



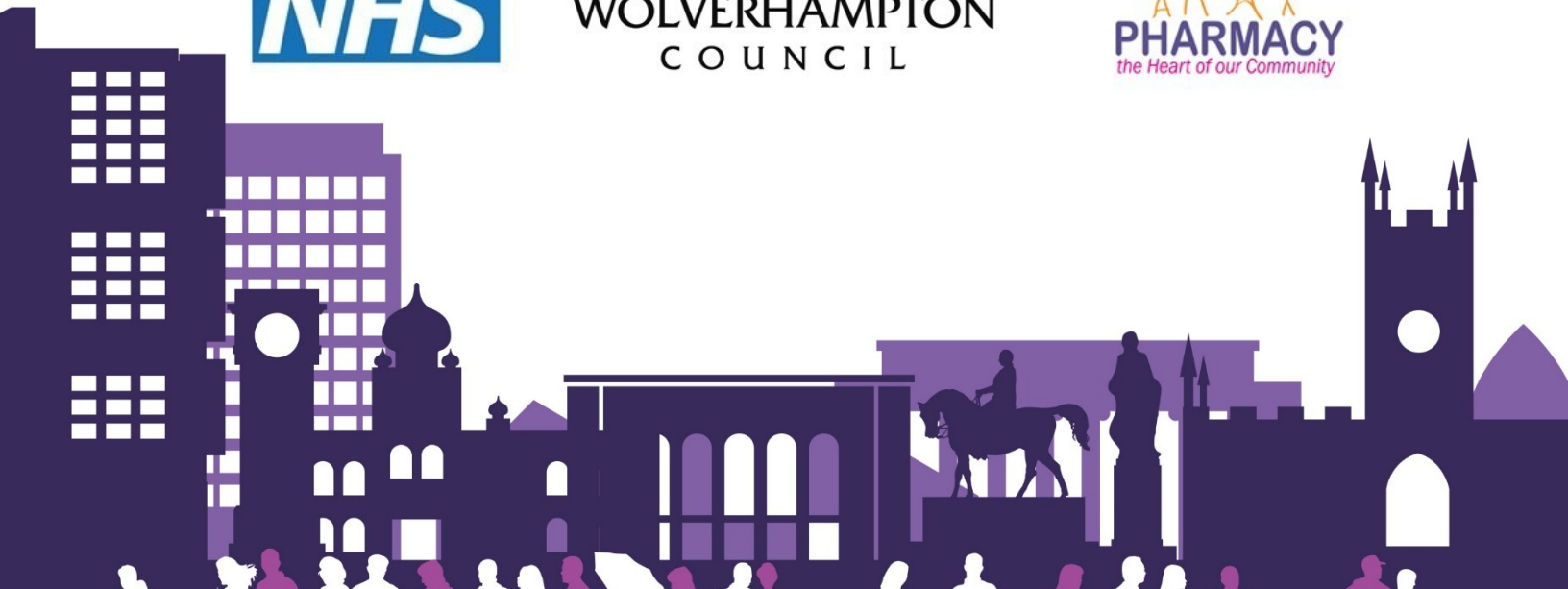
# Wolverhampton Joint Strategic Needs Assessment

**Pharmaceutical Needs Assessment**

**2025 - 2028**



CITY OF  
WOLVERHAMPTON  
COUNCIL



**Produced by:** Public Health, City of Wolverhampton Council

**In collaboration with:** Local Pharmaceutical Committee Wolverhampton City;

NHS Black Country Integrated Care Board (ICB)

**On behalf of:** Health and Wellbeing Together Board, Wolverhampton

**Final version as at:**

### **Acknowledgements**

#### **PNA Steering Group Members**

**NHS Black Country Integrated Care Board:** Suky Sandhar and Hema Patel.

**Local Pharmaceutical Committee Wolverhampton City:** Jeff Blankley and Sundip Gill.

**City of Wolverhampton Council, Public Health:** Leonie Roberts, Parmdip Dhillon, Hannah Stammers, Riva Eardley and Amrik Sangha.

**Healthwatch Wolverhampton:** Stacey Lewis

#### **Significant Contributions to the report**

**City of Wolverhampton Council, Public Health:** Parmdip Dhillon, Hannah Stammers and Amrik Sangha.

**City of Wolverhampton Council, IDOX and GIS team:** Gary Swift.

**Local Pharmaceutical Committee Wolverhampton City:** Jeff Blankley.

#### **Organisations which have supported the PNA process**

City of Wolverhampton Council teams (Planning and Public Health), Local Pharmaceutical Committee Wolverhampton City and NHS Black Country Integrated Care Board (ICB)

## Table of Contents

<b>Executive Summary</b> .....	4
<b>Chapter 1: Introduction</b> .....	9
<b>Chapter 2: PNA Process</b> .....	9
<b>A steering group</b> .....	9
<b>Pharmacy Survey</b> .....	9
<b>Public/Patient Survey</b> .....	10
<b>Formal approval by the Health and Wellbeing Board</b> .....	11
<b>Chapter 3: Local Needs and Provision</b> .....	12
<b>Local Health and Wellbeing Priorities</b> .....	12
<b>Community Pharmacies</b> .....	15
<b>Essential Services</b> .....	21
<b>Chapter 4: Future Needs</b> .....	28
<b>References</b> .....	30
<b>Appendices</b> .....	33

## Executive Summary

This document gives an overview of the Wolverhampton Pharmaceutical Needs Assessment (PNA) for 2025 - 2028. It highlights local health needs and the services available at community pharmacies in Wolverhampton.

## Introduction and Background

The NHS rules (Pharmaceutical and Local Pharmaceutical Services) say that local Health and Wellbeing Boards must produce a PNA every three years.<sup>1</sup> The last PNA was published in 2022. The results of the PNA help decide what services community pharmacies should offer in the future. It also helps the NHS Black Country Integrated Care Board make decisions about opening new pharmacies.

## How was the PNA created?

The PNA was developed by Public Health, with support from the Black Country Integrated Care Board (ICB), Healthwatch, and the Wolverhampton Local Pharmaceutical Committee (LPC).

A survey was sent to local pharmacies (Pharmacy Survey), with all 56 local pharmacies participating, providing data on their hours and services. A survey for the public to respond to (Public/Patient survey) was also shared via press-release, social media, and local GPs, receiving 985 responses, and offering insights into how residents use pharmacies and their views on available services.

Relevant stakeholders and the general public were also able to review and provide feedback on the PNA during a 60-day consultation which began in March 2025.

### Health Priorities in Wolverhampton

- Population: 263,727<sup>2</sup>, expected to grow, especially among those aged 65+.
- Ethnic diversity: 61% White, 30% Black/Asian, 9% Mixed/Other.
- Wolverhampton is the 24th most deprived area in the UK, with over 50% of the local population living in socio-economic disadvantage, affecting health and life expectancy.<sup>3</sup>
- Key health challenges: Infant deaths, alcohol-related deaths, heart disease, lung disease, stroke, and lung cancer.
- A local health strategy focuses on 6 priorities to improve health and life expectancy.

### Community Pharmacies in Wolverhampton

Wolverhampton has 56 community pharmacies, down from 60 in 2022. Two pharmacies offer distance selling services, above the regional average. Pharmacies are mostly near GP surgeries and open at least 40 hours a week, with extended hours in high-need areas. There are 32 pharmacies open on Saturdays and 7 on Sundays. Most residents can access a pharmacy within a five-minute drive or 20-minute walk. Pharmacies offer private consultation spaces, multilingual services, electronic prescriptions, and medicine deliveries for those unable to visit.

### Pharmacy First

Launched on 31 January 2024, the Pharmacy First service expands on the NHS Community Pharmacist Consultation Service. It allows patients to be referred to pharmacies for treatment of minor illnesses or urgent repeat medicine supplies. The service covers 7 common conditions, following specific clinical guidelines (Table 1).

**Table 1.** The 7 conditions that can be treated through Pharmacy First

Condition	Age range
Earache (acute otitis media)*	1-17 years
Impetigo	1 year and over
Infected insect bite	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated Urinary Tract Infections (UTIs)	Women aged 16-64 years

\*Distance selling pharmacies will not complete consultations for acute otitis media.

### Essential Services

All pharmacies provide essential services such as dispensing medicines, promoting healthy lifestyles, conducting health campaigns, and supporting self-care, as part of the NHS

Community Pharmacy Contract.<sup>5</sup>

### Advanced Services

Some pharmacies offer additional services, including assistance with medical appliances (e.g., stoma care, incontinence, wound care) and support for patients on new or higher-risk

medications.<sup>5</sup>

### Local 'Enhanced' Services

In Wolverhampton, the NHS Black Country Integrated Care Board (ICB) oversees some pharmacy services, including Emergency Hormonal Contraception (EHC), available at most pharmacies, and drug services like supervised consumption and needle exchange. These

services are designed to address specific health priorities in the local community.<sup>5</sup>

### **Rota Service**

This service ensures pharmacy availability on days they are typically closed, such as Bank Holidays.

### **Potential Opportunities for Community Pharmacies**

Pharmacies could expand services in areas like smoking cessation, HIV prevention (PrEP), dispensing medicines in compliance aids, and managing long-term conditions. Further assessment is needed before introducing these services.

### **NHS Health Check**

The NHS Health Check helps prevent cardiovascular diseases. Currently, NHS Health Checks are not provided in community pharmacies, though pharmacies are open to offering this service in the future.

### **Pharmacy Survey**

A survey was sent to all 56 community pharmacies in Wolverhampton to gather information on pharmacy hours, services, accessibility, and COVID-19-related services. A 100% response rate was received for this.

### **Public/Patient Survey**

Between December 2024 and January 2025, 985 residents responded to the public survey. Most (89%) felt pharmacies were open when needed, but weekend access has decreased compared to 2022, with 69% able to find a pharmacy on Saturdays and 24% on Sundays. Around three-quarters (78%) of respondents reported having pharmacies close to home is important, and around half (48%) felt the same about pharmacies near GP surgeries. Most people visit pharmacies for repeat or one-off prescriptions, either for themselves (77%) or others (55%).

### **Assessment of Need**

There is currently sufficient community pharmacy provision across the city, with opportunities to improve service uptake and quality. Potential areas for growth include smoking cessation, NHS Health Checks, and brief interventions for weight management and alcohol.

**Next Steps**

The Health and Wellbeing Board will monitor local changes and assess whether an update is needed before the next PNA in 2028. NHS England, Black Country ICB, and Public Health will continue to collaborate with pharmacies to ensure high-quality services are provided.

