

# Appendix One – Glossary

A&E	Accident and Emergency	LCS	Locally Commissioned Services
AIDS	Acquired Immune Deficiency Syndrome	LGBT	Lesbian, Gay, Bisexual and Transgender
ASD	Autistic Spectrum Disorder	LMC	Local Medical Committee
AUR	Appliance Use Review	LPC	Local Pharmaceutical Committee
BME	Black and Minority Ethnic	LPS	Local Pharmaceutical Service
CCG	Clinical Commissioning Group	LSOA	Lower Super Output Areas
CHD	Coronary Heart Disease	LTC	Long Term Condition
COPD	Chronic Obstructive Pulmonary Disease	MI	Myocardial Infarction
COVER	Cover of Vaccination Evaluated Rapidly	MMR	Measles, Mumps and Rubella
CVD	Coronary Vascular Disease	MUR	Medicines Use Review
DAC	Dispensing Appliance Contractor	NEX	Needle and Syringe Exchange Services
EHC	Emergency Hormonal Contraception	NHS	National Health Service
EPS	Electronic Prescription Service	NHS CB	NHS Commissioning Board
ES	Essential Services	NICE	National Institute for Clinical & Healthcare Excellence
EU	European Union	NMS	New Medicine Service
FHSAU	Family Health Services Appeal Unit	NW	North West
GCSE	General Certificate of Secondary Education	ONS	Office for National Statistic
GFR	General Fertility Rate	OOH	Out of Hours
GM	Greater Manchester	PCT	Primary Care Trust
GP	General Practitioner	PGD	Patient Group Direction
GUM	Genito-Urinary Medicine	PHE	Public Health England
HIV	Human Immunodeficiency Virus	PNA	Pharmaceutical Needs Assessment
HSCIC	Health & Social Care Information Centre	SAC	Stoma Appliance Customisation
HWB	Health and Wellbeing Board	SAR	Standardised Admission Ratio
IMD	Index of Multiple Deprivation	SMR	Standardised Mortality Rate
JHWS	Joint Health and Wellbeing Strategy	STDs	Sexually Transmitted Diseases
JSA	Jobseeker Allowance	STIs	Sexually Transmitted Infections
JSNA	Joint Strategic Needs Assessment	TB	Tuberculosis
KM	Kilometre	UK	United Kingdom
LA	Local Authority		

## Appendix Two – Terms of Reference

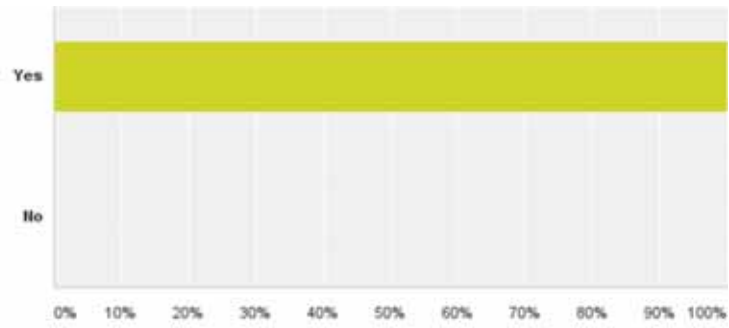
<b>Name of Committee</b>	Pharmaceutical Needs Assessment (PNA) Steering Group
<b>Connectivity</b> Reports to	Updates to the Health and Wellbeing Board (HWB) via the HWB Lead/HWB PNA Champion
Bodies reporting to this Group	None
<b>Chair</b>	Senior Medicines Optimisation Pharmacist
<b>Membership</b>	<p>Representatives from the Greater Manchester Shared Services (GMSS) including:</p> <ul style="list-style-type: none"><li>• Senior Medicines Optimisation Pharmacist</li><li>• Project Support Officer</li></ul> <p>Representatives from Trafford Council</p> <p>Representatives from Trafford CCG</p> <p>NHS Area Team Representative</p> <p>LPC Representative</p>
<b>Function of Committee</b>	<ul style="list-style-type: none"><li>• To develop a PNA for Trafford HWB that fulfills the statutory requirements specified in 'The National Health Service (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013.</li><li>• To identify and report any risk to the HWB that might jeopardise the successful completion of the above.</li></ul>
<b>Responsibilities/Actions</b>	GMSS will lead the development of the PNA and may ask for support from all stakeholders during the process with regards to reviewing specific areas.
<b>Outputs of the Group</b>	To produce a Pharmaceutical Needs Assessment for Trafford HWB.
<b>Frequency of Meetings</b>	It is envisaged that the group will 'meet' both electronically and in person as often as required to ensure successful completion of the PNA.

# **Appendix Three - Trafford Public Survey Results**

## Q2: Do you use a pharmacy? Please tick one box only.

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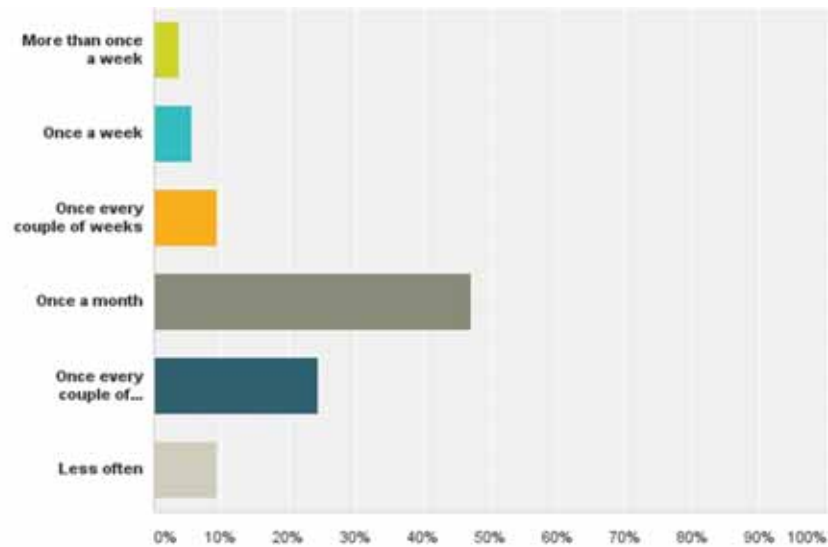
Answered: 53 Skipped: 0



Answer Choices	Responses
Yes	100.00% 53
No	0.00% 0
<b>Total</b>	<b>53</b>

**Q3: If you do use a pharmacy, how often would you say you used one? Please tick one box only.**

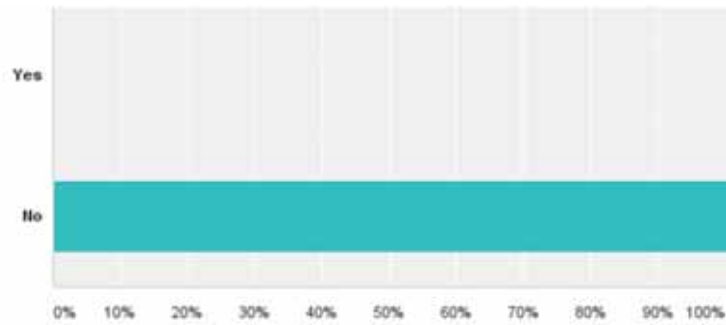
Answered: 53 Skipped: 0



Answer Choices	Responses
More than once a week	3.77% 2
Once a week	5.66% 3
Once every couple of weeks	9.43% 5
Once a month	47.17% 25
Once every couple of months	24.53% 13
Less often	9.43% 5
<b>Total</b>	<b>53</b>

**Q4: Do you have problems accessing a pharmacy due to location? Please tick one box only.**

Answered: 53 Skipped: 0

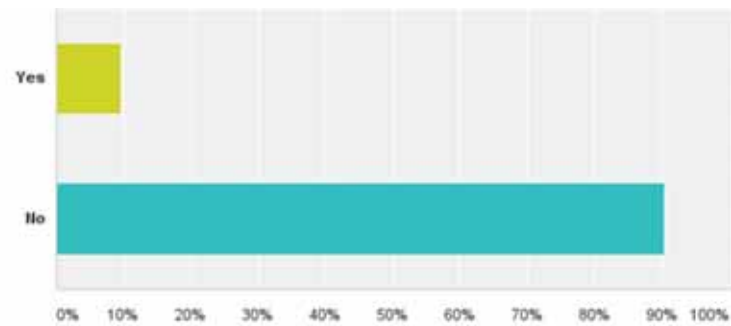


Answer Choices	Responses
Yes	0.00% 0
No	100.00% 53
<b>Total</b>	<b>53</b>

**Q5: Do you have problems accessing a pharmacy due to opening hours? Please tick one box only.**

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Answered: 52 Skipped: 1



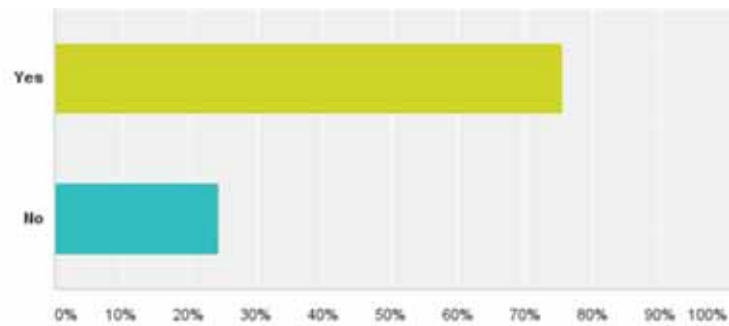
Answer Choices	Responses
Yes	9.62% 5
No	90.38% 47
<b>Total</b>	<b>52</b>

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**Q6: Did you know that there are pharmacies in Trafford that are open extended hours (e.g. early morning, late night, weekends and bank holidays)? Please tick one box only.**

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Answered: 53 Skipped: 0



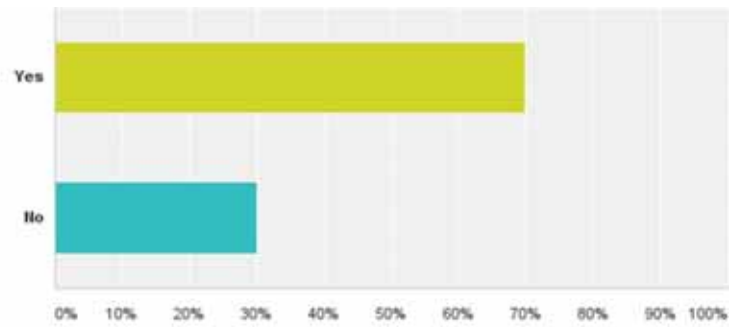
Answer Choices	Responses
Yes	75.47% 40
No	24.53% 13
<b>Total</b>	<b>53</b>



**Q7: Do you know where these pharmacies are located? Please tick one box only.**

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Answered: 40 Skipped: 13

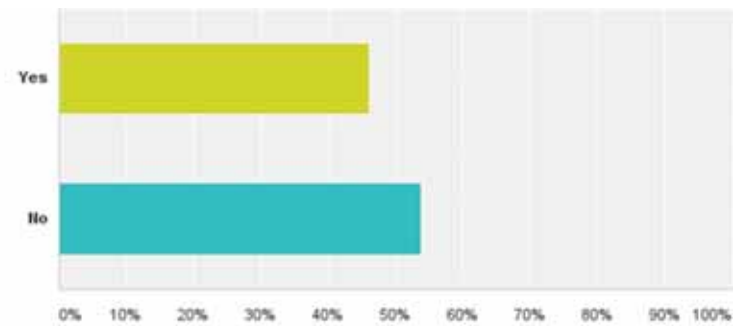


Answer Choices	Responses	
Yes	70.00%	28
No	30.00%	12
<b>Total</b>		<b>40</b>

**Q8: Have you used these pharmacies early in the morning (before 9am), later at night (after 7pm), at weekends or on bank holidays? Please tick one box only.**

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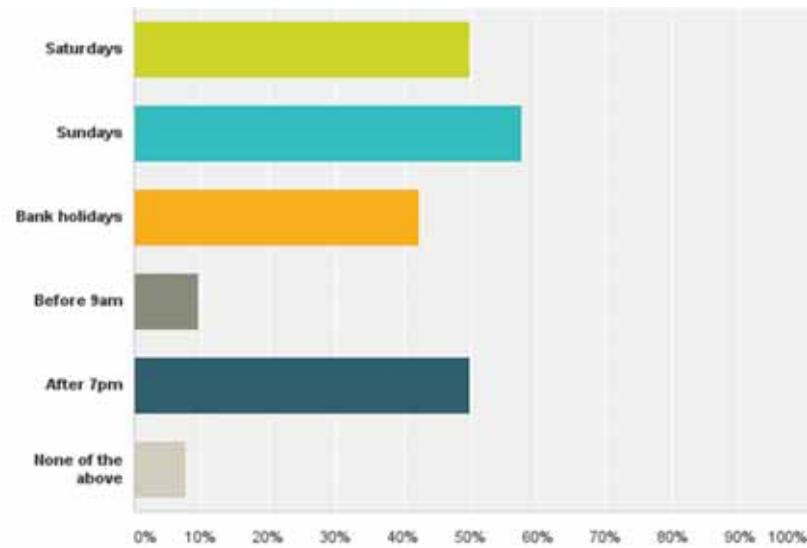
Answered: 39 Skipped: 14



Answer Choices	Responses
Yes	46.15% 18
No	53.85% 21
<b>Total</b>	<b>39</b>

**Q9: At what time would you, or do you, find pharmacies with extended hours most useful?  
Please tick all that apply.**

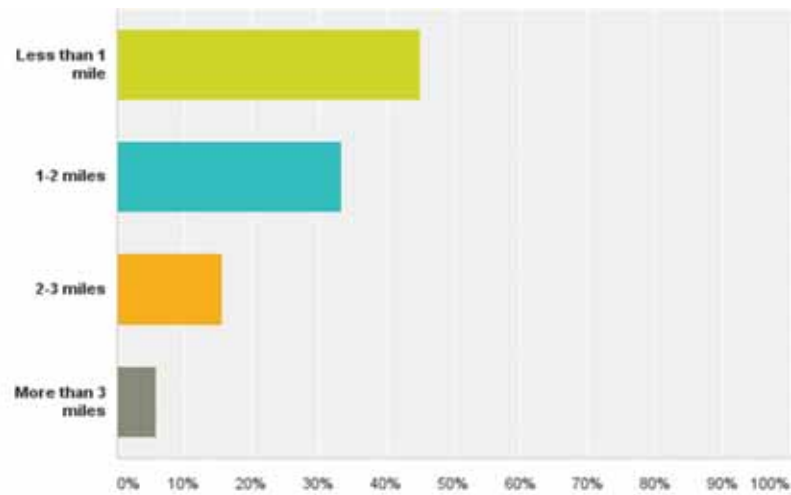
Answered: 52 Skipped: 1



Answer Choices	Responses
Saturdays	50.00% 26
Sundays	57.69% 30
Bank holidays	42.31% 22
Before 9am	9.62% 5
After 7pm	50.00% 26
None of the above	7.69% 4
<b>Total Respondents: 52</b>	

**Q10: How far from your home or place of work would you be willing to travel to a pharmacy?  
Please tick one box only.**

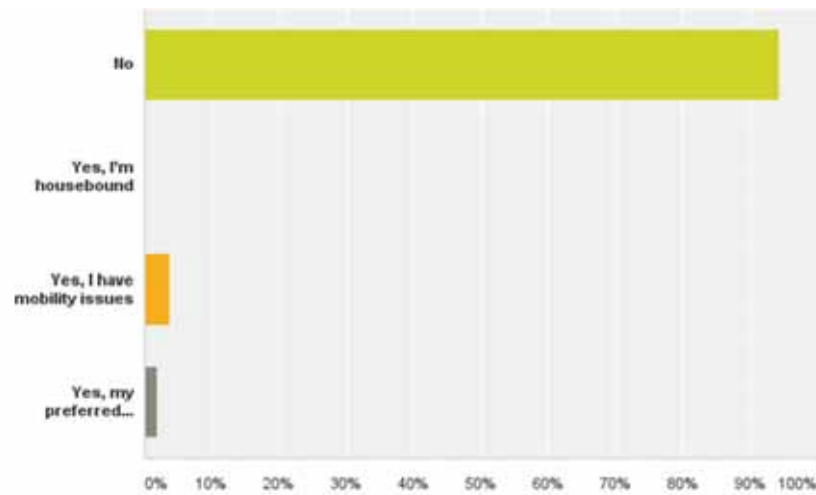
Answered: 51 Skipped: 2



Answer Choices	Responses
Less than 1 mile	45.10% 23
1-2 miles	33.33% 17
2-3 miles	15.69% 8
More than 3 miles	5.88% 3
<b>Total</b>	<b>51</b>

**Q11: Do you have any difficulties accessing a pharmacy of your choice? Please tick one box only.**

Answered: 53 Skipped: 0

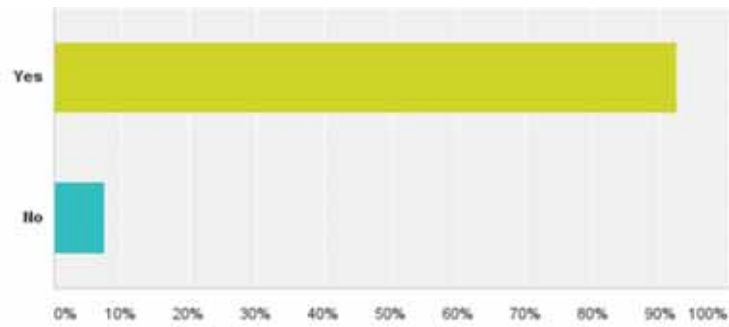


Answer Choices	Responses
No	94.34% 50
Yes, I'm housebound	0.00% 0
Yes, I have mobility issues	3.77% 2
Yes, my preferred pharmacy does not have access suitable for my needs	1.89% 1
<b>Total</b>	<b>53</b>

**Q12: Do you have a regular pharmacy? Please tick one box only.**

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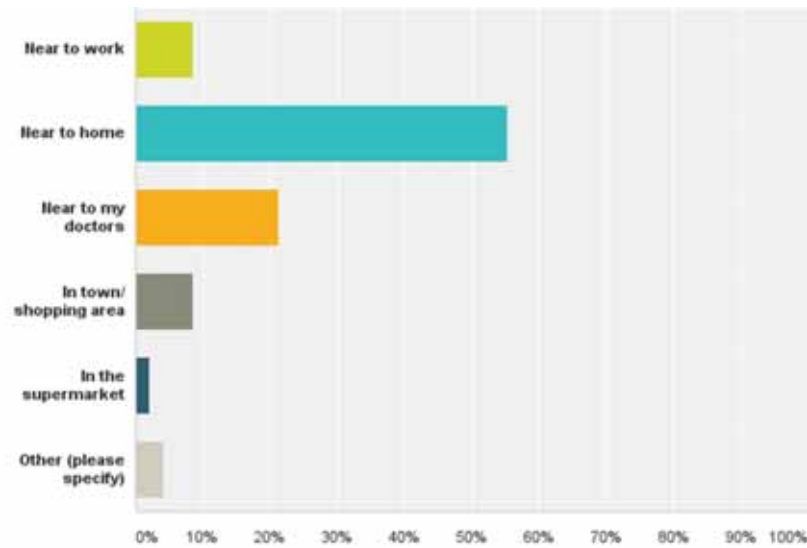
Answered: 53 Skipped: 0



Answer Choices	Responses
Yes	92.45% 49
No	7.55% 4
<b>Total</b>	<b>53</b>

**Q13: In terms of location, why do you use this pharmacy regularly? Please tick one box only.**

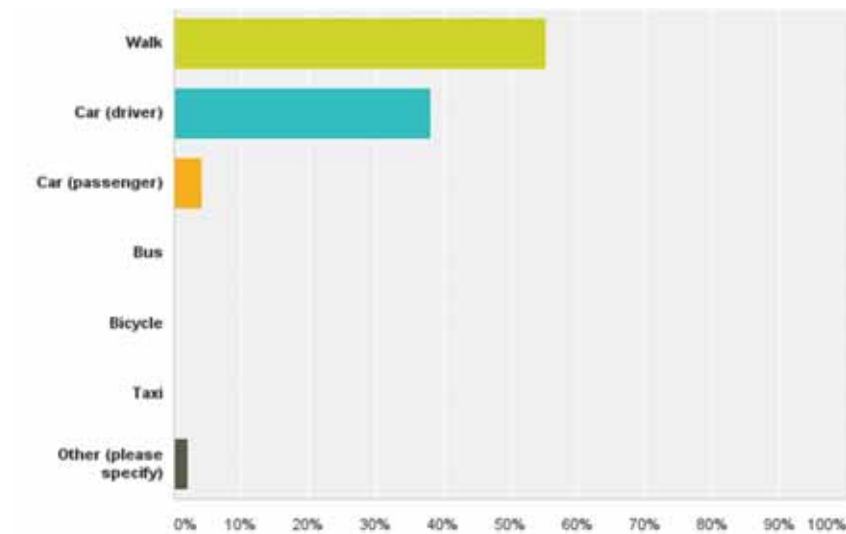
Answered: 47 Skipped: 6



Answer Choices	Responses
Near to work	8.51% 4
Near to home	55.32% 26
Near to my doctors	21.28% 10
In town/ shopping area	8.51% 4
In the supermarket	2.13% 1
Other (please specify)	4.26% 2
<b>Total</b>	<b>47</b>

