



**WIRRAL
INTELLIGENCE
SERVICE**

Report on the consultation results for Wirral's Draft Pharmaceutical Needs Assessment 2022 – 2025

**Wirral Health and Wellbeing
Board and Wirral Council**

**Wirral Intelligence Service
September 2022**

Report on the consultation results for Wirral's Draft Pharmaceutical Needs Assessment 2022 – 2025

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Overview of Wirral's Pharmaceutical Needs Assessment 2022 - 2025

The requirement to produce a Pharmaceutical Needs Assessment (PNA) is a statutory responsibility of the local Health and Wellbeing Board 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 outline the process which NHS England (formerly known as the NHS Commissioning Board) must comply with in dealing with applications for new pharmacies or changes to existing pharmacies. This process relies on the PNA which must be robust and fit for purpose.

In Wirral, the Health and Wellbeing Board devolved the authority to develop its PNA to the Director of Public Health and other lead officers across partner organisations. Data sources included the local Joint Strategic Needs Assessment (JSNA), census data, local approach to health and wellbeing, Pharmacy Contractors' survey and a Residents survey. The surveys informed the first draft of the PNA which then went out for a formal (minimum 60 days) consultation.

The PNA presents a picture of community pharmacies, reviews services currently provided and considers how these could be used further. Community pharmacies can support the health and wellbeing of the population of Wirral in partnership with other community services and GPs. Services can be directed towards addressing health inequalities and supporting self-care in areas of greatest need.

Key Findings:

- Wirral is served by 83 community pharmacies.
- There is currently one pharmacy for every 3,907 Wirral residents, which compares extremely favourably to the national average of one pharmacy for every 5,040 residents.
- Wirral has a rate of 25.6 pharmacies per 100,000 population compared to a national figure of 19.8 pharmacies per 100,000 residents.
- Wirral, at almost 26 pharmacies per 100,000 population, has a similar ratio of pharmacies to comparable Health Partnerships (Integrated Care Systems/Boards) including Healthier Lancashire and South Cumbria at 25 per 100,000, Greater Manchester Partnership at 24 per 100,000, and Cheshire and Merseyside STP at 25 per 100,000. Whilst being better than both North-West and England at 25 and 21 per 100,000 respectively.
- Wirral residents have adequate access to 'out of hours' pharmacy services through the provision of '100-hour contracts' and 'extended hour' contracts and there is reasonable weekend coverage for residents of all four constituencies. Wallasey has the least pharmacies delivering extended or 100-hour contracts.
- Locally Commissioned Services are delivered equitably throughout the borough with all local constituencies having access to a range of services such as supervised consumption, alcohol and smoking interventions, emergency hormonal contraception and others. There are currently no needle/syringe exchange facilities at any pharmacy in the Wirral South Constituency.

- Geographical mapping of locally commissioned services show that more services are delivered in the most densely populated areas of the borough, and we must continue to deliver in line with any population growth and deprivation.
- Although there are extensive and developing plans for regeneration of Birkenhead and areas in close proximity to the east coast of the borough, any potential increase in population is likely to be over an extended period (up to 2037) and not within the lifetime of this PNA, but changes and impacts should be monitored in future iterations.
- 849 members of the public responded to the public consultation, giving their feedback on local community pharmacy services. Responses were overwhelmingly positive. Small numbers raised concerns over specific operational issues, such as opening times, but there were no significant service gaps identified.
- All 83 local pharmacies responded to the community pharmacy survey (conducted as part of the needs assessment process). Again, this reinforced the wide range of services offered.
- In Wirral there are 23 pharmacies co-located with GP surgeries, making the transition and relationships between GP and pharmacy staff more seamless.
- A total of 51 *responses* were received during the formal consultation period (April 2022– June 2022).
- Considering the above information, the Health and Wellbeing Board is satisfied that there is no gap in provision of pharmaceutical services in Wirral.

The draft PNA was presented to residents for review and a range of vested interest and other parties before it could proceed to a final document to be published.

Outlined below are the results of that consultation held between 5th April 2022 and 10th June 2022.

Background to consultation on draft Pharmaceutical Needs Assessment

From April 2013, local Health & Wellbeing Boards became responsible for the publication of the local Pharmaceutical Needs Assessment (PNA), which provide a detailed review of existing pharmacy provision, including current service provision and opening hours as well as an assessment of population needs including areas of deprivation.

[Wirral's current PNA](#) was published in 2018.

Next Generation Wirral Pharmaceutical Needs Assessment (PNA) 2022 - 2025 and its Statutory Consultation period

On behalf of the Health & Wellbeing Board a new Pharmaceutical Needs Assessment (PNA) has been undertaken; given it is a legal, comprehensive, assessment of the current and future needs of local people for community pharmacy services.

The PNA is used primarily by NHS England to inform their local commissioning decisions with regard to community pharmacy services. It also informs local authorities and Clinical Commissioning Groups (CCGs) for planning purposes.

There is a legal requirement for the Wirral Health and Wellbeing Board to publish a new PNA on or before 30th September 2022.

Consultation on Draft Pharmaceutical Needs Assessment (PNA) 2022 - 2025

This section outlines the elements both required in the legislation and those sites taken to engage local residents and partners in the review of the draft PNA content.

Legislation

Regulatory Statements

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.legislation.gov.uk/ukxi/2013/349/contents/made>

Part 2: Regulation 8 sets out the mandatory consultation elements that must be adhered to when completing a new Pharmaceutical Needs Assessment.

Guidance

Pharmaceutical needs assessments: information pack

Produced in October 2021, and can be found at:

<https://www.gov.uk/government/publications/pharmaceutical-needs-assessments-information-pack>

Consultation Groups

Range of consultation groups and routes

According to pharmaceutical regulations the draft document has to be distributed to (no particular order):

- Clinical Commissioning Groups (CCG) (for this PNA 2022-2025 ICB/ICS added)
- Community pharmacies
- Dispensing Doctors (if situated within Wirral boundary - currently none)
- Healthwatch
- Local NHS trusts that included local Hospital Trusts, Mental Health Trusts and Community Health Service providers
- Local Pharmaceutical Committee (LPC)
- Local Pharmaceutical Services (LPS) (no current contracts for Wirral)
- Local Medical Committee (LMC)
- Local Pharmaceutical Network (LPN)

- Neighbouring Health and Wellbeing Boards
- NHS England (NHSE)

The draft PNA was also distributed to:

- GPs and other Primary Care staff
- Adult Social Services
- Neighbouring Local Authorities
- Public Health staff

Patients and Public

- Older People's Parliament
- Voluntary Sector Groups
- Community Sector Groups
- Faith Sector Groups

Other Methods

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

Methods

Formal consultation on the draft Pharmaceutical Needs Assessment (PNA) 2022-2025

As noted above as part of the production of the new PNA, there is a statutory requirement to consult for a minimum period of 60 days on the final draft PNA with a wide group of consultees including some mandated consultee groups, before formal acceptance and publication by the local Health & Wellbeing Board.

This local consultation was conducted across a range of routes to reach residents, interested parties and mandated consultees, through established methods such as contact lists, via key networks and partners, social media and options such as Wirral View.

The formal process began on Tuesday 5th April 2022 and closed on Friday 10th June 2022 (66 days in total). The legislation allows for full documentation to be published online and this was available Wirral Councils 'Have Your Say' public engagement platform. This platform provided access to the online survey facility and draft PNA for review. This enabled residents and partners to review the PNA and then leave feedback on its content. There was also on this platform an EasyRead version of both the draft PNA and the PNA survey.

