to 16 long term conditions.
214. At the time of writing 63 (95%) of pharmacies in Wigan Borough are providing this service.

215. This service enhances the support people receive by providing additional counselling to that provided by the GP practice or specialist team when they initiate the medicine.

Smoking Cessation Service

216. The NHS Long Term Plan said that the NHS would make a significant new contribution to making England a smoke-free society, by supporting people in contact with NHS services to quit smoking based on a proven model, the Ottawa Model for Smoking Cessation (OMSC). The OMSC establishes the smoking status of all people admitted to hospital followed by brief advice, personalised bedside counselling, timely nicotine replacement therapy (NRT) or pharmacotherapy, and follow-up of the patient after discharge. The Smoking Cessation Service (SCS) was recently commissioned as an Advanced Service from 10 April 2022. This service enables NHS trusts to refer people discharged from hospital to a community pharmacy of their choice to continue their smoking cessation care pathway, including providing Nicotine Replacement Therapy (NRT) and behavioural support as required. Only people who have been referred during their discharge from secondary care are eligible to receive advice and treatment under this service.

217. At the time of writing, this service has only been in operation for 3 months. 11 (17%) pharmacies within Wigan Borough are providing this service.

218. This service provides an additional offer for people who are discharged from hospital and compliments the locally commissioned smoking service which supports all people within Wigan Borough to access smoking cessation replacement therapy and behavioural support (see [Wigan Borough Stop Smoking Service](#)).

Appliance Use Review (AUR)

219. This service can be provided by either community pharmacies or appliance contractors and can be carried out by a pharmacist or a specialist nurse either at the contractor's premises or at the patient's home. The aim of the service is to help people use their appliances (e.g. leg bags, catheters and stoma products) more effectively, looking to improve the patient's knowledge and use of any specified appliance by:

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

220. At the time of writing 5 pharmacies (8%) and 1 appliance contractor within Wigan Borough are providing this service.

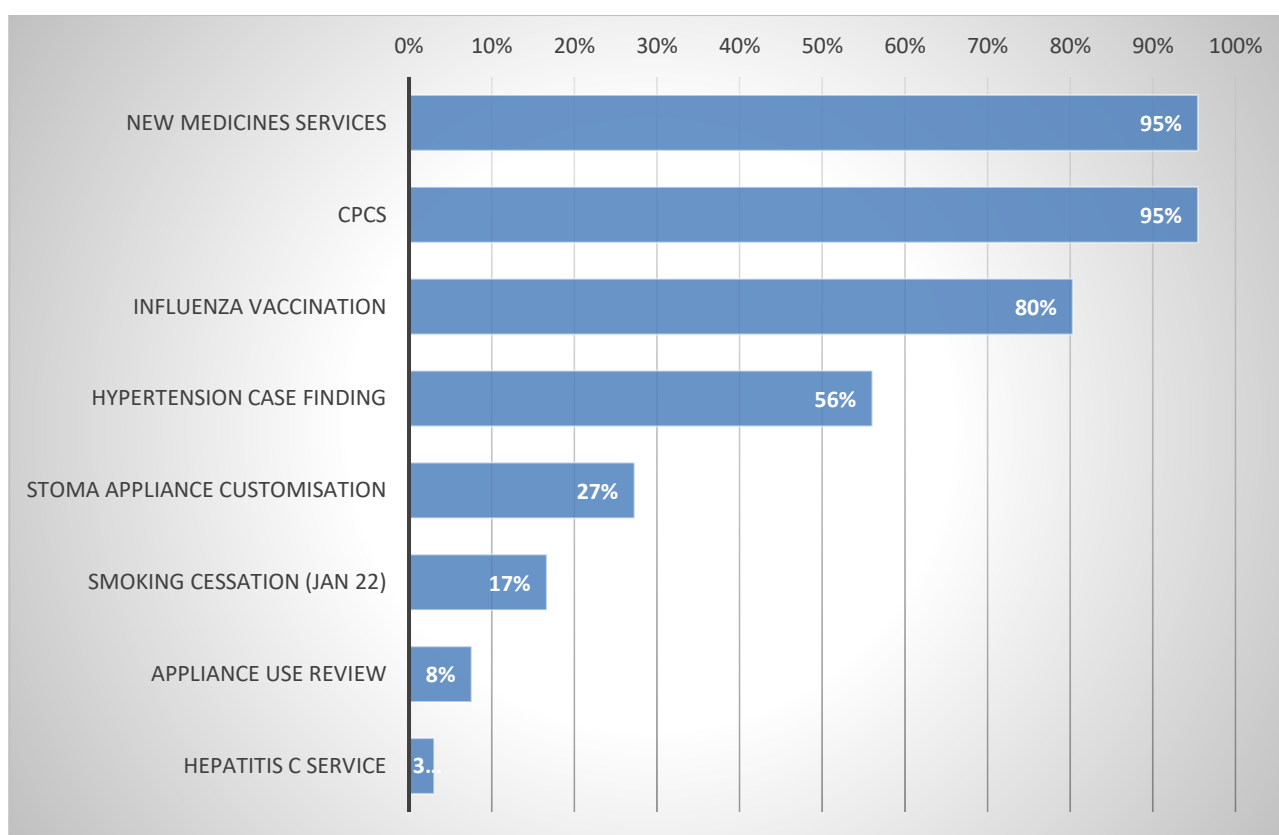
221. Hospital teams e.g. stoma and urology also provide review of appliances but the level of support provided by specialist teams/services is not able to be quantified for the purpose of the PNA.

Stoma Appliance Customisation

222. Stoma Appliance Customisation refers to the process of modifying multiple identical parts for use with a stoma appliance to the same specification, where the modification is based on the patient's measurements or record of those measurements and, if applicable, a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste. This is a highly specialised service and there are a variety of requirements that must be followed when providing the service.

223. At the time of writing, 18 pharmacies (27%) and 1 appliance contractor within Wigan Borough are providing this service.

224. **Figure 29. Percentage of Pharmacies providing Advanced Services within the Wigan Borough**



Enhanced Services

225. Enhanced Services are services that are commissioned by NHS England. At the time of writing, there are two enhanced services commissioned by the NHSE Greater Manchester Local Area Team from Community Pharmacies within Wigan Borough. These are the Greater Manchester Minor Ailment Scheme (GM MAS) and the Improving Inhaler Technique through Community Pharmacy.

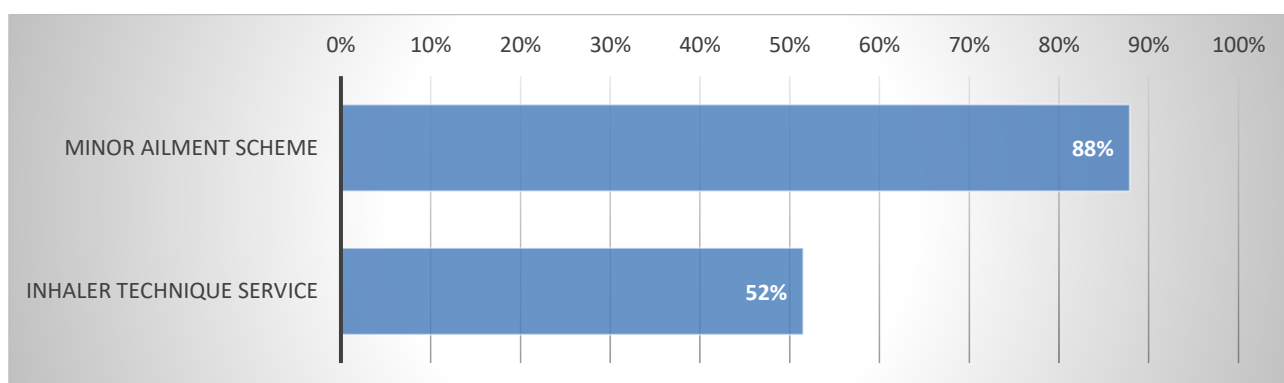
Minor Ailment Scheme

226. Under the National Community Pharmacy Contractual Framework, Community Pharmacies support people to manage minor ailments and self-limiting conditions by the provision of advice and where appropriate, the sale of medicines or onward referral to another healthcare professional. The GM MAS is specifically commissioned to support individuals (and their dependents) with low income who qualify for free prescriptions to use their pharmacy for minor and self-limiting conditions rather than going to their GP or other NHS service e.g. Walk in Centre, Accident and Emergency/Urgent Care Centre for a prescription to manage this type of condition. Medicines supplied under this scheme are provided free of charge to the patient.
227. At the time of writing, 58 (88%) pharmacies within Wigan Borough are providing this service. Patients registered with a GP practice within Wigan Borough accounted for 1716 (14.4%) of the consultations carried out within Greater Manchester during 2021-22.
228. Although people could access advice and treatment for minor, self-limiting conditions from their GPs and urgent care centres, ideally people should be directed to their community pharmacy to ensure appropriate use of NHS capacity.

Improving Inhaler Technique through Community Pharmacy Service

229. The Improving Inhaler Technique through Community Pharmacy service aims to ensure people have the correct technique for their inhaler device to ensure optimum control of their asthma or chronic obstructive pulmonary disease. People have a consultation with a member of the pharmacy team and are followed up within the pharmacy or a recommendation is made to the patient's GP regarding change of device. People are provided with health promotion advice and signposted to other services e.g. to support smoking cessation. The service will also support the NHS Long Term Plan and Greater Manchester Sustainability Plan to reduce the carbon impact of inhalers.
230. At the time of writing 34 (52%) pharmacies within Wigan Borough are providing this service. In 21/22, 64 initial consultations and 14 follow up consultations were carried out by pharmacies within Wigan Borough.
231. This service enhances the support people receive by providing additional counselling to that provided by the GP practice or specialist team when they initiate the medicine and when the patient attends for annual review.

232. **Figure 30. Percentage of Pharmacies providing Enhanced Services within the Wigan Borough**



Locally Commissioned Services Commissioned by the Local Authority (Wigan Council)

Emergency Hormonal Contraception

233. Community pharmacies are able to sell Emergency Hormonal Contraception (EHC). The Locally Commissioned EHC Service allows pharmacies to provide free EHC to women, in line with the Faculty of Sexual and Reproductive Healthcare (FSRH) guidance and to discuss ongoing contraception, signposting to other services as required.
234. At the time of writing, 58 (88%) community pharmacies in Wigan Borough provide this service.
235. Emergency Hormonal Contraception is also available from GPs and the local sexual health service which has clinics in both Wigan and Leigh town centres.

Wigan Borough Stop Smoking Service

236. The overall aim of this service is to improve health of the local population and reduce health inequalities associated with smoking by increasing choice and improving access to smoking cessation support, especially for 'hard-to-reach' groups.
237. There are currently two levels of Stop Smoking Service provided via pharmacies within Wigan Borough:
- Level 1: Nicotine Replacement Therapy (NRT) Voucher Scheme - Provision of Nicotine Replacement Therapy (NRT) by the pharmacy against either a paper or electronic voucher issued by Wigan's Health Improvement Service.
 - Level 2: Intermediate Stop Smoking Service - Provision of one-to-one behavioural support and advice, treatment with NRT and on-going support by an appropriately trained member of staff.
238. Both levels of the Stop Smoking Service offer 12 weeks support and are free of charge to those people entitled to free prescriptions. For those paying prescription charges a prescription charge is paid each time Nicotine Replacement Therapy (NRT) is supplied on the scheme (max. 7 charges).
239. At the time of writing, 66 (100%) pharmacies in Wigan Borough are providing the level 1 service and 16 (24%) pharmacies are providing the level 2 service. In 2021/22, approximately 900 people were supported through the level 1 voucher scheme, resulting in the issue of just under 2,500 vouchers. 44 people were supported to successfully stop smoking through the level 2 pharmacy service.
240. In addition to the pharmacy provision, GPs provide stop smoking support. There are also a wide variety of intermediate advisers trained to provide counselling for this service across the Borough e.g. stop smoking service advisers, health improvement workers, health visitors and midwives. This provides access to the necessary counselling at a variety of clinics, one-to-one sessions and in people's homes.

Supervised Consumption of Methadone and Buprenorphine

241. Supervised consumption services are commissioned by the Drug and Alcohol Service for Adults and Young People on behalf of Wigan Council to support harm reduction from dependence following illicit use of opioid medicines.
242. The guidelines for the treatment of opioid dependence advise that supervised consumption is recommended for new prescriptions. The duration of supervision will be based on an individual risk assessment for, and with, each service user and dispensing arrangements should take into account the service user's social factors, such as employment and childcare responsibilities.
243. At the time of writing, 48 (73%) pharmacies in Wigan Borough offer the Supervised Consumption Service, giving service users a range of locations where they can obtain their medicines. 332 people in Wigan were supported with supervised consumption through community pharmacies in May 2022.
244. Only pharmacy contractors are able to provide this service due to the legislation surrounding this type of medicine.

Needle and Syringe Provision

245. Needle and syringe provision services are commissioned by the Drug and Alcohol Service for Adults and Young People on behalf of Wigan Council.
246. Injecting is the most hazardous way of taking illicit drugs and is the main source of both the short - and long-term risks of drug-related death amongst illicit drug users. The needle and syringe provision service aims to reduce the impact of illicit drug use by allowing injecting drug users to obtain clean, sterile needles and syringes and return used ones for safe disposal and destruction. Needle and syringe provision transactions take place within the context of a user-friendly, non-judgemental, service user-centred and confidential harm reduction focused service. Pharmacies provide advice to help improve the lives of those accessing the service by increasing the knowledge of injecting drug users and referring to health and social care professionals and specialist drug and alcohol treatment services where appropriate. In addition, pharmacies provide support and advice on safe practice to the user, including advice on sexual health and sexually transmitted infections (STIs), HIV and Hepatitis C transmission, and Hepatitis B immunisation. This scheme ensures that there is safe disposal of used equipment protecting the health of all people in the Borough.
247. The need for the needle and syringe provision service is difficult to predict and tends to be estimated based on where injecting drug users live. However, there are other clients who require this service such as illicit steroid users and those injecting tanning solutions.
248. At the time of writing, 19 (29%) pharmacies in Wigan Borough are providing this service. Approximately 10,000 provisions were made during 2021-22.
249. In addition to the pharmacy service, people can access this service through the Drug and Alcohol Service based in Wigan and Leigh town centres, through a direct to home delivery service managed by the Drug and Alcohol Service and provision via vending machines in high-risk areas such as hostels.

Locally Commissioned Services Commissioned by the Clinical Commissioning Group (Wigan Borough CCG)

250. Wigan Borough Clinical Commissioning Group transition to the local Integrated Care System (ICS) - NHS Greater Manchester Integrated Care on 1 July 2022. The services below are those currently commissioned by Wigan Borough CCG and which will transition to the new organisation. The arrangements for the future commissioning of services by NHS Greater Manchester Integrated Care will be developed over the coming months.

Monitored Dosage System (MDS) Scheme

251. Community pharmacies are required as part of their NHS contract to support people in taking dispensed medicines, by making reasonable adjustments for people with identified needs as per the Equality Act 2010 (formerly Disability Discrimination Act 1995). The default should be to supply medicines in original packaging with appropriate adherence aids and consideration should be given to a variety of interventions including non-child resistant closures, medicine administration record (MAR) charts, labelling medicines in large fonts, ordering repeat medicines for people, delivery services etc.

252. Provision of a multicompartiment compliance aid (MCA) otherwise known as MDS may be of value for some people who have been assessed as having practical problems in managing their medicines, enabling them to maintain independent healthy living. MDS are associated with several risks. Therefore, a careful assessment of the risks versus the benefits of MDS must be completed before this type of system is recommended. This service aims to help pharmacies to support independent living in groups of vulnerable people, or those with special needs, who do not fall within the Equality Act 2010 (formerly Disability Discrimination Act 1995) criteria, thus reducing the demand for social care support.

253. At the time of writing, 29 (44%) pharmacies within Wigan Borough are providing this service. Approximately 1100 patients per month are being supported via this service.

254. There are no other providers of this service.

Palliative Care and Stockholding Service

255. The Palliative Care and Stockholding Service ensures that people in the Borough have access to medicines regularly required at the end of life over an extended range of hours. The service can be commissioned from pharmacies where opening hours include:

- Minimum of 10 hours per day Monday – Friday
- For at least 8 hours over Saturday and Sunday

256. At the time of writing 8 (12%) pharmacies within Wigan Borough are providing this service. It is not possible to quantify the use of this service as the scheme ensures access to and availability of medicines rather than number of prescriptions dispensed and pharmacies are not required to keep a record of activity.

257. All other pharmacies (within and outside of Wigan Borough) are able to dispense medicines that are required at the end of life, however they may not always have all items required in stock and therefore may need to order items which could delay supply by up to 24 hours.

258. This level of pharmacy service provision is sufficient to meet current and future need.

Provision of Urgent Medicines Out of Hours Pharmacy Service

259. In addition to traditional pharmacy services the CCG commissions an Out-of-Hours Pharmacy Service. The Provision of Urgent Medicines Out-of-Hours Pharmacy Service operates from 10pm until 8am Mon-Fri and 24 hours a day Saturday, Sunday and Bank Holidays. This service, accessed via the out-of-hours GP service, ensures that people requiring urgent end of life treatment out-of-hours can obtain their prescription.

260. The Out-of-Hours Pharmacy Service also holds stock to respond to urgent meningitis or influenza outbreaks and will support the management of other outbreaks such as scabies. The CCG works with the provider of this service to support the provision of medicines in response to an influx of people, for example asylum seekers, as part of the wrap around support provided to such cohorts when this is required.

261. There is one provider of this service which has been in operation for over 15 years and has been found to work very effectively. Analysis of the Out-of-Hours Pharmacy Service usage data has shown that there were 42 callouts between April 2021 and March 2022.

262. The Out-of-Hours Pharmacy Service along with the extended opening hours of many pharmacies ensures all people within Wigan Borough can access pharmacy services at all times. This level of pharmacy service provision is sufficient to meet current and future need.

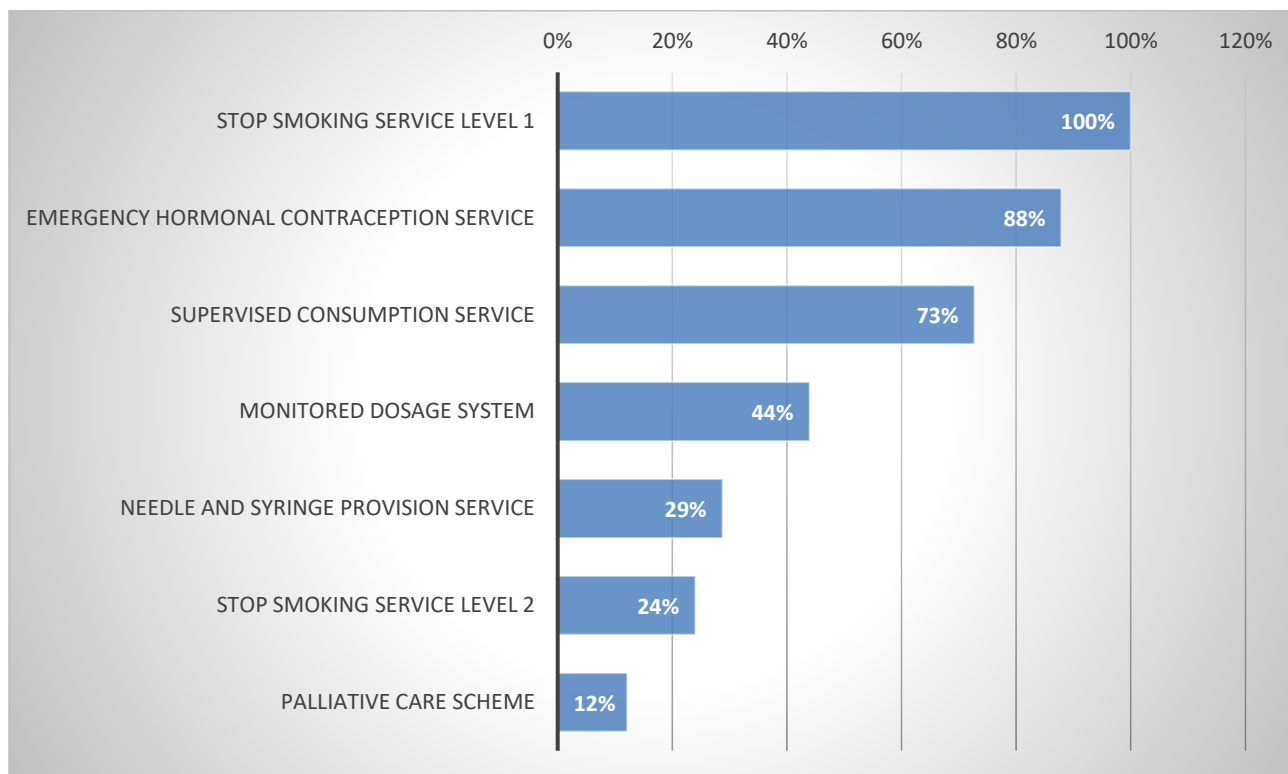
Bank Holiday Pharmacy Service

263. A Bank Holiday Pharmacy Service is in operation to ensure there is access to pharmacy services during the Easter, Christmas and New Year Bank Holidays.

264. The rota is divided into four sessions and the pharmacies providing the service are distributed across Wigan Borough to ensure that there is a pharmacy open in a variety of areas at some point throughout the day. There is provision to expand the service to ensure access to pharmacy services for additional hours on other Bank Holidays. For example, additional cover was commissioned on the extended Jubilee Bank Holidays in June 2022 to ensure pharmacy provision for a minimum of 10 hours within the Borough.

265. This service ensures all people within Wigan Borough are able to access pharmacy services at all times. This level of pharmacy service provision is sufficient to meet current and future need.

266. **Figure 31. Percentage of Pharmacies providing Locally Commissioned Services within the Wigan Borough**



Non-NHS Pharmaceutical Services

267. Pharmacies offer a range of additional services such as ordering and delivery of medicines, diabetes checks and weight loss advice and support. These services are not included in this PNA as they fall outside of the pharmacy contract and, therefore, the Local Authority does not have full details of the services on offer or the cost to the patient.

