

Wirral Pharmacy Needs Assessment Have Your Say

Easy Read Version

**What you need to know about
Pharmacy Services on Wirral
plus
Tell us what you think of the
report**

We are looking at what our pharmacies do



We have recently written a new report on local pharmacies and what they offer



A **pharmacy** is where you would get a prescription or buy medicines you cannot buy anywhere else.

Some people call it a **chemist**.



The government ask us to look every **three years** at **pharmacy services in our area**.



This is called a **Pharmaceutical Needs Assessment**.



We would like to know what you think about the report

Why do we look at pharmacies?



We look at what pharmacy services we have in Wirral and where they are



We look at the health of Wirral people



We look at what pharmacy services Wirral might need in the future



Cheshire and Merseyside

This helps the NHS and others to think about other services or support they can give

So, what do we want you to do?



We want to know what you think about this report and what we could change?



Please read the report and then answer the questions at the end

June 2025						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					



We need your answers by 10.00pm on Sunday 15th June 2025

How to get involved



You can fill in the questionnaire on a computer. Here is the link.
<https://haveyoursay.wirral.gov.uk/pharmaceutical-needs-assessment-2025-2028>

You can fill a paper copy.
To get a paper copy telephone 0151 606 2005
Or email
pnawirral@wirral.gov.uk

What we will do with what you tell us

We will not pass your name and address to anybody else.
We will use what you tell us to help plan the services at pharmacies that you will have in the future, and we will let you know what we decide to do.



This is your chance to have your say.

The closing date is **15th June 2025 and before 10.00pm.**

You should return paper copies of your survey answers in the pre-paid envelope provided or posted to

PNA Lead
Wirral Council
PO BOX 290
Wallasey
CH27 9FQ

What Pharmacies do

These are services that you can get from your local pharmacy if you live in Wirral



Giving you medicines that your doctor has said that you need to take.



Selling you medicines.



Giving you advice about how keep healthy.



Disposing of some old medicines safely.



Helping you to go to the right health service for you.



Helping you with advice and medicines to deal with common, not very serious illnesses...like coughs, colds earache and upset tummy.

Some pharmacies also provide:



Help with emergency contraception.



Help to some people who are addicted to drugs.



Help you to stop getting flu by giving you a flu jab.

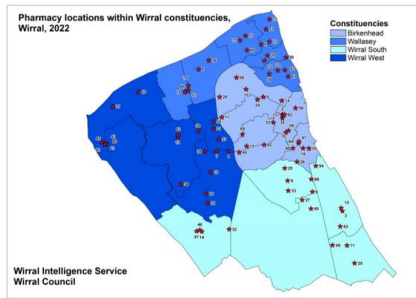


Give you with advice and treatment on common illnesses.



Talk to you about all the medicines you take and answer any questions you may have about them or why you have to take them.

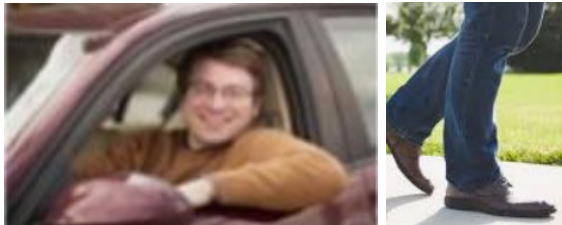
All about our Pharmacies in Wirral



We have 77 community pharmacies in Wirral.

They must be open for at least 40 hours every week.

Wirral has enough pharmacies for the people that live here.



Most people in Wirral can drive to a pharmacy in less than 10 minutes or walk to a pharmacy within 30 minutes.



53 pharmacies are open on Saturday morning.

12 pharmacies are open on a Sunday though they are all closed after 4.30pm.



Nearly all of the pharmacies have a room where you can talk to the pharmacist privately.



Pharmacies in Wirral also offer medicine reviews, flu injections, stop smoking services, sexual health and some support drug users.



Every month, every pharmacy in Wirral gives to people about 7,300 items.



Almost all Wirral pharmacies will bring your medicines to your home.

Some pharmacies will deliver for free and some will charge.

What people have told us about our pharmacies?

