

Wirral Health and Wellbeing Board

Pharmaceutical Needs Assessment 2025-2028

Version Control

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***PNA = Pharmaceutical Needs Assessment**

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Contents

Contents

Version Control	2
Acknowledgements	3
Contents	5
Table of Figures	7
Table of Maps	7
Table of Tables	8
Executive Summary	9
Purpose of the PNA	9
Key Findings	9
Provision of advanced, enhanced and locally commissioned services	10
Recommendations	11
Conclusions	12
MAIN DOCUMENT	13
Part 1: Purpose, process and explanation of pharmaceutical services	14
1.0. Introduction	15
2.0. Statements from pharmaceutical regulations (2013)	15
Scope of Pharmaceutical Needs Assessments (PNA)	15
Statement One: Necessary services: Current provision	15
Statement Two: Necessary services: Gaps in provision	16
Statement Three: Other relevant services: Current provision	17
Statement Four: Improvements and better access: Gaps in provision	18
Statement Five: Other NHS services	18
Statement Six: How the assessment was carried out	19
Map of provision	20
3.0. Methodology and Process	21
3.1. How we approached this Pharmaceutical Needs Assessment	21
3.2. Localities used for considering pharmaceutical services	22
3.3. How information has been used to derive and support conclusions	22
3.4. Consultation	23
3.5. Surveys and online content	24
3.6. Pharmaceutical Needs Assessment review process	24
3.7. How to use the Pharmaceutical Needs Assessment (PNA)	25
Part 2: Health needs based on demography, localities and linked to JSNA	26
4.0. Local Context: Priorities and developments	27
4.1. Health and Wellbeing Board Priorities	27
4.2. Wirral Council Plan 2023-2027	27
4.3. Cheshire and Merseyside Health and Care Partnership (Wirral Place within NHS Cheshire and Merseyside)	27
4.4. Future Planning: Households and Assets Housing Development	28
4.5. Regeneration Projects in Wirral: Implications for Health Services	30
4.6. Extra Care Housing Developments (2024)	31
4.7. Primary Care Estates Developments	32

5.0. Population Profile	32
5.1. Location	32
5.2. Population Structure and Projections.....	33
5.3. Deprivation and socio-economic factors	37
5.4. Population health.....	39
5.5. Health and wellbeing of populations with protected characteristics.....	41
6.0. Health Profile of Wirral.....	48
6.1. Summary of health issues (Wirral's Local Authority Health Profile).....	48
Part 3: Service provision: premises, prescribing, public access and commissioned services	49
7.0. Pharmacy Premises	50
7.1. Pharmacy providers	50
7.2. Community Pharmacy locations and level of provision	53
7.3. Access to and provision of community pharmacy services in local authorities bordering Wirral	58
7.4. Getting to the pharmacy	59
7.5. Pharmacy opening hours.....	68
7.6. Access for people with a disability and/or mobility problem	72
7.7. Access for clients whose first language is not English	73
7.8. Pharmacy consultations	73
8.0. Prescribing	75
8.1. Prescribing volume	75
8.2. Medicines shortages	80
8.3. Public Survey responses aligned to dispensing.....	81
8.4. Prescription Delivery Services	83
8.5. Reasonable Adjustments.....	84
9.0. Advanced, enhanced and locally commissioned service provision.....	85
9.1. Pharmacy provision of advanced, enhanced and locally commissioned services.	85
9.2. How essential, advanced and locally commissioned pharmacy services support local priority health needs.....	88
10.0. Summary and conclusions.....	90
10.1. Meeting the pharmaceutical need.....	90
10.2. Summary of main sections	90
10.3. Conclusions.....	97
Part 4: Appendices	98
Appendix 1: Wirral Community Pharmacy providers (November 2024)	99
Appendix 2: Map of Wirral Community Pharmacy providers (November 2024).....	100
Appendix 3: Community Pharmacy opening hours by Ward (November 2024).....	101
Appendix 4: Community Pharmacy - total opening hours per week (January 2025)	109
Appendix 5: Pharmacy Premises and Services Questionnaire (September 2024).....	118
Appendix 6: Pharmacy Premises and Services Survey Results (September 2024)	118
Appendix 7: Public Survey - Questionnaire (November/December 2024).....	118
Appendix 8: Public Survey - Results (November/December 2024)	118
Appendix 9: Community Pharmacy Advanced Services by Wirral Ward (November 2024) ...	119
Appendix 10: Community Pharmacy Enhanced/Locally Enhanced Services by Wirral Ward (November 2024)	127
Appendix 11: Community Pharmacy Locally Commissioned Services by Wirral Ward (November 2024)	134
Appendix 12: SHAPE Atlas travel maps	142
Appendix 13: Maps of Community Pharmacies open between 6.00 and 9.00pm.....	142
Appendix 14: 60-day statutory Consultation Report.....	142
ADDENDUM	143

Table of Figures

Figure 1: Pictorial view of completing a Pharmaceutical Needs Assessment	21
Figure 2: Wirral resident population compared to England, Mid-2023 estimates by age and gender structure.....	34
Figure 3: Proportion of Wirral population (compared to North West and England) by Broad Ethnic Group, 2021	35
Figure 4: Wirral Population Projections 2023 to 2043.....	36
Figure 5: Trend in the number of live births in Wirral, 1974-2023	36
Figure 6: Trend in General Fertility Rate (GFR) in Wirral and England, 1993-2023	37
Figure 7: Wirral population distribution by national deprivation decile, IMD 2019	39
Figure 8: Key Health Statistics for Wirral (OHID Local Authority Health Profile)	48
Figure 9: Crude rate of pharmacies* in Wirral per 100,000 population and population per pharmacy by Wirral ward, November 2024.....	56
Figure 10: Importance of pharmacy location from Public Survey Question 7 (2024).....	58
Figure 11: Method used to get to the pharmacy from Public Survey Question 5 (2024)	61
Figure 12: Ease of access usual pharmacy, from Public Survey Question 8 (2024)	67
Figure 13: Satisfaction pharmacy opening hours, Public Survey Question 16 (2024).....	71
Figure 14: Accessing usual pharmacy when closed, from Public Survey Question 17 (2024)	71
Figure 15: Pharmacy consultations were held, from Public Survey Question 29 (2024)	74
Figure 16: Privacy during consultations, from Public Survey Question 30 (2024)	74
Figure 17: Annual trend in average number of dispensed items per pharmacy, per month (2019/20 to 2023/24), and by comparison areas	75
Figure 18: Number of items prescribed in Wirral by British National Formulary Chapter (Top 5), 2019-2024.....	76
Figure 19: Items dispensed - monthly averages (total and per resident), by Wirral ward, 2023/24 ..	77
Figure 20: Items prescribed nationally and dispensed in Wirral, by prescribing area and Wirral ward (2023/24)	78
Figure 21: Top 10 areas for prescribing then dispensed in Wirral, 2023/24	78
Figure 22: Top 20 Dispensers of Wirral Prescriptions (Appliance Contractors and/or Distance Sellers) by Local Authority area, 2023/24.....	79
Figure 23: Top 20 Dispensers of Wirral Prescriptions (NOT Appliance Contractors and/or Distance Sellers), 2023/24.....	80
Figure 24: Reasons for visiting the pharmacy, from Public Survey Question 3 (2024).....	82
Figure 25: Most recent visit to use a pharmacy from Public Survey Question 4 (2024)	82
Figure 26: Pharmacy medication delivery service, from Public Survey Question 13 (2024).....	84
Figure 27: Pharmacy reasonable adjustments, from Contractor Survey Question 5 (2024).....	85
Figure 28: Summary of advanced service provision	86
Figure 29: Summary of enhanced service provision	86
Figure 30: Summary of locally commissioned service provision	87
Figure 31: Range of services at the pharmacy, from Public Survey Question 31 (2024)	87
Figure 32: Considerations when choosing a pharmacy in terms of products and services, from Public Survey Question 32 (2024)	88

Table of Maps

Map 1: Development proposals and location of Pharmacies	29
Map 2: Pharmacy availability within Birkenhead and Seacombe Regeneration area (2024).....	31
Map 3: Location of Wirral, related to North West and Wirral Wards boundary areas (2024)	33
Map 4: Geographical distribution of deprivation in Wirral, IMD 2019	38
Map 5: Wirral co-located Pharmacies and GP Practices/Health venues (November 2024)	52
Map 6: Location of Pharmacies in Wirral.....	54
Map 7: Pharmacy locations mapped against levels of local deprivation	55
Map 8: Pharmacy locations mapped against population density	55
Map 9: Pharmacies in other boroughs most likely to be used by Wirral residents.....	59
Map 10: Wirral Travel Map – Drive time (not rush hours)	62
Map 11: Wirral Travel Map – Drive time (rush hour).....	63

Map 12: Wirral Travel Map – Walking distance to Pharmacy (up to 1.6 kilometres or 1 mile).....	64
Map 13: Wirral Travel Map – Walking by time (up to 20 minutes) (included and excluded populations)	65
Map 14: Wirral Travel Map – Walking by time (up to 30 minutes) (included and excluded populations)	66
Map 15: Public Transport and Car as travel options to Pharmacy evenings and weekends (January 2025)	67

Table of Tables

Table 1: Heatmap of Wirral pharmacy opening hours (Monday-Sunday) (January 2025).....	68
Table 2: Comparison of Community Pharmacy opening hours (total), Monday to Sunday, in 2021 and 2025.....	70

Executive Summary

The requirement to produce a Pharmaceutical Needs Assessment (PNA) is a statutory responsibility of the local Health and Wellbeing Board (HWBB) by virtue of the National Health Service (NHS) Pharmaceutical and local Pharmaceutical services Regulations 2013, which came into force on 1st April 2013. The regulations and guidance detail the scope of the PNA, the content that must be included and how it should be used.

The regulations outline the process with which Integrated Care Boards (formerly NHS England) must comply when reviewing applications for new pharmacies or changes to existing pharmacies. The PNA is central to this process and its content must be taken into account when applications are considered.

In Wirral, the Director of Public Health undertakes the responsibility to develop the PNA on behalf of the Health and Wellbeing Board. A multi-agency PNA Working Group develop the document. Data sources include the local Joint Strategic Needs Assessment (JSNA), census data, data from commissioners, local health and wellbeing priorities, pharmacy contractors' survey and a residents' survey. This information informs the draft PNA which is then provided to the public for a statutory (minimum) 60 days consultation.

Purpose of the PNA

The PNA presents an overview of community pharmacies and the services they currently provide. It considers and describes the characteristics of the local population, alongside Health and Wellbeing Board priorities for improving health and wellbeing and reducing health inequalities in Wirral. It provides a methodical and objective assessment of pharmaceutical need within the borough and whether current provision is adequate to meet need.

As stated, the PNA is used as a central part of the control of entry process when applications to join the pharmaceutical list for the area are considered. It is also used to inform commissioning decisions by NHS Cheshire and Merseyside and local organisations in relation to locally commissioned pharmacy services that can help meet local health priorities. Pharmacies are increasingly expanding to provide additional clinical services and are a valuable force for improving health and wellbeing and reducing health inequalities. Commissioners require robust and up-to-date information regarding current pharmaceutical service provision if they are to maximise the opportunities that pharmacies can offer to help improve the health of the local population. The PNA provides the localised information needed to support them in that role.

Key Findings

- Wirral has 77 community pharmacies and analysis undertaken for this PNA indicates that this is an adequate number which equates to a comparatively high number of pharmacies per head of population, with adequate geographical spread.
- Compared to the national average, Wirral has a lower pharmacy to population ratio (4,188) than the national average (4,981) (Lower is better). **(Section 7.2)**
- Parts 1 to 3 of this PNA indicate that Wirral has adequate geographical coverage of pharmacies, a high number of pharmacies per head of population and adequate coverage in terms of seven day opening across multiple contracted pharmacies.
- There is variation in the pharmacy-to-population ratio across wards **(Section 7.2)**, but electoral wards have at least two pharmacies located within each ward.
- There is a lack of essential service provision between 9.00pm and 10.00pm, Monday to Saturday, and between 4.00pm and 10.00pm on Sunday. **(Section 7.5)**

Provision of advanced, enhanced and locally commissioned services

There is a broad range of advanced, enhanced and locally commissioned services provided in addition to essential services **(Section 9.0)**. Key points include:

- Pharmacy First service commenced in 2024 with 66 community pharmacies offering this opportunity to their customers across Wirral. **(Section 9.0)**
- There is good access to New Medicines Service (NMS) (70) across the borough. **(Section 9.0)**
- Influenza vaccination for at risk adults is available through nearly all Wirral community pharmacies (66) and this has greatly increased accessibility. The primary provider of influenza vaccination remains General Practice. **(Section 9.0)**
- Appliance Use Reviews (AUR), and Stoma appliance customisation (SAC) service are both specialist Appliance Services. Whilst there is low/no provision within Wirral community pharmacies, these are specialised equipment, and invariably sourced from across England **(see Figure 28)** and means access is adequate. **(Section 9.0)**
- The Hypertension Case Finding Service has 73 active providers (November 2024) with service access deemed good. **(Section 9.0)**
- Pharmacy Contraception Services started in April 2023 and has currently (November 2024) 76 active providers and access is deemed good. **(Section 9.0)**
- Smoking Cessation Service (SCS) started in March 2022 and has currently (November 2024) 73 active providers and access is deemed good. **(Section 9.0)**
- Lateral Flow Device (LFD) Service started in November 2023 and has currently (November 2024) 65 active providers and access is deemed good. **(Section 9.0)**
- There is one enhanced service, antiviral stock holding, commissioned by NHS England (Cheshire and Merseyside). This is a specialised service to be deployed in a particular set of circumstances, therefore only a small number of pharmacies across Cheshire and Merseyside are required to provide it. There is one community pharmacy providing the service in Wirral. Access is adequate. **(Section 9.0)**
- There is one Nationally Enhanced Service commissioned by NHS England, a COVID-19 vaccination service. This is a specialised service provided across Wirral. There are 17 community pharmacies providing the service in Wirral. Access is adequate. **(Section 9.0)**
- Locally commissioned services, including Wirral Public Health, NHS Cheshire and Merseyside (Wirral Place), CGL Wirral Ways to Recovery and Wirral Council, cover a range of topics in support of local health outcomes and population needs. The number of pharmacies currently providing services is adequate.
- There are some services that would benefit from increased numbers of active pharmacy providers and Commissioners and Pharmacy Contractors should continue to explore all options to, wherever possible, improve and enhance the local offer in terms of numbers of participating venues. **(Section 9.0)**

Insight gathered for this PNA

- In addition to the data analysed to inform this PNA, feedback from patients, the public and other stakeholders have also been used to provide a comprehensive overview of provision. Some key points in relation to this insight includes:
- Members of the public and other stakeholders have indicated that they feel community pharmacies offer a valuable service; providing services and support that people need, with staff who are helpful and knowledgeable. **(Section 8.3)**
- Overall, satisfaction with local provision is good with most respondents to the public survey finding that community pharmacies are accessible during the day. Results

from the public survey, however, indicated that members of the public do not always find it easy to access pharmacy services in the evening.

- Some survey respondents reported some specific issues, outside of the scope of the PNA. These include problems with shortages of some dispensed items, increasing waiting times and queues in pharmacies, and impacts relating to local pharmacy closures. **(Section 8.3 and Appendix 8)**
- Some feedback gathered from the survey, whilst outside the direct scope of the PNA is very relevant to service provision. Key findings will be shared (anonymised) with NHS Commissioners and other relevant partners to seek ways and opportunities to address any operational concerns to achieve improved customer outcomes.

Recommendations

The number of pharmacies across Wirral as a whole is adequate. However, provision per head of population varies within Wirral. Thus, there will be a need for regular review to ensure that service provision continues to be in line with population growth, levels of need, and service configuration across different areas of the borough. Any future closures, change in hours or change in service provision need to be carefully monitored by Commissioners, in conjunction with partners, to determine the impact this will have on access. This is especially relevant, but not solely, in those wards where the population-to-pharmacy ratio is already low. NHS Pharmacy Commissioners wherever possible, should work with existing contractors to ensure appropriate distribution and accessibility of services.

Future growth in terms of Wirral's ageing population should be monitored for any consequential change to demand for pharmaceutical services and in turn the appropriate support at the pharmacy that can be provided to residents. **(Section 5.0)**

Future developments in Wirral, for example, in terms of regeneration and extra care housing, should be monitored and changes considered in terms of any potential impact on future local pharmaceutical needs. **(Section 4.0)**

Whilst this PNA has found the provision of advanced and enhanced services specifically to be adequate, NHS Pharmacy Commissioners should continue to liaise with active providers to ensure that provision of enhanced and advanced services remains in line with identified need and commissioning priorities.

Whilst locally commissioned services are outside the scope of the PNA they do provide an opportunity to enhance local service provision. It is important that provision is reviewed regularly to ensure that provision continues to meet local need and that any known or potential inequalities or issues can be addressed.

Local health and care commissioners should continue to have due consideration for community pharmacy providers, and their accessibility, quality, and potential, when developing any new service approaches that are intended to support Wirral residents.

Conclusions

- ***Overall, this assessment has concluded that currently there is enough essential service provision access in terms of location, opening hours and services to meet the needs of the population of Wirral with the following exceptions:***
 - ***The lack of essential services on Sundays, between 4.00pm and 10.00pm, that meet the pharmaceutical needs of Wirral residents.***
 - ***The lack of essential services between Monday and Saturday, between 9.00pm and 10.00pm, that meet the pharmaceutical needs of Wirral residents.***

MAIN DOCUMENT

Pharmaceutical Needs Assessment

Part 1: Purpose, process and explanation of pharmaceutical services

1.0. Introduction

The effective commissioning of accessible primary care services is central to improving quality and implementing both national and local vision for health and healthcare. Community pharmacy is one of the most accessible healthcare settings. The Pharmaceutical Needs Assessment (PNA) presents a picture of local community pharmacy provision, consideration for other providers of pharmaceutical services, the review of those services currently provided and how these could be utilised further. Community pharmacies can support the health and wellbeing of the population of Wirral in partnership with other community services and GP practices. Services can help address health inequalities and support self-care in areas of greatest need. Mapping of service provision and identifying gaps are essential to equip NHS Cheshire and Merseyside pharmacy leads with the market intelligence they need to take forward appropriate and cost-effective commissioning of services.

All national NHS pharmaceutical service providers must comply with the contractual framework that was introduced in April 2005. The national framework is set out below and can be found in greater detail on the Community Pharmacy England website (formerly Pharmaceutical Services Negotiating Committee (PSNC)): [Community Pharmacy Contractual Framework - Community Pharmacy England](#)

The pharmaceutical services contract consists of three distinct levels:

- [Essential services](#)
- [National enhanced services](#)
- [Advanced services](#)

2.0. Statements from pharmaceutical regulations (2013)

Scope of Pharmaceutical Needs Assessments (PNA)

The National Health Service (NHS) Pharmaceutical and local Pharmaceutical services Regulations (2013) set out the legislative basis for developing and updating PNAs and can be found at: <http://www.dh.gov.uk/health/2013/02/pharmaceutical-services-regulations/>

Schedule 1 of these regulations sets out the minimum information expected in the PNA and the requirement for a local PNA map of service providers. Listed below are these six regulatory statements and how this PNA answers the questions posed by the regulations.

Statement One: Necessary services: Current provision

Provide a statement of the pharmaceutical services that the Health and Wellbeing Board (HWBB) has identified as services that are provided:

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

Wirral has 77 community pharmacies, which serve a resident population of 324,852. This equates to approximately one pharmacy for every 4,188 residents, comparing well against the England average of 4,981 residents per pharmacy. There is a comprehensive range of essential, advanced and enhanced services provided.

Community pharmacy services for Wirral are provided across a range of reasonable geographical locations. Wirral residents also access pharmacy services in both Cheshire West and Chester Local Authority area and Liverpool Local Authority area. (Section 7.3)

Wirral pharmacies dispensed slightly more items per pharmacy per month on average i.e., 7,277 per month in 2023/2024 compared to 7,109 for England, but lower than Cheshire and Merseyside at 8,130. This is likely a consequence of an ageing population and other factors though community pharmacists have reported they have capacity to deal with changes in demand.

Wirral has a larger number of pharmacies in relation to the size of its population (23.9 per 100,000) when compared to Cheshire and Merseyside (21.7 per 100,000) and compared to England (20.1 per 100,000).

Generally, there is enough accessible and available pharmaceutical provision throughout the borough. However, this assessment has concluded that there is a lack of essential service provision 9.00pm and 10.00pm, Monday to Saturday, and between 4.00pm and 10.00pm on Sunday. (Section 7.5)

Statement Two: Necessary services: Gaps in provision

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

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

There is adequate geographic coverage and a good ratio of pharmacy numbers to resident population. All 22 Wirral Wards have pharmacy sites though there is some variation in pharmacy per ward ratios. This should be monitored in relation to any proposed changes to pharmacy services and any subsequent potential local impacts.

The Council Local Plan, Strategic Housing Land Availability Assessment (SHLAA), the Wirral Strategic Housing Market Assessment (SHMA) and Birkenhead 2040 Regeneration Plan, have been considered to determine any major housing re-developments and other developments within the lifetime of this PNA that may impact significantly in terms of changes to the local population numbers. Information available at this point suggests that these development projects are likely to lead to internal migration rather than substantial increases of new residents. The new housing and development plans are not therefore considered likely to create a significant change in demand for pharmaceutical services during the lifetime of this PNA. There will however be a need for regular review to ensure provision is equitably distributed in light of development.

Opening hours, Monday to Saturday, provide the required coverage over the seven-day week. However, this assessment has identified that essential services are needed between 9.00pm and 10.00pm Monday to Saturday and 4.00pm to 10.00pm on Sunday, to meet the public need for essential pharmaceutical services in Wirral.

The need for prescriptions to be dispensed urgently arises predominantly from patients using 'out of hours services', which for Wirral is currently covered by GP Out of Hours (via NHS 111) and [Walk-In Centres](#) at Victoria Central Hospital Walk In Centre (WIC) and Minor Injuries, Arrowe Park (Hospital) Urgent Treatment Centre (UTC) and Eastham Walk-In Centre. These sites provide walk-in-services, Nurse led services and bookable appointments. Further walk-in and bookable appointments are available at the Minor Injury and Illness Service at Birkenhead Medical Building. These services are open Monday to Sunday, with three (3) open until 8.00pm, and one (1) open until 10.00pm, 7 days a week. Prescribing for patients will also occur at the Urgent Treatment Centre, Walk-In Centre and Minor Injuries sites. This may require patients to access community pharmacy provision to have their prescription dispensed as their clinical need will likely be for specific medicines not always in the UTC/WIC formulary stock.

In addition, as described in Statement Five, there are a number of NHS services provided in Wirral designed to support out of hospital care. These include, but are not limited to, services such as GP Enhanced Access, the Acute Respiratory hub, and Virtual Wards. These acute services will invariably generate a need for community pharmacy services, particularly the dispensing of items issued via an FP10 prescription. Whether or not the pharmaceutical needs of these services are met is a key factor in determining how successful they are in ensuring that patients get the treatment they need outside of an acute hospital setting.

To meet the pharmaceutical need of services designed to support urgent and out of hospital care, provision of essential pharmaceutical services is required to 10.00pm 7 days a week.

Statement Three: Other relevant services: Current provision

Provide a statement of the pharmaceutical services that the Health and Wellbeing Board (HWBB) has identified (if it has) as services that are provided:

- a) in the area of the HWBB 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 HWBB 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 HWBB and, whilst not being services of the types described in sub-paragraph (A) or (B), or paragraph one, of the 2013 regulations, they nevertheless affect the assessment by the HWBB of the need for pharmaceutical services in its area.

Wirral has well defined borders between Eastham and Ellesmere Port, Heswall and Neston and the River Mersey, which is a geographical 'barrier' between Wirral and Liverpool. Members of the Wirral population will cross these borders for leisure and work purposes, and as data demonstrates, they also continue to choose to access pharmaceutical services in other Local Authority areas too. It is important to recognise that this cross-border access is a result of public choice and convenience, and not due to any lack of services in Wirral. (Section 7.3)

Statement Four: Improvements and better access: Gaps in provision

Provide a statement of the pharmaceutical services that the Health and Wellbeing Board (HWBB) has identified (if it has) as services that are not provided in the area of the HWBB but which the HWBB is satisfied

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

As stated, there is adequate geographic coverage and a good ratio of pharmacy numbers to resident population. Availability of essential services until 10.00pm, 7 days per week would secure improvements and better access for Wirral residents.

There should also be recognition and understanding of the context related to a number of national, regional and local strategies and policies from which opportunities may arise in their delivery such as [Wirral Council Plan](#), [Wirral Health and Wellbeing Strategy 2022-27](#), [Cheshire and Merseyside: All Together Fairer](#), and [Cheshire and Merseyside Health and Care Partnership Strategy](#) that seek to transform how health and wellbeing services are designed and delivered in Wirral, putting residents at the heart of services.

Community Pharmacy services should strive to support the changes that face NHS Cheshire and Merseyside, and partners, across the health and social care economy. As commissioning intentions change or evolve, Community Pharmacy and Local Commissioners should aspire to reduce the pressures on patient facing services such as GPs and Accident and Emergency. However, in the enduring current financial climate there can be limited capacity to deliver additional services within static or reducing budgets. Equally pharmaceutical provision across Wirral continues to see issues such as closures, reduced supplementary hours, medicines shortages, staff and related resources and to a lesser extent post COVID-19 provision issues.

Statement Five: Other NHS services

Provide a statement of any NHS services provided or arranged by the Wirral Health and Wellbeing Board (HWBB), NHS Cheshire and Merseyside, other local partners, any NHS trusts, or any NHS Foundation Trust to which the HWBB has had regard in its assessment, which affect:

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

There are a number of services in Wirral, either existing or in development, designed to support out of hospital care or improved chronic disease management for the local population. These services include GP Enhanced Access, Virtual Wards, the Acute Respiratory Hub, Wirral Ways to Recovery respiratory clinics and Wirral COPD targeted management.

All of these services are likely to generate a need for community pharmacy services, particularly the dispensing of items issued via an FP10 prescription. A number of these services will provide medication via the patient's usual GP and so usual in-hours provision will suffice but those aimed at improving access and supporting the urgent and emergency care offer locally will prescribe directly, and so the requirement for pharmacy access alongside these services will be key to ensuring the most effective patient-centred care for the local population

Based on the information available at the time of developing this PNA, this assessment has concluded that currently there is enough essential pharmaceutical service provision to meet the pharmaceutical needs of the services described above, except on Sundays between 4.00pm and 10.00pm, and Monday to Saturday, between 9.00pm and 10.00pm.

Statement Six: How the assessment was carried out

Provide an explanation of how the assessment has been carried out, in particular:

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

Wirral has clearly defined borders between Eastham and Ellesmere Port, Heswall and Neston and has the natural barrier of the River Mersey between Liverpool and Wirral.

The boundary of Wirral Council is coterminous with NHS Cheshire and Merseyside Wirral Place boundary and is also the area covered by Wirral Health and Wellbeing Board. This means that mapping and consultation can be undertaken without any caveats. Wherever possible analysis and mapping for this PNA has been undertaken at electoral ward level in order to consider variation in health and need across different areas of the borough.

Intelligence from Wirral's Joint Strategic Needs Assessment along with other information sources that inform decision-making across Wirral Council, NHS Cheshire and Merseyside and partners have been used to inform the assessment undertaken within this PNA. [Part 3 of this PNA](#) provides further detail on the engagement undertaken with members of the public and local pharmacy contractors, results of which have also helped inform this assessment.

Please note: Following the public consultation for the draft PNA (April to June 2025) a report on the results of that consultation will be provided to HWBB and as [Appendix 14](#) of the final published PNA (October 2025).

Map of provision

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

[Appendix 1](#) and [Appendix 2](#) provide a map and legend showing location of community pharmacies.

There are numerous other maps within the PNA document. These present a range of aspects related to the analysis undertaken.

Map 7 and **Map 8** ([see Table of Maps](#)) - show that there is good access to pharmaceutical sites and services in areas with highest population density and highest deprivation.

Travel maps ([Section 7.4](#)) (also see [Table of Maps](#)) describe access for multiple methods of travel. Wirral residents predominantly drive or walk to their pharmacy. These maps illustrate that the vast majority of the local population are within a 20-to-30-minute walk and/or by public transport to a pharmacy, and the entire population is covered by a less than 10-minute drive time even in rush-hour times.

Map 15 ([see Table of Maps](#)) presents location of those pharmacies open between 6.00pm and 9.00pm, Monday to Saturday. This illustrates that access to a pharmacy during these times, if the journey is walked or by public transport, takes longer than might be deemed reasonable or possible. The six (6) sites are most easily accessed by car. This could reduce opportunities for residents reliant on travel options other than a car.

Map 5 ([see Table of Maps](#)) presents those pharmacies that are co-located with GP surgeries.

Map 9 ([see Table of Maps](#)) presents the location of pharmacies outside Wirral's Health and Wellbeing Board area, highlighting that there is choice of pharmaceutical services, accessible by Wirral residents, in the neighbouring areas of Cheshire West and Chester and Liverpool, respectively.

An overall map is an essential part of the PNA and is maintained and available on the [PNA page of the Public Health Intelligence website](#) at all times.

There is a robust system for responding to community pharmacy contract changes, via [supplementary statements](#), notified to the locality via Primary Care Support England (PCSE) and this provides regular updates, including refreshed map, of any changes in location, opening hours and closures of all the pharmacies in our area.

For all Maps see [Table of Maps](#) and links within this document.

3.0. Methodology and Process

3.1. How we approached this Pharmaceutical Needs Assessment

The development of the Wirral's Pharmaceutical Needs Assessment (PNA) has been undertaken by a small multi-professional working group (Wirral Pharmaceutical Needs Assessment Development Group) and overseen by Wirral Council's Director of Public Health, on behalf of Wirral Health and Wellbeing Board (HWBB). The Development Group consists of representatives from the following:

- Wirral Council Public Health (chair and officers)
- Wirral Council Digital (Communications and Engagement)
- Local Pharmaceutical Committee representative
- Community Pharmacy Contract leads from NHS Cheshire and Merseyside
- NHS Cheshire and Merseyside (Wirral Place) Commissioning Leads
- NHS Cheshire and Merseyside (Business Intelligence)
- NHS Cheshire and Merseyside Medicines Management (Wirral Place)
- Healthwatch Wirral

Key principles in the development of the PNA include:

- It is an iterative process involving patients, the public and key stakeholders.
- It remains under on-going review and update, after publication with a new document produced every three years.
- It continues to focus on identifying health needs which can be supported by pharmaceutical services and makes recommendations for the commissioning of those services.
- Developed through a multidisciplinary PNA Development/Steering Group.

Figure 1 illustrates the development process undertaken in developing a PNA.

Figure 1: Pictorial view of completing a Pharmaceutical Needs Assessment



Source: Public Health Intelligence Team, Wirral Council 2024

The content of the document is linked to the local Public Health Intelligence evidence base which includes Wirral Joint Strategic Needs Assessment (JSNA) and has been produced by means of a structured analysis and distillation of a variety of data sources including:

- The health and pharmaceutical needs of the population.
- Evidence of best practice in meeting needs through community pharmacy services.
- Current local provision of pharmaceutical services.
- Possible gaps in provision of pharmaceutical services.

The following information sources have been used for the purposes of this PNA:

- Wirral Joint Strategic Needs Assessment (website and content).
- Wirral Joint Health and Wellbeing Strategy.
- Office for Health Improvement and Disparities - Fingertips tool for additional data on health and wellbeing.
- Public Health England's SHAPE tool for travel time maps.
- Census and other local and national data sources.
- Data on socio-economic circumstances of the local area.
- Wirral Pharmacy Contractors' survey.
- Wirral Residents' Pharmacy survey.
- NHS Business Services Authority data.

3.2. Localities used for considering pharmaceutical services

Wirral is coterminous with NHS Cheshire and Merseyside (Wirral Place) and is divided into 22 electoral wards. For this PNA, these 22 Wards have been used to analyse and present information on pharmacy location and availability of services. However, in making a judgement on adequacy of provision, consideration has been given to provision across Wirral. A range of spatial mapping of service provision has been included to draw conclusions about access to pharmacies and enhanced/advanced services.

3.3. How information has been used to derive and support conclusions

Pharmaceutical need is a broad term which is hard to define precisely. There is not a fixed formula to determine need and whether it has been met or not as there are so many variables that need to be factored in, and people live their lives differently in different places. This section outlines some of the factors that are useful to consider.

Provision of clinical services: in particular in relation to community provision and services intended to support out of hospital care. Many, if not all, of these services are likely to generate a demand for pharmaceutical services. Considering the design, objectives, location, availability and opening times of these services is an important factor in helping to determine 'pharmaceutical need.'

Local geography and transport infrastructure: The distance between pharmacies, access, parking arrangements and walking distance / public transport links for members of the public must also be considered. This is contextually different between urban and rural areas and dispensing doctor practices (if applicable) will also contribute to meeting the provision against need in the truly rural areas. The importance of distance has also changed over time with more remote video or telephone consultation, access to the Electronic Prescription Service, Distance Selling Pharmacies, and availability of delivery services.

Capacity within current pharmacies. It is not just the number of pharmacy premises that needs to be considered. An efficiently run pharmacy with the right premises, workforce access and equipment can deal with a high volume of items and patients.

This is likely to continue to change as contractors bring modern solutions such as use of robotics, more efficient pharmacy computer systems, more efficient ordering routines and off-site assembly. Understanding capacity within pharmacies is the reason for asking, within the Cheshire and Merseyside Contractors Survey, the question "if your business need expanded, how could you cope?" (see [Appendix 6](#)).

Prescription and dispensing data: This helps to provide an indication of demand and identify any patterns or changes in trends.

Comparisons and variation between areas: Analysis to compare areas and benchmark against national and regional averages can provide useful context alongside local context and considerations.

3.4. Consultation

The draft Pharmaceutical Needs Assessment (PNA) is intended to be issued for a minimum 60-day formal consultation between April and June 2025. This is accordance with the pharmaceutical regulations and its stated minimum distribution list is:

- NHS Cheshire and Merseyside (Wirral Place)
- Community pharmacies within Wirral
- Healthwatch Wirral
- Local NHS trusts that include local Hospital Trusts, Mental Health Trusts and Community Health Service providers
- Wirral Local Pharmaceutical Committee (LPC) including neighbouring LPCs in (Liverpool and Cheshire West and Chester)
- Wirral Local Medical Committee (LMC)
- Local Pharmaceutical Network (LPN)
- Neighbouring Health and Wellbeing Boards (Liverpool and Cheshire West and Chester)

The draft PNA is also made available to review and comment from:

- GPs and other general practice staff
- Adult Social Services
- Neighbouring Local Authorities (Liverpool and Cheshire West and Chester)
- Wirral Public Health staff
- Wirral Patients and Public
- Wirral Older People's Parliament
- Voluntary Sector, Community Sector and Faith Sector Groups via Wirral CVS and Healthwatch Wirral

Methods used

- Press releases to range of local media outlets.
- Council Website and Wirral View.
- Council Engagement Contacts via email distribution.
- Local Pharmaceutical Committee website and bulletin.

Others considered

- Dispensing Doctors (if situated within Wirral boundary) (December 2024 - there are currently no dispensing doctors within Wirral).
- Local Pharmaceutical Services (LPS) (if situated in Wirral) (December 2024 - There are currently no contracts for this service in Wirral).

3.5. Surveys and online content

The documentation regarding the review of the draft Pharmaceutical Needs Assessment (PNA) 2025-2028 includes an online survey facility, paper copies of the online survey, and EasyRead versions of the PNA and survey. These will be published and available for public consultation after approval from Wirral's Health and Wellbeing Board. This helps partners and residents to leave feedback on the content in the draft PNA as intended by the [National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regs 2013](#).

Paper copies of the PNA will be made available at four venues, geographically spread across the borough, where people can visit to review the draft PNA and, provide feedback via paper survey or an online response.

The survey is scheduled to run from 10.00am on Wednesday 9th April 2025 until 10.00pm on Sunday 15th June 2025, or 68 days. A report on the consultation process for this 2025 – 2028 PNA, with a summary of responses, and any associated amendments made to the PNA, will be published with the final PNA.

3.6. Pharmaceutical Needs Assessment review process

Once published, the PNA will be under on-going review. Any changes which might indicate a new or diminished pharmaceutical need will be considered. Examples of such changes include:

- New pharmacy contracts
- Pharmacy closures
- Changes to pharmacy locations or opening hours
- Evidence on significant changes in population health need, e.g., from the Joint Strategic Needs Assessment (JSNA)
- Significant housing developments
- Changes In workforce due to movement of local businesses/employers
- Local intelligence and significant issues relating to pharmacy enhanced service provision
- Appliance provision changes
- National legislation (new or in progress)

The PNA will be updated through the publication of Supplementary Statements.

Supplementary Statements are produced when amendments or additions are required to keep the PNA up to date but are not considered significant. This task is undertaken by the Wirral Public Health Team, in collaboration with members of the PNA Development Group as needed. Successful applications for 'consolidations and mergers' as part of the revised pharmacy regulations would also necessitate the development of a supplementary statement.

In certain circumstances, the Wirral Health and Wellbeing Board may be required to consider any changes, additions, or amendments to provide their view on the significance and potential consequences.

The PNA must be formally reviewed every 3 years according to current national legislation.

3.7. How to use the Pharmaceutical Needs Assessment (PNA)

As stated, the primary use of the PNA is the consideration of new applications to join the pharmaceutical list. Pharmacy Leads within NHS Cheshire and Merseyside will review the PNA content to determine whether the application received would meet an identified need. This process helps ensure the adequate provision of quality services and adequate access without plurality of supply.

The PNA can also be utilised to inform other service developments alongside the local Joint Strategic Needs Assessment (JSNA) and strategic plans. Mapping out current services and providing an understanding of potential future service needs will help identify where the development of local pharmaceutical services can be supported.

In addition, the PNA can be considered by residents, current service providers, future service providers and commissioners alike in the following ways:

- Maps and tables detailing specific services will mean residents can see where they can access a particular service.
- Current service providers will be better able to understand the needs of residents and patients in their area and take steps to address this need.
- Where applicable, potential future service providers will be able to tailor their applications to be added to the pharmaceutical list to make sure that they provide the services most needed by the local community.
- Commissioners will be able to use the information to help ensure that pharmaceutical services are delivered in a targeted way.

Pharmaceutical Needs Assessment

Part 2: Health needs based on demography, localities and linked to JSNA

4.0. Local Context: Priorities and developments

4.1. Health and Wellbeing Board Priorities

The [Wirral Health and Wellbeing Strategy 2022-27](#) has been developed by [Wirral Health and Wellbeing Board \(HWBB\)](#). The HWBB seeks to improve the health and wellbeing of the local population, as a partnership board producing a joint assessment of health needs and a joint health and wellbeing strategy.

The Wirral Health and Wellbeing Strategy was based on what the evidence can show that improves health and reduces inequalities, and on what Wirral residents said is important to them. The Strategy provides the high-level framework for whole-system working to improve health and wellbeing and aligns with the delivery of the [Wirral Council Plan 2023-2027](#). It supports the local delivery of [All Together Fairer](#), Cheshire and Merseyside's collaborative approach to reducing differences in health outcomes. The strategy has five priorities. These are:

- Priority 1: Create opportunities to get the best health outcomes from the economy and regeneration programmes.
- Priority 2: Strengthen health and care action to address differences in health outcomes.
- Priority 3: Ensure the best start in life for all children and young people.
- Priority 4: Create safe and healthy places for people to live that protect health and promote a good standard of living.
- Priority 5: Create a culture of health and wellbeing, listening to residents and working together.

The community pharmacy services that can support these priorities are detailed in [Part 3, Section 9.2](#).