268. Pharmacies providing these services have developed them individually and there is not necessarily any continuity in service provision across contractors. They are, however, services that people across the Borough may access and find valuable. They help to identify people with long-term conditions who can then be referred to the appropriate service and may be contributing towards meeting the health needs of the Borough.

Appliance Contractors

Definition

269. Appliance contractors are a specific sub-set of NHS pharmacy contractors. They provide services to people who need appliances such as stoma and incontinence care aids, trusses, hosiery, surgical stockings and dressings. Whereas pharmacy contractors can dispense any prescribed medicines, medical device or appliance, appliance contractors can only dispense prescriptions for appliances. They range from small sole-trader businesses to larger companies. The contract has similar requirements to the pharmacy contract for essential services including dispensing, repeat dispensing, emergency supply, minimising waste, providing appropriate clinical advice and signposting.
270. In addition, appliance contractors are required to offer home delivery for all qualifying items in the Drug Tariff. It is the patient's choice whether they collect their appliance from the pharmacy/appliance contractor or have it delivered. A reasonable supply of appropriate supplementary items such as wipes and disposal bags for qualifying items should be supplied with the appliances.
271. Appliance contractors are also able to provide the following advanced services:
- [Appliance Use Reviews](#)
 - [Stoma Appliance Customisation](#)
272. At the time of writing, there is one appliance contractor within Wigan Borough and additional 111 appliance contractors in England⁴⁰. Due to the nature of their business, appliance contractors will generally deliver devices to people over a large geographical area rather than supplying a service to their local population. Therefore, these appliance contractors together with the pharmacies in Wigan Borough meet the needs of our residents requiring appliances.

⁴⁰ [General Pharmaceutical Services in England 2015/16 - 2020/21 | NHSBSA](#)

Other NHS services within Wigan Borough

273. When considering the pharmaceutical needs for our population or a requirement for a specific pharmacy service there are a number of other NHS services that affect these needs.
274. Within the previous descriptions of each pharmacy service, where there are other NHS services providing an equivalent service, this has been described.
275. In addition, the following NHS services could also affect pharmaceutical needs.

Acute Hospital Pharmacy Service and Community Service Provider

276. There is one acute hospital trust within Wigan Borough; Wrightington, Wigan and Leigh Teaching Hospitals NHS Trust. This hospital operates from 4 sites within the Borough. This Trust also provides community services such as district nursing. The main responsibility of hospital trust pharmacy departments is to provide clinical assessment and dispense medicines for use on the hospital wards for in-patients and during the outpatient clinics. The Trust may issue people with prescriptions for dispensing via a community pharmacy through outpatient appointments, A&E, community services etc.

GP Out of Hours

277. People who visit the GP out of hours service and subsequently require a medicine which is required after their regular pharmacy may have closed are provided with a prescription that can be dispensed at the nearest 100 hour pharmacy within the Borough. If a medicine is required urgently outside of these opening times, then the GP Out of Hours service would activate the Pharmacy Out of Hours Service.

Leigh Walk-In Centre

278. Leigh Walk-In Centre is an Urgent Treatment Centre (UTC) based in Leigh for people across the borough who have urgent injuries or illnesses. There is a 100 hour pharmacy near to the walk-in centre and in addition this site can issue medicines using Patient Group Directions (PGDs) if necessary.

Mental Health Pharmacy Services

279. There is one mental health hospital trust within Wigan Borough; Greater Manchester Mental Health (GMMH) NHS Foundation Trust. This hospital operates one inpatient site within the Borough. This Trust also provides our community mental health services. The main responsibility of the Trust pharmacy department is to provide clinical assessment and dispense medicines for use on the hospital wards for in-patients and during outpatient clinics. The Trust may issue people with prescriptions for dispensing via a community pharmacy through outpatient appointments and community outreach services etc.

Dental Practices

280. There are 34 NHS dental practices in Wigan Borough. Prescriptions issued by dentists can be dispensed in any community pharmacy within the Borough.

Optometry Services

281. Optometrists can sell some eye preparations to manage minor and self-limiting eye conditions or may refer to community pharmacies for these items.

Current Pharmaceutical Provision in Wigan Borough

282. There are currently 66 community pharmacies in Wigan Borough and 1 appliance contractor.

283. Based on latest office for national statistics (ONS) data available for the population of England (mid-2020)⁴¹ and NHS data on the number of pharmacies in England⁴², there are 20.5 pharmacies per 100,000 population in England. Based on a Wigan Borough population of just over 330,000, Wigan Borough currently has 20 pharmacies per 100,000 population. There is no national definition of the number of people an individual pharmacy should serve, however, as the Borough pharmacy level/100,000 is almost at the England average this would suggest that we have the correct number of pharmacies to meet the current needs of our population.

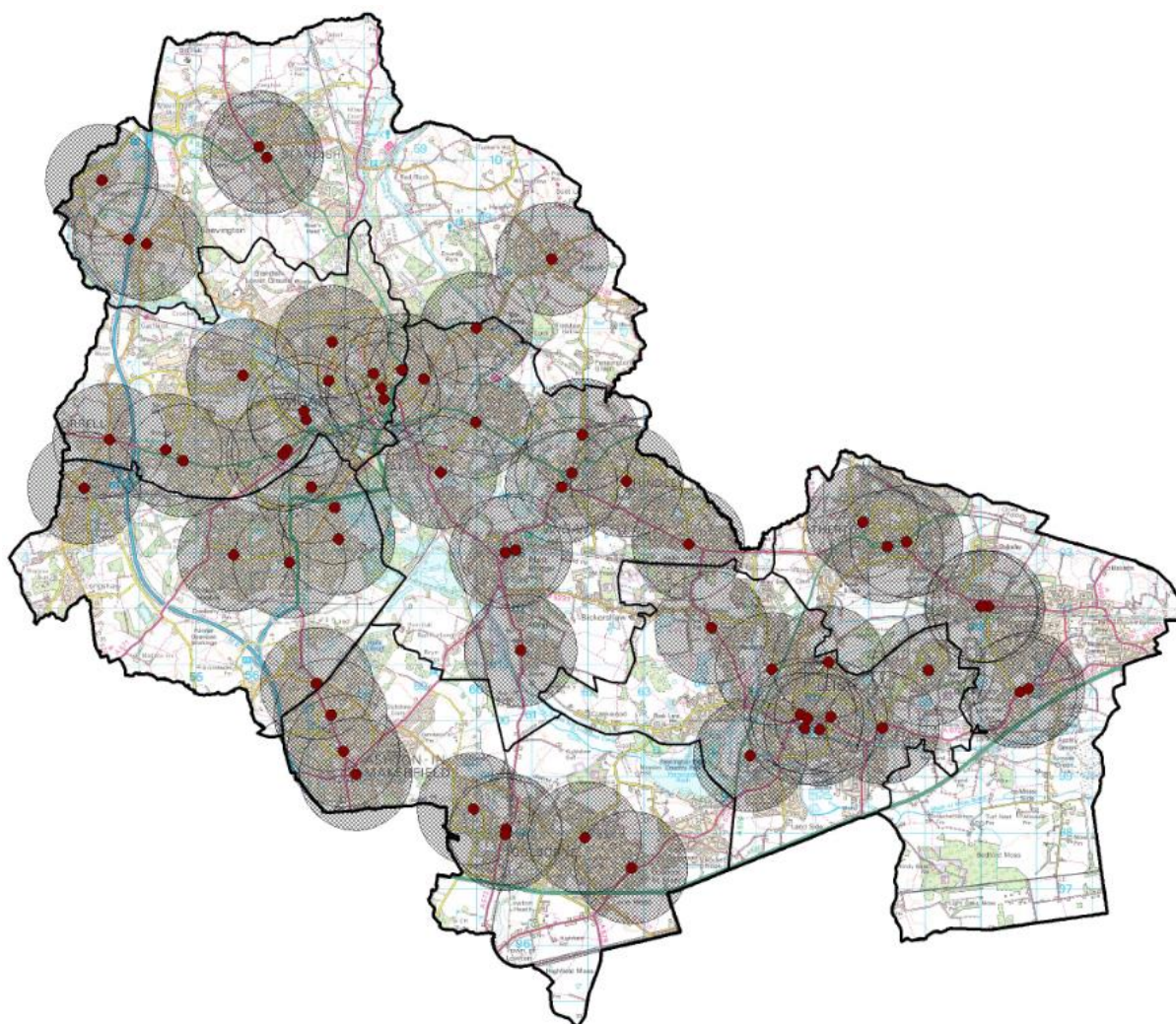
284. Good access takes many forms. It includes having a pharmacy within easy reach (usually from the doctor's surgery or from the home), having convenient opening hours from early morning, through lunchtimes and into the evening as well as weekend opening, remote access to services and provision of a variety of services.

285. Our pharmacies are well distributed geographically, covering the main areas of population, with most of the population living within 1km of a pharmacy, see figure 32. Our patient satisfaction survey indicated that the commonest factor influencing people's choice of which pharmacy to use was proximity to where the person lived.

⁴¹<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/timeseries/ukpop/pop>

⁴²<https://www.nhsbsa.nhs.uk/statistical-collections/general-pharmaceutical-services-england/general-pharmaceutical-services-england-201516-202021>

286. **Figure 32. Map showing pharmacies in Wigan Borough each with a 1 kilometre radius buffer (June 2022)**



287. In Wigan Borough, 98% of general practices (including branch surgeries) have a pharmacy within 1km and 75% have one within 300 metres.

288. Where people are housebound or unable to travel to their pharmacy a large number of pharmacies within the Borough provide a delivery service which ensures all people in the Borough can access the medicine they require to manage their health conditions.

289. In addition, all pharmacies are able to provide remote access to their services should a patient not be able to attend the pharmacy in person. Remote service provision through community pharmacy has improved over recent years as services were adapted during the COVID-19 pandemic to ensure continued access to services for patients who were self-isolating or shielding and these changes will be maintained due to the improved access this facilitates e.g. where a patient is unable to attend the pharmacy, the EHC service can be provided using a telephone consultation with provision of medication either by delivery or by someone collecting this on the persons behalf.

290. Pharmacy services across the Borough are provided by a range of different providers giving people in the borough a good choice of provider.

291. Our pharmacies provide pharmaceutical services over a wide range of hours seven days a week with access to urgent medicines available 24 hours a day 7 days a week through the pharmacy out of hours service. In general, pharmacy opening hours match GP opening hours and where the pharmacy closest to a GP practice does not mirror the GP opening hours there is pharmacy service provision elsewhere in the local area at those times.
292. The PNA patient satisfaction survey did not identify a need for additional pharmacies or pharmacy services and demonstrated that 80% of respondents were satisfied with the opening hours of their regular or preferred pharmacy. However, the survey did indicate that increased service provision in the evening and at weekends would secure improved access.
293. In relation to '100 hour' pharmacy contractors, we have considered the current provision from these pharmacies and the potential for these contractors to apply to reduce their hours in the future based on the PNA. We have concluded that our five current '100 hour' contractors perform an important role in securing improved access to pharmacy services as they guarantee pharmacy service provision in the early morning, late evening and at weekends and would not want to see this decrease.
294. Considering the availability and variety of services available through pharmacies in Wigan Borough, in general, provision of essential, advanced, enhanced and locally commissioned services across the Borough is excellent. These services along with a range of other NHS, public health and social care service meet the health needs of people living in Wigan Borough.
295. Where there are areas where service provision could be improved if an unmet need was identified this should be addressed, in the first instance, by existing pharmacy contractors providing these services e.g. changing or extending opening hours, or providing additional advanced or locally commissioned services.
296. Further detail on access to pharmacy services is included within the [SDF analysis section](#).
297. Overall, considering accessibility and the range of services on offer, the pharmacies in Wigan Borough provide the necessary level of service both to meet need and secure better access and no gaps in service provision have been identified. See service delivery footprint analysis for full details of our analysis.
298. The Wigan Borough population can also access any community pharmacy outside of the Borough for essential and advanced service. For example, it may be better for a person to use a pharmacy near where they work rather than where they live.
299. There are 372 distance selling (or 'Internet') pharmacies nationally which can be accessed by any person in the Borough. This secures further access to essential pharmacy services securing better access for the population.
300. Future housing developments have been considered ([see health profile](#)). The expectation is that any additional planned housing will accommodate movements of families already living within the Borough and will not generate the need for additional pharmaceutical service provision.

Analysis of Pharmacy Services by Service Delivery Footprint (SDF)

Why SDF Level Analysis

301. Provision of pharmacy services has been evaluated at SDF level.
302. The development of health and social care in the community within Wigan Borough is based on SDFs and is aligned to the Wigan Locality Plan and the NHS Long Term Plan. Wigan Borough is divided into seven SDFs with the aim to deliver integrated health and social care services within each of these areas.
303. SDFs are geographical areas based around GP practices with a population of 30,000 - 50,000 people and they align to primary care networks (PCNs) which are groups of GP practices who have come together to ensure provision of personalised, coordinated and more integrated health and social care for people close to home. Within the SDF, community services wrap around the GP practices to improve patient outcomes.
304. As pharmacies are a provider of community services, they are key component of the SDF.

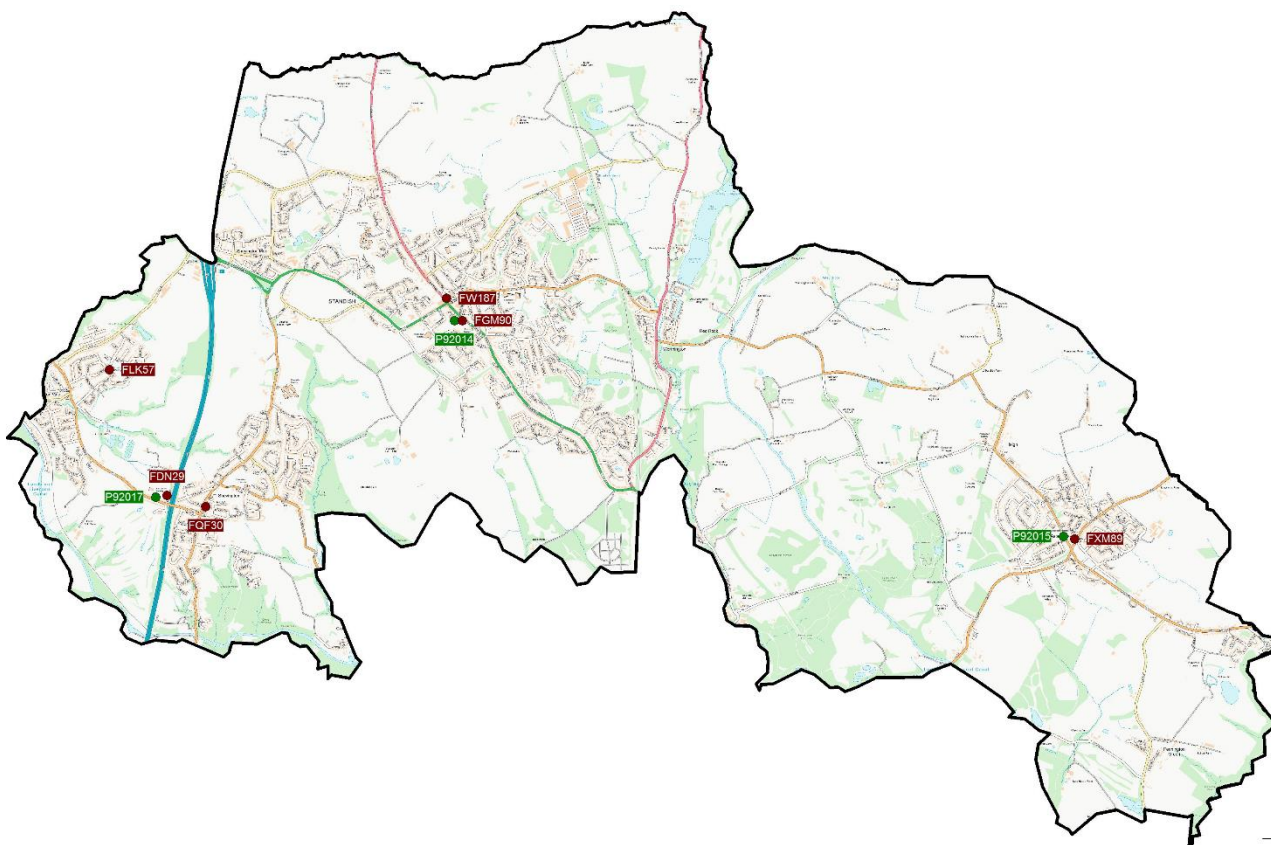
Services not included in the SDF Level Analysis

305. Provision of Appliance Use Reviews and Stoma Appliance Customisation by pharmacies within Wigan Borough has not been included in the SDF analysis. These are relatively specialised services with low activity expected. Information on the availability of these services from appliance contractors is unavailable at the time of writing and, therefore, we are unable to assess if service provision is sufficient to meet the needs of our population.
306. Analysis of the locally commissioned Provision of Urgent Medicines Out of Hours Pharmacy Service and Bank Holiday pharmacy service are not included in the SDF level analysis as these are commissioned at Borough Level.
307. Analysis of the locally commissioned Palliative Care and Stockholding Service is not included as all pharmacies can dispense prescriptions for end of life medicines. In most cases we would expect anticipatory prescribing to be in place, reducing the need for urgent prescriptions and allowing pharmacies time to order the medicines which are required. The purpose of this service is to ensure there is always some stock of these medicines within the Borough available over extended hours ensuring urgent access to these medicines if required. This service is commissioned at borough level.
308. Provision of a prescription collection service has not been included as this is not an NHS commissioned service and the increased use of the electronic prescription service (EPS), in part driven by changes required during the COVID pandemic, is a readily and easily available alternative to a prescription being collected from a GP practice.

309. The individual reasonable adjustments made by pharmacies to make their services accessible to all has not been analysed. Community pharmacies are required to support people by making reasonable adjustments for people with identified needs as per the Equality Act 2010, however there is no definition of what a reasonable adjustment could be as this will be based on each person's individual needs. All pharmacies in Wigan Borough are able to support individuals with a disability (physical or mental impairment) or other potential barrier, to access their required service. This could include, for example, wheelchair accessibility, hearing induction loops, access to interpreter or BLS services, providing large print labels, dementia friendly trained staff, labelling to support a person with a learning disability, delivery of medicines and provision of services remotely.

SDF 1 - Wigan North

310. **Figure 33. Map showing location of Pharmacies and GP Practices in Wigan North SDF.**



311. There are 6 pharmacies in this SDF and there is a good choice of provider.

312. Good access takes many forms. It includes having a pharmacy within easy reach (usually from the doctor's surgery or from the home), having convenient opening hours from early morning, through lunchtimes and into the evening as well as weekend opening, remote access to services and provision of a variety of services.

Accessibility

313. Pharmacy services are well distributed throughout the SDF around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this SDF. There are 4 pharmacies provide a delivery service, supporting those people less able to travel to the pharmacy.
314. All have parking either on site or nearby and all are accessible by public transport.
315. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this SDF cover the following periods:
- Monday – Thursday: 8:00am - 8:00pm
 - Friday: 8:00am - 6:30pm
 - Saturday: 8:00am – 4:00pm
316. Pharmacy services are available at all times when GP practices within the SDF are open. There are no pharmacies open on Sundays in this SDF however Pharmacy services can be accessed in a neighbouring SDF on Sunday.
317. All pharmacies in the locality have a consultation room available allowing patient access to a private consultation and can provide remote consultations where required.

318. Table 10. SDF 1 – Wigan North Pharmacy Services Provision

Wigan North Services

| | | FLK57 | FGM90 | FXM89 | FQF30 | FDN29 | FW187 |
|-------------------------------|--|----------------------|-------|-------|-------|-------|----------------------|
| | Essential Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Advanced Services | CPCS | ✓ | ✓ | ✓ | ✓ | ✓ | X |
| | New Medicines Services | ✓ | ✓ | ✓ | ✓ | ✓ | Intending to provide |
| | Influenza Vaccination | ✓ | X | ✓ | ✓ | ✓ | X |
| | Hypertension Case Finding | ✓ | ✓ | ✓ | X | X | X |
| | Smoking Cessation (Jan 22) | Intending to provide | X | ✓ | X | X | X |
| | Hepatitis C Service | X | X | X | X | X | X |
| | Minor Ailment Scheme | ✓ | ✓ | ✓ | ✓ | ✓ | X |
| Enhanced Services | Improving Inhaler Technique through Community Pharmacy | X | ✓ | X | X | ✓ | X |
| | Emergency Hormonal Contraception Service | ✓ | ✓ | ✓ | ✓ | ✓ | X |
| Locally Commissioned Services | Wigan Stop Smoking Level 1 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 2 | ✓ | ✓ | X | X | X | X |
| | Monitored Dosage System | ✓ | ✓ | ✓ | X | ✓ | X |
| | Supervised Consumption Service | ✓ | ✓ | X | X | ✓ | ✓ |
| | Needle and Syringe Provision Service | ✓ | ✓ | X | X | X | X |
| | | | | | | | |

Essential Service Provision

319. All pharmacies are required to provide all essential services; thus provision is excellent across the locality.

Advanced Service Provision

320. Access to established advanced services is very good within the SDF with 5 pharmacies providing the CPCS and NMS services. There are 4 pharmacies providing the influenza vaccination service, this, complemented by the other NHS service providers able to provide this service gives people excellent choice and access to services at times convenient to them.

321. There are 3 pharmacies providing the new hypertension case finding service which will supplement the service already provided by GP practices and NHS health checks. One pharmacy is providing the new smoking cessation service. We would expect provision of both services to increase as the services are developed locally.

322. There are currently no pharmacies providing the hepatitis C service, however as discussed earlier, people in this area can access this service through other providers.

Enhanced Service Provision

323. Provision the minor ailment scheme is very good in this SDF with 5 pharmacies providing this service.

324. There are 2 pharmacies providing the improving inhaler technique through community pharmacy service, to supplement the advice and support people access through their GP practices or specialist team to ensure they can use their inhalers and manage their respiratory conditions.

Locally Commissioned Service Provision

325. There are 5 pharmacies providing the Emergency Hormonal Contraception service, as this service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them.