In addition, hard copies of the PNA were made available at four Main Library venues, across four constituencies, where people could review a paper version of the draft PNA and, if they wished, and feedback via paper survey responses.

Finally, members of the public could request (via email or telephone) an EasyRead PNA with embedded survey or a paper version of the PNA survey, to be sent to them, with paid postage return envelopes. (See [Results of Consultation](#))

Recent Public and Partner Engagement on Pharmaceutical Needs Assessment (PNA) 2022-2025

Initial Public Survey – Public Survey on Wirral Pharmacy services (November 2021)

An initial public survey conducted in November 2021 yielded 849 responses. Responses were overwhelmingly positive. Small numbers raised concerns over specific operational issues, but there were no significant service gaps identified. The results of this survey can be viewed in Appendix Three of the published Wirral Pharmaceutical Needs Assessment 2022-2025).

Initial Pharmacy Contractors Survey - Wirral Pharmacy Contractors Survey 2021 - Results

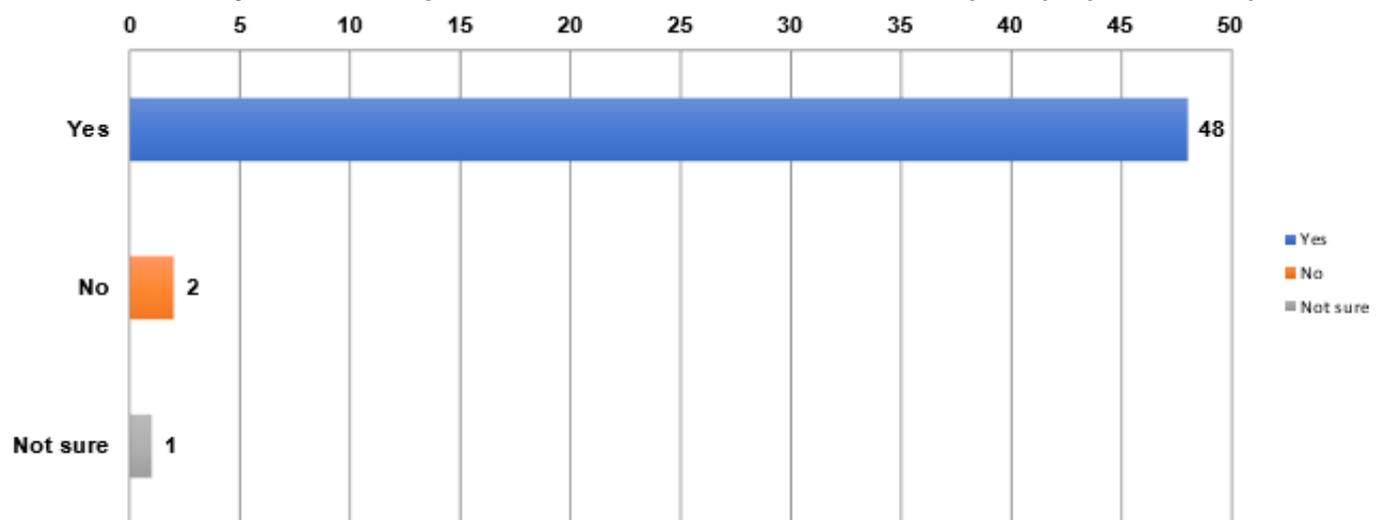
This survey was conducted, using the PharmOutcomes platform, between June and September 2021. A longer time period to account for COVID-19 increased operational activity that contractors were undertaking. All 83 Wirral Contractors completed the survey. The results of this survey can be viewed in Appendix Four of the published Wirral Pharmaceutical Needs Assessment 2022-2025).

Results of consultation

This section highlights the results of the public and partner consultation on the draft Wirral PNA between April 2022 and June 2022.

Fifty-one (51) responses were received, forty-four (44) via the online facility and seven (7) via paper copies, and those combined results are outlined below.

Q 1: From the draft Wirral Pharmaceutical Needs Assessment 2022-2025, do you understand why we need a pharmaceutical needs assessment (PNA)? (See Part 1)

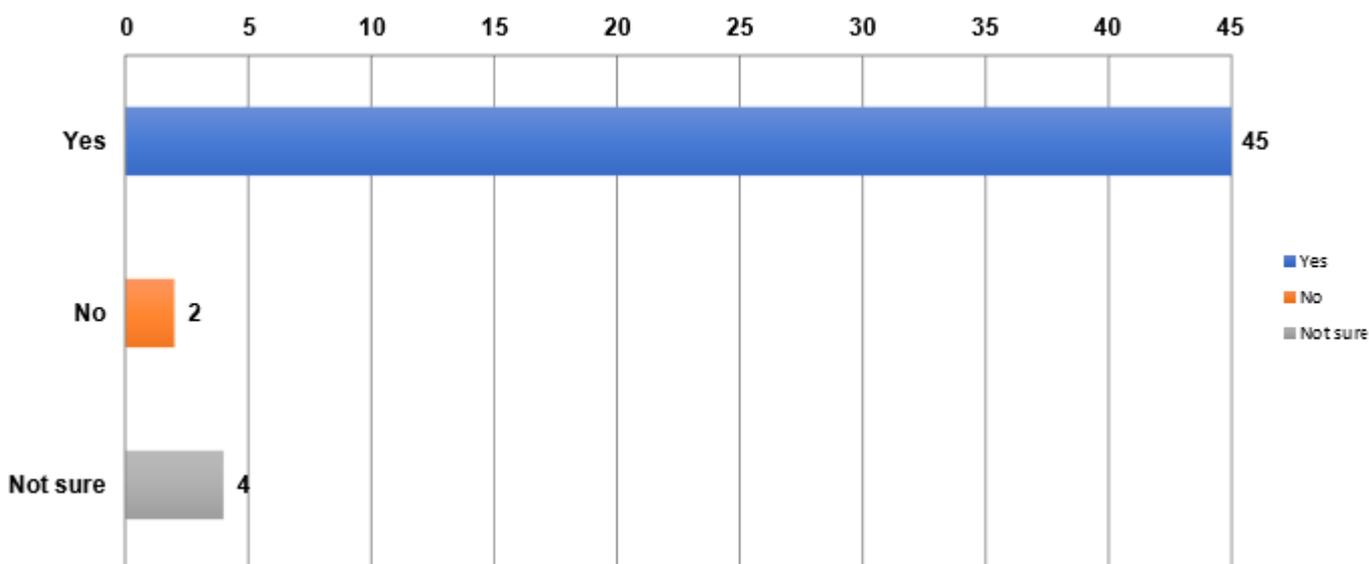


Key findings from Question 1:

- Of those who responded (n~51) to the consultation, 94% (n~48) agreed that the purpose and need for a PNA was accurately reflected in the draft local Pharmaceutical Needs Assessment.

- One person had not heard of the PNA process, another felt it was a cost cutting exercise and a third had enjoyed the services provided in the document. Any and all comments made on all the questions have been reported in [Appendix One](#) below.
- Responses to comments from respondents:
 - One resident had not heard of PNA – This was noted but without the need to change the draft PNA - the background to the production of a PNA and its legislative background were highlighted and that the PNA Development Group would continue to meet between the publication of this PNA and the next in three years to reflect on any ongoing change to service delivery, ensure the PNA remains as up to date as possible and improve any processes in raising the general public awareness of the PNA for its next iteration (**Q1- Comment 1.0**).
 - Another felt it was a cost cutting exercise – This was noted but without the need to change the draft PNA - again the legal requirements for local Health and Wellbeing Boards to produce a PNA and the use of the document for the purposes of commissioning community pharmacy services were highlighted (**Q1- Comment 2.0**).