### Q14: How do you usually travel to your regular pharmacy? Please tick one box only.

Answered: 47 Skipped: 6

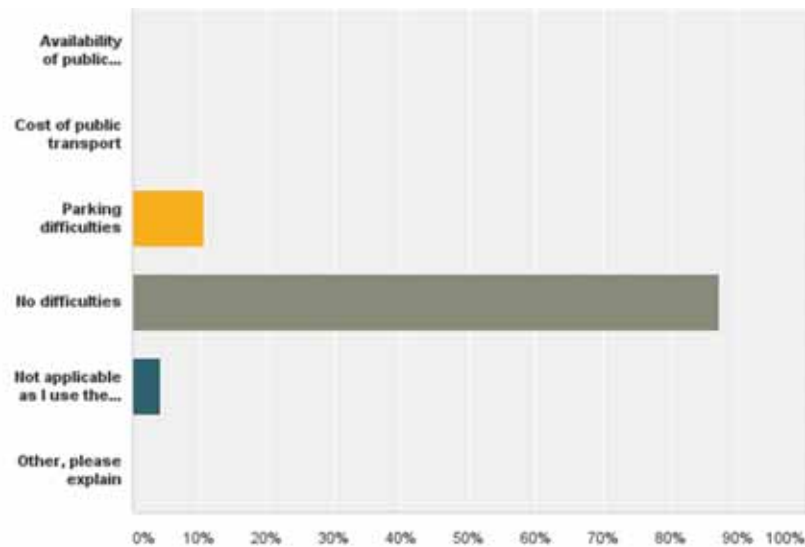


Answer Choices	Responses
Walk	55.32% 26
Car (driver)	38.30% 18
Car (passenger)	4.26% 2
Bus	0.00% 0
Bicycle	0.00% 0
Taxi	0.00% 0
Other (please specify)	2.13% 1
<b>Total</b>	<b>47</b>



### Q15: Do you have any difficulties when travelling to your regular pharmacy? Please tick all that apply.

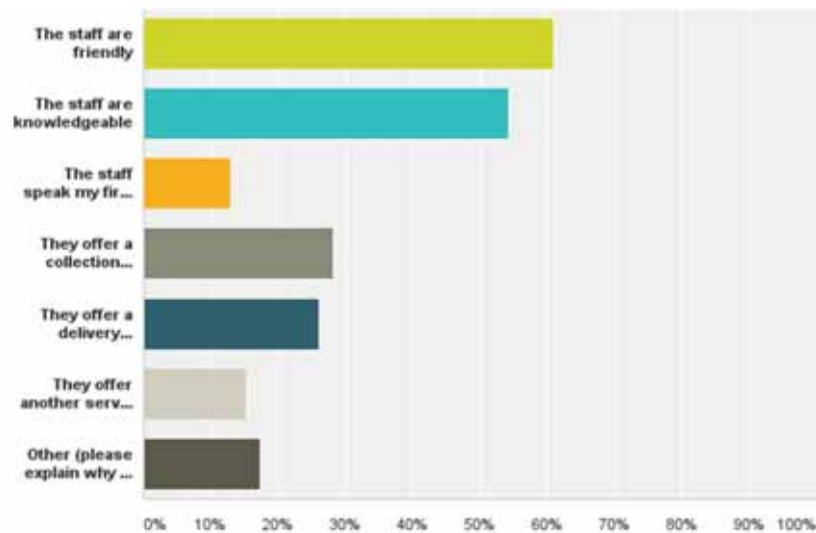
Answered: 47 Skipped: 6



Answer Choices	Responses
Availability of public transport	0.00% 0
Cost of public transport	0.00% 0
Parking difficulties	10.64% 5
No difficulties	87.23% 41
Not applicable as I use the pharmacy's delivery service or internet pharmacy	4.26% 2
Other, please explain	0.00% 0
<b>Total Respondents: 47</b>	

**Q16: In terms of staff and services, why do you use this pharmacy regularly? Please tick as many answers as appropriate.**

Answered: 46 Skipped: 7

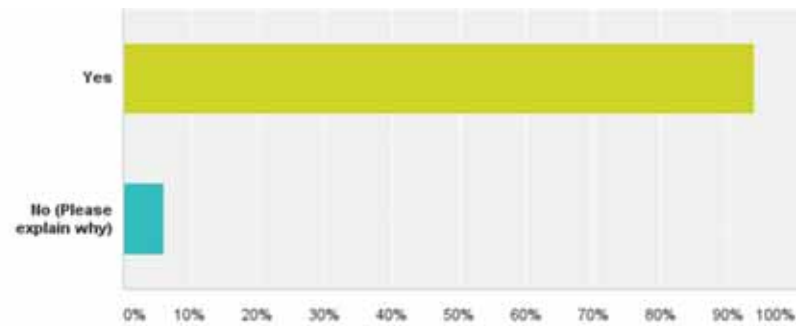


Answer Choices	Responses
The staff are friendly	60.87% 28
The staff are knowledgeable	54.35% 25
The staff speak my first language (please state your first language in the comment box below)	13.04% 6
They offer a collection service	28.26% 13
They offer a delivery service	26.09% 12
They offer another service which I use	15.22% 7
Other (please explain why in the comment box below)	17.39% 8
<b>Total Respondents: 46</b>	

**Q17: Do you feel that you are provided with sufficient information about your medication e.g. dosage, possible side effects? (Please tick one box only)**

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Answered: 49 Skipped: 4

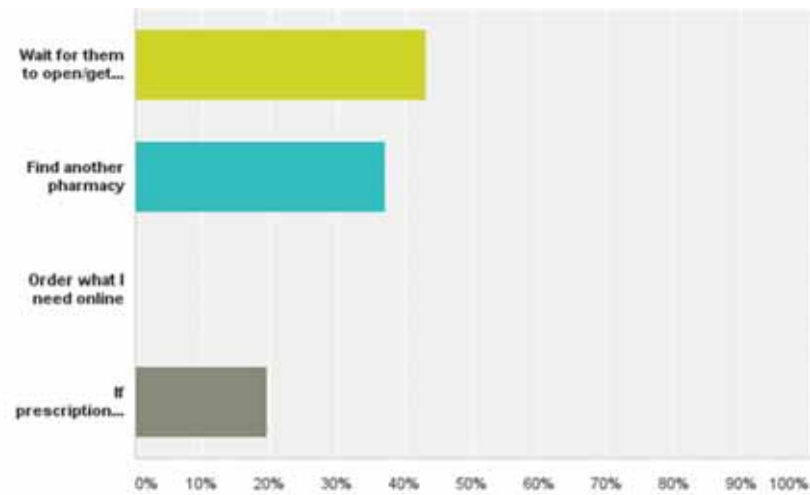


Answer Choices	Responses
Yes	93.88% 46
No (Please explain why)	6.12% 3
<b>Total</b>	<b>49</b>

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**Q18: If your regular pharmacy was not open, or didn't have the things you need would you...  
Please tick one box only.**

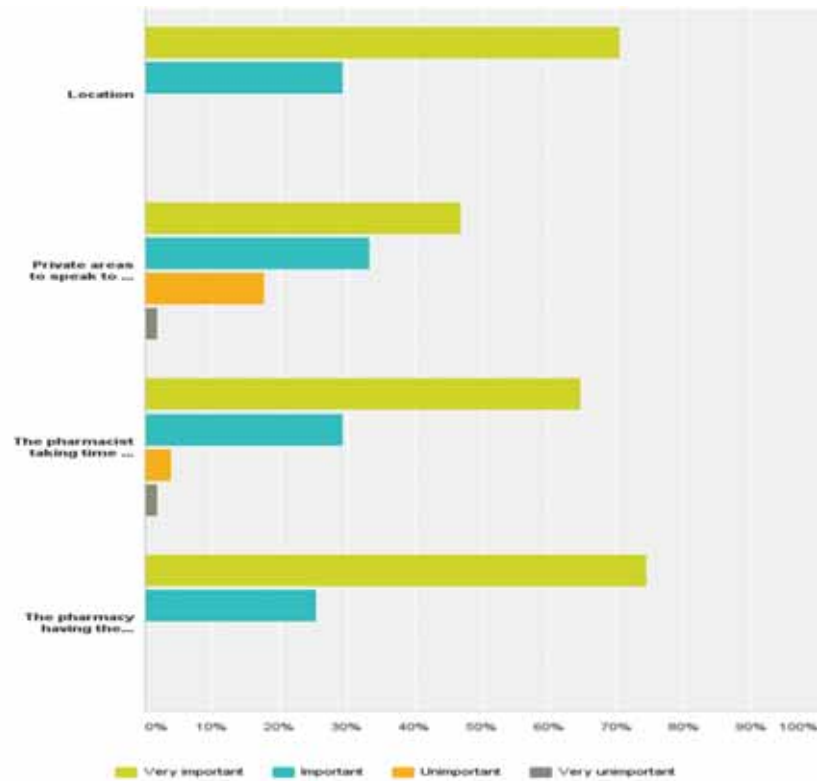
Answered: 51 Skipped: 2



Answer Choices	Responses
Wait for them to open/get what I need in stock	43.14% 22
Find another pharmacy	37.25% 19
Order what I need online	0.00% 0
If prescription medicine is not needed, visit local shop/supermarket	19.61% 10
<b>Total</b>	<b>51</b>

**Q19: How important are the following aspects of pharmacy services? Please tick one box per row only.**

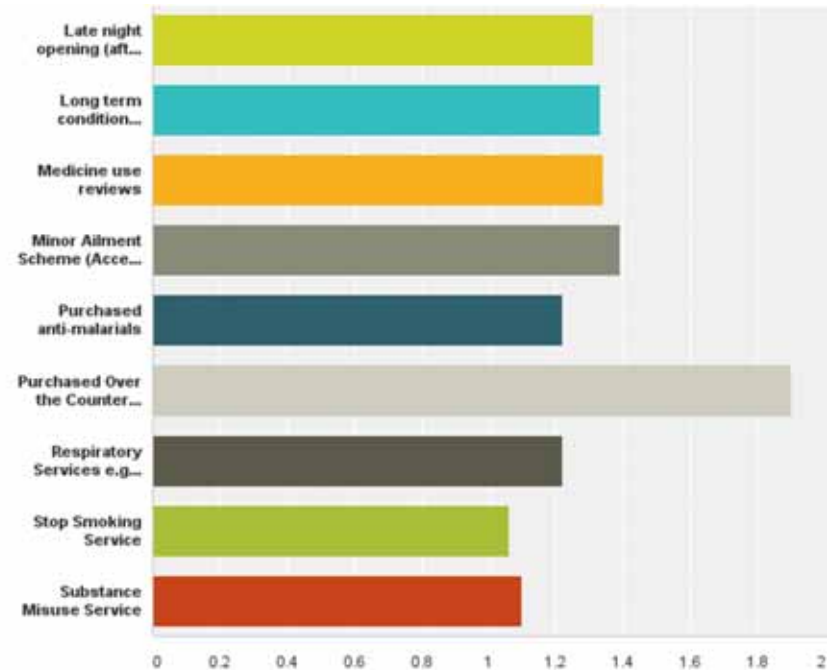
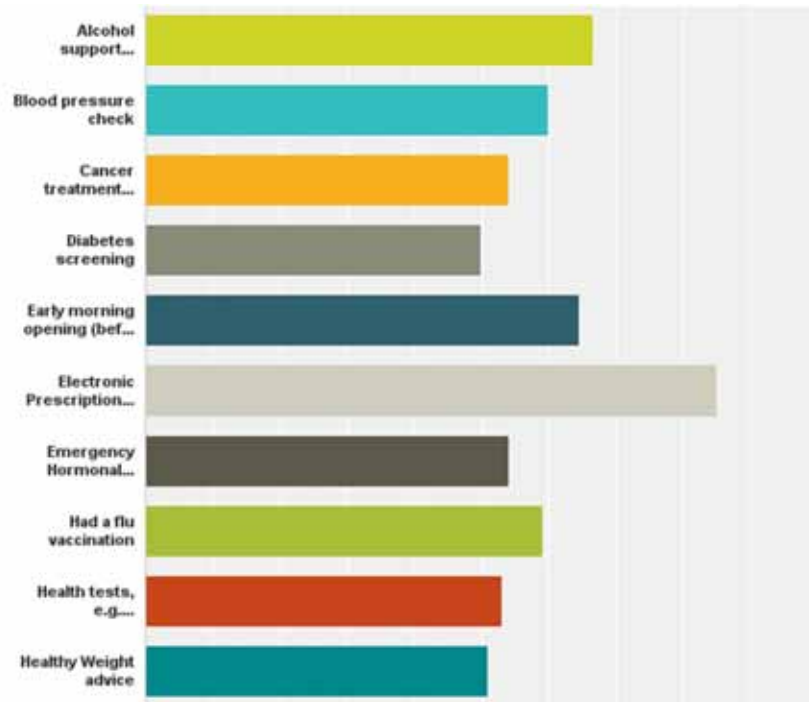
Answered: 51 Skipped: 2



	Very important	Important	Unimportant	Very unimportant	Total
Location	70.59% 36	29.41% 15	0.00% 0	0.00% 0	51
Private areas to speak to the pharmacist	47.06% 24	33.33% 17	17.65% 9	1.96% 1	51
The pharmacist taking time to listen	64.71% 33	29.41% 15	3.92% 2	1.96% 1	51
The pharmacy having the things you need	74.51% 38	25.49% 13	0.00% 0	0.00% 0	51

**Q20: Have you have ever paid for or used any of the following services from your pharmacy?  
(Please tick one box per row only)**

Answered: 51 Skipped: 2



## Q20: Have you have ever paid for or used any of the following services from your pharmacy? (Please tick one box per row only)

Answered: 51 Skipped: 2

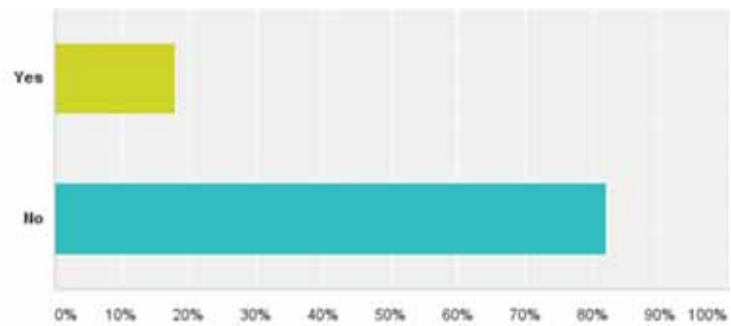
	No - I have not used this service at my pharmacy	Yes - and this service met my needs	Yes - and this service met some of my needs	Yes - although this service did not address my needs at all	I don't know what this is	Total	Weighted Average
Alcohol support services	98.20% 46	1.96% 1	0.00% 0	0.00% 0	7.84% 4	51	1.33
Blood pressure check	84.31% 43	13.73% 7	0.00% 0	1.96% 1	0.00% 0	51	1.20
Cancer treatment support services	98.04% 50	0.00% 0	0.00% 0	0.00% 0	1.96% 1	51	1.08
Diabetes screening	100.00% 51	0.00% 0	0.00% 0	0.00% 0	0.00% 0	51	1.00
Early morning opening (before 9am)	76.47% 39	21.57% 11	0.00% 0	0.00% 0	1.96% 1	51	1.29
Electronic Prescription Service	36.00% 18	58.00% 29	6.00% 3	0.00% 0	0.00% 0	50	1.70
Emergency Hormonal Contraception (morning after pill)	92.00% 46	8.00% 4	0.00% 0	0.00% 0	0.00% 0	50	1.08
Had a flu vaccination	82.00% 41	18.00% 9	0.00% 0	0.00% 0	0.00% 0	50	1.18
Health tests, e.g. cholesterol, blood pressure	94.12% 48	5.88% 3	0.00% 0	0.00% 0	0.00% 0	51	1.06

Healthy Weight advice	98.04% 50	1.96% 1	0.00% 0	0.00% 0	0.00% 0	51	1.02
Late night opening (after 7pm)	68.63% 35	31.37% 16	0.00% 0	0.00% 0	0.00% 0	51	1.31
Long term condition advice	76.47% 39	19.61% 10	0.00% 0	1.96% 1	1.96% 1	51	1.33
Medicine use reviews	74.00% 37	22.00% 11	2.00% 1	0.00% 0	2.00% 1	50	1.34
Minor Ailment Scheme (Access to certain subsidised over the counter medicines to avoid a GP visits)	68.63% 35	27.45% 14	1.96% 1	0.00% 0	1.96% 1	51	1.39
Purchased anti-malarials	84.31% 43	13.73% 7	0.00% 0	0.00% 0	1.96% 1	51	1.22
Purchased Over the Counter medicines	13.73% 7	84.31% 43	0.00% 0	1.96% 1	0.00% 0	51	1.90
Respiratory Services e.g. inhaler technique	88.24% 45	7.84% 4	0.00% 0	1.96% 1	1.96% 1	51	1.22
Stop Smoking Service	96.08% 49	1.96% 1	1.96% 1	0.00% 0	0.00% 0	51	1.06
Substance Misuse Service	96.08% 49	1.96% 1	0.00% 0	0.00% 0	1.96% 1	51	1.10

**Q21: Are there any other services you would like your pharmacy to offer? Please tick one box only.**

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Answered: 50 Skipped: 3

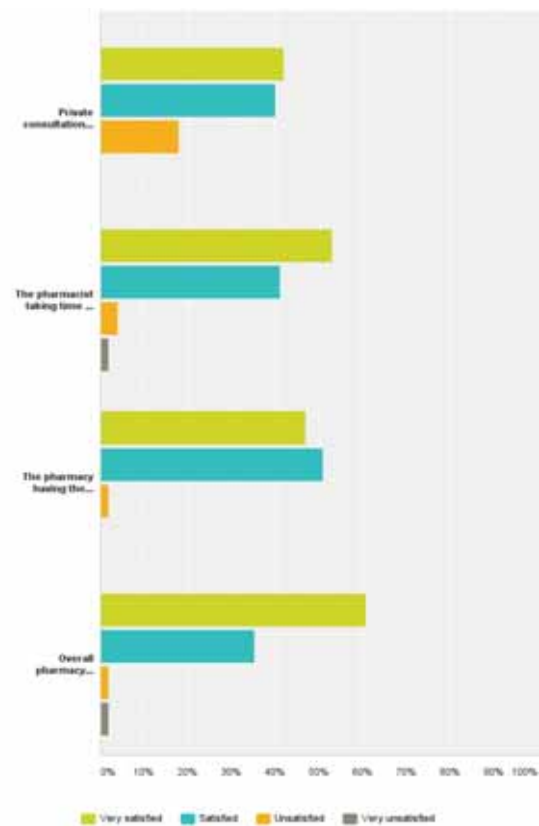
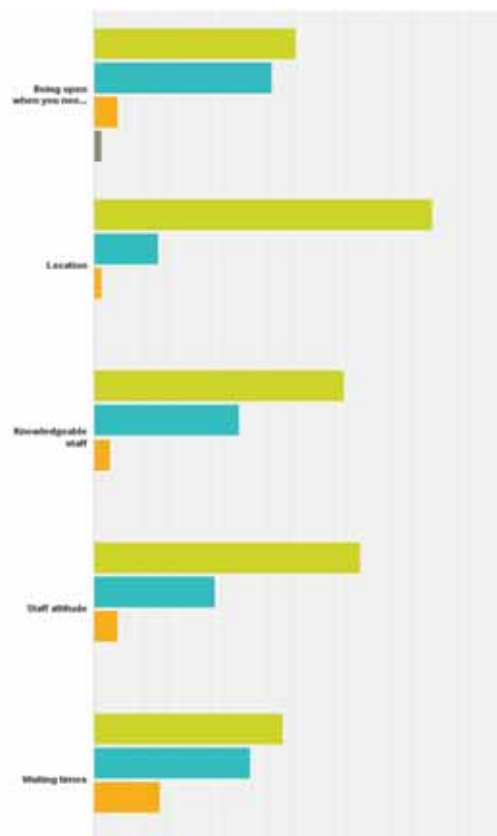


Answer Choices	Responses
Yes	18.00% 9
No	82.00% 41
<b>Total</b>	<b>50</b>



**Q22: How satisfied were you with the following aspects of service at your pharmacy? Please tick one box per row only.**

Answered: 51 Skipped: 2



**Q22: How satisfied were you with the following aspects of service at your pharmacy? Please tick one box per row only.**

