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# Appendix 1. Terms of reference

## Sandwell Pharmaceutical Needs Assessment (PNA) Steering Group

### Terms of Reference

#### **Background**

From 1st April 2013, the Health and Social Care Act 2012 established Health and Wellbeing Boards (HWBs). Every Health and Wellbeing Board in England has a statutory responsibility to publish and keep up to date a statement of the needs for pharmaceutical services for the population in its area, referred to as a 'Pharmaceutical Needs Assessment' (PNA). The HWB's fourth revised PNA must be published by October 2025.

The PNA will help in the commissioning of pharmaceutical services in the context of local priorities and will be used by NHS England when making decisions on applications to open new pharmacies (referred to as the market entry test). As these decisions may be appealed and challenged via the courts, it is important that PNAs comply with regulations and that mechanisms are established to keep the PNA up to date.

To comply with the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, widespread consultation of the draft PNA is needed with a minimum period of 60 days for response.

#### **Membership**

**Chair: Ellen Blakey** – Public Health Registrar, Sandwell MBC

**Lina Martino** – Consultant in Public Health, Sandwell MBC

**Christine Wright** – Research & Intelligence Specialist, Sandwell MBC

**Nathan Lauder** – Information Analyst, Sandwell MBC

**Ali Din**- Community Pharmacy Black Country

**Alexia Farmer**– Healthwatch Sandwell

**Sandeep Pahal**- Black Country Integrated Care Board

**Amritpal Randhawa**- Sandwell resident, Independent Strategic Advisory Board, Chair of Healthwatch Sandwell

**Paul Higgitt**- Engagement lead, Healthwatch Sandwell

**Peter Prokopa** – Chief Officer, former Community Pharmacy Sandwell

**Jonathan Boyd** – Head of Medicines Management, Black Country Integrated Care Board

Note: Peter Prokopa and Jonathan Boyd are no longer members of the steering group.

#### **Quoracy**

A meeting of the group shall be regarded as quorate provided that when a core member is unable to attend a representative shall be in attendance.

## **Key Responsibilities**

1. To revise the current PNA and to develop a new PNA for Sandwell HWB that fulfils the statutory requirements in accordance with the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, the NHS Act 2006 (as amended by the Health and Social Care Act 2012) and the NHS Act 2009 (chapter 21, part 3).
2. To assure the HWB that all statutory requirements regarding the PNA and Supplementary Statements are met.
3. To ensure systems and processes are in place for assuring that the pharmaceutical needs of the local population are identified, optimised and provided for.
4. To ensure active engagement with key stakeholders throughout the process of revision including Community Pharmacy Sandwell, the Local Medical Committee (LMC), Public Health, West Midlands Pharmacy Contract Team, the Black Country Integrated Care Board (ICB), Healthwatch, the Local Professional Network (LPN) and a range of other teams within Sandwell Council.
5. To ascertain and collate the core information needed from local needs data to support the process and to consider other sources of information where needed.
6. To ensure that the PNA reflects future needs of Sandwell's population.
7. To produce reports and briefing papers for the HWB.
8. To integrate with Sandwell's Joint Strategic Needs Assessments and to ensure that the outputs of the PNA are suitable to be utilised to influence commissioning.
9. To establish milestones for completion of the PNA and to oversee the progress of revision.
10. To establish arrangements to ensure the appropriate maintenance of the PNA, following publication, as required by the Regulations.

## **Reports and Briefings for HWB Assurance**

Two HWB reports will be prepared, one prior to consultation and one prior to publication of the PNA.

## **Frequency of the Meetings**

It is envisaged that the group will communicate electronically as often as required to ensure successful completion of the PNA.

Following publication of the final PNA, the PNA Steering Group will be convened on an 'as required' basis to fulfil its role in timely maintenance of the PNA.

## Appendix 2. Housing Developments

Town	Project title/address	Number of homes forecast	Delivery end date	Source	Planning ref
<b>Oldbury</b>	Brandhall Urban Village	190	2027+	Regeneration Pipeline	DC/23/68540
	Fountain Lane Development	246	2025	Regeneration Pipeline	DC/20/64152
	Former Langley Baths	17	2026	Regeneration Pipeline/HRA	
	Alfred Gunn	10	2025	HRA	DC/19/62840
	The Lakes- Derwent House	4	2025	HRA	DC/19/63633
	The Lakes- Ullswater House	4	2025	HRA	DC/19/63634
	The Lakes- Rydale House	4	2025	HRA	DC/19/63635
	The Lakes- Coniston House	4	2025	HRA	DC/19/63636
	The Lakes- Windermere House	4	2025	HRA	DC/19/63637
	Darley House	1	2025	HRA	DC/21/65894
	Grafton Lodge	18	TBC	RSL	DC/24/70013
<b>Total</b>		502			
<b>Rowley Regis</b>	Edwin Richards Quarry	626	2026+	Sandwell Local Plan	DC/23/67924; DC/14/57745.
	Hawes Lane	15	2026	HRA	DC/21/66305
	Harvest Road	8	TBC	HRA	
	Highams Close	6	2025	HRA	DC/22/66915
	Cardale Street	20	2025	RSL	
	1 Newlyn Road	46	TBC	RSL	
<b>Total</b>		721			
<b>Smethwick</b>	London Street	392	2026	Regeneration Pipeline	DC/22/67165
	Rolfe Street Canalside Regeneration	115	2026	Regeneration Pipeline	

	Grove Lane Regeneration	145	2026	Regeneration Pipeline	
	Former Rolfe Street Baths	63	2027+	Regeneration Pipeline	
	LUF Round 3 Grove Lane	151	2027+	Regeneration Pipeline	
	Grove Lane/Cranford Street/London Street	500	2026+	Sandwell Local Plan	DC/22/67165
	Thandi Coach Station, Alma Street	58	2024+	Sandwell Local Plan	DC/17/60747
	West End Avenue	11	2025	HRA	DC/22/67014
<b>Total</b>		1435			
<b>Tipton</b>	Qualtronic Site	137	2027+	Regeneration Pipeline	PA/22/00546
	Tipton Town Centre	65	2026	Regeneration Pipeline	DC/24/69509
	Brown Lion Street	27	2027+	Sandwell Local Plan	DC/23/67972
	Mill Street, Great Bridge	40	2028+	Sandwell Local Plan	DC/22/67019;DC/22/67018
	Beever Road	18	2024+	Sandwell Local Plan/HRA	DC/21/65582
	The Boat Gauging House and adjoining land, Factory Road	50	2027+	Sandwell Local Plan	DC/21/65872
	Railway Street	10	TBC	HRA	
<b>Total</b>		347			
<b>Wednesbury</b>	Friar Park Urban Village	630	2027+	Regeneration Pipeline	
	Phoenic Collegiate, Friar Park	84	2027	Regeneration Pipeline	DC/23/68742;DC/20/63911
	Carrington Road, Friar Park	30	2027+	Regeneration Pipeline	DC/22/67216
	Former Outdoor Market, Union Street	25	2026	Regeneration Pipeline	
	High Bullen Car Park	43	2025	Regeneration Pipeline	
	Spires Health Centre	22	2025	Regeneration Pipeline	PD/24/02817

	Site of 30-144 Mounts Road	45	2024+	Sandwell Local Plan	
	Alma Street	23	2028+	Sandwell Local Plan	
	Friar Gate	34	TBC	RSL	
<b>Total</b>		936			
<b>West Bromwich</b>	Land at Hall Green Road, West Bromwich	223	2025	Regeneration Pipeline	DC/20/65059;DC/24/69618
	Site of Former Kings Cinema	77	2027+	Regeneration Pipeline	DC/21/65989
	Swan Lane Housing Development	147	2026	Regeneration Pipeline	DC/22/66532
	Sandwell General Hospital Site	121	2025	Regeneration Pipeline	DC/20/64894
	Former Gas Showrooms, High Street	26	2025	Regeneration Pipeline	DC/24/69626;PA/24/00782
	West Bromwich Masterplan	1300	2027+	Regeneration Pipeline	
	Site of former Stone Cross Neighbourhood Office	14	2026+	Sandwell Local Plan	DC/22/67797
	Star and Garter, 252 Duchess Parade	60	2027+	Sandwell Local Plan	DC/21/65798
	164 Birmingham Road	16	2025	RSL	
	Junction Lombard Street West/High Street	26	TBC	RSL	
<b>Total</b>		2010			
<b>Total</b>		5951			



## Appendix 3. List of pharmacies and their opening hours

Trading Name	Address Line 1	Postcode	Town	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Boots	Unit 2 Windmill Shopping Park (Off Windmill Lane)	B66 3PR	Smethwick	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	10:00-14:00	11:00-15:00
Masters Pharmacy	182-184 Vicarage Road	B68 8JB	Smethwick	9:00-13:00 14:00-19:00	9:00-13:00 14:00-19:00	9:00-13:00 14:00-19:00	9:00-13:00 14:00-19:00	9:00-13:00 14:00-19:00	9:00-13:00	
Ashworth Pharmacy	211A Queens Road	B67 6NX	Oldbury	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00	
Boots	24 High Street	B65 0DR	Rowley Regis	9:00-17:30	9:00-17:30	9:00-17:30	9:00-17:30	9:00-17:30	9:00-14:00	
Murrays Healthcare	Glebefields Health Centre	DY4 0SN	Tipton	9:00-13:30 14:00-18:30	9:00-13:30 14:00-18:30	9:00-13:30 14:00-18:30	9:00-13:30 14:00-18:30	9:00-13:30 14:00-18:30	9:00-13:00	
Church View Pharmacy (Pharmacy 365)	249 Halesowen Road	B64 6JD	Rowley Regis	9:00-21:00	9:00-21:00	9:00-21:00	9:00-21:00	9:00-21:00	12:00-21:00	12:00-23:00
Vishnu Pharmacy	57 Hurst Road	B67 6LY	Oldbury	9:00-13:00 14:00-18:30	9:00-13:00 14:00-18:30	9:00-13:00 14:00-18:30	9:00-13:00 14:00-18:30	9:00-13:00 14:00-18:30	9:00-13:00	
Al-Shafa Pharmacy	93 Shireland Road	B66 4QJ	Smethwick	9:00-22:00	9:00-22:00	9:00-22:00	9:00-22:00	9:00-22:00	10:00-22:00	10:30-20:30
Hill Top Pharmacy	86 Hill Top	B70 0RT	Wednesbury	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:00	9:00-18:30		
Boots	27 The Sandwell Centre	B70 7NG	West Bromwich	9:00-14:00 15:00-18:00	9:00-14:00 15:00-18:00	9:00-14:00 15:00-18:00	9:00-14:00 15:00-18:00	9:00-14:00 15:00-18:00	10:00-17:00	
Rowley Pharmacy	352 Oldbury Road	B65 0QH	Oldbury	9:00-13:00 13:20-18:00	9:00-13:00 13:20-18:00	9:00-13:00 13:20-18:00	9:00-13:00 13:20-18:00	9:00-13:00 13:20-18:00	9:00-13:00	
Lyng Pharmacy	1 Lyng Lane	B70 7RW	West Bromwich	8:30-18:00	8:30-18:00	8:30-18:00	8:30-18:00	8:30-18:00	9:00-13:00	
Dunstones Chemist	62 Mallin Street	B66 1QZ	Smethwick	9:00-13:00 14:00-19:00	9:00-13:00 14:00-19:00	9:00-13:00 14:00-19:00	9:00-13:00 14:00-19:00	9:00-13:00 14:00-19:00		
Hingleys Chemists	Regis Medical Centre	B65 0BA	Rowley Regis	8:45-18:00	8:45-18:00	8:45-18:00	8:45-18:00	8:45-18:00		
Hill Top Pharmacy	1 Pottery Road	B68 9EX	Oldbury	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	10:00-13:00	
Medipharma Chemist	279 Walsall Road	B71 3HR	West Bromwich	9:00-13:00 13:30-18:30	9:00-13:00 13:30-18:30	9:00-13:00 13:30-18:30	9:00-13:00 13:30-18:30	9:00-13:00 13:30-18:30		
Pharmacy Xpress	Unit 32, Fountain Business Park	B69 3BH	Oldbury	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-13:00	
Smethwick Pharmacy	9-10 Tollgate Precinct	B67 7RA	Smethwick	9:00-19:00	9:00-19:00	9:00-19:00	9:00-19:00	9:00-19:00	9:00-17:30	