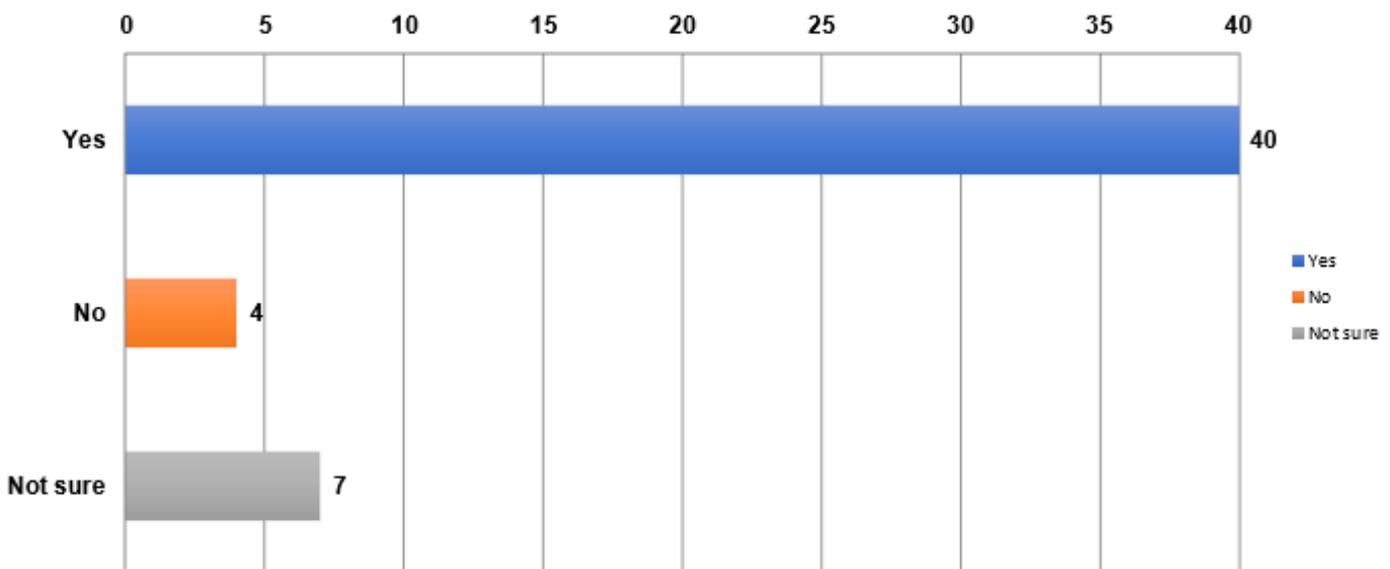
Q 2: Does the draft Wirral Pharmaceutical Needs Assessment 2022-2025 describe the types of services that are, and can be, provided across Wirral? (See Part 1 and Part 3)



Key findings from Question 2:

- Of those who responded (n~51) to consultation Question 2, 88% (n~45) agreed that the draft PNA describe the types of services that are, and can be, provided across Wirral
- Two respondents raised operational issues, one related to a pharmacy and another noting the use of other services to support health and wellbeing in a specific area. These comments have been reported in [Appendix One](#) below:
- Responses to comments from respondents:
 - One respondent referred us to an email that was claimed to have been sent – unfortunately on checking where this may have been sent to, we had no record of receiving it (**Q2- Comment 1.0**).
 - Another repeated their position as never having heard of the PNA – this repeat comment was referred to the answer in Q1: Comment 1.0 (**Q2- Comment 4.0**).

Q 3: Does the draft Wirral Pharmaceutical Needs Assessment 2022-2025 reflect the health and other needs of our population? (See Part 2)

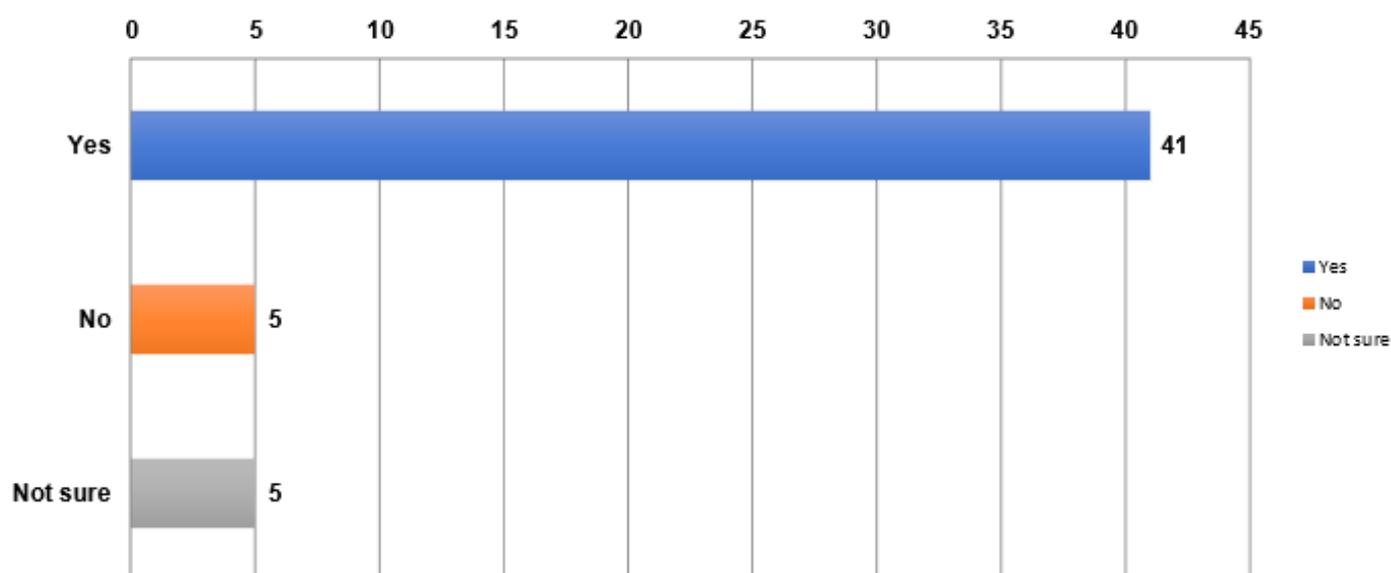


Key findings from Question 3:

- Of those who responded (n~51) to consultation Question 3, then 78% (n~40) agreed the Pharmaceutical Needs Assessment 2022-2025 reflected the health and other needs of our population. Some respondents were unsure (n~7 or 14%) and 4 believing it did not reflect local health needs (8%). The comments are reported in [Appendix One](#) below:
- Responses to comments from respondents:
 - One respondent considered our population data level was not accounting for all communities. This was noted but without the need to change the draft PNA. On review this is not considered to be the case but we will consider this aspect during our preparations for next PNA given the PNA Development Group will remain active in the three years before that iteration is published (**Q3- Comment 2.0**).
 - Two residents highlighted the possible over expectation that they should be able to confirm or otherwise that the population health needs were accurate and/or they could be expected to look into the future to confirm yet to occur health needs. These were noted but without the need to change the draft PNA. On review, although the PNA is a detailed and comprehensive piece of analysis, it does try to present the data in a simple and readable way and provide some current and possible future health needs and impacts, but it is accepted that its sheer size, in meeting the necessary legislative demands, can be too much. Measures have been taken to help in this with initiatives such as an EasyRead version of the PNA, providing paper hard copies in Wirral's four Main Libraries and engaging colleagues and partners in the PNA Development Group to ensure we provide the right balance of detail and ease of presentation. This aspect will be considered by PNA Development Group in the creation and production of the next iteration of the PNA (**Q3- Comment 1.0**) (**Q3- Comment 8.0**).