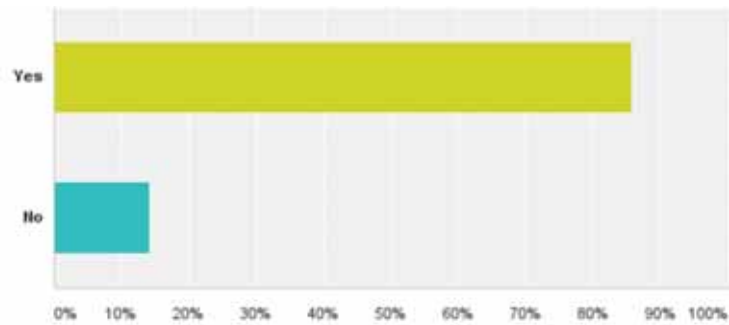
Answered: 51 Skipped: 2

	<b>Very satisfied</b>	<b>Satisfied</b>	<b>Unsatisfied</b>	<b>Very unsatisfied</b>	<b>Total</b>
Being open when you need it	<b>49.02%</b> 25	<b>43.14%</b> 22	<b>5.88%</b> 3	<b>1.96%</b> 1	51
Location	<b>82.35%</b> 42	<b>15.69%</b> 8	<b>1.96%</b> 1	<b>0.00%</b> 0	51
Knowledgeable staff	<b>60.78%</b> 31	<b>35.29%</b> 18	<b>3.92%</b> 2	<b>0.00%</b> 0	51
Staff attitude	<b>64.71%</b> 33	<b>29.41%</b> 15	<b>5.88%</b> 3	<b>0.00%</b> 0	51
Waiting times	<b>46.00%</b> 23	<b>38.00%</b> 19	<b>16.00%</b> 8	<b>0.00%</b> 0	50
Private consultation areas	<b>42.00%</b> 21	<b>40.00%</b> 20	<b>18.00%</b> 9	<b>0.00%</b> 0	50
The pharmacist taking time to talk to you	<b>52.94%</b> 27	<b>41.18%</b> 21	<b>3.92%</b> 2	<b>1.96%</b> 1	51
The pharmacy having the things you need	<b>47.06%</b> 24	<b>50.98%</b> 26	<b>1.96%</b> 1	<b>0.00%</b> 0	51
Overall pharmacy service	<b>60.78%</b> 31	<b>35.29%</b> 18	<b>1.96%</b> 1	<b>1.96%</b> 1	51

**Q23: Did you know pharmacy staff could provide advice of treating minor ailments such as viral infections, mild skin conditions, minor cuts, aches and pains, and allergies etc Please tick one box only.**

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Answered: 49 Skipped: 4



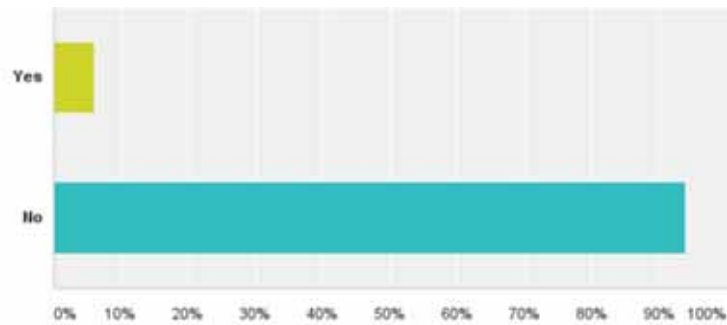
Answer Choices	Responses	
Yes	85.71%	42
No	14.29%	7
<b>Total</b>		<b>49</b>

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**Q24: Do you use a dispensing appliance contractor (which isn't a pharmacy) for items such as continence products or wound dressings? Please tick one box only.**

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Answered: 49 Skipped: 4



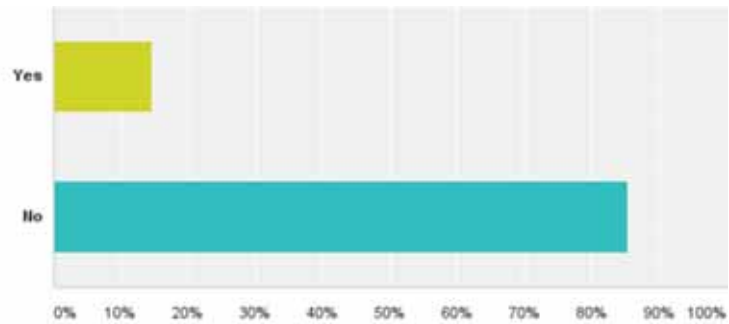
Answer Choices	Responses
Yes	6.12% 3
No	93.88% 46
<b>Total</b>	<b>49</b>

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**Q25: Do you use a distance selling pharmacy where you have ordered medicines/appliances over the internet, by mail order or by telephone? Please tick one box only.**

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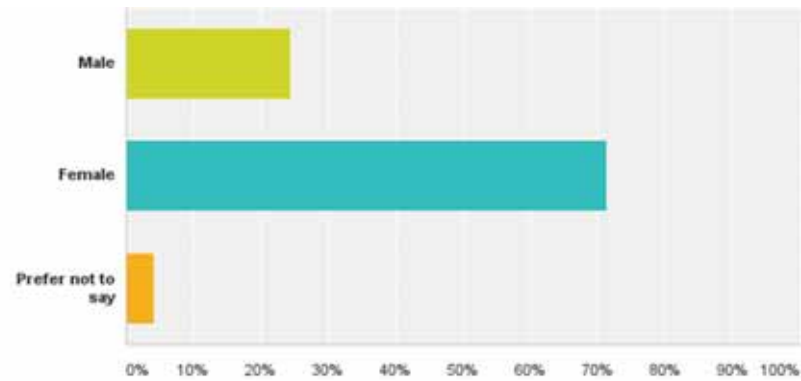
Answered: 48 Skipped: 5



Answer Choices	Responses
Yes	14.58% 7
No	85.42% 41
<b>Total</b>	<b>48</b>

### Q26: My gender is: Please tick one box only.

Answered: 49 Skipped: 4

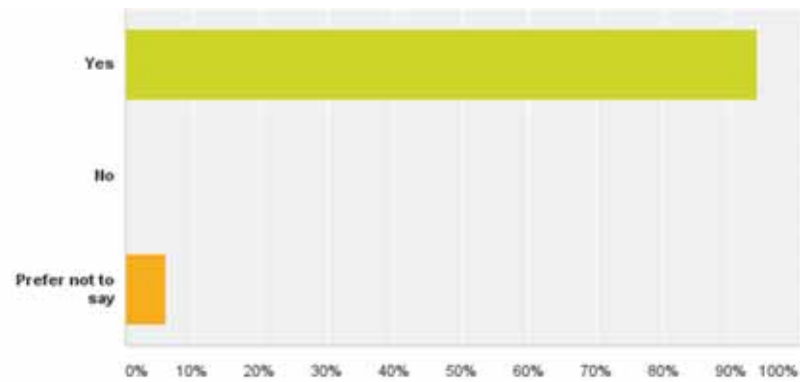


Answer Choices	Responses
Male	24.49% 12
Female	71.43% 35
Prefer not to say	4.08% 2
<b>Total</b>	<b>49</b>

**Q27: Do you identify with the gender you were assigned at birth? (e.g. Male or Female) Please tick one box only.**

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Answered: 49 Skipped: 4

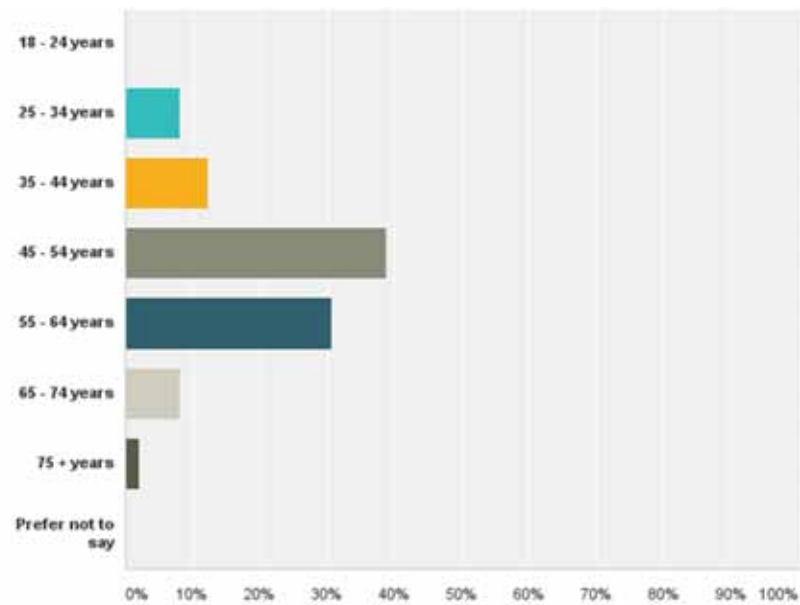


Answer Choices	Responses
Yes	93.88% 46
No	0.00% 0
Prefer not to say	6.12% 3
<b>Total</b>	<b>49</b>

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### Q28: My age is: Please tick one box only.

Answered: 49 Skipped: 4

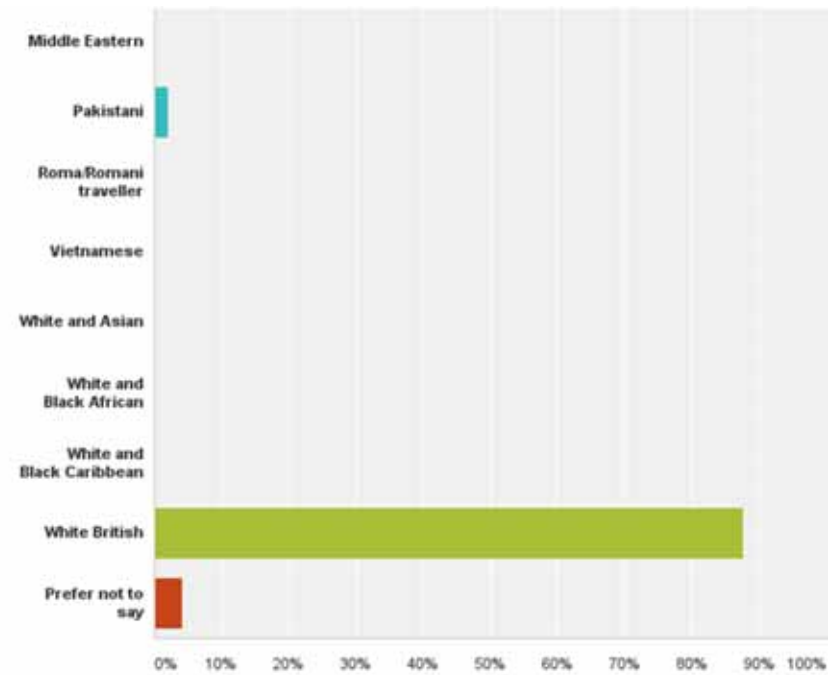
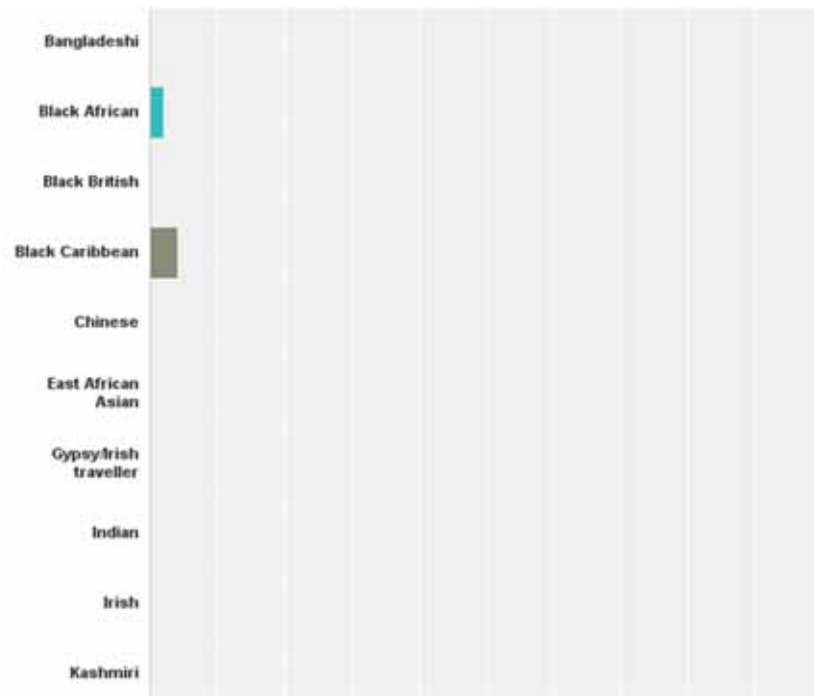


Answer Choices	Responses
18 - 24 years	0.00% 0
25 - 34 years	8.16% 4
35 - 44 years	12.24% 6
45 - 54 years	38.78% 19
55 - 64 years	30.61% 15
65 - 74 years	8.16% 4
75 + years	2.04% 1
Prefer not to say	0.00% 0
<b>Total</b>	<b>49</b>



**Q29: I would describe my ethnic origin as: Please tick one box only.**

Answered: 49 Skipped: 4



**Q29: I would describe my ethnic origin as: Please tick one box only.**

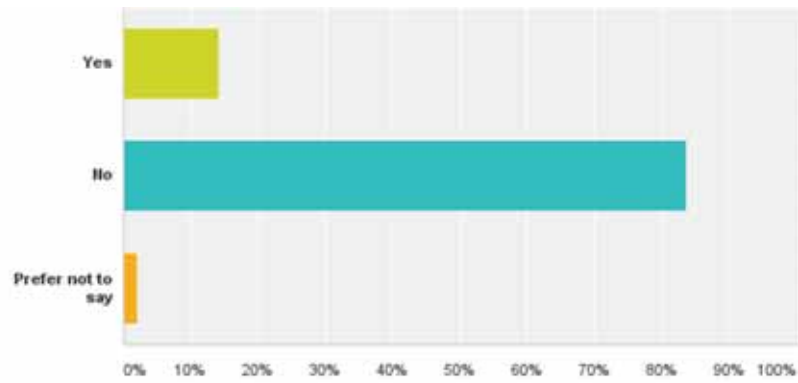
Answered: 49 Skipped: 4

Answer Choices	Responses
Bangladeshi	0.00% 0
Black African	2.04% 1
Black British	0.00% 0
Black Caribbean	4.08% 2
Chinese	0.00% 0
East African Asian	0.00% 0
Gypsy/Irish traveller	0.00% 0
Indian	0.00% 0
Irish	0.00% 0
Kashmiri	0.00% 0

Middle Eastern	0.00%	0
Pakistani	2.04%	1
Roma/Romani traveller	0.00%	0
Vietnamese	0.00%	0
White and Asian	0.00%	0
White and Black African	0.00%	0
White and Black Caribbean	0.00%	0
White British	87.76%	43
Prefer not to say	4.08%	2
<b>Total</b>		<b>49</b>

**Q30: Do you consider yourself to be disabled? Please tick one box only.**

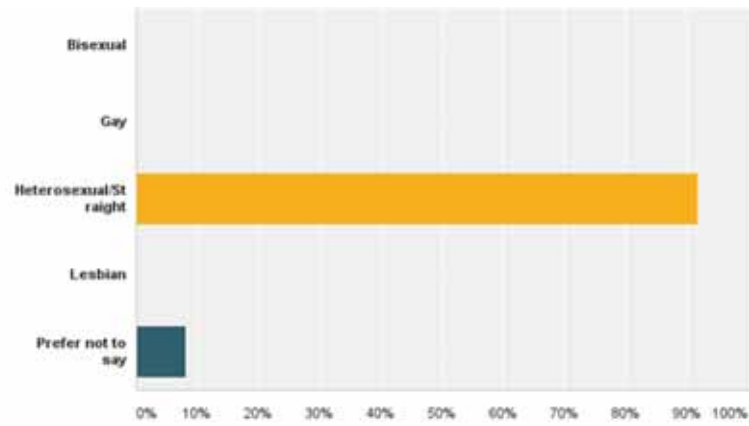
Answered: 49 Skipped: 4



Answer Choices	Responses
Yes	14.29% 7
No	83.67% 41
Prefer not to say	2.04% 1
<b>Total</b>	<b>49</b>

### Q31: I would describe my sexuality as: Please tick one box only.

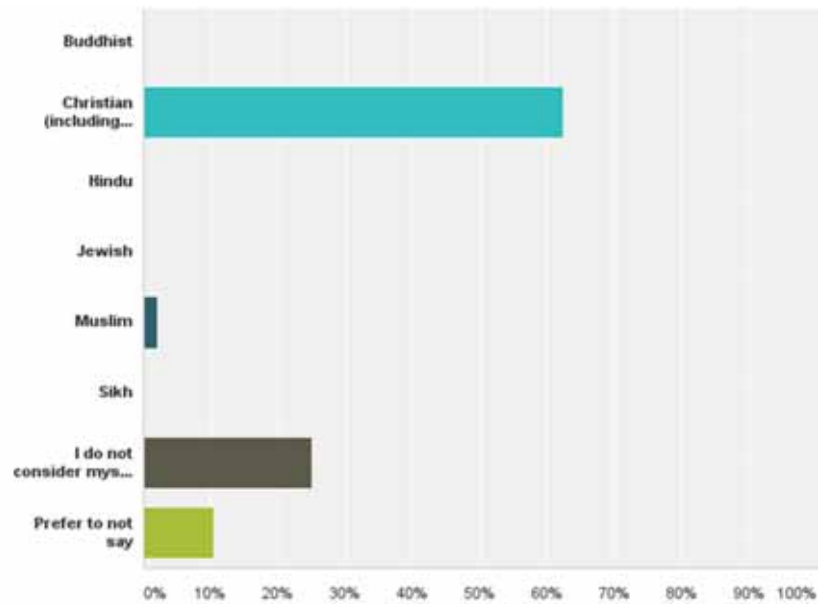
Answered: 49 Skipped: 4



Answer Choices	Responses
Bisexual	0.00% 0
Gay	0.00% 0
Heterosexual/Straight	91.84% 45
Lesbian	0.00% 0
Prefer not to say	8.16% 4
<b>Total</b>	<b>49</b>

### Q32: Please tell us your faith or religion. Please tick one box only.

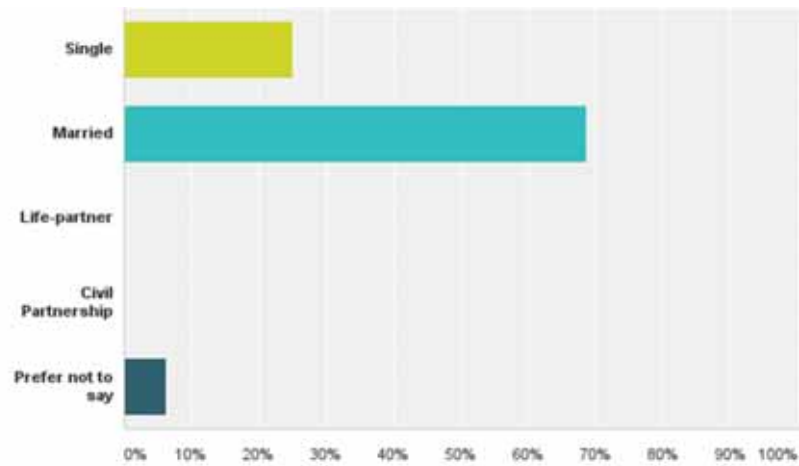
Answered: 48 Skipped: 5



Answer Choices	Responses
Buddhist	0.00% 0
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	62.50% 30
Hindu	0.00% 0
Jewish	0.00% 0
Muslim	2.08% 1
Sikh	0.00% 0
I do not consider myself to have a faith or religion	25.00% 12
Prefer to not say	10.42% 5
<b>Total</b>	<b>48</b>

### Q33: What is your marital status? Please tick one box only.

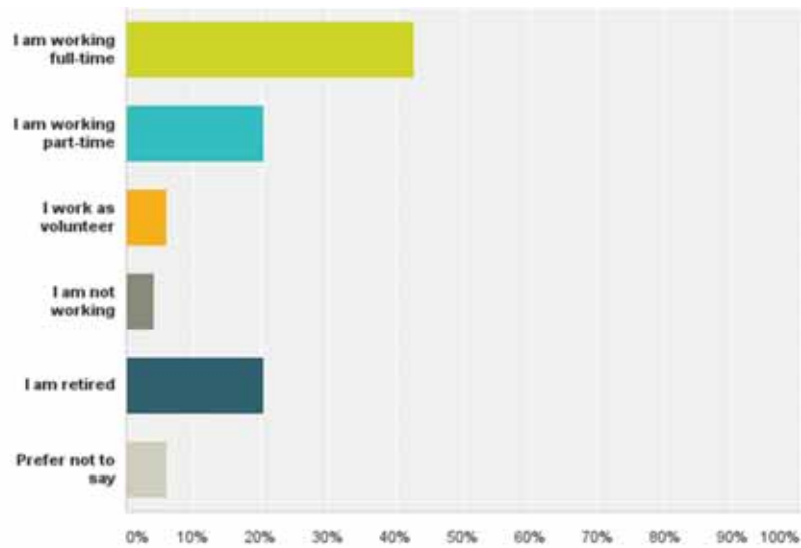
Answered: 48 Skipped: 5



Answer Choices	Responses
Single	25.00% 12
Married	68.75% 33
Life-partner	0.00% 0
Civil Partnership	0.00% 0
Prefer not to say	6.25% 3
<b>Total</b>	<b>48</b>