326. All pharmacies provide the Wigan stop smoking level 1 service, thus provision is excellent across the locality. There are 2 pharmacies providing the stop smoking level 2 service which provides an additional offer of behavioural support to that offered by intermediate advisors from a variety of services within the Borough.

327. There are 4 pharmacies providing the Monitored Dosage System service supporting people to take their medicines providing very good access to this service.

328. There are 4 pharmacies providing the supervised consumption service providing very good access to this service.

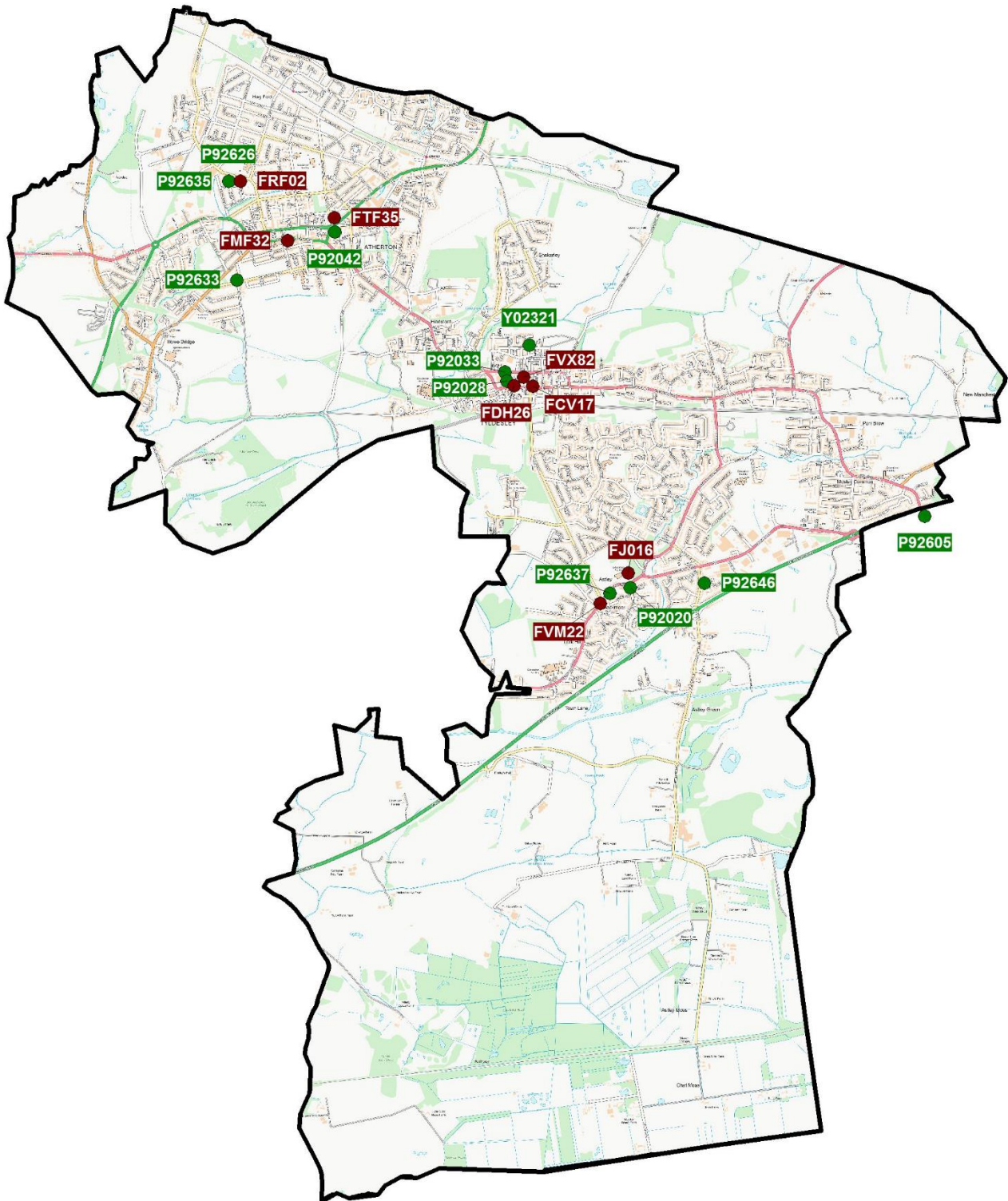
329. The needle and syringe provision service is provided by 2 pharmacies within the SDF. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.

Conclusion

330. Overall, considering accessibility and the range of services on offer, the pharmacies in this SDF provide the necessary level of service both to meet need and secure better access.

SDF 2 – Tyldesley and Atherton

331. Figure 34. Map showing location of Pharmacies and GP Practices in Tyldesley, Atherton, Boothstown and Astley



332. There are 8 pharmacies in this SDF and there is a good choice of provider.

333. Good access takes many forms. It includes having a pharmacy within easy reach (usually from the doctor's surgery or from the home), having convenient opening hours from early morning, through lunchtimes and into the evening as well as weekend opening, remote access to services and provision of a variety of services.

Accessibility

334. Pharmacy services are well distributed throughout the SDF around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this SDF. All pharmacies provide a delivery service, supporting those people less able to travel to the pharmacy. There are also 2 pharmacies just over the border in a neighbouring health and wellbeing board area providing further access to Essential and Advances Services.

335. All have parking either on site or nearby and all are accessible by public transport.

336. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the "find a pharmacy" tool. Pharmacy opening hours in this SDF cover the following periods:

- Monday - Saturday: 8:00am -10:30pm
- Sunday: 9:30am -10:30pm

337. Pharmacy services are available at all times when GP practices within the SDF are open and provide additional access to NHS services into the late evening and at weekends.

338. All pharmacies in the locality have a consultation room available allowing patient access to a private consultation and can provide remote consultations where required.

339. Table 11. SDF 2 – Tyldesley, Atherton, Boothstown and Astley Pharmacy Services Provision

TABA Services

| | | FMF32 | FVX82 | FRF02 | FDH26 | FCV17 | FTF35 | FVM22 | FJ016 |
|-------------------------------|--|-------|-------|----------------------|-------|-------|-------|-------|-------|
| Advanced Services | Essential Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | CPCS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | New Medicines Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Influenza Vaccination | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Hypertension Case Finding | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | X | ✓ |
| | Smoking Cessation (Jan 22) | X | X | Intending to provide | ✓ | ✓ | X | X | ✓ |
| | Hepatitis C Service | X | X | Intending to provide | X | X | X | X | X |
| Enhanced Services | Minor Ailment Scheme | ✓ | ✓ | ✓ | ✓ | X | ✓ | ✓ | ✓ |
| | Improving Inhaler Technique through Community Pharmacy | X | X | Intending to provide | ✓ | ✓ | ✓ | X | ✓ |
| Locally Commissioned Services | Emergency Hormonal Contraception Service | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 1 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 2 | X | X | X | ✓ | X | X | X | X |
| | Monitored Dosage System | ✓ | ✓ | X | ✓ | ✓ | X | X | ✓ |
| | Supervised Consumption Service | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | X |
| | Needle and Syringe Provision Service | X | X | ✓ | ✓ | ✓ | ✓ | X | X |

Essential Service Provision

340. All pharmacies are required to provide all essential services; thus provision is excellent across the locality.

Advanced service provision

341. Access to established advanced services is excellent within the SDF with all pharmacies providing the CPCS and NMS services. All pharmacies provide the influenza vaccination service, this, complemented by the other NHS service providers able to provide this service gives people excellent choice and access to services at times convenient to them.
342. There are 7 pharmacies providing the new hypertension case finding service which will supplement the service already provided by GP practices and NHS health checks. There are 3 pharmacies providing the new smoking cessation service. We would expect provision of this service to increase as the service is developed locally.
343. There are currently no pharmacies providing the hepatitis C service, however as discussed earlier, people in this area can access this service through other providers.

Enhanced Service Provision

344. Provision the minor ailment scheme is excellent in this SDF with 7 pharmacies providing this service.
345. There are 4 pharmacies providing the improving inhaler technique through community pharmacy service, to supplement the advice and support people access through their GP practices or specialist team to ensure they can use their inhalers and manage their respiratory conditions.

Locally Commissioned Service Provision

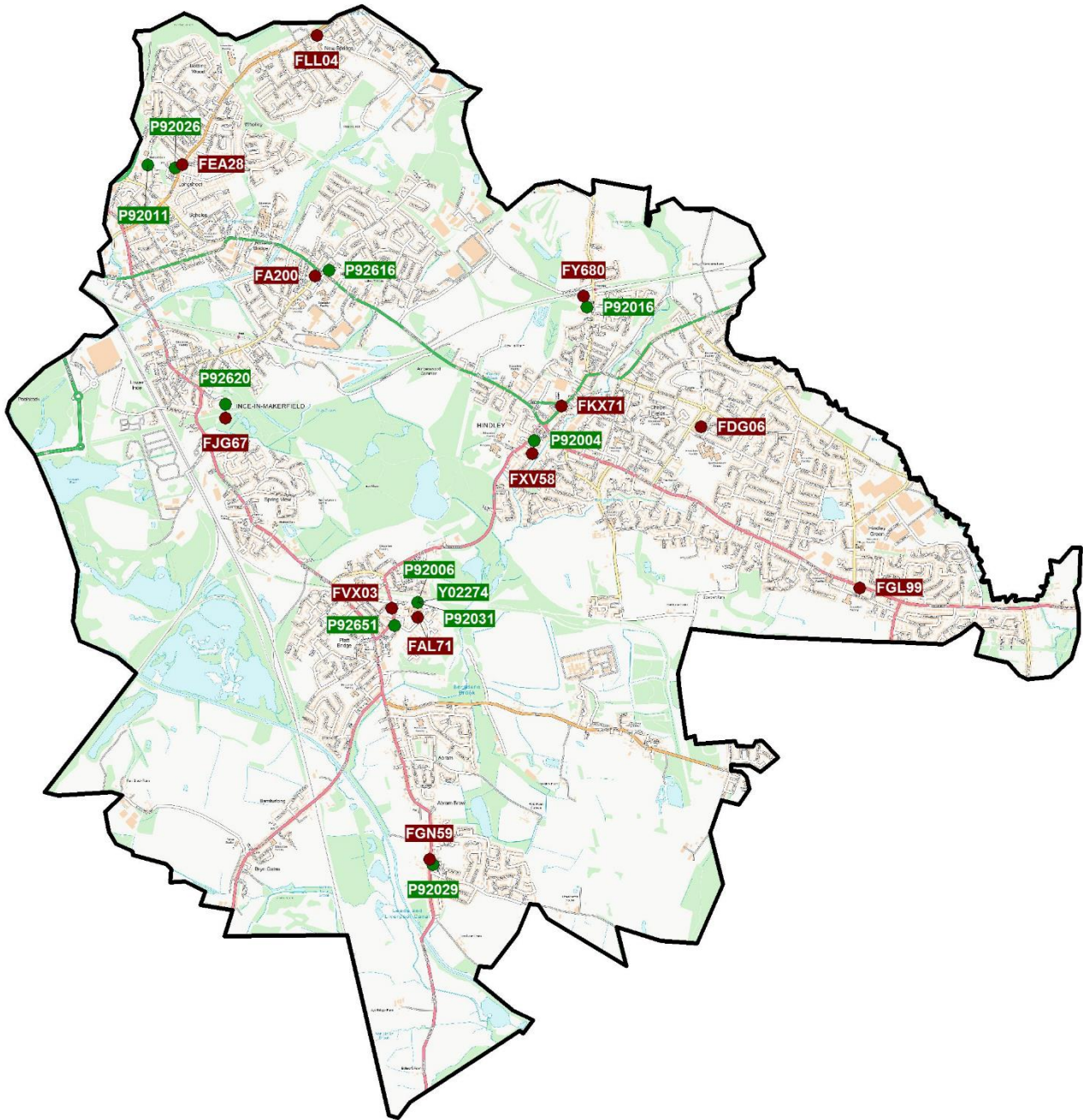
346. All pharmacies in the SDF provide the Emergency Hormonal Contraception service, as this service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them.
347. All pharmacies provide the Wigan stop smoking level one service, thus provision is excellent across the locality. There is one pharmacy providing the stop smoking level 2 service which provides an additional offer of behavioural support to that offered by intermediate advisors from a variety of services within the Borough.
348. There are 5 pharmacies providing the Monitored Dosage System service supporting people to take their medicines providing very good access to this service.
349. There are 7 pharmacies providing the supervised consumption service providing excellent access to this service.
350. The needle and syringe provision service is provided by 4 pharmacies within the SDF. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.

Conclusion

351. Overall, considering accessibility and the range of services on offer, the pharmacies in this SDF provide the necessary level of service both to meet need and secure better access.

SDF 3 – Ince, Hindley, Abram and Platt Bridge

352. Figure 35. Map showing location of Pharmacies and GP Practices in Ince, Hindley, Abram and Platt Bridge



353. There are 12 pharmacies in this SDF and there is a good choice of provider.

354. Good access takes many forms. It includes having a pharmacy within easy reach (usually from the doctor's surgery or from the home), having convenient opening hours from early morning, through lunchtimes and into the evening as well as weekend opening, remote access to services and provision of a variety of services.

Accessibility

355. Pharmacy services are well distributed throughout the SDF around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this SDF. All pharmacies provide a delivery service, supporting those people less able to travel to the pharmacy.
356. All have parking either on site or nearby and all are accessible by public transport.
357. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this SDF cover the following periods:
- Monday – Tuesday: 8:00am - 7:00pm
 - Wednesday: 8:00am - 6:30pm
 - Thursday – Friday: 8:00am - 7:00pm
 - Saturday: 8:00am - 2:00pm
358. Pharmacy services are available at all times when GP practices within the SDF are open. There are no pharmacies open on Sundays in this SDF however Pharmacy services can be accessed in a neighbouring SDF on Sunday.
359. All pharmacies in the locality have a consultation room available allowing patient access to a private consultation and can provide remote consultations where required.

360. **Table 12. SDF 3 – Ince, Hindley, Abram and Platt Bridge Pharmacy Services Provision**

Ince, Hindley, Abram and Platt Bridge Services (1 of 2)

| | FDG06 | FXV58 | FA200 | FGL99 | FVX03 | FAL71 |
|---|-------|----------------------|-------|-------|----------------------|----------------------|
| Essential Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| CPCS | ✓ | ✓ | ✓ | ✓ | X | ✓ |
| New Medicines Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Influenza Vaccination | ✓ | ✓ | ✓ | ✓ | X | X |
| Hypertension Case Finding | ✓ | Intending to provide | ✓ | ✓ | Intending to provide | Intending to provide |
| Smoking Cessation (Jan 22) | X | X | ✓ | ✓ | X | X |
| Hepatitis C Service | ✓ | X | X | ✓ | X | X |
| Advanced Services | | | | | | |
| Minor Ailment Scheme | ✓ | ✓ | ✓ | X | X | ✓ |
| Enhanced Services | | | | | | |
| Improving Inhaler Technique through Community Pharmacy | ✓ | ✓ | X | X | X | X |
| Locally Commissioned Services | | | | | | |
| Emergency Hormonal Contraception Service | ✓ | X | ✓ | ✓ | X | ✓ |
| Wigan Stop Smoking Level 1 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Wigan Stop Smoking Level 2 | ✓ | X | ✓ | ✓ | X | X |
| Monitored Dosage System | ✓ | ✓ | ✓ | X | ✓ | X |
| Supervised Consumption Service | ✓ | ✓ | ✓ | ✓ | X | X |
| Needle and Syringe Provision Service | ✓ | ✓ | X | X | X | X |

Ince, Hindley, Abram and Platt Bridge Services (2 of 2)

| | | FJG67 | FKX71 | FY680 | FLL04 | FEA28 | FGN59 |
|-------------------------------|--|----------------------|-------|-------|-------|----------------------|----------------------|
| Advanced Services | Essential Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | CPCS | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| | New Medicines Services | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| | Influenza Vaccination | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| | Hypertension Case Finding | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| | Smoking Cessation (Jan 22) | Intending to provide | X | X | ✓ | Intending to provide | X |
| | Hepatitis C Service | X | X | X | X | X | X |
| Enhanced Services | Minor Ailment Scheme | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Improving Inhaler Technique through Community Pharmacy | ✓ | X | ✓ | ✓ | ✓ | Intending to provide |
| Locally Commissioned Services | Emergency Hormonal Contraception Service | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 1 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 2 | ✓ | X | X | X | X | ✓ |
| | Monitored Dosage System | ✓ | ✓ | X | ✓ | X | X |
| | Supervised Consumption Service | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| | Needle and Syringe Provision Service | ✓ | X | X | X | X | ✓ |

361. All pharmacies are required to provide all essential services; this provision is excellent across the locality.

Advanced service provision

362. Access to established advanced services is very good within the SDF with 10 pharmacies providing CPCS and 11 pharmacies providing the NMS service. There are 9 pharmacies providing the influenza vaccination service, this, complemented by the other NHS service providers able to provide this service gives people excellent choice and access to services at times convenient to them.

363. There are 8 pharmacies providing the new hypertension case finding service which will supplement the service already provided by GP practices and NHS health checks. There are 3 pharmacies providing the new smoking cessation service. We would expect provision of this service to increase as the service is developed locally.

364. There are 2 pharmacies providing the hepatitis C service and as discussed earlier, people in this area can access this service through other providers.

Enhanced Service Provision

365. Provision the minor ailment scheme is excellent in this SDF with 10 pharmacies providing this service.
366. There are 6 pharmacies providing the improving inhaler technique through community pharmacy service, to supplement the advice and support people access through their GP practices or specialist team to ensure they can use their inhalers and manage their respiratory conditions.

Locally Commissioned Service Provision

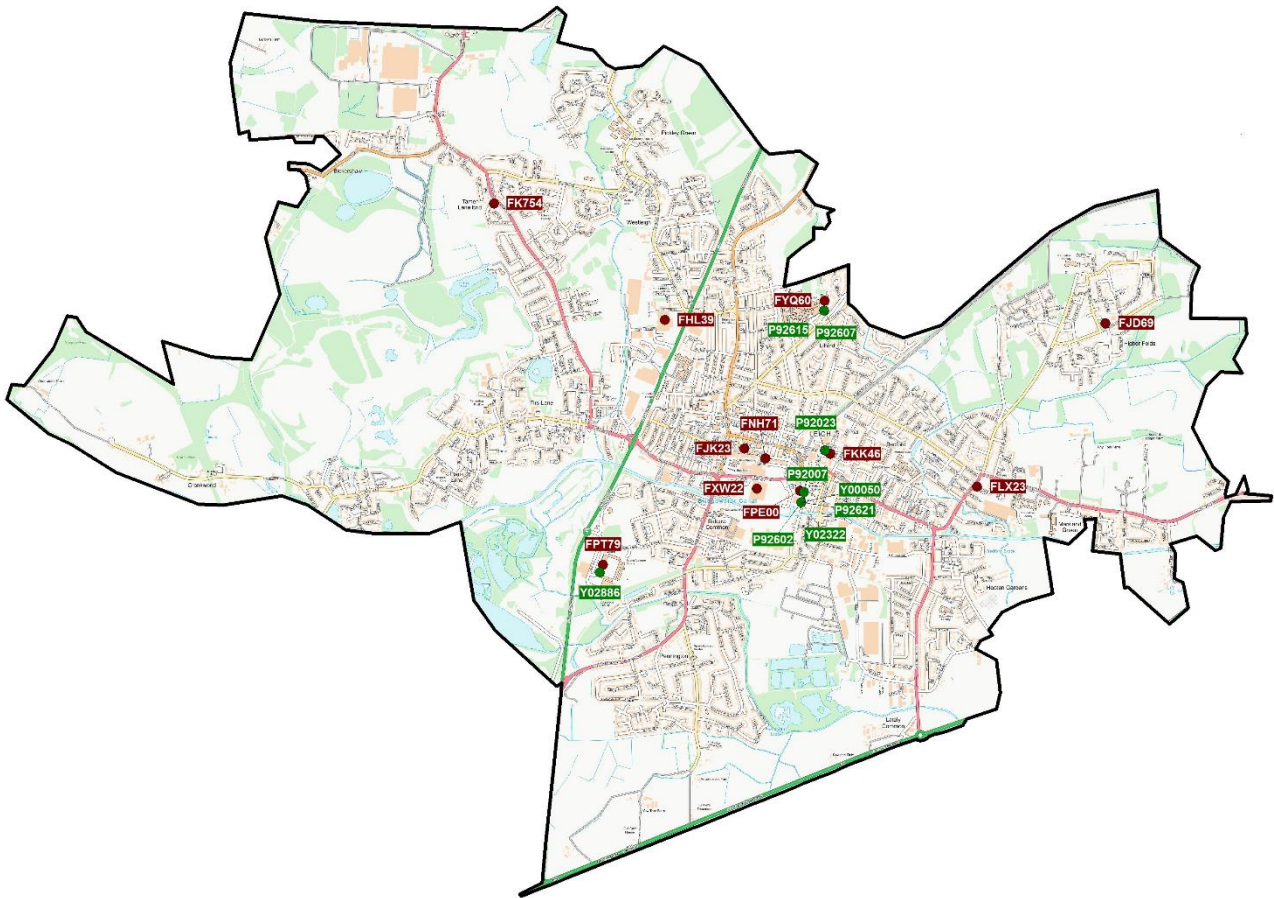
367. There are 10 pharmacies in the SDF providing the Emergency Hormonal Contraception service, as this service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them.
368. All pharmacies provide the Wigan stop smoking level one service, thus provision is excellent across the locality. There are 5 pharmacies providing the stop smoking level 2 service which provides an additional offer of behavioural support to that offered by intermediate advisors from a variety of services within the Borough.
369. There are 7 pharmacies providing the Monitored Dosage System service supporting people to take their medicines providing very good access to this service.
370. There are 9 pharmacies providing the supervised consumption service, these are distributed across the locality but currently there is no provision of this service in the Platt Bridge area.
371. The needle and syringe provision service is provided by 4 pharmacies in the SDF. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.

Conclusion

372. Overall, considering accessibility and the range of services on offer, the pharmacies in this SDF provide the necessary level of service both to meet need and secure better access.

