

Sandwell Health & Wellbeing Board Pharmaceutical Needs Assessment (PNA) 2025–28

Consultation

The Pharmaceutical Needs Assessment (PNA) is a document that must be updated every three years. The report looks at whether there are enough pharmacies, in the right areas, offering the right services, to meet the needs of the local population.

Pharmacies can be found in many settings - the community (e.g. high street, inside supermarkets), hospitals and prisons for example. This document focuses only on community pharmacies; distance selling pharmacies (also known as 'internet pharmacies'); and dispensing appliance contractors (dispense appliances only such as continence and stoma products, not medications).

'Pharmaceutical services' is a broad term that covers a wide range of services delivered by professionals in a pharmacy setting. These include, but are certainly not limited to, dispensing medications, disposal of unwanted medicines, flu vaccination, and emergency hormonal contraception service.

It is recommended that you read the PNA draft when answering the consultation survey.

Conclusions are drawn from objective data and responses from the residents' survey and contractors' survey. Please note that the residents' survey received 255 responses, and 70 out of 79 pharmacies responded to the contractors' survey.

Do you agree to take part in this survey being carried out on behalf of Sandwell Council? The data collected will be used to improve the services we offer to our customers. Special category or personal data may be collected as part of this research - completion of these questions is optional.

Please refer to our privacy statement for further details.

- ☐ I am happy to take part in this survey on behalf of Sandwell Council
- ☐ I do not want to take part in this survey

Which best describes your interest in the consultation?

- ☐ A member of the general public
- ☐ A family member or carer of someone who uses pharmacy services
- ☐ A Health or Social Care Professional
- ☐ On behalf of an organisation
- ☐ On behalf of a community pharmacy business

Please specify

Have you read the entire consultation draft of the PNA?

- ☐ Yes
- ☐ No

Have you read the executive summary of the PNA?

- ☐ Yes
- ☐ No

What is your age?

- ☐ Under 16
- ☐ 16-24
- ☐ 25-34
- ☐ 35-49
- ☐ 50-64
- ☐ 65-74
- ☐ 75 and over
- ☐ Prefer not to say

What is your sex?

- ☐ Male
- ☐ Female

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

- ☐ Yes
- ☐ No

If no, please write in your gender identity

What is your sexual orientation?

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

If "other", please specify

How would you best describe yourself?

- ☐ Employed or self employed (working)
- ☐ Unemployed
- ☐ Student
- ☐ Retired
- ☐ Full time parent
- ☐ Carer

What is your marital status?

- ☐ Single
- ☐ Married / cohabiting / civil partnership
- ☐ Divorced / separated
- ☐ Widowed

To which of these groups do you consider you belong?

White

- ☐ English / Welsh / Scottish / British / Northern Irish
- ☐ Irish
- ☐ Gypsy / Irish Traveller
- ☐ Roma
- ☐ Polish
- ☐ Other White background

Please specify

Mixed / multiple heritage

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Other Mixed or Multiple ethnic groups

Please specify

Asian or Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Other Asian background

Please specify

Black or Black British

- ☐ African
- ☐ Caribbean
- ☐ Other Black background

Please specify

Other ethnic group

- ☐ Arab
- ☐ Sikh
- ☐ Jewish
- ☐ Other ethnic background
- ☐ Prefer not to say

Please specify

What is your religion?

- ☐ No religion
- ☐ Christian
- ☐ Jewish
- ☐ Hindu
- ☐ Muslim
- ☐ Sikh
- ☐ Buddhist
- ☐ Other
- ☐ Prefer not to say

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

- ☐ Yes
- ☐ No

Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

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

Please enter the first 4 digits of your postcode

For each statement please answer Yes / No / Don't know.
If 'No', please explain why

Do you agree with the following conclusions?

	Yes	No	Don't know
Most people can get to a pharmacy within 20 minutes on public transport or 15 minutes walking, so there are enough pharmacies in the right locations to meet the current and future needs of people living in Sandwell.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why do you not agree with the statement?

Every town in Sandwell has a pharmacy open early, late, and on weekends. Despite this, there is still a demand for more pharmacies to be open on weekends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Why do you not agree with the statement?

Pharmacies can offer a range of different services, but many people do not know which services their local pharmacy provides.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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● *Pharmaceutical services- a broad term that refers to a wide range of services delivered in a pharmacy setting. These include, but are not limited to, dispensing medications, disposal of unwanted medicines, flu vaccination, and Emergency Hormonal Contraception service ("morning after pill").*

Why do you not agree with the statement?