**Q34: Which of the following best describes your working situation? Please tick one box only.**

Answered: 49 Skipped: 4



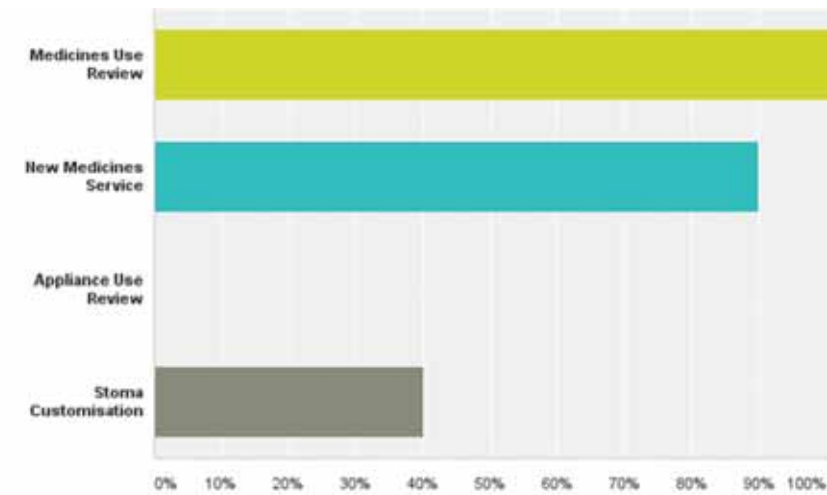
Answer Choices	Responses
I am working full-time	42.86% 21
I am working part-time	20.41% 10
I work as volunteer	6.12% 3
I am not working	4.08% 2
I am retired	20.41% 10
Prefer not to say	6.12% 3
<b>Total</b>	<b>49</b>

# **Appendix Four – Trafford Contractor Survey Results**



## Q2: Which of these advanced services do you CURRENTLY provide?

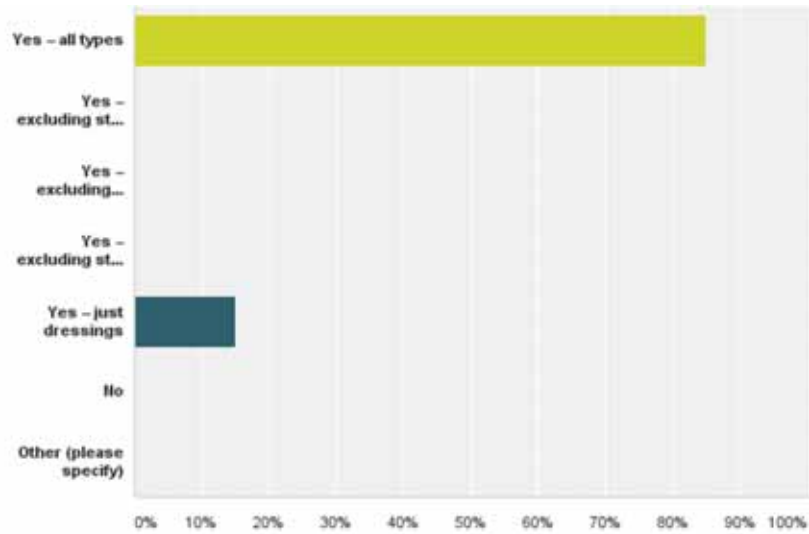
Answered: 20 Skipped: 0



Answer Choices	Responses
Medicines Use Review	100.00% 20
New Medicines Service	90.00% 18
Appliance Use Review	0.00% 0
Stoma Customisation	40.00% 8
<b>Total Respondents: 20</b>	

### Q3: Does the pharmacy dispense appliances? Please tick one box only.

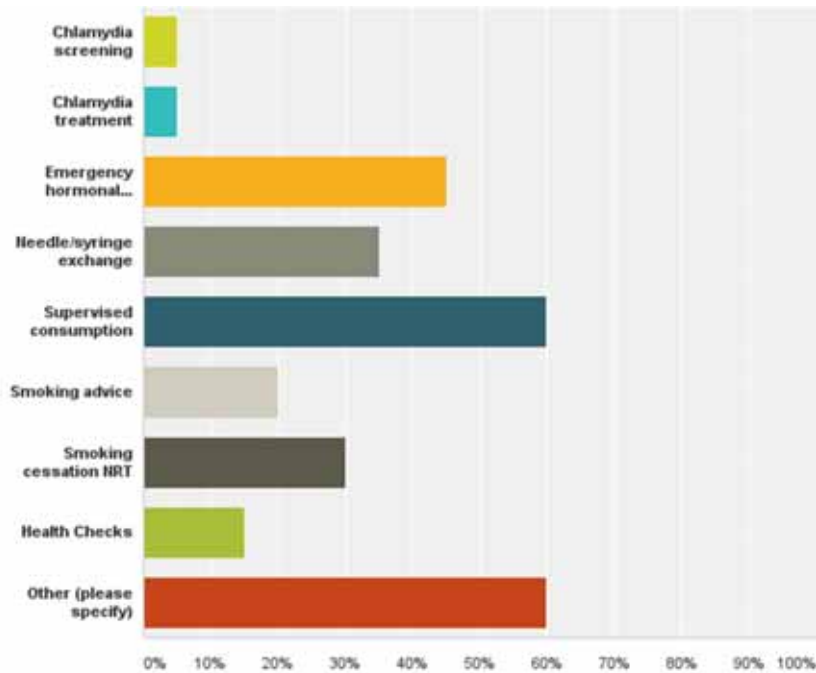
Answered: 20 Skipped: 0



Answer Choices	Responses
Yes - all types	85.00% 17
Yes - excluding stoma appliances	0.00% 0
Yes - excluding incontinence appliances	0.00% 0
Yes - excluding stoma and incontinence appliances	0.00% 0
Yes - just dressings	15.00% 3
No	0.00% 0
Other (please specify)	0.00% 0
<b>Total</b>	<b>20</b>

### Q4: Which of these locally commissioned services do you CURRENTLY provide?

Answered: 20 Skipped: 0



Answer Choices	Responses
Chlamydia screening	5.00% 1
Chlamydia treatment	5.00% 1
Emergency hormonal contraception	45.00% 9
Needle/syringe exchange	35.00% 7
Supervised consumption	60.00% 12
Smoking advice	20.00% 4
Smoking cessation NRT	30.00% 6
Health Checks	15.00% 3
Other (please specify)	60.00% 12
<b>Total Respondents: 20</b>	

## Q5: Which services would you want to provide if commissioned to do so?

Answered: 20 Skipped: 0



## Q5: Which services would you want to provide if commissioned to do so?

Answered: 20 Skipped: 0

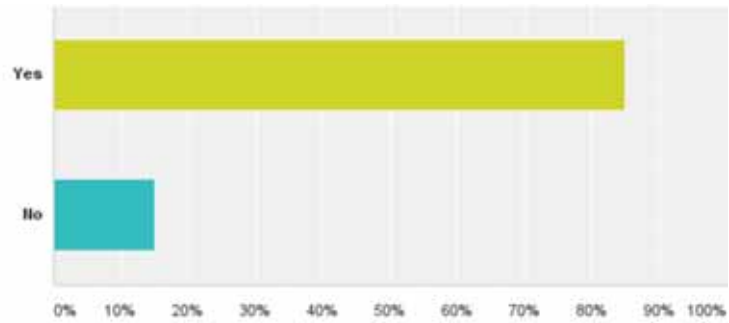
	Yes	No	Total
Alcohol screening and brief intervention	100.00% 18	0.00% 0	18
Anticoagulant management	100.00% 20	0.00% 0	20
Anticoagulant monitoring service	100.00% 20	0.00% 0	20
Antiviral provision	94.12% 16	5.88% 1	17
Disease specific medicines management	100.00% 18	0.00% 0	18
Emergency contraception service	100.00% 20	0.00% 0	20
Gluten free food supply service	100.00% 19	0.00% 0	19
Independent prescribing service	94.44% 17	5.56% 1	18
Medication review service	100.00% 19	0.00% 0	19
Medicines assessment and compliance support	100.00% 20	0.00% 0	20

Oral contraception service	100.00% 20	0.00% 0	20
Patient group directions	100.00% 20	0.00% 0	20
Phlebotomy service	94.44% 17	5.56% 1	18
Services to schools	100.00% 19	0.00% 0	19
Sharps disposal	100.00% 17	0.00% 0	17
Stop smoking service	100.00% 16	0.00% 0	16
Supervised consumption service	100.00% 16	0.00% 0	16
Supplementary prescribing service	94.12% 16	5.88% 1	17
Vascular risk assessment service	93.75% 15	6.25% 1	16
Weight management	100.00% 18	0.00% 0	18

**Q6: Can customers legally park within 50 metres of the Pharmacy? Please tick one box only.**

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Answered: 20 Skipped: 0

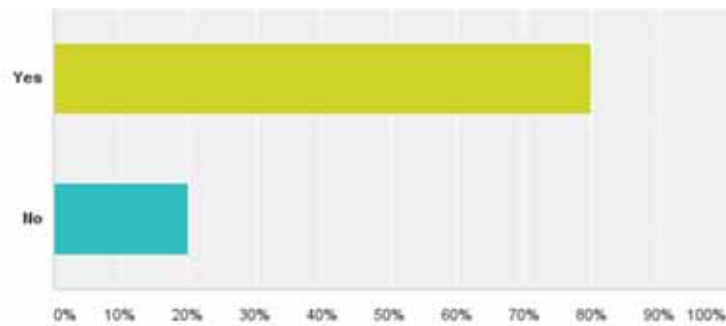


Answer Choices	Responses	
Yes	85.00%	17
No	15.00%	3
<b>Total</b>		<b>20</b>

**Q7: Can customers with a disability park within 10 metres of your Pharmacy? (with a 'blue badge') Please tick one box only.**

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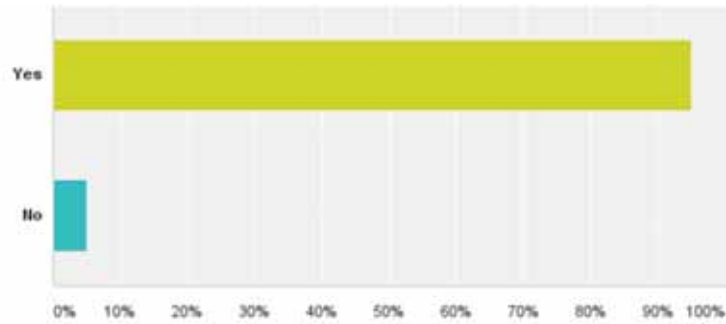
Answered: 20 Skipped: 0



Answer Choices	Responses
Yes	80.00% 16
No	20.00% 4
<b>Total</b>	<b>20</b>

**Q8: Is there a bus stop within walking distance of the Pharmacy?Please tick one box only.**

Answered: 20 Skipped: 0

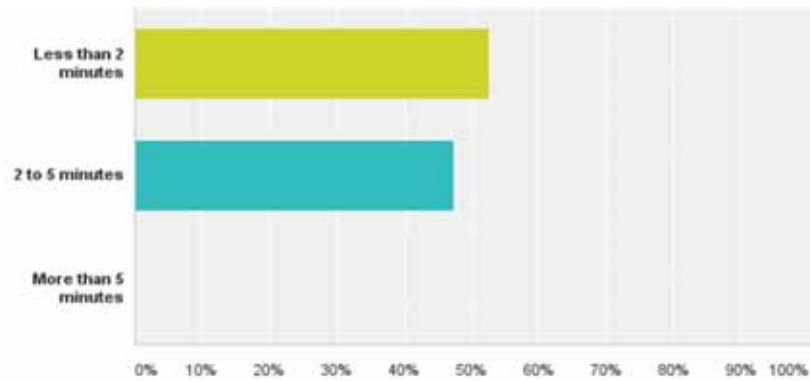


Answer Choices	Responses	
Yes	95.00%	19
No	5.00%	1
<b>Total</b>		<b>20</b>



### Q9: If yes, how long does the walk take?(Please tick one box only)

Answered: 19 Skipped: 1

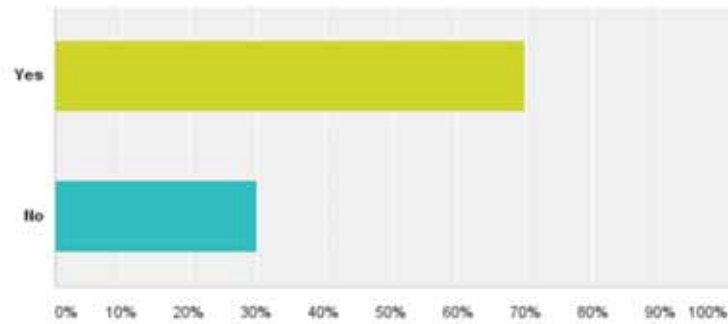


Answer Choices	Responses
Less than 2 minutes	52.63% 10
2 to 5 minutes	47.37% 9
More than 5 minutes	0.00% 0
<b>Total</b>	<b>19</b>

**Q10: Is the entrance to the pharmacy suitable for wheelchair access unaided? Please tick one box only.**

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Answered: 20 Skipped: 0

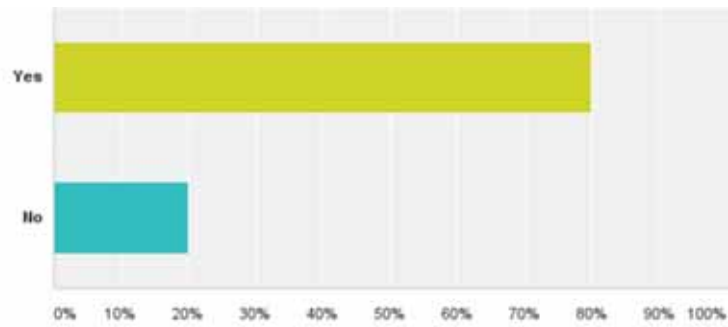


Answer Choices	Responses	
Yes	70.00%	14
No	30.00%	6
<b>Total</b>		<b>20</b>

**Q11: Are all areas of the pharmacy floor accessible by wheelchair? Please tick one box only.**

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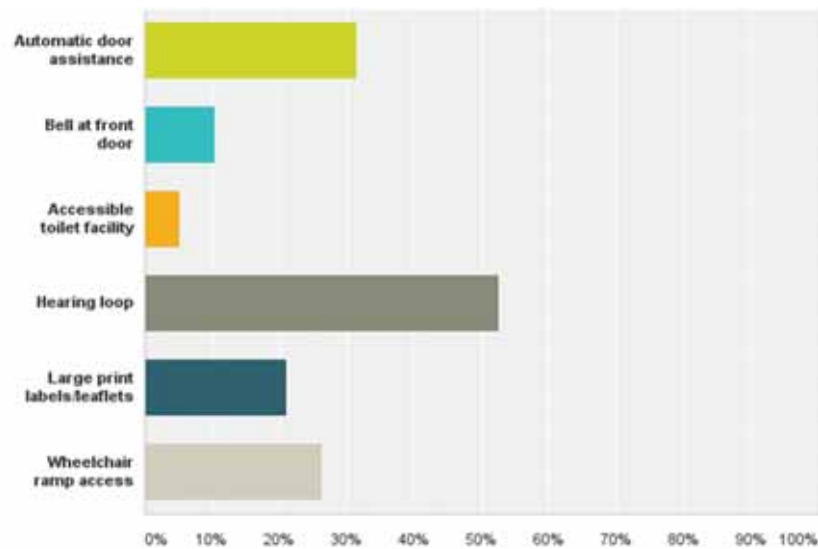
Answered: 20 Skipped: 0



Answer Choices	Responses
Yes	80.00% 16
No	20.00% 4
<b>Total</b>	<b>20</b>

**Q12: Do you have other facilities in the pharmacy aimed at helping people with disabilities access your services? Please tick as many answers as appropriate.**

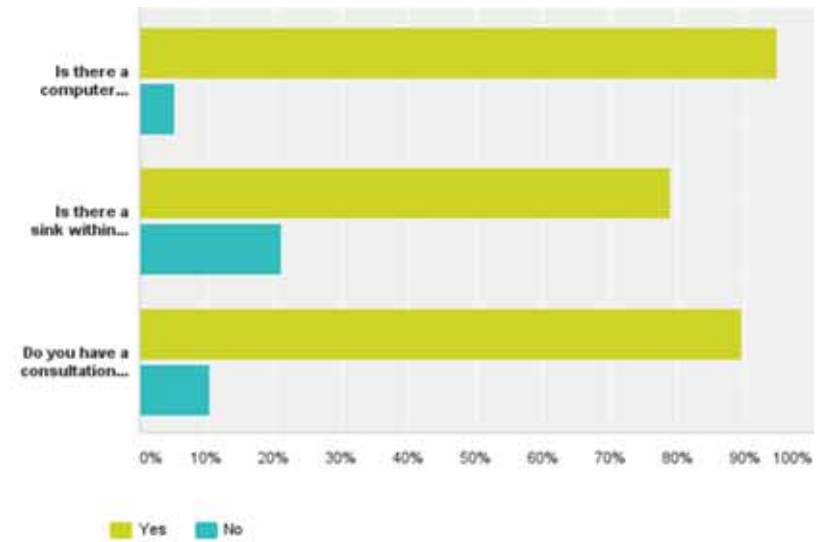
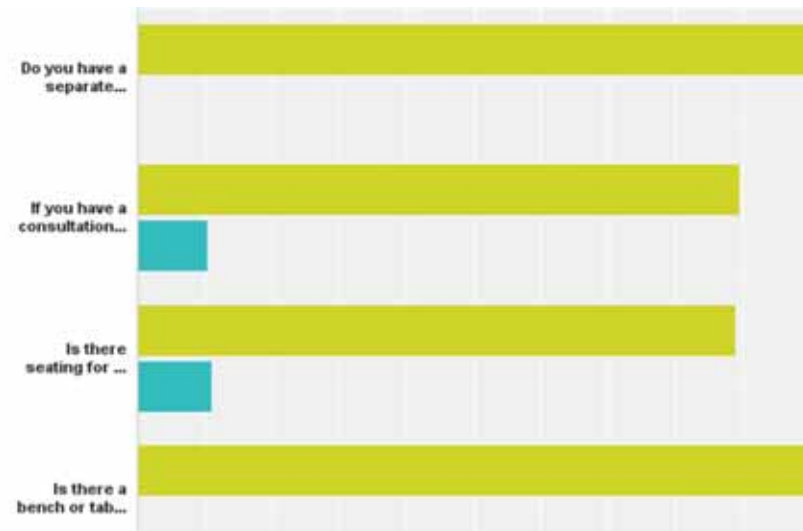
Answered: 19 Skipped: 1



Answer Choices	Responses
Automatic door assistance	31.58% 6
Bell at front door	10.53% 2
Accessible toilet facility	5.26% 1
Hearing loop	52.63% 10
Large print labels/leaflets	21.05% 4
Wheelchair ramp access	26.32% 5
<b>Total Respondents: 19</b>	