SDF 4 – Leigh

373. Figure 36. Map showing location of Pharmacies and GP Practices in Leigh.



374. There are 11 pharmacies in this SDF and there is a good choice of provider.

375. Good access takes many forms. It includes having a pharmacy within easy reach (usually from the doctor's surgery or from the home), having convenient opening hours from early morning, through lunchtimes and into the evening as well as weekend opening, remote access to services and provision of a variety of services.

Accessibility

376. Pharmacy services are well distributed throughout the SDF around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this SDF. There are 9 pharmacies providing a delivery service, supporting those people less able to travel to the pharmacy.

377. All have parking either on site or nearby and all are accessible by public transport.

378. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the "find a pharmacy" tool. Pharmacy opening hours in this SDF cover the following periods:

- Monday: 8:00am - 11:00pm
- Tuesday – Friday: 6:30am - 11:00pm
- Saturday: 6:30am - 10:00pm
- Sunday: 10:00am - 5:00pm

379. Pharmacy services are available at all times when GP practices within the SDF are open and provide additional access to NHS services into the late evening and at weekends.

380. All pharmacies in the locality have a consultation room available allowing patient access to a private consultation and can provide remote consultations where required.

381. **Table 13. SDF 4 – Leigh Pharmacy Services Provision**

Leigh Services (1 of 2)

| | | FHL39 | FJK23 | FJD69 | FLX23 | FPT79 |
|-------------------------------|--|----------------------|-------|-------|-------|----------------------|
| Advanced Services | Essential Services | ✓ | ✓ | ✓ | ✓ | ✓ |
| | CPCS | ✓ | ✓ | ✓ | ✓ | ✓ |
| | New Medicines Services | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Influenza Vaccination | ✓ | ✓ | ✓ | X | ✓ |
| | Hypertension Case Finding | ✓ | X | X | X | X |
| | Smoking Cessation (Jan 22) | Intending to provide | X | X | X | Intending to provide |
| | Hepatitis C Service | X | X | X | X | X |
| Enhanced Services | Minor Ailment Scheme | ✓ | ✓ | X | ✓ | X |
| | Improving Inhaler Technique through Community Pharmacy | ✓ | ✓ | ✓ | X | ✓ |
| Locally Commissioned Services | Emergency Hormonal Contraception Service | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 1 | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 2 | X | X | X | X | X |
| | Monitored Dosage System | X | X | X | ✓ | ✓ |
| | Supervised Consumption Service | ✓ | ✓ | ✓ | ✓ | X |
| | Needle and Syringe Provision Service | X | X | ✓ | ✓ | X |

Leigh Services (2 of 2)

| | | FK754 | FXW22 | FKK46 | FNH71 | FPE00 | FYQ60 |
|-------------------------------|--|-------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Essential Services | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Advanced Services | CPCS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | New Medicines Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Influenza Vaccination | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| | Hypertension Case Finding | X | Intending to provide | ✓ | ✓ | ✓ | ✓ |
| | Smoking Cessation (Jan 22) | X | Intending to provide | Intending to provide | Intending to provide | Intending to provide | Intending to provide |
| | Hepatitis C Service | X | X | X | X | X | X |
| | Minor Ailment Scheme | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Enhanced Services | Improving Inhaler Technique through Community Pharmacy | ✓ | X | X | ✓ | ✓ | ✓ |
| | Emergency Hormonal Contraception Service | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| Locally Commissioned Services | Wigan Stop Smoking Level 1 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 2 | X | X | X | ✓ | X | X |
| | Monitored Dosage System | X | X | X | ✓ | X | X |
| | Supervised Consumption Service | ✓ | X | X | ✓ | X | X |
| | Needle and Syringe Provision Service | X | X | ✓ | ✓ | X | X |
| | | | | | | | |

Essential Service Provision

382. All pharmacies are required to provide all essential services; thus provision is excellent across the locality.

Advanced Service Provision

383. Access to established advanced services is excellent within the SDF with all 11 pharmacies providing the CPCS and NMS services. There are 9 pharmacies providing the influenza vaccination service, this, complemented by the other NHS service providers able to provide this service gives people excellent choice and access to services at times convenient to them.

384. There are 5 pharmacies providing the new hypertension case finding service which will supplement the service already provided by GP practices and NHS health checks.

There are currently no pharmacies providing the new smoking cessation service. We would expect provision of this service to increase as the service is developed locally.

385. There are currently no pharmacies providing the hepatitis C service, however as discussed earlier, people in this area can access this service through other providers.

Enhanced Service Provision

386. Provision the minor ailment scheme is excellent in this SDF with 9 pharmacies providing this service.
387. There are 8 pharmacies providing the improving inhaler technique through community pharmacy service, to supplement the advice and support people access through their GP practices or specialist team to ensure they can use their inhalers and manage their respiratory conditions.

Locally Commissioned Service Provision

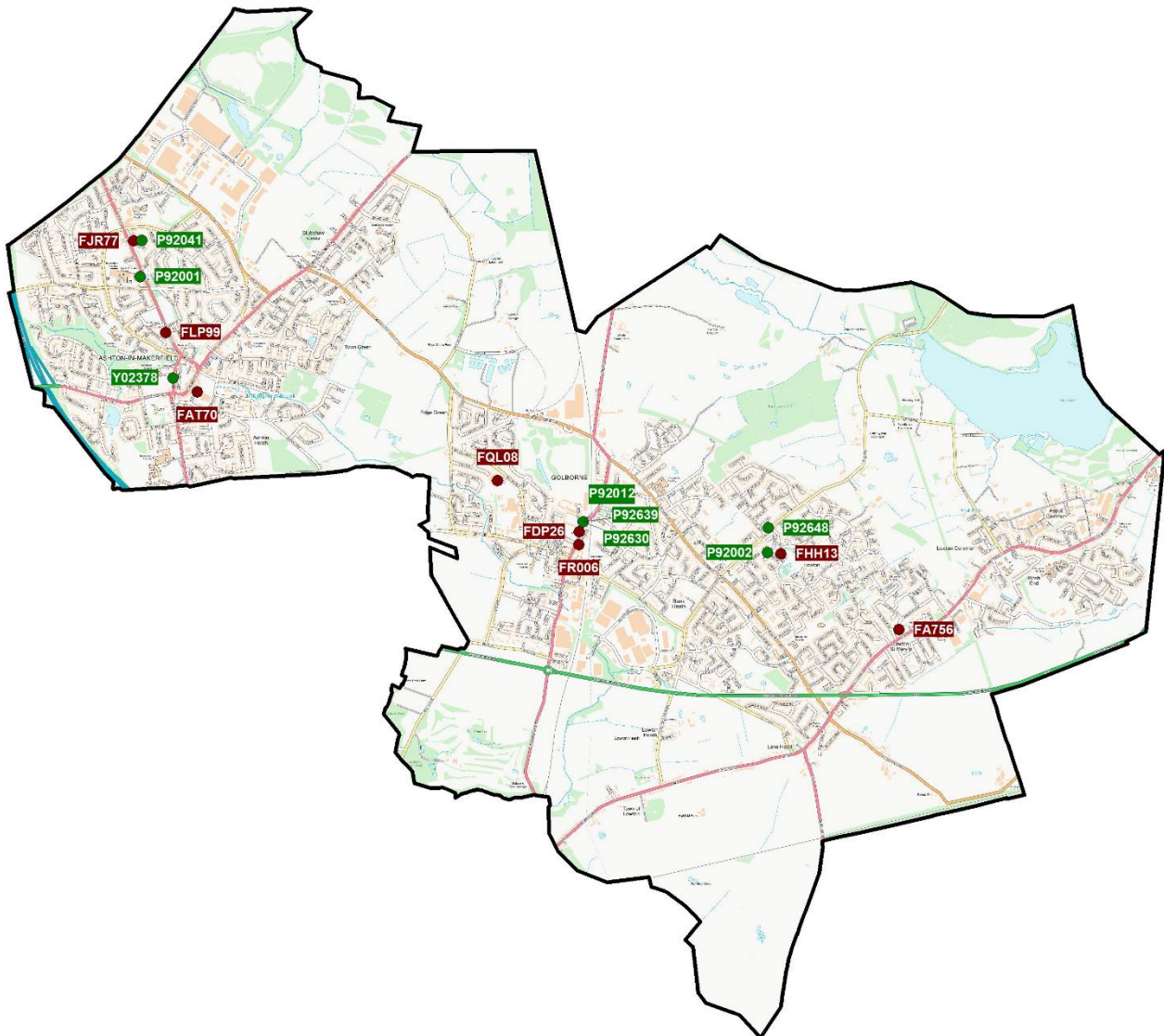
388. There are 10 pharmacies in the SDF providing the Emergency Hormonal Contraception service, as this service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them.
389. All pharmacies provide the Wigan stop smoking level one service, thus provision is excellent across the locality. One pharmacy is providing the stop smoking level 2 service which provides an additional offer of behavioural support to that offered by intermediate advisors from a variety of services within the Borough.
390. There are 3 pharmacies providing the Monitored Dosage System service supporting people to take their medicines in the SDF which is a lower level of service provision than other SDFs. However, one pharmacy provides this service to a large number of people and on behalf of the other pharmacies within the same company in the SDF which may account for this.
391. There are 6 pharmacies providing the supervised consumption service within this SDF which are unable to meet current demand within this area. As this client group has less ability to travel to other locations, increased provision of this service is required in Leigh. This could be achieved through the current 6 providers increasing capacity or through additional provision of this service by the existing 5 pharmacies within the SDF who currently do not provide this service.
392. The needle and syringe provision service is provided by 4 pharmacies which are distributed well throughout the SDF with additional provision via the substance misuse service. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.

Conclusion

393. Overall, considering accessibility and the range of services on offer, the pharmacies in this SDF provide the necessary level of service both to meet need and secure better access.

SDF 5 – Lowton, Golborne and Ashton

394. Figure 37. Map showing location of Pharmacies and GP Practices in Lowton, Golborne and Ashton.



395. There are 8 pharmacies in this SDF and there is a good choice of provider.

396. Good access takes many forms. It includes having a pharmacy within easy reach (usually from the doctor's surgery or from the home), having convenient opening hours from early morning, through lunchtimes and into the evening as well as weekend opening, remote access to services and provision of a variety of services.

Accessibility

397. Pharmacy services are well distributed throughout the SDF around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this SDF. There are 7 pharmacies providing a delivery service, supporting those people less able to travel to the pharmacy.

398. All have parking either on site or nearby and all are accessible by public transport.

399. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this SDF cover the following periods:
- Monday – Friday: 7:00am - 11:00pm
 - Saturday: 7:00am - 10:00pm
 - Sunday: 8:00am - 6:00pm
400. Pharmacy services are available at all times when GP practices within the SDF are open and provide additional access to NHS services into the late evening and at weekends.
401. All pharmacies in the locality have a consultation room available allowing patient access to a private consultation and can provide remote consultations where required.

402. **Table 14. Lowton Golborne and Ashton Pharmacy Services Provision**

Lowton, Golborne and Ashton Services

| | | FQL08 | FAT70 | FHH13 | FDP26 | FLP99 | FA756 | FJR77 | FR006 |
|-------------------------------|--|-------|----------------------|----------------------|-------|----------------------|-------|-------|-------|
| Advanced Services | Essential Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | CPCS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | New Medicines Services | ✓ | ✓ | ✓ | ✓ | X | ✓ | ✓ | ✓ |
| | Influenza Vaccination | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Hypertension Case Finding | ✓ | Intending to provide | ✓ | X | Intending to provide | X | X | ✓ |
| | Smoking Cessation (Jan 22) | X | X | Intending to provide | X | Intending to provide | X | X | ✓ |
| | Hepatitis C Service | X | X | X | X | X | X | X | X |
| Enhanced Services | Minor Ailment Scheme | ✓ | ✓ | ✓ | ✓ | ✓ | X | ✓ | ✓ |
| | Improving Inhaler Technique through Community Pharmacy | ✓ | Intending to provide | X | X | ✓ | X | X | ✓ |
| Locally Commissioned Services | Emergency Hormonal Contraception Service | ✓ | ✓ | ✓ | ✓ | ✓ | X | ✓ | ✓ |
| | Wigan Stop Smoking Level 1 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 2 | X | X | X | ✓ | ✓ | ✓ | X | X |
| | Monitored Dosage System | X | X | ✓ | X | ✓ | X | X | ✓ |
| | Supervised Consumption Service | ✓ | ✓ | ✓ | ✓ | ✓ | X | X | ✓ |
| | Needle and Syringe Provision Service | ✓ | X | X | X | X | X | X | X |

Essential Service Provision

403. All pharmacies are required to provide all essential services; thus provision is excellent across the locality.

Advanced Service Provision

404. Access to established advanced services is very good within the SDF with 8 pharmacies providing the CPCS and 7 providing the NMS service. There are 8 pharmacies providing the influenza vaccination service, this, complemented by the other NHS service providers able to provide this service gives people excellent choice and access to services at times convenient to them.
405. There are 3 pharmacies providing the new hypertension case finding service which will supplement the service already provided by GP practices and NHS health checks.
406. One pharmacy provides the new smoking cessation service and we would expect provision of this service to increase as the service is developed locally.
407. There are currently no pharmacies providing the hepatitis C service, however as discussed earlier, people in this area can access this service through other providers.

Enhanced Service Provision

408. Provision the minor ailment scheme is very good in this SDF with 7 pharmacies providing this service.
409. There are 3 pharmacies providing the improving inhaler technique through community pharmacy service, to supplement the advice and support people access through their GP practices or specialist team to ensure they can use their inhalers and manage their respiratory conditions.

Locally Commissioned Service Provision

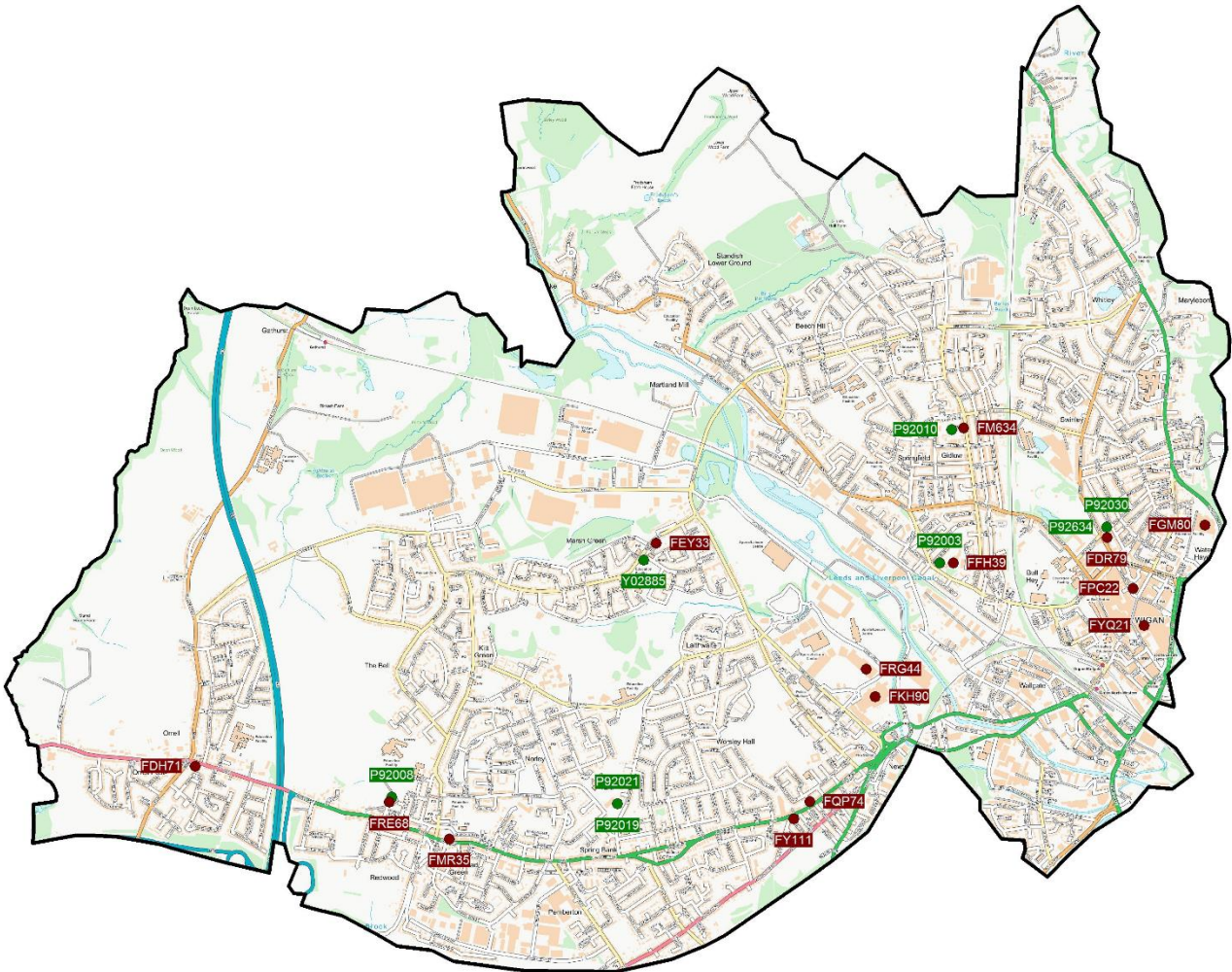
410. There are 7 pharmacies in the SDF providing the Emergency Hormonal Contraception service, as this service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them.
411. All pharmacies provide the Wigan stop smoking level one service, thus provision is excellent across the locality. There are 3 pharmacies providing the stop smoking level 2 service which provides an additional offer of behavioural support to that offered by intermediate advisors from a variety of services within the Borough.
412. There are 3 pharmacies providing the Monitored Dosage System service supporting people to take their medicines.
413. There are 6 pharmacies providing the supervised consumption service providing excellent access to this service.
414. There is one pharmacy providing needle and syringe provision service. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.

Conclusion

415. Overall, considering accessibility and the range of services on offer, the pharmacies in this SDF provide the necessary level of service both to meet need and secure better access.

SDF 6 - Wigan Central

416. **Figure 38. Map showing location of Pharmacies and GP Practices in Wigan Central.**



417. There are 14 pharmacies in this SDF and there is a good choice of provider.

418. Good access takes many forms. It includes having a pharmacy within easy reach (usually from the doctor's surgery or from the home), having convenient opening hours from early morning, through lunchtimes and into the evening as well as weekend opening, remote access to services and provision of a variety of services.

Accessibility

419. Pharmacy services are well distributed throughout the SDF around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this SDF. There are 11 pharmacies providing a delivery service, supporting those people less able to travel to the pharmacy.

420. All have parking either on site or nearby and all are accessible by public transport.

421. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this SDF cover the following periods:
- Monday – Friday: 8:00am - 10:00pm
 - Saturday: 8:00am - 8:00pm
 - Sunday: 10:00am - 5:00pm
422. Pharmacy services are available at all times when GP practices within the SDF are open and provide additional access to NHS services into the late evening and at weekends.
423. All pharmacies in the locality have a consultation room available allowing patient access to a private consultation and can provide remote consultations where required.

424. Table 15. SDF 6 – Wigan Central Pharmacy Services Provision

Wigan Central Services (1 of 2)

| | | FKH90 | FMR35 | FRG44 | FYQ21 | FRE68 | FDH71 | FQP74 | FPC22 |
|-------------------------------|--|----------------------|----------------------|-------|----------------------|-------|----------------------|-------|-------|
| Advanced Services | Essential Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | CPCS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | New Medicines Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Influenza Vaccination | ✓ | ✓ | ✓ | ✓ | X | ✓ | X | ✓ |
| | Hypertension Case Finding | ✓ | Intending to provide | X | Intending to provide | ✓ | ✓ | ✓ | ✓ |
| | Smoking Cessation (Jan 22) | Intending to provide | X | X | X | X | Intending to provide | X | ✓ |
| | Hepatitis C Service | X | X | X | X | X | X | X | X |
| Enhanced Services | Minor Ailment Scheme | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Improving Inhaler Technique through Community Pharmacy | Intending to provide | ✓ | X | ✓ | X | ✓ | ✓ | ✓ |
| Locally Commissioned Services | Emergency Hormonal Contraception Service | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 1 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 2 | X | ✓ | X | X | X | X | ✓ | X |
| | Monitored Dosage System | X | X | X | X | ✓ | ✓ | ✓ | X |
| | Supervised Consumption Service | ✓ | ✓ | ✓ | ✓ | X | ✓ | X | ✓ |
| | Needle and Syringe Provision Service | X | X | X | X | X | X | X | ✓ |

Wigan Central Services (2 of 2)

| | | FDR79 | FM634 | FFH39 | FEY33 | FGM80 | FY111 |
|-------------------------------|--|-------|----------------------|-------|-------|----------------------|-------|
| Advanced Services | Essential Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | CPCS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | New Medicines Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Influenza Vaccination | ✓ | X | ✓ | ✓ | X | ✓ |
| | Hypertension Case Finding | ✓ | Intending to provide | X | X | Intending to provide | ✓ |
| | Smoking Cessation (Jan 22) | X | Intending to provide | X | X | Intending to provide | ✓ |
| | Hepatitis C Service | X | X | X | X | X | X |
| Enhanced Services | Minor Ailment Scheme | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| | Improving Inhaler Technique through Community Pharmacy | X | ✓ | X | ✓ | X | ✓ |
| Locally Commissioned Services | Emergency Hormonal Contraception Service | ✓ | X | ✓ | ✓ | X | ✓ |
| | Wigan Stop Smoking Level 1 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 2 | X | X | X | X | X | X |
| | Monitored Dosage System | X | ✓ | X | X | ✓ | X |
| | Supervised Consumption Service | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Needle and Syringe Provision Service | ✓ | X | X | X | X | ✓ |

Essential Service Provision

425. All pharmacies are required to provide all essential services; thus provision is excellent across the locality.

Advanced Service Provision

426. Access to established advanced services is excellent within the SDF with all 14 pharmacies providing the CPCS and NMS services. There are 10 pharmacies providing the influenza vaccination service, this, complemented by the other NHS service providers able to provide this service gives people excellent choice and access to services at times convenient to them.