- Another resident felt the population health needs needed greater explanation (**Q3- Comment 9.0**). On review this comment was noted but without the need to change the draft PNA and it was identified where in the PNA its need and requirement to be published was explained.
- One resident felt the PNA did not reflect their operational view of a specific pharmacy highlighted. On review this comment was noted but without the need to change the draft PNA, though alongside the results of the public surveys, will be considered by PNA Development Group, but more so with Community Pharmacy and NHS England to consider the operational implications and where improvements might be made (**Q3- Comment 3.0**).
- The consideration of PNA Development Group, Community Pharmacy and NHSE representatives would also be involved when considering another recorded comment on the implied lack of autism support. This was viewed as a general comment related to pharmacy services and autism and not specifically in the PNA. This was noted but without the need to change the draft PNA. This comment would be reviewed as part of the ongoing PNA Development Group process (**Q3- Comment 5.0**).
- Also, there were questions raised that some specific population-wide health and wellbeing initiatives in one area were not recorded and the need for additional support staff in mental health services but these were not specific to pharmacy or this PNA, so were noted, to be shared with relevant parties, but without the need to change the draft PNA (**Q3- Comment 4.0**) (**Q3- Comment 10.0**).

Q 4: Do you agree with the key findings and conclusions of the draft Wirral Pharmaceutical Needs Assessment 2022-2025? (See Executive Summary and Part 3)



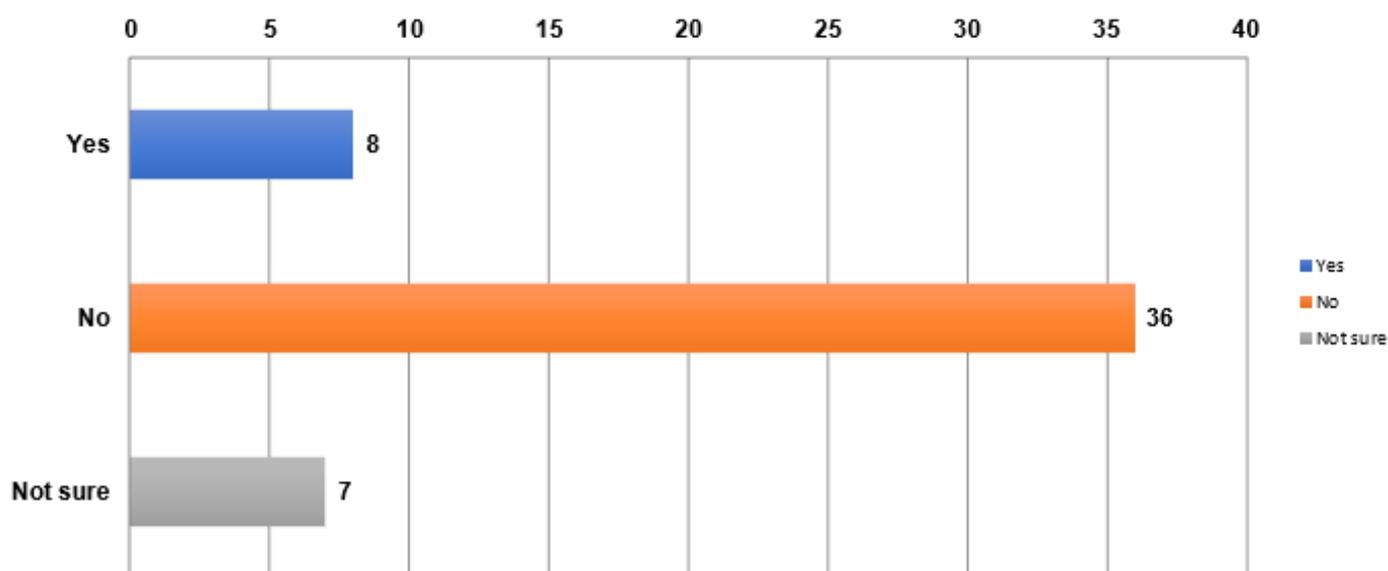
Key findings from Question 4:

- Of those who responded (n~51) to consultation Question 4, then 80% (n~41) agreed with the key findings and conclusions of the draft Wirral Pharmaceutical Needs Assessment 2022-2025. Some respondents were unsure (n~5 or 10%) and 5 not agreeing with key findings and conclusions (10%). The comments are reported in [Appendix One](#) below:
- Responses to comments from respondents:
 - One respondent suggested more pharmacies are needed. On review this comment was noted but without the need to change the draft PNA. The ratio of population to

pharmacy, both numerically and geographically, was seen as comparable or better than England and other noted areas (**Q4- Comment 1.0**).

- Another response received mentioned the possible lack of detail in relation to pharmacy deliveries of medicines (**Q4- Comment 3.0**). On review this comment was noted but without the need to change the draft PNA. As the data collated in the PNA suggests, the vast majority of community pharmacies offer delivery of medicines, this is an optional service offer by pharmacies and can either be free or patients can be charged a fee, but almost 50% of people responding to the public survey question were either not aware or had not used this option. This suggests a need to create a greater operational awareness and this will be considered at the PNA Development Group future meetings and prior by sharing this report and public survey results with community pharmacy and NHS England reps.
- There was comment on new Integrated Care System structural changes (**Q4- Comment 5.0**). On review this comment was noted but without the need to change the draft PNA given the comments were on unrelated funding approach to the ICS/ICB.
- Some operational issues were noted such as specific pharmacy issues (**Q4- Comment 4.0**). On review this comment was noted but without the need to change the draft PNA, though alongside the results of the public surveys, will be considered by PNA Development Group, but more so with Community Pharmacy and NHS England to consider the operational implications and where improvements might be made.
- The consideration of PNA Development Group, Community Pharmacy and NHSE representatives would also be involved when considering another recorded comment on the implied lack of autism support. This was viewed as a general comment related to pharmacy services and autism and not specifically in the PNA. This was noted but without the need to change the draft PNA. This comment would be reviewed as part of the ongoing PNA Development Group process (**Q4- Comment 6.0**).

Q 5: Do you think that any further information about local pharmacy services could have been included?