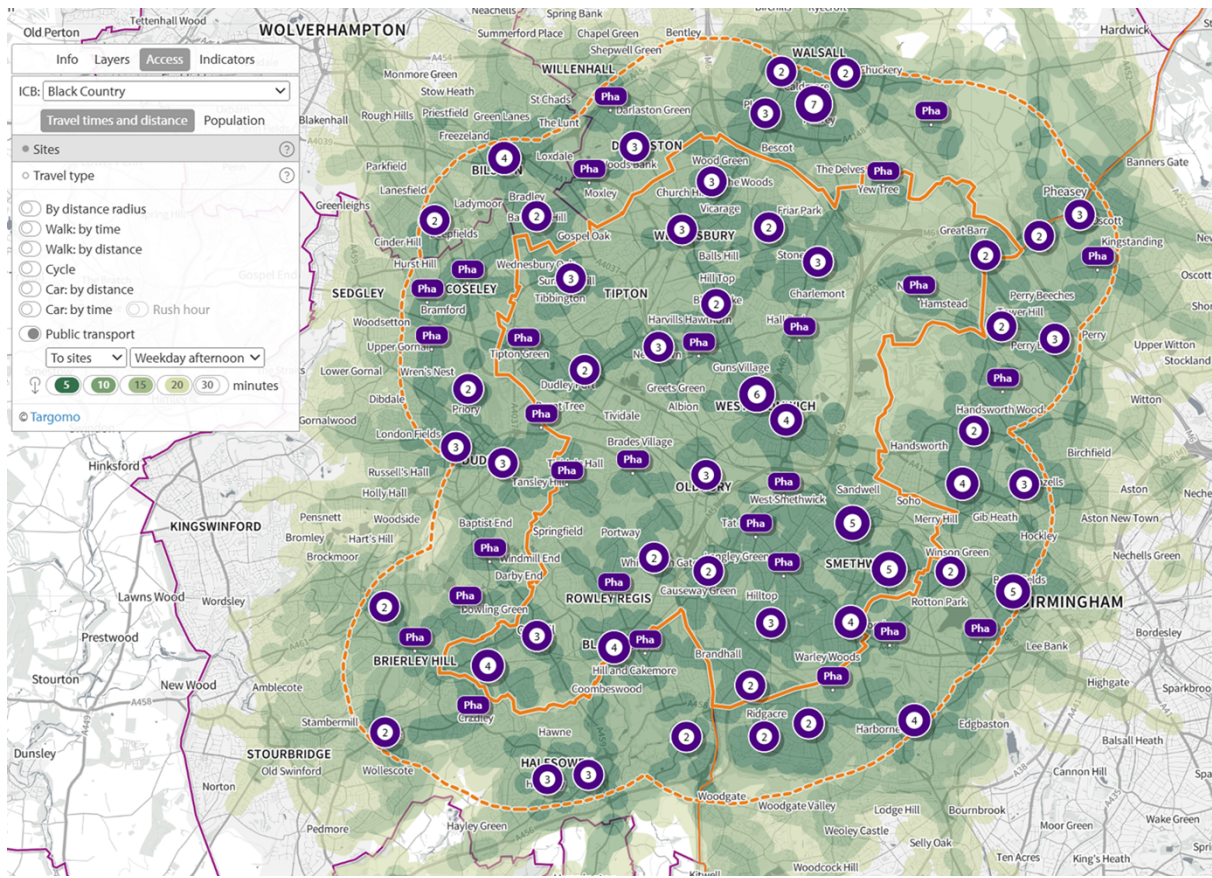


Trading Name	Address Line 1	Postcode	Town	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Albert Street Pharmacy	Oldbury Health Centre	B69 4DE	Oldbury	9:00-18:00	9:00-18:00	9:00-17:30	9:00-18:00	9:00-18:00		
Duggals Chemist	75 Park Lane East	DY4 8RP	Tipton	9:00-18:30	9:00-18:30	9:00-18:30	9:00-13:00	9:00-18:30	9:00-13:00	
Wednesbury Pharmacy	140 Crankhall Lane	WS10 0ED	Wednesbury	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-14:30	
Beaconview Chemist	314 Beaconview Road	B71 3NX	West Bromwich	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30	9:00-13:00	
R K Pharmacy	90 Lewisham Road	B66 2DD	Smethwick	9:00-18:30	9:00-18:30	9:00-13:00	9:00-18:30	9:00-18:30	9:00-12:00	
Asda Pharmacy	Off Windmill Lane	B66 3EN	Smethwick	09:00-12:30 13:00-16:30 17:00-21:00	09:00-12:30 13:00-16:30 17:00-21:00	09:00-12:30 13:00-16:30 17:00-21:00	09:00-12:30 13:00-16:30 17:00-21:00	09:00-12:30 13:00-16:30 17:00-21:00	09:00-12:30 13:00-16:30 17:00-21:00	11:00-17:00
Great Bridge Pharmacy	30 Great Bridge	DY4 7EW	Tipton	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-13:00	
The Bear Pharmacy	581 Bearwood Road	B66 4BH	Smethwick	9:00-17:30	9:00-17:30	9:00-17:30	9:00-17:30	9:00-17:30	9:00-13:00	
Cape Hill Pharmacy	Cape Hill Medical Centre	B66 3NR	Smethwick	8:30-18:30	8:30-18:30	8:30-18:30	8:30-18:30	8:30-18:30		
Asda Pharmacy	Asda Superstore	DY4 0BP	Tipton	9:00-20:00	9:00-20:00	9:00-20:00	9:00-20:00	9:00-20:00	9:00-20:00	10:00-16:00
D R Dalvair Pharmacy	479 Bearwood Road	B66 4DH	Smethwick	9:00-18:00	9:00-18:00	9:00-14:00	9:00-18:00	9:00-18:00	9:00-13:00	
Hills Pharmacy	15 Hill Top Road	B68 9DU	Oldbury	9:30-21:00	9:30-21:00	9:30-21:00	9:30-21:00	9:30-21:00	17:00-21:00	11:00-22:00
SAMA Pharmacy	8 St Michaels Court	B70 8ET	West Bromwich	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00		
Pharmassured Limited	Unit 2 Great Bridge Centre	B70 0BF	Tipton	9:00-17:00	9:00-17:00	9:00-17:00	9:00-17:00	9:00-17:00		
Well	938-940 Walsall Road	B42 1TQ	West Bromwich	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-17:00	
Duggals Chemist	8 Mostyn Buildings	DY4 7PE	Tipton	8:30-19:00	8:30-19:00	8:30-19:00	8:30-19:00	8:30-19:00	9:00-13:00	
New Street Pharmacy	4 New Street	B70 0HN	Wednesbury	9:00-13:30 14:00-19:00	9:00-13:30 14:00-19:00	9:00-13:30 14:00-19:00	9:00-13:30 14:00-19:00	9:00-13:30 14:00-19:00	9:00-12:30	
Carters Chemist	30 Carters Green	B70 9LW	West Bromwich	9:00-17:30	9:00-17:30	9:00-17:30	9:00-17:30	9:00-17:30	09:00-12:00	
Boots	Unit 2 Great Bridge Retail Park	B70 0EN	Tipton	9:00-13:00 14:00-21:00	9:00-13:00 14:00-21:00	9:00-13:00 14:00-21:00	9:00-13:00 14:00-21:00	9:00-13:00 14:00-21:00	9:00-13:00 14:00-21:00	10:00-16:00
Khaira Pharmacy	6A High Street	B70 6JX	West Bromwich	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30	9:00-13:00	
Boots	1 Hartlebury Road	B69 1DF	Oldbury	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-13:00	

Trading Name	Address Line 1	Postcode	Town	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
C H White Pharmacy	Unity House, 6 Unity Place,	B69 4DB	Oldbury	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-13:00	
Boots	Unit D Gallagher Retail Park	WS10 9QY	Wednesbury	9:00-20:00	9:00-20:00	9:00-20:00	9:00-20:00	9:00-20:00	9:00-18:00	10:30-16:30
Hagley Road Pharmacy	518 Hagley Road West	B68 0BZ	Oldbury	9:00-22:00	9:00-22:00	9:00-22:00	9:00-22:00	9:00-22:00	9:00-22:00	10:00-22:00
Portway Pharmacy	51A New Birmingham Road	B69 2JQ	Rowley Regis	8:30-18:30	8:30-18:30	8:30-18:30	8:30-13:00	8:30-18:30	10:00-12:00	
Murrays Healthcare	Neptune Health Park	DY4 8LY	Tipton	8:30-13:00 13:30-18:30	8:30-13:00 13:30-18:30	8:30-13:00 13:30-18:30	8:30-13:00 13:30-18:30	8:30-13:00 13:30-18:30	9:00-13:00	
Hingleys Chemist	95 High Street	B64 5HF	Rowley Regis	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00		
Victoria Pharmacy	5A Suffrage Street	B66 3PZ	Smethwick	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30	9:00-12:00	
Well	1 Union Street	WS10 7HD	Wednesbury	8:30-18:30	8:30-18:30	8:30-18:30	8:30-18:30	8:30-18:30	9:00-14:00	
Langley Pharmacy	21 Langley High Street	B69 4SN	Oldbury	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-14:00	
Sidhu's Pharmacy	369 High Street	B70 9QL	West Bromwich	8:00-18:00	8:00-18:00	8:00-18:00	8:00-18:00	8:00-18:00	9:00-13:00	
Oldbury Pharmacy	196 Causeway Green Road	B68 8LS	Oldbury	9:00-20:00	9:00-20:00	9:00-20:00	9:00-20:00	9:00-20:00	9:00-18:00	10:00-14:00
Bearwood Pharmacy	348A Bearwood Road	B66 4ES	Smethwick	9:00-19:00	9:00-19:00	9:00-19:00	9:00-14:00	9:00-19:00	10:00-13:00	
Hingleys Chemist	59 Cradley Road	B64 6AG	Rowley Regis	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00		
Asda Pharmacy	Asda Superstore	DY4 7HW	Tipton	9:00-20:00	9:00-20:00	9:00-20:00	9:00-20:00	9:00-20:00	9:00-20:00	10:00-16:00
M W Phillips	396 Long Lane	B65 0JF	Rowley Regis	9:00-17:00	9:00-17:00	9:00-17:00	9:00-17:00	9:00-17:00	9:00-12:00	
Jubilee Pharmacy	2 Upper Russell Street	WS10 7AR	Wednesbury	8:30-18:30	8:30-18:30	8:30-18:30	8:30-17:00	8:30-18:30	9:00-13:00	
Tividale Pharmacy	Unit 4, 190 Regent Road	B69 1SB	Rowley Regis	8:00-18:00	8:00-18:00	8:00-18:00	8:00-18:00	8:00-18:00		
Lodge pharmacy	52 Lodge Road	B70 8PA	West Bromwich	9:00-17:30	9:00-17:30	9:00-17:30	9:00-17:30	9:00-17:30		
Brandhall Pharmacy	Warley Medical Centre	B68 0RT	Oldbury	8:30-18:30	8:30-18:30	8:30-18:30	8:30-18:30	8:30-18:30		
Brutons Pharmacy	Oakswell Health Centre	WS10 9HP	Wednesbury	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00		
Jhoots Pharmacy	Scott Arms Medical Centre	B43 6EE	West Bromwich	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00		

Trading Name	Address Line 1	Postcode	Town	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Peaches Pharmacy	185 Halesowen Road	B64 6HF	Rowley Regis	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-13:00	
Stone Cross Pharmacy	152 Walsall Road	B71 3HP	West Bromwich	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	9:00-17:30	
Yew Tree Pharmacy	20 Redwood Road	WS5 4LB	West Bromwich	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-13:00	
Michaels Chemist	262 High Street	B66 3NL	Smethwick	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30	9:00-13:00	
Malchem Chemists	60 High Street	B66 1DT	Smethwick	9:00-19:00	9:00-19:00	9:00-19:00	9:00-19:00	9:00-19:00	9:30-17:30	
Swanpool Pharmacy	Swanpool Medical Centre	DY4 0SZ	Tipton	09:30-13:30 14:30-21:00	09:30-13:30 14:30-21:00	09:30-13:30 14:30-21:00	09:30-13:30 14:30-21:00	09:30-13:30 14:30-21:00	10:30-13:30 14:30-21:00	10:00-20:00
Park Lane Pharmacy	3 Park Lane	WS10 9PR	Wednesbury	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00		
Jhoots Pharmacy	Rowley Village	B65 9EN	Rowley Regis	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00		
Ingrams Chemist	351 High Street	B70 9QG	West Bromwich	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-13:00	
Boots	48 Three Shires Oak Road	B67 5BS	Smethwick	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00	
Haden Vale Pharmacy	50 Barrs Road	B64 7HG	Rowley Regis	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30		
Potters Pharmacy	Unit A, Potters Lane	WS10 7LH	Wednesbury	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00		
West Bromwich Pharmacy	19 West Gate Plaza	B70 7AD	West Bromwich	9:00-21:00	9:00-21:00	9:00-21:00	9:00-21:00	9:00-21:00	9:00-21:00	10:00-20:00
Tesco Instore Pharmacy	Foxoak Street	B64 5HJ	Rowley Regis	9:00-21:00	9:00-21:00	9:00-21:00	9:00-21:00	9:00-21:00	9:00-21:00	10:00-16:00
Regent Street Chemist	Smethwick Medical Centre	B66 3BQ	Smethwick	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00	9:00-13:00 14:00-18:00		
Murrays Healthcare	232 Halesowen Road	B64 6HN	Rowley Regis	9:00-13:00 13:30-18:15	9:00-13:00 13:30-18:15	9:00-13:00 13:30-18:15	9:00-13:00 13:30-18:15	9:00-13:00 13:30-18:15	9:00-13:00	
Superdrug Pharmacy	Unit 10, 35, Kings Square	B70 7PP	West Bromwich	9:00-17:30	9:00-18:30	9:00-17:30	9:00-17:30	9:00-17:30	9:00-17:30	
Friar Park Pharmacy	158 Crankhall Lane	WS10 0EB	Wednesbury	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30	9:00-18:30		
D.P. Forrest Ltd	145 Hamstead Road	B43 5BB	West Bromwich	8:30-12:45 14:15-19:00	8:30-12:45 14:15-19:00	8:30-12:45 14:15-19:00	8:30-12:45 14:15-18:00	8:30-12:45 14:15-19:00	9:00-13:00	
Sandwell Pharmacy	85 Church Vale	B71 4DH	West Bromwich	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-18:00	9:00-13:00	

## Appendix 4. 20-minute travel to pharmacy by public transport (weekday afternoons)

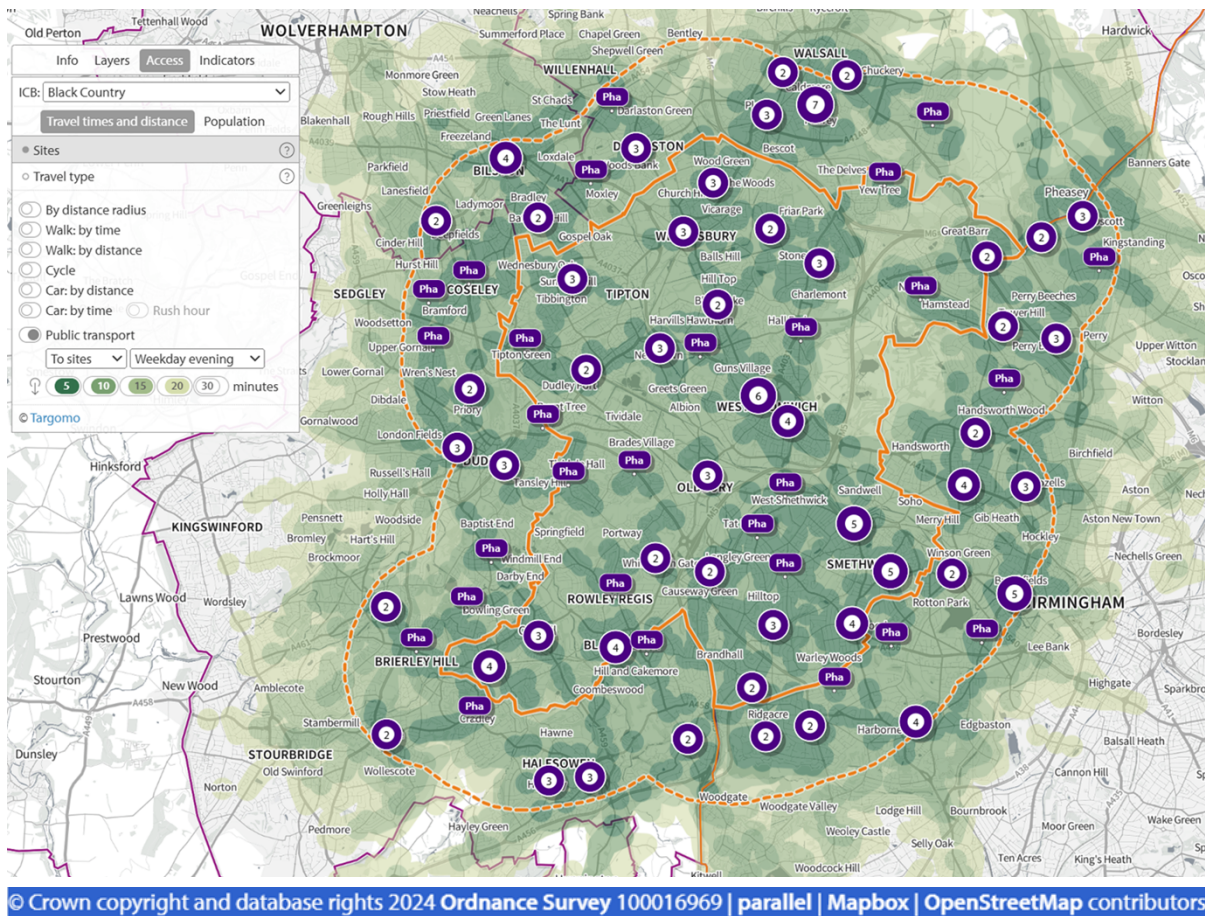


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Source: SHAPE Place; map exported 11/07/2025