## Chapter 1: Introduction

A Pharmaceutical Needs Assessment (PNA) reviews current pharmacy services and identifies future needs based on local requirements. The Health and Wellbeing Board oversees the PNA, while the NHS Black Country Integrated Care Board (ICB) uses it to decide pharmacy inclusion in the NHS list. Since April 2023, the ICB commissions pharmacy services.

Community pharmacies offer essential, advanced, and locally commissioned services. The PNA guides future decisions on pharmaceutical services and is updated every three years or after major changes. Public Health leads the PNA development in Wolverhampton, following NHS regulations.<sup>5</sup>

## Chapter 2: PNA Process

The process of creating the PNA for Wolverhampton follows the guidance from the Department of Health and Social Care (DHSC).

### A steering group

A steering group was formed to develop the PNA, following DHSC guidelines, with members from NHS Black Country ICB, the Local Pharmaceutical Committee (LPC), Healthwatch and Wolverhampton City Council's Public Health team.

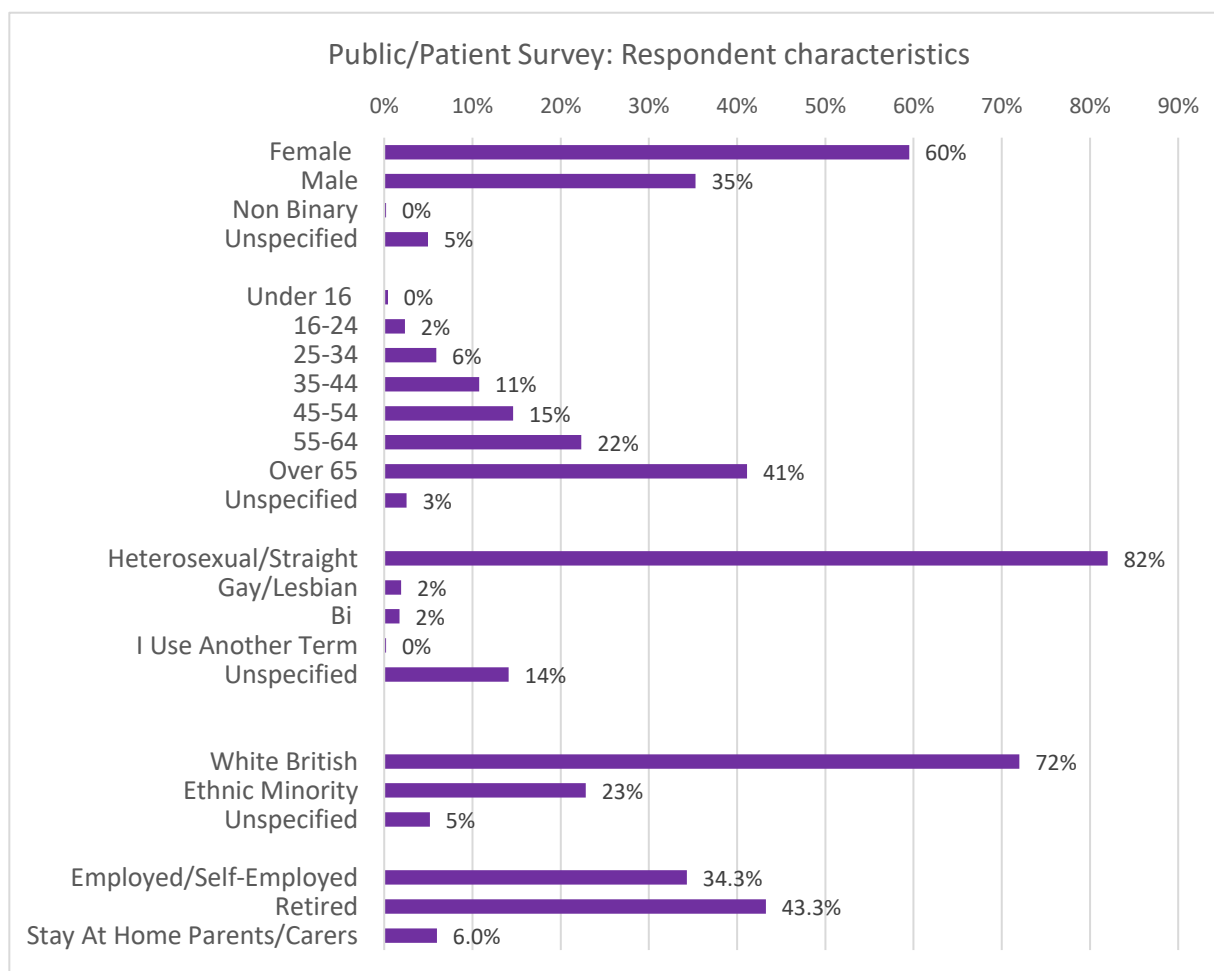
### Pharmacy Survey

A survey sent to all 56 community pharmacies in Wolverhampton to gather information on pharmacy hours, services, accessibility, and COVID-19-related services. A 100% response rate was received for this, with all 56 local pharmacies participating in the survey.

## Public/Patient Survey

A public survey to understand the opinions and experiences was launched on Citizen Space (Appendix 3), covering topics such as reasons for use, satisfaction, opening hours, convenience, travel methods, and accessibility. The survey was promoted through a press release, social media, partner websites, GP texts, and an article by the BBC (<https://www.bbc.co.uk/news/articles/c047dkywegvo>). QR code posters were also distributed (Appendix 4). By January 20, 2025, 985 completed surveys were returned. Respondent characteristics are as follows (Figure 1):

**Figure 1.** Respondent characteristics: Public/Patient Survey



Source: Public/Patient Survey

### Consultation Process

A 60-day statutory consultation period began in March 2025 to allow stakeholders to review and comment on the draft PNA. The consultation involved:

- The Local Pharmaceutical and Medical Committees for Wolverhampton and another area.
- Those on the pharmaceutical lists and any dispensing doctors in Wolverhampton.
- Local Pharmaceutical Services (LPS) pharmacies in Wolverhampton.
- Healthwatch and relevant community groups in Wolverhampton.
- The local NHS trust and NHS England.
- Neighbouring Health and Wellbeing Boards (Sandwell, Dudley, Walsall, South Staffordshire).

Please note: There are no dispensing doctors or LPS chemists in Wolverhampton.

The 60-day consultation was also made available to the general public for their participation -- the full draft and a second, more accessible draft, was shared on the council's consultation page.

Feedback was used to develop and refine the document and a summary of comments were provided.

### Formal approval by the Health and Wellbeing Board

After the 60-day consultation, all comments were reviewed and added to the final PNA. The final version was then taken to the Health and Wellbeing Board (HWB) for approval. If the HWB recommended any changes, these will have been made and the updated PNA will be published.

## Chapter 3: Local Needs and Provision

### Demographics

- Wolverhampton's population (263,727 in 2021) has grown by 5.7% since 2011, making it the third most densely populated local authority in the West Midlands.<sup>8</sup>
- Wolverhampton has a younger age structure than the national average.<sup>7</sup> However, the aging population is increasing, especially those over 65 years.
- The city is diverse, with 60.6% White, 30.5% Black and Asian, and 8.9% from Mixed/Other ethnic backgrounds.
- Deprivation (socio-economic disadvantage) levels are high, with over 50% of residents in some of the most deprived areas in England. This is linked to poorer health outcomes and lower life expectancy.

### Local Health and Wellbeing Priorities

The City of Wolverhampton Council's Health and Wellbeing Board (Health & Wellbeing Together) sets out 6 strategic priorities for the city in the Joint Health & Wellbeing Strategy (2023-2028)<sup>4</sup>. Priorities are thematically grouped into the following areas:

- **Starting and Growing Well:** Prioritising early childhood development and addressing inequalities.
- **Getting Wolverhampton Moving:** Encouraging physical activity to improve health across all age groups.
- **Reducing Addiction Harm:** Tackling substance misuse, smoking, and gambling to improve mental and physical health.

For more comprehensive information on the health needs of Wolverhampton, please follow the links to Wolverhampton's Joint Strategic Needs Assessments (JSNAs), which can be found here: <http://www.wolverhampton.gov.uk/jsna>.

## Local Health Profile

### Smoking

- Smoking remains a leading preventable cause of illness and death. Between 2021-2023 14.5% of adults smoked in Wolverhampton, higher than the national (12.4%) and regional (13.0%) averages.<sup>13</sup>
- Smoking during pregnancy poses serious risks to mother and baby. In 2023/24, 8.9% of mothers in Wolverhampton smoked during pregnancy, above the national (7.4%) and regional (7.8%) averages.<sup>14</sup> However, smoking rates among mothers have gradually decreased over the past decade.<sup>15</sup>

### Alcohol and Drugs

- Wolverhampton experiences significantly higher alcohol and drug related harm. In 2022, there were 50.1 alcohol-related deaths per 100,000 people in Wolverhampton, above the national average of 39.7. The city also has high alcohol-related hospital admissions (2,431 per 100,000).<sup>16</sup>
- Between 2020-2022, deaths due to drugs misuse in Wolverhampton reached 7 per 100,000 people, higher than both the national (5.2) and regional (5.3) averages. This is the highest rate recorded in the city in the past decade.<sup>17</sup>

### Physical Activity

- In 2022/23, 52% of adults in Wolverhampton were physically active, with 36% being inactive- significantly higher than national (26%) and regional (29%) averages. Regular physical activity is crucial for improving health and quality of life.<sup>18</sup>

### Obesity

- Obesity rates in Wolverhampton are higher than national and regional averages. In 2022/23, 33% of adults were obese, compared to 26% nationally and 28% regionally.<sup>11</sup>
- Obesity is a major risk factor for various health conditions, including heart disease and type 2 diabetes. The city also has higher rates of overweight and obesity in children.<sup>20</sup>

### Sexual Health

- Teenage Pregnancy: In 2021, Wolverhampton's rate was 18 per 1,000 births, higher than the national (13) and regional (15) averages, linked to poorer outcomes for parents and children.<sup>21 22</sup>
- Gonorrhoea: In 2023, Wolverhampton had a rate of 135 per 100,000, higher than the regional rate (104) but similar to the national rate (149).<sup>21</sup>
- Chlamydia: Wolverhampton's screening rate for females aged 15-24 was 16.8%, higher than the regional rate (14.7%) but lower than the national rate (20.4%), with a higher detection rate than both.<sup>21</sup>
- HIV: Wolverhampton's diagnosed HIV prevalence (3.86 per 1,000) is higher than national (2.40) and regional (2.01) averages, indicating a greater need for testing and care.<sup>23</sup>