4.2. Wirral Council Plan 2023-2027

[The Council Plan](#) sets out the main priorities for Wirral Council for 2023 to 2027. The Council Plan is the primary document in the Council's Policy framework. The plan was developed to align with the Council's Medium Term Financial Strategy (MTFS) (2022-2027). The high-level aims are:

- To deliver high quality efficient universal services to all residents.
- To prioritise those with the greatest needs.
- To deliver council services within the means of the council budget.
- To be prepared to innovate and face the future.
- To play our part in addressing the climate emergency and protecting our environment
- To work across communities with community, voluntary and faith organisations and partners to improve all residents' life chances.
- To deliver our ambitious regeneration programme through increased investment, jobs, and new businesses throughout the borough.

4.3. Cheshire and Merseyside Health and Care Partnership (Wirral Place within NHS Cheshire and Merseyside)

Cheshire and Merseyside Health and Care Partnership is the statutory integrated care partnership and consists of representatives from across a range of communities, the NHS, local authorities, voluntary sector, housing, police, education and fire and rescue, community, faith and social enterprise (VCFSE) organisations, independent healthcare providers and local businesses.

The [Interim Strategy](#) sets out actions to address the key challenges facing people across Cheshire and Merseyside. The shared key aim is to [tackle health inequalities](#) in outcomes, experiences and access. Cheshire and Merseyside is a 'Marmot Community,' asserting a commitment to improve the health and wellbeing of local population through the eight Marmot principles which in turn represent the strategic objectives of the partnership:

- Give every child the best start in life
- Enable all children, young people and adults to maximise their capabilities and have control over their lives
- Create fair employment and good work for all
- Ensure a healthy standard of living for all
- Create and develop healthy and sustainable places and communities
- Strengthen the role and impact of ill health prevention
- Tackle racism, discrimination and their outcomes
- Pursue environmental sustainability and health equity together.

A set of "Beacon Indicators" developed to support measurement of the progress being made against these commitments across Cheshire and Merseyside can be found in this report [All Together Fairer: Health Equity and the Social Determinants of Health in Cheshire and Merseyside](#).

4.4. Future Planning: Households and Assets Housing Development

The Council's Local Plan aims to deliver a minimum of 500 net additional homes every year to 2027/28, rising to 850 a year between 2028/29 and 2032/33 and to 1,025 every year thereafter to 2039/40. On existing planned sites within the Regeneration Areas (approximately 6,938 dwellings) it is expected at least 30% will be 3-beds or more. Outside the Regeneration Areas (approximately 5,826 dwellings) it is expected that at least 70% will be 3-beds or more.

Overall, 49.7% of new homes (approximately 6,346 dwellings) are expected to be delivered in and around Birkenhead as part of the Birkenhead 2040 Framework and 50.3% (6,418) are expected to be delivered within the remaining Settlement Areas.

The latest documents can be viewed at <https://www.wirral.gov.uk/planning-and-building/local-plans-and-planning-policy/wirral-new-local-plan/new-local-plan>.

The final numbers and geographical distribution may be affected by changes to national policy. National proposals to increase house building targets across the country were put forward in 2024, which if implemented as proposed could increase the target for new house building in Wirral to 1,755 each year. The outcome of the most recent national consultation on this was not known at the time of writing this PNA.

The Council is also planning for up to 1,149 specialist care bedspaces for the elderly. There is no target for any additional supporting living or independent units for extra care, which are assumed to comprise part of the general provision for housing set out in the Local Plan.

No specific sites have yet been identified for the additional 1,149 bedspaces, so they could be anywhere within the borough and could be provided as multiple bedspaces in larger or smaller care facilities. [Wirral Local Plan Housing Trajectory 2022-2040.pdf](#) sets out the latest published information on the provision for future housing in the Local Plan.

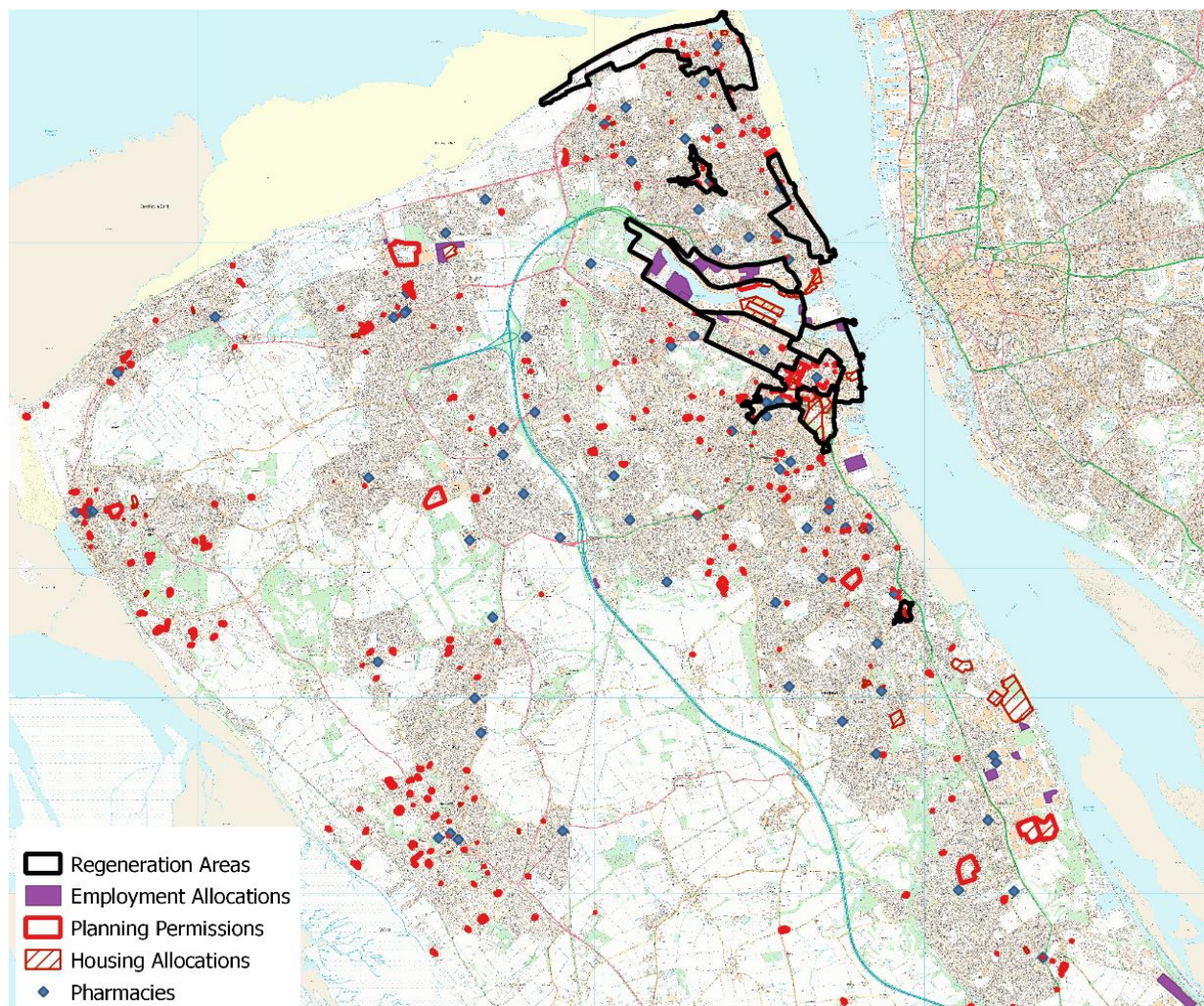
4.4.1. Wirral Strategic Housing Market Assessment Update (SHMA 2021)

The Wirral Strategic Housing Market Assessment Update (SHMA 2021) ([report](#)) identifies the type and mix of housing which the local population is likely to need. This information was used to inform the final proposals in the Local Plan. It recommended that, subject to viability, there should be a requirement for at least 20% of new market housing development to be affordable. The SHMA 2021 also identified the need to increase and diversify the supply of specialist housing for older people. There is a need for 3,481 more units of accommodation for older people by 2037, which should include 2,332 sheltered/retirement, Extra-Care, co-housing units and 1,149 residential care bedspaces.

The [interactive map](#) shows the housing sites that were being considered for development as part of the emerging Local Plan in May 2022 and the emerging Policies Maps can also be viewed at <https://www.wirral.gov.uk/planning-and-building/local-plans-and-planning-policy/wirral-new-local-plan/new-local-plan-0>. The final Local Plan is expected to be formally adopted in early 2025. The latest documentation on [the Local Plan can be viewed on the Council's website](#).

The map below (**Map 1**) outlines those current housing proposals across Wirral (2024).

Map 1: Development proposals and location of Pharmacies



Source: Produced by Wirral Council, Economic and Housing Growth Team (2024)

4.5. Regeneration Projects in Wirral: Implications for Health Services

The main area for new housing development is expected to be the Birkenhead 2040 Regeneration Framework Area, shown in **Map 1** above.

The Framework Area includes most of Birkenhead, from Hamilton Square and Woodside in the east to the M53 slip-road in Poulton in the west. It also includes parts of Seacombe, towards New Brighton in the north, and the areas towards Cammell Laird in the south. The largest localised increases in new housing will be at 'Wirral Waters', around the East Float docklands, in and around Birkenhead Town Centre and Woodside, and to the south of the Town Centre at Hind Street. There will also be significant new development in Bromborough, mainly to the east of the A41.

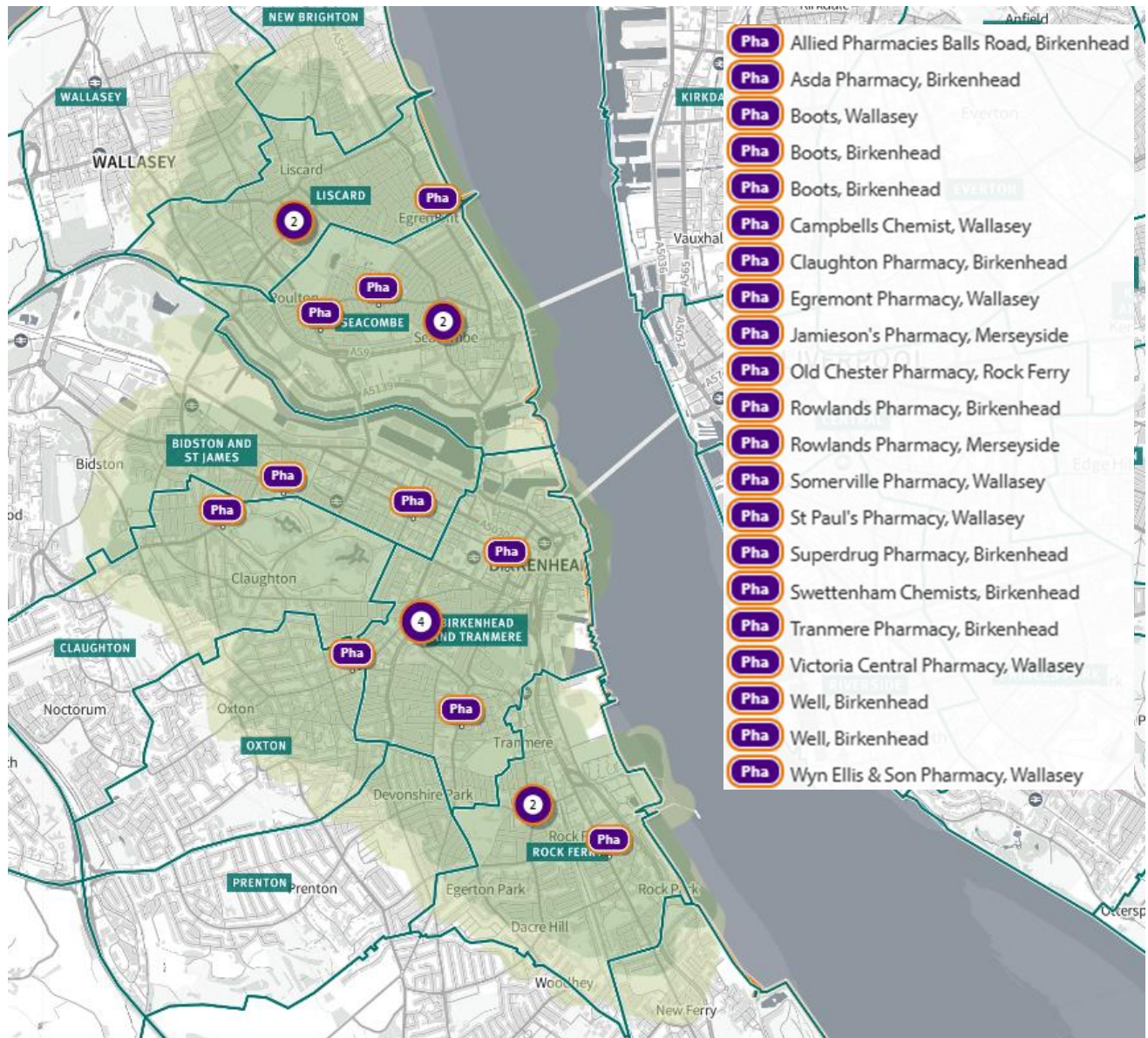
Work by Wirral Council looked to establish which GP Practices and other Health venues might be affected as a result of the Birkenhead Regeneration Framework. The detailed analysis, completed as part of the development of the draft Local Plan, sought to understand potential impacts of increased resident numbers within the new development areas.

The analysis identified that the Vittoria Medical Practice and the Hamilton Medical Practice were likely to see the greatest increases in footfall from potential new residents.

These two Medical Practices highlighted in yellow on **Map 2 below** are the closest local pharmacies. There are pharmacies both within these two GP Practices, and close by, providing a range of pharmaceutical services.

In addition, there are several other pharmacy sites either within a short car journey, accessible on foot, by bicycle and/or by public transport. **Map 2** suggests that there would be twenty pharmacies within 15 to 20 minutes walking time of the potential new resident population. **Map 6** provides an overview of all Wirral Pharmacies and as the map demonstrates, there is a wide geographic distribution across the borough.

Map 2: Pharmacy availability within Birkenhead and Seacombe Regeneration area (2024)



Source: Public Health Intelligence Team, Wirral Council using SHAPE Atlas 2024

Note: Yellow circles represent Vittoria Medical Centre and Hamilton Medical Centre



4.6. Extra Care Housing Developments (2024)

The most recent [Wirral Council Extra Care Housing Gap Analysis](#) suggests that 666 new units of Extra Care Housing and sheltered housing should be developed by 2030. This will involve identifying sites and targeting future schemes to meet needs in specific locations. Based upon the conclusions of the gap analysis, it was recommended that development of extra care provision is targeted in South Wirral, West Wirral, Birkenhead and Tranmere and Wallasey.

This increase is not expected to see new residents arrive in the borough, rather, movement of current residents to new facilities is anticipated. On-going review and monitoring of this will be important to understand so that any future potential pharmaceutical need can be considered.

4.7. Primary Care Estates Developments

There are currently 43 GP practices in Wirral, operating across 57 premises as some practices occupy premises on more than one site. The estate is varied, with 11 Practices operating in owner occupied premises and 46 rented from other landlords including 2 rented from NHS Property Services, 5 rented from Wirral Community Health and Care NHS Foundation Trust and 2 rented from Primary Health Properties.

To facilitate the continued improvement of general practice estate, the Cheshire and Merseyside Integrated Care Board (ICB) with the support of NHS England, allocate improvement grant (IG) funding to practices annually. All eligible Wirral practices can apply for this funding to support premises developments and improvements. Since April 2022, 13 improvement grant applications have been approved. As of November 2024, there are no planned primary care developments related to pharmacy provision.

5.0. Population Profile

5.1. Location

Wirral is as diverse as it is distinctive. It is a Borough of disparities. Some of the most affluent wards sit side by side with some of the most deprived wards. There are significant inequalities in income and life expectancy depending on where residents live. Below is an overview of many key headlines about Wirral as a place:

- A Peninsula of 15 miles long and 7 miles wide, bounded by the River Dee to the west, River Mersey to the east, and the Irish Sea to the north (**see Map 3 below**).
- Transformational regeneration of Wirral Waters and Birkenhead underway, creating sustainable waterfront neighbourhoods and urban parks on the left bank of the Mersey.
- There are 50 miles of rural walking routes, cycle areas and beaches and 24 miles of coastline, featuring the longest promenade in Britain and 5 nature reserves.
- Some of the best parks and green spaces in the country – boasting 30 Green Flags and the world's first publicly-funded park in Birkenhead.
- Untapped built, industrial, maritime, and social heritage that is internationally significant. This includes the ongoing/planned development of a Maritime Knowledge Hub to support innovation in the sector.
- Current estimated population of 324,852 makes it one of the largest metropolitan boroughs in England, projected to grow by 3.5% by 2043.
- Compared to Liverpool City Region partners, and England as a whole, the borough also has a diverse make up in terms of age, with a relatively higher older population and a low proportion of people in their twenties and thirties.
- Wirral is the twelfth largest metropolitan council in England in terms of population. It is also the second largest local authority in Liverpool's City Region and bigger than many cities such as Newcastle, Derby, Leicester, and Nottingham. If Wirral was located in the East Midlands, it would be the largest metropolitan council in that region.

Map 3: Location of Wirral, related to North West and Wirral Wards boundary areas (2024)



Source: Public Health Intelligence Team using [QGIS](#) (2024)

5.2. Population Structure and Projections

5.2.1. Resident population

The residentⁱ population of Wirral is estimated to be 324,852, (Office for National Statistics (ONS) mid-2023 population estimates). 48.4% of the population are male (157,319) and 51.6% female (167,533).

The population age structure is illustrated in **Figure 2** below. As the chart shows, Wirral has an older population than the England average, with a lower proportion aged 20-44 and a higher proportion of the population aged 50-84.

ⁱ The estimated resident population of an area includes all people who usually live there. Members of UK and non-UK armed forces stationed in the UK are included whilst UK forces stationed outside the UK are excluded. Students are taken to be resident at their term time address.

Figure 2: Wirral resident population compared to England, Mid-2023 estimates by age and gender structure



Source: Office for National Statistics (ONS), [Mid-Year Population Estimates \(2023\)](#)

5.2.2. GP Registered Population

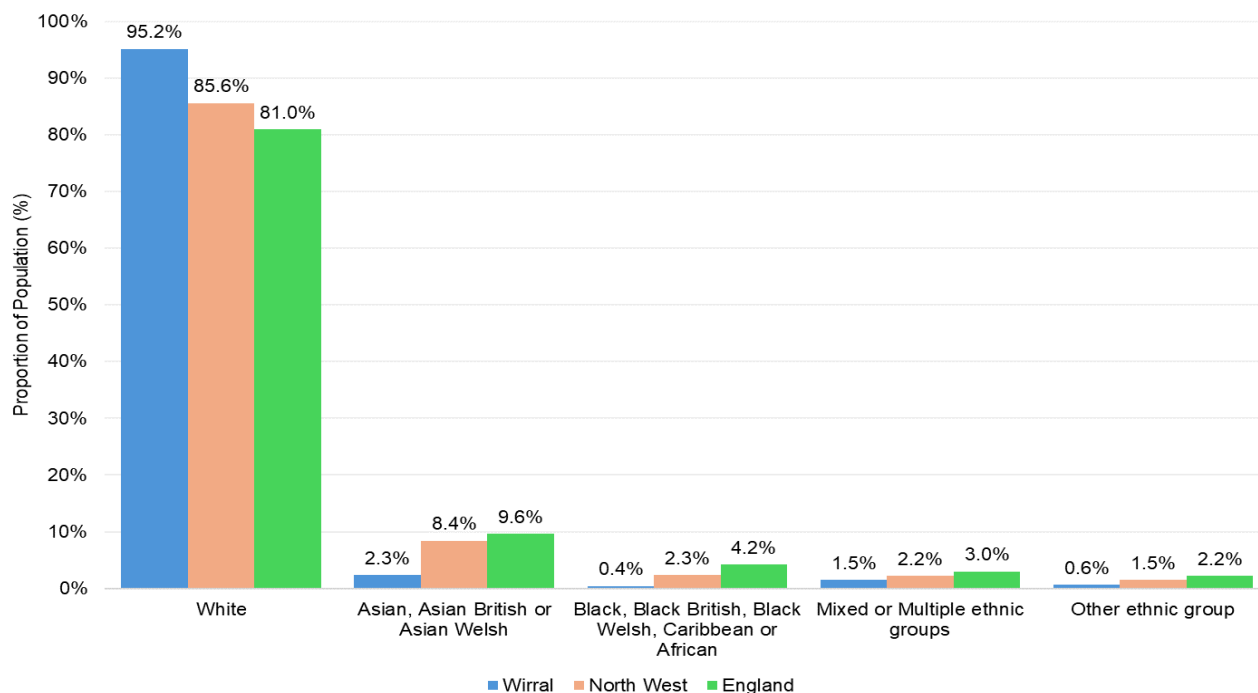
Most people who live in Wirral are registered with a Wirral GP for their primary health care. However, there is not a 100% match. People who move into and out of the borough may prefer to stay with their original GP.

This means some people residing in neighbouring boroughs are registered with Wirral GPs and some Wirral residents will be on a GP register outside the borough. There are more people registered with a Wirral GP than there are residents, 345,594 registered (as of October 2024) compared to 324,852 resident (2023 mid-year estimate).

5.2.3. Ethnicity

Previous Census results highlight that Wirral has a relatively small but increasing ethnic population. Based on the latest 2021 Census figures, 95.2% of residents identified as White. As **Figure 3** illustrates this is significantly higher than both the North West (85.6%) and England (81.0%).

Figure 3: Proportion of Wirral population (compared to North West and England) by Broad Ethnic Group, 2021



Source: Office for National Statistics (ONS), [Census 2021](#)

5.2.4. Population change

Population projections suggest that the total population in Wirral is expected to increase slightly over the short-term, with an anticipated growth of 1.2% between 2023 and 2028, from 324,900 to 328,800. Over the longer-term, to 2043 projections suggest the Wirral population will increase to 336,300.

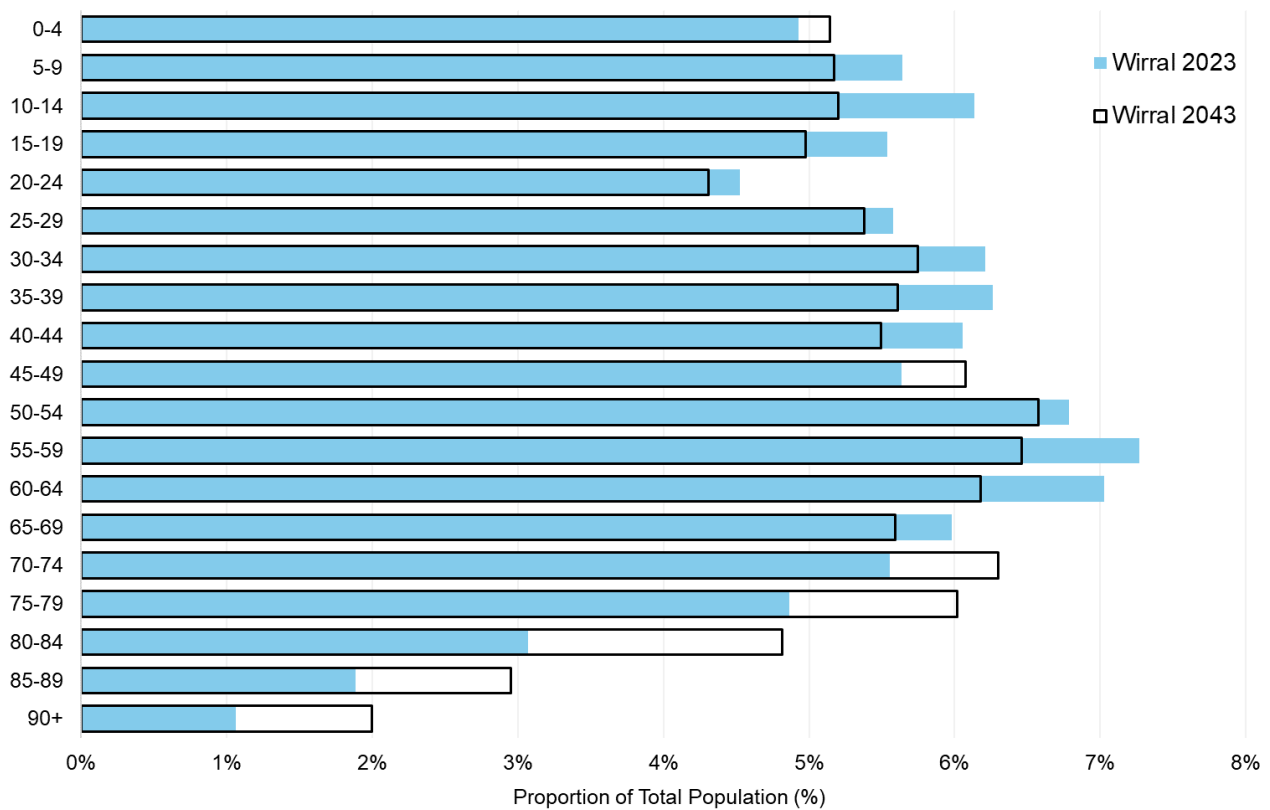
This growth in population is driven largely by increases in the population aged 65 and over. Growth in this age group is projected in both terms of absolute numbers, (with an increase of over 20,000 people aged 65 and over anticipated), and in the proportion of the population aged over 65, from 22.4% to 27.7%. **Figure 4** shows how Wirral's population structure is projected to shift over the next two decades, and illustrates the proportional decreases anticipated in most age groups aged under 70 between 2020 and 2043.

Birth rates have been decreasing locally and nationally over many years and are currently at their lowest in history. Latest data from the Office for National Statistics (ONS), displayed in **Figure 5**, show that, in 2023, there were 2,813 live births in Wirral. This compares to a peak of 4,998 live births in 1987.

The General Fertility Rate (GFR), the number of live births per 1,000 women aged 15-44, was lower than 50.0 per 1,000, in both Wirral and England for the first time on record, as shown in **Figure 6**.

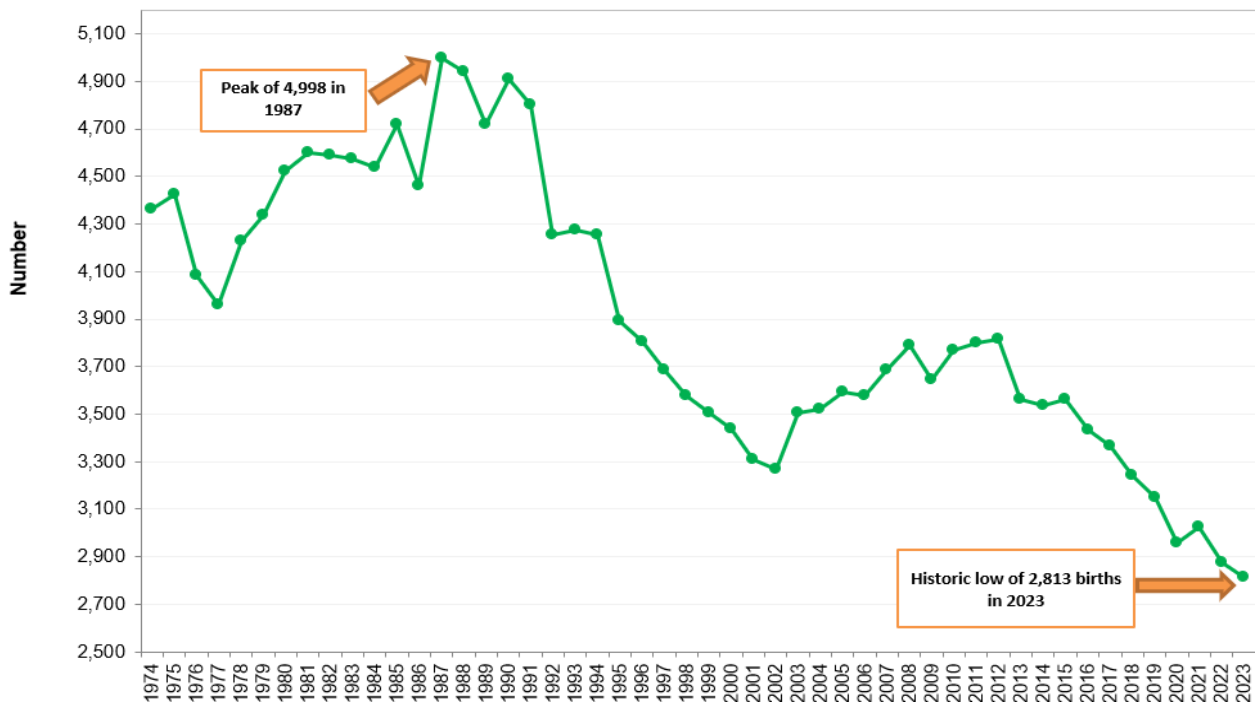
The changing population structure can impact on demand for all health services including pharmaceutical services. The 'ageing population' is likely to increase pressures on NHS and social care as this age group makes up a disproportionately significant percentage of GP consultations, hospital admissions and social services. This, in turn, is likely to have an impact on prescribing levels and the need for pharmaceutical services.

Figure 4: Wirral Population Projections 2023 to 2043



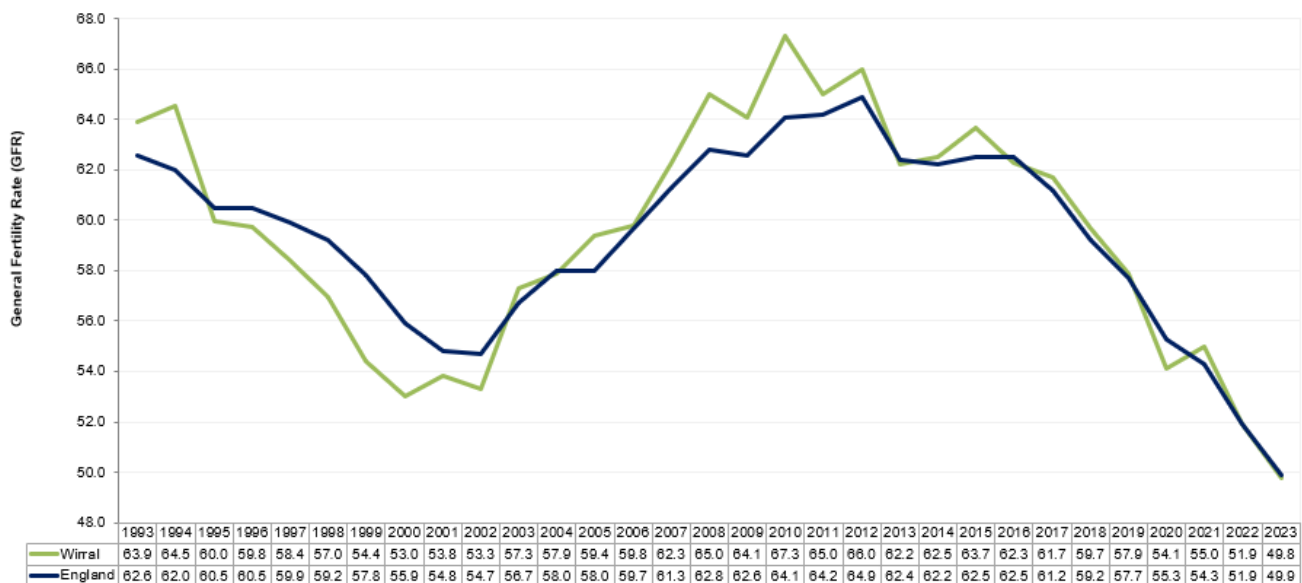
Source: Office for National Statistics (ONS), [Mid-Year Population Estimates \(2023\)](#) and [2018-based Population Projections](#)

Figure 5: Trend in the number of live births in Wirral, 1974-2023



Source: Office for National Statistics (ONS), [Births in England and Wales: birth registrations, 2023 edition](#)

Figure 6: Trend in General Fertility Rate (GFR) in Wirral and England, 1993-2023



Source: Office for National Statistics (ONS), [Births in England and Wales: birth registrations, 2023 edition](#)

5.3. Deprivation and socio-economic factors

The Indices of Deprivation is a measure of relative deprivation at a small area level covering all 32,844 Lower Super Output Areas (LSOAs) in England. In other words, it measures how deprived an area is in comparison to all other areas of England. It is a valuable tool to identify disadvantaged areas so that policy makers can target limited resources where they are most needed.

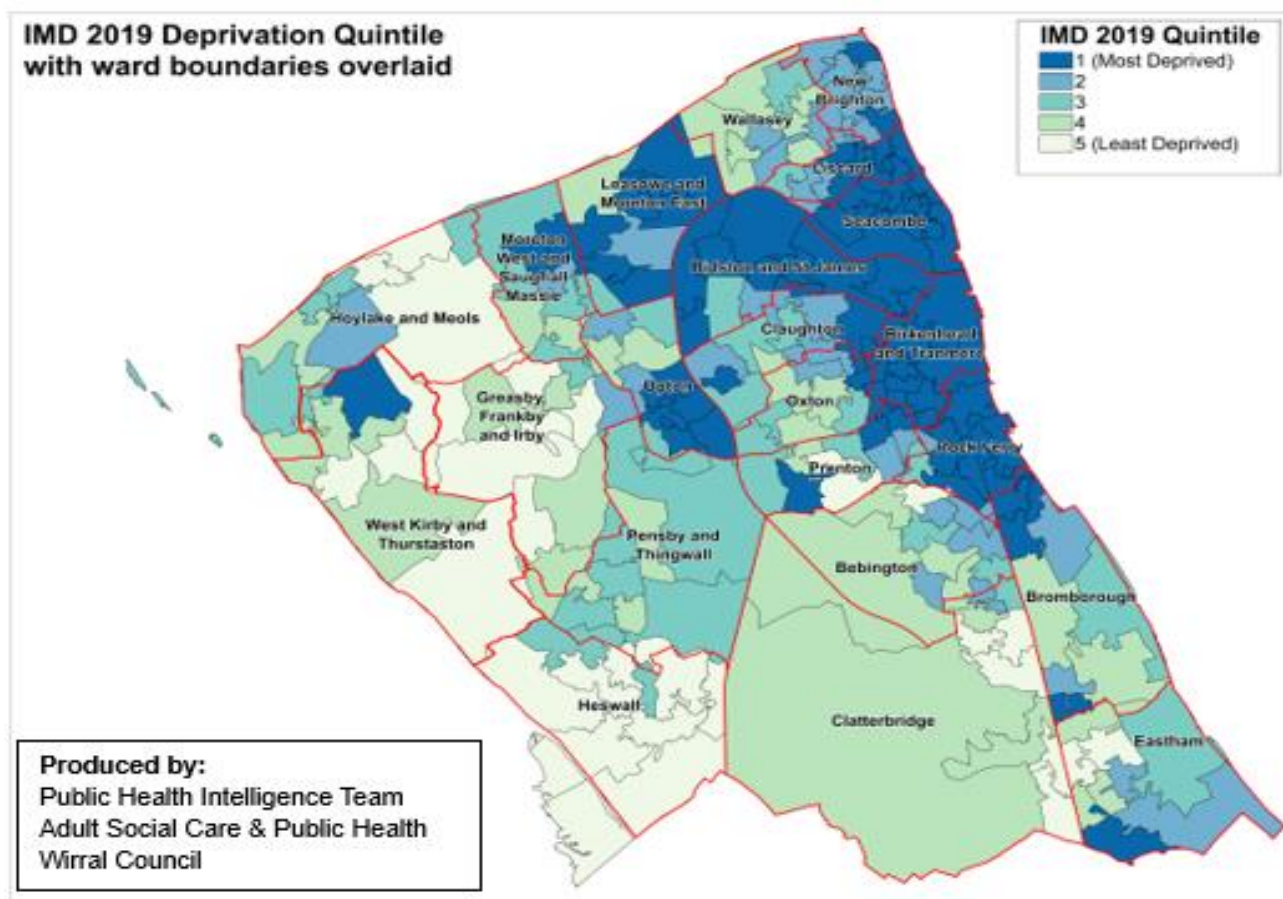
Deprivation covers a broad range of issues and refers to unmet need caused by a lack of resources of all kinds, not just financial resources. The main output of the Indices of Deprivation is the Index of Multiple Deprivation (IMD) which combines measures across seven distinct aspects of deprivation: income, employment, education, health, crime, barriers to housing and services, and living environment.

The IMD is the most widely used output of the indices, but each domain provides insight into a particular area of deprivation.

Overall, Wirral is not ranked within the 20% most deprived of local authorities, however, there are many areas within the borough that experience severe deprivation. These are largely located in the East of the borough, as shown in **Map 4** below.

The next national Index of Multiple Deprivation (IMD) for England is planned to start in 2025, reporting in 2026.

Map 4: Geographical distribution of deprivation in Wirral, IMD 2019

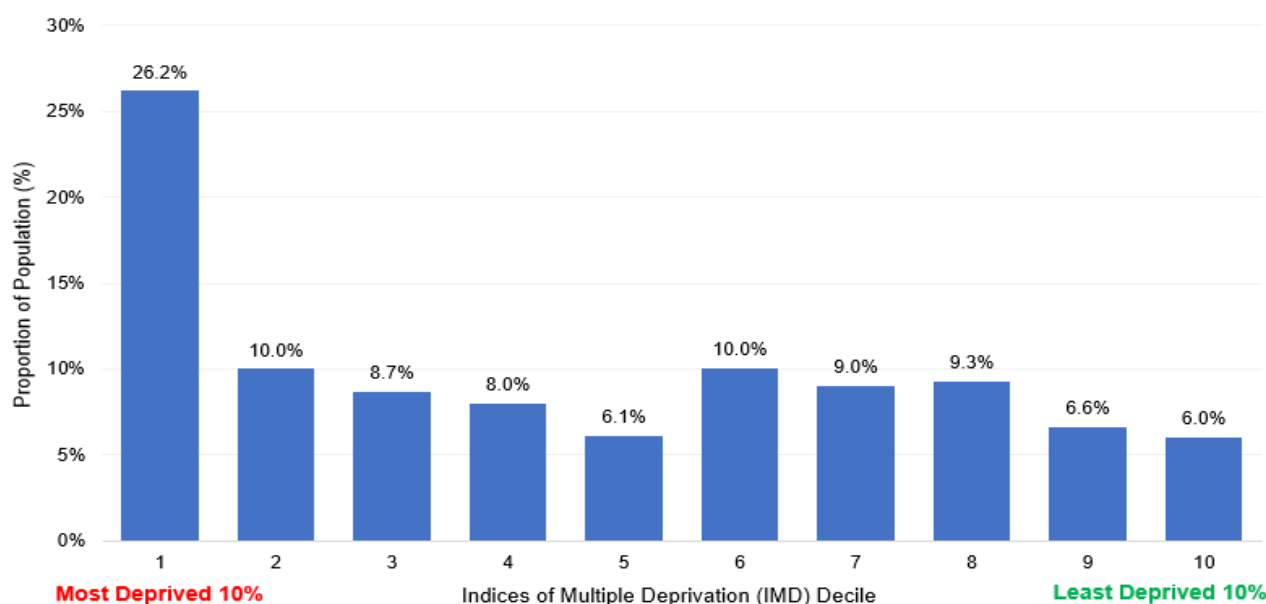


Source: Ministry of Housing, Communities and Local Government: [English indices of deprivation 2019](#)

Map 4 above shows the levels of deprivation across the borough, by lower super output area or LSOA (statistical geographical areas of approximately 1,500 population), using national quintiles. Wards to the east of the borough such as Birkenhead and Tranmere, Seacombe and Rock Ferry experience higher levels of deprivation than other areas of Wirral. These areas also experience poorer health outcomes and higher levels of illness.

As **Figure 7** shows, just over 36% of the Wirral population (around 115,500 people) live in areas classified within the most deprived 20% of areas in England. This has increased since the last Index of Multiple Deprivation (IMD) in 2015, when 32% of the Wirral population were classed as living in the 20% most deprived areas nationally.