*Tividale Pharmacy (FQG53) recently relocated, but they're in their old location on this map. SHAPE Place are still using the old address.*

# Appendix 5. 20-minute travel to pharmacy by public transport (weekday evenings)



Source: SHAPE Place; map exported 11/07/2025

*Tividale Pharmacy (FQG53) recently relocated, but they're in their old location on this map. SHAPE Place are still using the old address.*

# Appendix 6: Pharmacy contractor questionnaire

## Pharmaceutical Needs Assessment Contractor Questionnaire 2025

**Q1 Pharmacy details**

Contractor Code (ODS Code)

Contractor Name

Contractor Trading Name (if different from above)

Address of contractor pharmacy

**Q2 Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?**

Yes  No

**Q3 Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract?**

Yes  No

**Q4 NHS Shared email address allocated to this pharmacy**

**Q5 Pharmacy Telephone Number**

**Q6 Pharmacy website address (if applicable)**

**Q7 Sandwell Metropolitan Borough Council will share your email information with NHS England and Community Pharmacy Sandwell. Are you happy for us to do so?**

Yes  No

**Q10 Does this pharmacy have wheelchair access to the following?**

	Yes	No
The entrance (unaided)	<input type="checkbox"/>	<input type="checkbox"/>
Consultation room	<input type="checkbox"/>	<input type="checkbox"/>
All areas	<input type="checkbox"/>	<input type="checkbox"/>

**Q8 We will be using NHS Choices to publish your opening hours. Are they up to date?**

Yes  No  Don't know

**Q11 Does this pharmacy have the following?**

	Yes	No
Disabled toilet	<input type="checkbox"/>	<input type="checkbox"/>
Automatic door	<input type="checkbox"/>	<input type="checkbox"/>
Doorbell	<input type="checkbox"/>	<input type="checkbox"/>
Hearing loop	<input type="checkbox"/>	<input type="checkbox"/>
Large print leaflets and labels	<input type="checkbox"/>	<input type="checkbox"/>

**Q9 Is parking available close to the pharmacy?**

Yes  No

**Q9a Is there disabled parking within 10m?**

Yes  No



Q12 Information Technology.

*This pharmacy has the following:*

- Electronic Prescription Services Release 2 enabled
- An active NHS Mail address
- Summary Care Record Access
- An up to date NHS Choices Profile
- An up to date entry on the DOS (Directory of Services)

Q13 Consultation facilities

There is 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) (tick as appropriate)

- 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
- None (Distance Selling Pharmacy)
- Available (including wheelchair access)
- Available (without wheelchair access)
- Planned before 1st April 2025
- Other

If other, please specify

Q13b Where there is a consultation area, is it a closed room?

- Yes                       No

Q13c During consultations, are there hand-washing facilities?

- In the consultation area
- Close to the consultation area
- None

Q14 Languages and Communication.

*Please indicate which of the following languages (in addition to English) members of your pharmacy team are able to speak for the majority of your working week to assist patients.*

- Punjabi                       Hindi
- Urdu                               Other
- Gujarati

If other, please specify

Q13d Patients attending for consultations have access to toilet facilities

- Yes                       No

Q15 Healthy Living Pharmacy.  
Please mark which statement applies

- This pharmacy has achieved HLP status
- This pharmacy is working towards HLP status
- This pharmacy has no plans to implement HLP status

Q16 Services  
Does the pharmacy dispense appliances?

- Yes – All types
- Yes, excluding stoma appliances, or
- Yes, excluding incontinence appliances, or
- Yes, excluding stoma and incontinence appliances, or
- Yes, just dressings, or
- Other
- None

If other, please specify

Q17 Advanced Services  
Does the pharmacy provide the following services?

	Yes	Intending to begin within next 12 months	No - not intending to provide
Pharmacy First Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flu vaccination service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy contraception service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension case-finding service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicine Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoking Cessation Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appliance Use Review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoma Appliance Customisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lateral Flow Device service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q18 Which of the following other services does the pharmacy provide, or would be willing to provide?

	Currently providing under contract with legacy NHSE regional team **	Currently providing under contract with ICB	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Testing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EC)	<input type="checkbox"/>					
<b>Disease Specific Medicines Management Service:</b>						
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Palliative care service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>					
Emergency Contraception Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Supply Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten Free Food Supply Service (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If currently providing an Independent Prescribing Service, what therapeutic areas are covered?

\*\* On behalf of the ICB

**Q19** Which of the following other services does the pharmacy provide, or would be willing to provide?

	Currently providing under contract with legacy NHSE regional team **	Currently providing under contract with ICB	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately
Language Access Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Optimisation Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing a Medicines Optimisation Service, what therapeutic areas are covered?	<input type="text"/>					
Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distribution of naloxone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management (adults and children)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Dispensed Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On Demand Availability of Specialist Drugs Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out of Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Group Direction Service (name the medicines)	<input type="text"/>					
Phlebotomy Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescriber Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening Service:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="text"/>					
Seasonal Influenza Vaccination Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*\* On behalf of the ICB

**Q20** Which of the following other services does the pharmacy provide, or would be willing to provide?

	Currently providing under contract with legacy NHSE regional team **	Currently providing under contract with ICB	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately
Childhood vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COVID-19 vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at risk workers or patients) vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meningococcal vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pneumococcal vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="text"/>					
Sharps Disposal Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplementary Prescribing Service (name therapeutic areas)	<input type="text"/>					
Vascular Risk Assessment Service (NHS Health Check)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*\* On behalf of the ICB

**Q21** Non-commissioned services. Does the pharmacy provide any of the following?

	Yes	No
Collection of prescriptions from GP practices - with charge	<input type="checkbox"/>	<input type="checkbox"/>
Collection of prescriptions from GP practices – Free of charge on request	<input type="checkbox"/>	<input type="checkbox"/>
We deliver prescriptions to all patients	<input type="checkbox"/>	<input type="checkbox"/>
Delivery of dispensed medicines – Selected patient groups (list criteria)	<input type="text"/>	
Delivery of dispensed medicines – Selected areas (list areas)	<input type="text"/>	
Delivery of dispensed medicines – Free of charge on request	<input type="checkbox"/>	<input type="checkbox"/>
Delivery of dispensed medicines – With charge	<input type="checkbox"/>	<input type="checkbox"/>
Monitored Dosage Systems – Free of charge on request	<input type="checkbox"/>	<input type="checkbox"/>
Monitored Dosage Systems – With charge	<input type="checkbox"/>	<input type="checkbox"/>

**Q22** Is there a particular need for a locally commissioned service in your area?

Yes  No

If so, what is the service requirement and why?

**Q23** May Community Pharmacy Sandwell update its opening hours and related matters and services details for you with the above information?

Yes

**Q24** Details of the person completing this form on behalf of the contractor:

Contact name

Contact email

Contact telephone number

Thank you for taking the time to complete this survey

## Appendix 7: Pharmacy contractor questionnaire responses

Counts Respondents	Base	Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?	
		Yes	No
<b>Total</b>	<b>69</b>	<b>12</b>	<b>57</b>
<b>Locality</b>			
Oldbury	13	2	11
Rowley Regis	11	4	7
Smethwick	13	3	10
Tipton	9	1	8
Wednesbury	8	1	7
West Bromwich	15	1	14
<b>Ward</b>			
Bristnall	4	-	4
Langley	4	-	4
Old Warley	2	1	1
Oldbury	3	1	2
Blackheath	2	1	1
Cradley Heath and Old Hill	7	2	5
Rowley	1	-	1
Tividale	1	1	-
Abbey	3	1	2
Smethwick	2	-	2
Soho and Victoria	5	2	3
St Pauls	3	-	3
Great Bridge	5	1	4
Princes End	3	-	3
Tipton Green	1	-	1
Friar Park	2	1	1
Wednesbury North	4	-	4
Wednesbury South	2	-	2
Charlemont with Grove Vale	2	-	2
Great Barr with Yew Tree	2	-	2
Greets Green and Lyng	2	-	2
Hateley Heath	-	-	-
Newton	1	-	1
West Bromwich Central	8	1	7

Counts	Base	Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract?	
		Yes	No
<b>Respondents</b>			
<b>Total</b>	<b>69</b>	<b>43</b>	<b>26</b>
<b>Locality</b>			
Oldbury	13	10	3
Rowley Regis	12	8	4
Smethwick	13	8	5
Tipton	9	4	5
Wednesbury	8	5	3
West Bromwich	14	8	6
<b>Ward</b>			
Bristnall	4	3	1
Langley	4	2	2
Old Warley	2	2	-
Oldbury	3	3	-
Blackheath	3	2	1
Cradley Heath and Old Hill	7	4	3
Rowley	1	1	-
Tividale	1	1	-
Abbey	3	2	1
Smethwick	2	1	1
Soho and Victoria	5	3	2
St Pauls	3	2	1
Great Bridge	5	3	2
Princes End	3	1	2
Tipton Green	1	-	1
Friar Park	2	1	1
Wednesbury North	4	2	2
Wednesbury South	2	2	-
Charlemont with Grove Vale	2	1	1
Great Barr with Yew Tree	1	1	-
Greets Green and Lyng	2	1	1
Hateley Heath	-	-	-
Newton	1	-	1
West Bromwich Central	8	5	3

Counts	Base	Sandwell Metropolitan Borough Council will share your email information with NHS England and Sandwell LPC. Are you happy for us to do so?	
		Yes	No
<b>Respondents</b>			
<b>Total</b>	<b>69</b>	<b>66</b>	<b>3</b>
<b>Locality</b>			
<b>Oldbury</b>	<b>13</b>	<b>13</b>	<b>-</b>
<b>Rowley Regis</b>	<b>12</b>	<b>12</b>	<b>-</b>
<b>Smethwick</b>	<b>13</b>	<b>13</b>	<b>-</b>
<b>Tipton</b>	<b>8</b>	<b>7</b>	<b>1</b>
<b>Wednesbury</b>	<b>8</b>	<b>8</b>	<b>-</b>
<b>West Bromwich</b>	<b>15</b>	<b>13</b>	<b>2</b>
<b>Ward</b>			
<b>Bristnall</b>	<b>4</b>	<b>4</b>	<b>-</b>
<b>Langley</b>	<b>4</b>	<b>4</b>	<b>-</b>
<b>Old Warley</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Oldbury</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Blackheath</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Cradley Heath and Old Hill</b>	<b>7</b>	<b>7</b>	<b>-</b>
<b>Rowley</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Tividale</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Abbey</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Smethwick</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Soho and Victoria</b>	<b>5</b>	<b>5</b>	<b>-</b>
<b>St Pauls</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Great Bridge</b>	<b>4</b>	<b>4</b>	<b>-</b>
<b>Princes End</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>Tipton Green</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Friar Park</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Wednesbury North</b>	<b>4</b>	<b>4</b>	<b>-</b>
<b>Wednesbury South</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Charlemont with Grove Vale</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Great Barr with Yew Tree</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Greets Green and Lyng</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Hateley Heath</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Newton</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>West Bromwich Central</b>	<b>8</b>	<b>8</b>	<b>-</b>

Counts	Base	We will be using NHS Choices to publish your opening hours. Are they up to date?		
		Yes	No	Don't know
<b>Respondents</b>				
<b>Total</b>	<b>70</b>	<b>67</b>	<b>-</b>	<b>3</b>
<b>Locality</b>				
Oldbury	13	12	-	1
Rowley Regis	12	12	-	-
Smethwick	13	13	-	-
Tipton	9	8	-	1
Wednesbury	8	8	-	-
West Bromwich	15	14	-	1
<b>Ward</b>				
Bristnall	4	3	-	1
Langley	4	4	-	-
Old Warley	2	2	-	-
Oldbury	3	3	-	-
Blackheath	3	3	-	-
Cradley Heath and Old Hill	7	7	-	-
Rowley	1	1	-	-
Tividale	1	1	-	-
Abbey	3	3	-	-
Smethwick	2	2	-	-
Soho and Victoria	5	5	-	-
St Pauls	3	3	-	-
Great Bridge	5	5	-	-
Princes End	3	2	-	1
Tipton Green	1	1	-	-
Friar Park	2	2	-	-
Wednesbury North	4	4	-	-
Wednesbury South	2	2	-	-
Charlemont with Grove Vale	2	2	-	-
Great Barr with Yew Tree	2	2	-	-
Greets Green and Lyng	2	2	-	-
Hateley Heath	-	-	-	-
Newton	1	1	-	-
West Bromwich Central	8	7	-	1

Counts Respondents	Base	Is parking available close to the pharmacy?	
		Yes	No
<b>Total</b>	<b>69</b>	<b>67</b>	<b>2</b>
<b>Locality</b>			
<b>Oldbury</b>	<b>12</b>	<b>12</b>	<b>-</b>
<b>Rowley Regis</b>	<b>12</b>	<b>11</b>	<b>1</b>
<b>Smethwick</b>	<b>13</b>	<b>13</b>	<b>-</b>
<b>Tipton</b>	<b>9</b>	<b>9</b>	<b>-</b>
<b>Wednesbury</b>	<b>8</b>	<b>8</b>	<b>-</b>
<b>West Bromwich</b>	<b>15</b>	<b>14</b>	<b>1</b>
<b>Ward</b>			
<b>Bristnall</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Langley</b>	<b>4</b>	<b>4</b>	<b>-</b>
<b>Old Warley</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Oldbury</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Blackheath</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Cradley Heath and Old Hill</b>	<b>7</b>	<b>6</b>	<b>1</b>
<b>Rowley</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Tividale</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Abbey</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Smethwick</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Soho and Victoria</b>	<b>5</b>	<b>5</b>	<b>-</b>
<b>St Pauls</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Great Bridge</b>	<b>5</b>	<b>5</b>	<b>-</b>
<b>Princes End</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Tipton Green</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Friar Park</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Wednesbury North</b>	<b>4</b>	<b>4</b>	<b>-</b>
<b>Wednesbury South</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Charlemont with Grove Vale</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Great Barr with Yew Tree</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Greets Green and Lyng</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Hateley Heath</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Newton</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>West Bromwich Central</b>	<b>8</b>	<b>7</b>	<b>1</b>