### Screening

In Wolverhampton, screening coverage is statistically significantly lower than the national average across most screening programmes.<sup>24</sup>

### Immunisations

- Immunisation rates in Wolverhampton are generally similar to national figures but show a decline, particularly in booster doses and second doses. For example, flu vaccination rates for children aged 2-3 years (32.3%) and school-aged children (53.8%) are significantly lower than the national averages. The HPV vaccine coverage, both for

one and two doses, is also decreasing for both males and females. The overall trend indicates a decline in vaccination uptake, which may impact public health.<sup>25</sup>

### Cardiovascular Disease (CVD)

- The death rate from cardiovascular diseases for those under 75 years old in Wolverhampton (104.8 per 100,000) is significantly higher than both the national (77.4) and regional (87.1) averages. This indicates that CVD is a major public health issue in the area. Efforts to improve screening and interventions, such as NHS Health Checks for individuals aged 40-74, are essential.<sup>26 27</sup>

### Community Pharmacies

In addition to dispensing prescribed medicines, community pharmacies provide a wide range of services and play a crucial role in improving the health and wellbeing of the local population. They are valuable assets that help alleviate some of the pressures on primary and secondary care. Through locally commissioned 'enhanced' services, community pharmacies are well placed to support in addressing key local health priorities. Their accessibility, extended opening hours, and presence in the heart of communities make them ideal for early intervention, promoting self-care, reducing health inequalities, and supporting prevention-focused strategies set by local health authorities.

Since the 2022 PNA, there have been significant changes, with the community pharmacy framework being renegotiated for 2024/25.

### Number of pharmacies serving location population

As of January 2025, Wolverhampton has 56 community pharmacies, including two distance-selling pharmacies, offering remote services. This marks a small decrease from 60 pharmacies in 2022.<sup>28</sup> This PNA does not include the pharmacy at Royal Wolverhampton NHS Trust's New Cross Hospital.

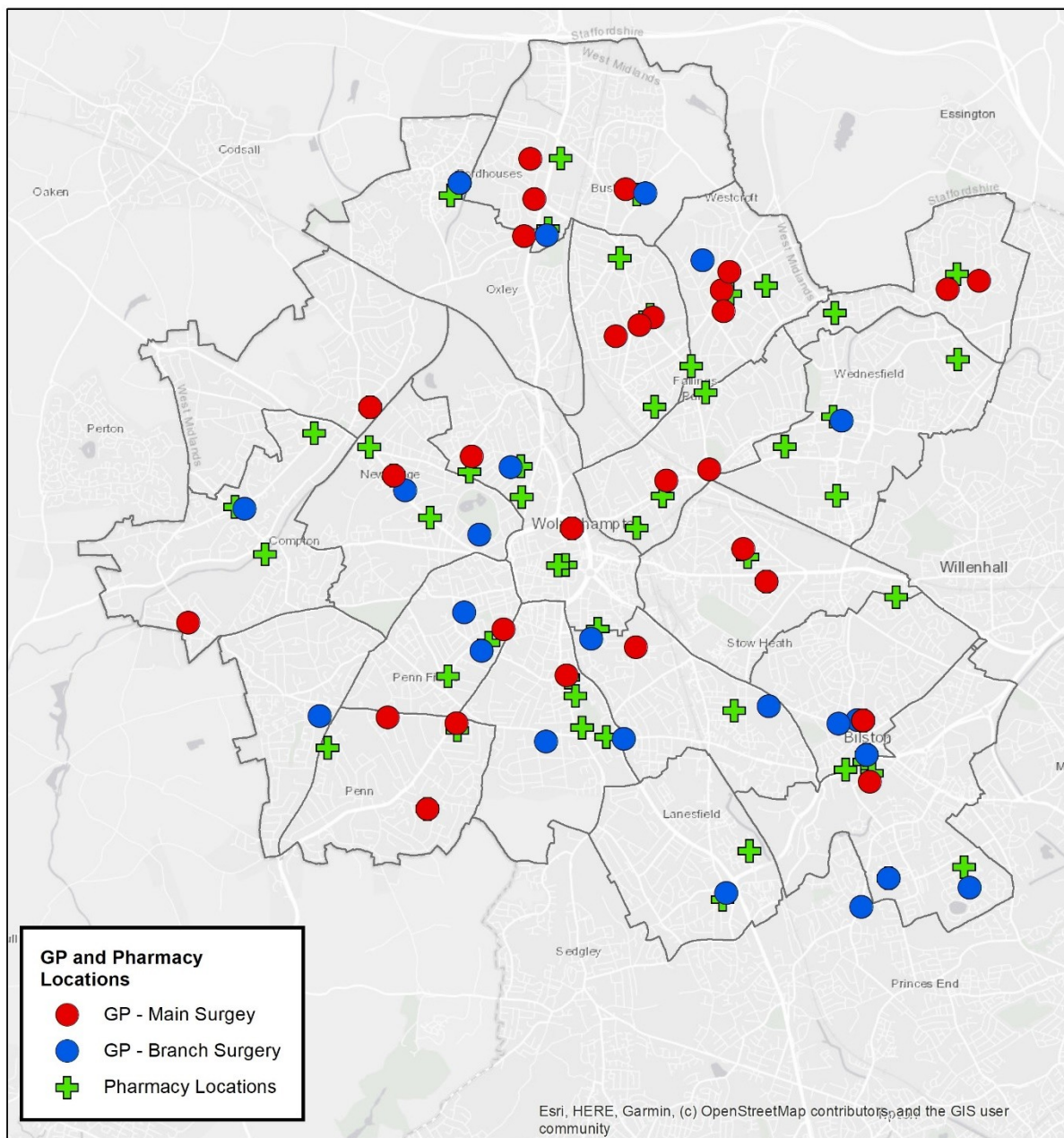
### **Community pharmacy usage**

Out of the total number of respondents to the Public Survey, many residents use pharmacies regularly, with 40% visiting 12 or more times a year. Pharmacies are mostly accessed on week days (95%) and between 12-5pm (63%).

### **Geographical location of pharmacies**

Pharmacies are generally located near GP practices, but some serve areas without nearby GP services, especially in the city's less deprived areas (Figure 2).

Figure 2. Location of Community Pharmacies in relation to General Practices in Wolverhampton



Source: Pharmacy locations – NHS England; GP practice locations – Black Country ICB.

### Pharmacy Distribution

Most pharmacies are concentrated in densely populated, socio-economically disadvantaged areas of Wolverhampton, such as Bushbury, Fallings Park, and Blakenhall, Bilston East, St Peter's, Heath Town and Wednesfield South.

### GP and Healthcare Services

Wolverhampton has 31 GP practices with extended hours, plus a nurse-led walk-in centre at Phoenix Health Centre. The Urgent Care Centre at New Cross Hospital provides additional out-of-hours support.<sup>29</sup>

### Nearby Pharmacies

Several pharmacies are located in neighbouring areas like Dudley, Sandwell, and Walsall. These areas are urban, with more densely populated towns and villages near Wolverhampton's border.<sup>30</sup>

### Public Preferences and Accessibility

- The majority (78%) of respondents prioritise pharmacies near home, followed by GP proximity (48%) and parking (33%).
- The need for pharmacies near workplaces has declined, likely due to post-COVID flexible working.
- While the majority find pharmacy locations convenient (94%) and accessible (93%), a small proportion reported facing issues including parking, mobility issues, long queues, and stock shortages, suggesting more pharmacies near GP surgeries, longer hours, and better delivery services.

## Opening Hours

- **Weekday Opening Hours:** All 56 pharmacies in Wolverhampton open at 9am or earlier. The majority close by 6pm: Monday (63%), Tuesday (63%), Wednesday (64%), Thursday (70%), and Friday (64%). Out of the 56 pharmacies, one closes at 1 pm, and another closes at 3:30 pm on Thursdays. The remaining pharmacies close between 6:30 pm and 9 pm. Notably, two pharmacies stay open until 10:30 pm, and one remains open until 11 pm on weekdays
- **Saturday opening hours:** There are 32 (57%) pharmacies open on Saturdays, typically between 8am and 9am, with closing times ranging from 12pm to 9pm. There are 17 pharmacies that remain open until at least 5pm, with the last pharmacy closing at 9 pm. Extended Saturday hours are more commonly observed in areas of higher deprivation.
- **Sunday opening hours:** There are 7 pharmacies (13%) of pharmacies are open on Sundays, generally opening between 10 am and 12 pm and closing between 4 pm and 8 pm. The 7 pharmacies open on Sundays are located in St. Peter's, Oxley, Blakenhall, Bilston East, and Wednesfield South.
- **Lunchtime closures:**
  - **Weekdays:** 39 (70%) of pharmacies remain open throughout the day, while the remaining 17 (30%) close for a 30- 60 minute lunch break between 12pm and 2:30pm.
  - **Saturday:** 16 (48%) of the 32 open pharmacies stay open after 1 pm and do not close for lunch.
  - **Sunday:** All 7 (100%) open pharmacies do not close for lunch.

## Public Preferences and Opening Times

Of the 985 respondents, the large majority (89%) felt their community pharmacy's opening hours met their needs, while 11% disagreed. The most common feedback from respondents

highlighted the need for community pharmacies to have later opening hours and weekend availability. Most respondents accessed on weekdays (95%), between 12pm and 5pm (63%), and fewer (21%) reported accessing on Saturdays. Around three-quarters (78%) of respondents reported having pharmacies close to home is important, and around half (48%) felt pharmacies near GP surgeries was important

### Travel times to Pharmacies

Geographical mapping shows that most residents can reach their nearest pharmacy within 5 minutes by car and 20 minutes when walking. This indicates good coverage across the city, though there are some areas, particularly on the city's edge and in Oxley, where access may take longer. According to the Public Survey, 55.8% of respondents walk to the pharmacy, 64.8% drive, and 8.6% use public transport. Around two-thirds (66.2%) take less than 10 minutes to reach their pharmacy, with the rest taking 10-20 minutes or longer.