Key findings from Question 5:

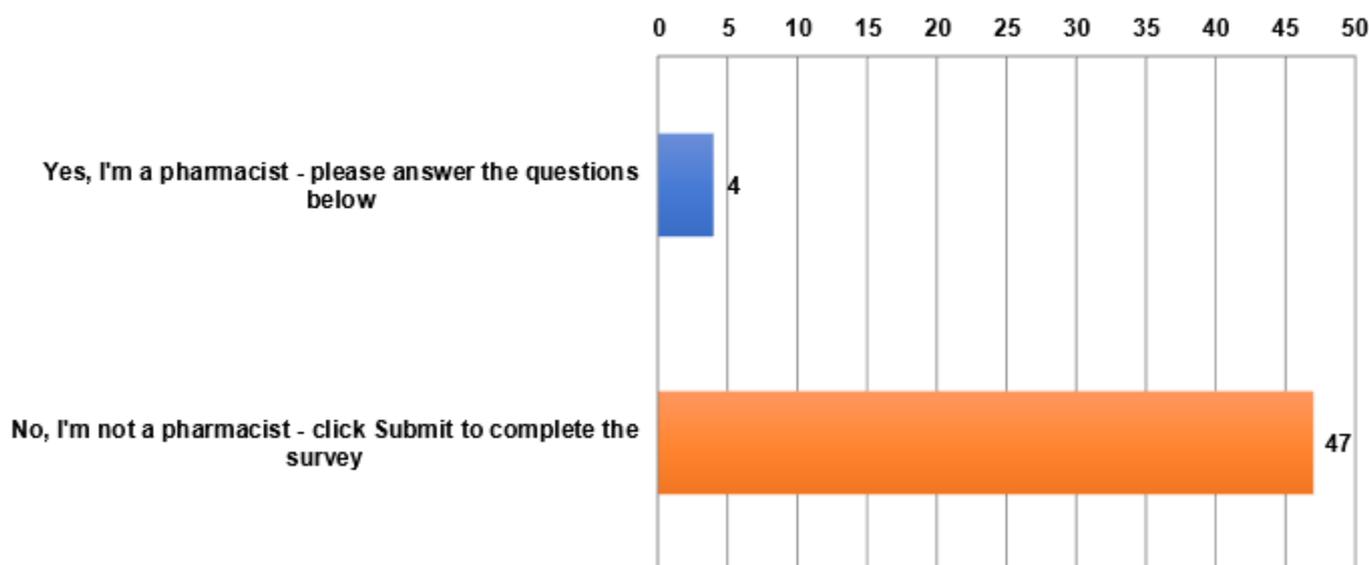
- Of those who responded (n~51) to consultation Question 5, then just 16% (n~8 of 51) felt there was **further information about local pharmacy services that could have been included** in the draft Wirral Pharmaceutical Needs Assessment 2022-2025. The majority, 84% were happy everything was included or unsure if anything needed to be added. The comments are reported in [Appendix One](#) below:
- Responses to comments from respondents who felt content could be added:
 - Some respondents highlighted that more service content could be required including top to bottom service content (**Q5 - Comment 2.0**), home delivery services (**Q5 - Comment 3.0**), and pharmacy services in each area and any gaps (**Q5 - Comment 5.0**). On review this comment was noted but without the need to change the draft PNA as all the services required to be considered in a PNA have been covered. Pharmacies may choose on occasions to provide other services on a private basis and these may not appear in a PNA. Also, Wirral's PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this queries, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.
 - Questions raised (**Q5 - Comment 6.0** and **Q5 - Comment 11.0**) have been raised and answered elsewhere in other questions and on review are noted but without the need to change the draft PNA.
 - One respondent highlighted a service issue relating to the non-acceptance of returned and unused medications (**Q5 - Comment 13.0**) that on review is noted but without the need to change the draft PNA but will be considered as part of the ongoing PNA Development Group process.

Q 6: Do you have any further comments about the Wirral Pharmaceutical Needs Assessment (PNA) 2022-2025?

Key findings from Question 6:

- Sixteen (16) comments were received and on review these comments were noted but without the need to change the draft PNA.
- Responses to comments from respondents who further comments:
 - **Q6 - Comment 1.0** – query over data source – in certain circumstances and in relation to certain cohorts then there can be less research and evidence available to use and, in this instance, it was one reference amongst a significant number of other references in the PNA though the comment is noted.
 - **Q6 - Comment 4.0** – hoped that the PNA and its use as a commissioning document would be for the benefit of Wirral residents and the legislative process needed to produce the PNA, including this survey, is not a waste of resource. The PNA is a document that is not only an essential part of both NHS England and Community Pharmacy working approach but essential to providing local services.
 - **Q6 - Comment 5.0** – local operational issues are proving a problem that will be reviewed as part of the ongoing PNA Development Group process.
 - **Q6 - Comment 7.0** – some queries have arisen over the wider population knowledge of some services, and in this case opening hours, which will be considered with NHS England and local Community Pharmacy as part of the ongoing PNA Development Group process.
 - **Q6 - Comment 12.0** – suggests population change may have some impacts on access to and availability of community pharmacy. Changing populations can be considered as part of the ongoing PNA Development Group process and again in future PNAs.

Q 7: For pharmacists ...Please can you review the information in the draft Pharmaceutical Needs Assessment (PNA) and the Appendices for accuracy?



Key findings from Question 7

- Two pharmacies provided information that they considered inaccurate in the draft PNA (Q7- Comment 1.0) and (Q7- Comment 2.0).
- This information will be updated and published alongside the PNA in September/October 2022.

Conclusions

The production of a new PNA has a statutory requirement to consult for a minimum period of 60 days on the final draft PNA with a wide group of consultees including some mandated consultee groups, before formal acceptance and publication by the local Health & Wellbeing Board.

Wirral's local consultation was conducted across a range of routes to reach residents, interested parties and mandated consultees, through a range of methods, for a period of 66 days between Tuesday 5th April 2022 and Friday 10th June 2022.

The legislation allows for full documentation to be published online, using [Wirral Councils Have Your Say](#) engagement platform, with this website providing access to the online survey and draft PNA for feedback and in addition hard copies of the PNA and the survey were made available at four venues across the borough.

Fifty-one (51) responses were received that highlighted a limited, nevertheless important number of queries, questions or comments related to the draft PNA. Overall the responses received have supported the review of the Wirral Pharmaceutical Needs Assessment (PNA) 2022-2025 and to make any amendments as required and/or appropriate. The content in the draft PNA has not materially been altered or changed as a consequence of the consultation though a number of points raised, in terms of operational considerations, will be considered by Wirral PNA Development Group in the near future.

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Appendix One - Responses to Questions – qualitative answers