## Q13: Consultation Areas

Answered: 19 Skipped: 1



## Q13: Consultation Areas

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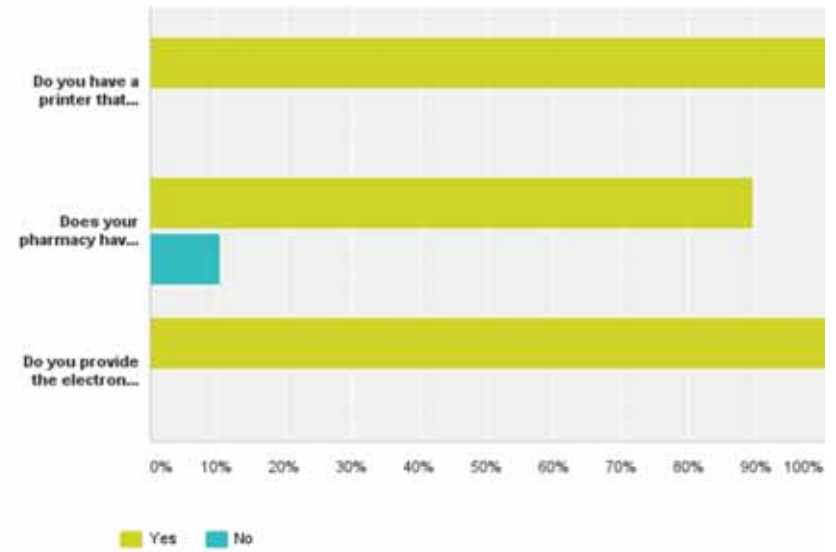
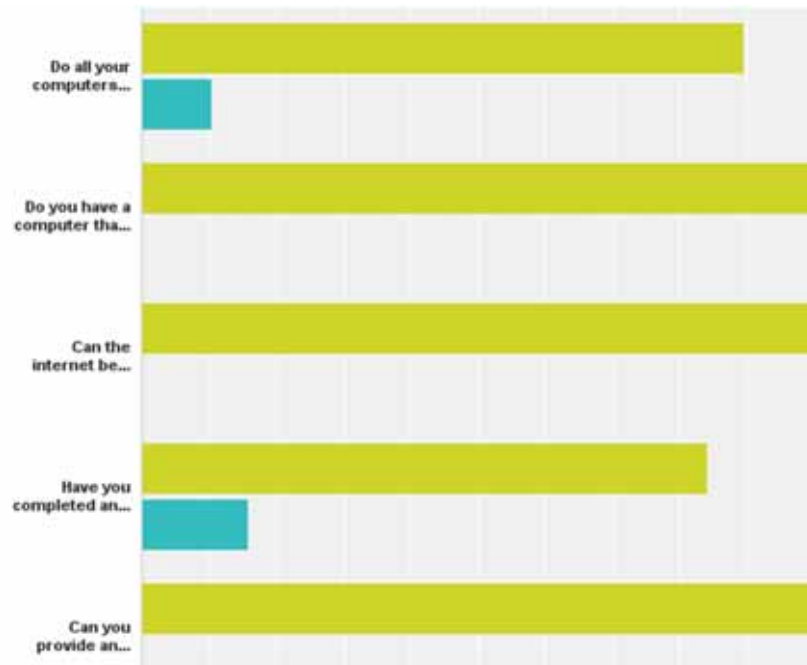
Answered: 19 Skipped: 1

	Yes	No	Total
Do you have a separate area/room suitable for advanced services for consultations with customers?	<b>100.00%</b> 19	<b>0.00%</b> 0	19
If you have a consultation area, is this accessible by wheelchair?	<b>89.47%</b> 17	<b>10.53%</b> 2	19
Is there seating for 3 people?	<b>88.89%</b> 16	<b>11.11%</b> 2	18
Is there a bench or table suitable for writing or examining medicines/products?	<b>100.00%</b> 19	<b>0.00%</b> 0	19
Is there a computer terminal within the area to access patient's records or complete audit data?	<b>94.74%</b> 18	<b>5.26%</b> 1	19
Is there a sink within this area?	<b>78.95%</b> 15	<b>21.05%</b> 4	19
Do you have a consultation point/area for private discussions?	<b>89.47%</b> 17	<b>10.53%</b> 2	19

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## Q14: Information Technology

Answered: 19 Skipped: 1



## Q14: Information Technology

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Answered: 19 Skipped: 1

	Yes	No	Total
Do all your computers within a pharmacy access your dispensary software?	89.47% 17	10.53% 2	19
Do you have a computer that can access the internet?	100.00% 19	0.00% 0	19
Can the internet be accessed whilst the PMR system is running?	100.00% 19	0.00% 0	19
Have you completed an up to date Information Government assessment?	84.21% 16	15.79% 3	19
Can you provide an email address (preferably an NHS email address) that can be used for official communications? (Please detail below)	100.00% 18	0.00% 0	18
Do you have a printer that will print A4 size of paper?	100.00% 19	0.00% 0	19
Does your pharmacy have a website? (If yes, please detail below)	89.47% 17	10.53% 2	19
Do you provide the electronic prescription service (EPS)?	100.00% 19	0.00% 0	19

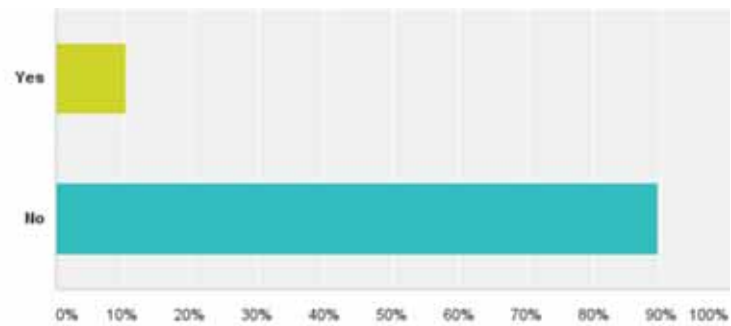
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**Q15: Does the pharmacy normally have two pharmacists on duty at any time during the week?  
Please tick one box only.**

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Answered: 19 Skipped: 1

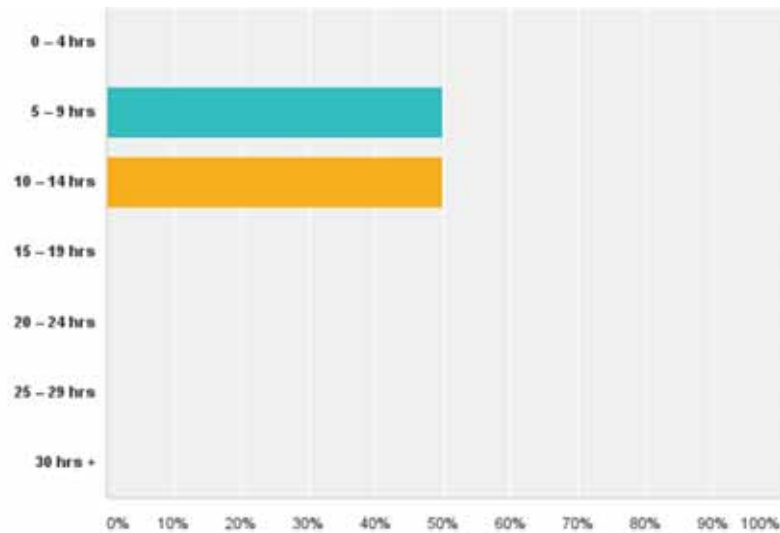


Answer Choices	Responses
Yes	10.53% 2
No	89.47% 17
<b>Total</b>	<b>19</b>

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**Q16: If yes, then for how many hours per week are two pharmacists working? Please tick one box only.**

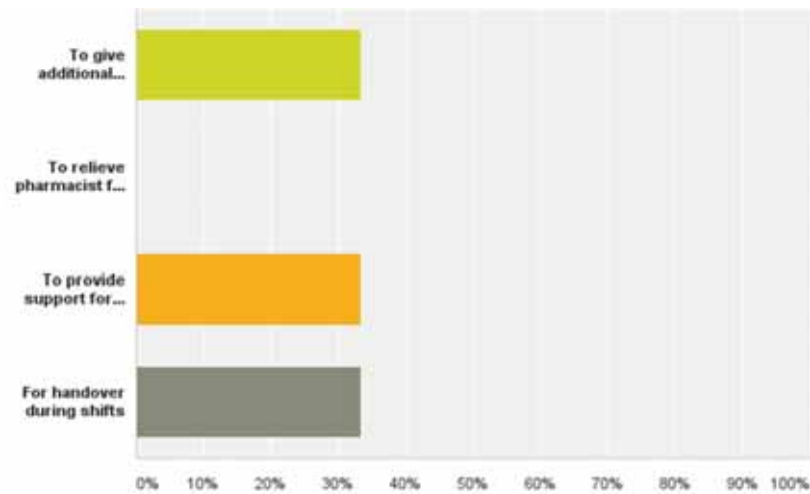
Answered: 2 Skipped: 18



Answer Choices	Responses
0 - 4 hrs	0.00% 0
5 - 9 hrs	50.00% 1
10 - 14 hrs	50.00% 1
15 - 19 hrs	0.00% 0
20 - 24 hrs	0.00% 0
25 - 29 hrs	0.00% 0
30 hrs +	0.00% 0
<b>Total</b>	<b>2</b>

**Q17: If you have a second pharmacist, is the pharmacist there for a specific reason? Please tick as many answers as appropriate.**

Answered: 3 Skipped: 17

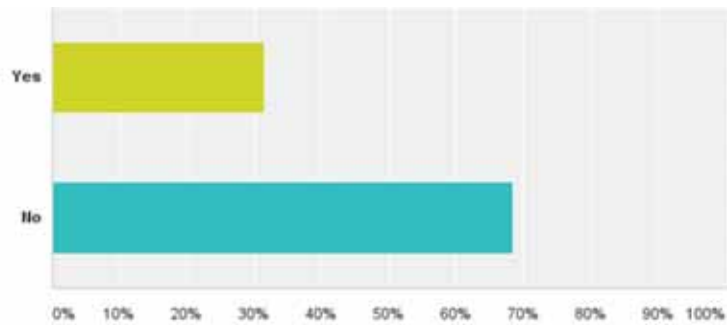


Answer Choices	Responses
To give additional support to dispensary in busy periods	33.33% 1
To relieve pharmacist for administration work	0.00% 0
To provide support for additional services such as medication review	33.33% 1
For handover during shifts	33.33% 1
<b>Total</b>	<b>3</b>

**Q18: Do any of your regular pharmacists speak a foreign language? Please tick one box only.**

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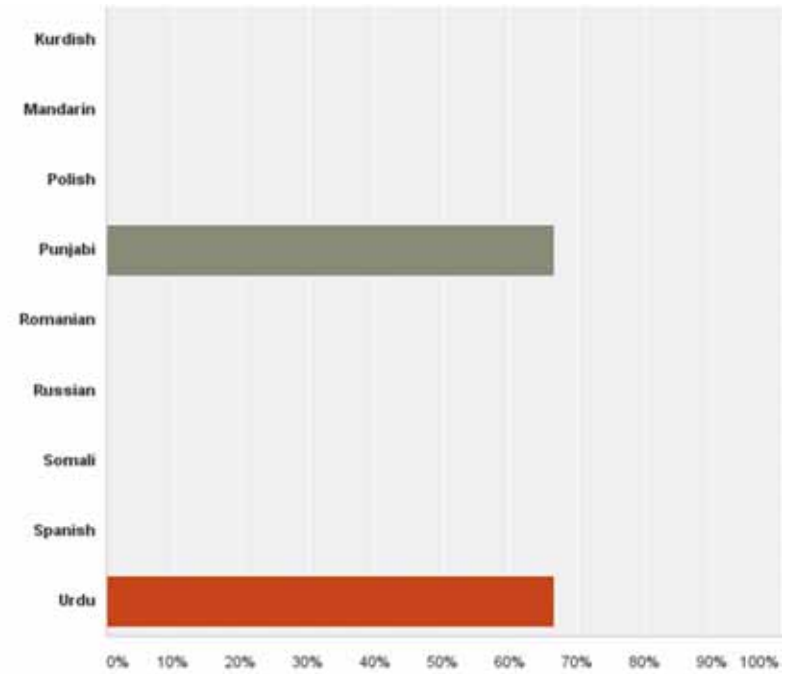
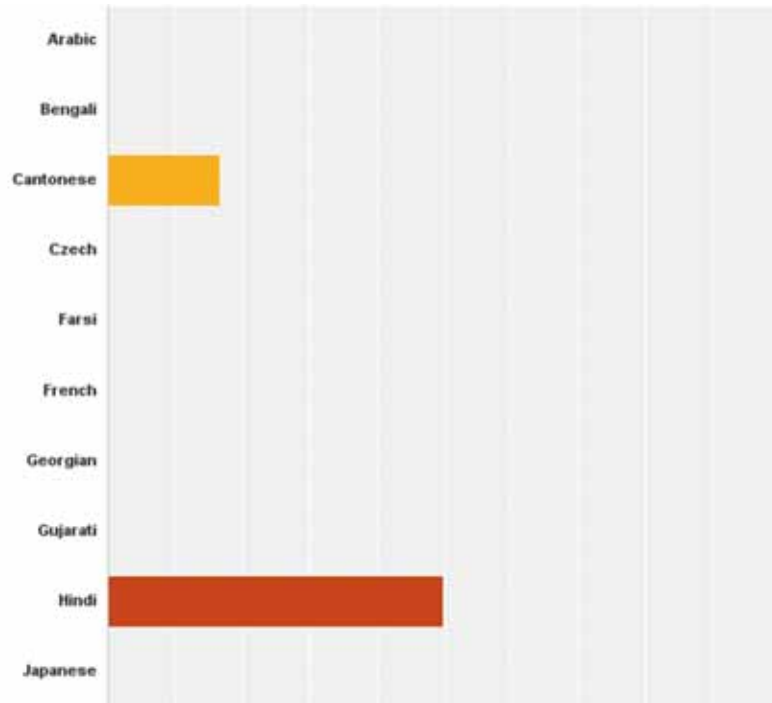
Answered: 19 Skipped: 1



Answer Choices	Responses	
Yes	31.58%	6
No	68.42%	13
<b>Total</b>		<b>19</b>

**Q19: If yes, which languages are spoken? Please tick as many answers as appropriate.**

Answered: 6 Skipped: 14



**Q19: If yes, which languages are spoken? Please tick as many answers as appropriate.**

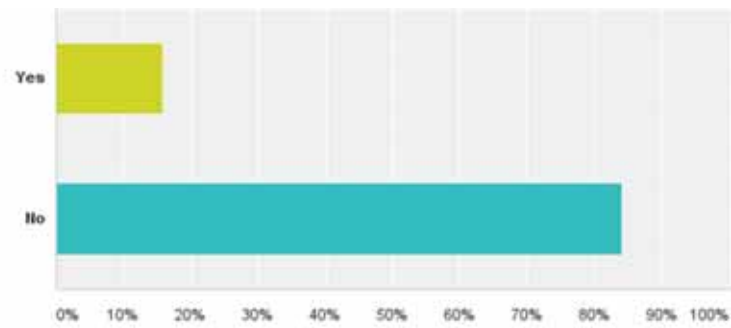
Answered: 6 Skipped: 14

Answer Choices	Responses	
Arabic	0.00%	0
Bengali	0.00%	0
Cantonese	16.67%	1
Czech	0.00%	0
Farsi	0.00%	0
French	0.00%	0
Georgian	0.00%	0
Gujarati	0.00%	0
Hindi	50.00%	3
Japanese	0.00%	0
Kurdish	0.00%	0
Mandarin	0.00%	0
Polish	0.00%	0
Punjabi	66.67%	4
Romanian	0.00%	0
Russian	0.00%	0
Somali	0.00%	0
Spanish	0.00%	0
Urdu	66.67%	4
<b>Total Respondents: 6</b>		

**Q20: Do any of your regular pharmacy staff speak a foreign language? Please tick one box only.**

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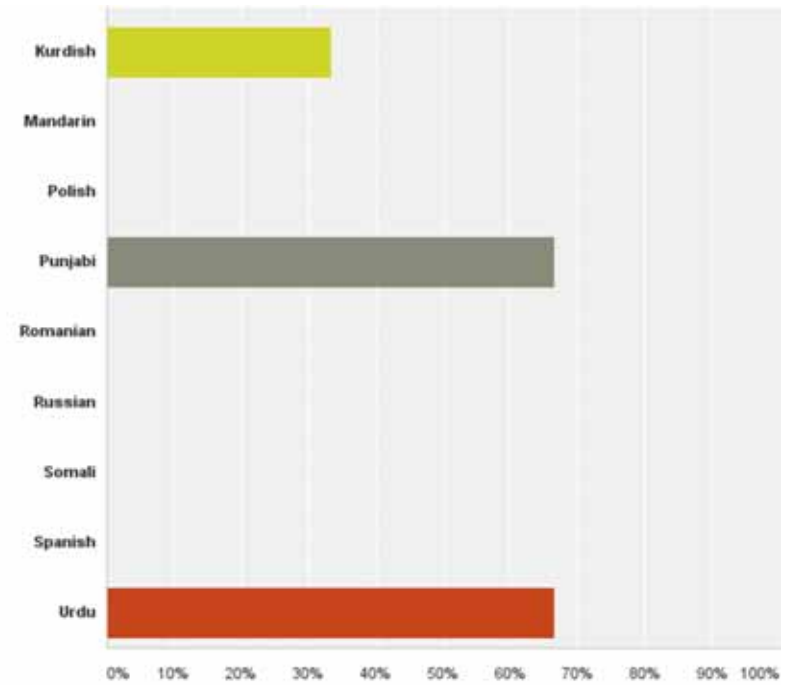
Answered: 19 Skipped: 1



Answer Choices	Responses
Yes	15.79% 3
No	84.21% 16
<b>Total</b>	<b>19</b>

**Q21: If yes, which languages are spoken? Please tick as many answers as appropriate.**

Answered: 3 Skipped: 17





**Q21: If yes, which languages are spoken? Please tick as many answers as appropriate.**

Answered: 3 Skipped: 17

Answer Choices	Responses	
Arabic	33.33%	1
Bengali	0.00%	0
Cantonese	0.00%	0
Czech	0.00%	0
Farsi	0.00%	0
French	0.00%	0
Georgian	0.00%	0
Gujarati	0.00%	0
Hindi	33.33%	1
Japanese	0.00%	0
Huridish	33.33%	1
Mandarin	0.00%	0
Polish	0.00%	0
Punjabi	66.67%	2
Romanian	0.00%	0
Russian	0.00%	0
Somali	0.00%	0
Spanish	0.00%	0
Urdu	66.67%	2
<b>Total Respondents: 3</b>		

# Appendix Five – Commissioned Services 2015/16

SC	Supervised Consumption	EHC	Emergency Hormonal Contraception	MA	Minor Ailments
NE	Needle Exchange	SA	Smoking Advice	PC	Palliative Care
CS	Chlamydia Screening	NRT	Smoking Cessation NRT	IT	Inhaler Technique
CT	Chlamydia Treatment	HC	Health Check Pilot		

				LA	LA	LA	LA	LA	LA	LA	LA	CCG	CCG	NHS E	
Neighbourhood	Ward	Ref	Trading Name	SC	NE	CS	CT	EHC	SA	NRT	HC	MA	PC	IT	
Old Trafford and Stretford	Clifford	14	Brooks Bar Pharmacy			Y		Y	Y	Y		Y			
		57	Well	Y								Y			
		23	G Pennant Roberts	Y	Y	Y		Y	Y	Y			Y		
	Davyhulme East	7	Boots	Y		Y		Y	Y	Y			Y		Y+
		2	Asda Pharmacy	Y		Y		Y	Y	Y			Y	Y	
	Gorse Hill	24	Gorse Hill Pharmacy	Y						Y	Y		Y		
		53	Tesco In-Store Pharmacy									Y			
		37	Peak Pharmacy	Y	Y	Y		Y	Y	Y			Y	Y	Y+
	Longford	22	Empire Pharmacy*							Y	Y				
		21	Elliott's Pharmacy										Y		
		42	Rowland Pharmacy	Y	Y	Y		Y					Y		Y
	Stretford	16	C&T Associates	Y		Y			Y				Y		Y
		29	Lloyds Pharmacy	Y	Y			Y	Y	Y			Y	Y	Y
		58	Well	Y	Y								Y		
9		Boots	Y	Y	Y	Y	Y	Y	Y			Y			
1		Alphabet Pharmacy*													
Sale	Ashton Upon Mersey	56	Village Pharmacy			Y		Y		Y		Y			
	Brooklands	34	Mai's Pharmacy Ltd						Y	Y		Y			
		59	Well										Y		
	Bucklow-St Martins	44	Rowland Pharmacy									Y			
	Priory	47	Sainsbury's Pharmacy	Y				Y							
		27	Hollowood Chemist		Y			Y	Y				Y	Y	
		51	Tesco In-Store Pharmacy	Y								Y			
	Sale Moor	8	Boots	Y		Y		Y	Y	Y			Y		
43		Rowland Pharmacy	Y	Y	Y		Y	Y	Y			Y			
28		John Hugall			Y	Y	Y	Y	Y			Y		Y	



				LA	LA	LA	LA	LA	LA	LA	LA	CCG	CCG	NHS E
Neighbourhood	Ward	Ref	Trading Name	SC	NE	CS	CT	EHC	SA	NRT	HC	MA	PC	IT
		32	Lloyds Pharmacy			Y		Y	Y	Y		Y		
		35	Malcolm's Pharmacy	Y	Y	Y	Y	Y	Y	Y	Y	Y		
		55	Urmston Pharmacy					Y	Y	Y		Y		
		64	Well	Y	Y			Y				Y	Y	
	Whalley Range	63	Well	Y		Y						Y		