### Facilities

Based on the pharmacies that responded to the Local Pharmacy Survey 2025, pharmacies reported the following facilities on their premises:

- Most pharmacies (82%) have wheelchair-accessible consultation areas, with a few (13.8%) lacking accessibility. Some pharmacies have requested assistance from NHS England due to space limitations.
- Regarding hygiene facilities, 68.6% of pharmacies offer handwashing in consultation areas, while others provide it nearby or have alternative options like hand gel.
- A smaller number of pharmacies (19.6%) offer toilets for patients, while the majority do not.

### Accessibility of Pharmacies

In the 2025 Public Survey, most respondents (93%) had no issues accessing their community pharmacy, while few (6%) reported difficulties. A small minority (1%) didn't answer the question. Common challenges included limited parking, accessibility issues, stock shortages,

long queues, and inconvenient hours. Some also mentioned mobility issues and the limited availability of delivery services.

Pharmacies in Wolverhampton offer a range of language support, with the most common languages offered outside of English were Punjabi (84%), Hindi (73%), and Urdu (45%). Additionally, two pharmacies offer British Sign Language (BSL).

### **Essential Services**

All community pharmacies that hold an NHS Pharmacy contract provide some or all of the following dispensing and non-dispensing services: dispensing of appliances, dispensing medicines, repeat dispensing, discharge medicines service, disposal of unused medicines, Public Health and promotion of healthy lifestyles, and self-care advice.

### **Non-dispensing services offered by pharmacies**

#### **Disposal of unused medicines**

Pharmacies also offer services such as the safe disposal of unused medicines to prevent misuse and environmental harm. In the Public/Patient Survey, 31% of respondents reported using this service in the past year.<sup>32</sup>

#### **Self-care and Healthy Living Pharmacy (HLP)**

Pharmacists help manage minor conditions, offering advice and over-the-counter products. The HLP framework supports pharmacies in delivering quality health services and promoting self-care to improve community health and reduce inequalities.<sup>25</sup>

#### **Signposting and Clinical Governance**

Pharmacies provide healthcare advice and referrals to other services. Clinical governance

ensures service quality and safety, covering patient safety, complaints, and emergency planning.

### Advanced Services

Pharmacies offer advanced NHS services like the New Medicines Service (NMS), supporting patients on new medications for long-term conditions such as asthma, diabetes, and high blood pressure, through advice, follow-up, and continued support.

### Other Services

Pharmacies may also offer:

- Appliance Use Reviews (AUR), which help patients properly use medical appliances.
- Stoma Appliance Customisation (SAC), which ensures stoma appliances fit correctly and are used effectively.

These services help patients manage their health more effectively and are offered by a number of pharmacies across Wolverhampton.

### Pharmacy First

In the Local Pharmacy Survey 2025, 49 (87.5%) pharmacies are commissioned to provide Pharmacy First, with 5 (8.9%) willing to offer it. Moreover, 1 (1.8%) pharmacy does not plan to provide the service, and 1 (1.8%) did not respond.<sup>31</sup>

Of the 985 responses to the Public/Patient Survey, around a third (35%) had used the Minor Ailments Scheme or Pharmacy First at their local pharmacy in the past 12 months, around half (53%) had not used this service and nearly 1 in 10 (9%) were not aware this service was available. A small proportion (3%) did not respond to the question.

### **Smoking Cessation Service (Transfer of Care)**

The Smoking Cessation Service (SCS) enables hospital referrals to community pharmacies for ongoing support after discharge, aligning with the NHS Long Term Plan.

From the 2025 Local Pharmacy Survey:

- 28 (50%) pharmacies offer the service
- 17 (30%) are willing to provide it
- 9 (16%) are not willing to provide this service
- 2 (4%) pharmacies did not respond to this question.

### **Hypertension Case-Finding Service**

This service helps identify people aged 40+ who may have high blood pressure (hypertension). It includes blood pressure checks and monitoring to help diagnose the condition.

- 45 (80%) pharmacies offer this service, and 8 (14%) are willing to start.
- 3 (5%) pharmacies are not offering it.

### **Pharmacy Contraception Service**

This service, launched in April 2023, provides easier access to oral contraception through community pharmacies.

- 41 (73%) pharmacies offer this service.
- 3 (5%) offer it privately.
- 9 (16%) are willing to provide it.
- 2 (4%) are not willing to provide it.
- 1 (2%) did not respond to the question.

### **Pharmacies that currently provide a Lateral Flow Device (LFD) Service**

Pharmacies provide free COVID-19 test kits to eligible patients. This service was introduced in November 2023 and continues into 2024/25.

- 39 (70%) pharmacies provide this service.

- 11 (19.6%) are willing to offer it.
- 5 (8.9%) are not willing to provide it.
- 1 (2%) did not respond to the question.

### Other Local and Regional Services

Pharmacies in Wolverhampton offer several services, including:

- **Rota Service:** Ensures pharmacy access on holidays.
- **Community Pharmacy Extended Care Service:** Provides treatment for common conditions like UTIs and conjunctivitis without a GP visit.

These services reduce GP workloads and improve patient access to care.

### Locally Commissioned Services

- **Non-Emergency Contraception:** 33 pharmacies (58.9%) provide; 2 pharmacies (3.6%) offer privately; 15 pharmacies (26.8%) willing to offer; 6 pharmacies (10.7%) not willing.
- **Chlamydia Testing:** 2 pharmacies (3.6%) commissioned to provide testing; 34 pharmacies (60.7%) willing to offer; 19 pharmacies (34%) not willing.
- **Chlamydia Treatment:** 1 pharmacy (1.8%) commissioned to provide treatment; 1 pharmacy (1.8%) offers privately; 37 pharmacies (66%) willing to offer; 16 pharmacies (29%) not willing.
- **Gonorrhoea Screening:** No pharmacies commissioned; 33 pharmacies (59%) willing to offer; 22 pharmacies (39%) not willing. 1 (2%) pharmacy did not respond to this question.
- **HIV Screening:** No pharmacies commissioned; 29 pharmacies (52%) willing to offer; 26 pharmacies (46%) not willing. 1 (2%) pharmacy did not respond to this question.
- **Alcohol-Harm Reduction:** 1 pharmacy (2%) already offers screening; 14 pharmacies (25%) are interested; 19 pharmacies (34%) potentially interested; 13 pharmacies (23%) not interested. A total of 9 (16%) pharmacies did not respond to this question.

- **Needle Exchange:** 6 pharmacies (10.7%) provide; 11 pharmacies (19.6%) interested; 14 pharmacies (25%) not interested. 9 (16%) pharmacies did not respond to this question.
- **Supervised Consumption:** 30 pharmacies (53.6%) provide; 8 (14%) pharmacies are willing to provide, 3 (5%) are potentially interested and 5 (9%) pharmacies are not willing to provide this service. A total of 10 (17.9%) pharmacies did not answer this question.

### Locally Commissioned Services – ‘Other’

*Please note that the percentages may not total 100% due to high-level reporting in this draft.*

- **Minor Ailments Scheme:** 43 pharmacies (77%) are commissioned to provide, and a further 5 (9%) are willing to provide. A total of 8 (14%) pharmacies reported they are not intending on providing this.
- **Eye Care:** Medications and remote consultations provided for optometrist referrals.
- **Home Delivery & Prescription Services:** 48 pharmacies (86%) offer free delivery; 52 (93%) offer Monitored Dosage Systems (MDS) free of charge; 46 (82%) offer prescription collections from GP practices.
- **Obesity & Disease Management:** 1 pharmacy (2%) provides obesity management; 37 pharmacies (66%) willing to offer it. Willingness for disease-specific services ranges from 60-77%.
- **Smoking Cessation:** 15 pharmacies (27%) offer Stop Smoking services; 5 (8.9%) provide this privately, 24 (42.9%) are willing to provide, 11 (19.6%) are not willing to provide and 1 (1.8%) did not respond to this question.
- **Vaccinations:**
  - **Catch-up Vaccinations:** 7% of pharmacies are currently commissioned, and over half (54%) are willing to provide the service. Around 36% are not interested.

- **COVID-19 Vaccinations:** 34% of pharmacies are already providing this service, with a further 38% willing to participate. About 27% are not intending to offer it. 1 (1.8%) pharmacy did not respond to this question.
- **Hepatitis Vaccinations:** A small number of pharmacies (2%) are commissioned, and 4% offer it privately. However, 61% are willing to provide it, while 32% are not.
- **Meningococcal Vaccinations:** Only 2% are commissioned and 5% provide it privately, but 61% are willing to deliver the service. Around 30% are not.
- **Pneumococcal Vaccinations:** 4% are commissioned, 5% provide it privately, and 61% are willing to offer the service. About 27% are not.
- **Travel Vaccinations:** Just 2% are commissioned, 11% provide it privately, and 57% are willing to provide the service.

### Palliative Care

The Specialist Palliative Care Drugs Supply (SPCDS) service is available in Birmingham and the Black Country, providing access to essential end-of-life care medications. In Wolverhampton, four community pharmacies are commissioned to offer this service, with other pharmacies in the area also stocking the necessary medicines:

1. Phoenix Pharmacy, Parkfield Road, Wolverhampton, WV4 6ED
2. Tettenhall Wood Pharmacy, 12 School Road, Tettenhall Wood, Wolverhampton, WV6 8EJ
3. HN Pharmacy, 124 Cannock Road, Wednesfield, Wolverhampton, WV10 8PW
4. Bradley Chemist, 83 Hall Green Street, Bradley, Bilston, Wolverhampton, WV14 8TH

## Needs and Gaps Identified Through Public and Pharmacy Surveys

**Table 2.** Summary of identified unmet needs and gaps locally

Category	Feedback/Needs
<b>Pharmacy Staff Feedback</b>	<b>Smoking Cessation:</b> Community-based services needed.
	<b>MDS &amp; Delivery:</b> High demand for NHS Monitored Dosage Systems and delivery services.
	<b>Health Screenings:</b> Requests for atrial fibrillation, cholesterol, and Vitamin B12 testing.
	<b>Joint Pain Management:</b> Need for local pain management services.
	<b>Flu Vaccination:</b> Need for weekend flu vaccination services.
<b>Public Feedback</b>	<b>Positive Experiences:</b> Friendly, helpful staff, personalized service, efficient prescription handling, and convenient delivery options.
	<b>Negative Experiences:</b> Issues with stock availability, long wait times, and unhelpful staff.
<b>What People Value in Pharmacy</b>	<b>Personalised Service:</b> Tailored advice and familiarity with patients.
	<b>Convenience:</b> Easy repeat prescriptions, home delivery, and extended hours.
	<b>Professionalism:</b> Trusted advice and services like blood pressure checks and vaccinations.
<b>Additional Services Suggested</b>	<b>Expanded Health Services:</b> Blood tests and minor ailment treatments.
	<b>Improved Communication:</b> Better prescription notifications and pharmacy networks for out-of-stock items.
	<b>Extended Hours:</b> Weekends and evenings for greater accessibility.