Figure 7: Wirral population distribution by national deprivation decile, IMD 2019



Source: Ministry of Housing, Communities and Local Government: [English indices of deprivation 2019](#)

There is an identified link between socio-economic deprivation and issues of polypharmacy. The [Department of Health and Social Care publication 'Good for you, good for us, good for everybody' \(2021\)](#) review was set up to develop recommendations to reduce overprescribing, which is where people are given medicines they do not need or want, or which may do them harm.

This review found that the number of people taking one or more medicine does not vary significantly between the areas of highest and lowest social and economic deprivation. In other words, those living in a relatively poorer area are not that much more likely to be taking medicine than the average. However, those living in the most deprived areas are much more likely to be taking eight or more medicines, and this difference is not down to the age or sex of the local population.

The review goes on to suggest that polypharmacy increases with relative deprivation, and the report highlights a rate of those on eight or more medicines being 2.8 times greater in the most deprived areas compared to the least deprived.

They could not commit to say from this work that this proportion of polypharmacy is problematic: the authors suggest it could be that some or all of the difference is down to a higher rate of illness in more deprived areas. Deprivation does increase the risk of overprescribing: for example, their data pointed to almost two in three people, who are taking eight or more medicines, are on at least one drug that may cause dependency.

5.4. Population health

This section provides a succinct and high-level overview of some key statistics relating to health within the borough. More detailed information is available in [Wirral's State of the Borough report](#). Additional information on health and wellbeing is also provided in relation to protected characteristics groups in section 5.5. Section 6 provides the health profile for Wirral produced by the Office for Health Improvement and Disparities (OHID). This is useful context and compares Wirral with national averages.

5.4.1 Headline health indicators

- Average life expectancy (at both birth and 65) for both men and women has worsened and remain statistically significantly worse than England.
- Internal differences in life expectancy remain substantial. There is now a gap of 11.2 years for life expectancy at birth amongst men living in the most deprived 10% of Wirral compared to the least deprived. For females the gap is 10.4 years (2020-2022).
- Cancers and cardiovascular disease are the largest causes of avoidable deaths for the borough.
- Latest figures (2021-23) show mortality rates for cardiovascular disease in Wirral are below both the North West and England.
- Respiratory disease mortality rates in Wirral are higher than North West and England averages.

5.4.2 Long term conditions

- The GP Quality and Outcomes Framework (QOF) data shows that in 2023/24 the prevalence of recorded coronary heart disease (CHD) in Wirral was 3.8% (13,215 people). This is greater than both England (3.0%) and the North West (3.4%) for the same period.
- In 2023/24 the prevalence of hypertension in Wirral was 17.5% (60,336 people). This was also higher than both England (14.7%) and the North West (15.4%) for the same period.
- In 2023/24 there was 2.4% of the Wirral population who had experienced a stroke or Transient Ischaemic Attack (TIA). This was higher than both England (1.9%) and North West (2.2%) for the same period.
- Definitive figures for chronic primary pain are unknown but estimates suggest that it could affect 1-6% of the population in England ([NICE, 2024](#)); applying these figures to the estimated Mid-2023 Wirral population infers that between 3,250 and 19,500 people could be experiencing chronic primary pain.

5.4.3 Mental health

- QOF data shows that 2.8% of the adult population (18+) in Wirral were diagnosed with depression in the last 12 months (newly diagnosed) (2023/24). This is greater than both England (1.5%) and the North West (2.2%) for the same period.
- QOF (2023/24) figures show that approximately 1.1% of Wirral's adult population (18+) were diagnosed with a Severe Mental Illness (SMI). SMI's include schizophrenia, bipolar affective disorder, and other psychoses.
- Estimates suggest that there are approximately 46,897 people in Wirral diagnosed with certain mental health disorders, (including common mental disorders such as anxiety, depression, as well as other conditions such as borderline personality disorder, antisocial personality disorder and psychotic disorders).

5.4.4 Disease risk factors

- Smoking prevalence amongst adults continues to fall steadily and remains lower than the England average. Inequalities continue however, e.g. between those in routine and manual occupations and amongst those with mental illness compared to the overall prevalence.
- Smoking in pregnancy rates also continue to reduce in Wirral, latest figures (2023/24) showing Wirral to be no longer significantly higher than England.
- Levels of childhood obesity (in both Reception Year and Year 6) have decreased and are no longer statistically worse than the North West and England averages.

- Levels of activity amongst adults in Wirral has increased for the previous 3 years. However, it remains lower than the North West and England.

5.4.5 Preventative interventions

- Uptake of childhood immunisations is generally good. Data for 2022/23 shows that uptake of MMR is higher in Wirral than both the North West and England.
- Flu vaccination amongst those aged 65 and over is also higher in Wirral than the North West and England averages for 2023/24.
- Uptake of NHS Health Checks has continued to improve and is better than North West, but significantly lower than England.

5.5. Health and wellbeing of populations with protected characteristics

The Equality Act 2010 identified nine characteristics as 'protected characteristics'. These are the characteristics where evidence shows there is still discrimination in employment, provision of goods and services and access to services such as education and health.

The Equality Act 2010 also details other groups with a shared protected characteristic such as refugees and asylum seekers, offenders and homeless and rough sleepers, Traveller and Romani communities and military veterans. These groups can also face barriers to accessing health, social care and general support services, and evidence shows they can experience worse health outcomes. 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.

This section presents an overview of the main health issues associated with any of the nine protected characteristic groups and information relating to other vulnerable population groups. Where local figures and information is not readily available, national evidence and insight is also presented.

5.5.1. Age

The local population age profile is presented in [Section 5.2](#). The protected characteristic of age applies to all ages. Different issues affect different age groups, but the need for health services is generally greater amongst the very young and amongst older populations.

Children and young people: Evidence highlights the benefit and long-term value of focusing on children and young people's health and wellbeing outcomes. Ensuring the best start in life provides important foundations for good health and wellbeing into adulthood.

- Breast feeding is well evidenced to provide health benefits for both mother and baby and to promote attachment, however young mothers are among the groups least likely to breast feed (UNICEF). In Wirral, in 2023/24, 37.0% of babies were estimated to be breastfed at 6 to 8 weeks. This is significantly lower than the rate in England at 52.7%.
- Immunisation coverage for children aged between 2 and 5 years old was higher than the North West and England average for all vaccinations: DTaP (diphtheria, tetanus and pertussis), IPV (inactivated polio vaccine), Hib (haemophilus influenza B) - otherwise known as the 6-in-1 vaccine, Meningitis C, Hib booster, PCV (pneumococcal vaccine) and MMR (measles, mumps and rubella) at 2 and 5 years old. The only exception to this is Flu, where Wirral has a higher coverage than the North West, but lower coverage than England. There has, in recent years, been a trend of decreasing uptake both locally and nationally.

- First and second doses of HPV (human papillomavirus) vaccinations in females aged 12 to 13, and 13 to 14, were significantly affected during the COVID-19 pandemic, but are now beginning to recover to pre-pandemic levels. Most recent Wirral data, shows that first dose uptake is increasing (76.0% in 2022/23 compared to 68.7% in 2021/22), but second dose uptake is decreasing (64.6% in 2022/23 to 68.9% in 2021/22).
- In Wirral, in 2023, 22.6% of year 6 school children had experienced dental decay. This is significantly higher than in England (16.2%), and higher than the North West (20.2%) ([Oral health survey of children in year 6, 2023: Office for Health Improvement and Disparities](#)).
- In 2023, about 1 in 5 children and young people aged 8 to 25 years had a probable mental disorder ([Mental Health of Children and Young People in England, 2024](#): NHS Digital, 21st November 2023). Applying this to Wirral's latest 8 to 25 year old population (mid-2023 estimates, n=63,583), this corresponds to 12,717 children and young people.
- National data suggests that the prevalence of smoking in children is decreasing, almost two-fifths of adults who have ever smoked regularly started before the age of 16 ([Action on Smoking and Health \(ASH\), 2019](#)).
- Eight out of 10 obese teenagers go on to become obese adults ([Simmonds et al \(2016\)](#)). Latest National Child Measurement (NCMP) figures for Wirral (2023/24) show that 22.4% of Reception aged children (4 to 5 years) were overweight or obese, followed by 36.3% of children in Year 6. Both of these figures are lower than the North West average, but higher than the England average.
- Nationally, a young person is diagnosed with a Sexually Transmitted Infection (STI) every 4 minutes ([Gov.uk \(2018\)](#)).
- As well as increasing financial costs to supporting agencies, alcohol misuse in families can harm children in the short term and later in life, with evidence suggesting patterns of behaviour such as substance misuse, domestic abuse and unemployment ([Gov.uk \(2021\)](#)).

Older people (65+): [Section 5.2](#) provides an overview of the demographic profile within Wirral and highlights that the older population is projected to increase over coming years. Age is a risk factor for many conditions and this section presents a number of the key health statistics for older adults both nationally and locally.

- At age 65 years the average life expectancy in Wirral for males is 17.7 years. This compares with 18.4 years for England. For females, on the other hand, the average life expectancy at 65 and older in Wirral is 20.2 years. This compares with 20.9 years for England.
- Latest figures (2018-20) show that healthy life expectancy at 65 is also lower for males in Wirral than the England average; 10.1 years in Wirral compared to 10.5 years in England. For females, on the other hand, healthy life expectancy at 65 is higher; 11.9 years in Wirral compared to 11.3 years in England.
- The major causes of premature death within Wirral are cancer and cardiovascular diseases.
- Estimates for 2023 suggest that there were approximately 23,912 people aged 65+ years in Wirral with cardiovascular disease. This is projected to increase to 30,265 by 2040; an increase of 6,353 or 26.6%.
- Between 1990 and 2017, alcohol as an impact for disability adjusted life years (DALYs) worsened from 61st to 18th highest risk factor for those aged 70+ years and from 14th to 6th in those aged 50-69 years. (Institute of Health Metrics, 2020 via [Rao et al \(2021\)](#)).

- The proportion of the population with long-term conditions increases with age and is projected to increase with future cohorts of older people ([Kingston et al \(2018\)](#)).
- Whilst older people are less likely to take drugs, older people currently in treatment for substances misuse are more likely to be opiate dependent and therefore may require longer and more complex treatment ([NHS Digital \(2018\)](#)). This is particularly true for Wirral given the higher proportion of older people in treatment than most Local Authority areas.
- A high proportion of people aged 65+ live alone in Wirral (34.4%) and this percentage increases with age ([Census 2021](#)). This can lead to loneliness and social isolation, which are both risk factors for all-cause morbidity and mortality ([Fakoya et al \(2020\)](#)).
- Estimates suggest that the number of people aged 65+ with a depression diagnosis in Wirral was approximately 6,400 in 2023. This is projected to increase to approximately 8,000 by 2040; an increase of about 1,600 (or 25%).
- Older people living with frailty are at a much higher risk of admissions to care homes and/or hospital, having a disability and death. It is estimated that around half of those aged 65+ years live with frailty; 35% mild, 12% moderate and 3% severe ([AgeUK.org.uk \(2019\)](#)).
- Polypharmacy: Older people are more likely to be prescribed multiple medications putting them at increased risk of side effects and other health impacts ([National Library of Medicine, 2020](#)).
- Estimates for 2023 suggest that there were approximately 23,912 people aged 65+ years in Wirral with cardiovascular disease. This is projected to increase to 30,265 by 2040; an increase of 6,353 or 26.6%. Local data around lower back pain (CIPHA, restricted) shows that women are more likely to be diagnosed than men and that prevalence increases with age. However, this data also shows that people residing in the most deprived areas of Wirral are more likely to be diagnosed with lower back pain; 6.4 per 1,000 in the most deprived quintile compared to 5.2 per 1,000 in the least deprived quintile.

5.5.2. Sex

Population

- On average in the UK women live longer than men. The difference in life expectancy in Wirral between males and females is 2.8 years. Latest figures for life expectancy (2021-23) show that females in Wirral are estimated to have a life expectancy of 81.9 years. This compares with an England average of 83.1 years. Males in Wirral are estimated to have a life expectancy of 77.5 years for the same period. This compares to 79.1 years across England as a whole.
- Men tend to use health services less than women and present later with diseases than women do. [Consumer research \(2009\) by the Department of Health and Social Care](#) (DHSC) into the use of pharmacies showed men aged 16 to 55 to be 'avoiders' i.e., they actively avoid going to pharmacies, feel uncomfortable in the pharmacy environment as it currently stands due to perceptions of the environment as feminised/for older people/lacking privacy and of customer service being indiscreet.
- Women are more likely to experience a common mental health disorder ([\(DHSC \(2018\)\)](#)).
- Nationally, 75% of suicide cases were by males with females accounting for 25% of cases – this has been the trend in previous years. For 2020-22 the proportion of suicides in Wirral were split 77% male to 23% female, which is in line with the national ratio.

- Whilst prevalence of dementia is higher amongst women, some evidence suggests that men with dementia are more likely to receive better medical treatment than women with dementia ([University College London \(2016\)](#)).
- Less is known about conditions that only affect women, e.g. it can take, on average, 7-8 years and 10+ GP appointments for a women to receive a diagnosis of endometriosis ([DHSC \(2021\)](#)).
- Victims of domestic violence are at high risk of serious injury or death. The majority of victims are female; more than 80 women a year lose their lives to domestic homicide ([HM Government \(2020\)](#)).

5.5.3. Disability

- The 2021 Census indicates that 73,088 Wirral residents (22.8% of Wirral population) have a disability or illness that affects their day-to-day activities. This is higher than both the North West (19.8%) and England (17.2%).
- The 2023/24 GP Quality Outcomes Framework (QOF) register shows that the prevalence of learning disabilities in Wirral is 0.8%, compared to 0.6% in both the North West and England.
- There is a strong relationship between physical and mental ill health; being physically disabled can increase a person's chances of poor mental health.
- People with a disability can have co-morbidity of disabling conditions.
- People with learning disabilities are living longer, and as a result the number of older people with a learning disability is increasing. However, many people with a learning disability have considerable, and often multiple, physical and mental health conditions, and are at increased risk of developing chronic conditions from both genetic and lifestyle factors.
- People with a learning disability are 3 to 4 times as likely to die from an avoidable medical cause of death.
- Furthermore, compared with the wider population, the average age of death for people with a learning disability is 23 years younger for men, and 27 years younger for women.
- Between 30,000 to 35,000 adults with a learning disability in England are taking psychotropic medicines without a relevant diagnosis.

5.5.4. Pregnancy and maternity

- In 2023, there were 2,813 live births (from 2,779 maternities) in Wirral. Birth rate within Wirral has been decreasing over many years since the peak of 4,998 live births in Wirral in 1987.
- There are many common health problems that are associated with pregnancy. 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. There are opportunities to promote preconception health and reduce risk across the early and reproductive years.
- Smoking in pregnancy is the single biggest modifiable risk factor for miscarriages, stillbirths, premature birth and birth defects. Smoking in pregnancy rates in Wirral have fallen in recent years, from 13.9% in 2018/19 to 7.7% in 2023/24. However, smoking in pregnancy rates remain higher than the England rate of 7.4%, yet is lower than the North West rate of 8.4%.
- Overweight and obese women have a higher risk of poor birth outcomes and of their children being overweight or obese.

5.5.5. Ethnicity

Research shows that people from Black, Asian, and Minority Ethnic groups experience inequalities in health outcomes:

- Black and minority ethnic populations may face discrimination resulting from structural racism, which can reinforce inequalities through agencies such as housing or criminal justice and lead to negative impacts on people's lives ([The King's Fund \(2021\)](#)).
- Although ethnic minority groups broadly experience the same range of illnesses and diseases as others, there is a tendency of some within ethnic minority groups to report worse health than the general population and there is evidence of increased prevalence of some specific life-threatening illnesses.
- Ethnic differences in health are most marked in conditions such as Chronic Kidney Disease, Coronary Heart Disease, Diabetes and Hypertension ([LeDeR \(2019\)](#)).
- Ethnic differences in health are also marked in the areas of mental wellbeing, cancer, heart disease, Human Immunodeficiency Virus (HIV), tuberculosis and diabetes.
- An increase in the number of older people from ethnic minority groups is likely to lead to a greater need for provision of culturally sensitive social care and palliative care.
- Ethnic minority groups may face discrimination and harassment and may be possible targets for hate crime.

Traveller and Romani communities

- Travellers are a group considered to face some of the highest levels of health deprivation, with significantly lower life expectancy, higher infant mortality, and higher maternal mortality alongside mental health issues, substance misuse and diabetes. These issues are representative of various lifestyle factors alongside issues of poor education, lack of integration with mainstream support services and a lack of trust in such institutions.

Refugees and asylum seekers

- Asylum seekers are one of the most vulnerable groups within society often with complex health and social care needs. Within this group are individuals more vulnerable still, including pregnant women, unaccompanied children, and people with significant mental ill health. Whilst many asylum seekers arrive in relatively good physical health, some asylum seekers can have increased health needs relative to other migrants due to the situation they have left behind, their journey to the UK and the impact of arriving in a new country without a support network.
- Irregular or undocumented migrants such as those who have failed to leave the UK once their asylum claim has been refused, or those who have been illegally trafficked, also have significant health needs, and are largely hidden from health services.
- Some asylum seekers will have been subjected to torture as well as witnessing the consequences of societal breakdown of their home country, with consequences for their mental health. Culturally, mental illness may not be expressed or may manifest as physical complaints.
- Stigma may also be attached to mental ill health. Furthermore, western psychological concepts are not universally applicable to asylum seekers. Mental health problems such as depression and anxiety are common, but post-traumatic stress disorder is underestimated and underdiagnosed and may be contested by healthcare professionals. Children are particularly neglected in this area.

5.5.6. Religion and belief

- 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 treatment.
- Within Wirral, Census 2021 data showed that Christianity was the largest religion with 55% of people identifying as Christian. 42.6% reported either being of no religion or did not state their religion. 1% of the population report being of Muslim faith. Less than 1% of the population reported being of; Buddhist (0.3%), Hindu (0.4%), Jewish (0.1%) or Sikh (0.1%) faiths.
- 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.

5.5.7. Marital status

- There is considerable research into the correlation between marital status and health, with numerous studies stating the benefits of relationships.
- However, research also suggests that people who cohabit (likely to be those who are married or in a civil partnership) are more likely to 'share' lifestyle factors, such as diet, smoking status and similar stresses.
- This can, of course, be beneficial if shared lifestyle factors include behaviours such as a healthy diet and exercise. However, this can equally relate to poor habits such as smoking, excessive drinking and a poor diet. This, in turn, can lead to 'shared' health-related conditions, such as being overweight, hypertension and depression ([Jun et al, 2020](#)).

5.5.8. Sexual orientation

Data from the 2021 Census for Wirral residents aged 16+ showed that 90.7% of people identified as straight or heterosexual, 1.6% as gay or lesbian, 1.0% as bisexual with 6.5% not stating their sexual orientation. All other sexual orientations accounted for 0.2%.

Below are ten key statistics which the LGBT Foundation ([LGBT Foundation 2024](#)) believe most clearly evidence the sequential and significant impact of experiencing inequality over the life course. Where possible, these have been compared to the general population.

- In 2017, 21% LGBT people reported that they had experienced a homophobic, biphobic or transphobic hate crime in the previous 12 months, with this rising to 41% for trans people.
- It suggested that 23% of LGBT people have at one time witnessed anti-LGBT remarks by healthcare staff.
- In 2017, 1 in 6 LGBT people reported drinking almost every day in the last year, this compares to 1 in 10 adults in the general population who report drinking alcohol on five or more days per week.
- It suggested 45% of trans young people (aged 11-19) and 22% of cis LGB young people have tried to take their own life. Among the general population the NHS estimates this figure to be 13% for girls and 5% for boys aged 16-24.
- It suggested 24% of homeless people aged 16-24 are LGBT and 69% of these people believe parental rejection was a main factor in becoming homeless.
- It suggested 42.8% of LBT women said that they had experienced sexual violence compared to an estimated 20% of all women in the UK.

- It suggested 55% of gay, bisexual and trans men were not active enough to maintain good health, compared to 33% of men in the general population.
- In 2017, 52% of LGBT people reported experiencing depression in the previous year. This includes 67% of trans people and 70% of non-binary people.
- In 2017, 40% of trans people who had accessed or tried to access public healthcare services reported having experienced at least one negative experience because of their gender identity in the previous 12 months.
- It suggested 93% of LGBT specialists and service users consider that more work needs to be done to improve end of life services for LGBT people.

5.5.9. Gender re-assignment

Data from the 2021 Census for Wirral residents aged 16+ showed:

- Gender identity the same as sex registered at birth: 94.9%.
- Not answered: 4.8%.
- All other gender identities (including trans man and trans woman): 0.4%.

Gender identity refers to a person's sense of their own gender, whether male, female or another category such as non-binary ([ONS 2024](#)). This may or may not be the same as their sex registered at birth. Since the passing of the Gender Recognition Act 2004, there has been increasing public awareness of the transgender population. Evidence is growing that this community experiences significant health inequalities due to numerous factors.

Research from [Stonewall](#) shows:

- Two thirds of transgender people surveyed had experienced depression in the last year.
- That 62% of transgender people said they had experienced a lack of understanding of specific trans health needs by healthcare staff.
- Drugs and alcohol are processed by the liver as are cross-sex hormones. Heavy use of alcohol and/or drugs whilst taking hormones may increase the risk of liver toxicity and liver damage.
- Alcohol, drugs and tobacco and the use of hormone therapy can all increase cardiovascular risk. Taken together, they can also increase the risk already posed by hormone therapy.
- Smoking can affect oestrogen levels, increasing the risk of osteoporosis and reducing the feminising effects of oestrogen medication.
- Many transgender people struggle with body image and as a result can be reluctant to engage in physical activity.

6.0. Health Profile of Wirral

6.1. Summary of health issues (Wirral's Local Authority Health Profile)

Figure 8 below is Wirral's local authority health profile provided by the [Office for Health Improvement and Disparities](#). It provides an overview of health for each local authority in England. The profile pulls together existing information and data on a range of indicators for local populations, highlighting issues that can affect health in each locality. The aim of the profile is to help local government and health services make plans to improve the health of their local population and reduce health inequalities. It has been added to provide an overview of key Wirral health issues.

Figure 8: Key Health Statistics for Wirral (OHID Local Authority Health Profile)

Indicator	Period	Recent Trend	Wirral		North West		England	Worst	England		
			Count	Value	Value	Value	Range		Best		
Life expectancy and causes of death											
Life expectancy at birth (Male, 3 year range)	2020 - 22	—	-	77.0	77.3	78.9	73.4		82.5		
Life expectancy at birth (Male, 1 year range)	2022	—	-	77.9	77.7	79.3	73.8		82.7		
Life expectancy at birth (Female, 3 year range)	2020 - 22	—	-	81.5	81.3	82.8	79.0		83		
Life expectancy at birth (Female, 1 year range)	2022	—	-	82.1	81.7	83.2	79.2		83.2		
Under 75 mortality rate from all causes	2023	→	1,264	403.3	408.1	341.6	622.1		220.9		
Under 75 mortality rate from cardiovascular disease	2023	→	261	82.4	93.8	77.4	136.2		45.9		
Under 75 mortality rate from cancer	2023	→	438	137.5	134.5	120.8	182.1		81.9		
Suicide rate (Persons, 10+ yrs)	2021 - 23	—	99	11.9	13.3	10.7	19.6		4.2		
Injuries and ill health											
Killed and seriously injured (KSI) casualties on England's roads	2023	→	144	131.0*	89.7*	91.9*	588.8		21.9		
Emergency Hospital Admissions for Intentional Self-Harm	2022/23	↓	410	131.6	139.3	126.3	382.6		40.9		
Hip fractures in people aged 65 and over	2022/23	→	360	493	620	558	744		247		
Percentage of cancers diagnosed at stages 1 and 2	2021	→	1,082	55.7%	53.5%	54.4%	46.5%		2%		
Estimated diabetes diagnosis rate	2018	—	-	79.6%	81.1%	78.0%	54.3%		5%		
Estimated dementia diagnosis rate (aged 65 and older)	2024	→	3,199	66.6	68.9	64.8	51.3		5%		
Behavioural risk factors											
Admission episodes for alcohol-specific conditions - Under 18s	2020/21 - 22/23	—	80	40.6	31.2	26.0	75.5		3.8		
Admission episodes for alcohol-related conditions (Narrow)	2022/23	↓	1,566	477	475	475	856		247		
Smoking Prevalence in adults (aged 18 and over) - current smokers (APS)	2023	—	-	10.9%	11.8%	11.6%	22.3%		4.6%		
Percentage of physically active adults (19+ yrs)	2022/23	—	-	64.1%	65.7%	67.1%	51.4%		3%		
Overweight (including obesity) prevalence in adults (18+ yrs)	2022/23	—	-	76.3%	66.5%	64.0%	77.7%		77.7%		
Child health											
Under 18s conception rate / 1,000	2021	→	95	17.3	16.4	13.1	31.5		1.1		
Smoking status at time of delivery	2023/24	↓	206	7.7%	8.4%	7.4%	17.5%		2.8%		
Baby's first feed breastmilk (previous method)	2018/19	—	1,735	58.7%	62.4%	67.4%	43.6%		43.6%		
Infant mortality rate	2020 - 22	—	39	4.4	4.4	3.9	7.6		1.4		
Year 6 prevalence of obesity (including severe obesity) (10-11 yrs)	2023/24	↑	790	22.3%	23.3%	22.1%	31.0%		31.0%		
Inequalities											
Deprivation score (IMD 2019)	2019	—	-	29.6	28.1	21.7	45.0		5.8		
Smoking prevalence in adults in routine and manual occupations (aged 18 to 64) - current smokers (APS)	2023	—	-	28.1%	22.3%	19.5%	50.8%		5.0%		
Inequality in life expectancy at birth (Male)	2018 - 20	—	-	13.7	11.6	9.7	17.0		17.0		
Inequality in life expectancy at birth (Female)	2018 - 20	—	-	11.5	10.0	7.9	13.9		13.9		
Wider determinants of health											
Children in relative low income families (under 16s)	2022/23	↑	12,931	22.2%	26.7%	19.8%	42.2%		5.2%		
Children in absolute low income families (under 16s)	2022/23	→	9,248	15.9%	20.5%	15.6%	35.7%		4.2%		
Average Attainment 8 score	2022/23	—	-	44.4	44.5	46.2	36.1		36.1		
Percentage of people in employment	2023/24	→	141,600	73.7%	73.2%	75.7%	61.6%		61.6%		
Homelessness: households owed a duty under the Homelessness Reduction Act	2022/23	—	1,225	8.4	14.0	12.4	32.7		5.3		
Violent crime - hospital admissions for violence (including sexual violence)	2020/21 - 22/23	—	505	56.8	46.8	34.3	122.3		12.5		
Health protection											
Winter mortality index	Aug 2021 - Jul 2022	—	180	14.9%	8.2%	8.1%	30.1%		-6.8%		
New STI diagnoses (excluding chlamydia aged under 25) per 100,000	2023	↑	1,597	495	481	520	3,304		182		
TB incidence (three year average)	2020 - 22	—	22	2.3	6.5	7.6	41.3		0.8		

Source: [OHID Fingertips tool, Local Authority Health Profiles \(2024\)](#)

Pharmaceutical Needs Assessment

Part 3: Service provision: premises, prescribing, public access and commissioned services

7.0. Pharmacy Premises

7.1. Pharmacy providers

7.1.1. Community Pharmacy Contractors

Community pharmacy contractors can be individuals who independently own one or two pharmacies or large multinational companies e.g., Rowlands, Boots, Well, Asda or Tesco who may own many hundreds of pharmacies UK-wide.

Wirral has currently 77 pharmacy contractors (November 2024) (see [Appendix 1 for Map Legend of local providers](#) and [Appendix 2 for Wirral Map](#))

Every pharmacy premise must have a qualified pharmacist available throughout all its contractual hours, to ensure services are available to patients. In general, pharmacy services are provided free of charge, without an appointment, on a “walk-in” basis. Pharmacists dispense medicines and appliances as requested by “prescribers” via both NHS and private prescriptions.

In terms of the type of community pharmacies in Wirral, there are 77 providers delivering a minimum of 40 hours service per week.

Further details of community pharmacy opening hours can be found in [Section 7.5](#), [Appendix 3](#) and [Appendix 4](#).

7.1.2. Dispensing Doctors

Dispensing doctors’ services consist of dispensing for those patients on their “dispensing list” who live in more remote or rural areas. There are strict regulations which stipulate when and to whom doctors can dispense. **Wirral does not currently have any dispensing doctors/practices.**

7.1.3. Appliance Contractors

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

7.1.4. Local Pharmaceutical Services (LPS)

This is an option that allows commissioners to contract locally for the provision of pharmaceutical and other services, including services not traditionally associated with pharmacy, within a single contract. Given different local priorities, LPS provides commissioners with the flexibility to commission services that address specific local needs which may include services not covered by the community pharmacy contractual framework. **There are currently no LPS contracts in Wirral.**

7.1.5. Acute Hospital Pharmacy Services

There is one Acute Hospital Trust within Wirral’s catchment area that is [Wirral University Teaching Hospital NHS Foundation Trust](#). The next nearest providers are [Countess of Chester Hospital NHS Foundation Trust](#) and [Royal Liverpool and Broadgreen University Hospitals NHS Trust](#). Hospital Trusts have their own Pharmacy Departments whose main responsibility is to dispense medications for use on the hospital wards for in patients and during the outpatient clinics.

The [Clatterbridge Cancer Centre NHS Foundation Trust \(CCC\)](#) provide specialist cancer care and any associated services to patients from all over the UK and overseas, as well as the catchment areas of Merseyside, Cheshire, North Wales, the Isle of Man and parts of Lancashire. At the Clatterbridge site, PharmaC, a dispensing pharmacy, provides services across the site and under Service Level Agreements with CCC to supply CCC patients with specialist cancer dispensing services. NHS England does not contract them to deliver NHS pharmacy services.

7.1.6. Mental Health Pharmacy Services

The population of Wirral is served by the [Cheshire and Wirral Partnership NHS Foundation Trust](#) providing mental health services, learning disability services and substance misuse services across Cheshire and Wirral. They employ pharmacists to provide clinical advice within their specialist areas and they also commission a “dispensing service” from an approved provider of services to dispense the necessary medications for their patients at the various clinics across the borough. This is a private arrangement between the Trust and provider and not part of the NHS Pharmaceutical Services.

7.1.7. GP Out of Hours Services and Urgent Care Centres

Wirral Community Health and Care NHS Foundation Trust currently provide a GP out of hours service that offers telephone advice, home visits (when deemed clinically necessary) and face-to-face consultations at Arrowe Park. This service is accessed via NHS 111. The following additional nurse led services are available to walk-in or access via NHS 111 (*times and days correct - January 2025*):

Wirral Community Health and Care NHS Foundation Trust:

- Arrowe Park Urgent Treatment Centre: Monday – Sunday 8.00am – 10:00pm (including bank holidays).
- Victoria Central Hospital (VCH) Walk-in Centre and Minor Injuries (including x-ray): Monday – Sunday, 8.00am – 8.00pm (including bank holidays) (X-ray facilities – open at 8.30am – 7.30pm).
- Eastham Walk-in Centre: Monday – Sunday, 12.00noon – 8.00pm.

Miriam Primary Care Group:

- Birkenhead Medical Building Minor Illness and Injury Service: Monday – Sunday 8.00am – 8.00pm.

During normal pharmacy opening hours, patients attending these sites who subsequently require a medicine to be dispensed are provided with a prescription to take to a local community pharmacy. The GP Out of Hours service operates a limited formulary that provides medications needed for immediate, acute use e.g., courses of antibiotics or short-term pain relief. During late evenings and weekends, when pharmacy services may be more limited, and were deemed clinically necessary, patients may be provided with pre-packaged short courses of medication directly.

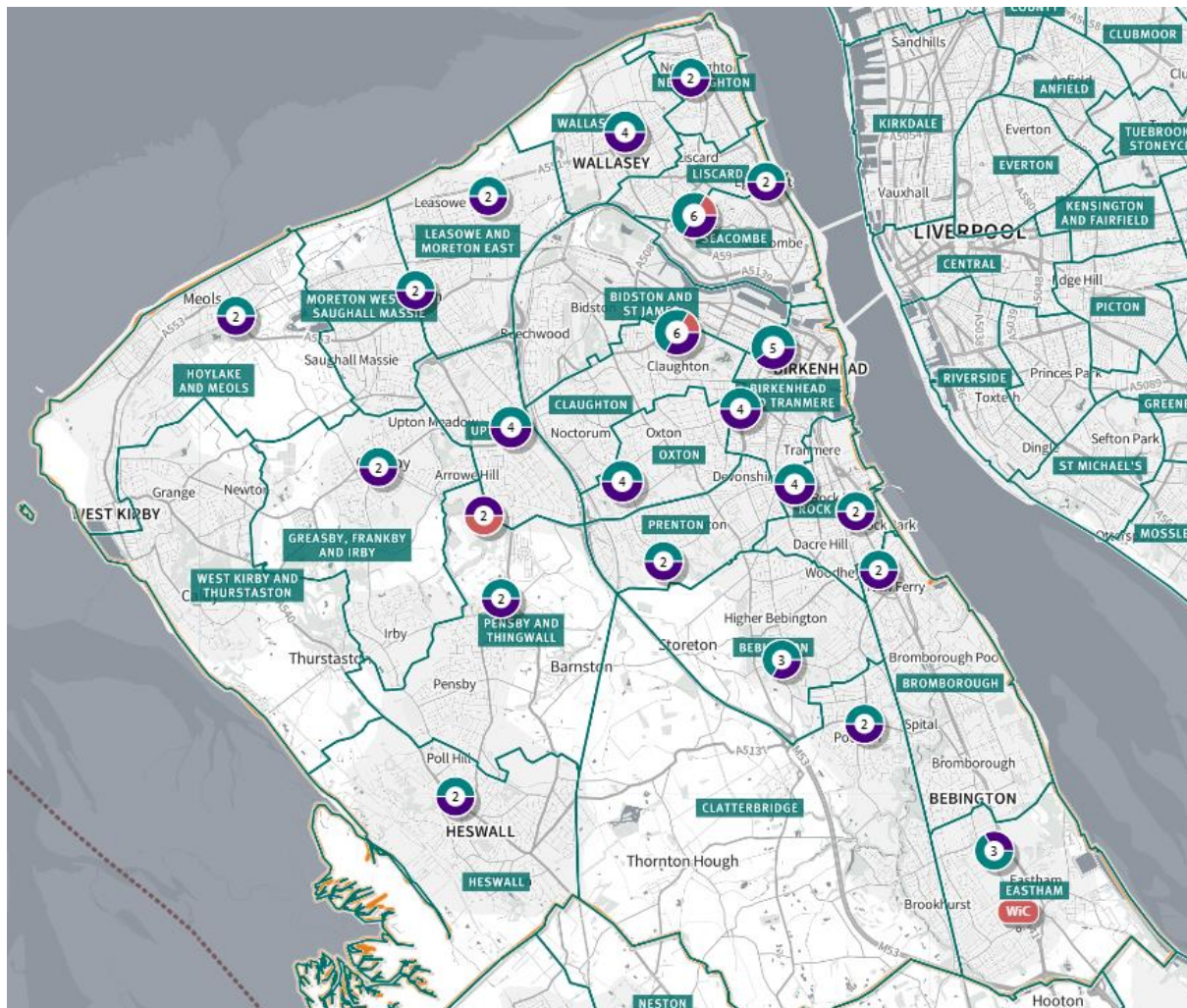
7.1.8. Pharmacy co-locations with GP surgeries/health venues

There are pharmacies co-located within GP Practice/Health Facility across Wirral and as demonstrated in **Map 5 below**. Currently (January 2025) 31 community pharmacies are co-located within 35 GP Practice/Health venues.

This linked provision is valued by residents with 324 people in the public survey (21.3% of overall comments on this question) suggesting this is their prime reason for choosing a pharmacy (see [Appendix 6 Pharmacy Contractors](#) and [Appendix 8 for Public Survey](#) results).

Also highlighted on the map are Arrowe Park Hospital Emergency Department and three Walk-In Centres, with all but one (Eastham) have adjacent community pharmacy provision.

Map 5: Wirral co-located Pharmacies and GP Practices/Health venues (November 2024)



Source: Public Health Intelligence Team, Wirral Council using SHAPE Atlas 2024

Note: The number and type of venue are described within the circle - GP Practices are green, Pharmacies are purple and Health venues are in orange. [This is a list of pharmacies, GP Practices and Health Care Centres related to this map.](#)

7.1.9. Bordering Services / Neighbouring Providers

The population of Wirral can access services from pharmaceutical providers not located within the local authority's own boundary. When reviewing pharmacy contract applications or making local service commissioning decisions, the accessibility of services close to the borders is considered.

For further information on such services please refer to the relevant neighbouring Health and Wellbeing Board's own PNA.

7.1.10. Quality Standards for Pharmaceutical Service Providers: Community Pharmacy Assurance Framework

Quality Standards for Pharmaceutical Service Providers are set by NHS England (NHSE) and require all pharmaceutical service providers to meet the high standards expected by patients and the public. NHS Cheshire and Merseyside has responsibility for monitoring the provision of Essential and Advanced Services. Arrangements for monitoring locally commissioned services may be set out in local contracts or Service Level Agreements.

NHS Cheshire and Merseyside use the Community Pharmacy Assurance Framework (CPAF) to monitor pharmacy contractors' compliance with the terms of the Community Pharmacy Contractual Framework (CPCF). CPAF was originally developed by NHS Primary Care Commissioning as a toolkit to assist Primary Care Trusts in assessing compliance and quality under the CPCF.

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

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

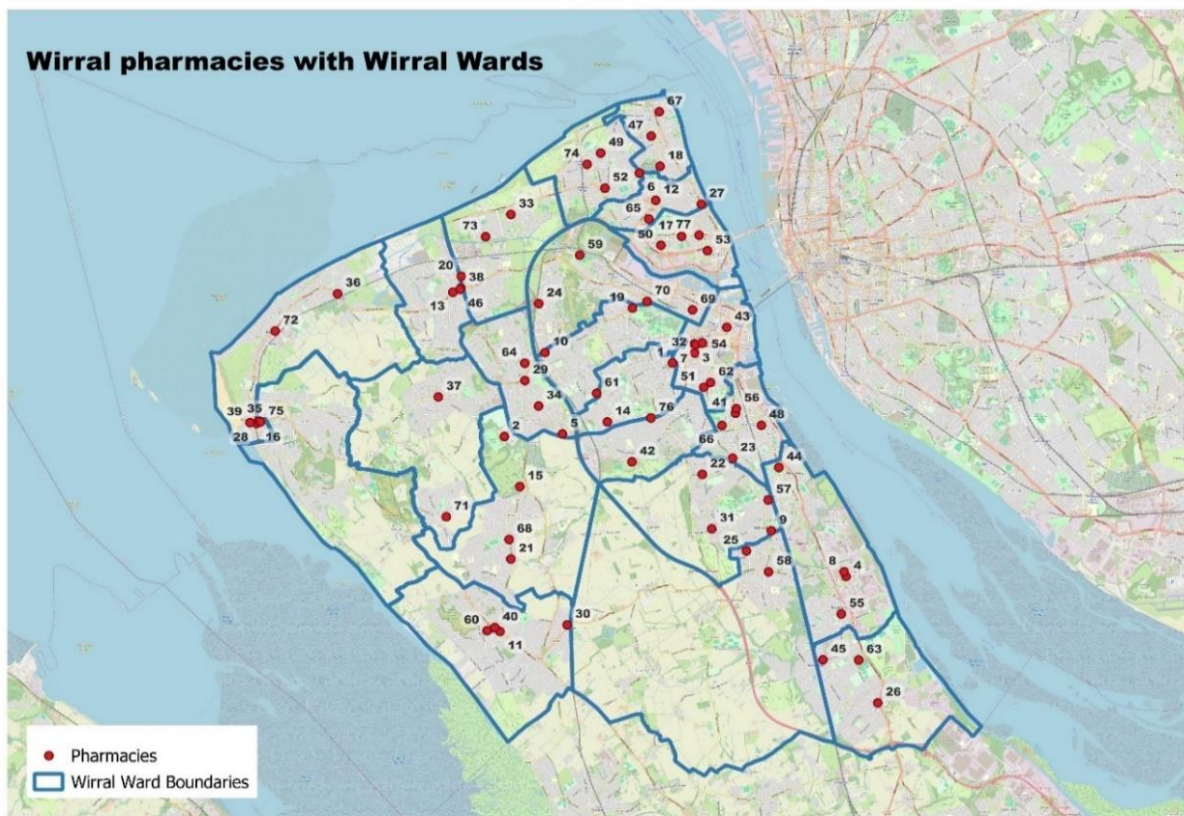
In addition to the structured process outlined above, NHS Cheshire and Merseyside will also take account of the findings from the annual community pharmacy patient questionnaire that is undertaken by the pharmacy contractor as well as any patient complaints relevant to pharmacy services. In cases where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

7.2. Community Pharmacy locations and level of provision

As of January 2025, there are 77 community pharmacies across Wirral. This is a reduction in the total number of pharmacies in Wirral since the last PNA, when there were 83. This reduction is in-keeping with the reduction in the number of pharmacies nationally. As Map 6 illustrates, there is good geographical spread across Wirral.