427. There are 7 pharmacies providing the new hypertension case finding service which will supplement the service already provided by GP practices and NHS health checks.

428. There are 2 pharmacies providing the new smoking cessation service and we would expect provision of this service to increase as the service is developed locally.

429. There are currently no pharmacies providing the hepatitis C service, however as discussed earlier, people in this area can access this service through other providers.

Enhanced Service Provision

430. Provision the minor ailment scheme is excellent in this SDF with 13 pharmacies providing this service.

431. There are 8 pharmacies providing the improving inhaler technique through community pharmacy service, to supplement the advice and support people access through their GP practices or specialist team to ensure they can use their inhalers and manage their respiratory conditions.

Locally Commissioned Service Provision

432. There are 12 pharmacies in the SDF providing the Emergency Hormonal Contraception service, as this service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them.

433. All pharmacies provide the Wigan stop smoking level one service, thus provision is excellent across the locality. There are 2 pharmacies providing the stop smoking level 2 service which provides an additional offer of behavioural support to that offered by intermediate advisors from a variety of services within the Borough.

434. There are 5 pharmacies providing the Monitored Dosage System service supporting people to take their medicines.

435. There are 12 pharmacies providing the supervised consumption service providing excellent access to this service.

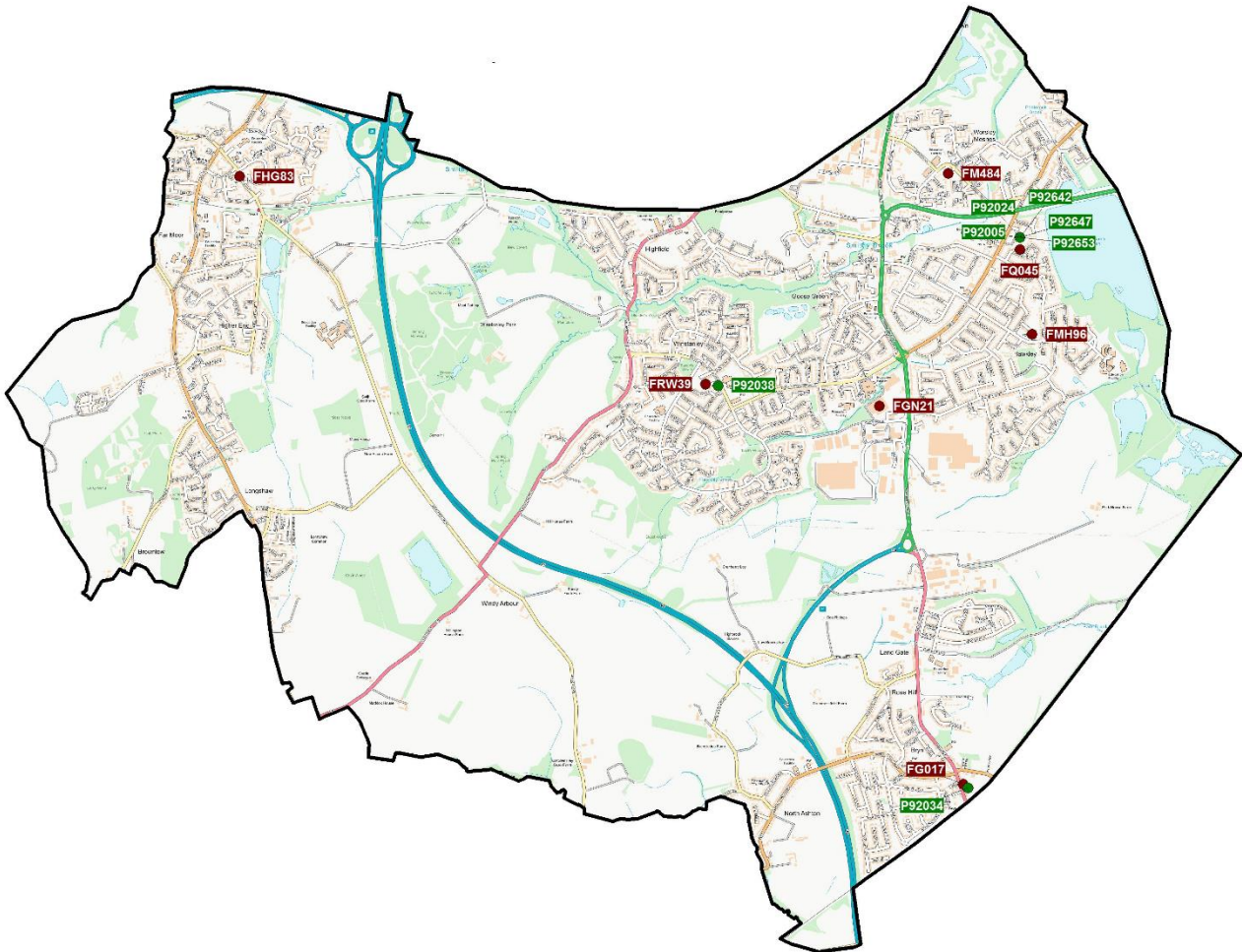
436. There are 3 pharmacies providing the needle and syringe provision service, 2 of which are close to the town centre with additional provision via the substance misuse team. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.

Conclusion

437. Overall, considering accessibility and the range of services on offer, the pharmacies in this SDF provide the necessary level of service both to meet need and secure better access.

SDF 7 - South Wigan and Ashton North

438. Figure 39. Map showing location of Pharmacies and GP Practices in South Wigan and Ashton North.



439. There are 7 pharmacies in this SDF and there is a good choice of provider.

440. Good access takes many forms. It includes having a pharmacy within easy reach (usually from the doctor's surgery or from the home), having convenient opening hours from early morning, through lunchtimes and into the evening as well as weekend opening, remote access to services and provision of a variety of services.

Accessibility

441. Pharmacy services are well distributed throughout the SDF around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this SDF. There are 6 pharmacies providing a delivery service, supporting those people less able to travel to the pharmacy.

442. All have parking either on site or nearby and all are accessible by public transport.

443. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this SDF cover the following periods:
- Monday – Saturday: 8:00am - 8:00pm
 - Sunday: 10:00am - 4:00pm
444. Pharmacy services are available at all times when GP practices within the SDF are open and provide additional access to NHS services into the evening and at weekends.
445. All pharmacies in the locality have a consultation room available allowing patient access to a private consultation and can provide remote consultations where required.

446. Table 16. South Wigan and Ashton North

SWAN Services

| | | FG017 | FMH96 | FGN21 | FM484 | FQ045 | FRW39 | FHG83 |
|-------------------------------|--|-------|-------|-------|-------|-------|-------|-------|
| Advanced Services | Essential Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | CPCS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | New Medicines Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Influenza Vaccination | ✓ | X | ✓ | ✓ | X | ✓ | ✓ |
| | Hypertension Case Finding | X | ✓ | ✓ | X | X | ✓ | ✓ |
| | Smoking Cessation (Jan 22) | X | X | X | X | X | X | ✓ |
| | Hepatitis C Service | X | X | X | X | X | X | X |
| Enhanced Services | Minor Ailment Scheme | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Improving Inhaler Technique through Community Pharmacy | X | ✓ | ✓ | ✓ | X | X | X |
| Locally Commissioned Services | Emergency Hormonal Contraception Service | ✓ | ✓ | ✓ | X | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 1 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wigan Stop Smoking Level 2 | X | X | X | ✓ | ✓ | X | X |
| | Monitored Dosage System | X | ✓ | X | ✓ | X | X | X |
| | Supervised Consumption Service | ✓ | ✓ | ✓ | ✓ | X | X | X |
| | Needle and Syringe Provision Service | X | X | X | ✓ | X | X | X |

Essential Service Provision

447. All pharmacies are required to provide all essential services; thus provision is excellent across the locality.

Advanced Service Provision

448. Access to established advanced services is excellent within the SDF with all 7 pharmacies providing the CPCS and NMS services. There are 5 pharmacies providing the influenza vaccination service, this, complemented by the other NHS

service providers able to provide this service gives people excellent choice and access to services at times convenient to them.

449. There are 4 pharmacies providing the new hypertension case finding service which will supplement the service already provided by GP practices and NHS health checks.
450. There is one pharmacy providing the new smoking cessation service. We would expect provision of this service to increase as the service is developed locally.
451. There are currently no pharmacies providing the hepatitis C service, however as discussed earlier, people in this area can access this service through other providers.

Enhanced Service Provision

452. Provision the minor ailment scheme is excellent in this SDF with all 7 pharmacies providing this service.
453. There are 3 pharmacies providing the improving inhaler technique through community pharmacy service, to supplement the advice and support people access through their GP practices or specialist team to ensure they can use their inhalers and manage their respiratory conditions.

Locally Commissioned Service Provision

454. There are 6 pharmacies in the SDF providing the Emergency Hormonal Contraception service, as this service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them.
455. All pharmacies provide the Wigan stop smoking level one service, thus provision is excellent across the locality. There are 2 pharmacies providing the stop smoking level 2 service which provides an additional offer of behavioural support to that offered by intermediate advisors from a variety of services within the Borough.
456. There are 2 pharmacies providing the Monitored Dosage System service supporting people to take their medicines.
457. There are 4 pharmacies providing the supervised consumption service providing excellent access to this service.
458. One pharmacy provides the needle and syringe provision service. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.

Conclusion

459. Overall, considering accessibility and the range of services on offer, the pharmacies in this SDF provide the necessary level of service both to meet need and secure better access.

Pharmacy services response to local health needs and potential future development

460. The key health issues affecting people in Wigan Borough are described within the [Wigan Borough profile](#) section. Currently the services which are commissioned from pharmacies play an important role in helping to address these issues.
461. Cancer, CVD, conditions associated with 'old age' and respiratory conditions are the most common causes of death within Wigan. Community pharmacies provide people with prescribed medicines to treat or prevent the development of many of these conditions/diseases. They support people to take their medicines as intended to ensure they get the most benefit from the medicines take and that they are used safely. Services such as [NMS](#) and [improving inhaler technique through community pharmacies](#) providing an enhanced level of support for a number of medical conditions.
462. The numbers of people with cancer, CVD and respiratory conditions are impacted by lifestyle issues such as obesity, alcohol use, smoking and lack of exercise, in addition to an ageing population. Through the [healthy living framework](#) and the [stop smoking services](#) pharmacies provide lifestyle advice e.g. weight management advice, smoking cessation, advice on the consumption of alcohol and provide interventions to meet local need, signposting to local services where appropriate, thus improving the health and wellbeing of the local population and helping to reduce health inequalities.
463. Developing and targeting the public health campaigns the Greater Manchester Local Area Team runs through community pharmacies could help to further tackle many of the health needs of our residents. Wigan Council will continue to work with the NHS England Greater Manchester Local Area Team on this service.
464. The new pharmacy [hypertension case finding service](#) will ensure more people with this condition are diagnosed and therefore appropriately managed sooner helping to reduce the burden of CVD and its complications later in life. Hypertension case-finding, to allow for interventions to optimise blood pressure and minimise the risk of myocardial infarction and stroke, is one of the five clinical areas within the NHSE&I initiative Core20PLUS5⁴³ which is a programme to support the reduction of health inequalities. Community pharmacies should target their service provision at groups most likely to experience health inequalities e.g. those in the most deprived 20% of the national population to support this programme.
465. Community pharmacies providing the [flu vaccination service](#) can further support the Core20PLUS5 programme by targeting service provision at those patients with COPD and [signposting](#) this group on how to access pneumonia vaccines as part of the consultation.
466. The Greater Manchester Green Plan⁴⁴ identifies a number of ways the region can become net zero for carbon emissions by 2038. Community pharmacy will be able to support this work raising awareness of the carbon impact of inhalers, ensuring patients can use their inhalers where there is change to support this initiative and encouraging people to return their used inhalers to the pharmacy for either recycling or destruction to ensure gases within used inhalers are disposed of appropriately. In addition,

⁴³ [NHS England » Core20PLUS5 – An approach to reducing health inequalities](#)

⁴⁴ [Five-Year Environment Plan - Greater Manchester Combined Authority \(greatermanchester-ca.gov.uk\)](#)

reducing wasted medicines has the potential to significantly reduce the NHS carbon footprint and pharmacies will have a key role to play in ensuring patients only get prescriptions dispensed for the medicines they need and use their medicines correctly to reduce waste.

467. Increased use of [repeat dispensing](#) has the potential to support both community pharmacy and GP practices manage their workload more efficiently and so increase capacity within primary care. In line with the ambitions set out in the NHS Long Term Plan⁴⁵, the [CPCS](#) is expected to relieve pressure on urgent and emergency care (UEC) and GP practices by encouraging people to use their community pharmacy as the first port of call for minor and self-limiting conditions. In addition, the pharmacy [minor ailment scheme](#) further supports those in the Borough with the lowest incomes to use their community pharmacy in this way.
468. Improved communication between providers helps to reduce medication errors. The [DMS](#) has been developed to support improved communication between acute trusts and community pharmacies when patients are discharged to improve patient care to reduce medication errors as patient cross the primary/secondary care interface. Improved communication between GP practices and community pharmacy when there is a change in medication would further reduce medication errors and improved patient care and local processes should be developed between practices and pharmacies within SDFs to facilitate this.
469. There is scope to improve people's awareness of many pharmacy services and we need to ensure that people living in the borough are aware of what is on offer from pharmacies and encourage them to use pharmacies as the first port of call for the management of minor ailments for example. We need to promote the [locally commissioned services](#) on offer through pharmacies more effectively and ensure the people who could benefit most from these services are aware of them. It is important to work with existing providers to ensure that the highest standards of quality and the optimum range of services are delivered.
470. Pharmacies will always have an important role in ensuring the safe and effective use of medicines but there needs to be development in existing pharmacy services to enable the NHS to get the most out of the clinical skills of the pharmacist, particularly the contribution pharmacies can make to health improvement and public health.
471. By improving the knowledge of our residents and development of current services Wigan Council and Wigan NHS Locality Team will continue to support the development of community pharmacy services in line with the direction set by the Wigan Locality.

⁴⁵ [NHS Long Term Plan](#)

Pharmaceutical Needs Assessment for Wigan Borough - Conclusion

473. The PNA has identified the current pharmaceutical provision within Wigan Borough along with services provided outside of the Borough and by other providers and considered how these meet the current and future needs of the Wigan Borough population.
474. Informed by the assessment of pharmaceutical provision within the individual SDF analyses, the PNA concludes that there is adequate provision of essential pharmacy services in Wigan Borough throughout 66 community pharmacies and one appliance contractor. In addition, there are a number of pharmacies located in neighbouring Boroughs outside the Wigan area that Wigan residents can reasonably access along with a significant number of internet pharmacies. These pharmacies increase choice and accessibility for Wigan residents.
475. This PNA has not identified any gaps in the provision of pharmaceutical services in the Borough.
476. Wigan Borough is a growing area, with on-going development anticipated over the lifetime of this PNA. Following assessment of the current population demographics, housing projections and the distribution of pharmacies across the Borough, it is anticipated that the current pharmaceutical service providers will be sufficient to meet local needs over the lifetime of this PNA.
477. The PNA has considered the current provision of pharmaceutical services across the Borough and outside of the health and wellbeing board area which secure improvements or better access to other pharmaceutical services, specifically in relation to the demography and health needs of the population. It has identified that current provision of pharmaceutical services offered by both community pharmacies and other health care providers meet the needs of the population of Wigan Borough.
478. The PNA has considered the current provision of pharmaceutical services across the Borough and the need for any additional services to meet the health needs of the Wigan Borough population. It has not identified any services which are not currently provided in the health and wellbeing board area that would secure improvements or better access to pharmaceutical services or pharmaceutical services of a specific type in its area.
479. This PNA provides an overview of services commissioned locally and provided by other NHS services to improve population health and which have an impact on pharmaceutical need. This PNA has identified that there may be opportunities to further develop and extend the delivery of some of the existing services within pharmacies to secure health improvements or better access to services. Local commissioners will continue to explore options for improvements in service delivery and accessibility as part of their on-going service monitoring and review.

Appendix 1 – Pharmaceutical Needs Assessment Process

Working Group

480. The production of this PNA was co-ordinated by a small working group:

- Director of Public Health
- Public Health Service Manager
- Two Senior Public Health Analysts
- Research and Information Officer
- Associate Director of Medicines Management
- Assistant Director of Medicines Management
- Medicines Management Support Officers
- Communications and Engagement Teams within Wigan Council and NHS Wigan Locality (formerly Wigan Borough CCG).

Profile of Wigan Borough including Population and Health Needs

481. Data analysis was carried out by members of the Public Health Team within Wigan Council. References used as sources of information have been included within the relevant sections of the document.

Pharmacy Service Provision

482. Pharmacy contractors and commissioners of pharmacy services were contacted to provide up to date information on the services provided by pharmacies. The data was analysed by medicines management staff within the Wigan NHS Locality Team of Greater Manchester Integrated Care (previously Wigan Borough CCG).

Patients Satisfaction Survey

483. A patient satisfaction survey was carried out for a 4 week period during March and April 2022 and was available on-line or via a paper based survey for those respondents unable to access the on-line version.

484. The survey was advertised via social media platforms, the Healthier Wigan Website and through all community pharmacies within the borough (see Appendix 9).

Stakeholder Engagement

485. Primarily, stakeholder engagement is via the 60 day public consultation on this Pharmaceutical Needs Assessment.

Summary of Requirements of the PNA

486. The information to be contained within a pharmaceutical needs assessment is included within the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013⁴⁶.

487. The PNA **must relate to:**

- the provision of pharmaceutical services (including directed services) by a person on a pharmaceutical list
- the provision of local pharmaceutical services under an LPS scheme (but not LP services which are not local pharmaceutical services); or
- the dispensing of drugs and appliances by a person on a dispensing doctors list (but not other NHS services that may be provided under arrangements made by the NHSCB with a dispensing doctor).

488. The PNA **must include** the following:

Necessary services: current provision:

A statement of the pharmaceutical services that the HWB has identified as services that are provided:

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

Necessary services: gaps in provision

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

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

Other relevant services: current provision

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

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

⁴⁶ [The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013 \(legislation.gov.uk\)](http://legislation.gov.uk)

Improvements and better access: gaps in provision

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

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

Other NHS services

A statement of any NHS services provided or arranged by a local authority, the NHSCB, a CCG, an NHS trust or an NHS foundation trust to which the HWB has had regard in its assessment, which affect:

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

How the assessment was carried out

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

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

Map of provision

A map that identifies the premises at which pharmaceutical services are provided in the area of the HWB.

Appendix 2 – Pharmacies in Wigan Borough

| Contractor Code | Pharmacy Trading Name | Address | Town | Postcode |
|-----------------|-----------------------------|--|----------------------|----------|
| FGN59 | Abram Pharmacy | 358 Warrington Road, Abram | Wigan | WN2 5XA |
| FDR79 | Allied Pharmacy | 91A Mesnes Street | Wigan | WN1 1QJ |
| FLK57 | Appley Bridge Pharmacy | 53 Woodnook Road, Appley Bridge | Wigan | WN6 9JR |
| FKH90 | Asda Pharmacy | Soho Street, Robin Park | Wigan | WN5 0XA |
| FHL39 | Asda Pharmacy | Asda Superstore, Atherleigh Way | Leigh | WN7 5RZ |
| FQL08 | Asda Pharmacy | Edge Green Lane | Golborne | WA3 3SP |
| FYQ21 | Boots | 22-23 Grand Arcade | Wigan | WN1 1BH |
| FJK23 | Boots the Chemist | 29 / 31 Bradshawgate | Leigh | WN7 4NB |
| FAT70 | Boots the Chemist | Unit 8a The Gerard Centre, Gerard Street | Ashton-in-Makerfield | WN4 9AN |
| FMF32 | Boots the Chemist | 82 Market Street, Atherton | Manchester | M46 0DP |
| FRG44 | Boots the Chemist | Robin Park, 37 Loire Drive | Wigan | WN5 0UH |
| FDG06 | Borsdane Avenue Pharmacy | Unit 3, 19 Borsdane Avenue, Hindley | Wigan | WN2 3QN |
| FRE68 | Bradshaw Street Pharmacy | Bradshaw Street, Orrell | Wigan | WN5 0AB |
| FVX82 | Cohens Chemist | 147 - 149 Elliott Street, Tyldesley | Manchester | M29 8FL |
| FDH71 | Cohens Chemist | 259c Orrell Road, Orrell | Wigan | WN5 8NB |
| FRF02 | Cohens Chemist | Atherton Health Centre, Ormerod House | Atherton | M46 0LE |
| FHH13 | Cohens Chemist | 36 Braithwaite Road, Lowton | Warrington | WA3 2HY |
| FGM90 | Cohens Chemist | 47a High Street, Standish | Wigan | WN6 0HA |
| FDH26 | Davina Pharmacy | 155 Elliott Street, Tyldesley | Manchester | M29 8FL |
| FCV17 | Elliott Street Pharmacy | 177 Elliott Street | Tyldesley | M29 8DR |
| FM634 | England Pharmacy | 280 Gidlow Lane | Wigan | WN6 7PG |
| FQP74 | George Wilson | Pemberton Primary Care Resource Centre, Sherwood Drive | Wigan | WN5 9QX |
| FDP26 | Golborne Late Night Chemist | 98 High Street, Golborne | Warrington | WA3 3DA |