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
1	<p>From the draft Wirral Pharmaceutical Needs Assessment 2022-2025, do you understand why we need a pharmaceutical needs assessment (PNA)? (See Part 1)</p>	No	<p>1.0 I have not heard of it</p>	<p>Noted</p> <p>OUTCOME: The comment is noted but makes no change to the draft PNA. For future PNA processes (currently every three years in legislation) we will strive to improve awareness of the process and opportunity for residents to record their views.</p> <p>Pharmaceutical Needs Assessments were first completed in 2011 Health Act 2009 outlined the process of market entry onto a “Pharmaceutical List” by means of PNA and provided information to Primary Care Trusts (PCTs) for their production. This is Wirral’s fourth PNA. A PNA is a legal requirement for every local authority area in England and Wales. The Health and Social Care Act 2012 further describes the duty of “commissioners”, in accordance with regulations, to arrange for the adequate provision and commissioning of pharmaceutical services for their population.</p> <p>The PNA is thus a key tool for NHS England and local commissioners to support the decision-making process for pharmacy applications, change of services or relocations by current pharmacies.</p> <p>To promote involvement in the PNA process then extensive local awareness raising is undertaken through a collective communication and engagement approach between Public Sector and Voluntary, Community and Faith Sectors via their structural organisations.</p> <p>This process has provided almost 900 responses to the public survey on pharmacy service (November 2021) with the previous PNA seeing over 2,100 people providing their views on day-to-day pharmacy services. We believe we have had some success in widening public knowledge and awareness of this required process.</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
1	<p>From the draft Wirral Pharmaceutical Needs Assessment 2022-2025, do you understand why we need a pharmaceutical needs assessment (PNA)? (See Part 1)</p>	No	<p>2.0 Is it just a cost cutting exercise?</p>	<p>Noted</p> <p>OUTCOME: The comment is noted but makes no change to the draft PNA</p> <p>The need and use of PNAs is clearly determined in law and as such is an already established and proven process for delivery of pharmaceutical services across England and Wales, including Wirral.</p> <p>When the Health and Social Care Act 2012 established health and wellbeing boards, it also transferred responsibility to develop and update pharmaceutical needs assessments from primary care trusts to health and wellbeing boards with effect from 1 April 2013.</p> <p>At the same time responsibility for using pharmaceutical needs assessments as the basis for determining market entry to a pharmaceutical list transferred from primary care trusts to NHS England and NHS Improvement.</p> <p>The pharmaceutical needs assessment is a key document for those wishing to open new pharmacy or dispensing appliance contractor premises and is used by NHS England and NHS Improvement (and, on appeal, NHS Resolution) to determine such applications.</p>
		Yes	<p>3.0 I have a lot from help from the NHS and I get my medication from chemist</p>	<p>Noted</p> <p>OUTCOME: The comment is noted but makes no change to the draft PNA</p> <p>The range of services offered by community pharmacy is already extensive and is constantly under review to identify new and innovative ways of working or the delivery of services for the public. It is good to know the benefit this resident gets from utilising pharmacies and NHS in general</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
2	<p>Does the draft Wirral Pharmaceutical Needs Assessment 2022-2025 describe the types of services that are, and can be, provided across Wirral? (See Part 1 and Part 3)</p>	Not sure	<p>1.0 Please see the email I sent</p>	<p>Noted</p> <p>OUTCOME: The comment is noted but makes no change to the draft PNA</p> <p>We have no record of receiving an email at the pna2022@wirral.gov.uk email address or via officers directly involved in the 2022-2025 PNA process or indirectly via other council sources. If the person who submitted the survey does read this consultation report, then we would welcome sight of the email and look to understand the comments contained within.</p>
		No	<p>2.0 We have one pharmacy where I live and it does not provide the services described. Most of the time there is not a pharmacist in the shop!</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p> <p>If we assume that this issue has already been raised at the pharmacy in question then the next stage would be to complete a formal complaint via https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/</p> <p>Wirral's PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues shared with a view to understanding their potential impact linked to current pharmacy offer, with subsequent changes where possible and appropriate working with community pharmacy.</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
2	Does the draft Wirral Pharmaceutical Needs Assessment 2022-2025 describe the types of services that are, and can be, provided across Wirral? (See Part 1 and Part 3)	No	3.0 Health and Wellbeing activities and initiatives for the New Brighton Area are not covered	Noted OUTCOME: No change to the draft PNA The availability and access to health and wellbeing activities in New Brighton, and across Wirral, is an important opportunity for residents to maintain or improve their lifestyle and minimise potential impacts from poor health or illness. For the purposes of this PNA we have considered a number of topic areas and added data and insight accordingly. There is the opportunity to share information through pharmacies and this can be explored further through PNA Development Group discussions.
		Not sure	4.0 Same as question 1 (I have not heard of it)	See Answer to Q1:1.0
		Not sure	5.0 None	Noted OUTCOME: No change to the draft PNA
		Yes	6.0 I get an answer from the NHS and doctors and I talk to them	See Answer to Q1:3.0

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
3	<p>Does the draft Wirral Pharmaceutical Needs Assessment 2022-2025 reflect the health and other needs of our population? (See Part 2)</p>	Not sure	<p>1.0 how on earth is a member of the public going to know that?</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p> <p>It is recognised that the breadth and depth of content in a Pharmaceutical Needs Assessment is very detailed across topic, data and insight. This is dictated to Health and Wellbeing Board/Local Authority authors by the requirements of the legislation and expectation that the document itself would be comprehensive in its presentation so as not to warrant unfounded challenge.</p> <p>From National PNA Guidance A pharmaceutical needs assessment that does not meet the requirements of the 2013 regulations, or is poorly worded, may lead to:</p> <ul style="list-style-type: none"> • an increase in applications for premises that are not required, • applications being granted when they should be refused and vice versa, • applications for new pharmacy premises being granted but which do not meet the local authority's strategic plans, and • an increase in the number of appeals against decisions made by NHS England and NHS Improvement. <p>With this in mind, we accept that the PNA is long and detailed in terms of content. This is both the current and previous versions. This version of the PNA does have an EasyRead version of the content which does help. That considered and given this is a commissioning document for NHS England then we feel it appropriate to provide the PNA in its current format but will continue to look at alternate presentation ways for future PNAs.</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
3	Does the draft Wirral PNA 2022-2025 reflect the health and other needs of our population? (See Part 2)	Not sure	<p>2.0 Very generic comments. Needs to be disaggregated into areas of the Wirral related to health/disease burden and ability of populations to travel to pharmacies or have other types of access</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p> <p>See Part 2: Pages 32 – 69</p> <ul style="list-style-type: none"> • Sets out range of strategies and plans to support health and wellbeing improvements across range of Wirral communities by topic and area – links included to detail • Outlines the unequal impact of poor health on more deprived communities • Index of Multiple Deprivation 2019 (and related indexes) outline which communities suffer greatest need across variety of indicators • Specific impact assessment related to Birkenhead Regeneration area developments • Household composition and Car ownership status considered • Life Expectancy, Mortality and range of health related issues considered in depth, by population group and age <p>Part 3: pages 80 - 101</p> <ul style="list-style-type: none"> • Considered Community Pharmacy provision and contractors for range of service access and availability • Detailed range of services, geographic distribution and density related to population • Co-located pharmacy and Medical Services such as GP practice reviewed for dual access • Detailed consideration of walk, drive, public transport and cycle access with guidelines (mapping tools) also linked to cross-border services <p>Part 3: pages 103 - 110</p> <ul style="list-style-type: none"> • Of the 895 responses received to the question as to how they got to their pharmacy, 45.9% accessed the pharmacy on foot, with 44.9% accessing it via car. The public survey found 97% of survey respondents felt it was ‘quite’ or ‘very’ easy to get to their usual Pharmacy venue. • 85.3% of respondents had not experienced a problem accessing a pharmacy service for buying or obtaining dispensed medicines or to get advice recently <p>Overall, it is felt that every effort had been made to provide detail on local populations and their health needs. The PNA Development Group will continue to meet leading up to the next PNA and this query will be reviewed and considered for the next PNA.</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
3	Does the draft Wirral Pharmaceutical Needs Assessment 2022-2025 reflect the health and other needs of our population? (See Part 2)	No	3.0 This report does not reflect my experience of pharmacy in Hoylake	See Answer Q2: 2.0
		No	4.0 As above (Health and Wellbeing activities and initiatives for the New Brighton Area are not covered)	See Answer Q2: 3.0
		No	5.0 Not enough autism support	Noted OUTCOME: No change to the draft PNA Assumed comment infers autism support related to pharmacy provision – As Wirral’s PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this query, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.
		Not sure	6.0 N/A	Noted OUTCOME: No change to the draft PNA
		Yes	7.0 I see people in wheelchairs and I talk to them	Noted OUTCOME: No change to the draft PNA