There is a higher concentration of pharmacies located in the more densely populated areas and each ward has at least 2 pharmacies*. Wirral has no distance selling pharmacies based within the borough though residents can access distance selling pharmacies at any time to have their dispensed medicines delivered (**see Map 6* below and [Appendix 1](#) for the full list of community pharmacies**).

Map 6: Location of Pharmacies in Wirral



Source: Public Health Intelligence Team using [QGIS](#) (2024)

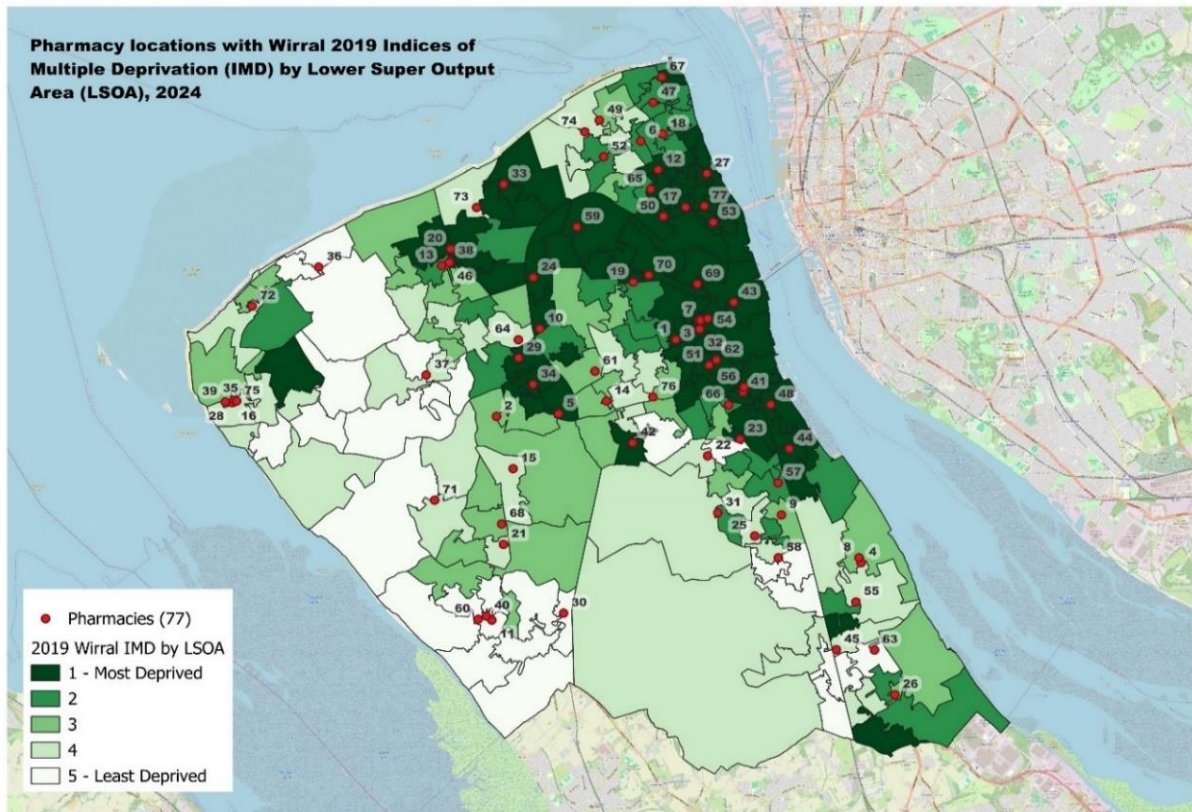
Notes: * Electoral Ward boundaries are used as the standard geography for analysis and presentation of data for this PNA. However, a pragmatic approach was taken given the boundary between West Kirby and Thurstaston ward and Hoylake and Meols ward meets on Grange Road, West Kirby. Pharmacies on this road have been assigned as within the area of West Kirby.

7.2.1. Distribution of Community Pharmacy

Map 7 and Map 8 below show that there is good provision of pharmacies across Wirral. All wards have at least 2 pharmacies, and there is higher concentration in the more densely populated areas, which are also generally the areas experiencing higher levels of socio-economic deprivation.

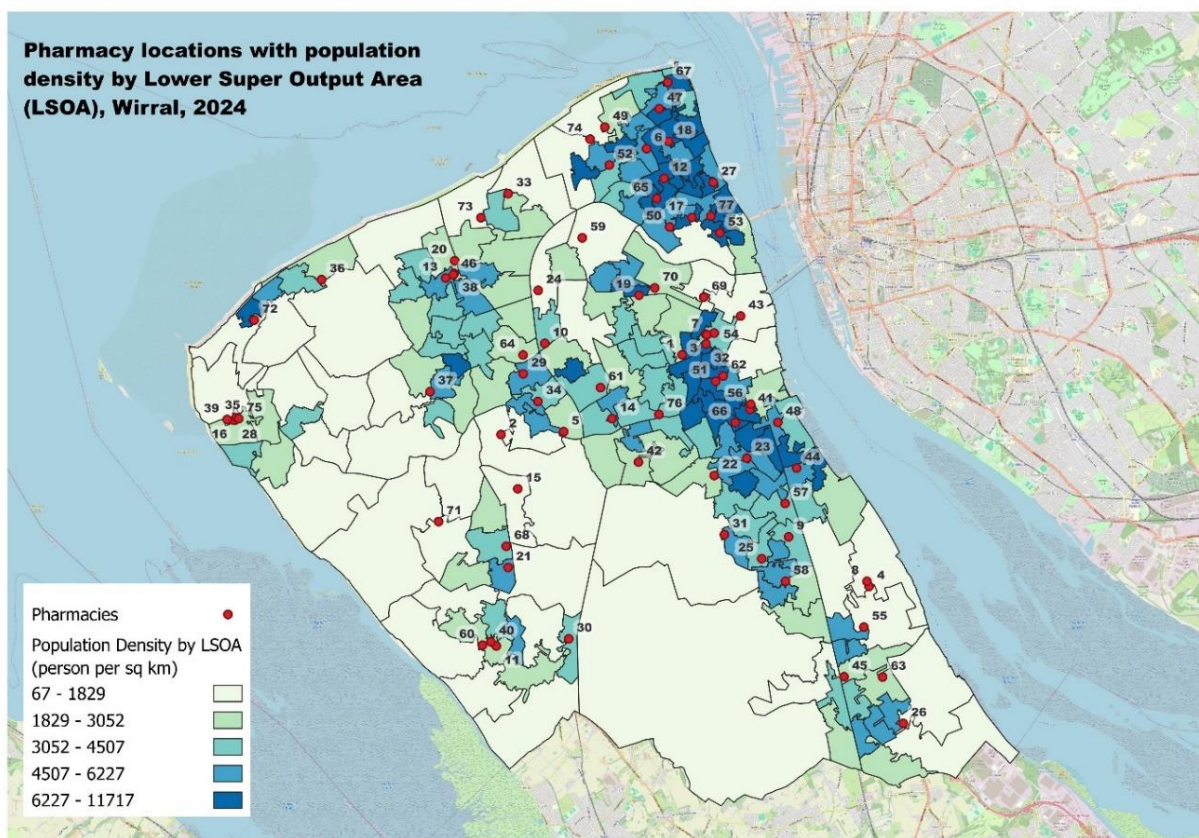
Areas with the lowest population density will have further distance/time to travel to a pharmacy. This is considered in more detail in **Section 7.4 below**.

Map 7: Pharmacy locations mapped against levels of local deprivation



Source: Public Health Intelligence Team using [QGIS](#) (2024)

Map 8: Pharmacy locations mapped against population density



Source: Public Health Intelligence Team using [QGIS](#) (2024)

7.2.2. Pharmacies per head of population

Wirral has a larger number of pharmacies in relation to the size of its population (23.9 per 100,000) when compared to Cheshire and Merseyside (21.7 per 100,000) and compared to England (20.1 per 100,000)ⁱⁱ.

This equates to one pharmacy for every 4,188 people in Wirral, compared to Cheshire and Merseyside that has 4,613 people per pharmacy (553 pharmacies). Nationally there are a total of 11,464 community pharmacies giving an average of approximately one community pharmacy for every 4,981 people in England.

There is variation at ward level, and the rate ranges from 2,369 residents per pharmacy in Birkenhead and Tranmere to Greasby, Frankby and Irby at 7,103 per pharmacy. **Figure 9** shows the number of pharmacies per 100,000 population at electoral ward level.

Figure 9: Crude rate of pharmacies* in Wirral per 100,000 population and population per pharmacy by Wirral ward, November 2024

Ward	Population (latest)	Pharmacy per 100,000 residents	Population per pharmacy
Bebington	15,304	19.6	5,101
Bidston and St James	16,050	24.9	4,013
Birkenhead and Tranmere	16,586	42.2	2,369
Bromborough	16,556	24.2	4,139
Clatterbridge	13,854	21.7	4,618
Claughton	14,729	20.4	4,910
Eastham	14,377	20.9	4,792
Greasby, Frankby and Irby	14,206	14.1	7,103
Heswall	13,325	30.0	3,331
Hoyle and Meols	13,037	15.3	6,519
Leasowe and Moreton East	15,082	19.9	5,027
Liscard	15,581	19.3	5,194
Moreton West and Saughall Massie	13,904	21.6	4,635
New Brighton	14,502	20.7	4,834
Oxton	13,620	14.7	6,810
Pensby and Thingwall	12,890	31.0	3,223
Prenton	14,604	13.7	7,302
Rock Ferry	15,388	32.5	3,078
Seacombe	15,203	26.3	3,801
Upton	16,659	24.0	4,165
Wallasey	14,509	27.6	3,627
West Kirby & Thurstaston	12,487	40.0	2,497
Wirral	322,453	23.9	4,188
Cheshire and Merseyside	2,550,846	21.7	4,613
England	57,106,398	20.1	4,981

Source: ePact2 (restricted) plus Source 2 +3

Source2: Local Insight for Ward pops (Mid-2022 estimates, not on published site)

Source3: CandM and England pharmacy numbers: [Contractor Details - CONTRACTOR DETAILS 202411 - Open Data Portal BETA](#)

Notes: New tables collated 2.0 (Prescribed items and pharmacy numbers is "Items and Pharmacies by Wirral Ward" document). **Notes:** Population is Mid-2022 estimates as these are the latest published at a small area level. **Note:** See Note for Map 6 regarding West Kirby and Thurstaston pharmacies. **Note:** *This is the number of pharmacies that we active as of November 2024 (77)

ⁱⁱ Based on the number of community pharmacies (as of January 2025) and ONS 2022 Mid-Year Population estimates 2022

The crude number of pharmacies per head of population does not take account of the size of the pharmacy or of demand or capacity within pharmacies. Dispensing data (presented in **Figure 19**) helps to give an indication of workload and demand.

Within the most recent Pharmacy Contractors Survey (see [Appendix 6](#)) respondents were asked about the potential impact of any increased demand for pharmaceutical services (e.g. dispensing, advanced and locally commissioned services) arising in their local area. These could be through new housing developments, nearby pharmacies closing or commercial reasons.

Almost 73% (48) of contractors said they had sufficient capacity to manage any future increased demand with a further 12 (18%) suggesting that with some alterations to premises they too could manage any potential future increases.

In the public survey of community pharmacy services (**Figure 10 below and Appendix 8**):

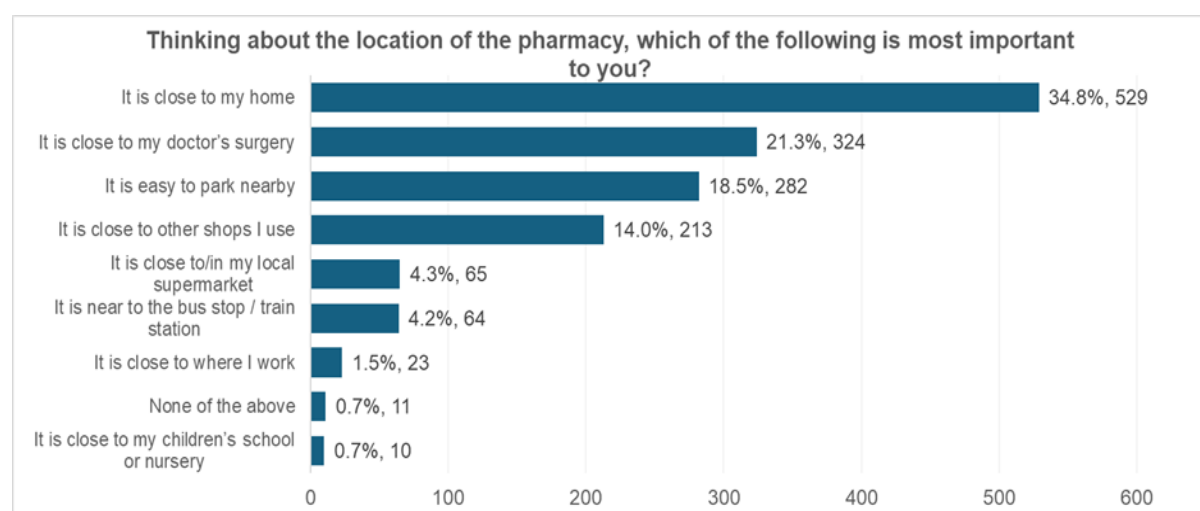
- Over 34% (529) stated the most important reason for choosing the pharmacy they regularly use was that it was close to their home.
- Over 21% (324) stated it was because it was close to their doctor's surgery.
- Almost 19% (282) said because it was easy to park nearby.
- 14% stated that their primary reason was because it was close to the shops they use.
- Other main reasons for choosing a pharmacy included – close to local supermarket (4%), near to transport links (4%), close to work (1.5%).

Further analysis of the public survey also highlighted:

- Pharmacy staff – in the main positive such as their professionalism, service provided, engaging with patients and friendly approach. But this is tempered with some less than positive experiences in terms of managing interactions with the public.
- There is also an acknowledgement of increased demand on staff within busy pharmacies.
- Increasing wait times in pharmacy for medications plus returning to the pharmacy to pick up/remainder of their medications.
- Access aspects were also raised including travel to, parking, where people could get to a pharmacy.

This suggests that there are a variety reasons people have in determining their preference for a particular pharmacy, and that depending upon circumstances, this could be altered to accommodate a change in their situation and need for a dispensed medicine.

Figure 10: Importance of pharmacy location from Public Survey Question 7 (2024)



Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

7.3. Access to and provision of community pharmacy services in local authorities bordering Wirral

Collaborative working across Cheshire and Merseyside in developing this PNA has ensured that there has been readily accessible information about pharmaceutical services along the borders of neighbouring boroughs that the residents of the nine Cheshire and Merseyside Local Authorities may access.

A pharmacy in a neighbouring borough may be closer to a resident's home or place of work, even though they are registered for NHS Services with a GP practice in Wirral. Wirral residents are served by cross border pharmacies in Neston, Willaston, Liverpool and Ellesmere Port (see **Map 9** below and **Section 8, Figure 21** for out of area prescribing/dispensing coverage).

In terms of pharmacy usage outside of Wirral there were, during 2023/24, over 41,000 items prescribed for Wirral residents dispensed at Cheshire West and Chester pharmacies, with over 16,000 of those being at pharmacies closest to the Wirral in Neston, Willaston and Ellesmere Port. There were just over 62,000 items prescribed to Wirral residents placed at Liverpool pharmacies. After that, most redeemed prescriptions were for online pharmacy or appliance contractors, which can be from any area of England.

Analysis of the information available suggests that cross border dispensing in Liverpool and Cheshire West and Chester supports Wirral residents in accessing pharmacy services on their terms and circumstances.

To our knowledge this work has not been repeated or further developed so remains a useful and reasonable approach for assessing travel accessibility, and for comparing the national picture with the local analyses.

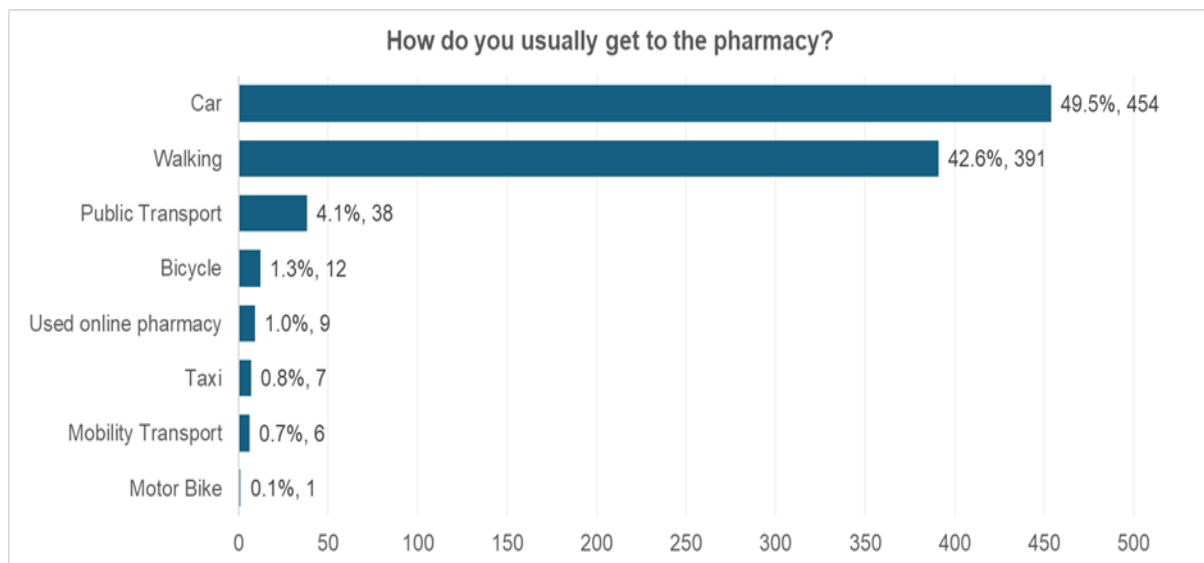
Key Messages

- All Wirral pharmacies are within a 5 to 10 minute car journey, and this is at peak and non-peak travel times (**Map 10 and Map 11**).
- 98.3% of Wirral residents are within 1 mile (1.6km) walking distance (**Map 12**), or 20 to 30 minute walking time, of a pharmacy (316,933 out of an estimated 322,453) (**Map 13 and Map 14**).
- 98.7% of Wirral residents are within 1 mile radius of a pharmacy (**See all Maps in [Appendix 12](#)**)
- The areas where people are further away from pharmacy are in Caldy (within West Kirby and Thurstaston Ward) and Clatterbridge Ward (**see Map 13 and Map 14**).
 - Car ownership (at least one car) in these areas is amongst the highest in Wirral; over 86% and 90% respectively ([Census 2021 in State of the Borough report](#)).
 - However, these areas have a proportionally older population that could require and rely upon pharmacy for their own or family's medication.
 - All 66 respondents to the Pharmacy Contractor Survey said they offered a free (80.3%) or paid (19.7%) for medications delivery service, but the public survey results suggested more could be done to raise awareness of this.
- All Wirral residents are within a 15-minute journey to a pharmacy by public transport on weekday mornings and evenings (relative to opening hours) (**see Map 13 in [Appendix 12](#)**)
- This is supported by the fact that most community pharmacies are within 500 meters of public transport access ([Appendix 6](#)).
- 99.6% of Wirral residents are within a 15-minute journey to a pharmacy by public transport on weekday afternoons (**see Map 14 in [Appendix 12](#)**).
- All Wirral residents are within a 20-minute journey to a pharmacy by public transport on weekend afternoons and evenings (relative to opening hours) (**see Map 15 in [Appendix 12](#)**).
- 99.2% of Wirral residents are within a 20-minute journey to a pharmacy by public transport on weekend mornings (relative to opening hours) (**See all Maps in [Appendix 12](#)**).
- All Wirral Pharmacies can be accessed by bicycle within 15 minutes (relative to opening hours) (**see [Appendix 12](#)**).
- Mapping drive times during the day (**Map 10**) and during rush hour (**Map 11**) shows that no populated location in Wirral is more than a 5 minute drive from a pharmacy during the day and 10 minutes away during rush hour.

Travel by Car

- The majority of Wirral residents have access to a car or van. Data from the Census shows households with no car or van has reduced from 30.8% in 2001 Census to 25.1% in the 2021 Census.
- The proportion of households with no car or van varies substantially at electoral ward level, from just 10.6% in Clatterbridge to 51.8% of households in Birkenhead and Tranmere.

Figure 11: Method used to get to the pharmacy from Public Survey Question 5 (2024)



Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

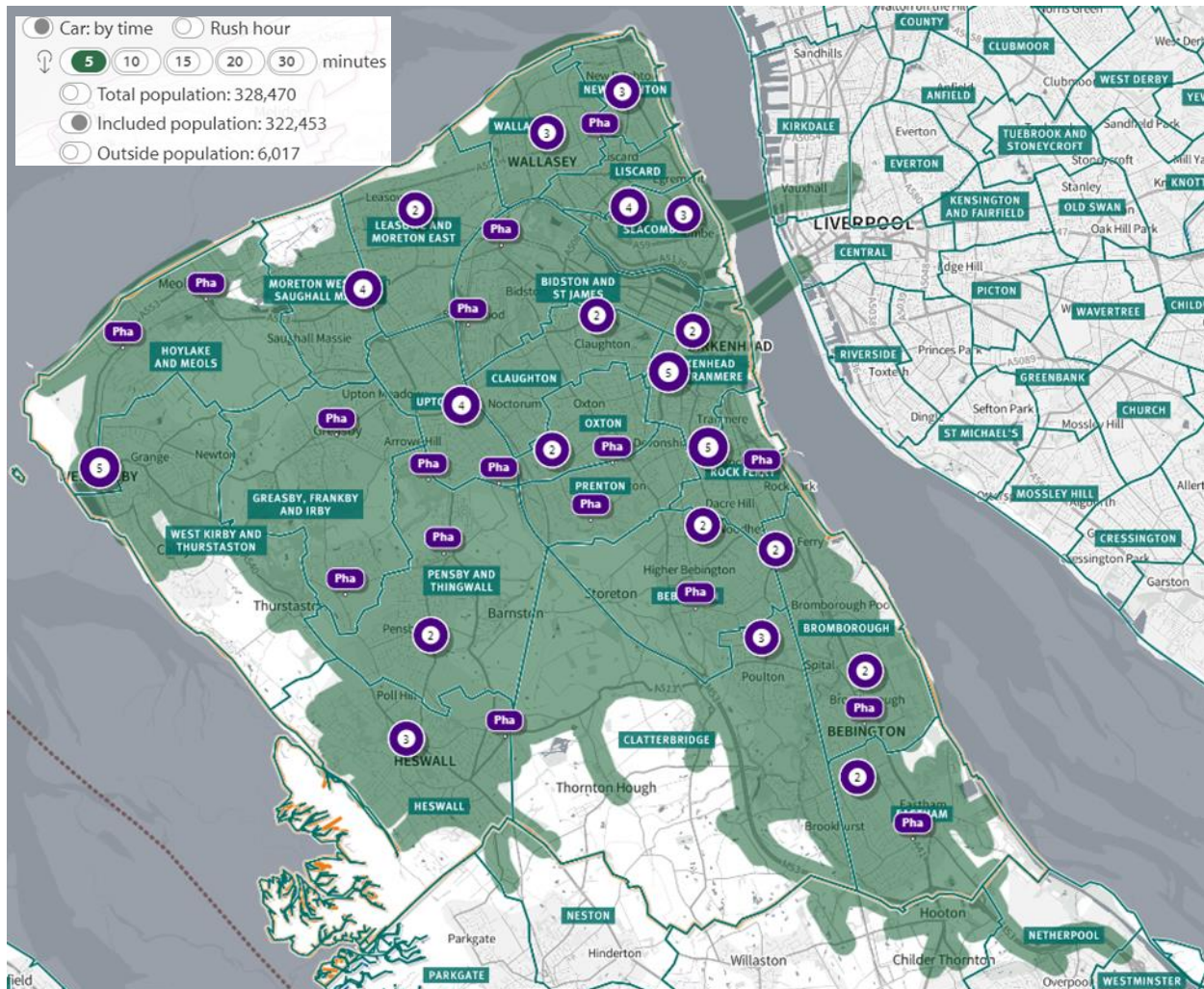
Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

The public survey results suggest that **(Figure 11):**

- Almost half of all respondents (49.5%, 454 responses) attended their usual pharmacy by car.
- With nearly 90% of respondents reporting completing their pharmacy journey in less than 15 minutes (**See [Appendix 8, Public Survey results Q.6](#)**).
- 42.6% (391 responses) reported that they walked to their pharmacy.
- These percentages closely reflect the previous work reported by Office for Fair Trading (**See start of Section 7.4 above**).
- All other travel options were less than 5%, but includes bicycle, Online Pharmacy, Taxi, Mobility Transport and Motor Bike.

The travel maps below (all are in [Appendix 12](#)) provide assurance that Wirral residents do not have excessive journey distances or times to access their usual or another pharmacy.

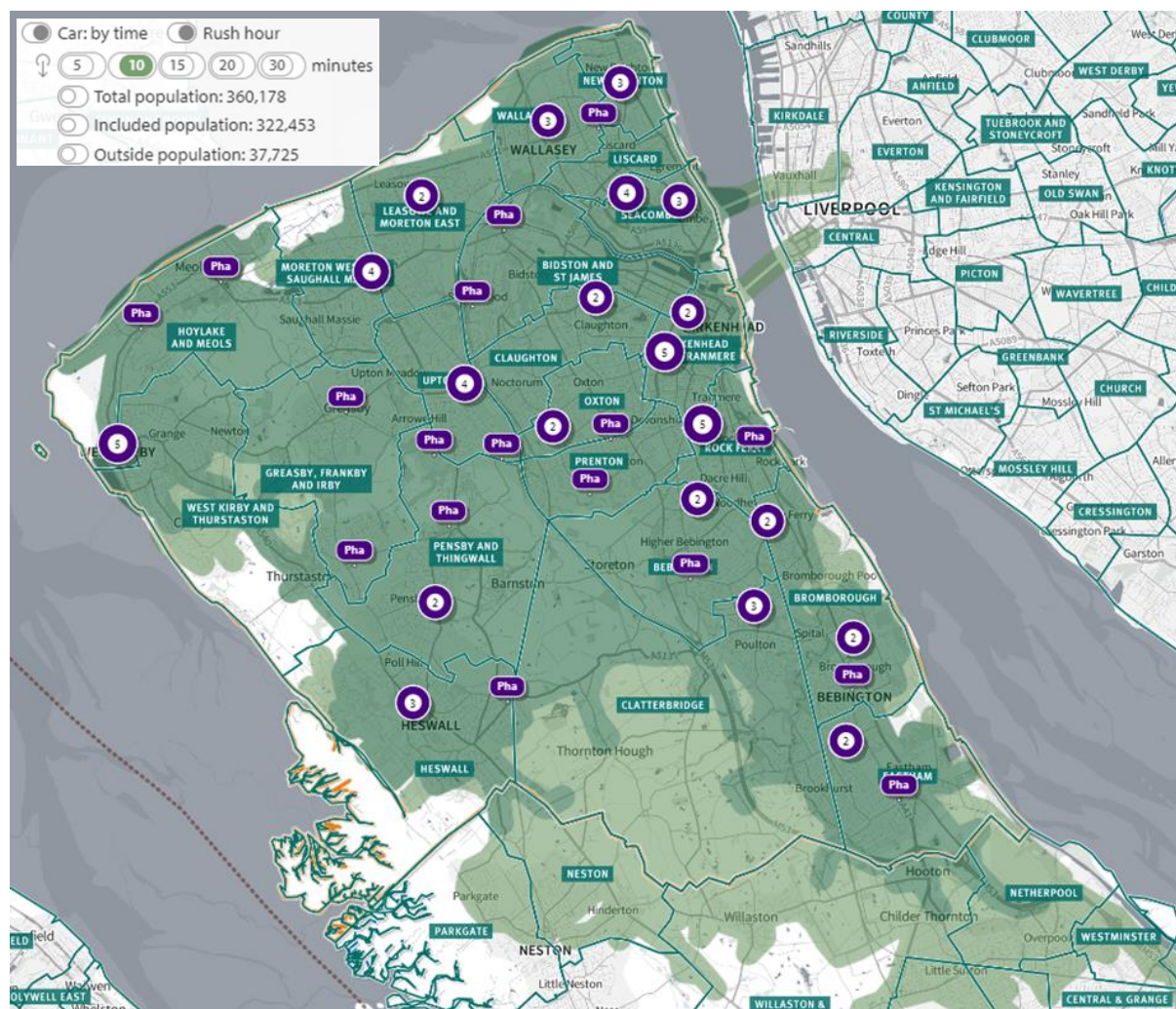
Map 10: Wirral Travel Map – Drive time (not rush hours)



Source: Public Health Intelligence Team, Wirral Council using SHAPE Atlas 2024

Notes: Distances are calculated using the Lower Super Output Area Population Weighted Centroid (PWC) – PWCs are central points within an LSOA relating to where the residential population is located. Walking by time assumes walking speed of 5km/hour (3.1 miles/hour) and by distance uses lengths of paths and roads with pedestrian access. For more information, please refer to SHAPE's online resource.

Map 11: Wirral Travel Map – Drive time (rush hour)



Source: Public Health Intelligence Team, Wirral Council using SHAPE Atlas 2024

Note: see Map 10 above.

Travel to Pharmacy – Walking

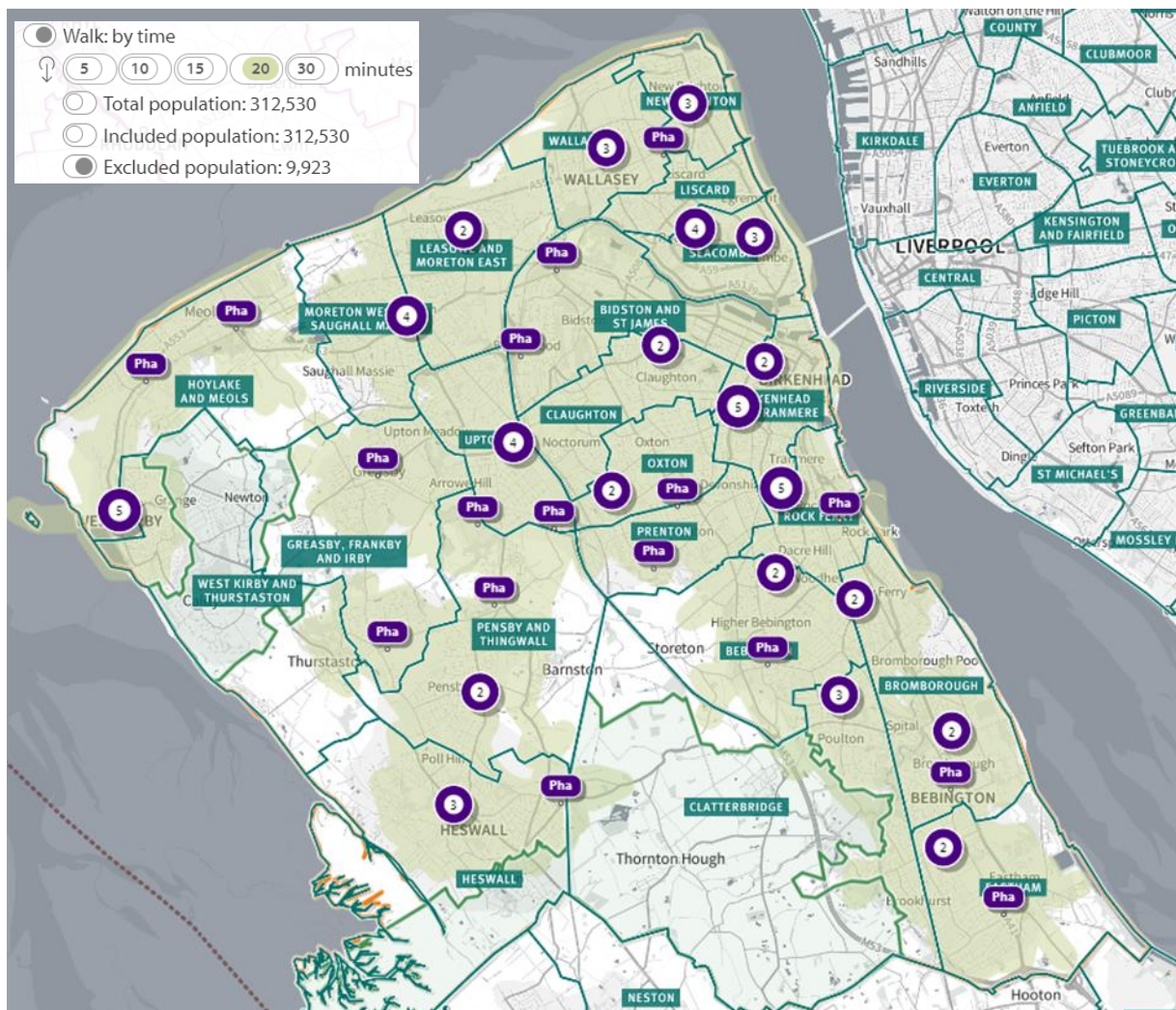
Almost 43% of respondents to the public survey indicated they walk to collect their dispensed prescription (see Figure 11 above).

Map 12, Map 13 and Map 14 below (also see [Appendix 12 for all travel maps](#)), present three options for walking to a pharmacy and include: by distance (up to 1.6 kilometres or 1 mile), walking by time (up to 20 minutes), and walking by time (up to 30 minutes).

The results suggest that:

- 98.3% of Wirral residents are within 1 mile (1.6km) walking distance of a pharmacy. (**Map 12**)
- 96.9% of residents are within a 20-minute walk of a pharmacy (312,530 out of an estimated 322,453). (**Map 13**)
- 98.3% of residents are within a 30-minute walk away from a pharmacy (316,933 out of an estimated 322,453). (**Map 14**)
- These distances and times imply the local results are in line with, or better than, the previous work reported by Office for Fair Trading (**See start of Section 7.4 above**).

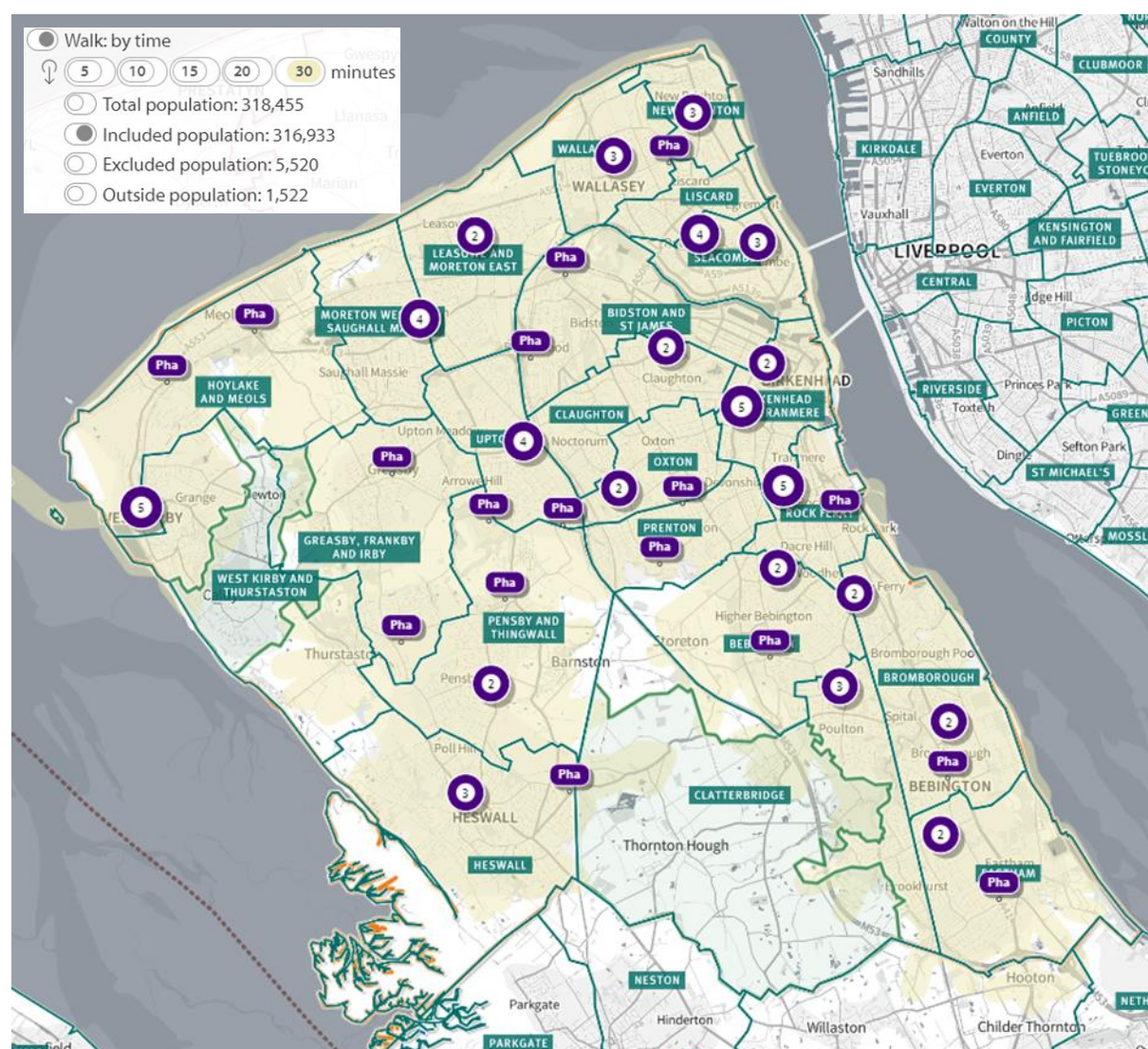
Map 13: Wirral Travel Map – Walking by time (up to 20 minutes) (included and excluded populations)



Source: Public Health Intelligence Team, Wirral Council using SHAPE Atlas 2024

Note: see Map 10 above.