Counts Respondents	Base	Is there disabled parking within 10m?	
		Yes	No
<b>Total</b>	<b>70</b>	<b>43</b>	<b>27</b>
<b>Locality</b>			
<b>Oldbury</b>	<b>13</b>	<b>8</b>	<b>5</b>
<b>Rowley Regis</b>	<b>12</b>	<b>7</b>	<b>5</b>
<b>Smethwick</b>	<b>13</b>	<b>8</b>	<b>5</b>
<b>Tipton</b>	<b>9</b>	<b>6</b>	<b>3</b>
<b>Wednesbury</b>	<b>8</b>	<b>7</b>	<b>1</b>
<b>West Bromwich</b>	<b>15</b>	<b>7</b>	<b>8</b>
<b>Ward</b>			
<b>Bristnall</b>	<b>4</b>	<b>2</b>	<b>2</b>
<b>Langley</b>	<b>4</b>	<b>4</b>	<b>-</b>
<b>Old Warley</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Oldbury</b>	<b>3</b>	<b>1</b>	<b>2</b>
<b>Blackheath</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>Cradley Heath and Old Hill</b>	<b>7</b>	<b>4</b>	<b>3</b>
<b>Rowley</b>	<b>1</b>	<b>-</b>	<b>1</b>
<b>Tividale</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Abbey</b>	<b>3</b>	<b>1</b>	<b>2</b>
<b>Smethwick</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Soho and Victoria</b>	<b>5</b>	<b>4</b>	<b>1</b>
<b>St Pauls</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>Great Bridge</b>	<b>5</b>	<b>5</b>	<b>-</b>
<b>Princes End</b>	<b>3</b>	<b>1</b>	<b>2</b>
<b>Tipton Green</b>	<b>1</b>	<b>-</b>	<b>1</b>
<b>Friar Park</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Wednesbury North</b>	<b>4</b>	<b>3</b>	<b>1</b>
<b>Wednesbury South</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Charlemont with Grove Vale</b>	<b>2</b>	<b>-</b>	<b>2</b>
<b>Great Barr with Yew Tree</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Greets Green and Lyng</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Hateley Heath</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Newton</b>	<b>1</b>	<b>-</b>	<b>1</b>
<b>West Bromwich Central</b>	<b>8</b>	<b>3</b>	<b>5</b>

		Does this pharmacy have wheelchair access to the following?		
		The entrance (unaided)	Consultation room	All areas
		Yes	Yes	Yes
<b>Total</b>		63	62	59
<b>Locality</b>	<b>Oldbury</b>	10	12	11
	<b>Rowley Regis</b>	10	9	7
	<b>Smethwick</b>	13	12	12
	<b>Tipton</b>	9	7	8
	<b>Wednesbury</b>	7	8	8
	<b>West Bromwich</b>	14	14	13
<b>Ward</b>	<b>Bristnall</b>	2	4	3
	<b>Langley</b>	3	3	3
	<b>Old Warley</b>	2	2	2
	<b>Oldbury</b>	3	3	3
	<b>Blackheath</b>	3	3	3
	<b>Cradley Heath and Old Hill</b>	5	5	3
	<b>Rowley</b>	1	-	-
	<b>Tividale</b>	1	1	1
	<b>Abbey</b>	3	2	3
	<b>Smethwick</b>	2	2	1
	<b>Soho and Victoria</b>	5	5	5
	<b>St Pauls</b>	3	3	3
	<b>Great Bridge</b>	5	4	5
	<b>Princes End</b>	3	2	2
	<b>Tipton Green</b>	1	1	1
	<b>Friar Park</b>	2	2	2
	<b>Wednesbury North</b>	3	4	4
	<b>Wednesbury South</b>	2	2	2
	<b>Charlemont with Grove Vale</b>	2	2	2
	<b>Great Barr with Yew Tree</b>	2	2	2
	<b>Greets Green and Lyng</b>	2	2	2
	<b>Hateley Heath</b>	-	-	-
	<b>Newton</b>	1	1	1
	<b>West Bromwich Central</b>	7	7	6

		Does this pharmacy have the following?				
		Disabled toilet	Automatic door	Doorbell	Hearing loop	Large print leaflets and labels
		Yes	Yes	Yes	Yes	Yes
<b>Total</b>		13	26	29	21	56
<b>Locality</b>	<b>Oldbury</b>	1	3	8	3	9
	<b>Rowley Regis</b>	2	4	1	2	6
	<b>Smethwick</b>	3	3	5	4	12
	<b>Tipton</b>	3	6	4	3	7
	<b>Wednesbury</b>	2	5	3	4	8
	<b>West Bromwich</b>	2	5	8	5	14
<b>Ward</b>	<b>Bristnall</b>	-	1	2	1	2
	<b>Langley</b>	-	1	4	1	3
	<b>Old Warley</b>	1	-	-	1	2
	<b>Oldbury</b>	-	1	2	-	2
	<b>Blackheath</b>	1	2	-	1	2
	<b>Cradley Heath and Old Hill</b>	1	2	1	1	3
	<b>Rowley</b>	-	-	-	-	1
	<b>Tividale</b>	-	-	-	-	-
	<b>Abbey</b>	-	1	1	1	2
	<b>Smethwick</b>	1	-	1	1	2
	<b>Soho and Victoria</b>	1	1	1	2	5
	<b>St Pauls</b>	1	1	2	-	3
	<b>Great Bridge</b>	2	3	2	2	4
	<b>Princes End</b>	1	2	2	1	2
	<b>Tipton Green</b>	-	1	-	-	1
	<b>Friar Park</b>	-	2	-	1	2
	<b>Wednesbury North</b>	2	1	2	2	4
	<b>Wednesbury South</b>	-	2	1	1	2
	<b>Charlemont with Grove Vale</b>	-	-	2	-	2
	<b>Great Barr with Yew Tree</b>	1	1	2	1	2
	<b>Greets Green and Lyng</b>	-	2	-	1	2
	<b>Hateley Heath</b>	-	-	-	-	-
	<b>Newton</b>	-	-	1	1	1
	<b>West Bromwich Central</b>	1	2	3	2	7

Counts	Base	Information Technology. This pharmacy has the following:				
		Electronic Prescription Services Release 2 enabled	An active NHS Mail address	Summary Care Record Access	An up to date NHS Choices Profile	An up to date entry on the DOS (Directory of Services)
Respondents						
<b>Total</b>	<b>70</b>	<b>70</b>	<b>68</b>	<b>67</b>	<b>66</b>	<b>66</b>
<b>Locality</b>						
Oldbury	13	13	13	13	11	12
Rowley Regis	12	12	12	12	11	11
Smethwick	13	13	13	11	13	13
Tipton	9	9	9	9	8	7
Wednesbury	8	8	7	8	8	8
West Bromwich	15	15	14	14	15	15
<b>Ward</b>						
Bristnall	4	4	4	4	3	4
Langley	4	4	4	4	4	4
Old Warley	2	2	2	2	1	1
Oldbury	3	3	3	3	3	3
Blackheath	3	3	3	3	2	2
Cradley Heath and Old Hill	7	7	7	7	7	7
Rowley	1	1	1	1	1	1
Tividale	1	1	1	1	1	1
Abbey	3	3	3	3	3	3
Smethwick	2	2	2	2	2	2
Soho and Victoria	5	5	5	4	5	5
St Pauls	3	3	3	2	3	3
Great Bridge	5	5	5	5	5	4
Princes End	3	3	3	3	2	2
Tipton Green	1	1	1	1	1	1
Friar Park	2	2	1	2	2	2
Wednesbury North	4	4	4	4	4	4
Wednesbury South	2	2	2	2	2	2
Charlemont with Grove Vale	2	2	2	2	2	2
Great Barr with Yew Tree	2	2	1	2	2	2
Greets Green and Lyng	2	2	2	2	2	2
Hateley Heath	-	-	-	-	-	-
Newton	1	1	1	-	1	1
West Bromwich Central	8	8	8	8	8	8

Counts	There is 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)								
	Respondents	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	None (Distance Selling Pharmacy)	Available (including wheelchair access)	Available (without wheelchair access)	Planned before 1st April 2025	Other	
Base	70	-	-	2	59	9	-	-	
<b>Total</b>	<b>70</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>59</b>	<b>9</b>	<b>-</b>	<b>-</b>	
<b>Locality</b>									
Oldbury	13	-	-	1	11	1	-	-	
Rowley Regis	12	-	-	-	8	4	-	-	
Smethwick	13	-	-	-	12	1	-	-	
Tipton	9	-	-	-	7	2	-	-	
Wednesbury	8	-	-	-	8	-	-	-	
West Bromwich	15	-	-	1	13	1	-	-	
<b>Ward</b>									
Bristnall	4	-	-	-	3	1	-	-	
Langley	4	-	-	-	4	-	-	-	
Old Warley	2	-	-	-	2	-	-	-	
Oldbury	3	-	-	1	2	-	-	-	
Blackheath	3	-	-	-	3	-	-	-	
Cradley Heath and Old Hill	7	-	-	-	4	3	-	-	
Rowley	1	-	-	-	-	1	-	-	
Tividale	1	-	-	-	1	-	-	-	
Abbey	3	-	-	-	2	1	-	-	
Smethwick	2	-	-	-	2	-	-	-	
Soho and Victoria	5	-	-	-	5	-	-	-	
St Pauls	3	-	-	-	3	-	-	-	
Great Bridge	5	-	-	-	4	1	-	-	
Princes End	3	-	-	-	2	1	-	-	
Tipton Green	1	-	-	-	1	-	-	-	
Friar Park	2	-	-	-	2	-	-	-	
Wednesbury North	4	-	-	-	4	-	-	-	
Wednesbury South	2	-	-	-	2	-	-	-	
Charlemont with Grove Vale	2	-	-	-	2	-	-	-	
Great Barr with Yew Tree	2	-	-	-	2	-	-	-	
Greets Green and Lyng	2	-	-	-	2	-	-	-	
Hateley Heath	-	-	-	-	-	-	-	-	
Newton	1	-	-	-	-	1	-	-	
West Bromwich Central	8	-	-	1	7	-	-	-	

Counts Respondents	Base	Where there is a consultation area, is it a closed room?	
		Yes	No
<b>Total</b>	<b>70</b>	<b>69</b>	<b>1</b>
<b>Locality</b>			
Oldbury	13	13	-
Rowley Regis	12	12	-
Smethwick	13	13	-
Tipton	9	9	-
Wednesbury	8	8	-
West Bromwich	15	14	1
<b>Ward</b>			
Bristnall	4	4	-
Langley	4	4	-
Old Warley	2	2	-
Oldbury	3	3	-
Blackheath	3	3	-
Cradley Heath and Old Hill	7	7	-
Rowley	1	1	-
Tividale	1	1	-
Abbey	3	3	-
Smethwick	2	2	-
Soho and Victoria	5	5	-
St Pauls	3	3	-
Great Bridge	5	5	-
Princes End	3	3	-
Tipton Green	1	1	-
Friar Park	2	2	-
Wednesbury North	4	4	-
Wednesbury South	2	2	-
Charlemont with Grove Vale	2	2	-
Great Barr with Yew Tree	2	2	-
Greets Green and Lyng	2	2	-
Hateley Heath	-	-	-
Newton	1	1	-
West Bromwich Central	8	7	1

Counts Respondents	Base	During consultations, are there hand-washing facilities?		
		In the consultation area	Close to the consultation area	None
<b>Total</b>	<b>70</b>	<b>49</b>	<b>18</b>	<b>3</b>
<b>Locality</b>				
Oldbury	13	10	2	1
Rowley Regis	12	6	6	-
Smethwick	13	9	4	-
Tipton	9	8	1	-
Wednesbury	8	6	2	-
West Bromwich	15	10	3	2
<b>Ward</b>				
Bristnall	4	4	-	-
Langley	4	4	-	-
Old Warley	2	1	-	1
Oldbury	3	1	2	-
Blackheath	3	1	2	-
Cradley Heath and Old Hill	7	4	3	-
Rowley	1	1	-	-
Tividale	1	-	1	-
Abbey	3	3	-	-
Smethwick	2	1	1	-
Soho and Victoria	5	3	2	-
St Pauls	3	2	1	-
Great Bridge	5	4	1	-
Princes End	3	3	-	-
Tipton Green	1	1	-	-
Friar Park	2	2	-	-
Wednesbury North	4	3	1	-
Wednesbury South	2	1	1	-
Charlemont with Grove Vale	2	1	1	-
Great Barr with Yew Tree	2	2	-	-
Greets Green and Lyng	2	2	-	-
Hateley Heath	-	-	-	-
Newton	1	1	-	-
West Bromwich Central	8	4	2	2

Counts	Base	Patients attending for consultations have access to toilet facilities	
		Yes	No
<b>Respondents</b>			
<b>Total</b>	<b>70</b>	<b>22</b>	<b>48</b>
<b>Locality</b>			
Oldbury	13	4	9
Rowley Regis	12	3	9
Smethwick	13	3	10
Tipton	9	6	3
Wednesbury	8	2	6
West Bromwich	15	4	11
<b>Ward</b>			
Bristnall	4	1	3
Langley	4	2	2
Old Warley	2	1	1
Oldbury	3	-	3
Blackheath	3	1	2
Cradley Heath and Old Hill	7	2	5
Rowley	1	-	1
Tividale	1	-	1
Abbey	3	-	3
Smethwick	2	1	1
Soho and Victoria	5	1	4
St Pauls	3	1	2
Great Bridge	5	4	1
Princes End	3	2	1
Tipton Green	1	-	1
Friar Park	2	1	1
Wednesbury North	4	1	3
Wednesbury South	2	-	2
Charlemont with Grove Vale	2	-	2
Great Barr with Yew Tree	2	1	1
Greets Green and Lyng	2	1	1
Hateley Heath	-	-	-
Newton	1	-	1
West Bromwich Central	8	2	6



Counts	Languages and Communication: Please indicate which of the following languages (in addition to English) members of your pharmacy team are able to speak for the majority of your working week to assist patients					
	Base	Punjabi	Urdu	Gujurati	Hindi	Other
<b>Respondents</b>						
<b>Total</b>	<b>64</b>	<b>59</b>	<b>46</b>	<b>23</b>	<b>42</b>	<b>10</b>
<b>Locality</b>						
Oldbury	13	12	9	8	9	2
Rowley Regis	10	7	7	2	3	2
Smethwick	13	13	9	5	11	2
Tipton	7	6	6	2	4	-
Wednesbury	7	7	5	4	5	-
West Bromwich	14	14	10	2	10	4
<b>Ward</b>						
Bristnall	4	3	3	3	2	1
Langley	4	4	2	2	3	-
Old Warley	2	2	2	1	1	1
Oldbury	3	3	2	2	3	-
Blackheath	3	2	2	1	1	1
Cradley Heath and Old Hill	5	3	4	-	1	1
Rowley	1	1	-	-	-	-
Tividale	1	1	1	1	1	-
Abbey	3	3	1	1	2	-
Smethwick	2	2	2	1	1	-
Soho and Victoria	5	5	3	-	5	-
St Pauls	3	3	3	3	3	2
Great Bridge	5	4	4	2	2	-
Princes End	2	2	2	-	2	-
Tipton Green	-	-	-	-	-	-
Friar Park	2	2	1	1	2	-
Wednesbury North	3	3	3	2	2	-
Wednesbury South	2	2	1	1	1	-
Charlemont with Grove Vale	2	2	-	-	-	-
Great Barr with Yew Tree	2	2	2	1	1	-
Greets Green and Lyng	2	2	1	-	2	-
Hateley Heath	-	-	-	-	-	-
Newton	-	-	-	-	-	-
West Bromwich Central	8	8	7	1	7	4