| Contractor Code | Pharmacy Trading Name | Address | Town | Postcode |
|------------------------|-------------------------------------|---|----------------------|-----------------|
| FMH96 | Hawkley Pharmacy | 54 Carr Lane, Hawkley Hall | Wigan | WN3 5ND |
| FXV58 | Hindley Pharmacy | Hindley Health Centre, 17 Liverpool Road | Wigan | WN2 3HQ |
| FGL99 | Hollowood Chemist | 760 Atherton Road, Hindley Green | Wigan | WN2 4SB |
| FXM89 | Hollowood Chemist | 4 Moorside, Scot Lane, Aspull | Wigan | WN2 1XW |
| FA200 | Hollowood Chemist | 7 Ince Green Lane, Ince | Wigan | WN2 2AR |
| FPC22 | Hollowood Chemist | 11 Mesnes Street | Wigan | WN1 1QP |
| FLP99 | J Morris Pharmacy | 109 Wigan Road, Ashton-In-Makerfield | Wigan | WN4 9BH |
| FVX03 | Liverpool Road Pharmacy | 612 Liverpool Road, Platt Bridge | Wigan | WN2 5BB |
| FTF35 | Lloydspharmacy | 23 Church Street, Atherton | Manchester | M46 9DE |
| FEA28 | Lloydspharmacy | 234 Scholes | Wigan | WN1 3NH |
| FGN21 | Lloydspharmacy | Sainsbury's Supermarket, Worthington Way | Wigan | WN3 6XE |
| FPT79 | Manor Pharmacy | The Harriers Building, Leigh Sports Village | Leigh | WN7 4GX |
| FM484 | Manor Pharmacy | 8 Worsley Mesnes Drive | Wigan | WN3 5TE |
| FJD69 | Manor Pharmacy | 12 The Centre, Richmond Drive | Leigh | WN7 2XT |
| FQ045 | Manor Pharmacy | Chandler House, Worsley Mesnes | Wigan | WN3 5HL |
| FLX23 | Manor Pharmacy | 90 - 92 Manchester Road, Leigh | Wigan | WN7 2LD |
| FQF30 | Manor Pharmacy | 4 Gathurst Lane, Shevington | Wigan | WN6 8HA |
| FFH39 | Manor Pharmacy | Boston House, Wigan Health Centre | Wigan | WN6 7LB |
| FLL04 | New Springs Pharmacy | 21 Wigan Road, New Springs | Wigan | WN2 1DH |
| FAL71 | Platt Bridge Health Centre Pharmacy | Rivington Avenue, Platt Bridge | Wigan | WN2 5NG |
| FA756 | Rowlands Pharmacy | 5 Oaklands Road, Lowton | Warrington | WA3 2LA |
| FK754 | Rowlands Pharmacy | 475 Wigan Road | Leigh | WN7 5HQ |
| FEY33 | Rowlands Pharmacy | 52 Marsh Green | Wigan | WN5 0PU |
| FJR77 | Rowlands Pharmacy | Ashton Medical Centre, 120 Wigan Road | Ashton-in-Makerfield | WN4 9SU |

| Contractor Code | Pharmacy Trading Name | Address | Town | Postcode |
|------------------------|-------------------------------|---|-------------|-----------------|
| FVM22 | Rowlands Pharmacy | 391 Manchester Road, Astley | Manchester | M29 7BY |
| FDN29 | Shevington Community Pharmacy | The Surgery, Houghton Lane, Shevington | Wigan | WN6 8ET |
| FW187 | Standish Pharmacy | 15 Preston Road, Standish | Wigan | WN6 0HR |
| FGM80 | Tesco In-Store Pharmacy | Central Park Way | Wigan | WN1 1XS |
| FXW22 | Tesco In-Store Pharmacy | Spinning Jenny Way | Leigh | WN7 4PE |
| FYQ60 | Tims & Parker Pharmacy | Leigh Health Centre, The Avenue | Leigh | WN7 1HR |
| FKK46 | Tims & Parker Pharmacy | 11 College Street, Leigh | Wigan | WN7 2RF |
| FPE00 | Tims & Parker Pharmacy | Derby Street East, Leigh | Wigan | WN7 2PD |
| FNH71 | Tims & Parker Pharmacy | 76 Bradshawgate, Leigh | Wigan | WN7 4NP |
| FJG67 | Tims & Parker Pharmacy | Claire House, Phoenix Way Lower Ince Health Centre | Wigan | WN3 4NW |
| FKX71 | Trayners Chemist | 108 Market Street, Hindley | Wigan | WN2 3AY |
| FR006 | Well | 97 - 99 High Street | Golborne | WA3 3BU |
| FY111 | Well | 216 Ormskirk Road, Newtown | Wigan | WN5 9ED |
| FJ016 | Well | 1 Coldalhurst Lane, Astley | Manchester | M29 7BS |
| FY680 | Well | 109 Ladies Lane, Hindley | Wigan | WN2 2QG |
| FHG83 | Well | 56 Church Street, Orrell | Wigan | WN5 8TQ |
| FRW39 | Your Local Boots Pharmacy | 91 Holmes House Avenue, Winstanley | Wigan | WN3 6JA |
| FMR35 | Your Local Boots Pharmacy | 765 Ormskirk Road, Pemberton | Wigan | WN5 8AT |
| FG017 | Your Local Boots Pharmacy | 254 - 256 Wigan Road, Bryn | Wigan | WN4 0AR |

Appendix 3 – General Practices in Wigan Borough

| Surgery Code | GP Name/ Surgery | Address 2 | Address 4 | Address 5 | Postcode |
|--------------|---|---|----------------------|------------|----------|
| P92001 | Dr Vallabhaneni & Partners, Medicentre | Ashton Medical Centre, Council Avenue | Ashton-in-Makerfield | Wigan | WN4 9AZ |
| P92002 | Braithwaite Road Surgery | 36 Braithwaite Road | Lowton | Warrington | WA3 2HY |
| P92003 | Dr Mughal & Partners, The Dicconson Group Practice | Boston House, Wigan Health Centre, | Frog Lane | Wigan | WN6 7LB |
| P92004 | Dr Tun & Partners | Hindley Health Centre, 17 Liverpool Road | Hindley | Wigan | WN2 3HQ |
| P92005 | Dr Zaman & Partner | Chandler House, Worsley Mesnes Health Centre | Poolstock Lane | Wigan | WN3 5HL |
| P92006 | Dr Ahmad & Partners, Alexandra House Surgery | Platt Bridge Health Centre, Rivington Avenue | Platt Bridge | Wigan | WN2 5NG |
| P92007 | Dr Wong & Partners | Old Henry Street Health Centre | Henry Street | Leigh | WN7 2PG |
| P92008 | Dr P Smith & Partners, Bradshaw Medical Centre | Bradshaw Street | Orrell | Wigan | WN5 0AB |
| P92010 | Beech Hill Medical Practice | 278 Gidlow Lane | Beech Hill | Wigan | WN6 7PD |
| P92011 | Dr Smith & Partners, Sullivan Way Surgery | Sullivan Way | Scholes | Wigan | WN1 3TB |
| P92012 | Dr Anis & Partner, High Street Medical Centre | Kidglove House, Golborne Health Centre, Kidglove Road | Golborne | Warrington | WA3 3GS |
| P92014 | Standish Medical Practice | 49 High Street | Standish | Wigan | WN6 0HD |
| P92015 | Aspull Surgery | Haigh Road | Aspull | Wigan | WN2 1XH |
| P92016 | Pennygate Medical Centre | 109 Ladies Lane | Hindley | Wigan | WN2 2QG |
| P92017 | Dr Munro & Partners, Shevington Surgery | Houghton Lane | Shevington | Wigan | WN6 8ET |
| P92019 | Pemberton Surgery | Pemberton PCRC | Sherwood Drive | Wigan | WN5 9QX |
| P92020 | Dr Sivakumar & Gude, The Surgery | 1 Coldhurst Lane, Astley | Tyldesley | Manchester | M29 7BS |
| P92021 | Newtown Medical Centre | Pemberton PCRC | Sherwood Drive | Wigan | WN5 9QX |
| P92023 | Brookmill Medical Centre | College Street | | Leigh | WN7 2RB |
| P92024 | Kumar Family Surgery | Chandler House, Worsley Mesnes Health Centre, | Poolstock Lane | Wigan | WN3 5HL |
| P92026 | Dr M K Patel, Kamath & Partners, Longshoot Medical Practice | Longshoot Health Centre | Scholes | Wigan | WN1 3NH |

| Surgery Code | GP Name/ Surgery | Address 2 | Address 4 | Address 5 | Postcode |
|--------------|--|--|----------------------|------------|----------|
| P92028 | Dr Shah, Elliott Street Surgery | 145 Elliott Street | Tyldesley | Manchester | M29 8FL |
| P92029 | Westleigh Medical Centre | 429 Warrington Road | Abram | Wigan | WN2 5XB |
| P92030 | Dr Seabrook, Wrightington Street Surgery | Wrightington Street | | Wigan | WN1 2AZ |
| P92031 | Dr Ullah, Platt House Surgery | Platt Bridge Health Centre, Rivington Avenue | Platt Bridge | Wigan | WN2 5NG |
| P92033 | Dr C P Khatri, The Surgery | High Street | Tyldesley | Manchester | M29 8AL |
| P92034 | Bryn Cross Surgery | 246 Wigan Road, Bryn | Ashton-In-Makerfield | Wigan | WN4 0AR |
| P92038 | Dr Saxena, Winstanley Medical Centre | Holmes House Avenue | Winstanley | Wigan | WN3 6JN |
| P92041 | Dr Pitalia & Partner, Ashton Medical Centre | 120 Wigan Rd | Ashton-in-Makerfield | Wigan | WN4 9SU |
| P92042 | Dr K K Chan & Partners, Elmfield Surgery | Seven Brooks Medical Centre, 21 Church Street | Atherton | Manchester | M46 9DE |
| P92602 | Foxleigh Surgery | Bridgewater Medical Centre | Henry Street | Leigh | WN7 2PE |
| P92605 | Dr Anderson & Partner, Boothstown Medical Centre | 239 Mosley Common Road | Boothstown | Manchester | M28 1BZ |
| P92607 | Dr Martin, Lewis & Saravannan, Grasmere Surgery | Leigh Health Centre | The Avenue | Leigh | WN7 1HR |
| P92615 | Esa Surgery Ltd, The Avenue Surgery | Leigh Health Centre | The Avenue | Leigh | WN7 1HR |
| P92616 | Higher Ince Surgery | Manchester Road | Ince | Wigan | WN2 2DJ |
| P92620 | Lower Ince Surgery | Claire House, Lower Ince Health Centre, Phoenix Way | Lower Ince | Wigan | WN3 4NW |
| P92621 | Premier Health Team | Bridgewater Medical Centre | Henry Street | Leigh | WN7 2PE |
| P92626 | Dr Atrey & Partner, Meadowview Surgery | Ormerod House, Atherton Health Centre, Nelson Street | Atherton | Manchester | M46 0LE |
| P92630 | Dr M Pal & Partners, Golborne Surgery | Morden Avenue | Ashton-in-Makerfield | Wigan | WN4 9PT |
| P92633 | Dr Hati Kakoty, Bee Fold Lane Surgery | Bee Fold Lane | Atherton | Manchester | M46 0BD |
| P92634 | Dr Ellis & Kreppel, Mesnes View Surgery | Mesnes Street, | | Wigan | WN1 1ST |
| P92635 | Dr Vasanth & Partner | Ormerod House, Atherton Health Centre, Nelson Street | Atherton | Manchester | M46 0LE |
| P92637 | Astley General Practice | 391 Manchester Road, Astley | Tyldesley | Manchester | M29 7BY |
| P92639 | Dr Shahbazi Family Medical Centre | Kidglove House, Golborne Health Centre, Kidglove Road, | Golborne | Warrington | WA3 3GS |

| Surgery Code | GP Name/ Surgery | Address 2 | Address 4 | Address 5 | Postcode |
|---------------------|---|--|----------------------|------------------|-----------------|
| P92642 | Marus Bridge Practice | Chandler House, Worsley Mesnes Health Centre | Poolstock Lane | Wigan | WN3 5HL |
| P92646 | Dr K Khatri, The Surgery | 10 Higher Green Lane, Astley | Tyldesley | Manchester | M29 7HG |
| P92647 | Dr Ollerton, Hawkley Brook Medical Centre | Chandler House, Worsley Mesnes Health Centre | Poolstock Lane | Wigan | WN3 5HL |
| P92648 | Dr Mahadevappa, Slag Lane Medical Centre | 216 Slag Lane, | Lowton | Warrington | WA3 2EZ |
| P92651 | Dr Xavier, The Surgery | 208C Newton Road | Lowton | Warrington | WA3 2AQ |
| P92653 | Shakespeare Surgery | Chandler House, Worsley Mesnes Health Centre | Poolstock Lane | Wigan | WN3 5HL |
| Y00050 | Lilford & Pennington Park Surgery | Bridgewater Medical Centre, Henry Street | | Leigh | WN7 2PE |
| Y02274 | Intrahealth Platt Bridge, Rivington Way Surgery | Platt Bridge Health Centre, Rivington Avenue | Platt Bridge | Wigan | WN2 5NG |
| Y02321 | Intrahealth Tyldesley | Tyldesley Health Centre, Poplar Street | Tyldesley | Tyldesley | M29 8AX |
| Y02322 | Leigh Family Practice | Bridgewater Medical Centre | Henry Street | Leigh | WN7 2PE |
| Y02378 | Bryn Street Surgery | Ashton Clinic, Queens Road | Ashton-in-Makerfield | Wigan | WN4 8LB |
| Y02885 | Intrahealth Marsh Green | Harrow Road | Marsh Green | Wigan | WN5 0QL |
| Y02886 | Intrahealth LSV | Leigh Sports Village | Sale Way | Leigh | WN7 4JY |



Making the Most of Your Local Pharmacy

Wigan Borough

**Pharmacy Patient Satisfaction Survey
Report**

March - April 2022

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Introduction

1. A patient satisfaction survey was carried to obtain feedback on current pharmacy services within Wigan Borough to inform the Pharmaceutical Needs Assessment (PNA).
2. The survey ran for a 4-week period during March and April 2022 and was available on-line or via a paper based survey for those respondents unable to access the on-line version.
3. The survey was advertised via social media platforms, the Healthier Wigan Website and through all community pharmacies within the borough.
4. A copy of the survey is given at the end of this report in Appendix 1.

Responses

5. A total of 269 responses were received and have been analysed. All people who responded to the survey had used a pharmacy (either for themselves or for someone else) within the last 12 months.

Key Findings

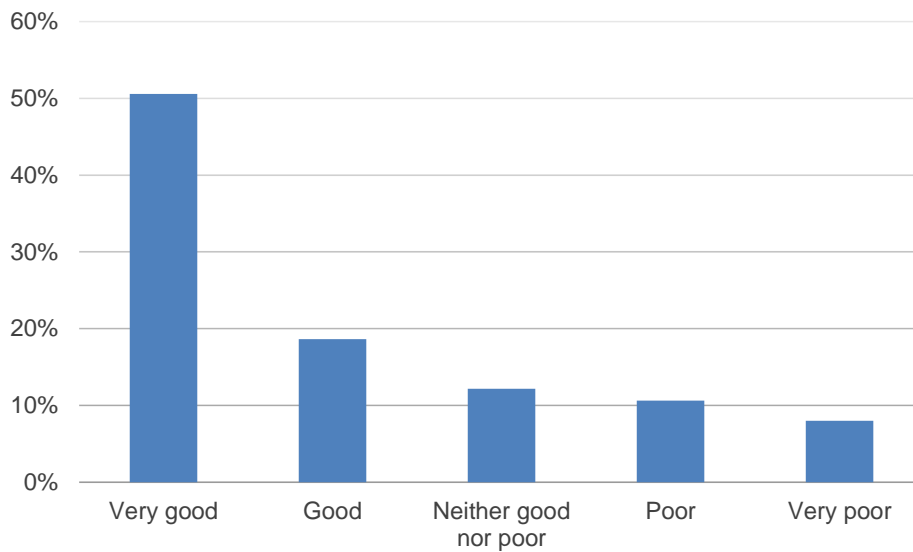
6. Most people (70%) are satisfied with the service they receive from their community pharmacy. They find staff helpful (78%) and have confidence in their pharmacy team (79%). When people access pharmacy services their needs are usually met (81%).
7. In general people use a regular pharmacy (96%) which they access in person (90%). The most common reason for the choice of pharmacy is being close to where the person lives (74%) leading to a travel time to the pharmacy of 15 minutes or less for most people (87%).
8. Many people (75%) use their pharmacy at least monthly and although a wide range of pharmacy services are being used the most common pharmacy service accessed is to dispense a prescription (96%).

Survey Analysis

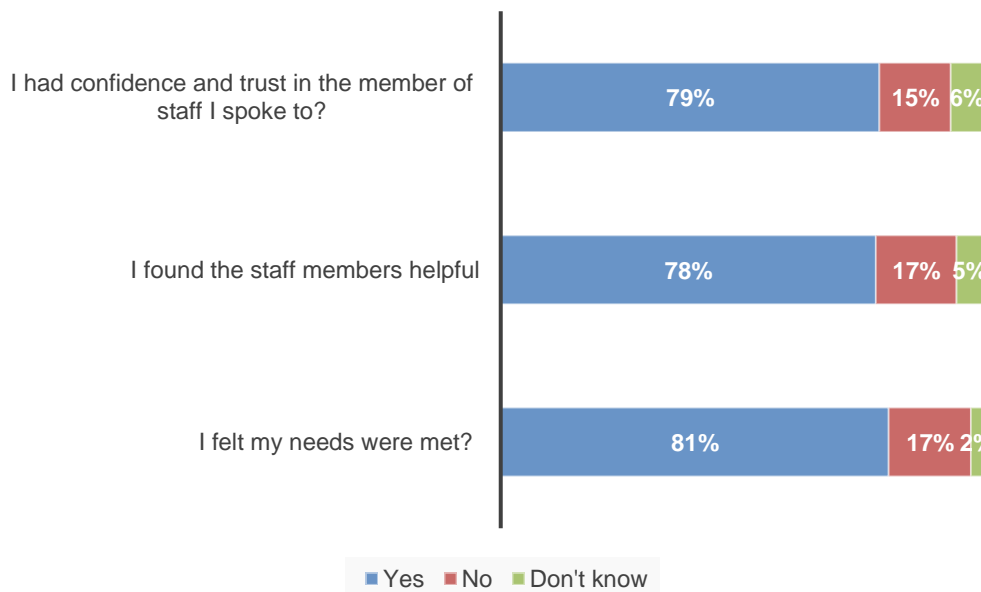
Patient Satisfaction

9. Figure 1 shows overall satisfaction with the pharmacy service people had received over the past 12 months with 70% of people rating the service as very good or good. Figure 2 shows feedback on confidence and trust in pharmacy staff, helpfulness of staff and if the persons needs were met the last time they used a pharmacy service. Figure 3 shows satisfaction with pharmacy opening hours. The reasons people gave if they were not satisfied with the opening hours was because their regular or preferred pharmacy was not open at the weekend or bank holidays, or after normal working hours in the evening. Some pharmacies also close for lunch breaks. Figure 4 shows satisfaction related to time taken to for pharmacy staff to serve people, with 69% of people rating this as very good or good.

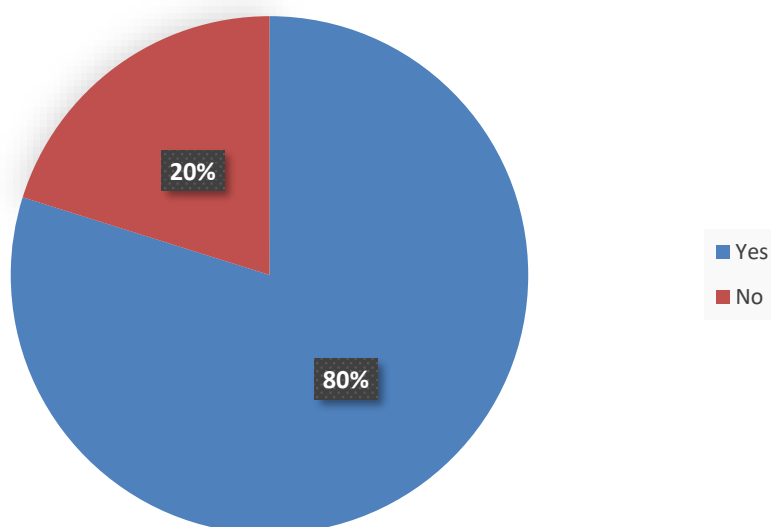
10. Taken as a whole, there appears to be a high level of satisfaction with the pharmacy service received by those who completed the survey questionnaire.
11. **Figure 1: How would you rate the overall service you have received from your pharmacy over the past 12 months.**



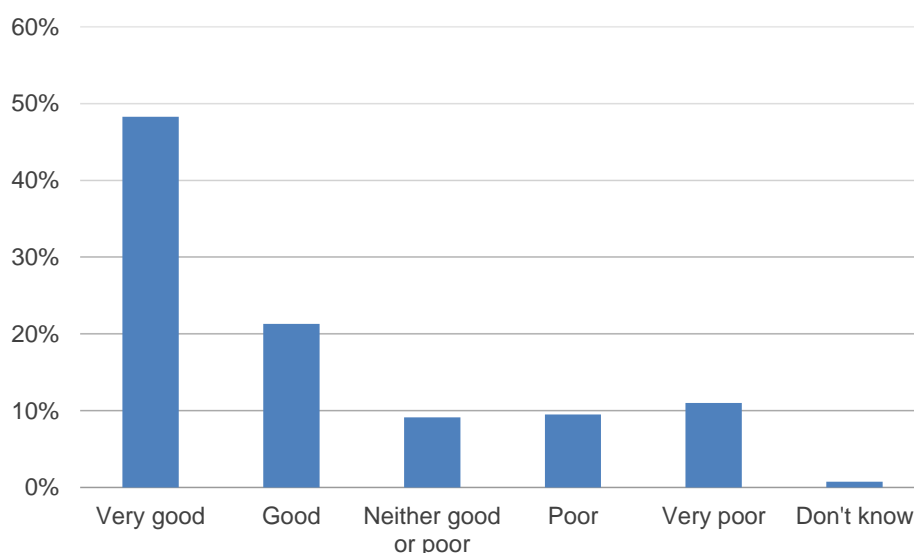
12. **Figure 2: Key service satisfaction questions within the survey questionnaire.**