Map 14: Wirral Travel Map – Walking by time (up to 30 minutes) (included and excluded populations)



Source: Public Health Intelligence Team, Wirral Council using SHAPE Atlas 2024

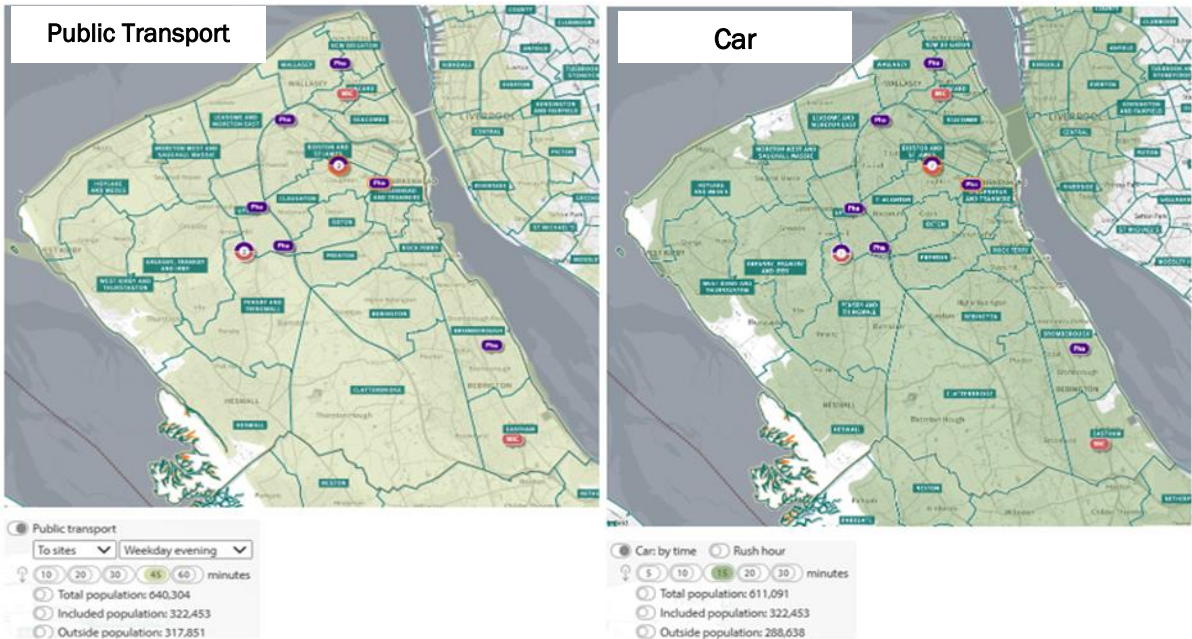
Note: see Map 10 above.

Travel to pharmacies evenings and weekends (later opening sites)

Travel maps 10 to 14 consider access to ALL community pharmacies by different travel options and times of day. Latest data (January 2025) suggests that Wirral has nineteen (19) sites open after 6.00pm, that reduces to seven (7) sites still open between 8.00pm and 9.00pm Monday to Friday, and six (6) sites on Saturday between 8.00pm and 9.00pm.

Map 15 illustrates those pharmacies open after 6.00pm until 9.00pm weekdays and Saturday. Also presented on the map are the Walk-in Centres where Wirral residents may access services during these times. In the public transport option, the shading is an estimation of evening public transport times. In the car option, the shading is an estimation of drive time (non-rush hour). The analysis presented in the map suggests that, via public transport during the evening, all Wirral residents could potentially reach an open pharmacy within 45 minutes. Via car journey, the seven (7) pharmacy sites are accessible within 15 minutes.

Map 15: Public Transport and Car as travel options to Pharmacy evenings and weekends (January 2025)



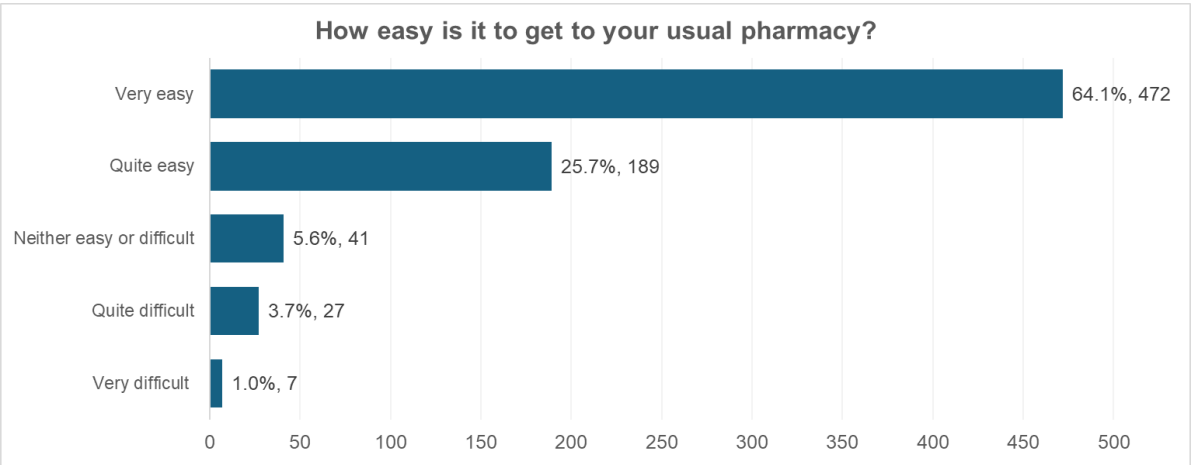
Source: Public Health Intelligence Team, Wirral Council using SHAPE Atlas 2024
Note: see Map 10 above

Public views on travelling to the pharmacy

Results from the public survey showed that most respondents (89.8%) found their typical journey to the pharmacy to be “very easy,” “easy” or “quite easy” (Figure 12).

Of the respondents who reported that it was “quite difficult” (3.7%) or “very difficult” (1%) to get to their usual pharmacy, the most common explanations given for this response were due to issues related to mobility and parking.

Figure 12: Ease of access usual pharmacy, from Public Survey Question 8 (2024)



Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)
Notes: Please see Appendix 6 Pharmacy Contractors Survey and Appendix 8 Public Survey Pharmacy Access for full results.

7.5. Pharmacy opening hours

Under the contract, community pharmacies must be open for a minimum of 40 hours each week (core hours) but can apply to open longer hours (supplementary hours).

Table 1 below outlines the opening times for Wirral community pharmacies across 7 days.

Table 1: Heatmap of Wirral pharmacy opening hours (Monday-Sunday) (January 2025)

Open Between	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
07:00-07:59	0	0	0	0	0	0	0
08:00-08:59	19	19	19	19	19	6	0
09:00-09:59	77	77	77	77	77	51	2
10:00-10:59	77	77	77	77	77	52	12
11:00-11:59	77	77	77	77	77	53	12
12:00-12:59	77	77	77	77	77	47	12
13:00-13:59	53	53	53	53	53	23	12
14:00-14:59	77	77	77	77	77	24	11
15:00-15:59	77	77	77	77	77	24	11
16:00-16:59	77	77	77	77	77	22	1
17:00-17:59	77	77	77	77	77	18	0
18:00-18:59	19	19	19	19	18	9	0
19:00-19:59	10	10	10	10	10	8	0
20:00-20:59	7	7	7	7	7	6	0
21:00-21:59	0	0	0	0	0	0	0

Source: Public Health Intelligence Team, Wirral Council using information provided by NHS Cheshire and Merseyside (Pharmacy)

In terms of opening hours (supplied by NHS Cheshire and Merseyside), within the overall number of 77 pharmacies in Wirral:

- 48 are open for up to and including 49 hours per week.
- 15 are open between 50 and 56 hours per week.
- 14 are open between 57 and 81 hours per week.

Full details of each pharmacy's opening hours can be found in [Appendix 3](#), and maps showing the distribution of pharmacies and travel maps in [Appendix 12](#), and pharmacies open after 6.00pm can be found in [Appendix 13](#). The overview of opening times highlights the following:

- **Monday to Friday**, all 77 community pharmacies are open between the hours of 9.00am and 6.00pm, with
 - 53 remaining open across the lunchtime period, usually between the hours of 1.00pm to 2.00pm.
 - 19 pharmacies open by 8.00am.
 - 19 sites are open until 7.00pm, 10 sites until 8.00pm and 7 open until 9.00pm.

- There are no community pharmacies open after 9.00pm Monday to Friday.
- On **Saturdays**, there are up to 53 pharmacies open in the morning until 12.00noon with
 - 18 remaining open until 6.00pm, 9 until 7.00pm and 6 until 9.00pm.
 - There are no community pharmacies open after 9.00pm on Saturday.
- On **Sundays** there are fewer pharmacies open. Until December 2024 there was one community pharmacy open until 10.00pm (sited at Arrowe Park Hospital). This is no longer the case and opening hours and availability are reduced on Sundays, with
 - 12 pharmacies open for part of Sunday, with most opening between 10.00am and 4.00pm.
 - 2 pharmacies open at 9.00am.
 - 1 pharmacy remains open until 4.30pm.
 - There are no community pharmacies open after 4.30pm on Sunday.
- It is useful to note that 100-hour pharmacy contracts, and subsequent provision, ended nationally in May 2023. This resulted in eight local venues reducing their supplementary opening hours (outside their stipulated core) to between 72 and 78 weekly total hours.
- This reduction in 100-hour pharmacy contracts, explains in part the reduction in total opening hours observed since the 2022/2025 PNA was produced, see **Table 2**.
- As **Table 1 Heatmap** suggests, there is adequate opening hour coverage across Wirral, both in terms of available hours and days, except for Monday to Saturday, between 9.00pm and 10.00pm and Sundays between 4.00pm and 10.00pm, resulting in a lack of essential services provision.

Table 2: Comparison of Community Pharmacy opening hours (total), Monday to Sunday, in 2021 and 2025

	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Total
2021 daily total opening hours^(a)	801.8	805.8	806.3	805.8	806.0	482.5	93.0	4601.0
2025 daily total opening hours^(b)	698.7	698.7	698.7	698.7	698.2	332.0	71.0	3895.8
Overall increase or decrease (hours)	-103.1	-107.1	-107.6	-107.1	-107.8	-150.5	-22.0	-705.2
Overall increase or decrease in total opening hours (%)	-12.9%	-13.3%	-13.3%	-13.3%	-13.4%	-31.2%	-23.7%	-15.3%
2021 - number open at 10.00pm*	10	10	10	10	10	8[^]	2^{^^}	
2025 - number open at 10.00pm**	0	0	0	0	0	0	0	

Sources: (a) Data used for PNA (2022-2025) (December 2021) from NHS England (Cheshire and Merseyside Pharmacy Team), (b) Data used for PNA (2025-2028) (January 2025) from NHS Cheshire and Merseyside (Pharmacy Team)

Notes: *4 pharmacies recorded as open until 10.00pm, 4 recorded as open until 10.30pm and 2 recorded as open until 11.00pm Monday to Friday. [^] 6 pharmacies recorded as open until 10.00pm, 2 recorded as open until 10.30pm on Saturdays. ^{^^} 1 pharmacy recorded as open until 10.00pm, 1 recorded as open until 10.30pm on Sundays. ** 7 pharmacies open until 9.00pm, Monday to Friday, 6 on Saturday. Latest opening pharmacy on Sunday is 4.30pm (2025).

Table 2 above outlines the changes between 2021 and 2025, of the total daily opening hours for community pharmacy sites. It should be noted that 2021 data is based upon 83 sites, with 2025 data reflecting the 77 current Community Pharmacy venues in Wirral ([See Wirral Health and Knowledge Hub - Supplementary Statement records](#)).

There is an overall reduction of 707 hours, which equates to over 15% fewer opening hours, compared to those published in 2021. Within that reduction is 391 hours relating to closures, the balance, 316 hours, are changes most likely to relate to decreases in supplementary hours including later opening, closing at lunchtime, earlier closing, fewer hours or closures at weekends.

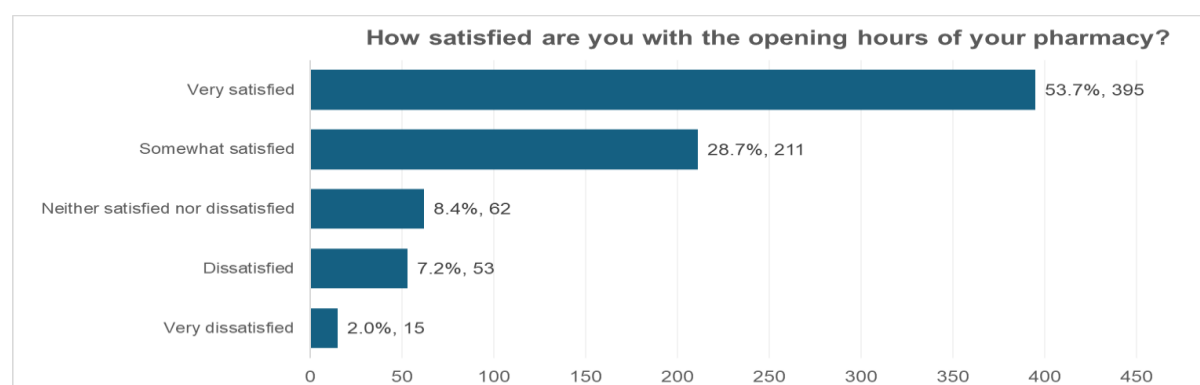
In 2021 there were 10 community pharmacy sites open until 10.00pm, Monday to Friday, with 2 of those sites still open until 11.00pm. This compares to 2025 with 6 pharmacies open, Monday to Saturday, until 9.00pm. With the latest pharmacy open on Sunday closing at 4.30pm.

Public views on pharmacy opening hours

The public survey showed that over 95% of respondents had visited a pharmacy within the previous month. This demonstrates that the analysis presented here provides an up-to-date reflection of user experience.

82% of respondents (606) were very satisfied or somewhat satisfied with the opening hours of their usual pharmacy. 7% dissatisfied (53) and 15 respondents (2%) very dissatisfied (see Figure 13).

Figure 13: Satisfaction pharmacy opening hours, Public Survey Question 16 (2024)



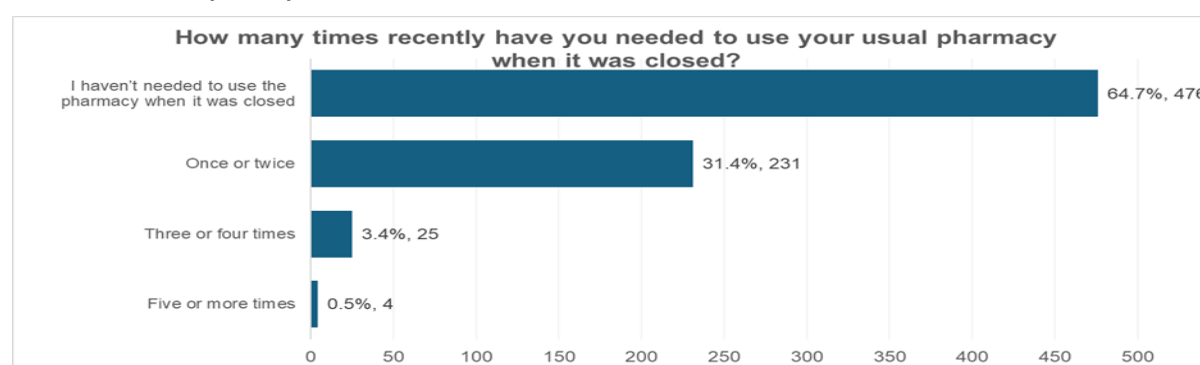
Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

The public survey also asked residents if they had experienced any problems finding a pharmacy that was open to have their medicine dispensed, to get advice or to buy medicines over the counter, with almost 75% of respondents (548) indicated that they had never had problems accessing a pharmacy. Of those who had experienced difficulties (22.4%, n= 165), most (113) were looking to get a prescription dispensed.

Almost 35% of respondents (260) reported that they had needed to use their usual pharmacy when it was closed at least once. (Figure 14 and [Appendix 8, Public Survey results, Q. 17 and Q.18](#))

Figure 14: Accessing usual pharmacy when closed, from Public Survey Question 17 (2024)



Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

More detailed analysis of the survey results in relation to those people who reported needing to access the pharmacy when it was closed (n=260) highlighted the following: ([See Appendix 8, Public Survey results, Q. 19](#)):

- Over 43% (or 112 respondents) had found their usual pharmacy closed on a Saturday and 13% (34) on Sunday.
- Between Monday and Friday, over 32% (84) of people had tried to access their usual pharmacy but it was closed.
- Afternoon or late evenings were the most cited times of day.
- 52% of people experiencing a closed pharmacy waited until it was open with 34% going to another pharmacy and just over 10% using another NHS service.
- 5 respondents also commented that their pharmacy sometimes was not open at the advertised times and 3 respondents stated that the pharmacy was open but there was not always a pharmacist to dispense prescriptions (this could be linked to agreed temporary closures).

7.5.1. Bank and public holiday opening

NHS Cheshire and Merseyside are required to ensure that the population within any given Health and Wellbeing Board area can access pharmaceutical services on every day of the year. Under the terms of their contract, pharmacies and dispensing appliance contractors are not required to open on bank holidays or Easter Sunday. To provide adequate provision, contractors must confirm to NHS Cheshire and Merseyside their opening hour intentions for each of the days. Where a gap in provision is identified, NHS Cheshire and Merseyside will then direct a contractor to open for part or all of that day.

7.5.2. Former 100 hour contracted pharmacies

From 25 May 2023, [contractors were able to apply to reduce the total weekly core opening hours of 100-hour pharmacies to not less than 72](#). Any such application to reduce total weekly core opening hours (to 72 or above) could not change/reduce any existing: (a) core opening hours Monday to Saturday 5.00pm to 9.00pm, (b) core opening hours Sunday 11.00am to 4.00pm and (c) total Sunday core opening hours.

Wirral, at the time of the current PNA being published in September 2022, had 8 pharmacies with 100 hours plus contracts. This reduced to 7 in October 2022 and then from May 2023, the remaining 7 reduced their core hours to between 72 and 78 hours. The venues that were previously open 100 hours plus and now operating between 72 and 78 hour contracts with core hour protections are: Asda (Birkenhead), Asda (Bromborough), Asda (Woodchurch), Claughton Pharmacy, Heatherlands Pharmacy and Tesco (Bidston). In addition, Higher Bebington Pharmacy reduced its operating hours from 100 plus to 53 hours per week after ownership and site changes (October 2022) and Lloyds Pharmacy (Sainsburys Upton) is now closed (part of a national closure).

7.6. Access for people with a disability and/or mobility problem

Most pharmacies (83.3%, n=55) have wheelchair entrance access, with 93.8% having floor level wheelchair access. Of the 66 pharmacies who completed the pharmacy contractor survey in September 2024, 55 (83%) stated their entrance was suitable for wheelchair access unassisted and almost 94% responded that their pharmacy floor area was wheelchair accessible.

In respect of people with mobility problems, 42 of the 66 pharmacies who completed the survey had access to designated disabled parking facilities for customers with 97% (64 of 66) also having parking close by within 50 metres of the pharmacy.

A question on access for people with mobility problems was included in the public survey. 28% of respondents (207) reported that they had a disability, a health condition and/or other access needs that could affect how easily they accessed their chosen pharmacy. Of these:

- Almost 90% felt they could access their chosen pharmacy without issues.
- Just over 7% of respondents said that they could not park close enough to their chosen pharmacy.
- Less than 3% felt they were unable to access their chosen pharmacy
- There were also some issues raised around parking and not always being available close to their pharmacy, related to mobility issues which may prevent people from getting their medicines easily.
- Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

In relation any other facilities in the pharmacy aimed at supporting disabled people access, there were numerous on offer and included:

- 31 sites with automatic door assistance
- 28 with a hearing loop
- 23 provide large print leaflets
- 23 have wheelchair ramp access
- 22 provide large print labels
- 21 have a bell at the front door
- 11 could provide toilet facilities suitable for wheelchair access
- Others (5) include large dispensing labels, sign language, step free access

7.7. Access for clients whose first language is not English

In the pharmacy contractor survey, September 2024, contractors were asked if any of their staff were able to speak languages other than English. Twenty (20) Contractors responded to this question. The overall number of different languages (other than English) was 21, available over the 20 sites. The total number of staff able to speak other languages with customers was 54. The main languages listed were Spanish, Chinese, Cantonese, Mandarin, Punjabi, Hindi, Arabic, Urdu, French, Bengali. Please see [Appendix 6 Pharmacy Contractors Survey](#) for full results. In addition to this pharmacy-based translation support, NHS England commission Language Line, which is also available to all pharmacies.

7.8. Pharmacy consultations

Being able to walk into a pharmacy to seek advice and/or treatment, usually without an appointment, is one of the key features of community pharmacy provision. Advice may be given at the counter or in a private consultation room. All pharmacies must have a private consultation room. 65 of the 66 community pharmacies who completed the survey reported that they had one or more consultation rooms (one venue is planning to incorporate a new consultation room, but in the meantime has access to adjacent GP Practice).

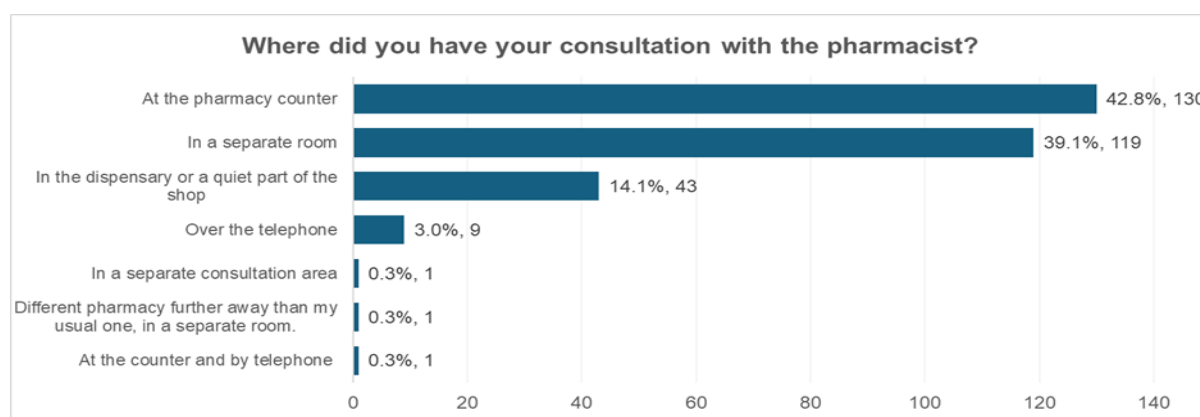
Over 77% (41 of 66) sites had provision for handwashing and/or toilet facilities in or near to the consulting room(s). There are 14 sites that have toilet facilities.

In relation to a client being able to seek same sex advice from someone at the pharmacy the same sex as them:

- 25 Contractors (35.7%) reported that they can offer same sex advice all of the time (so no prior arrangement required).
- 37 (56.1%) of the 66 Contractors responded that they are able to provide same sex advice by arrangement.
- Only 4 (6.1%) of Contractors could not offer same sex advice to their customers.

There were 41% (304) respondents to the public survey that had recently had a consultation with their pharmacist. Of those 304 consultations, almost 43% were at the pharmacy counter and just over 39% of consultations in a consultation/separate room. The majority (81.4%) was for advice about a minor illness, health problem or related to a medicine. Almost 80% of people who had a consultation with a pharmacist found privacy levels excellent, very good or good, whilst less than 9% of people rated privacy levels poor or very poor (**Figure 15 and Figure 16 below**).

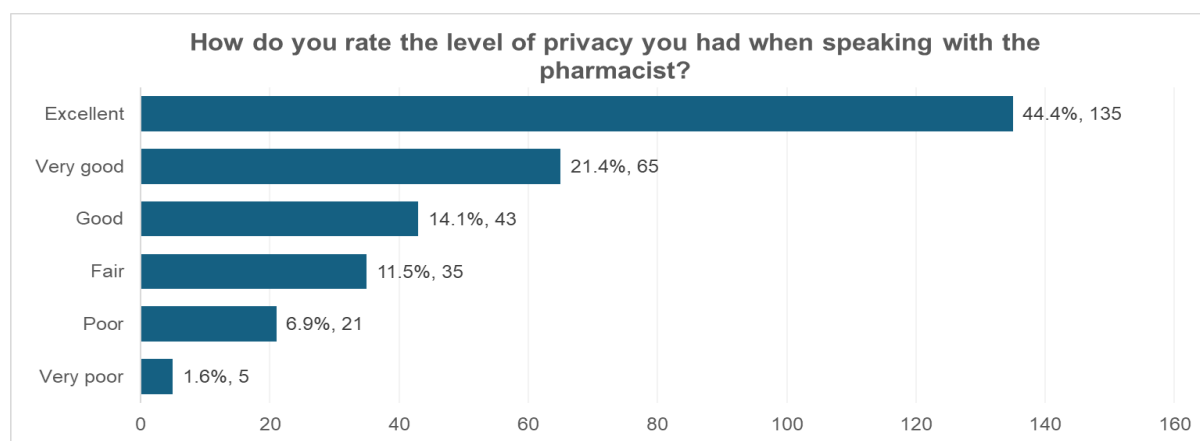
Figure 15: Pharmacy consultations were held, from Public Survey Question 29 (2024)



Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

Figure 16: Privacy during consultations, from Public Survey Question 30 (2024)



Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

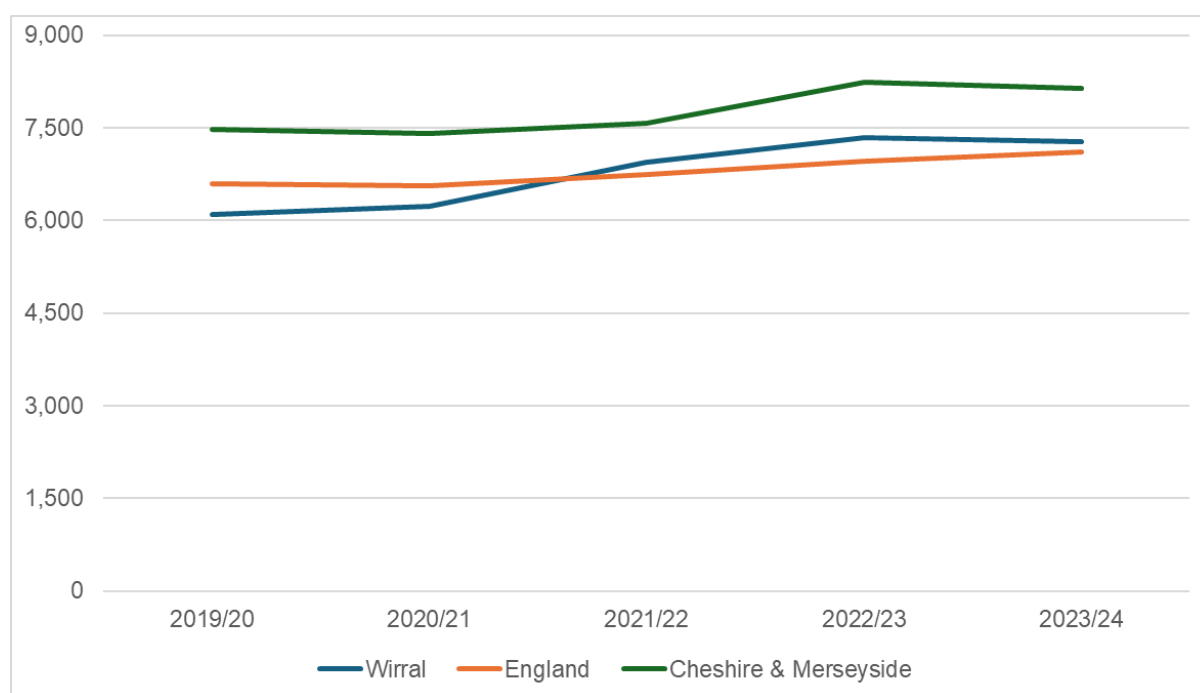
8.0. Prescribing

8.1. Prescribing volume

Workload and demand in community pharmacies is driven largely by prescribing volume. This section uses data on prescriptions and dispensed items available from NHS Business Services Authority (BSA) through the ePact2^{iv} data system, to provide an overview of level of demand on local pharmacies, and how this compares with England and others.

Figure 17 below shows the upward trend in dispensing volume (as measured by average number of items per pharmacy per month). Local trends have been increasing, and data for the later periods shows that the average number of items per pharmacy per month in Wirral now exceeds the average for England but remains lower than the average for Cheshire and Merseyside.

Figure 17: Annual trend in average number of dispensed items per pharmacy, per month (2019/20 to 2023/24), and by comparison areas



Source: ePact2 (restricted)

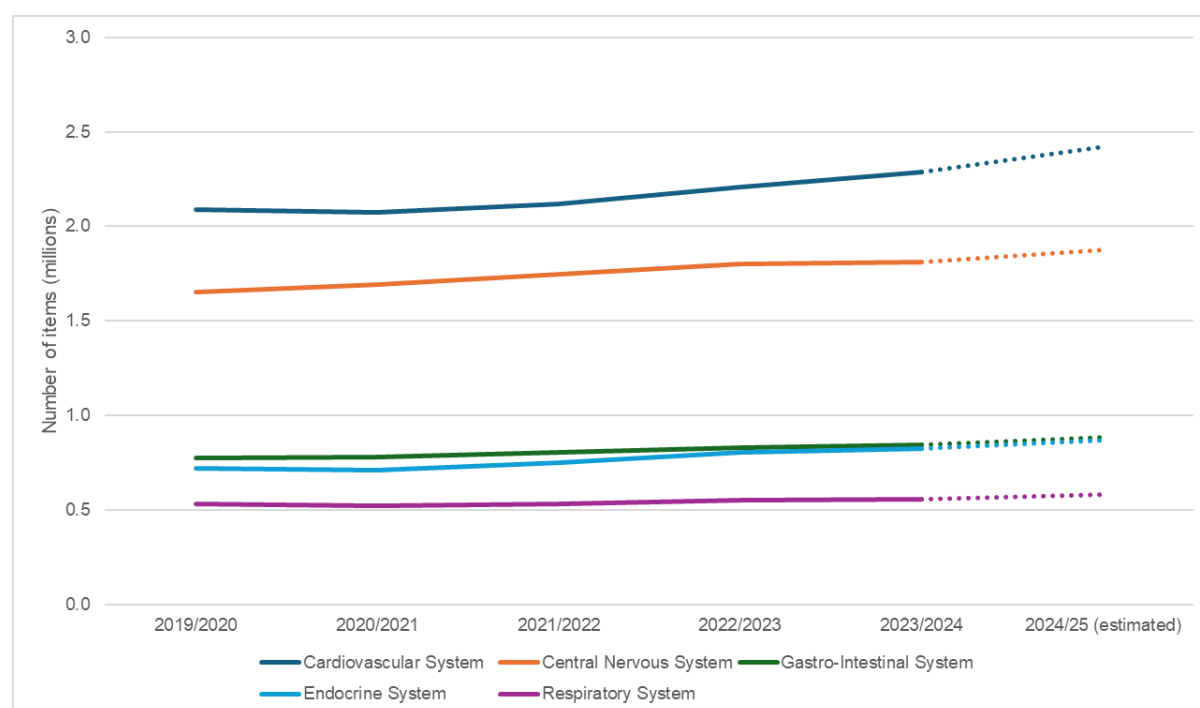
Note: [ePACT2 | NHSBSA](#), NHS Business Services Authority ePACT2 data (restricted) (NHSBSA) Copyright [2025]" This information is licenced under the terms of the [Open Government Licence](#).

Dispensing by item type: In terms of the types of diseases and conditions treated, analysis of data by British National Formulary (BNF) Chapter shows that items prescribed for cardiovascular disease (CVD) account for the largest single cause, followed by conditions of the Central Nervous System (CNS), which includes medication relating to mental health.

Together, CVD and CNS items accounted for just over half (51.4%) of prescription items dispensed during 2023/24. As **Figure 18** illustrates the trend in prescribing of CVD items is increasing.

^{iv} [ePACT2 | NHSBSA](#), NHS Business Services Authority (restricted) (NHSBSA) Copyright [2025]" This information is licenced under the terms of the [Open Government Licence](#).

Figure 18: Number of items prescribed in Wirral by British National Formulary Chapter (Top 5), 2019-2024



Source: ePact2 (restricted)

Note: Chapters relating to appliances have been excluded (this includes general appliances and those specific to stoma and incontinence). The number of items for 2024/25 has been crudely estimated based on data for the first seven months of the year. BNF is British National Formulary. Full details of all chapters can be found on the Pan Mersey website: <https://formulary.panmerseyapc.nhs.uk/chapters.asp>

Note: Also see note – Figure 17

Data also suggests that, on average, patients prescribed CNS or CVD items are more likely to be on multiple medications, i.e., they would be classified as [polypharmacy patients](#).

Polypharmacy is a term used to describe patients on multiple unique medicines and can be both, appropriate and problematic. Even when appropriate to treat multi-morbidities, patients are at an increased risk of adverse reactions due to the greater potential of experiencing side effects caused by the number of unique drugs being taken and/or the interaction between them.

In September 2024, the average number of unique medicines per Wirral patient was 4.0. This compares with an average for England of 3.6 items per patient. The average fluctuates considerably with age with those aged 0-17 years having an average of 1.6 unique medicines compared to 5.8 in those aged 85+ years^v.

Dispensing by ward: The total number of items dispensed per ward varies considerably. **Figure 19** below, presents the average number of items dispensed per month by ward. As the figures show, this average ranges from 51,517 items in Birkenhead and Tranmere to 10,303 in Oxtan. The average number of items per resident per month in Wirral overall is 2.0, this is the same as the average for Cheshire and Merseyside, but higher than England.

^v Source: [NHS BSA ePact2 \(restricted\)](#). Relates to people registered with a Wirral GP practice and who were prescribed at least one item in September 2024 (not including antibacterial items).

Figure 19: Items dispensed - monthly averages (total and per resident), by Wirral ward, 2023/24

Ward	Total items dispensed 2023/24	Items Dispensed per Month (average)	Items per resident per month (average)	Items per pharmacy per month (average)
Bebington	408,197	34,016	2.2	13,769
Bidston and St James	442,901	36,908	2.3	7,916
Birkenhead and Tranmere	618,204	51,517	3.1	7,935
Bromborough	340,800	28,400	1.7	6,978
Clatterbridge	246,270	20,523	1.5	6,751
Claughton	491,746	40,979	2.8	12,028
Eastham	382,355	31,863	2.2	5,734
Greasby, Frankby and Irby	252,472	21,039	1.5	8,053
Heswall	345,340	28,778	2.2	7,133
Hoylake and Meols	200,960	16,747	1.3	4,635
Leasowe and Moreton East	184,611	15,384	1.0	6,390
Liscard	543,051	45,254	2.9	17,237
Moreton West and Saughall Massie	321,683	26,807	1.9	9,378
New Brighton	346,054	28,838	2.0	8,201
Oxton	123,631	10,303	0.8	6,930
Pensby and Thingwall	226,371	18,864	1.5	6,768
Prenton	153,624	12,802	0.9	8,264
Rock Ferry	408,197	34,016	2.2	6,537
Seacombe	417,805	34,817	2.3	8,444
Upton	451,794	37,650	2.3	5,458
Wallasey	413,865	34,489	2.4	8,570
West Kirby & Thurstaston	313,644	26,137	2.1	5,713
Wirral	7,633,575	636,131	2.0	7,277
Cheshire and Merseyside	60,783,351	5,065,279	2.0	8,130
England	1,112,920,890	92,743,408	1.6	7,109

Source: ePact2 (restricted), [Local Insight](#) and [NHSBSA](#)

Notes: see below

Note	"Items per resident" and "Items per pharmacy" not comparable due to different methodology
Note	For "Items per pharmacy per month" the methodology used to calculate the averages has considered the number of months each pharmacy was open.
Note	For "Items per pharmacy per month" the median average is used because the distribution of number of items dispensed can be skewed.
Note	The above points both reflect the methodology used by the NHS Business Services Authority for the General Pharmaceutical Services statistics
Note	Population is Mid-2022 estimates as these are the latest published at a small area level
Note	*This is the number of pharmacies that we active at any point during the financial year 2023/24. Some pharmacies will have closed or opened part way through the year.
Note	See Note for Map 6 regarding West Kirby and Thurstaston pharmacies
Note	Also see note – Figure 17

Prescription source and dispensing area: Residents can have their prescription dispensed at any community pharmacy or distance selling pharmacy in England. It is useful to understand the flow of dispensed prescription into and out of Wirral. **Figure 20** below presents the numbers of items prescribed anywhere in England during 2023/24 that were dispensed in Wirral.

The overall total number of items dispensed in Wirral was 7,633,375. Those prescriptions have come from various areas, with 97.6%, or 7,456,263, generated within Wirral. 2.2% of the total were prescribed elsewhere in Cheshire and Merseyside, with 0.1% elsewhere in the North West, and a further 0.1% elsewhere in England.

Figure 20: Items prescribed nationally and dispensed in Wirral, by prescribing area and Wirral ward (2023/24)

Dispensed in (Wirral ward)	ALL	Prescribed in Wirral	Prescribed in* Cheshire & Merseyside	Prescribed in* North West	Prescribed in* England
Bebington	408,197	406,452	1,310	191	244
Bidston and St James	442,901	441,396	1,139	202	164
Birkenhead and Tranmere	618,204	548,230	69,240	340	394
Bromborough	340,800	334,846	5,481	140	333
Clatterbridge	246,270	245,232	833	133	72
Cloughton	491,746	490,511	993	98	144
Eastham	382,355	378,302	3,517	218	318
Greasby, Frankby and Irby	252,472	251,878	348	72	174
Heswall	345,340	329,422	15,193	203	522
Hoylake and Meols	200,960	200,007	526	160	267
Leasowe and Moreton East	184,611	184,114	388	19	90
Liscard	543,051	505,912	36,084	661	394
Moreton West and Saughall Massie	321,683	320,709	677	27	270
New Brighton	346,054	344,900	589	142	423
Oxton	123,631	122,794	720	33	84
Pensby and Thingwall	226,371	225,307	921	19	124
Prenton	153,624	152,799	659	67	99
Rock Ferry	408,197	406,831	1,183	54	129
Seacombe	417,805	412,883	3,435	1,371	116
Upton	451,794	430,710	20,875	38	171
Wallasey	413,865	412,627	903	140	195
West Kirby and Thurstaston	313,644	310,401	2,383	319	541
Wirral total	7,633,575	7,456,263	167,397	4,647	5,268

Source: ePact2 (restricted)

Notes: *For information - Five numbers in bold relate to higher than most dispensing numbers – these are undertaken at Boots in Birkenhead, Heatherlands in Upton, McKeevers in Liscard, Heswall Hills Pharmacy and Tesco Heswall and Campbells in Seacombe – the reasons for this are not clear from the available data.

Note: Also see note – Figure 17

Figure 21 below details these items prescribed outside Wirral which are then dispensed in Wirral (top ten areas only for highest numbers). The top two areas (accounting for over 124,000 items) are Liverpool and Cheshire West and Chester.

Figure 21: Top 10 areas for prescribing then dispensed in Wirral, 2023/24

Sub-ICB (Place) prescribed in	Number of items dispensed in Wirral
Liverpool (99A)	63,254
Cheshire West (27D)	61,745
South Sefton (01T)	17,580
Knowsley (01J)	13,453
Southport & Formby (01V)	10,019
Bolton (00T)	1,045
West Lancashire (02G)	743
Halton (01F)	716
Manchester (14L)	428
St Helen's (01X)	404

Source: ePact2 (restricted)

Figure 22 below shows Wirral generated prescriptions dispensed by [Appliance Contractors](#) or a [Distance Selling Pharmacy](#) (both these providers can be based anywhere in the country, are not open to walk in customers, and must deliver dispensed items).