Counts		Healthy Living Pharmacy		
Respondents	Base	This pharmacy has achieved HLP status	This pharmacy is working towards HLP status	This pharmacy has no plans to implement HLP status
<b>Total</b>	<b>70</b>	<b>55</b>	<b>14</b>	<b>1</b>
<b>Locality</b>				
Oldbury	13	12	1	-
Rowley Regis	12	7	5	-
Smethwick	13	12	1	-
Tipton	9	8	1	-
Wednesbury	8	5	2	1
West Bromwich	15	11	4	-
<b>Ward</b>				
Bristnall	4	4	-	-
Langley	4	4	-	-
Old Warley	2	1	1	-
Oldbury	3	3	-	-
Blackheath	3	2	1	-
Cradley Heath and Old Hill	7	3	4	-
Rowley	1	1	-	-
Tividale	1	1	-	-
Abbey	3	3	-	-
Smethwick	2	2	-	-
Soho and Victoria	5	5	-	-
St Pauls	3	2	1	-
Great Bridge	5	4	1	-
Princes End	3	3	-	-
Tipton Green	1	1	-	-
Friar Park	2	1	-	1
Wednesbury North	4	3	1	-
Wednesbury South	2	1	1	-
Charlemont with Grove Vale	2	2	-	-
Great Barr with Yew Tree	2	2	-	-
Greets Green and Lyng	2	1	1	-
Hateley Heath	-	-	-	-
Newton	1	1	-	-
West Bromwich Central	8	5	3	-

Counts	Services: Does the pharmacy dispense appliances?							
	Base	Yes – All types	Yes, excluding stoma appliances, or	Yes, excluding incontinence appliances, or	Yes, excluding stoma and incontinence appliances, or	Yes, just dressings, or	Other	None
<b>Total</b>	<b>70</b>	<b>57</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>10</b>	<b>-</b>	<b>2</b>
<b>Locality</b>								
Oldbury	13	11	-	-	-	2	-	-
Rowley Regis	12	7	-	-	-	4	-	1
Smethwick	13	10	-	-	-	3	-	-
Tipton	9	6	1	-	-	1	-	1
Wednesbury	8	8	-	-	-	-	-	-
West Bromwich	15	15	-	-	-	-	-	-
<b>Ward</b>								
Bristnall	4	3	-	-	-	1	-	-
Langley	4	4	-	-	-	-	-	-
Old Warley	2	1	-	-	-	1	-	-
Oldbury	3	3	-	-	-	-	-	-
Blackheath	3	2	-	-	-	-	-	1
Cradley Heath and Old Hill	7	4	-	-	-	3	-	-
Rowley	1	-	-	-	-	1	-	-
Tividale	1	1	-	-	-	-	-	-
Abbey	3	2	-	-	-	1	-	-
Smethwick	2	1	-	-	-	1	-	-
Soho and Victoria	5	4	-	-	-	1	-	-
St Pauls	3	3	-	-	-	-	-	-
Great Bridge	5	4	-	-	-	-	-	1
Princes End	3	1	1	-	-	1	-	-
Tipton Green	1	1	-	-	-	-	-	-
Friar Park	2	2	-	-	-	-	-	-
Wednesbury North	4	4	-	-	-	-	-	-
Wednesbury South	2	2	-	-	-	-	-	-
Charlemont with Grove Vale	2	2	-	-	-	-	-	-
Great Barr with Yew Tree	2	2	-	-	-	-	-	-
Greets Green and Lyng	2	2	-	-	-	-	-	-
Hateley Heath	-	-	-	-	-	-	-	-
Newton	1	1	-	-	-	-	-	-
West Bromwich Central	8	8	-	-	-	-	-	-

		Advanced Services: Does the pharmacy provide the following services?						H
		Pharmacy First Service		Flu vaccination service		Pharmacy contraception service		
		Yes	Intending to begin within next 12 months	Yes	Intending to begin within next 12 months	Yes	Intending to begin within next 12 months	
<b>Total</b>		69	1	66	3	60	9	
<b>Locality</b>	<b>Oldbury</b>	13	-	11	1	12	1	
	<b>Rowley Regis</b>	12	-	12	-	9	3	
	<b>Smethwick</b>	13	-	13	-	12	1	
	<b>Tipton</b>	9	-	8	1	7	1	
	<b>Wednesbury</b>	8	-	8	-	8	-	
	<b>West Bromwich</b>	14	1	14	1	12	3	
<b>Ward</b>	<b>Bristnall</b>	4	-	3	1	3	1	
	<b>Langley</b>	4	-	4	-	4	-	
	<b>Old Warley</b>	2	-	2	-	2	-	
	<b>Oldbury</b>	3	-	2	-	3	-	
	<b>Blackheath</b>	3	-	3	-	2	1	
	<b>Cradley Heath and Old Hill</b>	7	-	7	-	5	2	
	<b>Rowley</b>	1	-	1	-	1	-	
	<b>Tividale</b>	1	-	1	-	1	-	
	<b>Abbey</b>	3	-	3	-	3	-	
	<b>Smethwick</b>	2	-	2	-	1	1	
	<b>Soho and Victoria</b>	5	-	5	-	5	-	
	<b>St Pauls</b>	3	-	3	-	3	-	
	<b>Great Bridge</b>	5	-	5	-	4	-	
	<b>Princes End</b>	3	-	2	1	2	1	
	<b>Tipton Green</b>	1	-	1	-	1	-	
	<b>Friar Park</b>	2	-	2	-	2	-	
	<b>Wednesbury North</b>	4	-	4	-	4	-	
	<b>Wednesbury South</b>	2	-	2	-	2	-	
	<b>Charlemont with Grove Vale</b>	2	-	2	-	1	1	
	<b>Great Barr with Yew Tree</b>	2	-	2	-	2	-	
	<b>Greets Green and Lyng</b>	2	-	2	-	1	1	
	<b>Hateley Heath</b>	-	-	-	-	-	-	
	<b>Newton</b>	1	-	1	-	1	-	
	<b>West Bromwich Central</b>	7	1	7	1	7	1	

		Advanced Services: Does the pharmacy provide the following services?							
		Smoking Cessation Service		Appliance Use Review		Stoma Appliance Customisation		Lateral Flow Device service	
		Yes	Intending to begin within next 12 months	Yes	Intending to begin within next 12 months	Yes	Intending to begin within next 12 months	Yes	Intending to begin within next 12 months
<b>Total</b>		22	25	15	7	12	10	56	6
<b>Locality</b>	<b>Oldbury</b>	3	5	3	1	2	2	10	-
	<b>Rowley Regis</b>	2	6	1	3	1	2	8	3
	<b>Smethwick</b>	5	4	5	1	3	1	11	1
	<b>Tipton</b>	2	2	-	-	2	-	8	1
	<b>Wednesbury</b>	4	2	3	-	1	2	5	1
	<b>West Bromwich</b>	6	6	3	2	3	3	14	-
<b>Ward</b>	<b>Bristnall</b>	1	-	2	-	2	-	2	-
	<b>Langley</b>	-	4	1	-	-	1	4	-
	<b>Old Warley</b>	1	1	-	-	-	-	2	-
	<b>Oldbury</b>	1	-	-	1	-	1	2	-
	<b>Blackheath</b>	-	2	1	-	-	-	2	1
	<b>Cradley Heath and Old Hill</b>	1	3	-	2	1	1	5	2
	<b>Rowley</b>	-	1	-	-	-	-	-	-
	<b>Tividale</b>	1	-	-	1	-	1	1	-
	<b>Abbey</b>	1	1	1	1	-	1	3	-
	<b>Smethwick</b>	1	-	-	-	-	-	2	-
	<b>Soho and Victoria</b>	2	1	1	-	1	-	4	-
	<b>St Pauls</b>	1	2	3	-	2	-	2	1
	<b>Great Bridge</b>	2	-	-	-	-	-	5	-
	<b>Princes End</b>	-	2	-	-	1	-	2	1
	<b>Tipton Green</b>	-	-	-	-	1	-	1	-
	<b>Friar Park</b>	-	1	1	-	-	1	1	1
	<b>Wednesbury North</b>	3	-	2	-	1	1	2	-
	<b>Wednesbury South</b>	1	1	-	-	-	-	2	-
	<b>Charlemont with Grove Vale</b>	1	1	-	-	-	-	2	-
	<b>Great Barr with Yew Tree</b>	1	1	1	-	1	-	1	-
	<b>Greets Green and Lyng</b>	-	2	1	1	-	2	2	-
	<b>Hateley Heath</b>	-	-	-	-	-	-	-	-
	<b>Newton</b>	1	-	-	-	1	-	1	-
	<b>West Bromwich Central</b>	3	2	1	1	1	1	8	-

Counts	Respondents	Which of the following other services does the pharmacy provide, or would be willing to provide?					
		Total	Currently providing under contract with legacy NHSE regional team **	Currently providing under contract with ICB	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Anticoagulant Monitoring Service	69	-	-	-	57	12	-
Anti-viral Distribution Service	69	1	-	-	58	10	-
Care Home Service	67	5	-	1	47	14	-
Chlamydia Testing Service	69	-	-	-	61	8	-
Chlamydia Treatment Service	66	2	-	-	56	8	-
Contraceptive service (not EC)	37	37	-	-	-	-	-
Allergies	68	3	-	-	56	8	1
Alzheimer's/dementia	67	3	-	-	54	9	1
Asthma	68	4	-	-	58	5	1
CHD	68	3	-	-	58	6	1
COPD	68	3	-	-	57	7	1
Depression	68	3	-	-	56	8	1
Diabetes type I	68	2	-	-	58	7	1
Diabetes type II	67	2	-	-	57	7	1
Epilepsy	68	2	-	-	56	9	1
Heart Failure	68	3	-	-	55	9	1
Hypertension	69	14	3	2	45	4	1
Parkinson's disease	68	2	-	-	56	9	1
Palliative care service	68	10	2	3	45	7	1
Emergency Contraception Service	69	13	-	5	49	-	2
Emergency Supply Service	68	23	2	5	34	2	2
Gluten Free Food Supply Service (i.e. not via FP10)	68	1	-	1	55	10	1
Home Delivery Service (not appliances)	68	15	4	4	34	6	5
Independent Prescribing Service	70	2	-	-	56	8	4

Counts	Total	Which of the following other services does the pharmacy provide, or would be willing to provide?					
		Currently providing under contract with legacy NHSE regional team **	Currently providing under contract with ICB	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately
Language Access Service	67	4	-	-	47	13	3
Medication Review Service	68	13	1	-	45	7	2
Medicines Assessment and Compliance Support Service	66	9	1	-	48	8	-
Minor Ailment Scheme	70	28	14	7	19	2	-
Medicines Optimisation Service	68	1	-	-	61	6	-
Needle and Syringe Exchange Service	69	5	1	4	38	21	-
Distribution of naloxone	66	-	-	-	52	14	-
Obesity management (adults and children)	68	1	-	1	57	5	4
Not Dispensed Scheme	67	2	1	-	55	9	-
On Demand Availability of Specialist Drugs Service	67	1	1	-	52	13	-
Out of Hours Services	69	2	-	-	44	23	-
Phlebotomy Service	67	2	-	-	53	12	-
Prescriber Support Service	67	-	-	-	55	12	-
Schools Service	66	-	-	-	57	9	-
Alcohol	67	-	-	-	52	12	3
Cholesterol	67	-	-	-	57	7	3
Diabetes	67	-	-	-	57	7	3
Gonorrhoea	66	-	-	-	49	15	2
H. pylori	67	-	-	-	51	14	2
HbA1C	67	-	-	-	53	12	2
Hepatitis	67	-	-	-	50	16	1
HIV	66	-	-	-	48	17	1
Seasonal Influenza Vaccination Service	68	52	5	3	5	1	2
Childhood vaccinations	67	-	-	-	55	10	2
COVID-19 vaccinations	69	32	3	1	26	6	1
Hepatitis (at risk workers or patients) vaccinations	68	-	-	-	51	13	4
HPV vaccinations	68	-	-	-	51	15	2
Meningococcal vaccinations	68	-	-	-	51	13	4
Pneumococcal vaccinations	69	1	-	-	52	11	5
Travel vaccinations	67	2	-	-	46	7	12
Sharps Disposal Service	68	4	-	-	46	18	-
Stop Smoking Service	69	16	1	-	39	10	3
Supervised Administration Service	69	27	1	6	21	14	-

Vascular Risk Assessment Service (NHS Health Check)	68	-	-	-	52	16	-
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		Non-commissioned services: Does the pharmacy provide any of the following?				
		Collection of prescriptions from GP practices - with charge	Collection of prescriptions from GP practices – Free of charge on request	We deliver prescriptions to all patients	Delivery of dispensed medicines – Free of charge on request	De di me Wi
		Yes	Yes	Yes	Yes	
<b>Total</b>		8	52	39	54	
<b>Locality</b>	<b>Oldbury</b>	2	9	9	11	
	<b>Rowley Regis</b>	1	9	6	8	
	<b>Smethwick</b>	1	8	6	9	
	<b>Tipton</b>	-	6	2	4	
	<b>Wednesbury</b>	2	7	5	7	
	<b>West Bromwich</b>	2	13	11	15	
<b>Ward</b>	<b>Bristnall</b>	1	2	2	3	-
	<b>Langley</b>	1	3	3	3	
	<b>Old Warley</b>	-	2	1	2	-
	<b>Oldbury</b>	-	2	3	3	-
	<b>Blackheath</b>	-	2	2	2	
	<b>Cradley Heath and Old Hill</b>	1	5	3	4	
	<b>Rowley</b>	-	1	-	1	-
	<b>Tividale</b>	-	1	1	1	-
	<b>Abbey</b>	-	1	1	1	
	<b>Smethwick</b>	-	2	1	2	-
	<b>Soho and Victoria</b>	1	2	2	4	
	<b>St Pauls</b>	-	3	2	2	-
	<b>Great Bridge</b>	-	3	2	4	
	<b>Princes End</b>	-	2	-	-	-
	<b>Tipton Green</b>	-	1	-	-	-
	<b>Friar Park</b>	-	2	1	2	-
	<b>Wednesbury North</b>	1	3	3	3	
	<b>Wednesbury South</b>	1	2	1	2	
	<b>Charlemont with Grove Vale</b>	-	2	-	2	-
	<b>Great Barr with Yew Tree</b>	1	2	1	2	-
	<b>Greets Green and Lyng</b>	-	1	2	2	-
	<b>Hateley Heath</b>	-	-	-	-	-
	<b>Newton</b>	-	1	1	1	-
	<b>West Bromwich Central</b>	1	7	7	8	