There are enough pharmacies across Sandwell offering the following services: Flu Vaccination, Hypertension Case-Finding Service, New Medicines Service, Lateral Flow Device Service, and Pharmacy First Service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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- *Flu Vaccination Service- the flu vaccination is offered to people who are at increased risk of serious complications from the influenza virus (flu).*
- *Hypertension Case Finding Service- to identify people aged 40 and above who have not previously been diagnosed with hypertension (high blood pressure) and refer those with likely hypertension to general practice (GP) for ongoing management.*
- *New Medicine Service- to support patients with a long-term medical condition to understand the medicines they are taking, to ensure safe and effective usage. This involves an initial conversation, and two further follow-up appointments.*
- *Lateral Flow Device Service- 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.*
- *Pharmacy First Service- pharmacists can offer advice, and treatment, where clinically appropriate for seven common conditions (with age/sex restrictions).*

Why do you not agree with the statement?

There are no pharmacies that can give Emergency Hormonal Contraception free of charge without a prescription in Tipton and Rowley Regis. This is an area for improvement.



● *Emergency hormonal Contraception: 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").

Why do you not agree with the statement?

Not many people use Stop Smoking Services, Stoma Appliance Customisation Service, and Appliance Use Review Service from community pharmacies in Sandwell. This is likely because people typically access these services from elsewhere (e.g. a specialist service delivered by a community provider for Stop Smoking Service, and Dispensing Appliance Contractors for SAC and AUR).



● *Smoking Cessation Service- for patients who start a Stop Smoking programme as an inpatient in hospital and are referred to their community pharmacy to complete the programme.*

● *Appliance Use Review- to improve patient knowledge and use of an appliance (e.g. catheter, equipment for incontinence, stoma appliance) by assessing how the patient uses it and helping with any issues with use, storage, and disposal.*

● *Stoma Appliance Customisation Service- to offer personal customisation of a quantity of more than one stoma appliance, to make it more comfortable for patients and reduce waste.*

Why do you not agree with the statement?

Many pharmacies have wheelchair access (86.8%), but not many have hearing loops (30%) to support people with people with impaired hearing or are deaf. Many people responding to the survey were not sure about what support is available in pharmacies to help people with disabilities.



Why do you not agree with the statement?

Do you agree with the following recommendations?

Yes

No

Don't know

Services provided by pharmacies should be widely promoted by pharmacies and other healthcare services. This could be through use of posters, leaflets, and video advertisements that are easily accessible to patients.

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Why do you not agree with the statement?

More pharmacies should offer the “morning after pill” free of charge, especially in Tipton and Rowley Regis.

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There is a plan for more pharmacies across Sandwell to provide the “morning after pill” free of charge, including in Rowley Regis and Tipton.

Also, the national Pharmacy Contraception Service will be expanded to include provision of the “morning after pill” which is expected to address this gap.

Why do you not agree with the statement?

Pharmacies should be easily accessible to all:

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- *Wheelchair access: we should aim for all pharmacies to have wheelchair access to all areas.*
- *Language and communication: we should aim for all pharmacies to provide spoken and written information in various accessible formats to ensure that people with hearing or visual impairment, or do not have English as their first language, have equal access.*

These might include large print written information and use of ‘Language Line’ for example.

- *The support available to ensure everyone has fair and equal access to pharmacies should be widely promoted by pharmacies.*

Why do you not agree with the statement?

Future Sandwell PNAs should include local residents in the group working on the PNA.

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Why do you not agree with the statement?

Future Sandwell PNAs should consider alternative methods of engagement at the initial consultation stage to ensure that we capture diverse views at an earlier stage of the process.

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Why do you not agree with the statement?

Future Sandwell PNAs should use datasets to obtain information on service sign-up and service activity, and contractors' survey for information on willingness to sign-up. This would help to avoid discrepancies between contractor surveys and datasets and shorten the contractor survey.



Why do you not agree with the statement?

Overall Questions

	Yes	No	Don't know
Has the PNA helped you understand more about the people in Sandwell and the services they need?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you happy with the range of services pharmacies in Sandwell can offer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you think that there are any areas or times that you would like a pharmacy to be open but is not, or any services that you would like your pharmacy to provide, but they do not, that we have not already outlined above?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If yes please explain, which services, where, and when

What do you think the best way would be to get the views of Sandwell residents in future PNAs? e.g. questionnaire, focus group, support with questionnaire

Is there anything else that you feel should be included in the PNA?

Thank you for taking the time to complete this survey