**\*Distance selling pharmacy**

**+Activity with these providers in 2015/16**

# Appendix Six – Trafford Pharmacies and Trafford GP Practices

## Pharmacies

Neighbourhood	Ward	Ref	Pharmacy Name	Address	Postcode	Type of Contract
Old Trafford and Stretford	Clifford	14	Brooks Bar Pharmacy	162 - 164 Chorlton Rd	M16 7WW	Community - 40hrs
		23	G Pennant Roberts	137 Ayres Road	M16 9WR	Community - 40hrs
		57	Well	65 Ayres Road	M16 9NH	Community - 40hrs
	Davyhulme East	2	Asda Pharmacy	Asda Superstore	M41 7ZA	Community - 100hrs
		7	Boots	10 Peel Avenue	M17 8BD	Community - 40hrs
	Gorse Hill	24	Gorse Hill Pharmacy	874 Chester Road	M32 0PA	Community - 40hrs
		37	Peak Pharmacy	431 Barton Road	M32 9PA	Community - 40hrs
		53	Tesco In-Store Pharmacy	Chester Road	M32 0RW	Community - 100hrs
	Longford	16	C&T Associates	77 Great Stone Road	M32 8GR	Community - 40hrs
		21	Elliotts Pharmacy	60 Seymour Grove	M16 0LN	Community - 100hrs
		22	Empire Pharmacy	122 Seymour Grove	M16 0FF	Distance Selling
		42	Rowland Pharmacy	6 Lime Grove	M16 0WL	Community - 40hrs
	Stretford	1	Alphabet Pharmacy	222 Derbyshire Lane West	M32 9LD	Distance Selling
		9	Boots	69 - 72 The Mall	M32 9BD	Community - 40hrs
		29	Lloyds Pharmacy	The Delamere Centre	M32 0DF	Community - 40hrs
58		Well	92 Mitford Street	M32 8AQ	Community - 40hrs	
Sale	Ashton Upon Mersey	56	Village Pharmacy	23 Green Lane	M33 5PN	Community - 40hrs
	Brooklands	34	Mai's Pharmacy Ltd	10 North Parade	M33 3JS	Community - 40hrs
		59	Well	2 Eastway	M33 4DX	Community - 40hrs
	Bucklow-St Martins	44	Rowland Pharmacy	16 Plymouth Road	M33 5JD	Community - 40hrs
	Priory	8	Boots	2 The Mall	M33 7XZ	Community - 40hrs
		27	Hollowood Chemist	69 Washway Road	M33 7SS	Community - 40hrs
		47	Sainsbury's Pharmacy	Curzon Road	M33 7SA	Community - 40hrs
		51	Tesco In-Store Pharmacy	Hereford Street	M33 7XN	Community - 40hrs
	Sale Moor	28	John Hugall	143 Northenden Road	M33 3HF	Community - 40hrs
		43	Rowland Pharmacy	331 Norris Road	M33 2UP	Community - 40hrs
	St Mary's	18	Cohens Chemist	Firsway Health Centre	M33 4BR	Community - 40hrs
41		Rowland Pharmacy	54 Coppice Avenue	M33 4WB	Community - 40hrs	
South Trafford	Altrincham	10	Boots	1 Stamford Quarter	WA14 1RH	Community - 40hrs
		13	Broadheath Pharmacy	70 Manchester Road	WA14 4PJ	Community - 40hrs
		36	Oldfield Pharmacy	128 Seamons Road	WA14 4LJ	Community - 40hrs
		45	Rowlands Pharmacy	Lloyd House, 7 Lloyd St	WA14 2DD	Community - 40hrs
	Bowdon	12	Bowdon Pharmacy	6 Vale View	WA14 3BD	Community - 40hrs
		26	Helgason Pharmacy	8 Ashley Road	WA14 2DW	Community - 40hrs
		48	Sainsbury's Pharmacy	Lloyd Street	WA14 2SU	Community - 100hrs
	Broadheath	11	Boots	Unit 8B, Altrincham Retail Park	WA14 5GR	Community - 40hrs
		38	Pelican Pharmacy	344 Manchester Road	WA14 5NH	Community - 40hrs
		50	Terry's Chemist	28 Sinderland Road	WA14 5ET	Community - 40hrs
	Hale Barns	25	Hale Barns Pharmacy	Shay Lane Medical Centre, Shay Lane	WA15 8NZ	Community - 100hrs
		30	Lloyds Pharmacy	321 Hale Road	WA15 8SS	Community - 40hrs
		31	Lloyds Pharmacy	186 Grove Lane	WA15 8PU	Community - 40hrs
	Hale Central	3	Barry Bladon	219 Ashley Road	WA15 9SZ	Community - 40hrs
		17	Cohens Chemist	177 Ashley Road	WA15 9SD	Community - 40hrs

Neighbourhood	Ward	Ref	Pharmacy Name	Address	Postcode	Type of Contract
		52	Tesco In-Store Pharmacy	Manor Road	WA15 9QT	Community - 40hrs
	Timperley	40	Riddings Pharmacy	38 Riddings Road	WA15 6BP	Community - 40hrs
		49	Station Pharmacy	102 Park Road	WA15 6TE	Community - 40hrs
	Village	15	Broomwood Pharmacy	63 Briarfield Road	WA15 7DD	Community - 40hrs
		54	Timperley Pharmacy	250 Stockport Road	WA15 7UN	Community - 100hrs
		65	Well	238 Stockport Road	WA15 7UN	Community - 40hrs
Urmston and Partington	Bucklow-St Martins	20	Davey Chemists	14a Warburton Lane	M31 4WJ	Community - 40hrs
		62	Well	Partington Health Centre	M31 4FY	Community - 40hrs
	Davyhulme East	4	Boots	179 Canterbury Road	M41 0SE	Community - 40hrs
		33	Lloyds Pharmacy	Davyhulme Medical Centre	M41 7WJ	Community - 40hrs
	Davyhulme West	6	Boots	Unit 8A, Trafford Retail Park	M41 7FN	Community - 40hrs
		60	Well	Unit 2, Woodsend Circle	M41 8GY	Community - 40hrs
	Flixton	19	Conran Late Night Pharmacy	175 Moorside Road	M41 5SJ	Community - 100hrs
		39	Reeds Chemist	182 Church Road	M41 9FD	Community - 40hrs
		61	Well	475 Moorside Road	M41 8TW	Community - 40hrs
	Urmston	5	Boots	Unit 4, Eden Square Shopping Centre	M41 0NA	Community - 40hrs
		32	Lloyds Pharmacy	3 Crofts Bank Road	M41 0TZ	Community - 40hrs
		35	Malcolm's Pharmacy	28 Flixton Road	M41 5AA	Community - 100hrs
		46	Sainsbury's Pharmacy	Eden Square Shopping Centre	M41 0NA	Community - 100hrs
		55	Urmston Pharmacy	287b Stretford Road	M41 9NU	Community - 40hrs
		64	Well	2 Station Bridge	M41 9SB	Community - 40hrs
	Whalley Range	63	Well	201 Upper Chorlton Road	M16 0BH	Community - 40hrs

## GP Practices

Neighbourhood	Ward	Ref	Practice Name	Address	Postcode
Old Trafford and Stretford	Clifford	G11	Brooks Bar Medical Centre	162-164 Chorlton Road	M16 7WW
	Gorse Hill	G14	North Trafford Group Practice	864-866 Chester Road	M32 0PA
		G15	Gorse Hill Medical Centre	879 Chester Road	M32 0RN
		G16	Lostock Medical Centre & Pharmacy	Barton Road	M32 9PA
	Longford	G19	The Old Trafford Medical Practice	70 Seymour Grove	M16 0LW
	Stretford	G23	The Delamere Medical Practice	Delamere Centre, Delamere Avenue	M32 0DF
Sale	Brooklands	G6	Conway Road Health Centre	80a Conway Road	M33 2TB
		G7	The Surgery	12 Derbyshire Road South	M33 3JP
	Bucklow St Martin	G10	Bodmin Road Health Centre	Bodmin Road, Ashton-on-Mersey	M33 5JH
	Priory	G20	Washway Road Medical Centre	67 Washway Road	M33 7SS
	Sale Moor	G21	Boundary House Medical Centre	462 Northenden Road	M33 2RH
	St Mary's	G22	Firsway Health Centre	121 Firsway	M33 4BR
South Trafford	Altrincham	G1	Barrington Medical Centre	68 Barrington Road	WA14 1JB
		G2	The Family Surgery	94 Navigation Road	WA14 1LL

Neighbourhood	Ward	Ref	Practice Name	Address	Postcode
		G3	Altrincham Medical Practice	Lloyd House, 7 Lloyd Street,	WA14 2DD
	Bowdon	G4	St Johns Medical Centre	St Johns Road	WA14 2NW
	Broadheath	G5	West Timperley Health Centre	21 Dawson Road	WA14 5PF
	Hale Barns	G17	Shay Lane Medical Centre	Shay Lane	WA15 8NZ
		G18	Shay Lane Medical Centre	Shay Lane	WA15 8NZ
	Timperley	G24	Riddings Family Health Centre	34 Riddings Road	WA15 6BP
		G25	Timperley Health Centre	169 Grove Lane	WA15 6PH
		G26	The Village Surgery	169 Grove Lane	WA15 6PH
		G27	Grove Medical Practice	169 Grove Lane	WA15 6PH
		G28	Park Medical Practice	119 Park Road	WA15 6QQ
	Urmston and Partington	Bucklow St Martin	G8	Partington Central Surgery	Partington Health Centre, Central Road
G9			Partington Family Practice	Partington Health Centre Central Road	M31 4FY
Davyhulme East		G12	Davyhulme Medical Centre	130 Broadway	M41 7WJ
Davyhulme West		G13	Trafford Health Centre	Trafford General Hospital, Moorside road	M41 5SL
Urmston		G29	Primrose Ave Surgery	Primrose Avenue	M41 0TY
		G30	Flixton Road Medical Centre	131-133 Flixton Road	M41 5ZZ
		G31	The Urmston Group Practice	154-156 Church Road Urmston	M41 9DL
		G32	Gloucester House Medical Centre	17 Station Road Urmston	M41 9JG

## Appendix Seven – MURs, NMS and Stoma providers 2015/16

Locality	Ward	Ref	Trading Name	MURs	NMS	Stoma	FLU
Old Trafford and Stretford	Clifford	14	Brooks Bar Pharmacy	Y	Y		Y
		57	Well	Y	Y		Y
		23	G Pennant Roberts	Y			
	Davyhulme East	7	Boots	Y	Y		Y
		2	Asda Pharmacy	Y			Y
	Gorse Hill	24	Gorse Hill Pharmacy	Y	Y		
		53	Tesco In-Store Pharmacy	Y	Y		Y
		37	Peak Pharmacy	Y	Y		Y
	Longford	22	Empire Pharmacy*	Y	Y		
		21	Elliott's Pharmacy				
		42	Rowland Pharmacy	Y	Y		Y
		16	C&T Associates	Y	Y		Y
	Stretford	29	Lloyds Pharmacy	Y	Y	Y	Y
		58	Well	Y	Y		Y
		9	Boots	Y	Y		Y
		1	Alphabet Pharmacy*				
Sale	Ashton Upon Mersey	56	Village Pharmacy	Y	Y		Y
	Brooklands	34	Mai's Pharmacy Ltd	Y			
		59	Well	Y	Y		
	Bucklow-St Martins	44	Rowland Pharmacy	Y	Y	Y	
	Priory	47	Sainsbury's Pharmacy	Y	Y		Y
		27	Hollowood Chemist	Y	Y		Y
		51	Tesco In-Store Pharmacy	Y	Y		Y
		8	Boots	Y	Y		Y
	Sale Moor	43	Rowland Pharmacy	Y	Y	Y	
		28	John Hugall	Y			
	St Mary's	18	Cohens Chemist	Y	Y		
41		Rowland Pharmacy	Y	Y	Y	Y	
South Trafford	Altrincham	10	Boots	Y	Y		Y
		45	Rowlands Pharmacy	Y	Y	Y	Y
		36	Oldfield Pharmacy	Y	Y		
		13	Broadheath Pharmacy	Y	Y		



Locality	Ward	Ref	Trading Name	MURs	NMS	Stoma	FLU
	Bowdon	26	Helgason Pharmacy	Y	Y		Y
		48	Sainsbury's Pharmacy	Y	Y		Y
		12	Bowdon Pharmacy	Y			
	Broadheath	50	Terry's Chemist	Y	Y		Y
		11	Boots	Y	Y		Y
		38	Pelican Pharmacy	Y			
	Hale Barns	25	Hale Barns Pharmacy	Y			
		31	Lloyds Pharmacy	Y	Y	Y	Y
		30	Lloyds Pharmacy	Y	Y	Y	Y
	Hale Central	52	Tesco In-Store Pharmacy	Y	Y		Y
		17	Cohens Chemist	Y	Y		
		3	Barry Bladon				
	Timperley	40	Ridding's Pharmacy	Y	Y		
		49	Station Pharmacy	Y	Y		
	Village	15	Broomwood Pharmacy	Y	Y		Y
54		Timperley Pharmacy	Y	Y			
65		Well	Y	Y			
Urmston and Partington	Bucklow-St Martins	62	Well	Y	Y		Y
		20	Davey Chemists	Y	Y		Y
	Davyhulme East	4	Boots	Y	Y		Y
		33	Lloyds Pharmacy	Y	Y	Y	Y
	Davyhulme West	6	Boots	Y	Y		Y
		60	Well	Y	Y		Y
	Flixton	19	Conran Late Night Pharmacy	Y			
		61	Well	Y	Y		Y
		39	Reeds Chemist	Y	Y	Y	Y
	Urmston	5	Boots	Y	Y		Y
		46	Sainsbury's Pharmacy	Y	Y		Y
		32	Lloyds Pharmacy	Y	Y	Y	Y
35		Malcolm's Pharmacy	Y	Y		Y	
55		Urmston Pharmacy	Y	Y		Y	
64		Well	Y	Y		Y	
	Whalley Range	63	Well	Y	Y		Y

\*Distance selling pharmacy

## Appendix Eight – Community Pharmacy Opening Hours

Neighbourhood	Ward	Weekdays					Saturdays					Sundays
		8am or earlier	AM	PM	7pm or later	Closed for lunch	8am or earlier	AM	PM	7pm or later	Closed for lunch	
Sale	Ashton upon Mersey	0	1	1	0	0	0	1	1	0	0	0
	Brooklands	0	2	2	0	1	0	1	0	0	0	0
	Bucklow St Martins (Sale)	0	1	1	0	1	0	1	0	0	0	0
	Priory	2	4	4	2	0	2	3	3	2	0	2
	Sale Moor	0	2	2	0	1	0	2	1	0	0	0
	St Marys	0	2	2	0	1	0	1	0	0	0	0
Old Trafford and Stretford	Clifford	0	3	3	1	2	0	2	0	0	0	0
	Davyhulme East (Old Trafford)	1	2	2	2	0	1	2	2	2	0	2
	Gorse Hill	1	3	3	1	0	1	1	1	1	0	1
	Longford	1	3	3	2	1	1	2	1	1	0	1
	Stretford	0	3	3	1	0	0	1	1	0	0	1
South Trafford	Altrincham	0	4	4	0	1	0	3	1	0	0	1
	Bowden	1	3	3	1	0	1	2	1	1	0	1
	Broadheath	0	3	3	1	0	0	1	1	0	0	1
	Hale Barns	1	3	3	1	0	0	3	3	1	0	1
	Hale Central	1	3	3	1	0	1	2	2	1	0	1
	Timperley	0	2	2	0	0	0	1	0	0	0	0
	Village	1	3	3	1	1	1	2	2	1	0	1
Urmston and Partington	Bucklow St Martins (Partington)	0	2	2	0	0	0	2	0	0	0	0
	Davyhulme Easy (Urmston)	0	2	2	0	0	0	0	0	0	0	0
	Davyhulme West	0	2	2	1	0	0	1	1	0	0	1
	Flixton	1	3	3	1	0	1	3	1	1	0	1
	Urmston	2	6	6	3	0	2	6	5	2	0	2

*\*Please note there may be some variation in opening and closing times on certain days.*

This table does not include distance selling pharmacies or DACs.

For full details of pharmacy opening hours please see [NHS Choices](#).

## Appendix Nine – One mile boundary pharmacies

Ref	Pharmacy	Address	Town	Postcode
M14	Moorcroft Pharmacy	164 Moorcroft Road, Northern Moor	Manchester	M23 0AH
M15	Lloyds pharmacy	37 Petersfield Drive, Baguley	Manchester	M23 9PS
M16	Well	491 Palatine Road, Northenden	Manchester	M22 4DH
M17	Well	352 - 354 Palatine Road, Northenden	Manchester	M22 4HD
M26	Well	420 Wilbraham Road, Chorlton-cum-Hardy	Manchester	M21 0AS
M27	Boots the Chemist	20-22 Chorlton Place, Wilbraham Road, Chorlton-cum-Hardy	Manchester	M21 9AQ
M28	Beech Road Pharmacy	107 Beech Road, Chorlton-cum-Hardy	Manchester	M21 9EQ
M32	Manley Pharmacy	207 Clarendon Road, Whalley Range	Manchester	M16 0EH
M33	Range Pharmacy	121 Withington Road, Whalley Range	Manchester	M16 8EB
M34	Wilbraham Pharmacy	521 Wilbraham Road, Chorlton-cum-Hardy	Manchester	M21 0UF
M38	Well	280 Barlow Moor Road, Chorlton-cum-Hardy	Manchester	M21 8HA
M65	Manor Pharmacy	172 Stretford Road, Hulme	Manchester	M15 5TL
M66	Faith Pharmacy	59 Booth Street West, Hulme	Manchester	M15 6PQ
M67	Lloyds pharmacy	2 Whitswood Close, Moss Side	Manchester	M16 7AW
M75	Boots the Chemist	3A The Circus, Portland Street	Manchester	M1 4RL
M81	Well	23 Bowland Road, Baguley	Manchester	M23 1JP
M82	Lloyds pharmacy	52 Bowland Road, Baguley	Manchester	M23 1JX
M83	Well	Maples Medical Centre, 2 Scout Drive, Newall Green	Manchester	M23 2SY
M84	Thackers Pharmacy	436 Altrincham Road, Baguley	Manchester	M23 9AB
M89	Boots the Chemist	25 Hale Top, Wythenshawe	Manchester	M22 5RN
M90	Lloyds pharmacy	10 Hale Top Civic Centre, Wythenshawe	Manchester	M22 5RN
M91	Boots the Chemist	Airside Terminal 1, The Concourse, Manchester Airport	Manchester	M90 3HG
M99	Carter David Disp Chemist	1A Maple Road, Brooklands	Manchester	M23 9RL
M100	Tesco In-Store Pharmacy	Altrincham Road, Baguley	Manchester	M23 9TJ
M101	Click Chemist	100B Sale Road, Sale	Manchester	M23 0BX
M102	Rowlands Pharmacy	104 Sale Road, Northern Moor	Manchester	M23 0BX
M107	Everest Chorlton Pharmacy	496 Wilbraham Road, Chorlton-cum-Hardy	Manchester	M21 9AS
M108	Everest Pharmacy	117b Withington Road, Whalley Range	Manchester	M16 8EE

Ref	Pharmacy	Address	Town	Postcode
M109	Elliotts Pharmacy Whalley Range	171 Upper Chorlton Road, Whalley Range	Manchester	M16 9RT
M112	Mersey Bank Pharmacy	30 Mersey Bank Avenue, Chorlton-cum-Hardy	Manchester	M21 7NN
M128	Newmass Pharmacy	Moss Side Health Centre, Monton Street, Moss Side	Manchester	M14 4GP
M129	St Lawrence Pharmacy	Shawheath Close, Hulme	Manchester	M15 4BQ
M130	Asda Pharmacy	100 Princess Road, Hulme	Manchester	M15 5AS
M131	iPharma-C	123 Moss Lane East, Hulme	Manchester	M15 5DD
M132	Medichem Pharmacy	304 Claremont Road, Moss Side	Manchester	M14 4EP
M133	Cohens Chemist	167 Princess Road, Moss Side	Manchester	M14 4RL
M135	Cameolord Pharmacy	16 Oxford Street, City Centre	Manchester	M1 5AE
M140	Asda Pharmacy	1 Swan Walk, Wythenshawe	Manchester	M22 5HZ
M141	Lloyds pharmacy	Wythenshawe Forum Centre, Wythenshawe	Manchester	M22 5RX
S3	Boots the Chemist	Regent Retail Park, 46 Ordsall Lane, Regent Road	Salford	M5 3TP
S4	Boots the Chemist	18 The Mall	Salford	M30 0EA
S8	Church Street Chemist	99 - 101 Church Street	Salford	M30 0EJ
S9	Clarendon Pharmacy	7 Kemsing Walk	Salford	M5 4BS
S10	Cohens Chemist	132 - 134 Church Street, Eccles	Salford	M30 0LS
S14	Well	203 Eccles Old Road	Salford	M6 8HA
S16	Well	512 Liverpool Road	Salford	M44 6AJ
S17	Well	32 Russell Street	Salford	M30 0NU
S18	Gatley Pharmacy	220 Liverpool Road, Patricroft	Salford	M30 0PF
S22	K's Chemist Ltd	120 Phoebe Street	Salford	M5 3PH
S23	Lloyds pharmacy	Irlam Health Centre, MacDonald Road	Salford	M44 5AA
S24	Lloyds pharmacy	90 Liverpool Road	Salford	M44 6FN
S25	Lloyds pharmacy	178 Liverpool Road	Salford	M44 5DD
S28	Lloyds pharmacy	109 Langworthy Road	Salford	M6 5PH
S29	Lloyds pharmacy	115 New Lane, Peel Green	Salford	M30 7JW
S30	Manor Pharmacy	202 Chapel Street	Salford	M3 6BY
S31	Peel Green Pharmacy	625 Liverpool Road	Salford	M30 7BY
S36	Sainsbury's Supermarkets Ltd	100 Regent Road	Salford	M5 4QU
S39	Springfield Pharmacy	Springfield Medical Centre, 384 Liverpool Road	Salford	M30 8QD
S41	Tesco In-Store Pharmacy	Fairhills Road, Irlam	Salford	M44 6BL

Ref	Pharmacy	Address	Town	Postcode
S59	your local Boots pharmacy'	193 Langworthy Road	Salford	M6 5PW
W1	Boots the Chemist	33 The Cross, Lymm	Warrington	WA13 0HR
W2	Lloyds Chemists	12 The Cross, Lymm	Warrington	WA13 0HP

# PNA 60 Day Consultation Plan

*Version: 0.1*

*1<sup>st</sup> April 2016*

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## 1. Background and current context

The Pharmaceutical Needs Assessment (PNA) is a legal document which details services which would be desirable and necessary in a locality based on the local health needs and population demographics.