Counts Respondents	Base	Is there a particular need for a locally commissioned service in your area?	
		Yes	No
<b>Total</b>	<b>70</b>	<b>44</b>	<b>26</b>
<b>Locality</b>			
<b>Oldbury</b>	<b>13</b>	<b>8</b>	<b>5</b>
<b>Rowley Regis</b>	<b>12</b>	<b>7</b>	<b>5</b>
<b>Smethwick</b>	<b>13</b>	<b>10</b>	<b>3</b>
<b>Tipton</b>	<b>9</b>	<b>5</b>	<b>4</b>
<b>Wednesbury</b>	<b>8</b>	<b>4</b>	<b>4</b>
<b>West Bromwich</b>	<b>15</b>	<b>10</b>	<b>5</b>
<b>Ward</b>			
<b>Bristnall</b>	<b>4</b>	<b>2</b>	<b>2</b>
<b>Langley</b>	<b>4</b>	<b>4</b>	<b>-</b>
<b>Old Warley</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Oldbury</b>	<b>3</b>	<b>-</b>	<b>3</b>
<b>Blackheath</b>	<b>3</b>	<b>1</b>	<b>2</b>
<b>Cradley Heath and Old Hill</b>	<b>7</b>	<b>4</b>	<b>3</b>
<b>Rowley</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Tividale</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Abbey</b>	<b>3</b>	<b>3</b>	<b>-</b>
<b>Smethwick</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Soho and Victoria</b>	<b>5</b>	<b>3</b>	<b>2</b>
<b>St Pauls</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>Great Bridge</b>	<b>5</b>	<b>3</b>	<b>2</b>
<b>Princes End</b>	<b>3</b>	<b>1</b>	<b>2</b>
<b>Tipton Green</b>	<b>1</b>	<b>1</b>	<b>-</b>
<b>Friar Park</b>	<b>2</b>	<b>2</b>	<b>-</b>
<b>Wednesbury North</b>	<b>4</b>	<b>1</b>	<b>3</b>
<b>Wednesbury South</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Charlemont with Grove Vale</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Great Barr with Yew Tree</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Greets Green and Lyng</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Hateley Heath</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Newton</b>	<b>1</b>	<b>-</b>	<b>1</b>
<b>West Bromwich Central</b>	<b>8</b>	<b>7</b>	<b>1</b>

Counts	Base	May the LPC update its opening hours and related matters and services details for you with the above information?
		Yes
Respondents		
<b>Total</b>	<b>65</b>	<b>65</b>
<b>Locality</b>		
<b>Oldbury</b>	<b>13</b>	<b>13</b>
<b>Rowley Regis</b>	<b>11</b>	<b>11</b>
<b>Smethwick</b>	<b>13</b>	<b>13</b>
<b>Tipton</b>	<b>8</b>	<b>8</b>
<b>Wednesbury</b>	<b>8</b>	<b>8</b>
<b>West Bromwich</b>	<b>12</b>	<b>12</b>
<b>Ward</b>		
<b>Bristnall</b>	<b>4</b>	<b>4</b>
<b>Langley</b>	<b>4</b>	<b>4</b>
<b>Old Warley</b>	<b>2</b>	<b>2</b>
<b>Oldbury</b>	<b>3</b>	<b>3</b>
<b>Blackheath</b>	<b>3</b>	<b>3</b>
<b>Cradley Heath and Old Hill</b>	<b>7</b>	<b>7</b>
<b>Rowley</b>	<b>-</b>	<b>-</b>
<b>Tividale</b>	<b>1</b>	<b>1</b>
<b>Abbey</b>	<b>3</b>	<b>3</b>
<b>Smethwick</b>	<b>2</b>	<b>2</b>
<b>Soho and Victoria</b>	<b>5</b>	<b>5</b>
<b>St Pauls</b>	<b>3</b>	<b>3</b>
<b>Great Bridge</b>	<b>4</b>	<b>4</b>
<b>Princes End</b>	<b>3</b>	<b>3</b>
<b>Tipton Green</b>	<b>1</b>	<b>1</b>
<b>Friar Park</b>	<b>2</b>	<b>2</b>
<b>Wednesbury North</b>	<b>4</b>	<b>4</b>
<b>Wednesbury South</b>	<b>2</b>	<b>2</b>
<b>Charlemont with Grove Vale</b>	<b>2</b>	<b>2</b>
<b>Great Barr with Yew Tree</b>	<b>2</b>	<b>2</b>
<b>Greets Green and Lyng</b>	<b>2</b>	<b>2</b>
<b>Hateley Heath</b>	<b>-</b>	<b>-</b>
<b>Newton</b>	<b>1</b>	<b>1</b>
<b>West Bromwich Central</b>	<b>5</b>	<b>5</b>

## Appendix 8. Other NHS Services

### Sandwell Extended Access Locations by PCN

PCN	Extended access sites	Address
Newcomen PCN	Portway Lifestyle Centre	Newbury Lane, Oldbury, West Midlands B69 1HE
Citrus PCN	Portway Lifestyle Centre	Newbury Lane, Oldbury, West Midlands B69 1HE
Together4 Health	Linkway Medical Centre	Linkway Medical Centre The Lyng, Frank Fisher Way, West Bromwich, West Midlands, B70 7AW
	Norvic Family Practice	Victoria Health Centre, 5 Suffrage Street, Smethwick, West Midlands, B66 3PZ.
	New Street Surgery	New Street, West Bromwich B70 0HN
	Saraphed	60 Arden Rd, Smethwick B67 6AJ,
Health Vision	Tame Valley Medical Centre	Friar Park Road, Wednesbury WS10 0JS
Central Health Partnerships	Lodge Road Medical Centre	Lodge Road, Smethwick B67 7LU
	Cambridge Street Surgery	1 Cambridge Street, West Bromwich, West Midlands, B70 8HQ
	Dr N U Haque and Partners Practice	6 High Street, West Bromwich, West Midlands, B70 6JX
	Dr PV Gudi & Partner	68 Hill Top, West Bromwich, West Midlands, B70 0PU
	Great Bridge Partnership For Health	10 Slater Street, Tipton, DY4 7EY
	Oakeswell Health Centre	Brunswick Park Road, Wednesbury, West Midlands, WS10 9HP
Oldbury And Langley	Oldbury Health Centre	Albert Street, Oldbury B69 4DE
	Bearwood Medical Centre	176 Milcote Road, Smethwick B67 5BP
	Hawthorns Medical Centre	94 Lewisham Road, Smethwick B66 2DD
	Causeway Green MC	158 Causeway Green Road, Oldbury B68 8LJ

Caritas	<p>Cape Hill Medical Centre</p> <p>Rood End Medical Centre</p> <p>Hill Top Medical Centre</p>	<p>Raglan Road, Smethwick B66 3NR</p> <p>182-184 Vicarage Road, Oldbury B68 8JB</p> <p>15 Hill Top Road, Oldbury B68 9DU</p>
Your Health Partnerships	<p>Regis Medical Centre</p> <p>White heath Medical Centre</p> <p>Lyndon Primary Care Centre</p> <p>Oakham Surgery</p>	<p>Regis Medical Centre, Darby St, Blackheath, Rowley Regis B65 0BA</p> <p>Badsey Road, Oldbury B69 1EJ</p> <p>Lower Lyndon, West Bromwich B71 4HJ</p> <p>213 Regent Road, Oldbury B69 1RZ</p>

## Dental Services

Town	Details	Location
<b>Oldbury</b>	OHC DENTAL PRACTICE	10 Church Square, Oldbury, West Midlands, B69 4DX
	Bhandal Dental Practice	8 Stanley Rd, Oldbury, B68 0DY
	Dr Browns Dental Practice	3 Dog Kennel Lane, Oldbury, West Midlands, B68 9LU
	OHC DENTAL PRACTICE	10 Church Square, Oldbury, West Midlands, B69 4DX
	BRANDHALL DENTAL CARE	4 Brandhall Road, B68 8DP
<b>Rowley Regis</b>	Benson Dental Practice	393 Halesowen Road, Cradley Heath, B64 7HU
	Bhandal Dental Practice	231 Throne Rd, Rowley Regis, B65 9JU
	Bhandal Dental Practice	74 Birmingham Road, Rowley Regis, B65 9BA
	Bhandal Dental Practice	32 John St, Rowley Regis, B65 0EP
	High Street	161 High St, Rowley Regis, B65 0DX
	Sydney Road Dental Practice	19 Sydney Road, Cradley Heath, West Midlands, B64 5BA
	Oldhill Dental Practice	83 Halesowen Road, Cradley Heath, B64 5LT
	Imperial Dental Group - Cradley	147-150 High Street, Cradley Heath, West Midlands, B64 5HJ
<b>Smethwick</b>	waterloo dental Practice	170 Capehill Road, Smethwick, B66 4SJ
	Central Orthodontics	341 Bearwood Road, Smethwick, B66 4DB
	West Park Dental Care	59 Westpark road, Smethwick, B67 7JH
	Smethwick Dental Practice	88 High Street, Smethwick, West Midlands, B66 1AQ
	Smethwick Dental Practice	88 High Street, Smethwick, B66 1AQ
	Capehill Dental Practice	13 Waterloo Road, Smethwick, West Midlands, B66 4JX
	Capehill Dental Practice	13 Waterloo Road, Smethwick, B66 4JX
	Shires Dental Practice	45 Three Shires Oak Road, Bearwood, B67 5BS
	Complete Dental Bearwood	621-623 Bearwood Road, Smethwick, West Midlands, B66 4BL
	Sandon Dental Practice	80 Sandon Road, Smethwick, Birmingham, West Midlands, B66 4AG
<b>Tipton</b>	Princes End Dental Practice	Glebefields Health Centre, St. Mark's Road, Tipton, DY4 0UB
	Tipton	1 Owen Street, Tipton, Birmingham, DY4 8HB
	Unity Walk Dental Practice	2 Unity Walk, Tipton, DY4 8QL
	Bhandal Dental Practice	108 Dudley Rd, Tipton, DY4 8DJ
	Bhandal Dental Practice	73 Victoria Rd, Tipton, DY4 8SW
<b>Wednesbury</b>	Qamar Dental Practice	122-123 walsall street, Wednesbury, WS10 9BY
	Crankhall lane dental practice	136 Crankhall lane, Wednesbury, WS10 0ED
	Russell Street Dental Practice	Upper Russell Street, Wednesbury, WS10 7AR
	oraco dental (WEDNESBURY)	64 Union street, Wednesbury, West Midlands, WS10 7HB
	Wednesbury Dental Practice	11a-15a Upper High Street, Wednesbury, WS10 7HQ
<b>West</b>	Asden House Dental Clinic	Asden House, 1-5 Victoria Street, West Bromwich, D70 8ET

<b>Bromwich</b>	Pentwyn Dental Surgery	91 Hill Top, West Bromwich, West Midlands, B70 0PX
	Kainth Dental Surgery	394 High Street, West Bromwich, West Midlands, B70 9LB
	Scott Arms Dental Practice	914-916 Walsall Road, Great Barr, Birmingham, B42 1TG
	the D:ntal clinic	25 High street, West Bromwich, B70 6PJ
	Cosmo-Dent Dental Practice	2A Halesowen street, Oldbury, B69 2AJ
	S M Bentley Dental Practice	145A Hamstead Road , Great Barr, B43 5BB
	S M Bentley Dental Practice	145A Hamstead Road , Great Barr, B43 5BB

## Appendix 9: Public survey

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### Your views on Community Pharmacy (Chemists) Services in Sandwell

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If you are able, please complete this survey online at:  
<https://consultationhub.sandwell.gov.uk/>  
The survey closes on 31st January.

Q1 Which pharmacy (chemist) do you most regularly use? *A pharmacy is a place where medicines are prepared and provided. Pharmacies may also provide other services to support your health and wellbeing such as advice on your medicines and minor illnesses.*

Please enter name of pharmacy

Q2 Where is this pharmacy (Chemist) located eg Bearwood Road Smethwick

Name of road (if known)

Town

Q3 Why do you normally use this pharmacy? *Please tick all that apply*

- It is near my home
- It is near my work
- It is near or at my local GP surgery
- It is easy to get to whilst shopping
- It has on-site parking
- It has the services I require
- It stocks the medicines that I need
- It has opening hours that suit me
- It operates the Electronic Prescription Service

Q4 How do you normally travel to your regular pharmacy?

- Car
- Public Transport
- Bicycle
- Taxi
- Walk

Q5 How often do you visit a pharmacy for health reasons (health advice, prescriptions or over the counter medicines)?

- Daily
- Two or more times weekly
- Weekly
- Fortnightly
- Monthly
- Every 2-3 Months
- 6 Monthly
- Yearly
- Never

Q6 How often do you visit a pharmacy for any other reason (eg shopping, toiletries, baby products)?

- Daily
- Two or more times weekly
- Weekly
- Fortnightly
- Monthly
- Every 2-3 months
- 6 monthly
- Yearly
- Never

Q7 At what time of day do you normally use pharmacy services?

- Weekdays 6am-9am
- Weekdays 9am-6pm
- Weekdays 6pm-11pm
- Saturday
- Sunday



Q8 Other than normal opening hours (Weekdays 9am-6pm), what other times would you find it most useful to visit a pharmacy? Please tick all that apply

- |  |   |
|--|---|
| <input type="checkbox"/> Weekdays 6am-9am  | <input type="checkbox"/> Saturday 6pm-11pm  |
| <input type="checkbox"/> Weekdays 6pm-11pm | <input type="checkbox"/> Sunday before 10am |
| <input type="checkbox"/> Saturday 9am-1pm  | <input type="checkbox"/> Sunday 10am-2pm    |
| <input type="checkbox"/> Saturday 1pm-6pm  | <input type="checkbox"/> Sunday after 4pm   |

Q9 Access to pharmacy services - Please rate how strongly you agree or disagree with the following statements.

Please tick ONE box only for each statement

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I can easily find an open pharmacy when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy near where I want it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy open in the evening (i.e after 6pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy open at weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily find a pharmacy open at lunchtime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Using pharmacy services - Please rate how strongly you agree or disagree with the following statements.

Please tick ONE box only for each statement

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My pharmacy is customer friendly and polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacy is easy to get to by public transport or car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find my pharmacist helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacy has a confidential and private area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacist explains information clearly so that I can understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacy makes changes to help people with disabilities e.g. large print labels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My pharmacy usually has the medicines I need in stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 Does your pharmacy have any of the following?

	Yes	No	Not sure
Seating area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic Prescription Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wheelchair accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stocks of living aids to support independent living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing aid loop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescription Delivery Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and advice on medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and advice on healthy lifestyles (eg diet and nutrition, physical activity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Have you ever used a Prescription Delivery Service? *Prescribed medicines delivered from your pharmacy to your door.*

- Yes  
 No           Go to Q13  
 Not Sure       Go to Q13

I used a prescription delivery service because

- I was unable to leave home  
 I could not get to a pharmacy during their opening times  
 I don't have a pharmacy near me  
 Other

*If "other", please specify*

How much do you agree or disagree that the Prescription Delivery Service is important to you?

- Strongly Agree  
 Agree  
 Neither agree or disagree  
 Disagree  
 Strongly disagree

Q13 Have you ever used Pharmacy First?

*A service that allows patients to get advice and/or treatment from a community pharmacist for seven common health conditions (Sinusitis; sore throat; ear infection; infected insect bite; Impetigo; Shingles; uncomplicated urinary tract infection)*

- Yes                                No       Go to Q14

What did you use Pharmacy First for?

- Sinusitis  
 Sore throat  
 Ear infection  
 Infected insect bite  
 Impetigo  
 Shingles  
 Uncomplicated urinary tract infection

How did you access the service?