## Chapter 4: Future Needs

### Population Changes

Wolverhampton's population is expected to grow slowly, with a significant rise in the elderly (65+) population, projected to increase by 28.3% by 2043<sup>2</sup>. The working-age population will grow by 5.4%. The city's population is becoming more diverse, with increased healthcare needs due to conditions like diabetes.

### Housing Developments

From 2024-2029, 2,960 new homes will be built in Wolverhampton, including 483 student flats. Major developments are focused around the City Centre, Bilston, Blakenhall, and Heath Town. Most new developments are close to pharmacies.<sup>33</sup>

### Pharmaceutical Services

Wolverhampton's pharmacies offer a wide range of services, but there has been a reduction in out-of-hours services, including the loss of two 100-hour pharmacies. Monitoring is needed to ensure service provision isn't reduced for those most in need.

### Future Development

Community pharmacies play a vital role in meeting health needs, particularly in deprived areas. There's potential to expand services through partnerships with local organisations. Disease management and screening services should be explored further to improve local health and reduce pressure on primary care.

### Key Findings/Recommendations

- There are sufficient services for Wolverhampton's population, with 94% of the public finding pharmacies conveniently located, 93% finding them accessible, and 89% satisfied with opening hours.
- The reduction in out-of-hours services should be monitored, particularly following the closure of two 100-hour pharmacies and the shift to a 72-hour minimum under new NHS regulations.
- Pharmacies could expand services through local partnerships, especially by aligning new openings with GP surgeries, extending hours, and improving delivery options for residents with limited transport.
- More disease-specific management and screening services are needed, particularly to address health inequalities in more deprived areas of the city.
- If new pharmacy openings are considered, priority should be given to areas with limited access, such as Castlecroft and Bradmore, and to communities with higher levels of deprivation and lower car ownership.

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## Appendices

### Appendix 1: Local Pharmacy Survey 2025

#### ***Welcome to the Pharmaceutical Needs Assessment (2025-2028) Pharmacy Survey***

***Please note: This survey takes between 10 and 15 minutes to complete.***

Why your views matter

As part of this needs assessment, we require information from each of the pharmacies in Wolverhampton regarding the services that you offer. To collate this, we have produced a questionnaire which, we would be grateful if you could complete.

Premises and Contact Details

**1** Contractor Code:

(ODS code):

**2** Name of contractor:

(i.e., Name of individual, partnership or company owning the pharmacy business):

**3** Trading name:

**4** Pharmacy premises shared NHSmail account, telephone, fax, and website address if applicable:

NHSMail:

Telephone Number:

Website address (if applicable):

More About Your Pharmacy

**5** Is your pharmacy entitled to 'Pharmacy Access Scheme Payments'?

*Please select only one item*

- Yes
- No

**6** Is this pharmacy a Distance Selling Pharmacy? (i.e., it cannot provide essential services to persons present at or in the vicinity of the pharmacy)

*Please select only one item*

- Yes
- No

Opening Hours

**7** What are the pharmacies core opening hours (Contracted opening hours, as agreed with NHS England):

Please specify times as follows:

- Open from
- Closes at
- Lunchtime (From- To)

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

Saturday:

Sunday:

**8** What are the pharmacies total opening hours:

Monday

Tuesday:

Wednesday:

Thursday:

Friday:

Saturday:

Sunday:

Consultation Facilities

**9** Is there a consultation room (that is clearly designated as a room for confidential conversations; distinct from the general public areas of the pharmacy premises; and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially) on your premises? (Please tick as appropriate)

*Please select all that apply*

- None - have submitted a request to the NHS England and NHS Improvement (NHSE&I) regional team that the premises are too small for a consultation room
- None - the NHSE&I regional team has approved my request that the premises are too small for a consultation room
- Available (including wheelchair access)
- Available (without wheelchair access)
- Other (please specify below)\*

\*Other (Please specify here):

**10** During consultations are there hand-washing facilities available?

*Please select only one item*

- In the consultation area
- Close to the consultation area
- None
- Other (please specify below)\*

\*Other (Please specify here):

**11** Do patients attending consultations have access to toilet facilities?

*Please select only one item*

- Yes
- No
- Not Applicable

## Accessibility

**12** Languages available to communicate in (in addition to English) (Please tick all that apply):

*Please select all that apply*

- Gujarati
- Hindi
- Polish
- Punjabi
- Urdu
- British Sign Language (BSL)
- Other (Please specify below)\*

\*Other (Please specify here):

## IT Facilities

**13** Does your pharmacy use any of the following (please select all that apply):

*Please select all that apply*

- Electronic prescriptions
- NHS Mail being used
- NHS Mail applied for
- NHS Summary Care Record enabled
- Up-to-date NHS.uk entry
- Other (Please specify below)\*

\*Other (Please specify here):

## Appliance Services

**14** Does your pharmacy dispense appliances? (Please choose what services are applicable to your pharmacy):

*Please select all that apply*

- Yes - All types

- Yes - Excluding Stoma Appliances
- Yes - Excluding Incontinence Appliance
- Yes - Excluding Stoma and Incontinence Supplies
- Yes - Just Dressings
- None
- Other (Please specify below)\*

\*Other (Please specify here):

Advanced Services

**15** Which of the following services does the pharmacy provide, or would be willing to provide? (choose one option per service):

Yes, commissioned to provide

Yes, but provide privately

No, but willing to provide

No, not intending to provide

---

Appliance Use Review (AUR)

*Please select only one item*

---

Flu Vaccination Service

*Please select only one item*

---

Hypertension Case-Finding Service

*Please select only one item*

---

LFD Service

*Please select only one item*

---

New Medicine Service (NMS)

*Please select only one item*

Yes, commissioned to provide      Yes, but provide privately      No, but willing to provide      No, not intending to provide

---

Pharmacy  
Contraception Service

*Please select only one item*

---

Pharmacy First  
Scheme

*Please select only one item*

---

Smoking Cessation  
Service (Transfer of  
Care)

*Please select only one item*

---

Stoma Appliance  
Customisation (SAC)

*Please select only one item*

Locally Commissioned Services: Sexually Transmitted Infections and Contraceptives

**16** Which of the following services does the pharmacy provide, or would be willing to provide? (Please choose one option per service):

Yes, commissioned to provide      Yes, but provide privately      No, but willing to provide      No, not intending to provide

---

Chlamydia Testing  
Service

*Please select only one item*

---

Chlamydia Treatment  
Service

*Please select only one item*

Yes, commissioned to provide      Yes, but provide privately      No, but willing to provide      No, not intending to provide

---

Contraceptive service  
(not EHC)

*Please select only one  
item*

---

Emergency Supply  
Service

*Please select only one  
item*

---

Emergency  
Contraception  
Service

*Please select only one  
item*

---

HIV Screening

*Please select only one  
item*

---

Gonorrhoea  
Screening

*Please select only one  
item*

### Locally Commissioned Services: Vaccinations & Screening

**17** Which of the following services does the pharmacy provide, or would be willing to provide? (choose one option per service):

Yes, commissioned to provide      Yes, but provide privately      No, but willing to provide      No, not intending to provide

---

'Catch-up' Vaccinations

*Please select only one item*

Yes, commissioned to provide      Yes, but provide privately      No, but willing to provide      No, not intending to provide

---

COVID-19 Vaccination

*Please select only one item*

---

Hepatitis (at risk workers or patients) Vaccinations

*Please select only one item*

---

Meningococcal Vaccinations

*Please select only one item*

---

Pneumococcal Vaccinations

*Please select only one item*

---

Sharps Disposal Service

*Please select only one item*

---

Supervised Administration Service

*Please select only one item*

---

Supplementary/Independent Prescribing Service

*Please select only one item*

---

Travel Vaccinations

*Please select only one item*

---

Other (please specify):

*Please select only one item*

**18** Are there any other vaccination or screening services that you are commissioned to provide?

Locally Commissioned Services: Other

19 Which of the following services does the pharmacy provide, or would be willing to provide? (choose one option per service):

Yes, commissioned to provide

Yes, but provide privately

No, but willing to provide

No, not intending to provide

---

Language Access Service

*Please select only one item*

---

Medication Review Service

*Please select only one item*

---

Medicines Assessment and Compliance Support Service

*Please select only one item*

---

Minor Ailment Scheme

*Please select only one item*

---

Medicines Optimisation Service

*Please select only one item*

---

Obesity Management (Adults and Children)

*Please select only one item*

---

Not Dispensed Scheme

*Please select only one item*

---

Out of Hours Services

*Please select only one item*

Yes, commissioned to provide

Yes, but provide privately

No, but willing to provide

No, not intending to provide

---

Patient Group  
Direction Service

*Please select only one item*

---

Phlebotomy Service

*Please select only one item*

---

Home Delivery Service  
(not appliances)

*Please select only one item*

---

Stop Smoking Service

*Please select only one item*

---

Appliance Use Review  
Service

*Please select only one item*

---

Care Home Service

*Please select only one item*

---

Emergency Food  
Supply

*Please select only one item*

### Disease Specific Medicines Management Services

**20** Which of the following services does your pharmacy provide, or would be willing to provide? (Please choose one option per service):

Yes, commissioned to provide

Yes, but provide privately

No, but willing to provide

No, not intending to provide

---

Allergies

*Please select only one item*

---

Alzheimer's/dementia

*Please select only one item*

---

Asthma

*Please select only one item*

---

Coronary Heart Disease

*Please select only one item*

---

Chronic Obstructive Pulmonary Disorder

*Please select only one item*

---

Depression

*Please select only one item*

---

Diabetes Type I

*Please select only one item*

---

Diabetes Type II

*Please select only one item*

---

Cholesterol Screening

*Please select only one item*

Yes, commissioned to provide      Yes, but provide privately      No, but willing to provide      No, not intending to provide

---

HbA1C Screening

*Please select only one item*

---

Epilepsy

*Please select only one item*

---

Heart Failure

*Please select only one item*

---

Parkinson's disease

*Please select only one item*

---

Anticoagulant  
Monitoring Service

*Please select only one item*

---

Gluten Free Food  
Supply Service

*Please select only one item*

---

Other (please  
specify):

*Please select only one item*

---

For the service(s) you've chosen, please specify exactly what these services entail.