13. **Figure 3: Are you satisfied with the opening hours of your pharmacy?**



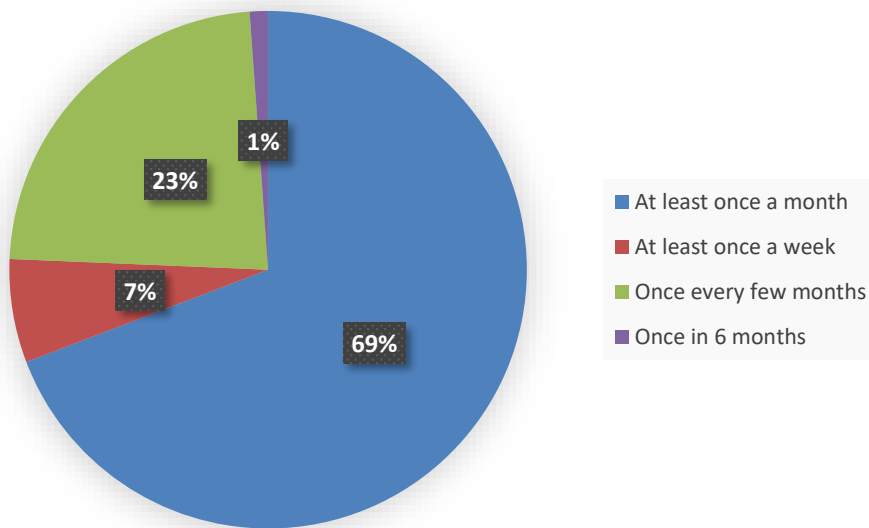
14. **Figure 4: How would you rate the time taken for staff to serve you?**



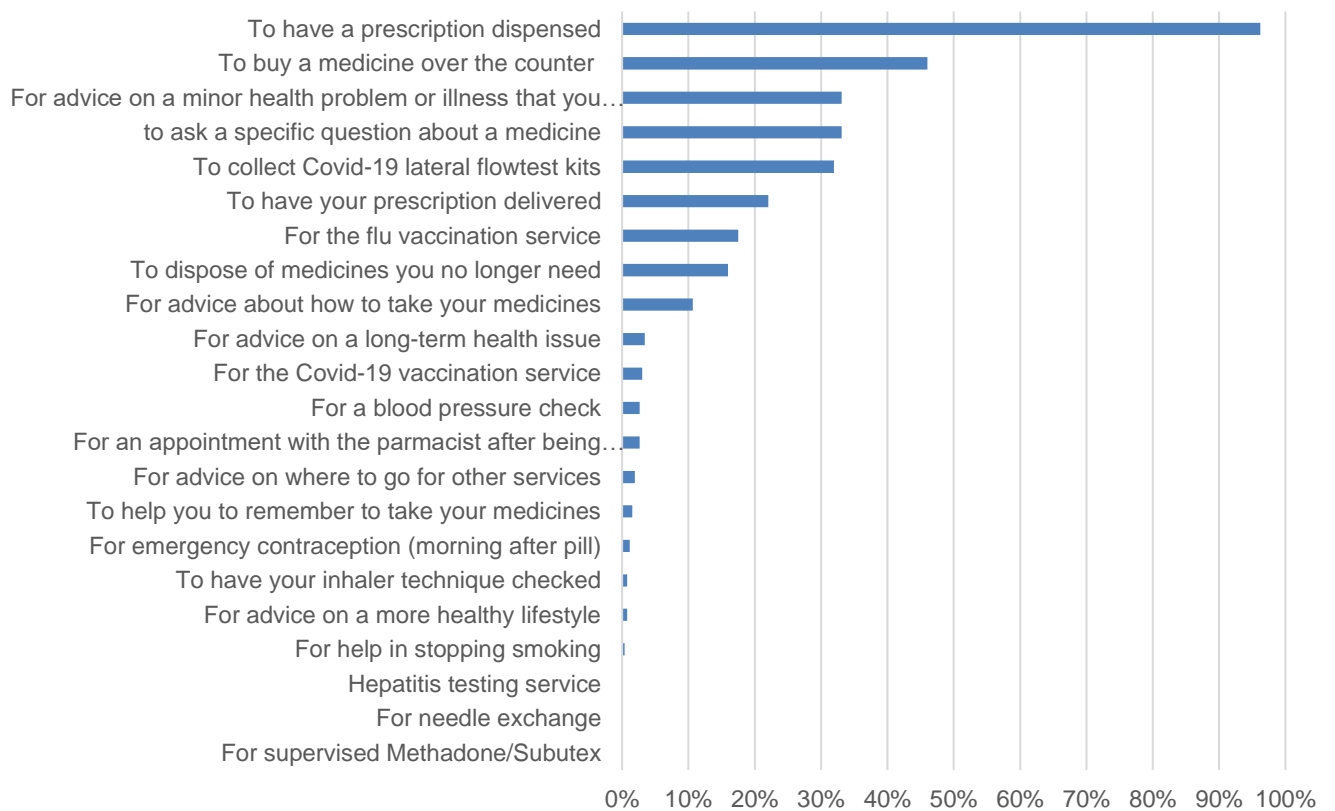
Use of Pharmacy Services

15. Figure 5 shows how often people use their pharmacy services showing that most people accessed pharmacy services monthly. Figure 6 shows the services people have used from their pharmacy over the past 12 months. The most common reason given (over 96.2%) was to collect a prescription. Figure 7 shows how many different services people have used over the last 12 months. People ticked up to 22 reasons given for the survey question 'Have you used a pharmacy for any of the following in the last 12 months?'

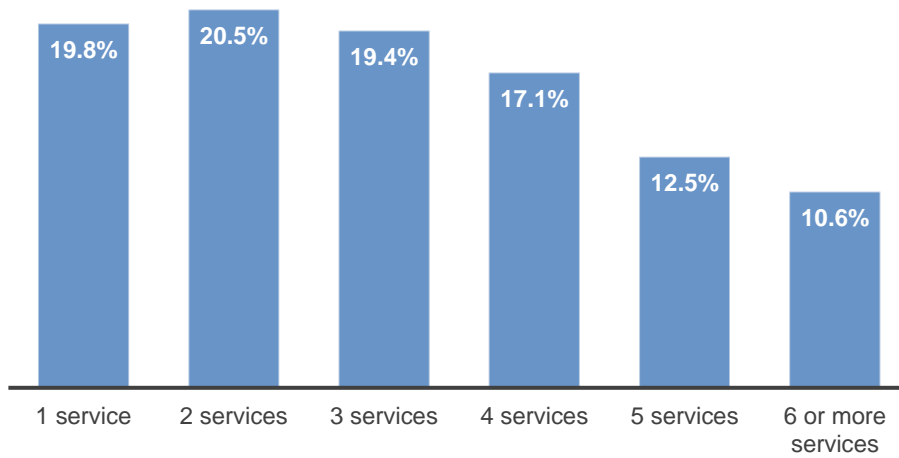
16. **Figure 5: How often do you visit a pharmacy or use a pharmacy service?**



17. **Figure 6: Pharmacy services used over the past 12 months**



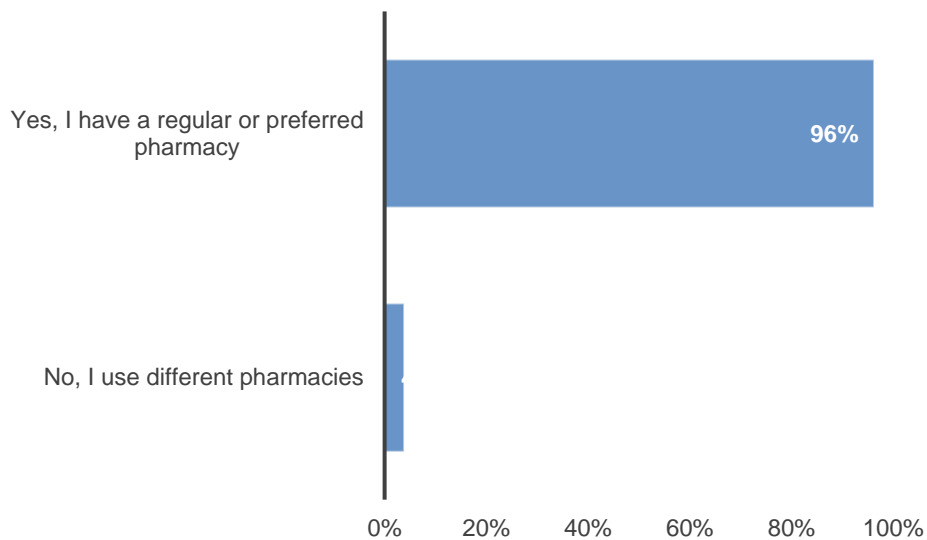
18. **Figure 7: Number of pharmacy services used by individual over the past 12 months.**



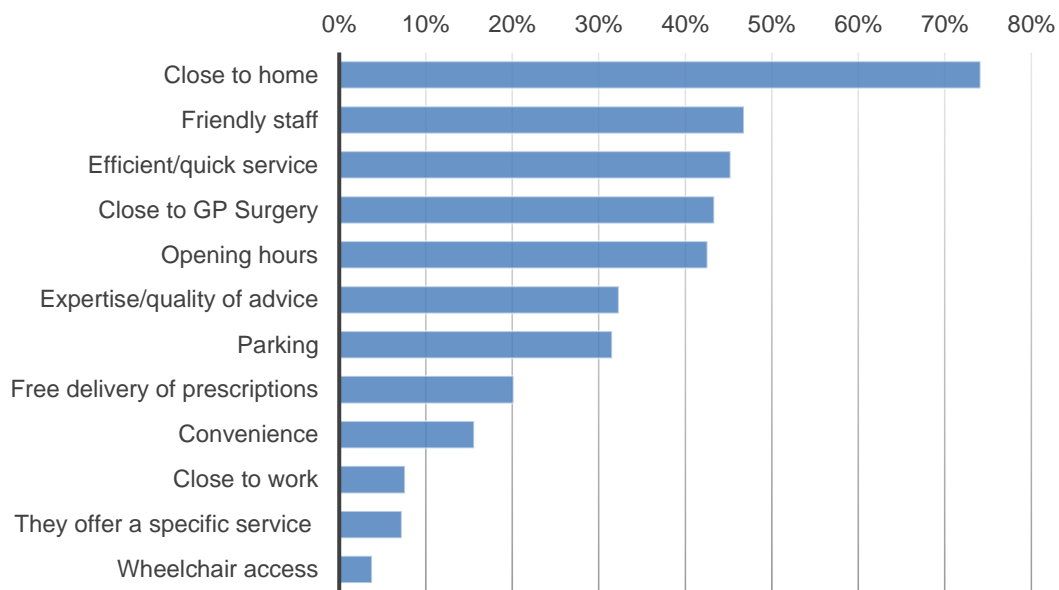
Choice of Pharmacy

19. Figure 8 shows that most people use a regular pharmacy and figure 9 shows which factors affect the choice people make about the pharmacy they use.

20. **Figure 8: Do you have a regular or preferred pharmacy that you use?**



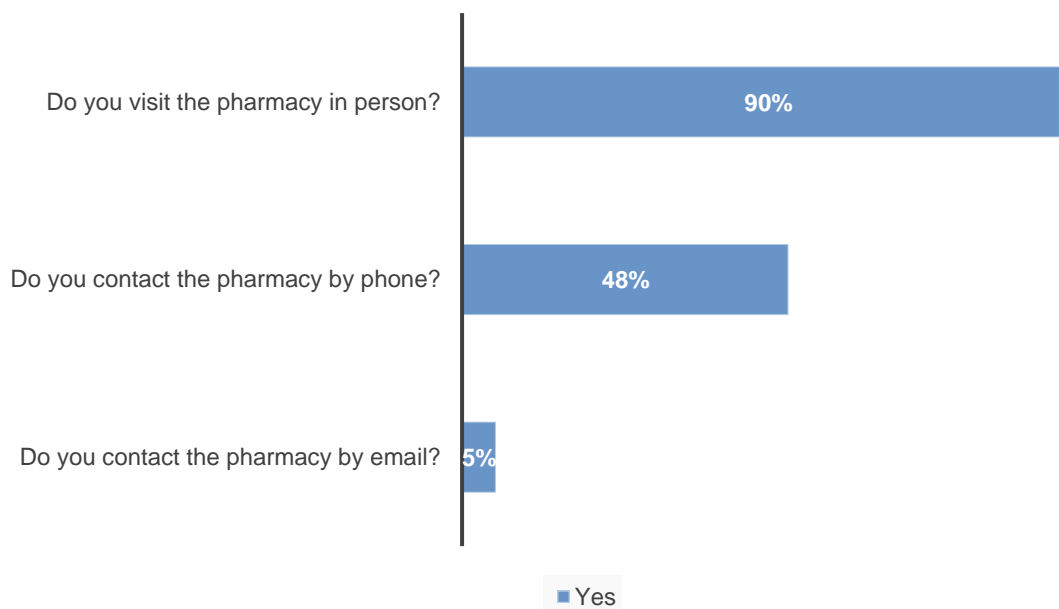
21. **Figure 9: When considering choice of pharmacy which factors are important to you?**



Accessing Services

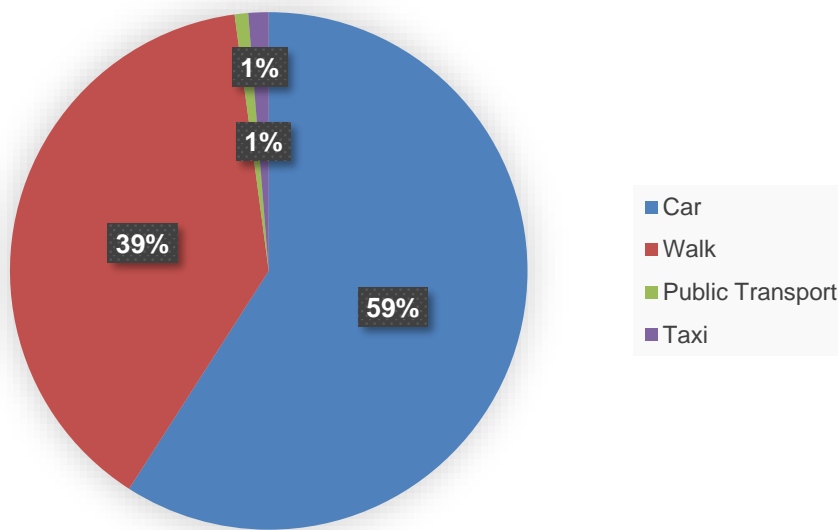
22. Figure 10 shows how people access pharmacy services showing that most people visit their pharmacy in person.

23. **Figure 10 How pharmacy services are accessed**

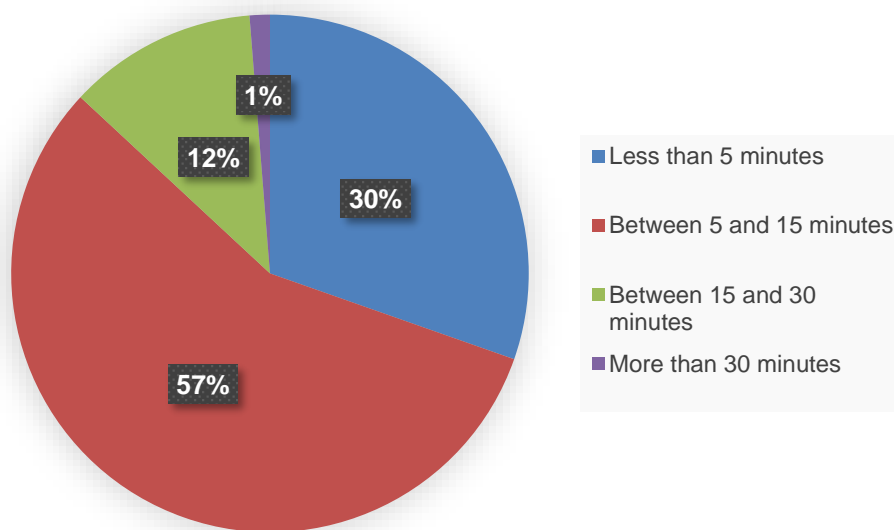


24. Figure 11 shows the usual means of travel people use to access their pharmacy services in person with figure 12 showing usual travel times. 87% of respondents travel to their pharmacy within 15 minutes.

25. **Figure 11: If you visit your pharmacy in person how do you normally travel to the pharmacy**



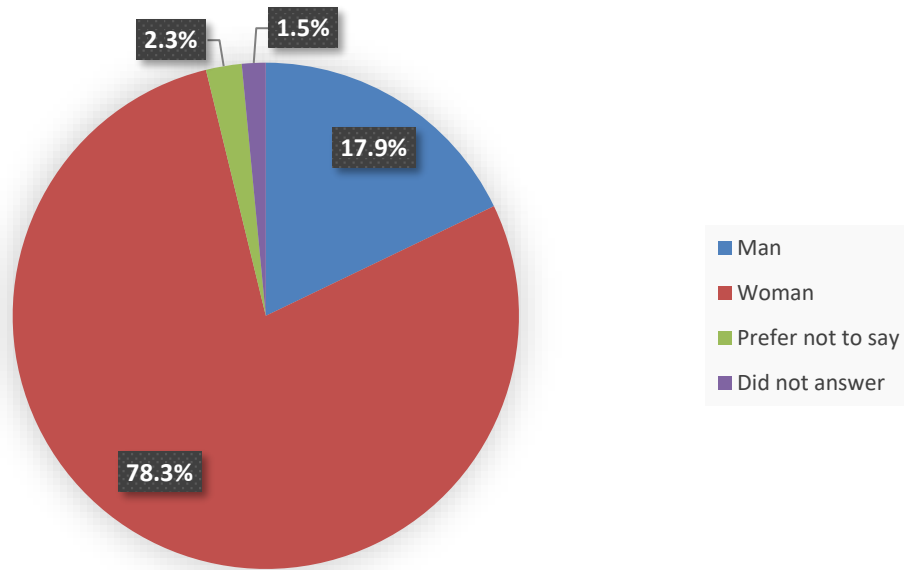
26. **Figure 12: On average how long does it usually take you to get to the pharmacy by your usual method of transport?**



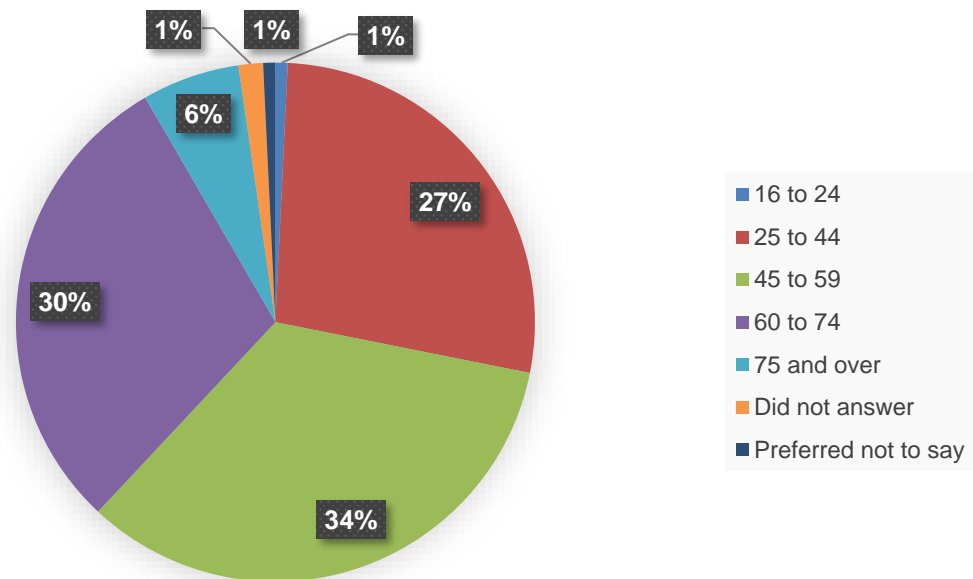
Demographics

27. Figure 13 shows the breakdown of how those surveyed identified themselves by gender. Of those that responded to the question there were more females than males. 98.4% of respondents stated their gender identity was the same as that assigned at birth with the remained preferring not to answer this question. Figure 14 shows the breakdown of those surveyed by age group.

28. **Figure 13. Identified Gender of people surveyed**

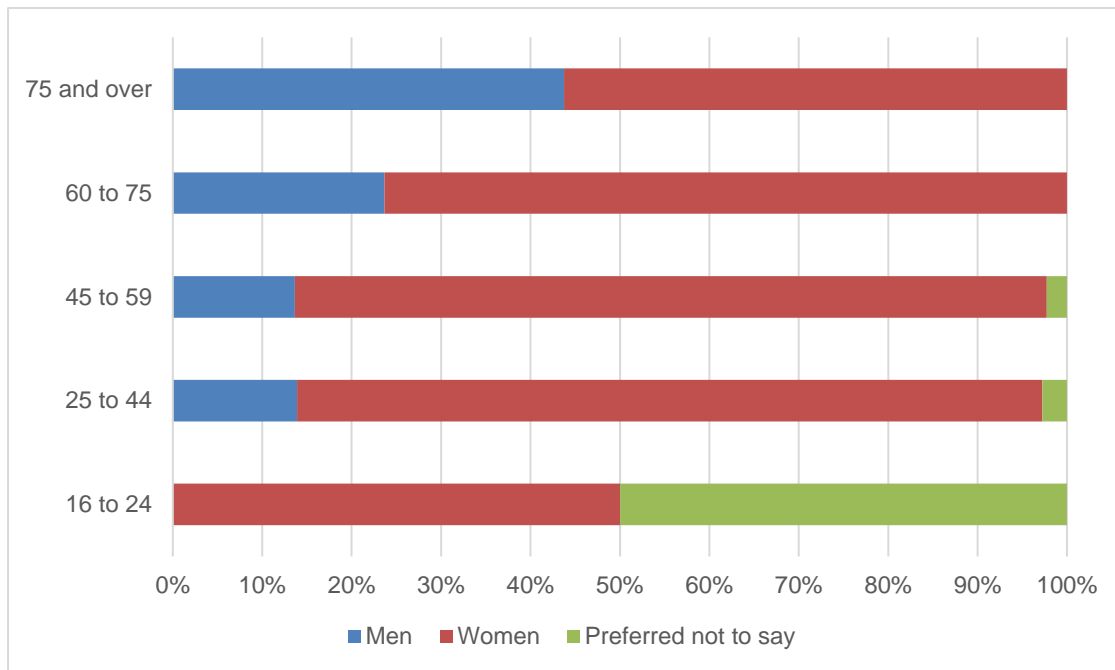


29. **Figure 14. Age group of people surveyed**



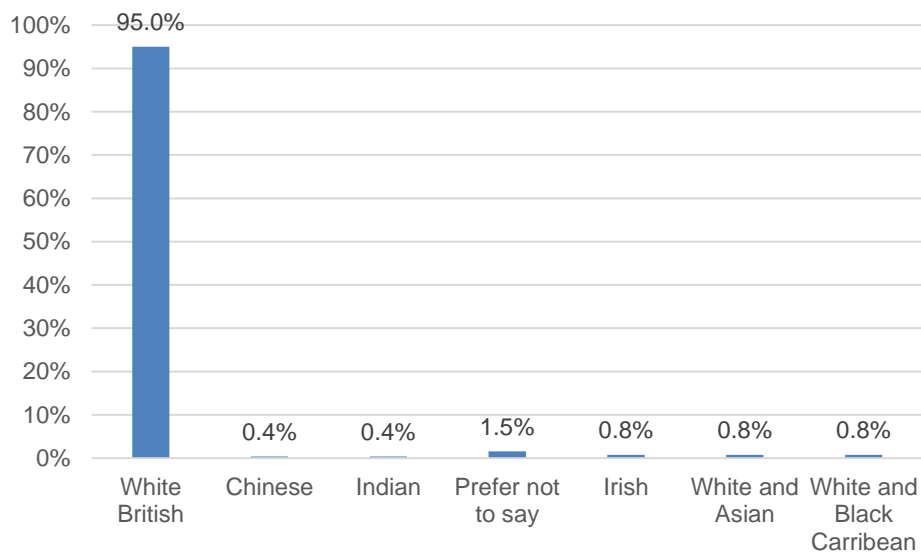
30. Figure 15 provides a breakdown by age group and gender. Of those that answered the questions on both age and gender a higher number of females were surveyed compared to males for all age groups.