- Walk-in  
 NHS 111  
 Integrated urgent care clinical assessment service  
 999 services  
 GP  
 Other urgent and emergency care provider

What was the outcome of the Pharmacy First consultation?

- Advice only (no medication)  
 A prescription only medication  
 An over-the-counter medication  
 Referral to a pharmacy service  
 Urgent referral to GP/out-of-hours service  
 Other

Q14 Thinking about your regular pharmacy: Which of the following services are you aware of, have used or would like to see available? Please tick all that apply

	I am aware of	I have used	I am not aware of	I would like to see available
Minor Ailments Service ( <i>advice and support to eligible people for the supply of appropriate medicines without the need for a prescription and without charge</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vaccinations ( <i>eg Flu vaccinations</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Healthchecks ( <i>a free health MOT for patients aged 50 or over</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Screening Services ( <i>eg diabetes, HIV, Hepatitis C, Chlamydia screening</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoking Cessation Services ( <i>services to help you quit smoking</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency hormonal contraception ( <i>the morning after pill</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blood pressure monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS repeat prescription services ( <i>a service where some patient groups are able to obtain supplies of their regular medicines without requesting a new prescription from their GP every time</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terminal illness support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol use awareness and treatment services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incontinence support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight management services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Phlebotomy Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-coagulation monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Use Reviews ( <i>private discussion with a pharmacist about your new medicine in the first month of the therapy</i> ) (ONLY APPLIES to CERTAIN GROUPS OF MEDICINES)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicines Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disposal of unwanted medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle and syringe exchange scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised consumption of medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language Access Services ( <i>advice and support to patients in a language understood by them</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any other services available from your pharmacy that we have not described, that you would use (please state)

Q15 Have you been directed to a different pharmacy for a service not provided by your regular pharmacy?

Yes  No

If yes, which service?

Q16 Are you aware that pharmacies can help to direct you to other services for health? e.g. Patients support groups like Diabetes UK

- Yes  No  Not Sure

Q17 How have you previously found out about the services offered by your pharmacy?

*Please tick all that apply*

- |   |   |
|---|---|
| <input type="checkbox"/> At the pharmacy  | <input type="checkbox"/> GP or practice staff |
| <input type="checkbox"/> Website (NHS Choices)  | <input type="checkbox"/> Leaflets             |
| <input type="checkbox"/> Website (other)  | <input type="checkbox"/> Word of mouth        |
| <input type="checkbox"/> Poster   | <input type="checkbox"/> Local Press          |
| <input type="checkbox"/> Radio  | <input type="checkbox"/> Mail drop            |
| <input type="checkbox"/> Screen advertising (TV, or moving screens in GP surgeries or post offices) |   |

Q18 Where did you get your questionnaire from?

- |  |  |
|--|--|
| <input type="checkbox"/> At a pharmacy                       | <input type="checkbox"/> From work         |
| <input type="checkbox"/> At a GP surgery                     | <input type="checkbox"/> From Sandwell MBC |
| <input type="checkbox"/> From a patient group                | <input type="checkbox"/> via Social Media  |
| <input type="checkbox"/> From a voluntary organisation       | <input type="checkbox"/> via email         |
| <input type="checkbox"/> From my local Healthwatch           | <input type="checkbox"/> Website           |
| <input type="checkbox"/> From my local library               | <input type="checkbox"/> Other             |
| <input type="checkbox"/> From my Integrated Care Board (ICB) |  |

*If "other", please specify*

Q19 Overall - How satisfied are you with pharmacy services in Sandwell?

- Very Satisfied  
 Satisfied  
 Neither satisfied or dissatisfied  
 Dissatisfied  
 Very dissatisfied

Q20 Please use this comment box to tell us anything you may feel is important about your local pharmacy services

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### About You...

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The rest of this questionnaire is about you and we will not be able to identify you from the information you share with us.

Q21 Please enter the first 4 digits of your postcode

Q22 Which of the following best describes your involvement in pharmacy services?

- Customer or patient  
 Pharmacy service provider  
 GP surgery staff  
 Other

*If "other", please specify*

- Q23 How would you best describe yourself?
- Employed or self employed (working)
  - Unemployed
  - Student
  - Retired
  - Full time parent
  - Carer

- Q24 What is your marital status?
- Single
  - Married / cohabiting / civil partnership
  - Divorced / separated
  - Widowed

- Q25 How old are you?
- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 55-64             |
| <input type="checkbox"/> 16-24    | <input type="checkbox"/> 65-74             |
| <input type="checkbox"/> 25-34    | <input type="checkbox"/> 75-84             |
| <input type="checkbox"/> 35-44    | <input type="checkbox"/> 85 plus           |
| <input type="checkbox"/> 45-54    | <input type="checkbox"/> Prefer not to say |

- Q26 Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?
- Yes       No

If yes, does your condition or illness reduce your ability to carry-out day-to-day activities?

- Yes, a lot     Yes, a little     Not at all

- Q31 Which of the following groups do you consider you belong to?

- |   |   |
|---|---|
| <input type="checkbox"/> English/Welsh/Scottish/Northern Irish/ British | <input type="checkbox"/> Pakistani  |
| <input type="checkbox"/> Irish  | <input type="checkbox"/> Bangladeshi                                      |
| <input type="checkbox"/> Gypsy or Irish Traveller                       | <input type="checkbox"/> Chinese  |
| <input type="checkbox"/> Eastern European                               | <input type="checkbox"/> Any other Asian background                       |
| <input type="checkbox"/> Any other White background                     | <input type="checkbox"/> African  |
| <input type="checkbox"/> White and Black Caribbean                      | <input type="checkbox"/> Caribbean  |
| <input type="checkbox"/> White and Black African                        | <input type="checkbox"/> Any other Black / African / Caribbean background |
| <input type="checkbox"/> White and Asian                                | <input type="checkbox"/> Arab   |
| <input type="checkbox"/> Any other Mixed / Multiple ethnic background   | <input type="checkbox"/> Any other ethnic group                           |
| <input type="checkbox"/> Indian   | <input type="checkbox"/> Prefer not to say                                |
| <input type="checkbox"/> Sikh   |   |

If any "other" group, please specify

- Q27 What is your sex?
- Male       Female

- Q28 Is your gender the same as the sex you were registered at birth?

- Yes       No

If no, please write in your gender identity

- Q29 What is your sexual orientation?

- Straight or heterosexual
- Gay or lesbian
- Bisexual
- Pansexual
- Asexual
- Queer
- Other

If "other", please specify

- Q30 What is your religion?

- |                                      |  |
|--------------------------------------|--|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Sikh              |
| <input type="checkbox"/> Christian   | <input type="checkbox"/> Buddhist          |
| <input type="checkbox"/> Jewish      | <input type="checkbox"/> Other             |
| <input type="checkbox"/> Hindu       | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Muslim      |  |

Thank you for taking the time to complete this questionnaire

## Appendix 10: Results of the public survey

Which of the following best describes your involvement in pharmacy services	Count	%
Customer or patient	231	96.3%
Pharmacy service provider	7	2.9%
GP surgery staff	1	0.4%
Other	1	0.4%

How would you best describe yourself?	Count	%
Employed or self employed (working)	83	34.6%
Unemployed	18	7.5%
Student	4	1.7%
Retired	123	51.3%
Full time parent	5	2.1%
Carer	7	2.9%

What is your marital status?	Count	%
Single	53	22.2%
Married / cohabiting / civil partnership	136	56.9%
Divorced / separated	17	7.1%
Widowed	33	13.8%

How old are you?	Count	%
Under 16	2	0.8%
16-24	3	1.2%
25-34	13	5.4%
35-44	19	7.9%
45-54	34	14.0%
55-64	57	23.6%
65-74	64	26.4%
75-84	39	16.1%
85 plus	6	2.5%
Prefer not to say	5	2.1%

Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?	Count	%
Yes	136	56.4%
No	105	43.6%

<b>If yes, does your condition or illness reduce your ability to carry-out day-to-day activities?</b>	<b>Count</b>	<b>%</b>
Yes, a lot	37	27.4%
Yes, a little	63	46.7%
Not at all	35	25.9%

<b>What is your sex?</b>	<b>Count</b>	<b>%</b>
Male	58	24.2%
Female	182	75.8%

<b>Is your gender the same as the sex you were registered at birth?</b>	<b>Count</b>	<b>%</b>
Yes	227	100.0%
No	-	-

<b>What is your sexual orientation?</b>	<b>Count</b>	<b>%</b>
Straight or heterosexual	216	93.1%
Gay or lesbian	7	3.0%
Bisexual	2	0.9%
Pansexual	-	-
Asexual	1	0.4%
Queer	2	0.9%
Other	4	1.7%

Which of the following groups do you consider you belong to?	Count	%
English/Welsh/Scottish/Northern Irish/ British	196	81.7%
Irish	1	0.4%
Gypsy or Irish Traveller	-	-
Eastern European	2	0.8%
Any other White background	1	0.4%
White and Black Caribbean	-	-
White and Black African	1	0.4%
White and Asian	1	0.4%
Any other Mixed / Multiple ethnic background	-	-
Indian	11	4.6%
Sikh	5	2.1%
Pakistani	5	2.1%
Bangladeshi	-	-
Chinese	-	-
Any other Asian background	1	0.4%
African	4	1.7%
Caribbean	3	1.3%
Any other Black / African / Caribbean background	3	1.3%
Arab	-	-
Any other ethnic group	-	-
Prefer not to say	6	2.5%

What is your religion?	Count	%
No religion	55	23.9%
Christian	135	58.7%
Jewish	-	-
Hindu	6	2.6%
Muslim	8	3.5%
Sikh	8	3.5%
Buddhist	-	-
Other	4	1.7%
Prefer not to say	14	6.1%



Postcode Area/District	Count	%
B43	18	7.1%
B64	14	5.5%
B65	28	11.0%
B66	9	3.5%
B67	21	8.2%
B68	27	10.6%
B69	18	7.1%
B70	13	5.1%
B71	17	6.7%
DY4	37	14.5%
WS10	15	5.9%
WV14	0	0.0%
Outside Sandwell	9	3.5%
No response	29	11.4%
Grand Total	255	

Pharmacy Code	Trading Name	Locality	Count
FAK78	Boots	Smethwick	1
FAN84	Masters Pharmacy	Smethwick	3
FAP40	Ashworth Pharmacy	Oldbury	4
FAY45	Boots	Rowley Regis	1
FC399	Murrays Healthcare	Tipton	11
FC617	Church View Pharmacy (Pharmacy 365)	Rowley Regis	2
FC667	Vishnu Pharmacy	Oldbury	4
FCL02	Hill Top Pharmacy	Wednesbury	1
FCR09	Boots	West Bromwich	2
FCX18	Rowley Pharmacy	Oldbury	4
FD174	Hingleys Chemists	Rowley Regis	10
FD488	Hill Top Pharmacy	Oldbury	11
FD801	Medipharma Chemist	West Bromwich	4
FDL73	Albert Street Pharmacy	Oldbury	4
FDP14	Duggals Chemist	Tipton	3
FE629	Beaconview Chemist	West Bromwich	3
FEC38	Wednesbury Pharmacy	Wednesbury	4
FF663	Asda Pharmacy	Smethwick	2
FFJ61	Great Bridge Pharmacy	Tipton	3
FFW01	The Bear Pharmacy	Smethwick	3
FG606	Asda Pharmacy	Tipton	5
FGM75	Hills Pharmacy	Oldbury	4

FHJ26	Well	West Bromwich	8
FHT52	Duggals Chemist	Tipton	3
FJF84	Boots	Tipton	5
FJG17	Khaira Pharmacy	West Bromwich	1
FK052	Boots	Oldbury	5
FK966	C H White Pharmacy	Oldbury	6
FKE95	Boots	Wednesbury	2
FL134	Portway Pharmacy	Rowley Regis	2
FLE88	Murrays Healthcare	Tipton	3
FM186	Hingleys Chemist	Rowley Regis	3
FMG67	Victoria Pharmacy	Smethwick	4
FML19	Well	Wednesbury	4
FMT97	Langley Pharmacy	Oldbury	2
FN497	Sidhu's Pharmacy	West Bromwich	1
FP892	Oldbury Pharmacy	Oldbury	6
FQE91	M W Phillips	Rowley Regis	3
FQF60	Jubilee Pharmacy	Wednesbury	2
FQG53	Tividale Pharmacy	Rowley Regis	8
FQL49	Lodge pharmacy	West Bromwich	2
FQM24	Brandhall Pharmacy	Oldbury	2
FR028	Brutons Pharmacy	Wednesbury	7
FTC53	Jhoots Pharmacy	West Bromwich	1
FTH48	Peaches Pharmacy	Rowley Regis	2
FTW39	Stone Cross Pharmacy	West Bromwich	1
FV008	Yew Tree Pharmacy	West Bromwich	1
FV044	Michaels Chemist	Smethwick	3
FV199	Malchem Chemists	Smethwick	1
FVH38	Swanpool Pharmacy	Tipton	6
FW075	Park Lane Pharmacy	Wednesbury	3
FW220	Jhoots Pharmacy	Rowley Regis	4
FW507	Ingrams Chemist	West Bromwich	5
FWA64	Boots	Smethwick	6
FWL41	Haden Vale Pharmacy	Rowley Regis	5
FXE31	West Bromwich Pharmacy	West Bromwich	10
FXE74	Tesco Instore Pharmacy	Rowley Regis	1
FYD26	Murrays Healthcare	Rowley Regis	1
FYL65	D.P. Forrest Ltd	West Bromwich	4
FYV46	Sandwell Pharmacy	West Bromwich	3
Outside Sandwell			26
Unknown			4

Why do you normally use this pharmacy?	Count	%
It is near my home	183	72.3%
It is near my work	10	4.0%
It is near or at my local GP surgery	120	47.4%
It is easy to get to whilst shopping	56	22.1%
It has on-site parking	47	18.6%
It has the services I require	81	32.0%
It stocks the medicines that I need	99	39.1%
It has opening hours that suit me	76	30.0%
It operates the Electronic Prescription Service	88	34.8%

How do you normally travel to your regular pharmacy?	Count	%
Car	117	47.0%
Public Transport	22	8.8%
Bicycle	-	-
Taxi	-	-
Walk	110	44.2%

How often do you visit a pharmacy for Health reasons?	Count	%
Daily	1	0.4%
Two or more times weekly	2	0.8%
Weekly	11	4.3%
Fortnightly	27	10.7%
Monthly	131	51.8%
Every 2-3 Months	47	18.6%
6 Monthly	7	2.8%
Yearly	18	7.1%
Never	9	3.6%

How often do you visit a pharmacy for any other reason?	Count	%
Daily	-	-

Two or more times weekly	1	0.4%
Weekly	12	4.9%
Fortnightly	22	8.9%
Monthly	48	19.5%
Every 2-3 months	36	14.6%
6 monthly	26	10.6%
Yearly	17	6.9%
Never	84	34.1%