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
3	Does the draft Wirral PNA 2022-2025 reflect the health and other needs of our population ? (See Part 2)	Not sure	8.0 Who knows what will happen health wise over the next 1-5 years?	Noted OUTCOME: No change to the draft PNA The information contained in the draft PNA is always to the best of our knowledge at the time of writing. As the PNA Legislation (Part 2: Section 6) and Guidance (p.61) highlight, where there are significant changes in an area then the option is available to renew the PNA. With PNA Development Group continuing to meet then changes in population, fluctuations in health issues, changes in pharmacy services or availability or regeneration programmes moving faster than expected are examples of aspects that will all be kept under review and where necessary we will provide Wirral Health and Wellbeing Board with information to inform any decision making.
		Not sure	9.0 Needs to be explained.	Noted OUTCOME: No change to the draft PNA Part 1 of the draft PNA (pages 1 – 31) provides a full and detailed account of the need for as assessment with Part 2 (pages 32 – 78) and Part 3 (pages 79 – 118) providing the local context as to the local needs of our residents and how pharmacy services are being delivered across the borough.
		No	10.0 A lot more recruiting needs to happen so we have more people available to help our much needed mental health services - things are getting worse and worse and we need more in this section so we get more people seen we can have longer more effective treatments and less waiting times	Noted OUTCOME: No change to the draft PNA The comments made will be shared with Wirral Commissioners of Mental Health services and Wirral CCG ICS colleagues. Wirral's PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this query, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
4	<p>Do you agree with the key findings and conclusions of the draft Wirral Pharmaceutical Needs Assessment 2022-2025?</p> <p>(See Executive Summary and Part 3)</p>	Not sure	<p>1.0 Believe more local pharmacies are needed</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p> <p>Based upon the assessment and comparison to other areas and England then Wirral is served by similar or better number of pharmacies for its population numbers and need.</p>
		No	<p>2.0 ???????????????????? ???? (This was response in survey)</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p>
		Not sure	<p>3.0 There was not much mention of deliveries to vulnerable people - or reflect on a flexible model which means deliveries can be started and halted when circumstances of people change.</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p> <p>Part 1:</p> <ul style="list-style-type: none"> • P.99 - Delivery of medications - • P.149 Map – Pharmacies – Delivery service <p>Public Survey – p.103</p> <ul style="list-style-type: none"> • The survey suggests that 69 of 83 pharmacies collect prescriptions from surgeries. Then there are 61 of 83 that deliver dispensed medicines free of charge with the remaining 22 of the 83 having this as a chargeable service. • This is an on-request service and is subject to change as it is an individual business decision by contractors. • These collection and delivery services do improve access to medicines for a wide range of people. • 43.3% of public survey respondents saying that the pharmacy they use deliver prescriptions to their home address, 6.9% said their pharmacy did not deliver but almost 50% (49.8%) were either not aware of the service or had never used it. <p>This issue of possible lack of awareness of delivery services will be considered at future Wirral PNA Development Group meetings.</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
4	Do you agree with the key findings and conclusions of the draft Wirral Pharmaceutical Needs Assessment 2022-2025? (See Executive Summary and Part 3)	No	4.0 See above, this is not a reflection of my experience in Hoylake	See Answer Q2: 2.0
		No	5.0 ICS will cost the NHS too much and involve too many outside companies taking funds out of the NHS	Noted OUTCOME: No change to the draft PNA There is a brief explanation in the draft PNA of the impending structural change to delivery of health and social care services across England. The change has been delayed with an envisaged start now July 2022. The comments made will be shared with Wirral CCG colleagues.
		No	6.0 Not enough autism support	Noted OUTCOME: No change to the draft PNA Assumed comment infers autism support related to pharmacy provision – As Wirral’s PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this query, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.
		Not sure	7.0 N/A	Noted OUTCOME: No change to the draft PNA

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
4	Do you agree with the key findings and conclusions of the draft Wirral Pharmaceutical Needs Assessment 2022-2025? (See Executive Summary and Part 3)	Not sure	8.0 Things are not always black or white.	Noted OUTCOME: No change to the draft PNA
		No	9.0 None	Noted OUTCOME: No change to the draft PNA
		Yes	10.0 I see the elderly and I know they get help from the NHS and doctors	Noted OUTCOME: No change to the draft PNA

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
5	Do you think that any further information about local pharmacy services could have been included?	Not sure	1.0 you mean you genuinely think that 183 pages somehow missed something out? Really?	See Answer Q3: 1.0
		Yes	2.0 All services need to be included top to bottom service for all.	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p> <p>Part 1 – description of all services that are to be included and considered as part of a PNA (Pages 25 - 31)</p> <p>Part 3 – delivery of services across Wirral 9pages 80 – 82, 111 – 116) describing availability and type</p> <p>Part 4 – Appendix Four - Pharmacy Contractors Survey (pages 130 – 142) range of services at pharmacies</p> <p>Part 4 – Appendix Seven – opening hours – Wirral Pharmacies Part 4 – Appendix Ten – All Essential Services and Advanced Services, Commissioned, Urgent Care and Public Health services provided by Wirral Pharmacies</p> <p>All the services required to be considered in a PNA have been covered. Pharmacies may choose on occasions to provide other services on a private basis and these may not appear in a PNA.</p> <p>Wirral’s PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this query, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
5	Do you think that any further information about local pharmacy services could have been included?	Yes	3.0 More about Home Delivery services.	See Answer Q4: 3.0
		Not sure	4.0 Further information on what a pharmacist is qualified to provide/advise	Noted OUTCOME: No change to the draft PNA For the purposes of the PNA then the services to be considered are listed in Part 1: pages 25 – 31 The ability to practice as a pharmacist is part of a range of other legislation and legal requirements overseen by a range of statutory organisations. View national Pharmaceutical Services Negotiating Committee
		Yes	5.0 What services pharmacies in each area offer and where there are gaps	See Answer Q5: 2.0
		Yes	6.0 More detailed about the ICS who will run these and the cost to tax payers	Noted OUTCOME: No change to the draft PNA In Part 2 – Page 35 – the developments of new ICS/ICB are noted and the delay in starting to July 2022. Also range of links to key underpinning content. Cheshire and Merseyside ICS is led by Cheshire & Merseyside Health and Care Partnership were more information on costs will be available

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
5	Do you think that any further information about local pharmacy services could have been included?	Not sure	<p>7.0 Thinking about how pharmacies contribute the health and care system</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p> <p>Part 1 pages 11 – 12 describes contribution to health and wellbeing of Wirral residents</p> <p>Part 1 – Page 13 – 14 – description of what must be included in a PNA – which does not explicitly require the potential contribution of pharmacies the solely health and care system</p> <p>Part 2 – page 37 – describes how Community Pharmacy meet both local health needs and Wirral Plan objectives</p> <p>Overall, the document recognises the role and involvement of community pharmacy through the provision of the range of services that support the health and wellbeing needs of Wirral residents. It is written to reflect the need to produce a PNA to meet national legislation requirements that in turn NHSE and contractors can understand both current and future opportunities in the area.</p>
		Not sure	<p>8.0 Pharmacies are a good bridge between the general public and other health care practitioners.</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
5	Do you think that any further information about local pharmacy services could have been included?	Not sure	<p>9.0 Description of the coverage including public transport links, to ensure that the needs of non-driving households are met.</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p> <p>Also see Answer Q3: 2.0</p> <p>Part 3: pages 80 - 101</p> <ul style="list-style-type: none"> • Considered Community Pharmacy provision and contractors for range of service access and availability • Detailed range of services, geographic distribution and density related to population • Co-located pharmacy and Medical Services such as GP practice reviewed for dual access • Detailed consideration of walk, drive, public transport and cycle access with guidelines (mapping tools) also linked to cross-border services <p>For the purposes of the PNA – then specific methods of travel are considered and how they relate to access to local pharmacies.</p> <p>The specific public transport services are not included but can be accessed via MerseyTravel website.</p> <p>Wirral’s PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this query, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
5	Do you think that any further information about local pharmacy services could have been included?	Not sure	10.0 N/A	Noted OUTCOME: No change to the draft PNA
		Yes	11.0 Explain why it is being done in lay terms.	See Answer Q3: 9.0
		Yes	12.0 None	Noted OUTCOME: No change to the draft PNA
		Yes	13.0 Sometimes they will not take old medicines	Noted OUTCOME: No change to the draft PNA Wirral's PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this query, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.
		Yes	14.0 Not so sure	Noted OUTCOME: No change to the draft PNA
		Not sure	15.0 None	Noted OUTCOME: No change to the draft PNA