Figure 22: Top 20 Dispensers of Wirral Prescriptions (Appliance Contractors and/or Distance Sellers) by Local Authority area, 2023/24

Dispenser	Items	Appliance Contractor	Distance Selling	Local Authority
PHARMACY2U	82,247	N	Y	Ealing
PHARMACY2U	63,813	N	Y	Leeds
Bullen Healthcare	23,069	Y	N	Liverpool
Phlo Pharmacy	12,603	N	Y	Trafford
OTC Direct	12,050	Y	N	Wigan
Chemist 4 U	7,555	N	Y	West Lancashire
PillTime	6,279	N	Y	South Gloucestershire
Bestway	4,210	N	Y	Stoke-on-Trent
Coloplast Charter	4,137	Y	N	Peterborough
Your-Chemist.com	4,047	N	Y	Newham
Rowlands Pharmacy	3,858	N	Y	Halton
Optimum Medical	3,505	Y	N	Islington
H2H Pharmacy	3,329	N	Y	Swale
PillSorted	3,069	N	Y	South Cambridgeshire
Remedi Solutions	2,168	N	Y	Halton
Nationwide Care	1,894	N	Y	Birmingham
RX Live	1879	N	Y	Sutton
Invacare	1333	Y	N	Stoke-on-Trent
O'Neills Chemist	1284	N	Y	Liverpool
Lakes Pharmacy	1279	N	Y	Barnet

Source: ePact2 (restricted)

Note: Also see note – Figure 17

Figure 23 below outlines the highest dispensers of Wirral generated prescriptions that are **NOT for appliances and/or Distance Selling Pharmacies**.

The highest provide is McKeevers Chemist, Liverpool (25,646) and discussions with NHS Cheshire and Merseyside (Pharmacy) Team suggest this could be related to this pharmacy providing a bulk dispensing service for local Wirral Care Homes. Galen Pharmacy is situated in Neston (Cheshire West and Chester) so is dispensing for Wirral residents who are choosing to travel to Neston to use those pharmacies.

Figure 23: Top 20 Dispensers of Wirral Prescriptions (NOT Appliance Contractors and/or Distance Sellers), 2023/24

Dispenser	Items	Appliance Contractor	Distance Selling	Local Authority
McKeever's Chemist	25,646	N	N	Liverpool
Galen Pharmacy	21,952	N	N	Cheshire West and Chester
Bestway Chemist	2,770	N	N	Cheshire West and Chester
Boots Pharmacy	2,141	N	N	Cheshire West and Chester
Spatetree Pharmacy	1,812	N	N	Richmond upon Thames
Boots Pharmacy	1,532	N	N	Liverpool
Little Sutton Pharmacy - Harrison Healthcare	1,486	N	N	Cheshire West and Chester
Boots Pharmacy	1,428	N	N	Liverpool
Boots Pharmacy	1,363	N	N	Cheshire West and Chester
Boots Pharmacy	1,345	N	N	Leicester
Bestway Chemist	784	N	N	Cheshire West and Chester
St Helen's Pharmacy	634	N	N	Cheshire West and Chester
Boots Pharmacy (C 05-Nov-23)	595	N	N	Liverpool
Ellesmere Pharmacy	585	N	N	Cheshire West and Chester
Deeside Pharmacy	575	N	N	Cheshire West and Chester
Drakes Pharmacy	508	N	N	Sefton
Davis Chemist	497	N	N	Southwark
Kensington Pharmacy	496	N	N	Liverpool
The Village Pharmacy	485	N	N	Cheshire West and Chester
Asda Pharmacy	481	N	N	Cheshire West and Chester

Source: ePact2 (restricted)

Note: Also see note – Figure 17

8.2. Medicines shortages

Since 2021 there have been on-going reports of supply problems affecting certain medications. Media coverage has highlighted shortages of medicines used to treat diabetes, attention deficit hyperactivity disorder (ADHD) and epilepsy, as well as hormone replacement therapy (HRT) and others. A [House of Commons Library research briefing](#) provides information on the causes and consequences of medicines shortages in the UK and internationally, and the UK Government's approach to address supply problems.

Whilst these supply issues and medications shortages are outside of the direct scope of the PNA, invariably it will impact customer experience, the results of the public survey have indicated.

Causes and consequences of medicines shortages

This is not just a UK issue. Supply chains for medicines are long and complex and [shortages can be caused by multiple factors](#). These include manufacturing or distribution problems and increased demand for medicines. Commentators have also drawn attention to [the effects of wider geopolitical factors](#), including the conflict in Ukraine and the COVID-19 pandemic.

A [report by the Nuffield Trust](#) found that the past two years have seen constantly elevated medicines shortages, in a "new normal" of frequent disruption to crucial products.

Pharmacists and patient organisations have drawn attention to [the impact of medicines shortages on patients](#) who may struggle to access medicines and sometimes have to switch to alternative drugs. Community Pharmacy England, which represents community pharmacies, has also reported that [medicines supply and pricing issues are "severe" financial pressures](#) on pharmacy staff and businesses.

Government response to medicines shortages

The government has described medicines shortages as “[an ongoing issue that the Department \[of Health and Social Care\] has been managing for many years](#)”.

The Department of Health and Social Care together with NHS England have published [guidance on the management of medicines supply and shortages](#), which outlines the processes followed and options available to the government to address supply disruption. These include:

- Issuing [serious shortage protocols](#), which enable pharmacists to provide specific alternatives to scarce medicines.
- Taking regulatory action to [approve new medicines or, in exceptional circumstances, extend medicine expiry dates](#).
- [Restricting medicines exports](#).
- Offering pharmacies [price concessions](#), to help pharmacies to cover the cost of NHS prescriptions.

Potential reforms to manage medicines shortages

Organisations representing pharmacists have called for reforms to the systems used to manage medicines shortages. Community Pharmacy England has called for “[a strategic Government review of medicine supply and pricing](#)” that focuses on supply chain functioning.

Appeals by pharmacists for such reforms, centre on calls for pharmacists to be able to [amend prescriptions to provide alternatives](#) to patients when medicines are out of stock, and on [changes to current medicines pricing systems](#).

This has led the NHS Cheshire and Merseyside (Integrated Care Board) to issue its own [Medicines Shortage Statement: Guidance during periods of sustained medicines shortages](#) updated in November 2024.

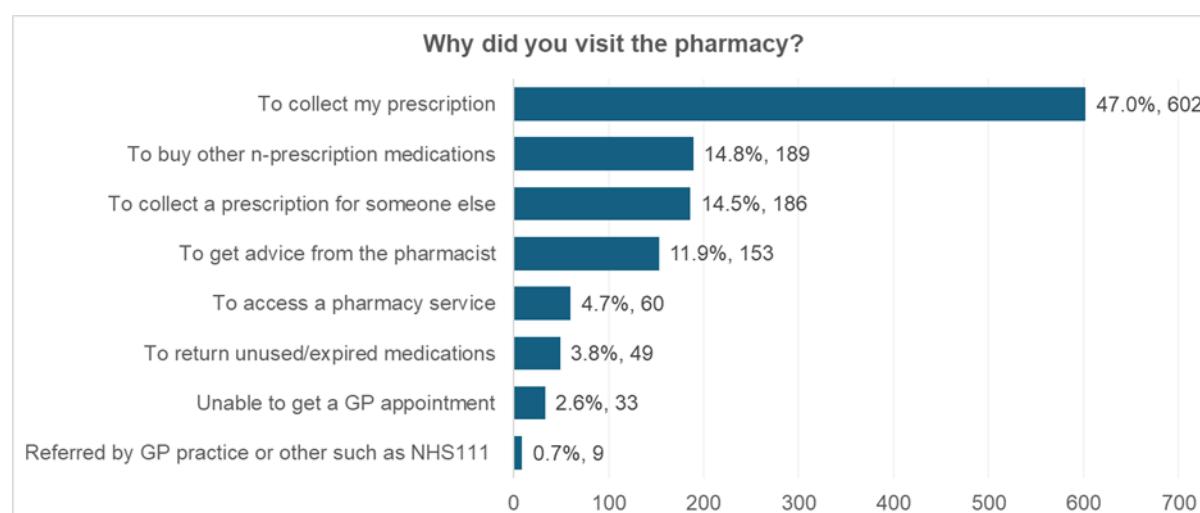
The impact of these issues was mentioned by several respondents to the 2024 Public Survey of Pharmacy Services ([Appendix 8 Public Survey Pharmacy Access](#) for full results).

8.3. Public Survey responses aligned to dispensing

The most common reason for visiting the pharmacy was for the individual to collect their own prescription (47.0%, 602 respondents) with the next highest recorded reasons being buying other medication that had not been prescribed (14.8%, 189 respondents) and to collect a prescription for someone else (14.5%, 186 respondents) (**see Figure 24**).

Other reasons for visiting the pharmacy include vaccinations (COVID-19 and/or flu), buying non-medical items, Blood Pressure service, relating to prescription delivery, Sharps service, work at pharmacy.

Figure 24: Reasons for visiting the pharmacy, from Public Survey Question 3 (2024)

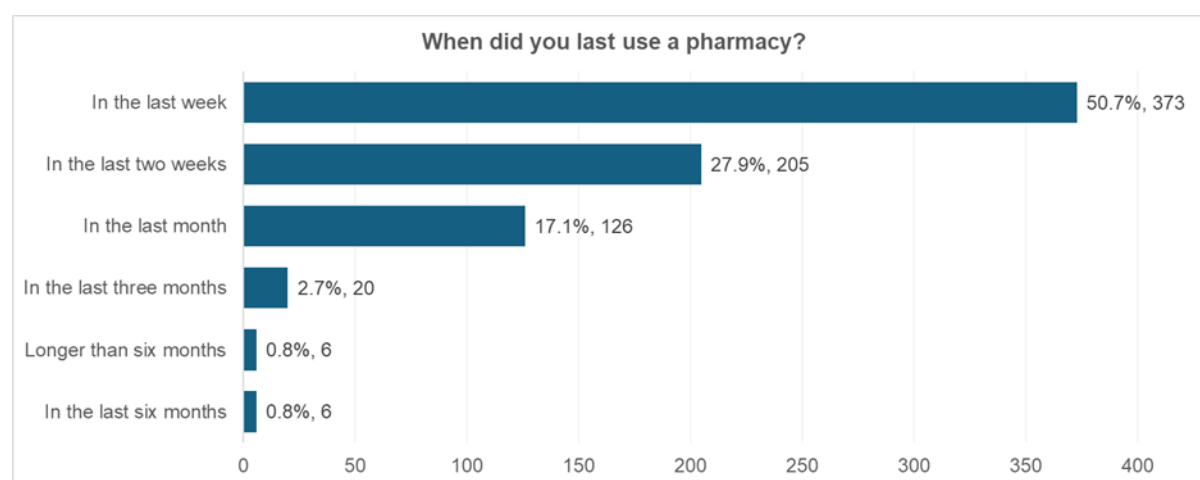


Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

- Of those completing the public survey, more than 95% of respondents had visited a pharmacy within the last month. (see Figure 25)
- 51% (or 373) survey respondents had visited a pharmacy within the last week.

Figure 25: Most recent visit to use a pharmacy from Public Survey Question 4 (2024)



Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

Public experience getting their prescription dispensed

- Of 736 respondents, 647 (or 87.9%) stated they had a prescription dispensed last time they used a pharmacy.
- Of these 647, 506 respondents (78.2%) stated that they received all the medicines they needed without waiting.
- 21.8% of respondents (141) reported some wait to get some or all of their prescribed medications.

- Over half (50.3%, 72 respondents) stated that staff informed them how long they would have to wait for their medication.
- An almost equal number (67, 46.9%) were not informed of likely wait time.
- In terms of delays
 - 9.9% (or 14 of 141) respondents reported that the delayed medications were available later the same day.
 - 29.8% of people reporting a delay were able to get their medication the following day, (42 of 141 respondents).
 - Most delays were two or more days (39.0%, 55 of 141).
 - In some cases, delays were more than a week (15.6%, 22 cases) or were never received (5.7%, 8 cases).
- Just under half of respondents (46.1%. 65) felt their wait was reasonable, and again just over half (48.9%, 69) of respondents did not feel their wait was reasonable.
- The reason behind most delays in receiving medication were.
 - The pharmacy not having the medicine in stock (75.0%, 105 of 141).
 - The prescription had not arrived at the pharmacy (10.0%, 14 of 141).
 - Other reasons recorded in the survey related to delays concerned more medicine shortages, errors in dispensing/collection/delivery process and understaffing.

Unfortunately, there is no way to determine the impact of these longer waiting periods on the patient, or whether this was measured at the pharmacy and if alternative arrangements were discussed with options offered.

8.4. Prescription Delivery Services

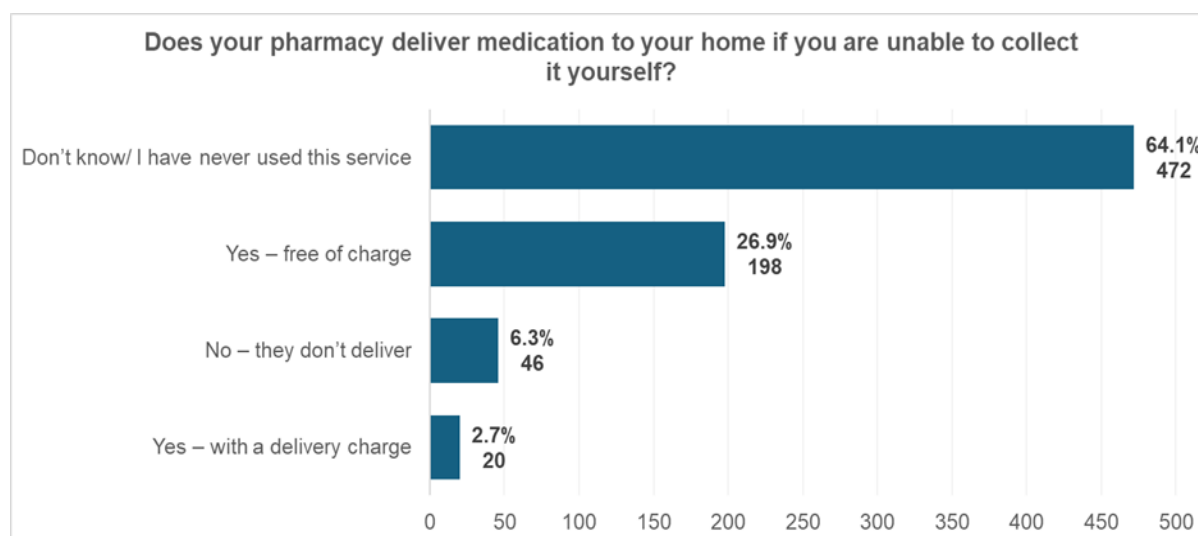
Although community pharmacies are not contracted to do so, 46 out of 66 who responded to the Contractor survey indicated that they offer a home delivery service free of charge with the remaining 20 charging for this service. Those who offer free delivery may have conditions that apply to this service. Results from the Contractor survey also highlighted:

- 42 of the 66 contractors (63.6%) collect prescriptions for patients from surgeries to then dispense.
- In terms of delivery of prescriptions and potential changes to this service, 34 of 66 contractors (51.5%) are not considering any changes to this service.
- There were 12 contractors who stated they are likely to be making some changes to this service, with 9 indicating they will charge all patients for prescription delivery. The other 3 contractors stated the new charge would be only for new patients.

Responses to the public survey (**see Figure 26**) highlighted that more could be done by local pharmacies to raise awareness of the pick-up and delivery services that they offer:

- Almost two thirds of respondents to the public survey (64.1%, or 472) did not know that their usual pharmacy had a delivery service.
- With only 29.6% aware of either a paid for or free medications delivery service (this percentage combines both 'Yes' – free of charge and 'Yes' – with a delivery fee).

Figure 26: Pharmacy medication delivery service, from Public Survey Question 13 (2024)



Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

8.5. Reasonable Adjustments

Community pharmacies are required to support patients in taking dispensed medications by making reasonable adjustments for patients with identified needs in line with Equality Act 2010 requirements. From 2005 the funding of the NHS Pharmaceutical Services has included an element to recognise the additional cost of complying with disability legislation.

The requirement of the community pharmacy is to ensure that an appropriate assessment is undertaken with the patient to establish their needs and ascertain what type of reasonable adjustment would be required. There is no exhaustive list of what a reasonable adjustment could be.

Community pharmacies are encouraged to collaborate with prescribers, other health professionals and social care to support patient needs. Community pharmacies are not required to dispense medications into multi-compartment compliance aids (MCAs) because it has been directed by another health professional or social care. Health professionals and social care should highlight patients who may require support with medicines to enable the community pharmacy staff to carry out an assessment to determine appropriate medicines support.

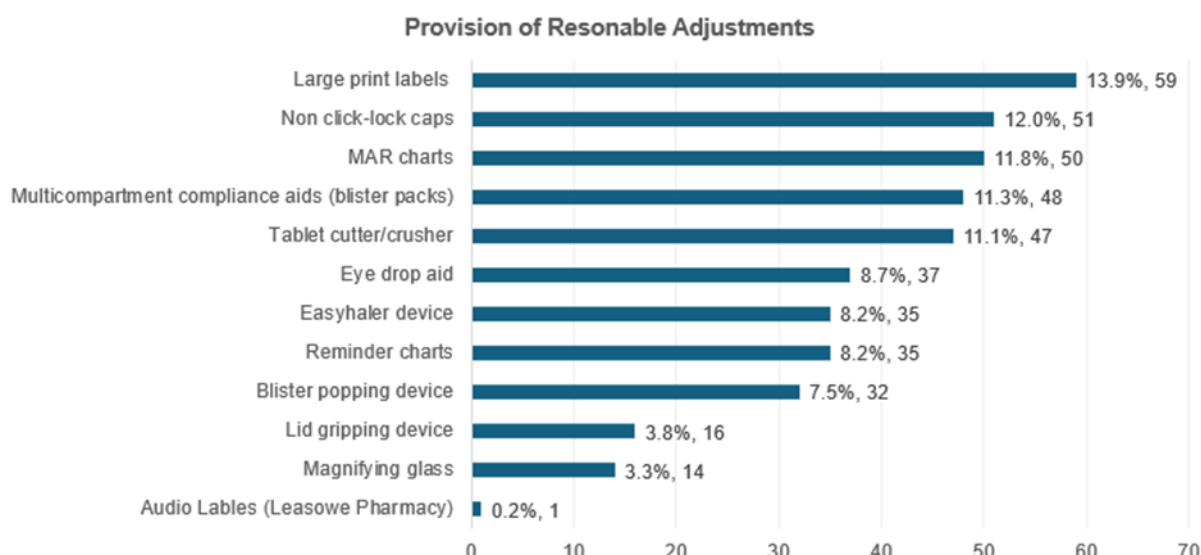
A useful document, [An Interactive guide to What good looks like for assisted medicines taking](#) was produced (June 2022) by a multi sector working group within the North West.

The aim of the document is to provide best practice guidance for assessing and providing aids to support medicines taking. It is intended to help staff working within health and social care sectors who may be involved in supporting individuals to take their medicines safely.

In relation to reasonable adjustments, results are presented in **Figure 27** and key points include:

- All 66 Contractors who responded to this question, reported that they had at least one reasonable adjustment offer available, many with multiple on offer.
- The overall number of reasonable adjustment facilities offered was 425 across 66 pharmacies (**See Figure 27 below for the range of adjustments**).

Figure 27: Pharmacy reasonable adjustments, from Contractor Survey Question 5 (2024)



Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Numbers total more than pharmacies due to multiple options being chosen.

Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

9.0. Advanced, enhanced and locally commissioned service provision

[Community Pharmacy England](#) provides a full-service description of all elements of the NHS commissioned pharmacy services. In addition to these NHS commissioned essential, advanced and national enhanced services, there are locally commissioned community pharmacy services that can be contracted via several different routes, by both local authority and/or local Integrated Care Board (ICB) teams.

9.1. Pharmacy provision of advanced, enhanced and locally commissioned services.

In addition to the essential services that all pharmacies must provide, there is also the potential for community pharmacies to provide a range of other commissioned services. Some are more specialist than others. As such, provision varies, service by service, with some services offered by most community pharmacies, and other, more specialised services, provided by a small number to meet a specific need.

Full details of which service each pharmacy provides are outlined in [Appendix 9](#) (Advanced), [Appendix 10](#) (Enhanced) and [Appendix 11](#) (Locally Commissioned).

Figure 28, Figure 29 and Figure 30 below provide a summary of each service provision level and whether this is assessed as adequate.

Figure 28: Summary of advanced service provision

Type of Service	Service Name	Total (of 77)	Is provision of this service adequate?
Advanced	Appliance Use Reviews (AUR)	0	This is adequate given the degree of specialism. There is a range of advanced service providers supplying into the area (see Fig. 21 above) and reviews are likely to be undertaken at clinic/with specialist nurse.
	Hypertension Case Finding Service	73	Yes
	Lateral Flow Device Service	65	Yes
	New Medicines Service	70	Yes
	NHS Influenza Vaccination Programme	66	Yes
	Pharmacy Contraception Services	63	Yes
	Pharmacy First service	76	Yes
	Smoking Cessation Service	73	Yes
	Stoma appliance customisation service	1	Yes. Whilst provision is low these are highly specialist services with only small numbers of the population likely to need them. The service is likely to be conducted by appliance providers and undertaken at clinic/with specialist nurse.

Source: Public Health Intelligence Team using data supplied by NHS Cheshire and Merseyside and Community Pharmacy Contractor Leads (Cheshire and Merseyside)

Notes: Service title is hyperlink to service description.

Figure 29: Summary of enhanced service provision

Type of Service	Service Name	Total (of 77)	Is provision of this service adequate?
Enhanced	Antiviral Stock Holding Service	1	Yes. Allied Pharmacy at Arrowe Park Hospital is one of four sites across Cheshire and Merseyside fulfilling this contract for NHS Cheshire and Merseyside.
National Enhanced	COVID-19 vaccination service	17	Yes. This is a specialised service to be deployed in a particular set of circumstances.

Source: Public Health Intelligence Team using data supplied by NHS Cheshire and Merseyside and Community Pharmacy Contractor Leads (Cheshire and Merseyside)

Figure 30: Summary of locally commissioned service provision

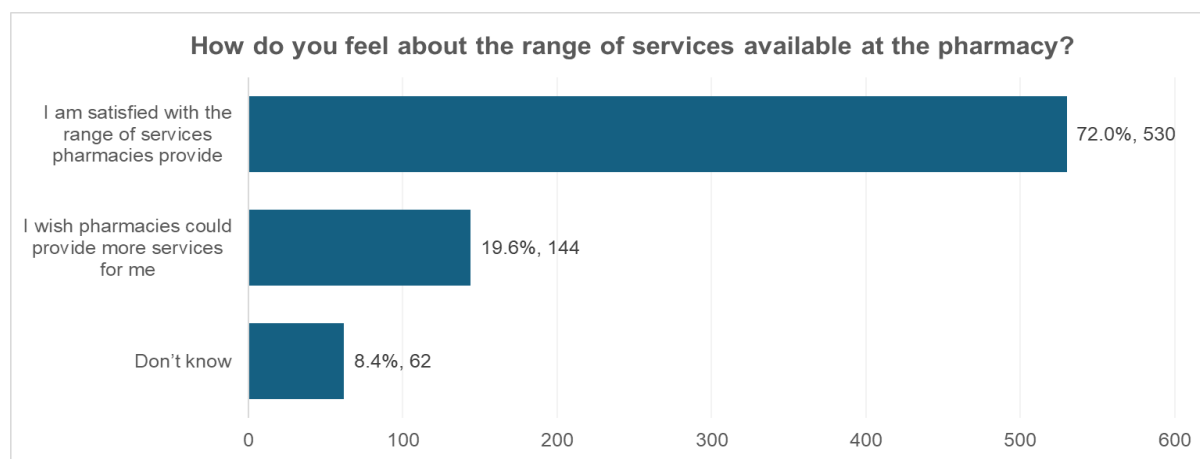
Type of Service	Service Name	Total (of 77)	Is provision of this service adequate?
Locally commissioned	Emergency Hormonal Contraception	44	Yes, as this is a specialist service. More active contractors would enhance the local offer
Locally commissioned	Intravenous Antibiotic Stockholding Service	3	Yes, provision at Asda Liscard, Asda Bromborough and Allied Pharmacy at Arrowe Park Hospital site
Locally commissioned	Needle – Syringe Exchange	13	Yes, as this is a specialist service. More active contractors would enhance the local offer
Locally commissioned	Palliative Care Emergency Medicines	11	Yes
Locally commissioned	Pharmacy Naloxone Service	7	Yes
Locally commissioned	Sharps waste collection service	34	Yes – More contractors would enhance the local offer
Locally commissioned	Supervised consumption (of methadone or buprenorphine)	71	Yes

Source: Public Health Intelligence Team using data supplied by NHS Cheshire and Merseyside and Community Pharmacy Contractor Leads (Cheshire and Merseyside)

Notes: Think Pharmacy Minor Ailments Service (Wirral) - Stopped in January 2024. Replaced with national Pharmacy First Service. Hepatitis C Antibody Testing Service – ended April 2023

As **Figure 31** illustrates, 72% of respondents to the public survey indicated that they were satisfied with the range of services available in pharmacies.

Figure 31: Range of services at the pharmacy, from Public Survey Question 31 (2024)



Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

Respondents to the survey had a clear view as to why they had a preference for their chosen pharmacy (**Figure 32**)

- “Having the things I need” was important by the most respondents (95.8%).
- This was followed by knowledgeable (95.5%) and friendly staff (93.6%).
- Then opening times (84.6%) and waiting times (80.3%) featured.
- The attribute that most respondents marked as unimportant was “delivery of medicines to my home” (23.1%).

Figure 32: Considerations when choosing a pharmacy in terms of products and services, from Public Survey Question 32 (2024)

	Important	Neither important nor unimportant	Unimportant	Don't know or not applicable	Total
Having the things I need	95.8%	3.5%	0.4%	0.3%	100.0%
Knowledgeable Staff	95.5%	3.7%	0.5%	0.3%	100.0%
Friendly staff	93.6%	5.8%	0.4%	0.1%	100.0%
Opening times	84.6%	14.1%	1.1%	0.1%	100.0%
Waiting times	80.3%	17.7%	1.6%	0.4%	100.0%
Privacy when speaking to the pharmacist	77.4%	15.1%	3.1%	4.3%	100.0%
Collection of prescriptions from my doctors	74.5%	8.2%	6.3%	11.1%	100.0%
Range of services offered	69.7%	23.6%	3.3%	3.4%	100.0%
Range of products available	68.2%	24.5%	4.3%	3.0%	100.0%
Cost of products at pharmacy	45.4%	27.9%	13.0%	13.7%	100.0%
Delivery of medicines to my home	20.5%	31.0%	23.1%	25.4%	100.0%

Source: Public Health Intelligence Team, Wirral Council (2024) using data sourced via Liverpool City Council Digital Team (Survey host for Cheshire and Merseyside Local Authorities)

Notes: Please see [Appendix 6 Pharmacy Contractors Survey](#) and [Appendix 8 Public Survey Pharmacy Access](#) for full results.

9.2. How essential, advanced and locally commissioned pharmacy services support local priority health needs

According to [Community Pharmacy England there are an estimated 1.2 million consultations per week \(2022\)](#) for health related issues, and these provide a valuable opportunity to support behaviour change through making every one of these contacts count. Making healthy choices such as stopping smoking, improving diet and nutrition, increasing physical activity, losing weight and reducing alcohol consumption could make a significant contribution to reducing the risk of disease, improving health outcomes for those with long-term conditions, reducing premature death and improving mental wellbeing.

Pharmacies are ideally placed to encourage and support people to make these healthy choices as part of the provision of pharmaceutical services and services commissioned locally by Wirral Borough Council Public Health team and the NHS. It is important that NHS Cheshire and Merseyside and the local Public Health team continue to work together to maximise the local impact of public health communications, messages and opportunities. The public survey indicated that further awareness raising and promoting the services that pharmacies provide could be beneficial. This can be undertaken in several ways including pharmacies ensuring that their NHS Choices profile is up to date.

Community pharmacy services can support with the delivery of the priorities in the Wirral Health and Wellbeing Strategy by providing services in local communities that are relevant across the life-course, support self-care and increase access to interventions that help prevent health problems. Some key examples include:

- Pharmacies are required to participate in up to [six public health campaigns each calendar year](#) by promoting public health messages to users. The topics for these campaigns are selected by NHS Cheshire and Merseyside. Public health campaigns could include raising awareness about the risks of alcohol consumption, cancer awareness and/or screening, self-management of long-term conditions and minor ailments by displaying posters, distributing leaflets and other relevant materials.
- The [Pharmacy First service](#) can support residents by giving people quicker and more convenient access to safe and high-quality healthcare. The service includes the provision of advice, including healthy living advice, as appropriate, and the supply of appropriate medicines for up to 7 common conditions. These include earache, impetigo, sore throat, infected insect bites, sinusitis, urinary tract infections and shingles. The aim is to address health issues before they get worse.
- Local provision of other advanced services such as the New Medicines Service, Appliance Use Reviews (AUR), and Stoma Appliance Customisation service (SAC) also assist people to manage their long-term conditions to maximise their quality of life. In providing these services local pharmacies are also well placed to identify where polypharmacy may potentially contribute to older people being at risk of a fall or other co-morbidity and provide appropriate advice and signposting.
- Where a person presents a prescription, and they appear to have diabetes, be at risk of coronary heart disease, smoke or are overweight, the pharmacy can give appropriate advice with the aim of increasing that person's knowledge and understanding of the health issues which are relevant to their circumstances.
- The provision of the NHS influenza vaccination (Advanced Service) and where people qualify, COVID-19 vaccination (Enhanced Service), to at-risk adults helps to protect those more vulnerable population from infectious diseases.
- Local pharmacies can also play an important role in signposting customers to other providers of services or support, self-care organisations or information resources.

10.0. Summary and conclusions

A Pharmaceutical Needs Assessment (PNA) forms part of the control of entry process for NHS Cheshire and Merseyside in relation to pharmacy services. It relates the current provision of pharmaceutical services to the characteristics of the local population and Health and Wellbeing Board (HWBB) priorities for improving health and wellbeing and reducing health inequalities in Wirral.

The PNA addresses the following broad questions:

- What is the provision of pharmacy service to our population and is this adequate?
- How is the pharmacy contract utilised for the benefit of the population of Wirral?

10.1. Meeting the pharmaceutical need

- Parts 1 to 3 of this Pharmaceutical Needs Assessment (PNA) suggest that Wirral has adequate geographical coverage of pharmacies, a high number of pharmacies per head of population and adequate week coverage in terms of seven day opening across multiple contracted hours pharmacies.
- However, there is a lack of essential service provision between 9.00pm and 10.00pm, Monday to Saturday, and between 4.00pm and 10.00pm on Sunday.
- There is a broad range of advanced, enhanced and locally commissioned services provided in addition to essential services.
- Future housing, regeneration and extra care housing developments in Wirral are not predicted to have an impact on local pharmaceutical needs, but should be monitored and changes considered, if this situation is suggested to alter, for any potential impact on provision of pharmacy services.
- Future growth in terms of Wirral's ageing population should be watched in terms of changes to demand and in turn the appropriate support at the pharmacy that can be provided to residents.
- Work and dialogue should continue with our existing contractors to ensure that this provision continues to match the needs of our population and that any potential inequalities in activity which arise are addressed.
- Feedback and information provided by patients, the public and other stakeholders consulted during the development of the PNA showed people feel that community pharmacies offer a valuable service, are convenient and staff are friendly and helpful.
- Finally, it is recommended that health and care commissioners consider the accessibility, quality, and potential of community pharmacy providers when considering new service approaches and developments.

10.2. Summary of main sections

Health of local population

- The review of Wirral's resident population and its health needs has demonstrated the increasing proportion of older people in the borough and by 2043, with a gradual increase, it could be possible that over one-quarter (or almost 28%) of Wirral residents, will be aged above 65 compared to around one-fifth (22%) being over 65 in 2024. This is an increase of over 20,000 people.

These possible local increases could be lower than North West (28.7% increase) and England (36.6% increase) over the same period. **(Section 5.2.4)**

- This 'ageing population' is likely to increase pressures on NHS and social care as this age group makes up a disproportionately significant percentage of GP consultations, hospital admissions and social services. This may have an impact on prescribing levels and therefore pharmacy workload, assuming current prescribing patterns persist. **(Section 5.2.4)**
- At the same time, with projected population increases in certain age bands, the 2,813 live births in Wirral in 2023, provides the lowest number of births since Wirral was formed as a Metropolitan Borough in 1974, with a forecast expecting this reducing trend to continue. With the General Fertility Rate (GFR), the number of live births per 1,000 women aged 15-44, being lower than 50.0 per 1,000, in both Wirral and England for the first time on record. **(Sections 5.2.4 and 5.2.5)**
- Cancers and cardiovascular disease are the largest causes of avoidable deaths for the borough. **(Section 6.1)**
- The 2021 Census indicates that 73,088 Wirral residents (22.8% of Wirral population) have a disability or illness that affects their day-to-day activities. This is higher than both the North West (19.8%) and England (17.2%). **(Section 5.4.3)**
- Just over 36% of the Wirral population (around 115,500 people) live in areas classified as being in the most deprived 20% of areas in England. **(Section 5.5)**
- Average life expectancy (at both birth and 65) for both men and women has worsened and remain statistically worse than England and internal Wirral differences in life expectancy remain substantial. Data for 2020-2022 suggests there is a 11.2 year gap between life expectancy at birth amongst men living in the most deprived 10% of Wirral compared to the least deprived. For females, the gap is 10.4 years. **(Sections 6.1)**
- Due to a range of factors such as co-morbidities and long-term conditions, older people can use more medicines than a younger population and as such community pharmacies could experience a steadily increasing workload in terms of dispensing and support for self-care. **(Sections 6.1)**
- Wirral residents have similar lifestyle issues as in the rest of the country such as a higher prevalence of obesity or overweight and smoking and alcohol consumption. Community pharmacies have a key role in helping support and deliver interventions to reduce their impacts, such as for substance misuse and sexual health. **(Sections 6.1)**

Strategic and Local Development

- The priorities for the Health and Wellbeing Board, other key organisations and partnerships have been outlined in Part Two of this document. There are a range of current services and support measures in place that support the strategic intentions of partners. **(Sections 4.0)**
- Pharmaceutical need related to these overarching aims could include necessary long-term support for medicines management of many Wirral residents and their diverse health needs.
- The essential, advanced and locally commissioned pharmacy services support local priority health needs across the strategic aims of partners. **(Section 9.2)**

- Considering future population numbers, and the expected slow increase to 2040, alongside the current expected housing and regeneration development plans, then any potential increased demand on pharmacies, because of any of these major developments, is manageable within the current system. **(Section 4.3)**
- There is an expected minimal impact on pharmaceutical services and provision when considering aspects of local regeneration, housing and NHS estate improvements across the borough. Though these should be monitored for any potential and actual impacts on the then current and future pharmaceutical services and needs.

Access to pharmacies/services

- Wirral has a larger number of pharmacies in relation to the size of its population (23.9 per 100,000) when compared to Cheshire and Merseyside (21.7 per 100,000) and compared to England (20.1 per 100,000). **(Section 7.2.1)**
- Wirral has one pharmacy for every 4,188 people compared to Cheshire and Merseyside that has 4,613 people per pharmacy and England at one community pharmacy for every 4,981 people per pharmacy. **(Section 7.2.1)**
- In terms of Wirral Wards, with the fewest residents per pharmacy is Birkenhead and Tranmere at 2,369 and with the highest number of residents per pharmacy is Greasby, Frankby and Irby at 7,103. **(Section 7.2.1)**
- Wirral pharmacies (77) are situated across the borough, predominantly in areas of highest population density, at the same time being accessible on foot (20-30 minutes) and by car (between 5 and 10 minutes). **(Section 7.4)**
- The current level of co-locations (December 2024) sees 31 pharmacies co-located with 35 GP Practice/Health venues with 324 people in the public survey suggesting this is their prime reason for choosing a pharmacy. **(Section 7.1.8)**
- At the same time there are pharmacies in areas bordering our peninsula (and farther afield) that Wirral residents can, and do, access to meet their pharmaceutical need **(Section 7.3)**. This 'out of Wirral' option, and the geographic spread of pharmacy contractors across the borough, provides the level of necessary pharmacy support and access to the range of needs and issues faced by residents **(Section 7.4)**.
- Wirral's 77 Pharmacies are geographically spread across Wirral Wards, all are open Monday to Friday, 9.00am to 5.30pm, with 19 reporting they are open until 7.00pm, there are 53 open at the peak on Saturday mornings and 11 open between 10.00am and 4.00pm on Sunday, though those 11 pharmacies are closed by 4.30pm on Sunday. Between Monday and Saturday, 6 pharmacies report being open up to 9.00pm. With no pharmacies open past 4.30pm on Sunday **(Section 7.5)**.
- Public survey respondents did record several issues they had encountered some relating to opening hours and access (see section below).
 - Almost 90% felt they could access their chosen pharmacy.
 - The overall total of dispensed items in Wirral (7,633,375) has multiple sources of those prescriptions, with 97.6%, or 7,456,263, generated from within Wirral. **(Section 8.1)**
 - Wirral has seen an increase in the average number of dispensed items from 622,399 per month in 2019/20 to 752,399 in 2023/24*, or a 21% increase over that 5-year period. **(*active months, see Table 2)**

Prescribing and dispensing

- The average number of items dispensed per month by ward sees a Wirral average of 28,915 per ward with this ranging from 51,517 Birkenhead and Tranmere Ward to 10,303 in Oxtown Ward. **(Section 8.1)**
- When considering average number of items per pharmacy per month in 2023/24 the Wirral average is 7,277, which is lower than Cheshire and Merseyside (8,130) and slightly higher than England (7,109). **(Section 8.1)**
- There is a high degree of satisfaction with pharmacy services. Overall, members of the public find them accessible, friendly and helpful. Members of the public commented that it is not always easy to access pharmacy services in the evening, i.e., after 6.00pm, and weekends. **(Appendix 7 and Appendix 8)**
- Supply chains for medicines, both UK and across the globe, are long and complex and shortages can be caused by multiple factors including manufacturing or distribution problems, increased demand for medicines, and the effects of wider geopolitical factors, such as the conflict in Ukraine and the COVID-19 pandemic. While this situation persists then pharmacy users may continue to experience this issue which may require them to access other pharmacies/online medicine suppliers if they do have problems. **(Section 8.2)**

Advanced and Enhanced Services Provision

Provision of advanced and enhanced services across Wirral is good. Highlights are:

- Pharmacy First service commenced in 2024 with most Pharmacies (66) now offer this opportunity to their customers across Wirral. **(Section 9.0)**
- There is good access to New Medicines Service (NMS) (70) across the borough. **(Section 9.0)**
- Influenza vaccination for at risk adults is available through nearly all Wirral community pharmacies (66) and this has greatly increased accessibility. The primary provider of influenza vaccination remains General Practice. **(Section 9.0)**
- Appliance Use Reviews (AUR), and Stoma Appliance Customisation (SAC) service are both specialist Appliance Services. Whilst there is low/no provision within Wirral community pharmacies, the specialised nature items are invariably sourced from across England **(see Figure 28)** and means access is adequate. **(Section 9.0)**
- The Hypertension Case Finding Service has 73 active providers (November 2024) with service access deemed good. **(Section 9.0)**
- Pharmacy Contraception Services started in April 2023 and has currently (November 2024) 76 active providers and access deemed good. **(Section 9.0)**
- Smoking Cessation Service (SCS) started in March 2022 and has currently (November 2024) 73 active providers and access deemed good. **(Section 9.0)**
- Lateral Flow Device (LFD) Service started in November 2023 and has currently (November 2024) 65 active providers and access deemed good. **(Section 9.0)**
- There is one Enhanced Service commissioned by NHS England Cheshire and Merseyside, an antiviral stock holding service. This is a specialised service to be deployed in a particular set of circumstances only a few pharmacies across Cheshire and Merseyside provide it.
- There is one community pharmacy providing the service in Wirral. Access is adequate. **(Section 9.0)**

- There is one Nationally Enhanced Service commissioned by NHS England, a COVID-19 vaccination service. This is a specialised service provided across Wirral. There are 17 community pharmacies providing the service in Wirral. Access is adequate. **(Section 9.0)**

Locally commissioned services (for information)

- Locally commissioned services, including Wirral Public Health, NHS Cheshire and Merseyside (Wirral Place), CGL Wirral Ways to Recovery and Wirral Council, cover a range of topics in support of local health outcomes and population needs. The number of pharmacies currently providing services is adequate.
- There are some services that would benefit from increased numbers of active pharmacy providers and Commissioners should continue to explore all options with pharmacy contractors to enhance the local offer in terms of numbers of participating venues. **(Section 9.0)**

Contractor survey

There are several external factors that are causing both local and national, system-wide, issues that are impacting on the service provision residents could experience. These should be understood and considered when gathering and interpreting local insight. At the same time, there were areas of pharmacy delivery that survey respondents felt were issues for local providers to consider and these aspects should be explored in more detail outside of, but within, the life of this PNA.