31. Figure 15. Age group of people surveyed by gender



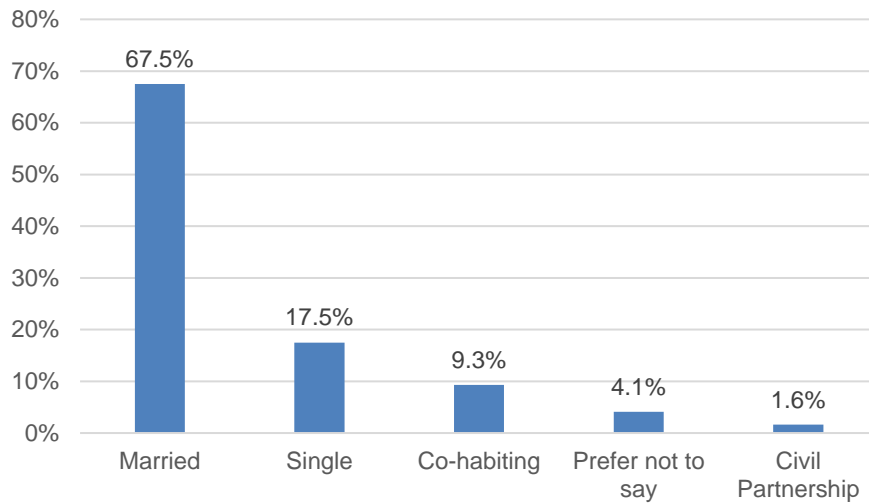
32. Figure 16 shows that 95% of people surveyed gave their ethnicity as White British. This largely reflects the situation in Wigan Borough as a whole where in the 2011 Census over 95.5% of people responding in Wigan Borough declared their ethnicity as White British.

33. Figure 16: Ethnicity of people surveyed

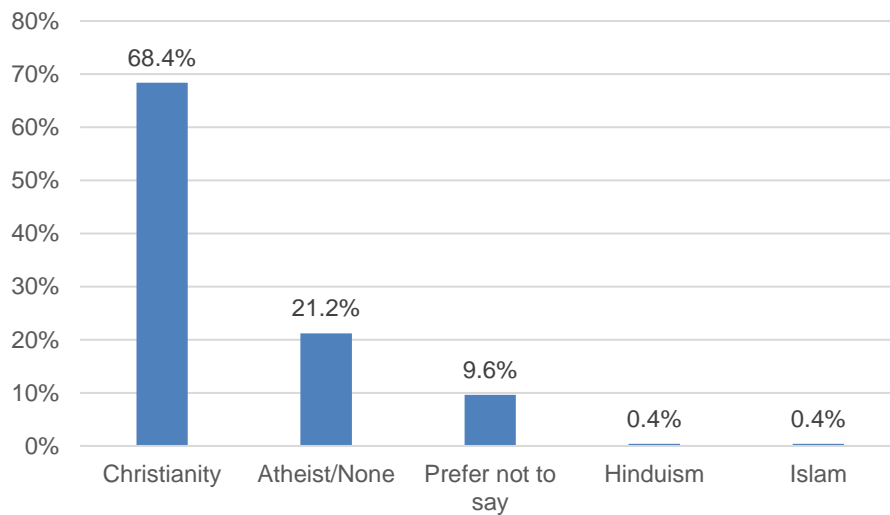


34. Figures 17 to 23 provide details on several protected characteristics demonstrating that those responding to the survey are representative of the Wigan Borough population.

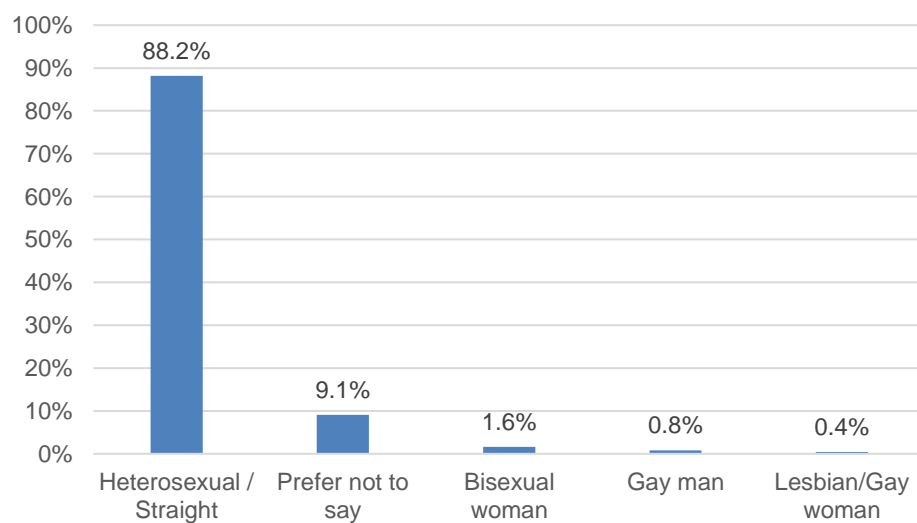
35. Figure 17: Relationship Status



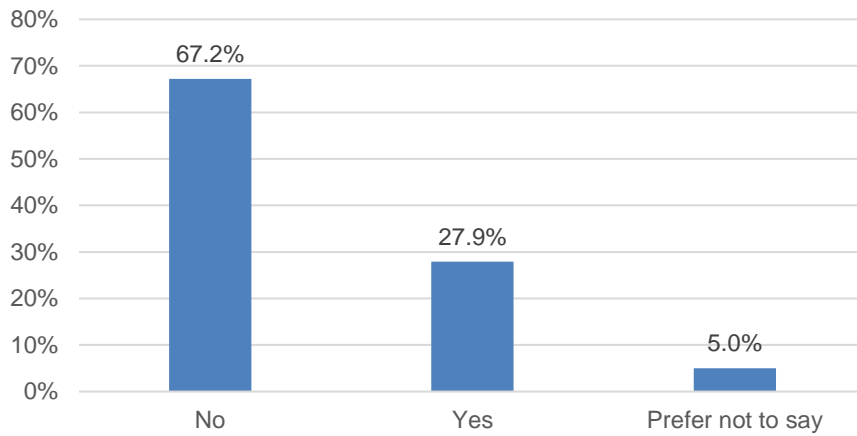
36. Figure 18: Faith



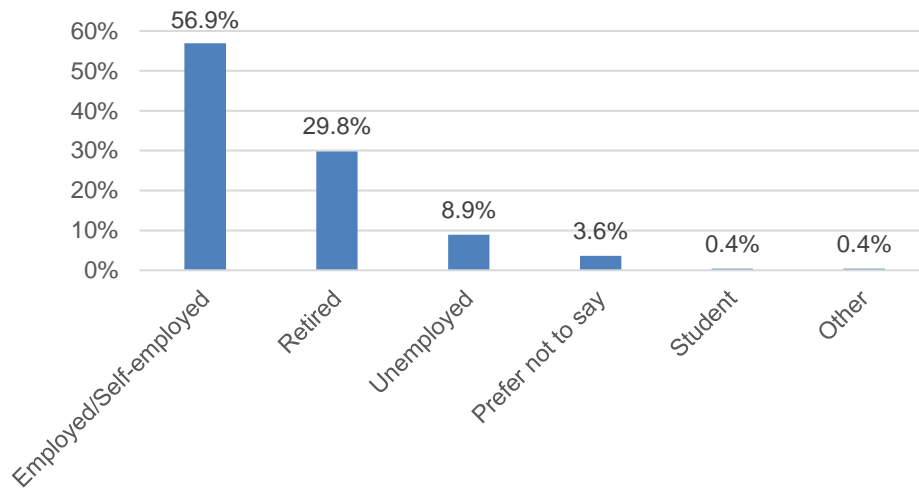
37. Figure 19: Sexual Orientation



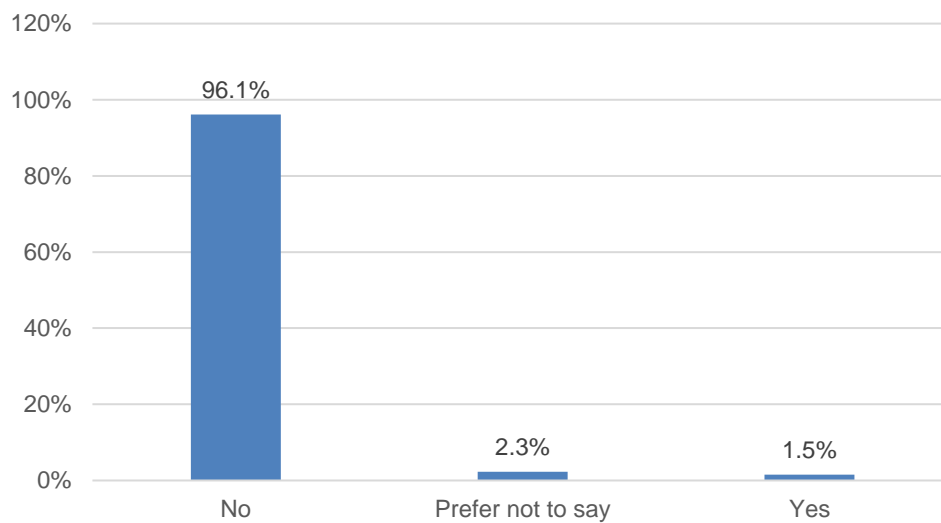
38. Figure 20: Do you consider yourself to have a disability?



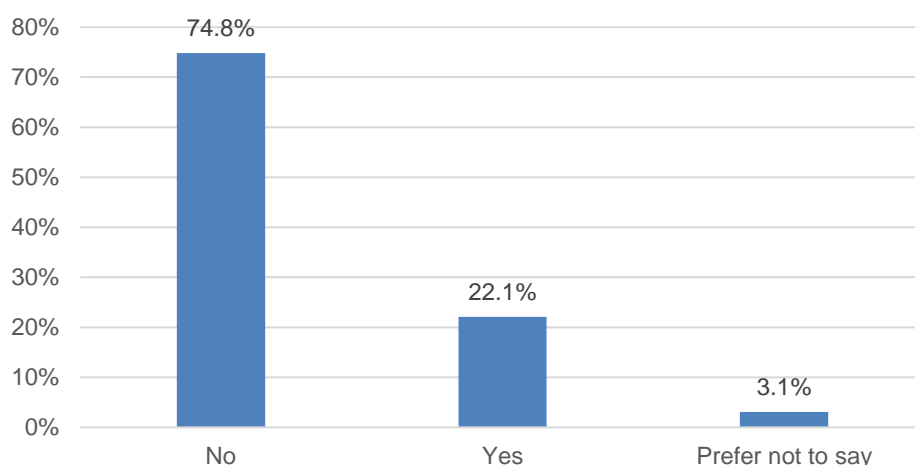
39. Figure 21: Employment Status



40. Figure 22: Are you currently servicing, or have you served, in any of the armed forces?



41. Figure 23: Are you a carer?



Limitations

42. The survey provides no specific information regarding individual pharmacies or their locations and therefore the results cannot be analysed at service delivery footprint level.
43. The people surveyed were more likely to be people who attended pharmacies relatively frequently as illustrated in Figure 7. Therefore, there is less information regarding the occasional user.
44. As pharmacies were promoting the survey, there is likely to be an over representation of people attending a pharmacy to access a service.
45. The vast majority of respondents were women meaning the responses may not be fully representative of our population. For some of the age groups responses could be solely from female respondents as some people did not provide their gender and those that did were all female.

We would like to hear what you think of your local Pharmacy services. This will help us to check how current services are used and help us plan new services in the future. We want to know if you are happy with the services available from your Pharmacy, if you have had problems using services from your Pharmacy and if there are other services you would like from your Pharmacy.

First, we need to tell you what we will do with your answers.

Your answers will be used for the purpose of improving pharmacy services within Wigan Borough. There is no pharmacy identifiable information in the questionnaire and so the feedback will be used to generate an overall view of pharmacy services across the Borough.

We don't ask for your name or address, but we do ask questions about you.

We will keep your answers safe and not share information about you with anyone.

More information: www.wiganboroughccg.nhs.uk/here-to-help/protecting-your-information/privacy-notice

| | | |
|---|--------------------------|---|
| 1. Have you used a pharmacy service for yourself or someone else in the last 12 months? | | |
| Yes | <input type="checkbox"/> | No <input type="checkbox"/> |
| If no, please go to question on page | | |
| 2. If yes, how often do you visit a pharmacy or use a service from a pharmacy for yourself or for someone else? | | |
| At least once a week | <input type="checkbox"/> | At least once a month <input type="checkbox"/> |
| Once in 6 months | <input type="checkbox"/> | Once in 12 months <input type="checkbox"/> |
| Once every few months <input type="checkbox"/> | | |
| 3. Do you have a regular or preferred pharmacy that you use? | | |
| Yes | <input type="checkbox"/> | No, I use different pharmacies <input type="checkbox"/> |
| 4. When considering a choice of pharmacy, which of the following is important to you? (select all that apply – choose as many as you like) | | |
| Close to home | <input type="checkbox"/> | Close to GP surgery <input type="checkbox"/> |
| Opening hours | <input type="checkbox"/> | They offer a specific service <input type="checkbox"/> |
| Friendly staff | <input type="checkbox"/> | Parking <input type="checkbox"/> |
| Convenience (e.g. can do other shopping whilst visiting the pharmacy) | <input type="checkbox"/> | Free delivery of prescriptions <input type="checkbox"/> |
| | | Close to work <input type="checkbox"/> |
| | | Efficient/quick service <input type="checkbox"/> |
| | | Wheelchair access <input type="checkbox"/> |
| | | Expertise/quality of service <input type="checkbox"/> |
| Other (please specify) | | |
| 5. Are you satisfied with the opening hours of your regular pharmacy, or if you have no regular pharmacy, the pharmacy you used most recently? | | |
| Yes | <input type="checkbox"/> | No <input type="checkbox"/> |
| If no, why not <input type="checkbox"/> | | |
| 6. Do you normally visit the pharmacy in person? | | |
| Yes | <input type="checkbox"/> | No <input type="checkbox"/> |
| 7. If yes, how do you normally travel to the pharmacy? (Please select one answer) | | |
| Walk | <input type="checkbox"/> | Car <input type="checkbox"/> |
| Bicycle | <input type="checkbox"/> | Public transport <input type="checkbox"/> |
| | | Taxi <input type="checkbox"/> |
| | | Other <input type="checkbox"/> |
| If other, please specify | | |
| 8. On average, how long does it usually take you to get to the pharmacy you use most often by this method? | | |
| Less than 5 minutes | <input type="checkbox"/> | Between 5 minutes and 15 minutes <input type="checkbox"/> |
| Between 15 minutes and 30 minutes | <input type="checkbox"/> | More than 30 minutes <input type="checkbox"/> |
| 9. Do you contact the pharmacy by phone? | | |
| Yes | <input type="checkbox"/> | No <input type="checkbox"/> |
| 10. If yes, is it easy to get through to them by phone? | | |
| Yes | <input type="checkbox"/> | No <input type="checkbox"/> |
| 11. Do you contact the pharmacy by email? | | |
| Yes | <input type="checkbox"/> | No <input type="checkbox"/> |

| | | | | | |
|--|--------------------------|---|--------------------------|--|--------------------------|
| 12. If yes, are you happy with the time it takes the pharmacy to respond? | | | | | |
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | | |
| 13. Thinking about the last time you used a pharmacy, what did you use the pharmacy for? | | | | | |
| | | | | | |
| 14. Thinking about your experience the last time you used a pharmacy service (tick all that apply) | | | | | |
| I had the confidence and trust in the member of staff I spoke to <u>Yes</u> <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> | | | | | |
| I found the staff members helpful Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> | | | | | |
| I felt my needs were met Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> | | | | | |
| 15. How would you rate the time taken for staff to serve you? | | | | | |
| Very good | <input type="checkbox"/> | Good | <input type="checkbox"/> | Neither good nor poor | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> | Very poor | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| 16. How would you rate the overall service you have received from your pharmacy over the past 12 months? | | | | | |
| Very good | <input type="checkbox"/> | Good | <input type="checkbox"/> | Neither good nor poor | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> | Very poor | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| 17. Have you used a pharmacy for any of the following in the last 12 months? (Tick all that apply - choose as many as you like) | | | | | |
| To have a prescription dispensed | <input type="checkbox"/> | To have your prescription delivered | <input type="checkbox"/> | To ask a specific question about a medicine | <input type="checkbox"/> |
| For advice on a minor health problem or illness that you can manage yourself | <input type="checkbox"/> | For an appointment with the pharmacist after being referred by the GP or NHS111 | <input type="checkbox"/> | For emergency contraception (morning after pill) | <input type="checkbox"/> |
| For Advice on a long-term health issue | <input type="checkbox"/> | For advice on a <u>more-healthy</u> lifestyle | <input type="checkbox"/> | For advice about how to take your medicines | <input type="checkbox"/> |
| To buy a medicine over the counter | <input type="checkbox"/> | To dispose of <u>medicines</u> you no longer need | <input type="checkbox"/> | For advice on where to go for other services | <input type="checkbox"/> |
| To help you to remember to take your medicines | <input type="checkbox"/> | For help in stopping smoking | <input type="checkbox"/> | For supervised Methadone/Subutex | <input type="checkbox"/> |
| For Needle Exchange | <input type="checkbox"/> | To collect Covid-19 lateral flow test kits | <input type="checkbox"/> | For the Flu vaccination service | <input type="checkbox"/> |
| For the Covid-19 vaccination service | <input type="checkbox"/> | Hepatitis testing service | <input type="checkbox"/> | For a blood pressure check | <input type="checkbox"/> |
| To have your inhaler technique checked | <input type="checkbox"/> | | | | |
| 18. Do you have any other comments you would like to provide about pharmacy services? | | | | | |
| | | | | | |

| ABOUT YOU - What is your Ethnicity? | | | |
|---|--------------------------|--------------------------------|--------------------------|
| White British | <input type="checkbox"/> | Irish | <input type="checkbox"/> |
| Gypsy or Irish Traveller | <input type="checkbox"/> | Roma | <input type="checkbox"/> |
| Pakistani | <input type="checkbox"/> | Bangladeshi | <input type="checkbox"/> |
| White + Black Caribbean | <input type="checkbox"/> | White + Black African | <input type="checkbox"/> |
| African | <input type="checkbox"/> | Caribbean | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> | | <input type="checkbox"/> |
| Which age group do you fit into? | | | |
| Under 16 | <input type="checkbox"/> | 16-24 | <input type="checkbox"/> |
| 45-59 | <input type="checkbox"/> | 60-74 | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> | 25-44 | <input type="checkbox"/> |
| | | 75 or over | <input type="checkbox"/> |
| How do you identify your gender? | | | |
| Man | <input type="checkbox"/> | Woman | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> | Non-binary | <input type="checkbox"/> |
| | | Other (please specify) | <input type="checkbox"/> |
| Is your gender identity the same you were assigned at birth? | | | |
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |
| What is your relationship status? | | | |
| Civil Partnership | <input type="checkbox"/> | Married | <input type="checkbox"/> |
| Single | <input type="checkbox"/> | Co-habiting | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |
| | | Other (please specify) | <input type="checkbox"/> |
| What is your faith? | | | |
| Atheist/Non | <input type="checkbox"/> | Buddhism | <input type="checkbox"/> |
| Hinduism | <input type="checkbox"/> | Christianity | <input type="checkbox"/> |
| | | Islam | <input type="checkbox"/> |
| Sikhism | <input type="checkbox"/> | Judaism | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |
| | | Other (please specify) | <input type="checkbox"/> |
| What is your sexual orientation? | | | |
| Heterosexual/straight | <input type="checkbox"/> | Lesbian/gay woman | <input type="checkbox"/> |
| Gay man | <input type="checkbox"/> | Bisexual woman | <input type="checkbox"/> |
| | | Bisexual man | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> | | <input type="checkbox"/> |
| Do you consider yourself to have a disability? | | | |
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |
| What is your employment status? | | | |
| Student | <input type="checkbox"/> | Employed/self employed | <input type="checkbox"/> |
| Retired | <input type="checkbox"/> | Unemployed | <input type="checkbox"/> |
| | | Apprenticeship scheme/training | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> | | <input type="checkbox"/> |
| Are you currently serving, or have you served, in any of the British Armed Forces? | | | |
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |
| Are you a carer? | | | |
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |