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
6	<p>Do you have any further comments about the Wirral Pharmaceutical Needs Assessment 2022-2025?</p> <p>Note: 35 respondents had no further comments to add</p>	N/A	<p>1.0 Not sure about the contribution of a political group like Stonewall some of whose views are very controversial. I'm not sure they should be the lone voice for this community.</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p> <p>Published research on sexual orientation and gender reassignment is limited and that which is available may not cover the breadth of topics affecting these cohorts and related to the health issues they may experience. Therefore, we will use a wide variety of data and sources with the awareness of the context it is produced but also realising it does add to our general understanding and awareness of any given cohort.</p>
		N/A	<p>2.0 It seems to be appropriate and comprehensive</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p>
		N/A	<p>3.0 I refer you back to my email</p>	<p>Noted – See Answer Q2: 1.0</p> <p>OUTCOME: No change to the draft PNA</p> <p>We have no record of receiving an email at the pna2022@wirral.gov.uk email address or via officers directly involved in the 2022-2025 PNA process or indirectly via other council sources. If the person who submitted the survey does read this consultation report, then we would welcome sight of the email and look to understand the comments contained within.</p>
		N/A	<p>4.0 We need to make it work for the people of Wirral not just to tick another box of surveys. This is important and with the right input we can lead the way.</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
6	Do you have any further comments about the Wirral Pharmaceutical Needs Assessment 2022-2025?	N/A	5.0 Private pharmacy only works with competitors. In Hoylake there is only one, so privatisation is not delivering what this report is stating.	Noted OUTCOME: No change to the draft PNA Wirral's PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this query, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.
		N/A	6.0 Pharmacies in Wirral offer great services	Noted OUTCOME: No change to the draft PNA
		N/A	7.0 Although probably not relevant to document not enough publicity on what pharmacy are open out of hours	Noted OUTCOME: No change to the draft PNA This information along with positive stories, ideas, issues and concerns raised in all the PNA 2022 – 2025 surveys will be shared with Community Pharmacy Leads for Wirral who in turn can raise this detail with specific and general pharmacies across Wirral. Also shared with NHS England (Cheshire and Merseyside) Pharmacy leads who commission services based upon the PNA. This will help them to understand any operational or system issues and seek ways to improve the services offered. Wirral's PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this query, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
6	Do you have any further comments about the Wirral Pharmaceutical Needs Assessment 2022-2025?	N/A	<p>8.0 It is gratifying to know that Wirral is so well supplied with pharmacy resource. This resource is becoming increasing used to deliver health services, working a part of the health and care system. However, given the pressures within the rest of this system, I would want to be sure that this resource is being maximised in terms of the part they can play, and that this is cost effective.</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p> <p>This information along with positive stories, ideas, issues and concerns raised in all the PNA 2022 – 2025 surveys will be shared with Community Pharmacy Leads for Wirral who in turn can raise this detail with specific and general pharmacies across Wirral.</p> <p>Also shared with NHS England (Cheshire and Merseyside) Pharmacy leads who commission services based upon the PNA. This will help them to understand any operational or system issues and seek ways to improve the services offered.</p> <p>Wirral’s PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this query, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.</p>
		N/A	<p>9.0 Wirral is incredibly well provisioned for Pharmacies and pharmaceutical services and will be brilliant to continue</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p>
		N/A	<p>10.0 Very detailed</p>	<p>Noted</p> <p>OUTCOME: No change to the draft PNA</p>

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
6	Do you have any further comments about the Wirral Pharmaceutical Needs Assessment 2022-2025?	N/A	11.0 Not enough autism support	Noted OUTCOME: No change to the draft PNA Assumed comment infers autism support related to pharmacy provision – As Wirral’s PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, such as this query, can be shared with a view to understanding their potential relationship to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.
		N/A	12.0 A rising Wirral population is likely to make queues at pharmacies longer, and car parking for those that drive to them, less easy.	Noted OUTCOME: No change to the draft PNA Part 2 – pages 43 – 44 – Wirral’s population is growing slowly compared to other areas but we do have a change in profile with an increasing number of older residents. The latest National Census results are expected to be released shortly and this will help guide future work. Wirral’s PNA Development Group will continue to meet over the next three years (between PNAs) where active dialogue can be maintained and any service issues, or changing population need, shared with a view to understanding their potential impact linked to current pharmacy offer, with subsequent changes were possible and appropriate working with community pharmacy.

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
6	Do you have any further comments about the Wirral Pharmaceutical Needs Assessment 2022-2025?	N/A	13.0 Swettenham Chemists agree with the Pharmaceutical Needs Assessment and agree there are no gap in pharmaceutical service provision.	Noted OUTCOME: No change to the draft PNA
		N/A	14.0 I believe that the assessment should also include the availability of pharmacies to be included in national vaccination programs such as covid. Pharmacies do very good numbers for flu jabs and they should be able to offer covid jabs too.	Noted OUTCOME: No change to the draft PNA Part 1 – page 11 – recognises contribution of pharmacy for Wirral residents during COVID-19 pandemic and disruption to at pharmacy services. Wirral Clinical Commissioning Group did not request that Wirral pharmacies provide COVID-19 vaccinations as part of public programme in 2021 though this does not preclude pharmacies taking part in any future process to deliver similar or other vaccination need.
		N/A	15.0 No, I feel we have adequate services.	Noted OUTCOME: No change to the draft PNA
		N/A	16.0 It's a really good, comprehensive document. The information is presented in a clear and easy to understand way.	Noted OUTCOME: No change to the draft PNA

Q?	Detail	Survey Response	Comment from consultation	PNA Development Group response
7.0	<p>For your pharmacy...Please can you review the information in the document and the Appendices for accuracy? If you identify any issues please provide details with page number, section title, issue and the suggested correction</p>	N/A	<p>1.0</p> <p>Our opening hours on page 153 need amending - they are our old hours. Weinronk Pharmacy should be Monday to Friday 9am - 1pm and 2pm to 6pm. Sat and Sun are correct.</p>	<p>Thank you the update and we have noted the differences as stated.</p> <p>Given the amount of data contained in PNA we will work with NHSE to review the most current opening times and then issue up to date list alongside the latest Pharmacy Location Map aligned to publication of new PNA 2022-2025</p>
		N/A	<p>2.0</p> <p>Pharmacy/Hour Corrections:</p> <ul style="list-style-type: none"> • Page 120 - Boots Teehey Lane changed ownership on 14 Feb 2022 to Logic Healthcare on in February this year • Revised Pharmacy Opening Hours - It appears that due to the timing of production of this draft, and the recent changes to the opening hours of a number of Boots pharmacies in the Health and Wellbeing Board Area, the opening times of some of the Boots pharmacies within Appendix 7 are no longer correct. 	<p>Thank you the update and we have noted the differences as stated.</p> <p>Given the amount of data contained in PNA we will work with NHSE to review the most current opening times and then issue up to date list alongside the latest Pharmacy Location Map aligned to publication of new PNA 2022-2025</p>