### Non-Commissioned Services

**21** Does the pharmacy provide any of the following?

Yes

No

---

Collection of prescriptions from GP practices

*Please select only one item*

---

Delivery of dispensed medicines – Free of charge on request or with a charge

*Please select only one item*

---

Monitored Dosage Systems – Free of charge on request

*Please select only one item*

---

Monitored Dosage Systems – With charge

*Please select only one item*

**22** Is there a particular need for a locally commissioned service in your area? If so, what is the service requirement and why?

*Please select only one item*

- Yes (Please specify below)\*
- No
- Prefer not to say

\*Please specify the service requirement and why here:

Prescription Delivery Service

**23** Do you charge for delivery?

*Please select only one item*

- Yes, if so please detail how much you charge below
- No

**24** What areas do you deliver to?

**25** What patient groups are eligible for delivery?

Additional service offers to improve Public Health

Public Health are keen to work with pharmacies to improve and bolster the provision of community-based healthcare services.

**26** Would your pharmacy be interested in offering the following services?

	Yes	No	Potentially interested	Already offer it
Alcohol Screening (or a brief intervention)				
<i>Please select only one item</i>				
Needle Exchange				
<i>Please select only one item</i>				
Supervised Consumption				
<i>Please select only one item</i>				
Alcohol-related Health Check				
<i>Please select only one item</i>				

Please provide any additional comments here:

Additional Information

**27** May the LPC update their information held to reflect information provided by yourself in this survey? (Such as contact details, opening hours etc?)

*Please select only one item*

- Yes
- No

**28** Contact name and telephone number of the person completing questionnaire on behalf of the contractor if questions arise:

Full name:

Contact Number:

Email Address:

Thank you

**Thank you for taking time to fill in this questionnaire, it is very much appreciated.**

**Your response will be used to populate the Pharmaceutical Needs assessment for 2025-28.**

## Appendix 2: Letter accompanying survey to all community pharmacies, 2025



05 December 2024

Dear Pharmacist,

### Pharmaceutical Needs Assessment – 2025-28

I am writing with regards to the Pharmaceutical Needs Assessment (PNA) that we are currently in the process of updating for 2025-2028. The PNA is a mandatory process to assess the current and future need for pharmaceutical services locally.

Wolverhampton Public Health are leading this process on behalf of the Health and Wellbeing Board, in collaboration with the Local Pharmaceutical Committee (LPC) Wolverhampton City, Healthwatch and NHS Black Country ICB.

As part of this need's assessment, there are two surveys that are required to be conducted. The first, is a survey for pharmacies that explores the services that you currently offer, opening times and services you may be interested in offering in the future. This survey is currently open and can be accessed at <https://consultation.wolverhampton.gov.uk/public-health/95bf4f7a> or by scanning the QR code below.

For the 2022-25 PNA, we achieved a 100% response rate from Pharmacies across Wolverhampton. We are hoping to replicate this once again and require your support to ensure that the PNA is as accurate as possible.

If you require any support to complete the survey or require a printed copy of the questionnaire, please contact Public Health as soon as possible to arrange this at [publichealth@wolverhampton.gov.uk](mailto:publichealth@wolverhampton.gov.uk).

The second survey is aimed at customers and members of the public. The survey explores their experience of local pharmacies, the services they use and how they access pharmaceutical services. This survey will open on Tuesday 10<sup>th</sup> December 2024 and will remain open until Sunday 12<sup>th</sup> January 2025.

To help promote this survey, we have enclosed two posters, if we could kindly ask you to display them in your pharmacy. If you require any further posters, please get in contact with us at [publichealth@wolverhampton.gov.uk](mailto:publichealth@wolverhampton.gov.uk).

Thank you in advance for your support.




Yours sincerely,

**Leonie Roberts**  
Consultant in Public Health



Link to Survey for Pharmacies

City of Wolverhampton Council

-  [wolverhampton.gov.uk](http://wolverhampton.gov.uk)
-  [@WolvesCouncil](https://twitter.com/WolvesCouncil)
-  [WolverhamptonToday](https://www.facebook.com/WolverhamptonToday)

### Appendix 3: Public Survey, 2025

Pharmaceutical Needs Assessment 2025-2028

#### City of Wolverhampton Council

##### *Public Survey On Local Pharmacies*

We want to hear what you think of pharmacy services in Wolverhampton, to help us develop services in the future.

The information you give us will enable us to:

- Check whether our services are accessible to everyone who is entitled to them
- Identify and address any barriers to accessing our services
- Continually improve the services we deliver

We would be grateful if you could answer some questions about your own views and experiences. The information you provide is confidential.

Please be honest with your answers so we can accurately assess areas where pharmacies are already performing well and areas that need improvement.

***Closing date for this questionnaire is 12th January, 2025.***

If you require a printed copy of the questionnaire, please contact City of Wolverhampton Council's Public Health team as soon as possible to arrange this: [publichealth@wolverhampton.gov.uk](mailto:publichealth@wolverhampton.gov.uk)

Frequency of visits to community pharmacies

**1** What was the reason for your last visit to the pharmacy?

*Please select all that apply*

- To collect a prescription for yourself
- To collect a prescription for someone else
- To get advice from the pharmacist
- To buy other medicines I cannot buy elsewhere
- \*Other (please specify below):

\*Please specify here:

**2** When did you last visit the pharmacy in Wolverhampton to get a prescription, buy medicines or get advice?

*Please select only one item*

- 0-7 days
- 1-2 weeks
- 3-4 weeks
- 1-3 months
- 4-6 months
- Over 6 months

**3** How often have you used your local pharmacies in Wolverhampton, for picking up prescriptions or, for advice within the past 12 months?

*Please select only one item*

- Never
- Less than 3 times
- 3-6 times
- 7-12 times
- More than 12 times

Opening times

**4** Is the pharmacy open at the times you want to use it?

*Please select only one item*

- Yes
- \*No (Please specify why below)

\*If you selected 'No', what time would be better and why?

**5**What times do you normally visit the pharmacy?

*Please select all that apply*

- Midnight-8am
- Between 8am-12pm
- Between 12pm-5pm
- Between 5pm-8pm
- Between 8pm-midnight

**6** Which days do you usually visit the pharmacy?

*Please select all that apply*

- Monday-Friday
- Saturday
- Sunday

**7** Please rate how strongly you agree with the following statements (please tick one option for each statement)

Strongly agree      Agree      Neither agree nor disagree      Disagree      Strongly disagree      I've not had to do this, so unable to respond

---

I can find a pharmacy open during the evening 5pm-8pm

*Please select only one item*

---

I can find a pharmacy open overnight 8pm-8am

*Please select only one item*

---

I can find a pharmacy open on a Saturday

*Please select only one item*

---

I can find a pharmacy open on a Sunday

*Please select only one item*

Location of community pharmacy

**8** Thinking about the location of the pharmacy, which of the following is most important to you? (Please select all answers that apply)

*Please select all that apply*

- It is close to my doctor's surgery
- It is close to my home
- It is close to other shops I use

- It is close to my children's school or nursery
- It is easy to park nearby
- It is near to the bus stop/train station
- It is close to where I work
- It is close to/in my local supermarket
- None of these
- Other\*

\*If you selected 'Other', please specify other important location factors below:

**9** Do you think that pharmacy services are available at locations convenient to you?

*Please select only one item*

- Yes
- \*No

\*If you selected 'No', please specify what/where you would like to see these services:

Travel time to, and accessibility of community pharmacies

**10** How do you normally get to the pharmacy? (Please select all that apply)

*Please select all that apply*

- Walking
- Public transport
- Car
- Motorbike
- Taxi
- Bicycle
- Mobility transport
- \*Other (please specify below):

\*Please specify below:

**11** Approximately, how long does your journey to your usual pharmacy take? (Using your most common method of travel)

*Please select only one item*

- Under 10 minutes

- Between 10-20 minutes
- Between 21-30 minutes
- Over 30 minutes

**12** Do you have difficulties in accessing your local pharmacy?

*Please select only one item*

- \*Yes (Please detail below)
- No

If applicable, please select which of the below challenges you may face when accessing your local pharmacy:

*Please select all that apply*

- Find it difficult to access pharmacy due to mobility issues
- Find it difficult to access pharmacy due to visual or hearing impairment
- Find it difficult to communicate with pharmacist/staff due to speech impediments
- Find it difficult to communicate with pharmacist/staff due to neurodiversity
- Other (please tell us more below)

\*(If yes, please tell us more)

**13** If you have a condition that affects your mobility, are you able to park close enough to your pharmacy?

*Please select only one item*

- Yes
- No
- Don't know
- Not applicable

Pharmacy usage

**14** What do you use the following services at your local pharmacy for? (Please tick all at that apply)

	Myself	My Child/ren	Another adult	I do not use this service
To collect a one-off prescription				
Buy non-prescription medicines				
To collect a repeat prescription				
Buy toiletries				
Give the pharmacist your old or unwanted medicines				
Ask a pharmacist for advice (e.g., medicines advice, how to improve your health, minor ailments/remedies etc)				
Use a Dispensing Appliance Contractor (dispenser of non-medicine products, such as stoma bags, and incontinence pads)				

General feedback about your experiences of using your local pharmacy

**15** Please rate how strongly you agree with the following statements (please tick one option for each statement)

Strongly agree      Agree      Neither agree nor disagree      Disagree      Strongly disagree      I've not had to do this, so unable to respond

---

I find my usual pharmacy helpful and friendly

*Please select only one item*

---

I find the other staff in my usual pharmacy helpful and friendly

*Please select only one item*

---

The pharmacist offers helpful advice on NHS services

*Please select only one item*

---

I ask my pharmacist for health advice

*Please select only one item*

---

It is important that the pharmacy staff know me

*Please select only one item*

---

I prefer to see the same pharmacy staff

*Please select only one item*

---

The pharmacy offers everything I need

*Please select only one item*

---

I go to different pharmacies for different needs

*Please select only one item*

## Pharmacy services

**16** Have you used any of the following services within the past 12 months (please tick one option for each statement)

Yes

No

No - Not aware of this

---

Stop smoking advice  
(voucher/consultation)

*Please select only one  
item*

---

Emergency  
contraception  
(morning after pill)

*Please select only one  
item*

---

Minor  
ailments/Pharmacy  
First (those eligible to  
receive free  
prescriptions can, see  
a pharmacist for a  
common, minor,  
health condition- such  
as eczema, athletes'  
foot and, receive  
prescribed medicine  
as required, instead of  
visiting the GP)