At what time of day to you normally use pharmacy services?	Count	%
Weekdays 6am-9am	13	5.2%
Weekdays 9am-6pm	209	83.6%
Weekdays 6pm-11pm	12	4.8%
Saturday	15	6.0%
Sunday	1	0.4%

Other than normal opening hours (Weekdays 9am-6pm), what other times would you find it most useful to visit a pharmacy?	Count	%
Weekdays 6am-9am	20	8.7%
Weekdays 6pm-11pm	54	23.4%
Saturday 9am-1pm	102	44.2%
Saturday 1pm-6pm	83	35.9%
Saturday 6pm-11pm	47	20.3%
Sunday before 10am	22	9.5%
Sunday 10am-2pm	78	33.8%
Sunday after 4pm	41	17.7%

Access to pharmacy services	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	Count	%	Count	%	Count	%	Count	%	Count	%
I can easily find an open pharmacy when needed	60	24.4%	111	45.1%	50	20.3%	21	8.5%	4	1.6%
I can easily find a pharmacy near where I want it	61	26.4%	116	50.2%	36	15.6%	16	6.9%	2	0.9%
I can easily find a pharmacy open in the evening (i.e after 6pm)	14	6.2%	53	23.6%	70	31.1%	62	27.6%	26	11.6%
I can easily find a pharmacy open at weekends	26	11.6%	82	36.6%	54	24.1%	48	21.4%	14	6.3%
I can easily find a pharmacy open at lunchtime	34	15.0%	110	48.5%	44	19.4%	33	14.5%	6	2.6%

Using pharmacy services	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	Count	%	Count	%	Count	%	Count	%	Count	%
My pharmacy is customer friendly and polite	118	48.2%	76	31.0%	25	10.2%	18	7.3%	8	3.3%
My pharmacy is easy to get to by public transport or car	106	45.3%	103	44.0%	19	8.1%	4	1.7%	2	0.9%
I find my pharmacist helpful	110	46.8%	68	28.9%	36	15.3%	13	5.5%	8	3.4%
My pharmacy has a confidential and private area	99	43.2%	75	32.8%	23	10.0%	24	10.5%	8	3.5%
My pharmacist explains information clearly so that I can understand	92	40.4%	57	25.0%	50	21.9%	19	8.3%	10	4.4%
My pharmacy makes changes to help people with disabilities e.g. large print labels	37	16.2%	38	16.7%	136	59.6%	9	3.9%	8	3.5%
My pharmacy usually has the medicines I need in stock	83	35.2%	80	33.9%	34	14.4%	24	10.2%	15	6.4%

Does your pharmacy have any of the following?	Yes		No		Not sure	
	Count	%	Count	%	Count	%
Seating area	210	86.1%	27	11.1%	7	2.9%
Electronic Prescription Service	189	80.8%	5	2.1%	40	17.1%
Wheelchair accessibility	151	64.5%	34	14.5%	49	20.9%
Stocks of living aids to support independent living	38	16.7%	33	14.5%	156	68.7%
Hearing aid loop	28	12.2%	18	7.8%	184	80.0%
Prescription Delivery Service	152	62.8%	10	4.1%	80	33.1%
Information and advice on medicines	166	71.2%	11	4.7%	56	24.0%
Information and advice on healthy lifestyles (eg diet and nutrition, physical activity)	94	41.0%	25	10.9%	110	48.0%

Have you ever used a Prescription Delivery Service?	Count	%
Yes	69	27.6%
No	178	71.2%
Not Sure	3	1.2%

I used a prescription delivery service because:	Count	%
I was unable to leave home	31	46.3%
I could not get to a pharmacy during their opening times	10	14.9%

I don't have a pharmacy near me	2	3.0%
Other	24	35.8%

How much do you agree or disagree that the Prescription Delivery Service is important to you?	Count	%
Strongly Agree	42	62.7%
Agree	17	25.4%
Neither agree or disagree	7	10.4%
Disagree	1	1.5%
Strongly disagree	-	-

Have you ever used Pharmacy First?	Count	%
Yes	56	22.8%
No	190	77.2%

What did you use Pharmacy First for?	Count	%
Sinusitis	6	11.5%
Sore throat	23	44.2%
Ear infection	8	15.4%
Infected insect bite	16	30.8%
Impetigo	2	3.8%
Shingles	2	3.8%
Uncomplicated urinary tract infection	10	19.2%

How did you access the service?	Count	%
Walk-in	42	75.0%
NHS 111	10	17.9%
Integrated urgent care clinical assessment service	-	-
999 services	-	-
GP	9	16.1%
Other urgent and emergency care provider	-	-

What was the outcome of the Pharmacy First consultation?	Count	%
Advice only (no medication)	7	13.2%
A prescription only medication	19	35.8%
An over-the-counter medication	22	41.5%
Referral to a pharmacy service	2	3.8%
Urgent referral to GP/out-of-hours service	3	5.7%
Other	3	5.7%

Thinking about your regular pharmacy: Which of the following services are you aware of, have used or would like to see available?	I am aware of		I have used		I am not aware of		I would like to see available	
	Count	%	Count	%	Count	%	Count	%
Minor Ailments Service	116	50.2%	41	17.7%	71	30.7%	29	12.6%
Vaccinations	117	50.0%	91	38.9%	29	12.4%	15	6.4%
NHS Healthchecks	96	42.5%	12	5.3%	104	46.0%	33	14.6%
NHS Screening Services	35	15.6%	4	1.8%	167	74.6%	31	13.8%
Smoking Cessation Services	68	31.3%	3	1.4%	141	65.0%	10	4.6%
Emergency hormonal contraception	70	32.4%	6	2.8%	131	60.6%	15	6.9%
Pregnancy testing	62	28.6%	4	1.8%	141	65.0%	14	6.5%
Blood pressure monitoring	130	56.3%	24	10.4%	68	29.4%	21	9.1%
Cholesterol testing	48	21.8%	4	1.8%	144	65.5%	36	16.4%
NHS repeat prescription services	117	50.2%	98	42.1%	27	11.6%	16	6.9%
Terminal illness support	12	5.5%	-	-	185	84.9%	31	14.2%
Alcohol use awareness and treatment services	19	8.6%	-	-	187	85.0%	20	9.1%
Incontinence support	18	8.1%	1	0.5%	185	83.7%	25	11.3%
Weight management services	31	14.0%	2	0.9%	165	74.7%	35	15.8%
Mental health support	19	8.6%	-	-	182	82.4%	30	13.6%
NHS Phlebotomy Services	15	6.8%	5	2.3%	151	68.9%	61	27.9%
Anti-coagulation monitoring	12	5.6%	1	0.5%	178	82.8%	30	14.0%
Medicines Use Reviews	46	21.0%	22	10.0%	127	58.0%	38	17.4%
New Medicines Service	36	16.4%	10	4.6%	151	68.9%	33	15.1%
Disposal of unwanted medicines	99	44.8%	55	24.9%	62	28.1%	23	10.4%
Needle and syringe exchange scheme	42	19.1%	-	-	163	74.1%	18	8.2%
Supervised consumption of medicines	28	13.0%	1	0.5%	176	81.5%	14	6.5%
Language Access Services	36	16.7%	-	-	166	76.9%	20	9.3%

Have you been directed to a different pharmacy for a service not provided by your regular pharmacy?	Count	%
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Yes	44	18.0%
No	201	82.0%

Are you aware that pharmacies can help to direct you to other services for health?	Count	%
Yes	67	27.5%
No	127	52.0%
Not Sure	50	20.5%

How have you previously found out about the services offered by your pharmacy?	Count	%
At the pharmacy	173	77.2%
Website (NHS Choices)	18	8.0%
Website (other)	10	4.5%
Poster	34	15.2%
Radio	2	0.9%
Screen advertising (TV, or moving screens in GP surgeries or post offices)	15	6.7%
GP or practice staff	52	23.2%
Leaflets	36	16.1%
Word of mouth	60	26.8%
Local Press	9	4.0%
Mail drop	2	0.9%

Where did you get your questionnaire from?	Count	%
At a pharmacy	3	1.3%
At a GP surgery	3	1.3%
From a patient group	1	0.4%
From a voluntary organisation	11	4.7%
From my local Healthwatch	1	0.4%
From my local library	2	0.8%
From my Integrated Care Board (ICB)	1	0.4%
From work	4	1.7%
From Sandwell MBC	105	44.5%
via Social Media	39	16.5%
via email	25	10.6%
Website	23	9.7%
Other	18	7.6%

Overall - How satisfied are you with pharmacy services in Sandwell?	Count	%
Very Satisfied	68	28.2%
Satisfied	96	39.8%
Neither satisfied or dissatisfied	39	16.2%
Dissatisfied	26	10.8%
Very dissatisfied	12	5.0%

## Appendix 11: Glossary

Term	Definition	Acronym
<b>100-hour pharmacy</b>	The NHS Pharmaceutical Services Regulations 2005 stated that a 100-hour pharmacy provides pharmaceutical services for a minimum of 100 hours per week. Amendment to the regulations in 2023 outlined that 100-hour pharmacies can apply to reduce core contractual opening hours to at least 72 hours per week, subject to requirements- such pharmacies are referred to as 'former 100-hour pharmacies'.	
<b>Advanced Services</b>	Pharmaceutical Services that <u>may</u> be provided by pharmacies only if training is completed, commissioned by NHSE.	
<b>Appliance Use Review Service</b>	A service to improve patient knowledge and use of any specified appliance (e.g. stoma appliance, incontinence appliance) by assessing how the patient uses it, resolving issues of poor usage, and advising on safe storage and disposal.	AUR
<b>Dispensing appliance contractors</b>	A contractor that typically dispense appliances only (e.g. continence and stoma products), not medication. They also may deliver related services such as Stoma Appliance Customisation and Appliance Use Review Service.	DAC
<b>Distance selling pharmacy</b>	Pharmacies that do not provide essential services face-to-face to the public. They currently can provide advanced, enhanced, and locally commissioned services on-site, although this is due to change due to the Community Pharmacy Contractual Framework (CPCF) 2025/26 update.	DSP
<b>Emergency Hormonal Contraception</b>	Emergency Hormonal Contraception is used to reduce the chance of you getting pregnant after unprotected sex (sex with no contraception). In the context of provision from pharmacies this refers to the emergency contraceptive pill ("morning after pill").	EHC
<b>Enhanced Services</b>	Pharmaceutical Services that <u>may</u> be provided, planned to meet the needs of the local population, commissioned by NHSE.	
<b>Essential Services</b>	Pharmaceutical Services that <u>must</u> be provided by all pharmacies and are commissioned by NHSE.	
<b>Health and Wellbeing Board</b>	A board which brings together key stakeholders across the council to ensure that services align with shared goals.	HWBB
<b>Health inequalities</b>	Differences in health between different groups of people, that are unfair and could be avoided.	
<b>Healthwatch</b>	An organisation, that acts on a local and national level, to consider the views of the public on their health and social care systems to be a champion for change.	
<b>Healthy living pharmacy</b>	An essential service. Healthy Living Pharmacies offer a range of services and advice to encourage healthy behaviours. The three pillars of the Healthy Living Pharmacies framework are workforce development, engagement, and environment.	HLP
<b>Integrated Care Board</b>	A group of representatives from NHS organisations, local authorities, and other partners, who are responsible for planning and funding decisions for NHS services in a local area	ICB

Term	Definition	Acronym
<b>Joint Strategic Needs Assessment</b>	A process used to gather data to gain an understanding on the current and future health of the local population. The aim of the JSNA is to provide the data to inform priorities, and plan services effectively to meet the needs of the local population	JSNA
<b>Lateral Flow Device Service</b>	Provision of lateral flow device testing for patients who are at increased risk of serious illness from COVID-19 and may be eligible to treatment if they test positive.	LFD
<b>Local authority</b>	Also known as a 'council'. This is a governing body that is responsible for planning and providing important services in a local area.	
<b>Locally commissioned Service</b>	Pharmaceutical Services that <u>may</u> be provided, planned to meet the needs of the local population. These are commissioned at a local level by the ICB and Local Authority Public Health or indirectly through service providers.	
<b>Necessary Pharmaceutical Services</b>	Services which the Health and Wellbeing Board (HWBB) think are necessary/crucial to meet the needs of the local population. For Sandwell this definition includes: all essential services, and the following advanced services: Flu Vaccination Service, Hypertension Case Finding Service, New Medicine Service, Pharmacy Contraception Service, Pharmacy First Service.	
<b>Needle exchange service</b>	A service that offers safe disposal of needles and syringes used to inject drugs, and provision clean injecting equipment. The aim is to reduce the risk of getting or passing on blood borne infections through using dirty equipment for drug use.	
<b>New Medicine Service</b>	Support provided by pharmacies to ensure that patients with long-term conditions have a good understanding of the rationale for being prescribed new medicines, how to optimise their effectiveness and safe usage. This is through an initial consultation and two follow-up discussions.	NMS
<b>NHS England</b>	NHS England is an organisation that leads the National Health Service in England. It oversees funding allocation, monitors performance targets, and implements strategies such as the NHS Long Term Plan. There are plans to abolish NHSE, with powers returning to central government.	NHSE
<b>Pharmacy Access Scheme</b>	A scheme to protect a baseline level of patient access to NHS community pharmaceutical services across England. This is through additional monthly payments to eligible pharmacies, determined by the need of the local population, and the geographical isolation of the pharmacy.	PhAS
<b>Pharmaceutical services</b>	A broad term that covers a wide range of services delivered in a pharmacy setting.	
<b>Pharmacy</b>	A pharmacy is a place where medicines are prepared and provided. Pharmacies may also provide other services to support your health and wellbeing such as advice on your medicines and minor illnesses.	
<b>Pharmacy Contraception Service</b>	This service allows community pharmacy teams to offer advice and start oral contraception ("the pill"), continue oral contraception prescribed elsewhere, and provide	PCS

Term	Definition	Acronym
	ongoing management e.g. annual reviews, blood pressure checks. They should signpost patients on where to access other related services e.g. "morning after pill", long-acting reversible contraception such as the Mirena Coil.	
<b>Pharmacy delivery service</b>	Prescribed medicines delivered from your pharmacy to your door.	
<b>Pharmacy First Service</b>	A service in which pharmacists can offer advice, and treatment, where clinically appropriate for seven common conditions (with age/sex restrictions).	
<b>Pharmacy Quality Scheme</b>	A scheme to incentivise community pharmacies in England to improve clinical effectiveness, patient safety, and patient experience. This is through the requirement for pharmacies to meet the gateway criterion and quality criteria.	PQS
<b>Smoking Cessation Service</b>	This service is for patients who start a Stop Smoking programme as an inpatient in hospital and are referred to their community pharmacy to complete the programme.	
<b>Stoma Appliance Customisation</b>	This service offers personal customisation of a quantity of more than one stoma appliance. Customisation is based on the patient's measurements or a template, to improve comfort.	SAC
<b>Supervised consumption of methadone</b>	Medications such as methadone can be prescribed to help people who are addicted to heroin or other opiates drugs, to reduce their use. In supervised consumption, a pharmacist will watch the patient take the dose of methadone. This will help the patient take the medication safely and as prescribed.	