- There are 60 (of 66 pharmacies completing survey, or 91%) able to deal with any increase in future demand within their current site offer, or with some level of alterations. **(Appendix 5 and Appendix 6)**
- All pharmacies (66) offer a delivery service (free of charge or paid) with almost 70% (46) offering a surgery prescription pick up service. **(Appendix 5 and Appendix 6)**
- There were 64 of the 66 contractors (97.0%) who stated that customers could legally park within 50 metres of the pharmacy.
- The survey noted that 48 (72.7%) of the 66 contractors said that access to their pharmacy via public transport is within 100 metres of a bus stop or train station and the remaining 18 other contractors (27.3%) reported that public transport access was only 100 metres to 500 metres away.
- Twelve (12) contractors stated they are going to be making some changes to this service, either charging all patients for prescription delivery or just new patients. **(Appendix 5 and Appendix 6)**
- All Contractors provide one or some reasonable adjustments for their customers though there are some providers, compared to others, who have more options at their disposal. **(Section 8.5)**

Public perspectives

Provision of pharmacy services across Wirral is perceived in general to be good, with almost 90% very satisfied and fairly satisfied. **(Appendix 7 and Appendix 8)**

- Respondents were predominantly female (72%), all age bands were represented though 83% were aged 50+ years, 6% of respondents identified as ethnically diverse (i.e. not White British), almost 20% identified as carers, LGBTQIA+ population was over-represented with 4.5% of respondents identifying as non-heterosexual, just under a third considered themselves to be disabled (39% or 164 respondents who noted at least one condition). **(Appendix 7 and Appendix 8)**

- From our public survey, the experience of Wirral residents covered a range of subjects, but overall satisfaction was generally high in terms of opening hours (83%), ability to access sites even if they had mobility issues, availability of dispensed medicines, positive staffing interactions (**See [Appendix 7](#) and [Appendix 8](#)**).
- The level of satisfaction with pharmacy opening hours was high at 83% of all respondents, though some queried
 - The length of opening hours (24) and weekend closures (22).
 - Getting to sites around work hours can be problematic for some (16).
 - Some aspects of wider availability of open pharmacies, improved communication of current opening hours at sites, and changes (short notice and other) could help residents to make more informed choices.
 - There were several comments (7) related to previous pharmacy closures and suggested added pressure this has put on remaining venues.
- There were respondents who added other issues they felt affected their access to their chosen pharmacy, these were lower in number, but worthy of note and these included (**See [Appendix 7](#) and [Appendix 8](#)**)
 - Health/mobility being too poor for them to travel to or get into the pharmacy.
 - Issues with parking hindering some people and their ability to access the site.
 - Journey was too far/strenuous, and premises was not accessible.
 - Queues and wait times often linked to numbers of people in the pharmacy or too few, busy, staff dealing with demand.
 - Not always easy to access pharmacy services in the evening, after 6pm, and some part of the weekend.
- Driving or walking to the pharmacy were the most common methods of travel accounting for almost 93% of visits (noted by respondents). (**Section 7.4**)
- Nearly 90% of respondents stated that their usual trip to the pharmacy took between 6 and 15 minutes only. (**Section 7.4**)
- The survey results show that more than 95% of respondents had visited a pharmacy within the last month. (**Section 7.5**)
- These four reasons of: close to home, close to my GP Surgery, easy to park nearby and close to my shops accounted for almost 89% of respondents. answers to why they chose their pharmacy and almost 90% saying their journey to it was easy/quite easy to complete. (**Section 7.2.1 and Section 9.1**)
- Other reasons for choosing a pharmacy site include:
 - Proximity to GP/home address (121).
 - Pharmacy services such as availability of stock/medication (36), opening times (25), range of services (20), familiarity or connection to the pharmacy (17) or increasing pressure/demand on other pharmacies (12).
 - Pharmacy Staff including professionalism, going above and beyond, engaging with patients, range of staff support and being approachable.
- The majority of public feedback endorsed this assessment that, in terms of pharmaceutical need, that the population of Wirral is generally well served, across several services and by range of sites. However, there can be operational issues, at different sites, at various times, which can impact access and use.

The public survey provides added insight and understanding, and so they will be shared (anonymised) with relevant partners to seek options and opportunities to address any operational concerns in order to achieve improved customer outcomes.

- Almost 90% of respondents felt they could access their chosen pharmacy without issues. **(Section 7.6)**
- Pharmacy customers (whose first language is not English) had a range of options if they needed to speak to a member of staff with 21 other languages across 20 sites. **(Section 7.7)**
- People were asked if they had needed to use their usual pharmacy when it was closed, almost two-thirds (64.7%, 476) had not needed to use their chosen pharmacy when it was closed, with about one-third of respondents (260) stating they had:
 - Saturday (112) was mentioned most, then Monday to Friday (84).
 - There was no definitive time people felt was an issue, with a spread across 'Afternoons' (76), 'Evening' (64), 'Lunchtime' (51) and 'Morning' (48).
 - The majority (136) waited until it opened or went to another pharmacy (89).
 - Three quarters of people reported in the survey (74.5%) they had not struggled to get medicines on prescription recently.
- Wirral pharmacies (with one or more private consultation rooms) could be carried out in 65 of 66 venues (those who completed Contractor Survey). With almost 80% of people who had a consultation with a pharmacist found privacy levels excellent, very good or good. **(Section 7.8)**
- Almost 80% of respondents got their prescription when they needed it. **(Section 8.3)**
- However, 141 respondents reported a delay in obtaining their dispensed items, which in a very few cases would be considered too long.
 - Some felt they were not informed about the delay and reasons why (52).
 - Almost equal amounts of people who answered the question, 'was your wait reasonable,' 69 respondents felt their wait was reasonable, while 65 felt it was a reasonable period of time to wait.
 - The most mentioned reason for a delay was lack of stock.
- There is a low awareness of the option for residents to have their medications delivered by their pharmacy, even though all Contractors who responded to their survey suggested they offered either a free or paid for delivery service. However, this option of medication delivery (23.1% response) was not high on the priorities of residents when considering what was important to choosing their preferred pharmacy.
- The aspects that were important to people when choosing a pharmacy were, 'having the things they needed' (95.8%), 'knowledgeable' (95.5%) and 'friendly staff' (93.6%) and these last two aspects were also high for satisfaction (73.1% and 64.9% respectively). **(Section 8.4)**

10.3. Conclusions

Meeting pharmaceutical need

- ***Overall, this assessment has concluded that currently there is enough essential service provision access in terms of location, opening hours and services to meet the needs of the population of Wirral with the following exceptions:***
 - ***The lack of essential services on Sundays, between 4.00pm and 10.00pm, that meet the pharmaceutical needs of Wirral residents.***
 - ***The lack of essential services between Monday and Saturday, between 9.00pm and 10.00pm, that meet the pharmaceutical needs of Wirral residents.***

Pharmaceutical Needs Assessment

Part 4: Appendices

Appendix 1: Wirral Community Pharmacy providers (November 2024)

URN	PHARMACY	CODE	ADDRESS	WARD	POST CODE
1	ALLIED PHARMACIES BALLS ROAD	FG254	40 BALLS ROAD	Oxton Ward	CH43 5RE
2	ALLIED PHARMACY ARROWE PARK	FG389	ARROWE PARK HOSPITAL	Pensby and Thingwall Ward	CH49 5PE
3	ASDA PHARMACY	FC549	222 GRANGE ROAD	Birkenhead and Tranmere Ward	CH41 6EB
4	ASDA PHARMACY	FT036	WELTON ROAD	Bromborough Ward	CH62 3QP
5	ASDA PHARMACY	FJH46	WOODCHURCH ROAD	Upton Ward	CH49 5PD
6	ASDA PHARMACY	FF922	SEAVIEW ROAD	Wallasey Ward	CH45 4NZ
7	BOOTS	FC368	215 GRANGE ROAD	Birkenhead and Tranmere Ward	CH41 2PH
8	BOOTS	FC972	BROMBOROUGH RETAIL PARK	Bromborough Ward	CH62 3PN
9	BOOTS	FY215	21 CHURCH ROAD	Clatterbridge Ward	CH63 7PG
10	BOOTS	FL617	395 UPTON ROAD	Claughton Ward	CH43 9SE
11	BOOTS	FV122	218-220 TELEGRAPH ROAD	Heswall Ward	CH60 0AL
12	BOOTS	FYV68	36 LISCARD WAY	Liscard Ward	CH44 5TP
13	BOOTS	FLP52	254 HOYLAKES ROAD	Moreton West and Saughall Massie Ward	CH46 6AF
14	BOOTS	FXX14	8-10 HOLMLANDS DRIVE	Oxton Ward	CH43 0TX
15	BOOTS	FQT68	THE WARRENS MEDICAL CTR	Pensby and Thingwall Ward	CH49 5PL
16	BOOTS	FJV77	11-13 THE CRESCENT	West Kirby and Thurstaston	CH48 4HL
17	CAMPBELLS CHEMIST	FCW66	175 POULTON ROAD	Seacombe Ward	CH44 9DG
18	CARRINGTONS PHARMACY	FE310	128 RAKE LANE	New Brighton Ward	CH45 5DL
19	CLAUGHTON PHARMACY	FHV83	161 PARK ROAD NORTH	Claughton Ward	CH41 0DD
20	COHENS CHEMIST	FG292	PASTURE ROAD HEALTH CTR	Leasowe and Moreton East Ward	CH46 8SA
21	COHENS CHEMIST	FVG07	309 PENSLEY ROAD	Pensby and Thingwall Ward	CH61 9ND
22	COHENS PHARMACY	FQ635	4 BROADWAY	Bebington Ward	CH63 5NH
23	DALE PHARMACY LTD	FC593	218 BEBINGTON ROAD	Rock Ferry Ward	CH42 4QF
24	DAY LEWIS PHARMACY	FDQ38	41 FENDER WAY	Bidston and St. James Ward	CH43 7ZJ
25	DAY LEWIS PHARMACY	FKE81	14-16 CROSS LANE	Clatterbridge Ward	CH63 3AL
26	DUDLEYS CHEMISTS	FNR55	1194 NEW CHESTER ROAD	Eastham Ward	CH62 9AE
27	EGREMONT PHARMACY	FWC29	9A KING STREET	Liscard Ward	CH44 8AT
28	GREENCROSS PHARMACY	FMK56	17 THE CRESCENT	West Kirby and Thurstaston	CH48 4HW
29	HEATHERLANDS PHARMACY	FDL69	396 NEW HEY ROAD	Upton Ward	CH49 9DA
30	HESWALL HILLS PHARMACY	FA057	119 BRIMSTAGE ROAD	Heswall Ward	CH60 1XF
31	HIGHER BEBINGTON PHARMACY	FJD19	HIGHER BEB HTH CTR	Bebington Ward	CH63 2LR
32	JAMIESON'S PHARMACY	FE775	44 WHETSTONE LANE	Birkenhead and Tranmere Ward	CH41 2TF
33	LEASOWE PHARMACY	FR600	LEASOWE PRIMARY CARE CTR	Leasowe and Moreton East Ward	CH46 2QQ
34	LEES'S PHARMACY LTD	FV230	98 HOOLE ROAD	Upton Ward	CH49 8EG
35	LLOYDSPHARMACY	FQE32	35 GRANGE ROAD	West Kirby and Thurstaston	CH48 4DZ
36	MANOR PHARMACY	FXE80	13 STATION APPROACH	Hoylake and Meols Ward	CH47 8XA
37	MCKEEVERS CHEMIST	FXE59	GREASBY HEALTH CENTRE	Greasby Frankby and Irby Ward	CH49 3PH
38	MORETON PHARMACY	FJF23	205-207 HOYLAKES ROAD	Moreton West and Saughall Massie Ward	CH46 0SJ
39	MORRISONS PHARMACY	FTG19	DEE LANE	West Kirby and Thurstaston	CH48 0QA
40	OAKLEY PHARMACY	FXW85	270 TELEGRAPH ROAD	Heswall Ward	CH60 7SG
41	OLD CHESTER PHARMACY	FKF28	296 OLD CHESTER ROAD	Rock Ferry Ward	CH42 3XD
42	PRENTON DELL PHARMACY	FH295	1 ROMAN ROAD	Prenton Ward	CH43 3DB
43	ROWLANDS PHARMACY	FX032	73 MARKET STREET	Birkenhead and Tranmere Ward	CH41 6AN
44	ROWLANDS PHARMACY	FVD93	PARKFIELD MEDICAL CENTRE	Bromborough Ward	CH62 5HS
45	ROWLANDS PHARMACY	FMP28	STATION PHARMACY	Eastham Ward	CH62 6BB
46	ROWLANDS PHARMACY	FME16	2A CHADWICK STREET	Moreton West and Saughall Massie Ward	CH46 7TE
47	ROWLANDS PHARMACY	FNC84	FIELD ROAD HEALTH CENTRE	New Brighton Ward	CH45 5BG
48	ROWLANDS PHARMACY	FT638	RIVERSIDE HEALTH CENTRE	Rock Ferry Ward	CH42 2AG
49	ROWLANDS PHARMACY	FDA14	62 GROVE ROAD	Wallasey Ward	CH45 3HW
50	SOMERVILLE PHARMACY	FNN81	SOMERVILLE MEDICAL CENTRE	Seacombe Ward	CH44 4SP
51	ST CATHERINES PHARMACY	FA847	THE RETAIL PHARMACY UNIT	Birkenhead and Tranmere Ward	CH42 0LQ
52	ST HILARY'S PHARMACY	FTM81	BROADWAY	Wallasey Ward	CH45 3NA
53	ST PAUL'S PHARMACY	FHQ81	75-77 ST PAUL'S ROAD	Seacombe Ward	CH44 7AL
54	SUPERDRUG PHARMACY	FFP67	203-205 GRANGE ROAD	Birkenhead and Tranmere Ward	CH41 2PF
55	SWETTENHAM CHEMISTS	FC329	18 ALLPORT LANE	Bromborough Ward	CH62 7HP
56	SWETTENHAM CHEMISTS	FQ535	249 OLD CHESTER ROAD	Rock Ferry Ward	CH42 3TD
57	T/A THE PHARMACY BEBINGTON	FLW57	176 BEBINGTON ROAD	Bebington Ward	CH63 7PD
58	TEMPLE PHARMACY	FM813	3 LANCELYN COURT PRECINCT	Clatterbridge Ward	CH63 9JP
59	TESCO INSTORE PHARMACY	FFJ15	BIDSTON MOSS EXTRA	Bidston and St. James Ward	CH43 7AA
60	TESCO INSTORE PHARMACY	FDL01	TELEGRAPH ROAD	Heswall Ward	CH60 7SL
61	TOWNFIELD PHARMACY	FLX37	TOWNFIELD HEALTH CENTRE	Claughton Ward	CH43 9JW
62	TRANMERE PHARMACY	FNM03	4 TRANMERE COURT	Birkenhead and Tranmere Ward	CH42 5AB
63	TREE TOPS PHARMACY	FDf46	TREE TOPS PRIMARY HCC	Eastham Ward	CH62 6EE
64	UPTON PHARMACY	FP641	UPTON GROUP PRACTICE	Upton Ward	CH49 0TF
65	VICTORIA CENTRAL PHARMACY	FNE27	VICTORIA CENTRAL PCC	Liscard Ward	CH44 5UF
66	VICTORIA PARK PHARMACY	FC657	VICTORIA PARK HEALTH CTR	Rock Ferry Ward	CH42 4QJ
67	VICTORIA PHARMACY	FCC27	100 VICTORIA ROAD	New Brighton Ward	CH45 2JF
68	WEINRONK PHARMACY	FWA62	411-413 PENSLEY ROAD	Pensby and Thingwall Ward	CH61 9PF
69	WELL	FQQ27	134 ST. ANNE STREET	Bidston and St. James Ward	CH41 3SJ
70	WELL	FKJ03	31 LAIRD STREET	Bidston and St. James Ward	CH41 8DB
71	WELL	FCN12	39 THINGWALL ROAD	Greasby Frankby and Irby Ward	CH61 3UE
72	WELL	FNT31	40 MARKET STREET	Hoylake and Meols Ward	CH47 2AF
73	WELL	FJ202	113 REEDS LANE	Leasowe and Moreton East Ward	CH46 1QT
74	WELL	FKE51	271 WALLASEY VILLAGE	Wallasey Ward	CH45 3LR
75	WELSH'S PHARMACY	FF615	40 GRANGE ROAD	West Kirby and Thurstaston	CH48 4EF
76	WOODCHURCH ROAD PHARMACY	FDR78	379 WOODCHURCH ROAD	Prenton Ward	CH42 8PE
77	WYN ELLIS & SON PHARMACY	FWD11	32 POULTON ROAD	Seacombe Ward	CH44 9DQ

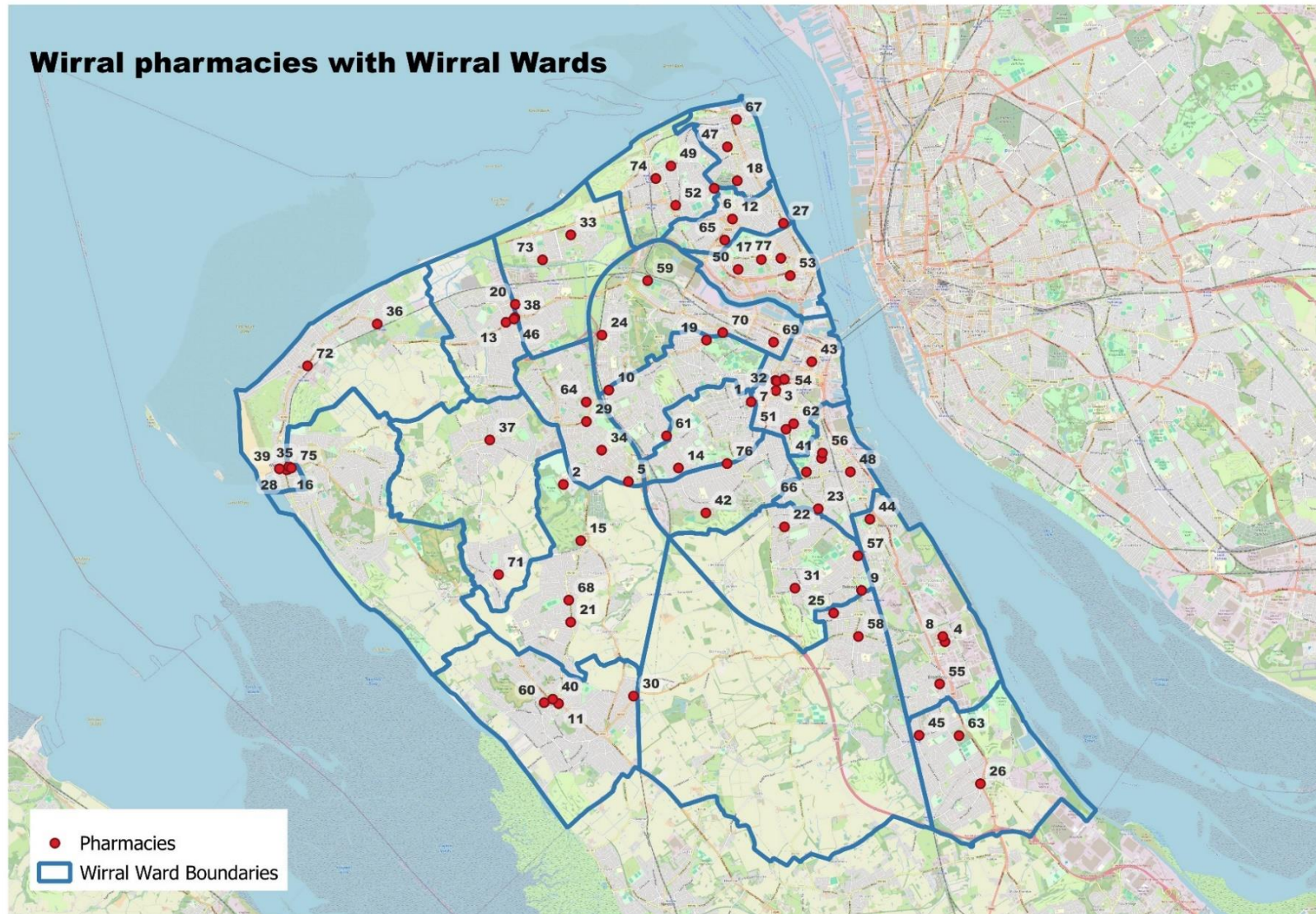
Source: Public Health Intelligence Team using data supplied by NHS Cheshire and Merseyside

Notes: Please see [addendum table](#) of this document that highlights changes that have been made since the start of the production of this report. URN is Unique Reference Number. An ODS code (also called an Organisation code) is a unique code created by the Organisation Data Service within NHS Digital and used to identify organisations across health and social care.

* West Kirby and Thurstaston ward for purposes of PNA consideration

**JHoots is now community pharmacy contractor – number 35 in this table – formerly Lloyds Pharmacy

Appendix 2: Map of Wirral Community Pharmacy providers (November 2024)



Source: Public Health Intelligence Team (2024) using QGIS

Appendix 3: Community Pharmacy opening hours by Ward (November 2024)

URN	SITE CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
22	FQ635	COHENS PHARMACY	Bebington Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	CLOSED	CLOSED	40.0
31	FJD19	HIGHER BEBINGTON PHARMACY	Bebington Ward	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	09:00-12:00	CLOSED	53.0
57	FLW57	T/A THE PHARMACY BEBINGTON	Bebington Ward	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	09:00-12:00	CLOSED	50.5
24	FDQ38	DAY LEWIS PHARMACY	Bidston and St. James Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	CLOSED	42.5
59	FFJ15	TESCO INSTORE PHARMACY	Bidston and St. James Ward	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	10:00-16:00	78.0
70	FKJ03	WELL	Bidston and St. James Ward	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:00	09:00-13:00	CLOSED	51.0
69	FQQ27	WELL	Bidston and St. James Ward	09:00 - 13:00 - 14:30 - 18:30	09:00 - 13:00 - 14:30 - 18:30	09:00 - 13:00 - 14:30 - 18:30	09:00 - 13:00 - 14:30 - 18:30	09:00 - 13:00 - 14:30 - 18:30	CLOSED	CLOSED	40.0
3	FC549	ASDA PHARMACY	Birkenhead and Tranmere Ward	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	10:30-16:30	72.0
7	FC368	BOOTS	Birkenhead and Tranmere Ward	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	11:00-16:00	59.0

URN	SITE CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
32	FEP75	JAMIESON'S PHARMACY	Birkenhead and Tranmere Ward	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	09:00-13:00	CLOSED	45.3
43	FX032	ROWLANDS PHARMACY	Birkenhead and Tranmere Ward	09:00-13:20,13:40-17:30	09:00-13:20,13:40-17:30	09:00-13:20,13:40-17:30	09:00-13:20,13:40-17:30	09:00-13:20,13:40-17:30	09:00-13:00	CLOSED	44.8
51	FA847	ST CATHERINES PHARMACY	Birkenhead and Tranmere Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00	CLOSED	44.0
54	FFP67	SUPERDRUG PHARMACY	Birkenhead and Tranmere Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	51.0
62	FNM03	TRANMERE PHARMACY	Birkenhead and Tranmere Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0
4	FT036	ASDA PHARMACY	Bromborough Ward	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	10:00-16:00	72.0
8	FC972	BOOTS	Bromborough Ward	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-18:30	10:00-16:00	76.5
44	FVD93	ROWLANDS PHARMACY	Bromborough Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-12:00	CLOSED	43.0
55	FC329	SWETTENHAM CHEMISTS	Bromborough Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00	CLOSED	44.0

URN	SITE CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
9	FY215	BOOTS	Clatterbridge Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00 - 16:00	CLOSED	52.0
25	FKE81	DAY LEWIS PHARMACY	Clatterbridge Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0
58	FM813	TEMPLE PHARMACY	Clatterbridge Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	CLOSED	CLOSED	40.0
10	FL617	BOOTS	Claughton Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0
19	FHV83	CLAUGHTON PHARMACY	Claughton Ward	09:00-13:00,14:00-21:00	09:00-13:00,14:00-21:00	09:00-13:00,14:00-21:00	09:00-13:00,14:00-21:00	09:00-13:00,14:00-21:00	09:00-13:00,14:00-21:00	09:00-16:00	73.0
61	FLX37	TOWNFIELD PHARMACY	Claughton Ward	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00-13:00	CLOSED	49.0
26	FNR55	DUDLEYS CHEMISTS	Eastham Ward	09:00 - 13:00, 13:30 - 17:30	09:00 - 13:00, 13:30 - 17:30	09:00 - 13:00 - 13:30 - 17:30	09:00 - 13:00, 13:30 - 17:30	09:00 - 13:00, 13:30 - 17:30	09:00-13:00	CLOSED	44.0
45	FMP28	ROWLANDS PHARMACY	Eastham Ward	09:00-13:00,14:00-17:30	09:00-13:00,14:00-17:30	09:00-13:00,14:00-17:30	09:00-13:00,14:00-17:30	09:00-13:00,14:00-17:30	09:00-12:00	CLOSED	40.5
63	FDF46	TREE TOPS PHARMACY	Eastham Ward	08:30 - 13:00, 14:00 - 18:30	08:30 - 13:00, 14:00 - 18:30	08:30 - 13:00, 14:00 - 18:30	08:30 - 13:00, 14:00 - 18:30	08:30 - 13:00, 14:00 - 18:30	08:30-12:30	CLOSED	49.0
37	FXE59	MCKEEVERS CHEMIST	Greasby Frankby and Irby Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0
71	FCN12	WELL	Greasby Frankby and Irby Ward	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00-13:00	CLOSED	49.0
11	FV122	BOOTS	Heswall Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	51.0

URN	SITE CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
30	FA057	HESWALL HILLS PHARMACY	Heswall Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	CLOSED	CLOSED	40.0
40	FXW85	OAKLEY PHARMACY	Heswall Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-17:30	CLOSED	53.5
60	FDL01	TESCO INSTORE PHARMACY	Heswall Ward	08:30-20:00	08:30-20:00	08:30-20:00	08:30-20:00	08:30-20:00	08:00-20:00	10:00-16:00	75.5
36	FXE80	MANOR PHARMACY	Hoylake and Meols Ward	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-16:00	CLOSED	49.0
72	FNT31	WELL	Hoylake and Meols Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-13:00	CLOSED	46.5
20	FG292	COHENS CHEMIST	Leasowe and Moreton East Ward	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	CLOSED	CLOSED	47.5
33	FR600	LEASOWE PHARMACY	Leasowe and Moreton East Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0
73	FJ202	WELL	Leasowe and Moreton East Ward	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	CLOSED	CLOSED	40.0
12	FYV68	BOOTS	Liscard Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:00	CLOSED	50.5
27	FWC29	EGREMONT PHARMACY	Liscard Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0
65	FNE27	VICTORIA CENTRAL PHARMACY	Liscard Ward	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-17:30	CLOSED	59.0

URN	SITE CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
13	FLP52	BOOTS	Moreton West and Saughall Massie Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:00	CLOSED	50.5
38	FJF23	MORETON PHARMACY	Moreton West and Saughall Massie Ward	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	09:00-17:30	CLOSED	56.0
46	FME16	ROWLANDS PHARMACY	Moreton West and Saughall Massie Ward	09:00 - 17:30	09:00 - 17:30	09:00 - 17:30	09:00 - 17:30	09:00 - 17:30	09:00-13:00	CLOSED	46.5
18	FE310	CARRINGTONS PHARMACY	New Brighton Ward	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	CLOSED	CLOSED	45.0
47	FNC84	ROWLANDS PHARMACY	New Brighton Ward	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	CLOSED	CLOSED	45.0
67	FCC27	VICTORIA PHARMACY	New Brighton Ward	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	CLOSED	CLOSED	40.0
1	FG254	ALLIED PHARMACIES BALLS ROAD	Oxton Ward	08:00-18:30	08:00-18:30	08:00-18:30	08:00-18:30	08:00-18:30	CLOSED	CLOSED	52.5
14	FF773	HOLMLANDS PHARMACY (was BOOTS) ****	Oxton Ward	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	CLOSED	CLOSED	45.0
2	FG389	ALLIED PHARMACY ARROWE PARK	Pensby and Thingwall Ward	08:30-20:30	08:30-20:30	08:30-20:30	08:30-20:30	08:30-20:30	09:00-18:00	09:00-14:00	74.0
15	FQT68	BOOTS	Pensby and Thingwall Ward	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	10:00-17:00	CLOSED	57.0

URN	SITE CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
21	FVG07	COHENS CHEMIST	Pensby and Thingwall Ward	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	CLOSED	CLOSED	40.0
68	FWA62	M & A WEINRONK PHARMACY***	Pensby and Thingwall Ward	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00-13:00	CLOSED	44.0
42	FH295	PRENTON DELL PHARMACY	Prenton Ward	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	CLOSED	CLOSED	50.0
76	FDR78	WOODCHURCH ROAD PHARMACY	Prenton Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0
23	FC593	DALE PHARMACY LTD	Rock Ferry Ward	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	CLOSED	CLOSED	40.0
41	FKF28	OLD CHESTER PHARMACY	Rock Ferry Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-12:30	CLOSED	48.5
48	FT638	ROWLANDS PHARMACY	Rock Ferry Ward	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00-12:00	CLOSED	43.0
56	FQ535	SWETTENHAM CHEMISTS	Rock Ferry Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	CLOSED	CLOSED	40.0
66	FC657	VICTORIA PARK PHARMACY	Rock Ferry Ward	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	08:30 - 12:30	CLOSED	51.5
17	FCW66	CAMPBELLS CHEMIST	Seacombe Ward	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00	CLOSED	42.8
50	FNN81	SOMERVILLE PHARMACY	Seacombe Ward	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	CLOSED	CLOSED	41.3

URN	SITE CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
53	FHQ81	ST PAUL'S PHARMACY	Seacombe Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00	CLOSED	44.0
77	FWD11	WYN ELLIS and SON PHARMACY	Seacombe Ward	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00	CLOSED	42.8
5	FJH46	ASDA PHARMACY	Upton Ward	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	10:00-16:00	72.0
29	FDL69	HEATHERLANDS PHARMACY	Upton Ward	08:00-21:00	08:00-21:00	08:00-21:00	08:00-21:00	08:00-21:00	11:00-21:00	10:00-16:00	81.0
34	FV230	LEES'S PHARMACY	Upton Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0
64	FP641	UPTON PHARMACY	Upton Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-12:00	CLOSED	43.0
6	FF922	ASDA PHARMACY	Wallasey Ward	09:00-20:00	09:00-20:00	09:00-20:00	09:00-20:00	09:00-20:00	09:00-20:00	10:00-16:00	72.0
49	FDA14	ROWLANDS PHARMACY	Wallasey Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00	CLOSED	44.0
52	FTM81	ST HILARY'S PHARMACY	Wallasey Ward	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	CLOSED	CLOSED	47.5
74	FKE51	WELL	Wallasey Ward	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	CLOSED	CLOSED	42.5

URN	SITE CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
16	FJV77	BOOTS*	West Kirby and Thurstaston	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	51.0
28	FMK56	GREENCROSS PHARMACY*	West Kirby and Thurstaston	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:00	CLOSED	50.5
35	FQE32	LLOYDSPHARMACY*	West Kirby and Thurstaston	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	CLOSED	CLOSED	47.5
39	FTG19	MORRISONS PHARMACY*	West Kirby and Thurstaston	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 18:00	10:00-16:00	65.0
75	FF615	WELSH'S PHARMACY*	West Kirby and Thurstaston	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0

Source: Public Health Intelligence Team using information supplied by Cheshire and Merseyside Integrated Care Board (Pharmacy) (November 2024)

Notes: Please see [addendum table](#) of this document that highlights changes that have been made since the start of the production of this report. URN is Unique Reference Number. An ODS code (also called an Organisation code) is a unique code created by the Organisation Data Service within NHS Digital and used to identify organisations across health and social care.

* West Kirby and Thurstaston ward for purposes of PNA consideration

**JHoots is now community pharmacy contractor at former Lloyds Pharmacy site in West Kirby – number 35 in this table.

*** post statutory consultation - Weinronk Pharmacy should be M & A Weinronk Pharmacy

**** post statutory consultation – Holmlands Pharmacy name correction

Appendix 4: Community Pharmacy - total opening hours per week (January 2025)

URN	ODS CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
29	FDL69	HEATHERLANDS PHARMACY	Upton Ward	08:00-21:00	08:00-21:00	08:00-21:00	08:00-21:00	08:00-21:00	11:00-21:00	10:00-16:00	81.0
59	FFJ15	TESCO INSTORE PHARMACY	Bidston and St. James Ward	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	10:00-16:00	78.0
8	FC972	BOOTS	Bromborough Ward	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-18:30	10:00-16:00	76.5
60	FDL01	TESCO INSTORE PHARMACY	Heswall Ward	08:30-20:00	08:30-20:00	08:30-20:00	08:30-20:00	08:30-20:00	08:00-20:00	10:00-16:00	75.5
2	FG389	ALLIED PHARMACY ARROWE PARK	Pensby and Thingwall Ward	08:30-20:30	08:30-20:30	08:30-20:30	08:30-20:30	08:30-20:30	09:00-18:00	09:00-14:00	74.0
19	FHV83	CLAUGHTON PHARMACY	Claughton Ward	09:00-13:00,14:00-21:00	09:00-13:00,14:00-21:00	09:00-13:00,14:00-21:00	09:00-13:00,14:00-21:00	09:00-13:00,14:00-21:00	09:00-13:00,14:00-21:00	09:00-16:00	73.0
3	FC549	ASDA PHARMACY	Birkenhead and Tranmere Ward	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	10:30-16:30	72.0
4	FT036	ASDA PHARMACY	Bromborough Ward	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	10:00-16:00	72.0
5	FJH46	ASDA PHARMACY	Upton Ward	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	09:00-12:30,13:00-16:30,17:00-21:00	10:00-16:00	72.0

URN	ODS CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
6	FF922	ASDA PHARMACY	Wallasey Ward	09:00-20:00	09:00-20:00	09:00-20:00	09:00-20:00	09:00-20:00	09:00-20:00	10:00-16:00	72.0
39	FTG19	MORRISONS PHARMACY*	West Kirby and Thurstaston	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 18:00	10:00-16:00	65.0
7	FC368	BOOTS	Birkenhead and Tranmere Ward	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	11:00-16:00	59.0
65	FNE27	VICTORIA CENTRAL PHARMACY	Liscard Ward	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-17:30	CLOSED	59.0
15	FQT68	BOOTS	Pensby and Thingwall Ward	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	10:00-17:00	CLOSED	57.0
38	FJF23	MORETON PHARMACY	Moreton West and Saughall Massie Ward	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	09:00-17:30	CLOSED	56.0
40	FXW85	OAKLEY PHARMACY	Heswall Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-17:30	CLOSED	53.5
31	FJD19	HIGHER BEBINGTON PHARMACY	Bebington Ward	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	08:30 - 18:30	09:00-12:00	CLOSED	53.0
1	FG254	ALLIED PHARMACIES BALLS ROAD	Oxton Ward	08:00-18:30	08:00-18:30	08:00-18:30	08:00-18:30	08:00-18:30	CLOSED	CLOSED	52.5
9	FY215	BOOTS	Clatterbridge Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00 - 16:00	CLOSED	52.0

URN	ODS CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
66	FC657	VICTORIA PARK PHARMACY	Rock Ferry Ward	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	08:30 - 12:30	CLOSED	51.5
11	FV122	BOOTS	Heswall Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	51.0
16	FJV77	BOOTS*	West Kirby and Thurstaston	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	51.0
54	FFP67	SUPERDRUG PHARMACY	Birkenhead and Tranmere Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	51.0
70	FKJ03	WELL	Bidston and St. James Ward	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:00	09:00-13:00	CLOSED	51.0
12	FYV68	BOOTS	Liscard Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:00	CLOSED	50.5
13	FLP52	BOOTS	Moreton West and Saughall Massie Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:00	CLOSED	50.5
28	FMK56	GREENCROSS PHARMACY*	West Kirby and Thurstaston	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:00	CLOSED	50.5
57	FLW57	T/A THE PHARMACY BEBINGTON	Bebington Ward	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	09:00-12:00	CLOSED	50.5

URN	ODS CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
42	FH295	PRENTON DELL PHARMACY	Prenton Ward	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	CLOSED	CLOSED	50.0
27	FWC29	EGREMONT PHARMACY	Liscard Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0
34	FV230	LEES'S PHARMACY	Upton Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0
36	FXE80	MANOR PHARMACY	Hoylake and Meols Ward	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-16:00	CLOSED	49.0
37	FXE59	MCKEEVERS CHEMIST	Greasby Frankby and Irby Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0
61	FLX37	TOWNFIELD PHARMACY	Claughton Ward	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00-13:00	CLOSED	49.0
62	FNM03	TRANMERE PHARMACY	Birkenhead and Tranmere Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0
63	FDF46	TREE TOPS PHARMACY	Eastham Ward	08:30 - 13:00 - 14:00 - 18:30	08:30 - 13:00 - 14:00 - 18:30	08:30 - 13:00 - 14:00 - 18:30	08:30 - 13:00 - 14:00 - 18:30	08:30 - 13:00 - 14:00 - 18:30	08:30-12:30	CLOSED	49.0
71	FCN12	WELL	Greasby Frankby and Irby Ward	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00-13:00	CLOSED	49.0
76	FDR78	WOODCHURCH ROAD PHARMACY	Prenton Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0

URN	ODS CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
41	FKF28	OLD CHESTER PHARMACY	Rock Ferry Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-12:30	CLOSED	48.5
20	FG292	COHENS CHEMIST	Leasowe and Moreton East Ward	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	CLOSED	CLOSED	47.5
35	FQE32	LLOYDS PHARMACY*	West Kirby and Thurstaston	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	CLOSED	CLOSED	47.5
52	FTM81	ST HILARY'S PHARMACY	Wallasey Ward	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	08:30-18:00	CLOSED	CLOSED	47.5
46	FME16	ROWLANDS PHARMACY	Moreton West and Saughall Massie Ward	09:00 - 17:30	09:00 - 17:30	09:00 - 17:30	09:00 - 17:30	09:00 - 17:30	09:00-13:00	CLOSED	46.5
72	FNT31	WELL	Hoylake and Meols Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-13:00	CLOSED	46.5
32	FEP75	JAMIESON'S PHARMACY	Birkenhead and Tranmere Ward	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	09:00-13:00	CLOSED	45.3
10	FL617	BOOTS	Claughton Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0
14	FF773	HOLMLANDS PHARMACY (was BOOTS) ****	Oxton Ward	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	CLOSED	CLOSED	45.0

URN	ODS CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
18	FE310	CARRINGTONS PHARMACY	New Brighton Ward	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	CLOSED	CLOSED	45.0
25	FKE81	DAY LEWIS PHARMACY	Clatterbridge Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0
33	FR600	LEASOWE PHARMACY	Leasowe and Moreton East Ward	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0
47	FNC84	ROWLANDS PHARMACY	New Brighton Ward	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	CLOSED	CLOSED	45.0
75	FF615	WELSH'S PHARMACY*	West Kirby and Thurstaston	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0
43	FX032	ROWLANDS PHARMACY	Birkenhead and Tranmere Ward	09:00-13:20,13:40-17:30	09:00-13:20,13:40-17:30	09:00-13:20,13:40-17:30	09:00-13:20,13:40-17:30	09:00-13:20,13:40-17:30	09:00-13:00	CLOSED	44.8
26	FNR55	DUDLEYS CHEMISTS	Eastham Ward	09:00 - 13:00 - 13:30 - 17:30	09:00 - 13:00 - 13:30 - 17:30	09:00 - 13:00 - 13:30 - 17:30	09:00 - 13:00 - 13:30 - 17:30	09:00 - 13:00 - 13:30 - 17:30	09:00-13:00	CLOSED	44.0
49	FDA14	ROWLANDS PHARMACY	Wallasey Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00	CLOSED	44.0
51	FA847	ST CATHERINES PHARMACY	Birkenhead and Tranmere Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00	CLOSED	44.0

URN	ODS CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
53	FHQ81	ST PAUL'S PHARMACY	Seacombe Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00	CLOSED	44.0
55	FC329	SWETTENHAM CHEMISTS	Bromborough Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00	CLOSED	44.0
68	FWA62	M & A WEINRONK PHARMACY***	Pensby and Thingwall Ward	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00-13:00	CLOSED	44.0
44	FVD93	ROWLANDS PHARMACY	Bromborough Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-12:00	CLOSED	43.0
48	FT638	ROWLANDS PHARMACY	Rock Ferry Ward	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00-12:00	CLOSED	43.0
64	FP641	UPTON PHARMACY	Upton Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-12:00	CLOSED	43.0
17	FCW66	CAMPBELLS CHEMIST	Seacombe Ward	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00	CLOSED	42.8
77	FWD11	WYN ELLIS and SON PHARMACY	Seacombe Ward	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00,14:15-18:00	09:00-13:00	CLOSED	42.8
24	FDQ38	DAY LEWIS PHARMACY	Bidston and St. James Ward	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	CLOSED	42.5

URN	ODS CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
74	FKE51	WELL	Wallasey Ward	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	09:00-13:00,13:30-18:00	CLOSED	CLOSED	42.5
50	FNN81	SOMERVILLE PHARMACY	Seacombe Ward	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	08:45-13:00,14:00-18:00	CLOSED	CLOSED	41.3
45	FMP28	ROWLANDS PHARMACY	Eastham Ward	09:00-13:00,14:00-17:30	09:00-13:00,14:00-17:30	09:00-13:00,14:00-17:30	09:00-13:00,14:00-17:30	09:00-13:00,14:00-17:30	09:00-12:00	CLOSED	40.5
21	FVG07	COHENS CHEMIST	Pensby and Thingwall Ward	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	CLOSED	CLOSED	40.0
22	FQ635	COHENS PHARMACY	Bebington Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	CLOSED	CLOSED	40.0
23	FC593	DALE PHARMACY LTD	Rock Ferry Ward	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	09:00 - 13:00 -14:00 - 18:00	CLOSED	CLOSED	40.0
30	FA057	HESWALL HILLS PHARMACY	Heswall Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	CLOSED	CLOSED	40.0
56	FQ535	SWETTENHAM CHEMISTS	Rock Ferry Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	CLOSED	CLOSED	40.0
58	FM813	TEMPLE PHARMACY	Clatterbridge Ward	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	09:00-13:00,14:00-18:00	CLOSED	CLOSED	40.0

URN	ODS CODE	PHARMACY	Wirral Ward	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	WEEKLY TOTAL
67	FCC27	VICTORIA PHARMACY	New Brighton Ward	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	CLOSED	CLOSED	40.0
69	FQQ27	WELL	Bidston and St. James Ward	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	CLOSED	CLOSED	40.0
73	FJ202	WELL	Leasowe and Moreton East Ward	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00, 14:00 - 18:00	CLOSED	CLOSED	40.0

Source: Public Health Intelligence Team using information supplied by Cheshire and Merseyside Integrated Care Board (Pharmacy) (November 2024)

Notes: Please see [addendum table](#) of this document that highlights changes that have been made since the start of the production of this report. URN is Unique Reference Number. An ODS code (also called an Organisation code) is a unique code created by the Organisation Data Service within NHS Digital and used to identify organisations across health and social care.