*Please select only one  
item*

---

Repeat prescription  
service (for regular  
medicines)

*Please select only one  
item*

---

Drug service (e.g.,  
needle exchange,  
methadone supply)

*Please select only one  
item*

---

Returning your  
unwanted medicines

*Please select only one  
item*

Yes

No

No - Not aware of this

---

Home delivery service

*Please select only one item*

---

Electronic prescribing (pharmacies can request & receive your repeat prescription request from your GP practice, saving you from visiting your GP practice)

*Please select only one item*

---

COVID-19 testing, testing kits pick up or vaccination service

*Please select only one item*

---

Community Pharmacist Consultation Service (CPCS) (Urgent care referral to see a Pharmacist instead of a GP)

*Please select only one item*

**17** What was your experience with the pharmacy services you have used?

*Please select all that apply*

- Not applicable

*Please select only one item*

- Very good
- Good
- Okay
- Poor
- Very poor

Please explain the reason for your answer:

**18** Is there anything you particularly value as a service from pharmacies?

Please detail here:

**19** Is there anything else, or any additional service that you feel could be provided by local pharmacies?

Please detail here:

About you

**20** What is your sex? (A question about gender identity will follow)

*(Required)*

*Please select only one item*

- Male
- Female
- Prefer not to say

**21** Is the gender you identify with the same as your sex registered at birth?

*Please select only one item*

- Yes
- No

**22** What best describes your gender?

Please select one option

*Please select only one item*

- Female
- Male
- I use another term (for example Non-Binary)
- Prefer not to say

**23** What is your age?

*Please select only one item*

- Under 16
- 16 - 24
- 25 - 34

- 35 - 44
- 45 - 54
- 55 - 64
- Over 65
- Prefer Not To Say

**24** What is your sexual orientation?

*Please select only one item*

- Bi
- Gay/Lesbian
- Heterosexual/Straight
- I use another term
- Prefer Not To Say

**25** What is your ethnic origin?

*Please select only one item*

- Asian - Indian
- Asian - Pakistani
- Asian - Bangladeshi
- Asian - Chinese
- Asian - Other Asian
- Black - African
- Black - Caribbean
- Black - Other Black
- Dual Heritage - White and Black African
- Dual Heritage - White and Black Caribbean
- Dual Heritage - White and Asian
- Dual Heritage - Other Mixed Background
- White - British
- White - Irish
- White - Gypsy/Irish Traveller

- White - European
- White - Other
- Other ethnic group - Arab
- Other ethnic group - Any other
- Prefer Not To Say
- \*Other (please specify below)

\*Other (please specify here):

**26** How would you define your religious or other beliefs?

*Please select only one item*

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- No Religion
- Any Other Religion
- Prefer Not To Say

**27** What is your current employment/education status?

*Please select only one item*

- In education (Full or part time)
- In employment (Full or part time)
- Self-employed (Full or part time)
- Stay at home parent/carer or similar
- Retired
- Prefer not to say

**28** Do you have a disability which substantially affects your day to day activities, which has lasted, or you expect to last, at least a year?

*Please select only one item*

- Yes
- No
- Prefer not to say

**29** How did you find out about this survey?

*Please select all that apply*

- Facebook
- Twitter
- Local Pharmacy
- \*Other (please specify below)

\*Other (please specify here):

Thank you

**Thank you for taking time to fill in this questionnaire, your responses will help us understand the Public's perspective of community pharmacy services.**

**Your responses will be used to inform the 2025-2028 Pharmaceutical Needs Assessment.**

Appendix 4: Poster for the Local Pharmacy Survey 2025 (for advertising in pharmacies)

# TELL US WHAT YOU THINK OF YOUR LOCAL PHARMACY SERVICES

Answer this quick survey to let us know about  
how you use your local pharmacy  
and help shape future improvements to the  
pharmacy services in your area.

*You can access the survey using the QR code or web link below.*



[wolverhampton.gov.uk/pnasurvey](https://wolverhampton.gov.uk/pnasurvey)



## Appendix 5: Briefing for Public Survey

### Media Release



## Tell us what you think of your local pharmacy

Released: Monday 16 December, 2024

People are being asked to share their thoughts about the services available through their local pharmacies by completing a short survey.

The City of Wolverhampton Council is in the process of updating the city's Pharmaceutical Needs Assessment, which maps the current pharmacy offer in Wolverhampton including where there may be any gaps or needs.

And it wants to hear from customers about the type of services they already use and value, as well as the sort of services they might like to receive from their local pharmacy if possible, in order to shape pharmacy services in the future.

Councillor Jasbir Jaspal, the City of Wolverhampton Council's Cabinet Member for Adults and Wellbeing, said: "Local pharmacies offer a range of services to improve people's health beyond the safe dispensing of medicines, and are a key contributor to meeting the health needs of our local population.

"We want to understand how people are using them, in terms of what they use them for, what time of day they use them, whether they are accessible and so on – as well as what more they could offer.

"This survey will help assess if the current provision of local pharmacy services meets the needs of our population, and help us shape these services for the future.

"We'd really appreciate it if customers could take a few moments to complete our short questionnaire asking them what services they use and what services they would like to see from their local pharmacy."

The survey is available at [www.wolverhampton.gov.uk/pnasurvey](http://www.wolverhampton.gov.uk/pnasurvey) and is available until Sunday 12 January, 2025.

**ENDS**

**Notes to editors:**

1/ For more information or to arrange an interview, please contact Paul Brown, Communications Manager, on 01902 555497 or email [paul.brown@wolverhampton.gov.uk](mailto:paul.brown@wolverhampton.gov.uk).

- Issued by the City of Wolverhampton Council's Corporate Communications Team.
- For more information, please call 01902 555439.
- More news from the City of Wolverhampton Council is available at:
  - [www.wolverhampton.gov.uk/news](http://www.wolverhampton.gov.uk/news)
  - [www.twitter.com/wolvescouncil](https://www.twitter.com/wolvescouncil)
  - [www.facebook.com/wolverhamptontoday](https://www.facebook.com/wolverhamptontoday)
  - [www.youtube.com/wolverhamptontoday](https://www.youtube.com/wolverhamptontoday)

## Appendix 7: Community Pharmacies in Wolverhampton, with addresses and opening times, May 2025

Trading Name	Full address	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
Boots Pharmacy	Bentley Bridge, WV11 1BP	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	10.30am-4.30pm
Phoenix Medical Centre	Parkfield Rd, WV4 6ED	9am-1pm 2pm-9pm	9am-1pm 2pm-9pm	9am-1pm 2pm-9pm	9am-1pm 2pm-9pm	9am-1pm 2pm-9pm	9am-1pm 2pm-9pm	10am-8pm
Asda	Molineux Complex, WV1 4AZ	9am-12:30pm 1pm-4:30pm 5pm-8pm	9am-12:30pm 1pm-4:30pm 5pm-8pm	9am-12:30pm 1pm-4:30pm 5pm-8pm	9am-12:30pm 1pm-4:30pm 5pm-8pm	9am-12:30pm 1pm-4:30pm 5pm-8pm	9am-12:30pm 1pm-4:30pm 5pm-8pm	10am-4pm
The Pharmacy Clinic	6 Bargate Dr, WV6 0QW	8:30am-8pm	8:30am-8pm	8:30am-8pm	8:30am-8pm	8:30am-8pm	9am-5pm	12pm-5pm
Morrisons Pharmacy Pendeford	Blaydon Rd, WV9 5PG	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-6pm	10am-4pm
Morrisons Bilston	Black Country Route, WV14 0DZ	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-6pm	10am-4pm
Dudley Rd Pharmacy	425 Dudley Rd, WV2 3AH	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-5.30pm	Closed
Heath Town Pharmacy	181 Wednesfield Rd, WV10 0EN	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-5.30pm	Closed
Church Pharmacy	45 Church St, WV14 0AX	8.30am-6.30pm	8.30am-6.30pm	8.30am-6.30pm	8.30am-6.30pm	8.30am-6.30pm	9am-5pm	Closed
Rexall Chemist	204 Penn Road, WV4 4AA	8.30am-7pm	8.30am-7pm	8.30am-7pm	8.30am-7pm	8.30am-7pm	9am-1pm	Closed
H N Pharmacy	124 Cannock Rd, WV10 8PW	9am-6:30pm	9am-6:30pm	9am-6:30pm	9am-5:30pm	9am-6:30pm	9am-5:30pm	Closed
Hingley Pharmacy	179 Lea Rd, WV3 0LG	9am-6:30pm	9am-6:30pm	9am-6:30pm	9am-6pm	9am-6:30pm	9am-5pm	Closed
Alpha Pharmacy	468 Stafford Rd, WV10 6AN	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-1pm	Closed
Superdrug Pharmacy Bilston	1 Market Way, WV14 0DR	8.30am-5.30pm	8.30am-5.30pm	8.30am-5.30pm	8.30am-5.30pm	8.30am-5.30pm	9am-5.30pm	Closed
Penn Care Pharmacy	48 Warstones Rd, WV4 4LP	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-5.30pm	Closed
Superdrug Pharmacy	Mander Centre, WV1 3NJ	8.30am-12:30pm 1:30pm-5:30pm	8.30am-12:30pm 1:30pm-5:30pm	8.30am-12:30pm 1:30pm-5:30pm	8.30am-12:30pm 1:30pm-5:30pm	8.30am-12:30pm 1:30pm-5:30pm	8.30am-12:30pm 1:30pm-5:30pm	Closed
Boots Pharmacy	233 Trysull Rd, WV3 7LF	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-5pm	Closed
Bradley Chemist	83 Hall Green St, WV14 8TH	8.30am-6.30pm	8.30am-6.30pm	8.30am-6.30pm	8.45am-1pm	8.30am-6.30pm	9am-12pm	Closed