The Health and Social Care Act 2012 transferred the responsibility for developing and updating the PNAs to the LA Health and Wellbeing Boards (HWBs).

The NHS (Pharmaceutical Services 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/uksi/2013/349/contents/made>.

## 2. Communications context and scope

This document details the scope of formal consultation and the proposed methods that will be used to engage different stakeholders and ensure patient and public involvement within this PNA.

There is a need for the local authority to understand;

- Local people and their representatives affected by the new service;
- Existing Pharmacy Services/Community based providers;
- Patients affected by possible new services in the area;
- Patient Services and Formal Complaints; and
- Other key stakeholders

Details of these issues can be gathered by public and pharmacy service provider surveys. The information from these can then be used to inform the final PNA document.

Prior to publication of the final document a draft version should be available for interested stakeholders to be able to comment on its content. This is called the formal consultation.

The formal consultation programme will commence on **XXX** and will run for a period of 60 days. Therefore, the consultation will formally close on **XXX**.

## 3. Key outcomes

- To encourage constructive feedback from a variety of stakeholders between XXX and XXX.
- To ensure a wide range of primary care health professionals provide opinions and views on what is contained within the PNA



#### 4. Key audiences

The regulations state that:

When making an assessment for the purposes of publishing a pharmaceutical needs assessment, each HWB must consult the following about the contents of the assessment it is making—

- a) any Local Pharmaceutical Committee for its area (including any Local Pharmaceutical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs); .
- b) any Local Medical Committee for its area (including any Local Medical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs); .
- c) any persons on the pharmaceutical lists and any dispensing doctors list for its area; .
- d) any LPS chemist in its area with whom the NHSCB has made arrangements for the provision of any local pharmaceutical services; .
- e) any Local Healthwatch organisation for its area, and any other patient, consumer or community group in its area which in the opinion of HWB1 has an interest in the provision of pharmaceutical services in its area; and .
- f) any NHS trust or NHS foundation trust in its area; .
- g) the NHSCB (now known as NHS England); and .
- h) any neighbouring HWB.

The consultation must be for a minimum of 60 days.

The following groups of people could be formally consulted on the draft PNA asked to comment on the assessment and the assumptions that it makes. A local decision needs to be made whether these groups are going to be contacted.

- General public
- Patient Participation Groups in primary care
- Community Pharmacy Contractor Superintendent Offices
- Local Authority area CCGs
- Local Authorities employees
- Neighbouring CCGs
- Local Voluntary Groups
- Overview and Scrutiny Committee
- Social services

## 5. Consultation engagement

Although the timescale for the consultation to begin (XXX) and end (XXX) is a standard date, the period of consultation between can be locally agreed based on work load. However you do need to ensure that everyone who participates in the consultation has enough time to complete the response forms by XXX.

Any paper copies of the response forms can be sent back to Greater Manchester Shared Services (GMSS) who will electronically input the responses into the survey – they need to be returned to GMSS by Monday XXX to be included in the analysis.

The advert on homepage of council's website and the link on other relevant pages need to be done on XXX to ensure the consultation begins on time. Everything that follows this should be done within the first month to allow time for responses and targeted work where returns have been low.

All the stakeholders listed below who are preceded by a C are in the compulsory list of people who must be consulted on the draft PNA.

You may feel that you do not need to undertake engagement with all the other stakeholders listed below, or that you will do more, which is a decision for your local teams to decide on.

When each section has/has not been attempted we need the two last columns completing to say how many people you engaged with for each element before this is sent back at the end of the consultation period.

Stakeholder	Channel	Detail	Cost	Responsibility	Complete	Reach
General population	Advert on homepage of council's website	Large advert on the carousel with a link to the consultation document and survey monkey for responses.	No cost	Comms team at LA	<i>e.g. yes or no</i>	<i>e.g. 2,100 people</i>
General population	Links to survey on relevant webpages on council's website	Identify relevant webpages and add a couple of sentences about the consultation document/survey along with a link	No cost	Comms team at LA		
<b>C</b> H&WB Board	Health and Wellbeing Board secretary	Send out an electronic link to the electronic copy of the consultation document with a link to the online response form.	No cost	LA		
<b>C</b> Neighbouring H&WB boards	Health and Wellbeing Board	Send out an electronic link to the electronic copy of the consultation document with a link to the online	No cost	LA		

Stakeholder	Channel	Detail	Cost	Responsibility	Complete	Reach
		response form.				
<b>C</b> NHS Commissioning Board (NHS England)	Email consultation document to GM local area team	Send out an electronic link to the electronic copy of the consultation document with a link to the online response form.	No cost	LA		
General population	Face to face surveys at local events – could be where the LA is already in attendance	Attendance at local events in targeted communities and complete paper surveys face to face with members of the public.	No cost	Comms team at LA		
General population	Advert in local newspapers	Quarter page, black and white advert in local newspaper to direct people to the online survey would be advised	Various cost	Comms team at LA		
General population	Press release	Short news piece with link to the survey.	No cost	council's press office		
General population	Electronic Flyers	Produce and distribute A5 flyers to pharmacies to promote the survey and give the online address.	No cost	Comms team at LA		
Local HOSC	Email consultation document	Send out an electronic link to the consultation document with a link to the online response form.	No cost	Comms team at LA		
Local PH Committees	Email consultation document	Send out an electronic link to the electronic copy of the consultation document with a link to the online response form.	No cost	Comms team at LA		
<b>C</b> Pharmacy contractors (including appliance and distance selling pharmacies)	Email consultation document to pharmacy superintendent	Send out an electronic link to the electronic copy of the consultation document with a link to the online response form.	Printing and postage costs	Comms team at LA		
<b>C</b> LPS pharmacy contractors	Email consultation document	Send out an electronic link to the electronic copy of the consultation document with a link to the online response form.	Printing and postage costs	Comms team at LA		
<b>C</b> Local Pharmaceutical	Email consultation document to LPC secretary	Send out an electronic link to the electronic copy of the consultation	No cost	Comms team at LA		

Stakeholder	Channel	Detail	Cost	Responsibility	Complete	Reach
	Committee	document with a link to the online response form.				
<b>C</b>	Local Medical Committee	Email consultation document to LMC secretary	Send out an electronic link to the electronic copy of the consultation document with a link to the online response form.	No cost	Comms team at LA	
	Local Authority Staff	Council internal communications campaign	Desktop wallpaper and Intranet homepage story to encourage staff to complete the online survey.	No cost	Comms team at LA	
	General population	Council social media Twitter Facebook	Post regular tweets with a link to the survey and submit content for Facebook	No cost	Comms team at LA	
<b>C</b>	Healthwatch	Email Healthwatch	Contact Health Watch to ask for support to encourage Link users to complete the survey	No cost	Comms team at LA	
<b>C</b>	NHS Acute Trusts	Send link to head of pharmacy	Send out an electronic link to the electronic copy of the consultation document with a link to the online response form.	No cost	Comms team at LA	
<b>C</b>	NHS Mental Health Trusts	Send link to head of pharmacy	Send out an electronic link to the electronic copy of the consultation document with a link to the online response form.	No cost	Comms team at LA	
	Local Commissioners	Patient groups at the local CCG	M&C to contact to ask for support for PPI group to complete the survey	No cost	Comms team at CCG/LA	
	MPs and Local councillor's	Email MP and Councillor's	Email sent to all MPs and councillors to make them aware of the survey and give more information about it.	No cost	Comms team at LA	
	Local Voluntary, Health and community Faith Groups	Email to other relevant groups and organisations to give information about the survey and ask for participation	Below is an example of some groups this could be sent to: <ul style="list-style-type: none"> <li>• <i>Prison Pharmacy's</i></li> <li>• <i>Care UK</i></li> <li>• <i>Asylum seekers</i></li> <li>• <i>Schools</i></li> <li>• <i>Colleges</i></li> <li>• <i>Older People's Forum</i></li> </ul>	No cost	Comms team at LA	

Stakeholder	Channel	Detail	Cost	Responsibility	Complete	Reach
		<ul style="list-style-type: none"> <li>• <i>Adult Safeguarding Board</i></li> <li>• <i>Men's Action Group</i></li> <li>• <i>Women's Centre</i></li> <li>• <i>BME Forum</i></li> <li>• <i>Interfaith Network</i></li> <li>• <i>Community Committees</i></li> <li>• <i>Carers Centre</i></li> <li>• <i>MIND</i></li> <li>• <i>Breathe Easy</i></li> </ul>				

## 6. Budget

It is advised that a budget is agreed with Public Health at a local level to be used to promote the consultation and to cover costs for printing out response forms, consultation documents and postage of forms back to GMSS if needed.

## 7. Evaluation

A consultation report and an evaluation report will be provided by GMSS. The Consultation report will analyse the feedback received and will also be used to update the final PNA. The evaluation report will be used to analyse the level of participants and the number of people engaged with.

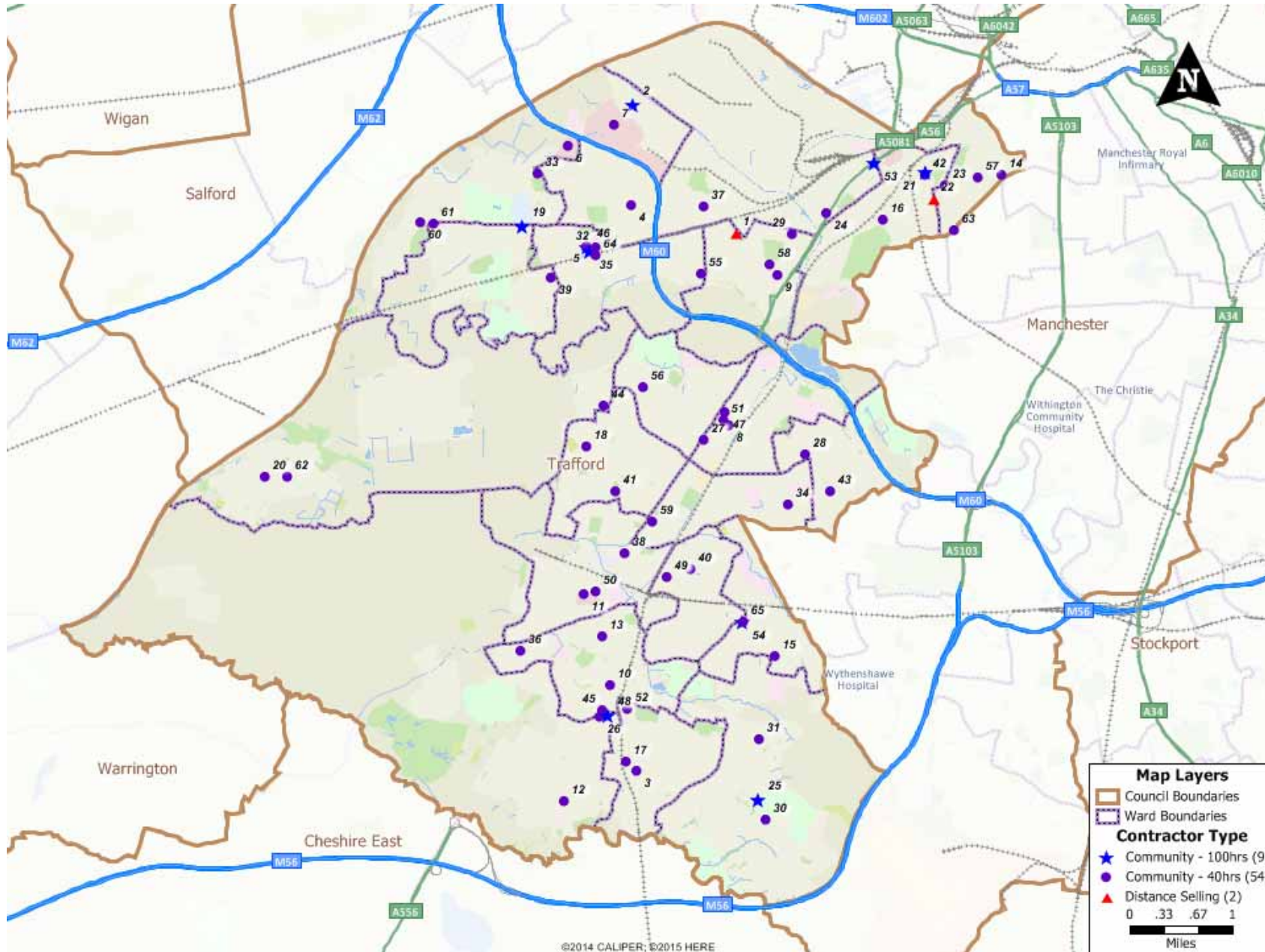
## Appendix Eleven – Maps

Map 1 – Trafford Neighbourhoods and Wards



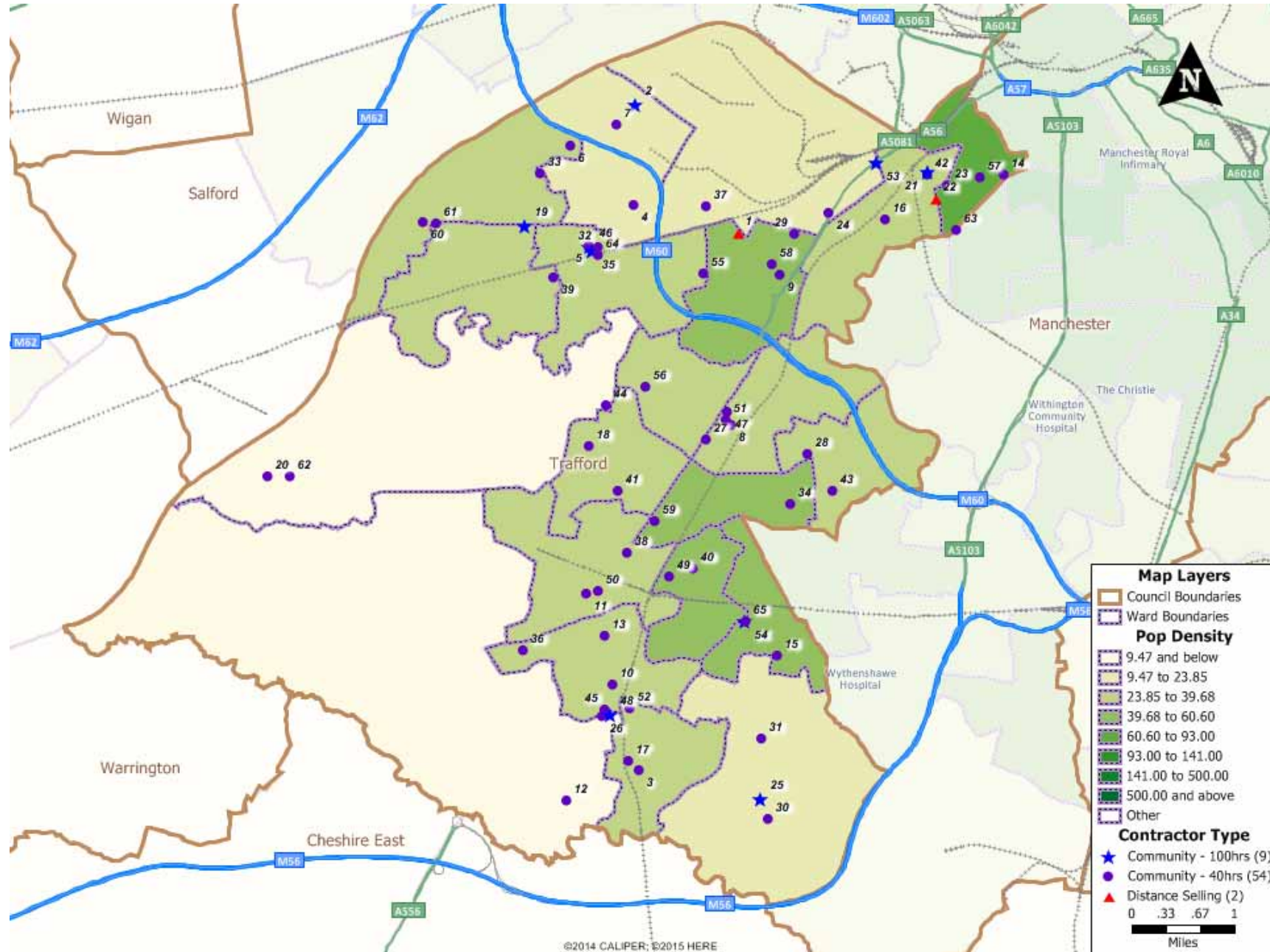


Map 2 – Pharmacy Contractor Type

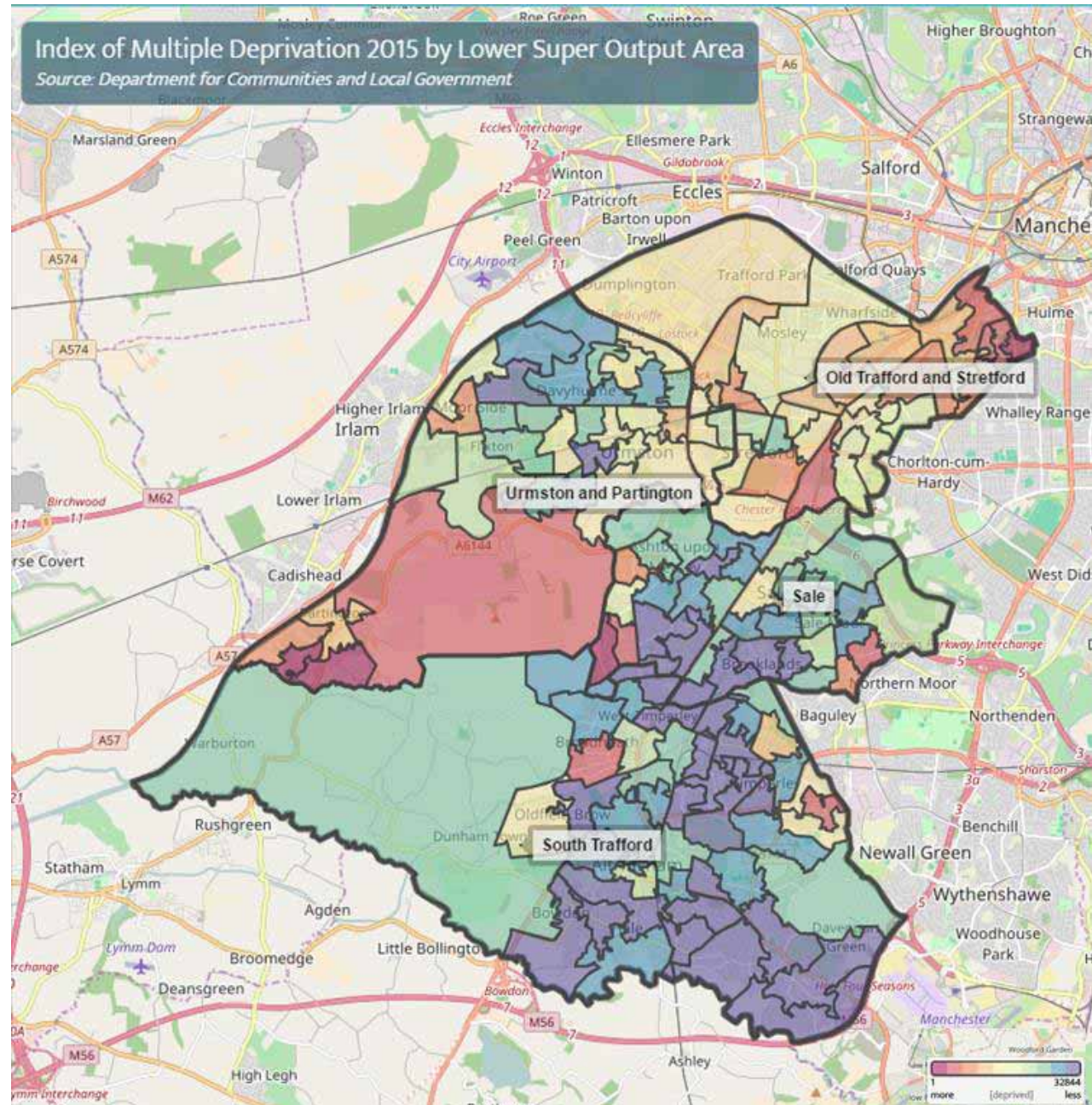




Map 3 – Population Density (Source 2011 Census)