* West Kirby and Thurstaston ward for purposes of PNA consideration

**JHoots is now community pharmacy contractor – number 35 in this table – formerly Lloyds Pharmacy

*** post statutory consultation - Weinronk Pharmacy should be M & A Weinronk Pharmacy

**** post statutory consultation – Holmlands Pharmacy name correction

Appendix 5: Pharmacy Premises and Services Questionnaire (September 2024)

[Appendix 5 - Wirral PNA Contractor Survey Questions 2024](#) (supplied by Cheshire and Merseyside LPC leads)

Appendix 6: Pharmacy Premises and Services Survey Results (September 2024)

[Appendix 6 - Wirral PNA Contractor Survey Results September 2024](#)

Appendix 7: Public Survey - Questionnaire (November/December 2024)

[Appendix 7 - Wirral PNA Public Survey Questionnaire December 2024](#)

Appendix 8: Public Survey - Results (November/December 2024)

[Appendix 8 - Wirral PNA Public Survey Results December 2024](#)

Appendix 9: Community Pharmacy Advanced Services by Wirral Ward (November 2024)

Legend No.	ODS Code	Trading Name	Wirral Ward	Appliance Use Reviews (AUR)	Hypertension Case Finding Service	Lateral Flow Device Service	New Medicines Service	NHS Flu Vacc	Pharmacy Contraception Services	Pharmacy First service	Smoking Cessation Service	Stoma appliance customisation service
22	FQ635	COHENS PHARMACY	Bebington Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
31	FJD19	HIGHER BEBINGTON PHARMACY	Bebington Ward	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No
57	FLW57	T/A THE PHARMACY BEBINGTON	Bebington Ward	No	Yes	No	Yes	Yes	No	Yes	Yes	No
24	FDQ38	DAY LEWIS PHARMACY	Bidston and St. James Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
59	FFJ15	TESCO INSTORE PHARMACY	Bidston and St. James Ward	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No
69	FQQ27	WELL	Bidston and St. James Ward	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No
70	FKJ03	WELL	Bidston and St. James Ward	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No
3	FC549	ASDA PHARMACY	Birkenhead and Tranmere Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
7	FC368	BOOTS	Birkenhead and Tranmere Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Appliance Use Reviews (AUR)	Hypertension Case Finding Service	Lateral Flow Device Service	New Medicines Service	NHS Flu Vacc	Pharmacy Contraception Services	Pharmacy First service	Smoking Cessation Service	Stoma appliance customisation service
32	FEP75	JAMIESON'S PHARMACY	Birkenhead and Tranmere Ward	No	Yes	No	Yes	No	Yes	Yes	Yes	No
43	FX032	ROWLANDS PHARMACY	Birkenhead and Tranmere Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
51	FA847	ST CATHERINES PHARMACY	Birkenhead and Tranmere Ward	No	Yes	No	Yes	Yes	No	Yes	Yes	No
54	FFP67	SUPERDRUG PHARMACY	Birkenhead and Tranmere Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
62	FNM03	TRANMERE PHARMACY	Birkenhead and Tranmere Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
4	FT036	ASDA PHARMACY	Bromborough Ward	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No
8	FC972	BOOTS	Bromborough Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
44	FVD93	ROWLANDS PHARMACY	Bromborough Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
55	FC329	SWETTENHAM CHEMISTS	Bromborough Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
9	FY215	BOOTS	Clatterbridge Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Appliance Use Reviews (AUR)	Hypertension Case Finding Service	Lateral Flow Device Service	New Medicines Service	NHS Flu Vacc	Pharmacy Contraception Services	Pharmacy First service	Smoking Cessation Service	Stoma appliance customisation service
25	FKE81	DAY LEWIS PHARMACY	Clatterbridge Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
58	FM813	TEMPLE PHARMACY	Clatterbridge Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
10	FL617	BOOTS	Claughton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
19	FHV83	CLAUGHTON PHARMACY	Claughton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
61	FLX37	TOWNFIELD PHARMACY	Claughton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
26	FNR55	DUDLEYS CHEMISTS	Eastham Ward	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No
45	FMP28	ROWLANDS PHARMACY	Eastham Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
63	FDF46	TREE TOPS PHARMACY	Eastham Ward	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No
37	FXE59	MCKEEVERS CHEMIST	Greasby Frankby and Irby Ward	No	Yes	No	Yes	Yes	Yes	Yes	Yes	No
71	FCN12	WELL	Greasby Frankby and Irby Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Appliance Use Reviews (AUR)	Hypertension Case Finding Service	Lateral Flow Device Service	New Medicines Service	NHS Flu Vacc	Pharmacy Contraception Services	Pharmacy First service	Smoking Cessation Service	Stoma appliance customisation service
11	FV122	BOOTS	Heswall Ward	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No
30	FA057	HESWALL HILLS PHARMACY	Heswall Ward	No	Yes	Yes	No	No	Yes	Yes	Yes	No
40	FXW85	OAKLEY PHARMACY	Heswall Ward	No	Yes	No	Yes	No	Yes	Yes	Yes	No
60	FDL01	TESCO INSTORE PHARMACY	Heswall Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
36	FXE80	MANOR PHARMACY	Hoylake and Meols Ward	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No
72	FNT31	WELL	Hoylake and Meols Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
20	FG292	COHENS CHEMIST	Leasowe and Moreton East Ward	No	Yes	Yes	Yes	No	No	No	Yes	No
33	FR600	LEASOWE PHARMACY	Leasowe and Moreton East Ward	No	Yes	No	Yes	Yes	Yes	Yes	Yes	No
73	FJ202	WELL	Leasowe and Moreton East Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
12	FYV68	BOOTS	Liscard Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Appliance Use Reviews (AUR)	Hypertension Case Finding Service	Lateral Flow Device Service	New Medicines Service	NHS Flu Vacc	Pharmacy Contraception Services	Pharmacy First service	Smoking Cessation Service	Stoma appliance customisation service
27	FWC29	EGREMONT PHARMACY	Liscard Ward	No	Yes	No	Yes	No	Yes	Yes	Yes	No
65	FNE27	VICTORIA CENTRAL PHARMACY	Liscard Ward	No	Yes	No	Yes	Yes	Yes	Yes	Yes	No
13	FLP52	BOOTS	Moreton West and Saughall Massie Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
38	FJF23	MORETON PHARMACY	Moreton West and Saughall Massie Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
46	FME16	ROWLANDS PHARMACY	Moreton West and Saughall Massie Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
18	FE310	CARRINGTONS PHARMACY	New Brighton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
47	FNC84	ROWLANDS PHARMACY	New Brighton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
67	FCC27	VICTORIA PHARMACY	New Brighton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
1	FG254	ALLIED PHARMACIES BALLS ROAD	Oxton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
14	FF773	HOLMLANDS PHARMACY (was BOOTS) *****	Oxton Ward	No	Yes	Yes	Yes	No	No	Yes	Yes	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Appliance Use Reviews (AUR)	Hypertension Case Finding Service	Lateral Flow Device Service	New Medicines Service	NHS Flu Vacc	Pharmacy Contraception Services	Pharmacy First service	Smoking Cessation Service	Stoma appliance customisation service
2	FG389	ALLIED PHARMACY ARROWE PARK	Pensby and Thingwall Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
15	FQT68	BOOTS	Pensby and Thingwall Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
21	FVG07	COHENS CHEMIST	Pensby and Thingwall Ward	No	Yes	Yes	No	Yes	No	Yes	Yes	No
68	FWA62	M & A WEINRONK PHARMACY***	Pensby and Thingwall Ward	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No
42	FH295	PRENTON DELL PHARMACY	Prenton Ward	No	Yes	No	Yes	No	No	Yes	Yes	No
76	FDR78	WOODCHURCH ROAD PHARMACY	Prenton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
23	FC593	DALE PHARMACY LTD	Rock Ferry Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
41	FKF28	OLD CHESTER PHARMACY	Rock Ferry Ward	No	No	No	No	Yes	No	Yes	No	No
48	FT638	ROWLANDS PHARMACY	Rock Ferry Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
56	FQ535	SWETTENHAM CHEMISTS	Rock Ferry Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Appliance Use Reviews (AUR)	Hypertension Case Finding Service	Lateral Flow Device Service	New Medicines Service	NHS Flu Vacc	Pharmacy Contraception Services	Pharmacy First service	Smoking Cessation Service	Stoma appliance customisation service
66	FC657	VICTORIA PARK PHARMACY	Rock Ferry Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
17	FCW66	CAMPBELLS CHEMIST	Seacombe Ward	No	No	No	Yes	No	No	Yes	No	No
50	FNN81	SOMERVILLE PHARMACY	Seacombe Ward	No	No	No	Yes	Yes	Yes	Yes	No	No
53	FHQ81	ST PAUL'S PHARMACY	Seacombe Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
77	FWD11	WYN ELLIS and SON PHARMACY	Seacombe Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
5	FJH46	ASDA PHARMACY	Upton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
29	FDL69	HEATHERLANDS PHARMACY	Upton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
34	FV230	LEES'S PHARMACY LTD	Upton Ward	No	No	Yes	Yes	Yes	No	Yes	No	No
64	FP641	UPTON PHARMACY	Upton Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
6	FF922	ASDA PHARMACY	Wallasey Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Appliance Use Reviews (AUR)	Hypertension Case Finding Service	Lateral Flow Device Service	New Medicines Service	NHS Flu Vacc	Pharmacy Contraception Services	Pharmacy First service	Smoking Cessation Service	Stoma appliance customisation service
49	FDA14	ROWLANDS PHARMACY	Wallasey Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
52	FTM81	ST HILARY'S PHARMACY	Wallasey Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
74	FKE51	WELL	Wallasey Ward	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
16	FJV77	BOOTS	West Kirby and Thurstaston*	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
28	FMK56	GREENCROSS PHARMACY	West Kirby and Thurstaston*	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
35	FQE32	LLOYDS PHARMACY**	West Kirby and Thurstaston*	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No
39	FTG19	MORRISONS PHARMACY	West Kirby and Thurstaston*	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
75	FF615	WELSH'S PHARMACY	West Kirby and Thurstaston*	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No
				0	73	65	70	66	63	76	73	1

Source: Public Health Intelligence Team using data supplied by NHS Cheshire and Merseyside and Community Pharmacy Contractor Leads (Cheshire and Merseyside) (November 2024)

Notes: Please see [addendum table](#) of this document that highlights changes that have been made since the start of the production of this report. URN is Unique Reference Number. An ODS code (also called an Organisation code) is a unique code created by the Organisation Data Service within NHS Digital and used to identify organisations across health and social care.

* West Kirby and Thurstaston ward for purposes of PNA consideration, **JHoots is now community pharmacy contractor – number 35 in this table – formerly Lloyds Pharmacy, *** post statutory consultation - M & A Weinronk Pharmacy (noted as Weinronk Pharmacy) do provide the NHS Contraception Service and do not provide the NHS Smoking Cessation Service and **** post statutory consultation – Holmlands Pharmacy name correction.

Appendix 10: Community Pharmacy Enhanced/Locally Enhanced Services by Wirral Ward (November 2024)

Legend No.	ODS Code	Trading Name	Wirral Ward	COVID-19 vaccination service	Antiviral Stock Holding Service
22	FQ635	COHENS PHARMACY	Bebington Ward	Yes	No
31	FJD19	HIGHER BEBINGTON PHARMACY	Bebington Ward	No	No
57	FLW57	T/A THE PHARMACY BEBINGTON	Bebington Ward	No	No
24	FDQ38	DAY LEWIS PHARMACY	Bidston and St. James Ward	No	No
59	FFJ15	TESCO INSTORE PHARMACY	Bidston and St. James Ward	No	No
69	FQQ27	WELL	Bidston and St. James Ward	No	No
70	FKJ03	WELL	Bidston and St. James Ward	No	No
3	FC549	ASDA PHARMACY	Birkenhead and Tranmere Ward	No	No
7	FC368	BOOTS	Birkenhead and Tranmere Ward	No	No
32	FEP75	JAMIESON'S PHARMACY	Birkenhead and Tranmere Ward	No	No
43	FX032	ROWLANDS PHARMACY	Birkenhead and Tranmere Ward	No	No

Legend No.	ODS Code	Trading Name	Wirral Ward	COVID-19 vaccination service	Antiviral Stock Holding Service
51	FA847	ST CATHERINES PHARMACY	Birkenhead and Tranmere Ward	No	No
54	FFP67	SUPERDRUG PHARMACY	Birkenhead and Tranmere Ward	No	No
62	FNM03	TRANMERE PHARMACY	Birkenhead and Tranmere Ward	No	No
4	FT036	ASDA PHARMACY	Bromborough Ward	No	No
8	FC972	BOOTS	Bromborough Ward	No	No
44	FVD93	ROWLANDS PHARMACY	Bromborough Ward	No	No
55	FC329	SWETTENHAM CHEMISTS	Bromborough Ward	Yes	No
9	FY215	BOOTS	Clatterbridge Ward	No	No
25	FKE81	DAY LEWIS PHARMACY	Clatterbridge Ward	No	No
58	FM813	TEMPLE PHARMACY	Clatterbridge Ward	No	No
10	FL617	BOOTS	Claughton Ward	No	No

Legend No.	ODS Code	Trading Name	Wirral Ward	COVID-19 vaccination service	Antiviral Stock Holding Service
19	FHV83	CLAUGHTON PHARMACY	Claughton Ward	Yes	No
61	FLX37	TOWNFIELD PHARMACY	Claughton Ward	Yes	No
26	FNR55	DUDLEYS CHEMISTS	Eastham Ward	No	No
45	FMP28	ROWLANDS PHARMACY	Eastham Ward	No	No
63	FDF46	TREE TOPS PHARMACY	Eastham Ward	No	No
37	FXE59	MCKEEVERS CHEMIST	Greasby Frankby and Irby Ward	No	No
71	FCN12	WELL	Greasby Frankby and Irby Ward	Yes	No
11	FV122	BOOTS	Heswall Ward	No	No
30	FA057	HESWALL HILLS PHARMACY	Heswall Ward	No	No
40	FXW85	OAKLEY PHARMACY	Heswall Ward	No	No
60	FDL01	TESCO INSTORE PHARMACY	Heswall Ward	No	No

Legend No.	ODS Code	Trading Name	Wirral Ward	COVID-19 vaccination service	Antiviral Stock Holding Service
36	FXE80	MANOR PHARMACY	Hoylake and Meols Ward	No	No
72	FNT31	WELL	Hoylake and Meols Ward	No	No
20	FG292	COHENS CHEMIST	Leasowe and Moreton East Ward	No	No
33	FR600	LEASOWE PHARMACY	Leasowe and Moreton East Ward	Yes	No
73	FJ202	WELL	Leasowe and Moreton East Ward	No	No
12	FYV68	BOOTS	Liscard Ward	No	No
27	FWC29	EGREMONT PHARMACY	Liscard Ward	No	No
65	FNE27	VICTORIA CENTRAL PHARMACY	Liscard Ward	No	No
13	FLP52	BOOTS	Moreton West and Saughall Massie Ward	No	No
38	FJF23	MORETON PHARMACY	Moreton West and Saughall Massie Ward	Yes	No
46	FME16	ROWLANDS PHARMACY	Moreton West and Saughall Massie Ward	No	No

Legend No.	ODS Code	Trading Name	Wirral Ward	COVID-19 vaccination service	Antiviral Stock Holding Service
18	FE310	CARRINGTONS PHARMACY	New Brighton Ward	Yes	No
47	FNC84	ROWLANDS PHARMACY	New Brighton Ward	Yes	No
67	FCC27	VICTORIA PHARMACY	New Brighton Ward	No	No
1	FG254	ALLIED PHARMACIES BALLS ROAD	Oxton Ward	Yes	No
14	FF773	HOLMLANDS PHARMACY (was previously BOOTS) ****	Oxton Ward	No	No
2	FG389	ALLIED PHARMACY ARROWE PARK	Pensby and Thingwall Ward	Yes	Yes
15	FQT68	BOOTS	Pensby and Thingwall Ward	No	No
21	FVG07	COHENS CHEMIST	Pensby and Thingwall Ward	Yes	No
68	FWA62	M & A WEINRONK PHARMACY***	Pensby and Thingwall Ward	No	No
42	FH295	PRENTON DELL PHARMACY	Prenton Ward	No	No
76	FDR78	WOODCHURCH ROAD PHARMACY	Prenton Ward	Yes	No

Legend No.	ODS Code	Trading Name	Wirral Ward	COVID-19 vaccination service	Antiviral Stock Holding Service
23	FC593	DALE PHARMACY LTD	Rock Ferry Ward	No	No
41	FKF28	OLD CHESTER PHARMACY	Rock Ferry Ward	No	No
48	FT638	ROWLANDS PHARMACY	Rock Ferry Ward	No	No
56	FQ535	SWETTENHAM CHEMISTS	Rock Ferry Ward	No	No
66	FC657	VICTORIA PARK PHARMACY	Rock Ferry Ward	Yes	No
17	FCW66	CAMPBELLS CHEMIST	Seacombe Ward	No	No
50	FNN81	SOMERVILLE PHARMACY	Seacombe Ward	No	No
53	FHQ81	ST PAUL'S PHARMACY	Seacombe Ward	No	No
77	FWD11	WYN ELLIS and SON PHARMACY	Seacombe Ward	No	No
5	FJH46	ASDA PHARMACY	Upton Ward	No	No
29	FDL69	HEATHERLANDS PHARMACY	Upton Ward	No	No
34	FV230	LEES'S PHARMACY LTD	Upton Ward	No	No

Legend No.	ODS Code	Trading Name	Wirral Ward	COVID-19 vaccination service	Antiviral Stock Holding Service
64	FP641	UPTON PHARMACY	Upton Ward	Yes	No
6	FF922	ASDA PHARMACY	Wallasey Ward	No	No
49	FDA14	ROWLANDS PHARMACY	Wallasey Ward	Yes	No
52	FTM81	ST HILARY'S PHARMACY	Wallasey Ward	No	No
74	FKE51	WELL	Wallasey Ward	No	No
16	FJV77	BOOTS	West Kirby and Thurstaston*	No	No
28	FMK56	GREENCROSS PHARMACY	West Kirby and Thurstaston*	No	No
35	FQE32	LLOYDSPHARMACY*	West Kirby and Thurstaston*	No	No
39	FTG19	MORRISONS PHARMACY	West Kirby and Thurstaston*	No	No
75	FF615	WELSH'S PHARMACY	West Kirby and Thurstaston*	Yes	No
				17	1

Source: Public Health Intelligence Team using data supplied by NHS Cheshire and Merseyside and Community Pharmacy Contractor Leads (Cheshire and Merseyside) (November 2024)

Note: Please see [addendum table](#) of this document that highlights changes that have been made since the start of the production of this report. URN is Unique Reference Number. An ODS code (also called an Organisation code) is a unique code created by the Organisation Data Service within NHS Digital and used to identify organisations across health and social care.

* West Kirby and Thurstaston ward for purposes of PNA consideration

**JHoots is now community pharmacy contractor – number 35 in this table – formerly Lloyds Pharmacy

*** post statutory consultation - Weinronk Pharmacy should be M & A Weinronk Pharmacy

Appendix 11: Community Pharmacy Locally Commissioned Services by Wirral Ward (November 2024)

Legend No.	ODS Code	Trading Name	Wirral Ward	Intravenous Antibiotic Stockholding Service	Sharps waste collection	Emergency Hormonal Contraception	Needle – Syringe Exchange	Supervised Consumption Service	Naloxone Service	Palliative Care Emergency Medicines Service (Wirral)
22	FQ635	COHENS PHARMACY	Bebington Ward	No	No	Yes	No	Yes	No	No
31	FJD19	HIGHER BEBINGTON PHARMACY	Bebington Ward	No	Yes	Yes	No	Yes	No	No
57	FLW57	T/A THE PHARMACY BEBINGTON	Bebington Ward	No	Yes	Yes	No	Yes	No	No
24	FDQ38	DAY LEWIS PHARMACY	Bidston and St. James Ward	No	Yes	Yes	No	Yes	No	No
59	FFJ15	TESCO INSTORE PHARMACY	Bidston and St. James Ward	No	Yes	Yes	No	Yes	No	Yes
69	FQQ27	WELL	Bidston and St. James Ward	No	Yes	No	No	Yes	No	No
70	FKJ03	WELL	Bidston and St. James Ward	No	Yes	No	No	Yes	No	No
3	FC549	ASDA PHARMACY	Birkenhead and Tranmere Ward	No	No	Yes	No	Yes	No	No
7	FC368	BOOTS	Birkenhead and Tranmere Ward	No	No	No^	No	Yes	No	No
32	FEP75	JAMIESON'S PHARMACY	Birkenhead and Tranmere Ward	No	Yes	Yes	No	Yes	No	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Intravenous Antibiotic Stockholding Service	Sharps waste collection	Emergency Hormonal Contraception	Needle – Syringe Exchange	Supervised Consumption Service	Naloxone Service	Palliative Care Emergency Medicines Service (Wirral)
43	FX032	ROWLANDS PHARMACY	Birkenhead and Tranmere Ward	No	No	Yes	Yes	Yes	No	No
51	FA847	ST CATHERINES PHARMACY	Birkenhead and Tranmere Ward	No	No	Yes	Yes	Yes	No	No
54	FFP67	SUPERDRUG PHARMACY	Birkenhead and Tranmere Ward	No	Yes	No	No	Yes	No	No
62	FNM03	TRANMERE PHARMACY	Birkenhead and Tranmere Ward	No	No	Yes	No	Yes	No	No
4	FT036	ASDA PHARMACY	Bromborough Ward	Yes	No	Yes	No	Yes	No	No
8	FC972	BOOTS	Bromborough Ward	No	No	No^	No	Yes	No	Yes
44	FVD93	ROWLANDS PHARMACY	Bromborough Ward	No	No	Yes	No	Yes	No	No
55	FC329	SWETTENHAM CHEMISTS	Bromborough Ward	No	Yes	Yes	No	Yes	No	No
9	FY215	BOOTS	Clatterbridge Ward	No	No	No^	No	Yes	No	No
25	FKE81	DAY LEWIS PHARMACY	Clatterbridge Ward	No	Yes	Yes	No	Yes	No	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Intravenous Antibiotic Stockholding Service	Sharps waste collection	Emergency Hormonal Contraception	Needle – Syringe Exchange	Supervised Consumption Service	Naloxone Service	Palliative Care Emergency Medicines Service (Wirral)
58	FM813	TEMPLE PHARMACY	Clatterbridge Ward	No	Yes	Yes	No	Yes	No	No
10	FL617	BOOTS	Claughton Ward	No	No	No^	No	Yes	No	No
19	FHV83	CLAUGHTON PHARMACY	Claughton Ward	No	Yes	Yes	Yes	Yes	No	Yes
61	FLX37	TOWNFIELD PHARMACY	Claughton Ward	No	Yes	Yes	No	Yes	No	Yes
26	FNR55	DUDLEYS CHEMISTS	Eastham Ward	No	No	Yes	No	Yes	No	No
45	FMP28	ROWLANDS PHARMACY	Eastham Ward	No	No	No	No	No	No	No
63	FDF46	TREE TOPS PHARMACY	Eastham Ward	No	Yes	Yes	No	Yes	No	Yes
37	FXE59	MCKEEVERS CHEMIST	Greasby Frankby and Irby Ward	No	Yes	Yes	No	Yes	No	No
71	FCN12	WELL	Greasby Frankby and Irby Ward	No	Yes	No	No	Yes	No	No
11	FV122	BOOTS	Heswall Ward	No	No	No^	No	Yes	No	No
30	FA057	HESWALL HILLS PHARMACY	Heswall Ward	No	Yes	Yes	No	Yes	No	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Intravenous Antibiotic Stockholding Service	Sharps waste collection	Emergency Hormonal Contraception	Needle – Syringe Exchange	Supervised Consumption Service	Naloxone Service	Palliative Care Emergency Medicines Service (Wirral)
40	FXW85	OAKLEY PHARMACY	Heswall Ward	No	No	No	No	No	No	No
60	FDL01	TESCO INSTORE PHARMACY	Heswall Ward	No	No	Yes	No	Yes	No	Yes
36	FXE80	MANOR PHARMACY	Hoylake and Meols Ward	No	Yes	No	No	Yes	No	Yes
72	FNT31	WELL	Hoylake and Meols Ward	No	No	Yes	No	Yes	No	No
20	FG292	COHENS CHEMIST	Leasowe and Moreton East Ward	No	No	No	No	No	No	No
33	FR600	LEASOWE PHARMACY	Leasowe and Moreton East Ward	No	Yes	No	No	Yes	No	No
73	FJ202	WELL	Leasowe and Moreton East Ward	No	Yes	No	No	Yes	No	No
12	FYV68	BOOTS	Liscard Ward	No	No	No^	No	Yes	No	No
27	FWC29	EGREMONT PHARMACY	Liscard Ward	No	Yes	Yes	Yes	Yes	Yes	No
65	FNE27	VICTORIA CENTRAL PHARMACY	Liscard Ward	No	Yes	Yes	No	Yes	No	Yes

Legend No.	ODS Code	Trading Name	Wirral Ward	Intravenous Antibiotic Stockholding Service	Sharps waste collection	Emergency Hormonal Contraception	Needle – Syringe Exchange	Supervised Consumption Service	Naloxone Service	Palliative Care Emergency Medicines Service (Wirral)
13	FLP52	BOOTS	Moreton West and Saughall Massie Ward	No	No	No^	No	Yes	No	No
38	FJF23	MORETON PHARMACY	Moreton West and Saughall Massie Ward	No	No	Yes	No	Yes	No	No
46	FME16	ROWLANDS PHARMACY	Moreton West and Saughall Massie Ward	No	No	Yes	Yes	Yes	No	No
18	FE310	CARRINGTONS PHARMACY	New Brighton Ward	No	No	No	No	No	No	No
47	FNC84	ROWLANDS PHARMACY	New Brighton Ward	No	No	Yes	No	Yes	No	No
67	FCC27	VICTORIA PHARMACY	New Brighton Ward	No	Yes	No	Yes	Yes	Yes	No
1	FG254	ALLIED PHARMACIES BALLS ROAD	Oxton Ward	No	No	Yes	Yes	Yes	Yes	No
14	FF773	HOLMLANDS **** PHARMACY (was previously BOOTS)	Oxton Ward	No	No	No^	No	Yes	No	No
2	FG389	ALLIED PHARMACY ARROWE PARK	Pensby and Thingwall Ward	Yes	Yes	Yes	Yes	Yes	No	Yes
15	FQT68	BOOTS	Pensby and Thingwall Ward	No	No	No^	No	Yes	No	No
21	FVG07	COHENS CHEMIST	Pensby and Thingwall Ward	No	No	Yes	No	Yes	No	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Intravenous Antibiotic Stockholding Service	Sharps waste collection	Emergency Hormonal Contraception	Needle – Syringe Exchange	Supervised Consumption Service	Naloxone Service	Palliative Care Emergency Medicines Service (Wirral)
68	FWA62	M & A WEINRONK PHARMACY***	Pensby and Thingwall Ward	No	Yes	Yes	No	Yes	No	No
42	FH295	PRENTON DELL PHARMACY	Prenton Ward	No	No	No	No	Yes	No	No
76	FDR78	WOODCHURCH ROAD PHARMACY	Prenton Ward	No	No	Yes	No	Yes	No	No
23	FC593	DALE PHARMACY LTD	Rock Ferry Ward	No	No	No	No	Yes	No	No
41	FKF28	OLD CHESTER PHARMACY	Rock Ferry Ward	No	No	Yes	Yes	Yes	Yes	No
48	FT638	ROWLANDS PHARMACY	Rock Ferry Ward	No	No	No	No	Yes	No	No
56	FQ535	SWETTENHAM CHEMISTS	Rock Ferry Ward	No	Yes	Yes	No	Yes	No	No
66	FC657	VICTORIA PARK PHARMACY	Rock Ferry Ward	No	Yes	Yes	No	Yes	No	No
17	FCW66	CAMPBELLS CHEMIST	Seacombe Ward	No	No	No	No	Yes	No	No
50	FNN81	SOMERVILLE PHARMACY	Seacombe Ward	No	Yes	No	No	Yes	No	No
53	FHQ81	ST PAUL'S PHARMACY	Seacombe Ward	No	No	Yes	Yes	Yes	Yes	No

Legend No.	ODS Code	Trading Name	Wirral Ward	Intravenous Antibiotic Stockholding Service	Sharps waste collection	Emergency Hormonal Contraception	Needle – Syringe Exchange	Supervised Consumption Service	Naloxone Service	Palliative Care Emergency Medicines Service (Wirral)
77	FWD11	WYN ELLIS and SON PHARMACY	Seacombe Ward	No	Yes	Yes	Yes	Yes	Yes	No
5	FJH46	ASDA PHARMACY	Upton Ward	No	No	Yes	No	Yes	No	No
29	FDL69	HEATHERLANDS PHARMACY	Upton Ward	No	No	No	No	Yes	No	Yes
34	FV230	LEES'S PHARMACY LTD	Upton Ward	No	Yes	No	Yes	Yes	No	No
64	FP641	UPTON PHARMACY	Upton Ward	No	No	Yes	No	Yes	No	No
6	FF922	ASDA PHARMACY	Wallasey Ward	Yes	No	Yes	No	Yes	No	No
49	FDA14	ROWLANDS PHARMACY	Wallasey Ward	No	No	Yes	No	No	No	No
52	FTM81	ST HILARY'S PHARMACY	Wallasey Ward	No	Yes	No	No	Yes	No	No
74	FKE51	WELL	Wallasey Ward	No	Yes	No	No	Yes	No	No
16	FJV77	BOOTS	West Kirby and Thurstaston*	No	No	No^	No	Yes	No	No
28	FMK56	GREENCROSS PHARMACY	West Kirby and Thurstaston*	No	Yes	No	Yes	Yes	Yes	Yes

Legend No.	ODS Code	Trading Name	Wirral Ward	Intravenous Antibiotic Stockholding Service	Sharps waste collection	Emergency Hormonal Contraception	Needle – Syringe Exchange	Supervised Consumption Service	Naloxone Service	Palliative Care Emergency Medicines Service (Wirral)
35	FQE32	LLOYDSPHARMACY**	West Kirby and Thurstaston*	No	Yes	Yes	No	Yes	No	No
39	FTG19	MORRISONS PHARMACY	West Kirby and Thurstaston*	No	No	No	No	No	No	No
75	FF615	WELSH'S PHARMACY	West Kirby and Thurstaston*	No	No	Yes	No	Yes	No	No
				3	34	44	13	71	7	11

Source: Public Health Intelligence Team using data supplied by NHS Cheshire and Merseyside and Community Pharmacy Contractor Leads (Cheshire and Merseyside) (November 2024)

Notes: Please see [addendum table](#) of this document that highlights changes that have been made since the start of the production of this report. URN is Unique Reference Number. An ODS code (also called an Organisation code) is a unique code created by the Organisation Data Service within NHS Digital and used to identify organisations across health and social care.

* West Kirby and Thurstaston ward for purposes of PNA consideration

**JHoots is now community pharmacy contractor – number 35 in this table – formerly Lloyds Pharmacy – awaiting confirmation paperwork

*** post statutory consultation - Weinronk Pharmacy should be M & A Weinronk Pharmacy

**** post statutory consultation – Holmlands Pharmacy name correction

^ Boots Pharmacies currently in discussion regarding commissioning of this service (February 2025)

Appendix 12: SHAPE Atlas travel maps

[Appendix 12 - Wirral PNA 2025 - 2028 SHAPE maps January 2025](#)

Appendix 13: Maps of Community Pharmacies open between 6.00 and 9.00pm

[Appendix 13: Maps of community pharmacy open 6-9pm Monday to Sunday](#)

Appendix 14: 60-day Statutory Consultation Report

[Appendix 14: Wirral PNA 2025-2028 Statutory Consultation Report](#)

ADDENDUM

Changes have occurred within the document during its completion for HWBB meeting papers on 13th March 2025 (with updates below).

Some pharmacy contracts have altered during the writing of this Pharmaceutical Needs Assessment (PNA) though within the parameters of the review they are not deemed to materially changed the content or outcome of this PNA.

Pharmacy name	Change	When	Stage
Victoria Central Pharmacy (McKeevers) (Mill Lane, Wallasey)	Relocation	N/A	Withdrawn 10/02/2025
Well Pharmacy (to SNJ Health Ltd) (113 Reeds Lane, Leasowe)	Change of ownership	N/A	Paperwork lapsed – no change made
Allied Pharmacy (at Arrowe Park Hospital)	Reduction in Supplementary Opening Hours [^]	Reduced from 08/03/25 (Supplementary Statement 113)	Complete
Wirral wide	Reduction in essential hours	Issued Supplementary Statement (114)	Complete
Asda Pharmacy, Wallasey	Correction for opening hours (reduction)	Historic – then Effective from 15 th January 2025 (Supplementary Statement 115)	Complete
Swettenham Chemists 18 Allport Lane, Bromborough, Wirral, CH62 7HP	Reduction in Supplementary Opening Hours [^]	Change from 7 th February 2025 (Supplementary Statement 116)	Complete
Boots (Bedford Road Rock Ferry)	Closed	Closed 08/03/25 (Supplementary Statement 117)	Complete
Allied Pharmacy, 154 Allport Road, Bromborough (was Rowlands)	Change of ownership	Change from 20 th February 2025 (Supplementary Statement 118)	Complete

Pharmacy name	Change	When	Stage
Welsh's Pharmacy (to SNJ Health Ltd t/a Jhoots Pharmacy) at 40 Grange Road, West Kirby, Wirral, CH48 4EF.	Change of ownership	Change from 15 th May 2025 (Supplementary Statement 121)	Complete
Wallasey Village Pharmacy, 271 Wallasey Village, Wirral, CH45 3LR (new owners Prestford Ltd)	Change of ownership	Change from 27 th June 2025 (Supplementary Statement 122)	Complete
Well Pharmacy (to D Butler Ltd) (134 St Anne Street, Birkenhead)	Change of ownership	Change from 27 th June 2025 (Supplementary Statement 123)	Complete
Oakley Pharmacy, 270 Telegraph Road, Heswall (new owners Cleevewood Pharma Ltd)	Change of ownership	Change from 1 st August 2025 (Supplementary Statement 124)	Complete
Well Pharmacy (to Prestford Ltd) (40 Market Street, Hoylake)	Change of ownership	Approved (6/5/25) Awaiting Notice of Commencement	In process of change*

Notes:

*Pharmacies have usually 6 months to notify NHSE of commencement of change (NOC), but this can be extended by agreement.

^ Changes to supplementary hours are at discretion of contractor and only require notification of change. Supplementary statement no's 119 and 120 relate to holiday period rota changes and not any other contract change

Changes have occurred within the document during its completion, in preparation as a draft PNA and post-consultation in terms of changes.

Section	Issue	Change made	When
Within document	Consistency with time	Was 'after 9.00pm' in five cases and this was changed to '9.00pm-10.00pm' for consistency and clarity.	12/02/25
Within document	Corrected pharmacy names	Post statutory consultation – corrected titles of Holmlands Pharmacy (was Boots) and M&A Weinronk (Was recorded as Weinronk Pharmacy).	01/07/2025
Section 8.1, p.75, Figure 17, Note	Most recent open Licence link added where NHSBSA was data used	ePACT2 NHSBSA , NHS Business Services Authority ePACT2 data (restricted) (NHSBSA) Copyright [2025]" This information is licenced under the terms of the Open Government Licence .	14/07/2025

Section	Issue	Change made	When
Section 2.0, Statement One, p.16.	Clarification of wording	Generally, there is enough accessible and available pharmaceutical provision throughout the borough. However, this assessment has concluded that there is a lack of essential service provision 9.00pm and 10.00pm, Monday to Saturday, and between 4.00pm and 10.00pm on Sunday. It was felt that the revised form of words more clearly conveys to the reader that there is adequate provision of essential services overall, with the exception of those times and days as stated in the PNA conclusions, and that this clarity will help mitigate any potential perceived risk to local pharmacy market.	12/08/2025