Murrays Chemist	128 Childs Av, WV14 9XB	9am-1:30pm 2pm-6:30pm	9am-1:30pm 2pm-6:30pm	9am-1:30pm 2pm-6:30pm	9am-1:30pm 2pm-6:30pm	9am-1:30pm 2pm-6:30pm	9am-1pm	Closed
Millstream Pharmacy	151 Tettenhall Rd, WV3 9NJ	9am-6.30pm	9am-6.30pm	9am-6.30pm	9am-6.30pm	9am-6.30pm	9am-1pm	Closed
Upper Green Pharmacy	5 Upper Green, WV6 8QQ	9am-5:30pm	9am-5:30pm	9am-5:30pm	9am-5:30pm	9am-5:30pm	9am-5pm	Closed
High Street Pharmacy Bilston	76 High St, WV14 0EP	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9-2pm	Closed
Staveley Pharmacy	212 Staveley Rd, WV1 4RH	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-7pm	Closed	Closed
Essington Pharmacy	129 Long Knowle Ln, WV11 1JG	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-7pm	Closed	Closed
Crest Pharmacy - Alfred Squire	58 High St, Wolverhampton WV11 1SZ	9am-7pm	9am-7pm	9am-7pm	9am-7pm	9am-7pm	Closed	Closed
Bushbury Lane Pharmacy	331 Bushbury Lane, WV10 9UJ	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-1pm	Closed
Northwood Pharmacy - Ashmore Park	88 Griffiths Dr, WV11 3JW	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-1pm	Closed
Poonian Pharmacy	663 Stafford Rd, WV10 6QG	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-1pm	Closed
Tettenhall Wood	12 School Rd, WV6 8EJ	8:45am-1pm 1:30-6pm	8:45am-1pm 1:30-6pm	8:45am-1pm 1:30-6pm	8:45am-1pm 1:30-6pm	8:45am-1pm 1:30-6pm	9am-1pm	Closed
Brooklands Pharmacy	49 Brooklands Parade, WV1 2NE	9am-6pm	9am-6pm	9am-6pm	9am-5:30pm	9am-6pm	Closed	Closed
Jhoots Pharmacy	18-20 The Broadway, WV10 8EB	8.30am-6pm	8.30am-6pm	8.30am-6pm	8.30am-6pm	8.30am-6pm	Closed	Closed
Mayfield Pharmacy - Mayfield Medical Centre	272 Willenhall Rd, WV1 2GZ	9am-6.30pm	9am-6.30pm	9am-6.30pm	9am-6.30pm	9am-6.30pm	Closed	Closed
J Docter Pharmacy	73 Stubby Lane, WV11 3NE	9am-5.30pm	9am-5.30pm	9am-5.30pm	9am-5.30pm	9am-5.30pm	9am-1pm	Closed
J Docter Pharmacy	295 Wood End Rd, WV11 1YQ	9am-5.30pm	9am-5.30pm	9am-5.30pm	9am-5.30pm	9am-6pm	9am-1pm	Closed
Your Pharmacy First	1 Raynor Rd, WV10 9QY	9am-1pm 1:30pm-6pm	9am-1pm 1:30pm-6pm	9am-1pm 1:30pm-6pm	9am-1pm 1:30pm-6pm	9am-1pm 1:30pm-6pm	9am-12pm	Closed
Low Hill Pharmacy	8 Showell Circus, WV10 9BA	9am-1pm 1.30-6pm	9am-1pm 1.30-6pm	9am-1pm 1.30-6pm	9am-1pm 1.30-6pm	9am-1pm 1.30-6pm	9am-12pm	Closed
Pendeford Healthcare Pharmacy	Pendeford Health Centre, WV9 5NJ	9am-6pm	9am-6pm	9am-6pm	9am-3.30pm	9am-6pm	Closed	Closed
Ettingshall Pharmacy	3 New St, WV2 2LR	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	Closed	Closed

One Stop Pharmacy	Fernside Rd, WV13 3YA	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	Closed	Closed
Central Pharmacy	Overfield Dr, WV14 9XW	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	Closed	Closed
All Saints Pharmacy	91-93 Vicarage Rd, WV2 1DR	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	Closed	Closed
Pennfields Pharmacy	248 Jeffcock Rd, WV3 7AH	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	Closed	Closed
Lower Green Pharmacy	Lower St, WV6 9LL	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	Closed	Closed
Jhoots - Penn Manor	323-325 Penn Rd/Manor Rd, WV4 5PY	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	Closed	Closed
Bridgnorth Road Pharmacy	41 Bridgnorth Rd, WV6 8AF	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm	Closed
Brutons Pharmacy	Prouds Lane, WV14 6PW	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	Closed	Closed
Brutons Pharmacy	1 Mervyn Place, WV14 8DD	9am-1.30pm 2pm-6pm	9am-1.30pm 2pm-6pm	9am-1.30pm 2pm-6pm	9am-1.30pm 2pm-6pm	9am-1.30pm 2pm-6pm	Closed	Closed
Fallings Park Pharmacy	212 Bushbury Rd, WV10 0NT	9am-1pm 1.30-6pm	9am-1pm 1.30-6pm	9am-1pm 1.30-6pm	9am-1pm 1.30-6pm	9am-1pm 1.30-6pm	Closed	Closed
Supercare Pharmacy	420 Dudley Rd, WV2 3AY	9am-1.30pm 2:30-6pm	9am-1.30pm 2:30-6pm	9am-1.30pm 2:30-6pm	9am-1.30pm 2:30-6pm	9am-1.30pm 2:30-6pm	Closed	Closed
Newbridge Pharmacy	325 Tettenhall Rd, WV6 0JZ	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	Closed	Closed
Jhoots Pharmacy	34-35 Thornley St, WV1 1JP	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	Closed	Closed
Epharma Pharmacy	Unit B2, Guy Motors Industrial Park, Park Ln, Wolverhampton WV10 9QF	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	Closed	Closed
Anderson Pharmacy	311 Dudley Rd, WV2 3JY	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	9am-1pm 2pm-6pm	Closed	Closed
Portobello Pharmacy	1A Vaughan Rd, WV13 3TJ	9am-1.30pm 2:30pm-6pm	9am-1.30pm 2:30pm-6pm	9am-1.30pm 2:30pm-6pm	9am-1.30pm 2:30pm-6pm	9am-1.30pm 2:30pm-6pm	Closed	Closed
Boots Pharmacy	40-41 Dudley St, WV1 3ER	8am-6pm	8am-6pm	8am-6pm	8am-6pm	8am-6pm	8am-6pm	10:30am-4:30pm
Jhoots - Newbridge Surgery	255 Tettenhall Rd, WV6 0DE	9am-1pm 1:30-6pm	9am-1pm 1:30-6pm	9am-1pm 1:30-6pm	9am-1pm 1:30-6pm	9am-1pm 1:30-6pm	Closed	Closed

Source: Local Pharmacy Survey (2025)

## Appendix 8: Provision of services by all 56 community pharmacies

Service	Already commissioned to provide		Provide already privately		No, but willing to provide		Not intending to provide		Not answered	
	No.	%	No.	%	No.	%	No.	%	No.	%
<b>Allergies</b>	6	10.7%	3	5.4%	36	64.3%	10	17.9%	1	1.8%
<b>Alzheimer's / Dementia</b>	5	8.9%	0	0.0%	39	69.6%	11	19.6%	1	1.8%
<b>Asthma</b>	7	12.5%	0	0.0%	38	67.9%	10	17.9%	1	1.8%
<b>CHD</b>	5	8.9%	0	0.0%	39	69.6%	10	17.9%	2	3.6%
<b>COPD</b>	5	8.9%	0	0.0%	39	69.6%	9	16.1%	3	5.4%
<b>Depression</b>	5	8.9%	0	0.0%	40	71.4%	10	17.9%	1	1.8%
<b>Diabetes type I</b>	5	8.9%	0	0.0%	39	69.6%	10	17.9%	2	3.6%
<b>Diabetes type II</b>	5	8.9%	0	0.0%	40	71.4%	10	17.9%	1	1.8%
<b>Epilepsy</b>	5	8.9%	0	0.0%	39	69.6%	11	19.6%	1	1.8%
<b>Heart Failure</b>	5	8.9%	0	0.0%	40	71.4%	10	17.9%	1	1.8%
<b>Hypertension</b>	45	80.4%	0	0.0%	8	14.3%	3	5.4%	0	0.0%
<b>Parkinson's Disease</b>	5	8.9%	0	0.0%	40	71.4%	10	17.9%	1	1.8%
<b>Chlamydia Testing Service</b>	2	3.6%	0	0.0%	34	60.7%	19	33.9%	1	1.8%
<b>Chlamydia Treatment Service</b>	1	1.8%	1	1.8%	37	66.1%	16	28.6%	1	1.8%
<b>Contraceptive Service (not EC)</b>	33	58.9%	2	3.6%	15	26.8%	6	10.7%	0	0.0%
<b>Emergency Contraception Service</b>	42	75.0%	3	5.4%	6	10.7%	5	8.9%	0	0.0%
<b>Vaccinations: Hepatitis (at risk workers or patients)</b>	1	1.8%	2	3.6%	34	60.7%	18	32.1%	1	1.8%
<b>Emergency Supply Service</b>	45	80.4%	0	0.0%	7	12.5%	4	7.1%	0	0.0%
<b>Gluten Free Food Supply Service (i.e., not via FP10)</b>	7	12.5%	0	0.0%	38	67.9%	8	14.3%	3	5.4%
<b>Home Delivery Service (not appliances)</b>	24	42.9%	18	32.1%	7	12.5%	7	12.5%	0	0.0%
<b>Supplementary/ Independent Prescribing Service</b>	2	3.6%	1	1.8%	37	66.1%	15	26.8%	1	1.8%
<b>Language Access Service</b>	2	3.6%	0	0.0%	33	58.9%	19	33.9%	2	3.6%
<b>Medicines Optimisation Service</b>	6	10.7%	4	7.1%	35	62.5%	10	17.9%	1	1.8%
<b>Needle and Syringe Exchange Service</b>	N/A - see page 78									
<b>Obesity Management (adults and children)</b>	1	1.8%	5	8.9%	37	66.1%	12	21.4%	1	1.8%
<b>Not Dispensed Scheme</b>	3	5.4%	0	0.0%	37	66.1%	15	26.8%	1	1.8%
<b>Out of Hours Service</b>	0	0.0%	0	0.0%	27	48.2%	28	50.0%	1	1.8%
<b>Patient Group Direction Service</b>	23	41.1%	2	3.6%	18	32.1%	13	23.2%	0	0.0%
<b>Phlebotomy Service</b>	0	0.0%	0	0.0%	35	62.5%	18	32.1%	3	5.4%
<b>Sharps Disposal Service</b>	5	8.9%	0	0.0%	28	50.0%	21	37.5%	2	3.6%
<b>Supervised Administration Service</b>	41	73.2%	0	0.0%	5	8.9%	9	16.1%	1	1.8%

Source: Local Pharmacy Survey 2025