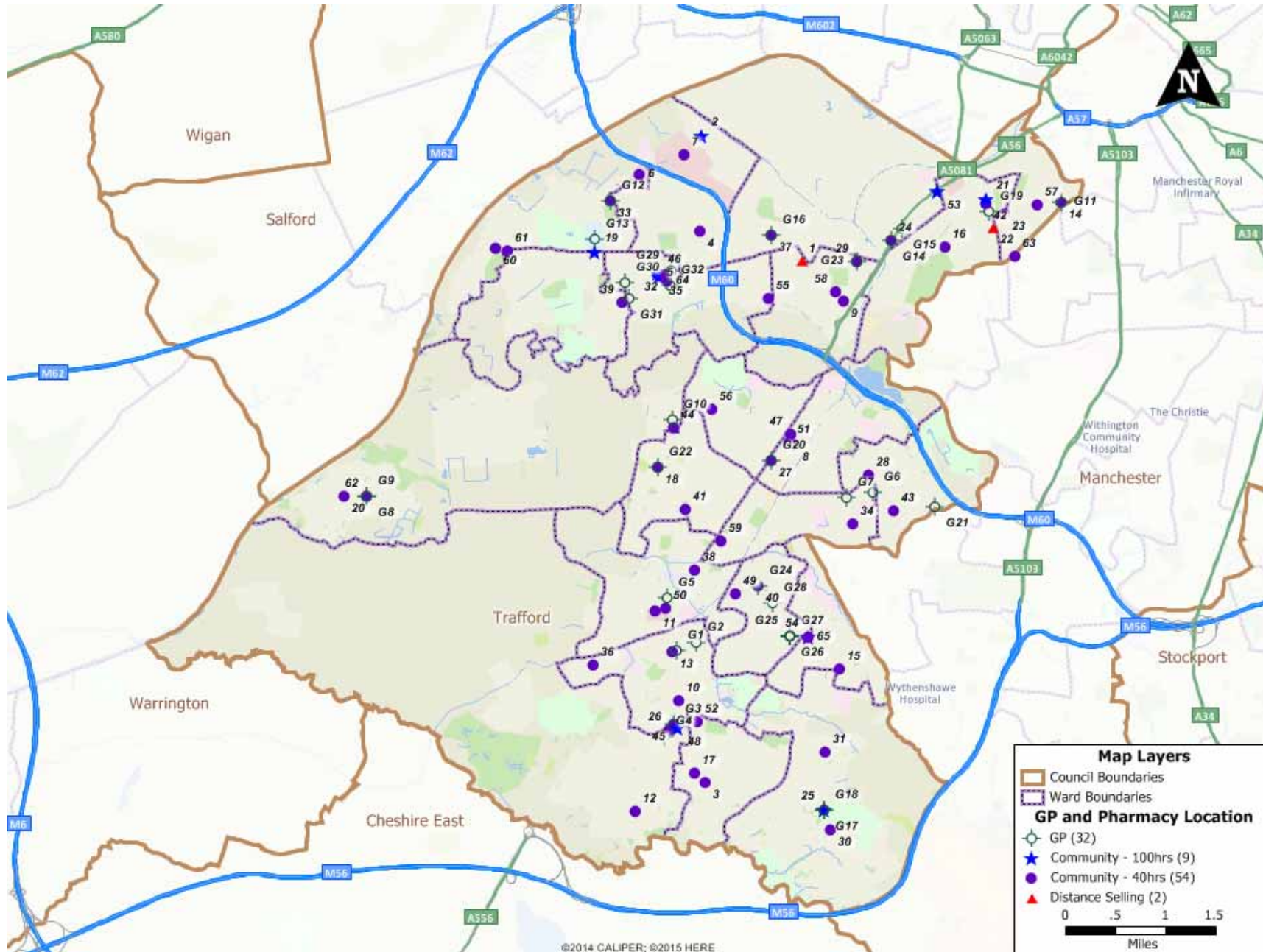


Map 4 – IMD 2016 by LSOA

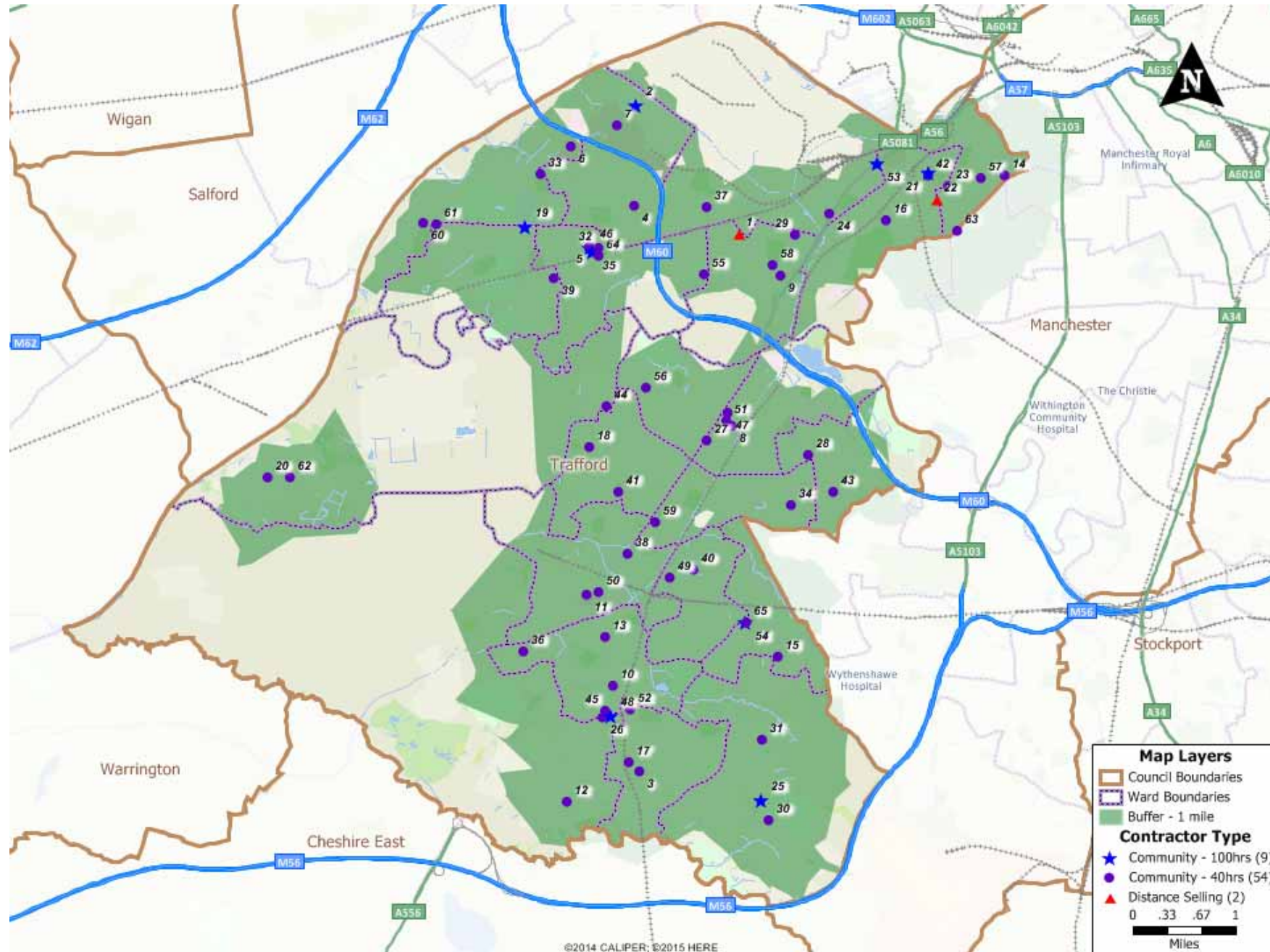




Map 5 – Pharmacy and GP Locations

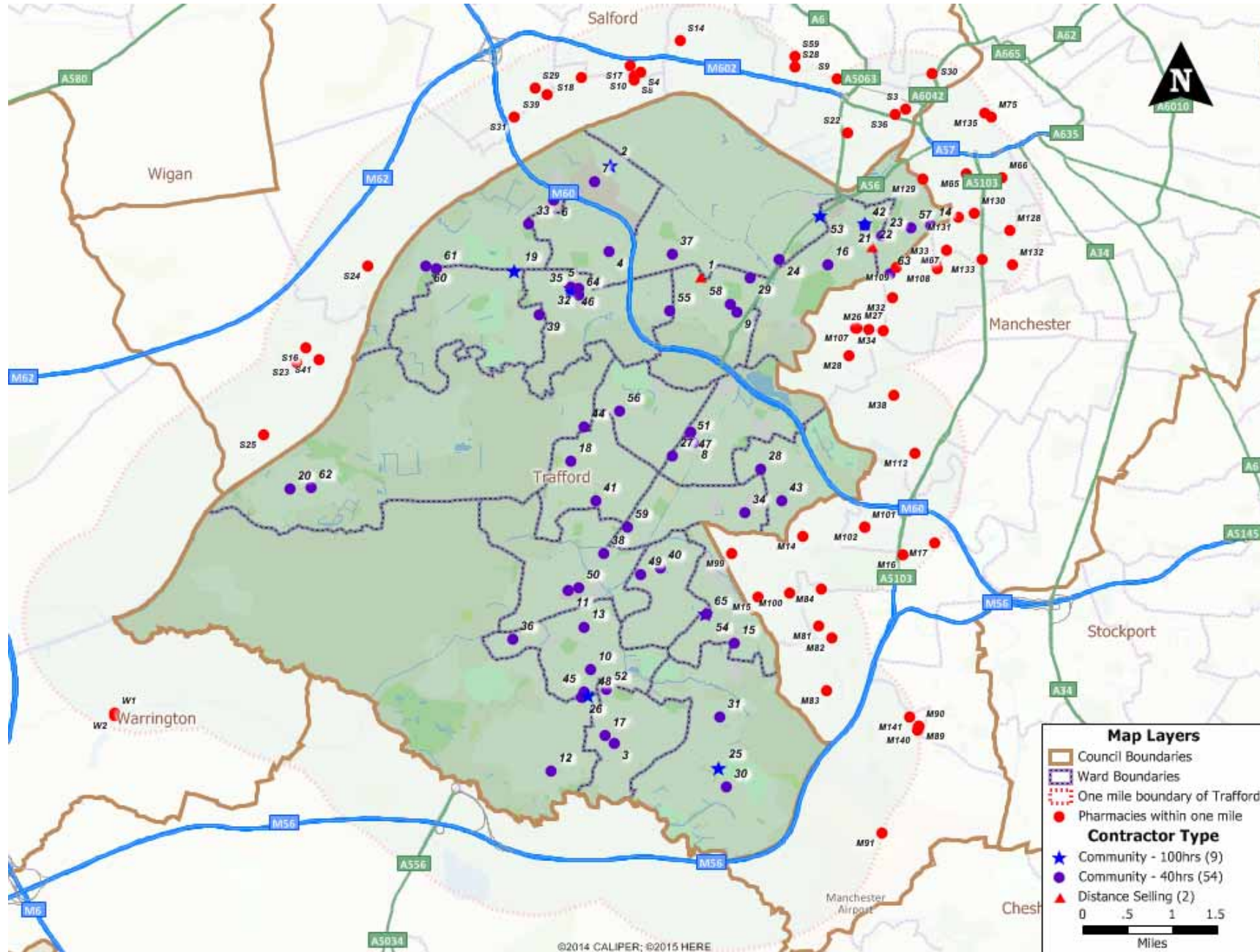


Map 6 – One mile buffer around Trafford pharmacies

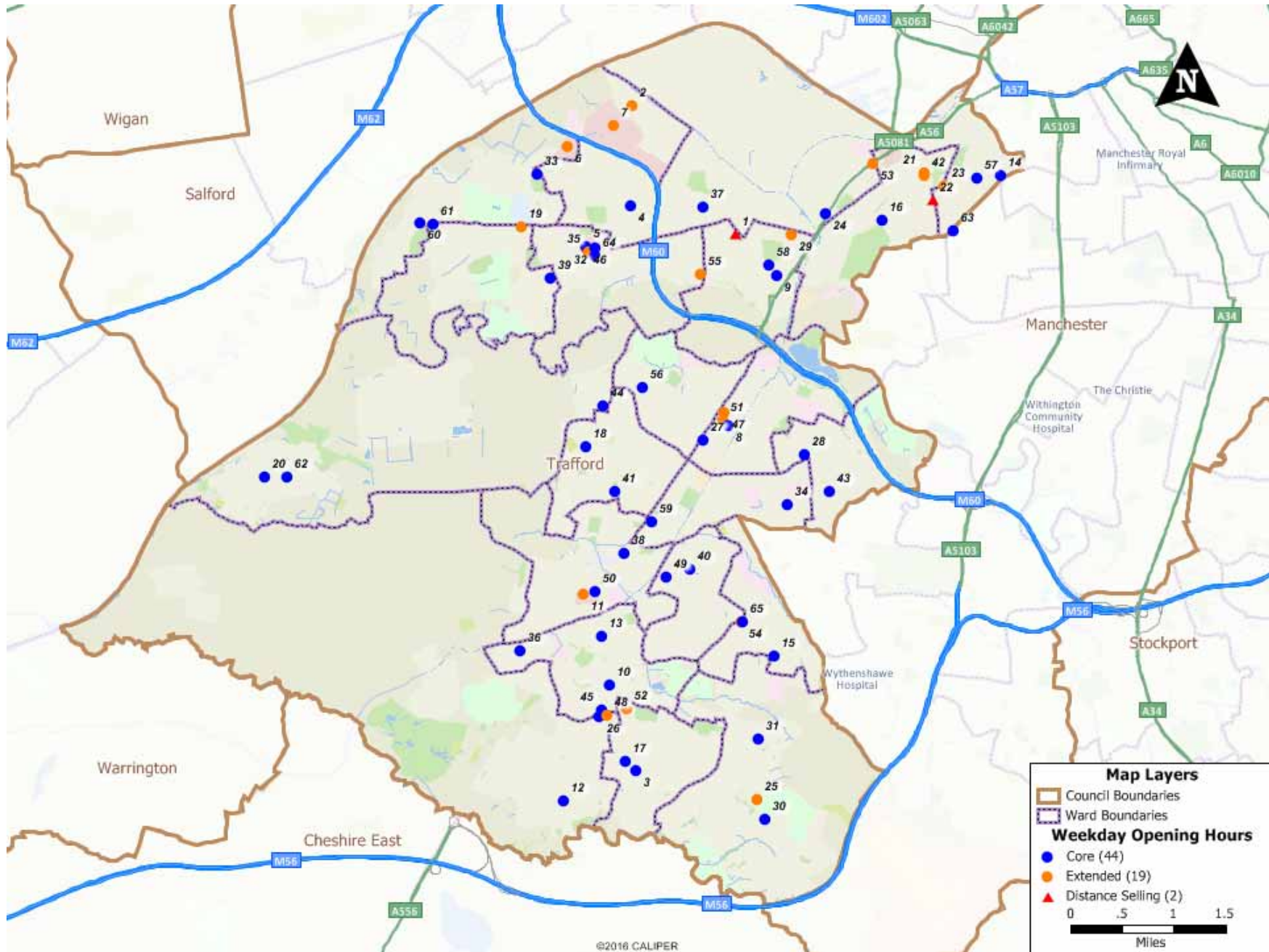




Map 7 – Pharmacies within 1 mile of Trafford border

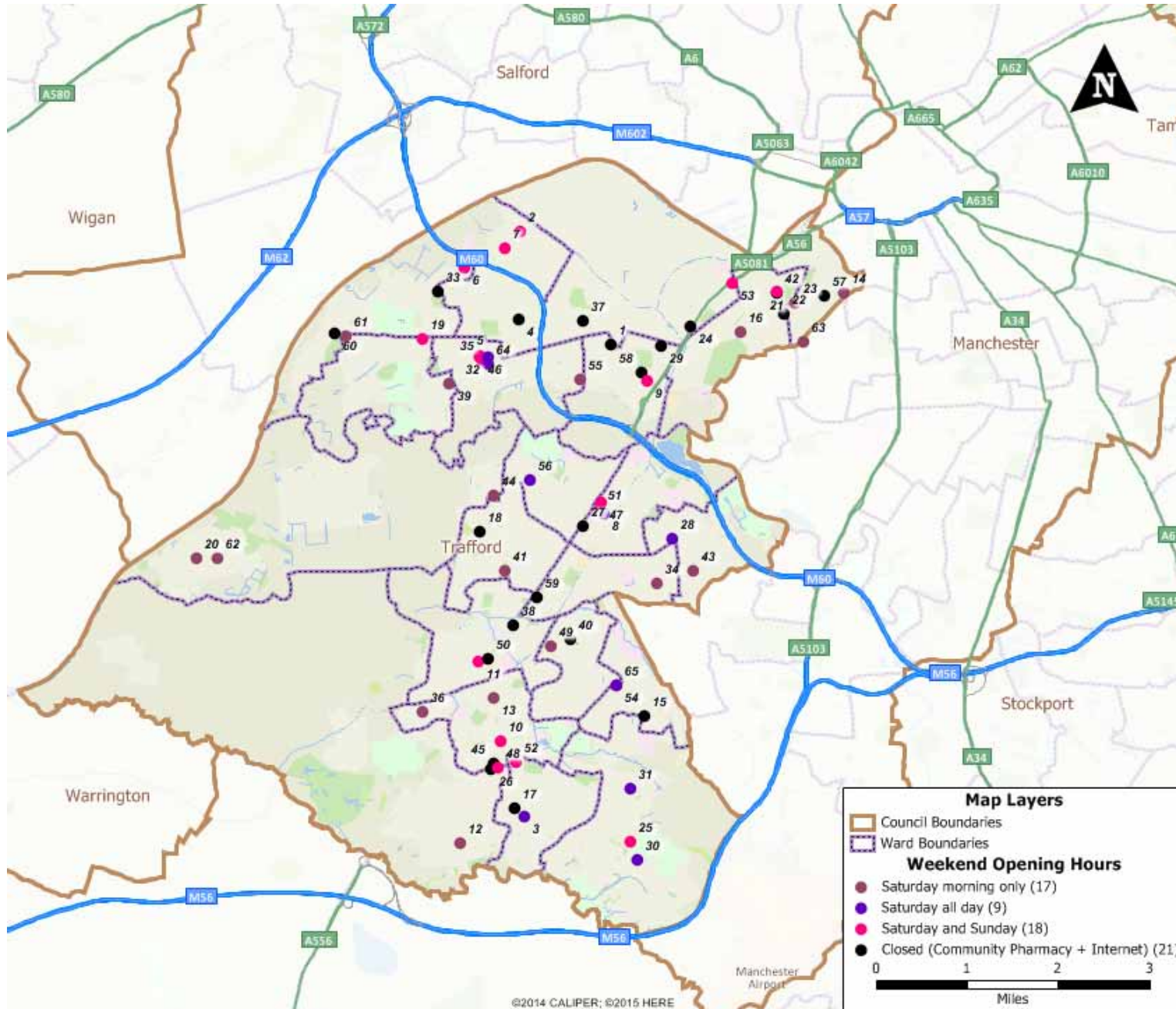


Map 8 – Weekday opening hours





Map 9 – Weekend opening hours



**Map 10 to 13 – Neighbourhood maps – to follow**



## APPENDIX 12 - ANALYSIS OF PNA CONSULTATION

The formal consultation period of this Pharmaceutical Needs Assessment (PNA) ran from DD/MM/YYYY until DD/MM/YYYY. The draft PNA and consultation response form were issued to all of the stakeholders listed in Appendix 12. The documents were posted on the intranet and internet.

- The number of responses received totalled NN.
- Of these NN thought that the explanation of the PNA was sufficient.
- NN thought that the PNA provided an adequate assessment of pharmaceutical services in the Trafford area.
- NN thought that the PNA provided a satisfactory overview of the current and future pharmaceutical needs of the Trafford population.
- NN thought that current pharmacy provision and services in Trafford is adequate.
- NN agreed with the conclusion of the PNA.

There was only one responder from the seven that made comments that needed addressing and these are detailed in the table below.

Responder Number	Category of response	Section of PNA	Actual response	Comment from PNA stakeholder group	Decision of group of amend	Date amendment made