We asked people what they thought about our pharmacies. They told us:



Most people use a pharmacy, and they liked the services they provide.



Most people visit a pharmacy once a month and sometimes more often.



People also go to a pharmacy to buy medicines or to ask for advice.

Most people felt able to talk to their pharmacist in private.



Most people use the same pharmacy because it is close to their home or their doctor's surgery.



Most people use a car or walk to get to a pharmacy.

Those people who said they find it difficult to get to a pharmacy is because the car parking is not always very good.



Most people know about the other services that pharmacies offer, like flu vaccinations.

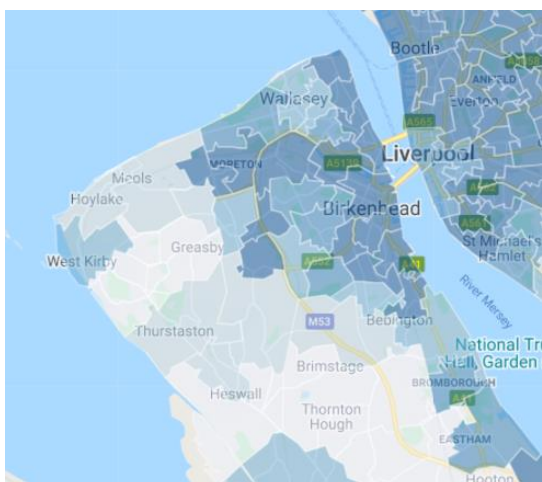


Some people can struggle to get their medicines when they need them, but most people can.



Most people like the staff at pharmacies and the help they offer. Some pharmacies are busier than others, and it can sometimes be more difficult to get their medicines.

About the place we live - Wirral



About 324,800 people live in Wirral



Some parts of Wirral are more well off, and others are poorer.



On average we expect men to live to about 77 years old and women until they are almost 82 years old.



By 2028 about 328,800 people could be living in Wirral.



Nearly everyone living in our area is White and British. Only a small number say they are not white.



Nearly everyone in our area speaks English.

About our lives



Close to one in every four people are over 65 years old.



The latest number of babies born in Wirral for 2023 is the lowest since 1974.



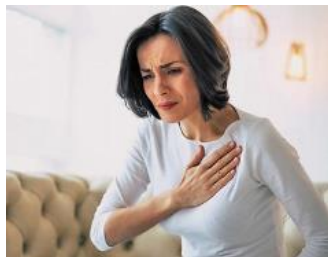
As people get older, they also can be more unwell, and this may mean they need to visit health and social care services more often.



About one in every eight people smoke, which is about the same as England.



More people are getting an NHS Health Check



More Wirral people compared to England experienced a stroke or other heart attack.



There are nearly 8,000 admissions to hospital because of alcohol in Wirral every year, which is worse than England.



About two in every five adults are obese. This is worse than the average for England.



Similar to England, about one in every 3 Wirral children aged 11 are obese or overweight.

About our Health



Around 60,000 people have high blood pressure that live in Wirral.

We think around one in ten Wirral people may have high blood pressure but don't know they do.



In Wirral people died mainly from cancers, heart conditions and lung diseases, such as pneumonia.



Around 22,500 adults in Wirral are diagnosed with diabetes.



In 2023/24, 1 person in every 35 Wirral adults were diagnosed with depression.

This is worse than England and North West.



According the 2021 Census, about one in five people say they have a disability.

What does this tell us?

	We have enough pharmacies across Wirral
	But we think we need pharmacies to be open between 4.00pm and 10.00pm on Sundays.
	We also think we need pharmacies to be open between 9.00pm and 10.00pm from Monday to Saturday.
	Most people can get to a pharmacy easily. All pharmacies deliver medications if you need them to

	If new houses are built in the future, then people will still be able to access a pharmacy.
	We should keep working with pharmacies to understand what people like and don't like about their pharmacy.
	We will keep looking at ways to make pharmacy services better, for example - how they tell us about their services, their opening and closing hours and what they offer us.

The questions that we would like you to answer are below.

What do you think?

Please put a tick (✓) in the box for the answer which you want to give

Question 1.

Has the reason for the pharmaceutical needs assessment been explained?

Please tick one box:

	Yes	
	No	
	Don't know	

If no or don't know, please let us know why (below)

	Answer
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Question 2.

Do you think the report is right about the health and other needs of Wirral people?

Please tick one box

	Yes	
	No	
	Don't know	

If no or don't know, let us know why in this box

	Answer:
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Question 3.

Do you think the report is right about the pharmaceutical services that we have across Wirral?

Please tick one box

	Yes	
	No	
	Don't know	

If no or don't know, let us know why in this box

	Answer
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Question 4.

Do you think there are any pharmacy services that are not in the report but should be?

Please tick one box

	Yes	
	No	
	Don't know	

If yes or don't know, let us know why in this box

	Answer
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Question 5.

Do you think the report would help us to make the right decisions on future pharmacies?

Please tick one box

	Yes	
	No	
	Don't know	

If no or don't know, let us know why in this box

	Answer
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Question 6.

Do you agree or disagree with what we have put in this report about Wirral pharmacies and the services?

Please tick one box

	Agree	
	Disagree	
	Don't know	

Let us know why you picked this answer in this box

	Answer
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Question 7.

Is there anything else you would like to tell us about pharmacy, their services or just about this Wirral Pharmaceutical Needs Assessment 2025-2028?

Please tick one box

	Yes	
	No	
	Don't know	

If yes, let us know why in this box

	Answer
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About you

You do not have to answer these next six questions if you don't want to.

These questions help us to understand who is using our services and taking part in our surveys.

You can find more information about why we collect this information on the [Freedom of information and data protection web page of Wirral Councils website](#)

1.



What is the first part of your postcode (the first 3 or 4 letters and numbers)

2. I am...



A man

☐

A woman

☐

Prefer not to say

☐

3.



My age group is...

18-25

☐

25-34

☐

35-44

☐

45-54

☐

55-64

☐

65+

☐

Prefer not to say

☐

4.

Are you disabled?



Yes

No


☐

☐

5.



My disability is:

Learning Disability

☐

Mental Health problems

☐

Hearing difficulties

☐

Problems with mobility – difficulty walking or moving about, use a wheelchair

☐

Problems seeing

☐

An illness that affects your daily living on a long-term basis

☐

Something else – please say what in the box below

☐

Prefer not to say

☐

6. Ethnicity – I am....	
Asian – Bangladeshi	☐
Asian – Indian	☐
Asian - Pakistani	☐
Other Asian background	☐
Black African	☐
Black British	☐
Black Caribbean	☐
Other Black background	☐
Chinese	☐
Other Chinese background	☐
Mixed Ethnic background – Asian and White	☐
Mixed Ethnic background –Black African and White	☐
Mixed Ethnic background – Black Caribbean and White	☐
Mixed Ethnic background – Other mixed	☐
White British	☐
White English	☐
White Irish	☐
White Scottish	☐
White Welsh	☐
White Polish	☐
White Latvian	☐
Gypsy/Traveller	☐
Other white background	☐

The following three questions are a bit more personal, and you don't have to answer them in if you don't want to, but it would be really helpful if you could fill them in.

7. Do you have a religion or belief?



Yes

No

Prefer no to say


☐

☐

☐

If you ticked yes, please tell us what it is

Buddhist

☐

Christian

☐

Hindu

☐

Jewish

☐

Muslim

☐

Sikh

☐

No religion

☐

Other – please say what in the box below

☐

8.



Relationships (also called sexual orientation)

I am:

Heterosexual or straight

☐

Gay or Lesbian

☐

Bisexual

☐

Other

☐

Prefer not to say

☐

9.



Do you live in the sex you were given at birth?

Yes

No

Prefer no to say


☐

☐

☐

THANK YOU FOR TAKING PART

Paper copies can be returned in the pre-paid envelope provided or posted to:	Or dropped off at the following address for the attention of PNA Lead
Wirral Borough Council Distribution Services Pharmaceutical Needs Assessment Consultation Wirral Borough Council PO BOX 290 Wallasey CH27 9FQ	FAO PNA Lead Wirral Council 2 Alice Ker Square (Mallory Building) Birkenhead CH41 2AB